



# **OHIO WinStation (TVM) Lottery Terminal Manual**

August 2021

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## Declaration of Conformity

Hereby, INTRALOT declares that the MP lottery terminal is in compliance with the essential requirements and other relevant provisions of Directives EMC 89/336/EEC and LVD 73/23/EEC.

For further information, please visit <http://www.intralot.com>.

### Note:

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

# WinStation (TVM) Lottery Terminal Manual

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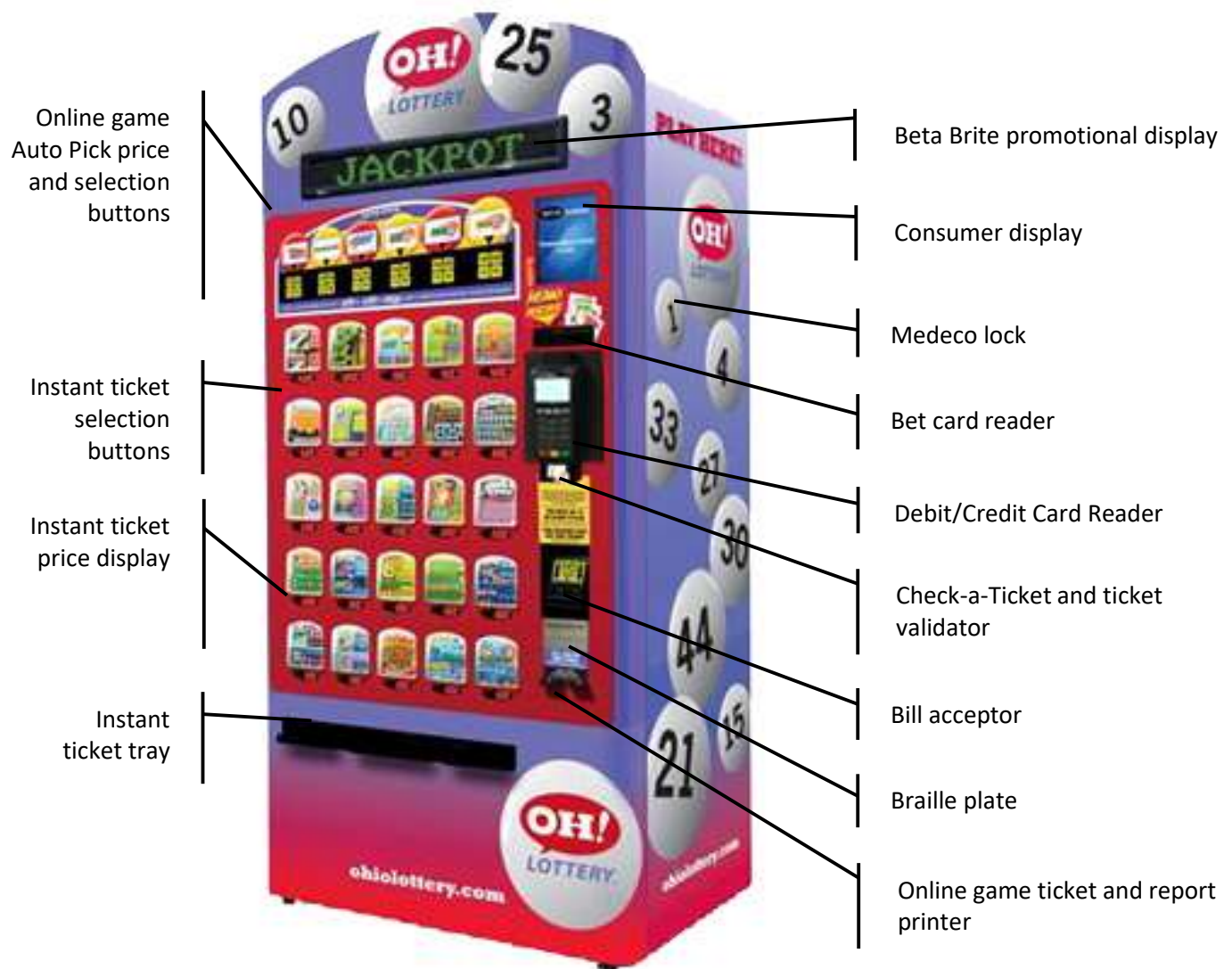
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# Chapter 1. WINSTATION OVERVIEW

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 \$50 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.

