

# TIPS

## PRINTER TIPS

- The printer should have only one stack of paper loaded in the tray. Extra paper should be stored in a secured, dry area.
- Fan the printer paper before loading it into the printer.
- Do not use printer paper if it is damp or wet, because this will cause the printer to malfunction.
- Be sure to remove all audit slips from the printer after a door has been opened or when power has been cycled.

## BILL ACCEPTOR TIPS

- Bill jams - Main VLT power must be turned off when removing the bill acceptor transport unit.
- When removing cash from the cash box, there is no need to power down or cycle power on the terminal.
- After removing cash, make sure the cash box is reinstalled firmly. You know the cash box is firmly installed when you hear or feel it "click" into place. Do not force cash box as that may cause damage.
- If the bill acceptor makes a noise and pauses when it accepts bills, this is normal operation. The bill acceptor is centering the bill.

# E20

## REFERENCE GUIDE



### COMMON VIDEO LOTTERY<sup>SM</sup> TERMINAL ERROR CODES

1000 - Out of Service	1350 - Access Door Open
1100 - Lottery Closed	1400 - Printer Malfunction
1200 - Paper Out	1600 - Bill Jam
1300 - Main Door Open	1601 - Bill Stacker Error
1325 - Cash Door Open	1605 - Bill Stacker Full
2350 - PVD	



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## ACCESS DOORS (SHOWN CLOSED)



## KEYS



# CALIBRATING TOUCH SCREEN

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

## TOUCH SCREEN

If the touch screen is not functioning properly clean with a non-ammonia based cleaner. If this does not rectify the problem, perform touch screen calibration.

NOTE: Spray non-ammonia based cleaner on cloth. Do not spray directly on screen.

## CALIBRATING THE TOUCH SCREEN

1. Turn attendant key one-quarter turn clockwise three (3) times to begin touch screen calibration.
2. A white dot will appear on the lower left corner of the screen along with instructions on how to perform the calibration.
3. Standing directly in front of the VLT, touch the white dot until a tone is heard. Continue to touch each white dot as they appear.
4. After touching the white dots, the VLT will now display "PLEASE OPEN THE DOOR TO COMPLETE THE CALIBRATION."
5. Open the door as instructed, and close the door when "TOUCH SCREEN TEST" appears on the screen.
6. Test touch screen by touching the screen in various places. A green dot should appear exactly where you touch.
7. Exit touch screen test by turning attendant key one-quarter turn clockwise.
8. TOUCH:  icon to return to game screen

# SOUND SETUP

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

Volume can be adjusted up or down on the Video Lottery Terminal.

1. Turn attendant key one-quarter turn clockwise to enter Attendant Menu.

2. TOUCH: **SOUND SETUP** icon.

3. TOUCH: **CHECK SOUND** icon.

4. Adjust volume up or down by touching



5. TOUCH: **STOP SOUND** icon to stop test sound.

6. TOUCH: **SAVE** icon to save volume settings.

7. TOUCH: **EXIT** icon.

8. TOUCH: **RETURN TO GAME** icon to return to game screen.

## RESPONSIBLE GAMING FEATURES

### MAIN CREDIT METER DISPLAY

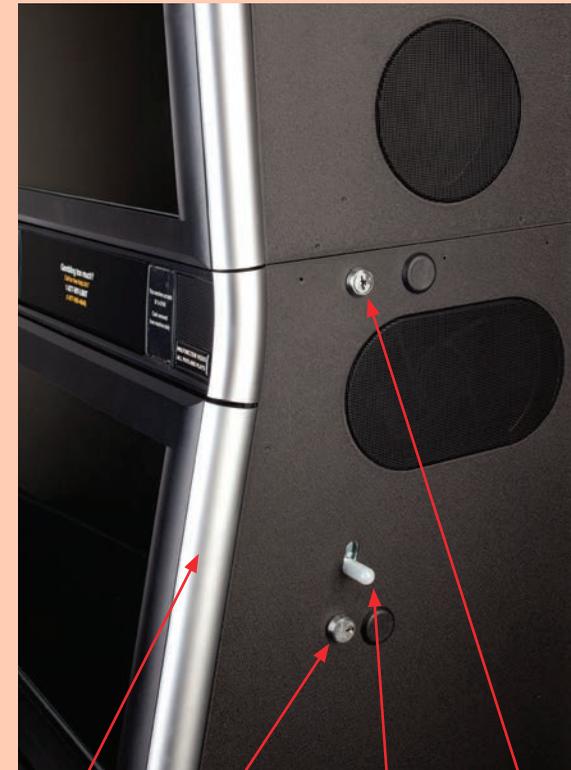
By default, the credit bank in all games will be displayed in dollars. Players can view their balance in credits by touching the main credit meter and have the option to toggle between the two views.

