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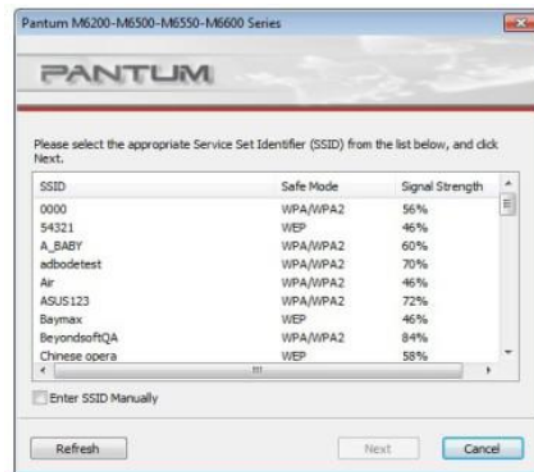
WI-FI Settings:

1. How to set up my Pantum M6600 Series Printer to a Wireless Network easily?

Here is the installation step:

1) Setup interface.

2) Choose the WIFI name.



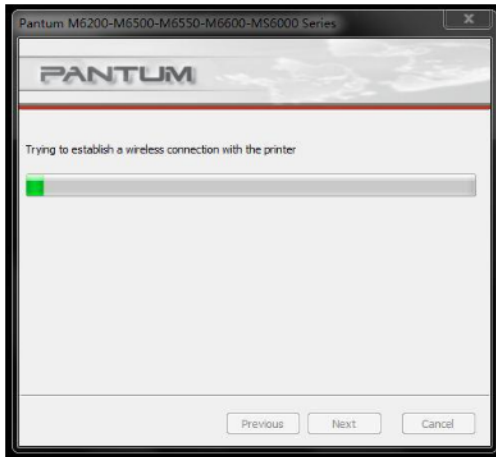
3) Input WIFI Router Password.

4) make sure USB Cable is connected with PC

&Printer.



5) Connecting WIFI.



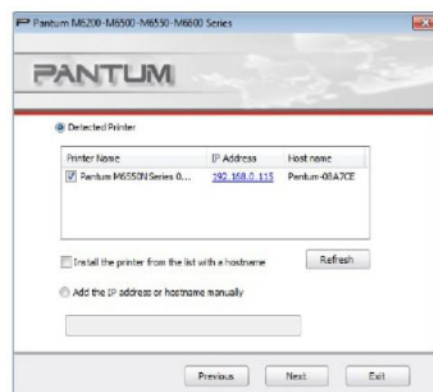
6) Connecting Successful.



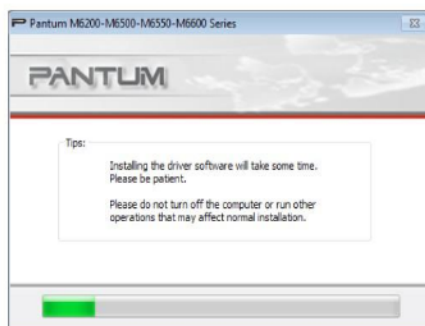
7) Setup printer WIFI.



8) WIFI Setup successful.



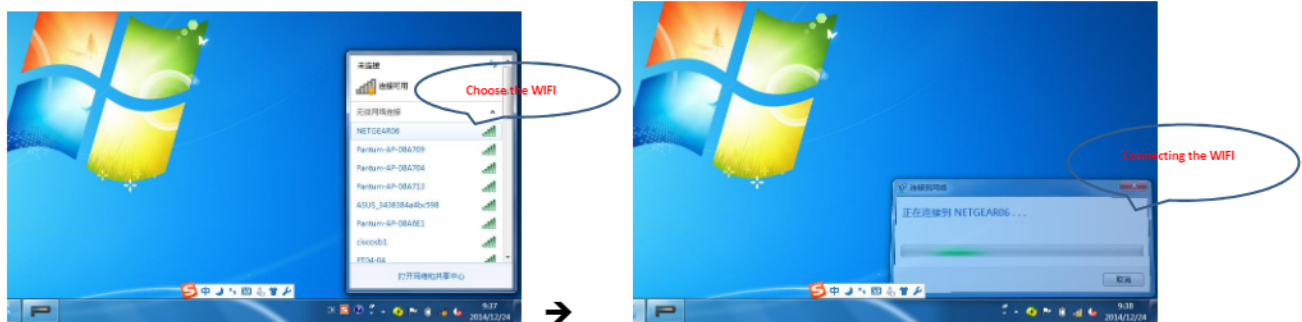
9) Installing printer driver.



10) Installation complete.



Then it need to turn to “Previous” , and please setup your PC connect the same WIFI Router before restart the installation process. Thus it can be success.



2. How do I setup a password for my Wi-Fi Connection?

Step1: Make sure M6600 Series printer is power on.

Step2: Connect to Printer AP by mobile phone or PC.

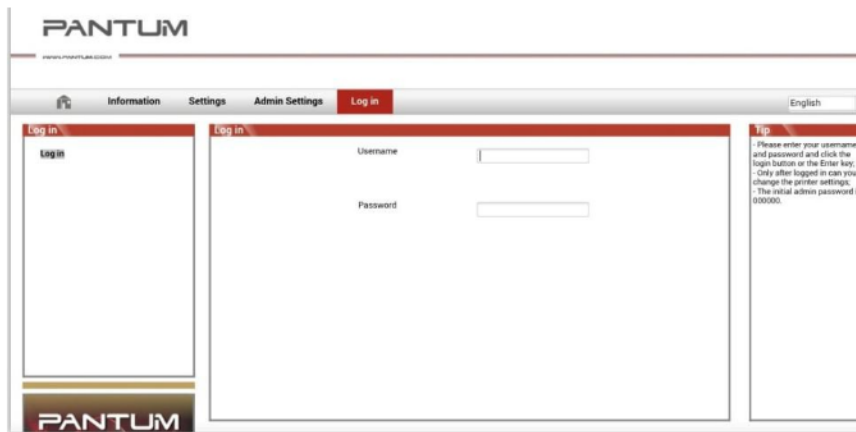
- The SSID is start with” Pantum-AP”, and follow with number and character string.



Step3: Visit the Printer Webpage via browser, Printer default address is 192.168.223.1



Step4: Enter the printer webpage, choose “Log in” Tap.

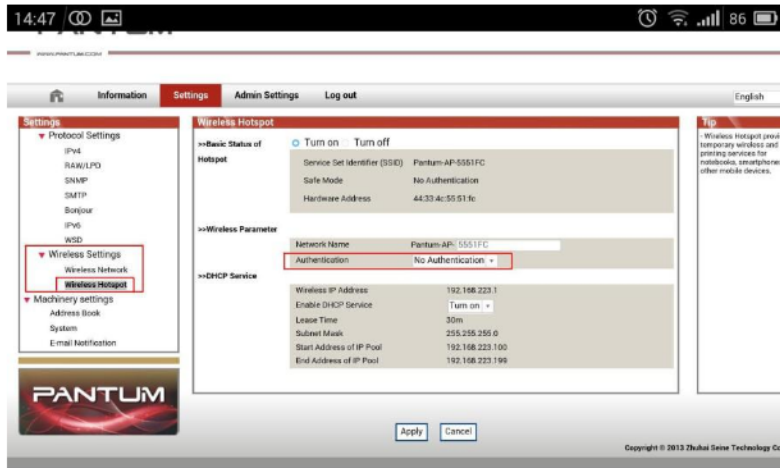


Step5: Input default user name: admin, Default password: 000000. And Login.

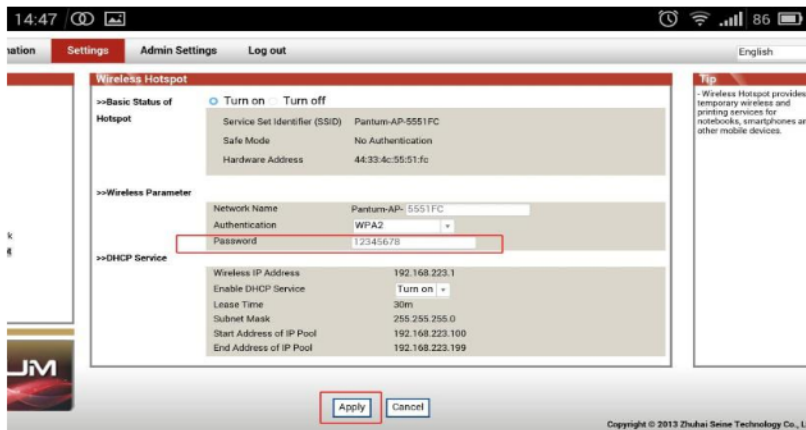
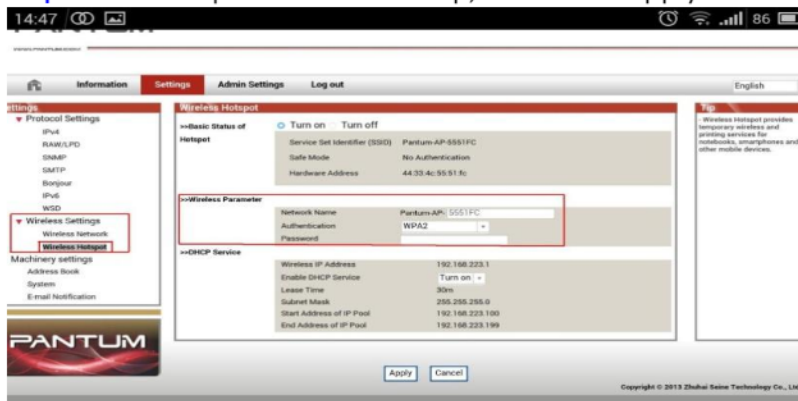


Step6: Select “settings” Tap → wireless settings→ wireless Hotspot.

Then set wireless Parameter → Authentication → either WPA or WPA2.



Step7: Set the password in the tap, then click “apply”.



Step8: Disconnect equipment and printer, when reconnect them, it should input the password as step 7 setting.

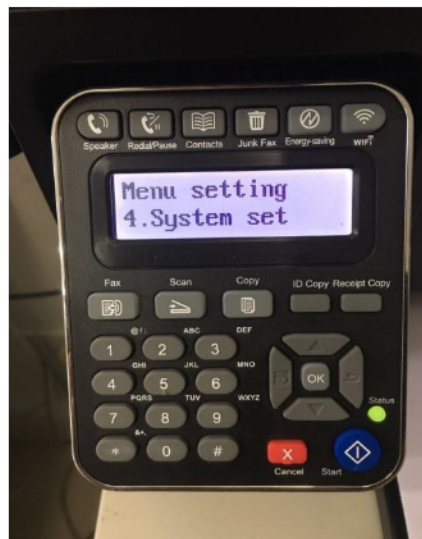
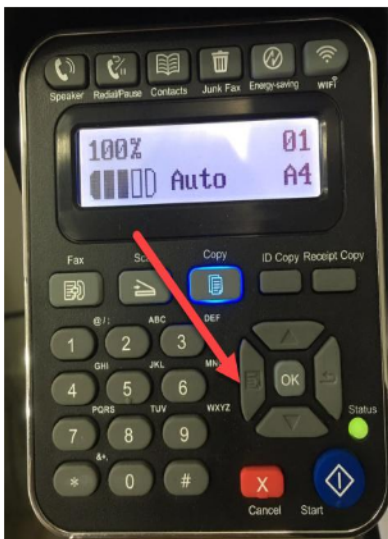


● Remark

Here is the way to recover factory default setting in case customer forgets the password:

Step1: Please select 'Menu'

Step2: Select' NO.4-System set' by page down button



Step3: Select' N03-Restore set' by page down button

Step4: Select' N01-YES' , and it will be done.