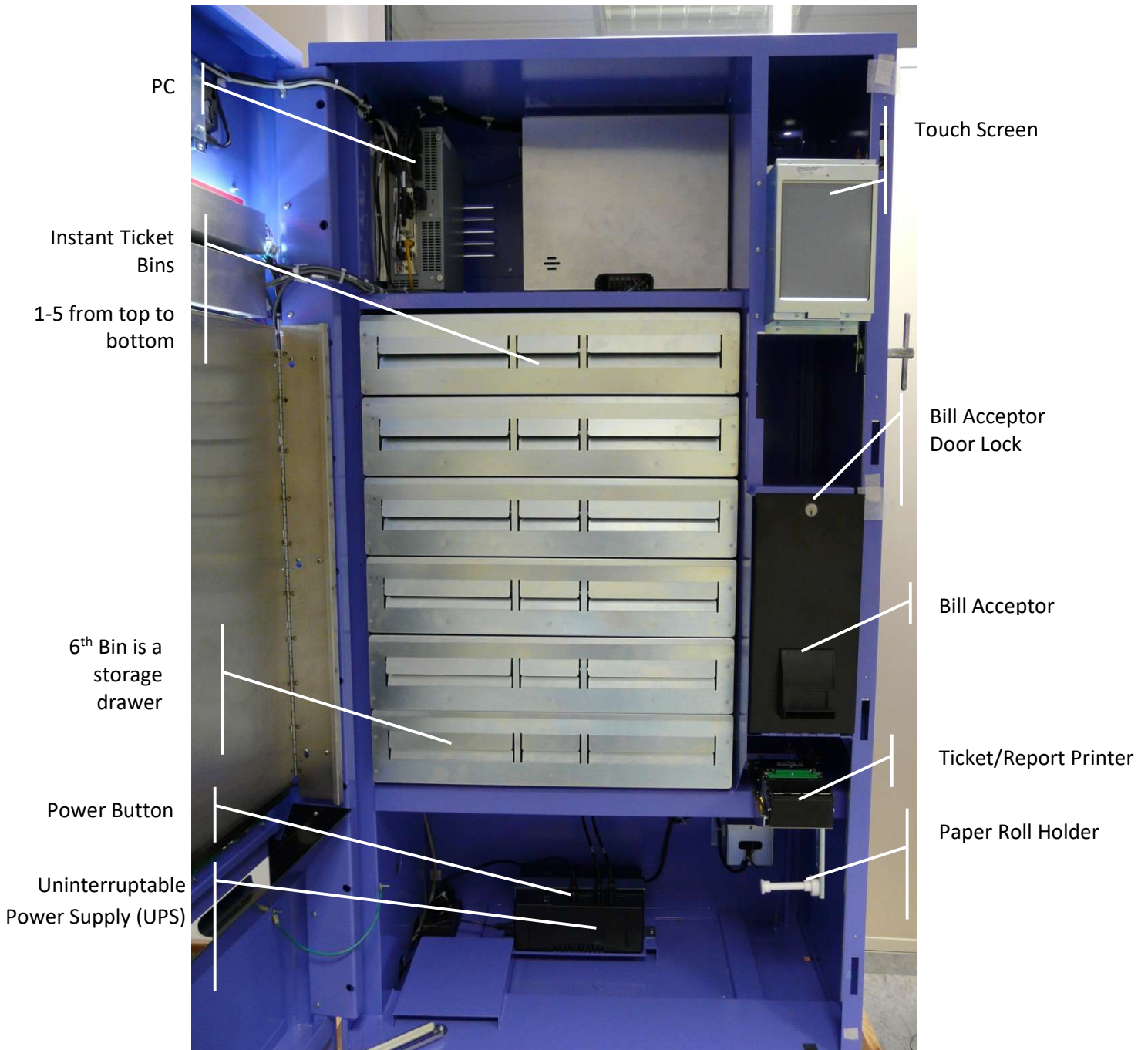
## 1.1. WinStation Exterior

The illustration below shows the various exterior components of the WinStation.



## 1.2. WinStation Interior

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



### 1.2.1. PC

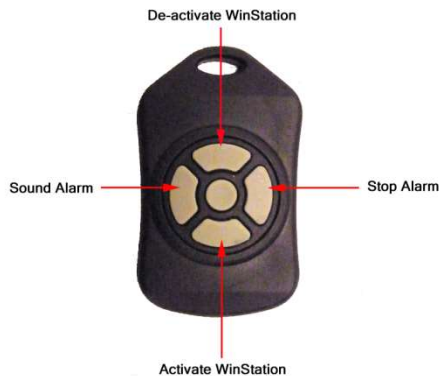
The PC controls the operation of the WinStation and should not be touched. Each of the attached connectors control a specific aspect of the WinStation's operation and, likewise, should not be touched unless expressly asked by an Intralot Hotline Operator or Customer Service Representative.

### 1.2.2. Security



- You are provided with a set of keys (two keys total), a T-bar handle, and a remote control.
  - One key controls access into the WinStation
  - One key controls access to the cash box located inside the WinStation.
- You cannot duplicate these keys. If they are lost, a new set must be purchased. Call Intralot's Hotline to order replacement keys, T-bar handle or remote control.
- 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 left.
- To remove, insert the key into the plug, turn it a quarter turn and pull the plug out.
- 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 counter clockwise.
- Keys (especially the cash box key) 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.

### 1.2.3. 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.

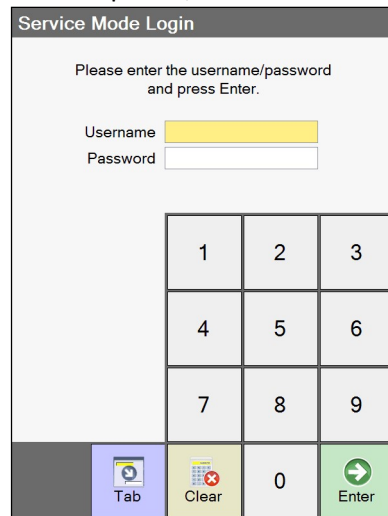
The remote takes a 3 volt CR2032 battery.

# Chapter 2. DAILY RETAILER OPERATIONS

The WinStation enters Service Mode (or Retailer Mode) each time the door is opened. Once logged in, it is from this mode that books are loaded and unloaded, ticket roll stock is loaded, reports are requested, cash box is accessed and diagnostics are performed.

## 2.1. Username and Password Entry

When the front door is opened, the Service Mode login screen displays:



Service Mode Login			
Please enter the username/password and press Enter.			
Username	<input type="text"/>		
Password	<input type="password"/>		
1	2	3	
4	5	6	
7	8	9	
Tab	Clear	0	Enter

1. Enter the two-digit Username.
2. Touch the password field to activate it or tab to 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 full maintenance menu screen displays.

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

## 2.2. Menu Navigation

Main Menu		RetailManager
Maintenance	Load Full Book	
	Load Full Book (Smart Load)	
Lottery Reports	Load Partial Book	
Accounting Reports	Load Combined Books (Partial+Full)	
System Reports	Unload Instant Tickets	
	Close Shift	
Diagnostics	Clear Customer Credits	
Settings	Important Telephone Numbers	
	Call Me to Order Supplies	▶
Intralot Gaming System	Book Operations	▶

Maintenance is the first item listed on the main menu. When you sign in you are brought to the maintenance screen. These are the functions that will be used most frequently by retail personnel and involve loading and unloading tickets, removing cash from the bill acceptor, and the Close Shift report used to reconcile when removing cash.

