

# THE NEW GAMING SYSTEM CONVERSION IS ALMOST HERE!

## »» TOP 10 THINGS TO HELP YOU PREPARE ««

### BEFORE GO-LIVE DAY:

#### **1 KNOW THE NAMES OF YOUR NEW IGT EQUIPMENT**

- Remember to keep equipment plugged in and powered on.  
This ensures system downloads.

#### **2 GET FAMILIAR WITH THE NEW IGT TERMINAL OPERATION & ONGOING TRAINING SUPPORT**

- Log into Learning Wizard on your PC or phone!

### ON GO-LIVE DAY:

#### **3 NEW GAMING SYSTEM WILL GO LIVE ON MAY 21, 2023 (MID-MORNING)**

- A. Prepare your players.**
  - Offer advance action for draw games.
- B. Remember to load new IGT terminal paper into the printer when the system comes up.**
- C. Offer your players new playslips.**
  - Old playslips for the SG terminal WILL NOT WORK on the new terminal.
- D. All draw tickets sold on the SG terminal can be cashed on your new IGT terminal.**
  - Go To: Validation Screen > Old Ticket Validation

#### **4 FAST PLAY GAMES AT GO LIVE**

#### **5 ADVANCE ACTION NOTICE**

#### **6 IF YOU HAVE AN ELECTRONIC JACKPOT SIGN OR A KENO MONITOR**

#### **7 IF YOU ARE MOVING YOUR TERMINAL TO THE SELLING COUNTER**

#### **8 IGT TERMINAL SIGN ON INFORMATION**

#### **9 KEEP OLD SG EQUIPMENT SAFE & TOGETHER UNTIL IT IS PICKED UP**

#### **10 NEW IGT PHONE NUMBER**

- Order supplies or report problems with your terminal.

# NEW GAMING SYSTEM

## »» HARDWARE ««

### TERMINOLOGY COMPARISON

SGI	VS	IGT
<p>Wave Terminal</p> 		<p>Retailer Pro</p>
<p>Ticket Checker</p> 		<p>WinCheck</p>
<p>Printer</p> 		<p>Print Pro</p>
<p>Bar Code Reader (BCR) &gt;&gt;&gt;&gt;</p> 		<p>Scan Pro</p>
<p>Lottery in Motion Display (LIM)</p> 		<p>Customer Display Unit (CDU)</p>
<p>PlayCentral HD (PCT, PHD, PAT)</p> 	<p><b>SELECT RETAILERS ONLY</b></p>  <p>GT28</p>	

## LEARNING WIZARD

We've created a convenient online training program to ensure that you will be comfortable with your new lottery equipment. You and your staff will be able to access the training at any time! Simply login to Learning Wizard at the link below or scan the QR Code at the bottom of the page.

Terminal simulations, audio, video, and real-world scenarios give you a full training experience delivered at your own pace.

To access via a PC (preferred), just login to Learning Wizard and follow the instructions to take the courses!

- Go to: <https://learningwizard.lotteryservices.net/cts> or scan the QR Code below
- Enter your **Lottery Retailer Number** in the Username/Retailer Number box
- Enter Password: **WelcomeToLW**
- Click **Login**

EASY ACCESS TO LOTTERY RETAILER TRAINING - 24/7!

PROBLEMS VIEWING LEARNING WIZARD?  
TRY USING GOOGLE CHROME OR FIREFOX  
FOR YOUR BROWSER.



CTLOTTERY.ORG

SCAN HERE  
FOR TRAINING!



