



Genmega Configuration Guide

 Image: Stand Stand

Setting up Hercules RMS is a three step process. The first step is done in the Hercules portal, the second step requires programming at the ATM, and the third step is verification of the setup. The following sections detail the process for Genmega ATMs.

Hercules Portal Configuration

- 1. Sign in to the Hercules Portal (https://hercules.dplwireless.com/)
- 2. Select the Devices icon from the left hand navigation and select the ATM you want to enable RMS on from the device list.

dol				HERCH	1.55	demo	@dplwire	eless.co	m
				DPL Demo - Dev	rices				<
		All Devices							
	۹	Terminal ID,	Serial, ID or Name						
¢	Health	Serial	Terminal ID	ÎD T	Name	RSSI	Signal	RMS	Protecto
0	0	981705	DPL208	Narciso Spur	DPL Demo	-99 dBm		J	
Å	0	871452	DPL830	Claudie Views	DPL Demo	-95 dBm		F	
	0	454803	DPL216	Ondricka Shore	DPL Demo	-85 dBm		F	

Note: Hercules RMS setup is associated to the ATM's Terminal ID. If no Terminal ID is present in the Hercules Portal, we suggest doing a balance inquiry to initialize the Terminal ID before enabling Hercules RMS in the Hercules Portal.

4. Select the RMS tab from the top menu navigation then select the "RMS Enabled" toggle.

dpl		HERCULES	demo	@dplwireles	s.com
	>	Terminal ID: DPL208			
<u>.</u>	II. Dashboard	Security		RMS	
¢	Configuration				
*	RMS Enabled:				
٩	RMS Good - Status: Downloaded	Wed, Jun 17, 2020 4:31 AM			



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5. Select Genmega from the ATM Type dropdown menu that appears in the subsequent dialogue box then select "Enable RMS".

Please select the ATM Type and click Enable RMS to activate. Select ATM Type:					
Genmega					
Enable RMS Cancel					

*Older CDMA/2G Devices that use RMS may incur additional fees based on their billing plan. Contact your sales rep for more information.

6. After enabling Hercules RMS in the Hercules Portal, you'll see configuration information for programming the ATM. You will need this information when you program the ATM for Hercules RMS.

Configuration	Hide Detai
RMS Enabled:	
1 Configuring RMS	
Automatic Journal Downloads : 🛛 💶 🔍	
Maintenance Window : 03:00 AM to 05:00 AM	
Maintenance Window : 03:00 AM to 05:00 AM Maintenance Timezone : America/Moncton -03:00 ADT (c NTM Manufacturer : Genmega	ompany default)
Maintenance Window : 03:00 AM to 05:00 AM Maintenance Timezone : America/Moncton -03:00 ADT (c ATM Manufacturer : Genmega RMS HOST IP	ompany default) 192.168.0.53
Maintenance Window : 03:00 AM to 05:00 AM Maintenance Timezone : America/Moncton -03:00 ADT (c ATM Manufacturer : Genmega RMS HOST IP RMS HOST PORT	192.168.0.53 18458
Maintenance Window : 03:00 AM to 05:00 AM Maintenance Timezone : America/Moncton -03:00 ADT (c ATM Manufacturer : Genmega RMS HOST IP RMS HOST PORT RMS RECEIVE PORT	2000 2000 2000 2000 2000 2000 2000 200

Note: By default Automatic Journal Downloads is enabled and is configured to pull journal data between 3AM and 5AM based on the ATM's local time. This can be adjusted by selecting and scheduling the Maintenance Window timeframe.



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Genmega ATM Setup

*Hercules RMS supports the following models: E4000, 1700, 1700W, 1900, G2500, GT3000, C4000, 4000T. RMS is NOT supported with models MB1000/MB2000, MB2100, or MB1500.

Note: Machines must be upgraded to software version V02.00.29 or later for 1700 and E4000. All other machine types must be upgraded to V03.00.07 or later. We recommend that all machines be on V05 or later for optimal performance.

- 1. Perform a test transaction (bad pin, balance inquiry, other) to associate an ATM Terminal ID to the Hercules modem.
- 2. Enter the OPERATOR FUNCTION section on the Genmega Terminal.
- 3. Select **HOST SETUP** to navigate to the RMS Section.

