



OREGON LOTTERY®

Together, we do good things.

GAME TOUCH 20 RETAILER REFERENCE GUIDE

CUSTOMER SERVICE

1-800-766-6789

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GAME TOUCH 20

EXTERNAL HARDWARE

The GameTouch 20 terminal acts as both a vending machine to distribute Scratch-it tickets and also operates in self-service mode to perform Draw Game functions. Players can use the Barcode Scanner to scan their Scratch-itsSM and Draw Game tickets to see if they are winners.



- ① Touch Screen for Draw Game Selections and 20 Scratch-itsSM Selections
- ② Bill Acceptor
- ③ Door Handle on Side
- ④ Ticket Checker
- ⑤ Door Lock
- ⑥ Draw Game Ticket and Receipt Retrieval
- ⑦ Scratch-it Ticket Retrieval

GAME TOUCH 20

INTERNAL VIEW



- ① Main Door Latch
- ② Touch Screen
Player Display
- ③ Ticket Collection Bin
- ④ Manager Display
- ⑤ Bill Acceptor
- ⑥ Barcode Scanner
- ⑦ Power Switch
- ⑧ Thermal Printer
- ⑨ Scratch-it Ticket Bursters
(located behind door)
- ⑩ Quick Reference

PLAYER TOUCHSCREEN



- ① Multi Media Display
- ② Player Total
- ③ Draw Game Buttons
- ④ Scratch-it Ticket Buttons

- ⑤ Touch the **CART** button to view your Cart
- ⑥ Touch **HELP** for general help information

CLEANING & DISINFECTING

CLEANING AND DISINFECTING PROCEDURE FOR LOTTERY TERMINALS WITH GLASS TOUCHSCREENS

NOTE: Cleaning and disinfecting are two steps. Cleaning removes dirt, grease, dust and other contaminants. Disinfecting is a separate process that uses a chemical designed to destroy bacteria.

CLEANING TOUCH SCREEN

1. To prepare for cleaning the touchscreen, power down the device whenever possible.
2. Do not get liquids inside the unit. Do not spray cleaner directly on the screen. Instead, use wet wipes, a sprayed cloth, or a dampened cloth with the excess moisture squeezed off.
3. Select only **non-abrasive** cleaning wipes or cloths to avoid scratching Touch Screen (**see the following page**).
4. **AVOID** highly concentrated alcohol (greater than 70%), non-diluted bleach or ammonia solutions, as these may cause discoloration.
5. Wipe the surfaces with the appropriate wipes/cloths and approved cleaning products and allow them to dry.

DISINFECTING TOUCH SCREEN

1. To prepare for cleaning the touchscreen, power down the device whenever possible.
2. Dampen a new, clean, non-abrasive cloth with a disinfectant chosen from the list below. Ensure excess liquid is squeezed from the cloth. You may also use recommended pre-dampened wipes.
3. Read the manufacturer's instructions carefully. Many manufacturers require the surface to remain wet for a few minutes, so continuous wiping might be required.
4. Disinfect the surfaces by wiping them with the cloth or wipe and allow the surface to dry.
5. For disinfectant solutions that are safe for use with the Touch Screen, see the following page.

CLEANING & DISINFECTING

DISINFECTING GUIDELINES

US CDC-RECOMMENDED DISINFECTANT SOLUTIONS SAFE FOR LOTTERY TERMINALS:

- Household bleach solution (1/3 cup of bleach per gallon of water)
- Isopropyl alcohol (\leq 70% alcohol)

US EPA-RECOMMENDED DISINFECTANTS SAFE FOR LOTTERY TERMINALS:

- Clorox Disinfecting Wipes
- Clorox Healthcare Bleach Germicidal Wipes
- Clorox Commercial Solutions Hydrogen Peroxide Cleaner Disinfectant Wipes
- Lanza Disinfectant Wipes
- Lysol Brand Clean & Fresh Multi Surface Cleaner (20% cleaner solution to water ratio)
- Purell Professional Surface Disinfectant Wipe
- Sani-Cloth Prime Germicidal Disposable Wipes

DO NOT USE THE FOLLOWING MATERIALS WHEN CLEANING/DISINFECTING LOTTERY TERMINALS:

- Isopropyl Alcohol at concentration greater than 70%
- Methyl Alcohol or Ethyl Alcohol at concentration greater than 35%
- Thinner or benzine
- Strong alkali lyes
- Strong solvents
- Acids
- Detergents with fluoride
- Detergents with ammonia at concentration greater than 1.6%
- Abrasive cleaners
- Detergents with abrasives
- Formula 409
- Steel wool
- Sponges with abrasives
- Steel blades
- Cloth with steel threads

FOR EQUIPMENT PLASTICS

Test an inconspicuous area first. If there is no visible reaction or discoloration, proceed to disinfect the entire terminal, focusing on areas that would have interaction. (door lock mechanisms, interface panels, etc.).

AGE VERIFICATION

Before tickets can be purchased, the Game Touch 20 displays an Age Verification screen to verify a player's age.

- The player touches **Yes** to verify they are at least 18 years of age, or touches **No** to cancel.

You must be at least 18 years of age to play.

It is a crime under ORS 165.805 to misrepresent your age.

I am 18 years old or older.

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 GameTouch 20 is configured with one remote, multiple terminals in one location will be affected by any remote used in the store.

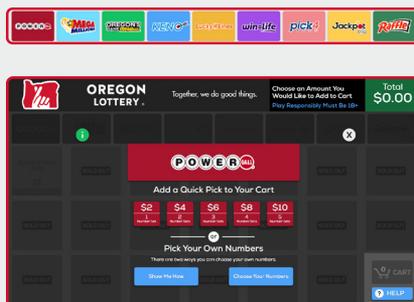
NOTE: The **II** button is inactive.



DRAW GAME TICKET PURCHASE

- The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, or \$100). The bill acceptor does not give change, only credit towards purchases.
NOTE: The maximum credit amount is \$125.
- The player selects the desired Draw Game button, and the Draw Game options screen displays.
- Touch the **White** (X) to exit the game screen. For more information about game play, touch the **Green** (i). Touch **Help** to view general help information.
- **Add a Quick Pick to Your Cart** or **Choose Your Numbers**.

NOTE: The GameTouch20 does not accept Play Slips.

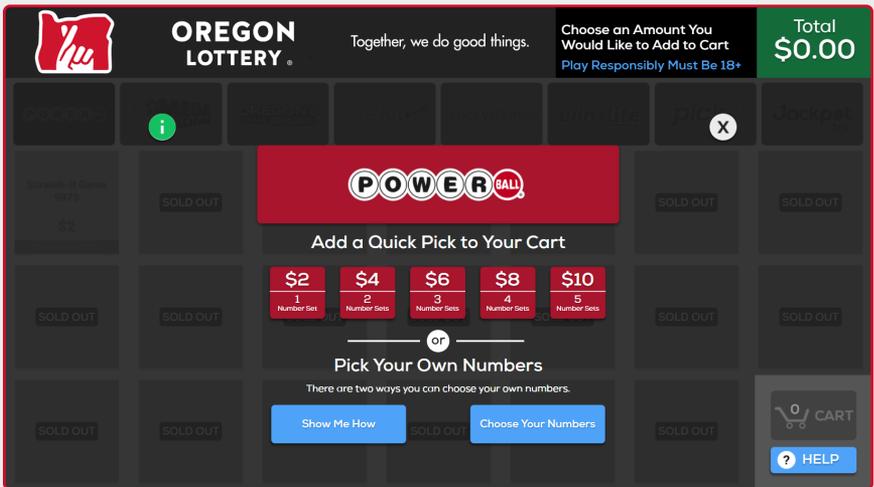


DRAW GAME TICKET PURCHASE

ADD A QUICK PICK TO YOUR CART

- After Draw Game selection, the player selects the desired **Number Sets/Wager Amount**.
- The Draw Game ticket is added to the player's Cart.

NOTE: Quick Picks are for the game default options only. For more options, such as multipliers and add-ons, you must **Choose Your Numbers**.

