

Phoenix[®] Passwords

Field Service Bulletin

808770

Revision 3

June 2023

Hypertherm, Inc.

21 Great Hollow Road, P.O. Box 5010
 Hanover, NH 03755 USA
 603-643-3441 Tel (Main Office)
 603-643-5352 Fax (All Departments)
 info@hypertherm.com (Main Office)

800-643-9878 Tel (Technical Service)

technical.service@hypertherm.com (Technical Service)

800-737-2978 Tel (Customer Service)

customer.service@hypertherm.com (Customer Service)

Hypertherm México, S.A. de C.V.

52 55 5681 8109 Tel
 52 55 5681 7978 Tel
 soporte.tecnico@hypertherm.com (Technical Service)

Hypertherm Plasmatechnik GmbH

Sophie-Scholl-Platz 5
 63452 Hanau
 Germany
 00 800 33 24 97 37 Tel
 00 800 49 73 73 29 Fax

31 (0) 165 596900 Tel (Technical Service)**00 800 4973 7843 Tel (Technical Service)**

technicalservice.emeia@hypertherm.com (Technical Service)

Hypertherm (Singapore) Pte Ltd.

Solaris @ Kallang 164
 164 Kallang Way #03-13
 Singapore 349248, Republic of Singapore
 65 6841 2489 Tel
 65 6841 2490 Fax
 marketing.asia@hypertherm.com (Marketing)
 techsupportapac@hypertherm.com (Technical Service)

Hypertherm Japan Ltd.

Level 9, Edobori Center Building
 2-1-1 Edobori, Nishi-ku
 Osaka 550-0002 Japan
 81 6 6225 1183 Tel
 81 6 6225 1184 Fax
 htjapan.info@hypertherm.com (Main Office)
 techsupportapac@hypertherm.com (Technical Service)

Hypertherm Europe B.V.

Laan van Kopenhagen 100
 3317 DM Dordrecht
 Nederland
 31 165 596907 Tel
 31 165 596901 Fax
 31 165 596908 Tel (Marketing)

31 (0) 165 596900 Tel (Technical Service)**00 800 4973 7843 Tel (Technical Service)**

technicalservice.emeia@hypertherm.com (Technical Service)

Hypertherm (Shanghai) Trading Co., Ltd.

B301, 495 ShangZhong Road
 Shanghai, 200231
 PR China
 86-21-80231122 Tel
 86-21-80231120 Fax

86-21-80231128 Tel (Technical Service)

techsupport.china@hypertherm.com (Technical Service)

South America & Central America: Hypertherm Brasil Ltda.

Rua Bras Cubas, 231 – Jardim Maia
 Guarulhos, SP – Brasil
 CEP 07115-030
 55 11 2409 2636 Tel
 tecnico.sa@hypertherm.com (Technical Service)

Hypertherm Korea Branch

#3904. APEC-ro 17. Heaundae-gu. Busan.
 Korea 48060
 82 (0)51 747 0358 Tel
 82 (0)51 701 0358 Fax
 marketing.korea@hypertherm.com (Marketing)
 techsupportapac@hypertherm.com (Technical Service)

Hypertherm Pty Limited

GPO Box 4836
 Sydney NSW 2001, Australia
 61 7 3103 1695 Tel
 61 7 3219 9010 Fax
 au.sales@hypertherm.com (Main Office)
 techsupportapac@hypertherm.com (Technical Service)

Hypertherm (India) Thermal Cutting Pvt. Ltd

A-18 / B-1 Extension,
 Mohan Co-Operative Industrial Estate,
 Mathura Road, New Delhi 110044, India
 91-11-40521201/ 2/ 3 Tel
 91-11 40521204 Fax
 htindia.info@hypertherm.com (Main Office)
 technicalservice.emeia@hypertherm.com (Technical Service)

© 2023 Hypertherm, Inc. All rights reserved. 100% Associate-owned.

ArcGlide, CutPro, EDGE, HyIntensity, FineLine, Hypernet, HyPrecision, HPR, Powermax, Phoenix, True Hole, XPR, and Hypertherm are trademarks of Hypertherm, Inc. and may be registered in the United States and/or other countries. All other trademarks are the property of their respective holders.

