

management functions

Various miscellaneous functions are available to a manager: *Shift Report, Cash Log, Security Log, Refund Slip Validation, Printer Test, Device Status, Manager Sign Off, Print Refund Slip, Terminal reset, Terminal Sign Off, Open Door, and Video Help.*

To access Management functions:

- Touch the **Manager Menu** icon.
- The **Manager Menu** screen displays.
- Select the desired option.



opening & locking the lottery express

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

- Insert Managers key into the Managers Access Lock.
- Turn key clockwise and release to gain access to the Managers Functions.
- Sign into the Manager Menu and then press the **Open Door** icon.
Alarm has been disabled – you can now proceed to the door lock.
- Remove the lock barrel: (1) Insert the key; (2) Rotate the lock one-quarter turn (in either direction) to the unlocked position; (3) Remove the barrel.
- Insert the “T” handle.
- Push in and rotate the handle clockwise one-half turn.

NOTE – If the Tilt alarm is enabled:

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

Locking the Lottery Express:

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

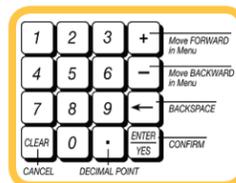
internal keypad & display

The internal keypad and VFD display 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.

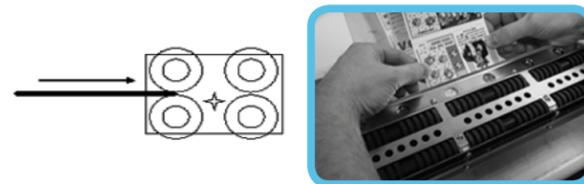
loading instant tickets

LOADING INSTANT TICKETS

- Open the hinged ticket chute and remove the barcode scanner from its holder.
- 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.
- Scan the first ticket of the new pack.
- Scan the last ticket of the new pack.
- Place the tickets into the machine. Pull out the appropriate ticket drawer. Insert the ticket pack into the bin.



- Insert the ticket into the QuadBurster 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.



- Verify the Product ID (game number). If the correct game number is displayed, press **Enter**.
- Verify the Pack Size (how many tickets you are loading). If the correct pack size is displayed, press **Enter**.
- Verify the Ticket Length. If the correct ticket length is displayed, press **Enter**.
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.
- Verify the Unit Value. If the correct unit value is displayed, press **Enter**.
NOTE – If this is the first time loading, enter the price of the ticket using the keypad.
- The screen will ask “Load Another Pack?”. If NO, press **Clear**. If YES, press **Enter**.
- The machine will load automatically.

Product ID: XXXXXX
(Bin n selected)

Pack Size: XXX
(Product ID xxxxxx)

Ticket Length: X.XX
(Product ID xxxxxx)

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

Load Another Pack?

LOADING MULTIPLE PACKS

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 IGT’s perforated tape (Part No. 10-202-0007-01).

- 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.
- Take a tape strip from the sheet (supplied by IGT 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.
- Fold one of the packs over the other, bending the tape at the perforation. Packs should stack neatly, one on top of another.

unloading instant tickets

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

- From the **Select Bin** prompt, scan the **UNLOAD** label on the bin to unload. The burster reverses feed and the tickets unload.
- 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.

unloading cash box

- Push white latch down and hold.
- Push Cash Box forward and lift to remove.
- After bills have been removed, print a Shift Report and press Clear to reset the system’s cash counters.



clearing bill acceptor jams

- Access the Manager Menu to open the machine door.
- Open the bill acceptor door with the security key and tilt the assembly down.
- Place your fingers on the black groove and chrome bar and squeeze to release the bill acceptor read head.
- Gently lift the read head from the bill acceptor. This allows you to clear jammed bills.
- 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 printer paper

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:

- Open the printer cover by pressing the green button located on the right-hand side of the printer and pull forward.
- Grasp the paper roll and remove it from the printer.
- Remove any possible tape that might be holding the end of the paper stock to the new roll.
- Position the roll over the printer so that the paper feeds over the top towards you.
- Unroll approximately 8 inches of paper from the roll and set the roll into the printer.
- Ensure that the excess paper is hanging out of the printer.
- Close the printer cover on top of the excess paper. The printer will cut off the excess paper.
- 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.



Virginia Lottery 2016



lottery express quick reference card

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

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.



check a winning ticket

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

- From the Home Screen, the player touches **SEE IF YOU’VE WON**.
- The player passes the ticket bar code under the reader. The bar code is located on the front of the ticket.
- The screen indicates if the ticket is a winner. The player may take winning tickets to any Lottery retailer for cashing.

instant ticket purchase

- When the Lottery Express is activated, the touch screen displays the Home Screen.
- The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20).
NOTE: The bill acceptor does not give change, only credit towards purchases.
- The screen displays the amount of credit the player has.
- The player touches the desired ticket display window.
- The selected ticket is dispensed into the bin below.

draw game & Print 'N Play purchase

- 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.
 - The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20).
NOTE: The bill acceptor does not give change, only credit towards purchases.
 - The screen displays the amount of credit the player has.
- NOTE:** Draw and Print 'N Play game tickets purchased cannot be canceled on the Lottery Express.

EASY PICKS FROM THE HOME SCREEN

- Touch the **EP** icon for the desired game and denomination.
- Touch **Print**, and ticket(s) print automatically.



PLAYSLIP ENTRY

- Insert a completed playslip for the desired game into the Playslip Reader.

MANUAL ENTRY BY GAME

PICK 3

- Touch **Pick 3**.
- Select the Play Type, Wager Amount, Boost It option, Number of Draws, Future Play option, and Draw Type.
- Manually enter 3 numbers using the **numeric touchpad**; or touch **Easy Pick This Play** to allow the system to randomly choose the numbers.
- Touch **Print**, and ticket(s) print automatically.



