



SUPPORTING
TEXAS EDUCATION
AND VETERANS



TEXAS LOTTERY®
RETAILER SERVICES
7:00AM – 5:30PM CT MON – FRI
800-375-6886

IGT™ HOTLINE
24 HOURS • 7 DAYS A WEEK
800-458-0884

GEMINI®

Retailer Reference Guide

Effective 07/26/2019

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GEMINI - EXTERNAL VIEW

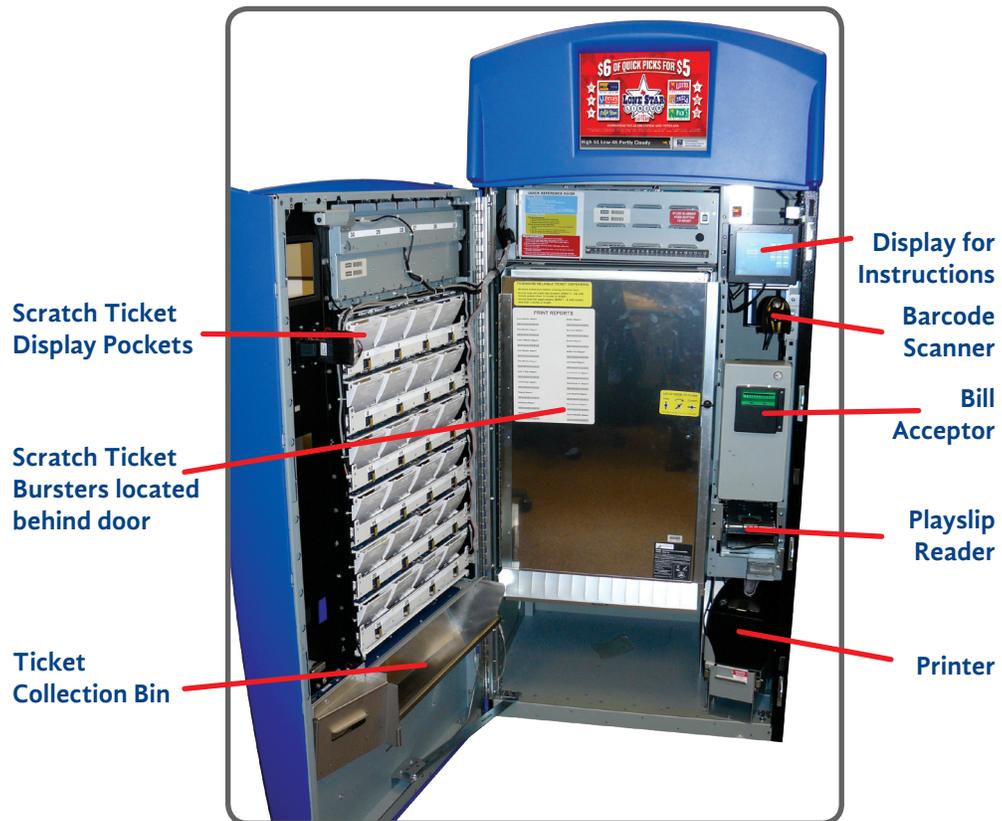


The Gemini terminal is an electronic vending machine that supports gaming functions for the sale of scratch tickets and draw games. The barcode scanner QR can be used by players to scan their draw game and scratch tickets to see if they are a winner or to scan QR codes created on the Texas Lottery App to print tickets.





GEMINI - INTERNAL VIEW





DRAW GAME PURCHASE

The Gemini accepts \$1, \$5, \$10 or \$20 bills and does not accept coins or give change, only credit toward purchases.

1 The first step for any purchase is to insert money into the bill acceptor. After completing the following steps, the ticket will dispense into the ticket collection bin if sufficient money was inserted to cover the cost of the ticket(s). If not, the screen will display additional funds are required. Player may: 1) insert additional money, 2) scan a different QR code, 3) insert a revised playslip **OR** 4) select another Quick Pick or scratch ticket with available funds.



QUICK PICK

- 2** The player selects desired draw game Quick Pick button.
- 3** The draw game Quick Pick ticket is printed and dispensed into the ticket collection bin.



USING A PLAYSLIP

- 2** The player inserts a completed playslip into the playslip reader.
- 3** The ticket is printed and dispensed into the ticket collection bin.



USING THE APP

- 2** The player places their mobile device under the cross hairs of the barcode scanner to focus on the QR Code.
- 3** A confirmation screen displays confirming the play(s) and cost of the ticket(s) with the player.



NOTE: If player's selection includes a game in draw break, that ticket(s) will not print and the final cost to the player will be less than the amount displayed on their mobile device. Confirm cost on Gemini screen.

CANCELS

Pick 3™ and **Daily 4™** tickets can be canceled, but only within normal cancellation guidelines. Tickets can be canceled at the issuing terminal on the same day, within 60 minutes of printing and prior to the draw break. Tickets cannot be canceled after the draw break has occurred, when generated as part of Lone Star Lineup, or if they were generated from a free ticket promotion. Retailer must retain canceled receipt and ticket for 30 days.

