

Instructions for updating firmware on our THERMOMARK line of printers

5146477 THERMOMARK ROLL
5146464 THERMOMARK CARD
(Both printers are sold separately
or as part of the MARKING BOX.)

To determine the current version of software on your printer, from the LCD screen:

- Touch the folder icon
- Touch "Short status"

EXAMPLE: This is the screen from a THERMOMARK ROLL printer with a current firmware status of V 4.01



1. Current firmware for Phoenix Contact printers can be found on the resource page:

www.phoenixcontact.com/printers

- Navigate to the printer
- Click "Firmware"

Thermal transfer printer - THERMOMARK CARD - 5146464



Thermal transfer printer for cards

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Technical data

Accessories

FAQs

Approvals

Downloads

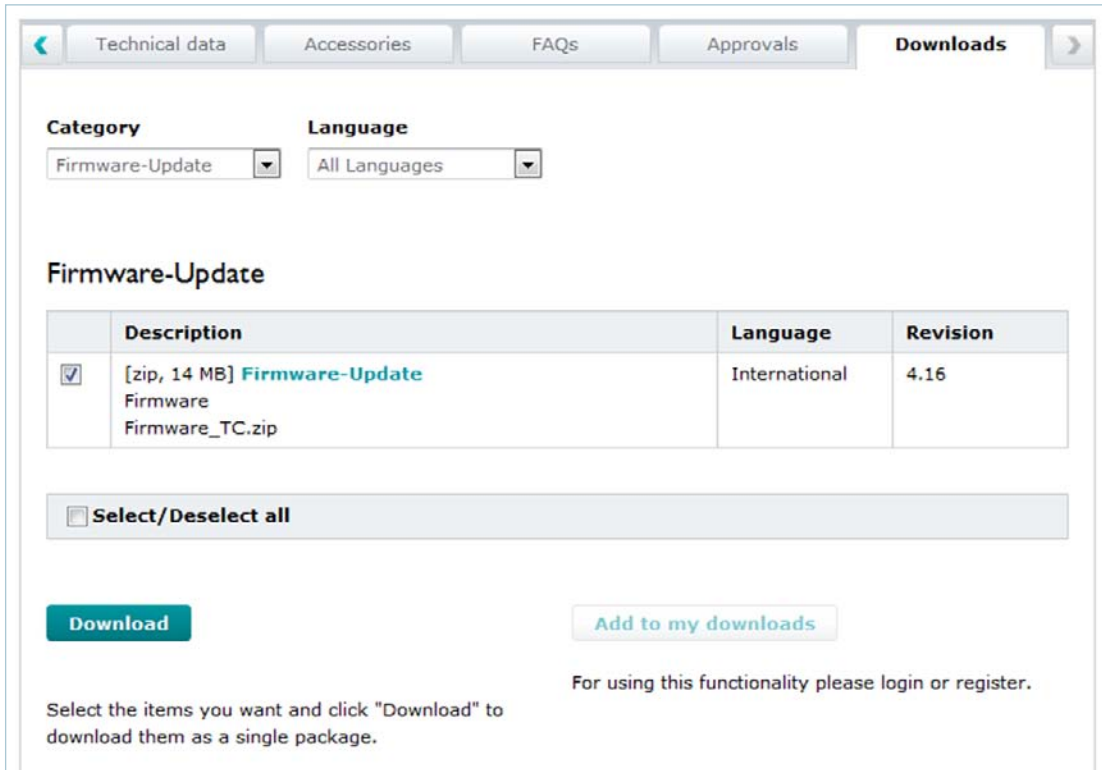
Category

Language

All Categories	All Languages
All Categories	
Data Sheet	
Manual	
Assembly instructions	
Firmware-Update	
Drivers and Driver Modules	
E-Learning	
Tender Text	
Material Description	
Various	
Manufacturer's declaration	

	Language	Revision
Data Sheet THERMOMARK CARD db_en_thermomark_card_104772_en_00.pdf	English	00
[pdf, 158 KB] Data Sheet Prod.-Id. 104772: DB DE THERMOMARK CARD Datenblatt THERMOMARK CARD db_de_thermomark_card_104772_de_00.pdf	German	00

2. Download the zip file from the “Firmware-Update” section: “Firmware_Update.zip”



The screenshot shows a web interface with navigation tabs: Technical data, Accessories, FAQs, Approvals, and Downloads. Under 'Downloads', there are filters for 'Category' (Firmware-Update) and 'Language' (All Languages). A table lists a firmware update file:

	Description	Language	Revision
<input checked="" type="checkbox"/>	[zip, 14 MB] Firmware-Update Firmware Firmware_TC.zip	International	4.16

Below the table is a 'Select/Deselect all' button. At the bottom, there are 'Download' and 'Add to my downloads' buttons. A note states: 'For using this functionality please login or register.' Below this, it says: 'Select the items you want and click "Download" to download them as a single package.'