3. How do I take a mobile print out from Android?

Download APP on Android device → Switch on printer → Connect printer hotspot →
Running App → setting → print.

4. How do I take a mobile print out from IOS?

IOS has print app by itself, so it just need to connect the printer and print.

Switch on printer → Connect printer hotspot → Select a file → Setup and print

5. Does my Pantum M6600 series works on Windows Mobile?

No, P6600 series printer does not support Windows Mobile.

6. How to print a PDF file from mobile phone?

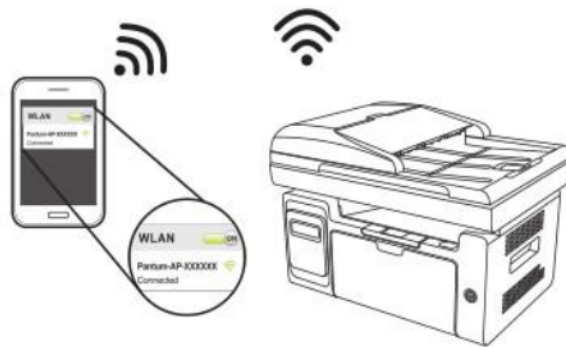
At first, we need to check if your printer is support Mopria printing with your serial number. And then about the PDF printing, it cannot print it directly. And we suggest customers who can download an app from Google store called 'Mopria'.

Step1: Download and install Mopria Print Service plugin to the mobile device from "Google Play"

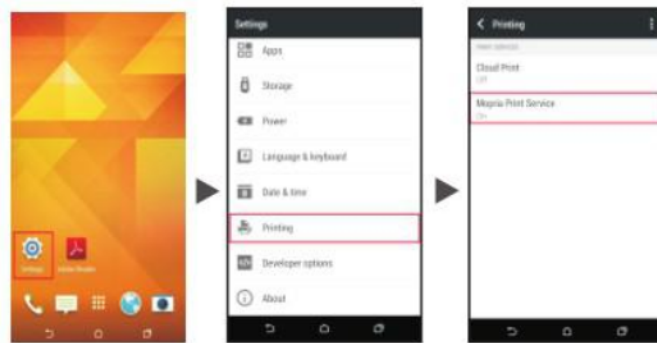
Step2: Turn on the printer



Step3: Connect to the printer hotspot




Step4: Click Settings on the main screen, choose Print, and have Mopria Print Service set to on.



Step5: Start the application



Step6: Select the document, click  on the upper right corner, and click Print.



Step7: Select the printer, click Print.



7. Where can I download the soft wares and drivers for my printer M6600 Series?

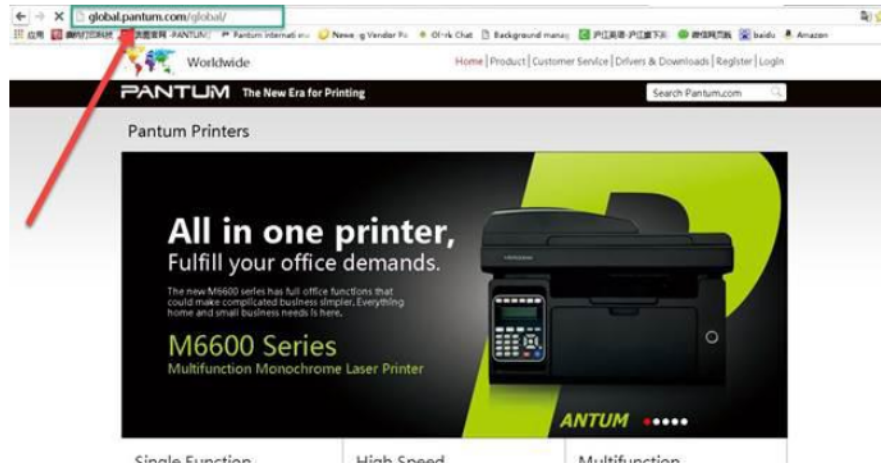
Here is the Download Link:

M6600W: <http://global.pantum.com/global/drive/m6600w/>

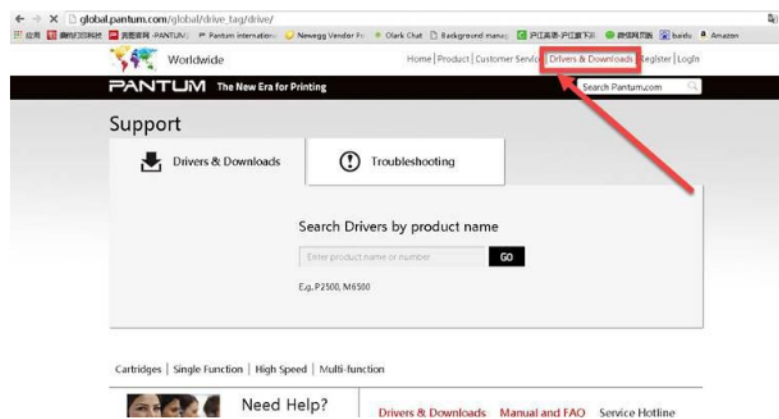
M6600NW: <http://global.pantum.com/global/drive/m6600nw/>

M6600N: <http://global.pantum.com/global/drive/m6600n/>

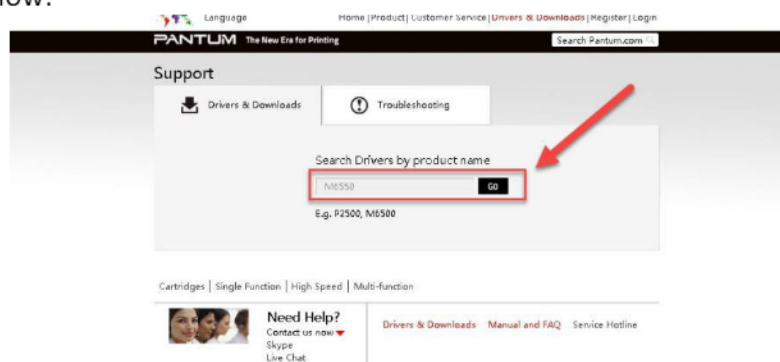
Step1: Please log in our website:
<http://global.pantum.com/global/>



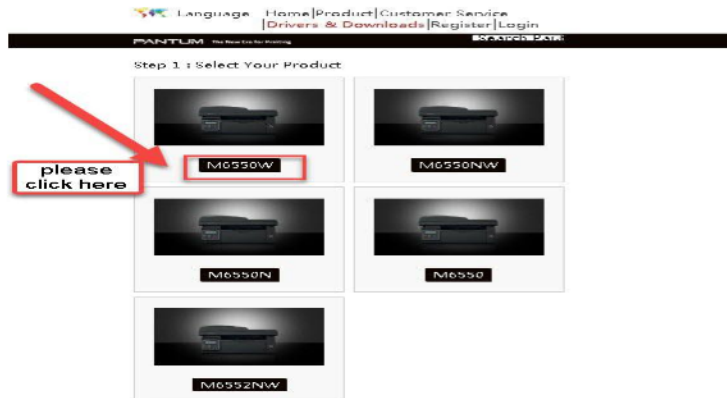
Step2: Please chose “Drivers &Downloads”, the picture will be shown as below:



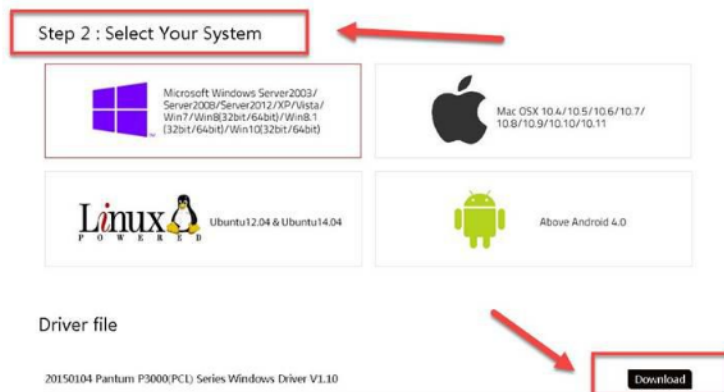
Step3: Please enter your model of your printer in the blank, the picture will be shown as below:



Step4: Please click the corresponding model of your printer in the list picture:



Step5: At last, please chose your system and “download “at the below of page, it will be done.



8. How to solve the wireless Connection Failed when it showed "The printer cannot connect to any wireless network with the wireless credentials provided".

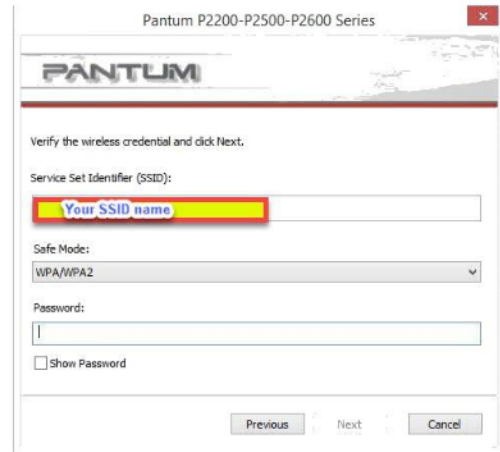
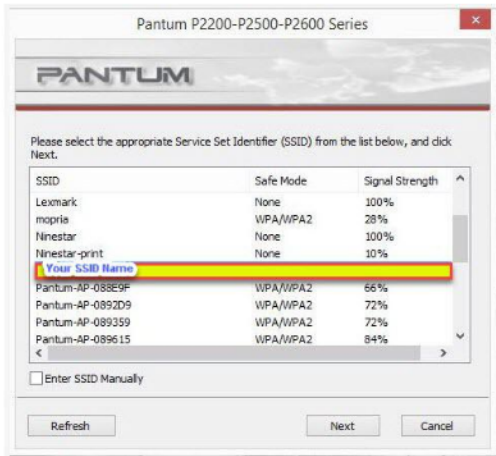
Reason1:

It is inconsistent with the network name, safe mode and password.

Solution:

It needs to enter the corresponding name, mode and password of internet. Please don't select "Enter SSID Manually" when you install the driver and select the corresponding

internet SSID and safe mode. And then please enter your internet password to configure it.

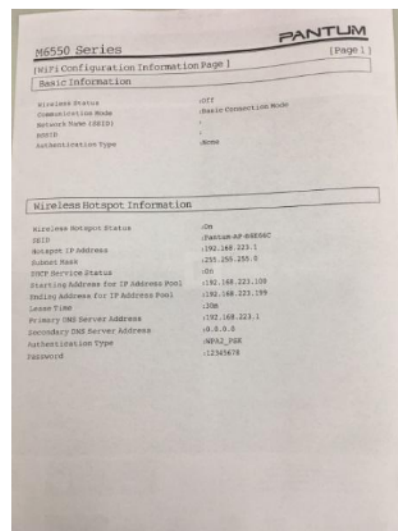


Reason2:

The IP of printer and PC are not under the same router.

