

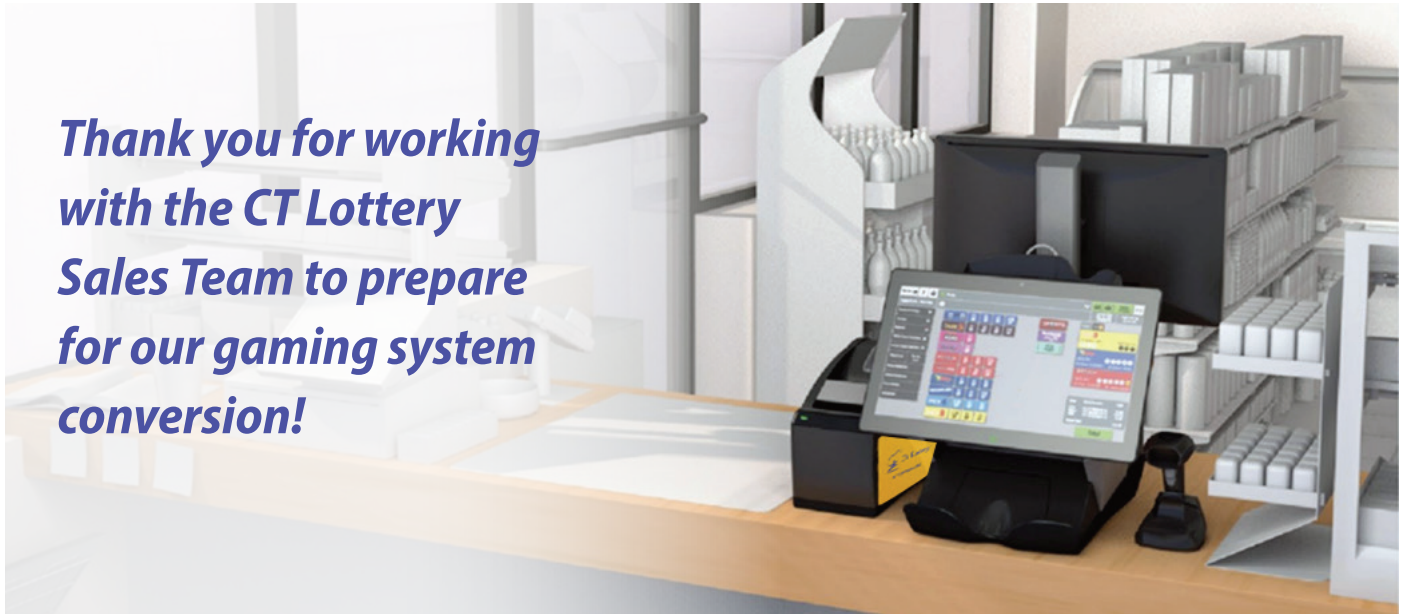


# NEW GAMING SYSTEM!

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>>> EXCITING UPDATES FOR CT LOTTERY RETAILERS <<<

*Thank you for working with the CT Lottery Sales Team to prepare for our gaming system conversion!*



## PLEASE NOTE:

- We are gathering this information now because it offers more time to plan.
- In order to prepare for the New Gaming System Launch (Go Live in Spring 2023), installation of new terminals will start in **FEBRUARY 2023**.
- This means for a period of time, both new and old terminals will be positioned in your store.

## PREPARING FOR THE GAMING SYSTEM CONVERSION

### SITE SURVEY PREPARATION TIPS

If you have not taken the Site Survey with your Lottery Sales Representative yet, here are some tips to help you prepare:

- *Think about where your new terminal will be placed in relation to your existing terminal.*
- *Your Lottery Representative will work with you to find the best solution.*
- *Communicate with your staff about this preparation.*

*(See the back for some of the common questions you may have.)*

## FREQUENTLY ASKED QUESTIONS

### ***How long will both the new and old terminals be at my store?***

**Up to 12 weeks.** Possibly more depending on when you receive the new terminal and when the old SG Wave terminal is collected.

### ***When will the SG Wave terminal be picked up?***

Within 4 weeks after Go Live.

### ***Will I be able to select my time preference for new terminal installation?***

No, CLC will tell you which week IGT will come to your store, and then you will receive a call from IGT 24 to 48 hours in advance to tell you the date and time that they will come to install your new terminal.

### ***Will IGT drill a new hole in my counter to access the power source below the counter?***

No, IGT will not drill for new terminal installs or going forward.

### ***If I use a power strip for my new terminal while in its temporary location, does it need a surge protector?***

Yes, it should have a surge protector. IGT will carry extras in case additional plugs are needed for CDU and modem. This is a temporary solution and would only be needed for the period of time between install and Go Live.

### ***On Go Live date, will I have to unplug or move the IGT terminal?***

Yes, you will need to move the terminal and CDU screen into place and plug them into the dedicated outlet, as well as move the printer and scanner into place.

- ***You will receive instructions on how to move and plug in the IGT equipment.***
- ***If you cannot move the equipment, IGT can come to your store to move the equipment after Go Live. However, this will delay your ability to perform lottery transactions.***

### ***Will I have to attend new training?***

Yes, all retailers are required to attend training to learn about the IGT terminal functionality. No exceptions.

### ***Will there be new playslips and paper stock?***

Yes, both will be replaced.

**IF YOU HAVE ANY QUESTIONS NOT ADDRESSED ABOVE, YOUR CT LOTTERY REPRESENTATIVE IS ALWAYS AVAILABLE TO HELP.**