LOTTERY EQUIPMENT GUIDE

Resource Manual for Lottery Retailers

May 2024

The focus of this document is to provide retailers the tools needed to feel proficient operating and caring for the Lottery equipment.

Lottery Equipment Guide

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LOTTERY TERMINAL

BCLC has two types of Lottery Terminals: Lottery Terminal and Compact Lottery Terminal. Lottery Terminals are designed to enhance retailer efficiency with their user-friendly interfaces and quick transaction processing, to reduce customer wait times and improve service quality.

Lottery Terminal: Installed in Retail, Retail Stores Group, and some high-volume Hospitality locations.

Compact Lottery Terminal: Provides all the features of the Lottery Terminal in a compact design, ideal for locations with limited space.

Adjustable 38cm wide touchscreen.
Lift edge of screen to adjust view angle up or down.
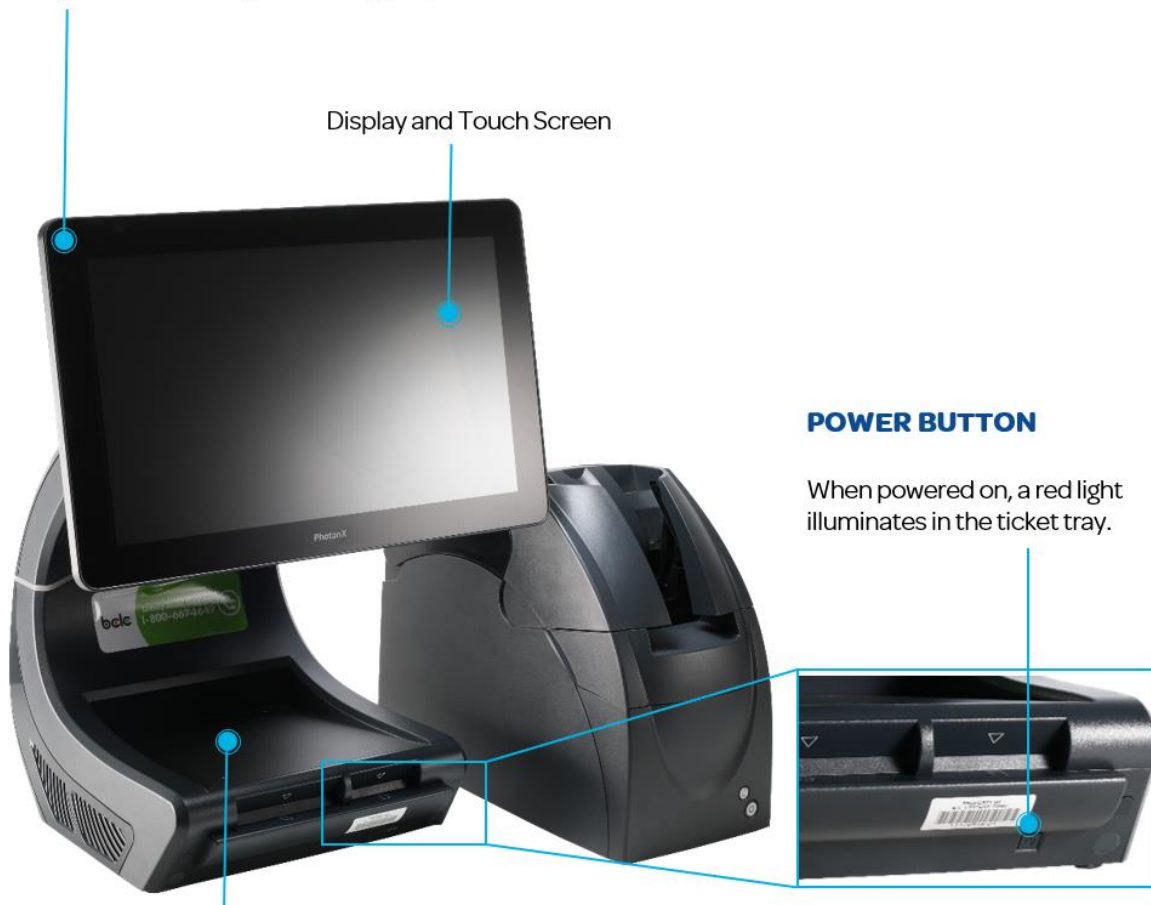
Display and Touch Screen

POWER BUTTON

When powered on, a red light illuminates in the ticket tray.

