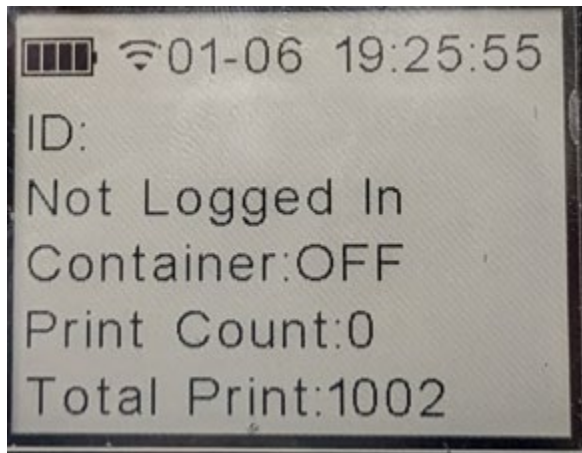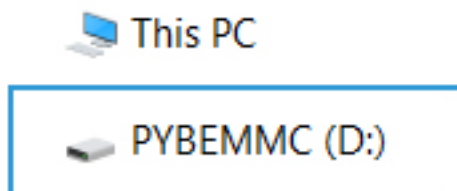# HOW TO LOAD FIRMWARE ONTO THE SP500X VIA YOUR PC
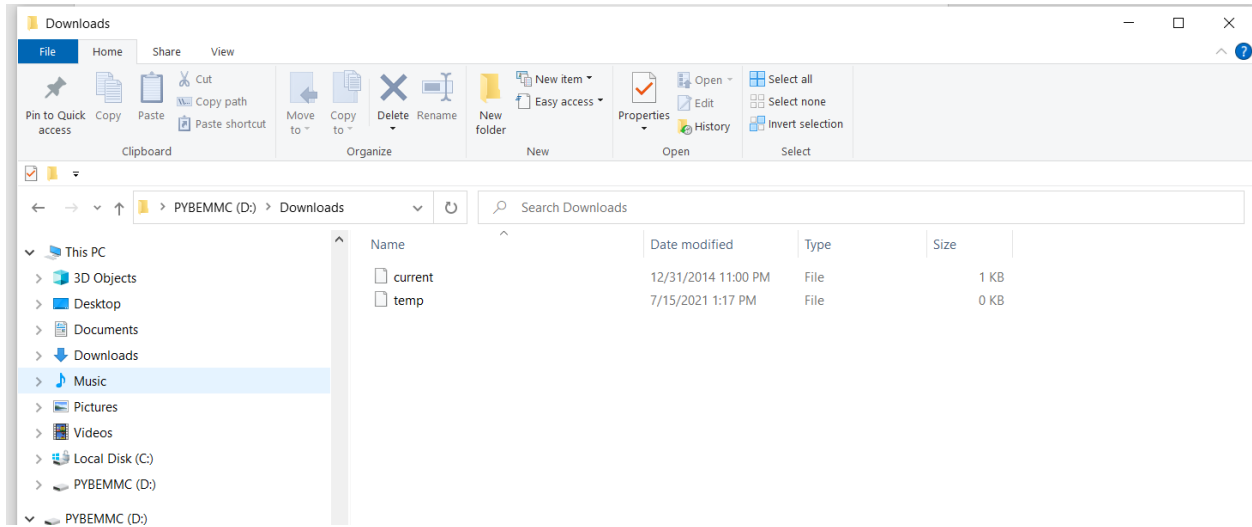
handheld

1. Unzip the upgrade package (demo FW, for example "DEMO 1.1.5.zip") to a folder on your PC
2. Power on the device
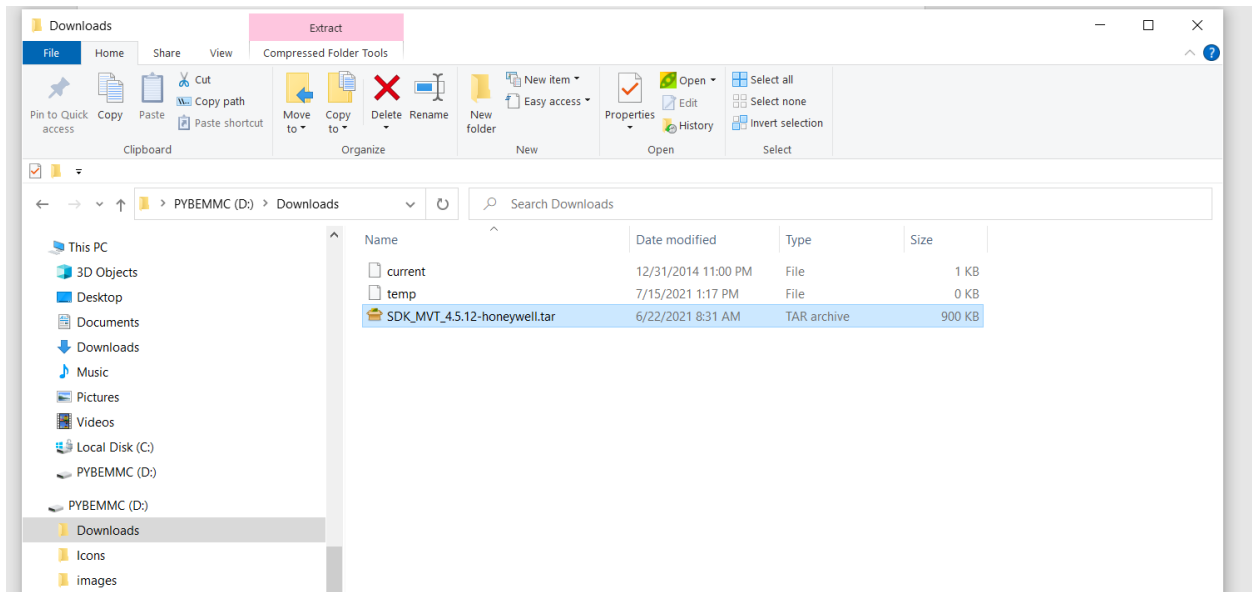3. Press the "Check" button until you are on the main device screen

