



# Continuum Games Platform Additional Security Features



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Version	Author / Contributors	Date	Changes / Comments
1.0	Shawn Lucci – Technical Writer Chris Ward – Technical Services Supervisor	1.23.25	Original version

### Symbols Used in This Guide:



Indicates a note or tip that the Operator should be aware of or may be helpful during the set up.



Indicates a Warning in which the Operator should pay close attention as damage to the machine, software or injury to the Operator may occur.





## Introduction

This manual will guide Operators through a few additional security features that may be applied to help protect from inappropriate operator menu access and fraudulent ticket redemption from reprints and duplicated tickets. These security features include Operator Key Locks, Menu Access Codes and Printer Settings.

## Operator Key

If the Cabinet or Game Machine is supplied with tubular locks, the Operator will need an **Operator Menu Key (#1247)** to access the various Menus and Features of the Operator Menu system necessary to add these security features.



This key is inserted into the Operator Menu or Reset Lock to open the Operator Menu or other features.



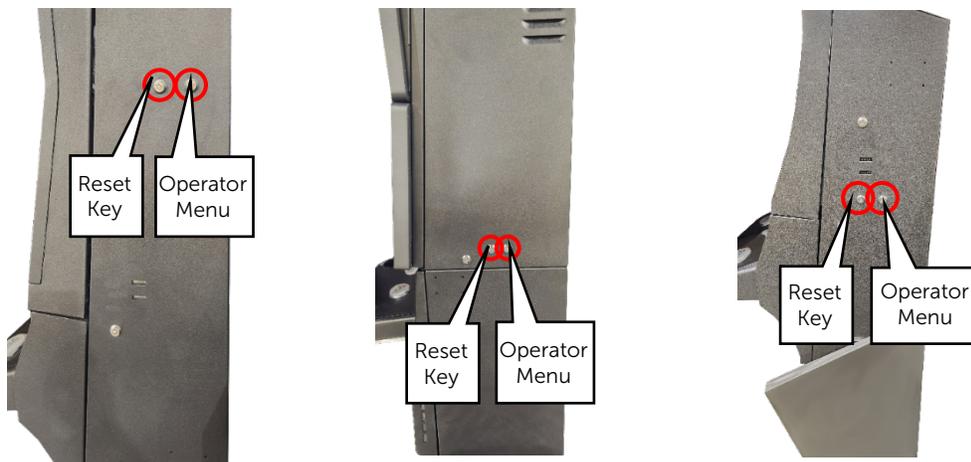
**Warning:** The Operator Key is a primary security feature and is the first line of defense against improper access of the Operator Menu settings.

Primer Games strongly advises against tampering with or removing the Operator Key Locks from a cabinet.

Removing the Operator Key from a cabinet can allow for ease of access by individuals intent on creating fraudulent scenarios that may result in loss of funds from a location.

## Lock Locations

The Lock locations may vary from cabinet to cabinet but are generally side by side.



If a Cabinet is missing an Operator Key Lock or the Key Lock has been removed, Primo Support can assist in replacing the Key Lock.

For assistance in Replacing a Key Lock, please contact your Sales Representative or Primo Support at **833-503-1724**.





## Create Access Codes

Creating codes for Menu access is the second line of defense against fraudulent redemptions should the Operator Key system be compromised.

There are two menu systems to which access can be controlled via Access Codes:

**Menu Access Codes** - Define the menu options available to a particular user and include the *Accounting, Configuration, and Operator Menus*.

**Service Menu Access Codes** - Controls access to some of the Service Menu settings and information available to a particular user.



**Warning:** It is strongly recommended that Menu Access Codes are set for both the Operator and Service Menus even if Operator Key Locks are in place and working.

Failure to set Menu Access codes may allow fraudulent settings to be implemented should the Operator Key system be compromised.



**Warning:** Do Not Distribute, Email, Text, Note or otherwise communicate or retain the Menu Access codes in such a way that it may be known to unauthorized individuals as this may compromise the Security of the Cabinet and the Monies held within. The Menu Access codes should be memorized by any individual(s) authorized for access to the Operator Menus and Settings of the Game and Cabinet.

Should the Menu Access Codes be compromised in any way, they must be change immediately!

