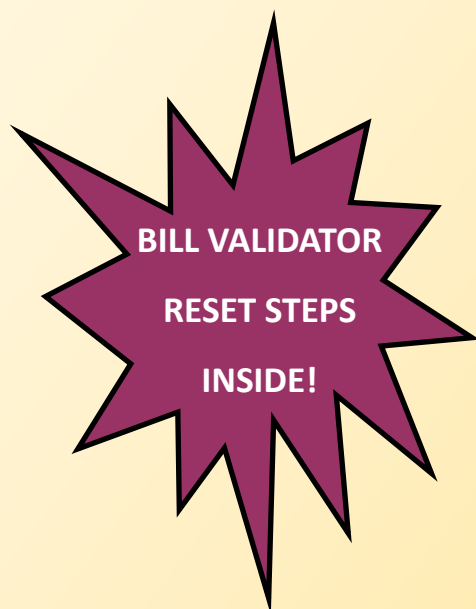




ILLINOIS LOTTERY WINSTATION 30

FAST FACTS



intralot



ANYTHING'S POSSIBLE™

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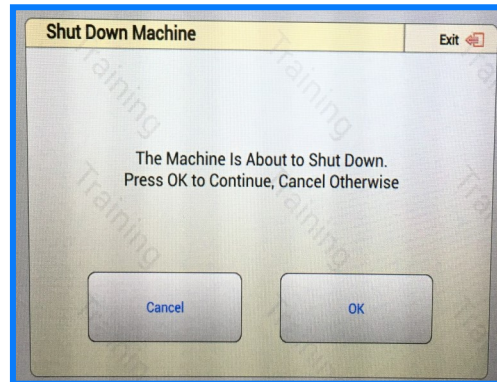
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Shutting Down the WinStation 30 from Touch Screen



1. In the Diagnostics Tab, touch the “Shut Down Machine” button.



2. A confirmation screen appears allowing you to complete or cancel this action.

NOTE: This action only shuts down the CPU. It only affects the touchscreen & Play Slip scanner and will not shut down the entire machine.

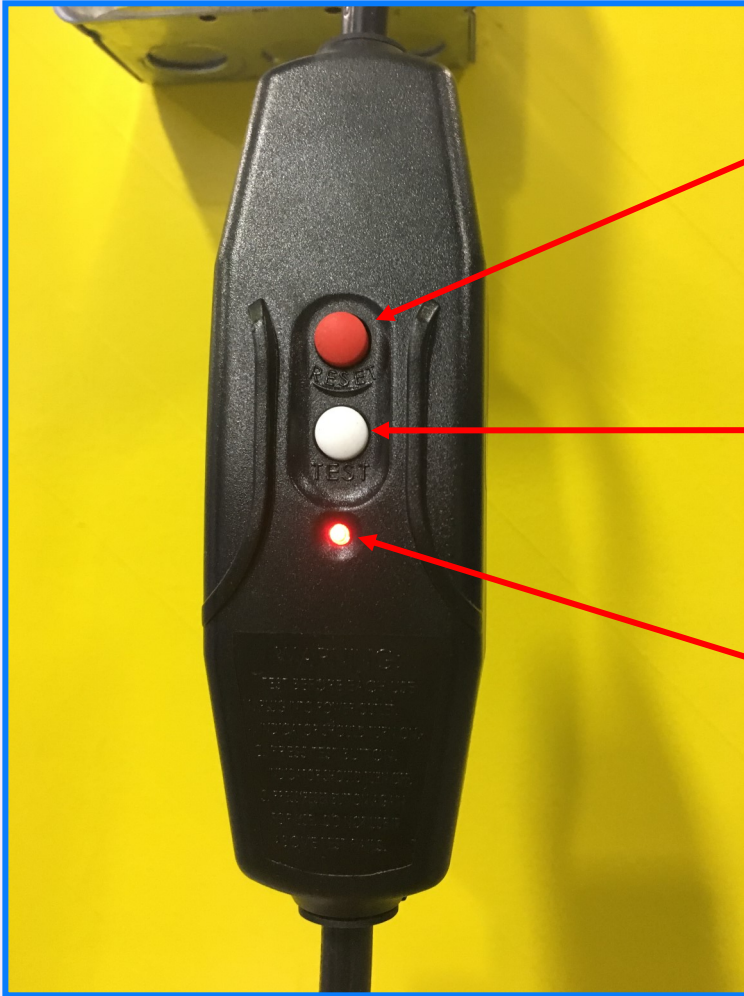


3. To turn on the CPU, press and hold the button in the back of the unit until you see the blue light.



4. The blue light indicates the CPU is receiving power. The touchscreen will reappear shortly.

About the WinStation 30 Power Cord



The **Red** button is used to reset the circuit so that power passes through to the WinStation 30.

The White button is used to stop power from going to the WinStation 30.

The Power light indicates that power is passing through to the WinStation 30.

NOTE: *The Power light should always display a solid red light. A blinking light indicates that the circuit is being interrupted. Press the **Red** button to reset the circuit.*

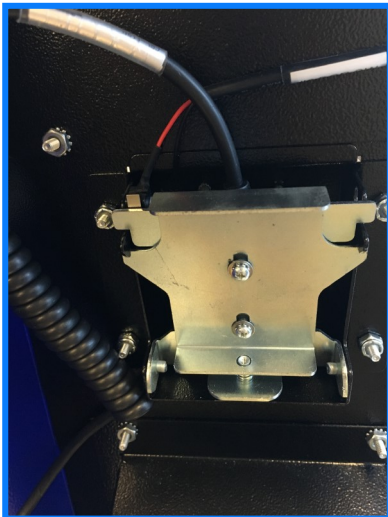
WinStation 30 Alarms

There are three audible alarms you may hear from your WinStation 30:



DOOR ALARM:

If you open the door and do not sign in within 30 seconds, a loud and continuous siren will sound. Pressing any button on the touchscreen will temporarily silence the alarm allowing you to sign in.



