

 6 MIN READ, 8 PAGES

Using Your Terminal Equipment Overview

- [Lottery Terminal](#)
- [Printer](#)
- [Compact Lottery Terminal](#)
- [Self-Serve Terminal \(SST\)](#)
- [Lotto Scanner](#)
- [Ticket Checker](#)
- [Questions & Answers](#)



Text or call Lottery Retail Support:
[1-800-667-1649](tel:1-800-667-1649)



Using Your Terminal

Equipment Overview

This Information Sheet reviews the features and cleaning guidelines for the new Lottery Equipment.

Lottery Terminal

The Lottery Terminal will be installed at all RN, RSG and select high volume HN locations.



Features	Cleaning Guidelines
<ul style="list-style-type: none"> • Adjustable 38 cm wide touchscreen with intuitive design makes processing Lottery Transactions quick & easy • Light proof shields located on the side of the terminal provide protection from light exposure, to support accurate results for reading selection slips and barcodes • Cutting edge digital camera technology ensures accurate selection slip and ticket scanning • On screen 19+ Birthdate identifier makes it easy for Age verification • Training Mode supports hands on Lottery Terminal training in-store • Terminal Messaging supports the ability to send real-time updates and alerts 	<ul style="list-style-type: none"> • Ensure terminal is in Lock mode or Logged off when cleaning. • To clean the Terminal’s touchscreen and plastic surfaces, use the microfiber cloth included in your start-up kit, and dampen it slightly with water. • To prevent any surface damage, use only gentle pressure. • <u>DO NOT</u> use alcohol wipes on touchscreen surfaces.



Text or call Lottery Retail Support:
1-800-667-1649



Using Your Terminal

Equipment Overview

Printer

The Printer will be installed at all RN, RSG and select high volume HN locations.



Features	Cleaning Guidelines
<ul style="list-style-type: none"> • Equipped with state-of-the-art technology that supports: <ul style="list-style-type: none"> ▪ Fast print time ▪ Maximizes equipment uptime ▪ Quick transaction speed ▪ Optimizes retailer and player experience ▪ Low paper messaging 	<ul style="list-style-type: none"> • Ensure all Tickets in the cart have been printed. • To clean the print head and notch sensor, use the microfiber cloth included in your start-up kit, and dampen it slightly with water. • <u>DO NOT</u> use alcohol wipes when cleaning the printers.



Text or call Lottery Retail Support:
[1-800-667-1649](tel:1-800-667-1649)



Using Your Terminal

Equipment Overview

Compact Lottery Terminal

The Compact Lottery Terminal will be installed at select HN locations.



Features	Cleaning Guidelines
<ul style="list-style-type: none"> • Smaller footprint and built in printer make this terminal ideal to fit into smaller areas • Cutting edge digital camera technology ensures accurate selection slip and ticket scanning • On screen 19+ Birthdate identifier makes it easy for Age verification • Jackpot information displayed on screen for easy access • Training Mode supports hands on Lottery Terminal training in-store • Terminal Messaging supports the ability to send real-time updates and alerts • On screen Low Paper Messaging 	<ul style="list-style-type: none"> • Ensure terminal is in Lock mode or Logged off when cleaning • To clean the Terminal’s touchscreen and plastic surfaces, use the microfiber cloth included in your start-up kit, and dampen it slightly with water. • To prevent any surface damage, use only gentle pressure. • <u>DO NOT</u> use alcohol wipes on touchscreen surfaces.



Text or call Lottery Retail Support:
1-800-667-1649



Using Your Terminal

Equipment Overview

Self-Serve Terminal (SST)

The Self-Serve Terminal will be installed at all HN locations.



