

TICKET TEMPLATE MANAGER MANUAL

PRINTER INNOVATIONS

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MANUAL AMENDMENTS

Rev.	Date	Amendment Details	Issued by
1.0	01-11-13	First Issue	IF
2.0	22.04.14	Updated to include additional features released with version No: 1.14.0.0	IF



TICKET TEMPLATE MANAGER

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1. INTRODUCTION

Purpose of this document

The purpose of this document is to aid in the set-up of, and use of the Ticket Template Manager.

Ticket Template Manager is a tool that allows users to create and edit ticket/receipt designs, and upload them to InnoPrint printer products.

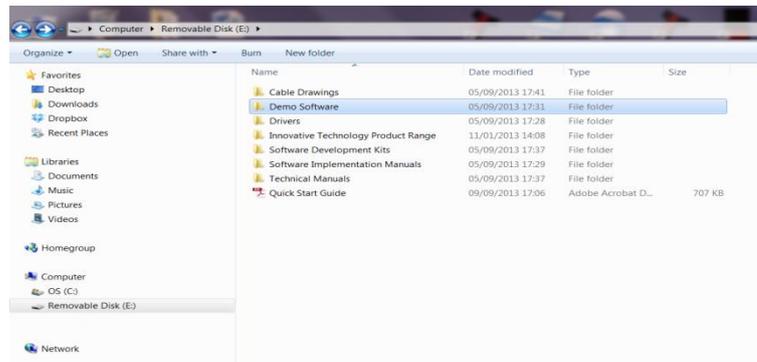
2. INSTALLING TICKET TEMPLATE MANAGER

2.1 Ticket Template Manager

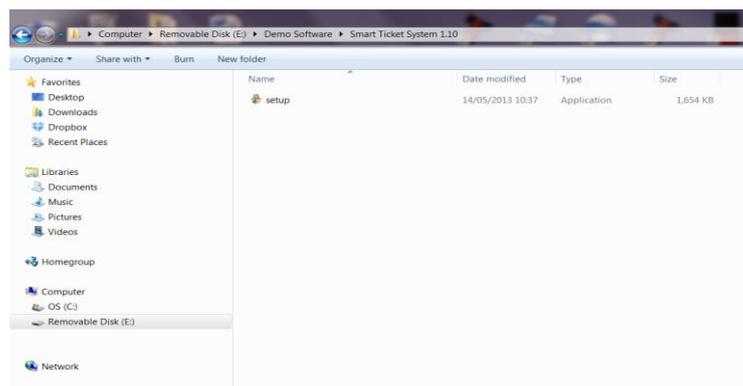
To start using Ticket Template Manager, you will first need to install Ticket Template Manager on your computer. The program (setup.exe) is included on the USB pen drive with your Development Kit.

2.2 Installation

To install the program, firstly insert the USB drive into your computer and locate the drive with Windows Explorer



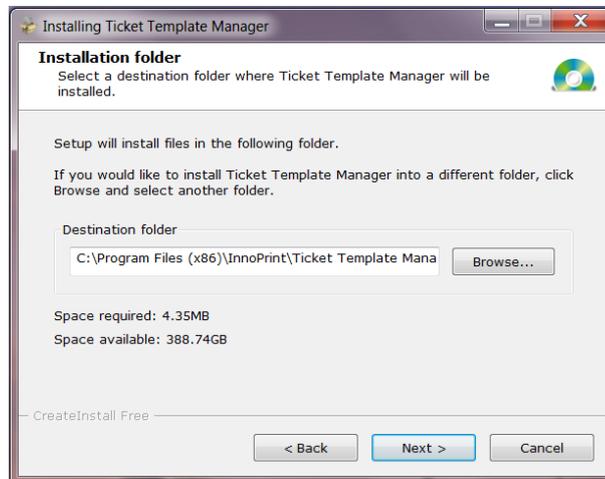
Double clicking on the drive will show its contents. The Ticket Template Manager is located in the Demo Software folder. Double click on this folder to reveal its contents. Then double click on the Ticket Template Manager folder. This will then reveal the setup file.



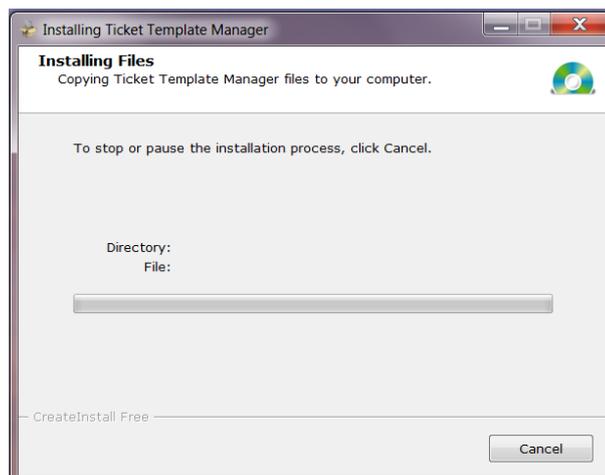
Double click on the setup file to install Ticket Template Manager software.