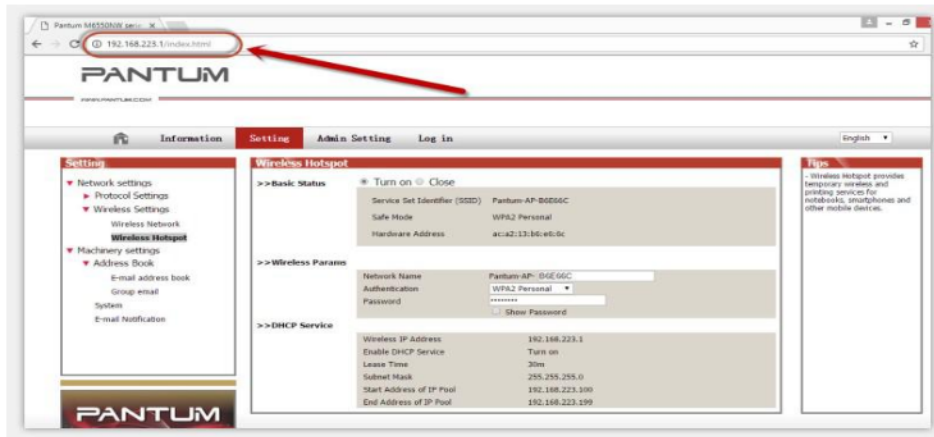
Solution:

Please check with your configuration page to confirm the IP address. And please change your IP address the same with your configuration page

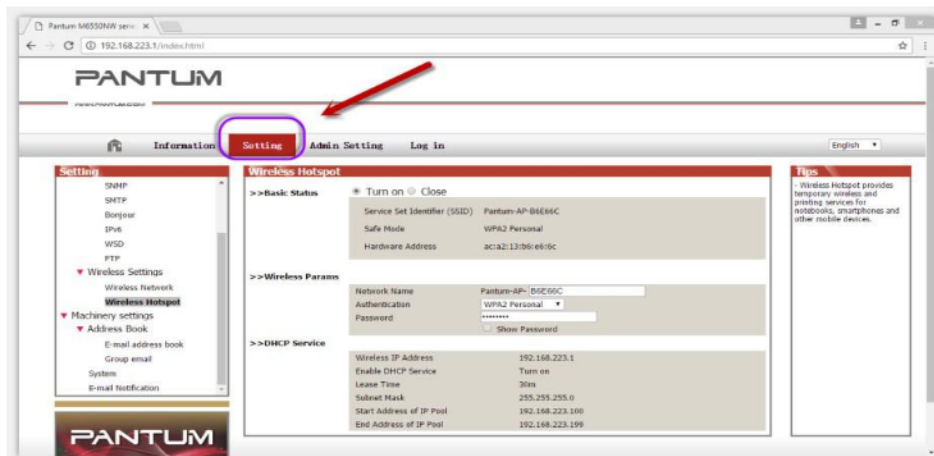


9. How to Close WIFI Hotpot?

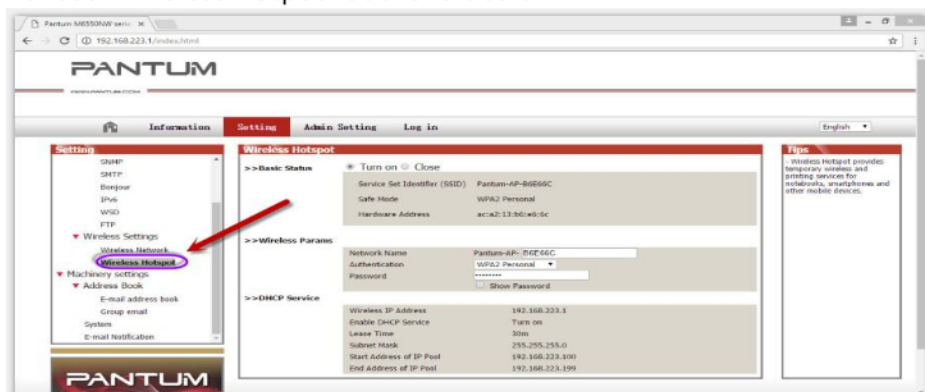
Step1: Log in the IP addresses 192.168.223.1 when your WIFI is connected to the printer's SSID.



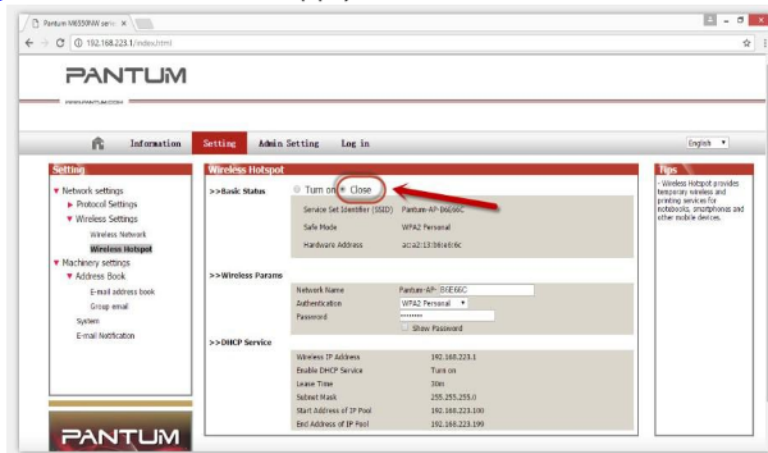
Step2: Chose "Setting" in the below picture



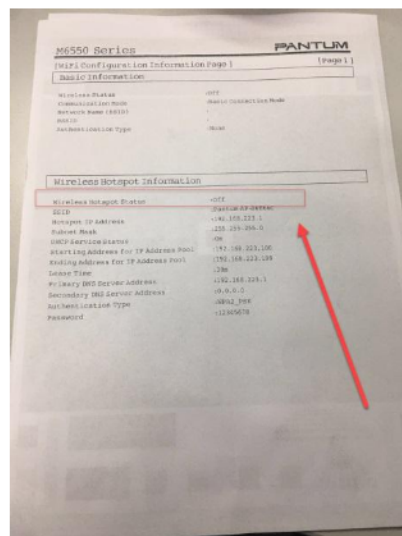
Step3: Chose "wireless Hotpot" at the left column.



Step4: Chose “Close” to apply and it will be done.

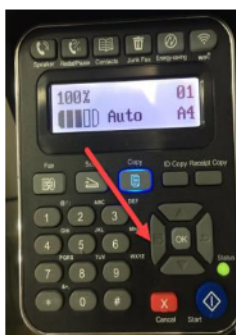


Step5: You can check the wireless hot spot status in your configuration



If you want to open the WIFI function, you need to restore your printer as below steps.

Step1: Please select ‘Menu’



Step2: Select ‘ NO.4-System set ’ by page down button



Step3: Select ' N03-Restore set' by page down button

Step4: Select ' N01-YES' , and it will be done.



Cartridge Issues:

10. How do I replace or insert a cartridge?

Pull out the seal on the new toner cartridge firstly, and then insert the toner cartridge in the printer until hearing a “click” sound.

11. How do I check the amount of toner left in my cartridge?

w6550 Series		PANTUM
Printer Information Page 1		(Page 1)
Printer Information		
Product Name	w6550 series	
Model Number	W6550	
Processor Version	4.5.2.3	
Processor Frequency	3.333333	
Print Resolution	1200dpi	
Memory Size	128MB	
Printing Mode	Standard	
Processor Core Unit No.	0000000000	
Cartridge Information		
Cartridge Model	97000	
Approx. Capacity of Cartr.	400	
Approx. Page Yield	1000	
Approx. Page Coverage	120%	
Expected Pages Printed	12100	
Approx. Cost	12100	
AS	120	
Others	124	
Print Information		
Pages Printed	1770	
Pages Printed with Different Pages Types	1770	
AS	1770	
Large Texts	18	
Small Texts	18	
Others	20	

12. How do I check how many pages I have printed so far?

M6550 Series

PANTUM

[Printer Information Page 1]

[Page 1]

Printer Information

Product Name

M6550 series

USB Vendor ID

0x2726

Firmware Version

V3.1.2.5

Engine Version

V8.3.2.1

Panel Version

V8.5.2.7

Memory Size

128MB

Printing Mode

400

Product Serial No.

ICM8000402

Cartridge Information

Cartridge Model

MT200

Remaining Amount of Toner

0%

Actual Pages Printed

1076

Average Coverage

29%

Expected Pages Printed

16297

A4/Letter

1630

A5

12

B5

10

Others

24

Print Information

Total Pages Printed

11770

Pages Printed With Different Paper types

A5

0

A4/Letter

11770

Legal/Folio

0

B5/Executive

0

Others

0

13. What are the cartridge models for M6600 series printer?

1600 standard Page Yield: PA/PB/PC-210/211 ("A, B, C "models depend on countries)

14. Why the LED shows orange when I insert a new cartridge?

Step1: Check the cartridge whether you pull out the seal on it;

Step2: Take out of the cartridge from the printer, use a clean dry cloth to wipe cartridge chip softly;

Step3: Insert the toner cartridge in the printer until hearing a "click" sound.

Papers issues:

15.How can I clear any paper jam?

Step1: Paper Jam in the Feed Port, Gently pull the jammed paper straight out.



Step2: Paper Jam around fuser unit the Printer, Open the upper fuser guide to decrease the pressure of compression spring, Pull the jammed paper out of the fuser unit.



Step3: Paper jam inside the printer. Remove the laser toner cartridge along the guides, slowly pull the jammed paper out along the paper output orientation, and then insert the laser toner cartridge into the printer.



16. Print jobs stuck in paper curve. What should I do?

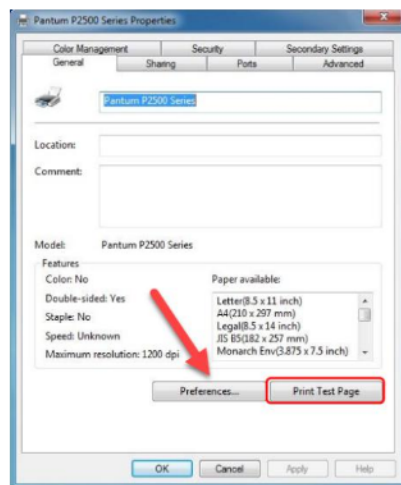
Fetch the papers from output bin, and keep the paper is just unpack from the package not be too wet or get static electricity, too avoid or decline paper curve.

17. How to cancel the “duplex printing”?

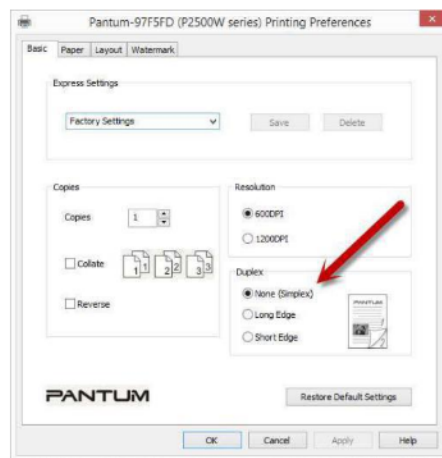
Please change your printer's properties as below steps.

