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## WI-FI Settings:

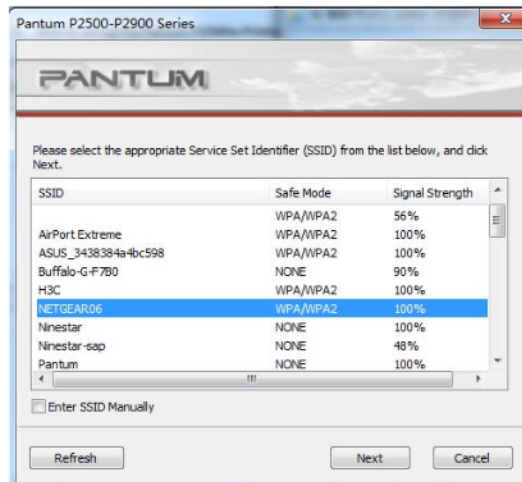
### 1. How to set up my Pantum P2500w Printer to a Wireless Network easily?

Here is the installation step:

1) Setup interface.



2) Choose the WIFI name.



3) Input WIFI Router Password.

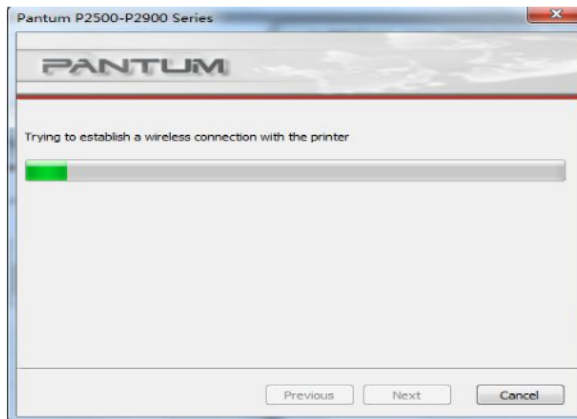


4) make sure USB Cable is connected with PC & Printer.



5) Connecting WIFI.

6) Connecting Successful.



7) Setup printer WIFI.



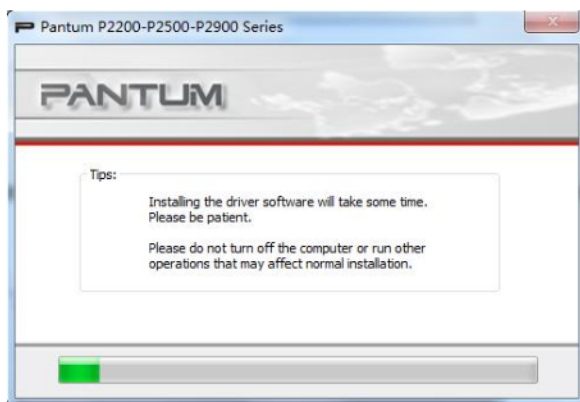
8) WIFI Setup successful.



9) Installing printer driver.

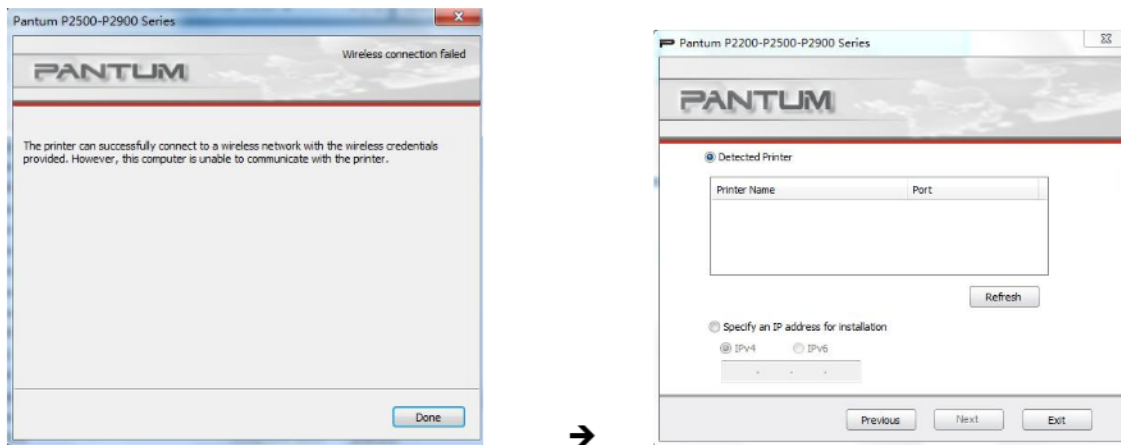


10) Installation complete.

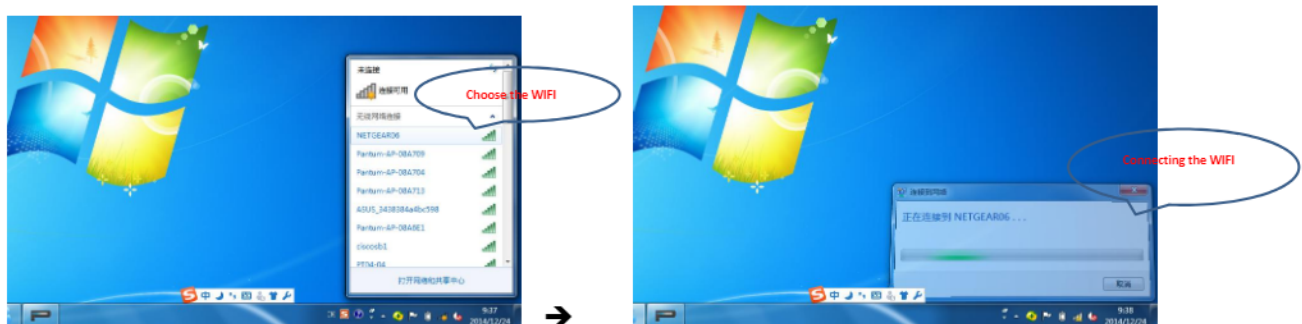




- **Note :** About WIFI setup is regarding printer , please make sure your PC is connecting the same WIFI router , otherwise step 6 will be failure like below :



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 .

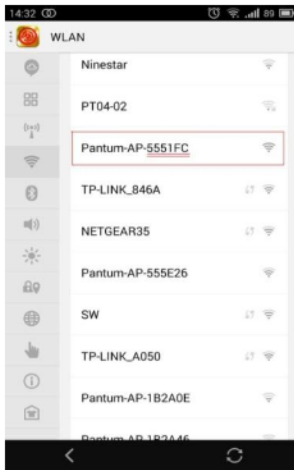


## 2. How do I setup a password for my WI-FI Connection?

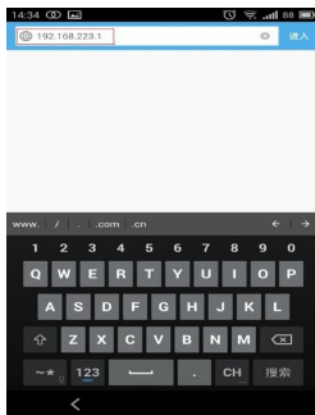
**Step1:** Make sure P2502W printer is power on.

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

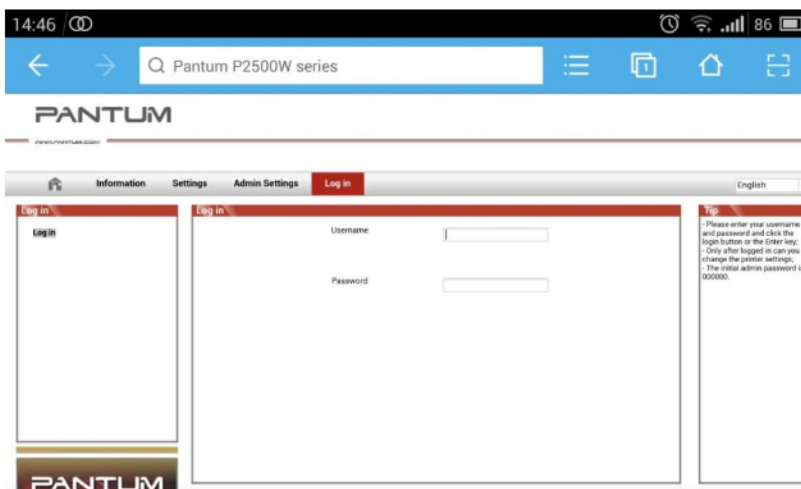
- The SSID is start with” Pantum-AP”, and follow with number and character string.



