



 **primePay Pro**

## **Owner Operator Manual**

**Firmware: v3266  
Doc Revision: 1.1  
Date: 2/16/26**

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#### Disclaimer

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Revision	Author / Contributors	Date	Changes / Comments
1.0	Shawn Lucci - Technical Writer Ben Heitkotter - Platform Engineer / DevOps Christian Alverio - Product Specialist Denise Buckhana - Junior Software QA Keelan Miller - Product Support Manager Gideon Anang - Service Technician	7.3.25	Original Document
1.1	Shawn Lucci - Technical Writer Ben Heitkotter - Platform Engineer / DevOps Christian Alverio - Product Specialist Denise Buckhana - Junior Software QA Erin Skidmore - Quality Assurance	2.16.26	New Features Added for Version v3266



## 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 Pro 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 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 watch 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.





## PrimePay Pro Features

### Security Features

**Photo Capture During Critical Events** - Photos are automatically taken during Operator logins and Vault door access. Images are securely stored in the cloud when the kiosk is online, and photos are retrievable upon request for audits or reviews.

**Vault Security Enforcement** - The vault door must be **opened and closed** before cash is dispensed, ensuring physical presence and secure access.

### Enhanced Reporting & Monitoring Tools

Every critical operation, login, cash access, and dispenser activities are logged with timestamps and the operator PIN, creating a robust audit trail for compliance and operational review.

Additional alert options for **text and email notifications** provide faster and more flexible communication for critical system events.

**Alert algorithm intelligently flags suspicious behaviors** such as repeated failed login attempts, rapid consecutive redemptions, or irregular usage patterns triggering real-time notifications to administrators for review.

### Enhanced Login

**12-Digit Code Login** - A more secure login process requiring a 12-digit numeric code.

**QR Code Login Option** - Operators can log in using a QR code acquired from the Web Portal, eliminating the need to type on screen.

### Simplified PIN Management

**Web Portal Integration:** Users can easily generate or reset PINs in the Primero Web Portal.

**One-Click Operation:** The process is designed to be intuitive and accessible with minimal steps.

### Pull Tabs Redemption Support

**Vendor Integration** - Compatible with major national pull tab suppliers.

**Encrypted Deal Loading** - Deals are imported securely via encrypted online channels.

**Bulk Redemption** - Allows players to redeem **multiple pull tab tickets** in one transaction.

**Custom Reporting** - Advanced report customizations to track redemption activity, risk exposure, and outstanding liabilities

### Piggy Bank Community Redemption Support

**Redemptions** without requiring the Sentry printer pairing process or firmware dependency simplifies setup, reduces hardware requirements, and accelerates time to deployment.

### Collector Operations with Cash Dispenser

**Efficient Collector Operations:** Uses the kiosk's cash dispenser for faster, more accurate tasks including Bleeds, Cassette audits, and Master clears.



## New Features in Version v3266

### Large Redemptions

A Large Redemption workflow has been implemented to simplify and secure large payouts:

- When enabled, hand pay will no longer be used for large redemptions.
- A Large Redeem Receipt is printed for the player with contact information for scheduling a redemption time.
- The operator or collector can access the Large Redeem option from the operator menu to scan and complete redemption.
- Once scanned, the Large Redeem ticket becomes invalid.
- If a dispensing issue or cash shortage occurs, a new Large Redeem ticket will automatically be generated to continue the process.

### Short Pay Kiosk Flow

The Short Pay Redemption process has been redesigned for a smoother player experience:

- Players now receive a QR-coded Short Pay ticket with no need to contact a cashier or operator for redemption.
- The QR code can be scanned later when the PrimePay Pro is funded to complete payment.
- If still unavailable, a new short pay ticket will print until the full payout is complete.
- Once scanned, a short pay ticket becomes invalid, and the next ticket is required for continued redemption.

### Fill Adjustment Feature

A new Fill Adjustment option provides better control over cassette counts:

- Operators can adjust bill counts without fully dispensing the cassette.
- Each fill adjustment is limited to 10 bills per cassette per adjustment, preventing overstatement or understatement.

### Games Report Integration

A powerful new Games Report feature has been added to improve tracking and transparency:

- When a printer is paired with a game suite, tickets redeemed will now tally under that cabinet and game suite.
- Redemption data is sent to the portal, allowing operators to view detailed insights such as:
  - Total tickets redeemed
  - Total value redeemed
  - Total cash paid
  - Period value redeemed
- This enables improved performance monitoring and financial reporting across locations.



## Improvements to Existing Features

### Pull Tab List View – Expired Boxes

Expired boxes will now remain visible on the Pull Tab List View to provide better tracking and auditing capability.

### Game Suite Printer Pairing

Users can now create a new printer or select an existing printer when pairing to game suites, improving flexibility and ease of configuration.

### Help Modal Expansion

The Help Modal (top-left corner) now includes:

- Access to manuals
- User training videos for step-by-step assistance.
- A download link for the PrimePay Connect app.

### Verizon Router Optimization

Significant reduction in data usage during router reboots, especially for Verizon-connected devices, improving efficiency and reducing data costs.

## Firmware Improvements

**Low Bill Alert** – Alerts now report with improved accuracy and consistency.

**Status Menu Navigation** – Updated the bottom-right status menu to require four taps instead of two, improving navigation reliability and reducing accidental selections.

**Cabinet Pairing Capacity** – Expanded support to allow 3 or more Sentry Dongles with 40+ cabinet pairings and prevents time out during player redemption when 40+ printers are paired.



## Introduction

The PrimePay Pro Instant Redemption Station (PrimePay Pro 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 Pro 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 in the PrimePay Pro Kiosk – Initial Setup Guide 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 Pro Kiosk has Firmware that was designed for use with the [Primero Web Portal](#). Primero Web Portal accounts are not necessary for its function, however the Primero Web Portal will allow the Operator to access remote management of the PrimePay Pro Kiosk and is especially helpful if managing more than one Kiosk at multiple locations.

If interested in signing up for a Primero Web Portal account or if the Operator has questions about the Primero Web Portal and how it can enhance the PrimePay Pro Kiosk operator functionality, please call 770-476-0311.



## 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



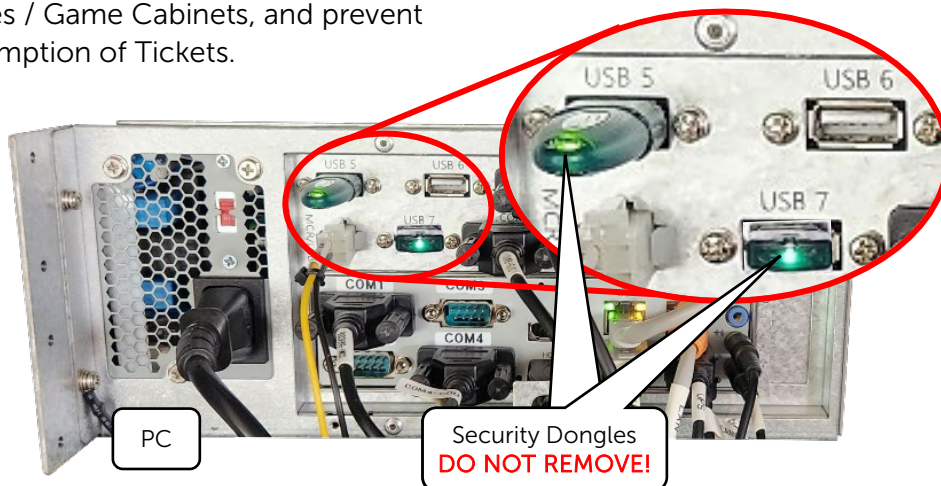
**Warning:** The Operator should change any and all default passwords and PINs before placing the PrimePay Pro Kiosk in service for use. Failure to change default access may compromise the security of the Kiosk and its operation.

See [Primero Web Portal > Users](#) and [Appendix B: Vault Door Keypad OEM Instructions](#).

### USB Security Dongles



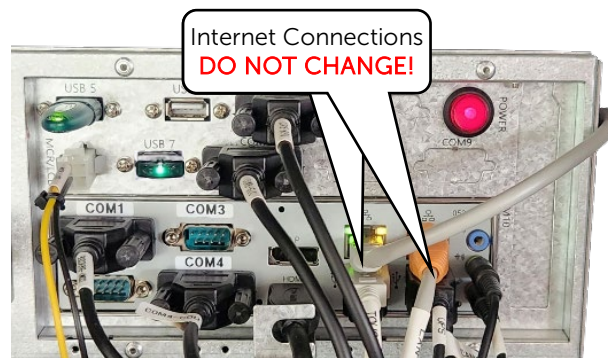
**Warning:** The USB Security Dongles are **CRITICAL** to the proper functioning of the Kiosk. **DO NOT REMOVE** or Tamper with any USB Security Dongle in any way. Removing a USB Security Dongle will cause the Kiosk to malfunction, prevent pairing of Devices / Game Cabinets, and prevent the Instant Redemption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







## Kiosk Components and Access

### Kiosk Specs

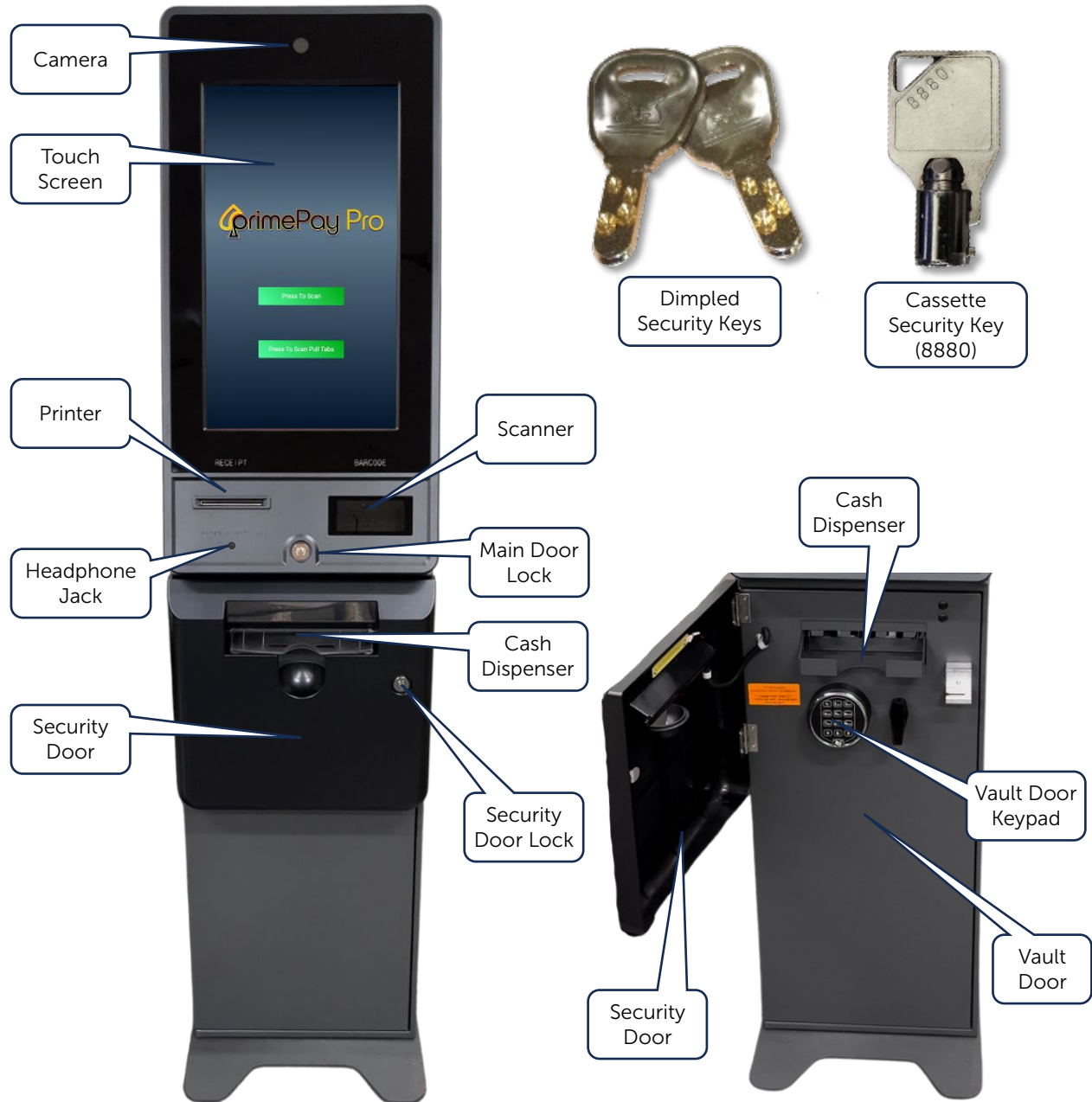
- Weight: 310 lbs
- Dimensions: 65" h x 16" w x 22" d  
Operational Clearance: 74"
- Voltage: 110 Volt AC
- Amps: 3.0
- Internal Vault with Keyless Lock
- 21.5" LCD Touch Screen
- Cassettes: 3 (4<sup>th</sup> Optional)  
Cassette Capacity: 2000 Notes
- UPS: APC600
- QR Scanner
- Thermal Receipt Printer







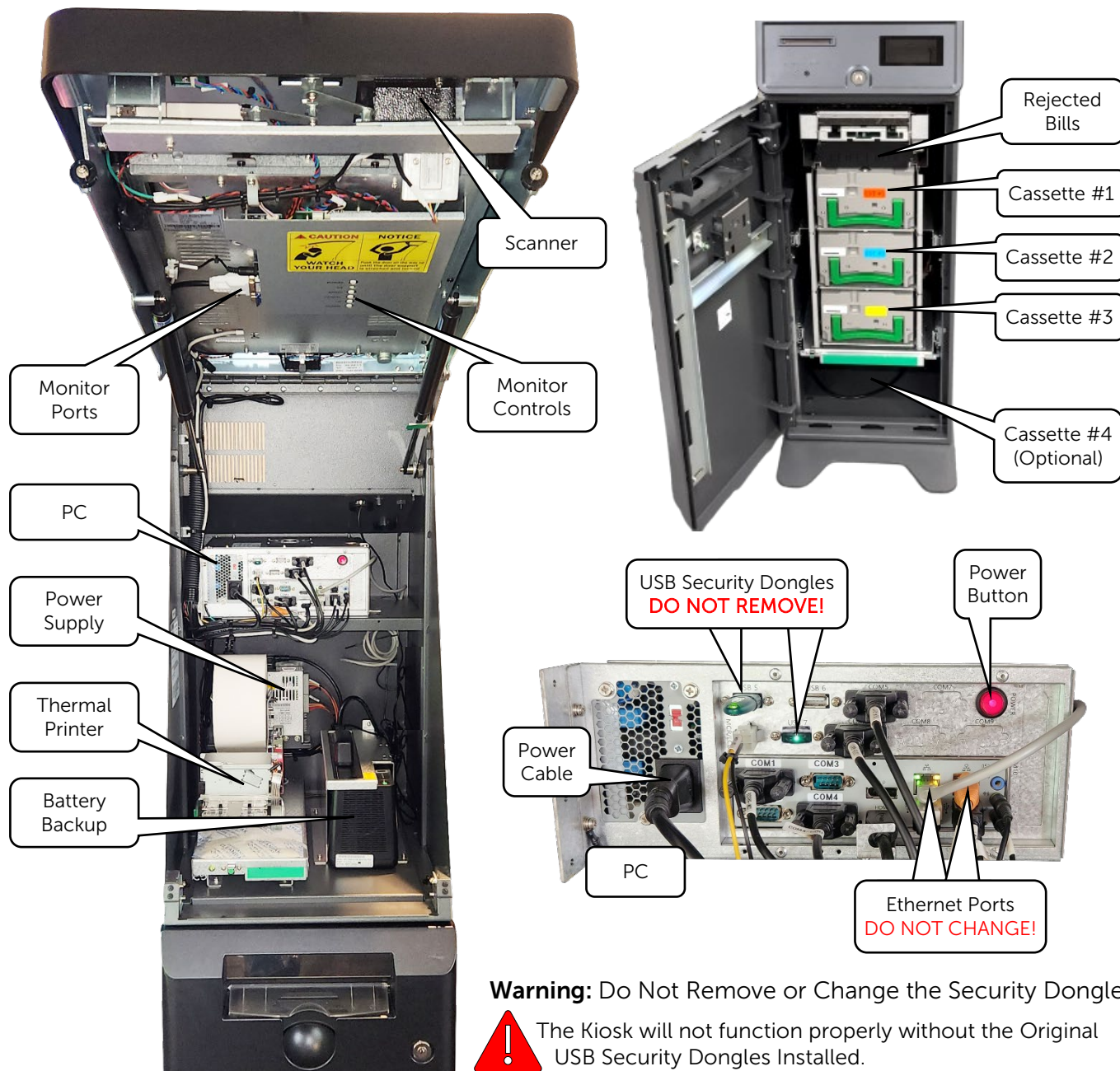
## External Components





## Internal Components

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



**Warning:** Do Not Remove or Change the Security Dongles!



The Kiosk will not function properly without the Original USB Security Dongles Installed.



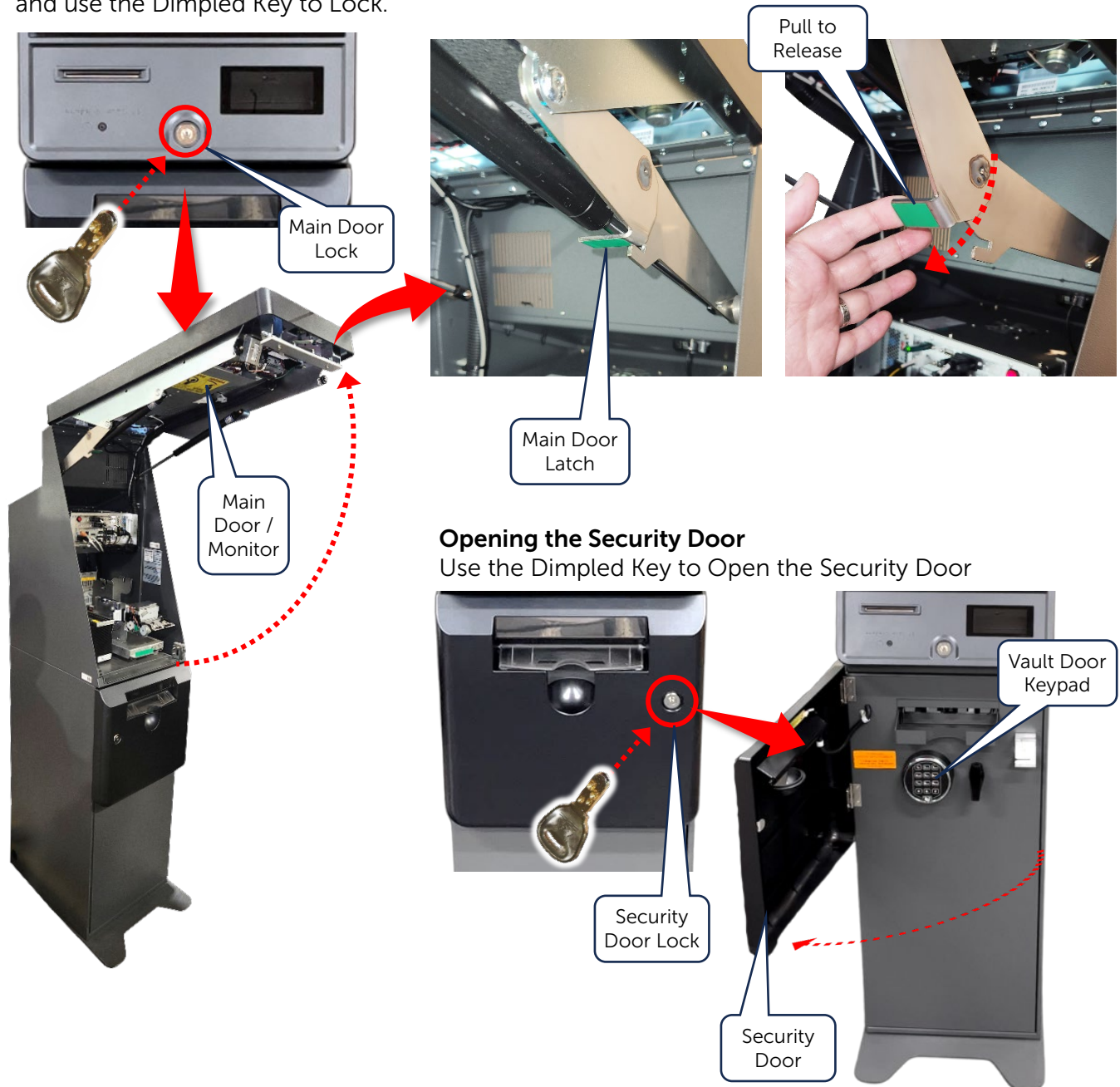
USB Security Dongles  
**DO NOT REMOVE!**

## Component Access

Dimple Keys, provided, are required for Operators to access the PrimePay Pro 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

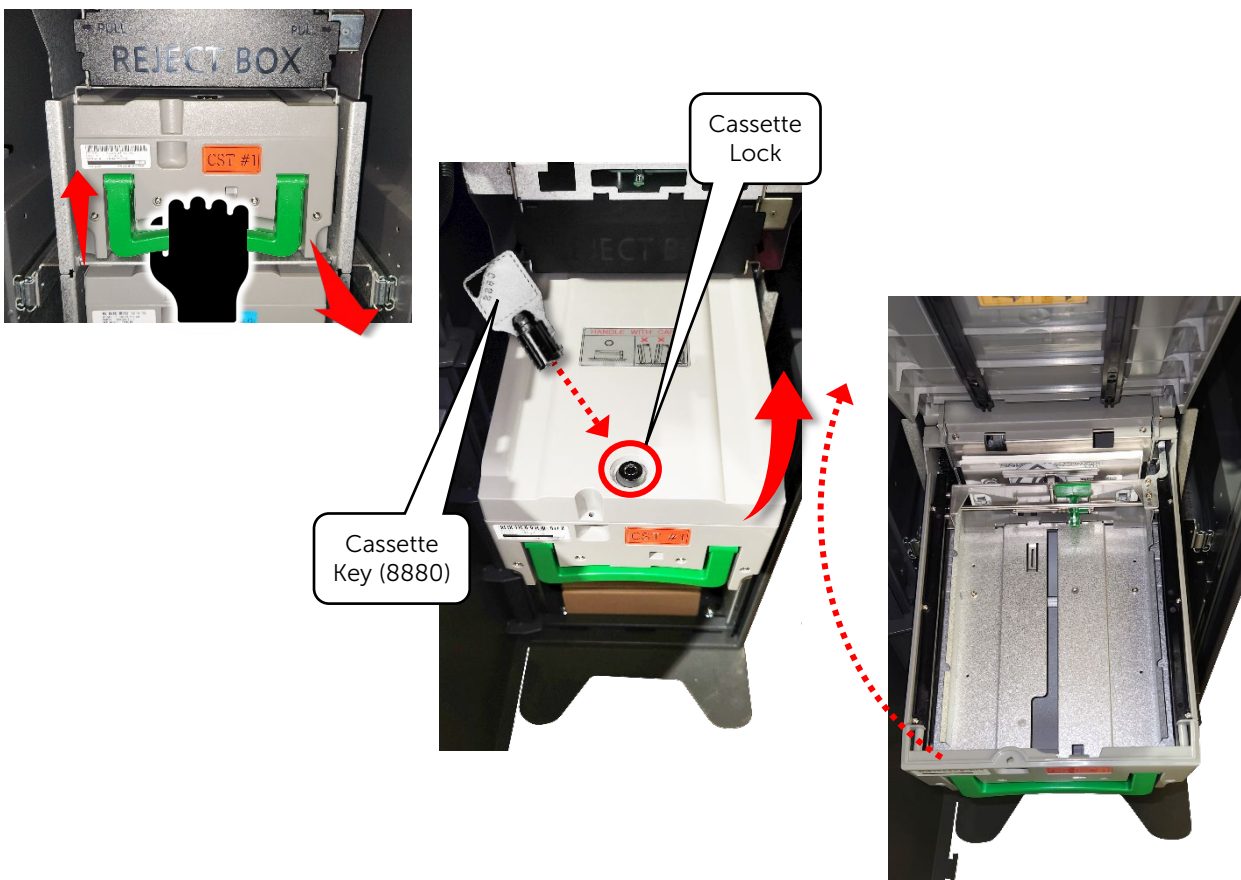
To open the Main Door, use the Dimpled Key to unlock and lift the Door upwards until the latch secures in place. To Close, pull the latch downward, carefully pull the Main Door close and use the Dimpled Key to Lock.





The diagram illustrates the process of opening a vault door. On the left, a hand is shown entering a PIN into a circular keypad. A callout box labeled "Vault Door Keypad" points to the keypad. A red arrow indicates the sequence of actions, leading to the right side of the image where the vault door is open, revealing internal storage slots. A red dashed arrow points from the keypad area to the open door, indicating the flow of the process.

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



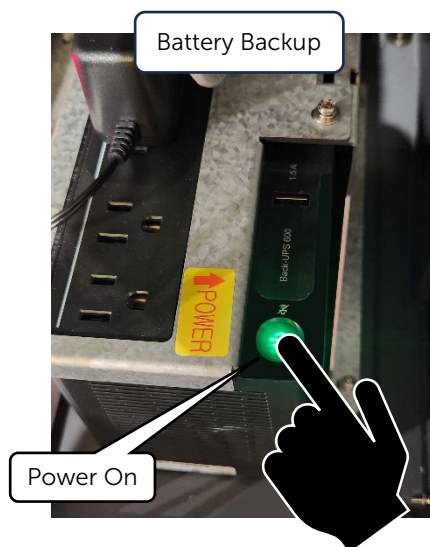
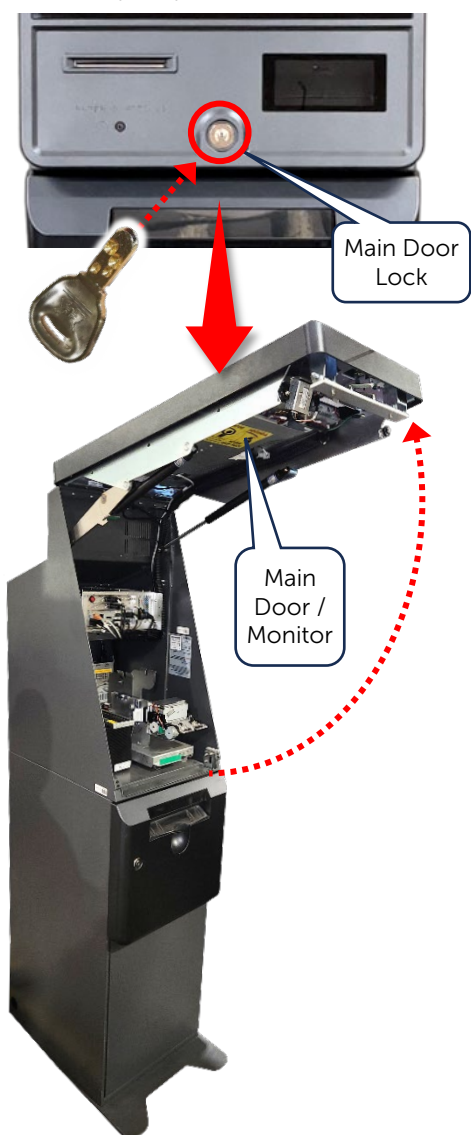


## Powering On and Off

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.