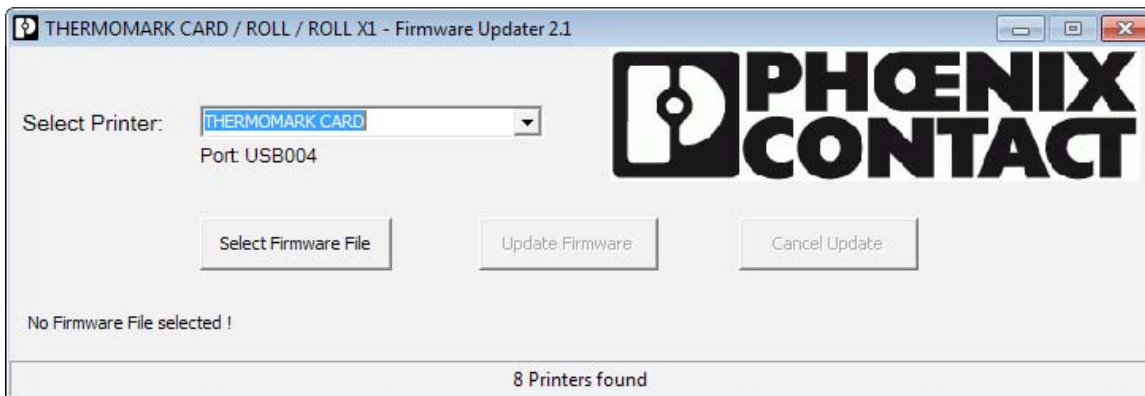
3. Extract the two files to a folder location

- FW_Updater_TL_V2.1.exe
- 416_4328_phoenix.cfw

All firmware files will have the extension .cfw, the above file name is just an example

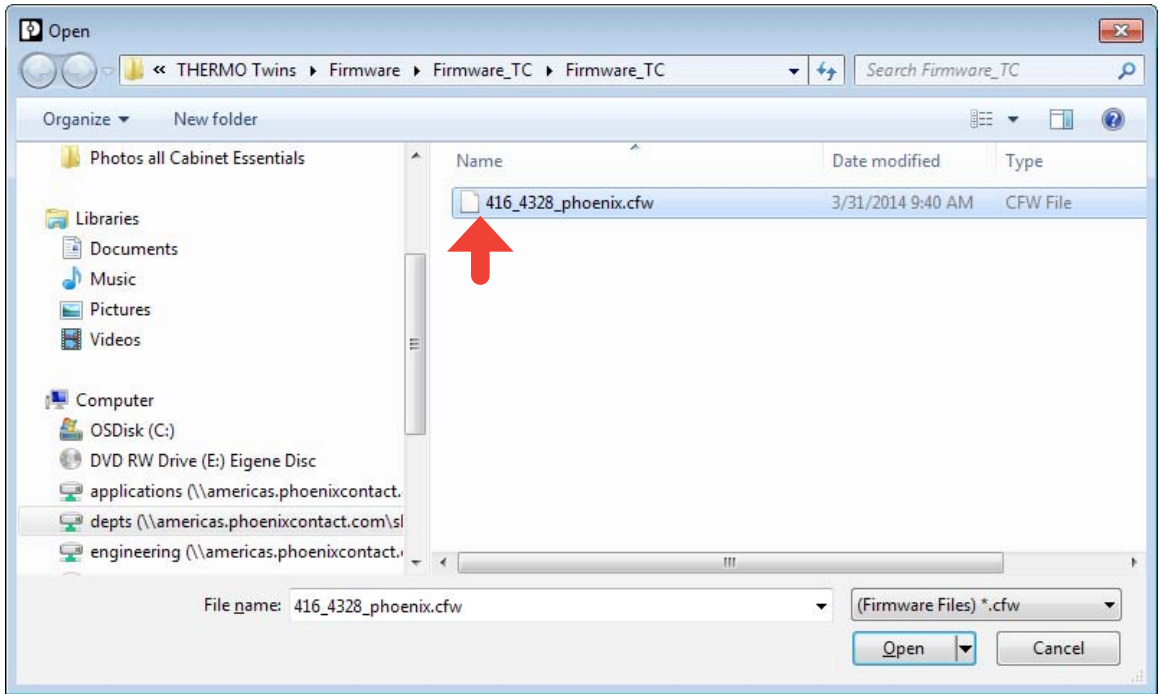
4. Double click the executable file: FW_Updater_phoenix.exe

5. After making sure that the printer is connected to the computer, select the printer you are updating from the drop-down menu and then click “Select Firmware File.”

