



Initial Setup Guide

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Date:



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Kiosk Safety Warnings

Power Off Before Accessing: The Kiosks may contain high voltage even when unplugged. Components like capacitors can retain a charge that can cause serious injury or death. Power off the kiosk and unplug from any power source for 5 minutes before accessing or handling any internal electronic components.

Proper Power Source: Be sure to connect the kiosk to a proper power source with the correct voltage and amperage. If unsure of the proper power source, refer to the appropriate manual or contact support at 833-503-1724 for guidance.

Power Surges, Fluctuations and Power Loss: Do not operate or access the internal components of the kiosk during an electrical weather event such as a thunderstorm. Power off and unplug the kiosk from any power source should such an event occur. Do not operate the kiosk in an unstable electrical environment where power surges or fluctuations may occur. Should power loss occur for any reason, unplug the kiosk from the power source and wait until power is restored and stable before returning power to the kiosk.

Electrostatic Discharge Protection: Wear an anti-static wrist strap and anti-static mat when handling the electronic components.

Check for Damage: Faulty wiring or damaged components can cause serious injury, death, or fire. Inspect electronic and mechanical components, power cords, wiring and plugs for wear or damage and replace if necessary to avoid electrical or physical hazards. Immediately power off and unplug the kiosk from any power source and do not connect to a power source or power on the kiosk if any such damage to the components is discovered.

Avoid Elemental Exposure: PrimePay Kiosks are for indoor use only. Do not place outside, exposed to elements such as rain, humidity, dust, smoke, excessive heat or cold, insect or animal infestation or any weather events that may harm the internal electronic or mechanical components. Keep liquids away from the internal components of the kiosk to prevent electrical shorts and damage to electronic components.

Use Proper Tools: Only use appropriate, insulated tools to avoid damaging components or causing injuries. Avoid power tools that may damage parts or harm small components.

Safety Gear and Clothing: Wear appropriate safety gear, such as gloves, masks, and safety glasses, to protect from sharp edges, electrical shock, toxic chemicals, and debris. Avoid loose clothing that may be caught in or on internal or external components that may cause damage or injury.

Access and Handle Components with Care: Take care when opening or closing any doors or other access points of the kiosk to avoid injury or damage to the internal or external components. Be cautious when handling sensitive electronic or mechanical components to prevent damage or malfunction.

Secure Moving Parts: Make sure all moving parts, such as buttons, monitors, and doors, are properly secured and functional to prevent injury while accessing the kiosk.

Placement and Moving: Use two people to lift the kiosk and use a hand truck to move the kiosk any distance. Do not push or force into place. Do not tilt or place the kiosk on unlevel ground or in such a way that it may tilt, tip or be pulled or knocked over. Place the kiosk in a well-ventilated area and with enough surrounding space to provide such ventilation. Check any ventilation points on the kiosk to be sure they are not covered, blocked, or restricted in any way. Do not expose the kiosk to excessive smoke, dust, humidity, heat, cold or vibration.

Cleaning: Keep the kiosk clean, both externally and internally. Use proper cleaning materials and chemicals on monitors and external components. Do not spray liquid cleaners inside the kiosk. If using air to blow out dust, be careful not to damage or disconnect wiring or other internal electronic or mechanical components.

Test in a Safe Environment: After any repair, test the kiosk in a safe environment to monitor for any issues before normal use.

Proper Disposal: Dispose of any components according to local regulations for electronic, chemical, or material waste.

Follow Manufacturer's Instructions: Always refer to the appropriate manual if available and follow the manufacturer's instructions for safety. If unsure of any safety issue, contact support at 833-503-1724 immediately before proceeding with any action or procedure.



Introduction

The PrimePay Instant Redemption Station (PrimePay Kiosk) has simple, easy to operate functionality combined with powerful features for the administration of financials and Kiosk components.

The PrimePay Kiosk will arrive ready for setup and include most of the components and items necessary for its operation. The Operator will need to follow these [Initial Setup](#) instructions prior to use and will require proper placement, a wired internet connection, and cash on hand in the form of several denominations for an [initial fill](#).

The PrimePay Kiosk has Firmware that was designed for use with [TrueRoute](#). A TrueRoute account is not necessary for its function, however TrueRoute will allow the Operator to access remote management of the PrimePay Kiosk and is especially helpful if managing more than one Kiosk at multiple locations. If interested in signing up for a TrueRoute account or if the Operator has questions about TrueRoute and how it can enhance the PrimePay Kiosk operator functionality, please call 770-476-0311.

Items Necessary for Setup



Wired Internet Connection



110v Power Source



\$1 x 500



\$20 x 50



\$50 x 20



Note: Fill Amounts are Optional, please refer to the Fill Target Levels under Settings in the PrimePay Kiosk – Owner Operator Manual for more info.



Unpacking and Kiosk Placement

Carefully unpack the Kiosk, keeping it up right and being careful not to damage the Kiosk with box cutters or other tools. Do Not lay the Kiosk on its side or force the Kiosk from its packaging. Remove all packing materials, plastic wrapping, protective film, and tape from the outer casing and inner components.



Moving the Kiosk requires at least 2 people and should only be moved using a proper dolly or lift. Do Not drag, push, slide or force the Kiosk into a location.

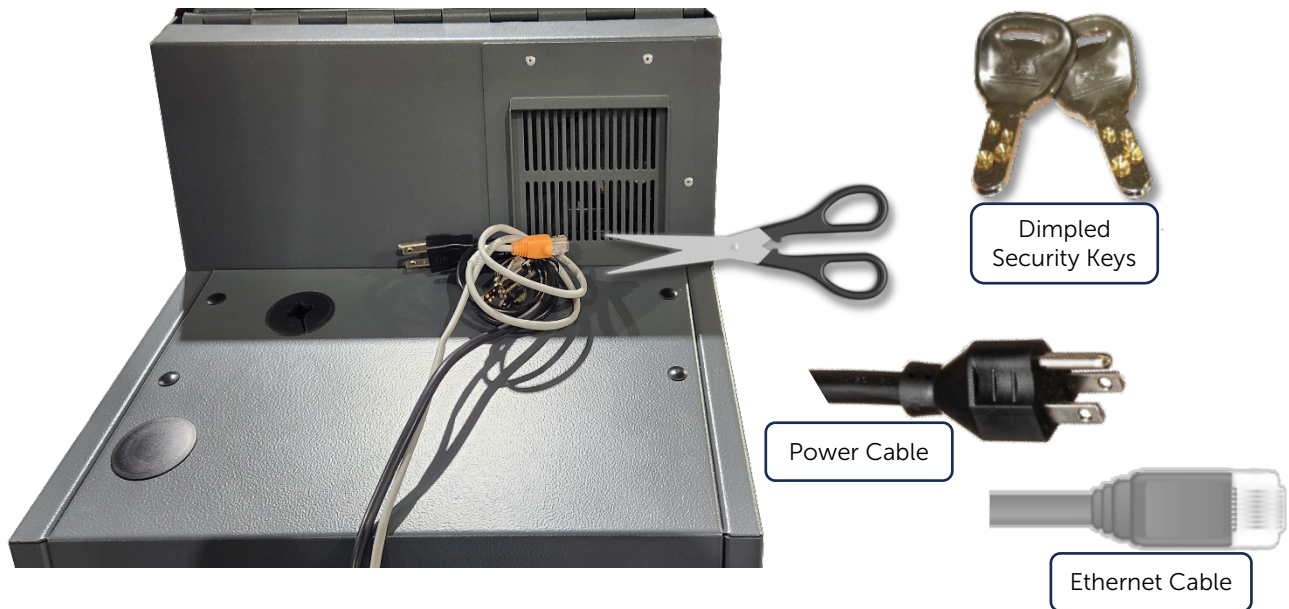
Be sure the Kiosk is placed in a cool, dry location with access to proper power and a wired internet connection. Do Not place the Kiosk outdoors or in a location exposed to outside elements and weather. The Kiosk should be upright and stable. Do Not place the Kiosk on an unstable pedestal or in a place where it will lean, tilt or may be tipped over by customers or other personnel. The Kiosk should be placed in a location that is visible and monitored by staff for security. The Kiosk scanner, printer and monitor should be easily accessible by Players and Operators.



