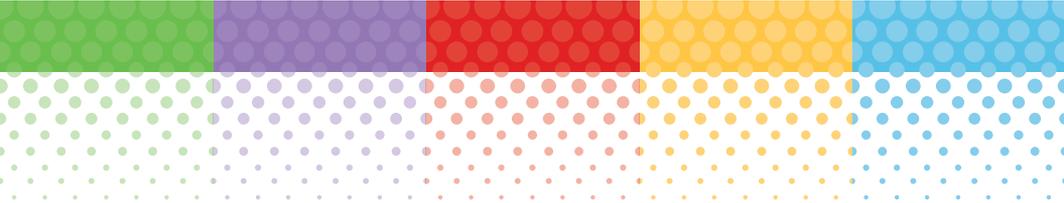




Virginia Lottery 2016

A decorative horizontal band consisting of five colored rectangular sections (green, purple, red, orange, blue) with a pattern of white polka dots of varying sizes. The dots are larger in the center and smaller towards the edges.

# lottery express

retailer reference  
guide

Your complete Virginia Lottery Express  
guide. We're game... are you?



# TABLE OF CONTENTS

<b>Lottery Express Terminal External View .....</b>	<b>1</b>
<b>Lottery Express Terminal Internal View .....</b>	<b>2</b>
<b>Touch Screen Main Screen.....</b>	<b>3</b>
<b>Touch Screen Icons.....</b>	<b>4</b>
<b>Instant Ticket Purchase .....</b>	<b>5</b>
<b>Draw Game Purchase.....</b>	<b>6</b>
<b>To Check A Winning Ticket.....</b>	<b>8</b>
<b>Accessing The Manager Menu &amp; Manager Sign On/ Sign Off .....</b>	<b>9</b>
<b>The Manager Menu .....</b>	<b>10</b>
<b>Reports .....</b>	<b>11</b>
Balance Report.....	12
Summary Report .....	13
Clerk Activity Report .....	14
Winner Information Report.....	15
Winning Numbers Report.....	17
Winning Numbers Summary Report.....	19
Current Jackpot Report.....	21

# TABLE OF CONTENTS

## Financial Reports ..... 22

Accessing Financial Reports.....	22
Weekly Settlement Report.....	23
Adjustment Detail Report.....	25
Settlement Detail Report.....	27
Ticket Return Detail Report.....	29
Pack Commission Settlement Report.....	31
Total Liability Report.....	33
Inventory Summary Report.....	34
Instant Ticket Activity Detail Report.....	35
Online Commission Report.....	37
Pack Commission Report.....	39
Instant Cashes Report.....	41
Daily Cashing Summary Report.....	42

## Bin Reports..... 44

Accessing Bin Reports.....	44
Bin Sales Report.....	45
Bin Device Status Report.....	46
Bin Inventory Report.....	47

## Special Functions ..... 48

Accessing Special Functions.....	48
Version Information.....	49
Volume Control.....	50

## Pack Management ..... 51

Accessing Pack Management.....	51
Confirm Delivery - Manager.....	52
Activate Pack - Manager.....	54
SR Sign On/Sign Off.....	55

# TABLE OF CONTENTS

<b>Reprints .....</b>	<b>56</b>
Accessing Reprint Functions .....	56
Last Transaction Reprint .....	57
Last Wager Reprint .....	57
<b>Management Functions .....</b>	<b>58</b>
Accessing Management Functions .....	58
Shift Report .....	59
Cash Log .....	60
Security Log .....	61
Refund Slip Validation .....	62
Printer Test .....	63
Device Status .....	63
Manager Sign Off .....	64
Video Help .....	64
Terminal Reset .....	65
Terminal Sign Off .....	65
Open Door .....	66
<b>Easy Pick For Draw &amp; Print 'N Play Games .....</b>	<b>67</b>
<b>Manual Entry – Draw &amp; Print 'N Play Games .....</b>	<b>68</b>
Manual Entry – Pick 3 .....	68
Manual Entry – Pick 4 .....	70
Manual Entry – Cash 5 .....	72
Manual Entry – Mega Millions .....	74
Manual Entry – Powerball .....	76
Manual Entry – Cash 4 Life .....	78
Manual Entry – Bank a Million .....	80
Manual Entry – Print 'N Play Games .....	82
Manual Entry – Raffle Games .....	84

# TABLE OF CONTENTS

<b>Opening &amp; Locking The Lottery Express .....</b>	<b>85</b>
<b>Internal Keypad &amp; Display .....</b>	<b>86</b>
Using The Internal Keypad.....	86
<b>ITVM Main Menu .....</b>	<b>87</b>
<b>Loading Instant Tickets.....</b>	<b>88</b>
Loading Instant Tickets .....	88
Loading Multiple Packs .....	89
<b>Unloading Instant Tickets.....</b>	<b>93</b>
<b>ITVM Options Menu .....</b>	<b>94</b>
<b>Unloading Cash Box.....</b>	<b>95</b>
<b>Clearing A Jam In The Bill Acceptor.....</b>	<b>96</b>
<b>Loading Paper In The Printer.....</b>	<b>97</b>
<b>Credits On The Lottery Express .....</b>	<b>98</b>
Lottery Express Self Serve Redemption .....	98

# LOTTERY EXPRESS TERMINAL EXTERNAL VIEW

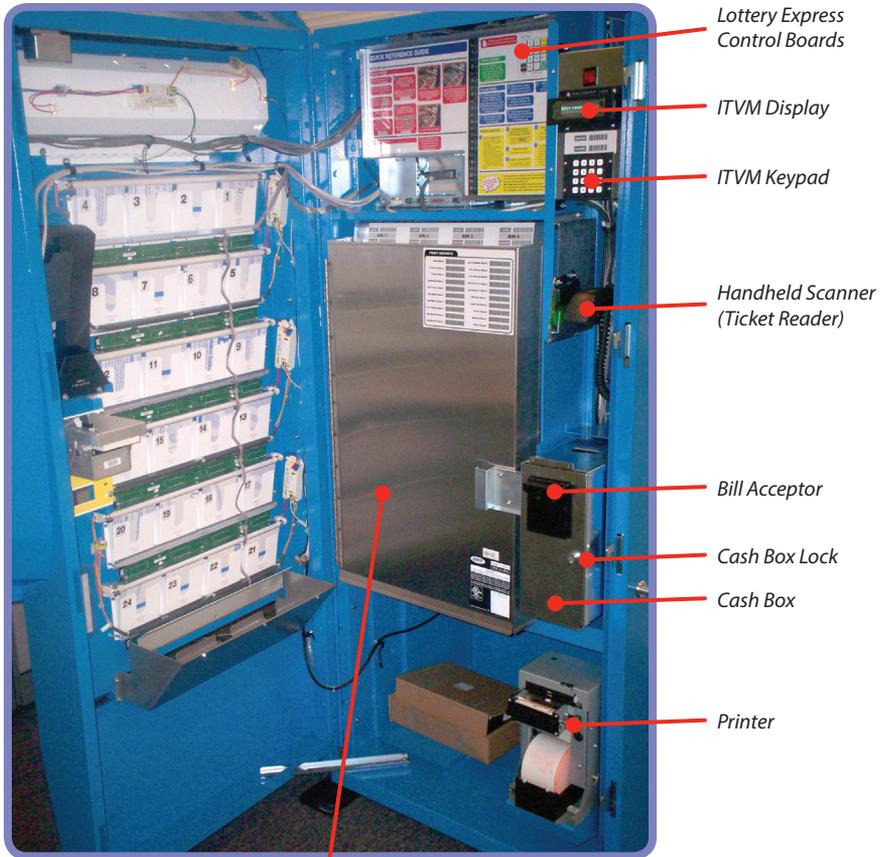
The Lottery Express terminal is an electronic vending machine that supports two gaming functions in your location. It acts as both an Instant Ticket Vending Machine (ITVM) to distribute Instant Tickets and also operates in self-service mode for customers to perform Draw and Print 'N Play game functions on their own.

## External components of your Lottery Express terminal:



**NOTE:** To ensure proper levels of security, three unique Lottery Express keys are provided to store managers:

# LOTTERY EXPRESS TERMINAL INTERNAL VIEW



*Ticket Bins  
(Behind Door)*

# TOUCH SCREEN MAIN SCREEN

The Lottery Express touch screen displays an “Attract Screen” when not in use. This screen cycles through marketing information to attract players and continues to display until the terminal is activated.

## Home Screen

When the touch screen is touched, a bill is inserted into the bill acceptor, or a reader is being used, the Lottery Express becomes active. At this time, the touch screen displays the Home Screen.



# TOUCH SCREEN ICONS

As players use the Home Screen and navigate through game screens to place their wagers, there are a number of icons that are available to them:



## Main Menu

Used to return to the Home Screen.



## Help

Provides information to customers for a selected Draw Game.



## Draw Game and Print 'N Play Icons

The player touches a game icon to proceed to the game screen to place their wager.



## Print

Displays once Draw Game selections are complete to print the ticket.

# INSTANT TICKET PURCHASE

1. When the Lottery Express is activated, the touch screen displays the Home Screen.



2. The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20).

**NOTE:** The bill acceptor does not give change, only credit towards purchases.

3. The screen displays the amount of credit the player has.



4. If purchasing a scratch ticket, the player touches the desired ticket display window.
5. The selected ticket is dispensed into the bin below.

# DRAW GAME PURCHASE

1. When the Lottery Express is activated, the touch screen displays the Home Screen.

For help in placing a wager, a player selects a Draw or Print 'N Play Game icon and touches the HELP icon.



2. The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20).

**NOTE:** The bill acceptor does not give change, only credit towards purchases.

3. The screen displays the amount of credit the player has.



4. The player touches a Draw Game or Print 'N Play game icon on the touch screen.

5a. **If the player chooses to place an Easy Pick wager:** Touch the EP icon and denomination for the desired game.

# DRAW GAME PURCHASE

5b. **If the player chooses to place the wager manually:** The game screens prompt the player to select the ticket options, such as number selection, the number of draws, or play type/amount.

Wager options vary with the game selected.