TICKET TRAY

Place Selection Slips, Lottery tickets or Scratch & Win tickets in the ticket tray for the camera to read.

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LOTTERY TERMINAL (BACK)

Lottery Terminal
power to wall
(underside)

Power to printer
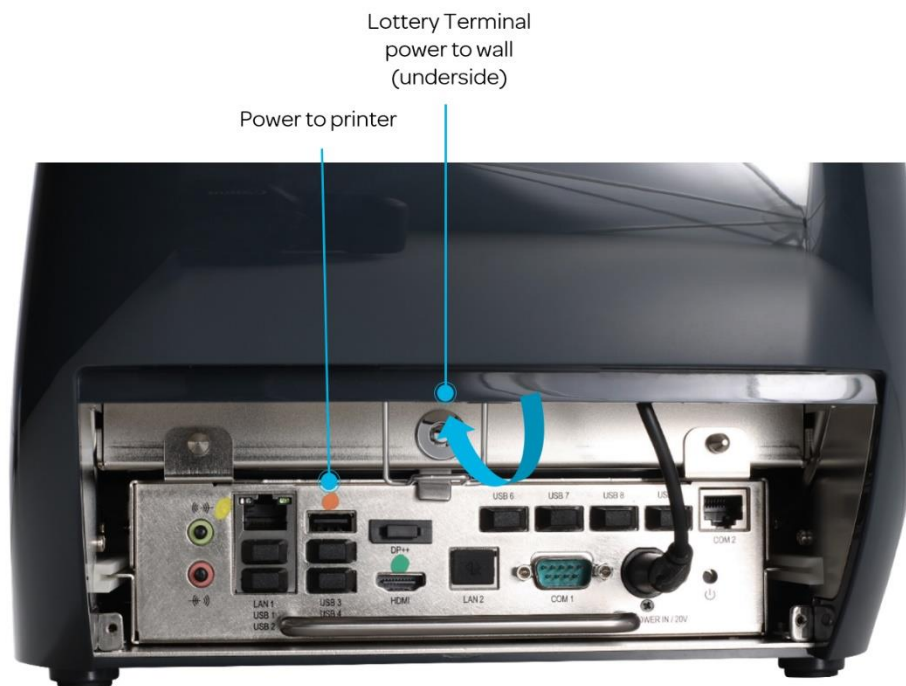
DO NOT UNPLUG!

Always keep the terminal plugged into power. The central system sends important updates to the terminal even when it's not in use.

Only unplug the terminal if instructed by Lottery Retail Support.

LOTTERY TERMINAL PRINTER

The Lottery Terminal Printer is connected to the Lottery Terminal, and uses specialized Lotto Paper to print Online Tickets, validation slips, sales reports, terminal messages, and winning numbers.

Opens printer door

POWER BUTTON

When powered on and green, it means paper is loaded correctly.

If red, open the printer door and confirm you've loaded the Lotto Paper as instructed and securely shut the printer door.

PAPER FEED BUTTON

After loading paper, always press this button before printing to ensure Lotto Paper feeds through correctly.

Power from Lottery Terminal

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LOTTO PAPER

Lotto Paper is used in the Lottery Terminal Printer and Self-Serve Terminal.

- Store boxes in a cool, dry place.

- Lotto Paper is sensitive to light and heat. Keep paper in the plastic bag and box until you are ready to load it into the printer. Avoid placing it near heat sources.

LOW PAPER WARNING

Replace the paper roll immediately when the Lottery Terminal displays a pop-up message indicating that Lotto Paper will run out soon.

Load paper with colour bar on right

bclc   lotto!

COMPACT LOTTERY TERMINAL

The Compact Lottery Terminal features a compact design with a built-in printer, making it ideal for locations with limited space, such as most Hospitality locations. It provides all the functionalities of a full-size Lottery Terminal and is designed to optimize retailer efficiency. With its user-friendly interface and rapid transaction processing, it reduces customer wait times and enhances service quality.

