

# User Guide

Pantum PT14C3A Series  
(CM2100 Series)

Color laser multifunction printer (ADF model)

**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: V1.2

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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



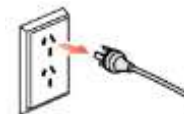
## Safety Warning

Please note the following safety warnings before using the printer:

### **Warning**



There is a 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 may result in an electric shock.



The fuser unit is hot during and after printing. Touching the fuser unit (the shaded area as shown) may cause burns!



The fuser unit bears 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 place any articles on top of the power cord. Do not put the equipment in a place where its power cord will 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 to 35°C, and the relative humidity between 20% to 80%;
25. For security and other reasons the printer may switch to intermittent printing after a certain amount of continuous printing.
26. Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
27. 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.
28. RF Radiation Exposure Statement Caution: To maintain compliance with the RF exposure guidelines, place the product at least 20cm from nearby persons.
29. 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.
30. 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.
31. 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.
32. Please keep this User Guide properly.

## Legal Information



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.



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



European Community (EC) directives conformity

This product complies with the protection requirements of EC directives 2014/30/EU and 2014/35/EU on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits. 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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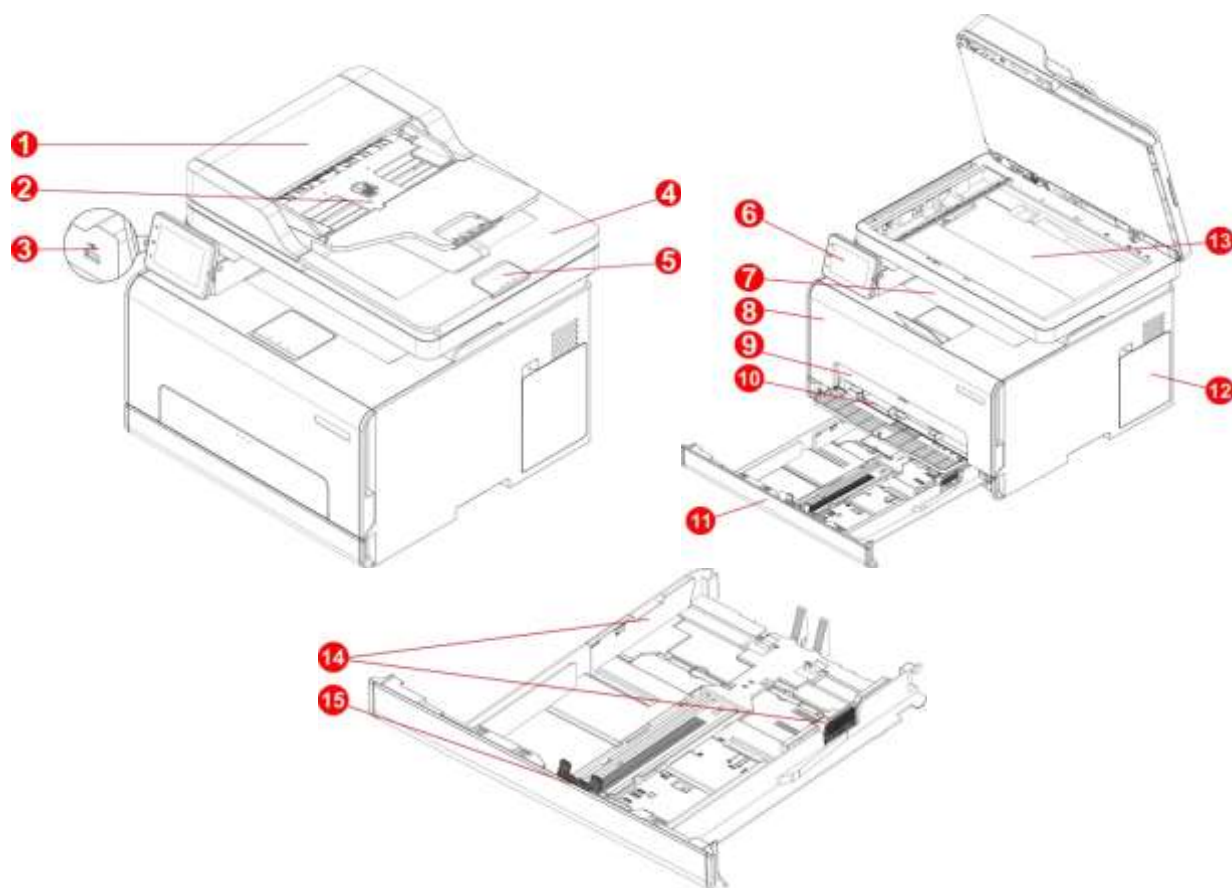
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# 01 Before Using the Printer

## Product View

### Side view



|    |                                              |                                                                              |
|----|----------------------------------------------|------------------------------------------------------------------------------|
| 1  | Cover of automatic document feeder           | This is used to remove the paper jammed in scanning for the ADF.             |
| 2  | Feed tray of automatic document feeder       | This is used to place originals scanned from the ADF.                        |
| 3  | Front USB interface                          | Scan into the USB flash disk                                                 |
| 4  | Cover of scanner                             | Open the cover of scanner to place the scanned originals on its glass plate. |
| 5  | Exit tray of automatic document feeder       | Prevent originals scanned from falling off.                                  |
| 6  | Control Panel                                | Indicate printer status to conduct set operation.                            |
| 7  | Standard exit                                | For storing the printed paper.                                               |
| 8  | Front Cover                                  | To open the front cover to take out the laser toner cartridge.               |
| 9  | Width guide plate of multi-purpose feed tray | Slide paper deflector to adapt to paper width.                               |
| 10 | Multipurpose feed tray                       | For placing media to be printed in multi-purpose tray.                       |

|    |                                          |                                                                 |
|----|------------------------------------------|-----------------------------------------------------------------|
| 11 | Standard feed tray                       | For placing the media for printing from the standard feed tray. |
| 12 | Waste toner bottle                       | Store the waste toner produced in printing.                     |
| 13 | Glass Platen                             | To put the original of tablet PC for scan.                      |
| 14 | Width guide plate of standard feed tray  | Slide paper deflector to adapt to paper width.                  |
| 15 | Length guide plate of standard feed tray | Slide paper length deflector to adapt to paper length.          |

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

## Rear View



|   |                                                                     |                                                       |
|---|---------------------------------------------------------------------|-------------------------------------------------------|
| 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.      |

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

• 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.

# Control Panel

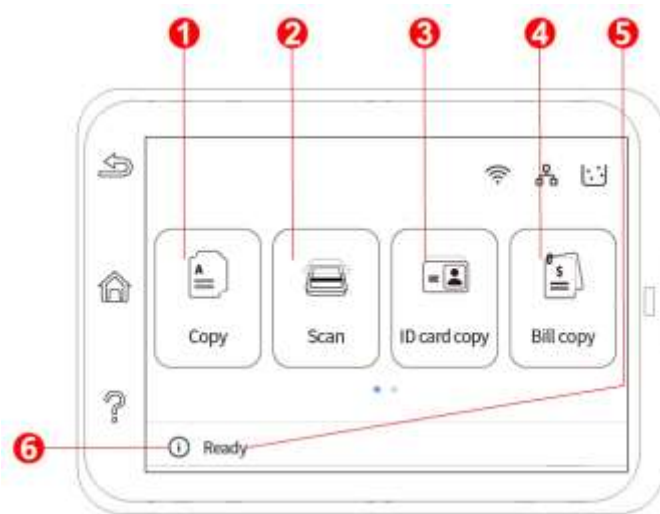
Overview of control panel



| No. | Name               | Functions                                                                                                                                                                   |
|-----|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Power switch       | Turn the power on or off and press this button under Ready state to enter energy-saving mode.<br>Press and hold this button for more than 2s to turn the printer power off. |
| 2   | Color touch screen | <ul style="list-style-type: none"><li>• Check printer status and message.</li><li>• Set and operate printer.</li></ul>                                                      |
| 3   | Return button      | Return to the previous menu.                                                                                                                                                |
| 4   | Home button        | Go to the home screen.                                                                                                                                                      |
| 5   | Help button        | <ul style="list-style-type: none"><li>• Access to Help system of control panel.</li><li>• It describes how to use each screen and eliminate faults.</li></ul>               |

## Home screen

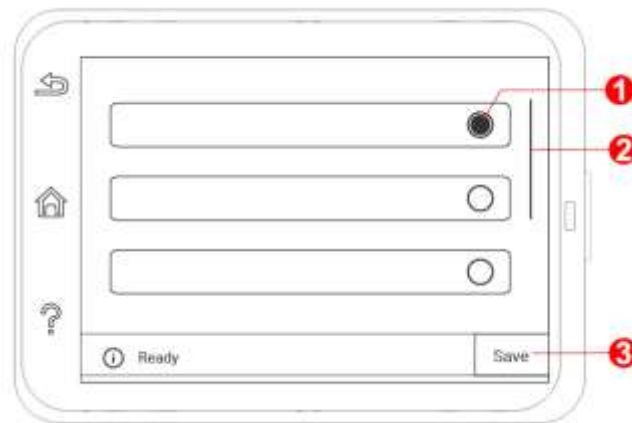
The layout of the main screen is shown below:



| No. | Name               | Functions                                                                                                                                                    |
|-----|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Copy               | Access to "Copy" menu and make a copy.                                                                                                                       |
| 2   | Scan               | Access to "Scan" menu and scan document.                                                                                                                     |
| 3   | ID copy            | Access to "ID copy" menu and make an ID card copy.                                                                                                           |
| 4   | Bill copy          | Access to "Bill copy" menu and make a bill copy.                                                                                                             |
| 5   | Status message bar | Display the current printer status.                                                                                                                          |
| 6   | Status icon        | <ul style="list-style-type: none"><li>• View supplies information in ready state.</li><li>• View printer error status information in error status.</li></ul> |

## Touch screen button

Layout of touch screen buttons of printer control panel is shown as below:



| No. | Name             | Functions                 |
|-----|------------------|---------------------------|
| 1   | Radio button     | Select or delete an item. |
| 2   | Slide the button | Scroll up and down.       |
| 3   | “Save” button    | Save setting.             |

## Function 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

## Selecting paper

|                        |                              |                                                                                                                                                                                                                                                                                                                               |
|------------------------|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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                 | 60~105 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> ), thick paper3 (177~200g/m <sup>2</sup> ) , Label paper (smooth surface), label paper (matte),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,C customize paper                                                                                             |
|                        | Media weight                 | 60~200 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.

### Please note the following matters when selecting the print media:

1. Desired print effect: The print media selected should meet the requirement of the print tasks.
2. Surface smoothness: The smoothness of the print media may affect the sharpness of the print outcome.
3. Some print media may meet all the use guidelines contained herein, but they still can not bring satisfactory effect. This may be due to incorrect operation, inappropriate temperature and humidity,

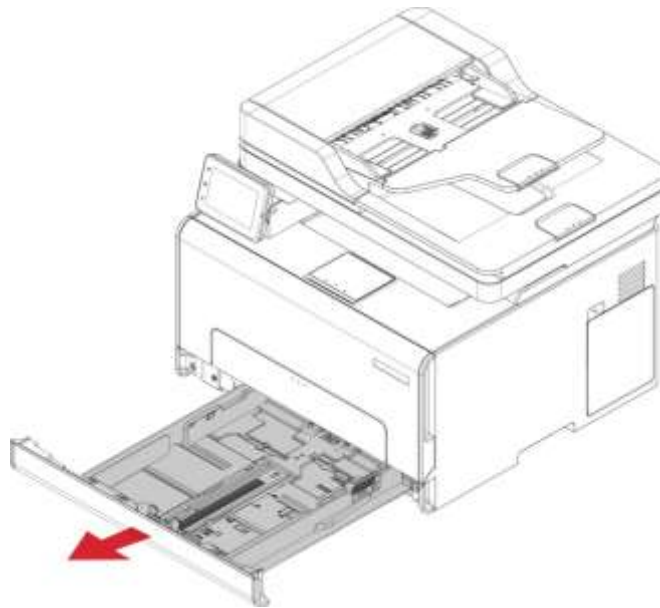
or other factors beyond the control of Pantum. Before purchasing large quantities of print media, make sure that the print media meets the specifications specified in this User Guide.

## Loading Paper

### Load in the standard feed tray

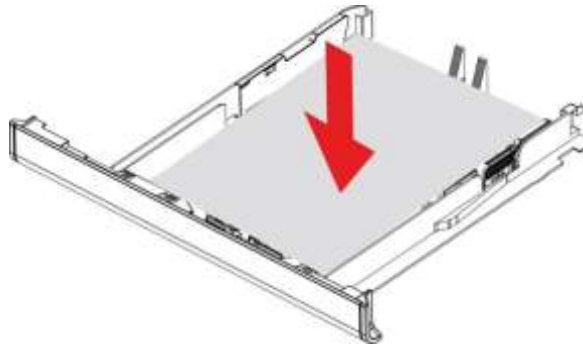
The steps are as follows:

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.

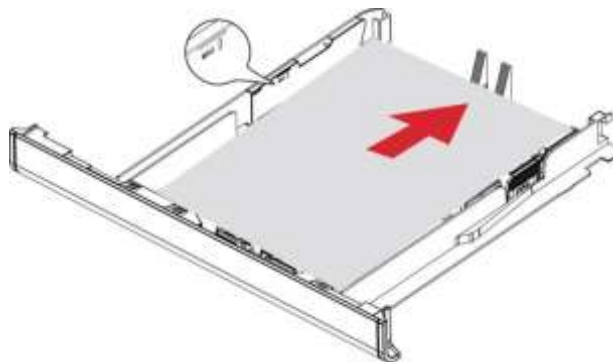
2. Load the paper with the printable side facing up.



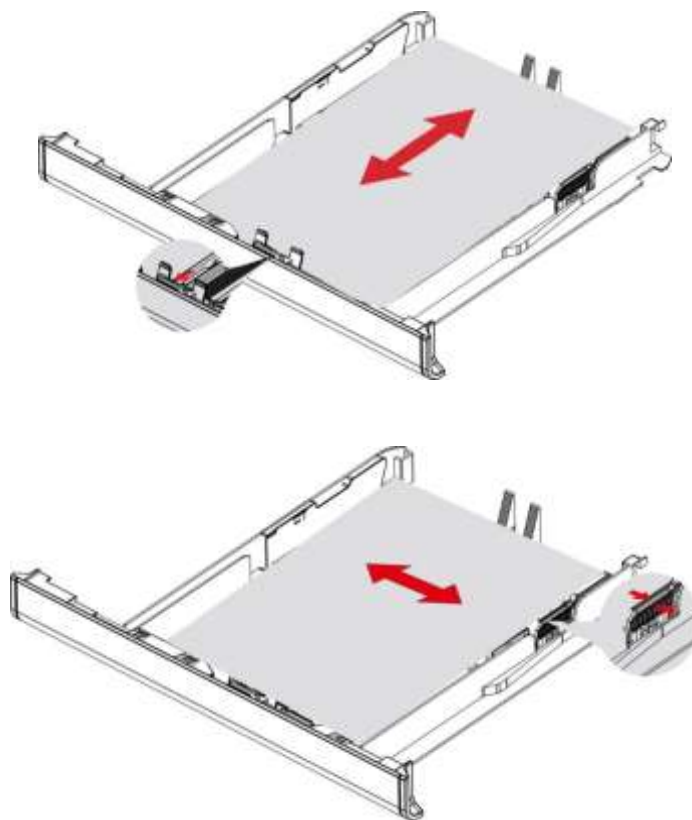
**Note:** • For single-sided printing, load the paper with the printing side facing up and the header facing the inside of the tray.

- Do not slide paper into the tray.

