User Guide

PANTUM

WWW.PANTUM.COM

Pantum M6500NW Plus/M6550NW Plus Series

Monochrome Laser MFP

It is recommended that you read this Guide carefully before using the printer

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).

Legal Notice

Trademark

Pantum and Pantum logos are registered trademarks of Zhuhai Pantum Electronics Co., Ltd.

Microsoft®, Windows®, Windows Server® and Windows Vista® are trademarks registered by Microsoft Corporation in the United States or other countries/regions.

Apple, AirPrint, Mac, and macOS are trademarks of Apple Inc., registered in the U.S. and other countries.Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards.

The Mopria™ word mark and the Mopria™ Logo are registered and/or unregistered trademarks of Mopria Alliance, Inc. in the United States and other countries. Unauthorized use is strictly prohibited.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG,Inc. and any use of such marks by Zhuhai Pantum Electronics Co., Ltd. is under license. Other trademarks and trade names are those of their respective owners.

Wi-Fi Direct,Wi-Fi Protected Setup(WPS),WPA,WPA2, WPA3,and Wi-Fi Protected Access are marks of the Wi-Fi Alliance.

The ownership to the names of the software in this User Guide belongs to their respective companies in accordance with corresponding license agreement, and they are referred for instructions only.

All other product and brand names herein may be the registered trademarks, trademarks or service marks of their respective owners, and they are referred for instructions only.

Copyright

The Copyright of this User Guide is owned by Zhuhai Pantum Electronics Co., Ltd.

It is prohibited to copy, translate, modify and transmit this User Guide by any means or in any form without the prior written consent of Zhuhai Pantum Electronics Co., Ltd.

Version:V1.0 (Certification version)

Disclaimer

For a better user experience, Zhuhai Pantum Electronics Co., Ltd. reserves the right to make changes to the User Guide. The information contained herein is subject to change without notice. Users are responsible for any damages arising from failing to follow this User Guide. Meanwhile, except the express warranty made in the product maintenance manual or service commitment, Zhuhai Pantum Electronics Co., Ltd. does not make any express or implied warranty or guarantee to this User Guide (including composing or words).

Using this product to copy, print, scan certain documents or images or make other forms of operations may be prohibited by the local laws. If you are uncertain about the legality of using this product for certain documents or images, you should consult your legal advisor in advance.

The product can be used safely in the non- tropical areas at an altitude no higher than 2000 meters.

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!

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

The printer has a Class III B laser diode, which has no laser radiation leakage among laser components.

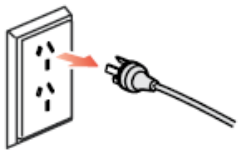
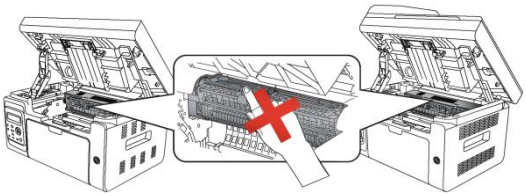
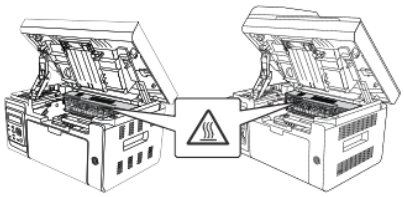
The laser components shall complies with the requirements of: U.S. Code of Federal Regulations, 21 CFR 1040, IEC 60825-1

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

Precautions

Precautions before Using the Printer:

1. Read and understand all instructions;
2. Familiarize yourself with the basic principles associated with operating electrical appliances;
3. Comply with all warnings and instructions marked on the equipment or specified in the manual supplied with the equipment;
4. If the operating instructions conflict with the safety information, please refer back to the safety information, as you may have misunderstood the operating instructions. If you cannot resolve the conflicts, please call the Customer Service Hotline or contact a service representative for help;
5. Before cleaning the equipment, remove the power cord from the AC power supply outlet. Do not use liquid or aerosol cleaners;
6. Please make sure that the equipment is put on a stable desktop surface to avoid serious damage caused by the falling of the equipment;
7. Do not put the equipment near a radiator, an air conditioner, or a ventilation pipe;
8. Do not put any articles on the power cord. Do not put the equipment at the place where its power cord could be stepped on by people;
9. Outlets and extension cords must not be overloaded. This may reduce performance and could result in fire or electric shock;
10. Do not allow pets to chew on the AC power cord or the computer interface cable;
11. Do not allow sharp objects piercing equipment slot, so as to avoid contact with the high-voltage device, which otherwise may result in fire or electric shock. Take care not to spill liquids onto the equipment;
12. Do not disassemble the equipment so as to avoid the risk of electric shock. Necessary repairs may only be carried out by professional maintenance personnel. Opening or removing the cover could result in an electric shock or other potential hazards. Incorrect disassembly and assembly could also result in an electric shock during future use;
13. If any one of the following occurs, disconnect the equipment from the computer and pull out the power cord from the AC wall socket and contact a qualified member of the service personnel for maintenance:

• Liquid has been spilled into the equipment.
• The equipment has been exposed to rain or water.
• The equipment falls, or the cover is damaged.
• Significant changes in the equipment’s performance.

14. Only adjust the control mentioned in the instructions. Incorrect adjustment of other controls may result in damage and mean that professional maintenance personnel need to spend more time fixing it;

15. Do not use the equipment in a thunderstorm so as to avoid the risk of an electric shock. If possible, pull out the AC power cord during a thunderstorm;
16. If you continuously print multiple pages, the surface of the tray will become very hot. Take care not to touch this surface, and keep children away from this surface;
17. The signal wire of the device connected with the printer can not be connected to the outdoors;
18. Please ensure timely ventilation in case of a prolonged use or printing huge amounts of documents in a poorly ventilated room;
19. In standby status, the product will automatically enter into the power saving (sleep) mode if it does not receive any job order for a while (such as 1 minute); and it can realize zero power consumption only if it has not been connected with any external input power supply;
20. As the Class 1 equipment, the product must be connected to the power supply outlet with protective grounding line when using;
21. This product should be placed according to the shipping marks on the product package box during delivery;
22. This product is a kind of low-voltage equipment. When using this product below the specified voltage range, please refer to the product precautions or call Pantum Aftersales Service Centre, if the toner comes off the printed contents, or the equipment starts slowly;
23. This product is sold as a complete machine. The consumers can go to Pantum Aftersales Service Centre to purchase parts they need. If the product sold is inconsistent with the package list, please go to the specified Aftersales Service Centre to solve the problem;
24. Install this product in a place with the temperature between 10°C and 32.5°C and the relative humidity between 20% and 80%;
25. For security and other reasons the printer may switch to intermittent printing after a certain amount of continuous printing.
26. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.
27. Radiation Exposure Statement:
This equipment complies with Canada and FCC radiation exposure limits set forth for uncontrolled environments. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
28. NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable

protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

29. 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.

30. Shielded cables must be used with this unit to ensure compliance with the Class B FCC limits.

31. 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 product is suitable for indoor use only.
	This printer is fully compliant with the ROHS Directive 2009/95/EC and the requirements of the revised Directive 2011/65/EU for managing toxic and hazardous substances.

Table of Contents

1. Before Using the Printer 1
1.1. Product series introduction 1
1.2. Supplied Accessories 2
1.3. Product View 3
1.4. Laser Toner Cartridge 5
1.5. Easily-Refilled Laser Toner Cartridge 5
1.5.1 Structure of Easily-Refilled Laser Cartridge 5
1.5.2. Steps of Filling the Easily-Refilled Laser Cartridge 6
1.6. Control Panel 7
1.6.1. Overview of control panel 7
1.7. Function of status indicator 9
2. Paper and Print Media 10
2.1. Paper Specification 10
2.2. Special Paper 11
2.3. Non-printing Area and Non-scanning Area 12
2.4. Load the Paper 12
2.5. Paper and Manuscript Use Process 14
2.5.1. Scanning With Tablet 14
2.5.2. Scan with the automatic document feeder (ADF) 16
3. Driver installation and uninstallation 17
3.1. Obtain driver file 17
3.2. Driver Setup 18
3.2.1. For bluetooth-supported computers (for Windows) 18
3.2.2. For bluetooth-unsupported computers (for Windows and macOS) 20
3.2. Uninstall Driver 38
3.2.1. Method to uninstall driver under Windows 38
3.2.2. Method to uninstall driver under macOS 38
4. Wired network setup (applicable to wired network models) 39
4.1. Set IP Address 39
4.1.1. Automatic Setting 39
4.1.2. Manual Setting 39

5. Wireless network setup (applicable to Wi-Fi models) 40
5.1. Basic structure mode 40
5.1.1. Wireless network setup tools 41
5.2. Wi-Fi hotspot mode 44
5.2.1. Preliminary preparations 44
5.2.2. Wi-Fi Hot Connection 44
5.2.3. Wi-Fi Hotspot Configuration 44
5.3. Wireless network setup FAQs 44
6. Web server 46
6.1. Visit the embedded Web server 46
6.2. Use Web server to manage printer 47
6.2.1. IP address setup 47
6.2.2. SNMP protocol setup 48
6.2.3. Wireless setup 49
6.2.4. Machine setup 49
6.2.5. Recover factory settings via Web server 51
7. Print 52
7.1. Print Function 52
7.2. Print Settings 53
7.3. Cancel printing 53
7.4. Duplex Print 54
7.4.1. Manual Deplex Method 55
7.5. Open Help Document 57
8. Copying 58
8.1. Copying function 58
8.2. Copying method 58
8.3. Copying cancel 58
8.4. Common copying setting 59
8.4.1. Image quality 59
8.4.2. Intensity 59
8.4.3. Resizing 60
8.4.4. Multipage 60

8.4.5. Clone 61
8.4.6. Poster 61
8.4.7. Collated copy 62
8.4.8. Manual duplex copying 62
8.4.9. Paper setting 64
8.5. ID copy setting 64
8.5.1. Arrangement mode 65
8.5.2. Intensity 65
8.5.3. Paper dimension 66
8.6. Receipt setting 66
8.6.1. Intensity 66
8.6.2. Paper setting 66
9. Scan 67
9.1. Pull Scan 67
9.1.1. Pantum Scan Application 67
9.1.2. TWAIN Scan Driver 68
9.1.3. WIA Scan Driver 71
9.2. macOS System Scan 76
9.2.1. ICA Scan 76
9.2.2. TWAIN Scan 80
9.3. Push Scan 80
9.3.1. Scan to PC 81
9.3.2. Scan to E-mail 81
9.3.3. Scan to FTP 82
9.4. Cancel Scan Job 82
10. Mobile Print/Scan (for models with Wi-Fi function only) 83
10.1. Pantum Printing App 83
10.1.1. Operating systems supported 83
10.1.2. How to download the Pantum Printing App 83
10.1.3. How to use the Pantum Printing App 84
10.2. Mopria mobile print 87
10.2.1. The operating systems and applications which support Mopria mobile printing ... 87

10.2.2. How to download Mopria Print Service 88
10.2.3. Preliminary preparations 88
10.2.4. How to use Mopria mobile printing 88
10.3. AirPrint mobile print 89
10.3.1. Operating systems supported by AirPrint mobile print 89
10.3.2. Preliminary preparations 89
10.3.3. How to use AirPrint mobile printing 89
11. General Settings 90
11.1. System Settings 90
11.1.1. Ink saving setting 90
11.1.2. Language Setting 91
11.1.3. Restore Factory Settings 92
11.1.4. Sleep Time Setting 93
11.1.5. Auto shut-off setting 94
11.1.6. Firmware update 95
11.2. Network Settings 96
11.3. Network Information 96
11.4. Information report 97
13. Routine Maintenance 98
13.1. Cleaning the Printer 98
13.2. Maintenance of Laser Toner Cartridge 102
13.2.1. About laser toner cartridge 102
13.2.2. Replace Laser Toner Cartridge 102
14. Troubleshooting 106
14.1. Clearing Jammed Paper 106
14.1.1. Middle jam 106
14.1.2. A paper jam occurs on the automatic document feeder (ADF) 109
14.2. Software Failure 111
14.3. Error Message 112
14.4. Common Troubleshooting 113
14.4.1. Common Trouble 113
14.4.2. Image Defects 116

15. Menu Structure 120
16. Product Specifications..... 121
16.1. Overview of the Specifications 121
16.2. Print Specifications..... 122
16.3. Copy Specifications..... 122
16.4. Scan Specifications..... 123

1. Before Using the Printer

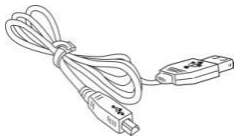
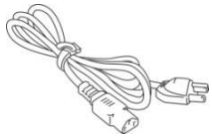
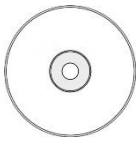
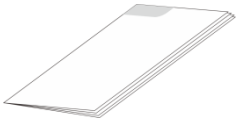
1.1. Product series introduction

Product series parameters			M6500NW Plus	M6550NW Plus
Interface type	USB		●	●
	NET		●	●
	Wi-Fi		●	●
Print Language	GDI		●	●
Control Panel	LCD		●	●
Print Speed	A4	22ppm	●	●
	Letter	23ppm	●	●
Manual Duplex			●	●
Copy			●	●
Scan			●	●
ADF				●

(●: Support; Blank: Unsupport)

Note:• This product series is subject to additions or changes without prior notice.

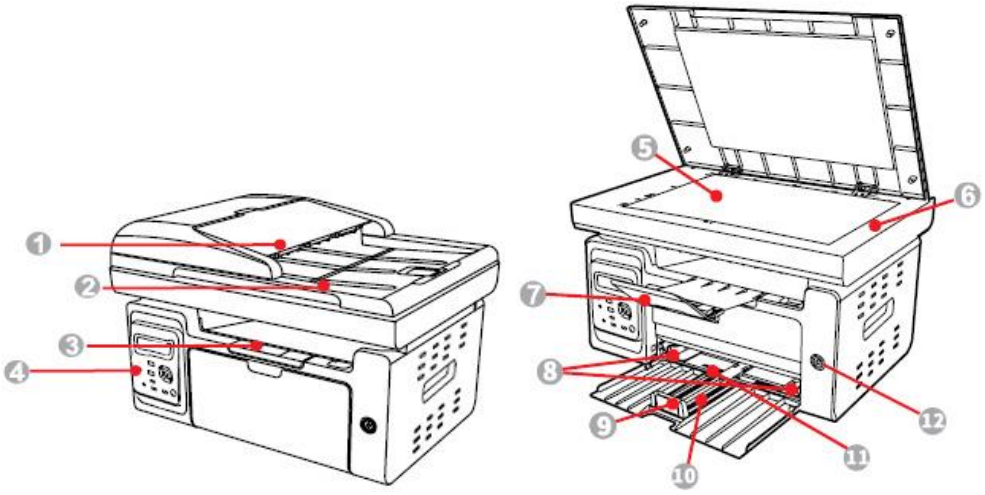
1.2. Supplied Accessories

Name	Parts
Laser Toner Cartridge	
USB Interface Cable	
Power Cord	
CD	
Quick Setup Guide	
Pantum Warranty	

Note:• The Pantum Warranty may not be attached in some regions.

1.3. Product View

Side view



1	Cover of automatic document feeder	This is used to remove the paper jammed in scanning for the ADF.
2	Cover of scanner	Open the cover of scanner to place the scanned originals on its glass plate.
3	Output Bin	For storing the printed paper.
4	Control Panel	Indicate printer status to conduct set operation.
5	Glass Platen	To put the original of tablet PC for scan.
6	Scanning Platform	For placing the scanning original.
7	Output Tray	To prevent the printed paper from falling.
8	Automatic Feed Guide	Slide paper width deflector to adapt to paper width.
9	Paper Stop	Slide paper length deflector to adapt to paper length.
10	Feeder Tray	For placing the print media.
11	Automatic Feeder Tray	For placing the print media.
12	Power switch	For powering on/ off the printer.

Note:• The power switch of the printer is divided into two types: “touch type” and “self-locking type”. The actual appearance of the purchased printer will prevail.

• The “touch type” power switch of the printer only has one mode, and can be reset by short-pressing.

1) ON: short-press the power switch in the OFF state to turn on the power supply of the printer.

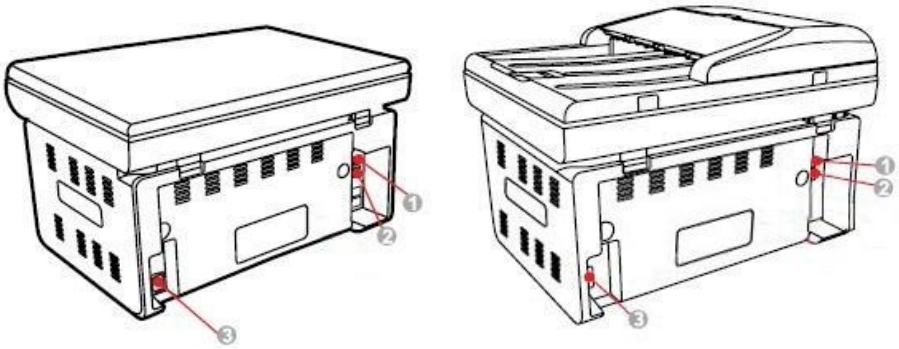
2) OFF: long-pressure the power switch for about 3s in the ON state to turn off the power supply of the printer.

• The “self-locking type” power switch of the printer has two modes: lock and disconnect.

1) ON: short-press the power switch in the OFF state to turn on the power supply of the printer.

2) OFF: short-press the power switch in the ON state to turn off the power supply of the printer.

Rear View



1	USB Interface	For connecting product to computer with USB cable.
2	Network Interface	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.

1.4. Laser Toner Cartridge

Service Life of the Laser Toner Cartridge

Type	Average Print Volume
Laser Toner Cartridge with Standard Capacity	About 700 Pages(Based on ISO 19752 standard)
High-capacity laser toner cartridge	About 1600 Pages(Based on ISO 19752 standard)

Note:• The model is subject to increase without notice.

• Consumables capacity may vary with different using types.

• The Company does not recommend using consumables other than the original consumables provided, as any damages caused by non-original consumables are not covered by the scope of warranty.

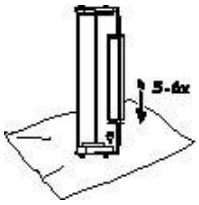
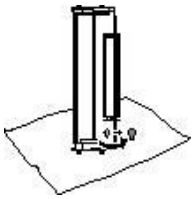
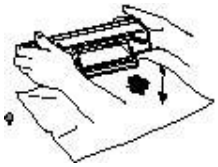
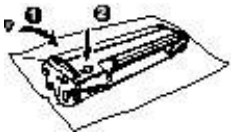
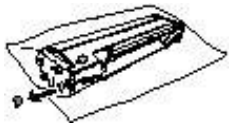
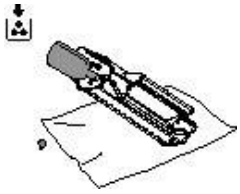
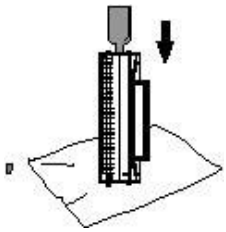
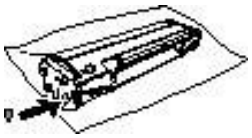
• Appearance of the laser toner cartridge may possibly vary with different capacity and models. The schematic diagram is for reference only.

