



***GENMEGA Ticket Redemption Terminal  
with Pyramid Phoenix Printer Sentry System***

**OPERATIONS MANUAL**



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# Genmega TRT with Pyramid Sentry

## Login

	<b>Operator</b>	<b>Location</b>
<b>Password:</b>	1 2 3 4	2 2 2 2
<b>Access:</b>	ALL	Fill Shutdown / Restart Ticket History Out Report Cassette Report Statistics

**Gemini-D:** Press the BDG Logos in sequential order located at the bottom left and bottom right screen.



**LEFT, RIGHT, Onscreen Keypad 1 2 3 4, ENTER**

**Universal Kiosk 2 (UK 2):** On the physical Keypad, Press

**LEFT, RIGHT, 1 2 3 4, ENTER**

# Genmega TRT with Pyramid Sentry

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## Setting Up Genmega TRT and Pyramid Sentry System

### Unpairing Phoenix Printer from the Ticket Redemption Terminal (TRT)

**BEFORE YOU PROCEED:**

Perform **COLLECTION** before unpairing any Printers.

Perform **FACTORY RESET** before pairing any printers.

\*\*\*Any printers you wish to unpair from the list, you will have to **REDO** the setup process. This is so that the Printers stay in the same sequential order as your numbered Games\*\*\*

1. Log in to the TRT Kiosk Operator Menu
2. Press “Unpair Printer” and A list of Paired Printers will appear.
3. Press “Factory Reset” and Confirm that you want to unpair all printers and the Kiosk will automatically power cycle.



# Genmega TRT with Pyramid Sentry

## **BEFORE YOU PROCEED:**

Verify that the Phoenix Thermal Printer Installed Model is **PHX-Sen02** and, depending how the **Game Cabinet** is set, that the **printer is matched to PULSE or SERIAL mode.**

**FIRMWARE must be SEN-02 VERSION 1.15**

### Setting Phoenix Thermal Printer to PULSE Mode

DIP Switch 3 and 4 must be set to **OFF**.

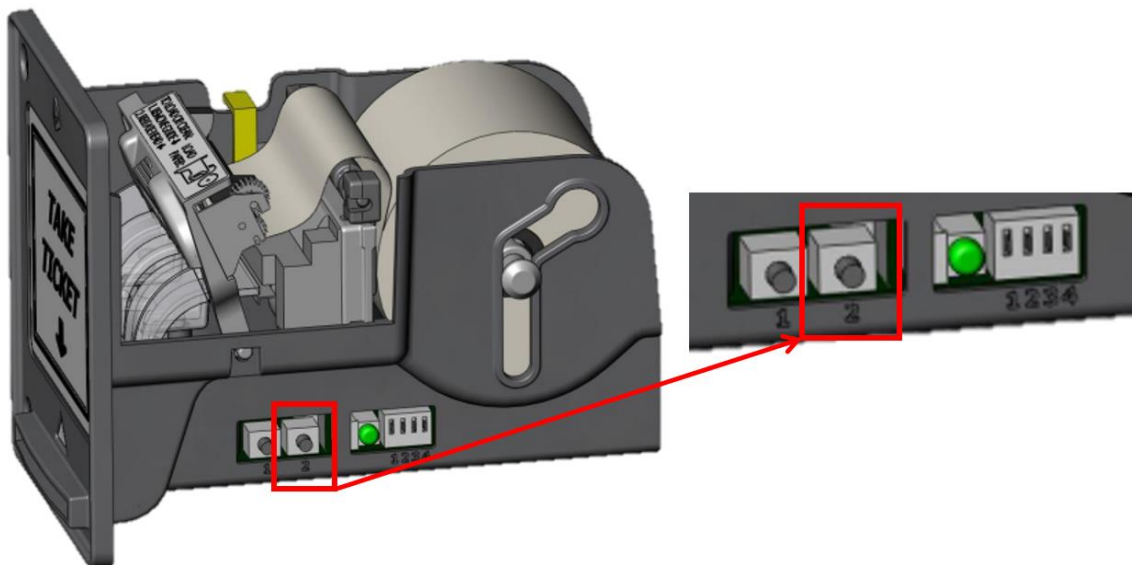
ON ↓	OFF ↑	OFF ↑	OFF ↑
DIP 1	DIP 2	DIP 3	DIP 4

### Setting Phoenix Thermal Printer to SERIAL Mode

DIP Switch 4 must be set to **OFF**.

ON ↓	OFF ↑	ON ↓	OFF ↑
DIP 1	DIP 2	DIP 3	DIP 4

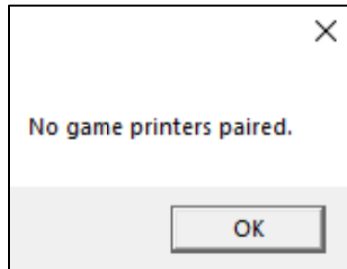
1. Hold in the second button on the Phoenix Printer until a QR code is printed (5-10 seconds). Label the QR code of what Game # the QR code printed from. If a QR code fails to print, the Sentry version of firmware is incorrect. Repeat this process for all Printers you want to pair with the TRT Kiosk.



