

## LOADING PAPER

- Slide the printer towards you by pulling the silver lip on the bottom forward.
- Press the silver button on the printer cover and pull up on the sides of the printer cover to open.
- Remove the used paper roll and set it aside.
- Simply place the roll into the printer so that the paper feeds from the bottom towards you and hangs out of the printer. **DO NOT** place the paper under the black bar, as the printer will not work if you do.
- Leave about 12 – 18 inches of paper hanging out, and close the cover firmly.
- The printer automatically advances and cuts the paper.



## CASH BOX UNLOADING

- Open the bill acceptor door with the security key and gently tilt the door down.
- To remove the cash box, simply pull the yellow handle towards you.
- To remove money from the cash box, place the box upside-down on a table. Then locate the yellow round opening on the back, press down to retract, and slide the door open to remove the money.
- Remove the cash, slide the door closed, then re-insert the cash box.
- Print and clear a Shift Report.



## BILL ACCEPTOR JAMS

- To open the bill acceptor door, insert the bill acceptor key into the lock, turn to the left, and gently tilt the assembly down.
- Remove the bill acceptor by pushing up the silver latching bar and pulling straight out.
- Gently lift the read head from the bill acceptor and clear the jammed bills.
- After the bill acceptor has been cleared, gently slide it back into its locked position. If the bill acceptor is put into its proper position, it will reset after 10 seconds.



**NOTE:** You should run a bill acceptor Test every time you clear a jam.

## CLEANING BILL ACCEPTOR

- To open the bill acceptor door, insert the bill acceptor key into the lock, turn to the left, and gently tilt the assembly down. Remove the acceptor module by pushing up the silver latching bar and pulling straight out.
- Open the acceptor module by placing the palm of your hand on the front of the module and your fingers around the top of the yellow cover. Pull the cover toward your hand and then lift up.
- Clear the bill path area of any foreign objects.
- Using a soft cloth, wipe the bill path and sensor areas as needed.
- To reinstall the acceptor module, simply close it and reinsert it back into the machine. Press it back gently so it locks into place. To close the bill acceptor compartment, lift up the door, and close firmly.

## INSTANT TICKET MANAGEMENT

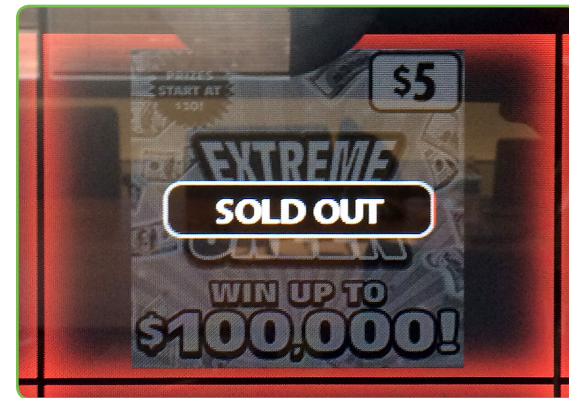
This is the menu screen for loading and unloading instant tickets:

Instant Ticket Management					
Bin 4 Information	Status - No Inventory				
Game ID	0	1	2	3	4
Game Name		5	6	7	8
Current Inventory		9	10	11	12
Ticket Price	\$0.00	13	14	15	16
Ticket Length	0	17	18	19	20
Tickets Per Pack	0	21	22	23	24
		25	26	27	28

### LOAD TICKETS

LOADING A FULL PACK OF TICKETS:

**A Sold Out message will display over the game when there is no longer inventory in that bin.**



- Touch **INSTANT TICKET MANAGEMENT** from the Home Screen.
- Touch the desired **BIN NUMBER**.
- Touch **LOAD TICKETS**.
- Scan the **FIRST TICKET** in the pack, then touch **SUBMIT**.
- Touch **FULL PACK**, then touch **SUBMIT**.

**NOTE:** A Load Successful Message displays. Touch **OK**.

LOADING A PARTIAL PACK OF TICKETS:

- Touch **INSTANT TICKET MANAGEMENT** from the Home Screen.
- Touch the desired **BIN NUMBER**.
- Touch **LOAD TICKETS**.
- Scan the **FIRST TICKET** in the pack. Then, touch **SUBMIT**.
- Scan the **LAST TICKET** in the pack. Then, touch **SUBMIT**.

**NOTE:** A Load Successful Message displays. Touch **OK**.

## INSTANT TICKET MANAGEMENT

### LOADING TICKETS INTO A BIN

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

- Insert the ticket pack into the bin.
- Guide the ticket's edge until it firmly touches the black rubber feed rollers.
- This activates the ticket sensor switch and the tickets load automatically.