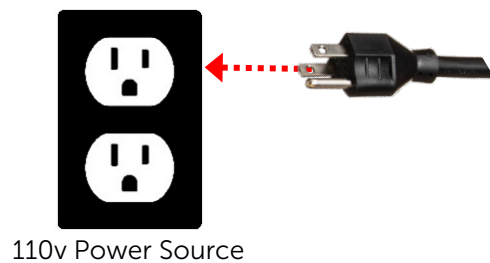


Keys Power and Internet

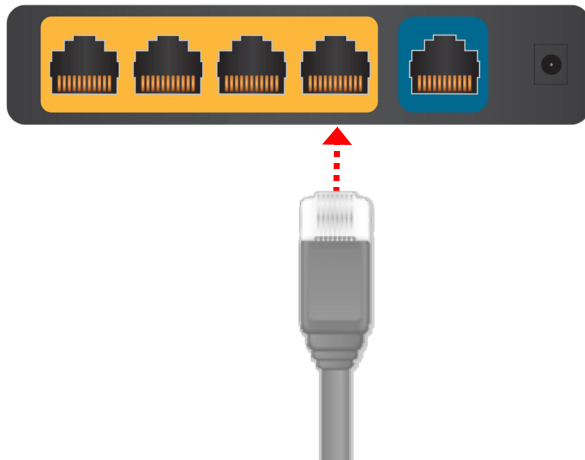
Once unpacked and a proper location is chosen. Detach the Keys, Power Cable and Ethernet Cable from the back of the Kiosk.



Plug in the Power Cable.



Connect the Ethernet Cable to the locations network.





Operator Warnings

Symbols Used in This Guide



Indicates a **Note** or tip that the Operator should be aware of or may be helpful during the setup.



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.

Default Passwords and PINs

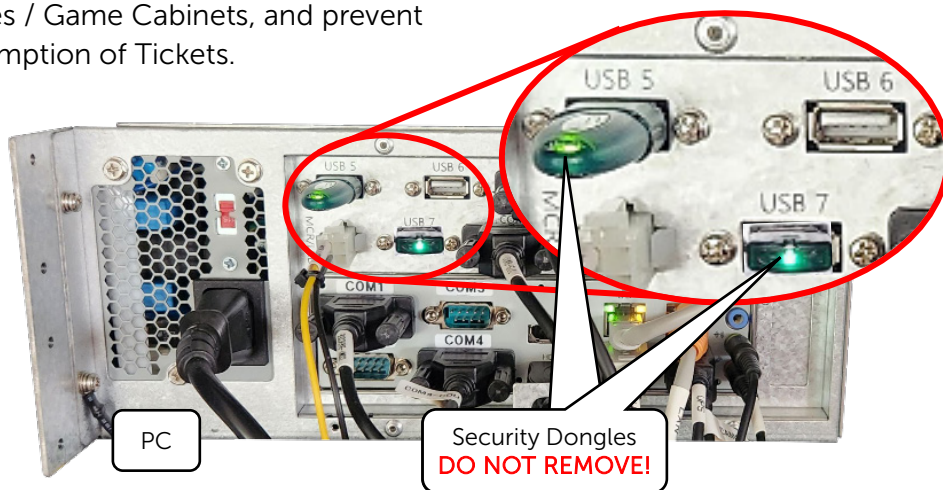


Warning: The Operator should change any and all default passwords and PINs before placing the PrimePay Kiosk in service for use. Failure to change default access may compromise the security of the Kiosk and its operation. See the [Change Security Codes](#) section.

USB Security Dongles



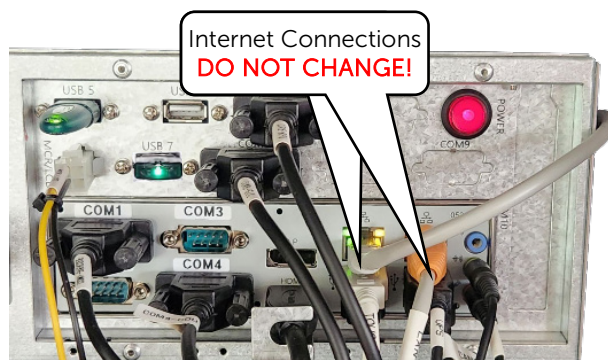
Warning: The USB Security Dongles are **CRITICAL** to the proper functioning of the Kiosk. DO NOT REMOVE or Tamper with any USB Security Dongle in any way. Removing a USB Security Dongle will cause the Kiosk to malfunction, prevent pairing of Devices / Game Cabinets, and prevent the Instant Redemption of Tickets.



Ethernet Ports



Warning: Do Not change or remove the Ethernet / Internet connections from the original ports. Changing or removing the Ethernet connections may cause the Kiosk to disconnect from the internet and prevent updates and remote support.





Initial Setup

Before the PrimePay Kiosk is ready for use, the Operator will need to perform a few steps to secure the Kiosk, connect and ready the system for player redemption.

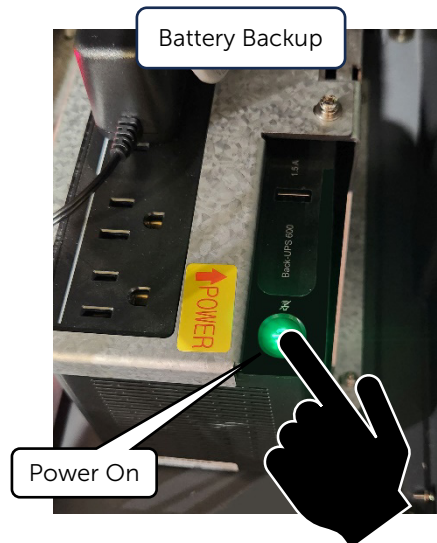
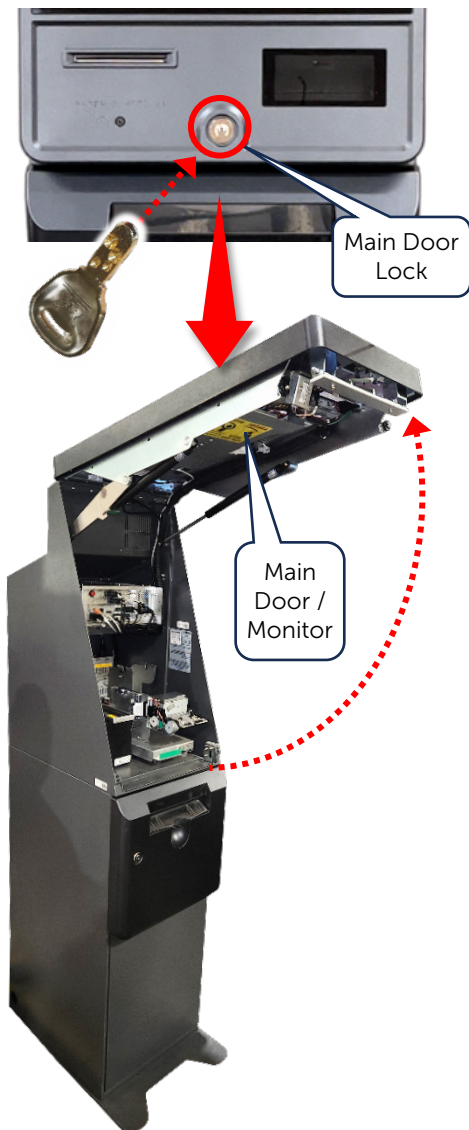
The Initial Setup Steps Are:

- [Install Printer Paper](#)
- [Change Security Codes](#)
- [Setup the Location](#)
- [Perform a Fill](#)
- [Add Game Cabinets](#)

Access and Power On the Kiosk

Use the Dimpled Security Key to Open the Main door of the Kiosk.