**Step3:** Visit the Printer Web page via browser, Printer default address is 192.168.223.1



**Step4:** Enter the printer web page, choose “Log in” Tap.

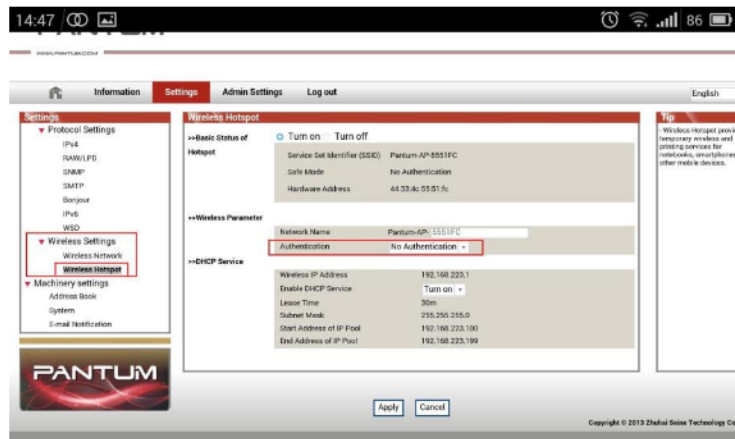


**Step5:** Input default user name: *admin*, Default password: *000000*. And Login.

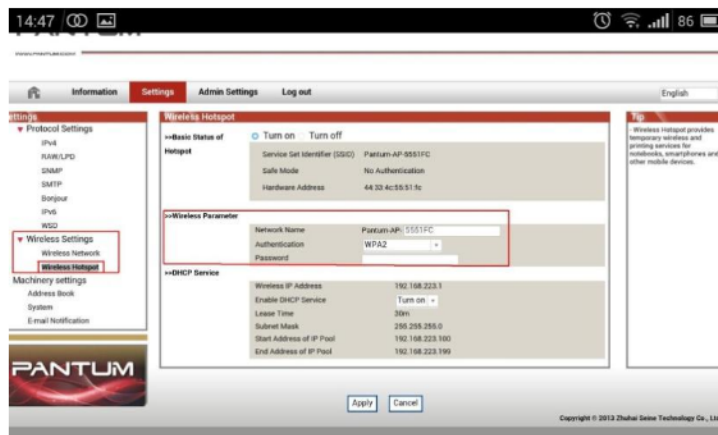


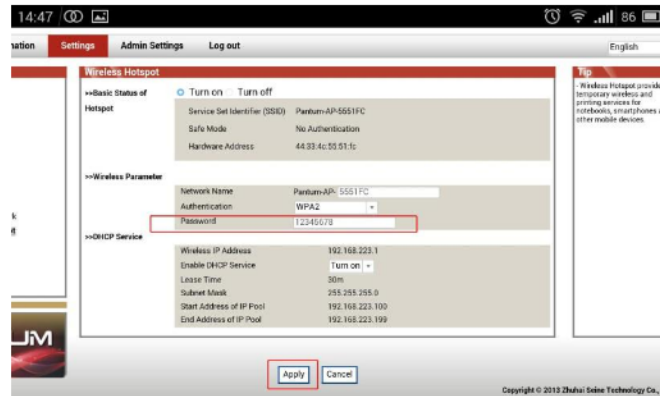
**Step6:** Select “settings” Tap → wireless settings→ wireless Hot spot.

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:

- Turn off the printer power switch.
- Press the “cancel / continue” button until the printer turn on and enter standby mode. ( It will take 5 seconds with pressing the button)



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

Download APP on Android device → Switch on printer → Connect printer hot spot →  
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 hot spot → Select a file → Setup and print

### **5. Does my Pantum P2500W works on Windows Mobile?**

No, P2500W does not support Windows Mobile.

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

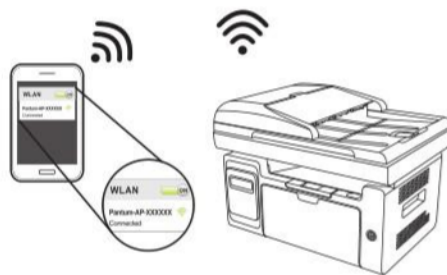
About the PDF printing, it cannot print it directly. And we suggest customers who can download an app from Google store called 'Mopria'.

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

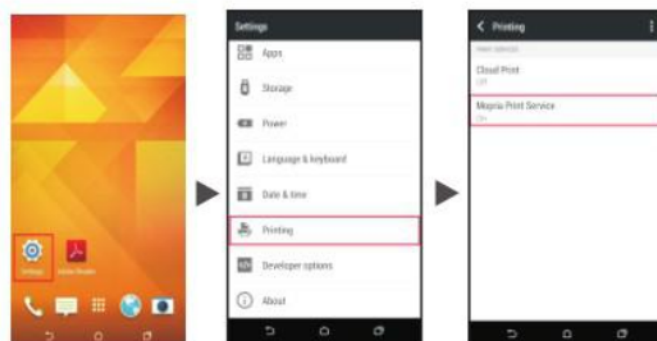
**Step2:** Turn on the printer



**Step3:** Connect to the printer hot spot




**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.



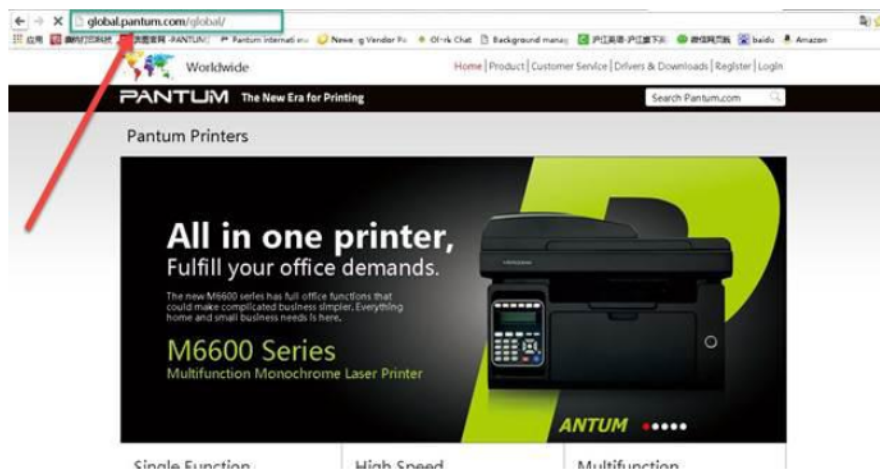
## 7. Where can I download the soft wares and drivers for my printer P2500W?

