
IGT GAME KING[®]

REFERENCE GUIDE



COMMON VIDEO LOTTERY 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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KEYS

ATTENDANT CABINET MAIN DOOR CASH



SOUND SETUP

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:  icon.

3. TOUCH:  icon.

4. Adjust volume up or down by touching



5. TOUCH:  icon to stop test sound.

6. TOUCH:  icon to save volume settings.

7. TOUCH:  icon.

8. TOUCH:  icon to return to game screen.

RESPONSIBLE GAMING FEATURES

CREDIT METER DISPLAY

By default, the credit bank in all games will be displayed in dollars.

ON SCREEN CLOCK

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

TOUCH SCREEN

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

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: **RETURN TO GAME** icon to return to game screen

**RETURN
TO GAME**

icon to return to game screen

ACCESS DOORS

KEYS & ACCESS DOORS/ COMPONENT LOCATIONS



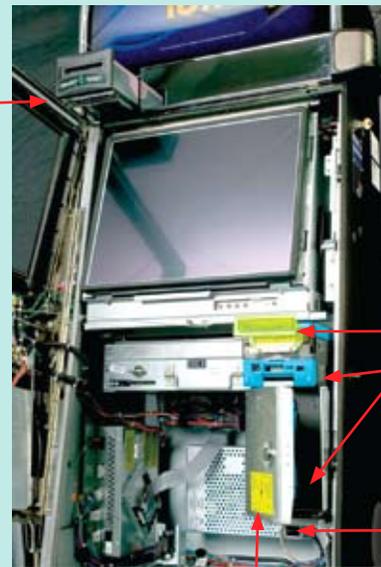
Attendant Key Switch

Main Door Lock

Main Door Release

Main Door

Printer (Shown Pulled Out)



Transport Assembly

Bill Acceptor Assembly

VLT Power On/Off Switch

Cash Box Access Door (Shown Open)

DISABLE ALARMS AND TERMINAL

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

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.



Attendant Key In Switch

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.

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.

PLAYER DISPUTE

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

PLAYER DISPUTE

BILL HISTORY

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

2. TOUCH:  icon.

3. TOUCH:  icon.

NOTE: Most recent bills are listed on bottom.

4. TOUCH:  icon.

5. TOUCH:  icon to return to game screen.

PLAY HISTORY

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

2. TOUCH:  icon.

3. TOUCH:  icon.

4. TOUCH:  icon.

AND

- TOUCH:  icon to retreat or advance through events.

5. TOUCH:  icon.

6. TOUCH:  icon to return to game screen.

SOFTWARE VALIDATION

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

SOFTWARE VALIDATION

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: _____
 VIT No.: _____ Poll Address: _____
 Validation No.: _____ Amount: \$ _____
 Reason for Software Validation: _____

Retailer Name: _____

 Retailer Signature: _____
By signature of this report, I the undersigned owner, partner, or representative hereby swear/affirm, under penalty of ORS 162.085 that to the best of my knowledge all information recorded herein is true.

Player Name: _____
 Address: _____

 Player Signature: _____

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]

4. TOUCH: EVENT LOGS icon.

5. TOUCH: SOFTWARE VALIDATION icon.

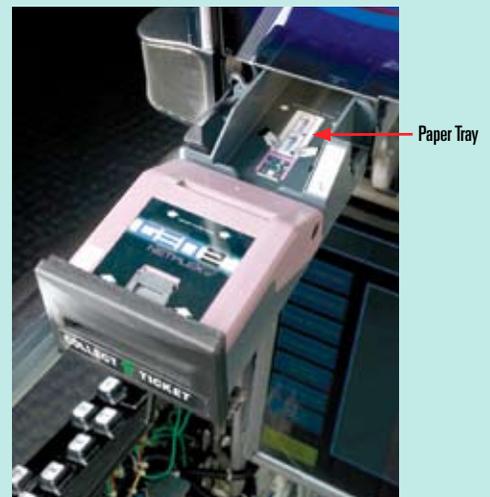
6. Completely fill out Software Validation Report. Must have player information and signature.
7. Close and lock main door. Terminal should automatically return to game screen.
8. Manually validate, pay customer, staple validation receipt and damaged/misprinted cash slip to Software Validation Report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

CHANGING PAPER

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

CHANGING PAPER

1. Turn attendant key one-quarter turn clockwise to disable alarm.
2. Open main door.
3. Pull out printer unit until the paper tray is completely accessible.