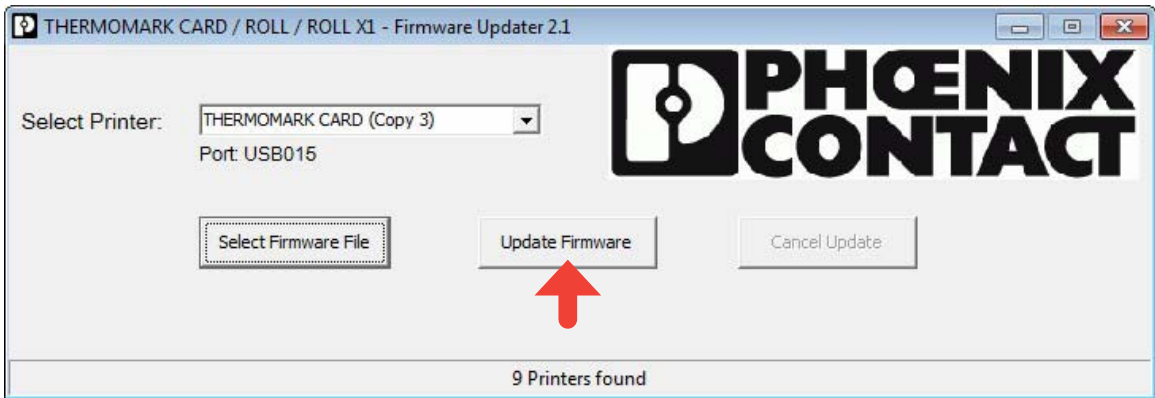


The screenshot shows the 'Firmware Updater 2.1' application window. The title bar reads 'THERMOMARK CARD / ROLL / ROLL X1 - Firmware Updater 2.1'. The interface includes a 'Select Printer:' dropdown menu with 'THERMOMARK CARD' selected and 'Port: USB004' displayed below it. The Phoenix Contact logo is prominently displayed on the right. At the bottom, there are three buttons: 'Select Firmware File', 'Update Firmware', and 'Cancel Update'. A status message at the bottom left says 'No Firmware File selected !' and a status bar at the bottom center indicates '8 Printers found'.

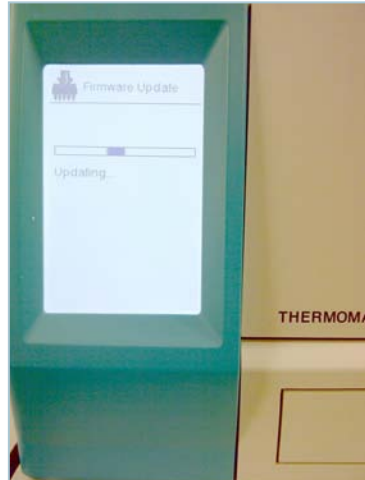
6. From the pop-up window, navigate to and choose the firmware file that you extracted in step 3.



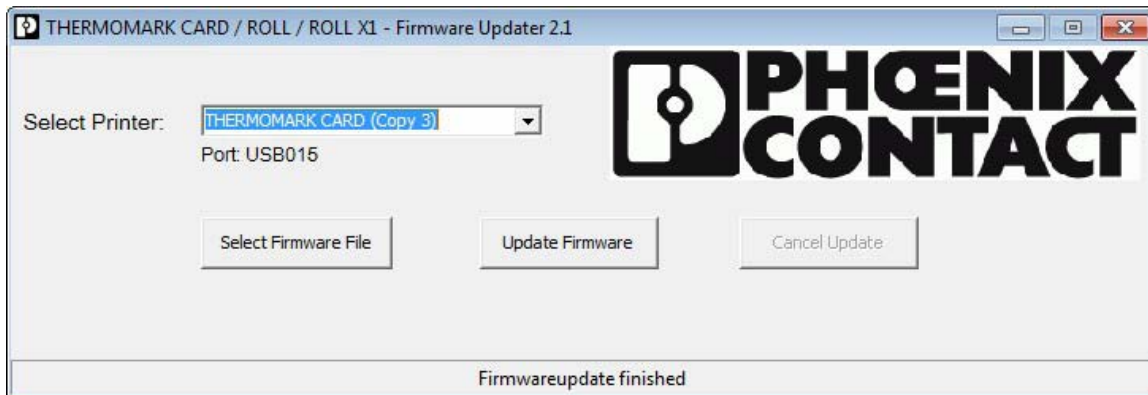
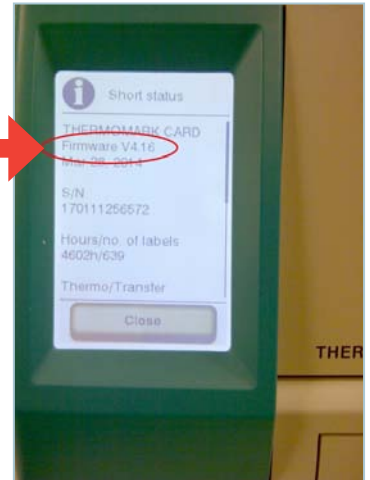
7. You will be returned to the “Updater” screen, click “Update Firmware”.



Your printer's LCD screen will display a flashing graphic to indicate that the update has started:



Once the update is complete, the printer will reboot. Verify that the firmware update was successful by checking the "Short status" once again.



8. When update is complete, close the "Updater" window or repeat the process for any other printers, as needed.

For questions or support regarding Phoenix Contact printers, please contact our **Technical Service** department at **800-322-3225**.