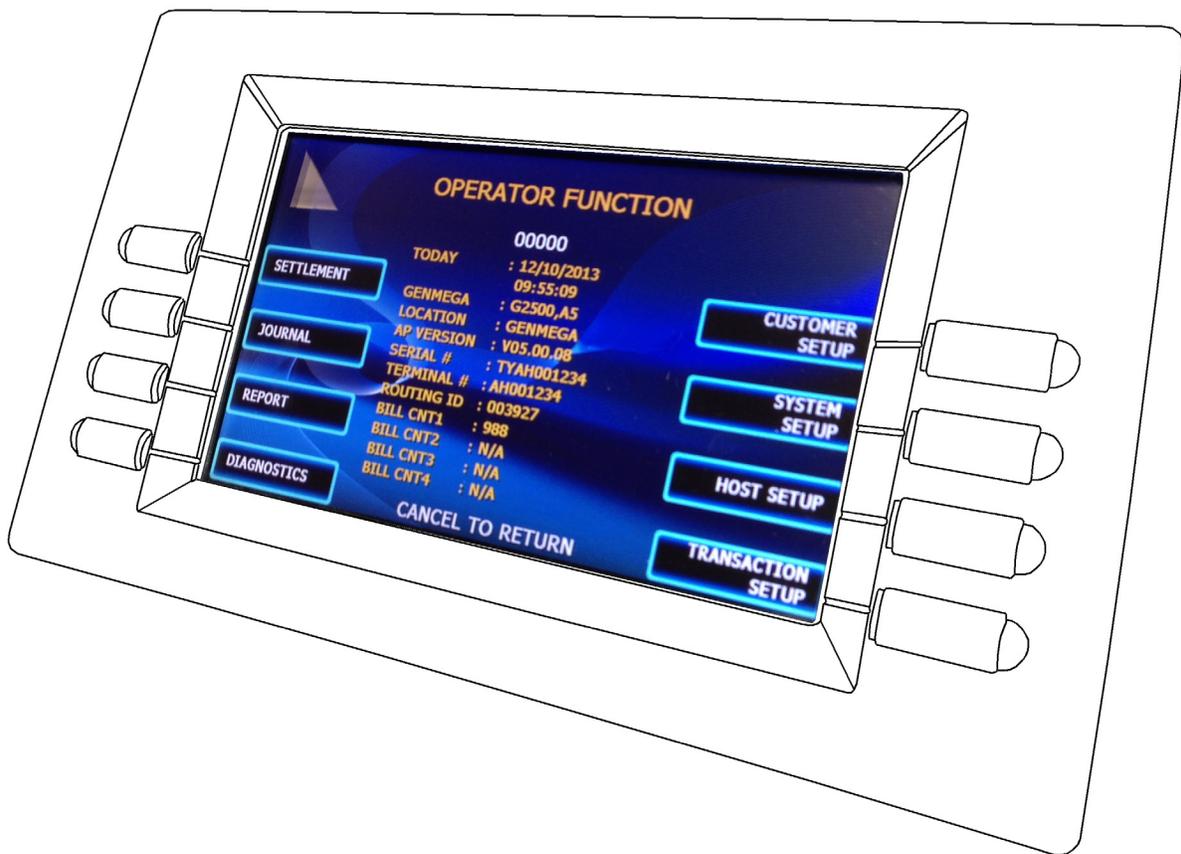




**GenLink**

## Installation Guide



## Genmega GenLink

The purpose of this manual is to explain and detail the installation, setup and operation functions of the Genmega GenLink device.

### Overview

The GenLink device allows your Genmega ATM to perform transactions and Remote Monitoring functions via an installed cellular device on the main control board which is fully integrated with the Application Software.

The devices are currently only compatible with the Verizon wireless network, which means that you must have a Verizon account or be working with a distributor who can register the device with Verizon before it can be activated and used.

### HARDWARE COMPATIBILITY

GenLink will work on any Genmega ATM which was sold with an ACU-6 control board. The device is not compatible with earlier versions of hardware.

In general this includes most Genmega ATMs sold from June 2014 to present.

If you have an older Genmega ATM with an ACU-3 or ACU-5 control board, you would have to replace the board with an ACU-6 version in order to use the GenLink device.

### SOFTWARE COMPATIBILITY

Support for the GenLink began with Application Software version **V05.00.18**. You must upgrade your terminal to that version at minimum BEFORE installing the device.

### DATA USAGE

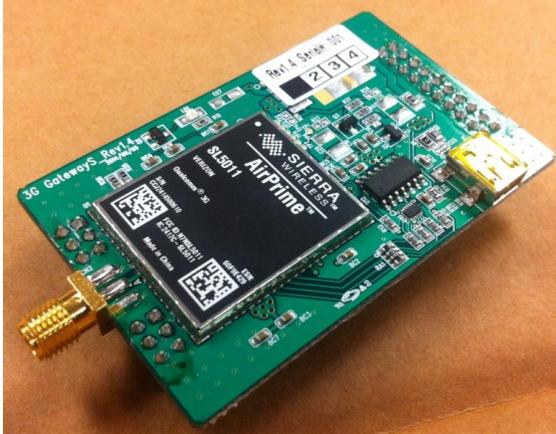
It is difficult to estimate data usage for the GenLink because factors like RMS usage can play a large part in how much is used, however generally speaking an average ATM transaction uses around 2Kb of data.