BARCODE SCANNER



CHECK YOUR TICKET

- 1** To use the app **Check Your Ticket** feature on mobile device, position the ticket barcode under the red cross hairs of the barcode scanner.
- 2** To check a scratch ticket, scan the barcode under the latex on the front of the ticket.
- 3** To check a draw game ticket, scan the barcode on the bottom portion on front of ticket.
- 4** Messaging
 - a. If the ticket is a winner the screen will show the prize amount.
 - b. If a non-winning ticket is scanned, “Not a Winner” will display.
 - c. Other messages such as “Previously Paid” and “Results Not In” are possible. (See "Error Messages" section.)
- 5** Prizes cannot be redeemed at the Gemini. All tickets must be validated at a retailer’s Altura® terminal before payment.





OPENING & LOCKING THE GEMINI

OPENING THE GEMINI

- 1 Insert key into the main door lock.
- 2 Turn the key to the right and the “lock handle” will pop out.
- 3 Turn the lock handle a quarter-turn to the left.
- 4 Lift the door slightly and pull the door open.
- 5 Alarm will sound if user does not sign on.



LOCKING THE GEMINI

- 1 Ensure the lock core on the inside of the unit is positioned horizontally and key is horizontal on the outside.
- 2 Push the door closed.
- 3 Push the lock in until it locks in place and turn the lock handle a quarter-turn to the right.
- 4 Turn the key to the left.
- 5 Remove the key.



UNLOADING THE CASH BOX

TO REMOVE MONEY FROM THE BILL ACCEPTOR CASH BOX:

- 1 Open the bill acceptor door with the key labeled B/A for Bill Acceptor.
- 2 Tilt the bill acceptor cash box toward you.
- 3 Press down on the white latch in the back of the cash box and slide the cash box forward to remove.
- 4 Access cash from the back of the cash box.
- 5 Replace cash box with the “teeth” section to the front until it clicks. Close and lock the bill acceptor door. Remove key. The Main door will not close with the bill acceptor key in place.
- 6 Print and clear a Shift Report. (See page 10 of the Gemini section.)

NOTE: The Bill Acceptor can hold a maximum of 1,000 bills and a maximum of \$2,500.



LOADING PRINTER PAPER

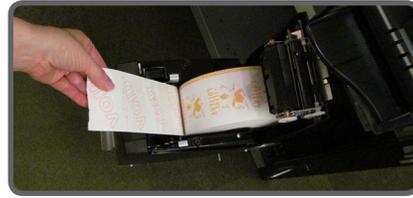


REPLACING PRINTER PAPER

- 1 Open the printer by pressing on the silver button on the front of the printer.
- 2 Remove the old paper roll.
- 3 Insert new paper roll.

NOTE: Paper feeds from the bottom of the paper roll when it is inserted into the printer.

- 4 Center the paper and pull the end past the top of the printer door.
- 5 While still grasping the paper, close the printer door.
- 6 The paper will advance and cut automatically.





REMOTE CONTROL

Remote disable is a feature on the Gemini and is intended to prevent underage use. This feature allows store personnel to disable the machine via remote control. It is a retailer violation to sell lottery tickets to a person under 18 years of age.

Once disabled, the Gemini will issue a refund slip for any credits remaining in the machine (see page 34 of Gemini section).

To disable the machine, press the 'I' button on the remote transmitter. To reactivate, press the 'I' button on the remote transmitter again.

Although the Gemini is configured with one remote, any Gemini in one location will be affected by any remote used. Verify that the correct Gemini has been disabled or reactivated.

Retailer must check to see if terminal(s) was disabled and must enable with the remote control to resume sales. If only one Gemini was disabled, follow steps below.

- 1** Turn off enabled Gemini at the Gemini (not remote control).
- 2** A refund slip is printed automatically when the intended Gemini was disabled. Enable, with remote control, the Gemini that printed refund slip.
- 3** Turn on other Gemini (that you turned off at the Gemini) at the Gemini (not remote control).



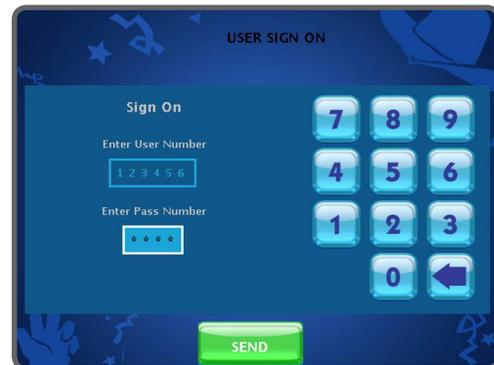
RETAILER MAIN MENU SIGN ON



Retailers can sign on inside the machine after the Gemini signs on to the host system.