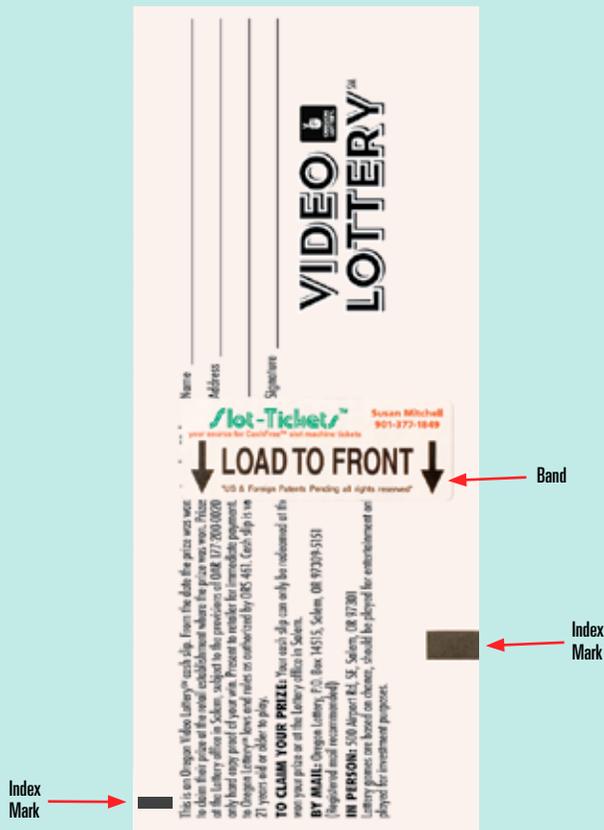
CHANGING PAPER

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

CHANGING PAPER CONTINUED

- Place the new paper stack in the printer as indicated by the **band** around the stack and the label on the bottom of the paper tray. The index marks will be toward the front of the printer.

NOTE: Remove band before loading paper.



NOTE: To prevent a new paper stack from sticking together, fan out the paper after you take off the band.



CLEAR BILL JAMS

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

CLEAR BILL JAMS CONTINUED

- Pull out cash box by firmly grasping the cash box handle and pulling the cash box straight out from the chassis.



- Remove any bills not fully deposited into the cash box.
- Reinstall cash box **all the way back** until it **snaps** into place. You will hear the bill acceptor cycle if cash box is installed properly once the VLT power is restored.

NOTE: Do not force cash box as this may cause damage.

- Close and lock cash box access door.

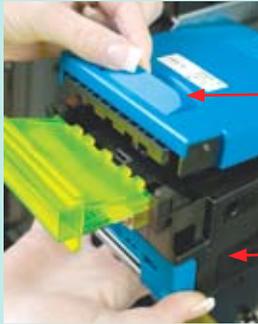
- Turn VLT power back on.
- Close and lock main door. Terminal should automatically return to game screen.

CLEAR BILL JAMS

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

CLEAR BILL JAMS CONTINUED

- Open transport cover by pulling up on transport cover release lever. Remove any jammed bills.



Transport Cover Release Lever

Transport Assembly Shown Pulled Out



- Close transport cover. Make sure transport cover snaps into place.

NOTE: Before reinstalling transport assembly, check to be sure that bills are not caught in the space between the transport assembly and cash box.

- Reinstall transport assembly. Make sure it **snaps** into place.
6. Check the cash box for jammed bills.
 - Unlock and open cash box access door.

