

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.
- If the bill acceptor makes a noise and pauses when it accepts bills, this is normal operation. The bill acceptor is centering the bill.

PRODIGI VU[®]

REFERENCE GUIDE



COMMON VIDEO LOTTERYSM 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	



EFFECTIVE: SUMMER 2009

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ACCESS DOORS (SHOWN CLOSED)



KEYS



RESPONSIBLE GAMBLING

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

RESPONSIBLE GAMBLING FEATURE

MAIN CREDIT METER DISPLAY

Upon entering the games from the menu the player credit meter is defaulted to dollars and cents. 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.

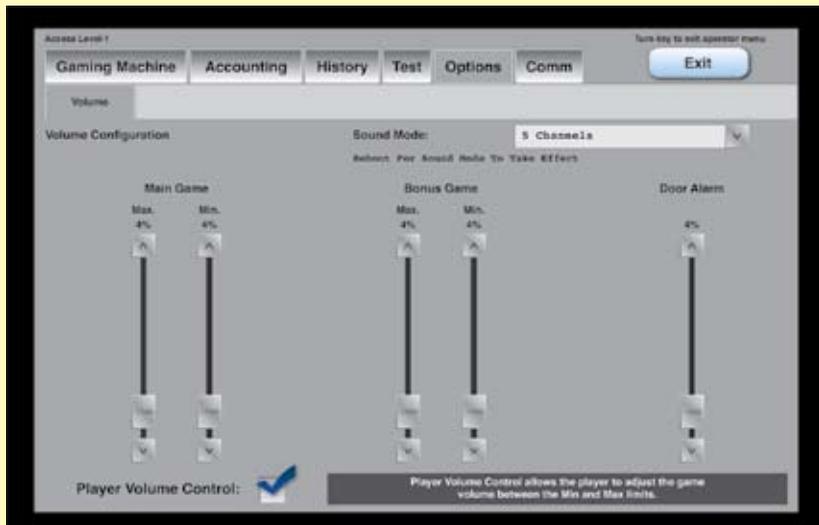
SOUND SETUP

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

Volume can be adjusted up or down on the VLT.

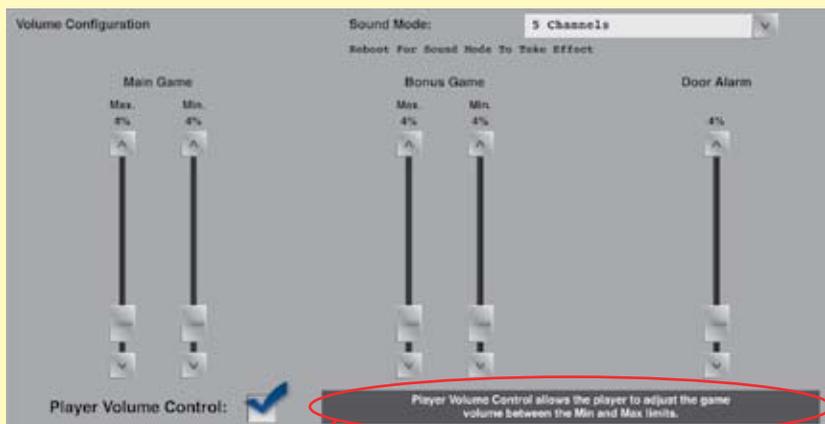
1. Turn attendant key one-quarter turn clockwise to enter Operator Menu.

2. TOUCH:  icon.



3. Adjust volume up or down by adjusting slide bars.

NOTE: You can allow player control by touching the box on the lower left end of the screen where it says "Player Volume Control." If you touch the box a check will appear.



Player Volume Control allows the player to adjust the game volume between the min and max limits.

