

# User Guide

Pantum PT14C1A Series  
(CP2100 Series)  
Color Laser Printer

**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](http://www.pantum.com)).

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Version: V2.1

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# Safety Precautions

## Disconnect the power supply

The product should be placed close to or easily accessible to power sockets, so as to allow easy disconnection of power supply!

## Laser Safety

The laser radiation is harmful to the human body. Since laser components are completely sealed in the printer, laser radiation will not leak. To avoid laser radiation, please do not randomly disassemble the printer!

Caution – Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

The printer follows the provisions of Class 1 laser products under CFR standard.



The printer has a Class 3B laser diode, which has no laser radiation leakage among laser components. The laser components shall comply with the requirements of: U.S. Code of Federal Regulations, 21 CFR 1040, IEC 60825-1.

The following label is attached to the laser components inside the printer:



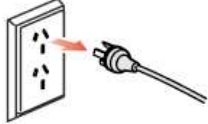



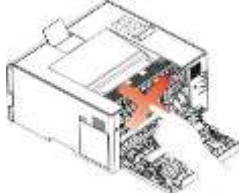




or



## Safety Warning

Please note the following safety warnings before using the printer:

 <b>Warning</b>		
	There is high-voltage electrode inside the printer. Before cleaning the printer, make sure the power is turned off!	
	Plugging and unplugging the power cord plug with a wet hand can result in an electric shock.	
	The fuser unit is hot when and after printing. Touching the fuser unit (the shaded area as shown) may cause burns!	
	The fuser unit is attached with a high temperature warning label. Please do not remove or damage this label.	

## Safety Information

### Conventions

CAUTION: A caution indicates a potentially hazardous situation that could injure you.

Note: A note indicates the information that could help you or something that could damage the product hardware or software.

Different types of caution statements include:



CAUTION - POTENTIAL INJURY: Indicates a risk of injury.



CAUTION - SHOCK HAZARD: Indicates a risk of electrical shock.



CAUTION - HOT SURFACE: Indicates a risk of burn if touched.



CAUTION - TIPPING HAZARD: Indicates a crush hazard.



CAUTION - PINCH HAZARD: Indicates a risk of being caught between moving parts.



CAUTION - ROTATING FAN BLADES: Indicates a risk of being lacerated by moving fan blades.

### Disclaimer



CAUTION - POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.



CAUTION - POTENTIAL INJURY: To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.



CAUTION - POTENTIAL INJURY: Do not use this product with extension cords, multioutlet power strips, multioutlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.



CAUTION - POTENTIAL INJURY: Do not use this product with an inline surge protector. The use of a surge protection device may result in a risk of fire, property damage, or poor printer performance.



CAUTION - SHOCK HAZARD: To avoid the risk of electrical shock, do not place or use this product near water or wet locations.



CAUTION - SHOCK HAZARD: To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections during a lightning storm.



CAUTION - POTENTIAL INJURY: Do not cut, twist, bind, crush, or place heavy objects on the power cord. Do not subject the power cord to abrasion or stress. Do not pinch the power cord

between objects such as furniture and walls. If any of these things happen, it could result in a risk of fire or electrical shock. Inspect the power cord regularly for signs of such problems. Remove the power cord from the electrical outlet before inspecting it.



**CAUTION - SHOCK HAZARD:** To avoid the risk of electrical shock, make sure that all external connections (such as Ethernet) are properly installed in their marked plug-in ports.



**CAUTION - SHOCK HAZARD:** To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices after setting up the printer, turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, turn them off as well, and unplug any cables going into the printer.



**CAUTION - SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.



**CAUTION - POTENTIAL INJURY:** If the printer weighs more than 18 kg, then it requires two or more trained personnel to lift it safely.



**CAUTION - POTENTIAL INJURY:** When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Make sure that all covers and trays are closed.
- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has casters on its base, then carefully move it to the new location. Use caution when passing over thresholds and breaks in flooring.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Keep the printer upright.
- Avoid violent vibrations when moving.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.



**CAUTION - HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury by a hot component, allow the surface to cool before touching it.



**CAUTION - HOT SURFACE:** Some parts of the printer are still in high temperature within a short time after use. To prevent burns, please don't directly touch places labeled with high temperature warning in contact with internal components after opening the printer's front or rear cover.



**CAUTION - PINCH HAZARD:** To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, covers, trays, and covers.



**CAUTION - ROTATING FAN BLADES:** To avoid the risk of laceration from moving fan blades, turn off the printer and unplug the power cord from the electrical outlet before accessing areas marked with this symbol.



**CAUTION - POTENTIAL INJURY:** This product uses lasers. Use of controls or adjustments or performance of procedures other than those specified in the User's Guide may result in hazardous radiation exposure.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific manufacturer's components. The safety features of some parts may not always be obvious. The manufacturer is not responsible for any adverse consequences caused by using parts of other manufacturers. For services or repairs other than those described in the user document, please contact the Customer Service Center.

This product uses a printing process that heats the print media, and the heat may cause the media to release emissions. Please read and understand the section in your operating instructions that discusses the guidelines for selecting print media properly to avoid the possibility of harmful emissions.

This product may produce a small amount of ozone during normal operation, and may be equipped with a filter designed to limit ozone concentrations to levels well below the recommended exposure limits. To avoid high ozone concentration levels during extensive usage, install this product in a well-ventilated area and replace the ozone and exhaust filters if instructed to do so in the product maintenance instructions. If there are no references to filters in the product maintenance instructions, then it is not required to replace the filter for this product.

Please keep these safety instructions.

# Precautions

## Precautions before Using the Printer:

1. Read and understand all instructions;
2. Familiarize yourself with the basic principles associated with operating electrical appliances;
3. Comply with all warnings and instructions marked on the equipment or specified in the manual supplied with the equipment;
4. If the operating instructions conflict with the safety information, please refer back to the safety information, as you may have misunderstood the operating instructions. If you cannot resolve the conflicts, please call the Customer Service Hotline or contact a service representative for help;
5. Before cleaning the equipment, remove the power cord from the AC power supply outlet. Do not use liquid or aerosol cleaners;
6. Please make sure that the equipment is put on a stable desktop surface to avoid serious damage caused by the falling of the equipment;
7. Do not put the equipment near a radiator, an air conditioner, or a ventilation pipe;
8. Do not put any articles on the power cord. Do not put the equipment at the place where its power cord could be stepped on by people;
9. Outlets and extension cords must not be overloaded. This may reduce performance and could result in fire or electric shock;
10. Do not allow pets to chew on the AC power cord or the computer interface cable;
11. Do not allow sharp objects piercing equipment slot, so as to avoid contact with the high-voltage device, which otherwise may result in fire or electric shock. Take care not to spill liquids onto the equipment;
12. Do not disassemble the equipment so as to avoid the risk of electric shock. Necessary repairs may only be carried out by professional maintenance personnel. Opening or removing the cover could result in an electric shock or other potential hazards. Incorrect disassembly and assembly could also result in an electric shock during future use;
13. If any one of the following occurs, disconnect the equipment from the computer and pull out the power cord from the AC wall socket and contact a qualified member of the service personnel for maintenance:
  - Liquid has been spilled into the equipment.
  - The equipment has been exposed to rain or water.
  - The equipment falls, or the cover is damaged.
  - Significant changes in the equipment's performance.
14. Only adjust the control mentioned in the instructions. Incorrect adjustment of other controls may result in damage and mean that professional maintenance personnel need to spend more time fixing it;
15. Do not use the equipment in a thunderstorm so as to avoid the risk of an electric shock. If possible, pull out the AC power cord during a thunderstorm;
16. If you continuously print multiple pages, the surface of the tray will become very hot. Take care not to touch this surface, and keep children away from this surface;
17. The signal wire of the device connected with the printer can not be connected to the outdoors;
18. Please ensure timely ventilation in case of a prolonged use or printing huge amounts of documents in a poorly ventilated room;

19. In standby status, the product will automatically enter into the power saving (sleep) mode if it does not receive any job order for a while (such as 1 minute); and it can realize zero power consumption only if it has not been connected with any external input power supply;
20. As the Class 1 equipment, the product must be connected to the power supply outlet with protective grounding line when using;
21. This product should be placed according to the shipping marks on the product package box during delivery;
22. This product is a kind of low-voltage equipment. When using this product below the specified voltage range, please refer to the product precautions or call Pantum Aftersales Service Centre, if the toner comes off the printed contents, or the equipment starts slowly;
23. This product is sold as a complete machine. The consumers can go to Pantum Aftersales Service Centre to purchase parts they need. If the product sold is inconsistent with the package list, please go to the specified Aftersales Service Centre to solve the problem;
24. Install this product in a place with the temperature between 10°C and 35°C and the relative humidity between 20% and 80%;
25. The power consumption of the product with wireless function is 8.00W / without wireless function is 2.00W in networked standby if all wired network ports are connected and all wireless network ports are activated.
26. RF Radiation Exposure Statement Caution: To maintain compliance with the RF exposure guidelines, place the product at least 20cm from nearby persons.
27. To avoid the danger of fire or electric shock, please only use the power cord provided with this product or authorized replacements approved by the manufacturer.
28. The power cord provided with this product is intended for this product only. Do not use it with other devices as it may cause fire, electric shock, or other injuries.
29. Do not use flammable sprays or combustible solvents near or inside the machine. Additionally, do not place them near or inside the machine as it may cause fire or electric shock.
30. Please keep this User Guide properly.

## Legal Information

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This symbol indicates that, at the end of your product's life, it must not be discarded as domestic waste. Instead, you should dispose of your used equipment at a designated collection point for the recycling of waste electrical and electronic equipment. Ref: EU Directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE). Please contact your distributor / supplier for further information.

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This symbol indicates that the product is applicable to indoor use instead of outdoor use.

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### European Community (EC) directives conformity

This symbol indicates that the product complies with the protection requirements related to electromagnetic compatibility and safety of electrical device (for use within a specific voltage range) in the approximate and harmonized regulations of members of Directive 2014/30/EU and Directive 2014/35/EU of the European Parliament and of the Council.



Radio Equipment Directive 2014/53/EU is only applicable to models with Wireless function.

The manufacturer of this product is: Zhuhai Pantum Electronics Co., Ltd., Building 02,06 and 08, No.888 Shengping Avenue, Pingsha Town, Zhuhai City, Guangdong Province, 519000 PR China

A declaration of conformity to the requirements of the Directives is available upon request from the Authorized Representative.

This product satisfies the Class B limits of EN 55032 / EN 55035 and safety requirements of EN 62368-1.

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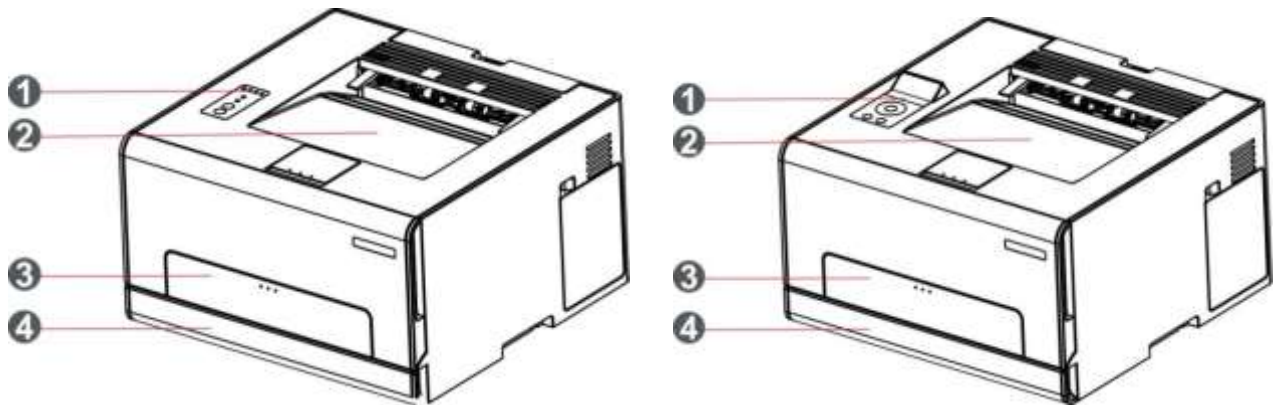
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# 01 Before Using the Printer

## Product View

### Side view

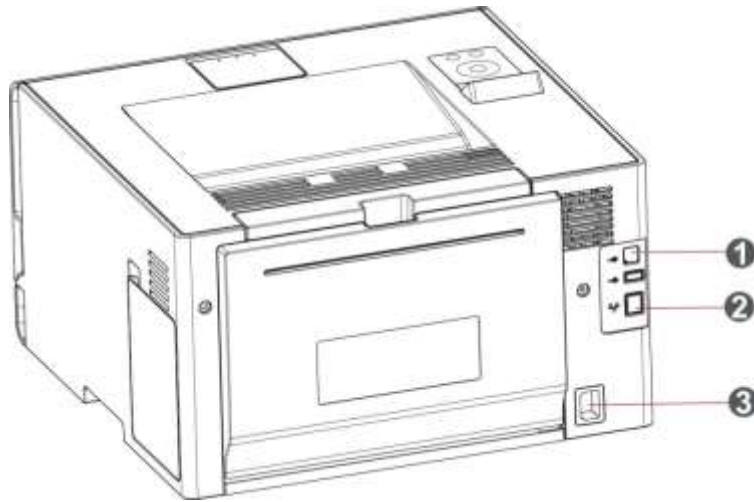


1	Control Panel	Indicate printer status to conduct set operation.
2	Standard exit	For storing the printed paper.
3	Multipurpose feed tray	For placing media to be printed in multi-purpose tray.
4	Standard feed tray	For placing the media for printing from the standard feed tray.

**Note:** • Printer appearance may vary depending on the printer model and configuration; the schematic diagram is for reference only.

## Rear View

- Note:** • To avoid loss of data or printer malfunction, do not touch the USB cable, any wireless network adapter, or the printer in the areas shown in the printing process.
- Printer appearance may differ because of various models and functions, so the schematic diagram is only for your reference.



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1	USB Interface	For connecting product to computer with USB cable.
2	Network Interface(applicable to models supporting network function)	For connecting product to network with network cable.
3	Power Interface	For connecting product to power with power cord.

