



The New Era for Printing

| Technical Service Bulletin                          |                  |
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## How to upgrade the firmware when E02 is displayed

**Release Object:** Service Center

### Maintenance Types :

|                  |                                     |                      |                          |
|------------------|-------------------------------------|----------------------|--------------------------|
| Cartridge        | <input type="checkbox"/>            | Installation         | <input type="checkbox"/> |
| Wireless Network | <input type="checkbox"/>            | Wired Network        | <input type="checkbox"/> |
| Paper            | <input type="checkbox"/>            | App                  | <input type="checkbox"/> |
| Print            | <input type="checkbox"/>            | Scan                 | <input type="checkbox"/> |
| Fax              | <input type="checkbox"/>            | Set                  | <input type="checkbox"/> |
| Firmware         | <input checked="" type="checkbox"/> | Others(hardware,etc) | <input type="checkbox"/> |

**Applicable Model:** BP5100 series

| UPDATING |                   |      |
|----------|-------------------|------|
| VERSION  | MODIFIED CONTENTS | DATE |
|          |                   |      |

|                     |                      |                     |
|---------------------|----------------------|---------------------|
| Written by : Benson | Verified by : Benson | Approved by : Herry |
| Date : 13/04/2022   | Date : 13/04/2022    | Date : 13/04/2022   |

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## I. Problem Description

E02 is displayed as shown below:



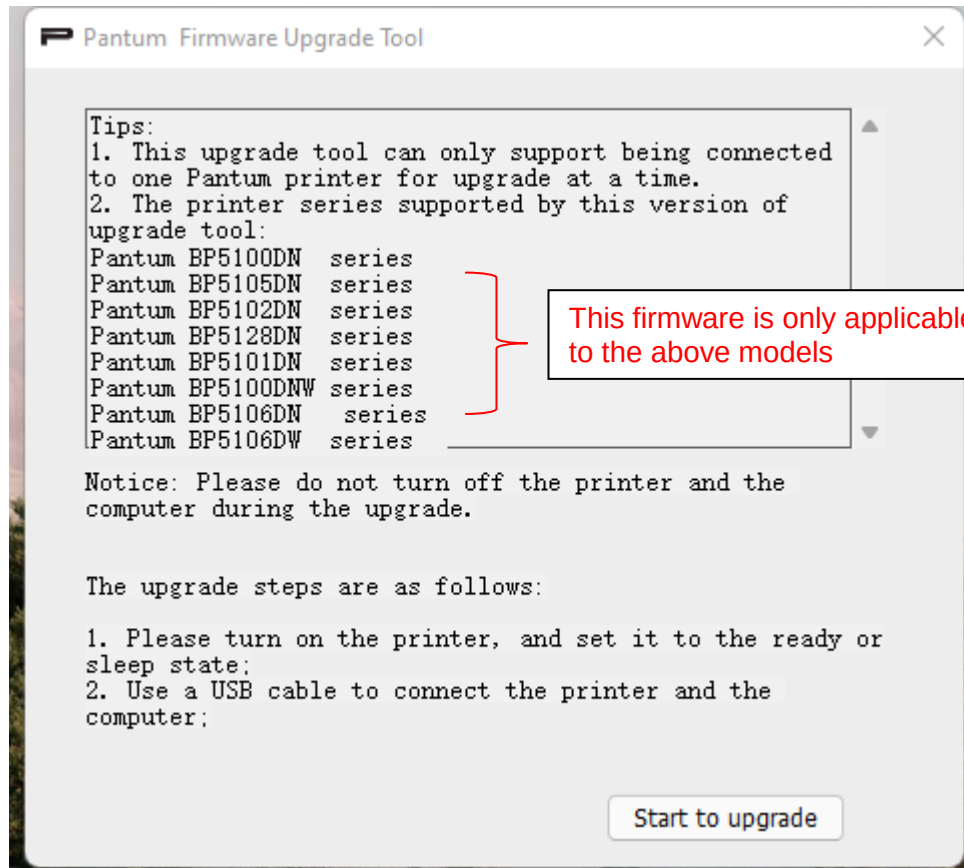
## II. Causes

Firmware issue.

## III. Solution

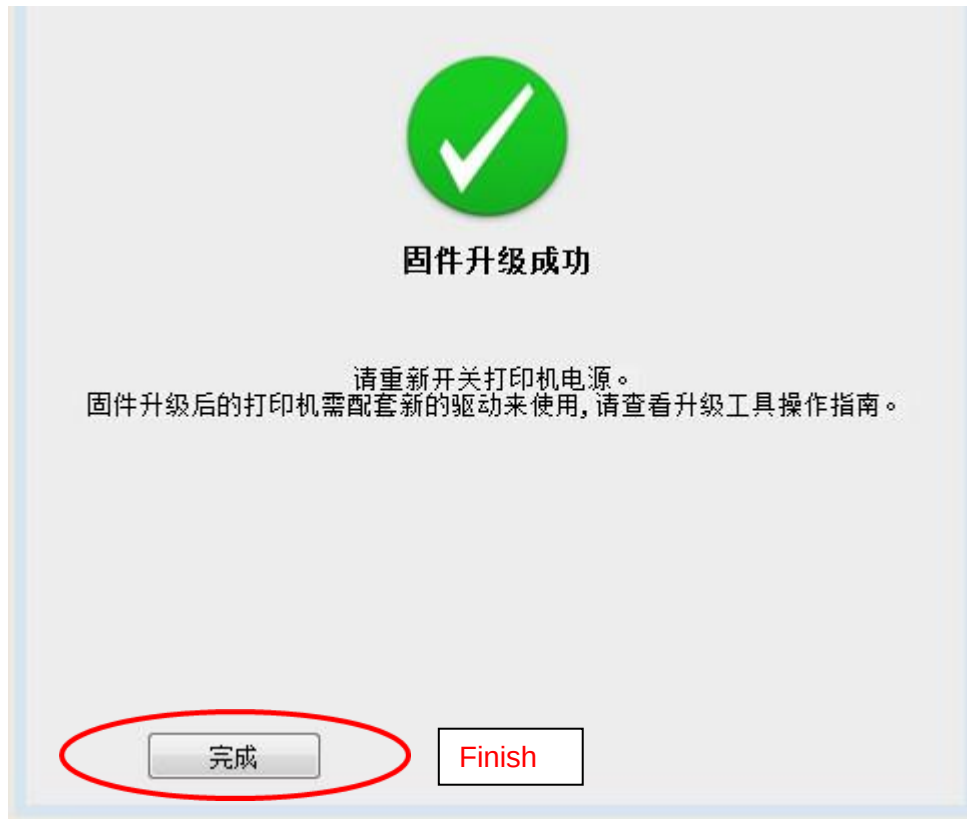
1. Prepare the whole machine to be upgraded, and put the firmware package into the specified path (the path can be selected by yourself, which is convenient for uploading firmware)
2. Connect the printer to your computer via USB and turn on the printer.
3. Click "[Pantum\\_4020SFP\\_FWUpgradeTool \(3.A.1.6\)](#)" to enter the interface below:

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4. Click " Start to upgrade ".
5. After the program sends the upgrade data, the printer will restart automatically. Click" Finish ", as shown below:

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6. Print a printer information page and check that the firmware version on the information page is " 3.A.1.6", which means the upgrade is successful

#### **A. IV. Remark**

1. It is recommended to use windows7,windows8 or windows10 system operation.
2. Only one printer connects to the computer via a USB cable.
3. Do not disconnect the cable, power supply or interrupt the upgrade during the upgrade process.