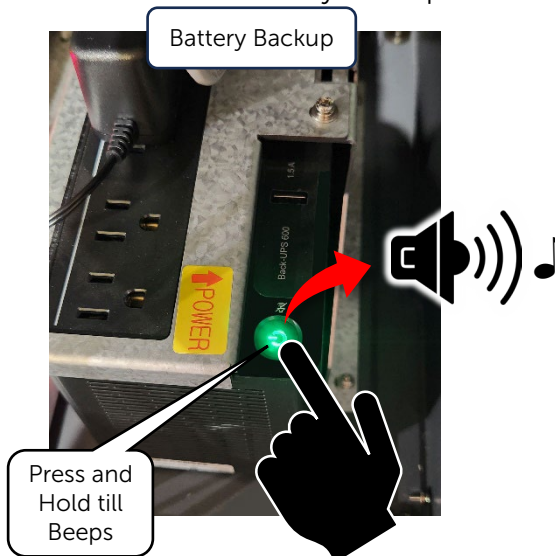
### Power On

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

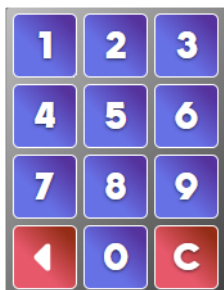
Navigation for the PrimePay Pro Kiosk is via Touchscreen.



## Data Entry



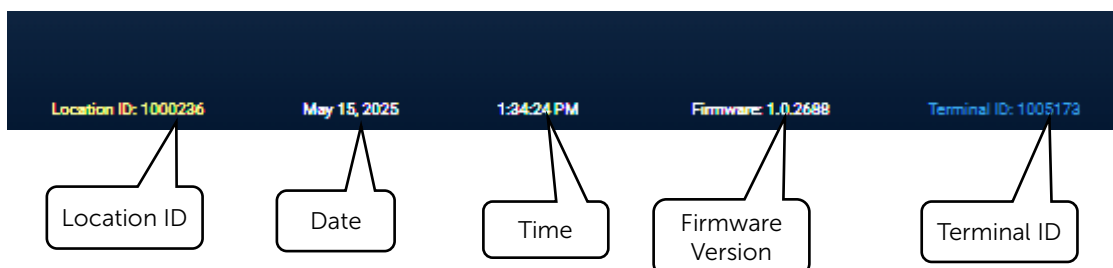
Use the Pop-Up Keyboard to Enter Text.



Use the Pop-Up Number pad for Numeric Entries.

## On Screen Information

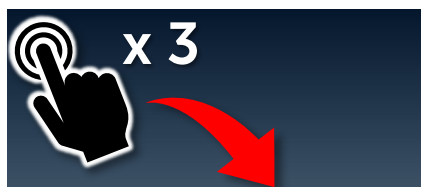
The Footer of each page of the PrimePay Pro Kiosk Menu System will display information to help Operators determine the Kiosk Location ID, Date and Time, Firmware Version and Terminal ID.



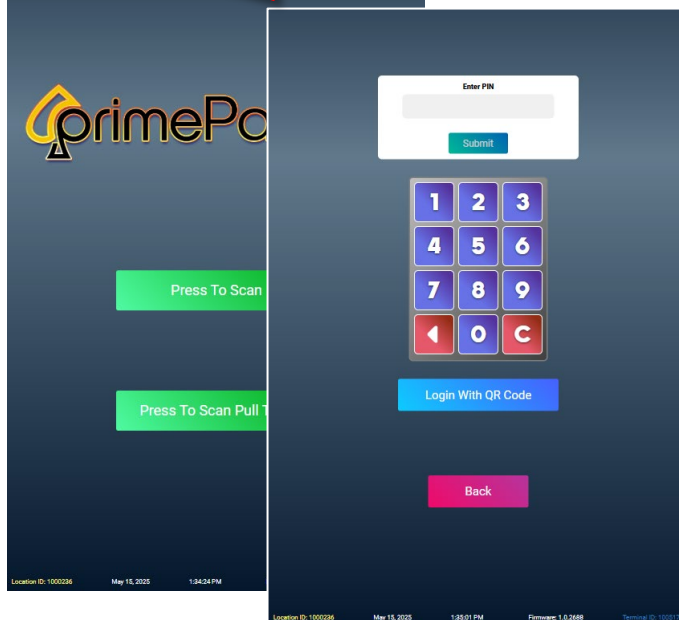




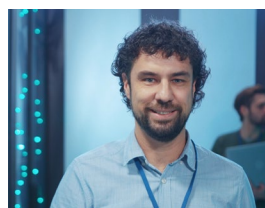
## Login Methods



Tap the Upper Left corner of the screen 3 times to open the Login Screen.



**Note:** For enhanced security, a photo is taken whenever an Operator logs into the PrimePay Pro Kiosk.

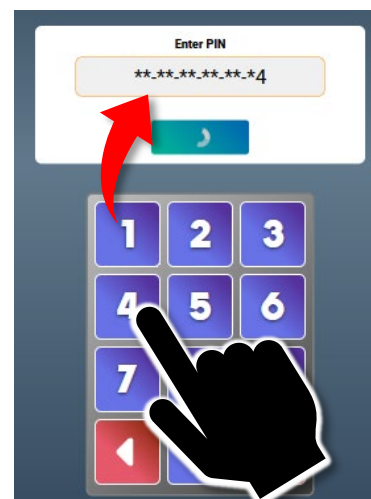


## PIN Login

To Login with a PIN Code, use the Number Pad to enter the PIN.



**Warning:** Default PINs must be changed for Kiosk Security. See [Primero Web Portal](#) Companies > Users.





## QR Code Login



To Login using the QR Code:

1. Tap the Login with QR Code Button.

Login With QR Code

2. Hold the phone up to the QR Scanner.

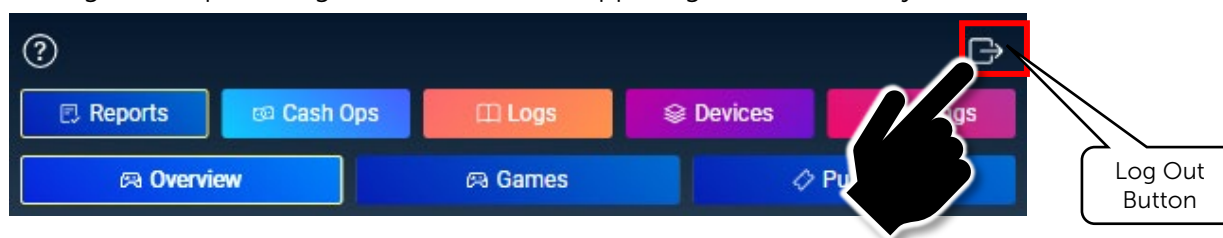
The PrimePay Pro Kiosk will scan the code and log the user into the Menu System.



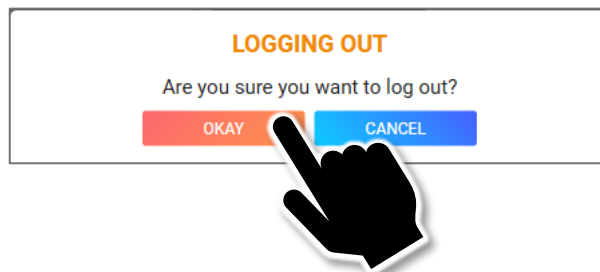
**Note:** A [Primero Web Portal](#) account is necessary to create a QR Code for Login.

## Logging Out

To Log Out, Tap the Log Out Button in the upper right corner of any screen.



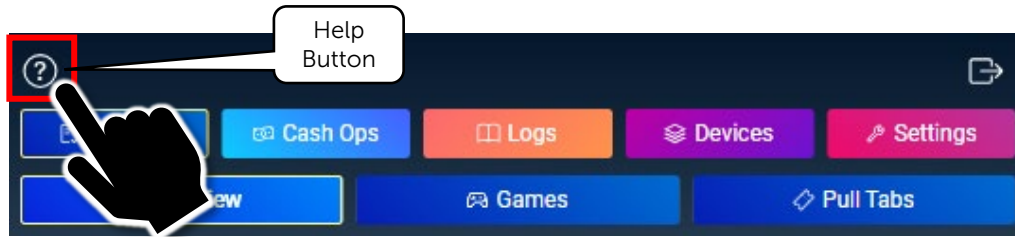
A confirmation will pop up, Tap Okay





## Help Button

For assistance and access to Supporting Documents, Instructional Videos and the Primero Web Portal Phone App, Tap the Question Mark in the Upper Left corner.



A help screen opens with QR Codes that direct the Operator to the App, Videos and User Manuals.





## The Admin Menu

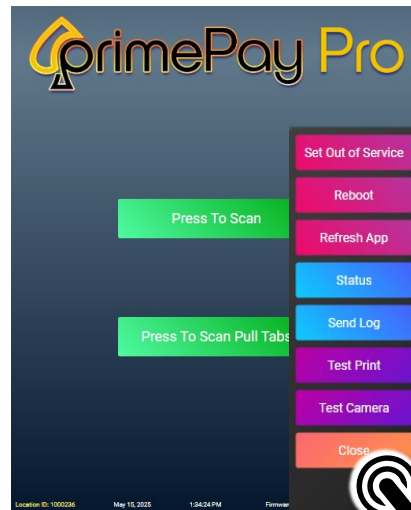
The Admin Menu is a pop-up menu that provides a fast, easy way to perform administrative tasks and view some important information from any page without the need to login as an Administrator.

The Admin Menu has the following functions:

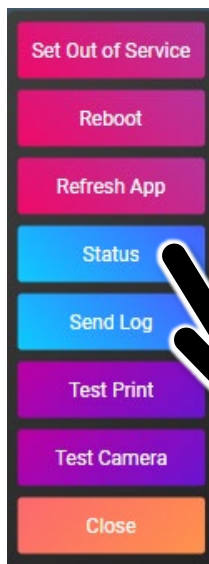
- [Out of Service](#) – Places the Kiosk Out of Service
- [Reboot](#) – Reboots the Kiosk Software and Components
- [Refresh App](#) – Resets the Bill Acceptor
- [Status](#) – Shows the Status of the Kiosk
- [Send Log](#) – Sends Logs to the Operator
- [Test Print](#) – Prints a Test Ticket
- [Test Camera](#) – Takes a Test Photo

To access the Admin Menu:

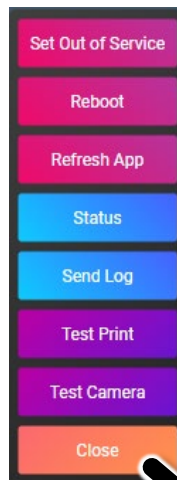
1. Tap 4 times in the lower right corner of any page.



2. Tap on the appropriate task.



3. If necessary, Tap Close when the task is complete.



**Note:** The Admin Menu will close automatically after 10 Seconds.



## Out of Service

When the Kiosk is Out of Service, only the Admin and Kiosk Management Menus are accessible. The Kiosk will not accept or dispense funds, print tickets, or allow Players to Login.

To place the Kiosk Out of Service:

1. Tap Out of Service on the Admin Menu on any page.



The Kiosk will return to the Intro Page and the Login, Register and No Purchase Necessary options will be faded out and no longer accessible.

To place the Kiosk back in service:

2. Open the Admin Menu and Tap Put In Service. The Kiosk may take a moment to come back into service while it reconnects to the network and other systems.



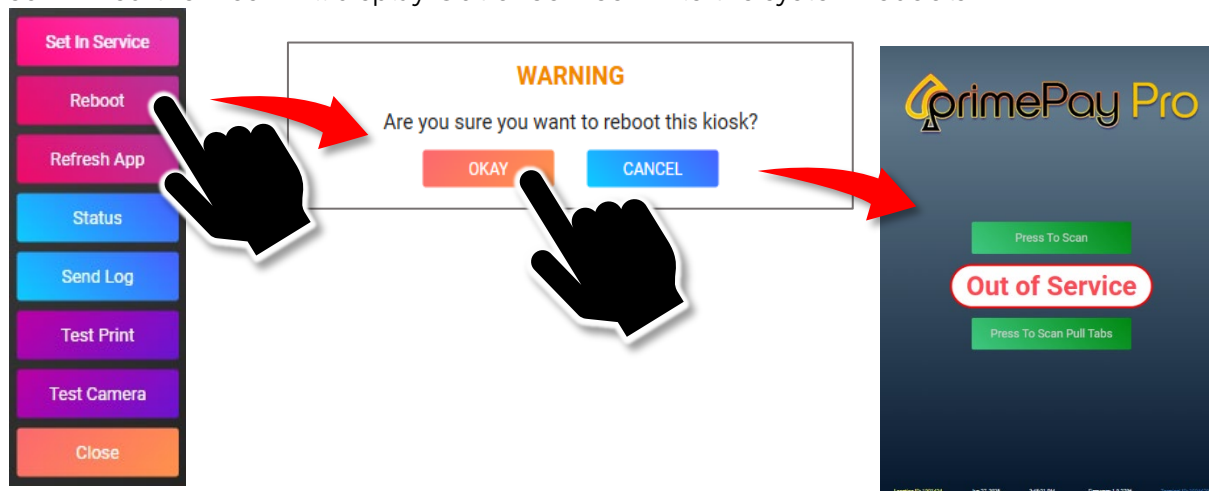
**Note:** The Kiosk can also be placed in and out of service from the [Primero Web Portal](#) Devices > Controls.



## Reboot

Tapping Reboot on the Admin Menu will shut down and restart the Kiosk software and components. This can be used to clear errors and correct some minor issues.

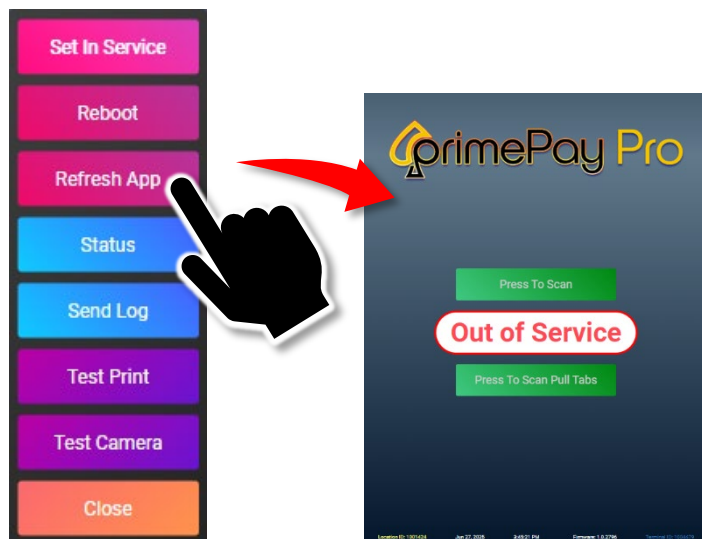
A warning will pop up allowing the Operator to confirm or cancel the reboot. Once confirmed the Kiosk will display Out of Service while the system reboots.



**Note:** The Kiosk can also be rebooted from the [Primero Web Portals Devices](#) > Device Controls.

## Refresh App

Tapping the Refresh App button will restart the Firmware only without rebooting any hardware. The Kiosk may go Out of Service when the App is restarting.

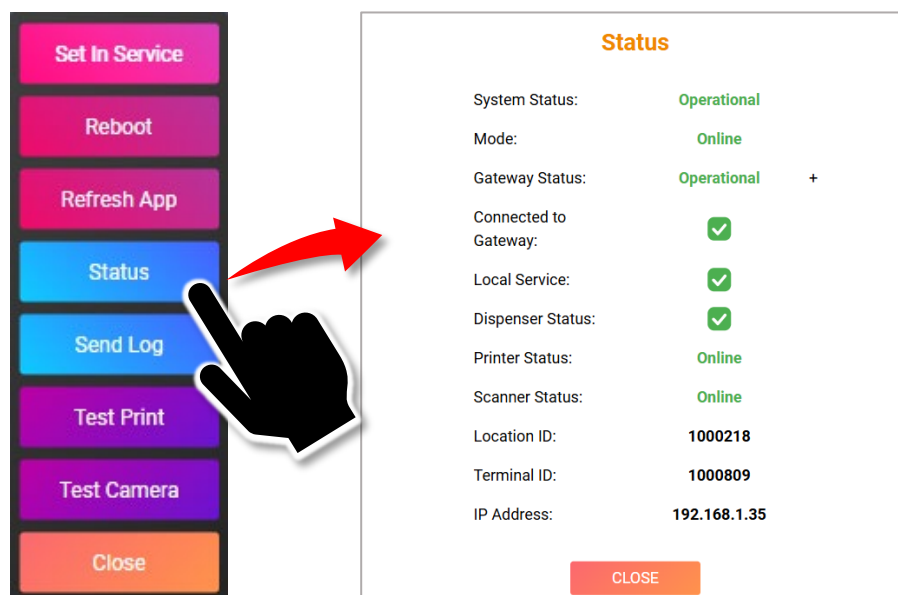






## Status

Tap Status to access the Status Menu. From the Status Menu the Operator can view the state of some components and systems within the Kiosk.



The Status Menu Displays the Following:

**System Status** – Indicates if the Kiosk has been Commissioned, (**Operational**), or Not Commissioned.



**Note:** Commissioning of the Kiosk is performed Remotely in the [Primero Web Portal](#).

**Mode** – Shows if the Kiosk is in Online or Offline mode for updates and Pull Tabs Box importing.

**Gateway Status** – Shows if the Kiosk networking system is functioning properly.

**Connected to Gateway** – Shows if the Kiosk is connected to the internet.

**Local Service** – Indicates the Kiosk software is operating properly.

**Dispenser Status** – Shows if the Dispensers are ready operational.

**Printer Status** – Indicates if the Printer is powered on, connected and ready to print.

**Scanner Status** – Shows if the QR Code Scanner is functioning properly.

**Location ID** – Displays the Location ID for the Kiosk.

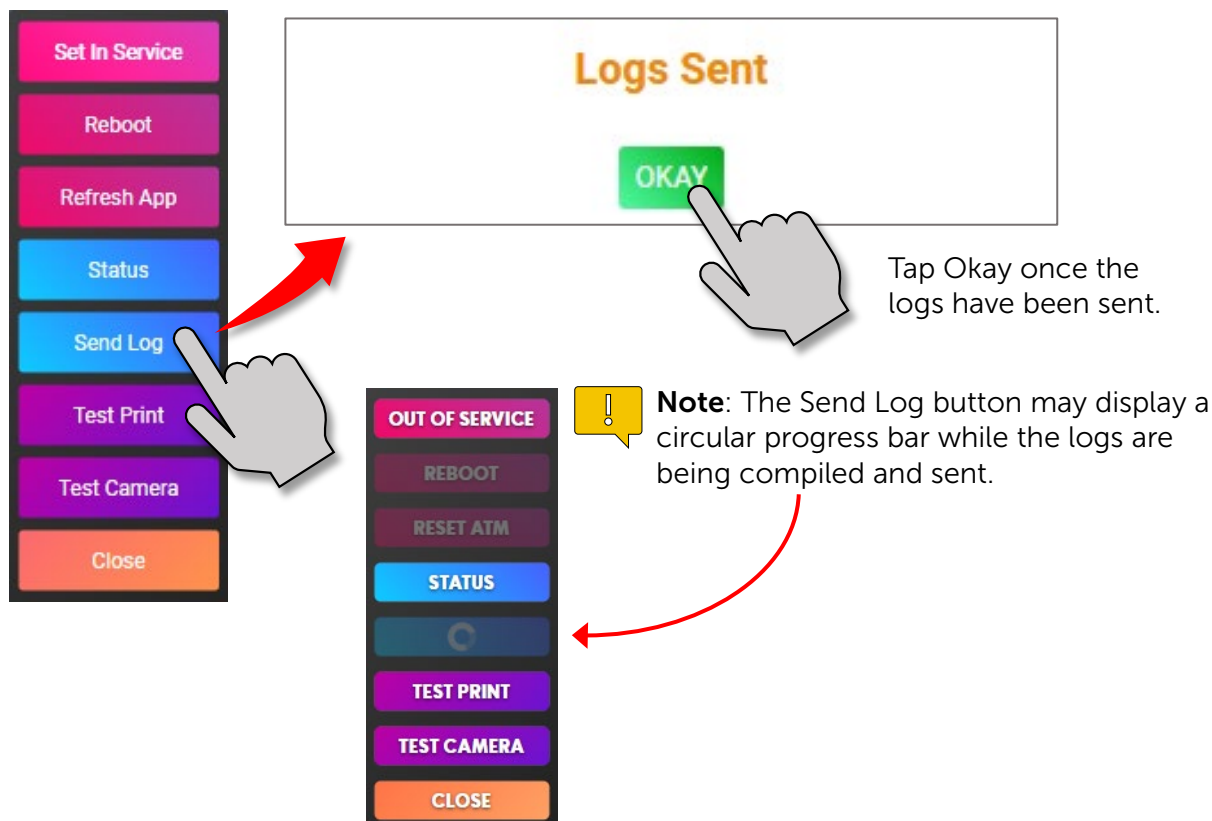
**Terminal ID** – Displays the Terminal ID for the Kiosk.

**IP Address** – Displays the IP address for the Kiosk.



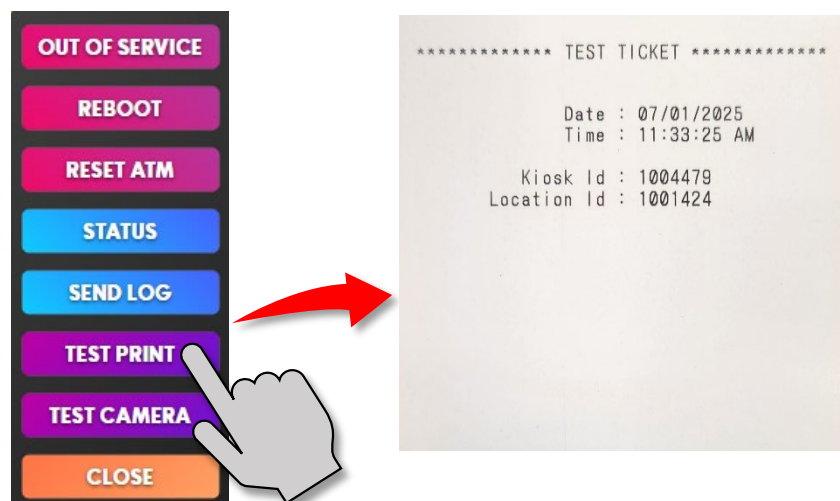
## Send Log

Tapping Send Log will send a log of the Kiosk Events to Technical Services for analysis. These logs are a detailed list of recordable events to assist technicians with Troubleshooting.



## Test Print

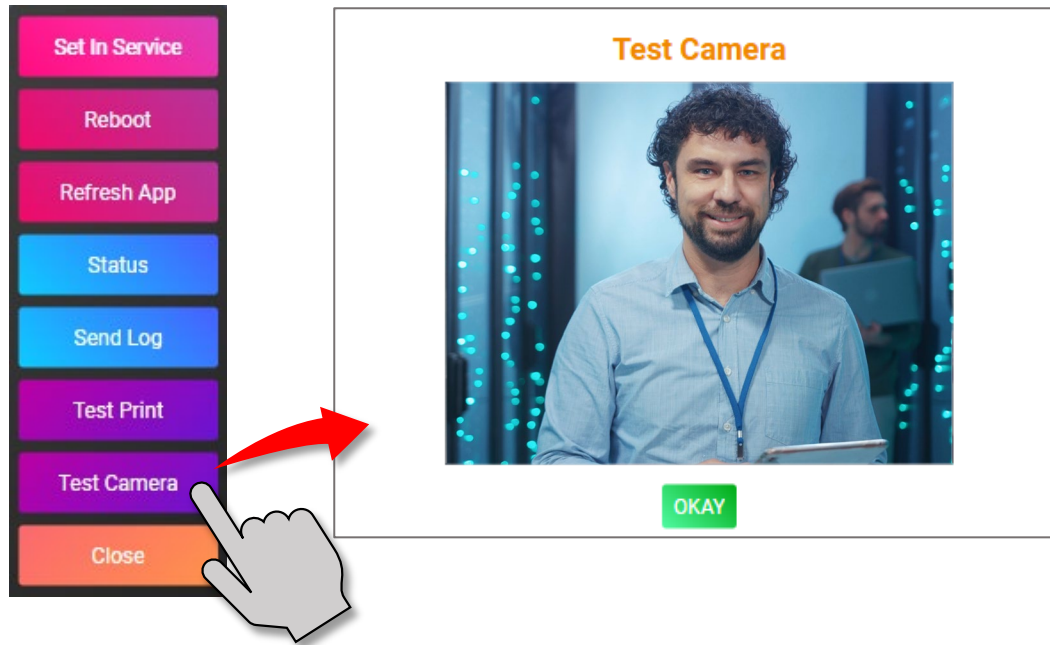
Tapping Test Print will print a Test Ticket to be sure the Printer is working properly.





## Test Camera

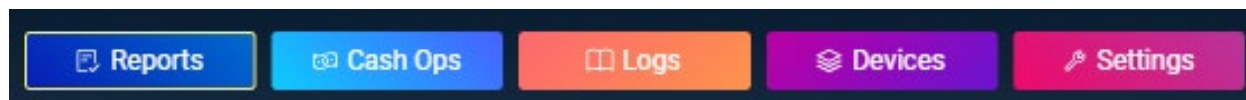
Tapping Test Camera causes the camera to take a test photo of the Operator to be sure the Camera is working properly. A Test Camera screen with the photo will pop up once complete.





## The PrimePay Pro Menu

The PrimePay Pro Menu system has 5 basic Menu Pages that include Reports, Cash Ops, Logs, Devices and Settings.



### Reports

The **Reports** page allows the User to view the status of the Cassettes and Pull-Tab Boxes as well as view and print transaction reports.

### Cash Ops

The **Cash Ops** page lets the User perform a number of cash operations including Fills, Bleeds, Open and Closing of Periods, Cassette Audits and Master Clears.

### Logs

The **Logs** page shows event logs for both Player and Operator activity.

### Devices

The **Devices** page is used to manage synchronization with devices such as printers as well as adding Pull Tab Boxes.