6. After all the wager options have been entered, the customer touches the **Print** icon to print the ticket.



7. The ticket prints.

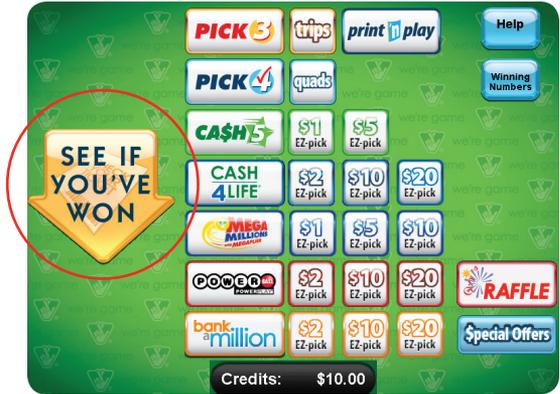
**NOTE:** Draw and Print 'N Play game tickets purchased cannot be canceled on the Lottery Express.



# TO CHECK A WINNING TICKET

Players can check their Instant and Draw Game tickets to see if they are a winner using the Lottery Express.

1. From the Home Screen, the player touches **SEE IF YOU'VE WON**.



2. The player passes the ticket bar code under the reader. The bar code is located on the front of the ticket.



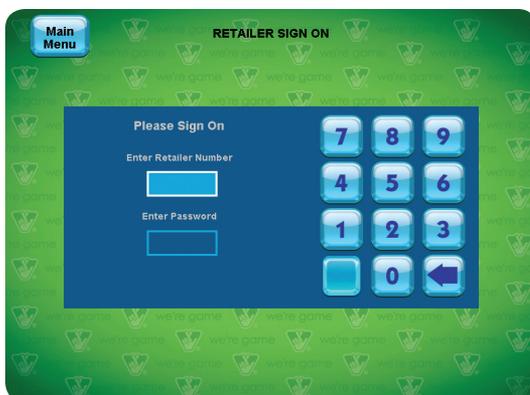
3. The screen indicates if the ticket is a winner. The player may take winning tickets to any Lottery retailer for cashing.

# ACCESSING THE MANAGER MENU & MANAGER SIGN ON/ SIGN OFF

The Lottery Express signs on automatically every morning at 5:30 A.M. and automatically signs off at 12:15 A.M. After the terminal signs off, only Instant Tickets can be purchased.

**NOTE:** Please keep unit plugged in at all times.

1. Insert key into the lock located above screen and turn clockwise. Touch **Manager Sign On**.
2. Once this is done, you will be prompted for a manager number and password.
3. Enter 4s into the manager number and password fields as shown and press the **Send** button.
4. A screen will display showing the status of the devices on the machine.
5. From this screen press the **Manager Menu** button.
6. To sign off, touch the **Manager Sign Off** icon. The Home Screen opens.



# THE MANAGER MENU

The Manager Menu (shown below) is used for the following:

- Viewing and printing sales and inventory reports
- Instant Ticket functions
  - Confirming Instant Ticket orders and deliveries
  - Pack activation and settlement
- Equipment access and maintenance



\* To sign off, touch the **Manager Sign Off** button.

**NOTE:** You may access this menu from any management screen by touching the **Manager Menu** icon.

## Accessing Reports

The following draw game reports are available:

- Balance and Summary reports
- Clerk Activity report
- Winner and Winning Number reports
- Jackpot report
- Financial reports

1. From the Manager Menu screen, touch the **Reports** icon.



2. The **Reports** menu displays.



## Balance Report

The **Balance** report is used to balance the terminal at the end of the shift.

You can select the current day, any of the previous 7 days, or from the last Sunday morning up to and including the current day by selecting Week to date. Other dates are available by entering the desired date in MM-DD-YYYY format.

1. Touch **Balance** on the **Reports** menu.



2. The **Daily Reports** screen displays. Select **Today**, a day of the week, **Week to Date**, or **Other**. If you select Other, supply a date in MM-DD-YYYY format.



3. The report is displayed on the screen.

4. Touch:

- **Arrows** to scroll through the report.
- **Print** to print the report.
- **Menu** to return to the Reports menu.
- **Manager Menu** to return to the Manager Menu.



## Summary Report

The Summary report summarizes and verifies Instant Ticket validations and returns, in addition to, Draw Game sales, cancels, cashes, and promotion credit for the terminal.

You can select the current day (Today), a day of the week, or a Week to date report as well as a desired date. This report is available for the past 60 days.

1. Touch **Summary** on the **Reports** menu.



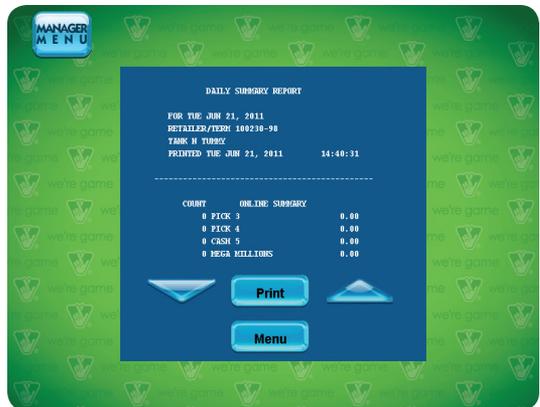
2. The **Daily Reports** screen displays. Select **Today**, a day of the week, **Week to Date**, or **Other**. If you select **Other**, supply a date in MM-DD-YYYY format.



3. The report is displayed on the screen.

4. Touch:

- **Arrows** to scroll through the report.
- **Print** to print the report.
- **Menu** to return to the Reports menu.
- **Manager Menu** to return to the Manager Menu.



## Clerk Activity Report

This report summarizes the clerk's sales activity (count and amount) for the day, including totals for all Draw Game sales, cancels, cashes, and promotion credits. It does not include commissions or adjustments.

A clerk with specified privileges can take all clerk reports from a terminal.

1. Touch **Clerk Activity** on the **Reports** menu.



2. The report displays on the screen.



3. Touch:
  - **Arrows** to scroll through the report.
  - **Print** to print the report.
  - **Menu** to return to the Reports menu.
  - **Manager Menu** to return to the Manager Menu.

## Winner Information Report

The Winner Information report lists the winning numbers and the number of winners for the last closed draw for all Draw and Print 'N Play games.

Selecting a game button produces a draw date entry screen, where you select the draw date in DD-MM-YYYY format, or press the Send button for the current date. The report is displayed on the screen.

1. Touch **Winner Information** on the **Reports** menu.



2. The **Game Results** screen displays. Select a Draw Game.



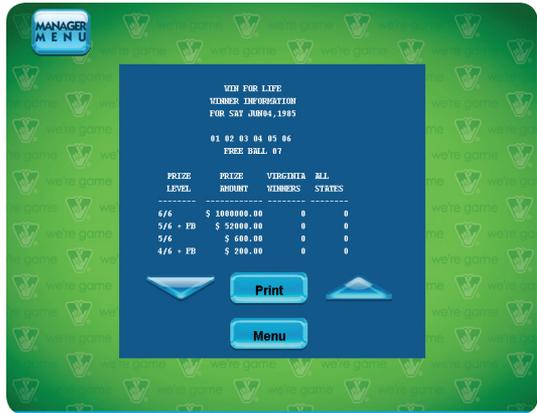
3. Enter a date in DD-MM-YYYY format, or touch **Send** to print winner information for today.



## Winner Information Report (Continued)

4. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



5. Touch **Print** to print the report.

Specify the number of copies (up to 20) and touch Send to print one copy.



6. Touch:

- **Menu** to return to the Reports menu.
- **Manager Menu** to return to the Manager Menu.

## Winning Numbers Report

The **Winning Numbers** report lists the winning numbers for a specified Draw Game for a predefined number of draws (10 draws).

1. Touch **Winning Numbers** on the **Reports** menu.



2. The **Game Results** screen displays. Select a Draw Game.



3. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



## Winning Numbers Report (Continued)

4. Touch **Print** to print the report.

Specify the number of copies (up to 20) or touch Send to print one copy.



5. Touch:
- **Menu** to return to the Reports menu.
  - **Manager Menu** to return to the Manager Menu.

# REPORTS

## Winning Numbers Summary Report

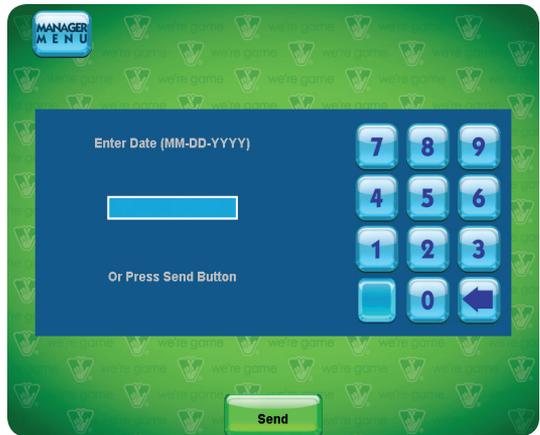
The **Winning Numbers Summary** report lists the most recent winning numbers for all games.

When a request for the Winning Numbers Summary report is made by the clerk, the screen prompts the clerk to enter the date of a specific report, or press Send for the current report. Up to 20 copies of the report can be printed or the clerk can press Send for 1 copy.

1. Touch **Winning Numbers Summary** on the **Reports** menu.



2. Enter a date in DD-MM-YYYY format, or touch Send to print winner information for today.



3. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



## Winning Numbers Summary Report (Continued)

4. Touch **Print** to print the report.

Specify the number of copies (up to 20) or touch Send to print one copy.



5. Touch:
- **Menu** to return to the Reports menu.
  - **Manager Menu** to return to the Manager Menu.

## Current Jackpot Report

The **Current Jackpot** report lists the current jackpot information for the Mega Millions Draw Game.

1. Touch **Current Jackpot** on the **Reports** menu.



2. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



3. Touch **Print** to print the report.

Specify the number of copies (up to 20) or touch Send to print one copy.



4. Touch:

- **Menu** to return to the Reports menu.
- **Manager Menu** to return to the Manager Menu.