## 2.3. BOOK OPERATIONS

Main Menu		RetailManager
Maintenance	◀ Back	Maintenance ▶ Book Operations
Lottery Reports	Receive Shipment	
Accounting Reports	Activate Book	
	Settle Book	
System Reports		
Diagnostics		
Settings		
Intralot Gaming System		

Book Operations consist of three activities:

- Receiving shipments of instant tickets
- Activating books of instant tickets
- Settling books of instant tickets




### 2.3.1. Receive Shipment

When instant tickets are delivered, the shipment must be “received” by the retailer.


OH LOTTERY  
12930 Darice Parkway, Suite 200  
Strongsville, OH 44149

Deliver To: SAMPLE  
YOUR NAME  
YOUR ADDRESS

**MANIFEST** THIS IS NOT A BILL



BARCODE CONFIRM




Package Ref No	Order Date	Ship Date	Order Type
112030249691	05/15/2011	05/15/2011	TeleSale

Region 1 – RepName

GAME	BOOK	Tkt Value	Book Value	GAME	BOOK	Tkt Value	Book Value
0792	797843	\$3.00	\$300.00				
0777	282219	\$10.00	\$500.00				
0779	391522	\$1.00	\$200.00				
0780	76816	\$2.00	\$200.00				
0786	28307	\$5.00	\$250.00				

VERIFY AGAINST BOOKS



AGENCY No...: SAMPLE  
TERMINAL S/N: 010045  
REPORT No...: 0  
PRINTED...: 05/13/2011 12:54:26

\*\*\*\*\*  
Fri, May 13, 2011 12:54:22  
\*\*\*\*\*

Retailer: SAMPLE  
**CONFIRM ORDER**

Order # 11015897451  
CONFIRMED  
SAMPLE-0001 A TR:00000483025

RECEIPT

CONTAINER: 1      Packed by: Packer

Instant Book Count: 5  
Total Retail Value: \$1,450.00  
Consumables Count:

Please verify package contents – notify Intralot immediately of any discrepancies (800) 686-4208.  
05/15/2011 Page 1 of 1

Select Receive Shipment from the Book Operations menu, perform one of the following:

- Scan the order number on the delivery receipt to receive all of the instant ticket books in the shipment - or-
- Scan any instant ticket on a book in the shipment.

A confirmation receipt will be printed.

### 2.3.2. Book Activation

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

Touch Book Activation from the Book Operations menu. The following screen displays:

**Activate Book** RetailManager

To activate a book, please scan a barcode from the book.  
Manual entry: key in the full barcode or key in the Game#-Book# and press Send.

Barcode #

1	2	3
4	5	6
7	8	9
←	0	Clear

Cancel    Insert Dash    Send



- Scan the barcode from the pack. To use the scanner, remove the barcode reader from its mounting bracket by pushing down, pulling forward and lifting straight up.
- The central site will mark the book as activated and a receipt will be printed.
- Leave book activation receipt in the bin under the correlating book of tickets for future t information. The book of tickets may now be loaded into the WinStation for sale using the Load Full Pack or the SmartLoad functions.

### 2.3.3. Book Settlement

Book settlement can only be performed by an authorized user, such as a manager.

Instant tickets may be settled by selecting Book Operations, Book Settlement from the Maintenance menu.

- Scan any barcode from remaining tickets. If entire book is sold, you must enter the book information manually using the Book Activation slip. The first three digits (game #), insert dash, and then the six digit (book #) is all that is needed (example 660-123456).
- Touch SEND.

The central site will settle the book and a receipt will be printed. Once the Book Settlement ticket prints – check the number with the Book Activation slip from the bin.

## 2.4. Load a Full Book

**NOTE:** Always verify the game parameters when you are loading books of tickets.

Tickets may be loaded into the WinStation by using the barcode reader, manually entering information on the touch screen, or a combination of both.

Load Full Book RetailManager

Please enter a bin number and press Enter

Bin # 2

1	2	3
4	5	6
7	8	9
←	0	Clear

Cancel Enter

The following procedures show how full books are loaded:

- Touch Load Full Book from the Maintenance menu.
- Use the numeric keypad and enter the bin number.
- Press ENTER.

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

- Scan any ticket in the book of tickets to be loaded for a full book.
- Once barcode number has been verified, press the ENTER button to display the game parameters information. The fields are populated based on the game data stored in the local database or central system
- Verify they are correct before continuing.
- Load book into selected bin.

### 2.4.1. Loading a Book into a Bin

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, front side up if that is the way you want them dispensed.



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. (Toggle must spin freely.)



\*\* There is a short delay between the time the ticket sensor is tripped and the leading ticket is drawn into its feed position.



Once the book has been loaded, the screen indicates the process has been completed successfully. Touch the OK button to return to the Maintenance menu. If it displays "OUT" or "- - -", unload and reload the bin.

## 2.5. 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.



OH-580  
WILD NUMBER BINGO



LOT VALUE:  
**\$300**

**580**

SCAN BARCODE BELOW TO LOAD GAME IN ITVM



- Touch Load Full Book (Smart Load) from the Maintenance menu
- Enter the bin number and touch ENTER.
- Scan the barcode on the Smart Load card. The game, ticket length, price point and book size are automatically loaded into the WinStation.
- Proceed to loading the book in the selected bin.

## 2.6. Loading 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. This indicates to the software how many tickets are in the partial book for inventory and reporting purposes.

- Select Load Partial Book from the Maintenance menu.
- Enter the bin number and touch ENTER.
- Scan the barcode from the first and last ticket of the partial book. The number of tickets automatically populates when the barcodes are scanned. Always verify that the correct number of tickets loaded shown on screen corresponds with the actual number of tickets.