Features	Cleaning Guidelines
<ul style="list-style-type: none"> • Dual high-definition screens • Accepts mixed payment methods: cash, credit or debit can be used in one transaction • A high-speed, thermal printer • Ergonomically designed with large screens that are accessible and easy to use for all players • UPS battery backup for uninterrupted power • For More information about the SST: <p style="text-align: center;">➔ Learn More</p>	<ul style="list-style-type: none"> • Ensure SST is in Lock mode or Logged off when cleaning. • To clean the following surfaces, use the microfiber cloth included in your start-up kit, and dampen it slightly with water: <ul style="list-style-type: none"> ▪ Screens ▪ Pin Pad ▪ Front Scanner ▪ Terminal Cabinet • <u>Do NOT</u> use alcohol wipes on screens



Text or call Lottery Retail Support:
1-800-667-1649



Using Your Terminal

Equipment Overview

Lotto Scanner

The Lotto Scanner will be installed at all RN, RSG and select HN locations..



Features	Cleaning Guidelines
<ul style="list-style-type: none"> • Scans to validate Online and Scratch & Win Tickets • Paired with the Lottery Terminal (not Compact Lottery Terminal) • Scans to sell/activate Scratch & Win Tickets • Scans in varying light conditions • Supports Age Verification by scanning the following ID: <ul style="list-style-type: none"> ▪ BC ID ▪ BC Services Card ▪ BC Driver’s License ▪ BC Services/Driver's License combined ▪ Out of province identification and passports not supported at this time. 	<ul style="list-style-type: none"> • To clean the Lotto Scanners lens and plastic surfaces, use the microfiber cloth included in your start-up kit, and dampen it slightly with water. • To prevent any surface damage, use only gentle pressure. • <u>DO NOT</u> use alcohol wipes on the lens.



Text or call Lottery Retail Support:
1-800-667-1649



Using Your Terminal

Equipment Overview

Ticket Checker

The Ticket Checker will be installed at all RN, RSG and HN locations.



Features	Cleaning Guidelines
<ul style="list-style-type: none"> Large 18cm adjustable screen makes it easy for players to read results. 	<ul style="list-style-type: none"> To clean the Ticket Checkers image sensor, use a dry microfiber included in your start-up kit moving from one side to the other. To clean the Terminal’s touchscreen and plastic surfaces, use the microfiber cloth included in your start-up kit, and dampen it slightly with water. To prevent any surface damage, use only gentle pressure. DO NOT use alcohol wipes on the screen or image sensor.



Text or call Lottery Retail Support:
1-800-667-1649





Questions & Answers

What cleaning guidelines should I follow to clean the new Lottery Equipment?

- **Do** use a microfiber cloth dampened slightly with **water** to clean all screen surfaces and lens surfaces
- **Do** apply gentle pressure when cleaning all screen and lens surfaces
- **Do** ensure the Lottery Terminal is in Lock mode or Logged off when cleaning
- **Do** use a small amount of water to dampen the microfiber cloth
- **Do Not** spray water directly onto the equipment
- **Do Not** use abrasive cleaners or cleaning materials such as a scouring pad
- **Do Not** use any chemical cleaners however mild they may be on the equipment
- **Do Not** use alcohol wipes

How often should I clean my equipment?

Frequency of cleaning will be dependent on the environment and frequency of use. High touch components are recommended to be cleaned daily while less frequently components may be cleaned weekly or more frequently if needed.

Why is cleaning the equipment important?

Regular cleaning of your equipment serves as preventative maintenance to keep your equipment functioning as intended with minimal down time due to more serious maintenance issues.

What are the shields located at the side of the Lottery Terminal ?

These are light proof shields that provide protection to light exposure, to support accurate results for reading selection slips and barcodes. These shields will be installed by BCLC technicians post Launch Day during the clean up phase.

Will the current Selection Slips work with the new Lottery Terminal

No. New selection Slips will be shipped directly to your location. It is important to recycle all the old Selection Slips so these do not get placed into the Lottery Table in error.

Will microfiber clothes be supplied?

BCLC will be supplying every retailer with a microfiber cloth and spray bottle to use to clean the equipment.



Text or call Lottery Retail Support:
1-800-667-1649

