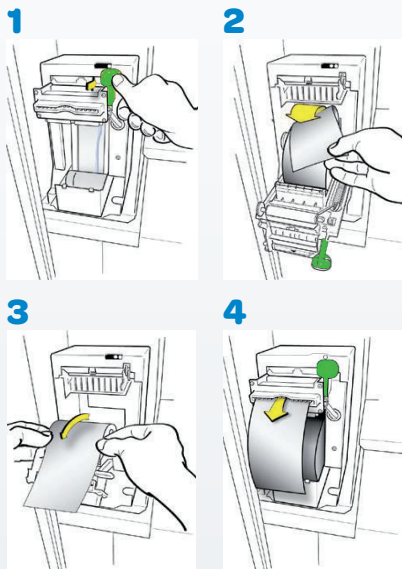


# Self Service Terminal (SST)

## REFERENCE GUIDE

### Change the paper

1. Push the *green button* and the printer head will drop down.
2. Remove the old roll of paper and place the new roll into the paper well.
3. Pull paper out, and push printer head to shut.
4. When closed properly, the printer will feed and cut the paper.



### Clear a printer jam

1. Push the *green button* and the printer head will drop down.
2. Clear the printer jam and shut the printer head. When closed properly, the printer will feed and cut the paper.

### Clear a ticket/voucher reader jam

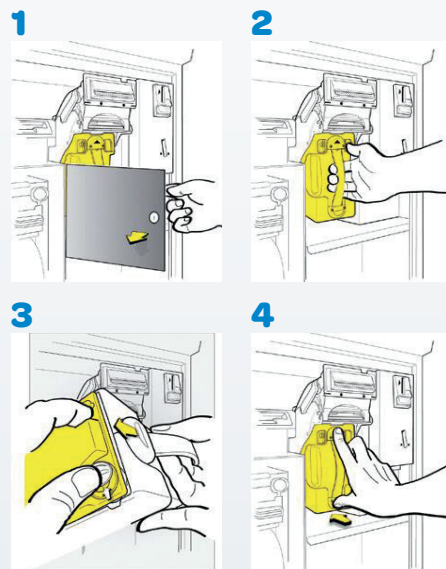
1. Lift the reader head (top metal plate) by grasping both sides of the cover and lift the upper half of the reader up. See image of the ticket/voucher reader on the next page.
2. Clear the jam and lower the reader head.

*TIP: If the reader is not accepting tickets/vouchers, use a lightly moistened cloth to clean the upper glass lens.*

### Empty the cash

#### Bill cassette

1. Open the lower panel using the *red currency key*.
2. Pull the vertical strap on the bill cassette to remove it.
3. Open the door at the bottom of the bill cassette and remove the bills. Make sure the bill plate springs back to the top of the bill cassette. Close the bill cassette door.
4. Slide the bill cassette back into place until the bill acceptor engages. Close and lock the front panel.



#### Coin box

1. Open the lower front panel using the *red currency key*.
2. Slide the coin box out and empty it.
3. Replace the coin box. Close and lock the panel.

# Self Service Terminal (SST)

## REFERENCE GUIDE

### Maintenance

**Touch screen and SST components:** Clean with a lightly moistened cloth.

**Ticket/voucher scanner:** Dirt/dust on the reader lens can cause the reader to not validate tickets or accept vouchers. To clean the ticket/voucher scanner, lift the reader head by grasping both sides of the cover and lift the upper half of the reader up.



Reader head

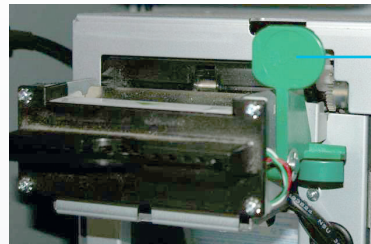


Rollers  
Scanner lens  
Sensor

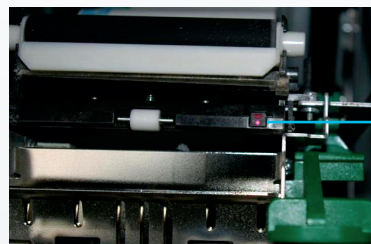
- Clean rollers using a lightly moistened cloth.
- Clean the scanner & sensors with a lightly moistened cloth or screen wipes.

After cleaning, carefully lower the cover until it latches in place.

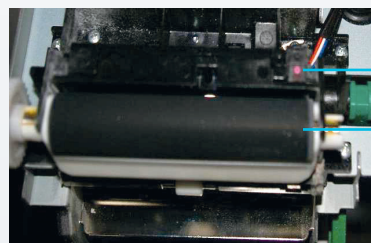
**Printer:** To open, press the green button located on right side of the printer.



To open, press green button



Sensor



Sensor  
Feed roller

- Clean all the sensors with a lightly moistened cloth.
- Clean the feed rollers with a lightly moistened cloth or alcohol wipes.

### Need help?

Call BCLC Lottery Support Hotline  
at: 1-800-667-1649

### Online help

To access online help, touch the [HELP] button from any screen. The online help screen provides information about the current screen.