



# **OHIO Dreamtouch Smart Lottery Terminal Manual Walmart Edition**

December 2024

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## Declaration of Conformity

Hereby, INTRALOT declares that the Dreamtouch Smart lottery terminal is in compliance with the essential requirements and other relevant provisions of Directives EMC 89/336/EEC and LVD 73/23/EEC.

For further information, please visit <http://www.intralot.com>.

### Note:

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

# Dreamtouch Smart Lottery Terminal Manual

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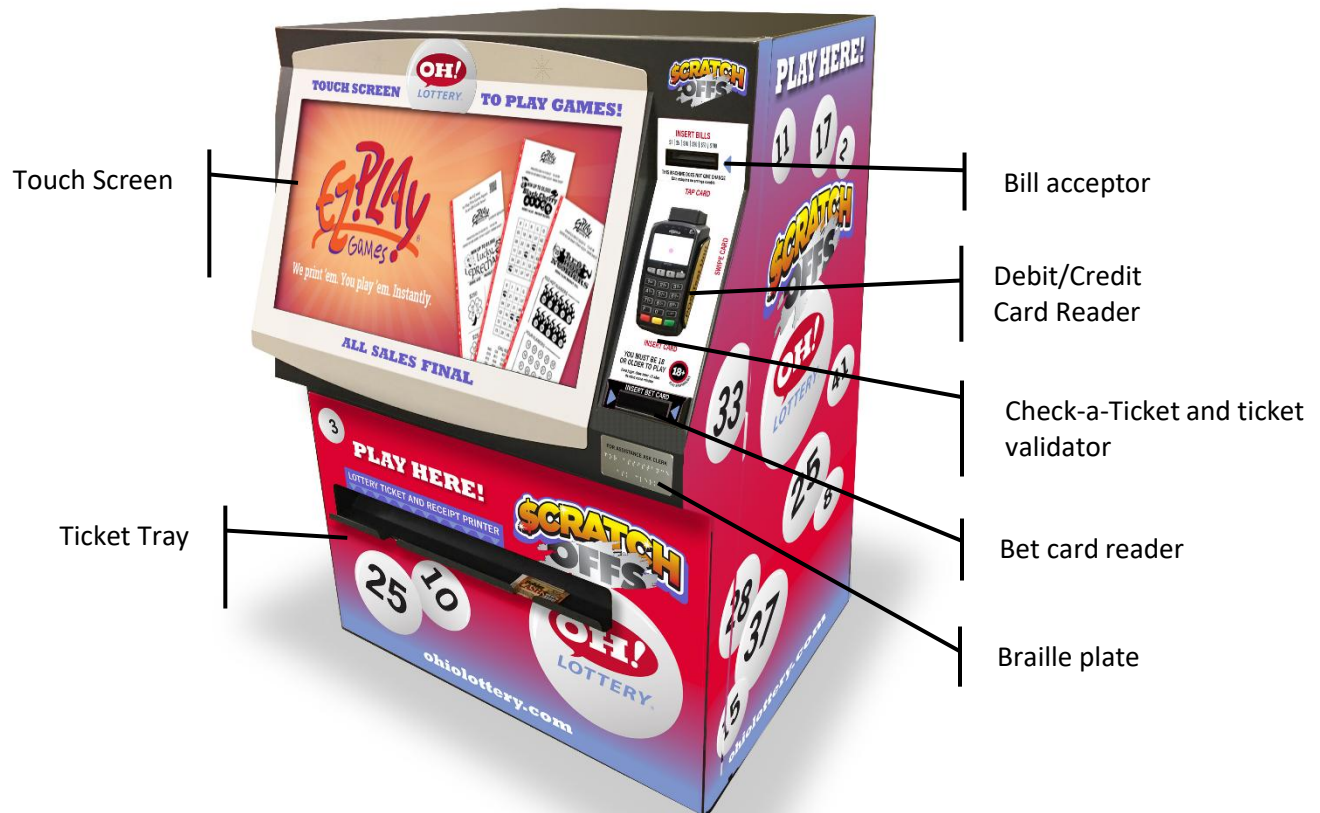
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# Chapter 1. TERMINAL OVERVIEW

The Dreamtouch Smart is a self-service ticket vending machine that allows players to purchase Instant and Online game tickets without assistance from the retailer. In addition, the Dreamtouch Smart will verify if tickets are winners, redeem winning tickets (valued at \$50 or less) by applying credit to the player's balance for additional purchases, and direct players to either the retailer or Lottery to claim their winnings. The Dreamtouch Smart does not dispense cash, accept coins, or refund any remaining balance to the player. This information is provided to the players on the machine's exterior and on various screens during their purchase activity.

## 1.1. Dreamtouch Smart Exterior

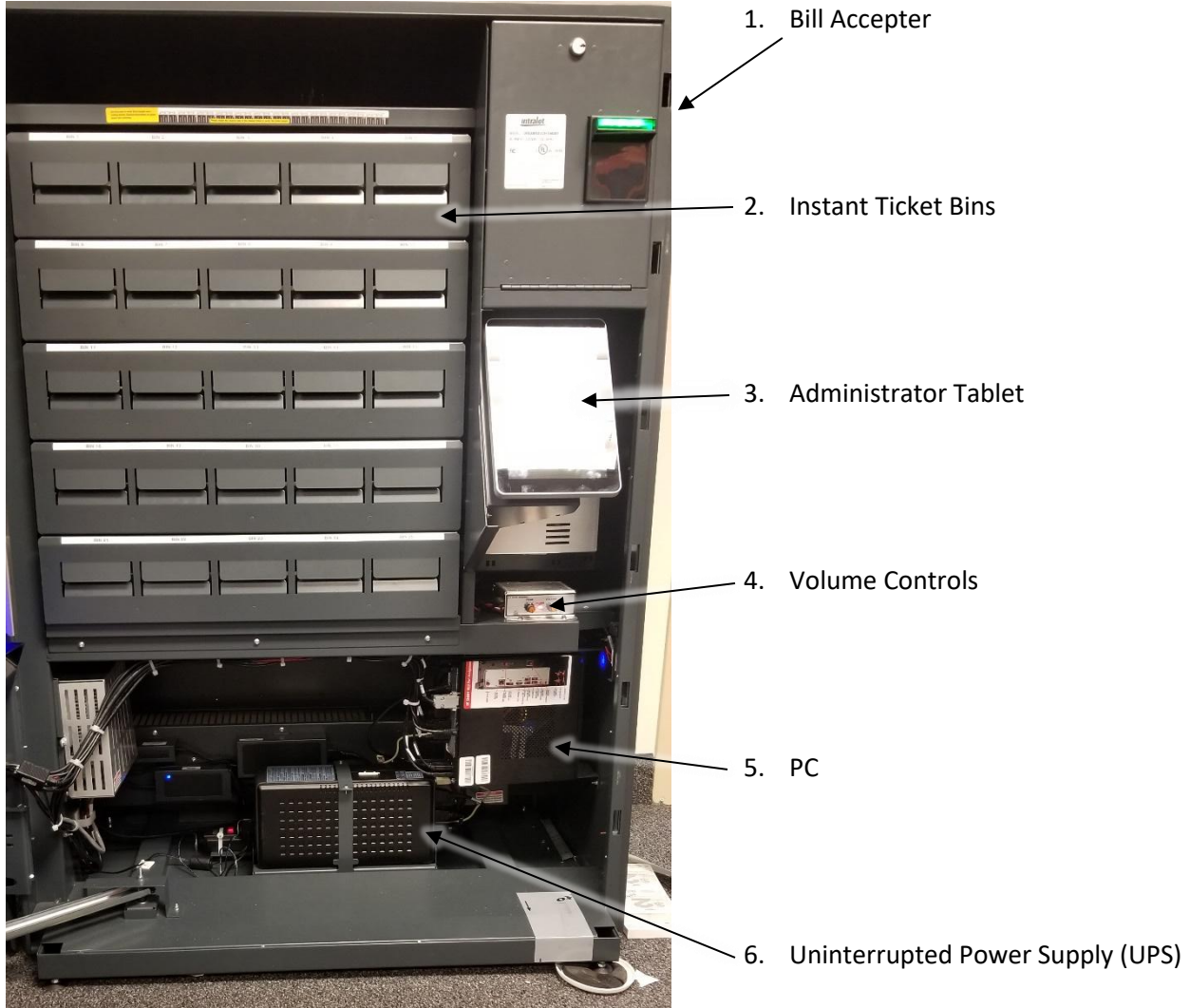
The illustration below shows the various exterior components of the Dreamtouch Smart.