## Genmega TRT with Pyramid Sentry

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- When there is no Printers paired to the TRT Kiosk, the dialog box will appear stating “No game printers paired” on the Kiosk screen. Click “OK” to close out.



- Log-in to the TRT Kiosk Operator Menu (*ref page 1*).
- In the Operator Menu, press “Pair Printer” to begin TRT Kiosk and Printer pairing.

## Pairing Game Printer Scan Pairing Ticket

- Scan QR Code at your TRT Kiosk barcode scanner. Kiosk will verify when Printer is successfully paired along with assigned Game # Printer.

**Paired OK**

**Printer Serial Number: 1234567890**  
**Game #: 1**

- Repeat the pairing process Steps 4 - 5 for all printers that you want to validate tickets connected with the TRT Kiosk.
- While still in the Operator menu, Press “Unpair Printer” to verify that the Printer had successfully paired with the Kiosk. Here you will see a list of all paired printers.





## **Installing Optconnect neo2 Modem**

1. neo2 wireless modem port installation;
  - a. Gemini-D: Port LAN2
    - i. Location Dynamic Hard-wired internet is PORT LAN 1
  - b. Universal Kiosk 1 or 2 (UK 1, UK 2): Port LAN 2
    - i. Location Dynamic Hard-wired internet is PORT LAN 1
2. On the Operator Menu, press "SET NEO2" and follow the prompts. Reboot and follow instructions for [bdgmaxconnect.com](http://bdgmaxconnect.com) Dashboard page 6.

# Genmega TRT with Pyramid Sentry

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## Website DASHBOARD INSTRUCTIONS for [bdgmaxconnect.com](https://bdgmaxconnect.com)

1. If you are utilizing the Online Dashboard, you will be sent a user name and password.  
  
Contact TECH-DIRECT or the Office to get this set up.
  - a. Note you must have the UUID and Registration number from the Kiosk or Max Connect POS Box (Step 7 – 8)
2. Log into <https://bdgmaxconnect.com/login/>
3. Go to ADMIN on the top right and select Manage Branches.
4. Click Add Branch. Enter in your company info and click Add Branch to save.
5. In the top-left corner, click Dashboard to return to the new Company Branch created.  
  
Click Add Route and name the Route to the Company Branch you would like to add.
6. Click Dashboard in the top-left corner, Click Add Asset from the Route you just created.  
  
The Asset Key is the Kiosk or Max Connect POS Box. It will be associated with the Location (Route)
7. The ASSET KEY number is generated on the Kiosk or Max Connect POS Box.
  - a. **For Built-In POS**, From the KIOSK MENU DISPLAY POS→ADMIN→PAGE 8(DASH SETTINGS)
  - b. **For External POS**, ADMIN→ PAGE 8 (DASH SETTINGS) *ref page 22*

## Genmega TRT with Pyramid Sentry

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UUID BA8D87DB-BEE4-4340-AF0D-120E6EE5CC46 Admin Page 8  
Enter Dashboard Information  
System Operator

**DISABLE** DASHBOARD IS ON

**URL** https://bdgmaxconnect.com/asset/

**TRT MODEL** GK2002

**TRT NUMBER** 00000001

**NEW UUID** Warning: requires new website registration to activate!

**Registration #:** BA8D87DB

**Diagnostics** **TEST** **PRINT** No test sent yet.

Asset CURL response: No error  
Asset HTTP code: 200  
Asset HTTP response: {"status":true,"err":""}

Json CURL response: No error  
Json HTTP code: 200  
Json HTTP response: {"status":true,"err":"","bodyEcho":{"uui

8. Click NEW UUID
9. Enter the REGISTRATION NUMBER in the ASSET KEY box on the BDG MAX Connect website and Save Asset
10. Click DASHBOARD on the top left of the screen.
11. You should now see the DASHBOARD LINK for the Kiosk in the center of the page under your branch>Route>and select your dashboard link. Clicking the Link should bring you directly to that Kiosks/Max Connect POS Box Dashboard

# Genmega TRT with Pyramid Sentry

## Operator Menu

### Fill Cassettes

Enter the number of bills you are loading in “to be added” for each cassette. If only updating one cassette, you must put 0 in “to be added” for the remaining cassettes. Press empty to empty the remaining cassettes fill.

	Remaining	Loaded	To Be Added	
Cassette 1	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="?"/>	<input type="button" value="Empty"/>
Cassette 2	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="?"/>	<input type="button" value="Empty"/>
Cassette 3	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="?"/>	<input type="button" value="Empty"/>
Cassette 4	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="?"/>	<input type="button" value="Empty"/>

