# Virginia Lottery Learning Link – altura Flex Retailer Training Program - emulation

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## Your New altura Flex Lottery Terminal

### Introduction

This lesson will introduce the retailers to Lottery Learning Link, how to take the courses and exercises and print their certificates for each course.

### Introduction – Exercise

This is a Text-based exercise based on the lesson content.

### External Hardware overview

This lesson will introduce the retailers to their new Flex terminal and its components including the touch screen, power buttons, reader, printer, and handheld scanner.

* High level overview of terminal components (detail in later lessons)
* Multimedia shelf on back of terminal
* Adjustable screen

### External Hardware overview– Exercise

This is an interactive exercise in which the retailers must identify the parts of the terminal they just reviewed.

### introduction to Your new altura flex Terminal Application

This lesson reviews the new terminal application, differences from the previous application, and new features.

* Modern, user-friendly interface, more standard web browser like experience
* Fewer clicks required for many functions
* Breadcrumb navigation
* Sign on available right after powering up
* Help is all one function now
* Re-designed Home Screen.
  + Several functions are now located right on the Home Screen - Terminal, Reprints, Reports, and Cancel Ticket
  + Services menu streamlined
  + Online and Instants Functions is a new function that replaces Online Functions and Pack Management
  + Reports function accesses all reports - which are all the same but they will look different when they display/print
* Selling Draw Games – example game – same as QRC

### Introduction to your new altura flex terminal application – exercise

This will be a text-based exercise to review the lesson contents.

### Touch Screen

This lesson reviews the terminal touch screen and proper use.

* 15.6” high resolution display
* Terminal is smaller but display is bigger
* Proper use of the touch screen same as Altura – use fingertips or knuckles (not pens or long fingernails) to get the best response.
* Proper cleaning includes using a non-ammonia based cleaning solution and soft-lint free cloth. Apply cleaner to cloth and wipe the screen. Do not spray cleaner directly on to the screen.

### Touch Screen – Exercise

This is an interactive exercise that reviews the proper use of the Touch Screen.

### play slip Reader

This lesson covers the use of the play slip reader to scan play slips and draw game tickets.

* Fast play slip reader that allows retailers to quickly produce wagers
* Play slips can be inserted vertically and horizontally with the front facing the retailer
* Draw game tickets can be inserted into the reader (also with the front facing the retailer) and also be scanned using the external barcode reader
* Never insert Scratchers into the play slip reader
* Clearing a play slip reader jam

### play slip reader – exercise

This is a text-based an interactive exercise that reviews clearing a play slip reader jam

### external barcode reader

This lesson covers the use of the external barcode reader for scanning ticket barcodes.

* External to terminal and can be Wired or wireless (Brian, will retailers have a choice?)
* Can leave in cradle or use as a handheld
* Unlike current reader that reads 1D barcodes, the new external barcode reader reads industry-standard 1D and 2D barcodes, including those displayed on smartphones
* Reader can reach up to 15 feet, but for best results both draw game and scratchers barcodes should be held 2-3 inches from the reader (Brian, is this best practice for this scanner)
* Not motion activated you have to press the trigger to scan a barcode
* If retailers pick up the scanner from the cradle, be careful not to shine it in your eyes or anyone else’s. It is a strong light that could cause damage to a person’s vision

### external barcode reader – Exercise

This is an interactive exercise that reviews the proper use of the external barcode reader.

### printer

This lesson covers the Accutherm Ultra Printer.

* Stacks up to 100 tickets
* Smart Sensors indicate printer status when paper is low, out or the cover is open
* Faster USB interface, prints 12” per second
* Larger paper roll (7.5”)
* Anti-jam deflector significantly reduces paper jams
* Changing paper and clearing a rare jam

### printer – exercise

This is an interactive exercise in which the retailer changes the printer paper.

### Hardware Peripherals

This lesson covers the hardware peripherals that accompany the Flex terminal which have not yet been discussed – the Multimedia monitor, the printer and the Ticket Scan Plus.

* Multimedia Monitor
* Ticket Scan Plus (TSP)

### Course End

This brief lesson wraps up the training and instructs the retailer on receiving their certificates of completion.