SCANNER ALARM:

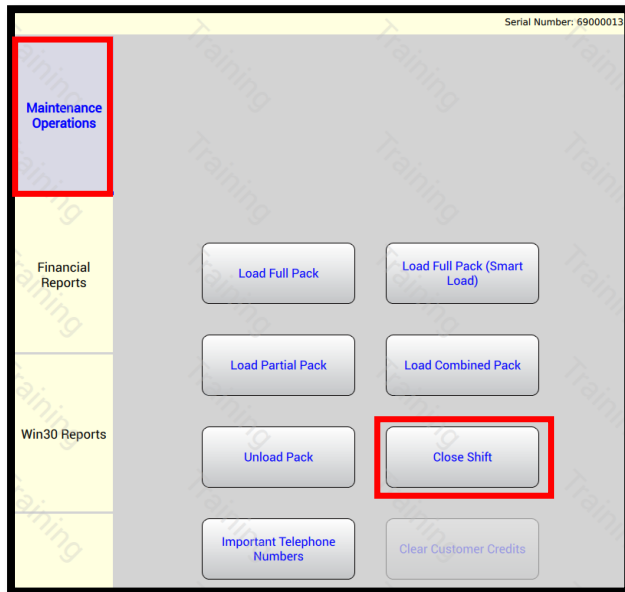
If you remove your scanner from the cradle and forget to replace it properly, a mild and continuous buzzing will sound until the scanner is properly replaced.



POWER SUPPLY ALARM:

If your WinStation 30 is not receiving power, a mild and steady beeping will sound. The Power light on the power cord will be blinking or may not be lit at all. Make sure the cord is plugged in and/or press the red button to establish a solid red light.

WinStation 30 Balancing

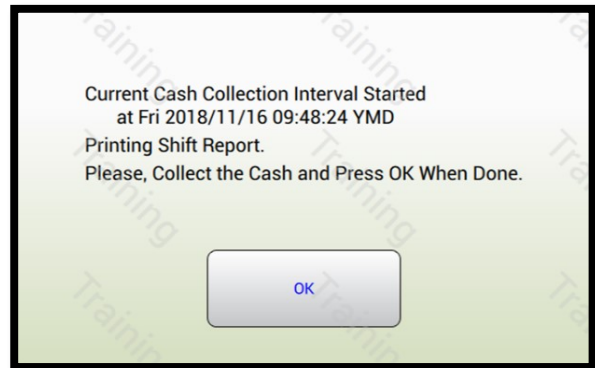


Step 1: Press the Maintenance Operations Tab

Step 2: Press the Close Shift button

Step 3: Empty the Cashbox

Step 4: Press the OK button when done

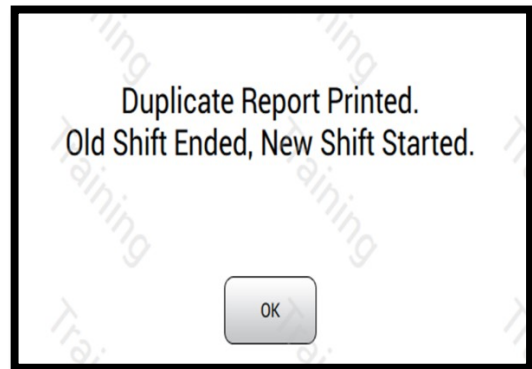
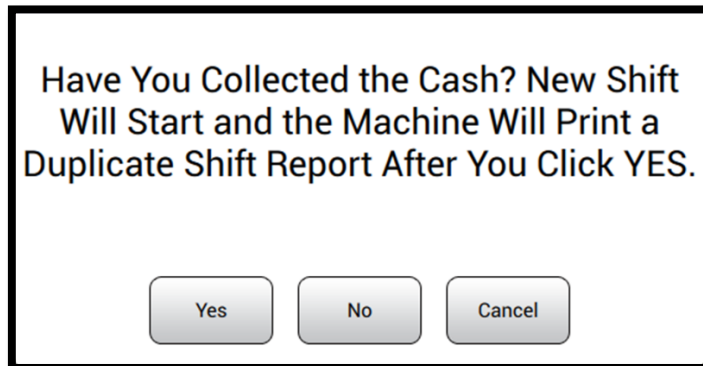


Step 5: Make sure the cashbox is empty

Step 6: Press the Yes button

Step 7: Press OK

Step 8: Take both copies of your reports



When should I close the shift?

You should close the shift whenever you empty the cashbox.



FOR ASSISTANCE BALANCING YOUR WINSTATION 30
PLEASE CALL OUR HOTLINE AT 1-844-806-8930 OPTION 6

WinStation 30 Balancing Cont'd.

--CASH COLLECTED--		
Bills:		
\$1	4	\$4.00
\$5	0	\$0.00
\$10	0	\$0.00
\$20	0	\$0.00
\$50	0	\$0.00
\$100	0	\$0.00
Total Bills-->	4	\$4.00
Cleared Credits-->	0	\$0.00
Total Cash-->		\$4.00

--Sales Summary--		
Instant Tick. Cashed-->	0	\$0.00
Online Tick. Cashed-->	1	\$2.00
Current Credits-->		\$0.00
Total Instant-->	3	\$3.00
Total Online-->	3	\$3.00
Grand Total-->		\$6.00

<End of Report>		

How much money should be in the cash box?