1. Open the Main Door using the Dimpled Security Key.
2. Press the Power Button on the Battery Backup.



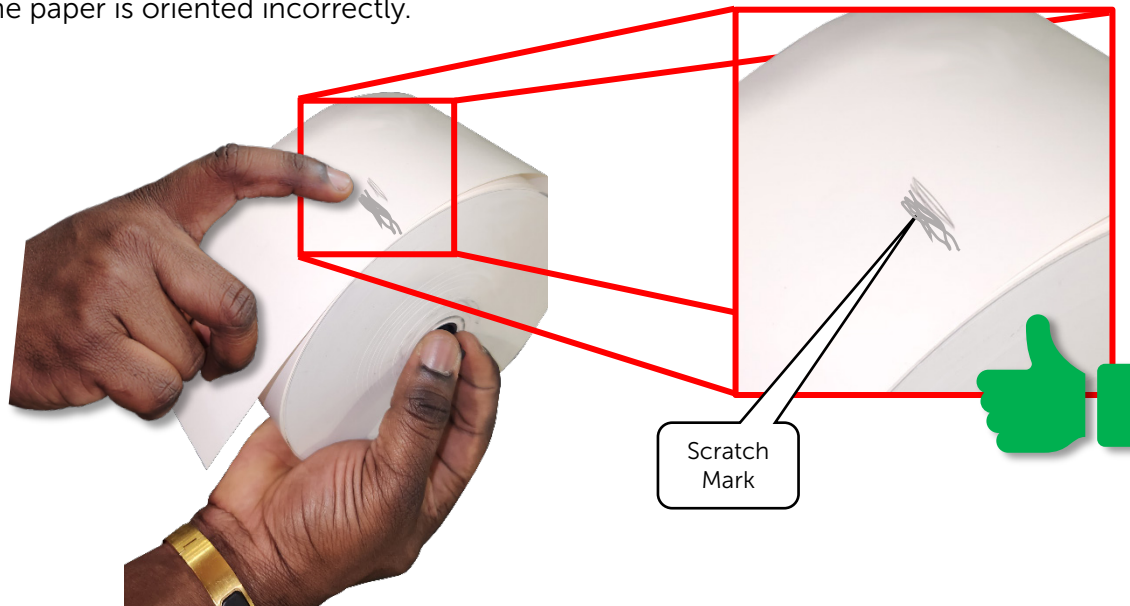


Install the Printer Paper

1. Place the Paper Roll Insert into the Thermal Paper Roll.

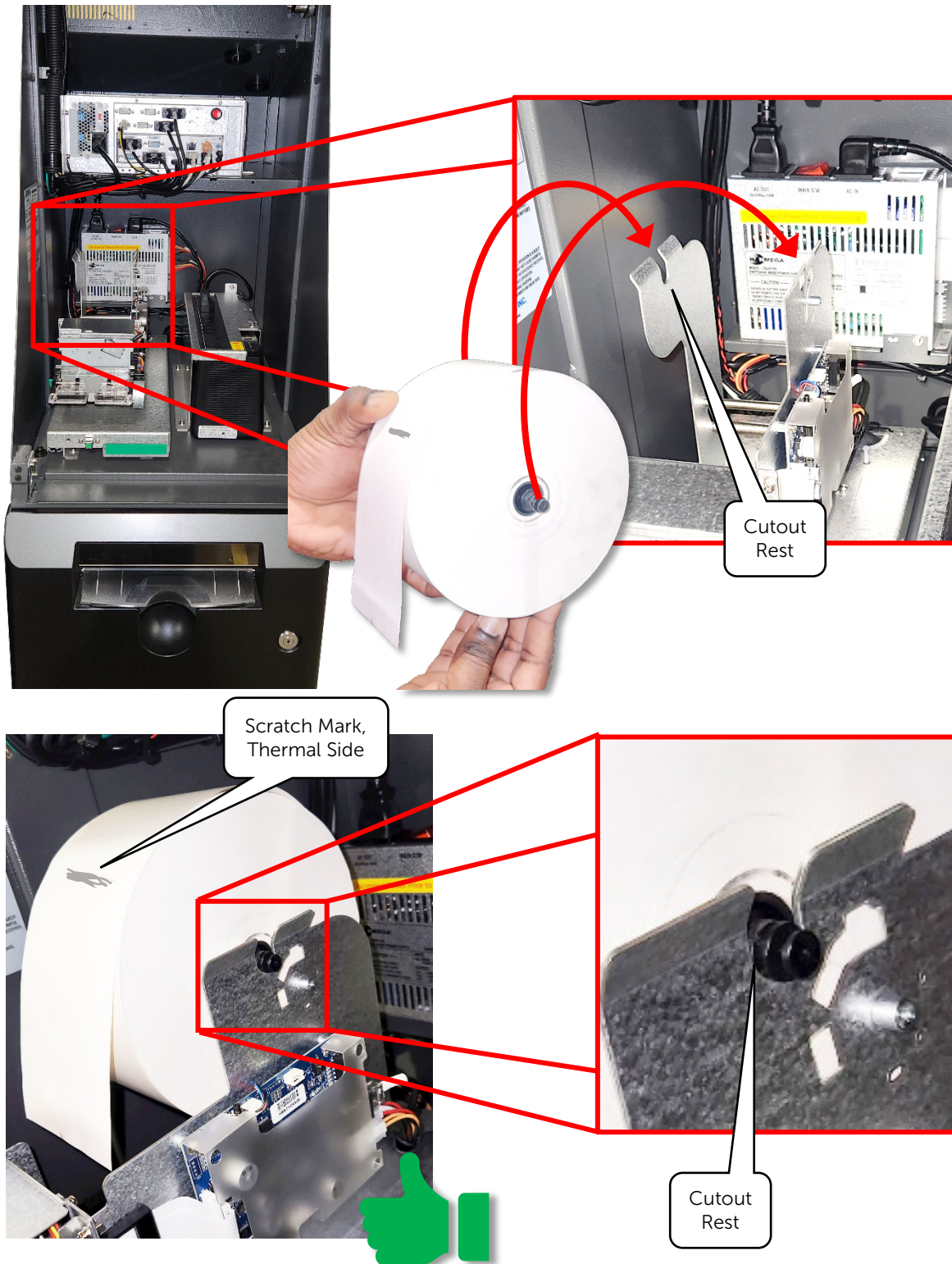


2. Be sure the Print / Thermal side of the Thermal Paper is facing out by scratching a small area with any small object or finger. The scratch should make a mark. If no mark appears, the paper is oriented incorrectly.



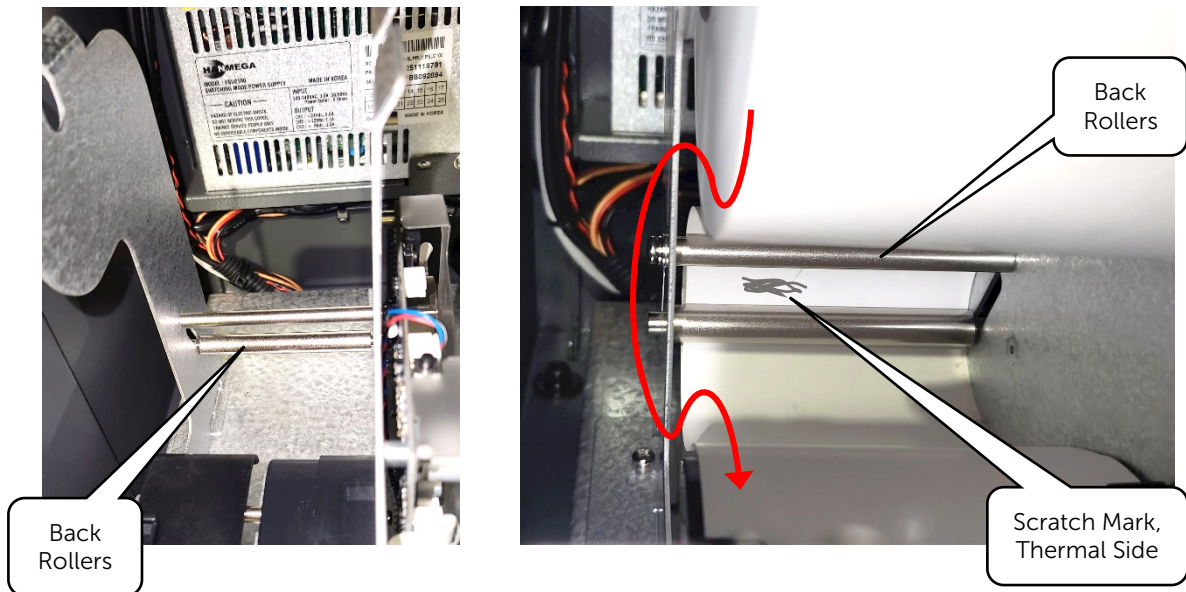


3. Place the Thermal Paper Roll and Paper Roll Insert on to the Printer Paper Mount aligning the Printer Paper Roll Insert with the Cutout Rests.
Be sure the Marked / Thermal side of the paper is facing out as shown.