Environmental stewardship is one of Hypertherm's core values. www.hypertherm.com/environment

Introduction

Hypertherm Phoenix software uses passwords to enable functionality, to perform diagnostics, and to access secure screens. These passwords are often used to restrict access to editable parameters. Using certain passwords incorrectly could impact proper cutting machine operation.



The following sections show the Phoenix passwords grouped by functionality.

Setup screens, read-only

Enter these passwords to view but not change the Phoenix setup and diagnostic screens. After you exit each screen, you must re-enter the password to view the screen again.

2865 – Machine Setups, read-only

5682 – Special Setups, read-only

4532 – Station Configuration, read-only

7235 – Diagnostics: I/O, Drives and Motors, and Machine Interface. Enables machine functionality for testing. This password expires when you exit the machine test screen. To perform additional tests you must re-enter the password.

Wizards

The CutPro and Align Wizards can be turned off by selecting the “do not show again” check box in the first wizard screen. These passwords allow the operator to turn on the wizards without opening the Special Setups screen.

ENABLEALIGNWIZARD – Enables the Align Wizard.

ENABLECUTWIZARD – Enables the CutPro® Wizard.

ENABLEWIZARDS – Enables all wizards.

Phoenix updates

Hypertherm periodically releases Phoenix software updates. These updates include new features as well as bug fixes. Because all updates include bug fixes, we recommend that you update the Phoenix software whenever a new version becomes available. If you are not sure, please contact your table manufacturer to verify the applicability of a given release. Visit the Phoenix Software Updates page at www.hypertherm.com to download the latest version of Phoenix software.

These passwords are in effect only while the update takes place.

UPDATESOFTWARE – Phoenix 10.19 and earlier allows updating software without opening the Special Setups screen.

UPDATEHELP – Phoenix 10.19 and earlier allows updating help without opening the Special Setups screen.

UPDATEMANUALS – Allows updating of manuals without opening the Special Setups screen.

EDGE® Connect

Production Manager

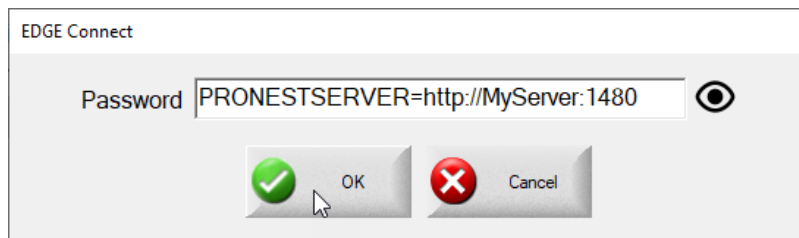
These passwords help you to set up the Production Manager web app directly on the EDGE Connect CNC.



For more information about Production Manager, [refer to the knowledge base article](#).

- PRONESTSERVER=http://host:port – Use this password to point the EDGE Connect CNC to the ProNest Server. Replace *host* and *port* in the password with the values for the ProNest Server. The default port used by ProNest Server is 1480.

For example: If ProNest Server is hosted on a computer called MyServer and the port it uses is 1480, enter this password: PRONESTSERVER=http://MyServer:1480



- PRONESTSERVER – Use this password to view the IP (Internet Protocol) address of the ProNest Server that is connected to the CNC.
- PRONESTSERVER= – Use this password to clear the connection between the EDGE Connect CNC and ProNest Server.

XPR firmware updates

The following passwords enable special options for updating eligible XPR firmware through Phoenix 10.13 or later using the File over EtherCAT (FOE) standard.



Automatic firmware updates are enabled by default unless the DISABLEAUTOFOE password has been entered. For more information, refer to Hypertherm Field Service Bulletin 810720.

DISABLEAUTOFOE – Prevents Phoenix from automatically checking for XPR firmware updates upon launching.

ENABLEAUTOFOE – Allows Phoenix to automatically check for XPR firmware updates upon launching. If updates are available, Phoenix prompts the operator to automatically apply updates.

CHECKFOEUPDATE – Allows the operator to check for and apply firmware updates to all XPRs on the EtherCAT network.