If you have a terminal doing 30 transactions per day, that is a less than 2GB per month of usage. Make sure you plan accordingly and have a data plan in place to handle the needs of each ATM.

## GenLink Kit:

The kit includes the following components:

- 1) GenLink Cellular Device
- 2) Magnetic Base 'Gentenna'



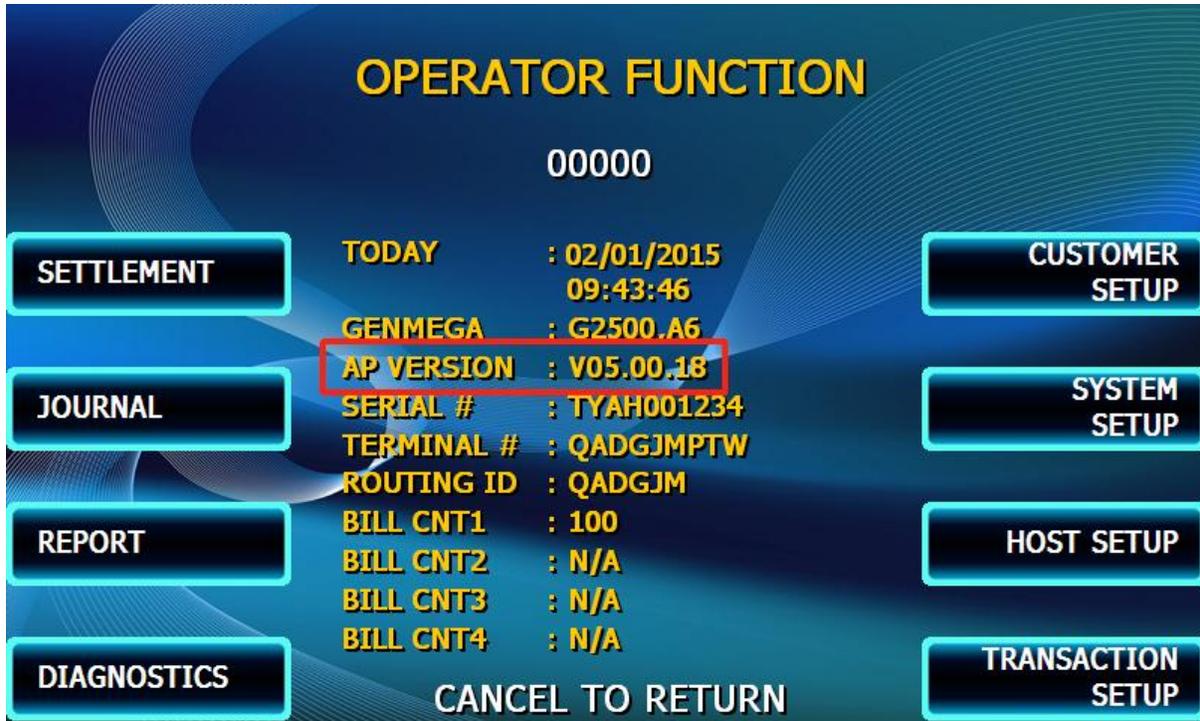
## Installation:

To install the kit, you'll be performing the following steps in order:

- 1) Verify that the ATM software is V05.00.18 or higher – If not upgrade software first
- 2) Record the GenLink ESN (Electronic Serial Number) and activate it on your Verizon account.
- 3) Install the GenLink device and Antenna onto your ACU-6 control board.
- 4) Within the ATM software, Enable the device which will sync it with Verizon.
- 5) Check signal quality and test.

The following will detail the above instructions.

**Verify ATM Software Version:**



From the main Operator Function Menu screen, you can find the current AP (Application) version. See the red box above.

If your version is lower than **V05.00.18**, then you must update before proceeding with the 3G Modem installation.

Software can be obtained through your ATM distributor, or Genmega.

Also note in the photo above, you can identify which control board (motherboard) is installed in your ATM.

**GENMEGA : G2500,A6**

Genmega : G2500, A6 = ACU-6 control board (works with GenLink)

Genmega : G2500, A5 = ACU-3 or ACU-5 control board (not compatible with GenLink)

## ESN – Electronic Serial Number

The ESN is used to activate this specific device to your Verizon wireless account.

Locate the ESN on the bar-code sticker attached to the GenLink device (red box).

You'll then use this number to 'register' or activate the specific device. You should keep reference of this number and associate it with the ATM it's installed in. If you ever need to cancel service or change the account status, you will need the ESN number.