Here is the Download Link:

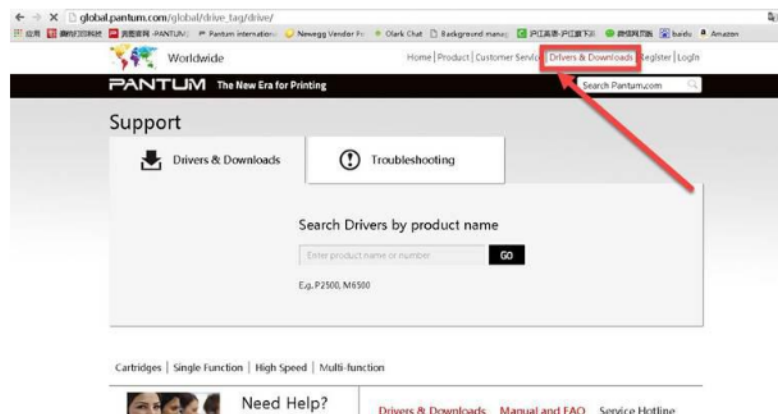
<http://global.pantum.com/global/drive/2500w/>

**Step1:** Please log in our website:

<http://global.pantum.com/global/>

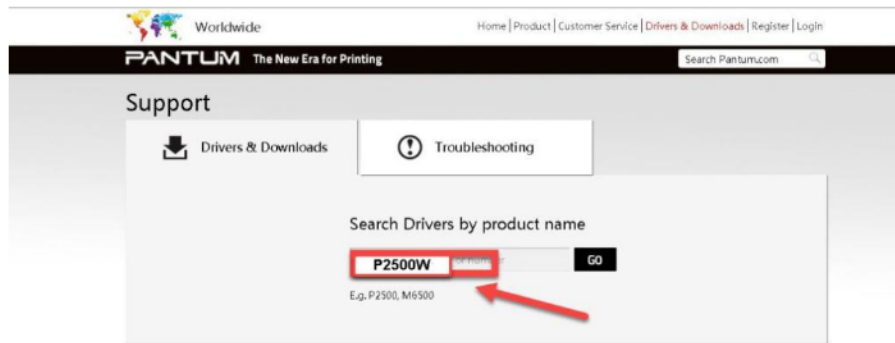


**Step2:** Please chose “Drivers &Downloads”, the picture will be shown as below:

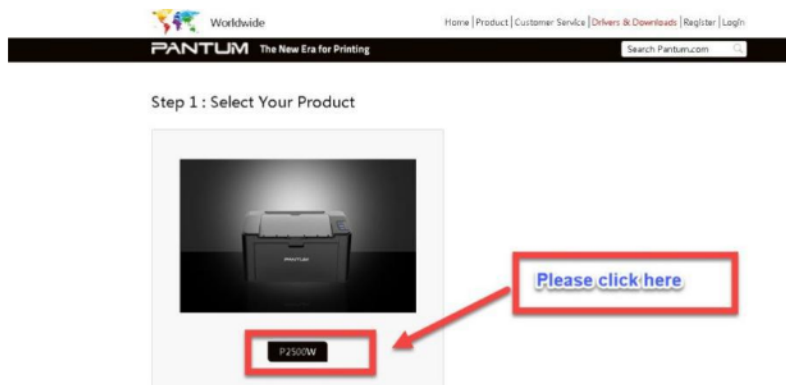




**Step3:** Please enter your model of your printer in the blank, the picture will be shown as below:



**Step4:** Please click the P2500W in the below picture:



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



**8. When I connect the printer with PC by WI-FI, Why it need more than 5 minutes from I send the order until it finally print out?**

**Step1:** Reset the printer

- a) Turn off the printer power switch.
- b) Press the “cancel / continue” button until the printer turn on and enter standby mode.  
(It will take 5 seconds with pressing the button)



**Step2:** Re-install the driver again.

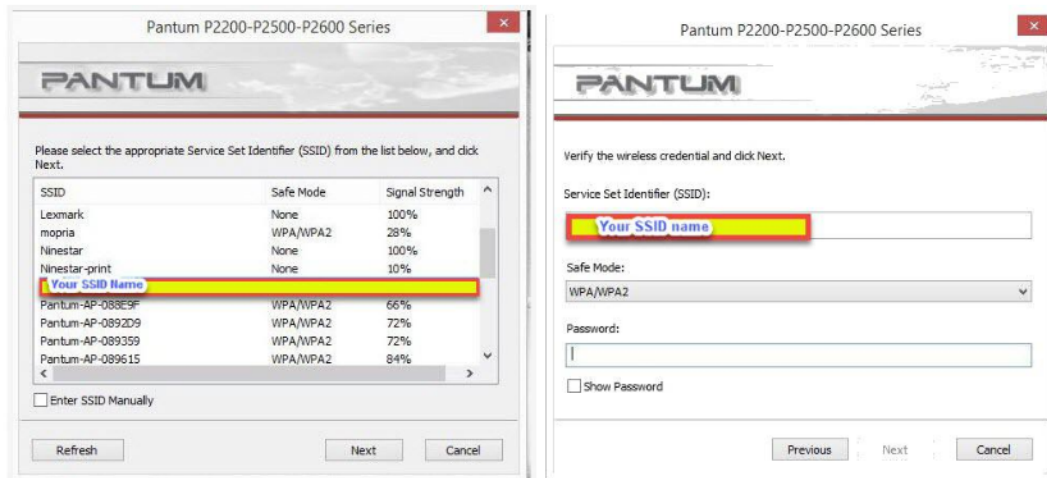
**9. How to solve the wireless Connection Failed when it showed "The printer cannot connect to any wireless network with the wireless credentials provided".**

**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 (Press the "continue/cancel" button for 4 seconds, then it can print). And please change your IP address the same with your configuration page

P2500W Series

PANTUM

[WiFi Configuration Information]

[Page 3]

Basic Information

Wireless Status	:On
Communication Mode	:Basic Connection Mode
Network Name(SSID)	:belkin.f6e
BSSID	:
Authentication Type	:WPA2_PSK

Wireless Hotspot Information

Wireless	:On
SSID	:Pantum-AP-55511A
Hotspot IP Address	:192.168.223.1
Subnet Mask	:255.255.255.0
DHCP Service Status	:On
Starting Address for IP Address Pool	:192.168.223.100
Ending Address for IP Address Pool	:192.168.223.199
Lease Time	:30m
Primary DNS Server Address	:192.168.223.1
Secondary DNS Server Address	:0.0.0.0
Authentication Type	:None

## 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?

Press “continue /cancel” button on interface for 3 seconds to print out configuration page, and there is the information.

P2500W Series		PANTUM
[Printer Information Page]		[Page 1]
Printer Information		
Product Name	:Pantum P3100DL	
USB Vender ID	:232B	
Firmware Version	:1.0.1.7	
Memory Size	:128MB	
Printing Mode	:GDI	
Product Serial No.	:AA2A000000	
Cartridge Information		
Cartridge Model	:PD-210	
Remaining Amount of toner	:0%	
Actual Pages Printed	:0	
Average Coverage	:0%	
Expected Pages Printed	:0	
Print Information		
Total Pages Printed	:564	
Pages Printed With Different Paper Types		
A5	:1	
A4/LETTER	:512	
Legal/Folio	:1	
B5/Executive	:1	
Others	:49	

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

Press “continue /cancel” button on interface for 3 seconds to print out configuration page, and there is the information.

P2500W Series

PANTUM

[Printer Information Page]

[Page 1]

Printer Information

Product Name	:Pantum P3100DL
USB Vender ID	:232B
Firmware Version	:1.0.1.7
Memory Size	:128MB
Printing Mode	:GDI
Product Serial No.	:AA2A000000

Cartridge Information

Cartridge Model	:PD-210
Remaining Amount of toner	:0%
Actual Pages Printed	:0
Average Coverage	:0%
Expected Pages Printed	:0

Print Information

Total Pages Printed	:564
Pages Printed With Different Paper Types	
A5	:1
A4/LETTER	:512
Legal/Folio	:1
B5/Executive	:1
Others	:49

## 13. What are the cartridge models for P2500 series printer?

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

1000 standard Page Yield: PA/PB/PC-210S (“A, B, C “models depend on countries)

## 14. Why the second 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.



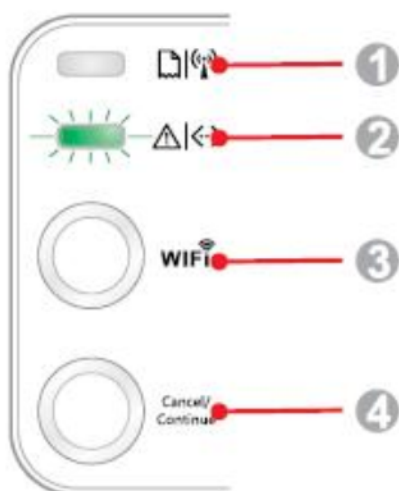
## 16. Print jobs stuck in paper curve. What should I do?

