



Gold Rush City

Kiosk - Troubleshooting & Service Manual

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Date: 11/13/24

Gold Rush City – Kiosk Troubleshooting & Service Manual



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Version	Author / Contributors	Date	Changes / Comments
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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 an error may occur, damage to the machine, software or injury to the Operator may also occur.



Cause – Indicates a possible basis for the issue.



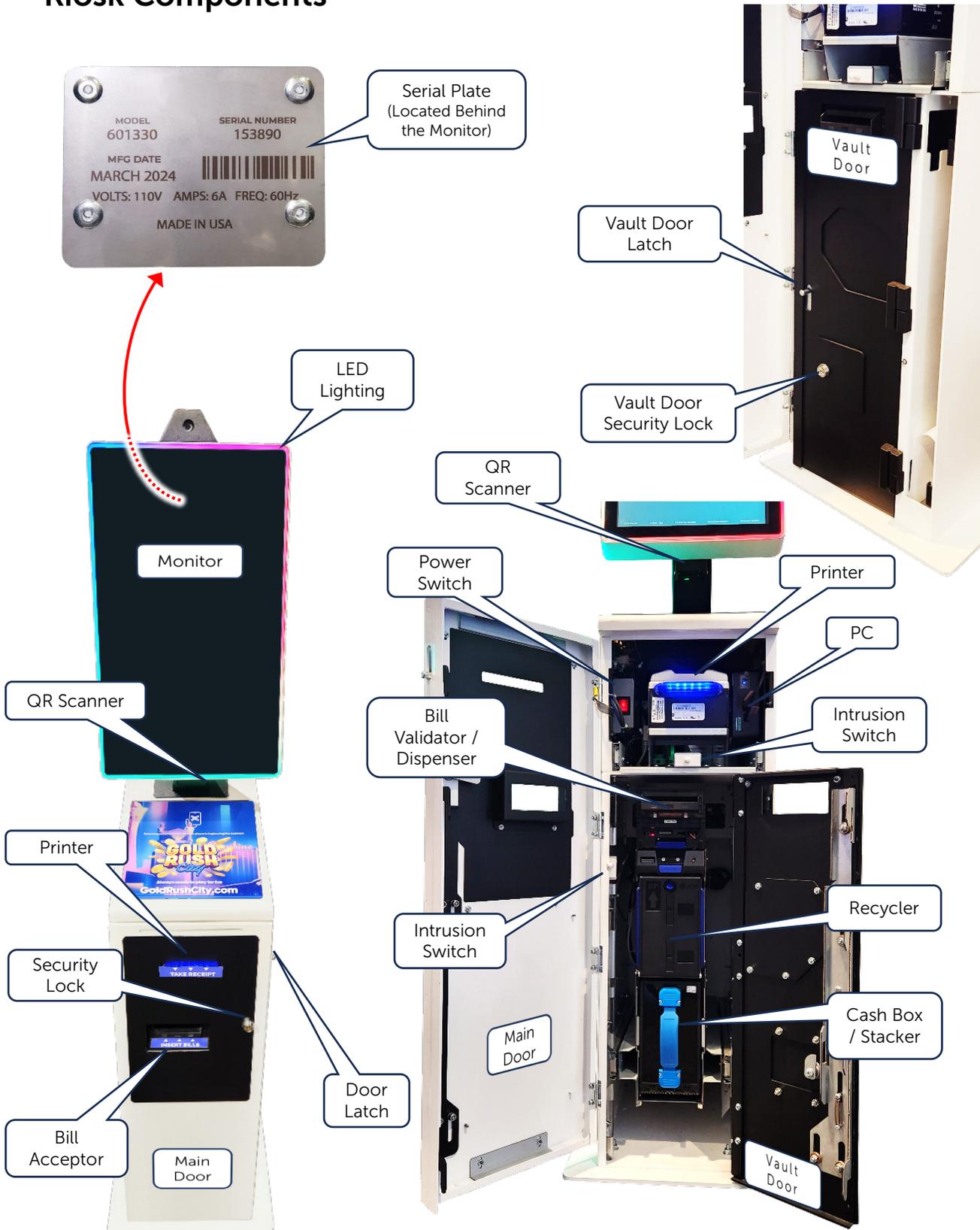
Solution – Instructs the Operator on possible resolutions for the issue.

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Kiosk Components



Regular Maintenance

While the GRC Kiosk is easy to maintain, performing cash fills and regular cleaning of the various components will extend the life of the Kiosk and maintain an excellent customer experience.

Maintenance Task:

- [Cleaning](#)
- [Printer Paper Replacement](#)

Cleaning

The GRC Kiosk will require regular cleaning of the Touch Screen as well as a number of sensors and belt drives within the various components such as the Printer and Bill Acceptor.

Cleaning Tasks:

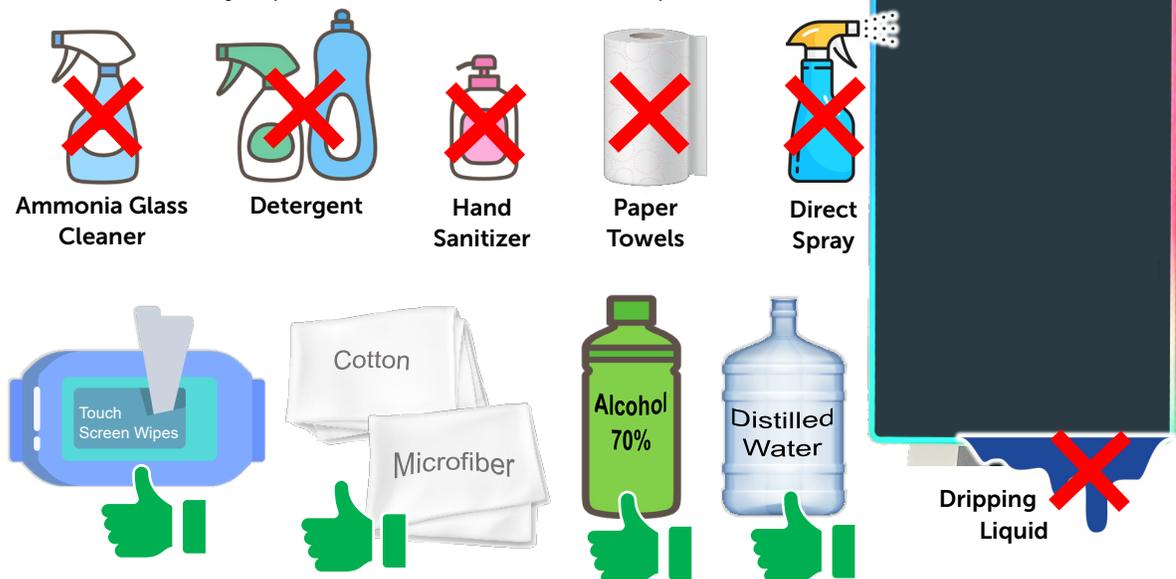
- [Monitor / Screen Cleaning](#)
- [Bill Acceptor Cleaning](#)
- [Printer Cleaning](#)

Monitor / Screen Cleaning

Depending on the frequency of use, the GRC Kiosk Touch Screen Monitor should be cleaned often and at a minimum, daily.

 **Warning:** When cleaning the Touch Screen, Do Not use household ammonia-based glass cleaners, abrasive cleansers or detergents such as bleach, hand sanitizer, alcohol wipes meant for hand sanitizing, abrasive cloth or paper towels. Do not spray solutions or liquids directly onto the touch screen. Doing so may destroy the screen oleophobic coating and cause permanent discoloration or malfunction.

Do Not allow any liquids to enter the Kiosks components.



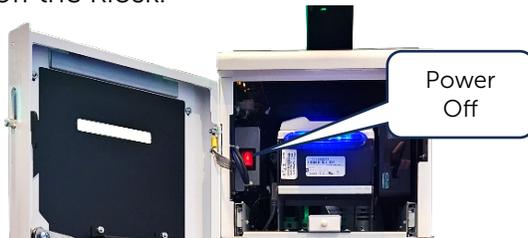
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To Clean the Monitor:

1. Power off the Kiosk.



2. Use a Touch Screen Wipe or Dampen a Microfiber or Cotton Cloth with 70% Alcohol or Distilled Water. Do Not Spray directly onto the screen.



3. Gently wipe the screen in a circular motion starting from the top and moving down the screen. Be careful not to use too much pressure as this may damage the screen.

For stubborn spots, repeat the process until clean.



4. Dry the screen with a dry part of the cloth or a separate dry cloth.

5. Once Dry, Power the Kiosk Back on.



QR Scanner Cleaning

The Zebra MS4717 QR Scanner should not require cleaning as often as other components as it is not coming in contact with any physical items. However, dust may build up on the Lens, Laser and LED Light. Every few months or as needed, all three should be cleaned with a cotton swab and 70% alcohol.

To Clean the QR Scanner:

1. Lightly dampen a cotton swab with alcohol.

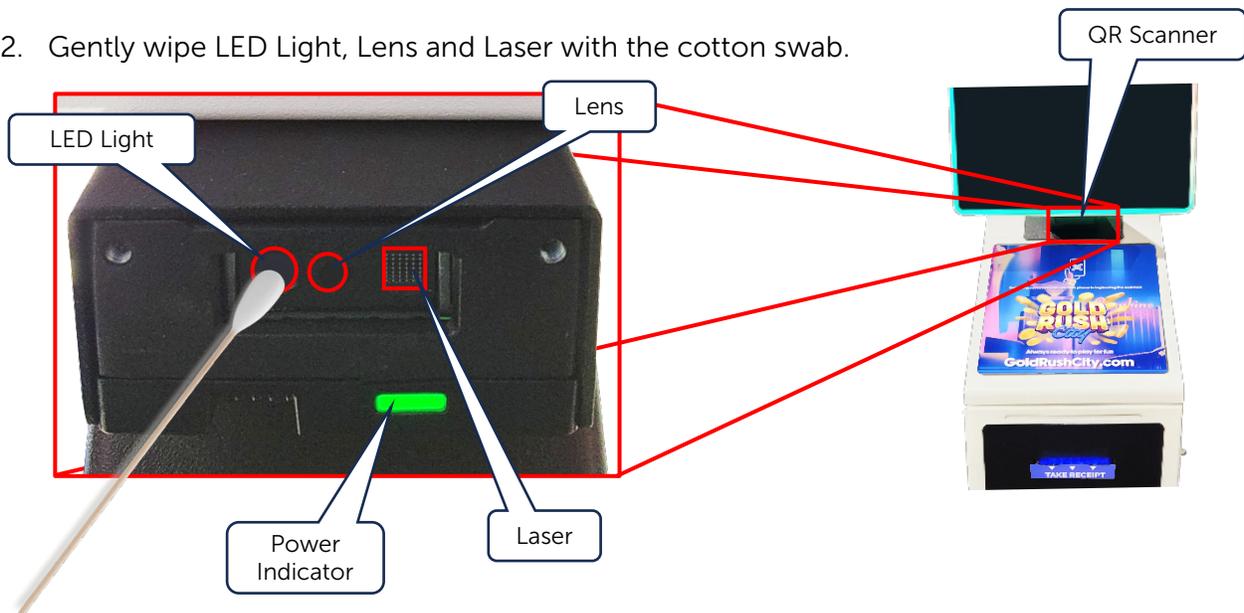


Warning: Do Not use household ammonia-based glass cleaners, abrasive cleansers or detergents such as bleach, hand sanitizer, alcohol wipes meant for hand sanitizing, abrasive cloth or paper towels. Do not spray solutions or liquids directly onto the Lens, Laser or LED Light. Doing so may scratch or damage the scanner causing issues when reading the QR Codes.

Do Not allow any liquids to enter the Kiosks components.



2. Gently wipe LED Light, Lens and Laser with the cotton swab.



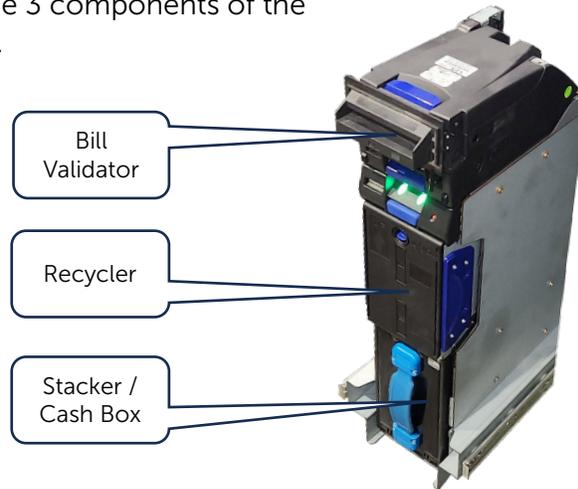
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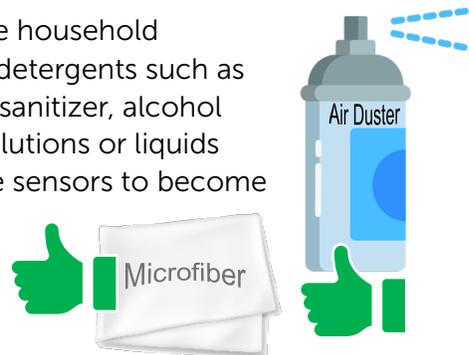
Bill Acceptor Cleaning

Depending on the frequency of use, each of the 3 components of the Bill Acceptor should be cleaned once a month.



Warning: When cleaning the Bill Acceptor, Do Not use household ammonia-based glass cleaners, abrasive cleansers or detergents such as bleach, alcohol, water, or any liquid of any kind, hand sanitizer, alcohol wipes, abrasive cloth or paper towels. Do not spray solutions or liquids directly into the Bill Acceptor. Doing so may cause the sensors to become cloudy and malfunction.

Only use lint-free microfiber cloth or compressed air.



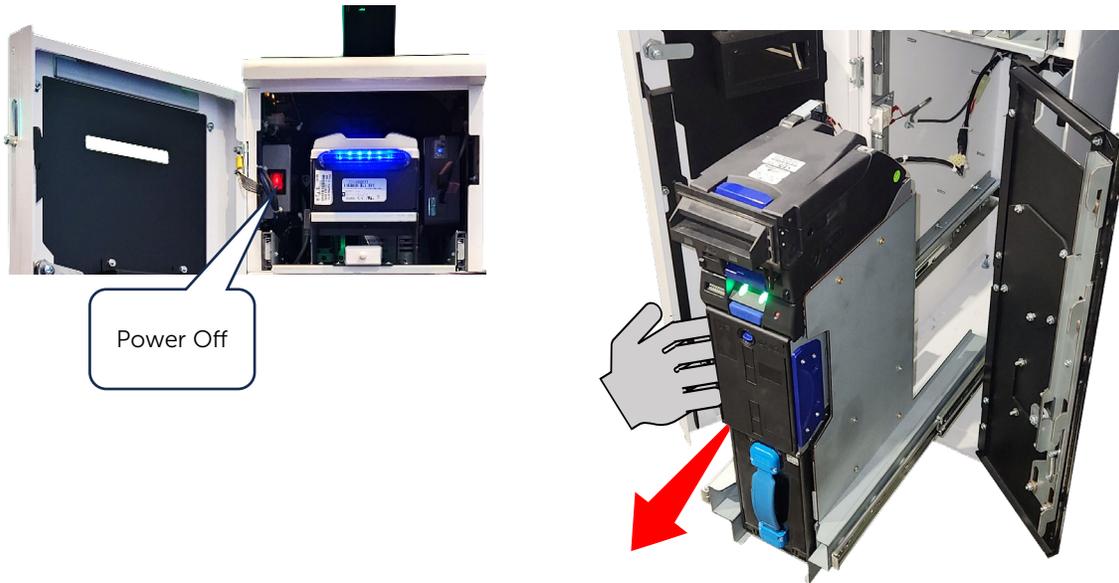
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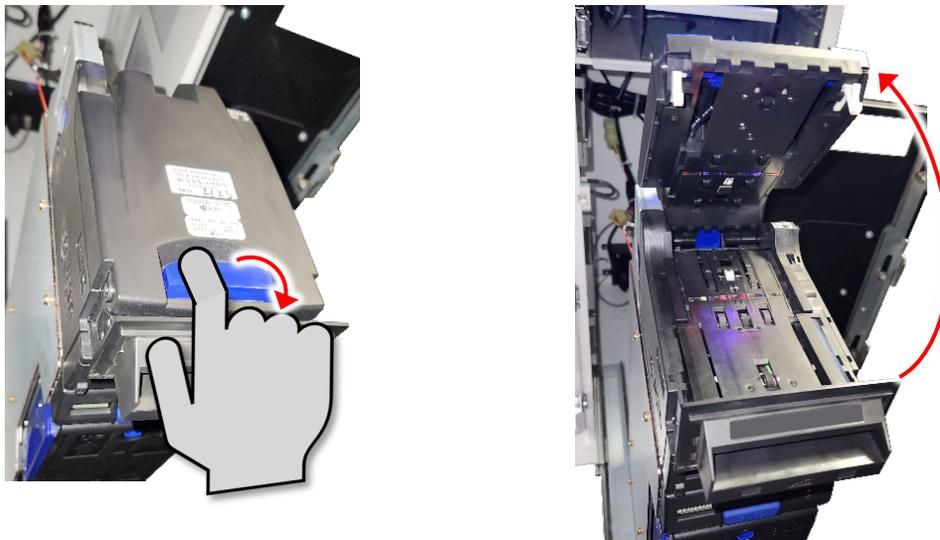
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To Clean the Bill Acceptor:

1. Power off the Kiosk and Slide the Bill Acceptor tray out.



2. Open the Bill Validator by lifting the Blue Tab.



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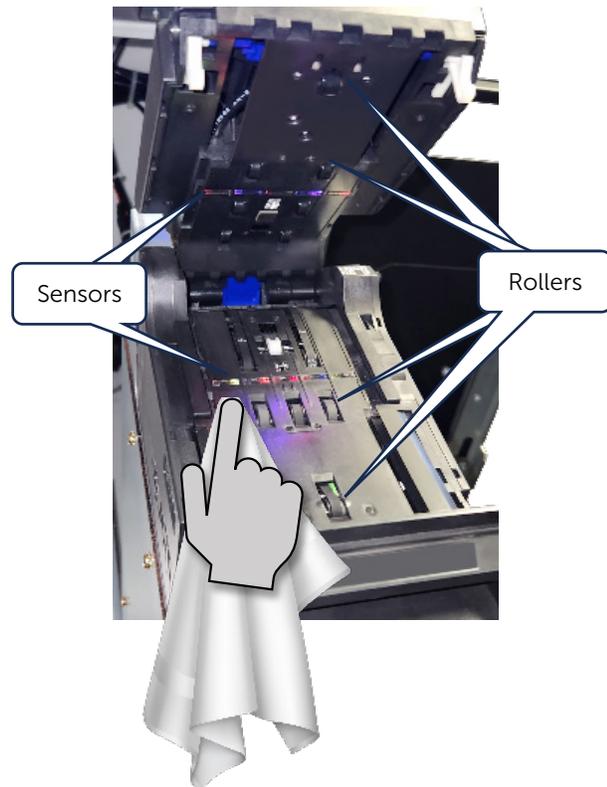


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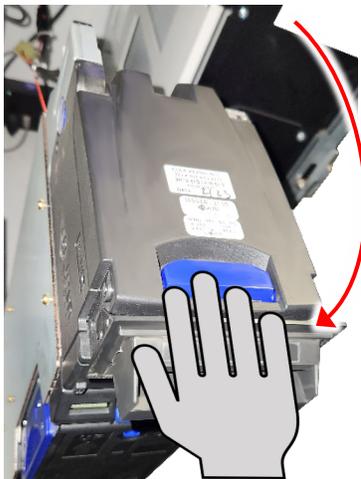
3. Use Compressed Air to blow and loose debris from the Bill Validator.



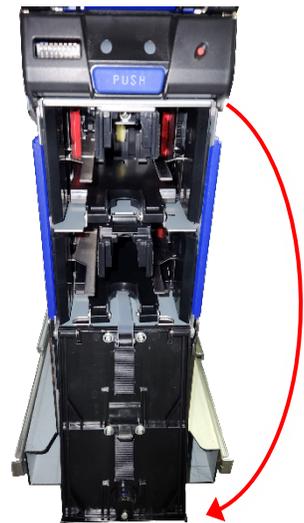
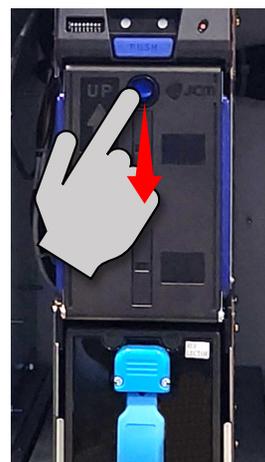
4. Use the Microfiber cloth to gently wipe the sensors and rollers clean. Do not use too much pressure and be careful not to damage or scratch the sensors.



5. Close the Bill Validator



6. Open the Recycler by Pressing down on the Tab and pulling the Recycler door downwards.



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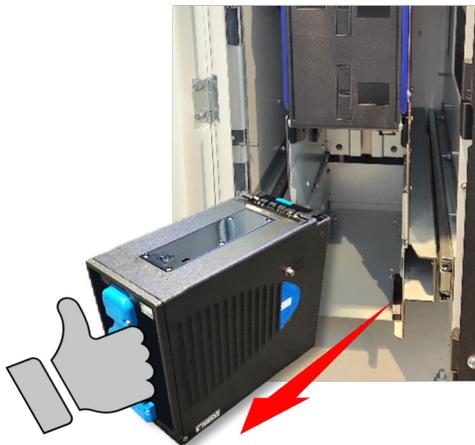
7. Use Compressed Air to blow out any debris from the Recycler.



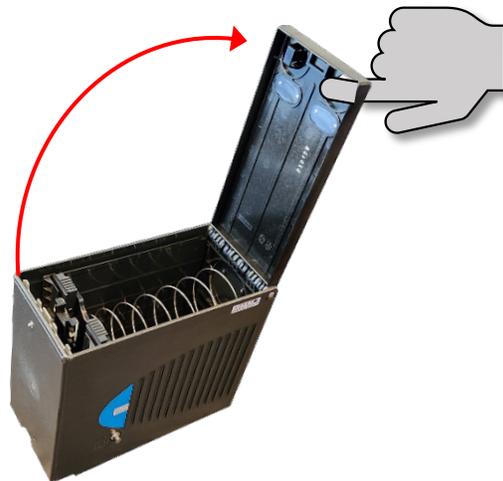
8. Close the Recycler.



9. Remove the Stacker / Cash Box.



10. Open the Cash Box / Stacker.



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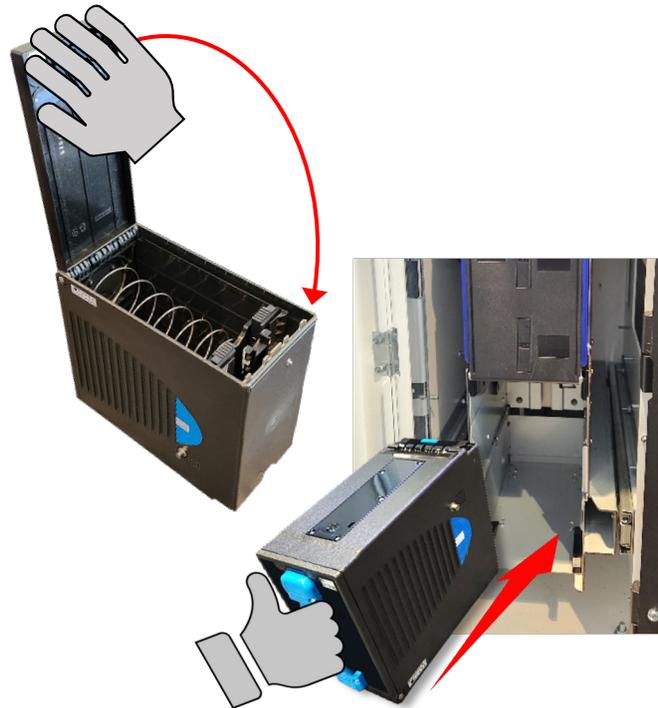


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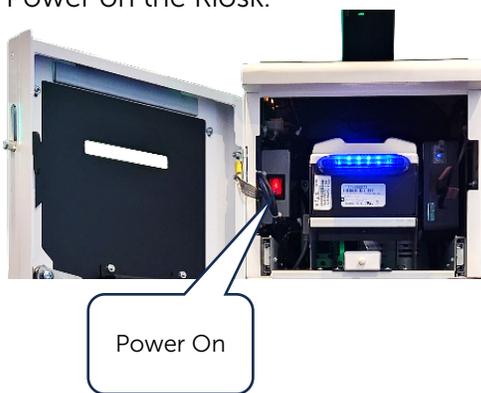
11. Use Compressed Air to Blow out any debris from the Cash Box / Stacker.



12. Close and Return the Cash Box / Stacker to the Bill Acceptor.



13. Power on the Kiosk.



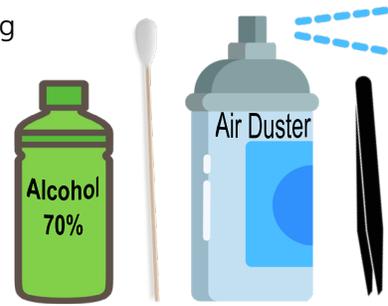
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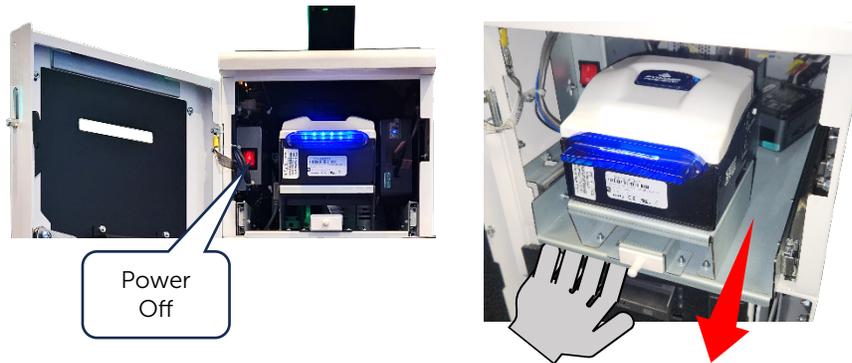
Printer Cleaning

The Reliance Thermal Printer should be cleaned before replacing the paper roll or more frequently if required by environmental conditions. Clean the printer using lint free swabs, 70% alcohol, compressed air and tweezers if necessary.