Step1: Please chose the model of your printer in “device and printer”

Step2: Double left click the printer-printer's properties –preferences

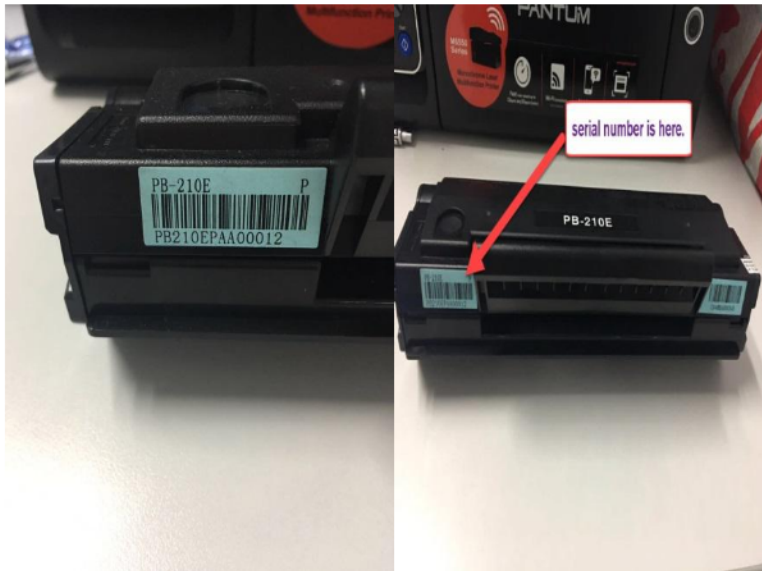


Step3: Please choose ‘NONE’ in duplex printing.



18. How to check the toner's serial number location:

Please check with below pictures:



19. How to check the printer's serial number location:

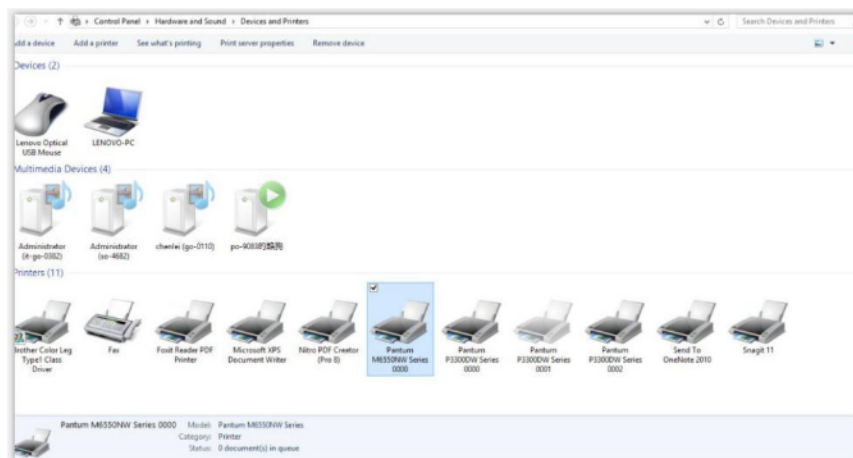
Please check with below pictures



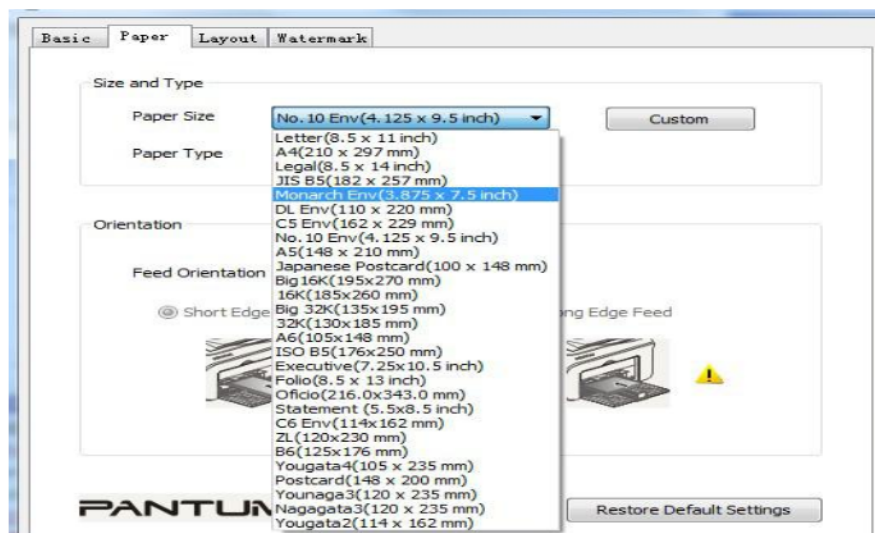
20. How to adjust letter format in the printing document?

Step1: Please check the paper size in the printer's property if it is the "letter size", please follow up with below steps to check :

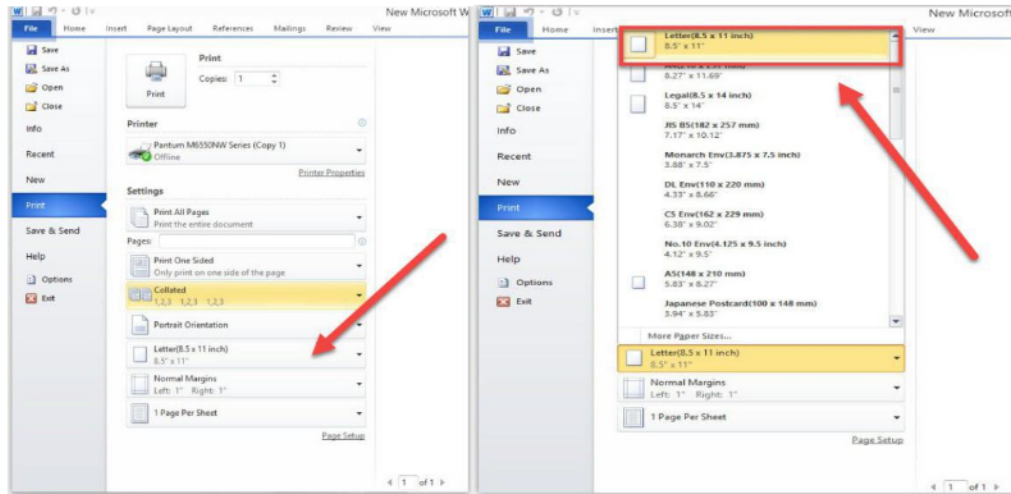
- a. Please double click your model of your printer in the 'Devices and Printers'



- b. Please change the it to " Letter(8.5x11 inch) in the printing preferences



Step2: Please change to 'letter size' in the printing document also.



21.What is my Printer Specifications?

Model	Pantum M6550N/N/NW	Pantum M6600N/N/NW
Function	PC Monochrome printing, PC color/monochrome scanning, monochrome copying, continuous scanning or copying	
PC client interface type	Hi-speed USB 2.0 100Base-Tx Ethernet (Models with N) WiFi 802.11b/g/n (Models with W)	Hi-speed USB 2.0 100Base-Tx Ethernet (Models with N) WiFi 802.11b/g/n (Models with W)
Supporting operating system	Microsoft Windows: Server2003, Server2008, Server2012, XP, Vista, Win7, Win8, Win8.1(32/64 Bit); Mac OS: 10.6/10.7/10.8/10.9; Linux (ubuntu13.10); IOS, Android; NeoKylin; Loongson; SW	
Main processor	600MHz	
Memory	256MB	
Power Voltage	AC220~240V(-15%,+10%), 50Hz/60Hz,3A	
Noise	Print	Lower than 54dB
	Standby	Lower than 30 dB
Environment	Operating Temperature: 10℃-32℃, Working Humidity: 20%-80%	
Product Size (W*D*H)	417x305x301mm	
Product Weight	About 8kg (without package and toner cartridge)	

22. What kinds of paper can I use in my Pantum P6600W Series?

Maximum Printing Size [ⓘ]	Legal (216mm*356mm) [ⓘ]
Print System [ⓘ]	Laser electrostatic printing system [ⓘ]
Print Time of First Page [ⓘ]	<7.8s [ⓘ]
Print Speed [ⓘ]	22PPM(A4)/23PPM(Letter) [ⓘ]
Feeding system [ⓘ]	Auto feeding [ⓘ]
Monthly printing load [ⓘ]	15,000 pages [ⓘ]
Print resolution [ⓘ]	Max: 1,200*1,200 [ⓘ]
Media type [ⓘ]	Regular paper, thick paper, transparent film, carton paper, label, envelop, thin paper [ⓘ]
Paper size [ⓘ]	A4,A5,A6,JIS B5,ISO B5,B6, Letter, Legal, Executive, Statement, Monarch envelope, DL envelope,C5 envelope,C6 envelope,NO.10 envelope, Japanese Postcard, Folio, <u>Oficio</u> , Big 16k, 32k,16k,Big 32k,ZL,Yougata4, Postcard, Younaga3, Nagagata3, Yougata2 [ⓘ]
Paper Weight [ⓘ]	60~163gsm [ⓘ]
Language [ⓘ]	GDI [ⓘ]

Printer Compatible versions:

23. Is my printer mac Compatible? What are the versions that it is compatible with?

Yes, Mac 10.6/10.7/10.8/10.9/10.10/10.11/10.12

24. Is my printer Linux compatible? What are the versions that it is compatible with?

Yes, Ubuntu 12.0.4.and Ubuntu 14.0.4

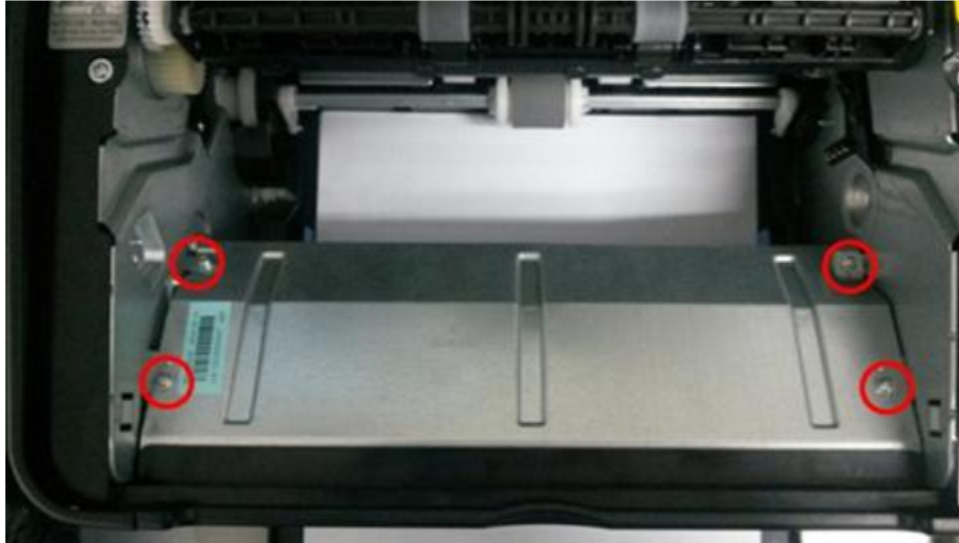
25. Could I download the APP from Google Play?

Yes, you could download it from Google Play.

Normal Printer Issue:

26. Why the printer could not print the horizontal line in the page when printed out?

Step1: Open the protecting cover of the LSU using the screwdriver.



