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# BCLC Lotto Equipment Guide

Resource Manual for Lottery Retailers

11/28/2019

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The focus of this document is to provide retailers the tools needed in order to feel proficient operating and caring for the Lottery equipment.

# Lotto Equipment Guide



## Table of Contents

<u>SUPPORT SERVICES</u> .....	2
<u>LOTTERY TERMINAL</u> .....	3
<u>CLEARING A PAPER JAM</u> .....	4
<u>BCLC LOTTERY TICKET STOCK REMINDERS</u> .....	4
<u>CLEANING THE TERMINAL</u> .....	6
<u>PRINTER</u> .....	8
<u>MAINTENANCE</u> .....	8
<u>CLEARING A PAPER JAM IN THE PRINTER</u> .....	9
<u>CLEANING THE PRINTER</u> .....	10
<u>PLAYER DISPLAY UNIT (PDU)</u> .....	11
<u>ADDITIONAL LOTTERY EQUIPMENT</u> .....	12
<u>CHECK-A-TICKET (CATT)</u> .....	12
<u>KENO BOARD (KAB)</u> .....	12
<u>BETA BRITE</u> .....	12
<u>3 SIGN ON/SIGN OFF</u> .....	13
<u>SIGNING ONTO YOUR LOTTERY TERMINAL</u> .....	13
<u>MAIN SCREEN</u> .....	14
<u>FUNCTION KEYS</u> .....	15
<u>MISCELLANEOUS BUTTONS</u> .....	16
<u>HOW TO PRINT</u> .....	17
<u>HOW TO VALIDATE</u> .....	19
<u>HOW TO CANCEL</u> .....	20

# Lotto Equipment Guide



## SUPPORT SERVICES

### BCLC LOTTERY SUPPORT HOTLINE

As a lottery retailer, you should direct your questions or concerns to the BCLC Lottery Support Hotline.

The telephone number is on your lottery terminal.



Hotline assists with:

- Repair service for lottery equipment
- Operation of your lottery terminal
- Lottery products
- Pick up and deliveries – automated Voice Recording will prompt you for the correct # to dial
- Speaking to someone about lottery training
- Placing a special ticket order – automated Voice Recording will prompt you for the correct # to dial
- Reporting a theft of lottery products
- Speaking to your BCLC Territory Manager or Inside Sales Representative
- Instructions to you when a player is disputing a prize or presenting you with a damaged ticket
- Speaking to someone regarding BCLC retailer database updates
- Inquiring about retailer certification status

# Lotto Equipment Guide



## LOTTERY TERMINAL



### Power Switch

If you are having problems with your lottery terminal, try resetting the system by turning the power off and on. In many cases, this will solve the problem. Turn off the power switch (see above). Wait for five seconds and then switch it back on. If you are still experiencing technical difficulties, contact Lottery Support Hotline for further assistance at 1-800-667-1649.

### DO NOT UNPLUG!

Power to the terminal must remain on at all times.

The central computer system communicates important information to the terminal during "off" hours.

The terminal should only be unplugged upon instructions from the Lottery Support Hotline.

The plug is a large, round twist lock device and needs to be turned to the left in order to be pulled out of the socket.

The twist lock plug is a safety feature so it cannot be accidentally pulled out of the socket.

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## CLEARING A PAPER JAM

1. Push in the button on the top of the reader door.
2. Pull the reader door toward you.
3. Remove the jammed selection slip
4. Firmly close the reader door.



## BCLC LOTTERY TICKET STOCK REMINDERS

- Use old boxes of ticket stock first. The ticket stock is sturdy but can breakdown overtime.
- Store boxes in a cool, dry place. To avoid damage, do not place on or near a heat source.
- Ticket stock is light sensitive. Keep paper in the plastic bag and box until you are ready to load into the printer.
- When you near the end of each roll, change the paper immediately.



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## MG OPTICAL WIPE

- for rollers and sensors including printer  
(contains alcohol)



## PRESAT SCREEN CLEANING WIPES

- for lottery terminal and Self Service Terminal  
touchscreens (alcohol free)

Both of these cleaners can be found in your box of ticket stock. If you run out of swipes you can order them through Customer Sales at the same time you order your Scratch & Win tickets.