### ON SCREEN CLOCK

A clock showing the current time of day is present on all game screens.

# ACCESS DOORS

## KEYS & ACCESS DOORS/ COMPONENT LOCATIONS



Main Door Main Door Lock Main Door Latch Attendant Key Switch

VLT On/Off Switch Printer Cash Box Access Door



Bill Acceptor Assembly

# DISABLE ALARMS

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

## DISABLE ALARMS

When any VLT (Video Lottery Terminal) door is opened an alarm will sound to alert staff.

1. Temporarily disable the security alarm by turning attendant key one-quarter turn clockwise before opening main door.



2. The alarm will re-enable automatically when door closes.

**NOTE:** Upon closing and locking the main door, the VLT should automatically return to the game screen.

# PLAYER DISPUTE

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

## BILL HISTORY

1. Turn attendant key one-quarter turn clockwise to enter Attendant Menu.

2. TOUCH: **EVENT LOGS** icon.

3. TOUCH: **BILL ACCEPTED LOG** icon.

**NOTE:** Most recent bills are listed on bottom.

4. TOUCH: **EXIT** icon.

5. TOUCH: **RETURN TO GAME** icon to return to game screen.

## PLAY HISTORY

1. Turn attendant key one-quarter turn clockwise to enter Attendant Menu.

2. TOUCH: **PLAY HISTORY** icon.

3. TOUCH: **MACHINE HISTORY RECALL** icon.

4. TOUCH: **PREVIOUS HISTORY** icon.

AND

- TOUCH: **NEXT HISTORY** icon to retreat or advance through events.

5. TOUCH: **EXIT** icon.

6. TOUCH: **RETURN TO GAME** icon to return to game screen.

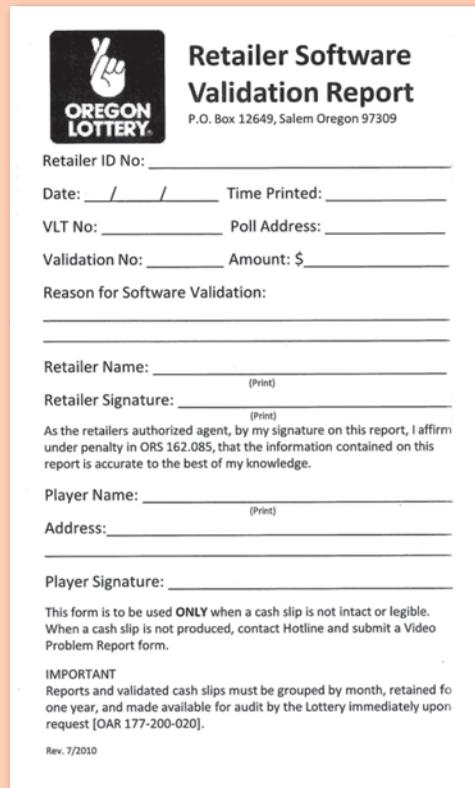
# SOFTWARE VALIDATION

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

**IMPORTANT:** Reports and validated cash slips must be grouped by month, retained for one year, and made available for audit by the Lottery immediately upon request [OAR 177-200-020].

This form is to be used **ONLY** when a cash slip is not intact or legible.

1. Turn attendant key one-quarter turn clockwise to disable alarm and enter Attendant Menu.
2. Unlock and open main door.
3. Verify and fix problem; e.g.,
  - a. Remove jammed cash slip from printer.
  - b. Reinstall paper.



