

DSR Communication – Jan. 19 – Upcoming Maintenance

On Jan. 22, the Lottery will complete an equipment and system upgrade project.

The final step in the project will be to connect the equipment with the Lottery's new gaming system.

The upgrade is scheduled to take place on Jan. 22 from approximately 12 a.m. to 11 a.m.

Retailers should leave their terminal/self-serve machines connected to power during the system update period. If a terminal loses power or network connectivity, updates will be automatically installed when the machine is powered on or the network connection is restored; however, this could extend the amount of downtime retailers experience.

During the upgrade period, players will not be able to purchase, cash, or check Lottery tickets at retailers, including on self-service machines. Players will be able to buy tickets online at *MichiganLottery.com* and use the Lottery's mobile app; however, the ticket scanner feature of the app will be unavailable.

Additionally, Club Keno drawings will not occur during the upgrade. Players who have purchased a multi-draw Club Keno ticket and have draws remaining, should keep their ticket. Draws will resume once the upgrade is complete.

If a retailer's terminal is not functioning after 11 a.m. on Jan. 22, they should contact IGT at 1-800-592-4040 and select option 1.