WinStation Operator's Guide
Version 1.0

INTRALOT Hotline: 1-866-710-2462 (24 hours/7 days a week)
- For terminal-related assistance
- To report terminal problems
- To order ticket stock and bet cards

Ohio Lottery Customer Service (toll-free): 1-800-686-2402
(7:00 a.m. to 5:00 p.m. Monday-Friday)

TDD (for the hearing impaired):

Lottery Security: 1-216-774-5757

Player Hotline: 1-800-589-6446 (24/7)

www.ohiolottery.com
Copyright Notice

© Intralot, Inc., 2003-2009. All rights reserved.

This work is protected by United States copyright law, and no part of it shall be reproduced, distributed, transmitted, displayed, published or broadcast without the prior written consent of Intralot, Inc.

Classic Lotto® is a trademark of the Ohio Lottery.
The KICKER® is a trademark of the Ohio Lottery.
Rolling Cash 5™ is a trademark of the Ohio Lottery.
Ten-OH!™ is a trademark of the Ohio Lottery.
EZPLAY™ is a trademark of the Ohio Lottery.
Keno® is a trademark of the Ohio Lottery.
# Table of Contents

## Section One

**Introduction**.............................................................................................................1

**Hardware Overview**.................................................................................................2

**Machine Exterior**......................................................................................................2

**Promotional Display**...............................................................................................4

**Consumer Display**....................................................................................................4

**Bet Card Reader**........................................................................................................4

**Check-a-Ticket Reader**............................................................................................4

**Online Game Ticket Printer**.......................................................................................5

**Instant Ticket Tray**....................................................................................................5

**Instant Ticket Selection Buttons**................................................................................5

**Instant Ticket Price Display**.....................................................................................5

**Online Game Selection Buttons**................................................................................5

**WinStation Interior**....................................................................................................6

**Touch Screen**............................................................................................................7

**Bill Acceptor Lock**.....................................................................................................7

**Bill Acceptor**............................................................................................................7

**Ticket Report Printer**...............................................................................................7

**Ticket Stock**.............................................................................................................7

**Uninterruptable Power Supply (UPS)**.........................................................................7

**Storage Drawer**.........................................................................................................7

**Instant Ticket Bins**....................................................................................................7

**PC**............................................................................................................................8

**Security**....................................................................................................................8

**Remote Deactivation and Alarm**................................................................................8

## Section Two

**Service Mode**...........................................................................................................10

**Username and Password Entry**...............................................................................10

**Menu Navigation**.......................................................................................................11

**Maintenance**.............................................................................................................12

**Load a Full Book**......................................................................................................12

**Load a Full Book with the Smart Load Card**............................................................16

**Load a Partial Book**.................................................................................................17

**Load Combined Books**..........................................................................................17

**Load Books into Bins**.............................................................................................19
Unload Tickets .............................................................................................................................. 20
Close Shift ....................................................................................................................................... 22
Remove Cash from the Bill Acceptor ............................................................................................... 25
Load Ticket Roll Stock ...................................................................................................................... 25
Unload Ticket Roll Stock .................................................................................................................... 26
Important Telephone Numbers........................................................................................................... 27
Clear Customer Credits ..................................................................................................................... 27
Book Activation ................................................................................................................................. 28
Book Settlement .................................................................................................................................. 30

SECTION THREE ....................................................................................................................................... 31

Consumer Mode .................................................................................................................................. 32
Purchasing Tickets .............................................................................................................................. 32
Inserting Money .................................................................................................................................. 32
Buying Instant Tickets .......................................................................................................................... 35
Buying Online Game Tickets ............................................................................................................ 38
Using a Bet Card ................................................................................................................................. 39
Bet Card Error Messages ..................................................................................................................... 40
Online Games ..................................................................................................................................... 41
Mega Millions® ................................................................................................................................. 41
Ten OH!™ ......................................................................................................................................... 41
Classic Lotto™ ................................................................................................................................. 42
Rolling Cash 5™ ................................................................................................................................. 42
Pick 4™ ............................................................................................................................................. 42
Pick 3™ ............................................................................................................................................. 42
Ticket Checking .................................................................................................................................. 43
Ticket Validation .................................................................................................................................. 49

SECTION FOUR ......................................................................................................................................... 51

Reports .................................................................................................................................................. 52
Lottery Reports ................................................................................................................................... 53
Lottery Reports – Cashes ....................................................................................................................... 54
Lottery Reports – Book Activations ..................................................................................................... 55
Lottery Reports – Book Settlements .................................................................................................... 56
Weekly Invoice ................................................................................................................................... 57
Accounting Reports ............................................................................................................................ 57
Shift Report ....................................................................................................................................... 58
Inventory Report ................................................................................................................................. 58
Transaction History Report ................................................................................................................. 59
Cashed Tickets Report ....................................................................................................................... 60
Section One

WINSTATION OVERVIEW

Hardware components, exterior and interior parts, and features.

The WinStation is a self-service ticket vending machine that allows players to purchase Instant and Online Game tickets without assistance from the retailer. In addition, the WinStation will verify if tickets are winners, redeem winning tickets (valued at $25 or less) by applying credit to the player’s balance for additional purchases, and direct players to either the retailer or Lottery to claim their winnings.

The WinStation does not dispense cash, accept coins, or refund any remaining balance to the player. This information is provided to the players on the machine’s exterior and on various screens during their purchase activity.
INTRODUCTION

This manual provides an overview of the WinStation hardware, including the various components as seen from the outside and inside the machine. It describes the Consumer Mode and the ticket purchasing process. It explains how to load tickets, roll stock, obtain reports, and troubleshoot minor problems.

The manual is divided into several sections:

**Section One:** includes the Introduction and describes the WinStation hardware components, including exterior and interior parts and features.

**Section Two:** shows how to perform common retailer functions, including menu navigation, how to load full and partial books of tickets, how to change roll stock, and how to access the Bill Acceptor.

**Section Three:** describes the Consumer Mode, including customer screens and the steps to purchase instant and online tickets.

**Section Four:** details navigating through the menus for Lottery, Accounting, and System reports.

**Section Five:** provides information about performing equipment diagnostic functions.

**Section Six:** gives Troubleshooting tips for correcting basic issues that may occur with the WinStation.

**Section Seven:** contains the WinStation Wiring Diagram.

**Hardware Overview**

The WinStation is designed to allow players to purchase Instant and Online Game tickets, verify if their tickets are winners without assistance from the retailer, and redeem winning tickets valued at $25 or less by receiving credit in the WinStation.

The WinStation allows the player to purchase up to 25 unique Instant games of varying price points by pushing a button. Online games may also be purchased by pushing an Auto Pick button corresponding to the desired price point. This feature dispenses Online tickets with a default play-type based on the game. For example, Pick 3 and Pick 4 games default to a Straight; MegaMillions default is without the Kicker option. The player may also complete a bet card for each Online Game if they would like to purchase tickets with specific numbers, play types or other game options, such as multi-draw.

