# EPIC 950<sup>®</sup> THERMAL TICKET PRINTER

Software Reference Guide





## **Contacting Information / Serial Plate Info**

- TransAct Technologies Incorporated is the manufacturer of Ithaca brand POS, Banking, and Food Safety, receipt printers and Epic brand Gaming printers. 877.748.4222 - www. transact-tech.com
- When calling the toll free number above enter option 2 for Parts and RMA's or enter option 3 for Technical Support
- E-mail Technical Support at: TechSupport@transact-tech.com
- Online RMA form:

#### www.transact-tech.com/tsg/rma.html

- Additional product support information can be found on our website under Support > Product Info > Epic 950.
- TransAct also maintains an FTP site for downloading documentation, utilities and firmware files:

#### ftp://ftp.transact.com

USER ID: gaming PASSWORD: CAs1no123

or at ftp://gaming:CAs1no123@ftp.transact-tech.com

## **Serial Plate Information**

Date Code Identification:

- The first letter denotes the month built, as follows: A= January, B= February, C= March, D= April E= May, F= June, G= July, H= August, I= September, J= October, K= November L= December
   The two numbers denote the second se
- The two numbers denote the last two digits of the year built, as follows: 04= 2004 05= 2005...

Serial #

ithaca

Date

Note: Standard Warranty: 2 years from the build date

## **Software Tools**

#### Firmware Download Utility - Version 2.18

The Download tool is designed to replace/update the firmware image in the printer on a single printer.

#### Master Programmer Utility - Version 1.20b

The Master Programmer tool is designed to be used in conjunction with our Master Programmer hardware, and allows the replacement/update of firmware image on multiple printers at once.

#### **POSjet Terminal Utility - Version 1.7.2**

The POSjet Terminal tool is designed for an easy way to allow commands to be sent to the printer for testing communication. You can also use this tool to send a script file (a text file containing commands with .dmo as the extension) for testing and developing.

#### Demo and Comm Analyzer Utility - Version 2.0.12

The Demo and Comm Analyzer tool allows demo scripts to be sent to the printer to test communication and functionality of a printer. The tool also has a debug mode which allows you to monitor the communication to and from the printer and PC for testing and developing.

#### File Download Utility - Version 1.12a

The File Download tool is designed to view the Epic 950's Flash memory and to transfer files between the printer and a PC. The tool is most commonly used to transfer specific files present on the EPIC 950.

-Please check with our website for latest version of these tools.

## **Firmware Download Utility**

The Firmware Download Utility is designed to replace/ update the firmware in the printer.

Serial Performance: Firmware Download File:
nter Information
Get Printer Information
ot Loader Rev. Download Now
Flash ID: Abort Download

#### Prepare Printer for Firmware Download:

- 1. Verify the printer is on and ready, no error LEDs.
- Verify no Windows drivers are currently on the same port you will be using with the Download Utility. If so, temporarily move the Windows driver of this port until you are done.
- 3. Load the paper.
- 4. Un-Rack the printer slightly from the chassis.
- 5. Open the front lid
- 6. Power off the printer.
- 7. Press and hold the Feed button.
- 8. Power the printer back on while holding the Feed button.
- 9. Let go of the button when you see the solid red Fault LED and blinking green Ready LED.
- 10. You are now in Bootload mode.
- 11. Connect printer to PC using a serial null modem cable and our Download Adaptor.

Note: The Serial null-modem cable (part#10-2020L) should be connected to the Download Adaptor. Then plug the Download Adaptor into the printer's Download Port. Adaptor Part# 95-05438L\_WITH LED's = Can be used with both Download Utility and Master Programmer.

Adaptor Part# 95-05026L\_WITHOUT LED's = Can ONLY be used with Download Utility.

#### Using the Firmware Download Utility

 Run the Download program.a Select or Type in the communication port being used. (Example: COMx)

COM1: 👻	Select file to Download
Serial Performance:	Firmware Download File:
Printer Information	
Get Printer Information	
Boot Loader Rev.	Download Now
Finde ID:	Abort Download

 Left click the top left PJ printer icon and check Xon/ XOff(serial).

×	Move Close Alt+F4	Firmware Download
	About Download	Firmware Download File:
~	No Messages XOn/XOff (serial)	Download Now
	Firmware Rev: Flash ID:	Abort Download

 Slide Serial Perfomance Slider to 115200 baud rate. Note: When sliding the Slider to Baud Rates higher than 57600 Baud, a Warning Box will come up. Select Yes and it will set to 115200. Once setup, settings are saved for the next time you open the program.

