



# primePay

## Owner Operator Manual

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### Disclaimer

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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 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.



## 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 damaged or replaced 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.



## Kiosk Specs

- Weight: 310 lbs
- Dimensions: 65" h x 16" w x 22" d  
Operational Clearance: 74"
- Voltage: 110 Volt AC
- Amps: 3.0
- Internal Vault with Keyless Lock
- 21.5" LCD Touch Screen
- Cassettes: 3 (4<sup>th</sup> Optional)  
Cassette Capacity: 2000 Notes
- UPS: APC600
- QR Scanner
- Thermal Receipt Printer





## 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. This manual is designed for Owners and Operators to use in managing the Kiosk and its various features and settings.

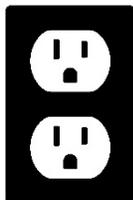
The PrimePay Kiosk will arrive ready for setup and include most of the components and items necessary for its operation. The Operator will need to follow the [Initial Setup](#) instructions prior to use and will require proper placement, a wireless internet connection, and cash on hand in the form of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



Wireless Internet



110v Power Source



**\$1 x 500**



**\$20 x 50**



**\$50 x 20**



**Note:** Fill Amounts are Optional, see [Fill Target Levels](#) under Settings.



## 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 wireless 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.





## Kiosk Components and Access

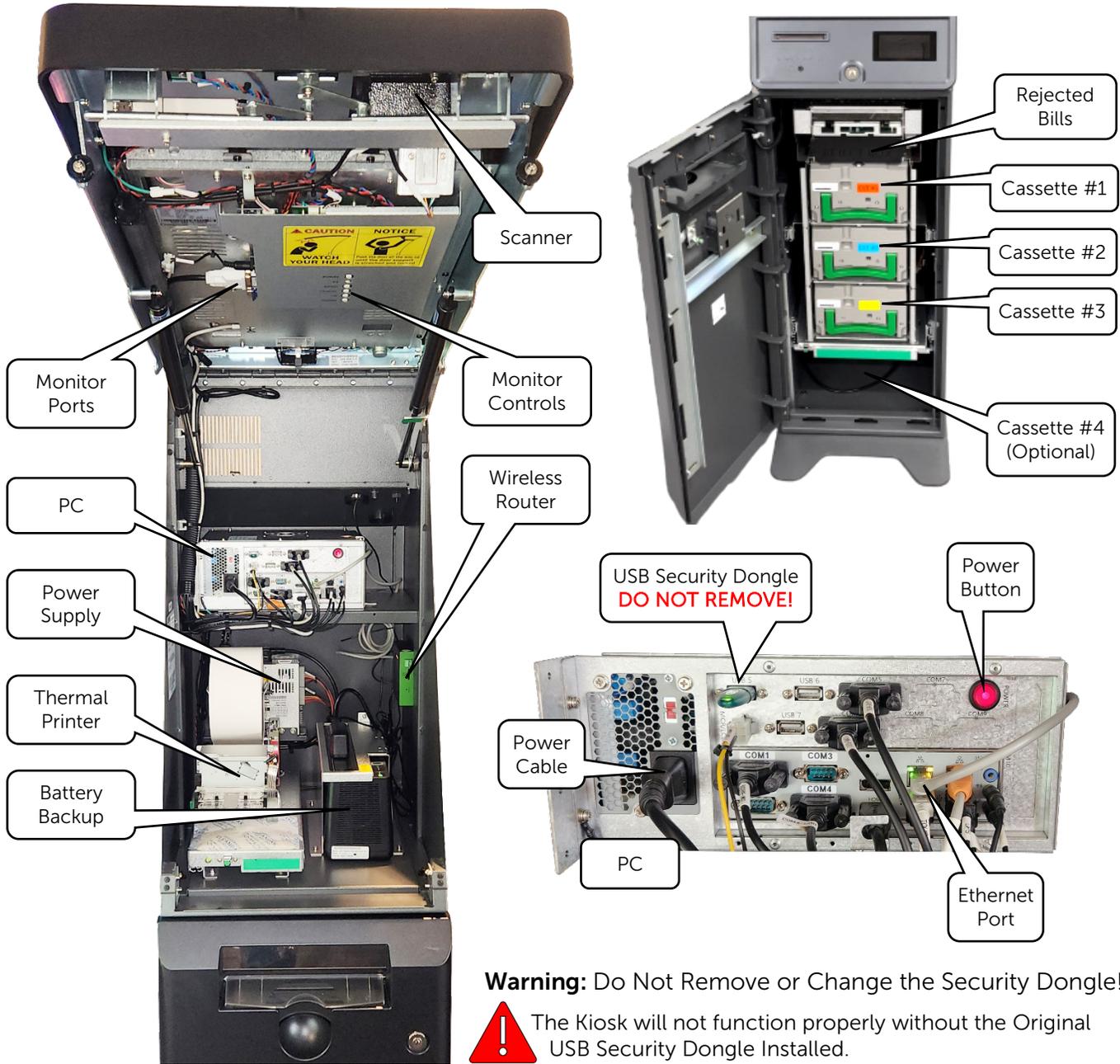
### External Components





## Internal Components

The PrimePay Kiosk has internal components that include a Thermal Printer, Battery Backup, Wireless Router, PC and 3 Cash Cassettes (4<sup>th</sup> Cassette Optional) for dispensing specific denominations.



**Warning:** Do Not Remove or Change the Security Dongle!  
 The Kiosk will not function properly without the Original USB Security Dongle Installed.



USB Security Dongle  
**DO NOT REMOVE!**

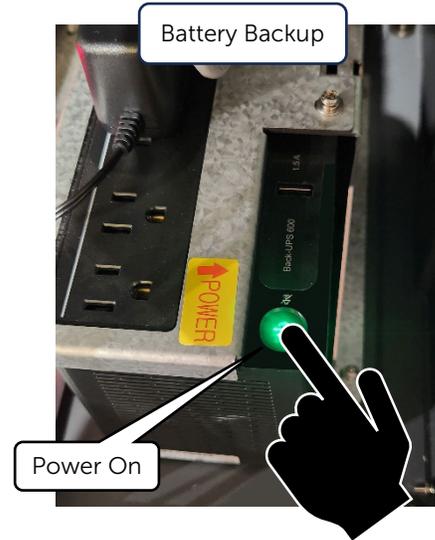
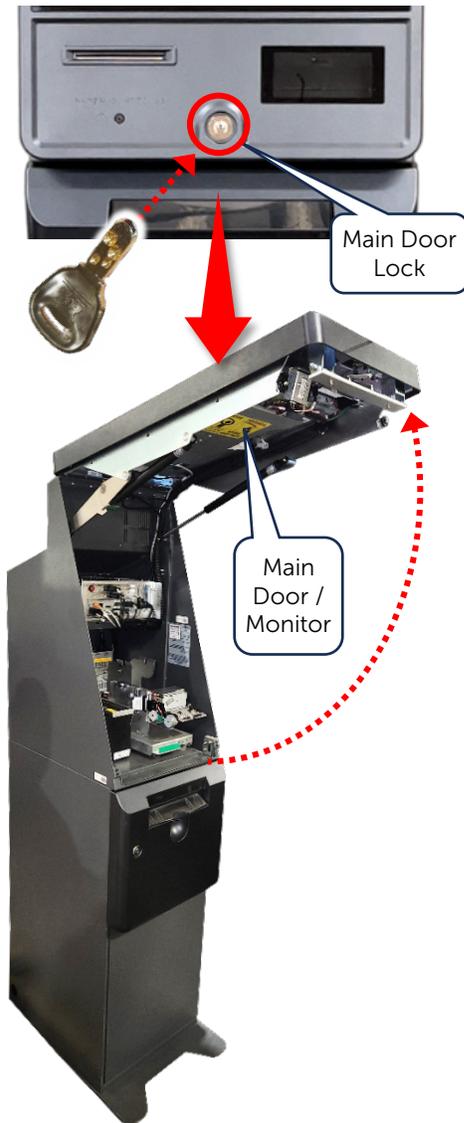


## Powering On and Off

There are a number of ways to power on and off the Kiosk, however, the best practice to be sure all components have powered on or off properly is to use the power on the Battery Backup.

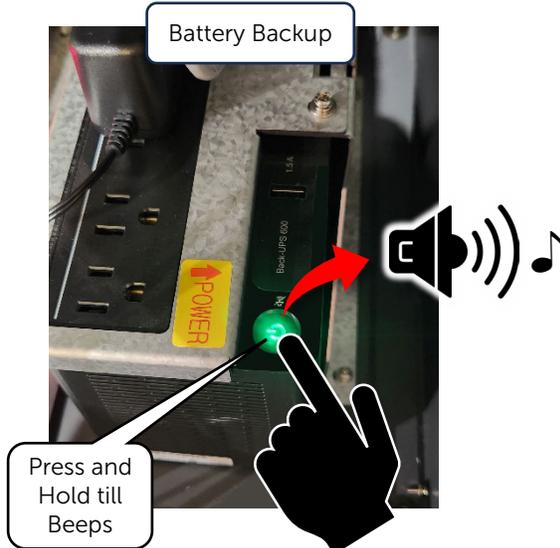
### Power On

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



### Power Off

To Power Off, Press and Hold the Power Button on the Battery Backup until it Beeps.





## Navigation and Access

Navigation for the PrimePay Kiosk is via Touchscreen.



### Data Entry



Use the Pop-Up Keyboard to Enter Text.



Use the Pop-Up Number pad for Numeric Entries.

### Operator Login



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

Default Login: kiosk

Default Password: 0987654321

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

#### Exit Button

Tap the Exit Button in the lower right of any Menu Screen to return to the Player Redemption Screen.





## On Screen Information

Each Page of the PrimePay Kiosk Menu System will display information to help Operators determine the Kiosk status, versions and location as well as custom support contact information.





## Component Access

Dimple Keys, provided, are required for Operators to access the PrimePay Kiosk internal components and a Pin Code is required for accessing the Vault Door. The Cassette Cashboxes further require a Security Key (8880) for accessing and performing a Fill.

### Opening the Main Door

To open the Main Door, use the Dimpled Key to unlock and lift the Door upwards until the latch secures in place. To Close, pull the latch downward, carefully pull the Main Door close and use the Dimpled Key to Lock.





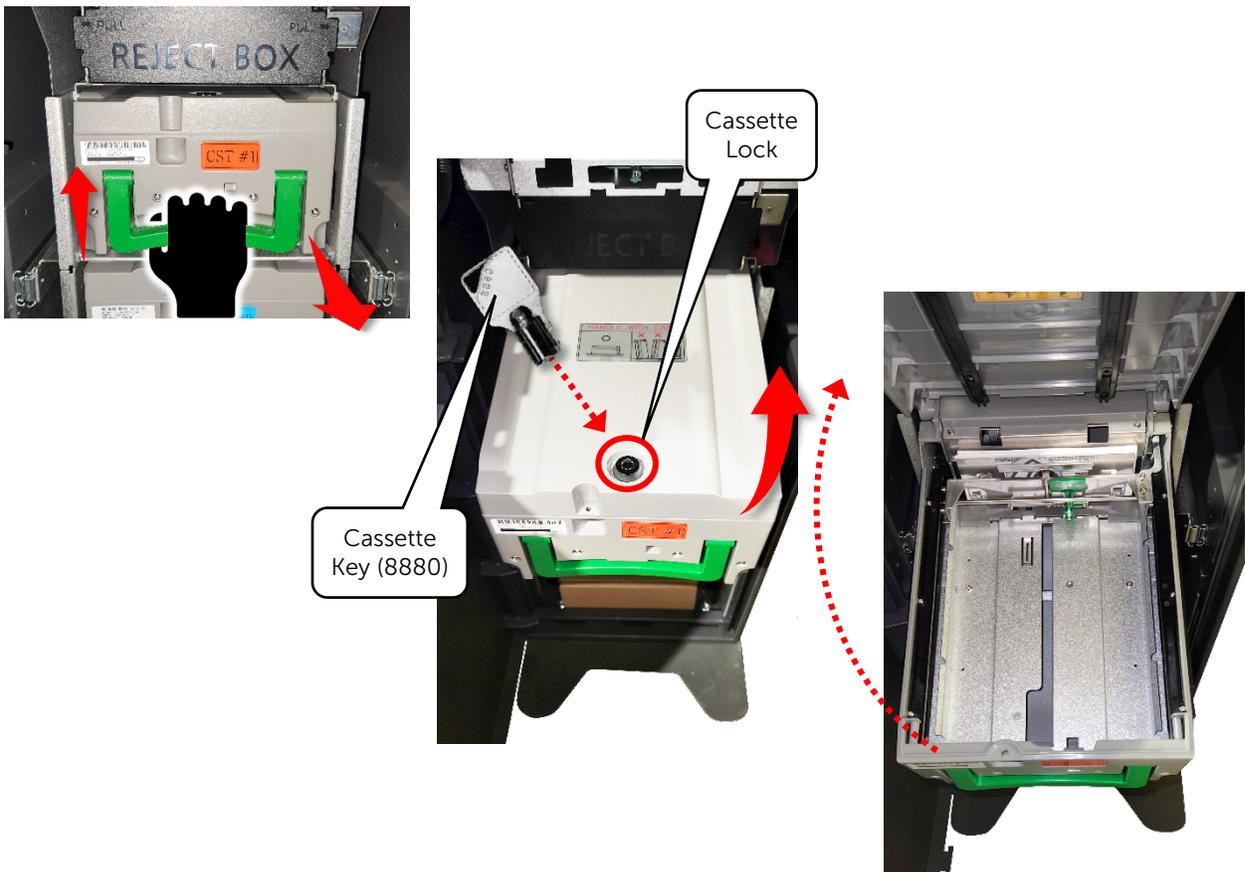
## Opening the Vault Door

Enter the Pin Code and Turn the Handle Counterclockwise to Open.



## Accessing the Cassettes

Lift the Cassette up and Pull Outwards. Use the Cassette Security Key (8880) to unlock the Cassette and lift open.



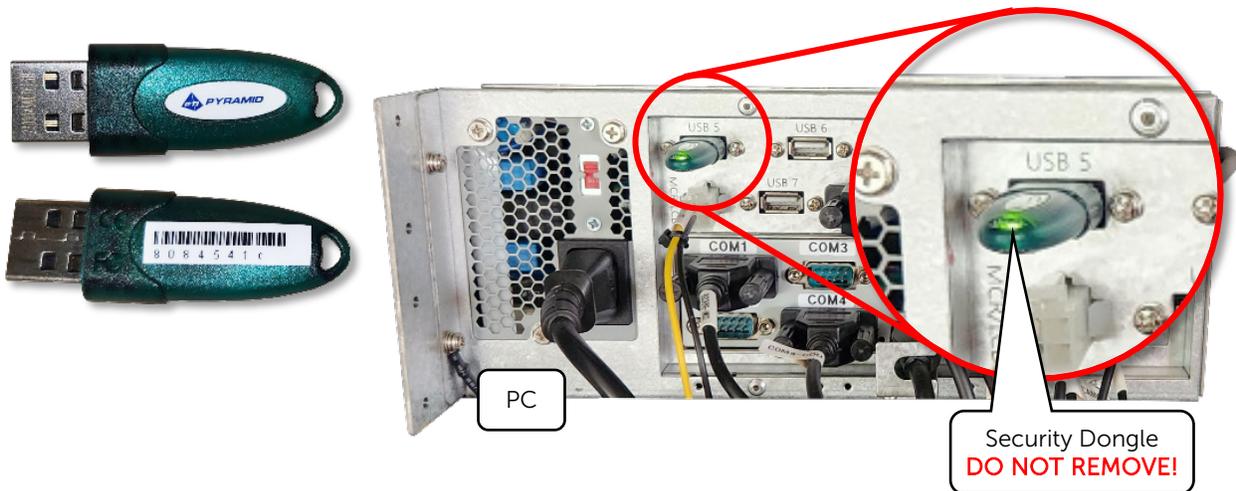


## Kiosk Setup Warnings

### USB Security Dongle



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



### Changing or Replacing Printers



**Warning:** If a printer is changed or replaced it will need to be Paired with the Kiosk again or the Kiosk will not recognize the new printer. See [Pairing Devices / Game Cabinets](#).





## 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.

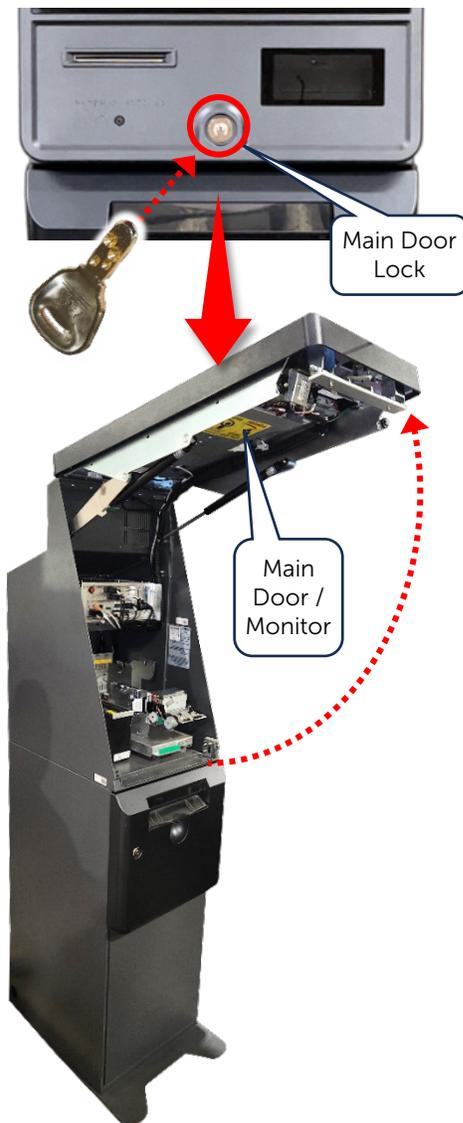
### The Initial Setup Steps Are:

- [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.