- 1 Open the Gemini by inserting the key into the main door lock.
- 2 Turn the key to the right and the lock handle will pop out.
- 3 Turn the lock handle a quarter-turn to the left.
- 4 Lift the door slightly and pull the door open.
- 5 The display prompts you to sign on.
- 6 Enter your 6-digit User Number and 4-digit Pass Number.
- 7 Touch **SEND**.
- 8 After a successful Sign On, the MAIN MENU displays.

NOTE: A red screen background indicates an error or problem with the terminal.





THE MAIN MENU

The Main Menu is available once you are signed on. This menu provides you with access to terminal management functions described in detail on the following pages. You may access this menu from any of the administrative screens by touching the Home button.



Home Button



SHIFT REPORT

The Shift Report details sales activity for the current shift and should be used to balance the money in the cash box. Retailers can choose the time of their own shifts. Once the **Clear** button is touched, the report displays that all totals are cleared. It is recommended that this report be printed each time that cash is removed from the Cash Box.

TO RUN THIS REPORT:

- 1 Touch **Shift Report** from the Main menu.
- 2 The Shift Sales report is displayed.
- 3 Use the **Up** and **Down Arrows** to scroll though the report on the screen if needed.
- 4 Touch **Print** to ONLY print the report or touch **Clear** to print the report and clear the Shift totals.
- 5 You cannot clear and reset Shift totals to zero if credits remain.
- 6 Touch the **Home** button to return to the Main Menu.



SHIFT REPORT



BALANCING

- 1 Select **SHIFT REPORT** in the Main Menu.
- 2 Press **CLEAR** to generate the Shift report. The report will be branded "SHIFT TOTALS RESET."
- 3 Remove all money from the cash box.
- 4 The money in the cash box will balance to the amount on the Shift Report.

NOTE: The cash will be over by any amount listed in the Total Refund Count. See Refunds section on page 34 of the Gemini section for details. Also, for products with shared buttons, only one product will display unless both products have sales.

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SHIFT SALES
 RETAILER 123456
 GEMINI 12345699
 09/12/2018 06:04:13 CT
 From: 06/22/2018
 To: 09/02/2018

BIN	GAME	COUNT	AMOUNT
01	1940	131	\$262.00
02	1940	3	\$6.00
03	0000	0	\$0.00
04	0000	0	\$0.00
05	0000	0	\$0.00
06	0000	0	\$0.00
07	0000	0	\$0.00
08	0000	0	\$0.00
09	0000	0	\$0.00
10	0000	0	\$0.00
11	0000	0	\$0.00
12	0000	0	\$0.00
13	0000	0	\$0.00
14	0000	0	\$0.00
15	0000	0	\$0.00
16	0000	0	\$0.00
17	0000	0	\$0.00
18	0000	0	\$0.00
19	0000	0	\$0.00
20	0000	0	\$0.00
21	0000	0	\$0.00
22	0000	0	\$0.00
23	0000	0	\$0.00
24	0000	0	\$0.00
25	MEGA	30	\$66.00
26	PWRB	23	\$81.00
27	LOTO	220	\$254.00
28	TX2S	10	\$18.00
29	ALNO	6	\$20.00
29	CSH5	28	\$29.00
30	DLY4	84	\$44.50
30	PCK3	143	\$72.00
SCRH TOTAL		134	\$268.00
DRGM TOTAL		551	\$584.50
TOTALS		685	\$852.50

BILL	COUNT	AMOUNT
\$ 1	52	\$ 24
\$ 5	1	\$ 5
\$ 20	6	\$ 120
CASH COLLECTED		\$ 149

MANUAL CREDIT
AMOUNT COUNT
 \$ 1085 17

Total Refund Count = 7
 Total Refund Issued = \$381.50

REPORT ONLY
 NOT FOR SALE



DRAW GAME REPORTS

The **Draw Game Reports** button provides access to Daily Sales and Invoice reports. To access the **Draw Game Reports**:

- 1 From the Main Menu, touch **Draw Game Reports**.
- 2 The screen displays a sub-menu. Touch the desired report and the report displays
- 3 Use the **Up** and **Down Arrows** to scroll though the report on the screen or touch **Print** and the report prints.



DAILY REPORTS



DAILY REPORTS

Daily Reports list scratch ticket and draw game sales, cashes, credits and commissions for the selected day or time period.

- 1 Touch desired reporting period.
- 2 Report will print automatically.

NOTE: When a specific day of the week is selected the day's report includes transactions from 12:30 a.m. CT to midnight.