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## CLEANING THE TERMINAL

The terminal touch screen should be cleaned with the two part PRESAT Screen Cleaning Wipes that comes in the box of ticket stock.

Using the wipe from "Step1" scrub the screen evenly.

Then quickly follow up by drying and polishing the screen using "Step 2" of the cleaning wipes.

Never use cleaning agents on or near the touchscreen.



To open, press button located on top of terminal



Clean the Selection Slip Reader Lens with an MG Optical Wipe

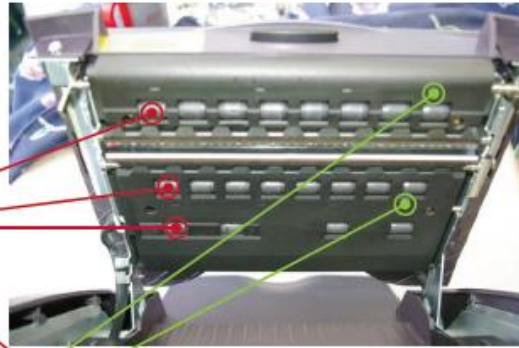




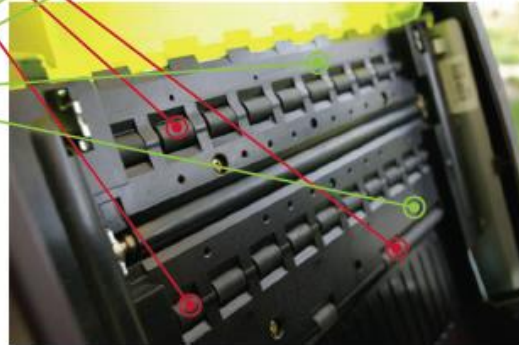
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Clean Rollers using MG Optical Wipe



Clean Sensors using MG Optical Wipe



Clean Bar Code Scanner using  
MG Optical Wipe



Reminder

On/Off Power Switch is located at the back  
of the terminal





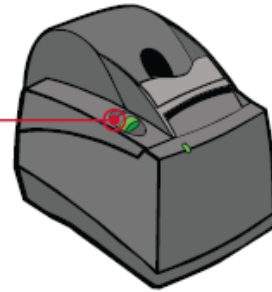
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## PRINTER

### MAINTENANCE

1. Press in the button and open the paper cover on the printer.



2. Remove the used paper roll from the printer.

3. Place the new roll of paper in the printer with the paper unwinding from the bottom.



4. Close the paper cover by pushing on both sides of the lid so that it latches securely.

5. The paper feeds automatically to align itself.

6. The printer automatically cuts the excess paper.

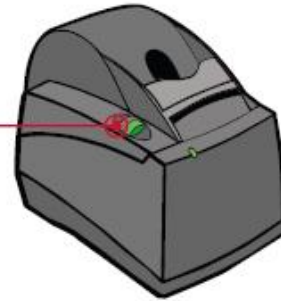


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## CLEARING A PAPER JAM IN THE PRINTER

1. Press in the button and open the paper cover on the printer.



2. Remove the jammed paper from the printer.

3. Ensure that the paper roll is unwinding from the bottom.



4. Close the paper cover by pushing on both sides of the lid so that it latches securely.

5. The paper feeds automatically to align itself.

6. The printer automatically cuts the excess paper.



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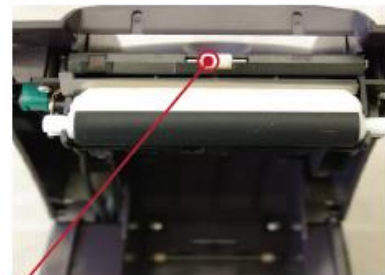


## CLEANING THE PRINTER

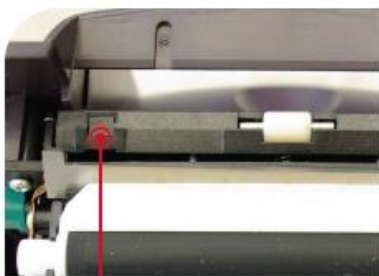
Open the Printer by  
pressing the button on left