# FINANCIAL REPORTS

The Financial Reports function provides information for Instant Ticket and Draw and Print 'N Play games.

**Draw and Print 'N Play games** - Online Commission Report

<b>Instant Tickets</b> -	Weekly Settlement	Inventory Summary
	Adjustment Detail	Instant Ticket Activity
	Settlement Detail	Pack Commission
	Ticket Return Detail	Instant Cashes
	Pack Commission Settlement	Daily Cashing Summary
	Total Liability	

## Accessing Financial Reports

1. Touch **Financial Reports** on the **Reports** menu.



2. The Financial Reports menu displays on the screen.



## Weekly Settlement Report

The **Weekly Settlement** report lists the balance from the last settlement period, as well as gross sales, cancels, total commissions, cashes, promotions, adjustments, and amount due information for a selected settlement period and retailer.

This report automatically prints at sign on of the terminal on a day specified by the Lottery, following the end of an accounting week. Information provided are for week ending dates for the last 12 weeks. Note that if you have an Altura terminal, the Weekly Settlement Report will automatically print on that machine and will combine sales of the Lottery Express and the Altura.

1. Touch **Weekly Settlement**.



2. Choose a settlement date.



Or

Touch **Other** and supply a date in MM-DD-YYYY format, or touch **Send** for a report for the current week.



# FINANCIAL REPORTS

## Weekly Settlement Report (Continued)

3. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



4. Touch **Print** to print the report.

Specify the number of copies (up to 20) or touch Send to print one copy.



5. Touch:

- **Menu** to return to the Reports menu.
- **Manager Menu** to return to the Manager Menu.

## Adjustment Detail Report

This report provides details of all credit and debit adjustments that are summarized in the Weekly Settlement report.

This report automatically prints immediately following the Weekly Settlement report if there are any adjustments listed. Shown are the week ending dates for the last 12 weeks.

1. Touch **Adjustment Detail**.



2. Enter a date in DD-MM-YYYY format, or touch **Send** for today.



## Adjustment Detail Report (Continued)

3. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



4. Touch **Print** to print the report.

Specify the number of copies (up to 20) or touch **Send** to print one copy.



5. Touch:

- **Menu** to return to the Reports menu.
- **Manager Menu** to return to the Manager Menu.

## Settlement Detail Report

The Settlement Detail report provides a breakdown of the information provided on the Weekly Settlement report sorted by Instant game and pack. This report is available for the last 12 weeks.

1. Touch **Settlement Detail**.

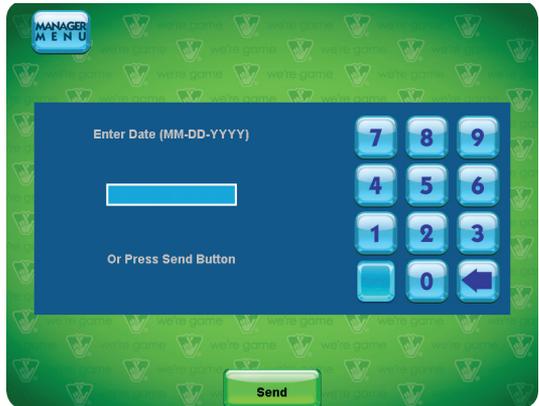


2. Choose a settlement date.



Or

Touch **Other** and supply a date in MM-DD-YYYY format, or touch **Send** for a report for the current week.



# FINANCIAL REPORTS

## Settlement Detail Report (Continued)

3. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



4. Touch **Print** to print the report.

Specify the number of copies (up to 20) or touch Send to print one copy.



5. Touch:

- **Menu** to return to the Reports menu.
- **Manager Menu** to return to the Manager Menu.

## Ticket Return Detail Report

The **Ticket Return Detail** provides settlement report details for all Instant Ticket pack returns included on the settlement report. This report is available for the most recent settlement week or specified date.

1. Touch **Ticket Return Detail**.



2. Enter a date in DD-MM-YYYY format, or touch **Send** for today.



# FINANCIAL REPORTS

## Ticket Return Detail Report (Continued)

3. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



4. Touch **Print** to print the report.

Specify the number of copies (up to 20) and touch **Send** to print one copy.



5. Touch:

- **Menu** to return to the Reports menu.
- **Manager Menu** to return to the Manager Menu.

## Pack Commission Settlement Report

This report summarizes the retailer's Instant Ticket sales and commission amounts for the specified settlement period by game. This report is available for the specified date or today. The detail line lists the Instant game number, number packs settled, commission percentage, settle amount, and commission amount.

1. Touch **Pack Commission Settlement**.



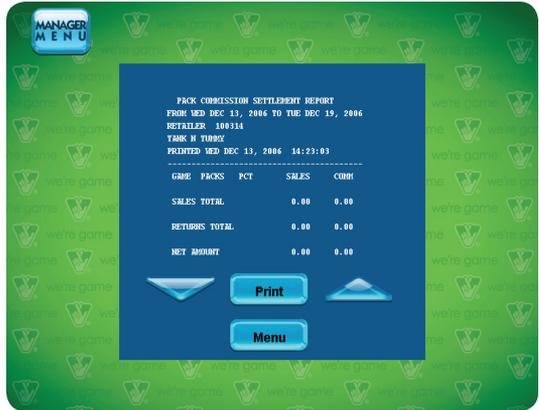
2. Enter a date in DD-MM-YYYY format, or touch **Send** for today.



## Pack Commission Settlement Report (Continued)

3. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



4. Touch **Print** to print the report.

Specify the number of copies (up to 20) or touch **Send** to print one copy.



5. Touch:

- **Menu** to return to the Reports menu.
- **Manager Menu** to return to the Manager Menu.

## Total Liability Report

The Total Liability report is a snapshot of retailer liability listing the totals for online balance, instant balance, deferred instant, and total liability.

1. Touch **Total Liability**.



2. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



3. Touch **Print** to print the report.

Specify the number of copies (up to 20) or touch Send to print one copy.



4. Touch **Menu** to return to the Reports menu or **Manager Menu** to return to the Manager Menu.

# FINANCIAL REPORTS

## Inventory Summary Report

The Inventory Summary summarizes the packs belonging to the retailer, listing the total packs per game in a Settled, In-Transit, Confirmed, or Active status.

1. Touch **Inventory Summary**.



2. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



3. Touch **Print** to print the report.

Specify the number of copies (up to 20) or touch Send to print one copy.



4. Touch **Menu** to return to the Reports menu or **Manager Menu** to return to the Manager Menu.

## Instant Ticket Activity Detail Report

This report provides the retailer with a summary of Instant Ticket activity including: Instant Activations and Settlement Date, Total Packs Activated, Total Instant Cashes, Total Returns, and Total Return Credits. You can choose the Toady sales report, a day of the week, or a Week to date report (this covers the time frame from the last Sunday morning up to and including the current day), and individual dates using a MM-DD-YYYY format.

1. Touch **Instant Ticket Activity Detail**

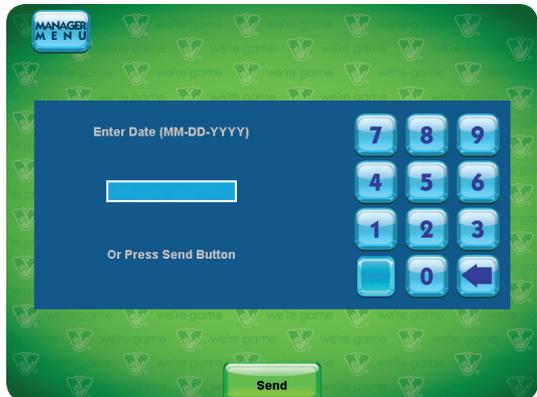


2. The **Daily Reports** screen displays. Select **Today**, a day of the week, or **Week to Date**.



Or

Touch **Other** and supply a date in MM-DD-YYYY format, or touch **Send** for a report for the current week.



# FINANCIAL REPORTS

## Instant Ticket Activity Detail Report (Continued)

3. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



4. Touch **Print** to print the report.

Specify the number of copies (up to 20) or touch Send to print one copy.



5. Touch:
- **Menu** to return to the Reports menu.
  - **Manager Menu** to return to the Manager Menu.

# FINANCIAL REPORTS

## Online Commission Report

The Online Commission report summarizes the commission amounts for every game for the terminal. You can choose the Today sales report, a day of the week, or a Week to date report (this covers the time frame from the last Sunday morning up to and including the current day), and individual dates using a MM-DD-YYYY format.

1. Touch **Online Commission**

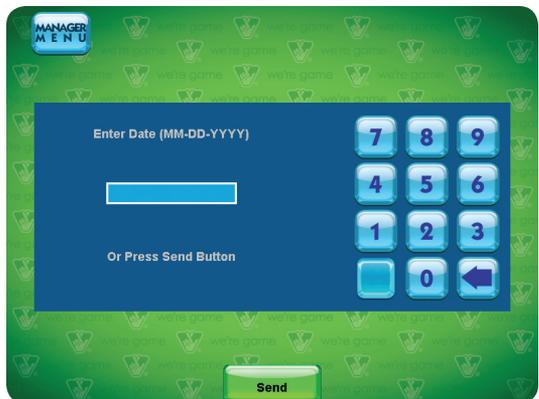


2. The **Daily Reports** screen displays. Select **Today**, a day of the week, or **Week to Date**.



Or

Touch **Other** and supply a date in MM-DD-YYYY format, or touch **Send** for a report for the current week.



## Online Commission Report (Continued)

3. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



4. Touch **Print** to print the report.

Specify the number of copies (up to 20) or touch Send to print one copy.



5. Touch:
- **Menu** to return to the Reports menu.
  - **Manager Menu** to return to the Manager Menu.

## Pack Commission Report

This report summarizes the retailer's Instant sales and commission amounts for the specified period by game. The detail line lists the Instant game number, number of packs settled, commission percentage, settle amount, and commission amount.

1. Touch **Pack Commission**.



2. The **Daily Reports** screen displays. Select **Today**, a day of the week, or **Week to Date**.



Or

Touch **Other** and supply a date in MM-DD-YYYY format, or touch **Send** for a report for the current week.