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. What does the Blinking Lights notifications mean?

1, the first LED is indicating paper and WIFI status, the second LED is indicate printer and toner cartridge status;

2, Green light means normal, Red light means error, orange (just the second LED has) mean toner low or empty.



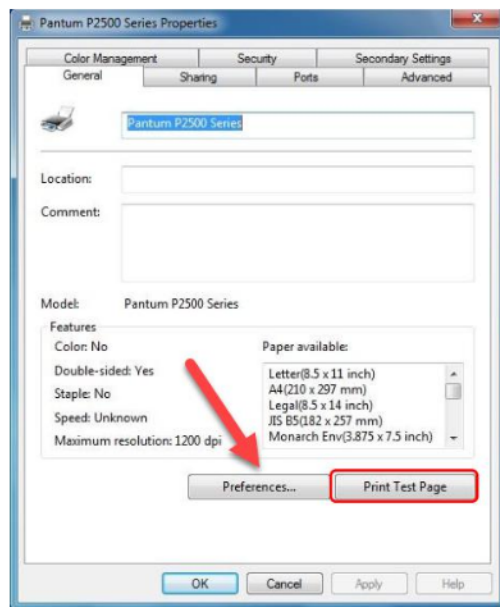
Serial No.	Name
1	Multi-colored LED1 indicator
2	Multi-colored LED2 indicator
3	Wi-Fi search button
4	Cancel/Continue button

## 18. How to cancel the “duplex printing”?

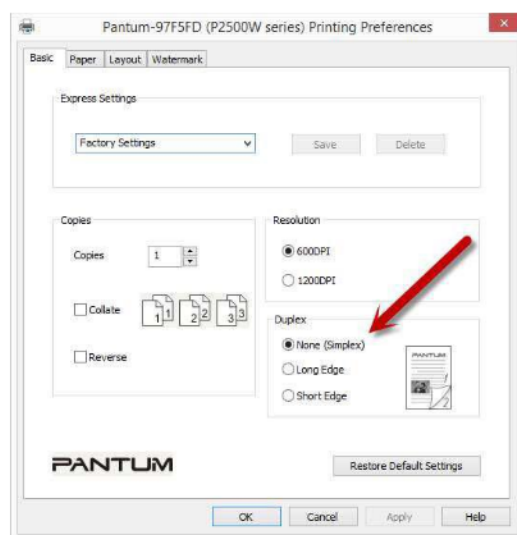
Please change your printer's properties as below steps.

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

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



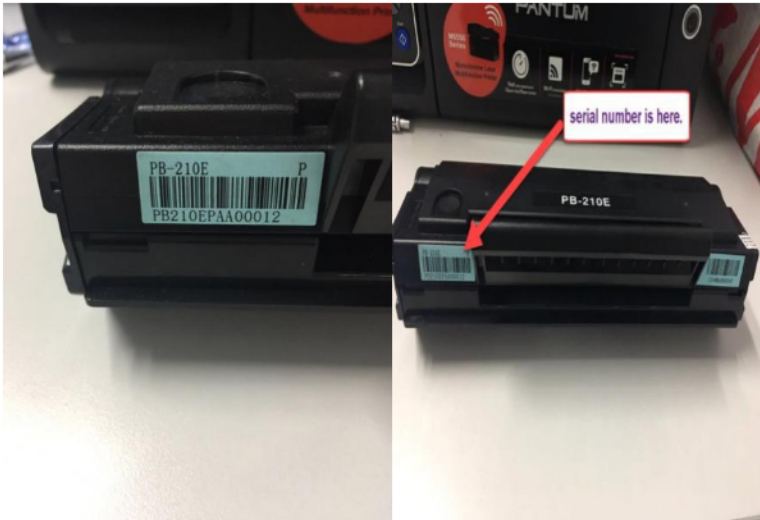
**Step3:** Please choose ‘NONE’ in duplex printing.





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

Please check with below pictures:



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

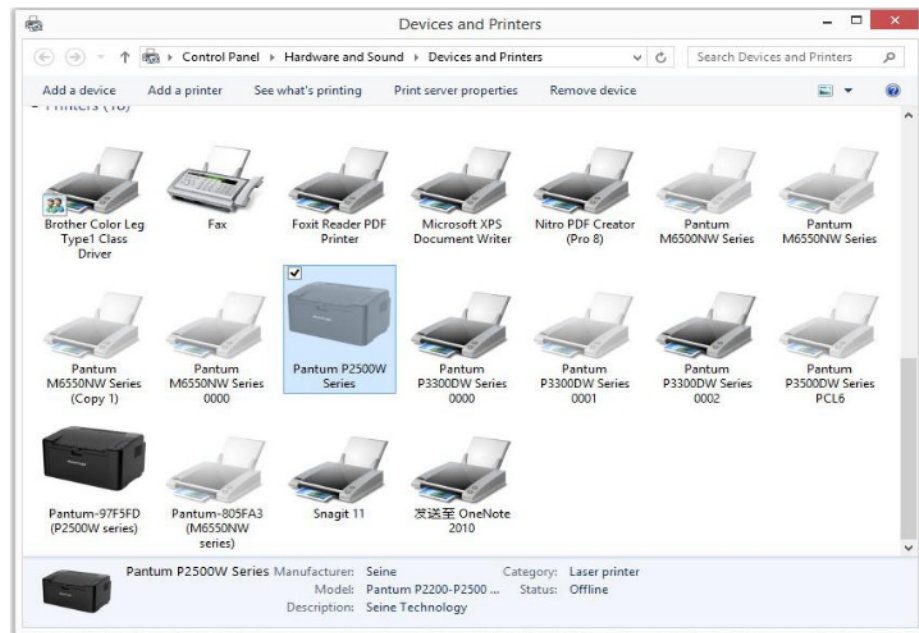
Please check with below pictures



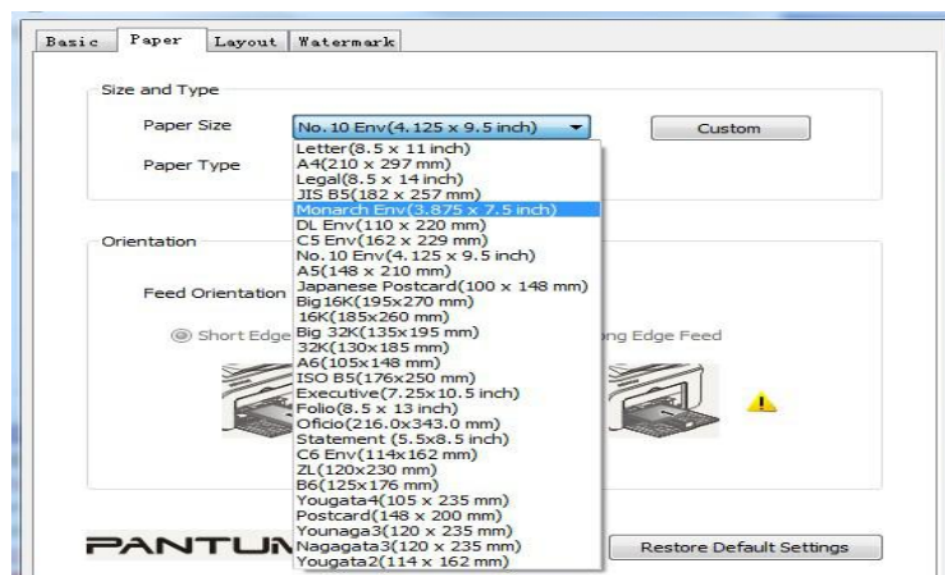
## 21. How to adjust letter format in the printing document.

