

Bet9ja Lotto

POS Device Troubleshooting Guide

Introduction

If you are experiencing difficulties using Bet9ja Lotto application on POS device, the following steps describe how to troubleshoot usual problems.

Check internet connection

Make sure that POS device is properly connected to the internet. Internet connection can be provided over mobile data or Wi-Fi.

Check that apps are updated to latest version

Restart device and check if there are updates for POS device application. If updates are available, continue process to install latest version of application.

Restart Bet9ja lotto application

If you have problems using lotto application (application not respond, navigation through application not work, unexpected errors are shown, etc..), restart lotto application with following steps:

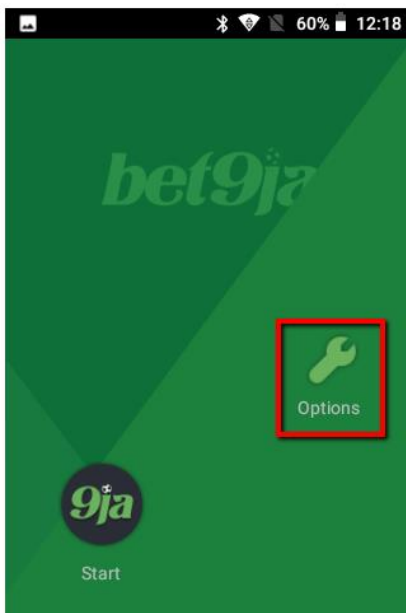
Step 1:

Press Home button on POS device to navigate back to home screen



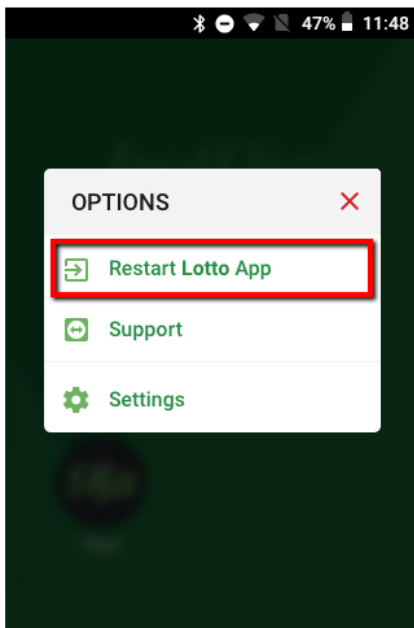
Step 2:

Select Options



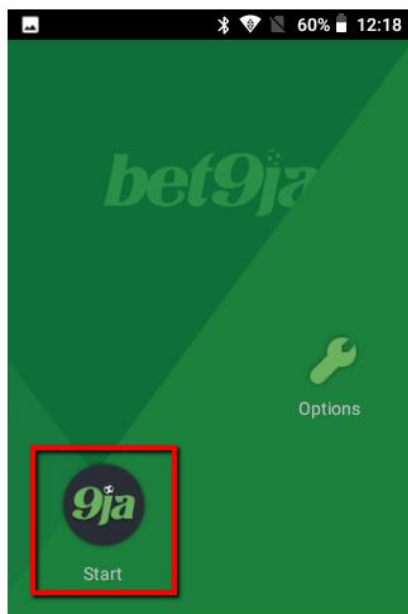
Step 3:

From Options menu select Restart Lotto App



Step 4:

Open Lotto application again and validate that all works as expected



Check printing paper

If you have issues with printing tickets, use following steps to check POS device printing paper:

Step 1:

Open POS device paper compartment



Step 2:

Check if there is enough paper for printing tickets, if not insert paper roll and close the compartment

Contact support

In case that steps above not help, please contact support and provide Team Viewer ID for remote connection to your device:

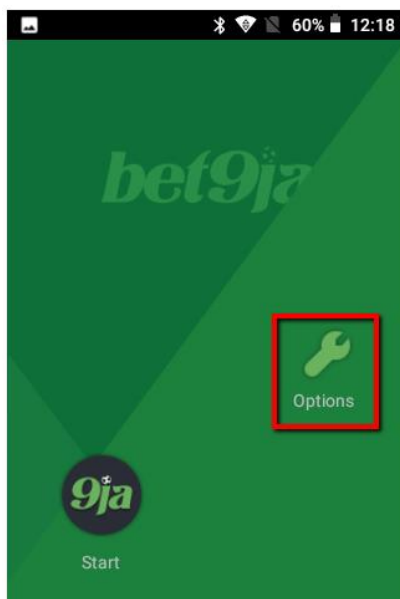
Step 1:

Press Home button on POS device to back to device home screen



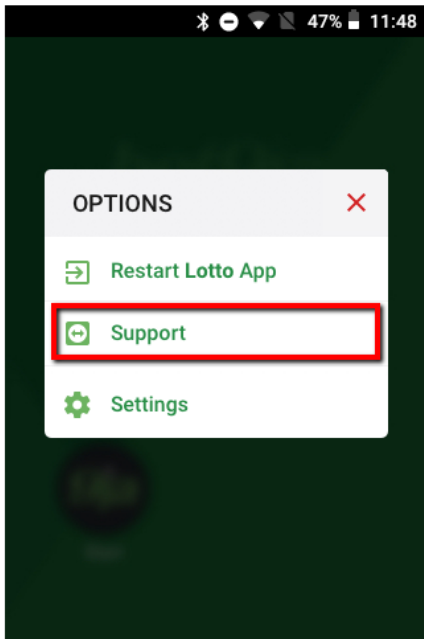
Step 2:

Select Options



Step 3:

From Options menu select Support



Step 4:

Find your ID for remote connection