Version 3b

## 1.2. Dreamtouch Smart Interior

The photograph below is of the Dreamtouch Smart interior with the major components marked.



### 1.2.1. PC

The PC controls the operation of the Dreamtouch Smart and should not be touched. Each of the attached connectors control a specific aspect of the Dreamtouch Smart's operation and, likewise, should not be touched unless expressly asked by an Intralot Hotline Operator or Customer Service Representative.

### 1.2.2. Security



- You are provided with a set of keys (two keys total) and a remote control.
  - One key controls access into the Dreamtouch Smart
  - One key controls access to the cash box located inside the Dreamtouch Smart.
- You cannot duplicate these keys. If they are lost, a new set must be purchased. Call Intralot's Hotline to order replacement keys or remote control.
- The key that controls access to the Dreamtouch Smart locks and unlocks the latch.
  - To unlock the Dreamtouch Smart, insert the key and turn until the key is perpendicular to the ground.
  - Lift the latch located under the key. The door can now be opened, but the key cannot be removed until the latch is lowered.
  - To lock the Dreamtouch Smart, close the door while the latch is lowered, and raise the latch.
  - Turn the key until it is parallel to the ground. The key can now be removed.
- Keys (especially the cash box key) should be kept in a safe place and given only to those personnel that are authorized to service the machine or remove cash from the cash box.

### 1.2.3. Remote Deactivation and Alarm

The Dreamtouch Smart has a remote-control unit that allows deactivation of the consumer mode by pushing a button in the event that, for example, you find minors are attempting to buy tickets. The consumer mode may be re-activated by pushing the Activate button on the remote, as shown, or by logging out and then back on.

The remote also has an alarm button that will sound on the Dreamtouch Smart if you detect any malicious activity around the Dreamtouch Smart.

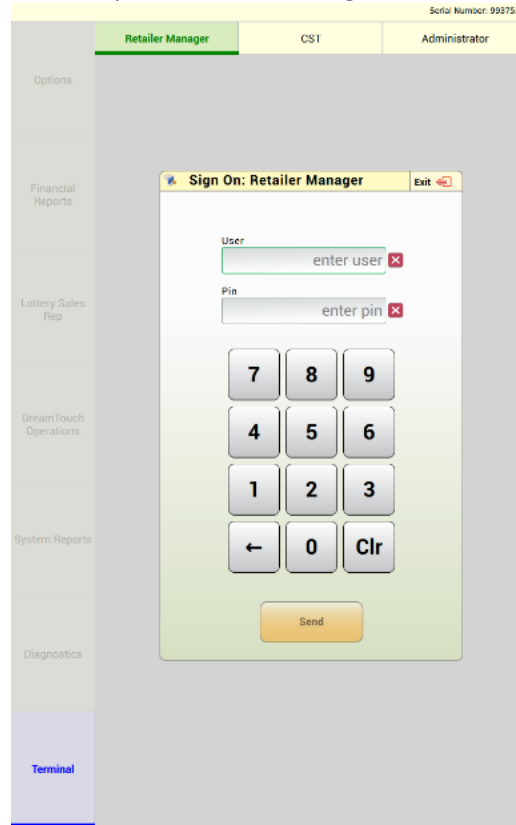
The remote takes a 3-volt CR2032 battery.

# Chapter 2. DAILY RETAILER OPERATIONS

The Dreamtouch Smart enters Service Mode (or Retailer Mode) each time the door is opened. Once logged in, it is from this mode that books are loaded and unloaded, ticket roll stock is loaded, reports are requested, the cash box is accessed, and diagnostics are performed.

## 2.1. Username and Password Entry

When the front door is opened, touch the sign on button, and the following screen will display:



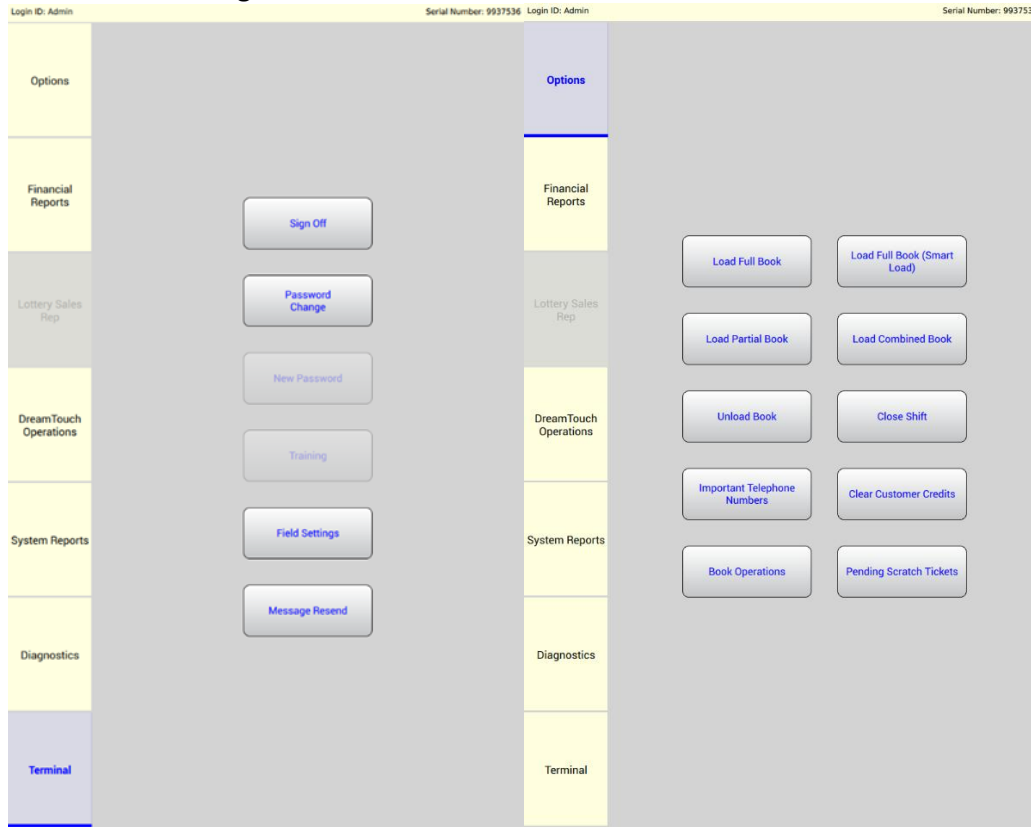
1. Enter the two-digit Username (30).
2. Touch the pin field to enter your passcode.
3. Enter the four-digit password that has been assigned to you (4000).

You have 30 seconds to enter the username and password before an alarm sounds. The alarm may be silenced by either entering your username and password or by closing the door.

Upon successful entry of the username and password, select the Ok button, then the terminal screen displays.

**NOTE:** All functions performed while logged in are captured in transaction logs contained locally and at the central site.

## 2.2. Menu Navigation



After a user signs in, the Dreamtouch Smart will default to the terminal screen which is displayed to the left. Touch the Options button on the left hand corner to arrive at the Options menu. The Options menu contains functions that will be used most frequently by retail personnel and involve loading and unloading tickets, removing cash from the bill acceptor, and the Close Shift report used to reconcile when removing cash.



## 2.3. BOOK OPERATIONS



Under the options menu, select the Book Operations button to arrive at the above screen. Book Operations consist of three activities:

- Receiving shipments of scratch offs
- Activating books of scratch offs
- Settling books of scratch offs

### 2.3.1. Receive Shipment

When scratch offs are delivered, the shipment must be “received” by the retailer.

The image shows a printed manifest and a terminal interface. The manifest is titled "MANIFEST THIS IS NOT A BILL" and includes a barcode circled in red with the text "BARCODE CONFIRM". It lists delivery information for "SAMPLE" and a table of game books. A red arrow points from the text "VERIFY AGAINST BOOKS" to the table. Below the table is a receipt area with "RECEIPT" written in red and an arrow pointing to the receipt text. The terminal interface on the right shows the "Book Operations" menu with "Receive Shipment" highlighted. A numeric keypad is visible, with "Use Game/Books" and "Use Order#" buttons highlighted in blue.