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



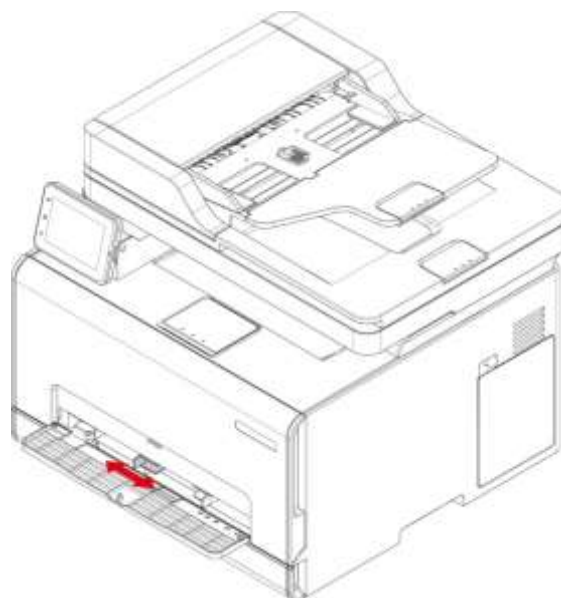
3. Adjust the guide to match the size of the loaded paper.



4. Insert the tray.

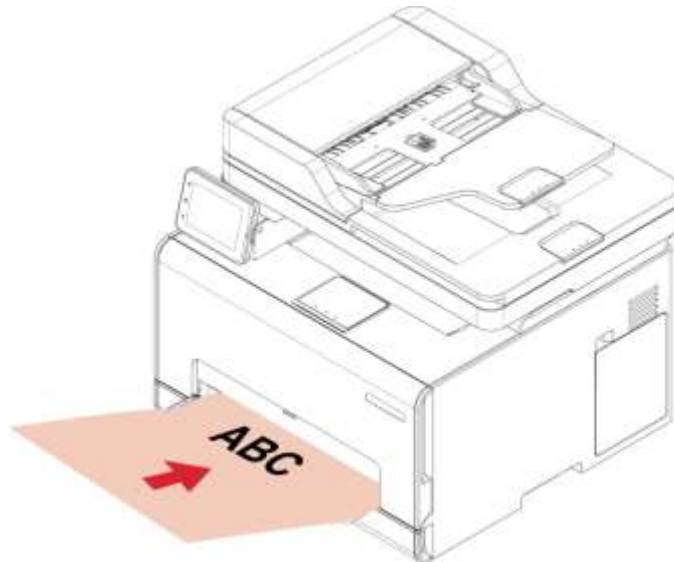
### **Install the multipurpose feed tray**

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.

## Paper and Manuscript Use Process

### Manuscript requirements:

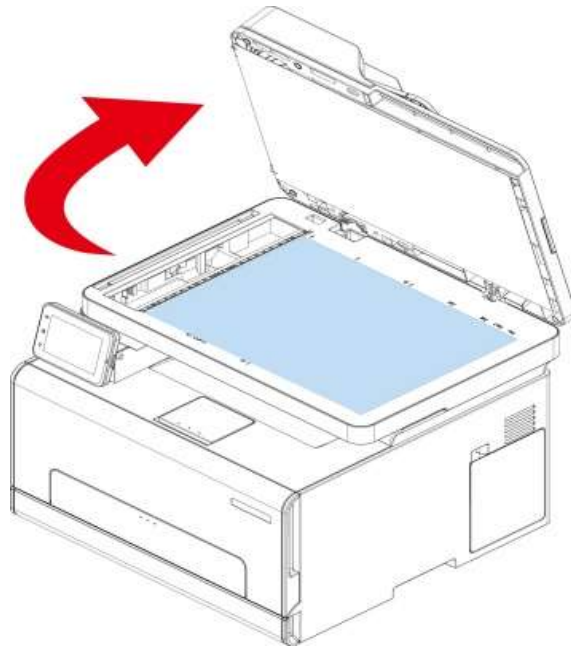
| Source                          | Type        | Size                                            |
|---------------------------------|-------------|-------------------------------------------------|
| Automatic document feeder (ADF) | Plain paper | A4,A5,JIS B5,A6,Letter,Folio,Legal              |
| Platen                          | —           | A4, A5, A6, JIS B5, Letter, Full Platen, Custom |

## Scanning With Tablet

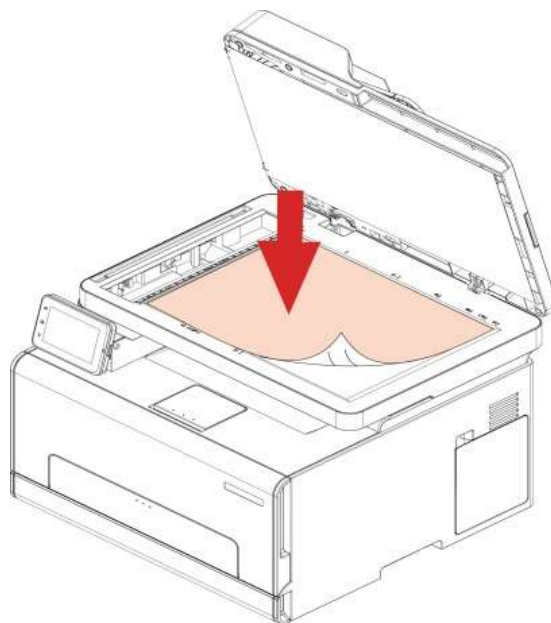
**Note:** • Printer appearance may differ because of various models and functions, so the schematic diagram is only for your reference.

### Operation steps:

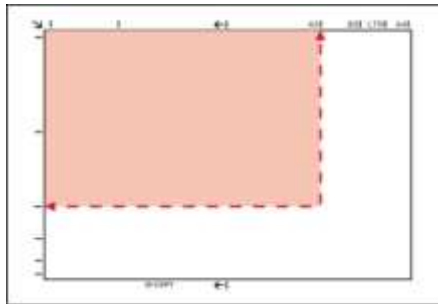
1. Lift up the scanner cover.



2. Load the manuscript face down.

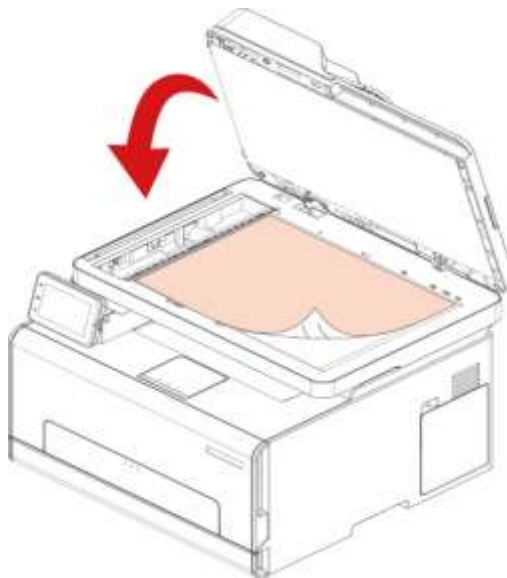


3. Align the manuscript to match the appropriate paper size.



**Note:** • If the manuscript does not match with any size marker, please align the upper-left corner of the manuscript with the arrow.  
• Make sure there is no document in the ADF. If a document is detected in the ADF, it will be more preferential than that on glass platen.

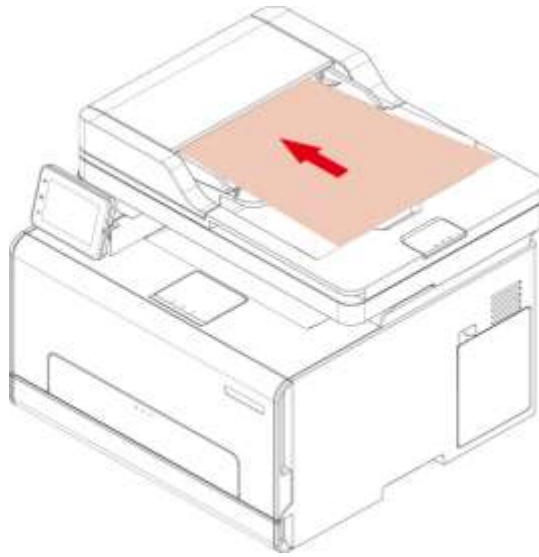
4. Close the scanner cover gently.



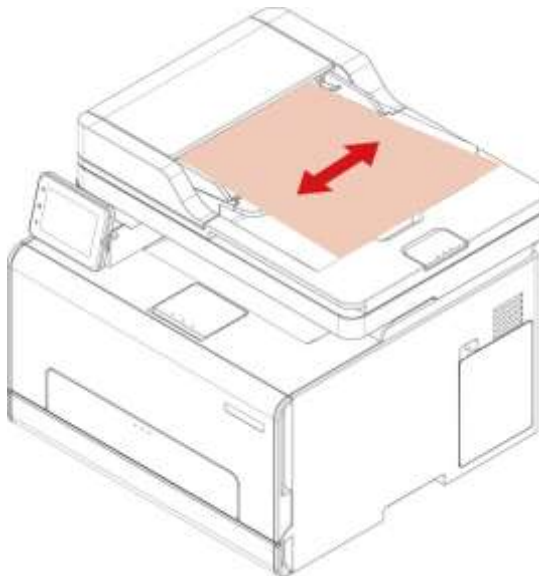
**Note:** • Please put the paper or document on the scanner glass after the glue, ink or correction fluid are completely dried.  
• Rough textured, uneven, oil stained and extremely smooth paper will make printing effect poor.  
• Please make sure that there is no dust, fluff, etc. on the paper.  
• Paper shall be put on a flat surface and stored under a cool and dry environment.  
• To avoid influencing the definition, please don't open the scanner cover during scanning with the platen.

## Scan with the automatic document feeder (ADF)

1. Put the original into the ADF with its front upward and top fed first.



2. Adjust the document guide till it gets close to the paper stack.



**Note:** • The ADF supports feeding 50 pieces of paper at most that should be fed one by one.

# 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.



6. After the installation, click "Print & Test Page" button. If your printer prints the test page successfully, it means that you have installed the driver correctly. (If you need to install the OCR software under the Windows system, please install it when the computer is connected to the Internet.)

**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)

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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)

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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.

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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

## 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

Take the wireless network setup tool in computer.

1) **Windows system:** Click the "Start menu" – "All programs" - "Pantum" — Product name – "Wireless network setup tool".

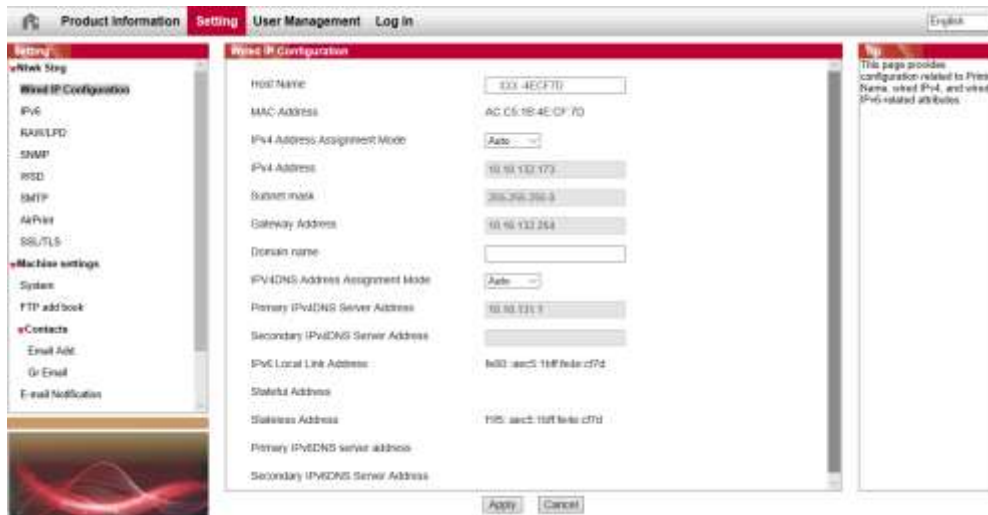
2) **macOS system:** click "Go" - "Applications" - "Pantum" - "Utilities" - "Wireless Network Configuration Tool" on the computer Finder menu bar.

## How to disable the Wi-Fi network connected

1. From printer control panel navigate to: "  " -Network set-Wireless conf.-PBC mode.
2. Select "Close" button and save.

## 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                                |         |

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Custom Size



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**Note:** • You can select the 2 x 2 Poster Print in N-in-1 to enable the poster printing function.  
• You can open the Printing Preferences and click Help button to view the specific function explanation.

## 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 print on both sides

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. Click "OK" to complete the printing setting.. Click "Print" to print on both sides.

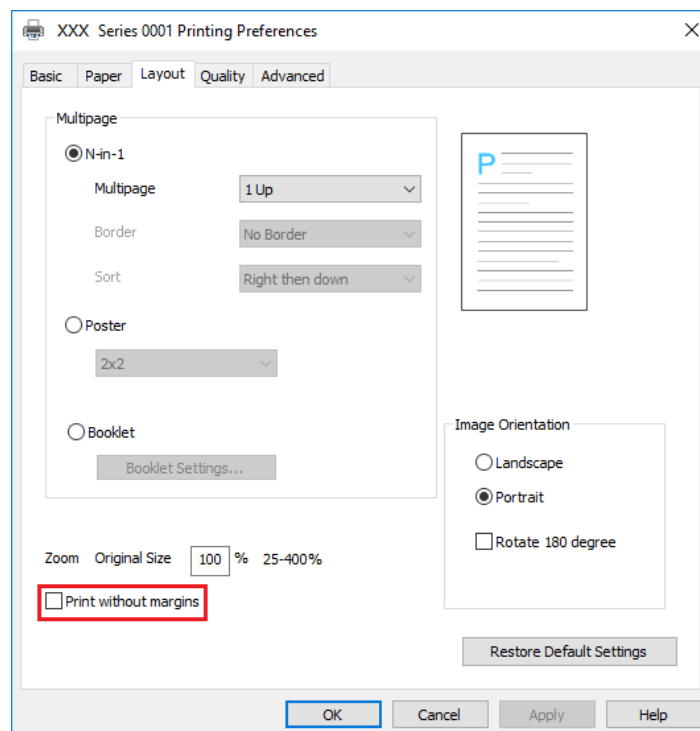
## Print without margins

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".