TEXAS LOTTERY®	
FRI JAN11 2019 06:11:18 CT	
Printed at Retailer # 123456	

TODAY	
FRI JAN11 2019	
RETAILER 123456	
SUMMARY	
0 MEGA SALES	\$ 0.00
0 PWRB SALES	\$ 0.00
0 LOTO SALES	\$ 0.00
0 PCK3 SALES	\$ 0.00
0 DLY4 SALES	\$ 0.00
0 CSH5 SALES	\$ 0.00
0 TX2S SALES	\$ 0.00
0 ALNO SALES	\$ 0.00
0 GROS SALES	\$ 0.00
0 PCK3 CANCEL	\$ 0.00
0 DLY4 CANCEL	\$ 0.00
0 DRW GM NET SALES	\$ 0.00
0 MEGA CASHES	\$ 0.00
0 PWRB CASHES	\$ 0.00
0 LOTO CASHES	\$ 0.00
0 PCK3 CASHES	\$ 0.00
0 DLY4 CASHES	\$ 0.00
0 CSH5 CASHES	\$ 0.00
0 TX2S CASHES	\$ 0.00
0 ALNO CASHES	\$ 0.00
0 SCRATCH CASHES	\$ 0.00
0 SETTLEMENTS	\$ 0.00
ADJUSTMENTS	\$ 0.00
0 DRW GM CREDIT	\$ 0.00
0 SCRATCH CREDIT	\$ 0.00
COMMISSIONS	\$ 0.00
BALANCE	\$ 0.00

** VOID - NOT FOR SALE **



INVOICE REPORTS

INVOICE REPORTS

Invoice reports list data for the selected week-ending invoice date, including the EFT Sweep amount, sales, cashes, credits, commissions and adjustments.

- 1 Touch desired reporting period from Invoice Reports menu.
- 2 Report will display.
- 3 Touch Print for a copy of the report.



TEXAS LOTTERY®		FRI JAN11 2019 06:11:18 CT	
Printed at Retailer # 123456		INVOICE	
FRI JAN11 2019		RETAILER 123456	
SUMMARY			
1	MEGA SALES	\$	2.00
1	PWRB SALES	\$	2.00
0	LOTO SALES	\$	0.00
13	PCK3 SALES	\$	105.00
42	DLY4 SALES	\$	321.00
0	CSH5 SALES	\$	0.00
0	TX2S SALES	\$	0.00
0	ALNO SALES	\$	0.00
0	PCK3 CANCEL	\$	0.00
0	DLY4 CANCEL	\$	0.00
57	NET DRAW GAME	\$	430.00
0	DRW GAME CASH	\$	0.00
0	SCRATCH CASH	\$	0.00
10	SETTLEMENTS	\$	4,150.00
0	MEGA CREDIT	\$	0.00
0	PWRB CREDIT	\$	0.00
0	LOTO CREDIT	\$	0.00
0	PCK3 CREDIT	\$	0.00
0	DLY4 CREDIT	\$	0.00
0	CSH5 CREDIT	\$	0.00
0	TX2S CREDIT	\$	0.00
0	ALNO CREDIT	\$	0.00
0	SCRATCH CREDIT	\$	0.00
	COMMISSIONS	\$	229.00-
	ADJUSTMENTS	\$	0.00
	TOTAL DUE	\$	4,351.00
	EFT AMOUNT	\$	4,351.00

SWEEP DATE WED JAN02 2019

** VOID - NOT FOR SALE **

LOCAL REPORTS



Local Reports provides access to reports for Gemini sales, status and inventory details.

SALES REPORTS

Draw game and scratch ticket sales activity for selected time frame.

INVENTORY REPORT

Gemini inventory by bin including game number, price point and current count/amount.

STATUS REPORT

Hardware status for the Gemini and its bins.

STATISTICS REPORTS

Out of stock percentage for the Gemini overall and by bin.





SALES REPORTS

Sales Reports will account for all scratch ticket and draw game sales during a specified period. These reports can be pulled by the following time frame.

MAIN

Today, Yesterday, This Week, Last Week, This Month, Last Month and Lifetime.

OTHER

Any selected period. (The start and end date are entered manually by the user.)



BIN/GAME SALES
TODAY
RETAILER 123456
GEMINI 12345699
09/12/2018 06:14:13 CT

BIN	GAME	COUNT	AMOUNT
01	1940	0	\$0.00
02	1940	0	\$0.00
03	0000	0	\$0.00
04	0000	0	\$0.00
05	0000	0	\$0.00
06	0000	0	\$0.00
07	0000	0	\$0.00
08	0000	0	\$0.00
09	0000	0	\$0.00
10	0000	0	\$0.00
11	0000	0	\$0.00
12	0000	0	\$0.00
13	0000	0	\$0.00
14	0000	0	\$0.00
15	0000	0	\$0.00
16	0000	0	\$0.00
17	0000	0	\$0.00
18	0000	0	\$0.00
19	0000	0	\$0.00
20	0000	0	\$0.00
21	0000	0	\$0.00
22	0000	0	\$0.00
23	0000	0	\$0.00
24	0000	0	\$0.00
25	MEGA	0	\$0.00
26	PWRB	0	\$0.00
27	LOTO	0	\$0.00
28	TX2S	0	\$0.00
29	ALNO	0	\$0.00
29	CSH5	0	\$0.00
30	DLY4	0	\$0.00
30	PCK3	0	\$0.00
TOTALS		0	\$0.00

REPORT ONLY
NOT FOR SALE

INVENTORY REPORT



The Inventory Report shows the value and quantity of scratch tickets presently loaded in each bin. The up-to-date report also reflects the date and time it was printed.