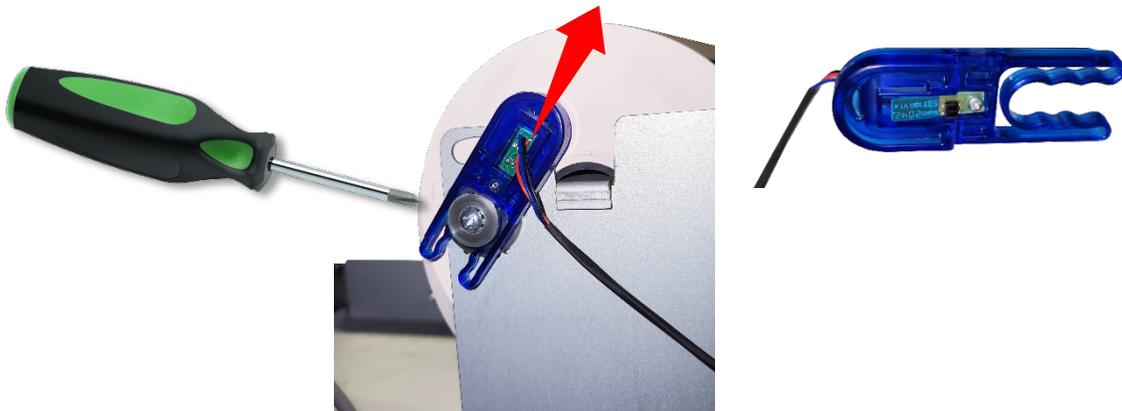


To Clean the Printer:

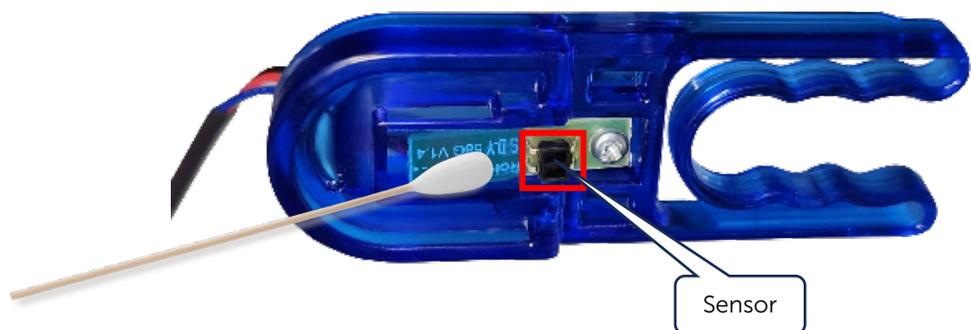
1. Power off the Kiosk and Slide the Printer Tray out.



2. Use a Philips Head screwdriver to loosen the bolt and washer and Slide the Paper Sensor Clip out from the Bolt.



3. Dampen the lint free swab with 70% alcohol and gently clean the sensor on the Paper Sensor Clip.

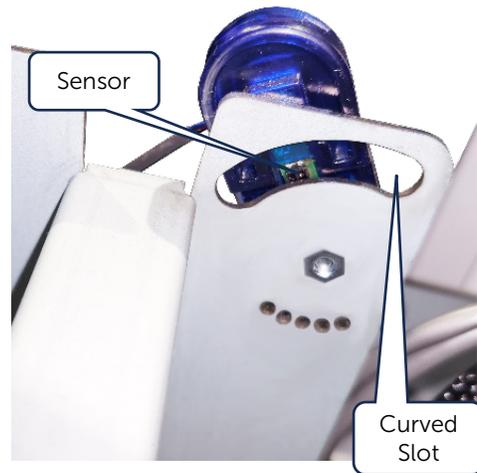
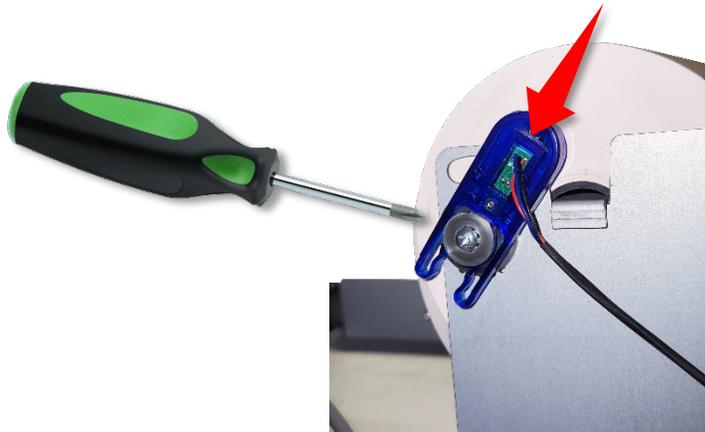


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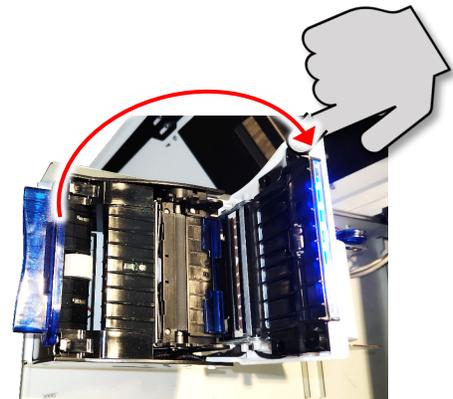


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- Slide the Paper Sensor Clip back on the bolt and make sure the sensor is aligned with the curved slot and Tighten the Bolt and Washer.



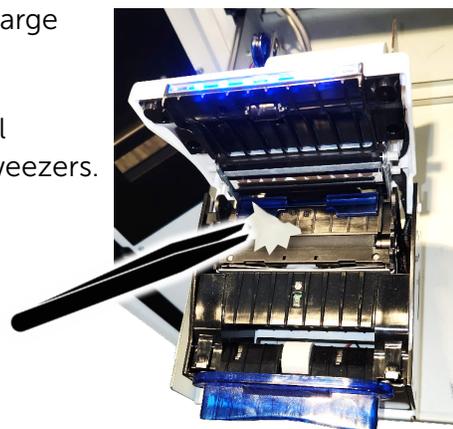
- Lift the Latch and Open the Printer



- Begin Cleaning by using the Tweezer to remove any large debris from the Printer interior if necessary.



Warning: Be careful not to damage any internal components or scratch any sensors with the tweezers.

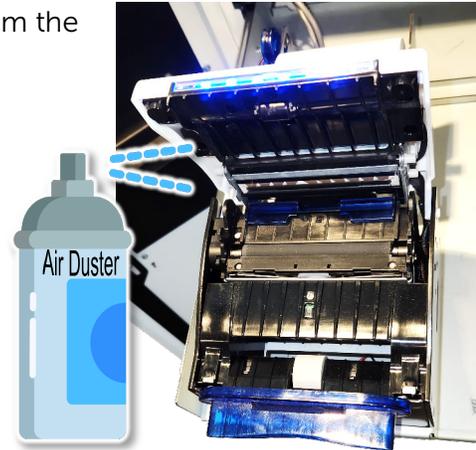


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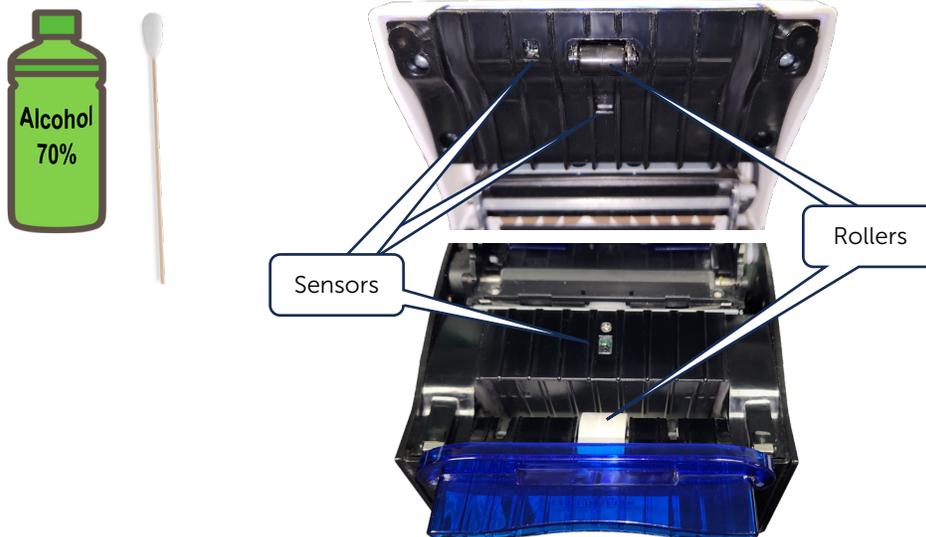


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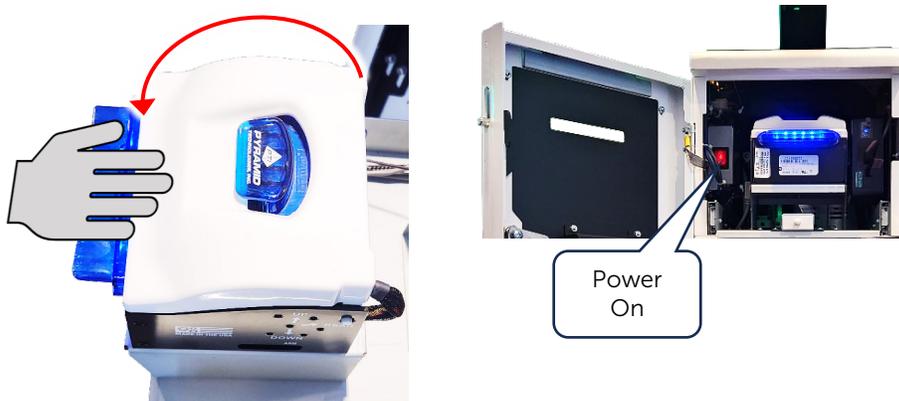
7. Use the Compressed Air to blow any loose debris from the Printers interior.



8. Dampen the lint free swab with 70% alcohol and gently clean the sensors and rollers. Be careful not to use too much alcohol or allow it to drip into the printers.



9. Close the Printer and Power on the Kiosk.

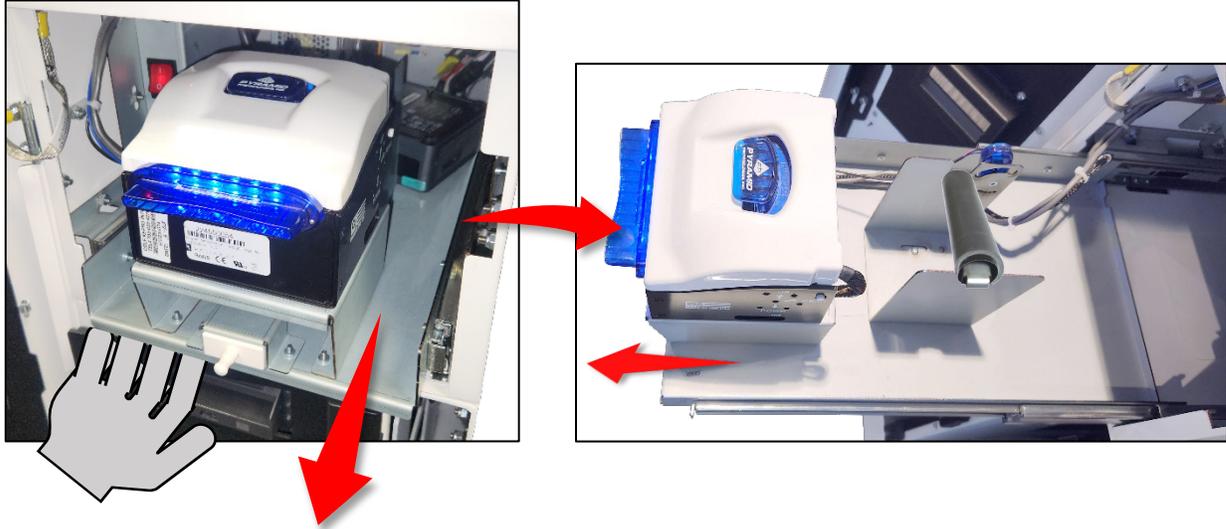


Printer Paper Replacement

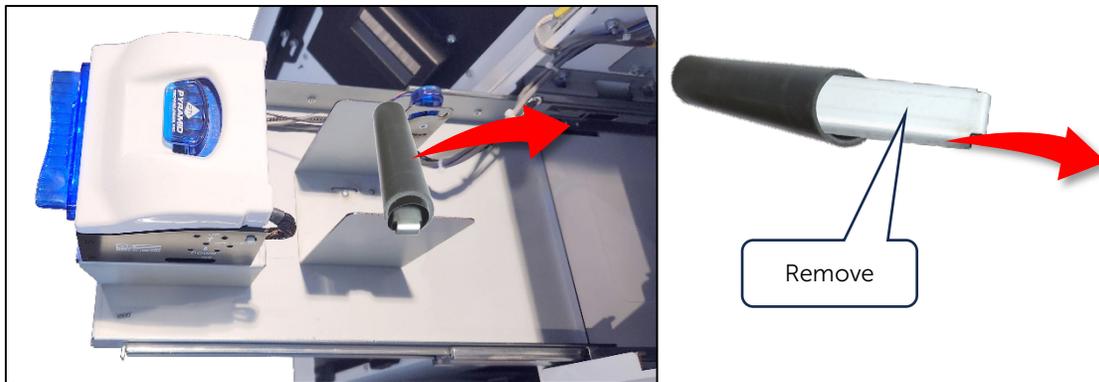
The Reliance Thermal Printer uses 3.15" (80mm) Thermal Paper with a 5.45" maximum roll diameter.

To Replace the Paper:

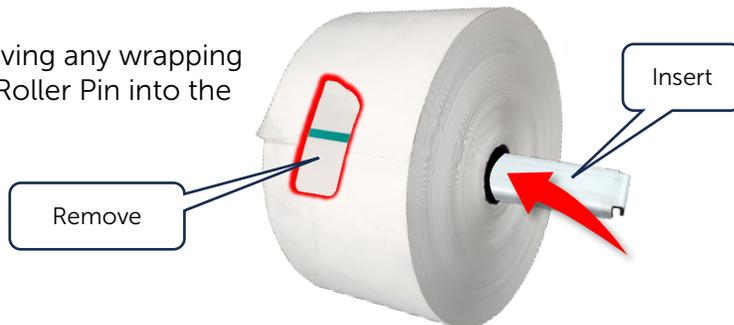
1. Slide the Printer Housing Tray out from the Kiosk.



2. Remove the Thermal Paper Plastic Core from the Metal Roller Pin.



3. Prep the Paper Roll by removing any wrapping or seal and insert the Metal Roller Pin into the center of the paper roll.

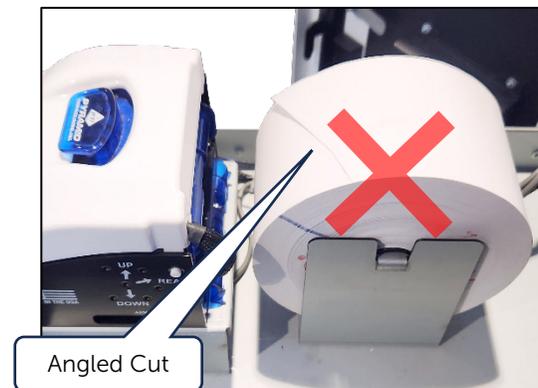
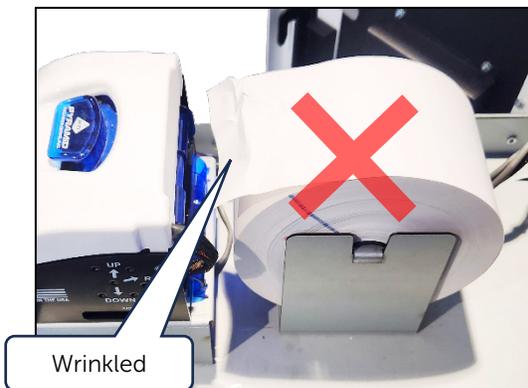
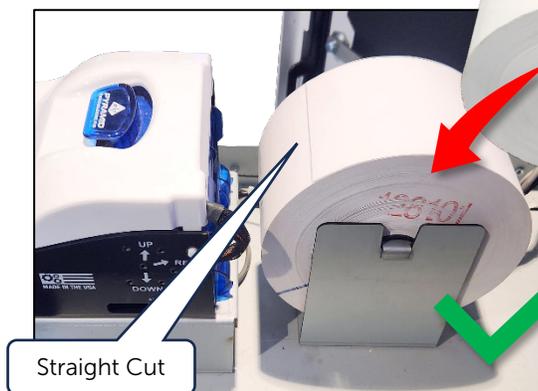
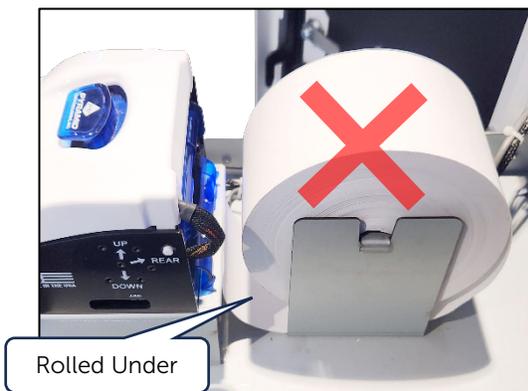


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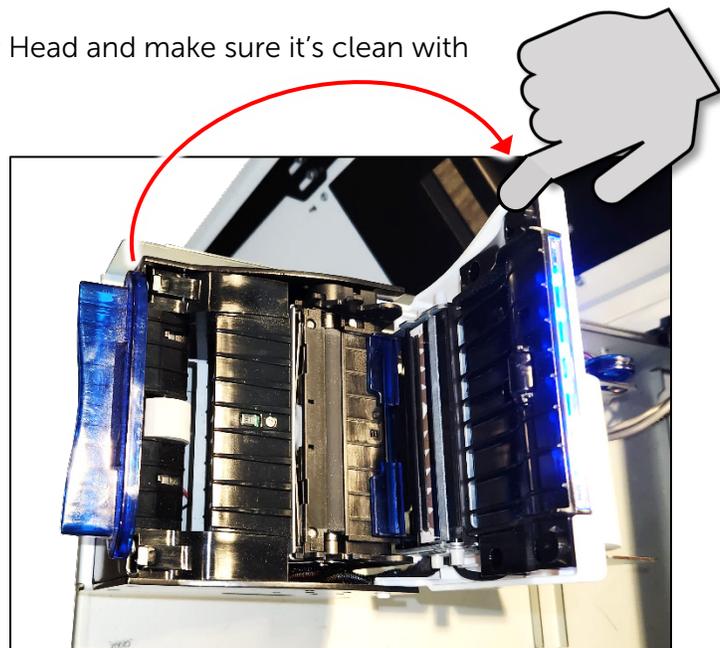
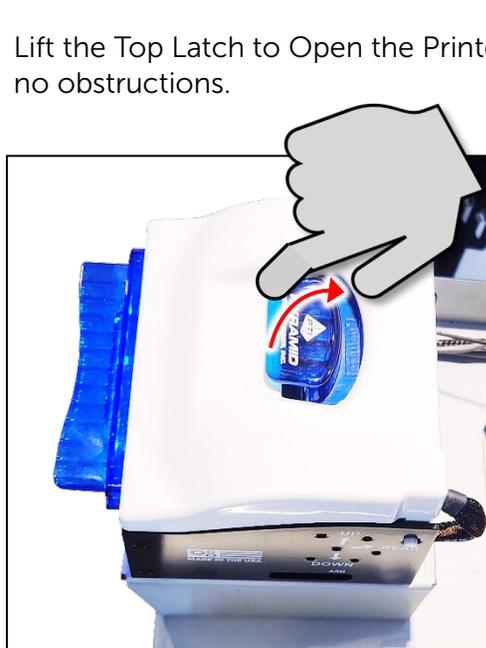


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4. Replace the Thermal Paper in the carriage making sure the outside of the paper is on top and not wrinkled or cut at an angle.



5. Lift the Top Latch to Open the Printer Head and make sure it's clean with no obstructions.

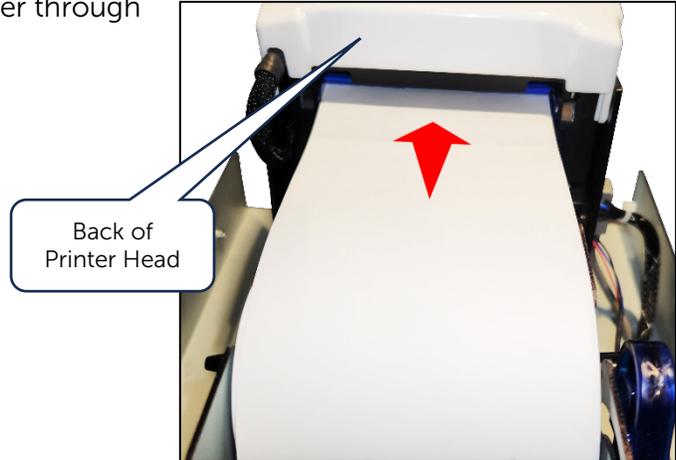
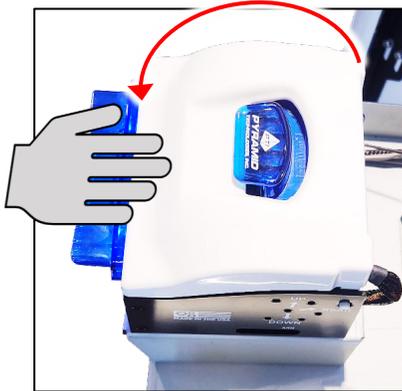


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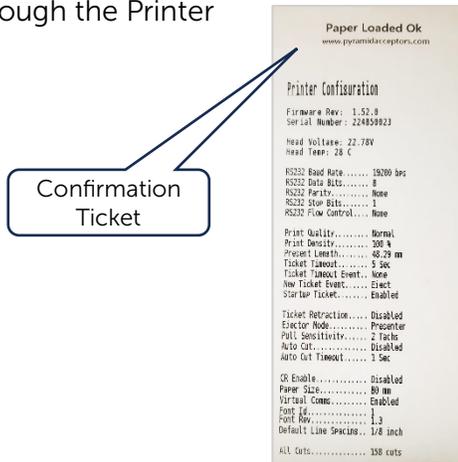


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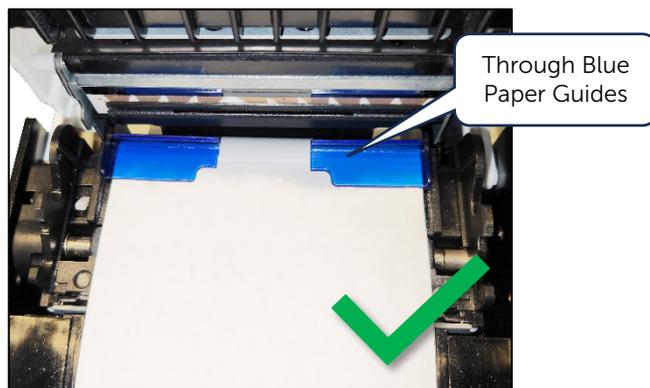
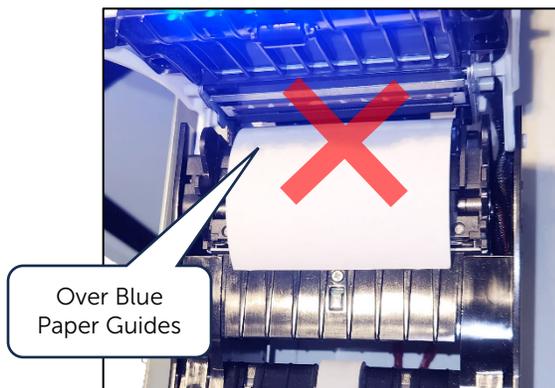
- Close the Printer Head and Feed the Paper through the back of the Printer Head.



- The paper will feed automatically through the Printer Head and print a confirmation ticket.



Note: If the paper does not feed through the Printer Head automatically, open the Printer Head and make sure the paper is fed through the blue paper guides.

