PHOENIX THERMAL PRINTER

PHOENIX FIRMWARE UPDATE INSTRUCTIONS

PYRAMID TECHNOLOGIES, INC.

www.pyramidacceptors.com

Rev. A 02/06/2023

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Document Overview

The purpose of this document is to outline specific details needed for the proper completion of Firmware updating utilizing our Phoenix tools program.

Scope

The scope of this document is to define and lay out all instructions in sequential order for the completion of a firmware update using our Phoenix tools program. It is the responsibility of the technician performing this procedure to follow the steps, instructions, and inspection requirements as stated in this document.

Required Equipment, Tools and Supplies

Description	Part Number
Phoenix tools for PC	N/A
12 volt power supply	N/A
USB type A to type B	N/A
.ptix firmware file for updating	N/A

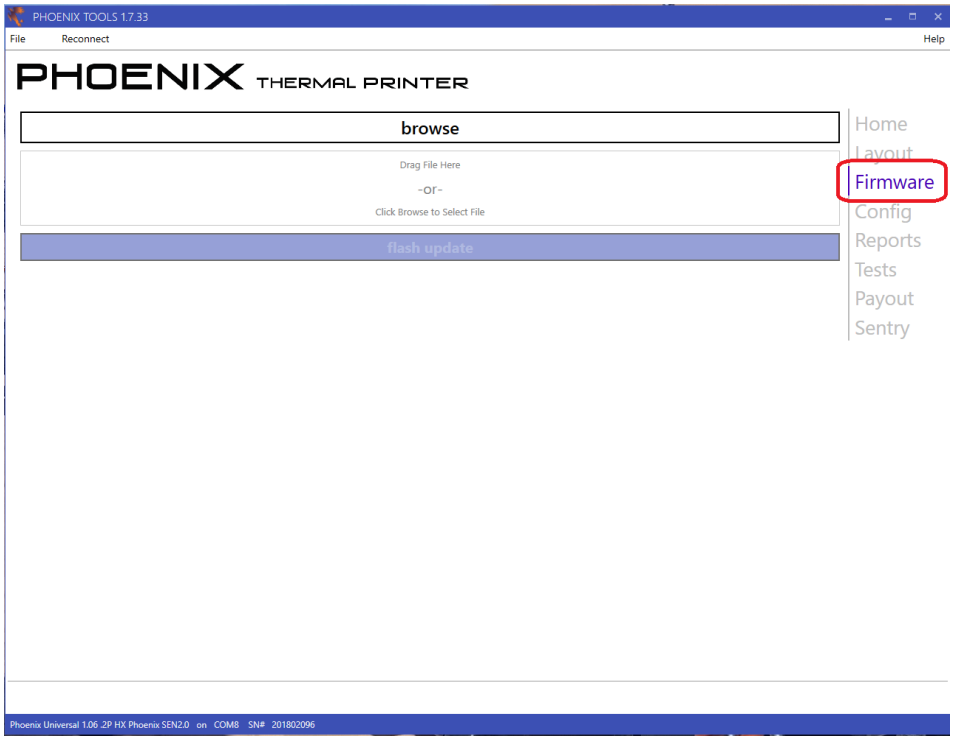
Firmware update Instructions

Step 1.

With the power applied to the printer please plug in the USB cord and open the Phoenix tools as seen in the image below.

Step 2.

Once power has been applied and you are connected to the Phoenix tools please select “Firmware” as seen in the image below.