**Machine Exterior**

The illustration on the following page shows the various exterior components of the WinStation.
Online Game price and selection buttons

Instant ticket selection buttons

Instant ticket price display

Instant ticket tray

Promotional Display

Consumer Screen

Medeco Lock

Bet card reader

Check-a-Ticket and Ticket Validator

Bill acceptor

Braille Plate

Online game ticket printer and Report Printer
Promotional Display

The promotional display shows various messages, such as game jackpots, lottery promotions and other community service events. The messages are sent from the central site and have been pre-approved by the Lottery. The retailer has no control over the content.

Consumer Display

The consumer display provides the player with instructions on how to use the machine. It also displays the player’s current balance in the machine. If an error occurs while dispensing an Instant or Online game ticket, the appropriate error message is displayed for the player. Bet card errors are also displayed when the player has not properly completed a bet card to purchase an Online ticket.

Bet Card Reader

If the player wishes to play specific numbers for a particular game or select other game options, they may fill out a bet card and insert it into the bet card reader. The card may be marked with any color of ink other than red. The card must be inserted face-up, but may be inserted from either direction.

The bet card is validated by the WinStation. If there are errors on the slip, the player will be notified via the consumer screen. A detailed error message will show the player which play area on the slip contains the error and what the error is. The player may then correct the error and re-insert the slip. See “Using a Bet Card” on page 39 for further details.

Check-a-Ticket Reader

The Check-a-Ticket reader allows players to check to see if their Instant or Online game ticket is a winner. The player places the 2D barcode of the online game or instant ticket under the barcode reader.

The barcode should be placed under the reader approximately 1 ½ inches below the reader and aligned in the cross hairs of the light beaming towards the middle of the barcode.

See “Ticket Checking” on page 43 for further details.
Bill Acceptor

The bill acceptor accepts $1, $5, $10, and $20 denomination bills. The maximum credit that may be in the machine at any given time is $100.

The bills may be inserted either side up and from any direction.

The WinStation does NOT accept coins, give change or refunds.

Online Game Ticket Printer

The Online ticket printer produces Online tickets (Mega Millions, TEN_OH!, Classic Lotto, Rolling Cash, Pick 3 and Pick 4). When a ticket is printed, it is held in the throat of the printer for the player to remove. If multiple tickets are being printed, the player should remove each ticket from the printer as it is presented to them.

Instant Ticket Tray

The Instant ticket tray collects Instant tickets as they are dispensed. The tray has the capacity of holding several tickets.

Instant Ticket Selection Buttons

The Instant Ticket Selection buttons serve two purposes. They provide a well lit and attractive display for the Instant Game graphics and they provide the player with the means of purchasing the game. The player simply presses and releases the desired button to dispense an Instant ticket.

Instant Ticket Price Display

The Instant Ticket Price Display shows the price of each Instant game and is located below each corresponding game. If the ticket dispensing bin is out of tickets, the price display indicates “OUT”. If a ticket becomes jammed in the dispensing mechanism or there is another problem, the price display indicates “----”.

Online Game Selection Buttons

The Online game selection buttons provide the player with the ability to purchase auto-pick tickets for each type of Online drawing game. Tickets produced are for the next drawing. Depending on the price point selected, one or more tickets may be printed.
The small green LED’s in the upper right hand corner of each button are lit depending on the balance in the machine. This shows the player which price points may be purchased. For example if the balance in the machine is $10, then the $1, $5, and $10 dollar button LED’s would be lit, and the $20 button LED’s would not.

**WinStation Interior**

The photograph below is of the WinStation interior with the major components marked.
Touch Screen

The touch screen allows access the various functions needed to load tickets and produce reports. *Do not use any sharp objects on the touch screen.* Use your finger tip or a stylus.

Bill Acceptor Lock

The bill acceptor lock is separately keyed from the machine. The keys should be kept in a safe place that is accessible by authorized personnel only.

Bill Acceptor

The bill acceptor reads and stacks bills from the players. The bill cassette is capable of holding 1000 bills.

Ticket Report Printer

The printer generates Online tickets as well as various reports that may be requested by the retailer, Lottery personnel, or a technician.

Ticket Stock

The ticket stock is provided in a 5.2 inch roll. Since it is live Lottery ticket stock, it should be treated with the same care and procedures used to protect the ticket stock for the microLOT terminal.

Uninterruptable Power Supply (UPS)

The UPS will maintain power to the WinStation in case of a power failure. However, it is not designed to support the WinStation during a prolonged power failure. If power is lost, you should shutdown the machine in an orderly fashion as described in the Troubleshooting section on page 78. When power is restored, the machine can be powered on by pressing the power button on the UPS.

Storage Drawer

The bottom row of bins is an extra drawer that can be used for storing additional Instant ticket inventory and other items.

Instant Ticket Bins

The Instant Ticket Bins are in the first five rows of drawers and hold the tickets that are currently for sale and ready to be dispensed. Each row has five bins for a total capacity of 25 Instant games. Full, partial or combined books may be loaded in each bin as described in, "Load Full Books" beginning on page 12 and "Load Tickets Into Bins" on page 19.
The PC controls the operation of the WinStation and should not be touched. Each of the attached connectors control a specific aspect of the WinStation's operation and, likewise, should not be touched unless expressly asked by a Hotline Operator or Customer Service Representative.

**Security**

You are provided with two sets of keys (four keys total), a T-bar handle, and a remote control.

- Two keys control access into the WinStation
- Two keys control access to the cash box located inside the WinStation.

You cannot duplicate these keys. If they are lost, a new set must be ordered from the Lottery.

The key that controls access to the WinStation locks and unlocks a plug that fits into the center of the cylinder, as shown on the right.

1. To remove the plug, insert the key into the plug, turn it a quarter turn and pull the plug out.
2. Once the plug has been removed, open the door of the WinStation by inserting the T-bar into the cylinder and turning it a half turn.

Keys (especially cash box keys) should be kept in a safe place and given only to those personnel that are authorized to service the machine or remove cash from the cash box.

**Remote Deactivation and Alarm**

The WinStation has a remote control unit that allows deactivation of the Consumer mode by pushing a button in the event that, for example, you find minors are attempting to buy tickets. The Consumer Mode may be re-activated by pushing the Activate button on the remote, as shown, or by logging out and then back on.

The remote also has an alarm button that will sound on the WinStation if you detect any malicious activity around the WinStation.
Section Two

DAILY RETAILER OPERATIONS

Loading full and partial books, changing roll stock, and accessing the Bill Acceptor.

Retailer operations may be performed daily or on an as-needed basis. Procedures consist of loading instant ticket books, replacing online ticket roll stock, accessing the bill acceptor to remove cash, and generating reports.
SERVICE MODE

The WinStation enters Service Mode each time the door is opened. It is from this mode that books are loaded and unloaded, ticket roll stock is loaded, reports are requested, and diagnostics are performed if there is a problem with the WinStation.

