



**UK MAX CONNECT
GEMINI-D MAX CONNECT**

OPERATIONS MANUAL



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NOTES

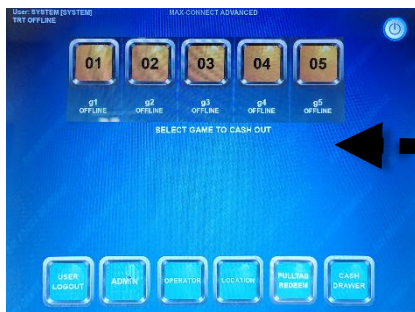
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MAX CONNECT ADVANCE System Setup Overview



MAX CONNECT POS - Main user access point for Operator and Location settings as well as bookkeeping.



GENMEGA'S ATM – Self-Pay Kiosk communicating with the MAX CONNECT POS to redeem player barcode tickets.



GAME that is Daisy Chain connected to the POS with the Pulse **iConnect Board**.



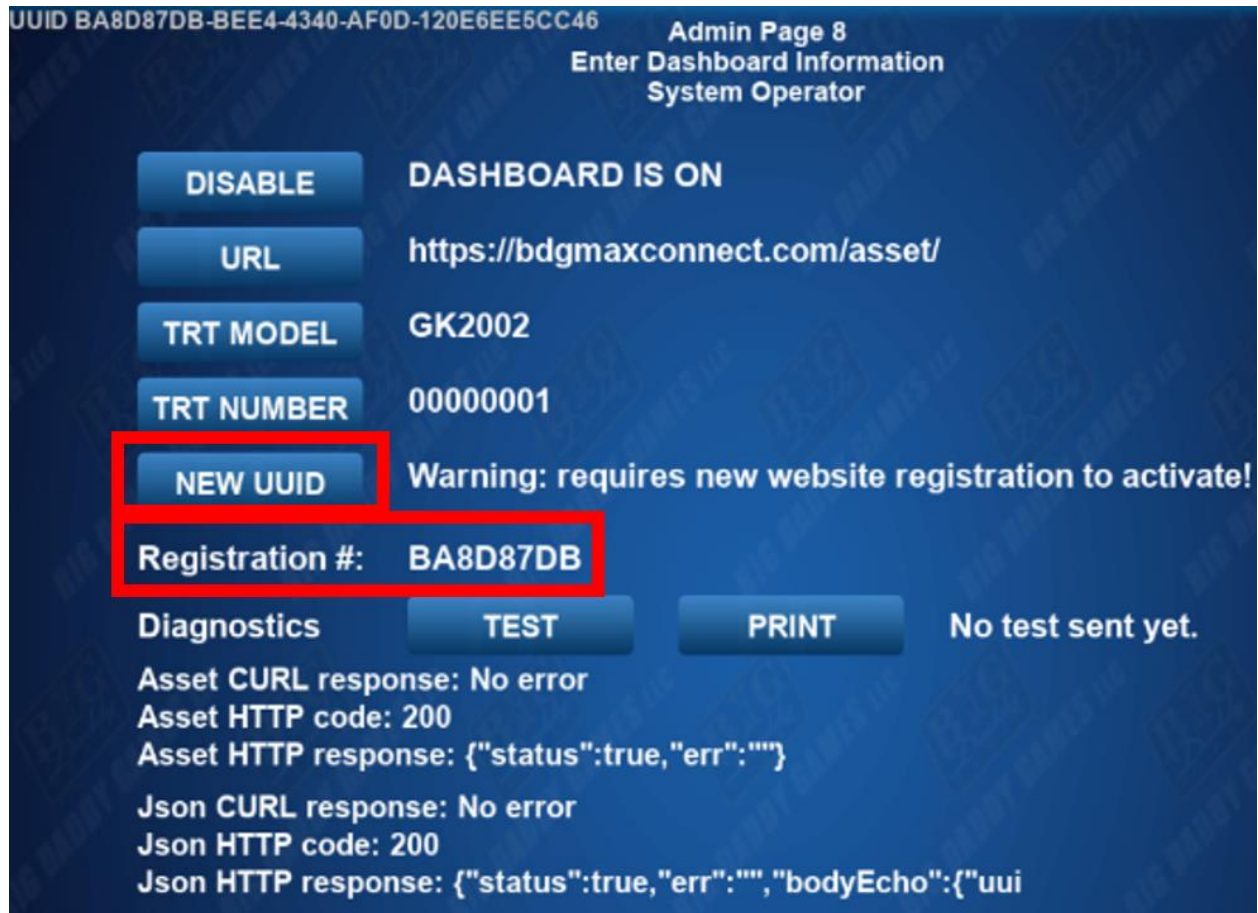
**MAX CONNECT is able to Daisy Chain connect up to 99 EGMS with the iConnect board.*

Max Connect ADVANCED + GENMEGA Kiosk

Website DASHBOARD INSTRUCTIONS for bdgmaxconnect.com

1. If you are utilizing the Online Dashboard, you will be sent a user name and password. Contact TECH-DIRECT 920-850-7409 or the Office 920-727-5508 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 below)
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 OPERATOR MENU DISPLAY
POS→ADMIN→PAGE 8 (DASH SETTINGS)
 - b. **For External POS**, ADMIN→ PAGE 8 (DASH SETTINGS)

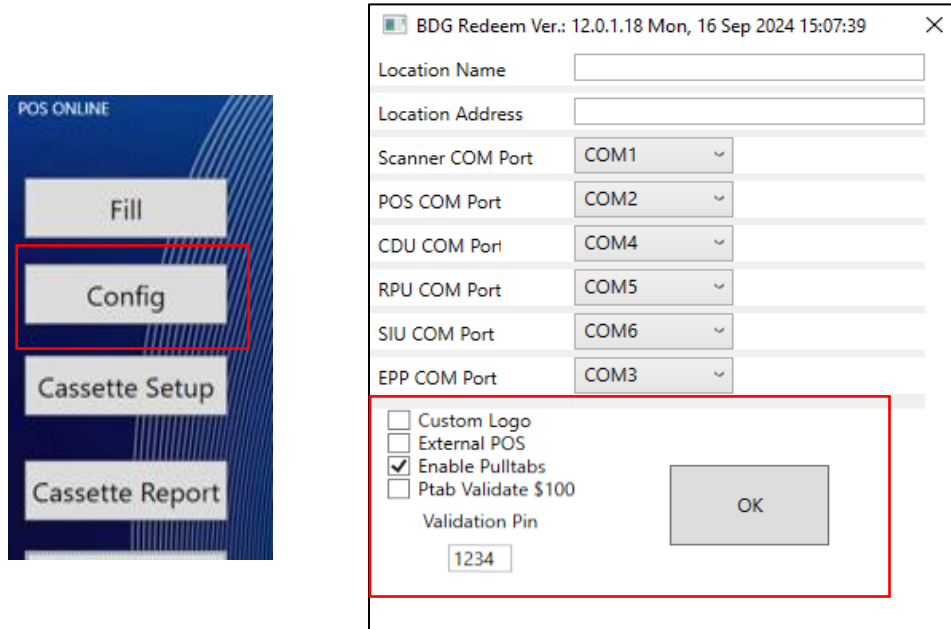
Max Connect ADVANCED + GENMEGA Kiosk



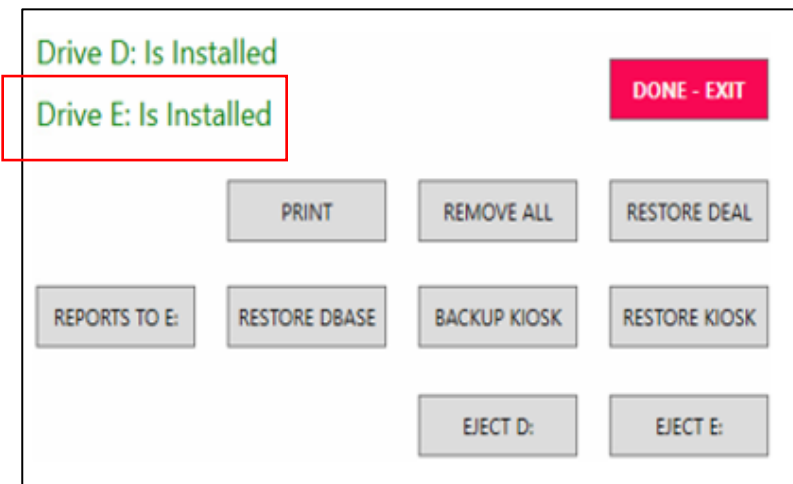
8. Click NEW UUID
9. Enter the REGISTRATION NUMBER in the ASSET KEY box on the BDG MAX Connect website and Save Asset
10. Click DASHBOARD on the top left of the screen.
11. You should now see the DASHBOARD LINK for the Kiosk in the center of the page under your branch>Route>and select your dashboard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

Setting up Pull Tab Deals on Kiosk

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

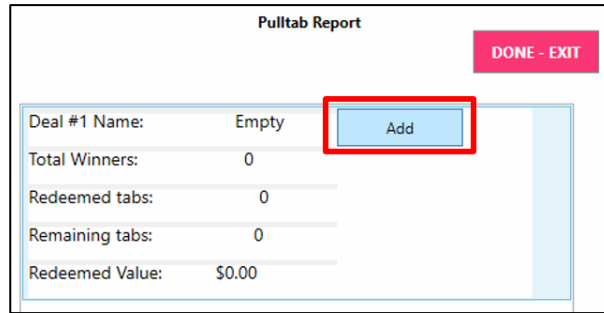


2. Insert USB Thumb drive with the Pull Tab deals in an open USB port.
3. Log in to the Operator Menu and select Pull Tab Report
 - a. At the bottom, the Drive E status should state *Is Installed*, note that Drive D is the USB Backup Drive



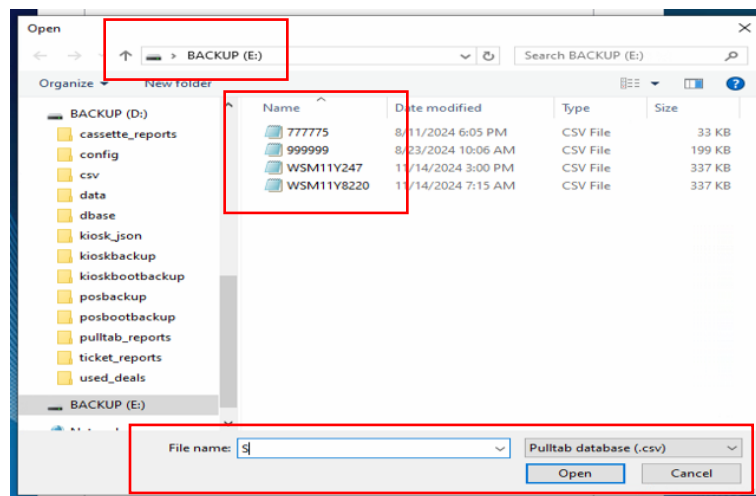
Max Connect ADVANCED + GENMEGA Kiosk

4. At the top, select your first deal by pressing Add



5. File Explorer will open with the BACKUP E: drive detected and display all Pull Tab deals.

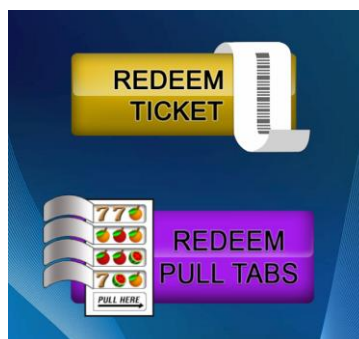
a. Select any deals you want to add and press Ppen



6. Deal #1 Name will be updated by the file selected and the Add button will be updated to Remove

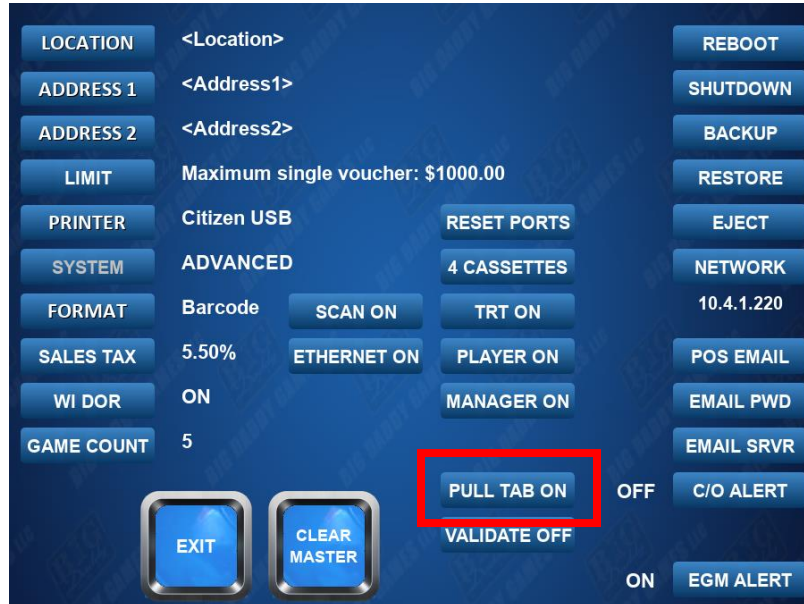
7. Repeat steps 4 and 5 for additional deals up to 12 max.