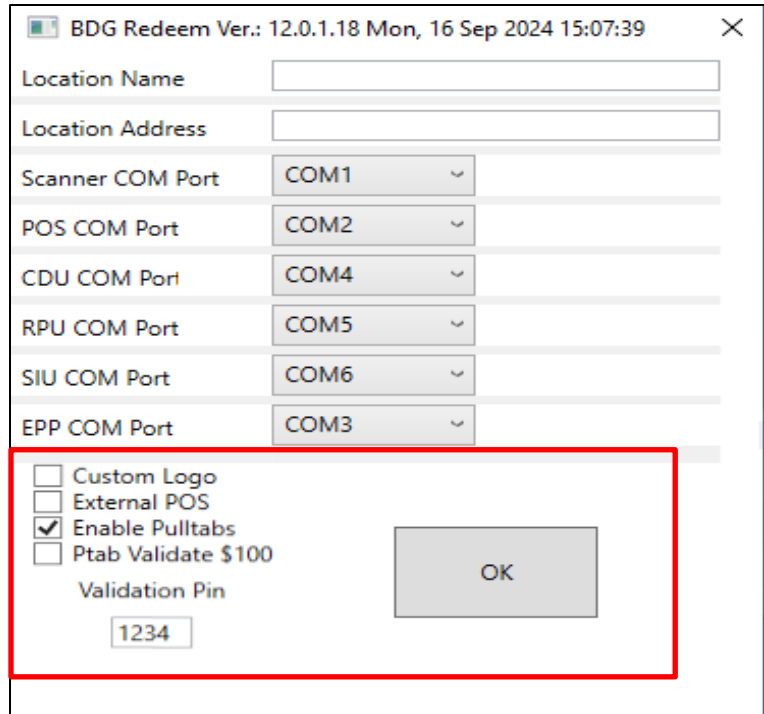
Touch a 'To Be Added' field for a cassette and enter the number of notes to be added using the keypad. Press the keypad ENTER key to add the notes. The Remaining and Loaded field for that cassette will update. You can use the EMPTY button to zero out the Remaining and Loaded fields for a cassette.

**Cassette 4 Note:** Gemini-D 3-Cassette will still have cassette #4 showing. Keep the Cassette fill at **ZERO**.

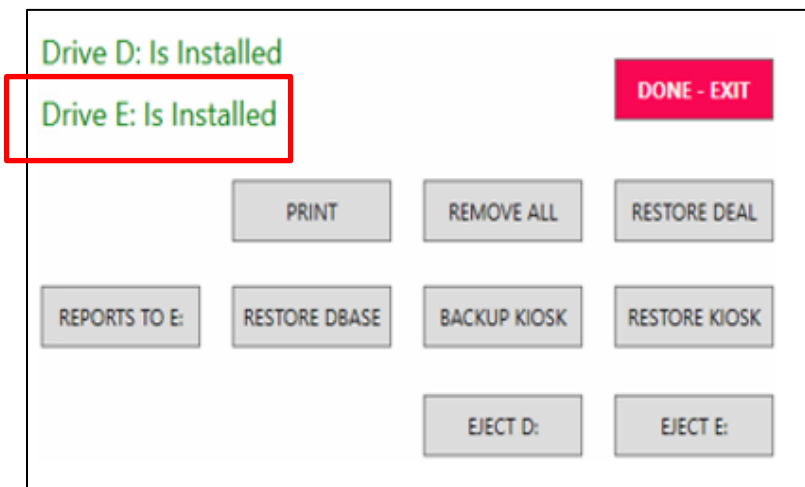
# Genmega TRT with Pyramid Sentry

## Setting up Pull Tab Deals

1. Log in to the Operator Menu and select Config
  - a. Select Enable Pull Tab and press OK, Kiosk will reboot

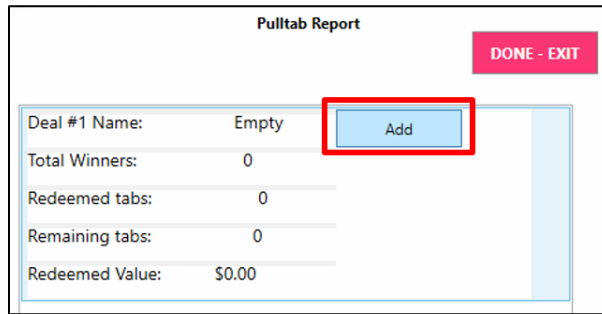


2. Insert USB Thumb drive with the Pull Tab deals in an open USB port.
3. Log in to the Operator Menu and select Pull Tab Report
  - a. At the bottom, the Drive E status should state *Is Installed*, note that Drive D is the USB Backup Drive

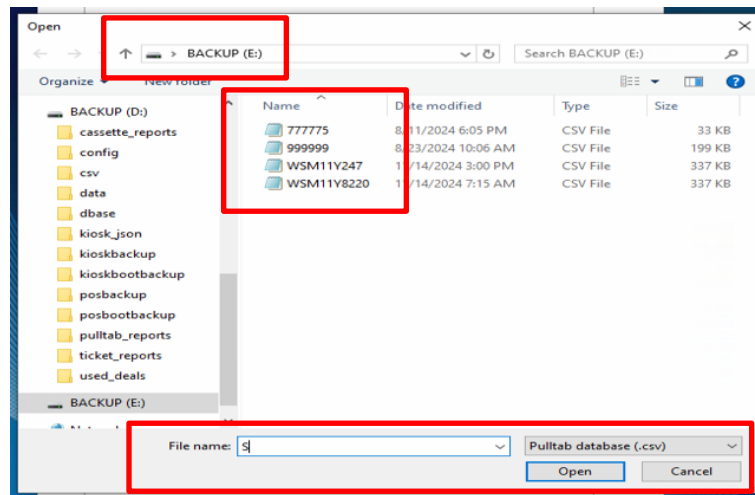


# Genmega TRT with Pyramid Sentry

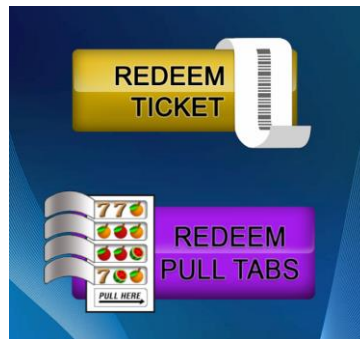
- At the top, select your first deal by pressing Add