4. Connect the device to your PC via a USB-C cable
5. Open File Explorer and navigate to the PYBEMMC drive
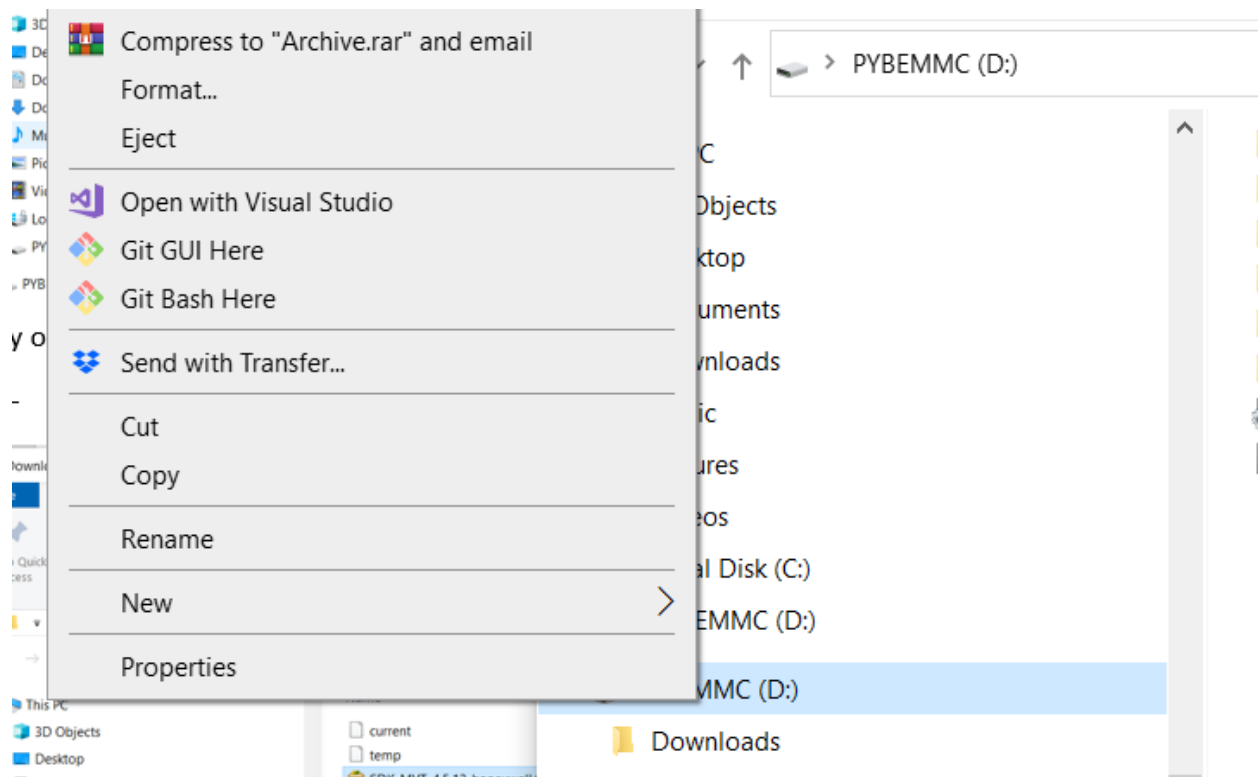
6. Open the Downloads folder on the device