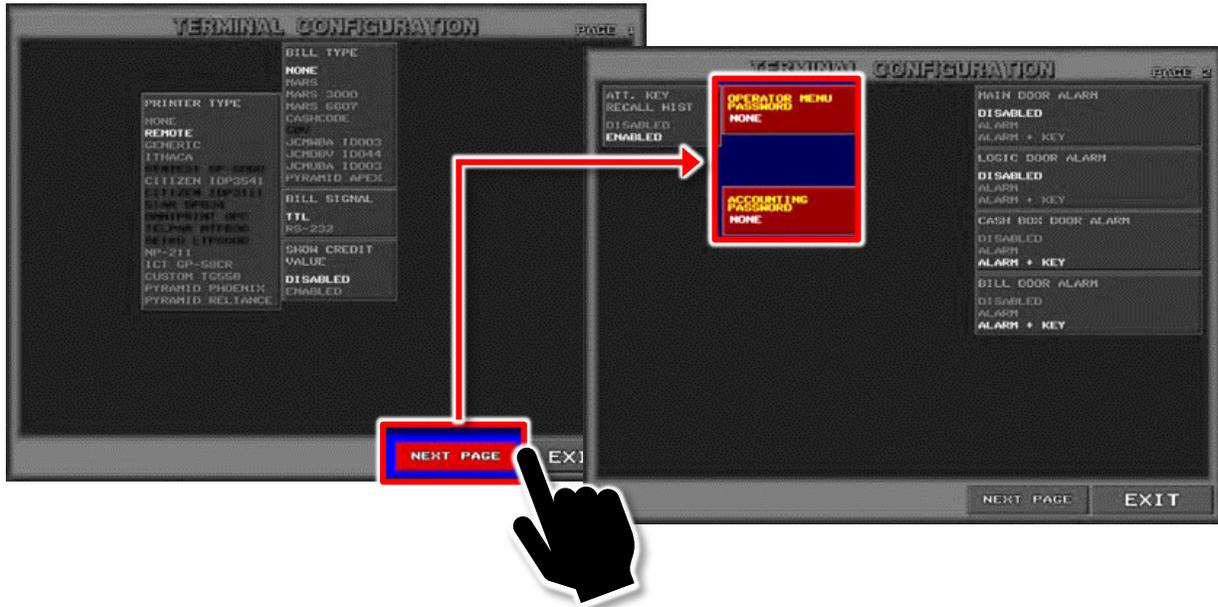
To set up Menu Access Codes:

1. From the Main Operator Menu, Tap Terminal Config to open the Terminal Configuration Menu.





2. Tap Next Page to access the Operator and Accounting Menu Passwords settings.



3. Tap the Operator Menu Password button.



4. Enter the desired 3-to-8-digit code on the numeric keypad.



5. Tap ENTER to confirm code installation.





6. Confirm the Operator Password.



7. Tap the Accounting Password button.



8. Enter the desired 3-to-8-digit code on the numeric keypad.



9. Tap ENTER to confirm code installation.



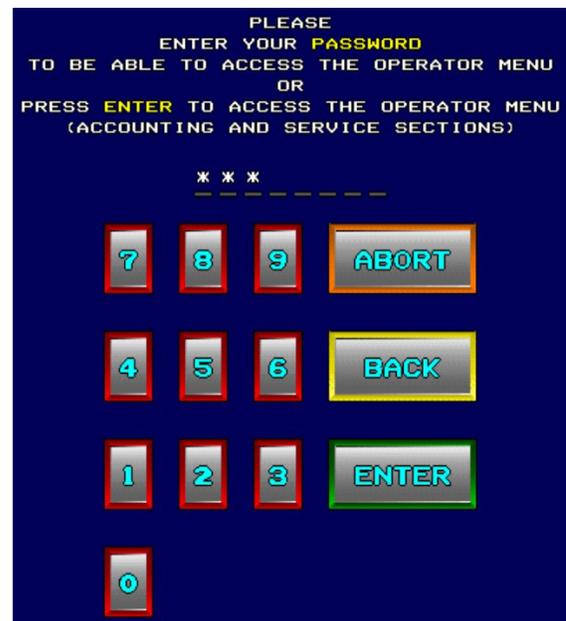


10. Confirm the Accounting Password.



11. Exit out of the Operator Menu and Key back into the Menu System.

Menu access should now require a Password for access.





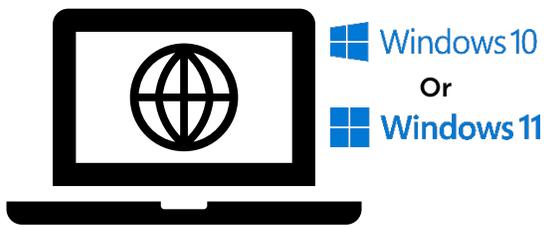
## Printer Security Settings

An additional method for preventing duplicate Tickets that may be used for fraudulent redemption is to disable the printing of the QR Code used by the Kiosk for payment on such tickets.

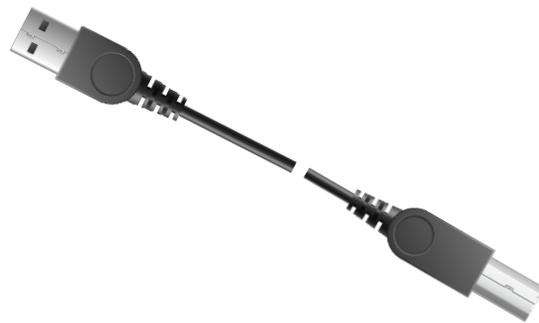
### Necessary Items

The following items are necessary for setting up the Printer Security settings:

Windows 10 or 11 Laptop  
with Internet Access



USB-A to USB-B Printer Cable



## Download and Install the Printer Software

To make changes to the Printer settings, the most recent version of the correct Pyramid Software must be installed on the laptop.



1. If the software has already been installed, verify the version is the most recent.



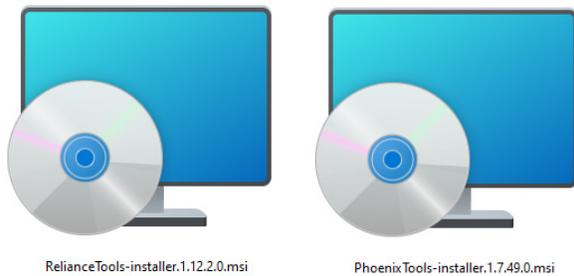


2. If the Version is out of date or if the software needs to be installed, navigate to the appropriate download page on the Pyramid Website.