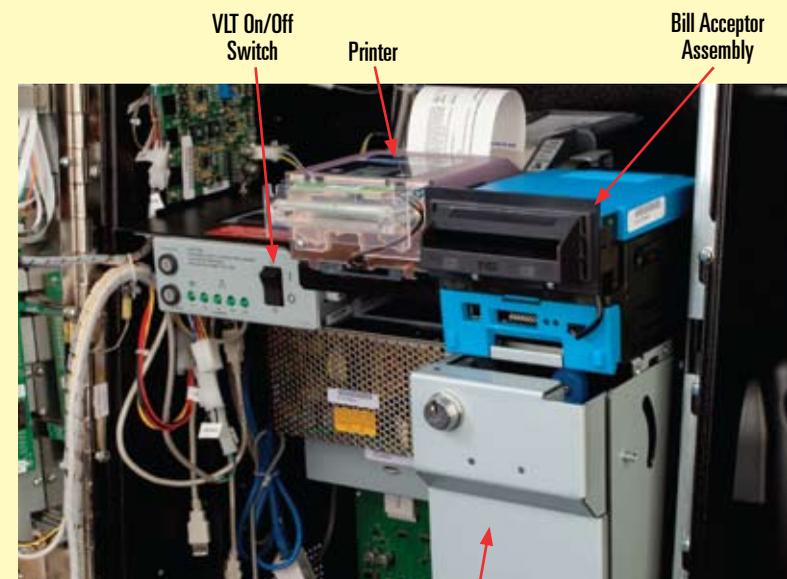
4. TOUCH:  icon or turn attendant key one-quarter turn clockwise to return to Game Screen.

ACCESS DOORS

KEYS & ACCESS DOORS/ COMPONENT LOCATIONS



Main Door Main Door Lock Main Door Latch Attendant Key Switch



Cash Box Access Door

DISABLE ALARMS AND TERMINAL

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 the main door.



2. When main door is closed,

TOUCH:  icon or turn attendant key one-quarter turn clockwise to return to Game Screen.

3. Security alarm will reset when main door is closed.

DISABLE TERMINAL

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

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

PLAYER DISPUTE

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

BILL HISTORY

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

2. TOUCH:  icon.

3. TOUCH:  icon.

NOTE: Most recent bills are listed on top.

4. TOUCH:  icon or turn attendant key one-quarter turn clockwise to return to Game Screen.

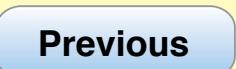
PLAY HISTORY

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

2. TOUCH:  icon.

NOTE: Touching the History icon will automatically put you in the "Games Played" screen. The Last Games Played Summary is already displayed.

3. TOUCH:  icon to see the actual games.

4. TOUCH:  icon.

OR

TOUCH:  icon to retreat or advance through events.

5. TOUCH:  icon to return to Operator menu.

6. TOUCH:  icon or turn attendant key one-quarter turn clockwise 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 Operator Menu.
2. Unlock and open main door.
3. Verify and fix problem; e.g.,
 - a. Remove jammed cash slip from printer.
 - b. Reinstall paper.

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: _____

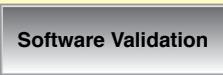
Retailer Name: _____ (print)
 Retailer Signature: _____
By signature of this report, I the undersigned owner, partner, or representative hereby swear/affirm, under penalty of ORS 162.085 that to the best of my knowledge all information recorded herein is true.

Player Name: _____ (print)
 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:  icon.