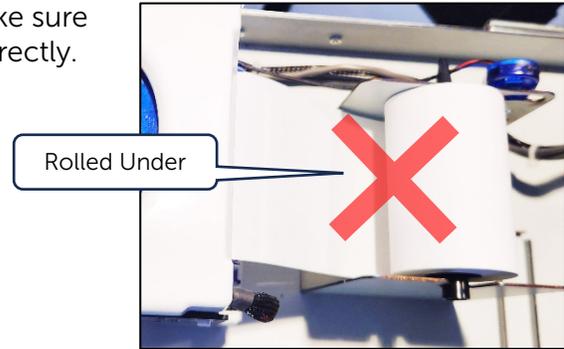


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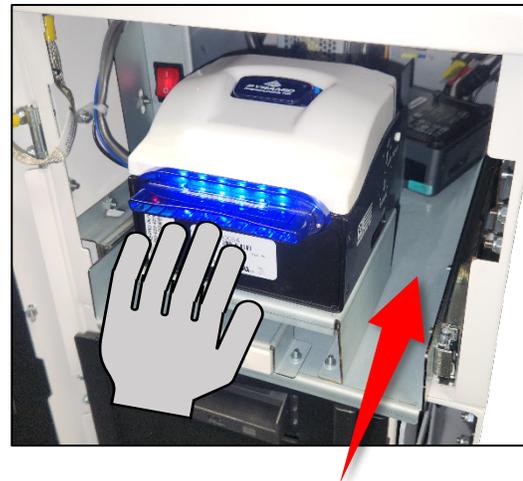


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 **Note:** If the Confirmation Ticket is blank, make sure the paper is fed through the printer head correctly.



8. Slide the Printer Housing Tray back into position and the Printer is ready.



Troubleshooting

This section covers some common and basic issues the Kiosk may encounter during operation and some suggested solutions for resolving those issues.

If these troubleshooting methods do not work or if the Operator is unable to perform them, please contact Kiosk Service and Support at **833-503-1724**.

 **Warning:** Do Not Shake, Strike, Tilt, Lift or otherwise physically move the Kiosk in an aggressive way to fix any issues. Do Not use inappropriate tools or other objects to pry, push, strike, or otherwise force any Kiosk components out or into place for maintenance or repair. Doing so may damage the Kiosk and its components which may then need to be repaired or replaced at the owner's expense.

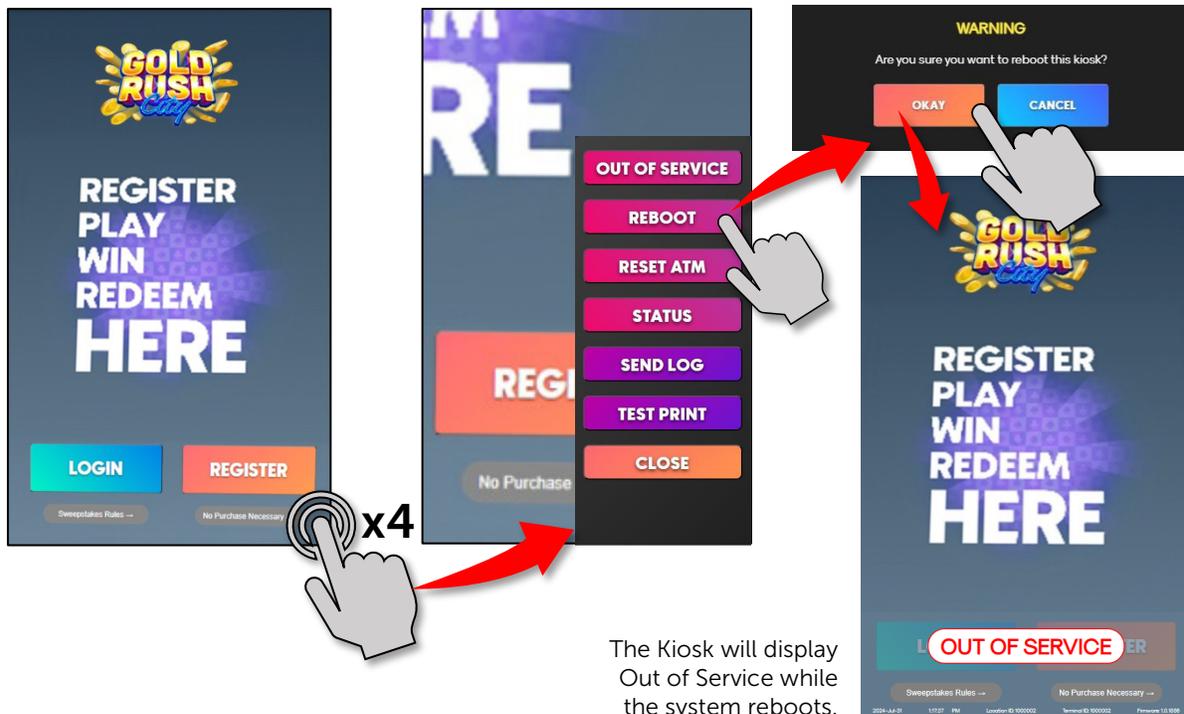
Troubleshooting Basics

Most issues the Kiosk will encounter can be resolved by performing the following solutions:

Reboot

Rebooting the Kiosk will allow it to reset some Software and Firmware settings.

1. Tap the Lower Right corner of the screen to open the Admin Menu.
2. Tap Reboot.
3. Tap OKAY



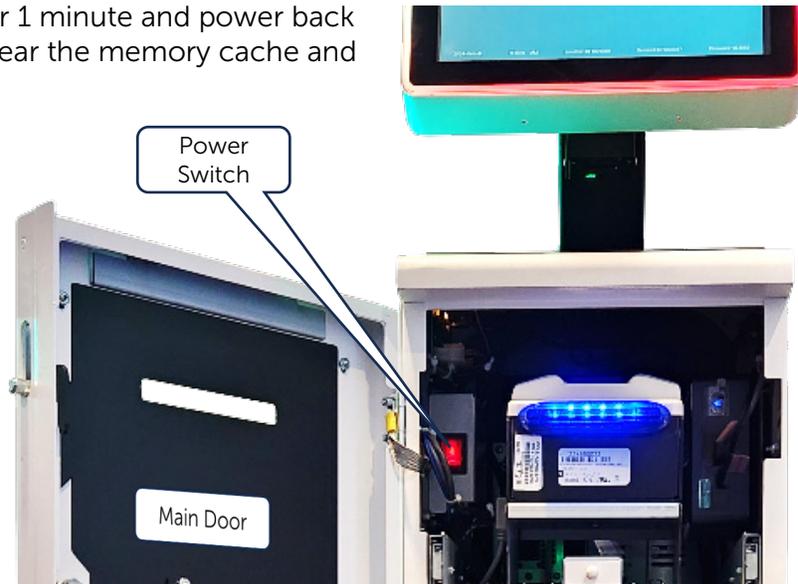
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Power Off and Back On

Physically power off the Kiosk for 1 minute and power back on. This will allow the kiosk to clear the memory cache and reset on startup.



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Power Issues

The GRC Kiosk does not have a built-in battery backup system, and a loss of power will cause the Kiosk to cease functioning. If power is lost during a function such as a Fill, Bleed or during a Player interaction such as purchasing eCredits or setting up an account, the Kiosk may or may not complete or reject the results of the function or action.

Common Power Issues:

- [Temporary Loss of Power](#)
- [Kiosk Won't Power On](#)

Temporary Power Loss

If the Kiosk lost power temporarily and a function or transaction was disrupted, the Operator will need to determine if the function or transaction was completed and recorded, rejected or accepted but not recorded.

For example, if a Player was purchasing eCredits when the Kiosk lost power, the Operator will need to determine if all or some of the bills were rejected and returned to the Player. The Operator may determine this by performing a physical Bill Count and matching it against a Printed Audit ticket. If the Bill Count matches, the funds were returned to the Player.

<pre> ***** BILLS DETAIL ***** ***** RECYCLER BILL DETAIL ***** \$10.00 - 5 - \$50.00 \$20.00 - 10 - \$200.00 Total Recycler Amount: \$250.00 ***** STACKER BILL DETAIL ***** \$1.00 - 25 - \$25.00 \$5.00 - 5 - \$25.00 \$10.00 - 1 - \$10.00 \$20.00 - 0 - \$0.00 \$50.00 - 1 - \$50.00 \$100.00 - 0 - \$0.00 Total Stacker Amount: \$110.00 </pre>	 x 25  x 5  x 1  x 1	
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Kiosk Won't Power On

There are a number of issues that may cause the Kiosk to fail to power on including the Power Source and Cable Issues.

Before checking for power failure issues, make sure the Kiosk is in fact not powered on and that the issue is not with the Monitor, Mini PC or other components.



First check the LED lighting around the monitor. Next, open the Kiosk and check for indicator lights on the various components such as the Printer, Mini PC and Bill Acceptor. If any of these lights are on, Power is not the issue and further inspection will be necessary.



Causes

- ☒ Kiosk is not plugged in properly.
- ☒ Kiosk is connected to an improper power source.
- ☒ Power Cable is Damaged.
- ☒ Loose cables inside the Kiosk
- ☒ Power Source is disrupted or not functioning.

Solutions

- ✓ Check the plug and make sure the unit is plugged in and connected to a proper 110v power source.

- ✓ Check to make sure the Power cable is not damaged.

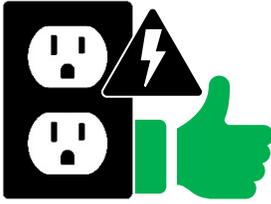


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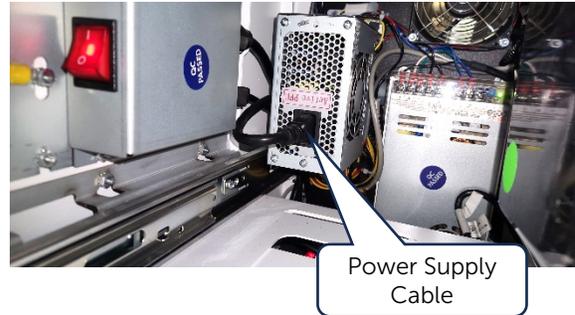


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- ✓ Make sure the Power Source is working properly.



- ✓ Check the Power Supply plug inside the Kiosk, behind the Printer to make sure it is connected properly.



- ✓ If connected to a Battery Backup, Power Strip or Surge Protector, make sure it is on.



Internet Connection Issues

A stable internet connection is required for the GRC Kiosk to function properly. An Internet connection is necessary for the Kiosk to send and receive Player Data, update Firmware, and interact with the Web Portal.

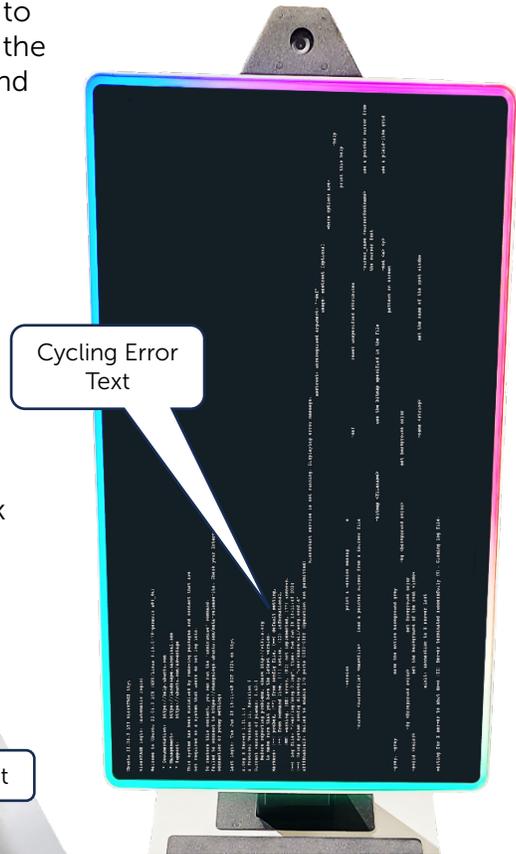
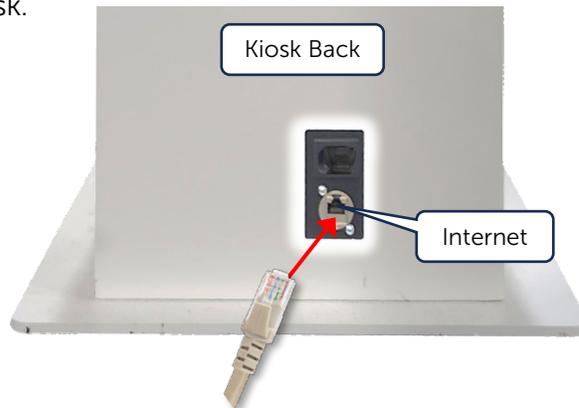
Kiosk Displays Error Text Every 30 sec.

Cause

- ☒ The GRC Kiosk is not connected to the Internet.

Solutions

- ✓ Make sure the Ethernet Cable is connected to the back of the GRC Kiosk.

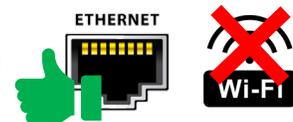


- ✓ Check the Internet Connection:

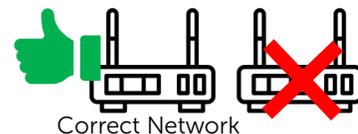
1. Check the internet connection and local network for an outage.



2. Check the network connection to be sure the wired connection is active. The Kiosk Does Not have Wi-Fi



3. Make sure the GRC Kiosk is connected to the correct network.



- ✓ Check the Ethernet Cable for damage and replace if necessary.





Firmware Issues

The GRC Kiosk Firmware allows Operators to manage a number of components using the GRC Interface. The Kiosk will automatically update the Firmware as new versions are released and as long as the Kiosk is connected to the internet.

Common Firmware Issues:

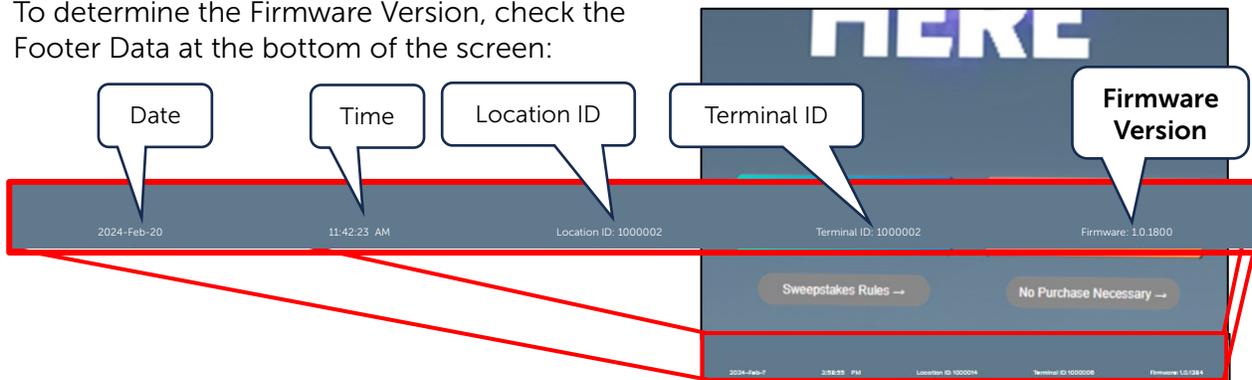
- [Firmware Updates and Errors](#)
- [Can't Login \(As Admin\)](#)
- [Can't Login \(As Player\)](#)
- [Kiosk Not Commissioned](#)
- [Error 0](#)

Firmware Updates and Errors

At times Firmware updates may have unknown bugs or errors that may cause issues with the functioning of the Kiosk. In these cases, the errors will be fixed in the Firmware as they become known, and an update will occur once the new corrected version is released.

If a consistent Firmware issue is encountered and all Troubleshooting options have been tried with no solution to the issue, the Operator should contact Kiosk Service and Support to report the issue. The Kiosk Support representative will walk the Operator through the process to determine if the issue is in fact a Firmware Error and take appropriate action.

To determine the Firmware Version, check the Footer Data at the bottom of the screen:



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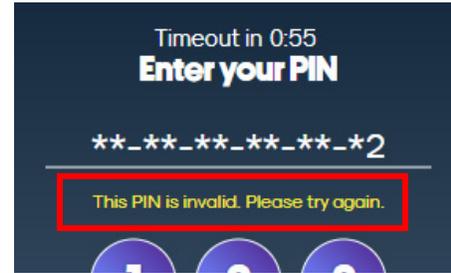
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Can't Login (As Admin)

There are a number of issues that may prevent an Admin from logging into the Kiosk.

Causes

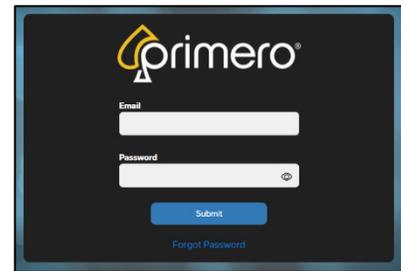
- ☒ The PIN was entered wrong.
- ☒ The Login has been changed or suspended.
- ☒ The Kiosk is not commissioned or not in service.



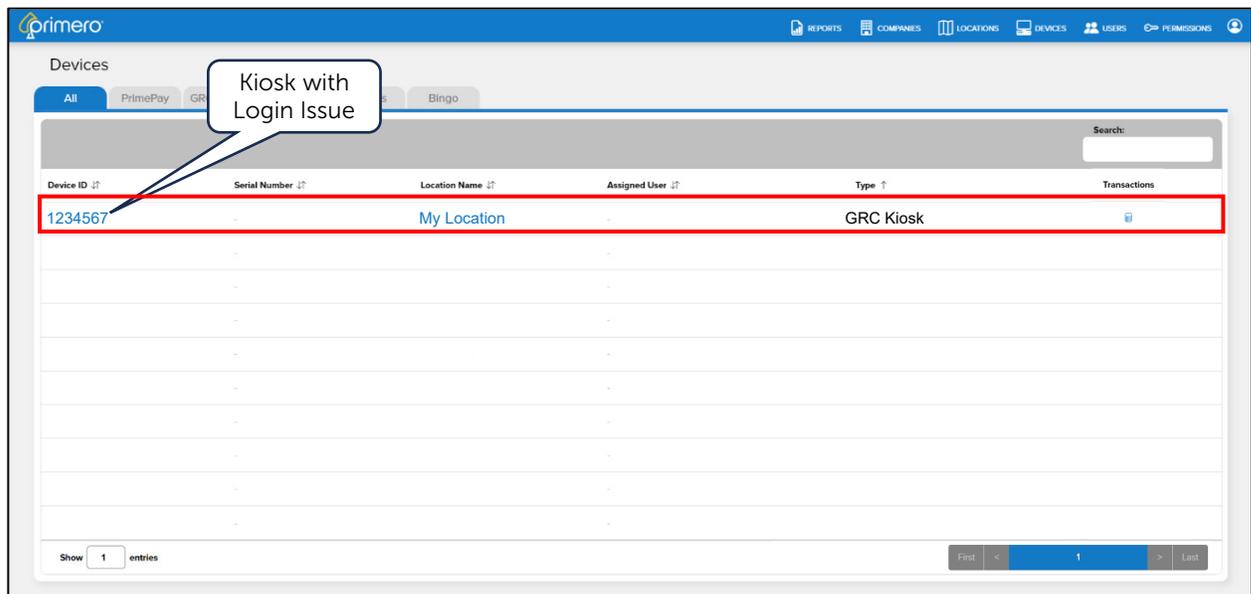
Solutions

- ✓ Use the Web Portal to Verify the PIN is correct, and the Kiosk is Operational.

1. Log into the Web Portal at <https://portal.primerogames.com>.



2. Click on the Kiosk that is having the Login Issue.



Note: The Kiosk Device ID is also the Terminal Id and can be found in the Footer Data at the bottom of the Kiosk Screen.



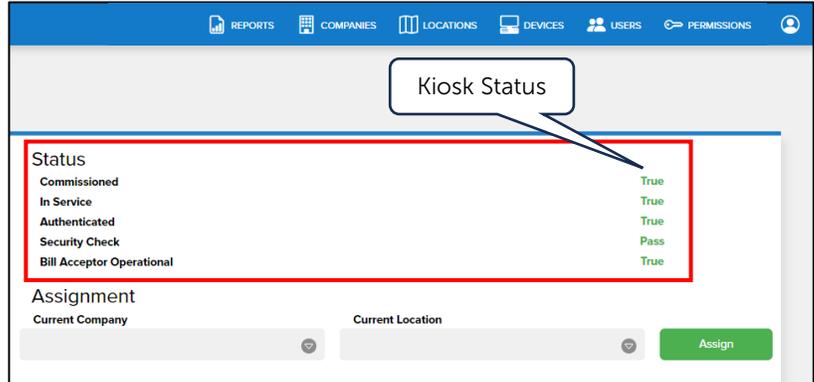
Terminal ID = Device ID

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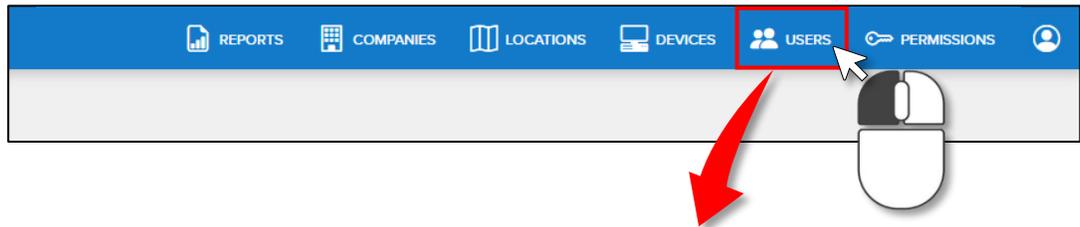


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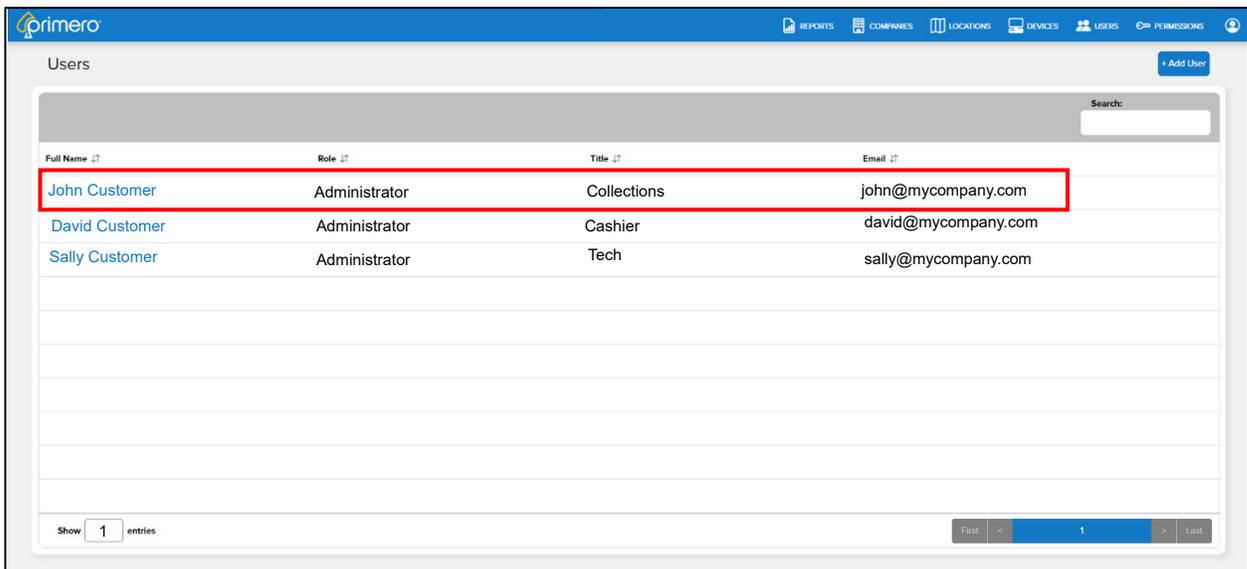
3. Check the Status of the Kiosk in the Upper Right section to be sure the Kiosk is fully Operational.



4. Click on the User Tab from the Top Right menu.



5. Click on the User that is having the Login Issue.

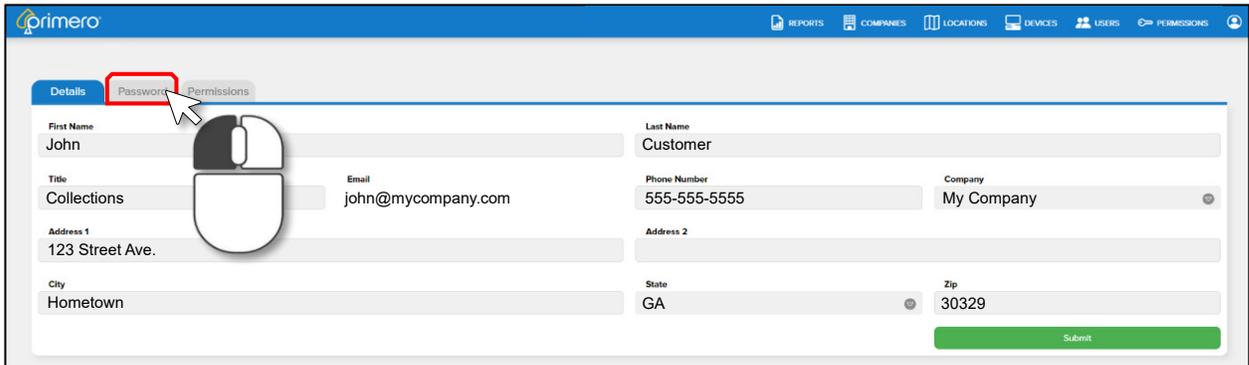


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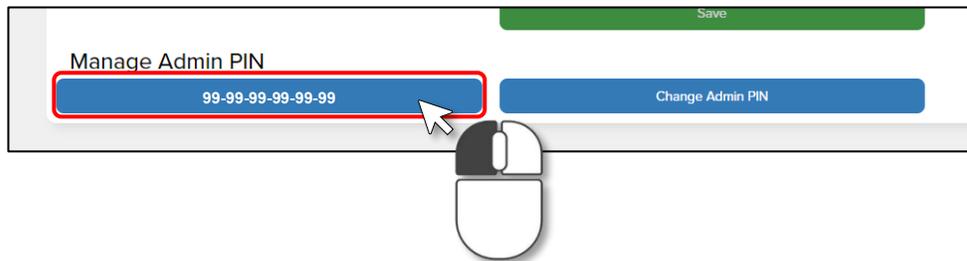


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6. Click on the Password Tab.