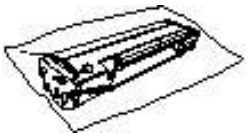
1.5. Easily-Refilled Laser Toner Cartridge

1.5.1 Structure of Easily-Refilled Laser Cartridge

No.	Name
1	Waste Toner Port
2	Toner Refilling Port
3	Waste Toner Box
4	Toner Box

1.5.2. Steps of Filling the Easily-Refilled Laser Cartridge

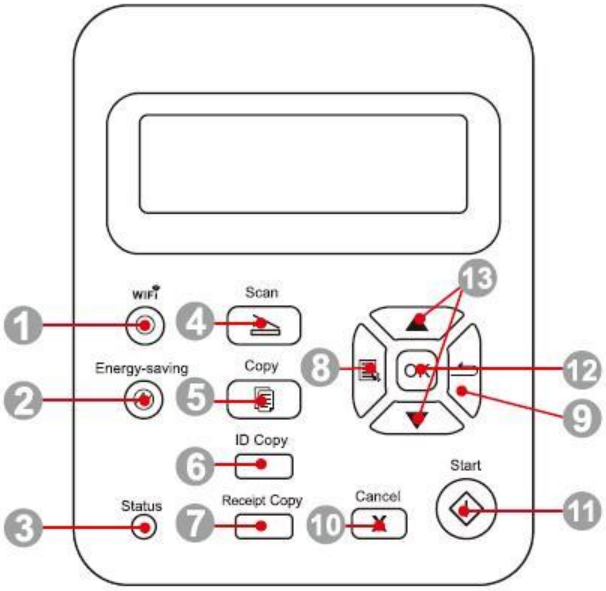
Steps	Diagram	Description
1		Hold the laser toner cartridge with the toner port side down and shake it vertically around 5-6 times.
2		Open the cover of the waste toner port.
3		Pour out the waste toner from the waste toner box.
4		Close the cover of the waste toner port.
5		Open the cover of the toner refilling port.
6		Align the mouth of the toner bottle to the toner refilling port.
7		Pour the toner into the toner box.
8		Close the cover of the toner refilling port.

9		The toner refilling is completed.

1.6. Control Panel

1.6.1. Overview of control panel

The layout of the printer control panel is shown below:



1	Wi-Fi button	Short press Wi-Fi button to turn on printer Wi-Fi hotspot function and turn on printer Bluetooth function. Long press Wi-Fi button for more than 2s: "Mobile Device Wi-Fi Connection Wizard"page is automaticatically printed without connection; Wi-Fi is disconnected.
2	Power Saving/Wake-up button	Press this button to switch to power saving status or wake the machine from power saving status
3	Status light	Indicate the status of printer. (Please see Section 1.7.)
4	Scan button	Press this button to enter into scan mode.
5	Copy button	Press this button to enter into copy mode.
6	ID copy button	Press this button to enter the ID copy mode.
7	Bill copy button	Press this button to enter into Bill Copy mode.
8	Menu	Open the main menu of control panel
9	Back	Return to the previous menu.

10	Cancel	Execute cancel operation Idle state interface under copy mode, to reset the "Number of Copies" to 01.
11	Start button	This is used to start relevant operations after finishing operation settings. In case of a feed failure, please press this key for pick-up and printing again.
12	OK	Confirm the selection on screen.
13	“▲” and “▼”	Scroll through the menus and options . On the page “copy” mode ready, add and subtract the number of copies by 1.

1.7. Function of status indicator

The meanings of status displayed by the status indicator are as below:

No.	Status displayed by the status indicator	Status	Status Description
1		Die out	Shutdown or sleep state
2		Green indicator normally on	Printer is ready
3		Green indicator blinks	Operative modes of Print, Copy, Scan and others
4		Orange indicator blinks	Low toner warning
5		Red indicator normally on	• Laser toner cartridge error (laser toner cartridge mismatch, laser toner cartridge end of life) • Paper error (a paper out, paper jam or feed failure occurs) • Scan error (a scanning failure occurs, and the ADF has an open cover or a paper jam.) • output bin open and other printer errors

2. Paper and Print Media

2.1. Paper Specification

Automatic Feeder Tray	Media Type	Plain, thin, special paper (transparency, cardstock, label, envelope, thick, etc.).
	Media size	A4, A5, A6, JIS B5, ISO B5, B6, Letter, Legal, Executive, Statement, Monarch envelope, DL envelope, C5 envelope, C6 envelope, NO.10 envelope, Japanese Postcard, Folio, Oficio, Big 16k, 32k, 16k, Big 32k, ZL, Yougata4, Postcard, Younaga3, Nagagata3, Yougata2, Custom
	Media weight	60～163 g/m²
	Feeder tray volume	150 pages (80 g/m²)
	Output tray volume	100 pages (80 g/m²)

Note:• 80 g/m² 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.

2.2. Special Paper

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

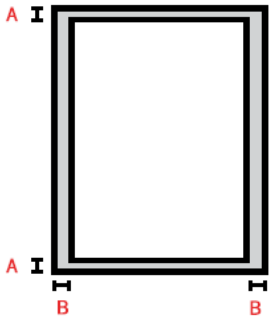
Note:• When using special paper or print media, be sure to select matched print type and size in the print settings so as to get the best print effect.

Please observe the following standards:

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

2.3. Non-printing Area and Non-scanning Area

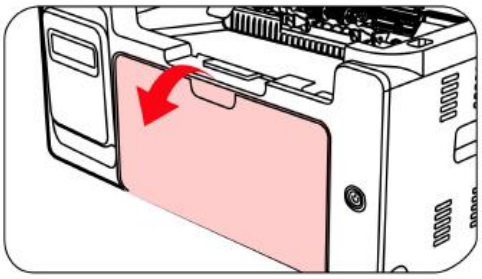
The shaded part indicates the non-printing area and non-scanning area.



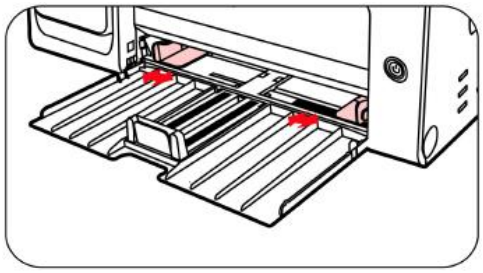
Usage	Paper Size	Top and Bottom Margins (A)	Left and Right Margins (B)
Printing	A4	5mm(0.197inch)	5mm(0.197inch)
	Letter	5mm(0.197inch)	5mm(0.197inch)
Copying	A4	5mm(0.197inch)	5mm(0.197inch)
	Letter	5mm(0.197inch)	5mm(0.197inch)
Scan	A4	5mm(0.197inch)	5mm(0.197inch)
	Letter	5mm(0.197inch)	5mm(0.197inch)

2.4. Load the Paper

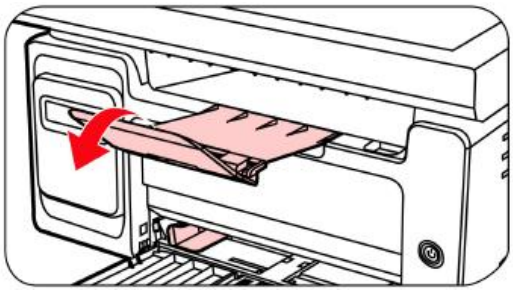
1. Open the feeder tray.



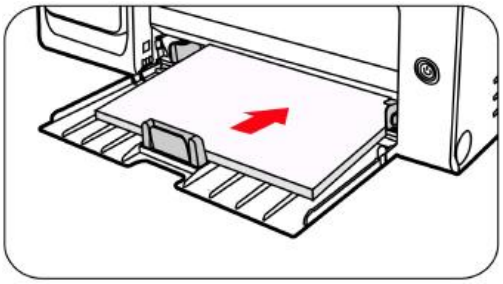
2. Slide the automatic feed guides to match both sides of the paper.



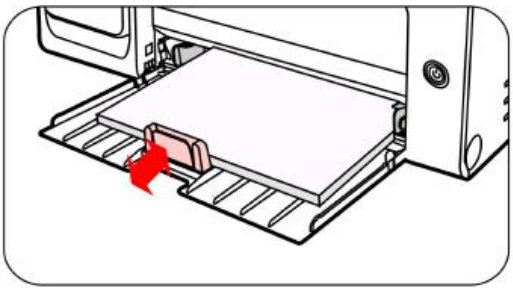
3. Raise the output tray to avoid the paper from slipping and falling.



4. Load the paper into the automatic feeder tray with the print-side up.



5. Adjust the paper stop to match the paper size.



Note:• If the paper loaded into the automatic feeder tray at one time exceeds 150 pages, paper will jam or cannot be fed in.

• When using the printed paper, please make the side to be printed (the blank side) up.

• When printing on A5 paper, it is recommended that the paper is fed in landscape orientation, which can extend the service life of the laser toner cartridge.

Warning

After printing, please immediately remove the paper, envelopes or transparent film paper. Stacking paper or envelopes may cause a paper jam or the paper curling.

2.5. Paper and Manuscript Use Process

Manuscript requirements:

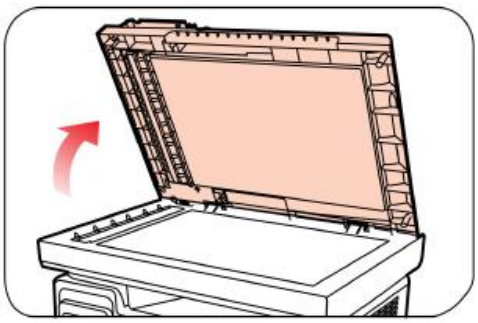
Source	Type	Size
Automatic document feeder (ADF)	Plain paper	A4, A5, B5, A6,Letter,Folio,Legal
Platen	Plain paper, thin paper, thick paper, transparent film, carton paper, label paper, envelope	A4, A5, B5, Letter, Full Scanning Platen, Custom

2.5.1. Scanning With Tablet

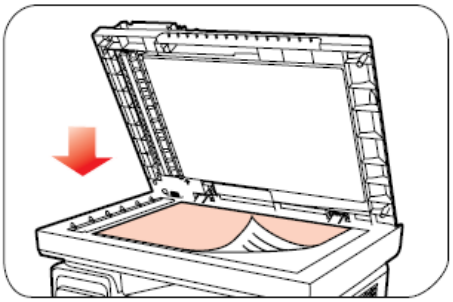
Note:• Printer appearance may differ because of various models and functions, so the schematic diagram is only for your reference.

Steps of Use:

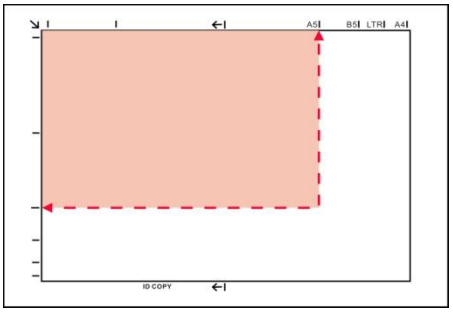
1. Lift up the scanner cover.



2. Load the manuscript face down.



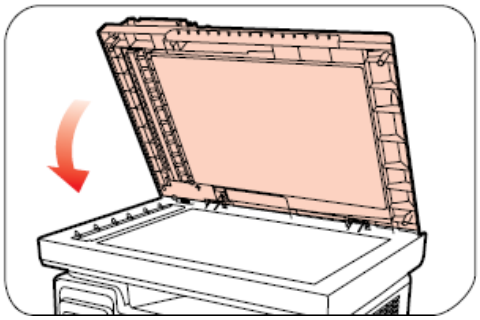
3. Align the manuscript to match the appropriate paper size.



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.

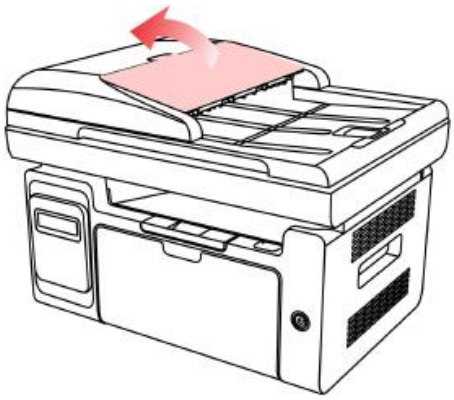
• Please make sure that there is no dust, fluff, etc. on the paper.

• Paper shall be put on a flat surface and stored under a cool and dry environment.

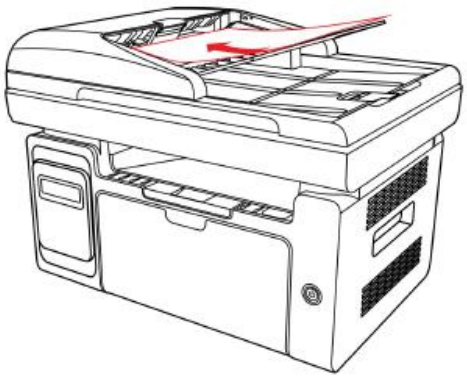
• To avoid influencing the definition, please don't open the scanner cover during scanning with the platen.

2.5.2. 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 automatic document feeder can be loaded up to 35 sheets of paper and supports only feeding paper individually.

3. Driver installation and uninstallation

3.1. Obtain driver file

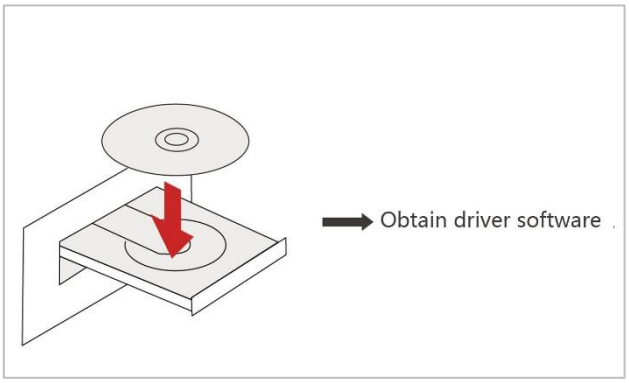
You may obtain the driver file in the following two ways. Please choose the appropriate method.

Method 1: obtain the driver file from the official website

Enter: www.pantum.com in the address field of the Web browser, find "Dirves&Download" > "Driver" > enter the product model > select the driver file corresponding to the product model > download.

Method 2: obtain the driver file from the CD

Insert the attached installation CD into the computer's CD driver to obtain the driver file for Windows or macOS system.



3.2. Driver Setup

You may choose the appropriate installation method base on the bluetooth function support of the computer.

3.2.1. For bluetooth-supported computers (for Windows)

1. Make sure that bluetooth is enabled on both the computer and the printer, and that the computer is connected to a Wi-Fi network.

Note:• How to enable the bluetooth function on the printer: press the Wi-Fi button of the printer to make sure the Wi-Fi button is flashing blue.

• How to enable the bluetooth function on the computer: take Windows 10 as an example, click Start > Settings > Devices > enable Bluetooth.

2. Find the obtained driver file and run the installer.

Method 1: find the driver file downloaded on the official website, open the file and click "Setup.exe" to run the installer.

Method 2: insert the attached installation CD into the computer's CD driver. The operating mode may vary in the operating system. Please select the appropriate operating mode for your operating system:

• Windows XP system: automatically run the installation procedure.

• Windows 7/Server 2012 system: Pop up "Autoplay" interface, click “Autorun.exe” to run the installation procedure.

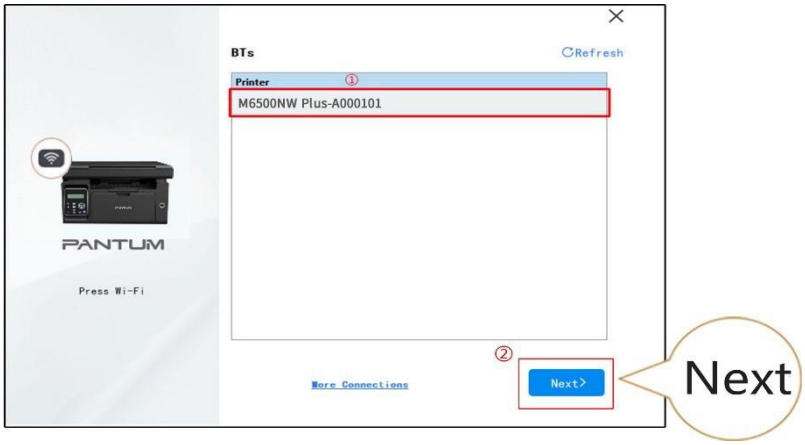
• Windows 8 system: When the " DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click "Autorun.exe" to run the installation procedure.

• Windows 10/11 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the window, then click "Autorun.exe" to run the installation procedure.

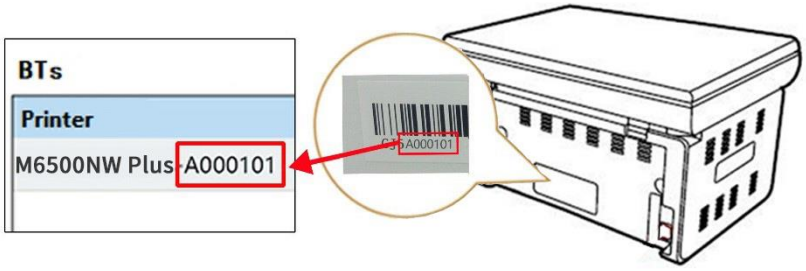
Note:• Some computers may be unable to auto play the CD beacase of system configuration. Please double click "Computer" icon, find "DVD RW driver", then double click "DVD RW driver" to run the installation procedure.

3. 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.

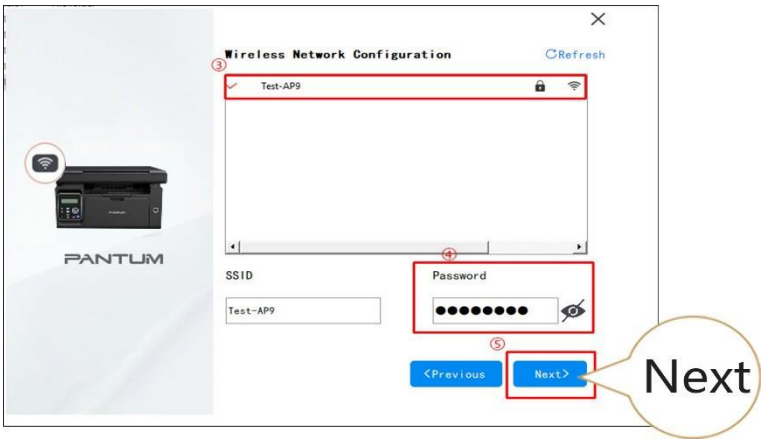
4. Please select the printer device and click "Next" in the lower right corner of the interface to enter the Wi-Fi configuration interface.