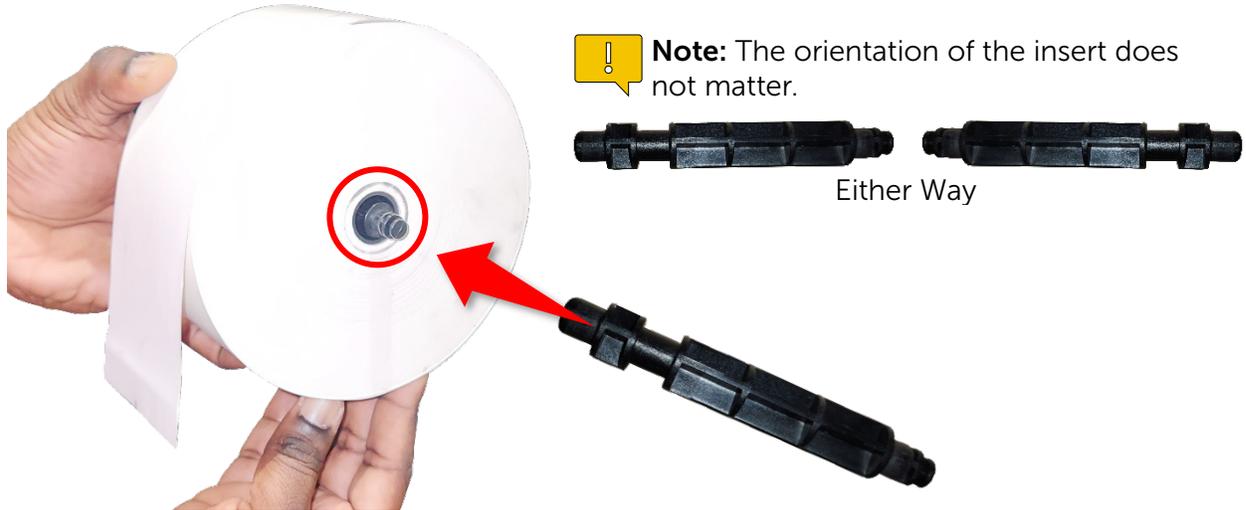
1. Open the Main Door using the Dimpled Security Key.
2. Press the Power Button on the Battery Backup.



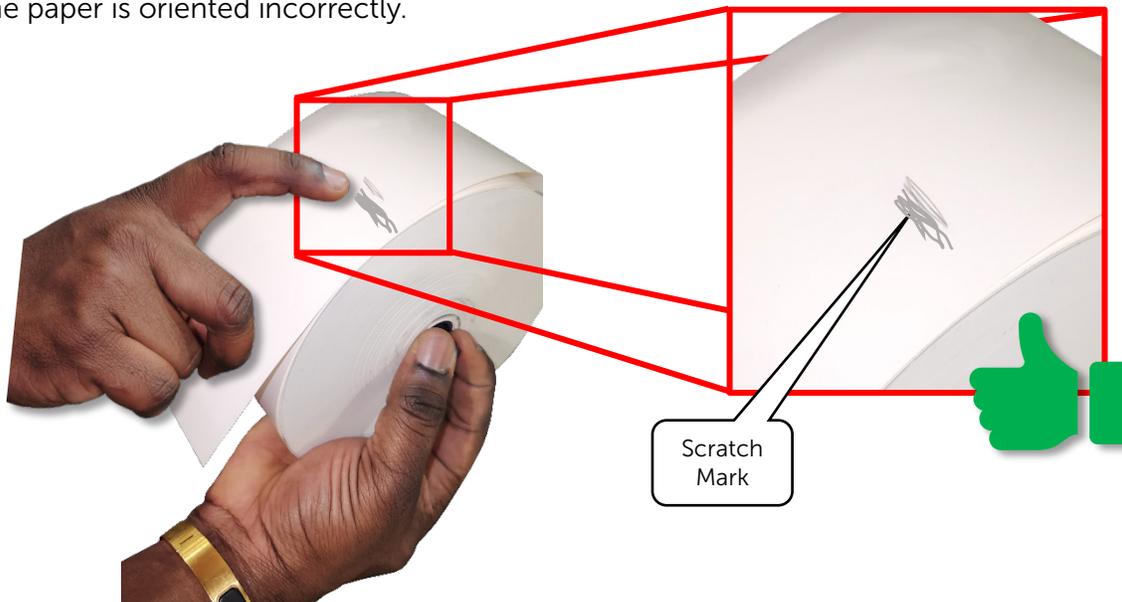


## Install the Printer Paper

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

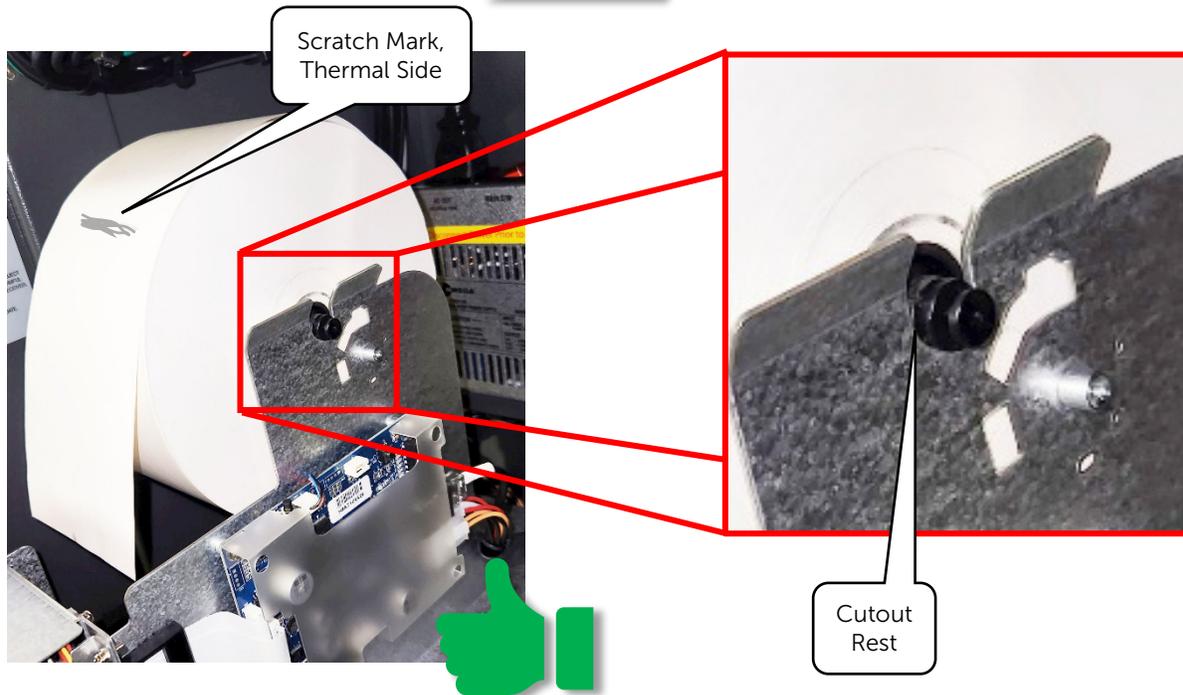
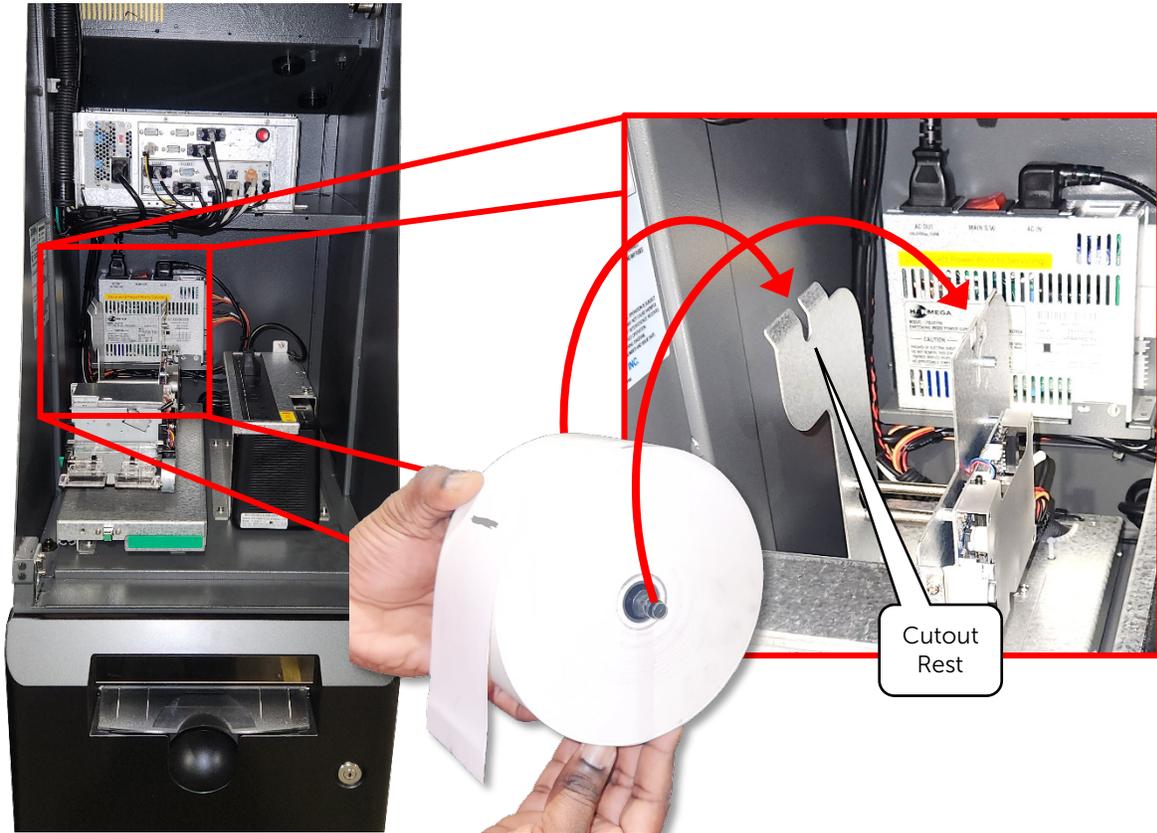


2. Be sure the Print / Thermal side of the Thermal Paper is facing out by scratching a small area with any small object or finger. The scratch should make a mark. If no mark appears, the paper is oriented incorrectly.



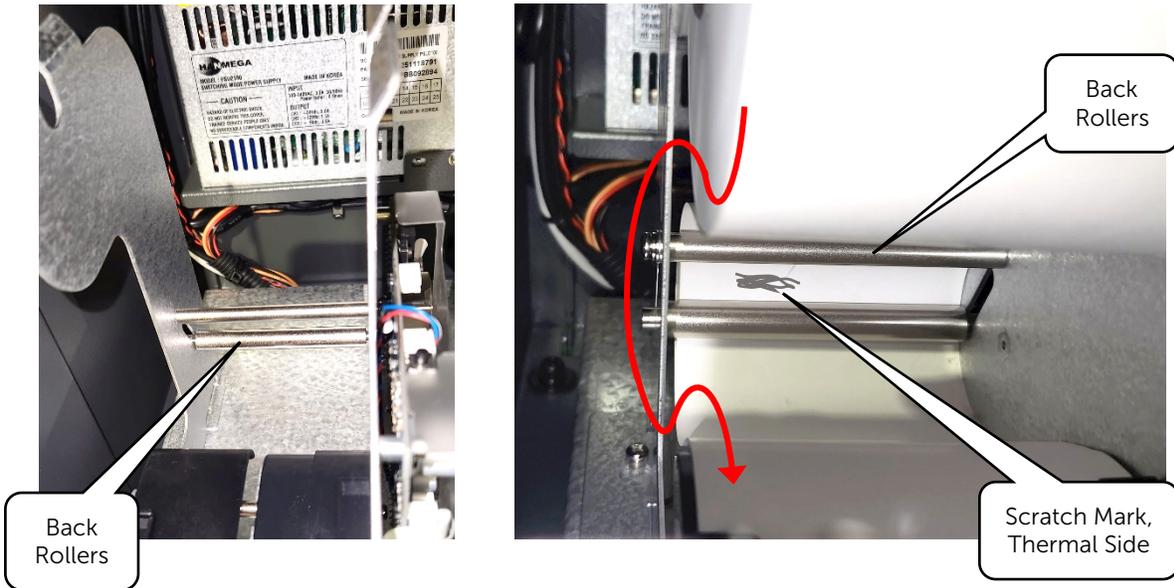


- Place the Thermal Paper Roll and Paper Roll Insert on to the Printer Paper Mount aligning the Printer Paper Roll Insert with the Cutout Rests. Be sure the Marked / Thermal side of the paper is facing out as shown.

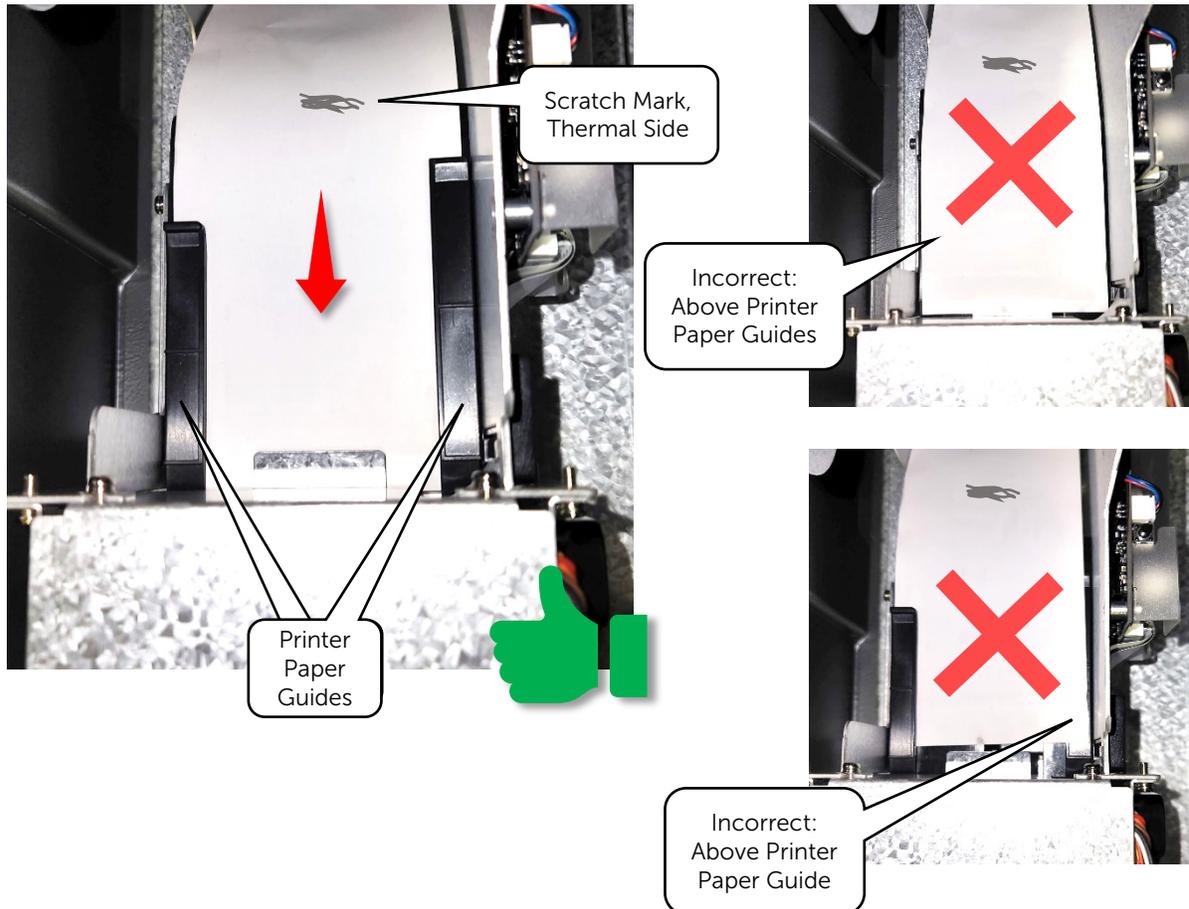




4. Feed the Paper behind the printers Back Rollers so the Thermal side is facing up.



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.

