



The New Era for Printing

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How to solve internal error 01 or 02 after databoard or LSU is replaced

Release Object: Service Center

Maintenance Types :

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

Applicable Model: P2200-2500,M6200-6500,M6600 series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE
1.0	/	07/12/2021
2.0	firmware upgrade details	03/03/2022

Written by : Leon	Verified by : Benson	Approved by : Herry
Date : 03/03/2022	Date : 03/03/2022	Date : 03/03/2022

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I. Problem Description

Internal error 01 or 02 after databoard or LSU is replaced

II. Causes

Product performance improvement.

LSU version change description:



Old version



New version

III. Solution

(1) P2200-2500 series:

After replaced LSU or databoard, if 01 or 02 fault code is displayed, please power off printer→ keep pressing the cancel button and then turn on the printer at the same time, until the printer warm up. (If operation failed once. Please try again)

(2) M6200-6500, M6600 series:

After replaced LSU or databoard, if 01 or 02 fault code is displayed, please press the panel button: "Back → Up → Up → Cancel → Back → Down → Down → Turn off the printer " Restart the machine. (If operation failed once. Please try again)

If the above methods failed for multiple times please upgrade firmware.

To upgrade firmware please contact Pantum technical support to confirm firmware version first.

Update firmware instruction:

(1) 2013 SFP Upgrade method:

1. Differentiate printed content memory of U3 base board/chip

The printed content of the U3 chip shows that it is EM6GD at the beginning, then the memory is 256M ;

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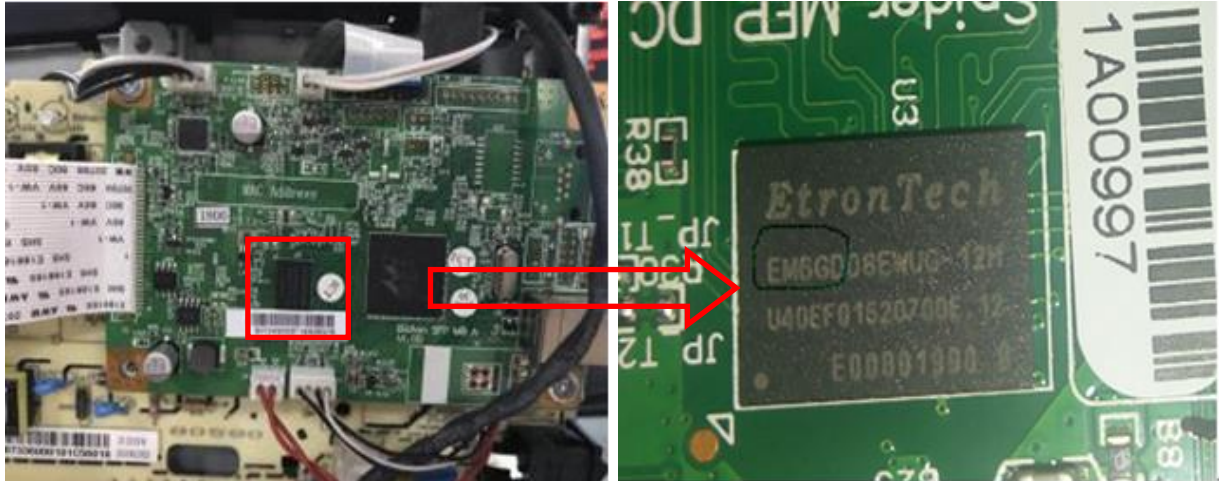
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The printed content of the U3 chip shows that it is EM6GC at the beginning, then the memory is 126M;