**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 :

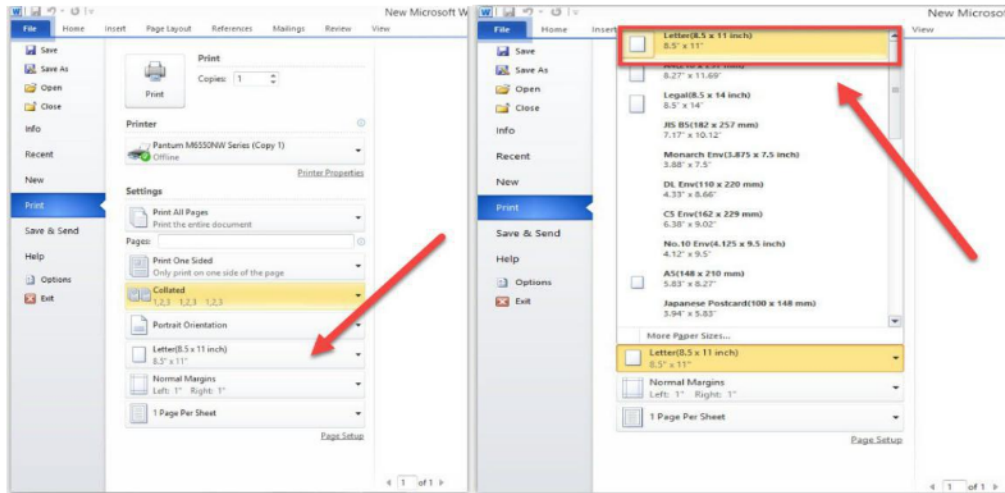
- a. Please double click your model of your printer in the 'Devices and Printers'









- 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.

























## LED1 Status Indication

Serial No.	Paper/Wi-Fi Multi-colored LED1 Status Indication	Status Description (For printers with USB+Wi-Fi interface)	Status Description (For printers with USB interface)
1		No Wi-Fi connection, no paper error, sleep mode LED1 off	No WiFi connection, no paper error, sleep mode LED1 off
2		Searching Wi-Fi, no indication of paper error LED1 with green light flashing slowly	N/A
3		Connecting Wi-Fi..., no indication of paper error LED1 with green light flashing quickly	N/A
4		Successful Wi-Fi connection, no paper error LED1 with green light staying on	N/A
5		Paper Jam Error LED1 with red light staying on	Paper Jam Error LED1 with red light staying on
6		Paper shortage in printing, or failed in feeding LED1 with red light flashing quickly	Paper shortage in printing, or failed in feeding LED1 with red light flashing quickly

## LED2 Status Indication

Serial No.	Data/Cartridge Multi-colored LED2 Status Indication	Status Description (For printers with USB+ Wi-Fi interface and the ones with USB interface only)
1		Starting and warming up the printer, waking up and warming up the printer, and warming up the printer by opening and closing its cover. LED2 with green light flashing slowly
2		The printer is ready LED2 with green light staying on
3		Sleep LED2 with green light on and flashing slowly
4		Printing Multi-colored LED2 with green light flashing quickly
5		Alarming for toner low LED2 with orange light on and flashing quickly
6		Cartridge error (not installed, mismatch, expired) LED2 with orange light staying on
7		Serious printer error (heating roller abnormalities, laser motor abnormalities, communication error, opened cover, etc.) LED2 with red light staying on
8		A job is cancelled via the panel LED2 with light flashing quickly

## Indication of LED1 and LED2 Combination Status

Serial No.	Status		Status Description
	Paper/Wi-Fi (Multi-colored LED1)	Data/Cartridge (Multi-colored LED2)	
1			Paper jam, the printer is ready LED1 with red light staying on, LED2 off
2			Paper jam during printing LED1 with red light staying on, multi-colored LED2 off
3			Paper jam, alarming for toner low LED1 with red light staying on, LED2 off
4			Paper jam, cartridge error (not installed, mismatch, expired) LED1 with red light staying on, LED2 off
5			Paper jam, serious printer error (heating roller abnormalities, laser motor abnormalities, communication error, opened cover, etc.) LED1 off, LED2 with red light staying on
6			Paper jam, a job is cancelled via the panel LED1 off, LED2 with green light flashing quickly
7			Paper shortage in printing, or failed in feeding, only showing paper errors LED1 with red light flashing quickly, LED2 off
8			Paper shortage in printing, or failed in feeding, alarming for toner low LED1 with red light flashing quickly, LED2 off
9			Paper shortage in printing, or failed in feeding, cartridge error (not installed, mismatch, expired) LED1 off, LED2 with orange light staying on
10			Paper shortage in printing, or failed in feeding, and meanwhile, serious printer error (heat roller abnormalities, laser motor abnormalities, communication error, opened cover, etc.) LED1 off, LED2 with red light staying on
11			A job is being cancelled via the panel because of paper shortage in printing or failure in feeding LED1 with green light off, LED2 with green light flashing quickly



## 22. What is my Printer Specifications?

Function	Print only
<b>Print specifications</b>	
Print technology	Electrophotographic laser monochrome
Print speed	22 ppm (A4) / 23 ppm (Letter)
Print resolution	Max. 1,200×1,200
First print out time	Less than 7.8s
Printer language	GDI
Processor speed	600MHz
Memory	128MB
Duplex capability	Manual
Monthly duty cycle	15,000 pages
Recommended monthly page volume	700 pages
<b>Paper handling</b>	
Paper input capacity	150pages(standard paper 80g/m <sup>2</sup> (20lb bond))
Paper output capacity	100pages(standard paper 80g/m <sup>2</sup> (20lb bond))
Media types	Plain, Thick, Transparency, Cardstock, Label, Envelope, Thin
Media sizes	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, Oficio, Big 16k, 32k, 16k, Big 32k, ZL, Yougata4, Postcard, Younaga3, Nagagata3, Yougata2
Media weight	60~163g/m <sup>2</sup>
<b>Paper handling manual feed slot</b>	
Media type	Plain, Preprinted, Recycled, Transparency, Card stock, Label, Envelope, Kraft paper
Media size	75mm×148mm to 216mm×356mm
Media weight	3"×5.8" to 8.6"×14.2"
Paper input capacity	1 Page

General	
Acoustic	Printing: 52dB Standby: 30dB
Operating humidity range	20% - 80%
Power models	110V Model: AC100~127V ( $\pm 10\%$ ); 50Hz/60Hz; 6A 220V Model: AC220~240V (-15%,+10%), 50Hz/60Hz; 3A
Operating temperature range	10-32°C (50°F-90°F)
Power consumption	Printing: Average 350W Ready: 38W Sleep Mode: Less than 6 W
Weight (w/o cartridges)	4kg (8.82lbs) / 4.75kg (10.47lbs)
Dimensions (W×D×H)	337 x 220 x 178 mm (13.27 x 8.66 x 7.01 inch)
Operating systems compatibility	Microsoft Windows Server 2003/2008/2012/XP/Vista/Win7/Win8/Win8.1 (32/64 Bit) Mac OS 10.6/10.7/10.8/10.9 Linux
Supplies	
Toner Cartridge	P*-210 Series Standard capacity (1,600 pages)
What's in the box ?	
What's in the box ?	Printer x 1 / 700 page starter cartridge x 1 / USB interface cable x 1 / Power cord x 1 / CD-ROM x 1 / Quick setup guide x 1