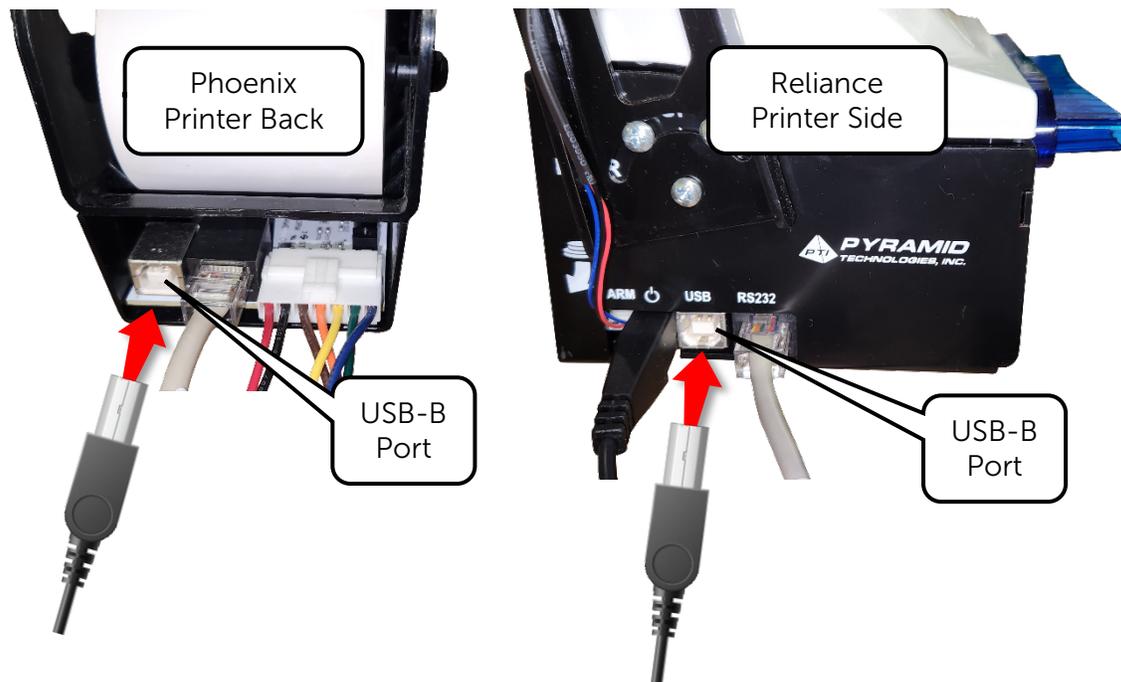
For Phoenix Printers: <https://pyramidacceptors.com/app/phoenix-tools>

For Reliance Printers: <https://pyramidacceptors.com/app/reliance-tools>

3. Download and install the software.



4. Connect the USB Printer Cable from and open USB Port on the Laptop to the USB Port on the Printer.



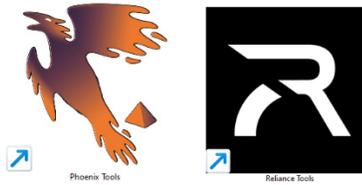
 **Note:** Unplug any existing USB Cables.





5. Make sure the Printer (or Cabinet) is Powered On.

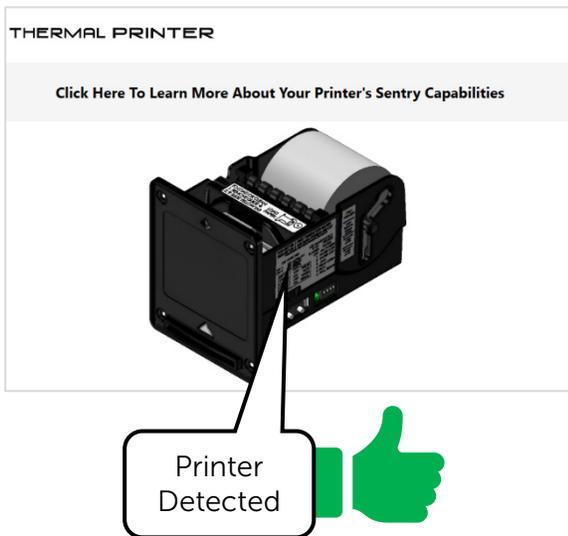
6. Open the appropriate Printer Software.



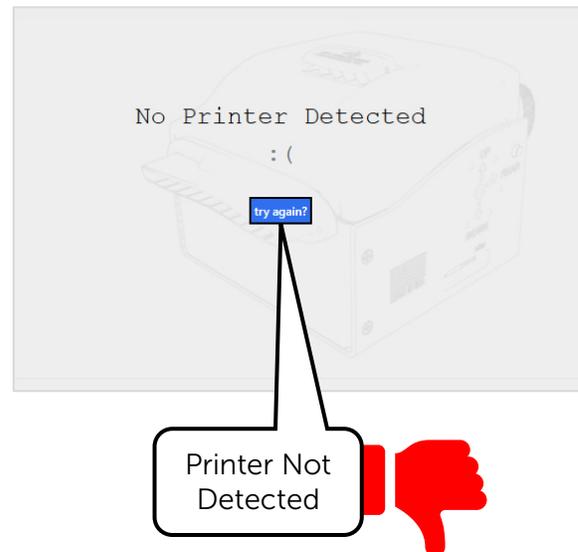
**Note:** The Steps required in either Printer Tool are the same, although the tools may have a slightly different appearance.

