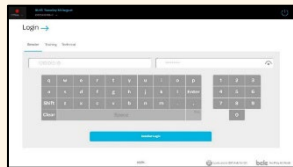# Troubleshooting Tips

Launch Weekend

Step 1:

- Refer to the Quick Reference Guide located in the start-up kit to ensure the installation steps have been followed accurately.
- Check that the colour coded cables are plugged in securely & that there is power from the outlet.

Step 2:

If issues persist, troubleshoot using the guidelines listed below:

Equipment	Problem	Solution	Image
Lottery Terminal & Compact Lottery Terminal	Terminal is installed, does not power on when power button pressed. No lights on unit & screen is black.	Check all power sources including plugs, power bar and plugs going into the power brick (image shown).	
Lottery Terminal	No power, installation instructions followed & outlet has been checked for power.	**Reset Central Processing Unit (CPU):** Gently push on metal bar at back of Terminal, then power on.	
Lottery Terminal	Terminal has power, touchscreen blank.	**Reseat Touchscreen:** Using both hands on either side of the screen apply a downward pressure to reset connection.	
Lottery Terminal & Compact Lottery Terminal	First Login attempt fails. Error message displays.	Check to ensure you are using the correct 6-digit Temporary password. Contact your Territory Manager to confirm password if needed.	

Call or text Lottery Retail Support:
1-800-667-1649

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Troubleshooting Tips
Launch Weekend

Equipment	Problem	Solution	Image
Ticket Checker	Terminal remains on "Network Setting" screen for more than 5 minutes	Power off using the power button at the back of the screen. Wait 60 seconds, then power on.	
Lottery Terminal Printer	Printer will not open to load paper	Power off using the power button at the front of the printer. Wait 60 seconds, then power on.	
Compact Lottery Terminal	Printer not working	Ensure paper is inserted correctly. Follow directions on the paper load sticker inside the printer.	
Lottery Terminal & Compact Lottery Terminal	Online indicator is red.	Tap on the drop down to view which piece of equipment is offline. If the Connection indicator is green the terminal is connected and operational.	

Still not working?
Contact Lottery Retail Support.
We are expecting a high call volume during this time.
Please limit your calls for urgent issues related to the installation of the new Lottery equipment.

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