

User Guide

Pantum Firmware Upgrade Assistant

PANTUM

Preface

Welcome to the Pantum Series products!

We heartily appreciate your using of Pantum Series products!

To protect your vital interests, please carefully read the following statements.

For more information, please visit our official website (www.pantum.com).

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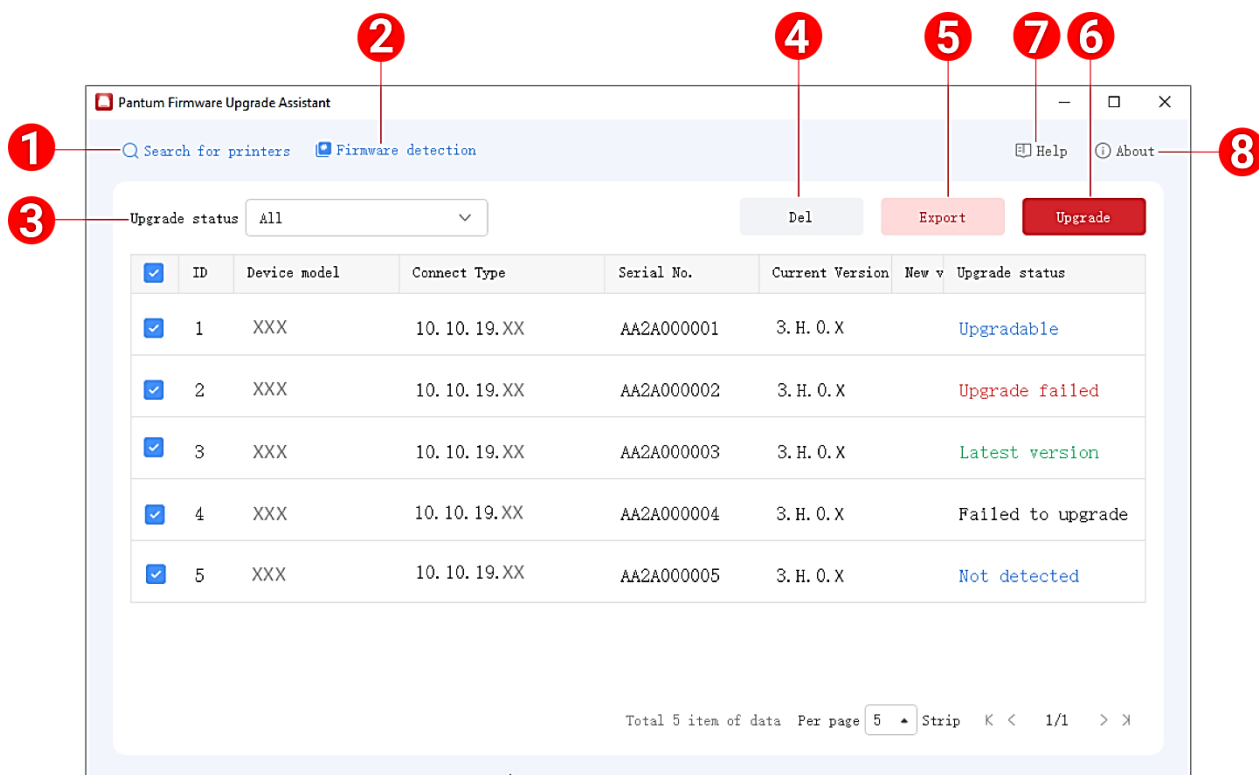
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01 Welcome to Pantum Firmware Upgrade Assistant

You can download the "Pantum Firmware Upgrade Assistant" on the Pantum official website to upgrade the latest Pantum printer firmware online or offline and experience the latest product features.



No.	Name	Functions
1	Search for printers	Click Search for Printers.
2	Firmware detection	Support detection of printer upgrade status in the current list. Note: •The "Firmware Detection" function is only available for "Online Upgrade".
3	Upgrade status	Click to view the current printer upgrade status.
4	Del	Support batch deletion of printers.
5	Export	Support batch export of printer status information.
6	Upgrade	Support batch upgrade of multiple printers.
7	Help	Click to view the Firmware Upgrade Tool Help document.
8	About	Click to view the current software version information.

