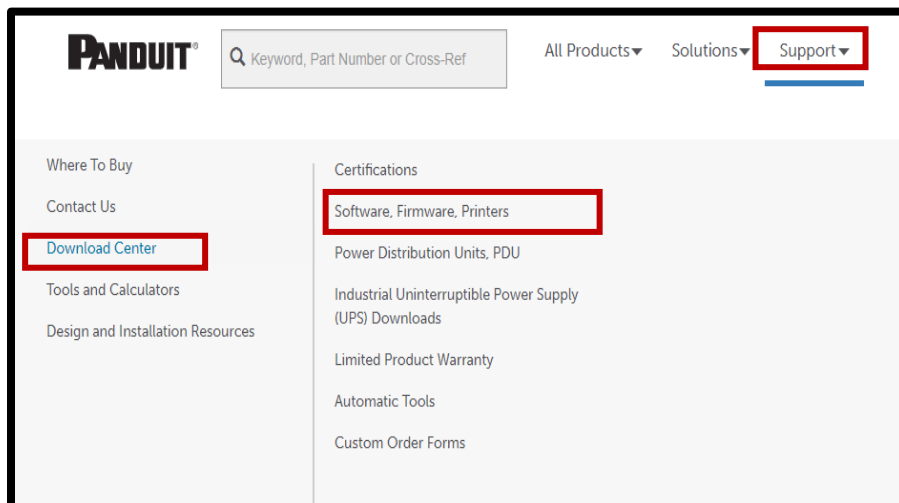
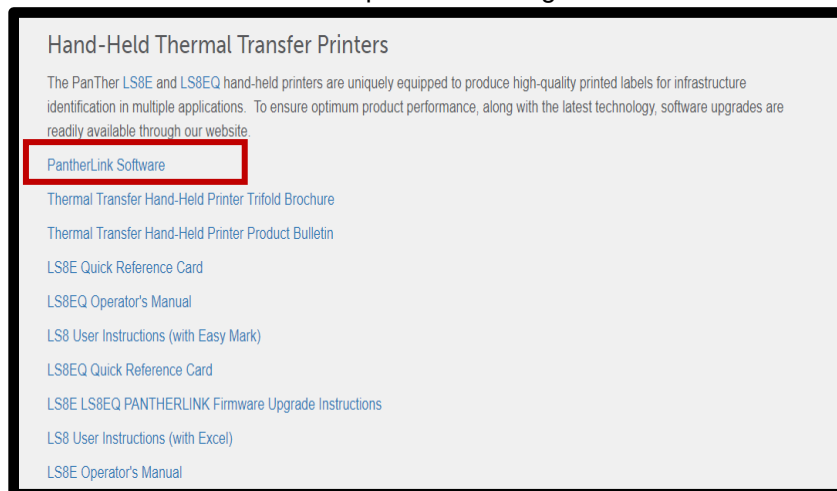


**Title: LS8 SERIES FIRMWARE UPGRADE****Purpose: To provide instructions on the upgrading of the firmware for the hand-held printers (LS8, LS8E and LS8EQ)****Audience: This document is intended for users of the LS8 series and Panduit support staff.****Procedure:**

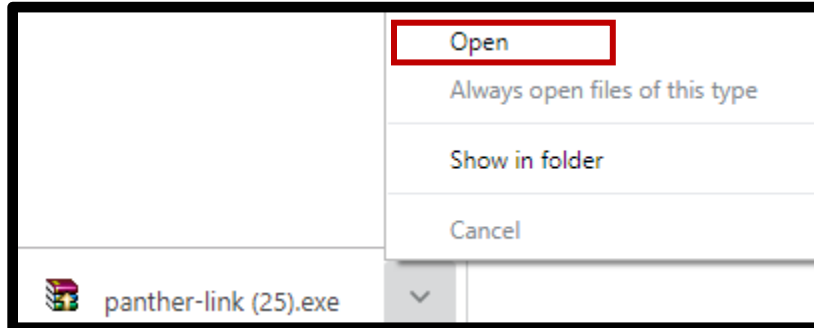
1. Be sure that the printer is turned off and nothing is plugged into it. The instructions will prompt you when to plug everything in and power the printer on.
2. To upgrade the firmware, the **PantherLink** software must be installed on the computer. If PantherLink is already installed on your computer, proceed to section 4
  - A. Navigate to the Panduit website (<https://www.panduit.com/>) to download and install.
  - B. Click support then hover over Download Center then click software, firmware, printers.