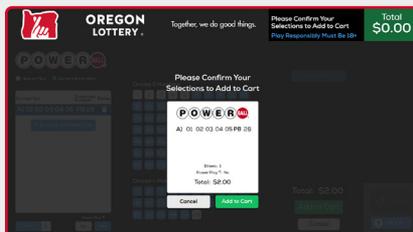
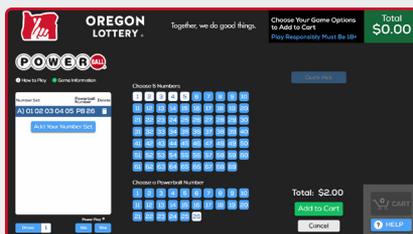
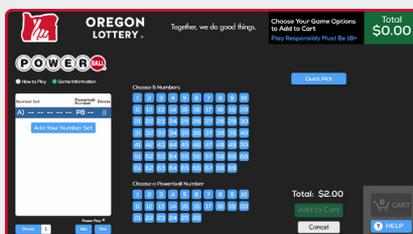


The screenshot shows the Oregon Lottery website interface. At the top left is the Oregon Lottery logo with the slogan "Together, we do good things." To the right, there is a prompt to "Choose an Amount You Would Like to Add to Cart" with a note "Play Responsibly Must Be 18+" and a "Total \$0.00" display. The main content area is a dark grid with a central red overlay for the "POWERBALL" game. The overlay offers two options: "Add a Quick Pick to Your Cart" with five price points (\$2, \$4, \$6, \$8, \$10) for 1 to 5 number sets, and "Pick Your Own Numbers" with a "Show Me How" button and a "Choose Your Numbers" button. A "CART" icon and a "HELP" button are visible in the bottom right corner.

DRAW GAME TICKET PURCHASE

PICK YOUR OWN NUMBERS

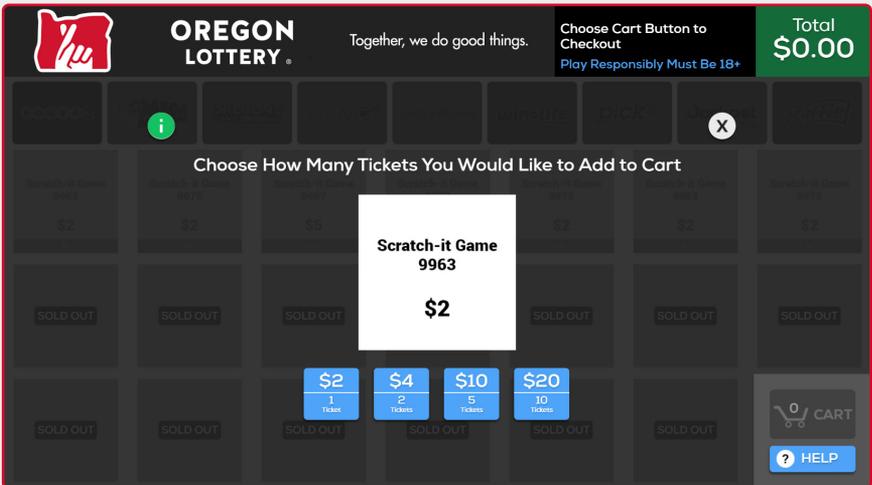
- After Draw Game selection, the player selects the desired **Pick Your Own Numbers** option [**Show Me How** or **Choose Your Numbers**]. The manual entry screen displays.
- For example, touch **Powerball** and then touch **Choose Your Numbers** under the **Pick Your Own Numbers** section of the screen. The Powerball manual entry screen displays.
- Select the desired number of **Draws**.
- Select the **Power Play** option if desired.
- Touch **Quick Pick** to allow the system to randomly choose the numbers; or touch the 5 desired numbers [from 1–69], then select the Powerball number [from 1–26]. Touch **Add Your Number Set** to add an additional set of numbers to the wager. Touch the **Trash Can** to delete a Number Set.
- Touch **Add to Cart** to send the wager transaction. The Draw Game ticket is added to the player's Cart.



NOTE: Draw Game tickets cannot be canceled on the GameTouch 20.

SCRATCH-IT TICKET PURCHASE

- The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, or \$100). The bill acceptor does not give change, only credit towards purchases. **NOTE:** The maximum credit amount is \$125.
- The player selects the desired Scratch-itsSM game, then selects the desired quantity of the game.
- Once all options have been selected, the Scratch-itsSM ticket is added to the player's Cart.

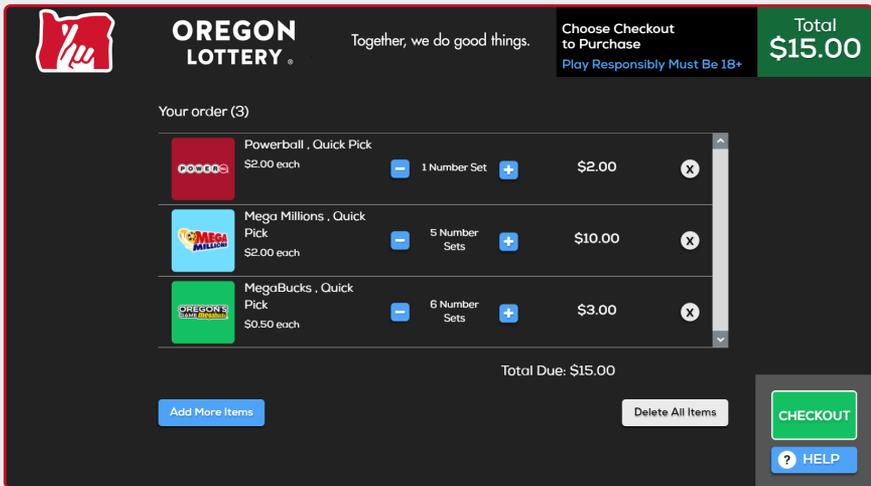


SHOPPING CART

As players place transactions on the terminal, the number of transactions displays on the bottom-right of each screen on the **CART Button**.

NOTE: When items are added, removed, or deleted, the price in the cart updates automatically to reflect any edits.

- Once all transactions have been entered, the player touches the **CART Button**.
- The Shopping Cart screen displays the player's order details along with other game options.



OREGON LOTTERY Together, we do good things. Choose Checkout to Purchase Play Responsibly Must Be 18+ Total \$15.00

Your order (3)

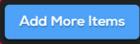
	Powerball , Quick Pick \$2.00 each	-	1 Number Set	+	\$2.00	X
	Mega Millions , Quick Pick \$2.00 each	-	5 Number Sets	+	\$10.00	X
	MegaBucks , Quick Pick \$0.50 each	-	6 Number Sets	+	\$3.00	X

Total Due: \$15.00

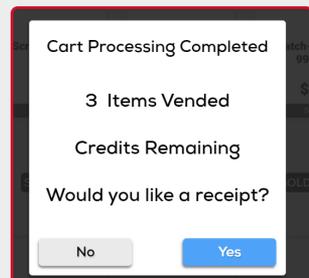
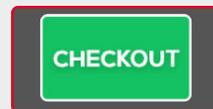
[Add More Items](#) [Delete All Items](#) [CHECKOUT](#) [HELP](#)

continued on next page...

SHOPPING CART

BUTTON	DESCRIPTION
	Minus (-) Key: Decreases the number of tickets for the game. A confirmation screen displays: "Are you sure you want to delete item from your cart?". NOTE: If there is only one ticket in the cart, touching the Minus (-) Key deletes that entire item from the cart.
	Plus (+) Key: Increases the number of tickets for that game.
	The X Key: Removes the selected item from your order. A confirmation screen displays: "Are you sure you want to delete item from your cart?".
	The Side Scroll Bar: Scrolls through the list of items in the cart. Only available when more than 3 items are in the cart.
	Add More Items: Brings player to the main terminal screen to select additional Draw Games or Scratch-its™.
	Delete All Items: Removes all items from the cart, a message displays: "Do you really want to remove all items from the shopping cart?".

- Touch **CHECKOUT** to finalize the purchase. If the player does not have enough available credits, the terminal prompts them to insert money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, or \$100). The bill acceptor does not give change, only credit towards purchases. **NOTE:** The maximum credit amount is \$125.
- A message displays with the number of Items Vended and Credits Remaining. Touch **Yes** to print a receipt.



TICKET CHECKER

Players can scan both Draw Game tickets and Scratch-its™ to check their winning status using the Barcode Scanner.



VALIDATION MESSAGE EXAMPLES

WINNING TICKET: LOW/HIGH TIER > CASH PRIZE

WINNER
\$ XX.XX

WINNING TICKET: LOW/HIGH TIER WITH EXCHANGE TICKET > CASH PRIZE, EXCHANGE TICKET

WINNER
Please see retailer

WINNING TICKET: HIGH TIER

Congratulations!
Claim At Lottery

If the ticket has draws remaining, the SST shall display the following:

WINNER
Please See Retailer

INVALID SERIAL NUMBER

Rejected. Please see retailer for further information.

