

ZT510/610/620 Firmware Upgrade / Downgrade Guide

The firmware version for Zebra ZT500/600 products is changed from V80 to V96 to implement new features and issue fixes starting from Link-OS 6.8 release. To ensure smooth transition between V80 and V96 firmware versions, Zebra provides guidance for customers with ZT500/600 printers as described below -

V80 to V96

For customers with ZT500/600 printers running Link-OS 6.7 or earlier firmware (appl.name starts with V80.20) and want to upgrade to Link-OS 6.8 (appl.name starts with V96.21) or later, you can load the “V96.21.xxZ-V80Transition.zpl” file in the V96.21.xxZ.zip file to your printers, here the xx is the part of the version number for the corresponding Link-OS release, e.g. V96.21.26Z indicates Link-OS 6.8 or V96.21.30Z indicates Link-OS 6.9, etc. This will install V96 firmware using a download format that is compatible with V80 firmware.

This migration will preserve all files and settings in customer’s E: drive.

NOTE: This file cannot be used to downgrade from a later V96 version to this version as it is a different file format.

V96 to V96

For customers with ZT500/600 printers running Link-OS 6.8 or later firmware (appl.name starts with V96.21) and want to load a different Link-OS 6.8 or later firmware (appl.name starts with V96.21), you can load the “V96.21.xxZ.zpl” file in the V96.21.xxZ.zip file to your printers, - here the xx is the part of the version number for the corresponding Link-OS release, e.g. V96.21.27Z indicates Link-OS 6.8.1 or V96.21.30Z indicates Link-OS 6.9, etc. This will install a different V96 firmware using a download format this compatible with V96.

The files/settings in customer’s E:drive are not affected by this type of upgrade.

V96 to V80

For customers with ZT500/600 printers running Link-OS 6.8 (appl.name starts with V96.21) or later firmware and want to load an earlier Link-OS 6.7 firmware (appl.name starts with V80.20), you would use the existing V80 firmware file with the following conditions.

1) This will only allow you to downgrade to a V80 firmware (or special) based on V80.20.29Z or later due to pre-existing downgrade blocks.

2) This migration **WILL NOT** preserve the files and settings in customer’s E:drive.

3) You must set the following SGD to permit this destructive action:

```
! U1 setvar "device.permit_legacy_os_downgrade" "yes"<CR><LF>
```

By setting this SGD you allow the printer to allow downloads of V80 format files.

This will consume the firmware file and reboot into an older version of the OS in order to process the remainder of the download.