7. Click the Manage Admin PIN button and the Users PIN will show.



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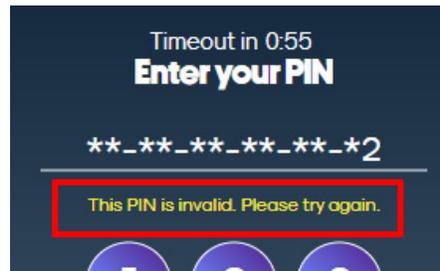
[Cleaning](#) | [Power](#) | [Internet](#) | [Firmware](#) | [Printer](#) | [Monitor](#) | [QR Scanner](#) | [Mini PC](#) | [BA](#) | [Replacing Components](#)

Can't Login (As Player)

There are 2 main reasons a Player may have Login issues; the Player is entering the PIN incorrectly or they are trying to log into different Kiosk.

Causes

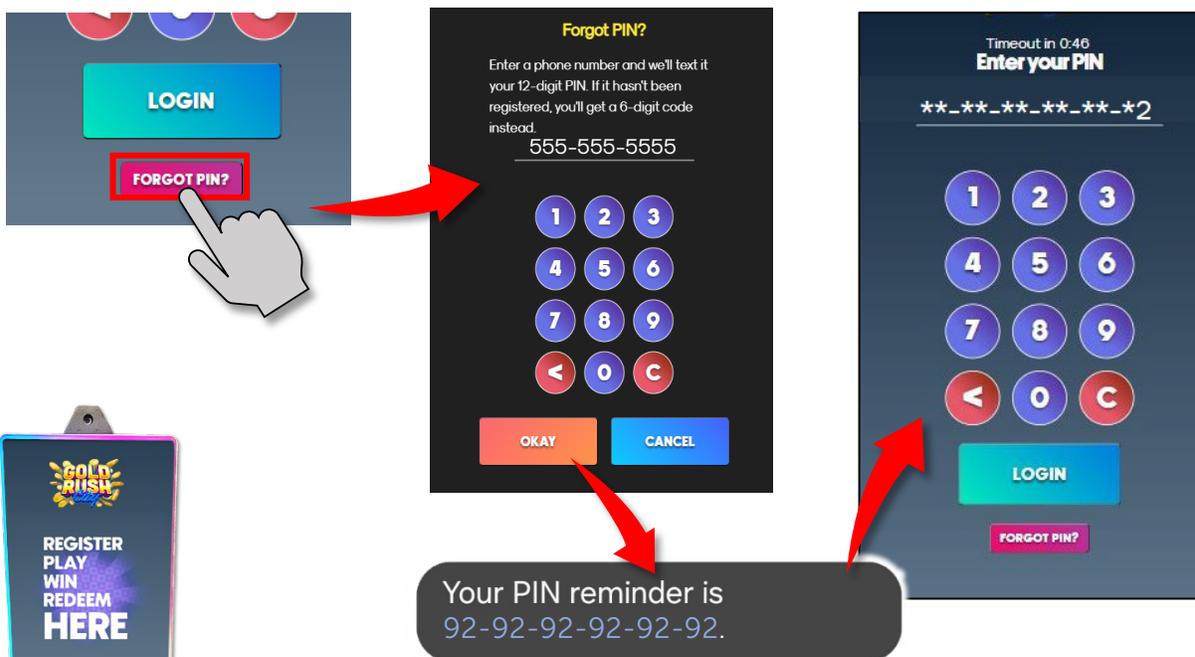
- ☒ The Player is Entering the PIN incorrectly
- ☒ The Player is trying to log into a different Kiosk



Solutions

- ✓ Check the Players PIN by using the Forgot PIN feature.

1. Tap the Forgot PIN button.
2. Enter the Phone Number associated with the PIN.
3. After receiving the Text Message, re-enter the PIN.



- ✓ Be sure the Player is logging in at the correct Kiosk.

Player Accounts and PINs are linked to the Kiosk at which the Player Signed up originally.



Kiosk & Player Accounts are Linked



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Kiosk Not Commissioned

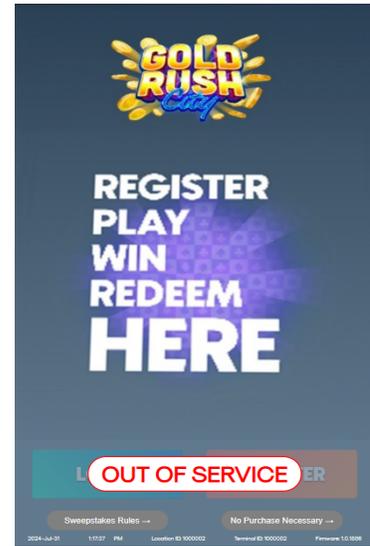
If the Kiosk shows Out of Service and will not go into service when set, it may not be commissioned.

Causes

- ☒ Kiosk was not commissioned before delivery.
- ☒ Kiosk was moved and has not been properly relocated and recommissioned.

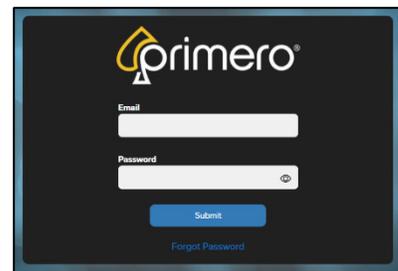
Solutions

- ✓ Check the Web Portal to be sure the Kiosk is commissioned or has been relocated properly.

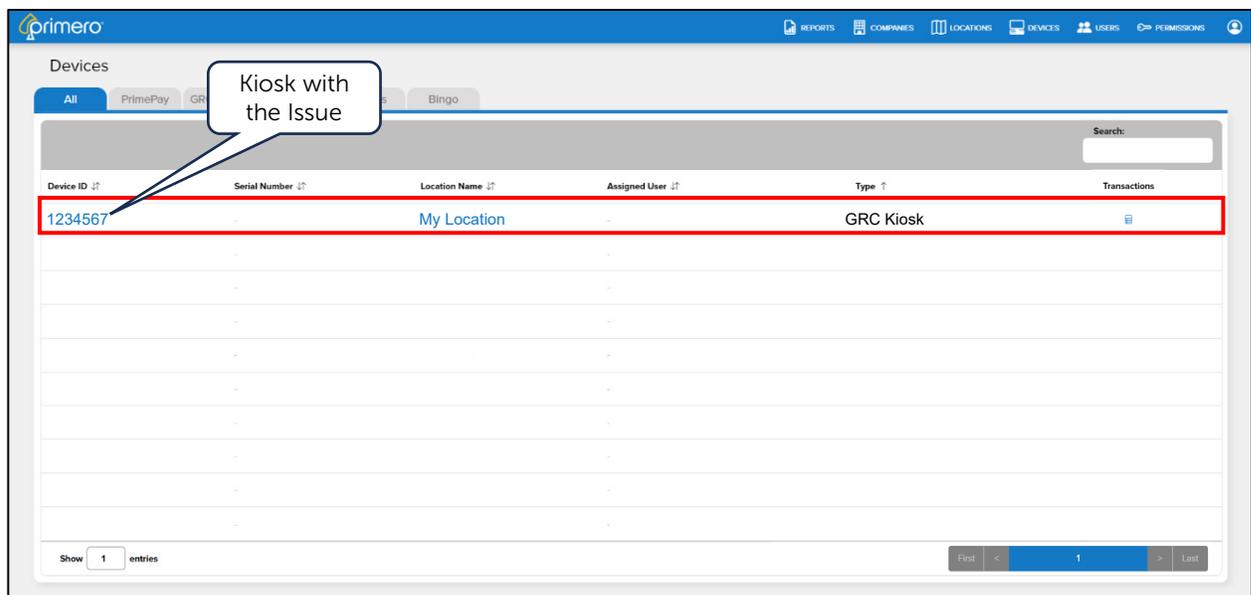


To check and correct the Kiosk Commissioning:

1. Log into the Web Portal at <https://portal.primerogames.com>.



2. Click on the Kiosk that is not responding.

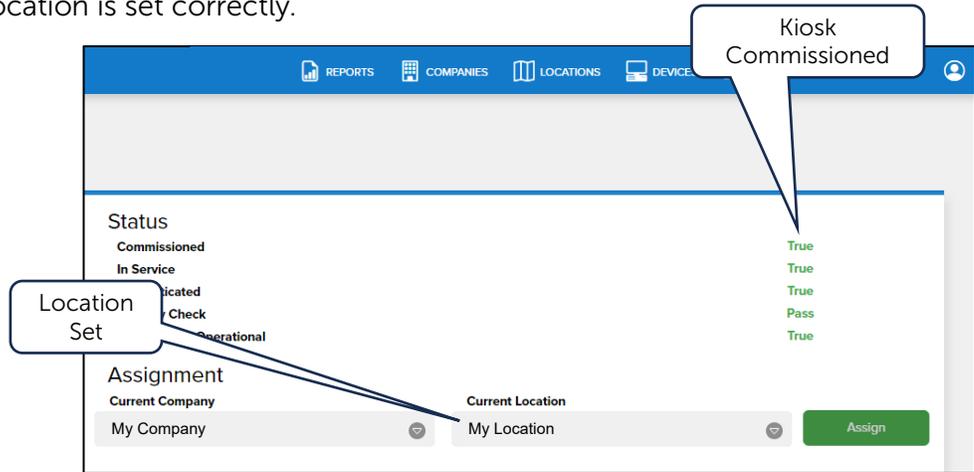


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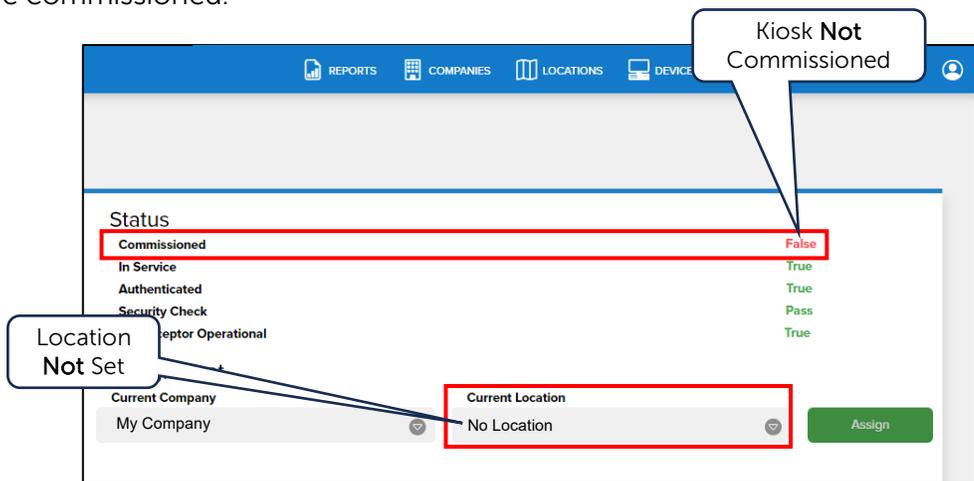


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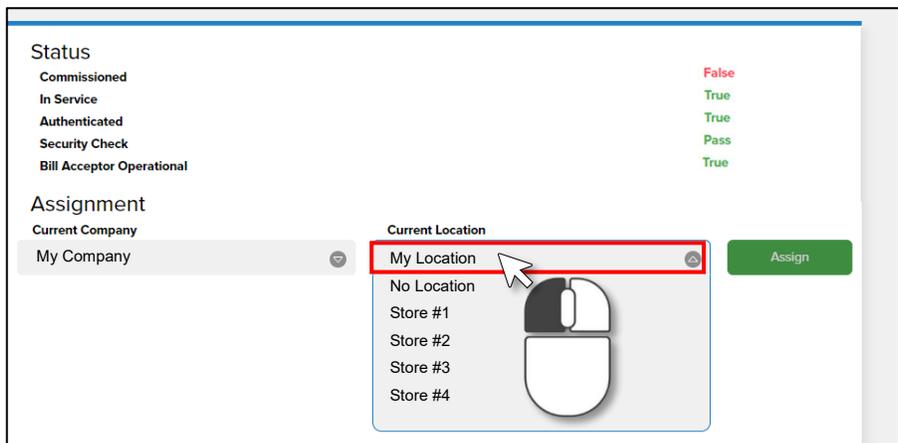
3. In the upper right section for Status, make sure the Commissioned line states True and that the Current Location is set correctly.



If the Commissioned Status shows False or the Current Location shows No Location, the Kiosk will need to be commissioned.



4. From the Current Location dropdown, select the correct location for the Kiosk.

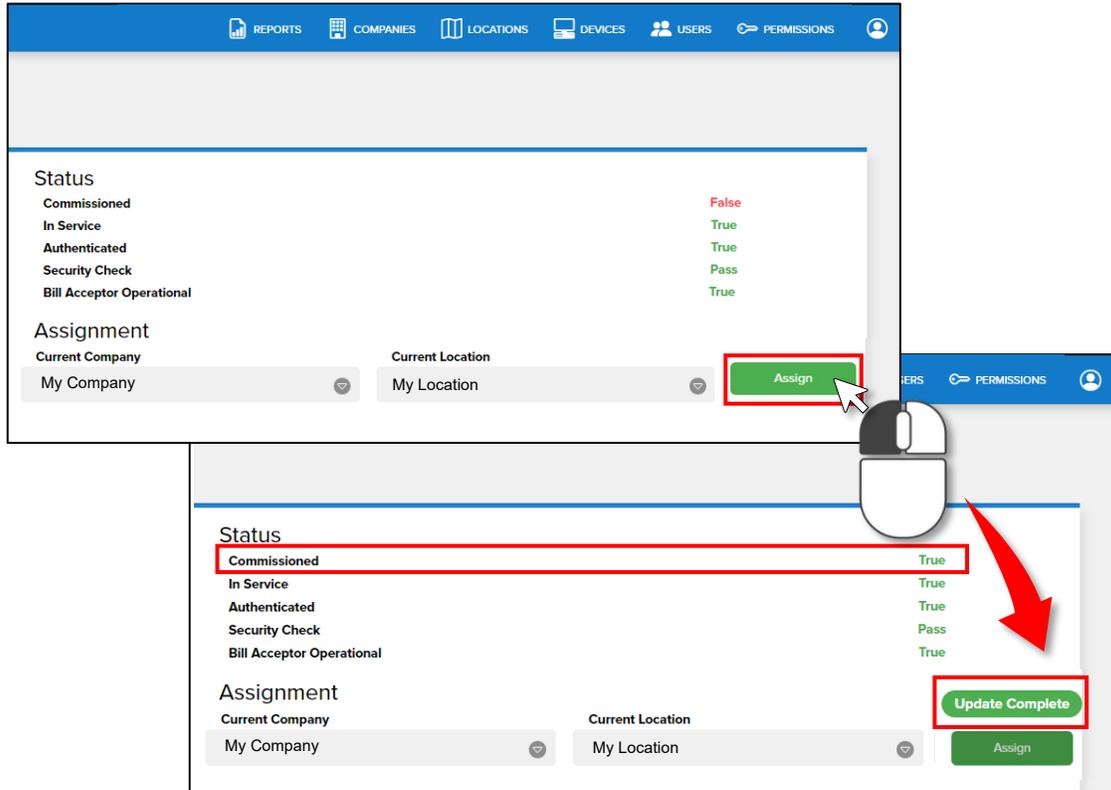


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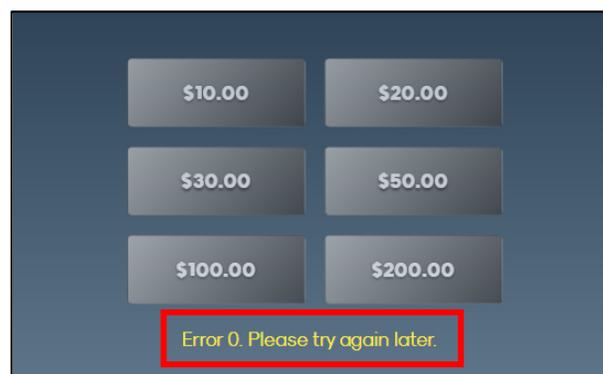
[Cleaning](#) | [Power](#) | [Internet](#) | [Firmware](#) | [Printer](#) | [Monitor](#) | [QR Scanner](#) | [Mini PC](#) | [BA](#) | [Replacing Components](#)

5. Click Assign and once the Kiosk Commissioning is complete and confirmation will pop up and the Commissioned Status should change to True.



Error 0

If the GRC Kiosk does not have enough funds for a Player to redeem an award amount, the Kiosk will display an Error 0 message. If this occurs, the operator will need to perform a Fill in order for the Kiosk to fulfill the Players award.



Printer Issues

The GRC Kiosk uses a Reliance Thermal Printer for printing tickets and receipts. The Printer should be cleaned when replacing the paper roll or more frequently if necessary. For Cleaning instructions and Paper Replacement see the [Printer Cleaning](#) and [Paper Replacement](#) sections under the [Regular Maintenance](#) heading.

Common Printer Issues:

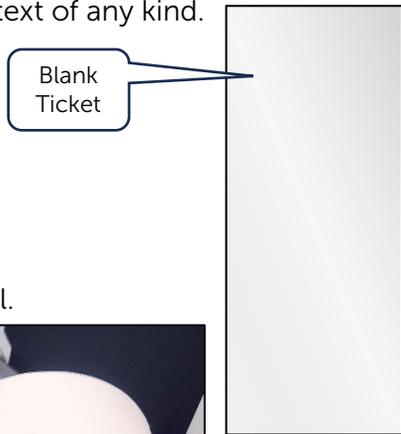
- [Tickets are Printing Blank](#)
- [Printer Paper is Jammed](#)
- [Printer is not Responding](#)
- [Printer is Not Powering On](#)

Tickets are Printing Blank

The Printer prints completely blank tickets with no information or text of any kind.

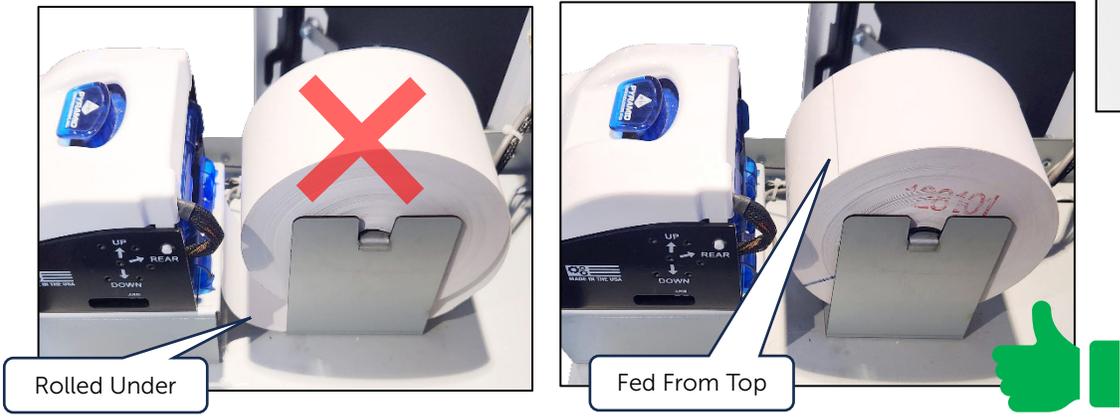
Cause

- ☒ Incorrect Paper or Paper is fed upside down.



Solutions

- ✓ Make sure the printer paper is fed from the top of the paper roll.



- ✓ Make sure the Paper is Thermal Printer Paper.



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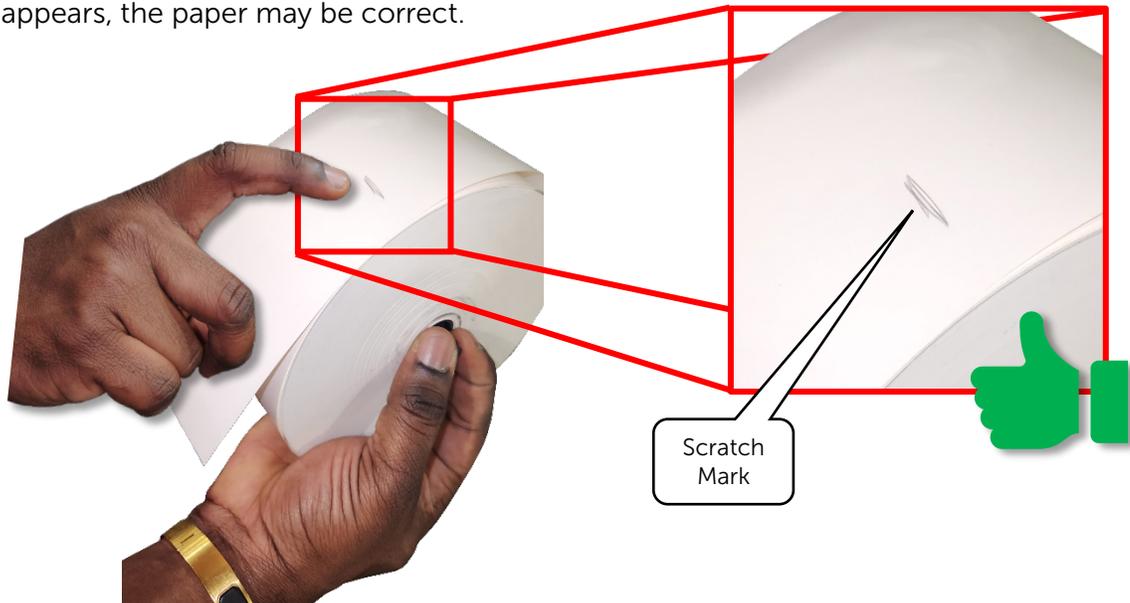


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If unsure if the Paper is Thermal Printer Paper, Scratch the surface.

If no mark appears, the paper type is incorrect and must be replaced.

If a mark appears, the paper may be correct.



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Printer Paper is Jammed

Printer is printing, but no Ticket is dispensed, or Tickets are damaged upon printing.

Causes

- ☒ Paper is jammed or damaged in the printer.

Solutions

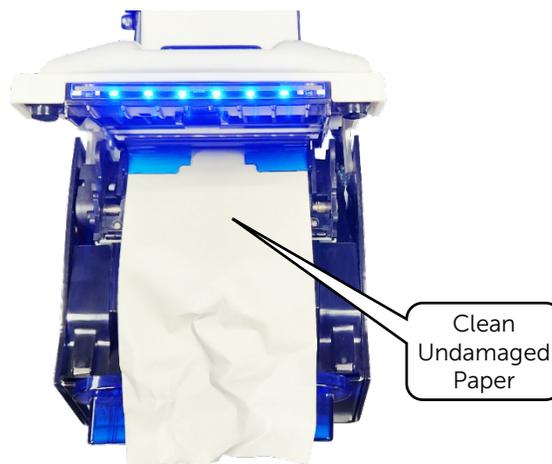
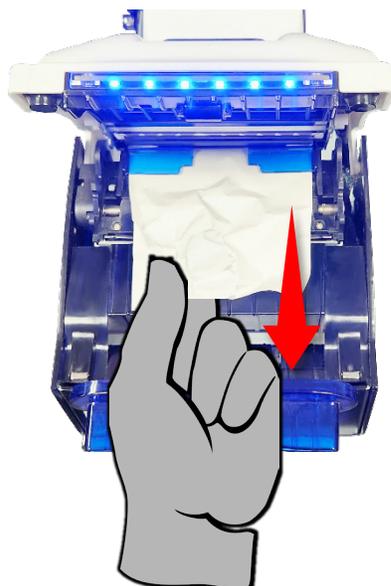
- ✓ Check and clear any paper jammed in the printer.