# FINANCIAL REPORTS

## Pack Commission Report (Continued)

3. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



4. Touch **Print** to print the report.

Specify the number of copies (up to 20) and touch **Send** to print one copy.



5. Touch:

- **Menu** to return to the Reports menu.
- **Manager Menu** to return to the Manager Menu.

## Instant Cashes Report

---

The Instant Cashes report provides the serial numbers, and amount of cashed Instant Tickets, It is used to balance the terminal for recorded Instant Tickets cashed against the actual Instant Tickets cashed.

1. Touch **Instant Cashes**.



# FINANCIAL REPORTS

## Daily Cashing Summary Report

This report summarizes InstantTicket cashing activity for a selected time frame. The clerk can generate reports for a particular day by selecting any of the day buttons. The Week to date selection generates the report from the week start to the current day. Selecting Other lets the clerk enter a specific date in MM-DD-YYYY format or press Send to generate the current day's report.

1. Touch **Daily Cashing Summary**.



2. The **Daily Reports** screen displays. Select **Today**, a day of the week, or **Week to Date**.



Or

Touch **Other** and supply a date in MM-DD-YYYY format, or touch **Send** for a report for the current week.



## Daily Cashing Summary Report (Continued)

3. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



4. Touch **Print** to print the report.

Specify the number of copies (up to 20) and touch Send to print one copy.



5. Touch:

- **Menu** to return to the Reports menu.
- **Manager Menu** to return to the Manager Menu.

# BIN REPORTS

Bin reports provide sales and device information for the ITVM component of the Lottery Express.

- Reports include:
- Bin Sales
  - Bin Device Status
  - Bin Inventory

## Accessing Bin Reports

---

1. From the Manager Menu screen, touch the **Bin Reports** icon.



2. The **Bin Reports** menu displays.



# BIN REPORTS

## Bin Sales Report

The Bin Sales report summarizes Instant Ticket sales per bin on the ITVM.

1. Touch **Bin Sales**.

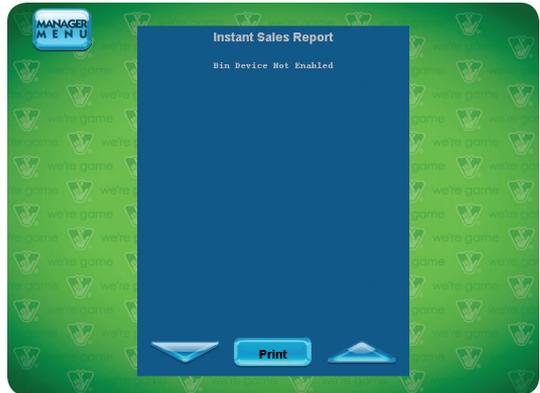


2. The **Sales Reports** screen displays. Select a time frame for sales information.



3. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



4. Touch:
  - **Print** to print the report.
  - **Manager Menu** to return to the Manager Menu.

# BIN REPORTS

## Bin Device Status Report

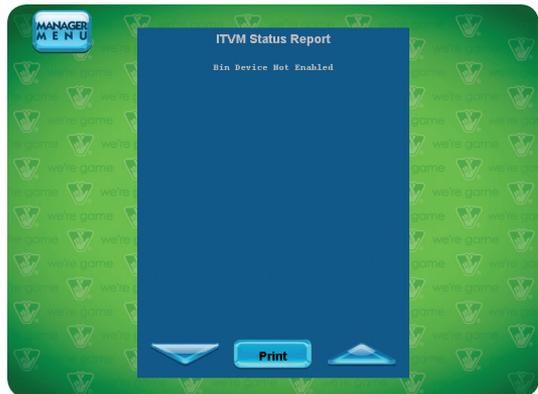
The Bin Device Status report summarizes the operational state of Instant Ticket bins.

1. Touch **Bin Device Status**.



2. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



3. Touch:
  - **Print** to print the report.
  - **Manager Menu** to return to the Manager Menu.

## Bin Inventory Report

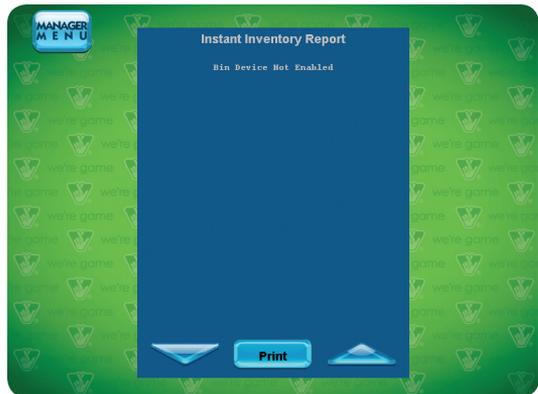
The Bin Inventory report summarizes Instant Ticket inventory currently loaded in each bin.

1. Touch **Bin Inventory**.



2. The report displays on the screen.

Touch the up/down **Arrows** to scroll through the report.



3. Touch:
  - **Print** to print the report.
  - **Manager Menu** to return to the Manager Menu.

# SPECIAL FUNCTIONS

Special functions allow the retailer to check equipment versions, as well as change the terminal volume.

## Accessing Special Functions

---

1. From the Manager Menu screen, touch the **Special Functions** icon.



2. The **Special Functions** menu displays.



# SPECIAL FUNCTIONS

## Version Information

This screen provides includes software, firmware and ITVM version information. This information is used when contacting the Hotline.

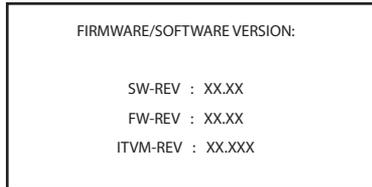
1. Touch **Version Info**.



2. The **Version Information** screen displays.



3. Touch **Print** to print out version information.



4. Touch the **Manager Menu** to return to the Manager menu.

# SPECIAL FUNCTIONS

## Volume Control

---

The Volume Control function allows you to turn up the volume of the terminal, return the volume to the default setting, or set the volume to mute.

1. Touch **Volume Control**.

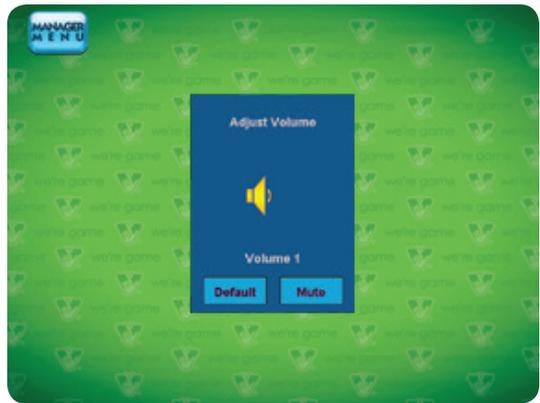


2. The **Volume Control** screen displays.

To turn up the volume, touch the speaker icon.

To return the volume to the default setting, touch the **Default** button.

To mute the sound, touch **Mute**.



3. Touch **Manager Menu** to return to the Manager menu.

# PACK MANAGEMENT

Pack management functions are available for both a manager and a Lottery SR (sales representative).

**Manager activities include:**

- Confirm inventory delivery
- Activate packs

**SR activities include:**

- Ordering supplies
- Issue and return inventory

**Various ITVM reports are available to both managers and SRs, including:**

- Sales Reports
- Status Report
- Inventory Report
- Security Report

## Accessing Pack Management

---

1. Touch the **Manager Menu** icon.



2. Touch the **Pack Management** icon.



3. The **Pack Management** menu displays.



## Confirm Delivery - Manager

A manager uses the Confirm Delivery function to record delivery of Instant Ticket inventory.

1. Touch **Confirm Delivery**.



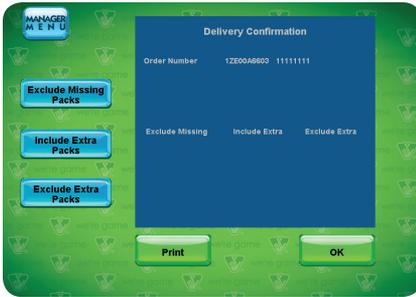
2. The **Confirm Delivery** screen displays:



3. Scan the 18-digit tracking number or manually enter the last 8 digits of the tracking number using the numeric touch pad. The transaction is automatically sent to the ESTE, where it is confirmed and the following options become available:
  - **Exclude Missing Packs:** The manager can exclude up to 5 missing packs by entering the game and pack information.
  - **Include Extra Packs:** The manager can include up to 5 extra packs by entering the game and pack information.
  - **Exclude Extra Packs:** The manager can exclude up to 5 extra packs by entering the game and pack information.

## Confirm Delivery - Manager (Continued)

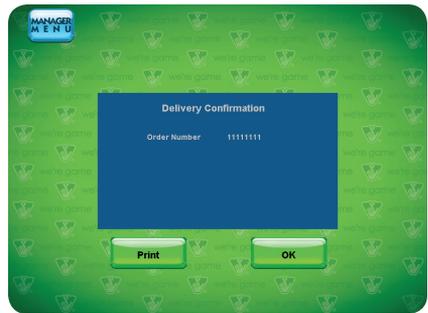
4. Select the desired option, or press **OK** to confirm the delivery.
5. Enter the 4-digit game and 8-digit pack numbers using the numeric touch pad. You can include or exclude up to 5 packs. As the complete game and pack numbers are entered, the game and pack information is listed in the **Packs Entered** list. Press **Send**.



6. If the confirmation cannot be made due to a mismatch of invoice numbers, the manager has the option of accepting or rejecting the delivery.

Selecting **NO** produces a message screen with "A Lottery Representative will contact you about this misdelivery".

Accepting the delivery produces the same Delivery Confirmation screen that you would normally get if there were no mismatches on the invoice.



# PACK MANAGEMENT

## Activate Pack - Manager

All packs of Instant Tickets must be activated prior to sales to customers.

1. Touch **Activate Pack**.



2. The screen displays:



3. Scan the printed bar code found on the pack or manually enter the game and pack numbers using the numeric touch pad.

Repeat for each pack that you want to activate (up to 10).