Opening the door changes the consumer display to the Service Mode Login screen. Once logged in, the display allows navigation through the menus using the screen as a touch screen.

Username and Password Entry

When the front door is opened, the Service Mode Login screen displays.

1. Enter the two-digit Username.
2. Touch the Password field to activate it.
3. Enter the four-digit password that has been assigned to you.

You have 30 seconds to enter the user name and password before an alarm sounds. The alarm may be silenced by either entering your username and password or by closing the door.

Upon successful entry of the username and password, the Main Menu screen displays.

NOTE: All functions performed while logged in are captured in a transaction logs contained locally and at the central site.
Menu Navigation

Below is the Main Menu screen.

There are two ways to navigate the menu.

1. Touch the menu item in the list. The item expands to show sub-menu items.
2. Press the PREVIOUS GROUP or NEXT GROUP (up or down) buttons to navigate to the next level menu item. When the menu item is highlighted, touch the menu item or the NEXT ITEM button to expand it.

Sub-menu items may be selected in one of two ways:

1. Touch the sub-menu item to highlight it. Touch the sub-menu item again to enter the desired functions.
2. Use the PREV ITEM and NEXT ITEM buttons to highlight the desired function. Touch the highlighted item to enter the function.

The following describes the functions under each of the categories shown on the menu.
Maintenance

Maintenance is the first item listed on the Main Menu. These are the functions that will be used frequently by retail personnel and involve loading and unloading tickets, and removing cash from the bill acceptor.

Load a Full Book

Tickets may be loaded into the WinStation by using the barcode reader, manually entering information on the touch screen, or a combination of both. Full books and partial books of tickets may be loaded. The following procedures show how full books are loaded either using the barcode reader or by manually entering the information using the touch screen.

*NOTE: Full books must be activated before loading into the WinStation. Refer to “Book Activation” on page 28 for instructions.*
1. Touch **Load Full Book** from the **Maintenance Menu**.

2. Remove the barcode reader from its mounting bracket by lifting it straight up so that it clears the two mounting posts that hold it in place on the bracket.
3. Use the numeric keypad and enter the bin number.

   The bin number may also be increased or decreased by using the UP/DOWN arrows next to the Bin # text box.

   The CLEAR button clears the bin field so a new entry can be entered.

   The CANCEL button returns to the Main Menu.

4. Press ENTER to display the barcode entry screen.

   **NOTE: If the system detects tickets in the burster throat at the beginning of the load process, the screen displays an error message.**

5. Scan any ticket in the book of tickets to be loaded for a full book.

   **NOTE: When using the barcode reader gun, be sure to scan the “barcode” as illustrated, not the UPC code.**

   All data may also be manually entered, bypassing the use of the barcode reader.

6. Enter the barcode number using the touch screen keypad. The barcode consists in part of the game, book, and ticket number.

   The CANCEL button returns the retailer to the Main Menu.

   The CLEAR button deletes the contents of the barcode field.
7. Once barcode number has been verified, touch the ENTER button to display the game parameters information. 

The fields are populated based on the game data stored in the local database or from data obtained from the Central System.

The data on the screen may be changed by touching the appropriate field or by using the TAB button to navigate from field to field, then using the keypad to update the information.

8. When all data is verified as correct, touch ENTER to display the load tickets screen prompt, which instructs the user to load the book of tickets into the specified bin.

Load a Full Book with the Smart Load Card

Loading a book with the Smart Load card is a separate item in the maintenance menu. Only full books of tickets may be loaded using the Smart Load card. The card contains a barcode that defines the game parameters needed for the WinStation to properly dispense and account for tickets.

1. Touch **Load Full Book (Smart Load)** from the *Maintenance Menu*. The first screen prompts for a bin number, as shown previously in "Load a Full Book" beginning on page 12.

2. Enter the bin number and touch ENTER to display the following screen.

3. Scan the barcode on the Smart Load Card.

4. Optionally, the barcode number may be entered using the touch screen keypad.
The game, ticket length, price point and book size are automatically loaded into the WinStation.

5. Proceed to loading the book in the selected bin, as described in “Load Books into Bins” starting on page 19 for instructions.

**Load a Partial Book**

Loading a partial book of tickets is similar to loading a full book with the exception that the beginning and ending barcodes of the tickets must be scanned or manually entered. This indicates to the software how many tickets are in the partial book for inventory and reporting purposes.

1. Select **Load Partial Book** from the *Maintenance Menu* to display the screen prompt to enter the bin number.
2. Enter the bin number and touch ENTER.
3. Scan or enter the barcode from the first and last ticket of the partial book.

*NOTE: The number of tickets automatically populates when the barcodes are scanned. If entered manually, use the keypad to enter the number of tickets in the partial book.*

<table>
<thead>
<tr>
<th>First Barcode</th>
<th>691000753003000000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Barcode</td>
<td></td>
</tr>
<tr>
<td>Number of tickets</td>
<td></td>
</tr>
</tbody>
</table>

4. Touch ENTER.

5. Load the partial book into the selected bin as described in “Load Books into Bins” starting on page 19 for instructions.

**Load Combined Books**

Full books may be taped to partial or full books if multiple books are to be loaded. When **LOAD Combined Books (Partial+Full)** is selected from the *Maintenance Menu*, the user is prompted to enter the bin number as shown on the following screen.
1. Press ENTER to display the next screen.

2. Scan the First Barcode. If loading Full Books only, scan the first barcode in the book. The prompt automatically moves to the next field.

3. Scan the Last Barcode (of the partial or full book and touch ENTER to display the prompt to scan a full book.
4. If loading a partial and full book, scan the Barcode of the full book, or
5. If loading full books only, scan the barcode of the second full book.
6. Touch ENTER and continue the process, which is the same as loading a full book (see page 12). The total number of tickets being loaded is calculated by the WinStation.

**NOTE:** This function supports combining one partial book with only one full book.

7. If books are to be taped together, only use the special perforated tape supplied by INTRALOT to join the tickets.
8. Load the combined tickets into the designated bin as described below.

**Load Books into Bins**

Books are loaded by performing the following steps.
1. Lay the book under the roller bar.

2. Feed the leading edge of the ticket over the top of the roller with the ticket front (play area) facing up.

3. Insert the edge of the ticket into the guide until the ticket edge touches the feed rollers. This will activate the ticket sensor switch.

There is a three-second delay between the time the Ticket Present sensor is tripped and the leading ticket is drawn into its feed position.

4. Touch the OK button to return to the Maintenance Menu.

Unload Tickets

Partial or full books may be unloaded from a bin by selecting Unload Tickets from the Maintenance Menu.
The touch screen will prompt for a bin number.

Enter a bin number and press the ENTER button. The following displays.

The burster will reverse so the tickets may be removed.
Once the tickets have been removed the following displays:

**UnLoad Instant Tickets**

Tickets successfully unloaded.