- File Explorer will open with the BACKUP E: drive detected and display all Pull Tab deals.
  - Select any deals you want to add and press Ppen



- Deal #1 Name will be updated by the file selected and the Add button will be updated to Remove
- Repeat steps 4 and 5 for additional deals up to 12 max.
- Exit out of Admin Menu to Kiosk main screen, you should see REDEEM PULL TABS button on the Main Kiosk Screen

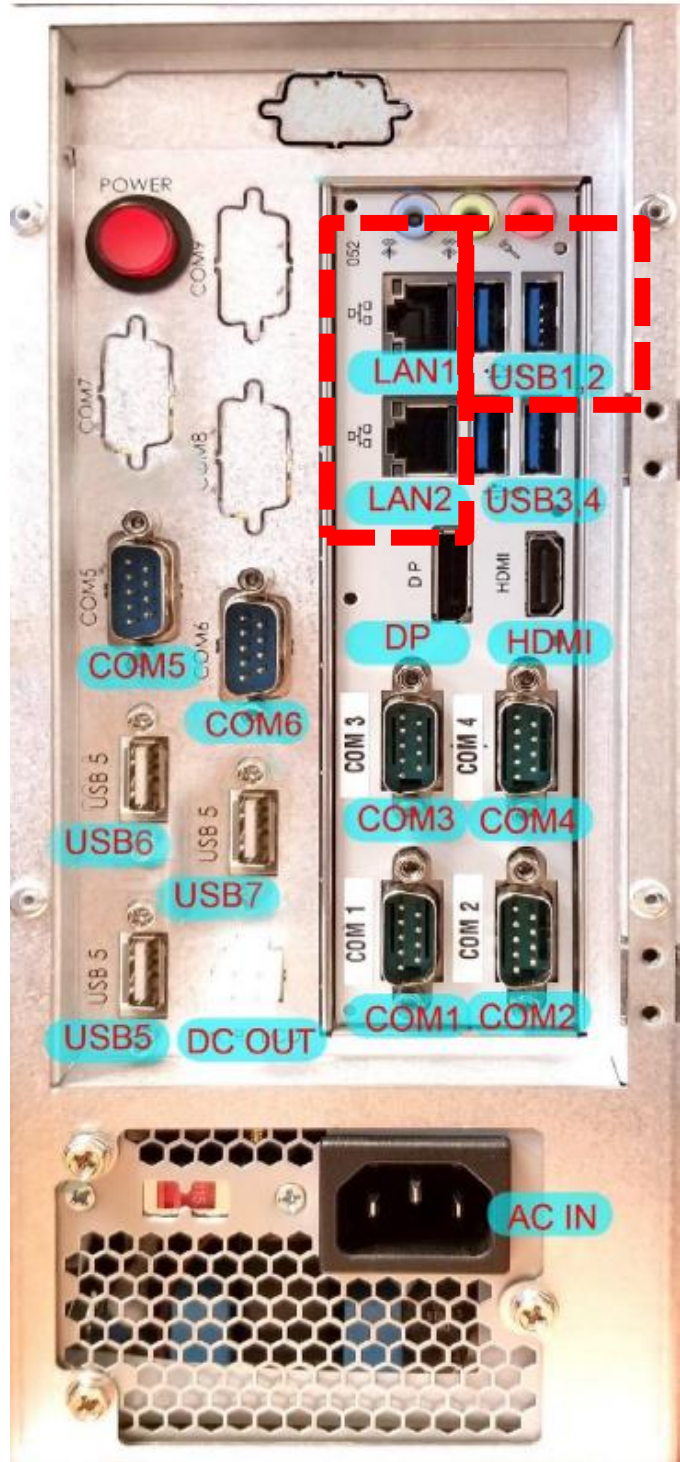


# Genmega TRT with Pyramid Sentry

## TRT Com Ports

### Gemini-D Com Port Diagram

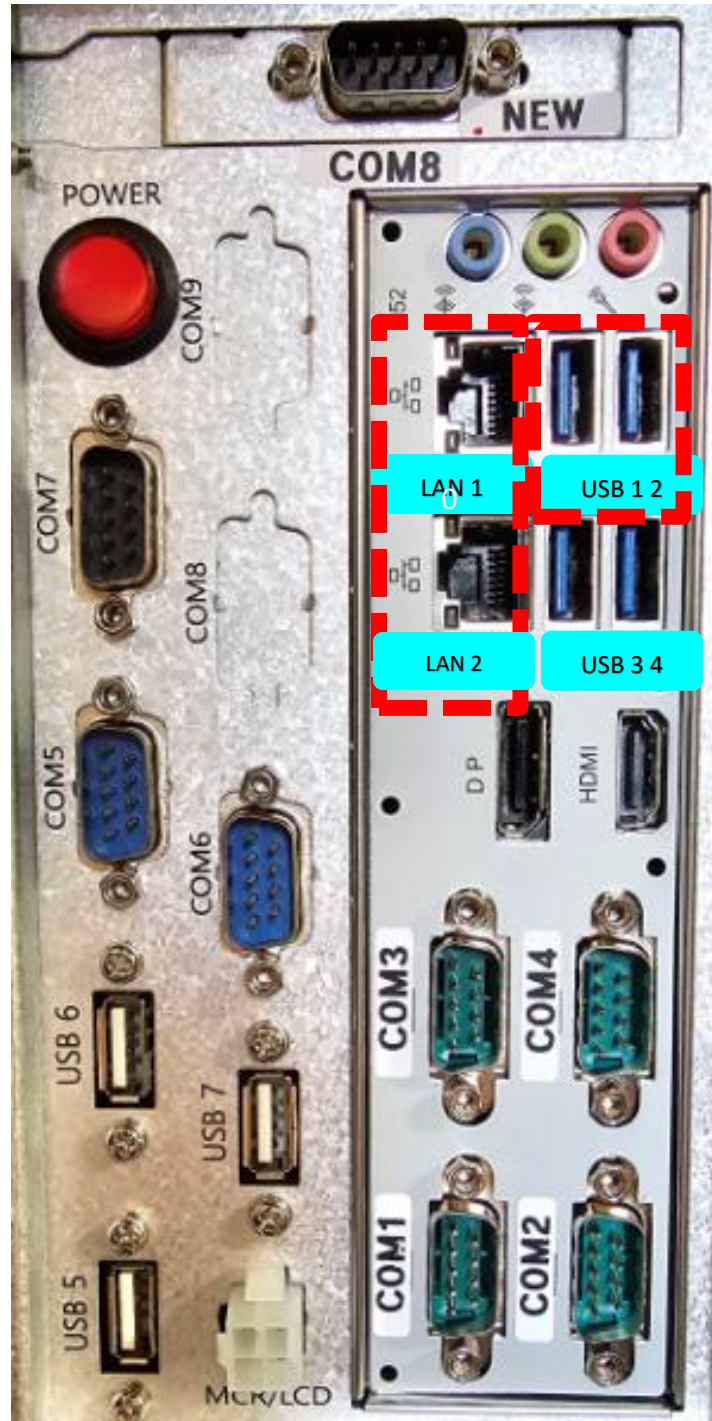
PORT	DEVICE
COM1	Barcode Scanner
COM2	Not in Use
COM3	Not in Use
COM4	Cash Dispensing Unit (CDU)
COM5	Receipt Printer
COM6	Flicker Lights #1 Receipt Printer #2 Barcode #3 Bill Acceptor Switch #1 Bill Safe
USB1	<b>MAX CONNECT BACKUP 3.0 USB THUMB DRIVE</b>
USB2	UPS
USB3	Barcode Scanner
USB4	Touchscreen
USB5	Not in Use
USB6	Not in Use
USB7	Not in Use
LAN 1	“Dynamic” Hard Wire Internet (using the Location’s internet)
LAN 2	OPTCONNECT neo2 Modem





**UK 1 & 2 Com Port Diagram**

PORT	DEVICE
COM1	MCR
COM2	EPP
COM3	Bill
COM4	Cash Dispensing Unit (CDU)
COM5	RPU
COM6	SIC
COM7	Barcode
COM8	Not in Use