NON-WINNING TICKET

Not a winning ticket.

PRIOR TO DRAWING OR DURING DRAW BREAK

Results not in.
Try again later.

EXPIRED TICKET

Ticket has expired.

CANCELLED TICKET

Rejected.
Ticket Cancelled.

OPENING THE MAIN DOOR

1. Insert the Main Door key into the main lock, located on the right, just above the ticket chute.
2. Insert your hand into the lever on the right-side of the door and lift up; then pull to open.
3. An audible alarm begins sounding as soon as the door is open. To silence the alarm, you must sign-on to the terminal.



RETAILER SIGN ON

1. Open the main door.
2. The touchscreen display prompts you to sign on.
3. Enter your 6-digit User ID number; then, enter your 4-digit Password.
4. Touch **SUBMIT**.
5. 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.

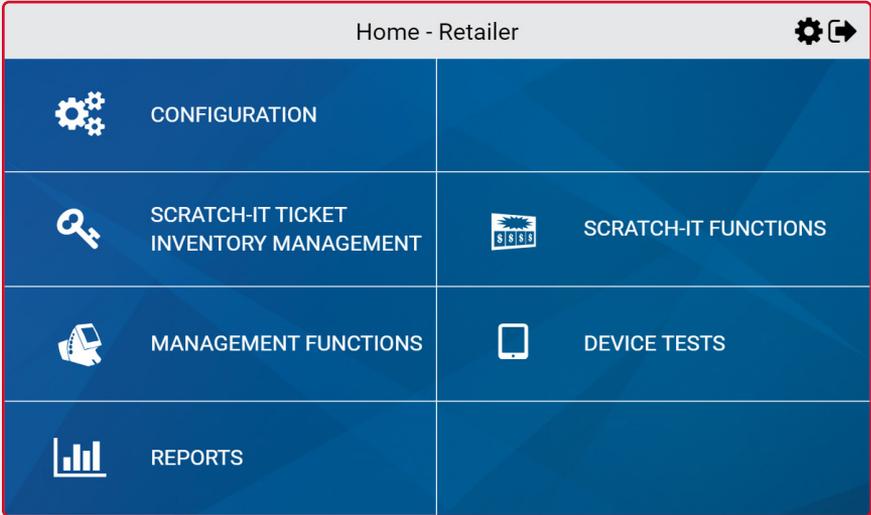
The screenshot shows a 'Login' screen with a blue background. On the left, there are three input fields: 'UserID' (containing a white bar), 'Password' (containing a white bar), and 'Pass Number' (containing a white bar). Below these fields are two buttons: 'RESET' and 'SUBMIT'. On the right, there is a numeric keypad with digits 7, 8, 9 in the top row; 4, 5, 6 in the second row; 1, 2, 3 in the third row; and 0 and a delete key (X) in the bottom row.

This screenshot is identical to the previous one, but the 'UserID' field now contains the text '123456' and the 'Password' field contains four asterisks '****'.

The screenshot shows the 'Home - Retailer' screen with a blue background and a white header. The header includes the text 'Home - Retailer' and a gear icon. The main area is a grid of six menu items, each with an icon and text: 'CONFIGURATION' (gear icon), 'SCRATCH-IT TICKET INVENTORY MANAGEMENT' (magnifying glass icon), 'MANAGEMENT FUNCTIONS' (hand icon), 'REPORTS' (bar chart icon), 'SCRATCH-IT FUNCTIONS' (ticket icon), and 'DEVICE TESTS' (square icon).

HOME SCREEN

The GameTouch 20 Home Screen is available once you are signed on. This menu provides you with access to various terminal functions. You may access this menu from any screen by touching the **HOME** icon.



TOP MENU BUTTONS

THE BUTTONS BELOW ARE LOCATED AT THE TOP OF EACH SCREEN:



- Touch **HOME**  to return to the Home Screen.
- Touch the **BACK ARROW**  to return to the previous screen.
- Touch **PRINT**  to print the Current Page or Full Page.
- Touch **SETTINGS**  to access the Management Functions screen.
- Touch **SIGN OUT**  to sign out of the terminal.

CONFIGURATION

Configuration provides terminal information, such as IGT Serial Number, Terminal Number, Software Version and Firmware version. It also displays fields required to configure the machine.

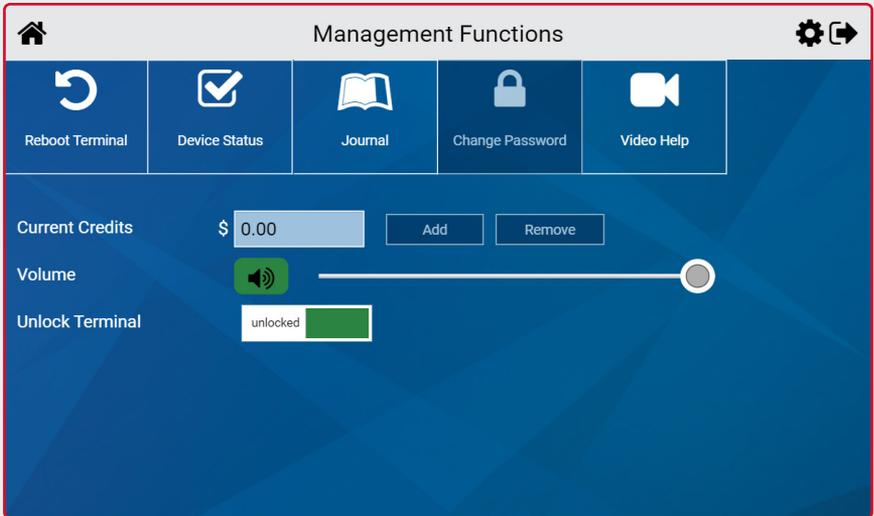
TO ACCESS THE CONFIGURATION SCREENS:

1. Touch **Configuration** from the Home Screen.
2. The screen displays the first Configuration page.
3. Touch **2** to proceed to the next screen. Touch the other numbers to navigate to those Configuration screens.
4. Touch **Home** to return to the Home Screen.



MANAGEMENT FUNCTIONS

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



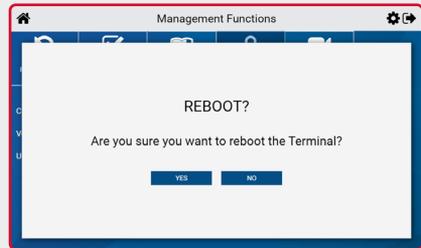
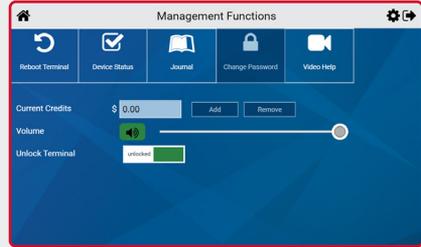
MANAGEMENT FUNCTIONS

REBOOT TERMINAL

Use to reboot the terminal.

1. Touch **Reboot Terminal** from the Management Functions menu.
2. A confirmation screen displays. Touch **YES** to reboot the terminal, or touch the **NO** to cancel and return to the Management Functions menu.

NOTE: Reboot takes approximately 3-4 minutes.

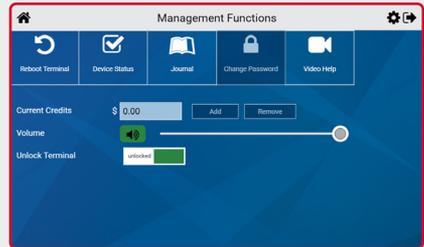


MANAGEMENT FUNCTIONS

DEVICE STATUS

The Device Status screen displays all of the components in the terminal and their current operational status.

1. Touch **Device Status** from the Management Functions menu.
2. The Device Status screen displays. Touch a specific **Bin Number** to view the status of that bin.
3. Touch the **Back Arrow** to return to the Management Functions menu.

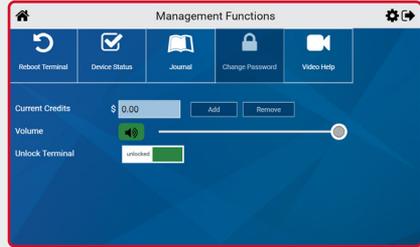


MANAGEMENT FUNCTIONS

JOURNAL

Provides access to the Cash, Security, and System Event Logs..