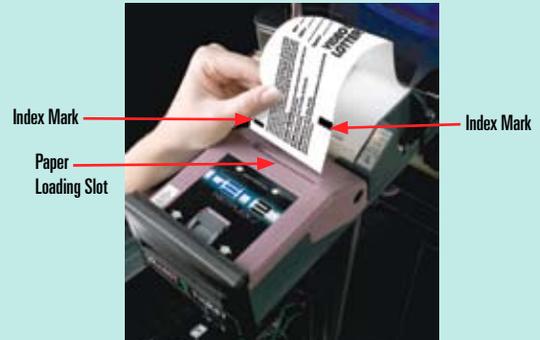


CHANGING PAPER

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

CHANGING PAPER CONTINUED

5. 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

Index Mark



6. Slide printer back in place.



CHANGING PAPER & CLEAR PAPER JAM

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

CHANGING PAPER CONTINUED

7. Remove the excess tickets from printer.



8. Close and lock main door. Terminal should automatically return to game screen.

CLEAR PAPER JAM

1. Turn attendant key one-quarter turn clockwise to disable alarm.
2. Open main door.
3. Pull out printer unit until paper tray is completely accessible.

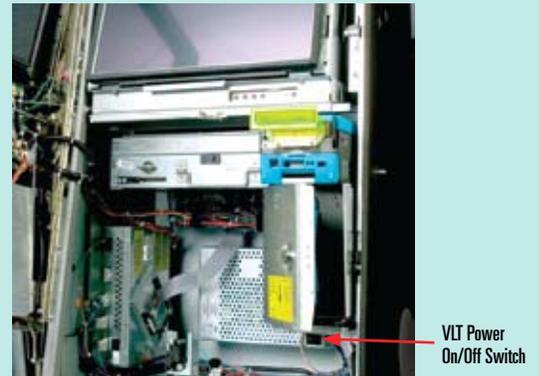


CLEAR BILL JAMS

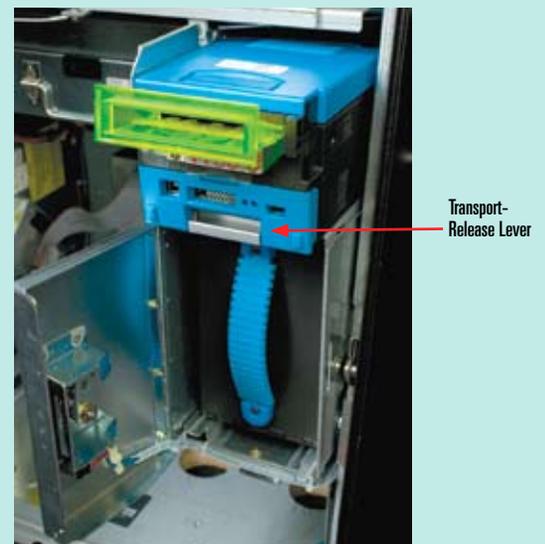
SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

CLEAR BILL JAMS

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



4. If the bill jam does not clear, turn VLT power off and check for the following.
5. Check for a jammed bill in the transport assembly.
 - Remove transport assembly by pulling on Transport-Release Lever.

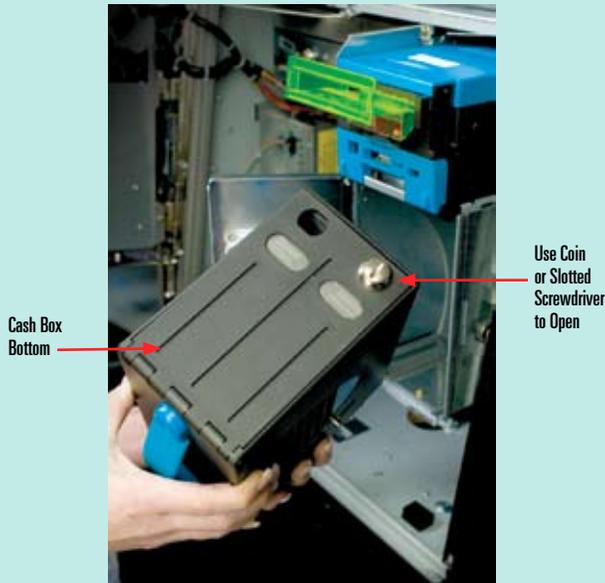


REMOVING CASH

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

REMOVING CASH CONTINUED

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



5. Close and secure bottom of cash box.
6. Reinstall cash box **all the way** back until it **snaps** into place. You will hear the bill acceptor cycle if cash box is installed properly.