REFER TO  
THIS POSTCARD  
FOR HELPFUL  
INFORMATION

# LEARNING WIZARD

## ONLINE TRAINING PROGRAM!

*Review what you learned during in-person training classes:*

- **THE LINK AND QR CODE WILL BE ACTIVE ON MAY 5, 2023.** Refer to the postcard for more information.
- *Learning Wizard is a great tool for Retailers to access on their PC or phone.*
- *Prepare store employees to operate the new IGT terminal.*







# IMPORTANT NOTICE



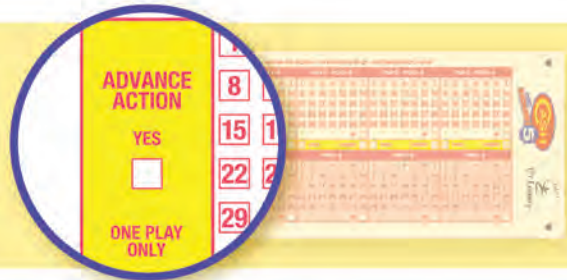
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## NEW GAMING SYSTEM GOES LIVE MAY 21, 2023\* (MID MORNING)

### REMEMBER...

*...to prepare your players.*

*Offer Advance Action for draw games.*



*...to load new IGT terminal paper into the printer when the system comes up.*

*...to offer your players new playslips.*

*Old playslips for the SG terminal WILL NOT WORK on the new terminal.*



*Look for this date on the back of the new playslips.*



Rev. 04/2023



*...all draw tickets sold on the SG terminal can be cashed on your new IGT terminal.*

*Go To: Validation Screen > Old Ticket Validation*

\*Conversion date subject to change.





**ALL GAMES LAUNCH MAY 21st\***

**TWO NEW FASTPLAY™ PROGRESSIVE FAMILIES...**



Progressive jackpot from LIGHTNING FAST CASH family of games will carry forward.

Progressive jackpot from EXTREME GREEN family of games will carry forward.

**MINIMUM PROGRESSIVE JACKPOT IS ALWAYS \$5,000!**

**MINIMUM PROGRESSIVE JACKPOT IS ALWAYS \$10,000!**

- \$1 Ticket: Win 20% of Jackpot
- \$2 Ticket: Win 40% of Jackpot
- \$5 Ticket: Win 100% of Jackpot

- \$2 Ticket: Win 20% of Jackpot
- \$5 Ticket: Win 50% of Jackpot
- \$10 Ticket: Win 100% of Jackpot

**...AND THREE NEW FASTPLAY™ GAMES!**



PLEASE PLAY RESPONSIBLY. [CTLOTTERY.ORG](https://www.ctlottery.org)

\*Launch date subject to change. Overall odds by game: Blazin' Bingo, 1 in 3.60; Big Bankroll, 1 in 3.13; Ca\$hword, 1 in 3.60. Overall odds of winning Money Bags Progressive: \$1 ticket, 1 in 3.84; \$2 ticket, 1 in 3.75; \$5 ticket, 1 in 3.42. Overall odds of winning Stacks of Ca\$h Progressive: \$2 ticket, 1 in 3.73; \$5 ticket, 1 in 3.39; \$10 ticket, 1 in 3.29. Each "family" of progressive games has a minimum starting jackpot. The jackpot will increase once funded by sales. Purchasers must be 18 or older.



# EFFECTIVE MAY 21, 2023\*

The CT Lottery will no longer offer the discount of 26 plays for the price of 25 for our Lotto!, Cash5, Lucky For Life, Mega Millions and Powerball games.

Stay tuned for new consumer promotions and discounts after we convert to our new Retail Gaming System.



Overall odds by game: Cash5, 1 in 72.1; Cash5 with Kicker, 1 in 12.1; Lotto!, 1 in 39.3; Lotto! Jackpot, 1 in 7,059,052; Powerball, 1 in 24.9; Powerball Jackpot, 1 in 292,201,338; Mega Millions, 1 in 24.0; Mega Millions Jackpot, 1 in 302,575,350; Lucky for Life, 1 in 7.8. Purchasers must be 18 or older. Help is available for problem gambling. Call (888) 789-7777 or visit [CCPG.org](http://CCPG.org).