First Barcode	691000753003000000
Last Barcode	
Number of tickets	

- Touch ENTER.
- Load the partial book into the selected bin.

## 2.7. Unloading Instant Tickets

- Select Unload Instant Tickets from the Maintenance menu.
- Enter a bin number and press the ENTER button.
- Physically unload the tickets from selected bin. Ensure the tickets are fully withdrawn from the dispensing mechanism. The burster will reverse so tickets may be removed.
- Once the tickets are removed the confirmation displays.

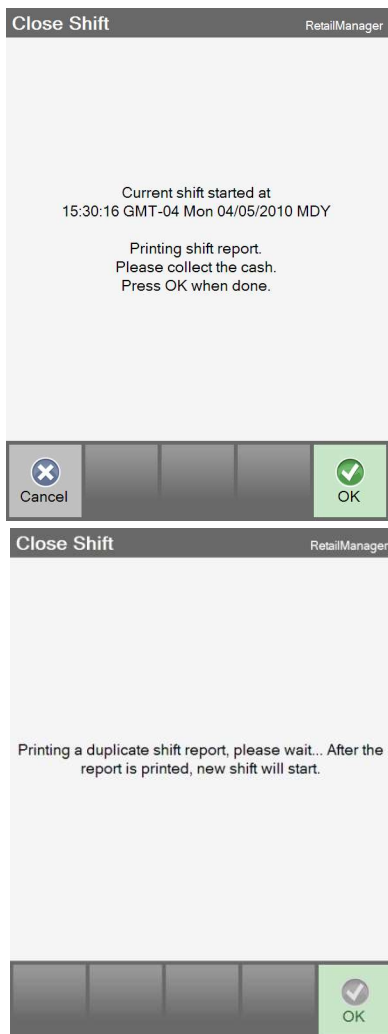
**NOTE:** If tickets are not removed using Unload Instant Tickets (just pulling tickets out of feed rollers/bin) they will remain in the machines inventory and the price will continue to display in the ticket price display window.

## 2.8. Close Shift

This function allows the retailer to collect cash from the bill acceptor and start a new reporting period. A Close Shift report should be done whenever cash is removed from the WinStation.

**NOTE:** Cash should not be removed from cashbox without closing shift.

- Touch Close Shift from the Maintenance menu. At this point the current Shift Report is printed.
- Touch OK when the report has printed.
- Remove the cash from the cashbox.
- Touch YES to proceed.
- At this point, a Shift Report-Closed is printed.



## 2.9. Removing & Replacing Cashbox

- Unlock and open the bill acceptor door.
- Push down on the release latch at the bottom front of the cashbox. Slide the cashbox forward and lift up to remove.

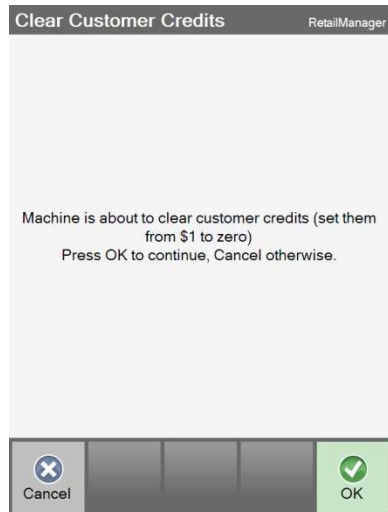


- Remove cash through cashbox door.
- When replacing cashbox, line up the notches with openings and slide back slightly. If done correctly, you will hear the bill acceptor reset and engage.
- Push the bill acceptor door up and lock.

## 2.10. Clear Customer Credits

Clearing customer credits allows retailer to refund players cash if necessary and produces a receipt of the transaction. This allows the retailer to refund player cash from another source without removing cashbox and have a receipt for reconciliation at a later date.

Select Clear Customer Credits from the Maintenance menu to display the following screen:



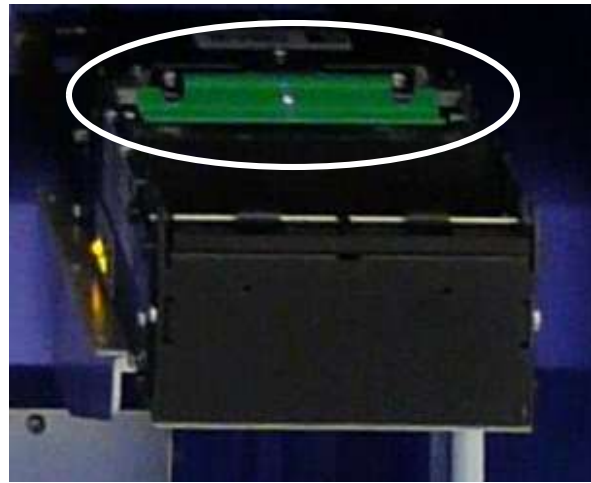
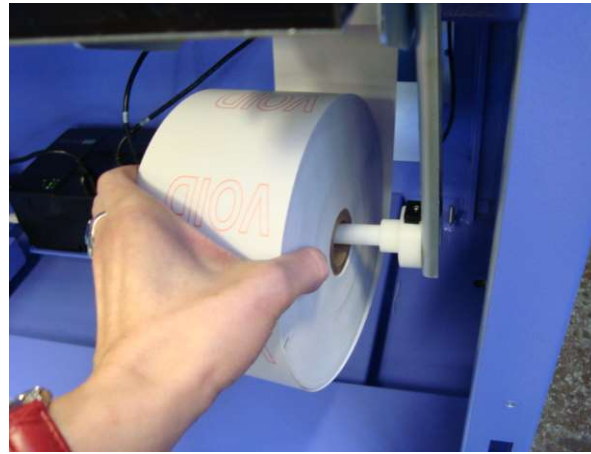
## 2.11. Important Telephone Numbers

When Important Telephone Numbers is selected from the Maintenance menu, a list of telephone numbers to contact Intralot's Hotline and the Ohio Lottery Commission is displayed.