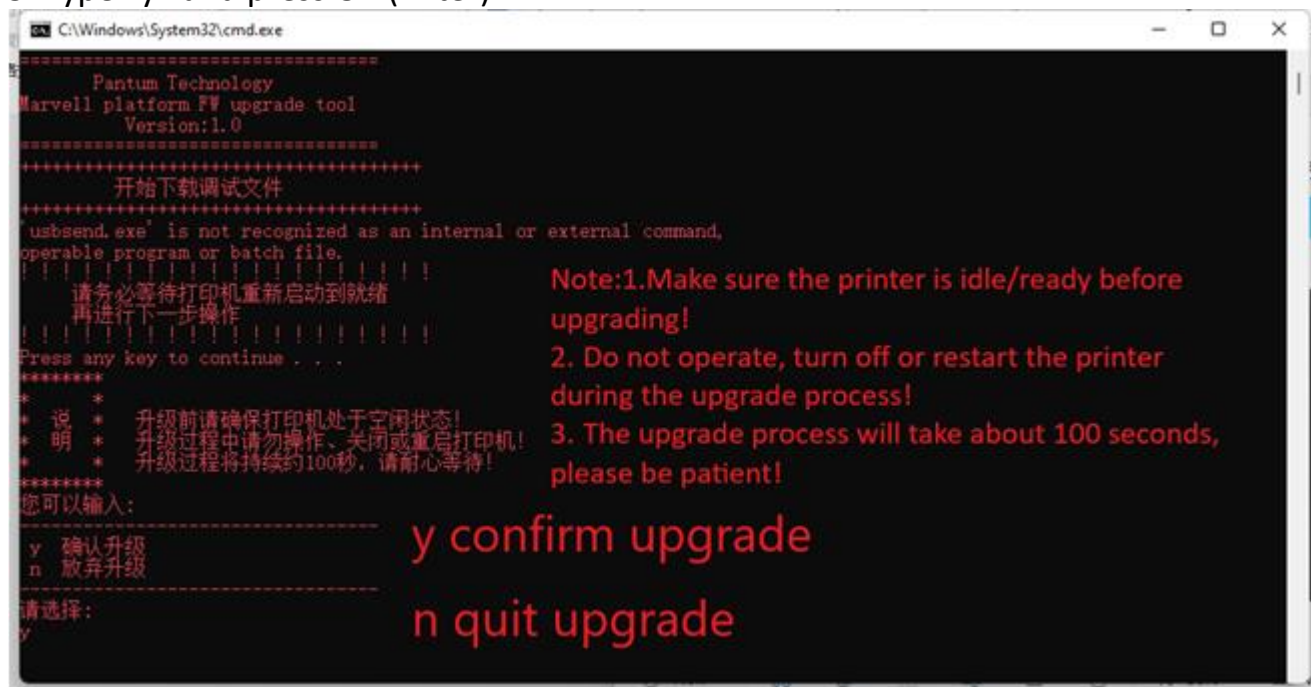
2. Connect printer to computer via USB;
3. Click A4mini_FW a black window will pop up;

Name	Date modified	Type	Size
 A4mini_FW	3/1/2022 10:14 AM	Windows Batch File	4 KB
 P2500_128M.bin	3/1/2022 10:16 AM	BIN File	7,672 KB
 P2500_256M.bin	3/1/2022 10:14 AM	BIN File	7,672 KB
 pantum_2016_basalt-debug.elf	3/1/2022 10:17 AM	ELF File	52,206 KB
 USBSend	3/1/2022 10:14 AM	Application	114 KB

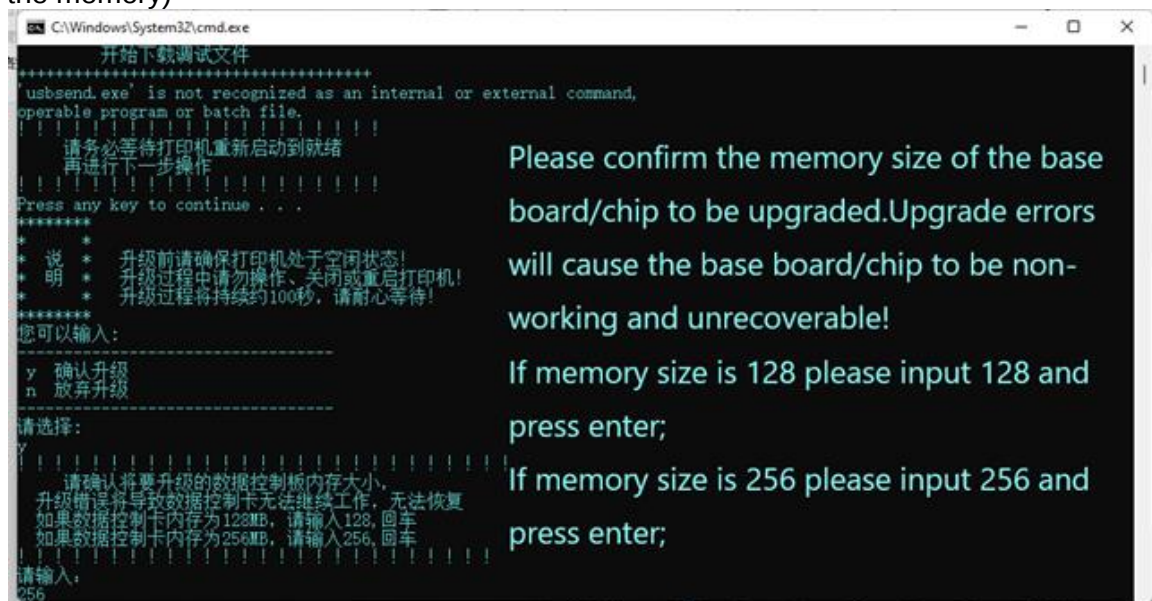
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4. Follow the instructions that appear in the black window to proceed to the next step, type y and press Enter (Enter)