*\*Effective date subject to change.*



»» HOW TO ««

# DISPLAY KENO

## ON YOUR NEW KENO MONITOR ON GO-LIVE DAY



**Use the Samsung remote provided during the installation of your new KENO monitor:**

- Press the "Source" button until you reach HDMI 2.
- The new KENO show should start to display on the screen.
- If the show does not appear on HDMI 2 you should press the "Source" button on the remote and check HDMI 1.



**In the event you are using your own personal LCD, and not a Lottery provided Samsung LCD:**

- You should use that LCD's specific remote to navigate to HDMI 2.
- If HDMI 2 does not work, then you should check HDMI 1.

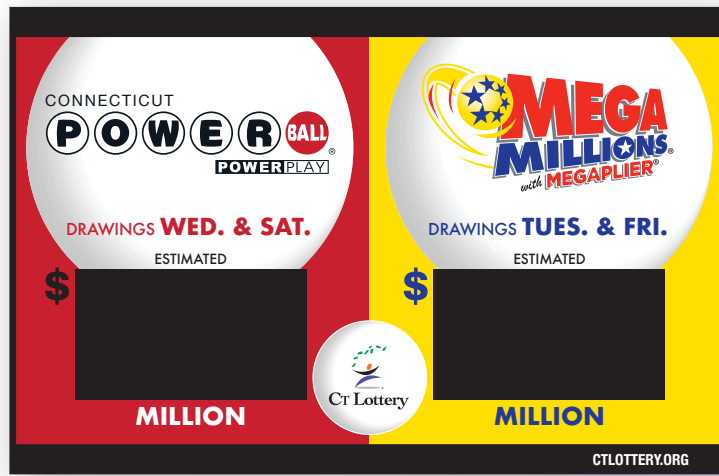
**If the show does not appear on any available input:**

- Call IGT Customer Service Center at 1-888-311-0037



»» HOW TO ««

# POWER ON YOUR JACKPOT SIGN ON GO-LIVE DAY



*The Jackpot Sign was connected to the new IGT Terminal during installation. All you need to do is power on the sign.*

### **At the Jackpot Sign:**

- *First check the plug to ensure it is connected to a power outlet.*
  - *If it is plugged in, then you must check the power pack tie-wrapped on the back of the sign.*



- *If it is fully connected to power and the sign is still not powered on, then you should check the power switch on the top corner of the sign.*

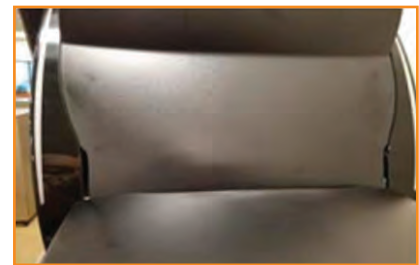
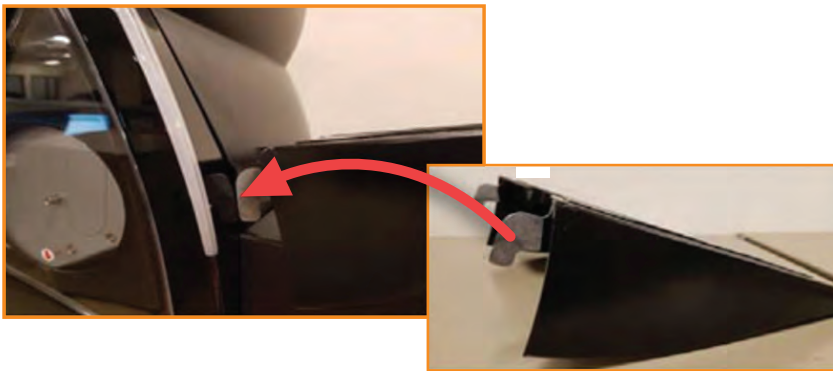
# IF YOU ARE MOVING YOUR TERMINAL TO THE SELLING COUNTER

*NOTE: You are liable for IGT equipment in your store prior to and after conversion. Your Lottery LSR is not allowed to move IGT equipment for you.*

