
SeBa

Network Installation & Troubleshooting Guide

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SeBa Installation & Initial Setup

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OVERVIEW

This article outlines the complete process to download, install, and launch the SeBa application on a Windows-based kiosk. Following these steps ensures the kiosk is correctly configured and ready for first-time setup.

QUICK SUMMARY

- Verify system requirements
- Configure Windows power settings
- Install SeBa
- Set up the subscription
- Configure peripherals, depot, PIN, and dispenser

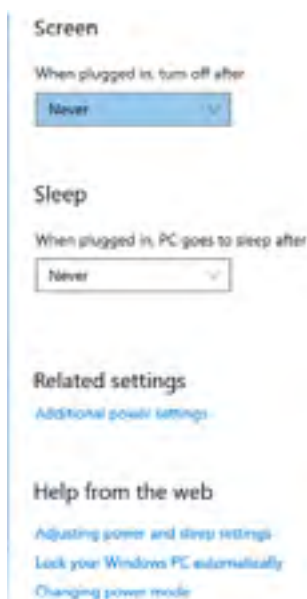
Step 1: Verify System Requirements

Before beginning the installation, confirm that the kiosk meets these prerequisites:

- **Operating System:** Windows 10 Pro or Windows 11 IoT Enterprise
- **Hardware:** Blue SeBa USB dongle and keyboard
- **Network:** Stable internet connection
- **User Account:** Default kiosk user logged in

Step 2: Configure Windows Power Settings

1. Right-click **Start** → Select **Settings**.
2. Navigate to **System** → **Power & Sleep**.
3. Set all sleep and screen timeout options to **Never**.
4. Close the window.



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Step 3: Run the Installation

1. Confirm the kiosk is online.
2. Insert the blue **SeBa USB dongle**. A green light indicates power.
3. Ensure you are logged in as the default kiosk user (e.g., HCU-10000).

Do not install under Admin or Operator accounts.

4. Double-click seba-installer.(version).exe
5. Click **Install**.

If prompted, select **Yes**.

6. Accept the license agreement, then click **Install**.
7. Click **Finish**, then restart the kiosk. SeBa will launch automatically.



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Step 4: Pair & Activate the Kiosk

Upon launching SeBa, you will be prompted to pair the kiosk with a sebawin.co account.

1. Create or log in at sebawin.co
2. From the dashboard, select **Pair Kiosk**.



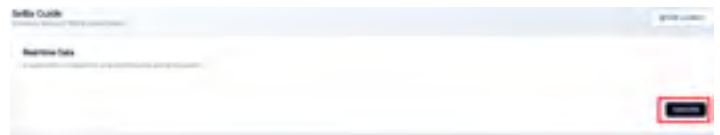
3. Click **Start Pairing** to generate an 8-digit code.



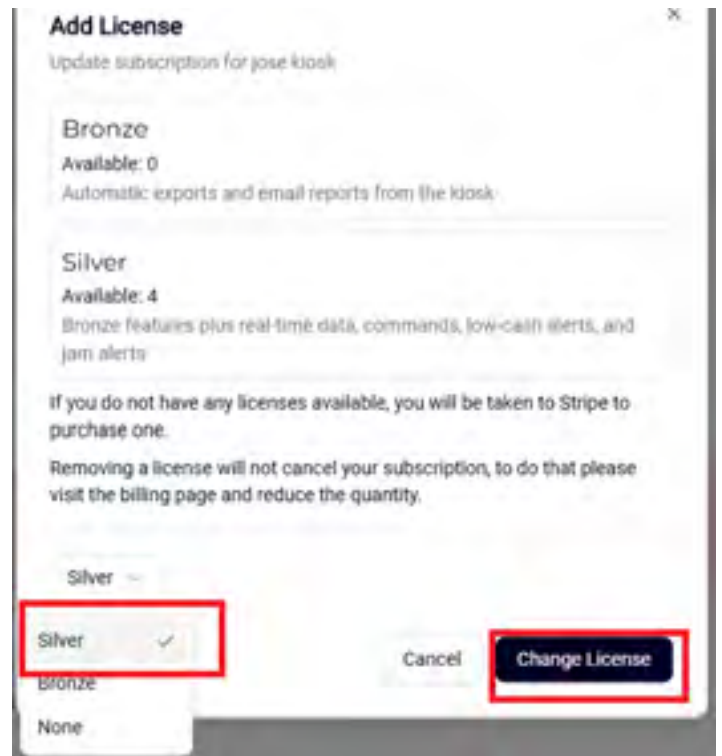
4. Enter the code on the SeBaWin website and click **Submit**.



