



The New Era for Printing

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How to upgrade the firmware when E02 is displayed

Release Object: Service Center

Maintenance Types :

Cartridge	☐	Installation	☐
Wireless Network	☐	Wired Network	☐
Paper	☐	App	☐
Print	☐	Scan	☐
Fax	☐	Set	☐
Firmware	☒	Others(hardware,etc)	☐

Applicable Model: BM5100 series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE

Written by : Benson	Verified by : Benson	Approved by : Herry
Date : 01/03/2022	Date : 08/03/2022	Date : 08/03/2022

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I. Problem Description

E02 is displayed as shown below:



II. Causes

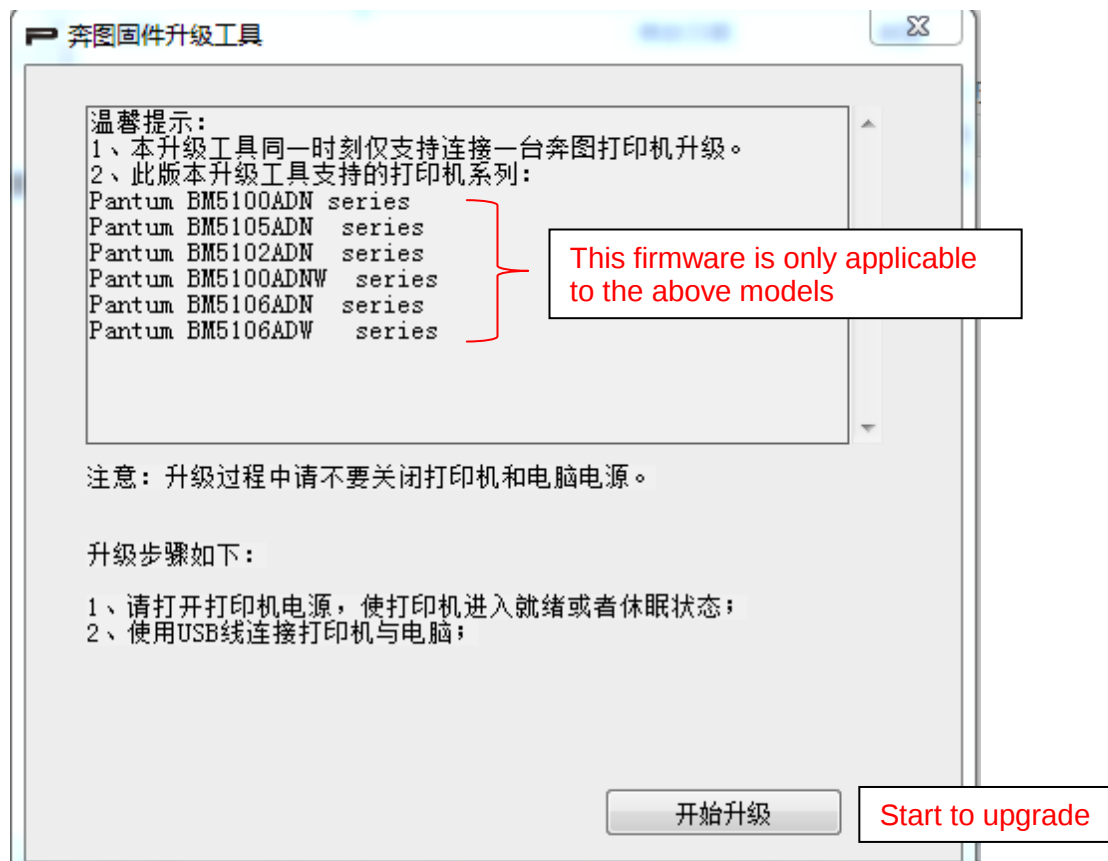
Firmware issue.