How to download "Pantum Firmware Upgrade Assistant"

1. Log in to Pantum's official website (www.pantum.com).
2. Find "Service and Support" on the home page of the official website and click "Firmware Upgrade".
3. Select the upgrade tool you need to download in the "Firmware Upgrade" interface.

Online upgrade

Automatically recognize your printer and get an update pack when you connect to the Internet, making it easy to upgrade with one click.

Offline upgrade

Enter the model and serial number of your printer in the "Firmware Upgrade" interface to download the firmware upgrade assistant containing the corresponding update pack, and you can upgrade without connecting to the Internet.

Applicable models and compatibility

Supported printer models

Product series	Device Model
BP5200 Series	BP5200D,BP5200DN,BP5200DW,BP5208DN,BP5208DW,BP5275DN
BM5200 Series	BM5220ADN,BM5220ADW,BM5225ADN,BM5225ADW,BM5210ADN,BM5210ADW,BM5218ADN,BM5218ADW,BM5285ADN
BM5300 Series	BM5300ADN,BM5300ADW

Supported operating systems

Windows	Windows 10(x64/x86),Windows 11(x64),Windows Server 2016(x64), Windows Server 2019(x64),Windows Server2022(x64)
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Note: • Values are based on initial data. For the latest version information, please visit:www.pantum.com.

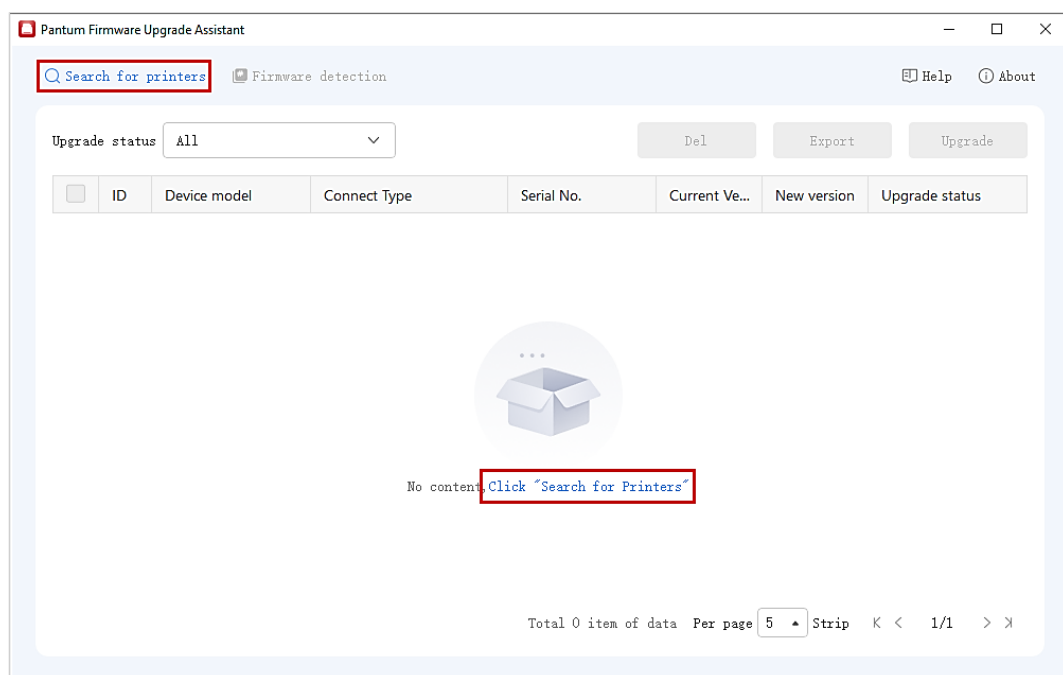
02 How to search for a printer

"Pantum Firmware Upgrade Assistant" supports "USB Search", "IP Search" printers, you can choose the appropriate way to add a printer according to your needs.