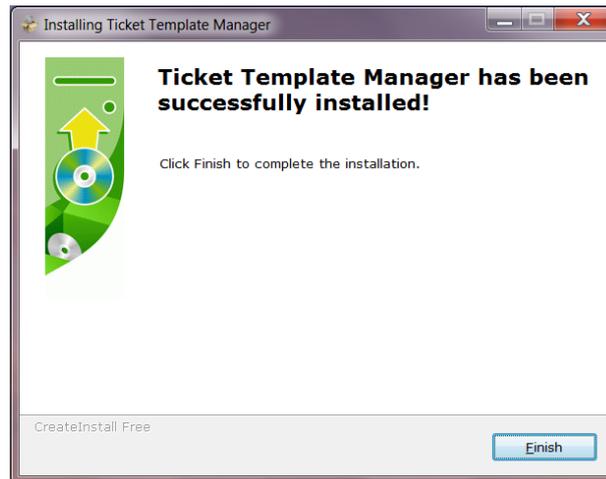
The install wizard will guide you through the setup of the Ticket Template Manager software. Click next to start the installation. The wizard will choose a destination for the program. If you would like to choose an alternate destination, click on browse and choose your preferred location. Then click next to start the program installation.



The installation will begin with the status bar indicating the progress of installation.



When the installation has completed the wizard will show the successful message, click finish to complete installation. The program is now installed and ready to use.



3. FIRST TIME SET UP

3.1 Starting the Program

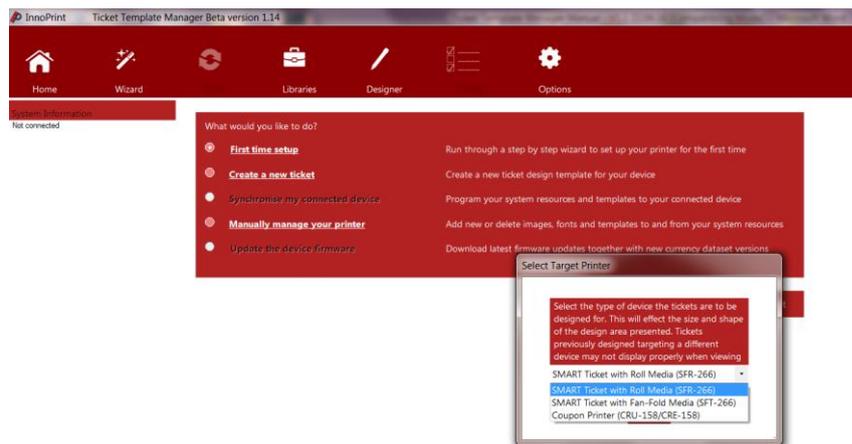
Find the program icon and place on your desktop if required. Double click on the icon to start the program.



When the program first starts it will search for a connected device and a dialogue box will appear if no device is detected. As it is not necessary to have a device connected to start using the program, when prompted select yes to continue. Alternatively close the program and connect a device.



You will then be prompted to select the target device for the template you wish to design. This is important and ensures the template is sized correctly for the intended printer.



3.2 Designing Tickets (Wizard)

When creating a ticket for the first time, the easiest way to quickly set up some ticket designs is to run the wizard. This can be run from the main menu of the program, or from any point in the program using the wizard button on the top bar. The wizard will guide you through setting up fonts, images and templates. These are the main three components used with the printer in printing a ticket. Fonts are created to allow the printer to render text on the ticket. The printer cannot use standard font files (such as .tff etc.) and so special font files for the printer must be created using this program. You can select any size and style of font installed on your computer and make a font file from it, and the wizard will prompt you to do this first.

Secondly, images must be converted into a black/white (monochrome bitmap) format from colour to allow the printer to print them to the ticket. The wizard will also allow you to do this, with options to scale the image to allow it to fit on the ticket, and change the resulting brightness of the converted image. With images, it's often a good idea to do a test print once the templates are on the device, as due to the nature of the thermal printer, images can look darker on the ticket than they do on screen.

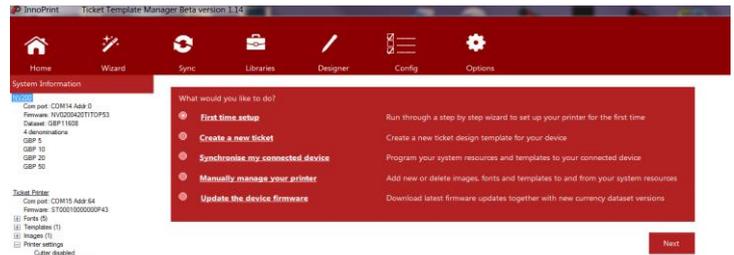
Finally, the wizard will allow you to make some ticket templates. These are designs for ticket types to be printed, and can include text, images and barcodes. All items can be placed anywhere on the ticket, as well as being rotated by 90 degree increments.

After running the wizard, you will need to synchronise your device with the created resources. This will download the fonts, images and templates you just created onto the device's internal memory or onto an SD card, if one is inserted.

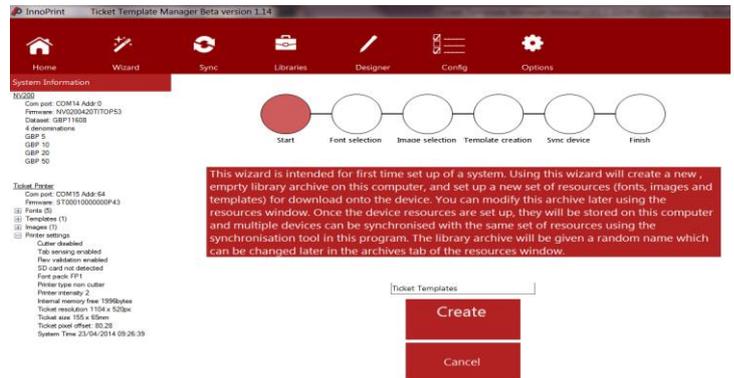
The items you have created in the Ticket Template Manager, can be managed from the Libraries page of the program, where you can make new fonts and images at any time without running the wizard again. To create new templates, you will need to run the Designer.