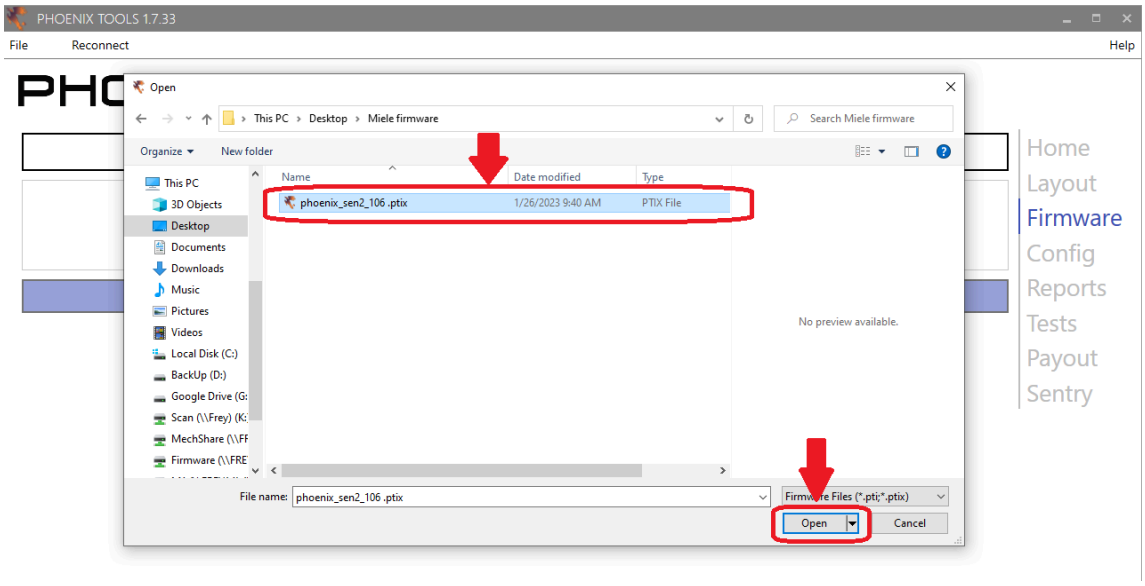


Step 3.

Now that you are at the Firmware screen please select the “Browse” button as shown below.

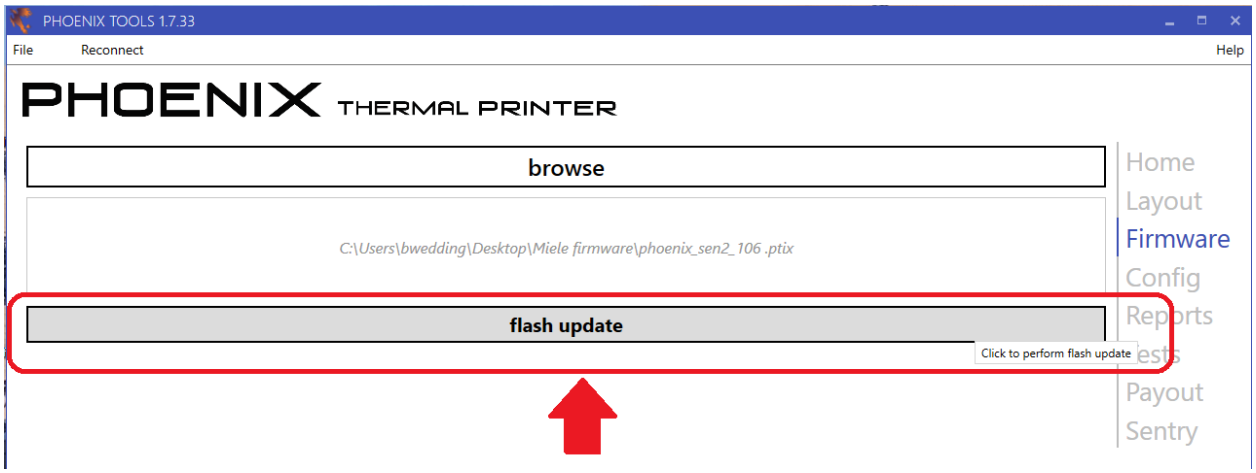
Step 4.

Once “Browse” has been selected you will then locate the firmware file needed to flash update to and hit “Open” as seen in the image below.