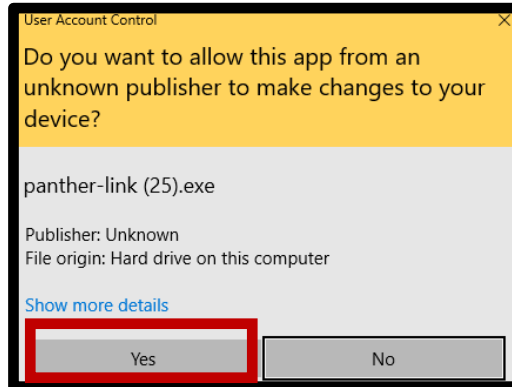
- C. Under the Hand-Held thermal transfer printers heading select Pantherlink Software.



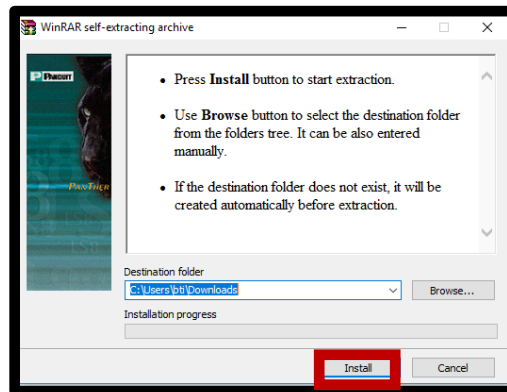
- D. Once you select the PantherLink software download, the download will automatically start and can be seen at the bottom of your window. Once the download is complete, click on the down arrow to be presented with 2 options.
  - i. The first option, is to open, which will run the executable from your browser.



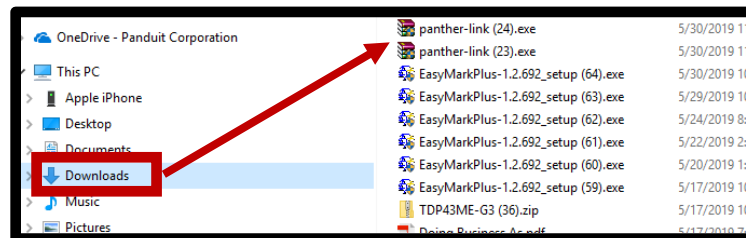
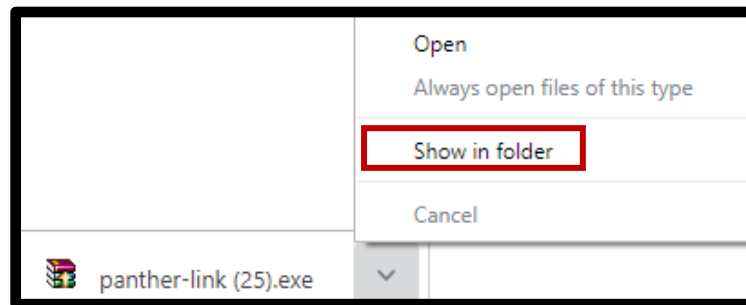
- 1. The screen below will appear, click Yes to run the executable file. (NOTE: The person installing must have administrative rights on the machine to install) Click Yes