5. Enter location details and click **Save**.
6. Navigate to **Real-time Data** and select **Subscribe**.



7. Select an available license or follow prompts to purchase one if needed.



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Step 5: Configure Peripherals and Final Setup

1. Assign each connected device to its correct COM port and manufacturer, then select **Save**.

Note: Configurations vary by kiosk. Trace physical cabling to identify correct COM ports.

Dispenser	N/A	
Scanner	N/A	
Indicators (LEDs)	N/A	Not Present
Bill Acceptor A	N/A	
Bill Acceptor B	N/A	Not Present
Printer	N/A	Not Present

2. Example Default Configuration – Genmega Gemini-D

Device	Port
Cash Dispenser Unit	COM4
Indicators	COM6
Receipt Printer	COM6
Barcode Scanner	COM1

Note: Use Generic for HID/USB scanners in keyboard mode and Windows-configured USB printers.

3. Import a valid JSON server configuration file before selecting **Save**.

4. [Contact Pyramid Support](#) for a json file. This file will require local server information that is beyond the scope of this guide. Please contact the server provider for this information: url, bearer_token and client_certificate.

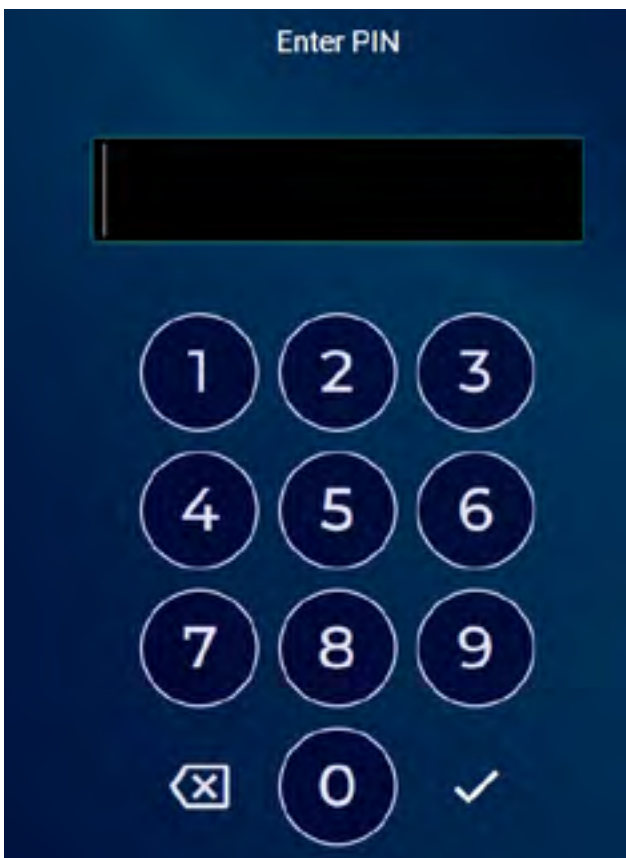
Depot Connection Profile

URL	
Bearer Token	
Certificate	

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Step 5: Configure Peripherals and Final Setup

5. Create and confirm the Administrator PIN when prompted.
6. Enter bill denominations and cassette counts, then click **Save**.



Once all peripherals, depot settings, PIN, and cassette values are configured, the kiosk is fully operational.

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Need Assistance?

**Available M-F
7:00 a.m. - 3:30 p.m.
Mountain Standard Time**

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**Contact us at
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