Note:• If multiple printers are found, please check the serial number label on the back of the printer and select the printer you desire.

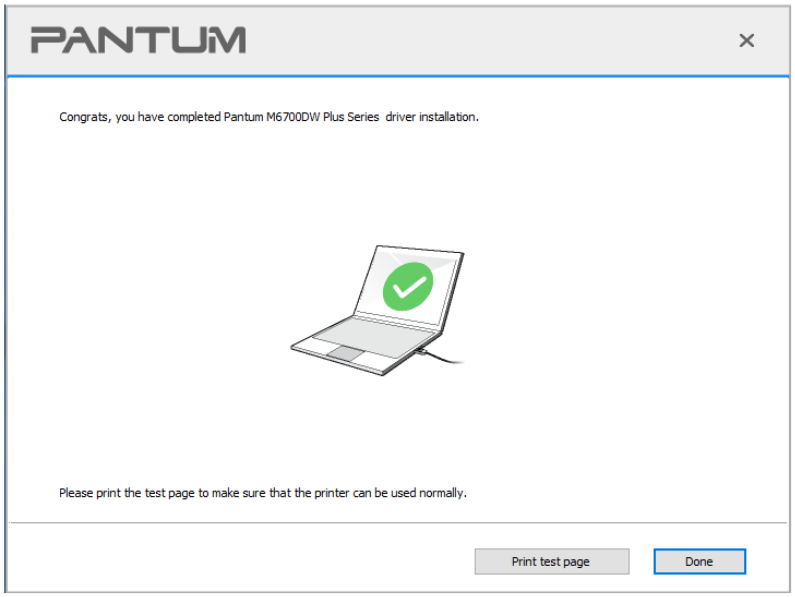


5. Select the network you desire, and click "Next" in the lower right corner of the interface to install the driver software.



6. The installation software will automatically install the driver, and the installation process may take some time. Please wait patiently.

7. 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.



3.2.2. For bluetooth-unsupported computers (for Windows and macOS)

For computers that do not support bluetooth, this device provides one-click installation and other installation methods. You may choose the appropriate installation method according to your needs.

3.2.2.1. One-click installation

1. Find the obtained driver file and run the installer.

Method 1: find the driver file downloaded on the official website, open the file and click "Setup.exe" to run the installer.

Method 2: insert the attached installation CD into the computer's CD driver. The operating mode may vary in the operating system. Please select the appropriate operating mode for your operating system:

For Windows:

• Windows XP system: automatically run the installation procedure.

• Windows 7/Server 2012 system: Pop up "Autoplay" interface, click “Autorun.exe” to run the installation procedure.

• Windows 8 system: When the " DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click "Autorun.exe" to run the installation procedure.

• Windows 10/11 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the window, then click "Autorun.exe" to run the installation procedure.

Note:• Some computers may be unable to auto play the CD beacase of system configuration. Please double click "Computer" icon, find "DVD RW driver", then double click "DVD RW driver" to run the installation procedure.

For macOS:

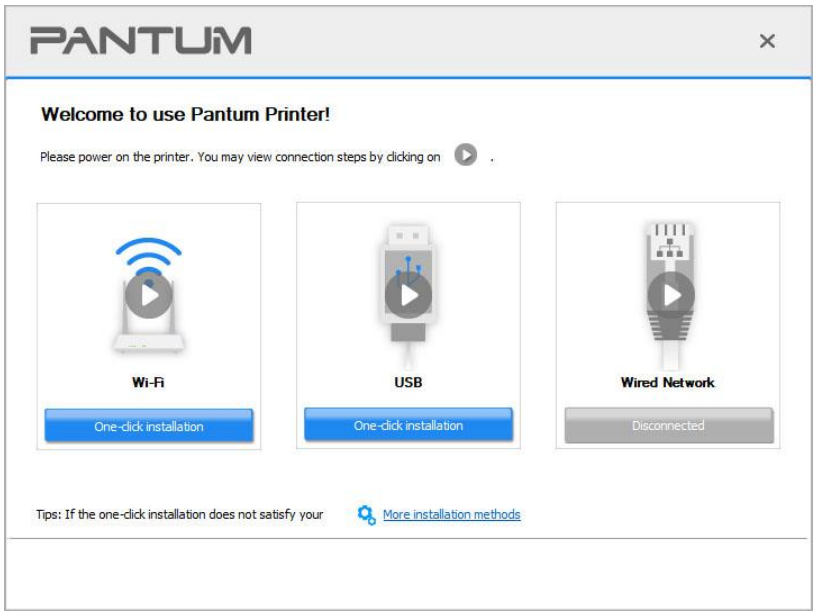
• Double-click on “Pantum XXX Series_Mac_Driver” – “Pantum Install Tool”.(The XXX in Pantum XXX Seriesrefers to product model.)

2. 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.

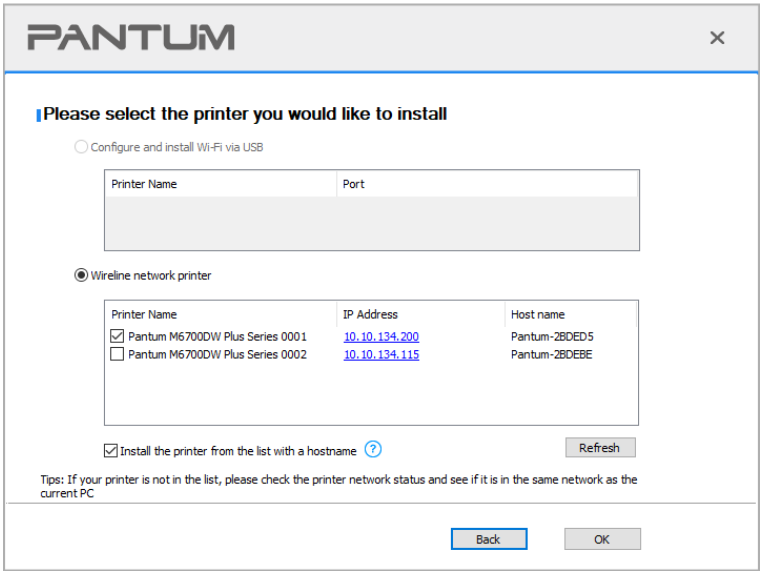
3. For Windows, follow Step 4. For macOS, enter PC password before proceeding to Step 4.

4. Select the printer installation method according to your needs, and click "One-click Installation" below it.

If the button below the installation method is "Not Connected", please click " " to guide you to complete the connection.

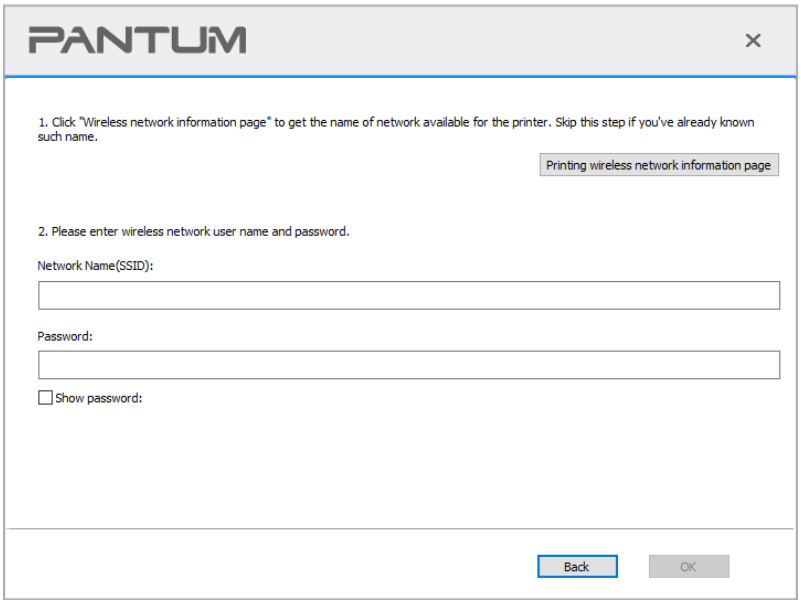


Note:• After you click "One-click Installation", if the following interface pops up, please select the printer you need to install according to the network IP address or host name of your printer. (For information on how to obtain the IP address or host name of the printer, you may refer to Section 11.4, and print the "Network Configuration Page" to check.)



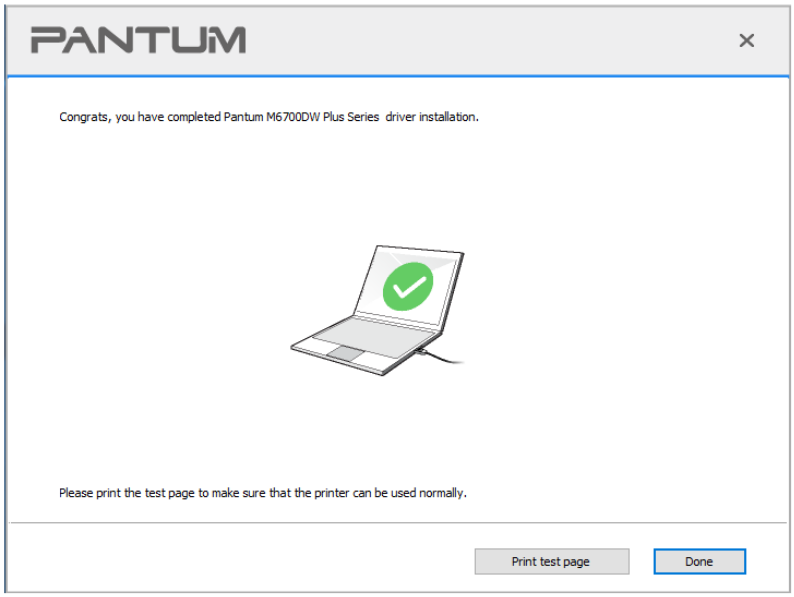
• When you select "Wi-Fi" or "Wired Network", before clicking "One-click Installation", you shall move the mouse cursor on the "One-click Installation" button to check the prompt information in the pop-up window, and verify whether the current printer is the one you desire through the IP address. (For information on how to obtain the IP address of the printer, you may refer to Section 11.4, and print the "Network Configuration Page" to check.)

• The "Wi-Fi" connection is only available for Wi-Fi models (models with a "W" in the model number, such as "M6500NW"). When the computer is connected to wired network, it is necessary to set the wireless network of the printer. Please enter the Wi-Fi name and password in the following interface, and click "OK" to install the driver.



6. The installation software will automatically install the driver, and the installation process may take some time. Please wait patiently.

7. 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.



3.2.2.2. More setup methods

• Before installing the drive, you need to learn about printer model by printing printer information page out and check the product name (please refer to Section 11.4 for printing methods).

3.2.2.2.1.1. Installation via USB connection

1. Connect the printer to computer via USB cable, power the printer and computer on.

2. Place the attached installation CD in the computer CD-ROM:

• Windows XP system: automatically run the installation procedure.

• Windows 7/Server 2012 system: Pop up "Autoplay" interface, click “Autorun.exe” to run the installation procedure.

• Windows 8 system: When the " DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click "Autorun.exe" to run the installation procedure.

• Windows 10 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the window, then click "Autorun.exe" to run the installation procedure.

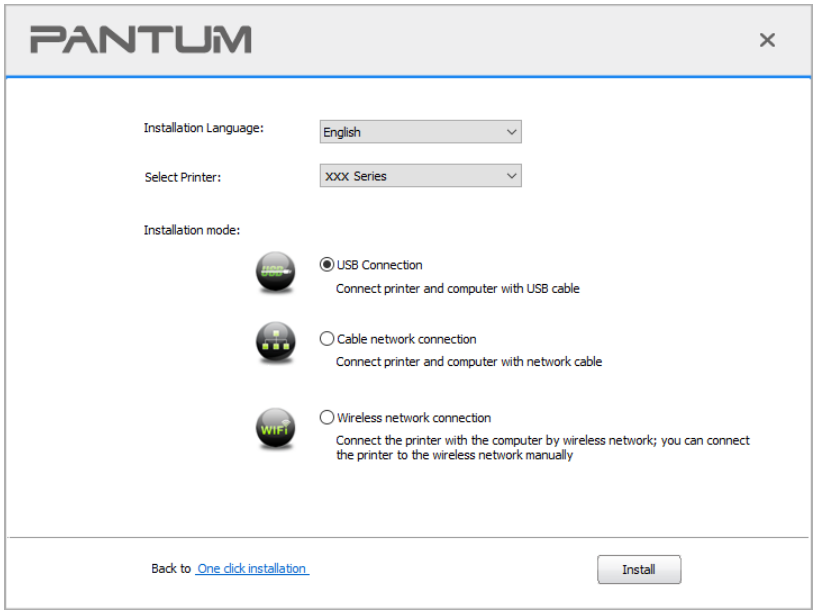
Note:• Some computers may be unable to auto play the CD beacase of system configuration. Please double click "Computer" icon, find "DVD RW driver", then double click "DVD RW driver" to run the installation procedure.

3. 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.

4. Click on the "More setup methods" at the bottom of driver installation interface, and enter into manual intallation interface.

5. Please select installation language and printer model.

6. Select "Connect via USB" and click on "Install".



7. The software installs the driver automatically and the installation process may need some time. The duration is related to your computer configuration, please wait patiently.

8. 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.

3.2.2.2.1.2. Installation via wired network connection (applicable to wired network models)

1. Turn the power of printer and computer on.

2. Connect the computer to wired network.

3. Connect network cable to the network interface of printer, to make sure the printer is connected to computer network (please refer to Section 4 for network setup).

4. Place the attached installation CD in the computer CD-ROM:

• Windows XP system: automatically run the installation procedure.

• Windows 7/Server 2012 system: Pop up "Autoplay" interface, click “Autorun.exe” to run the installation procedure.

• Windows 8 system: When the " DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click "Autorun.exe" to run the installation procedure.

• Windows 10 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the window, then click "Autorun.exe" to run the installation procedure.

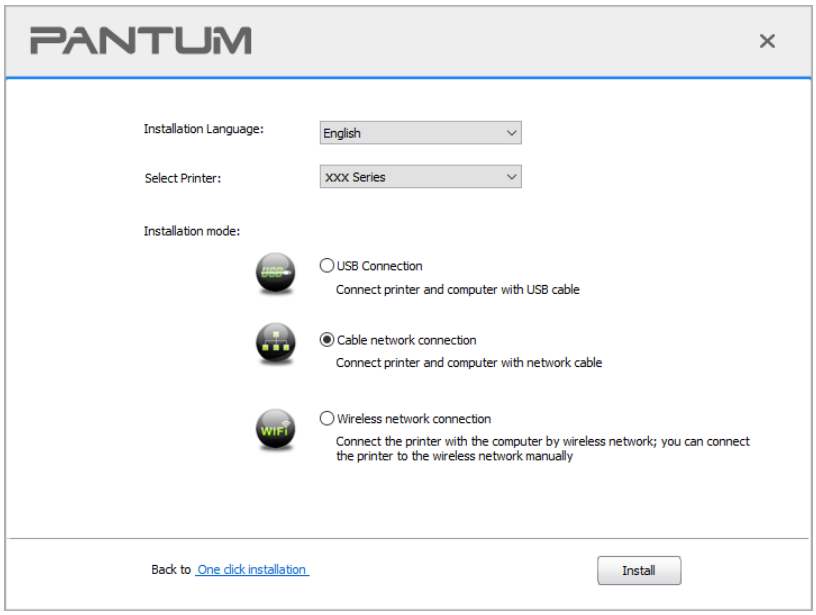
Note:• Some computers may be unable to auto play the CD beacase of system configuration. Please double click "Computer" icon, find "DVD RW driver", then double click "DVD RW driver" to run the installation procedure.

5. 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.

6. Click on the "More setup methods" at the bottom of driver installation interface, and enter into manual intallation interface.

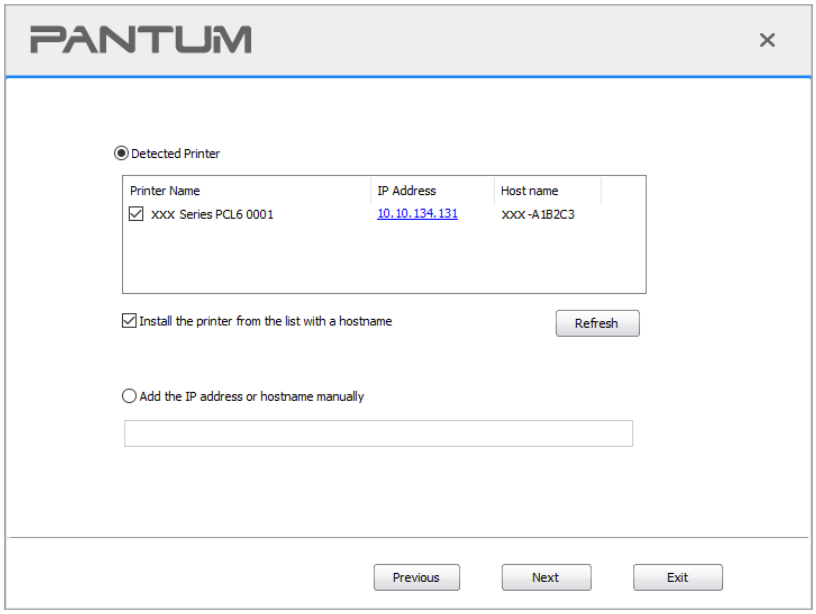
7. Please select installation language and printer model.

8. Select "Wireline network connection" and click on "Install".



9. The installation software will search the printer automatically and the searching process may need some time.

10. After finishing searching, select the printer that needs to be connected and click “Next”.



Note:• If the printer you need to connect is not in the list of printers searched, please click “Refresh” to search again.

• When the printer IP address changes under printer driver installed with host ID , you can also directly print without re-installing the driver. If you need to install the printer driver with the host ID, please check the option "Install the printer in the list with host ID".

• If IP address or host name is added manually, you need to know the IP address of the printer connected or host name. If they are not made clear, please print the “NetConf Pg” and view “IP Address” and “Host name” (Please refer to Section 11.4).

11. The software installs the driver automatically and the installation process may need some time. The duration is related to your computer configuration, please wait patiently.

12. 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.

3.2.2.2.1.3. Installation by wireless network connection mode(applicable to Wi-Fi models)

Wireless network connection type is divided into basic structure mode and Wi-Fi Direct mode (please refer to Section 5 for details).

I. Installation in basic structure mode

1. Connect computer to access point (wireless router).
2. Connect the printer to computer via USB cable, then power the printer on.

3. Place the attached installation CD in the computer CD-ROM:

• Windows XP system: automatically run the installation procedure.

• Windows 7/Server 2012 system: Pop up "Autoplay" interface, click “Autorun.exe” to run the installation procedure.

• Windows 8 system: When the " DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click "Autorun.exe" to run the installation procedure.

• Windows 10 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the window, then click "Autorun.exe" to run the installation procedure.