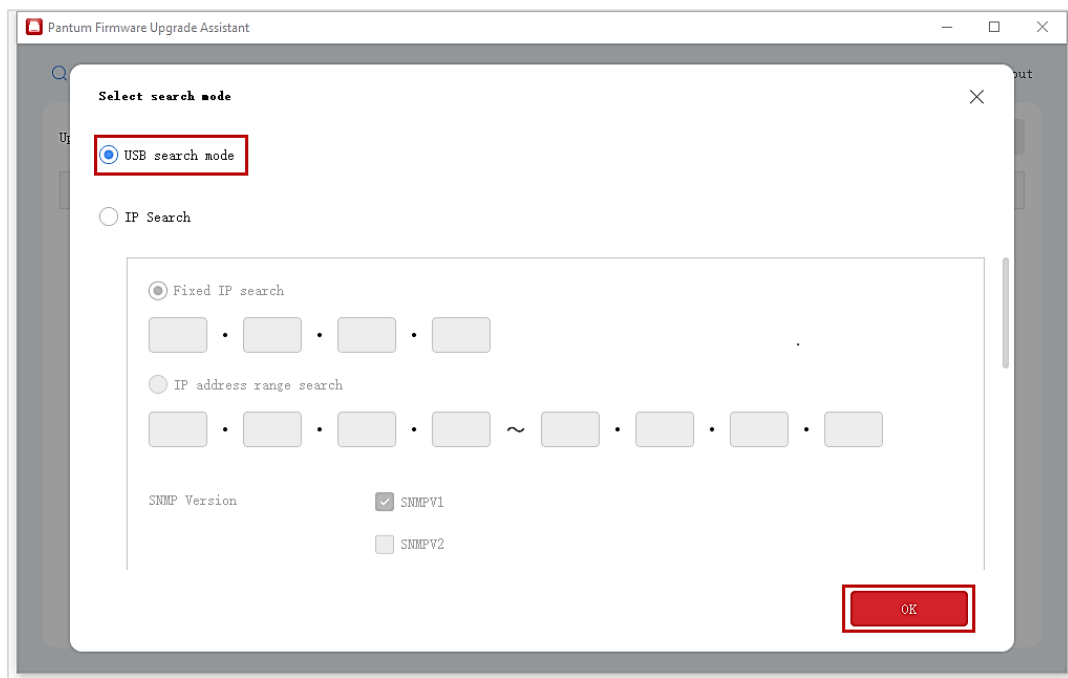
USB search mode

You can connect the printer and computer via USB cable to complete the search and addition of a printer.

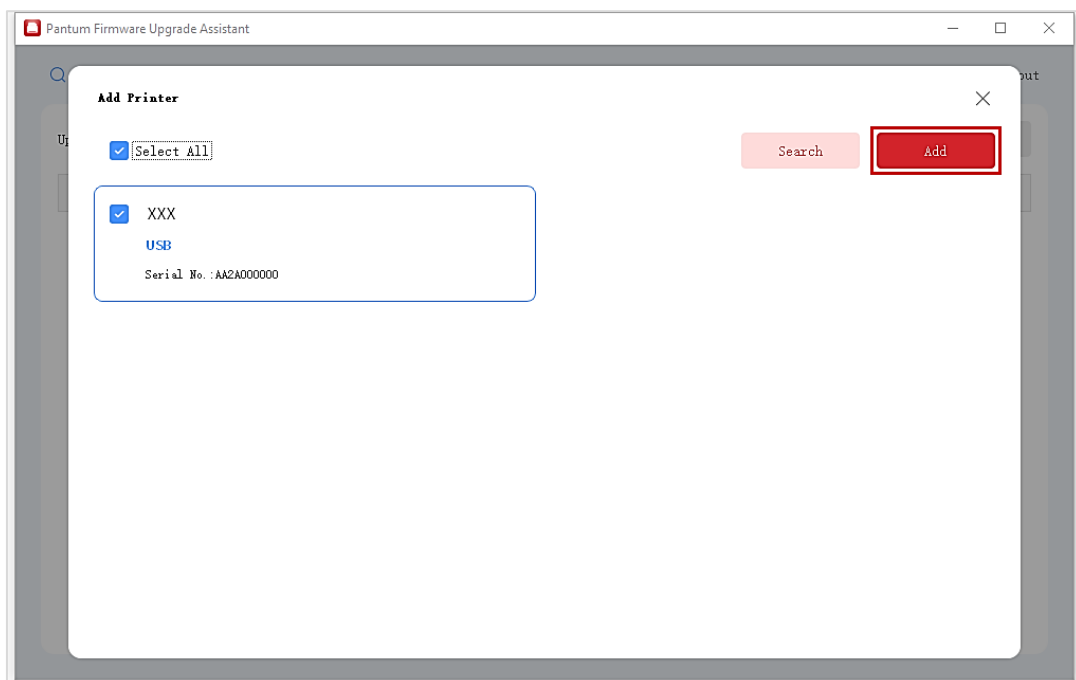
1. Click "Search printer" in the home page interface.