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INVENTORY REPORT
 RETAILER 123456
 GEMINI 12345699
 09/12/2018 06:14:13 CT

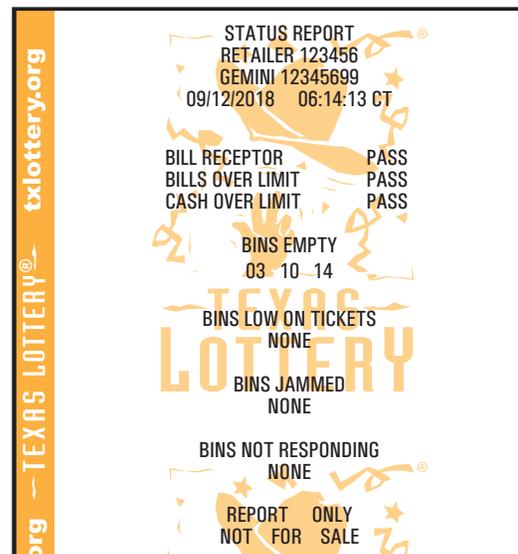
BIN	GAME	PPT	COUNT	VALUE
01	0000	\$0	0	\$0.00
02	0000	\$0	0	\$0.00
03	0000	\$0	0	\$0.00
04	0000	\$0	0	\$0.00
05	0000	\$0	0	\$0.00
06	0000	\$0	0	\$0.00
07	0000	\$0	0	\$0.00
08	0000	\$0	0	\$0.00
09	0000	\$0	0	\$0.00
10	0000	\$0	0	\$0.00
11	0000	\$0	0	\$0.00
12	0000	\$0	0	\$0.00
13	0000	\$0	0	\$0.00
14	0000	\$0	0	\$0.00
15	0000	\$0	0	\$0.00
16	0000	\$0	0	\$0.00
17	0000	\$0	0	\$0.00
18	0000	\$0	0	\$0.00
19	0000	\$0	0	\$0.00
20	0000	\$0	0	\$0.00
21	0000	\$0	0	\$0.00
22	0000	\$0	0	\$0.00
23	0000	\$0	0	\$0.00
24	0000	\$0	0	\$0.00
TOTALS		\$0	0	\$0.00

REPORT ONLY
NOT FOR SALE



STATUS REPORT

The Status Report describes the Gemini setup and bin configuration. It details the status of each bin as well as any problems that might exist.



STATISTICS REPORTS



The Statistics Report shows the out of stock factor percentage for the Gemini and is broken down by bin.

ITVM Statistics Report

STATISTICS REPORT
 TODAY
 RETAILER 000000
 GEMINI 00000000
 07/25/2012 01:51:40 CT

OUT OF STOCK FACTOR 95.9%

BIN	OUT OF STOCK
01	3.8%
02	100.0%
03	100.0%
04	100.0%
05	100.0%

Print

STATISTICS REPORT
 LAST WEEK
 RETAILER 123456
 GEMINI 12345699
 09/12/2018 06:14:13 CT

OUT OF STOCK FACTOR 4.5%

BIN	OUT OF STOCK
01	9.4%
02	5.0%
03	2.5%
04	20.2%
05	0.0%
06	16.5%
07	4.4%
08	7.0%
09	0.0%
10	8.9%
11	7.2%
12	3.0%
13	3.4%
14	0.0%
15	0.0%
16	0.0%
17	0.0%
18	7.3%
19	12.1%
20	3.4%
21	0.0%
22	0.0%
23	0.0%
24	0.0%

REPORT ONLY
 NOT FOR SALE

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DRAW GAME FUNCTIONS

Provides access to functions for canceling tickets or reprinting transactions.

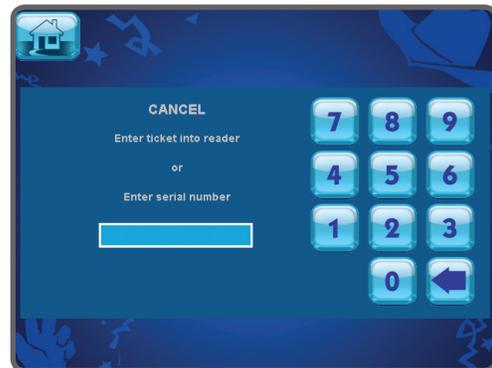
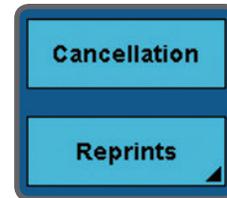
- 1 From the Main Menu, touch **Draw Game Functions**.
- 2 Touch **Cancellation** or **Reprints**.

CANCELLATION

You can cancel a **Pick 3** or **Daily 4** ticket produced at the selling retailer within 60 minutes of when the ticket was produced the same day and prior to the upcoming draw break.

