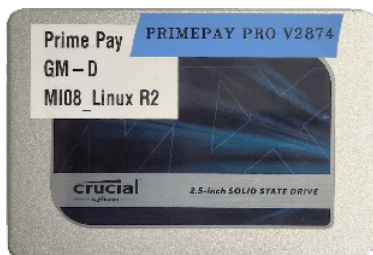# primePay To primePay Pro Migration

Table of Contents

Disclaimer

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Version	Author / Contributors	Date	Changes / Comments
1.0	Shawn Lucci - Technical Writer Ben Heitkotter - Platform Engineer / DevOps Christian Alverio - Product Specialist Keelan Miller - Product Support Manager	8.4.25	Original Document

Requirements

PrimePay Pro SSD

PrimePay Pro
Migration USB

PrimePay Pro USB
Security Dongle

Phillips Head Screwdriver
(Magnetic)

Required for Data Transfer (Optional)

Internet
Connection
(Optional)

PrimePay USB Update
(Optional)

TrueRoute Account
(Optional)

For Assistance, Please Call our Kiosk Support at 833-503-1725 Or Scan the QR Code for more Documentation.

https://info.primerogames.com/primepaypro-documents

Does the PrimePay Kiosk have Data that needs to be Transferred to the PrimePay Pro?

Yes – The PrimePay Kiosk will need to be Commissioned and have Up to Date Firmware.

Begin by Updating the Firmware if Necessary. See the Update Firmware section.

Next use TrueRoute to Commission the Kiosk or call Support for Assistance at 833-503-1724.