2. In the search printer interface, select "USB search mode" and click "OK".



3. Select the printer to be added in the search interface and click "Add".

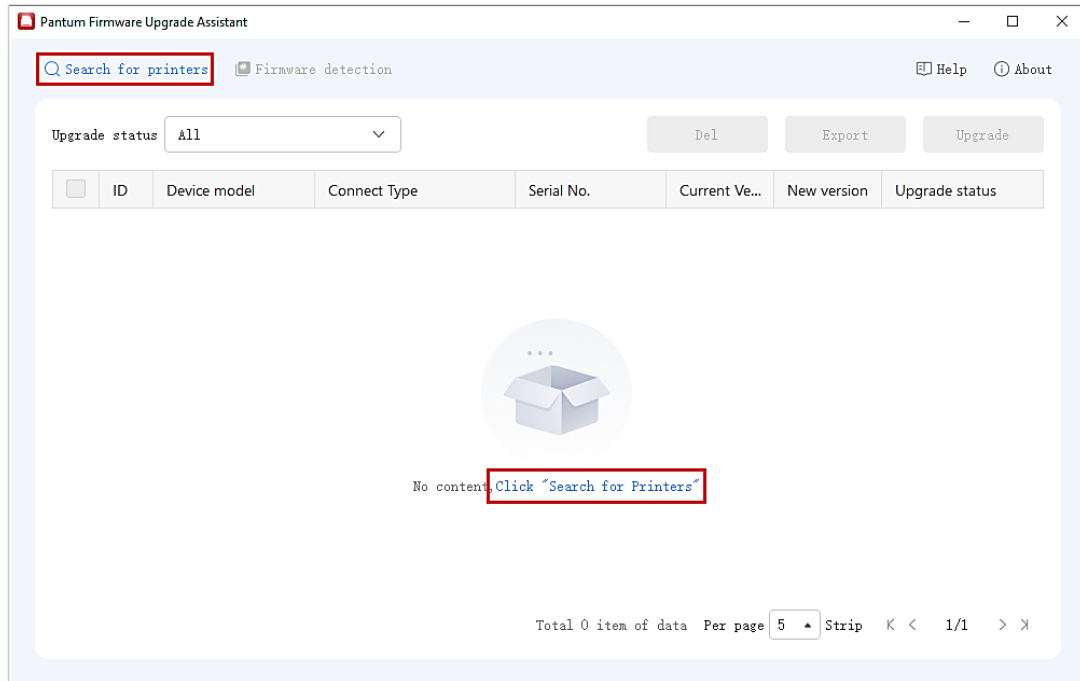


4. Add Printer success.

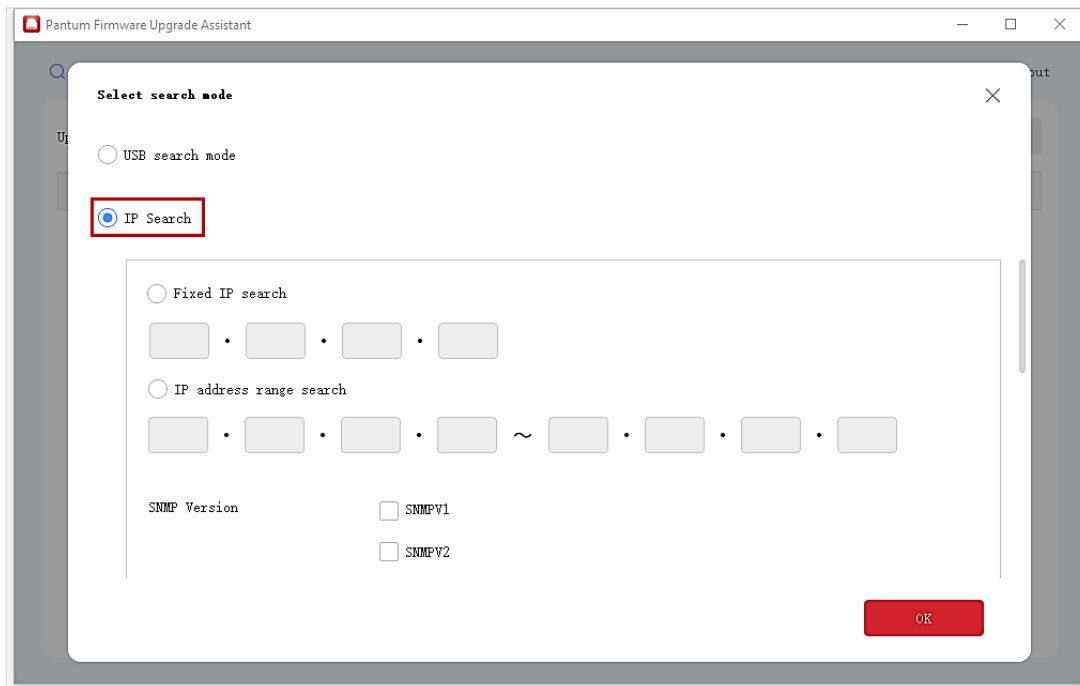
IP Search Mode