To access the back of the new Retailer Pro Terminal and cable connections, remove:

## STEP 1: PERIPHERAL STAND

*You will need to lift or raise the back of the stand to unhook it from the Retailer Pro Terminal.*



*Rear view of platform with hooks attached to the rear of the terminal.*



## STEP 2: BACK CABLE COVER

*Perform a back-and-forth rocking motion with very slight pressure for the cover to unclick from the aligners on the Retailer Pro Terminal.*

## STEP 3: UNPLUG CONNECTIONS

## STEP 4: MOVE TERMINAL & PERIPHERAL EQUIPMENT TO SELLING COUNTER

## STEP 5: RECONNECT IGT EQUIPMENT

### New Retailer Pro Terminal Connections

**Green:** Power connections for Retailer Pro Terminal and Printer

**Yellow:** RS485 connection for wireless WinCheck customer ticket checker

**Blue:** Ethernet connection for communications modem

**Red:** DVI connection for the Customer Display Unit (CDU)

**White:** USB connections for printer, wireless Scan Pro bar code reader, Jackpot sign, and VFD (if applicable)

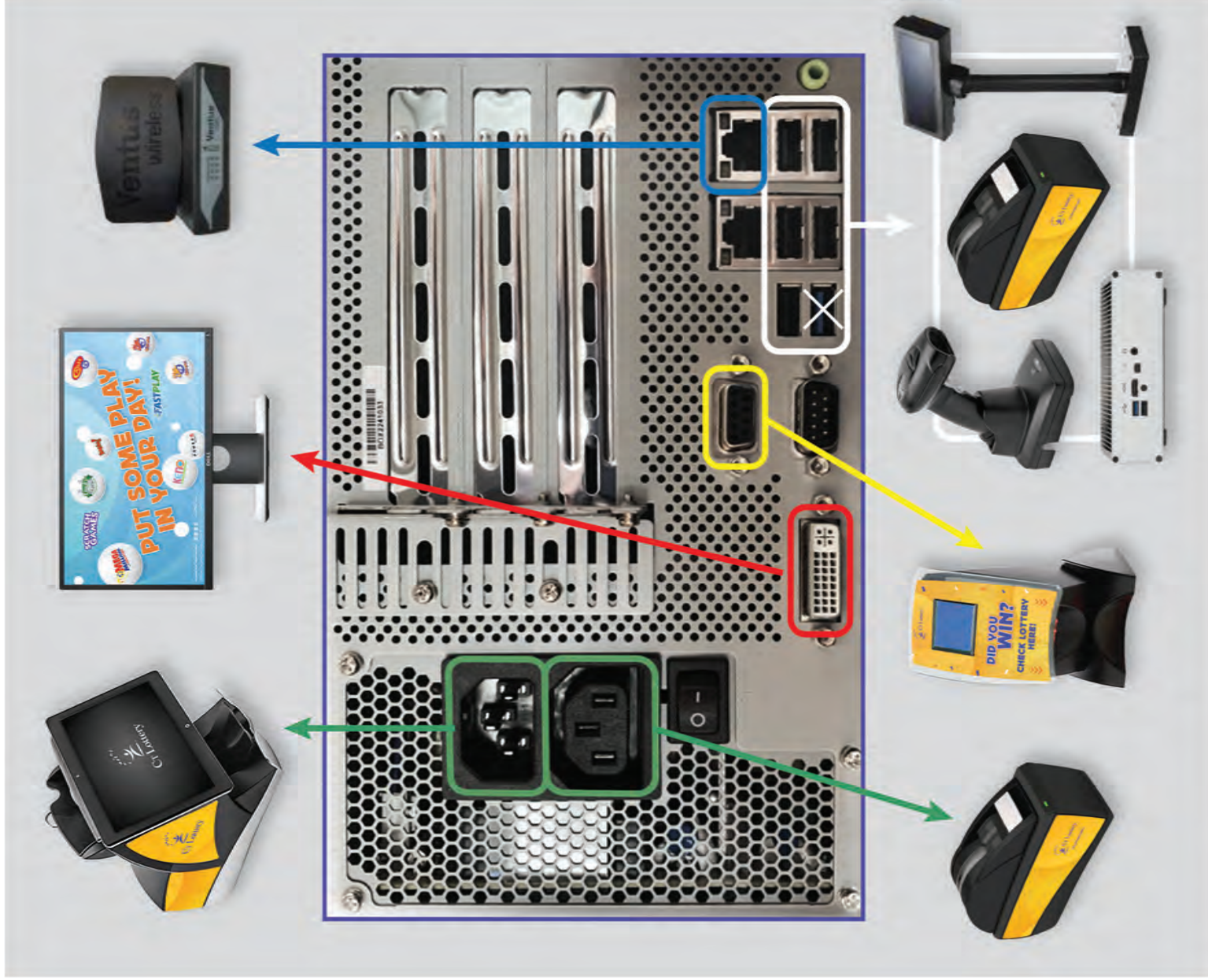
**NOTE:** Color indicates tape color on cable