**OREGON LOTTERY**  
**Retailer Software Validation Report**  
P.O. Box 12649, Salem Oregon 97309

Retailer ID No: \_\_\_\_\_  
Date: \_\_\_/\_\_\_/\_\_\_ Time Printed: \_\_\_\_\_  
VLT No: \_\_\_\_\_ Poll Address: \_\_\_\_\_  
Validation No: \_\_\_\_\_ Amount: \$ \_\_\_\_\_  
Reason for Software Validation: \_\_\_\_\_  
\_\_\_\_\_  
Retailer Name: \_\_\_\_\_ (Print)  
Retailer Signature: \_\_\_\_\_ (Print)  
As the retailers authorized agent, by my signature on this report, I affirm under penalty in ORS 162.085, that the information contained on this report is accurate to the best of my knowledge.  
Player Name: \_\_\_\_\_ (Print)  
Address: \_\_\_\_\_  
Player Signature: \_\_\_\_\_  
This form is to be used **ONLY** when a cash slip is not intact or legible. When a cash slip is not produced, contact Hotline and submit a Video Problem Report form.  
**IMPORTANT**  
Reports and validated cash slips must be grouped by month, retained for one year, and made available for audit by the Lottery immediately upon request [OAR 177-200-020].  
Rev. 7/2010

4. TOUCH:  icon.
5. TOUCH:  icon.
6. Completely fill out Software Validation Report. Must have player information and signature.
7. Close and lock main door. Terminal should automatically return to game screen.
8. Manually validate, pay customer, staple validation receipt and damaged/misprinted cash slip to Software Validation Report and keep for one year.

# DISABLE TERMINAL

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

## DISABLE TERMINAL

When necessary the VLT can be disabled. This puts the terminal into a disable mode and players cannot play the VLT.

1. Turn attendant key one-quarter turn clockwise to enter Attendant Menu.

2. TOUCH:  icon.

Terminal will automatically disable and screen will display "1000 OUT OF SERVICE."

**NOTE:** OUT OF SERVICE icon is not available if there are credits on the terminal.

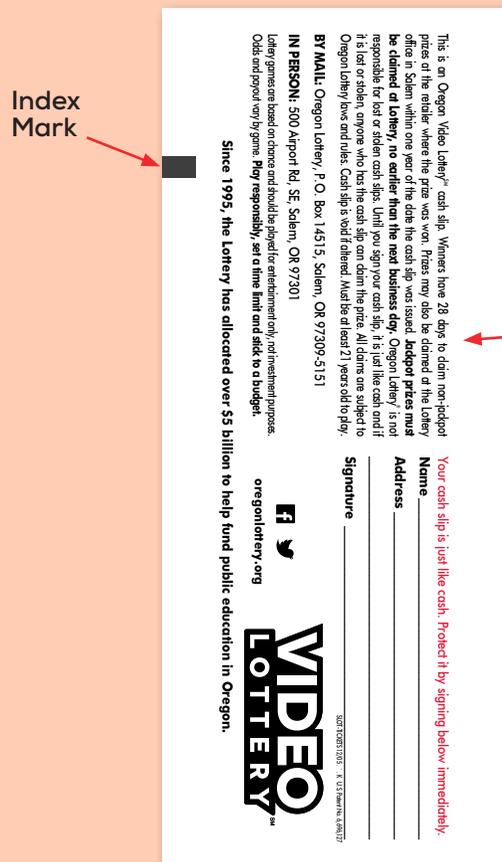
3. To re-enable, turn attendant key one-quarter turn clockwise to return to game screen.