## 2.12. Load and Unload Paper Roll

### Load Paper Roll

- Place the paper roll on the white spindle. Make sure it is fully on (over the holding lip at the end of the spindle) this will make sure it feeds correctly, does not fall off, and the sensor can detect when the paper is low.
- Feed the paper from the bottom of the roll.
- Pull enough paper from the roll to reach the printer, feeding it up the back of the printer unit through the large square hole and then under the green cutter bar.
- Push the green cutter bar back and up to open the cutter head.
- Feed the paper under the cutter head so that the paper will show up when you push the cutter back down but not past the black lip/guide it will feed through in the front.
- Close the cutter head by pushing it down and snapping it into place. The paper will feed and cut a short piece of paper automatically. If not, try reloading and make sure the paper is straight and centered (not up against either side) before pushing down the green cutter bar.



### Unload Paper Roll

- Push the cutter bar (green lever) back and up to release the paper feed.
- The paper usually drops out of the paper feed. If not, pull the paper back to remove it from the paper feed.
- Remove the roll from the ticket roll stock spindle. Set the used roll aside if reloading; discard if replacing with a new roll.





# Chapter 3. RETAILER REPORTS

Reports can be generated at any time. Some reports, such as a Shift Report, can be printed several times daily, while other reports, such as the Weekly Invoice, might only be printed once weekly.

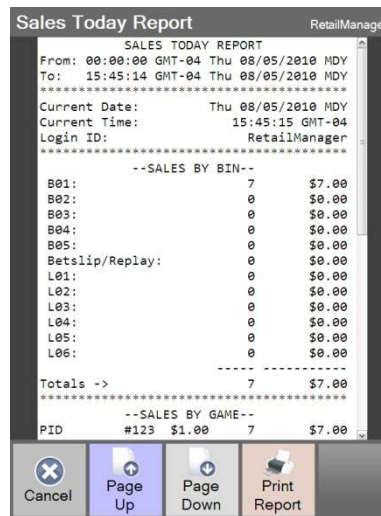
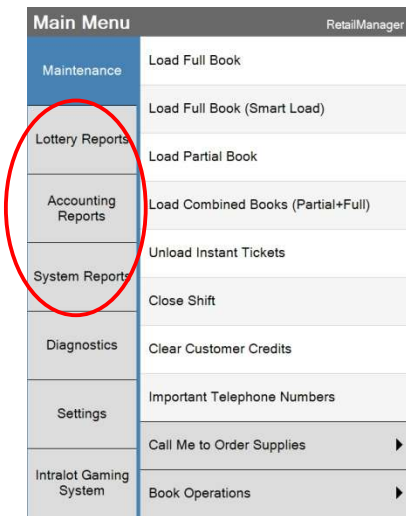
- Lottery reports are those obtained from the database on the central system. These include cashes, book activations and settlements, and weekly invoice.
- Accounting reports are produced from information that is resident only on the WinStation. These include shift reports, transaction history, cashes 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.

## 3.1. Accessing Reports

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:



Sample Preview Screen

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.

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.

## 3.2. Lottery Reports

These reports include tickets cashed, book activations, book settlements, and the weekly invoice, as shown below:

Main Menu		RetailManager
Maintenance	Cashes	▶
Lottery Reports	Book Activations	▶
	Book Settlements	▶
Accounting Reports	Weekly Invoice	
System Reports		
Diagnostics		
Settings		
Intralot Gaming System		

Touch the type of lottery report to expand to the sub-menu.

### 3.2.1. 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:

- Current Daily
- Daily, Yesterday
- Daily, 2 Days Ago
- Week-to-Date
- Weekly, Last Week
- Weekly, 2 Weeks Ago

### 3.2.2. 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:

- Current Daily
- Daily, Yesterday
- Daily, 2 Days Ago
- Week-to-Date
- Weekly, Last Week
- Weekly, 2 Weeks Ago

### **3.2.3. 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:

- Current Daily
- Daily, Yesterday
- Daily, 2 Days Ago
- Week-to-Date
- Weekly, Last WeekWeekly, 2 Weeks Ago

### 3.2.4. 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 (books settled not individual ticket sales) and Online games at the retailer location.



Sun, Oct 28, 2017 13:45:12

**WEEKLY INVOICE**

10/22/17 - 10/28/17  
Retailer: 12345

**ON-LINE NET DUE 915.59-**  
**INSTANT NET DUE 0.00**  
**TOTAL NET AMOUNT DUE 915.59-**

**EZPlay TAP GAMES**

EZPlay TAP Game Sales 81.00  
EZPlay TAP Win Cashes 4,301.48-  
EZPlay TAP Sales Comm 0.00

**Total EZPlay TAP Net Amt Due 4,220.48-**

**ONLINE GAMES**

Pick 3 Sales 2,732.50  
Pick 3 Cashes 50.00-  
Pick 3 Cancels 0.00  
Pick 4 Sales 1,132.00  
Pick 4 Cashes 0.00  
Pick 4 Cancels 0.00  
Pick 5 Sales 168.50  
Pick 5 Cashes 0.00  
Pick 5 Cancels 0.00  
Rolling Cash 5 Sales 5,800.00  
Rolling Cash 5 Cashes 0.00  
Rolling Cash 5 Cancels 0.00  
Lucky For Life Sales 0.00  
Lucky For Life Cashes 0.00  
Classic Lotto Sales 6,050.00  
Classic Lotto Cashes 0.00  
Classic Lotto Cancels 0.00  
Mega Millions/Megaplier Sales 5.00  
Mega Millions/Megaplier Cashes 0.00  
RAFFLE Sales 0.00  
RAFFLE Cashes 0.00  
Powerball/Power Play Sales 0.00  
Powerball/Power Play Cashes 0.00  
CLASSIC KICKER™ Sales 550.00  
CLASSIC KICKER™ Cashes 0.00  
CLASSIC KICKER™ Cancels 0.00  
Multi State RAFFLE Sales 0.00  
Multi State RAFFLE Cashes 0.00