III. Solution

3in1 Upgrade the firmware :

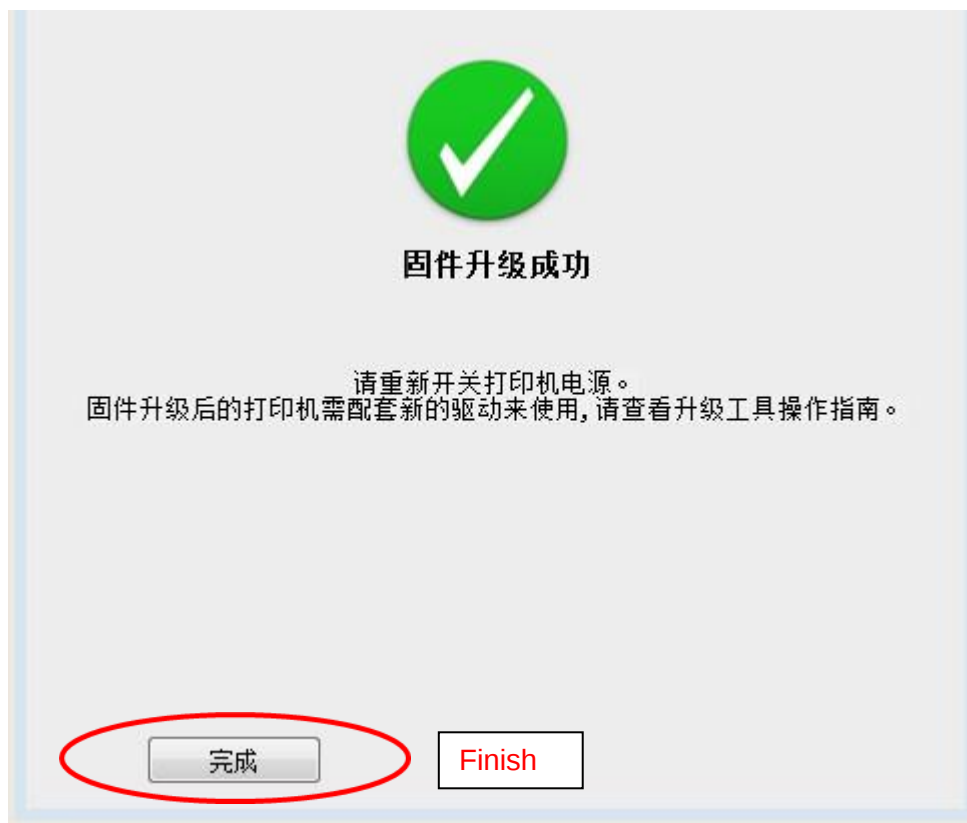
1. Prepare the whole machine to be upgraded, and put the firmware package into the specified path (the path can be selected by yourself, which is convenient for uploading firmware)
2. Connect the printer to your computer via USB and turn on the printer.
3. Click "  Pantum_BM5100_FWUpgradeTool " to enter 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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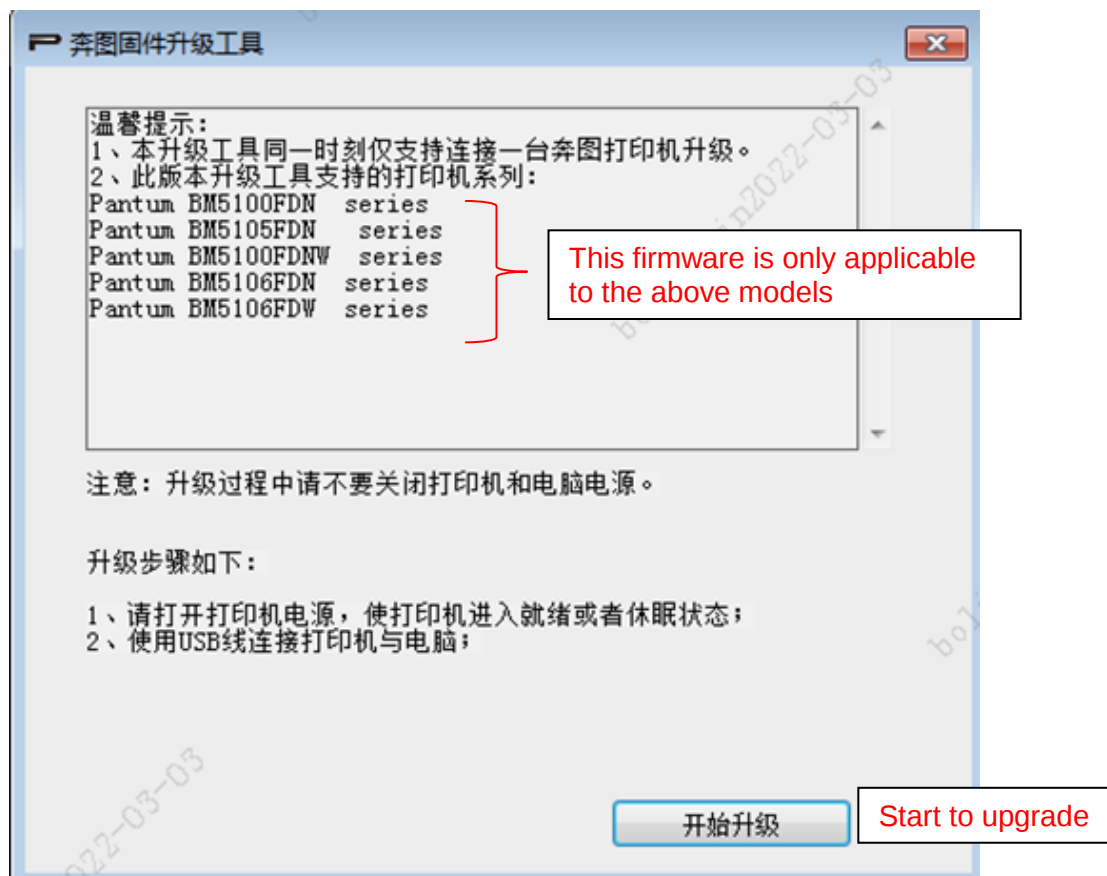


