

# Digital Jackpot Sign – Lotto 6/49 Gold Ball Jackpot September 11 – 23, 2022



 4 MIN READ, 4 PAGES



## Content Summary

- Locations with a Digital Hanging Jackpot and Digital In-Lane Jackpot Sign
- Questions & Answers section



Digital Hanging Jackpot Sign



Digital In-Lane Jackpot Sign



Contact your **Territory Manager** or  
**Lottery Hotline: 1-800-667-1649**



# Locations with a Digital Jackpot Sign

## Lotto 6/49 Gold Ball Jackpot Update



### Details:

The NEW Lotto 6/49 launches September 11, 2022. The Digital Hanging Jackpot Signs and Digital In-Lane Jackpot signs will have updated messaging to communicate the \$5 Million Classic Jackpot and growing Gold Ball Jackpot.

At draw break on September 10<sup>th</sup> at 7:30 pm, **ALL** Lotto 6/49 Digital Jackpot sign feeds will turn off until signs have been serviced for update starting September 11<sup>th</sup> and no later than September 23<sup>rd</sup>.

BCLC has contracted LVI Technicians and MCA merchandisers to remove previously installed decals on the Lotto 6/49 portion of Digital Jackpot signs.



### Site Visit Work:

1. Remove the Lotto 6/49 jackpot details decal from Digital Jackpot Signs.
2. Install additional approved Lotto 6/49 marketing POS ***\*Select Locations only\****
3. Take Photos of updated sign for future reference.
4. Work will be completed within 60 minutes

**NOTE:** Jackpot Feed may take up to 72 hours to be turned on



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# Digital Jackpot Sign – Lotto 6/49 Gold Ball Jackpot

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## Questions & Answers

### Why is BCLC updating the Digital Jackpot Signs?

The NEW Lotto 6/49 launches September 11<sup>th</sup> with two Jackpots available to be won, the \$5 Million Classic Jackpot every draw, and the growing Gold Ball Jackpot. This change requires signs to be updated to accurately reflect what players can win. BCLC has already updated most Digital Jackpot signs and covered those signs with a decal, this update is to remove that decal.

### Who is coming to update the Digital Jackpot Signs?

If your location has a **Digital Hanging Jackpot Sign** on site, LVI will come to update your Digital Hanging Jackpot Sign and any Digital In-Lane or Digital Pump Topper Signs also at your site.

If your location has **only Digital In-lane Jackpot Sign(s)** on site (no Digital Hanging Jackpot Sign), MCA or LVI will come to update your Digital In-lane sign.

### The NEW Lotto 6/49 Game has launched and the decal is still on my Digital Jackpot Sign. Should I remove it?

BCLC has contacted LVI and MCA to remove the Digital Jackpot sign decals. After removing decals, LVI and MCA will then report to BCLC to turn the jackpot signs on remotely. This process may take up to 72 hours before the jackpots are turned on. Removing decals before they visit may delay having your jackpot feed turned on.

### The decal was removed from my Digital In-lane Jackpot sign but it is not showing a jackpot?

It may take up to 72 hours for Digital Jackpot signs to be turned on after LVI or MCA visit as it is a multi-step reporting process to turn on the jackpot feed. If it has been more than 5 business days since the site visit and your Digital Jackpot sign is still not showing a jackpot amount, please contact **Lottery Retail Support (Hotline) 1-800-667-1649**



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# Digital Jackpot Sign – Lotto 6/49 Gold Ball Jackpot

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## Questions & Answers

### My Digital Jackpot Signs don't have a decal on them, what decal is this about?

BCLC previously communicated a Digital Jackpot Sign Update, details are available on [Retailer Hub](#). Most of these installs have been completed, if your store has not been visited you will be contacted soon.

If your sign had a decal and it has come off and is showing the Gold Ball Jackpot message, please contact Lottery Retail support (Hotline ) 1-800-667-1649 and a new decal can be applied until the NEW Lotto 6/49 game launch.

### The NEW Lotto 6/49 Game has launched and no one has come to remove the Decal from My Digital Jackpot Sign?

BCLC has contracted LVI and MCA to visit all retail partners with a Digital Jackpot Sign to remove the decals. Thousands of sites must be visited across the province, the goal is to visit all sites within 10 business days of launch (by September 23). Any locations that cannot be supported by a visit from LVI or MCA will be contacted by BCLC prior to game launch.

If your location has a **Digital Hanging Jackpot Sign** on site, LVI will come to update your Digital Hanging Jackpot Sign and any Digital In-Lane or Digital Pump Topper Signs also at your site.

If your location has **only Digital In-lane Jackpot Sign(s)** on site (no Digital Hanging Jackpot Sign), MCA or LVI will come to update your Digital In-lane sign.

If you have not been visited by LVI, MCA or contacted by BCLC by end of day September 23, contact Lottery **Retail Support (Hotline) 1-800-667-1649**

### There are no jackpot amounts showing on my sign for Lotto 6/49 or Lotto Max, what do I do?

If your Digital Jackpot Signs are not showing a jackpot amount for Lotto 6/49 or Lotto Max, or are otherwise not functioning as expected, please contact **Lottery Retail Support (Hotline) 1-800-667-1649**



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