### Settings

The **Settings** page manages the Cassette denominations and fill levels, alerts, and some system actions such as rebooting and diagnostics.



## Reports

### Reports

The Reports page displays the status of both the Cassettes and Pull Tabs Boxes as well as some basic information for the current and past periods and Pull Tabs liability. It also allows the user to print a full report for all the periods, individual periods and the Pull Tabs liability for all Pull Tabs boxes or specific boxes if necessary.

The Reports page has the following subsections:

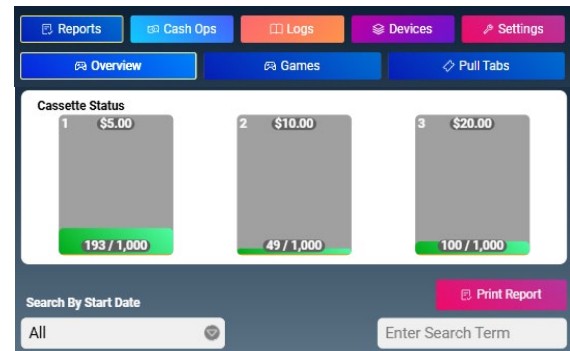
### Overview

#### Overview

Shows information about the Cassettes, Fill Levels and the current and past periods.

The periods may be searched by date or term.

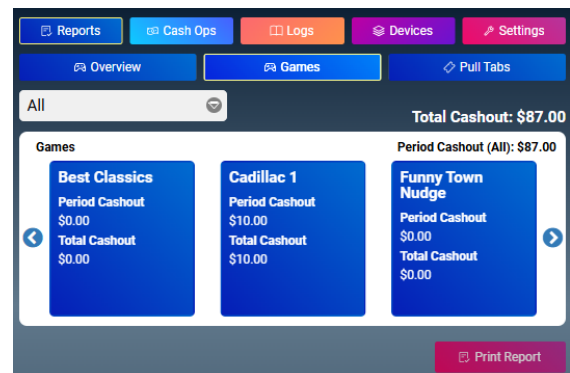
An overview report may be printed, or reports may be printed for individual periods.



### Games

#### Games

Displays the Period and Total Cash Out for the various games paired with the Kiosk.

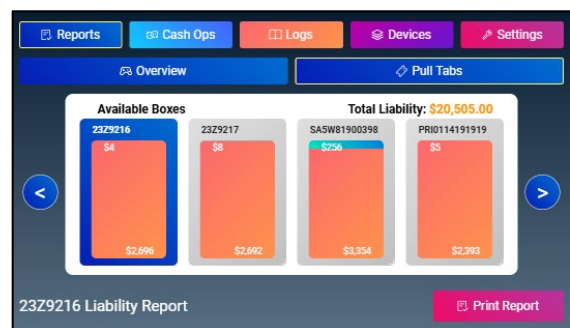


### Pull Tabs

#### Pull Tabs

Provides information about the imported Pull Tabs boxes including redeemed totals and outstanding liability per box.

A report for each individual Pull Tabs box may be printed including redeemed totals listed by denomination and remaining liability for each.

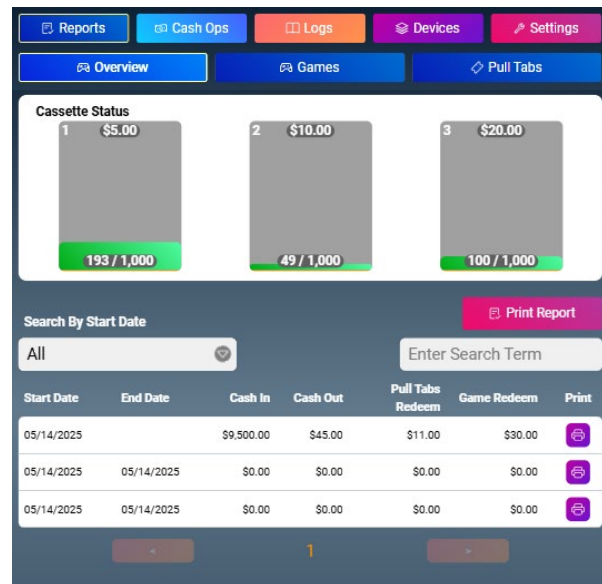




## Overview



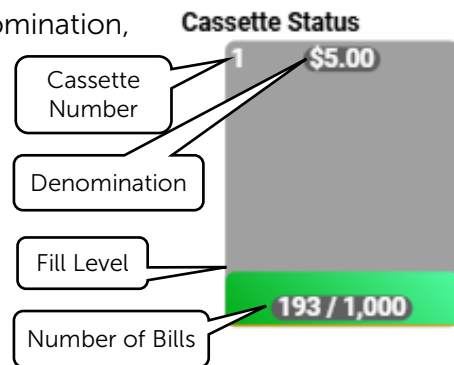
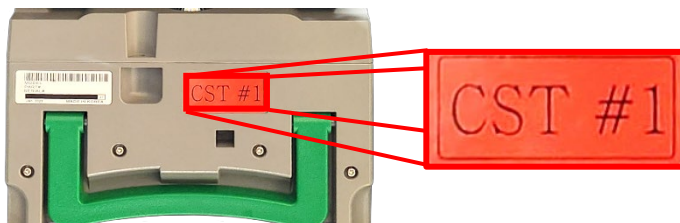
The Overview subsection on the reports page shows the fill levels for the Cassettes at the top of the page under Cassette Status. It will show 3 or 4 cassettes depending on the number installed in the Kiosk. The page also displays some basic reporting for the current and past periods with the option of printing individual period reports as well as an overview of all periods. The basic reporting can be searched by date or by term.



### Cassette Status

Each Cassette indicator shows the Cassette Number, Denomination, Number of Bills and a Fill Level represented as a green bar.

**Cassette Number** = The Cassette number shown corresponds to the physical number on the Cassette. This number is set and cannot be changed.



**Denomination** = Shows the denomination set for the cassette and can be changed on the [Settings Page](#).

**Fill Level** = Displays a bar graph in green to indicate the level of bills in the cassette relative to the Target Fill Level set on the [Settings Page](#).

**Number of Bills** = Indicates the number of actual bills in the cassette.





## Reporting

The Reporting lines show information for each Period and include the following:

- Start Date
- End Date
- Total Cash In
- Total Cash Out
- Pull Tabs Redeemed Amount
- Game Redeemed amount

Start Date	End Date	Cash In	Cash Out	Pull Tabs Redeem	Game Redeem	Print
05/14/2025		\$9,500.00	\$45.00	\$11.00	\$30.00	
05/14/2025	05/14/2025	\$0.00	\$0.00	\$0.00	\$0.00	
05/14/2025	05/14/2025	\$0.00	\$0.00	\$0.00	\$0.00	



Tap the to the right of a reporting line to print a Terminal Audit report ticket for a specific Period.

Tap the Print Report button to print an Overview Report ticket.



OVERVIEW REPORT		
Date:	05/21/2025	
Time:	10:36:56 AM	
User PIN:	443361903864	
Terminal ID:	1005173	
Location ID:	1000236	
CASSETTE STATUS		
Cassette 1:	193 \$5	\$965.00
Cassette 2:	49 \$10	\$490.00
Cassette 3:	100 \$20	\$2,000.00
Total:		\$3,455.00
CURRENT PERIOD		
Start Date:	05/14/2025	
End Date:	05/14/2025	
Cash In:	\$9,500.00	
Cash Out:	\$45.00	
Pull Tabs Redeem:	\$11.00	
Game Redeem:	\$30.00	
PREVIOUS PERIOD		
Start Date:	05/14/2025	
End Date:	05/14/2025	
Cash In:	\$0.00	
Cash Out:	\$0.00	
Pull Tabs Redeem:	\$0.00	
Game Redeem:	\$0.00	

TERMINAL AUDIT REPORT		
Date:	05/14/2025	
Time:	04:58:47 PM	
Transaction ID:	1000004	
Terminal ID:	1005173	
Location ID:	1000236	
Open Period:	05/14/2025 04:58:47 PM	
CASH COLLECTION		
Data	Total	Period
Cash In:	\$9,500.00	\$9,500.00
Bleed:	\$10.00	\$10.00
Redeem:	\$35.00	\$35.00
Cash Out:	\$45.00	\$45.00
PERIOD ACTIVITY		
Date	Activity	Amount
05/14 04:58 PM	Open	\$0.00
	Game Cabinet Cashout	\$30.00
	Pull Tab Cashout	\$11.00
	Short/Hand Pays	\$8.00
CURRENT CASSETTE DETAIL		
Cassette 1:	193 \$5	\$965.00
Cassette 2:	49 \$10	\$490.00
Cassette 3:	100 \$20	\$2,000.00
Reject Bin:		\$0.00
Total:		\$3,455.00

To display the reports by Start Date Tap the Search by Start Date field and select a date range.

Search By Start Date

All

All

Today

Yesterday

This Week

Last Week

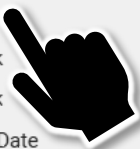
Month to Date

Last Month

Quarter to Date

Last Quarter


Year to Date



To search for a specific term such as an amount, click in the Enter Search Term field and use the Keyboard to enter a term.

All

45

Start Date	End Date	Cash In	Cash Out	Pull Tabs Redeem	Game Redeem	Print
05/14/2025		\$9,500.00	\$45.00	\$11.00	\$30.00	

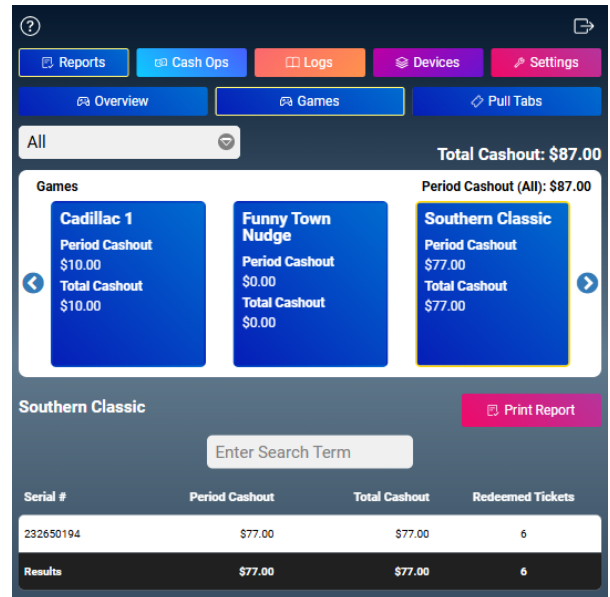




## Games

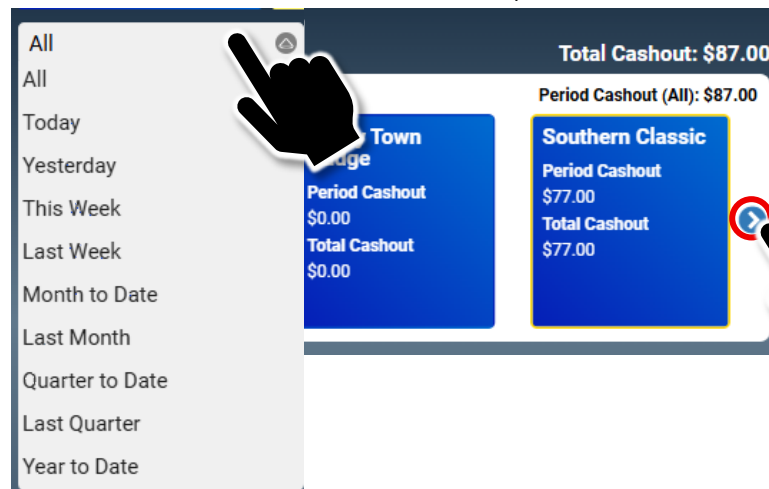


The Games section shows the Cashout for each Cabinet and Game Suite paired with the PrimePay Pro Kiosk with a carousel for selecting the various games to show more detailed information below. Each box shows the Total Cashout and the Cashout for the current Period for the Game Suite. When a box is selected, the lines below show detailed information for the Paired Cabinets associated with the selected Game.



### Games Carousel

The carousel at the top of the page allows the Operator to scroll through the various Game Suites installed on the cabinets when paired.



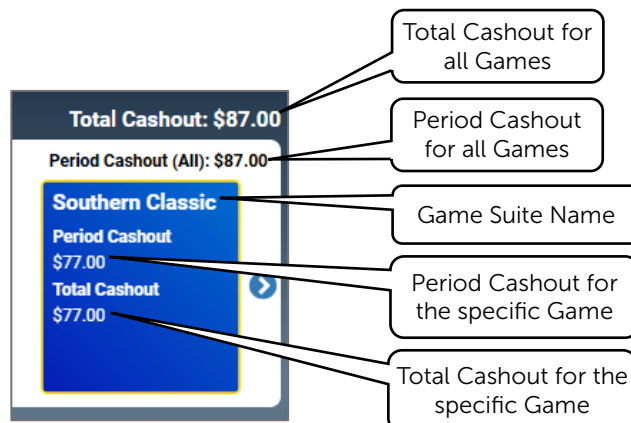
Tap the dropdown to select a time period for the report.

Tap the arrows to scroll left or right.

Each Box in the Carousel show the:

- Game Suite Name
- Period Cashout
- Total Cashout

**Note:** The Game Suite Name may be updated on the Devices Tab under [Update Game Suite](#).





## Cabinet Report Details

When a Game Suite is selected, the lines below will show a list of the various Cabinets / Printers paired with the PrimePay Pro Kiosk.

Each line will show the Printer Serial Number, the Cashout for the Period, the Total Cashout and the number of tickets redeemed for that Cabinet. The last line will show the totals for each data set.

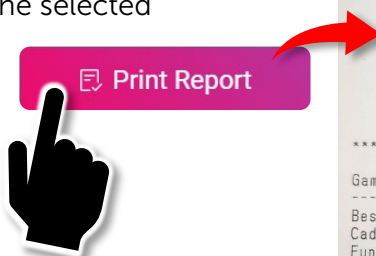
Tap the Search Box to find a specific Cabinet / Printer.

The screenshot shows the 'Southern Classic' report interface. At the top, there's a 'Print Report' button. Below it is a search bar labeled 'Enter Search Term'. The main table has four columns: 'Serial #', 'Period Cashout', 'Total Cashout', and 'Redeemed Tickets'. The first row shows data for serial number 232650194. The second row, labeled 'Results', shows the totals. Callouts point to the 'Selected Game Suite' (Southern Classic), the 'Printer Serial Number' (232650194), the 'Search Box', 'Period Cashout', 'Total Cashout', and 'Redeemed Tickets'.

Serial #	Period Cashout	Total Cashout	Redeemed Tickets
232650194	\$77.00	\$77.00	6
<b>Results</b>	<b>\$77.00</b>	<b>\$77.00</b>	<b>6</b>

## Print Report

Tap the Print Report button to print a report ticket for the selected Game Suite. The ticket includes overall information from all Games as well as the selected Game and Paired Cabinets.



\*\*\*\*\* GAMES REPORT \*\*\*\*\*

Date : 11/14/2025  
Time : 08:19:33 PM

Terminal ID: 1000848  
Location ID: 1004097

\*\*\*\*\* GAME SUITES \*\*\*\*\*

Game Suite	Period	Total
Best Classics	\$0.00	\$0.00
Cadillac 1	\$0.00	\$10.00
Funny Town Nudg	\$0.00	\$0.00
Southern Classi	\$0.00	\$77.00
Total Cashout:		\$87.00

\*\*\*\*\* SOUTHERN CLASSIC \*\*\*\*\*

Serial #	Period	Total
232650194	\$0.00	\$77.00
Total Cashout:		\$77.00



## Pull Tabs



The Pull Tabs section of the Reports page shows the various pull tab boxes, The box serial number, the total liability for each box and a detailed list of the pull tab values in a selected box. The selected box shows the denomination values, redeemed count, total count and remaining liability for each denomination. A printed report is available for each selected box. Boxes may be hidden from this view in the [Devices > Pull Tabs](#) section to make this report more manageable.

**Available Boxes**

Box Serial Number	Denomination	Total Liability
23Z9216	\$4	\$2,696
23Z9217	\$8	\$2,692
SA5W81900398	\$256	\$3,354
PRI0114191919	\$5	\$2,393

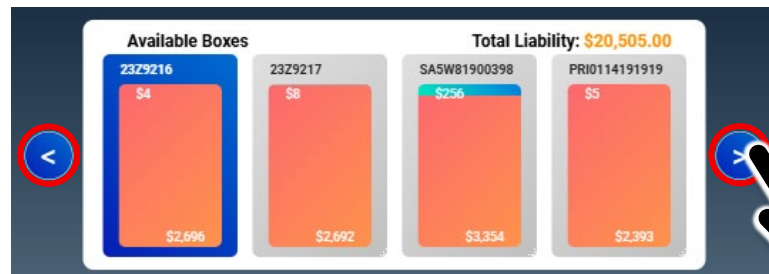
**Total Liability: \$20,505.00**

**23Z9216 Liability Report**

Pull Tabs Values	Redeemed Count	Total Count	Liability
\$0.00	1	3,364	\$0.00
\$1.00	4	602	\$598.00
\$5.00	0	20	\$100.00
\$25.00	0	4	\$100.00
\$50.00	0	4	\$200.00
\$99.00	0	2	\$198.00
\$250.00	0	2	\$500.00
\$500.00	0	2	\$1,000.00
<b>Results</b>	<b>5</b>	<b>4,000</b>	<b>\$2,696.00</b>

### Available Boxes Carousel

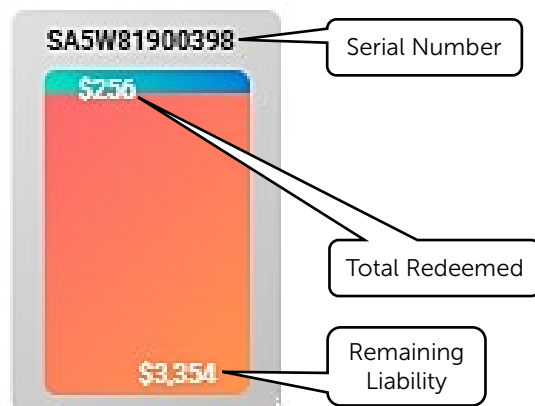
The carousel at the top of the page allows the Operator to scroll through the various boxes available for reporting.



Tap the Arrows to scroll Left or Right.

Each box in the Carousel shows the:

- Serial Number
- Total Redeemed
- Remaining Liability





## Liability Report Details

A selected box will show a detailed breakdown for each denomination of Pull Tabs in the box that includes the total count, a count of the redeemed Pull Tabs and the remaining liability for each denomination as well as the totals for everything at the bottom.

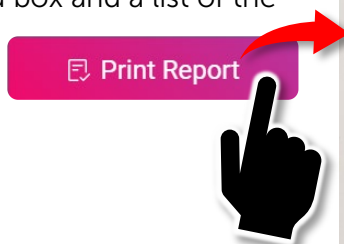
23Z9216 Liability Report				<a href="#">Print Report</a>
Pull Tabs Values	Redeemed Count	Total Count	Liability	
\$0.00	1	3,364	\$0.00	
\$1.00	4	602	\$598.00	
\$5.00	0	20	\$100.00	
\$25.00	0	4	\$100.00	
\$50.00	0	4	\$200.00	
\$99.00	0	2	\$198.00	
\$250.00	0	2	\$500.00	
\$500.00	0	2	\$1,000.00	
<b>Results</b>	<b>5</b>	<b>4,000</b>	<b>\$2,696.00</b>	

\$1.00	4	602	\$598.00
--------	---	-----	----------

For Example: In Box 23Z9216 there are 602 Pull Tabs with a winning denomination of \$1. Of these, 4 have been redeemed leaving a remaining liability of \$598 outstanding.

## Print Report

Tap the Print Report button to print a report including the detailed information from the selected box and a list of the available boxes.



***** AVAILABLE BOXES *****		
Box #	Redeemed	Outstanding
SA5W81900398	\$266.00	\$3,354.00
POP0115100151	\$0.00	\$2,790.00
POP0115100150	\$0.00	\$2,790.00
POP0115100162	\$0.00	\$2,790.00
23Z9216	\$4.00	\$2,696.00
23Z9217	\$8.00	\$2,692.00
PR10114191919	\$5.00	\$2,393.00
SA5W82910398	\$0.00	\$1,000.00
***** 23Z9216 LIABILITY REPORT *****		
Pull Tabs Value	Redeemed	Liability
\$0.00	\$0.00	\$0.00
\$1.00	\$4.00	\$598.00
\$5.00	\$0.00	\$100.00
\$25.00	\$0.00	\$100.00
\$50.00	\$0.00	\$200.00
\$99.00	\$0.00	\$198.00
\$250.00	\$0.00	\$500.00
\$500.00	\$0.00	\$1,000.00
Total Liability:		\$2,696.00





## Cash Ops

### Cash Ops

The Cash Ops page displays information about the various Cassettes including the Target and Bill Counts, total Values and Rejected Bills. From this page the Operator may also perform Fills and Bleeds, conduct Audits, close a Period and perform a Master Clear.

The Cash Ops page has the following options and information:

**Cassette Overview** – Shows basic financials for the various cassettes.

**Fill** – Allows the Operator to add funds to the Kiosk.

**Bleed** – Allows the Operator to remove funds from the Kiosk Cassettes.

**Adjust Counts** – Allows the Operator to correct the Cassette Bill Counts.

**Rejected Bills** – Shows the number and totals for any rejected bills.

**Bleed Reject Bin** – Dispenses rejected bills from the Bill Acceptor.

**Cassette Audit** – Bleeds all the bills from a specific Cassette.

**Close Period** – Closes out the current period.

**Master Clear** – Dispenses all bills from All Cassettes and reset the counts to zero.

	Cassette 1	Cassette 2	Cassette 3
Denominations	\$5.00	\$10.00	\$20.00
Target Count	2000	2000	2000
Bill Count	1584	1520	1600
Value	\$7,920.00	\$15,200.00	\$3,200.00
Grand Total	\$26,320.00		

	Cassette 1	Cassette 2	Cassette 3
Bill Count	16	4	3
Value	\$80.00	\$40.00	\$60.00
Grand Total	\$180.00		

## Cassette Overview

The top of the Cash Ops pages shows an overview of the Cassettes. This overview will display 3 or 4 Cassettes depending on the number installed in the Kiosk.

The Cassette Overview Displays:

**Denominations** - Shows the denomination

loaded into the cassette. This value may be set on the [Settings](#) page.

**Target Count** – Displays the target fill count for the cassette. This value may be set on the [Settings](#) page.

**Bill Count** – Shows the actual bill count remaining in the cassette.

**Value** – Give the total for the remaining bills in the cassette.

**Grand Total** – Gives a total for all the remaining bills in all the cassettes.

	Cassette 1	Cassette 2	Cassette 3
Denominations	\$5.00	\$10.00	\$20.00
Target Count	2000	2000	2000
Bill Count	1584	1520	1600
Value	\$7,920.00	\$15,200.00	\$3,200.00
Grand Total	\$26,320.00		



## Cassettes

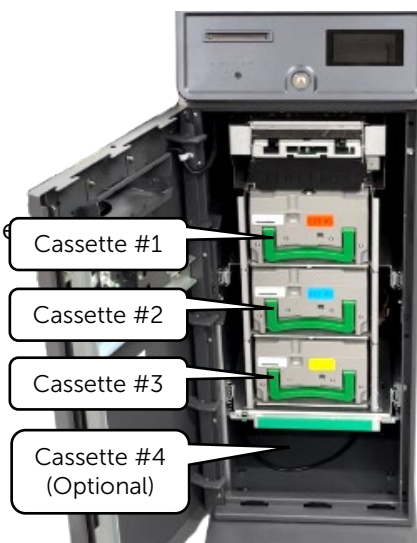


The Cassettes are physical boxes that each contain and manage a single denomination of currency, set by the Firmware, that is mechanically dispensed according to the needs of a particular Redemption.

For Example, if a player is redeeming \$115. Cassette #3 will dispense 5 x \$20 bills, Cassette #2 will dispense a \$10 bill and Cassette #1 will dispense a \$5 bill.

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

Standard PrimePay Pro 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 during 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.



**Red** = Cassette #1



**Blue** = Cassette #2



**Yellow** = Cassette #3

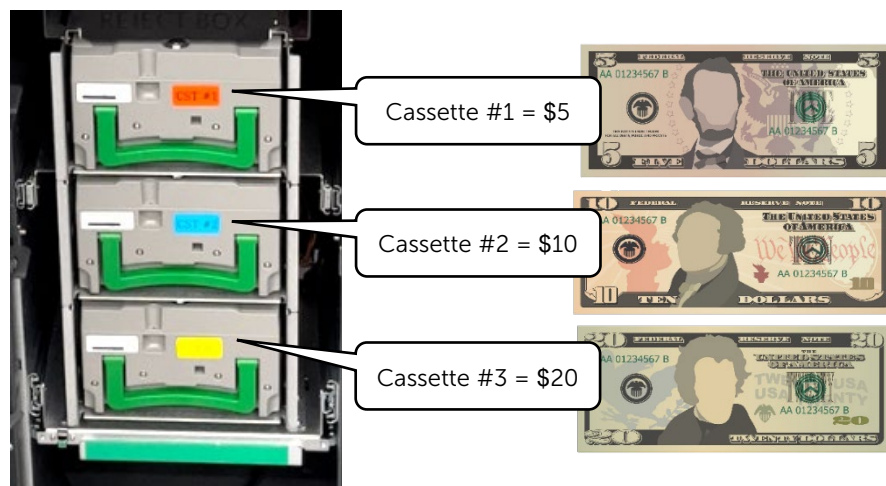
## Denominations

Denominations	\$5.00	\$10.00	\$20.00
---------------	--------	---------	---------

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

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

Default Denominations:

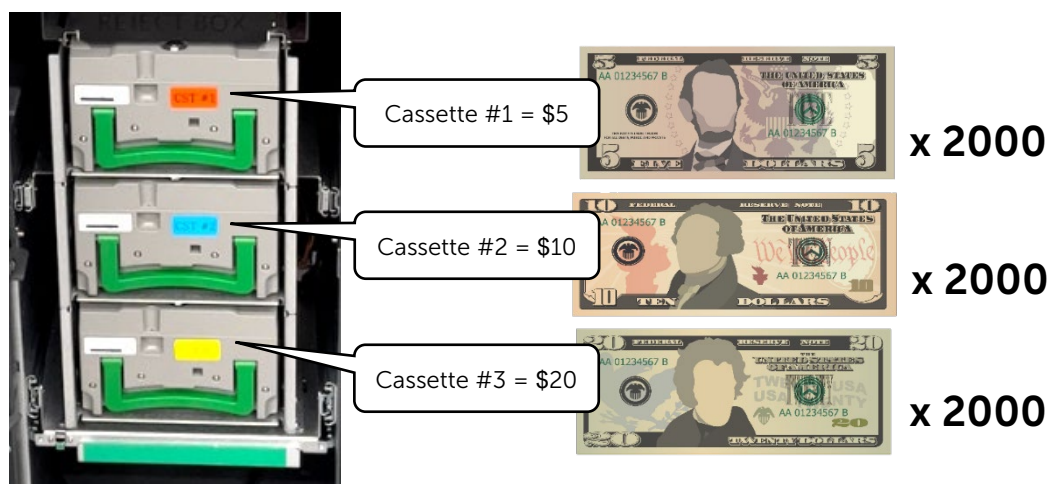


## Target Count

Target Count	2000	2000	2000
--------------	------	------	------

The Target Count 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	1584	1520	1600
------------	------	------	------

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.