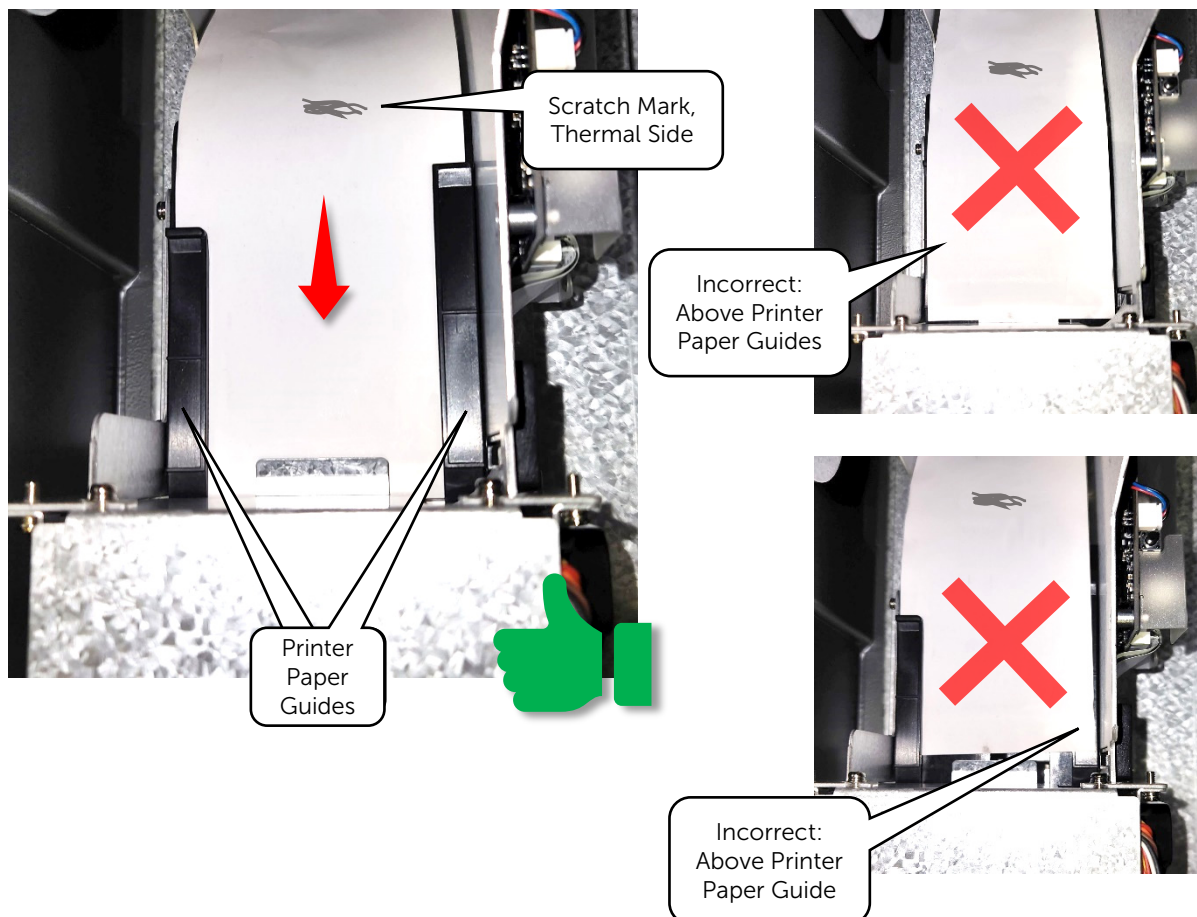




4. Feed the Paper behind the printers Back Rollers so the Thermal side is facing up.



5. Feed the paper, thermal side up, through the Printer Paper Guides until the paper reaches a stopping point.





Change Security Codes

There are 2 security codes that need to be changed, the Vault Door Pin Code and the Operator Login Password.



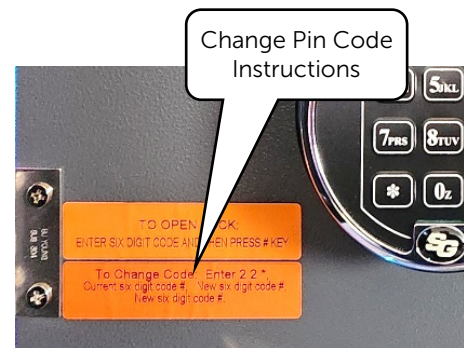
Warning: Default Security Codes are meant for setup purposes only and will need to be changed to ensure the security of the cash within the Kiosk. Failure to change the Security Codes may result in unauthorized access to the Kiosk and its components, the monies contained within and the financial information.

Vault Door Pin Code

Instructions for changing the Vault Door Pin Code are located to the left of the Vault Door Keypad in case the codes need to be changed in the future.

To change the Vault Door Pin Code:

1. Enter 2 2 *
2. Enter the 6 Digit Default (or Current) Pin Code.
Default Pin Code = 1 2 3 4 5 6 #
3. Enter the New 6 Digit Code.
4. Enter the New 6 Digit Code again to confirm.



Warning: Do Not Distribute, Email, Text, Note or otherwise communicate or retain the Vault Door Pin Code in such a way that it may be known to unauthorized individuals as this may compromise the Security of the Kiosk and the Monies held within. The Vault Door Pin Code should be memorized by any individual authorized for access to the Cassettes, handling the monies or performing Fills.

Should this Pin Code be compromised in any way, it must be change immediately!



Warning: Do Not lose or forget the Pin Code to the Vault Door. If Lost or Forgotten the Vault Door Cannot be opened and will require retooling to access any remaining cash within at the Operators Expense.

For further instructions on setting up Master Pin Codes and User Pin Codes, please refer to Appendix B: Vault Door Keypad OEM Instructions in the PrimePay Kiosk – Owner Operator Manual.



Operator Login Password

The Operator Login and Password allows access to the Kiosk Operator Menus.

To change the Kiosk Operator Login and Password:

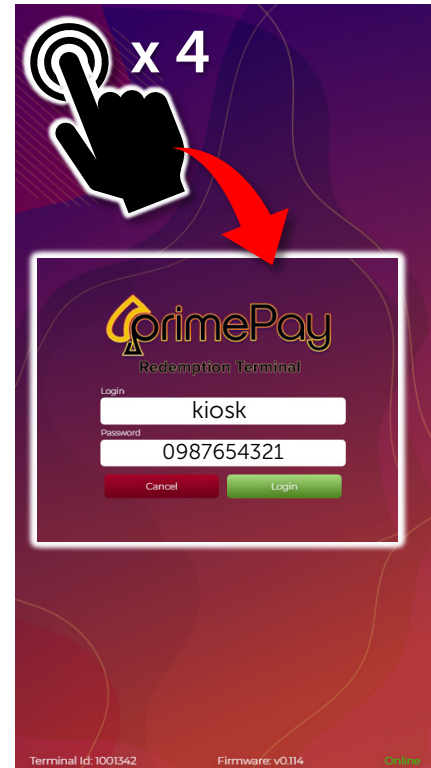
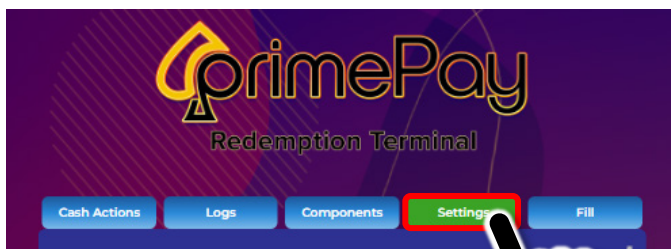
1. Tap the Upper Left corner of the screen 4 times to open the Operator Login.