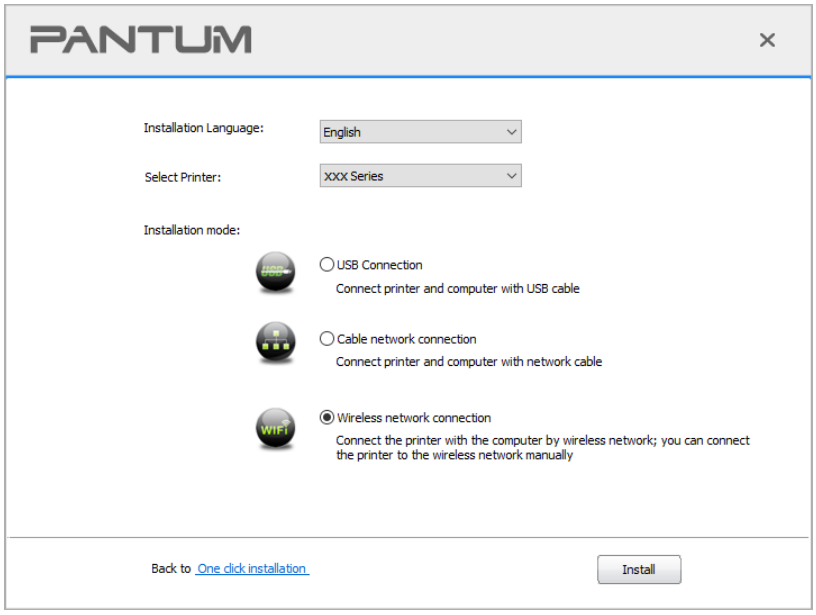
Note:• Some computers may be unable to auto play the CD beacase of system configuration. Please double click "Computer" icon, find "DVD RW driver", then double click "DVD RW driver" to run the installation procedure.

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.

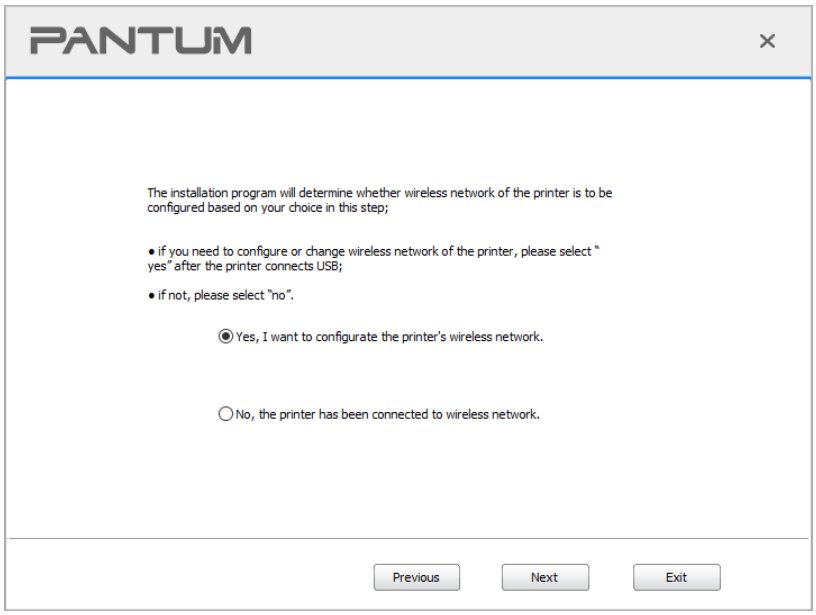
5. Click on the "More setup methods" at the bottom of driver installation interface, and enter into manual intallation interface.

6. Please select installation language and printer model.

7. Select "Wireless network connection" and click on "Install".

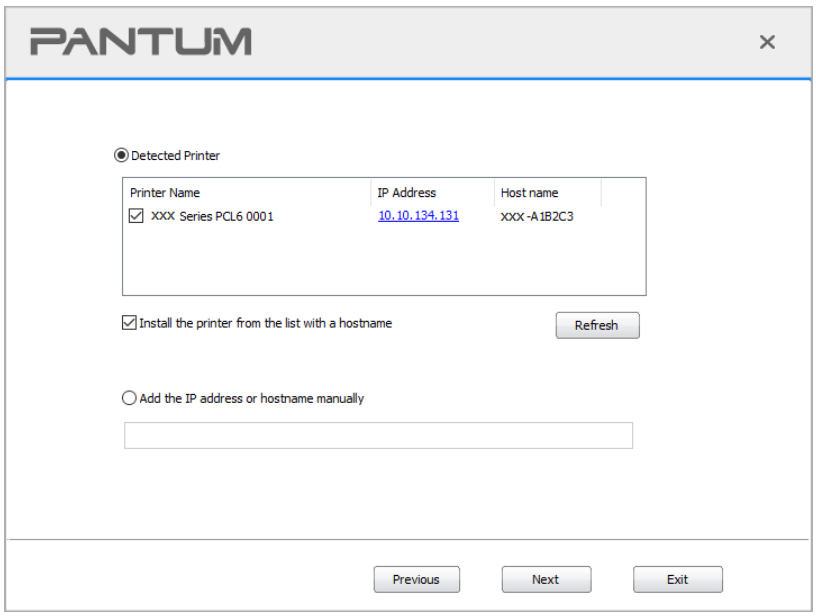


8. Select “Yes, I want to configurate the printer's wireless network” on the wireless setup window popped out, and operate according to the prompts to set up the printer to wireless network (please refer to Section 5.1.1 for setup method).



9. The installation software will search the printer automatically after wireless network is configured successfully. The search process may need some time.

10. Select the printer needs to be connected and click “Next”.



Note:• If the printer you need to connect is not in the list of printers searched, please click “Refresh” to search again.

• When the printer IP address changes under printer driver installed with host ID , you can also directly print without re-installing the driver. If you need to install the printer driver with the host ID, please check the option "Install the printer in the list with host ID".

• If IP address or host name is added manually, you need to know the IP address of the printer connected or host name. If they are not made clear, please print the “NetConf Pg” and view “IP Address” and “Host name” (Please refer to Section 11.4).

11. The software installs the driver automatically and the installation process may need some time. The duration is related to your computer configuration, please wait patiently.

12. 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.

II. Installation in Wi-Fi Direct mode

1. Turn the power of printer and computer on.

2. Connect computer to the Wi-Fi Direct network of the printer (please refer to Section 5.2.2 for setup method).

3. Place the attached installation CD in the computer CD-ROM:

• Windows XP system: automatically run the installation procedure.

• Windows 7/Server 2012 system: Pop up "Autoplay" interface, click “Autorun.exe” to run the installation procedure.

• Windows 8 system: When the " DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click "Autorun.exe" to run the installation procedure.

• Windows 10 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the window, then click "Autorun.exe" to run the installation procedure.

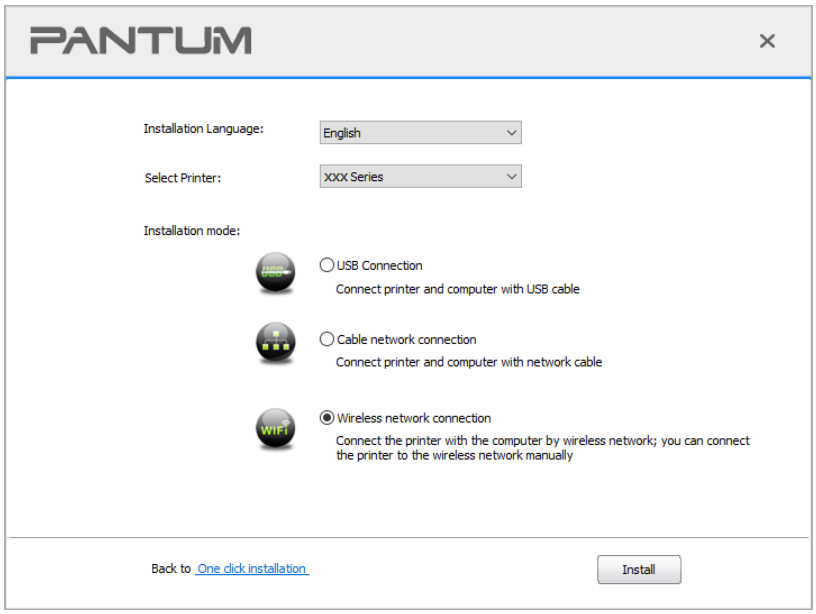
Note:• Some computers may be unable to auto play the CD beacase of system configuration. Please double click "Computer" icon, find "DVD RW driver", then double click "DVD RW driver" to run the installation procedure.

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.

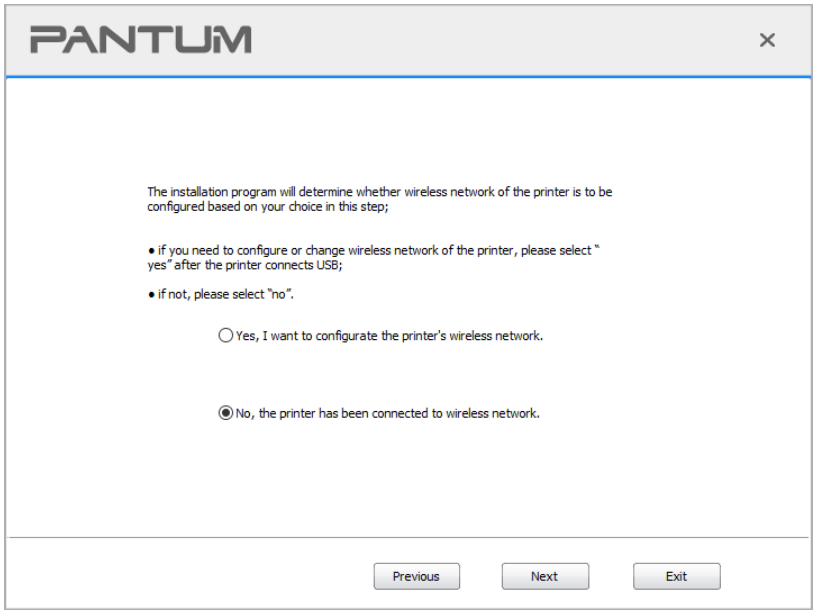
5. Click on the "More setup methods" at the bottom of driver installation interface, and enter into manual intallation interface.

6. Please select installation language and printer model.

7. Select "Wireless network connection" and click on "Install".

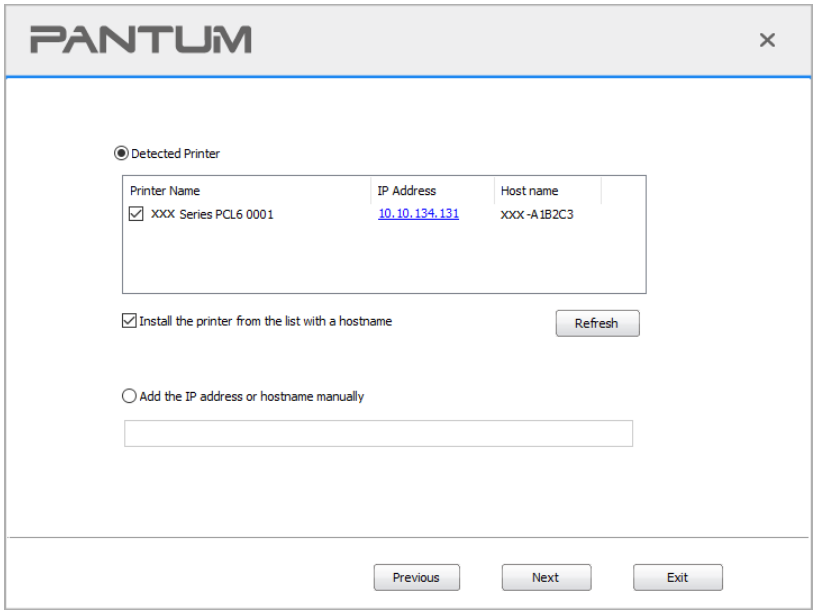


8. Select “No, the printer has been connected to wireless network” on the wireless setup window popping out, and then click “Next”.



9. The installation software will search the printer automatically and the searching process may need some time.

10. Select the printer needs to be connected and click “Next”.



Note:• If the printer you need to connect is not in the list of printers searched, please click “Refresh” to search again.

• When the printer IP address changes under printer driver installed with host ID , you can also directly print without re-installing the driver. If you need to install the printer driver with the host ID, please check the option "Install the printer in the list with host ID".

• If IP address or host name is added manually, you need to know the IP address of the printer connected or host name. If they are not made clear, please print the “NetConf Pg” and view “IP Address” and “Host name” (Please refer to Section 11.4).

11. The software installs the driver automatically and the installation process may need some time. The duration is related to your computer configuration, please wait patiently.

12. 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.

3.2.2.2.3.1. More setup methods for macOS

3.2.2.2.2.1. Install via USB cable

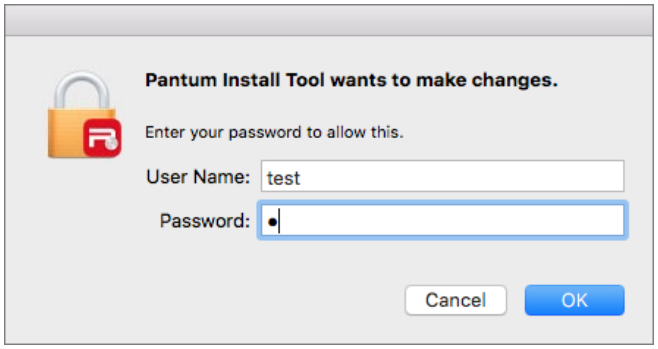
macOS 10.14 is taken as the example in the following operation. The information on your computer screen may differ because of multiple operating systems.

1. Turn the power of printer and computer on.

2. Insert the setup CD supplied in the CD-ROM of the PC, and double-click on "Pantum XXX Series_Mac_Driver" – "Pantum Install Tool". (The XXX in Pantum XXX Series refers to product model.)

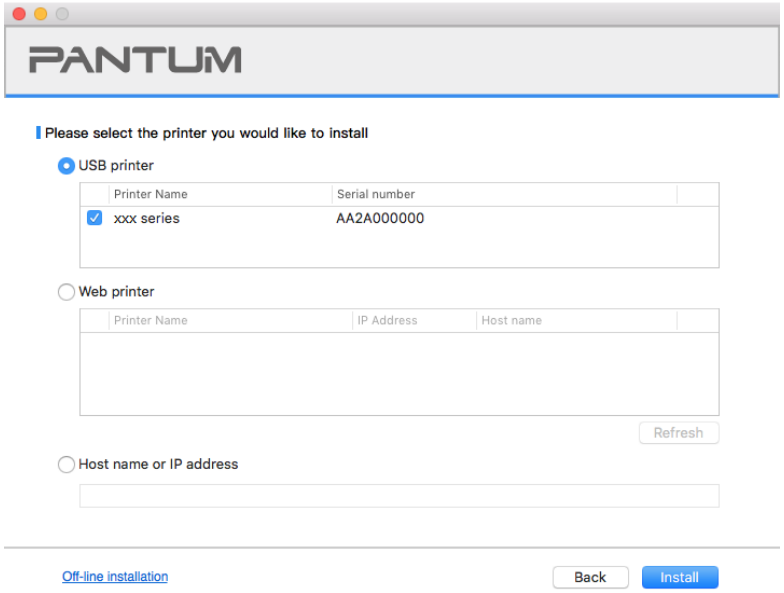
3. Read and agree to the terms contained in the End User License Agreement and the Privacy Policy, click the “Next” button in the lower right corner of the interface to enter the driver installation interface.

4. Enter the password of the PC, and click on “OK”.



5. Click on “More setup methods” at the bottom of the setup interface for access.

6. Select a USB printer from the search results.



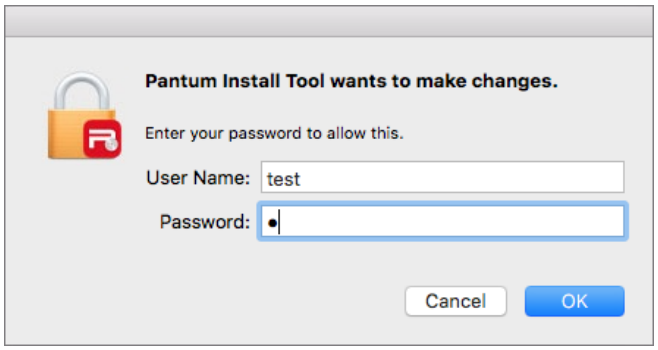
7. Click on “Install” on the lower right.

8. The software installs the driver automatically and the installation process may need some time. The duration is related to your computer configuration, please wait patiently.

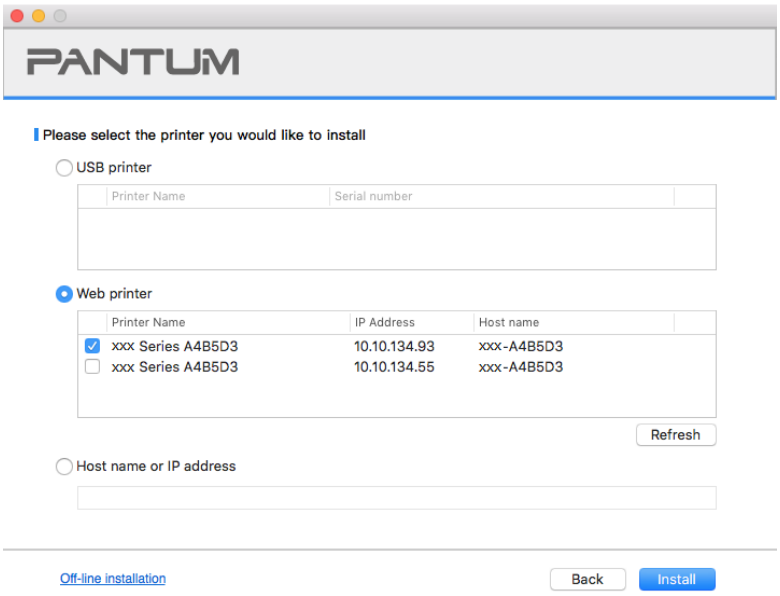
9. After the installation, click "Print &Test Page" button. If your printer prints the test page successfully, it means that you have installed the driver correctly.

3.2.2.2.2.2. Install as a network printer

1. Turn the power of printer and computer on.
2. Connect the PC to the network.
3. Make sure the printer is connected to the same network as the PC (See Section 4 or 5 to learn how to configure the network).
4. Insert the setup CD supplied in the CD-ROM of the PC, and double-click on "Pantum XXX Series_Mac_Driver" – "Pantum Install Tool". (The XXX in Pantum XXX Series refers to product model.)
5. 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.
6. Enter the password of the PC, and click on “OK”.



7. Click on “More setup methods” at the bottom of the setup interface for access.
8. Select a network printer from the search results.
9. Click on “Install” on the lower right.



Note:• If the printer you need to connect is not in the list of printers searched, please click “Refresh” to search again.

• When the printer IP address changes under printer driver installed with host ID , you can also directly print without re-installing the driver. If you need to install the printer driver with the host ID, please check the option "Install the printer in the list with host ID".