## Value

Value	\$7,920.00	\$15,200.00	\$3,200.00
-------	------------	-------------	------------

The Value shown for each Denomination is the total value of the remaining bills held in the Cassette. For example, if Cassette #1 has 1584 of the \$5 bills, the Value of \$5 bills will be \$7,920.00 and displayed as the Value for that Denominations column.

## Grand Total

Grand Total	\$26,320.00
-------------	-------------

Grand Total displays the remaining value of bills held in all the Cassettes.



## Fill



A Fill is used when the Operator is going to add some funds back to a Cassette or refill a Cassette back to the Fill Target Amounts set for the Cassette being refilled. Unless adding a custom number of bills to the Cassette, the number of bills needed to reach the Fill Target is displayed on the Bill Count line when the Fill to Target box is checked. 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 \$5 denominations and 150 bills have been dispensed from that Cassette, the Operator must add 150 \$5 bills back to the Cassette during the Fill.

	Cassette 1	Cassette 2	Cassette 3
Bill Count	150		
Fill To Target	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<a href="#">Begin Fill</a>	<a href="#">Cancel</a>	

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

Default Fill Target Amounts:



**\$5 x 2000**



**\$10 x 2000**



**\$20 x 2000**

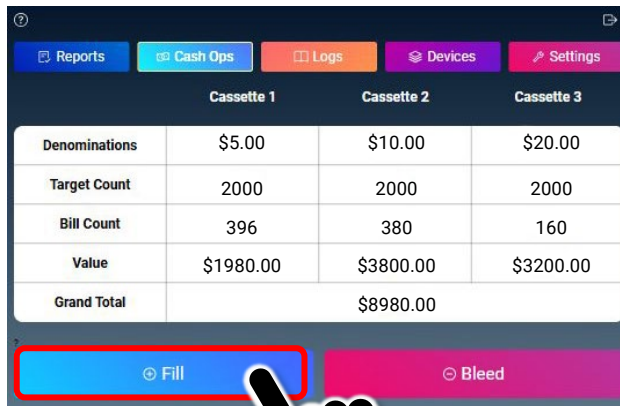


To Perform a Fill:

**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.



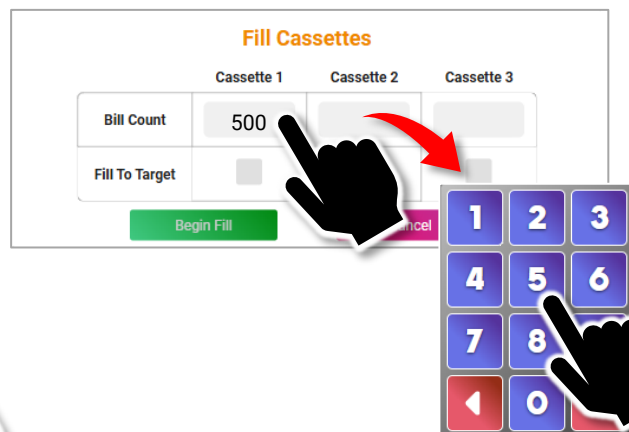
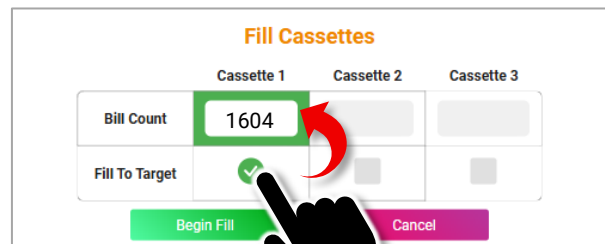
1. On the Cash Ops page, Tap on the Fill button.



2. If refilling the Cassette back to the Target Level or if replacing a Cassette, Tap the Fill to Target box below the appropriate Cassette.

OR

If performing a Custom Fill, tap the appropriate Bill Count field and use the Number Pad to Enter the number bills being added to the Cassette.



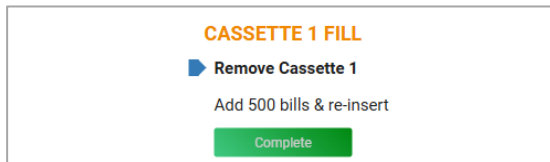
3. Tap Begin Fill.



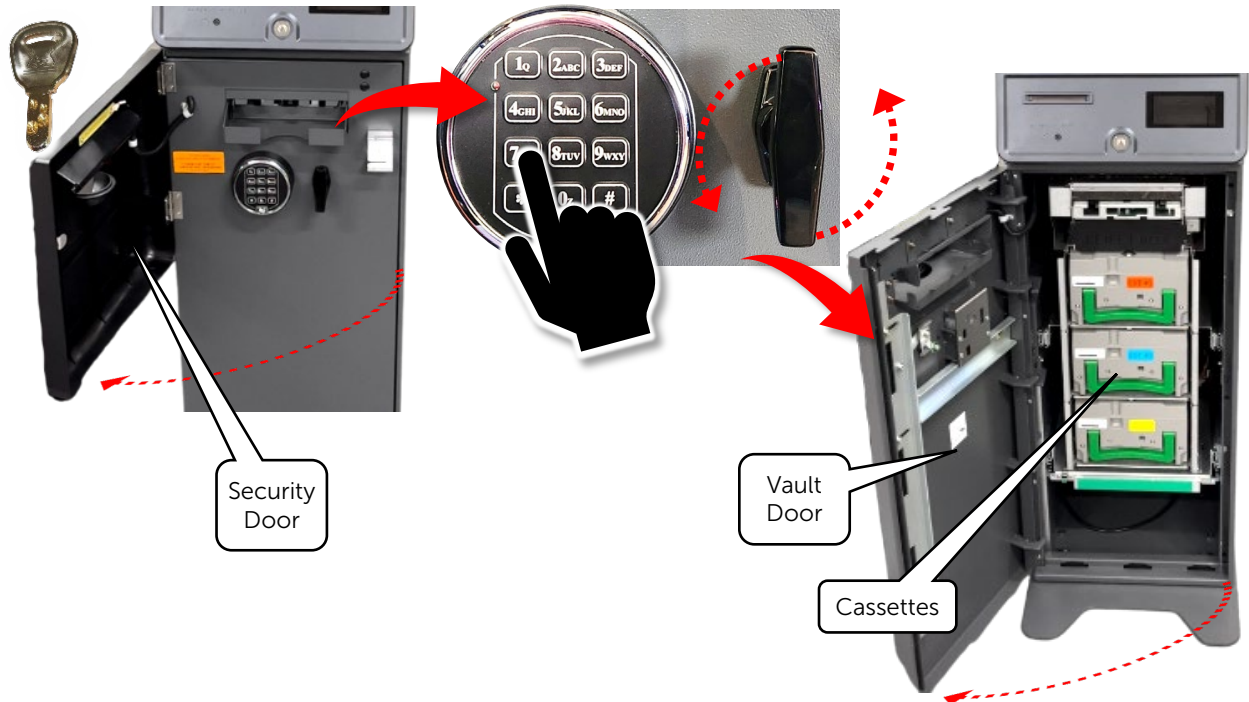




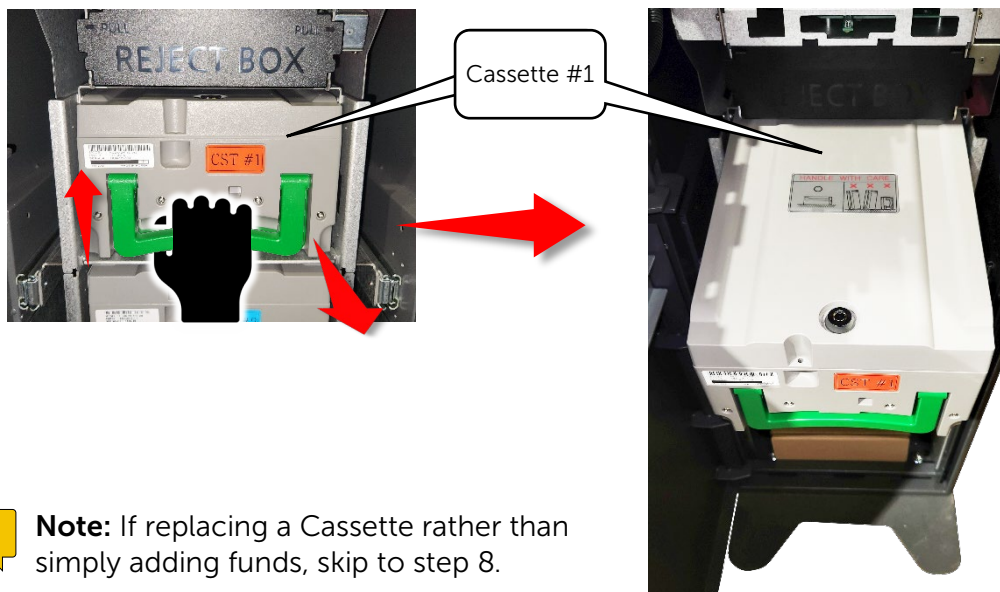
A "Remove Cassette" message will appear with the "Complete" button grayed out.



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



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

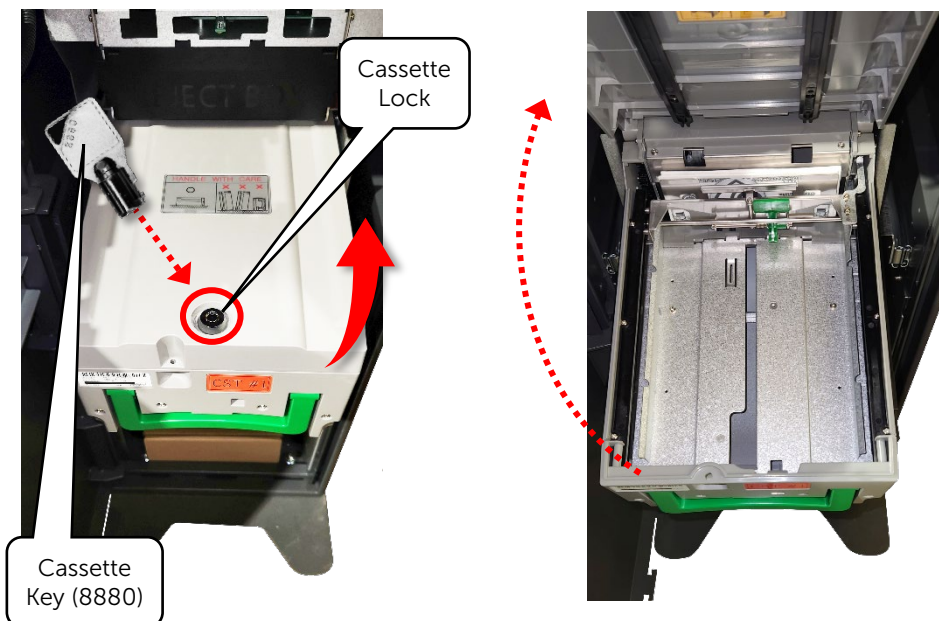


**Note:** If replacing a Cassette rather than simply adding funds, skip to step 8.

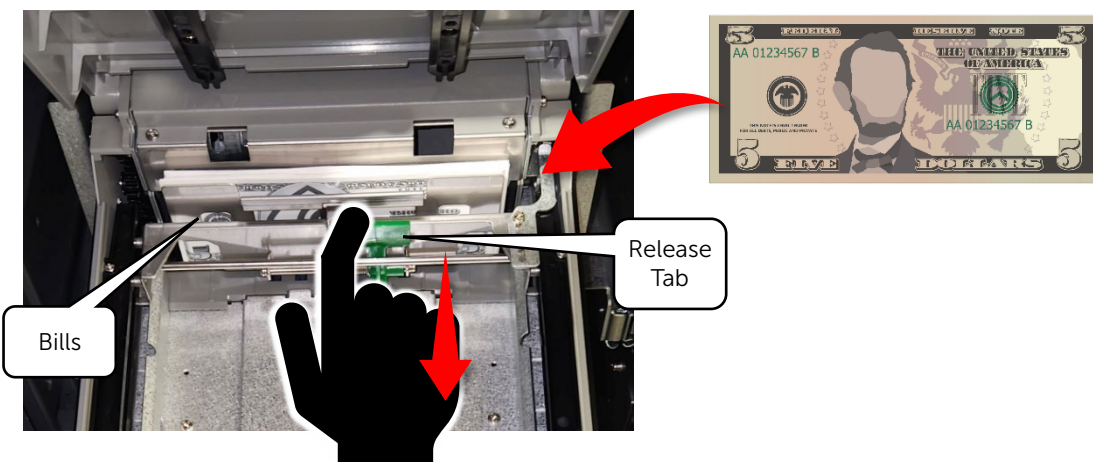




- Using the Cassette Security Key (8880), Open the Cassette.



- Pull the release tab back and insert the bills.



**Warning:** If performing a Fill to Target, the Operator Must add the set number of bills displayed on the Bill Count line to the Cassette or make sure the number of Bills added to the Cassette matches the custom number of bills entered into this field. Failure to add or set the number of bills correctly will cause the Kiosk Bill Counts and Financials to be incorrect.

Fill Cassettes			
	Cassette 1	Cassette 2	Cassette 3
Bill Count	1604		
Fill To Target	✓		
Begin Fill		Cancel	

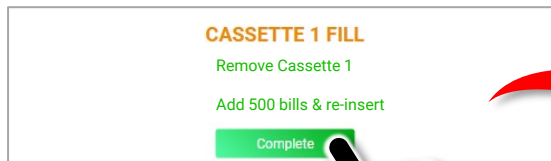
Number of Bills to Add



8. Return the Cassette to the Cassette tray.
9. Close the Vault and Security Doors.

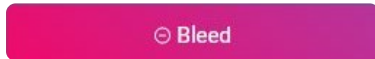


On the "Remove Cassette" message, Tap Complete and the Kiosk will Print a Fill Receipt.





## Bleed

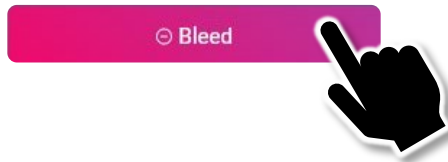


At times it may be necessary to manually remove or Bleed bills from one or more of the Cassettes in order to correct the financials or to cashout the Kiosk at the end of a period.

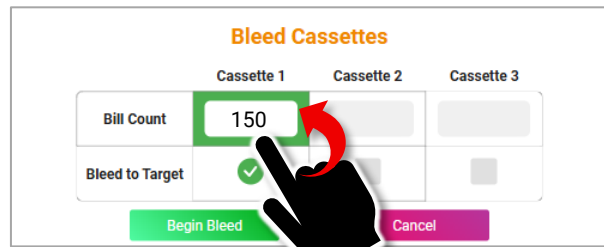
**Note:** To bleed all the bills from a specific Cassette, see [Cassette Audit](#) or to bleed all the bills from all Cassettes, see [Master Clear](#).

To Perform a Bleed:

1. Tap the Bleed button.

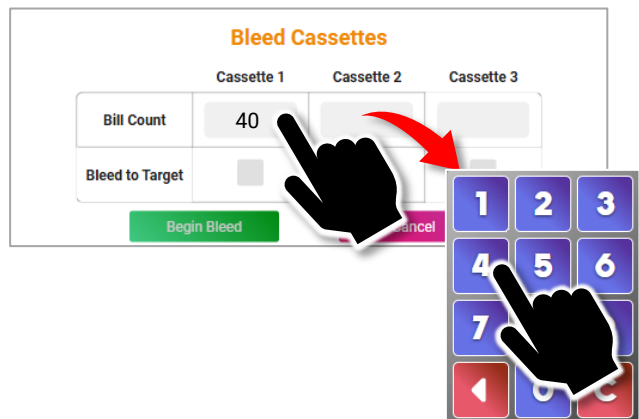


2. If bleeding the Cassette back to the Target Level, Tap the Bleed to Target box below the appropriate Cassette.



OR

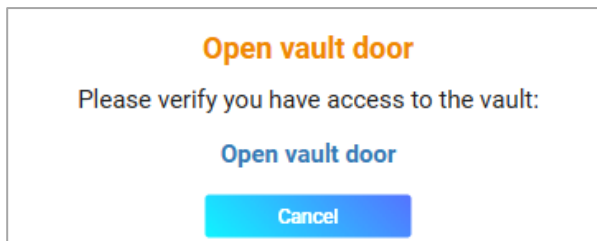
If performing a Custom Bleed, tap the appropriate Bill Count field and use the Number Pad to Enter the number bills being removed from the Cassette.



3. Tap Begin Bleed

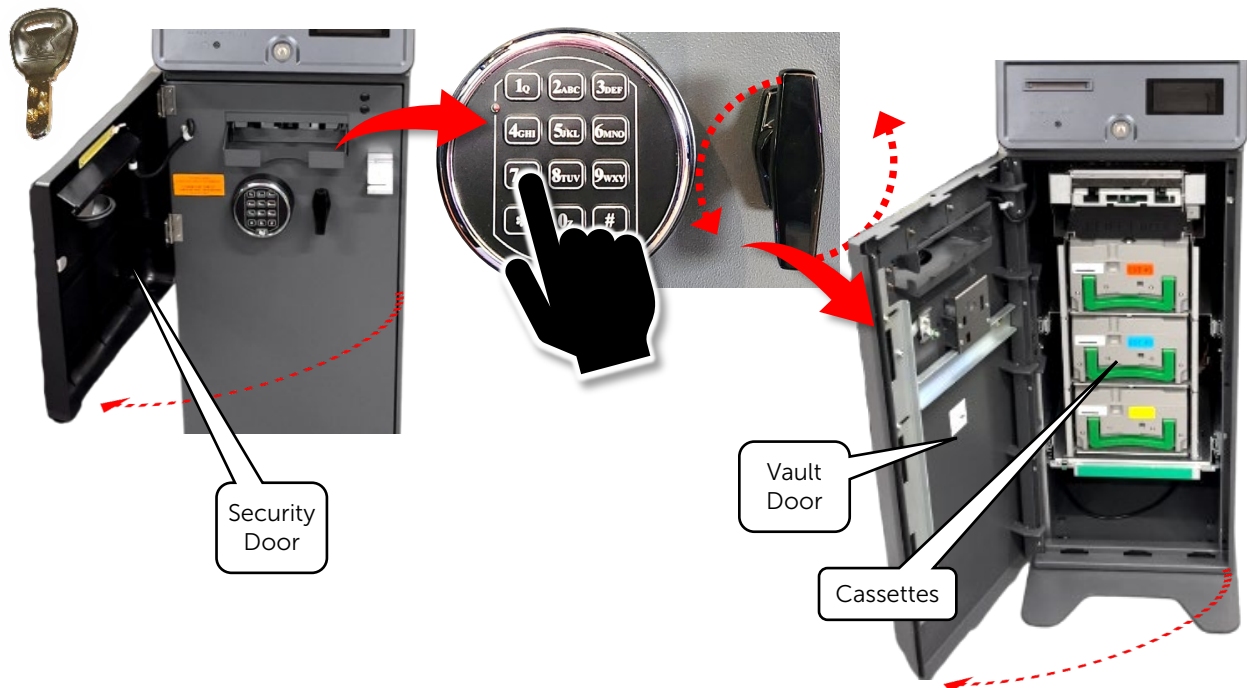


For security, a message will pop up asking the Operator to Open the Vault door.

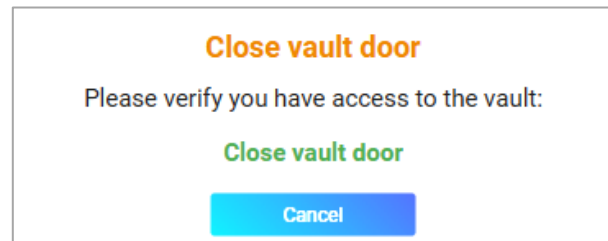




- Use the Dimpled Kiosk Key and PIN to Open the Security and Vault Doors.



Once the Vault Door is opened, a second message will pop up asking the Operator to Close the Vault Door.



- Close the Vault Door.

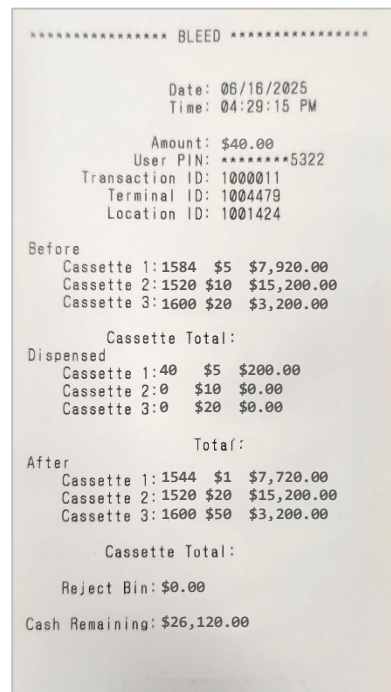
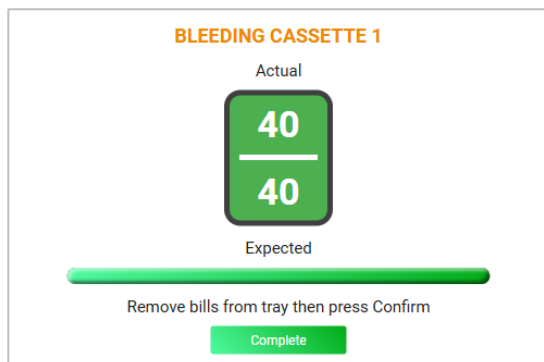




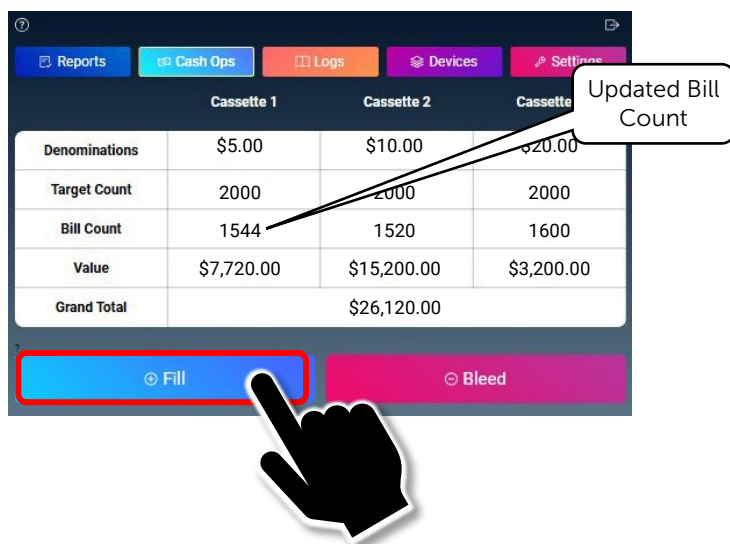
- The Kiosk will dispense the selected number of bills from the Cassette(s). Count the bills to make sure the Bleed Total is correct.



Once complete the Kiosk will Print a Bleed Receipt and show a breakdown of the Actual and Expected bills dispensed.



The Cassette Overview should show the update Bill Count.







## Adjust Counts

### Adjust Counts

The Adjust Counts feature is used to correct errors in the Fill process without having to perform a full Cassette Audit.

To Adjust the Bill Counts:

1. Tap Adjust Counts.

Adjust Counts



2. A Warning will pop up, Tap Okay.

### WARNING

Doing this WILL THROW OFF ALL DISPENSER COUNTS. Are you SURE you want to proceed instead of running a proper Cassette Audit like you're supposed to?

OKAY

CANCEL



3. Adjust the Bill Counts as needed.

### Adjust Cassette Counts

	Cassette 1	Cassette 2	Cassette 3
Bill Type	\$1.00	\$20.00	\$50.00
Current Count	500	50	20
Final Count	- 500 +	- 50 +	- 15 +



**Note:** For security purposes, Bill Counts may only be increased or decreased by 10 bills for each Cassette.



4. Tap Adjust Counts.

Adjust Counts





5. A Warning message will appear.

Tap Confirm.



**Note:** Tapping Adjust Counts will send the Operator back to the Adjust Counts menu for further corrections.

### Adjust Cassette Counts

	Cassette 1	Cassette 2	Cassette 3
Current Count	500	50	20
Adjustment	0	0	-5
Final Count	500	50	15

WARNING: doing this will overwrite the dispenser counts.  
ARE YOU SURE YOU WANT TO CONTINUE?

