

733 Midway Rd
Menasha, WI 54952



OFFICE: 920.727.5508

MAX CONNECT SYSTEM SUPPORT

TECH DIRECT Phone Support: (920) 850-7409

Business-Hours CST (Central Standard Time):

- Monday ~ Thursday 8:00am to 4:15pm
- Friday 8:00am to 3:00pm

After-Hours Support:

- Monday ~ Thursday 4:15pm to 8:00pm
- Friday 3:00pm to 8:00pm
- Saturday 10:00am to 6:00pm
- Sunday 12:00pm (noon) to 4:00pm

Max Connect System Videos Overview

Max Connect System Overview

https://youtube.com/shorts/d-oHgJ3e2M?si=67wiUeM4bt_15zjG

BV Remote Credit

<https://youtu.be/ICNrVUvgzbs>

BV Transfer

https://youtube.com/shorts/T_KMpbqBXQk?si=9AJKuarZVxgnQeFF

External POS Software Introduction

<https://youtu.be/JthnLt5O71Q>

Video Instructions

Max Connect and GenMega Redemption Systems

System Overview

<https://youtu.be/pOXGSDHyTLM>

Connecting the iConnect Boards

https://www.youtube.com/watch?v=RXLJTbShblM&ab_channel=BigDaddyGames

Max Connect System Manuals & Tech Doc's

Manuals & Tech Documents:

Complete Manuals and Documentation: <https://bigdaddygames.net/manuals/>

GenMega Gemini D with Pyramid Sentry: <https://bigdaddygames.net/wp-content/uploads/2025/01/Genmega-and-Pyramid-Sentry-Operations-Manual-rev122724.pdf>

Max Connect System: <https://bigdaddygames.net/wp-content/uploads/2024/02/MAX-CONNECT-iConnect-POS-Installation-Manual-rev111821.pdf>

Max Connect Dashboard Setup

Max Connect Dashboard Setup Documents

<https://bigdaddygames.net/wp-content/uploads/2024/09/Max-Connect-Dashboard-Setup.pdf>

Max Connect Dashboard Setup & Troubleshooting

<https://www.youtube.com/watch?v=5RWHACy9cEE>