



WinStation30 Quick Reference Guide

KEEP IT CLEAN BUT....
DO NOT USE HARSH CHEMICALS OR ABRASIVES TO CLEAN THE WINSTATION. TO CLEAN THE SCREENS USE OPTICAL QUALITY SCREEN CLEANER WIPES ONLY.

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

Unlock door with keys and T-handle provided. The Main Screen will be displayed on the Touch Display inside.

PASSWORD ENTRY

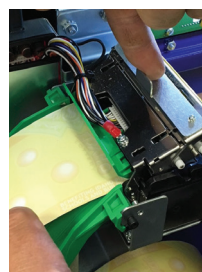
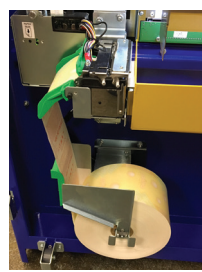
- 1- Press the (Sign On) button.
- 2- Select the proper user type at top.
- 3- Enter username and password and press (Send).
- 4- Press (OK) on the Sign On Successful screen.

REPORTS: Financial & Win30 Reports

- 1- In the main menu, touch "Financial Reports" or "Win30 Reports".
- 2- Select the desired report.
- 3- Follow the prompts to view, or press (Print) for a printed report.
- 4- To return to the Reports menu, press (Close).

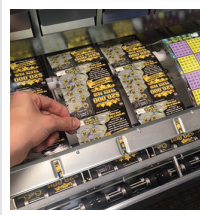
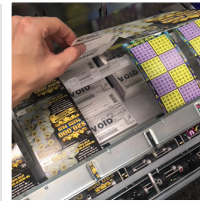
TO LOAD PRINTER PAPER

- 1- Remove the paper roll retainer (see photo) from the spindle and set aside until paper is installed. Place the ticket roll stock on the paper spindle.
- 2- Feed the paper from the bottom of the roll, pass in front of the green static paper guide, on top of the green printer flap and towards the print head as illustrated.
- 3- Pull the metal tab on top of the print head back to open the print head. Feed the paper, print side up, into the feed area and close the print head.
- 4- The printer will auto-feed a small portion of paper and will cut it automatically. Discard the excess.
- 5- Replace the paper roll retainer on the spindle to hold paper in place.



Steps A-B-C:

- A. Slide tickets over roller and into ticket slot, pushing metal tab forward. Once sensed in the slot, tickets will automatically load and the message "Tickets Successfully Loaded" will appear.**
- B. Verify that the correct ticket price, quantity and length were read. (Use ruler to check length.) Press [Enter].**
- C. Press [Ok] to return to Main Menu.**



Loading Partial Pack:

- 1- Press [Load Partial Pack] on the Maintenance Operations screen.
- 2- Select the bin to be loaded. Press [Load].
- 3- Scan the first ticket in the pack, then the last ticket in the pack. Press [Load Partial]. Proceed to Steps A-B-C above.

Loading Combined Packs (Partial & Full):

- 1- Press [Load Combined Pack] on the Maintenance Operations screen.
- 2- Select the bin to be loaded. Press [Load].
- 3- Scan the first ticket in the full pack, then the first ticket in the partial pack, then the last ticket in the partial pack. If combining two full packs, then scan both first ticket and last ticket in the second pack.
- 4- Scan any ticket in the full pack. Press [Load Combined]. Proceed to Steps A-B-C above.

Loading full and partial packs can also be entered manually, bypassing the use of the barcode reader. This requires entering all barcode information manually. Use perforated tape to join combined packs loaded in the same bin.

UNLOADING TICKETS:

- 1- Press [Unload Pack] on the Maintenance Operations screen.
- 2- Select the bin to be unloaded. Press [Unload].
- 3- The rollers will reverse and the tickets may be pulled from the ticket slot.
- 4- Press [OK] when the message "Tickets Successfully Unloaded" appears and return to the Main Menu.