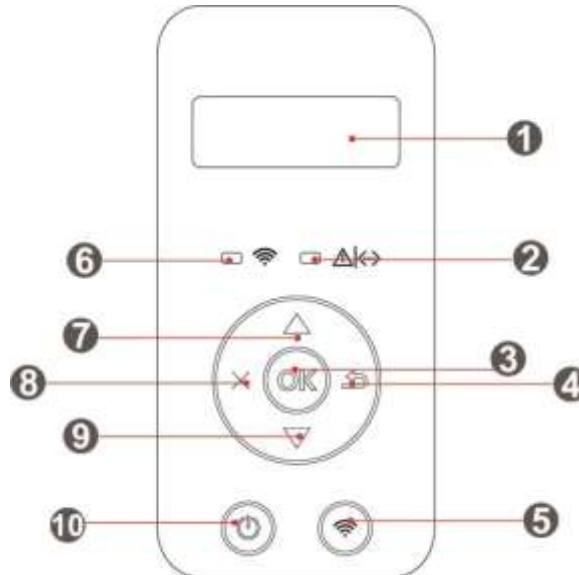
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# Control Panel

## Overview of control panel

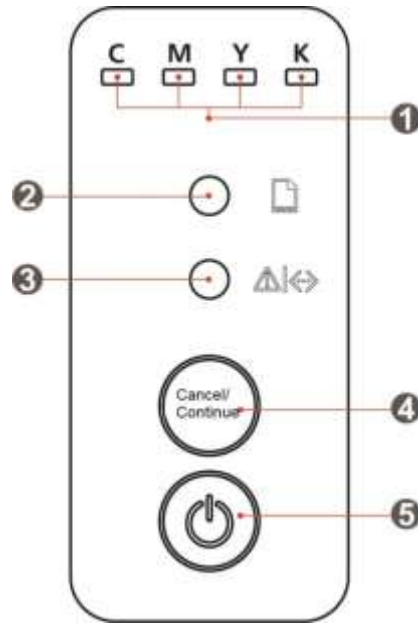
The layout of the printer control panel is shown below:

### LCD control panel



No.	Name	Functions
1	LCD Display	Display operation interface and product information.
2	Toner cartridge/status indicator	Indicate the status of toner cartridge and printer
3	OK	Confirm the selection on the screen/open the main menu on the control panel.
4	Back	Return to the previous menu.
5	Wi-Fi key/save toner key	Short press Wi-Fi button to turn on direct Wi-Fi connection of the printer and automatically print out "Mobile Device Wi-Fi Connection Wizard" page (for models with Wi-Fi function only). Long press Wi-Fi button for over 2s to start WPS when Wi-Fi is not connected or to disconnect Wi-Fi when it has already been connected (for models with Wi-Fi function only). Open save toner function(applicable to non-Wi-Fi model only).
6	Wi-Fi indicator/save toner indicator	Indicate Wi-Fi connection status (applicable to Wi-Fi model only). Indicate the on/off of save toner function (applicable to non-Wi-Fi model only).





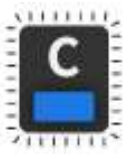
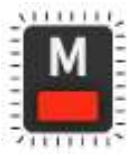
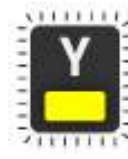
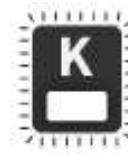




## LED control panel



No.	Name	Functions
1	Consumable status indicator	Indicate the status of consumables
2	Paper status indicator	Indicate the status of paper
3	Printer status indicator	Indicate the status of printer
4	"Cancel/Continue" button	<p>If the printer is in sleep state, press or long press this button to wake it up.</p> <p>Press and hold this button during printing to cancel the current print job.</p> <p>When the printer is in ready state, long press this button to print the information page.</p>
5	"Power" button	<ul style="list-style-type: none"> <li>• Turn on or off the printer.</li> </ul> <p><b>Note:</b> Press and hold this button for more than 2 seconds to turn off the printer.</p> <ul style="list-style-type: none"> <li>• When the printer is in ready state, short press this button, and the printer enters the sleep state.</li> <li>• When the printer is in sleep state, short press this button to wake up the printer.</li> </ul>



## Functions of consumable status indicator

### LED consumable status indicator

Status and status description	C - Cyan	M - Magenta	Y - Yellow	K – Black
Light off: Normal				
Flashing: Toner is running out				
Light on: Toner used up, no toner cartridge detected, or toner cartridge mismatched				







## Functions of paper status indicator

### LED paper status indicator







No.	Status indicators	Status	Status description
1		Die out	No paper abnormalities in the printer
2		Red indicator normally on	Abnormalities in the printer tray, such as paper jam, paper out or feed failure.

## Functions of printer status indicator




### LCD printer status indicator

No.	Status indicators	Status	Status description
1		Die out	The printer is turned off or in "Sleep" mode.
2		Green indicator normally on	Printer is ready.
3		Green indicator blinks	The printer is warming up, printing, processing, canceling, and calibrating.
4		Red indicator normally on	Printer failure.
5		Orange indicator normally on	Indicate that the printer's toner cartridge is abnormal (not found, mismatched, life expired) and that the waste toner box is full or not found.
6		Orange indicator blinks	When the printer is in a warning state (the toner in cartridge runs low or the waste toner bottle is nearly full).




### LED printer status indicator

No.	Status indicators	Status	Status description
1		Die out	The printer is turned off or in "Sleep" mode.
2		Green indicator normally on	Printer is ready.
3		Green indicator blinks	The printer is warming up, printing, processing, canceling, and calibrating.
4		Red indicator normally on	Printer failure (except for waste toner bottle failure).
5		Orange indicator normally on	The waste toner bottle is not installed in the printer, and the waste toner bottle is full.
6		Orange indicator blinks	The waste toner bottle is nearly full.

## Wi-Fi indicator/Toner Save indicator

No.	Status indicators	Status	Status description (applicable to Wi-Fi model only)	Status description (applicable to non-Wi-Fi model only)
1		Die out	Wi-Fi disconnected and sleep mode	Turn save toner state function and sleep mode
2		Green indicator blinks	Wi-Fi connecting	None
3		Green indicator normally on	Wi-Fi connected	Turn on save toner function

## Functions of power indicator

No.	Status displayed by power indicator	Status	Status description
1		Die out	The printer is powered off.
2		Always on	Printer is not in sleep state (printer ready, printing, processing, etc.).
3		Blink	The printer is in sleep state.

# 02 Paper and Print Media

## Paper Specification

Standard feed tray	Media Type	Plain paper1(70~89g/m <sup>2</sup> ), Plain paper2(90~105g/m <sup>2</sup> ),thin paper(60~69g/m <sup>2</sup> )
	Media size	A4,A5, A6,Legal,Letter,JIS-B5, ISO B5, Executive , Folio , Oficio , Statement ,16K,32K, Big 16K, Big 32K, B6,Customize paper
	Media weight	660~105 g/m <sup>2</sup>
	Maximum capacity of the tray	250 pages (80 g/m <sup>2</sup> )
Multipurpose feed tray	Media Type	Plain paper1(70~89g/m <sup>2</sup> ), Plain paper2(90~105g/m <sup>2</sup> ),thin paper(60~69g/m <sup>2</sup> ),thick paper1(106~130g/m <sup>2</sup> ), thick paper2(130~176g/m <sup>2</sup> ),transparent film,carton paper,label paper, envelope
	Media size	A4, A5, A6, Legal, Letter, JIS-B5, ISO B5, Executive , Folio , Oficio , Statement ,16K,32K, Big 16K, Big 32K, No.10 Env., Monarch Env, DL Env, C5 Env, C6 Env, ZL, Janpanese Postcard, Yougata4, Younaga3, Nagagata3, Yougata2, Postcard, B6, Customize paper
	Media weight	660~200 g/m <sup>2</sup>
	Maximum capacity of the tray	1 pages

**Note:** • 80 g/m<sup>2</sup> standard paper is recommended for this printer.

- It is not recommended to use special paper extensively, which may affect the service life of the printer.
- The print media that does not meet the guidelines listed in this User Guide may result in poor print quality, increased paper jam and excessive wear of the printer.
- Properties such as weight, composition, texture and humidity are important factors affecting the printer performance and output quality.

## Special Paper

This printer supports using the special paper for printing. Special paper includes: label paper, envelope, transparent film, thick paper, carton paper, thin paper.

**Note:** • When using special paper or print media, be sure to select matched print type and size in the print settings so as to get the best print effect.

**Please observe the following standards:**

Types of Print Media	Correct Practices	Incorrect Practices
Label Paper	Use labels with no exposed lining paper only. Labels shall be put flat when using. Use labels of full sheet only. There is no guarantee that all the labels in the market can meet corresponding requirements.	Use wrinkled, blistered or damaged label papers.
Envelope	Envelopes should be loaded evenly. Use only unsealed envelope paper.	Use wrinkled, nicked, stuck or damaged envelopes. Use envelopes with clips, snaps, windows, or coated linings. Use envelopes with self-adhesive stickers or other synthetic materials.
Transparent Film	Only use transparent films approved for use in laser printers.	Use transparent print media that is not suitable for laser printers.
Thick Paper, carton paper	Only use heavy paper that is approved for use in laser printers and meets the weight specifications of this printer.	Use the paper whose weight is more than the specification of the media recommended for this printer, unless the paper is approved for use in this printer.

## Loading Paper

**Note:** • Printer appearance may differ because of various models and functions, so the schematic diagram is only for your reference.

### Load in the standard feed tray

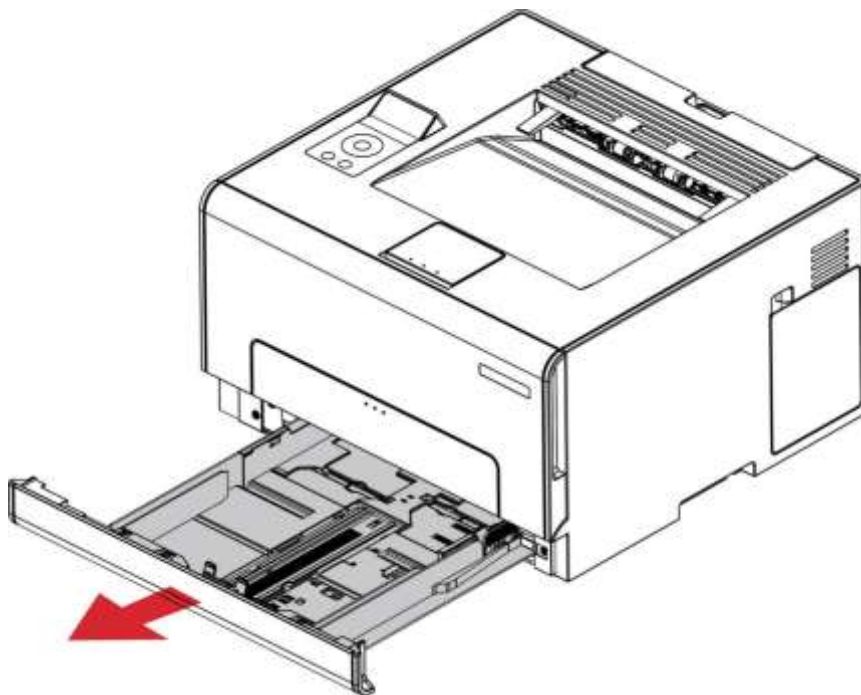


:To avoid the risk of electrical shock, if you are accessing the controller board or memory devices after setting up the printer, turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, turn them off as well, and unplug any cables going into the printer.



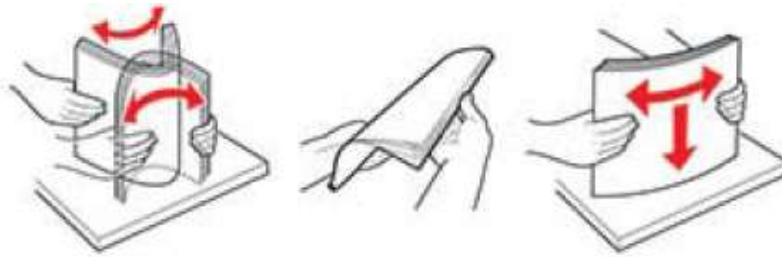
:To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

1. Remove the standard feed tray from the printer completely.

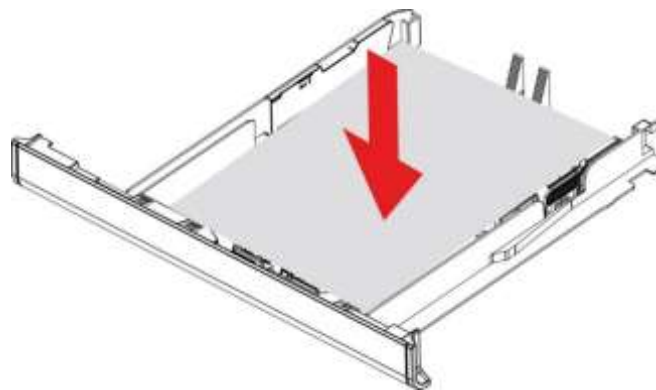


**Note:** • To avoid paper jams, do not remove the tray while the printer is busy.

2. Flex, fan out and align the paper edges before loading.



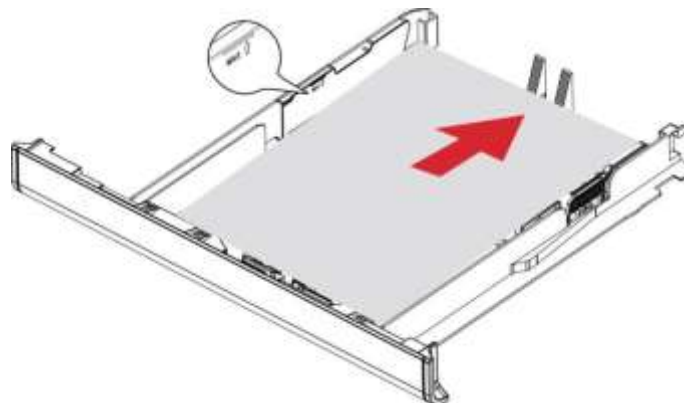
3. Load the paper with the printable side facing up.



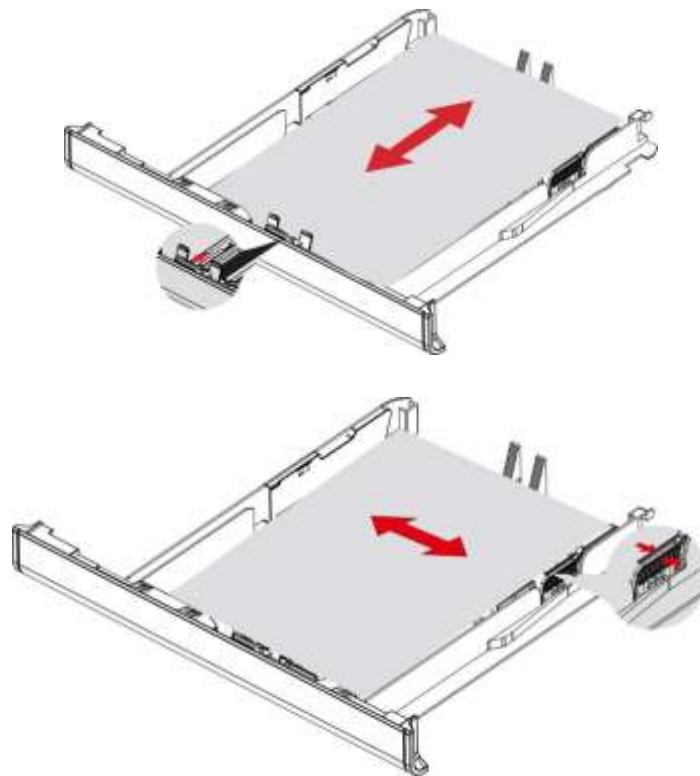
**Note:** • For single-sided printing, load the paper with the printing side facing up and the header facing the inside of the tray.

• Do not slide paper into the tray.

• To avoid paper jams, make sure that the stack height is below the maximum paper fill indicator.



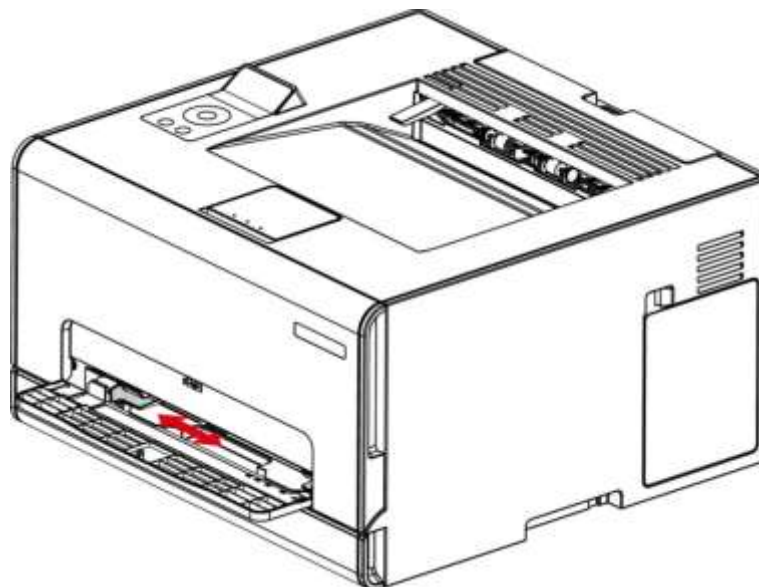
4. Adjust the guide to match the size of the loaded paper.