5. TOUCH:  icon.

6. Completely fill out Software Validation Report. Must have player information and signature.

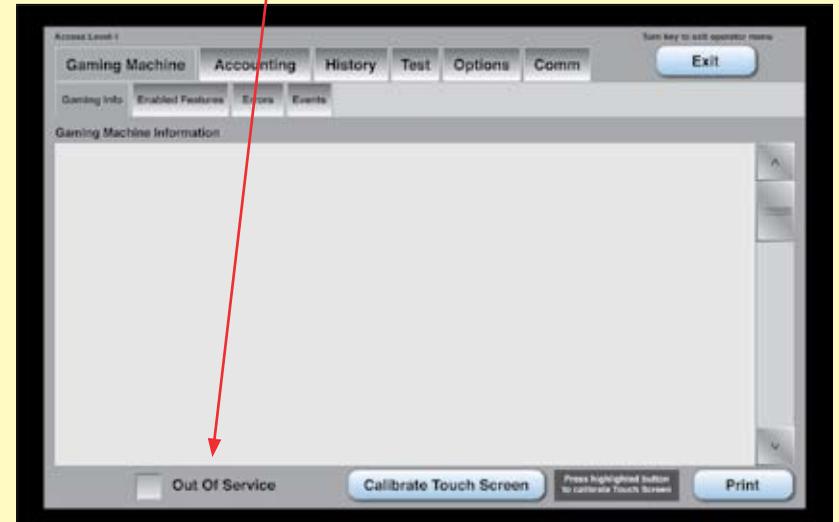
7. TOUCH:  icon or turn attendant key one-quarter turn clockwise to return to Game Screen.

8. Manually validate, pay customer, staple validation receipt and damaged/misprinted cash slip to Software Validation Report and keep for one year.

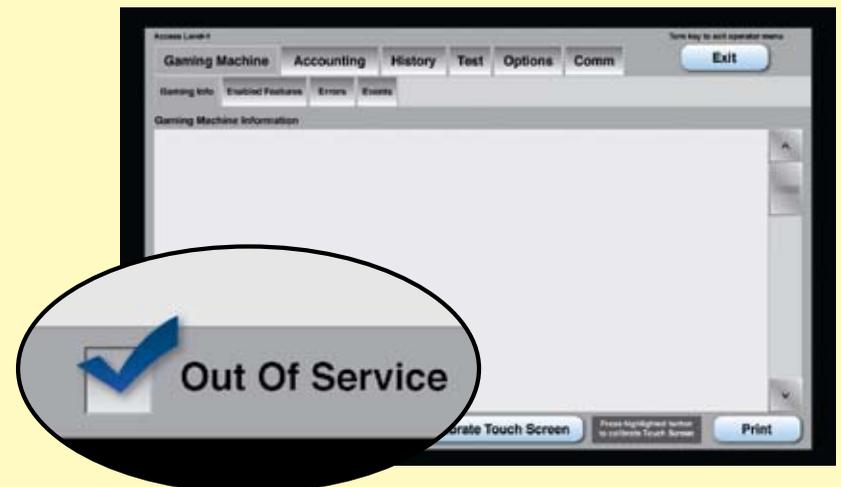
DISABLE TERMINAL

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

2. TOUCH:  **Out Of Service** icon located on lower left side.



3. A check mark will appear.



4. TOUCH:  icon or turn attendant key one-quarter turn clockwise to return to Game Screen.

5. “**TERMINAL DISABLED**” and “**1000 OUT OF SERVICE**” will be displayed.

6. To re-enable VLT go back into the Operator Menu and touch the box with the check mark in it. The check mark will disappear.