Clean interior of  
Printer using the brush



Clean Feed Rollers using  
MG Optical Wipe



Clean Feed Sensors using brush  
then use an MG Optical Wipe

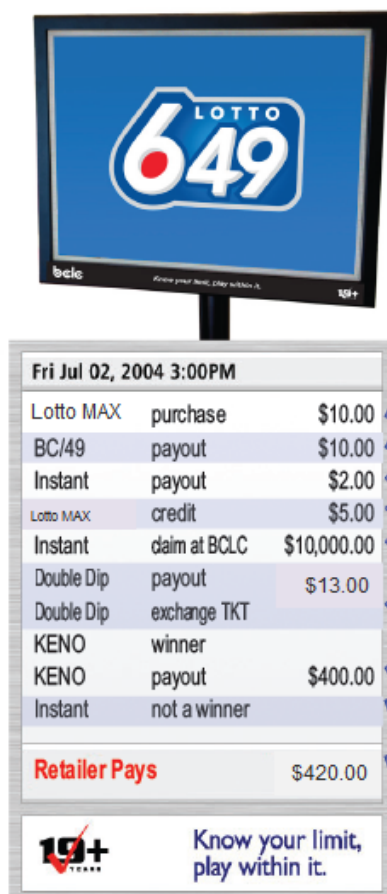


Clean Thermal Print Head  
using MG Optical Wipe

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## PLAYER DISPLAY UNIT (PDU)



The PDU must face the player. It provides visual confirmation of lottery transactions including purchases and validations. If the ticket is a winner a winning jingle will play.

Purchase of a \$10 Lotto MAX ticket

Validation of a BC/49 ticket

- With a \$10 payout to player.

Instant ticket validation

- With a \$2 payout to player.

Lotto MAX cancellation

- Ticket cancelled by retailer, \$5 credit issued to player.

Instant Claim over \$2000

- Winning amount exceeds retailer limit.
- Player instructed to claim at BCLC.

Double Dip Exchange ticket

- When a ticket is printed for a remaining draw(s).
- Exchange tickets are always given to the player.

Winner of more than \$200 and less than \$2000.01

- The first line appears when the retailer is deciding if they can pay out the prize. The second line appears when the retailer has confirmed they can payout the \$400 prize.

Non winning Instant ticket validation

Shows either "Retailer Pays" or "Player Pays"

- Retailer Pays refers to the amount owed by the retailer.
- Player Pays refers to the amount owed by the player.

Players will get a visual confirmation of what was processed on your lottery terminal. Shown above are some typical transaction messages visible to players.

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## ADDITIONAL LOTTERY EQUIPMENT

### CHECK-A-TICKET (CATT)

Self service for players; if the ticket is a winner the CATT will indicate how much the player has won.



### KENO BOARD (KAB)

Displays the numbers drawn for the active Keno draw. Also promotes Sportsfunder 50/50 next draw. If any numbers are dim or not lighting up, go to the Misc button for Keno Board Control to test the bulbs. If any lights are burnt out contact Lottery Support Hotline.



### BETA BRITE

Displays the numbers drawn for the active Keno draw. Also promotes Sportsfunder 50/50 next draw.





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## SIGN ON/SIGN OFF

### SIGNING ONTO YOUR LOTTERY TERMINAL

1. Press **Sign On**
2. Enter your four-digit retailer number.
3. Enter your four-digit pass number.
  - All terminal operators at a location use the same retailer number and pass number to sign onto the terminal.
  - For security reasons, retailers should not affix their pass number to the terminal.
  - Pass numbers can only be initiated or changed by the designated contact person at your location by calling Lottery Support Hotline.



### SIGN ON NEWS MESSAGE

When you have signed onto the terminal a "Sign On News Message" will print automatically. This message is updated daily and contains important information, which must be read daily. Ensure your jackpot signage always reflects current jackpots printed on your "Sign On News Message".