3.3 First Time Setup

The first time you use the program, select a "First time setup" and click next. This will take you through the set up wizard.

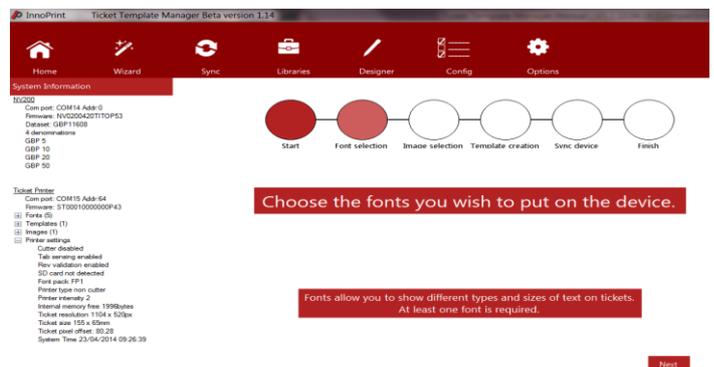


Enter an achive name and than click on "Create".

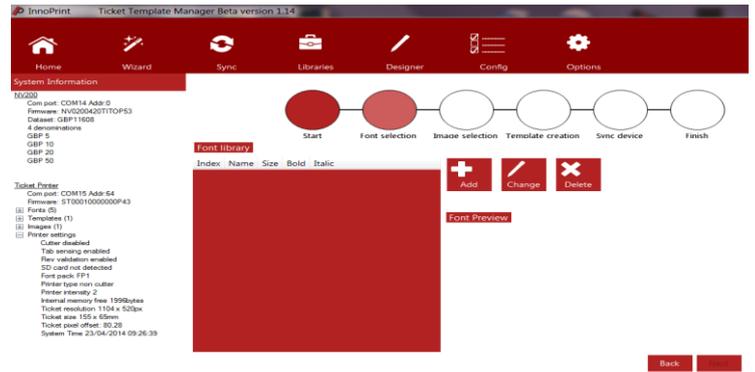


3.4 Creating a font

Next you will need to choose the fonts you wish to utilise on your ticket. You can select multiple fonts, if required. Press "Next" to go to the font selection screen.



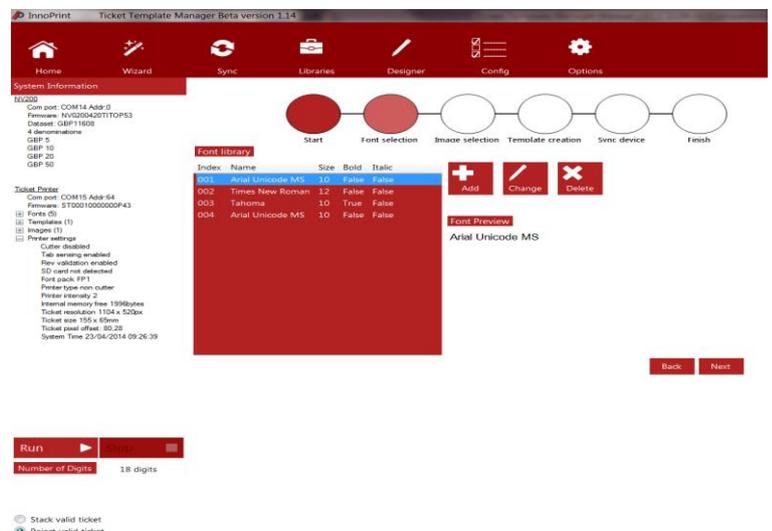
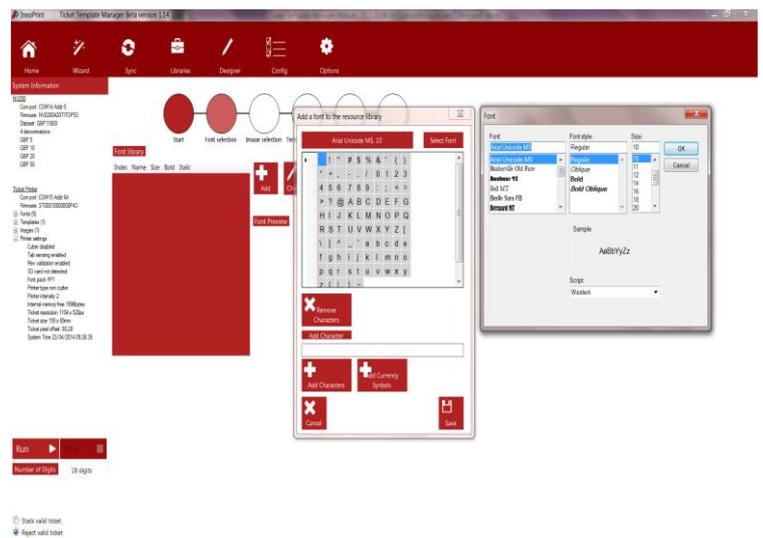
In the Font Library, press the “Add” button



When you press “Add”, this will bring up an additional box, which will allow you to choose a font from those installed on your computer.