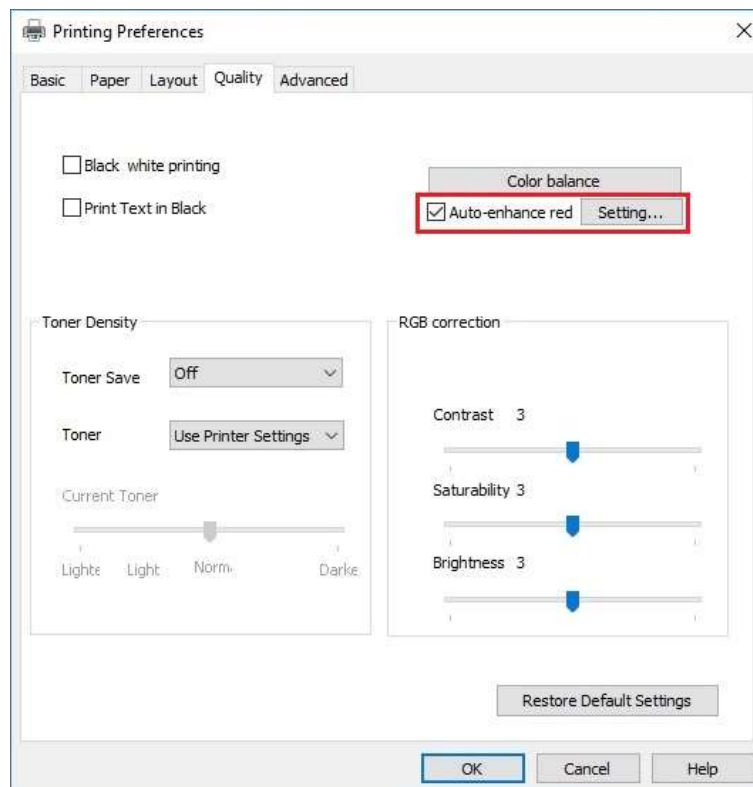


## Red Auto Enhancement function

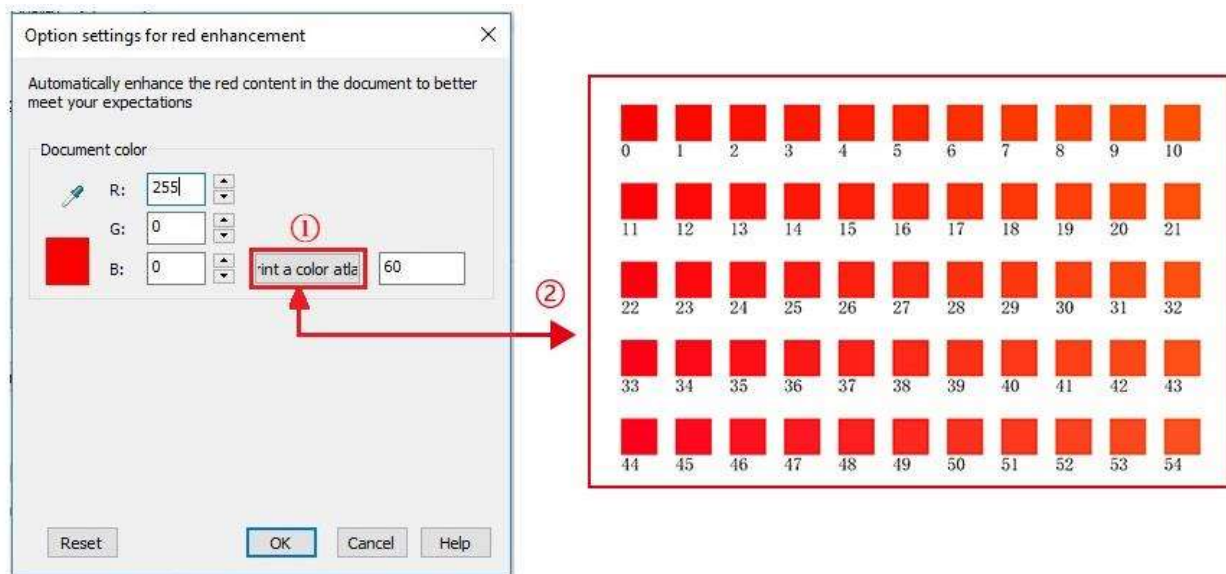
When the red content on the printed portrait does not meet the expectation, you can try to adjust the color of the portrait via the "Red Auto Enhancement" function. The operation steps are as follows:

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.

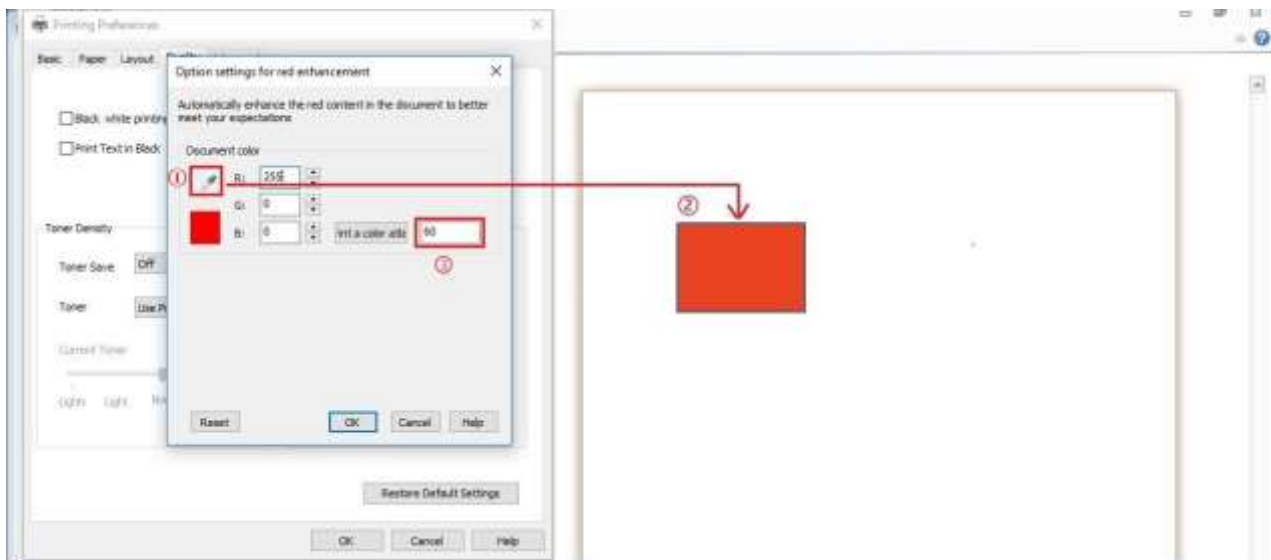
1. Open the file you want to print. Click the "File" menu in the upper left corner. Select "Print" to bring up the print driver.
2. Select the corresponding printer model.
3. Click "Printer Properties/Preferences" to configure the printing.
4. Enter the "Quality" option interface. Check "Red Auto Enhancement"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

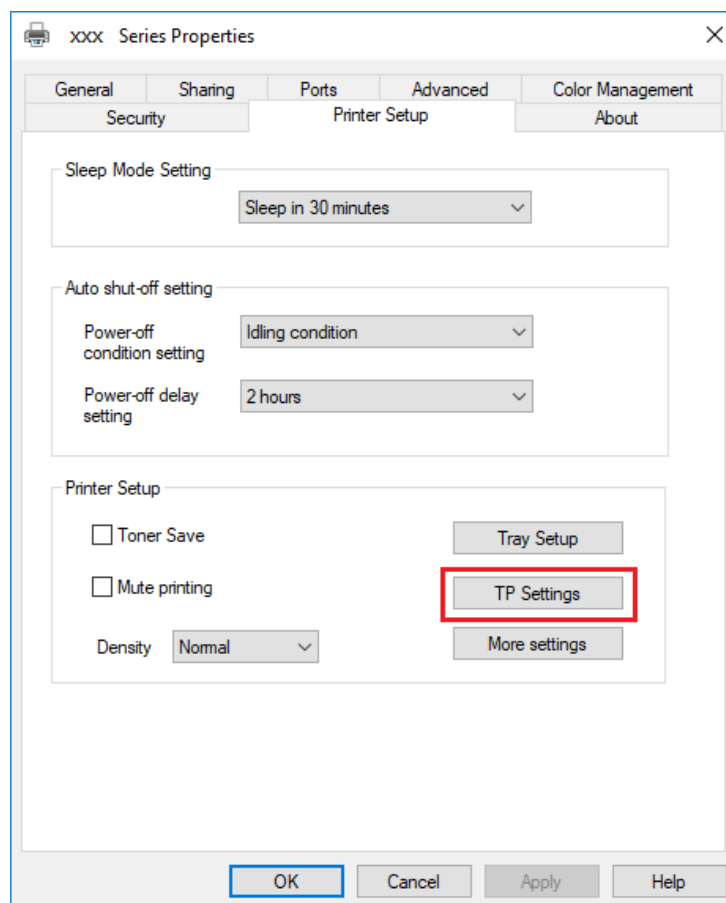
## Set transfer print parameters

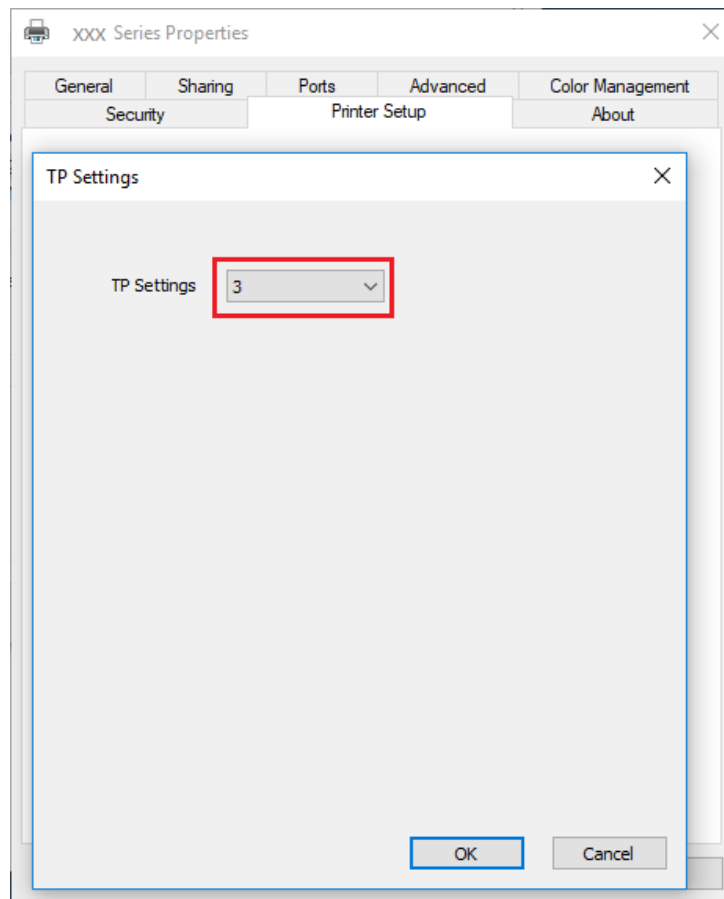
If the printed image is mottled or blotchy-looking, you can try to adjust the transfer print parameters through Printer Setup.

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 Copying

## Copying function

| Copying function |                  | Instructions                                           |
|------------------|------------------|--------------------------------------------------------|
| Common copying   | Copy source      | Set the paper size of the originals.                   |
|                  | Copy To          | Set the paper size and type of the specified tray.     |
|                  | Resizing         | Reduce or enlarge the size of image copied.            |
|                  | Intensity        | Adjust deep-light copying effect by setting intensity. |
|                  | Duplex copying   | It supports manual duplex copying for originals.       |
|                  | Color            | It is used for color or monochrome copying.            |
|                  | Image quality    | Set the definition mode to improve the copying effect. |
|                  | Multipage        | Print a multi-page document to a piece of paper.       |
|                  | Clone            | Print several identical images to a piece of paper.    |
|                  | Collated copy    | Collate copies of an original.                         |
| ID copy          | Color            | It is used for color or monochrome copying.            |
|                  | Arrangement mode | Set the Layout for Copying ID Card                     |
|                  | Intensity        | Adjust deep-light copying effect by setting intensity. |
|                  | Paper Size       | Set the paper size.                                    |
| Receipt copying  | Color            | It is used for color or monochrome copying.            |
|                  | Intensity        | Adjust deep-light copying effect by setting intensity. |
|                  | Paper Size       | Set the paper size.                                    |

## Common copying setting

Change related setting through setting menu for better copy result.

1. Select "Copy" button in printer control panel;
2. Determine copy setting, click "Copy" button to copy.

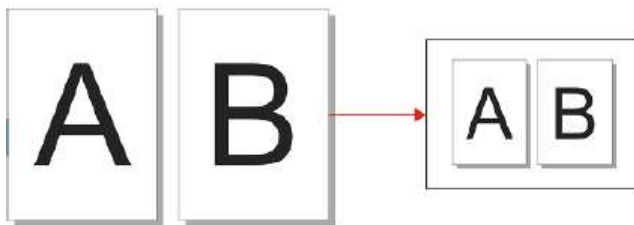
**Note:** • Once the settings options for image quality, brightness and contrast, zoom, and paper size are selected, the settings will remain in effect.  
• The settings such as image quality, zoom, all-in-one, clone, collated copy and duplex copying will revert to defaults, when the copy is completed, the panel buttons are switched, or the machine is restarted.

## Multipage

With setting on all-in-one feature, a 2- or 4-page document could be copied to one piece of paper. Copying with the ADF and the glass platen are both supported.

The multipage includes 3 modes:

(1)Two-in-one:



(2)Horizontal four-in-one:



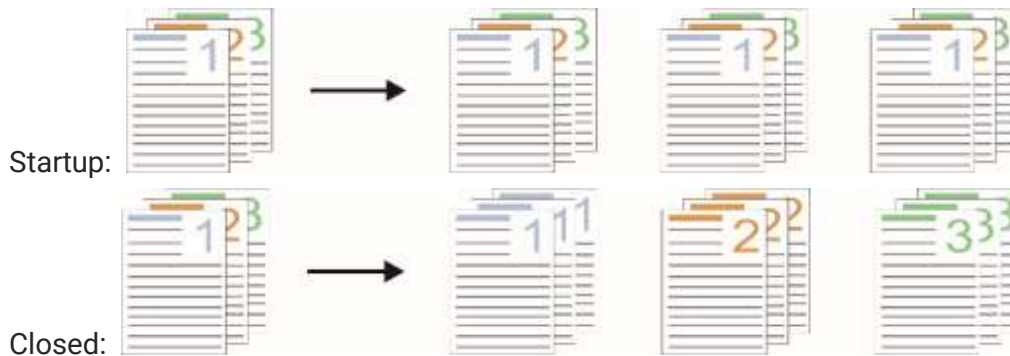
(3)vertical four-in-one:



**Note:** • "Multipage" and "resizing function" cannot be set at the same time.

## Collated copy

The "Collated Copies" feature supports only copying with the automatic document feeder (ADF). The collated copy includes 2 modes:

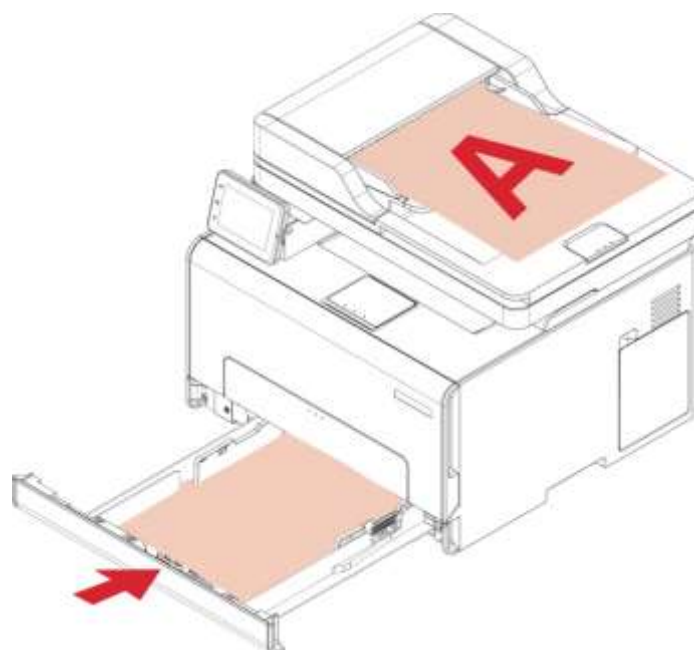


## manual duplex copying

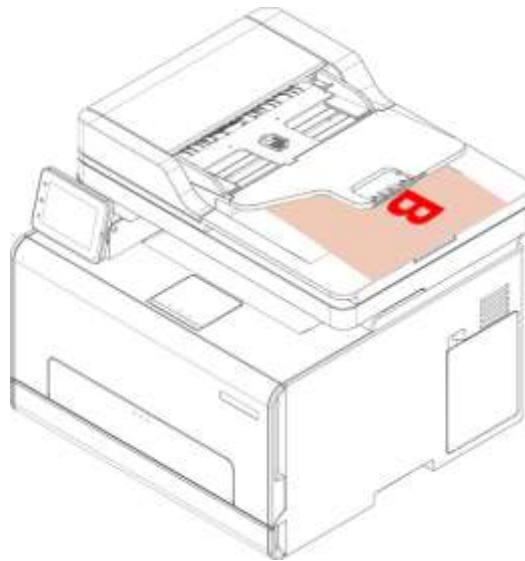
In case of manual duplex copying of original, choose ADF mode.