USB1	MAX CONNECT BACKUP 3.0 USB THUMB DRIVE
USB2	UPS
USB3	Barcode Scanner
USB4	Touchscreen
USB5	Touch
USB6	Not in Use
USB7	Not in Use
LAN 1	“Dynamic” Hard Wire Internet (using the Location’s internet)
LAN 2	OPTCONNECT neo2 Modem






# Genmega TRT with Pyramid Sentry

## Config

Option to add a custom logo (954x726 place in C:\logo), Enable or disable External POS, Enable or Disable Pulltabs (Deals need to be added for button to show), Ptab validate for entering a password on Pulltabs \$100.00 or more. **The COM setting should never be edited.**

 **BDG Redeem Ver.: 12.0.1.14 Tue, 23 Jul 2024 08:24:57**

Location Name

Location Address

Scanner COM Port

POS COM Port

CDU COM Port

RPU COM Port

SIU COM Port

EPP COM Port

Custom Logo  
 External POS  
 Enable Pulltabs  
 Ptab Validate \$100

Validation Pin

# Genmega TRT with Pyramid Sentry

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## Cassette Setup

Kiosks with ATM function (UK 1, UK 2), Cassette 1 is used for ATM withdrawals. BDG denom is used in cassettes 2 - 4 for Game Ticket Redemption. If using Ticket Redemption Only Kiosk (Gemini-D) all Cassettes can be used for BDG denom Game Ticket Redemption.