**Close Shift**

This function allows the retailer to collect cash from the bill acceptor and start a new reporting period (or shift). This is a three step process that involves printing a Shift Report, removing the cash from the bill acceptor and printing a zeroed Shift Report. This process will clear all of the counters and return them to zero. To close a shift without clearing the counters, a Shift Report should be run from the Maintenance Menu. See “Shift Reports” on page 58 for instructions.

During the procedure, the Close Shift process can be stopped by touching CANCEL from any of the Close Shift screen, with the exception of the final screen.

1. Touch **Close Shift** from the *Maintenance Menu* to display the first of three Close Shift screens.
At this point the current Shift Report is printed.

2. Touch OK when the report has printed. The following screen displays.

3. Remove the cash from the bill acceptor. Note that this is the last screen from which the Close Shift process can be cancelled.

4. Touch YES to proceed. The following screen displays.
5. Touch OK to return to the Maintenance Menu.
Remove Cash from the Bill Acceptor

1. Unlock and open the bill acceptor door.
2. Open the door on the top of the bill acceptor cassette.
3. Push the spring plate towards the back of the cassette and remove the bills.
4. Close the cassette door.
5. Close and lock the bill acceptor door.

Load Ticket Roll Stock

1. Place the ticket roll stock on the green arm,
2. Feed the paper back, from the bottom of the roll.
3. Pull enough paper from the roll to reach the printer, feeding it up the back of the printer unit.

4. Push the green cutter bar back and up to open the cutter head.

5. Feed the paper under the cutter head so that two or three inches are clear.

6. Close the cutter head. The paper will cut automatically. Discard the excess.

Unload Ticket Roll Stock

1. Push the cutter bar (green lever) back to release the paper feed. The leading strip of paper will cut automatically. Discard the cut piece.

2. Pull the paper back to remove it from the paper feed.

3. Remove the roll from the ticket roll stock arm. Set the used roll aside if reloading; discard if replacing with a new roll.
Important Telephone Numbers

This menu selection displays a static informational window that lists telephone numbers to use to contact Hotline and the Lottery. When Important Telephone Numbers is selected from the Maintenance Menu the follow preview screen displays.

The Important Numbers may be printed for future reference by touching the PRINT REPORT button.

Clear Customer Credits

Clear Customer Credits deletes any customer credits left inadvertently in the machine and returns the balance to zero.

1. Select Clear Customer Credits from the Maintenance Menu to display the following screen.
2. Touch OK to reset the balance in the WinStation to zero.

**Book Activation**

Books of tickets must be activated before loading them into the WinStation or winning tickets in the book will not be able to be cashed.

1. Touch **Book Activation** from the *Maintenance Menu*. The following screen displays.
To activate a book

2. Scan or manually enter the barcode from the pack.
3. Touch ENTER.

The central site will mark the book as activated and a receipt will be printed.

The book of tickets may now be loaded into the WinStation for sale using the *Load Full Pack* or the *SmartLoad* functions beginning on page 12.
Book Settlement

Settling a book of instant tickets causes billing and the cost will appear on you invoice. Books of instant tickets may be settled by selecting Book Settlement from the Maintenance Menu. The following screen displays.

1. Scan or manually enter any barcode from the book of tickets.
2. Touch ENTER.

The central site will settle the book and a receipt will be printed.
Section Three

CONSUMER OPERATIONS

Consumer screens, purchasing instant and online tickets.

Consumer operations allow customers to purchase and validate instant and online tickets from the WinStation without retailer assistance. Winning tickets valued at $25 or less may be used as credit in the WinStation to purchase additional tickets. Winning tickets of $599 or less may be redeemed by the retailer. Winning tickets of $600 or more must be claimed at the Lottery. Each validation attempt is accompanied by a corresponding message on the WinStation. These messages are shown beginning on page 43.
CONSUMER MODE

Purchasing Tickets

The initial Consumer screen instructs the player to insert money to begin and also advises them of the legal age limit of 18 or older for purchasing lottery tickets.

All consumer screens display text in both English and Spanish.

The process begins when the player inserts money or scans a ticket using the Ticket Checker. No activity is available to the player until money has been inserted into the bill acceptor or a ticket is scanned.

Inserting Money

The bill acceptor takes $1, $5, $10, and $20 bills. The maximum balance allowed is $100. The following screen displays after money has been inserted into the bill acceptor.
If communications with the central site is temporarily disrupted, the following screen displays, instructing the player to select an instant product only.

Bills may be inserted in any direction, with either side up. The bill acceptor rejects any bill denomination that puts the customer over the maximum balance of $100. An appropriate error message displays when this occurs, as shown on the following page.
A player may purchase a combination of Instant and drawing game products after money has been inserted.

**The WinStation will not give change.** All money inserted must be used to purchase product.

If the player attempts to make a purchase greater than the balance currently in the machine, the screen displays the following text:
Buying Instant Tickets

Once money has been inserted, the player may purchase Instant products. The following screen displays indicating the player's current balance and instructing them to may make a purchase.

The player may then select the Instant product of their choice by pressing the button of the desired game or games. The price of each product is displayed on the price LED’s below each Instant game button.

The screen indicates the ticket is in the process of dispensing after the button has been pressed. The following text displays and the balance decreases by the price of the ticket.
The WinStation has the ability to place purchases into a queue. The player may make multiple ticket selections without waiting for the first ticket to dispense. In this case the display shows the following:

The number of tickets remaining to be dispensed and the Balance decreases as each ticket is vended.
If there is an error dispensing an instant ticket, the player's balance increases by the cost of the requested ticket. The following screen displays.

If a player selects a product from a bin that contains no tickets, the following screen displays.
Buying Online Game Tickets

Online game products may be purchased from the Online game panel at the top of the WinStation.

Each circles contain a window with transparent plastic similar to the instant game buttons, and displays game graphics that identify which games may be purchased. The game graphics are replaceable and can be changed by a technician if a new game is introduced. The window is backlit by the same LED-type lights that are used to light the Instant ticket displays.

There are four buttons below each game. These buttons define price points that may be purchased for each game type. All Online game selections produce "Auto Pick" numbers with default play types, which are described beginning on page 41.

Each button contains a **Green** LED in the upper right corner.

The LED’s light to show the player which price points are available for purchase based on the balance in the WinStation. For example, if a player inserts $10, the lit LED’s for each available game price point would be $1, $5, and $10. As product is purchased, the illuminated LED’s change to reflect the balance in the machine and which ticket price points may be purchased.
The following screen displays while any Online ticket is being printed:

Using a Bet Card

A player may pick their own numbers by using a bet card for the appropriate game. Any games or game combinations that are not on the online game panel are also available for purchase using a bet card.

The player inserts a bet card face up into the bet card reader.

If an error occurs in reading a bet card, the player is advised via a message on the screen. They may then correct the bet card and retry the purchase, mark the panel void or choose another product.

The graphic on the following page shows a possible error message that may display as a result of bet card error.