OPERAT	FOR FUNCTION	
	00000	
	00000	
TODAY	: 03/13/2020	CUSTOMER
CENNECA	09:37:45	SETUP
GENMEGA AP VERSION	: G2500,A6	
SERIAL #	TYAH056777	SYSTEM
TERMINAL #	: TNS5G447	SETUP
ROUTING ID	: 764371	and the second se
BILL CNT1	: 400	HOST SETUP
BILL CNT2	: N/A	
BILL CNT3	: N/A	
BILL CN14	N/A	TRANSACTION
	TODAY GENMEGA AP VERSION SERIAL # TERMINAL # ROUTING ID BILL CNT1 BILL CNT2 BILL CNT3 BILL CNT3	OPERATOR FONCTION 00000 TODAY : 03/13/2020 09:37:45 GENMEGA : G2500,A6 AP VERSION : V05.10.30 SERIAL # : TYAH056777 TERMINAL # : TNS5G447 ROUTING ID : 764371 BILL CNT1 : 400 BILL CNT3 : N/A BILL CNT3 : N/A



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4. Select **REMOTE MONITOR**.



5. Select **RMS RECEIVE EN/DISABLE** to enable RMS RECEIVE.





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6. Select **RMS HOST** then set the IP and Port by selecting **RMS SEND HOST IP** and **RMS RECEIVE PORT**. Use the RMS Host IP and RMS Host Port displayed in the Hercules portal as described in Step 6 within the Hercules Portal Configuration section above. Press **ENTER** to confirm settings.



	EDITOR		EDITOR	
	EDIT HOST IP (RMS SEND) 192.160.0.53[]		EDIT HOST PORT (RMS SEND) 18459()	
ALPHABET	5 10 15 20 25 30 35	ALPHABET UPPER	5 10 15 20 25 30 35	
ALPHABET	0123456789	ALPHABET	0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9	
NUMBER		NUMBER		
SPECIAL	PRESS [CLEAR] TO DELETE	SPECIAL	PRESS (CLEAR) TO DELETE PRESS (ELEAR) TO ACCEPT	
	CANCEL TO RETURN		CANCEL TO RETURN	



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 Select CANCEL to return to the REMOTE MONITOR menu. Select CHANGE RMS PASSWORD and enter the RMS Password provided in the Hercules Portal as described in Step 6 of the Hercules Portal Configuration section above.

	REMOTE MONITOR RMS RECEIVE ENABLE RMS SEND(ERR)		RMS PASSWORD	
RMS RECEIVE EN/DISABLE	ENABLE RMS HOST IP 192.168.0.53 RMS HOST PORT	ERR. SEND EN/DISABLE		
CHANGE RMS PASSWORD	RMS RECEIVE PORT	RMS HOST	ENTER NEW RMS PASSWORD	
RMS RECEIVE PORT	RMS SCHEDULE ENABLE Press ENTER for TEST CALL	JOURNAL SEND		
RMS DEVICE	CANCEL TO RETURN		CANCEL TO RETURN	

Note: Every terminal will have a unique password.

8. Return to the REMOTE MONITOR menu and select **RMS RECEIVE PORT**. It should be set to the default of 18456. If it is not, set it to 18456.





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9. Return to the Remote monitor screen and select ENTER to perform a test call.





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10. When the test succeeds you will see a "TEST SUCCESS!! " message on the bottom of the screen. The ATM is now registered with Hercules RMS and you can return to the Hercules Portal.



11. Back out of the Operator menu so that the RMS system can connect.



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Hercules RMS Configuration Status Check in the Hercules Portal

1. Return to the RMS Configuration section of the Hercules Portal and confirm that the Hercules RMS status is stating RMS Good, indicating a successful configuration.

Tip: It may take up to 10 minutes for the RMS Status to change after completing the ATM Configuration.

Configuration		Show Details 🗸
RMS Enabled:	-	

Configuration Statuses							
lcon	Status	Action Required	Notes				
0	RMS Good	None	Hercules RMS connected				
•	Configuring RMS	None	Enabling Hercules RMS (Approx. 30 seconds)				
•	Waiting for ATM	None	Hercules RMS receiving ATM RMS test message				
•	Confirming Password	None	Attempting to connect using password entered				
•	Retry Pending	None	Initial attempt to connect failed. Will retry every minute up to 5 times.				
•	RMS Password Verification Failed	 Verify/Re-enter Password Ensure Hercules is Connected Select Retry Connection in RMS Configuration section of Hercules Portal 	Password may have been entered incorrectly or Hercules disconnected				
•	Status Timeout	 Configure ATM Select Retry Connection in RMS Configuration section of Hercules Portal 	RMS test message not received within 24hrs of enabling Hercules RMS				
Đ	Failed State	 Perform Test Transaction on ATM Confirm ATM RMS Settings Resend RMS Test Message Select Retry Connection in RMS Configuration section of Hercules Portal 	No ATM Terminal ID or ATM misconfiguration				

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