5. Insert the tray.

### **Install the multipurpose feed tray**

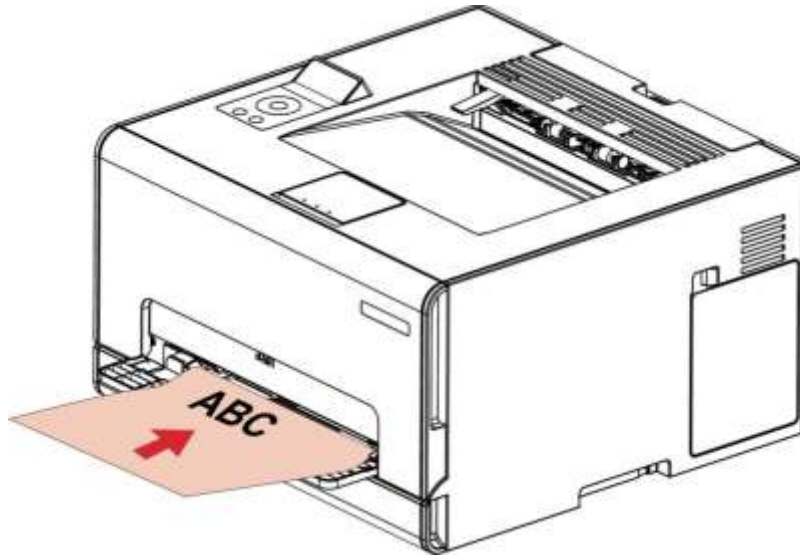
1. Adjust the guide to match the size of the loaded paper.



2. Load a sheet of paper with the printable side facing up.

**Note:** • For single-sided printing, load the paper with the printable side facing up and the top edge going into the printer first.

• For better printing effect, it is recommended to use new, undamaged paper.



3. Feed the paper until its front edge is pulled in.

**Note:** • Do not force the paper into the multi-purpose feed tray to avoid paper jam.

# 03 Driver installation and uninstallation

---

## Driver Setup

This software provides a one-click installation method for driver installation on Windows and macOS systems, which can help you automatically complete the driver installation faster and more easily.

**Note:** • Driver installation interface may differ because of different models and functions, so the schematic diagram is only for your reference.

### One-click Installation (For Windows and macOS)

One-click installation provides you with three installation methods: "Wi-Fi", "USB", and "Wired Network". This manual focuses on the "Printer Installation by Wi-Fi Connection".

#### Connect printer via Wi-Fi

#### Configure Wi-Fi and install driver via USB cable

1. Computer is already connected to router via Wi-Fi.

**Note:** • Printers only support 2.4 GHz network when it is configured with Wi-Fi network.

• You can print "Network configuration page" to confirm printer network connection status to see if printer is connected with network.

2. Connect the printer to computer via USB cable, then power the printer on.

3. Insert the accompanying installation disk into the computer CD drive, or log in to Pantum official website ([www.pantum.com](http://www.pantum.com)) to download the drive.

4. Read and agree to the terms contained in the End User License Agreement and the Privacy Policy, click the "Next" button in the lower right corner of the interface to enter the driver installation interface.

5. Click on "One-click installation" button under Wi-Fi to install the driver.



**Note:** • You can put your mouse cursor in the "One-click installation" button to check the popup information in order to confirm if the current printer is the one you need to install through IP address before you click the button.

## Uninstall Driver

### Method to uninstall driver under Windows

Windows 7 is taken as the example in the following operation. The information on your computer screen may differ because of multiple operating systems.

1. Click the Start menu of computer and then click All programs.
2. Click Pantum, and then Click Pantum XXX Series.  
Pantum XXX Series where XXX represents product model.
3. Click uninstall to delete the driver according to instructions on uninstall window.
4. Restart computer after finishing unloading.

### Method to uninstall driver under macOS

macOS10.14 is taken as the example in the following operation. The information on your computer screen may differ because of multiple operating systems.

1. Click "Go" - "Applications" - "Pantum" - "Utilities" - "Pantum Un-install Tool".
2. Delete the driver as instructed in the pop-up Uninstall window.
3. Uninstall complete.

# 04 Wired network setup (applicable to wired network models)

---

In case printers support wired network printing, they can be connected to network to control printer to print in wired network mode.

## Set IP Address

The IP address of the printer may be automatically obtained through DHCP function or set manually.

### Automatic Setting

DHCP automatic setting function is enabled by default on the printer.

1. Connect the printer to the network through a network cable and complete the startup preparation work.
2. The printer will receive the IP address assigned by server automatically. It may take server minutes to receive IP address under the influence of network environment. You can check the IP address of printer by printing "Network setup page" out, or check network information by viewing the control panel of printer. If the IP address is not listed, please check network environment and then try again after waiting for several minutes.

**Note:** • If DHCP server fails to assign IP address automatically, the printer will get the link-local address assigned by printer automatically: 169.254.xxx.xxx.

### Manual Setting

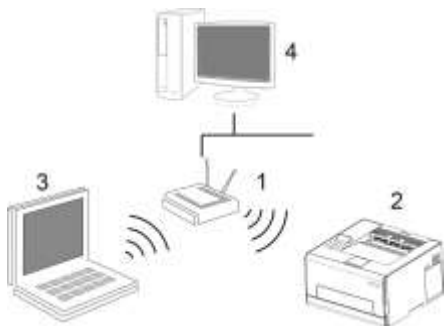
- To set up IP address for printer through the control panel of printer manually.
- To set up IP address for printer through the embedded Web server manually.

# 05 Wireless network setup (applicable to Wi-Fi models)

---

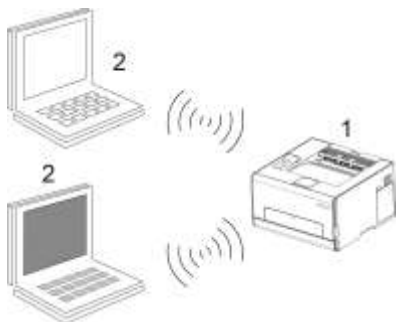
Based on the model, the printer model with Wi-Fi print function supports two types of wireless network connection: Wi-Fi Station and Wi-Fi Direct. Usually, only one connection is enabled between the computer and the printer at a time.

---



Wi-Fi Station: connecting to a wireless device via router

1. Access point (wireless router)
  2. Wireless network printer
  3. Computer connecting to access point via wireless network
  4. Computer connecting to access point via network cable
- 



Wi-Fi Direct mode: wireless client is connecting to a printer with Wi-Fi function

1. Wireless network printer
  2. Wireless client is directly connecting to a wireless network printer
- 

## Basic structure mode

You can connect a computer to your printer via access point (wireless router) as the medium. Access point (wireless router) connection is divided into wireless network setup and Wi-Fi Protected Setup (WPS).

Important: Before wireless network installation, you must learn about the service set identifier (SSID) and password of your access point in order to use them during wireless network setup. If they cannot be determined, please consult your network administrator or a.

## Wireless network setup tools

If your computer has been installed with a driver and had been connected to wireless network, but the wireless network was changed, you can set it again with wireless network setup tools.

### Preliminary preparations

1. Access point (wireless router)
2. A computer that has been connected to network.
3. A printer that has wireless network function.

### Setup methods of wireless network setup tools

#### 1. Take the wireless network setup tool in computer.

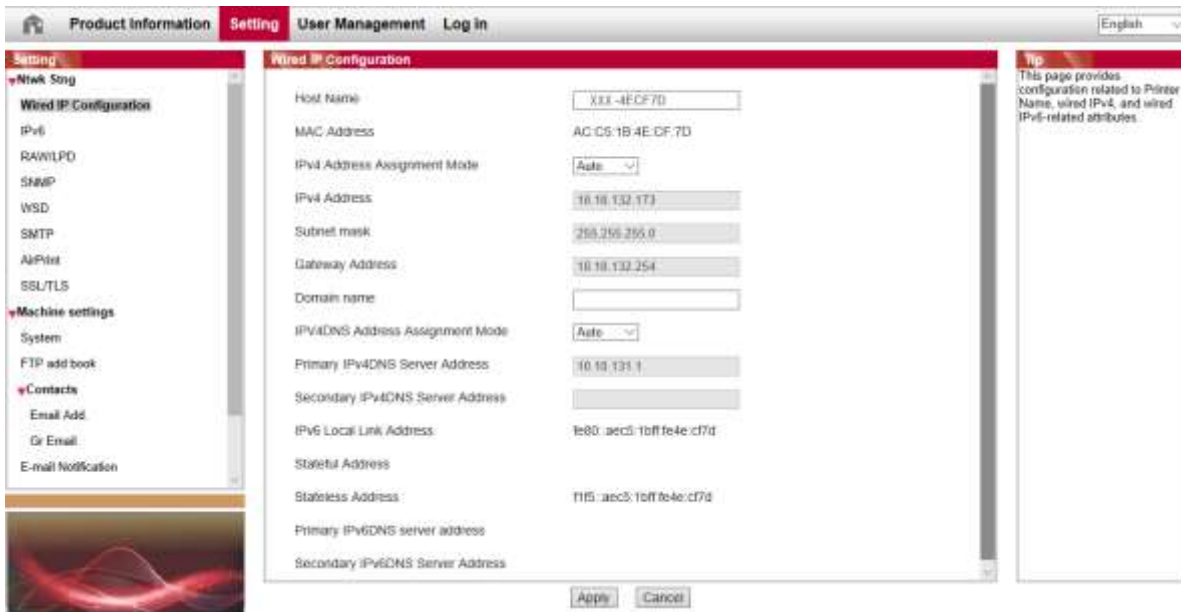
- 1) Windows system: Click the "Start menu" – "All programs" - "Pantum"— Product name – "Wireless network setup tool".
- 2) macOS system: click "Go" - "Applications" - "Pantum" - "Utilities" - "Wireless Network Configuration Tool" on the computer Finder menu bar.

## How to disable the Wi-Fi network connected

Connect the wireless network in infrastructure mode by the steps above. If connected, the Wi-Fi light on the control panel is normally on. Press and hold this button for more than 2s to disconnect from Wi-Fi network (Wi-Fi light will be off).

# 06 Web server

You can manage printer setup via the embedded Web server.



## Visit the embedded Web server





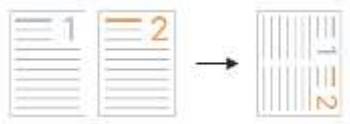



1. Turn on the power of printer and computer.
2. Connect the printer to network to ensure that the printer is connected to the network where the computer is connected to.
3. Input the IP address of printer in the address bar of Web browser to visit the Web server imbedded in printer.
4. Click "Log in" option, input user name and password (the default user name is admin and the initial password is 000000) and click "Log in".

**Note:** • For safety reasons, you are suggested to change the default password, which can be finished in the "User Management" interface.

# 07 Print

## Print Function

You can set the print function through "Start"->"Devices and Printers"- select corresponding printer right click – set print function in "Printing preferences". Some functions are as follows:

Functions	Diagram
Color Printing <sup>1</sup>	
Monocolor printing	
Collate Print	
Reverse Print	
N-in-1	
Poster Print(for Windows Operation System only)	
Zoom Print	
Booklet printing	



---

**Note:** • Windows 7 is taken as example in the above description.

- You can realize poster printing feature by selecting 2x2 poster printing in multipage.
- You can enable printing preference and click the help button to view detailed function description
- Note 1: When the Cyan (C), Magenta (M) or Yellow (Y) laser toner cartridge cannot be replaced promptly after its life is expired, you can choose to continue printing in black and white.

## Duplex

The printer supports duplex printing of plain paper. Paper size supported by the duplex printing: A4, Letter, Legal, Folio, Oficio.

**Note:** • Some paper media are not suitable for duplex printing, and trying duplex printing may result in damage to the printer.

- Duplex is not available for poster printing.
- For information about the paper types and printing media in the feed tray for paper feeding, please refer to [Paper and Print Media](#)

## How to carry out auto duplex printing

1. Open the print job to be printed.
2. Select Print from the File menu.
3. Select printer of the corresponding model
4. Click "Printer Properties" to configure the print setting.
5. Select "Duplex Print" under the "Basics" tab, and choose either "Long Edge" or "Short Edge" option.
6. Single click "OK" to finish printing setup. Click "Print" to realize auto duplex printing.

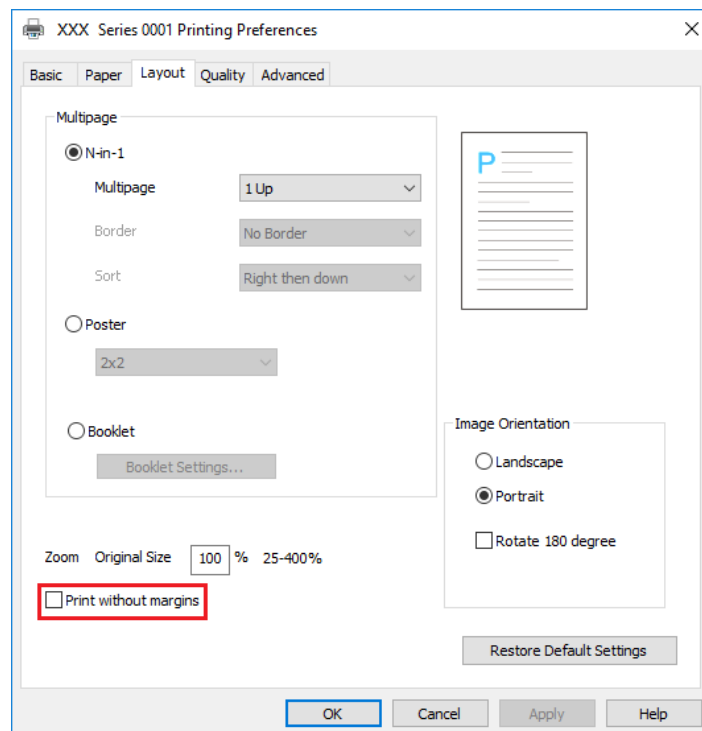
## Print without margins

This printer supports borderless printing, so you can set the margins for the printed image by following these steps.

The operation steps are as follows:

The Windows 10 system is taken as an example in the following steps. The information indicated on your computer screen may vary from operating system to operating system.

1. Open the file you want to print. Click the "File" menu in the upper left corner. Select "Print" to bring up the print driver.
2. Select the corresponding printer model.
3. Click "Printer Properties/Preferences" to configure the printing.
4. Enter the "Layout" option interface, check "Printing without Margins", and click "OK".