POWER BUTTON (BACK)

Power button is located at the back of the monitor. When powered on, a red light illuminates in the Ticket Tray.

Adjustable 26cm wide touchscreen. Lift edge of screen to adjust view angle up or down.

PRINTER BUTTON

Press this button to release the Printer door.

TICKET TRAY

Place Selection Slips, Lottery tickets or Scratch & Win tickets in the ticket tray for the camera to read.

PAPER FEED BUTTON

After loading paper, always press this button before printing to ensure Lotto Paper feeds through correctly.
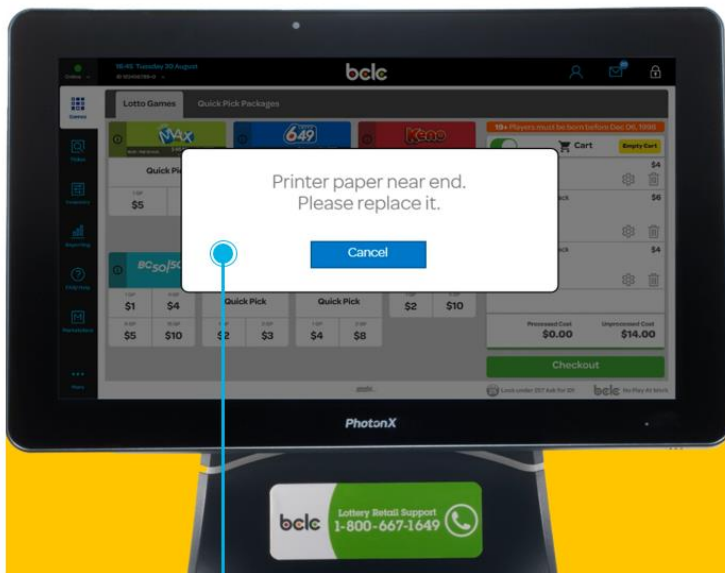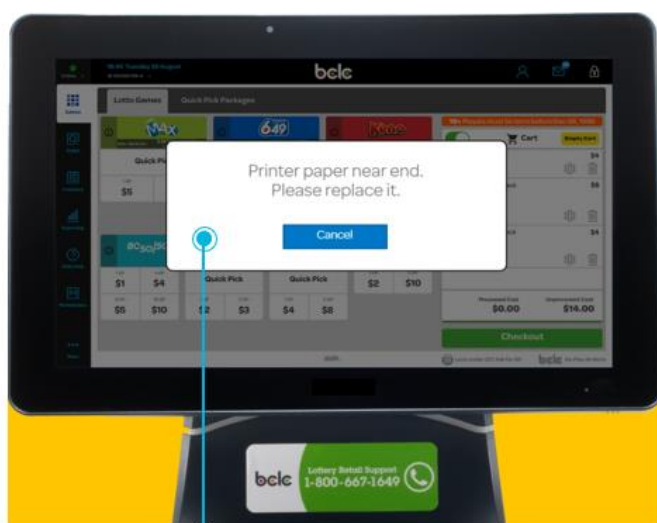
Lottery Equipment Guide

COMPACT LOTTERY TERMINAL – LOTTO PAPER

The Lotto Paper for the Compact Lottery Terminal is a smaller roll of paper than the roll for the Self-Serve Terminal or full-size Lottery Terminal. When ordering, be sure to order the correct paper size for your Compact Lottery Terminal.

- Store boxes in a cool, dry place.

- Lotto Paper is sensitive to light and heat. Keep the paper in the plastic bag and box until you are ready to load it into the printer. Avoid placing it near heat sources.
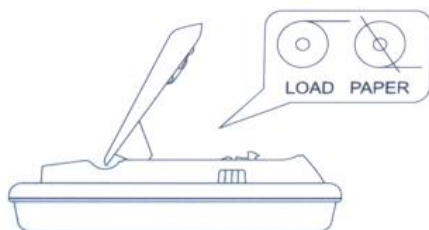

CARDBOARD CORE

LOW PAPER WARNING

Replace the paper roll immediately when the Lottery Terminal displays a pop-up message indicating that Lotto Paper will run out soon.