8. Exit out of Admin Menu to Kiosk main screen, you should see REDEEM PULL TABS button on the Main Kiosk Screen

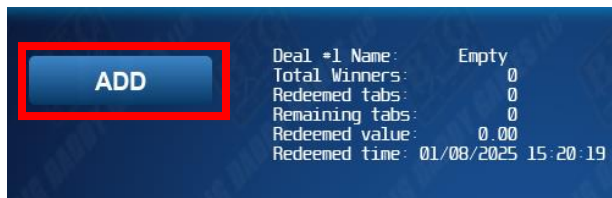


Setting up Pull Tab Deals on POS Box

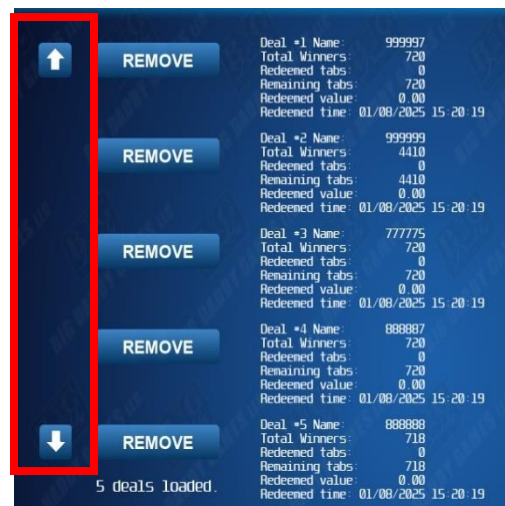
1. Log in to the Max Connect as ADMIN
2. Go to Admin Page 1
 - a. Enable the Pull Tab ON, POS will reboot



3. Go to Admin Page 9 Pull Tab Settings
 - a. 0 Deals should be loaded
4. Insert USB Thumb drive with the Pull Tab deals in an open USB port.
5. Select Add to add Deal #1 from the USB
 - a. Note that this will only add one deal detected from the USB



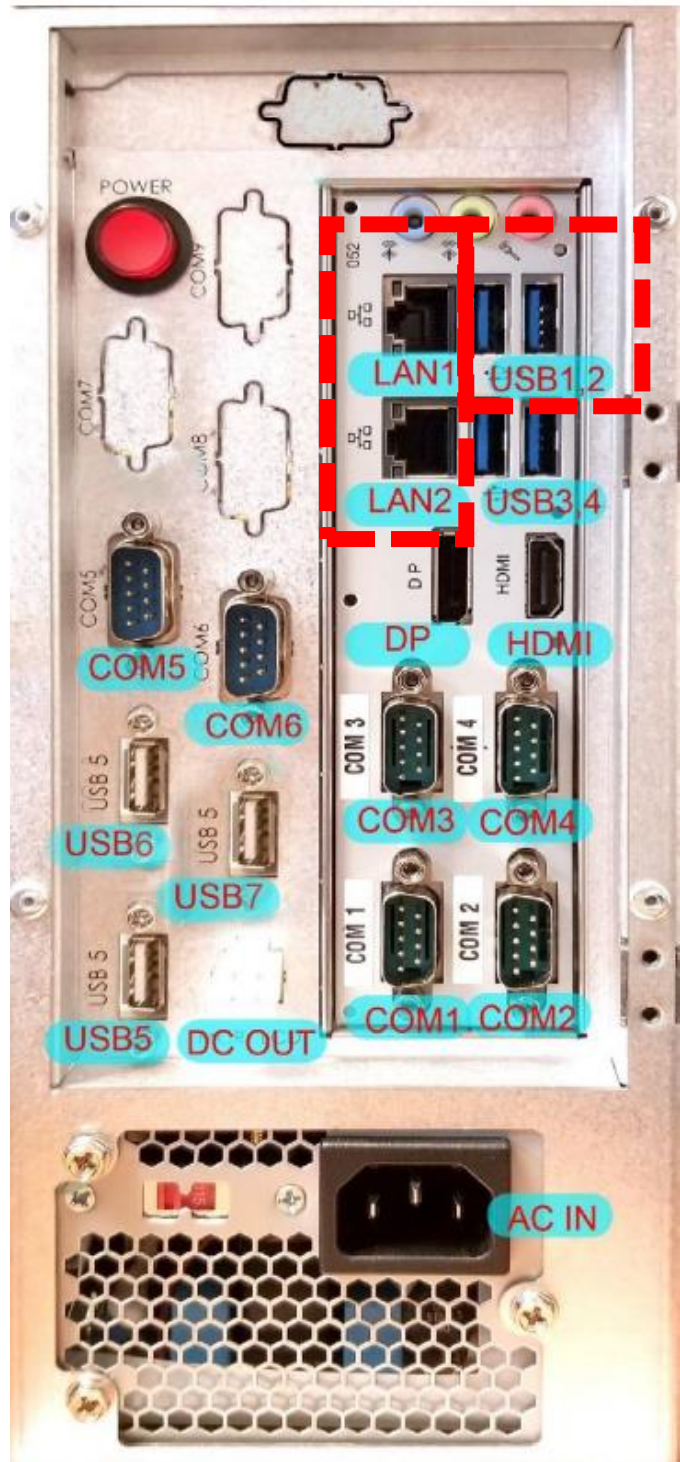
6. To add more deals, select the ADD in the next deal ADD (Deal #2, Deal #3, etc.).
 - a. You can have up to 12 Pull Tab Deals at a time.
 - b. Use the UP and DOWN arrows to scroll through the active deals.



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	*MAX CONNECT BACKUP 3.0 USB THUMB DRIVE
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

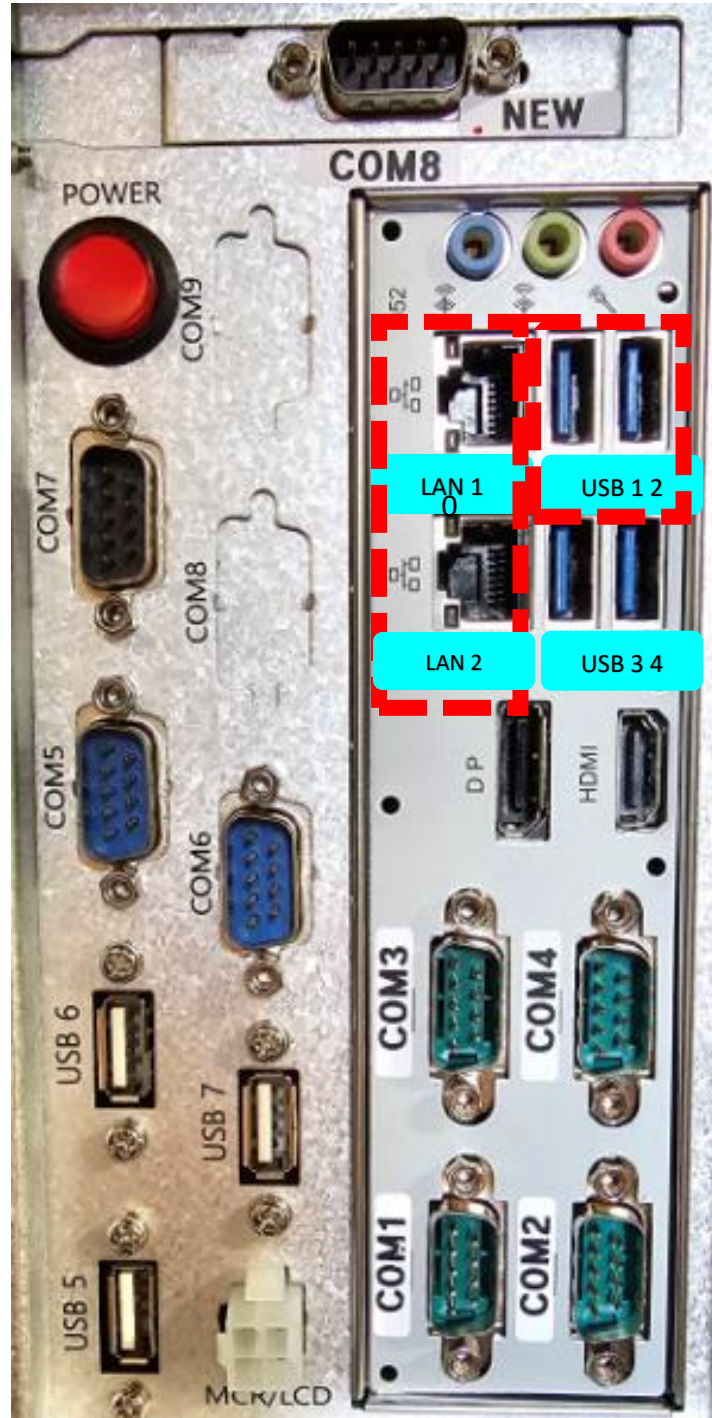


*USB 3.0 Note: Only insert the 3.0 USB backup to the compatible 3.0 USB Port (1-4)

Max Connect ADVANCED + GENMEGA Kiosk

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



*USB 3.0 Note: Only insert the 3.0 USB backup to the compatible 3.0 USB Port (1-4)

Installing Optconnect neo2 Modem

Install a neo2 cell modem when Location internet is unavailable for connection.

1. neo2 Cell Modem



2. neo2 Antenna



3. neo2 Power Supply
(Must be 5.0V – 3.0A)



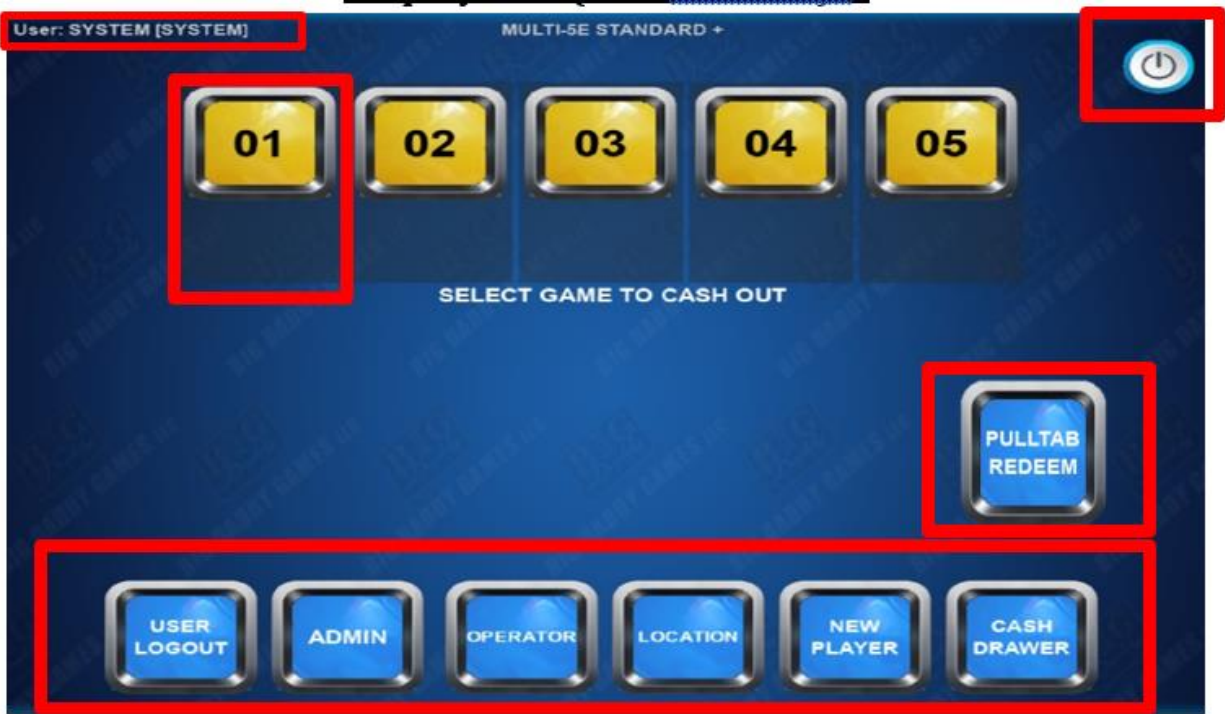
4. neo2 Ethernet Cable or CAT5 cable



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

MAX CONNECT ADVANCE Dashboard



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

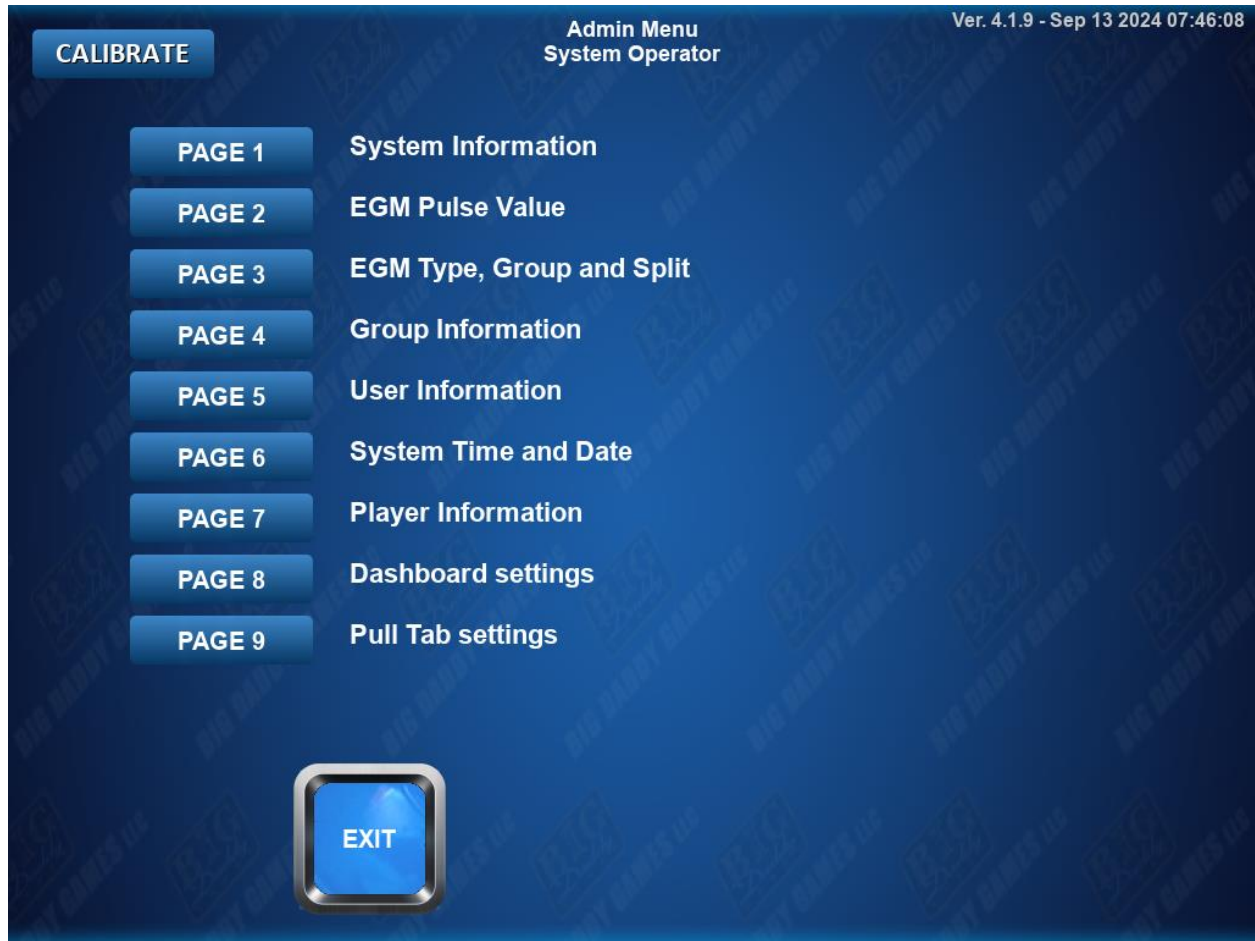
***Cash Drawer** USB connected Electronic Controlled Cash Drawer

