

## GAME TOUCH 20

IGT HOTLINE:: 1-888-810-4357

Hotline Hours of Operation: 24/7

- Call IGT Hotline to Report Lost or Stolen Tickets -

WASHINGTON'S LOTTERY:

1-800-545-7510

Monday - Friday

8:00am - 5:00pm

Closed on State Holidays



### GAME TOUCH 20 EXTERNAL VIEW

The Game Touch terminals act as both a Scratch Vending Machine to distribute Scratch Tickets and also operates in self-service mode to perform Draw Game functions. The barcode reader can be used by players to scan their scratch and draw game tickets to see if they are winners.

Touchscreen Display



Ticket Collection Bin

### OPENING THE MAIN DOOR

- Insert the Main Door (MD) key into the main door lock located top-right of the playslip reader.
- To open the door, pull up on the lever located on the right side of the door.
- 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-IN

- Open the Game Touch Main Door.
- The display prompts you to sign on. Enter your 6-digit Username and 4-digit Password.
- Touch the **GREEN CHECKMARK**.
- After a successful Sign-In, the Manager Functions Menu will display.

### MANAGER FUNCTIONS

- The Game Touch Home Screen, or Manager Functions Menu, is available once you are signed in. This menu provides access to the terminal management functions.
- Access this menu from any of the administrative screens by touching the **HOME** button.



### REMOTE CONTROL

- Remote disable is a feature on the Game Touch and is intended to discourage underage use. This feature allows store personnel to "disable" the machine via a remote control.
- To disable the machine, press the "I" button on the remote transmitter. To reactivate, press the "I" button again.
- Although the Game Touch is configured with one remote, multiple Game Touch's in one location can be affected by any remote used.
- **When needed, Retailers can use the Remote to clear available credits on SSTs and print Refund slips.**



### VIDEO HELP

- Touch **VIDEO HELP** from the Manager Functions menu.
- Follow the on-screen prompts to view the help videos.



### LOADING PAPER

- Pulling out the printer to open and pull up the green cover button on the top.
- Remove the old paper roll.
- Insert new paper roll.

- NOTE:** Paper feeds from the top of the paper roll when it is inserted into the printer.
- Close the green button and feed the paper through the printer.
- The paper will advance and cut automatically.

- NOTE:** The paper stock in the Game Touch can be substituted with the paper stock used by the terminal printer.



### CASH BOX UNLOADING

- Open the Bill Acceptor door with the Bill Acceptor key and gently tilt the door.
- Pull out the Cash Box by grasping the yellow handle and pulling straight out.
- NOTE:** The Cash Box opening is on the bottom of the Cash Box and may contain a separate lock.
- To open the Cash Box, squeeze the yellow latch and slide the bottom cover open to access the contents.
- Remove cash from the Cash Box, then replace the Cash Box.
- Print and clear the Shift Report (See Shift Report).



### BILL ACCEPTOR JAMS

- Open the Bill Acceptor drawer with Bill Acceptor key and gently pull out the drawer. This reveals the cash box.
- 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, gently lift the cash box up and out.
- You will now see the bill acceptor below where the cash box sits. Turn off the power first before removing the bill acceptor by pushing up the silver latching bar and sliding the read head out. Clear any jammed bills.



### DEBIT / SHOPPING CART

Cash/Winings or Card payment can be made after the completion of the shopping cart session on the touchscreen of the Lottery vending machine.

- **Credit card, tap to pay, or any mobile pay options are not available at this time.**
- **Cannot combine a partial cash payment with a debit payment.**
- **All shopping carts are required to be paid with either cash/winings, or debit (not a combination of both).**

#### HOW TO USE DEBIT CARDS WITH SHOPPING CART:

1. Touch screen to activate
2. Make selections for draw games or/and scratch games
3. Continue shopping or select **Cart** to Checkout
4. Continue shopping or select **Checkout** to purchase.
5. Select a payment method Pay with **Cash/Winings** or **Pay with Debit**
6. If paying with Debit, follow instructions on the Verifone card reader, located on the right side of the SST.
7. After a 3-7 seconds initialization period, the card reader will prompt customers to insert their card.
8. Insert or Swipe Card and follow the ZIP code prompts.
9. The card reader will instruct player to remove their card before completing the transaction, and tickets are dispensed.