7. Make sure the Printer is detected.

If the Printer is on and detected by the software, it will show an image of the Printer.



If the Printer is not detected, a message will pop up indicating No Printer Detected.



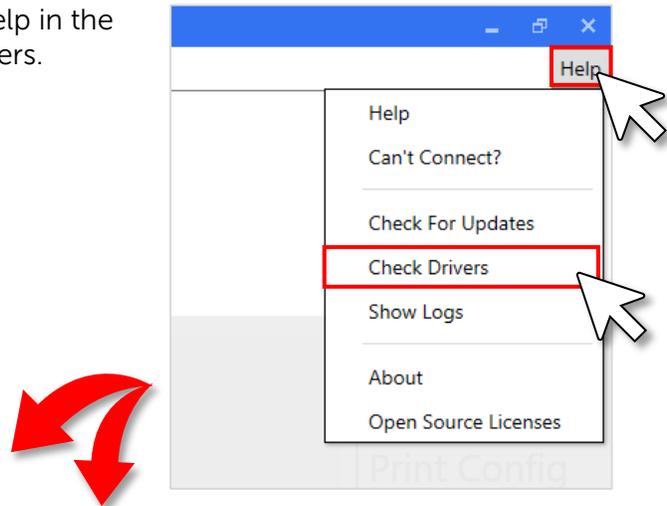
If the Printer is not detected:

- Make sure the Printer is powered on.
- Make sure the cable is connected properly.
- Check the Cable for damage.
  - Replace the Cable if necessary.
- Make sure the software tool is correct for the Printer Type.

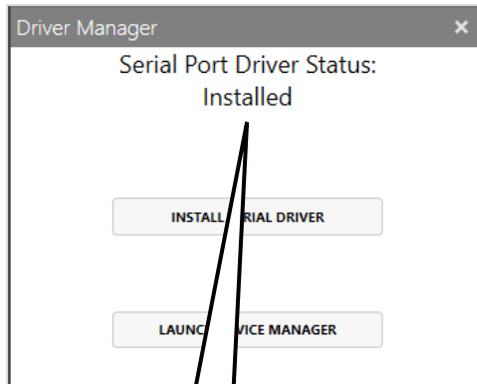




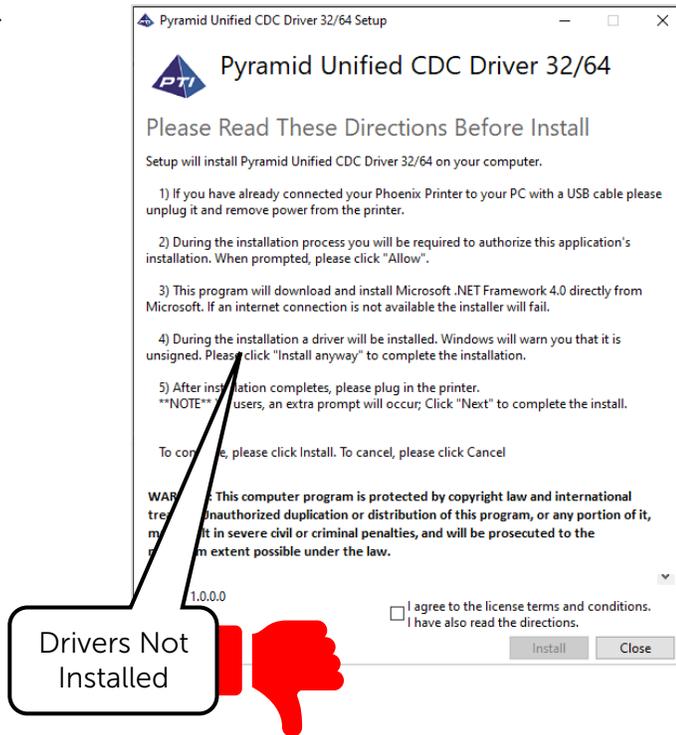
8. Check the Printer Drivers by Clicking Help in the upper right corner and then Check Drivers.



If the proper Drivers are installed, a message will appear indicating they are installed.



If not, follow the instructions to install the Drivers.