1. Touch **Journal** from the Management Functions menu.
2. The Journal button defaults to the Cash Log. Select the desired option by touching the top tabs.
3. The selected journal displays. Use the **Up** and **Down Arrows** to scroll through text.
4. Touch the **Printer Icon** to print the report. Touch the **Back Arrow** to return to the Management Functions menu.



MANAGEMENT FUNCTIONS

JOURNAL (CONTINUED)

CASH LOG

The transactions on this log resemble the Transaction History Report that you use on the Retailer Compact terminal. The Cash Log shows the last 200 transactions in the order they occurred. This log reports Draw Game sales, Scratch-it Tickets sold and the bin location of the sale, and the bills that have been inserted into the terminal.

SECURITY LOG

Tracks security related events, such as login/logout activity, main and cash door access, alarm events, etc. Examples of events may include, "Main Door Opened" and "Cash Box Removed", "Alarm Button Pressed". The Security Log retains the last 2 months of logs, but only loads the last 14 days to memory, up to the last 256 continuous events. The oldest event is overwritten each time a new event occurs.

SYSTEM EVENTS LOG

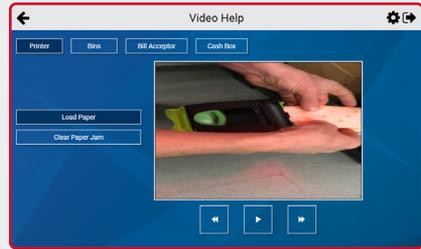
Captures information reported by the terminal which is divided into three predefined categories; Low, Medium and High. Depending on the type of event it is sent and recorded by the Central System. Examples of such events include "Main Door Open" and "Cash Box Removed". A retailer can choose to display the events based on their category by selecting from the filter displayed on the top right of the screen. Retailers also have the option of printing what is visible on-screen using the Print button (1) or printing all records on the filtered log using the Print All icon with the down arrow.

MANAGEMENT FUNCTIONS

VIDEO HELP

Use to view help videos for the following devices: Printer, Playslip Reader, Bins, Bill Acceptor, and Cash Box.

1. Touch **Video Help** from the Management Functions menu.
2. The Video Help screen displays. Select the desired option by touching the top buttons. For example, touch **Printer**.
3. Select the desired sub-menu option. For example, touch **Load Paper**. The video displays.



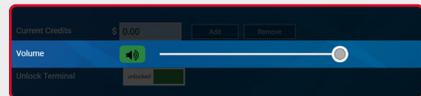
CURRENT CREDITS

Displays the player's credits currently available on the terminal.



VOLUME

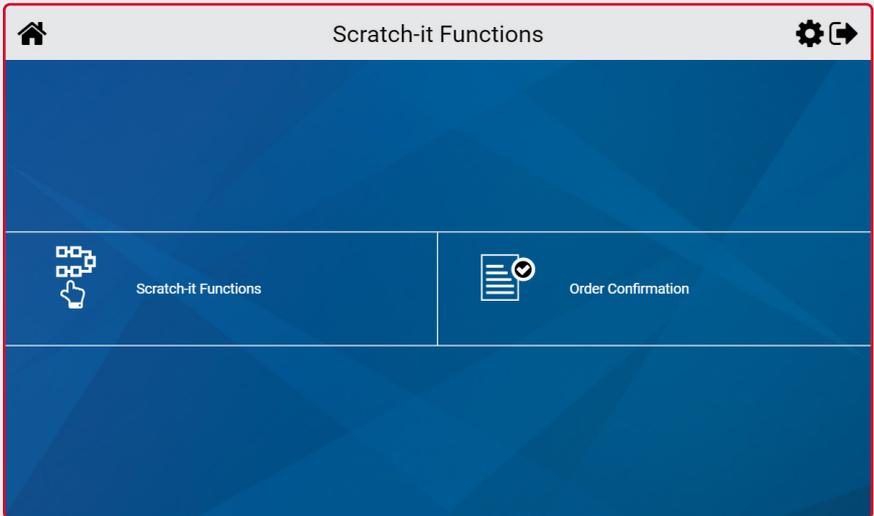
Use the volume slider to adjust the terminal volume levels from Mute – 7. Touch the **Green or Yellow Speaker Icon** to Mute the terminal, and the button turns red.



SCRATCH-IT FUNCTIONS

- Touch **Scratch-it Functions** from the Home Screen.
- The Scratch-it Functions menu displays.
- Touch the desired option.

NOTE: Full Pack Return, Partial Pack Return, and Trunk Stock Issue are to be used only by FSTs/FSRs.

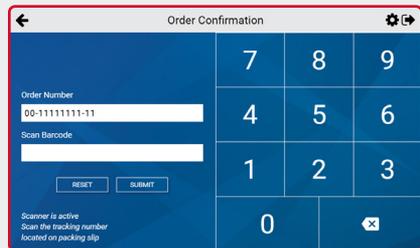
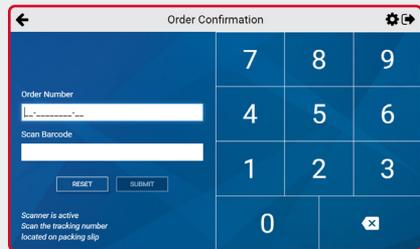


SCRATCH-IT FUNCTIONS

ORDER CONFIRMATION

Use to confirm Scratch-it ticket delivery orders.

1. Touch **Scratch-it Functions**; then touch **Order Confirmation**.
2. Scan the tracking number located on the packing slip; or manually enter the Order Number using the **keypad**. Touch **SUBMIT**.
3. A confirmation screen displays. Touch **OK**.
4. An Order receipt prints automatically.
5. Touch **OK** to return to the Home Screen.



Instant Inventory transaction is successful

OK

The report is being printed.

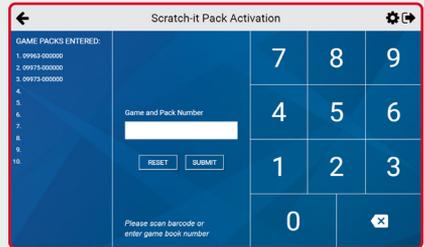
OK

SCRATCH-IT FUNCTIONS

ACTIVATE PACK

Use to activate Scratch-it ticket packs. **NOTE:** Packs are automatically activated upon loading.

1. Touch **Scratch-it Functions**; then touch **Scratch-it Functions** again.
2. The Scratch-it Functions menu displays. Touch **Activate Pack**.
3. Scan the barcode, or manually enter the Game and Pack Numbers using the **keypad**. Once all packs are entered, touch **SUBMIT**.
4. A confirmation screen displays. Touch **OK**.
5. An Activation receipt prints automatically.
6. Touch **OK** to return to the Scratch-it Functions menu.



Instant Inventory transaction is successful

OK

The report is being printed.

OK

SCRATCH-IT FUNCTIONS

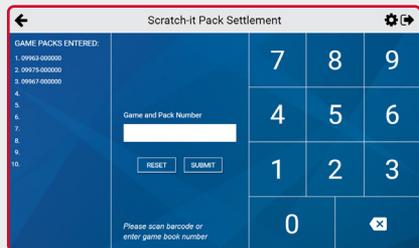
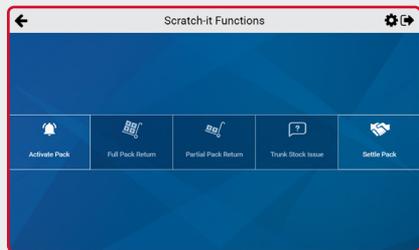
SETTLE PACK

Use to settle Scratch-it ticket packs. Pack Settlement is the process of charging a retailer for the net cost of a pack of instant tickets on his weekly invoice. Money owed will be drafted by Lottery via Electronic Funds Transfer (EFT).

NOTE:

By default, packs of Scratch-Its will automatically settle 21 days after activation, unless otherwise arranged with the Lottery.

1. Touch **Scratch-it Functions**; then touch **Scratch-it Functions** again.
2. The Scratch-it Functions menu displays. Touch **Settle Pack**.
3. Scan the barcode, or manually enter the Game and Pack Numbers using the **keypad**. Once all packs are entered, touch **SUBMIT**.
4. A confirmation screen displays. Touch **OK**.
5. A Settle Pack receipt prints automatically.
6. Touch **OK** to return to the Scratch-it Functions menu.