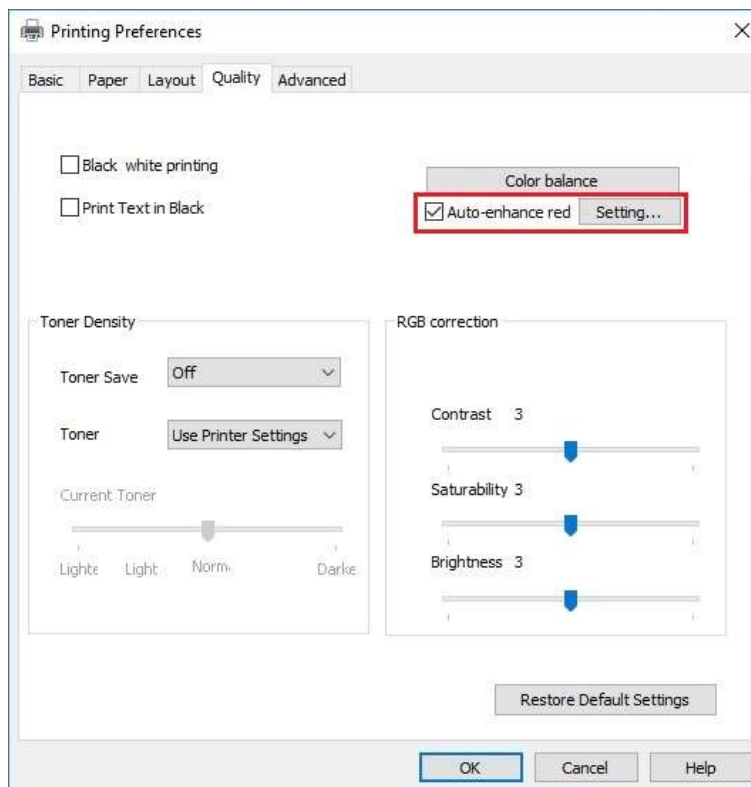


## Red Auto Enhancement function

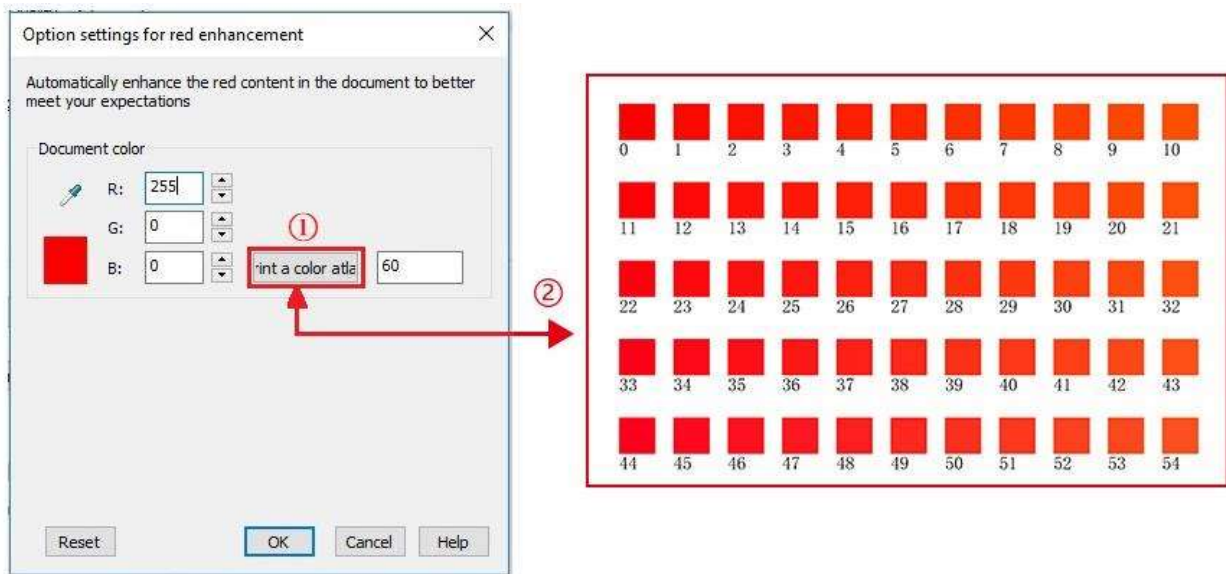
When the red content on the printed portrait does not meet the expectation, you can try to adjust the color of the portrait via the "Red Auto Enhancement" function. The operation steps are as follows:

The Windows 7 system is taken as an example in the following steps. The information indicated on your computer screen may vary from operating system to operating system.

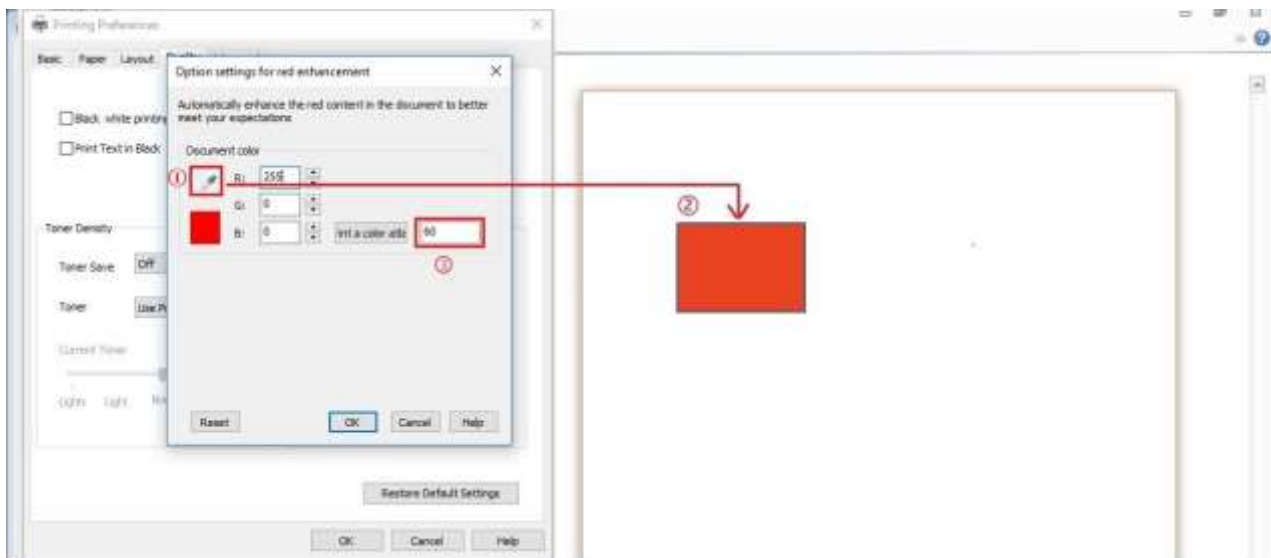
1. Open the file you want to print. Click the "File" menu in the upper left corner. Select "Print" to bring up the print driver.
2. Select the corresponding printer model.
3. Click "Printer Properties/Preferences" to configure the printing.
4. Enter the "Quality" option interface. Check "Red Auto Enhancement" and click "Settings".



5. In the interface of "Red Enhancement Option Setting", click the "Print A Color Atlas" button to print the color atlas.



6. Drag " " onto the portrait to be adjusted, and adjust the value of "Print A Color Atlas" as required by referring to the printed color atlas.



7. Click the "OK"/"Apply" button in the bottom left corner to complete the printing setup. Click "Print" to enable the "Red Auto Enhancement" printing feature.

**Note:** • Red enhancement printing only works for a single RGB value of the portrait.  
• Click the "Print A Color Atlas" button to print a test page of color atlas. The value of color atlas ranges from 0 to 120, and 0 represents pure red.

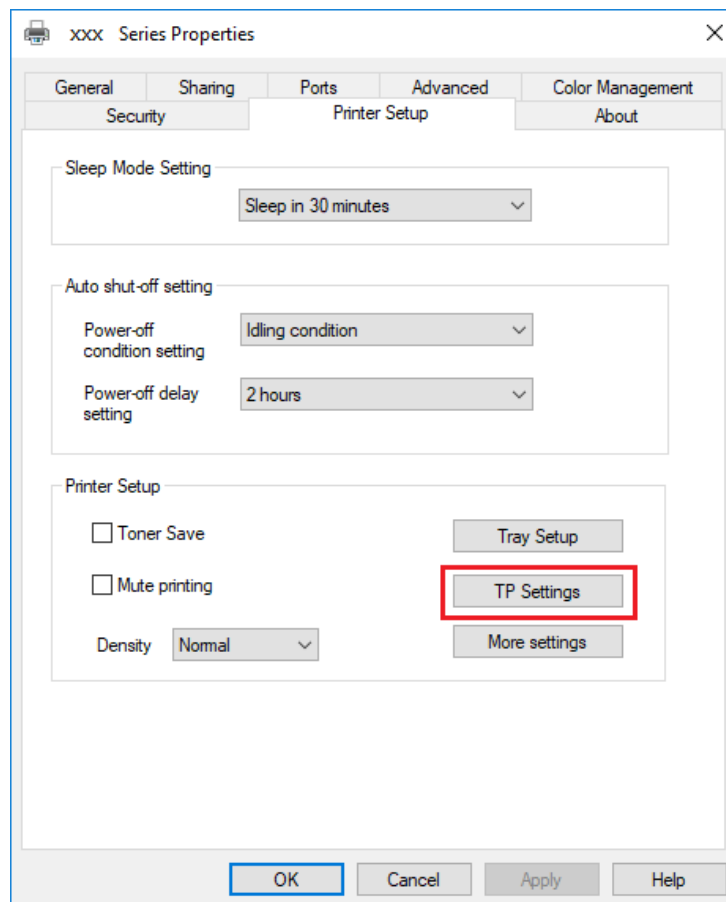
## Set transfer print parameters

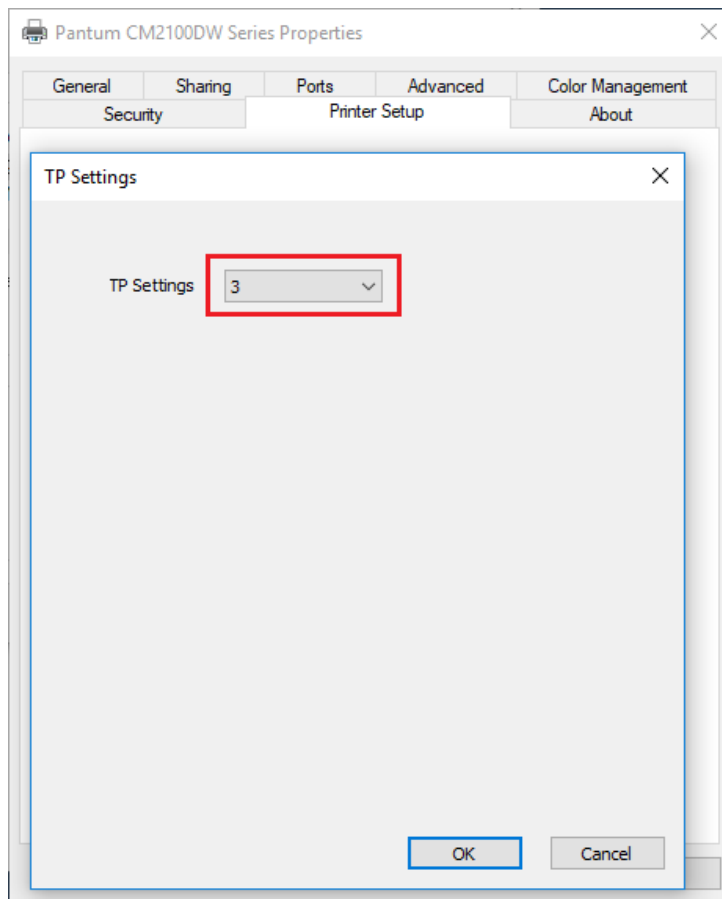
If the printed image is mottled or blotchy-looking, you can try to adjust the transfer print parameters through Printer Setup.

The steps are as follows: (Suitable for printers installed via USB connection)

Windows 7 is taken as the example in the following operation. The information on your computer screen may differ because of multiple operating systems.

1. Enter the "Start menu" – "Control Panel" –view "Devices and Printers".
2. Right click printer and select "Printer properties" in the pull-down menu.
3. Enter "Printer Setup" option.
4. Click "Transfer Settings" to adjust the transfer parameters.





**Note:** • You can also set transfer print parameters through buttons on control panel.

# 08 Routine Maintenance

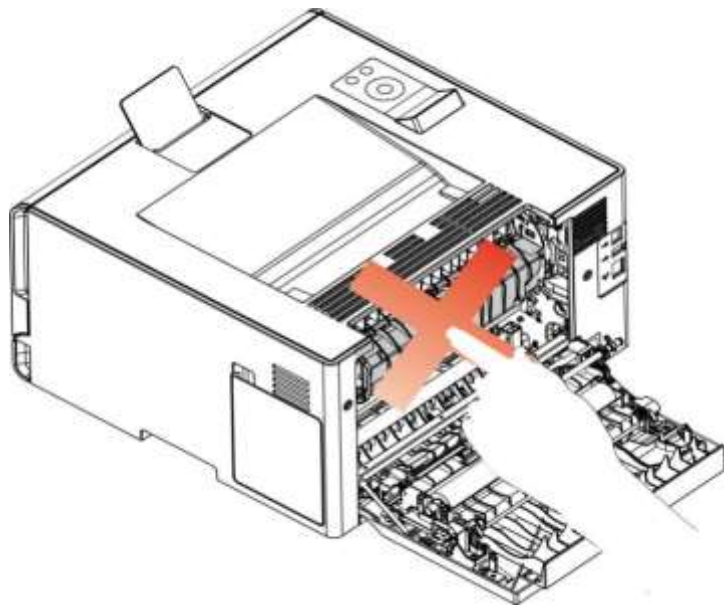
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**Note:** • Printer appearance may differ because of different models and functions, so the schematic diagram is only for your reference.

## leaning the Printer



:Some parts of the printer are still in high temperature within a short time after use. To prevent burns, please don't directly touch places labeled with high temperature warning in contact with internal components after opening the printer's front or rear.



**Note:** • Disconnect the printer before cleaning.

- Please use mild detergents.

- Use caution when using the printer display to prevent pressing or damaging the touch display.

Please use a soft dry cloth or dip in a neutral detergent or ethanol to clean the display surface. Do not use any organic solvents, acidic or alkaline solutions.

## Please use mild detergents

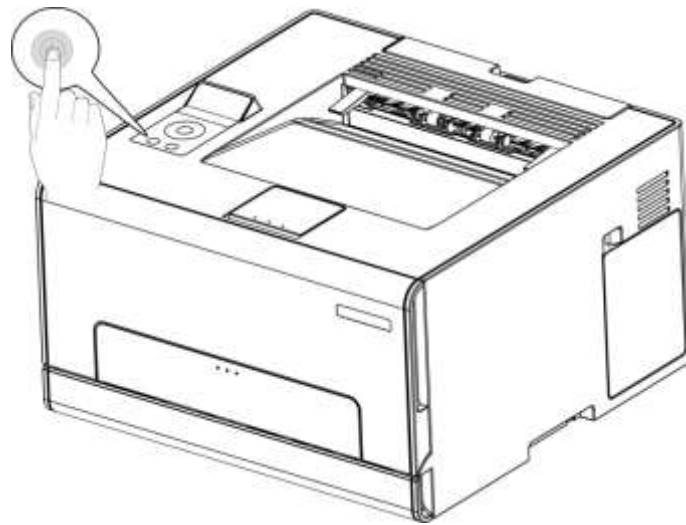


: To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

**Note:** • Please perform this job every few months.

• Damage to the printer caused by improper handling is not covered by the printer warranty.