## STEP 6: POWER ON

- Power on the WinCheck first.
- Switch on the terminal power button on the back of the Retailer Pro.

**CALL IGT CUSTOMER SERVICE IF YOU HAVE QUESTIONS**

**1-888-311-0037**





# IGT EQUIPMENT

**KEEP IGT EQUIPMENT  
PLUGGED IN AND POWERED  
ON PRIOR TO GO-LIVE.**

- *Your IGT terminal is getting important downloads*

**WHEN YOU SIGN ON  
AT GO-LIVE DAY:**

**REMEMBER...**

- *You will need to enter an 8-digit Clerk ID*
  - *Use your current 6-digit retailer ID plus 2 zeros*
  - *If you have more than one terminal, you will have two IDs – one for each terminal*
    - *The first ID ending in 00*
    - *The other ID ending in 01*
- *Your current 4-digit password will work on the new IGT terminal*





# WHAT TO DO WITH SG EQUIPMENT AFTER NEW IGT SYSTEM GO-LIVE

## INSTRUCTIONS FOR HANDLING SG EQUIPMENT

**RETAILERS: KEEP EQUIPMENT SAFE.**

*You will continue to be liable for SG equipment up until removal.*

### BEST

- Keep the equipment where it is
- Unplug everything
- Move the ticket checker and peripheral equipment next to terminal
- Have terminal paper and playslips ready for pick up
- SG will come and get it

### SECOND BEST

If you choose to move equipment out of the way:

- Ungplug everything
- Cut zip-tied wires
- Keep the equipment:
  - SAFE
  - TOGETHER
  - ON PREMISE
  - DRY
- Have terminal paper and playslips ready for pick up
- SG will come and get it

*Conversion will be the ONLY time retailers will be instructed or allowed to relocate Lottery equipment.*



*Ticket Checker*



*CTD*



*Wave Terminal*

*Modem*



*LIM*

*Terminal Paper*



*Printer with Scanner*



# IMPORTANT CONTACT INFORMATION

## IGT CUSTOMER SERVICE

1.888.311.0037

Request for Lottery Terminal Service & Supplies  
Report Lottery Terminal Malfunctions

## LOTTERY RETAILER INFORMATION

1.800.842.5688

Lottery Sales & Scratch Ticket Orders	Press 1
Retailer Customer Service	Press 2
Licensing Info & Transfers of Ownership	Press 3
Collection Department	Press 4
Accounting, Cash Advances & Stolen Tickets	Press 5
Security Department	Press 6

## CT LOTTERY MAIN NUMBER

860.713.2700

## CT LOTTERY WINNING NUMBERS

860.713.2000

## PROBLEM GAMBLING HELPLINE

1.888.789.7777