TROUBLESHOOTING GUIDE
Hospitality Network
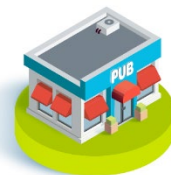
Lottery Retail Support
1-800-667-1649

lotto!

July 2025

RESTART YOUR LOTTERY EQUIPMENT

Before contacting Lottery Retail Support

Compact Lottery Terminal:

The standard Hospitality Lottery Terminal for Lottery tickets, S&W and PROLINE Ticket sales with a built-in printer.

Hot tip:

- Keep it clean
- Restart your Lottery Terminal from the on-screen option
- Still an issue? Confirm it's plugged in. Restart using the power button, behind the touch screen on the right-hand side
- Always restart before calling Lottery Retail Support

Lottery Ticket Checker:

Ticket checker for customer's Lottery, S&W and PROLINE Tickets

Hot tip:

- Keep it clean
- No green light on the front means there is no power, confirm plug is in the wall and in the power block.
- Restart the Ticket Checker with the power button behind the touch screen on the left-hand side
- Always restart before calling Lottery Retail Support

Lottery Player Display Unit (PDU):

The standard Lottery Player Display Unit, faces Customer/Player for them to view ticket purchases and validation

Hot tip:

- Keep it clean
- PDU **must** face customer
- No light on the front means no power, follow the power cable to confirm plug is in the plug, the power block and the display.
- Press the power button on the back to confirm it's on
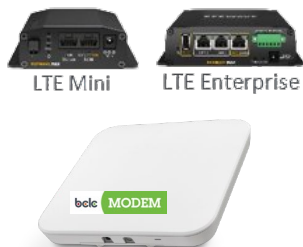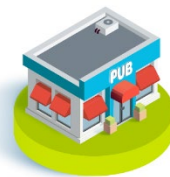
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RESTART YOUR LOTTERY EQUIPMENT

Before contacting Lottery Retail Support

Modem(s)

There is one modem located on site (sometimes two), it connects your Lottery Equipment to the Internet that connects to BCLC

If ALL Lottery Equipment is Offline:
- Check that it is plugged in
- Power off/on by unplugging and plugging back in (wait 5 minutes)

LTE Mini   LTE Enterprise

bclc MODEM

Router

There is one Router located on site.

If ALL Lottery Equipment is Offline:
- Check that it is plugged in
- Do not move Cables to different ports
- Power off/on by unplugging and plugging back in (wait 5 minutes)

bclc ROUTER

Switch *optional

Connects your Router to your Lottery Equipment. Required if location has a lot of Lottery Equipment.

If ALL Lottery Equipment is Offline:
- Power off/on by unplugging and plugging back in-Wait 5 minutes
- Do not move Cables to different ports

bclc SWITCH

Wireless Device (WD)

Located under a counter or on the ceiling. Ticket Checkers, Display Screens and Media Players use this to connect to BCLC

If Ticket Checker/Display Screen/Media Player is Offline:
- Modem, Router and Switch may need a restart.
- Power off/on by unplugging and plugging back in the Router. (wait 5 minutes)

bclc WIRELESS

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Self-Serve Terminal (SST)

A player-facing terminal designed for use within the Hospitality Network. It includes a built-in printer, bill and coin acceptors, and payment card terminal.

If Offline or having issues:

- Most connection or display issues are fixed with a full power off and on of the SST
- Confirm SST is plugged in, restart by using **power button.** (**See Below**)
- Press **power button** once (**don't hold in button**)
- Wait 10 seconds, then press **power button** again to turn SST on

Troubleshooting White Screen on SST

A white screen on the SST may indicate the system is updating, which can take up to **10 minutes** OR its lost connection and may require a Network restart. Please be patient. **If the SST screen remains white beyond 10 minutes**, follow these steps:

Restart Modem, Router FIRST

- Power off/on each device by unplugging and plugging back in

Restart the Internal Network Switch

- Open the **bill door** to access the Internal Network Switch
- Confirm the internal switch has lights on.
- **Do not move Cables to different ports**
- **To power cycle the switch, check and unplug its power and plug power back in.**
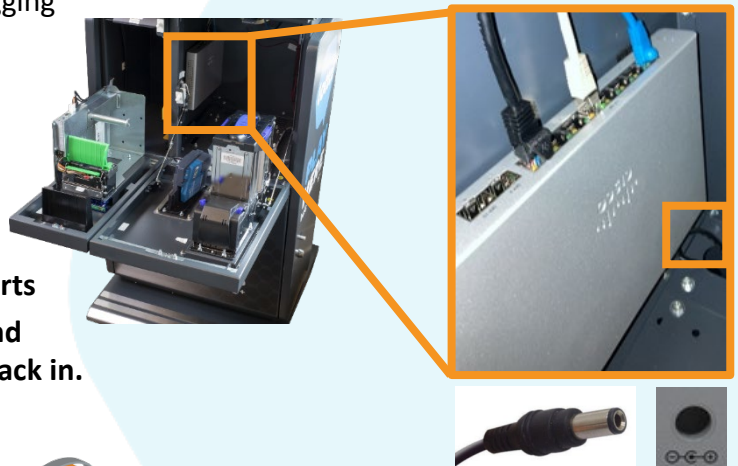
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RESTART YOUR LOTTERY EQUIPMENT

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SST Battery Back-Up (UPS)

The SST has a built-in Battery Back-up (UPS), in case of a power outage. This will typically last 20-45 minutes, depending on power load and battery age.

If UPS is Offline due to extended power outage:

If there has been an **extended power outage** and the SST remains offline and will not power on, the **UPS battery** may be fully discharged. The SST must be manually restarted once power is restored.

PLEASE NOTE: Using the Power Bar will not restart the SST or UPS

Turn on UPS Battery

- When power is restored, open the Lower Cabinet door
- Find the UPS Battery, front of the battery (left side)
- Press and HOLD the button for 3-5 seconds.
- This will power up the unit if power is back on

ON/OFF AC MAINS POWER

PRESS BUTTON UNTIL SOUND IS HEARD

Turn on SST

If the screen is cycling between different colours, the SST will now need to be turned on

- To turn on the SST, **see previous page**

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RESTART YOUR LOTTERY EQUIPMENT

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Pull Tab Vending Machine

The current Pull Tab Vending Machine is a self-service machine that dispenses Pull Tabs

If offline or having issues:

- Keep it clean
- If there are no lights on, no power – confirm if still plugged in
- To reboot, remove power from the plug and plug back in.

Pull Tab Vending Machine

The new Pull Tab Vending Machine is a self-service machine that dispenses Pull Tabs

If offline or having issues:

- Keep it clean
- If there are no lights on, no power – confirm if still plugged in
- To reboot, remove power from the plug and plug back in.

Lottery In-Lane Jackpot Signage *optional

Installed next to the Lottery Player Display Unit

If offline or having issues:

- If lights are blinking, or has no lights/jackpot, confirm it's plugged in
- The Modem, Router, and WAP may need a restart

Lotto Scanner *optional

Connected to Compact Lottery Terminal. Scans Packing Slips, Lottery Tickets, S&W Tickets and Player IDs.

Hot Tip:

- No light on the scanner indicates no power. Check all cable connections and restart the terminal.

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