Adjust Counts
Confirm

Adjust Cassette Counts

	Cassette 1	Cassette 2	Cassette 3
Bill Type	\$1.00	\$20.00	\$50.00
Current Count	500	50	20
Final Count	<span style="color: blue;">-</span> 500 <span style="color: blue;">+</span>	<span style="color: blue;">-</span> 50 <span style="color: blue;">+</span>	<span style="color: blue;">-</span> 15 <span style="color: blue;">+</span>

Adjust Counts
Cancel

For security, a message will pop up asking the Operator to Open the Vault door

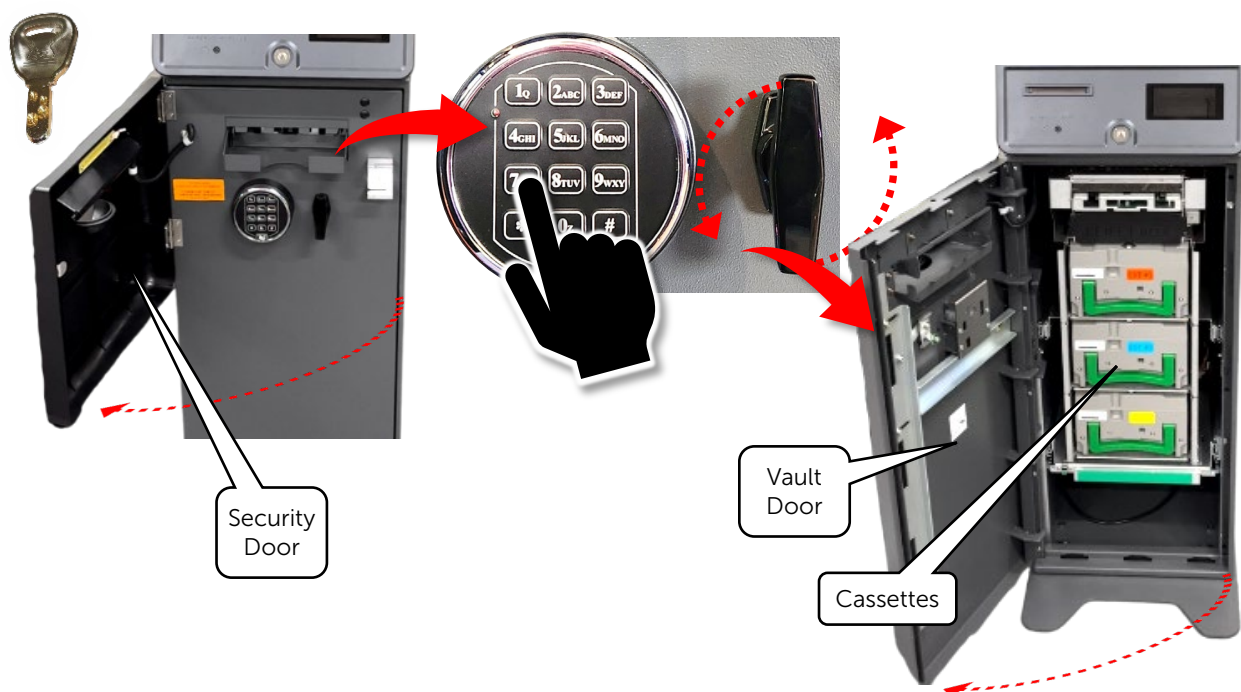
### Adjust Cassette Counts

Please verify you have access to the vault:

Open vault door

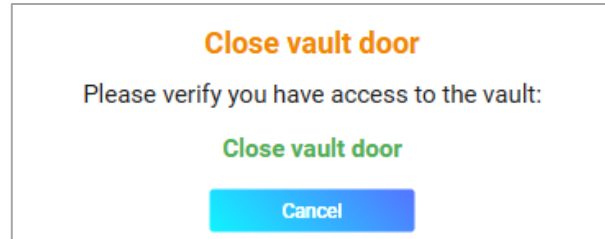
Cancel

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





Once the Vault Door is opened, a second message will pop up asking the Operator to Close the Vault Door.



7. Close the Vault Door.



8. The Cassette Overview will now show the Adjusted Bill Count, and the Kiosk will print a Fill Adjustment Receipt.

	Cassette 1	Cassette 2	Cassette 3
Denominations	\$1.00	\$20.00	\$50.00
Target Count	500	50	20
Bill Count	500	50	15
Value	\$500.00	\$1,000.00	\$750.00
Grand Total	\$2,250.00		

Adjusted Bill Count

⊕ Fill ⊖ Bleed

Adjust Counts

```
***** FILL ADJUSTMENT *****
```

Date :	10/01/2025	
Time :	01:31:42 PM	
Amount:	\$250.00	
User PIN:		
Transaction ID:	1000009	
Terminal ID:	1004570	
Location ID:	1000310	
Before		
Cassette 1:	500 \$1	\$500.00
Cassette 2:	50 \$20	\$1,000.00
Cassette 3:	20 \$50	\$1,000.00
Cassette Total:	\$2,500.00	
Dispensed		
Cassette 1:	0 \$1	\$0.00
Cassette 2:	0 \$20	\$0.00
Cassette 3:	-5 \$50	-\$250.00
Total:	-\$250.00	
After		
Cassette 1:	500 \$1	\$500.00
Cassette 2:	50 \$20	\$1,000.00
Cassette 3:	15 \$50	\$750.00
Cassette Total:	\$2,250.00	
Reject Bin:		\$0.00
Cash Remaining:	\$2,250.00	



## Rejected Bills

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.

Rejected Bills			
Bill Count	16	4	2
Value	\$80.00	\$40.00	\$40.00
Grand Total	\$160.00		

## Bleed Reject Bin

⊖ Bleed Reject Bin

At times it may be necessary to remove the Rejected Bills from the Reject Box for reprocessing or collections.

To remove bills from the Reject Box.

1. Tap the Bleed Reject Bin.

⊖ Bleed Reject Bin



2. A confirmation message appears, Tap Continue.

**Bleed Reject Bin**

Are you sure you want to start the bleed rejects process?

Continue Cancel



3. A Message showing the total amount of bill in the Reject Box will appear.

**Bleed Reject Bin**

Take all cash out of the rejects bin. There should be:

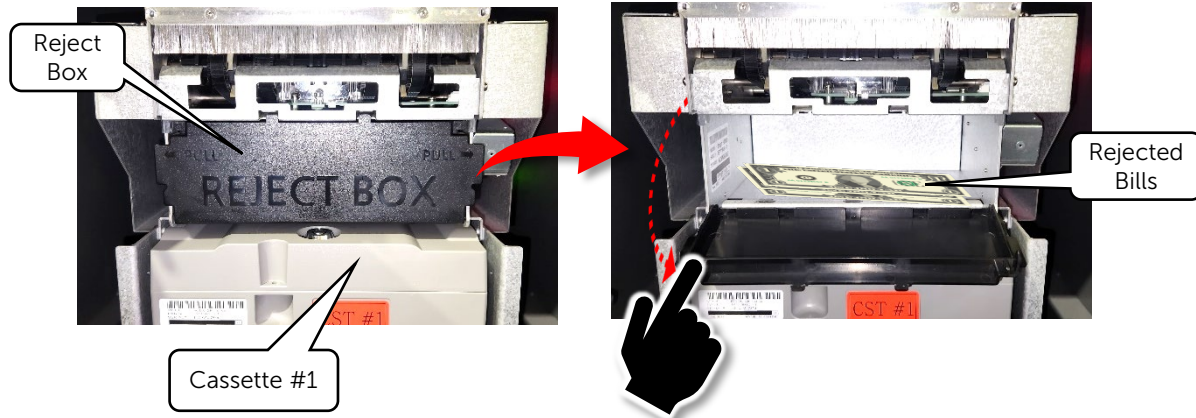
**\$196.00**

Is this correct?

Yes No



- Remove and count the bills in the Reject Box.



- If the Bill Total matches, Tap Yes and the Kiosk will Print a Bleed Reject Bin Receipt.

**Bleed Reject Bin**

Take all cash out of the rejects bin. There should be:

**\$196.00**

Is this correct?

Yes
No

\*\*\*\*\* BLEED REJECT BIN \*\*\*\*\*

Date: 06/17/2025  
Time: 03:54:34 PM

Amount: \$196.00  
User PIN: \*\*\*\*\*5322  
Transaction ID: 1000013  
Terminal ID: 1004479  
Location ID: 1001424

Before

Cassette 1: 1584	\$5	\$7,920.00
Cassette 2: 1520	\$10	\$15,200.00
Cassette 3: 1600	\$20	\$3,200.00

Cassette Total:

Dispensed

Cassette 1: 0	\$5	\$0.00
Cassette 2: 0	\$10	\$0.00
Cassette 3: 0	\$20	\$0.00

Total:

After

Cassette 1: 1584	\$5	\$7,920.00
Cassette 2: 1520	\$10	\$15,200.00
Cassette 3: 1600	\$20	\$3,200.00

Cassette Total:

Reject Bin: \$196.00

Cash Remaining: \$26,320.00

If the Bill Total does not match, Tap No and an "Adjust Rejects Counts" pop up will appear.

- Use the Number Pad to Enter the correct Count and tap Confirm.

**Adjust Rejects Counts**

	Cassette 1	Cassette 2	Cassette 3
Bill Type	\$5	\$10	\$20
Expected Count	16	4	2
Actual Count	18	4	2

1

2

3

4

5

6

7

8

9

←

0

Confirm





## Cassette Audit

⊖ Cassette Audit

The Cassette Audit will bleed all the bills from one or more designated cassettes.

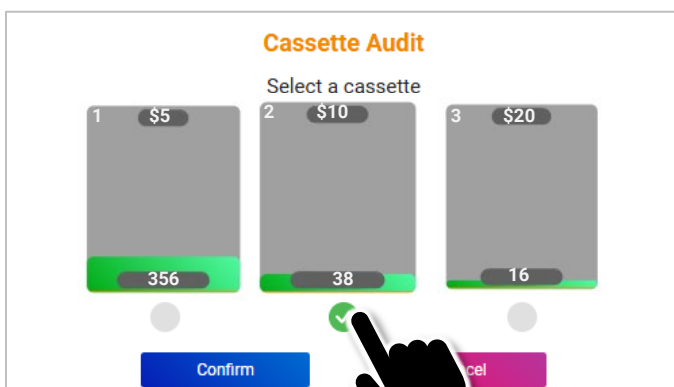
To Bleed a designated Cassette:

1. Tap the Cassette Audit button.

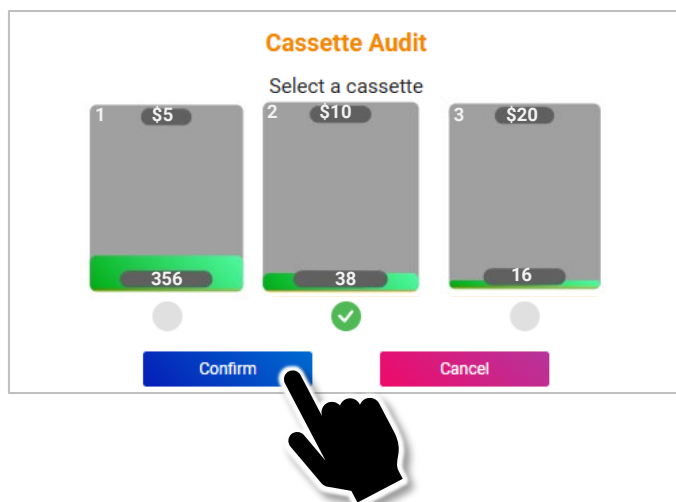
⊖ Cassette Audit



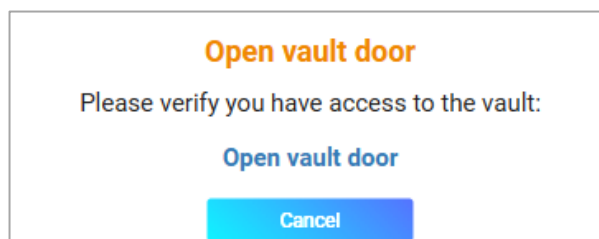
2. Select the Cassette(s) to be Audited.



3. Tap Confirm.

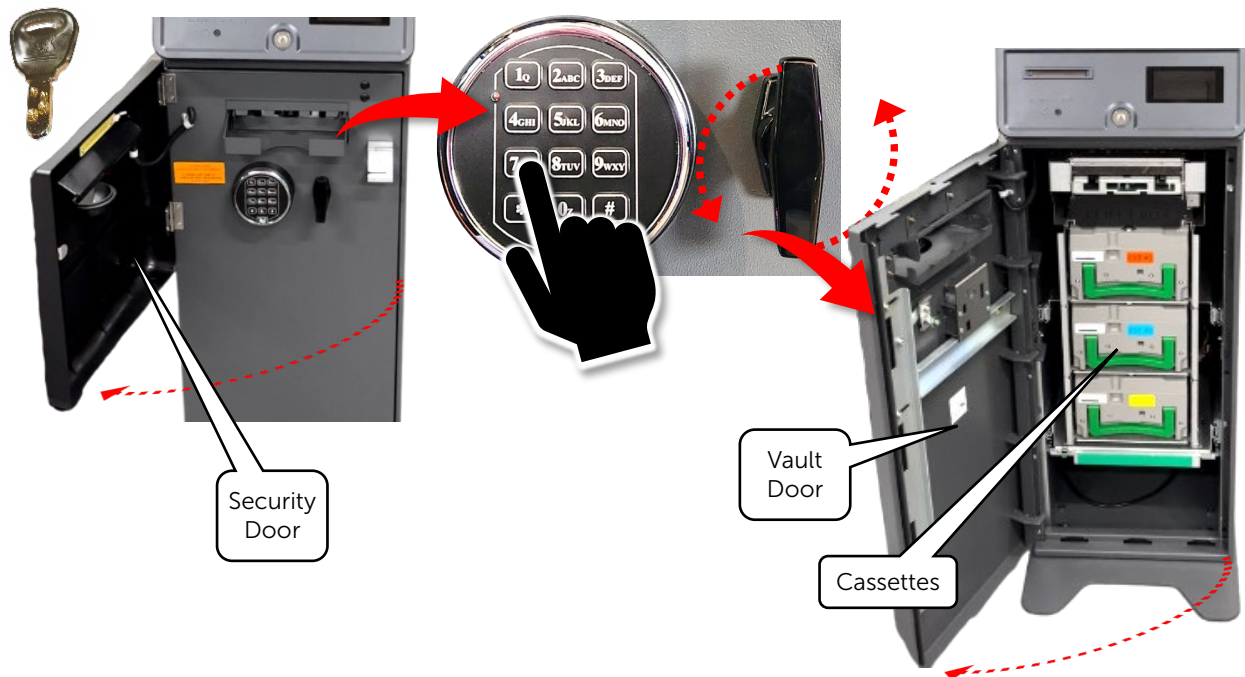


For security, a message will pop up asking the Operator to Open the Vault door.

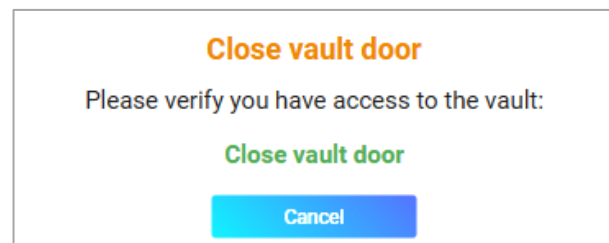




- Use the Dimpled Kiosk Key and PIN to Open the Security and Vault Doors.



Once the Vault Door is opened, a second message will pop up asking the Operator to Close the Vault Door.



- Close the Vault Door.

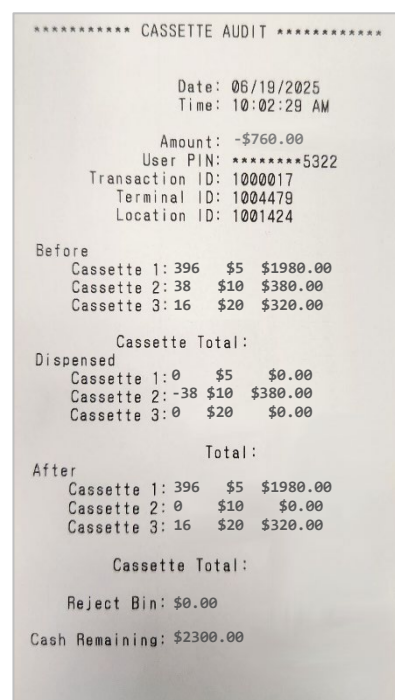
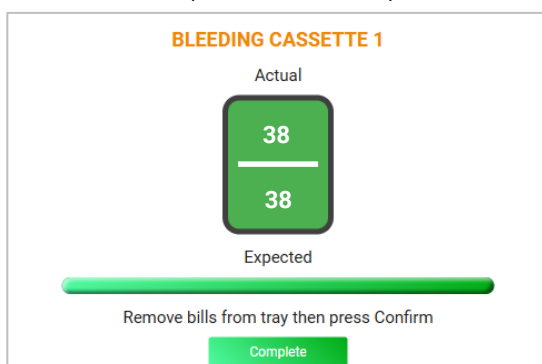




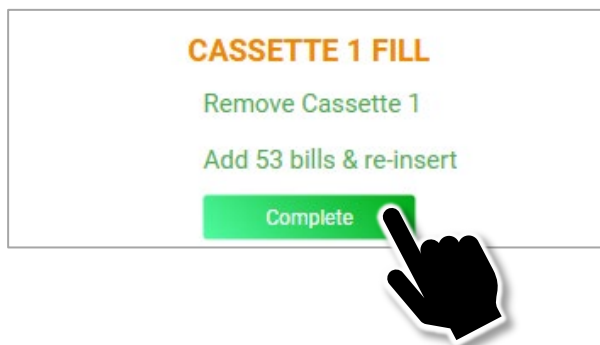
- The Kiosk will dispense all the bills from the Selected Cassette(s). Count the bills to make sure the Bleed Total is correct



Once complete the Kiosk will Print a Cassette Audit Receipt and show a breakdown of the Actual and Expected bills dispensed



Once the Cassette Audit is complete, a Fill Notice will pop up.



- If necessary, add the requested number of Bills back to the Cassette and Tap Complete.



## Close Period

Close Period

To close a Financial Period and start a New Period:

1. Tap the Close Period button.

Close Period



The Reports Overview page should now show the previous period closed and a new period opened.

Start Date	End Date	Cash In	Cash Out	Pull Tabs Redeem	Game Redeem	Print
06/20/2025		\$0.00	\$0.00	\$0.00	\$0.00	
06/16/2025	06/20/2025	\$510.00	\$10.00	\$6.00	\$20.00	
06/12/2025	06/12/2025	\$	\$40.00	\$2.00	\$10.00	

Closed Period

New Period

## Master Clear

MASTER CLEAR

A Master Clear will bleed all the Bills from All Cassettes and reset all the Bill Counts to Zero.

To perform a Master Clear:

1. Tap the Master Clear button.

MASTER CLEAR



2. A Warning will pop up indicating all Cassettes will be set to a Zero Bill count. Tap Confirm to continue.

**WARNING**

ALL bills will be dispensed from ALL cassettes and ALL counts will be set to 0. Are you sure you want to continue?

Confirm Cancel



The Kiosk will dispense all the bills from each Cassette in order from 1 to 3 beginning with Cassette One and will show the progress for each Cassette.



- Once all the bills are dispensed from Cassette 1, Tap Continue.



**CLEARING ALL**

Actual

356	38	16
356	0	0

Expected

---

Remove bills from tray then press Continue

**Continue**

- Do the same for Cassettes 2 and 3.

**CLEARING ALL**

Actual

356	38	16
356	38	0

Expected

---

Remove bills from tray then press Continue

**Continue**

**CLEAR COMPLETE**

Actual

356	38	16
356	38	16

Expected

---

Remove bills from tray then press Confirm

**Confirm**

- Next the Kiosk will Dispense all bills (if any) from the Rejects Bin. Tap Empty Rejects Bin to continue.

**CLEAR COMPLETE**

Master Clear complete. Now, move on to empty the Rejects Bin

**Empty Reject Bin**

Once the Master Clear is complete, the Kiosk will Print a Master Clear Receipt

```

***** MASTER CLEAR *****

Date: 06/20/2025
Time: 03:02:23 PM

Amount: -$1,916.00
User PIN: *****5322
Transaction ID: 1000035
Terminal ID: 1004479
Location ID: 1001424

Before
Cassette 1: 356 $5 $1980.00
Cassette 2: 38 $10 $380.00
Cassette 3: 16 $20 $320.00

Cassette Total:

Dispensed
Cassette 1: -356 $5 $1980.00
Cassette 2: -38 $10 $380.00
Cassette 3: -16 $20 $320.00

Total:

After
Cassette 1: 0 $5 $0.00
Cassette 2: 0 $10 $0.00
Cassette 3: 0 $20 $0.00

Cassette Total:

Reject Bin: $0.00
Cash Remaining: $0.00
    
```





## Logs

### Logs

The PrimePay Pro Kiosk retains a record of events for both Players and Operators 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 has the following Subsections:

### Player Activity

#### Player Activity

The Player Activity Log displays the Player Transactions for redemptions from both Games and Pull Tabs if applicable.

Each event recorded shows:

- Event ID#
- Type
- Date and Time the of event
- Amount (Dispensed / Paid by the Kiosk)

ID	Type	Date	Amount	Reprint
1000016	Redemption	06/18/2025, 03:04 PM	\$5.00	
1000015	Pull Tab Redemption	06/18/2025, 02:57 PM	\$1.00	
1000014	Redemption	06/17/2025, 04:52 PM	\$2.00	
1000013	Hand Pay	06/17/2025, 03:54 PM	\$50.00	
1000012	Redemption	06/17/2025, 03:52 PM	\$5.00	
1000011	Redemption	06/16/2025, 04:29 PM	\$10.00	
1000010	Redemption	06/16/2025, 04:27 PM	\$2.00	
1000009	Redemption	06/16/2025, 04:04 PM	\$1.00	
1000008	Redemption	06/16/2025, 04:00 PM	\$10.00	
1000007	Redemption	06/16/2025, 03:54 PM	\$5.00	

### Operator Activity

#### Operator Activity

The Operator Activity Logs shows operator events such as Fills, Bleeds, Logins and Period Closures.

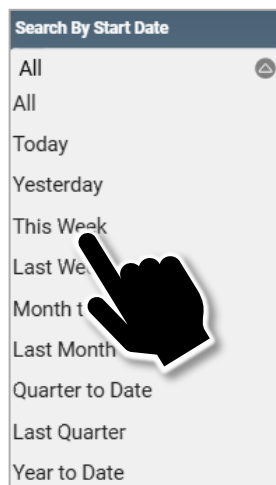
Each event recorded shows:

- Event ID#
- Type
- Date and Time the of event
- Amount

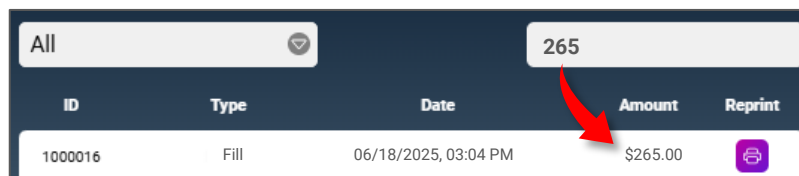
ID	Type	Date	Amount	Reprint
1000016	Fill	06/18/2025, 03:04 PM	\$265.00	
1000015	Bleed	06/18/2025, 02:57 PM	\$265.00	
1000014	Bleed	06/17/2025, 04:52 PM	\$0.00	
1000013	Bleed	06/17/2025, 03:54 PM	\$0.00	
1000012	Operator Login	06/17/2025, 03:52 PM	\$0.00	
1000011	Bleed	06/16/2025, 04:29 PM	\$200.00	
1000010	Fill	06/16/2025, 04:27 PM	\$200.00	
1000009	Bleed	06/16/2025, 04:04 PM	\$265.00	
1000008	Fill	06/16/2025, 04:00 PM	\$9,750.00	
1000007	Operator Login	06/16/2025, 03:54 PM	\$0.00	



To display the Logs by Start Date:  
Tap the Search by Start Date field  
and select a date range.



To search for a specific term such as an amount, click in the Enter Search Term field and use the Keyboard to enter a term.



Tap the to the right of a Log to print or re-print a ticket for a transaction for both Player and Operator Activity.





## Devices

### Devices

The Devices Page has two subsections, Printers and Pull Tabs, which are used to manage the connected Games and Pull Tabs Boxes.

The Devices Page has the Following subsections:

### Printers

#### Printers

Shows a list of the connected Games or other devices and allows the Operator to Add or Remove Printers, Sync Games and Update the Game Information.

The screenshot shows the 'Printers' subsection of the 'Devices' page. It features a top navigation bar with 'Reports', 'Cash Ops', 'Logs', 'Devices', and 'Settings'. Below this, there are tabs for 'Printers' and 'Pull Tabs'. The 'Printers' tab is active, showing 'Printer Actions' with 'Add Printer' and 'Update Game Suite' buttons. A table lists connected printers with columns: ID, Serial #, Device #, Game Name, Created On, and Remove. The table contains 8 rows of data.

ID	Serial #	Device #	Game Name	Created On	Remove
1	234350178	1	Spooky	11/07/2025, 11:16 AM	
2	204650172			11/07/2025, 11:16 AM	
3	224550056			11/07/2025, 11:16 AM	
4	250350035			11/07/2025, 11:16 AM	
5	233550076			11/07/2025, 11:16 AM	
6	204150199			11/07/2025, 11:16 AM	
7	233550170			11/07/2025, 11:16 AM	
7	233550170			11/07/2025, 11:16 AM	
8	232650194	3	Spooky	11/07/2025, 11:16 AM	
8	232650194	3	Spooky	11/07/2025, 11:16 AM	

### Pull Tabs

#### Pull Tabs

Shows a list of the Imported Pull Tabs boxes and allows the Operator to Import additional Pull Tabs boxes and update the Pull Tabs box Expiration Date.

The screenshot shows the 'Pull Tabs' subsection of the 'Devices' page. It features a top navigation bar with 'Reports', 'Cash Ops', 'Logs', 'Devices', and 'Settings'. Below this, there are tabs for 'Printers' and 'Pull Tabs'. The 'Pull Tabs' tab is active, showing 'Pull Tabs Actions' with 'Import Pull Tabs' and 'Update Expiration' buttons. A search bar labeled 'Enter Search Term' is present. A table lists imported pull tabs with columns: Serial #, Vendor, Created On, Expiration Date, and Show/Hide. The table contains 10 rows of data.

Serial #	Vendor	Created On	Expiration Date	Show/Hide
3WM32600005	UPL	02/28/2025	09/01/2025	
POPO115100163	PTW	02/28/2025	08/31/2025	
23Z9217	WSM	02/28/2025	08/27/2025	
23Z9216	WSM	03/03/2025	09/30/2025	
BAT0114100012	PTW	03/06/2025	09/02/2025	
POPO115100151	PTW	03/07/2025	09/03/2025	
PRI0114191919	PTW	03/19/2025	09/15/2025	
SASW81900398	UPL	04/02/2025	09/29/2026	
SASW82910398	PTW	04/23/2025	10/20/2025	



## Printers



The Printers Page has three options, Add Printer, Update Game Suite and Sync Devices. It also shows a list of the connected Games or other devices that includes the Serial Number, Name, Date Created and a Customizable Device Number for easy identification.

The Printer Page has the following options:

**Add Printer** – Manually adds or pairs a devices printer with the Kiosk for redemptions.

**Update Game Suite** – Allows the Operator to change the Game Name and enter a custom unique numerical identifier.

Printer Actions					
<a href="#">Add Printer</a>		<a href="#">Update Game Suite</a>		<a href="#">Sync Devices</a>	
ID	Serial #	Device #	Game Name	Created On	Remove
1	232150072			06/11/2025, 12:05 PM	
2	1003851		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
3	1003846		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
4	1001144		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
5	1001679		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
6	1001321		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
7	1001166		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
8	1005104		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
9	1005053		Piggy Bank Deluxe	06/18/2025, 03:41 PM	

## Devices / Games List

The Devices / Games list displays any Printers or Games from devices that have been Paired with the PrimePay Pro Kiosk. Each line shows the Device Serial Number, Customizable Device Number, Game Name if applicable and the Date and Time of the Device Pairing.