Instant Inventory transaction is successful

OK

The report is being printed.

OK

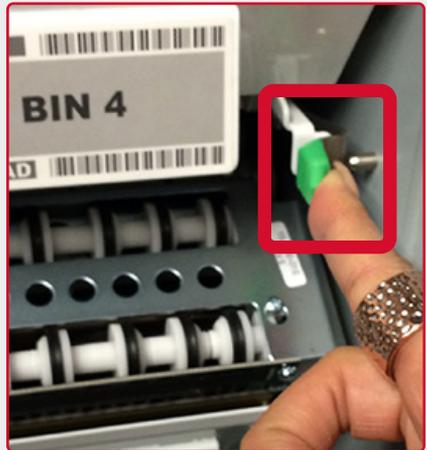
SCRATCH-IT TICKET INVENTORY MANAGEMENT

OVERVIEW

This function allows the machine's bin inventory to be added, removed and changed. There are two methods of loading tickets into the terminal, Barcode and Manually.

You must pull out the bin tray before loading tickets. A safety latch on the right side of each tray allows only one row to be pulled out at a time. To advance a row of bins, push the safety latch to the left while pulling the ticket tray forward. To replace, push the row back into place and the latch snaps back automatically.

The GameTouch 20 uses a games table to keep track of all previously loaded games. Once a game is loaded and a ticket from a pack of the same game is scanned, the program knows all the necessary information about that particular game. When you use the barcode scanner to load and unload the tickets, the machine checks with the games table and uses that information.



SCRATCH-IT TICKET INVENTORY MANAGEMENT

INVENTORY MANAGEMENT FUNCTIONS

THE SCREEN BELOW IS FOR LOADING AND UNLOADING SCRATCH-IT TICKETS:

The screenshot displays the 'Scratch-it Ticket Management' interface. At the top, there is a navigation bar with a home icon, the title 'Scratch-it Ticket Management', and icons for settings, help, and refresh. Below the navigation bar, the interface is divided into two main sections: 'Bin 1 Information' and a grid of bin numbers (1-20). The 'Bin 1 Information' section includes fields for Game ID (9963), Game Name (GAME 9963), Current Inventory (50), Ticket Price (\$2.00), Ticket Length (2), and Tickets Per Pack (50). Below these fields are buttons for 'Load Tickets', 'Unload Tickets', 'Forward Tickets', and 'Remove Tickets'. At the bottom of this section are buttons for 'View Mapping', 'Edit Mapping', 'Inventory Report', and 'Parameters'. The grid of bin numbers is a 5x4 grid, with the first bin (1) highlighted in a darker blue, indicating it is selected. The status 'Status - OK' is displayed in the top right corner of the interface.

Load Tickets: Load tickets in the selected bin.

Unload Tickets: Reset the game inventory to "0".

Forward Tickets: Move tickets forward in the selected bin.

Remove Tickets: Move tickets backwards in the selected bin.

View Mapping: View inventory mapping of bins with screen location.

Edit Mapping: Edit the screen location of Scratch-it games.

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 selected bin.

Circle color around bin number changes depending on it's status.
Examples: Green = OK | Yellow = Low Inventory | Red = Jammed

SCRATCH-IT TICKET INVENTORY MANAGEMENT

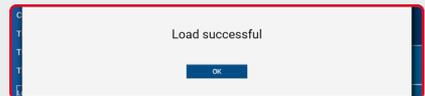
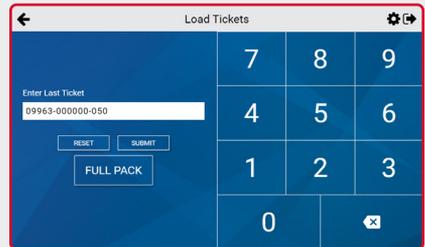
LOAD TICKETS

FULL PACK IN AN EMPTY BIN

A **SOLD OUT** message displays over the game when there is no longer inventory in that bin.

- Touch **Scratch-it 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 [Game/Pack/Ticket #] in the pack using the **keypad**, then touch **SUBMIT**.
- Touch **Full Pack**, then touch **SUBMIT**. A Load Successful Message displays. Touch **OK**.
- A print confirmation screen displays. Touch **OK** to return to the Scratch-it Ticket Inventory Management screen.

NOTE: Game Parameters load automatically by the Host system upon loading tickets.



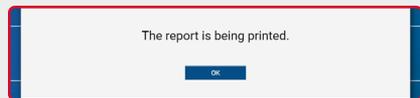
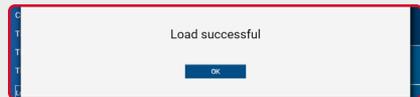
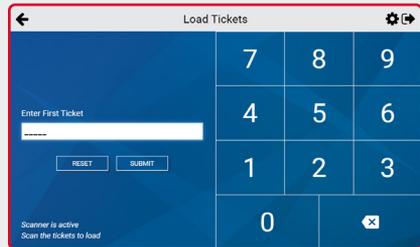
SCRATCH-IT TICKET INVENTORY MANAGEMENT

LOAD TICKETS

PARTIAL PACK OF TICKETS IN AN EMPTY BIN

- Touch **Scratch-it Ticket Inventory Management**.
- Touch desired **Bin Number**, then touch **Load Tickets**.
- Scan the **First Ticket** in the pack; or
Enter the **First Ticket** number [Game/Pack/Ticket #] in the pack using the **keypad**, then touch **SUBMIT**.
- Scan the **Last Ticket** in the pack; or
Enter the **Last Ticket** number [Game/Pack/Ticket #] in the pack using the **keypad**, and the terminal automatically submits the ticket number.
- A Load Successful Message displays. Touch **OK**.

NOTE: Game Parameters load automatically by the Host system upon loading tickets.



SCRATCH-IT TICKET INVENTORY MANAGEMENT

LOADING TICKETS INTO A BIN

To load tickets into the bin, pull out the appropriate ticket tray for the desired bin and follow these instructions:

1. Insert the ticket pack into the bin.
2. Guide the ticket's edge until it firmly touches the black rubber feed rollers.
3. This activates the ticket sensor switch and the tickets load automatically.

ENSURING RELIABLE TICKET DISPENSING:

- To avoid ticket jams, do not load tickets over 10" long into the lowest ticket trays – Bins 17 through 20. Also, do not load pack(s) over 2.1" in height into any bin.
- Tickets that are 8" or longer should be fed under the roller. All other ticket lengths can go over the roller.



SCRATCH-IT TICKET INVENTORY MANAGEMENT

VIEW MAPPING

The View Mapping button displays the planogram layout. Touch the desired **Tab** to view the following available layouts:

DISPLAY: (default) Displays the game order corresponding to the Player Screen and identifies the bin number for each.

BINS: Displays the bin order and identifies the display position for each.

LIST: Displays the following, in order by bin number: Bin, Display, Game Amount, and Game Name.

Bin 1 Information		Status - NO INVENTORY			
Game ID	0	DISPLAY	BINS	LIST	
Game Name		1	2	3	4
Current Inventory	0	BIN 1	BIN 2	BIN 3	BIN 4
Ticket Price	\$0.00	5	6	7	8
Ticket Length	0	BIN 5	BIN 6	BIN 7	BIN 8
Tickets Per Pack	0	9	10	11	12
Load Tickets	Unload Tickets	BIN 9	BIN 10	BIN 11	BIN 12
Forward Tickets	Remove Tickets	13	14	15	16
		BIN 13	BIN 14	BIN 15	BIN 16
		17	18	19	20
		BIN 17	BIN 18	BIN 19	BIN 20

Bin 1 Information		Status - NO INVENTORY			
Game ID	0	DISPLAY	BINS	LIST	
Game Name		1	2	3	4
Current Inventory	0	DSP 1	DSP 2	DSP 3	DSP 4
Ticket Price	\$0.00	5	6	7	8
Ticket Length	0	DSP 5	DSP 6	DSP 7	DSP 8
Tickets Per Pack	0	9	10	11	12
Load Tickets	Unload Tickets	DSP 9	DSP 10	DSP 11	DSP 12
Forward Tickets	Remove Tickets	13	14	15	16
		DSP 13	DSP 14	DSP 15	DSP 16
		17	18	19	20
		DSP 17	DSP 18	DSP 19	DSP 20