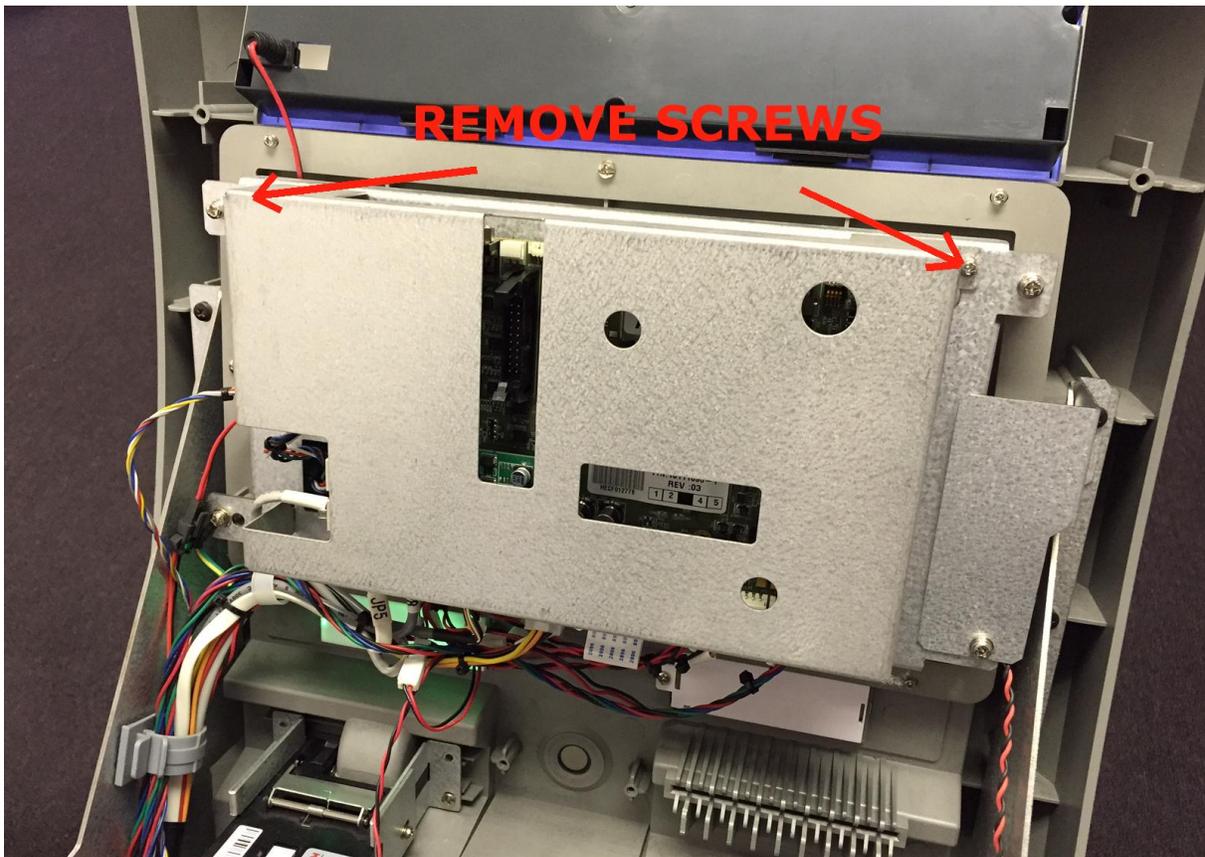
## GenLink Physical Installation:

To install the device, you'll need access to the top of the ATM machine. Depending on model, this may mean sliding open the top bezel or from a Through the Wall ATM, it means opening the rear service cabinet.

For the purpose of these instructions we'll show an installation into a Genmega G2500 series. However the basics apply to all models.

Begin by powering off the ATM.

Remove the cover to access the control board (mainboard). For stand up ATM machines, it will be easier if you remove the two screws on either side of the top sliding tray which will allow easier access.