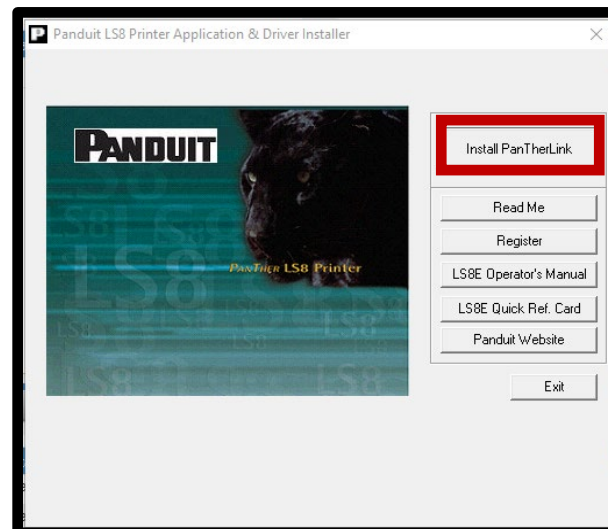
- 2. On the next screen verify the destination folder and Click Install



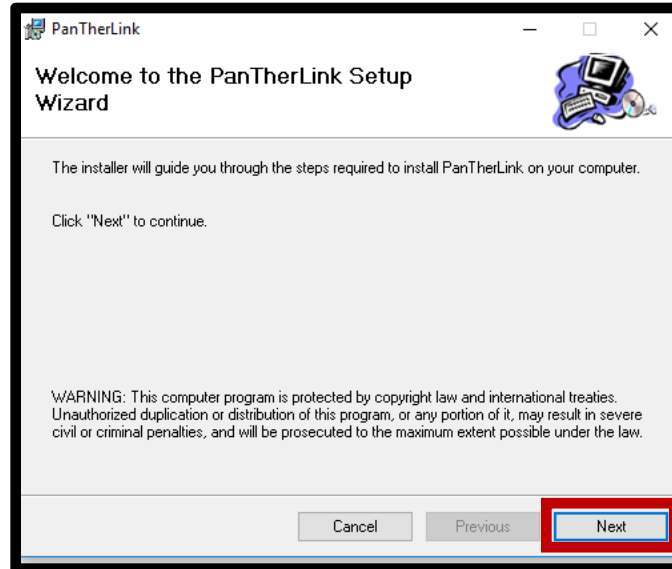
- ii. The second option, Shown in folder, will take you to the downloads folder. Here you can double click to run the installation executable or copy and paste it to a different location to run later.



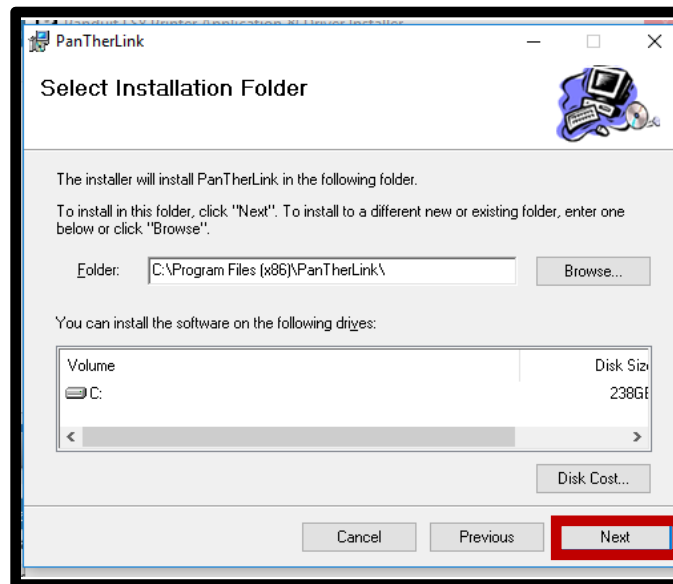
- E. Once the installation starts, (after you have clicked Install from step 2.D.i.2 the installation window will display. Click Install PanTheLink.



