MobileDemand xScale S200 Firmware Update

Version: 1.3
Last Updated: May 2025

Table of Contents

1. Introduction

This guide walks you through updating the firmware on your MobileDemand xScale device. By following these steps, you'll ensure your scale is running the latest code, with improved stability and feature enhancements.

2. Prerequisites

Before you can complete the firmware update process, you will need the following. Starting in Step 3, this guide will walk you through obtaining the software pieces if you don't already have them downloaded.

- A Windows PC (Windows 10 or 11) with administrative rights
- A compatible USB cable:
    - USB-C to USB-C (included cable) **or**
    - USB-C to USB-A

🔅 **Tip:** The xScale requires a USB-C connection. The other end of the cable depends on the USB Port type available on your Windows PC

- The latest **xScale Firmware Update Utility** package
- The appropriate **.srec** firmware file for your xScale model
- Internet access (to download drivers and firmware)

💡 **Tip:** If you're unsure which cable you need, look at the port on your PC and on the xScale: USB-C ports are oval, while USB-A ports are rectangular.

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3. Downloading & Preparing Files

i. **Navigate to MobileDemand Drivers & Downloads Page**
   - Scroll down to xScale S200
   - Download the current firmware file
   - Download the Firmware Update Utility
   - Save it in a folder you can easily find, e.g. C:\users\username\downloads


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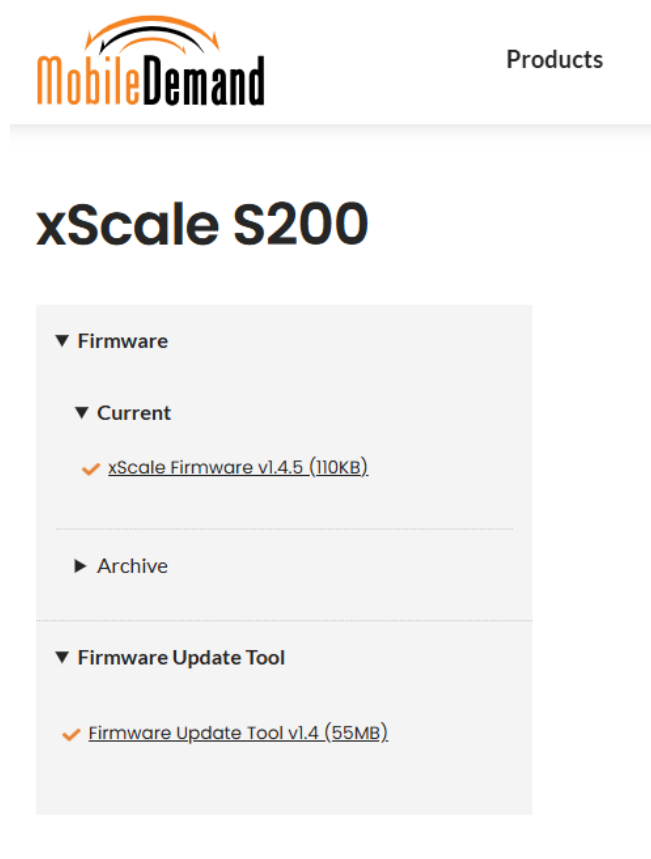
4. Extracting & Installing the Virtual COM Port (VCP) Driver

 i. Open the folder where you downloaded the Firmware Update Utility
 ii. Right-click the zip file and select to *Extract All...* and select a location you can find.
  o Ensure the *Show extracted files when complete* box is checked.
 iii. When files are extracted, select the VCP version that matches your Windows architecture (32-bit or 64-bit) and double click it to begin the installation.

Tip: If unsure of your systems architecture, you can find it by:

  a. Right Click on the Windows button
  b. Left Click on **Settings**
  c. Left Click on **System** on left side.
  d. Scroll down and left click on **About**.
  e. Under *Device specifications*, system type will be listed:
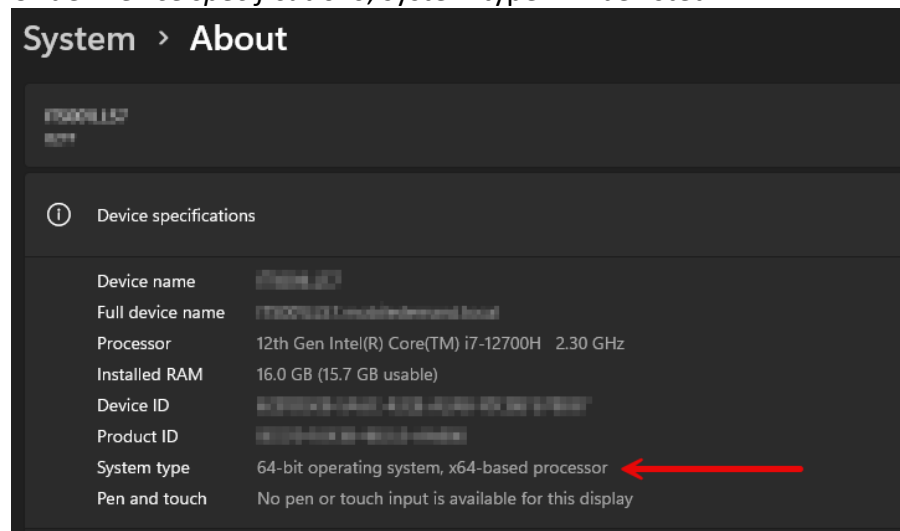
 iv. When prompted, click **Yes** to allow the software to install (Admin permissions may be required).
 v. Complete the installation
  o Welcome screen > Click **Next**
  o Customer Information > Enter Username and Company Name > Click **Next**
  o Choose Destination Location > Accept default location, Click **Next**
  o Welcome to Device Driver Installation > Click **Next**