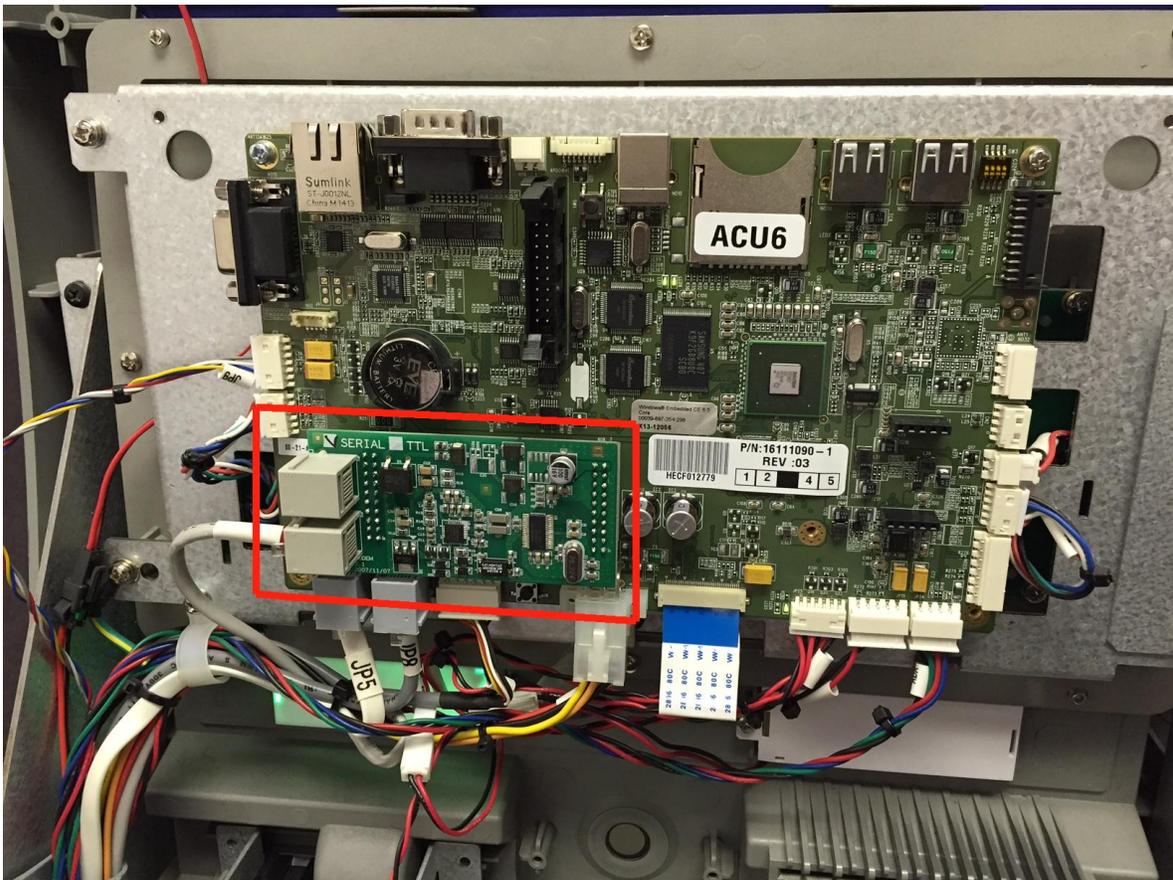


Once the two screws are removed, lift the metal cover off to expose the control board.

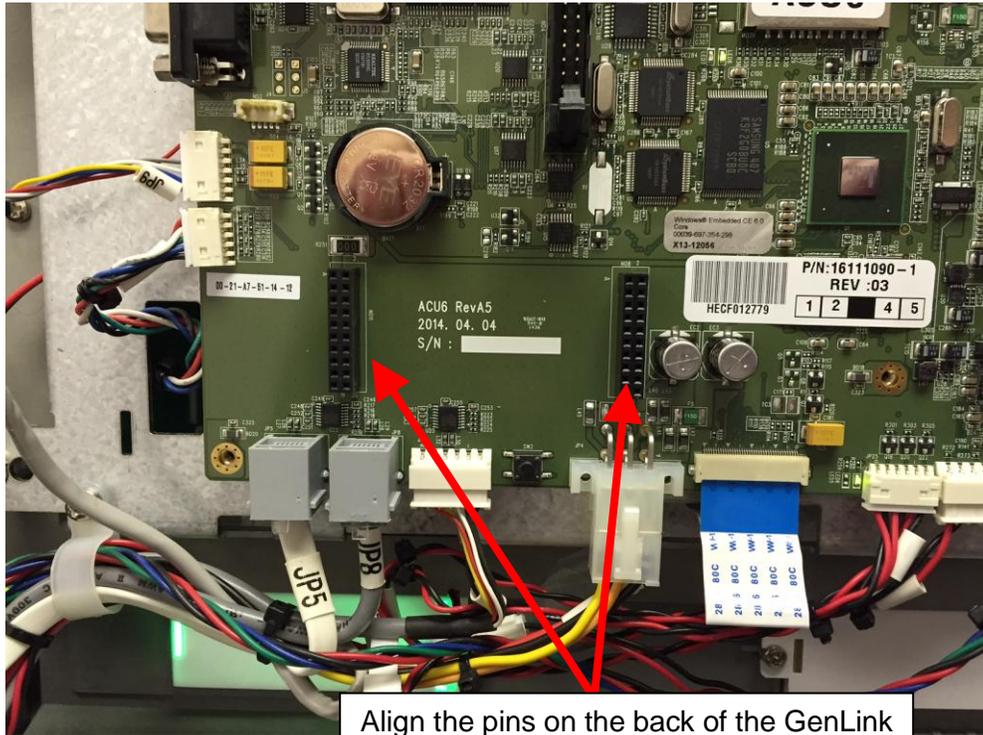
Next, you'll need to remove the existing Dial-Up Modem from the control board. See the box below in red.

First, unplug the modem cable labeled 'MODEM' and then grab the edges of that green circuit board and gently wiggle and pull backwards (towards the back of the ATM).