4. When all packs have been entered, press **Send**.



5. An acknowledgement screen displays and a receipt prints automatically.

6. Touch **Manager Menu** to return to the Manager Menu.



# PACK MANAGEMENT

## SR Sign On/Sign Off

A Lottery Sales Representative or SR can log on the terminal and place orders for supplies, and issue and return inventory.

1. To sign on, touch **SR Sign On**.



2. On the **SR Sign On**, enter sign on information.

If the sign on is successful, a sign on accepted message is displayed.



3. SR functions become available on the menu.

Touch each button to perform SR activities.



4. Touch **SR Sign Off**.

# REPRINTS

## Accessing Reprint Functions

---

1. Touch the **Manager Menu** icon.



2. Touch the **Reprints** icon.



2. Select a reprint option.



## Last Transaction Reprint

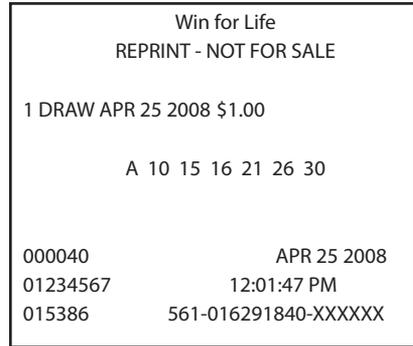
---

A reprint of the last transaction can be requested. Transactions include wagers, cancellations, and validations.

1. Touch **Last Transaction**.



2. A receipt is printed.



## Last Wager Reprint

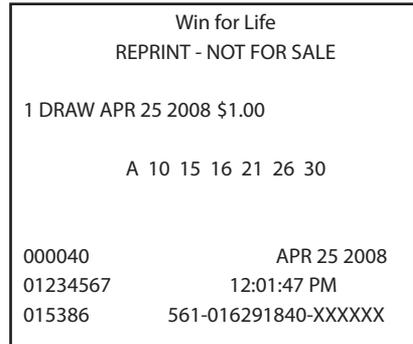
---

A reprint of the last wager can be requested.

1. Touch **Last Wager**.



2. A receipt is printed.



# MANAGEMENT FUNCTIONS

Various miscellaneous functions are available to a manager:

- Shift Report
- Cash Report
- Security Log
- Refund Slip Validation
- Printer Test
- Device Status
- Manager Sign Off
- Video Help
- Terminal Reset
- Terminal Sign Off
- Open Door

## Accessing Management Functions

1. Touch the **Manager Menu** icon.



2. The **Manager Menu** screen displays.



# MANAGEMENT FUNCTIONS

## Shift Report

The Shift Report displays the accumulative amount of Online and Instant Tickets sold since the last shift report was requested. **It is strongly recommended that this report be taken each time the Cash Box is emptied.** To reset the Shift Report to zero, press the Clear button. If the report is not cleared the amounts will continue to accumulate.

1. Touch **Shift Report**



2. The screen displays sales and refund information since the report was last requested.



3. Touch **Print** to print report, if desired.

Touch **Clear** to clear sales information.

L O T T E R Y S H I F T   R E P O R T	
Fri Oct 27 2006 07:31:04	
-----	
40-47 REPORT LAST CLEARED Fri Oct 27 2006 07:31:48	
-----	
DENOMINATIONS	COUNT
-----	
\$0.25	0
\$1.00	0
\$5.00	0
\$10.00	0
\$20.00	0
\$50.00	0
\$100.00	4
-----	
TOTAL CASH	\$400.00
-----	
TOTAL REFUND	\$1,179.00
-----	
CASH VS REFUND TOTAL	-\$779.00
-----	
ONLINE SALES	\$202.00
-----	
INSTANT SALES	\$0.00
-----	
ONLINE CASHES	\$140.00
-----	
INSTANT CASHES	\$3.00
-----	
ONLINE FREE	\$0.00

# MANAGEMENT FUNCTIONS

## Cash Log

This report lists cash events, including Draw Game details, Instant Ticket details, refund details, and currency accepted through the bill acceptor.

1. Touch **Cash Log**.



2. The screen displays a chronological list of cash events registered at the terminal.



3. Touch **Print** to print report, if desired.

CASH LOG	
03/21/08 - 03/21/08	
TERM NUM 000000120 RET NUM 00000012	
1	3/21/08 11:19:55
CASHOUT COMPLETED 4071087-1360010 \$	
2	3/21/08 11:19:55
CASHOUT COMPLETED 7562814-9140012 \$	
3	3/21/08 12:25:43
BILL ACCEPTED	
4	3/21/08 11:20:52
BILL ACCEPTED	
5	3/21/08 11:20:52
BILL ACCEPTED	
6	3/21/08 11:19:55
BILL ACCEPTED	
7	3/21/08 11:19:55

## Security Log

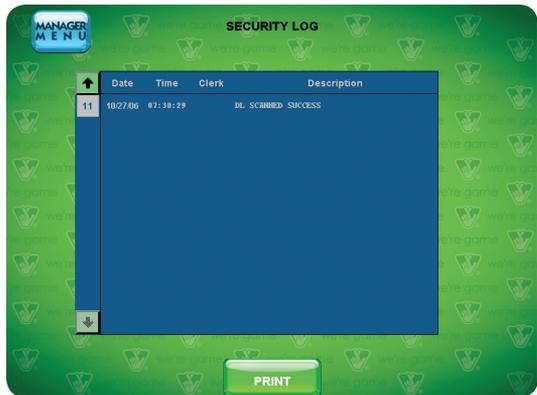
This report lists the date, time and type for each of the following events:

- Main Unit Door Opened Details
- Battery Low Indicator Details
- Alarm Disable Details
- Machine Tilted Details (15 degrees tilt sensor)
- Bill Acceptor Door Opened Details
- Audit Switch (Manage Key) Activated Details
- Power Down

1. Touch **Security Log**.



2. The screen displays a chronological list of events registered at the terminal.



3. Touch **Print** to print report.

## Refund Slip Validation

The Refund Slip Validation function allows the retailer to check the validity of a refund slip.

1. Touch **Refund Slip Validation**.



2. Either scan the refund slip bar code using the scanner or manually enter the refund slip numbers using the touch pad.

Enter the amount of the refund using the touch pad.



3. Touch **Validate**.
4. The screen displays one of two messages:

“REFUND SLIP VALIDATION SUCCESSFUL”

**Or**

“REFUND SLIP SERIAL NUMBER INCORRECT”

# MANAGEMENT FUNCTIONS

## Printer Test

Use the Printer Test function to print a test ticket.

1. Touch **Printer Test**.



2. A test ticket will automatically print.



## Device Status

Use the Device Status screen to check the status of: the printer, the COMM link, the bill acceptor, the reader, and the ITVM.

1. Touch **Device Status**.
2. The display summarizes the operational status of the devices.



# MANAGEMENT FUNCTIONS

## Manager Sign Off

Touch the **Manage Sign Off** function to return control back to the gaming screen.

A blue, rounded rectangular button with the text "Manager Sign Off" in white.

## Video Help

**Video Help** provides a short video to demonstrate various maintenance functions, such as changing printer paper, clearing a paper jam, and so forth.

1. Touch **Video Help**.

A blue, rounded rectangular button with the text "Video Help" in white.

2. Select an equipment topic. Each topic has one or more function descriptions available.

A short video runs.



3. Touch **Play/Pause** to start and stop the video.

Use the left/right buttons to go back or forward one screen at a time.

# MANAGEMENT FUNCTIONS

## Terminal Reset

---

Use the **Terminal Reset** function to reboot the terminal.

1. Touch **Terminal Reset**.



2. Respond to the reset confirmation.



## Terminal Sign Off

---

Use the **Terminal Sign Off** function to sign the terminal off.

1. Touch **Terminal Sign Off**.



2. Respond to the sign off confirmation.



# MANAGEMENT FUNCTIONS

## Open Door

The **Open Door** icon disables the door alarm. The retailer must press the **Open Door** icon before opening the terminal door to avoid setting off the alarm.

The door alarm automatically resets once the terminal door has been closed.

1. Touch **Open Door**.



2. A message is displayed.



# EASY PICK – DRAW & PRINT 'N PLAY GAMES

A customer can opt to place their wager based on randomly generated numbers. Wager denominations range from \$0.50 to \$5.00.

There are two ways to select Easy Pick wagers:

1. On the Main screen, touch the **EP** icon for the desired game and denomination.



Touch the **Print** icon to print the ticket.



2. Touch a game icon and select **Easy Pick This Play** on the game Wager Entry screen. Continue with wagering options for the selected game.

## Manual Entry – Pick 3

Pick 3 is a game where a customer picks 3 numbers from a set of number ranging from 000 through 999. Wager options are available including Exact, Any, and so forth. Pick 3 drawings are held twice daily, seven days a week.

1. On the Home Screen, touch **Pick 3** to display the Wager Entry screen.



2. The Pick 3 **Wager Entry** screen displays:



3. The customer selects their wager options from the Wager Entry screen:

- **Play Type** - the customer selects the play order of the digits selected; for example, the selected number occur in the exact order (Exact), or in any order (Any).
- **Amount** - The amount of the wager from \$0.50 to \$25.00.
- **Draws** - The number of draws to play the specified wager. The customer can choose to play from 1 to 91 draws.
- **Future Play** - Select the current date for the next draw (default), or a future draw. The customer can select dates up to four months in advance.
- **Day/Night** - In the case of daily draws, the customer can select which daily draw to play, including the next draw, day, night or both.

## Manual Entry – Pick 3 (Continued)

4. The customer selects the number combination to play.  
Two options are available:

- **Easy Pick** - Touch the **Easy Pick This Play** icon. The numbers are randomly selected.



- **Manual Entry** – Make number selections from the numeric touch pad. To erase a selected number, use the back arrow.



5. Touch the **Print** icon to print the ticket.



## Manual Entry – Pick 4

Pick 4 is a game where a customer picks 4 numbers from a set of number ranging from 0000 through 9999. Wager options are available including Exact, Any, and so forth. Pick 4 drawings are held twice daily, seven days a week.