5. Type "y" and press OK (Enter)



6. Input "128" or "256" according to the memory of the U3 base board/chip and press the confirmation (Enter key), the LED light keeps flashing. (Please refer to step No. 2 above to confirm the memory)

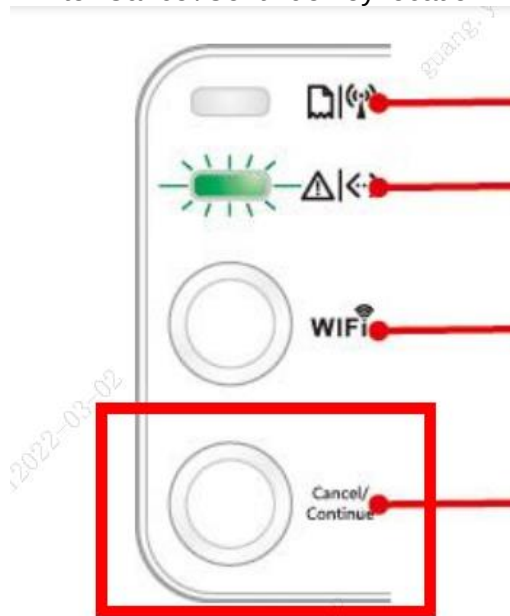


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7. Press the Cancel/Continue button of the machine to confirm the upgrade according to the prompt, the LED light "red, green and orange flashes alternately, wait for 2-3 minutes, the LED light turns green, the printer is preheated, shut down the printer, press "q" on the computer Press Enter to exit, and the upgrade is complete.



Printer Cancel/Continue key location



(2) 2013 MFP Upgrade method:

1. Differentiate printed content memory of U3 base board/chip

The printed content of the U3 chip shows that it is EM6GD at the beginning, then the memory is 256M ;

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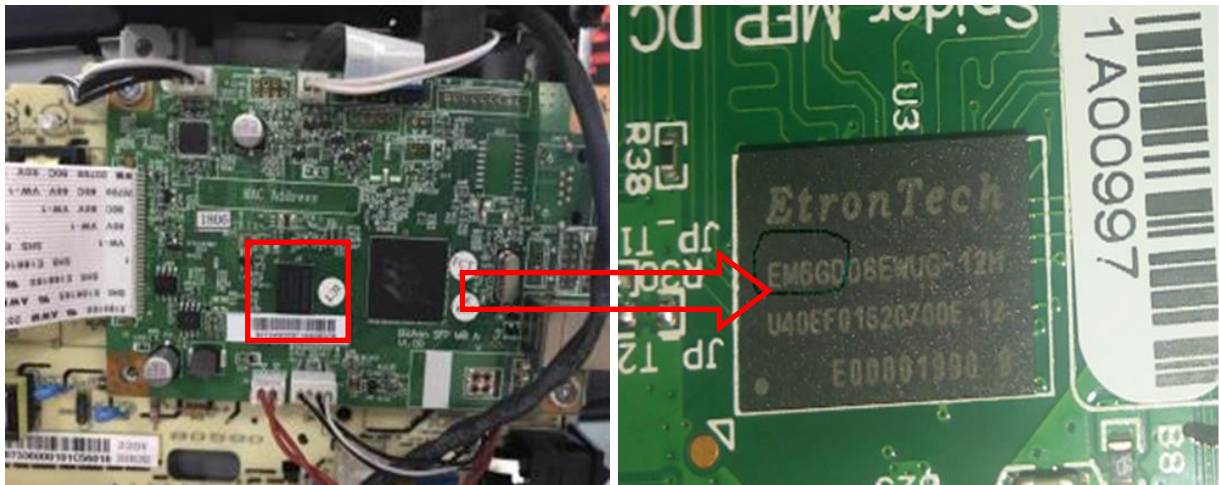
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The printed content of the U3 chip shows that it is EM6GC at the beginning, then the memory is 126M;