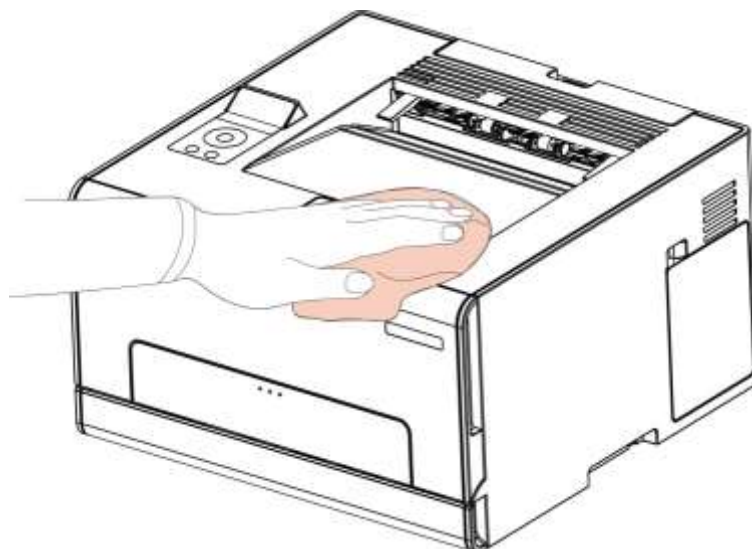
1. Turn off the printer, and then unplug the power cord from the electrical outlet.



2. Remove the paper from the standard exit and feed tray.

3. Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.

4. Wipe the outside of the printer with a damp, soft, lint-free cloth.



**Note:** • Do not use household cleaners or detergents, as they may damage the surface of the printer.

• Make sure that all areas of the printer are dry after cleaning.

5. Connect the power cord to the electrical outlet, and then turn on the printer.



: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

## Replacing parts and consumables

### 1. Use and maintenance of toner cartridge.

Please use the original toner cartridge for better printing quality.

Please pay attention to the following items while using the toner cartridge:

- Please keep the toner cartridge in a dry and dark place.
- Do not refill the toner cartridge without permission; otherwise, the damages caused will not be included in the scope of warranty of the printer.
- Please place the toner cartridge in cool and dry places.
- Please do not place the toner cartridge near ignition sources, as the toner inside it is inflammable and may cause fire.
- Please pay attention to toner leakage while it is taking out or disassembled. In case of toner leakage, skin contact with toner or spattering into eyes or mouth, please wash it with clear water immediately, or see a doctor if feeling unwell.
- When placing the cartridge, please stay away from children may contact area.

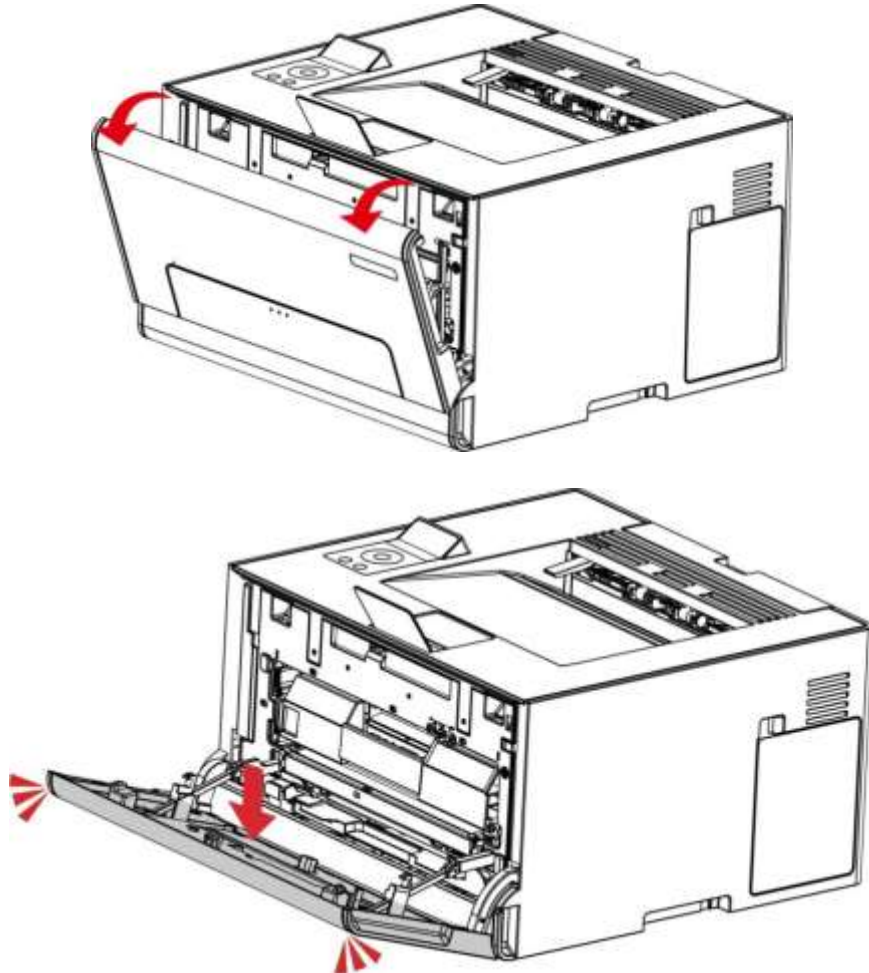
### 2. Service life of toner cartridge

- The service life of toner cartridge is depending on the toner quantity needed by printing.
- When a prompt that "The Toner Cartridge life Expired" appears on the display, it indicates its service life expires. So please replace it.

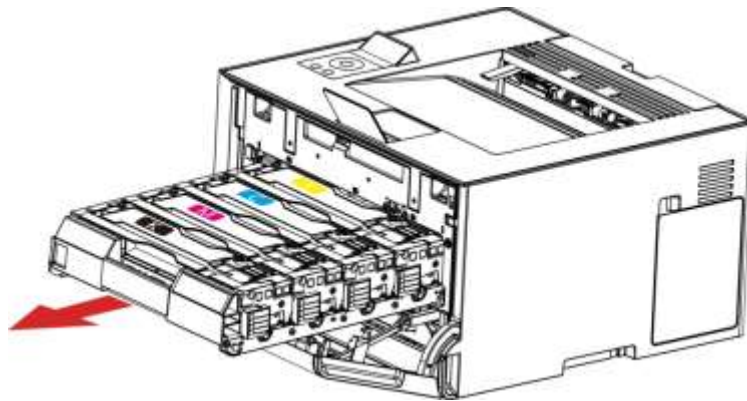
## Replacing the toner cartridge

**Note:** • If the tray is unfolded, remove it before replacing the toner cartridge.

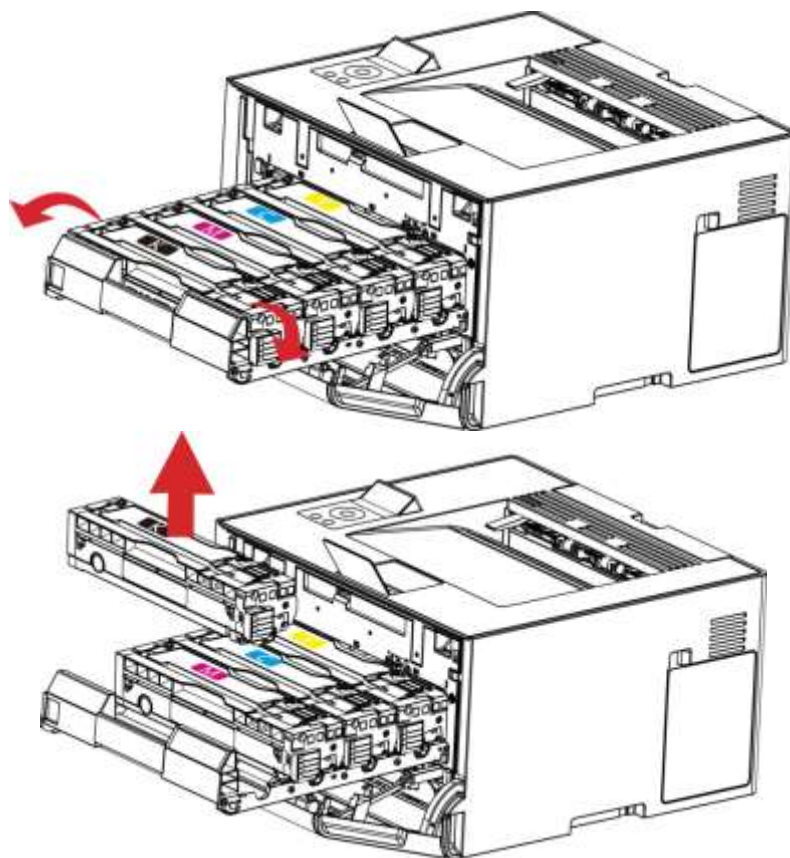
1. Open the front cover, and then push it down hard.



2. Pull out the toner cartridge tray.



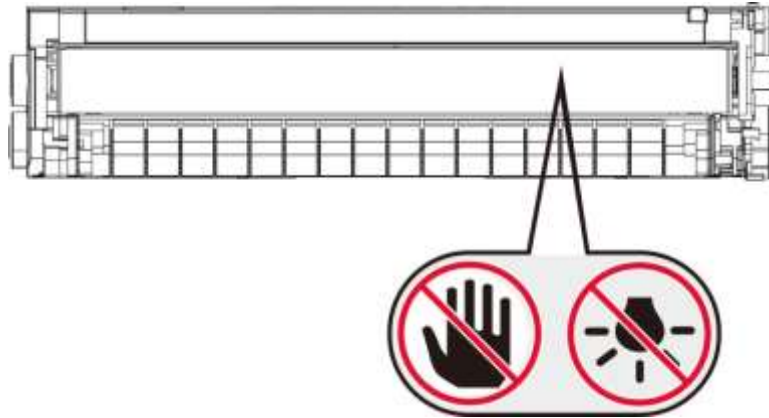
3. Remove the used toner cartridge.



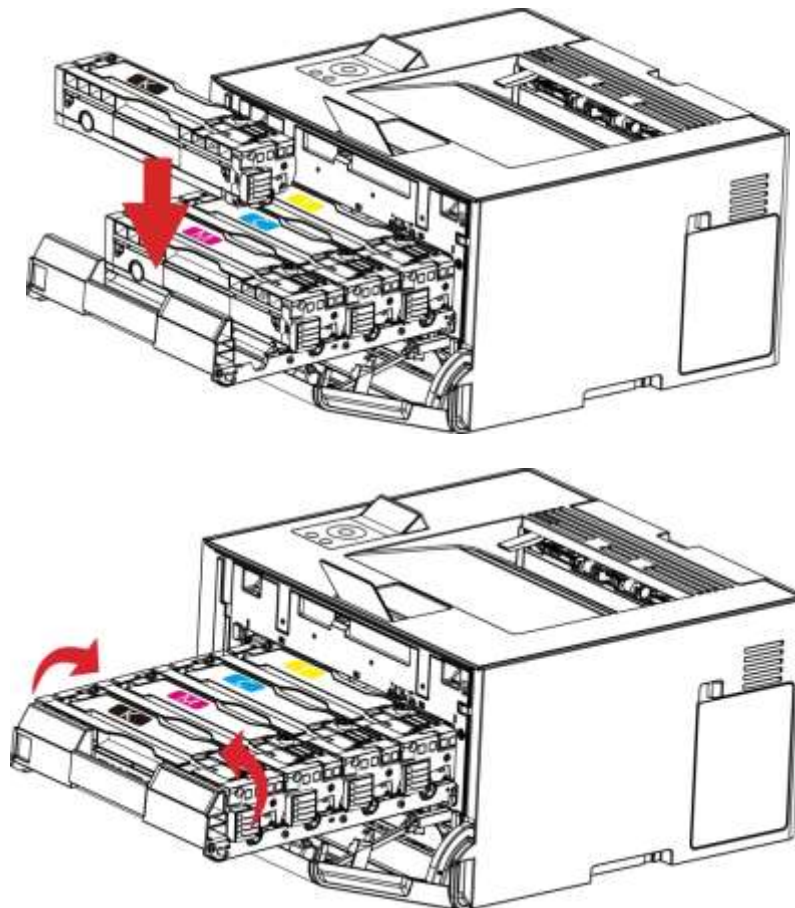
4. Unpack the new toner cartridge.

**Note:** • Do not expose the bottom of the toner cartridge to direct light. Prolonged exposure to light may cause print quality problems.

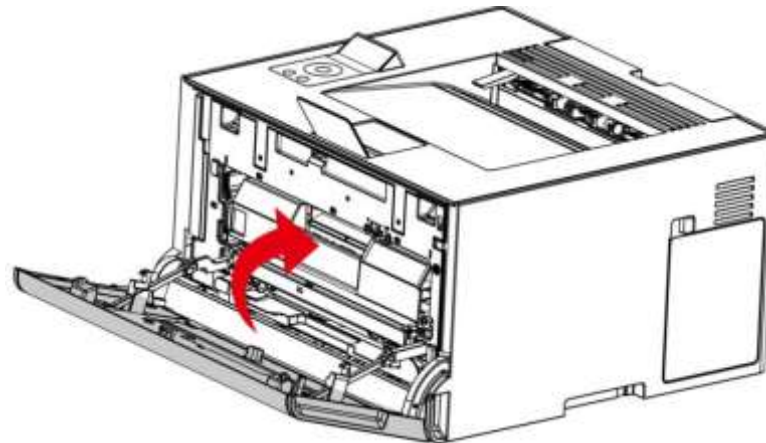
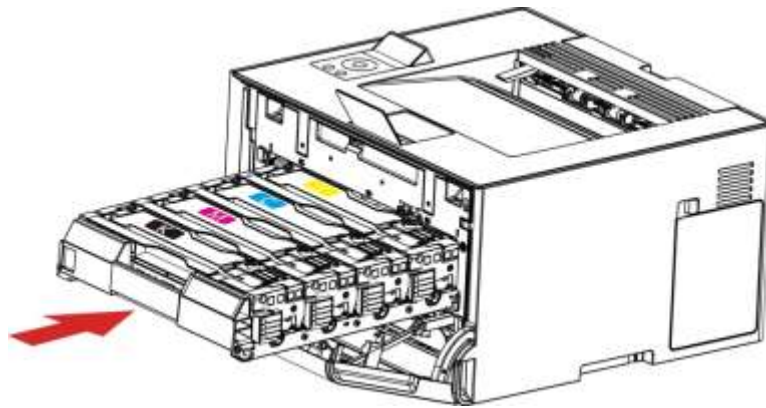
• Do not touch the bottom of the toner cartridge. Otherwise it will affect the quality of future print jobs.



