

## Reprint



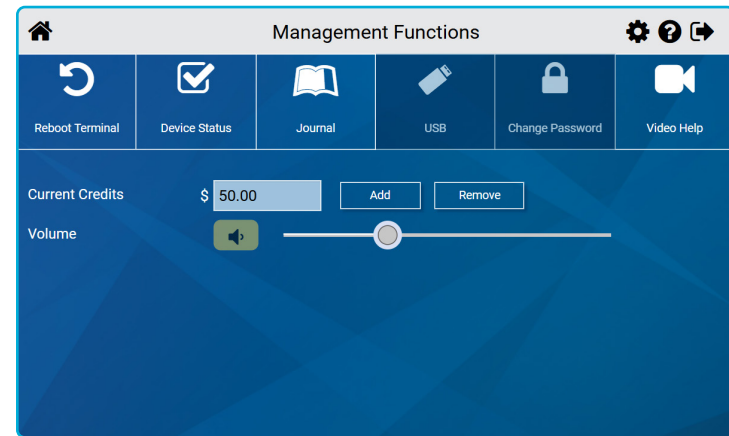
Retailers may reprint recent transactions logged to the gaming engine on the current day.

- Touch **Reprint** from the Home Screen.
- The Reprint options display.
- Touch the desired option: **Last Online Transaction, Last Wager, Last Online Pay, Last Instant Pay, or Last 9 Instant Transactions.**

## Management Functions



- Touch **Management Functions** from the Home Screen.
- The Management Functions screen displays.



**Reboot Terminal:** Use to reboot the terminal.

**Device Status:** Displays all of the components in the terminal and their current operational status. Touch a specific **Bin Number** to view the status of a particular bin.

**Journal:** Use to access the Cash Log, Security Log, and System Event Log.

**USB:** To be used by Field Service Technicians (FSTs) only.

**Video Help:** Displays help videos for the following devices: Printer, Play Slip Reader, Bins, Bill Acceptor, and Cash Box.

**Current Credits:** Displays the player's credits currently available on the terminal. Touch **Add** to add more credits, or touch **Remove** to clear/cashout available credits.

**Volume:** Use to adjust the terminal volume. Touch the **Speaker Icon** to Mute/Un-mute and the volume slider to adjust volume level.

## Reports



Provides access to the following reports: *Online, Billing, Scratch-off Reports, Local Reports, and Promotion Reports.*

### TO ACCESS THE REPORTS MENU:

- Touch **Reports** from the Home Screen. Report options display.
- Touch the desired report type to proceed.
- For each report type, select the desired options (i.e. **Today**), or enter the requested information (i.e. **Date Range**).
- Use the **Up** and **Down Arrows** to scroll through text.
- Touch the **Print** icon to print the report.
- Touch the **Back Arrow** to return to the Reports Menu.

## Device Tests



Provides access to operational tests for the Bill Acceptor, Barcode Reader, Printer, and Burster.

- Touch **Device Tests** from the Home Screen. The device test options display.
- Touch the desired option: **Bill Acceptor, Barcode Reader, Printer, and Burster.**

## Instant Functions



The Instant Functions button on the Home screen displays the following options for Scratch-offs: (Activation, Game Table, and Order Confirmation).

**NOTE:** Full Return, Part Return, and Pack Issue, are functions to be used by Lottery Territory Sales Managers only..

### ACTIVATION

- Touch **Instant Functions**. The Instant Functions menu displays.
- Touch **Activation**.
- Scan the pack **barcode** or manually enter the Game and Book Numbers using the **keypad**. Once all packs are entered, touch **SUBMIT**.
- A confirmation screen displays. Touch **OK**.
- A print confirmation screen displays. Touch **OK**.
- A receipt prints automatically. Activate another pack or touch the **Back Arrow** to return to the Home Screen.

### GAME TABLE

- Touch **Instant Functions**. The Instant Functions menu displays.
- Touch **Game Table**.
- Touch **Print Game Table** to print the Game Table, or touch **Clear Revision Table** to clear the Revision Table.
- Touch **OK** on the confirmation screen.
- Touch the **Back Arrow** to return to the Home Screen.

### ORDER CONFIRMATION

- Touch **Instant Functions**. The Instant Functions menu displays.
- Touch **Order Confirmation**.
- Scan the **shipping label** or manually enter the last 10 digits of the Tracking Number using the **keypad**. Touch **SUBMIT**.
- A confirmation screen displays. Touch **OK**.
- You are automatically returned to the Home Screen.