CALIBRATE THE TOUCH SCREEN

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

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

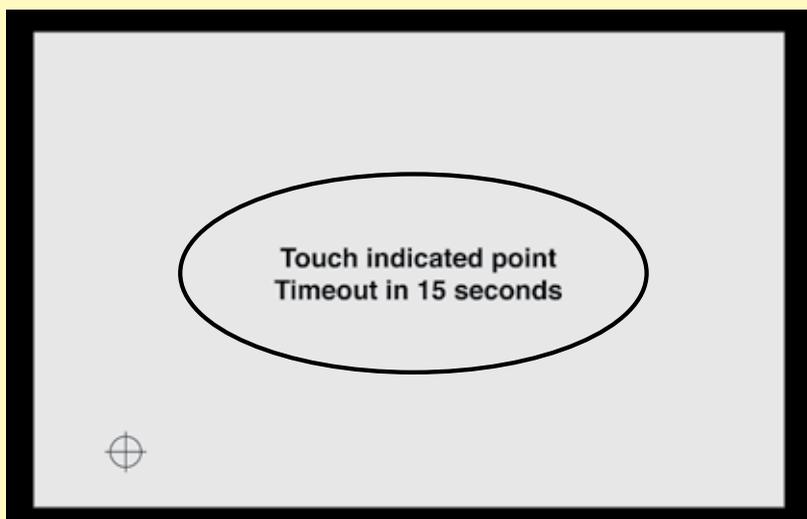
CALIBRATING THE TOUCH SCREEN

1. Turn attendant key one-quarter turn clockwise to enter Operator Menu.
2. TOUCH:  icon or press highlighted button on the button panel.



NOTE: “Touch indicated point” and “Time out in 15 seconds” will appear on the screen.

3. Touch the Xs that appear on the screen.



NOTE: You can test the touch screen after you calibrate by touching the screen. An X will appear where you touch the screen.

4. TOUCH:  icon twice or turn attendant key one-quarter turn clockwise to return to Game Screen.

CLEAR BILL JAMS

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION



- Close transport cover. Make sure transport cover snaps into place.
- Check space between transport assembly and cash box for loose bills.
- Reinstall transport assembly. Make sure it snaps into place.
- Check cash box for jammed bills (See pages 10 and 11 for cash box removal.)



Check this space for jammed bill

- Reinstall cash box.
- Close cash box access door.