### Steps to use Manual Duplex Original Copying

1. Put an original into the ADF with its front upward and its top fed first; meanwhile, make sure there are some paper in the carton.

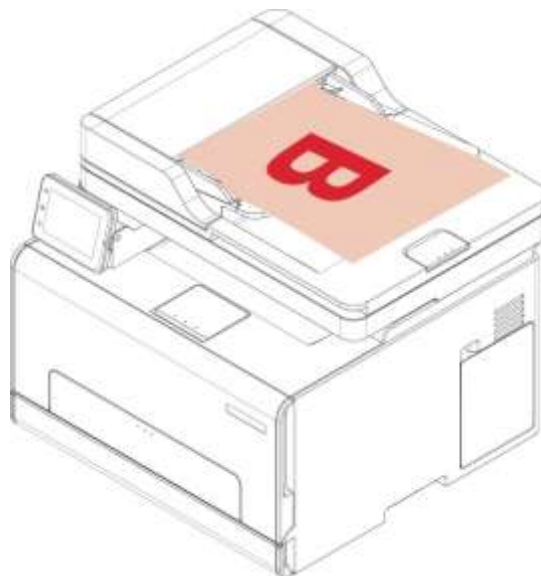


2. Operate in accordance with the procedure of ordinary copy; choose the "manual duplex copy" mode and press "OK" to save the settings.
3. Click "Copy" button to copy.
4. Paper exited should be with the direction as shown in the figure:



5. After completion of copying one side, put the paper into the entrance as shown in figure (without turnover or rotation).

**Note:** • If the turnover prompt on panel times out, the machine will execute one-sided copying automatically.



6. Press "Start" to begin copying the other side.

## **ID copy settings**

For better copying effects, you can change the corresponding settings via the "ID Copy Settings" menu.

1. Select "ID Copy" button in printer control panel;
2. Determine copy setting, click "Copy" button to copy.

## **Receipt setting**

For better copying effect of bills, you can enter the "Bill Copy Setting" menu to change relevant settings.

1. Select "Bill copy" button in printer control panel;
2. Determine copy setting, click "Copy" button to copy.

# 09 Scan

This printer provides two types of scan: "Push Scan", which means scanning through the printer's Control Panel operations; "Pull Scan" which means scanning through PC terminal scanning the application. Before scanning, please be sure a printer driver has been installed in the computer. This product complies with the TWAIN and Windows Image Application (WIA) standard. If using the application which supports TWAIN and WIA standard, users can use the scan function and directly scan the images to the open application.

## Pull Scan

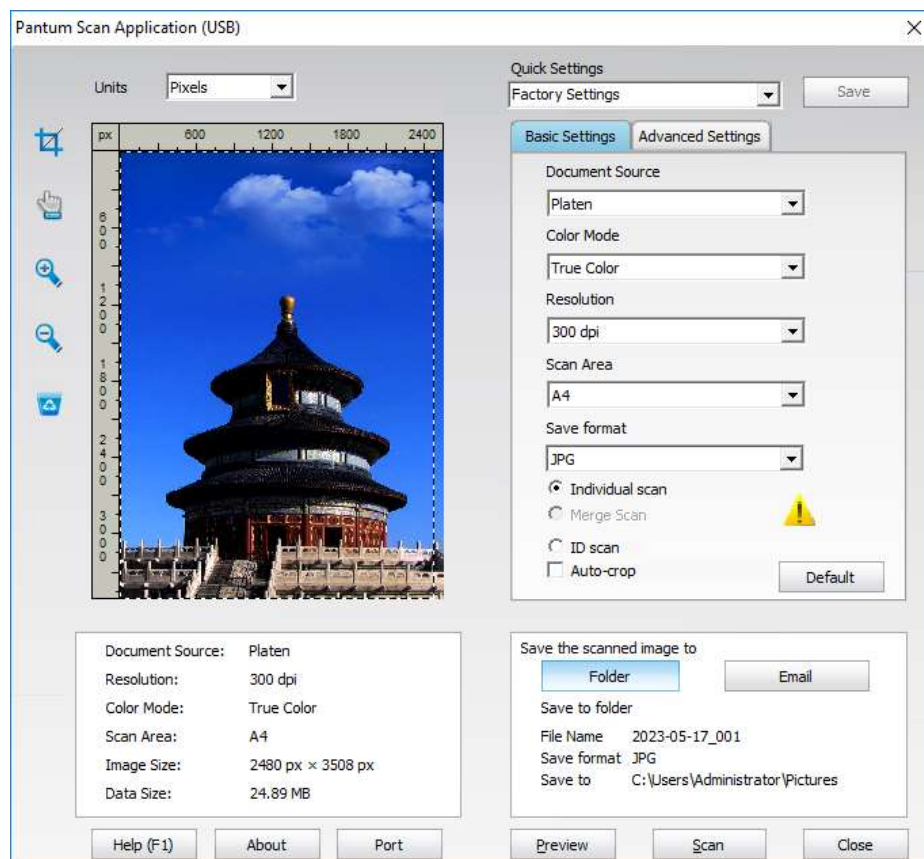
You can scan from the PC scan application via USB, wired, or wireless connection. Make sure the printer is properly connected before scanning.

### Windows system scan

#### Pantum Scan Application

Operation Steps:

1. Double click on "Pantum Scan Application" on the computer.
2. The prompt window is shown as below:



3. Set Scan in the right list. Click "Scan" on the bottom right corner and start scan.

**Note:** • Images in the format of BMP, JPG, TIF, PDF, PNG, and OFD can be scanned by the Pantum scanning application software. The image text recognition is available for documents in the format of DOCX, XLS, XLSX, PPTX, TXT and searchable PDF. (If you need to use the image text recognition function, please download and install the OCR software according to the interface prompts after the driver installation. For the installation method, please refer to [Driver Setup](#))  
• You may click "Help (F1)" to open the help document of the scanning application to learn more scanning setting information.

## macOS System Scan

### ICA Scan

#### Open ICA via "Print and Scan"

Operation Steps:

1. After installing the printer driver, click "System Preferences" icon on the bottom left corner of the computer desktop.
2. After the window pops up, click on "Print and Scan".
3. After the pop-up window appears, select the desired printer and click the "Scan" button.
4. Click on "Open Scanner" and the scan window will pop up.
5. Click on "Show Details" on the bottom right corner to set the scan parameters.
6. Click on "Scan" on the bottom right corner and start scan.

#### Call CIA through applications

Operation Steps:

1. Click on "Finder" icon on the bottom left corner of the computer desktop, Find "Image Capture" in "Applications", and click to launch the application.
2. After the window pops up, set the scan information in the right list of "Basic Setting" and "Advanced Setting". Click on "Scan" and start scan.

### TWAIN Scan

Take Photoshop as an example. (CS2 and earlier versions are supported)

Operation Steps:

1. Launch Photoshop, click on "File" – "Import" on the top left corner and select TWAIN Scan.
2. After the window pops up, set the scan information in the right list of "Basic Setting" and "Advanced Setting". Click on "Scan" and start scan.

## Push Scan

This section is mainly to introduce how to scan files to PC, E-mail, FTP and USB with the printer's control panel.

**Note:** • Files supported in scanning into the PC/Email/FTP/USB flash disk: PDF, TIFF, and JPEG.

## Scan to PC

You may operate the printer's control panel to scan a file to PC. (Only support connection method of USB connection line.)

1. Be sure the printer and the computer are both switched on and connected with each other properly.
2. Put an original on the glass platen or into the ADF
3. Click "Scan-Scan to PC" in printer control panel.
4. Select proper scan setting, click "Scan" button to make a scan.
5. If you want to perform a merge scan, place the documents that you want to continue scanning on the glass platen, press the "Start" button and proceed with scanning the second page. (ADFsd can make scan continuously without interruption.)

## Scan to E-mail

You can scan the file as an attachment into the email application. The steps are as follows:

1. Be sure the printer and the computer are both switched on and connected with each other properly.
2. Set up SMTP client.
3. Configure the E-mail address book
4. Put an original on the glass platen or into the ADF
5. Click "Scan-Scan to Email" in printer control panel.
6. Select proper scan setting, click "Scan" button to make a scan.
7. If you want to perform a merge scan, place the documents that you want to continue scanning on the glass platen, press the "Start" button and proceed with scanning the second page. (ADFsd can make scan continuously without interruption.)

Instructions for settings of group e-mail sending:

Set the group name for group e-mail sending by webpage, and set the members, i.e.the receivers, in the group of group email. After finishing scanning, firmware will send the scanned documents to the mail server. Then mail server sends the documents to every member of the group.

## Scan to FTP

Be sure the user is in an Internet-connected environment in scanning files to FTP server. If you want to scan large files, you may need to input the server address, user name and password to log in the server, with specific operation steps as below:

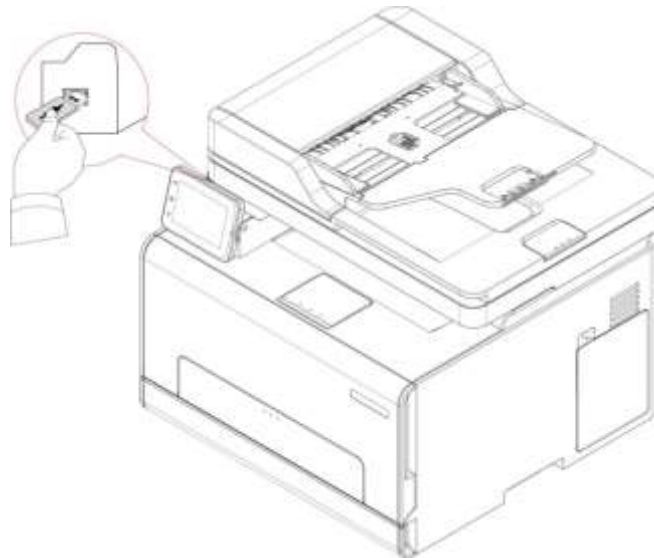
1. Be sure the printer and the computer are both switched on and connected with each other properly.
2. Configure the FTP address book
3. Put an original on the glass platen or into the ADF
4. Click "Scan-Scan to FTP" in printer control panel.
5. Select proper scan setting, click "Scan" button to make a scan.
6. If you want to perform a merge scan, place the documents that you want to continue scanning on the glass platen, press the "Start" button and proceed with scanning the second page. (ADFsd can make scan continuously without interruption.)

## Scan USB drive

This printer supports scanning files to USB without a computer. Before operation, please make sure the USB has enough storage space.

The specific operation steps are as follow:

1. Insert the USB into the printer's front USB interface.



2. Put an original on the glass platen or into the ADF
3. Click "Scan-Scan USB" in printer control panel.
4. Select proper scan setting, click "Scan" button to make a scan.

A "PantumScan" folder will be created in the USB flash disk. The scanned file will be saved in the PDF, TIFF or JPEG format.

**Note:** • USB formats supported: FAT and FAT32 for Windows system and MS-DOS (FAT) for macOS system.

# 10 Routine Maintenance

---

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

## Cleaning 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 cover.

**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 for cleaning.

## Cleaning the printer

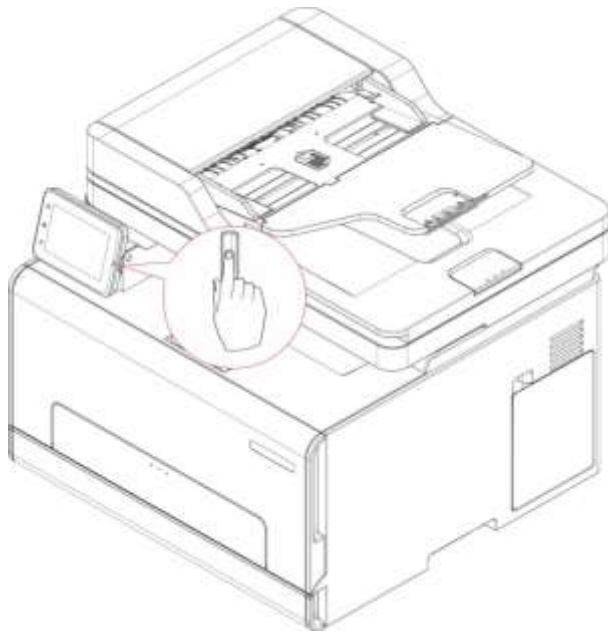


:To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

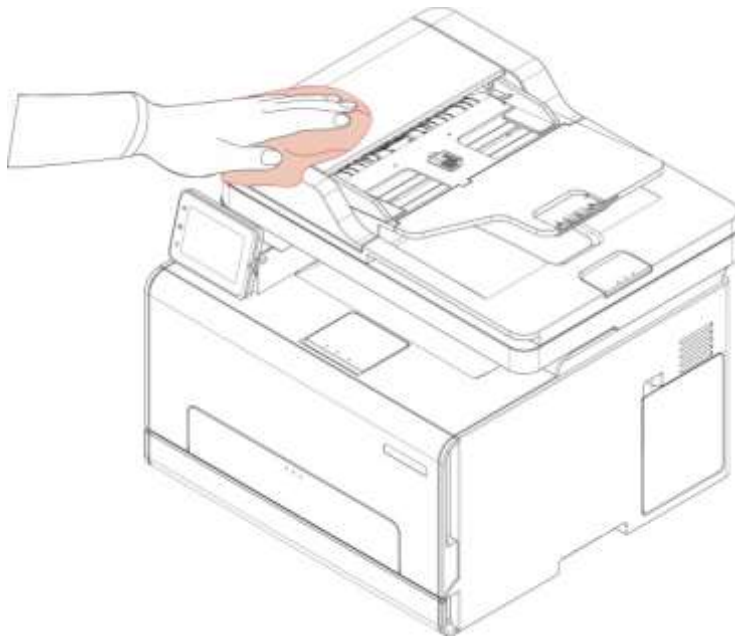
**Note:** • Please perform this job every few months.

- 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.

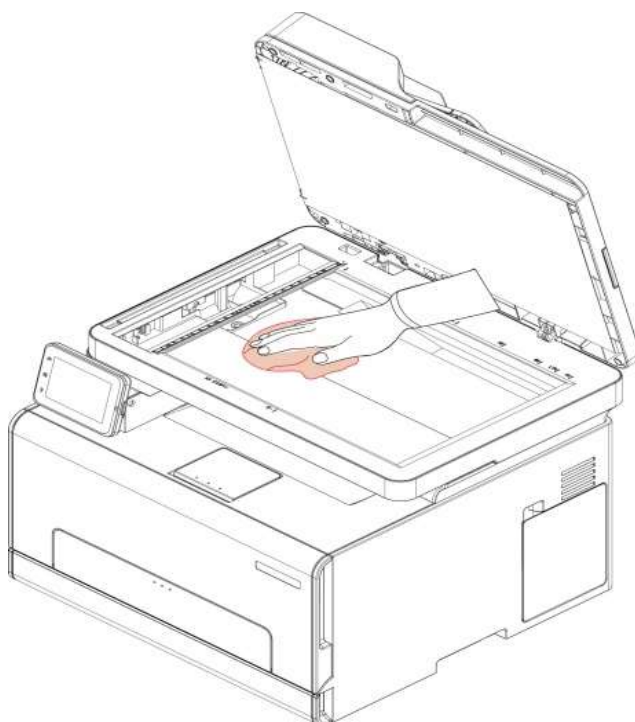


2. Remove the paper from the standard exit and feed tray.
3. Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.
4. Wipe the outside of the printer with a damp, soft, lint-free cloth.