POSjet Firmware Downloader	
Communications Port Firmware Doveload Cottet Send Firmware Doveload Table Tabl	e: Püšjet firmvare Downloader 🛛 🔀
Into is a special right spece setting, not all primers support this spece.     Do you wish to use this setting?     Boot Loa     Fittine     Yes No	Comunication Plot Commication Plot Commication Plot Seed Referemence Price Information Price Information
Serial Speed: 57000 Baud	Get Pinter Information Boot Loader Rev. Finneare Rev. Fishel ID Abort Coverload
	Serial Speed: 115200 Baud

#### Using the Firmware Download Utility

- 5. Click the "Get Printer Information" button.
- Program should display information in the fields below the button.

COM1: 💌	Select file to Download
Serial Performance:	Firmware Download File:
inter Information	
Get Printer Information	1
oot Loader Rev: PB9501-1.13	Download Now
Firmware Rev: PB00T-1.28	
Flash ID: MX29LV320AB	Abort Download

Note: If you receive the below error, click OK, and click "Get Printer Information" button again. If you still get the below error, please verify you have followed all the steps on the previous two pages.



- 7. Click the "Select file to Download" button.
- 8. Select the firmware file (.cbt or .bot file) to be downloaded.

COM1:	•	Select file to Download
Serial Performan		Firmware Download File:
rinter Information		C:\Users\bensonm\Desktop\S00124.cbt
Get Prin Boot Loader Rev:	PB9501-1.13	Download Now
Flash ID:	MX29LV320AB	Abort Download
	Download File: C-\Users	hensonm\Deskton\S00124.cht

- 9. Click "Download Now' button.
- 10. Wait until flash process completes.

## **Firmware Download Utility**

Firmware Download
Select file to Download
Firmware Download File:
C:\Users\bensonm\Desktop\S00124.cbt
Download Now
Abort Download
pp\\$00124.cbt
ld be able to use it.
power cord and re-connect it to the ator light, the firmware download did

- 11. Message that Flash Update Done appears.
- 12. Click Ok.
- Wait for the Green Ready LED to flash quickly on the printer to indicate firmware download is complete.
- 14. Close Program.
- 15. Rack the printer back into the chassis.
- 16. Close the lid.
- 17. Power the printer off and on.
- 18. A test ticket will print.
- 19. Verify firmware on ticket matches firmware downloaded.
- 20. Disconnect Program Adaptor from the printer.

Note: You can also print a test ticket whenever you wish by following the step on the next page.

Print a test ticket using the printer's self-test procedure:

 Press and hold the FEED button for approximately 5 seconds, then release and the self-test ticket will then print.

- OR -

- 1. Un-rack the Inner Chassis
- 2. Open the Ticket Cover. Do not remove the currently loaded ticket.
- Press and hold the FEED button until the Open LED goes out, then release the button.
- Now close the Ticket Cover and the self-test ticket will then print.
- 5. Close the Inner Chassis to resume normal operation.

### NOTE:

Provides useful information regarding loaded firmware version and configured Baud Rate settings in addition to performing mechanical testing.

> Self-Test Ticket

#### **INSERT THIS SIDE UP** : Epic 950<sup>™</sup> - SP.3 Model Firmware : S00187 UFST Rev : 6.2.1 System CRC : 78B1 Date : Nov 12 2012 S/N : Epic 950 Baud Rate: 9600 BPS 8 Bit No Parity 1 Stop Bit Handshaking : XON/XOFF Receive Error : Prints '?' Smoothing : Enabled Mono Paper : Custom Black Gray Eo Black Eo : 0.12 mJ/sa.mm: 0.20 mJ/sg.mm Color Paper : Custom Color Color : Black/Red Color Eo : 0.20 mJ/sq.mm Black Eo : 0.38 mJ/sg.mm Density : 0 PreHeat : Off Unicode Mode : ascii Dip Switch : 02

INSERT THIS SIDE UP ALLOCATION . 'K US PAL NO. 6059127, 7059785, 7115314, 7390645

The Master Programmer Utility is designed to be used in conjunction with our Master Programmer hardware, and allows the replacement/update of firmware image on multiple printers at once. The utility can also be used without the Master Programmer Hardware for single printer downloading using the Program Adaptor.

Master Programmer (brought to you by TransAct Technologies I	nc.)	- • •
C:\Users\bensonm\Desktop\S00124.cbt NO VERIFICATION FILE FOUND, NO VERIFICATION WILL BE DONE.	Browse Do Pre-Program Verify	Start Help
CDM1:  Waiting for Thread Start. CDM2:  Waiting for Thread Start.		
CDM3: Vailing for Thread Start.		

#### Master Programmer Utility



#### Master Programmer Hardware



Program Adaptor (single printer download)

#### Single Printer Download (using Program Adaptor)



Using the Master Programmer Utility to load a firmware file to one Epic 950 printer:

- 1. Make sure printer is on and ready, paper loaded.
- 2. Run the Master Programmer Utility.
- 3. Use the Browse function to select a firmware (.cbt) file to download.