The following page provides a list of bet card errors and the associated text that may be encountered.
The bet card graphic shown on the screen is the same as the bet card that was scanned by the player. If the error is related to a specific panel, an arrow points to the panel and the associated text describes the problem.

### Bet Card Error Messages

<table>
<thead>
<tr>
<th>General Errors</th>
<th>Mega Millions Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generic message applies to all bet card errors</td>
<td>Too many marks in one of the panels</td>
</tr>
<tr>
<td>There is an error on your bet card. See error shown below. Please correct the bet card and re-insert it in the Bet card Reader below.</td>
<td>Too many marks in play (A-E).</td>
</tr>
<tr>
<td>Too many draws have been marked on the bet card</td>
<td>Too few marks in one of the panels</td>
</tr>
<tr>
<td>Too many draws.</td>
<td>Too few marks in play (A-E).</td>
</tr>
<tr>
<td>Too many Auto pick options marked</td>
<td>Too many Mega Ball marks in play (A-E).</td>
</tr>
<tr>
<td>Too many additional Auto pick selected</td>
<td>No Mega Ball numbers marked</td>
</tr>
<tr>
<td>Bet card is blank</td>
<td>No Mega Ball selected in play (A-E).</td>
</tr>
<tr>
<td>There are no marks on the bet card</td>
<td>There is a kicker option error</td>
</tr>
<tr>
<td></td>
<td>KICKER option error.</td>
</tr>
<tr>
<td><strong>Too many auto pick marks</strong></td>
<td>Too many additional Auto pick® (QP) marks.</td>
</tr>
<tr>
<td>Classic Lotto</td>
<td></td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Too many numbers marked in panel</td>
<td></td>
</tr>
<tr>
<td>Too many marks in play {A-E}.</td>
<td></td>
</tr>
<tr>
<td>Too few numbers marked in panel</td>
<td></td>
</tr>
<tr>
<td>Too few marks in play {A-E}.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rolling Cash 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Too many numbers marked in panel</td>
</tr>
<tr>
<td>Too many marks in play {A-E}.</td>
</tr>
<tr>
<td>Too few numbers marked in panel</td>
</tr>
<tr>
<td>Too few marks in play {A-E}.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pick 3 Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Too many numbers marked in panel</td>
</tr>
<tr>
<td>Too many marks in play {A-E}.</td>
</tr>
<tr>
<td>Too few numbers marked in panel</td>
</tr>
<tr>
<td>Too few marks in play {A-E}.</td>
</tr>
<tr>
<td>Too many play types marked in panel</td>
</tr>
<tr>
<td>Too many play types in play {A-E}.</td>
</tr>
<tr>
<td>No play type marked</td>
</tr>
<tr>
<td>No play type selected in play {A-E}.</td>
</tr>
<tr>
<td>No play cost marked in panel</td>
</tr>
<tr>
<td>No play cost marked in play {A-E}.</td>
</tr>
<tr>
<td>Invalid number combination for play type</td>
</tr>
<tr>
<td>Invalid number combination in play {A-E}</td>
</tr>
<tr>
<td>Number combination sold out</td>
</tr>
<tr>
<td>Number combination not available in play {A-E}.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pick 4 Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Too many numbers marked in panel</td>
</tr>
<tr>
<td>Too many marks in play {A-E}.</td>
</tr>
<tr>
<td>Too few numbers marked in panel</td>
</tr>
<tr>
<td>Too few marks in play {A-E}.</td>
</tr>
<tr>
<td>Multiple play types marked in panel</td>
</tr>
<tr>
<td>Too many play types in play {A-E}.</td>
</tr>
<tr>
<td>No play type marked</td>
</tr>
<tr>
<td>No play type selected in play {A-E}.</td>
</tr>
<tr>
<td>No play cost marked in panel</td>
</tr>
<tr>
<td>No play cost marked in play {A-E}.</td>
</tr>
<tr>
<td>Invalid number combination for play type</td>
</tr>
<tr>
<td>Invalid number combination in play {A-E}</td>
</tr>
<tr>
<td>Number combination sold out</td>
</tr>
<tr>
<td>Number combination not available in play {A-E}.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ten-OH! Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Too many numbers marked in panel</td>
</tr>
<tr>
<td>Too many marks in play {A-E}.</td>
</tr>
<tr>
<td>Too few numbers marked in panel</td>
</tr>
<tr>
<td>Too few marks in play {A-E}.</td>
</tr>
</tbody>
</table>

**Online Games**

**Mega Millions®**

The Mega Millions® game selection allows the player to purchase a $1, $5, $10, or $20 Mega Millions® Auto Pick ticket for the current drawing. The Mega Millions® ticket produced is without the KICKER option.

**Ten OH!™**

The Ten OH!™ game Auto Pick tickets may be purchased in $1, $5, $10, and $20 increments.
Classic Lotto™

Classic Lotto™ Auto Pick game tickets may be purchased in $1, $5, $10, and $20 increments.

Rolling Cash 5™

Rolling Cash 5™ Auto Pick game tickets may be purchased in $1, $5, $10, and $20 increments.

Pick 4™

Pick 4™ game tickets may be purchased in $1, $5, $10, and $20 increments. The play type defaults to STRAIGHT.

If the player uses a bet card to choose their numbers and the Liability limit has been reached for the numbers that have been selected, the following error is displayed on the bet card error screen.

Pick 3™

Pick 3™ game tickets may be purchased in $1, $5, $10, and $20 increments. The play type defaults to STRAIGHT.

If the player uses a bet card to choose their numbers and the Liability limit has been reached for the numbers that have been selected, the following error is displayed on the bet card error screen.
Ticket Checking

The WinStation can check Instant and Online tickets to see if they are winners. It can then credit the customer’s balance from a winning ticket, if the customer wishes to do so. See “Ticket Validation” on page 49 for further details.

Players may check their Online or Instant tickets to see if they are winners any time the machine has connectivity to the central site. Any Online game tickets may be checked, including Keno and EZPlay games. Money need not be inserted.

Instant and Online game tickets are checked by placing the ticket's barcode under the plus sign displayed by the barcode reader. The barcode reader detects motion and will show the scan pattern when a ticket or movement is detected within its range of view.

The WinStation will only check and validate tickets with 2D barcode symbols like the one shown below. Older tickets must be checked or validated by a retailer at a traditional terminal.
The following table shows the various screens that can display and the conditions under which they appear. If no response is received from the Central System within 15 seconds, the “Error, Please See Clerk” screen displays.