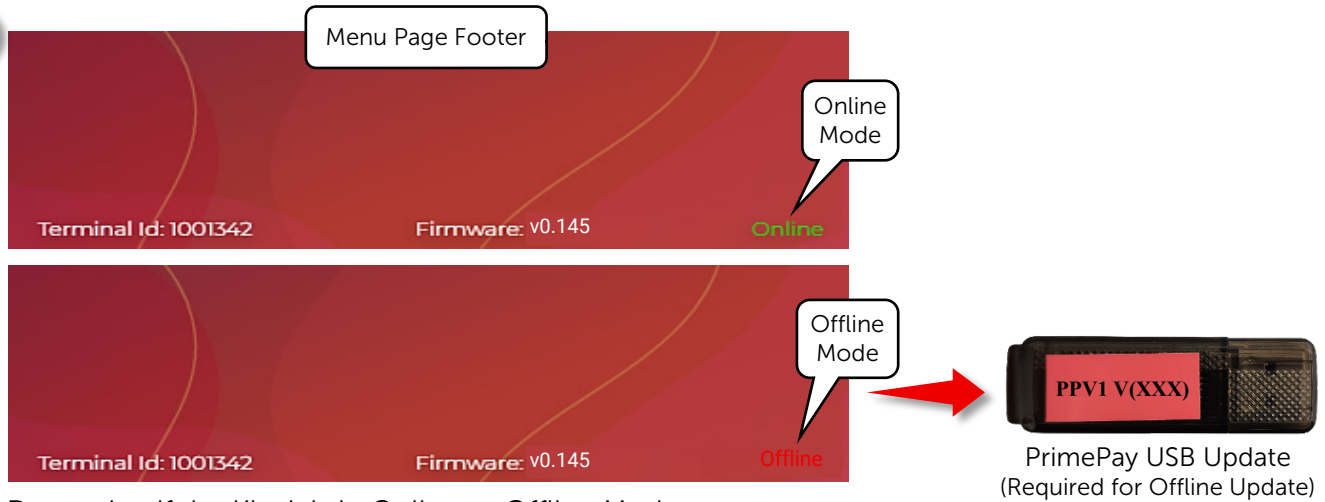**No** – Begin the Migration to PrimePay Pro. See the Migrate to PrimePay Pro section.
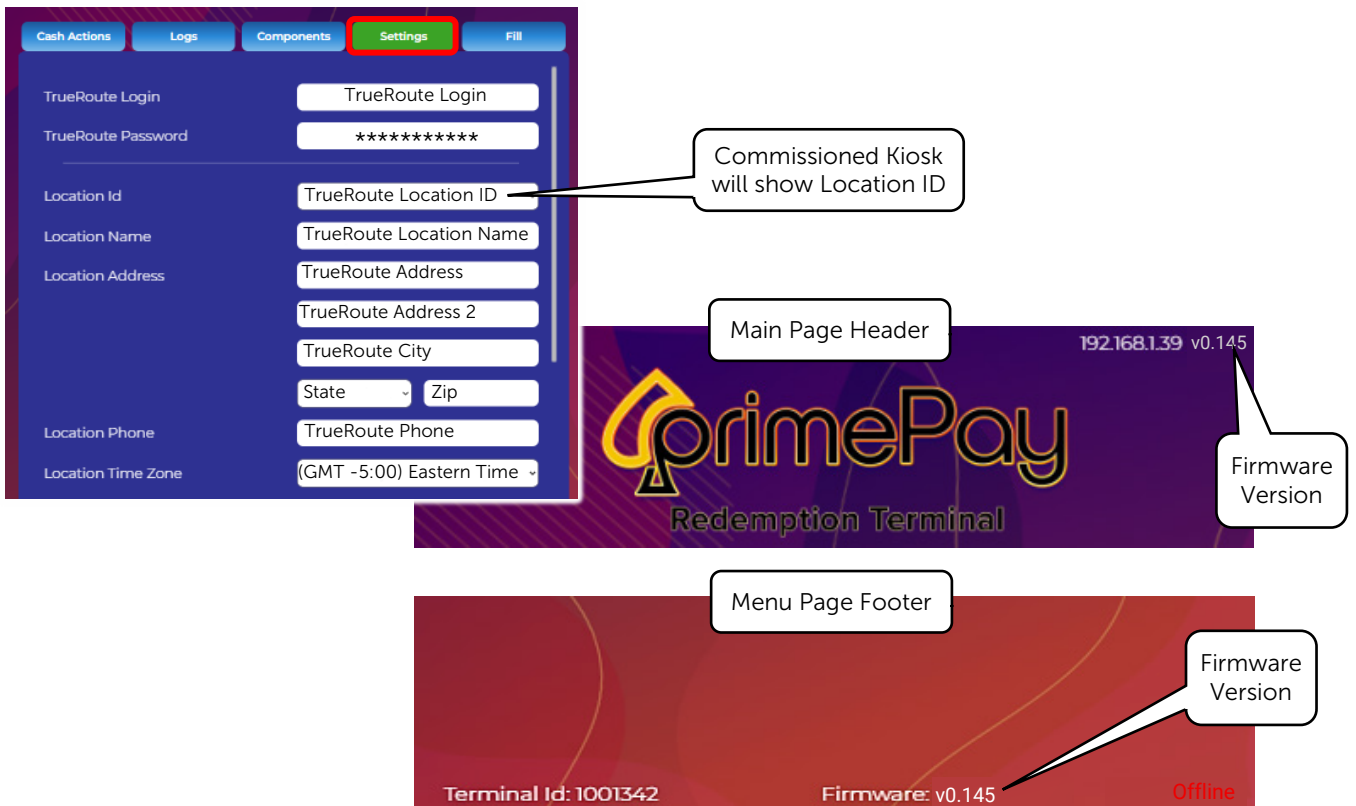
Update Firmware

⚠️ **Note**: Firmware Update is only necessary if transferring data from PrimePay to PrimePay Pro.

2

Menu Page Footer

Online Mode

Terminal Id: 1001342   Firmware: v0.145   Online

Offline Mode

PPV1 V(XXX)

Terminal Id: 1001342   Firmware: v0.145   Offline
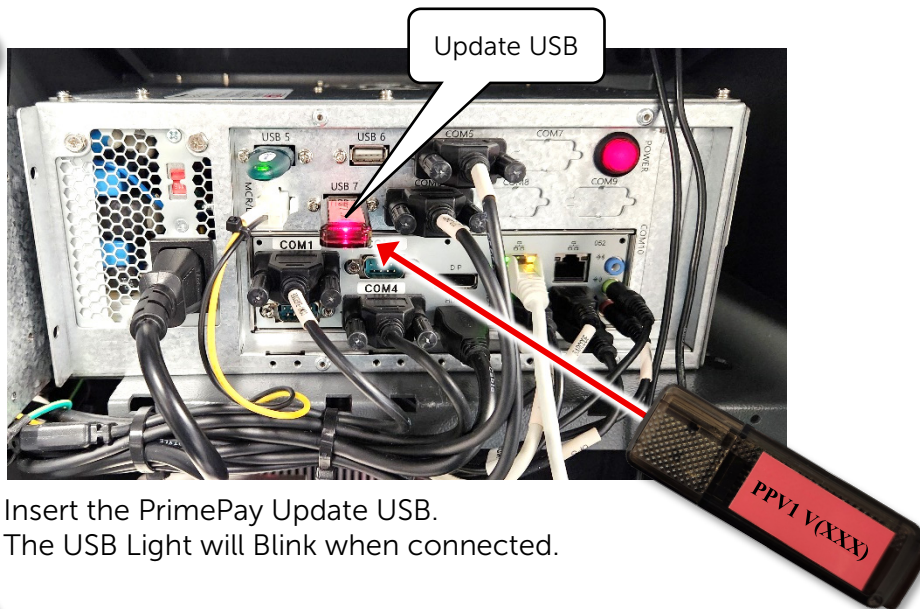
PrimePay USB Update
(Required for Offline Update)