## 23. What kinds of paper can I use in my Pantum P2500W?

Paper handling	
Paper input capacity	150pages(standard paper 80g/m <sup>2</sup> (20lb bond))
Paper output capacity	100pages(standard paper 80g/m <sup>2</sup> (20lb bond))
Media types	Plain, Thick, Transparency, Cardstock, Label, Envelope, Thin
Media sizes	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, Oficio, Big 16k, 32k, 16k, Big 32k, ZL, Yougata4, Postcard, Younaga3, Nagagata3, Yougata2
Media weight	60~163g/m <sup>2</sup>
Paper handling manual feed slot	
Media type	Plain, Preprinted, Recycled, Transparency, Card stock, Label, Envelope, Kraft paper
Media size	75mm×148mm to 216mm×356mm
Media weight	3"×5.8" to 8.6"×14.2"
Paper input capacity	1 Page

## Printer Compatible versions:

**24. 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

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

Yes, Ubuntu 12.0.4.and Ubuntu 14.0.4

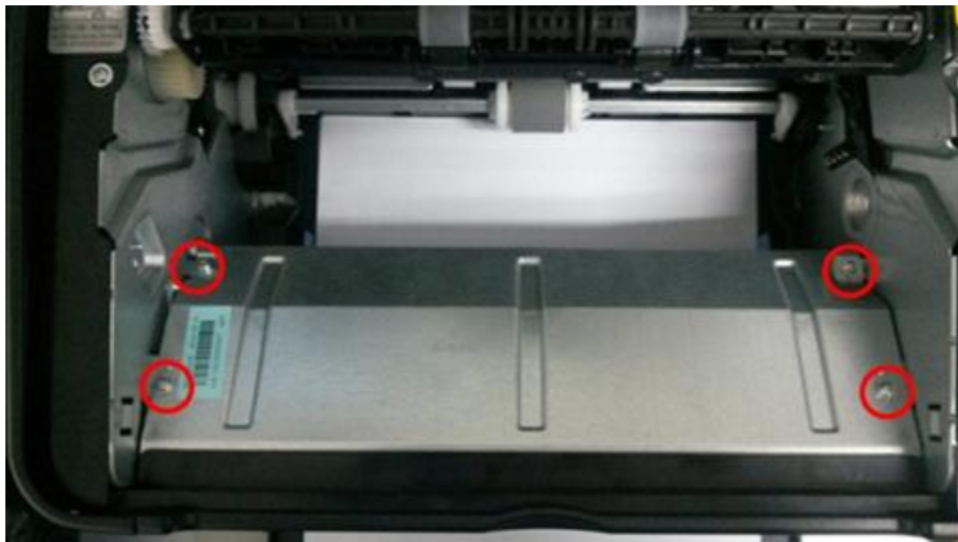
**26. Could I download the APP from Google Play?**

Yes, you could download it from Google Play.

### ***Normal Printer Issue:***

**27. 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.)



## **28. Why the printer could not feed paper successfully?**

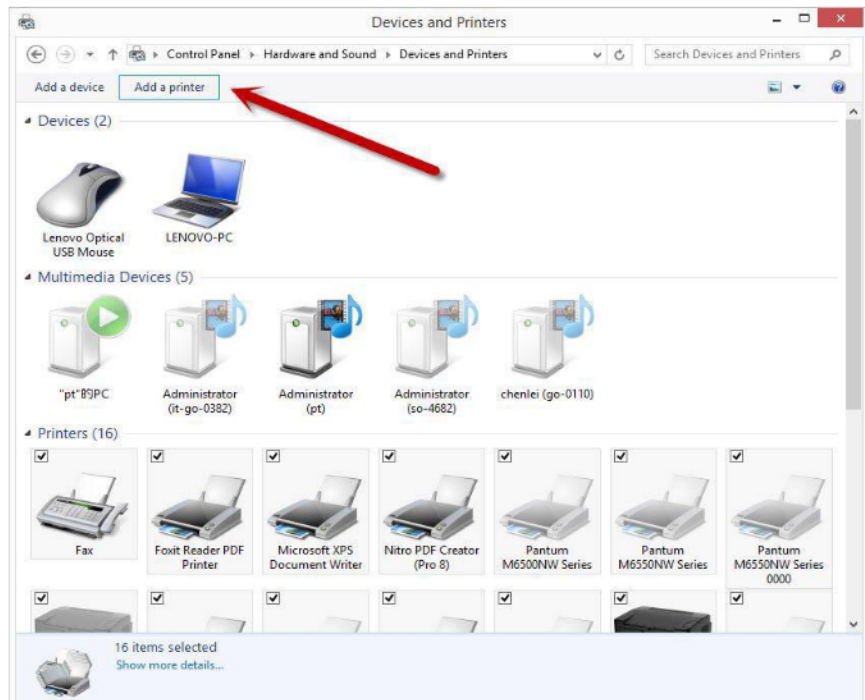
There are three possible reasons as below:

- 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.

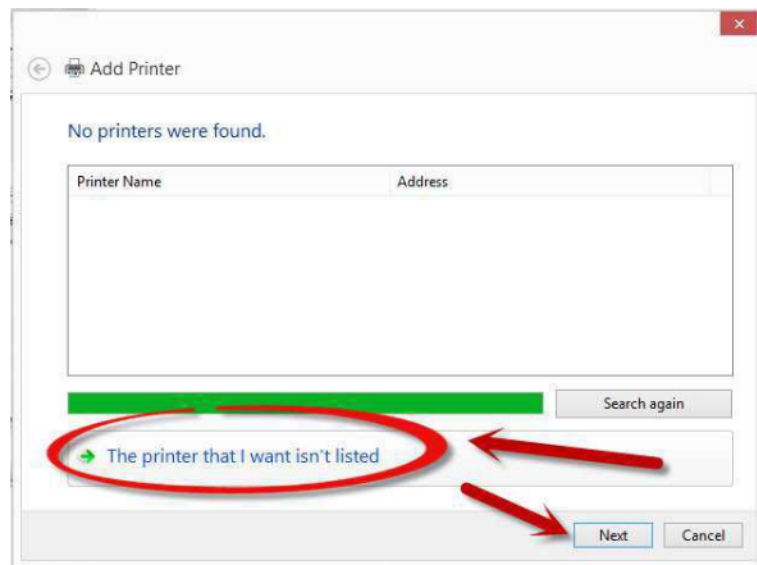
## **29. How to “add a printer “by manually**



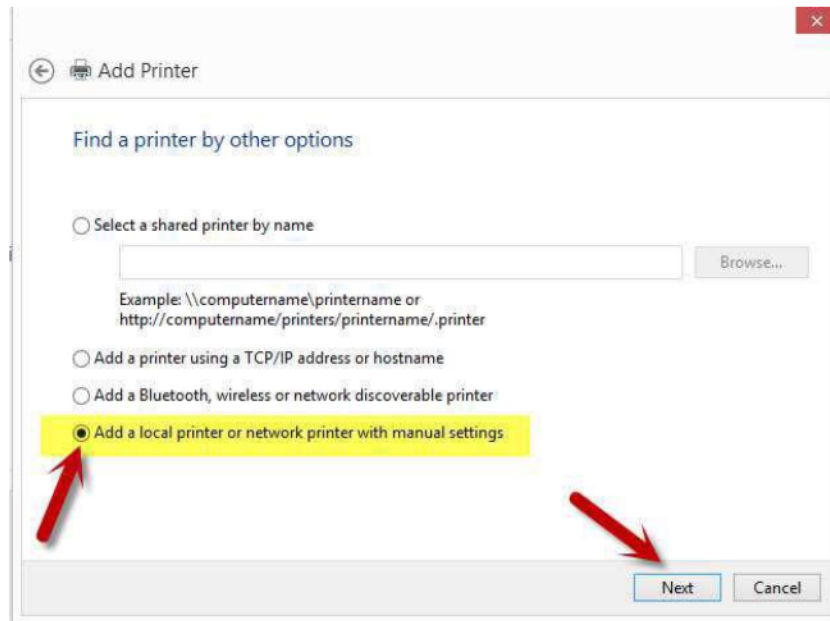
**Step1:** Click “add a printer” in the ‘Devices and Printers’