<table>
<thead>
<tr>
<th>Screen</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Balance $70.00" /></td>
<td>The scanned ticket is a low tier winner ($1 – $25.00)</td>
</tr>
<tr>
<td><img src="image2.png" alt="Balance $70.00" /></td>
<td>The scanned ticket is a low tier winner ($25.01 - $599.99)</td>
</tr>
<tr>
<td>Screen</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>-------------</td>
</tr>
<tr>
<td><img src="image1.png" alt="Screen 1" /></td>
<td>The scanned ticket is a mid tier Winner ($600 – $5000)</td>
</tr>
<tr>
<td><img src="image2.png" alt="Screen 2" /></td>
<td>Scanned ticket is a high tier winner</td>
</tr>
<tr>
<td><img src="image3.png" alt="Screen 3" /></td>
<td>Scanned online multi draw ticket is a winner and there are remaining draws on the ticket</td>
</tr>
<tr>
<td>Screen</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>-------------</td>
</tr>
<tr>
<td><img src="image1.png" alt="Screen" /></td>
<td>The scanned ticket is not a Winner</td>
</tr>
<tr>
<td><img src="image2.png" alt="Screen" /></td>
<td>The scanned online multi draw ticket is not a winner and there are remaining draws on the ticket.</td>
</tr>
<tr>
<td><img src="image3.png" alt="Screen" /></td>
<td>The drawing has not yet been held or the results are not available yet.</td>
</tr>
<tr>
<td>Screen</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>-------------</td>
</tr>
<tr>
<td><img src="image1.png" alt="" /></td>
<td>The scanned ticket has been previously paid</td>
</tr>
<tr>
<td><img src="image2.png" alt="" /></td>
<td>Displayed when the online claim period or the instant game claim period has expired</td>
</tr>
<tr>
<td><img src="image3.png" alt="" /></td>
<td>Error in communications or a problem validating a scratch ticket</td>
</tr>
<tr>
<td>Screen</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-------------------------------------------------------</td>
</tr>
<tr>
<td><img src="image" alt="Claim at Lottery Screen" /></td>
<td>Displays when a ticket has been placed in a lost or stolen status.</td>
</tr>
<tr>
<td><img src="image" alt="Balance $4.00 Screen" /></td>
<td>There is a drawing in progress. Re-check the ticket once the drawing is over.</td>
</tr>
</tbody>
</table>


**Ticket Validation**

If a player wins a cash prize that is $25 or less, the screen displays the winning amount and provides instructions to allow the customer to apply the winnings as credit, if they choose.

---

Once the ticket has been scanned the second time and the winnings credited on the machine, the ticket is marked as "Paid" on the Central System and cannot be cashed again.

The entire prize amount is credited to the balance on the WinStation and the player **MUST** purchase additional product.

If the ticket is not scanned within the allotted time period, the WinStation returns to the “Select a Product” or “Insert Money” screen.

After a successful rescan a screen displays that advises the customer that their balance has been credited with the amount of their winnings.

The WinStation then returns to the “Select a Product” screen, and the player may proceed to purchase products.
Section Four

RETAILER REPORTS

Lottery, Accounting, and System Reports

Reports can be generated at any time. Some reports, such as a Shift Report, could be printed several times daily, while other reports, such as the retailer’s statement, might only be printed once weekly.

Lottery reports are those obtained from the database on the Central System. These include cashes, book activations and settlements, and weekly invoice.

Accounting reports are produced from information that is resident only on the WinStation. These include shift reports, transaction history, cashes and sales history.

System reports provide the status of the peripherals, such as the bill collector, barcode reader, touch screen, and ticket bursters, as well as logged and security events, and the current WinStation configuration settings.
REPORTS

Reports are available through the Service Mode. After the retailer has logged in, the Main Menu displays.

The reports are divided into three categories:

- Lottery Reports
- Accounting Reports
- System Reports

The following is the Main Menu which shows the three Reports categories.

Once the desired report category is selected, a sub-menu displays with a list of the related reports.

To select a report, touch the report name from the sub-menu list. When selected, each report displays on a preview screen. A sample preview screen follows.
If a report is too large to fit on the viewing screen, use the PAGE UP / PAGE DOWN buttons to scroll through the report. The scroll bar to the right of the report can also be used to view the report by touching and dragging the bar up or down to move through the report.

Print the report by touching the PRINT REPORT button on the preview screen.

Reports may be printed directly from the sub-menu by touching the PREV ITEM and NEXT ITEM button until the desired report highlights and touching the PRINT REPORT button.

**Lottery Reports**

Lottery reports are generated from the database on the Central System. These reports include tickets cashed, book activations and settlements, and the weekly invoice, as shown on the following screen.
Touch the type of Lottery Report to expand the sub-menus for Cashes, Book Activations, and Book Settlements. Each menu item and sub-menu is described below.

**Lottery Reports – Cashes**

Cashes shows all validations on the WinStation where credit was given to the player to purchase additional product. The report shows Instant and Online cashes by prize amounts, the total quantity for each prize amount, the total value of each prize amount, and the total cashes quantity and dollar amount.

Reports are available for predefined time periods, including:

- Today
- Yesterday
- Two Days Ago
- Week-to-Date
- Previous Week
- Two Weeks Ago

The Cashes sub-menu is shown on the following page.
Lottery Reports – Book Activations

The WinStation provides a daily, week-to-date and weekly activations reports. These are book activations that have occurred when tickets are loaded into the WinStation.

The report shows activations by game, book, name, and the first date the book was activated.

Reports are available for predefined time periods, including:

- Today
- Yesterday
- Two Days Ago
- Week-to-Date
- Previous Week
- Two Weeks Ago

The Book Activations sub-menu is shown on the following page.
Lottery Reports – Book Settlements

The WinStation provides daily, week-to-date and weekly reports of book settlements that have occurred on the WinStation.

Settlement reports show Instant ticket settlements by game and book, total quantity and total amount.

Reports are available for predefined time periods, including:

- Today
- Yesterday
- Two Days Ago
- Week-to-Date
- Previous Week
- Two Weeks Ago

The Book Settlements sub-menu is shown on the following page.
Weekly Invoice

The Weekly Invoice contains the current week’s financial settlement statement, which shows the amount to be swept from the retailer’s account for payment to the Lottery. It contains all of the sales, cashes, and other activities related to Instant and Online games. The Weekly Invoice is also available from the retailer terminal.

Accounting Reports

Accounting reports are local reports produced from information contained in the database on the WinStation. These reports show shift activity, WinStation inventory, transaction activity, and Instant and Online sales and cashes.

The following is a list of the reports that are available from the local WinStation database.

- Shift reports
- Inventory Report
- Transaction History Report
- Cashed Tickets Report
- Sales reports

Reports are selected from the Accounting Reports sub menu, shown on the following page.
Shift Report

There are two Shift reports available from the Accounting menu: Shift Report (Interim) and Shift Report (Last Closed).

The Shift Report (INTERIM) is a snapshot of the shift activity; the actual reconciliation information is contained in the Shift Report (Last Closed).

The Shift Report (Last Closed) contains inventory detail by bin number, game name, quantity sold and the value of the tickets sold. It also contains a bill count and a management summary that lists a review of out-of-stock percentages and sales loss estimates, bill acceptor errors, and out-of-stock detail for each bin.