**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.

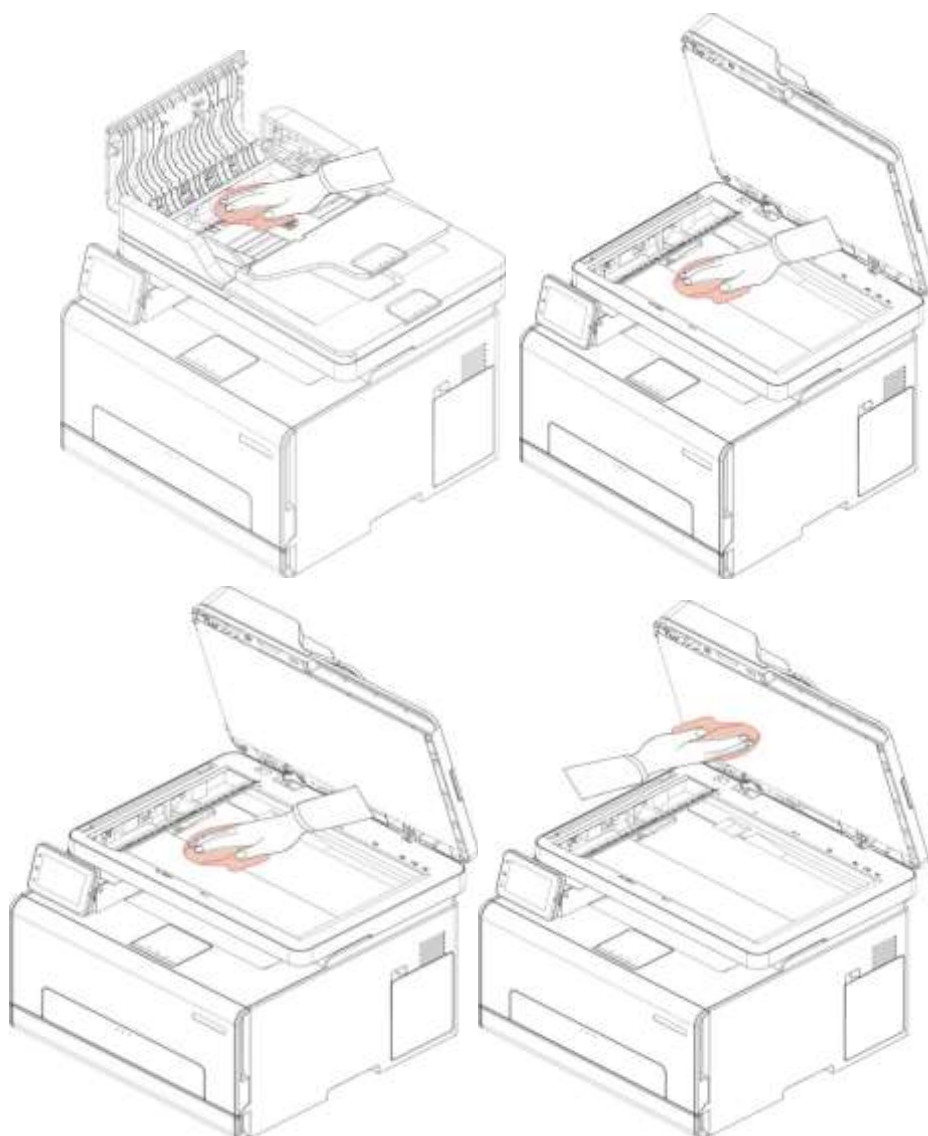
5. Connect the power cord to the electrical outlet, and then turn on the printer.



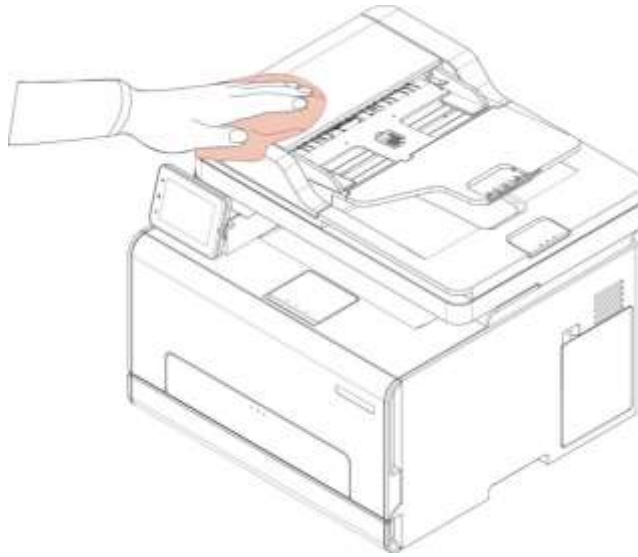
:To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

## ADF cleaning

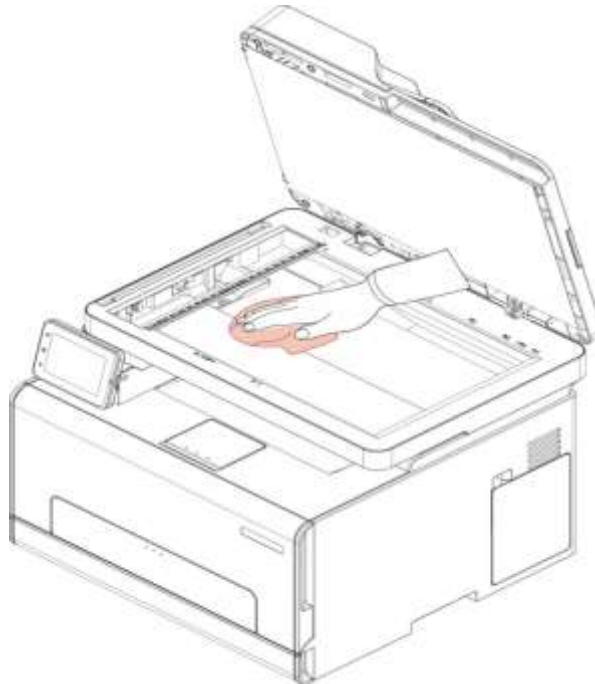
**Note:** • the machine with the ADF should be regularly cleaned, removing dirt on the top cover of the ADF.  
Please wipe the place as shown in figure with a soft cloth.



1. Use a soft cloth to wipe the outside of the printer clean.



2. Open the scanner cover and then wipe the glass platen gently with a soft cloth.



## 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.

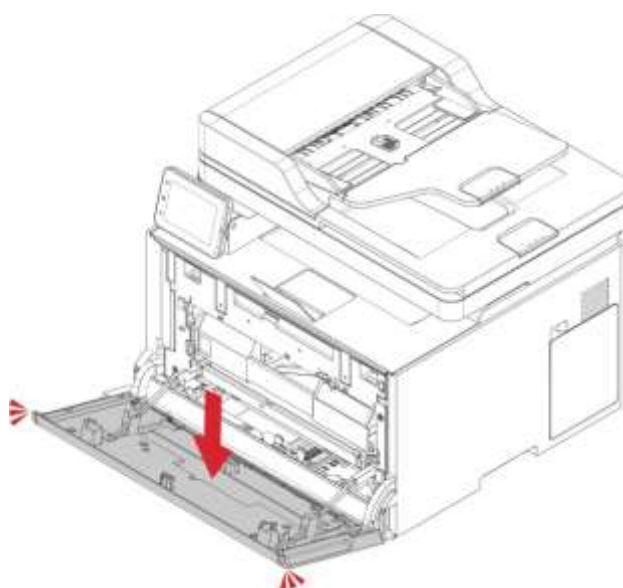
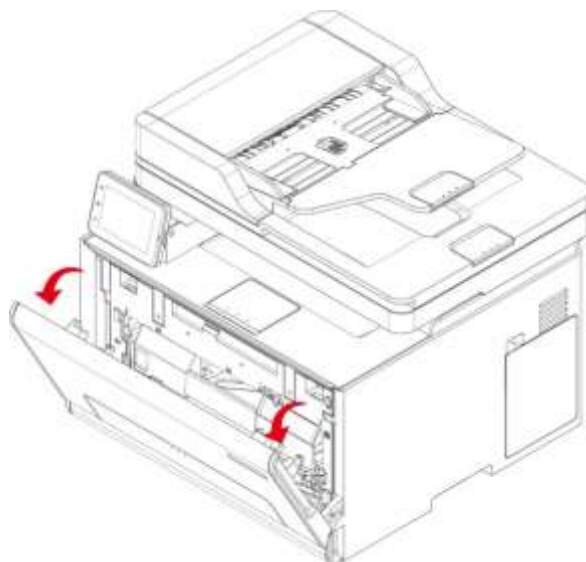
### 2. Service life of toner cartridge

- The service life of toner cartridge is depending on the toner quantity needed by printing.
- When the touch screen shows "Toner Cartridge Exhausted", it means that the toner cartridge is nearly exhausted. Please replace the toner cartridge.

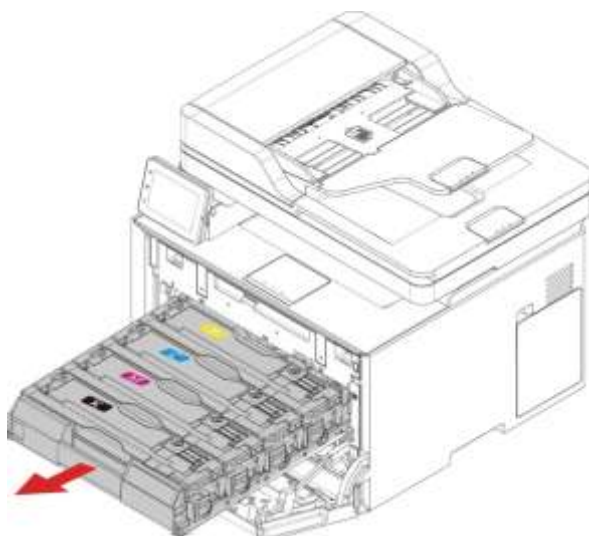
## Replacing the toner cartridge

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

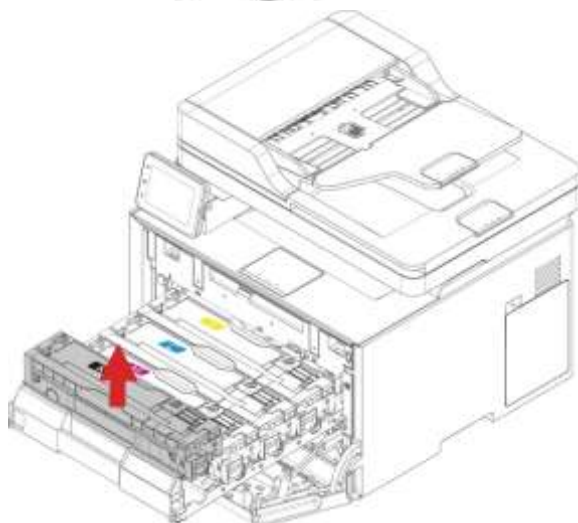
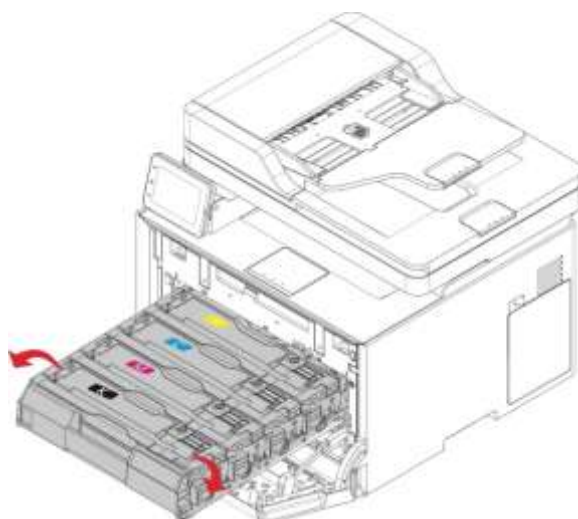
1. Open the front cover, and then push it down hard.



2. Pull out the toner cartridge tray.

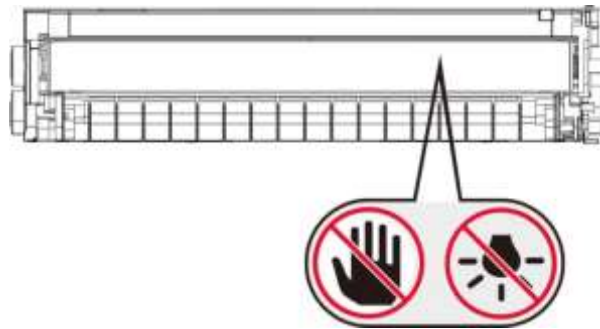


3. Remove the used toner cartridge.

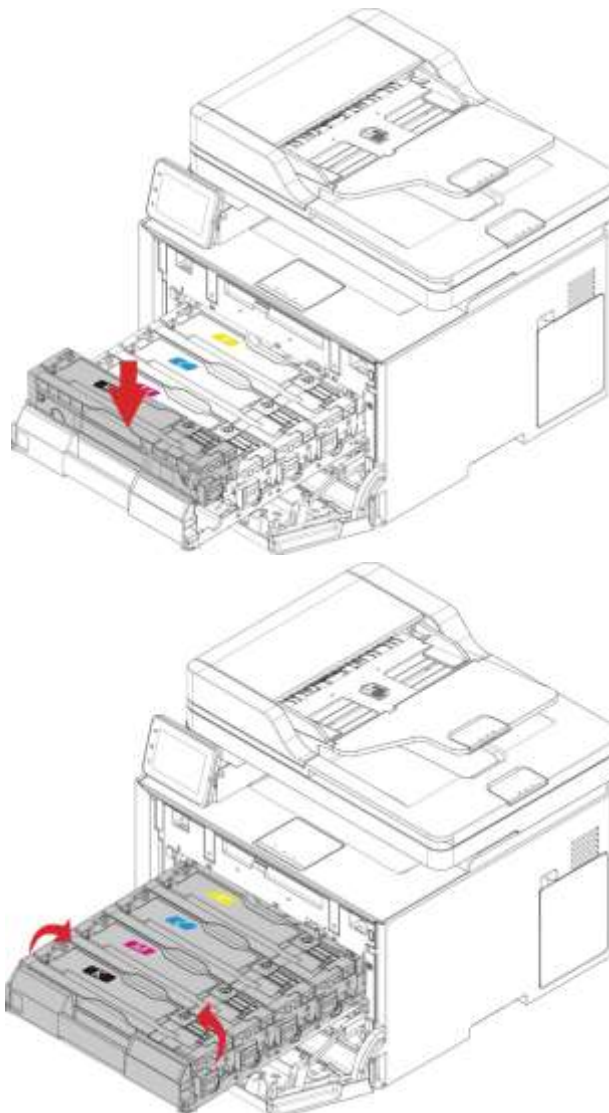


4. Unpack the new toner cartridge.

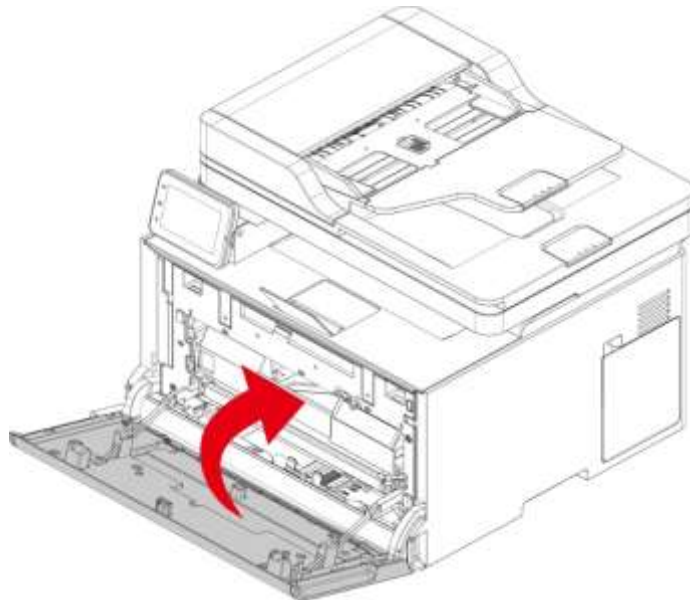
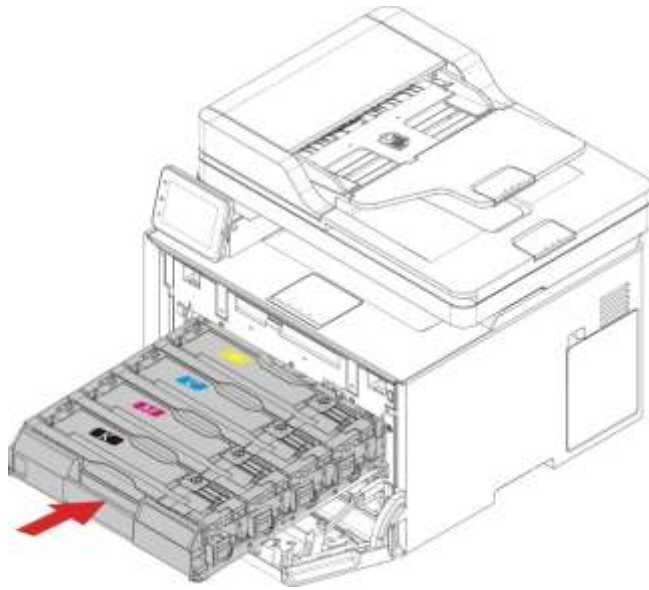
**Note:** • Do not expose the bottom of the toner cartridge to direct light. Prolonged exposure to light may cause print quality problems.  
• Do not touch the bottom of the toner cartridge. Otherwise it will affect the quality of future print jobs.