To clear any Paper Jams:

1. Open the Printer.



2. Unjam any damaged paper and pull the paper forward until clean, undamaged paper appears.

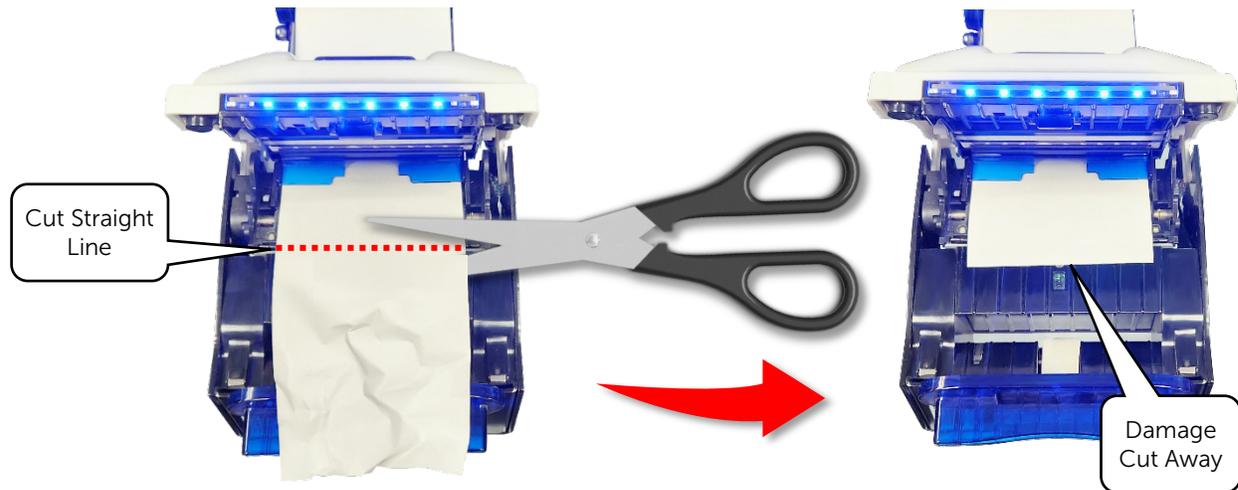


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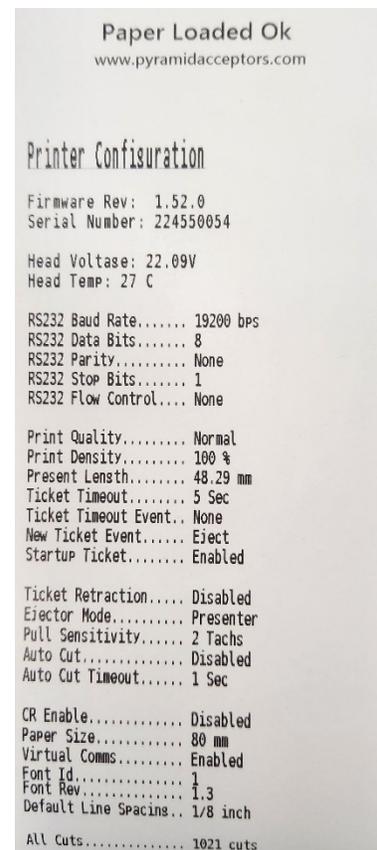
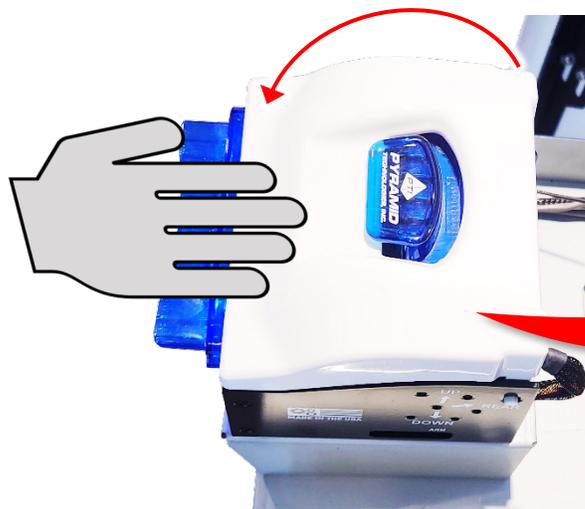


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- Use scissors to cut away the damaged paper making sure the cut is a straight line.



- Close the Printer and it should print a "Paper Loaded Ok" ticket.



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Printer is On but not Responding or Printing

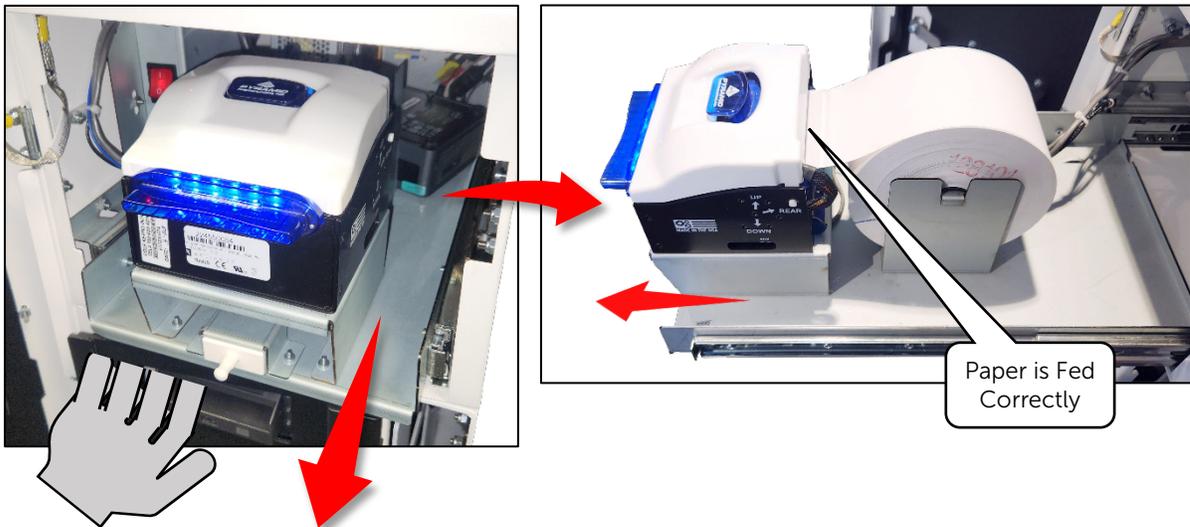
Causes

- ☒ USB has become disconnected from either the Printer or the Mini PC.

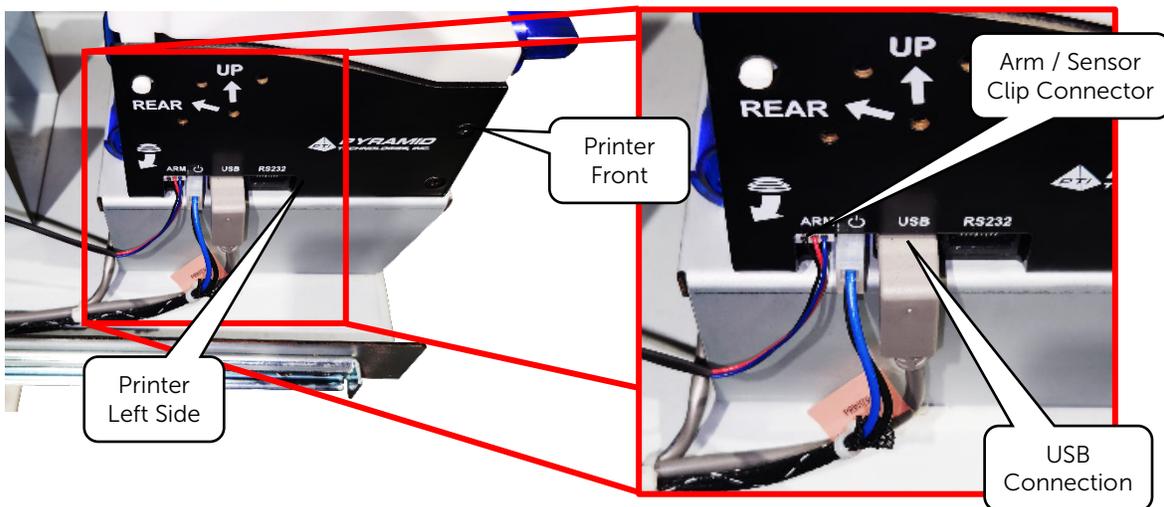
Solutions

- ✓ Make sure the Printer has Paper.
- ✓ Check the Paper Sensor Clip.
- ✓ Check the USB connection on the Printer and Mini PC.

1. Slide the Printer Housing Tray out from the Kiosk.
Confirm the Printer has Paper, and the Paper is fed into the Printer correctly.



2. On the Left side of the Printer, check to be sure the Arm / Paper Sensor and USB Cables are connected properly.

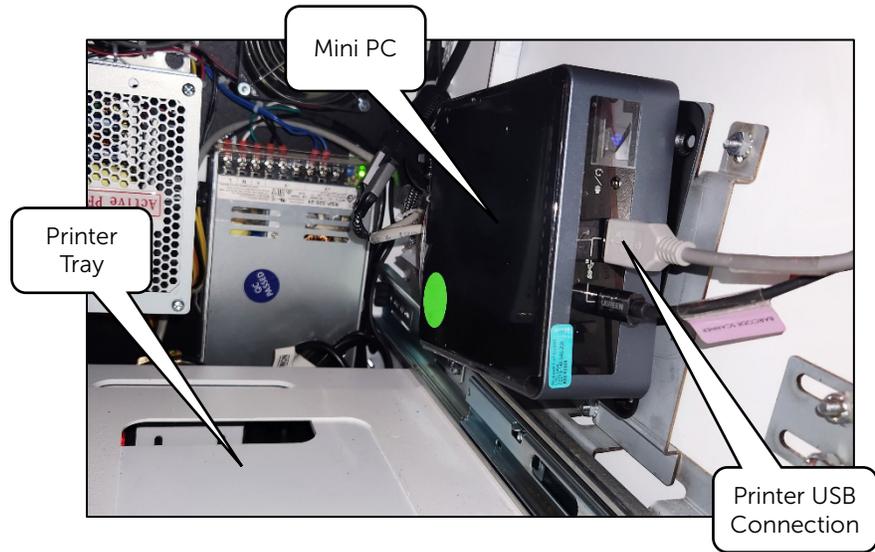


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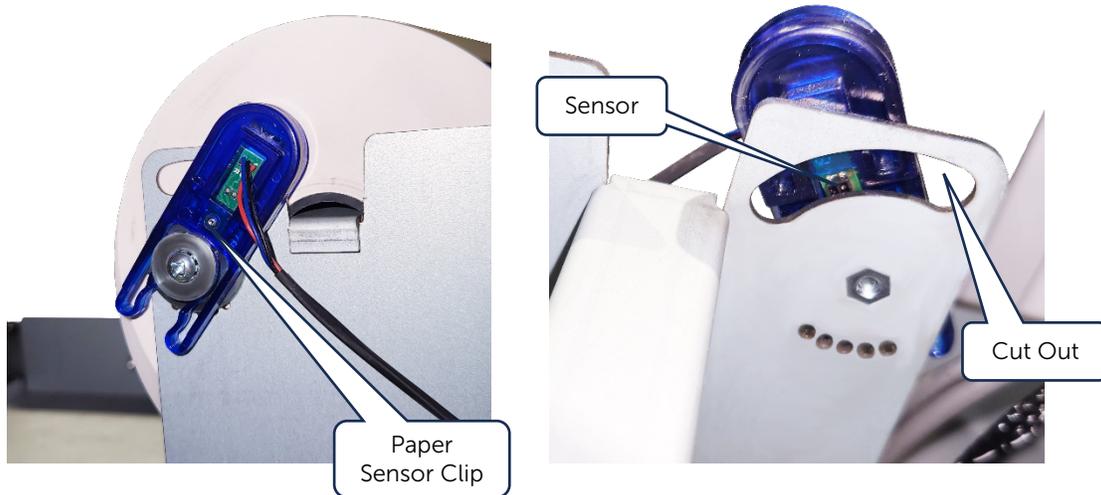
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3. Check the USB connection on the Mini PC.



4. Make sure the Paper Sensor Clip is installed correctly and aligned with the curved cut out properly.

Clean the Paper Sensor Clips sensor, see [Printer Cleaning](#).



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Printer Not Powering On

Before checking the Printer Power, make sure the other components are powering on and that the issue is exclusive to the printer.

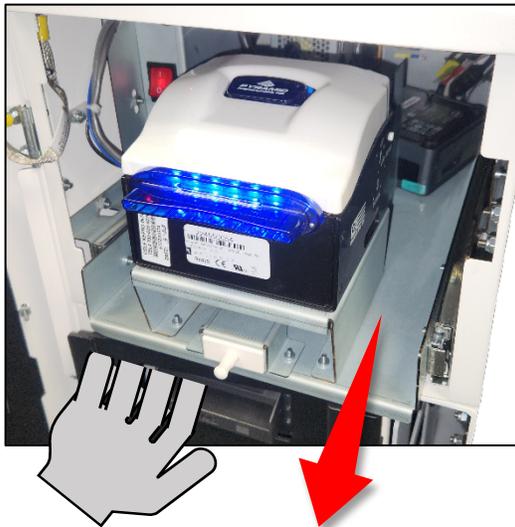
Causes

- ☒ Printer Power Cable has become disconnected.

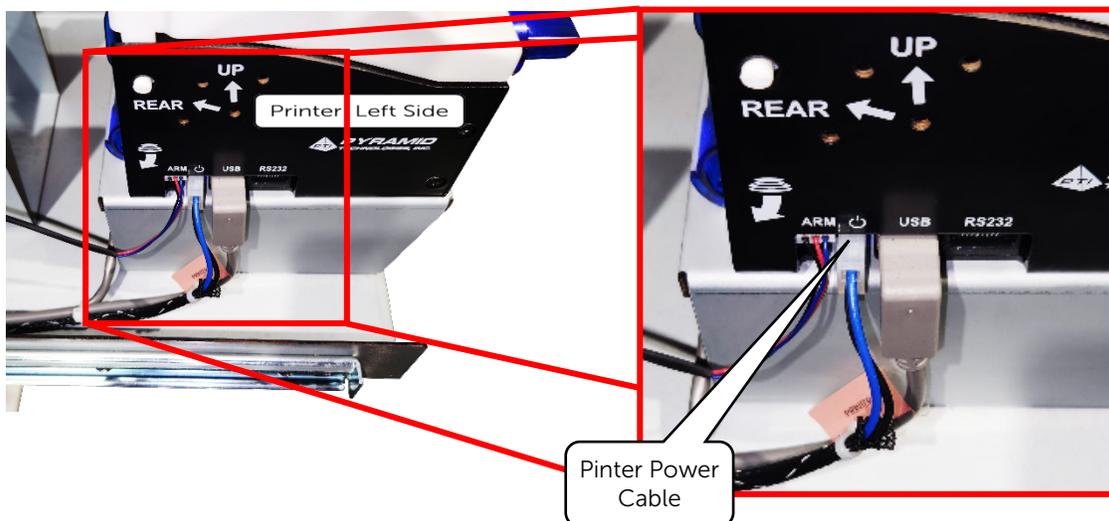
Solutions

- ✓ Check the Printer Power Cable connections.

1. Slide the Printer Housing Tray out from the Kiosk.



2. On the Left side of the Printer, check to be sure the Printer Power Cable is connected properly.



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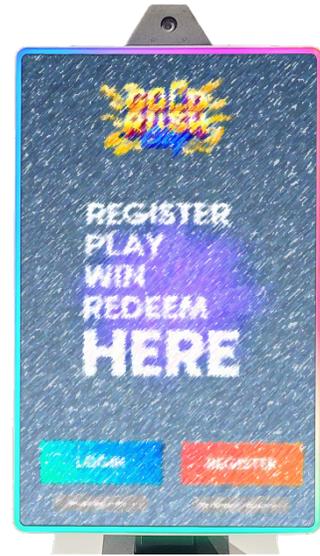
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Monitor and Display Issues

The GRC Kiosk Monitor is a PCAP Touchscreen Display and may encounter a number of possible issues including power, touch screen calibration, flickering, and distorted images.

Common Monitor Issues:

- [No Image or Distorted Image](#)
- [Touch Screen Not Working](#)



Monitor Has No Image or Distorted Image

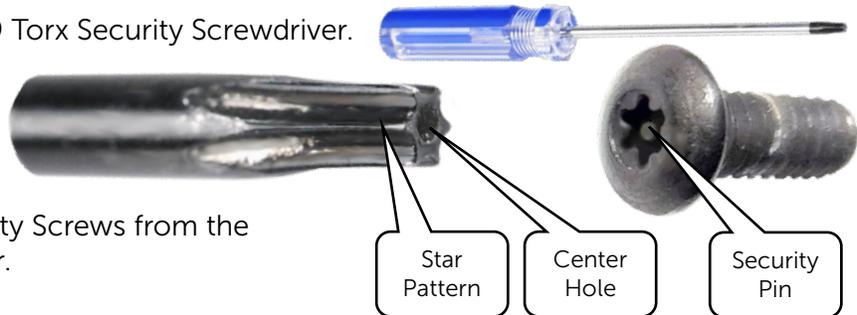
Causes

- ☒ Kiosk is not powered on or has a power issue.
- ☒ Monitor cables have come unplugged.
- ☒ The Monitor is damaged.

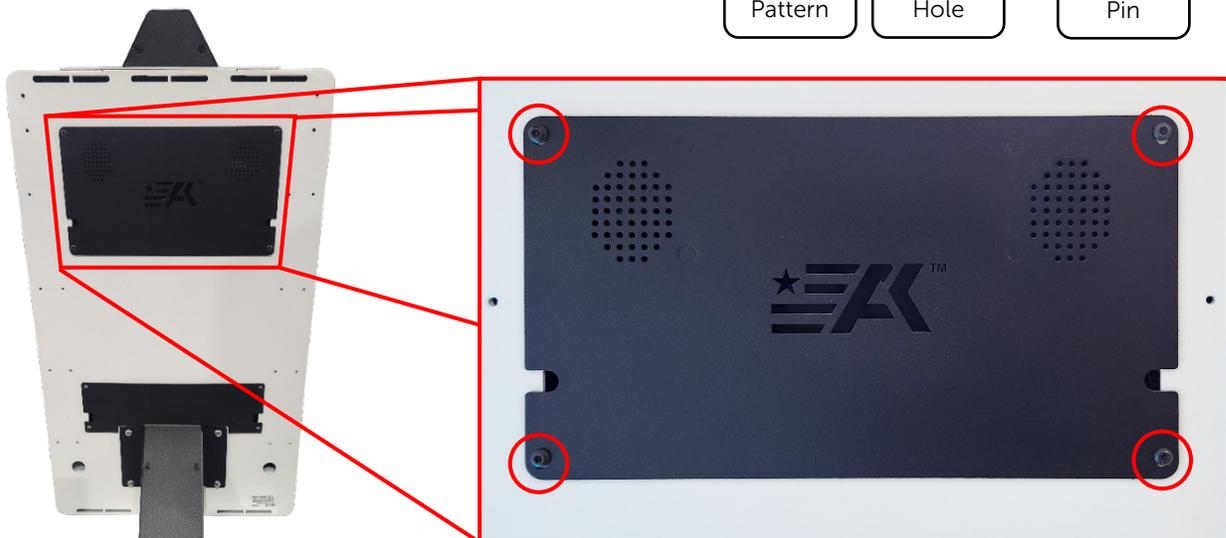
Solutions

- ✓ Make sure the Kiosk is Powered On and has no power issues. See the Section on [Power Issues](#).
- ✓ Check the Monitor cables by removing the Back Cover from the monitor.

This process requires a T9 Torx Security Screwdriver.



1. Remove the 4 Torx Security Screws from the back cover of the monitor.

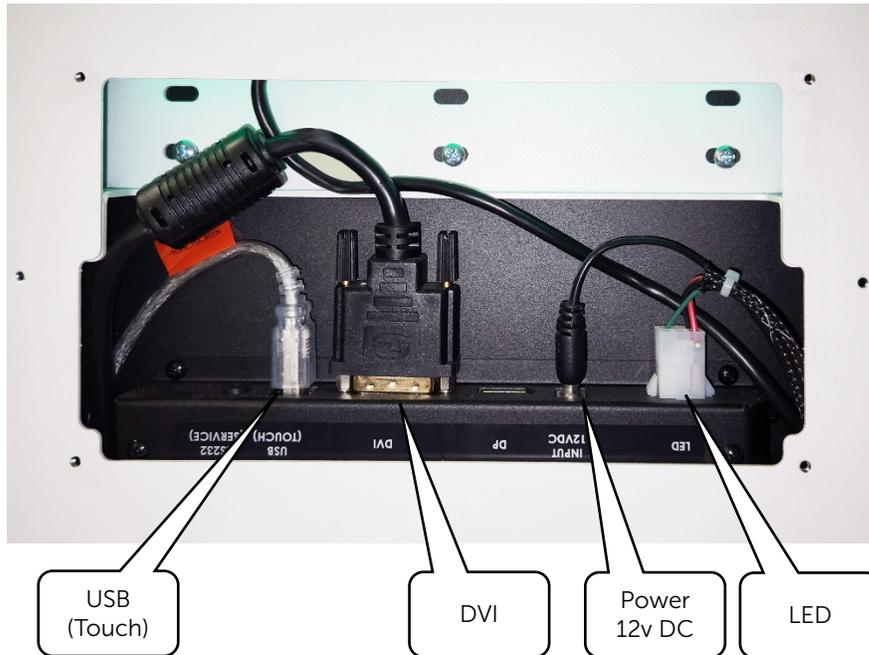


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2. Check to make sure the monitor cables are all connected properly.



Monitor Touch Screen Not Working

Causes

- ☒ Touch screen is dirty or damaged.
- ☒ Firmware Error

Solutions

- ✓ Clean the touch screen.
See the Section on [Cleaning the Monitor](#).
- ✓ Make sure the Monitor cables are connected.
See the above [Solution](#) for accessing and checking the Monitor Cables.
- ✓ Reboot the Kios.
See the Section on [Rebooting the Kiosk](#).

QR Scanner

The Zebra MS4717 QR Scanner should be robust and rarely malfunction. However, if it does stop working there are a few possible causes for the Operator to check including power issues and an obstructed laser due to dust or other debris.

Scanner Not Working

Scanner does not come on, no laser or illumination.

Causes

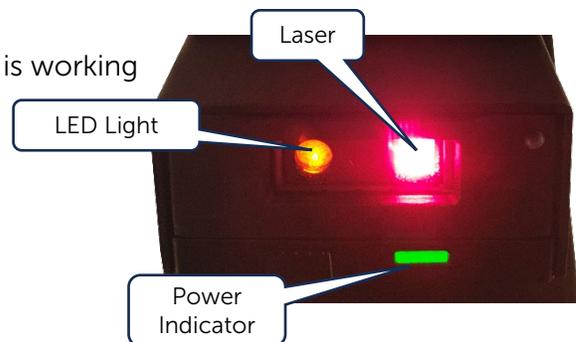
- ☒ The Kiosk is not powered on.
- ☒ The Scanner has lost power.
- ☒ The Scanner is dirty or obstructed.

Solutions

- ✓ Make sure the Kiosk is powered on.



- ✓ Check to be sure the LED comes on and laser is working and visible when scanning a QR Code.



- ✓ Make sure the scanner is clean and free from obstructions. See the section on [Cleaning the QR Scanner](#).

Mini PC Issues

The Intel NUC10FNH Mini PC, located to the Right of the Printer, controls a number of functions for the Kiosk including the firmware, monitor, internet connection, and printer. No financial data or report logs are retained by the Mini PC. This information is held uploaded to the Web Portal. If necessary, it may be possible to replace the Mini PC and retrieve some or all of the Kiosk data.

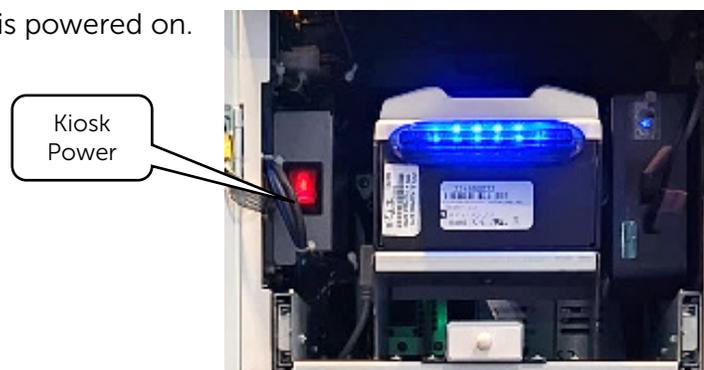
Mini PC Won't Power On

Causes

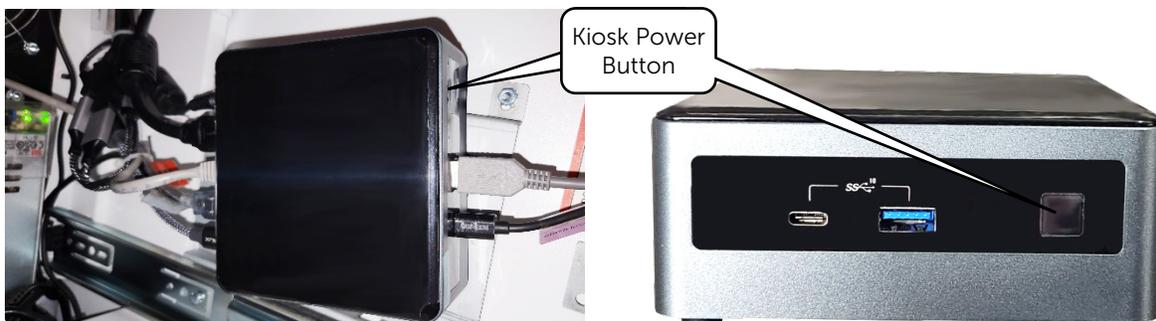
- ☒ Power Cable is disconnected.
- ☒ Kiosk is not powered on.
- ☒ PC is damaged.

Solutions

- ✓ Make sure the Kiosk is powered on.



- ✓ Press the Power button on the Mini PC to be sure it is powered on.

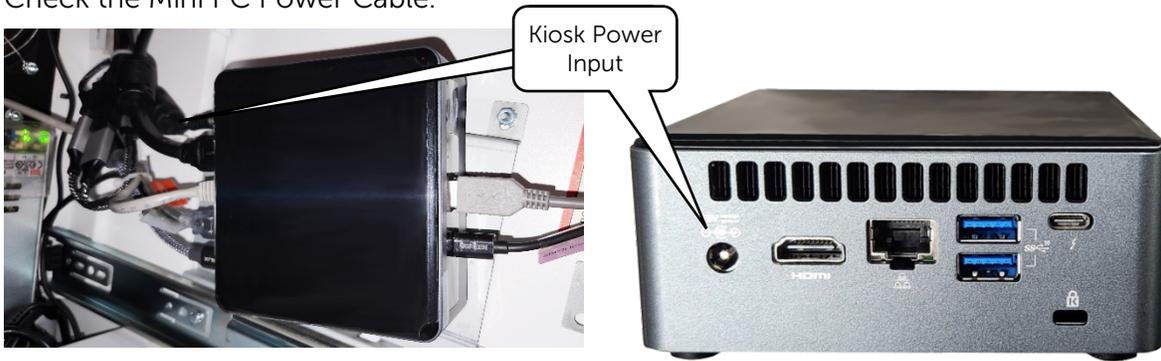


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- ✓ Check the Mini PC Power Cable.



- ✓ Replace the PC

See the section on [Replacing the Mini PC](#).