Determine if the Kiosk is in Online or Offline Mode.

If in **Online Mode**, Skip to Step 4.

If in **Offline Mode** Continue with the USB Update.

3

Update USB

PPV1 V(XXX)

Insert the PrimePay Update USB.
The USB Light will Blink when connected.

4

primePay
Redemption Terminal

Cash Actions   Logs   Components   Settings   Fill
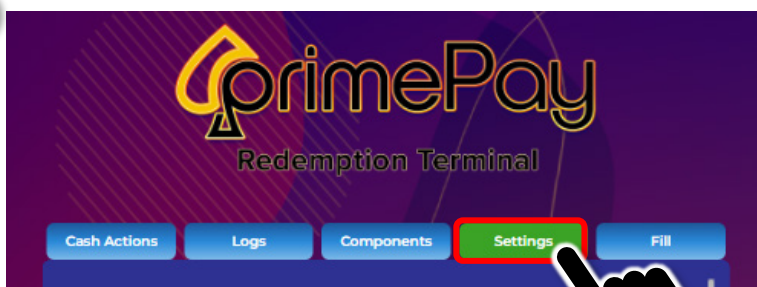
Navigate to the Settings Page.

5

Tap the "Upd Firm" (Update Firmware) button.

6

Kiosk will Process the Update and Reboot.

7

Main Page Header

v1.5.4-02.10.2023   192.168.1.39 v0.148

Firmware Version

Menu Page Footer

Firmware Version

Terminal Id: 1001342   Firmware: v0.148   Offline
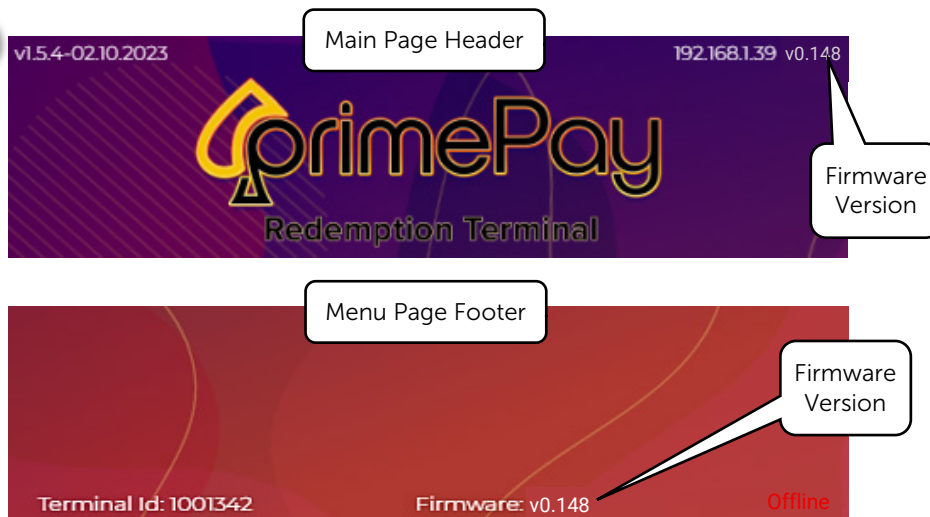
Verify the Firmware is Up to Date.

Commissioning the Kiosk

If No Data is being Transferred, skip to Step 12, Migrating to PrimePay Pro.

Note: The Kiosk must be connected to the Internet and a TrueRoute account is necessary to self-commission a PrimePay Kiosk.