REMOVE CASH & RECONCILE

Before removing any cash, produce a Close Shift Report:

- 1- Press [Maintenance Operations] on the Main Menu.
- 2- Select [Close Shift]. The Shift Report (Interim) will print.
- 3- Press [Ok] on the Close Shift window.
- 4- Collect all cash as prompted on the screen (see Remove Cash).
- 5- Press [Yes] on the prompt. The Shift Report (Closed) will print and all counters will reset to zero.

Remove Cash:

- 1- Open the bill acceptor compartment using the cash box key provided.
- 2- Press the blue release latch at the top of the cash box opening the door on the front.
- 3- Remove the bills and close the door.
- 4- Close the bill acceptor compartment and remove key.

TROUBLESHOOTING TIPS

Before performing any troubleshooting, view and/or print a Device Status Report. The Device Status Report will help you identify the error with your WinStation30.

Device Status Report: From the Main Menu, select [System Reports] and then select [Device Status Report]. Select [Print] to print the report, or [Close] to close it.

Terminal Reboot: A simple reboot fixes most problems.

In case of an error in which the terminal needs to be rebooted:

- 1- Select [Diagnostics] from the Main Menu.
- 2- Touch [Restart Machine].
- 3- A confirmation window will pop up. Press [OK] to reboot. This refreshes all components, including connectivity.

Bin Dispense Errors & Jams: If a bin dispense error or jam occurs, a message will display, the price display will read "----", and the bin will be disabled.

To remedy this:

- 1- Print an [Inventory Report] from the [Operations Menu].
- 2- Unload the jammed tickets. (see Unloading Tickets)
- 3- Reload tickets as a partial pack (see Loading Partial Packs) starting with the ticket number on the Inventory Report.

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

- 1- Ensure that the cash box is not full or obviously jammed.
- 2- Remove any obstruction and replace cash box.
- 3- If there is not an obvious problem with the cash box, remove by pressing on the blue tab at the bottom of the cash box and lift up and forward. Press the scan head release at the back of the unit to remove any obstructions.
- 4- Replace the scan head and cash box. 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 validating winning tickets (see "CHECKING & VALIDATING TICKETS" below). The maximum credit for winning tickets (\$25 or less each). The WinStation does not give change.

JACKPOT/LOTTO GAMES

Lotto games can be played several ways:

- Quick Pick Jackpot Game Buttons
- Touchscreen
- Play Slip
- QR Code (optional)
- e-Play slip app (optional)

To play Quick Pick, simply choose the price point / push button of the game desired. To play specific numbers, players will need to fill out a play slip and insert it into the play slip reader. Additional games & play options are available on the touchscreen.

INSTANT GAMES

Instant game tickets can be purchased by pressing the button of the desired game.

Checking and Validating Tickets: Players may check their ticket to see if they have won and also validate tickets by scanning the bar code with the Ticket Checker located on the front of the machine. The process to validate and receive credit on the machine is:

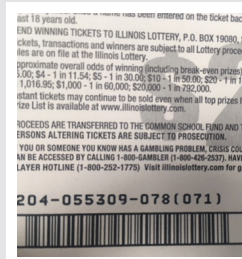
- 1- Scan ticket to see if it is a winner.
- 2- If the ticket is a winner of \$25 or less, a message will be displayed on the touchscreen asking the player if they want to add the credits to the machine to make additional purchases.
- 3- If the player chooses not to add the winning amount (\$25 or less) to the machine, they can take it to any lottery redemption location as specified by the lottery's rules.

LOADING TICKETS

Loading Full Packs:

- 1- Press [Load Full Pack] on the Maintenance Operations screen.
- 2- Select the bin to be loaded. [Press Load].
- 3- Scan long barcode on any ticket in the pack then press [Load].

Proceed to Steps A-B-C.



Use this ruler to verify ticket length when loading tickets (see step B). Decimal equivalents are given above inch markings.



Please check the reverse side of the instant ticket to verify the ticket length.