Press “Select Font” to bring up the font list. Use the sliders to select the required font and press “OK”.

The font file will only include the letters you tell it to. By default this is a set of alpha-numeric characters, as well as some limited punctuation. Any Unicode characters can be added to the font by typing them into the “Add Character” input box and clicking the add characters button. There is also a button that will add many common currency symbols to the font. Once you’ve added all the characters you wish to, click “Save” to complete creating the font.



When you have finished adding fonts, press “Next” to take you to the image selection page.



3.5 Creating an Image

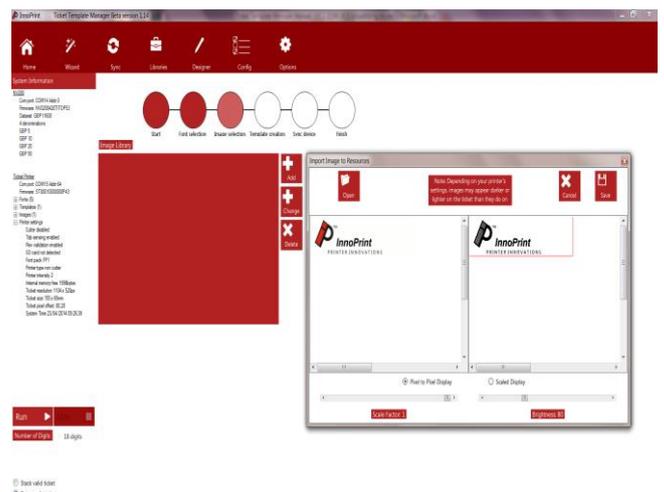
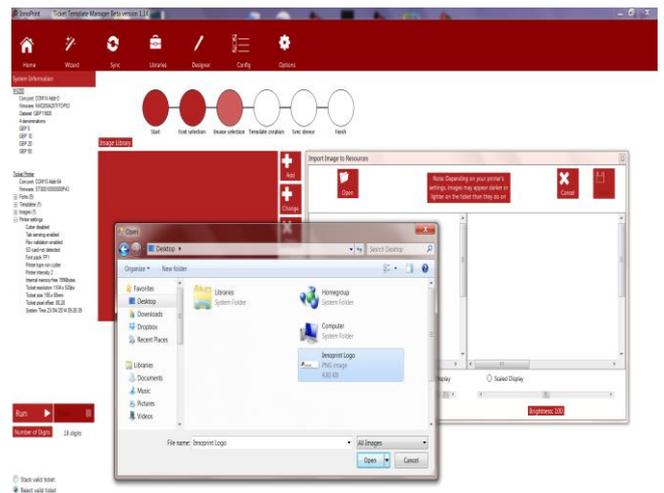
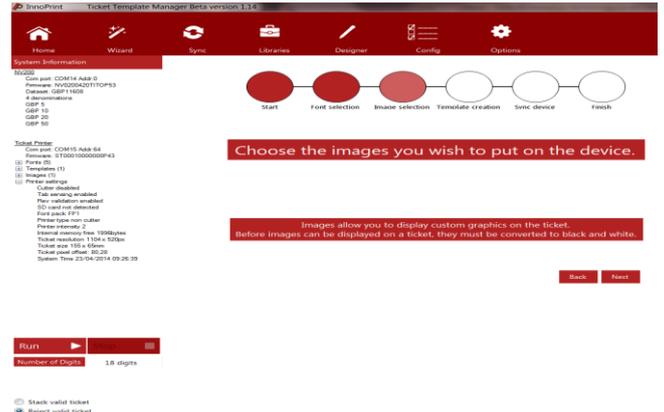
This process allows you to select an image located on your pc and convert it using the program so that it is suitable for printing on a ticket.

On the Image Selection page, click "Next" to go to the "Image Library" page.

On the Image Library page, click "Add" to open the image adjustment tool. To find the required image, click on "Open" which will open another box that will allow you to navigate to the area on your pc where the image is located. Once you have located the required image, click on the image and press "Open" and the image will be transferred to the image adjustment tool.

The original image will be shown in a pane to the left, and the resulting image to the right. Two bars along the bottom of the window will allow you to resize the image, and change the brightness (i.e. the balance of black and white pixels.) On the right pane, a red line will indicate the edges of the image.

Changing the brightness of the image will change the balance of the white and black pixels (the dots which form the image), however as noted, images tend to appear darker on the ticket as these pixels are more closely packed together than on screen. When changing the brightness, solid black areas will always remain solid black, while solid white areas will remain solid white. This will prevent issues such as black text from fading out when making the image brighter and allow other elements of the image to be altered. Once you're happy with the size and appearance of the image click save to store the image in the image library. Images that are already monochrome bitmaps can also be imported, however while they can be scaled the brightness of these images cannot be altered. Repeat the process to add additional images to the library. When you have finished, click on "Next" to go to the Template Creation page.



3.6 Creating a Ticket Template

Templates are customer ticket designs that can incorporate text, images and barcodes.

Click on "Next" to go to the creation page.

Click "Add" to open the new ticket design box. The new box shows a preview of the design.