ID	Serial #	Device #	Game Name	Created On	Remove
1	232150072			06/11/2025, 12:05 PM	
2	1003851		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
3	1003846		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
4	1001144		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
5	1001679		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
6	1001321		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
7	1001166		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
8	1005104		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
9	1005053		Piggy Bank Deluxe	06/18/2025, 03:41 PM	

Device / Game  
Serial Number

Game Name

Date & Time  
Paired / Added



## Add Printer

### Add Printer

The PrimePay Pro 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.



Reliance Printer



Phoenix Printer



**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.

For a Game Cabinets Printer to be paired to the PrimePay Pro 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



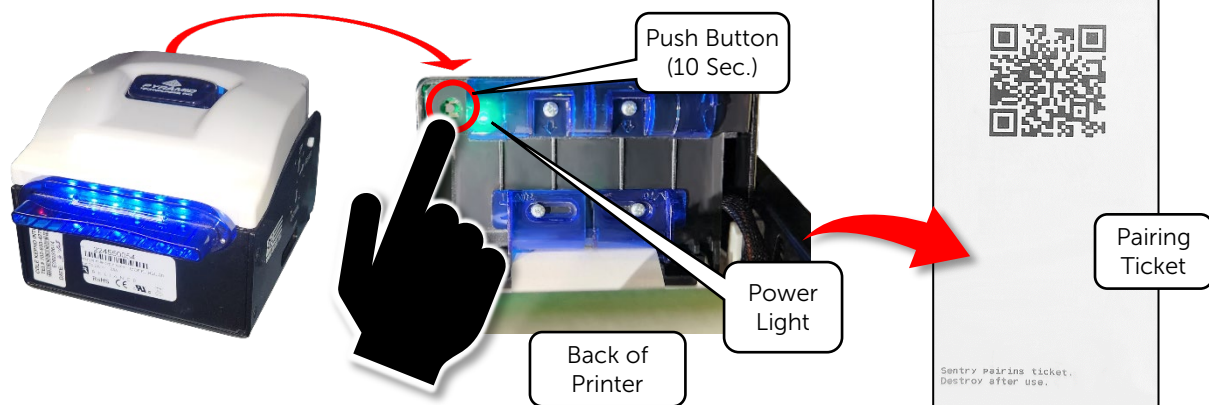
Phoenix Printer





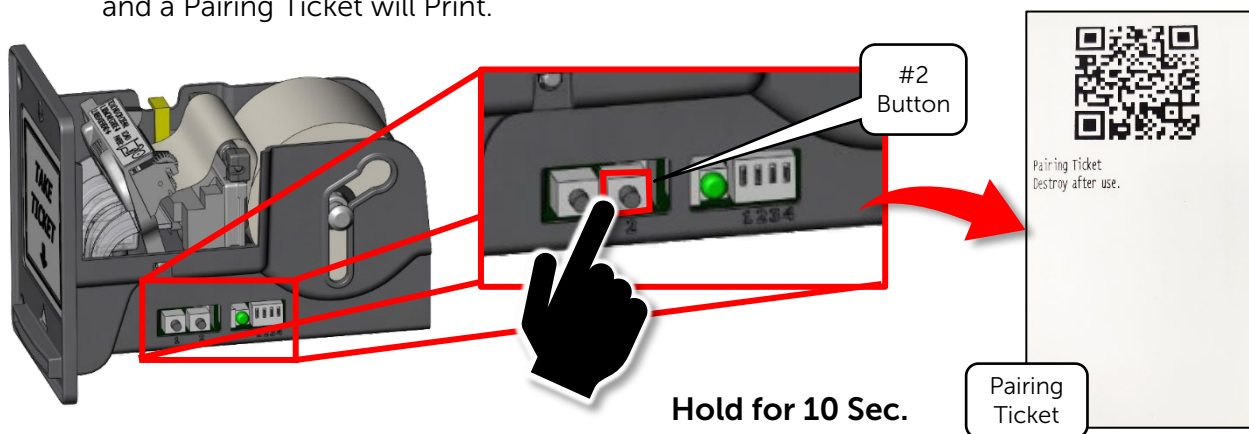
## Reliance Printer:

- 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.

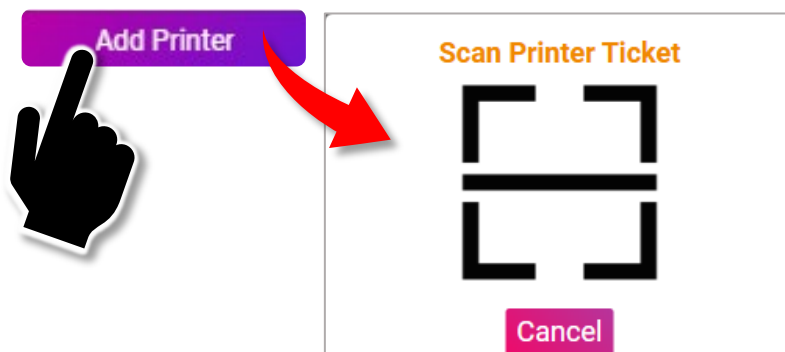


## Phoenix Printer:

- 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 Printer button and a Scan Printer Ticket message will pop up.





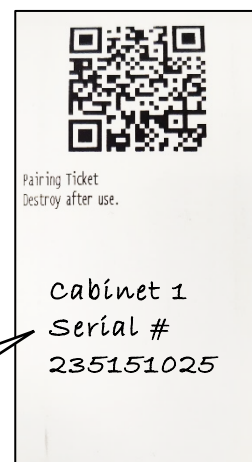
- Hold the QR Code from Pairing Ticket under the scanner on the Kiosk.



**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 Devices list should now show the Newly Added Device / Game Cabinet.

Newly Added Device / Game Cabinet

ID	Serial #	Device #	Game Name	Created On	Remove
1	232150072			06/11/2025, 12:05 PM	
2	235151025			06/18/2025, 03:41 PM	
	1003846		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
4	1001144		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
5	1001679		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
6	1001321		Piggy Bank Deluxe	06/18/2025, 03:41 PM	

## Removing a Device

To Remove or Unpair a Device:

- Tap the Next to the Device to be removed.

ID	Serial #	Device #	Game Name	Created On	Remove
1	232150072			06/11/2025, 12:05 PM	
2	235151025			06/18/2025, 03:41 PM	
3	1003846		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
4	1001144		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
5	1001679		Piggy Bank Deluxe	06/18/2025, 03:41 PM	



**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**.



## Update Game Suite

### Update Game Suite

This feature allows the Operator to update the name of a Game Suite and set a unique numeric identifier to better identify which cabinet or game machine is associated with the game once it has been paired. The Operator may create a unique name or choose from a dropdown list of Game Suites.

To update the Game Name and Device Number:

1. Select the Game / Device to be updated.

ID	Serial #	Device #	Game Name	Created On	Remove
1	234350178	1	Spooky	11/07/2025, 11:16 AM	
2	204650172			11/07/2025, 11:16 AM	
3	224550056			11/07/2025, 11:16 AM	
4	250350035			11/07/2025, 11:16 AM	
5	233550076			11/07/2025, 11:16 AM	
6	204150199			11/07/2025, 11:16 AM	
7	233550170			11/07/2025, 11:16 AM	
7	233550170			11/07/2025, 11:16 AM	
8	232650194	3	Spooky	11/07/2025, 11:16 AM	
8	232650194	3	Spooky	11/07/2025, 11:16 AM	

2. Tap the Update Game Suite button and an Enter Machine Info screen will pop up.

Update Game Suite

Enter Machine Info

Select One

Create

Game Suite

Spooky

Device #

1

Submit

Cancel

From the Pop Up, the Operator may choose to Select a Game Suite from the Dropdown.

Select One

Or

Create a unique Game Suite.

Create



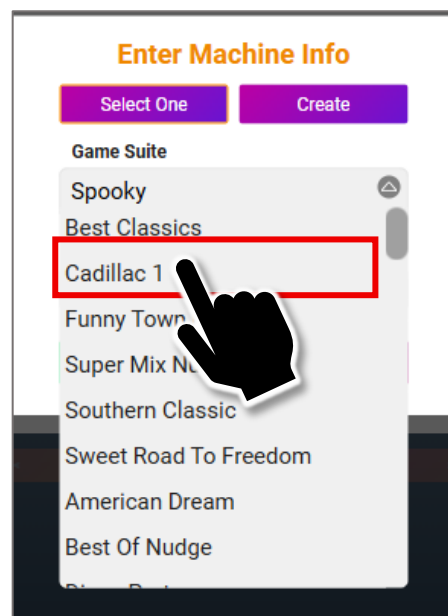
## Choose Game from List

If Choosing to Select a Game Suite from the Dropdown, Tap Select One.

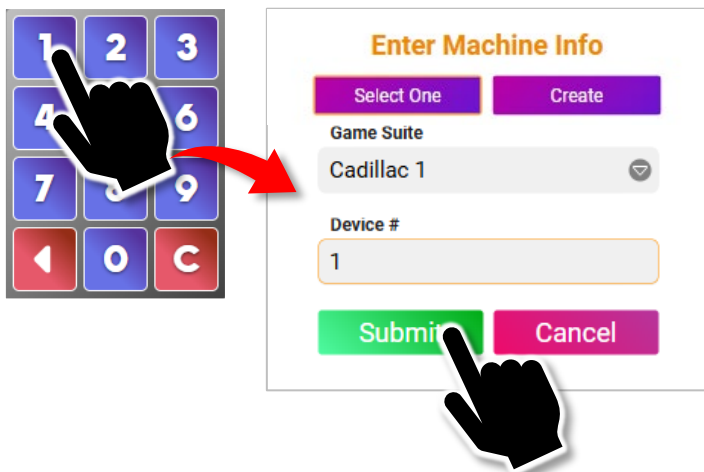


- From the Dropdown, Select the appropriate Game Suite.

**Note:** Use the Alphanumeric Keyboard to search for a specific game in the list.



- Use the Number Pad to Enter a Device Number if necessary and Tap Submit.





The Devices Games List will now show the updated Game Name and assigned Device Number.

ID	Serial #	Device #	Game Name	Created On	Remove
1	232150072	1	Cadillac 1	06/11/2025, 12:05 PM	
2	1003851		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
	1003846		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
	10011		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
5		9	Piggy Bank Deluxe	06/18/2025, 03:41 PM	
			Piggy Bank Deluxe	06/18/2025, 03:41 PM	
			Piggy Bank Deluxe	06/18/2025, 03:41 PM	
8	1005104		Piggy Bank Deluxe	06/18/2025, 03:41 PM	
9	1005053		Piggy Bank Deluxe	06/18/2025, 03:41 PM	

Assigned Device Number

Updated Game Name

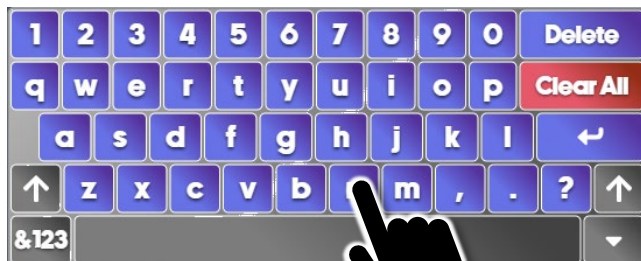
## Create Unique Game Suite

To create a unique Game Suite Name, Tap Create.

### Enter Machine Info

Select One
Create

- Use the Alphanumeric keypad to enter the desired name.



### Enter Machine Info

Select One
Create

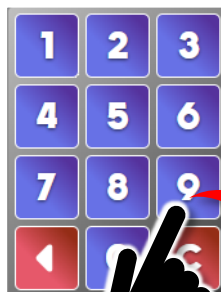
Enter New Game Suite

New Game Suite

Device #

Submit
Cancel

- Use the Number Pad to enter the Device Number if necessary and Tap Submit.



### Enter Machine Info

Select One
Create

Enter New Game Suite

New Game Suite

Device #

9

Submit
Cancel





The Devices Games List will now show the updated Game Name and the assigned Device Number.

ID	Serial #	Device #	Game Name	Created On	Remove
1	234350178	9	New Game Suite	11/07/2025, 11:16 AM	
2	204150172			11/07/2025, 11:16 AM	
	224550056			11/07/2025, 11:16 AM	
4	250350173			11/07/2025, 11:16 AM	
5	233550076			11/07/2025, 11:16 AM	
	204150199			11/07/2025, 11:16 AM	
	233550170			11/07/2025, 11:16 AM	
	233550170			11/07/2025, 11:16 AM	
8	232650194	3	Spooky	11/07/2025, 11:16 AM	
8	232650194	3	Spooky	11/07/2025, 11:16 AM	

Assigned Device Number

Updated Game Name



**Note:** The updated Game Suite Name will show on the Games Carousel on the [Reports](#) Tabs.

Games

**Cadillac 1**

Period Cashout  
\$10.00

Total Cashout  
\$10.00

**Funny Town Nudge**

Period Cashout  
\$0.00

Total Cashout  
\$0.00

**Southern Classic**

Period Cashout  
\$77.00

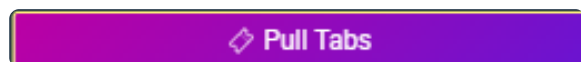
Total Cashout  
\$77.00

Period Cashout (All): \$87.00

Game Suite Name



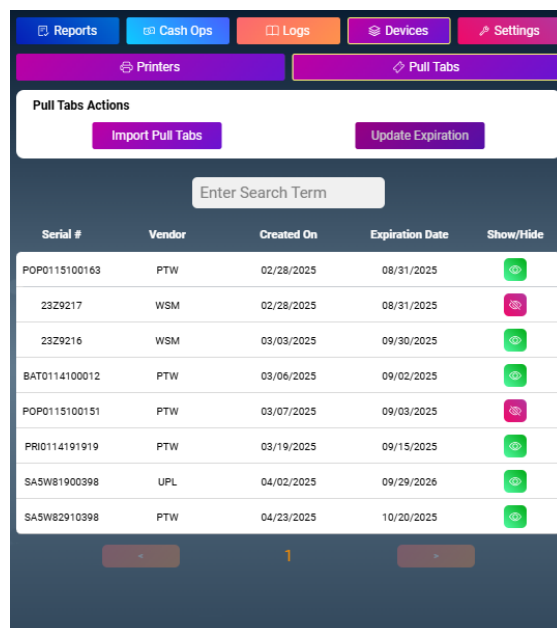
## Pull Tabs



The Pull Tabs page is used to manage, and import Pull Tabs Boxes with two methods for importing the Pull Tabs Boxes, from encrypted USB and from an internet connection. This page also shows a searchable and complete list of the Imported Pull Tabs boxes. Here operators can Show or Hide Pull Tabs boxes from the Pull Tabs reporting page for easier viewing.

The Pull Tabs Page has the following options:  
[Import Pull Tabs](#) – For importing new Pull Tabs Boxes

[Update Expiration](#) – For updating the Expiration Date for a Pull Tabs Box.



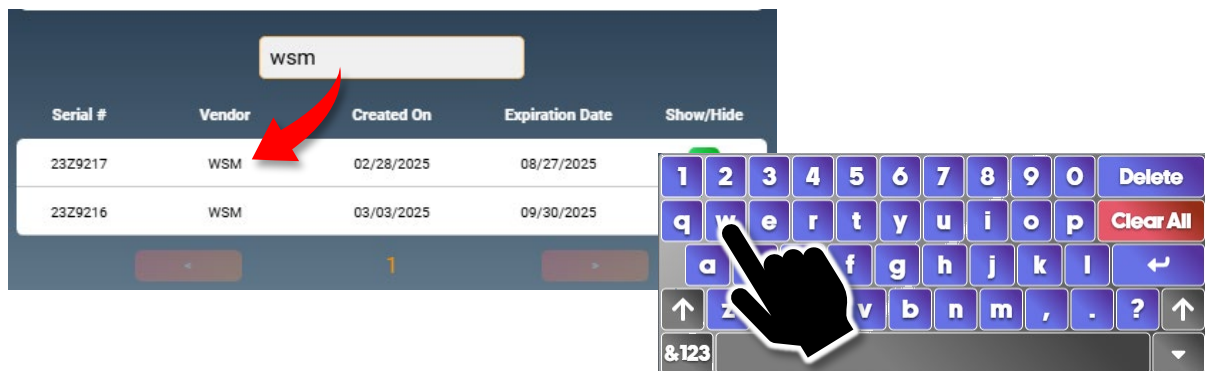
## Pull Tabs Boxes List

The Pull Tabs Boxes list shows all of the Pull Tabs Boxes that have been imported into the PrimePay Pro Kiosk. This list is searchable and shows the Pull Tabs box Serial Number, Vendor, Date Created, and the Expirations Date which may be updated. Additionally, the Operator can Show or Hide the Pull Tabs boxes from the Pull Tabs Reporting page.

Enter Search Term				
Serial #	Vendor	Created On	Expiration Date	Show/Hide
POP0115100163	PTW	02/28/2025	08/31/2025	
23Z9217	WSM	02/28/2025	08/31/2025	
23Z9216	WSM	03/03/2025	09/30/2025	
BAT0114100012	PTW	03/06/2025	09/02/2025	
POP0115100151	PTW	03/07/2025	09/03/2025	
PRI0114191919	PTW	03/19/2025	09/15/2025	
SA5W81900398	UPL	04/02/2025	09/29/2026	
SA5W82910398	PTW	04/23/2025	10/20/2025	



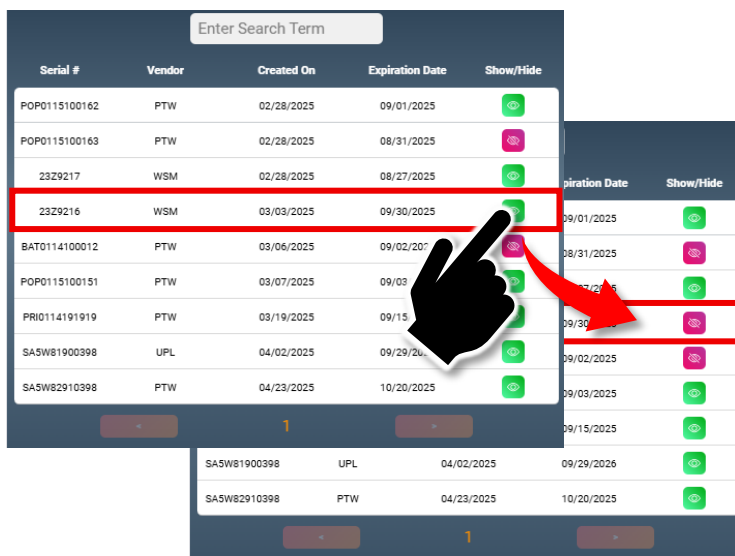
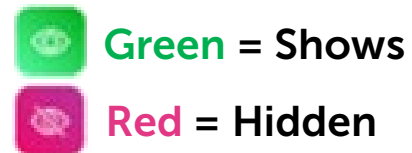
To search for a specific term such as a Vendor or Serial Number, Tap in the Enter Search Term field and use the Keyboard to enter a term.



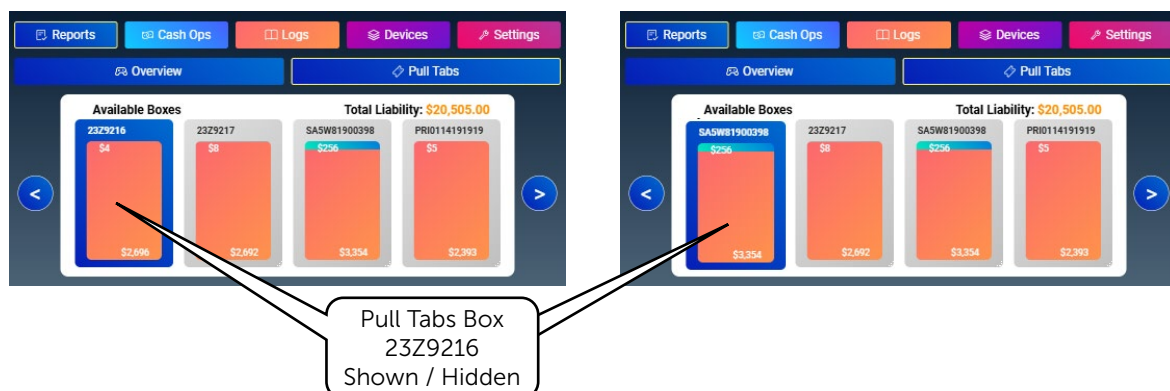
## Show / Hide

To Show or Hide a Pull Tabs box from the Pull Tabs Reporting page:

1. Tap the Show/Hide Toggle button to the right of the Box to be shown or hidden.



The Pull Tabs box will be Shown / Hidden from the Pull Tabs Reporting carousel.





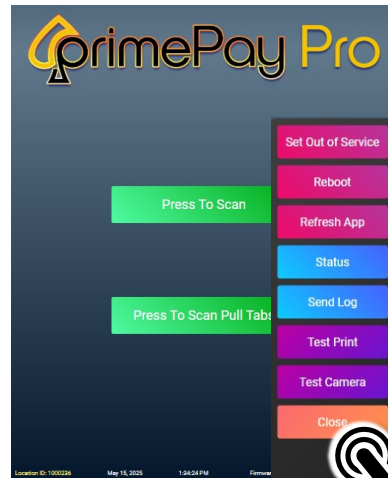
## Import Pull Tabs

### Import Pull Tabs

The Import Pull Tabs button is used to upload new Boxes of Pull Tabs for Pull Tab Redemption where available. Pull Tabs Boxes may be import using an encrypted USB or remotely via internet connection. The encrypted USB will contain the specific Paytables for a Pull Tabs box. These paytables must be uploaded for the Pull Tab Redemption Feature to work properly and securely. Each box of Pull Tabs is licensed for a specific PrimePay Pro Kiosk via the Terminal ID and may only be redeemed at the licensed PrimePay Pro Kiosk.

To Import a Set of Pull Tabs:

1. Determine if the PrimePay Pro Kiosk is in Online or Offline mode.
  - a. Tap the Lower Right Corner of the screen to open the Admin Menu.



- b. Tap Status.

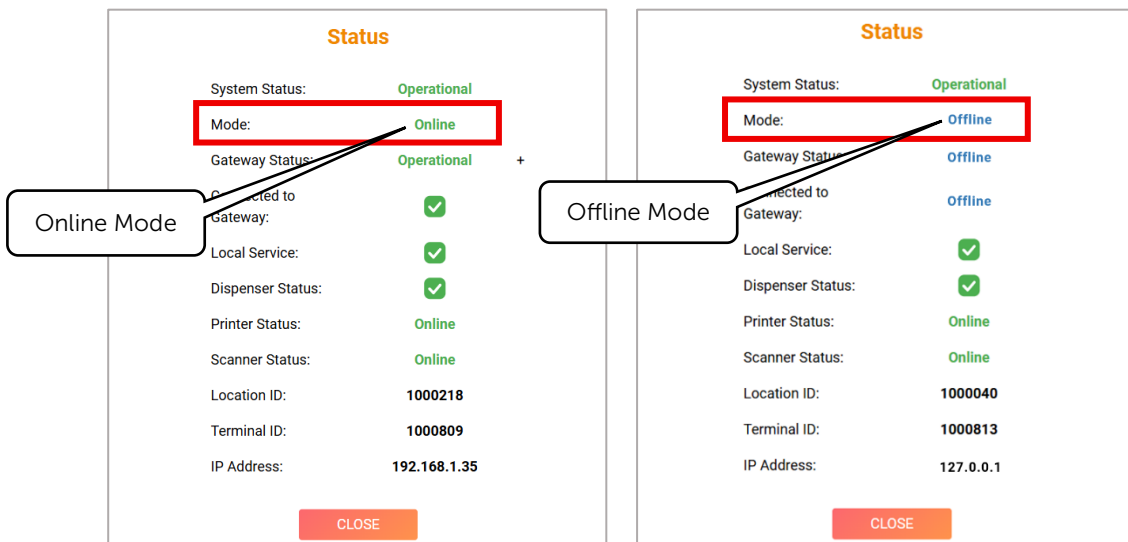


The Status screen will open.

- c. Check the Mode for Online or Offline status.

If the Kiosk is Online, move on to the [Import Pull Tabs - Online Mode](#) instructions.

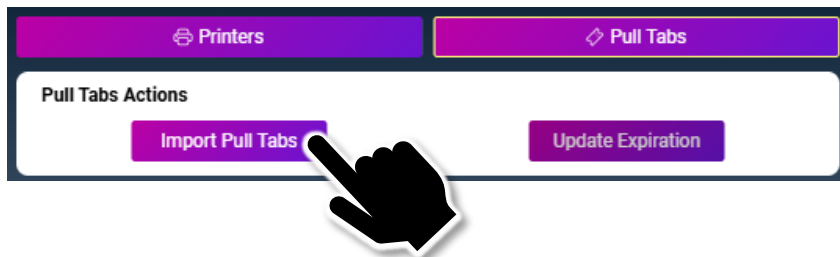
If the Kiosk is Offline, use the [Import Pull Tabs - Offline Mode](#) instructions.



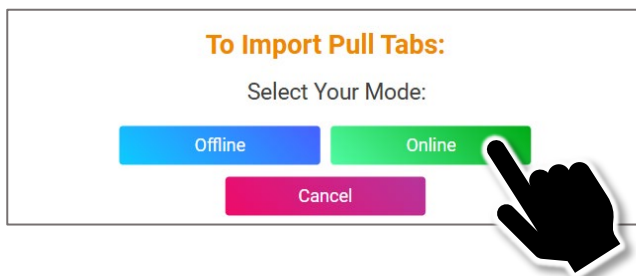


## Import Pull Tabs – Online Mode

1. On the Devices > Pull Tabs Page, Tap Import Pull Tabs.



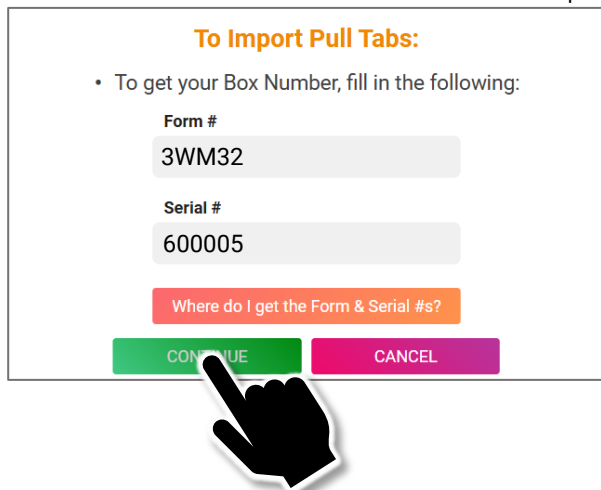
2. Select Online for the Mode.



