

New!! Firmware Downloader Tool

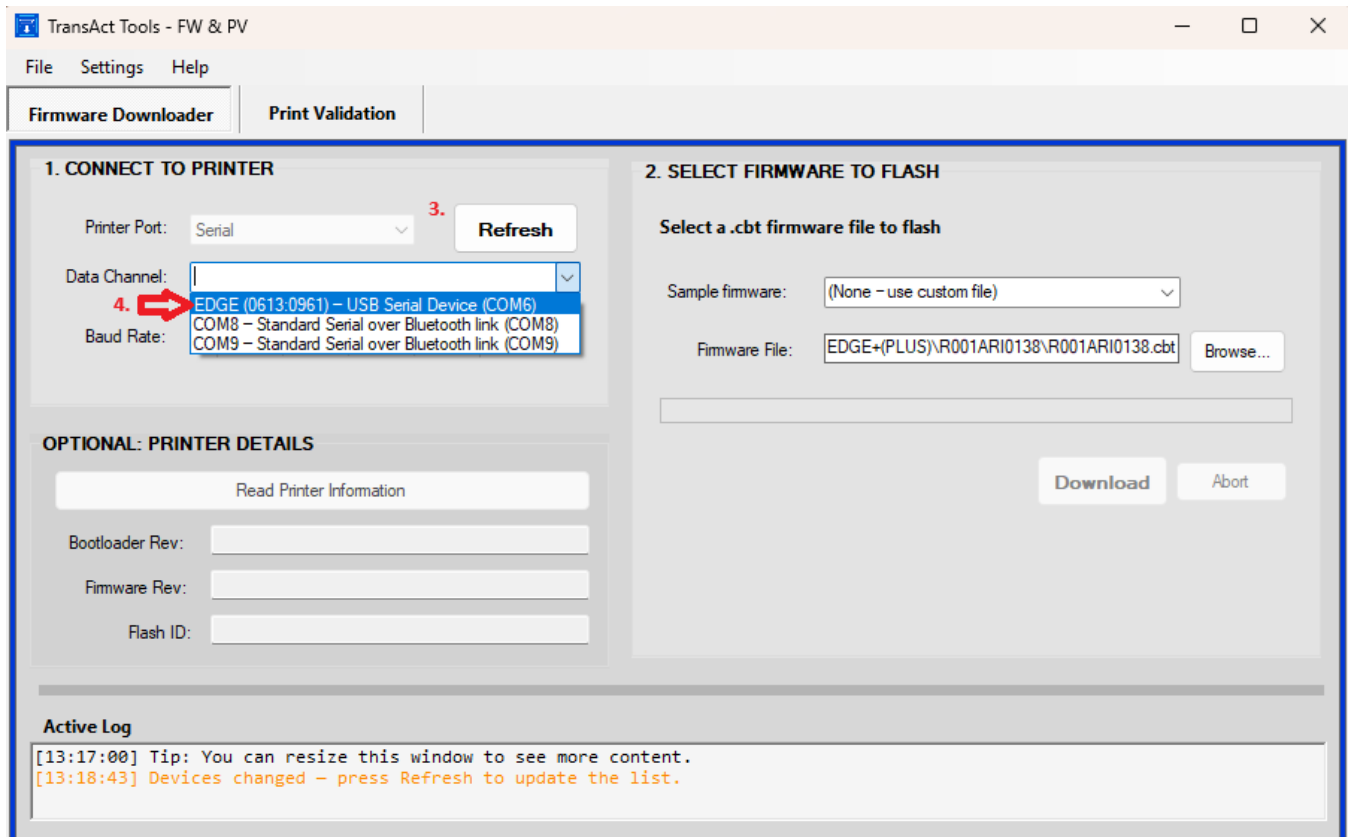
This new application is now available. Compatible with all the Epic printer series, including 950s, EDGE and the new EDGE+.

