

TROUBLESHOOTING GUIDE

Lotto Express



Lottery Retail Support
1-800-667-1649



RESTART YOUR LOTTERY EQUIPMENT



Before contacting Lottery Retail Support



In-Lane Lottery Express Printer

Lotto Express In-Lane Printer

LOTTO EXPRESS ONLY In-Lane Express Lottery Ticket Printer

Hot tip:

- Keep it clean, don't lean or put items on top of it
- Red light on the front might mean that it's out of paper.
- No light? Check the plug and power.
- To turn on the printer, use the power button at the front left



In-Lane JP Sign

Lottery Digital Jackpot Signage

The standard Lottery Digital Jackpot Signage

If offline or having issues:

- Blinking lights, has no lights or jackpot? Confirm it's plugged in
- The Modem, Router, and WD may need a restart
- If mounting looks broken or cannot be moved, call Lottery Retail Support



Router

There is one router located on site

If ALL Lottery Equipment is Offline:

- Check that it is plugged in
- Power off/on by unplugging and plugging in (wait 5 minutes)
- **Do not move Cables to different ports**
- If this equipment is not accessible, call Lottery Retail Support

**FOR ADDITIONAL
TROUBLESHOOTING**



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



RESTART YOUR LOTTERY EQUIPMENT



Before contacting Lottery Retail Support



LTE Mini



LTE Enterprise



Modem(s)

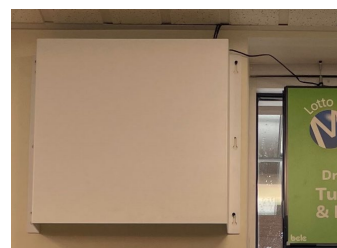
One modem is located on site (sometimes two), it connects your Lottery Equipment to the Internet that connects to BCLC

If ALL Lottery Equipment is Offline:

- Check for lights if you can see any and that it is plugged in
- Power off/on by unplugging and plugging back in-Wait 5 minutes
- If equipment is not accessible, call Lottery Retail Support



Equipment
Installed on wall



Cover for Equipment
Installed on wall



Wireless Device (WD)

Located with the Modem and Router, it connects using WIFI to the Lotto Express In-Lane Printers

If Ticket Checker, Display Screen or Media Player is Offline:

- Modem, Router and Switch may need a restart.
- Check for lights if you can see any and that it is plugged in
- If Possible - Power off/on by unplugging and plugging back in the ROUTER as above. This will restart the WD. Wait 5 minutes
- If equipment is not accessible, call Lottery Retail Support

FOR ADDITIONAL
TROUBLESHOOTING



Lottery Retail Support
1-800-667-1649