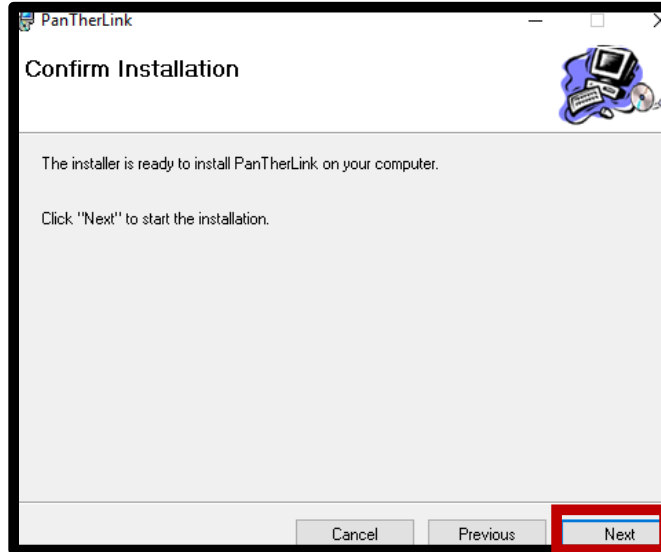
F. At the welcome screen, select Next.



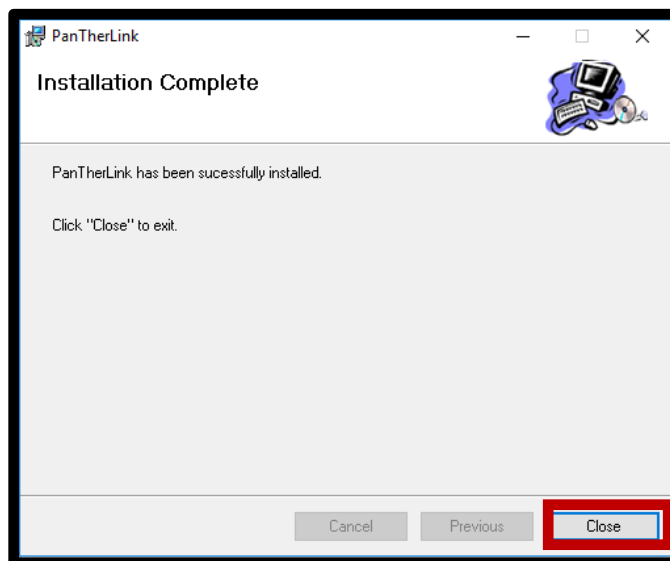
G. Accept the default install location and click Next.



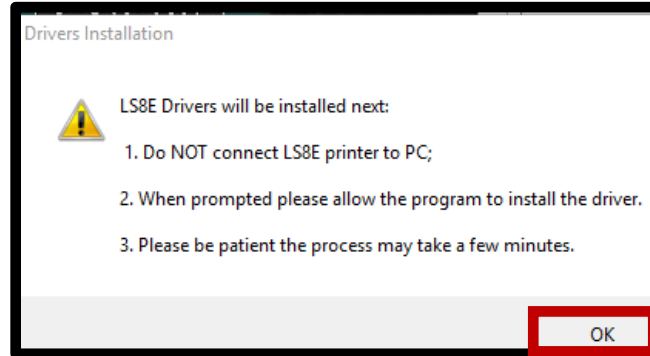
H. Confirm the installation and click Next.



I. PantherLink Installation is now complete. Click Close.

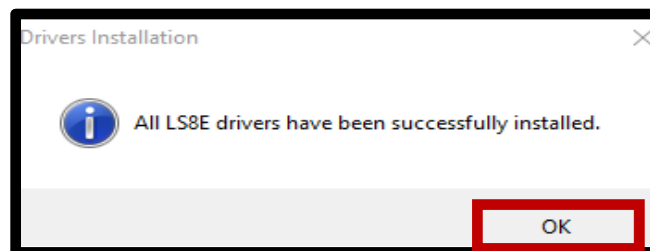


J. The LS8 print drivers will now be installed. Click OK

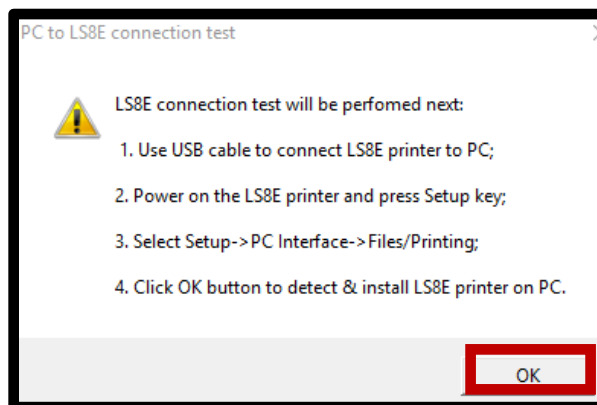


*NOTE: You may or may not get a Windows security notification, if so, click OK and continue.*