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

**User must be logged in to use the MAX CONNECT POS*

***Default login for Admin (SYS) is 1001 1111*

Admin Menu



	CALIBRATE	Prompts Screen Calibration
PAGE 1	System Information	View/Edit POS System information
PAGE 2	EGM Pulse Value	View/Edit individual Game Pulse IN / OUT values
PAGE 3	EGM Type, Group and Split	View/Edit individual Game Type Title
PAGE 4	Group Information	View/Edit individual Group Operator SPLIT information
PAGE 5	User Information	View/Edit POS User login information
PAGE 6	System Time and Date	View/Edit POS System Time and Date
PAGE 7	Player Information	View/Edit Player Information (enabled in Page 1)
PAGE 8	Dashboard Settings	View/Edit Online Dashboard settings

Admin Page 1 – System Information



Location	Name of the Location
Address 1	Street Address of the Location
Address 2	City, State, ZIP of the Location
Limit	Limit dollar amount that can be printed on a single voucher ticket printout
Printer	Settings for printer installed EPSON CITIZEN USB (Default: CITIZEN USB if standalone, KIOSK RPU if using Kiosk Printer)
Format	Value settings that can be printed on vouchers DOLLARS NO DOLLARS NICKELS TICKETS BARCODE (Default: BARCODE; SCAN: ON ATM: ON)
Sales Tax	Tax percentage Enables Wisconsin Department of Revenue (WI DOR) tax calculation and required recordkeeping

Max Connect ADVANCED + GENMEGA Kiosk

WI DOR	(WI Tax Bulletin 209 – April 2020). Turning this OFF will disable tax calculations in the Collection report.
Game Count	Number of Game(s) that can be connected to the MAX CONNECT POS system (99 MAX)
Clear Master	Clears BOTH OPERATOR and MASTER BOOKS
Backup	Copy all of POS's Books and Settings to USB Backup Thumb Drive
Restore	Restores copied POS data from USB Backup Thumb Drive
Eject	Safely ejects USB Backup Thumb Drive
Network	Network IP Settings (Default: 10.4.1.220)
POS Email	Network Email. For Gmail accounts, review email PWD below
Email PWD	POS eMail password. 8/10/22 Review Gmail Accounts – 2 Factor Verification
Email SRVR	Email server (Default: smtp://smtp.gmail.com:5870)
C/O Alert	Alerts the operator if a cashout of greater than a preset amounts occurs an email is sent to the operator
EGM Alert	Alerts the operator if an EGM is offline for greater than a preset amount of time, which is 60 minutes. An email is sent to the operator.
4 Cassettes	Changes how many cassettes are being used for the kiosk
TRT On / Off	Enables or disables the ticket redemption terminal function for a kiosk
Scan On / Off	Enables or disables the ability to scan ticket bar codes using the POS Terminal
Ethernet On / Off	Enables or disables Ethernet capabilities for POS Terminal
Player On / Off	Enables or disables the Player Information
Manager On / Off	Give the location the ability to print the master books
Transfer On / Off	Enables or disables credits transfer to different games
Play MTR On / Off	Enables or disables connection to meters
PULL TAB ON	Enables or disables Pull Tab Feature
VALIDATE ON	Enables or disables Pull Tab validation
SET VAL. PIN	Set validation pin to verify Pull Tab winnings

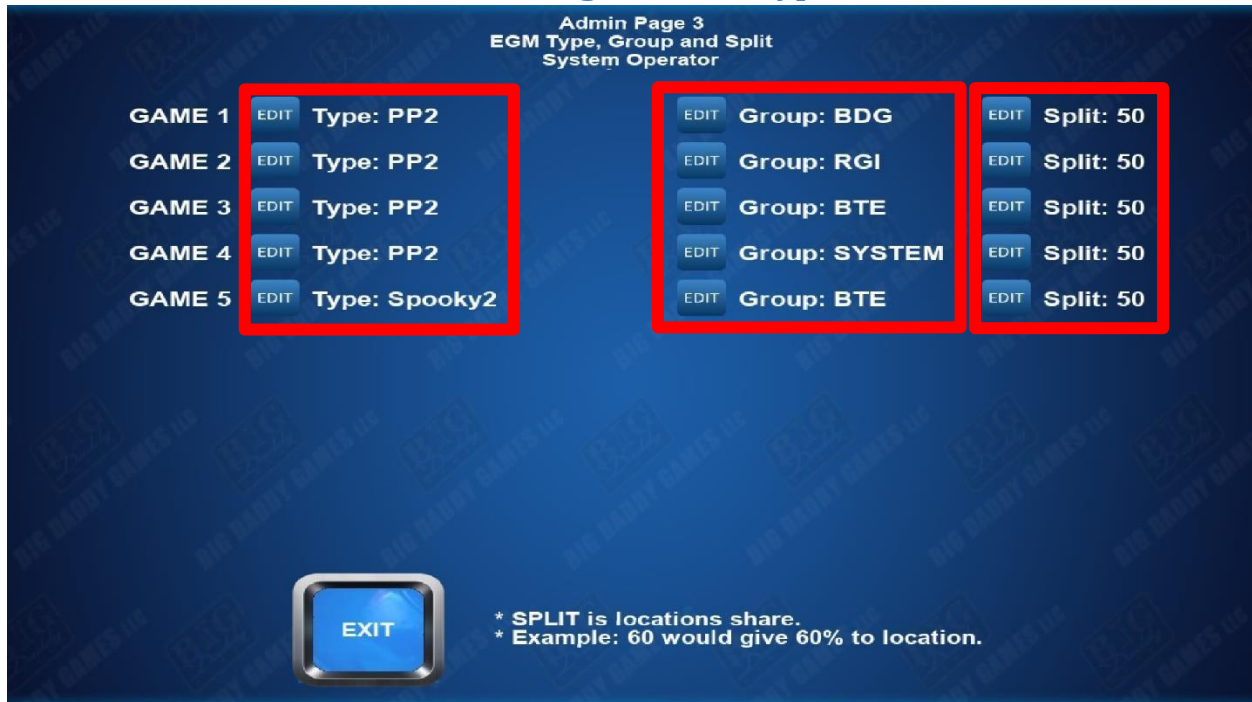
Admin Page 2 – EGM Pulse Value



Settings for each individual Game(s) Pulse In / Out Values (**Default: \$1.00**)

\$0.05 | \$0.25 | \$0.50 | \$1.00

Admin Page 3 – EGM Type



Settings for each individual Game’s Software Type Title, Group Operator Game assigned, and Game Location Split Percentage.

Assigning Game to Group Operator

1. *Press the **EDIT** button for “Group”.
2. **Select the Group Operator from the list to assign Game to.

Assigning Game LOCATION Split Percentage

1. Press the EDIT button for “Split”.
2. *Enter in the Location’s Split Percentage amount.

**Note that SYSTEM is the ADMIN of the Max Connect System*

***After changes are made, it is recommended to BACKUP and REBOOT to ensure System changes are implemented and saved.*

Admin Page 4 – Group Information

Admin Page 4
Enter Group Information
Group: 1 [BDG]

TAG	BDG
NAME	Big Daddy Games, LLC
ADDRESS1	773 Midway Rd
ADDRESS2	Menasha, WI 54952
PHONE	920-727-5508
EMAIL	your_email@gmail.com
COMMENT	Service Contact: Joe Smith
PIN	1111 To login, enter 1002 and pin 1111: 10021111
REPORTING	Daily,12:00

EXIT PICK GROUP DELETE GROUP ADD GROUP

Setup information for the MAX CONNECT owner and multiple Operators. Note that **SYSTEM** is the owner of the MAX CONNECT and that all Operator and User Tags are personalized, three-character Tags.

Tag	*User initials that are printed on voucher, books, and history tickets
Name	Name of the group operator
Address	Street, Unit #
Address 2	City/Town, State, Zip Code
Phone	Group contact phone number
e-Mail	Operating Group's E-Mail address
Comment	Any discernable notes about the group operator
Pin	Group Operator's personalized 4 number login Pin OR scan RFID Card
Reporting	Reporting frequency of how often Max Connect sends accounting report

**TAG SYSTEM is the ADMIN of the Max Connect System.*

Max Connect ADVANCED + GENMEGA Kiosk

Pick Group View/Edit existing up to 26 Group Operators



Delete Group Delete the existing Group Operator info



Max Connect ADVANCED + GENMEGA Kiosk

Add Group

Add new Group Operators. Note that you must complete all fields in order to exit this page. If the new group is not needed, press the DELETE GROUP button and delete the group not needed.

Admin Page 4
Enter Group Information
Group: 4 [NEW]

TAG NEW

NAME

ADDRESS1

ADDRESS2

PHONE

EMAIL

COMMENT

PIN

REPORTING

To login, enter 1005 and a 4 digit pin: 1005????

Sunday, 2:30

EXIT PICK GROUP DELETE GROUP ADD GROUP

Admin Page 5 – User Information

Admin Page 5
Select User

TAG	NAME	PIN	NUMBER	LEVEL
SYSTEM	SYSTEM	1111	1001	5
BDG	GROUP1	1111	1002	4
RGI	GROUP2	1111	1003	4
BTE	GROUP3	2222	1004	4
LOC	LOCATION	1111	1013	2
ATD	ATD	1111	1014	1
TCN	Tom	1111	1015	1
HKS	Howard	1111	1016	1
KOU	Kou	1111	1017	1

* Edit SYSTEM and Groups on Page 4 Group Information.
* Edit attendant users here.

List of active MAX CONNECT system users. Note that SYSTEM and GROUP1, GROUP2, etc. Operator’s Pin can only be edited in Admin Page 4 – Group Information page 8 (Illustrated below). Only SYSTEM owner is able to add and view new Level 1 attendant users.

Admin Page 4 – Group Information

Admin Page 4
Enter Group Information
Group: 1 [BDG]

TAG: BDG
NAME: Big Daddy Games, LLC
ADDRESS1: 773 Midway Rd
ADDRESS2: Menasha, WI 54952
PHONE: 920-727-5508
EMAIL: your_email@gmail.com
COMMENT: Service Contact: Joe Smith
PIN: 1111 To login, enter 1002 and pin 1111: 10021111
REPORTING: Daily, 12:00

Editing MAX CONNECT Login Users

Admin Page 5
Enter User Information
System Operator

TAG	OP	
NAME	OPERATOR	
PIN	1111	To login, enter 1012 and pin 1111: 10121111
NUMBER	1012	
LEVEL	5	

* SYSTEM and GROUP users are edited on Page 4 Group Information.
* SYSTEM, GROUP, OPERATOR, LOCATION and ATD can't be deleted.
* User number and privilege level can't be edited.
* Attendant level users may be added and deleted.
* Attendant level user TAG, NAME and PIN may be edited.
* PIN is either a four digit number OR a 10 digit RFID card number.
* Users log in by entering their user number and pin as an 8 digit number or scanning their RFID card.

EXIT

Tag User Initials printed on vouchers and reports (Recommended 3 Characters)

Name Name of the User

Pin Enter personalized password pin **OR** scan RFID Card

Number MAX CONNECT assigned user number

Level User Access Level (SYSTEM/ ADMIN Level 5 is the highest access)

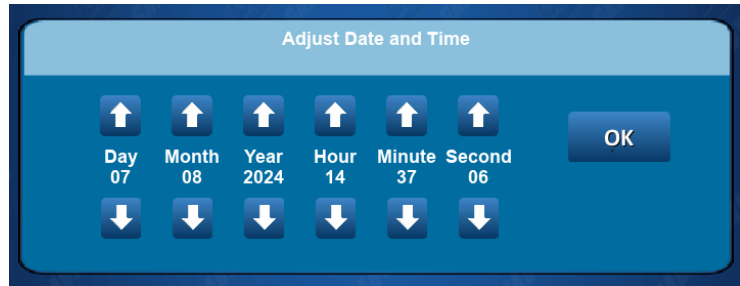
***If using Personalized Pin, Login will always require the Number entered. Example: User number is 1012 and Personalized Pin is 1234. Login Pin will be **1012 1234**.**

****If using RFID card, Login will not require Number entered. Example: User number is 1012 and scanned RFID Card PIN is 1234567890. Manual Login Pin will be **1234567890**.**

Admin Page 6 - Adjust Date and Time

Adjust the time and date of the **KIOSK and MAX CONNECT POS**

The manual date and time setting does not currently work in this page IF USING THE INTERNET.



The internet will automatically update this for both the POS and KIOSK.

There is a workaround solution if date and time needs to be manually updated if not connected to the internet.