# CHANGING PAPER

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

1. Turn attendant key one-quarter turn clockwise to disable alarm.
2. Open main door.

This end toward the paper loading slot on printer



3. Place paper stack into paper tray with index marks up and facing toward the front of the terminal. (see below)

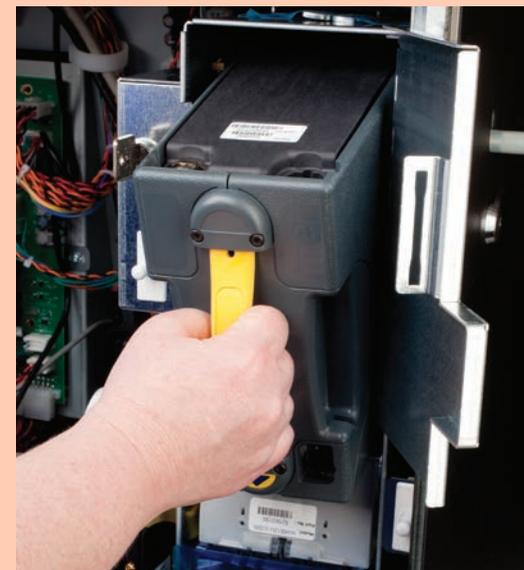


# CLEAR BILL JAM

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION



- Close module cover.
- Check space between acceptor module and cash box for loose bills.
- Turn over and reinstall acceptor module. Make sure it snaps into place.
- Check cash box for jammed bills (See pages 9 and 10 for cash box removal.)



- Reinstall cash box.
  - Close cash box access door.
5. Close and lock main door.
  6. TOUCH: **RETURN TO GAME** icon or turn attendant key one-quarter turn clockwise to return to Game Screen.

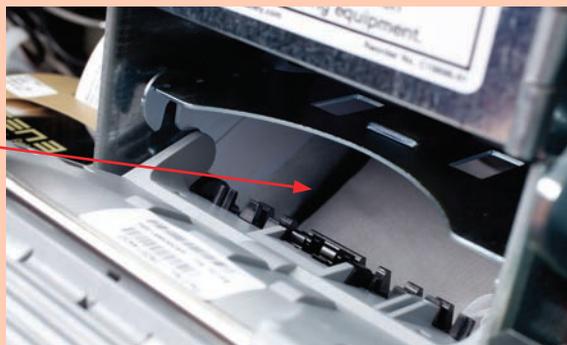
# CLEAR BILL JAM

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

- Open acceptor module cover by pulling up on acceptor cover. Remove any jammed bills.



Check for jammed bills



**NOTE:** Do not force acceptor module cover open. If cover is stuck, reinstall acceptor module and call Retailer Services to have a Service Technician dispatched.

# CHANGING PAPER

4. Feed the paper (index marks first) into the paper loading slot and release paper once the motor engages and the printer takes hold of the paper.



Index Mark

Paper Loading Slot



5. Close and lock main door.
6. Remove the excess tickets from printer.
7. Close and lock main door. Terminal should automatically return to game screen.

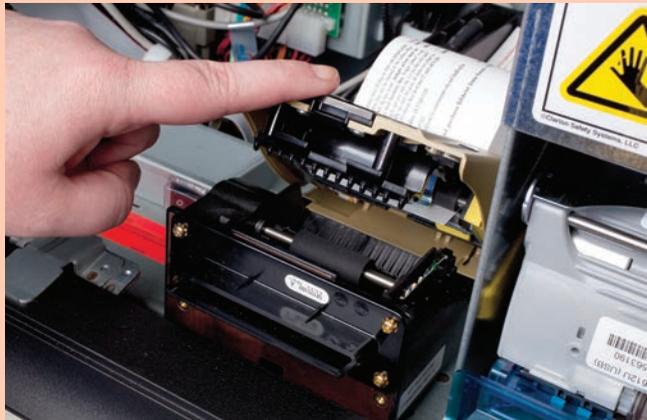
# CLEAR PAPER JAM

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

1. Turn attendant key one-quarter turn clockwise to disable alarm.
2. Open main door.
3. Open the top lid on the printer by pressing the Platen Release Lever. The spring-loaded lid will open, exposing the paper path.



4. Remove the jammed ticket from the printer by pulling the ticket toward the paper stack.
5. If necessary, pull on yellow spring-loaded Mechanism Release Lever to loosen the printer's grip on the jammed ticket.



