

# Texas Lottery® Retailer Support

May 7, 2008

## Frequently Asked Questions – ISYS Terminal Tones

### When I scan tickets to validate, what do the new tones mean?

May 25, 2008, the Texas Lottery will add a new feature to the ISYS terminals that will help reduce errors, improve communication and minimize confusion for retailers and players during the ticket validation or inquiry process. The new feature will allow four (4) distinct tones to play on the terminals to let players know the status of their winning and non-winning tickets.

**Please leave your terminal power on Sunday night, May 25, so the software can be downloaded after midnight and your terminal will sign on as usual at 6 a.m. Monday, May 26.**

Once the feature is added, a unique tone will sound each time a ticket is scanned for inquiry or validation. The distinct tones will identify the following scan results:

- 1) Low- and mid-tier winning tickets payable at the retail location
- 2) High-tier and non-cash prizes payable only at a claim center
- 3) Non-winning tickets
- 4) Retailer cannot validate (variety of reasons such as inactive pack, expired ticket, previously paid, etc.)

The new tones can help retailers increase sales through added winner awareness and an added level of confidence for players. Your customers will know that you have winners in your store!

Retailers and players may listen to samples of each unique tone on the Texas Lottery Web site at [www.txlottery.org](http://www.txlottery.org) beginning approximately two weeks before the tones are added May 26. Visit the Retailers page of the Web site or Winners link on the home page to hear the tones.

Adding unique validation tones to the ISYS terminals is just another example of the Texas Lottery's continuing commitment to providing retailers and players with the most innovative products and game features that will result in the most positive entertainment experience.

For additional information, please call Texas Lottery Customer Service at 800-375-6886 (800 37 LOTTO) or the GTECH Hotline at 800-458-0884.