EZPLAY Sales 0.00  
EZPLAY Cashes 0.00  
EZPLAY QuicKeno Sales 0.00  
EZPLAY QuicKeno Win Cashes 0.00  
Keno/Booster Sales 0.00  
Keno/Booster Cashes 0.00  
Keno/Booster Cancels 0.00  
Ohio 50/50 Sales 0.00  
Ohio 50/50 Cashes 0.00  
Ten-OH! Sales 0.00  
Ten-OH! Cashes 0.00  
Ten-OH! Cancels 0.00

**Gross Sales 16,438.00**  
Cancels 0.00  
**Net Sales 16,438.00**

Pay Voucher Cashes 13,330.57-  
**Cashless Online Sales 100.00-**  
Unplayed  
Money 1,269.05  
Cashes 50.00-  
Promos 0.00  
Coupons 0.00  
Adjustments 9.00-  
Sales Comm 904.09-  
Cashing Comm 0.50-  
Cashing Bonus 0.00  
Claim Bonus 20.00-  
Selling Bonus 0.00  
**Quarterly Bonus 1.00-**  
Communications Charge 12.00  
License Fee 0.00

**Online Net Due 915.59-**

**INSTANT**

Sales Settlements 0.00  
Returns 0.00  
Cashes 0.00  
**Cashless Instant Sales 0.00**  
Promos 0.00  
Coupons 0.00  
Adjustments 0.00  
Sales Comm 0.00  
Cashing Comm 0.00  
Cashing Bonus 0.00  
Claim Bonus 0.00  
Selling Bonus 0.00

**Instant Net Due 0.00**

WWW.OHIO.LOTTERY.COM

123456-12345 01 TR:0000000170

### 3.3. 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 below picture is a list of the reports that are available from the Accounting Reports sub menu:

Main Menu		RetailManager
Maintenance	Shift Report (Interim)	
	Shift Reports (Closed)	
Lottery Reports	Inventory Report	
Accounting Reports	Transaction History Report	
	Cashed Tickets Report with Calendar	
System Reports	Lost Sales Stats with Calendar	
Diagnostics	Sales Report with Calendar	
	Sales Today Report	
Settings	Sales Yesterday Report	
	Sales This Week	
Intralot Gaming System	Lifetime Sales	

#### 3.3.1. Shift Reports (Interim and Closed)

##### 3.3.1.1. Interim

- The Shift Report (Interim) is a snapshot of the current shift activity from the start of the current shift until the report was taken. If reconciling, information should not be taken from here but instead from the Close Shift Report (in the Maintenance menu) when removing cash.

##### 3.3.1.2. Closed

- The Shift Report (Last Closed) allows retailer to reprint past closed shift reports. This report contains inventory detail by bin number, game name, quantity sold and the value of the tickets sold. It also contains a bill count and the date shift was started and closed. If no shift was ever closed there will be no report to view.
- 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 the Close Shift from Maintenance, all counters are cleared after the report is produced and should be used for reconciliation.

### **3.3.2. 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.

### **3.3.3. Transaction History Report**

- The Transaction History Report prompts for the number of transactions to be shown on the report. The default is five transactions; you can get up to the last 25 transactions. 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.

### **3.3.4. Cashed Tickets Report with Calendar**

- The Cashed Tickets Report shows the history of cashed tickets for a specified period by selecting the date range (pick beginning and ending date) from the calendar and then press View Report. If selecting a single day, press the date of the day you want twice and then press View Report. The report shows instant and online ticket totals and total prize amount for the date range selected.

### **3.3.5. Lost Sales Stats with Calendar**

The Lost Sales Stats with Calendar Report shows Instant sales statistics and out of stock time for each bin for the specified period chosen. Data in this report includes:

- System Down Factor: Percentage of time the WinStation was powered off.
- Out of Stock Factor: Average percentage of time that bins were empty or in an error state.
- Lost Sales Estimate: Dollar estimate of lost sales, taking into account the sold tickets and their corresponding availability.
- Out of Stock Time By Bin: Percentage of time that bin was empty or in an error state.

### 3.3.6. Sales Report with Calendar

Sales reports may be taken for any range of dates by selecting the specified range from the calendar then pressing View Report. If selecting a single day, press the date of the day you want twice and then press “View Report” or “Print Report” button 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.

### 3.3.7. Sales Today Report

The Sales Today Report is a summary report that shows sales for today from start of day until the time the report is pulled. Sales shown are sales by bin for instants, sales total for instants and sales total for online games, cash collected, cleared credits, cashed tickets and total sales.

### 3.3.8. Sales Yesterday Report

The Sales Yesterday Report is a summary report that shows sales for yesterday, the full day before the report is pulled. Sales shown are sales by bin for instants, sales total for instants and sales total for online games, cash collected, cleared credits, cashed tickets and total sales.

### 3.3.9. Sales This week

The Sales This Week report is a summary report that shows sales for the current week. From the Lottery’s start of week to the time the report is pulled. Sales shown are sales by bin for instants, sales total for instants and sales total for online games, cash collected, cleared credits, cashed tickets and total sales.

### 3.3.10. 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.

### **3.4. System Reports**

System reports are generally produced by a WinStation technician, lottery security personnel, or when requested by Intralot's 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.

