



Phoenix Printer Tools Software

Installation and Operation

System Requires

- Supported Operating System
 - Windows Vista
 - Windows 7
 - Windows 8.1
 - Windows 10
- At least one USB 2.0 port (or newer)
- 512MB RAM
- 15MB Hard Drive Space
- Admin rights to install driver

Driver Installation

This software requires that you have the Phoenix Serial Driver installed on your System. The application will detect and install the driver if needed. The manual installed can be run at any time from the Help menu or [downloaded from our website](#).

Additionally, an [uninstall utility](#) is available for all Pyramid Windows Drivers.

Software Installation

1. Doubleclick Phoenix Tools-installer.X.X.X.msi (where X.X.X is the latest version)
2. Read the EULA, and proceed if you accept
3. Click Install
 - a. If UAC is enabled, click Yes to proceed
4. When complete, click next
5. Your desktop will have a new icon for launching Phoenix Tools.



Software Removal

There are two ways to uninstall Phoenix Tools.

1. Right-click on Phoenix Tools-installer.X.X.X.msi (where X.X.X is the installed version)
2. Select uninstall
3. Follow on-screen prompts

Alternatively, you may use Windows Add/Remove programs as normal.

Software Overview

Review the [Phoenix Printer Operation Manual](#) to be familiar with the operation of the printer, the connections, and the use of the pushbutton and DIP switches on the side of the printer.

Firmware Updates

Revisions to the printer's internal operating software, or firmware, are available as a (.PTI) files which can be downloaded from our website. Regardless of how you use your printer (Pulse Mode, Pot-O-Gold, or ESC-POS), you may want to update your printer's firmware at some point. The Printer Tools software makes this process easy. The Tools software will always display the current revision of the firmware installed on the printer when connected, so you can know if it needs to be updated.

Pot-O-Gold Operation

When using the printer with Pot-O-Gold host systems, there is nothing to configure using the Printer Tools software, since Pot-O-Gold support is built into the printer. But if you wish to update firmware or test the printer's cutting mechanism, the Tools software can be of help.

ESC-POS Operation

If you are connecting the printer to a host system with ESC-POS (an industry standard communication protocol that many thermal printers support), the printer's RS-232 Comm Port settings may need to be configured to match that of the host equipment. You can set the printer to communicate at a specific baud rate and parity in order to match the parameters of the host equipment's RS-232 communication port.

Pulse Mode Operation

The bulk of the Printer Tools software functions are dedicated to Pulse Mode. These tools allow you to create custom tickets that can be printed automatically when the host machine receives credits in, or dispenses credits out. These tickets can have custom text and logos that are printed on the ticket, along with the credit (data) value, time, date and security information. Your custom ticket layouts can be saved to the PC as .PHG files, allowing you to edit them at a later time, or transfer the ticket layouts to additional Phoenix Printer units. The Printer Tools software can also import .G58 and .PTS files if you have tickets already designed for that type of printer, and wish to use those same ticket layouts with the Phoenix Printer. The printer also keeps a running count of all credits in and out, known as "Books" records. Using the Printer Tools software, the records for the current day can be printed out. You can also specify a range of dates, and the printer will print out the records for every day in that range. You may also use the Printer Tools to erase all stored records.