The money in the cashbox should be equal to the **Total Bills** amount.

How do I balance the WinStation 30?

Step 1: Find the Total Money In

Total Bills
 + Instant Tick. Cashed
 + Online Tick. Cashed

 Total Money In

Step 2: Compare Total Money In to the Grand Total

Total Money In
 - Grand Total

 Balance Amount

Step 3: Check Balance Amount

0 = Perfectly balanced
 + = More money in than product sold **GO TO STEP 4**
 - = More product sold than money in



Step 4: Subtract Cleared Credit, Money Disputes, and Pending Tickets

Balanced Amount
 - Current Credits (if any)
 - Cleared Credit
 - Money Disputes
 - Pending Tickets*

 Adjusted Amount

*Remember to clear this list by pressing the **Clear** button at the bottom of the Pending Ticket screen.

REFUNDING WIN30 PLAYERS

In the event a player makes a purchase, but does not receive product, they can be refunded in cash or provided another lottery product in exchange. It is **not** recommended that they be given funds from the machine. Your business should develop a policy regarding these situations. Make sure there is clear communication between employees who manage lottery finances. You want to make sure refunds are recorded, accounted for, and balanced in a clear, concise, manner.

Missing Credits & Ticket Guide

Claims of missing credits or tickets should always be taken seriously. They should also always be investigated. Below are two ways to check to see if there has been an error with either instant tickets dispensing or player credits disappearing.

Pending scratch tickets				Exit
#	Edition	Price	Date	
1	286	\$2.00	29 May 2019 10:08:46	
2	280	\$2.00	29 May 2019 11:25:43	
3	280	\$2.00	29 May 2019 11:51:19	
4	280	\$2.00	29 May 2019 11:52:35	
5	280	\$2.00	29 May 2019 12:14:05	
6	280	\$2.00	29 May 2019 12:14:19	
7	286	\$2.00	04 Jun 2019 11:55:59	
8	286	\$2.00	04 Jun 2019 11:56:02	
9	286	\$2.00	04 Jun 2019 11:56:12	
10	286	\$2.00	10 Jun 2019 14:35:04	

Clear

PENDING SCRATCH TICKETS

1. Go the service menu.
2. Press Maintenance Operations tab.
3. Press Pending Scratch Tickets button.

All tickets that have failed to drop to the player are recorded with the game number, price, and time of occurrence.

These records remain on the Win30 until the Clear button on the bottom is pressed.

TRANSACTION REPORT

1. Go the service menu
2. Press Win30 Reports tab
3. Press Transaction History Report button
4. Enter in the number of transactions back you would like to examine (1 being the last transaction)
5. Press the Get Report(s) button

The report will show how much money was put in the machine, how much money was reinvested from winnings, and how much money was spent by the player. If there is no credit on the Win30, but the player did not spend all of their money, the player should be refunded the difference.

ILLINOIS LOTTERY			
AGENCY No.....	222333		
TERMINAL S/N:	000002		
REPORT No.....	113		
PRINTED.....	07/05/2019 13:06:15		
TRANSACTION HISTORY REPORT			
Current Date:	Fri 2019-07-05 YMD		
Current Time:	13:06:15 GMT-05		
Login ID:	Retailer Manager		
From:	11:53:47 GMT-5 Mon 2019/07/01 YMD		
To:	06:20:05 GMT-5 Tue 2019/07/02 YMD		
--CASH COLLECTED--			
Bills:			
\$1	3		\$3.00
\$5	0		\$0.00
\$10	0		\$0.00
\$20	0		\$0.00
\$50	0		\$0.00
\$100	0		\$0.00
Total Bills-->	3		\$3.00
Cleared Credits-->	1		-\$1.00
Total Cash-->			\$2.00
Tickets Cashed-->			\$0.00
Current Credits-->			\$0.00
Total Sales-->			\$2.00
--SALES BY BIN--			
Totals ->	0		\$0.00
--SALES BY GAME--			
\$1 TEST GAME (\$1)	2		\$2.00
Totals ->	2		\$2.00

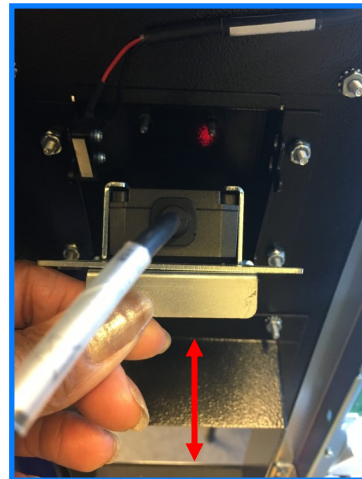
Using the WinStation 30 Scanner



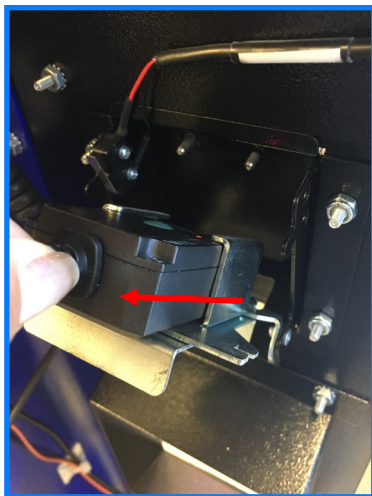
1. To release the scanner from inside the WinStation 30, open the door.