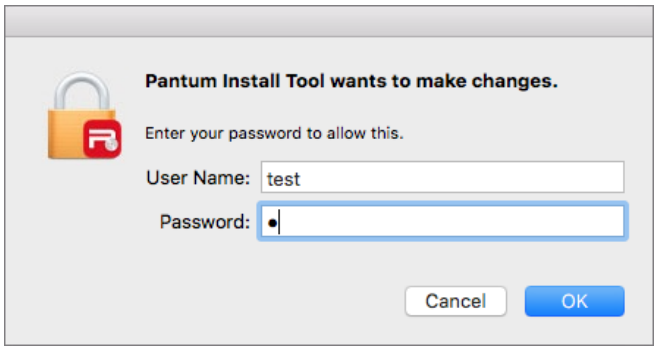
• If IP address or host name is added manually, you need to know the IP address of the printer connected or host name. If they are not made clear, please print the “NetConf Pg” and view “IP Address” and “Host name” (Please refer to Section 11.4).

10. The software installs the driver automatically and the installation process may need some time. The duration is related to your computer configuration, please wait patiently.

11. 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.

3.2.2.2.2.3. Install via Host Name or IP Address

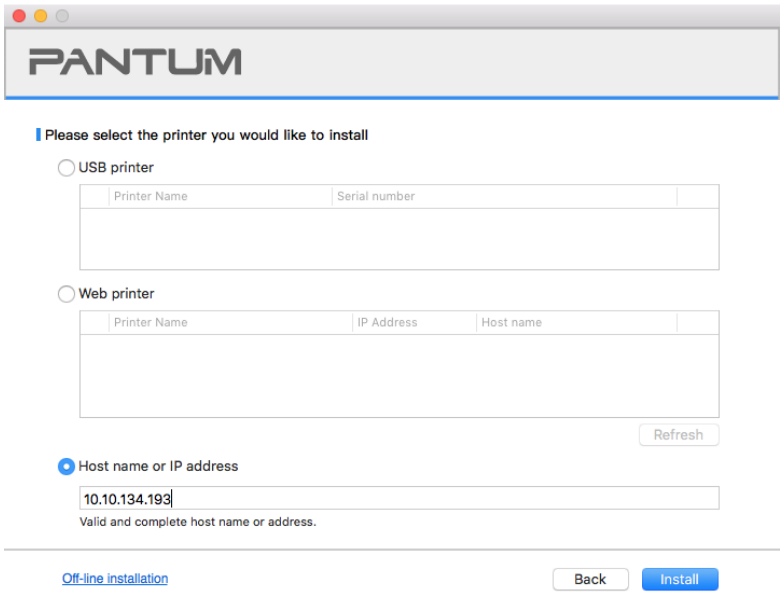
1. Turn the power of printer and computer on.
2. Connect the PC to the network.
3. Make sure the printer is connected to the same network as the PC (See Section 4 or 5 to learn how to configure the network).
4. Insert the setup CD supplied in the CD-ROM of the PC, and double-click on "Pantum XXX Series_Mac_Driver" – "Pantum Install Tool". (The XXX in Pantum XXX Series refers to product model.)
5. 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.
6. Enter the password of the PC, and click on “OK”.



7. Click on “More setup methods” at the bottom of the setup interface for access.

8. Select Host Name or IP Address, and enter the Host Name or IP address of the printer you wish to add.

9. Click on “Install” on the lower right.



Note:• If the printer you need to connect is not in the list of printers searched, please click “Refresh” to search again.

• When the printer IP address changes under printer driver installed with host ID , you can also directly print without re-installing the driver. If you need to install the printer driver with the host ID, please check the option "Install the printer in the list with host ID".

• If IP address or host name is added manually, you need to know the IP address of the printer connected or host name. If they are not made clear, please print the “NetConf Pg” and view “IP Address” and “Host name” (Please refer to Section 11.4).

10. The software installs the driver automatically and the installation process may need some time. The duration is related to your computer configuration, please wait patiently.

11. 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.

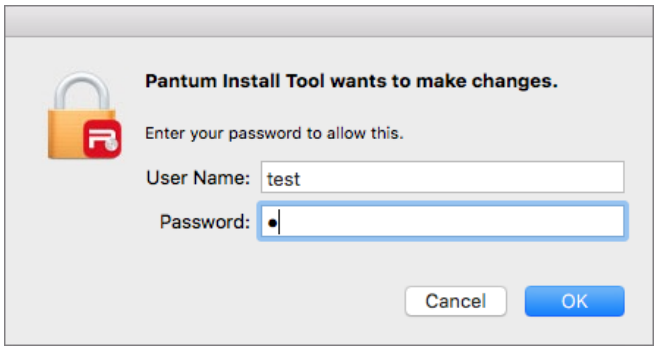
3.2.2.2.2.4. Off-line Install

1. Turn the power of printer and computer on.

2. Insert the setup CD supplied in the CD-ROM of the PC, and double-click on "Pantum XXX Series_Mac_Driver" – "Pantum Install Tool". (The XXX in Pantum XXX Series refers to product model.)

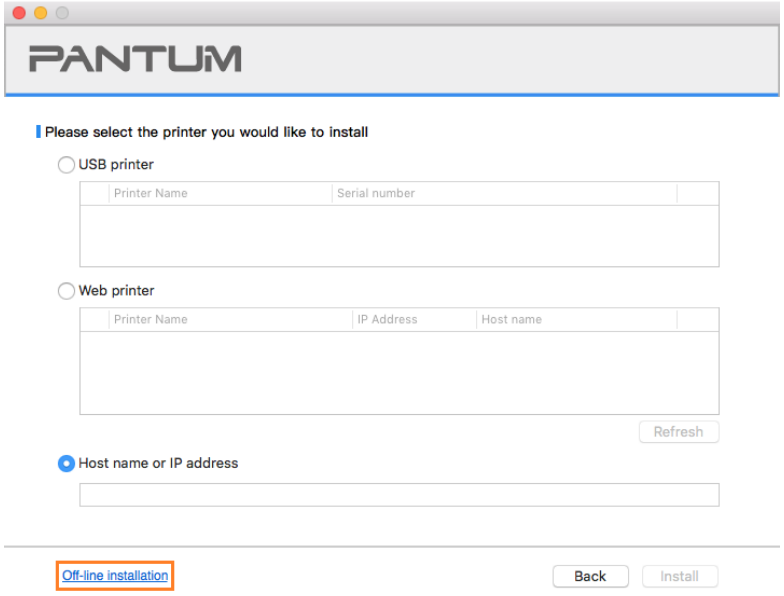
3. Read and agree to the terms contained in the End User License Agreement and the Privacy Policy, click the “Next” button in the lower right corner of the interface to enter the driver installation interface.

4. Enter the password of the PC, and click on “OK”.



5. Click on “More setup methods” at the bottom of the setup interface for access.

6. Click on "Off-line installation" on the lower left.



7. The software installs the driver automatically and the installation process may need some time. The duration is related to your computer configuration, please wait patiently.

8. Install complete. Please finish printer adding as guided or refer to Section 3.2.2.2.2.5.

3.2.2.2.2.5.. Add printer to macOS system

I. Add up the printer via USB

1. Connect the printer to computer with USB cable and then turn power on.
2. Enter the “System Preferences” – “Printers & Scanners” of computer.
3. Click + button to select “Add Printer or Scanner”.
4. Select printer and then select the corresponding printer mode from the “Use” menu popping out.
5. Click “Add”.

II. Add up the printer via wireline connection (applicable to wired network models)

1. Turn the power of printer and computer on.
2. Connect the computer to wired network.
3. Connect the network cable to the network interface of printer, and make sure the printer is connected to the computer network (Please refer to Section 4 for network setup).
4. Enter the “System Preferences” – “Printers & Scanners” of computer.
5. Click + button to select “Add Printer or Scanner”.
6. Select printer and then select the corresponding printer mode from the “Use” menu popping out.
7. Click “Add”.

III. Add up the printer via wireless connection(applicable to Wi-Fi models)

1. Turn the power of printer and computer on.
2. Make sure the wireless network connection between computer and printer is set up.

Note:• In case of basic structure mode, connect wireless network printer to the access point (wireless router). Please refer to Section 5.1 for connection method.

• In case of Wi-Fi Direct mode, connect wireless client to wireless network printer directly. Please refer to Section 5.2 for connection methods.

3. Enter the “System Preferences” – “Printers & Scanners” of computer.
4. Click + button to select “Add Printer or Scanner”.
5. Select printer and then select the corresponding printer mode from the “Use” menu popping out.
6. Click “Add”.

IV. Add AirPrint printer

1. Turn the power of printer and computer on.
2. Make sure the connection between printer and computer is set up (USB connection or network connection).
3. Enter the “System Preferences” – “Printers & Scanners” of computer.
4. Click + button to select “Add Printer or Scanner”.
5. Select printer and select “Secure AirPrint” (data encryption) or “AirPrint” (no encryption) in the “Use” option box.
6. Click “Add”.

Note:
- When the printer is connected to computer with USB cable, the system will recognize and add AirPrint automatically.
- If AirPrint printer of network connection is added, then the connecting USB cable should be disconnected first before adding the printer.
- AirPrint printer is named after the ending of "AirPrint".

3.2. Uninstall Driver

3.2.1. 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.

3.2.2. 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.

4. Wired network setup (applicable to wired network models)

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

4.1. Set IP Address

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

4.1.1. 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 (please refer to Section 11.4 for printing method) or check network information by viewing the control panel of printer (please refer to Section 11.3 for viewing methods). 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.

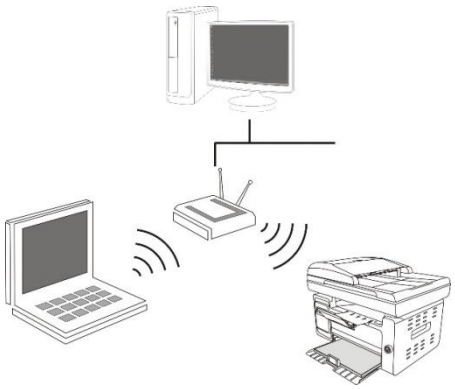
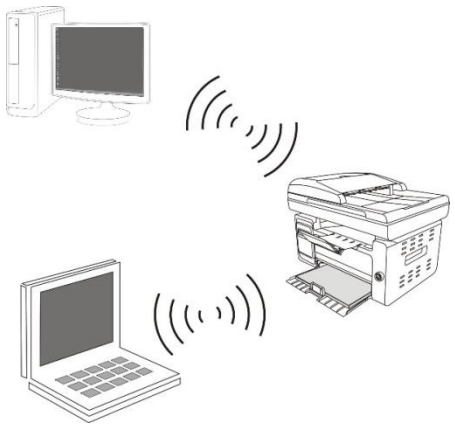
4.1.2. Manual Setting

To set up IP address for printer through the control panel of printer manually, please refer to Section 11.2 for details.

To set up IP address for printer through the embedded Web server manually, please refer to Section 6.2.1 for details.

5. Wireless network setup (applicable to Wi-Fi models)

Depending on model, the printer with Wi-Fi printing function supports the two types of wireless network connection of both infrastructure connection and Wi-Fi hotspot connection, while there is usually only one connection between computer and printer at a time. If you have problems during wireless network setup, please refer to Section 5.3 Wireless Network Setup Frequently Asked Questions.

	Basic structure mode: 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 Hotspot The wireless computer is directly connected with the wireless device.

5.1. Basic structure mode

You can connect a computer to your printer via access point (wireless router) as the medium.

Note: • The machine with the fax feature supports automatic search of wireless network through the printer's control panel to select the wireless network you desire and then input its password for connection.

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

5.1.1. 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.

5.1.1.1. Preliminary preparations

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

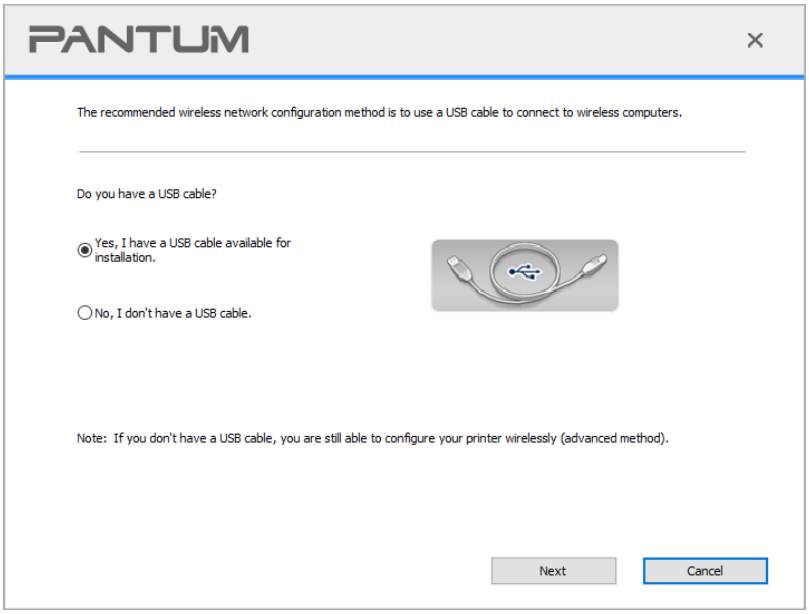
5.1.1.2. Setup methods of wireless network setup tools

1. Take the wireless network setup tool in computer.

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

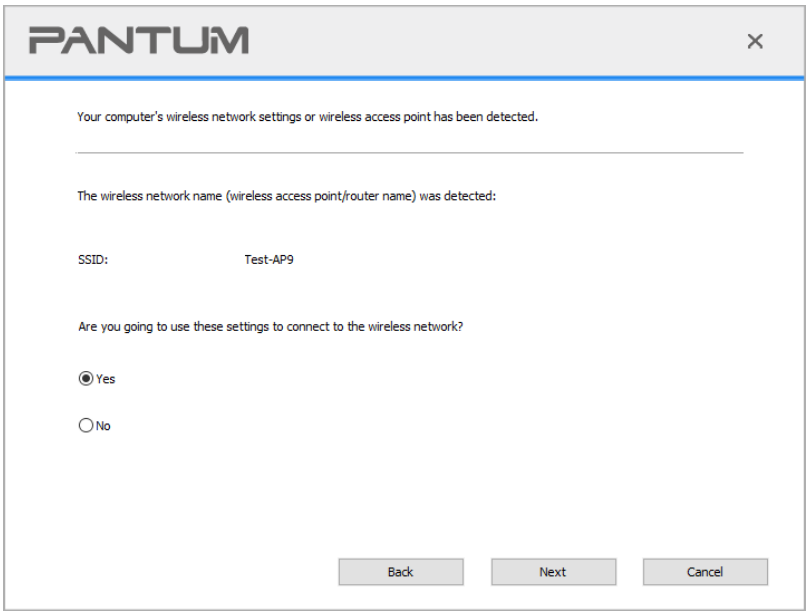
2) **macOS system:** click "Go" - "Applications" - "Pantum" - "Utilities" - "Wireless Network Configuration Tool" on the computer Finder menu bar.

2. Use USB cable to connect and configure. Select "Yes, I have an USB cable that can be used for installation" in the following interface. Click "Next".



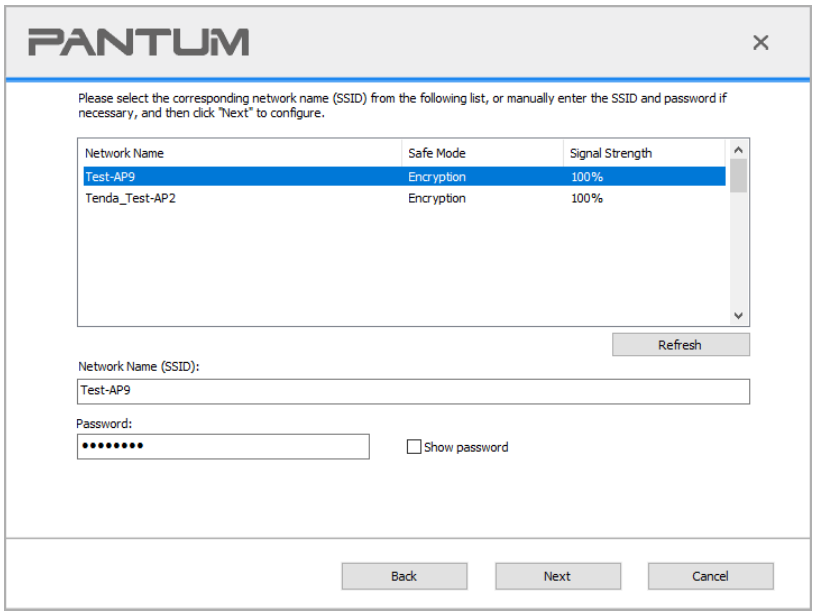
2.1 The computer has been connected to wireless network.

1) The currently wireless network currently connected to computer is selected as wireless network configuration tool by default. Complete configuration according to interface prompt.



Note: • The SSID you selected should be consistent with the SSID of access point (wireless router) connected to your computer.

2) Please tick “No” to configure other wireless network needed to connect to. Complete configuration according to interface prompt.



Note: • Encryption method:

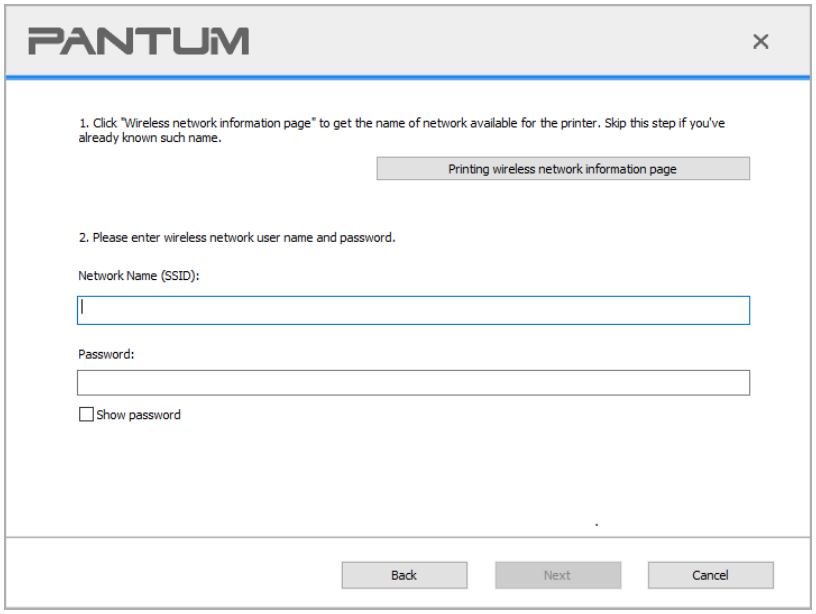
1) None: There is no encryption method used.

2) WPA/WPA2: it is the pre-shared key (PSK) of Wi-Fi protected access which connects wireless device and access point via TKIP or AES encryption. The working length of WPA/WPA2 is within the PSK of 8-63 characters.

• The display password is not ticked by default; if it is ticked, all passwords input can be seen in clear text.

• Some models can automatically match the encryption method, no manual selection is required.