User Interface

Control Menu

Load/Save Config

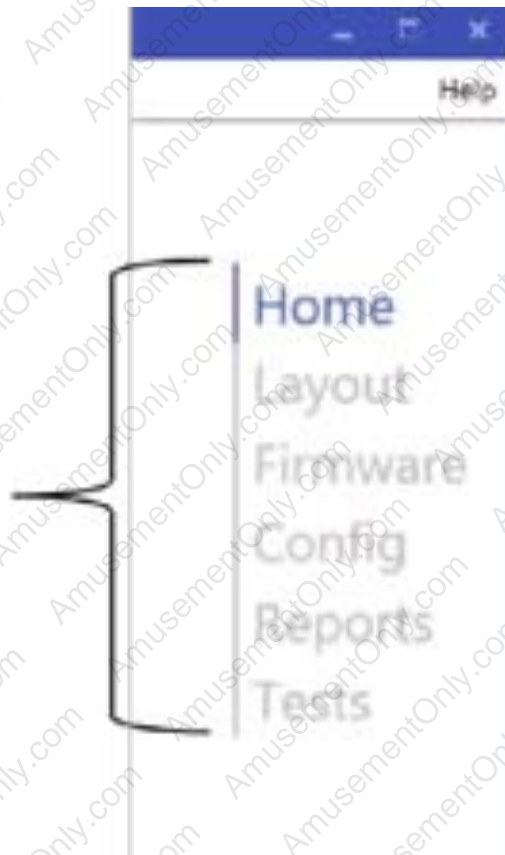
Application Version

Help

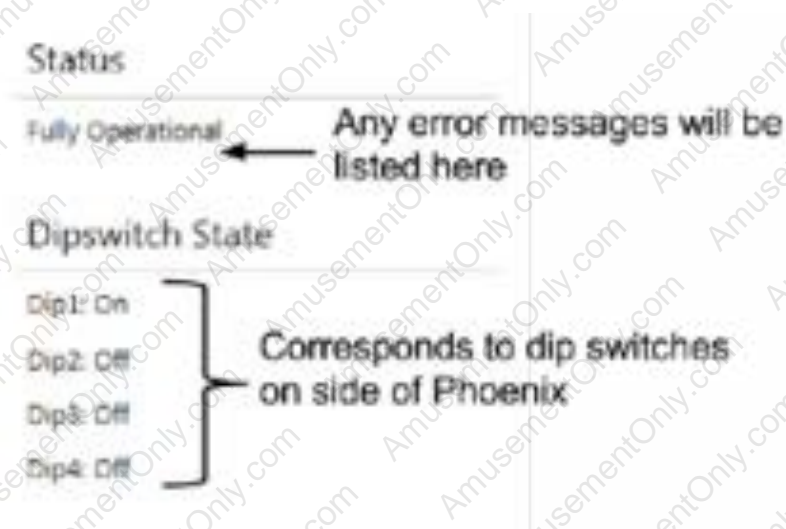


Screen Navigation

Each of these sections provide related information and configuration options



Home Screen Status



Status

Any abnormal states reported by your Phoenix Printer will be listed under the status section. Possible states include but are not limited to the following:

- Paper Errors
 - Out of paper - replace paper
 - Paper low - paper almost out
- Head and Cutter Errors
 - Head Open - close and ensure head latches shut
 - Cutter Not Home - Cycle power on printer, ensure there are no jams
 - Thermistor Overheat - Allow time to cool
 - Cutter Jammed - Remove debris from paper cutter path
- Memory Errors:
 - Checksum Error - Attempt to flash update to latest firmware
 - Books Checksum Error - Use the clear books option on the Reports menu
 - Flash Download Incomplete - Attempt to flash update to latest firmware
 - Otherwise, contact Pyramid support@pyramidacceptors.com to resolve

Ticket Layout

Tickets are associated with the different credit lines of your Phoenix

The Data Multiplier, Decimal Places, and Data Symbol selectors for you configure how data values are displayed when a Data line is printed

The screenshot shows a configuration window for a ticket layout. At the top, there are four tabs: "Coin Note", "Data Multiplier", "Decimal Places", and "Data Symbol". Below the tabs is a table with 10 rows, each representing a credit line. The table has three main columns: "Name", "Type", and "Data Symbol". Each row contains a "Name" field, a "Type" dropdown menu, and a "Data Symbol" dropdown menu. The "Name" field contains the text "New Text". The "Type" dropdown menu is set to "Data" and "Logos". The "Data Symbol" dropdown menu is set to "=". Below the table, there are several checkboxes and labels for "Data Multiplier", "Decimal Places", and "Data Symbol".

Name	Type	Data Symbol
New Text	Data Logos	=
New Text	Data Logos	=
New Text	Data Logos	=
New Text	Data Logos	=
New Text	Data Logos	=
New Text	Data Logos	=
New Text	Data Logos	=
New Text	Data Logos	=
New Text	Data Logos	=
New Text	Data Logos	=

Each of the ten lines on your Phoenix ticket can be configured to show custom text, data or logos

Flash Update Screen

Click to browse and find .PTI
firmware file



Click to being flash update. This is
enabled only when a valid firmware is
selected.

Configuration Screen

The screenshot displays a configuration interface with a blue header and a sidebar on the right. The sidebar contains navigation links: Home, Layout, Firmware, **Config**, Reports, and Tests. The main content area is titled "Ticket Rate" and shows a dropdown menu set to "100". Below this are several settings, each with a blue slider control:

- Serial Party: set to "None"
- Autocut Tickets: slider at the left end
- Line Feed Honored Tickets: slider at the left end
- Carriage Return Honored: slider at the left end
- Phoenix Real-time Clock: set to "None"

Callouts and annotations include:

- An arrow pointing to the "Ticket Rate" dropdown with the text: "Sets the ticket rate for the base RS-232 DB-9 port."
- A box on the left containing the text: "Help information - this region describes each of the options selected on the right." with an arrow pointing to the right side of the configuration area.
- An arrow pointing to the "Phoenix Real-time Clock" dropdown with the text: "Set RTC Clock".
- An arrow pointing to the "Read from Phoenix" button with the text: "Read from Phoenix".
- An arrow pointing to the "Defaults" button with the text: "Apply Factory Defaults".
- An arrow pointing to the "Apply" button with the text: "Save Changes".

Reports Screen

This screen allows you to retrieve ticket reports, records of all transactions on the printer. The printer must be attached for this feature to work. This records are referred to as "books".