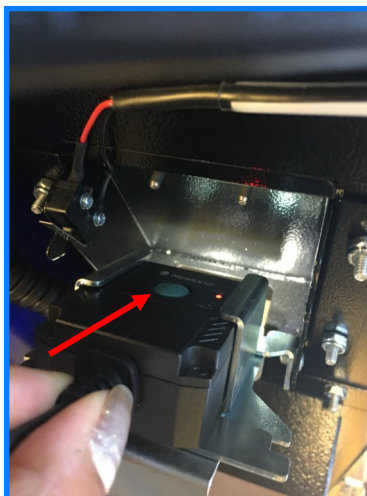
2. Push scanner cradle bar down.



3. Pull scanner cradle down.



4. Pull scanner out of cradle.



5. Replace scanner, green button up.



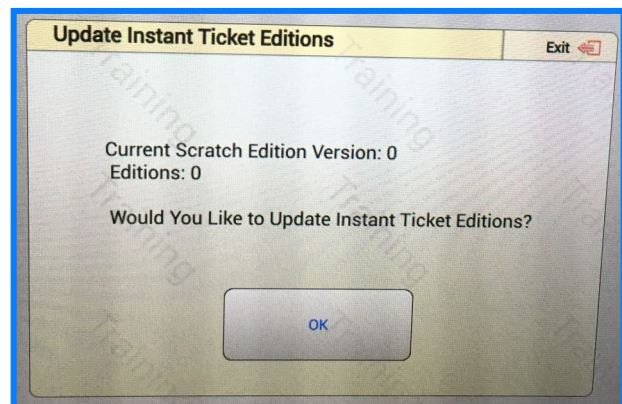
6. Push scanner cradle close.

Updating the Instant Ticket Database

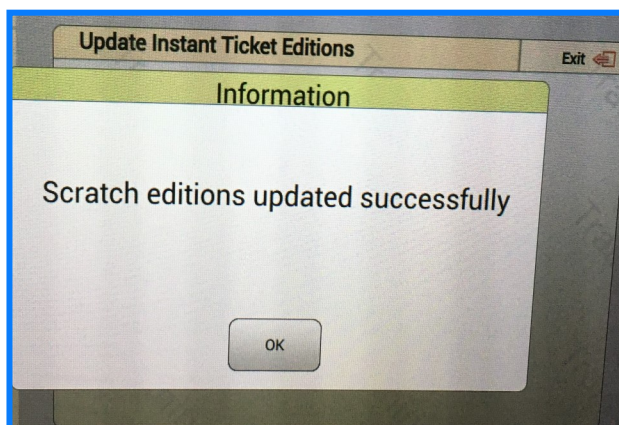


Before loading new instant ticket books, it is recommended that you update the Instant Ticket Database. This will ensure that any new games have been downloaded to your WinStation 30.

1. From the Diagnostics screen, select the “Update Ticket Database” button.

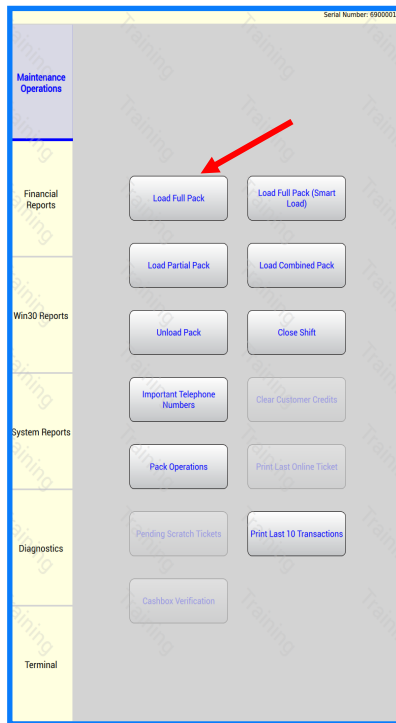


2. When prompted, press the OK button.



3. Once the updates have completed, you will receive a confirmation screen. Press the OK button. Press the Exit button and continue to load your tickets.

Loading Full Packs in the WinStation 30



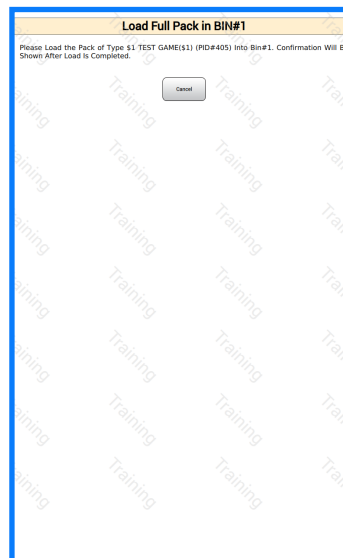
1. From Maintenance Operations, press the “Load Full Pack” button.



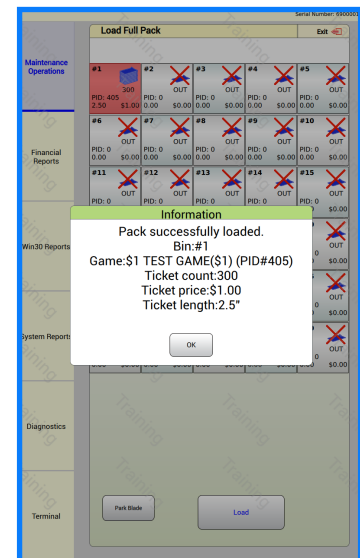
2. Select a bin then press the Load button. Open the bin drawer.