Default Login: kiosk

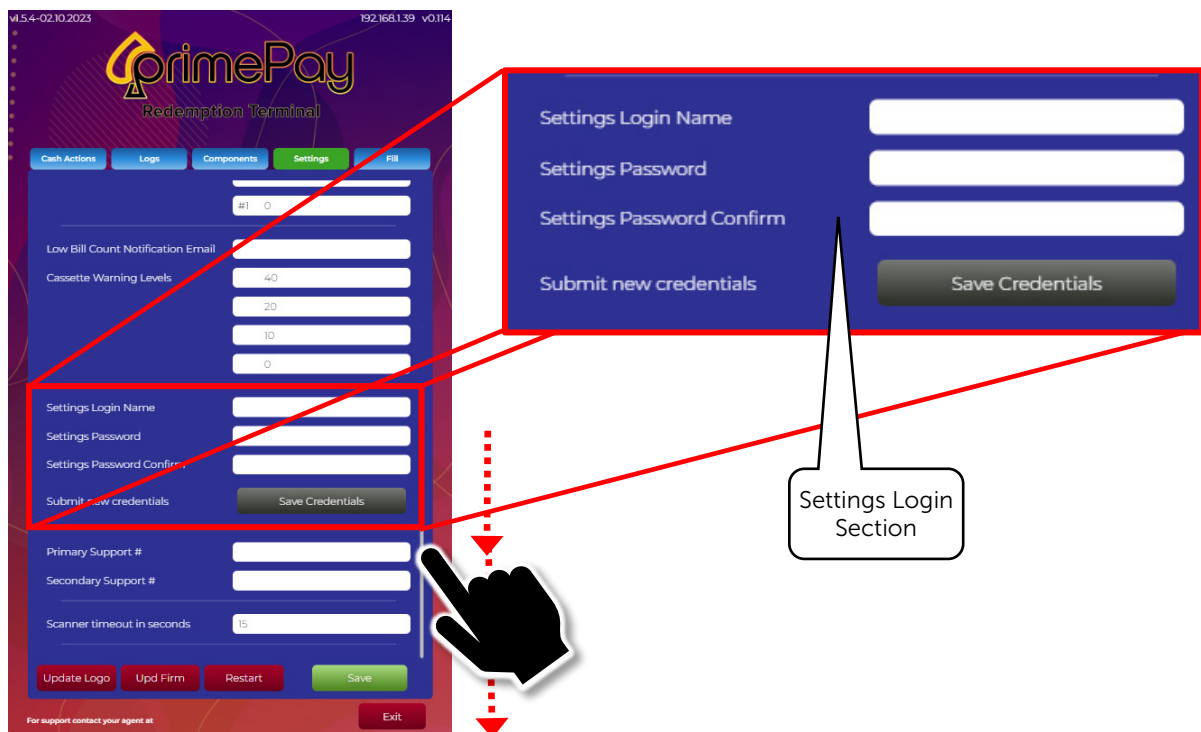
Note: Login is Case Sensitive; Default is all lower case.

Default Password: 0987654321

2. Tap on the Settings Tab.

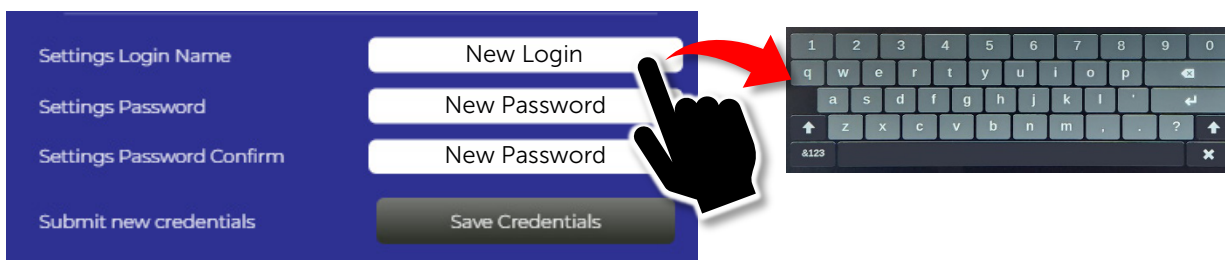


3. Scroll down to the Settings Login section at the end of the form.

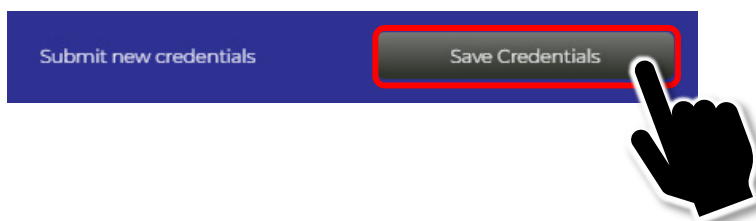




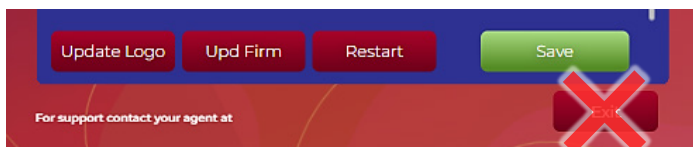
4. Tap in a field and Use the Pop-Up Keyboard to Enter a new Login Name and New Password.



5. Tap Save Credentials to submit the new Login Name and Password.



Do Not Exit this screen yet. Move on to the next step, [Commissioning / Location Setup](#).



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

Should this Password be compromised in any way, it must be change immediately!



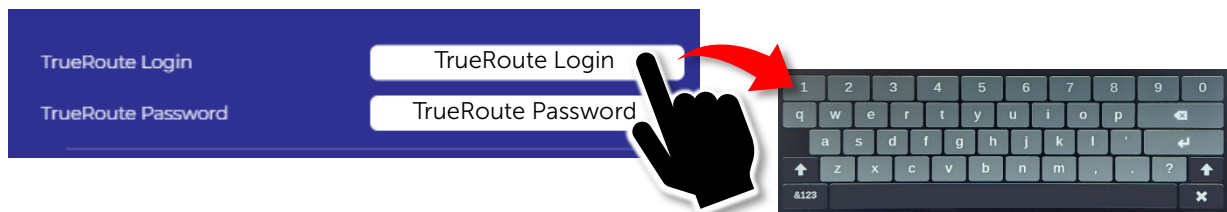
Commissioning / Location Setup

If a TrueRoute Login Exists and the Operator chooses to commission the Kiosk, the TrueRoute Login and Password may be entered here.

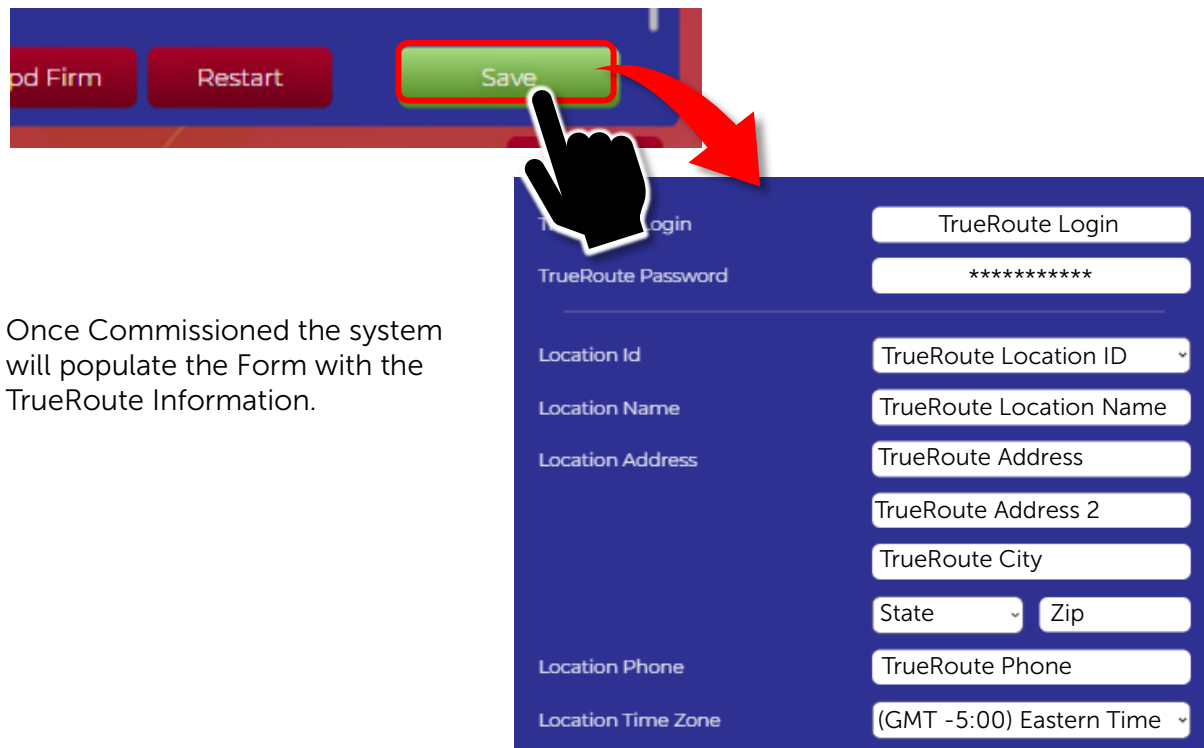
If NO TrueRoute Login Exists or the Operator chooses NOT to commission the Kiosk, the Location Information will need to be entered Manually.

Commission via TrueRoute

1. Scroll to the top of the Settings Form.
2. Tap a field and use the Pop-Up Keyboard to Enter the TrueRoute Login and Password.



