# BALLY® V32
## REFERENCE GUIDE

**COMMON VIDEO LOTTERY TERMINAL ERROR CODES**

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**EFFECTIVE: FALL 2015**
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For bill jams call 1-800-766-6789

For help contact Lottery Retailer Services at 1-800-766-6789
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.

NOTE: Alarm will sound once even when disabled.

2. When main door is closed,
   TOUCH: Return To Game icon to return to Game Screen.

NOTE: Remove audit slip(s) before closing door.

3. Alarm will re-enable automatically when Game Screen returns.

DISABLE TERMINAL

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

NOTE: Make sure there are no credits on the screen.

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

2. TOUCH: Out of Service icon.

3. TOUCH: Set icon.
   Terminal will automatically disable and screen will display “OUT OF SERVICE 1000.”

4. To re-enable, turn attendant key one-quarter turn clockwise to return to Game Screen.
TOUCH SCREEN

See page 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 Attendant Menu.

2. TOUCH: Setup icon.

3. TOUCH: Touch Screen Setup icon. OR TOUCH: Screen 1 Main Screen OR TOUCH: Screen 3 Deck Screen

4. Turn attendant key one-quarter turn clockwise to begin touch screen calibration.

5. Follow directions – touch cross on lower left, touch cross on upper right.

6. Turn attendant key one-quarter turn clockwise to exit touch screen calibration and return to Attendant Menu. OR

7. TOUCH: Return To Game icon to return to Game Screen.

NOTE: If touch screen won’t accept selections, turn attendant key two more times to bypass and go into screen 1 calibration.

TESTING THE TOUCH SCREEN

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

2. TOUCH: Setup icon.

3. TOUCH: Touch Screen Setup icon. OR TOUCH: Screen 1 Main Screen OR TOUCH: Screen 3 Deck Screen

4. TOUCH: Test Touch Screen icon.

5. Touch the screen. Dots will appear where you touch.

6. Turn attendant key one-quarter turn clockwise to exit touch screen test and return to Attendant Menu. OR

   TOUCH: Return To Game icon to return to Game Screen.
1. Turn attendant key one-quarter turn clockwise to disable alarm.

2. Open main door by firmly pulling up on the main door latch. (You may need two hands)

3. Continue holding the main door, while the gas springs automatically raise the door slowly.
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.

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

Be sure to remove band before loading paper in printer

This end toward the paper loading slot on printer

For help contact Lottery Retailer Services at 1-800-766-6789
CHANGING PAPER

SEE PAGE 2 FOR KEY & ACCESS DOOR INFORMATION

5. Remove excess tickets/audit slips (if any) from printer.
6. Close and lock main door.
7. Test the printer
   
   TOUCH: Diagnostics icon.

   TOUCH: Peripheral Diagnostics icon.

   TOUCH: Print Test icon.

8. TOUCH: Return To Game icon to return to Game Screen.

NOTE: Be sure to remove tickets/audit slip(s).

CLEAR PAPER JAM

SEE PAGE 2 FOR KEY & ACCESS DOOR INFORMATION

1. Turn attendant key one-quarter turn clockwise to disable alarm.
2. Open main door. (See pages 7 & 8)
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.

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CLEAR PAPER JAM

(Example of pulling yellow spring-loaded mechanism release lever.)

NOTE: Make sure release lever is locked back down before trying to close printer lid.

7. Load paper – see pages 9-11.
8. Close and lock main door.

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.
4. TOUCH: History icon.
5. TOUCH: Transaction History icon.
6. TOUCH: Software Validation icon.
7. Completely fill out Software Validation Report. Must have player information and signature.

NOTE: Newest cash out listed on bottom. Only holds last three cash outs.
8. Close and lock main door. Terminal should automatically return to game screen.

TOUCH: Return To Game icon.
OR
TOUCH: Exit icon.
9. Manually validate, pay customer, staple validation receipt and damaged/misprinted cash slip to Software Validation Report and keep for one year.
### BILL HISTORY

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

2. TOUCH: [History](#) icon.

3. TOUCH: [Transaction History](#) icon.

4. TOUCH: [Bill In History](#) icon.

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

5. TOUCH: [Return To Game](#) OR icon to return to Game Screen.

6. TOUCH: [Exit](#) icon to return to Attendant Menu.

### PLAY HISTORY

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

2. TOUCH: [History](#) icon.

3. TOUCH: [Game Play History](#) icon.

4. TOUCH: [Current](#) icon.

5. TOUCH: [Prior Game](#) AND icon.

   TOUCH: [Next Game](#) icon to retreat or advance through events.

**NOTE:** For bonus rounds (if there are any), icon is located on top of screen.

6. TOUCH: [Show Graphics](#) icon.

   TOUCH: [Return To Game](#) OR icon.

   TOUCH: [Exit](#) icon to return to game screen.
1. Turn attendant key one-quarter turn clockwise to disable alarm and enter Attendant Menu.

2. Unlock and open belly door.

**NOTE:** Main door key must be removed when opening belly door.

3. Unlock and open cash box door.

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

For help contact Lottery Retailer Services at 1-800-766-6789
CASH REMOVAL

5. Turn cash box over so bottom of the cash box is up. (Arrow on handle should point down.)

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

7. Close and secure bottom of cash box.

8. Turn cash box over so arrow on handle is pointing up.

9. Reinstall cash box firmly. Lift cash box and push it all the way back until it locks into place.

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

10. Close and lock cash box door.

11. Close and lock belly door.

12. TOUCH: Return To Game icon to return to Game Screen.

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: Setup icon.

3. TOUCH: Sound Setup icon.

4. Adjust volume up or down by adjusting slide bar.

5. Touch Disable Player Volume icon to disable/enable player volume.

6. TOUCH: Return To Game icon to return to Game Screen.

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

SEE PAGE 2 FOR KEY & ACCESS DOOR INFORMATION

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.

TIPS

SEE PAGE 2 FOR KEY & ACCESS DOOR INFORMATION

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 – Call 1-800-766-6789.

• 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 “lock” 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.

GAME RULES

• Select Pays/Help button next to Menu button on game screen.