**OH LOTTERY**  
12930 Darice Parkway, Suite 200  
Strongsville, OH 44149

**MANIFEST THIS IS NOT A BILL**

**BARCODE CONFIRM**

Package Ref No	Order Date	Ship Date	Order Type
112030249691	05/15/2011	05/15/2011	TeleSale

Deliver To: SAMPLE  
YOUR NAME  
YOUR ADDRESS

**Region 1 – RepName**

GAME	BOOK	Tkt Value	Book Value	GAME	BOOK	Tkt Value	Book Value
0792	797843	\$3.00	\$300.00				
0777	282219	\$10.00	\$500.00				
0779	391522	\$1.00	\$200.00				
0780	76816	\$2.00	\$200.00				
0786	28307	\$5.00	\$250.00				

**VERIFY AGAINST BOOKS**

**RECEIPT**

**OH! LOTTERY**

AGENCY No...: SAMPLE  
TERMINAL S/N: 010045  
REPORT No...: 0  
PRINTED.....: 05/13/2011 12:54:26

-----  
Fri, May 13, 2011 12:54:22  
-----  
Retailer: SAMPLE  
CONFIRM ORDER  
Order # 111015892451  
CONFIRMED  
SAMPLE-0001 A TR:00000483025

CONTAINER: 1 Packed by: Packer

Instant Book Count: 5  
Total Retail Value: \$1,450.00  
Consumables Count:

Please verify package contents – notify Intralot immediately of any discrepancies (800) 686-4208.  
05/15/2011 Page 1 of 1

Terminal Interface: Login ID: Admin, Serial Number: 9937536  
Options: Book Operations (Exit)  
Receive Shipment, Activate Book, Settle Book  
Scan Barcode  
Use Game/Books, Use Order#  
7, 8, 9, 4, 5, 6, 1, 2, 3, ←, 0, Clr  
Receive Shipment

Select Options in the top left hand corner, Receive Shipment from the Book Operations menu, and then perform one of the following:

- Scan the order number on the delivery receipt to receive all of the instant ticket books in the shipment or
- Scan the barcode on any pack.

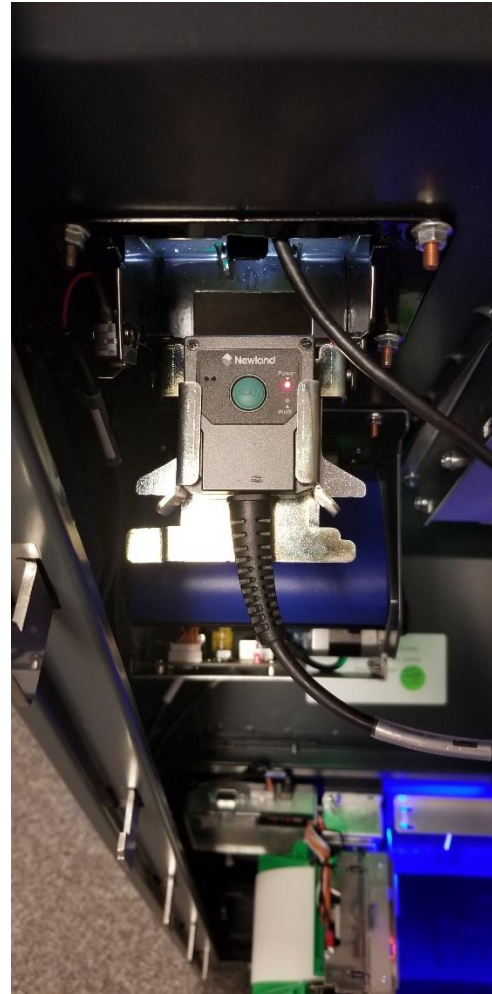
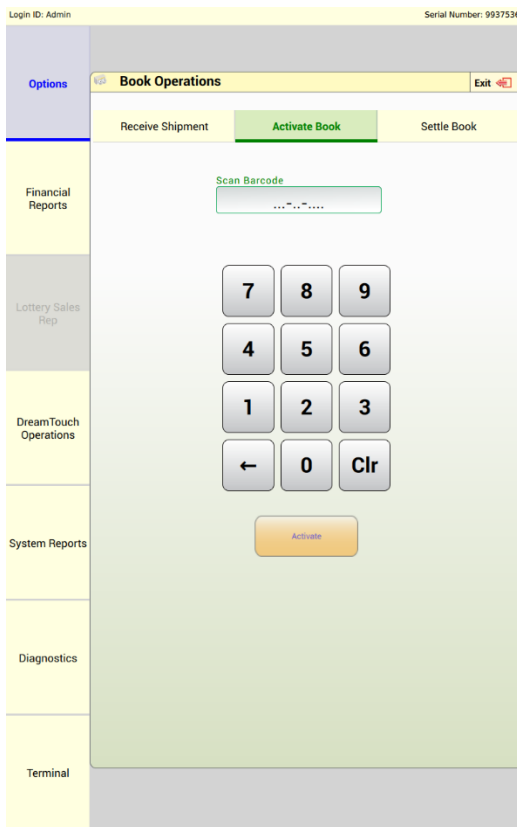
Then, touch receive shipment, and then touch the exit button to return to the Options screen.

A confirmation receipt will be printed.

### 2.3.2. Book Activation

Books of scratch offs must be activated before loading them into the Dreamtouch Smart or winning tickets in the book will not be able to be cashed.

Touch Activate Book from the Book Operations menu. The following screen displays:

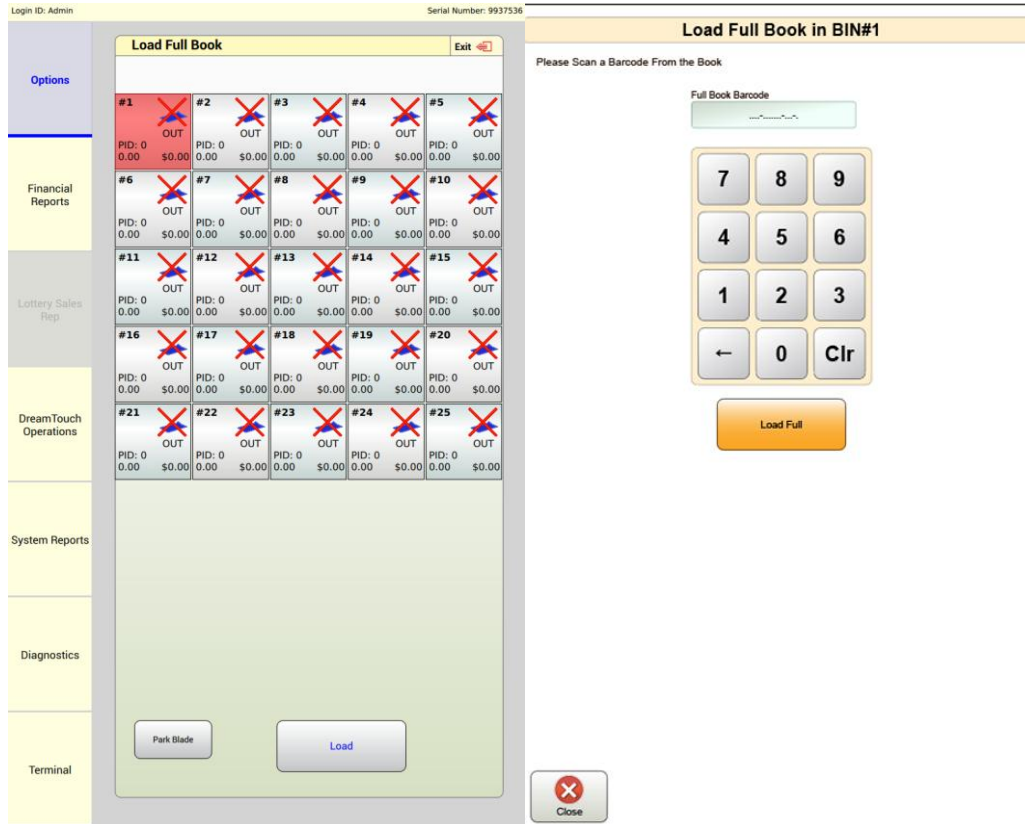


- Scan the barcode from the pack. To use the scanner, remove the barcode reader from its mounting bracket by pushing down, and pulling the scanner out of the bracket.
- The central system will mark the book as activated after scanning a ticket and pressing the activate button. Click PRINT and a receipt will be printed.
- Leave book activation receipt in the bin under the correlating book of tickets for future settlement information. The book of tickets may now be loaded into the Dreamtouch Smart for sale using the Load Full Pack or the SmartLoad functions.
- If a scanner is not replaced when door is closed, an alarm will sound until the door is opened and the scanner is replaced. Return the scanner to its original position and press the mounting bracket to ensure that the scanner is properly replaced.
- Touch the exit button to leave the book activation screen.
- If manually entering and not scanning the barcode, a leading "0" zero will need to be added to the 3-digit game number to make it a 4-digit game number and a leading "0" zero will need to be added to the 6-digit book number to make it a 7-digit book number.