**NOTE:** Multiple ticket books can be loaded by taping the end of one pack to the beginning of another pack. To connect two books, use the perforated tape that is included in the installation kit provided at the time of install.

TO ENSURE RELIABLE TICKET DISPENSING:

- To avoid ticket jams, do not load tickets over 10" long into the lowest ticket trays – Bins 25 through 28.
- Additionally, tickets that are 8" or longer should be fed under the roller.

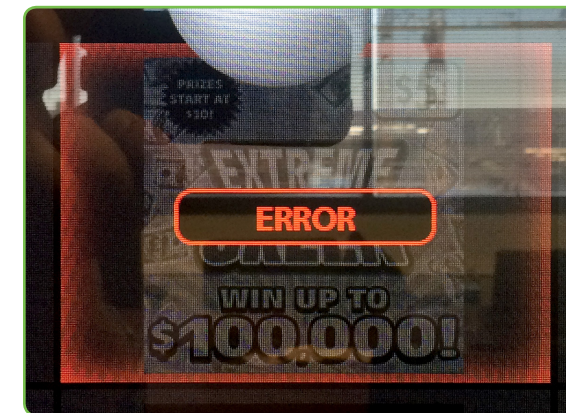
### UNLOAD BIN

- Touch **INSTANT TICKET MANAGEMENT** from the Home Screen.
- Touch the desired **BIN NUMBER**.
- Touch **UNLOAD BIN**, then touch **OK** to confirm.

**NOTE:** This will zero all of the inventory in that bin and let you reload it by scanning the first and last tickets in the pack.

### IN CASE OF TICKET JAM

- An **ERROR** message will display on the front screen of the Gemini Touch where the jam has taken place.



- Use the steps discussed above to unload the jammed bin.

**NOTE:** The inventory in this bin will be cleared and need to be re-loaded upon fixing the jam. (See steps for loading a full pack or partial pack of tickets under the Load Tickets section).

# gemini touch

retailer quick reference

## virginia lottery retailer response center

For questions about Lottery products or using your terminal, please call:

**1.800.654.2500**

**HOURS: Monday-Sunday / 5:30 AM-11:30 PM**  
Option 1: Equipment Issues/Supplies

**HOURS: Monday-Friday / 6:30 AM-7:30 PM**  
Leave message if not during business hours  
Option 2: Report a Problem Ticket  
Option 3: Accounting/Billing Questions  
Option 4: Help Desk/ All other Issues

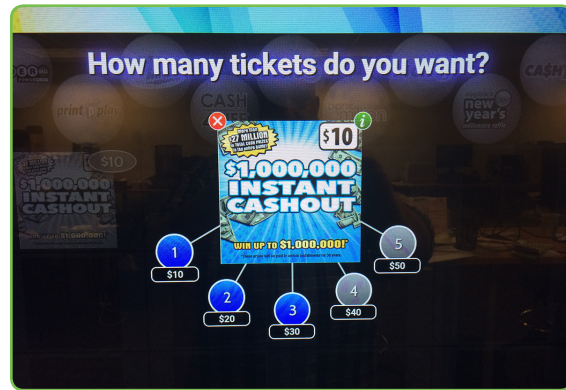
lottery learning link  
[www.gtechll.com/login/VA](http://www.gtechll.com/login/VA)

## GEMINI EXTERNAL VIEW

The Gemini Touch terminal acts as both a scratcher Ticket Vending Machine to distribute scratcher tickets and also operates in self-service mode to perform draw game functions. The Barcode Scanner can be used by players to scan their scratcher and draw game tickets to see if they are winners.

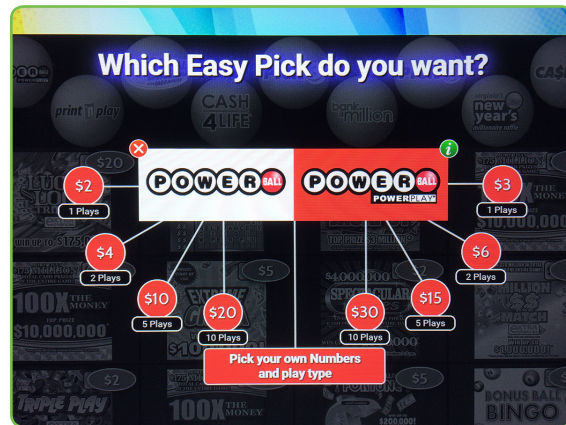


## SCRATCHER PURCHASE



- The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, or \$100). The bill acceptor does not give change, only credit towards purchases.  
**NOTE:** The maximum credit amount is \$600.
- The player selects a ticket by touching the corresponding scratcher Ticket dispense button. To purchase scratcher tickets the player selects the preferred game on the Touch Screen and the desired quantity of the game and the tickets dispense to the ticket retrieval area.