Change Time Zone for **External POS** Terminal

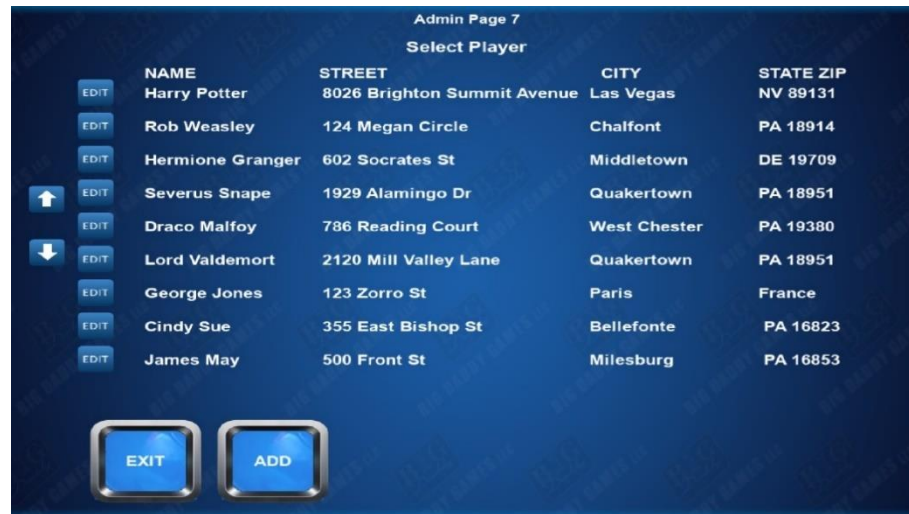
1. Plug in a keyboard into one of the USB ports
2. Hit ECS key to reach the desktop
3. Click into Terminal which is in the upper left side of the screen next to the file icon (It Looks like a black and blue icon that has the ">_" symbol on it)
4. In the terminal type "**sudo raspi-config**" and press enter (It will bring up Raspberry Pi Software Configuration Tool)
5. In the menu use the arrow keys to navigate and go to Localization Option and press Enter (you can always hit Esc if you make a mistake)
6. Select Timezone and press Enter
7. Select your Geographical Area (Most Likely America) and press Enter
8. Select your Home city or the nearest city listed there and press Enter
9. Select finish and press Enter
10. Reboot your POS Terminal

Change Date and Time for **Built-in POS** on a Kiosk

11. Plug in a keyboard into one of the USB ports
12. Hit Esc key to reach the Desktop
13. Hit the windows key and enter settings
14. In settings, go to "Time and Language / Date and Time" then select **Set the Date and Time Manually**

Change date and time and reboot

Admin Page 7 - Player Information



OPTIONAL feature that can View and Edit Player Tracking information. To enable/disable, go to ADMIN Page 1 *ref page 12*. (RFID cards required)

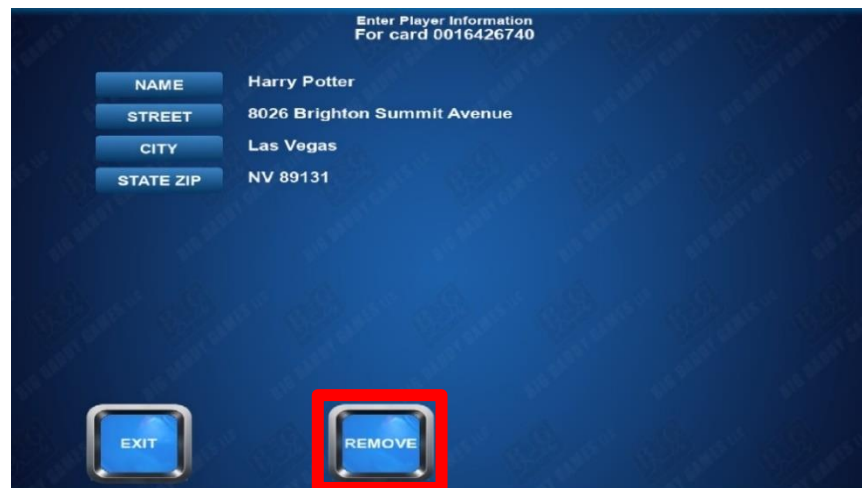
***NOTE that each time F7 is pressed, it will DELETE ANY AND ALL INFO SAVED ON THE POS.**

Adding New Player Information

1. From the POS lobby screen, press NEW PLAYER.
2. New RFID card must be scanned to assign to New Player.
3. Enter New Player information (NAME, STREET, CITY, STATE, ZIP).
4. Hit EXIT to complete New Player addition.

Removing Player Information

In Admin Page 7, select the User you want to EDIT and REMOVE from the MAX CONNECT POS database.



Admin Page 8 - Dash Settings

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

EXIT

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

Operator Accounting Page



Game # 001 SYS Game Number and GROUP OPERATOR TAG assigned

Ticket Out Number of voucher tickets printed out for the game

Service Enter in TEST Money In / Out amount to **not be included** in the Period Collection Location Report

Print Period Prints current Game Period values **WITHOUT** clearing values

Print Lifetime Prints current Game MASTER In / Out values

Collect Location Prints current OPERATOR Period Collection **AND** Clears OPERATOR Current Period values

Reprint Last Collect Reprints the previous Collect Location report

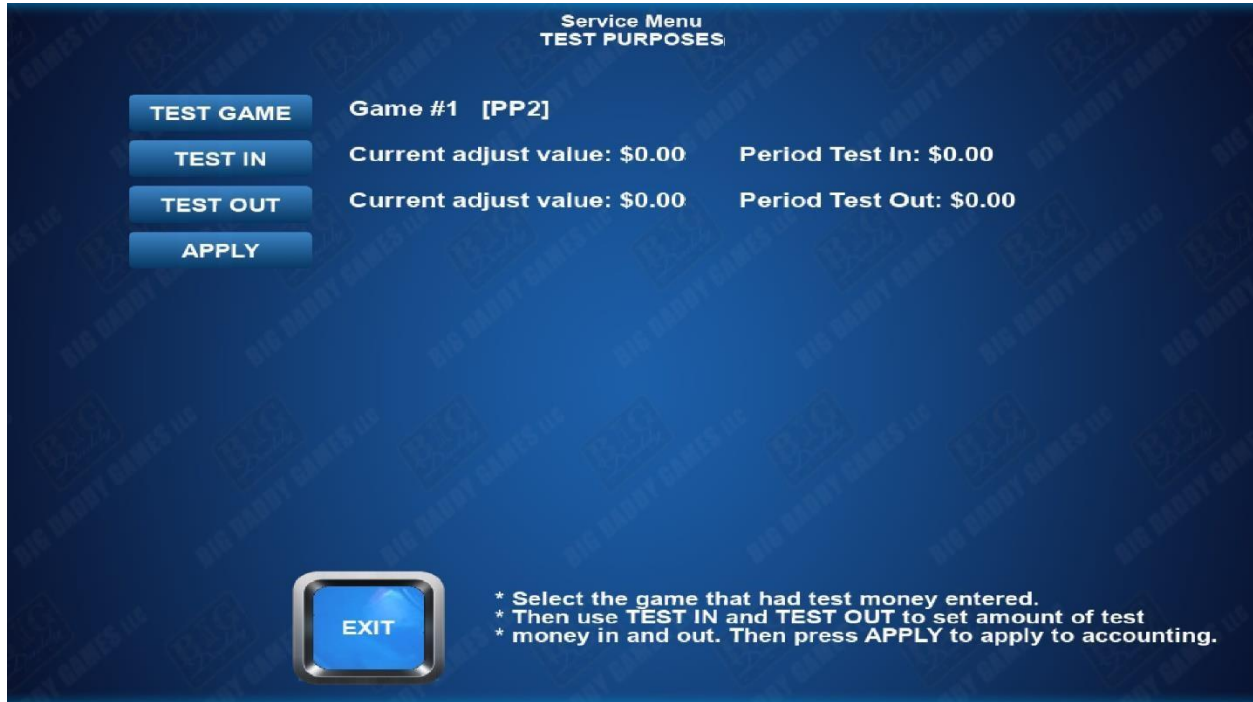
Play Books These show the Credits Played/ Credits Won bookkeeping

**ADMIN login is the only user able to view ALL OPERATOR BOOKS. Any Individual Group Operator login is only able to view their own assigned game Books.*

Max Connect ADVANCED + GENMEGA Kiosk

Service Test Money In / Out

The **SERVICE** function is for Operator testing purposes only. This function is used for Techs to test money in and money out without affecting the **PERIOD** collection report numbers. Test Money can be added BEFORE or AFTER Tech testing.



1. **Select** the TEST GAME button and enter in the Game # you want to add TEST Money to.
2. **Enter in** the Current adjust value dollar amount of Test Money IN.
3. **Enter in** the Current adjust value dollar amount of Test Money OUT.
4. Press **APPLY** to apply Test Dollar amounts to be deducted from the Period Collect Location Report.
 - a. The amount of Period Test Money IN / OUT entered.
5. *Test Money **will appear** deducted in the Period Collect Location Report for the selected Game(s).
6. *Test Money **will CLEAR** every time the Period Collect Location Report is performed.
7. Repeat steps 1 - 4 for any additional Period Test Money In / Out.

**Note that Test Money In / Out will still be added to cumulative Master Book Totals.*

Location Accounting Page



Clear Shift Clears Period Shift In / Out values

Print Shift Prints Current LOCATION Period Shift In / Out values

Voucher History View / Print voucher redemptions from all Games

TRT Books Shows the TRT books for the Kiosk

**SYSTEM/ADMIN and LOCATION login are the only users able to view ALL OPERATOR BOOKS.
Any Individual Group Operator login is only able to view their own assigned game Books.*

Voucher History Page

Game	Amount	Time	ValNbr	Prnt	Attd	Status
1	1.00	02/16/2021 11:00:42	253205427221113111	4	---	Unpaid
1	1.00	02/16/2021 11:00:36	243205427221117111	1	---	Unpaid
1	1.00	02/16/2021 11:00:31	243205427221112111	1	---	Unpaid
1	1.00	02/16/2021 11:00:13	223205427221114111	1	---	Unpaid
1	1.00	02/16/2021 11:00:08	213205427221119111	1	---	Unpaid
1	1.00	02/16/2021 11:00:04	213205427221115111	1	---	Unpaid
1	1.00	02/16/2021 10:59:59	202205427221110111	1	---	Unpaid
1	1.00	02/16/2021 10:51:26	297105427221117111	1	---	Unpaid
1	1.00	02/16/2021 10:51:12	287105427221113111	1	---	Unpaid
1	1.00	02/16/2021 10:44:00	253105427221111111	1	---	Unpaid
1	1.00	02/16/2021 10:38:33	220095427221114111	1	---	Unpaid
1	1.00	02/16/2021 10:37:54	289095427221115111	1	---	Unpaid
1	1.00	02/16/2021 10:37:16	249095427221117111	1	---	Unpaid
1	1.00	02/16/2021 10:36:53	229095427221114111	1	---	Unpaid
1	1.00	02/16/2021 10:36:11	288095427221112111	1	---	Unpaid
1	1.00	02/16/2021 10:35:21	238095427221112111	1	---	Unpaid
1	1.00	02/16/2021 10:35:16	228095427221117111	1	---	Unpaid
1	1.00	02/16/2021 10:25:29	232095427221110111	1	---	Unpaid
1	1.00	02/16/2021 10:24:39	281095427221110111	1	---	Unpaid
1	1.00	02/16/2021 10:24:33	281095427221114111	1	---	Unpaid
1	1.00	02/16/2021 10:24:27	271095427221118111	1	---	Unpaid
1	1.00	02/16/2021 10:18:56	248995427221117111	1	---	Unpaid
1	1.00	02/16/2021 09:59:58	206895427221119111	1	---	Unpaid
1	1.00	02/16/2021 09:59:54	206895427221115111	1	---	Unpaid
1	1.00	02/16/2021 09:59:48	296895427221119111	1	---	Unpaid

GAME Game # voucher printed from

AMOUNT Dollar amount of printed voucher

TIME Date/Time of printed voucher

VALNBR Validation Number of the printed voucher

PRNT Number of times a voucher has been printed **OR** if the voucher is a SHORTAGE ticket that was HAND PAID

ATTD Login Initials of the time voucher printed

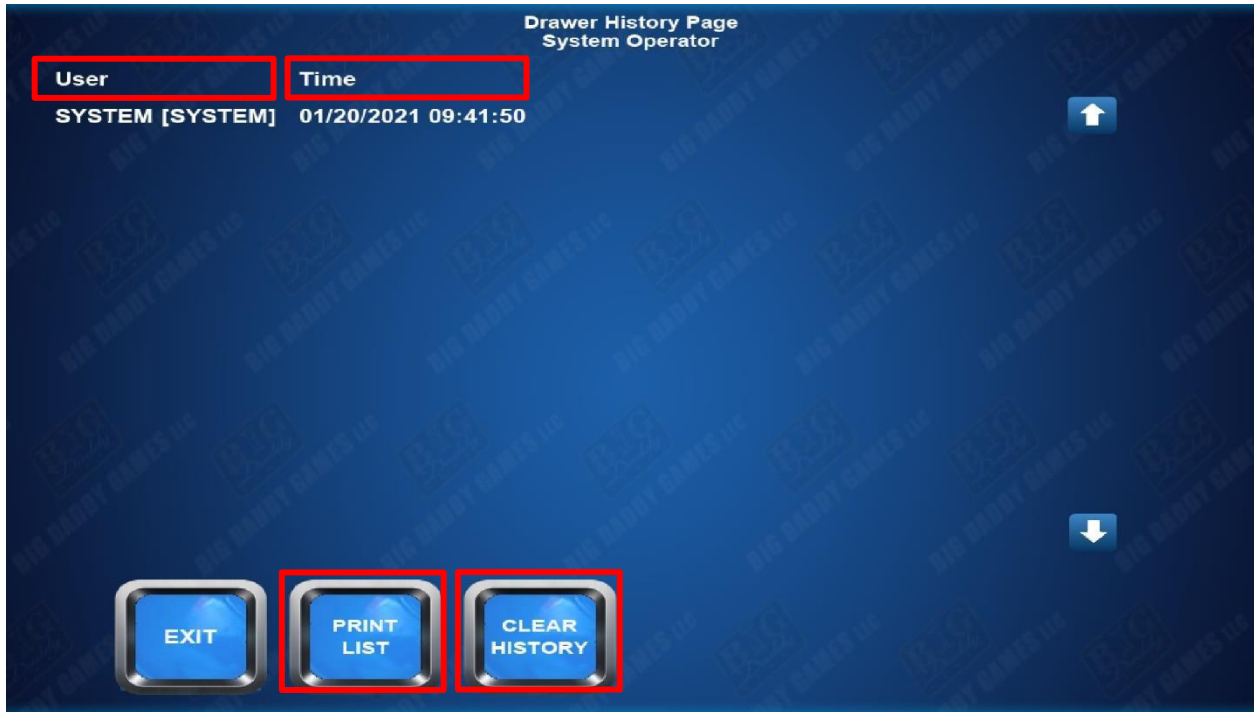
STATUS Status of whether or not the voucher is UNPAID or PAID

PRINT LIST Prints the last 25 Vouchers

REPRINT VOUCHER With highlighted voucher selected, reprints voucher ticket

CLEAR HISTORY Clears ALL Voucher History (*ADMIN access only*)