- 2 .Connect printer to computer via USB;
3. Click burn_spi a black window will pop up;

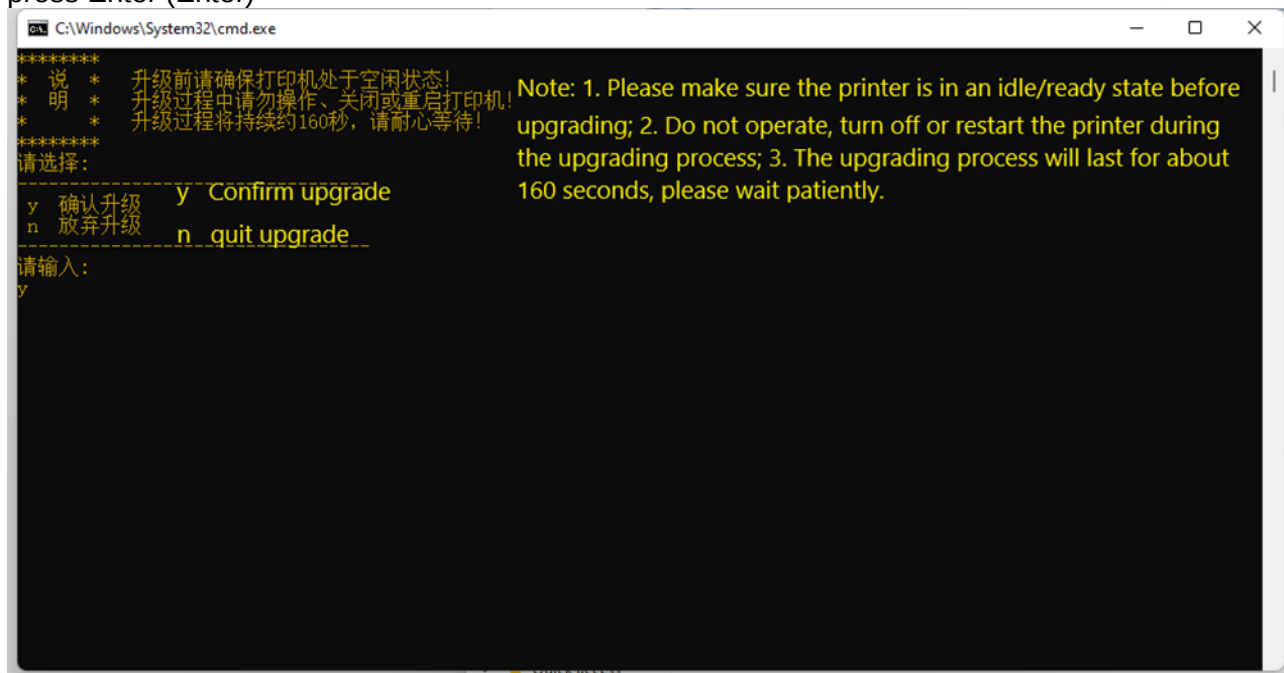
Name	Date modified	Type	Size
 burn_spi	3/1/2022 10:17 AM	Windows Batch File	3 KB
 DEC3IN1_128M.bin	3/1/2022 10:16 AM	BIN File	11,442 KB
 DEC3IN1_256M.bin	3/1/2022 10:18 AM	BIN File	11,442 KB
 USBSend	3/1/2022 10:17 AM	Application	114 KB