### LOTTERY GAME SYSTEM HOURS OF OPERATION

Lottery terminals throughout B.C. are available to sell lottery products on Tuesday through Sunday from 4:50 a.m. to 4 a.m. Pacific time, daily; and Monday from 6:05 a.m. to 4 a.m. Pacific time, daily.

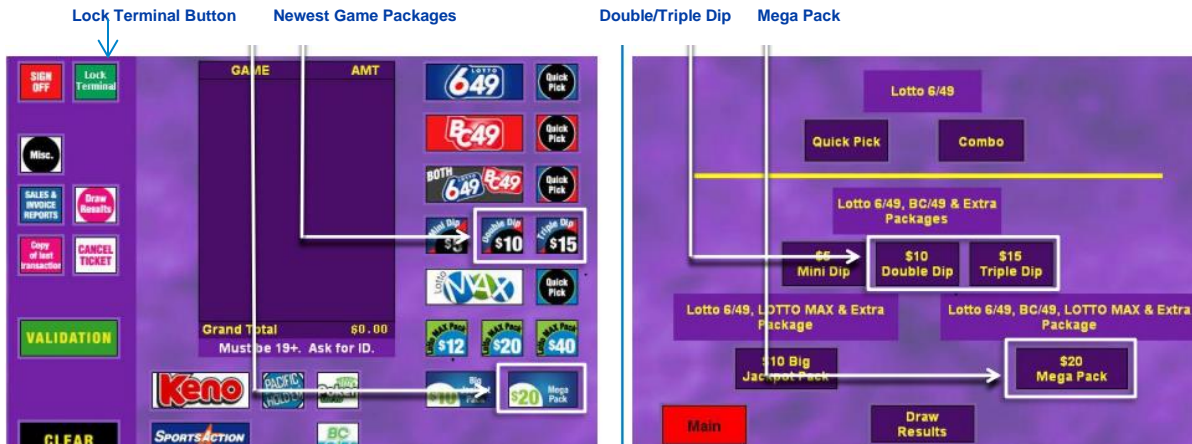
Lottery retailers are permitted to sell lottery tickets during regular business hours only.

### SIGNING OFF YOUR LOTTERY TERMINAL

1. Press **Sign Off**
2. Signing off will not affect your total sales for the gaming day.
3. If you leave your terminal unattended during the day, use the "Lock Terminal" key



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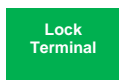
Left Panel – Function Keys

Middle Bottom – Game Keys

Right Panel – Game Keys

- The Total button will only appear on the Main Screen after a transaction has been processed.
- The Sales Screen will display up to eight transactions at one time.
- A letter “P” will appear next to a ticket that has been requested but has yet printed.
- Do not clear the Sales screen (or Total Screen) until after a player has viewed the information on the Player Display Unit.
- Always begin a new customer’s transaction with a clear screen.

## LOCK TERMINAL BUTTON



Lock Terminal signs off the lottery terminal restricting operation but allows peripherals such as PDU, Beta Brite, Keno board & TVs, to remain on (versus ‘Sign Off’ where the peripherals shut down).

### Benefits to Retailers

- Security feature to protect against fraudulent transactions.
- Players can still use the Check-A-Ticket and watch the Player Display Unit even when the lottery terminal is locked.
- Should a selection slip be attempted while the terminal is locked ‘Feature Unavailable’ will be displayed in the top left corner.
- Unlock’ the terminal using just the Pass #.

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Sign Off your lottery terminal at the end of your business day



Miscellaneous includes: sound volume control, screen contrast, ROM revision number, PAL ID number, Keno board control, VDT control, printer test, PDU install and print copy. These buttons are explained in detail on the next page. The terminal does not need to be signed on to access this button.



Total screen adds up the total dollar amount of completed transactions and calculates the change due.



Print Today's Sales, Weekly Sales, Invoice, Previous Sales by Day, Incentive Sales, current Scratch & Win tickets, and Sign On News Message.



Print 1–10 copies of winning numbers for all games. Prints winning numbers for the last 10 draws for selected games.



Print a copy of the last transaction registered on your terminal including tickets, cancellation and validation slips.