## DRAW GAME PURCHASE EASY PICK



- The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, or \$100). The bill acceptor does not give change, only credit towards purchases.
- The player selects the desired draw game, number of plays and play amount.  
**NOTE:** The player also has the option to choose their own numbers.
- Touch the **RED X** to exit the game screen. For more information about game play, touch the **GREEN INFORMATION ICON**.
- Once all options have been selected, the draw game Easy Pick ticket prints and is dispensed into the ticket retrieval area.

**NOTE:** Draw game tickets CANNOT be cancelled at the Gemini Touch terminal.

## USING A PLAY SLIP

- The player inserts money into the bill acceptor (\$1, \$5, \$10, \$20, \$50, or \$100). The bill acceptor does not give change, only credit towards purchases.
- The player inserts a completed play slip into the play slip reader.
- The ticket prints and is dispensed into the ticket retrieval area.



## TICKET CHECKER

- Players can check both draw game tickets and scratcher tickets to see their winning status by scanning a ticket using the Barcode Scanner.



## OPENING THE DOOR

- Insert the main door key into the main door lock, located to the top-right of the play slip reader.
- Insert your hand into the lever on the right-side of the door and lift up; then pull to open.
- An audible alarm begins sounding as soon as the door is open. To silence the alarm, you must sign-on to the terminal.



## POWER BUTTON

Inside the terminal on the top right, is the large amber Power Button. When the button is in the *UP* position the power is ON, when in the *DOWN* position it is OFF.

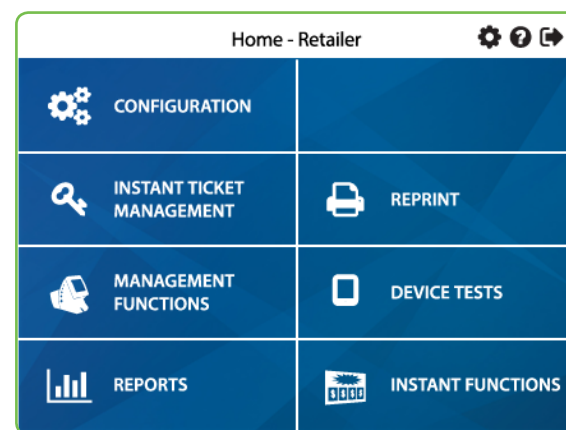


## RETAILER SIGN ON

- Open the main door.
- The display prompts you to sign on.
- Enter the 6-digit User ID number: **123456**.
- Enter the 4-digit Password: **1234**.
- Touch **SUBMIT**.
- After a successful sign on, the Manager Functions menu displays.

## HOME SCREEN

The Gemini Touch Home Screen is available once you are signed on. This menu provides you with access to various terminal functions. You may access this menu from any screen by touching the **HOME** button



## REPRINT

Allows you to reprint the Last Transaction, the Last Play, or the Last Shift Report.

- Touch **REPRINT** from the Home Screen.
- The Reprint menu displays. Touch the desired option..

## TOP MENU BUTTONS

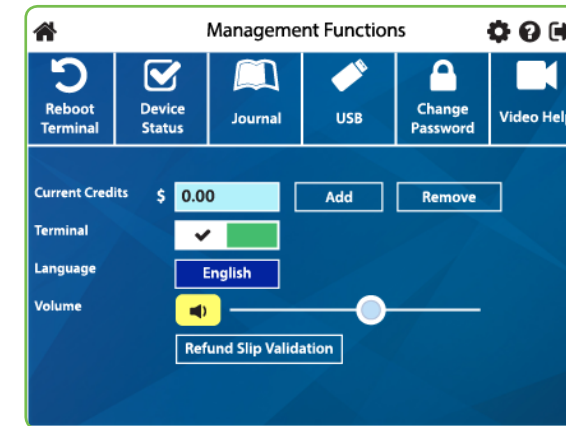
The Top Menu Buttons are located at the top of each screen:



- Touch **HOME** to return to the Home Screen.
- Touch the **BACK ARROW** to return to the previous screen.
- Touch **SETTINGS** to access the Management Functions menu.
- Touch **HELP** on any screen to view help information related to the screen.
- Touch **SIGN OUT** to sign out of Management Functions.