You can complete the search and addition of printer by entering your printer IP address through IP search mode.

1. Click "Search printer" in the home page interface.



2. Click "IP Search Mode" in the search printer interface.

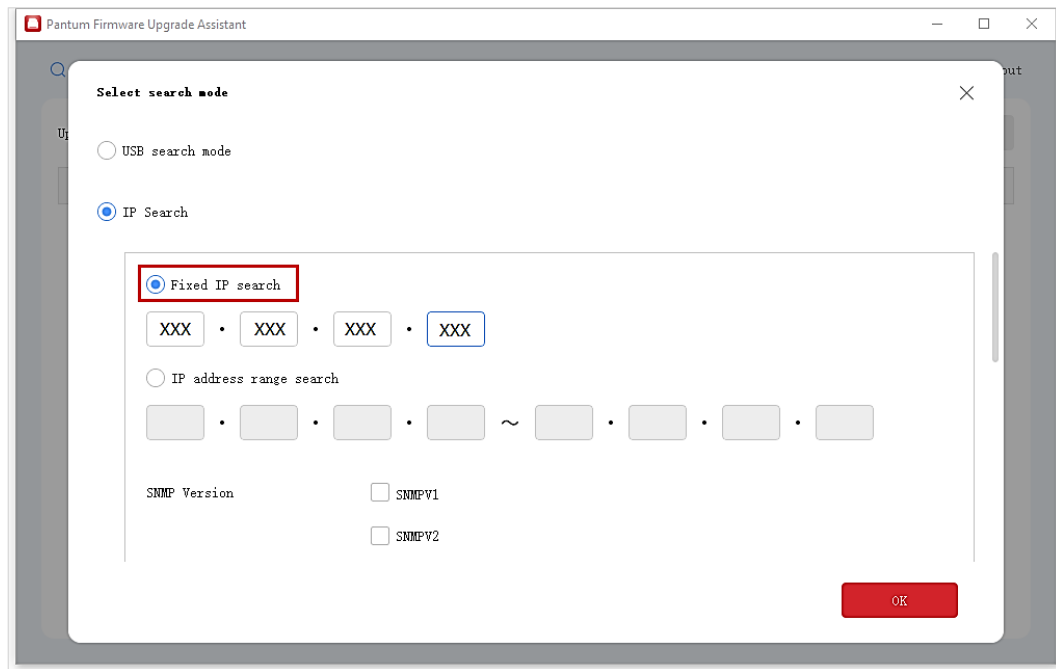


The IP search mode supports ["Fixed IP Search"](#) and ["IP Address Range Search"](#).