- 1 Touch **Cancellation**.
- 2 Scan the ticket OR insert the ticket into the reader OR manually enter the ticket serial number.
- 3 A cancellation confirmation screen displays the refund amount and a cancellation receipt prints automatically.

NOTE: Deface the canceled ticket, staple the cancel receipt to the canceled ticket and retain for at least 30 days. **Do not return the canceled ticket to the player.**

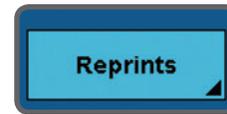


REPRINTS



You can reprint the last transaction or play.

- 1 Touch **Reprints**.
- 2 The screen displays **Last Transaction** and **Last Play** options.
- 3 Select the desired option and the reprint prints automatically.





SCRATCH TICKET MENU

Provides access to **Order Confirmation, Activate Pack, Settle Pack and Inventory Reports.**

NOTE: Pack statuses can be changed at any of the retail location terminals.

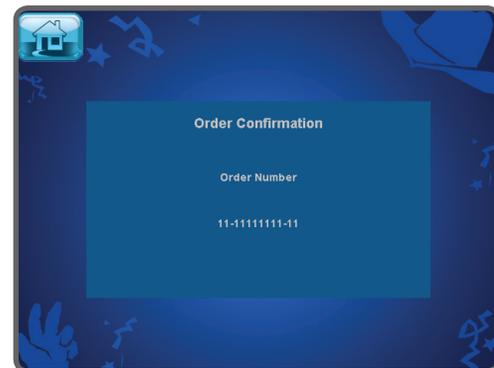
- 1 From the Main Menu, touch **Scratch Ticket**.
- 2 Touch the desired function or touch **Scratch Ticket** again to return to the Main Menu.



ORDER CONFIRMATION

Use to confirm delivery of a shipment of scratch tickets.

- 1 From the Scratch Ticket menu, touch **Order Confirmation**.
- 2 Scan the barcode on the Packing List that came with the order or enter the 12-digit order number using the number keypad. If using the scanner, press the trigger button on the handle to activate the scanner.
- 3 Touch **Send**.
- 4 A confirmation message displays and receipt prints.

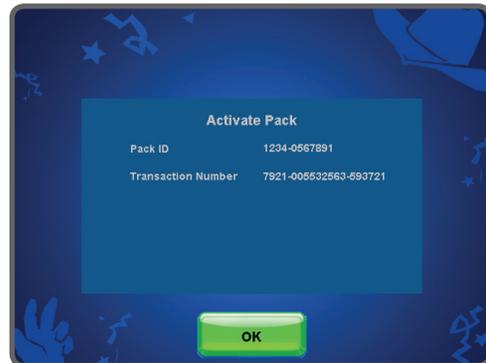
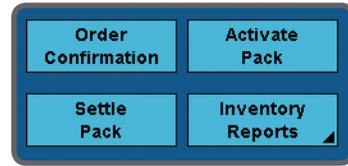


ACTIVATE PACK



Use to activate a pack of scratch tickets.

- 1 From the Scratch Ticket Menu, touch **Activate Pack**.
- 2 Scan the barcode from a ticket in the pack or manually enter the Game Number and Pack Number.
- 3 Touch **Send**.
- 4 A confirmation message displays and receipt prints.
- 5 Touch **OK** to return to the Activate Pack menu.

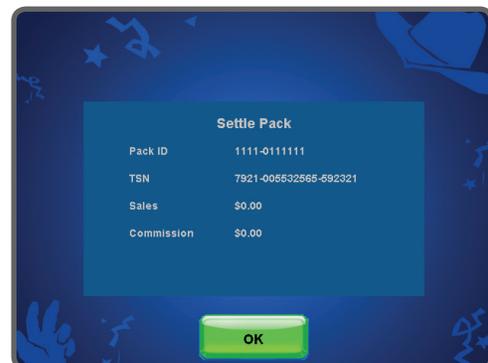




SETTLE PACK

Use to settle a pack of scratch tickets.

- 1 From the Scratch Ticket menu, touch **Settle Pack**.
- 2 Scan the barcode from a ticket in the pack or manually enter the Game Number and Pack Number.
- 3 Touch **Send**.
- 4 A confirmation message displays and receipt prints.



INVENTORY REPORTS

- 1 From the Scratch Ticket Menu, touch **Inventory Reports**.
- 2 Select the desired Inventory Report: Pack Status, Inventory Sales Summary, Available Inventory, Activated Pack and Settled Pack.
- 3 Enter/select the requested information as needed.
- 4 Touch **Print** for a copy of the report.



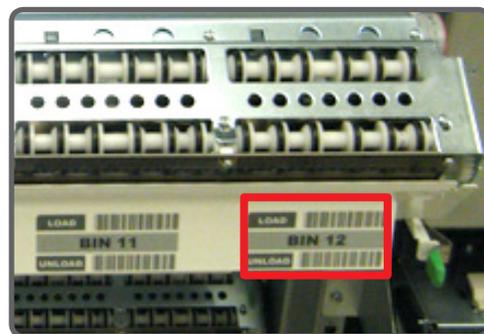
INVENTORY MANAGEMENT OVERVIEW



This function allows the retailer to add, remove or change bin inventory. There are two methods of loading tickets, Barcode and Manually.