3. Scan any number on the Instant Ticket book. After scanning, this field will populate. Press “Load Full” button at the bottom of screen.

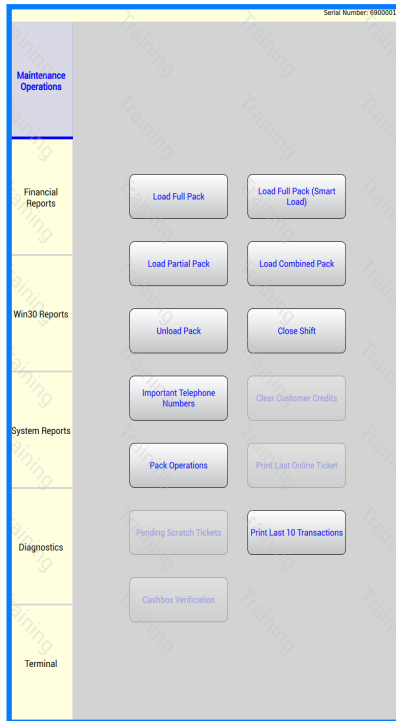


4. “Load Full Pack in BIN#” screen will appear. Place tickets in selected bin. See “Properly Loading Instant Tickets” Page 11.



5. Select OK after receiving confirmation screen.

Loading Partial Packs in the WinStation



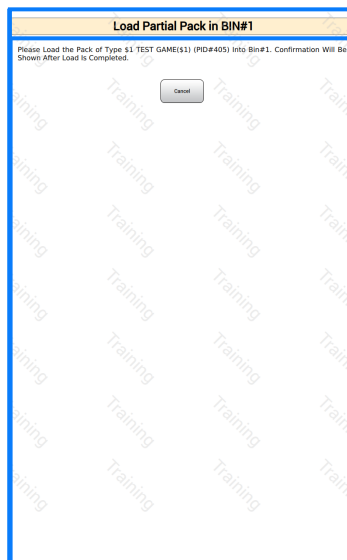
1. From Maintenance Operations, press the “Load Partial Pack” button.



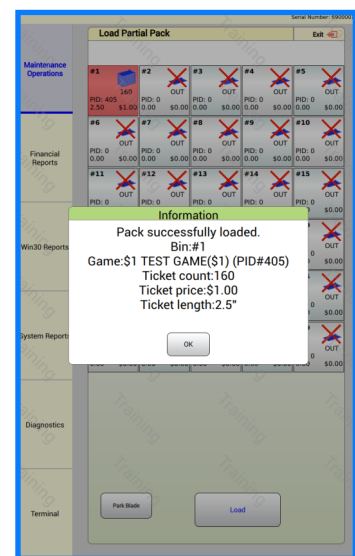
2. Select a bin then press the Load button. Open the bin drawer.



3. Scan the first and last number on the Instant Ticket book. After scanning, these fields will populate. Press “Load Partial” button at the bottom of screen.



4. “Load Partial Pack in BIN#” screen will appear. Place tickets in selected bin. See “Properly Loading Instant Tickets” Page 11.



5. Select OK after receiving confirmation screen.

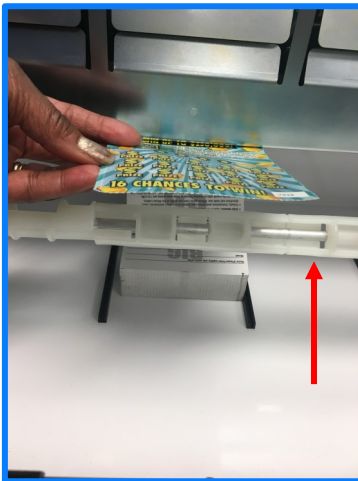
Properly Loading Instant Tickets in the WinStation 30



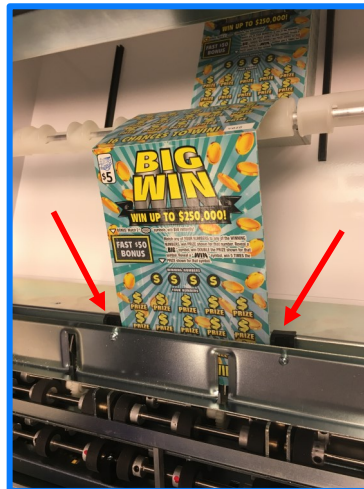
1. Open bin drawer.



2. Place tickets between ticket bin guides.



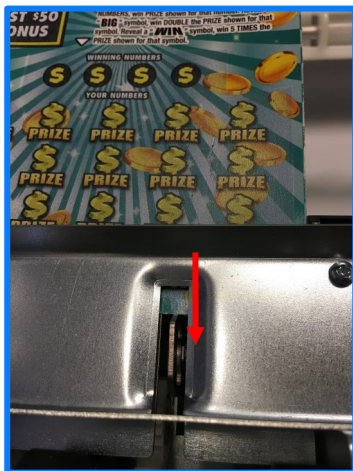
3. Bring 1st ticket over white roller bar.



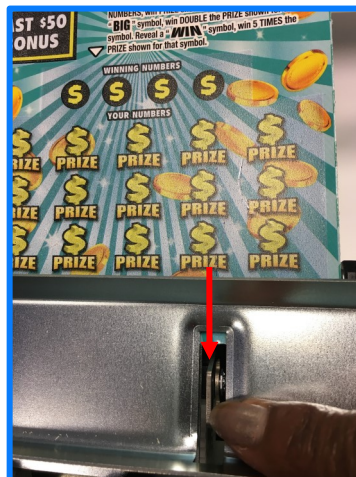
4. Feed ticket between burster guides.