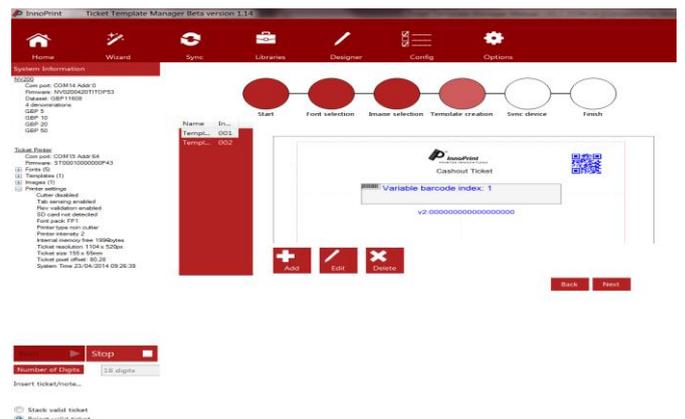
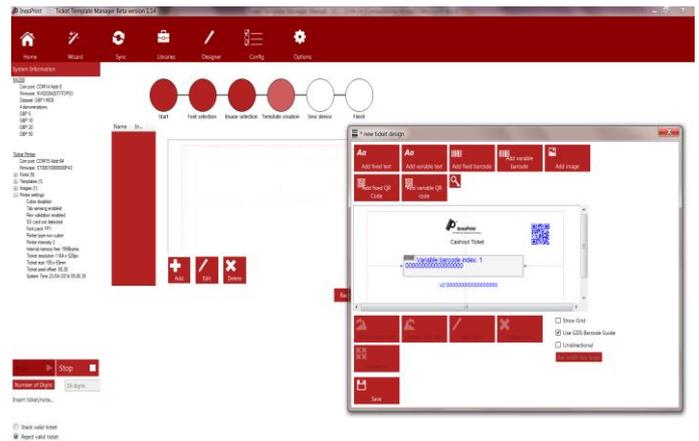
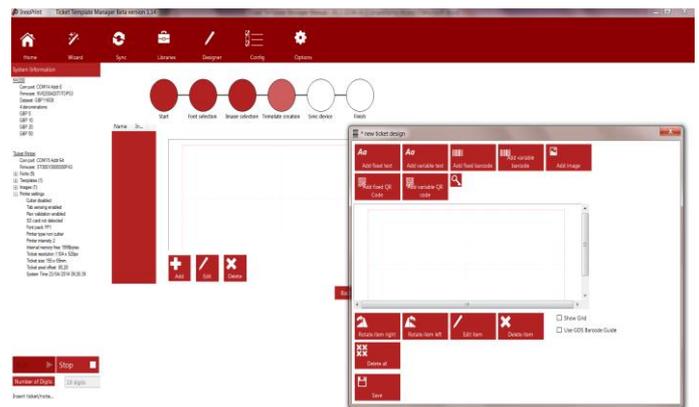
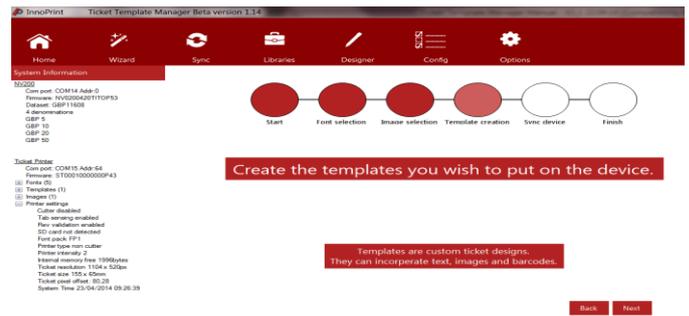
Using the buttons provided, you can add the required elements including images, barcodes, text and QR codes. These are either fixed or variable.

The items can be placed anywhere on the ticket and by right clicking on an element, you can either edit or centralise some of the elements. There is also a GDS barcode guide, by selecting this box, the template shows the position the barcode must fit inside to adhere to the GDS standard.

By default, the ticket preview will attempt to match the size of the ticket on screen to the size the ticket will be in real life.

When you are happy with your design, press save. The completed design will then be saved and given the name Template 1. If required create further designs and save with separate names.

When you have completed designing all your templates, click on "Next" to Synchronise the templates to the device.



3.7 Synchronising the Device

All new template designs have to be synchronised with the device they are to be used with. This is also true anytime you create further new templates or edit existing templates, add new fonts and images etc.

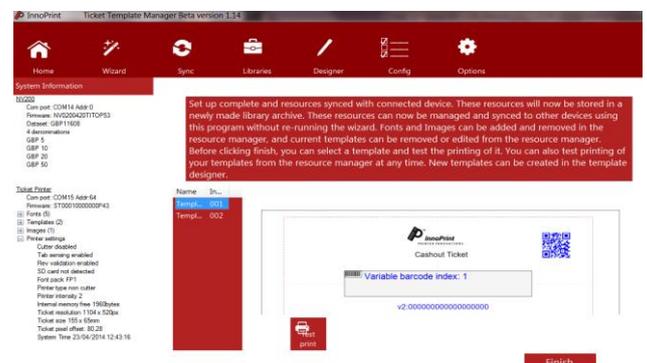
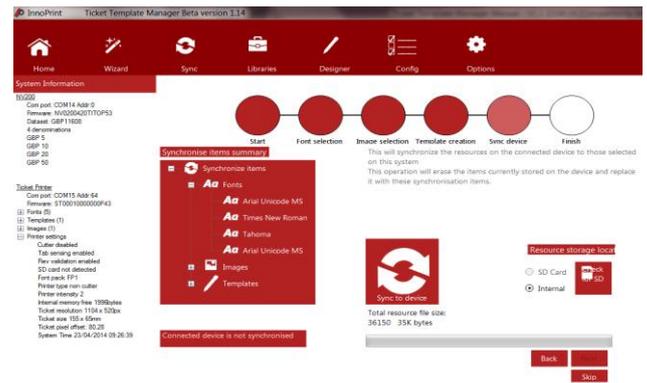
To sync the device, click the large “Sync to device.” button to start the download of the new templates / changes to the device.