5. Insert a new toner cartridge.

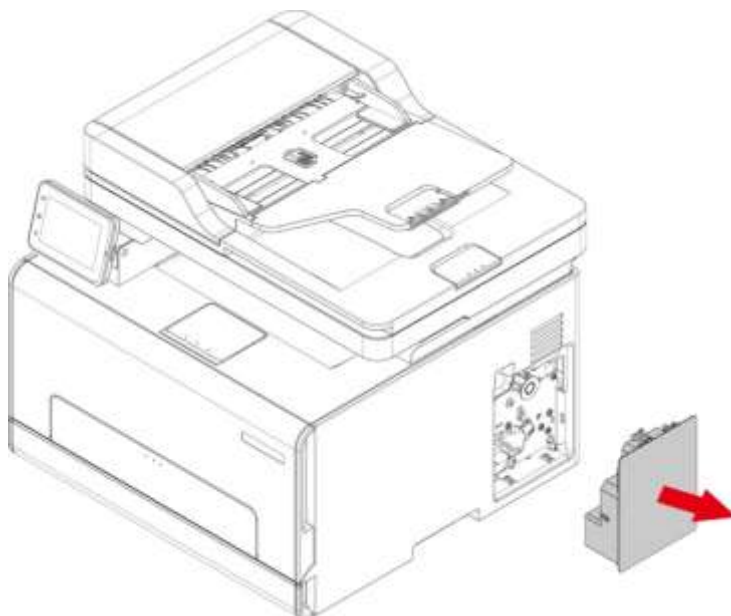


6. Insert the toner cartridge tray, and then close the cover.



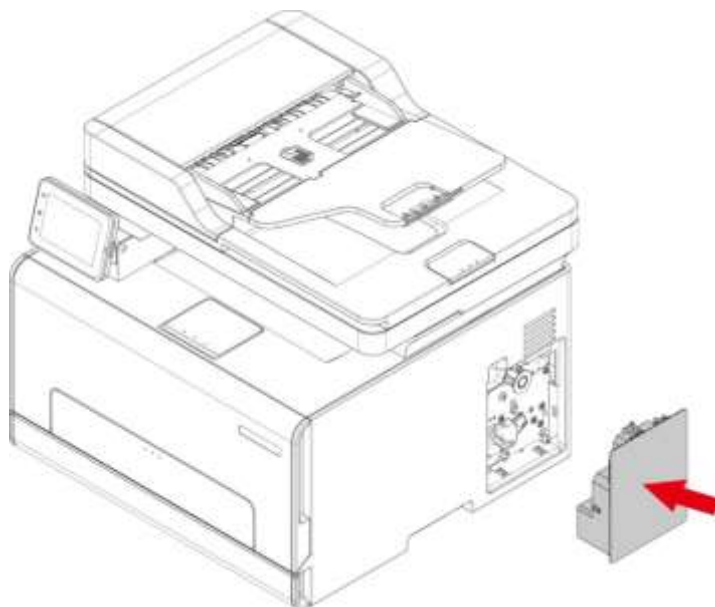
## Replacing the waste toner bottle

1. Remove the used waste toner bottle.



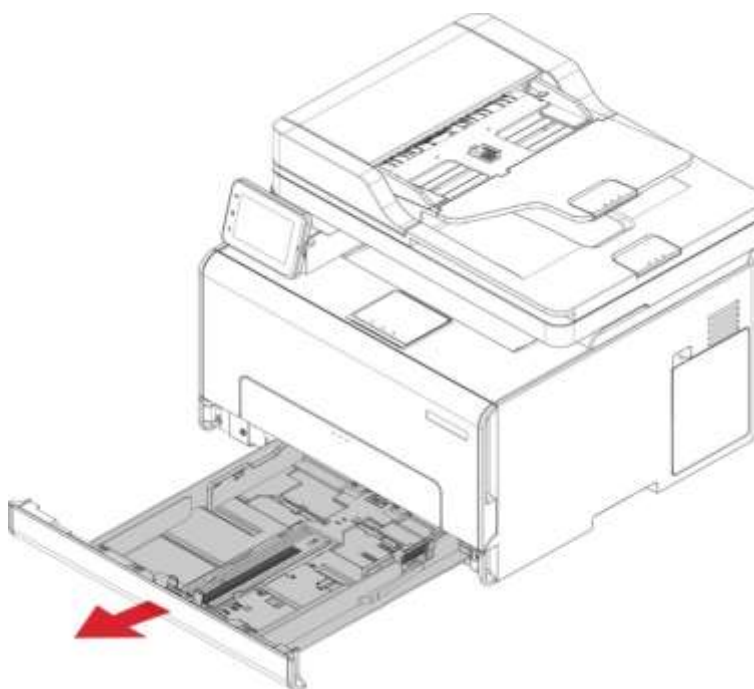
**Note:** • To avoid toner leakage, keep the waste toner bottle upright.

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

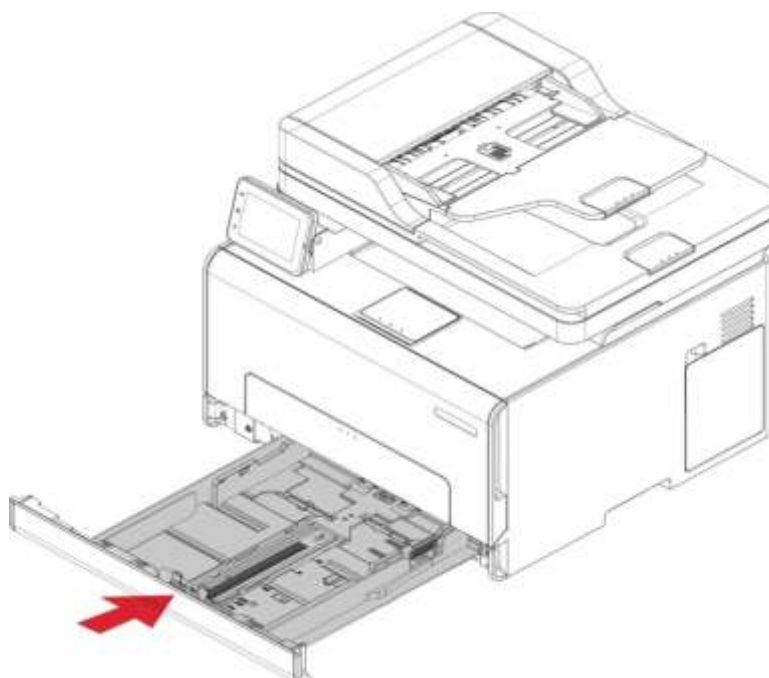


## Replace the tray

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.

# 11 Troubleshooting

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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.

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**Correct loading of paper**

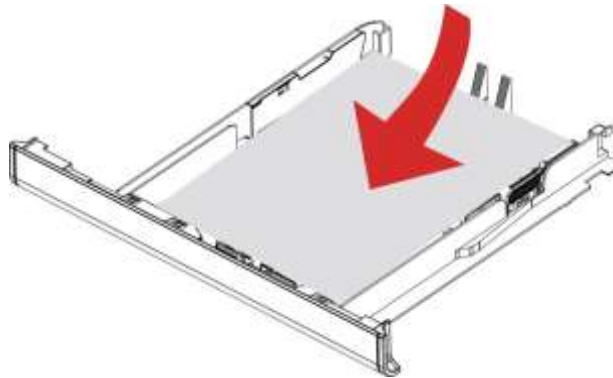


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**Incorrect loading of paper**



- 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.

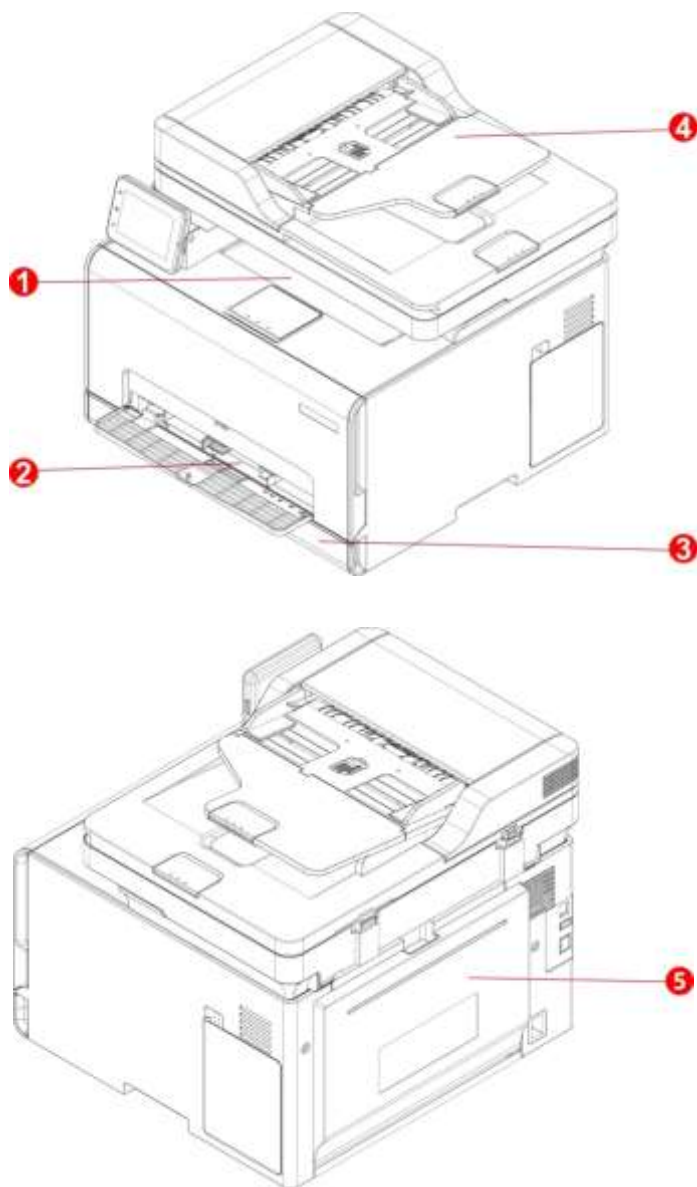
### **Use recommended paper**

- 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

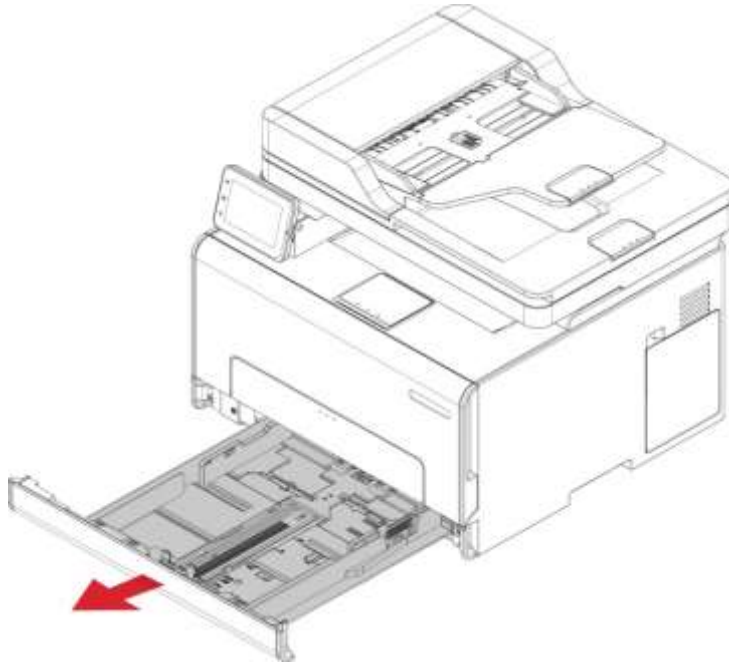


| No. | Paper jam locations             |
|-----|---------------------------------|
| 1   | Standard exit                   |
| 2   | Multipurpose feed tray          |
| 3   | Standard feed tray              |
| 4   | Automatic document feeder (ADF) |
| 5   | Rear cover                      |

## Cleaning Jammed Paper

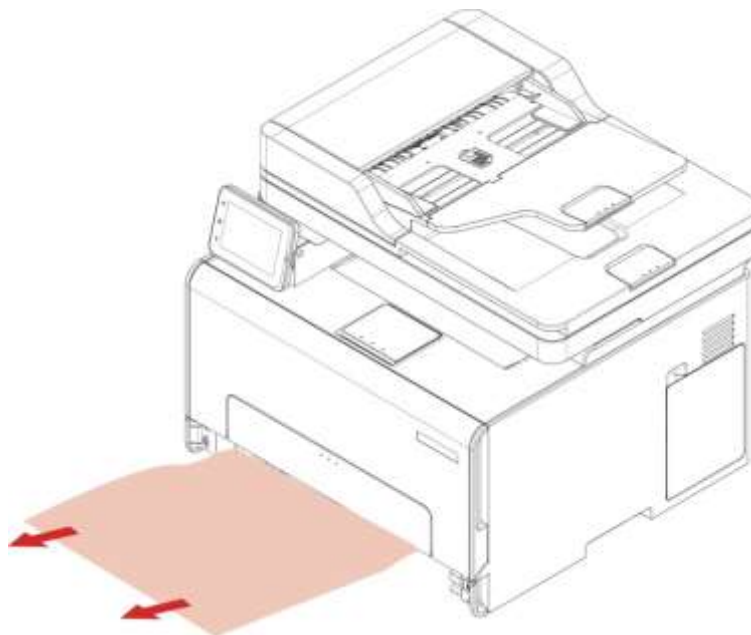
The paper is jammed in the standard feed tray

1. Remove the tray.



2. Remove the jammed paper.

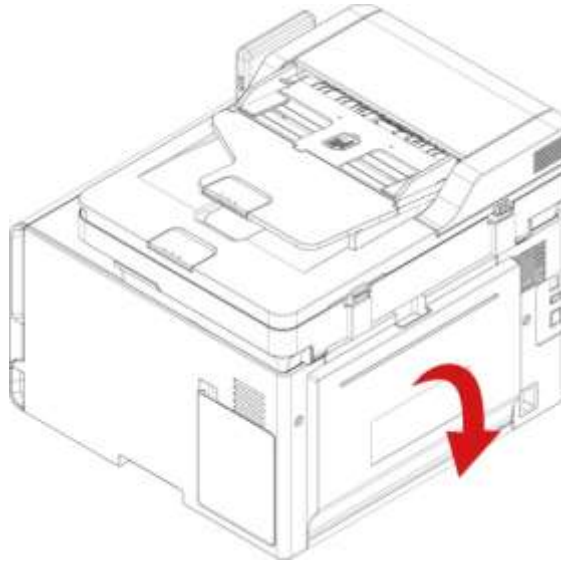
**Note:** • Make sure that all paper fragments are removed.