5. Feed past ticket sensor until touching burster rollers.



5a. Ticket sensor should fall forward.



5b. Use your finger to gently pull towards you if it sticks.



6. Tickets will be properly seated by burster.

Unloading Instant Tickets on the WinStation 30



Never forcibly remove instant tickets from the WinStation 30.

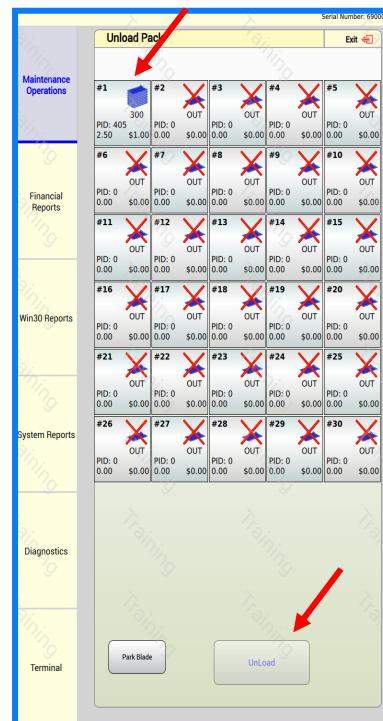
Removing instant tickets from the WinStation 30 should always be done using the Unload Pack feature in Maintenance Operations.

1. Press the Unload Pack button.

2. Select the Bin # you are unloading.

3. Press the Unload button.

The tickets will immediately be released from the burster. Now you can remove them from the bin drawer.



Removing WinStation 30 Cashbox



1. Use the Cashbox key.



2. Insert key and turn to open Cashbox compartment.



3. Guide the unit down avoiding letting it slam down.



4. To release Cashbox from base, grab it and push up on the blue button.



5. Holding the button, pull the Cashbox forward.



6. The unit will detach from the base.

Removing WinStation 30 Cashbox (Cont'd)



1. Unlock the Cashbox compartment.

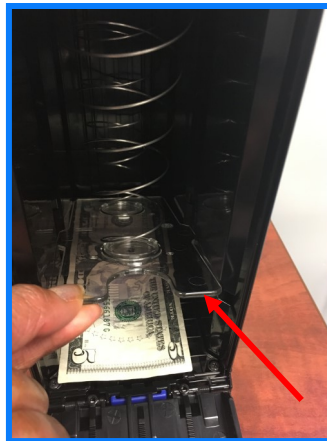


2. Guide the door unit down avoiding letting it slam down. *

* Follow "Removing WinStation 30 Cashbox" procedures.



3. Push down on blue button to release Cashbox door.



4. Lift up the Cashbox spring weight.



5. Remove your cash.



6. Lift and push the Cashbox door close.

Replacing WinStation 30 Cashbox



1. Set the Cashbox on the Cashbox base.



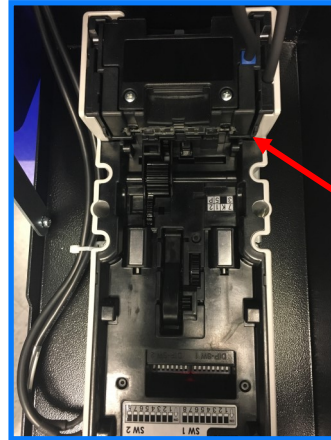
2. Push back on the Cashbox until you hear a snap and the Cashbox gears re-engaging.



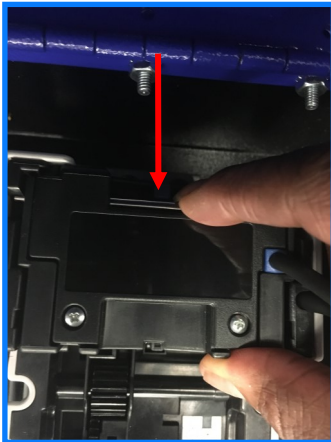
3. Lock Cashbox compartment.

WinStation 30 Bill Validator

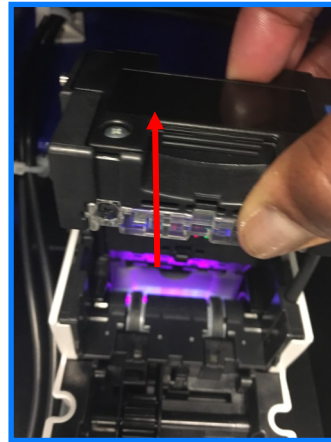
Follow “Removing WinStation 30 Cashbox” procedures on Page 13.



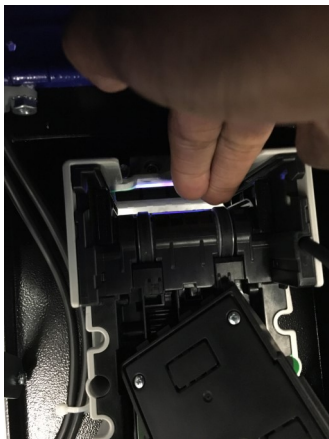
1. The Bill Validator unit is located behind the Cashbox.