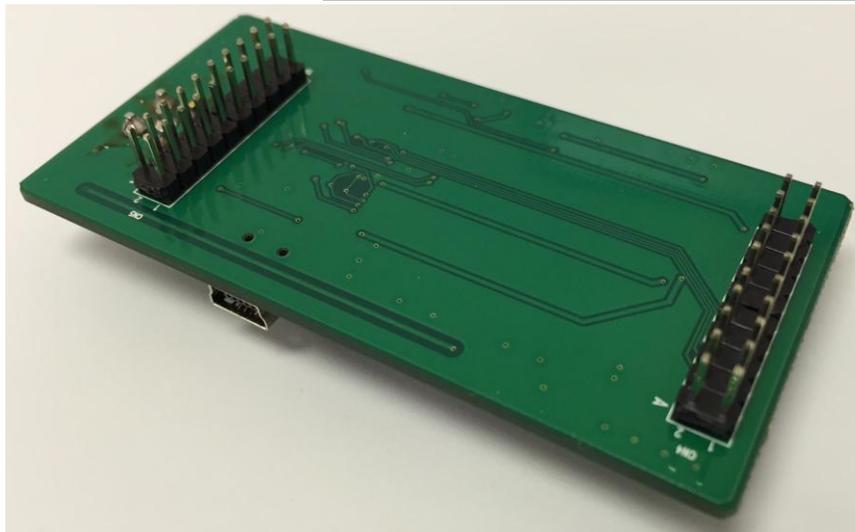
The modem is not screwed in place, so just carefully wiggle and pull it off.



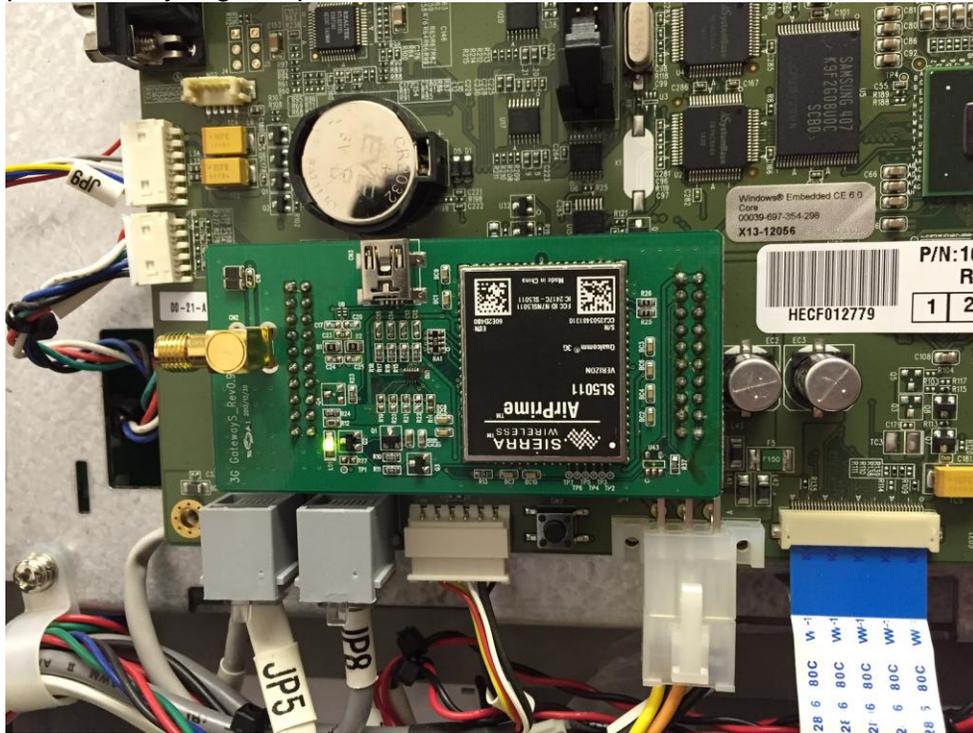
With the Dial-Up modem removed, you'll see two black connectors. It's critical when installing the new device to make sure that the pins line up carefully. Take your time with this step.



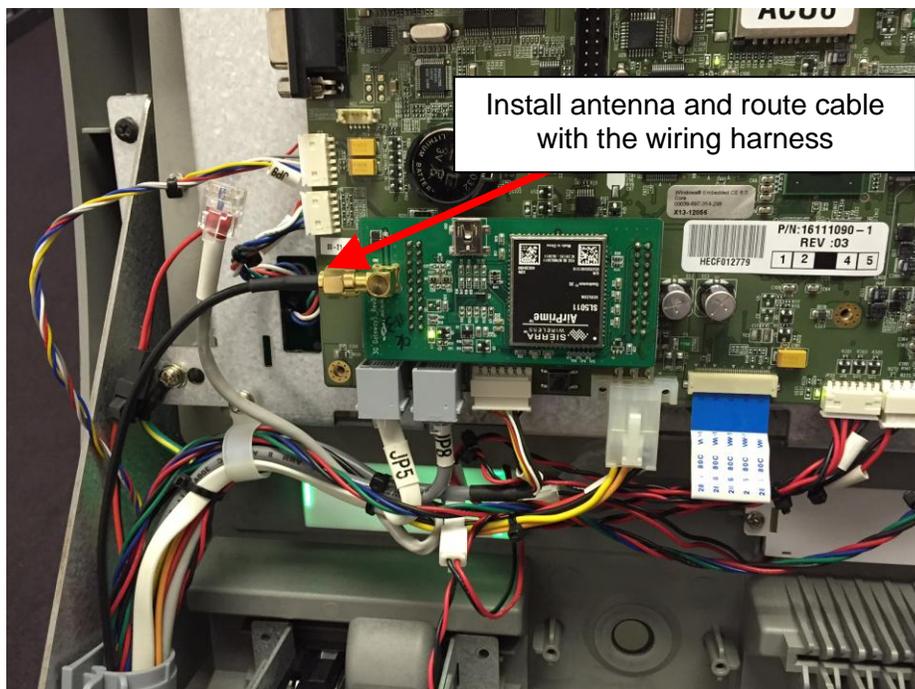
Align the pins on the back of the GenLink with the black connectors shown here. Look from several angles to verify that all the pins are lined up correctly before pushing the new device in place



With the pins correctly aligned, press the device onto the control board.