PICK 4

- Touch **Pick 4**.
- Select the Play Type, Wager Amount, Number of Draws, Future Play option, and Draw Type.
- Manually enter 4 numbers using the **numeric touchpad**; or touch **Easy Pick This Play** to allow the system to randomly choose the numbers.
- Touch **Print**, and ticket(s) print automatically.



CASH 5

- Touch **Cash 5**.
- Manually enter 5 numbers using the **numeric touchpad**; or touch **Easy Pick This Play** to allow the system to randomly choose the numbers.
- Select the Draw Type, Number of Draws, and Future Play option.
- Touch **Add Play** to add additional boards on the current ticket.
- Touch **Print**, and ticket(s) print automatically.



draw game & Print 'N Play purchase (continued)

MEGA MILLIONS

- Touch **Mega Millions**.
- Manually enter 5 numbers using the **numeric touchpad**, then enter the Mega Ball number; or touch **Easy Pick This Play** to allow the system to randomly choose the numbers.
- Select the Number of Draws, Megaplier option, and Future Play option.
- Touch **Add Play** to add additional boards on the current ticket.
- Touch **Print**. If the Megaplier option was not previously selected, a screen displays asking you if this option is desired. Touch **YES** or **NO**.
- A confirmation screen displays. Touch **YES** to confirm the wager, or touch **NO** to cancel.
- Ticket(s) print automatically.



POWERBALL

- Touch **Powerball**.
- Manually enter 5 numbers using the **numeric touchpad**, then enter the Powerball number; or touch **Easy Pick This Play** to allow the system to randomly choose the numbers.
- Select the Number of Draws, Power Play option, and Future Play option.
- Touch **Add Play** to add additional boards on the current ticket.
- Touch **Print**. If the Power Play option was not previously selected, a screen displays asking you if this option is desired. Touch **YES** or **NO**.
- A confirmation screen displays. Touch **YES** to confirm the wager, or touch **NO** to cancel.
- Ticket(s) print automatically.



CASH 4 LIFE

- Touch **Cash 4 Life**.
- Manually enter 5 numbers using the **numeric touchpad**, then enter the Cash Ball number; or touch **Easy Pick This Play** to allow the system to randomly choose the numbers.
- Select the Number of Draws and Future Play option.
- Touch **Add Play** to add additional boards on the current ticket.
- Touch **Print**, and ticket(s) print automatically.



BANK A MILLION

- Touch **Bank A Million**.
- Select the Wager Amount.
- Manually enter 6 numbers using the **numeric touchpad**; or touch **Easy Pick This Play** to allow the system to randomly choose the numbers.
- Select the Number of Draws, and Future Play option.
- Touch **Add Play** to add additional boards on the current ticket.
- Touch **Print**, and ticket(s) print automatically.



PRINT 'N PLAY GAMES

- Touch **Print 'N Play Games**, then touch the desired game.
- Select the Number of Tickets.
- Touch **Print**, and ticket(s) print automatically.



TRIPS OR QUADS

- Touch **Trips** or **Quads**.
- Select the Wager Amount and Draw Type.
- Touch **Print**, and ticket(s) print automatically.



accessing manager menu & manager sign on/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.

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

the manager menu

The Manager Menu is used for the following: viewing and printing sales and inventory reports, Instant Ticket functions, and 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.

reports

The Reports function provides access to the following retailer report information: *Balance, Summary, Clerk Activity, Winner Information, Winning Numbers, Winning Numbers Summary, and Current Jackpot.*



In addition a sub-menu for Financial Reports includes: *Weekly Settlement, Inventory summary, Adjustment Detail, Instant Ticket Activity Detail, Settlement Detail, Online Commission, Ticket Return Detail, Pack Commission, Pack Commission Settlement, Total Liability, Daily Cashing Summary, and Daily Cash Summary.*

bin reports

Bin reports provide sales and device information for the ITVM component of the Lottery Express. Reports include: *Bin Sales, Bin Device Status, and Bin Inventory.*



special functions

Special functions allow the retailer to check equipment versions (software, firmware, and ITVM version), as well as change the terminal volume.



- Touch **Special Functions** from the Manager Menu.
- The Special Functions menu displays.
- Select the desired option.

pack management

Pack management functions are used to confirm inventory delivery and activate packs of Instant Tickets.

To access the Pack Management functions:

- Touch the **Manager Menu** icon.
- Touch the **Pack Management** icon.
- The Pack Management menu displays.
- Select the desired option.



CONFIRM DELIVERY – MANAGER

Managers use Confirm Delivery to record delivery of Instant Ticket inventory.



- Touch **Confirm Delivery**.
- Scan the 18-digit tracking number or manually enter the last 8 digits of the tracking number using the **numeric touchpad**. 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.

- Select the desired option, or press **OK** to confirm the delivery.
- Enter the 4-digit game and 8-digit pack numbers using the **numeric touchpad**. 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**.
- 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.

ACTIVATE PACK – MANAGER

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



- Touch **Activate Pack**.
- Scan the printed bar code found on the pack or manually enter the game and pack numbers using the **numeric touchpad**.
- Repeat for each pack that you want to activate (up to 10).
- When all packs have been entered, press **Send**.
- An acknowledgement screen displays and a receipt prints automatically.
- Touch **Manager Menu** to return to the Manager Menu.

reprints

Reprints should be used only for in-store purposes and are note for distribution to customers. Reprints from the Last Wager option are not valid tickets, will not contain a barcode, and are clearly labeled **REPRINT NOT FOR SALE**.



- Touch the **Manager Menu** icon.
- Touch the **Reprints** icon.
- Select the desired option.