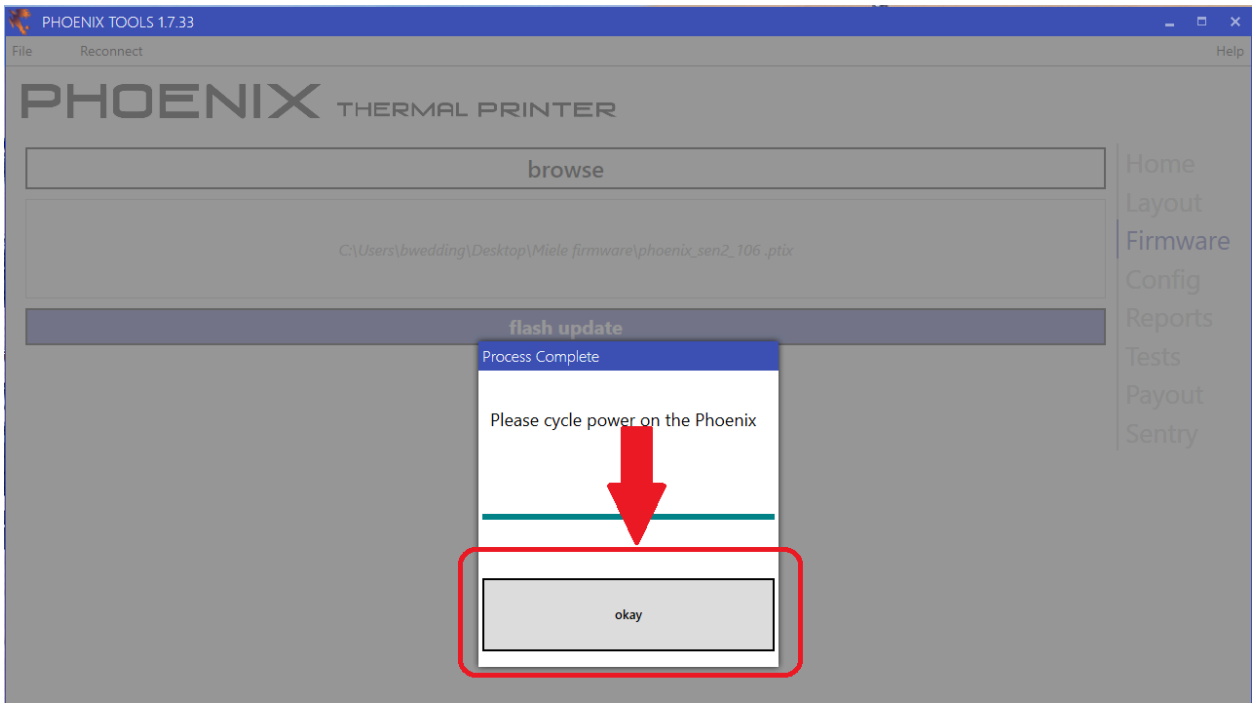
Step 5.

Once “Open” is selected you will be back to the Firmware screen. In that screen, you will see the selected firmware identified in the box below the “browse” button. From this point all you will need to do is select the “flash update” button and the flash update will begin. Please see the image below. This will take about 30 seconds to complete.