Fixed IP search

Check "Fixed IP Search" to perform the fixed IP search mode.

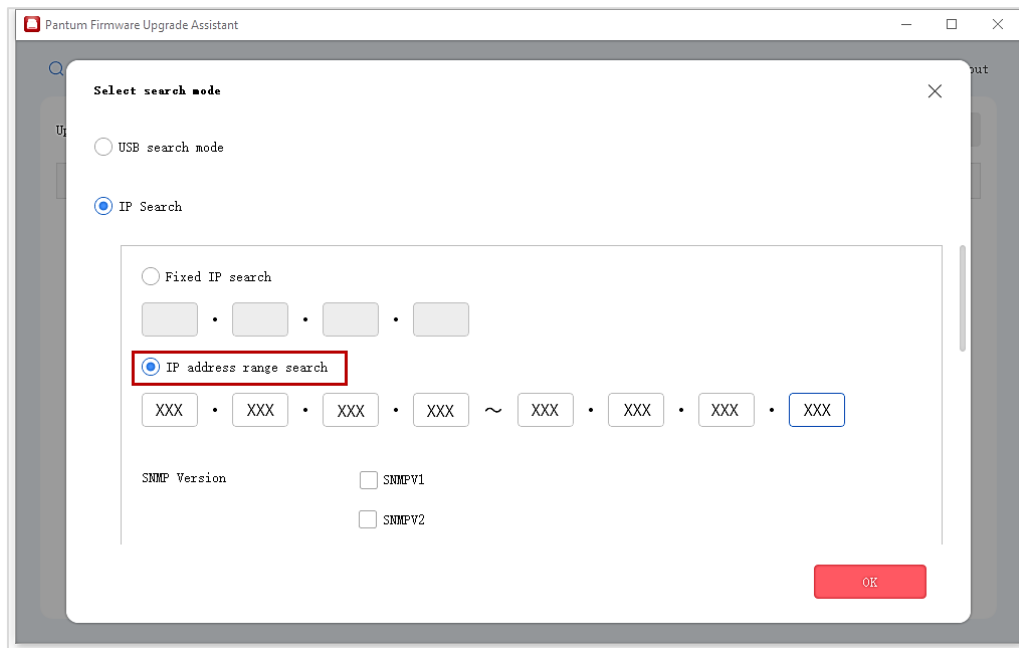
Note: • The first segment of the IP address allows only numbers in the "1-255" range, the second and third segments only allow numbers in the "0-255" range, and the fourth segment of the IP address only allows numbers in the "1 - 254" range.



IP address range search

Select "IP address range search", enter the first and last IP addresses, and perform range IP search.

Note: • The first segment of the IP address allows only numbers in the "1-255" range, the second and third segments only allow numbers in the "0-255" range, and the fourth segment of the IP address only allows numbers in the "1 - 254" range.



3. Select the SNMP version.

Note: • The "Pantum Firmware Upgrade Assistant" supports the selection of SNMPV1, SNMPV2 and SNMPV3 versions, and the default is SNMPV1 version.
• At least one SNMP version needs to be selected.