Next you can install the antenna onto the top of the ATM using the magnetic base. Route the antenna wiring along the existing harness inside the ATM so that the cable won't bind or pinch when you open and close the top of the ATM.



Once the GenLink device has been installed and the antenna cable is attached, you can replace the metal cover over the control board and close up the ATM.

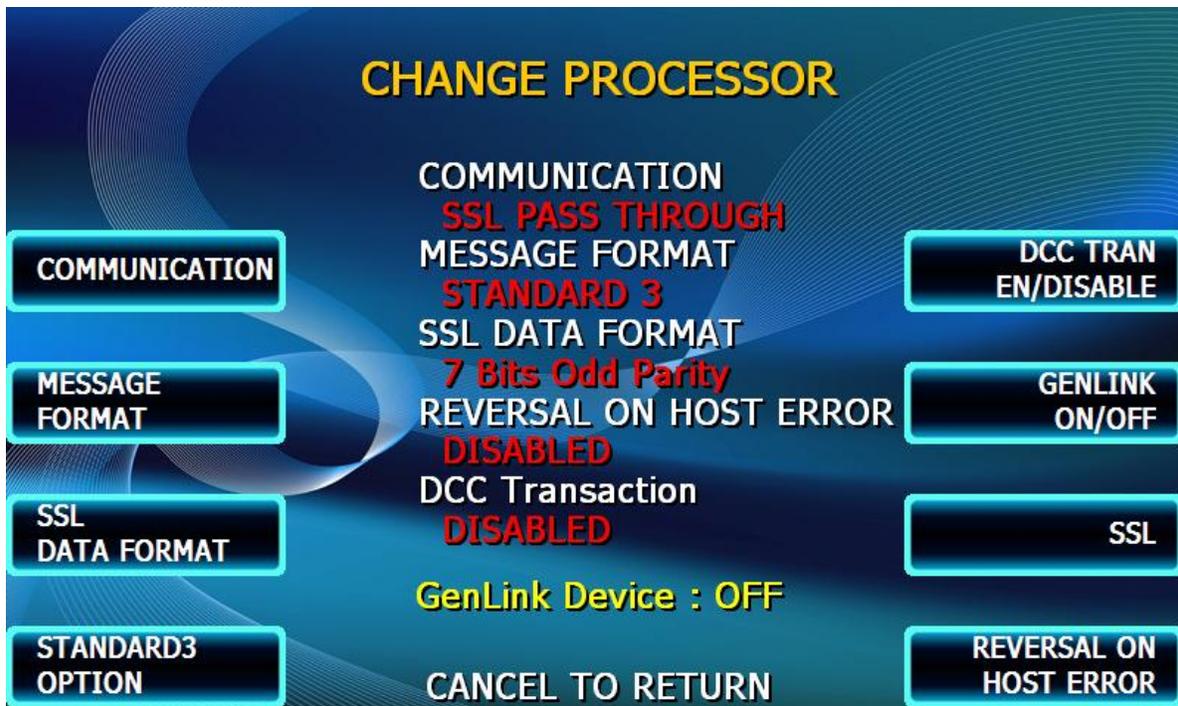
Take some time and verify that all the cables are free and not being pinched. Make sure you can open and close the top of the ATM without binding the antenna cable.

With the hardware installation complete, and the ATM software has been updated .. you're ready to turn on the ATM and activate the device.

### Enabling the GenLink:

The next step is to enable the GenLink device in the Operator Function Menu.

Enter the OP Menu (using Master Password) and proceed to the 'Customer Setup Menu'. Next, select 'Change Processor' to access the menu shown below:



By default the GenLink device will be 'OFF'

Select 'GenLink ON/OFF' to enable the device.

After Selecting 'ON' for the GenLink device, you'll be prompted with the screen above. You will need to reboot the ATM if finish the enabling process.



When the ATM reboots, it will then begin the Activation and testing process automatically. You should see the Status screen below as it goes through this process.