Step2: Pull out the cable and reinsert it again.(The connecting of the LSU's cable and outlet has something wrong ,so the transmitted signal is abnormal.)



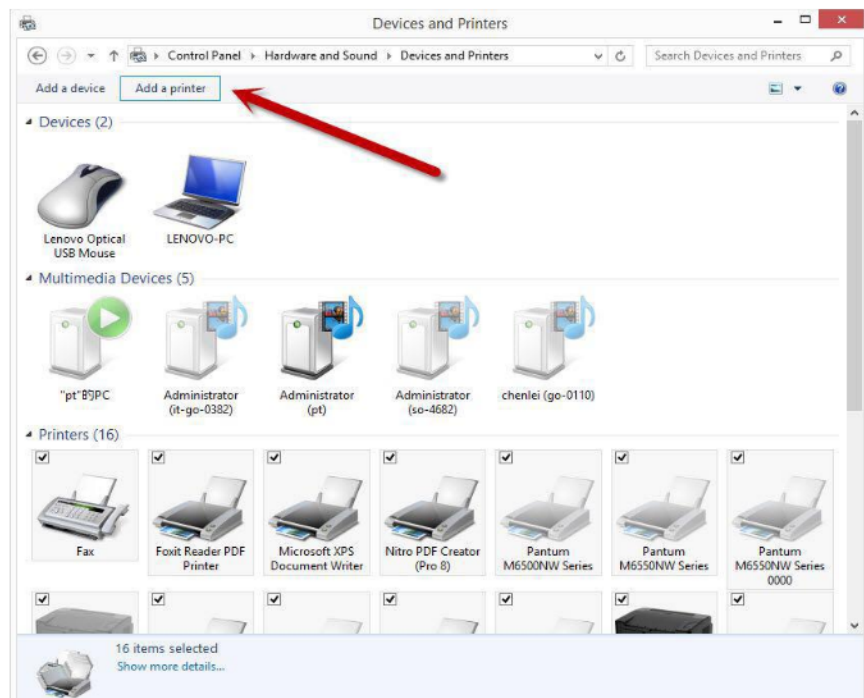
27. Why the printer could not feed paper successfully?

There are three possible reasons as below:

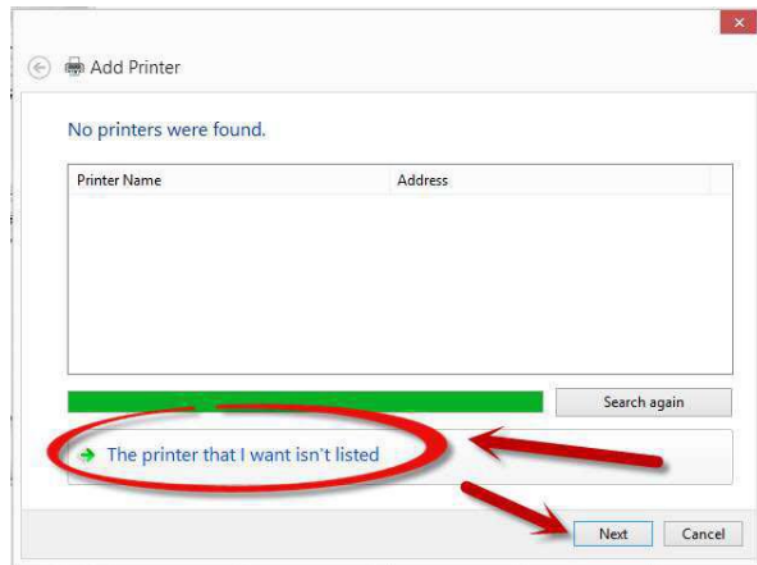
- 1) There is too much paper in the tray:
Remove excess paper from the tray.
- 2) The print media is loaded incorrectly:
Please correctly load the print media.
- 3) The print media is beyond the usage specification range.
Please use the print media within the specification range.

28. How to “add a printer” by manually

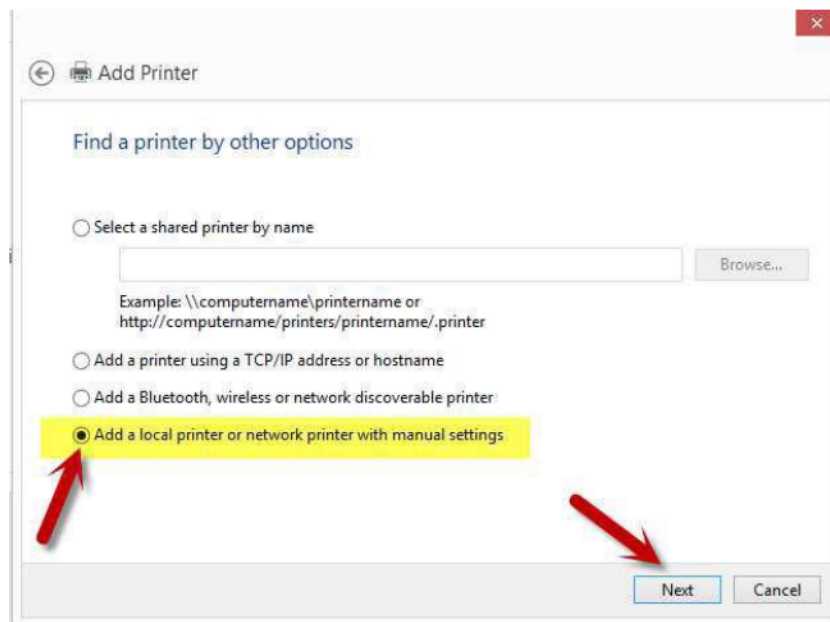
Step1: Click “add a printer” in the ‘Devices and Printers’



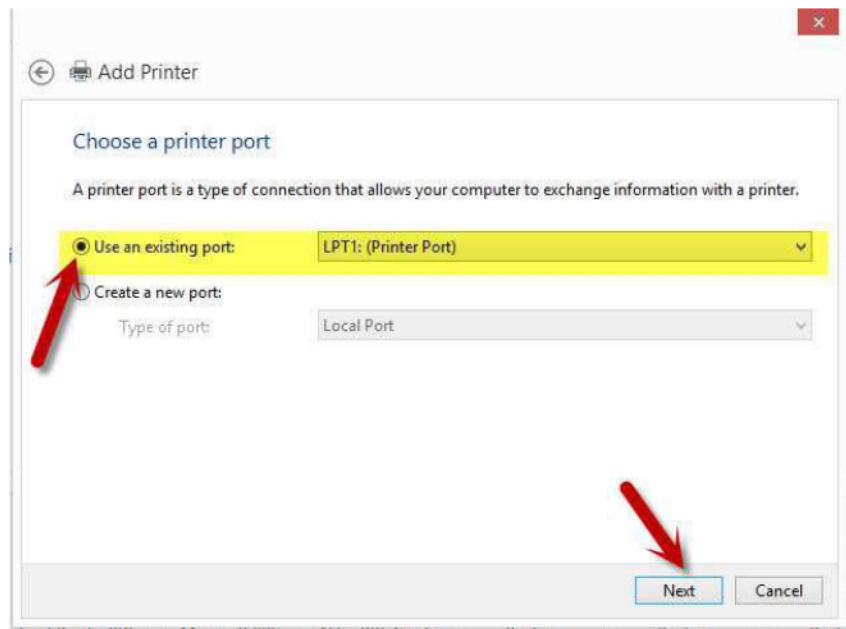
Step2: Please chose “the printer that I want isn’t listed” and chose ‘next” , it will be shown as below:



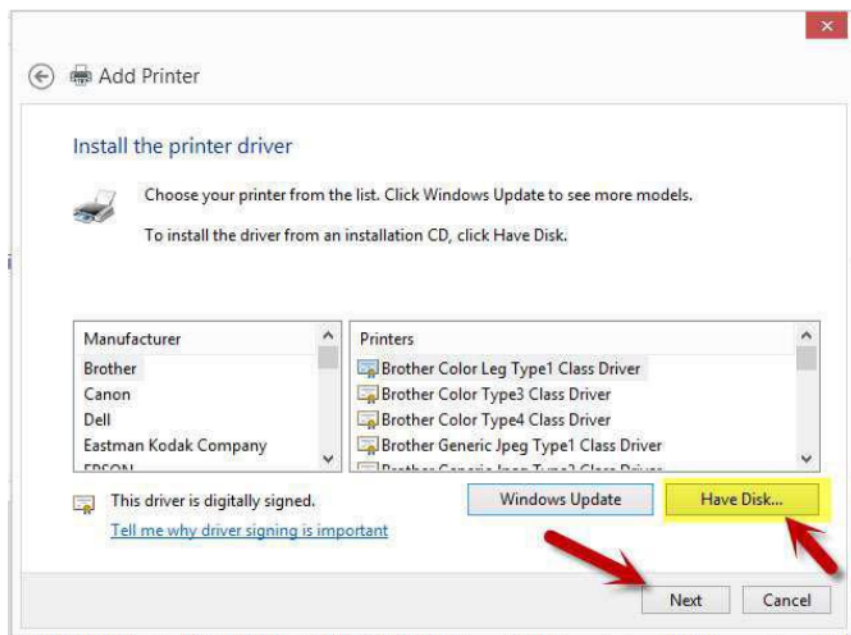
Step3: Please chose” adds a local printer or network printer with manual settings” and chose “Next”, it will be shown as below:



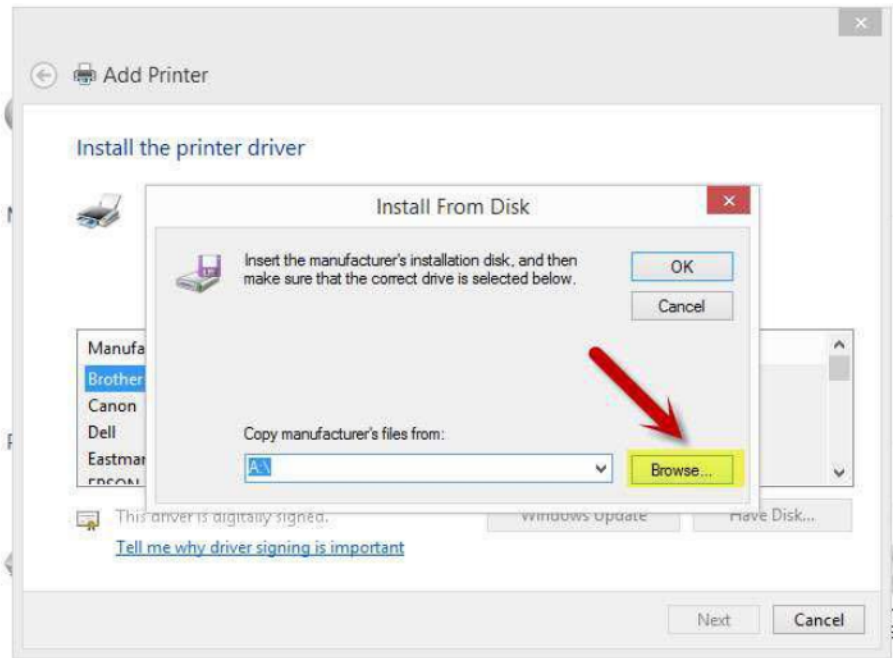
Step4: Please chose “Use an existing port” and select “Next”, it will be shown as below:



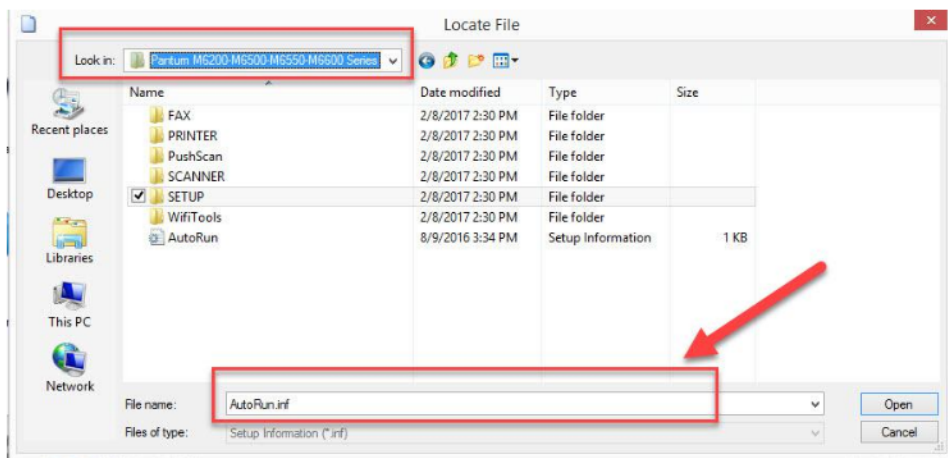
Step5: Please chose ‘have disked’ and click “Next”, it will be shown as below:



Step6: Please chose “browse” when the windows pop up, it will be shown as below:



Step7: Please chose the “INF file” in the installation package and then chose “Next” it will be done.