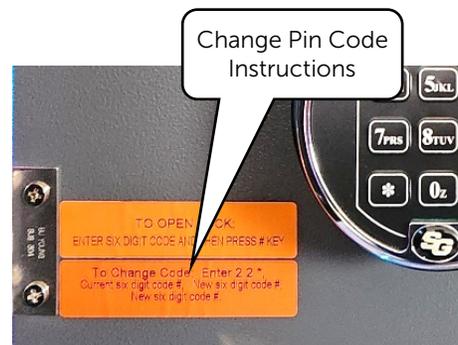
 **Warning:** Default Security Codes are meant for setup purposes only and will need to be changed to ensure the security of the cash within the Kiosk. Failure to change the Security Codes may result in unauthorized access to the Kiosk and its components, the monies contained within and the financial 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 instruction on setting up Master Pin Codes and User Pin Codes, see [Appendix B: Vault Door Keypad OEM Instructions](#).



## 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

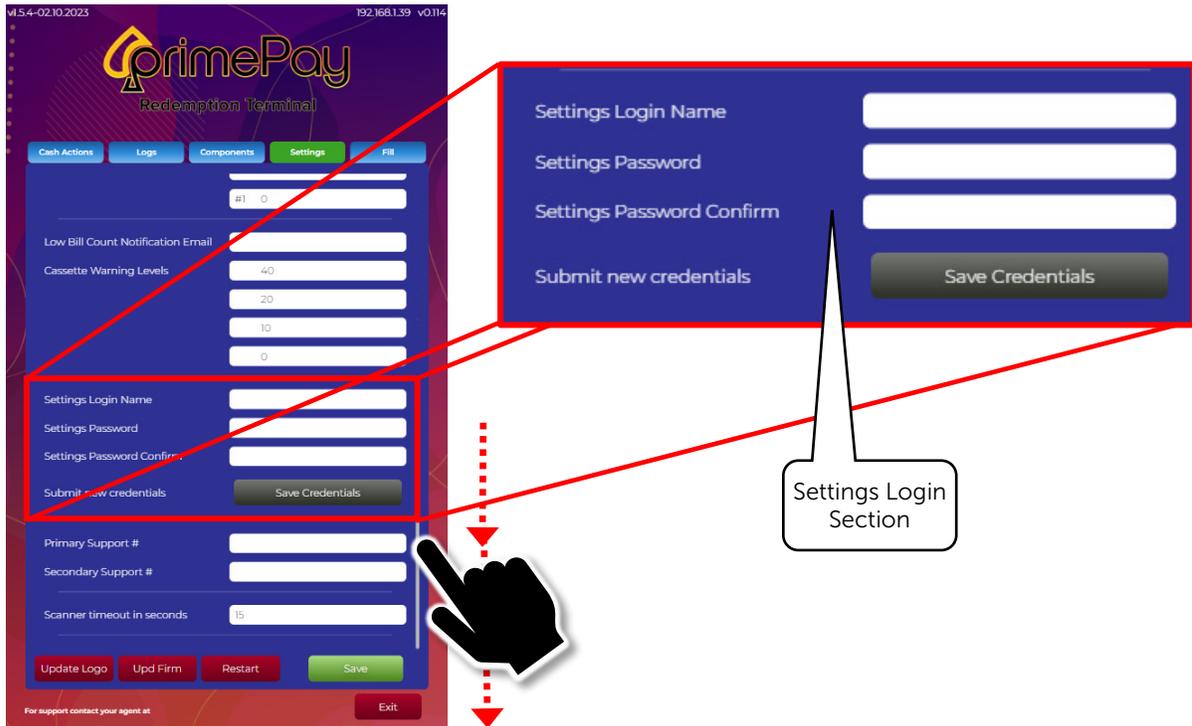
**Note:** Login is Case Sensitive; Default is all lower case.

Default Password: 0987654321

2. Tap on the Settings Tab.



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

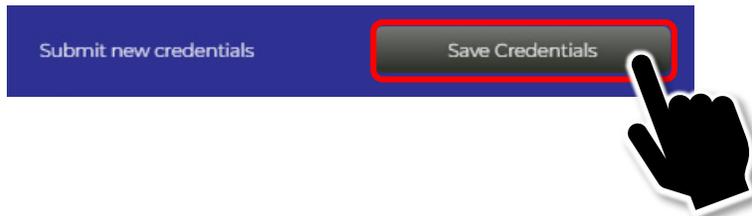




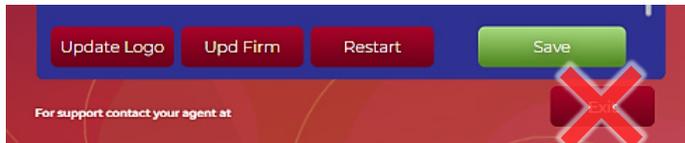
4. Tap in a field and Use the Pop-Up Keyboard to Enter a new Login Name and New Password.



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.

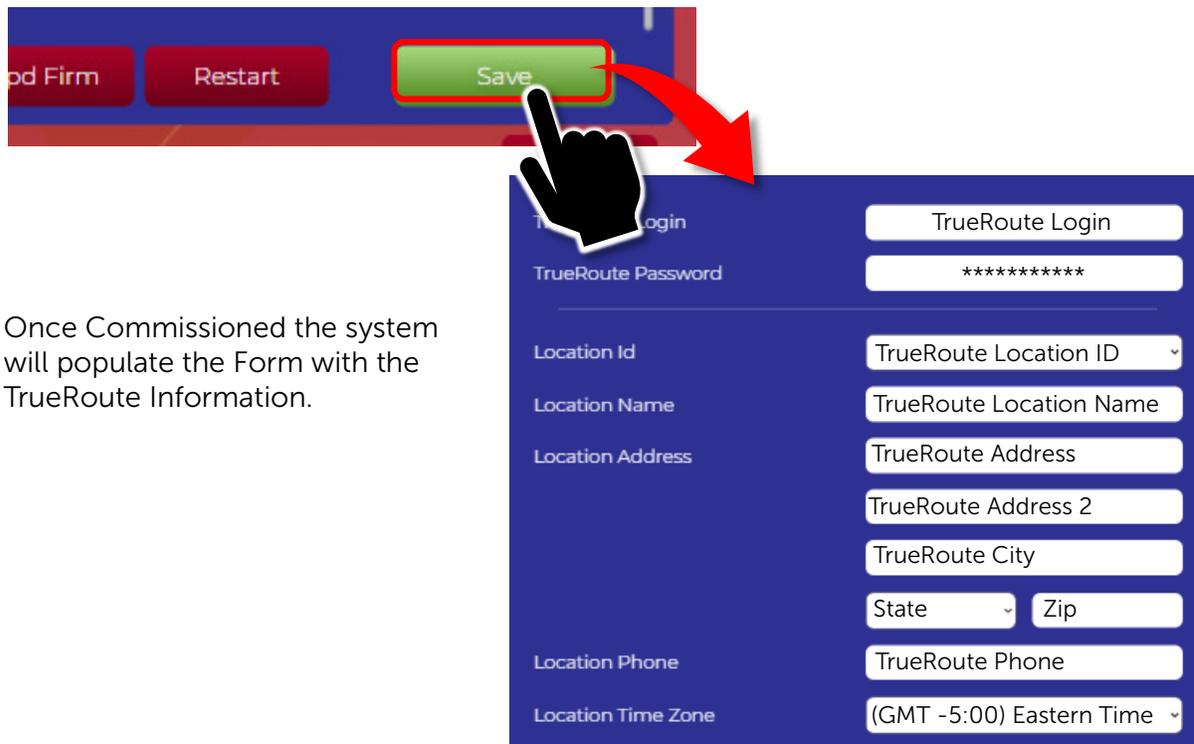
If NO TrueRoute Login Exists or the Operator chooses NOT to commission the Kiosk, the Location Information will need to be entered Manually.

### 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.

TrueRoute Login	Leave Blank	
TrueRoute Password	Leave Blank	
Location Id	Decommissioned	
Location Name	Location Name	
Location Address	Address	
	Address 2	
	City	
	State	Zip
Location Phone	Phone	
Location Time Zone	(GMT -5:00) Eastern Time	

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, see [Settings](#).



## 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 on the [Fill Page](#) in the Operator Menu. 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.

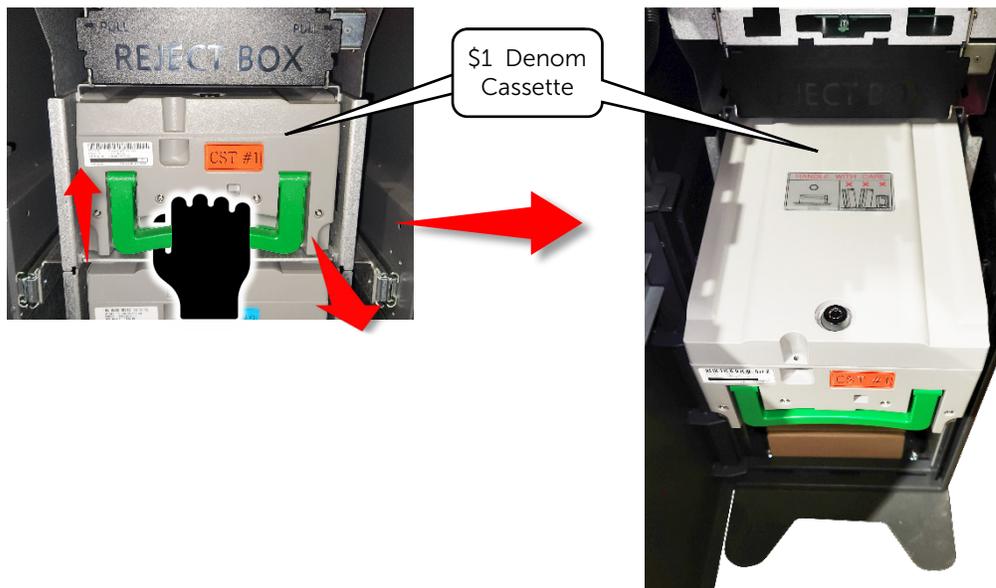


1. Use the Dimpled Kiosk Key and PIN to Open the Security and Vault Doors.

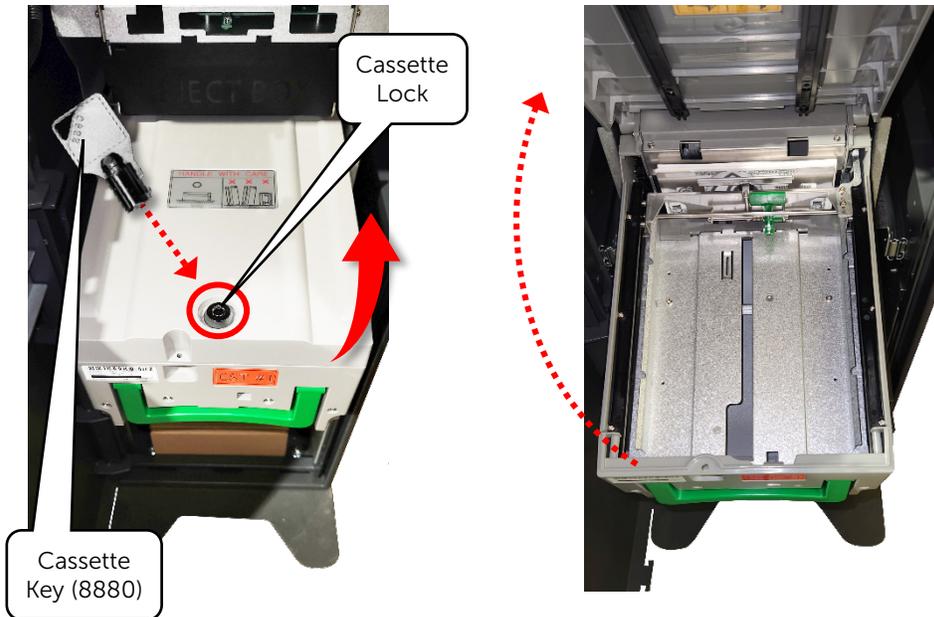




- Lift up and Pull the first Cassette out from the Cassette tray.

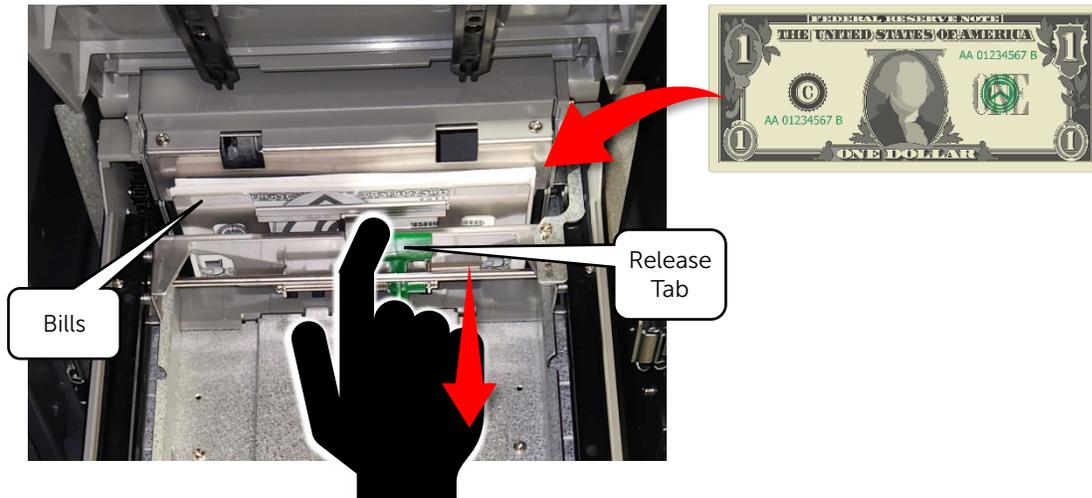


- Using the Cassette Security Key (8880), Open the Cassette.

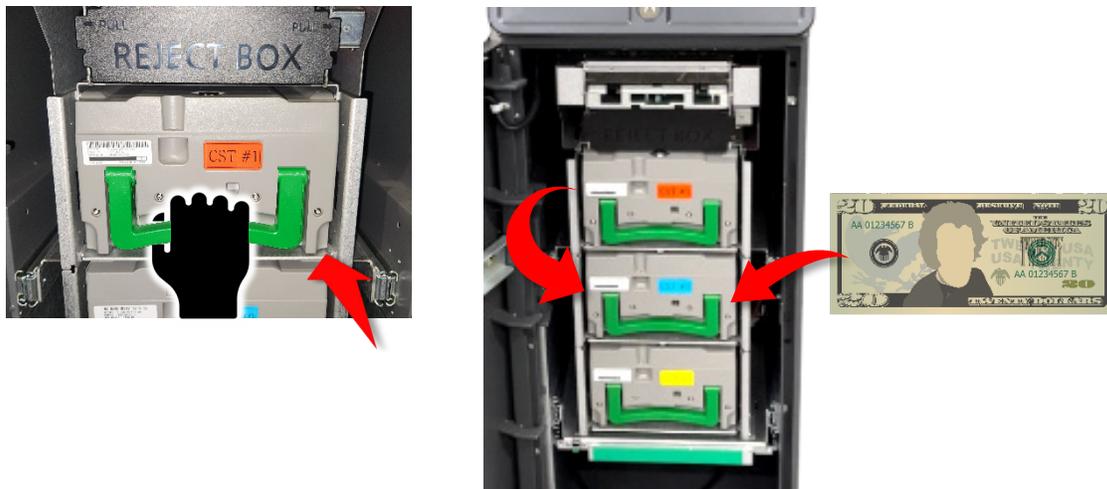




4. Pull the release tab back and insert the bills.



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



6. Close the Vault and Security Doors.





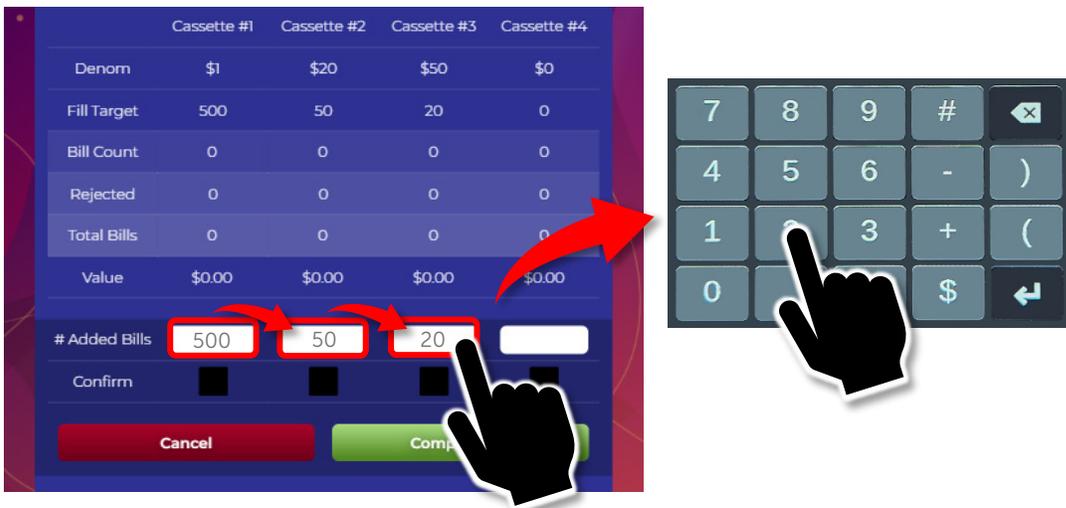
7. In the Operator Menu, Tap on the Fill Tab to open the Fill Menu.



