

“The Upgrade” will have everyone talking.
Clerks, bartenders and customer service staff, you’ll be at the front line of questions during “The Upgrade.” To help, we’ve listed some useful ways to talk about the new kiosks with players.

WHEN PLAYERS ASK ...	YOU CAN SAY ...
<i>Why can't I play my favorite draw games on the kiosk anymore?</i> <i>Will kiosks only dispense Scratch-Offs from now on?</i> <i>Is the credit/debit card reader down?</i>	The Ohio Lottery is upgrading to a new gaming system, and a more modern game play experience is coming soon. But for now, the new kiosks may be offline or only handle cash sales of Scratch-Offs. Players can always visit a full-service counter or an existing kiosk to conduct all other Ohio Lottery transactions. Scan the QR code on the kiosk for more information or visit <i>ohiolottery.com/upgrade</i> .
<i>How long before I can play my favorite games again?</i> <i>When will this kiosk work like it's supposed to?</i>	The Ohio Lottery is upgrading self-serve kiosks across the state. New kiosks will become fully operational in spring 2027. Players can still use any existing kiosks to play all their favorite games or visit a full-service counter to play all Ohio Lottery games. The latest updates are available at <i>ohiolottery.com/upgrade</i> .
<i>Can I still play KENO™ here?</i> <i>Does this mean I have to go somewhere else if I want to play KENO?</i>	You can play KENO at any establishment that has previously offered it. Existing kiosks will still sell KENO until the system upgrade goes live in spring 2027. If the location has a new kiosk, players can fill out a playslip and bring it to the counter or bar to play prior to the new kiosk.
<i>What's new about these kiosks?</i>	When they go fully live, new kiosks will offer a more modern purchasing experience – allowing you to build a shopping cart for a single, convenient checkout without a required minimum purchase for credit and debit purchases.



Check ***ohiolottery.com/retailers*** for the latest news and updates about “The Upgrade.”

THE
UPGRADE
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Get ready
for the next level.

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OH!
LOTTERY

Supporting Ohio Schools Since 1974.
Play Responsibly. Need Help? 1-800-589-9966
Lottery players are subject to Ohio laws and Commission regulations.

To modernize the experience for both retailers and players, the Ohio Lottery is switching to a new gaming system in 2027. As part of this change, we'll be replacing all existing clerk-operated terminals and self-serve kiosks.

Why make a change?

The Ohio Lottery has used the current gaming system for 17 years. Upgrading to a new gaming system will give retailers and customers a better gaming experience with more modern technology and purchasing experiences. In short, new technology will do more for you and your customers.

What equipment changes will I see with “The Upgrade”?

In separate visits, our teams will soon begin delivering and installing new WAVE™ clerk-operated terminals and assigned self-serve kiosks. See the accompanying retailer guide for more information about the installation and e-Learning info.

When is “The Upgrade” happening?

OCTOBER 2026	FALL 2026 - SPRING 2027	SPRING 2027
Rollout of new terminals and self-serve kiosks begins. All existing kiosks will remain fully operational until switched out. Ongoing retailer training starts.	New self-serve kiosks will conduct cash sales of Scratch-Offs only and will not validate winning tickets or pay vouchers. Retailers will continue to use existing clerk-operated Photon terminals to conduct all transactions until the switch to the new gaming system. New player promotions may be introduced. <i>(Details to come.)</i>	New gaming system goes live. Clerk-operated WAVE™ terminals become operational. PlayCentral HD® self-serve kiosks perform full menu of transactions. *Self-serve kiosks will continue to be swapped out through summer 2027.

Where can you go for “The Upgrade” updates?

Find the latest news and additional program details at ohiolottery.com/retailers.

A sneak peek at new Ohio Lottery equipment.

Selection will vary by location. Sales staff have determined which types of equipment will be assigned based on a variety of criteria.

CLERK-OPERATED TERMINALS



WAVE™ WAVE X™ Ticket Checker

SELF-SERVE KIOSKS



PlayCentral HD® PlayCentral Compact® PlayCentral Flex®