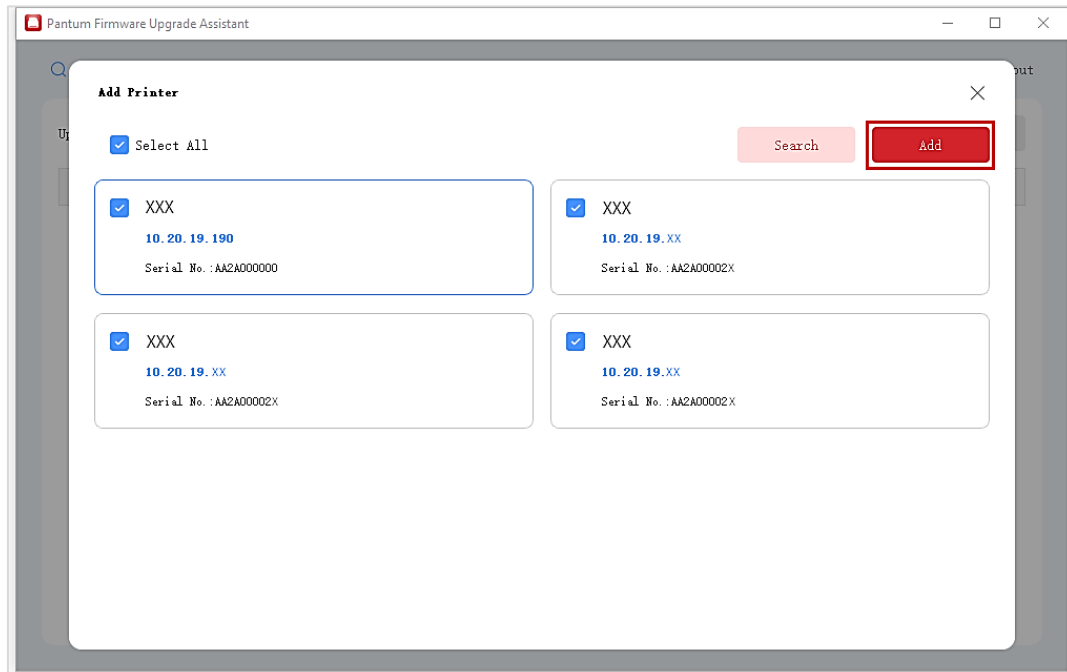
4. Enter "SNMP Search Timeout" and "Number of SNMP Search Retries".

Note: • "SNMP Search Timeout" refers to the window waiting time, which is set to 1s by default and the maximum time is 999s.
• "Number of SNMP Search Retries" is set to 3 by default, and the maximum number of retries is 999.

5. Click "OK".

Note: • Make sure your printer is in the wake-up state while searching for it.

6. Select the printer to be added in the search interface and click "Add".



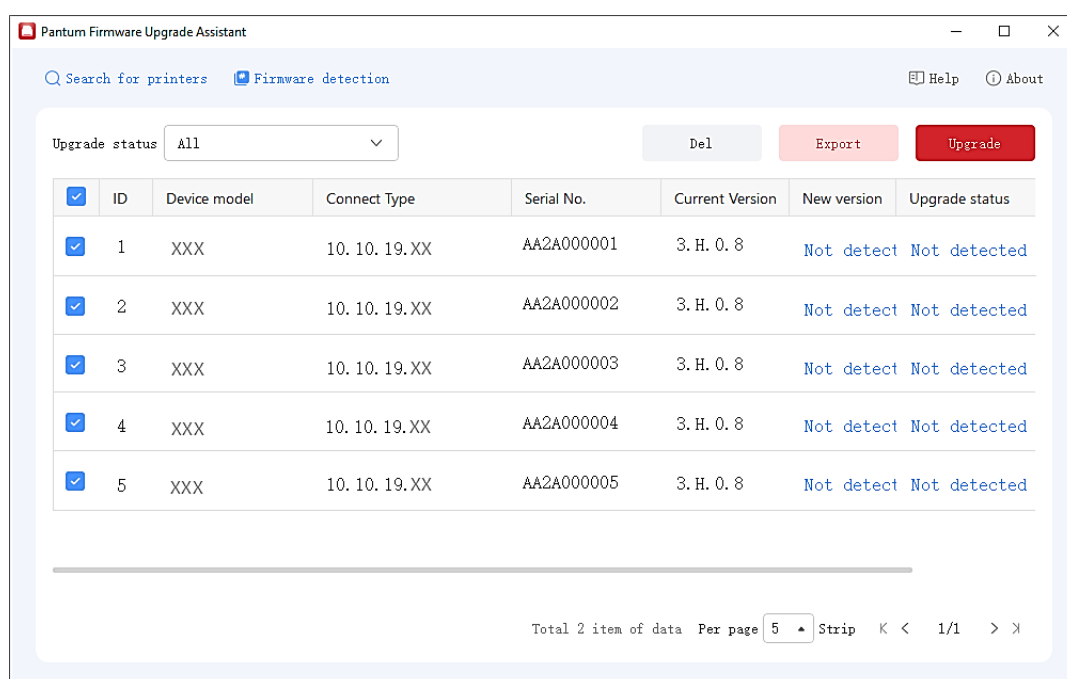
7. Add Printer success.