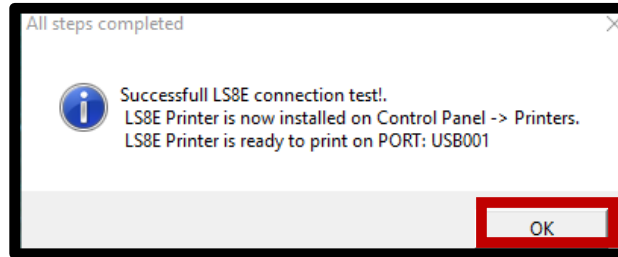
K. Once the drivers are installed click OK.



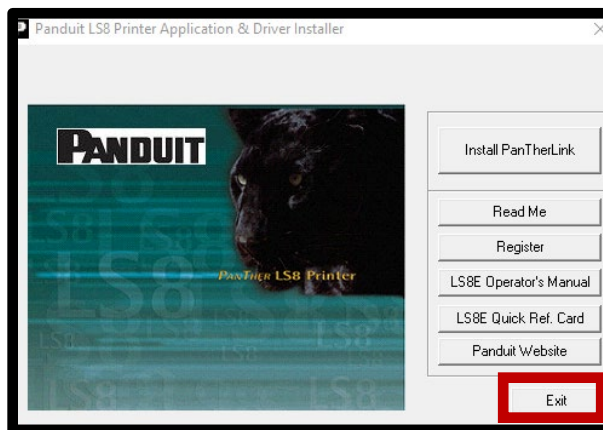
L. A PC to LS8E connection test will be performed. Follow the instructions on the screen and click OK.



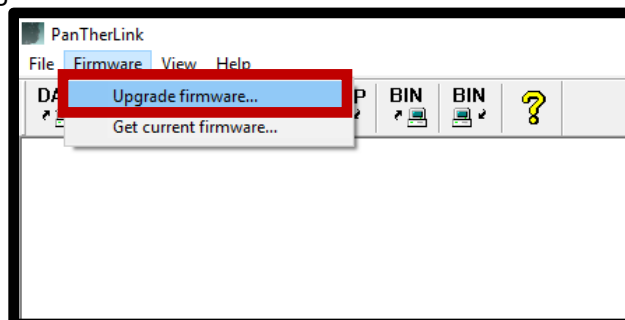
- M. If the connection is successful, you will be notified. It is important to remember to port number the printer is set to print on. In this case it is port USB001 Click OK.



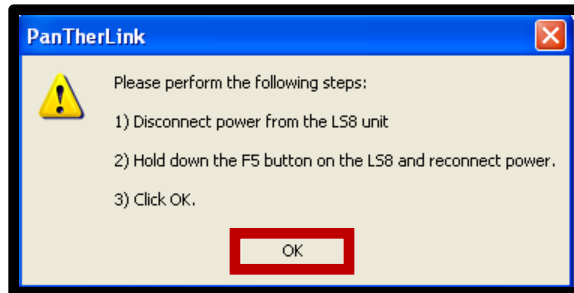
- N. Press Exit to complete installation.



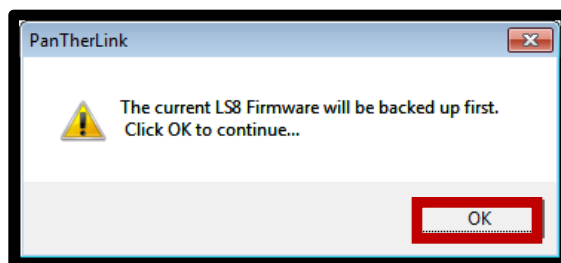
3. The installation is now complete, and the upgrade can now continue.
4. Open PanTherLink software.
5. Connect the LS8E/LS8EQ via USB cable to your computer and use the AC adapter to ensure power will not be interrupted during the upgrade process.
6. Set the LS8E/LS8EQ printer into USB Upgrade Mode by holding the F5 button and power the printer on. Release the power button while holding the F5 button/ When the screen shows F5-Upgrade Mode the printer is now ready to receive the Firmware upgrade.
7. In PanTherLink select Upgrade Firmware from the toolbar