3. Choose the appropriate Vendor from the dropdown and Tap Select.



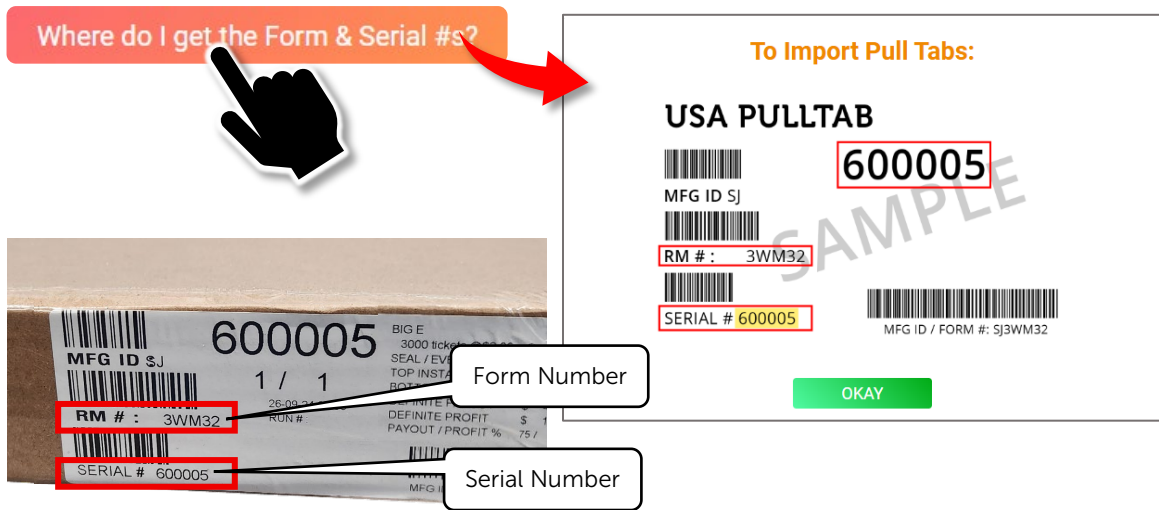
4. Enter the Form and Serial Numbers and Tap Submit.



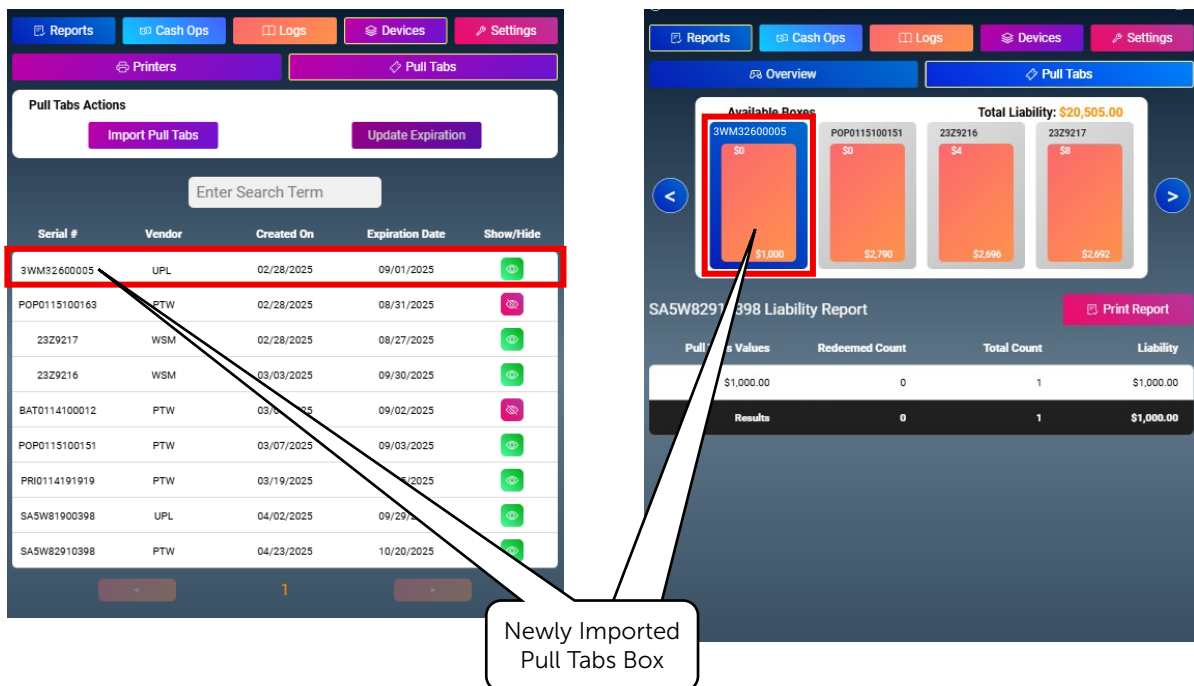




**Note:** The Form and Serial Numbers are located on the Pull Tabs Box label. For assistance, Tap the Where do I get the Form & Serial #s? Button.



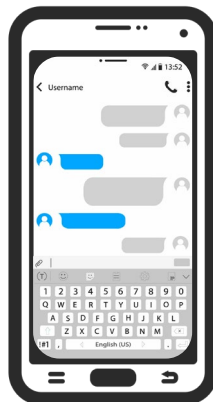
The Pull Tabs box will be automatically imported and should show on the Pull Tabs Box list as well as the Pull Tabs Carousel.





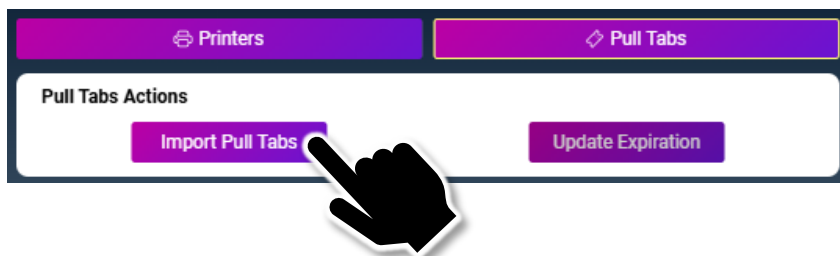
## Import Pull Tabs – Offline Mode

**Note:** This process requires a cell phone with SMS messaging.



**Cell Phone and SMS Messaging Required.**

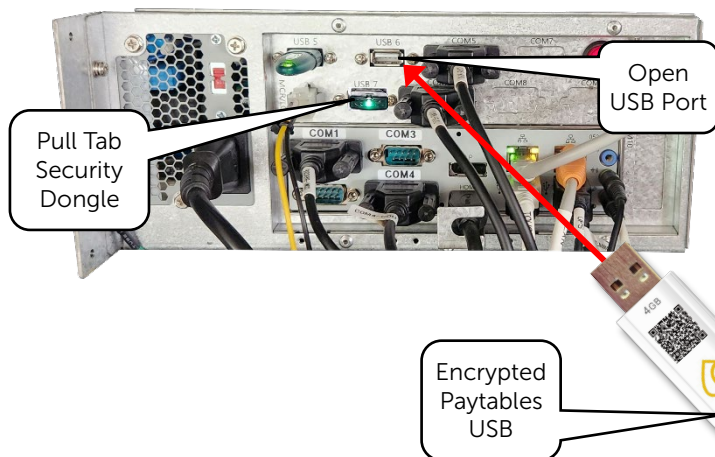
1. On the Devices > Pull Tabs Page, Tap Import Pull Tabs.



2. Select Offline for the Mode.



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



**Warning:** Do Not Remove the Pull Tab Security Dongle.

If a PrimePay Pro Kiosk has the Pull Tab Feature installed, a Pull Tab Security Dongle will be present in the PC. Removing the Pull Tab Security Dongle will disable the Pull Tab Feature.



Pull Tab Security Dongle



- Choose the appropriate Vendor from the dropdown and Tap Select.



- Enter the Form and Serial Numbers and Tap Submit.

**To Import Pull Tabs:**

- To get your Box Number, fill in the following:

Form #  
3WM32

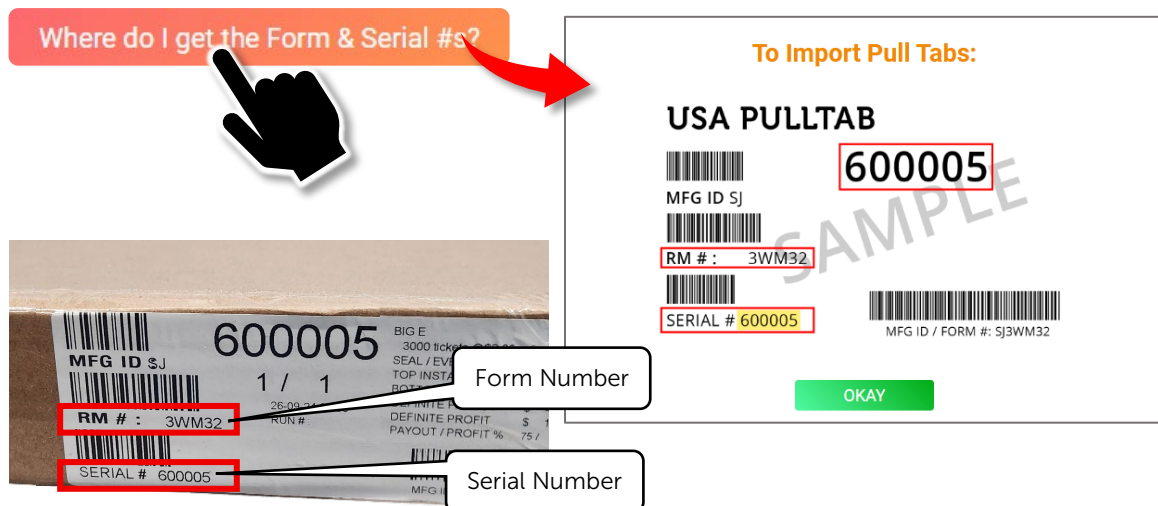
Serial #  
600005

Where do I get the Form & Serial #s?

CONTINUE CANCEL



**Note:** The Form and Serial Numbers are located on the Pull Tabs Box label. For assistance, Tap the Where do I get the Form & Serial #s? Button.





Follow the Instructions as they appear on the pop up:

**To Import Pull Tabs:**

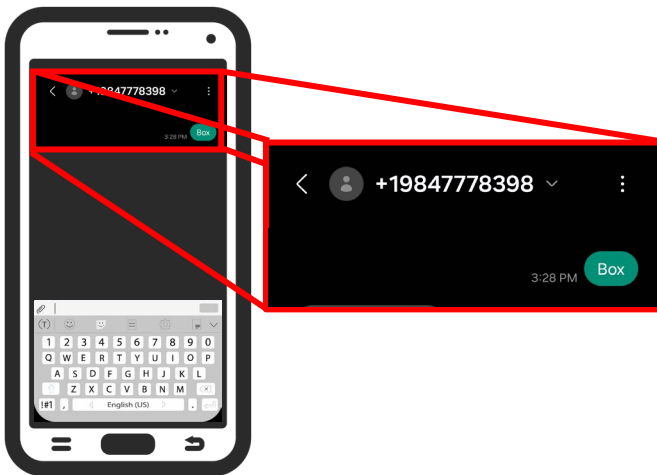
- Text **"Box"** to **"984-777-8398"**
- For Terminal ID, text back: **"1000809"**
- For Box Number, text back: **"3wm32600005"**
- Enter the code you got back below.

Code

SUBMIT
CANCEL

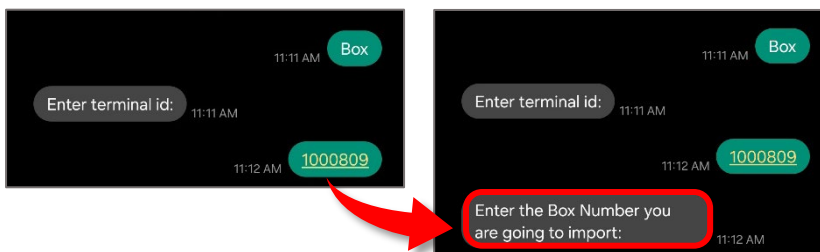
6. On the cell phone, text "Box" to 984-777-8398.

• Text **"Box"** to **"984-777-8398"**



7. When Prompted, Text the Terminal ID. The SMS Message will then ask for the Box Number being imported.

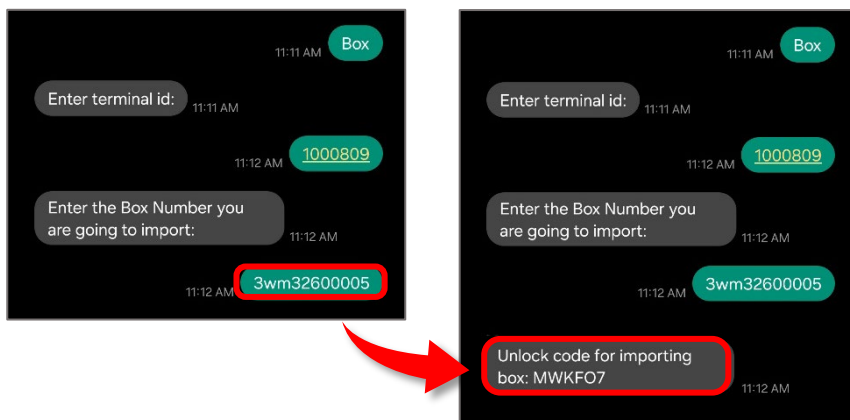
• For Terminal ID, text back: **"1000809"**



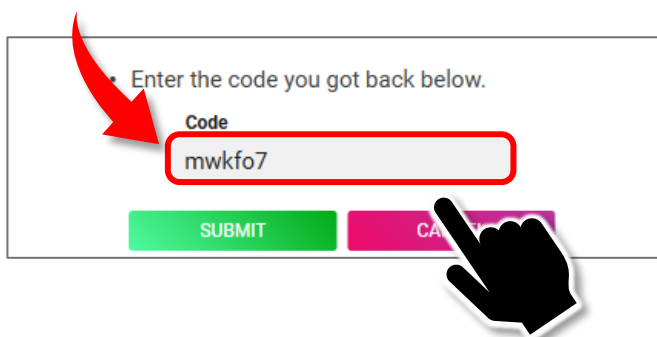


- Text the Full Box Number and the SMS Message will reply with the Unlock Code for importing the box.

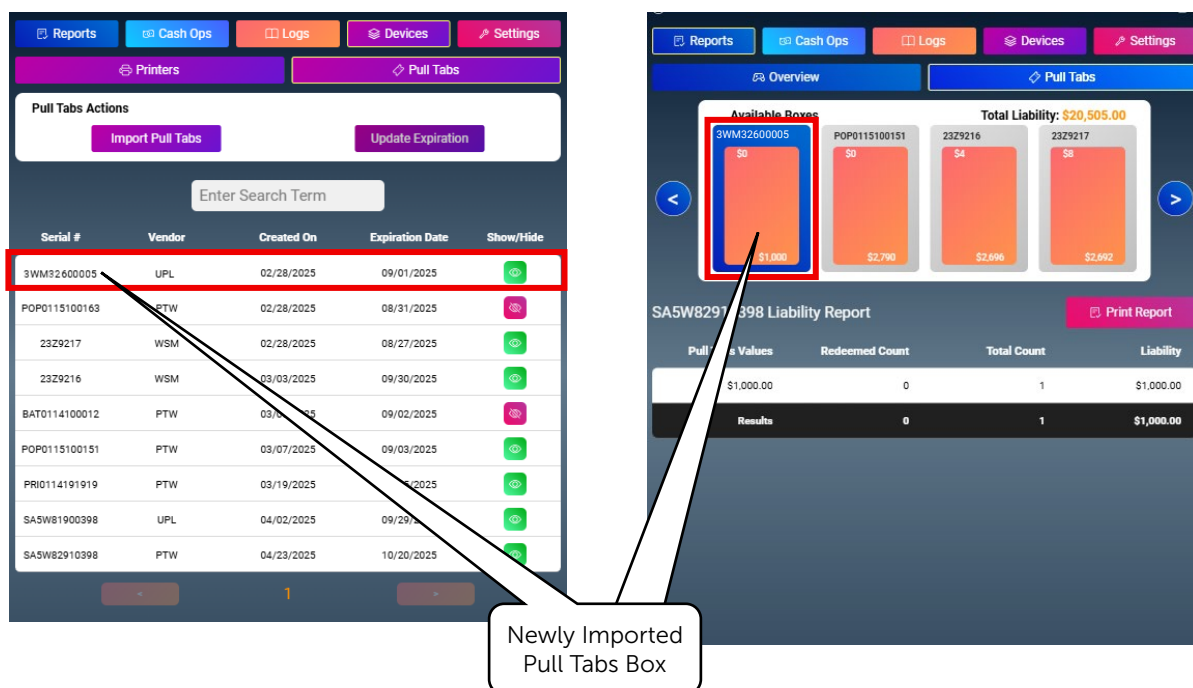
• For Box Number, text back: "3wm32600005"



- Enter the Unlock Code and Tap Submit.



The Pull Tabs box will be automatically imported and should show on the Pull Tabs Box list as well as the Pull Tabs Carousel.







## Update Expiration

If necessary, it is possible to update the Expiration Date for a Pull Tabs box.

To update a Pull Tabs box Expiration Date:

1. Select the Box to be updated.

Serial #	Vendor	Created On	Expiration Date	Show/Hide
POP0115100163	PTW	02/28/2025	08/31/2025	
23Z9217	WSM	02/28/2025	08/31/2025	
23Z9216	WSM	06/26/2025	06/26/2025	
BAT0114100012	PTW	03/06/2025	09/02/2025	
POP0115100151	PTW	03/07/2025	09/03/2025	
PRI0114191919	PTW	03/19/2025	09/15/2025	
SA5W81900398	UPL	04/02/2025	09/29/2026	
SA5W82910398	PTW	04/23/2025	10/20/2025	

2. Tap the Update Expiration button.

Update Expiration

3. Enter a New Expiration Date and Tap Confirm

**Enter Date**  
(mm/dd/yy)

0 8 / 0 1 / 2 5

Confirm Close

The Pull Tabs box will now show the Updated Expiration Date.

23Z9217	WSM	02/28/2025	08/31/2025	
23Z9216	WSM	06/26/2025	08/01/2025	
BAT0114100012	PTW	03/06/2025	09/02/2025	

Updated Expiration



## Settings

### Settings

The Settings Page has 4 subsections, Dispenser and System which have options for the Operator and Alerts and Location which are for information only. The Alerts and Location information are set in the [Primero Web Portal](#) under Locations.

The Settings Page has the following Subsections:

**Dispenser** – Allows the Operator to change some settings for the Cassettes such as Denominations and Fill Targets as well as enabling Short Pay and Large Redeem Tickets.

**Alerts** – Displays the contact information, Email and Phone, set up in the [Primero Web Portal](#) under Location Settings.

**System** – Allows the Operator to set the Time Zone, Run Diagnostics, Reboot the Kiosk, Factory Reset the Firmware, and Upload a Company Logo.

**Location** – Shows the Location information for the Kiosk as set in the [Primero Web Portal](#) under Locations.



## Dispenser

### Dispenser

The Dispenser page allows the Operator to change some settings for the Cassettes such as the Denominations and Fill Target Levels for each as well as set the Max amount redeemable before a Handpay is required. It also shows the Minimum Redemption Interval for Piggy Bank Community Games when synced with the Kiosk.

The Dispenser page has the following options:

**Large Redemption** – When enabled, sets the amount at which the Kiosk prints a Ticket for a scheduled payment rather than dispensing a cash value.

**Max Before Handpay** – Is the maximum amount the PrimePay Pro Kiosk will dispense before a Handpay is required.

**Short Pay at Kiosk** – Toggles between a QR Coded ticket for a later redemption at the Kiosk or a Short Pay Ticket for redemption from the cashier.

**Denominations** – Sets the Denomination that the Cassette will be dispensing.

**Fill Target Level** – Sets the Target Level for the number of bills in the Cassette.

## Large Redemption

### Start Large Redeem

The Large Redemption option allows the Operator to set a monetary threshold at which the PrimePay Pro Kiosk will print a Ticket rather than dispensing a cash value. The ticket is then held by the player who calls to schedule a time for redemption by the Operator. This is different from the Max before Handpay option in which the player may redeem the ticket from the cashier.

This allows the Operator to verify large redemptions prior to being fulfilled for better security and cash management.

If enabled, the Max before Handpay option will be Disabled.



To set the Large Redemption amount:

1. Tap Enable to enable the option.

The Large Redeem Input form will open.

2. Enter the Max Threshold value and Contact Number.

**Note:** The Contact Number is the phone number the player will call to schedule the redemption and will appear on the Large Redeem Ticket.

3. Tap Enable.

The Settings Page will now show the Large Redemption Enabled along with the Max Threshold, Contact Number and the Start Large Redeem button.

The Max before Handpay will be Disabled.

Max before Handpay Disabled

Tap the Large Redeem Button to scan the Ticket and the PrimePay Pro Kiosk will dispense the amount.

Start Large Redeem

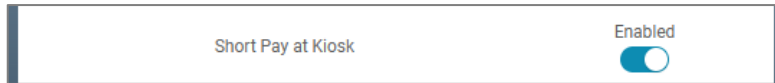


Redemption Amount

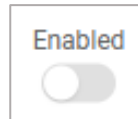
Contact Number



## Short Pay at Kiosk



When the PrimePay Pro Kiosk does not have enough bills to fulfill a redemption, the Operator has 2 options for Short Pay tickets, Hand Pay and Scan Later.



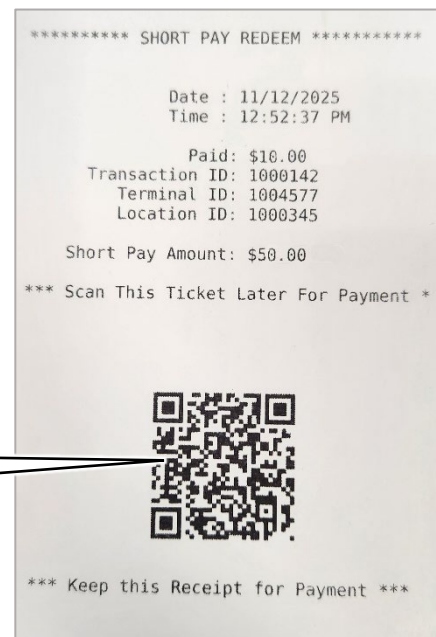
Short Pay at Kiosk **Disabled** = Hand Pay  
Player collects the remaining amount from the Cashier or Attendant.

Ticket printed without QR Code.



Short Pay at Kiosk **Enabled** = Scan Later  
Player scans the ticket at the PrimePay Pro Kiosk at a later date.

Ticket printed with QR Code.



QR Code





## Max Before Handpay

Max before Handpay	\$2,000.00
--------------------	------------

The Max before Handpay field sets the maximum amount of cash the PrimePay Pro Kiosk will dispense before requiring a Cashier to facilitate the Redemption. This will grant the Operator more control over Large Redemptions and enable 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.

**Note:** Large Redemption must be Disabled for the Max before Handpay option to be available.

Large Redemption	Enabled
------------------	---------

Disabled

To change the Max Payout Before Handpay Amount:

1. Tap the Field and use the Number Pad to enter an amount.

Entering 0 will set No Maximum Payout on a Redemption.

2000
------




3	X	
4	5	6
7	8	9
←	0	C

2. Tap Save when Complete.

Save Changes





## Denominations

Denominations

Cass. 1

\$5

Cass. 2

\$10

Cass. 3

\$20

The denominations section sets the denominations of the bills held in each Cassette. This selection will reflect the Denominations that appear on the Reports Overview Cassette Status as well as the Cash Ops Cassette Overview. Any changes to the Denominations will also update the values on the Cash Ops Cassette Overview.

Cassette Status

1 \$5

2 \$10

3 \$20

	Cassette 1	Cassette 2	Cassette 3
Denominations	\$5	\$10	\$20
Target Count	2000	2000	2000
Bill Count	1584	1520	1600
Value	\$1,980.00	\$380.00	\$320.00
Grand Total	\$2,680.00		

The Default Denominations are:

- Cassette 1 = \$5
- Cassette 2 = \$10
- Cassette 3 = \$20

To change a Cassette Denomination:

1. Tap the dropdown for the desired Cassette and select the appropriate Denomination.

Denominations

Cass. 1

\$1.00

\$1.00

Cass. 2

\$5.00

\$10.00

Denominations

Cass. 1

\$1

Cass. 2

\$10

Cass. 3

\$20

New Denomination For Cassette 1

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[info.primergames.com/primepaypro-documents](https://info.primergames.com/primepaypro-documents)  
 Technical Support 833-503-1724

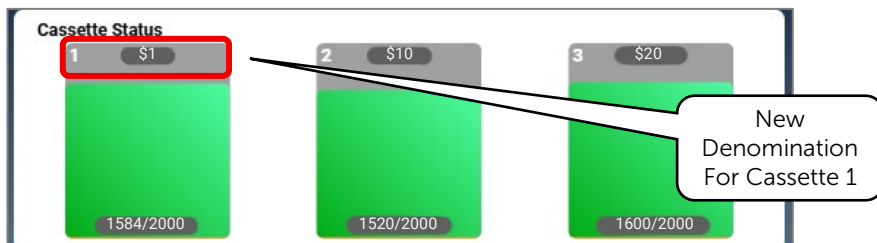
Page 82 of 99



2. Tap Save Changes When Complete.



The Reports Overview Cassette Status will show the New Denomination.



The Cash Ops Cassette Overview will reflect the new denomination and update the values accordingly.

	Cassette 1	Cassette 2	Cassette 3
Denominations	\$1.00	\$10.00	\$20.00
Count	2000	2000	2000
Bill Count	396	38	16
Value	\$396.00	\$380.00	\$320.00
Grand Total		\$1,096.00	

Updated Denomination and Values



## Fill Target Levels

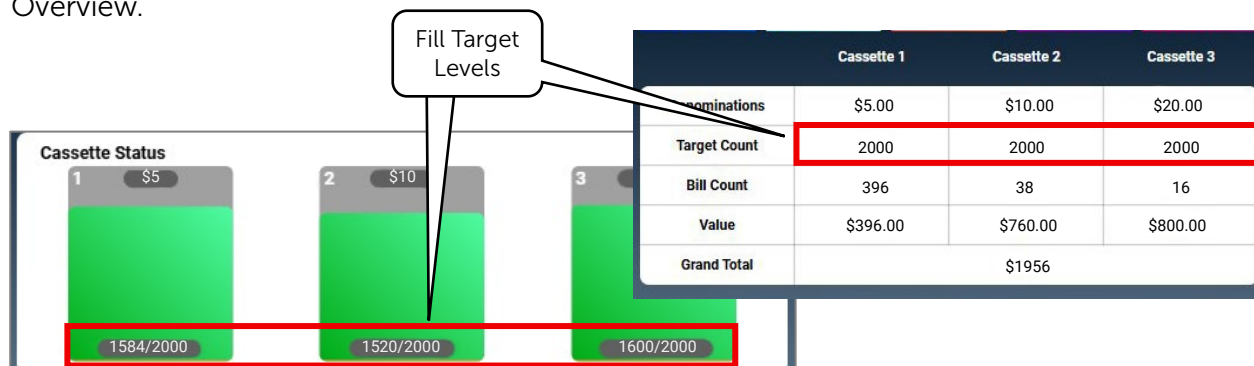
Fill Target Levels

Cass. 1

Cass. 2

Cass. 3

This section will reflect in the Target Fill Levels used when performing a Fill, Bleed, Cassette Audit or Master Clear. These values will reflect the Fill Levels that appear on the Reports Overview Cassette Status as well as the Cash Ops Cassette Overview. Any changes to the Fill Target Levels will also update the values on the Cash Ops Cassette Overview.