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Bill Acceptor Issues

The GRC Kiosk uses a JCM iPro-100-SS-RC Bill Acceptor with a Bill Validator, Recycler and Cash Box. The Bill Acceptor may encounter several issues including Jams, Power Loss and Bill Validating Issues.



Common Bill Acceptor Issues:

- Not Accepting Bills
- Bill Acceptor Offline
- Bill Acceptor Won't Dispense Bills

Not Accepting Bills

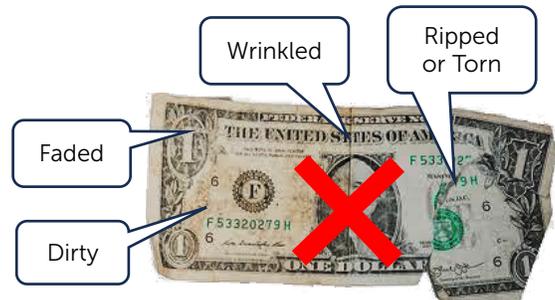
The Bill Acceptor either rejects the bills or does not feed the bill in at all.

Causes

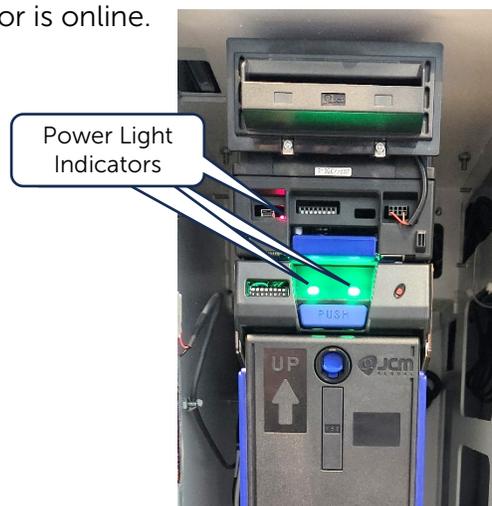
- ☒ The bill is damaged or in poor condition.
- ☒ The Bill Acceptor is offline, jammed, or damaged.

Solutions

- ✓ Try a clean bill.



- ✓ Be sure the Bill Acceptor is online.

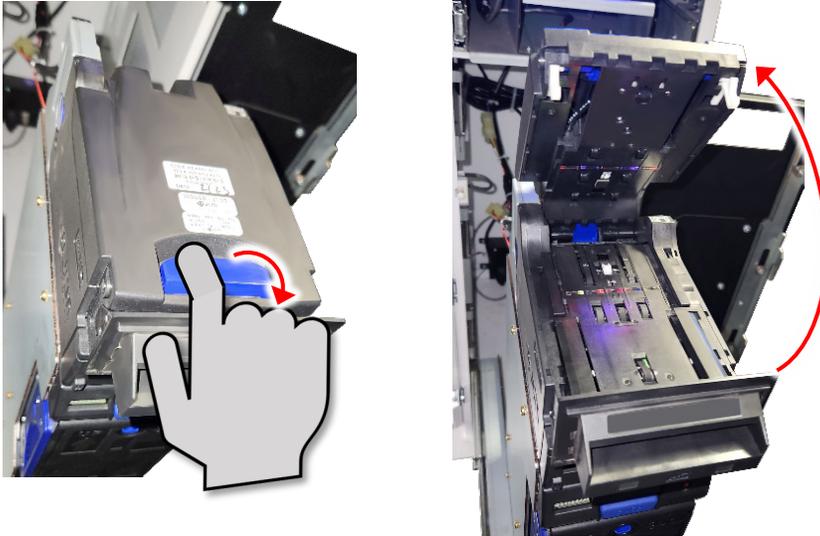


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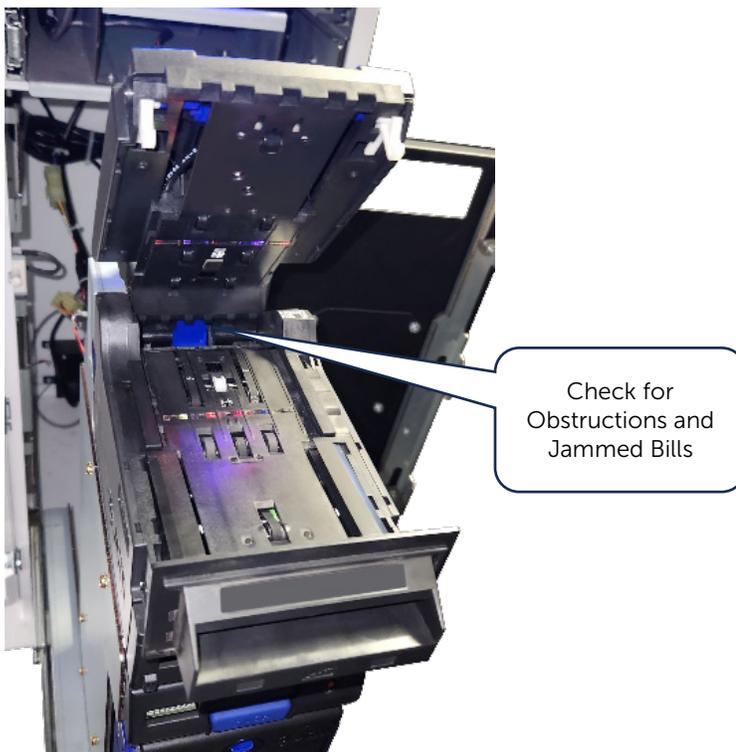


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- ✓ Check for and remove any jammed bills and make sure the Bill Acceptor is not damaged.
 1. Open the Bill Validator by lifting the Blue Tab.



2. Check the Bill Validator for any jammed bills and if necessary, remove any obstructions.

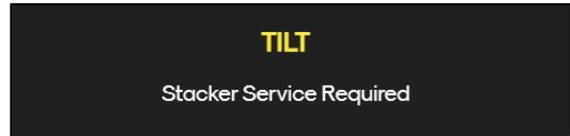


Common Tilts

There are two common errors or tilts associated with the Bill Acceptor, Stacker Service Required and Recycler Reset Required.

Stacker Service Required

The Stacker Service Required tilt is caused by an overflowing stacker. When it occurs, the Bill Acceptor will stop accepting funds until the tilt is cleared.



To clear this tilt, perform a collection of the funds.

See the Collect and Close Period section in the Owner Operator Manual for instructions.

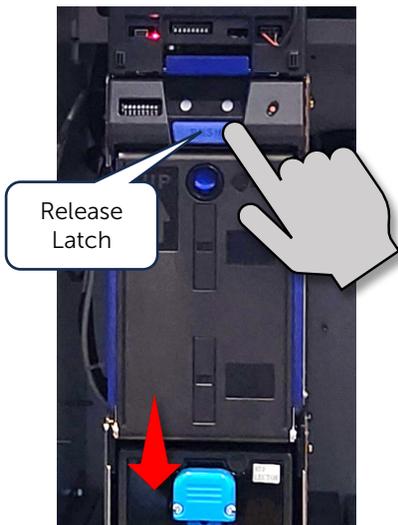
Recycler Reset Required

The Recycler Reset Required tilt occurs when three bad bills are fed into the Bill Acceptor in a row. It occurs to prevent fraud and will cause the Bill Acceptor to stop accepting funds until the tilt is cleared.



To clear this tilt release and reset the Recycler:

3. Press the Latch Release.
2. Pull the Recycler out.
1. Reset the Recycler.



Bill Acceptor Is Offline

The Kiosk is powered on, but the Bill Acceptor has no power.

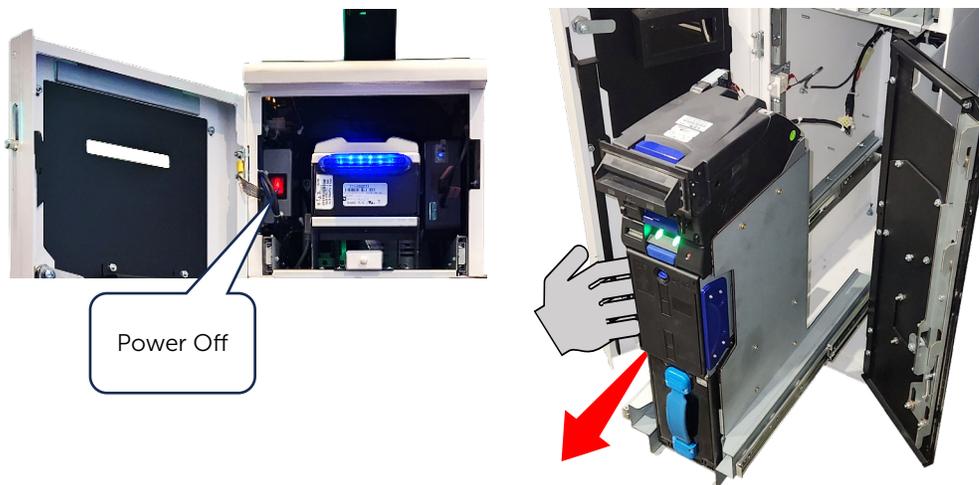
Causes

- ☒ Bill Acceptor power cable is unplugged.
- ☒ The Bill Acceptor or one of its components is malfunctioning.

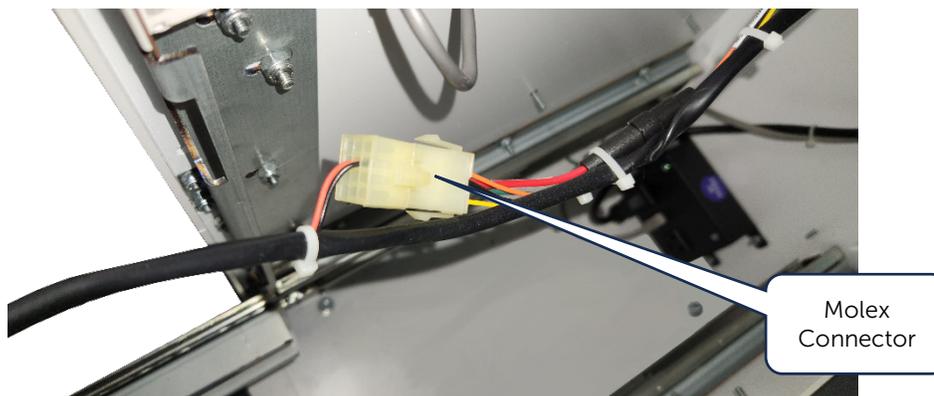
Solutions

- ✓ Check The Bill Acceptor Power Cable.

1. Power off the Kiosk and Slide the Bill Acceptor tray out.



2. Check the Molex connector behind the Bill Acceptor and make sure it is plugged in properly.

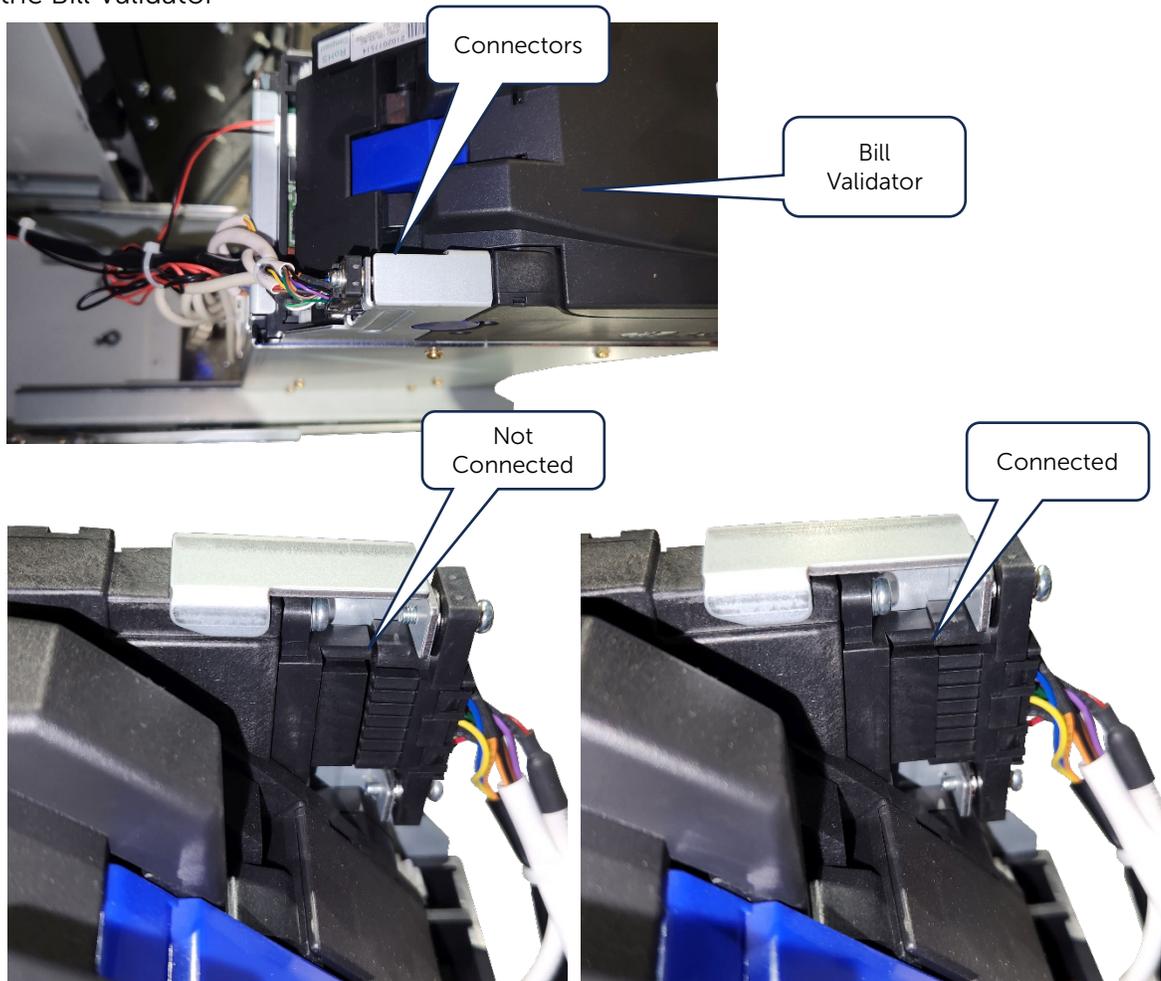


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3. Check the connectors at the back of the Bill Validator. If not fully connected, reseal the Bill Validator



- ✓ Replace the Bill Acceptor.

See the section on Replacing the [Bill Acceptor Components](#).

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Bill Acceptor Won't Dispense Bills

During a player redemption, the Bill Acceptor does not dispense bills and either shows an [Error 0](#) message with no printed receipt or prints a receipt, but no bills are dispensed.

Causes

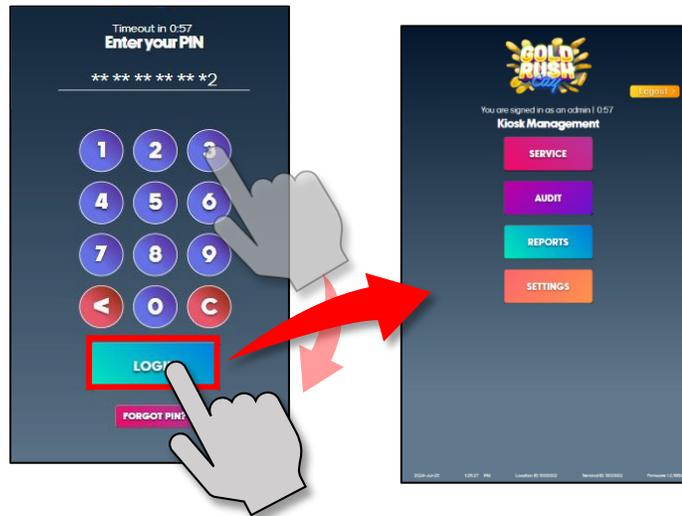
- ☒ There are not enough bills in the Recycler to fulfill the redemption.
- ☒ Bill Acceptor is offline.

Solutions

- ✓ Check the Recycler bill count

Method 1: Check the Service Page.

1. Log in as an Admin.



2. From the Kiosk Management Page, Tap Service to access the Service Page.



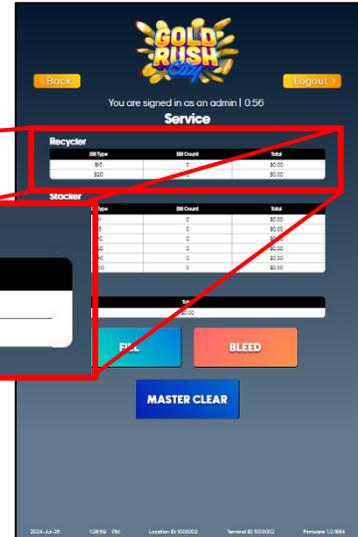
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- The top section of the Service Page displays a count and totals of the various Bills currently in the Bill Acceptors' Recycler. Make sure there are enough bills in the Recycler to complete the Redemption.

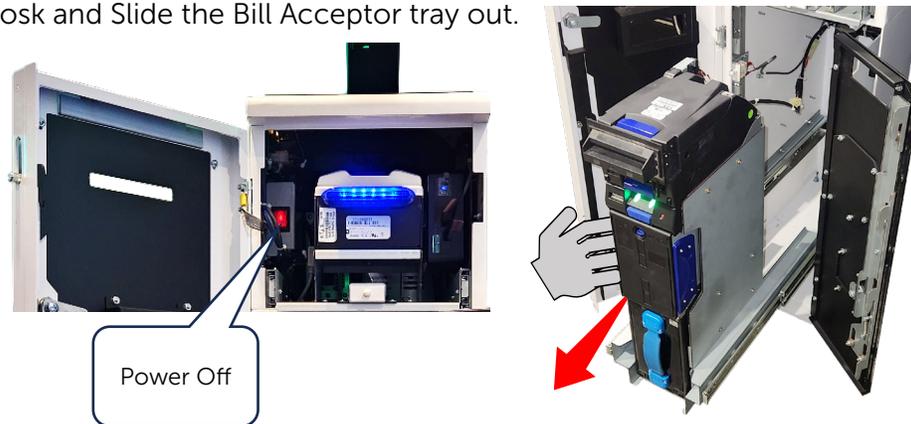
Bill Type	Bill Count	Total
\$10	2	\$20
\$20	3	\$60



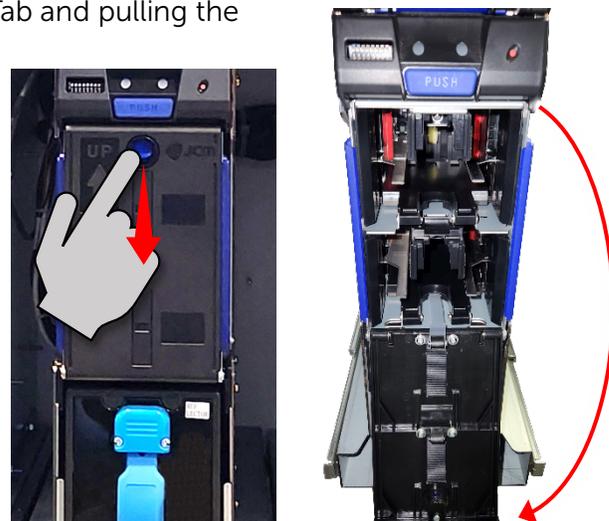
- If there are not enough bills in the Recycler, Perform a Fill.

Method 2: Check the Recycler for Bills.
If the Service Page shows enough bills to fulfill the Redemption, the count may be wrong or not updated.

- Power off the Kiosk and Slide the Bill Acceptor tray out.



- Open the Recycler by Pressing down on the Tab and pulling the Recycler door downwards.



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3. Physically count the bills in the Recycler to make sure they match the Bill Count on the Service Page and are sufficient to fulfill the Redemption.

Bill Type	Bill Count	Total
\$10	2	\$20
\$20	3	\$60

4. If the Bill Counts do not match, Perform a Master Clear and then a Fill.



- ✓ Make sure the Bill Acceptor is online.
See [Bill Acceptor is Offline](#).

Replacing Components

While some components of the GRC Kiosk are fixed and may only be replaced or serviced by the manufacturer, such as the Monitor, LED Lighting, and Power Supplies, other Components can be replaced on site by the Operator.

 **Warning:** The GRC Components must be replaced with the exact models originally used by the Kiosk. If unsure about the specific model of a component or if the specific model is unavailable, please contact Kiosk Service and Support at 833-503-1724 for further instructions and assistance.

The manufacturer cannot guarantee the functioning of a component that differs from the original model as this may cause issues with the firmware and other functions of the Kiosk.

Operator Replaceable Components:

- [Printer](#)
- [Bill Acceptor](#)
- [Mini PC](#)

Replacing the Printer

If the Printer malfunctions and needs to be replaced, it must be replaced with a Pyramid Technologies, Reliance Thermal Printer only. No other printer will function with the GRC Kiosk Firmware.

 **Note:** Before replacing the Printer, make sure it has been [cleaned thoroughly](#) and all [Printer Support](#) issues have been explored.



Items Needed to Replace the Printer:



Philips Head Screwdriver



USB-B / Printer Cable



Long Nose Pliers



Laptop with Internet Connection
PC Only, Mac Not Supported

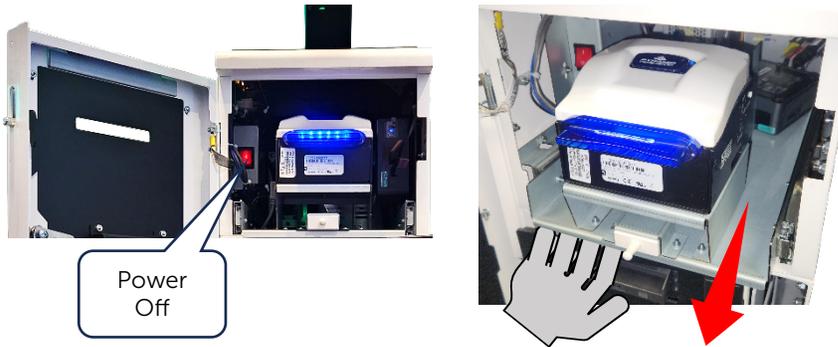


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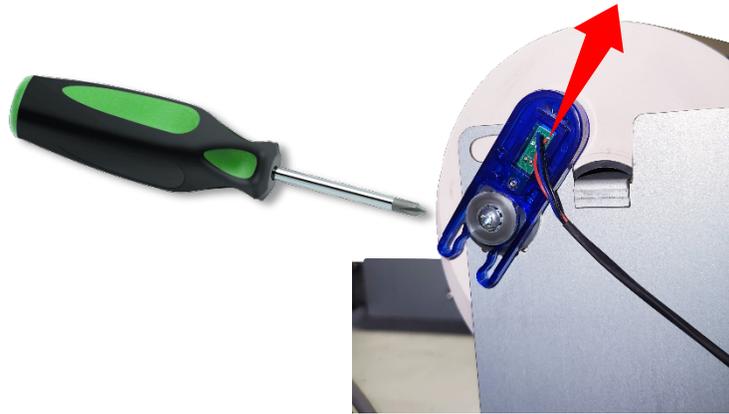


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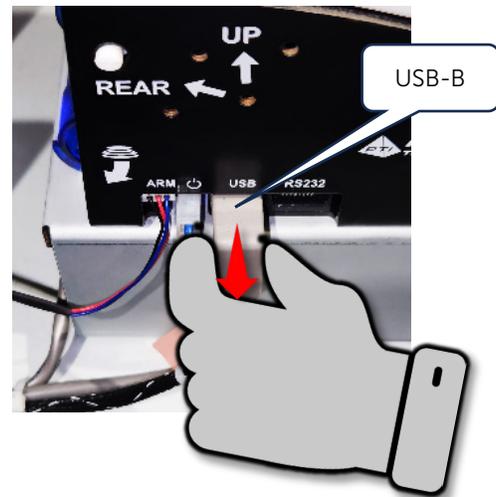
1. Power off the Kiosk and Slide the Printer Tray out.



2. Use a Philips Head screwdriver to loosen the bolt and washer and Slide the Paper Sensor Clip out from the Bolt.



3. Unplug the USB-B cable from the Printer first. This can be easily pulled out by hand.

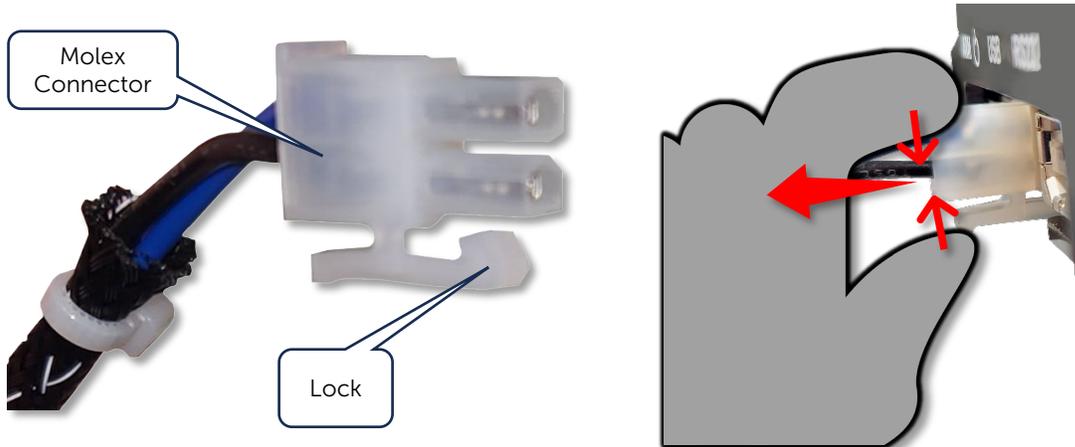


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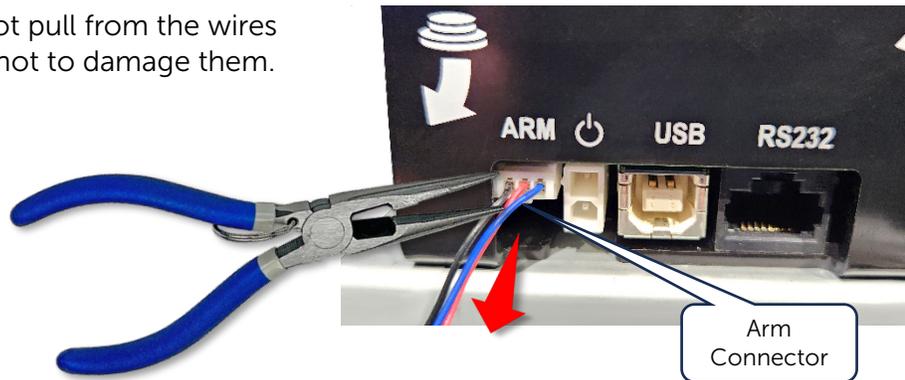
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4. Pull out the Power Cable by pinching the lock on the Molex connector.