For assistance with commissioning call Kiosk Support at **833-503-1724**

TrueRoute & Internet Required.

8

Enter Location Information

Make sure a Location for the Kiosk is Set up in TrueRoute.

If not, create a location for the Kiosk by filling in the form and clicking Save when complete.

Save

9

Select a User to be Assigned to the Kiosk.

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10

Sync the User to the PrimePay Gateway:

1. Click the Pencil Icon to Edit the Profile.

2. Click the PrimePay Gateway Sync button.

A Confirmation Message will appear in the upper left of the screen.

11

Navigate to Settings and enter the Selected Users TrueRoute Login and Password.

Tap Save and the Kiosk will display the Commissioned information.

Migrating to PrimePay Pro
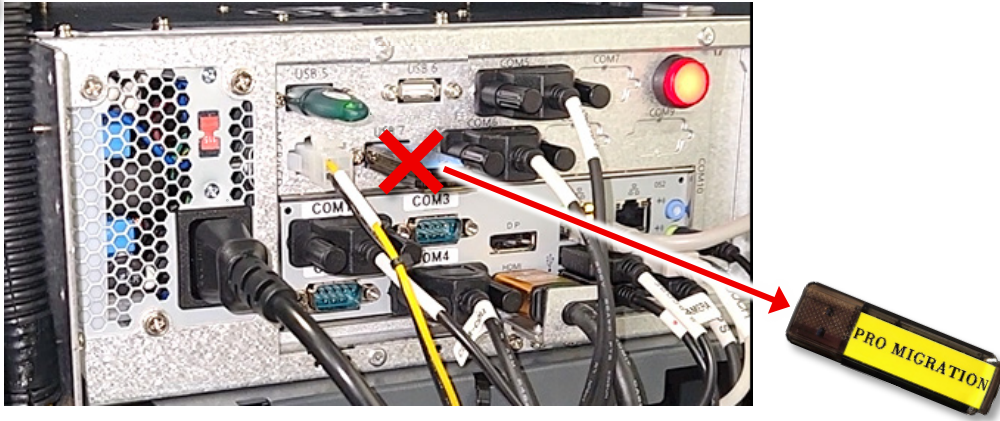
12
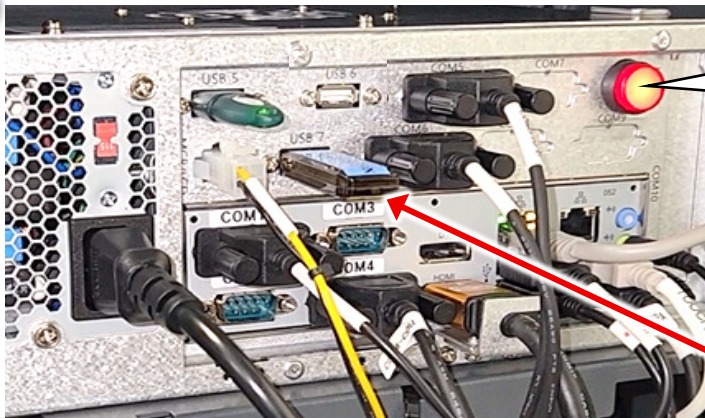
Power is On

Insert the PrimePay Pro Migration USB.

13

Kiosk will Process the Initial Migration and Shut Down the PC.

14

Power Off the Battery Backup.

15

Remove the Migration USBs.