The dates at the top of the Shift Report (Last Closed) shows the starting date/time of the shift and the ending date/time of the shift.

In addition a Shift Report is produced when the Close Shift process is run from the Maintenance Menu. When selected from Maintenance, all counters are cleared after the report is produced. See “Close Shift” on page 22 for further information.

Inventory Report

The inventory report shows Instant ticket inventory by bin, Product ID (PID) number, price point, number of tickets remaining in the bin, and the total value of the tickets.
Transaction History Report

The Transaction History Report prompts for the number of transactions to be shown on the report.

The Transaction History Report shows the number and type of transactions performed on the machine. Additionally, it displays data on the number of bills received and from which bins tickets were issued, the quantity and the total price of tickets that were purchased.
The Cashed Tickets Report shows the history of cashed tickets for a specified period by selecting the date range from the calendar.

The report shows Instant and Online ticket totals and total prize amount for the date range selected.
Sales Reports

Sales reports may be taken for any range of dates by selecting the specified range from the calendar.

Other Sales reports are selected from the menu and provide sales for a specific period, including today, yesterday and the current week.

The user selects the beginning and end dates of the reports and touches “View Report” or “Print Report” buttons as desired.

The reports show Instant sales by bin, game, quantity, and dollar amount. It lists Online games by game name, total quantity and dollar amount sold. In addition, the report shows cash collected by denomination, total quantity of each denomination and total amount, as well as the total dollar amount of cleared credits.
**Lifetime Sales Report**

The Lifetime Sales Report is a summary report that shows sales for the life of the machine. Sales shown are total Instant tickets and dollar amount, and total Online tickets and dollar amount.
System Reports

System reports are generally produced by a WinStation technician, Lottery security personnel, or when requested by Hotline during a problem resolution call. System reports provide information related to:

- The status of the peripherals, such as the bill acceptor, barcode reader, touch screen, and ticket bursters.
- The WinStation’s current configuration settings.
- Any Logged Events such as ticket jams, door openings, system reboots, and error conditions.
- Security Events such as the date and times the door was opened and closed, and service mode logins.

System Reports are selected from the System Reports sub menu.

Component Versions Report

The Component Versions Report lists the current version numbers for device component software and firmware.

Status (Device Conditions) Report

The Status Report provides data that relates to the state of the WinStation peripherals.
Configuration Report

The configuration report shows the current parameter setting within the WinStation.

Logged Events Report

The Logged Events report lists system events that have occurred, such as retailer logins, door openings, door closings, system reboots, bin-loaded, and bin-unloaded activities.

Security Report

The Security Report shows when the door was opened and closed, the date and time each event occurred and the login ID of the individual that performed the operation.
Section Five

DIAGNOSTICS

Equipment and Software Diagnostics

The Diagnostics menu provides an authorized retailer manager with the ability to test various peripherals within the WinStation, shutdown and restart the machine, copy debug information and update the instant ticket database.

These diagnostic procedures should only be performed with the help of a Hotline Operator.

Diagnostics Menu

The Diagnostics menu provides access to functions that include:

- Testing the Bill Acceptor
- Burster testing and maintenance
- Instant ticket database updates
- Hardware malfunction alarms
- Shutting down and restarting the machine and software
Test Bill Acceptor

The Test Bill Acceptor function tests the acceptor to ensure that it is working properly. When selected from the Diagnostics menu, the following screen displays:

- Insert money into the acceptor. The bill will feed in then out from the bill acceptor and the following screen displays.
Driver Burster Outwards

This function is used to turn the burster motor on for a short period of time. The function is useful for clearing the burster throat of a jammed ticket or other debris.
1. Select the bin number of the burster to turn on and touches ENTER. The burster motor turns on for approximately 5 seconds, turning the ticket feed wheels.
2. Touch OK to return to the Main Menu.

**Park Bursting Blade**

This function is used to reset the selected Burster to its original position. It is generally used by a WinStation technician during and after maintenance is performed on the Burster unit.
Update Instant Ticket Database

The update instant ticket database modifies the instant ticket game parameters contained on the local database. The game parameters are updated with those on the central site.

This function should only be used when instructed by Hotline or a technician.

Send Part Malfunction Alarm

The Send Part Malfunction Alarm sends a message to the central site indicating that there is a problem with a particular peripheral on the WinStation. Operations or Hotline can then dispatch a service technician to resolve the issue.
1. Select the device by touching the name in the list or by touching the UP / DOWN buttons to select it.

2. When the correct device is highlighted, touch the SEND button to send the message to the central site.

3. Touching CANCEL returns to the Main Menu.

**Shut Down Machine**

The Shut Down powers-off the WinStation in an orderly manner. Upon selection from the Main Menu, the following screen is displayed.
Restart Machine

Restart Machine terminates all the processes that are running without powering off the hardware. This is known as a soft reset. Upon entering the function from the Diagnostics menu the following screen is displayed.
This function should only be used when requested by Hotline during a problem resolution call.

**Restart Software**

This function is used to re-initiate the software in the event a machine restart was performed. This function should only be used when requested by Hotline during a problem resolution call.

**Settings**

The Settings Menu allows approved users to change passwords.
changing passwords

passwords may be changed by the person in charge or by the administrator. the administrator has the ability to change any password or reset all passwords. the person in charge may change their own password or those of the clerks. users may also change their own passwords.

by default, passwords are set to the same value as the username. resetting the passwords returns the passwords to the default values. the following screen allows the administrator to select a particular user and change the password for that user.
Once a username is selected from the list in the previous screen, the user is prompted to enter a new password as shown below.
The user then re-enters the new password as a verification step.

Password successfully changed for RetailManager (4000).
The Intralot Gaming System menu provides access to authorized users to open the retailer screen. From this screen, a ticket reprint can be initiated. This is only available when a purchased ticket failed to print from the WinStation.

Should this occur, contact Hotline for assistance.
Section Six

BASIC PROBLEM RESOLUTION

Basic Troubleshooting Procedures

This section describes basic troubleshooting procedures that can be used if there are problems with the WinStation. Contact Hotline if you are uncomfortable performing these procedures.

For assistance with your WinStation, call the INTRALOT HOTLINE at
1-866-710-2462
Available 24 Hours Daily
TROUBLESHOOTING

If you are not able to find the cause of the problem, or correct the problem after performing these limited troubleshooting procedures, contact Hotline so a field service technician may be dispatched.

Whenever a reboot is necessary to troubleshoot a problem, always use the following procedure to correctly shut down and restart the WinStation.

Shut Down Machine

Shut Down Machine is available on the Diagnostics Menu. Selecting this option terminates the application and shuts down the PC, which allows the terminal to be powered off, if necessary. This must be used prior to turning off power. This procedure should only be performed with the assistance of a Hotline Operator.

To turn off and restart the WinStation without disconnecting power, use the Restart Machine option instead.

