



primePay

Pull Tab Redemption Upgrade Instructions





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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.

Version	Author / Contributors	Date	Changes / Comments
1.0	Shawn Lucci – Technical Writer Zach Bailey – VP Engineering James Wiggins – Software QA Manger Enoch Etienne – Dir of Game Development Ben Heitkotter – Sr. Platform Engineer Keelan Miller – Product Support Manager Gideon Anang – Service Technician	11/14/24	Original Document
1.1	Shawn Lucci – Technical Writer Ben Heitkotter – Sr. Platform Engineer Gideon Anang – Service Technician	11/20/24	Updated images and Security Dongle Instructions.



Features



- Seamless Redemption and Tracking of Pull Tabs.
- Pair and Load Pull Tabs Effortlessly.
- Simplify your Pull Tab Operation and Enhance Customer Satisfaction.
- 24/7 Remote Management.



Introduction

To set up a PrimePay Kiosk for the redemption of Pull Tabs, the operator will need to Upgrade the Kiosk firmware to version 0.137 or later, install the Pull Tab Feature and upload the Pull Tabs Paytables. The upgrade can be performed remotely if the Kiosk is connected to the internet. If not, the Kiosk may be upgraded from a USB. The installation of the Pull Tab Feature will be performed from a USB Security Dongle that will remain connected to the PC inside the Kiosk. The Pull Tab Paytables will be uploaded to the Kiosk from an encrypted USB and will be performed each time a new box of Pull Tabs is ready for play.

The Operator will:

1. Upgrade the Kiosk Firmware



2. Install the Pull Tab Feature



3. Upload the Pull Tab Paytables





Upgrade the Firmware

Upgrade via Internet

If the PrimePay Kiosk is connected to the internet, the upgrade to version 0.137 or later can be downloaded directly to the Kiosk.



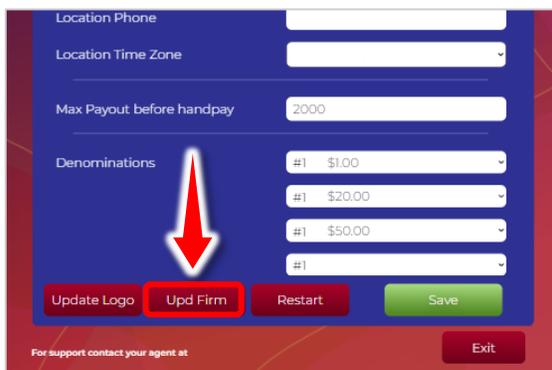
1. Log into the Kiosk.



2. Navigate to the Settings Page.



3. Tap the Upd Firm button in the page footer.



The Kiosk Firmware will upgrade, and the Kiosk will restart.

PrimePay Pull Tab Upgrade

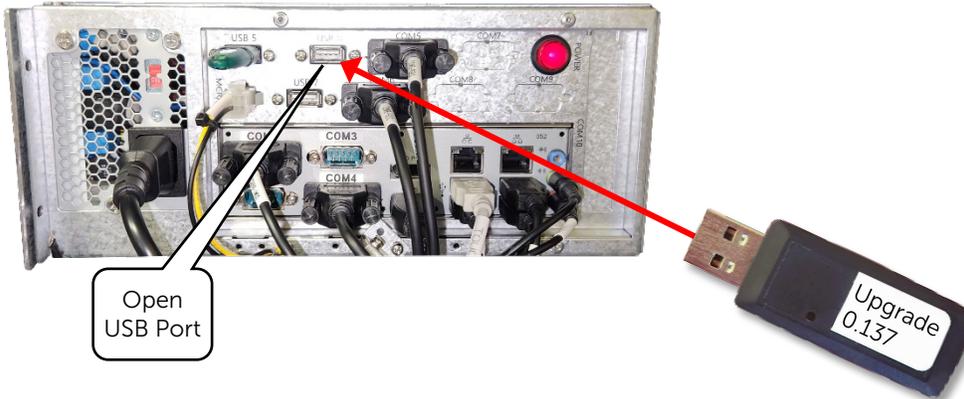


USB Upgrade without Internet

If the PrimePay Kiosk is not connected to the internet, it will need to be upgraded via USB drive which can be acquired by calling Primero Games at **770-476-0311** for assistance.