Step8: It will be finished to installation automatically after you pull up the printer’s USB cable.

29. What is the power requirement will be need?

See the nameplate on the back of the printer to learn the appropriate power supply and voltage to use with this printer. Please strictly follow the product specifications on power type.

30. How to change the printing port is available when it showed "Printing port is on used".

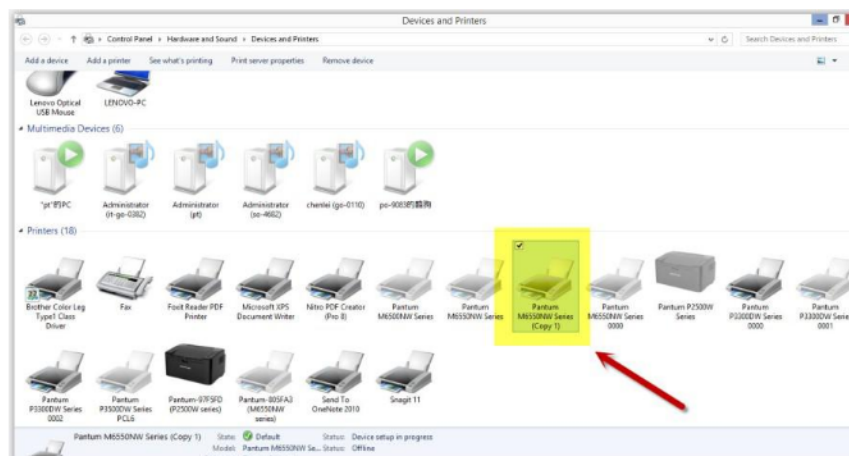
"Printer cannot be configured because printing port is on used." it may cause by PC port is abnormal.

We suggest that you can check with below steps:

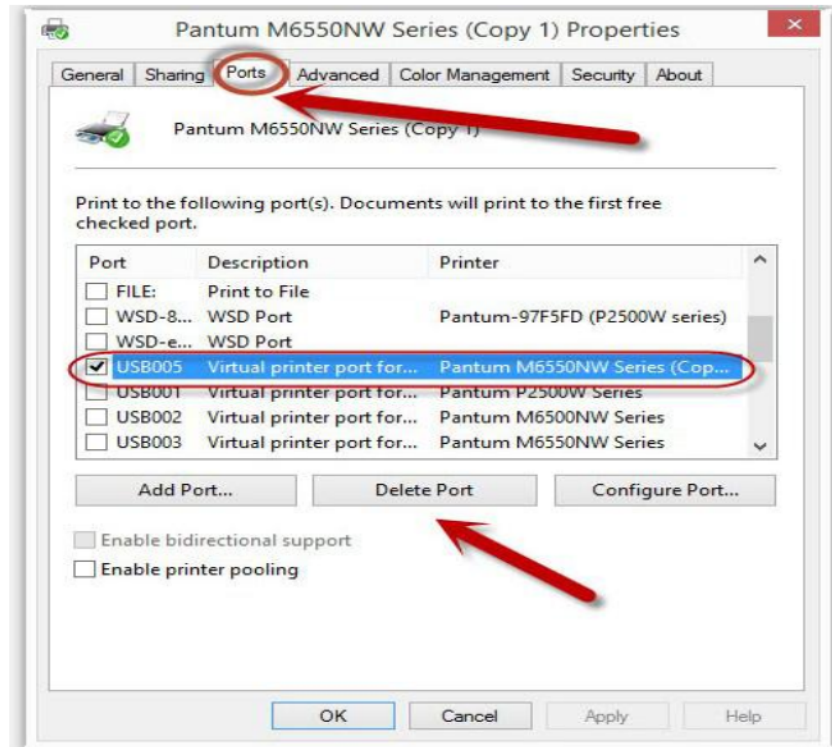
Step1: Change to another PC port then reconnects to the printer and reinstall the driver.

Step2: Click PC table "start"-"Devices and Printers", delete the useless printer copy manually (the mouse right click on the useless printer name, and then delete it).

Then reconnect to the printer and reinstall the driver.



Step3: Click PC table "start"-"printer and fax", chose any of the printer copy, the mouse right click on the "printer property"-"port", then chose the customer no need the printer copy port of all the printers, and click "delete port"-"confirm". At last reconnect to the printer and reinstall the driver.



31. Why it will be smoked when printing?

The smoking is water vapor, which is caused by the printing environment and paper status. When we do the printing, the fuser unit will heat the paper to around 180 °C, so during paper out of the printer, it would exchange its temperature with surrounding environment.


1, Print environment: when the temperature becomes much lower, the humidity will be much higher, so the vapor will get heavy. Due to the temperature difference and moist, the water vapor will produce accordingly. Usually, we suggest the printing temperature is 10-32 °C, Humidity (RH) is 20%-80%, and it will work fine.

2, Paper status: the paper status when dry or moist will also influence strongly the printing vapor. When the paper is just unpacked to print, or just laid in the dry environment, there would be no or less vapor; But when the paper is very moist, for example, it was exposed in 90% RH environment for a day, when printing, there will be more vapor coming out.

So, that is the cause of printing vapor, we must take care of the printing environment and the paper to avoid it.

The other vendor's printers also meet the same issue because of the same mechanism. Here is the information for reference:


<http://h30434.www3.hp.com/t5/Inkjet-Printing/Smoke-when-printing/m-p/5283314/highlight/true#M227548>



Posts: 2
Member Since: 10-02-2015
Message 1 of 4 (114 Views)
[Report Inappropriate Content](#)

Product Name: HP Color LaserJet CP1217

when printing this printer has started to smoke from the slot where the printed paper emerges. I have turned the machine off and am anxious about using it. There is no smell of burning just very fine smoke. What is the problem? I got the machine second hand but it has worked well for two years until this week.

0  [Reply](#)

✓ **Re: Smoke when printing**

10-02-2015 06:09 AM

If you do not smell smoke then it is possible you have paper in the printer that has too much moisture in it.

Paper can absorb moisture from the air if it is sitting in a humid environment out of its sealed ream. The absorption can happen fairly rapidly in a very humid environment and over time in even a slightly humid environment.

Since there is no smell it is likely water vapor, I would recommend you go and purchase a fresh ream of paper and try printing and see if the vapor is gone.

The printer has thermal protection in the future to prevent overheating, and it cannot run hot enough to set paper on fire. The fuser does run hot enough to vaporize water.

If my post provides an answer to your question please mark it as a solution. Whenever any Technician posts helpful answer to your question you can thank them by giving them kudos, just click the thumbs up button under the post.

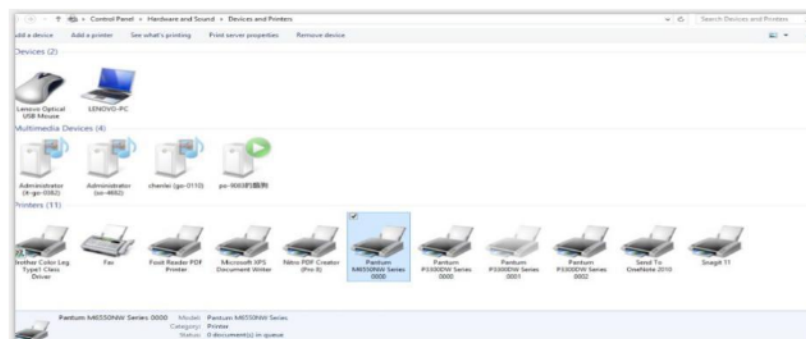
[View solution in context](#)

Everyone's Tags: [HP Color LaserJet CP121...](#) [View All \(1\)](#)

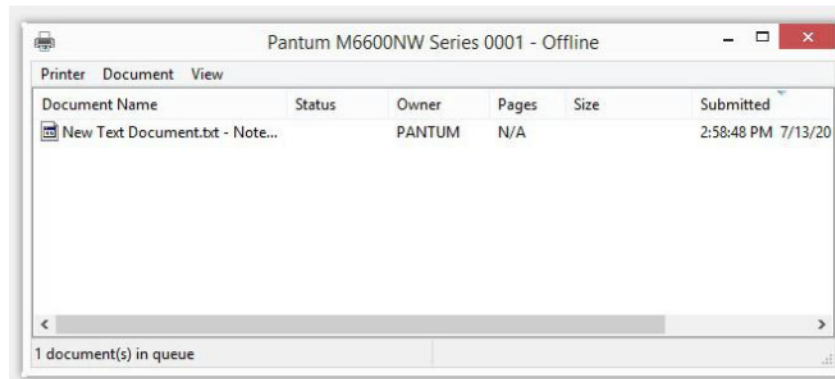
32.How to cancel a printing job in the queue?

Regarding the issue about your printer, please kindly check with below steps, you need to end the printing job in the printing queue:

Step1: Please double click your model of your printer in the 'printer and device", the picture will be shown as below:



Step2: Please right click the printing task that you want to stop. It will be shown as below:



Step3: Please chose "cancel", it will stop printing job.