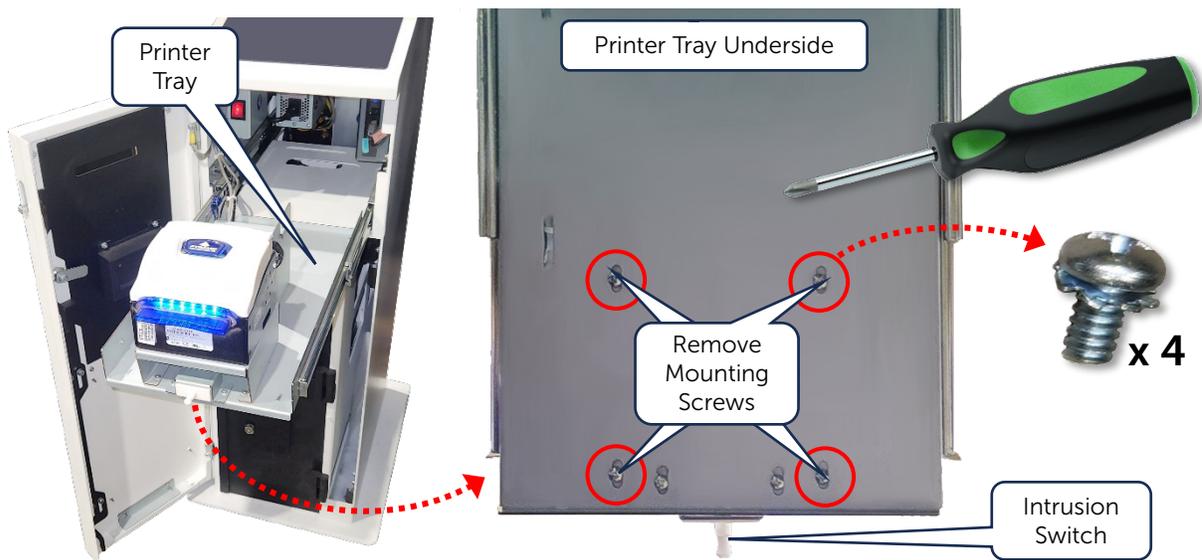


5. Use Long Nose Pliers to pull the Arm Connector out.

Warning: Do Not pull from the wires and be Careful not to damage them.



6. Use the Philips Head screwdriver to Release the Printer and Printer Bracket by removing the 4 mounting screws from the underside of the Printer Tray. Do not remove the Intrusion Switch screws.

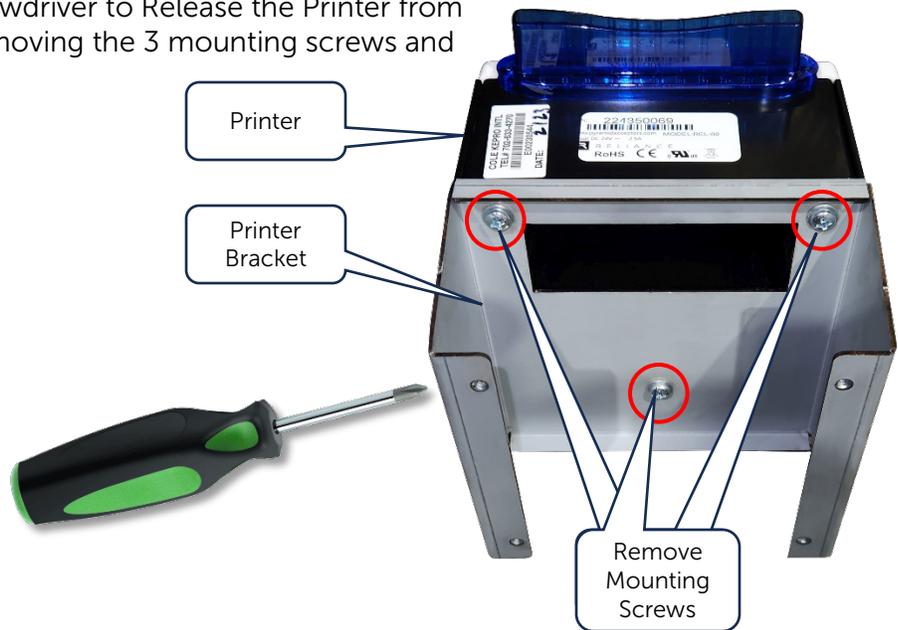


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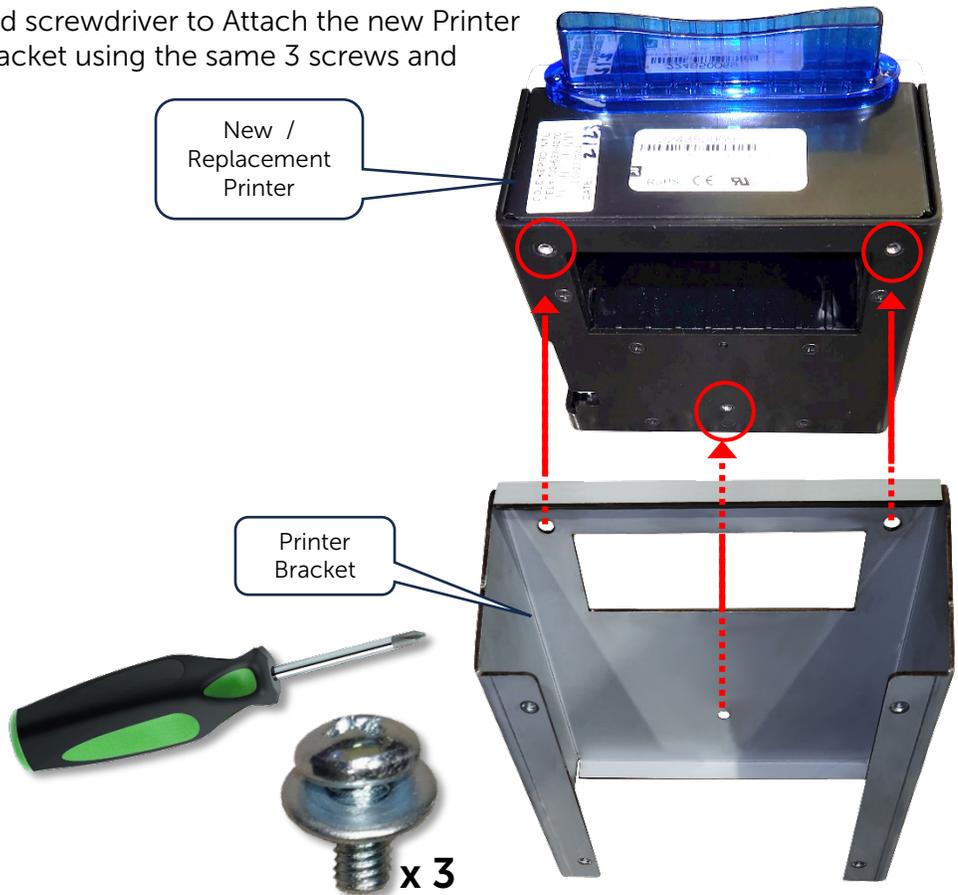


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7. Use the Philips Head screwdriver to Release the Printer from the Printer Bracket by removing the 3 mounting screws and washers.



8. Use the Philips Head screwdriver to Attach the new Printer to the Mounting Bracket using the same 3 screws and washers.



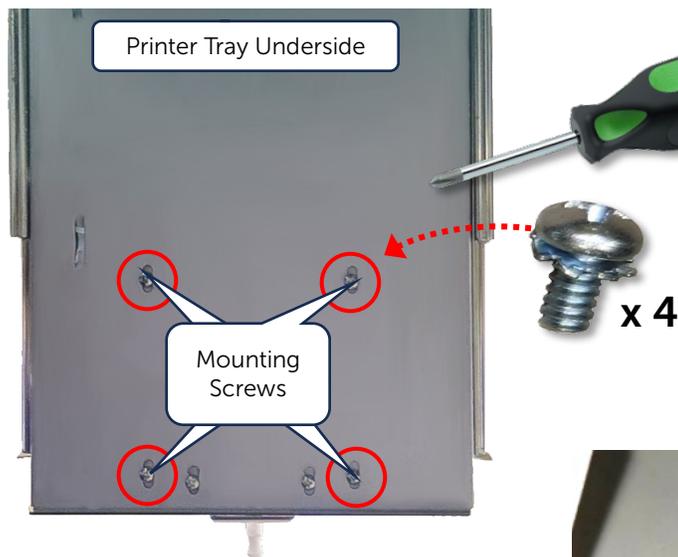
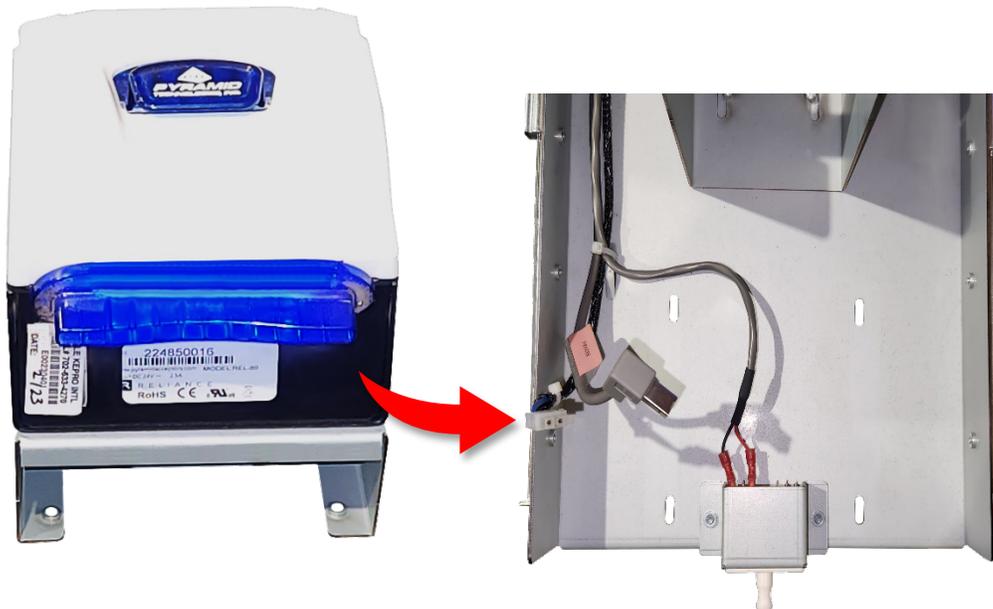
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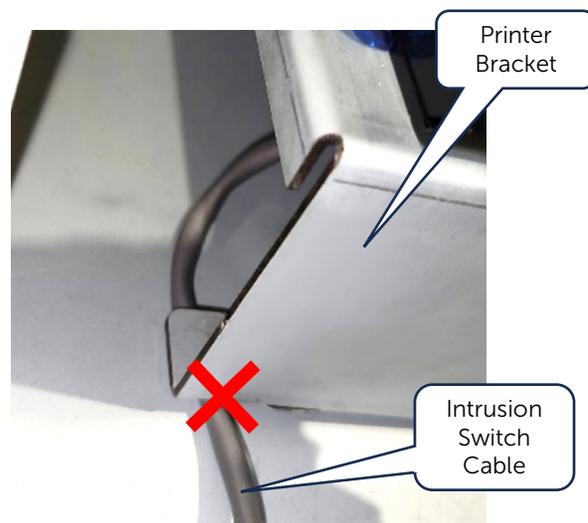
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- Use the Philips Head screwdriver to Re-Attach the Printer and Bracket back to the Printer Tray with the 4 mounting screws.

 **Note:** Leave the mounting screws a bit loose so the Printer can be aligned properly.



 **Warning:** Make sure the Intrusion Switch cable is not pinched under the Printer Mounting Bracket.



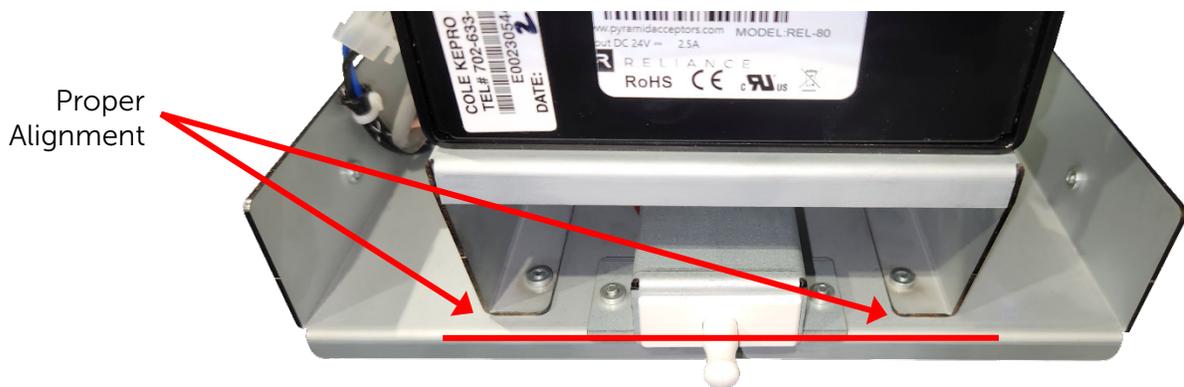
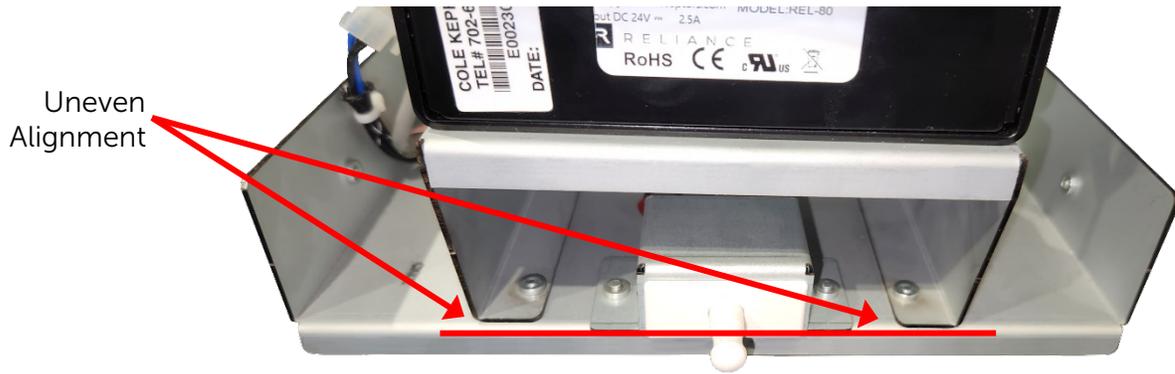
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10. Align the Printer and Mounting Bracket with the front of the Printer Tray so the Printer is evenly aligned with the door, and the Door will close properly.

Note: The most likely position will be as far back as possible. However, it is best to push the Printer Tray back and close the door before tightening the Bracket in place to be sure the Printer Bezel aligns properly without obstruction and so tickets will dispense.



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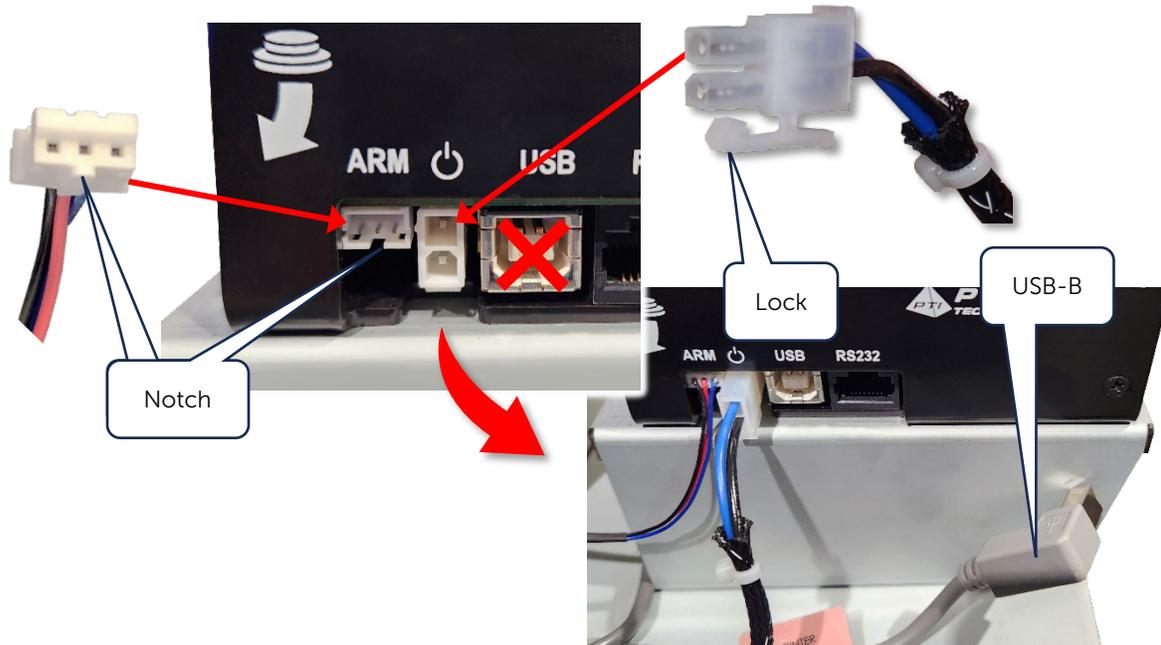


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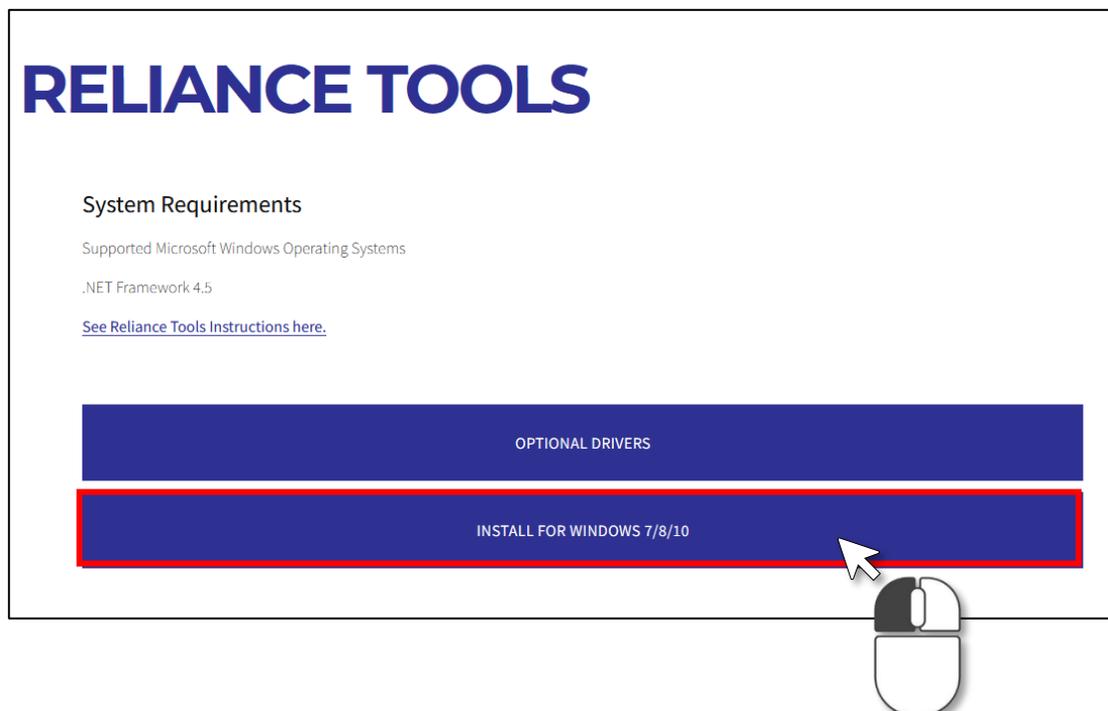
11. Plug in the Arm cable and Power but leave the USB-B cable unplugged.

Align the Arm cable plug notch with the notch on the Port.

Align the Power cable Molex lock with the bottom of the Power Port.



12. Download the Pyramid Reliance Software on the PC Laptop.
Navigate to <https://pyramidacceptors.com/app/reliance-tools>
and Click Install for Windows 7/8/10.

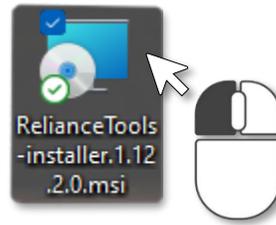


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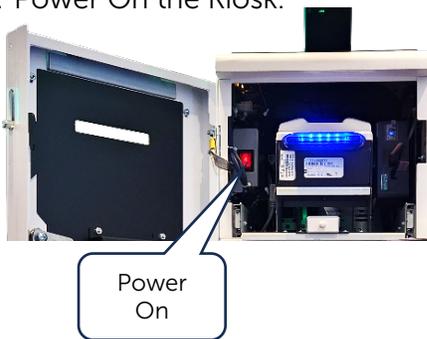
13. Double Click the Reliance Tools Installer.



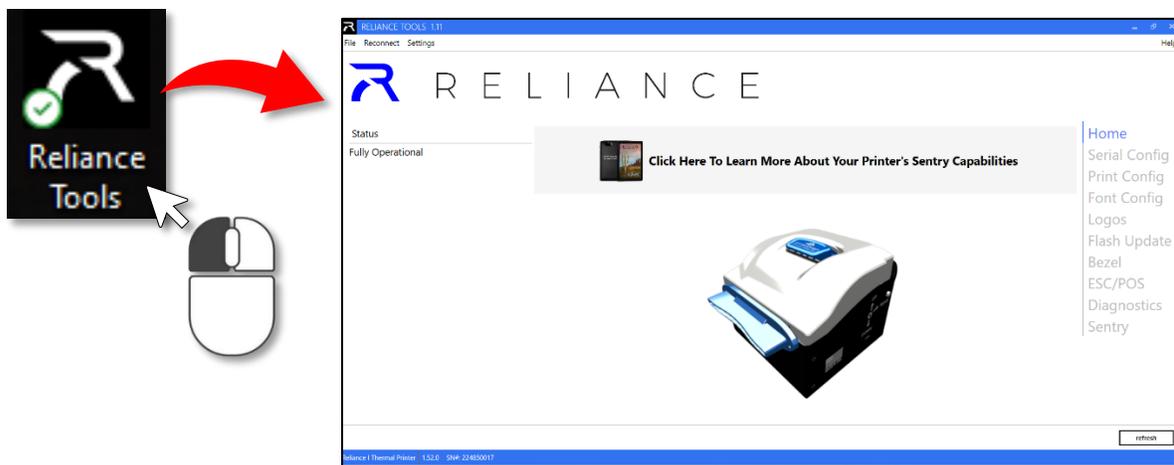
14. Connect the USB-B Printer Cable to the Laptop and USB Port on the Printer.



15. Power On the Kiosk.



16. Run the Reliance Tools Software.



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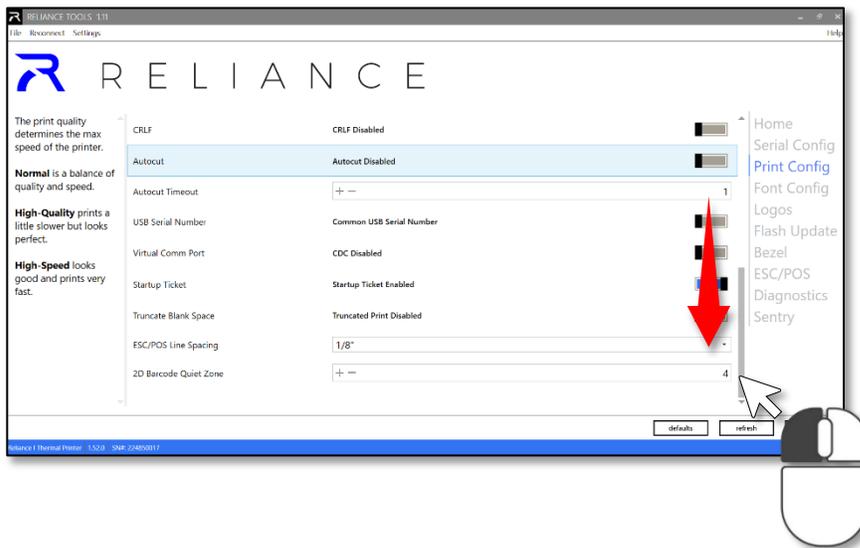


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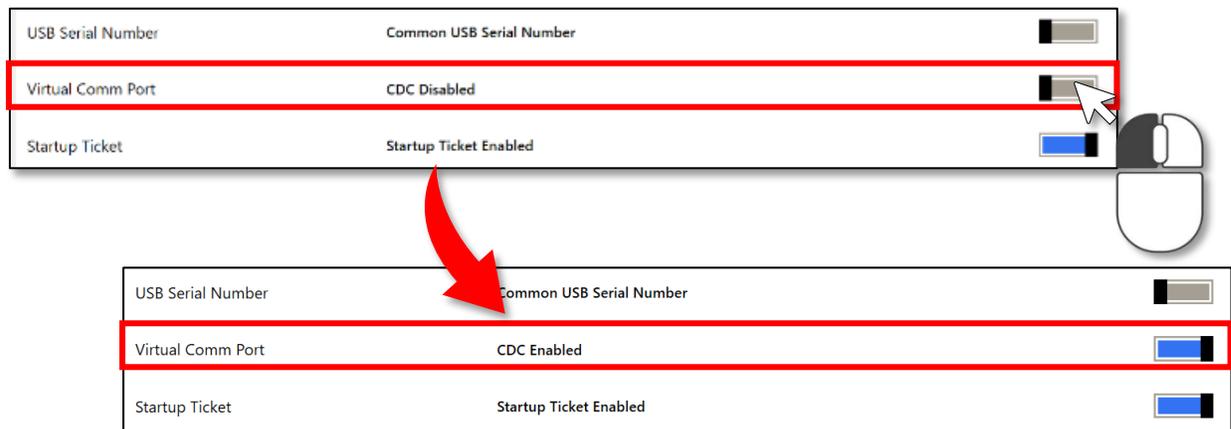
17. On the Right-side menu, Click on Print Config.