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen/Illustration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Power down the WinStation using the Shut Down Machine function from the Diagnostics Menu.</td>
<td>![Screen Capture]</td>
</tr>
<tr>
<td>2. Once the PC has been shut down, disconnect power to the WinStation by turning off the UPS power button.</td>
<td></td>
</tr>
<tr>
<td>3. Wait at least 15 seconds, then power up the WinStation by turning on the UPS.</td>
<td></td>
</tr>
</tbody>
</table>
4. Once power is restored, the WinStation performs an initialization test.

5. Upon successful complete, the Service Mode Login screen displays.

6. Enter the Username and Password to login, or close and lock the WinStation door to display the Consumer screen.

<table>
<thead>
<tr>
<th>Step</th>
<th>Screen/Illustration</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.</td>
<td>Once power is restored, the WinStation performs an initialization test.</td>
</tr>
<tr>
<td>5.</td>
<td>Upon successful complete, the Service Mode Login screen displays.</td>
</tr>
<tr>
<td>6.</td>
<td>Enter the Username and Password to login, or close and lock the WinStation door to display the Consumer screen.</td>
</tr>
</tbody>
</table>

![Initializing...](image)
Bet Card Reader Errors

<table>
<thead>
<tr>
<th>Step</th>
<th>Illustration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Open the WinStation door.</td>
<td>![Illustration of WinStation door open]</td>
</tr>
<tr>
<td>2. Check to make sure nothing is jammed in the bet card feed area.</td>
<td></td>
</tr>
<tr>
<td>3. Locate the locking pin on the right side of the Bet Card scanner.</td>
<td></td>
</tr>
<tr>
<td>4. While pulling the pin outward, insert your other hand through the front opening (WinStation front door) and push in to open the reader cover. This will expose the wheels and scanner head.</td>
<td>![Illustration of opening reader cover]</td>
</tr>
<tr>
<td>5. Release the pin.</td>
<td></td>
</tr>
<tr>
<td>6. Check for dirt or debris on the scanner head and clean if necessary.</td>
<td></td>
</tr>
<tr>
<td>7. When finished, pull the pin outward and close the cover.</td>
<td></td>
</tr>
</tbody>
</table>

Bill Acceptor Errors

All bill acceptor errors, (stacker jam, stacker full, acceptor jam, etc.) will cause a service message to be sent to the central site. These errors are considered serious and hotline should be notified if the problem cannot be resolved since the machine will more than likely be inoperable until the problem is resolved.
<table>
<thead>
<tr>
<th>Step</th>
<th>Screen/Illustration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Unlock and open the bill collector door.</td>
<td>![Image of bill collector door being opened]</td>
</tr>
<tr>
<td>2. Remove the bill holder cassette by push down on the white tab and pulling the cassette forward and out.</td>
<td>![Image of bill holder cassette being removed]</td>
</tr>
<tr>
<td>3. Look for and clear folded or crinkled bills or other obstruction that may be jammed and preventing bills from feeding into the bill collector cassette.</td>
<td></td>
</tr>
<tr>
<td>4. Open the bill reader by pushing down on the horizontal locking bar (at the top, rear of the reader) and pulling the front of the unit up.</td>
<td>![Image of bill reader being opened]</td>
</tr>
</tbody>
</table>
Will Not Accept Bills

1. Verify that the LED on the front of the bill acceptor is illuminated (not flashing).
2. Reboot the WinStation by selecting Shut Down Machine from the **Diagnostics Menu** screen.
3. When the PC shut down is complete, disconnect power by turning off the UPS.
4. Wait 15 sections after power has been disconnected and then restart by turning on the UPS power button.
5. Once the restart is complete, log in.
6. From the **Main Menu** screen, select **System Reports** and touch Status Device Condition Report.
7. Read the report results to a Hotline Operator, if necessary.
8. If the problem has not been resolved, call Hotline to dispatch a WinStation technician.
Test Bill Acceptor

The Test Bill Acceptor function ensures the bill acceptor is working properly. This can be used after correcting a bill acceptor problem to make sure it is reading bill denominations correctly.

<table>
<thead>
<tr>
<th>Step / Procedure</th>
<th>Screen / Illustration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Unlock and open the WinStation door to display the Service Mode Login screen.</td>
<td><img src="image1" alt="Main Menu Screen" /></td>
</tr>
<tr>
<td>2. Login using the appropriate Username and Password.</td>
<td><img src="image2" alt="Diagnostics Screen" /></td>
</tr>
<tr>
<td>3. From the Main Menu screen, touch Diagnostics and Test Bill Acceptor. The Test Bill Acceptor screen displays.</td>
<td><img src="image3" alt="Test Bill Acceptor Screen" /></td>
</tr>
<tr>
<td>4. Insert a bill into the acceptor. It will feed in and return.</td>
<td><img src="image4" alt="Insert Bill" /></td>
</tr>
</tbody>
</table>

Insert a valid U.S. bill into the acceptor. It will be returned.
Step / Procedure | Screen / Illustration
--- | ---
The screen displays the denomination of the bill that was inserted.
5. Touch OK
6. Repeat steps 3 – 6 and continue to feed bills of different denominations.

**Burster Errors**

**Tickets Will Not Feed; Burster Will Not Operate**

This function is used to turn on the burster motor for a short period of time. The function is useful for clearing the burster throat of a jammed ticket or other debris.
<table>
<thead>
<tr>
<th>Step / Procedure</th>
<th>Screen / Illustration</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Unlock and open the WinStation door to display the Service Mode Login screen.</td>
<td><img src="image" alt="Main Menu screen" /></td>
</tr>
<tr>
<td>2. Login using the appropriate Username and Password.</td>
<td><img src="image" alt="Main Menu screen" /></td>
</tr>
<tr>
<td>3. From the Main Menu screen, touch Diagnostics and select Driver Burster Outwards. The Driver Burster Outwards screen displays.</td>
<td><img src="image" alt="Driver Burster Outwards screen" /></td>
</tr>
<tr>
<td>4. Enter the bin number of the burster to turn on and touch ENTER. The burster motor turns on for approximately 5 seconds, turning the ticket feed wheels.</td>
<td><img src="image" alt="Driver Burster Outwards screen" /></td>
</tr>
<tr>
<td>5. Touch OK on the screen to return to the Main Menu.</td>
<td><img src="image" alt="Driver Burster Outwards screen" /></td>
</tr>
</tbody>
</table>
Tickets Cut Long or Short

If instant tickets are cutting short or long, you can perform the following troubleshooting procedures:

Verify the correct length is set by unloading and reloading the book and verifying the ticket length is correct in the database. If it is not correct, manually enter the correct ticket length for the game.

Instant Tickets Will Not Dispense

If the Instant Ticket buttons are not functioning, you can perform the following troubleshooting procedures:

Check the recoil action of the button. If it is not responsive, check to make sure the button is not stuck.
Section Seven

WIRING DIAGRAM

WinStation Wiring Diagram

This section provides a diagram of the WinStation wiring.
WINSTATION WIRING DIAGRAM