5. Close and lock main door.

6. TOUCH:  icon or turn attendant key one-quarter turn clockwise to return to Game Screen.

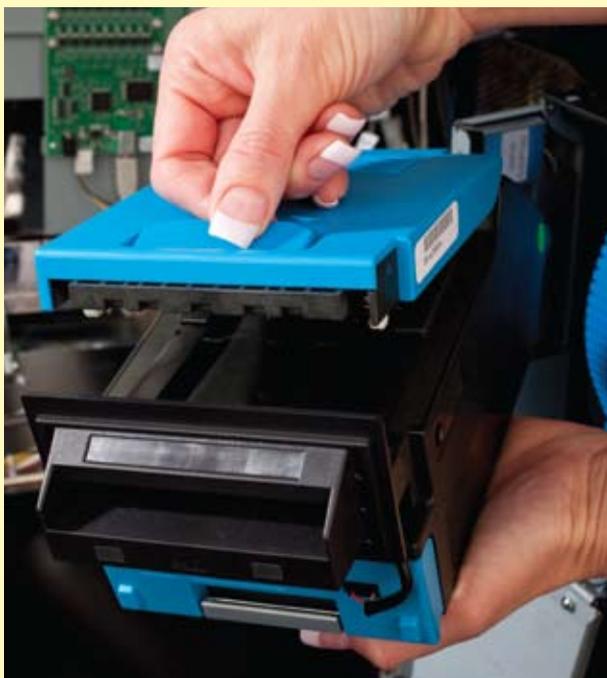
CLEAR BILL JAMS

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

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



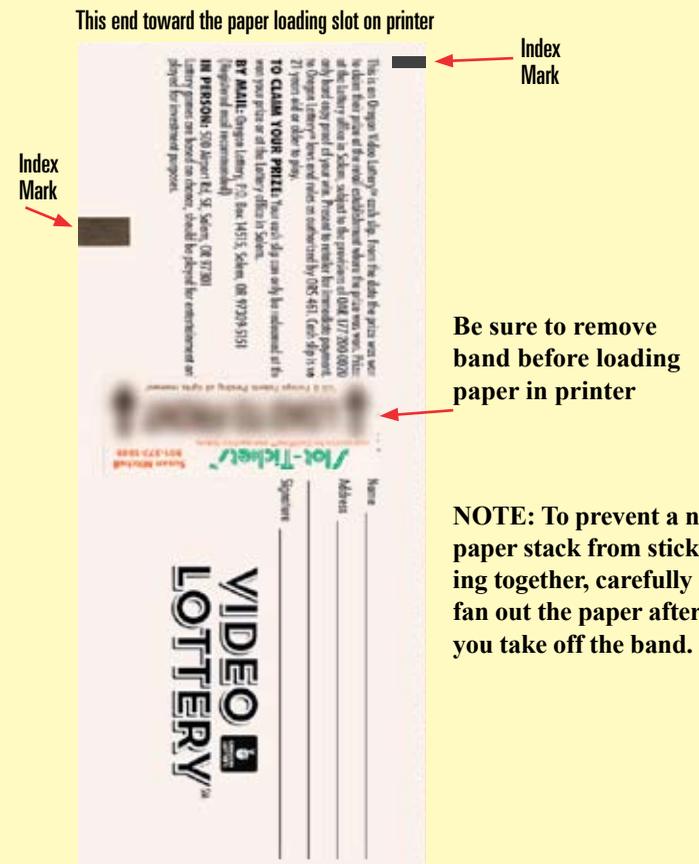
Transport Cover Release Lever



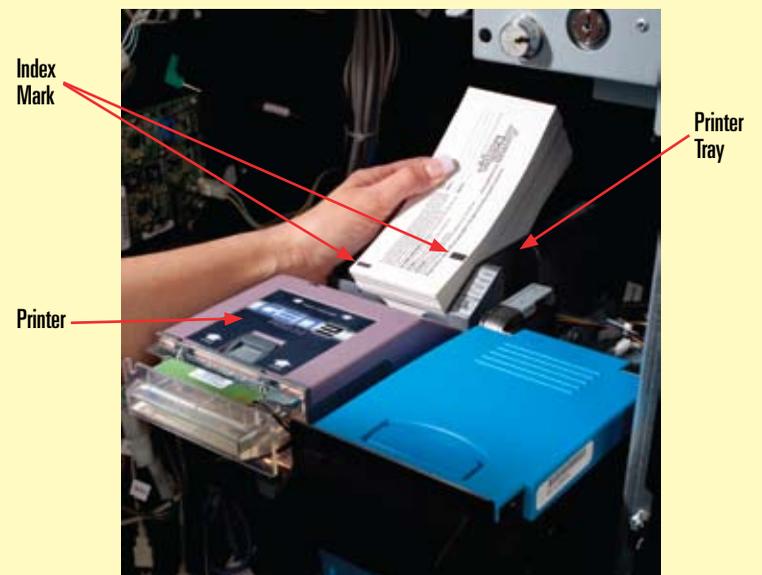
NOTE: Do not force transport cover open. If cover is stuck, reinstall transport assembly and call Retailer Services to have a Service Technician dispatched.

CHANGING PAPER

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



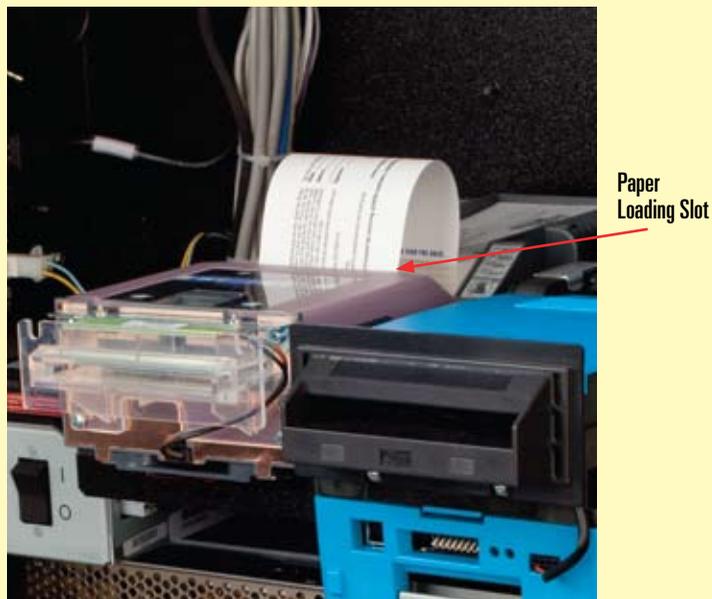
3. Place paper stack into paper tray with index marks up and facing toward the front of the terminal. (see below)