16

Remove
Power
Cable First

HDMI
Cable

HDMI
Bracket

Note: Screwdriver is Necessary
for HDMI Cable Bracket.
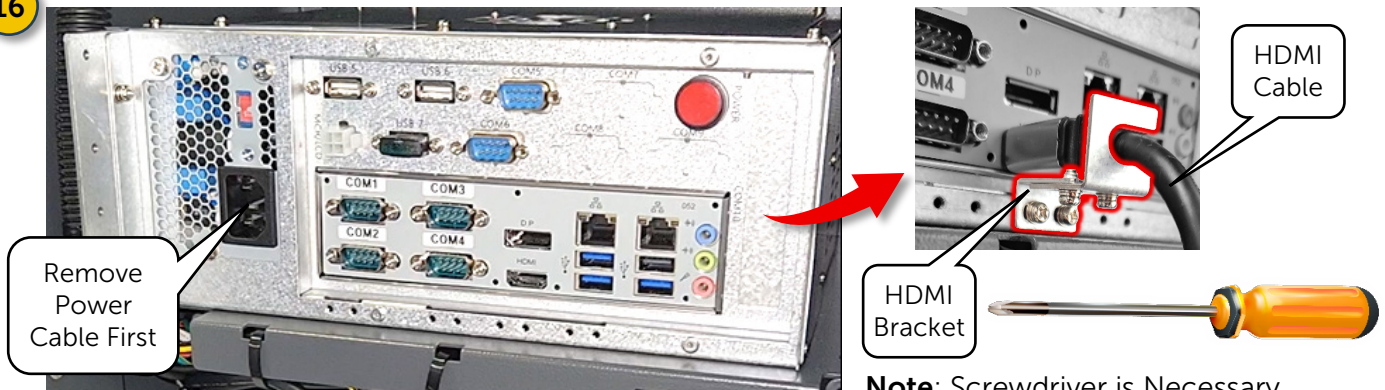
Remove All Cables beginning with the Power Cable.

Tip: Take a Photo of the Cables to be sure they
are inserted back into the same locations.

17

PC

PC Bracket
Screw

Remove the PC Bracket.
Note: Screw is underneath PC Shelf.

18
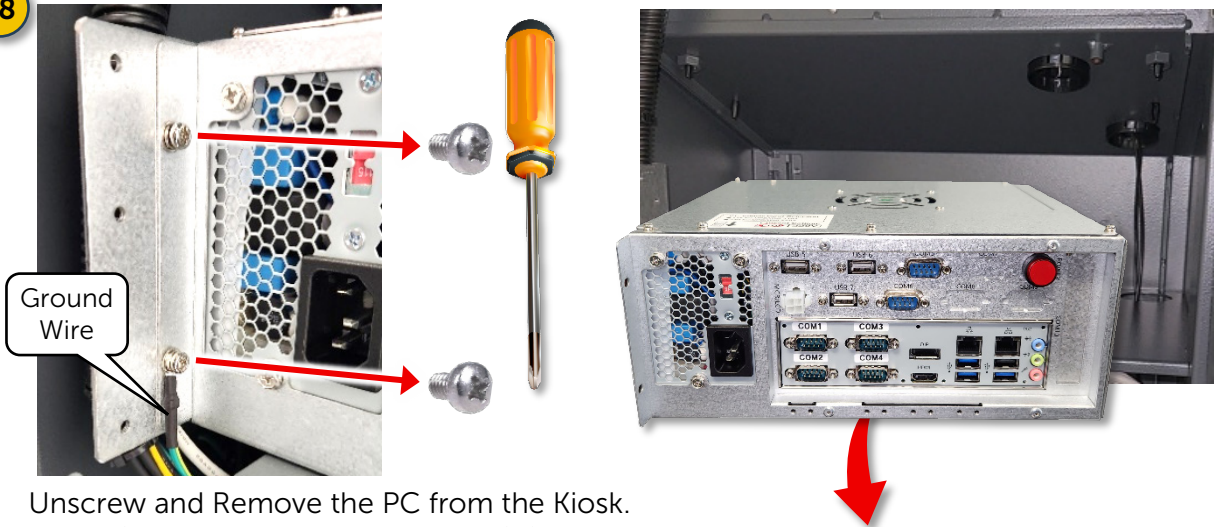
Ground Wire

Unscrew and Remove the PC from the Kiosk.
Note: Ground wire connected to PC Screw.

19

Prime Pay
GM-D
MI08_Linux R2
PRIMEPAY PRO V2874

crucial 2.5-inch SOLID STATE DRIVE

SSD Location

Remove Cover and Replace the SSD.