You must pull out the bin tray before loading scratch tickets. A safety latch on the right side of each tray allows only one row to be pulled out at a time. To advance a row of bins, push the safety latch to the left while pulling the ticket tray forward. To replace, push the row back into place and the latch snaps back automatically.

The Gemini uses a games table to keep track of all previously loaded games. Once a game has been loaded, you can load future packs by scanning any ticket from that game and the necessary information will be retrieved automatically. When you use the barcode scanner to load and unload the scratch tickets, the machine checks with the games table and uses that information.





LOADING NEW OR PARTIAL PACKS VIA BARCODE SCANNER

- 1 Scan the “Load” barcode on the desired bin using the barcode scanner.
- 2 Scan the barcode of the first ticket.
- 3 Scan the barcode of the last ticket.
- 4 Touch **OK** at the next prompt.
- 5 An Activation slip will generate if the pack has not been previously activated.
- 6 The screen displays the Product Details.
- 7 Physically load the tickets (see page 28 of Gemini section.).

NOTE: The Full Pack option is only available if the game you are loading has been previously loaded into the machine.

- 8 Touch **Confirm** when finished. (If loading multiple packs of the same game, repeat steps 2 - 8.)



MANUALLY LOADING NEW OR PARTIAL PACKS



- 1 Touch **Inventory Management** from the main menu.
- 2 Touch **Select Bin** and enter the desired Bin number.
- 3 Touch **OK**.
- 4 Touch **Add/Change Inventory**.
- 5 Manually enter the game, pack and first ticket number using the numeric touchpad then touch **OK**.
- 6 Manually enter the game, pack and last ticket number using the numeric touchpad then touch **OK**.
- 7 Physically load the tickets. (See page 28 of Gemini section.)

NOTE: The Full Pack option is only available if the game you are loading has been previously loaded into the machine.

- 8 The screen displays the Product Details. Touch **Confirm** when finished. (If loading multiple packs of the same game, repeat steps 2 - 8.)



LOADING ADDITIONAL SCRATCH TICKETS INTO A CURRENTLY LOADED BIN



Follow procedures on page 26 or 27 of Gemini section to load additional inventory into a bin.

NOTE: Multiple packs of the same game can be loaded by using IGT perforated tape to secure the end of one pack to the beginning of another pack. To connect two packs, use only IGT perforated tape.





LOADING TICKETS INTO A BIN

To load the tickets into the bin, pull out the appropriate ticket tray for the bin and follow these instructions:

- 1 Insert the ticket pack into the bin.
- 2 Feed the first ticket over the roller.
- 3 Insert under the ticket guide until the leading edge firmly touches the black rubber feed rollers.
- 4 This activates the ticket sensor switch and the tickets load automatically.

NOTE: Multiple ticket packs can be loaded by using IGT perforated tape to secure the end of one pack to the beginning of another pack.

TO ENSURE RELIABLE TICKET DISPENSING:

Do not load the bottom drawer (Bins 20-24) with tickets greater than 10 inches in length and do not load top drawer (Bins 1-4) with tickets less than 3 inches in length.

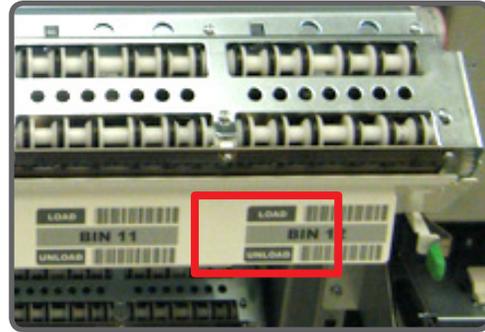


UNLOAD BIN/REMOVE INVENTORY (SCANNER METHOD)



To unload a bin with the barcode scanner:

- 1 Scan Unload barcode of desired bin.
- 2 The inventory will physically unload from the bin and the screen displays the Inventory Management screen.
- 3 Touch **Remove Inventory** at the bottom of the screen.
- 4 The terminal will prompt with the message, "Are you sure you want to remove all Tickets from the bin?"
- 5 Touch **OK** and the Inventory Management screen displays that the inventory count was cleared to zero.

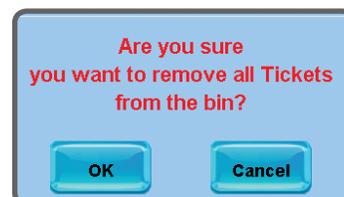


UNLOAD BIN/REMOVE INVENTORY (MANUAL METHOD)



To unload a bin manually through the Management screen:

- 1 From the Inventory Management menu, touch **Select Bin**, enter the bin number and touch **OK**.
- 2 Touch **Remove Inventory**. The terminal will prompt with the following message, "Are you sure you want to remove all Tickets from the bin?"
- 3 Touch **OK** and the tickets physically unload from the burster.