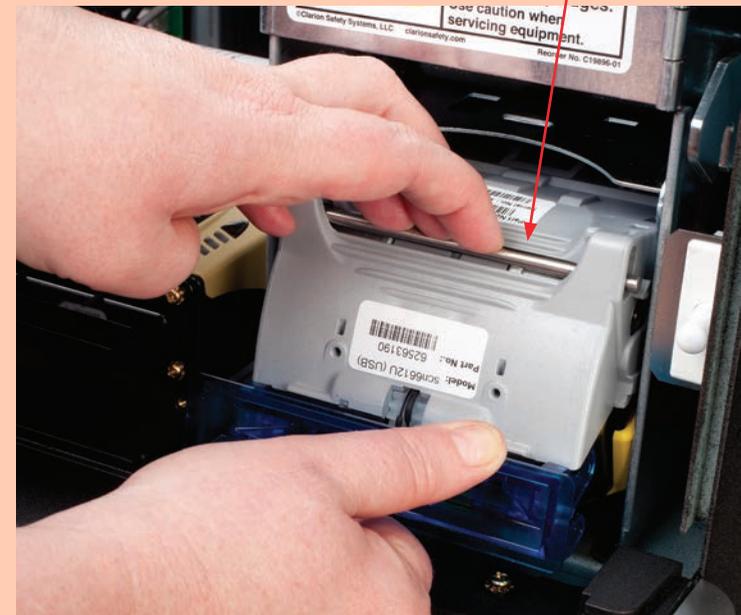
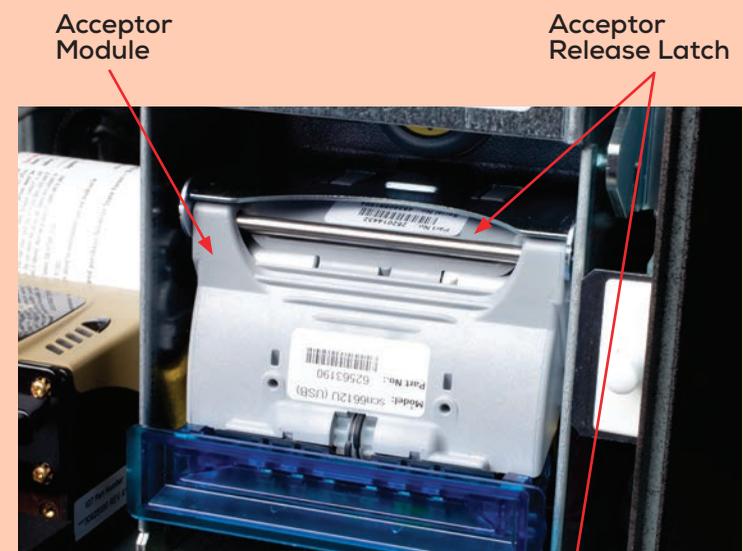
# CLEAR BILL JAM