Drawer History Page



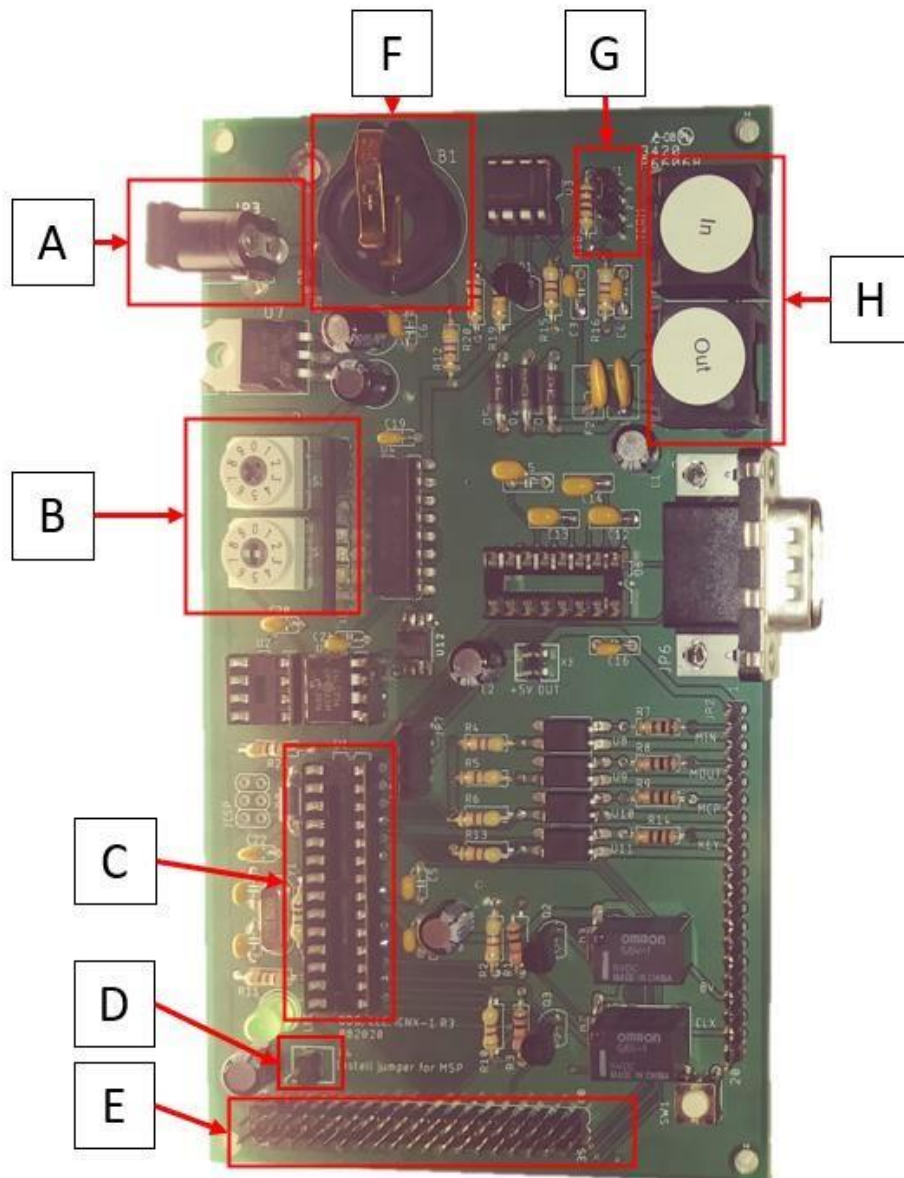
User User Login info at the time of Cash Drawer access

Time Date/Time of when the Cash Drawer was accessed

Print List Prints the last 25 Cash Drawer Access Log History List

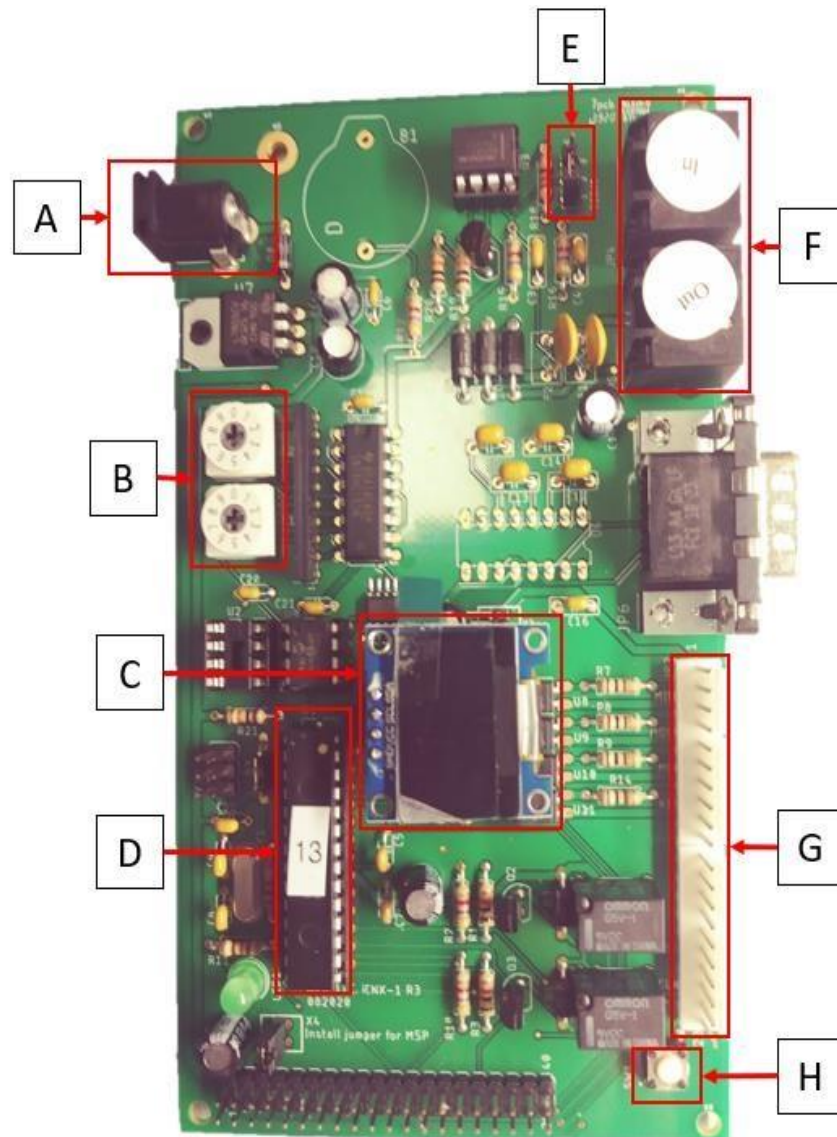
Clear Drawer History Clears ALL cash Drawer Access Log History (Admin access only)

POS iConnect Board Diagram



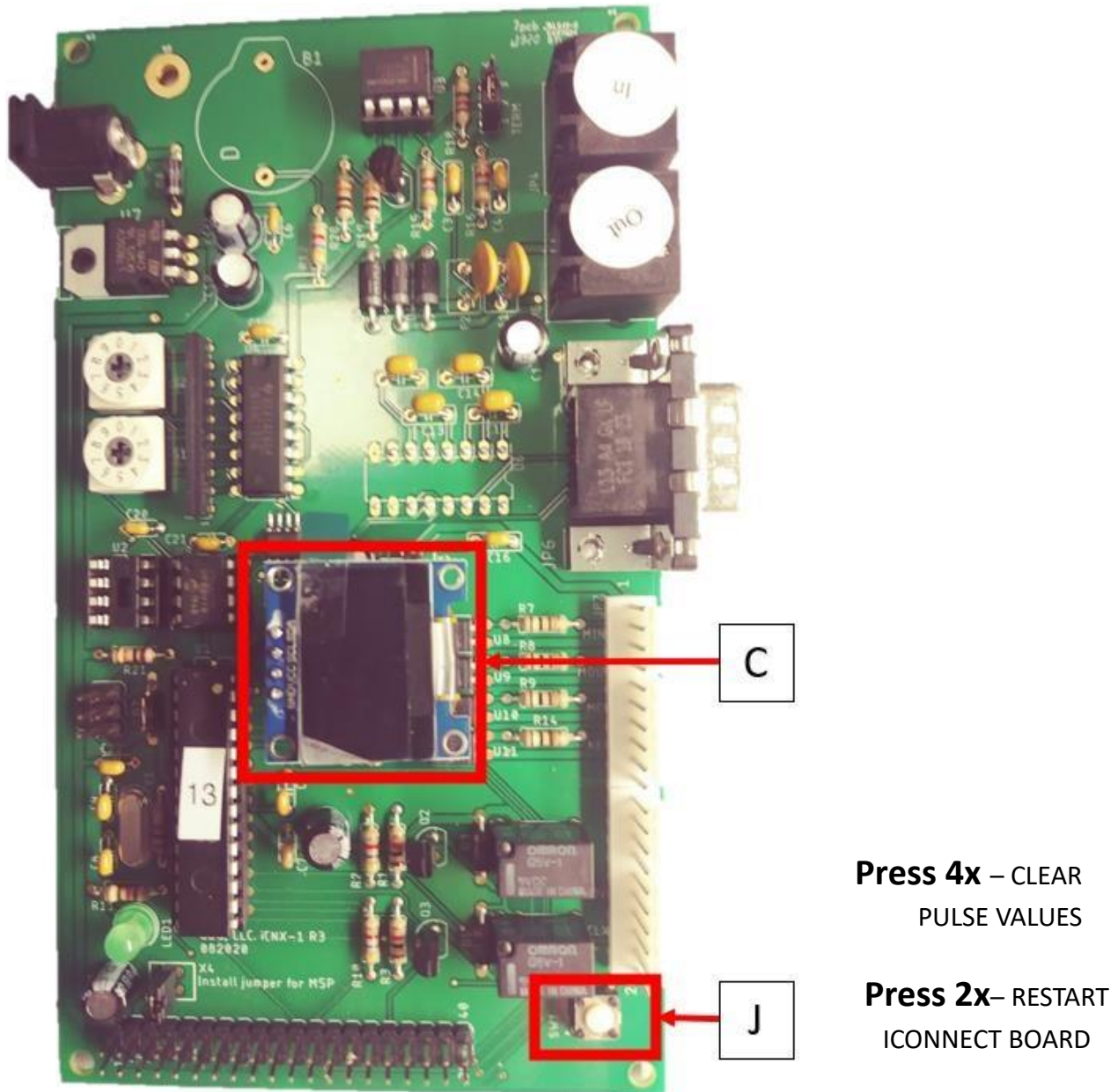
- A. +9VDC Power Connector. **NOT USED IN THE POS**
- B. Rotary Switches Set Game Positions (*BOTH SET TO 0*)
- C. Remove U1 for POS
- D. Jumper Across Pins for POS
- E. Ribbon Connector to Pi Board
- F. Real Time Clock. **POS ONLY**
- G. Jumper Pins 1 & 2 CAPPED
- H. RJ45 Connectors for RS232 Network. "Daisy Chain" Games Together

Game iConnect Board Diagram



- A. +9VDC Power Connector
- B. Rotary Switches Set Game Positions
- C. iConnect Game Pulse and Status Display
- D. U1 CPU Chip
- E. Jumper Pins 1 & 2 CAPPED unless it is **the last Game hooked up**, then it is Jumper Pins 2 & 3 CAPPED for **Last Game** in Network
- F. RJ45 Connectors for RS232 Network. "Daisy Chain" Games Together
- G. ICONNECT Wire Harness Port (*ref iConnect Harness Diagram page 23*)
- H. SW1 Micro

Reset GAME iConnect Board Display Pulse Values



To **CLEAR** the iConnect Display screen of current Pulse Values (C), press the **SW1 Micro Button (J) four times**. You should get the verification code **"PB4"**. The iConnect Display Pulse Values are now cleared.

To **RESTART** the iConnect Board, press the **SW1 Micro Button (J) two times**. You should get the verification code **"PB2"**. The iConnect will power reset, retaining its Display Pulse Values.

iConnect Harness Diagram



	Function	Wire Color
1	NOT USED	
2	METER IN	Red/Black
3	12 VDC +	Orange
4	METER OUT	Red/White
5	12 VDC +	Orange
6	CREDITS PLAYED METER	Purple
7	12 VDC +	Orange
8	CREDITS WON METER	White
9	12 VDC +	Orange
10	NOT USED	
11	NOT USED	
12	NOT USED	
13	NOT USED	
14	NOT USED	
15	NOT USED	
16	NOT USED	
17	NOT USED	
18	TICKET SWITCH	Green
19	TICKET SWITCH	Green
20	NOT USED	

Back Up Genmega Max Connect Kiosk Data

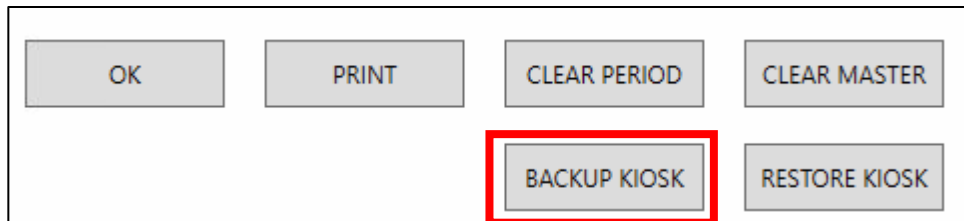
This function back ups all Genmega and Max Connect settings, location info, and accounting data onto the Backup USB 3.0 Thumb Drive.

Perform COLLECTION and pay any UNPAID Player vouchers BEFORE backing up the data.

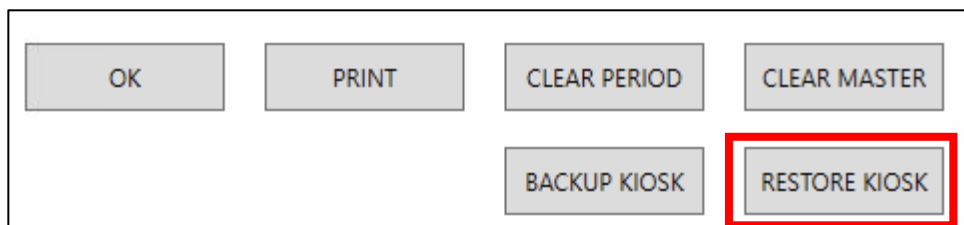
1. Log in to the Kiosk Operator Menu (page 39) > select Display POS > select Location > select Voucher History > Scroll through and print any unpaid tickets
2. Log in to the Kiosk Operator Menu > select Display POS > select Operator > select Collect Location

Backing up the Genmega Kiosk data;

3. Log in to the Kiosk Operator Menu > select Cassette Report > select Backup Kiosk



4. Shutdown and install new Software SSD
5. Reboot the Kiosk and log back to the Kiosk Operator Menu > select Cassette Report > select Restore



6. Kiosk will auto-restart
7. Log in to the Kiosk Operator Menu > select Cassette Report > select Clear period (In cassette report there will be some phantom number for Pulltabs, disregard)
8. Operator Menu > select Cassette Report > Clear Master (this should clear the phantom pulltab numbers)
9. Operator Menu > select Display POS > select Location > select Voucher History > select Clear ticket history

Back Up Max Connect (POS Box) Data

This function backs up all MAX CONNECT settings, location info, and accounting data onto the Backup USB 3.0 Thumb Drive.

Perform COLLECTION and pay any UNPAID Player vouchers BEFORE backing up the data.

1. Log in as ADMIN (1011 1111) > select Location > select Voucher History > Scroll through and print any unpaid tickets
2. Log in as ADMIN > select Operator > select Collect Location

Backing up the Max Connect POS data

3. Insert the Backup **USB 3.0 Thumb Drive**.
4. In Admin page 1, press the BACKUP button located on the right-side of the screen.
 - o Recommended after Collect Location is performed or any settings had updated.