LOAD PAPER

Load paper with colour bar on the left.

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lotto!

LOTTO SCANNER

The Lotto Scanner is connected to the Lottery Terminal or Compact Lottery Terminal. The Lotto Scanner provides fast and efficient scanning for many functions such as:

- 19+ Age Verification

- Validating/Cancelling Online Tickets

- Scanning Scratch & Win Order Packing Slips

- Scanning PROLINE Sports Bet Slip QR Codes

- Selling Scratch & Win Tickets

- Validating/Cancelling Scratch & Win Tickets

SCRATCH & WIN RETAILERS

Scanners will be provided to all retailers who sell Scratch & Win.

No information is stored from I.D. scanning

bclc   19+

Lens scans in varying light conditions

19+ AGE VERIFICATION

The Lotto Scanner supports Age Verification by scanning the following types of ID:

- BC ID
- BC Services Card
- BC Driver's License

- Combined BC Services & Driver's License
- Out of province identification and passports not supported at this time

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TICKET CHECKER

The Ticket Checker is used to validate Online and Scratch & Win tickets. The Ticket Checker is equipped with built-in speakers that emit sounds when a ticket is validated.

POWER BUTTON (BACK)

Power button at the back of the Ticket Checker. When powered on, a red light illuminates the ticket reading surface.

Large 18cm adjustable touchscreen makes it easy for players to read results.

TICKET READING SURFACE

Can be either wall-mounted or placed on a counter.

Place ticket here with barcode facing up to validate.

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SELF-SERVE TERMINAL (SST)

The Self-Serve Terminal (SST) is installed at most Hospitality Network locations, providing a convenient way for players to purchase lottery products without needing to interact with a retail employee. These terminals function like vending machines, offering physical Lottery tickets. The SST accepts mixed payment methods (ie. cash, credit or debit can be used in one transaction).

Marketing display provides marketing and promotional information to players.

TOUCH SCREEN DISPLAY

High-definition touchscreen display ergonomically designed for accessibility and easy to use for players to purchase and validate Lottery products.

PAYMENT CARD TERMINAL

Players have the option to pay with Debit or Credit Cards.

Player's access point for returned coins.

TICKET/VOUCHER SCANNER & PRINTER

Place ticket or voucher in the scanner to validate.
Printer below prints out tickets or vouchers.

BILL & COIN ACCEPTOR

Bill Acceptor takes $5 - $100 bills Canadian bills.
Coin Acceptor only takes 25¢, $1 and $2 Canadian coins.

No change is provided.
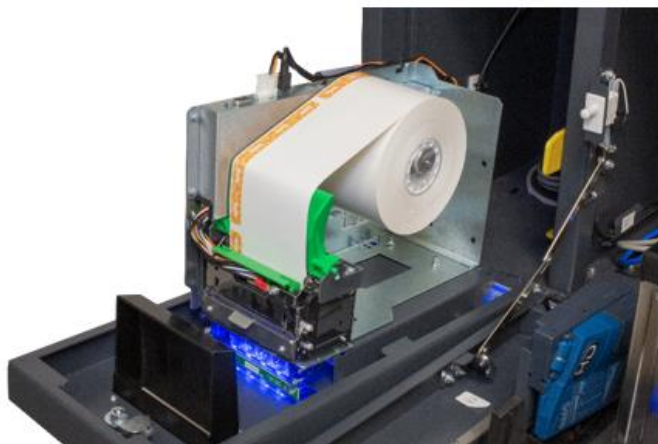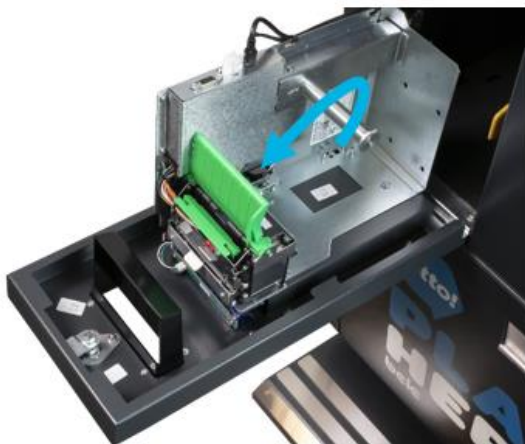
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SELF-SERVE TERMINAL (SST) – LOTTO PAPER

Lotto Paper is used in the Lottery Terminal Printer and Self-Serve Terminal.