6. Print a printer information page and check that the firmware version on the information page is " 3.A.0.6", which means the upgrade is successful

4in1 Upgrade the firmware :

7. 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)
8. Connect the printer to your computer via USB and turn on the printer.
9. Click " Pantum_40204IN1_FWUpgradeTool(3..." to enter the interface below:

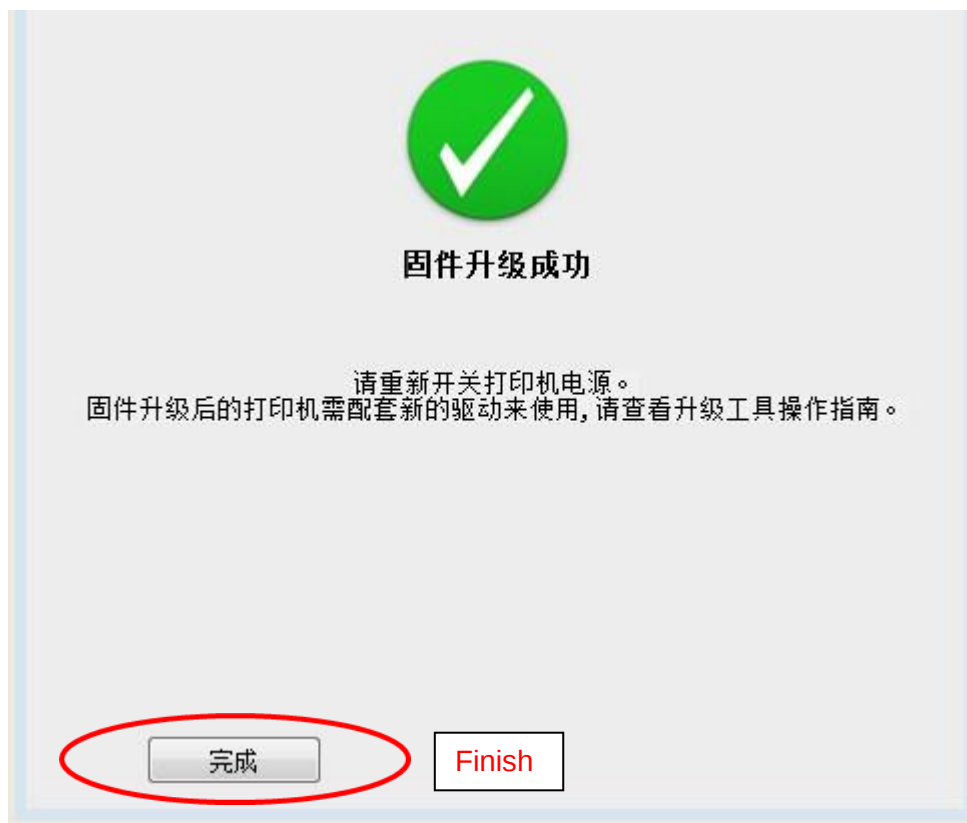
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10. Click " Start to upgrade ".

11. After the program sends the upgrade data, the printer will restart automatically. Click" Finish ", as shown below:

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12. Print a printer information page and check that the firmware version on the information page is " 3.A.0.8", 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.