Restoring POS data from the USB Backup

This function restores all MAX CONNECT settings, location info, and accounting data from the previously backed up file from the Backup USB Thumb Drive.

1. In Admin page 1, press the EJECT button.



2. Shutdown the POS and wait 15 seconds or until the green LED on the Pi stays off.
3. REMOVE the USB Backup from the USB port. If needed, **replace the micro-SD card at this time.**
4. Power ON the POS **WITHOUT** the USB Backup installed.
5. Insert the USB Backup when the POS prompts for the USB Backup.
6. In Admin page 1, press the RESTORE button. POS will automatically reboot.



7. Data is now restored from the previous saved backup file.

Operator Collection Process

Service If any TEST Money was utilized, enter in the dollar amount for the Service applicable game (ref Service Test Money In / Out)

Print Period Prints the current period values WITHOUT clearing the periods

Print Lifetime Prints the MASTER In and Outs

Collect Location Prints the Period Collection Report AND clears current period values to ZERO

Print Collect Prints the PREVIOUS period that was collected by Collect Location

Voucher History Verify that all Vouchers have been marked "PAID", then CLEAR HISTORY once verified

ATM CDU Inventory Verify that the total Notes match with the ATM's Accounting Report (*ref Accounting Report*)

ATM Reject Bin Verify that there are no REJECTED Notes inside the ATM REJECT Bin

Location Clear Shift Process

Clear Shift Clears All current Games period values

Print Shift Prints All current Games Shift In and Out period values WITHOUT clearing the current shift

Print Lifetime Prints All current Game MASTER In and Outs values

Hand Pay File receipts related to a ticket shortage for Operator to review (*ref ATM CDU and Player Shortage*)

***Note that the Operator and Location are separate, individual books can be period-cleared at any time without affecting each other's Game period values.**

Player Cash Out Process

1. From the POS screen, Attendant can press the GAME that needs to be cashed out.
 - a. If the GAME does not clear credits and the POS is still waiting for GAME Pulses,

Player can press the Ticket Out from the GAME to initiate the GAME Meter Out Pulse for the POS to receive. (*ref TROUBLESHOOTING POS is unable to Cash Out Game from the POS screen page 48*)
 - b. If the GAME has Attendant Knockoff enabled, **clear the Knockoff FIRST** so the GAME can send Meter Out Pulses for the POS to receive.
2. Once the GAME Hard Meter Out Pulses, the POS will receive those meter pulses and the player ticket will print out.

Voucher Limit

If the location has a voucher limit amount imposed, the vouchers will have multiple print outs with the max limit amount printed on each voucher.

Example: Voucher Limit is set to \$100 and the player cashes out \$500, the POS will print out in **five separate \$100 vouchers**.

- i. Continuing from the previous example, the attendant will be prompted for each \$100 voucher to either **PRINT OUT OR CANCEL**. By pressing CANCEL, the remaining credits will not be paid nor will it be recorded in the POS Voucher History.
- ii. If desired, any CANCELLED credits will still be recorded in the GAME's COLLECT HISTORY and will need to be reconciled with the POS's Books/Voucher History.

Max Connect ADVANCED + GENMEGA Kiosk

Progressive Prize

The Progressive Prize ticket will print out as a regular dollar value set from the Progressive Server. For verification, match the date and time from the POS Voucher to the Game's Progressive Collect History page.

Example: Progressive Prize ticket for "FREE DRINK" is valued at \$3.00. The MAX CONNECT system will print out a \$3.00 voucher.

POS Barcode Scan or ATM Enabled

In Admin Page 1, BARCODE FORMAT can have either SCAN or ATM ON or OFF.

IF SCAN ON and ATM OFF

The POS will prompt the Attendant to barcode scan the ticket and the ticket will be marked as PAID in the Voucher History.

IF SCAN OFF and ATM ON

The POS prints the ticket for the Attendant to give to the Player to redeem at the ATM Kiosk and the ticket will be marked as PAID in the Voucher History **WITHOUT** requiring the Attendant to barcode scan the ticket.

- b. If the Attendant or Player misses to scan the barcode ticket, the Voucher History Page will mark that Barcode Voucher UNPAID.
- c. The Barcode Voucher can be reprinted from the Voucher History Page and be redeemed at the ATM to mark that UNPAID voucher ticket as PAID.

IF SCAN ON and ATM ON

The POS will print the ticket for the Attendant to either barcode scan the ticket **OR** to give to the Player to redeem at the ATM. The SCAN ON option enables the Attendant to scan the barcode ticket in the case that the ATM has shorted the player when the ATM has run out of money notes and the Attendant has to HAND PAY by barcode scanning the UNPAID barcode ticket (*ref ATM CDU and Player Shortage*).

Genmega Kiosk Operator Settings

Non-ATM Kiosk Operator Login

GENMEGA UK 1 or 2 Operator login with the ATM Key Pad; Press **LEFT, RIGHT, 1, 2, 3, 4, ENTER**. Press **ENTER** again to close out the Operator menu options.

GEMINI-D Operator login with ON-SCREEN BOTTOM BDG LOGO BUTTONS; Press **LEFT, RIGHT, LEFT, RIGHT, LEFT. ON THE ON-SCREEN KEYPAD PRESS 1, 2, 3, 4, ENTER**. Press **THE LEFT BDG LOGO** again to close out the Operator menu options.

Operator login with the USB Keyboard; Press **F1**. Press **F1** again to close out the Operator Menu options.

The menu will show the following options in the top-left corner (Fill, Config, Reports, Shutdown, Restart).

ATM Kiosk Operator Login

To access the **KIOSK ATM Operator Menu**, press these keys in order:

ENTER, CLEAR, CANCEL, 1, 2, 3 then enter your password (see below), THEN PRESS ENTER

TYPE	PASSWORD
OPERATOR	1 1 1 1 1 1
SERVICE	2 2 2 2 2 2
MASTER	5 5 5 5 5 5

ATM Key Management Default Passwords

SECURE PASSWORD 1: 1 2 3 4 5 6 7 8

SECURE PASSWORD 2: 9 0 1 2 3 4 5 6

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	ATM 20
Cassette2	BDG 1
Cassette3	BDG 20
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

Cassette 4 Note:

Gemini-D 3-Cassette will still have cassette #4 showing. Keep the Cassette fill at ZERO and NOT USED.

UK 2 Single ATM Cassette Setup

Follow these steps for setting up Genmega's UK 2 ATM Cassette.

1. On UK2 Kiosk boot, enter into Operator Menu of ATM
2. Go to System Setup > Device Setup > CDU Setup
3. Press the Cassette Number Button until it reads 1
4. Press Apply
5. Return to MAIN ATM MENU
6. Press Settlement
7. Add bills using "Set Cassette to Cassette 1", the rest should read N/A
8. Exit ATM Menu and let the kiosk Initialize
9. Enter KIOSK MENU > Cassette Setup
10. Configure C1=ATMx C2=BDGx C3=BDGx C4=BDGx
11. Exit KIOSK MENU
12. Enter Operator Menu for ATM
13. Go to System Setup > Device Setup > CDU Setup
14. Press the Cassette button until it reads 4
15. Press Apply
16. Return to Main ATM Menu
17. Cassettes should read as Bills in C1--- C2,3,4 should read 0. If C2,3,4 have bill counts, enter Settlement button and zero out C2,3,4
18. Exit ATM Menu and let the Kiosk initialize
19. Test Redeem function
20. Test ATM function

Max Connect ADVANCED + GENMEGA Kiosk

Fill

Allows Note inventory tracking to be performed for each Cassettes.

Fill Cassettes			
	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"/>

Remaining Current number of Notes inside the Cassette.

Loaded How many notes were loaded last

To Be Added Touch the box to load up notes to the cassette

Empty Press to CLEAR the REMAINING and LOADED Note count in the Cassette

GEMINI-D Cassette 4 Note:

Gemini-D with 3-Cassette will still have cassette #4 showing. Keep the Cassette fill at **ZERO and NOT USED.**

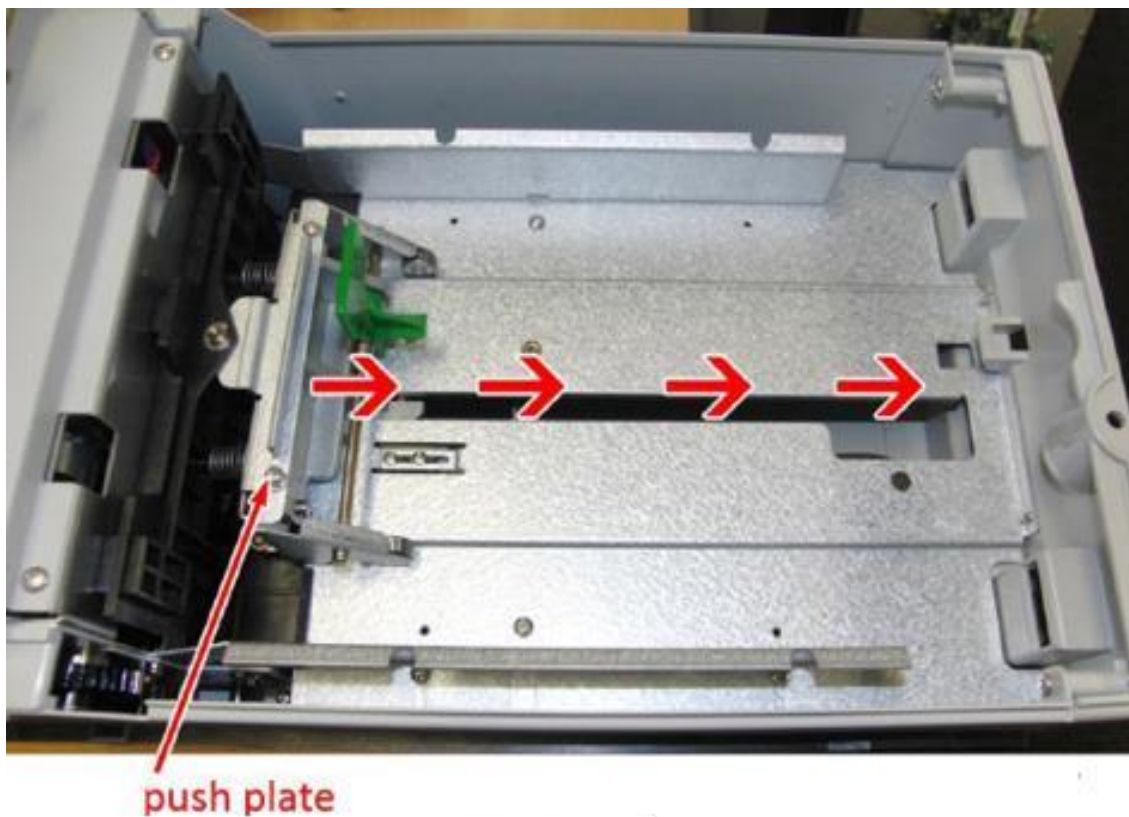
Max Connect ADVANCED + GENMEGA Kiosk

Loading Cash into Cassette

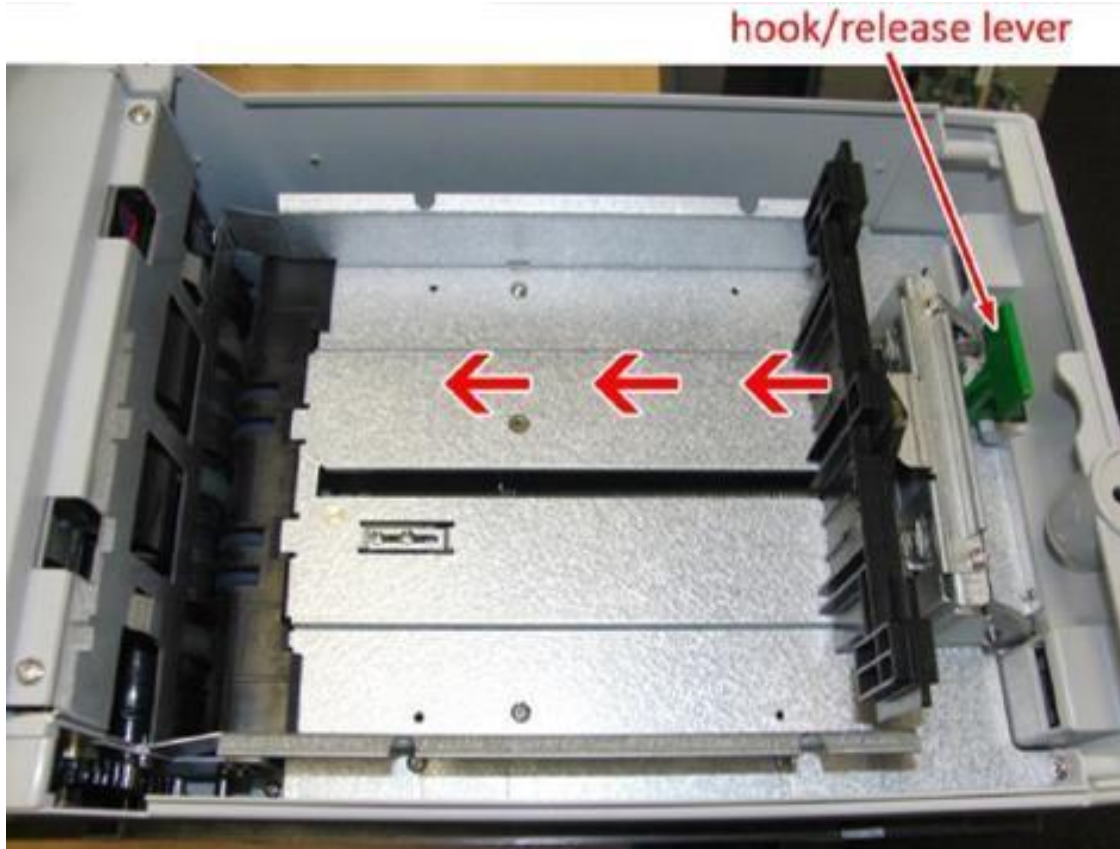
The ATM will DISABLE after printing out the Player's Shortage receipt with error message "Fill Cassettes".

1. To remove cassette from the ATM;
 - a. Hold the handle with one hand and lift the front end so that it is released from its dropped position.
 - b. Pull straight and support the cassette body with the other hand before it completely comes out of HCDU.
2. Pull the push plate all the way back to the case in which it can be locked to its open position.

