

Pay

The terminal is always in “Validate” mode. The Pay button is available for those situations where the reader cannot read the bar code and manual entry is required.

- Scan the ticket barcode using the Wireless Scanner; *or*
- Touch **Pay**, then touch the desired Pay option: (**Draw Game Pay** or **Scratch-off Pay**).

DRAW GAME PAY MANUAL ENTRY

- Touch **Draw Game Pay** from the Pay Screen.
- Enter the 19-digit serial number using the **keypad** and touch **Send**.
- If the ticket is a winner, a validation success message displays, and a Validation Receipt prints automatically.
- If the prize is above the your cashing limit but below the redemption limit, a Pay Verification screen displays. Touch **Yes** to pay the prize, and a Validation Receipt prints automatically; or touch **No** to cancel.

NOTE: When attempting to validate a Draw Game ticket that is above your redemption limit, a Claim Message displays. The ticket is validated and branded as ‘Cashed’. Two (2) copies of the Claim Authorization receipt print; an electronic claim record is sent to the KLC system; and validations greater than \$600 are included on the Claims line on terminal Daily Sales and Weekly Sales Reports.

NOTE: If the winning ticket is a multi-draw ticket with remaining draws open, the exchange ticket prints for the remaining draws.

SCRATCH-OFF PAY MANUAL ENTRY

- Touch **Scratch-off Pay** from the Pay Screen.
- Enter Game, Pack and Ticket numbers using the **keypad** and touch **Send**.
- If the ticket is a winner, a validation success message displays, and a Validation Receipt prints automatically.
- If the prize is above the your cashing limit but below the redemption limit, a Pay Verification screen displays. Touch **Yes** to pay the prize,, and a Validation Receipt prints automatically; or touch **No** to cancel.

NOTE: When attempting to validate a Scratch-off ticket that is above your redemption limit, a Claim Message displays. The ticket is validated and branded as ‘Cashed’. Two copies of the Claim Authorization receipt print; an electronic claim record is sent to the KLC system; and validations greater than \$600 are included on the Claims line on the terminal Daily Sales and Weekly Sales Reports.

NOTE: A winning tune shall be played when a winning Scratch-off Ticket is validated at the terminal.

Cancel Draw Game

- Touch **Cancel Draw Game**.
- Scan the ticket using the Wired Scanner, or insert the ticket into the top of the Image Reader. Tickets cannot be manually cancelled.
- A confirmation screen displays and a Cancel receipt prints.

A ticket may only be cancelled:

- Within 60 minutes from being produced or before the draw break, which ever comes first; and at the same store that produced the ticket.

Note: If a player attempts to cash a winning Draw Game ticket that has been cancelled, the retailer is liable for the prize amount.

Note: ONLY Pick 3, Pick 4, and Cash Ball 225 tickets can be cancelled. Cash Ball 225 with EZ Match cannot be cancelled.

Redeem Coupon

- Scan the coupon barcode using the Wireless Scanner; *or*, touch **Redeem Coupon**, then touch the desired option: (**Printed/Mobile Coupon** or **Terminal Coupon**).
- Enter the serial number using the **keypad**. Touch **Send**.

Play It Again

- Use to reproduce Draw Game tickets with the same wager options/numbers.
- Touch the **Play It Again**.
 - Scan the ticket barcode using the Wireless Scanner, insert the ticket into the Image Reader, or enter the serial number manually using the **keypad**.
 - Ticket(s) print automatically.
 - You may reproduce another ticket; or touch **Total** to total out your customer.

NOTE: When selecting Play It Again for Pick 3 or Pick 4 you must choose the draw option for the new wager (Next/Mid/Eve/Both).

Selling Draw Games

GAME SCREEN TABS

Use the Game Tabs located at the top of each game options screen to easily navigate between Draw Games.



QUICK PICK METHOD

Select one of the Draw Games Quick Pick [QP] buttons from the Home Screen. The system randomly selects numbers according to the individual game rules for the desired amount of Quick Picks selected by the customer.

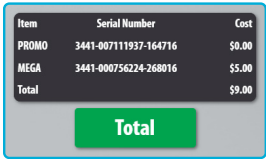
- For example, select **Powerball \$2 QP**.



- A confirmation screen displays. Select **Powerball Only**, **Power Play**, **Double Play**, or **Double + Power Play**.
- A confirmation screen displays. Touch **Yes** to purchase, or touch **No** to cancel.
- The screen shows the wager at the bottom of the screen.
- Touch the **Total** button to total out your customer.

TOTAL SCREEN

As transactions are being made for the current customer they are displayed in the mini sales display on the bottom–right of each screen.