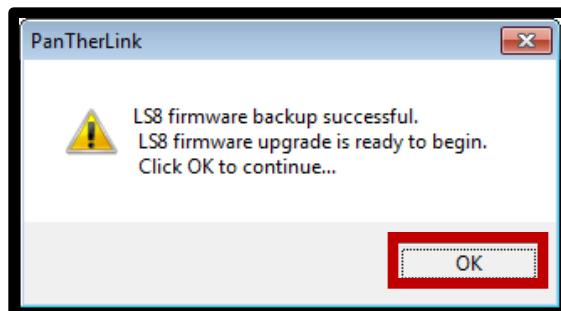
8. Press OK on the screen.



9. PanTherLink will first backup the current firmware on the printer. Click OK to continue



10. Click OK to continue after the firmware has been backed up.

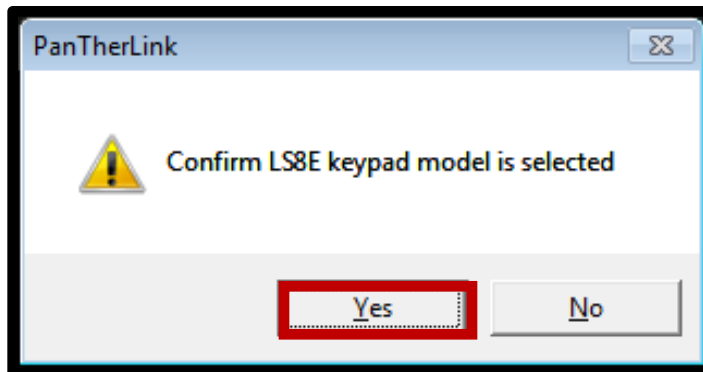




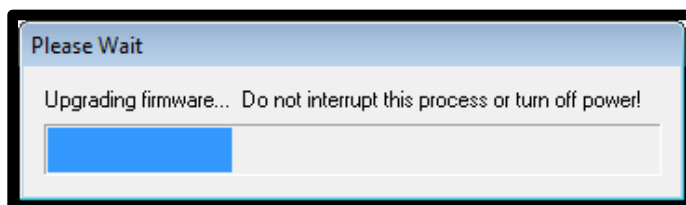
11. Select the model of the printer from the picture on the screen, LS8E or LS8EQ.



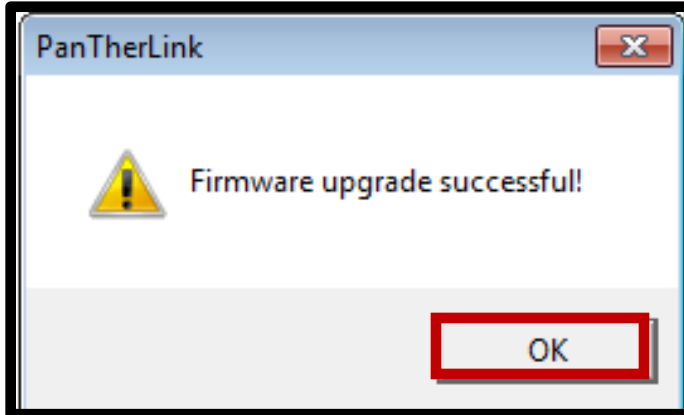
12. Click YES to confirm your model. (In this example, we used the LS8E)



13. The Upgrading Firmware progress bar will appear. The LS8E printer screen will display Receiving Firmware. The upgrade takes approximately 3 minutes to complete **DO NOT INTERRUPT THE UPGRADING PROCESS!**



14. Once the Firmware upgrade successful message appears on your computer, Click OK.



15. The LS8E/LS8EQ printer will reboot automatically after the upgrade.