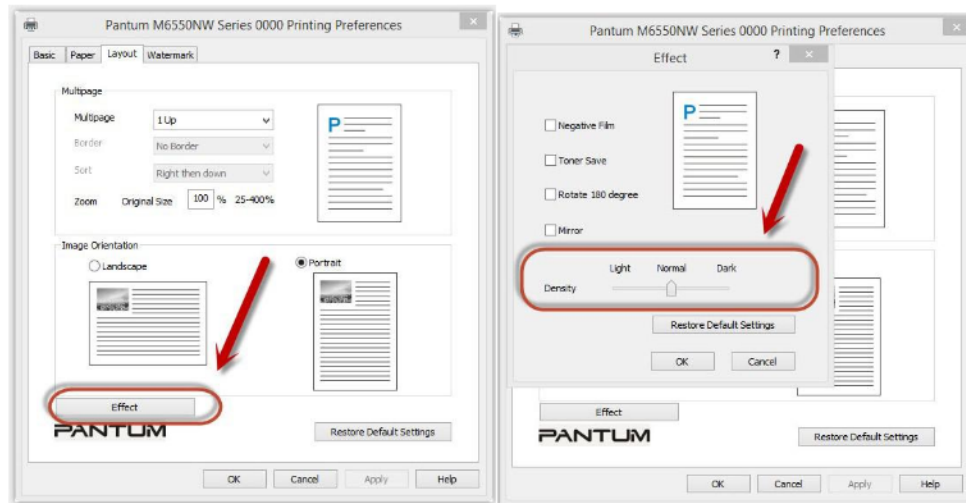
33.Is it possible to close the 'Auto sleeping time'?

No, we can change the sleeping mode from 1min to 60 minus. But we cannot close it completely.



34. How to get the printer to print darker?

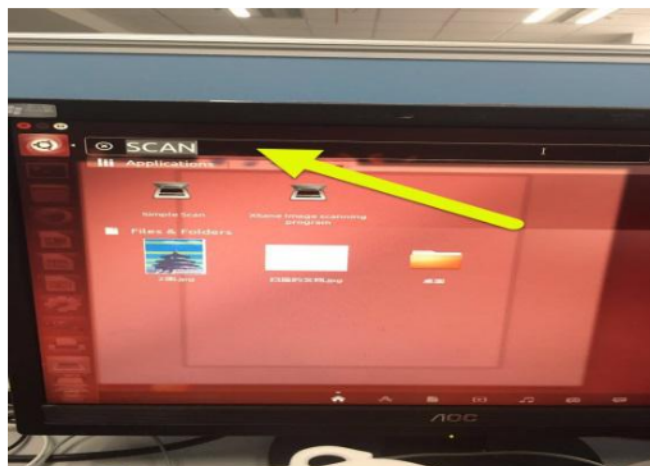
It will be changed in the printer's properties-----“Layout”-----“Effect”--“Dark”



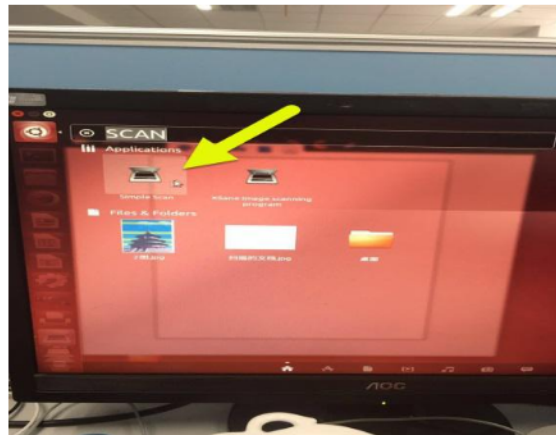
35. How to Scanning on Linux System

Step1: Make sure that you printer is connected to the computer with USB cable.

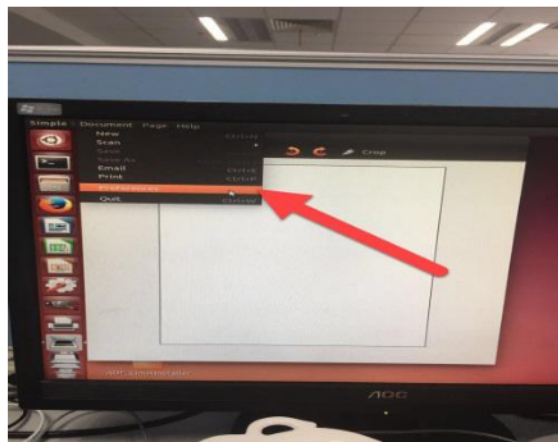
Step2: Please search the “scan” in application of Linux’s system



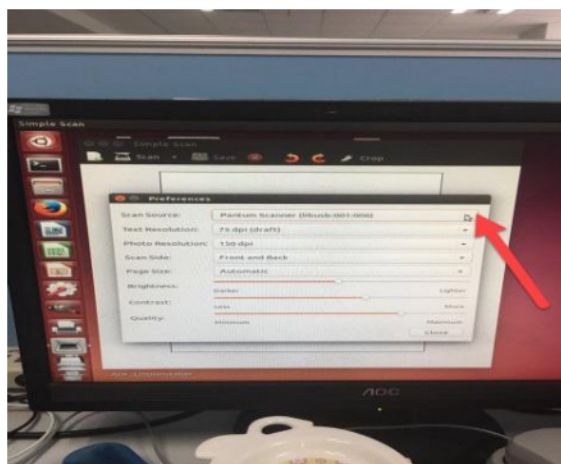
Step3: Please chose “simple scan” on the below picture:



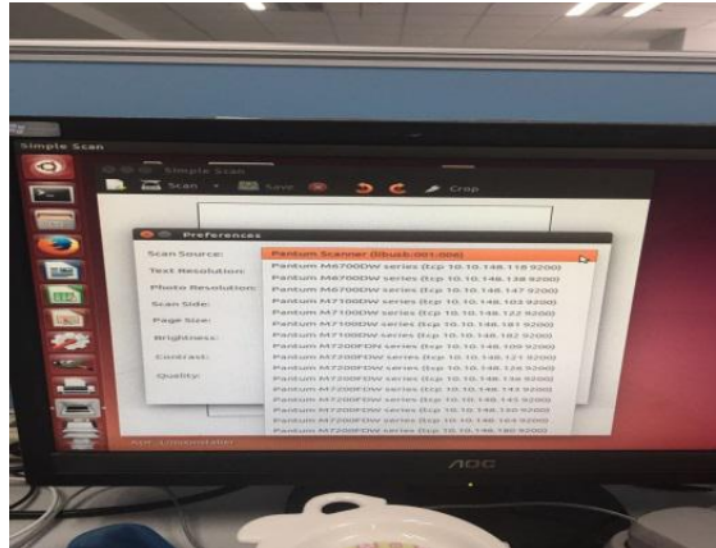
Step4: Please chose “preferences” to go to the next step (it will be shown as below):



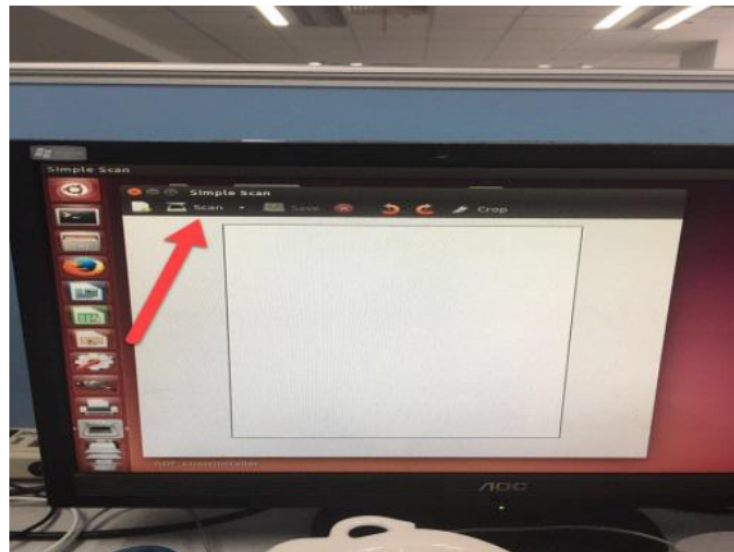
Step5: Please chose "Page down" arrow in the scan source to go to the next step



Step6: Then you can choose the corresponding model about your Pantum printer

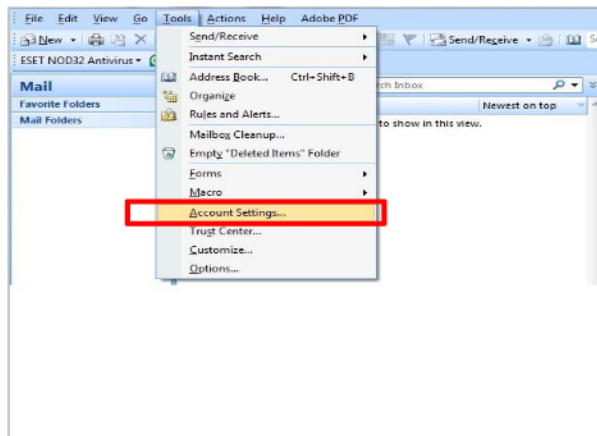


Step7: At last, please chose "scan" that will be done.

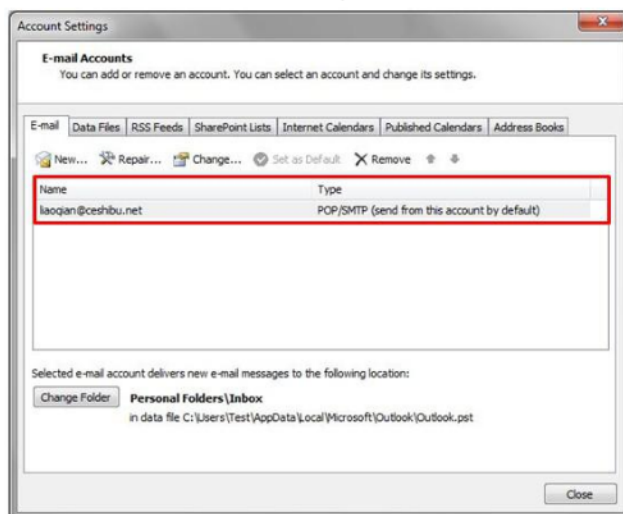


36. Why it is unavailable for the “scanning to email”?

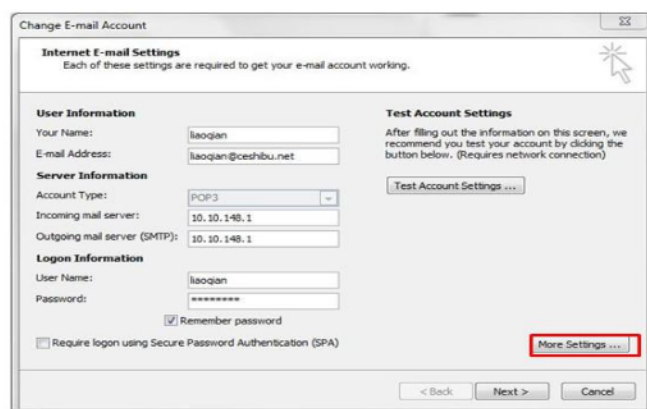
Step1: Please log in your email first, and then click “tools”-----“account setting”



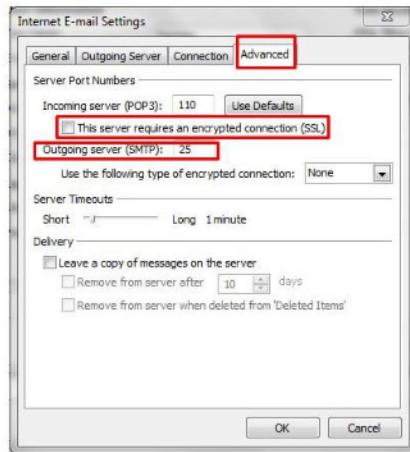
Step2: Please double click “internet protocol” then it will be entered into the next step:



Step3: Please click “more settings”; it will be entered into the next step:

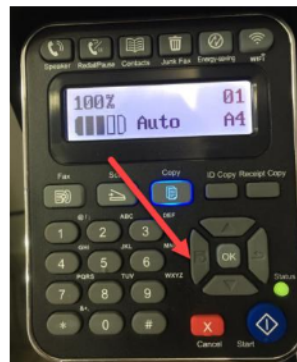


Step4: Please chose” advanced”, but please don’t tick the” (SSL)”, and then set up the outgoing server port as “25”, at last please click” ok”.