3. Insert the tray.
4. Open the rear cover.

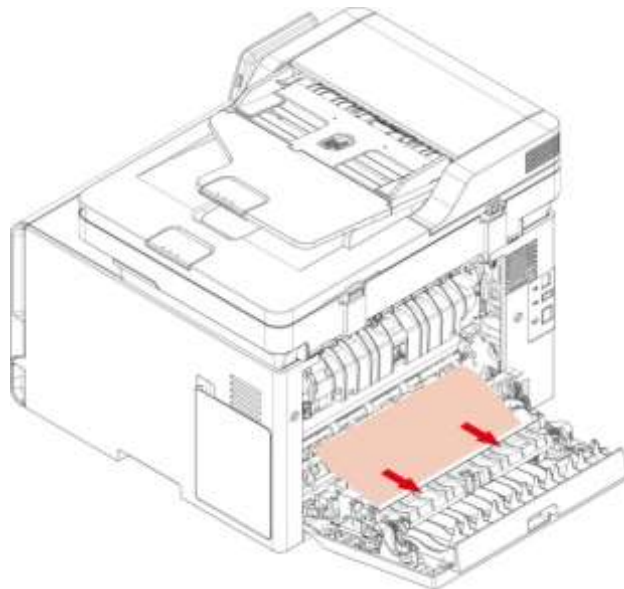


The inside of the printer might be hot. To reduce the risk of injury by a hot component, allow the surface to cool before touching it.



5. Remove the jammed paper.

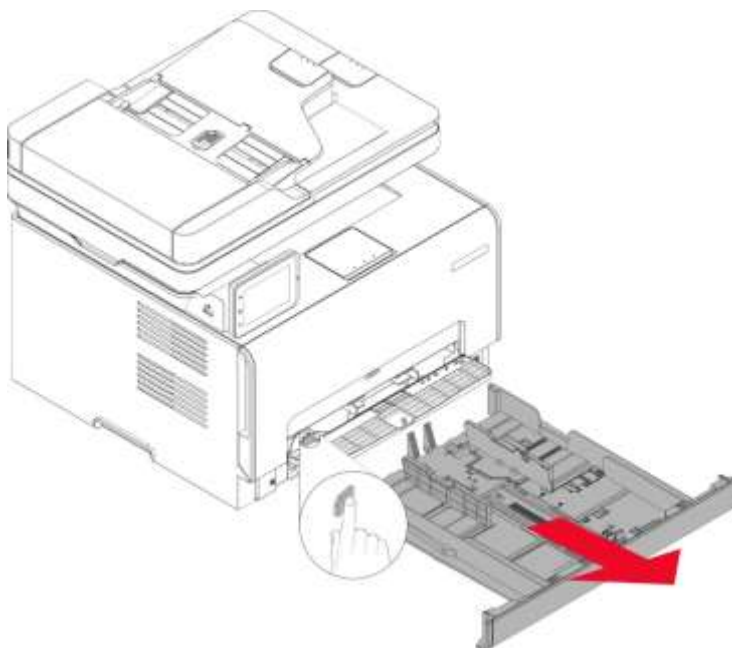
**Note:** • Make sure that all paper fragments are removed.



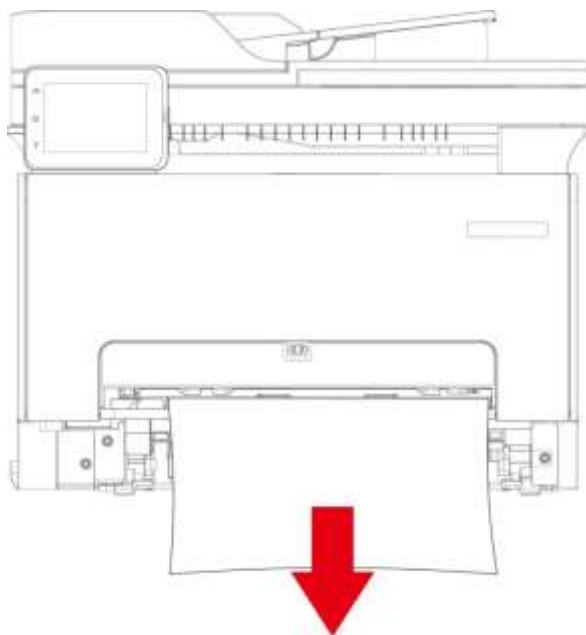
6. Close the cover.

## The paper is jammed in the manual feed tray

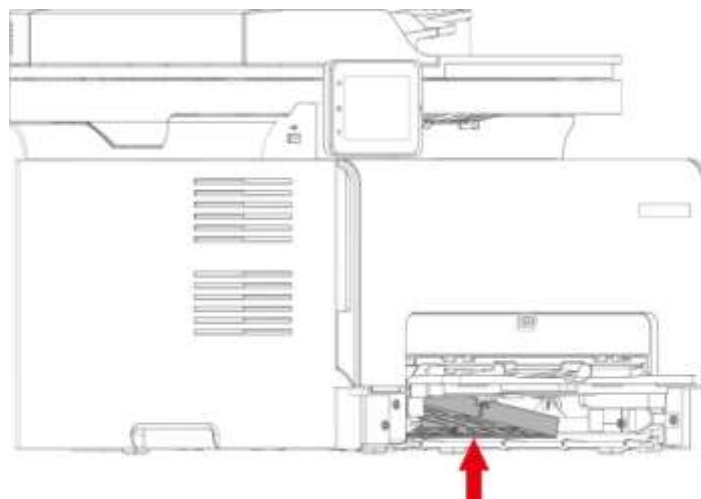
1. Remove the standard feed tray and press the blue unlock button on the left.



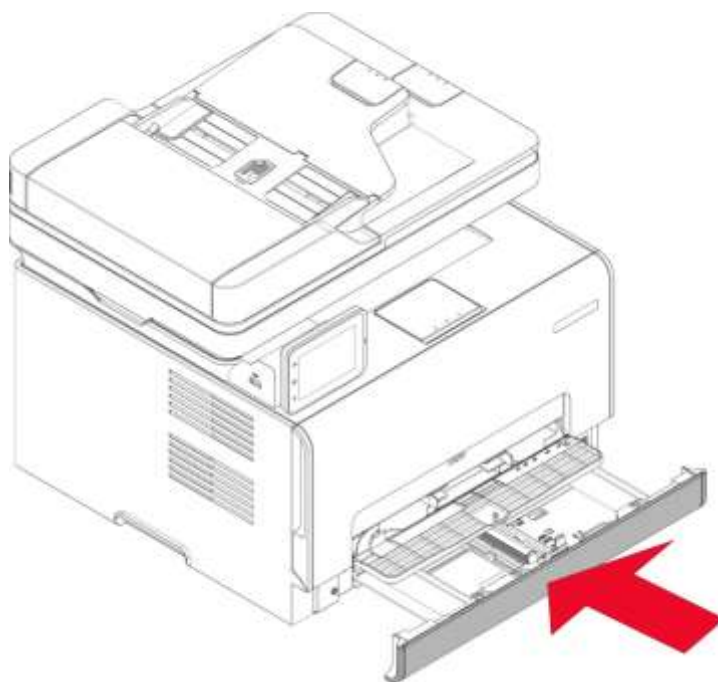
2. Pull out the jammed paper.



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

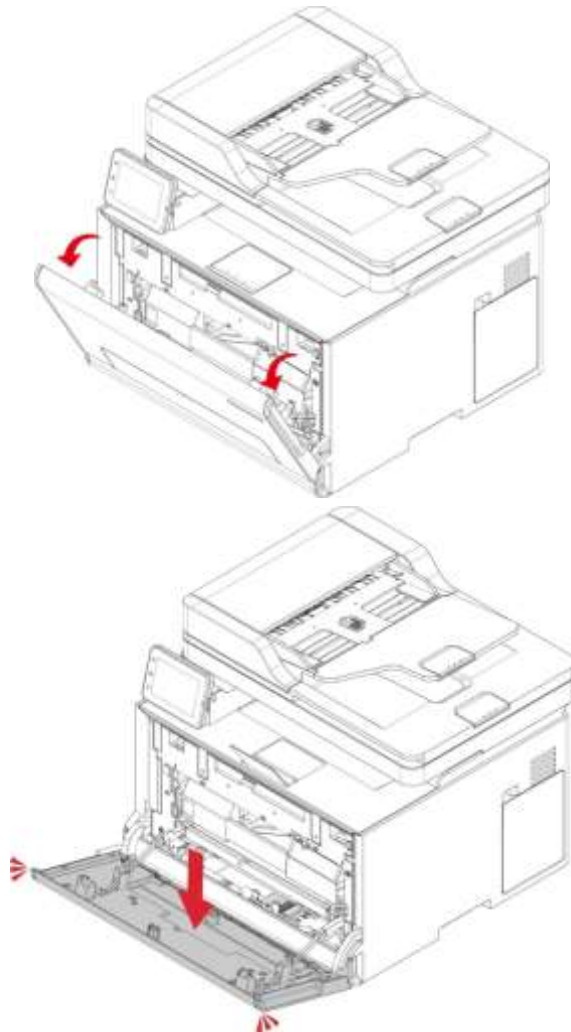


4. Push the standard feed tray in.



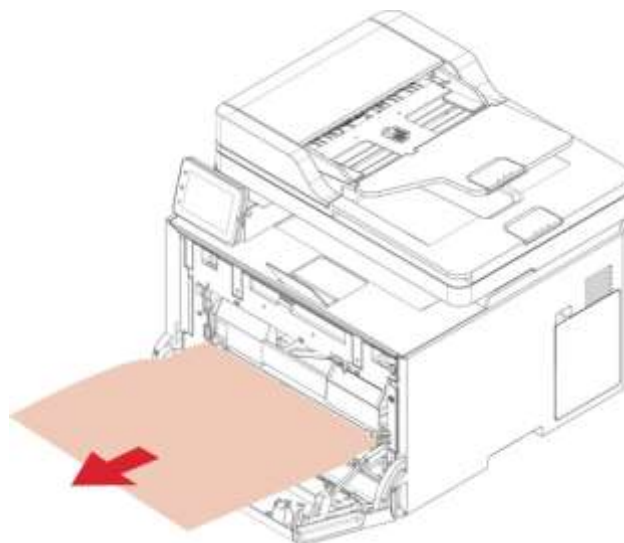
## The paper is jammed in the multi-purpose feed tray

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.

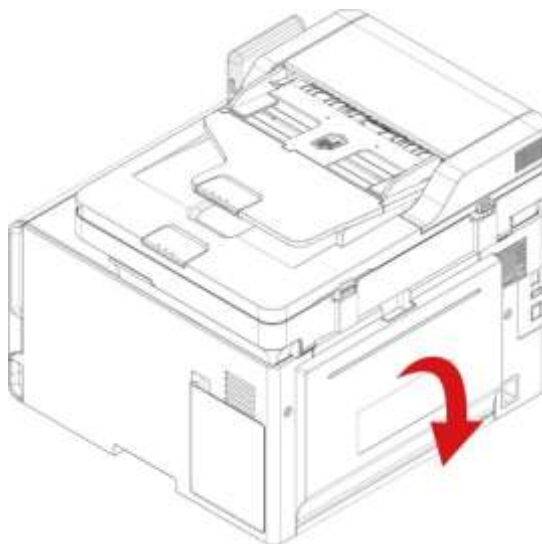


3. Close the front cover.

## Paper jam in the rear cover

1. Open the rear cover.

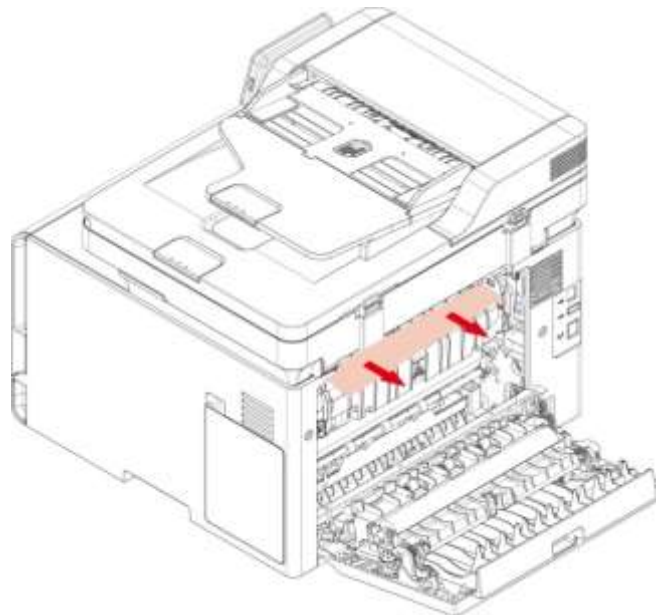
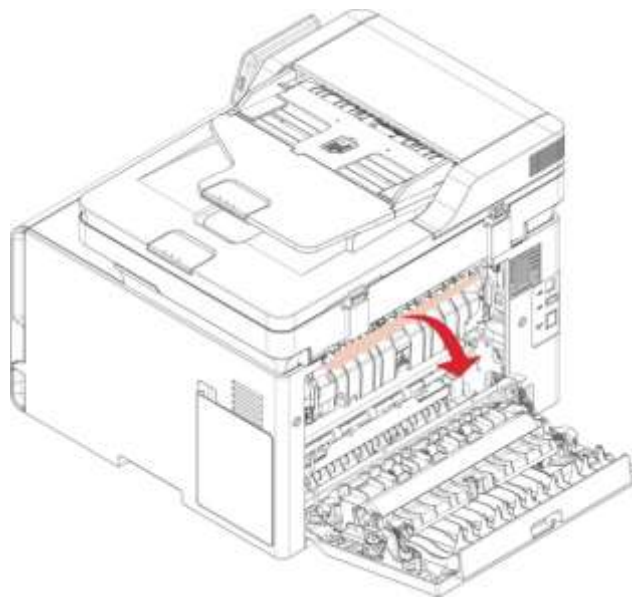
: The inside of the printer might be hot. To reduce the risk of injury by a hot component, allow the surface to cool before touching it.



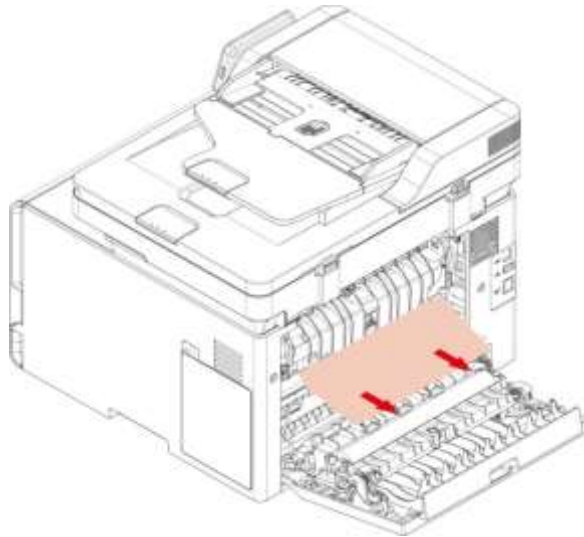
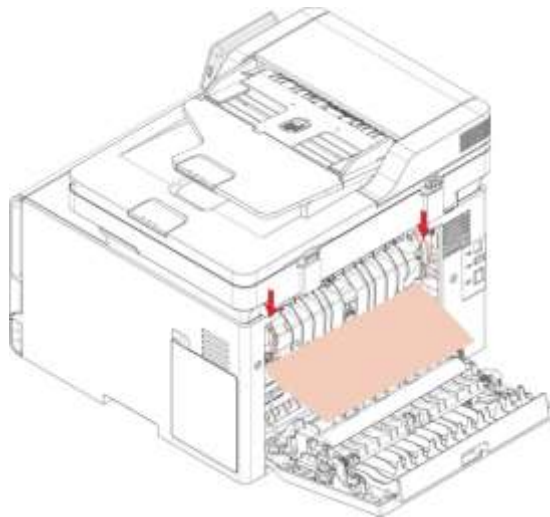
2. Remove the jammed paper.