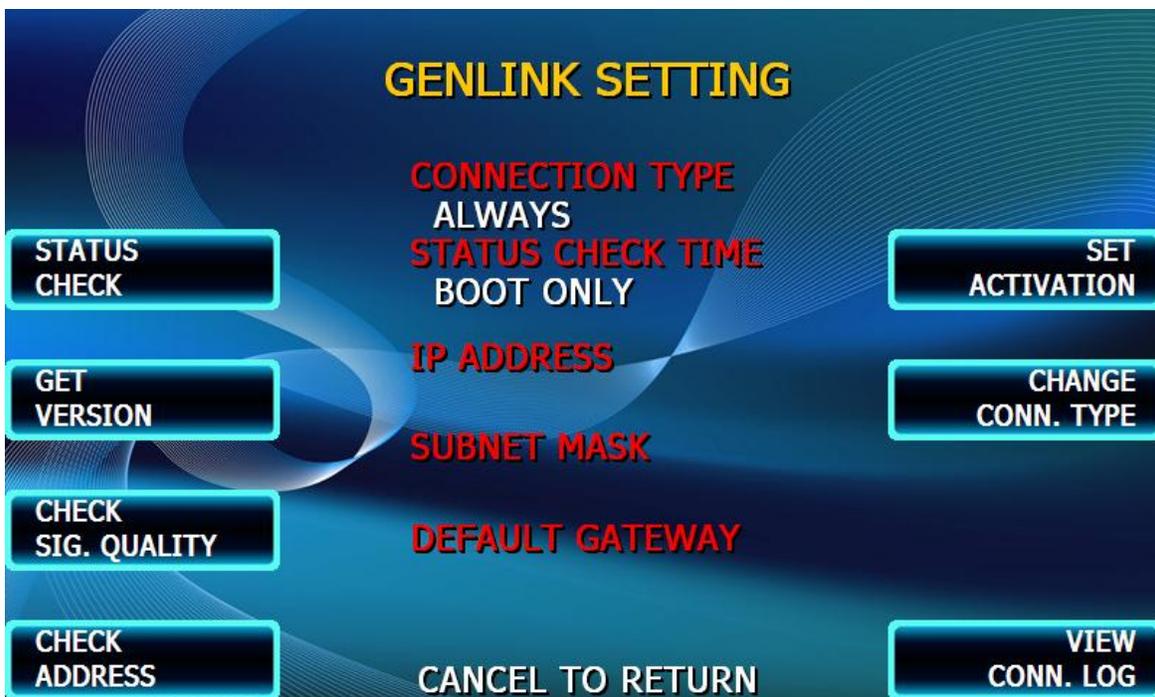


If the GenLink is correctly activated, the status screen should return OK as shown and finish with 'CONNECTED'.

If your other ATM settings are correct, (Host Settings / TID) then the ATM should be able to go back in service at this point and correctly communicate with the host.

If you need to check or change any of the settings specific to the GenLink device, then proceed to the Device Setup Menu.

**Operator Function Menu → System Setup → Device Setup → GenLink**



The following will detail the available options.

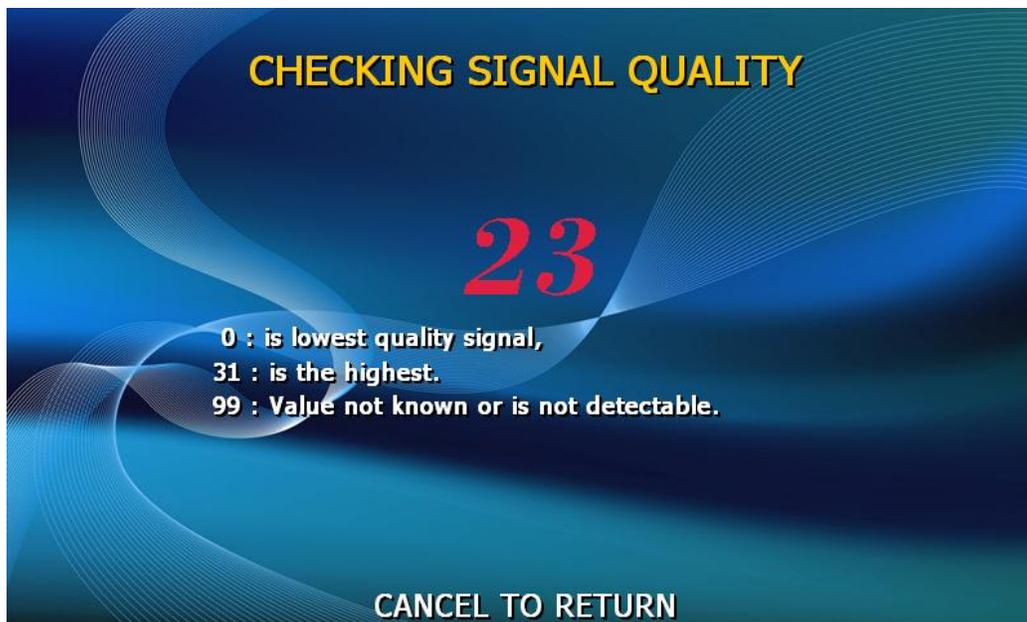
**STATUS CHECK** – This setting will determine how often the GenLink device will connect / re-establish connection with the available cellular network.

Options are: BOOT ONLY (when the ATM is powered on)  
EVERY INITIALIZING (each time the machine soft boots / initializes)

**GET VERSION** – This function returns the device ESN (Electronic Serial Number) and firmware version currently installed on the GenLink device.

**CHECK SIGNAL QUALITY** – This function allows you to check the current signal quality between the GenLink device and the cellular network.