## Load Full Book

**NOTE:** Always verify the game parameters when you are loading books of tickets.

Tickets may be loaded into the Dreamtouch Smart by using the barcode reader, manually entering information on the touch screen, or a combination of both.



The following procedures show how full books are loaded:

- Touch Load Full Book from the Options menu.
- Select a bin under the Load Full Book menu that corresponds with the bin you would like to load.
- Touch the Load button.
- Using either the Dreamtouch Smart's barcode scanner or the touchscreen, enter a Barcode from the book of tickets into the Full Book Barcode field.

**NOTE:** If the system detects tickets in the burster throat at the beginning of the load process, the screen displays an error message.



- Scan any ticket in the book of tickets to be loaded for a full book.
- Once barcode number has been verified, press the Load Full button. Manually load the book into selected bin by following the instructions below.

- If manually entering and not scanning the barcode, a leading “0” zero will need to be added to the 3-digit game number to make it a 4-digit game number and a leading “0” zero will need to be added to the 6-digit book number to make it a 7-digit book number..

### 2.3.3. Loading a Book into a Bin

Books are loaded by performing the following steps:

1. Lay the book under the roller bar.
2. Feed the leading edge of the ticket over the top of the roller, front side up if that is the way you want them dispensed.



3. Insert the edge of the ticket into the guide until the ticket edge touches the feed rollers. This will activate the ticket sensor switch.



\*\* There is a short delay between the time the ticket sensor is tripped, and the leading ticket is drawn into its feed position.



Once the book has been loaded, the screen indicates the process has been completed successfully. Touch the exit button to return to the Options menu. If it displays “OUT” or “- - -”, unload and reload the bin.

To minimize the chances of ticket jams, avoid loading tickets larger than 6" in length into the bottom row (bins 21-25).

## Unloading Scratch offs

- Select Unload Book from the Options menu.
- Select a bin number and press the Unload button.
- Physically unload the tickets from selected bin. Ensure the tickets are fully withdrawn from the dispensing mechanism. The burster will reverse so tickets may be removed.
- Once the tickets are removed the confirmation displays. Touch the Ok button to continue.

**NOTE:** If tickets are not removed using Unload Scratch offs (just pulling tickets out of feed rollers/bin) they will remain in the machines inventory and the price will continue to display in the ticket price display window.

### 2.4. Instant Ticket Database

This function is located under the Diagnostics menu on the left side of the screen. Updating the instant ticket database modifies the instant ticket game parameters contained on the local database. The game parameters are updated with those on the central site. This function should be performed every time new books are loaded.

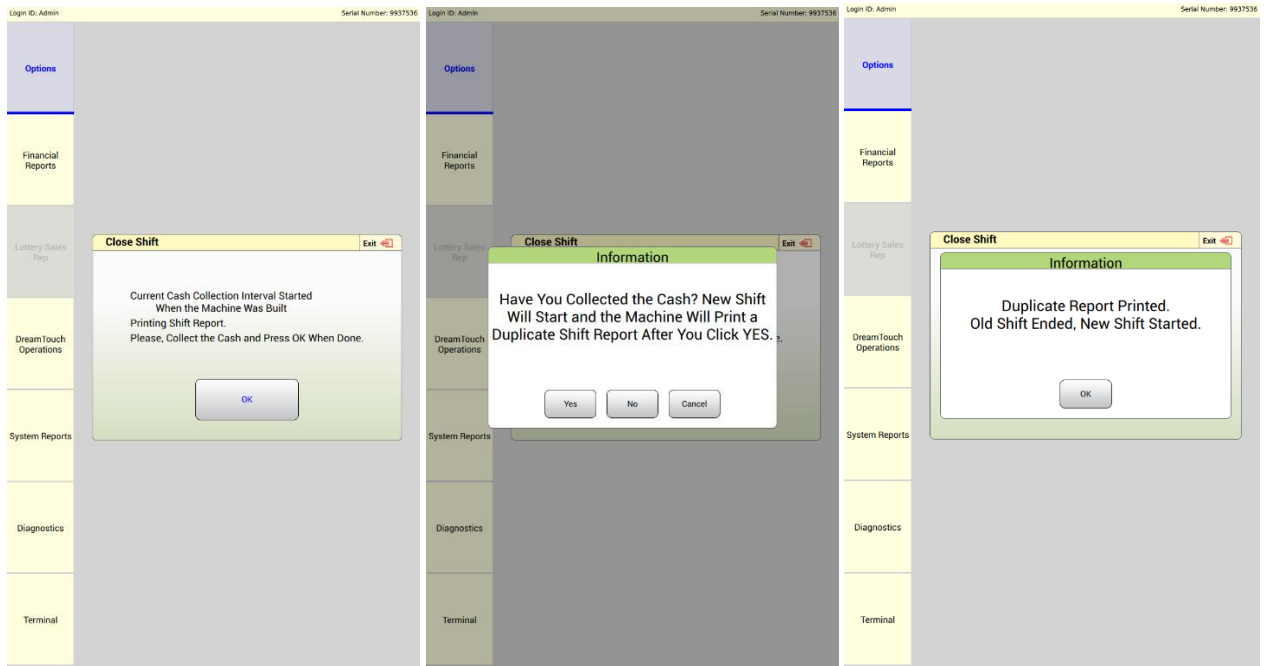
To update the Instant Ticket Database, select “Update Instant Ticket Database” from the Diagnostics menu. Then touch the OK button on the box titled “Update Instant Ticket Editions”, touch the Ok button on the Information button, and then touch the exit button.

### 2.5. Close Shift

To access the Close Shift function, touch the Options button on the left side of the screen, then the Close Shift button. This function allows the retailer to collect cash from the bill acceptor and start a new reporting period. A Close Shift report should be done whenever cash is removed from the Dreamtouch Smart.

**NOTE:** Cash should not be removed from cashbox without closing shift.

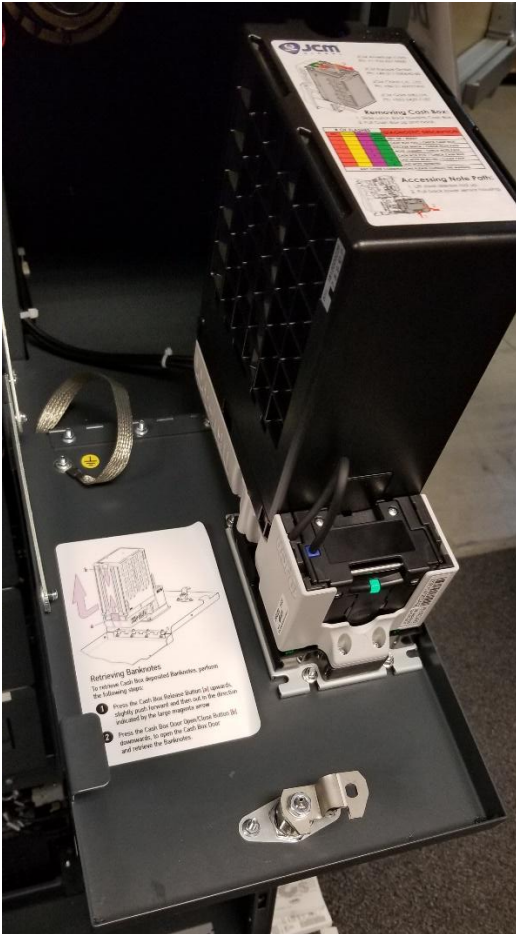
- Touch the Close Shift button. At this time, a close shift report will print.
- Follow the instructions prompted on the Dreamtouch Smart screen, then touch the OK button.
- The Dreamtouch will ask if you have collected the cash. Select Yes to continue.
- Touch the OK button, and then the exit button to return to the Options menu.