18. Scroll to the bottom of the menu.



19. Click the Bar to the Right of the Virtual Comm Port line to Enable the Virtual Comm Port.

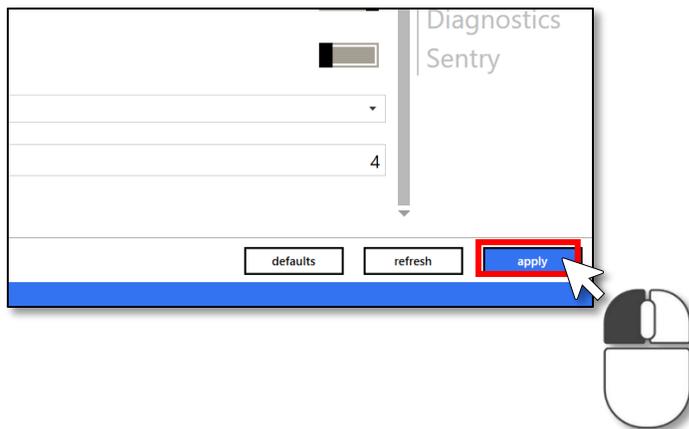


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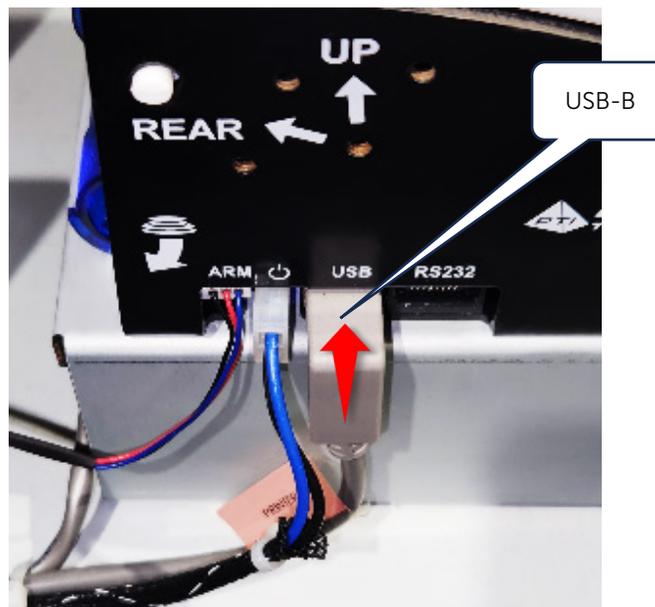


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20. Click Apply and close the Reliance Tools Software.

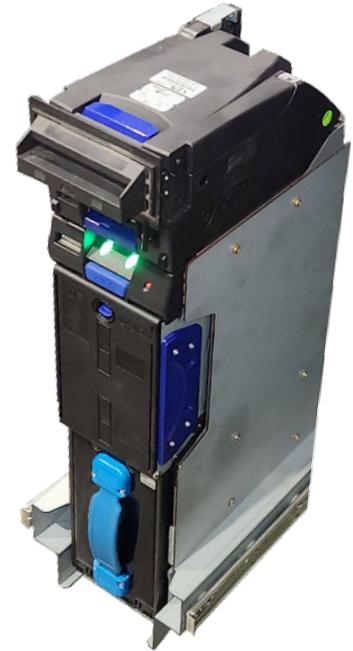


21. Unplug the USB-B / Printer Cable from the Printer and plug in the Kiosk USB-B.



Replacing Bill Acceptor Components

The Bill Acceptor is a JCM iPro-100-SS-RC with a Bill Validator, Recycler, and Cash Box / Stacker. Should one of the components malfunction it is possible to replace just the specific component. If the entire Bill Acceptor needs to be replaced for any reason, it must be replaced with the exact model, a JCM iPro-100-SS-RC as no other Bill Acceptor will functions with the GRC Kiosk Firmware.



Note: Before replacing the Bill Acceptor or any of its components, make sure it has been [thoroughly cleaned](#) and all [Support Issues](#) have been explored.

The three replaceable Bill Acceptor components are:

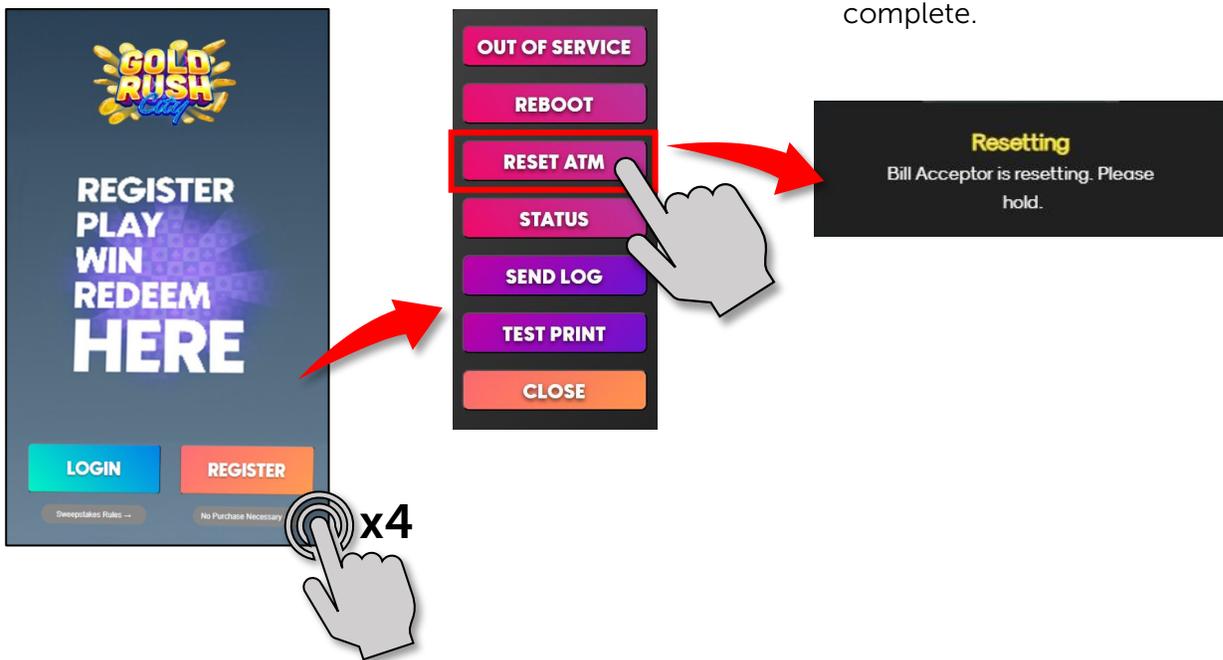
- Bill Validator
- Recycler
- Cash Box / Stacker

Note: When replacing any Bill Acceptor components, it may be necessary to reset the ATM for the Kiosk to recognize the new component.

To Reset the ATM:

1. Open the Admin Menu by Tapping 4 times in the lower right corner of the screen.
2. Tap Reset the ATM and the Bill Acceptor will Restart.

The Bill Acceptor will take a moment to restart, and a Resetting message will appear until the restart is complete.



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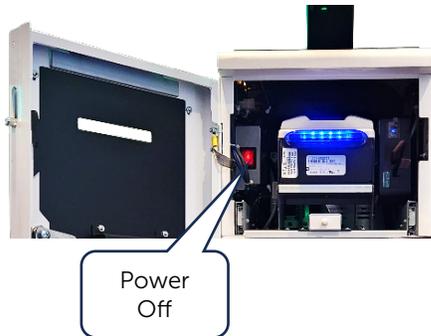
Replacing the Bill Validator

The Bill Validator is located at the top of the Bill Acceptor and uses sensors to determine the denomination and validity of an inserted bill. If the sensors, rollers, motors or other parts of the Bill Validator malfunction, it will need to be replaced.

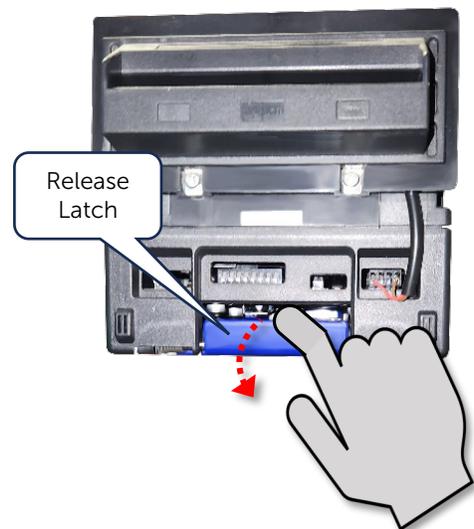


To replace the Bill Validator:

1. Power off the Kiosk and Pull the Bill Acceptor tray out.



2. Press Down on the release latch on the front of the Bill Validator.



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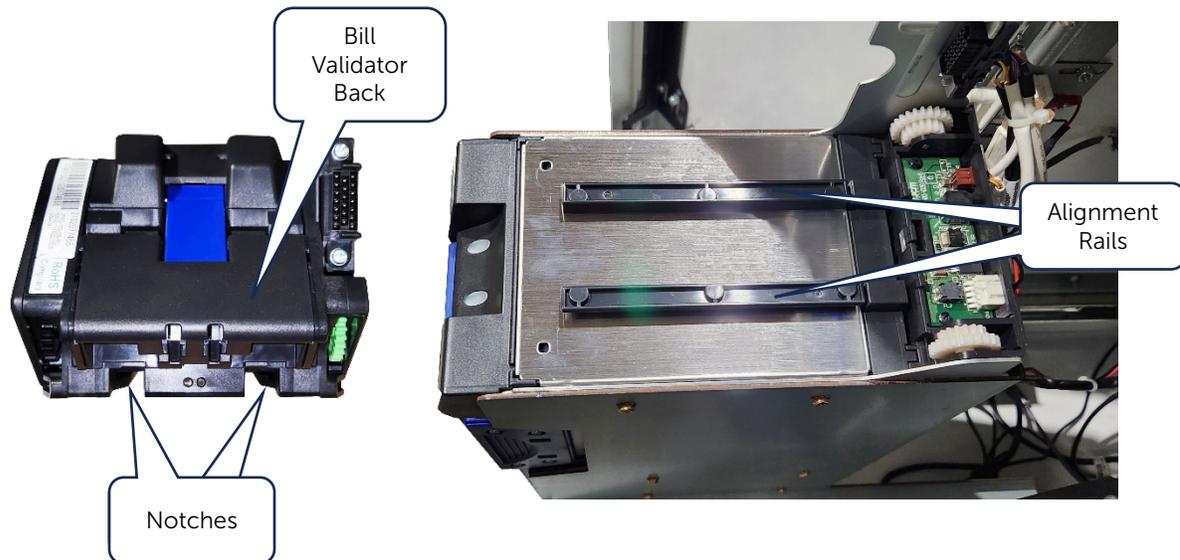


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- Slide the Bill Validator out from the alignment rails.



- Align the notches on the Replacement Bill Validator with the Alignment Rails.



- Slide the Bill Validator back until it latches in place.

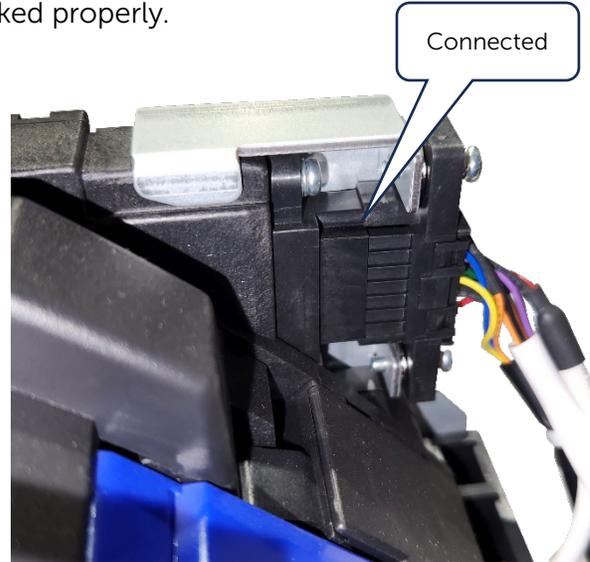


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6. Make sure the Bill Validator Connectors are linked properly.



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Replacing the Recycler

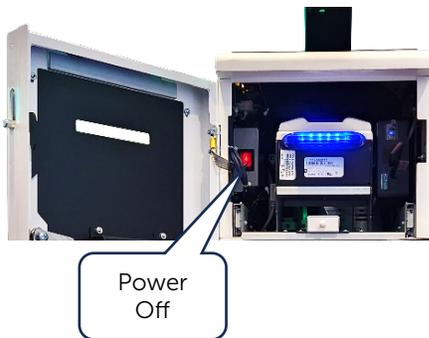
The Recycler is located in the mid-section of the Bill Acceptor and uses sensors to dispense \$10 and \$20 bills for redemption to players. If any sensors, rollers or motors malfunction, the Recycler will need to be replaced.

 **Note:** If any bills are retained in the Recycler, it may be necessary to perform a Bleed prior to replacing the unit.

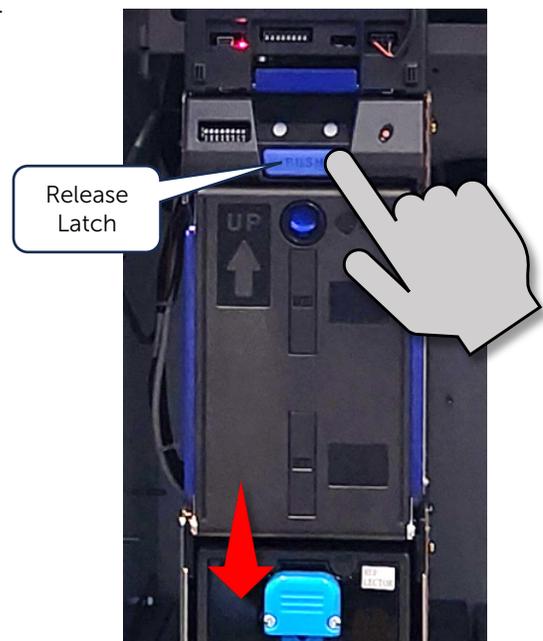


To replace the Recycler:

1. Power off the Kiosk.



2. Press the Recycler Release latch and the Recycler will pop outwards



Gold Rush City – Kiosk Troubleshooting & Service Manual



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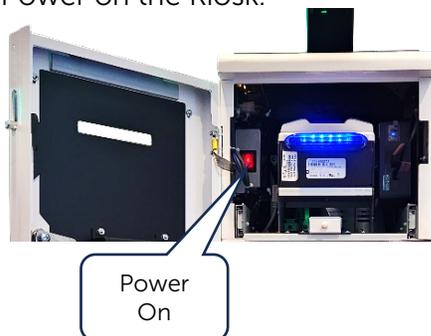
3. Pull the Recycler out from the housing.



4. Insert the New Recycler and push in till it locks in place.



5. Power on the Kiosk.



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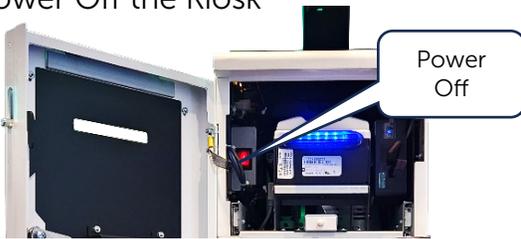
Replacing the Cash Box / Stacker

The Cash Box / Stacker retains any bills not held in the Recycler so the bills can be collected by an Operator.

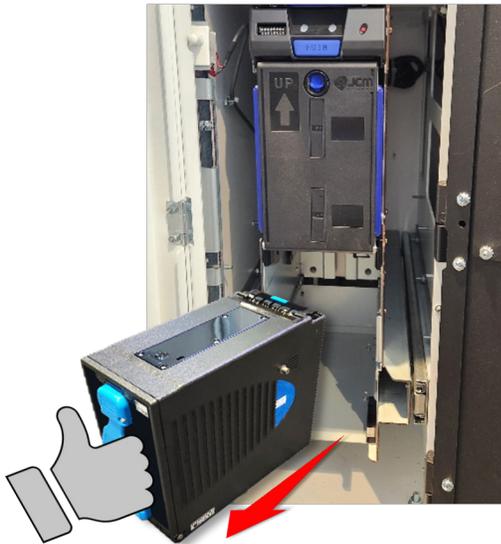
 **Note:** If any bills are retained in the Cash Box / Stacker, it may be necessary to perform a Collection prior to replacing the unit.



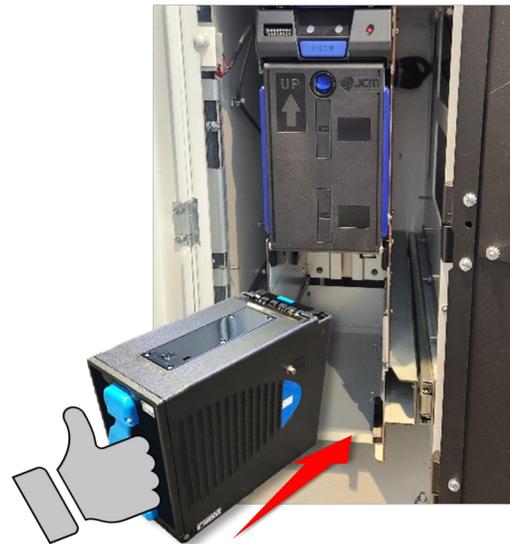
1. Power Off the Kiosk



2. Pull the Cash Box / Stacker out from the housing.



3. Insert the Replacement Cash Box / Stack into the housing.



4. Power the Kiosk back on.



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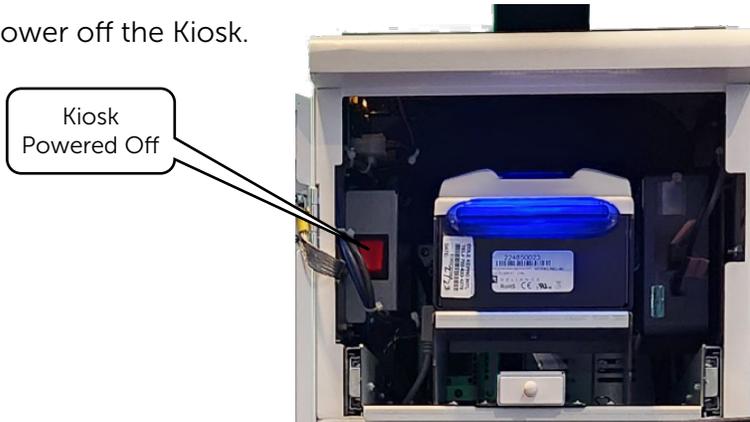
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Replacing the Mini PC

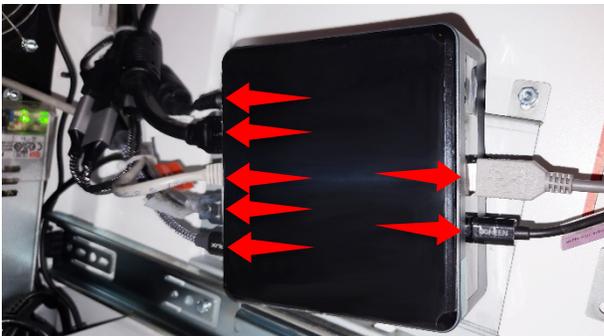
It is possible to replace the Intel NUC10FNH Mini PC if it malfunctions. However, the firmware will need to be re-installed on the New Mini PC by a Support Technician and Can Not be performed remotely. Please contact Kiosk Service and Support at **833-503-1724** for assistance.

To replace the Mini PC:

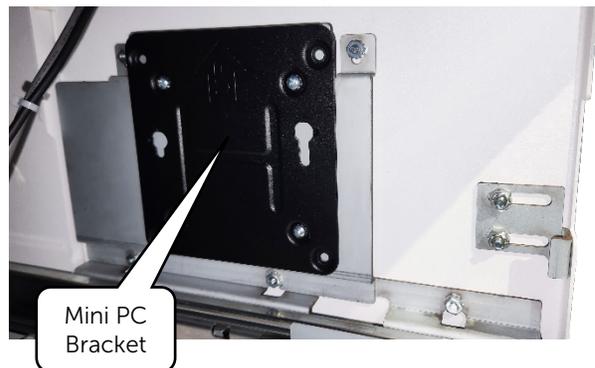
1. Power off the Kiosk.



2. Unplug all the cables from the Mini PC.



3. Lift and remove the Bac Mini PC from the Bracket.

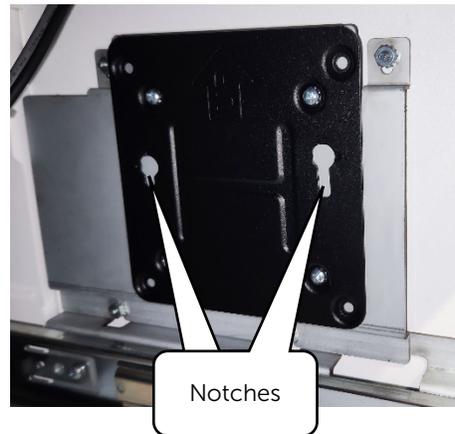


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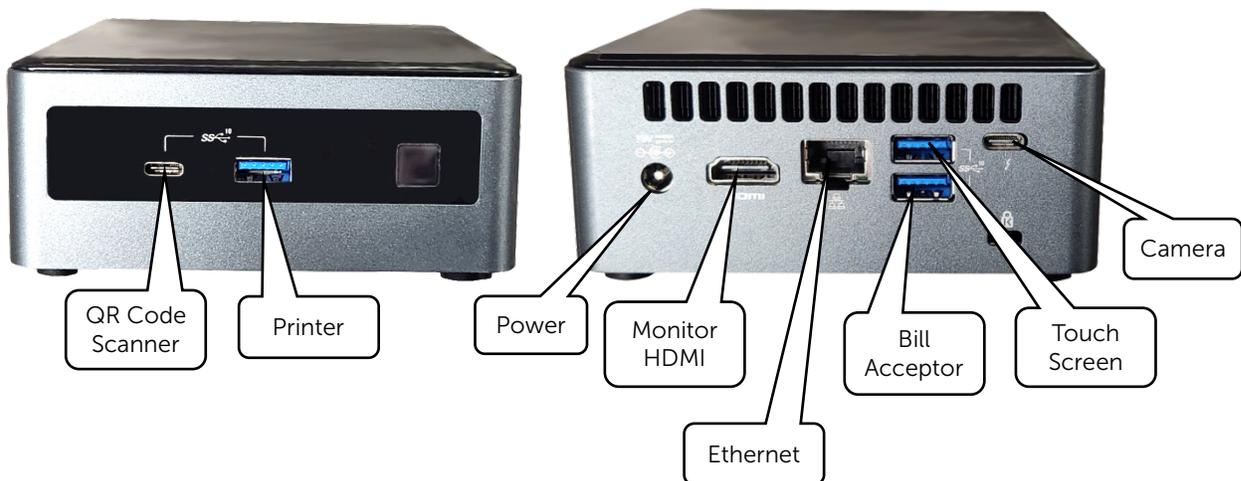


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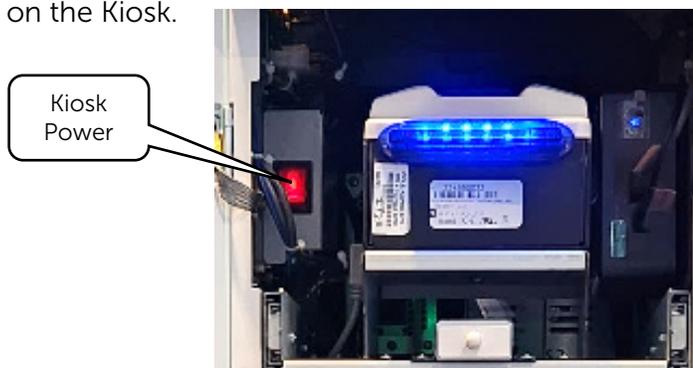
4. Mount the replacement Mini PC by Aligning the mounting screws on the underside of the PC with the notches on the Bracket.



5. Plug the cables back into the Mini PC.



6. Power on the Kiosk.



For Assistance or Issues please contact Kiosk Service and Support at **833-503-1724**.