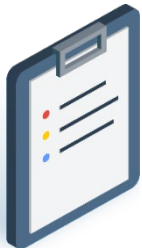


Lotto Transformation Equipment Overview

 8 MIN READ, 8 PAGES



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Lottery Retail Support: **1-800-667-1649**



Lotto Transformation Equipment Overview

Lottery Terminal



Features

- Scratch & Win ticket activation
- Training mode
- On-screen 19+date identifier
- Real-time alert notifications
- More ticket replay options
- Shopping Cart Functionality
- Enhanced Sales reporting

Comes with accessory Lotto Scanner.

Cleaning Tips

- Ensure terminal is in Lock mode or Logged off when cleaning
- To clean the **touchscreen and plastic surfaces of the terminal**, use a lightly damp microfiber cloth to avoid scratch the surface
- DO NOT use alcohol wipes on touchscreen surfaces



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Lotto Transformation Equipment Overview

Printer



Features

- Equipped with state-of-the-art technology that supports:
 - Fast print time
 - Maximizes equipment uptime
 - Quick transaction speed
 - Optimizes retailer and player experience

Cleaning Tips

- Pull up on the release lever on the right side of the Printer to open the Printer door
- Apply a small amount of water to a microfiber cloth – as supplied by BCLC and carefully clean the print head and the “Notch” sensory which is placed directly above the printer head



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Lotto Transformation Equipment Overview

Lotto Scanner



Features

- Scans ticket validation, selection slip and activation of Scratch & Win tickets
- Scans in low light and able to scan digital screens
- Supports Age Verification by scanning the following ID:
 - BC ID
 - BC Services Card
 - BC Driver's License
 - BC Services/Drivers License combined
 - Out of province identification and passports not supported at this time.

Accessory to Lottery Terminal only.

Cleaning Tips

- To clean the plastic handle, apply a small amount of lukewarm water to a microfiber cloth to clean



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Lotto Transformation Equipment Overview

Ticket Checker



Features

- Larger screen makes it easy for players to read results

Cleaning Tips

- Clean **image sensor** use a dry microfiber cloth moving from one side to the other. Be careful not to use too much pressure
- To clean the **touchscreen and plastic surfaces**, use a lightly damp microfiber cloth to avoid scratching the surface



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Lotto Transformation Equipment Overview: Questions & Answers



What do I do if I don't have a microfibre cloth?

BCLC will be supplying every retailer with one microfiber cloth to use to maintain their equipment.

What cleaning products can I clean my equipment with?

- ✓ Use a microfiber cloth to avoid scratching touchscreen surfaces
- ✓ Use a small amount of water applied to the microfiber cloth when cleaning equipment – if needed.

- × Don't soak the microfiber cloth and then clean the equipment.
- × Don't use abrasive cleaners or cleaning materials such as a scouring pad as it could damage the equipment
- × Do not spray water directly onto the equipment.
- × Don't use cleaners such as: Windex, Zep, Mr. Clean and wipes, such as Lysol wipes.

Where can I find more information about my new Lottery equipment?

For more information on your Lottery equipment, visit the [Retailer Hub](#).

What Lotto paper can I use in my Printer?

Please use the Lotto Paper that is supplied to you by BCLC. Contact Lottery Retail Support to order.

Who do I contact if my equipment isn't working?

Contact Lottery Retail Support: 1-800-667-1649.



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Questions & Answers

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 more serious maintenance issues.

What ID can I scan with my Lotto Scanner?

- BC ID
- BC Services Card
- BC Driver's License
- BC Services/Drivers License combined

All other identifications are not supported by the Lotto Scanner – such as out of province drivers licenses and passports.

Why can't I use alcohol wipes on my screen?

Alcohol wipes and other alcohol-based cleaners are not recommended by the equipment manufacturer for cleaning touch screens to preserve functionality.

Do I need to turn my equipment off to clean the terminal?

The Lottery Terminals do not need to be powered off to clean, simply lock the terminal screen or log-off before cleaning to prevent accidental key presses. The Ticket Checker may be powered off before cleaning the screen.

Why is BCLC investing in new Lottery Terminals and equipment at retail?

BCLC's current Lottery Terminals and the supporting equipment is approaching the end of their life cycle. These need to be updated to better serve our players and our Lottery Retailers across B.C. This represents a significant business investment in lottery at retail in B.C. and Lottery Retailers will benefit from equipment that will support their lottery business needs today and in the future.



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Questions & Answers

What lottery equipment is being replaced?

The Lottery Terminal, Ticket Checker and Printer will be replaced. A barcode scanner will be installed during the pre-installation phase. This is a net new piece of equipment to support age verification at the point of purchase. The barcode scanner will also be able to scan digital barcodes.

How will retailers be supported with training on the new equipment?

A comprehensive training program will be available starting Mid-January 2023. Retailers will have access to: Training Videos; Quick Reference Guides; In-person Interactive Training Exhibitions as well as Traditional Training Manuals & Job Aids all available 24/7 on the BCLC Retailer Hub.

How will the new lottery equipment benefit retailers?

New lottery equipment features include Scratch & Win ticket Activation; Training Mode capabilities; On-screen 19+ date validator; Real-Time alert notifications; More Ticket replay options; Shopping Cart Functionality, Age Verification ID Scanner, Enhanced sales reporting and much more.



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