#### **3.4.1. Component Versions Report**

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

#### **3.4.2. Status (Device Conditions) Report**

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

#### **3.4.3. Configuration Report**

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

#### **3.4.4. 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.

#### **3.4.5. 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.



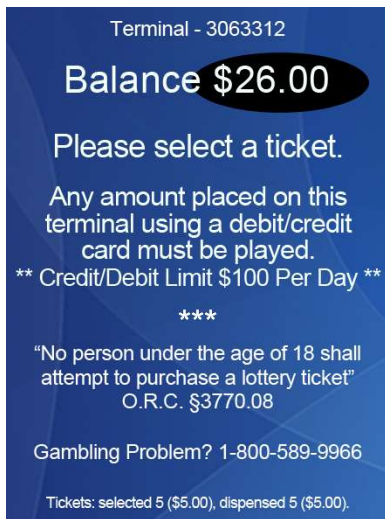
# Chapter 4. CONSUMER OPERATIONS

Consumer operations allow customers to purchase and validate instant and online tickets from the WinStation without retailer assistance. Winning tickets valued at \$50 or less may be used as credit in the WinStation to purchase additional tickets. Winning tickets valued up to \$599 may be redeemed by retailers. Winning tickets valued at more than \$600 must be claimed at the Lottery. Each validation attempt is accompanied by a corresponding message on the WinStation.

## 4.1. Consumer Mode

### 4.1.1. 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.



## **4.1.2. Purchasing Ohio Lottery Tickets**

### **4.1.2.1. Cash**

- The bill acceptor takes \$1, \$5, \$10, \$20, \$50 and \$100 bills. The maximum cash in balance allowed is \$100.
- If communications with the central site is temporarily disrupted or the paper is out, a message will appear on the display, 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
- A player may purchase a combination of instant and online game products after money has been inserted.
- The WinStation will not give change. All money inserted must be used to purchase product.

### **4.1.2.2. Credit and Debit Cards**

The TVM is now equipped with an Ingenico card reader. The card reader is going to allow players to use their debit or credit card to place funds on the machine. ANY funds placed on the machine using a debit or credit card must be played in full. A player will not be able to cash out (voucher out) any money that is placed on the machine using their card.

Visa, Mastercard and Discover cards are accepted.

**The following steps will show what the card reader will display when being used:**

1. Select amount will appear when the PIN pad is working. A player is prompted to select which amount they wish to put on the terminal:



- a. If the system is down, the PIN pad will read "OUT OF SERVICE"



2. Please Wait will appear.



3. The player is then instructed to Insert or Swipe Credit Card



4. If card has a preferred language, it will ask “Select Language”.



5. If preferred language is English, no question is asked and “ Please Wait, Do Not Remove Card” is shown”



6. After amount is selected and language is confirmed. It will confirm “Amount Ok \$XX.XX?”



a. If No is selected, the below message will appear



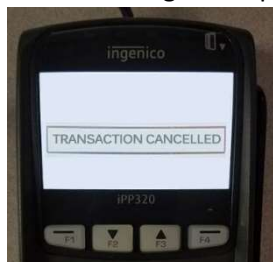
b. Then this message will appear:



c. If “Cancel” is selected the message below will show:



d. Then this message will appear:



7. When “Yes” is selected the following message will appear:



8. After the PIN is entered in, and accepted the message “PIN OK” appears



9. After the PIN is accepted, the system begins to process and sends the following message:



10. Once processing completes and the transaction is approved, the message “APPROVED PLEASE REMOVE CARD” appears:



- a. If processing completes, but the card exceeds amount used, the error message “002: EXCEEDS AMOUNT PLEASE REMOVE CARD” will appear:



- b. If processing completes, but the card is declined, the error message “Transaction Declined” will appear:



#### 4.2. Buying Instant Tickets

- Once money has been inserted 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 number of tickets remaining to be dispensed and the balance decreases as each ticket is vended.

### **4.3. Online Games**

#### **4.3.1. Mega Millions®**

Drawings are held Tuesday and Friday at 11:00 pm. Tickets can be issued until 10:45 pm.

The Mega Millions® game selection allows the player to purchase a \$2, \$6, \$10, or \$20 Mega Millions® Auto Pick ticket for the current drawing. The Mega Millions® ticket produced is without the Megaplier® option. Player may also insert a bet card to purchase.

#### **4.3.2. Powerball®**

Drawings are held Monday, Wednesday, and Saturday evenings 10:59pm E.S.T. Tickets can be issued up until 10:00pm.

The Powerball game Auto Pick tickets may be purchased in \$2, \$6, \$10, and \$20 increments. Auto Pick tickets are always the default selections, so this Powerball ticket will not have the Power Play option. Player may also insert a bet card to purchase.

#### **4.3.3. Classic Lotto® with KICKER™**

Classic Lotto® with KICKER™ Auto Pick game tickets may be purchased in \$1 and \$5 increments or \$2 and \$6 with the Kicker added. Player may also insert a bet card to purchase.

#### **4.3.4. Lucky for Life®**

Drawings are held daily at approximately 10:35 p.m. Tickets can be issued until 9:30 p.m.

Lucky for Life® may be purchased in \$2, \$6, \$10 and \$20 increments using the online game panel buttons. Auto Pick tickets are for the current drawing. Player may also insert a bet card to purchase.

#### **4.3.5. Pick 3™**

Pick 3™ game tickets may be purchased in \$1 increments using the online game panel button. The play type defaults to STRAIGHT, and next draw. Player may also insert a bet card to purchase.

#### **4.3.6. Pick 4™**

Pick 4™ game tickets may be purchased in \$1 increments using the online game panel button. The play type defaults to STRAIGHT, and next draw. Player may also insert a bet card to purchase.

#### **4.3.7. Pick 5™**

Pick 5™ game tickets may be purchased in \$1 increments using the online game panel button. The play type defaults to STRAIGHT, and next draw. Player may also insert a bet card to purchase.

