



Game Touch 20 Lottery Vending Machine QRC

Quick Success Tips

- Keep ALL bins loaded at ALL times.
- Use Remote Disable to stop the sale to an underage player.
- Remind players that the Game Touch 20 does not provide change.
- Respond swiftly to alerts on the touch screen display that your Game Touch 20 needs attention.
- Print and Clear Shift Report when removing cash.
- When service or sales call is expected, Game Touch 20 keys should be kept on site and available when the Field Service Technician or Lottery Sales Representative arrives.



Manager Menu and Reports

Shift Reports display the total amount of Draw and Instant Games sold prior to when the last shift report was printed & cleared.

- Touching the **Print** icon only prints the report, it does not clear it.
- Touching "**Clear Shift**" will print one copy of the Shift Report and will reset financials for next shift.
- **Clear this report each time the Cash Box is emptied to reset the amounts.**

Logging/Security Reports resolve security & customer issues.

- **Security Log:** Lists the last 200 security events, including main door open/close, BA open/close, and power down details.

- **Event Log:** Displays all events that have occurred since the current shift began. All events except dispensing of tickets.
- **Cash Log:** Lists the last 200 Draw and Instant Sales from the terminal including bills inserted and stacked.
- **Audit Trail:** Shows last 10 detailed transactions on GT20. A transaction is complete when credits reach zero.

Inventory Reports: Provides access to Game Bin Sales, Inventory details, and overall bin Status and Instant Games bin information.

Quick Reporting Tips: Inside GT20

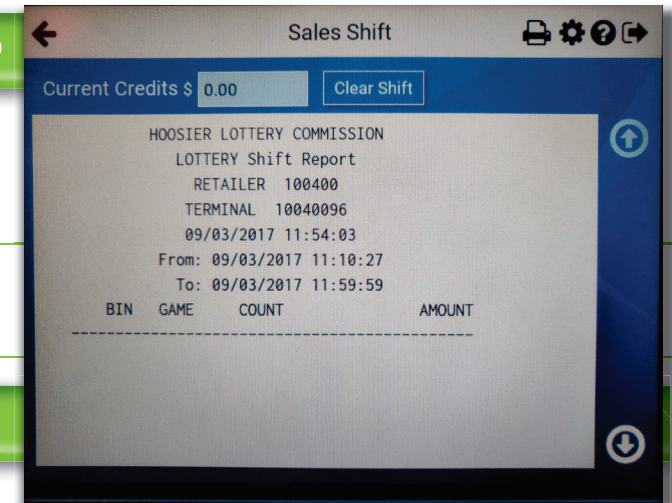
Shift Report -- Reflects sales since last time the report was ran & should be printed and cleared EVERY time money is cleared from cash box.

Cash Log/Audit Trail -- These transaction reports can assist in following up on customer issues or security concerns.

Quick Tips: Clearing Jams

Bill Acceptor (BA) -- Open Bill Acceptor drawer, remove the cash box and then pull out Bill Scanner to clear the jam.

Printer -- Press silver button and lift lid, remove jammed paper, pull a few inches of paper out and close firmly.

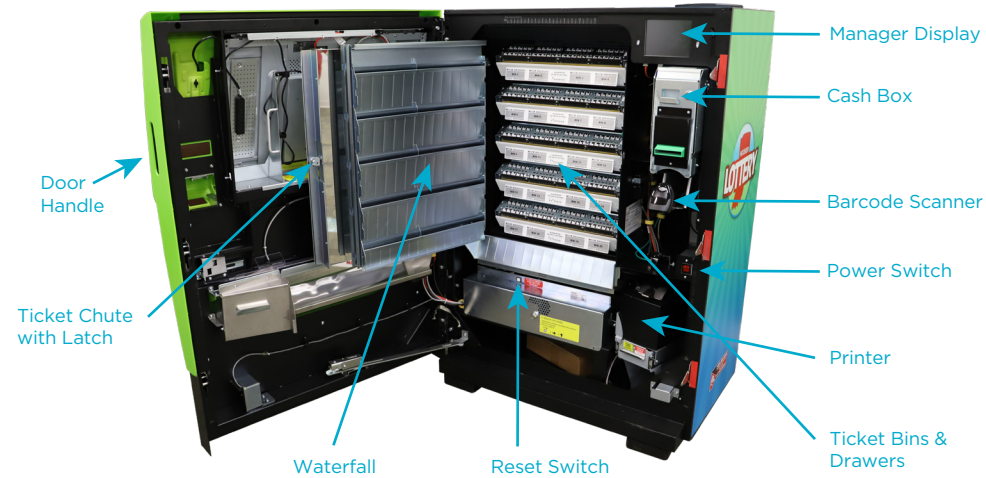


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External Features



Internal Features



External Operations

- The **Bill Acceptor** accepts and validates the customer's cash.
- The **Touch Screen Display** will show the customer's cash in the form of credits in the upper right corner. Instructions are given to the customer via the display, and they'll interact with it to make their desired draw game or scratch ticket purchases.
- The customer retrieves the purchased ticket from the **Ticket Collection Bin**.
- The **Barcode Reader** allows a player to scan their tickets and check for winners, and to use digital play slips created on the Hoosier Lottery Mobile App as well as Fast Play quick pick cards.
- The **Lock** is located on the lower right side of the machine.
- Once unlocked, the **Door Handle** is lifted up to open the door.

Internal Operations

- The **Manager Display** enables you to navigate through menus, which are used when loading tickets and printing reports.
- The bill reader and **Cash Box** make up the Bill Acceptor system. The Cash Box gets removed to take money out of the machine.
- The **Barcode Scanner** enables the retailer to load tickets into the bins, run machine reports, and activate packs.
- The **Printer** is used to print Draw tickets and reports.
- The **Power Switch** and **Reset Switch** are used when the machine is experiencing issues. Call 1-800-955-6886 for any service needs.
- The **Ticket Chute with Latch** covers the **Waterfall**. These items help ensure reliable dispensing of tickets.
- Each **Ticket Drawer** has four **Bins**, which hold and dispense tickets.

Quick Notes on Loading Tickets

1. Press the "Instant Ticket Inventory Management" button on the manager display.
2. Select the bin to be loaded by pressing its number on the display and then press "Load Tickets".
3. Scan the lowest number ticket in the pack, and press submit.
4. Press "Full Pack" and then press "Submit" if loading a full pack or scan the highest ticket number ticket and press "Submit".
5. Place the ticket into the correct bin and feed it in the burster.

Quick Notes on Unloading Tickets

1. Press the "Instant Ticket Inventory Management" button on the manager display.
2. Select the bin to be unloaded by pressing its number on the display and then press "Unload Tickets".
3. If removing tickets to change games, press "Yes". If taping or repositioning tickets, press "No".

Quick Notes on Reliable Ticket Dispensing

- Re-latch ticket drawer when closing.
- Load tickets 8" and longer under the roller bar in the ticket drawer.
- Load tickets shorter than 8" over roller bar.