3. Scroll to the end of the form and Tap Save to Commission the Kiosk.



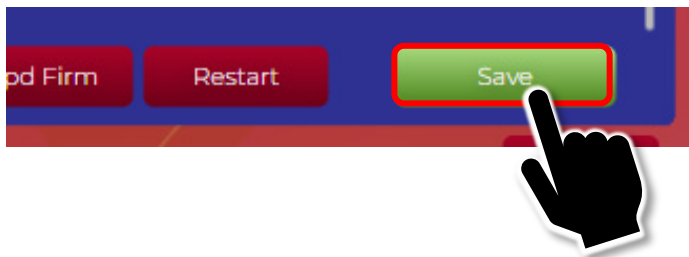
4. Once Commissioned the system will populate the Form with the TrueRoute Information.



Manual Location Entry

1. Leave the TrueRoute Login and Password fields blank.
2. The Location ID will display Decommissioned.
3. Tap each field and use the Pop-Up Keyboard to enter the appropriate information.

4. Tap Save when complete.



Note: If the Operator chooses, they may continue on to finish filling out the Settings form. For information on the various Settings fields, please refer to the PrimePay Kiosk – Owner Operator Manual.



Perform a Fill

To ensure the Kiosk is ready for customers, a fill must be performed to add cash to the Kiosk. The Target amounts for a Standard Fill are listed below. The Operator may choose to add other amounts or denominations as needed.

Standard Fill Target Amounts:



\$1 x 500



\$20 x 50



\$50 x 20

To Perform a Fill:

Note: The Operator will need a Dimpled Kiosk Key, Cassette Key (8880), and a Vault Door PIN to access the Cassettes to deposit the cash.



Kiosk Keys



Cassette Key (8880)



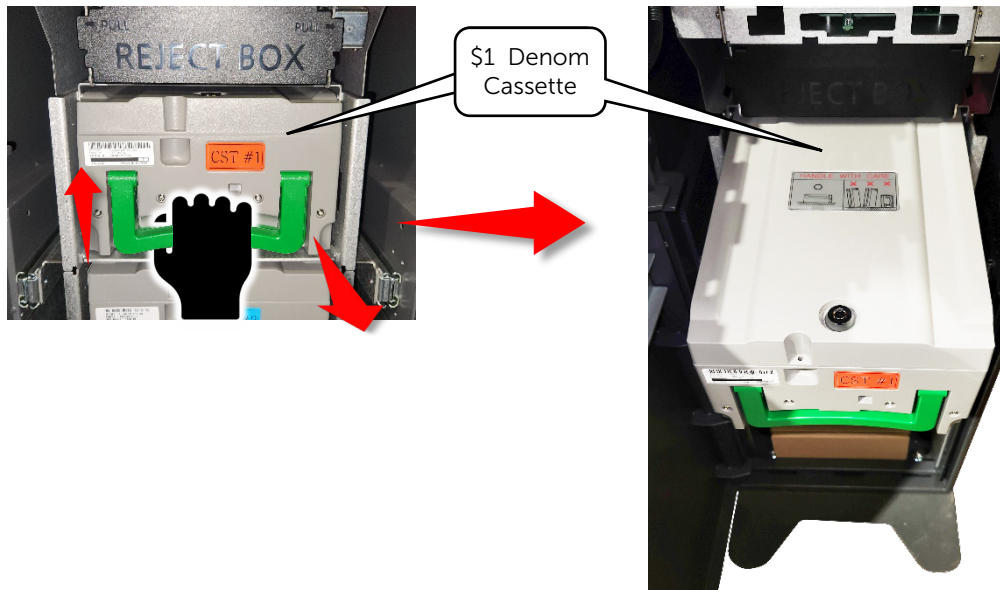
Vault Door PIN

1. Use the Dimpled Kiosk Key and PIN to Open the Security and Vault Doors.

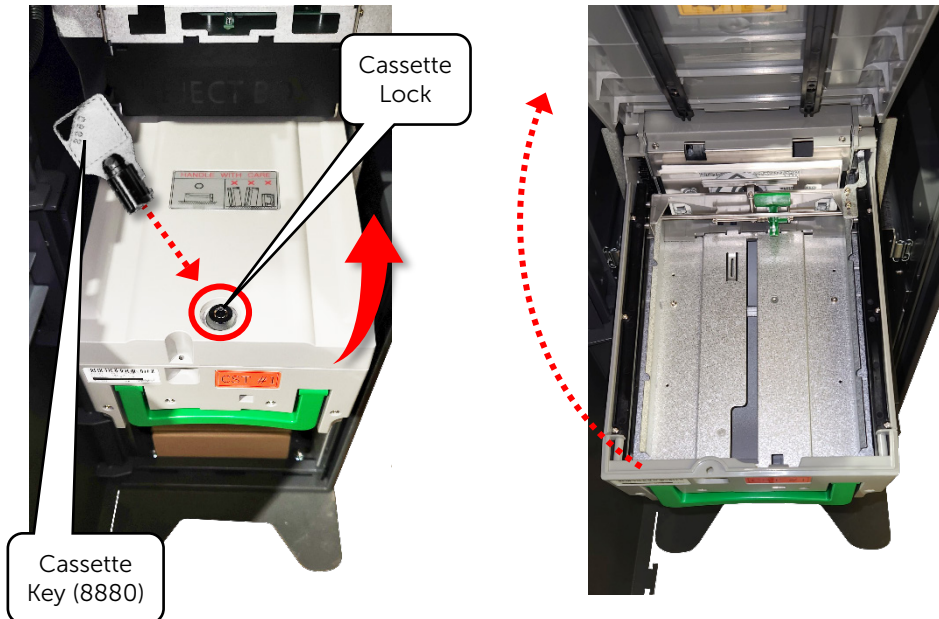




2. Lift up and Pull the first Cassette out from the Cassette tray.

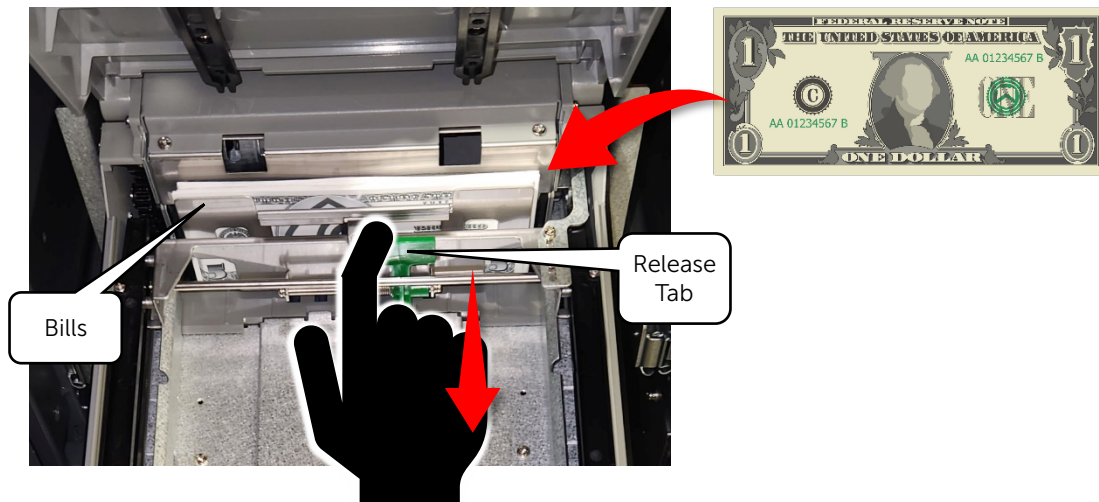


3. Using the Cassette Security Key (8880), Open the Cassette.

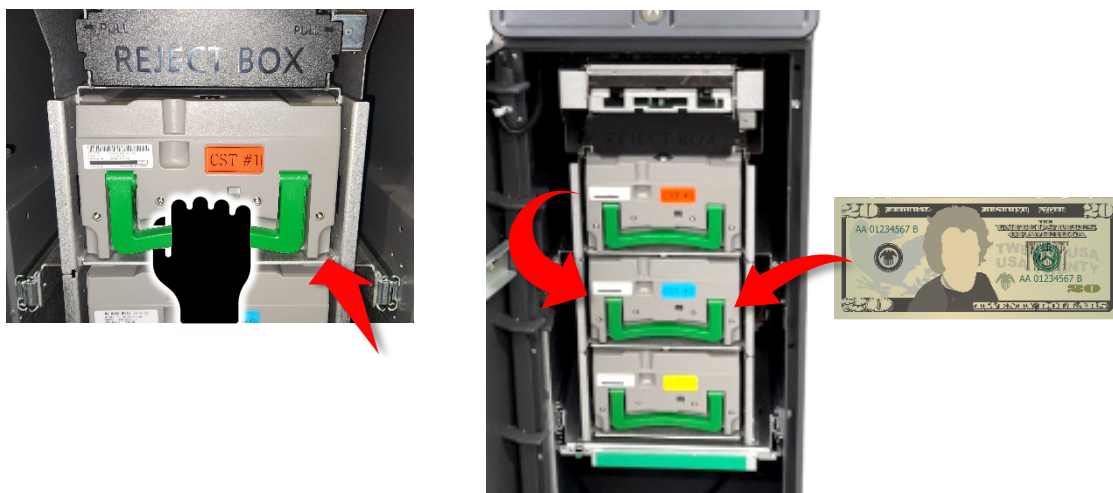




- Pull the release tab back and insert the bills.