37. How to print information pages by printer?

Step1: please click menu and ‘page down’ to choose number on the below control panel , the location screenshot shown as below:



Step2: Click”NO.4-system set” by ‘up and down’ button in the menu setting, and then chose “OK”



Step3: Click “NO.4-Info. Report” in the menu setting----- “ok”



Step4: Select NO.2- 'Prt Info Page' -----then chose 'OK" it will be done.

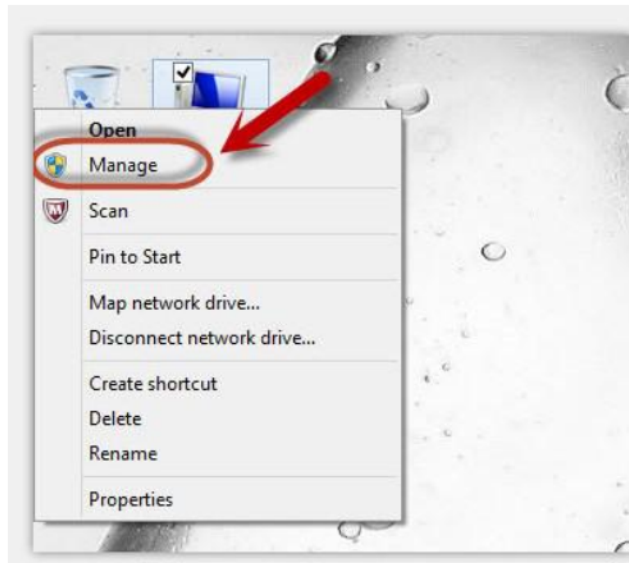


38. How to do when it shown "0x000000709" Error

Reason:

1. The compatibility issue about Windows system
2. When both of windows and XP sharing the same network, and the XP as the main host will be led to this problem.

Step1: Select "Manage" in the "This PC" .



FAX

39.How to change the fax report status

Step1: Select menu on the below control panel

Step1: Select 'NO.3-fax setting' by page down button.

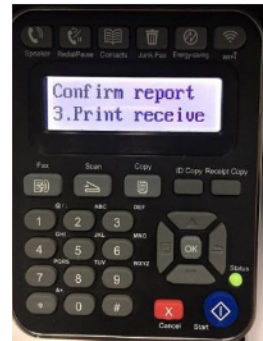


Step3: Select 'NO.4-fax report' in the fax setting

Step4: Select 'NO.2-confirm report'



Step5: Then you can choose the report status of “NO.1 Close” “NO. 2 Print send” , “NO. 3 Print receive” , ” NO. 4 Always print” by page down button.

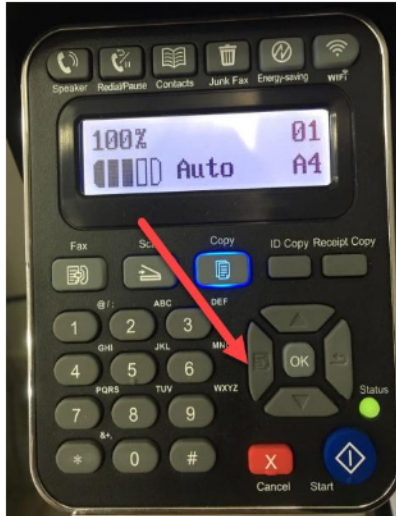


40.How to set the fax as Phone Mode

Step1: Select menu on the below control panel

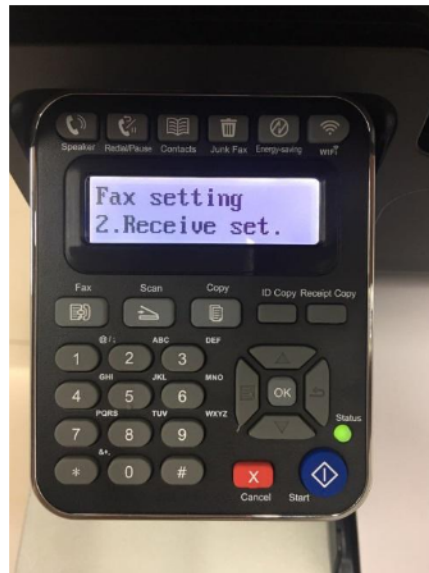
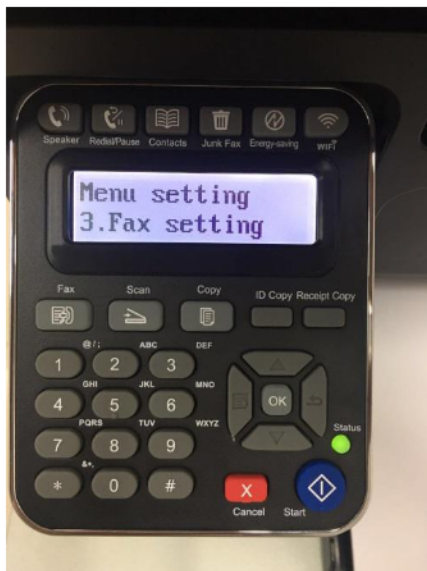
42 /

Step2: Please choose “page down” to select



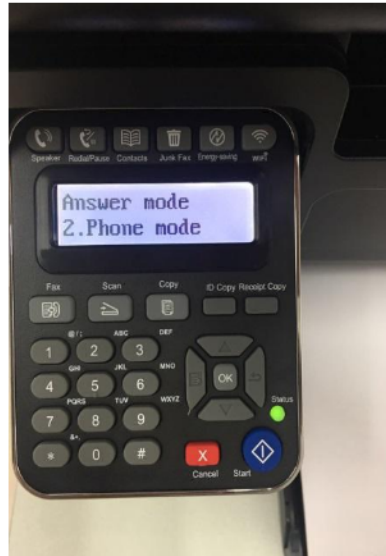
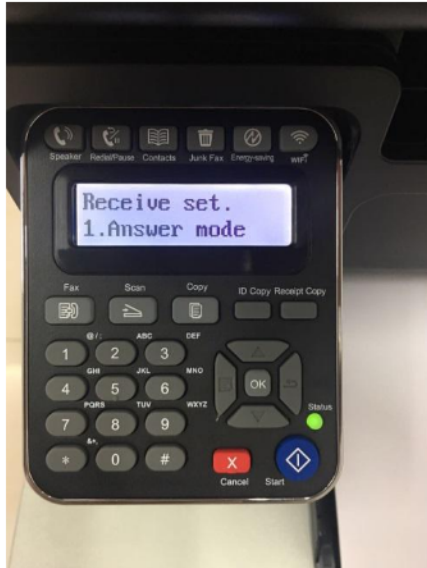
Step3: Select 'NO.3-Fax setting' in the menu setting

Step4: Select " NO.2-Receive set " in the system set



Step5: Select NO.1- "Answer mode" - "ok"

Step6: Select No.2 "Phone mode" ,and it will be done.



S

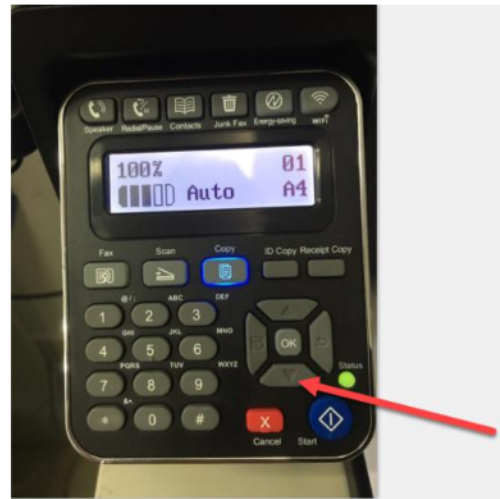
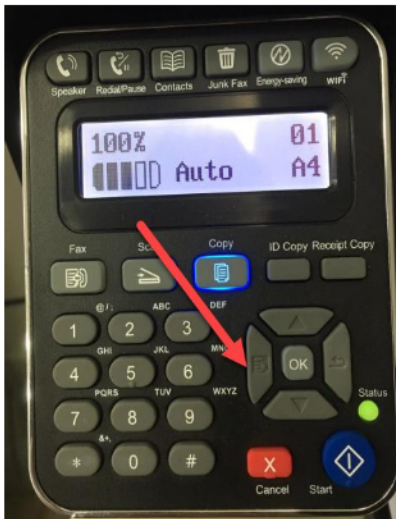
Note: • In the phone mode, you have 3 ways to receive a fax:

- 1) Press the Start button on the Control Panel and the machine starts to receive the fax;
- 2) Take the phone handle or press the Speaker button on the Control Panel and press the Start button for the machine to start receiving the fax;
- 3) Use the remote receiving mode (applies only to external telephone operations) to press "*90" on the extension panel when the phone is taken and the machine starts to receive the fax.

41. How to Set the Time Zone Format

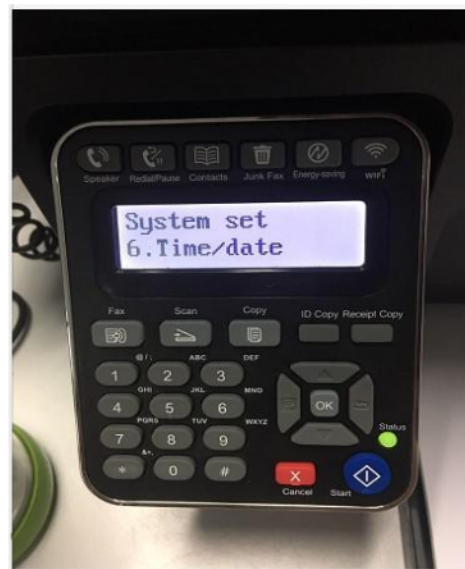
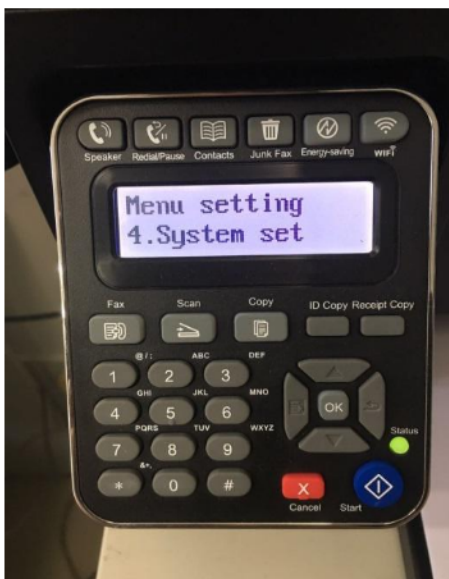
Step1: Select menu on the below control panel

Step2: Please choose "page down" to select



Step3: Select 'NO.4-system set' in the menu setting

Step4: Select "NO.6-Time/date" in the system set



Step5: Select NO.5- "Time format" - "ok"

Step6: Select "12H or 24H" format in the Time format.