5. Insert a new toner cartridge.

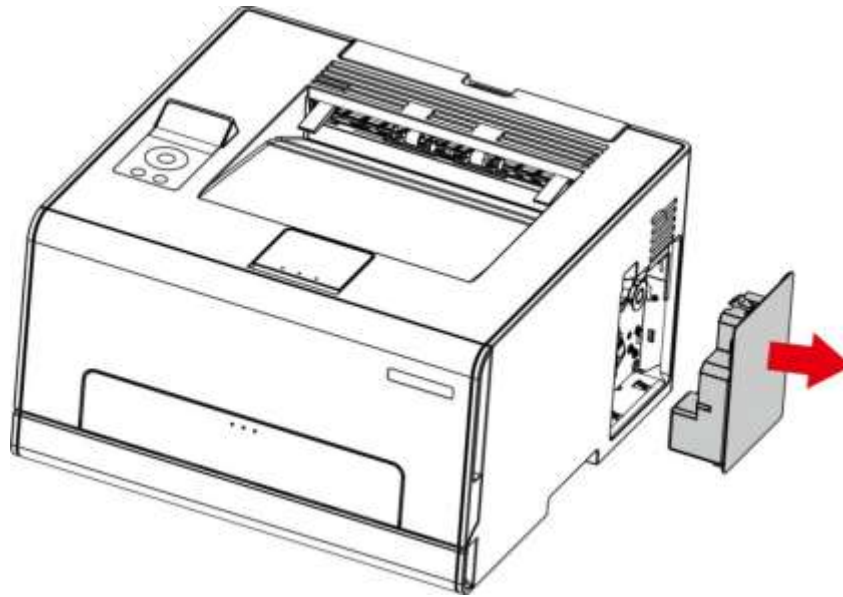


6. Insert the toner cartridge tray, and then close the cover.



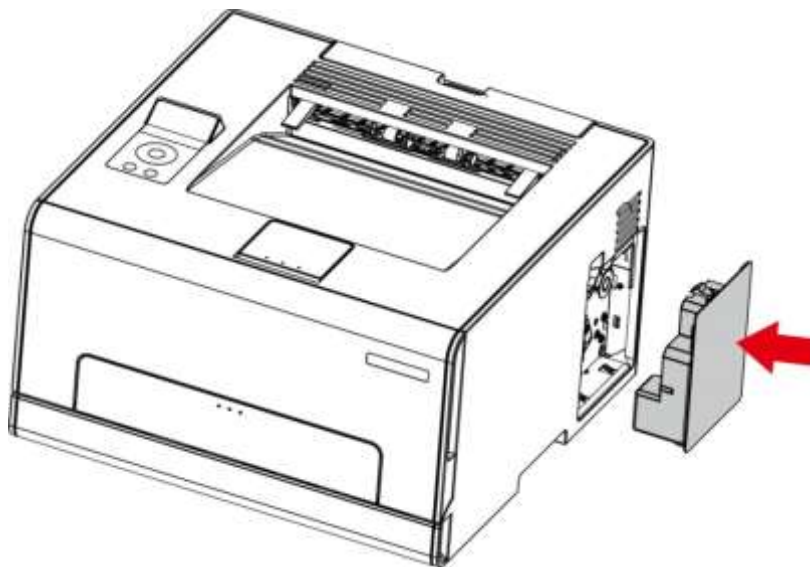
## Replacing the waste toner bottle

1. Remove the used waste toner bottle.



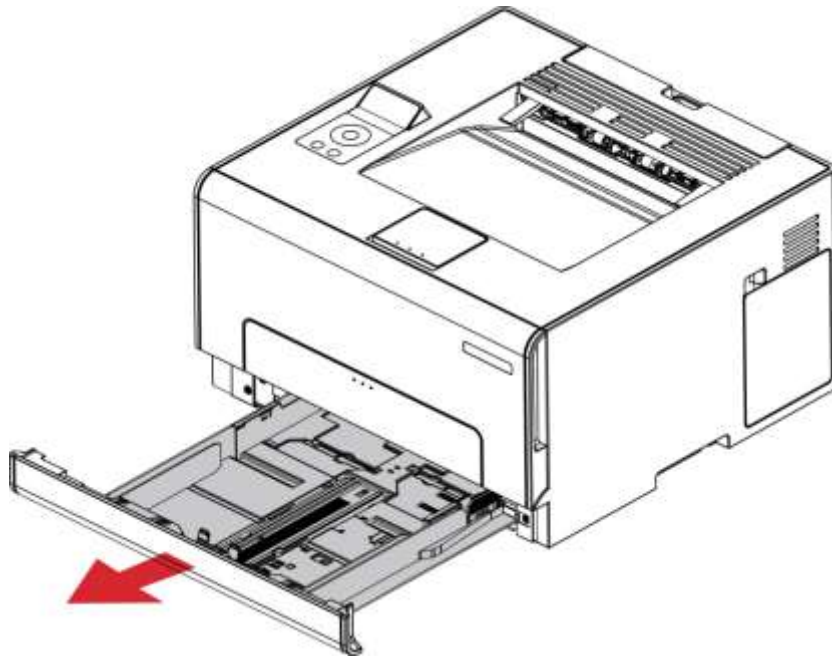
**Note:** • To avoid toner leakage, keep the waste toner bottle upright.

2. Unpack the new waste toner bottle.
3. Insert a new waste toner bottle.



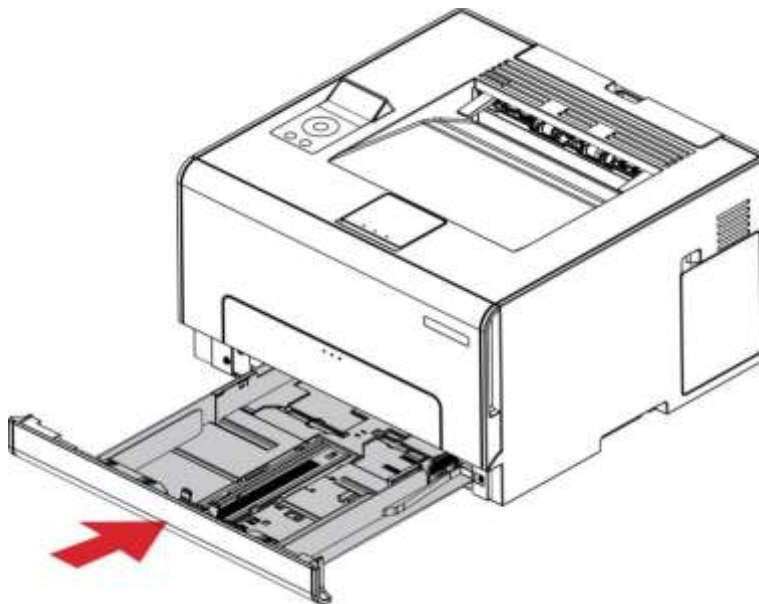
## Replace the tray

1. Remove the used tray.



2. Unpack the new tray.

3. Insert a new tray.



## Move the printer

### Move the printer to another location



:To avoid the risk of electrical shock, do not place or use this product near water or wet locations.



:If the printer weighs more than 18 kg, then it requires two or more trained personnel to lift it safely.



:To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.



:When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Make sure that all covers and trays are closed.
- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has casters on its base, then carefully move it to the new location. Use caution when passing over thresholds and breaks in flooring.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Keep the printer upright.
- Avoid violent vibrations when moving.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.

**Note:** • Damage to the printer caused by improper handling is not covered by the printer warranty.

### Transporting the printer

When transporting the printer, use the original packaging.

# 09 Troubleshooting

---

Please read this section carefully. It may help you to solve common problems encountered during the printing process. If the problems persist, please contact Pantum Aftersales Service Centre.

Prior to handling common problems, first check that:

- The power cord is connected correctly and the printer is powered on.
- All of the protective parts are removed.
- The toner cartridge is installed correctly.
- The paper is correctly loaded into the tray.
- The interface cable between the printer and the computer is connected correctly.
- The correct printer driver has been selected and installed properly.
- The computer port is properly configured and is connected to the correct printer port.

## Avoiding jams

### Correct loading of paper

Make sure that the paper lies flat in the tray.

---

**Correct loading of paper**

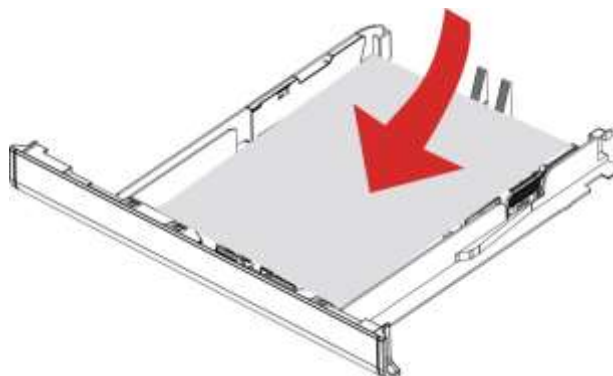


**Incorrect loading of paper**

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- 
- Do not load or remove a tray while the printer is printing.
  - Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.
  - Do not slide paper into the tray. Load paper as shown in the figure.



- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- After loading the paper, push the tray into the printer.

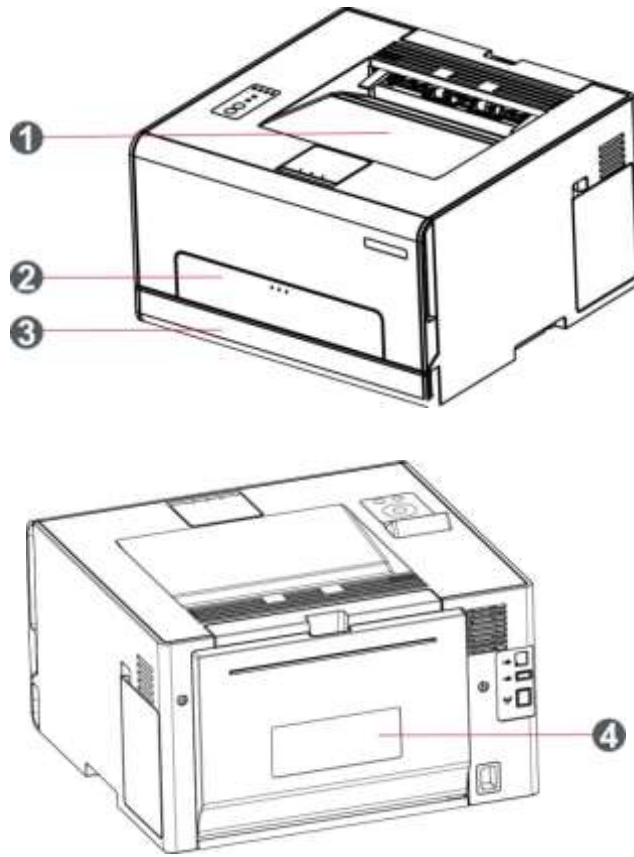
### **Use recommended paper**

- Use only recommended paper or special media.
- Do not load paper that is wrinkled, creased, damp, bent, or curled.
- Flex, fan out and align the paper edges before loading.



- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

## Locate jammed paper

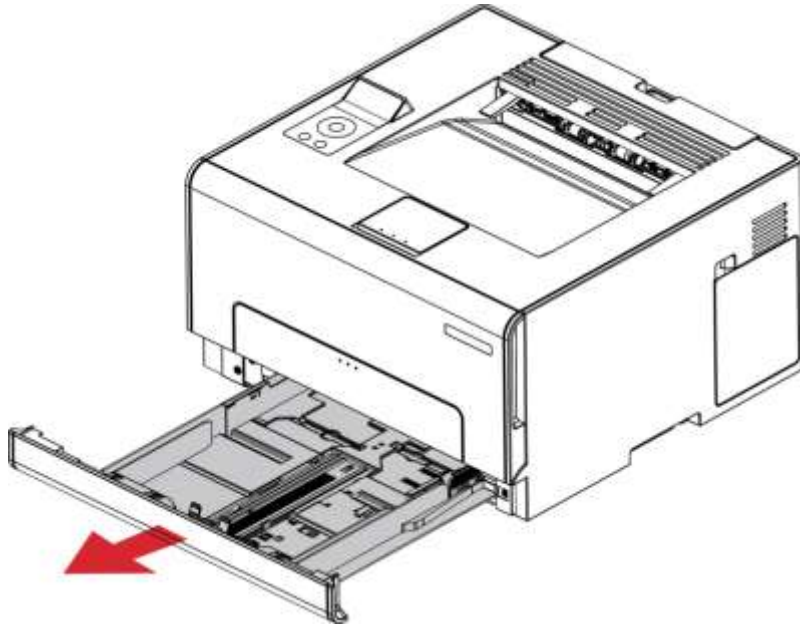


No.	Paper jam locations
1	Standard exit
2	Multipurpose feed tray
3	Standard feed tray
4	Rear cover

## Cleaning Jammed Paper

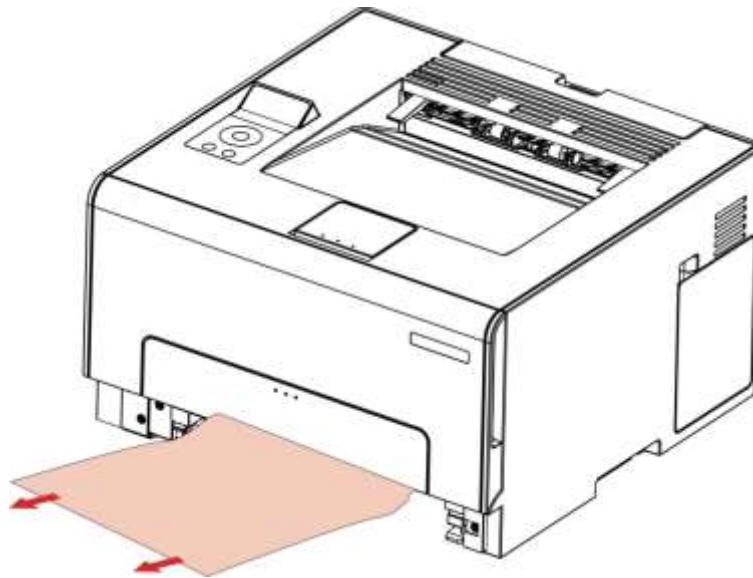
### Paper jam in the automatic tray

1. Remove the tray.




2. Remove the jammed paper.

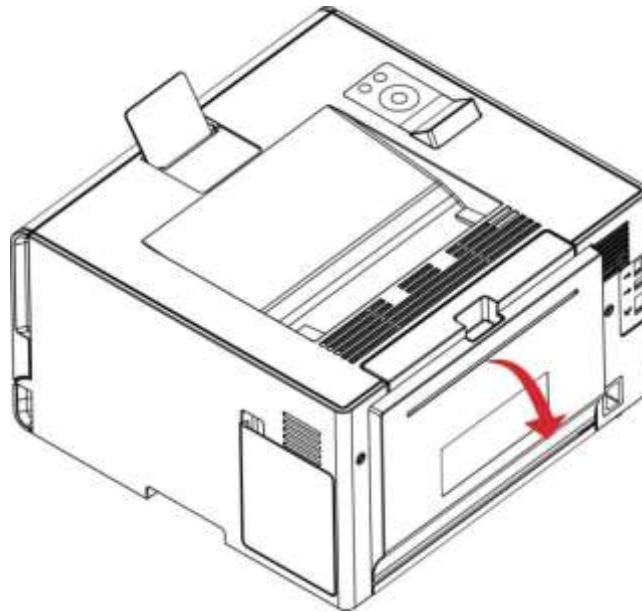
**Note:** • Make sure that all paper fragments are removed.