## MANAGEMENT FUNCTIONS

- Touch **MANAGEMENT FUNCTIONS** from the Home Screen.
- The Management Functions screen displays.
- Touch the desired option.



**REBOOT TERMINAL:** Use to reboot the terminal.

**DEVICE STATUS:** Displays all of the components in the terminal and their current operational status. Touch a specific **BIN NUMBER** to view the bin Status of a particular bin.

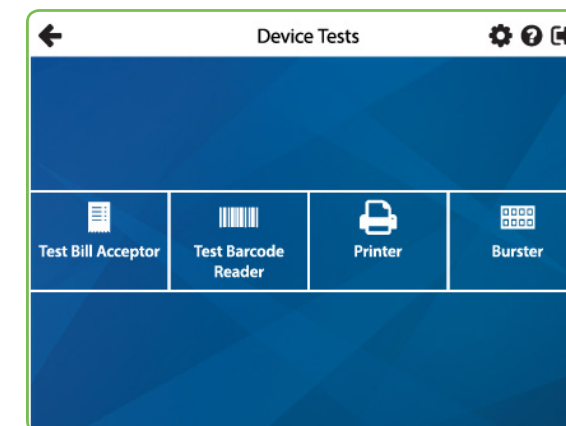
**JOURNAL:** Provides access to the Cash Log, Security Log, and System Event Log.

**VIDEO HELP:** Use to view help videos.

**REFUND SLIP VALIDATION:** Use to scan the barcode of refund slip or enter refund slip serial number and value.

## DEVICE TESTS

The Device Tests option provides access to tests for the bill acceptor, barcode scanner, printer and burster.



## REPORTS

The Reports Menu provides access to the following machine reports: *Sales, Inventory, Shift, Bin Status, Device Status, Audit, Configuration, Financial Reports, and draw games.*

To access the Reports Menu:

- Touch **REPORTS** from the Home Screen.
- The screen displays the Reports Menu.
- Touch the desired report type to proceed. For each report type, select/enter the requested information.
- Use the **UP** and **DOWN ARROWS** to scroll through text. Touch **PRINT** to print the report. Touch the **BACK ARROW** to return to the Reports Menu.

**SALES:** The Sales Report can be configured to provide sales by game or sales by bin. This report provides instant and online sales since the last time the sales report was taken.

**INVENTORY:** The Inventory Report provides the current instant ticket inventory for each bin.

**SHIFT:** The Shift Report details sales activity for the current shift and should be used to balance the money in the cash box on a daily basis.

**BIN STATUS:** The Bin Status Report provides the status of the bins on a single terminal (Jammed, Empty, Low).

**DEVICE STATUS:** This report lists all the peripherals of the Gemini Touch and shows the status of each one of them.

**AUDIT:** The Audit report provides information on transactions, bills, sales and refunds totals.

**FINANCIAL REPORTS:** Provides access to the following reports: *Weekly Settlement, Inventory Summary, Adjustment Detail, Instant Ticket Activity Detail, Settlement Detail, Online Commission, Ticket Return Detail, Pack Commission, Pack Commission Settlement, Total Liability and Daily Cashing Summary.*

**DRAW GAMES:** Provides access to the following reports: *Balance, Summary, Clerk Activity, Winner Information, Winning Numbers, Winning Numbers Summary, and Current Jackpot.*

## INSTANT FUNCTIONS INSTANT PACK MOVEMENT

The Instant Pack Movement menu displays functions used for confirming scratcher game deliveries and activating packs of tickets.

To access the Instant Pack Movement Menu:

- Touch **INSTANT FUNCTIONS** from the Home Screen, then touch **INSTANT PACK MOVEMENT**.
- The Instant Pack Movement menu displays. Select the desired option.

## CONFIRM DELIVERY

Use to confirm delivery of scratcher Tickets.

- Touch **INSTANT PACK MOVEMENT** from the Instant Functions Menu; then touch **CONFIRM DELIVERY**.
- Scan the tracking number barcode on the packing slip or manually enter the order number using the numeric keypad, then touch **SUBMIT**.
- A confirmation screen displays. Touch **PRINT** to print your confirmation receipt or **SUBMIT** to return to the Instant Functions menu.

## ACTIVATION

Use to activate packs of scratcher Tickets.

- Touch **INSTANT PACK MOVEMENT** from the Instant Functions Menu; then touch **ACTIVATION**.
- Scan the barcode or manually enter the Game and Pack Numbers using the **KEYPAD**, then touch **SUBMIT**.
- A confirmation screen displays. Touch **PRINT** to print your Activation Receipt or **SUBMIT** to return to the Instant Functions menu.