1. On the Home Screen, touch **Pick 4** to display the Wager Entry screen.



2. The Pick 4 **Wager Entry** screen displays:



3. The customer selects their wager options from the Wager Entry screen:

- **Play Type** - the customer selects the play order of the digits selected; for example, the selected number occur in the exact order (Exact), or in any order (Any).
- **Amount** - The amount of the wager from \$0.50 to \$25.00.
- **Draws** - The number of draws to play the specified wager. The customer can choose to play from 1 to 91 draws.
- **Future Play** - Select the current date for the next draw (default), or a future draw. The customer can select dates up to four months in advance.
- **Day/Night** - In the case of daily draws, the customer can select which daily draw to play, including the next draw, day, night or both.

## Manual Entry – Pick 4 (Continued)

---

4. The customer selects the number combination to play.  
Two options are available:

- **Easy Pick** - Touch the **Easy Pick This Play** icon. The numbers are randomly selected.



- **Manual Entry** – Make number selections from the numeric touch pad. To erase a selected number, use the back arrow.



5. Touch the **Print** icon to print the ticket.



# MANUAL ENTRY – DRAW & PRINT ‘N PLAY GAMES

## Manual Entry – Cash 5

Cash 5 is a game where a customer picks 5 numbers from a set of number ranging from 1 through 34. Cash 5 drawings are held twice daily, seven days a week.

1. On the Home Screen, touch **Cash 5** to display the Wager Entry screen.



2. The Cash 5 **Wager Entry** screen displays:



3. The customer selects the number combination to play. Two options are available:

- **Easy Pick** - Touch the **Easy Pick This Play** icon. The numbers are randomly selected.
- **Manual Entry** – Make number selections from the numeric touch pad. To erase a selected number, use the back arrow.



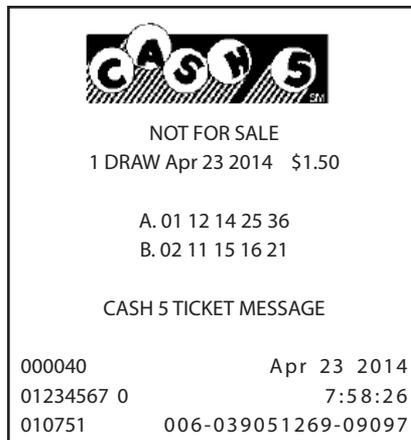
## Manual Entry – Cash 5 (Continued)

---

- The customer selects their wager options from the Wager Entry screen:
  - Draws** - The number of draws to play the specified wager. The customer can choose to play from 1 to 91 draws.
  - Future Play** - Select the current date for the next draw (default), or a future draw. The customer can select dates up to four months in advance.
  - Day/Night** - In the case of daily draws, the customer can select which daily draw to play, including the next draw, day, night or both.
- To add additional boards on the current ticket, touch the **Add Play** button. Enter a new set of numbers and wagering options (Steps 3 and 4).



- Touch the **Print** icon to print the ticket.



## Manual Entry – Mega Millions

Mega Millions is a multi-state game where the customer selects 5 different numbers from 1 through 75, as well as a Mega ball from 1 through 15. Mega Million drawings are held on Tuesday and Friday at 11:00 p.m.

1. On the Home Screen, touch **Mega Millions** to display the Wager Entry screen.
2. The Mega Millions **Wager Entry** screen displays:



3. The customer selects the number combination to play. Two options are available:

- **Easy Pick** - Touch the **Easy Pick This Play** icon. The numbers are randomly selected.



- **Manual Entry** – Make number selections from the numeric touch pad. To erase a selected number, use the back arrow.



## Manual Entry – Mega Millions (Continued)

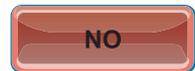
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- The customer selects a Mega ball number from 1 through 15. The customer can select the number manually or touch the **Easy Pick This Play** icon.
- The customer selects their wager options from the Wager Entry screen:
  - **Draws** - The number of draws to play the specified wager. The customer can choose to play from 1 to 91 draws.
  - **Megaplier** - Touch this to add the Megaplier option.
  - **Future Play** - Select the current date for the next draw (default), or a future draw. The customer can select dates up to four months in advance.
- To add additional boards on the current ticket, touch the **Add Play** button. Enter a new set of numbers and wagering options (Steps 3 – 5).



- Touch the **Print** icon to print the ticket.

- If the Megaplier option was not previously selected, a screen displays asking you if this option is desired. Touch **YES** or **NO**.



- If the wager repeats or is for more than one draw, the confirmation screen displays. If you select **YES**, the ticket prints automatically. If you select **NO**, you are returned to the home screen.

## Manual Entry – Powerball

Powerball is a multi-state game where the customer selects 5 different numbers from 1 through 69, as well as a Power ball from 1 through 26. Powerball drawings are held every Wednesday and Saturday at 10:59 p.m.

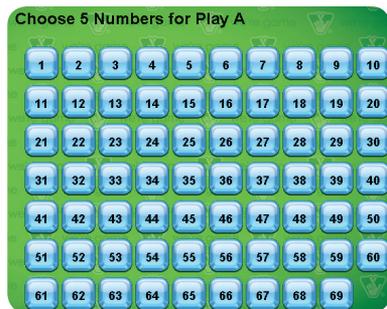
**NOTE:** Powerball matrix change is effective as of 10/4/15.

1. On the Home Screen, touch **Powerball** to display the Wager Entry screen.
2. The Powerball **Wager Entry** screen displays:



3. The customer selects the number combination to play. Two options are available:

- **Easy Pick** - Touch the **Easy Pick This Play** icon. The numbers are randomly selected.
- **Manual Entry** – Make number selections from the numeric touch pad. To erase a selected number, use the back arrow.



## Manual Entry – Powerball (Continued)

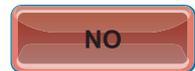
---

- The customer selects a Power ball number from 1 through 35. The customer can select the number manually or touch the **Easy Pick This Play** icon.
- The customer selects their wager options from the Wager Entry screen:
  - **Draws** - The number of draws to play the specified wager. The customer can choose to play from 1 to 26 draws.
  - **Power Play** - Touch this to add the Power Play option.
  - **Future Play** - Select the current date for the next draw (default), or a future draw. The customer can select dates up to four months in advance.
- To add additional boards on the current ticket, touch the **Add Play** button. Enter a new set of numbers and wagering options (Steps 3 – 5).



- Touch the **Print** icon to print the ticket.

- If the Power Play option was not previously selected, a screen displays asking you if this option is desired. Touch **YES** or **NO**.



- If the wager repeats or is for more than one draw, the confirmation screen displays. If you select **YES**, the ticket prints automatically. If you select **NO**, you are returned to the home screen.

## Manual Entry – Cash 4 Life

Cash 4 Life is a game where the customer selects 5 different numbers from 1 through 60, plus a Cash Ball number from 1 through 4. Cash 4 Life drawings are held every Monday and Thursday at 9:00 p.m.

1. On the Home Screen, touch **Cash 4 Life** to display the Wager Entry screen.

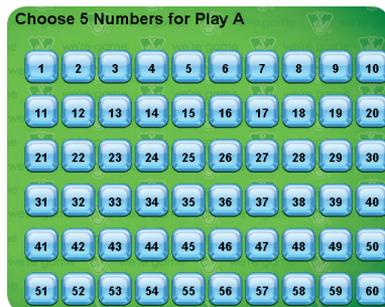


2. The Cash 4 Life **Wager Entry** screen displays:



3. The customer selects the number combination to play. Two options are available:

- **Easy Pick** - Touch the **Easy Pick This Play** icon. The numbers are randomly selected.
- **Manual Entry** – Make number selections from the numeric touch pad. To erase a selected number, use the back arrow.



## Manual Entry – Cash 4 Life (Continued)

---

- The customer selects their wager options from the Wager Entry screen:
  - Draws** - The number of draws to play the specified wager. The customer can choose to play from 1 to 26 draws.
  - Future Play** - Select the current date for the next draw (default), or a future draw. The customer can select dates up to four months in advance.

- To add additional boards on the current ticket, touch the **Add Play** button. Enter a new set of numbers and wagering options (Steps 3 and 4).



- Touch the **Print** icon to print the ticket.

<b>CASH 4LIFE®</b>	
NOT FOR SALE	
1 DRAW Apr 23 2014	\$2.00
	CB
A. 07 06 24 27 30 42	03
CASH 4 LIFE TICKET MESSAGE	
000040	Apr 23 2014
01234567 0	7:58:26
010751	006-039051269-09097

## Manual Entry – Bank a Million

Bank A Million is a game where customers pick 6 numbers from a set of numbers ranging from 1 through 40. This game offers an easy to play draw game with a top prize up to \$1,000,000 in cash! Each Bank A Million wager must total \$2 or more. So customers may play one \$2 play; two \$1 plays; or four \$.50 plays, each totalling \$2. Bank A Million drawings are held Wednesday and Saturday at 11:00pm.

1. On the Home Screen, touch **Bank a Million** to display the Wager Entry screen.
2. The Bank a Million **Wager Entry** screen displays:



3. The customer selects the number combination to play. Two options are available:

- **Easy Pick** - Touch the **Easy Pick This Play** icon. The numbers are randomly selected.



- **Manual Entry** – Make number selections from the numeric touch pad. To erase a selected number, use the back arrow.



## Manual Entry – Bank a Million (Continued)

---

4. The customer selects their wager options from the Wager Entry screen:
- **Draws** - The number of draws to play the specified wager. The customer can choose to play from 1 to 26 draws.
  - **Future Play** - Select the current date for the next draw (default), or a future draw. The customer can select dates up to four months in advance.

5. To add additional boards on the current ticket, touch the **Add Play** button. Enter a new set of numbers and wagering options (Steps 3 and 4).