**Cassette Setup**

**CDU Cassette**

Cassette1	BDG 1	▼
Cassette2	BDG 5	▼
Cassette3	BDG 10	▼
Cassette4	NOT USED	▼

**DENOM:**

**BDG (USD used for Ticket Redemption): 1 | 2 | 5 | 10 | 20 | 50 | 100 | NOT USED**

**ATM (USD used for ATM withdrawal): 1 | 2 | 5 | 10 | 20 | 50 | 100 | NOT USED**

# Genmega TRT with Pyramid Sentry

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## Ticket History

View, Print, Clear History Report of **redeemed only** Phoenix Printer QR Ticket Vouchers.

\*\*\*Unpaid vouchers are not tracked\*\*\*

Ticket History Report		
Ticket #1		
Validation #		
Amount: \$1.00		
Game: 0		
Redeemed: 7/31/2024 9:44:20 AM		
OK	Print	Clear List

**Out Report**

View, Print, Clear History Report of **redeemed** only Ticket Vouchers for each connected Phoenix Printers.

<b>Game Out Report</b>			
Game #1 Serial#	<b>1234567890</b>		
Total Tickets:	1		
Total Out:	\$20.00		
Period Tickets:	1		
Period Out:	\$20.00		
Game #2 Serial#	<b>0987654321</b>		
Total Tickets:	2		
Total Out:	\$69.00		
Period Tickets:	2		
Period Out:	\$69.00		
Last Clear: Wed, 25 Jan 2023 12:51:23			
<input type="button" value="OK"/>	<input type="button" value="Print"/>	<input type="button" value="Clear Period"/>	<input type="button" value="Clear Master"/>

# Genmega TRT with Pyramid Sentry

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## **Cassette Report**

Displays TRT Period data, you can print the report, and clear master and period TRT. You can also backup and restore the entire kiosk from this page in case of a new drive.

<b>Cassette Report</b>			
Period Vouchers Redeemed: 0			
Period Cash Vouchers: \$0.00			
Period Cash Dispensed: \$0.00			
Period Cash Shortage: \$0.00			
Period Pulltabs Redeemed: 0			
Period Cash Pulltabs: \$0.00			
Cassette 1: 0			
Cassette 2: 0			
Cassette 3: 0			
Cassette 4: 0			
Remaining Cassette 1: 0			
Remaining Cassette 2: 0			
Remaining Cassette 3: 0			
Remaining Cassette 4: 0			
Loaded Cassette 1: 0			
Loaded Cassette 2: 0			
Loaded Cassette 3: 0			
Loaded Cassette 4: 0			
Last Clear: Mon, 05 Aug 2024 14:47:47			
OK	PRINT	CLEAR PERIOD	CLEAR MASTER
		BACKUP KIOSK	RESTORE KIOSK

\*\*\* Printed Receipt Report will show Rejected Bills count from each cassette that is not shown on TRT Kiosk screen report\*\*\*

# Genmega TRT with Pyramid Sentry

## Statistics

View overall accounting numbers for the TRT Kiosk.

Statistics

Kiosk Location

Kiosk Address

Start Time      Wed, 07 Aug 2024 13:54:49

End Time        Wed, 07 Aug 2024 13:54:49

Total Payout    \$26.00

Number Of Payouts    2

Average Payout    \$13.00

Failed Payouts    0

Rejected Tickets    0

Denom	Notes Taken
USD 1	5
USD 5	1
USD 20	1
USD 0	0

Current

Tray	Cass ID	Status	Denom	Stock Level	Notes Taken	Notes Remaining
0	12345	OK	USD 1	50	5	45
1	12333	OK	USD 5	50	1	49
2	23141	OK	USD 20	50	1	49
3	32141	OK	USD 0	0	0	0

Games

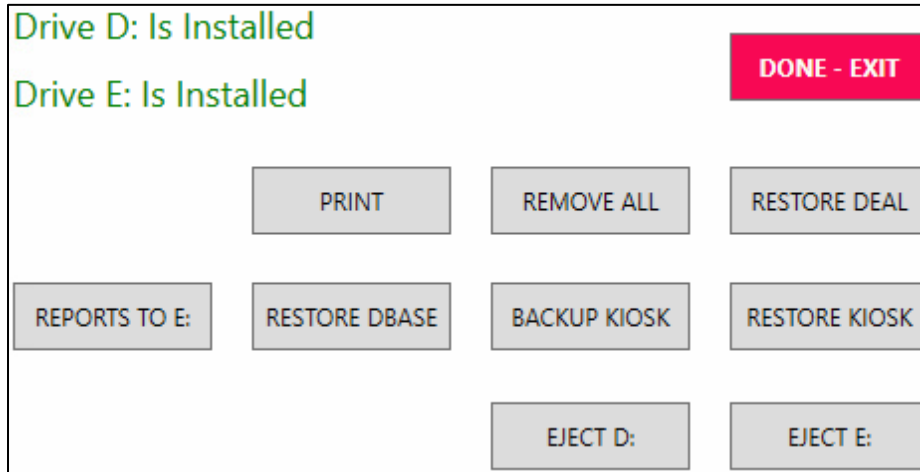
Game #	Tickets Out	Cash Out	Period Tickets	Period Cash
--------	-------------	----------	----------------	-------------