3. Insert the tray.

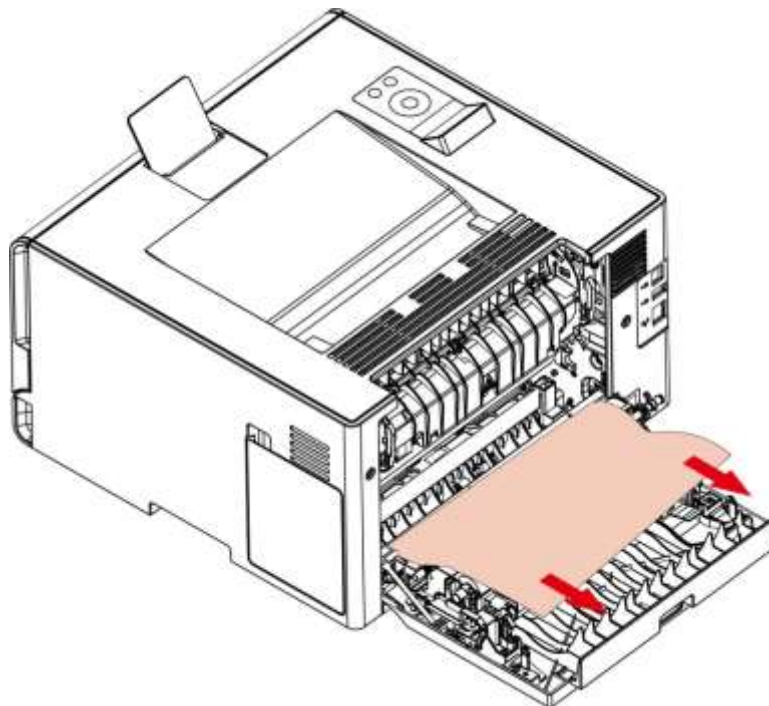
4. Open the rear cover.

 : The inside of the printer might be hot. To reduce the risk of injury by a hot component, allow the surface to cool before touching it.



5. Remove the jammed paper.

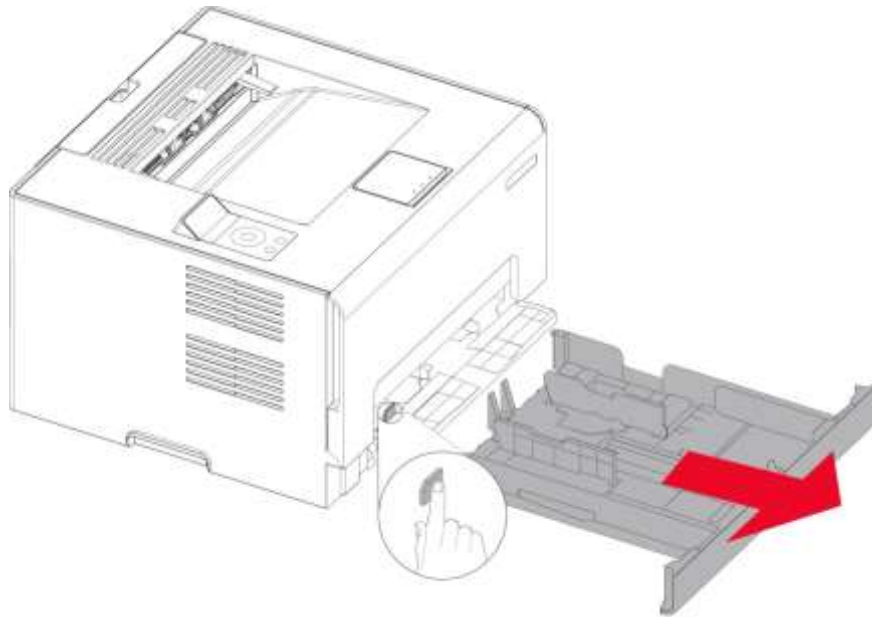
**Note:** • Make sure that all paper fragments are removed.



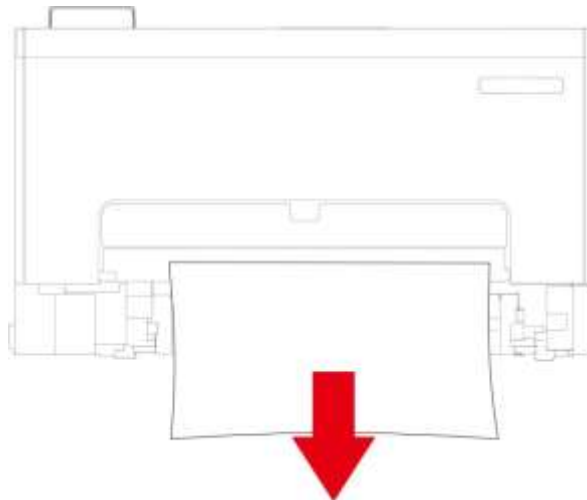
6. Close the cover.

## The paper is jammed in the manual feed tray

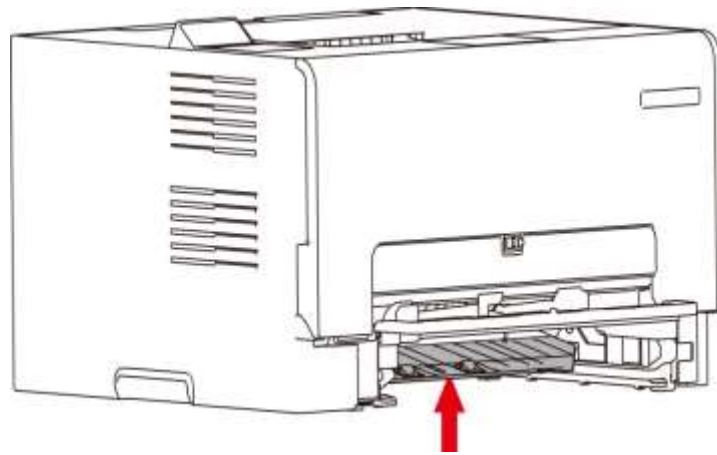
1. Remove the standard feed tray and press the blue unlock button on the left.



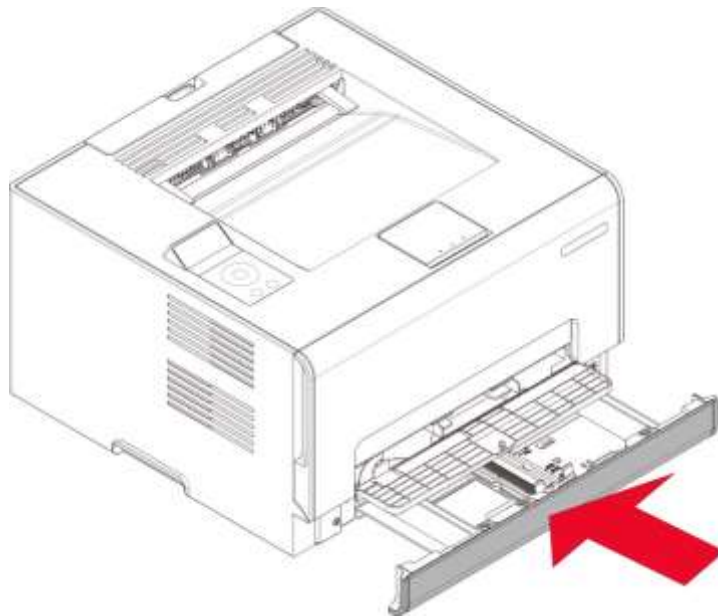
2. Pull out the jammed paper.



3. Press and push up the metal plate to return it to its original position.

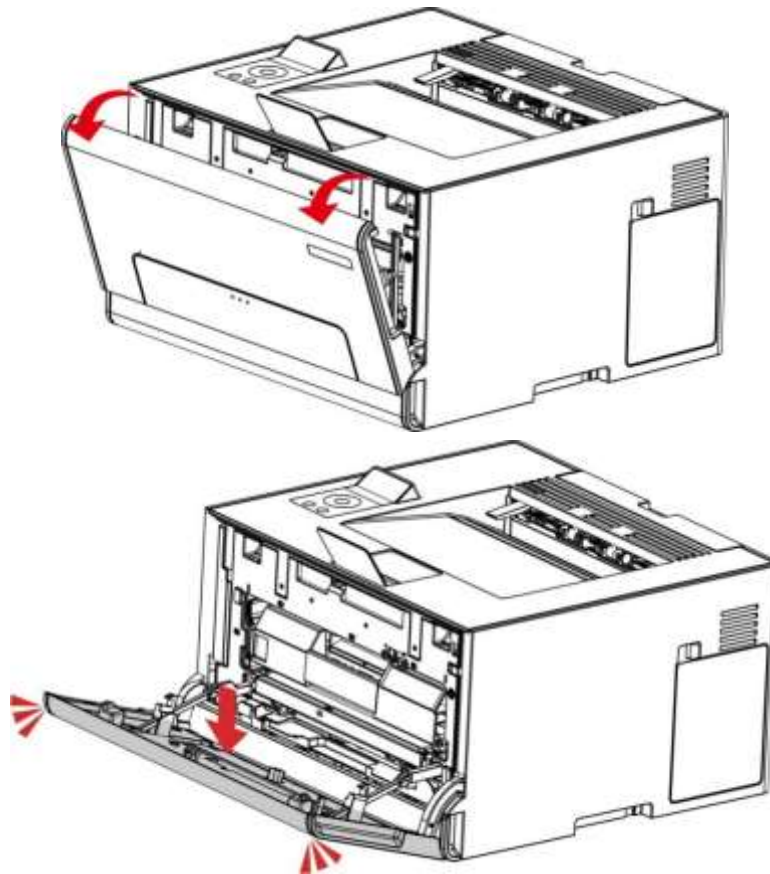


4. Push the standard feed tray in.



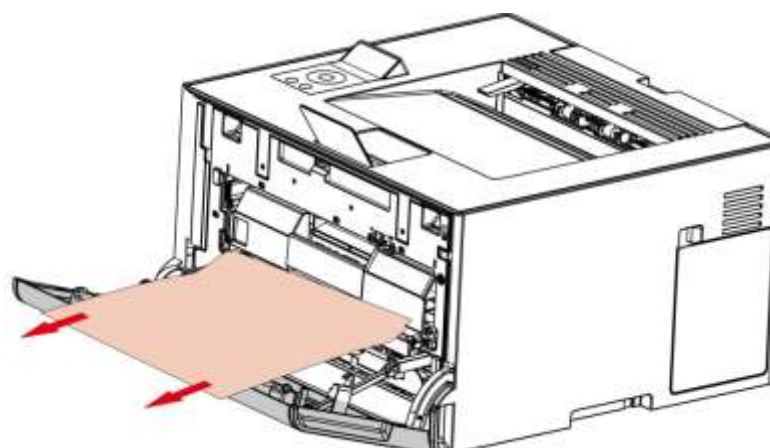
## Paper jam in the manual tray

1. Open the front cover, and then push it down hard.



2. Remove the jammed paper.

**Note:** • Make sure that all paper fragments are removed.



3. Close the front cover.

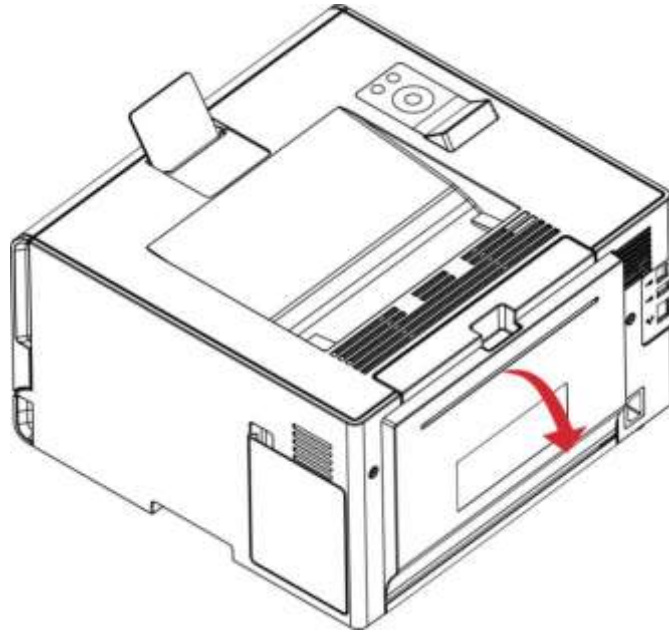
**Note:** • If the problem still cannot be solved, please contact the customer services center.

## Paper jam in the rear cover

1. Open the rear cover.



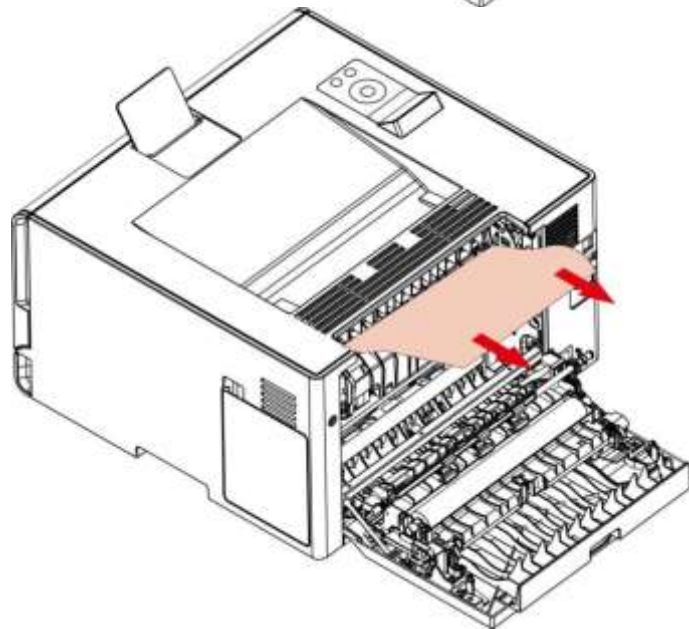
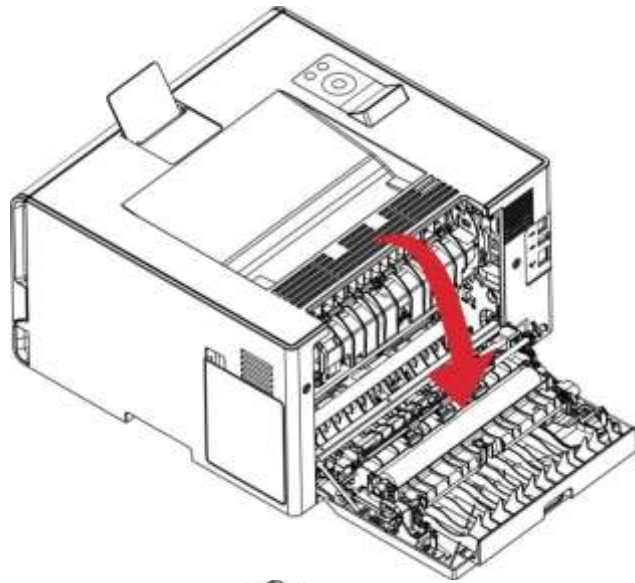
The inside of the printer might be hot. To reduce the risk of injury by a hot component, allow the surface to cool before touching it.



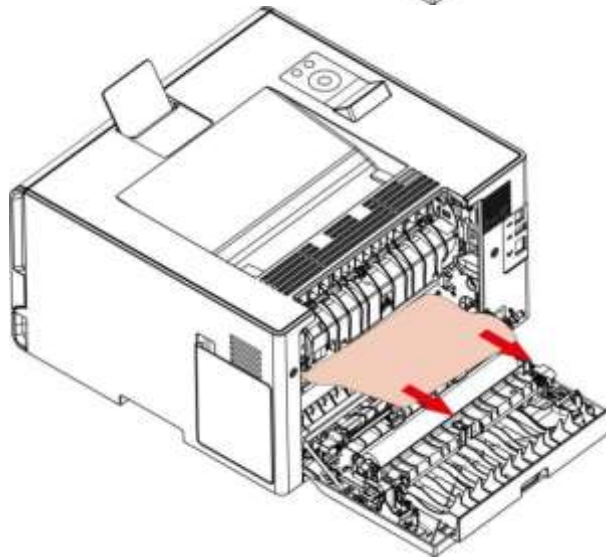
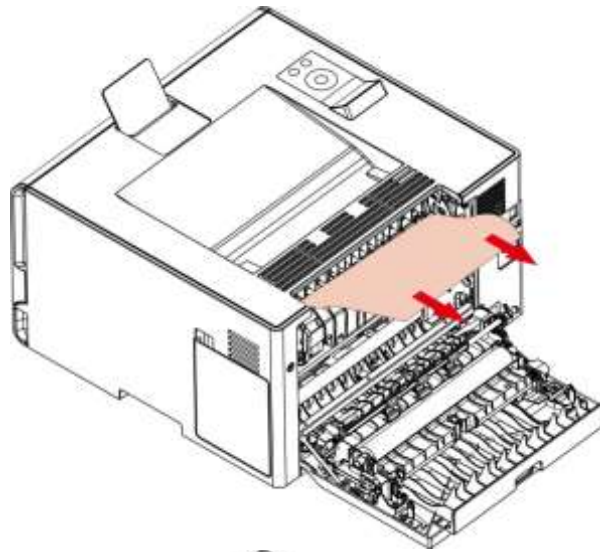
2. Remove the jammed paper.