The page shows a summary of the items that are to be synchronised with the device and a message below will inform you whether or not the connected device is currently synchronised. You can also choose whether to store the information onboard the unit or in the SD card, if one is fitted to the device.

When you press the sync button, the status bar will show the progress of the download to the device. Once the download has completed the device will reset and the status message will confirm that the device is now synchronised. Press “Next” to move on.

Now that set up is complete and the device is synced with the templates, you are now able to undertake a test print so you can check that you are happy with the template layouts and designs. Also if required, you can connect other devices to sync those same templates to.

When finished, click on “Finished”.



4. A TOUR OF TICKET TEMPLATE MANAGER FEATURES

4.1 Home Screen

The buttons across the top of Ticket Template Manager, allow you to navigate to various key parts of the program. The starting point being the "Home" button. The home page allows the user to start their first ever setup or navigate simply to their required task. There is a list of several selectable tasks, which include:

- First time setup
 - Run through a step by step wizard to set up the program for the first time
- Create a new ticket
 - Design a new ticket template design for your device
- Synchronise my connected device
 - Program your system resources and templates to your connected device
- Manually manager your printer
 - Add new or delete images, fonts and templates to and from your system resource
- Update the device firmware
 - Download latest firmware updates together with new currency dataset versions

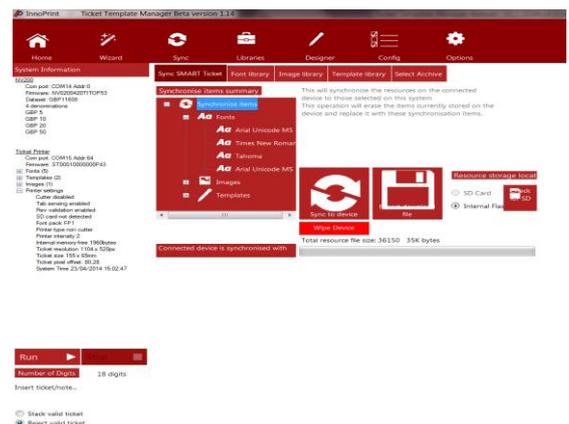
4.2 Wizard

As discussed in the previous sections (3.2), the wizard is intended for first time set up of a system. Using the wizard will create a new library archive on your computer, and set up a new set of resources (fonts, images and templates) for download onto a device. You can modify this later by clicking on the "Libraries" button. Once the device resources are setup, they will be stored on your computer, allowing multiple devices to be synchronised with the same resources using the Synchronisation tool in this program. The library archive will be given a random name which can be later changed in the Archives tab of the Libraries window.

4.3 Sync

The sync screen allows you to not only sync the device with existing resource libraries, but also to review what items are currently synced, wipe the device and review your resources, via several tabs;

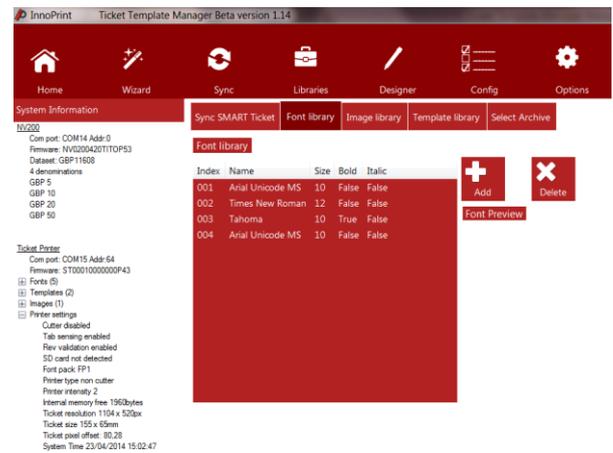
- Font Library
 - Review currently stored fonts
- Image Library
 - Review currently stored images
- Template Library
 - Review currently stored templates
- Select Archive
 - Select the required archive



4.4 Libraries

Much like the sync window, the Libraries window allows the user to review the the current resource of fonts, images, etc, and also allows these resources to be edited. Tabs available are:

- Sync Device
 - Allows a connected device to be synced with new content
- Font Library
 - Review currently stored fonts
- Image Library
 - Review currently stored images
- Template Library
 - Review currently stored templates
- Select Archive
 - Select the required archive



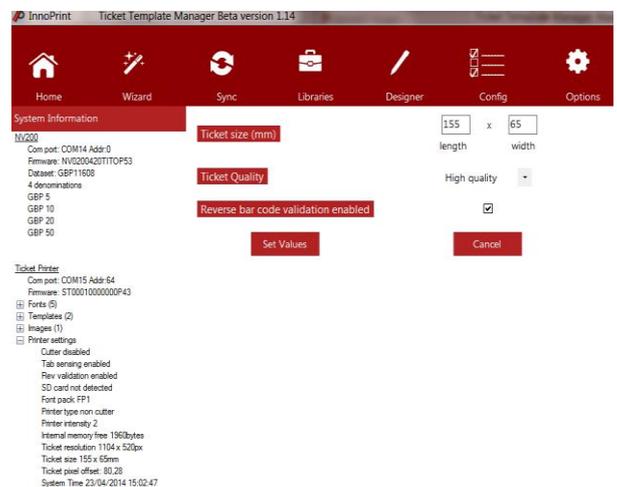
4.5 Designer

The designer window allows the user to open an existing template for editing or create a new template from scratch.