CHANGING PAPER

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

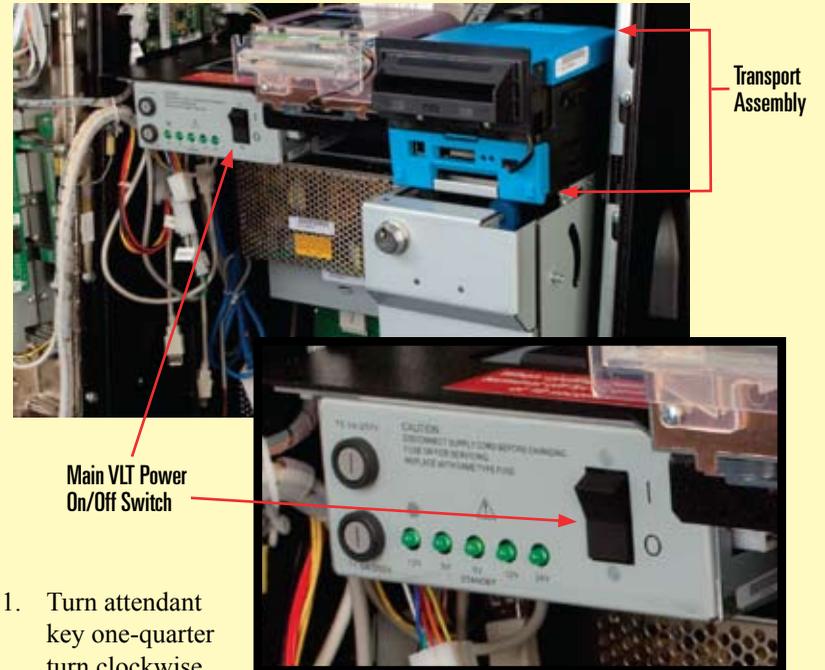
4. Feed the paper (index marks first) into the paper loading slot and release paper once the motor engages and the printer takes hold of the paper.



5. Close and lock main door.

CLEAR BILL JAMS

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION



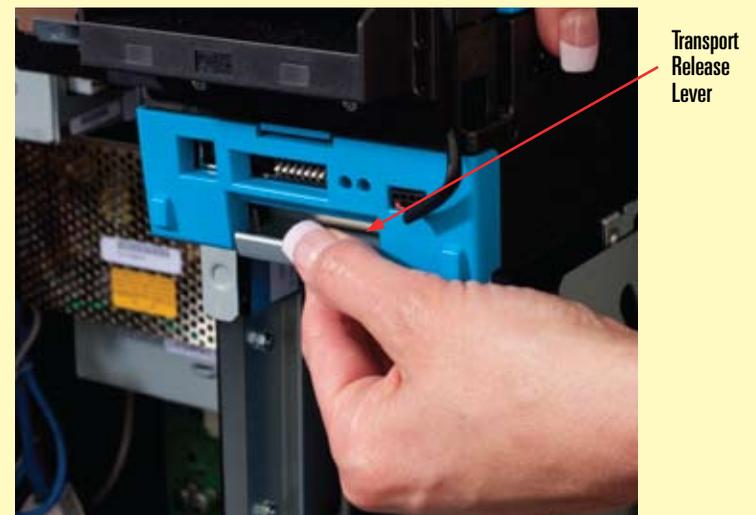
1. Turn attendant key one-quarter turn clockwise to disable alarm.
2. Open main door.
3. Cycle VLT power by turning terminal off for 20 seconds and back on again. This will reset the bill acceptor.