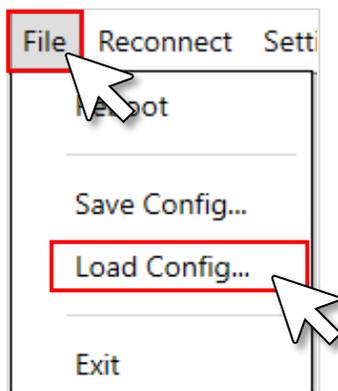


## Printer Configuration

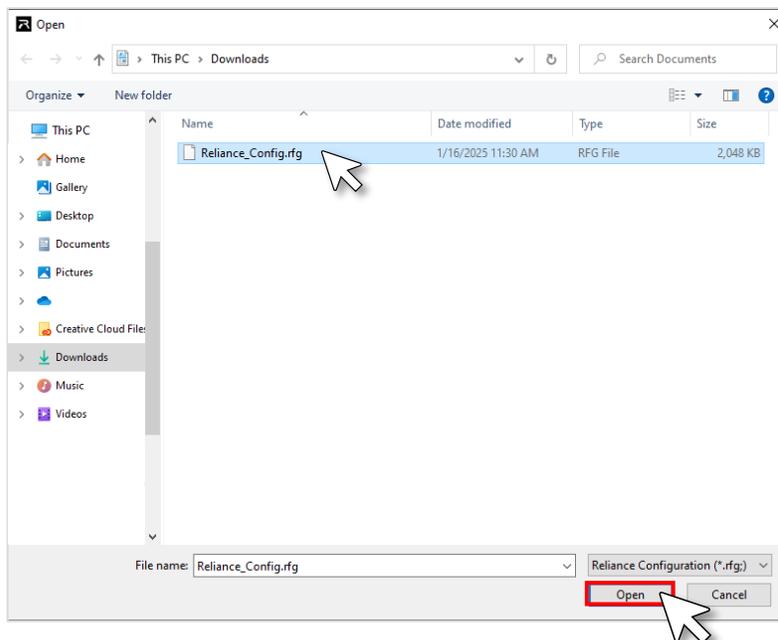
There are 2 Methods for setting the Printers Configuration, upload a preset config file or set the configuration manually.

### Preset Config File Method

9. Click the Link below to navigate to the Primero Dropbox.  
[Primero Dropbox](#)
10. Download the appropriate Config File for the Printer Type.
11. In the Printer Tool software, in the upper left, click File, then Load Config.

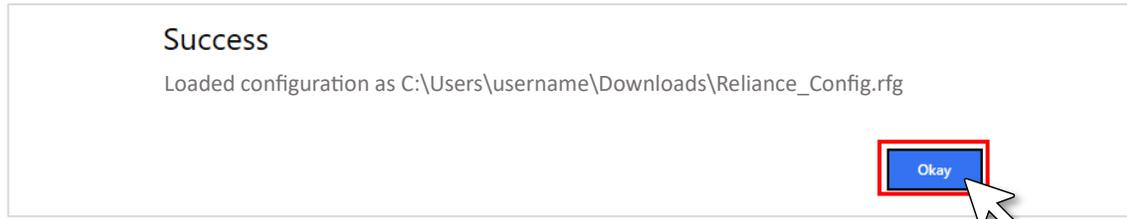


12. Locate and Select the Config File and Click Open.

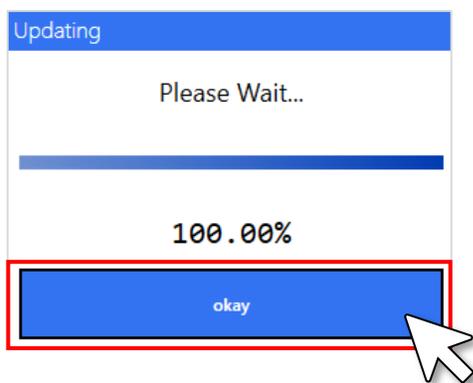




13. Once the Printer Tool software has loaded the config file onto the printer, Click Okay.



14. The Printer will update with the new configuration. Click okay once complete.



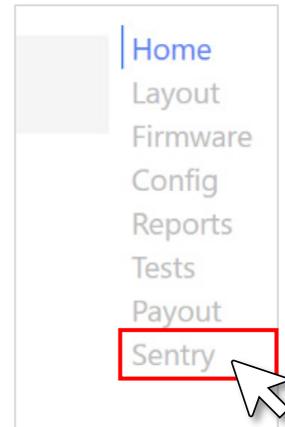
15. Move on to [Testing the Printer](#).