While this screen is open, the signal quality value will be refreshed every 2 seconds so you can test Antenna placement.

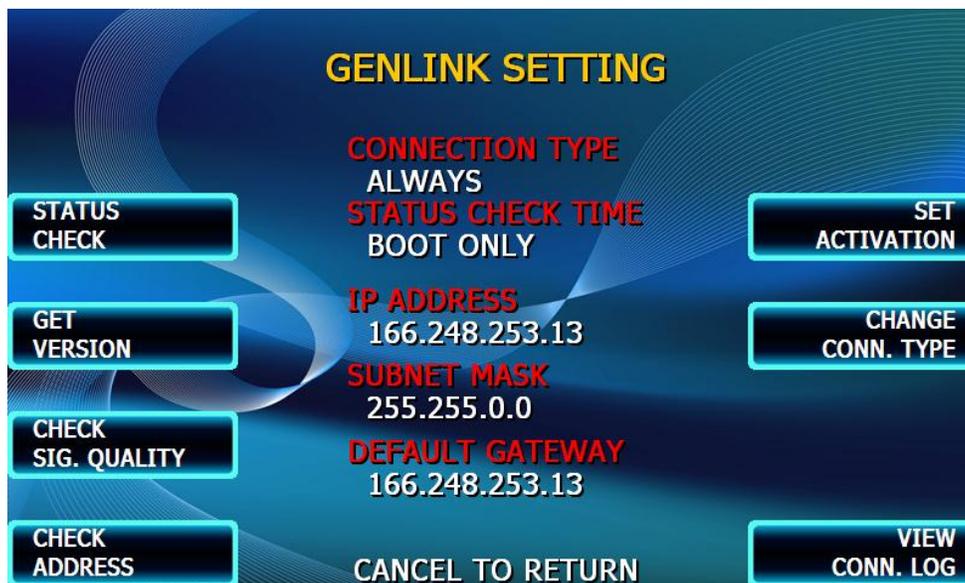


**CHECK ADDRESS** – This function will cause the GenLink device to reconnect to the cellular network and return the current IP address and network information.

Pressing the Check Address button will initiate as shown below:



Once this is completed, you'll be returned to the Wireless Modem Setting screen.



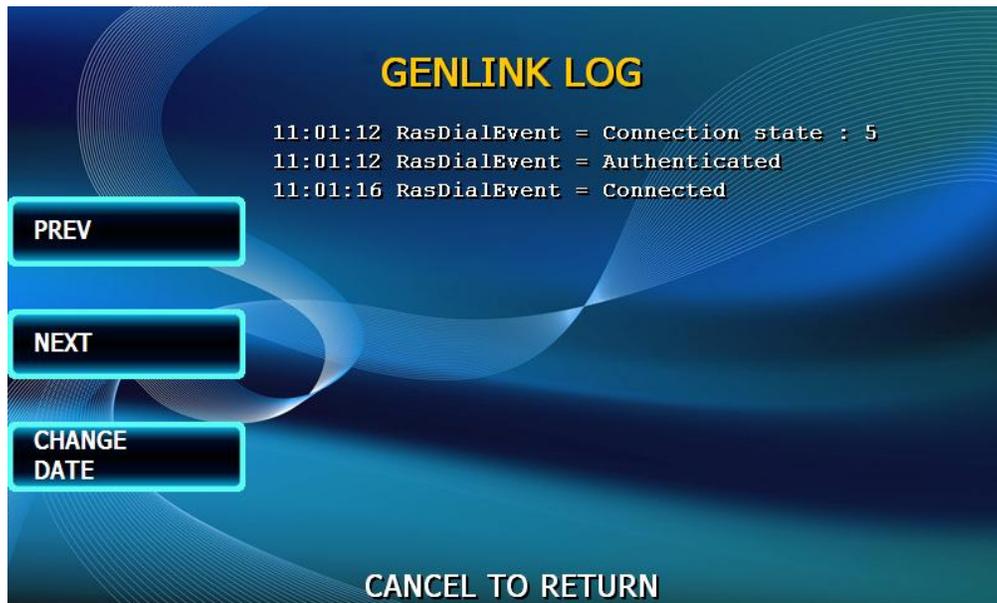
Now the IP Address / Subnet Mask / Gateway settings should be filled in.

**CHANGE CONNECTION TYPE** – This changes whether or not the GenLink device will remain connected to the cellular network or only activate if a call is placed. This function will cause the GenLink device to reconnect to the cellular network.

Options:      **ON DEMAND** – in this state the GenLink device connects to the cellular network for each transaction. There is slightly less data usage with this setting.

**ALWAYS** – this will keep the GenLink device connected to the network (same as how your cell-phone works). It's faster for transactions, however there is a very slight increase in data usage.

**VIEW CONNECTION LOG** – This is a log of all GenLink device activity



**Troubleshooting:**

- Make sure all the pins are correctly seated in the socket when installing the GenLink device.
- If the device activation fails, the first step will be to verify that the device serial number (ESN) is active on your carrier account.
- Once the activation process completes successfully (you get 'OK' result for all the various system checks), after programming the terminal, it may be necessary to reboot the ATM before it will connect to the host.