4.6 Config

The config window allows the user to set various features that are available with certain devices;

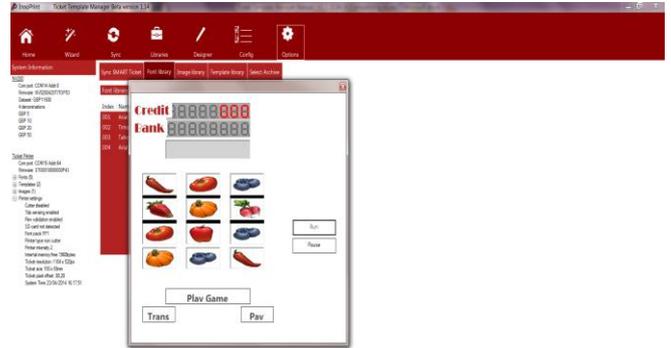
- Ticket size
 - Allows manual adjustment of ticket sizes. Note: The device must be able to handle these ticket sizes.
- Ticket quality
 - This adjusts the speed of the printed ticket. A slower print speed is used for High Quality. Selecting High Speed printing will result in a lower quality printout.
- Reverse barcode validation enabled
 - SMART Ticket Feature – Before being dispensed the barcode on the ticket can be reread. If there is a problem with the print quality, the ticket will be stacked and a new ticket printed.



4.7 Options

The options screen allows the user to perform a number of tasks and access certain information;

- Toggle Log Window
 - This allows the user to see the comms between the device and pc
- Show About
 - Displays the current version of Ticket Template Manger that is being used
- Perform Firmware Update
 - This important feature allows the user to update the connected device with the latest firmware and currency dataset, where required
- Refresh Connections
 - This allows the user to refresh the connection between the device and their pc, which is especially useful when devices have been disconnected and reconnected again
- Run Demonstration
 - When a SMART Ticket unit is connected, this useful tool provides a Fruit Machine style demonstration. Inserting notes adds credits, which can be played off. When winnings are collected the unit will print out a winning ticket.
- Check Sensors
 - Allows the user to check the various sensors on a connected device