## 2.6. Removing & Replacing Cashbox

- Unlock and open the bill acceptor door located at the top right corner inside the Dreamtouch Smart.
- Push down on the release latch at the back of the cashbox and lift to open. See instructions next to the cashbox for further assistance.

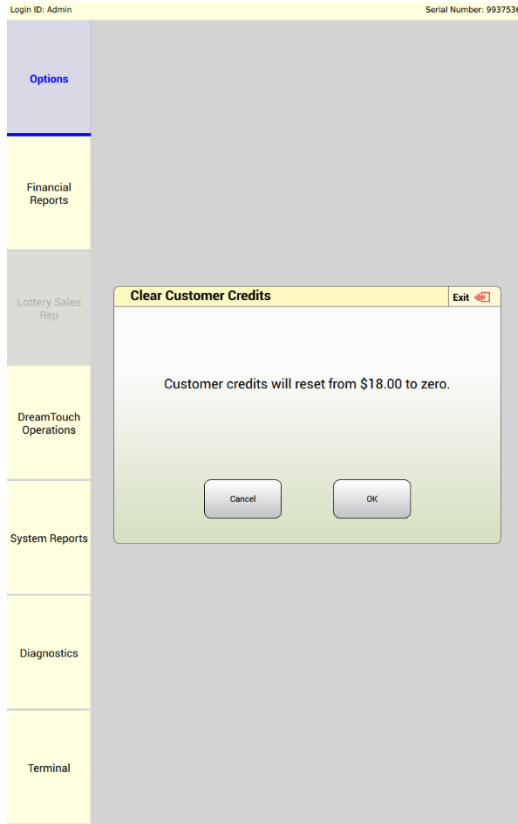


- Remove cash through cashbox door.
- Close the cashbox door.
- Return the cashbox to its original position. If applied correctly, you will hear a motorized sound as the cashbox locks into place.
- Push the bill acceptor door up and lock.

## 2.7. Clear Customer Credits

If the terminal cannot communicate with the network for 2 minutes, the Clear Customer Credits function allows retailer to refund players cash and prints a receipt of the transaction. This lets the retailer refund player cash from another source without removing the cashbox and provides a receipt for reconciliation at a later date.

Select Clear Customer Credits from the Options menu to display the following screen:



Then, touch the OK button, the OK button on the information box, and the exit button.

## 2.8. Important Telephone Numbers

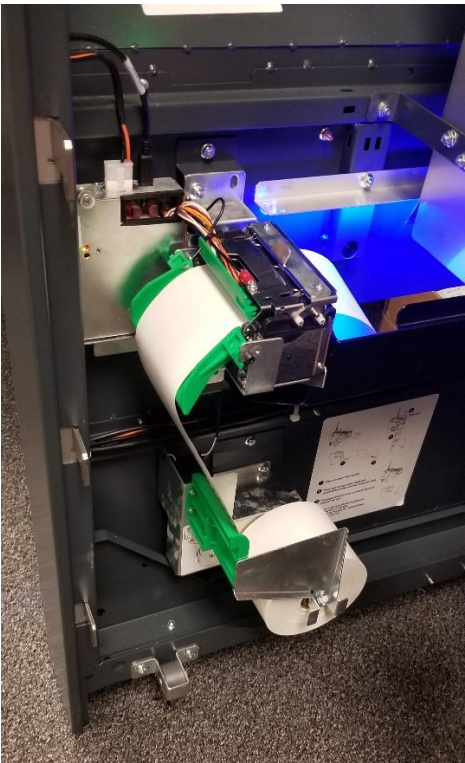
When Important Telephone Numbers is selected from the Options menu, a list of telephone numbers to contact Intralot's Hotline and the Ohio Lottery Commission is displayed. Touch the exit button to return to the options menu.



If a customer has a concern regarding lottery purchases on their debit or credit card, please instruct them to call the Intralot Hotline and when prompted select the number 4 on their phone to reach the Credit/Debit support center.

## 2.9. Load and Unload Paper Roll

- Pull upwards on the metal tab attached to the print head.
- Remove the metal paper retaining bracket.
- Place paper roll on the spindle, then replace the paper retaining bracket. Push on the bracket until it stays in place.
- Route paper through the textured side of the green components as displayed below. Insert the paper under the print head, then return the metal tab on the print head to its original position to lock.



# Chapter 3. RETAILER REPORTS

Reports can be generated at any time. Some reports, such as a Shift Report, can be printed several times daily, while other reports, such as the Weekly Invoice, might only be printed once weekly.

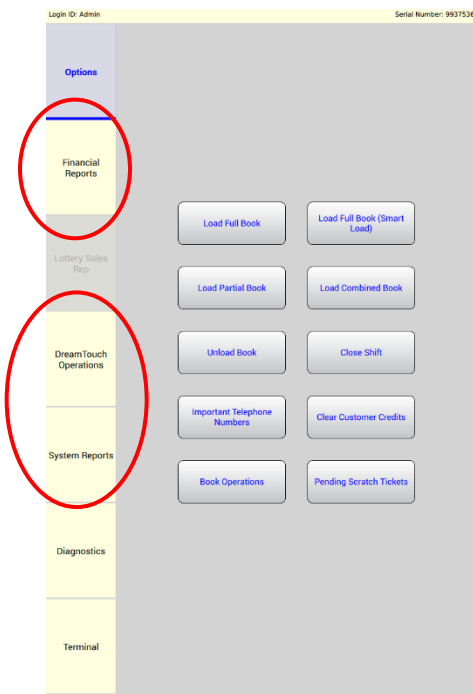
- Lottery reports are those obtained from the database on the central system. These include cashes, book activations and settlements, and weekly invoice.
- Financial reports are produced from information that is resident only on the Dreamtouch Smart. These include shift reports, transaction history, cashes and sales history.
- System reports provide the status of the peripherals, such as the bill collector, barcode reader, touch screen, and ticket bursters, as well as logged and security events, and the current Dreamtouch Smart configuration settings.

## 3.1. Accessing Reports

Reports can be found under 3 sections:

- Financial Reports
- DreamTouch Operations
- System Reports

The following is the main menu, which shows the three reports categories:

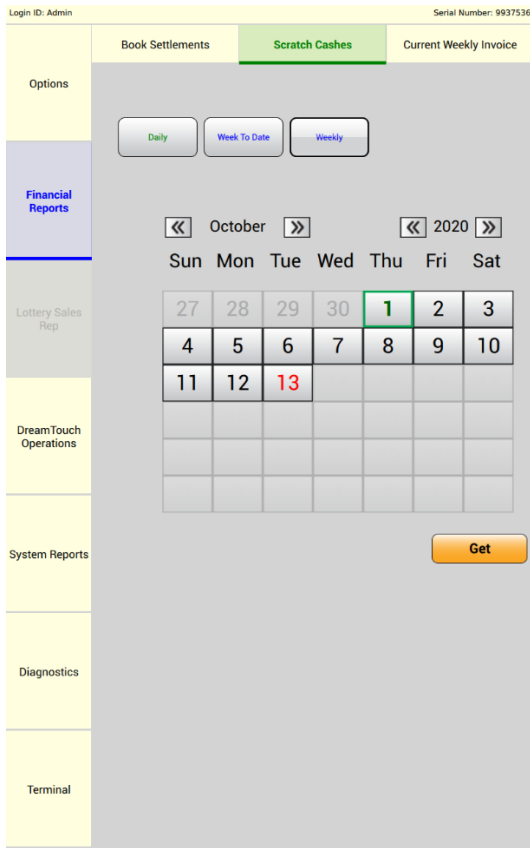


Once the desired report category is selected, a sub-menu displays with a list of the related reports. To select a report, touch the report name from the sub-menu list. When selected, each report displays on a preview screen.