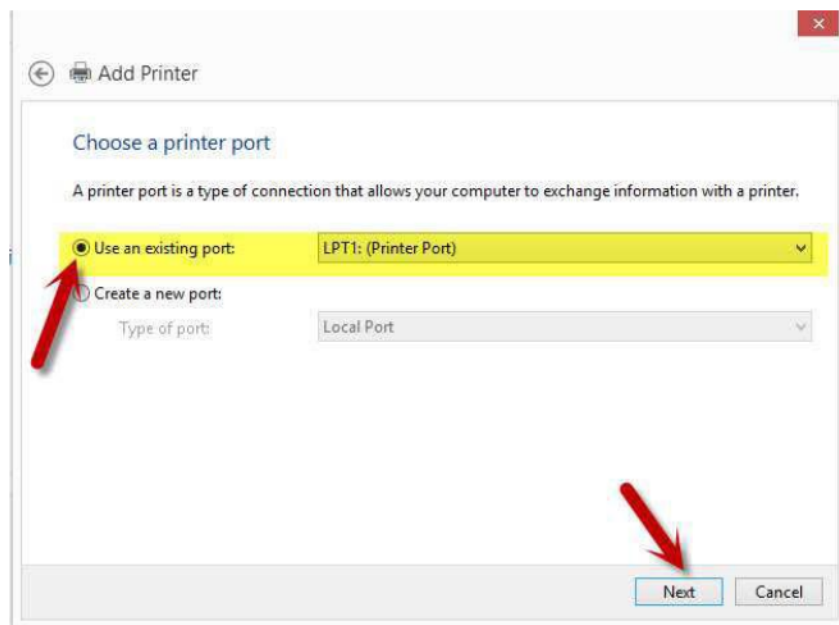
**Step2:** Please chose “the printer that I want isn’t listed” and chose ‘next” , it will be shown as below:



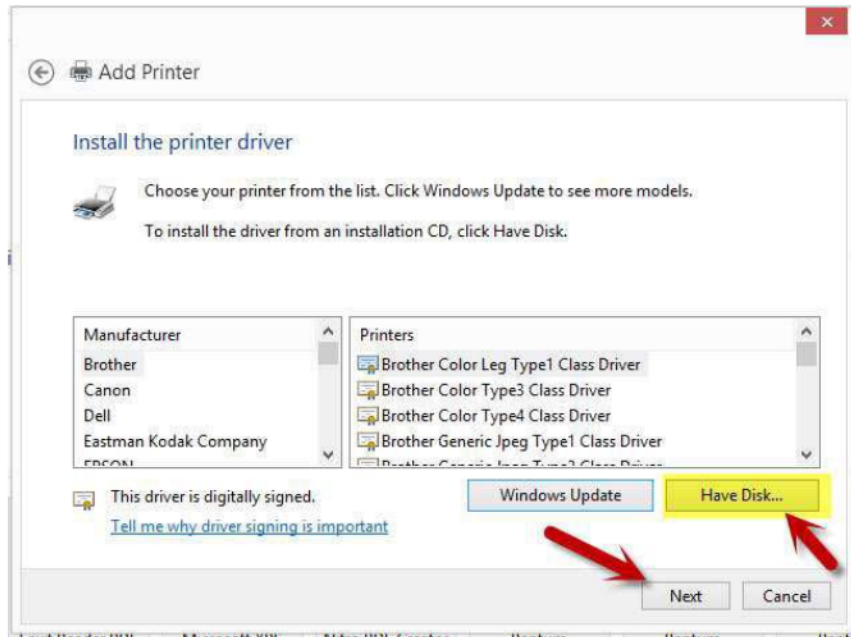
**Step3:** Please chose” adds a local printer or network printer with manual settings” and chose “Next”, it will be shown as below:



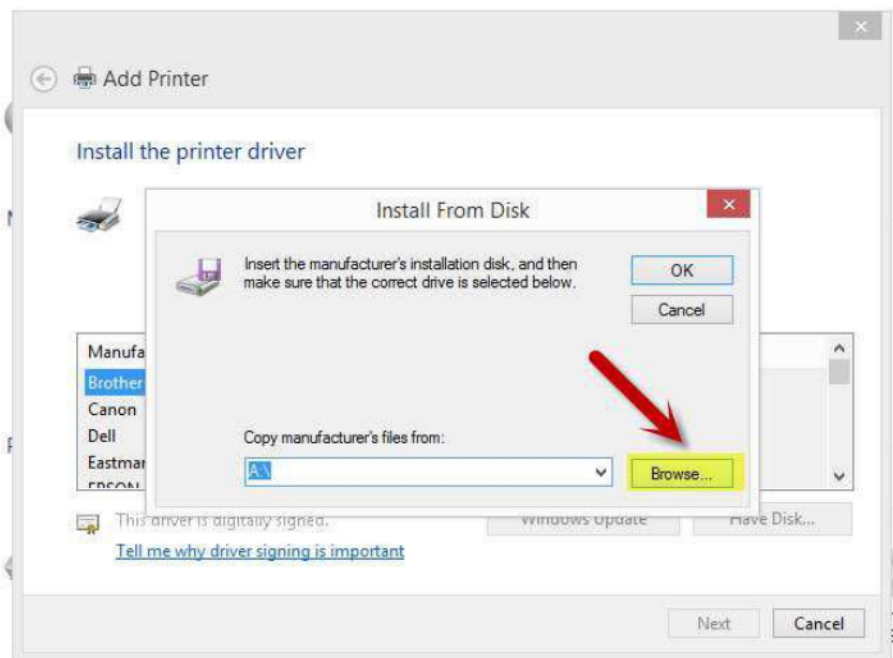
**Step4:** Please chose “Use an existing port” and select “Next”, it will be shown as below:



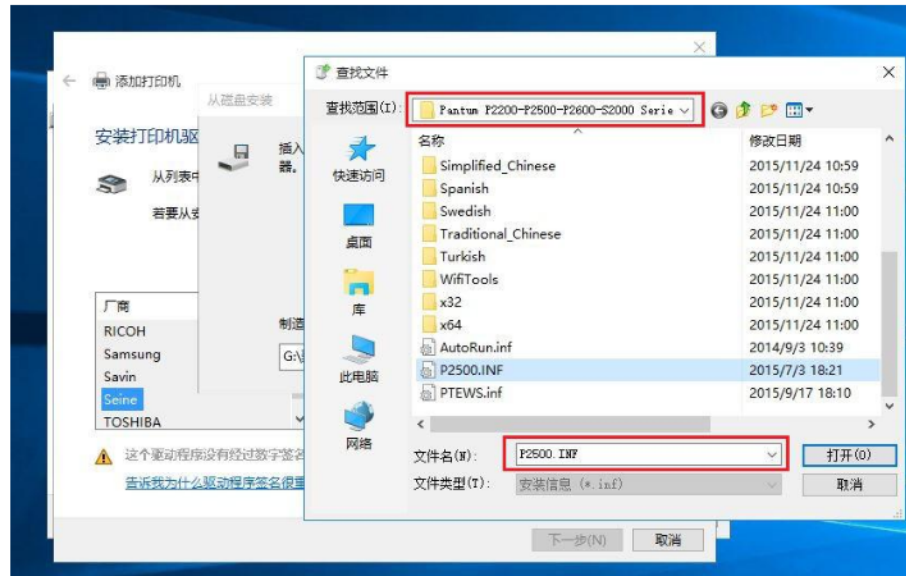
**Step5:** Please chose ‘have disked” and click “Next”, it will be shown as below:



**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 finish to installation automatically after you pull up the printer's USB cable.

