



GameStation Quick Reference Guide



>> **Self-service Terminal Assistance 24/7 Hotline: 1-844-806-8930** <<

The Main Screen will be an Interactive touch screen with “Play Here” prompt.

PASSWORD ENTRY

- 1-Open any of the three compartments on the GameStation (Bill, Printer or CPU) to initiate login for Retailer portal
- 2- Enter User and Password to login.

TO LOAD PRINTER PAPER

- 1-Open the printer door with a key to access the paper roll compartment.
- 2-Carefully remove the old paper roll from the spindle.
- 3-Ensure the new paper roll is oriented with the white side up. Figure (a)
- 4-Place the new paper roll onto the spindle, ensuring it is securely positioned.
- 5-Feed the end of the paper roll into the green slot and click in place as shown in Figure (b)until you hear a paper feed sound, indicating it is secured.
- 6-The terminal will automatically pull some paper through the slot.

Wait for the terminal to print out a test slip to confirm the paper roll is correctly installed.

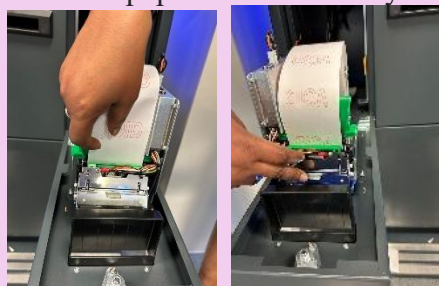


Figure (a)

Figure (b)

REPORTS: Financial Reports on GameStation

- 1- In the Retailer Portal, touch “Reports”
- 2- Select the desired report, all viewable on GameStation.
- 3- Touch (Print) for a printed report. You will automatically return to Retailer Portal Main Menu after report is printed

CLEARING CUSTOMER CREDITS:

- 1-Login to Retailer Portal.
- 2-Select "Clear Customer Credits".
- 3-Print the voucher with the session barcode

Players must redeem the voucher at the terminal where the voucher was generated within 2 days.

RESTART The Central Processing Unit (CPU):

Sometimes for a “soft reboot” during an upgrade a Restart may be needed.

- 1-Tap on the “Restart” button.
- 2-Confirm Restart on Popup
- 3-Select ‘Ok’ to proceed with the restart, or ‘x’ to cancel the action.

TROUBLESHOOTING TIPS

Before performing any troubleshooting, view the peripherals located at the bottom of the retailer portal. This will help you identify the error with your GameStation. All malfunctioning components will have a red x above them.

REMOVE CASH AND RECONCILE:

Before removing any cash, End Shift to produce Close Shift Report:

- 1-Press [End Shift] on the Main Screen of Retailer Portal located on the left panel.
- 2-Select ‘Confirm’ on the pop-up screen to proceed
- 3-If ‘Confirm’ is selected, the shift will end, printing the close shift report
- 4-Collect all cash, this will reset the terminal balance to zero.

REMOVE CASH:

- 1-Open the bill acceptor compartment using the cash box key provided.
- 2-Remove the cash box by pressing 2 blue release latches.
- 3-Turn the blue lock clockwise to open the cash box.
- 4-Remove bills and replace the cash box
- 5-Terminal accepts \$1, \$5, \$10, \$20, \$50 and \$100 bills and most credit options (no AMX). Game station does not give change

HARD SHUT OFF

If the screen is frozen, you may need to perform a Hard Shut OFF as follows;

- 1-Locate the power switch in the CPU compartment locked by a key.
- 2-Open compartment, toggle the switch to OFF to cut the power off from the terminal.
- 3-Toggle the switch to Green ON side to turn it back on.

BILL ACCEPTOR TROUBLESHOOT:

If the bill acceptor is disabled, check for the following problems:

- 1-Ensure that the cash box is not full or obviously jammed. Remove any obstructions and replace the cash box.
- 2-If there is not an obvious problem with the cash box, Press blue release latches at the top of the cash box to remove the cash box from the latch.
- 3-Put the cashbox back in its place to reset the cashbox.

The terminal will accept \$1, \$5, \$10, \$20, \$50 and \$100 bills with a maximum credit amount of \$100. Additional credit may be accumulated by using Cashless Ingenico device. GameStation doesn’t give change.

CHECKING AND VALIDATING TICKETS:

Players may check their ticket to see if they have won and validate tickets by scanning the barcode with the Ticket Checker located on the front of the printer compartment. The process to validate and receive credit on the machine is: **Scan** ticket to see if it is a winner. If the ticket is a winner of **\$25 or less**, a message will be displayed on the touchscreen asking the player if they want to add the credits to the machine to make additional purchases. If the player chooses not to add the winning amount (\$25 or less) to the machine, they can take it to any lottery redemption location as specified by the lottery’s rules.

KEEP YOUR GAMESTATION CLEAN BUT DO NOT USE ABRASIVES OR CHEMICALS ON YOUR GAMESTATION. ONLY USE OPTICAL QUALITY WIPES FOR CLEANING.