2. Locate steel release rod in back of unit.



3. Press steel rod in and pull up to remove unit from Cashbox base.

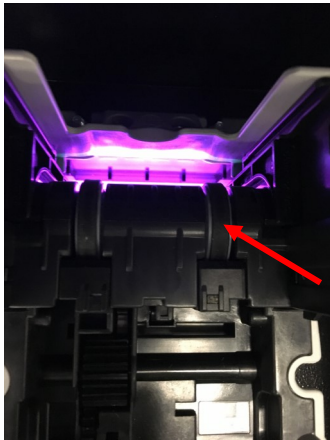


4. Remove any debris or bills from back of unit base.

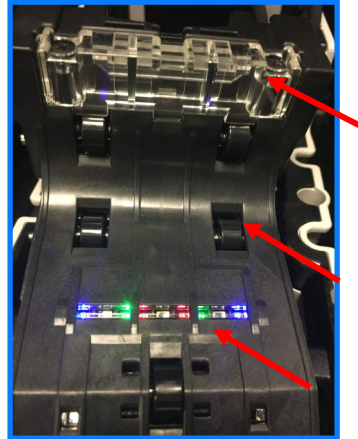


5. Using Isopropyl Alcohol and sturdy clean cloth, thoroughly clean inside unit base.

WinStation 30 Bill Validator (Cont'd.)



6. Using Isopropyl Alcohol and sturdy clean cloth, clean the 2 rollers on the Cashbox base where the Bill Validator sits.



7. Using Isopropyl Alcohol and sturdy clean cloth, thoroughly clean sensor glasses and all 4 black rollers. *NOTE: Avoid letting debris fall into rollers.*



8. Replace Bill Validator unit and push down until it locks in place.

Follow “Replacing WinStation 30 Cashbox” procedures on Page 15.

If a solid **GREEN** light is not established, power down machine from the UPS. If issues persist, call Intralot Call Center to request a service technician at:
1-844-806-8930

Bill Validator Light Meaning

# of Color Flashes	Problem
1	Cashbox Full
3	Bill Jammed
2	Cleaning needed

WINSTATION 30 LOTTERY TERMINAL TROUBLESHOOTING GUIDE

HOW DO I TURN ON AND OFF THE MACHINE?

Turn on the machine

Step 1: Open the main door.

Step 2: Locate the Uninterruptable Power Supply at the bottom of the machine.

Step 3: Identify the button on the left hand side of the Uninterruptable Power Supply.

Step 4: Press and hold the button down until you hear 1 long beep and two short beeps.

Step 5: Release the button.

Turn off the machine

Step 1: Press the diagnostic tab.

Step 2: Press the Shut Down Machine button.

Step 3: Confirm your selection.

Manual Machine Shut Down

Step 1: Open the main door.

Step 2: Locate the Uninterruptable Power Supply at the bottom of the machine.

Step 3: Identify the button on the left hand side of the Uninterruptable Power Supply.

Step 4: Press and hold the button down until the lights of the machine deactivate.

THE DOOR ALARM KEEPS GOING OFF.

The door alarm has a 30 second safe window before the alarm is triggered. During your inspection of the machine you will be directed to touch any button on the touchscreen several times in order to reset the 30 second safe window.

Step 1: Press any button on the touchscreen.

Step 2: Check the locking mechanism to ensure there are no physical objects or debris blocking the locking mechanism.

Step 3: Press any button on the touchscreen.

Step 4: Check to make sure that the scanner is securely locked in place and that the scanner cord is safely tucked behind the lip of the door.

Step 5: Close the door and secure it using the T-Bar handle.

THE BARCODE READER ALARM KEEPS GOING OFF.

Step 1: Open the door and sign into the WinStation 30.

Step 2: Remove the barcode reader from the bracket.

Step 3: Ensure that the blue button on the barcode reader head is facing upwards.

MY WIN30 KEEPS BEEPING.

WinStation30 Alarm Key
Door Alarm Loud, oscillating, continuous, high pitched tone.
Scanner Alarm Loud, single, continuous, high pitched tone.
Back up Battery Alarm Quiet beeping, with each tone separated by 1 second.



IF YOU REQUIRE ASSISTANCE PLEASE CALL INTRALOT AT
1-844-806-8930 – OPTION 2

WINSTATION 30 LOTTERY TERMINAL TROUBLESHOOTING GUIDE

Step 4: Place the barcode reader back into the bracket and securely close the bracket.

Step 5: Make sure the barcode reader cord is safely tucked behind the lip of the door before closing.

THE BACK UP BATTERY ALARM KEEPS GOING OFF.

Step 1: Check to make sure the machine is plugged into a functioning electrical outlet.

Step 2: Identify the black circuit break box on the power cord with the white and red buttons.

Step 3: Press the red button on the black circuit breaker box on the power cord. It may take 2 or more seconds for the alarm to stop.

MY WINSTATION TOUCH SCREEN AND MONITOR DON'T POWER ON.

Step 1: Check to make sure the Win30 has power.

Step 2: Open the door and sign into the Win30

Step 3: Look into the top most area of the Win30. There should be a blue light visible near the back of the light hand side.

Step 4: If the blue light is NOT visible, identify the black CPU on the left hand side.

If the blue light IS visible, please call for technical support staff.

Step 5: Locate the CPU power button on the rear of the CPU.

Step 6: Press the CPU power button. A blue light will come on.

Step 7: Check to see if the monitors have begun their start up sequence.

HOW DO I CHECK TO SEE IF AN INSTANT TICKET DID NOT DROP?

Step 1: Open the main door.

Step 2: Sign into the Service Menu.

Step 3: Press the Maintenance Operations tab.

Step 4: Press the Pending Tickets button.

You will be able to view the time, date, and type of ticket that failed to drop.

Step 5: Press the red exit symbol in the top right corner to close the window.