- Touch **Total** after completing each customer transaction.
- The Total Screen displays showing the Total for the transactions.
- A negative sign indicates an amount owed to the customer.
- A positive amount indicates an amount owed to the retailer.
- Enter the cash amount received from the customer using the keypad.
- Touch **Total** to total out the transaction.
- Touch **Print** to print a receipt for the transaction.
- Touch **Clear** to clear the transaction and return to the Home Screen to begin the next customer’s transaction.

MANUAL ENTRY EXAMPLE: POWERBALL

- Touch **Powerball**.
- Touch the number of **Plays** [1–10].
- Touch the number of **Draws** [1–6, 9, 12, 15].
- Touch the number of **Tickets** [1–7], or touch **Other** to select from [1–25].
- Touch the desired **Power Play** option [No or Yes].
- Touch the desired **Double Play** option [No or Yes].
- Touch **Choose Numbers** to manually enter 5 numbers [out of 69] in the top portion of the screen. Then select the Powerball number in the bottom portion of the screen; or touch **Quick Pick** to allow the system to randomly choose the numbers. Touch **Send**.
- If the Power Play option is not selected, a screen displays asking if you would like to add this option. Touch **Yes** if you would like to add Power Play; otherwise touch **No**.
- Ticket(s) print automatically.

Paper Loading

- First, pull the silver latch on the Printer Cover up and pull up to open the Printer.
- Next, remove the used paper roll.
- Detach the piece of tape on the new roll that holds the end of the paper the roll then place the new roll into the Printer. It is important that the paper feeds from the bottom toward you.
- Because this is a new roll, leave about 12 to 18 inches hanging out and close the cover gently and completely.
- If the Printer is powered on, the paper will automatically advance and be cut.
- Next, run the Printer Test to ensure print quality. From the Home Screen, touch **Services**, then **Printer Test**. test ticket prints if the printer is loaded properly.



Printer Jams

- Open the Printer cover and leave the roll in place.
- Clear any debris from the rollers to clear the jam.
- Pull the Printer paper out and close the Printer cover. The paper will advance and be cut.
- Return to the **Services** menu and run a **Printer Test**.



Clearing Reader Jams



- Grasp the bottom of the touchscreen and lift to access the reader door.
- Grasp the top of the reader door and pull open.
- Carefully remove the jammed play slip.
- Gently close the reader door.
- Gently push the touchscreen down to your optimal viewing level.
- Touch **Services**, then touch **Image Reader Test**.

NOTE: Scratch-offs should never come into contact with this area of the terminal. Latex from the tickets will gum up on the reader and cause failure!

Cleaning the Reader

- Grasp the bottom of the touchscreen and lift to access the reader door.
- Grasp the top of the reader door and pull open.
- Spray 90% rubbing alcohol on a soft, dry, lint–free cloth and gently wipe the inside of the reader. **NOTE:** DO NOT spray cleaner directly onto the terminal.
- Gently close the reader door.
- Gently push the touchscreen down to your optimal viewing level.
- Touch **Services**, then touch **Image Reader Test**.



Cleaning Instructions

To clean the Retailer Pro S2 terminal and peripherals, spray non–ammonia window cleaner on a soft, dry, lint–free cloth and gently wipe the external terminal components clean.

NOTE: DO NOT spray the cleaner directly onto the touchscreen.



Retailer Pro S2

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

Scan the QR Code below to login to Learning Wizard:



Sign On

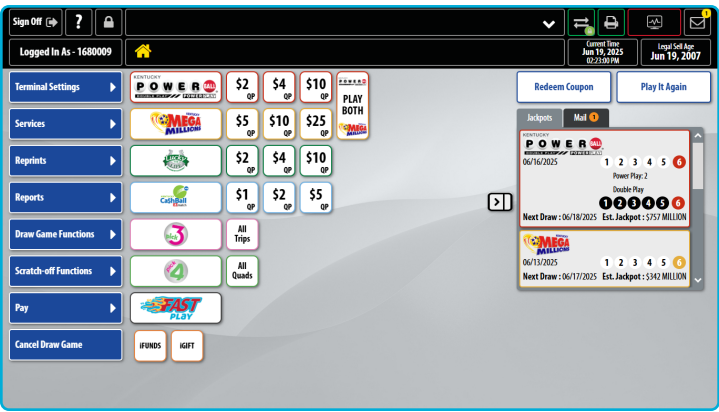
- On the Sign On Screen, enter your 4–digit Pass Number using the **keypad**; then, touch **Send**. The Home Screen displays.
- If there is a news or mail message, it displays automatically. Touch **Print** to print the message, or touch **Ok** to go to the Home Screen.