### 30. 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.

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

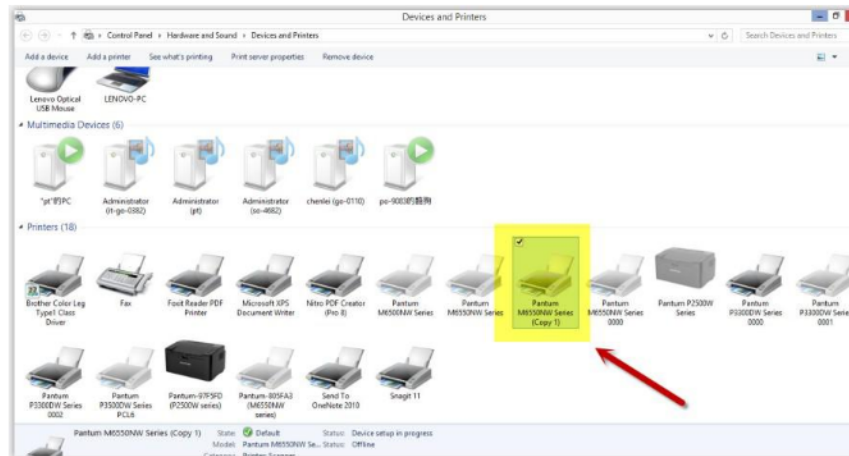
"Printer cannot be configured because printing port is on used." it may cause by PC port is abnormal.

We suggest that you can check with below steps:

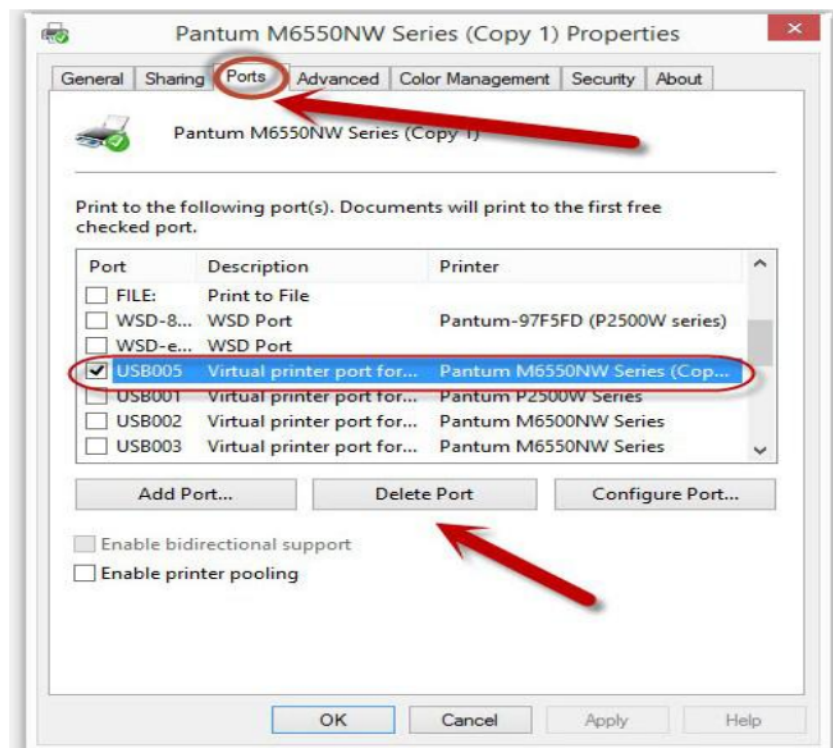
**Step1:** Change to another PC port then reconnects to the printer and reinstall the driver.

**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 re-install 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 re-install the driver.



## 32. 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 thumbs up [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](#)

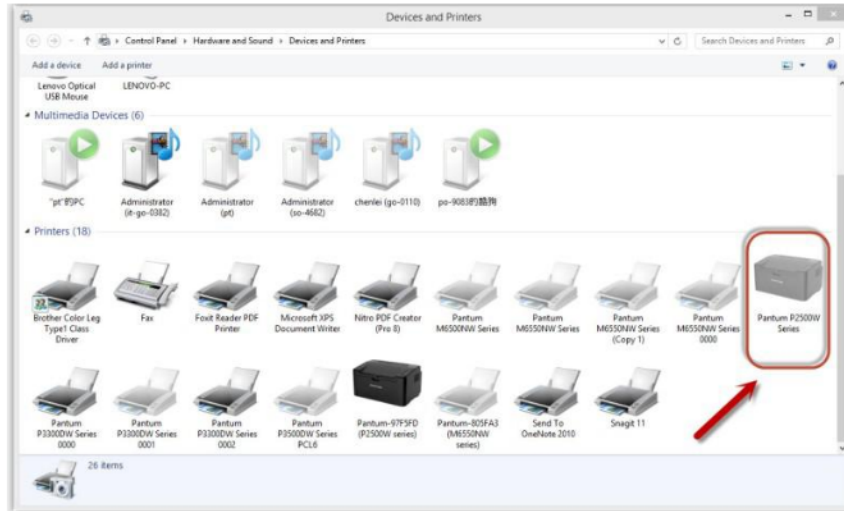
Everyone's Tags: [HP Color LaserJet CP121...](#) [View All \(1\)](#)



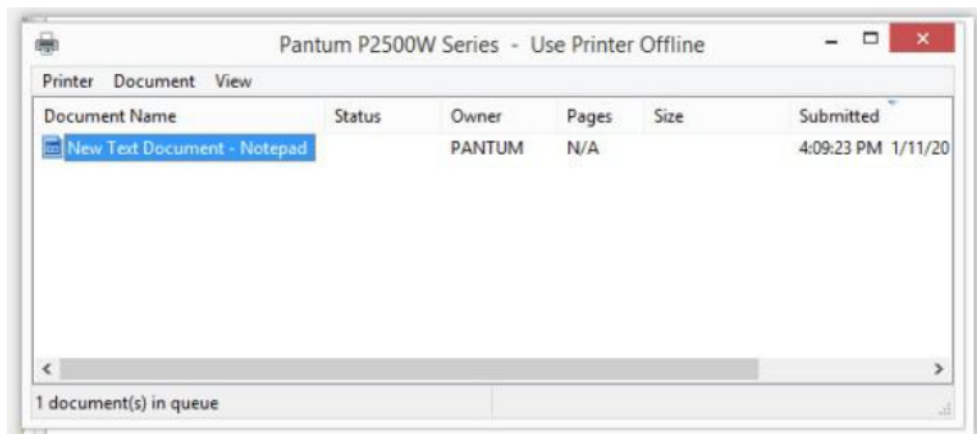
### 33. How to cancel a printing job in the queue?

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:



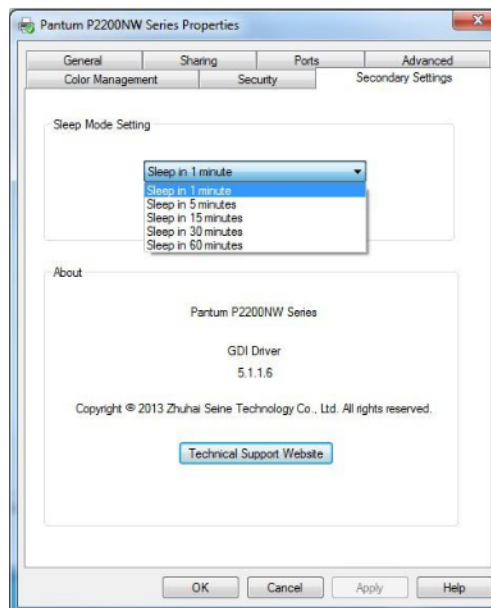
**Step2:** Please right click the printing task that you want to stop. It will be shown as below:



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

### 34. 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. Please check with below picture:



### 35. How to get the printer to print darker?

It will be changed in the printer's proprieties-----"Layout" -----"Effect" --"Dark"

