

**Updating the Firmware on the X500n/X502n MFP Color Laser Printer** ID:ENUS28592

**Overview**

This article explains how to update the printer's firmware via **USB** and via **FTP**.

**WARNING!** The printer cannot be turned OFF during the code update process. If it is, the **controller board** will be permanently damaged and will have to be replaced.

**Updating the firmware via USB**

Step	Action
1	Power the printer on and make sure it is in the " <b>Ready</b> " state.
2	Connect the X500n/X502n to the computer with a USB cable.
3	Open the directory containing the firmware code and double-click on the <b>USBUTIL.EXE</b> icon.
4	The LCD will display <b>Firmware Update .... Updating.</b>
5	<b>DO NOT TURN OFF THE PRINTER WHILE THE CODE IS BEING UPDATED!</b>
6	When the update is complete, the LCD will display <b>Firmware update done please reboot.</b>
7	Power the printer off, wait 10 seconds, and then power it back on.
8	Print the <b>configuration page</b> to check the firmware version.

**Updating the firmware via FTP**

Step	Action
1	Open a <b>Command Prompt</b> .
2	Navigate to the directory containing the firmware code.
3	Type <b>Ftp xxx.xxx.xxx.xxx</b> (where xxx.xxx.xxx.xxx is the IP address of the printer).
4	When prompted to enter a login name, type <b>sysadm.</b>
5	When prompted to enter a password, type <b>sysadm.</b>
6	Type <b>bin</b> and press <ENTER>.
7	Type <b>put filename</b> (where <b>filename</b> is the filename of the firmware code) and press <ENTER>.
8	The LCD will display <b>Firmware Update .... Updating.</b>
9	<b>DO NOT TURN OFF THE PRINTER WHILE THE CODE IS BEING UPDATED!</b>
10	When the update is complete, the LCD will display <b>Firmware update done please reboot.</b>
11	Power the printer off, wait 10 seconds, and then power it back on.

To set the printer back to factory defaults:

1. Turn the printer OFF, press and hold the 07.17 key on the operator panel.
2. Turn the printer ON, you will see Factory defaults, release 07.17 key. press select button once .
3. You will find Not Execute, press up or down arrow button.
4. Find Execute, press select, it will show Executing.  
It will reset the printer to Factory defaults.