Master Program	mmer (brought to you by TransAct Technologies In	ic.)	
C:\Users\benson	n\Desktop\S00124.cbt	Browse Do Pre-Program Verify	Stat Help
NO VERIFICATION	FILE FOUND, NO VERIFICATION WILL BE DONE.	Reset Baud Rate	
COM1:	<ul> <li>Waiting for Thread Start.</li> </ul>		
COM2:	<ul> <li>Waiting for Thread Start.</li> </ul>		
COM3:	<ul> <li>Waiting for Thread Start.</li> </ul>		
COM4:	<ul> <li>Waiting for Thread Start.</li> </ul>		

Click OK if you receive the popup below. Note: A verification file is not needed to download firmware.



- 5. Select the COM port to be used for each connection as required. Example: If your system uses COM7, change to COM7.
- Select Reset Baud Rate check box. This is used when the old firmware has a baud-rate different from the baud rate of the new firmware.
- 7. Connect the printer to the PC. Use a serial null modem cable (part#10-2020L) with Program Adaptor (part#95-05438L)to connected the PC to the printer's side imPort™.
- 8. Press the "Start" button when everything is ready.

9. Download will start once the "Start" button is pressed.

🔣 Master Program	mer (brought to you by TransAct Technologies In-	c.)		-	
C:\Users\bensonm	Desktop\S00124.cbt	Browse	📙 🗖 Do Pre-Program Verify	Start	Help
NO VERIFICATION	FILE FOUND, NO VERIFICATION WILL BE DONE.		Reset Baud Rate		
COM1:	Start Transfer of : Kernel.sy_		>		
COM2:	Opening/Trying Committee.				
COM3.	<ul> <li>Looking for Printer to be connected.</li> </ul>				
COM4:	<ul> <li>Opening/Trying Comm Port.</li> </ul>				

10. Flash update will continue until all data is transferred 100%

Master Programmer (brought to you by TransAct Technologies Inc.)	- O <b>X</b>
C:Users/bensorm/Desktop/S00124.cbt Browse □ Do Pre-Program Veri/y NO VERIFICATION WILL BE DONE.	Start Help
CDM1:         Chain Update in Progress, 161: Data Sext           CDM2:         •         Opening? (Only Comercise)           CDM3:         •         Losing for Printer to be connected.           CDM4:         •         Dpening?Toging Comer Pair.	

11. Printer will continue to program the flash memory. Please wait.

🔣 Master Programm	er (brought to you by TransAct Technologie	es Inc.)	
C:\Users\bensonm\C	esktop\S00124.cbt	Browse Do Pre-Program Verify	Start Help
NO VERIFICATION FI	LE FOUND, NO VERIFICATION WILL BE DOME	V Heset Baud Hate	
COM1:	Done Sending Data to Printer, Wai	ting for Printer to Finish Programming Flash Memory.	>
CDM2:	Opening/ Hong CommPatient		
CDM3:	<ul> <li>Looking for Printer to be connected</li> </ul>	1	
COM4:	<ul> <li>Opening/Trying Comm Port.</li> </ul>		

 DO NOT disconnect until the program shows: \*\*\*DONE PROGRAMMING PRINTER\*\*\* message shown below.

Master Programn	ner (brought to you by TransAct Technologi	es Inc.)	
C:\Users\bensonm\	Desktop\S00124.cbt	Browse Do Pre-Program Verify St	art Help
NO VEHIFICATION P	ICE FOUND, NO VERIFICATION OF		
COM1:	One programming print	TER ***, Waiting for Disconnect/Re-connect or Button push	to re-program printer.
COM2:	Opening Hyper	d	
COM4:	Opening/Trying Comm Port.	-	

- 13. Printer will reset and the Adaptor LEDs will blink fast alternating red and green to indicate the printer is done downloading.
- 14. Printer can now be disconnected.

#### Master Programmer Hardware Download



- 1. Make sure the power switch on the master programmer hardware is on.
- 2. Run the Master Programmer Utility.
- 3. Use the Browse function to select a firmware (.cbt) file to down load.

Master Programmer (brought to you by TransAct Technologies In	ic.)	- • •
C:\Users\bensorm\Desktop\S00124.cbt NO VERIFICATION FILE FOUND, NO VERIFICATION WILL BE DONE.	Browse Do Pre-Program Verify Reset Baud Rate	Start Help
COM1: Waiting for Thread Start.		
COM2: Waining for I hread Start. COM3: Waining for Thread Start.		
COM4:  waiting for Thread Start.		

