Video Lottery pay or play problem – Who you gonna call?

HELP IS A PHONE CALL AWAY

We hope you know it's not Ghostbusters!

When a player reports a game play problem or trouble with a machine, whom do you call? We hope your answer is 1-800-766-6789 Hotline.

We know you want to ensure your players enjoy their Video Lottery play time at your establishment and we want to assist you to maintain a positive, happy play environment and resolve any concerns or questions regarding the way a game plays or pays.

Anytime a player has a question or concern, please call us and let us do the work for you!

Put the machine out of service and call Hotline when players report, or you observe, any of the following:

- The game didn't pay the way I expected it should have.
- The terminal isn't operating correctly.
- I saw something on the terminal I didn't think could or should happen.

Many times we can resolve the issue immediately over the phone and relieve your stress and the player's concerns.

If we can't resolve the issue immediately, we'll dispatch a technician to arrive at your location as soon as possible.

Video Lottery Game Pay or Play Problem?
Is a player unsure about what happened in a game? No worries!

Video Lottery Terminal Problem?
Maybe your printer didn't print or you saw something that you didn't think should happen?

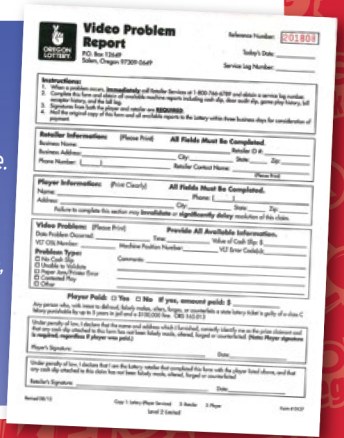
Place the terminal Out of Service via the Audit Menu

Call HOTLINE!
1-800-766-6789
6 AM – 2 AM Daily

What information is helpful for us to document your concerns?
Were there credits on the terminal when the problem occurred? What game was being played? Was the game in a bonus round when the problem occurred?

Please don't attempt troubleshooting without calling your HOTLINE first. We are here to help you!

Hotline
Customer Service Specialists will help you determine the cause of the problem, carefully document your information and provide instructions.

If Hotline cannot resolve the game problem over the phone, we will dispatch a technician to your location as soon as possible.

Video Pay or Play Problems:
Keep the terminal out of service, take down the player's name and phone number for the Video Problem Report.