5. UPDATING FIRMWARE

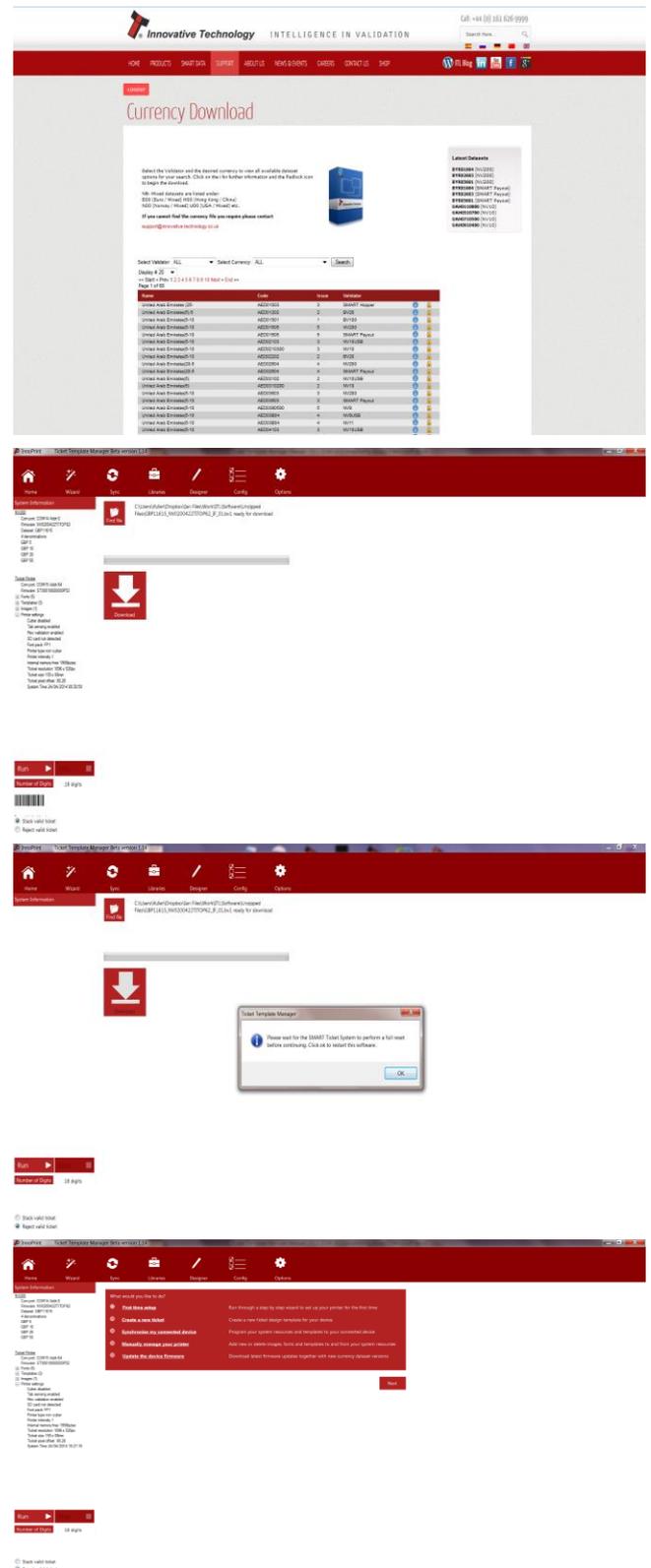
5.1 Performing a Firmware Update

By ensuring your device is updated with the latest available firmware and dataset, where required, you are ensuring that all the features and benefits that device has to offer can be fully utilised to their fullest potential.

Before undertaking a firmware or dataset update to your device, you will need to ensure you have the most up to date version of the firmware for the device. The latest versions for all devices are located on the Innovative Technology website. Navigate to the website and locate the "Support" tab and then "Downloads". You may have to register if you have not already done so. Select the correct firmware from the list and download to your pc. Once the download is completed locate the file on your pc for future reference.

To update the device firmware, return to Ticket Template Manager and click on options and then "Perform Firmware Update". Click on "Find File" and using the search box navigate to the file you have just downloaded off the ITL website. Click on the file and it will be loaded into Ticket Template Manager. Ensure your device is powered up and when ready, click on "Download". The new file will now be downloaded to your device. The status bar will indicate the progress of the download. Once the download has completed the device will perform a reset and a message will appear on the Ticket Template Manager screen.

The message explains that once the device has reset, press "OK" and Ticket Template Manger will also perform a restart. Once the program has restarted the "System Information" column on the left hand side will provide information regarding the connected device, including the firmware revision.

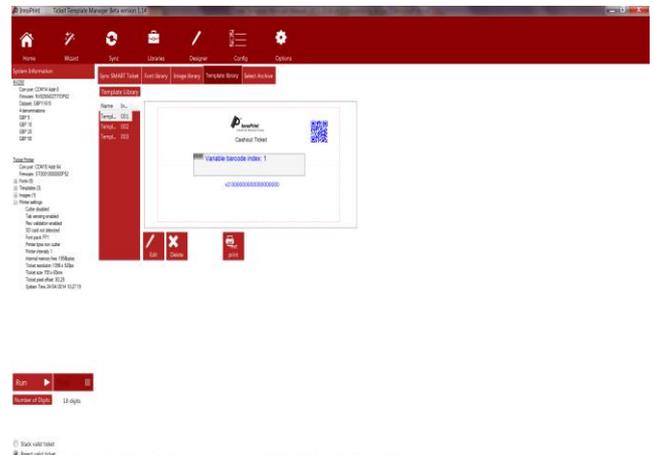


6. TESTING

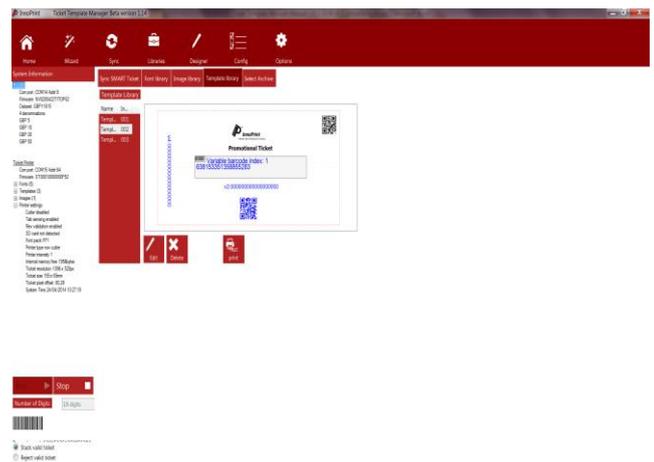
6.1 Testing Your Device

Now that you have created some templates, updated your unit to the latest firmware, you are now ready to test the device. Here we will walk through the testing of a SMART Ticket unit.

Ensure that your device is ready to use and powered up. Click on "Libraries" and then "Template Libraries", which will show the list of templates you created. In the bottom right hand corner, you will see a "Run" & "Stop" button and also two selection boxes. Click on "Run" to put the unit into operating mode, the Bezel on the SMART Ticket unit should now illuminate and the unit is now ready for use and you can insert banknotes to test they are accepted. The message box in the bottom left hand corner will confirm what note was accepted. Selecting "Stack Valid Ticket", will make the unit stack any valid notes or tickets that are inserted.



To print a ticket, select the required template and click on "Test Print". If your ticket contains variable text and barcode fields, a new window will open. In this window you will be required to select random or date/time as the required output for those fields.



When you reinsert your printed ticket, the ticket is read and the barcode information is listed in the bottom right hand corner. The barcode reader can read up to 24 digit barcodes and you must ensure you have selected the correct number to match what is printed, using the drop down bar, located under "Stop".

You can also use the demonstration mode in "Options" (see 4.7) to test the SMART Ticket. This demonstration allows you to insert notes for credit and when a win is recorded collect this as a ticket. The win ticket can also be reinserted into the SMART Ticket unit for additional credits.

Once you have completed testing your device, it is now ready for use.

