

Phoenix Printer Tools Software: Installation & Operation

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Driver Installation



Before you can use this software, the Phoenix Printer's USB / Virtual Comm Port driver must be properly installed. When you downloaded the Printer Tools Setup file, you should also have received the **CDC_driver_x86_x64.inf** driver. You will need to know where this file is located on your Windows PC before you proceed.

Next, connect the printer's power cable (white 7-pin connector that should be attached to a 12V DC power supply capable of delivering 3A current).

Using the USB printer cable, connect the Phoenix Printer to a USB port on your PC. Windows should detect the new hardware and start the Hardware Installation Wizard. **Do not let Windows install the software automatically, or allow it to search for the driver.** Select the option to install the driver manually from a list or specific location, such that you can specify the location of the driver file. Then direct the Hardware Installation Wizard to the location of the driver file (CDC_driver_x86_x64.inf), and allow the installation to complete.

Phoenix Tools Software Installation

This software requires Microsoft .NET Framework 4 to be installed on your PC. If your system has .NET 4 Framework but you still have difficulty installing or running the software, check that you are running the latest service pack (SP1 for Windows 7, SP2 for Vista, and SP3 for XP), and that your computer is updated with the latest Microsoft Windows Updates.

Run the Phoenix Tools Setup file to install the program. On some operating systems, and depending on how your Administrator Privileges are set up, it may be necessary to right-click on the program file (.exe) and select "Run As Administrator."

You may get a warning message saying that the software has not passed Windows Logo testing to verify compatibility with your operating system. Ignore this and select "Continue Anyway" to allow the installation to run. Connect the printer's power and USB cable, and double-click the "Phoenix Tools" shortcut to begin.

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, may become available in the future, as a (.PTI) file you can download 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 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, parity and data length (7 or 8 bits) 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, 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 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.

Take a Brief Tour of the Printer Tools User Interface

The information on the following pages explains the basic functions, and shows where they are located. If anything remains unclear, the best thing to do is simply experiment with the program, or designing your own tickets, so that you can get a better feel of how things work.

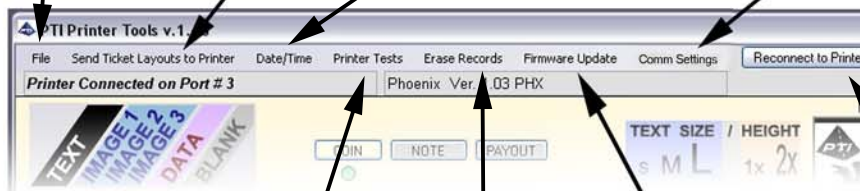
Top Menu Functions

Import or load existing configuration files, or save a new file once you have designed new layouts for your tickets. (Pulse mode only)

After creating a Coin, Note, or Payout Ticket Layout, use this menu to transfer the layout to the printer, where it will be stored in the printer's memory indefinitely, or until rewritten. (Pulse mode only)

Use this menu to read the date & time stored in the printer's internal clock, or re-set the printer's date and time. (The printer's clock is enabled or disabled using the jumper on the side of the printer.)

In some applications, the printer communicates serially with a host machine (ESC-POS mode). Use the Comm Settings menu to set the printer's baud rate and other port parameters to match the settings of the host equipment. (Be sure DIP Switch 3 is ON and DIP Switch 4 is OFF.)



Initiate a "Test Print" of a Coin, Note or Payout Ticket for Pulse mode. (Data values will be zero.). Also, use this menu to test the printer's partial and full cutter functions, and read the printer's unique Security Number.

The printer keeps track of "books" data so it can print reports. This menu item allows you to clear all stored logs and records. (Pulse mode only)

Revisions to the printer's internal operating software (firmware) may be released on occasion as a ".PTI" file. Use this menu to transfer the update from the PC into the printer's memory.

If the USB connection between the PC and printer is interrupted (unplugged cable or printer turned off), use this button to restart the link when the printer is powered on and the cable is connected.

Printing Reports (for Pulse Mode Only)

The Report Generator function allows you to print a report of "books" data records for a specified date range.



This button will cause the printer to generate a report of all books data for the current calendar day.

Designing Custom Coin in, Note in, and Payout Tickets (for Pulse Mode Operation Only)

This image of a printed ticket (Coin In) is shown next to the PC program layout that created it. This illustrates how the ten "lines" of information can be altered to display text, images and data when creating your own customized layouts.

