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 underlined 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.
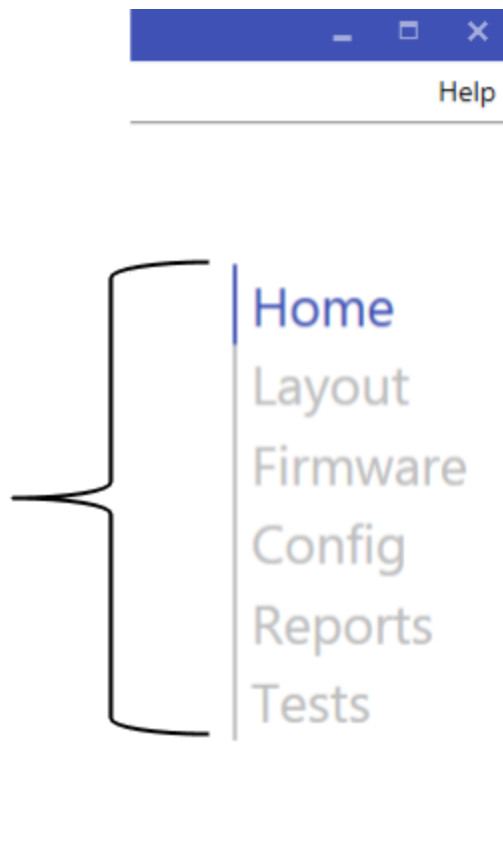
User Interface

Control Menu

Screen Navigation

Home Screen Status

Status

Fully Operational ← Any error messages will be listed here

Dipswitch State

Dip1: On
Dip2: Off   Corresponds to dip switches
Dip3: Off   on side of Phoenix
Dip4: Off

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 on your Phoenix

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

Coin **Note** Payout

	Ticket Enabled	Data Muliplier	Decimal Places	Data Symbol
		1 ▾	0 ▾	$ ▾

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

#	Content	Type	Configuration
1	Your Text ✕	Text Data Logo	s m l S M L
2	Your Text ✕	Text Data Logo	s m l S M L
3	Your Text ✕	Text Data Logo	s m l S M L
4	Your Text ✕	Text Data Logo	s m l S M L
5	Your Text ✕	Text Data Logo	s m l S M L
6	Your Text ✕	Text Data Logo	s m l S M L
7	Your Text ✕	Text Data Logo	s m l S M L
8	Your Text ✕	Text Data Logo	s m l S M L
9	Your Text ✕	Text Data Logo	s m l S M L
10	Your Text ✕	Text Data Logo	s m l S M L

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

Sets the baud rate for the true RS-232 DB-9 port.

Help information - this region describes each of the options selected on the right.

Baud Rate	1200 ▼
Serial Parity	None ▼
Autocut Tickets	
Line Feed Honored Tickets	
Carriage Return Honored	
Phoenix Real-time Clock	SET TIME

Home
Layout
Firmware
Config
Reports
Tests

Set RTC Clock

Read from Phoenix

defaults   refresh   apply

Apply Factory Defaults   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*".

START DATE	
3/8/2017	🗓

Start date for report. This must be before the selected end date

END DATE	
3/8/2017	🗓

End date for report. This must be after the selected start date

PRINT SELECTED REPORT

Print the report for the date range selected above

PRINT TODAY'S REPORT

Print today only (from 12am)

Danger Zone

ERASE BOOKS RECORDS

Erase all ticket records. This cannot be undone!