Lock your terminal when you leave the terminal unattended. This keeps the PDU, Keno Board, Beta Bright on, while players can also use the Check-A-Ticket.



Print 1–10 copies of the last ticket printed when selling to a group of players. Copies are not valid tickets and cannot be used to claim a prize.



Cancel tickets printed by the same terminal, on the same day, before the draw.



Validate On-line and Scratch & Win lottery tickets and redeem valid BCLC coupons.



Clear the Total and Sales Screen after each customer transaction. Press the Clear button twice to clear the Sales and Total Screens after every player, and before serving the next customer.



This button only appears if the customer has made an error filling out the selection slip (Lotto 6/49, BC/49, Double Play and Lotto Max). Press the Delete Play button to remove the play with the error (too many or too few numbers) or manually add or remove numbers. Press "enter" to process selection slip.



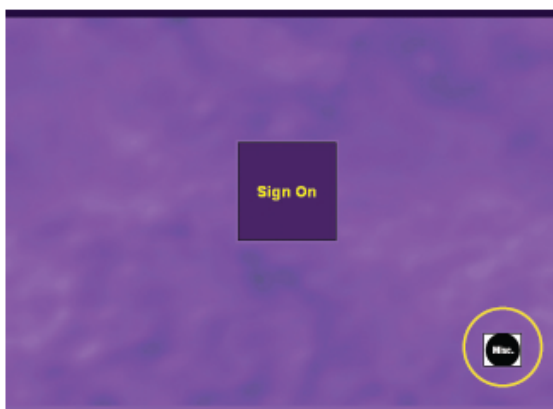
Rescan if the laser light goes off before the scanning process is complete. This button will appear on both the validation and cancellation screens.

# Lotto Equipment Guide



## MISCELLANEOUS BUTTONS

The Miscellaneous button can be accessed on the Sign On screen or on the Main Screen after you have signed on to the terminal.



### Sound Volume Control

The volume is at one setting and cannot be lowered or raised.

### Screen Contrast

Adjust brightness by pressing the button.



### ROM Revision Number

For technician use only.

### PAL ID Number

For technician use only.

### Keno Board Control

For those locations with a Keno board, allows for the testing of the lights on the Keno board.

### VDT Control

Turns the Keno TV display on and off.

### Printer Test

Automatically prints a test ticket when the button is pressed.

### PDU Install

For technician use only.

### Retailer Copy of Validation Slip

Allows the retailer to print a duplicate copy of the validation slip.

### SST Control

For those locations with a Self-Serve Terminal (SST), used to generate or regenerate a voucher that did not print or printed damaged. Can also disable the SST.

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## HOW TO PRINT



Top left corner of Quick Pick screen

The Wager on the top left hand side of the screen shows the amount the ticket will cost with the current selections.

The Total indicates the dollar amount of tickets already printed, **not** including the current Wager.

*Reminder: After every player, press the Clear button twice to clear the Total.*

To ensure the ticket is correct, always indicate the value to the Player before printing the ticket.

## HOW TO PROCESS A SELECTION SLIP

To produce a ticket using a selection slip, drop the slip into the reader horizontally. Do not hold or push.

*Note: Dropping slips in vertically can cause the slip to jam and can tear or damage the selection slip.*





# Lotto Equipment Guide



## PRINTING REPORTS


1. Press the SALES AND INVOICE REPORTS button on the Main Screen of your lottery terminal
2. Select the report (Today's Sales, Weekly Sales, Invoice, Previous Sales by Day, Scratch & Win)