- Store boxes in a cool, dry place.

- Lotto Paper is sensitive to light and heat. Keep the paper in the plastic bag and box until you are ready to load it into the printer. Avoid placing it near heat sources.

HOW TO LOAD LOTTO PAPER

1. Place paper roll on metal spindle.

2. Feed the paper edge between the two green panels until the printer detects it.

3. The printer will automatically pull the paper and cut a section of it.

4. The printer is ready for use.

LOW PAPER WARNING

Replace the paper roll immediately when the SST displays a pop-up message indicating that Lotto Paper will run out soon.

Retailer intervention required
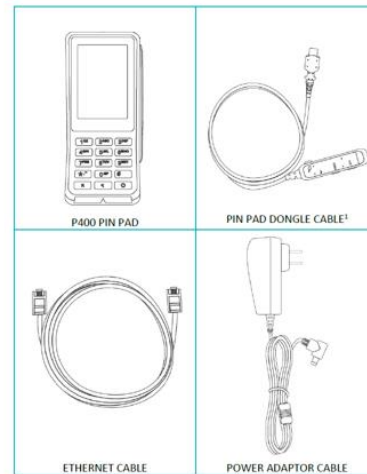
Printer: Paper Low

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SELF-SERVE TERMINAL (SST) – PAYMENT CARD TERMINAL

This payment card terminal (Moneris P400 PIN Pad) is only used at Hospitality locations, and is paired to the Self-Serve Terminal to process debit and credit card transactions.

Moneris P400
PIN Pad for SST

P400 PIN PAD   PIN PAD DONGLE CABLE[1]

ETHERNET CABLE   POWER ADAPTOR CABLE

Moneris P400 PIN Pad Parts

RSG ONLY – PAYMENT CARD TERMINAL

This payment card terminal (Moneris V400c) is only used at Retail Stores Group locations to process debit and credit card transactions.

Moneris V400c
Payment Terminal
for RSG only

Moneris V400c Payment Terminal
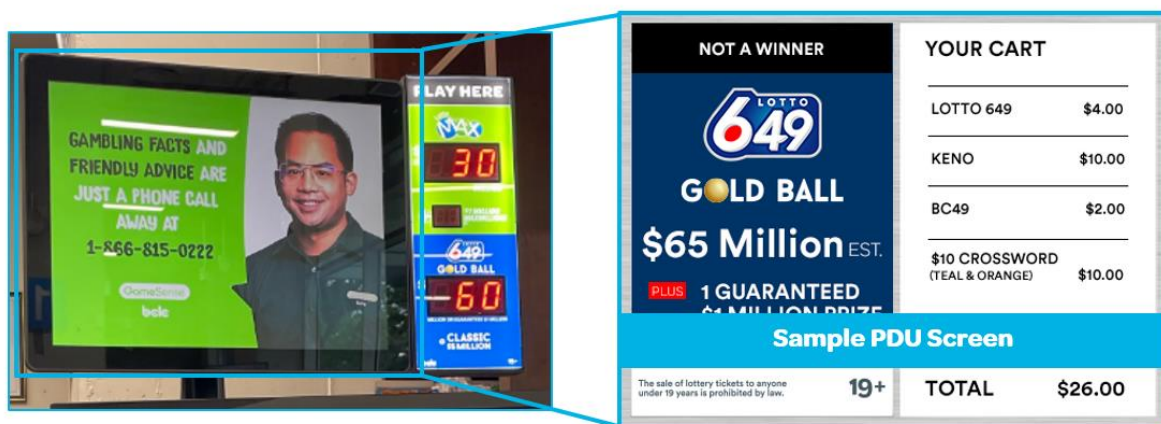with multi-port box and power cable

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PLAYER DISPLAY UNIT (PDU)

The Player Display Unit (PDU) is a screen positioned at the point of purchase, facing the player. It provides visual confirmation of what was processed on the Lottery Terminal, such as displaying the Cart during Online Ticket purchase and ticket validation results.