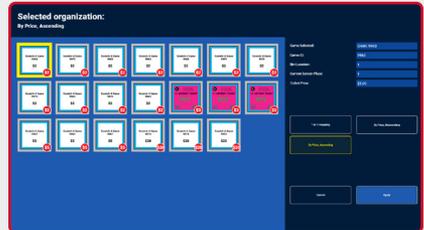
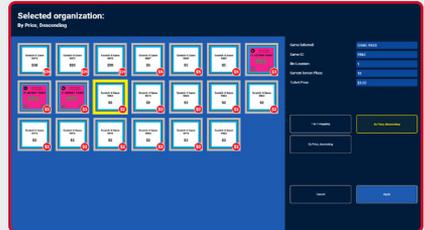
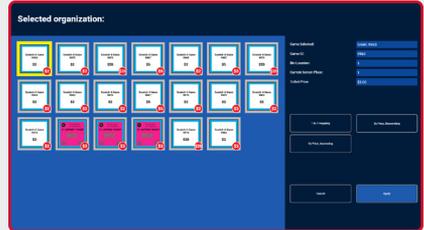
Bin 1 Information		Status - NO INVENTORY			
Game ID	0	DISPLAY	BINS	LIST	
Game Name		BIN	Display	\$	Game Name
Current Inventory	0	BIN 1	Disp 1	\$0	
Ticket Price	\$0.00	BIN 2	Disp 2	\$0	
Ticket Length	0	BIN 3	Disp 3	\$0	
Tickets Per Pack	0	BIN 4	Disp 4	\$0	
Load Tickets	Unload Tickets	BIN 5	Disp 5	\$0	
Forward Tickets	Remove Tickets	BIN 6	Disp 6	\$0	
		BIN 7	Disp 7	\$0	
		BIN 8	Disp 8	\$0	
		BIN 9	Disp 9	\$0	
		BIN 10	Disp 10	\$0	

SCRATCH-IT TICKET INVENTORY MANAGEMENT

EDIT MAPPING

The Edit Mapping button allows you to edit the current planogram layout, directly on the Player Screen. Touch the desired **Display Mapping** button to view the following available layouts:

- **1 to 1 Mapping**
- **By Price, Descending**
- **By Price, Ascending**
- Once you select a desired planogram layout, touch **Apply**.
- A confirmation screen displays. Touch **CONFIRM** to confirm the edited planogram layout.
- You are returned to the Scratch-it Ticket Management screen.



You are saving current planogram.

CONFIRM

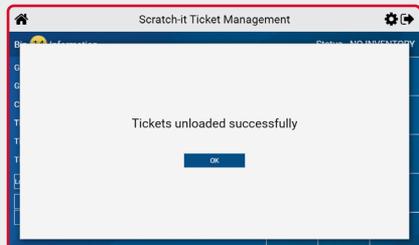
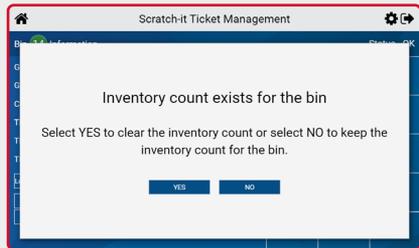
CANCEL

SCRATCH-IT TICKET INVENTORY MANAGEMENT

UNLOAD BIN

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



SCRATCH-IT TICKET INVENTORY MANAGEMENT

IN CASE OF TICKET JAM

When a ticket jams, an error message displays on the front of the Game Touch 20 screen where the jam has taken place.

- Use the **Forward/Remove Tickets** buttons to move tickets forward/backwards in the selected bin.
- Refer to the **Unload Bin** procedure discussed on the previous page 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).



OTHER MESSAGES

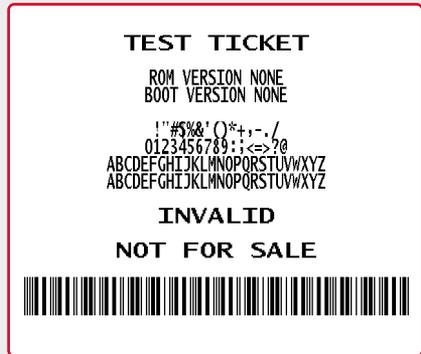
- **ONLY 5 LEFT:**
Displays when there are only 5 tickets left in the bin.
- **SOLD OUT:**
Displays when Scratch-its™ are sold out of a particular bin.
- **NEW:**
Displays when new Scratch-its™ are added to a particular bin.



DEVICE TESTS

Provides access to operational tests for the Bill Acceptor, 2D Barcode Reader, Printer, and Burster.

1. Touch **DEVICE TESTS** from the Home Screen.
2. The Device Tests menu displays.
3. Touch the desired option.
4. For example, touch **Printer**. A test ticket prints automatically, and you are returned to the Reports menu.

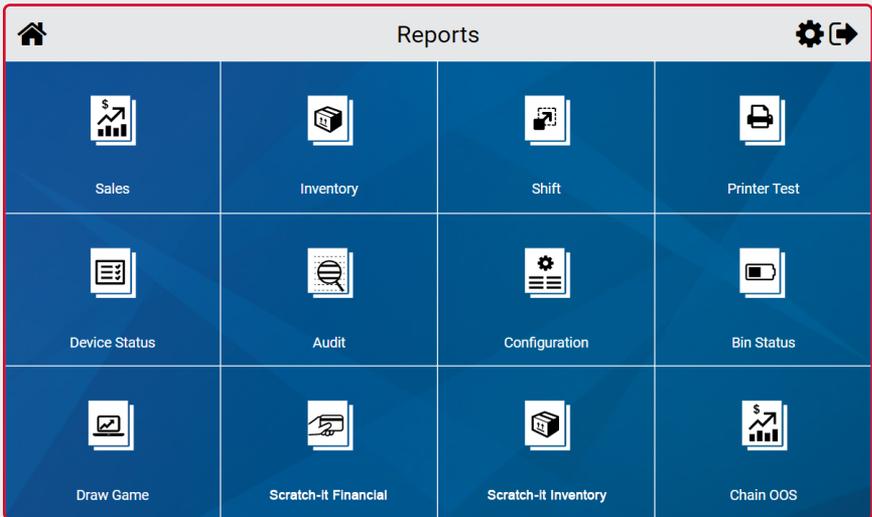


REPORTS

The Reports Menu provides access to the following machine reports: Sales, Inventory, Shift, Printer Test, Device Status, Audit, Configuration, Bin Status, Online, Scratch-it Financial, and Scratch-it Inventory.

TO ACCESS THE REPORTS MENU:

- Touch **Reports** from the Home Screen, and the Reports Menu displays.
- Touch the desired report type to proceed. For each report type, select/enter the requested information.
- Use the **Up** and **Down Arrows** to scroll through text. Touch **Print** to print the report. Touch the **Back Arrow** to return to the Reports Menu.



QUICK PRINT SCAN REPORTS

You also have the option to print reports by scanning report barcodes inside terminal door.

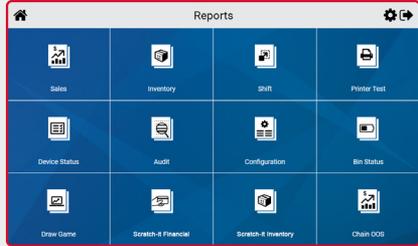


REPORTS

SALES REPORTS

These reports provide Scratch-its™ and Draw Game ticket sales since the last time the sales report was taken for the selected time-frame.

1. Touch **Sales** from the Reports menu.
2. The screen displays the Sales Reports menu. Select the desired option. For example, touch **Today**.
3. The report displays. Use the **Up** and **Down Arrows** to scroll through text, if needed.
4. Touch the **Printer Icon** to print the report. Select the desired print option [**Current Page Print** or **Full Page Print**].
5. A print confirmation screen displays. Touch **OK** and you are returned to the report screen.



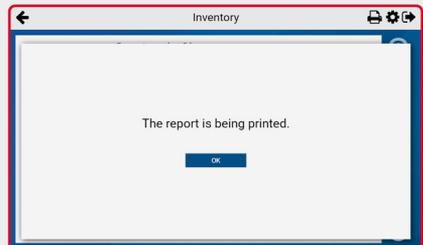
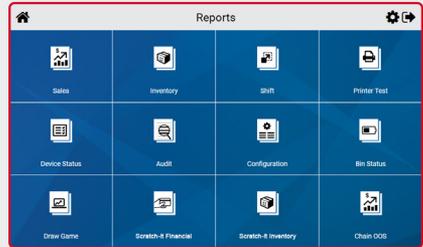
REPORTS

INVENTORY REPORT

Provides the current Scratch-its™ inventory for each bin.