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

4. If the bill jam does not clear after VLT finishes restarting, turn the VLT power off and check for the following:

**NOTE:** VLT Power must be turned off before removing acceptor module.

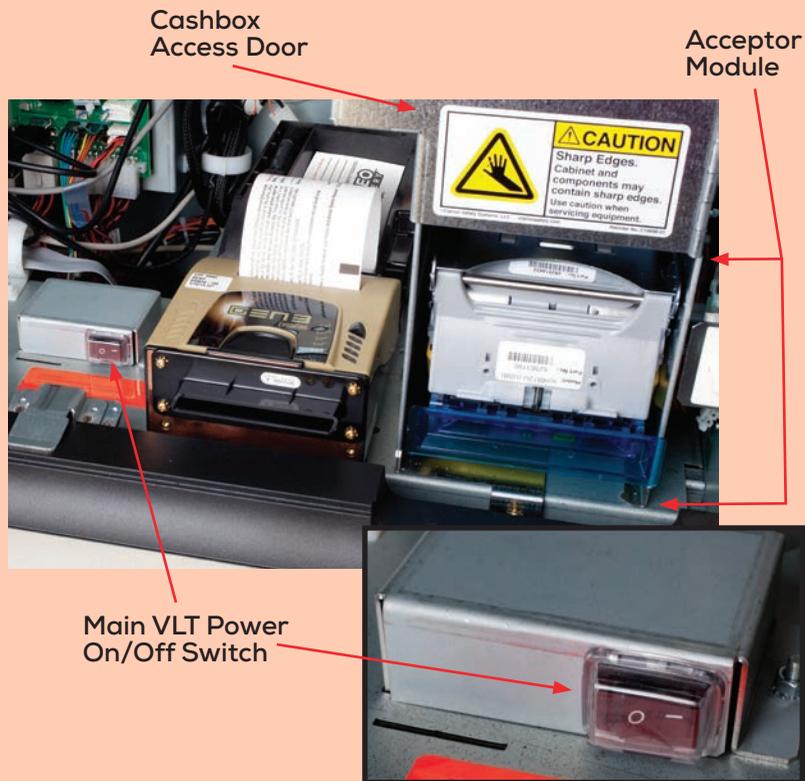
- Remove acceptor module by pushing on acceptor release latch and pull assembly with other hand.



- Turn acceptor module over.

# CLEAR BILL JAM

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION



1. Turn attendant key one-quarter turn clockwise to disable alarm.
2. Open main door.
3. Cycle VLT power by turning terminal off for at least 20 seconds and back on again. This will reset the bill acceptor.

NOTE: VLT takes three to four minutes to come up.

# CLEAR PAPER JAM

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION



6. Close top lid. Make sure lid snaps into place.



7. Load paper - see pages 5 and 6.

# CASH REMOVAL

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

1. Turn attendant key one-quarter turn clockwise to disable alarm.

Bill  
Acceptor  
Assembly

Cashbox  
Key

Cashbox  
Access  
Door

Acceptor  
Module



2. Open main door.

3. Unlock and open cash box access door.



4. Pull out cash box by firmly grasping the cash box handle and pull the cash box straight out from the chassis.

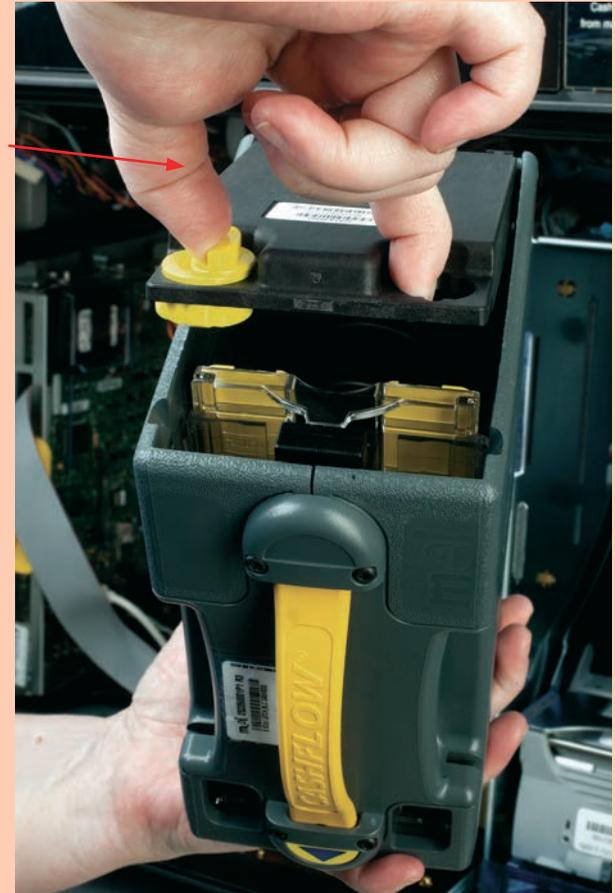


# CASH REMOVAL

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

5. Open door on bottom of cash box. Remove cash.

Push with  
Thumb to  
Open



6. Close and secure bottom of cash box.
7. Reinstall cash box firmly. Push it all the way back until it snaps into place.  
**NOTE: Do not force cash box as this may cause damage.**
8. Close and lock cash box access door.
9. Close and lock main door.