 Click OK if you receive the popup below. Note: A verification file is not needed to download firmware.



- Select the COM port to be used for each connection as required. Example: If your system uses COM7 thru COM10, change to COM7 thru COM10.
- Select Reset Baud Rate check box. This is used when the old firmware has a baud-rate different from the baud rate of the new firmware.
- 7. Press the "Start" button when everything is ready.

 Printer downloads will start as soon as printers are attached to the Master Programmer and the imPort<sup>™</sup> connection is made.

Master Programmer (brought to you by TransAct Technologies Inc	c.)	- 0 .
C:VJsers/bensorm/Desktop/S00124.cbt NO VERIFICATION FILE FOUND, NO VERIFICATION WILL BE DONE.	Browse Do Pre-Program Verify Start	Help
CDM1: Start Transfer of : Kernel.sy_	$\rightarrow$	
COM2: • Opening/Trying comminion		
COM3: Looking for Printer to be connected		
COM4:		

9. Flash updates will continue until all data is transferred 100%.

Master Programmer (brought to you by TransAct Technologies	inc.)
C:\Users\bensonm\Desktop\S00124.cbt NO VERIFICATION FILE FOUND, NO VERIFICATION WILL BE DONE.	Browse Do Pre-Program Verify Start Help
CDM1:         C Fash Update In Progress, 16% Data           CDM2:         • Opening/1 typing Comm Four           CDM3:         • Looking for Printer to be connected.           CDM4:         • Opening/T typing Comm Fout	Sert ******

10. Printers will continue to program the flash memory. Please wait.



11. DO NOT disconnect until the program shows: \*\*\*DONE PRO-GRAMMING PRINTER \*\*\* message, see below.

Master Programmer (	brought to you by TransAct Technolo	gies Inc.)	
C:\Users\bensonm\Desk	top\S00124.cbt	Browse Do Pre-Program Verify Start	Help
NO VERIFICATION FILE F	OUND, NO VERIFICATION WILL BE DO	Honey Raud Hate	
COM1:	ODNE PROGRAMMING PRI	INTER ***, Waiting for Disconnect/Re-connect or Button push to	re-program printer.
COM2:	Openingring Server Port		
COM3:	<ul> <li>Looking for Printer to be connect</li> </ul>	ted.	
COM4:	<ul> <li>Opening/Trying Comm Port.</li> </ul>		

- Printers will reset and the LEDs on the Master Programmer Hardware will blink fast alternating red and green to indicate the printer is done downloading.
- 13. Printer can now be disconnected.

1. Slide an Epic 950 printer into the master programming module as shown. Make sure it is fully seated into the connector.



 Connect the Epic 950 Master Programmer download cable into the imPort<sup>™</sup> connection on the printer.



3. Once you have connected the Programming Adaptor and a firmware file has been selected in the application, the firmware will automatically start to download to the Epic 950 printer.

## **POSjet Terminal Utility**

The POSjet Terminal Utility is designed for an easy way to allow commands to be sent to the printer for testing communication. Also can be used to send a script file (a text file containing commands with a .dmo as the extension) for testing and developing.

🔲 POSjet Terr	minal 🗖 🗖 💌
File Port N	Macros Help
Status - Script File	Port:
🔽 Auto Query	Send Command Get Response Break Loop 🔽 Transcript
Command	C Hex C Dec
Interactive	
	A
	+
•	a la

#### Prepare Printer for POSjet Terminal Utility:

- 1. Verify the printer is on and ready, no error LEDs, load paper.
- The serial null modem cable(part#10-2020L) should be connected to the printer with the Power Comm Adaptor (part#95-05027L).
- Verify no Windows drivers are currently on the same port you will be using with the POSjet Terminal Utility. If so, temporarily move the Windows driver of this port until you are done.

#### Using the POSjet Terminal Utility:

- 1. Open/Run the POSjet Terminal program.
- 2. Select Port, then Settings from the Top menu.



 Select or Type in the communication port and select settings to match the printer. (Example: COMx) (Baud rate and other settings can be determined by printing a test ticket from the printer.)



4. Click Ok.

Note: Once setup, these settings are saved for the next time you open the program.

#### Interactive Box:

- 1. Place the cursor in the Interactive box.
- 2. Position the cursor in this box and press the ENTER key.
- The program will send a [CR][LF] to the printer, and the printer should feed paper.