Print the report by touching the PRINT REPORT button on the preview screen.

### 3.2. Financial Reports

These reports include tickets cashed, book activations, book settlements, and the weekly invoice, as shown below:



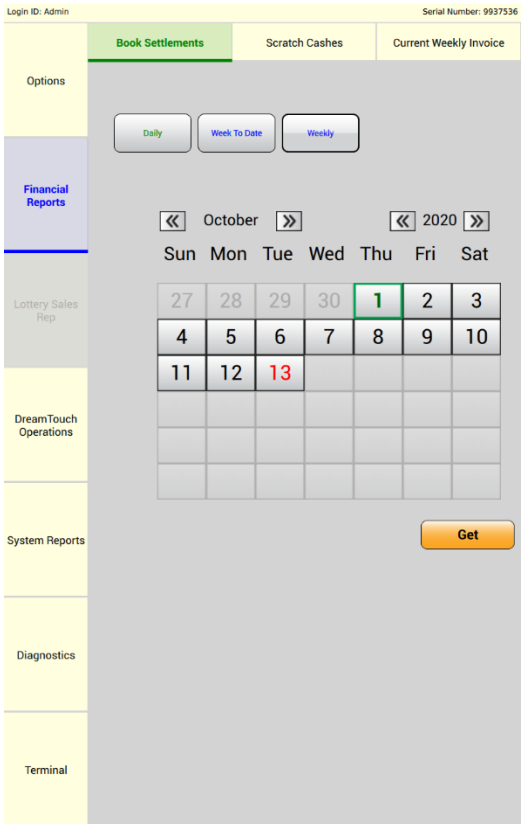
Touch the type of lottery report to expand to the sub-menu.

### 3.2.1. Lottery Reports – Book Settlements

The Dreamtouch Smart provides daily, week-to-date and weekly reports of book settlements that have occurred on the Dreamtouch Smart. Settlement reports show Instant ticket settlements by game and book, total quantity and total amount.

Reports are available for predefined time periods, including:

- Current Daily
- Week to Date
- Weekly, Last Week




### 3.2.2. Cashed Tickets Report with Calendar

The Cashed Tickets Report shows the history of cashed tickets for a specified period. To print a Daily or Week to Date report, select the report and then touch the Get Report button. To print a Weekly report, select weekly report, the end date of the week on the calendar, then touch the Get Report button. The report shows instant and online ticket totals and total prize amount for the date range selected.

### 3.2.3. Weekly Invoice

The Weekly Invoice contains the current week's financial settlement statement, which shows the amount to be swept from the retailer's account for payment to the Lottery. It contains all of the sales, cashes, and other activities related to Instant (books settled not individual ticket sales) and Online games at the retailer location.

	
Sun, Oct 28, 2017 13:45:12	
-----	
<b>WEEKLY INVOICE</b>	
10/22/17 - 10/28/17	
Retailer: 12345	
<b>ON-LINE NET DUE</b>	<b>161.64</b>
<b>INSTANT NET DUE</b>	<b>182.80</b>
<b>TOTAL NET AMOUNT DUE</b>	<b>344.44</b>
<b>EZPLAY TAP GAMES</b>	
EZPLAY TAP Game Sales	0.00
EZPLAY TAP Win Cashes	0.00
EZPLAY TAP Sales Comm	0.00
<b>Total EZPLAY TAP Net Amt Due</b>	<b>0.00</b>
<b>ONLINE GAMES</b>	
Pick 3 Sales	53.00
Pick 3 Cashes	25.00-
Pick 3 Cancels	1.00-
Pick 4 Sales	152.00
Pick 4 Cashes	10.00-
Pick 4 Cancels	1.00-
Pick 5 Sales	51.50
Pick 5 Cashes	10.00-
Pick 5 Cancels	1.00-
Rolling Cash 5 Sales	26.00
Rolling Cash 5 Cashes	1.00-
Rolling Cash 5 Cancels	1.00-
Lucky For Life Sales	40.00
Lucky For Life Cashes	10.00-
Classic Lotto Sales	35.00
Classic Lotto Cashes	10.00-
Classic Lotto Cancels	1.00-
Mega Millions/Megaplier Sales	10.00
Mega Millions/Megaplier Cashes	2.00-
Powerball/Power Play Sales	20.00
Powerball/Power Play Cashes	4.00-
CLASSIC KICKER™ Sales	5.00
CLASSIC KICKER™ Cashes	12.00-
CLASSIC KICKER™ Cancels	1.00-
EZPLAY Sales	100.00

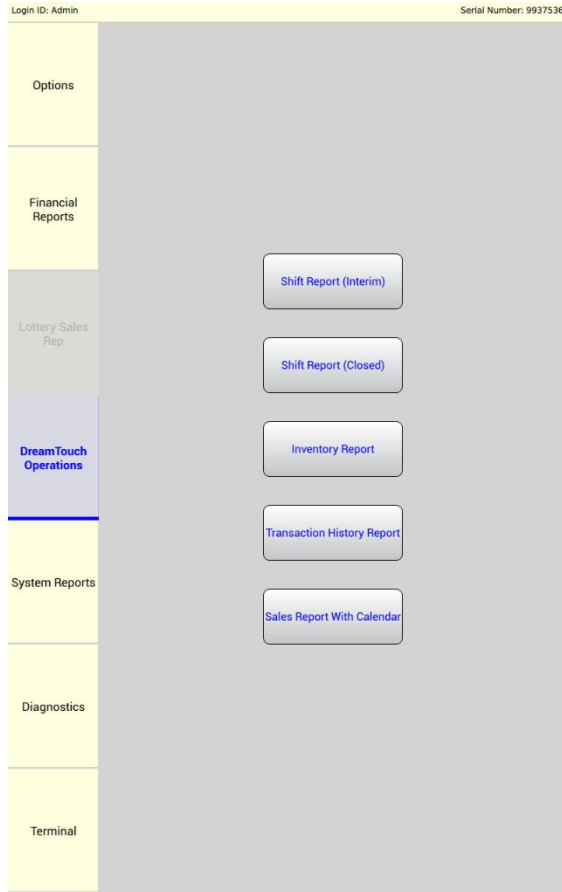
EZPLAY Cashes	10.00-
EZPLAY Touch & Win Sales	0.00
EZPLAY Touch & Win Cashes	0.00
KENO/Booster Sales	10.00
KENO/Booster Cashes	10.00-
KENO/Booster Cancels	1.00-
The Lucky One Sales	10.00
The Lucky One Cashes	20.00-
<b>Gross Sales</b>	<b>512.50</b>
Cancels	7.00
<b>Net Sales</b>	<b>505.50</b>
Pay Voucher Cashes	10.00-
Cashless Online Sales	100.00-
Unplayed Money	1.00-
Cleared Credits	10.00-
Cashes	50.00-
Promos	5.00-
Lottery Cash	5.00-
Coupons	10.00-
Adjustments	9.00-
Sales Comm	25.62-
Cashing Comm	1.24-
Cashing Bonus	0.00
Claim Bonus	20.00-
Selling Bonus	10.00-
Quarterly Bonus	25.00-
Communications Charge	12.00
License Fee	50.00
<b>Online Net Due</b>	<b>161.64</b>
<b>INSTANT</b>	
Sales Settlements	300.00
Returns	10.00-
Cashes	20.00-
Cashless Instant Sales	5.00
Promos	1.00-
Coupons	1.00-
Adjustments	5.00
Sales Comm	15.00-
Cashing Comm	0.20-
Cashing Bonus	0.00
Claim Bonus	10.00-
Selling Bonus	50.00-
<b>Instant Net Due</b>	<b>182.80</b>
123456-12345 01 TR:0000000170	



### 3.3. DreamTouch Operations

Reports under DreamTouch Operations are local reports produced from information contained in the database on the Dreamtouch Smart. These reports show shift activity, Dreamtouch Smart inventory, transaction activity, and instant and online sales and cashes.

