

# MobileDemand xScale S200 Firmware Update

Version: 1.0  
Last Updated: April 2025



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## 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.

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## 2. Prerequisites

Before you begin, make sure you have:

- 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 Tool** package

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

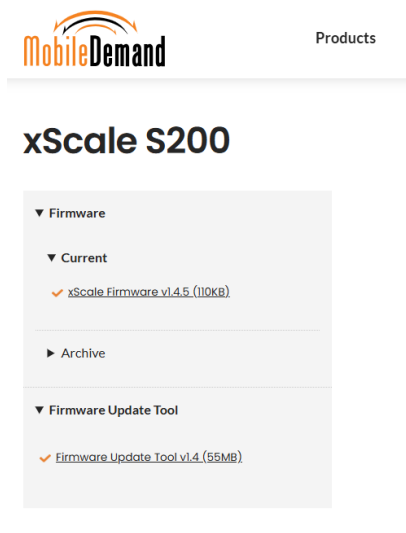


**Tip:** If you're unsure which cable you need, look at the port on your PC and on the xScale: USB-C ports are oval, while USB-A ports are rectangular.

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### 3. Downloading & Preparing Files

1. **Navigate to MobileDemand [Drivers & Downloads Page](#)**
  - Scroll down to xScale S200
  - Download the current firmware file
  - Download the Firmware Update Tool
  - 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

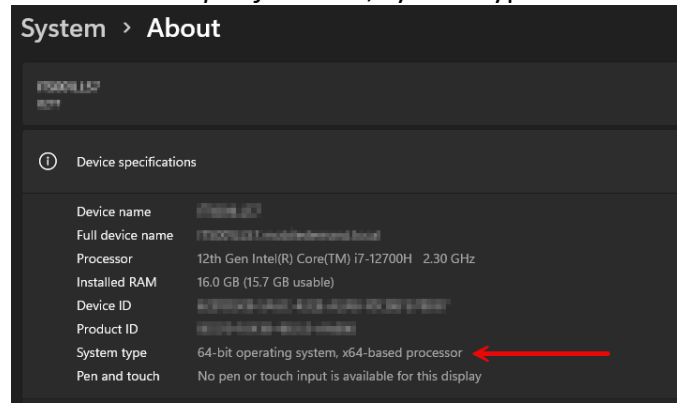
1. Open the folder where you downloaded the Firmware Update Tool
2. Right-click the zip file and select to Extract All... and select a location you can find
  - Ensure the *Show extracted files when complete* box is checked
3. When files are extracted, select the VCP version that matches your Windows 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:

1. Right Click on the Windows button

2. Left Click on **Settings**
3. Left Click on **System** on left side
4. Scroll down and left click on **About**
5. Under *Device specifications*, system type will be listed:



4. When prompted, click **Yes** to allow the software to install (Admin permissions may be required).
5. Complete the installation
  - o Welcome screen > Click Next
  - o Customer Information > Enter User Name and Company Name > Click Next
  - o Choose Destination Location > Accept default location, Click Next
  - o Welcome to Device Driver Installation > Click Next
  - o Completing the Device Driver Installation Wizard > Click Finish
  - o Install Wizard Complete > Select *No, skip this step* > Click Finish

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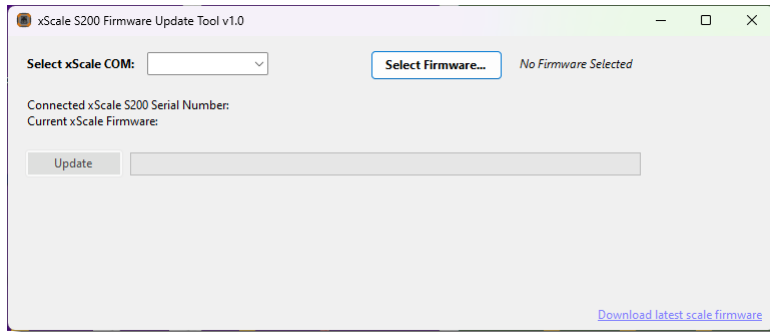
## 5. Extracting the firmware File

1. Open the folder where you downloaded the firmware in step 3.1
2. 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 Tool

1. Navigate to where you extracted the files in step 4.2
2. Double-click **xScale Firmware Update Tool** (*it may take a few seconds to load*)
3. The update tool's main window will open:



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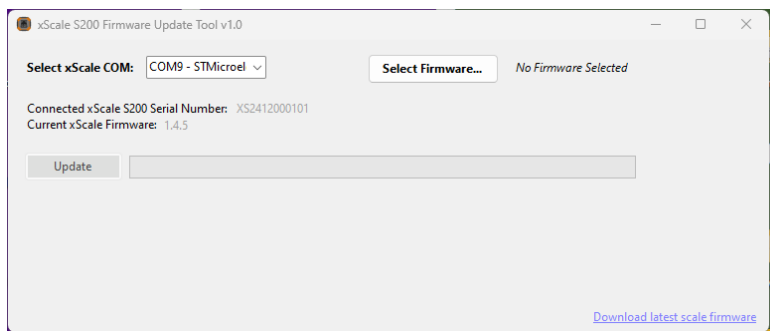
## 7. Connecting Your xScale S200

1. Plug your USB cable into the xScale's USB-C port.
2. Plug the other end into your PC's USB port.
3. Open the xScale S200 and it will power on

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## 8. Selecting the COM Port

1. Inside the Firmware Update Tool, click the dropdown next to **“Select xScale COM”**.
2. From the dropdown list, choose the COM port labeled **COMX - STMicroelectronics** (e.g., COM3).
3. The tool will now display the Serial Number and current Firmware version of the connected xScale

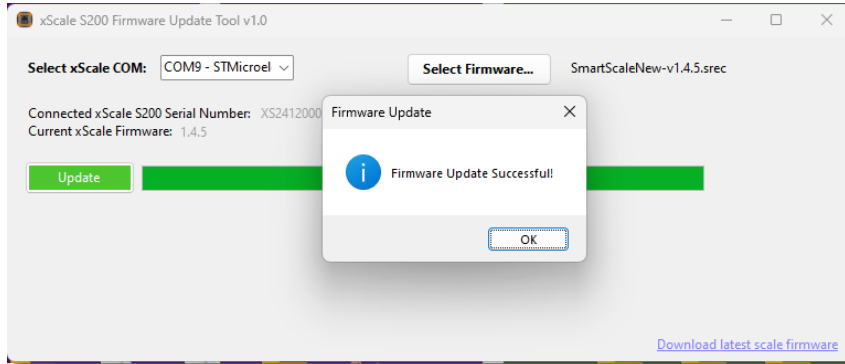


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## 9. Loading and Applying Firmware

1. Click **“Select Firmware...”**
2. In the file dialog, browse to where you extracted your .srec file in step 5.2 above

3. Double click the .srec file or click one time and click the Open button
4. The “Update” button will now activate (turn green) > Click the “Update” button.
5. A progress bar will appear; **do not disconnect or power off during update.**
6. When complete, you will see a notification: **“Firmware update successful.”**



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## 10. Troubleshooting

- **COM Port Not Listed**
  - Reinstall the VCP driver.
  - Try a different USB port or cable.
- **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>