**Note:** • Make sure that all paper fragments are removed.

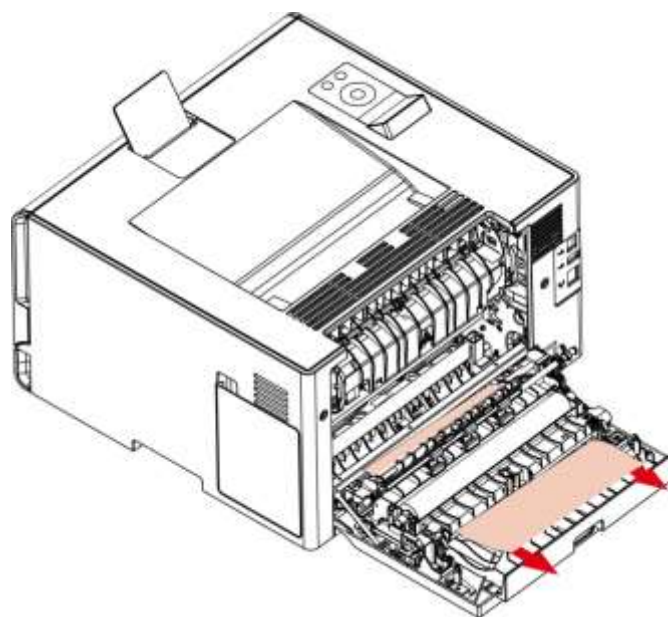
• Fuser area



- Below the fuser area



- Duplex unit



3. Close the cover.

## Software Failure

Problem	Solution
The printer icon is not displayed in the "Device and Printer" folder.	Reinstall the printer driver. Ensure that the USB interface cable and the power cord are properly connected.
The printer is in Ready mode but it will not perform any print job.	If the failure still exists after restarting the printer, please reinstall the printer driver. Make sure the network cable of USB cable is connected correctly.
Failed to install the driver	Check whether the print spooler service is enabled. Check the power supply and the connection of the printer.
The driver cannot be used if the IP address of the printer has been changed	Modify the port IP address of the printer driver. If the above method does not work, please reinstall the printer driver. It is recommended that a fixed IP address should be set to the network printer. In the DHCP network, it is recommended to bind the IP address with the MAC address of the printer.

## Error Message

Error Message	Cause	Measure
No Cartridge	The toner cartridge is not installed correctly or the toner cartridge is damaged.	Install the toner cartridge correctly or replace it with a new one.
Toner Low	Any toner cartridge is running low on toner.	Please prepare a corresponding new toner cartridge.
Cartridge Err	The printer does not support the toner cartridge.	Please replace the toner cartridge supported by the printer.
Toner life end	Toner has been used up.	Replace the toner cartridge.
Feed Failure	Paper is not installed correctly. Paper is beyond the specification.	Please install the paper correctly.
Paper jam in printer	Paper is not installed correctly.	Please install the paper correctly.
Waste toner bottle is nearly full	Waste toner bottle works under capacity.	Please prepare a new waste toner bottle.
Waste tone bottle life ended	Waste toner bottle is full.	Please replace the waste toner bottle.

**Note:** • If the problem persists, please contact the customer service center. See the Three Guarantees certificate for contact details.

## Common Troubleshooting

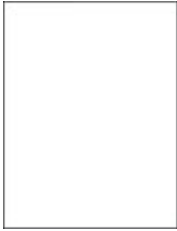



### Common Problems

Trouble Type	Cause	Solution
Problems in printing		
Poor print quality	See details in <a href="#">Image Defects</a> .	See details in <a href="#">Image Defects</a> .
The printer does not work	<ul style="list-style-type: none"><li>• The cable between the computer and the printer is not connected properly.</li><li>• Error in specifying the print port.</li><li>• The printer is offline and User Guide of Printer is checked.</li><li>• The printer has not recovered from an internal error, such as a paper jam, paper empty, etc.</li><li>• Driver program of printer is not installed correctly.</li></ul>	<ul style="list-style-type: none"><li>• Disconnect and then reconnect the printer cable.</li><li>• Check the Windows printer settings to ensure that the print job has been sent to the correct port. If the computer has more than one port, make sure that the printer is connected to the correct port.</li><li>• Make sure that the printer is in the normal online status.</li><li>• Please eliminate errors so that the printer can recover to its normal state.</li><li>• Unload and reinstall the driver program of printer.</li></ul>
Problems with Paper Handling		
Paper feed failure	<ul style="list-style-type: none"><li>• The print media has been loaded incorrectly.</li><li>• The print media is out of the supported media range.</li><li>• The feed roller is dirty.</li><li>• Too many papers in paper tray.</li></ul>	<ul style="list-style-type: none"><li>• Please install printing medium correctly; please print with manual feed tray if special printing medium is used to print.</li><li>• Please use the print media within the specification range.</li><li>• Clean the feed roller.</li><li>• Remove excess paper from the tray. For printing on special print media, use the manual tray.</li></ul>

Paper Jam	<ul style="list-style-type: none"> <li>• Too many papers in paper tray.</li> <li>• The print media is out of the supported media range.</li> <li>• There is foreign matter in the paper path.</li> <li>• The feed roller is dirty.</li> <li>• Internal parts failure.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove excess paper from the tray. For printing on special print media, use the manual tray.</li> <li>• Make sure to use the paper that meets specifications. For printing on special print media, use the manual tray.</li> <li>• Clean the paper path.</li> <li>• Clean the feed roller.</li> </ul>
Print multipage feed	<ul style="list-style-type: none"> <li>• Excessive static electricity on the print media.</li> <li>• The print media is damp and is sticking together.</li> <li>• Internal parts failure.</li> </ul>	<ul style="list-style-type: none"> <li>• Separate the print media to eliminate some static electricity. It is suggested that you use the recommended print media.</li> <li>• Separate the print media or use better quality and dry print media.</li> </ul>

**Note:** • If the problem persists, please contact the customer service center. See the Guarantees certificate for contact details.

## Image Defects

Problem	Cause	Solution
 <p>Blank or white pages</p>	<ul style="list-style-type: none"> <li>• Toner cartridge is not installed properly.</li> </ul>	<ul style="list-style-type: none"> <li>• Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.</li> </ul>
 <p>Dark print</p>	<ul style="list-style-type: none"> <li>• A higher density is set when printing.</li> <li>• The print media does not meet the usage specification. For example, the print media is textured, damp, or too rough.</li> <li>• The paper used has been stored in the air for a prolonged time.</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust the toner density from "Printing Preferences" according to your operating system, or by selecting "Print Density" on the control panel.</li> <li>• Please correctly use the medium conforming to the specifications.</li> <li>• Keep the paper in its original wrapper before use.</li> <li>• Make the "Full Calibration" settings.</li> </ul>
 <p>Ghost images</p>	<ul style="list-style-type: none"> <li>• The tray fails to load the media properly.</li> <li>• Toner cartridge is not installed properly.</li> </ul>	<ul style="list-style-type: none"> <li>• Please load the paper correctly. See <a href="#">Paper Feeding</a> for how to feed the paper correctly.</li> <li>• Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.</li> <li>• Make "Position Calibration" or "Full Calibration" settings.</li> </ul>
 <p>Gray or colored background</p>	<ul style="list-style-type: none"> <li>• Toner cartridge is not installed properly.</li> <li>• The paper path is dirty.</li> <li>• Scanning exposure.</li> <li>• If a gray or colored background appears during copying or scanning, the glass platen may be dirty.</li> </ul>	<ul style="list-style-type: none"> <li>• Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.</li> <li>• Clean the paper path.</li> <li>• Please close the cover on the manuscript, and then carry out copying and scanning.</li> <li>• Clean the platen glass.</li> </ul>



Incorrect margins

- The tray fails to load the media properly.
- The print margin is set incorrectly.
- Please load the paper correctly. See [Paper Feeding](#) for how to feed the paper correctly.
- Please set the correct print margin.
- Make "Position Calibration" or "Full Calibration" settings.



Light print

- A lower density is set when printing.
- The print media does not meet the usage specification. For example, the print media is textured, damp, or too rough.
- The resolution in the print program is set too low, and the density is set too low.
- The paper used has been stored in the air for a prolonged time.
- Toner cartridge is not installed properly.
- Toner Save set is checked.
- Please correctly use the medium conforming to the specifications.
- Adjust the toner density from "Printing Preferences" according to your operating system, or by selecting "Print Density" on the control panel.
- Keep the paper in its original wrapper before use.
- Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.
- Please check whether the Toner Save mode is enabled.
- Make the "Full Calibration" settings..



Missing color

- Toner cartridge is not installed properly.
- The developing unit of the missing color is not installed properly.
- Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.
- Please remove the developing unit of the missing color and re-insert it.



Mottles and spots

- The toner cartridge is dirty or leaks toner.
- The print media does not meet the usage specification. For example, the print media is textured, damp, or too rough.
- The paper used has been stored in the air for a prolonged time.
- Toner cartridge is not installed properly.
- Incorrect transfer print settings.
- The paper path is dirty.
- If toner spots appear when copying and scanning, the platen glass may be dirty.
- Please contact the customer service center.
- Please correctly use the medium conforming to the specifications.
- Keep the paper in its original wrapper before use.
- Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.
- Readjust the transfer parameters. Please refer to Transfer Parameter Settings for how to adjust them.
- Clean the paper path.
- Clean the platen glass.



Paper crooked

- The scanner is dirty or damaged.
- The tray fails to load the media properly.
- The paper used has been stored in the air for a prolonged time.

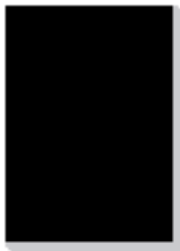
- Please load the paper correctly. See [Paper Feeding](#) for how to feed the paper correctly.
- Keep the paper in its original wrapper before use.



Print is crooked or skewed

- The tray fails to load the media properly.
- The print media does not meet the usage specification. For example, the print media is textured, damp, or too rough.
- The paper used has been stored in the air for a prolonged time.
- The paper path is dirty.

- Please load the paper correctly. See [Paper Feeding](#) for how to feed the paper correctly.
- Please correctly use the medium conforming to the specifications.
- Keep the paper in its original wrapper before use.
- Clean the paper path.



Single color or black images

- Toner cartridge is not installed properly.
- If all-black image appear when copying and scanning, maybe it is scanning exposure, and the cover on the manuscript is not properly closed.
- The scanner is damaged.

- Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.
- Please close the cover on the manuscript, and then carry out copying and scanning.
- Please contact Pantum Customer Service.



Text or image cut off

- The tray fails to load the media properly.
- Toner cartridge is not installed properly.
- There are foreign objects inside the printer.

- Please load the paper correctly. See [Paper Feeding](#) for how to feed the paper correctly.
- Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.
- Please contact the customer service center.



Toner comes off easily

- Print media that does not meet the specifications is used. For example, the media weight is not supported by the printer.
- The paper used has been stored in the air for a prolonged time.

- Please correctly use the medium conforming to the specifications.
- Keep the paper in its original wrapper before use.



Uneven print density

- Toner cartridge is not installed properly.

- Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.
- Make the "Full Calibration" settings.



Horizontal dark lines

- The paper used has been stored in the air for a prolonged time.
- Toner cartridge is not installed properly.

- Keep the paper in its original wrapper before use.
- Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.



Vertical dark lines

- The paper used has been stored in the air for a prolonged time.
- Toner cartridge is not installed properly.
- The paper path is dirty.
- If black vertical stripes appear when copying or scanning, the scanner or the platen glass may be dirty.
- Scanner Light bulb has smudges.
- The scanner is damaged.

- Keep the paper in its original wrapper before use.
- Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.
- Clean the paper path.
- Clean the scanner or the platen glass.
- Please contact Pantum Customer Service.



Horizontal white lines

- Toner cartridge is not installed properly.

- Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.



Vertical white lines

- The print media does not meet the usage specification. For example, the print media is textured, damp, or too rough.
- Toner cartridge is not installed properly.

- Please correctly use the medium conforming to the specifications.
- Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.



• The toner cartridge is damaged.

• It is recommended to replace with the original toner cartridge.  
• Please contact Pantum Customer Service.

Repetitive defects

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**Note:** • The faults above can be mitigated by cleaning or replacing the cartridge. If the problem persists, please contact the customer service center. See the Three Guarantees certificate for contact details.

# 10 Product Specifications

**Note:** • Specification values are slightly different for different models of printers with different functions. These values are based on the initial data. For more information about the latest specification, please visit: [www.pantum.com](http://www.pantum.com).

## Overview of the Specifications

Product Size(W*D*H)	401*400*225mm
Product weight (including cartridge, excluding the package)	15.3kg
Print Environment	Print temperature range:10-35°C Print humidity range:20%RH~80%RH
Power Voltage	110V Model:AC100-127V,50Hz/60Hz,8A 220V Model:AC220-240V,50Hz/60Hz,4A
Noise(SPL)	Printing:≤52dB(A) Standby:≤30dB(A) Mute mode:≤47dB(A)
Enter network standby time	1 minute
Default automatic shutdown time(for EU only)	4 hours
Power Consumption	Network standby:wireless<8.00W;without wireless<2.00W Standby: ≤12.00W Shutdown: ≤0.15W TEC:conforming to requirements of Energy Star and Chinese energy efficiency rating
Operating system	Microsoft Windows XP/ Windows 7/ Windows 8.1/ Windows 10/ Windows 11/Windows Server 2012/2016/2019/2022(32/64 Bit) macOS10.10/10.11/10.12/10.13/10.14/10.15/11.5/11.6/12.0.1/12.3/1 2.4/12.5/12.6/13.1 Linux Ubuntu 16.04(32/64 Bit)/ Ubuntu 18.04/Ubuntu 20.04/Ubuntu 22.04(64 Bit) iOS 11.0-16.0 Android 6.0-12.0 HarmonyOS 2.0-3.0
Communication interface	USB 2.0(High Speed) IEEE802.3 10 /100Base-Tx IEEE802.11b/g/n(support WPS) Bluetooth:BLE
Print Time of First Page	Mono:≤10s Color:≤11s
Maximum printable size	216mm*356mm

Frequency Band	BLE: 2400MHz – 2483.5MHz
	Wi-Fi 2.4GHz : 2400MHz – 2483.5MHz
<p>Note: The above frequency bands are common frequency bands, and different markets will restrict the use of certain frequency bands according to the country's regulatory requirements.</p>	
Maximum output power (Declaration for EU Compliance)	BLE: $\leq 10.00\text{dBm EIRP}$
	WLAN 2.4GHz : $\leq 20.00\text{dBm EIRP}$

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