## Loading Paper

- Using the handle on the front of the Printer shelf, pull the shelf out slowly, until it is fully extended.
- Take care to extend slowly to allow the tension bar to retract.
- Open the Printer cover by pressing the green button back on the top of the Printer, and lift the cover open.
- If there is any paper in the Printer, pull it out through the rear of the Printer, and discard.
- Use canned air to blow out any paper debris.
- Close the cover before inserting the new paper back into the Printer.
- Discard the used paper roll.
- Insert the new roll into the paper bucket with the paper feeding from the back, toward the Printer.
- If the roll housing contains a spindle, insert the spindle through the middle of the roll.
- The direction of the spindle through the roll does not matter.
- Now pull the paper up from the back of the roll and lift it over the roll toward the rear of the Printer.
- Insert the paper into the Printer. The Printer automatically advances the paper and cuts it off at the proper length.
- Push the Printer shelf back in, until it locks into place.



## Cash Box Unloading

- Open the bill acceptor drawer with the key (labeled BA) and gently tilt the assembly down. This reveals the large cash box and the bill acceptor.
- Remove the cash box by lifting the blue release button at the rear and sliding the cash box toward the back of the GT28. Then lift up and out.
- To remove money from the cash box, locate the round opening on the top-rear, press the blue tab down to open the cash box door. Retract the spring and slide the money out.
- Once the money has been removed, close the cash box door, then return the cash box to the machine. Gently pull the cash box forward until it locks into place. Then lift the assembly up to close the bill acceptor and turn the key to the left to lock it.
- Print and clear a Shift Report.



## Bill Acceptor Jams

- Open the bill acceptor drawer with the key (labeled BA) and gently tilt the assembly down. This reveals the large cash box and the bill acceptor.
- Remove the bill acceptor by pushing up the silver latching bar and pulling straight out. Clear any jammed bills.
- To replace the bill acceptor, simply reinsert it back into the groove it came from and slide it in firmly, so that it locks into place. If the Bill Acceptor is put into its proper position, it will reset after 10 seconds.
- Lift the bill acceptor door to close and turn the BA key *left* to lock it.



**NOTE:** Run a Bill Acceptor Test every time you clear a jam.

## Terminal Cleaning

### CLEANING THE TOUCH SCREEN

- Spray non-ammonia window cleaner on a soft, dry, lint-free cloth and gently wipe the components. Do not spray the cleaner directly onto the terminal.

### CLEANING THE BILL ACCEPTOR

- Open the bill acceptor drawer and remove the cash box using the procedure above.
- To clean the bill acceptor, use a soft, dry, clean cloth, lightly dampened with clear water and wipe both the top and bottom.
- To replace acceptor module, simply reinsert it back into the groove it came from and press down firmly so it locks in place.


## Remote Control

Remote disable is a terminal feature intended to discourage underage use. This feature allows store personnel to "disable" the terminal via remote control.

To disable the terminal, press the **I** button on the remote transmitter. To reactivate, press the button on the remote transmitter again. The remote does not require careful aiming or close range.

Although the Game Touch 28 is configured with one remote, multiple self-service terminals in one location will be affected by any remote used.





# Game Touch 28

## RETAILER QUICK REFERENCE

**HOTLINE**

**RETAILER: 1-800-937-8946**  
Monday – Friday 7:00AM to 5:00PM EST

**BRIGHTSTAR: 1-800-599-5686**  
7 days a week 5:00AM to 2:00AM EST

## External Hardware

The Game Touch 28 terminal allows players to directly purchase and validate Scratch-off and Draw Game tickets using its 42" touch display. All components are enclosed in a high-strength steel cabinet protected by high-security locks and enhanced alarm and security features with power and network connections located on the back.



## Barcode Scanner

- Players may perform ticket inquiries using the Barcode Scanner to check if their Draw Game or Scratch-off tickets are winners.
- Players may opt to reinvest any winnings as credits for play in the GameTouch 28 or touch.
- Players may also scan their Digital Play Slip created on their mobile device.



## Play Credits

To manage play credits on the machine, players may:

- Insert cash (\$1, \$5, \$10, \$20, \$50, or \$100) into the bill acceptor for play credit.
- Add credits using the cashless payment device.
- Redeem promotional coupons or refund slips for credit.
- Reinvest winnings for play credit by validating tickets.
- Use funds on their Fun Club Account.

**NOTE:** The maximum credit amount is \$150, unless credits are from awarded promotions from the machine.

**NOTE:** The vending machine does not give change, only credit towards purchases.



## Scratch-off Ticket Purchase

- To purchase Scratch-off Tickets, the player selects the preferred game on the Touch Screen and the desired quantity of the game. After the player completes the selection, the ticket(s) are added to the Shopping Cart.