[ACCESS IT HERE](#) – For further support and information, please contact your TransAct representative.

How to use the TransAct Tools Application

Please follow these instructions to complete the flashing process for any of the TransAct Epic Printers using this new **Firmware Downloader Application**.

1. Open the application, or double click on the ***.cbt** file you would like to use.
2. Once the application is opened, make sure the Tab selected is **Firmware Downloader**.
3. Click on the **Refresh** button
4. From the **Data Channel** dropdown, select the Epic ticket printer detected.



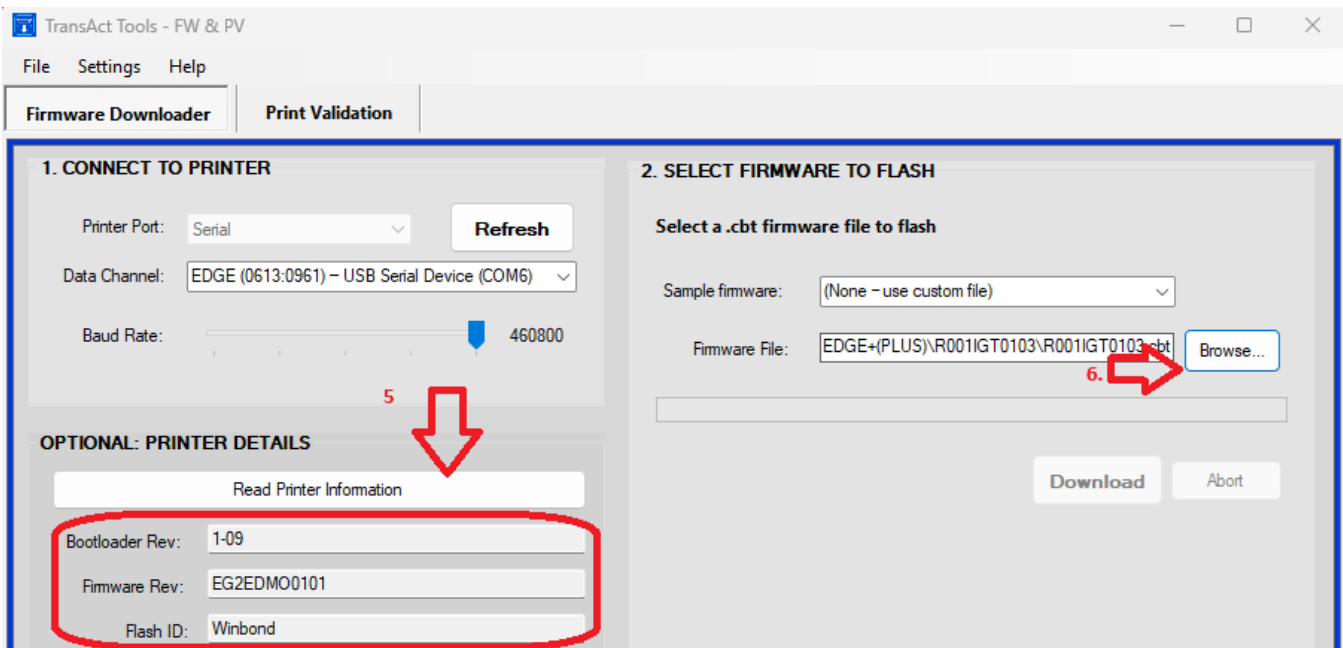
5. To confirm the communication between the printer and the application, click on the **Read Printer Information** button. If the text fields below the button display information, it means the communication is established and the printer is ready to accept the firmware file.