1. Insert the USB into any available USB Port on the PC inside the Kiosk.



2. Log into the Kiosk.



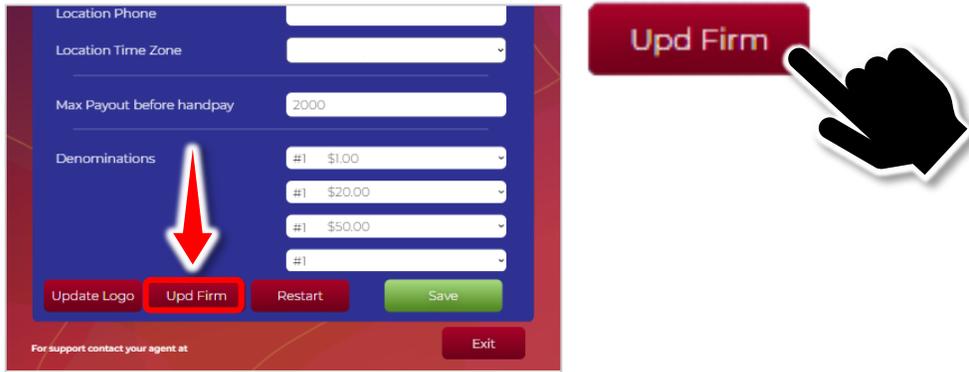
3. Navigate to the Settings Page.



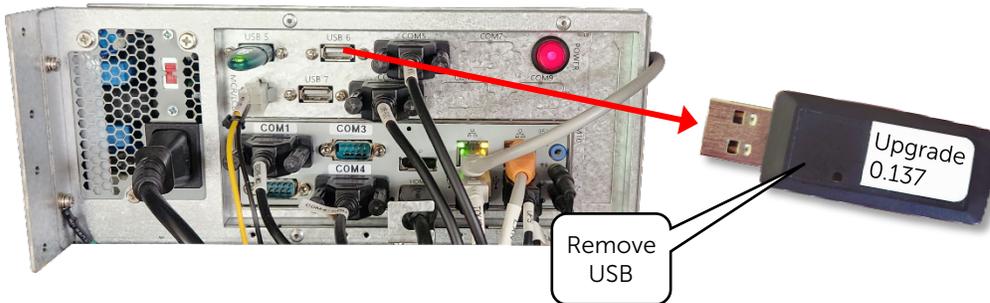
PrimePay Pull Tab Upgrade



4. Tap the Upd Firm button in the page footer.



5. The Kiosk Firmware will upgrade, and the Kiosk will restart. Remove the Upgrade USB.

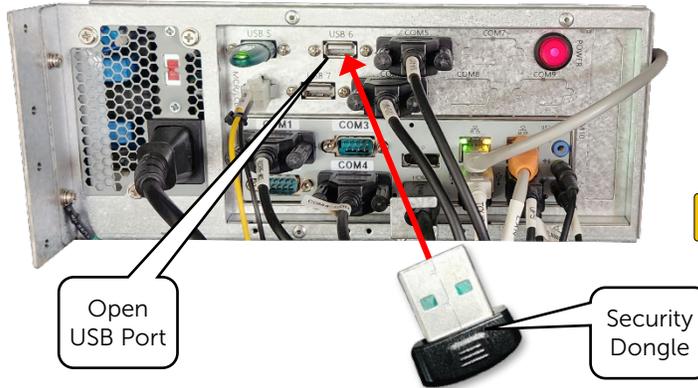




Install the Pull Tab Feature

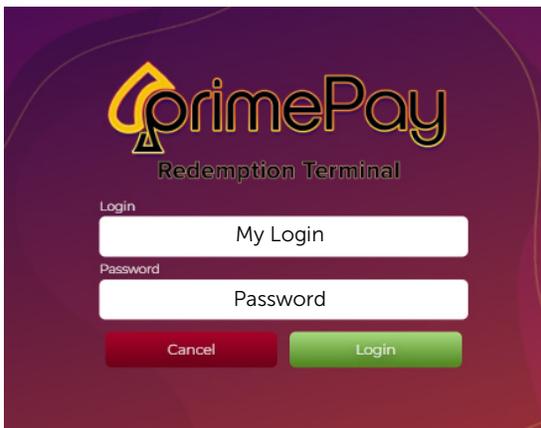
The Pull Tab Feature is installed from the Security Dongle. Once installed, the Security Dongle will remain connected to the PC inside the Kiosk.