#### **4.3.8. Rolling Cash 5™**

Rolling Cash 5™ game tickets may be purchased in \$1 increments using the online game panel button. By selecting the game using the online game panel button, the player is given an Auto Pick ticket for the current drawing. Player may also insert a bet card to purchase.



#### 4.3.9. KENO

KENO game tickets can be purchased in \$1, \$5, \$10, and \$20 increments. The player is given an Auto Pick 4-spot ticket. The wager amount is equal to the number of draws being played. A bet card may also be used to purchase.

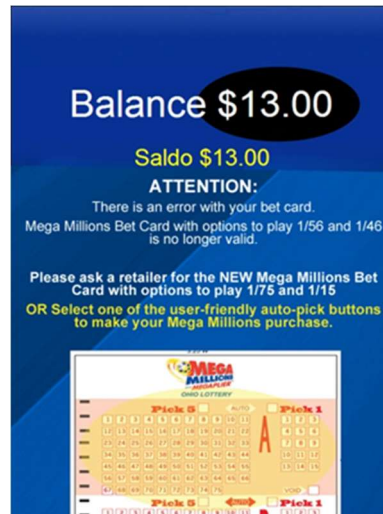
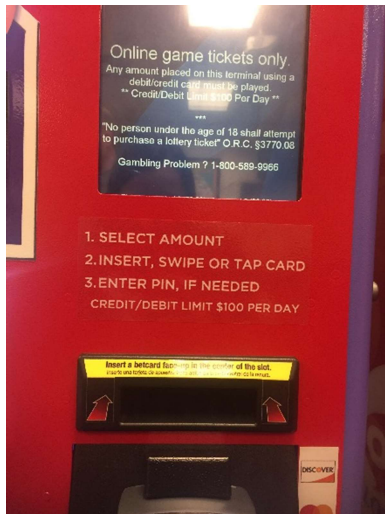
#### 4.4. Buying Online Game Tickets

##### 4.4.1. Online Game Panel



- Online game products may be purchased from the online game panel at the top of the WinStation.
- Each circle on the Auto Pick panel contains a window that displays the game logo graphics that identify which games may be purchased.
- 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.

#### 4.4.2. Using a Bet Card



- A player may pick their own numbers by using a bet card for the appropriate game. Games that are not on the online Auto Pick game panel are also available for purchase using a bet card.
- The player inserts a bet card face up into the bet card reader. There must be credits on the WinStation in order for the bet card to be accepted.
- If an error occurs in reading a bet card, the player is advised via a message on the screen. See example above.
- 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.

#### 4.4.3. Using Play-It-Again Barcode/QR Code

- The Play it Again barcode or QR code located at the top of on-line tickets can be used to repeat the player's original wager (numbers, bet amount, bet type) for the next available draw or to produce another game ticket.
- If the top of the ticket is placed under the scanner, the terminal will read the barcode/QR Code and a pop up screen will ask the following: "To repeat your play for the next draw, please scan your ticket again. Ticket cost will be deducted from your balance."

#### 4.5. Ticket Checking



- The WinStation can check instant and online tickets to see if they are winners. It can credit the customer's balance from a winning ticket valued at \$50 or less, if the customer wishes to do so.
- 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 above. Older tickets must be checked or validated by a retailer at a traditional terminal.
- If no response is received from the central system within 15 seconds, the "Error, Please See Clerk" screen displays.

#### 4.6. Ticket Validation

- If a player wins a cash prize that is \$50 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, the winnings will be credited on the machine and 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.
- TVM will NOT validate a pay voucher.

#### 4.7. Debit/Credit Card Reader

- The TVM is now equipped with an Ingenico card reader. The card reader is going to allow players to use their debit or credit card to place funds on the machine. ANY funds placed on the machine using a debit or credit card must be played in full. A player will not be able to cash out (voucher out) any money that is placed on the machine using their card.



# Chapter 5. 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 an Intralot Hotline Operator, with the exception of updating the instant ticket database and parking the burster blade.**

## 5.1. Diagnostics Menu

The Diagnostics menu provides access to functions that include:

- Burster maintenance
- Instant ticket database update
- Shutting down and restarting the machine and software
- Testing the bill acceptor
- Sending part malfunction alarms

Main Menu		RetailManager
Maintenance	Burster	▶
Lottery Reports	Instant Ticket Database	▶
	Shut Down / Restart	▶
Accounting Reports	Test Bill Acceptor	
System Reports	Send Part Malfunction Alarm	
Diagnostics		
Settings		
Intralot Gaming System		

### 5.1.1. 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. Alternately, you may be instructed to do so while on the phone with the call center troubleshooting.

### 5.1.2. Instant Ticket Database

- Updating the 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 be performed every time new books are loaded.

# Chapter 6. Settings Menu

## 6.1. Settings Menu

The Settings menu allows approved users to change passwords.



### 6.1.1. Changing Passwords

Passwords may be changed by the person in charge of the machine or by Intralot. Intralot 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.

By default, passwords are set to the same value as the username. Resetting the passwords returns the passwords to the default values. The Change Any Password screen allows the administrator to select a particular user and change the password for that user.

Choose Settings, then Change Any Password, then choose the username you wish to change the password for and perform the following:

- Enter a new, four-number password.
- Touch ENTER to display the password verification screen.
- Re-enter the password and touch ENTER.
- When the Change Password confirmation displays, touch OK.

## 6.2. Intralot Gaming System

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.

Main Menu		RetailManager
Maintenance	Open Retailer Screen	
Lottery Reports	Resend Failed Messages	
Accounting Reports		
System Reports		
Diagnostics		
Settings		
Intralot Gaming System		

### 6.2.1. Print a Pending Ticket

From the main menu choose Intralot Gaming System:

- Press Open Retailer Screen
- Press History
- Press Ticket History
- From the list of tickets choose the pending ticket by pressing it and then press Re-Print to print your pending ticket.

Note: The Print button will give you a list of the ticket history that is on the screen, not the pending ticket.