If the ticket is a winner, a winning jingle will play. The PDU also displays player-facing marketing and promotional content aimed at driving sales.

Sample PDU Screen

! The PDU must always face the Player

PLAYER DISPLAY UNIT (PDU) BACK

HDMI   Power

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DIGITAL SIGNAGE

Digital Signs are screens facing the player, but unlike the Player Display Unit, they are not typically positioned at the point of purchase. Therefore, the content and messaging are focused on player awareness rather than driving sales.

BETA BRITE

The Beta Brite displays the draw numbers for the active Keno game.

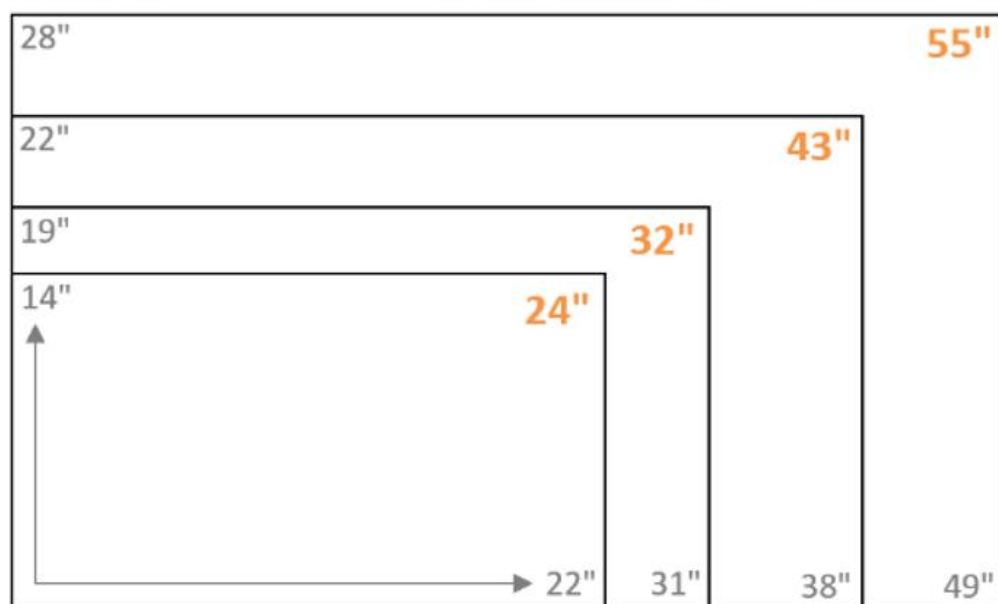

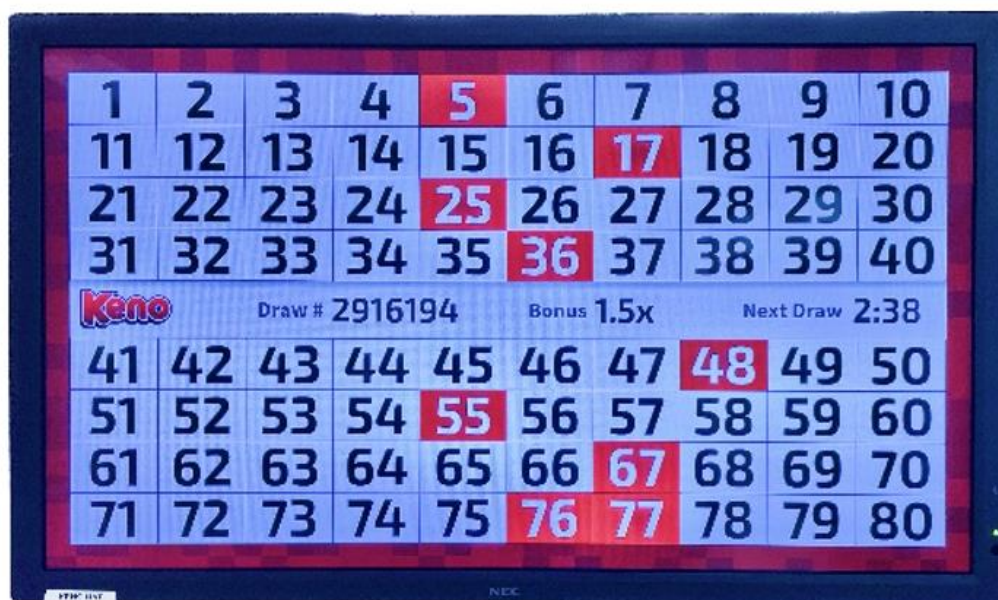Beta Brite LED Sign without cover

Beta Brite LED Sign with cover

KENO DISPLAY

Keno Displays are screens that displays the live Keno Show and comes in 4 sizes
(24", 32", 43", and 55" Display Dimensions).

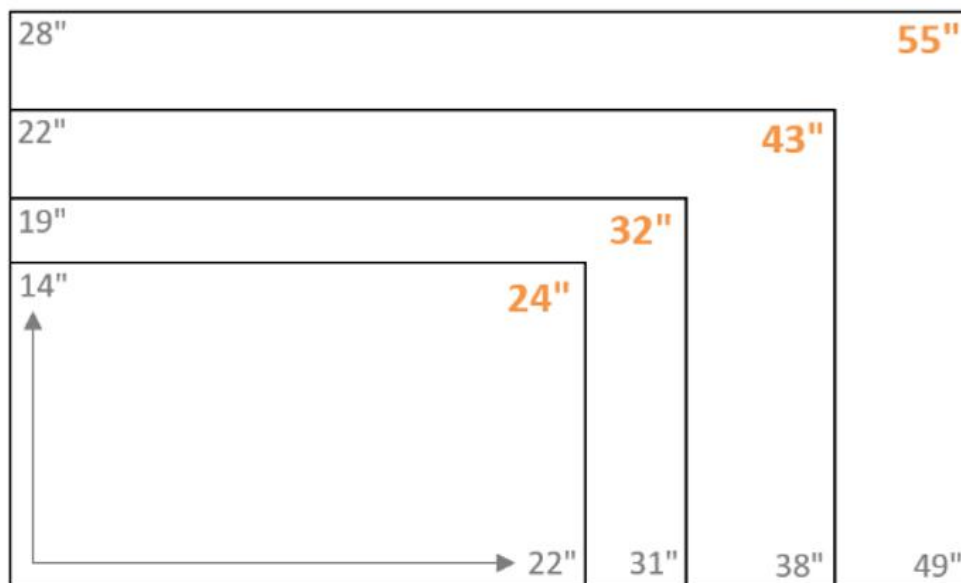24", 32", 43", and 55" Display Dimensions

PHEP DISPLAY

Pacific Hold' Em Poker Display (PHEP Display) screens display the live PHEP Show and comes in 4 sizes (24", 32", 43", and 55" Display Dimensions).

24", 32", 43", and 55" Display Dimensions

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HANGING DIGITAL JACKPOT SIGN

The Digital Hanging Jackpot Sign wirelessly connects to the Transceiver and automatically updates the Lotto Max and Lotto 6/49 jackpot amounts. These signs are installed inside the building, positioned against a window so that the display faces outward.

Transceiver

IN-LANE DIGITAL JACKPOT SIGN

In-lane Digital Jackpot Signs are installed at every cashier lane that sells Lotto Express, and automatically updates Lotto Max and Lotto 6/49 jackpot amounts.

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LOTTO EXPRESS TERMINAL (LXT)

Lotto Express Terminals are installed at every cashier lane that sells Lotto Express. A Purchase Slip or Lotto Menu barcode must be scanned to purchase. This terminal only prints Quick Pick Lottery tickets or packs (Online Games).