The below picture is a list of the reports that are available from the DreamTouch Operations sub menu:



#### 3.3.1. Shift Reports (Interim and Closed)

##### 3.3.1.1. Interim

- The Shift Report (Interim) is a snapshot of the current shift activity from the start of the current shift until the report was taken. If reconciling, information should not be taken from here but instead from the Close Shift Report (in the Options menu) when removing cash.
- If the user creates an Interim Shift Report, but does not close the shift, a duplicate of the shift will appear on the shift balance file.

##### 3.3.1.2. Closed

- The Shift Report (Last Closed) allows retailer to reprint past closed shift reports. This report contains inventory detail by bin number, game name, quantity sold, and the value of the tickets

sold. It also contains a bill count and the date shift was started and closed. If no shift was ever closed there will be no report to view.

- The dates at the top of the Shift Report (Last Closed) shows the starting date/time of the shift and the ending date/time of the shift.
- In addition, a Shift Report is produced when the Close Shift process is run from the Options menu. When Close Shift is selected from Options, all counters are cleared after the report is produced and should be used for reconciliation.

### **3.3.2. Inventory Report**

- The inventory report shows Instant ticket inventory by bin, Product ID (PID) number, price point, number of tickets remaining in the bin, and the total value of the tickets.

### **3.3.3. Transaction History Report**

- The Transaction History Report prompts for the number of transactions to be shown on the report. The Transaction History Report shows the number and type of transactions performed on the machine.
- Additionally, it displays data on the number of bills received and from which bins tickets were issued, the quantity and the total price of tickets that were purchased.

To print out a Transaction History Report, follow these steps:

- Touch the Transaction History Report button.
- Select the number of transactions.
- Touch the Get Report button.
- Select a report to print.
- Touch the Exit button.

### **3.3.4. Sales Report with Calendar**

Sales reports may be taken for any range of dates by selecting the specified range from the calendar then pressing the Get Report button. Press the exit button to return to the Dreamtouch Operations screen.

The reports show instant sales by bin, game, quantity, and dollar amount. It lists online games by game name, total quantity and dollar amount sold. In addition, the report shows cash collected by denomination, total quantity of each denomination and total amount, as well as the total dollar amount of cleared credits.

### 3.4. System Reports



System reports are generally produced by a Dreamtouch Smart technician, lottery security personnel, or when requested by Intralot’s Hotline during a problem resolution call. System reports provide information related to:

- The status of the peripherals, such as the bill acceptor, barcode reader, touch screen, and ticket bursters.
- The Dreamtouch Smart’s current configuration settings.
- Any logged events such as ticket jams, door openings, system reboots, and error conditions.
- Security events such as the date and times the door was opened and closed, and service mode logins.

#### 3.4.1. Component Versions Report

The Component Versions Report lists the current version numbers for device component software and firmware.

#### 3.4.2. Device Status Report

The Status Report provides data that relates to the state of the Dreamtouch Smart peripherals.

#### 3.4.3. Configuration

The configuration report shows the current parameter setting within the Dreamtouch Smart.

#### **3.4.4. Logged Events**

The Logged Events Report lists system events that have occurred, such as retailer logins, door openings, door closings, system reboots, bin-loaded, and bin-unloaded activities.

#### **3.4.5. Security**

The Security Report shows when the door was opened and closed, the date and time each event occurred and the login ID of the individual that performed the operation.

# Chapter 4. CONSUMER OPERATIONS

With the Dreamtouch Smart's integrated "Check-Your-Ticket" barcode reader, players may check and validate online tickets, instant tickets and pay vouchers, as long as the Dreamtouch Smart is connected to the central system.

To check for winning tickets, simply place the bottom barcode of an online ticket, instant ticket or pay voucher under the barcode reader so that the barcode is picked up by the reader. With the motion sensor technology integrated in the barcode reader, each ticket is automatically detected and scanned instantly.

Winning tickets can be credited to the Dreamtouch Smart's balance; The maximum winning amount allowed to be credited is \$599.99 for online tickets or \$50 for instant tickets. Thus, if this amount is not exceeded, then instead of claiming the winnings (cash) from the retailer, the player can choose to purchase additional tickets up to the remaining balance. In this case, the winning ticket, when checked, will show a pop-up verification screen on the Dreamtouch Smart to ask if the player wants to use the winnings as a credit on the machine. If so, press Yes, and No if they would prefer to cash at a retailer location.

Note: When a ticket is "validated" or used for credit on the Dreamtouch Smart, it cannot be cashed again.

If, after a pre-configured number of seconds, the winning ticket is not scanned for a second time, the Dreamtouch Smart returns to the previous screen.

## 4.1. Consumer Mode

### 4.1.1. Purchasing Tickets

- The initial consumer screen instructs the player to insert money to begin and also advises them of the legal age limit of 18 or older for purchasing lottery tickets.
- All consumer screens display text in both English and Spanish.

### 4.1.2. Purchasing Ohio Lottery Tickets

#### 4.1.2.1. Cash

- The bill acceptor takes \$1, \$5, \$10, \$20, \$50 and \$100 bills. The maximum cash in balance allowed is \$200.
- If communications with the central site is temporarily disrupted or the paper is out, a message will appear on the display, instructing the player to select an Instant product only.
- Bills may be inserted in any direction, with either side up. The bill acceptor rejects any bill denomination that puts the customer over the maximum balance of \$200. An appropriate error message displays when this occurs
- A player may purchase a combination of instant and online game products after money has been inserted.
- The Dreamtouch Smart will not give change.

- The balance on the terminal can be “vouchered out”. That voucher can be used to purchase products on other OH Terminals or cashed out at a Photon.
- Cashless transactions cannot be vouchered out.

#### **4.1.2.2. Credit and Debit Cards**

The Dreamtouch Smart is equipped with an Ingenico card reader. The card reader allows players to use their debit or credit card to place funds on the machine. All funds placed on the machine using a debit or credit card must be played in full. A player will not be able to cash out (voucher out) any money that is placed on the machine using their card.

Visa, Mastercard and Discover cards are accepted.

**The following steps will show what the card reader will display when being used:**

1. Select amount will appear when the PIN pad is working. A player is prompted to select which amount they wish to put on the terminal:



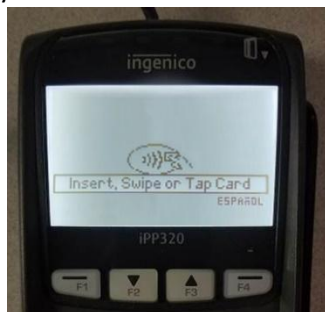
- a. If the system is down, the PIN pad will read "OUT OF SERVICE"



2. Please Wait will appear.



3. The player is then instructed to Insert, Swipe or Tap Credit Card



4. If card has a preferred language, it will ask “Select Language”.



5. If preferred language is English, no question is asked and “Please Wait, Do Not Remove Card” is shown”



6. After amount is selected and language is confirmed. It will confirm “Amount Ok \$XX.XX?”



- a. If No is selected, the below message will appear





b. Then this message will appear:



c. If "Cancel" is selected the message below will show:



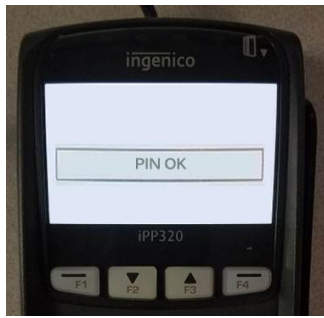
d. Then this message will appear:



7. When "Yes" is selected the following message will appear:



8. After the PIN is entered in, and accepted the message "PIN OK" appears



9. After the PIN is accepted, the system begins to process and sends the following message:



10. Once processing completes and the transaction is approved, the message "APPROVED PLEASE REMOVE CARD" appears:



a. If processing completes, but the card exceeds amount used, the error message "002: EXCEEDS AMOUNT PLEASE REMOVE CARD" will appear:



b. If processing completes, but the card is declined, the error message "Transaction Declined" will appear:



#### **4.2. Buying Scratch offs**

- Once money has been inserted the player may then select the instant product of their choice by selecting the desired game on the touch screen. The price of each product is displayed on the price LED's below each instant game button.
- The screen indicates the ticket is in the process of dispensing after the button has been pressed.
- The number of tickets remaining to be dispensed and the balance decreases as each ticket is vended.

#### **4.3. Online Games**

##### **4.3.1. Mega Millions®**

Drawings are held Tuesday and Friday at 11:00 pm. Tickets can be issued until 10:45 pm.