1. Insert the Security Dongle into any available USB port on the PC inside the Kiosk.



Note: This Security Dongle is in addition to the standard Security Dongle already installed in the PrimePay Kiosk.

2. If necessary, log back into the Kiosk.



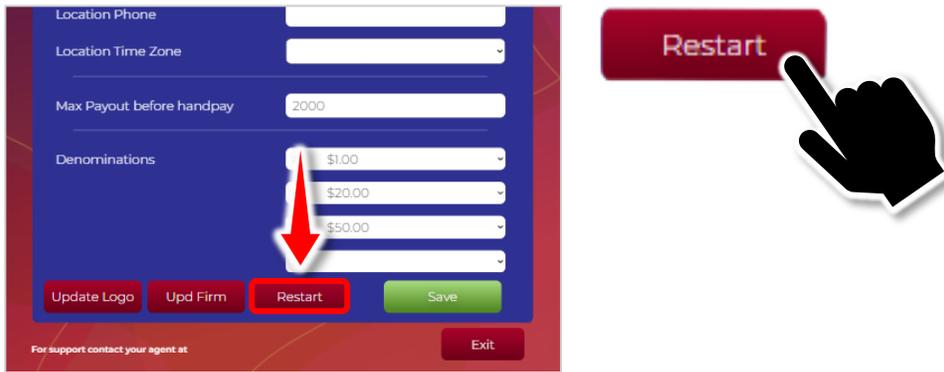
3. Navigate to the Settings Page.



PrimePay Pull Tab Upgrade



4. Tap Restart to reboot the Kiosk.



5. The Kiosk will reboot and import the Pull Tab Feature so it is ready for the Pull Tab Paytables to be uploaded.

Log Out and a **“Press to Scan Pull Tabs”** button should now appear on the Main Screen.



 **Warning:** Do Not Remove the Security Dongle. If the Security Dongle is removed, the Pull Tab feature will be disabled.





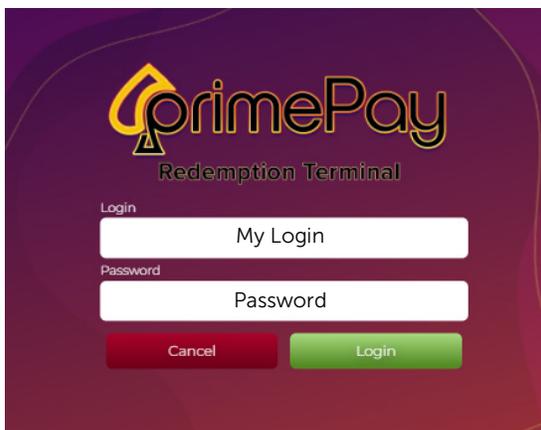
Upload the Pull Tab Paytables

Each box of Pull Tabs will come with an Encrypted USB containing the Paytables for that set of Pull Tabs. These paytables must be uploaded for the Pull Tab Redemption Feature to work properly and securely. Each set or box of Pull Tabs are licensed for a specific PrimePay Kiosk via the Terminal ID and may only be redeemed at the associated Kiosk.