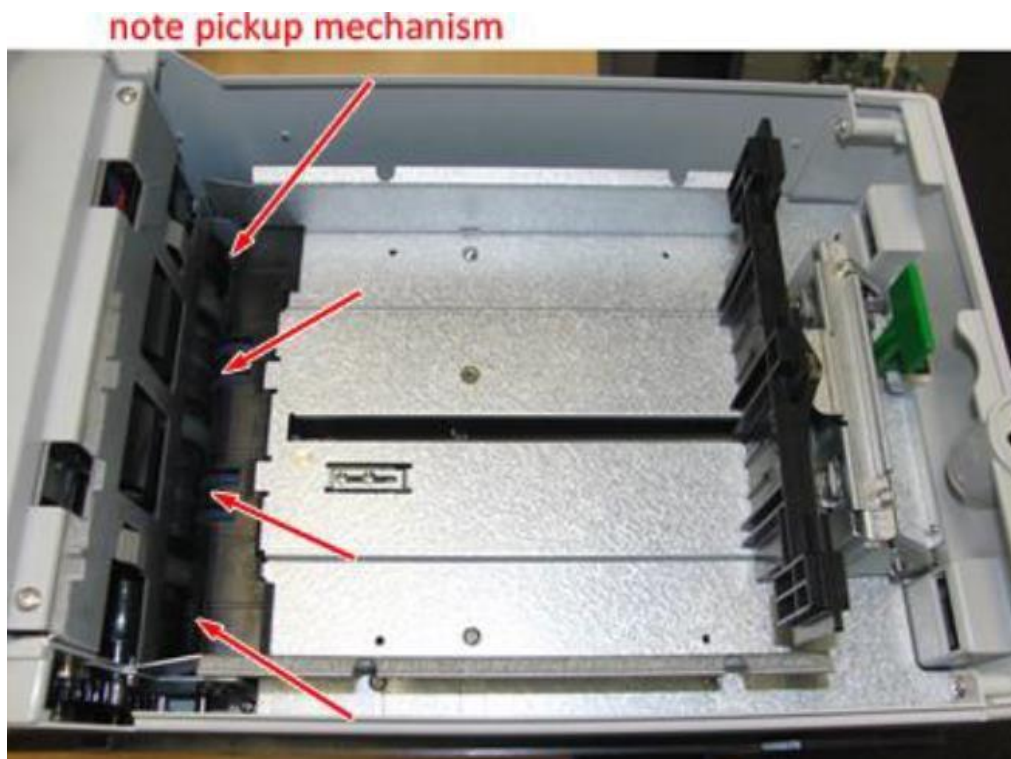
The push plate moves forward by its own force from spring action when it is released after cash loading.



Max Connect ADVANCED + GENMEGA Kiosk



3. Inspect the area of note pickup mechanism for any foreign objects before loading cash.



Max Connect ADVANCED + GENMEGA Kiosk

4. For the cash loading into cassette, please refer to the warning label inside the cassette lid.

Cassette can hold up to 2,000 Notes.

5. To insert cassette into ATM
 - a. Push the cassette all the way in until it slides and drops at its last moment
6. On the ATM screen, enter in the Operator's login pin.
 - a. LEFT, RIGHT, 1, 2, 3, 4, ENTER
7. Open the Accounting REPORT and the "Fill Cassette" error message will CLEAR on the ATM screen.
 - a. IF CLEARING the Accounting books to ZERO;
 - i. Verify that the current report matches with current CDU inventory.

Max Connect ADVANCED + GENMEGA Kiosk

Config

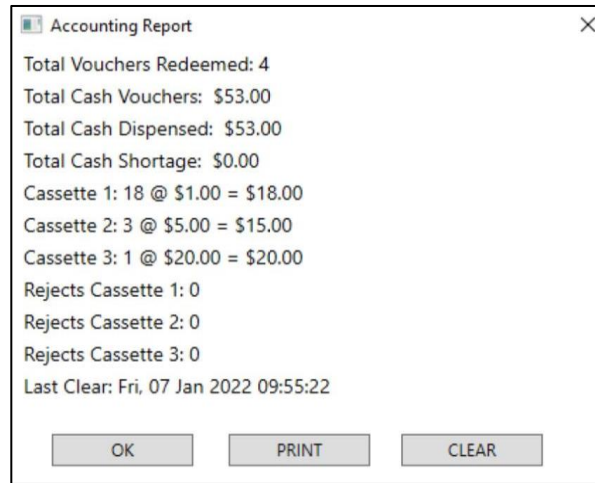
Configuration	BDG TRT Ver.: 16.0.2.13 Mon, 06 Jan 2025 12:52:03
Location Name	<input type="text" value="BIG DADDY GAMES"/>
Location Address	<input type="text" value="733 MIDWAY RD"/>
Scanner COM Port	<input type="text" value="COM7"/>
POS COM Port	<input type="text" value="COM8"/>
<input type="checkbox"/> Custom Logo <input type="checkbox"/> External POS <input checked="" type="checkbox"/> ATM Off <input type="checkbox"/> Disable Redeem <input checked="" type="checkbox"/> Enable Pulltabs <input type="checkbox"/> Enable MilkCaps <input type="checkbox"/> Ptab Validate \$100	<input type="button" value="OK"/>
Validation Pin	<input type="text" value="1234"/>

Location Name & Address	Location info to be printed on Report Collections
Custom Logo	Set up Custom logo for main Kiosk screen. (page 51)
External POS	Enable if connected with Max Connect External POS Box
ATM Off	Disable Kiosk ATM functionality
Disable Redeem	Disable Redeem
Enable Pulltabs	Enable/Disable Pull Tab Deals (USA Pull Tab)
Enable MilkCaps	Enable/Disable Wisconsin Souvenir Milkcap Deals
Ptab Validate \$100	Enable/Disable pop-up verification for Pull Tab winnings over \$100
Validation Pin	Set up 4 digit pin to verify Pull Tab voucher *Ptab Validate \$100 must be enabled

Max Connect ADVANCED + GENMEGA Kiosk

Accounting Report

Genmega will keep track of its own accounting books that can be compared with the Max Connect POS period books as illustrated below.



Total Vouchers Redeemed	Number of vouchers players had scanned at the ATM whether voucher is redeemed or duplicate
Total Cash Vouchers	Total dollar amount players have redeemed at ATM
Total Cash Dispensed	Total dollar amount dispensed to players
Total Cash Shortage	Total dollar amount shortened to players
Cassette 1, 2, 3	Total notes and dollar amount dispensed to players
Rejects 1, 2, 3	Total notes in the REJECT bin from each cassette
Last Clear	Time stamp when the accounting report was last cleared
Ok	Close accounting report
Print	Print the current accounting report displayed
Clear	Clear the current accounting info and Reset to ZERO

Shutdown

Shuts Down the Genmega ATM completely.

Restart

Restarts the Genmega ATM. **Recommended when the POS is also being reset.**

ATM Safe Lock Code

The factory default Master Code is 1 2 3 4 5 6. To open the lock, enter 1 2 3 4 5 6 # (there will be a click to release the lock) then turn the safe handle.

Changing your own Code OR the Factory Default Code

1. Open the safe lock with the Factory Default Code and leave the safe door OPEN
2. Turn the safe handle to “lock” the safe WITHOUT the DOOR CLOSED (short click and 1 beep confirmation)
3. On the pin pad, enter 2 2 *
4. Enter in the CURRENT six-digit code followed by # (5 beep confirmation)
5. Enter in the NEW six-digit code followed by # (3 beep confirmation)
6. **REPEAT**, Enter in the NEW six-digit code followed by # (3 beeps confirmation)
7. With the safe door still OPEN, Enter in the NEW six-digit code to ensure that the NEW code opens the electronic safe lock

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 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)

Max Connect ADVANCED + GENMEGA Kiosk

General Safe Lock information

Each time you press a number, letter, or other character on the keypad of your electronic safe lock, it beeps and the red LED flashes. If it doesn't, check your batteries to make sure they are fresh and connected properly, then try again.

Clearing the Lock: if you start to enter a code and make a mistake, you can press * * to clear the lock, **OR** wait 10 seconds and it will clear itself. Do not wait more than 10 seconds between entries or the lock will clear.

Error Beep: if you hear a long continuous beep during any programming sequence, you've made an error. Restart the sequence from the beginning.

Error Penalty: if you enter five incorrect codes in a row within a ten-minute, the lock starts a ten-minute penalty time. If you press any button during this time, you'll hear two long beeps, 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.

ATM CDU and Player Shortage

When the Genmega ATM's CDU (Cash Dispense Unit) runs out of money **OR** ATM shorts the player any dollar amount:

1. ATM will print a receipt stating the following;
 - a. Redeemed Ticket Information.
 - b. ATM Dispensed Amount.
 - c. ATM Shorted Amount and to see the Attendant for HAND PAY.
2. ATM will DISABLE and prompt to have the CDU Cassette be re-filled (if applicable).
3. The POS will automatically print out the SHORTAGE ticket that the ATM did not dispense.
 - a. POS will record in the Voucher History the SHORTAGE ticket as SHORT and UNPAID.
4. Attendant will verify the Player's ATM receipt AND Player's barcode ticket # to match with the POS printed SHORTAGE ticket.
 - a. **NOTE** that the SHORTAGE ticket will have a different barcode # so the Attendant will need to match the SHORTAGE dollar amount with the Player's ATM receipt which states the SHORTAGE dollar amount.
5. With a BARCODE from the POS, Attendant will scan the SHORTAGE ticket and HAND PAY the player the printed POS SHORTAGE ticket amount.
 - a. POS will record in the Voucher History the SHORTAGE ticket as PAID, but still marked as SHORT.
6. Attendant will keep the following receipts for the Operator verify;
 - a. Player's ATM receipt with the shortage info.
 - b. Player's original voucher ticket.
 - c. POS's SHORTAGE ticket that was Hand Paid.

Max Connect ADVANCED + GENMEGA Kiosk

Adding a custom LOGO to GenMega Kiosk Screen

*Note – There needs to be a logo in the location or the program will not work.

1. Prepare a file named “**Custom_logo.png**” of your logo on your PC.
 - a. **954 x 726** pixels for best appearance



2. Move the file to a USB thumb drive
3. Insert the USB thumb drive to an open USB port on the Redemption Kiosk.
4. With a USB Keyboard inserted into the Redemption Kiosk open USB port, Press and hold “ALT + F4”. This will close the Kiosk program.
5. In windows, navigate to the C:\logo
6. Place the “custom_logo” png file in the Genmega Logo folder
 - a. File Path FINISHED: C:\logo\custom_logo.png
 - b. Delete and replace any existing custom_logo file in the folder
7. Reboot the Redemption Kiosk. Upon boot-up, the default BDG logo will still appear.
8. Log-in to the Operator Menu and go to Config settings.
 - a. Check mark “Custom Logo” and press OK to save.

A screenshot of a configuration window titled 'BDG Redeem Ver.: 7.0.0.13 Wed, 11 Jan 2023 10:03:40'. The window contains several fields for configuration: 'Location Name' (Big Daddy Games, LLC.), 'Location Address' (733 Midway Rd. Menasha, WI 54952), 'Scanner COM Port' (COM1), 'CDU COM Port' (COM4), 'RPU COM Port' (COM5), 'SIU COM Port' (COM6), and 'EPP COM Port' (COM2). At the bottom, there is a checkbox labeled 'Custom Logo' which is currently unchecked. To the right of the checkbox is an 'OK' button. Both the checkbox and the 'OK' button are highlighted with red rectangular boxes.

9. Exit settings and the custom Logo will now appear in the Redemption Kiosk screen.

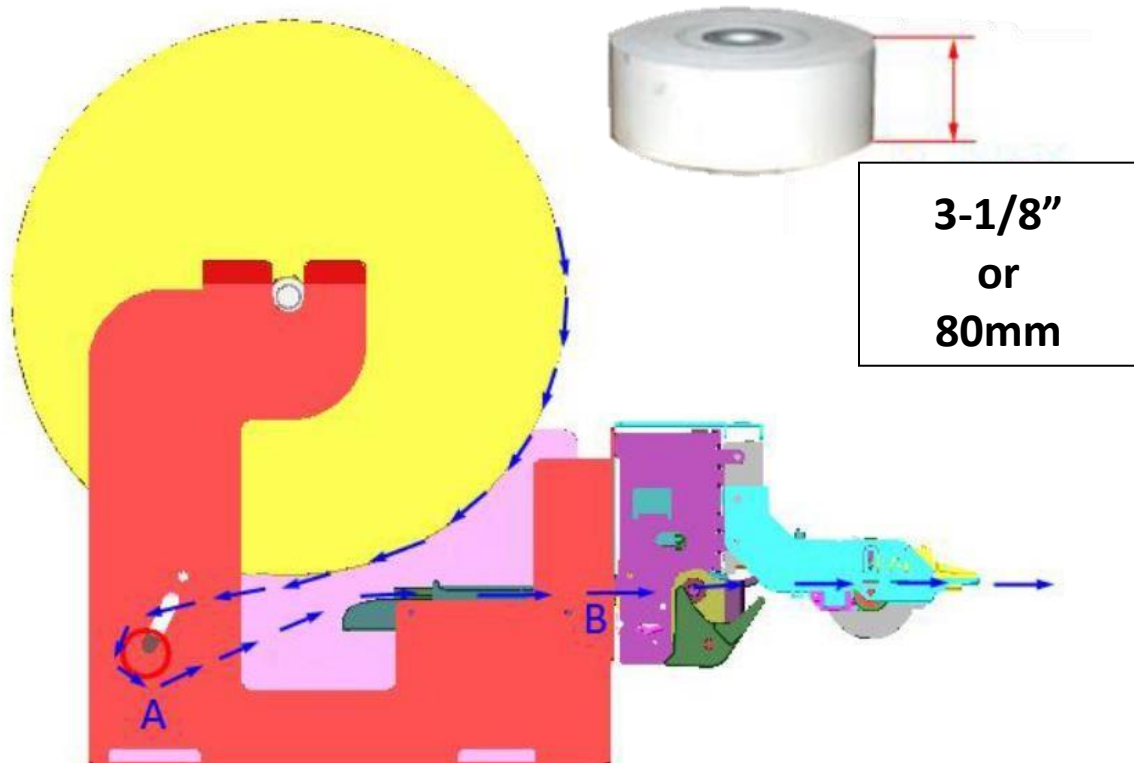


ATM Printer Roll Refill

The ATM will DISABLE after printing out the last receipt roll with the error message "Paper Out".

The paper is treated on one side and therefore will only print on one side.