20

PC
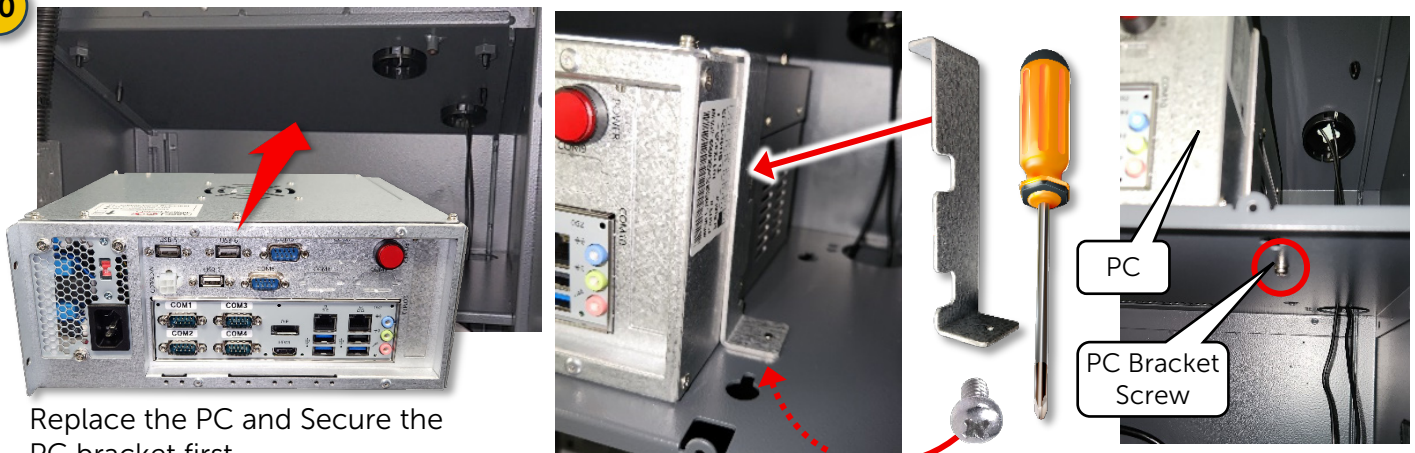
PC Bracket Screw

Replace the PC and Secure the PC bracket first.

Note: Screw is underneath PC Shelf.

21

Align Holes
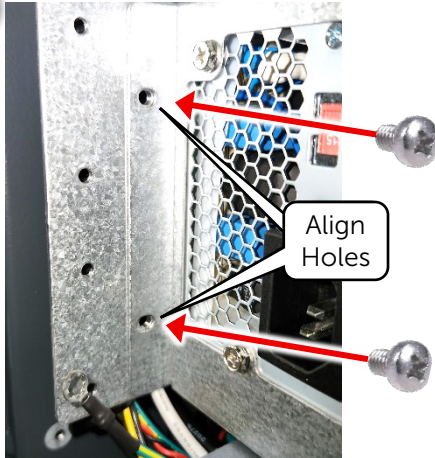
Ground Wire

Secure the PC to the Kiosk.

Note: Ground wire connected to PC Screw.

22
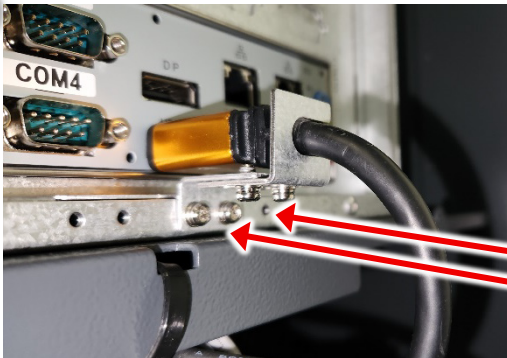
HDMI Bracket

Plug in and Secure the HDMI Cable and Bracket.

