Product change notification (PCN)

Title / short description	Firmware update V4.34 for THERMOMARK ROLL/...CN/...AR
Affected article category	Marking and labeling
Change category	Software modification
Change number	CBG240009-01
Reason for PCN/PDN Revision	PDN Formular anstelle des PCN Formulars genutzt | PDN form used instead of PCN form

Purpose/objective of the change

Error correction through firmware update to V4.34 for THERMOMARK ROLL/...CN/...AR roll printers

Detailed description of the change

The current printer driver 1.2.1.2. transfers PNG images in the print job, and no longer IMG images. For larger print jobs, there used to be page failures, or some pages/labels from the print job were sporadically advanced in position unprinted and the print job was aborted prematurely without an error message. This problem is rectified with the new firmware V4.34. The firmware update is provided as usual in the downloads/firmware area of your device on the Phoenix Contact website at https://www.phoenixcontact.com. To install the update, copy the corresponding file to a USB stick to a folder named "misc". After this USB stick has been plugged into the THERMOMARK ROLL printer, the respective firmware update can be selected in the Settings menu # Extras # Firmware update # USB memory #... and executed.

Identifying characteristics

New firmware version V4.34

Start of Production (SOP)	-	**Last Time Delivery (LTD)**	-
Effective date (EOP)	2024-05-29	**End of Service (EOSR)**	-
End of Sales (EOS)	-		

Short-term change (< 6 months) or discontinuation (< 12 months), due to:

☒ Software / Firmware Bugfix   ☐ Short-term delivery stop by supplier   ☐ Short-term recall by supplier

☐ Force majeure   ☐ Product improvement with customer benefits

☐ Others

Attachments

- Material_list.csv
- PCN-CBG240009-01_DE
- PCN-CBG240009-01_EN

Material list

Item no.	Item Type	Hardware / Firmware old	new	Item no.	Substitute item Type
5146477	THERMOMARK ROLL	00	00		
1076800	THERMOMARK ROLL CN	00	00		
5146749	THERMOMARK ROLL AR	00	00		