

TROUBLESHOOTING GUIDE

Retail Network



Lottery Retail Support
1-800-667-1649



RESTART YOUR LOTTERY EQUIPMENT

Before contacting Lottery Retail Support



Lottery Terminal

The standard Lottery Terminal for Lottery tickets, S&W and PROLINE Ticket sales.

Hot tip:

- Keep it clean
- Restart your Lottery Terminal from the on-screen option
- If still an issue, restart using the power button, located at the front of Lottery Terminal at the bottom-right of the base
- Always restart before calling Lottery Retail Support



Lottery Printer

The standard Lottery Printer

Hot tip:

- Keep it clean, don't lean or put items on top of Lottery Printer
- Red light on the front? Printer is out of paper
- No light at all? Check the Printer's power connection
- Turn on the Printer using the button, located at the front of Printer at the bottom-right corner.



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
- It must face customer
- No light on the front means no power, confirm plug is in both plug and display. Press the power button

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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 Lottery Retail Support



Lotto Scanner

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.



Digital Hanging
Jackpot Sign



In-Lane JP Sign

Lottery Digital Jackpot Signage

The standard Lottery Digital Jackpot Signage

If offline or having issues:

- Blinking lights, no lights or jackpot? Confirm it's plugged in
- The Modem, Router, and WAP may need a restart



Keno Display



Media Player

Keno Display and Media Player

The standard Keno Display

If offline or having issues:

- Nothing on Keno Display? Check power, confirm it is plugged in
- Media Player located behind Keno Display,
- Modem, Router, and Switch* (*if installed) may need a restart

**FOR ADDITIONAL
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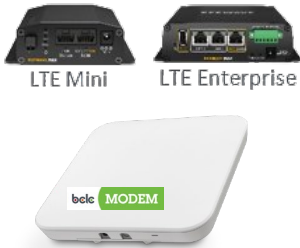


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Modem(s)

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)



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)



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



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)

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Lottery Play Stand

SPECIFIC LOCATIONS ONLY Newer Play Stands have a touchscreen Tablet facing the Player

Hot tip:

- Keep it clean – wipe clean with **microfibre cloth and water**
- Restart by unplugging the Lottery Play Stand, wait 10-seconds and plug back in
- Always restart before Lottery Retail Support



Digital Jackpot Pump Topper

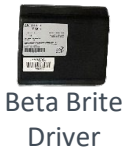
SHELL LOCATIONS ONLY Standard Digital Jackpot Pump Topper

Hot Tip:

- No lights or jackpot? Confirm the pump has power and is working
- The Modem, Router, and Switch* (**if installed*) may need a restart



Beta Brite Sign



Beta Brite Driver



PoE Injector

Keno Beta Brite Signage

SPECIFIC LOCATIONS ONLY

If offline or having issues:

- No lights or numbers? Confirm it is plugged in
- The Modem, Router, and Switch* (**if installed*) may need a restart

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In-Lane Lottery Express Printer

Lotto Express – In-Lane Printer

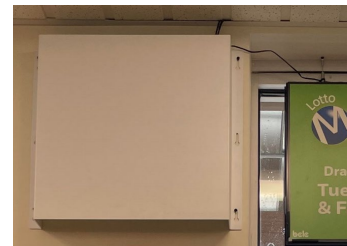
SPECIFIC LOCATIONS ONLY In-Lane Express Lottery Ticket Printer

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



Equipment Installed on wall



Cover for Equipment Installed on wall

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