8. Tap on the Ad Hoc Fill button.



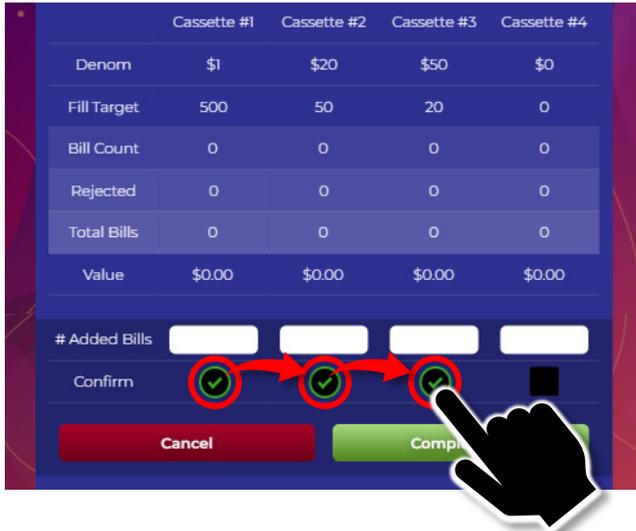
9. Tap in the Box under each Denomination and use the number pad to enter the total number of bills added to each Cassette.



**Note:** To change the Denoms and Fill Targets, see the [Denominations](#) and [Fill Target Levels](#) section under [Settings](#).



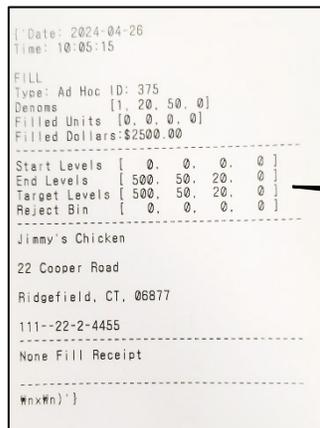
10. Tap the boxes below each Bill Count to Confirm the number of bills added.



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.

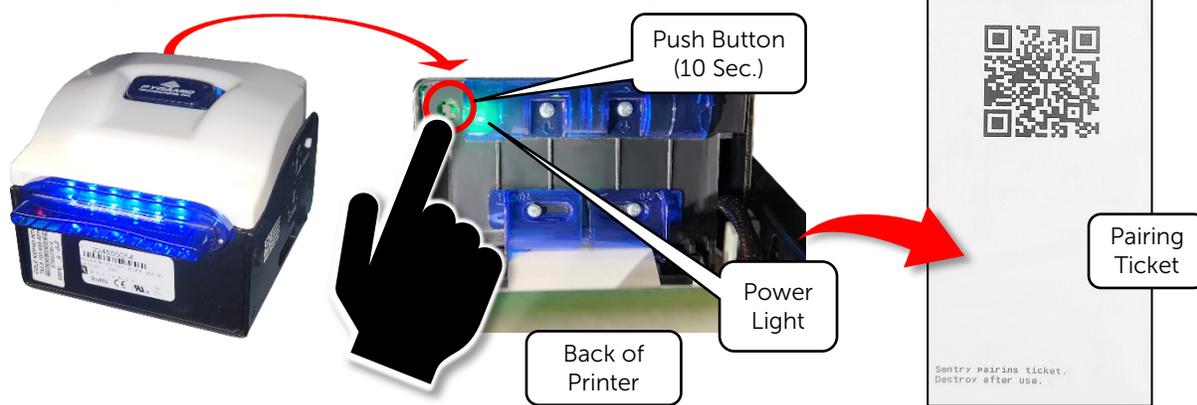
Currently, the Kiosk only accepts pairing from two types of printers, the Pyramid Reliance and Phoenix.

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



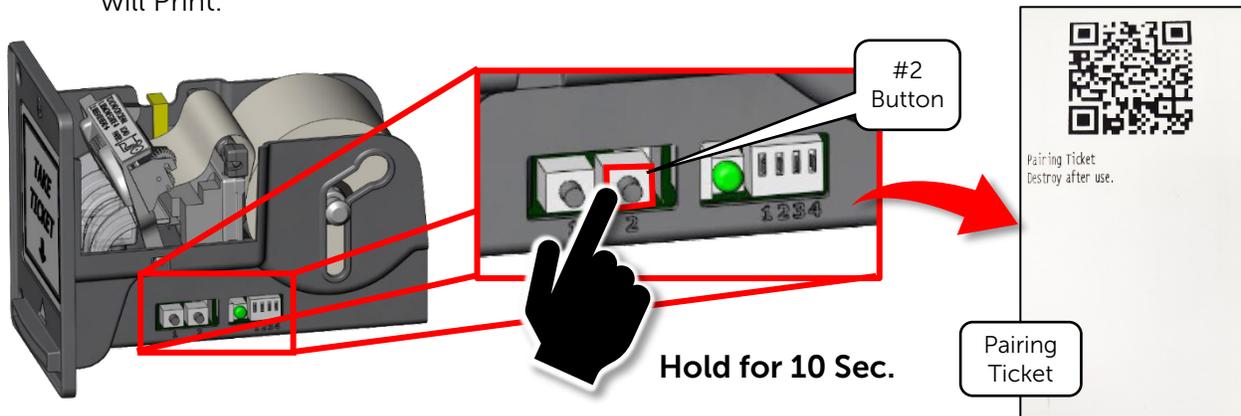
### Reliance Printer:

- 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.

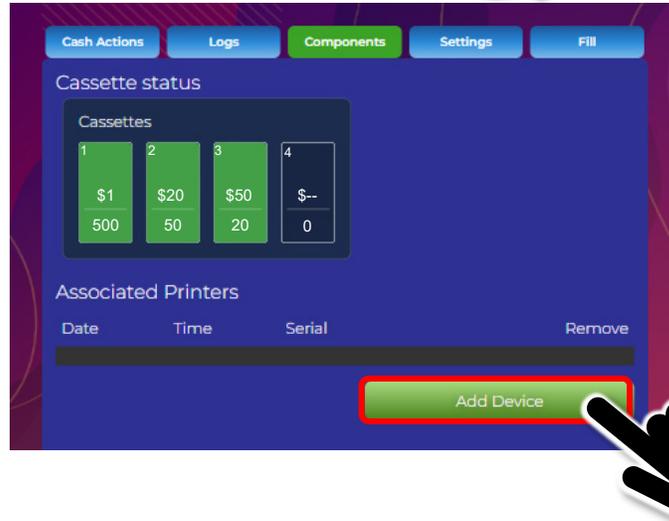




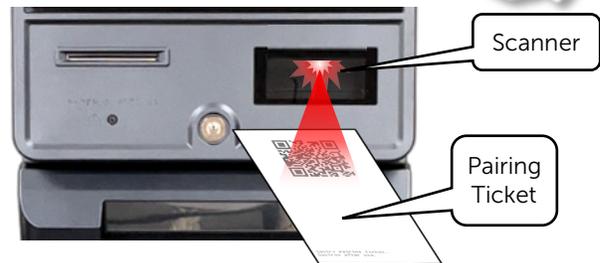
2. Tap on the Components Tab.



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.

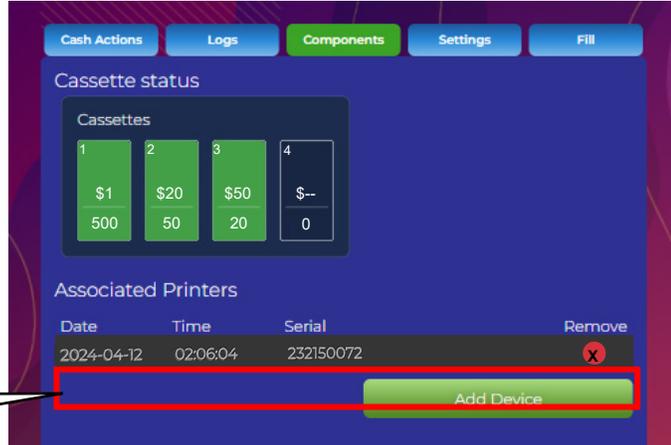
It will also be helpful if the Game Cabinet is Identified and the Printer Serial Number is noted on the Pairing Ticket once it appears in the Associated Printers list.



Handwritten Serial Number on Pairing Ticket

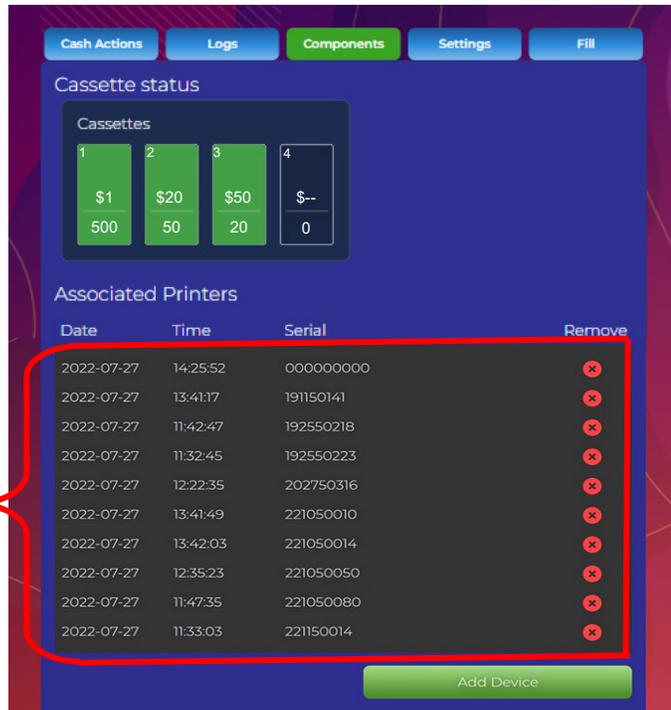


The Components Page should now show the Newly Added Device / Game Cabinet.



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**





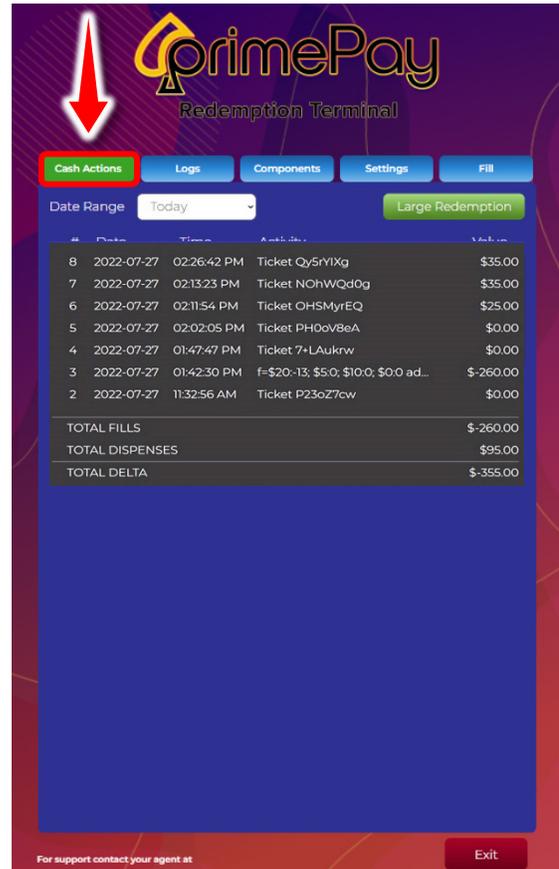
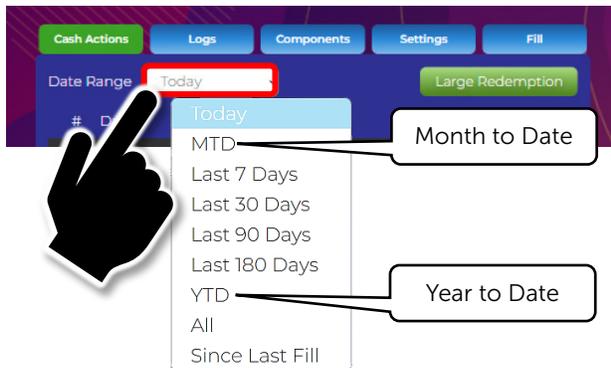
## Cash Actions

The Cash Actions page displays various financial transactions according to the date selected from the dropdown. Large Redemptions, over the [Max Payout](#), must be processed on this page as well.

The Cash Actions Page Displays the Following:

- **Event ID#**
  - **Date of event**
  - **Time of event**
  - **Activity**
    - The receipts scanned ID.
    - The values changed during a Fill event.
  - **Value of the event**
- 
- **Total Fills** - The amount added to the cassettes during the selected period.
  - **Total Dispenes** - The amount paid to players during the selected period.
  - **Total Delta** - The difference between the Cassette Fills and Cash Outs.

To change the Period Viewed Tap the Date Range Dropdown and select the Period.



## Large Redemptions

To Process a Large Redemption, Tap the Large Redemption button and scan the Ticket. The Kiosk will dispense the total amount of the ticket.



**Note:** For Max Payout settings, see [Max Payout before Handpay](#).

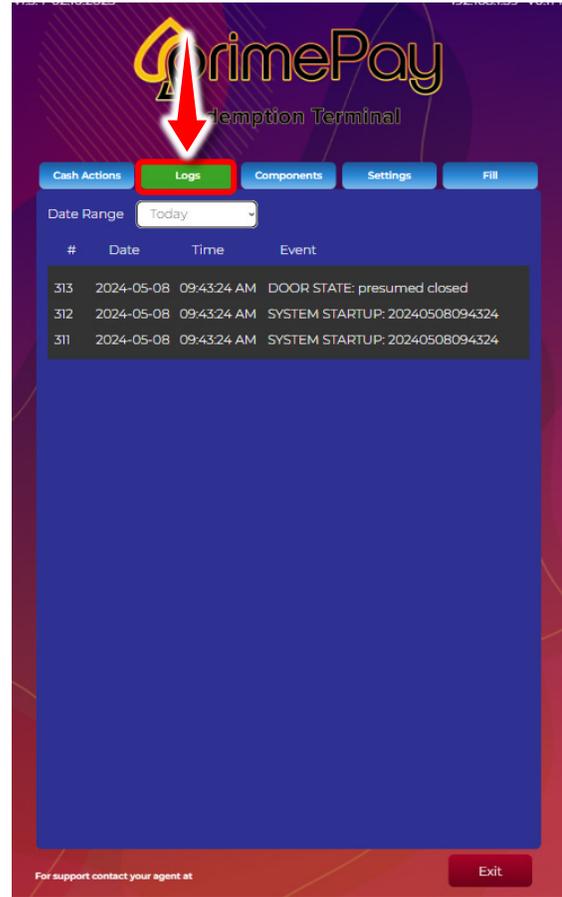


## Logs

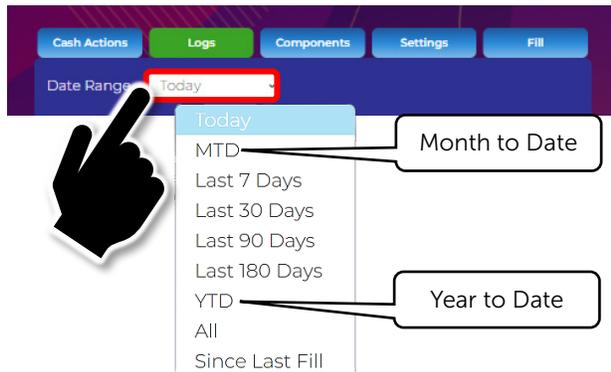
The PrimePay Kiosk retains a record of events which may be viewed by the Operator on the Logs Page. These records may assist in troubleshooting both software and hardware issues, financial errors, Operator access or simply for tracking certain events.

The Logs Page Displays the Following:

- **Event ID#**
- **Date of event**
- **Time of event**
- **Event**
  - Door Opened
  - Scanner model changes
  - Printer model changes
  - Cassette # - Bills Rejected
  - Cassette # - Errors Logged
  - Cassette # - Refilled
  - Fill requirement changes.
  - Denomination changes.
  - Min bill changes
  - Location details updated.
  - Paper jams
  - Out of paper errors
  - Printer not responding.
  - Scanner not responding.
  - System reboot triggered.
  - System booted.
  - System shutdown by user
  - Internet connection lost.
  - Internet connection connected.
  - Software updates



To change the Period Viewed Tap the Date Range Dropdown and select the Period.