The Mega Millions® game selection allows the player to purchase a \$2, \$4, or \$10 Mega Millions® Auto Pick ticket as well as a \$3 or \$6 with Megaplier® for the current drawing. Player may also tap MORE OPTIONS or insert a bet card to purchase.

##### **4.3.2. Powerball®**

Drawings are held Monday, Wednesday, and Saturday evenings 10:59pm E.S.T. Tickets can be issued up until 10:00pm.

The Powerball® game selection allows the player to purchase a \$2, \$4, or \$10 Powerball® Auto Pick ticket as well as a \$3 or \$6 with Power Play for the current drawing. Player may also tap MORE OPTIONS or insert a bet card to purchase.

##### **4.3.3. Classic Lotto® with KICKER™**

Classic Lotto® with KICKER™ Auto Pick game tickets may be purchased in \$1, \$2, or \$5 increments or \$2 and \$6 with the Kicker added. Player may also tap MORE OPTIONS or insert a bet card to purchase.

##### **4.3.4. Lucky for Life®**

Drawings are held daily at approximately 10:35 p.m. Tickets can be issued until 9:30 p.m.

The Lucky for Life® game selection allows the player to purchase a \$2, \$4, or \$10 Lucky for Life® Auto Pick ticket for the current drawing. Player may also tap MORE OPTIONS or insert a bet card to purchase.

#### **4.3.5. Pick 3™**

Pick 3™ game tickets may be purchased in increments of \$1, \$2, or \$5 using the touch screen. The play type defaults to STRAIGHT, and next draw. Player may also tap MORE OPTIONS or insert a bet card to purchase.

#### **4.3.6. Pick 4™**

Pick 4™ game tickets may be purchased in increments of \$1, \$2, or \$5 using the touch screen. The play type defaults to STRAIGHT, and next draw. Player may also tap MORE OPTIONS or insert a bet card to purchase.

#### **4.3.7. Pick 5™**

Pick 5™ game tickets may be purchased in increments of \$1, \$2, or \$5 using the touch screen. The play type defaults to STRAIGHT, and next draw. Player may also tap MORE OPTIONS or insert a bet card to purchase.

#### **4.3.8. Rolling Cash 5™**

The Rolling Cash 5™ game selection allows the player to purchase a \$1, \$3, or \$5 Rolling Cash 5™ Auto Pick ticket for the current drawing. Player may also tap MORE OPTIONS or insert a bet card to purchase.

#### **4.3.9. KENO**

KENO game tickets can be purchased in \$1, \$5, and \$10 increments. The player is given an Auto Pick 4-spot ticket. The wager amount is equal to the number of draws being played. Player may also tap MORE OPTIONS or insert a bet card to purchase.

#### **4.3.10. The Lucky One**

The Lucky One game tickets can be purchased in \$1, \$5, and \$10 increments. The wager amount is equal to the number of draws being played. Player may also tap MORE OPTIONS or insert a bet card to purchase.

#### **4.3.11. EZPLAY®**

EZPLAY® games vary in price contingent on the game being played.

#### **4.3.12. Using a Bet Card**



- A player may pick their own numbers by using a bet card for the appropriate game by using a bet card.
- The player inserts a bet card face up into the bet card reader. There must be credits on the Dreamtouch Smart in order for the bet card to be accepted.
- If an error occurs in reading a bet card, the player is advised via a message on the screen explaining where the error exists.

#### 4.3.13. Using Play-It-Again Barcode/QR Code

- The Play it Again barcode or QR code located at the top of on-line tickets can be used to repeat the player's original wager (numbers, bet amount, bet type) for the next available draw or to produce another game ticket.
- If the top of the ticket is placed under the scanner, the terminal will read the barcode/QR Code and a pop up screen will ask the following: "The ticket you scanned costs \$X, do you wish to play it again?". Touch the yes button, or the no button to cancel and return to the consumer mode home screen.

#### 4.4. Ticket Checking



- The Dreamtouch Smart can check instant and online tickets to see if they are winners. It can credit the customer's balance from a winning ticket valued at \$50 or less if the customer wishes to do so.
- Instant and online game tickets are checked by placing the ticket's barcode under the arrow displayed by the barcode reader. The barcode reader detects motion and will show the scan pattern when a ticket or movement is detected within its range of view.
- The Dreamtouch Smart will only check and validate tickets with 2D barcode symbols like the one shown above. Older tickets must be checked or validated by a retailer at a traditional terminal.
- If no response is received from the central system within 15 seconds, the "Error, Please See Clerk" screen displays.

#### **4.5. Ticket Validation**

- If a player wins a cash prize that is \$50 or less for instant tickets or \$599.99 or less for online tickets, the screen displays the winning amount and provides instructions to allow the customer to apply the winnings as credit, if they choose.
- Once the ticket has been scanned the second time, the winnings will be credited on the machine and the ticket is marked as "paid" on the central system and cannot be cashed again.
- The entire prize amount is credited to the balance on the Dreamtouch Smart. If a customer does not wish to spend all remaining credits, the balance on the terminal can be "vouchered out". That voucher can be used to purchase products on other Lottery Terminals or cashed out at a Photon.

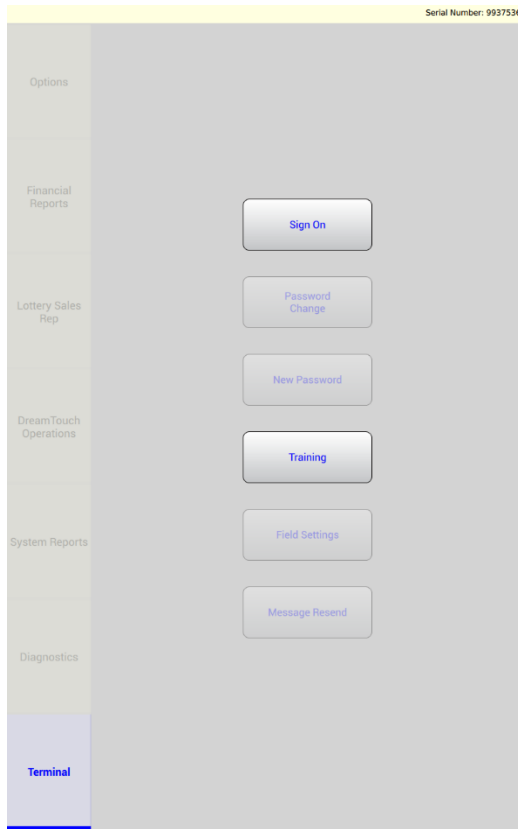
#### **4.6. Debit/Credit Card Reader**

- The Dreamtouch Smart is equipped with an Ingenico card reader. The card reader allows players to use their debit or credit card to place funds on the machine. ANY funds placed on the machine using a debit or credit card must be played in full. A player will not be able to cash out (voucher out) any money that is placed on the machine using their card.

# Chapter 5. Terminal Menu

## 5.1. Terminal Menu

The Terminal menu allows approved users to change passwords.



### 5.1.1. Changing Passwords

Passwords may be changed by the person in charge of the machine or by Intralot. Intralot has the ability to change any password or reset all passwords. The person in charge may change their own password or those of the clerks.

To sign on initially, unlock and open the Dreamtouch Smart. Select Retailer Manager, enter 30 into the username field and 4000 into the password field.

After signing on, the password can be changed with the Password Change button. Select Password Change, Get Users, and then locate the yes/no sliding button and touch the button to move it to the "Yes" position. Then, touch Request Password change. Completing this step will assign the user the temporary password 4444.

Touch Ok, exit the screen and touch the Sign Off button. Then, repeat the steps to sign on, but enter the password 4444 into the password field.

You should now be prompted to enter your old password, your new password, and a confirmation of your new password. Enter 4444 for your old password, and then enter any combination of four digits for your new password. Finally, touch the send button.



For every subsequent password change, you will need to sign off after requesting a password change, sign back on with the temporary password 4444, and enter 4444 as your old password.

## **5.2. Intralot Gaming System**

The Intralot Gaming System menu provides access to authorized users to open the retailer screen. From this screen, a ticket reprint can be initiated. This is only available when a purchased ticket failed to print from the Dreamtouch Smart.

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