  You may receive a pop-up message like the below. If you do, click **Install** to continue.
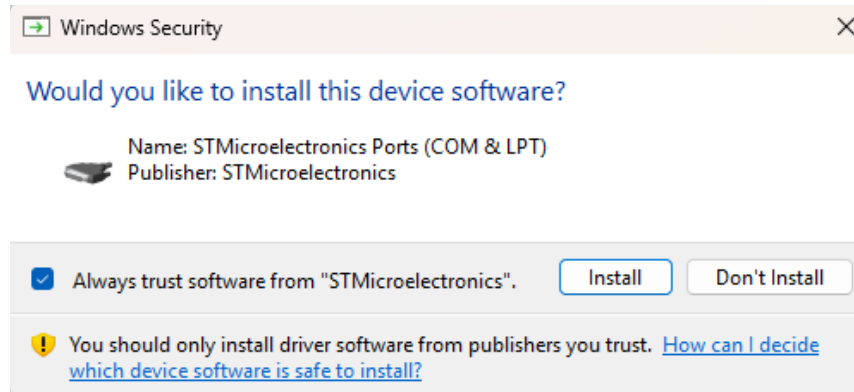
- o Completing the Device Driver Installation Wizard > Click **Finish**.
- o Install Wizard Complete Screen
    - a. If prompted to check for program updates, <mark>**Select *No, skip this step.***</mark>
    - b. Click **Finish**

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5. Extracting the firmware File

i. Open the folder where you downloaded the firmware in step 3.i

 You may need to refresh any File Explorer windows you have open to see your recently downloaded files.

ii. Right-click the *xScale_S200_FW-vX.XX.zip* file and select to Extract All... and select a location you can find.
    - o You'll need to be able to navigate to this location later to select the FW file.

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6. Launching the Firmware Update Utility

    i.   Navigate to where you extracted the files in step 4.ii

    ii. Double-click **xScale Firmware Update Utility** icon *(it may take a few seconds to load)*

    iii. The update Utility's main window will open:
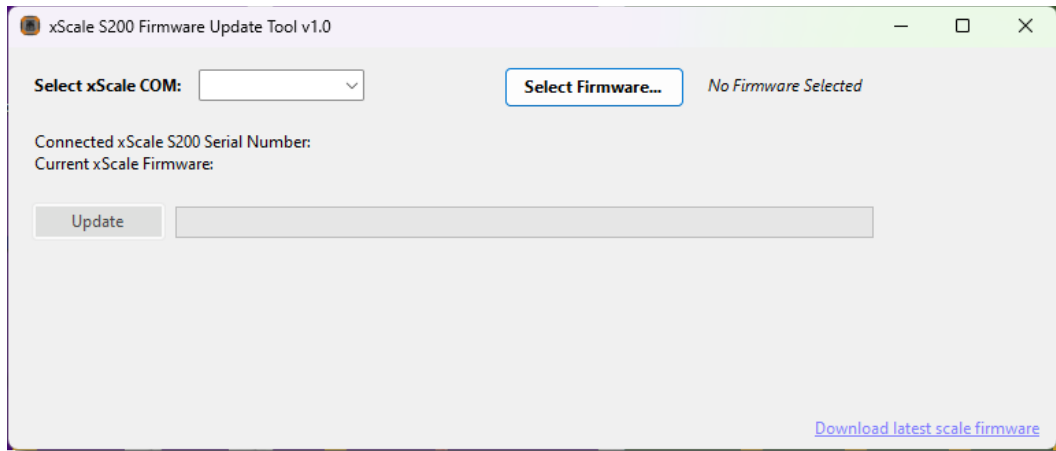
7. Connecting Your xScale S200

    i.   Plug your USB cable into the xScale's USB-C port on the front of the scale.

    ii. Plug the other end into your PC's USB port.

    iii. Open the xScale S200 and it will power on.

8. Selecting the COM Port

i. Inside the Firmware Update Utility, click the dropdown next to **"Select xScale COM"**.

ii. From the dropdown list, choose the COM port labeled **COMX - STMicroelectronics** (e.g., COM3).

iii. The Utility will now display the Serial Number and current Firmware version of the connected xScale.