2.2 The computer is not connected to wireless network Input the SSID (case sensitive) and password of access point (wireless router) in the interface below. Complete configuration according to interface prompt.



Note: • If you do not know the SSID of access point (wireless router), please click “Print Wireless Network Information Page” to view the SSID of the needed access point (wireless router).

• If the printer cannot be used normally after wireless network setup is finished, please install the drive again.

5.2. Wi-Fi hotspot mode

You can establish a connection between a wireless network-enabled computer and a wireless network-enabled printer without using an access point (wireless route).

5.2.1. Preliminary preparations

1. Printer with Wi-Fi hotspot function.
2. Computer with wireless network function.

5.2.2. Wi-Fi Hot Connection

Before connecting the printer hotspot, enable the Wi-Fi hotspot function of the printer by tapping the "Wi-Fi" button on the printer panel.

Note: • Tap the "Wi-Fi" button on the printer panel, and the printer will automatically print the "Mobile device Wi-Fi connection guide page" for Wi-Fi connection of a mobile device.

5.2.3. Wi-Fi Hotspot Configuration

When the wireless hotspot of printer is active, the user can connect to it directly by searching. The wireless hotspot is enabled by default, and the default password is “12345678”. The printer-specific SSID and password can be obtained from Wi-Fi Configuration Information Page, which can be printed out by selecting Print Wi-Fi Configuration. After establishing the connection, the configuration can be completed according to the Web configuration method.

5.3. Wireless network setup FAQs

1. The printer is not found.

• If the power of computer, access point (wireless router) or printer is turned on.

• If the computer is connected to printer with USB cable.

• If the printer supports wireless network connection.

2. SSID cannot be found when network is connected

• Inspect if the power switch of access point (wireless router) is turned on.

• The printer cannot find the SSID of the access point (wireless router) you need to connect, please check the SSID of access point and try to connect again.

• Every time when the setup of access point (wireless router) is changed, you must set up the wireless network of printer again.

3. Connection failure

• Please inspect if the safe mode and password of access point (wireless router) and printer is correct.

• Inspect the wireless receiving around printer. Signal receiving may be affected if the router is away from the printer or there is an obstacle between them.

• Turn the power of access point (wireless router) and printer off and then restart them and set up.

4. The following aspects should be inspected if the printer has problems while they are used in network:

• Inspect if the firewall software blocks communication. If the computer and printer are connected in the same network but they cannot be searched, the communication might be blocked by firewall software. Please refer to the user guide of firewall software to turn firewall off and then try to search the printer again.

• Inspect if the IP address assignment of printer is correct. You can inspect IP address by printing the network setup information page of printer out.

• Please refer to the following steps to check if printer and computer are in the same network:

1) Select "Command prompt" as shown below.

a. Windows 8/10 system:Select "Search" button in the Start Menu and input "Command prompt"in search bar， then press the "Enter”button in the keyboard.

b. Windows 7/XP system:click "Start" menu-"All procedures"-"Attachment"-"Command prompt ".

2) Input ping and your printer IP address in popup window, and press "Enter" button.

For example: ping XXX.XXX.XXX.XXX(“XXX.XXX.XXX.XXX” is printer IP address)

3) If RTT is indicated in the window, that is to say your printer and computer are in the same network.If RTT is not indicated in the window, please refer to Section 5 to re-configure the printer wireless network.

Note: • Please refer to the user guide or consult the manufacturer for information related to access point (wireless router).

6. Web server

You can manage printer setup via the embedded Web server.

6.1. 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 (please refer to Section 4 or Section 5 for network setup method).

3. Input the IP address of printer in the address bar of Web browser to visit the Web server imbedded in printer.

View the IP address of printer via control panel (please refer to Section 11.3) or print the “NetConf Pg” out to view the IP Address of printer (please refer to Section 11.4).

Note： • Windows users are suggested to use Microsoft Internet Explorer 8.0 (or higher version) or Firefox 1.0 (or higher version), Mac users are suggested to use Safari 4.0 (or higher version). No matter what kind of browser you are suing, please ensure that JavaScript and Cookies are always enabled. Please ensure compatibility with HTTP 1.0 and HTTP 1.1 when other network browsers are used.

• If the computer cannot visit the Web server embedded in printer, then your computer and printer may be connected to different networks. Please inspect your network environment or consult your network administrator.

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.

6.2. Use Web server to manage printer

You can use the embedded Web server to manage printer.

1. Check basic printer information, including product name, printer status, and laser toner cartridge status.
2. Set up the network protocol parameters supported by printer.
3. The wireless network connection of the printer can be configured, and the wireless network can be turned on/off.
4. Set up mail server client and acquire printer state via E-mail notification.
5. It supports to configure e-mail address and FTP address to scan the file to be scanned directly to E-mail box or FTP server.

6.2.1. IP address setup

You need to connect your printer to network before IP address setup.

1. In case of wired network model, connect the printer to wired network by connecting to its network interface with network cable.
2. In case of wireless network model, the printer can be connected to wireless network via wireless network setup tools (please refer to Section 5.1).

6.2.1.1. IPv4 setup

IPv4 address of the printer is divided into DHCP auto assignment and manual setting, and the DHCP auto assignment function is on by default. You can set up the IPv4 address of printer manually to set up fixed IPv4 address for the printer.

1. Turn on printer power to connect printer to network.
2. Log in the embedded Web server (please refer to Section 6.1 for login method).
3. Click “Settings” – “Network settings” – “Protocol Settings” – “Wired IP Configuration”.

4. Set the IPv4 address assignment mode as “Manual”.

5. Input “IPv4 Address”, “Subnet Mask” and “Gateway Address”, and then click “Apply”.

6.2.1.2. IPv6 setup

1. Turn on printer power to connect printer to network.

2. Log in the embedded Web server (please refer to Section 6.1 for login method).

3. Click “Settings” – “Network settings” – “Protocol Settings” – “IPv6”.

4. Tick “Enable IPv6 protocol” and “Enable DHCPv6” (ticked by default) and then click “Apply”.

You can refresh the browser and view the “IPv6 Local Link Address” and “Stateful Address” in “Wired IP Configuration” interface.

Note:The printer supports using the following IPv6 addresses for network printing and management.

• IPv6 local-link address: local IPv6 address set up by oneself (addresses beginning with FE80).

• Stateful address: IPv6 address set up by DHCPv6 server (if there is no DHCPv6 server in network, the “Stateful Address” cannot be assigned).

6.2.2. SNMP protocol setup

You can set the SNMP protocol through the SNMP interface to improve the network information security of the printer.

1. Turn on printer power to connect printer to network.

2. Log in the embedded Web server (please refer to Section 6.1 for login method).

3. Click “Setup” – “Network Setup” – “SNMP”.

4. Check relevant SNMP protocols as needed, click “Apply”.

Note: The SNMP protocol can improve the efficiency of network management, receive notification messages and warning event reports from network nodes, and help you discover and solve network issues in a timely manner.

• Enable SNMP v1/v2 protocol:

①Your printer may be at risk of unsafe network environment, please use it with caution!

• Disable SNMP v1/v2 protocol:

①The printer may not work properly because the driver installation fails. Please download the latest driver for this printer on the official website.

②Third-party software may not be able to obtain the SNMP status information of the printer, please use it with caution!

6.2.3. Wireless setup

You can set wireless network and Wi-Fi hotspot of the printer via the Wi-Fi settings page.Before setup, please log in the embedded Web server (please refer to Section 6.1 for login method).

6.2.3.1. Wireless network

1. Click “Settings” – “Network settings” – “Wireless setup” – “Wireless Network”.

1) Wireless network can be turned on by default; to turn it off, choose the option "Turn off" and then, click "Apply".

2) If you need to set up wireless network, please click the SSID of access point (wireless router) in search list, input secret key and click “Apply”.

6.2.3.2. Wireless hotspot

1. Click "Settings" - "Network Settings" - "Wireless Settings" - "Wireless Hotspot".

1) The wireless hotspot is enabled by default. To disable it, select the "Disable" option box, and then click "Apply".

6.2.4. Machine setup

You can add mail address book, set e-mail notification and sleep time via machine setup page.

6.2.4.1. Set up e-mail notification

If you set up e-mail notification, an e-mail will be sent to the mail address specified by you when abnormality such as paper out occurs. You can receive emails only if you made correct email setup. Please consult your network administrator for detailed setup steps. You need to log in the embedded Web server before setting up email notification (please refer to Section 6.1 for login method).

I. Set up SMTP client

1. Click “Settings” – “Network settings” – “Protocol Settings” – “SMTP”.

2. On SMTP page, input SMTP server address, set up the mailbox login name and password and then click “Apply”.

II. Add recipient address

1. Click “Settings” – “Machine Settings” – “Contacts” – “Email Address Book”.

2. Click “Add”, enter contact name and email address, and click “Apply”.

III. Set up email notification

1. Click “Settings” – “Machine settings” – “E-mail Notification”.

2. Click button and select the email addresses you want to add in the list of contacts popping out.

You can also tick “address X” (such as address 1) and input the email addresses you want to add.

3. Tick the email addresses and notification contents you want to notify and then click “Apply”.

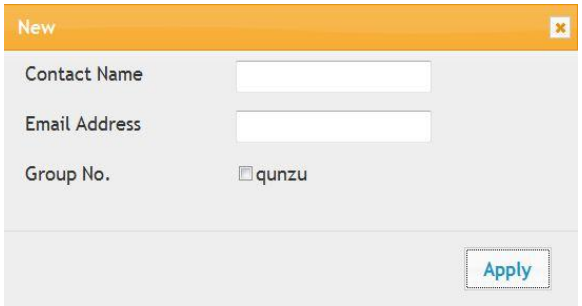
6.2.4.2. Configure the E-mail address book

If you want to scan a file to an e-mail address, you need to configure the e-mail address book first and then scan the file to the assigned e-mail address.The e-mail will not be received before proper setting on the e-mail box; for specific setting steps, please consult your network administrator.

I. Set the E-mail address book

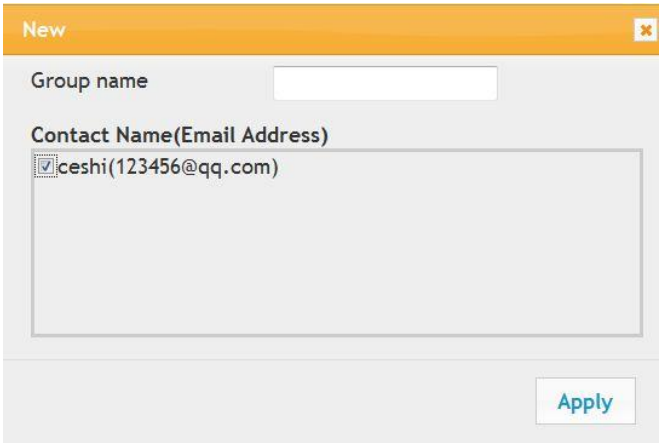
1. Log in the embedded Web server (please refer to Section 6.1 for login method).
2. Click "Settings", "Machine Settings" and then "E-mail Address Book" to enter the setting interface of e-mail address book.
3. Click "Create" to pop out a window as below and edit the contact name and input the e-mail address, and then click "Apply".

Note:• If some groups have been created, you may click to check a corresponding group to add the newly created e-mail address into it.



II. Set the e-mail group

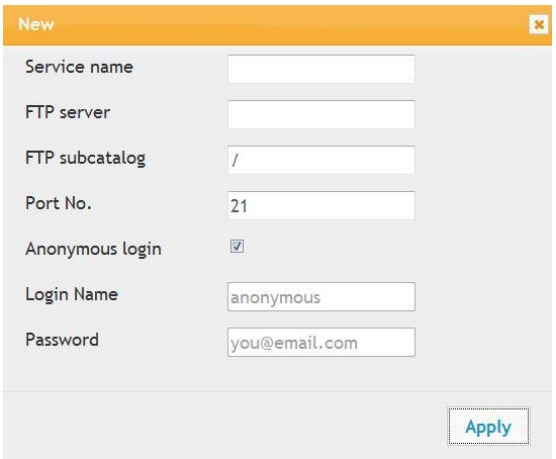
1. Log in the embedded Web server (please refer to Section 6.1 for login method).
2. Click “Settings”, “Machine Settings” and then “E-mail Group” to enter the setting interface of e-mail group.
3. Click “Add”, appear the following pop-up window, enter the group name in the pop-up new list, and click “Apply”.



6.2.4.3. Configure the FTP address book

If you want to scan a file to the FTP server, you need to configure the FTP address book first.When scanning, you may send the image scanned to the FTP server.Before configuring the FTP address book, you may need to ask your network administrator for the server IP address, port number, login name, password and server name.

1. Log in the embedded Web server (please refer to Section 6.1 for login method).
2. Click "Settings", "Machine Settings" and then "FTP Address Book" to enter the setting interface of FTP address book.
3. Click "Create" to pop out a window as below and set relevant parameters; after settings completed, and then click "Apply".



6.2.4.4. Sleep time setup

if you want to change it, you can set up via the embedded Web server (the printer installed via network connection).

1. Log in the embedded Web server (please refer to Section 6.1 for login method).
2. Click “Settings” – “Machine settings” – “System”.
3. Select sleep time according to you need and then click “Apply”.

6.2.5. Recover factory settings via Web server

1. Log in the embedded Web server (please refer to Section 6.1 for login method).
2. Click "User Management" and input the correct “User name” and “Password”; then, click “Restore to Factory Settings”. After completion, the printer will reboot automatically.

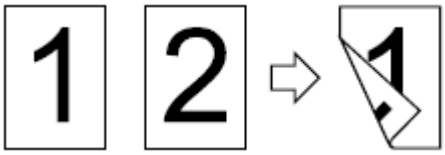
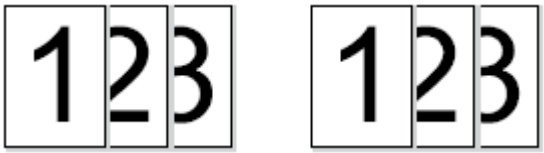
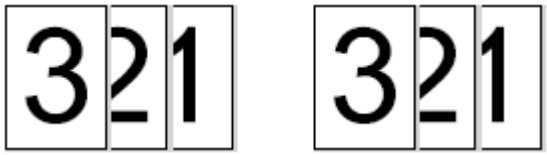
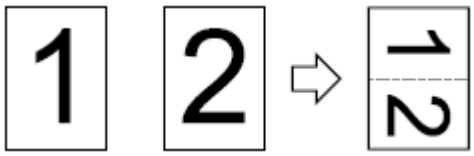
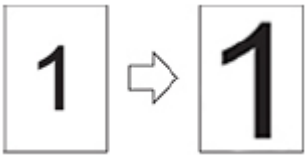
Note:• After factory settings of printer are recovered, user name of the administrator will be recovered to admin and the login password will be recovered to 000000.

• You can also recover factory settings via keys on the control panel of printer, please refer to Section 11.1.3.

7. Print

7.1. 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
Manual Duplex	
Collate Print	
Reverse Print	
N-in-1	
Poster Print(for Windows Operation System only)	
Zoom Print	
Custom Size	

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

• You can realize poster printing feature by selecting 2x2 poster printing in multipage.

• You can enable printing preference and click the help button to view detailed function description. Please refer to Section 7.5 for the method to open help document.

7.2. Print Settings

You can set up printing parameters with the following two methods before sending printing work (such as paper type, paper size and paper source).

Operating system	Temporary printing setup change	Permanent default setup change
Windows 7	1. Click “File” menu – “Print” – “Select printer" - “Printer properties” (the detailed steps may differ because of multiple operating systems).	1. Click “Start” menu- “Control Panel” – “Devices and Printers”. 2. Right click on the printer icon, select “Printing preference” and then change setup and save it.
macOS	1. Click “File” menu – “Print”. 2. Change setup in the window popping out.	1. Click “File” menu – “Print”. 2. Change setup in the window popping out and click to save the preset. (Select preset every time before printing, or print according to default setup.)

Note: • Priority of App setup is senior to printer setup.

7.3. Cancel printing

If you want to cancel the operation during printing, please press “Cancel” key on the printer's control panel.

7.4. Duplex Print

1. The printer driver supports manual duplex.

Note:• If the paper is thin, it may wrinkle.

• If the paper is curled, make it flat and put it back into the manual feeder tray.

• If the manual duplex function causes a paper jam, see Section 14.1 for handling it.

2. Ensure that certain amount of paper is loaded into the automatic feeder tray before printing.

Note:• For loading paper, see Section 2.4.

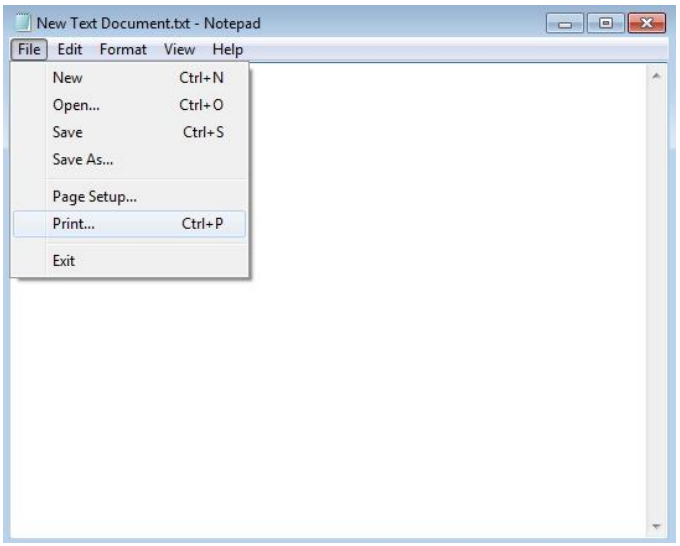
• For the media types that support printing, see Section 2.1. It is recommended to use the standard paper.

• Some paper media are not suitable for the duplex printing. Trying the duplex printing may damage the printer. When "Paper Type" is "Thick Paper" or "Transparent Film", please do not try "Duplex Print". If you choose "Reversed Order" printing in Printing Preferences dialog box, Manual Duplex will not be supported when "2 x 2 Poster" printing.

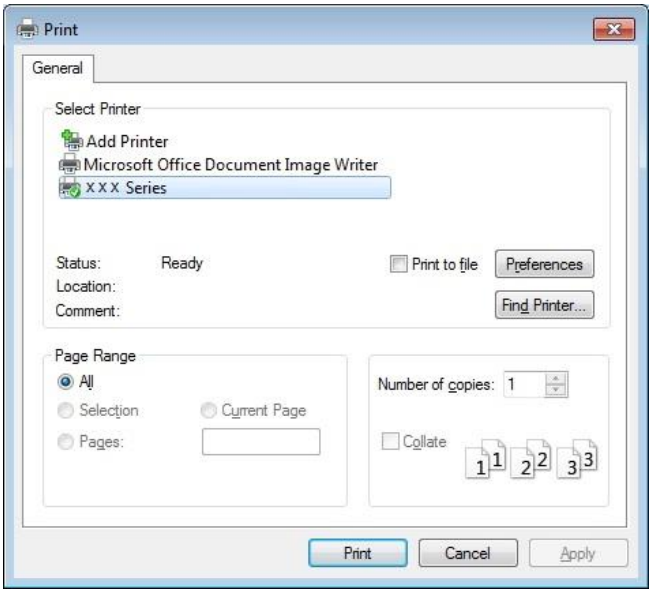
• Paper may get jammed or cannot be fed in when the automatic feeder tray is loaded with more than 150 sheets.

