

S400 Firmware Upgrade/Downgrade Information

There are compatibility requirements for the S400 logic board and its loading boot code that need to be observed before attempting to upgrade/downgrade or re-flash firmware. Use this table to determine the action(s) you will be required to perform to upgrade or downgrade the S400 firmware.

The present versions supported are 27.8.3 and 27.10.3 firmware. After downloading either V27_8_3.exe or V27_10_3.exe run the executable file. The file will unzip to create these files

- S400 Readme
- Bootblock Loading Instructions
- Firmware Instructions
- Bootblock code (.hex)
- Firmware file (.zpl).

Note: *If required, perform the bootblock procedure **first** as indicated in the table below.*

| * Present Printer Firmware Version | Change to | **Logic Board P/N | Action |
|------------------------------------|-------------------|-------------------|---|
| 27.8.x | 27.8.3 | P/N 44784 | Download V27_8_3.exe Perform X.8 Firmware Procedure |
| 27.8.x | 27.10.x or higher | P/N 44784 | The logic board is not compatible for this upgrade |
| 27.8.x | 27.10.x or higher | P/N 45762 | Download V27_10_2.exe Perform X10 Boot Block Procedure then Perform X.10 Firmware Procedure |
| 27.10.x or higher | 27.10 or higher | P/N 45762 | Download V27_10_2.exe Perform X.10 Firmware Procedure |
| 27.10.x or higher | 27.8.3 | P/N 45762 | Download V27_8_3.exe Perform X8 Boot Block Procedure then Perform X.8 Firmware Procedure |
| Don't know | 27.8.3 | P/N 44784 | Download V27_8_3.exe Perform X.8 Firmware Procedure |
| Don't know | 27.10.x or higher | P/N 44784 | The logic board is not compatible for this upgrade |
| Don't know | 27.8.3 | P/N 45762 | Download V27_8_3.exe Perform X8 Boot Block Procedure then Perform X.8 Firmware Procedure |
| Don't know | 27.10.x or higher | P/N 45762 | Download V27_10_2.exe Perform X10 Boot Block Procedure then Perform X.10 Firmware Procedure |

*** To identify firmware version installed in the printer, print a setup label.**

1. Have the printer loaded with Media and ribbon if used.
2. Hold the CANCEL button as you turn the printer on. Release the button after a count of three and allow selftest to complete.
3. The firmware version will be printed in the list of items listed on the label.

**** Identify the Logic Board**

You will have to access the electronics compartment so use proper static precautions before proceeding.

1. Power off the printer.
2. Remove the 3 screws holding the electronics cover and observe the main logic board.
3. At the lower end of the logic board is a barcoded label that has the part number and revision.
4. If you have to perform the Boot Block Procedure keep the logic board cover off.

Firmware FAQs

Q. Do I need to upgrade firmware?

A. *Unless you are directed to upgrade to resolve a specific problem or add a feature then upgrading is not necessary. If your printer appears to require re-flashing the firmware then download the latest available firmware in the family group based on the information in the table above.*

Q. What features are added to 27.10.x?

A. *The only feature added to 27.10.x is Zebra Link Compatibility.*

Q. How do I determine the printer firmware version?

A. *Print a setup label and view the FIRMWARE version listed in the printout. To print a setup or configuration label, have the printer loaded and ready to print. Press and hold the printer front panel "FEED" button while powering on the printer. Release the button after a count of three.*

Q. My printer will not complete the Power On self test or I can't print a self test label. How do I know what version firmware is installed in my printer?

A. *Use the matrix in the table above to determine your options.*

Q. Can I upgrade from 27.8.x to the 27.10.x firmware version?

A. *The logic board for the S400 having 27.8.x firmware is not compatible with the 27.10.x firmware. If upgrading is required the latest version of the logic board will be required.*

Q. Can I downgrade from 27.10.x to 27.8.3?

A. *This can be accomplished if you load the proper boot code before downloading the X.8 firmware to the printer.*