Status Pot. CDN1 9800 Sort Fla J Serd Score 7 Auto Dury Send Command Bat Response Break Loop I Transcipt Command Command Bat Response Break Loop I Flancipt Transcipt Transcipt	File Port N	facros Help			
SolpTife	Status -			Port	: COM1 9600
Z Auto Quang Send Command   Gat Response Break Loop   P Transcript Command Command   Cat Response Break Loop   P Transcript The Command Command   Cat Response Break Loop   P Transcript Transcript   Cat Response Break Loop   P Transcript   Cat Response Break Loop   Cat Response Break Loop   Cat Response Break Loop   Cat Response Break Loop   Cat Response Break Break Loop   Cat Response Break Bre	Script File			-	Send Script
Command Here C D	Auto Query	Send Command	Get Response	Break Loop	Transcript
Tonezačke	Command		_		C Hex C D
	Interactive				
			_		

Or

- 1. Place the cursor in the Interactive box.
- 2. Type data in the Interactive box and hit the ENTER key.
- 3. The data typed is sent to the printer immediately.
- 4. Press the Feed button to eject ticket to see data printing on ticket.



Example: Enter "The data typed here will be sent to the printer" in the interactive box, and press Enter key. "The data typed here will be sent to the printer" is printed on the ticket. Press the Feed button to eject ticket and see this data printed on the ticket.

#### Command Box:

- 1. Place the cursor in the Command box.
- Enter commands in this box and click the "Send Command" button to send these commands to the printer.



Example: The command for Form Feed is [FF] in ASCII. Enter [FF] and Click Send Command. The printer should Form Feed.



The same command can be entered in the decimal format: <12>, or the hex format: <0x0C> as well in the Command Box.

3. Click the Get Response button to get the return values from a command sent that would generate a response.

Example: Type [GS]z, a request status command. Click the Send Command button. Click the Get Response button. The return status will be returned. (Note: Auto Query should be off if using this button. If on, the status will return automatically, and the Get Status button would not need to be used.)

NOTE: Please see the programmer's manual for additional commands.

## **POSjet Terminal Utility**

#### Script File Box:

- 1. The Script File box is used to select a script to send to the printer.
- 2. A script is simply a text file saved with a .dmo file extension that contains data and commands to be sent to the printer.
- 3. Use an external text editor (Example: NotePad), and enter data and commands.
- 4. Save the file as a text file with a .dmo file extension. See programmer's guide for commands. Note: A script sample can be found in the C:\Program Files\TransAct\PJTerminal folder. (TEST.DMO)
- 5. Click the "..." button to select a .dmo file. Or, select a recently used .dmo file from the drop down box.

📮 POSjet Ter	minal 🗖 🗖 🗖	-
File Port I	Macros Help	
Status -	Port: COM1: 9600	
Script File	C:\Program Files\TransAct\PJTerminal\TEST.DMC - ( ) Send Script	
🔽 Auto Query	Send Command Get Response Break Loop 🔽 Transcript	
Command	C Hex C De	вс
Interactive	Normal	-
	p	
		î
		Ŧ
•	Þ	

- 6. Click Open after selecting .dmo file.
- 7. Selected file will be listed in the Script File dropdown box.
- 8. Click "Send Script" button to send the data and commands in the selected .dmo file to the printer.

## **POSjet Terminal Utility**

POSjet Terminal	
File Port Macros Help	
Status -	Port: COM1 9600
Script File	👻 Send Script
Auto Query Send Command Get Response Break	Loop Transcript
Command [GS]z	Hex Uec     Normal
Interactive	
501 651 652 652 652 652 652 652 652 652	•
(165)z (50) (65)z (50) (65)z (50) (55)z	E
<	►

#### **Break and Loop Buttons**

The Loop button will allow you to repeat a command entered in the Command box continually. If the command sent gets a response, it will also be displayed underneath as well. (Auto Query should be unchecked when using the Loop button.)

The Break button will stop the repeated command.

#### Output Area:

Data sent and status returned will appear in the bottom output area. The data displayed will be in ASCII. The status returned can be formatted as Hexadecimal, Decimal, or ASCII depending on your preference.

- Click the Hex, Dec, or Normal radio button to select which format you would like the response data to be seen in. (Normal = ASCII)
- 2. Check the Auto Query checkbox if you wish to have status automatically returned after commands are send.
- Check the Transcript checkbox, if you wish to record a text file with the output. Click File, Open Log file to set the name and location of this output file.