**POWER BUTTON &
PRINTER RESET BUTTON**

PAPER ROLL COVER LEVER

Opens the print cover to replace paper rolls

Purchase Slips
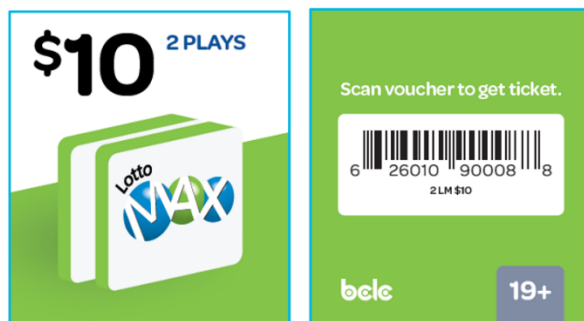
Front   Back

Lotto Menu

LOTTO EXPRESS PAPER ROLLS

The Lotto Express Paper Rolls are only used in Lotto Express Terminals. When ordering, be sure to order the correct paper size for your Lotto Express Terminal.

- Store boxes in a cool, dry place.

- Lotto Paper is sensitive to light and heat. Keep the paper in the plastic bag and box until you are ready to load it into the printer. Avoid placing it near heat sources.

PLASTIC CORE

Load paper with colour margin on left.

1-800-667-1649
Text or Call Lottery Retail Support

706030

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PULL TAB VENDING MACHINE (PTVM)

Pull Tab Vending Machines (PTVM) dispense Pull Tab tickets, allowing players to purchase them directly using cash. PTVMs are available at select Hospitality locations.

There are two (2) models of PTVMs in use. Most HN locations are equipped with the QD-2000 model. The Maxim 4200 represents the next generation of PTVMs.

QD-2000 PTVM

12 Columns

Each column holds Pull Tab Tickets

BILL & COIN ACCEPTOR

Bill Acceptor takes $5, $10, and $20 bills.
Coin Acceptor only takes 25¢, $1 and $2 Canadian coins.

No change is provided.

Maxim 4200 PTVM

6 Columns

Each column holds up to 800 Pull Tab Tickets

BILL & COIN ACCEPTOR

Bill Acceptor takes $5, $10, and $20 bills.
Coin Acceptor only takes 25¢, $1 and $2 Canadian coins.

No change is provided.

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CLEANING GUIDELINES

To clean all Lottery equipment (Lottery Terminal, Printer, Compact Lottery Terminal, Self-Serve Terminal, Lotto Scanner and Ticket Checker), use a microfiber cloth dampened slightly with water.

- Ensure terminal is in Lock mode or Logged off when cleaning.

- Ensure all Tickets in the cart have been printed or cleared.

- To prevent any surface damage, use only gentle pressure.

Cleaning DO's

DO use a microfiber cleaning cloth

DO spray the soap and water onto the microfibre cloth and then wipe the surface to be cleaned

DO clean with a microfibre cloth that is damp, but not soaked

Cleaning DON'Ts

DO NOT spray cleanser or water directly onto Terminal

DO NOT use abrasive cleaners or materials (alcohol, chemicals, scrub brush)

DO NOT soak the electronic equipment with water

DO NOT USE ALCOHOL WIPES

DO NOT use alcohol wipes on touchscreen surfaces, printers, lenses, image sensors or any part of the Lottery equipment.

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CLEANING GUIDELINES

PLASTIC SURFACES
- All plastic surfaces should only be cleaned with a mild soap or gentle dish detergent and lukewarm water using a microfibre cloth.

- <u>Do not</u> use a dry cloth on plastic surfaces as it will rub the dirt and dust into the plastic surface, creating scratches and permanent damage.

- <u>Do not</u> clean plastic when it's exposed to direct sunlight or high temperatures.

TOUCHSCREEN
- <u>Do not</u> spray liquid directly on the screen. Spray soap and water onto a microfiber cloth, then wipe the screen.

CAMERA AND SENSORS
- Gently wipe the camera and sensor glass with a microfiber cloth.

NEED MORE SUPPLIES?

Please contact your Lottery Inside Sales Representative at your next call to replenish inventory of cleaning spray bottles and microfiber cloths.