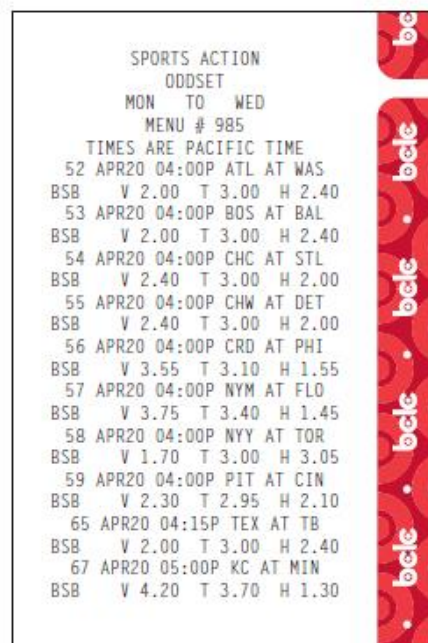
## PRINTING DRAW RESULTS

3. Press DRAW RESULTS button on the Main Screen of your lottery terminal
4. Select the game
5. Select the number of copies you want to print
6. Press Enter



## HOW TO PRINT A SPORTS ACTION MENU (NOT A TICKET)

1. Press 
2. All menu options are displayed.
3. Active menus will print (games that are currently available for play).
4. Two menus are available per week: Monday–Wednesday and Thursday–Sunday.



# Lotto Equipment Guide



## HOW TO VALIDATE

### VALIDATING ONLINE AND SCRATCH & WIN TICKETS

1. Ensure the ticket is SIGNED
2. Press the VALIDATION button on the Main Screen of the lottery terminal
3. Select either S&W (Scratch & Win) or ONLINE for Printed tickets
4. Validate the ticket by:
  - a. Scanning the barcode found on the front of the ticket through the red light  
Note: When validating S&W tickets you may have to ask the customer to scratch the latex covering to reveal the barcode
  - b. Manually type in the long control number (99999-9999-9999-999-99-99) found on the front of the ticket  
Note: When manually entering the control number always double check and confirm the control number on the ticket matches the control number on the screen
5. Press ENTER

### HOW TO VALIDATE A COUPON

BCLC distributes coupons to players and retailers to promote specific games. Instructions to redeem a coupon can be found on the back of the coupon.

1. Press the VALIDATION button on the Main Screen of the lottery terminal
2. Press COUPON
3. Scan the barcode (usually located on the back of the coupon) through the RED light.
4. Follow the instructions on the screen. The screen may prompt you to insert a selection slip (depending on the coupon).
5. Depending on the coupon, a free ticket may print for the player.
6. If unsure how to redeem coupon, call Lottery Support Hotline.

### HOW TO VALIDATE A VOUCHER

Self Service Terminals (SSTs) may be found in pubs and bars. In lieu of cash, SSTs pay winnings in the form of vouchers. Vouchers may be redeemed at any lottery location and should be validated using the same procedure as a winning online lottery ticket.

1. Press the VALIDATION button on the Main Screen of the lottery terminal
2. Press ONLINE
3. Scan the barcode through the RED light.
4. Press ENTER

Players can contact BCLC Consumer Support at 1-866-815-0222 if they have any questions regarding SST Voucher redemption.

### PRINTING RETAILER COPY OF THE VALIDATION SLIP

Print one for the player and one for your records. This feature may be turned on or off.

1. Go to the Miscellaneous button
2. Press the button so it displays "YES–RETAILER COPY OF VALIDATION SLIP WILL PRINT" or press the same button again so it displays "NO–RETAILER COPY OF VALIDATION SLIP WILL NOT PRINT".



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## HOW TO CANCEL

If you make a mistake processing an online lottery ticket or a player cannot pay for a ticket, you can cancel the ticket.

1. Press Cancel Ticket
2. Scan the barcode
3. Confirm the control number on the ticket matches the control number on the screen
4. Press ENTER
5. Staple the cancellation slip to the cancelled ticket
6. Keep all cancelled tickets in a secure location for 30 days after the last draw date on the ticket (BCLC Corporate Security may request, retrieve or audit your cancelled tickets.)
7. After 30 days, destroy cancelled tickets by tearing the tickets through the bar code and control number.

Note: If a ticket partially prints or does not print at all but appears on the sales screen with an "\*", print a Record of the Last Transaction and call Lottery Support Hotline to request credit.

If you cannot cancel a ticket due to the draw taking place you must call Lottery Support Hotline.

### Cannot be cancelled:

- Poker Lotto
- Pacific Hold'Em Poker
- Voucher – (Coupons – any purchases)
- Free Play tickets