#### Example of Return/Response Value Formats

Normal (ASCII):

📮 POSjet Terr	minal	
File Port N	Macros Help	
Status - Script File		Port: CDM1: 9600
Auto Query Command Interactive	Send Command   Get Response   Break	Loop IF Transcript Hex De Romal
65]z 50]		

#### Hexadecimal:

📮 POSjet Ten	ninal	
File Port 1	Macros Help	
Status -		Port: COM1: 9600
Script File		- Send Script
Auto Query	Send Command Get Response	Break Loop 🔽 Transcript
Command	15512	Hex C Dec
Interactive	(	
(65)z <e></e>		
		-
<		• 11

#### Decimal:

File Port	Macros Help		
Status - Script File			Port: COM1: 9600
Command	Send Command   Get Re	sponse   Break	Loop V Transcript C Hex I D C Normal
(6S)2 (14)			
(165)z <145			

ASCII: [SO] = HEX: <E> = DEC: <14>

## **Demo and Comm Analyzer Utility**

The Demo and Comm Analyzer Utility allows demo scripts to be sent to the printer to test communication and functionality of a printer. The tool also has a debug mode which allows you to monitor the communication to and from the printer and PC for testing and developing.



#### Prepare Printer for Demo and Comm Analyzer Utility:

- 1. Verify the printer is on and ready, no error LEDs.
- Verify no Windows drivers are currently on the same port you will be using with the Demo and Comm Analyzer Utility. If so, temporarily move the Windows driver of this port until you are done.
- 3. The serial null modem cable(part#10-2020L) should be connected to the printer with the Power Comm Adaptor(part#95-05027L).

#### Using the Demo and Comm Analyzer Utility:

- 1. Run the Demo and Comm Analyzer program.
- 2. Click the Comm Port button to Select or Type in the communication port being used. (Example: COMx)
- Click the Setup serial port button to set communication settings for the port. (Baud rate and other settings can be determined by printing a test ticket.)
- 4. Click Ok. Click Ok.

Note: Once setup, these settings are saved for the next time you open the





## **Demo and Comm Analyzer Utility**

4. Select a demo ticket to send to the printer.



5. Click Print Ticket to send the select demo to the printer.

Epic 950 Ticket Printer		- • •
Sector Bonoc Cashod Electronic Cashod Electronic	HELP	EXIT
Transact Technologies Inc. Barrier Marken Mark CASHOUT RECEIPT William Commentation And And And And And And And And And An		
Epic 950 TRANSACT		

#### Using Debug Mode:

- 1. Click the Debug mode checkbox.
- 2. The debug area appears for use.



Type in a command into the command field, and click the send command button. The communication data is shown in the COMM DATA area below.



Example shows [FF] command being sent. Sending this command will eject a blank ticket from the printer.

## **Demo and Comm Analyzer Utility**

4. Send a demo ticket and it will show this communication in the COMM DATA area. Check Hex or Text to format output in COMM DATA area.



Click the Start Polling button, and a status request command will be sent to the printer at the set interval. The request and the response can be monitored in the COMM DATA area. Click Stop Polling to stop sending.



Note:

Data displayed in green is data sent to the printer. Data displayed in blue is data sent from the printer to the host PC. Data displayed in red is for future use, should be disregarded at this time.

#### Using Smart Mode:

Checking the Smart Mode checkbox will display the Printer Information Area that receives status information from a printer with Periodic Status Back enabled.

Note: To Enable Periodic Status, Dipswitch 7 must be set to the active position. The printer will then continuously send information about the printer's state.



If Dipswitch 7 is not enabled or you have no communication to the printer, the Printer state area will state: "No status from Printer, Printer may be disconnected, powered off, or periodic status is not enabled."



With Dipswitch 7 enabled, Model and Firmware information is displayed.

#### Smart Mode Status Examples:



Lifting the front cover will show check mark with the relevant status, Printer Error and Cover Open.

Epic 950 Ticket Printer	
Listed a lower Catalor State Catalor State Catal	Exe Strate State
Transaction and the second sec	Tobue Nation Data Failed Dove Non Osta Failed Dove T Table Data T T

Removing the paper with cover closed marks the relevant status, Printer Error ticket Out, and Top of Form Error (Not seen).

## **File Download Utility**

The File Download Utility is designed to view the Epic 950's Flash memory and to transfer files between the printer and a PC. The tool is most commonly used to transfer specific files present on the EPIC 950.