1. Touch **Inventory** from the Reports menu.
2. The screen displays the Inventory Report. Use the **Up** and **Down Arrows** to scroll through text, if needed.
3. Touch the **Printer Icon** to print the report. Select the desired print option [**Current Page Print** or **Full Page Print**].
4. A print confirmation screen displays. Touch **OK** and you are returned to the report screen.

NOTE: This report should always be run when loading/unloading Scratch-it tickets.



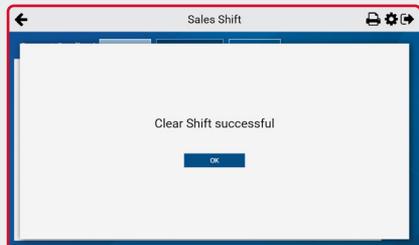
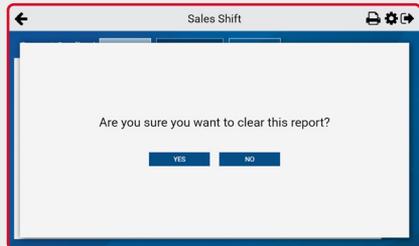
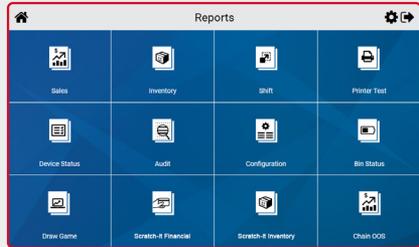
REPORTS

SHIFT REPORT

Details sales activity for the current shift and should be used to balance the money in the cash box on a daily basis.

1. Touch **Shift** from the Reports menu.
2. The screen displays the Shift Report. Use the **Up** and **Down Arrows** to scroll through text, if needed.
3. **TO CLEAR THE SHIFT:**
Touch **Clear Shift**. The following message displays:
“Are you sure you want to clear this report? YES or NO”.
Touch **YES**, and a shift report prints automatically.

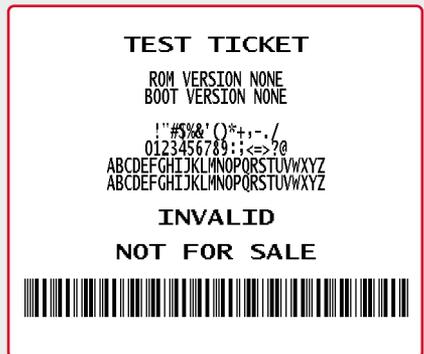
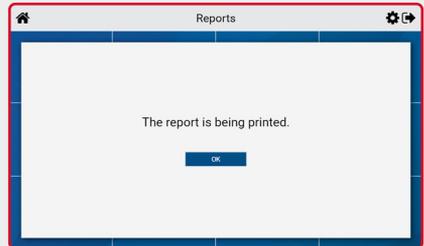
NOTE: Clearing the Shift Report will reset the cash count to \$0. In order to maintain an accurate cash count, it's important that the Shift Report be cleared each time cash is removed.



REPORTS

PRINTER TEST

1. Touch **Printer Test** from the Reports menu.
2. The terminal prints a test ticket with every available character.
3. A print confirmation screen displays. Touch **OK** and you are returned to the Reports screen.

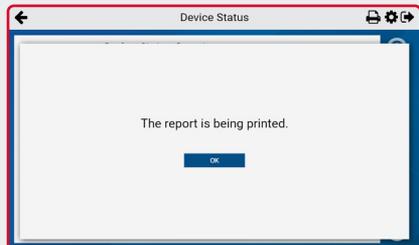


REPORTS

DEVICE STATUS

This report lists all the peripherals of the GameTouch 20 and shows the status of each.

1. Touch **Device Status** from the Reports menu.
2. The screen displays the Device Status Report. Use the **Up** and **Down Arrows** to scroll through text, if needed.
3. Touch the **Printer Icon** to print the report. Select the desired print option [**Current Page Print** or **Full Page Print**].
4. A print confirmation screen displays. Touch **OK** and you are returned to the report screen.

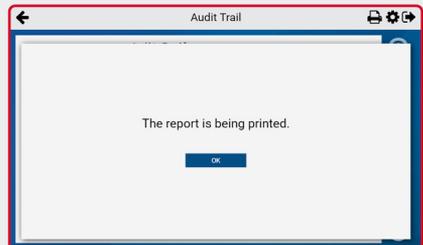
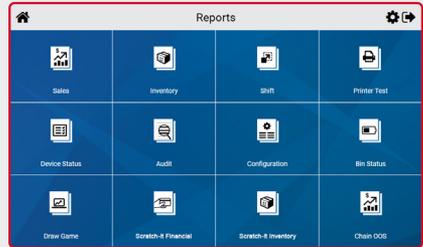


REPORTS

AUDIT REPORT

Provides information on bills, sales, transactions and refunds totals for the last 10 player sessions.

1. Touch **Audit** from the Reports menu.
2. The screen displays the Audit Trail Report. Use the **Up** and **Down Arrows** to scroll through text, if needed.
3. Touch the **Printer Icon** to print the report. Select the desired print option [**Current Page Print** or **Full Page Print**].
4. A print confirmation screen displays. Touch **OK** and you are returned to the report screen.

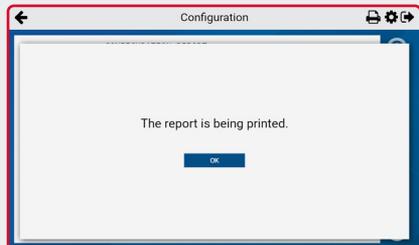
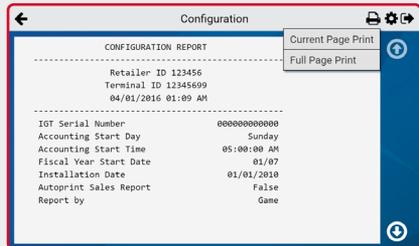
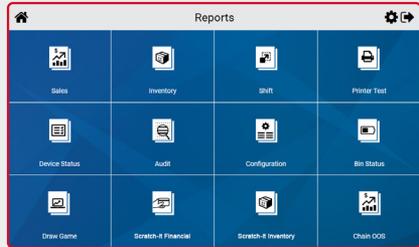


REPORTS

CONFIGURATION REPORT

Details terminal information, such as: IGT Serial Number, Accounting Start Day/Time, and Installation Date.

1. Touch **Configuration** from the Reports menu.
2. The screen displays the Configuration Report. Use the **Up** and **Down Arrows** to scroll through text, if needed.
3. Touch the **Printer Icon** to print the report. Select the desired print option [**Current Page Print** or **Full Page Print**].
4. A print confirmation screen displays. Touch **OK** and you are returned to the report screen.

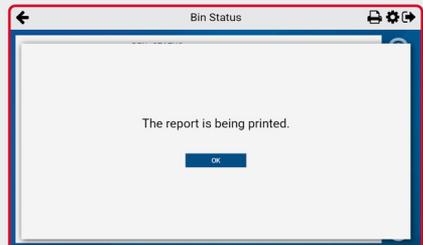
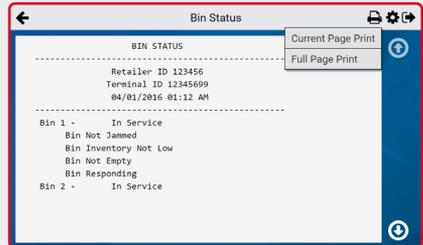


REPORTS

BIN STATUS

Provides the status of each bins on (In Service, Jammed, Low, Empty, Responding).

1. Touch **Bin Status** from the Reports menu.
2. The screen displays the Bin Status Report. Use the **Up** and **Down Arrows** to scroll through text, if needed.
3. Touch the **Printer Icon** to print the report. Select the desired print option [**Current Page Print** or **Full Page Print**].
4. A print confirmation screen displays. Touch **OK** and you are returned to the report screen.