#### NOTE:

- **After 30 seconds, an idle shopping cart will be emptied.**
- **Do not give the players cash refunds related to Debit transaction.**
- **Receipts for completed purchases are not provided. A receipt will automatically print if there is an error when dispensing tickets.**
- **Debit payment option is disabled if winings or cash are inserted to begin the transaction.**
- **Debit transactions are shown by the number of transactions and dollar value total on both the Daily Activity Report and the Shift Report.**



## REPORTS

### TO ACCESS THE REPORTS MENU:

- Touch **REPORTS** from the Manager Functions Menu.
- The screen displays the Reports Menu.
- Select a desired report type to proceed.
- Use the **UP** and **DOWN** arrows to scroll through text. Touch one of the **PRINT** buttons to print the report. Touch **HOME** to return to the Manager Functions Menu.

### REPORT LIST:

**INVENTORY REPORTS:** Sales Report, Inventory Report, Shift Report, Games Report and Audit Report.

**SCRATCH REPORTS:** Summary Inventory, Scratch Detail, Summary Billing, Detailed Billing, Summary Inventory PPT, Settled Pack Detail, Activated Pack Detail, and Scratch Communication

**DRAW REPORTS:** Daily Activity, Weekly Activity, Self Service Terminal Reports, Settlement Report, Commissions and Draw Games Validation

**PRINTER TEST:** Use to test printer to ensure paper is loaded properly and the print is clear and legible.

**DEVICE STATUS:** Lists and shows status of all Gemini Touch peripheral devices.

**STATUS REPORT:** Provides the status and inventory information for each of the Scratch Ticket bins.

**BIN STATUS:** Shows bin status (Jammed, Empty, Low)



## SHIFT REPORT

- The Shift Report details sales activity for the current shift and is used to balance the money in the cash box daily. The Shift Report shows all total sale amounts by Instants, Online and Totals for both. The cash collected is the total money inserted into the bill acceptor, and the cash box total is the cash balance of that period of Sales minus reinvestments and debit.
- Touch **SHIFT REPORT** from the Manager Functions Menu. **NOTE:** The Shift Report can also be found on the Special Functions Menu.
- Use the **Up** and **Down** Arrows to scroll through the report displayed on screen.
- Touch **PRINT** to print the report only, touch **REMOVE** to remove credit.
- Touch **CLEAR SHIFT** to print the report and clear the Shift at the same time. Once the Shift Report is cleared, this will re-start a new accounting period making the previous shift no longer printable.
- Shift Report holds sales information up to 21 days. (It automatically clears every 21 days).

### CASH RECONCILIATION

Scratch Sales + Draw Sales + Refund – Reinvestment – Debit = Total Cash on Hand



## SCRATCH FUNCTIONS

### SCRATCH TICKET MANAGEMENT

Allows the machine's bin inventory to be added, removed and changed. There are two methods for loading tickets into the terminal; Barcode & Manually.

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 replace, push the row back into place and the latch snaps back automatically.

The Game Touch 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 game. When using the barcode scanner to load and unload the tickets, the machine checks with the Games Table and uses the provided information.

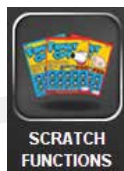
### QUICK LOAD USING BAR CODE SCANNER: FULL PACK IN AN EMPTY BIN.

- Touch **SCRATCH FUNCTIONS** from the Manager Functions menu. Then, touch **SCRATCH TICKET MANAGEMENT**.
- Pick up the Barcode Reader from the cradle.
- Scan **LOAD** barcode on the desired Bin.
- Scan the **FIRST TICKET** in the pack. Then, touch the **GREEN CHECKMARK**.
- Full Pack? Touch the orange icon, then, touch the **GREEN CHECKMARK**.
- The pack Activates and Loads. touch the **GREEN CHECKMARK**.

### QUICK LOAD USING BAR CODE SCANNER: PARTIAL PACK.

- Touch **SCRATCH FUNCTIONS** from the Manager Functions menu. Then, touch **SCRATCH TICKET MANAGEMENT**.
- Pick up the Barcode Reader from the cradle.
- Scan **LOAD** barcode on the desired Bin.
- Scan the **FIRST TICKET** in the pack. Then, touch the **GREEN CHECKMARK**.
- Scan the **LAST TICKET** in the pack. Then, touch the **GREEN CHECKMARK**.
- The pack Activates and Loads. touch the **GREEN CHECKMARK**.