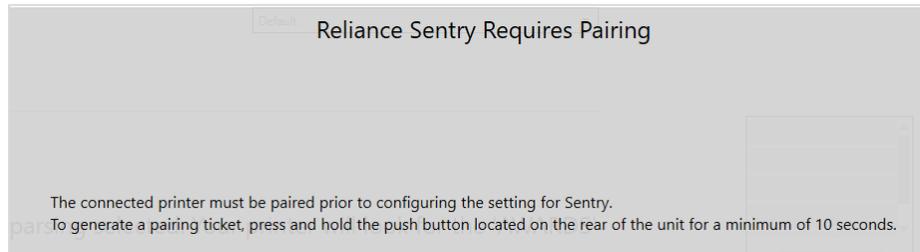


## Manual Configuration

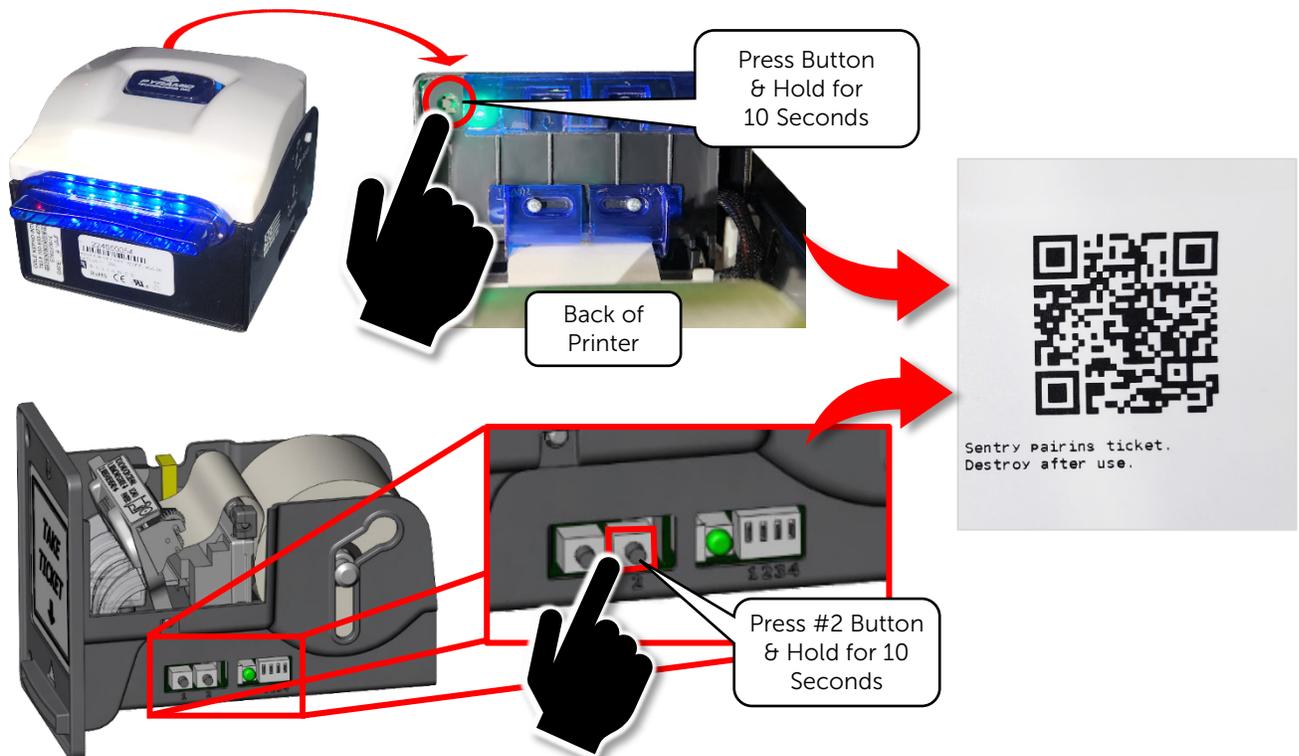
16. In the Printer Tool software, On the Right-Side Menu, Click Sentry.



A warning will appear indicating the Printer will need to be Paired prior to configuring the settings for Sentry.



17. On the Printer, Press and Hold the Pairing button for 10 seconds and a Pairing Ticket will Print.





18. Click the Parsing Mode dropdown and Select Custom Keyword.

Parsing Mode: Default

Duplicate Keyword 1:

Duplicate Keyword 2:

Duplicate Keyword 3:

Parsing Mode: Custom Keyword

Duplicate Keyword 1:

Duplicate Keyword 2:

Duplicate Keyword 3:

19. In the three Duplicate Keyword fields, enter DUPLICATE, DUPLICATED (past tense), and HISTORY.

Parsing Mode: Custom Keyword

Duplicate Keyword 1: DUPLICATE

Duplicate Keyword 2: DUPLICATED

Duplicate Keyword 3: HISTORY

Parsing Keyword:

Case Sensitive:

Skip: 0 + -

Pre-Parsing Keyword:

20. In the Parsing Keyword field, Enter a \$ (dollar sign or string).

Parsing Mode: Custom Keyword

Duplicate Keyword 1: DUPLICATE

Duplicate Keyword 2: DUPLICATED

Duplicate Keyword 3: HISTORY

Parsing Keyword: \$

Case Sensitive:

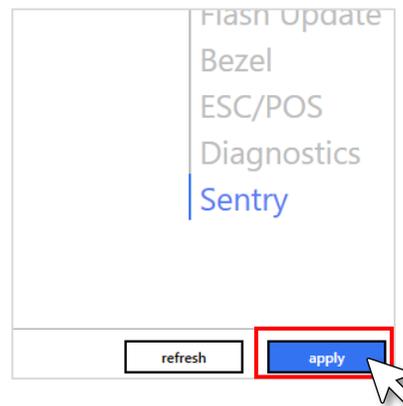
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Pre-Parsing Keyword:

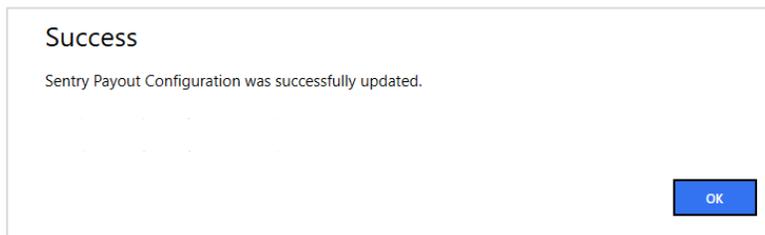




21. Click Apply to send the settings to the Printer.



22. A Success message will appear, Click Okay.



23. Move on to [Testing the Printer](#).



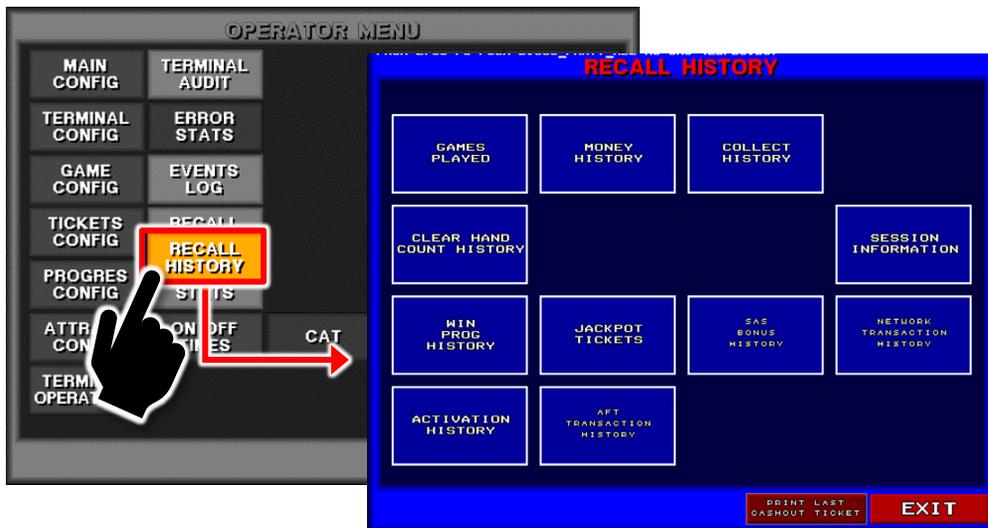


## Testing the Printer

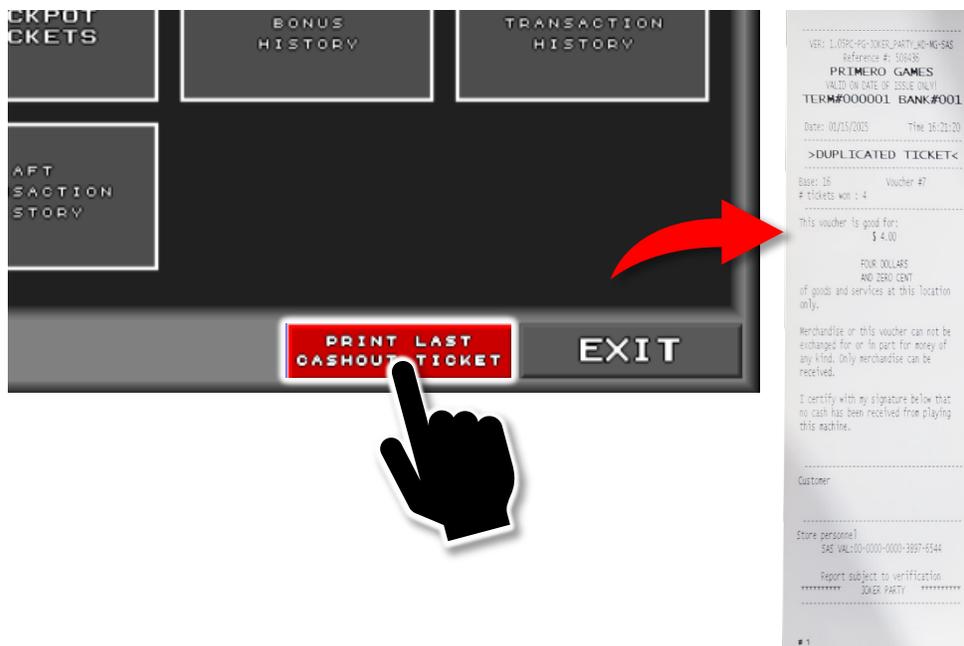
Once the Printer Sentry settings have been updated, a test of the printer should be performed by Printing both a Collect History and Recall History ticket to be sure no QR Code is printed on the ticket.