1. Insert the Paytable USB into any open USB port on the PC inside the Kiosk.



2. Log into the Kiosk.



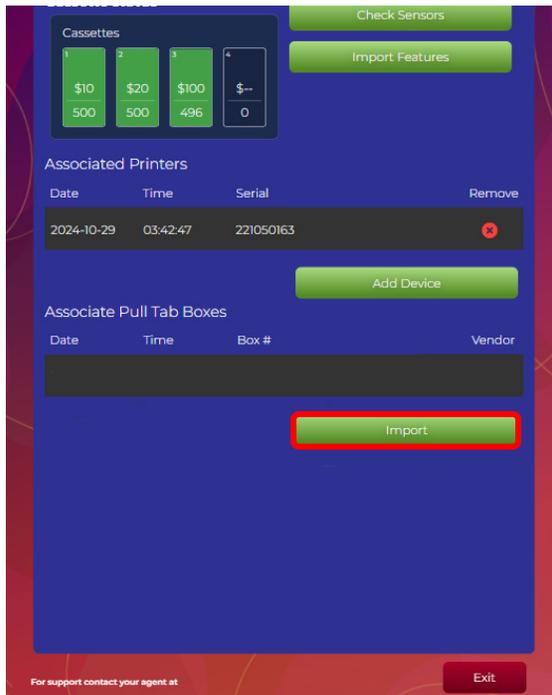
3. Navigate to the Components Page.



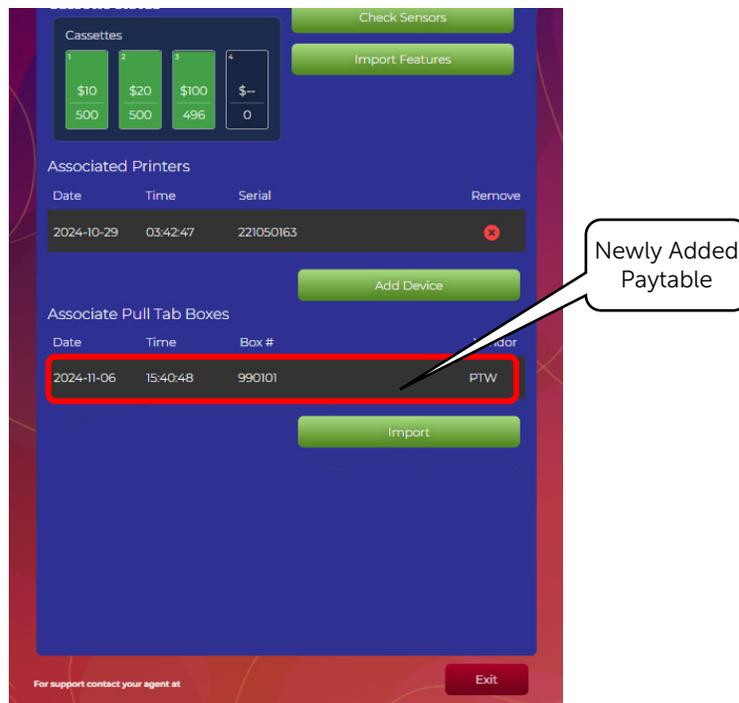
PrimePay Pull Tab Upgrade



4. Tap the Import Button



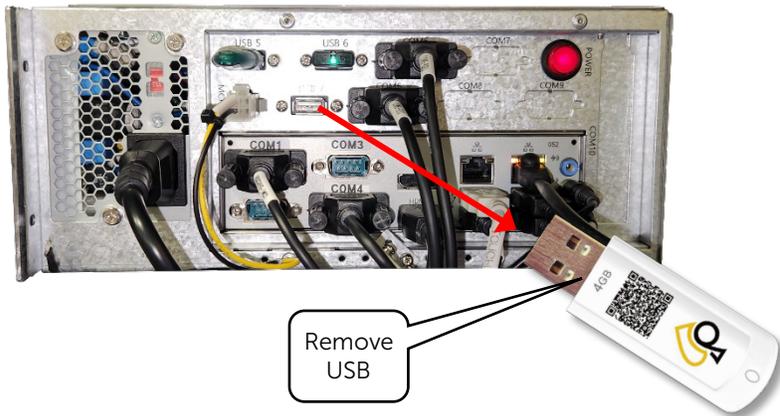
5. The Paytables for the Pull Tabs will be imported into the list under Associate Pull Tab Boxes.



PrimePay Pull Tab Upgrade



6. Remove the Pull Tab Paytable USB and discard.



7. The PrimePay Kiosk is now ready to scan Pull Tabs for redemption.



Note: Each set or box of Pull Tabs comes with a unique encrypted USB that has the Pull Tab Paytables for that batch. Once the Paytable is uploaded to a Kiosk, those Pull Tabs may only be redeemed at the associated Kiosk via the Terminal ID.



For assistance or any issues with the upgrade, please call Kiosk Support at **833-503-1724**.