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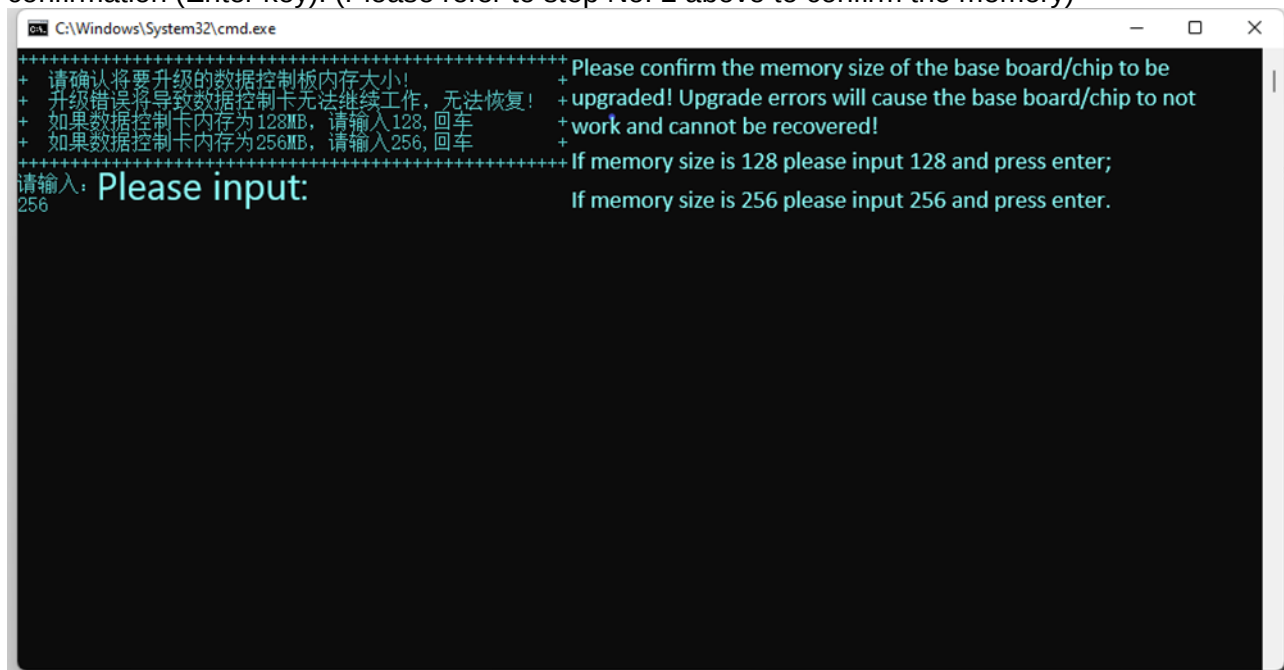
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4. Follow the instructions that appear in the black window to proceed to the next step, type "y" and press Enter (Enter)



5. Input "128" or "256" according to the memory of the U3 base board/chip and press the confirmation (Enter key). (Please refer to step No. 2 above to confirm the memory)

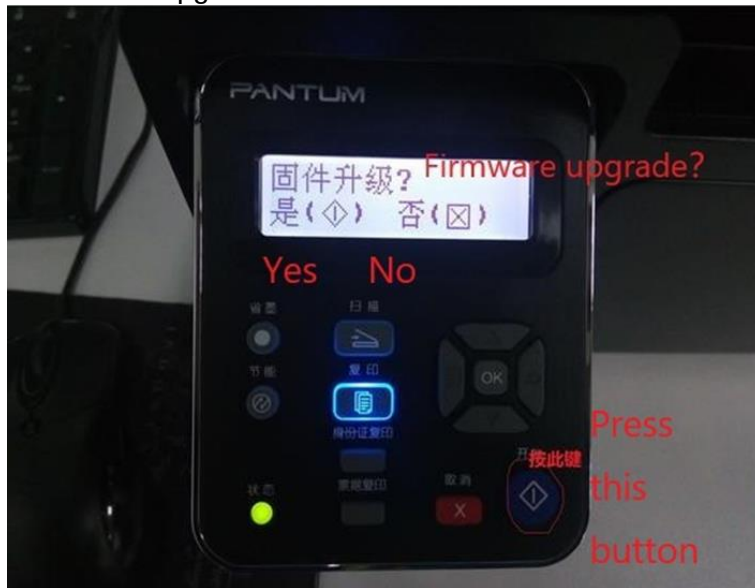


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6. The printer panel will prompt "Whether to upgrade the firmware", press the start button to confirm the upgrade



7. Wait for 2-3 minutes. After the upgrade is complete, reboot according to the panel prompts. Press "q" on the computer screen and press OK (Enter) to exit.



IV. Remark