The area highlighted by the red box is a grid for setting up the individual lines of information for a ticket. In this example, the green light under the "Coin" button indicates that the Coin ticket is currently selected, and the parameters for the Coin lines are now being displayed. At any time, use these three buttons to toggle between Coin, Note or Payout grids to view and edit the lines for each ticket type.

Note: When you make a change to the layout of a Coin, Note or Payout Ticket, the change is not automatically sent to the printer. You must use the "Send Ticket Layouts to Printer" function to transfer any layout changes to the printer's memory. When finished designing layouts, don't forget to save the layouts to disk for future editing (File menu)

The screenshot shows the PTI Printer Tools v.1.46 software interface. At the top, there is a menu bar with options: File, Send Ticket Layouts to Printer, Date/Time, Printer Tests, Erase Records, Firmware Update, and Reconnect to Printer. Below the menu bar, it says 'Printer Connected on Port # 3' and 'Phoenix Ver. 1.03 PHX'. The main area is a grid for designing ticket layouts. The grid has columns for 'TEXT', 'IMAGE 1', 'IMAGE 2', 'IMAGE 3', 'DATA', and 'BLANK'. Each cell in the grid contains a preview of the layout element and a set of control buttons (radio buttons and checkboxes). A red box highlights the 'COIN', 'NOTE', and 'PAYOUT' buttons at the top of the grid. The 'COIN' button has a green light underneath it, indicating it is selected. To the right of the grid, there are settings for 'TEXT SIZE / HEIGHT' (s, M, L, 1x, 2x) and 'Image 1', 'Image 2', and 'Image 3' (each with a preview of the Phoenix Thermal Printer logo). At the bottom of the grid, there are sections for 'Data Multiplier', 'Decimal Places', and 'Data Symbol'. Below these are checkboxes for 'Enable / Disable Ticket Printing' (Coin, Note, Payout). At the very bottom, there are date selection fields and 'Report Generator' and 'Print Report' buttons. On the left side of the image, there is a printed ticket (Coin In) with various text and images. Blue arrows point from the ticket to the corresponding elements in the software interface. A red arrow points from the 'COIN' button in the software interface to the printed ticket. A black arrow points from the text on the left to the 'Print Count' area of the ticket.

Security data area: Each printer has a unique S/N (Security Number).

Print Count: The first printout of a ticket will display "#1". Two additional reprints are permitted, and these reprints will display "#2" or "#3".

Designing Custom Coin-In, Note-In and Payout Tickets - Continued

When a line is configured as a **Text** or **Data** line, use the Text Size and Text Height blocks to specify the font size, and indicate if the text line is to be single or double height. Note that (S) Small text will fit 42 characters on a line, (M) Medium text will fit 24, and (L) Large text will only fit 16 characters on a line.

The screenshot shows a configuration window for ticket layouts. At the top left, there are five selector blocks: TEXT, IMAGE 1, IMAGE 2, IMAGE 3, and DATA. Below these are ten rows, each representing a line on the ticket. Each row has a selector block, a preview of the line's content, and two columns of radio buttons for TEXT SIZE (s, M, L) and HEIGHT (1x, 2x). At the bottom, there are controls for Data Multiplier (Coin, Note, Payout), Decimal Places (Coin, Note, Payout), and Data Symbols (Coin, Note, Payout). There are also checkboxes for 'Enable / Disable Ticket Printing' for Coin, Note, and Payout.

Click on the image boxes to load a new .BMP image* file from the PC. All three custom images (or logos) are available to be used in the Coin, Note or Payout Ticket Layouts.

*In order for your custom bitmap (.BMP) file to work with the Phoenix Printer, it must be black & white (1 bit per pixel), exactly 384 pixels wide, and no more than 341 pixels high.

This selector block specifies how each of the ten lines will behave. A line can be set up as **Text** with various font sizes. A line can also be set to print **Image 1**, **Image 2**, or **Image 3** (multiple lines can be configured to print images on the same ticket). Usually, one of the ten lines will be configured as a **Data** line, to display credits received or credit values paid out - this is typically the most critical item of information for any ticket. A line may also be configured as **Blank**, which inserts some space between the lines directly above and below.

For each type of ticket, you may specify a symbol to be placed in front of the data value when a **Data** line is printed (such as a currency symbol, or even a blank character).

The Data Multiplier and Decimal Places selectors let you configure how data values are displayed when a **Data** line is printed in your Coin, Note or Payout Ticket Layouts.

If you wish to prevent a certain type of ticket from being automatically printed during normal operation, uncheck the corresponding box. **(Don't forget - for this and other changes to take effect, you must use the "Send Ticket Layouts to Printer" top function in the top menu.)**