- Return the first Cassette and repeat steps 2 – 4 on the remaining Cassettes with the proper denominations and fill amounts.

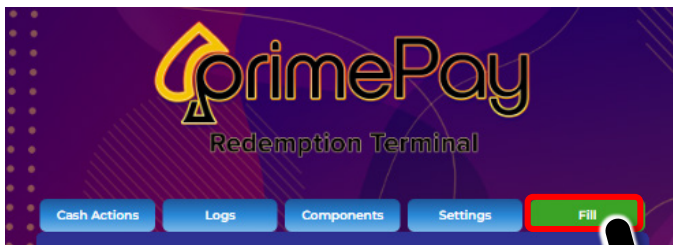


- Close the Vault and Security Doors.

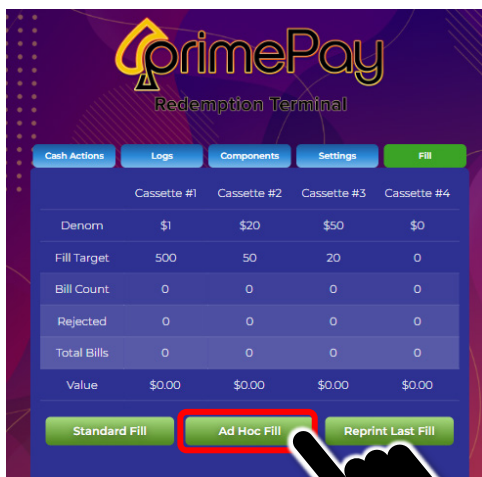




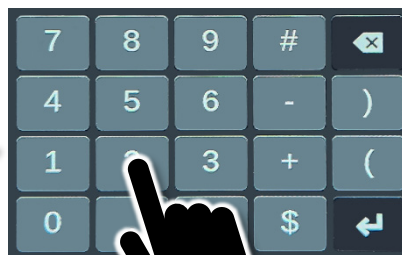
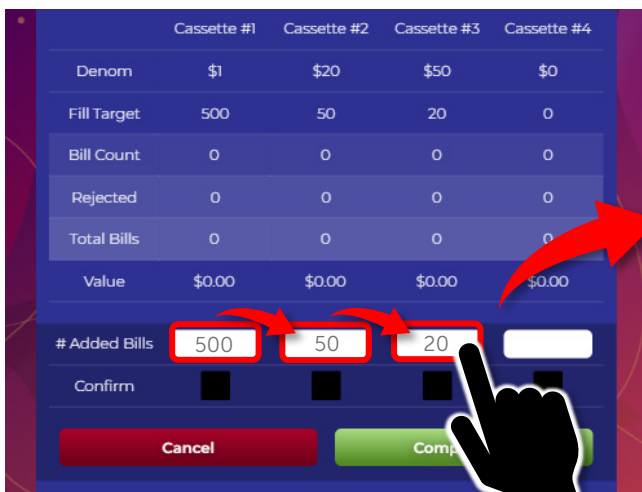
- In the Operator Menu, Tap on the Fill Tab to open the Fill Menu.



- Tap on the Ad Hoc Fill button.



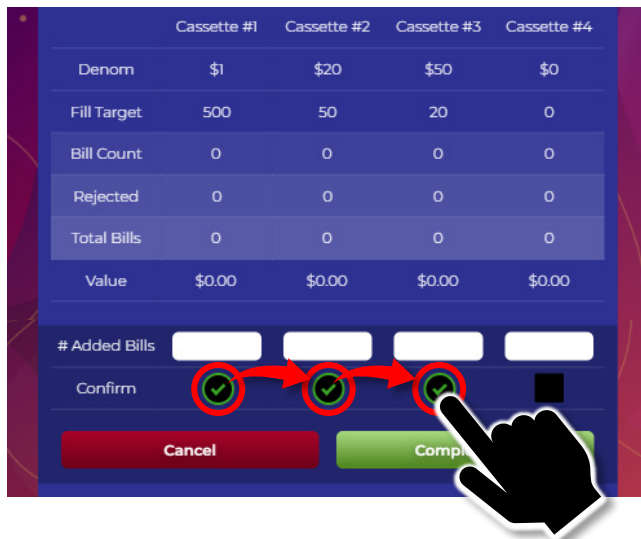
- Tap in the Box under each Denomination and use the number pad to enter the total number of bills added to each Cassette.



Note: To change the Denoms and Fill Targets, please refer to the Denominations and Fill Target Levels sections under Settings in the PrimePay – Owner Operator Manual.



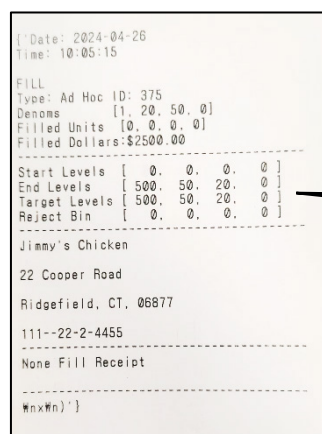
10. Tap the boxes below each Bill Count to Confirm the number of bills added.



11. Tap Complete Fill and the Bill Counts will appear in the various columns.



The system will then print a Fill Receipt showing the fill amounts.



Fill Amounts



Add Game Cabinets via Printers

Finally, in order for the PrimePay Kiosk to perform Instant Redemptions it must be Paired or connected to the various games via the Game Cabinets Printer and a Unique Serial Number the Kiosk recognizes from the QR Code on a printed redemption ticket. To connect the Game Cabinets, a Pairing ID must be printed from each Game Cabinets printer and scanned by the Kiosk.

To Pair a Game Cabinets Printer to the Kiosk:

1. Print a Pairing Ticket from the Game Cabinets Printer.

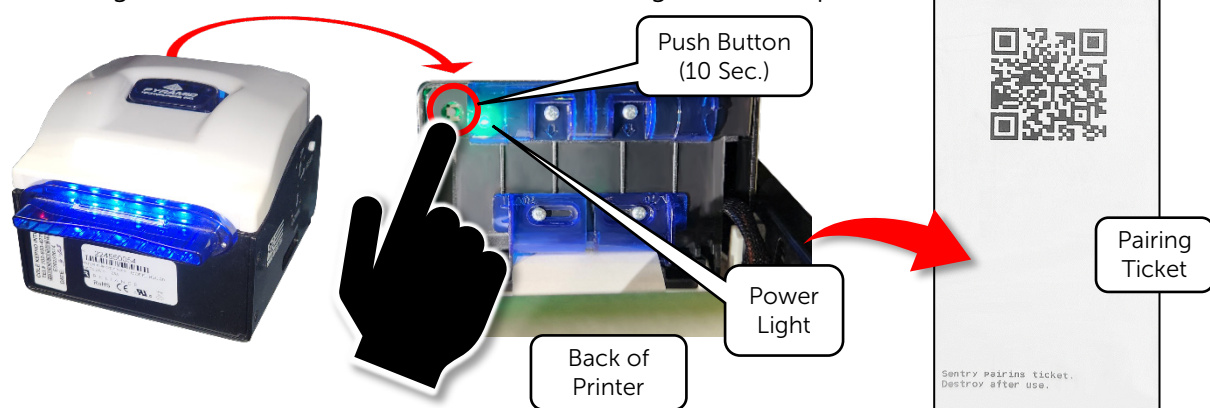
Currently, the Kiosk only accepts pairing from two types of printers, the Pyramid Reliance and Phoenix.

Note: If any other printer is installed, please contact Technical Support at 833-503-1724 for assistance.