6. Touch the **Print** icon to print the ticket.



# MANUAL ENTRY – DRAW & PRINT 'N PLAY GAMES

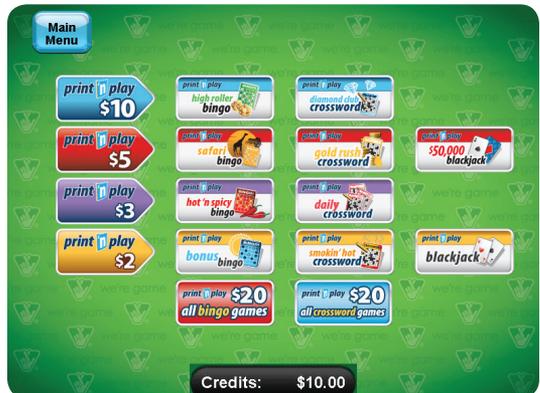
## Manual Entry – Print 'N Play Games

Print 'N Play games are online games where customers know on the spot if they have won. As an example, in the Print 'N Play Bingo game, the customer looks at their Bingo numbers to see if they match the Caller Numbers on the Bingo Card. Print 'N Play style games will change in name from time to time but the game concept of instantly knowing if a ticket is a winner will remain the same. Note that Print 'N Play game tickets cannot be canceled.

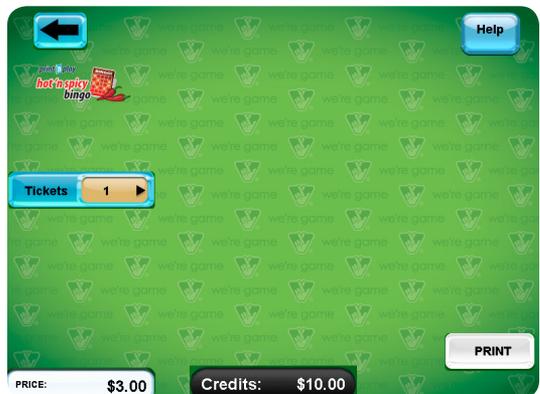
1. From the Home Screen, select the **Print 'N Play Games** button.



2. Choose the desired game and ticket price.



3. The Wager Entry screen displays.



## Manual Entry – Print 'N Play Games (Continued)

4. The customer can play more than one ticket buy touching the **Tickets** icon.



5. Touch the **PRINT** icon to place the wager.



# MANUAL ENTRY – DRAW & PRINT 'N PLAY GAMES

## Manual Entry – Raffle Games

Raffle games are online games where the customer buys a chance in a drawing of randomly generated numbers. Each ticket costs \$20 and a customer can place up to 10 wagers. A ticket(s) is printed with a randomly generated 6-digit number. A fixed number of tickets are sold and a raffle date is announced at the beginning of the game. Raffle style games will change in name from time to time but the raffle game concept will remain the same. Note that Raffle game tickets cannot be canceled.

1. On the Home Screen, touch the **New Year's Raffle** (or similar Raffle game button) to display the Wager Entry screen.



To purchase up to 10 tickets, touch the **Tickets** button.



3. Touch the **Print** icon to print the tickets.



# OPENING & LOCKING THE LOTTERY EXPRESS

## **Prior to opening door, the door alarm must be disabled:**

1. Insert Managers key into the Managers Access Lock.
2. Turn key clockwise and release to gain access to the Managers Functions.
3. Sign into the Manager Menu and then press the **Open Door** icon.

***Alarm has been disabled – you can now proceed to the door lock.***

4. Remove the lock barrel:
  - Insert the key.
  - Rotate the lock one-quarter turn (in either direction) to the unlocked position.
  - Remove the barrel.
5. Insert the “T” handle.
6. Push in and rotate the handle clockwise one-half turn.

## **NOTE – If the Tilt alarm is enabled:**

1. Check to ensure that the main door is securely closed.
2. Insert and turn the Manager key labeled “M”.
3. The Manager Functions menu will display on the touchscreen.
4. Touch **Open Door** to disable the alarm.
5. Touch **OK** and the Manager Functions menu will display.

## **Locking the Lottery Express:**

1. Push the door closed.
2. Rotate the “T” handle one-half turn counterclockwise.
3. Remove the “T” handle from the barrel.
4. Insert the lock cylinder.
5. Rotate the key until the machine is locked.
6. Remove the key.

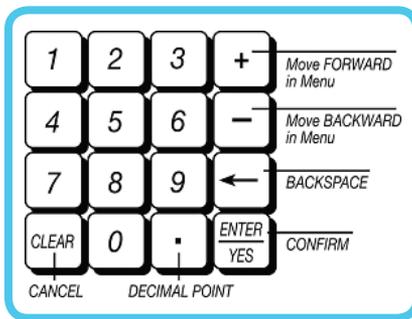
# INTERNAL KEYPAD & DISPLAY



The Lottery Express has an internal keypad and VFD display that is used for vending machine diagnostics and loading and unloading tickets.

These components are accessible only after the main door is opened, as they are located in the top right corner of the terminal, above the handheld scanner.

## Using The Internal Keypad



- The **plus sign (+)** moves you forward in the menus.
- The **minus sign (-)** moves you backward in the menus.
- The **back arrow (←)** functions as a backspace key.
- **CLEAR** erases your entry and takes you back to the previous menu, or means “No” to answer questions on the display.
- When you press **ENTER/YES** you answer “YES” to the questions on the display or you enter your input into memory.

# ITVM MAIN MENU

## ITVM Main Menu

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When the door is opened and the password is entered, the Main Menu displays. As you press the plus (+) sign, each of the menu options will display, in the order below.

Select Bin: n  
(Bin n selected)

Print/View Reports?  
(Bin n selected)

n: Load inventory?  
(Bin n selected)

n: Unload bin?  
(Bin n selected)

Options?  
(Bin n selected)

# LOADING INSTANT TICKETS

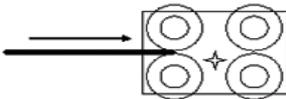
## Loading Instant Tickets

1. Open the hinged ticket chute and remove the barcode scanner from its holder.
2. From the **Select Bin** prompt, scan the **LOAD** barcode label on the bin being loaded. If this bin already has inventory, the old inventory amount is displayed. Either (1). Press **0** and **Enter** to clear this inventory; (2). Scan the **Enter** bar code to add new inventory; or (3). Press **Enter** to add new inventory.
3. Scan the first ticket of the new pack.
4. Scan the last ticket of the new pack.
5. Place the tickets into the machine.

Pull out the appropriate ticket drawer. Insert the ticket pack into the bin.



6. Insert the ticket into the QuadBuster and press until it is captured in the nip of the feed rollers. When the ticket edge is fully inserted into the feed rollers, the tickets will be fed to the correct location.



# LOADING INSTANT TICKETS

## Loading Instant Tickets (Continued)

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7. Verify the Product ID (game number). If the correct game number is displayed, press **Enter**.

Product ID: XXXXXX  
(Bin n selected)

8. Verify the Pack Size (how many tickets you are loading). If the correct pack size is displayed, press **Enter**.

Pack Size: XXX  
(Product ID xxxxxx)

9. Verify the Ticket Length. If the correct ticket length is displayed, press **Enter**.

Ticket Length: X.XX  
(Product ID xxxxxx)

**NOTE:** If this is the first time loading, you will need to enter the ticket length. You can use the ruler inside the machine to measure the ticket length and the keypad to enter it in.

10. Verify the Unit Value. If the correct unit value is displayed, press **Enter**.

Unit Value: \$ X.XX  
(Product ID xxxxxx)

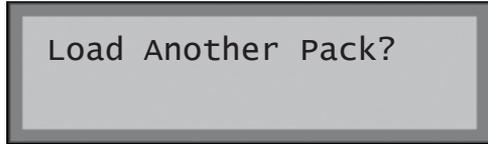
# LOADING INSTANT TICKETS

## Loading Instant Tickets (Continued)

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**NOTE:** If this is the first time loading, enter the price of the ticket using the keypad.

11. The screen will ask  
"Load Another Pack?".  
If NO, press **Clear**. If  
YES, press **Enter**.



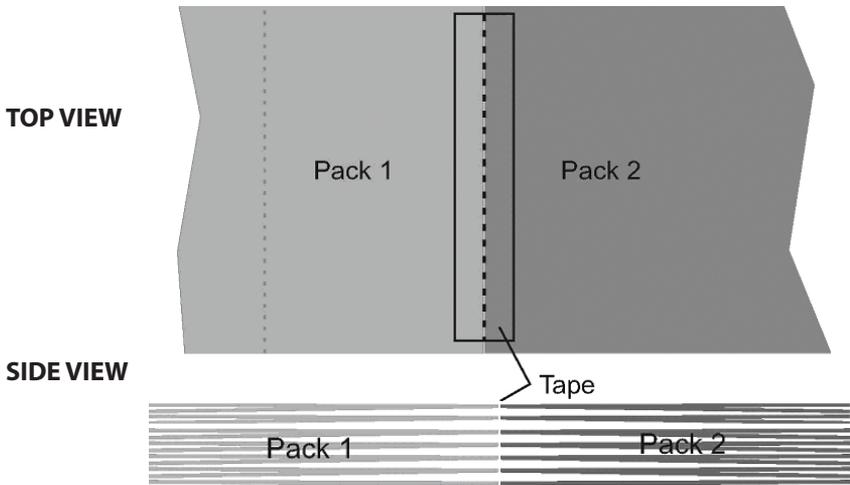
12. The machine will load  
automatically.

**Multiple packs of tickets can be loaded by taping the end of one pack to the beginning of another pack. To connect two packs of tickets, use GTECH's perforated tape (Part No. 10-202-0007-01).**

# LOADING INSTANT TICKETS

## Loading Multiple Packs

1. Lay ticket packs up against each other on a flat surface so that the last ticket of one pack is against the first ticket of another book. Leaving no space between the tickets, align the edges of the packs carefully and do not overlap them.



2. Take a tape strip from the sheet (supplied by GTECH FSTs only) and carefully position it so the perforation is in line with the junction of the two tickets. Take care that the tape does not hang off of the edge of the tickets.



3. Fold one of the packs over the other, bending the tape at the perforation. Packs should stack neatly, one on top of another.