Sign Off

- Touch **Sign Off** and a confirmation screen displays.
- Touch **YES** to log out or touch **NO** to cancel and return to the Home Screen.
- The status bar displays the message, “Logged Out Successfully”.

NOTE: You are not allowed to sign off if there is a wager still in process. An error message displays. Touch **Ok** to process the wager.

Home Screen



Play Slips and Tickets

Insert Play Slips or Draw Game Tickets, one at a time, vertically or horizontally into the Image Reader with the marked side facing the front. **DO NOT** insert Scratch-offs into the Image Reader.

To cash Scratch-offs, scan barcodes using the Wireless Scanner. A white light emits from the bottom of the scanner. If the scanner is not in presentation mode you must press the **green illuminated button** to scan.



Breadcrumb Navigation

Use the “Breadcrumbs” located near the top, center of the screen to easily navigate between screens. Simply touch the **Home** icon or the screen name to return to a previous screen.

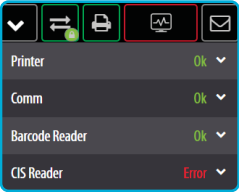
Example: In the example below, the breadcrumbs displayed are for the Mail screen. Touch **Services** to return to the Services menu, or touch **Home** to return to the Home Screen.



Device Statuses

When there is an Error with a device or peripheral, the Device Status button displays in **red**.

- Touch **Device Statuses** to see the drop-down with the status for each of the following: Printer, Comm, Barcode Reader, and CIS Reader.



Help

- Touch **Help** from any screen. A Help pop-up screen displays information related to your current screen.
- Touch **Print** to print the help information, or touch **OK** to return to your current screen.



Pause/Lock

- Touch **Pause** to put the terminal into a paused/locked mode.
- Enter your 4-digit Pass Number to unlock the terminal.
- Touch **Send**.

NOTE: If the password is entered incorrectly three (3) times, you will be required to sign on again to the terminal.

Terminal Settings

- Touch **Terminal Settings**.
- The terminal Settings screen displays.
- Select the desired option.

Volume Control: Touch **Plus [+]** or **Minus [-]** buttons to change the terminal volume.

Brightness Control: Touch **Plus [+]** or **Minus [-]** buttons to change the terminal screen brightness.

FST Sign On: Allows the FST to sign on to the terminal.

Services

- Touch **Services**.
- The Services menu displays.
- Select the desired option.

Mail: Use to view/print mail messages sent by the Lottery to selected terminals. Messages can be prioritized as URGENT. The Mail icon and the Home Screen Mail tab indicates a new message(s) until it is read.

News: Use to retrieve News messages sent by the Lottery. News messages can be printed by touching **Print**.

Video Help: Use to view short videos on the CIS Reader, Printer, and Wireless Barcode Reader.

Transaction History: Use to confirm the number of transactions in the transaction history.

Terminal Reset: Allows the retailer to reset the terminal.

Version Info: Displays version of the software and firmware on the terminal.

Terminal Info: Displays terminal information.

Temperature Monitor: Displays temperature of the terminal.

Intrusion Detection: The terminal detects the sliding of the CPU from the secured position. The maximum number of events logged is 100 and the oldest event is overwritten by the newest event.

Comm Log: Displays the Communications log.

External Barcode Reader Test: Allows the retailer to test the Barcode Reader.

Image Reader Test: Allows the retailer to test the Image Reader.

Printer Test: Allows the retailer to test the printer.

IP Test: Allows the retailer to test the IP.

Boot Events: Allows the retailer to view the following information for listed Boot Events: Task, Status, and Info.

WinCheck Test: Allows the retailer to test the WinCheck.

Reprints

Reprints should only be used for in-store purposes and are not for distribution to customers. *Last Online Transaction* reprints are not valid tickets, will not contain a barcode, and are clearly labeled “REPRINT NOT FOR SALE”.

- Touch **Reprints**.
- Touch the desired option, and the reprint prints automatically.

Last Online Transaction: Prints a receipt for the last game play processed by the terminal.

Last Wager: Prints a receipt for the most recent wager of any type that was processed by the terminal.

Last Draw Game Pay: Prints a receipt for most recent Draw Game validation.

Last Scratch-off Pay: Prints a receipt for most recent Scratch-off validation.

Last Cancel: Prints a receipt for the most recent cancellation.

Last 9 Scratch-off Transactions: Prints the 9 most recent Instant transactions that were processed by the terminal.