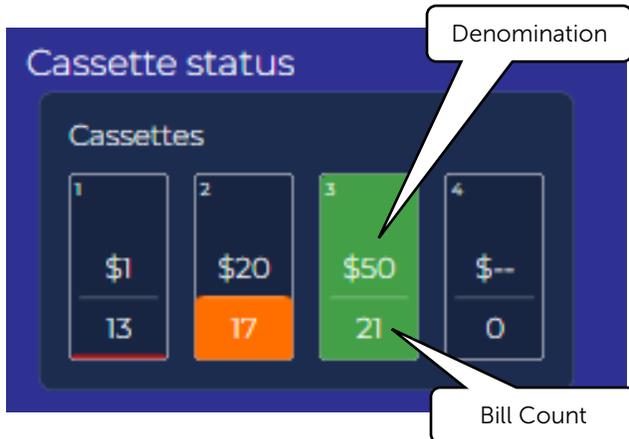
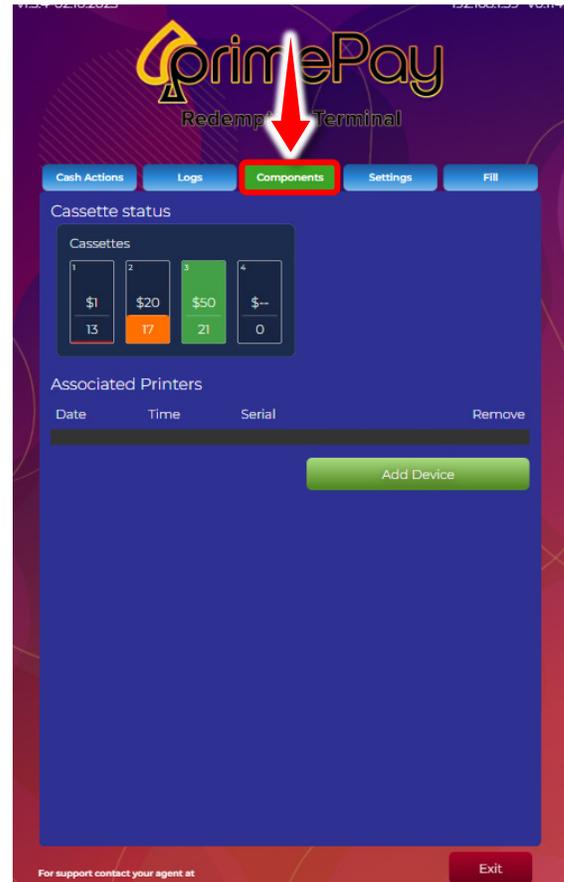
## Components

The Components Page displays the Fill Status for each Cassette and lists any Printers, Game Cabinets or other devices paired with the PrimePay Kiosk. Printers, Game Cabinets and Other Devices can also be Paired from this page.

## Cassette Status

The Cassette Status Indicator displays the current Fill Levels for each Cassette in the form of a Bar Graph with the Denomination and Bill Count. The Bar Graph displays a color to indicate the warning level for each Cassette.

- Green** = Good
- Orange** = Low
- Red** = Critical (Perform a Fill Immediately)
- Black** = Empty or Disabled



**Note:** Changing the Denominations in the Settings [Denominations](#) fields will change the denominations displayed in the Cassette Status Indicator.



## Pairing Game Cabinets / Devices via Printers

The PrimePay Kiosk pairs or connects to Devices / Game Cabinets for instant redemption via the devices Printer which has a Unique Serial Number the Kiosk recognizes in the QR Code on printed redemption tickets. If a printer has not been paired with the Kiosk and its Serial Number is not recognized, the Kiosk will not fulfill a redemption from the printed ticket and an error will occur. Any Game Cabinet or Device in which the Kiosk is required to perform a redemption must be paired and remain paired with the Kiosk.

The Pairing Information for the Devices / Game Cabinets Printers are 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.



## Associated Printers

The Associated Printers list displays any Printers from devices that have been Paired with the PrimePay Kiosk. Each line shows the Date and Time of a Printer / Device Pairing along with the Printer / Device Serial Number.

If the Printer / Device shows all Zero's for the Serial Number, either the Device has not been configured properly or is in an error state.

Date	Time	Serial	Remove
2022-07-27	14:25:52	00000000	✘
2022-07-27	13:41:17	191150141	✘
2022-07-27	11:42:47	192550218	✘
2022-07-27	11:32:45	192550223	✘
2022-07-27	12:22:35	202750316	✘
2022-07-27	13:41:49	221050010	✘
2022-07-27	13:42:03	221050014	✘
2022-07-27	12:35:23	221050050	✘
2022-07-27	11:47:35	221050080	✘
2022-07-27	11:33:03	221150014	✘

Add Device



## Pairing Game Cabinets via Printers

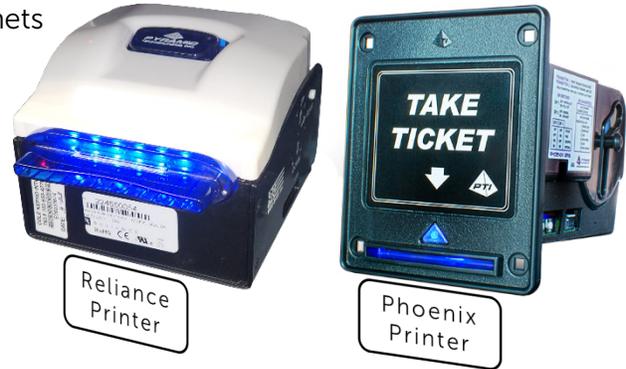
To Pair a Game Cabinets Printer to the PrimePay Kiosk, a Pairing ID must be printed and scanned by the Kiosk.

To Pair a Game Cabinets Printer to the Kiosk:

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

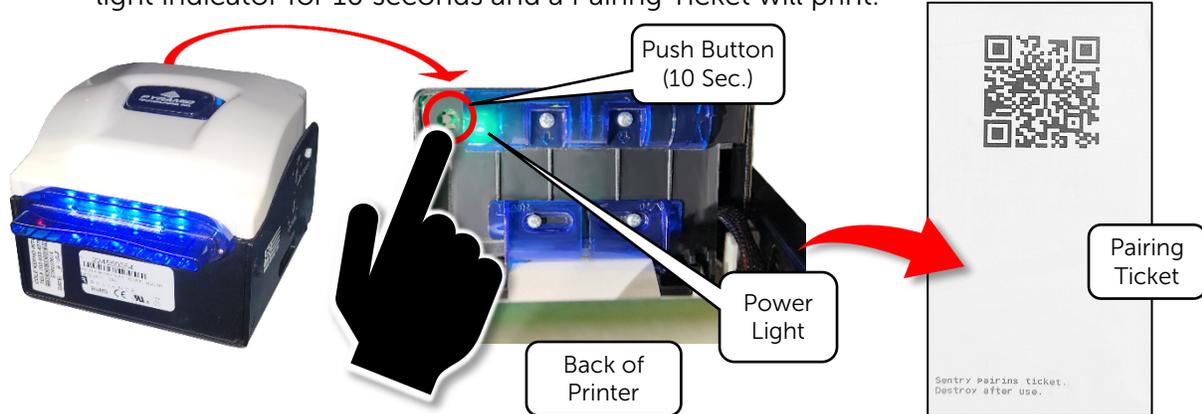
Currently, the Kiosk only accepts pairing from two types of printers, the Pyramid Reliance and Phoenix.

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



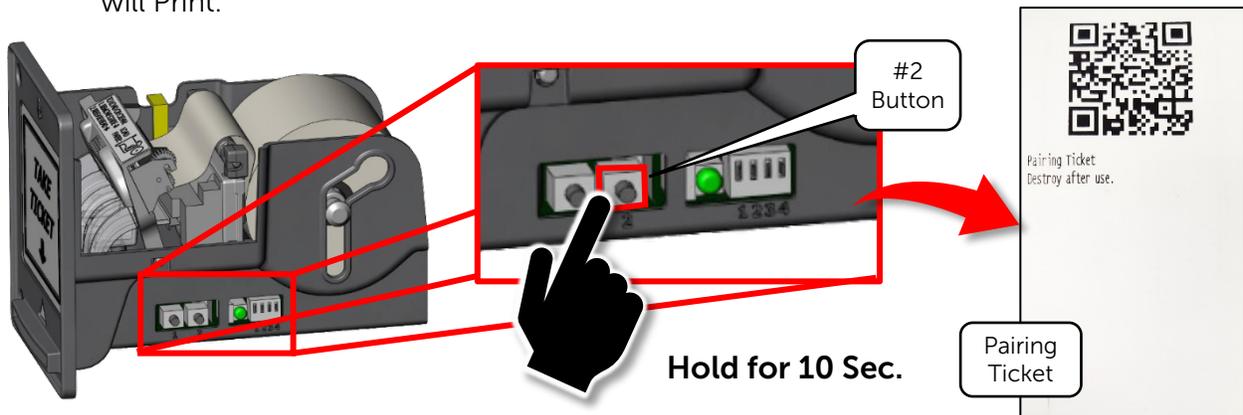
### Reliance Printer:

- 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.



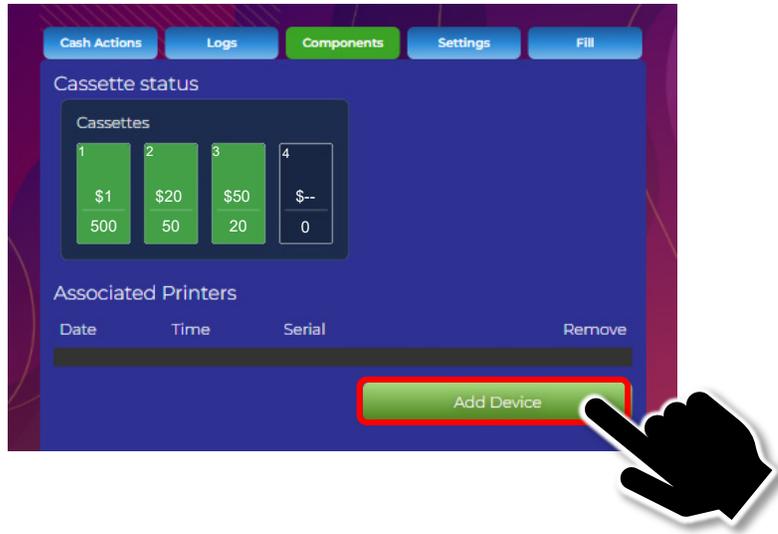
### Phoenix Printer:

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

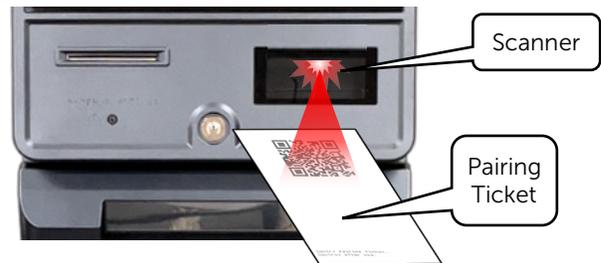




2. Tap the Add Device button.



3. 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 Device / Game Cabinet from which it was printed.

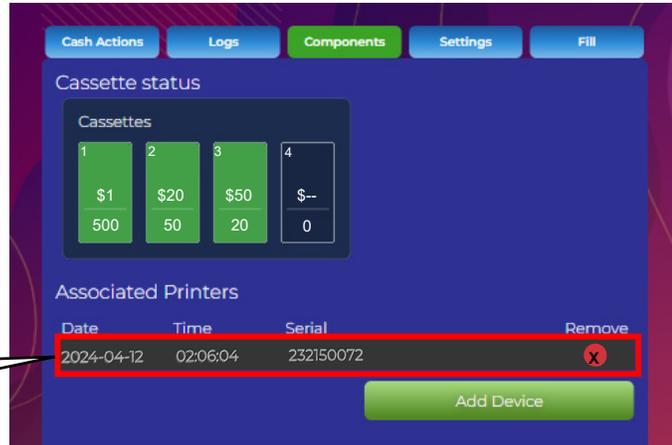
It will also be helpful if the Game Cabinet is Identified, and the Printer Serial Number is noted on the Pairing Ticket once it appears in the Associated Printers list.



Handwritten Serial Number on Pairing Ticket



The Associated Printers list should now show the Newly Added Device / Game Cabinet.



Newly Added Device / Game Cabinet

## Removing a Device

To Remove or Unpair a Device:

1. Tap the  Next to the Device to be removed.

Associated Printers			
Date	Time	Serial	Remove
2022-07-27	14:25:52	000000000	
2022-07-27	13:41:17	191150141	
2022-07-27	11:42:47	192550218	



**Note:** In some cases, the device may not be removed from the list or may no longer appear in the list, but still show on the security dongle. In this case, pairing a new device may cause an error.

If this occurs, please contact our support line at **833-503-1724**.

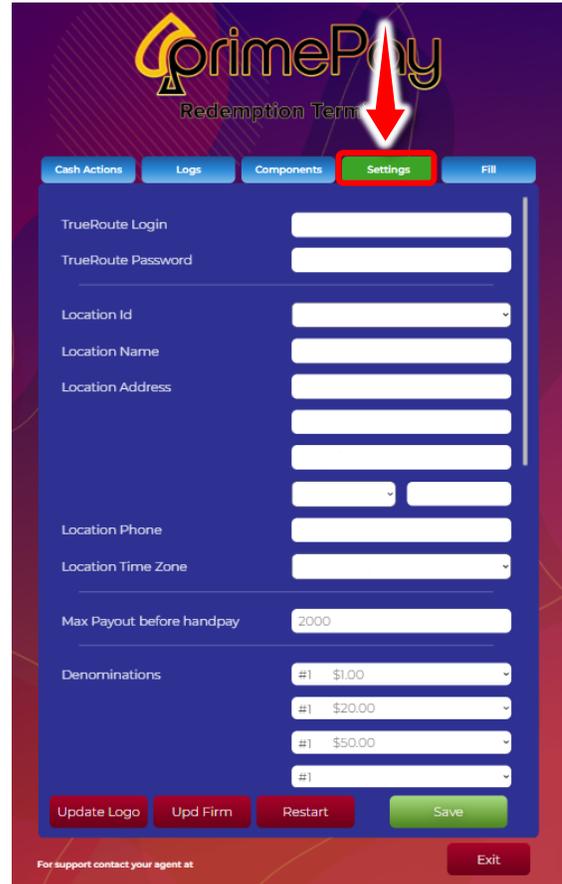


## Settings

The Settings Page is a Form that is separated into 9 sections that affect different actions, displayed information and notifications. Some fields are optional while others require some interaction if defaults are not adequate, or changes are desired by the Operator. From the Settings Page the Operator can also Update the Logo to a custom Logo, Update the Firmware and Restart the Kiosk from the Footer Buttons.

The Settings Page Sections Are:

- [True Route / Commissioning](#)
- [Location Information](#)
- [Max Payout](#)
- [Denominations](#)
- [Fill Target Levels](#)
- [Cassette Warning Notifications](#)
- [Login and Password](#)
- [Support Contacts](#)
- [Scanner Timeout](#)
- [Footer Buttons](#)



## True Route / Commissioning

If a TrueRoute Login Exists and the Operator chooses to commission the Kiosk, the TrueRoute Login and Password should be entered at the top of the Settings Form.

Once Commissioned the [Location Information](#) will populate automatically according to the information provided from the True Route Account.

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

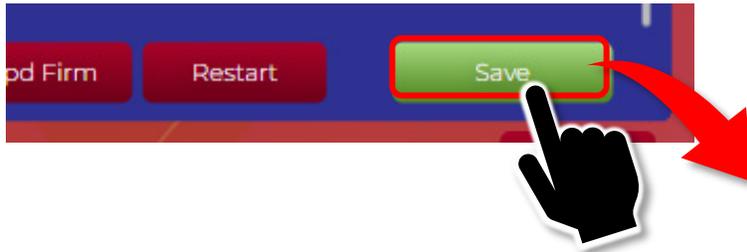


## Commissioning via TrueRoute

1. Tap a field and use the Pop-Up Keyboard to Enter the TrueRoute Login and Password.



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



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

TrueRoute Login	TrueRoute Login
TrueRoute Password	*****
Location Id	TrueRoute Location ID
Location Name	TrueRoute Location Name
Location Address	TrueRoute Address
	TrueRoute Address 2
	TrueRoute City
	State
	Zip
Location Phone	TrueRoute Phone
Location Time Zone	(GMT -5:00) Eastern Time



## Location Information

The Location Information displays the Location ID (if the PrimePay Kiosk has been [Commissioned via True Route](#)), the Location Name, Address, Phone and Time Zone.

The Location Name, Address and Phone number entered here will appear on Printed Tickets.



## Manual Location Entry

1. The Location ID will display **Decommissioned**.

2. Tap each field and use the Pop-Up Keyboard to enter the appropriate information.

3. Tap Save when complete.





## Max Payout before Handpay



To Change the Max Payout Before Handpay Amount:

1. Tap the Field and use the Number Pad to enter an amount.
2. Tap Save when Complete.



Entering 0 will set No Maximum Payout on a Redemption.

The Max Payout before Handpay field sets the maximum amount of cash the PrimePay Kiosk will dispense before requiring an Attendant to facilitate the Redemption. This will grant the Operator more control over Large Redemptions and facilitate better security by requiring large payouts to be validated prior to Redemption. Max Payout can also help control fill levels providing the customer with a better overall experience.