# LOADING INSTANT TICKETS

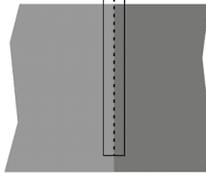
## Loading Multiple Packs (Continued)

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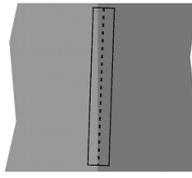
Take care to avoid these problems:



Edges of packs misaligned



Tape hanging off of edge of tickets



Tape perforation not aligned with ticket junction

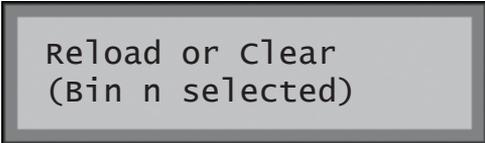


Tickets not tightly butted against each other

## UNLOADING INSTANT TICKETS

Use the *Unload Tickets* function to remove tickets without damaging the bursters. GTECH's SmartLoadPlus feature allows tickets to be unloaded in one easy step.

1. From the **Select Bin** prompt, scan the **UNLOAD** label on the bin to unload. The burster reverses feed and the tickets unload.
2. The screen displays:



Reload or Clear  
(Bin n selected)

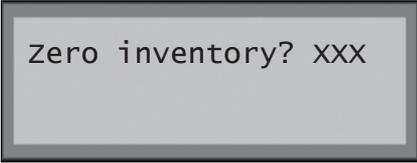
3. Press **ENTER** to reload the tickets and restore the game to active. Select the **CLEAR** option to clear the inventory in the bin and set it to zero.

# ITVM OPTIONS MENU

## The Options Menu

The Options Menu is accessed from the Main Menu and provides access to terminal functions and configurations that may be used in the Retailer Location.

The choices from this menu include the following:



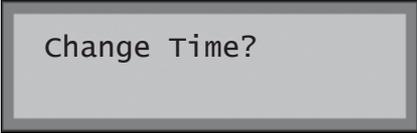
Zero inventory? XXX

Use the **ZERO INVENTORY** function to zero out the selected bin's inventory count when tickets have been unloaded from the bin.



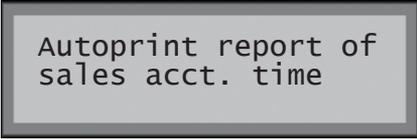
n: Test bin?

Use the **TEST BIN** function to verify that the selected bin is functioning properly. The display will read either **Bin Tests Good** or **Bin Tests Bad**. To select a different bin, key in the Bin number at the Test Bin? prompt and press **ENTER** twice.



Change Time?

Use the **CHANGE TIME** function to change the machine time. Enter the new time using the 24-hour clock with decimal points. For example, 5:00 PM would be entered as 17.00.00. Press **ENTER**.



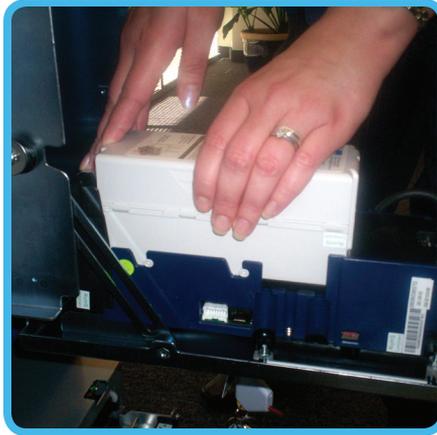
Autoprint report of  
sales acct. time

Use the **AUTOPRINT REPORT** function to print the Yesterday's Sales Report at the preset accounting time, which is 12:01 AM and **CAN ONLY BE CHANGED BY A GTECH FST**. To enable this function, press **ENTER** and then press **ENTER** again to disable.

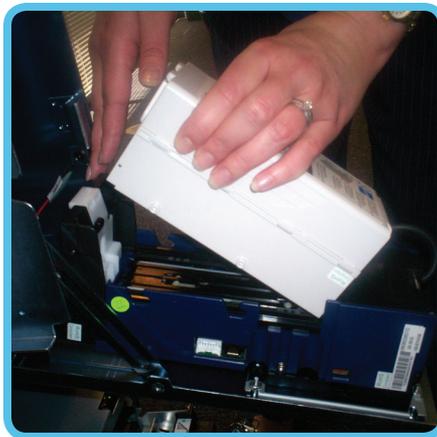
# UNLOADING CASH BOX

## To remove money from the Cash Box:

1. Push white latch down and hold.



2. Push Cash Box forward and lift to remove.



3. After bills have been removed, print a Shift Report and press Clear to reset the system's cash counters.

# CLEARING A JAM IN THE BILL ACCEPTOR

## To remove a jammed bill:

1. Access the Manager Menu to open the machine door.
2. Open the bill acceptor door with the security key and tilt the assembly down.
3. Place your fingers on the black groove and chrome bar and squeeze to release the bill acceptor read head.
4. Gently lift the read head from the bill acceptor. This allows you to clear jammed bills.
5. After the bill acceptor has been cleared, gently slide it down into its locked position. If the bill acceptor is put into its proper position it will reset after 10 seconds.



# LOADING PAPER IN THE PRINTER

The printer will not operate without paper, but it may continue to accept data from the host computer. Because the printer cannot print any transactions, the data may be lost.

When the printer is low on paper, please change the roll using the following steps:

1. Open the printer cover by pressing the green button located on the right-hand side of the printer and pull forward.



2. Grasp the paper roll and remove it from the printer.

3. Remove any possible tape that might be holding the end of the paper stock to the new roll.



4. Position the roll over the printer so that the paper feeds over the top towards you.

5. Unroll approximately 8 inches of paper from the roll and set the roll into the printer.

6. Ensure that the excess paper is hanging out of the printer.

7. Close the printer cover on top of the excess paper. The printer will cut off the excess paper.

8. Remove the excess paper from the printer.

**Paper Jam:** In the event of a paper jam, remove the roll, tear a new clean edge, and replace it in the paper bucket, as described above. Be sure that the paper unrolls from the top of the roll.

# CREDITS ON THE LOTTERY EXPRESS

## Lottery Express Self Serve Redemption:

A convenient feature on the Lottery Express allows Players/Customers to redeem credits to purchase additional Lottery games. Once a player scans a winning ticket they will be prompted with the message below confirming if they would like to redeem their credits on this machine. The Lottery Express does not provide change or cash winnings, Players can redeem \$50 per transaction, up to \$200.

### **Self Serve Redemption Option Enabled:**

Upon initial scan of a winning ticket that falls within the threshold of Self Serve Redemption, the Lottery Express will display a winner screen.

This will allow the player to press the “**YES**” button to redeem their winnings.

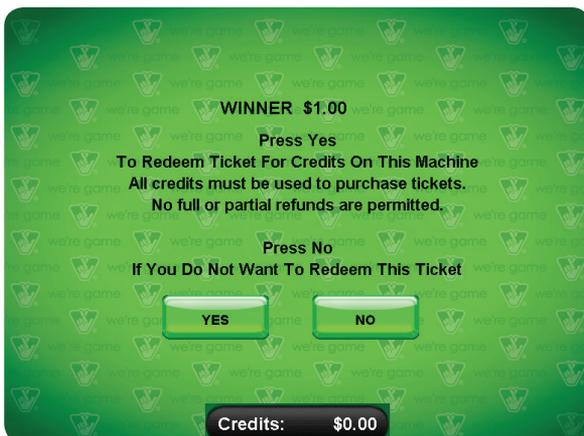
The player can redeem their winnings up to a combined machine total of \$200.00 and an individual per transaction limit of \$50.00.

This Redemption is done automatically back into the machine for additional online and Instant Ticket game wagering.

Another option is the “**NO**” button that is also displayed and when pressed will return the screen to the main menu.

The player would then take their ticket to the retailer for verification and cashing.

If a player selects “**YES**” to the redemption option, then all winnings will be added as credits to the machine. There is no option for partial wagering (***There is no change given.***)



# CREDITS ON THE LOTTERY EXPRESS

If a winning ticket is redeemed and also has draws remaining, an “exchange ticket” will be produced. If an exchange ticket is produced, the terminal will display:

PLEASE TAKE EXCHANGE TICKET BELOW FOR REMAINING DRAWS

Should the player have reached the \$100.00 maximum machine limit when answering “**YES**” to redeem their winnings the following message will appear on the above screen instead:

REINVESTMENT NOT ALLOWED DUE TO CREDIT LIMIT –  
PLEASE SEE A RETAILER TO REDEEM YOUR TICKET.

Should the player select the “**NO**” button, then the screen will revert back to the original home screen with whatever amount of credit was still left remaining from the players original wager.



# CREDITS ON THE LOTTERY EXPRESS

Self Serve Redemption transactions are also readily available for review on the Shift Report which can be found on the Manager Menu.

	\$0.25	\$1.00	\$5.00	\$10.00	\$20.00	\$50.00	\$100.00	6 Total Cash
	0	0	0	0	0	0	4	400.00
Total Refund								\$1,135.00
Cash Vs Refund Total								-\$735.00
Online Sales								\$175.00
Instant Sales								\$0.00
Online Cashes								\$140.00
Instant Cashes								\$2.00
Online Free								\$0.00

# CREDITS ON THE LOTTERY EXPRESS

To print a hard copy of the Shift Report, simply press the **“Print”** button on the Shift Report screen.

L O T T E R Y S H I F T   R E P O R T Fri Oct 27 2006 07:31:04	
-----	
40-67 REPORT LAST CLEARED Fri Oct 27 2006 07:31:48	
-----	
DENOMINATIONS	COUNT
-----	
\$0.25	0
\$1.00	0
\$5.00	0
\$10.00	0
\$20.00	0
\$50.00	0
\$100.00	4
-----	
TOTAL CASH	\$400.00
-----	
TOTAL REFUND	\$1,179.00
-----	
CASH VS REFUND TOTAL	-\$779.00
-----	
ONLINE SALES	\$202.00
-----	
INSTANT SALES	\$0.00
-----	
ONLINE CASHES	\$140.00
-----	
INSTANT CASHES	\$3.00
-----	
ONLINE FREE	\$0.00



## Virginia Lottery Retailer Response Center

For questions about Lottery products  
or using your terminal, please call:

**1-800-654-2500**

### **Hours:**

Monday – Sunday  
5:30 AM – 1:00 AM