7. Copy over all the files you unzipped to the device

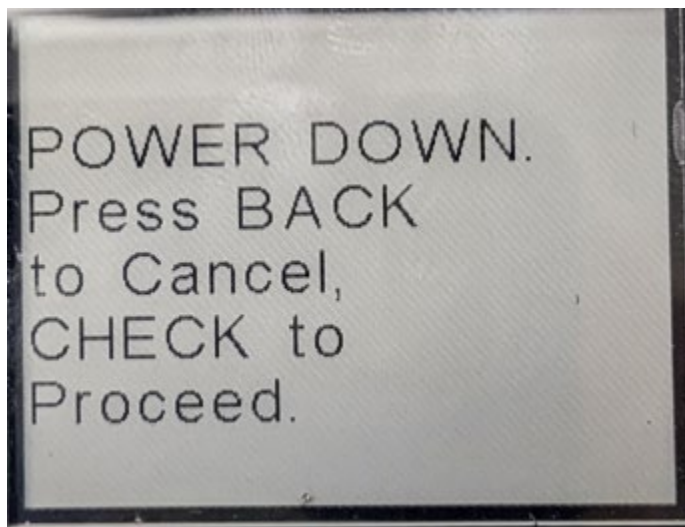8. Right click on the Drive to bring up the pop menu

9. Select Eject
   - If there is an error pop-up click "Cancel" and wait a 30second then try to Eject again.

10. Unplug the USB-C cable from the device

11. Press and hold the "Check" button for ~10s, release to get the power off screen

12. Press the "Check" button to power OFF the device

POWER DOWN.
Press BACK
to Cancel,
CHECK to
Proceed.

13. Press the "Check" button to power ON the device

    - The device will now install the new firmware, it will reboot itself several times during the process.

14. Once the new firmware is installed you will see the following screen on the device
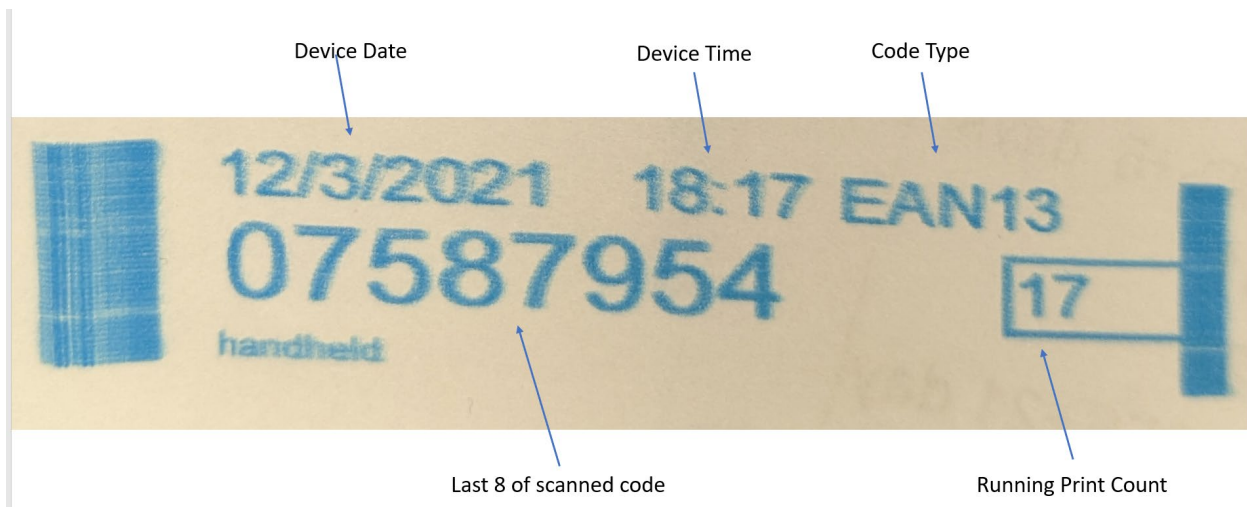

15. The device can now be used.
    Using HHG DEMO 1.1.8 Firmware

    From the main screen:

Press the "Back" button to turn on/off the scanner. Scan any supported barcode and swipe the device to print.

NOTE: Supported barcodes are: QR, Code 128, Code 39, UPC-A, EAN-13

Device Date — Device Time — Code Type

12/3/2021 18:17 EAN13
07587954
handheld

17

Last 8 of scanned code — Running Print Count

Press the "Arrow" button to bring up the Main Menu

Press the "Check" button to enter the menu

To navigate the menu:
"Arrow" button moves down one item
"Back" button returns one level back on the menu (stopping at the main screen)
"Check" button activates the selected item

Menu structure:
[Settings]
    [Flip Display] Will change the orientation of the display by 180 degrees
    [Scan Config] Scan a configuration QRCode (SP500x Controller 2.3.1 or higher required to generate a
compatible QRCode)
[Device Info]
    [Serial Number] Displays the device and pen serial numbers
    [Battery] Displays information about the battery
    [Versions] Displays the installed firmware versions
    [Network] Displays information about the connected WiFi network
    [WiFi] Displays information about the WiFi connection
    [MAC] Displays the devices MAC address
[Music]
    [Mario] Will play music from Super Mario Brothers
    [StarWars} Will play music form Star Wars
    [USA] Will play the USA National Anthem