## Draw Game Ticket Purchase

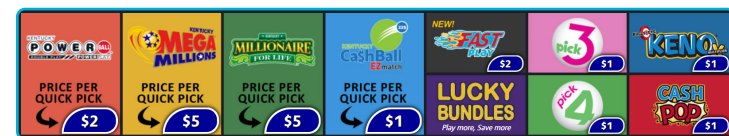
### USING A PLAY SLIP

- The player inserts a completed Play Slip into the Play Slip Reader.
- Players may also scan their Digital Play Slip created on their mobile device.
- After finalizing the game options, the ticket is added to the Shopping Cart.



**NOTE:** Play Slip wagers may not be edited with the Touch Screen.

### USING THE TOUCH SCREEN



- The player selects the desired **Draw Game** button, and the Draw Game options screen displays.
- Touch the red **Exit** icon to exit the game screen. For game play information, touch the blue **Info** icon. Touch **Help** to view general help information.

- **Choose a Quick Pick Amount** or **Pick Your Own Numbers**.

### QUICK PICK

- The player selects the desired **Wager Amount/Number of Plays**.
- The ticket is added to the Shopping Cart.

## Draw Game Ticket Purchase

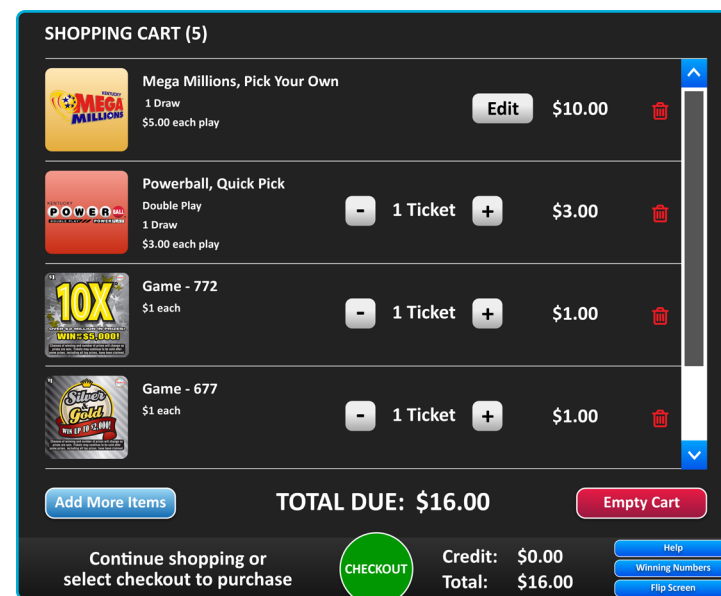
### PICK YOUR OWN NUMBERS

- Touch **Pick Your Own Numbers**. The manual entry screen displays.
- For example, touch **Powerball**, and then touch **Pick Your Own Numbers**. The Powerball manual entry screen displays.
- Select the desired number of **Draws**.
- Select the **Power Play** and **Double Play** option(s), if desired.
- Touch the 5 desired numbers [from 1–69], then select the Powerball number [from 1–26]. Touch **Add a Play** to add an additional set of numbers to the wager. Touch the **Trash Can** to delete a number set.
- Touch **Add to Cart** to add the wager to the Shopping Cart. A confirmation screen displays, asking the player to "Please confirm your selections". Touch **Cancel** or **Add to Cart**.
- The Draw Game ticket(s) are added to the Shopping Cart.

**NOTE:** Draw Game tickets cannot be cancelled on the Game Touch 28. Pick Your Own Numbers excludes Fast Play Games.

## Shopping Cart

- To complete a purchase, players touch **CART** to review their selections.
- The Shopping Cart displays all the Draw Game wagers and Scratch-off tickets the player selected, including the Game Name, the quantity chosen (which can be adjusted right from this screen), the cost of the purchase and an option to delete the line item.



- Players can choose to **Add More Items** or **Empty Cart**.
- To finalize the purchase, the player then selects **CHECKOUT**.
- The Cart Total, Credits, and Total Due display. Players can choose to pay with cash, **Pay with Card or Mobile**, or **Pay with Fun Club Account**.
- Once the payment has processed, the ticket(s) dispense to the Ticket Retrieval area, and a message displays that vending has completed.
- If there are enough credits on the machine to pay for a purchase, the tickets will vend automatically. If there are not enough credits, the vending machine prompts you to add more credits.

## Opening the Door

- Use one of the keys labeled **MD** to unlock the Main Door lock, just above the Play Slip Reader.
- Insert the key and turn it to the right.
- To open the door, lift the lever on the right side of the door up and pull to open.
- An alarm begins sounding as soon as the door is open. To silence the alarm, you must sign-on to the terminal.