1. Position 3-1/8" paper roll with a spindle on top.
2. Pull loose end of paper to the rear in clockwise direction.
3. Turn around flexible shaft "A" and move forward.
4. Insert the tip into printer head and cutter module "B".
5. Printer will feed the paper "Test Printing OK" and discharge after cutting.
6. ATM error code will disappear.



Troubleshooting

Lost USB Backup Thumb Drive

1. On the PC, FORMAT the USB thumb drive and label the volume drive “**BACKUP**”.
2. Create two folders named “**config**” and “**data**”.
3. BACKUP USB Thumb Drive is ready to be used to backup data from the MAX CONNECT POS.

POS will not boot up

Ensure that the POS’s iConnect Board does not have the U1 chip installed (*ref page 20 POS iConnect Board Diagram*).

POS shows Error #31, 7, or 99 Code

The Big Daddy License Key has expired or is missing. Please call our office during business hours to renew the MAX CONNECT License Key.

POS is not recognizing the new GAME connection

1. Ensure that in Admin Page 1 that the GAME COUNT setting is set to the desired number of GAMEs connected.
2. Reboot after changing GAME COUNT.

POS shows GAME boxes grayed out “Offline”

1. Ensure that the GAME iConnect Board reads “ONLINE” and not “OFFLINE”.
2. Ensure that the GAME iConnect Board connections are secure and not loose.
3. Ensure that the GAME iConnect Boards are correctly Daisy-Chained (*ref MAX CONNECT Installation Manual*).

POS is “stuck” and unable to exit from current page

Ensure that the POS’s iConnect Board Power supply is not installed. The POS iConnect Board is powered by the connected Pi board. Reboot to kiosk and verify your settings were saved.

POS is “stuck” in the BDG Logo Blue Screen after Micro-SD Card Replacement



1. If you have a printer installed, POWR OFF the Printer and reboot the POS.
2. After POS reboot, go to the ADMIN PAGE 1 Setting and change the printer to the correct printer installed.
3. Reboot once more with the Printer ON and the POS will boot up normally.

POS is endlessly waiting on GAME Pulses after Cash Out

1. Verify that the GAME’s Attendant Knockoff screen is cleared, the POS is unable to CLEAR GAMES if they have Attendant Knockoff option enabled.
2. If the GAME still has credits, press the GAME COLLECT button to clear.
3. Verify that the POS Printer has paper loaded.

POS is unable to Cash Out Game from the POS screen

1. Verify that the iConnect TICKET OUT Harness is hooked up correctly to the Game Cabinet’s TICKET OUT harness (ref *iConnect Harness Diagram*).
2. Restart the POS and the iConnect board (ref *Reset GAME iConnect Board Display Pulse Values*).
3. Contact TECH-DIRECT 920-850-7409 for harness replacement if issue is not resolved.

POS will not stop flashing “NO INTERNET” Error Message

If you **have** a Optconnect neo2 installed, follow Max Connect POS and Optconnect neo2 Connectivity troubleshooting guide page 51.

If you **do not** have a Optconnect neo2 installed; on the USB Keyboard, press F2. Reboot as needed.


POS is waiting for Meter Pulses from GAME with ZERO Credits

The prompt will close out after a few minutes and return to normal state.

POS Factory Reset

With a USB keyboard installed, press “F9”. This will RESET ALL OPTIONS and BOOKS to FACTORY DEFAULT. Perform this function when the Max Connect System had moved from an old Location to a new Location or whenever applicable.

Lost SYSTEM/ADMIN Password and Recovery

1. Plug in a USB Keyboard and press Esc to exit POS program.
2. Open the File Explorer icon at the top of the screen.
3. With the **/home/pi** file path open, Open:
 - a. Projects/MultiPlus/POS Master
4. Navigate through the POS Master folder to find and select the **userlist.csv**
5. With the **userlist.csv** selected, Press the “right-click” icon on the keyboard and select **text-editor** to view the **userlist.csv**.
6. The user list is formatted the following;
 - a. User, **Password**, Tag, Number, Level Access (*ref page 11 Admin Page 5 – User Information*)
7. **WRITE DOWN** the full password and Close the userlist.csv **WITHOUT SAVING**.
8. Press the raspberry icon  at the top of the screen and Reboot the POS.
9. Manually enter in the SYSTEM password when prompt.
10. Update the old password as needed for Groups (*ref page 16*).

Citizen CT-S310 Printer Paper Width

Citizen printer paper width must be set to 80mm regardless of paper roll width (58 or 80mm).

1. Power OFF the Printer and load paper roll. Do not close the Paper Cover.
2. While Paper Cover is OPEN, press and hold the FEED button while turning the Power ON.
3. Press the FEED button three times and close the paper cover.
 - a. Printer enters into Memory Switch Quick Setting mode.
 - b. One of the three current "Model" selection is printed.
 - i. Citizen CT-S310
 - ii. Epson T88
 - iii. Epson 203dpi
4. Press the FEED Button.
 - a. Toggle through the Model cycle each time the FEED button is pressed.
 - b. **Default Model** should be set to "**Citizen CT-S310**".
5. Press and Hold the Feed button for at least 2 seconds.
 - a. The selection should Save to Memory.
6. Paper Width will be printed after Model is saved to memory.
 - a. Toggle through the Paper Width cycle each time the FEED button is pressed.
 - b. **Default Paper Width** should be set to "**80mm**".
7. Press and Hold the Feed button for at least 2 seconds.
 - a. The selection should "Save to Memory".
8. The "Change List" header will appear with the Model and Paper Width saved.
 - a. Model: CITZEN CT-S310
 - b. Paper Width: 80mm
 - c. Character Space: Invalid
9. Reboot the Max Connect POS.

POS Gmail Accounts – 2-Factor Verification

This is with regard to the sending accounting collection reports from the Gmail account used in the Max Connect POS. This is the "POS EMAIL" on Admin Page 1.

In recent events at Google, Gmail no longer functions as intended with the Max Connect System. You now must use **two-factor authorization** on the Gmail account and a custom app password for apps like our POS.

1. From a PC, log into the Gmail account and turn on 2-factor verification. Once this is complete, you can follow the steps below.

- Account > Security > "Signing in to Google" > Enable "2-Step Verification"

Create a custom app in you Gmail security settings.

2. Log-in into Gmail with your account
3. Navigate to <https://security.google.com/settings/security/apppasswords> OR from the Google home screen, click Account > Security > "Signing in to Google" > App Passwords
 - App Passwords will only appear if you have 2-factor authentication enabled from Step
4. In 'select app' choose 'other custom', give it an arbitrary name and click 'Generate'
5. It will give you a 16 character token. Remove the spaces in the 16 character token.
 - Use the token as password in combination with your full Gmail account and two-factor authentication will not be required for the Max Connect POS.
6. Go to the POS and Admin Page 1. Bring up "EMAIL PWD" and clear the old password. Enter the new 16-character password from above.
7. The Accounting collection email will now work!

Need additional assistance? Call TECH-DIRECT (920) 850-7409.

Max Connect ADVANCED + GENMEGA Kiosk

Genmega Kiosk OFFLINE Status

For Max Connect **3.2.5 versions and newer**. If the Genmega Kiosk will not appear ONLINE on the Max Connect POS.

1. On the POS, locate the USB to DB9 RS232 cable that is feeding from the Genmega Kiosk and **UNPLUG**. Cut zip ties if necessary.



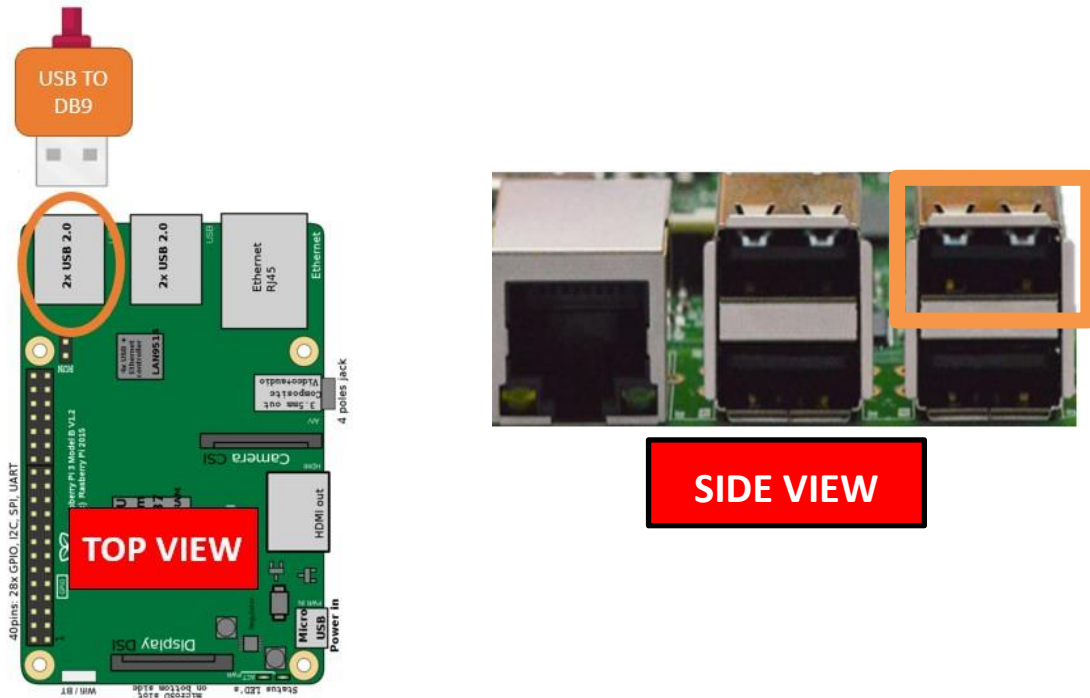
2. Login as ADMIN on the POS.
3. Plug a USB Keyboard to an open USB Hub port in the POS and press **F4** to bring up **Configurator Serial Ports** settings.



4. Press the **ATM** button to initiate USB port assignment for the Kiosk USB-DB9 RS232 plug.

Max Connect ADVANCED + GENMEGA Kiosk

5. **IMPORTANT:** Plug in the **USB-DB9 RS232** to the **TOP LEFT** port on **RASPERRY PI** board.



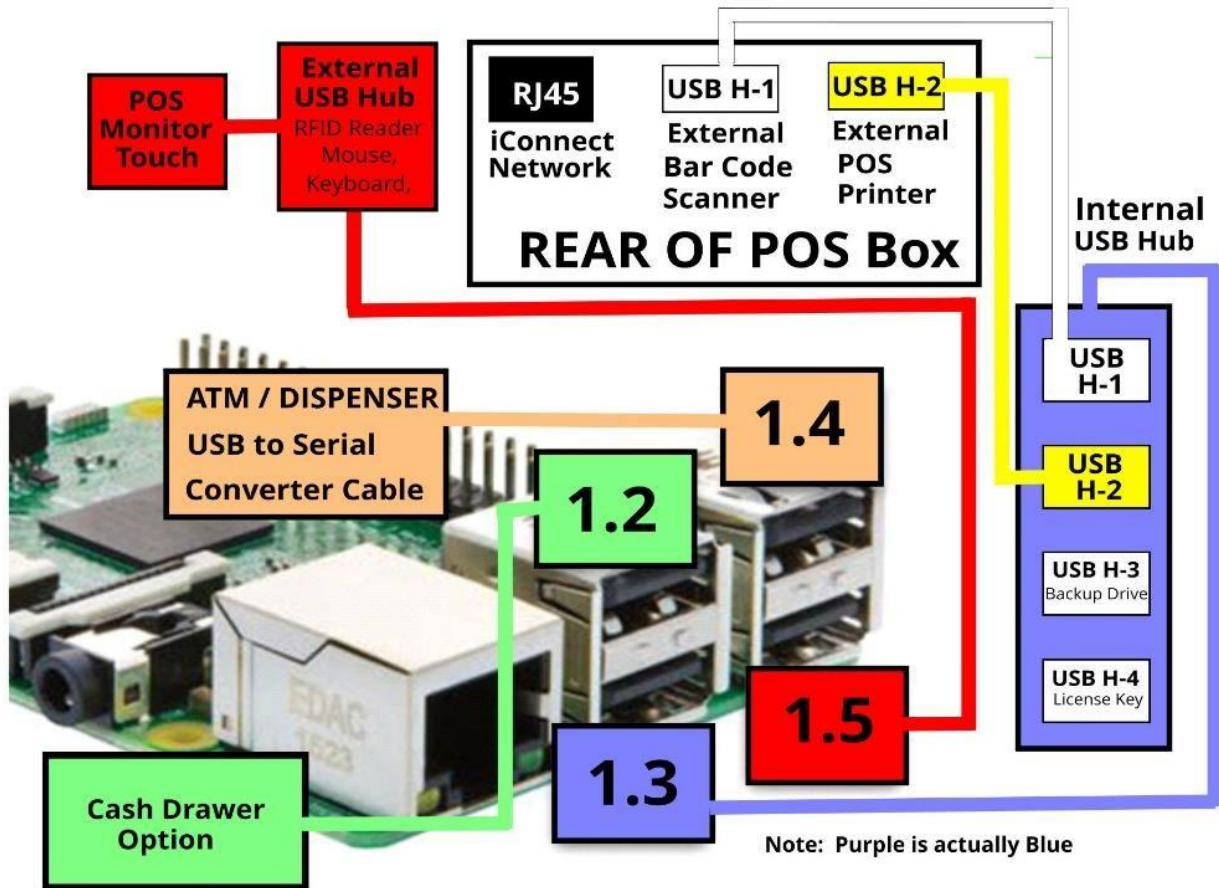
6. Status should update to **Just Connected: /dev/tty.usb-1.4** after plugging in the USB to DB9 cable. *If message did not appear, REPEAT STEPS 1 – 5.*



7. Press the **EXIT** button and **REBOOT** the **POS**.

POS Raspberry pi Board USB and Serial Port Setup Diagram

See the diagram on how the POS Raspberry pi Board USB Ports are assigned. These ports will be **COLOR-CODED** in the newer POS model releases.



NOTE that diagram below is **SIDE-VIEW** of the Raspberry pi board and **NOT TOP-VIEW**

RJ45 ETHERNET (NOT USED)	ttyUSB1 (1.2) GREEN CASH DRAWER OPTION	ttyUSB2 (1.4) ORANGE ATM / DISPENSER (USB to DB9 RS232 Cable)
	ttyUSB0 (1.3) BLUE INTERNAL USB HUB (Barcode Scanner) (Backup Drive) (License Key)	ttyUSB3 (1.5) RED EXTERNAL USB HUB (RFID Card Reader) (USB Mouse) (USB Keyboard) (POS Touch Monitor)

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