## Recall History Ticket

24. In the Operator Menu, Tap Recall History and the Recall history Menu opens.

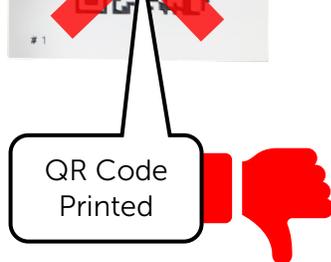


25. Tap Print Last Cashout Ticket and the Printer will Print the last Cashout Ticket.





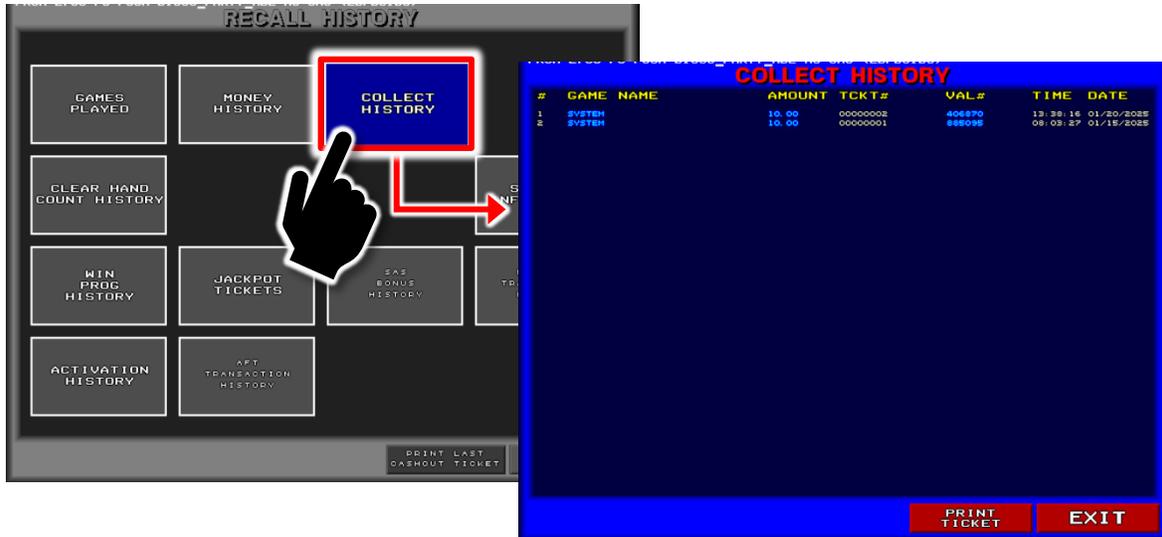
26. Make sure the Re-Printed Ticket does NOT have a QR Code.



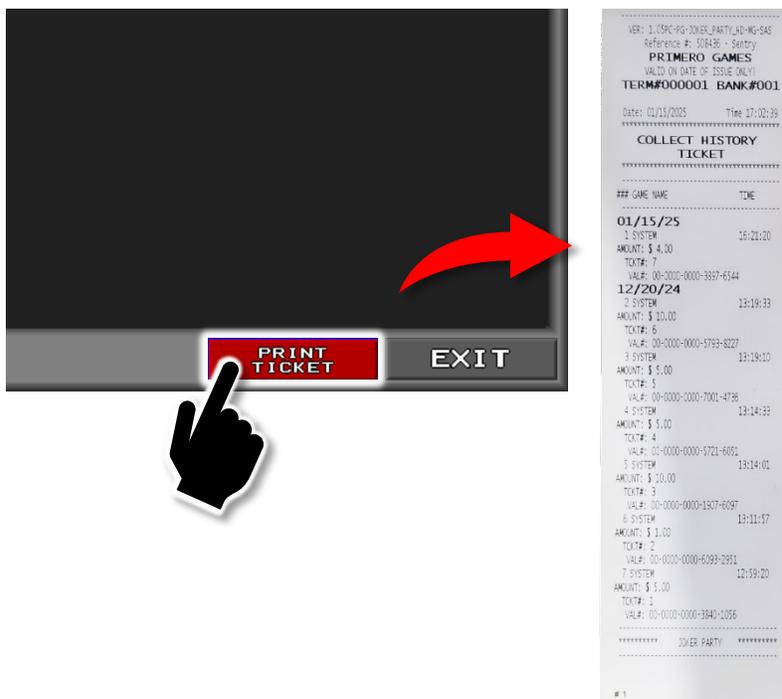


## Collect History Ticket

27. From the Recall History menu, Tap Collect History.

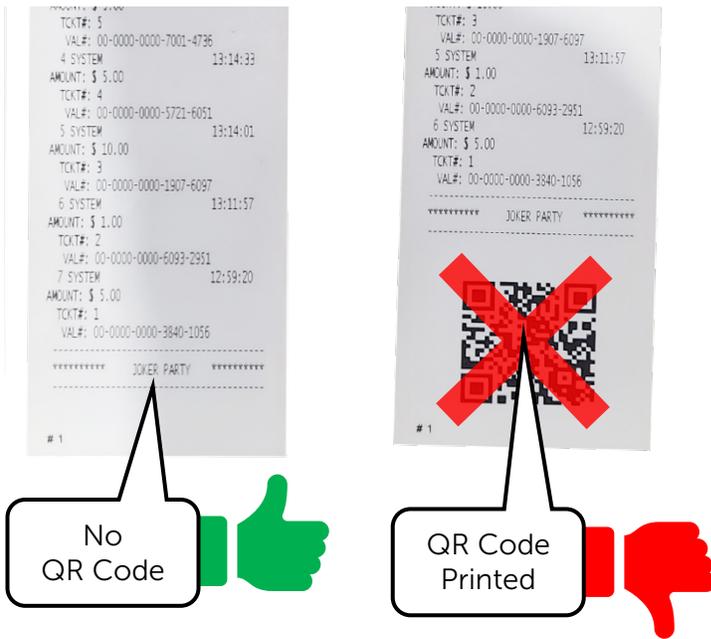


28. From the Collect History menu, Tap Print Ticket and the Printer will print a Collect History ticket.





29. Make sure the Re-Printed Ticket does NOT have a QR Code.



For Questions or Assistance in setting up any additional security features  
Please call the Primero Support Line at **833-503-1724**.