**NOTE:** Selecting the **FEED TICKET** option from the Scratch Ticket Management screen moves tickets in the selected bin forward. Selecting the **TICKET REVERSE** option from the Scratch Ticket Management screen reverses the ticket in the selected bin.



## SCRATCH FUNCTIONS

### SCRATCH > SCRATCH FUNCTIONS>

The Scratch Functions menu provides access to the following functions: Activation, Settlement, and Order Confirmation.

### TO ACCESS SCRATCH FUNCTIONS:

- Touch **SCRATCH FUNCTIONS** from the Manager Functions Menu, then touch **SCRATCH**.
- The screen displays the SCRATCH FUNCTION menu.
- Touch **SCREEN FUNCTIONS** for **RECEIVE/SHIPMENTS**, **ACTIVATE PACKS/SHIPMENTS**, or **SETTLE PACKS/SHIPMENTS**.

### RECEIVE PACKS / SHIPMENTS

- Touch **RECEIVE PACKS/SHIPMENTS**
- Scan the barcode or manually enter the Order Number using the keypad, then touch the **GREEN CHECKMARK**.
- On the confirmation screen, touch the **GREEN CHECKMARK** to return to Scratch Functions menu.

### ACTIVATE PACKS SHIPMENTS

- Touch **SCRATCH FUNCTIONS** from the Scratch Functions menu.
- Touch **ACTIVATE PACKS/SHIPMENTS**.
- Scan the barcode or manually enter the Game and Pack Numbers using the **KEYPAD**, then touch the **GREEN CHECKMARK**.
- A confirmation screen displays. Touch the **GREEN CHECKMARK** to return to Scratch Functions menu.



## SPECIAL FUNCTIONS

- Touch **SPECIAL FUNCTIONS** from the Manager Functions menu.

### Touch the Desired Option:

- **REBOOT TERMINAL:** Restarts Terminal
- **DEVICE STATUS:** Displays all components in the terminal and their operational status. Touch a specific **BIN NUMBER** to view a particular Bin Status.
- **DEVICE TESTS:** This button is the same as the Device Tests button on the Tools/Service Menu.
- **CHANGE PASSWORD:** This function is not in use at this time.
- **CURRENT CREDITS:** Displays the credits currently available on the terminal.
- **VOLUME:** Use to mute, un-mute and adjust terminal volume.



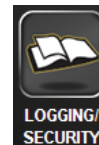
## REPRINT

- Allows you to reprint the Last Transaction or the Last Play.
- Touch **REPRINTS** from the Manager Functions Menu.
- The Reprints menu displays. Touch the desired option.



## LOGGING / SECURITY

- Provides access to the Journal screen where you can view/print the Cash Log, Security Alerts, and Events Log.
- Touch **LOGGING/SECURITY** from the Management Functions menu.
- The Journal menu displays, Select the desired report.
- Use the **Up** and **Down** Arrows to scroll through the report displayed on screen.
- Touch one of the **PRINT** buttons to print the report. Touch **HOME** to return to the Manager Functions Menu.



## VALIDATIONS

- Players can scan tickets using the barcode scanner to see if their ticket is a winner.
- For winning tickets of \$500 or less, the screen displays the winning information and options to Press **"Yes"** to play your winnings now, or **"No"** to allow players to take their ticket to the retailer for redemption.
- For winning tickets between \$1 and \$500 (the Reinvestment Maximum) players can use their winnings as credits.

**NOTE:** If the ticket is a non-winner, previously cashed, etc; the screen will inform the player accordingly. If the prize for a scratch ticket is a free draw ticket, the ticket prints. If they reinvest and need an exchange ticket for remaining draws, the exchange ticket prints.



## LOADING TICKETS INTO A BIN

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

- Insert the ticket pack into the bin.
- Feed the first ticket over the roller. Tickets less than 8" long feed over the roller; 8" tickets and longer feed under the roller.
- Insert under the ticket guide until the leading edge firmly touches the black rubber feed rollers.
- This activates the ticket sensor switch and the tickets load automatically.



**NOTE:** Multiple ticket packs can be loaded by taping the end of one book to the beginning of another book. To connect two books, use the IGT perforated tape. Contact **IGT Hotline** at 1-888-810-4357 for replenishment.

### TO ENSURE RELIABLE TICKET DISPENSING:

- **Do not** load tickets over 8" long into the lower two ticket trays.
- **Do not** load tickets less than 2" in the upper two ticket trays.