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Self-Serve Terminal

Equipment Overview

In this information sheet, you will learn about the Self-Serve Terminal (SST) equipment features, how to open equipment doors and access cash and coin boxes

Self-Serve Terminal External View

1. **Marketing Display**
 - Provides marketing and promotional information for Players
2. **Touch Screen Display**
 - Guides Players to purchase and validate Lottery products
3. **Payment Card Terminal**
 - Players will have the option to pay with Debit / Credit Cards
4. **Ticket / Voucher Scanner**
 - Validates Tickets or Vouchers
5. **Ticket / Voucher Printer**
 - Prints out Ticket purchase or Voucher
6. **Bill Acceptor**
 - Accepts all Canadian banknotes
7. **Coin Acceptor**
 - Accepts Canadian coins
8. **Coin Return**
 - Player's access point for returned coins
9. **Keys**
 - 3 colour-coded keys to open the Self-Serve Terminal



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Self-Serve Terminal

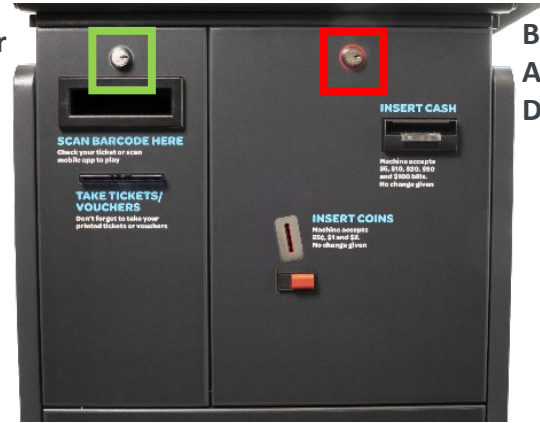
Equipment Overview

Keys to SST

Each Retailer will receive **3 colour coded keys** for each of the **4 locks** on the SST.

KEY LOCATION & COLOURS	
Location on SST	Key Colour
Bottom Door	Blue
Printer Door	Green
Bill Acceptor Door	Red
Coin Acceptor Door	Red

Printer Door



Bill Acceptor Door



Bottom Door



Coin Acceptor Door



Red Keys for Management only

- Gives access to Bill Acceptor and Coin Acceptor



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Self-Serve Terminal

Equipment Overview

Turning On/Off Self-Serve Terminal

1. Retailer will use the **Blue** key to open Bottom Door

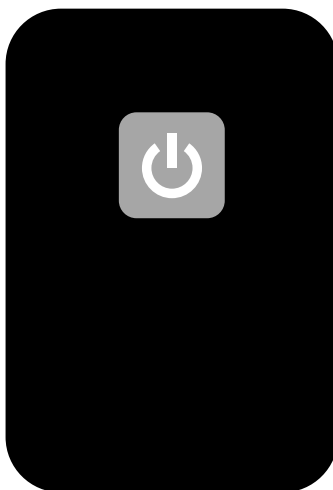


2. To turn the Self-Serve Terminal On or Off, use the button located on the back of the **PC Unit**

- Hold down the button until the SST Touchscreen Display and Marketing Display turn off
- Repeat steps to turn back on



PC Unit



Back of
PC Unit



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Self-Serve Terminal

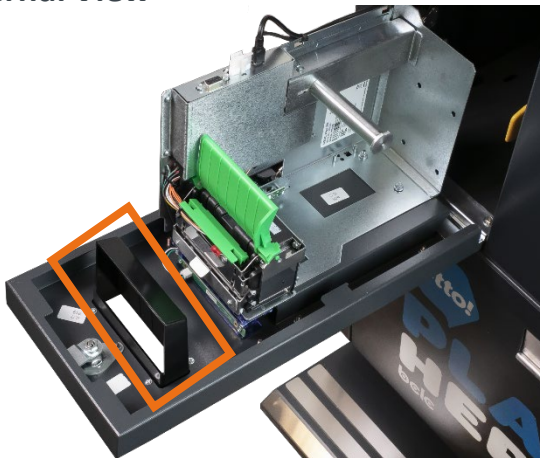
Equipment Overview

Ticket / Voucher Scanner

External View



Internal View



Ticket / Voucher Tray



Ticket / Voucher Scanner

Validated Tickets and Vouchers **will not be kept inside the SST**. Please ensure Players dispose of Tickets when they no longer require them.