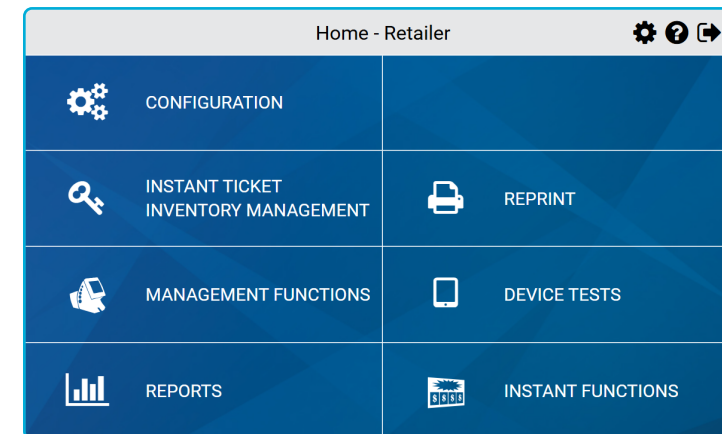
## Retailer Sign On

- Open the main door, and the display prompts you to sign on.
- Using the numeric keypad on the Manager Display, enter the 6-digit User ID and the 4-digit Password.
- Touch **SUBMIT**. After a successful sign on, the Management Functions menu displays.

**NOTE:** If any hardware error exists, the Device Status screen displays after a successful sign on.

## Home Screen

The Game Touch 28 Home Screen is available once you are signed on. This menu provides you with access to various terminal and managerial functions. You may access this menu from any screen by touching the **Home** icon.



## Instant Ticket Inventory Management

### THE SCREEN BELOW IS FOR LOADING AND UNLOADING SCRATCH-OFFS:



**Load Tickets:** Load tickets in the selected bin.

**Unload Tickets:** Clear the bin information for the selected bin.

**Forward Tickets:** Move tickets forward in the selected bin.

**Remove Tickets:** Remove tickets from the selected bin.

**View Mapping:** View bin inventory mapping with screen location.

**Edit Mapping:** Edit the bin inventory mapping with screen location.

**Inventory Report:** View the inventory report.

**Parameters:** View the parameters of all loaded games.

**Bin # Selection:** Select the desired bin.

**Bin X Information:** View game information related to the bin.

## Instant Ticket Inventory Management

### ENSURING RELIABLE TICKET DISPENSING

- To avoid ticket jams, do not load tickets over 10" long into the lowest ticket trays – Bins 25 through 28.
- Tickets that are 8" or longer should be fed under the roller. All other ticket lengths can go over the roller.

### LOAD TICKETS

#### FULL PACK IN AN EMPTY BIN

A **Sold Out** MESSAGE DISPLAYS OVER THE GAME WHEN THERE IS NO LONGER INVENTORY IN THAT BIN.

- Touch **Instant Ticket Inventory Management**.
- Touch the desired **Bin Number**, then touch **Load Tickets**.
- Scan the **barcode** of the first ticket in the pack or manually enter the game, pack, and first ticket **number**.
- Touch **FULL PACK**, and then touch **Submit**.
- A Load Successful message displays. Touch **OK**.

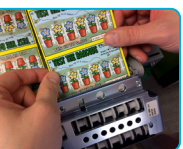
#### PARTIAL PACK OF TICKETS IN AN EMPTY BIN

- Touch **Instant Ticket Inventory Management**.
- Touch the desired **Bin Number**, then touch **Load Tickets**.
- Scan the **First Ticket** in the pack; or enter the **First Ticket** number in the pack using the **keypad**, then touch **SUBMIT**.
- Scan the **Last Ticket** in the pack; or enter the **Last Ticket** number in the pack using the **keypad**, then touch **SUBMIT**.
- A Load Successful Message displays. Touch **OK**.

### LOADING TICKETS INTO A BIN

To load tickets into the bin, open the tray by pushing the green lever toward the bin and pull the tray out. Then:

- Insert the ticket pack into the bin.
- Place tickets over and threw the roller bar. Then guide the tickets edge until it firmly touches the black rubber feed rollers.
- This activates the ticket sensor switch, and the tickets load automatically.



### UNLOAD BIN

- Touch **Instant Ticket Inventory Management**.
- Touch the desired **Bin Number**.
- Touch **Unload Tickets**, then touch **YES** to confirm. Touch **OK**.

**NOTE:** This zeros all of the inventory in that bin and lets you reload it by scanning the first and last tickets in the pack.

### IN CASE OF TICKET JAM

When a ticket jams, an error message displays on the front of the Game Touch 28 screen where the jam has taken place.

- Use the steps discussed above to unload the jammed bin.

**NOTE:** The inventory in this bin will be cleared and need to be re-loaded upon fixing the jam. (See steps for loading a full or partial pack of tickets under the Load Tickets section).