7.4.1. Manual Deplex Method

1. Open the print job to be printed from the application (such as a Notepad).
2. Select Print from the File menu.

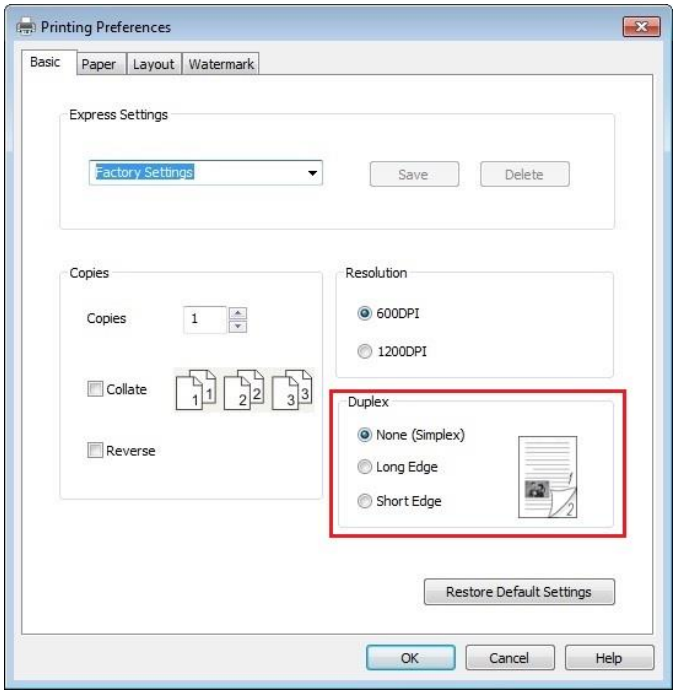


3. Select printer of the corresponding model.

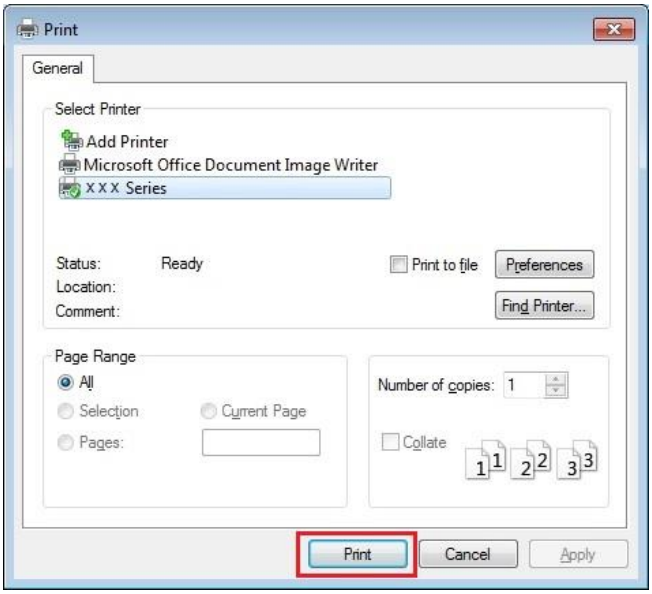


4. Single click “Preferences” for printing setup.

5. Select the “Duplex” in “Basic” tab and then select “Long Edge” or “Short Edge”.

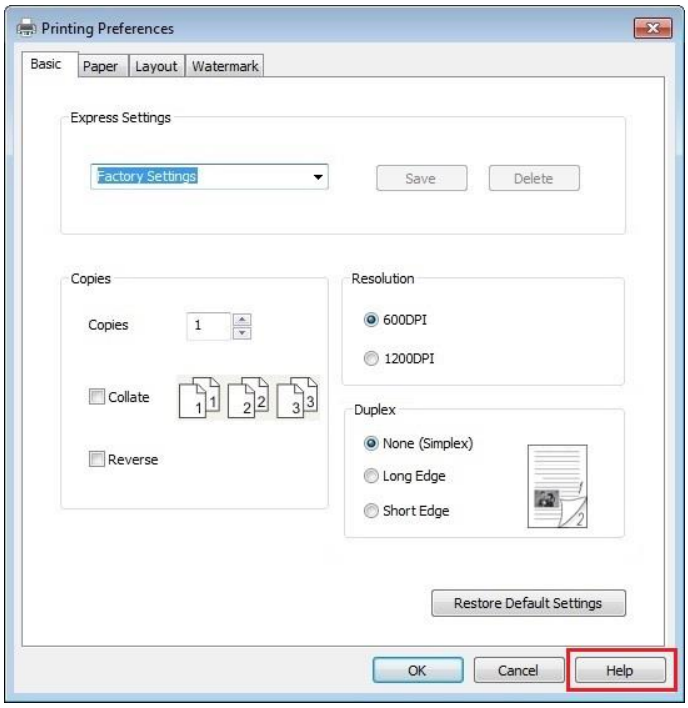


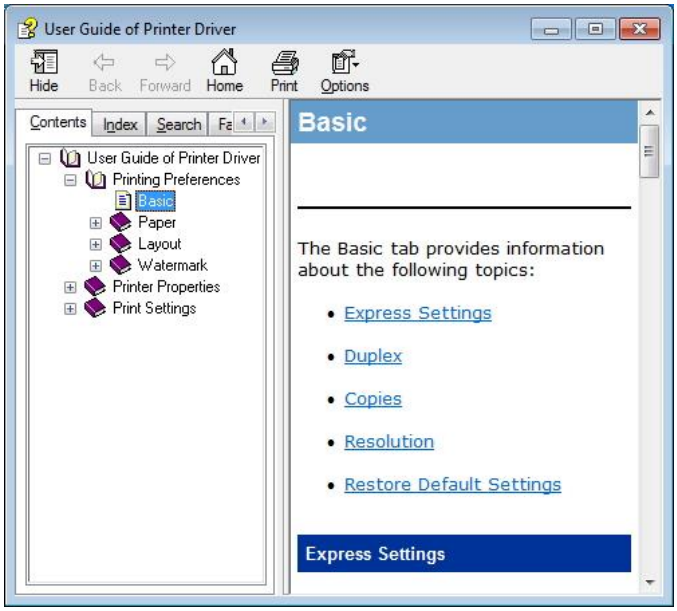
6. Single click “OK” to finish printing setup. Click "Print" for Manual Deplex.



7.5. Open Help Document

You can open the "Printing preferences" and click "Help" button (for Windows Operation System only). The help document contains the user guide where you can find the information on print settings.





8. Copying

8.1. Copying function

Copying function		Instructions
Common copying	Multipage	Print a multi-page document to a piece of paper.
	Clone	Print several identical images to a piece of paper.
	Poster	Print a one-page original to pieces of paper.
	Collated copy	Collate copies of an original.
	Manual dual-side	It supports manual duplex copying for originals.
	Image quality	Set the definition mode to improve the copying effect.
	Intensity	Adjust deep-light copying effect by setting intensity.
	Resizing	Reduce or enlarge the size of image copied.
	Paper setting	Set the paper size and paper type.
ID copy	Arrangement mode	Set the ID copy layout.
	Paper Size	Set the paper size.
	Multipage	Print a multi-page document to a piece of paper.
Receipt copying	Paper Size	Set the paper size.
	Multipage	Print a multi-page document to a piece of paper.

8.2. Copying method

1. Press “copying key"/"ID copying key”/"receipt copying key” on control panel.
2. Put an original into the ADF with its front upward (only for plain copying) or on the glass platen with its front downward. (For how to put an original, please see Section 2.5)
3. Set copying quantity with “direction or number key” according to types (99pieces at maximum).
4. Press “Startup key” for copying.
5. If the original is put on the glass platen, the printer will give a prompt of "Scan the Next Page" after scanning one page. If the next page exists, please remove the original scanned and put the next page on the glass platen; then, press "Start". After all pages have been scanned, please press "OK".

8.3. Copying cancel

Press “cancel key” on control panel if canceling copying.

8.4. Common copying setting

Change relevant setting with “copying setting menu” for better copying effect.

1. Press "Copy" and then "Menu" on control panel to enter the "Menu Setting" interface.
2. Press "OK" to enter the "Copy Setting" interface.
3. Press "▲" or "▼" to select option to be set and press “OK” key to set option.

Note:• The image quality, intensity, resizing and paper setting can keep valid after options are set.

• For multipage, clone, poster, collated copy and manual dual-side setting, set recovery mode as default setting after completing copying, switching panel key or restarting machine.

8.4.1. Image quality

Select corresponding image quality mode for original document used in order to improve copying effect.

There are 4 modes in total:

Auto: default mode, applicable to text and image originals.

Text + image: applicable to originals with mixed text and image.

Image: applicable to original image.

Text: applicable to original text.

Note:• The image quality mode supports “automatic” mode only after “poster” and “collated copy” are set.

8.4.2. Intensity

Adjust deep-light copying effect by setting intensity.

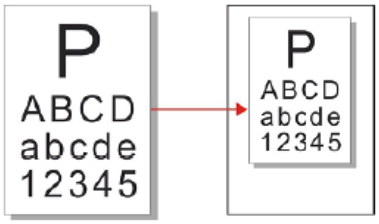
This printer supports "Manual Adjustment" and "Auto Adjustment" in color intensity. 5 levels for manual adjustment and 3 levels for auto adjustment by default.

8.4.3. Resizing

When original document is copied, resize image copied.

The resizing includes “fixed” and “manual adjustment” and the default value is 100%.

1. Fixed resizing: 100%、141% A5->A4、122% A5->B5、115% B5->A4、97% LTR->A4、94% A4->LTR、86% A4->B5、81% B5->A5、70% A4->A5。

e.g.:70% A4->A5: 

2. “Manual adjustment” applies to copying with glass platform only, the adjustment scope of which is 25%-400% and 5% can be adjusted each time after “direction key” is pressed once.

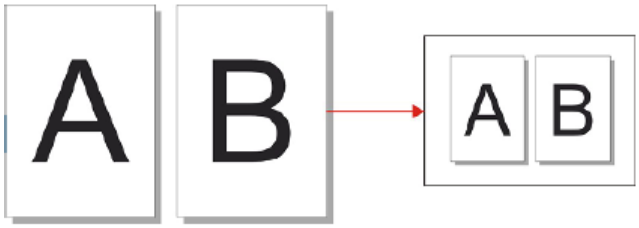
8.4.4. Multipage

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:

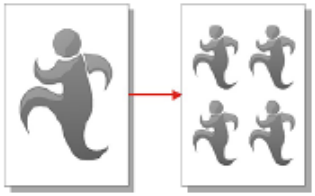
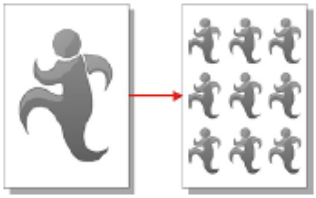
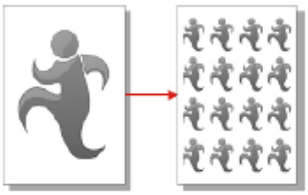
Note:• "Multipage” and “resizing function” cannot be set at the same time.

8.4.5. Clone

Through setting on clone feature, you may print multiple original images on one piece of paper.

Copying with the ADF and the glass platen are both supported.

The clone copying includes 3 modes:

2x2:  3x3:  4x4: 

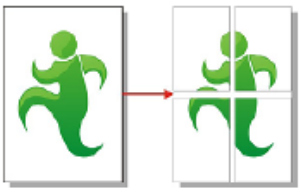
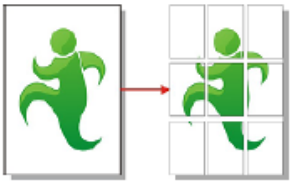
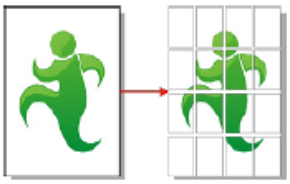
Note: • The “clone” and “resizing function” cannot be set at the same time.

8.4.6. Poster

Poster setting enables the printing of one piece of original document on several pieces of paper.

The "Poster" feature supports only copying with the glass platen.

The poster copying includes 3 modes:

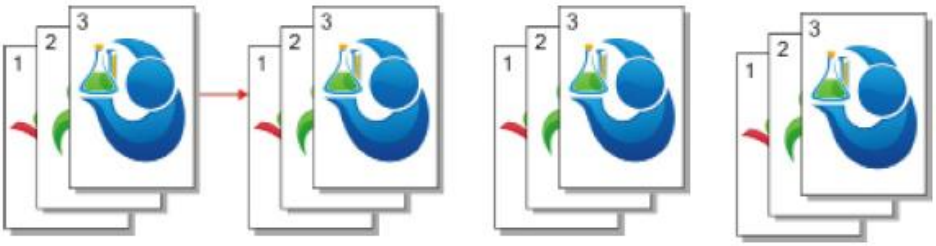
2x2:  3x3:  4x4: 

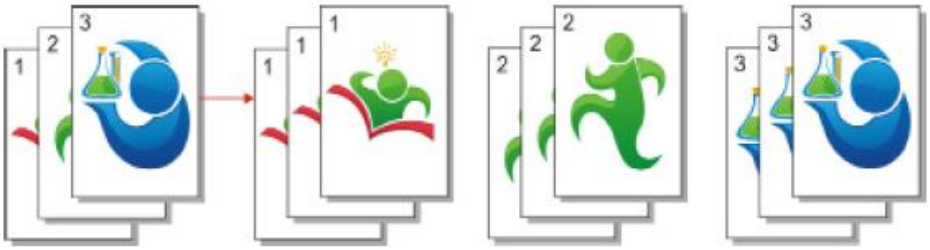
Note:• The “poster” and “resizing function” cannot be set at the same time.

8.4.7. Collated copy

The "Collated Copies" feature supports only copying with the automatic document feeder (ADF).

The collated copy includes 2 modes:

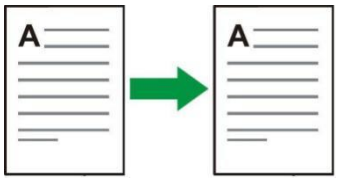
Startup: 

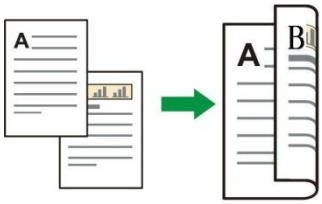
Closed: 

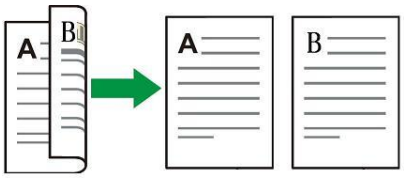
8.4.8. Manual duplex copying

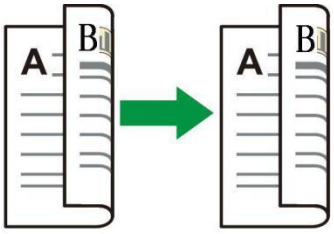
In case of manual duplex copying of original, choose ADF mode.

There are 4 modes in total for duplex copying:

1. One-sided → One-sided: 

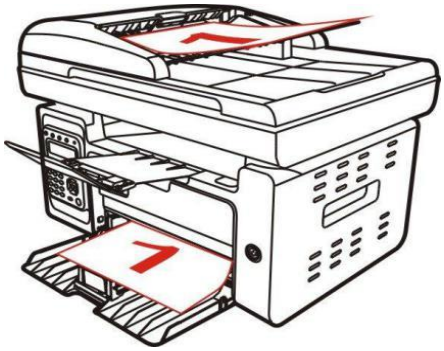
2. One-sided → Two-sided: 

3. Two-sided → One-sided: 

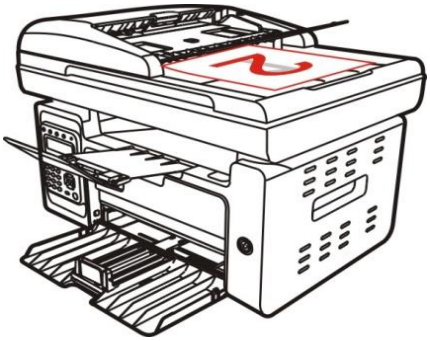
4. Two-sided → Two-sided: 

8.4.8.1. Procedures for manual duplex copying of original

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.

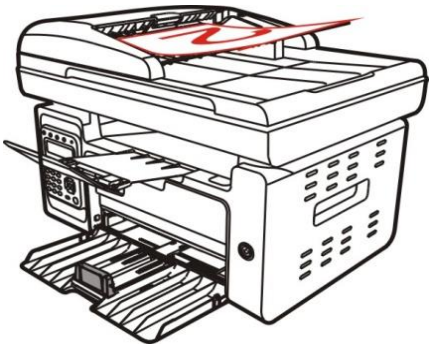


2. Operate in accordance with the procedure described in Section 8.4; choose the manual duplex copy mode and press “OK” to save the settings.
3. Press “Start” to begin copying.
4. Paper exited should be with the direction as shown in the figure:



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.

8.4.9. Paper setting

Select the paper size and paper type of original copying in Paper Settings menu.

Paper dimension: A4, Letter, B5, A5, A6, Executive, Legal and Folio.

Paper type: common paper, thick paper, envelope paper, film paper, card paper, tagboard and thin paper.

Note:• After “multipage” and “clone function” are set, “paper dimension” supports “A4” and “Letter” only.

• For copying with the ADF, only plain paper is available in "Paper Type".

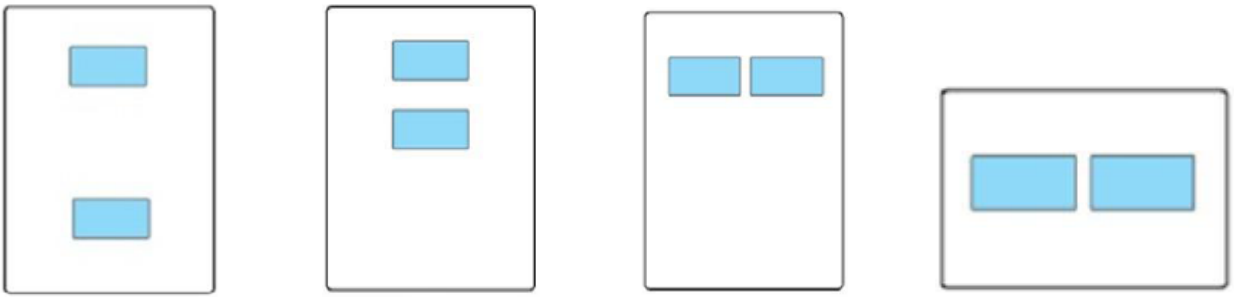
8.5. ID copy setting

Change related setting through setting menu for better copy result.

1. Press "ID copy " and then "Menu" on control panel to enter the "Menu Settings" interface.
2. Press "OK" to enter the " ID copy setting " interface.
3. Press “direction key to select option to be set and press “OK key” to set option.