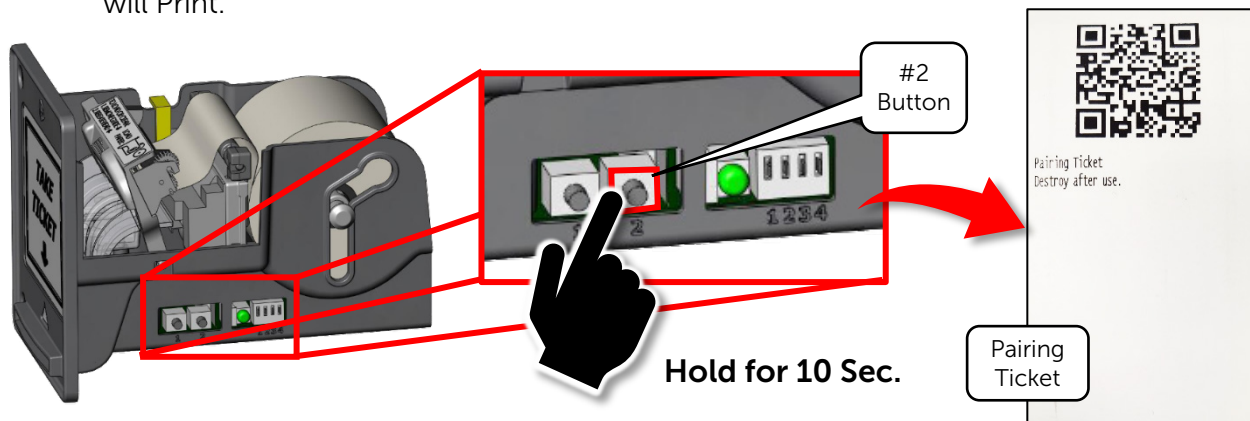
Reliance Printer:

- A. Press and Hold the Black Push Button on the back of the Printer next to the power light indicator for 10 seconds and a Pairing Ticket will print.



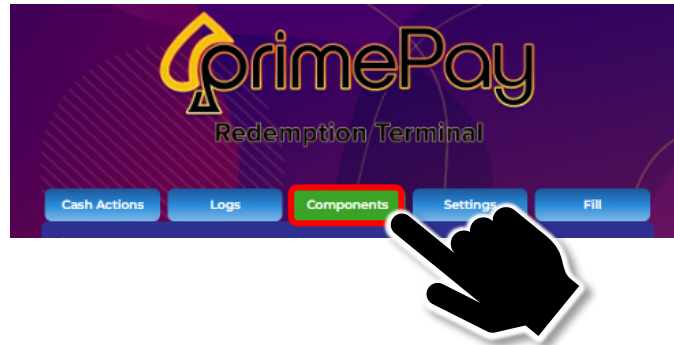
Phoenix Printer:

- B. Press and Hold the #2 button on the side of the Printer for 10 sec. and a Pairing Ticket will Print.

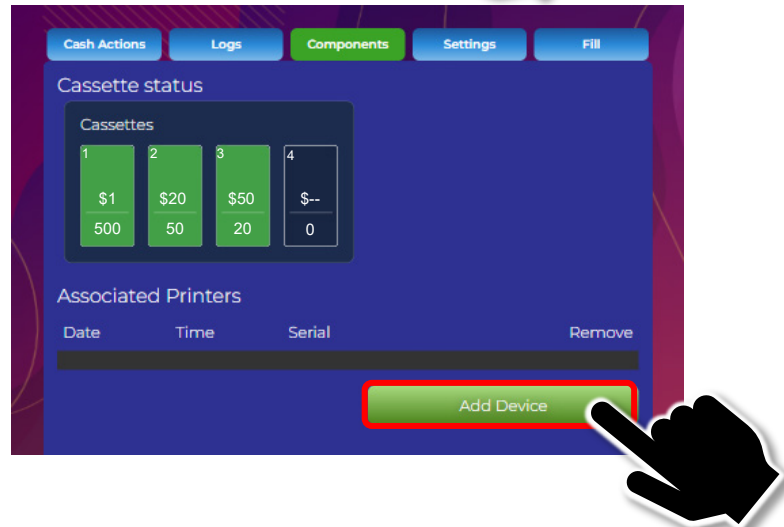




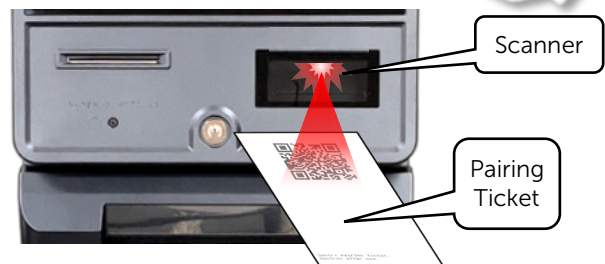
2. Tap on the Components Tab.



3. On the Components Page, Tap the Add Device button.



4. Hold the QR Code from Pairing Ticket under the scanner on the Kiosk.



Note: It is best practice to retain the Pairing Ticket in case of issues with the Printer, so the ticket can be re-scanned by the Kiosk or so Support Agents can identify the specific printer with the issue.

The Pairing Ticket can be placed back in the Game / Device from which it was printed.

It will also be helpful if the Game Cabinet is Identified and the Printer Serial Number is noted on the Pairing Ticket once it appears in the Associated Printers list.

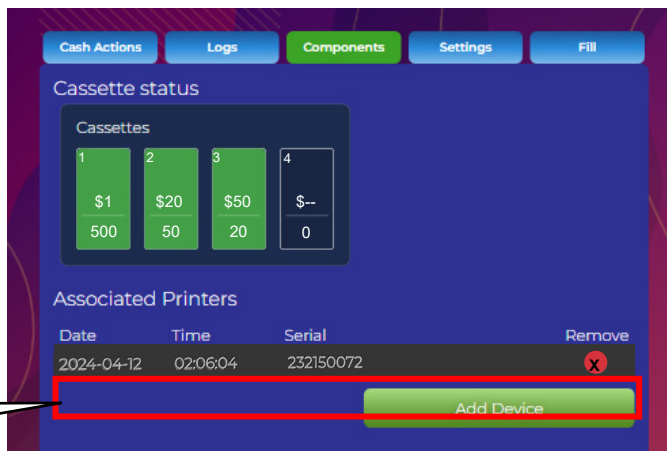
Handwritten Serial Number on Pairing Ticket





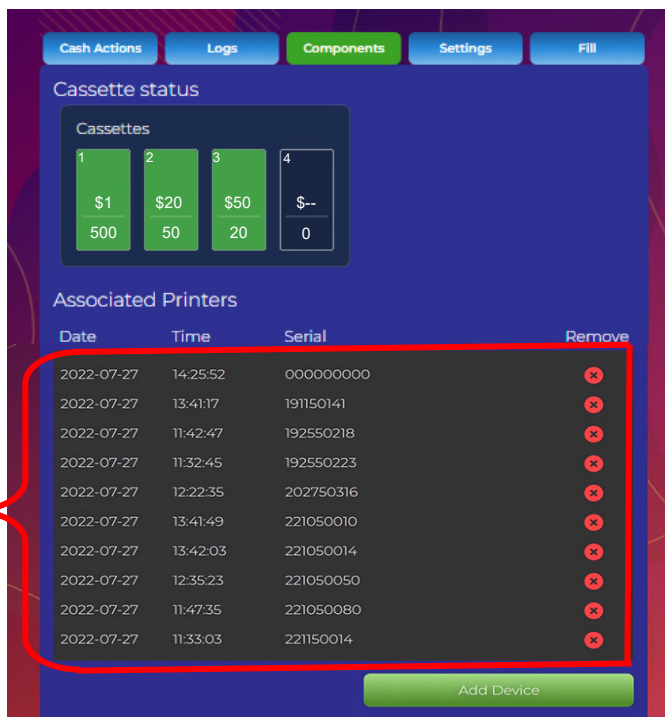
The Components Page should now show the Newly Added Device / Game Cabinet.

Newly Added Device/
Game Cabinet



- Continue adding devices / game cabinets, repeating steps 1 – 4 until all desired devices have been paired with the Kiosk.

All Devices /Game
Cabinets Added



The Pairing Information for the Devices / Game Cabinets is retained on the USB Security Dongle. Each Dongle can store up to 16 individual Pairings or Devices. To add more devices, additional USB Security Dongles must be inserted into the PC.



= 16 Devices

USB Security Dongle
DO NOT REMOVE!



Once all the Devices / Game Cabinets have been Paired, the Initial Setup is Complete, and the Kiosk is ready for action.



**Initial Setup
Complete**

