

SERVICE PACK 3 RELEASE ANNOUNCEMENT

Release Date: June 9, 2026

Product: Big Daddy Games Genmega Ticket Redemption Kiosk and Max Connect POS

Software Versions Released: SERVICE PACK 3

Max Connect

Gemini-D - 12.0.3.29/3.6.31 (6JUN2026)

UK 1 & 2 – 14.0.3.29/3.6.31 (6JUN2026)

Pyramid Sentry System

Gemini-D - 17.0.3.30/3.6.30 (17MAR2026)

UK 1 & 2 - 16.0.3.30/3.6.30 (17MAR2026)

Big Daddy Games is pleased to announce the release of Service Pack 3 for Ticket Redemption Kiosks and Max Connect POS Systems. This update delivers significant improvements to operational controls, accessibility, reporting, system stability, redemption processing, security, and cash management.

All Operators are encouraged to install this update at their next scheduled service interval.

MAJOR ENHANCEMENTS

- ✓ NEW Daily Maximum Redemption Limit Controls
- ✓ Anti-Cheat Upgrade for Ticket Duplication (Sentry)
- ✓ Improved Operating System Reliability
- ✓ Expanded Bill Storage Capacity
- ✓ ADA Accessibility Enhancements
- ✓ Faster Processing and Improved Performance
- ✓ Enhanced Reporting and Dashboard Features
- ✓ Ethernet POS Printer Support
- ✓ Multiple Stability Improvements and Bug Fixes

DAILY MAXIMUM REDEMPTION LIMIT CONTROLS

NEW FEATURE

Limit Risk Exposure with Adjustable Daily Limit Controls

- Configurable Daily Maximum Redemption Limit
- Automatic Suspension of Redemptions Once Daily Limit Is Reached
- Authorized Manual Override and Reset Capability
- Unique Location and Operator Reset Code Management

Benefits:

- Improved cash management
 - Enhanced risk vulnerability and location security
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ANTI-CHEAT UPGRADE FOR TICKET DUPLICATION (SENTRY)

SECURITY IMPROVEMENT

The latest software is integrated from Pyramid Technologies, Inc. to prevent players copying and redeeming duplicated tickets using the GUID / QR code tickets on their Pyramid Sentry System.

Benefits:

- Improved cash management
 - Enhanced risk vulnerability and location security
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IMPROVED OPERATING SYSTEM RELIABILITY

SYSTEM IMPROVEMENT

- Windows environments optimized for kiosk use
- Unnecessary applications removed
- Unwanted updates disabled
- Improved resistance to crashes and interruptions
- Automatic daily reboot scheduled for 4:00 AM

Benefits:

- Increased uptime
- Improved stability
- Reduced service calls

EXPANDED BILL STORAGE CAPACITY

NEW FEATURE

When Cassette 3 and Cassette 4 (Optional) are configured with identical denominations:

- Cassette 3 and Cassette 4 may operate as a combined storage bank
- Automatic rollover from Cassette 4 to Cassette 3
- Seamless operation during redemption transactions

Benefits:

- Extended kiosk operating time for high volume locations
 - Improved cash availability
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ADA ACCESSIBILITY ENHANCEMENTS

ACCESSABILITY IMPROVEMENT

- New ADA button added to main screen
- Screen layout automatically shifts for improved reachability
- ATM, Ticket Redemption, and Pulltab icons repositioned for wheelchair access

Benefits:

- Improved customer accessibility
 - Enhanced user experience
 - Better accommodation for mobility-impaired patrons
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FASTER PROCESSING AND IMPROVED PERFORMANCE

SYSTEM IMPROVEMENT

- Faster transaction processing
- Improved system response times
- Optimized timing and communication routines
- General speed enhancements throughout

ENHANCED REPORTING AND DASHBOARD FEATURES

SYSTEM IMPROVEMENT

- Voucher History accessible through POS
- Enhanced management visibility using Max Connect Built-in System
- Report Improvements including layout, tax calculations and accounting for Pull Tabs

Benefits:

- Improved accounting accuracy
- Easier reconciliation
- Better operational visibility

NEW ETHERNET POS PRINTER SUPPORT

NEW FEATURE AND SYSTEM IMPROVEMENT

- Support added for compatible Ethernet-connected POS printers
- Expanded printer deployment options
- Simplified installation using Cat 5/6

BUG FIXES AND CORRECTIONS

This release includes numerous software corrections, including:

- Corrected Pull Tab redemption issue resulting in "Unable to Redeem" message
- General program stability improvements
- Pull Tab management corrections and enhancements
- Backup and Restore reliability improvements
- Additional minor defect corrections

Big Daddy Games recommends installation of Service Pack 3 and the latest software versions on all active Ticket Redemption Kiosks and Max Connect Systems to take advantage of the latest functionality, performance improvements, and reliability enhancements.

For installation assistance or technical support, contact our Customer Service 920-850-7409.