> ℹ️ You should here the standard USB Device enumeration chime when connecting your scale to your PC.
>
> If you don't hear the USB enumeration chime, unplugging and replugging your USB Cable.
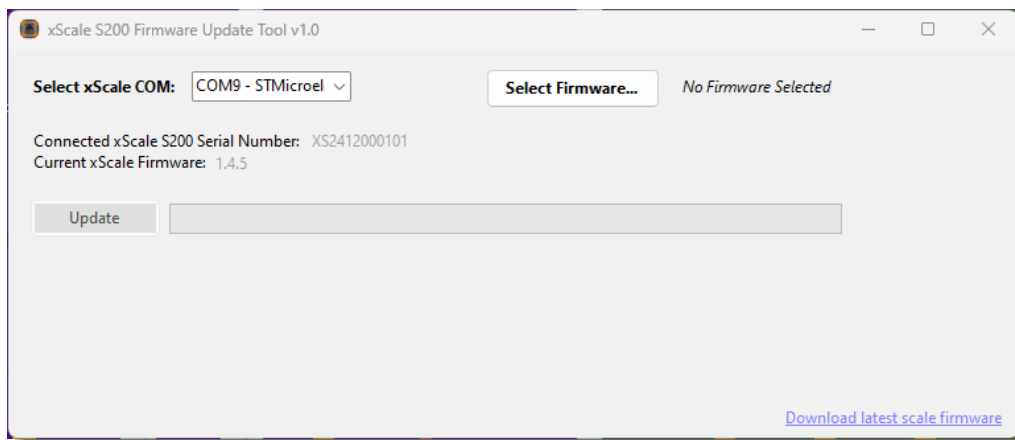
9. Loading and Applying Firmware

i. Click **"Select Firmware…"**

ii. In the file dialog, browse to where you extracted your .srec file in step 5.2 above.

iii. By default, the system will only be looking for firmware update files with the .srec file extension.

iv. Locate your firmware update file. It will be named like *SmartScaleNew-vX.x.x.srec* where X will be replaced with actual version numbers.

v. Double click the firmware file or click one time and click the **Open** button.

vi. The *"Update"* button will now activate (turn green) > Click the **"Update"** button.
   - You will hear the USB enumeration chime as the update begins.

vii. A progress bar will appear; **do not disconnect or power off during update**.
   - It can take a few seconds before the progress bars starts to display progress.
   - The full update can take between 2-4 minutes to complete.

viii. When complete, you will see a notification: **"Firmware update successful."**
- o At this point, the scale will auto reboot, and you will hear the USB enumeration chime again.
- o If you don't see the Firmware Update Successful box, it may be behind another window. Click the Firmware Update Utility icon in your task bar and the Firmware Update Successful box should be visible.
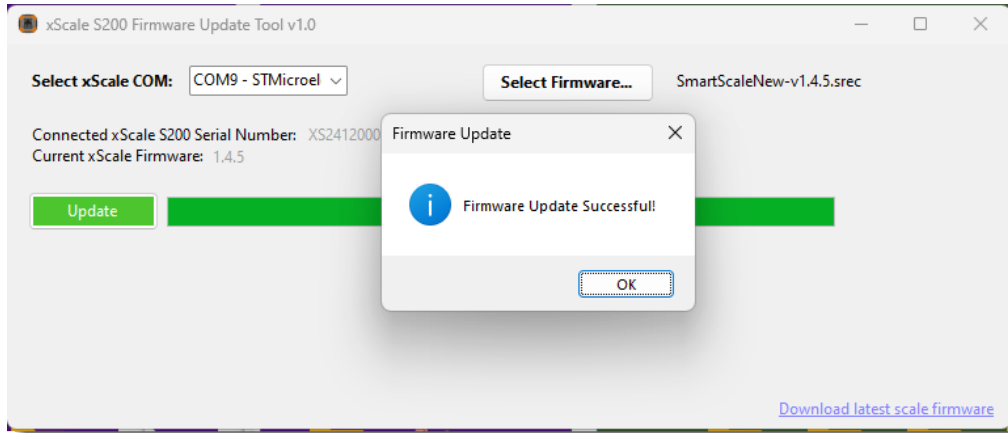
ix. Click **OK** to acknowledge the Firmware Update Successful box.
x. Click the "**X**" in the upper right corner to close the Firmware Update Utility

10. Troubleshooting

- **Connecting xScale to the PC**
  - You should here the standard USB Device enumeration chime when connecting your scale to your PC.
  - If you don't hear the USB enumeration chime, unplugging and replugging your USB Cable.
  - Also ensure your audio volume is turned up to hear the enumeration chime.
- **COM Port Not Listed**
  - Reinstall the VCP driver.
  - Try a different USB port or cable.
  - See above troubleshooting for *Connecting xScale to the PC.*
- **Update Fails or Hangs**
  - Power-cycle (open and close) the xScale and try again.
  - Verify you have the correct firmware file.
- **Scale Unresponsive After Update**
  - Power-cycle (open and close) the xScale and try again.
  - Try applying Firmware update again.
  - Contact MobileDemand Support if issues persist.

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11. Contact & Support Information

If you encounter any issues not covered here, please reach out:

- **Phone:** 855-501-8324
- **Email:** support@mobiledemand.com
- **Portal:** https://www.mobiledemand.com/technical-support