NOTE: Do not force cash box as this may cause damage.

7. Close and lock cash box access door.
8. Close and lock main door. Terminal should automatically return to game screen.

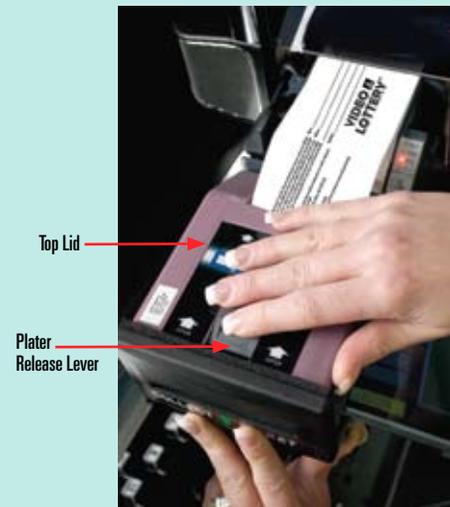
CLEAR PAPER JAM

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

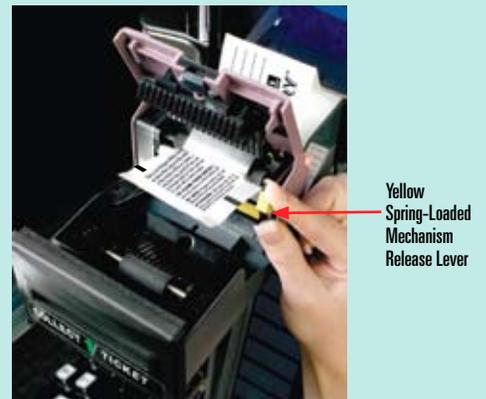
CLEAR PAPER JAM CONTINUED



4. Open the top lid by pressing the Platen Release Lever. The spring-loaded lid will open, exposing the paper path.



5. Remove the jammed ticket from the printer by pulling the ticket toward the paper stack.
6. If necessary, pull on Yellow Spring-Loaded Mechanism Release Lever to loosen the printer's grip on the jammed ticket.

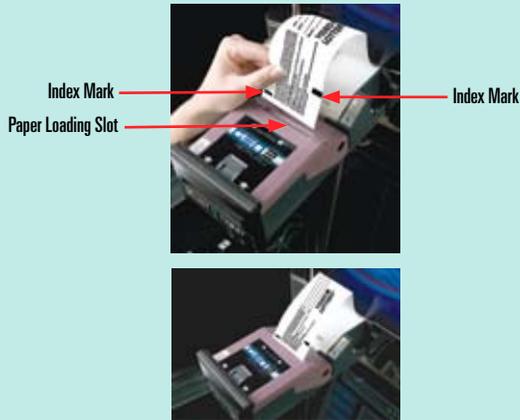


CLEAR PAPER JAM

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

CLEAR PAPER JAM CONTINUED

7. Close top lid. Make sure lid snaps into place.
8. Feed paper (index marks first) into the paper loading slot and release paper once the motor engages and the printer takes hold of the paper.



9. Slide printer back in place.



10. Remove the excess tickets from printer.



11. Close and lock main door. Terminal should automatically return to game screen.

REMOVING CASH

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR/COMPONENT LOCATIONS

REMOVING CASH

1. Turn attendant key one-quarter turn clockwise to disable alarm.
2. Unlock and open cash box access door.



3. Pull out cash box by firmly grasping the cash box handle and pulling the cash box straight out from the chassis.