The Default Fill Target Levels Are:

- Cassette 1 = 2000
- Cassette 2 = 2000
- Cassette 3 = 2000



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



To change the Fill Target Levels:

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

Fill Target Levels

Cass. 1 20000

Cass. 2 2000

Cass. 3 2000

Save Changes

2. Tap Save Changes when Complete.

The Reports Overview Cassette Status will show the New Target Fill Level.



The Cash Ops Cassette Overview will also reflect the new Target Fill Level.

	Cassette 1	Cassette 2	Cassette 3
Denominations	\$5.00	\$10.00	\$20.00
Target Count	2000	500	2000
Bill Count	1584	420	1600
Value	\$7,920.00	\$420.00	\$3,200.00
Grand Total	\$11,540.00		

New Target Fill Level For Cassette 2





## Alerts



The Alerts page displays the email addresses and phone numbers set up in the [Primero Web Portal](#) for receiving Low Bill Count Alerts.

<b>Alerts</b>	Low Bills Alert Count	20
	Primary Email	primery@mycompany.com
	Secondary Email	secondary@mycompany.com
	Primary Phone	555-555-1234
	Secondary Phone	555-555-4321

The Low Bills Alert Count and Notification Emails and Phones work together to alert the Operator when a Cassettes Bill Count reaches a level at which a Fill is required.

Urgent: Low Cassette Warning for Kiosk99

primepay Apr 12

Location: Kiosk99

Phone:

Please review the following details concerning your equipment

Alert Issued: LOW CASSETTE WARNING

Date and Time: 2024-04-12 at 11:31:17 AM

Cassette Details:

Cassette 1: Denomination: 5 |Status: ok |Current Count: 2 of 4

Cassette 2: Denomination: 10 |Status: low |Current Count: 0 of 4

Cassette 3: Denomination: 20 |Status: low |Current Count: 0 of 4

Action Required:

To ensure the uninterrupted operation of your equipment, we advise refilling the cassettes at your earliest convenience. Ignoring this warning may lead to service disruption.

Sincerely,  
PrimePay Support Team

Kiosk Location  
See [Location](#)

Cassette Status

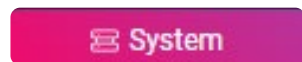


**Note:** The PrimePay Pro Kiosk will send a Cassette Warning email as soon as the warning level is reached and will continue to send Warning Emails every time bills are dispensed thereafter until a Fill is performed on the Cassette for which the Warning is being sent or the Cassette is empty.

**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.



## System



The Systems page allows the Operator to set the Time Zone for the Kiosk as well as run Diagnostics, Reboot the Kiosk and Enable or Disable the Scan to Login via QR Code feature.

The System page has the following options:

[Time Zone](#) – Sets the Time Zone for the Kiosk.

[Set In/Out of Service](#) – Toggles the Kiosk In and Out of Service

[Reboot Kiosk](#) – Reboot the Kiosk.

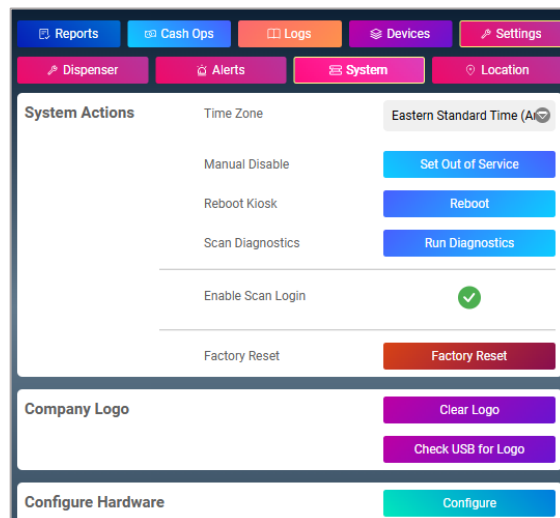
[Run Diagnostics](#) – Opens a diagnostics tool to help find technical issues.

[Enable Scan Login](#) – Enable the QR Code Scan Login feature.

[Factory Reset](#) – Resets the Kiosk back to the original factory settings.

[Company Logo](#) – Allows the Operator to Upload a Company Logo that appears on the Login Screen.

[Configure Hardware](#) – Used to set the Kiosk into various Hardware modes for changing components.





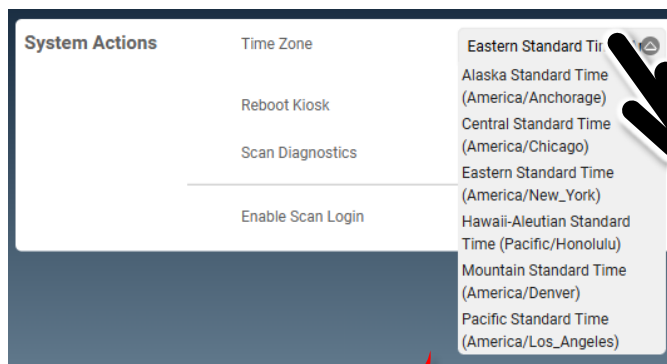
## Time Zone

Time Zone

Eastern Standard Time (America/New\_York)

To set the Time Zone for the PrimePay Pro Kiosk:

1. Tap the Dropdown.

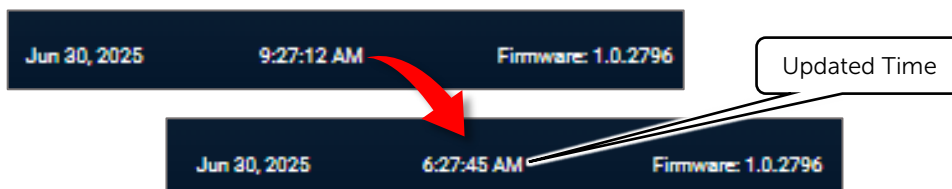


2. Select the new Time Zone.

Time Zone

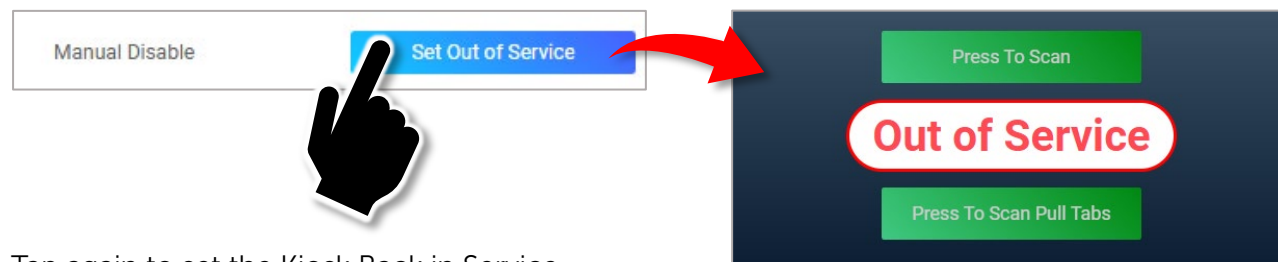
Pacific Standard Time (America/Los\_Angeles)

The Time in the Footer will update automatically.



## Set In/Out of Service

To set the Kiosk Out of Service,  
Tap the Set Out of Service Button.



Tap again to set the Kiosk Back in Service.

Manual Disable

Set In Service



## Reboot Kiosk



To Reboot the Kiosk, Tap the Reboot Button.  
This will restart both the hardware and firmware.

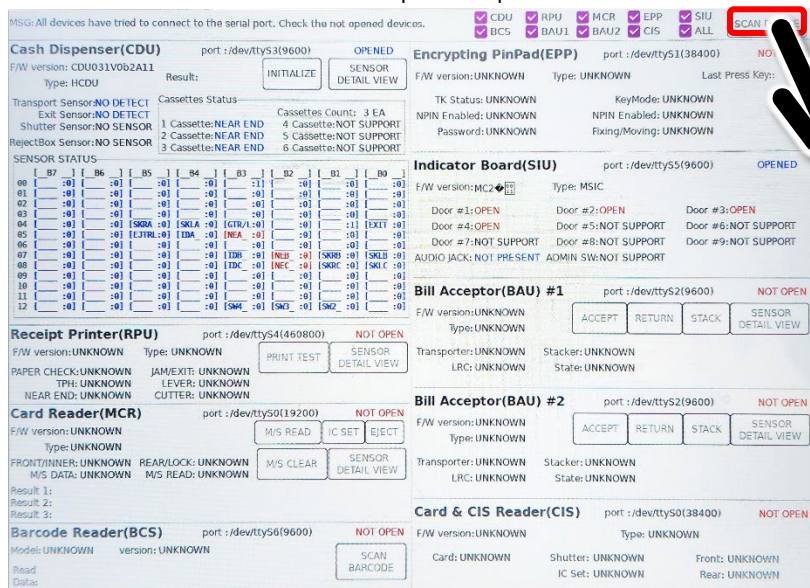
## Run Diagnostics



The Scan Diagnostics feature will scan the various sensors on the cassettes and other components to determine if they are functioning properly, need to be cleaned or serviced.

To run the Scan Diagnostics:

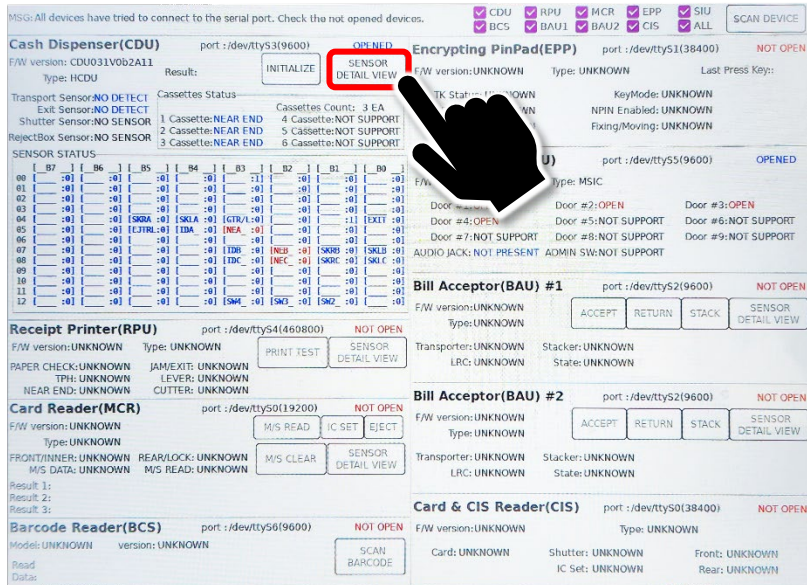
1. Tap the Run Diagnostics button.
2. The Sensor Scan Screen will open, Tap Scan Devices.



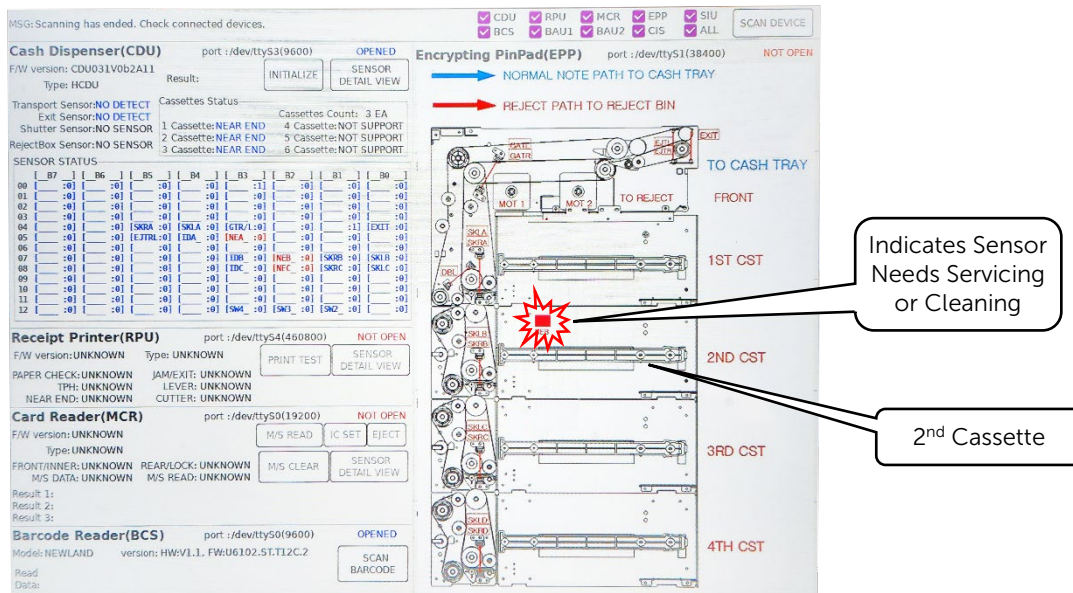




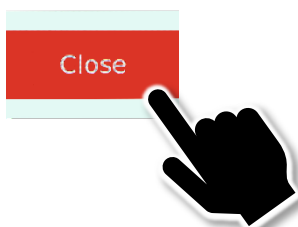
- Once the scan is complete, Tap the Sensor Detail View to check the sensors for a specific component or device.



- A detailed view of the sensors for that component will open and show if a sensor needs cleaning or servicing by a flashing red indicator.



- Tap Close when finished with the scan.



**Warning:** It is necessary to Restart the Kiosk once a scan is complete or some features may not function properly. See the [Reboot](#) section for instructions.



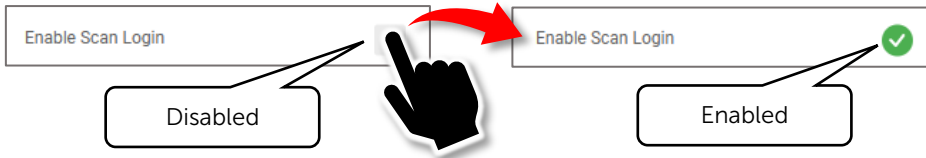


## Enable Scan Login



Allows the Operator to Enable or Disable the [Scan QR Code to Login](#) feature.

Tap the Check Box to Enable or Disable.

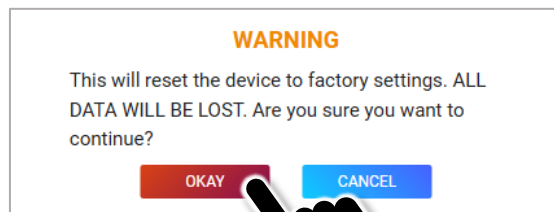


## Factory Reset



To reset the Kiosk back to the original Factory Settings, Tap Factory Reset.

A warning will appear.  
Tap Okay.



**Warning:** A factory Reset will delete all Data from the Kiosk.

This data is not recoverable!



## Company Logo

Company Logo

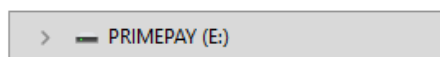
Clear Logo

Check USB for Logo

The PrimePay Logo on the Main Screen can be replaced with a Company Logo via USB.

The Logo file must be named "Logo" (with Capital L ) in PNG format and less than 10MB in size.

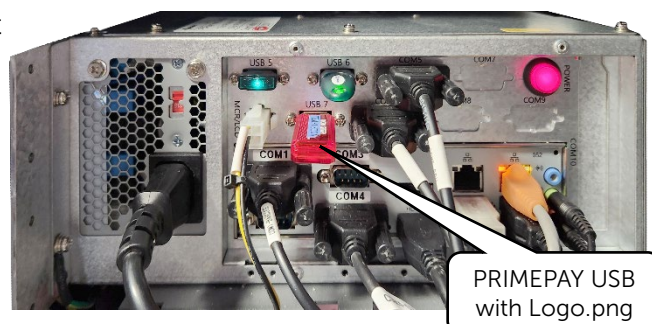
The USB must be named "PRIMEPAY" in all caps.



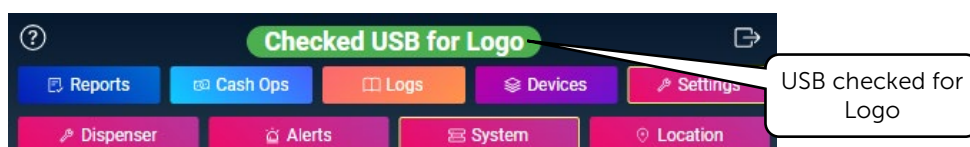
To change the Logo:

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

2. Tap Check USB for Logo.

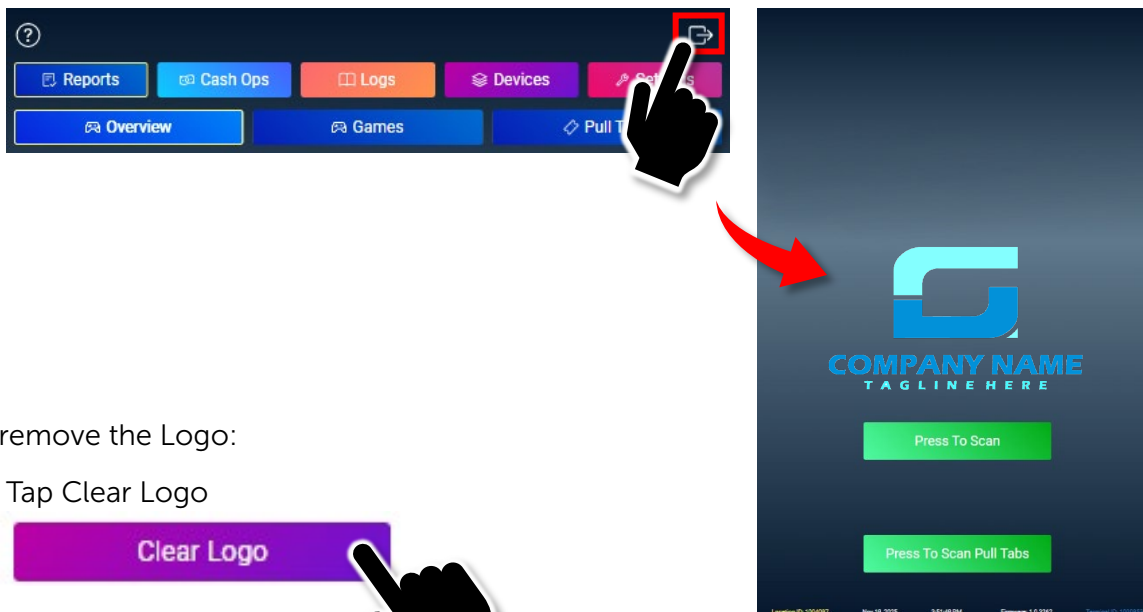


The "Checked for USB Logo" message will appear briefly above the Top Menu.





Log out of the Kiosk and the New Company Logo should appear.

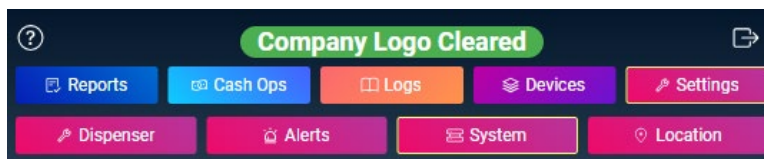


To remove the Logo:

1. Tap Clear Logo



The "Company Logo Cleared" message will appear briefly above the Top Menu, and the PrimePay Pro Logo will return.



## Configure Hardware



The Configure Hardware Options are for internal use only.

Do Not change these settings unless instructed to do so by a Primero Technical Support Agent.



## Location

### Location

The Location Information displays the Location ID, Location Name, Address, and Phone Number. The Location Name, Address and Phone Number will also appear on Printed Tickets. This information is set in the [Primero Web Portal](#) and cannot be changed from the Kiosk.

**Location Details**

ID	1000236
Location Name	My Location
Location Address	123 Four Street Suite 5 Norcross GA 30093
Location Phone	(555) 555-5555

Location Info on  
Printed Ticket

MY LOCATION  
123 FOUR STREET  
SUITE 5  
NORCROSS, GA 30093

\*\*\*\*\* BLEED \*\*\*\*\*

Date: 06/16/2025  
Time: 04:29:15 PM

Amount: \$40.00  
User PIN: \*\*\*\*\*5322  
Transaction ID: 1000011  
Terminal ID: 1004479  
Location ID: 1001424

Before	396	\$1	\$396.00
Cassette 1:	38	\$20	\$760.00
Cassette 2:	16	\$50	\$800.00
Cassette 3:			

Cassette Total:

Dispensed	40	\$1	\$40.00
Cassette 1:	0	\$20	\$0.00
Cassette 2:	0	\$50	\$0.00
Cassette 3:			

Total:

After	316	\$1	\$316.00
Cassette 1:	38	\$20	\$760.00
Cassette 2:	16	\$50	\$800.00
Cassette 3:			

Cassette Total:

Reject Bin: \$0.00

Cash Remaining: \$40.00



## 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.

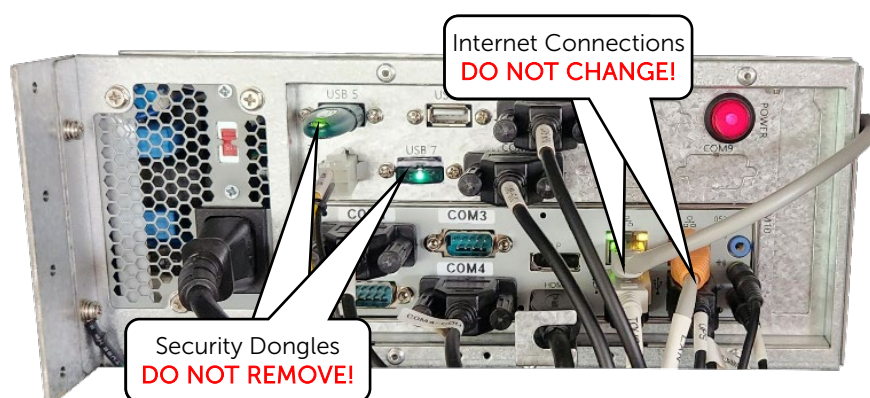
**Reboot** – Rebooting the Kiosk will allow it to reset some software and firmware settings. See [Restart](#) on the Settings Page.

**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 Dongles have not been removed or tampered with and the light flashes when engaged.



**Check the Ethernet Connections** – Make sure the Ethernet Connections have not been removed or changed. If they have been changed, place them back in the original ports.





## 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 the ethernet cable is disconnected, changed, or the internet or local network is out.	Check the ethernet cable, make sure the ethernet connections are in the original port(s), 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.
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.	Check the Security Dongle is in place, in the correct USB Port and that the Dongle Light blinks when engaged.
	Scanner is dirty or obstructed, or the laser is not functioning.	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 Kiosk Support at <b>833-503-1724</b> .		





## 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).



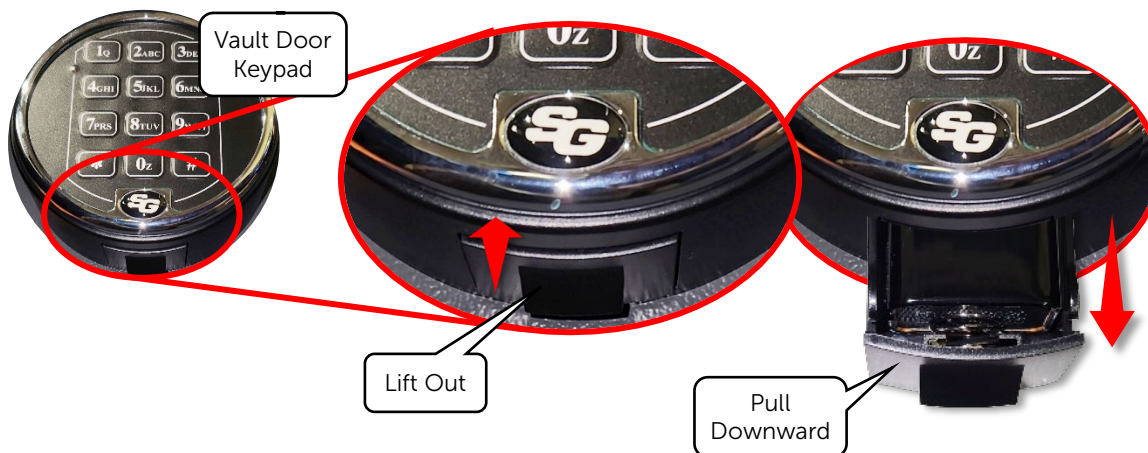
## Vault Door Keypad Battery

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

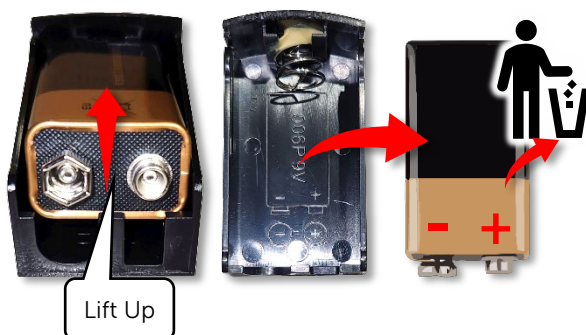
To replace the Vault Door Keypad Battery:



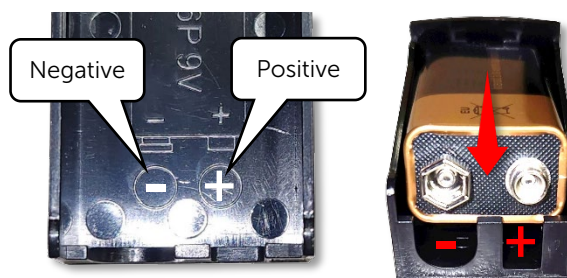
1. Remove the battery housing by lifting the tab out and pulling downward.



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 Pro Kiosk..
Operator	The person managing the features and options in the PrimePay Pro 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.
Pull Tab	Multi-layered paper ticket with symbols hidden behind perforated tabs. The player peels or "pulls" the perforated tabs on the ticket to reveal a winning or losing combination. The player can exchange the winning ticket for a prize.
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.
Vault	A secure housing at the base of the Kiosks that holds the Cassette and Cash.

For Assistance, please call Kiosk Support at **833-503-1724**.