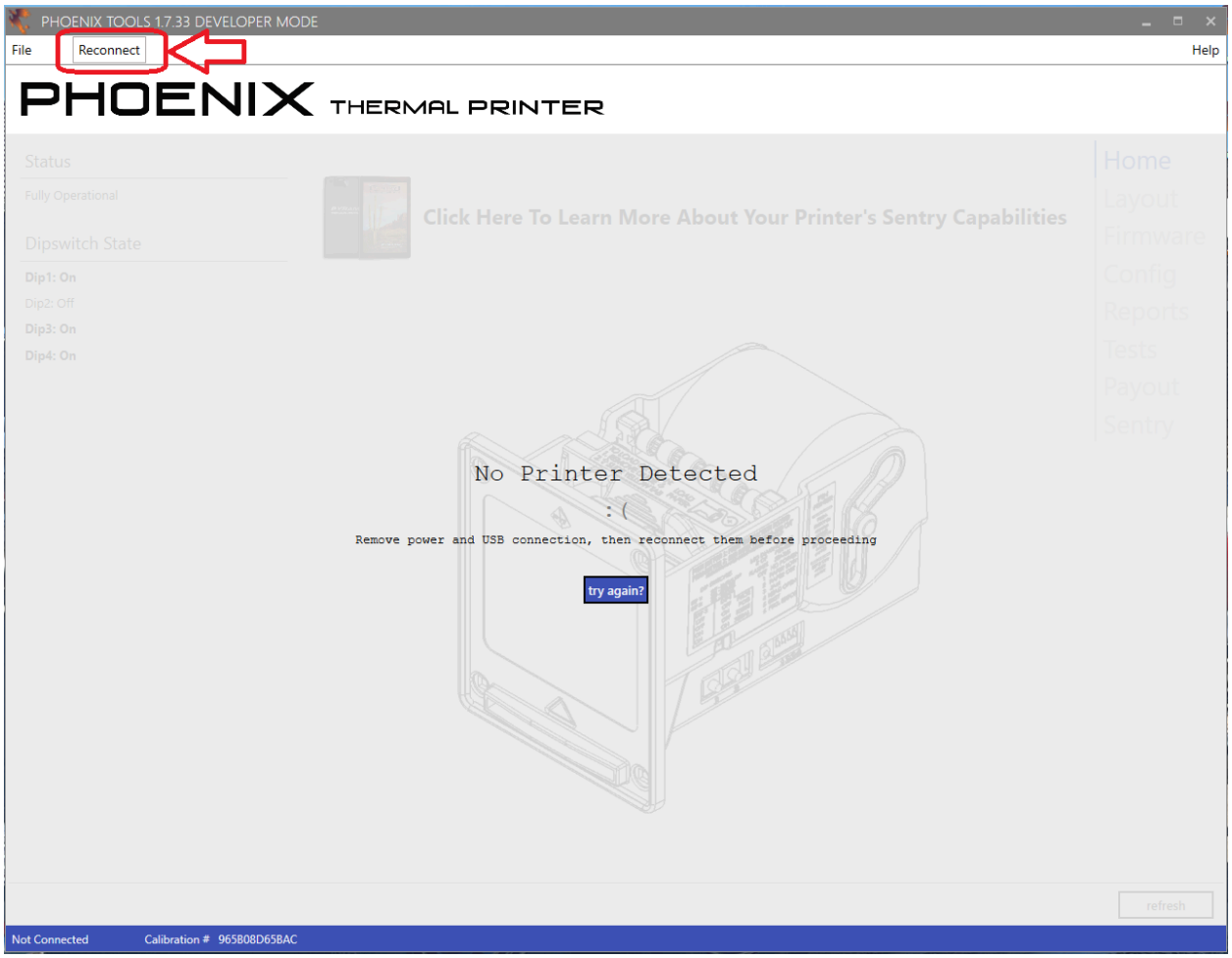
Step 6.

With the flash update complete you will see a box signaling to “Please cycle power on the Phoenix”. Please select “okay” to close as seen below.



Step 7.

With that box now closed please select “Reconnect” at the top left of the Phoenix tools program as seen below.



Step 8.

After you have selected “Reconnect” at the top right of the Phoenix tools you can now verify the new firmware and revision installed at the bottom of the screen as seen below. If you have multiple printers you can then repeat steps 5 through 7 without having to close the Phoenix tools program.

If you have any questions please feel free to contact our Technical support team at support@pyramidacceptors.com or (480) 641-9733

TO LOAD OR CLEAN:
1. REMOVE PLATEN
2. SLIDE LEVER
LOAD PAPER
TAKE TICKET