23

Power Cable Last

Cable Label

COM4-CDU
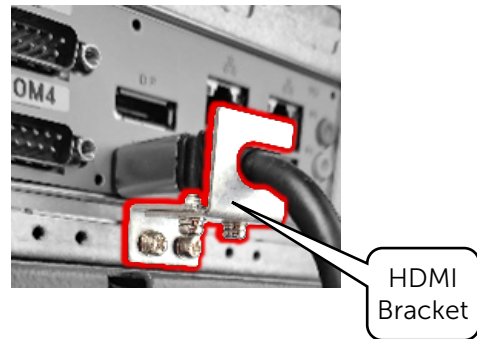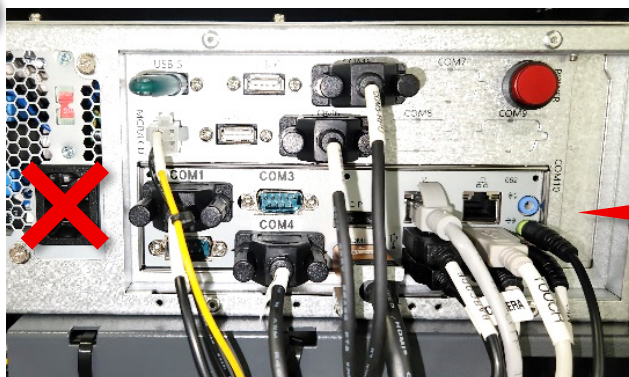
Plug in the Cables with the Power Cable plugged in last.
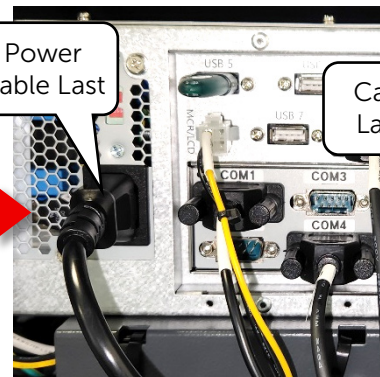
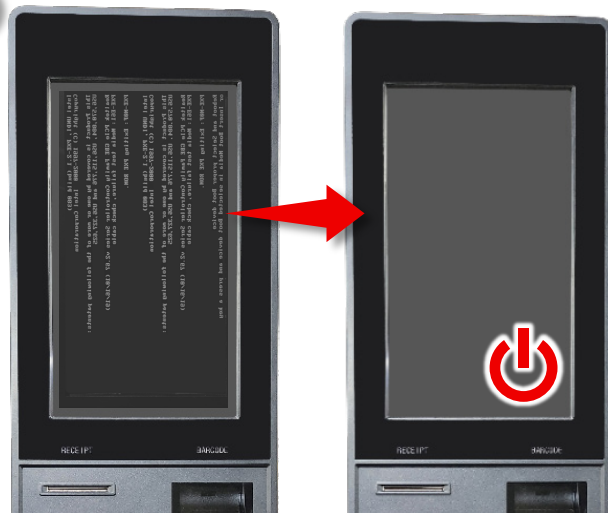**Note**: The Cables should be labeled but may not on older units.
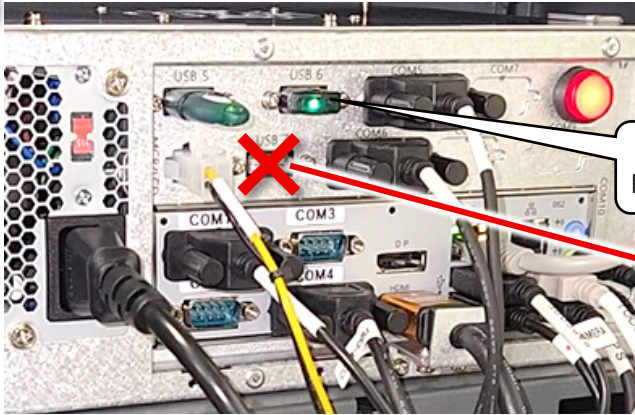
24
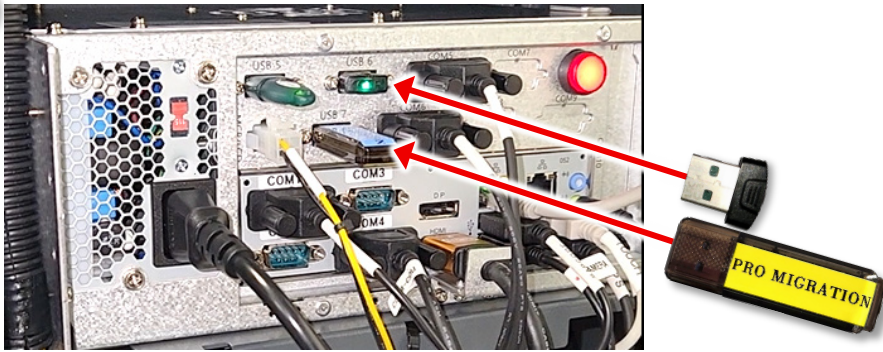
Insert the Security Dongle and Migration USBs.