NOTE: VLT takes three minutes to come up.

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 transport assembly.

- Remove transport assembly by pulling on transport release lever.



CASH REMOVAL

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION



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

Use Coin
or Slotted
Screwdriver
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.
10. TOUCH:  icon or turn attendant key one-quarter turn clockwise to return to Game Screen.

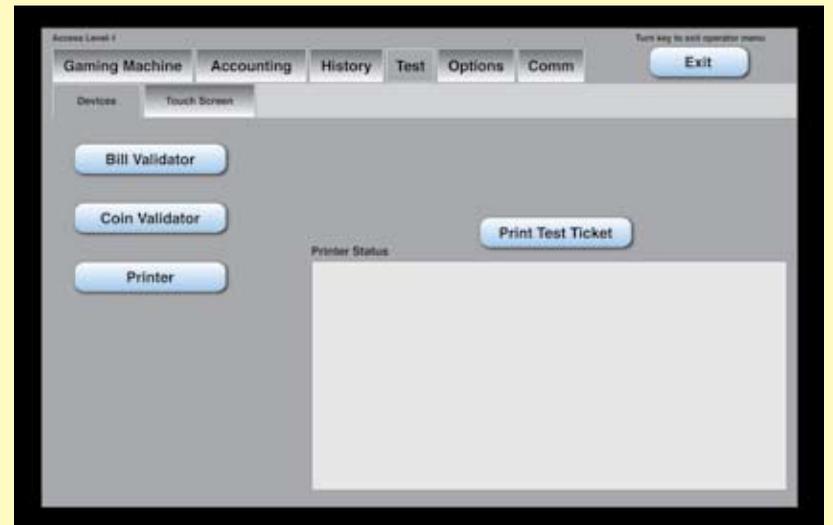
CHANGING PAPER

SEE PAGES 1 & 2 FOR KEY & ACCESS DOOR INFORMATION

6. TOUCH:  icon.

7. TOUCH:  icon.

8. TOUCH:  icon to test the printer.



9. Remove paper from printer.



10. TOUCH:  icon or turn attendant key one-quarter turn clockwise to return to Game Screen.

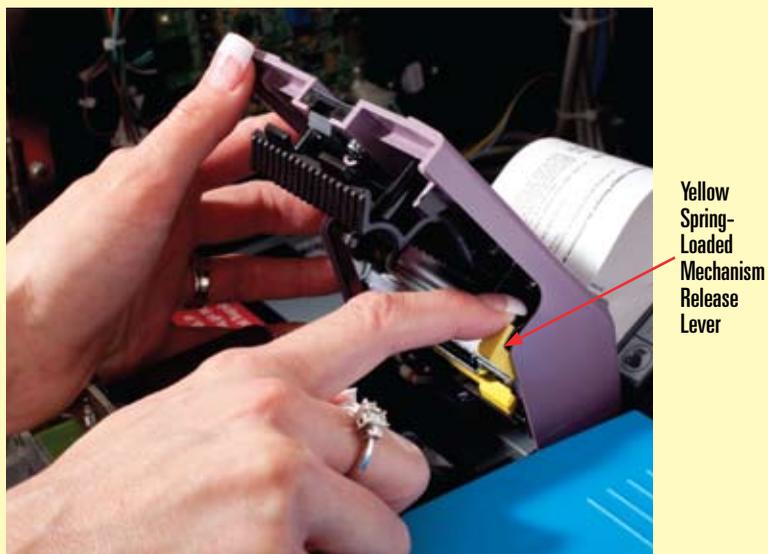
CLEAR PAPER JAM

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.



6. Close top lid. Make sure lid snaps into place.
7. Load paper - see pages 5 through 8.

CASH REMOVAL

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. 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.