Reports

Reports from the Retailer Pro S2 include:

- REPORTS**
 - Billing Reports
 - Scratch-off Reports
 - Draw Game Reports
 - Promotions Reports
 - Vending Reports
 - High Tier Claim Receipt
- SPECIAL REPORTS**
 - Top 25
 - Packs on Hand
 - Unbilled Packs
 - Ending Game Reports
 - Top Prizes Remaining
 - Instants Issued
 - Retailers Return Receipt

- Touch **Reports**.
- The Reports menu displays. Select the desired Report option.
- Select/Enter the requested information as prompted.
- The report displays. Use the **Scroll Bar** to view the whole report if necessary.
- If desired, touch **Print** to print a copy of the report. You may select the number of copies of the report to print, up to a maximum of 25. Use the **Breadcrumbs** to return to the previous reports screen; or touch **Home** to return to the Home Screen.

Draw Game Functions

- Touch **Draw Game Functions**.
- The Draw Game Functions menu displays.
- Select the desired option.

VALIDATE TICKET

- Touch **Validate Ticket** to go to the Draw Game Pay screen. You can also access this screen by touching **Pay>Draw Game Pay**. See the *Pay* section for more details.

CANCEL TICKET

- Touch **Cancel Ticket** to go to the Cancel screen. You can also access this screen by touching **Cancel Draw Game**. See the *Cancel Draw Game* section for more details.

PLAY IT AGAIN

- Touch **Play It Again** to go to the Play It Again screen. You can also access this screen by touching **Play It Again** from the Home Screen. See the *Play It Again* section for more details.

REDEEM COUPON

- Touch **Redeem Coupon** to go to the Redeem Coupon screen. You can also access this screen by touching **Redeem Coupon** from the Home Screen. See the *Redeem Coupon* section for more details.

CURRENT JACKPOTS

All Jackpots: Touch **All Jackpots** to view the current jackpot report for all Draw Games with a Jackpot prize.

Current Jackpot for...: Touch **Current Jackpot for...** to view the current jackpot report for a selected game (Powerball and Mega Millions).

WINNING NUMBERS

- Select a Winning Numbers report option (All Winning, Weekly, or a specific Draw Game). For Lotto and Daily Games, select the desired draw date, or touch **Send** for the current date. For quick draw games (Keno, CASH POP), select a draw number to view winning numbers for a specific draw. You may select the number of copies of the Winning Numbers report to print, up to a maximum of 25.

iFUNDS and iGIFT

iFUNDS is the Top-Up option for an existing Player Card. Scan the card to Top-Up the player's iLottery account. Scan a Top-Up receipt in order to cancel a Top-Up transaction.

iGIFT is for the purchase of a Cash Voucher, to add cash to an iLottery wallet. Scan an iGIFT receipt in order to cancel an iGIFT transaction.

NOTE: Funds are associated with a player account when redeemed online.

Scratch-off Functions

- Touch **Scratch-off Functions**.
- The Scratch-off Functions menu displays. Select the desired option.

CONFIRM ORDER

- Touch **Scratch-off Functions**, then touch **Confirm Order**.
- Scan the barcode from the Shipping Label using the Wireless Scanner; or use the **keypad** to manually enter the last 10-digits of the number indicated below the Delivery Confirmation Barcode, then touch **Send**.
- A confirmation screen displays when confirmed orders are successful.

ACTIVATE PACK

- Touch **Scratch-off Functions**, then touch **Activate Pack**.
- Scan the pack barcode using the Wireless Scanner; or use the keypad to manually enter the Game and Pack Numbers and touch **Send**.
- The pack information is communicated to the host and is activated.
- A confirmation screen displays the pack results.
- Touch **Activate More** to activate more packs, or touch **Ok** to return to the Home Screen. An Activated Pack receipt prints automatically.

LVM MENU

- Touch LVM Menu, then select the desired LVM Device, if applicable.
- The LVM Menu for that device displays.
- Select the desired option (Status, Inventory, Sales, Security/Events, Statistics, Cash Log, and Shift Report).

ENABLE/DISABLE VENDING

- Enables or disables an LVM connected to the terminal.

VALIDATE TICKET:

- Touch **Validate Ticket** to go to the Scratch-off Pay screen. You can also access this screen by touching **Pay>Scratch-off Pay**. See the *Pay* section for more details.

RETAILER RETURNS

Allows you to initiate returns of Scratch-off ticket inventory, for both Full and Partial pack returns.

Full Pack

- Touch **Full** on the Retailer Returns Screen.
- Scan the barcode or enter the number manually using the **keypad**.
- Touch **Send**.

Partial Pack

- Touch **Partial** on the Retailer Returns Screen.
- Scan the barcode or enter the number manually using the **keypad**.
- For Partial, you must also enter the First and Last Ticket numbers.

TSM SIGN ON

- Used by Territory Sales Manager (TSM) to sign on to the terminal.