For Processing Large Redemptions, see [Large Redemptions](#) on the Cash Actions page.

## Denominations



To Change a Cassette Denomination:

1. Tap the dropdown for each Cassette to select the Denomination.
2. Tap Save When Complete.



The denominations section sets the denominations of the bills held in each Cassette. This selection will reflect the Denominations that appear on the [Cassette Status](#) displayed on the Components Tab as well as the Demons that appear on the [Fill Tab](#).

The Default Denominations are:

- \$1
- \$20
- \$50



## Fill Target Levels

Fill Target Levels

#1 500

#2 50

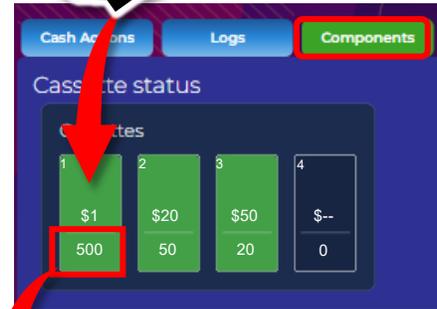
#3 20

#4 0



To change the Fill Target Levels:

1. Tap the Field for Each Cassette and use the Number Pad to Enter an amount.
2. Tap Save when Complete.



	Cassette #1	Cassette #2	Cassette #3	Cassette #4
Denom	\$1	\$20	\$50	\$0
Fill Target	500	50	20	0

This amount will reflect in the Denominations that appear on the [Cassette Status](#) displayed on the Components Tab as well as the Demos that appear on the [Fill Tab](#).

The Default Fill Target Levels Are:

- \$1 = 500
  - \$20 = 50
  - \$50 = 20
- Total: \$2500

 **Note:** Each Cassette has a 2000 Note Limit.



## Cassette Warning Notifications

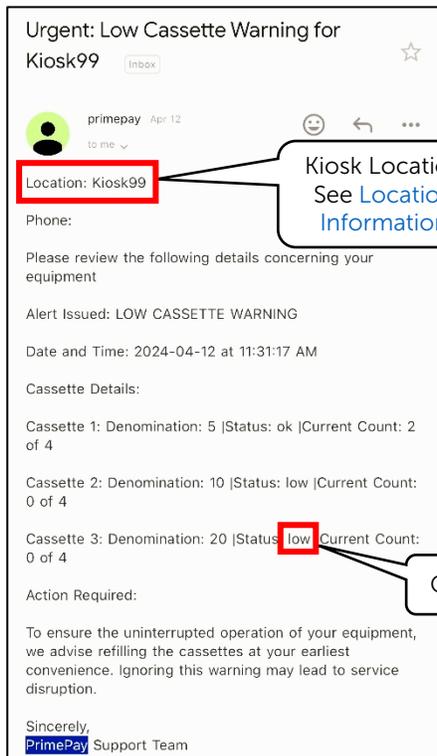


To change the Notification Email and/or Warning Levels:

1. Tap the Low Bill Count Notification Email Field and use the Keyboard to Enter or Change the Email address to which Low Bill Count Warnings will be sent.
2. Tap the Cassette Warning Level Fields to set the Bill Count Level at which a Warning Email will be sent to the Notification Email address.
3. Tap Save when Complete.



The Cassette Warning Levels and Notification Email work together to alert the Operator when a Cassettes Bill Count reaches a level at which a Fill is required.

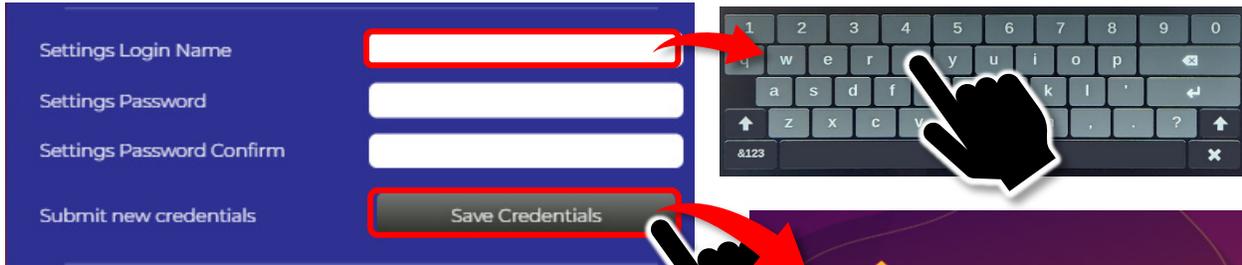


**Note:** The PrimeKiosk will send a Cassette Warning email as soon as the warning level is reached and will continue to send Warning Emails every time bills are dispensed thereafter until a Fill is performed on the Cassette for which the Warning is being sent or the Cassette is empty.

**For Example:** If the Warning level is set to 40 Bills a Warning Notification will be sent as soon as the Cassette reaches 40 Bills. If a redemption occurs after this, dropping the Cassette Bill Level to 35, another Warning Notification will be sent and so on.



## Settings Login and Password



To Change the Operator Login and/or Password:

1. Tap the Settings Login Name field and use the Keyboard to Enter a New Login.
2. Tap the Settings Password field and use the Keyboard to Enter a New Password.
3. Tap the Settings Password Confirm and Enter the Same Password from step 2.
4. Tap Save Credentials to save the New Login and/or Password.



 **Note:** It is not necessary to Tap the Save Button in the footer for the Login and/or Password to be retained.



The Operator Login and Password is used by the Operator to securely access the Operator Menus and Settings. The Login may be set as specific access for a single individual or as general access for staff members to manage the PrimePay Kiosk.

It is necessary for any Operator or Attendant to have access to this Login and Password in order to process [Large Redemptions](#) should a [Max Payout](#) be set.



**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!



## Support Contacts



To Change or Set the Support Number:

1. Tap the Support # Field and use the Number Pad to Enter the Support Phone Number.
2. Tap Save when complete.



The Primary and Secondary Support Numbers appear in the footer of the Kiosk Menu. The Operator may enter a single number or have a secondary number if desired or necessary. These numbers should be directed to Kiosk Owners internal support numbers for assisting Operators and Attendants with support issues. They are not meant for use in supporting Players with Redemption issues.



## Scanner Timeout



To set or change the Scanner Timeout:

1. Tap the Scanner Timeout Field and use the Number Pad to Enter a value.
2. Tap Save when complete.



The Scanner Timeout setting determines the amount of time, in seconds, the Ticket Scanner will engage before cutting off.



**Note:** For some Kiosks, this setting is hardcoded and changing the timeout will have no effect.



## Footer Buttons

The Settings Menu has several buttons that appear in the Footer of the page that are used to setup a Custom Logo, Update the Firmware, Restart the Kiosk and save the information or settings entered in the Settings Form.

### Update Logo

Update Logo

It is possible for the PrimePay Kiosk to display a custom Logo other than the PrimePay Logo for Operator Marketing Purposes. This is not a free service and not a process the Operator can perform without assistance from both the Sales and Technical Support Teams who will provide the proper costs, requirements, and instructions for the process.

Please call Your Sale Representative or the Primero Sales Team at 770-476-0311 for more information.



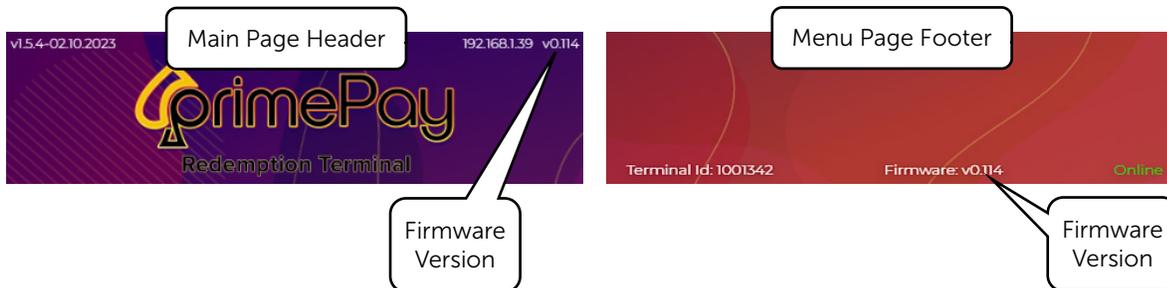
### Update Firmware

Upd Firm

The Kiosk Firmware is updated from time to time to fix issues and add or update features. The Kiosk Owner should receive an email when new Firmware versions are available. The Kiosk must be connected to the internet for a Firmware Update to occur remotely.

Tap the Upd Firm button to update the Firmware.

For Firmware Update issues or to roll back a Firmware Update, please contact Primero Support at **833-503-1724**.





## Restart



Tap to Restart the Kiosk. This may be necessary for certain features to reset or to solve some troubleshooting issues.

## Save



Tap the Save Button to save or retain any new or changes settings or information entered into the Settings Form.



**Warning:** Exiting the form without Tapping the Save Button may cause the setting or information to be lost or remain unchanged.



## Fill

The Fill page is used to monitor and update the Bill Counts in the Cassettes which dispense the monies for a Redemption.

From the Fill Page the Operator can view the Fill Target Levels, Bill Count, Rejected Bills, Total Bill Count and Total Value for Denominations held within each Cassette.

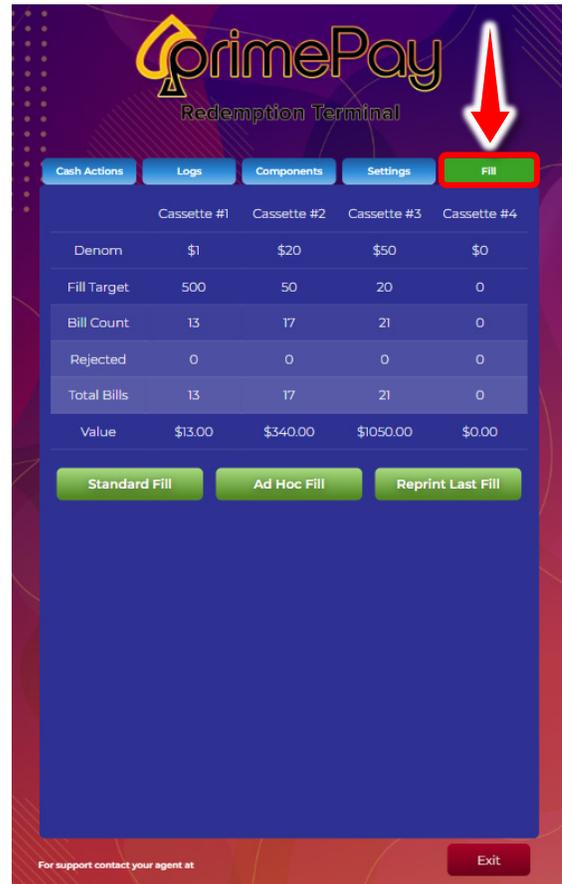
The Operator can perform a Standard Fill or Ad Hoc Fill and Print a receipt for the last Fill performed.

The Fill Page Displays:

- [Cassette #](#)
- [Denom](#)
- [Bill Count](#)
- [Rejected](#)
- [Total Bills](#)
- [Value](#)

The Fill Page Buttons are:

- [Standard Fill](#)
- [Ad Hoc Fill](#)
- [Reprint Last Fill](#)





## Cassettes

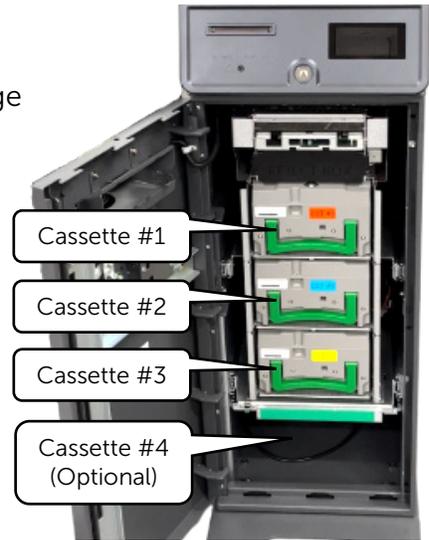


The Cassettes are physical boxes that each contain and manage a single denomination of currency, set by the Firmware, that is mechanically dispensed according to the needs of a particular Redemption.

For Example, if a player is redeeming \$122. Cassette #3 will dispense 2 x \$50 bills, Cassette #2 will dispense a \$20 bill and Cassette #1 will dispense 2 x \$1 bills.

If a Cassette does not have enough bills for a Redemption other Cassettes will dispense the proper amounts if possible.

Standard PrimePay Kiosks will have 3 Cassettes with a 4<sup>th</sup> Cassette optional. The Cassettes are numerically labeled top down and these numeric labels cannot be changed.



**Warning:** The Cassettes do not recognize the denominations of the bills, or the number of bills held within. These are set by the Operator via the Fill Process. Incorrect information set by the Operator during the Fill will cause errors when Players Redeem winnings. See [Appendix A: Troubleshooting](#) for correcting such errors.

Each Cassette is Numbered and Color Coded and must be kept in the proper order or the Kiosk will not function properly.





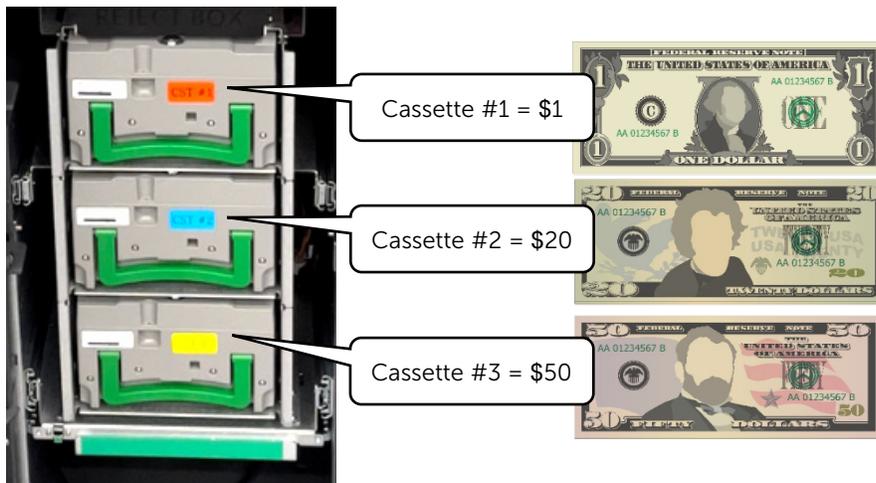
## Denom

Denom	\$1	\$20	\$50	\$0
-------	-----	------	------	-----

The Denoms show the specific monetary denominations held and managed by each cassette. By default, the denoms for each Cassette are shown below.

To change the denominations for each Cassette, see the [Denominations](#) section on the Settings Page.

Default Denominations:

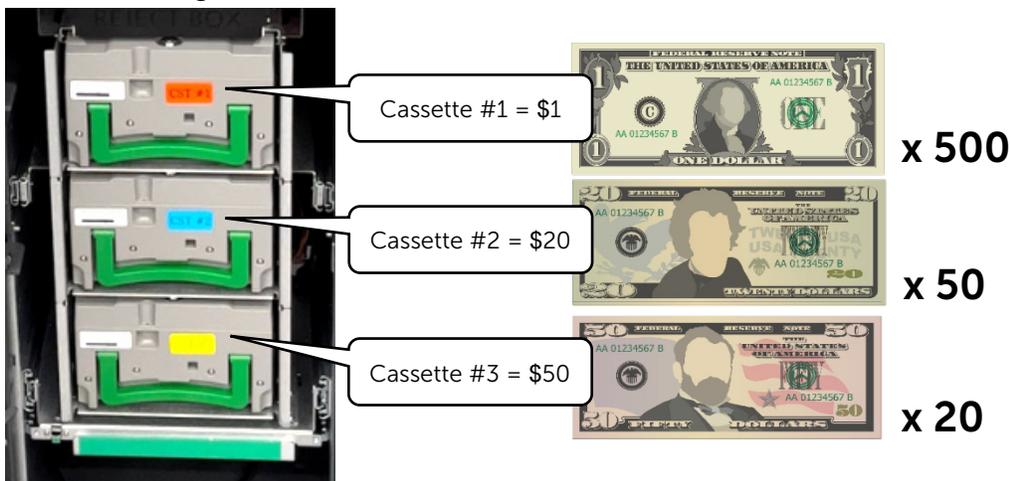


## Fill Target

Fill Target	500	50	20	0
-------------	-----	----	----	---

The Fill Targets reflect the number of bills for each Cassette and Denomination to be met when [Performing a Fill](#). To change the Fill Targets for each Cassette or Denomination see the [Fill Target Levels](#) on the Settings Page.

Default Fill Targets:





## Bill Count

Bill Count	13	17	21	0
------------	----	----	----	---

The Bill Count displays the Actual Number of Bills for each Denomination held in each Cassette. These numbers are updated as the Kiosk dispenses the bills and should be accurate when viewed by the Operator.