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

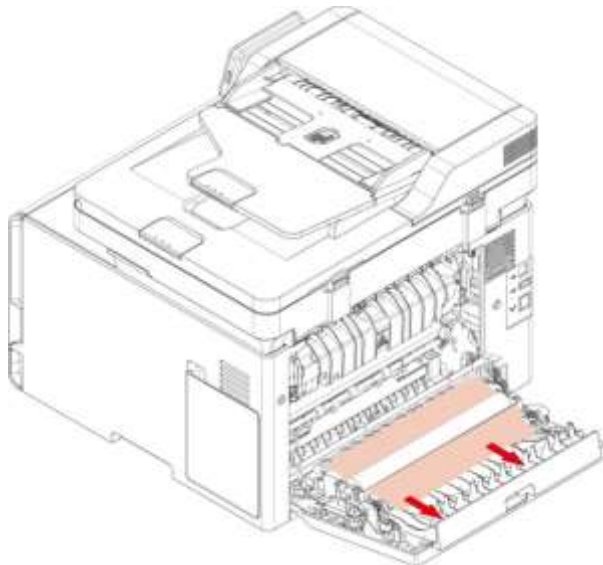
- Fuser area



- Below the fuser area



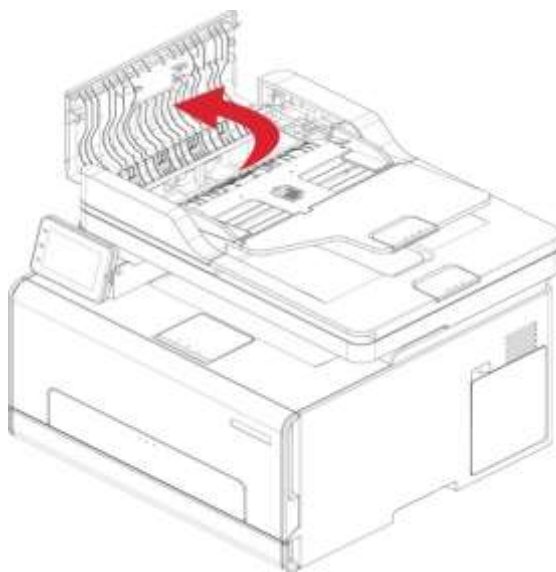
- Duplex unit



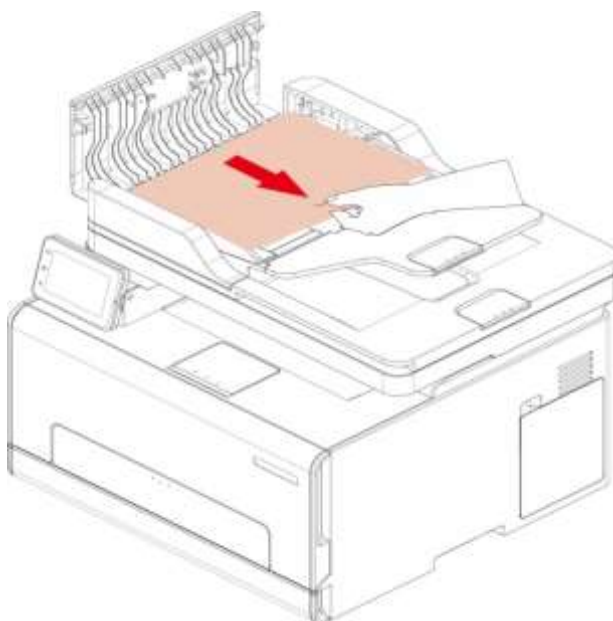
3. Close the cover.

## Paper jam in the automatic document feeder (ADF)

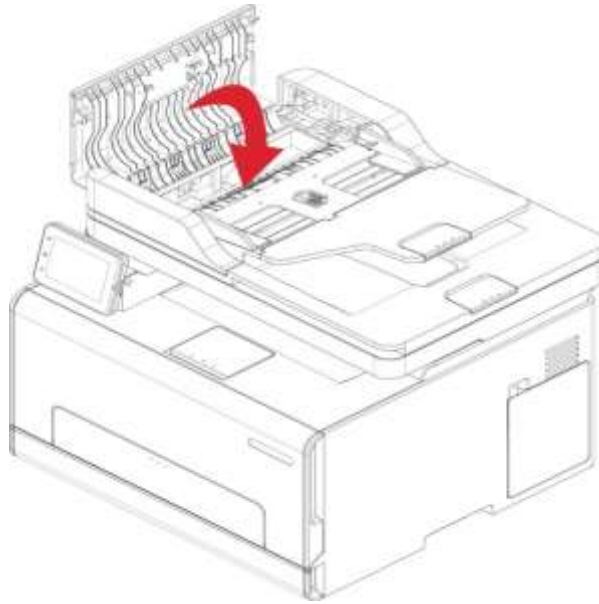
1. Open the ADF's top cover.



2. Remove the paper jammed from the ADF.



3. After removing the paper jammed, close the top cover and then the printer will be back to the ready state.



4. If it is difficult to remove the paper jammed, please try to open the scanner cover and remove it from the pressing block.



## Software Failure

| Problem                                                                     | Solution                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The printer icon does not appear in the "Devices and Printers" folder.      | Reinstall the printer driver.<br>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.<br>Make sure the network cable of USB cable is connected correctly.                                                                                                                                                    |
| Failed to install the driver                                                | Check whether the print spooler service is enabled.<br>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.<br>If the above method does not work, please reinstall the printer driver.<br>It is recommended that a fixed IP address should be set to the network printer.<br>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 toner cartridge is installed. | 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.<br>Paper is beyond the specification.              | Please install the paper correctly.                                 |
| Paper settings mismatched        | Paper size or paper type at drive end mismatches setting on printer's control panel. | Please change paper size or paper type at printer end.              |
| Paper jam in printer             | Paper is not installed correctly.                                                    | Please install the paper correctly.                                 |
| Waste toner bottle is            | Waste toner bottle works                                                             | Please prepare a new waste toner                                    |

|                                    |                                                                                                                                       |                                                                                              |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| nearly full                        | under capacity.                                                                                                                       | bottle.                                                                                      |
| The waste toner bottle is full.    | Waste toner bottle is full.                                                                                                           | Please replace the waste toner bottle.                                                       |
| No waste toner bottle is detected. | The waste toner bottle is not installed correctly.                                                                                    | Please remove and reinstall the waste toner bottle.                                          |
| Scanner is Busy                    | With other scan jobs.                                                                                                                 | Please cancel the current scan job or wait for the completion of other scan jobs.            |
| Scan failed                        | Scanner internal failure.                                                                                                             | Please contact Pantum Customer Service.                                                      |
| No paper in ADF                    | If you have selected ADF as the scan source, this message appears when you start a copy or scan job without loading paper in the ADF. | Please put in the original properly.                                                         |
| Paper jam occurred on ADF          | This prompt appears when there is a feed jam or feed failure in copying or scanning with the ADF.                                     | Please remove the paper jam, arrange well and put originals into the ADF for scanning again. |

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

## Common Troubleshooting

### Common Problems

| Type of fault             | Problem                   | Cause                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Solution                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Printing problems         | Poor print quality        | See details in <a href="#">Image Defects</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                   | See details in <a href="#">Image Defects</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Problems in copying       | Failed to copy            | <ul style="list-style-type: none"> <li>• The scanner is damaged.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                      | Please contact the customer service center.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                           | Copy Image Abnormal       | <ul style="list-style-type: none"> <li>• The scanner is dirty or defective.</li> <li>• The toner cartridge is dirty or damaged.</li> </ul>                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Clean the scanner.</li> <li>• It is suggested to replace the original toner cartridge.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Problems with the Printer | The printer does not work | <ul style="list-style-type: none"> <li>• Device power is not properly connected.</li> <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>• Ensure proper connection of the power cord.</li> <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 in scanning      | Scanning error            | <ul style="list-style-type: none"> <li>• Data cable of the device is not properly connected.</li> <li>• The scan driver is installed incorrectly.</li> <li>• The LCD screen prompts error messages.</li> </ul>                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>• Ensure proper connection of the data cable.</li> <li>• Reinstall the scan driver.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

|                                    |                            |                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Problems<br>with Paper<br>Handling | Paper feed<br>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 the printing medium correctly. If a special printing medium is used, enable the multipurpose feed tray mode.</li> <li>• Please use the print media within the specification range.</li> <li>• Clean the feed roller.</li> <li>• Take the excessive papers out from tray. For printing on a special medium, use the multipurpose feed 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>• Take the excessive papers out from tray. For printing on a special medium, use the multipurpose feed tray.</li> <li>• Make sure to use the paper that meets specifications. For printing on a special medium, use the multipurpose feed tray.</li> <li>• Clean the paper path.</li> <li>• Clean the feed roller.</li> </ul>                                          |
|                                    | Print<br>multipage<br>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 Three 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>• Depending on your operating system, adjust the toner density from "Printing Preferences" or "Print" dialog according to your operating system; or adjust the print density on the printer control panel.</li> <li>• Please properly use the print media within the specification range.</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 feed channel 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 feed channel.</li> <li>• Please close the cover on the manuscript, and then carry out copying and scanning.</li> <li>• Clean the platen glass.</li> </ul>                                                                                               |
|                                    | <ul style="list-style-type: none"> <li>• The tray fails to load the media properly.</li> <li>• The print margin is set incorrectly.</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>• Please set the correct print margin.</li> <li>• Make "Position Calibration" or "Full Calibration" settings.</li> </ul>                                                                                                                                                                         |

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Incorrect  
margins



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 properly use the print media within the specification range.
- Depending on your operating system, adjust the toner density from "Printing Preferences" or "Print" dialog according to your operating system; or adjust the print density on the printer 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.



Mottled print  
and dots

- 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.
  - The print mode is set incorrectly.
  - The feed channel is dirty.
  - If toner spots appear when copying and scanning, the platen glass may be dirty.
  - The scanner is dirty or damaged.
  - Please contact the customer service center.
  - Please properly use the print media within the specification range.
  - 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 feed channel.
  - Clean the platen glass.
-



Paper crooked

- 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 feed channel is dirty.

- Please load the paper correctly. See [Paper Feeding](#) for how to feed the paper correctly.
- Please properly use the print media within the specification range.
- Keep the paper in its original wrapper before use.
- Clean the feed channel.



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 the customer service center.



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 use the print media within the specification range.
- 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 feed channel 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 feed channel.
- Clean the scanner or the platen glass.
- Please contact the customer service center.



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 use the print media within the specification range.
- Pull out the toner cartridge tray, remove the toner cartridge, then insert the toner cartridge, and insert the toner cartridge tray.



Repetitive  
defects

- The toner cartridge is damaged.
- It is recommended to replace with the original toner cartridge.
- Please contact the customer service center.

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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.

# 12 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)                                        | 400mm*400mm*342mm                                                   |
| Product Weight (No<br>wrappage, with random<br>cartridges) | 19.45kg                                                             |
| Print Environment                                          | Optimal Printing Temp Range:10-35°C                                 |
|                                                            | Print humidity range: 20%RH~80%RH                                   |
| Power Voltage                                              | 110V Model:AC110-127V,50Hz/60Hz,8A                                  |
|                                                            | 220V Model:AC220-240V,50Hz/60Hz,4A                                  |
| Noise(SPL)                                                 | Standby:≤30dB(A)                                                    |
|                                                            | Print/scan:≤54dB(A)                                                 |
|                                                            | Copy: ≤56Db(A)                                                      |
|                                                            | Mute mode:≤50dB(A)                                                  |
| Enter network standby<br>time                              | 1 minutes                                                           |
| Default automatic<br>shutdown time(for EU<br>only)         | 4 hours                                                             |
| Power Consumption                                          | Network standby:wireless<8.00W ; without wireless<2.00W             |
|                                                            | Shutdown: ≤0.50W                                                    |
|                                                            | sleep: ≤1.00W                                                       |
|                                                            | Standby: ≤50.00W                                                    |
|                                                            | TEC: conforming to requirements of 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)                                                    |
|                                                                                                                                                                                       | macOS10.10/10.11/10.12/10.13/10.14/10.15/11.5/11.6/12.0.1/12.3/12.4/12.5/12.6/13.1                                                                                    |
|                                                                                                                                                                                       | Linux Ubuntu 16.04(32/64 Bit)/ Ubuntu 18.04/Ubuntu 20.04/Ubuntu 22.04(64 Bit)/ Astra Linux Special Edition V1.6/Redhat 8.0/Debian 10.0/Centos 7/Centos 8.2(32/64 Bit) |
|                                                                                                                                                                                       | iOS 11.0-16.5                                                                                                                                                         |
|                                                                                                                                                                                       | Android 6.0-13.0                                                                                                                                                      |
|                                                                                                                                                                                       | HarmonyOS 2.0-3.0                                                                                                                                                     |
|                                                                                                                                                                                       |                                                                                                                                                                       |
| Communication interface                                                                                                                                                               | USB 2.0(High Speed)                                                                                                                                                   |
|                                                                                                                                                                                       | IEEE802.3 10 /100Base-Tx                                                                                                                                              |
|                                                                                                                                                                                       | IEEE802.11 b/g/n                                                                                                                                                      |
|                                                                                                                                                                                       | Bluetooth:BLE                                                                                                                                                         |
| Frequency Band                                                                                                                                                                        | BLE: 2400MHz – 2483.5MHz                                                                                                                                              |
|                                                                                                                                                                                       | Wi-Fi 2.4GHz : 2400MHz – 2483.5MHz                                                                                                                                    |
| 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. |                                                                                                                                                                       |
| Maximum output power (Declaration for EU Compliance)                                                                                                                                  | BLE: ≤10.00dBm EIRP                                                                                                                                                   |
|                                                                                                                                                                                       | WLAN 2.4GHz : ≤20.00dBm EIRP                                                                                                                                          |

## Print Specifications

|                          |                         |
|--------------------------|-------------------------|
| Print Speed              | 20ppm(A4)/21ppm(Letter) |
| Print Time of First Page | Black & White: ≤10s     |
|                          | Color: ≤15s             |
| Print Language           | GDI                     |

## Copy Specifications

|                                           |                                                                                    |
|-------------------------------------------|------------------------------------------------------------------------------------|
| Copy Speed                                | 20cpm                                                                              |
| FCOT                                      | Flatbed <17 s<br>ADF<18 s                                                          |
| Maximum number of continuous copies/pages | 99 pages                                                                           |
| Zoom ratio                                | 25%~400%                                                                           |
| Other Copy Functions                      | ID Printing, Document Printing, N-in-1 Printing, Clone Printing, Collated Printing |

## Scan Specifications

|                              |                                       |
|------------------------------|---------------------------------------|
| Scan Type                    | Flatbed +ADF                          |
| ADF scanning speed           | 20ppm                                 |
| Scanning time for first page | Flatbed <10 s<br>ADF<12 s             |
| Maximum Scan Size            | Flatbed:216×297mm<br>ADF:216 x 356 mm |
| Scan Mode                    | Color/Grey/Black & White              |
| Scan Output Function         | Scan to E-mail, PC and FTP, USB       |

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