25

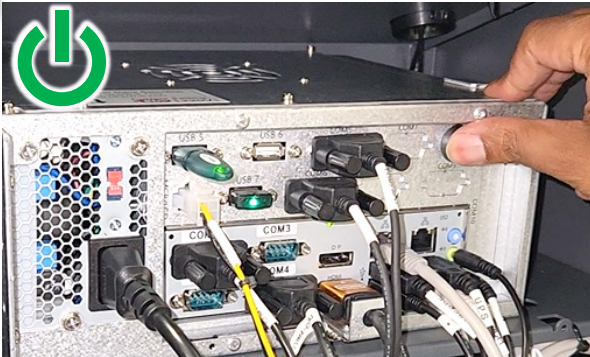Power On the Kiosk.

26

Kiosk will finalize the Migration and Shut Down the PC again.

27

Note: There should be 2 Security Dongles Remaining

Do Not Remove

PRO MIGRATION

Remove the PrimePay Pro Migration USB but leave the additional Security Dongle in place.

28

Power On the PC.

29

The Kiosk should Power up and now show the PrimePay Pro Login Screen.

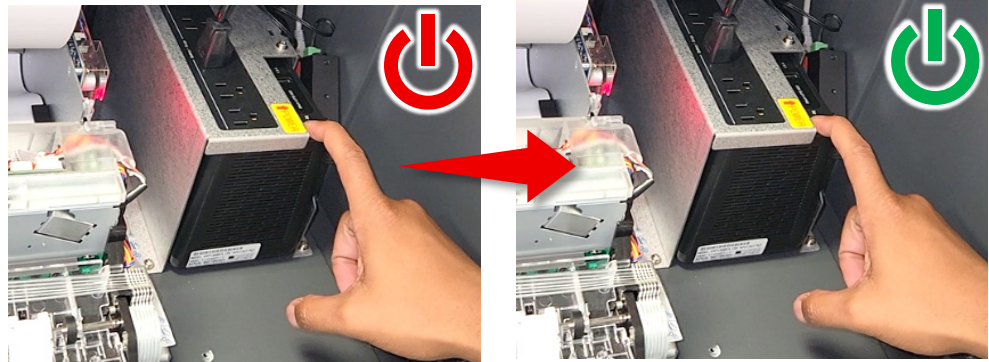If Necessary, Login and Verify the Data was Migrated.
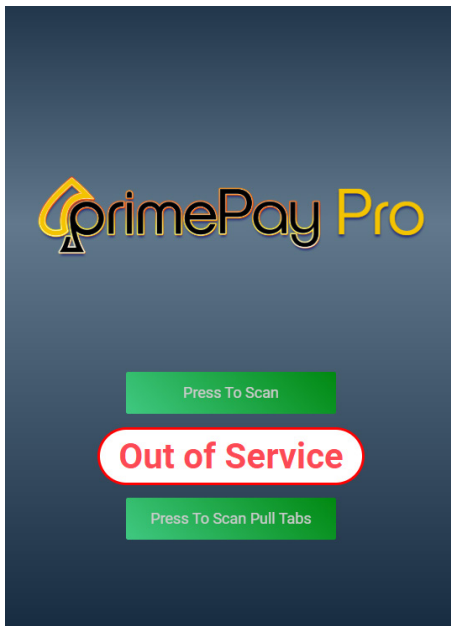
Troubleshooting

White Screen

If the Kiosk Displays a White Screen at any time during the Upgrade:
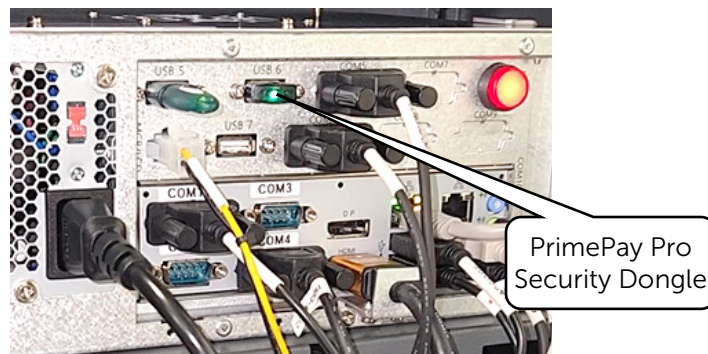
Power off and on again.

Out of Service

If the PrimePay Pro shows Out of Service and will not go back into service:

Make sure the PrimePay Pro Security Dongle is in place and lit.

Press To Scan

Out of Service

Press To Scan Pull Tabs

PrimePay Pro Security Dongle

For Assistance, Please Call our Kiosk Support at 833-503-1725 Or Scan the QR Code for more Documentation.

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