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Self-Serve Terminal

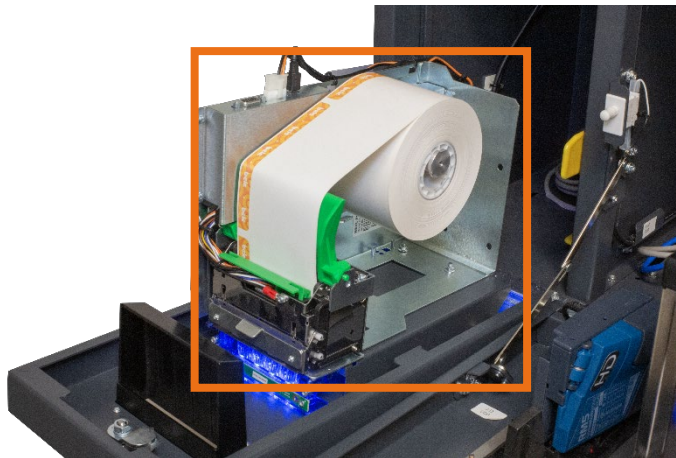
Equipment Overview

Ticket / Voucher Printer

External View



Internal View



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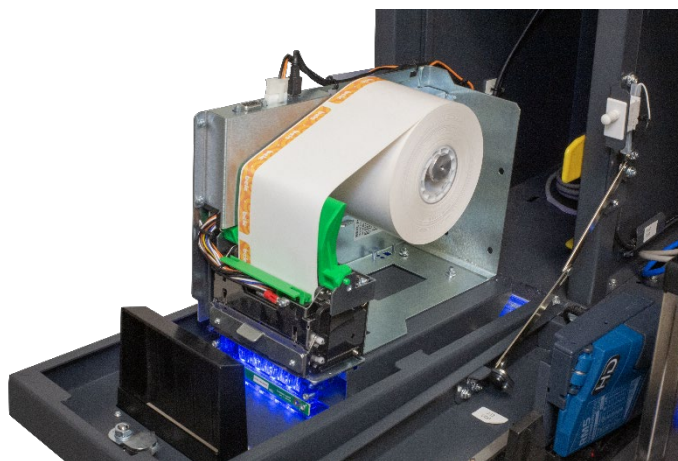
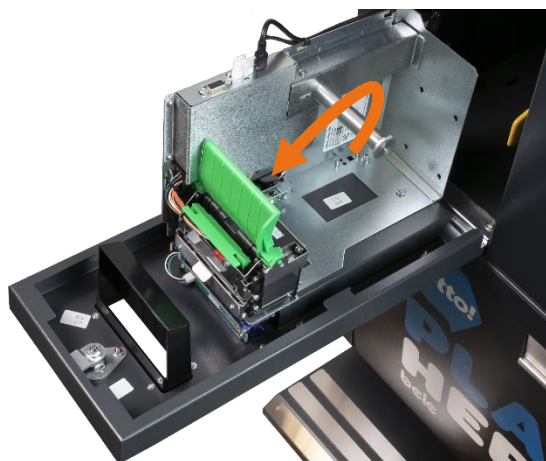
Self-Serve Terminal

Equipment Overview

Ticket / Voucher Printer

How to Load Paper Roll

1. Place roll on metal spindle.
2. Feed the paper edge between the two green panels until the printer detects it.
3. The printer will automatically pull the paper and cut a section of it.
4. The printer is ready for use.



Low Paper Warning

When the paper roll is low it will trigger a **pop-up warning** on the SST and prevent the Player from creating a Ticket.



When the Printer Door is open you may experience a Low Paper Warning even if you have a full Lotto Roll.

- This happens due to the weight of the Lotto Roll shifting when the Printer Door is open.
- Once the Printer Door is closed, the Low Paper Warning will disappear
- IF Error does not disappear, please perform a hard reboot



Retailer intervention required
printer: Paper Low



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Self-Serve Terminal

Equipment Overview

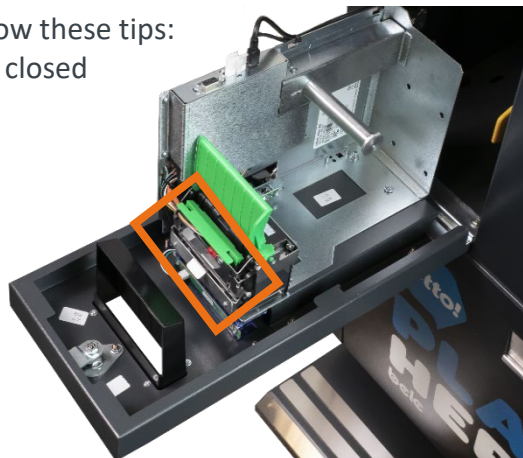
Ticket / Voucher Printer

Troubleshooting

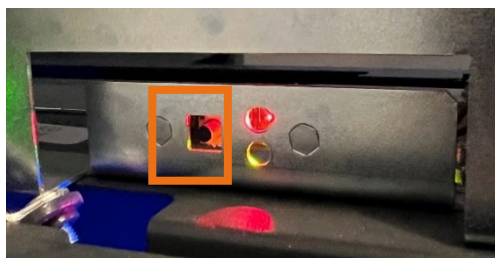
Printer Cover Open Error

If the SST is showing a **Printer Cover Error**, please follow these tips:

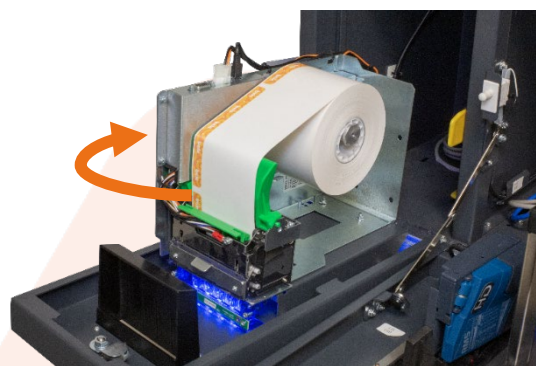
1. Ensure the Printer Cover Door (front Green Tab) is closed by pushing it down



2. Find the Paper Feed button, located on the left side of the Printer.
3. Press the Paper Feed button to feed the Lotto Roll
4. The Paper Feed light will turn **GREEN**



Paper Feed Button



Green Light



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Self-Serve Terminal

Equipment Overview

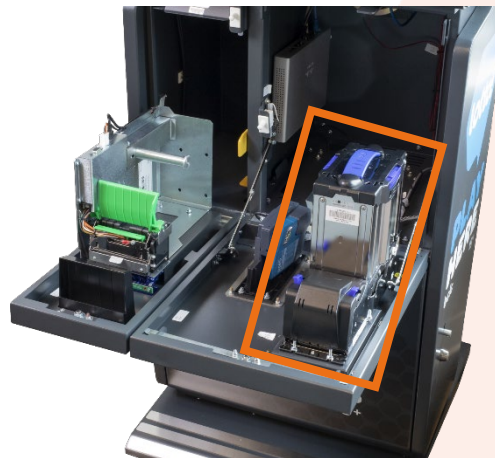
Bill Acceptor

External View



Bill Acceptor takes \$5 - \$100 bills

Internal View



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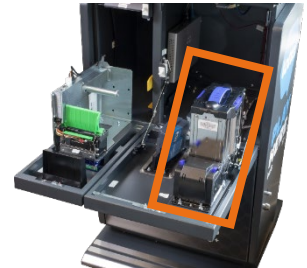


Self-Serve Terminal

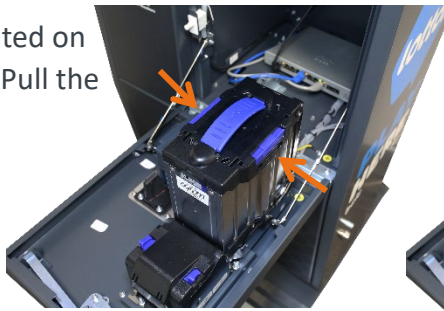
Equipment Overview

Emptying the Cash Box

1. Retailer will use the **RED** key to open Bill Acceptor Door



2. Press the **BLUE** Latches located on both sides of the Cash Box. Pull the Cash Box out.



3. Rotate Lock **CLOCKWISE** until in the "OPEN" position and the Lock releases



4. Open the Cash Box and retrieve cash



Follow steps **in reverse** to return the **Cash Box**. Cash Box is placed correctly when a ***click noise*** is heard, and **unit motors begin to operate**.



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Self-Serve Terminal

Equipment Overview

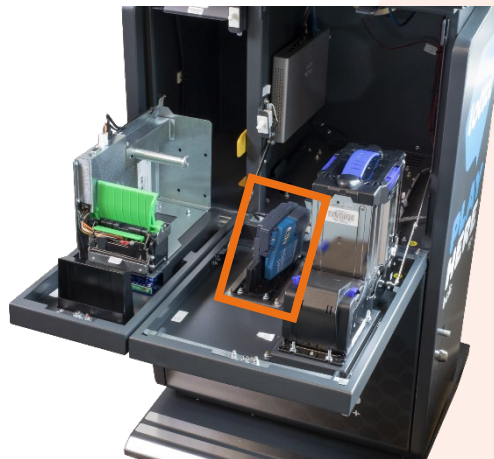
Coin Acceptor

External View



Coin Acceptor **only**
takes ₡25, \$1 & \$2 coins

Internal View



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Self-Serve Terminal

Equipment Overview

Emptying the Coin Box

1. Retailer will use the **Blue** key to open Bottom Door



2. Use the **Red** key to unlock the Coin Box



3. Grab the Coin Box from its front handle and slide it out to collect coins



PLEASE NOTE: Make sure the Coin Box is closed and locked before closing the Bottom Door.

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For information on Touch Screen Display



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