Exit

# Genmega TRT with Pyramid Sentry

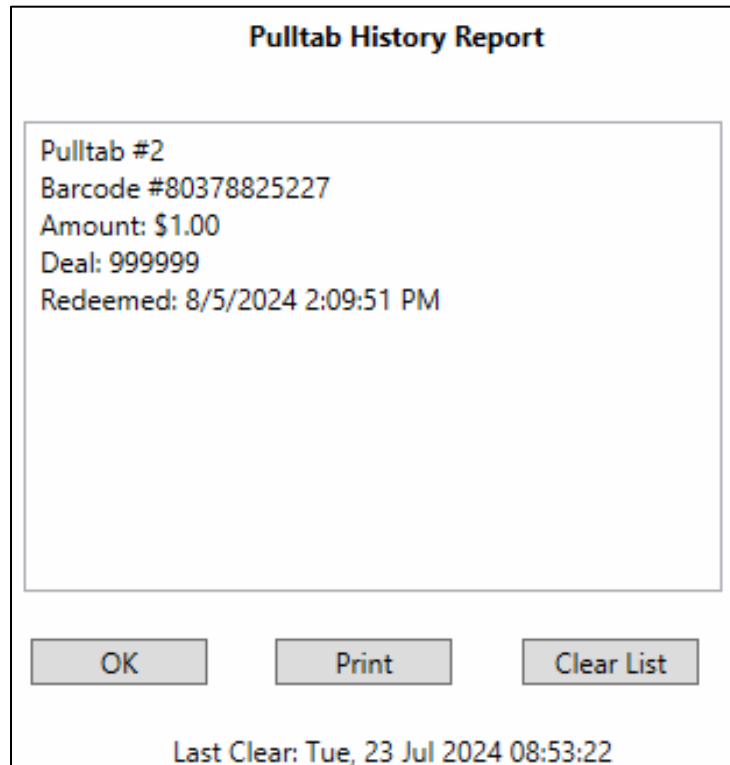
## Pulltab Report

Here you can add deals, copy reports to E/USB after printing cassette report, Pulltab report, ticket history, and game out report (sentry). You can print the Pulltab report, restore DBAS (Deals) in case of an error, remove all deals, restore a single deal, backup/restore the entire kiosk, and safely eject USB drives.



## Pulltab History

Here you can view Pulltab redemptions, print the report, and clear the list of Pulltabs.



# Genmega TRT with Pyramid Sentry

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## Ticket History

Here you can view Ticket redemptions, print the report, and clear the list of Tickets.

### Ticket History Report

Ticket #1  
Validation #  
Amount: \$1.00  
Game: 0  
Redeemed: 7/31/2024 9:44:20 AM

OKPrintClear List

## Shutdown

Proper Shutdown (requires power cycle) of the Kiosk

## Restart

Proper Restart of the Kiosk

## Change Op Pin

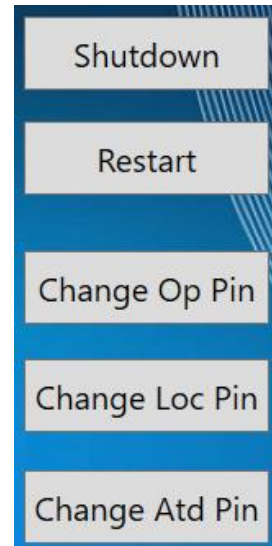
Change the Operator pin number for **full access** to settings