03 Firmware Update

Pantum Firmware Upgrade Assistant supports online or offline upgrade of the latest Pantum printer firmware. You can choose the appropriate upgrade method according to your needs. This manual focuses on the "online upgrade" method, and the operation steps are as follows:

Online upgrade

"Pantum Firmware Upgrade Assistant" supports access to the latest firmware upgrade pack through connection to the Internet, helping you easily complete the firmware upgrade.



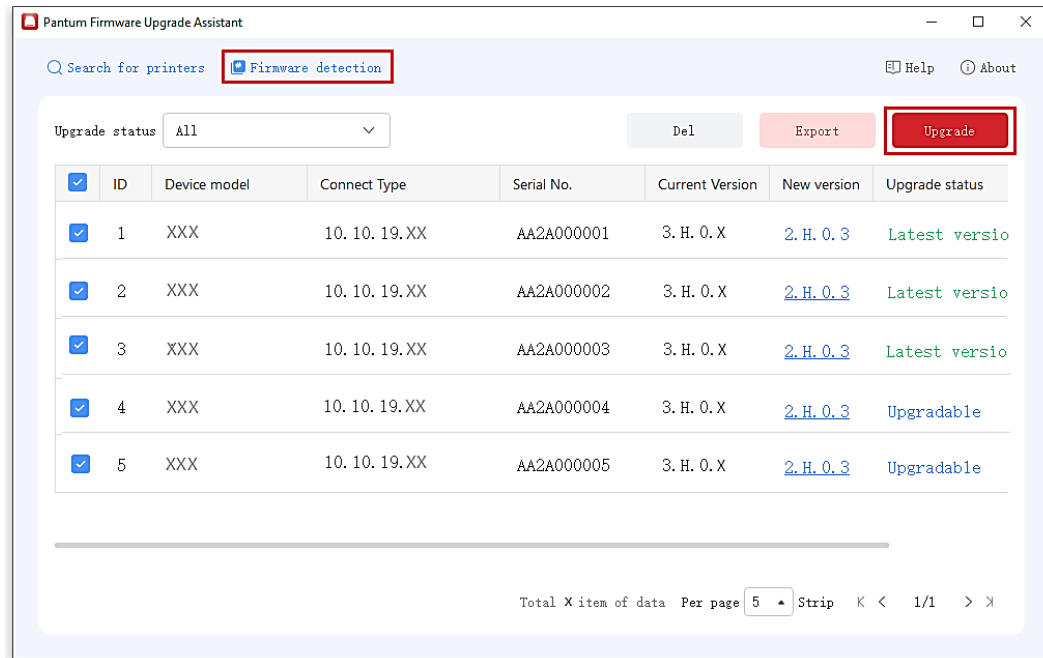
1. In the home page screen, select the printer that needs firmware upgrade.

Note: • Support batch upgrade of multiple printers.

2. Click "Firmware Detection".

The firmware detection function supports the detection of the upgrade status of printers in the current list, and the detection results are divided into "upgradeable" and "latest version".

Note: • The "Firmware Detection" function is only available for "Online Upgrade".



3. Click "Upgrade" and wait patiently for the printer to be upgraded successfully.

Note: • Upgrade duration is affected by computer processing speed and network speed, please wait patiently.

- Do not disconnect the power during the upgrade and make sure that the computer and the printer are in the wake-up state.

- To ensure a successful firmware upgrade, do not perform any printer task during the upgrade.

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