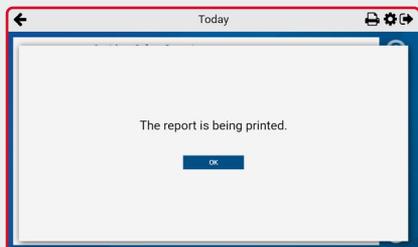
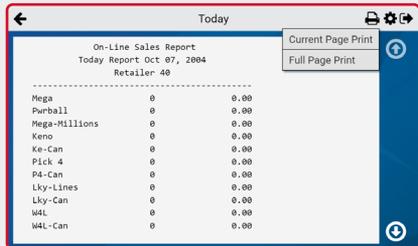
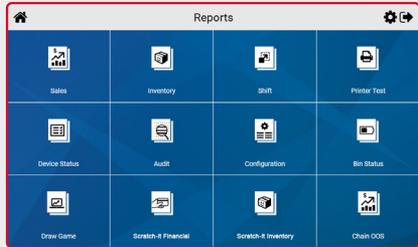


REPORTS

DRAW GAME REPORTS

View and print the following Draw Game Reports: Today's Activity, Daily Activity, Week to Date Activity, Weekly Invoice, Adjustment History, and Clerks Report.

1. Touch **Draw Game** from the Reports menu.
2. The screen displays the Draw Game Reports menu. Select the desired option. For example, touch **Today's Activity**.
3. The report displays. Use the **Up** and **Down Arrows** to scroll through text, if needed.
4. Touch the **Printer Icon** to print the report. Select the desired print option [**Current Page Print** or **Full Page Print**].
5. A print confirmation screen displays. Touch **OK** and you are returned to the report screen.

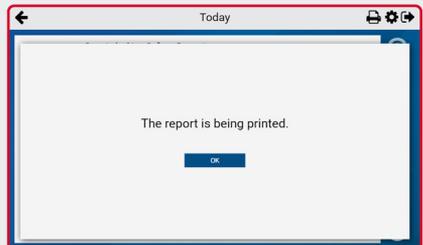
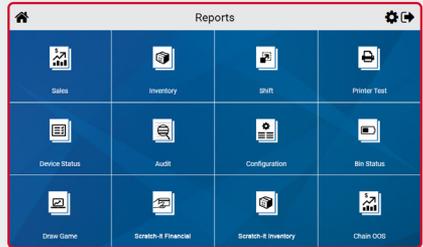


REPORTS

SCRATCH-IT FINANCIAL REPORTS

View and print the following Scratch-it Financial Reports: Today's Activity, Daily Activity, Week to Date Activity, and Weekly Invoice.

1. Touch **Scratch-it Financial** from the Reports menu. The screen displays the Scratch-it Financial Reports menu.
2. Select the desired option. For example, touch **Today's Activity**.
3. The report displays. Use the **Up** and **Down Arrows** to scroll through text, if needed.
4. Touch the **Printer Icon** to print the report. Select the desired print option [**Current Page Print** or **Full Page Print**].
5. A print confirmation screen displays. Touch **OK** and you are returned to the report screen.

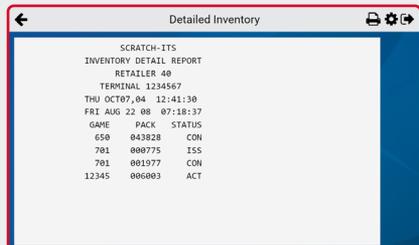
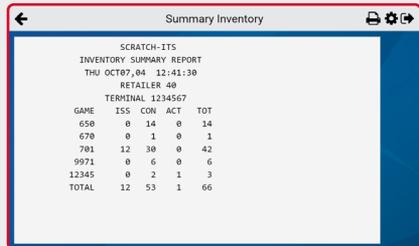
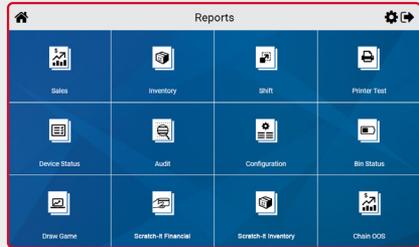


REPORTS

SCRATCH-IT INVENTORY REPORT

View and print the following reports: Summary Inventory and Detailed Inventory.

1. Touch **Scratch-it Inventory** from the Reports menu.
2. The screen displays the Instants Inventory Report menu. Select the desired option [**Summary Inventory** or **Detailed Inventory**].
3. The report displays. Use the **Up** and **Down Arrows** to scroll through text, if needed.
4. Touch the **Printer Icon** to print the report. Select the desired print option [**Current Page Print** or **Full Page Print**].
5. A print confirmation screen displays. Touch **OK** and you are returned to the report screen.

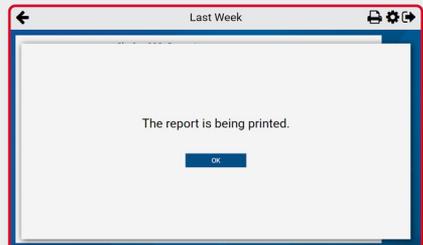


REPORTS

CHAIN OOS REPORT

Provides out of stock and estimated lost sales information.

1. Touch **Chain OOS** from the Reports menu.
2. The screen displays the Chain OOS Report menu. Select the desired option. For example, touch **Last Week**.
3. The report displays. Use the **Up** and **Down Arrows** to scroll through text, if needed.
4. Touch the **Printer Icon** to print the report. Select the desired print option [**Current Page Print** or **Full Page Print**].
5. A print confirmation screen displays. Touch **OK** and you are returned to the report screen.



LOADING PAPER

NOTE: At every change of paper, check inside the printer to locate and remove any scraps of paper.

1. Open the machine door. Ensure the power to the machine is ON so that the printer will be able to auto-feed.
2. Pull the printer drawer out from the terminal.
3. Verify that the printer cover is closed.
4. Place the paper roll into the printer bucket.
5. Feed the paper into the rear of the printer so the paper is feeding from the TOP of the roll.
6. The printer will auto-feed the paper through the printer and cut automatically.
7. Gently push the printer drawer back into the terminal.



BILL ACCEPTOR

CASH BOX UNLOADING

1. Open the bill acceptor drawer with the security key and gently pull out the drawer. This reveals the large cash box.
2. To remove money from the cash box, locate the round opening on the top-rear, press the blue tab back towards the direction of the arrow, and open the cash box door. Retract the spring and slide the money out.
3. Once the money has been removed, close the cash box door so that it locks; then close the bill acceptor compartment by pushing in the drawer and turning the key to the left to lock it.
4. Print and clear a Shift Report.

DISCLAIMER: The Shift Report only stores sales data for the last 14 days.

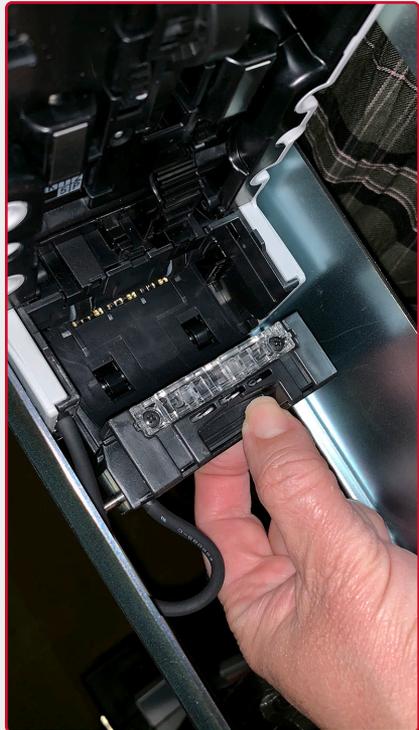


BILL ACCEPTOR

CLEARING JAMS

1. Open the bill acceptor drawer with the security key and gently pull out the drawer. This reveals the large cash box.
2. To access the bill acceptor, you must remove the cash box first. Simply push the blue release button (on the top-front) towards the back of terminal with one hand, and gently lift the cash box up and out.
3. You will now see the bill acceptor below where the cash box sits. Remove the bill acceptor by pushing up the silver latching bar (located on the bottom) and sliding the read head out. Clear any jammed bills.
4. 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.

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



BILL ACCEPTOR

CLEANING THE BILL ACCEPTOR

1. Open the bill acceptor drawer and remove the cash box using the procedure detailed on the previous page in “Bill Acceptor, Clearing Jams”.
2. To clean the bill acceptor, use a soft, dry, clean cloth, lightly dampened with clear water and wipe both the top and bottom.
3. To replace the bill acceptor module, simply reinsert it back into the groove it came from and slide it in firmly, so that it locks into place.