MY WINSTATION30 SAYS, "TERMINAL BLOCKED"

Step 1: Press the right side button on the Win30 remote control.

THE WIN30 BILL ACCEPTOR IS FLASHING RED

If the bill acceptor flashes red once then pauses, the collector is full and needs to be emptied.

A PLAYER INSERTED THEIR CASH AND/OR A CREDIT CARD INTO THE PLAYSIP READER.

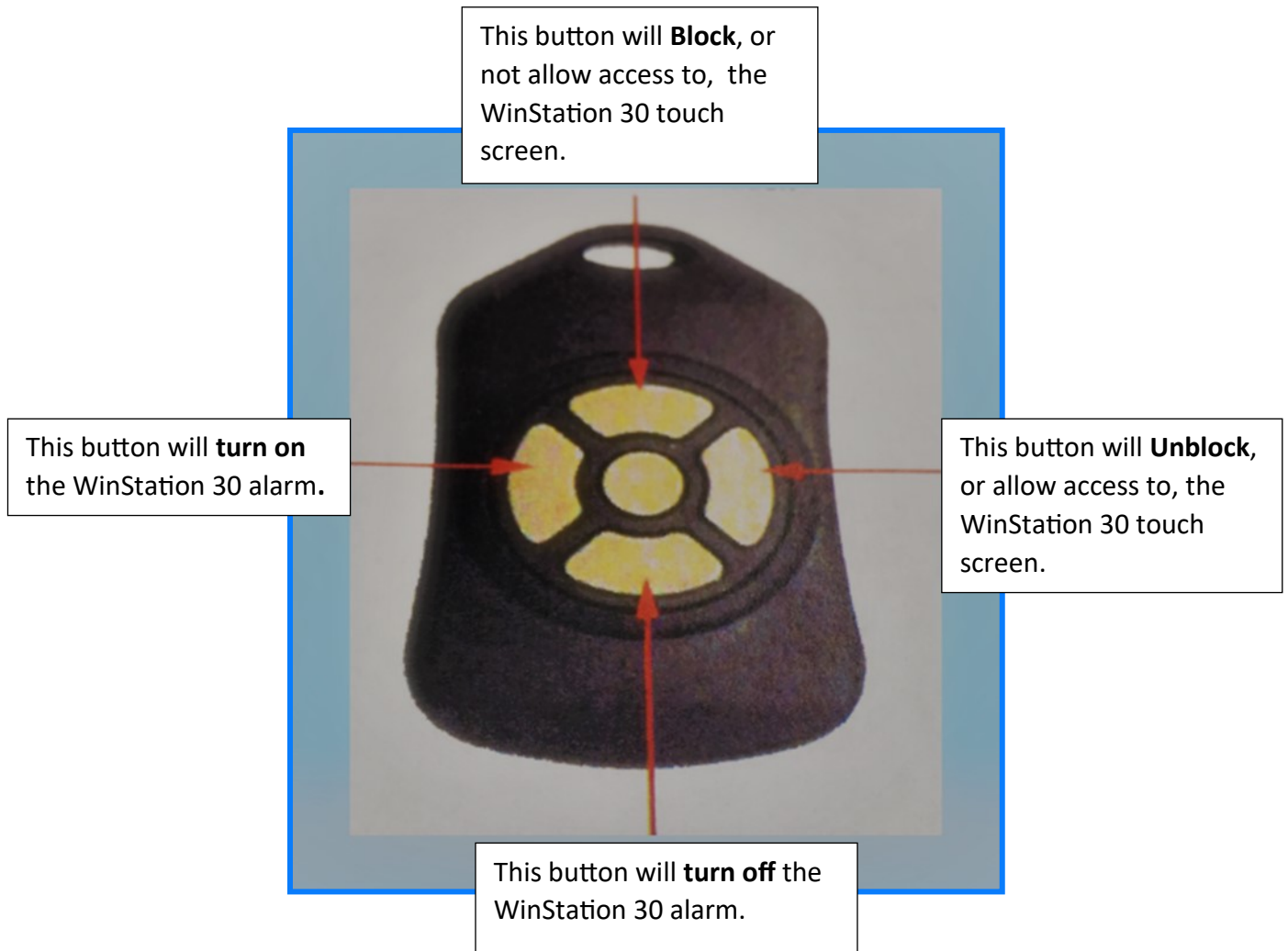
Step 1: Open the main door and sign in.

Step 2: Check the area above the cashbox for the missing currency or cards.



IF YOU REQUIRE ASSISTANCE PLEASE CALL INTRALOT AT
1-844-806-8930 – OPTION 2

WinStation 30 Remote Diagram



intralot



Intralot Call Center Hours

**1-844-806-8930
Option 2**

**Available 24 Hours a Day
7 Days a Week**

**During these hours, you can talk
to a live person about issues
concerning your Lottery
Terminal.**

WinStation 30 Facts & Tips

If a customer reports that your WinStation 30 machine is not accepting money or is offline, try these tips before calling the Hotline:

1. Check to make sure that the customer did not place their money in Playslip Acceptor instead of the Bill Acceptor.
2. Check to make sure your WinStation 30 has not been inadvertently Blocked using the Remote.
3. When loading your instant tickets, make sure to place the tickets over the white roller bar to avoid tickets sticking together and multiple tickets disbursing at the same time.
4. To avoid inventory issues, always use the Unload feature in Maintenance Operations to correctly remove your instant tickets.
5. Do not use the "Load Full Pack (Smart Load)" option. This feature has not been configured for Illinois Retailers.