## Change Loc Pin

Change the Location pin number for **mid-level** access to settings

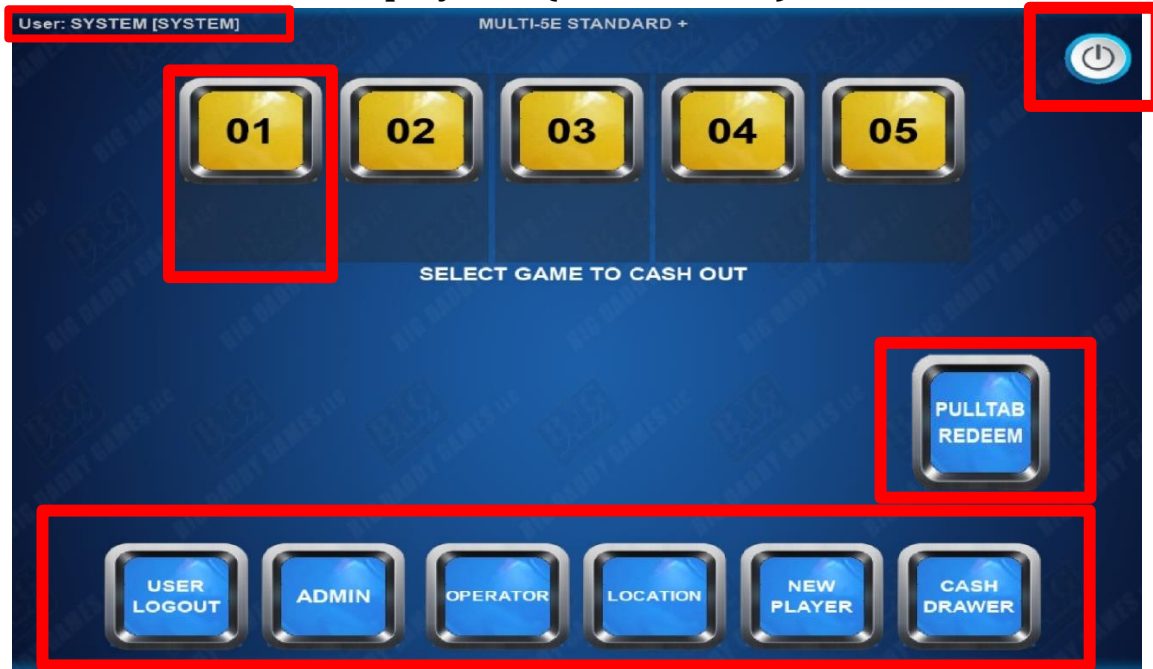
## Change Atd Pin

Change the Attendants pin number for the **lowest level** access to settings





## Display POS (Max Connect)\*\*



**Game Display** Game Number, Game Type, Connection Status, Last Money In/Out

**User** Current user logged in

**User Logout** Logout of current user ID and login for new user  
*User must be logged in to use the MAX CONNECT POS*  
*Default login for Admin (SYS) is 1001 1111*

**Admin** System Settings for the POS

**Operator** View/Print Operator Books

**Location** View/Print Location Books, Voucher History, Drawer History

**\*New Player** Add New Player information. RFID card must be present to register

**\*Pulltab Redeem** Using a barcode scanner, press this button and scan to redeem Pulltabs

**\*Cash Drawer** USB connected Electronic Controlled Cash Drawer

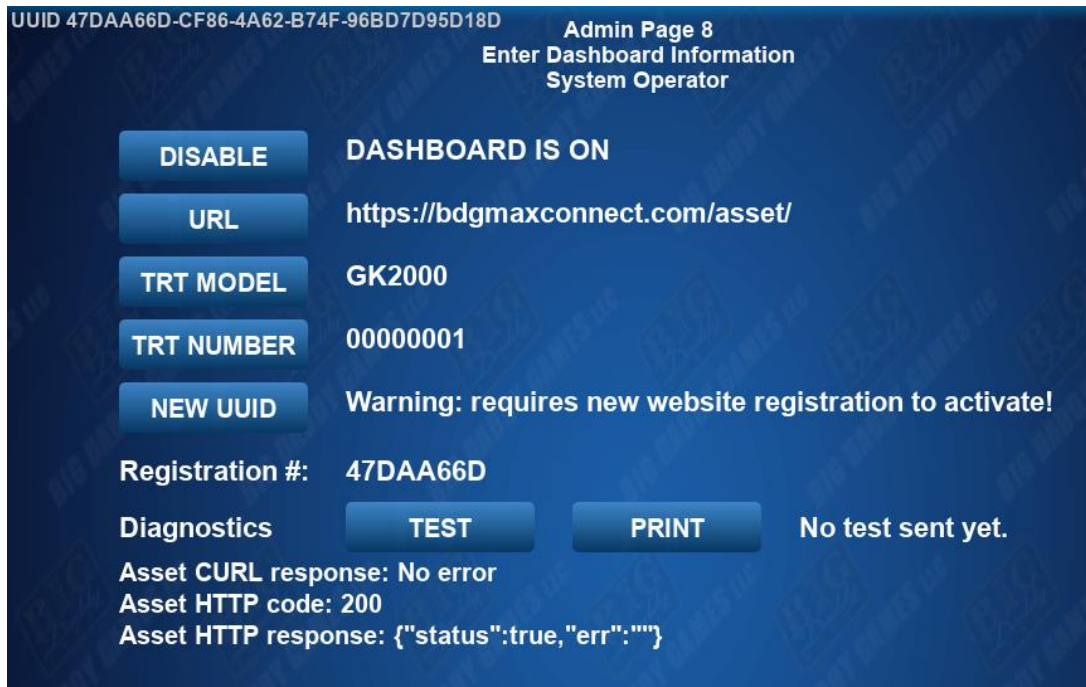
**Power Switch** Reboot or Shutdown the Kiosk / Max Connect POS Box

\*Optional Feature enabled/disabled in Admin Page 1

\*\*DETAILED INFORMATION IS AVAILABLE ON THE MAX CONNECT POS BY SCANNING THE QR CODE IN THE BACK "GENMEGA UK MAX CONNECT OPERATIONS MANUAL"\*\*\*

## Admin Page 8: Dashboard Settings

Setting up a Dashboard will require you to press the New UUID button to create a unique ID for accessing kiosk information online. In case of a connection error, there is a test and print button to report to Big Daddy Games.



**Disable** Enables/Disables the Online Dashboard

**URL** Is the URL that displays the online dashboard **DO NOT CHANGE THIS SETTING**

**TRT Model** Model of the kiosk being used

**TRT Number** Number of the kiosk assigned

**New UUID** Assigns a new UUID to the asset

**Test** Tests the connection for an error, report to BDG in case of an error

**Print** Prints a paper copy of the test report to BDG



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