TOOLS/SERVICE

USER MANAGEMENT

The Tools/Service option provides access to functions for changing users, the terminal configuration and bin functions.

USER SWITCH

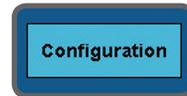
Touch **User Switch** from the Tools/Service menu to switch users on the terminal. The User Sign On screen displays and you are prompted to sign on to the terminal.

CONFIGURATION

For IGT Field Service personnel only.

BIN FUNCTIONS

Displays current details for a selected bin and allows you to test, unload and feed tickets for the bin.



LOGGING/SECURITY

1 Touch **Logging/ Security** from the Main Menu screen.

2 The screen displays the Logging/Security sub-menu below.

3 Select the desired option:

- Security Log
- Cash Log
- Event Log
- Audit Trail



SECURITY LOG



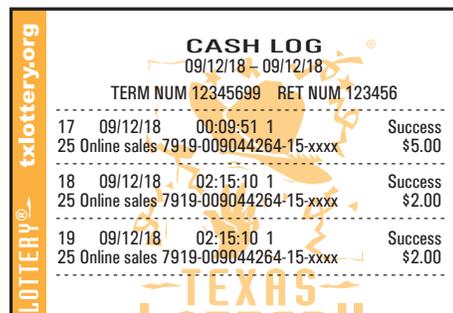
Touch **Security Log** from the Logging/Security menu to view the security log, which lists terminal security events, including details of: main door opened, bill acceptor door opened, alarm disabled, machine tilted, battery low indicator, audit switch and power down.



CASH LOG



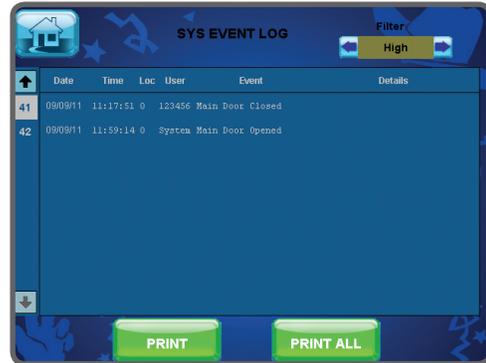
Touch **Cash Log** from the Logging/Security menu to view a cash log of the last 100 draw game and scratch ticket sales from the terminal. Touch **PRINT** to print the log or touch the **Manager Menu Home** button to return to the Manager Functions menu.





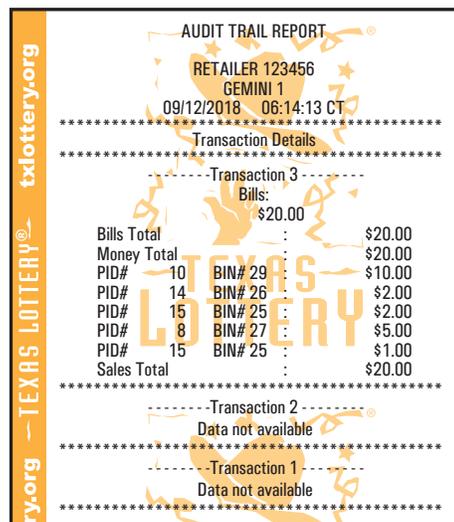
EVENT LOG

Touch **Event Log** from the Logging/Security menu to view all events that have occurred since the last shift report. Events include all activities related to the machine except the dispensing of tickets.



AUDIT TRAIL

From Logging/Security, touch **Audit Trail** to view a log of the details of transactions on the Gemini. These include all the events which affect credits during the transition process from cash amount to zero. Touch **Print** to print the log or touch the **Manager Menu Home** button to return to the Manager Functions menu.



SPECIAL FUNCTIONS



- 1 Touch **Special Functions** from the MAIN MENU screen.
- 2 The screen displays the Special Functions sub-menu.
- 3 Touch the desired option.



VERSION INFO

An IGT Hotline operator may ask for this information to quickly identify specific issues with the Gemini.

PRINTER TEST

Verifies that thermal paper is loaded properly.

TERMINAL RESET

When instructed by an IGT Hotline operator, touch OK to reset the terminal, or Cancel to return to Special Functions.

DEVICE STATUS

An IGT Hotline operator may ask for this information to quickly identify specific issues with devices in the Gemini.





REFUNDS

REFUND SLIP

There are three (3) situations when a refund slip will automatically print at the Gemini:

- 1** If credits remain when a retailer uses the Remote Control to disable the Gemini,
- 2** If credits remain when no products (scratch or draw games) are available for purchase,
- 3** If a draw game wager cannot be completed due to communication error.

NOTE: The Gemini will retry the request three (3) times before issuing a refund slip.



ERROR MESSAGES

See the **Altura Retailer Reference Guide** section for a list of terminal error messages and scenarios.



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