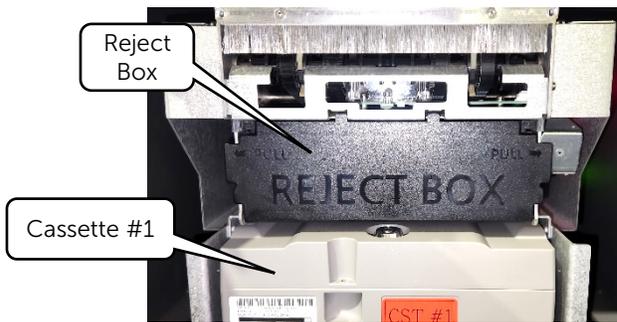
 **Note:** If the Bill Count is incorrect, check the Reject Box for unrecorded rejected bills.

## Rejected Bills

Rejected	0	0	0	0
----------	---	---	---	---



The Rejected Bills shows the total number of bills for each denomination rejected by the system for any reason when fulfilling a Redemption. These bills are held in the Reject Box above the top Cassette. Bills are rejected for a number of reasons including excessive wear, tearing, folding, being stuck to other bills or suspected as counterfeit.



## Total Bills

Total Bills	13	17	21	0
-------------	----	----	----	---

Total Bills displays the number of bills for each denomination held in both the Cassettes and Reject Box. For example, if Cassette #1 has 30 of the \$1 bills, but 5 of \$1 bills were rejected during Redemptions and are held in the Reject Box, the Total number of \$1 bills will be 35 and that total will be reflected in the Total Bills for that Denominations column.

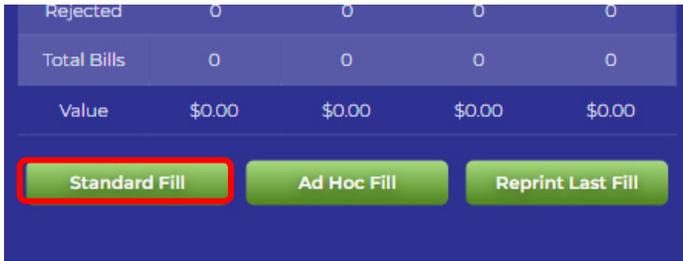
## Value

Value	\$13.00	\$340.00	\$1050.00	\$0.00
-------	---------	----------	-----------	--------

The Value shown for each Denomination is the total value of both the bills held in the Cassette and the Reject Box. For example, if Cassette #1 has 30 of the \$1 bills, but 5 of \$1 bills were rejected during Redemptions and are held in the Reject Box, the Value of \$1 bills will be \$35 and displayed as the Value for that Denominations column.



## Standard Fill



A Standard Fill is used when the Operator is going to refill the Cassette back to the Fill Target Amounts set for the Cassette being refilled. The number of bills needed to reach the Fill Target is displayed on the Enter Bill Count line. The Operator must add this number of bills to that cassette during the Fill in order for the Kiosk bill counts and financials to be correct.

For Example, if Cassette #1 is set to a Fill Target of 500 for \$1 denominations and 150 bills have been dispensed from that Cassette, the Operator must add 150 \$1 bills back to the Cassette during the Fill.

To change the Fill Target for a Cassette, see [Fill Target Levels](#) on the Settings Page



**Warning:** The Operator Must add the set number of bills and denomination as displayed on the Enter Bill Count line to the Cassette or the Kiosk Bill Counts and Financials will be incorrect.

Number of Bills to be added during a Standard Fill.

Cassette #1	
Denom	\$1
Fill Target	500
Bill Count	350
Rejected	0
Total Bills	350
Value	\$350
Enter Bill Count	150

Standard Fill Target Amounts:



**\$1 x 500**



**\$20 x 50**



**\$50 x 20**

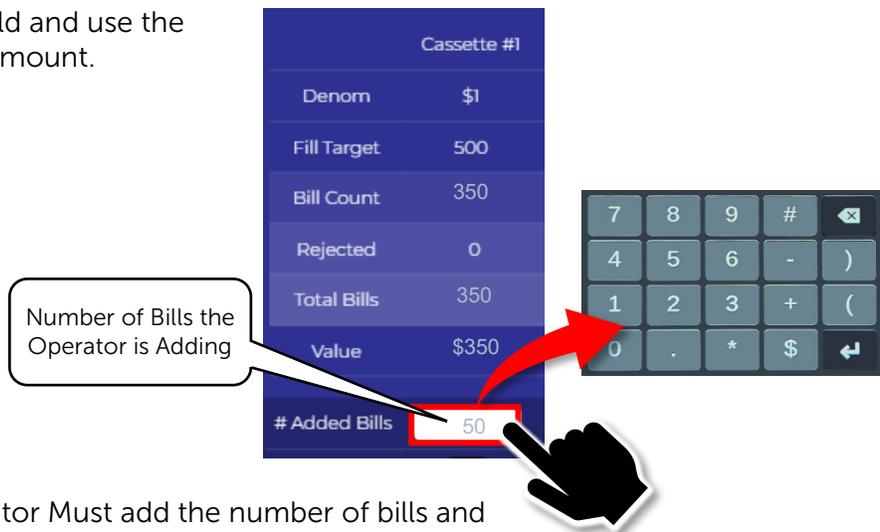


## Ad Hoc Fill



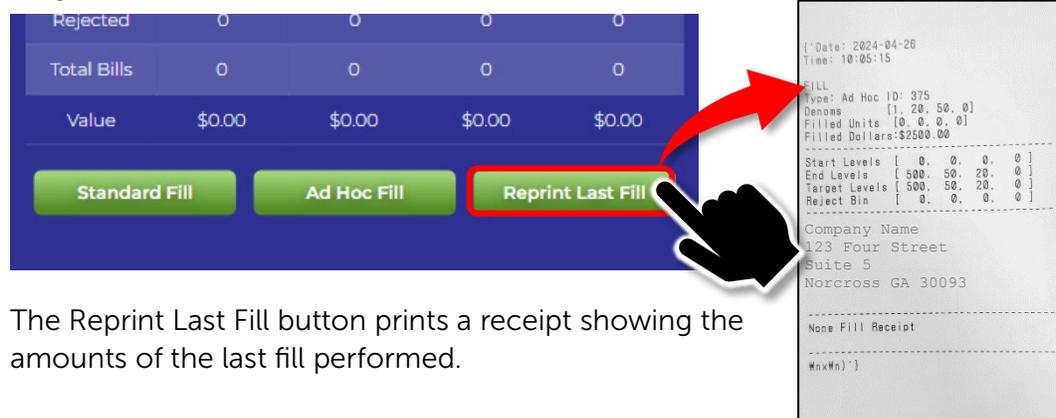
An Ad Hoc Fill allows the Operator to add a custom number of bills to a Cassette during a Fill. Unlike the Standard Fill which sets a specific number of bills to add to reach a set Fill Target, the Ad Hoc Fill allows the Operator to Manually Enter the number of bills being added to the Cassette.

Tap in the # Added Bills field and use the Number Pad to enter the amount.



**Warning:** The Operator Must add the number of bills and denomination entered into the # Added Bills field to the Cassette or the Kiosk Bill Counts and Financials will be incorrect.

## Reprint Last Fill



The Reprint Last Fill button prints a receipt showing the amounts of the last fill performed.





## 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

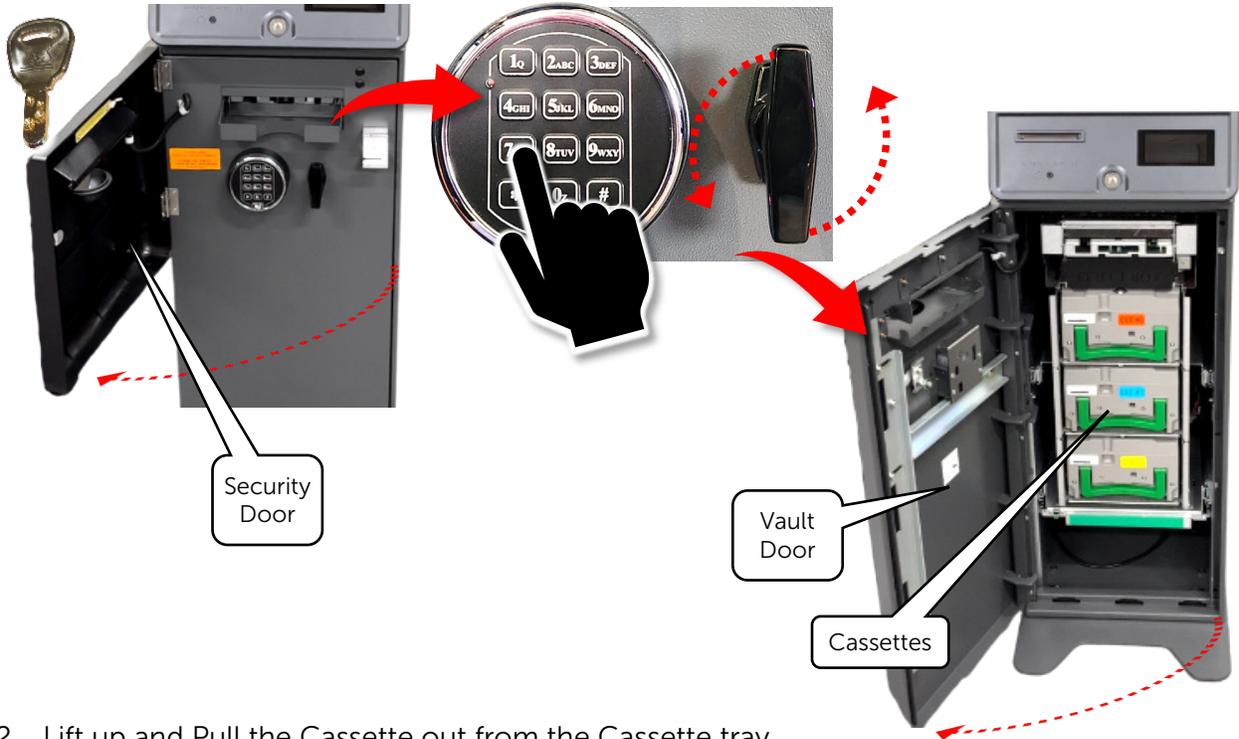


Cassette Key (8880)

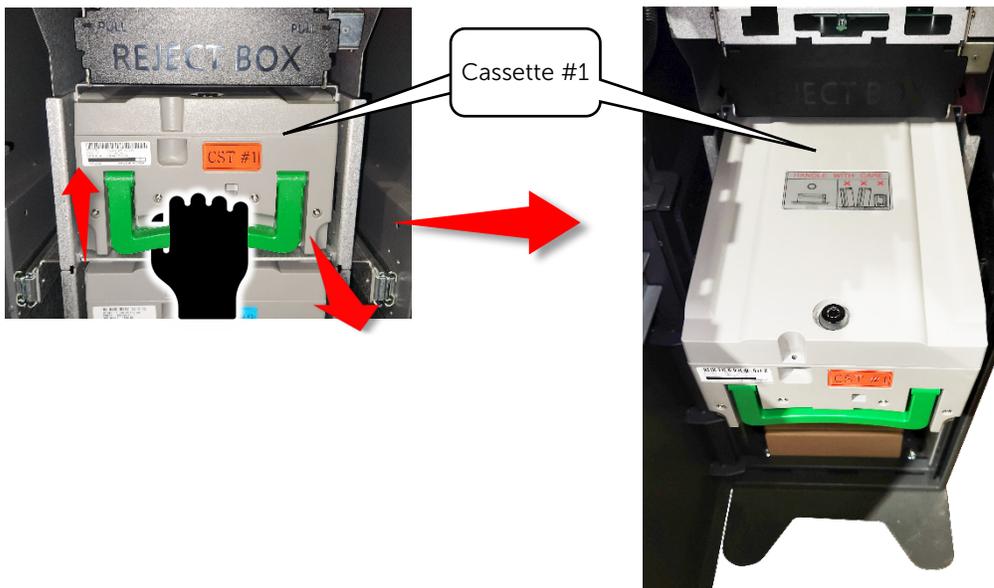


Vault Door PIN

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

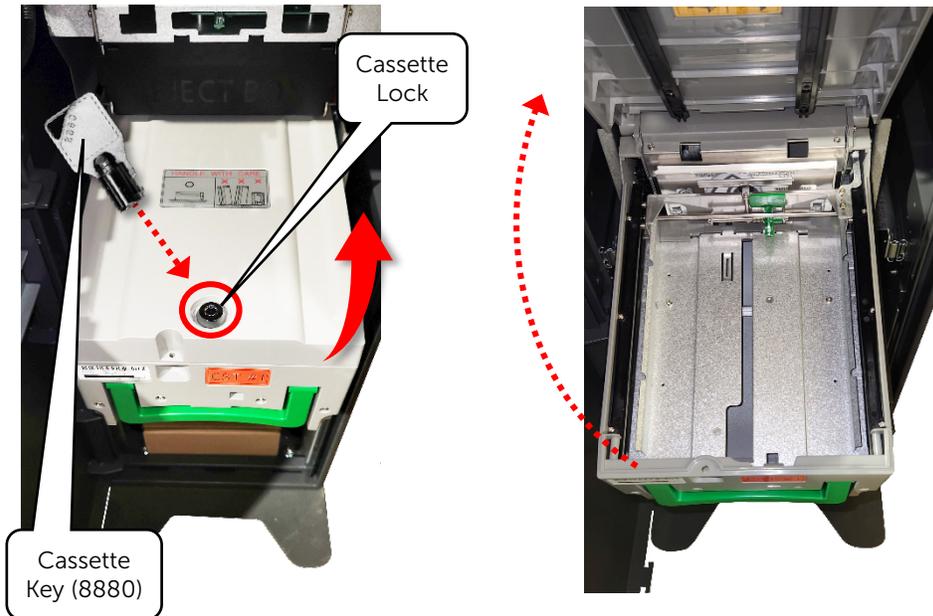


2. Lift up and Pull the Cassette out from the Cassette tray.

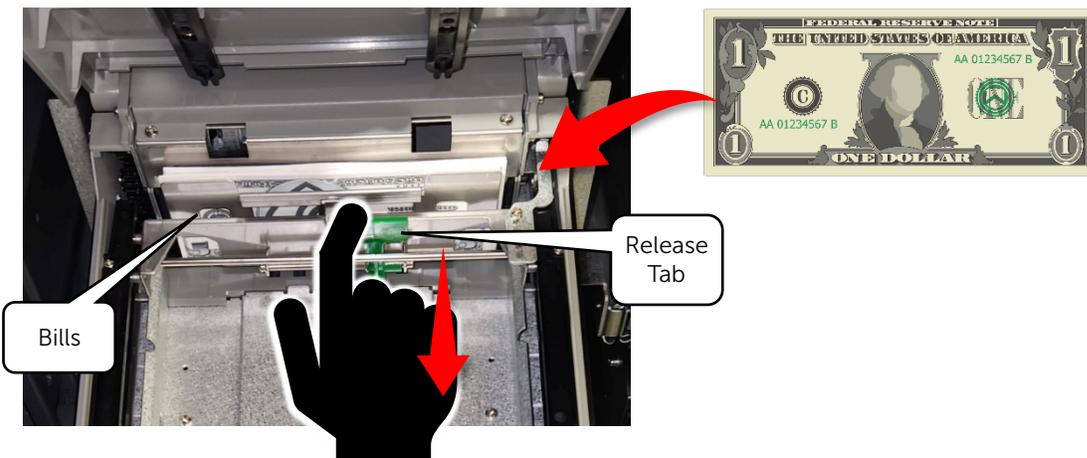




- Using the Cassette Security Key (8880), Open the Cassette.



- Pull the release tab back and insert the bills.

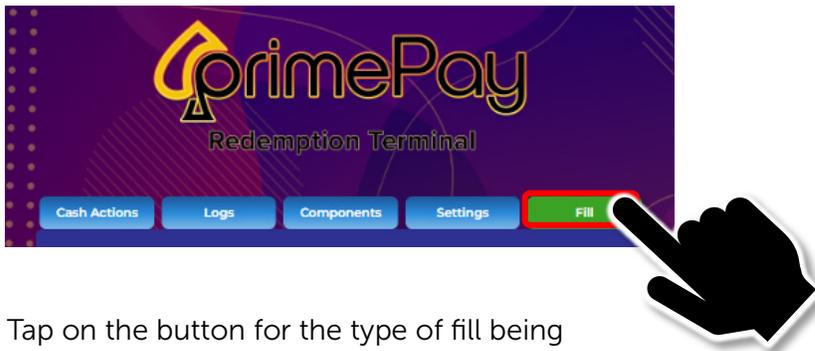


- Return the Cassette to the Cassette tray.
- Close the Vault and Security Doors.