File(s) in printer. [0	COM1:]			- • •
Drag file(s) to the windo	w below to transfer	files to the printe	er.	Done
<system> Kernel.sv</system>	crc=4DB0. 4	19172 Butes	-	Delete
Main.sy_ Por.ini	crc=B3BD, 3 crc=3510, 2	340325 Bytes 2223 Bytes		
Codepagemap.ini	crc=38EF, 4	176 Bytes		Comm Port
<funts> Dlfont_14.if_ Dlfont_15.if</funts>	erc=2C1C, 1 erc=84C5, 1	2876 Bytes 3085 Bytes	=	Read / Save to Disk
Dlfont_20.if_ Dlfont_21.if_	crc=9271, 1 crc=797D, 1	3137 Bytes 3940 Bytes		Refresh List
Difont_22.ir_ Difont_23.if_ Difont_24.if	crc=5975, 2 crc=C737, 1 crc=B960, 3	20321 Bytes 15321 Bytes 32372 Butes		HELP
Dlfont_25.if_ Dlfont_26.if_	crc=D341, 3 crc=1051, 4	30166 Bytes 41862 Bytes		
Dlfont_27.if_ Dlfont_1.if_ Dlfamt_2.if	crc=84D1, 3 crc=5AD0, 1	38296 Bytes 112099 Bytes 37994 Bytes		
Difont_2.if_ Difont_3.if_ Difont_4 if	crc=06C8, 4 crc=1A14, 3	15258 Bytes 15258 Bytes 34506 Butes		
Dlfont_5.if Dlfont_6.if_	crc=F2C8, 1 crc=E7EE, 1	8065 Bytes 4578 Bytes		
Dlfont_7.if_ Dlfont_10.if	crc=BDBB, 1 crc=DEA2, 3	2207 Bytes 33115 Bytes	-	Reset Printer

#### Prepare Printer for Firmware Download:

- 1. Verify the printer is on and ready, no error LEDs.
- Verify no Windows drivers are currently on the same port you will be using with the Download Utility. If so, temporarily move the Windows driver of this port until you are done.

Note: A serial null-modem cable should be used to connect the printer to PC. Cable should be plugged into the download port located on the side of the printer using the download Adaptor.

## **File Download Utility**

#### Using the File Download Utility:

- 1. Run the File Download program.
- 2. You will be prompted for a password.
- 3. Enter "fry" and Click OK.

Password	<b>X</b>
	ОК
	Cancel
Please enter the password:	
NER	

4. The main windows will load.

Drag f	(s) in printer. [COM2:]	Done Delete
	Message	Comm Port
	IOComm::Open() failed, GetLastError() returned:	2 sh List LP
1000	nm:Open() failed, GetLastError() returned: 2	Reset Printer

Note: When you first open the program the communication is set to COM2. Click Ok. Then see next steps to setup the communication port.

5. Click the Comm Port Button to select the correct Comm port you are using.

- 6. Click the Setup serial port button to set the communication settings. Settings should be set to: 115200, 8, None, 1, None.
- 7. Click Ok. Click Ok.

Note: Once setup, these settings are saved for the next time you open the program.

File(s) in printer. [COM1	:]	
Drag file(s) to the window beli	ow to transfe	er files to the printer.
<-SYSTEM> Kernel.sy_ Main.sy_ Por.ini Codepagemap.ini	crc=4DB0, crc=838D, crc=3510, crc=38EF,	49172 Bytes 340325 Bytes 2223 Bytes 476 Bytes
Select Communication I	Port	
COM1:		Cancel
		Setup serial port.
		COM1 Properties
Diront_3.ir_ Diront_4.ir_ Diront_5.ir_	crc=06L8, crc=1A14, crc=F2C8,	Port Settings
Difont_5.ir_ Difont_7.ir_ Difont_10.ir	crc=BDBB, crc=DEA2,	Bits per second: 115200
, 		Data bits: 8
		Parity: None
		Stop bits: 1
		Flow control: None
		Restore Defaults
		OK Cancel Apply

8. Click Refresh List.

## File Download Utility

Transferring a File to the Epic 950 Printer Flash Memory

- 1. Locate the file you wish to transfer on your PC.
- 2. Drag and drop it onto the main window of the download utility.

	File(s) in printer. [COM1:]		- • •
	Drag file(s) to the window below to transfer files to the	printer.	Done
	(GRAPHICS>	^	Delete
	Ribbon.bmp crc=8848, 20758 Bytes		
	ithaca AYOUT->		Comm Port
itheast 🖒	inters lamp reaction of the second se		Read / Save to Disk
thaca.bmp	Readme.bt thaca crc=BD1B, 21 Bytes Coupon.bin crc=B080, 92887 Bytes Maximit be thans bin crc=B264, 1515 Pytes		Refresh List
	******** SUMMARY ******		HELP
	System CRC BCD3 Control CRC Sum FFA8 Data CRC Sum C303 Total CRC Sum C378	ш	
	Flash Available 3866624 Bytes Free Space 2493929 Bytes Space Used by files 1175399 Bytes		
		*	Reset Printer

3. The transfer will begin and the progress of the transfer will be indicated at the bottom of the download utilities dialog window.