6. Click the **Browse** button and select the *.cbt file that you'll like to use. Remember the firmware files are different from model to model as follows:
 - a. Epic 950: Firmware files will generally start with the letter **S** accompanied by 6 digits. This table shows this model's naming convention:

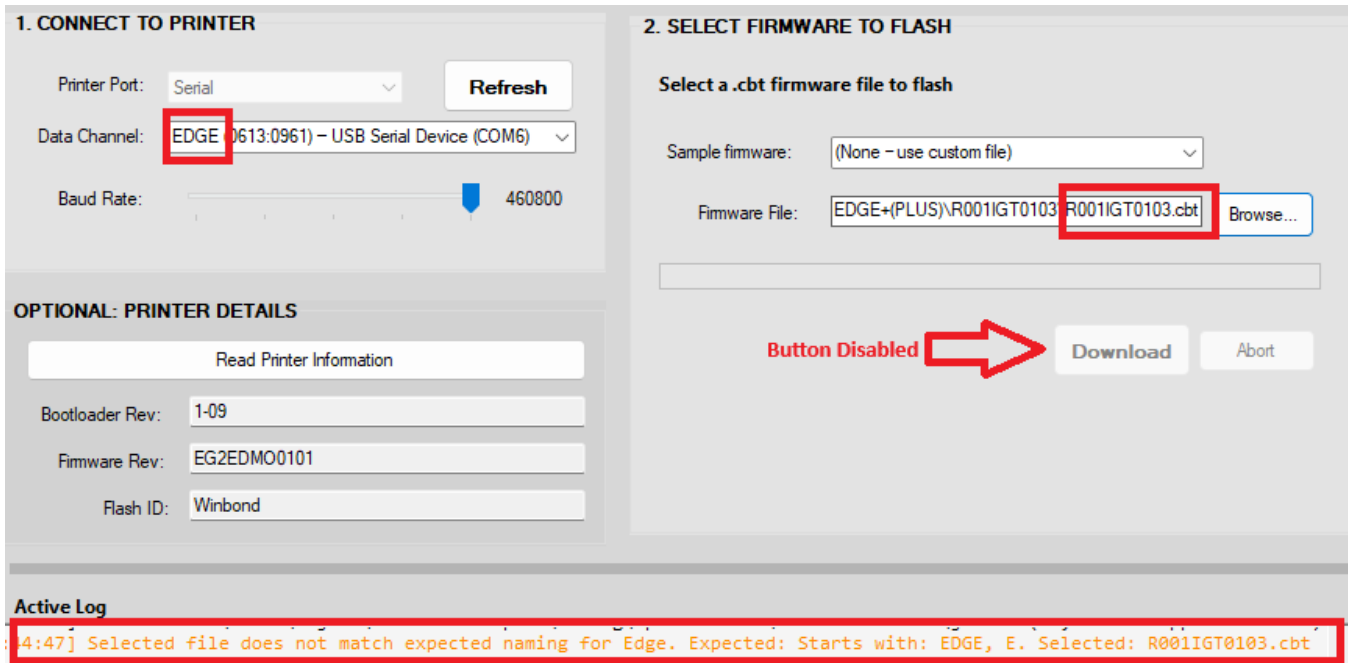
Type	Family	Revision	Description
Serial	S XXX	xx	TransAct Template Language
Netplex	V XXX	xx	IGT - Netplex Protocol
Netplex	N XXX	xx	WMS - IGT's Netplex Protocol
USB	H XXX	xx	GSA - GDS Printer Protocol
USB	U XXX	xx	TransAct Template Language
USB	W XXX	xx	Pair w/ Windows Printer Driver
USB	IUN XXX	xxxx	IGT - Ithaca Universal Netplex
USB	IUU XXX	xxxx	IGT - Ithaca Universal USB

- b. Epic EDGE: Firmware files will **always** start with the letter **E**
 - c. Epic EDGE+: Firmware files will **always** start with the letter **R**
- Both EDGE and EDGE+ firmware files share the same naming convention as follows:

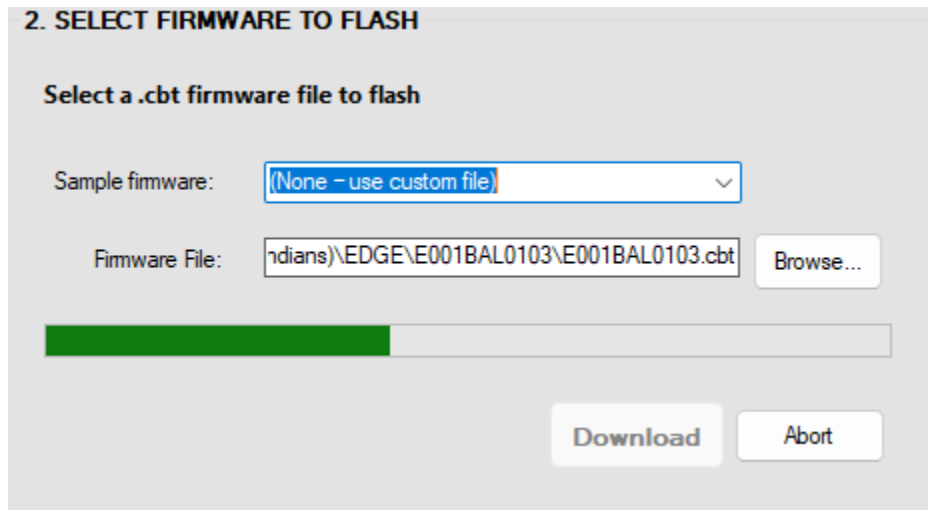
MOD[R: Epic Edge+ | E: Epic Edge] Printer Model
MKT[001: N. America | 173: Macau] Gaming Market
DRV[TTL0: Generic | ARI0: Aristocrat | SDG2: Gen5ge] Printer Driver
VER[101: 1-01 | 102: 1-02] Firmware Version
 examples: R001TTL0111 | R001ARI0138 | E001ARI0135 | R001GDS2104



- d. In the event the user selects a “wrong” firmware file, the application won’t enable the **Download** button, keeping it grayed out, and will also prompt a message in the **Active Log** text area



- 7. When the right firmware file is selected – file that matches with the printer model connected, the **Download** button will be enabled. Click **Download** and a progress bar will pop up, indicating the process status.



- 8. Depending on the printer model, at the end of the process you will get different results.
 - a. Epic 950: If the paper was loaded before setting the printer into download mode. At the end of the process, the printer will power cycle and issue a ticket indicating the process has successfully ended, and showing the firmware file just flashed.

- b. Epic EDGE and EDGE+: At the end of the process, the printer will indicate that the USB cable can be unplugged from the printer, by a Blinking cycle between the READY and FAULT lights. After unplugging the cable, the printer will proceed to put the last packets remaining in the flash memory. Once the process is finished, if paper was loaded before connecting the printer to the PC, it will go into a power cycle and issue a ticket indicating the process has successfully ended, and showing the firmware file just flashed.

***Firmware Disclaimer** – The firmware within all gaming ticket printers is subject to regulatory approval. It is the casino's responsibility to ensure that only approved firmware for the specific game platform is installed to avoid potential fines imposed by the regulatory body. Please contact the game manufacture and/or regulatory agency to confirm the approval status prior to using any new firmware versions. It is also the casino's responsibility to be knowledgeable about their regulations with regards to obtaining firmware and any special shipping instructions mandated by their regulators.*

***Firmware Request** – Please email RWige@transact-tech.com with Subject: "Firmware Request". Within the body of the message please include your Contact Information, Jurisdiction, Establishment Name & Address and list the requested firmware versions. If you prefer the latest approved versions, please list the current firmware version you are using along with the name of the Game Manufacture and Game Platform or Cabinet Name.*

***Approval Process** – The game manufacture's compliance department is often the best resource for firsthand approval information. The game manufacture will test and approve a given printer firmware version for use in their games, they are the responsible party for said firmware submissions for jurisdictional approvals, they may choose to revoke prior approved firmware revisions.*