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



8. Tap on the button for the type of fill being performed, [Standard](#) or [Ad Hoc](#).



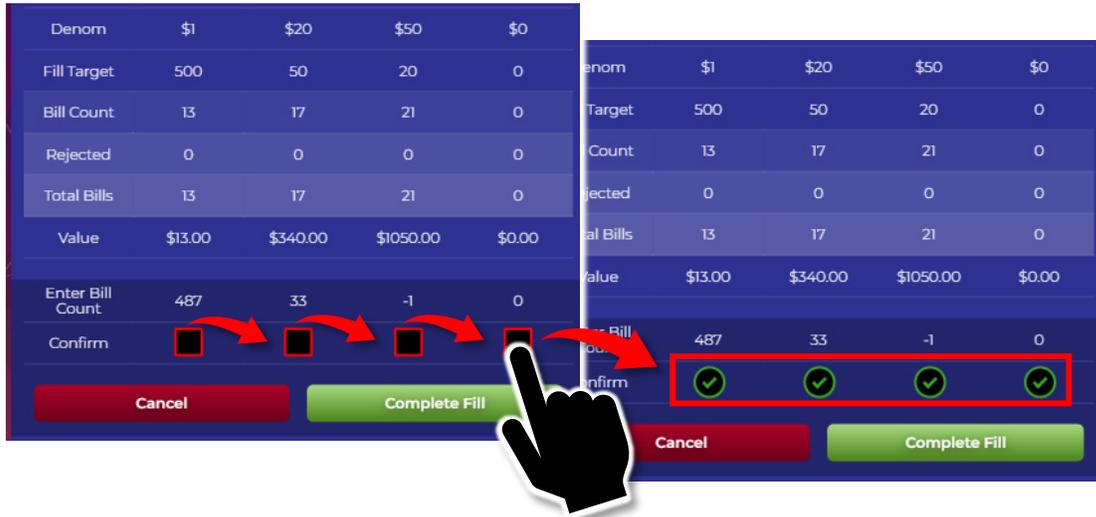
Or



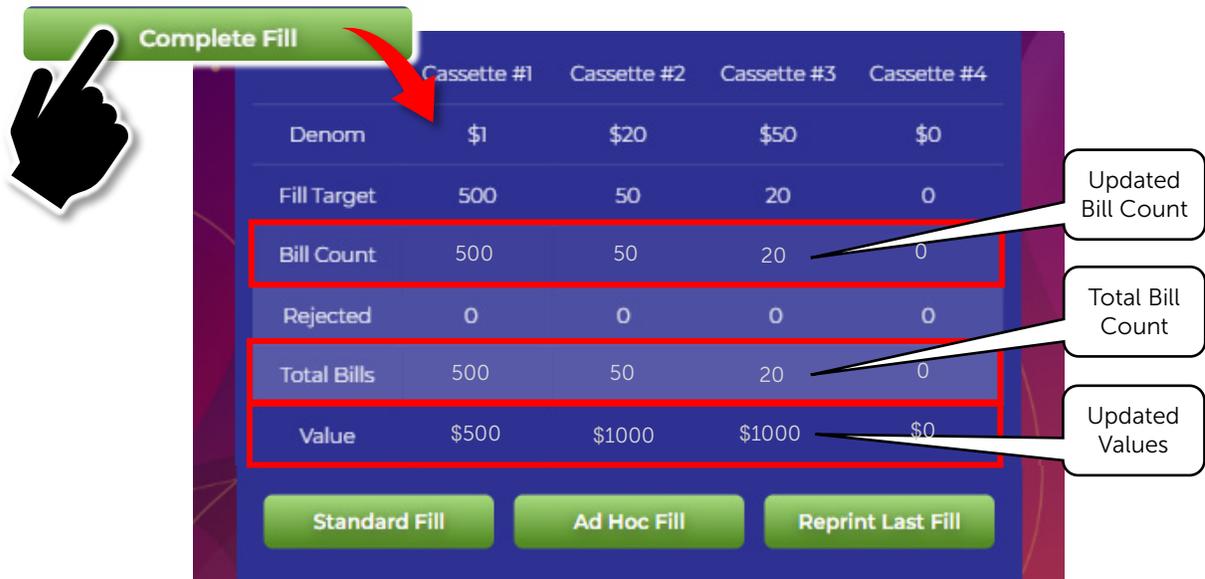


## Standard Fill

A. Tap the Confirm Box under each Cassette / Denomination column.



B. 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

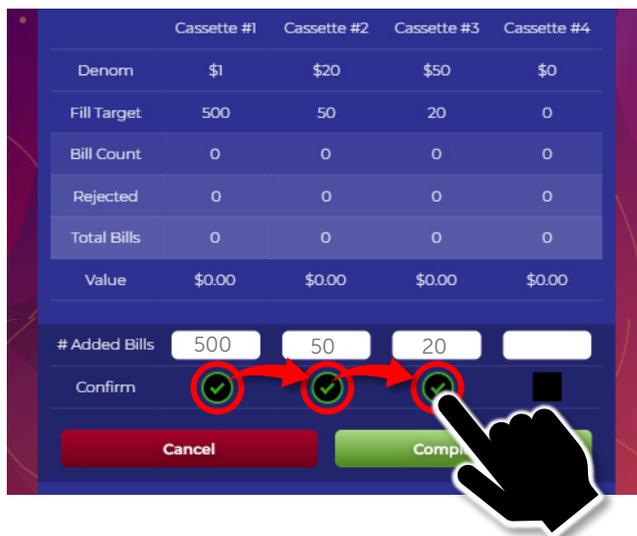


## Ad Hoc Fill

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



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





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

	Cassette #1	Cassette #2	Cassette #3	Cassette #4
Denom	\$1	\$20	\$50	\$0
Fill Target	500	50	20	0
Bill Count	500	50	20	0
Rejected	0	0	0	0
Total Bills	500	50	20	0
Value	\$500	\$1000	\$1000	\$0

Buttons: Standard Fill, Ad Hoc Fill, Reprint Last Fill

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

```

| Date: 2024-04-26
| Time: 10:05:15
|
| FILL
| Type: Ad Hoc ID: 375
| Denoms [1, 20, 50, 0]
| Filled Units [0, 0, 0, 0]
| Filled Dollars: $2500.00
|-----|
| Start Levels [ 0. 0. 0. 0 ]
| End Levels [ 500. 50. 20. 0 ]
| Target Levels [ 500. 50. 20. 0 ]
| Reject Bin [ 0. 0. 0. 0 ]
|-----|
| Jimmy's Chicken
| 22 Cooper Road
| Ridgefield, CT, 06877
| 111--22-2-4455
|-----|
| None Fill Receipt
|-----|
| Wnx#n }
    
```

Callout: Fill Amounts



## Appendix A: Troubleshooting

The following section covers some basic and common 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**.

### Troubleshooting Basics

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

 **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.

**Reboot** – Rebooting the Kiosk will allow it to reset some software and firmware settings.  
See [Restart](#) on the Settings Page.

**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.  
See [Powering On and Off](#).

**Check the Security Dongle** – Make sure the Security Dongle has not been removed or tampered with and the light flashes when engaged.





## Troubleshooting Solutions

Issue	Possible Causes	Solution
Won't Power On	Unit is not plugged in, has a bad power supply, or is connected to an improper power source.	Check the plug and make sure the unit is plugged in and connected to a proper power source.
Kiosk is Temporarily Out of Service	Fill levels are low or Last Fill was performed incorrectly.	Check the Fill Levels and the Bill Counts in the Cassettes. Perform a Fill to correct the counts. See <a href="#">Perform a Fill</a> .
Battery Backup is Beeping	Kiosk has lost power, or the Battery has lost charge.	Check the power to the Kiosk. Replace the Battery Backup unit.
Kiosk is Rejecting Bills	Cassette Sensors are dirty or malfunctioning. Bills are not seated in cassette correctly.	Check and clean the cassette sensors. Remove and replace the bills.
No Internet Connection	The Kiosk Router is down or disconnected, the ethernet cable is disconnected, or the internet or local network is out.	Check the ethernet cable, make sure the Kiosk Gateway is working, make sure the internet is up and the Local Network is connected.
Printer Printed a Long Blank Ticket.	The Printer Paper is fed upside down.	Reverse the Printer Paper. See <a href="#">Install the Printer Paper</a> under Initial Setup.
Printer Paper Jammed	Paper is stuck in the printer, or the printer is malfunctioning.	Check and clear paper stuck in the printer or replace the printer.
Printer Tickets are Blank	Paper is fed upside down	Make sure the printer paper is fed correctly.
Scanner Not Working or Not Scanning Tickets	Security Dongle has been removed or is not functioning. Security Dongle USB Port is not working.  Scanner is dirty or obstructed, or the laser is not functioning.	Check the Security Dongle is in place, in the correct USB Port and that the Dongle Light blinks when engaged.  Make sure the scanner is clean and free from obstructions. Check to be sure the laser is working and visible when scanning a QR Code.
Kiosk Won't Add Device	The 16-device limit has been reached for the Security Dongle. The Security Dongle has been removed or tampered with or is not functioning properly. Device has already been added. Scanner is malfunctioning.	Order a new Security Dongle. Replace the Security Dongle. Check and clean the scanner.
Kiosk Won't Remove Device	Device is still listed on the Security Dongle.	Call Support to have the device removed from the Security Dongle.
Bill Count Incorrect	The last Fill was performed incorrectly with the wrong bill count added or recorded. Rejected Bills are not recording properly by the Cassettes.	Perform a Fill to correct the counts. See <a href="#">Perform a Fill</a> . Check the Reject Box, see <a href="#">Rejected Bills</a> .
Vault Door Pin Not Working	Pin is being entered incorrectly or has been changed. Keypad battery has lost charge.	Check the Pin. Replace the Keypad battery. See <a href="#">Vault Door Keypad Battery</a> .
Monitor Distorted or No Image	Monitor cables have come unplugged, or the Monitor is damaged.	Check the Monitor cables, data and power or replace the Monitor.
Monitor Touch Screen Not Working	Touch screen is dirty or damaged.	Clean the touch screen, check the monitor for damage or make sure the Monitor cables are connected.

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



## Appendix B: Vault Door Keypad OEM Instructions

Multiple-User Mode Operating Guide for Lock Models 2006 and 2007  
-ATM OEM Edition-

### Opening the Lock using the Factory Default Code

The factory default Master Code is 1 2 3 4 5 6. To open the lock, enter 1 2 3 4 5 6 # then turn the vault door handle.

### Changing the Code or the Factory Default Code

Enter 2 2\* then the Default / Current Code 1 2 3 4 5 6 # ( ), Enter the new code then # ( ). Enter the New Code again then # ( ) to confirm.

### Creating a New Code (Supervisor or User Code)

7 4\* MASTER CODE OR SUPERVISOR CODE # ( ) PIN POSITION # ( ) NEW CODE # ( ) NEW CODE # ( )  
PIN Positions: 1 = Supervisor Code (note that a Supervisor Code can only be created by the holder of the Master Code).  
2-9 = User Codes (User Code 9 only performs as a regular User Code when the time delay override feature is turned off.)

### Deleting a Code (Supervisor or User Code)

7 4\* MASTER CODE OR SUPERVISOR CODE # ( ) PIN POSITION # ( ) # ( ) # ( )  
PIN Positions: 2-9 = User Code

- Notes: The Master Code cannot be deleted. The Supervisor Code cannot be used to delete itself. If the lock is using time delay, the time delay override code can only be deleted during an opening window period.

### Identifying PIN Positions

7 7\* ANY PIN POSITION NUMBER (0 – 9)

- Note: If the entered PIN POSITION is in use, the lock will emit one short beep. If the PIN POSITION is not in use or disabled, the lock will emit one long beep.

### Set Keypad Beeper Volume

7 8\* MASTER CODE # ( ) volume value # ( ) volume value # ( )  
• Note: volume value is 0 for "OFF" or 1 for "LOW" or 2 for "HIGH"

### General Information:

Each time the operator presses a number, letter, or other character on the keypad of the electronic safe lock, it beeps and the red LED flashes. If it doesn't, check the battery to make sure it's charged and connected properly, then try again. For battery replacement, see [Vault Door Keypad Battery](#).

The lock responds with various beep ( ) sequences to indicate different conditions. The symbols in examples show the number of beeps. Always wait for each set of beeps to end before entering another number or letter, or the code sequence will be interrupted.

### Important points:

Clearing the Lock: If a mistake is made entering a code press \* \* to clear the lock or wait 10 seconds and it will clear itself.  
Note: Do not wait more than 10 seconds between entries or the lock will clear.

Error Beep: If a long continuous beep is made during any programming sequence, an error has occurred. Restart the sequence from the beginning.

Error Penalty: If five incorrect codes in a row are entered within a ten-minute period, the lock starts a ten-minute penalty time. If any button is pressed during this time, two long beeps will sound, and the lock will not open. There is no recourse other than to wait ten minutes before entering a valid code to open the lock.

In multiple User mode, the Master Code can be used to create a Supervisor level code (PIN 1). The Supervisor Code can be used to manage the User Codes. It can add and delete User Codes.

After changing the opening code or batteries, the lock should be opened and locked several times with the safe door open. Because it is battery operated, the lock can be expected to function properly when operated within a temperature range of 0° to 50° Centigrade (32° to 122° Fahrenheit).

Important: Do not select codes such as birthdays or other predictable data that could provide a correlation between the user and the opening code(s).



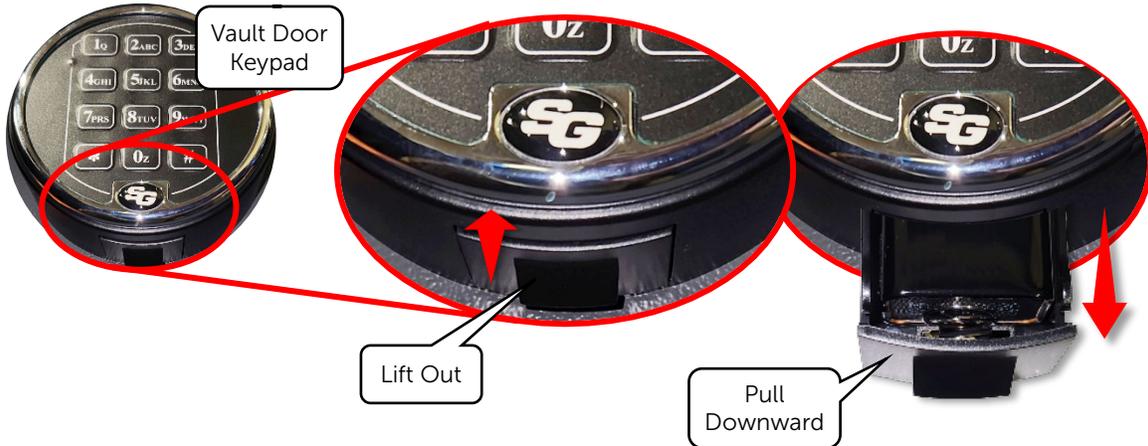
## Vault Door Keypad Battery

The Vault Door Keypad requires one 9-volt battery to function.

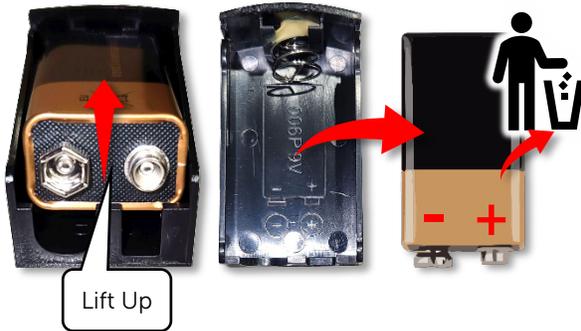
To replace the Vault Door Keypad Battery:



1. Remove the battery housing by lifting the tab out and pulling downward.



2. Lift, Remove and Discard the Discharged Battery from the Housing.



3. Place the New Battery in the Housing, making sure the positive and negative terminals are aligned correctly as shown.



4. Return the Battery Housing to the Keypad.





## Glossary

Term	Definition
Ad Hoc	As needed for a particular situation.
Attendant	A person attending to players who may have some access to the Kiosk features and functions.
Cassette	A housing inside the Vault for dispensing specific denominations of bills.
Commissioned	When a Kiosk is set to an operational state and ready for use.
Denom	Short for denomination.
Device	Another term for a Game Cabinet.
Dimpled Key	A special security key with dimples rather than notches which may be compromised.
Dongle	A USB storage device that connects to the computer inside the Kiosk to provide additional functionality and security.
Fill	The act of adding bills or funds to the Bill Acceptor.
Firmware	A program embedded into a device or component that directs its operation.
Handpay	The act of physically processing a Payout or Redemption by an Attendant rather than directly from the PrimePay Kiosk..
Operator	The person managing the features and options in the PrimePay Kiosk.
Owner	Refers to the owner of the venue. May also be the Operator in some cases
Pairing	Connecting a device to the Kiosk so awards may be redeemed.
Payout	The money paid out for a Redemption as winnings from game play.
PIN	Personal Identification Number is a numeric code assigned to a Player or Operator allowing access to certain Kiosk operations or features of Game Play.
Player	A person playing games or redeeming winnings.
QR Scanner	A laser scanner system that reads QR (Quick Response) code.
Redemption	The act of receiving awards or winnings from playing various games.
Terminal	Another term for the Kiosk. For example, the Terminal ID is the same as the Kiosk ID.
TrueRoute	An online system for managing games, cabinets, and kiosks across a single or a number of venues.
Vault	A secure housing at the base of the Kiosks that holds the Cassette and Cash.