			Delete
<-GRAPHICS>		^	Delete
Rose.bmp Bibbon.hmp	crc=F3D4, 36946 Bytes crc=8868, 20758 Bytes		
			Comm Port
Colorlayout.lay	crc=53B5, 1760 Bytes		Read / Save to Disk
Readme.txt	crc=BD1B, 21 Bytes		
Coupon.bin	crc=8080, 92887 Bytes		Refresh List
Manifest.txt	cro=E3F4, 1615 Bytes		HELP
******* SUMMARY *****	84		
System CRC Control CRC Sum Data CRC Sum	BCD3 FFA8 C3D3		
Total CRC Sum	C37B	=	
Flash Available Free Space Space Used by Flas	3866624 Bytes 2514389 Bytes 1175399 Bytes		
opuce used by new	TT SSSS Bytes		

4. At the end of the transfer, the CRC is checked, if there is a discrepancy, you will get an error prompt.

<graphics> Bose broo</graphics>	ctcaE3D4 36946 Butes	*	Delete
Bibben Linp Inaca hern	crc=88A8, 20752 Butes		
	de-debb, derre byes		Comm Port
Colorlayout lay	orc=5385, 1760 Bytes		Read / Sav to Disk
Readme.txt Doupon.bin Manifest.txt	cic=BD18, 21 Bytes cic=B080, 92887 Bytes cic=E3F4, 1615 Bytes		Refresh List
SUMMARY			HELP
System CRC Control CRC Sum Data CRC Sum Total CRC Sum	8CD3 FFA8 CE90 CE38	н	
Flash Available Free Space Space Used by files	3866624 Bytes 2456078 Bytes 1233509 Bytes		
		-	Reset Printe

Transferring a File from the Epic 950 Printer to your PC

- 1. Locate the file you wish to transfer in the list of files, then highlight the file by clicking on it.
- Click the "Read/Save to Disk" button. The transfer will begin and the progress of the transfer will be indicated at the bottom of the download

utilities dialog window. The file will be transferred to the location you select and that location will become the current working directory.

(GRAPHICS> Rose.bmp Bibbon.bmn	cronF3D4, 36946 Bytes	^	Delete	Browse for Folder
Local biological	ex-0350 25111500 cx-5385, 1760 Bytes cx-8018, 21 Bytes cx-8018, 22 Bytes cx-8018, 22 Bytes cx-82184, 1615 Bytes 8003 F7A9 EE39 265024 Bytes 2450072 Bytes 2450072 Bytes 123300 Bytes	ш	Conve Poet Read / Seven to Diak Refereth List HELP	Creater     Superson, Motal     Superson,
		-	Roost Dinter 1	

Deleting from the Printer's FLASH Memory

- 1. Locate the file you wish to delete in the list of files, then highlight he file by clicking on it.
- 2. Click the "Delete" button. The file will be deleted and the main window

displaying the information list will be refreshed.

<graphics> Rose.bmp Pitchen.hmp</graphics>	crc=F3D4,	36946 Bytes	^	Delete
Ithaca.bmp	crc=0ABD	58110 Bytes		
				Comm Port
<layuut></layuut>	000-52P5	1760 Putos		
<other></other>	GIC=3303,	1700 Dytes		Read / Save to Disk
Readme.txt	crc=BD1B,	21 Bytes		
Coupon bin	crc=8080,	92887 Bytes		Hetresh List
Manifest.txt	CIC=E 3P4,	1615 Bytes		HELP
******* SUMMARY ******	**			
System CRC Control CRC Sum Data CRC Sum Total CRC Sum	BCD3 FFA8 CE90 CE38		E	
Flash Available Free Space Space Used by files	3866624 B 2456078 B 1233509 B	ytes ytes ytes		
			*	Beset Printer

#### **Refresh List**

1. Click the "Refresh List" button.

#### Refresh List

#### Printer Reset

- 1. Some information change will not take effect until the printer is reset (i.e. changes to "por.ini").
- 2. Click the "Reset Printer" button.

Reset Printer

#### Done

1. Click the "Done" button or the "X" to close the program.

Done	×
------	---

## CASINO REVENUE **GOES UP** WHEN EPICENTRAL® **GOES IN**

INSERT THIS SIDE U

2011 Certair Gamble Form W-2G Winnin

Epicentra

INSERT THIS SIDE UP

MISERT THIS SIDE UP

SEE FESTBORTALES BET

9256\_634478080297335

#### **EPICENTRAL®** empowers casinos to:

Create personalized promotional coupons

INSERT THIS SIDE UP

INSERT THIS SIDE UF

29255\_634476080297335

- Target all carded or un-carded players
- Print coupons at the slots in real-time

#### Bottom-line benefits for casinos:

- 100% increase in lower-tier player Average Daily Theo on day of random award
- 87% redemption rate of coupon targeted at carded players
- 73% boost in coin-in for single one-hour unadvertised promotion
- 40% redemption rate of coupons that encourage mid-week visits
- 30% bump in new player loyalty club enrollment in less than 90 days
- 25% increase in players gualifying for top-tier status



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