8.5.1. Arrangement mode

ID copy supports four layouts:

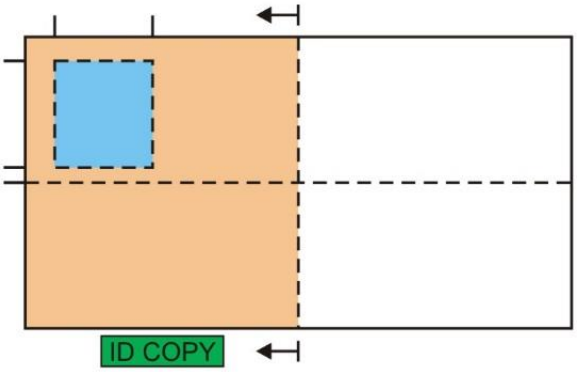


Whole page up-down | Half page up-down | Half page left-right | A5 long edge

Position:

Half page up-down: default mode; put ID card at “orange left half area” of glass platform.

Half-page up-down, half page left-right or long side of A5 paper: put ID card at “blue area” of glass platform.



Note:• After setting, the arrangement mode can keep valid before startup; after startup, the arrangement mode will recover to default setting.

8.5.2. Intensity

Adjust deep-light copying effect by setting intensity.

This printer supports "Manual Adjustment" and "Auto Adjustment" in color intensity. 5 levels for manual adjustment and 3 levels for auto adjustment by default.

8.5.3. Paper dimension

If arranged in modes of "Full Page Up and down", "Half-page Up and down" and "Half-page Left and right", the paper size supports "A4" and "Letter" only; if arranged in mode of " A5 long edge ", the paper size supports "A5" only. Please follow instructions on panel to put the paper vertically for printing.

8.6. Receipt setting

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

1. Press "Bill Copy" and then "Menu" on control panel to enter the "Menu Settings" interface.
2. Press "OK" to enter the "Bill Copy Setting" interface.
3. Press “direction key to select option to be set and press “OK key” to set option.

8.6.1. Intensity

Adjust deep-light copying effect by setting intensity.

This printer supports "Manual Adjustment" and "Auto Adjustment" in color intensity. 5 levels for manual adjustment and 3 levels for auto adjustment by default.

8.6.2. Paper setting

The receipt copying supports A4, Letter, B5, A5, A6 and Executive paper dimension.

9. 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.

9.1. Pull Scan

You may scan with the scanning application in PC via USB, wired or wireless connection. Please be sure the printer has been properly connected before scanning.

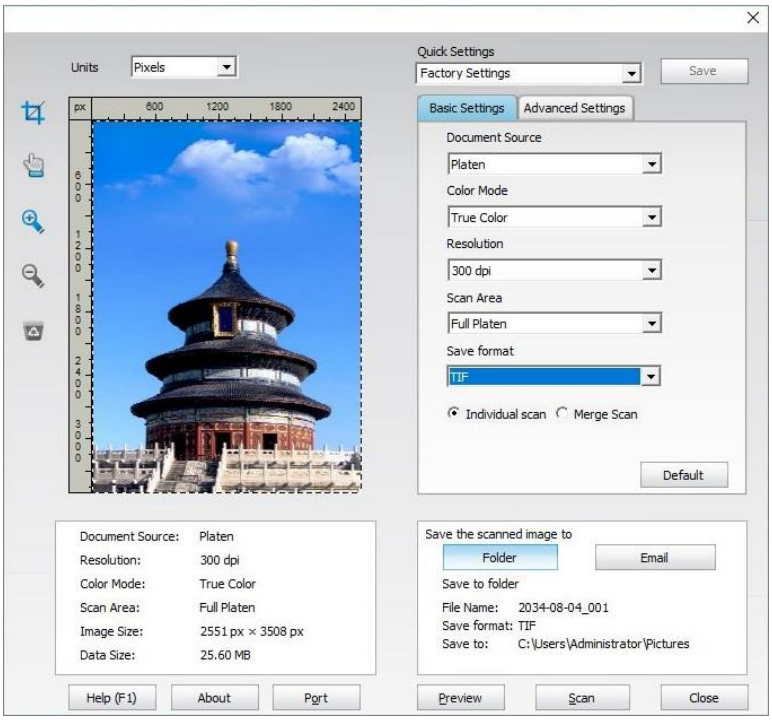
9.1.1. Pantum Scan Application

Operation Steps:

1. Double click on "Pantum Scan Application" on the computer, the icon is shown as below:

2. The prompt window is shown as below:

Note：
- This device supports FB combination scan. If you would like to combine the scanned documents, select "Combine scanned documents" on the interface below.
- Combine scanned documents only works for save types of TIF/PDF/OFD.



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

Note：• Images scanned by Pantum scanning application software support six file types: BMP, JPG, TIF, PDF, PNG and OFD.

• You may click "Help (F1)" to open the help document of the scanning application to learn more scanning setting information.

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. The handbook requires Office Software (Word and Excel) and Photoshop ,for example, to show the operation.

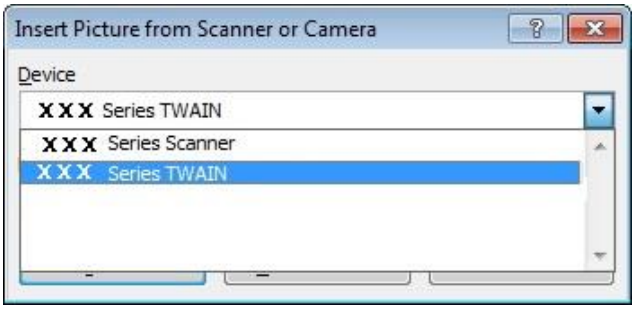
9.1.2. TWAIN Scan Driver

9.1.2.1. Office Software (Word and Excel)

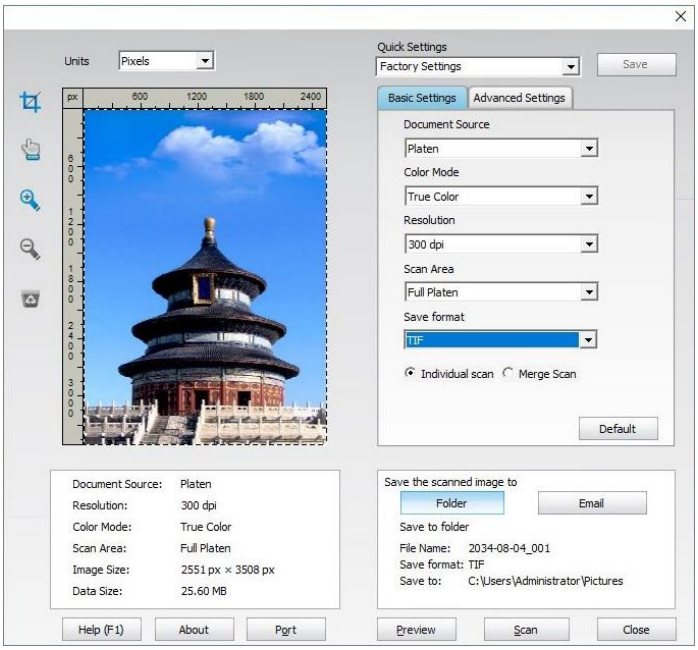
Operation Steps:

1. Open the Office software (Word or Excel).
2. Keyboard shortcuts: Alt+I+P+S to open the application's window.

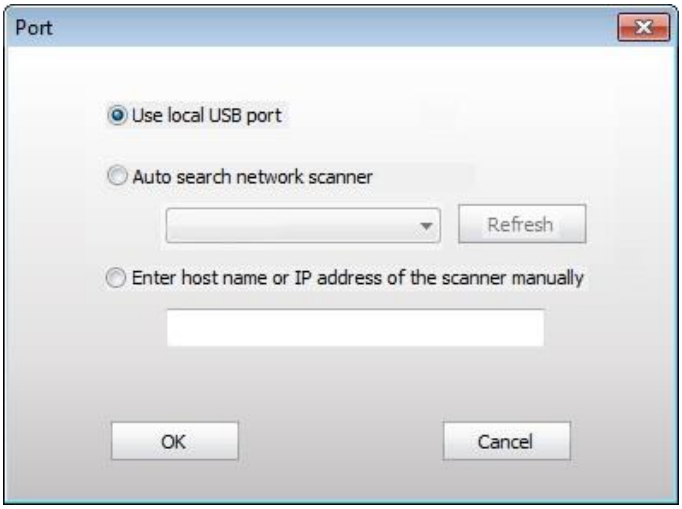
3. Click on "Device" option and select TWAIN Scan, click the "Custom Insert" button below.



4. 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.



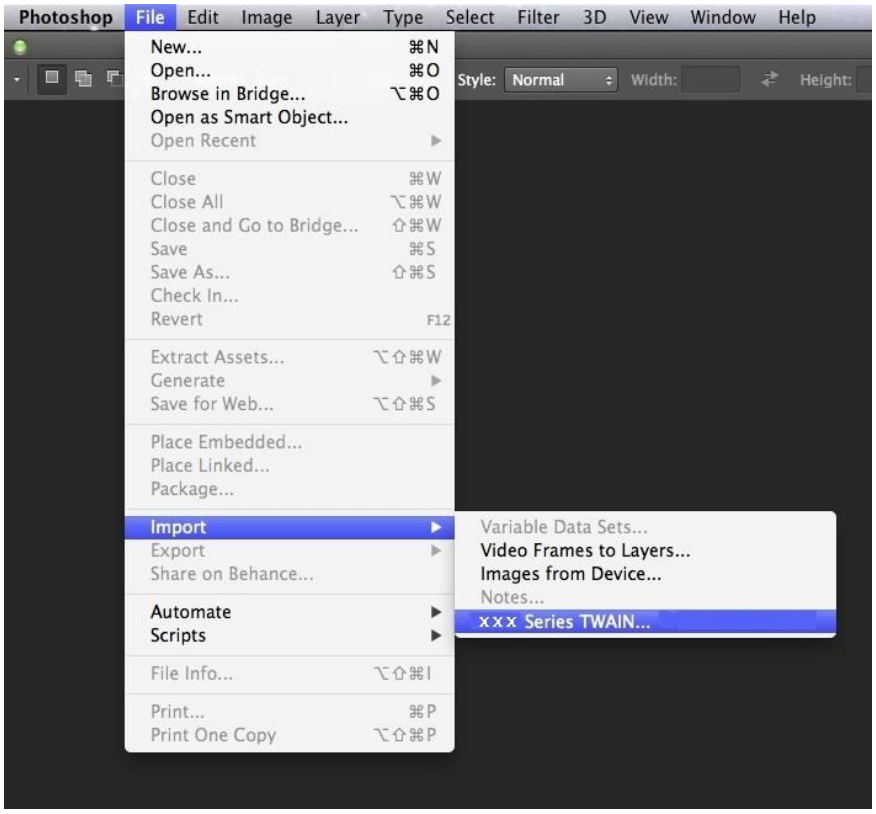
If you desire to change a scanning port, please click "Port" at the lower part of above picture to select a scanning port, as shown below:



9.1.2.2. Photoshop

Operation Steps:

1. Launch Photoshop, click on "File" – "Import" on the top left corner and select TWAIN Scan, as is shown below:



2. After the window pops up, please refer to Step 4 of 9.1.2.1 to see the specific operation steps.

9.1.3. WIA Scan Driver

9.1.3.1. WIA1.0 Scan (Windows XP)

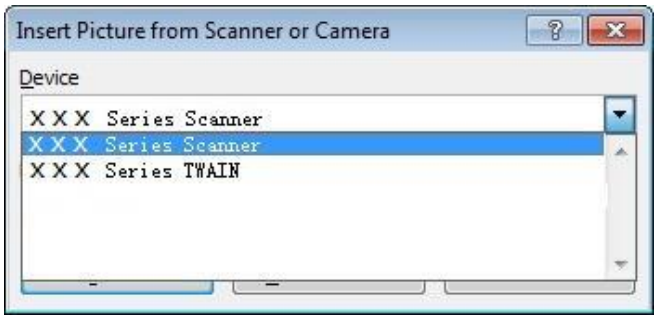
1. Office Software (Word and Excel)

Operation Steps:

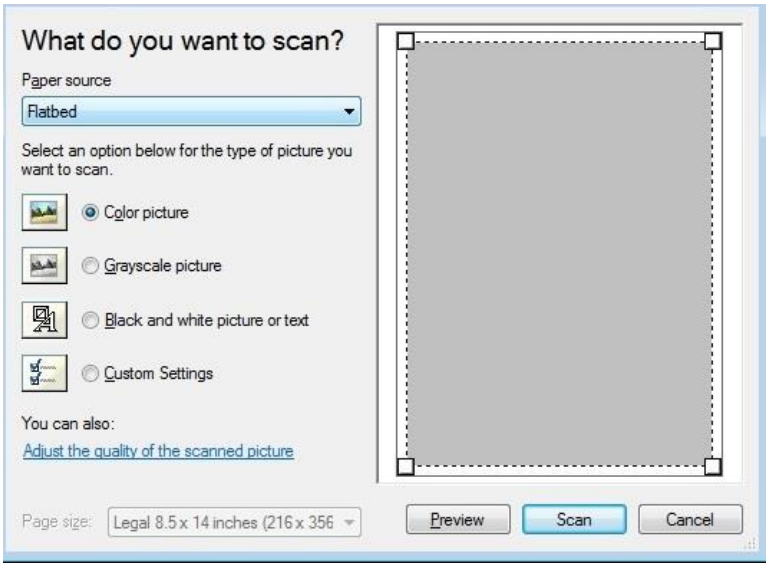
1) Open the Office software (Word or Excel).

2) Keyboard shortcuts: Alt+I+P+S to open the application's window.

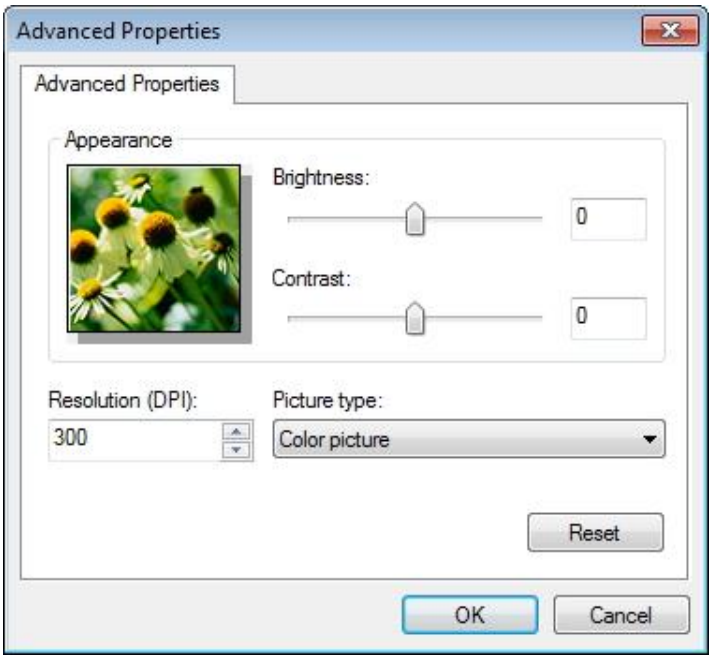
3) Click on "Device" and select WIA Scan,click the "Custom Insert" below.



4) The prompt window as is shown below, set the scan information.



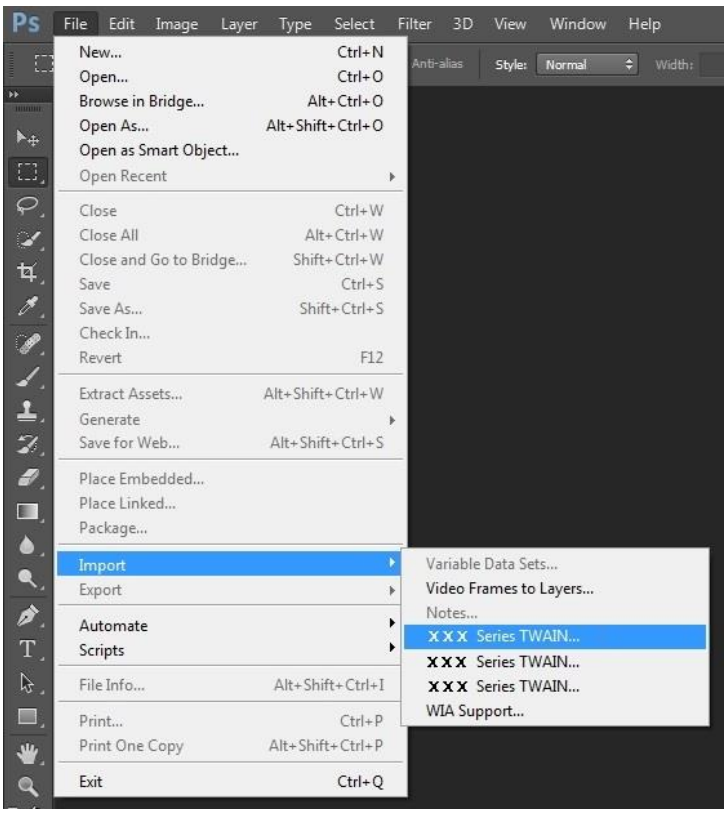
5) Click on "Adjust the Scanned Image Quality" on the bottom left corner of the above picture, the advanced properties interface will pop up, then users can set the scan; After finishing the settings, click on the "OK" button, then "Scan" button to start scan.



2. Photoshop

Operation Steps:

1) Launch Photoshop, click "File"- "Import" on the top left conrner and select WIA Scan, as is shown below:

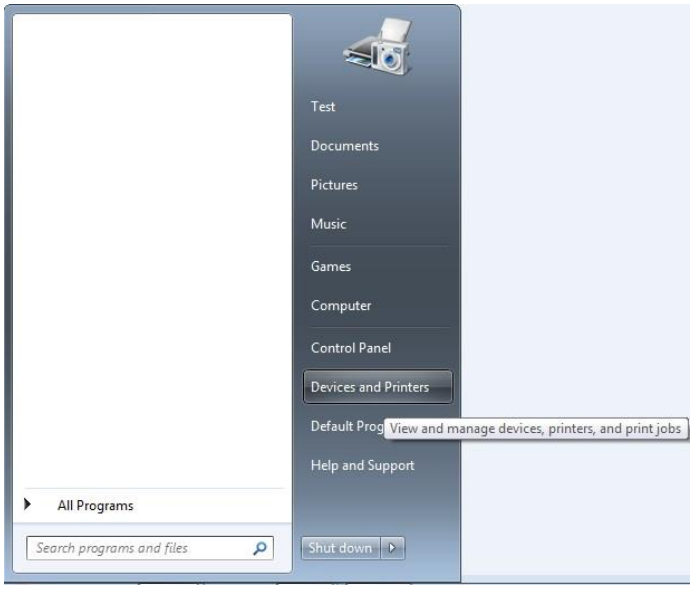


2) After the window pops up, please refer to Step 4 and Step 5 of 9.1.3.1 to see the specific operation steps.

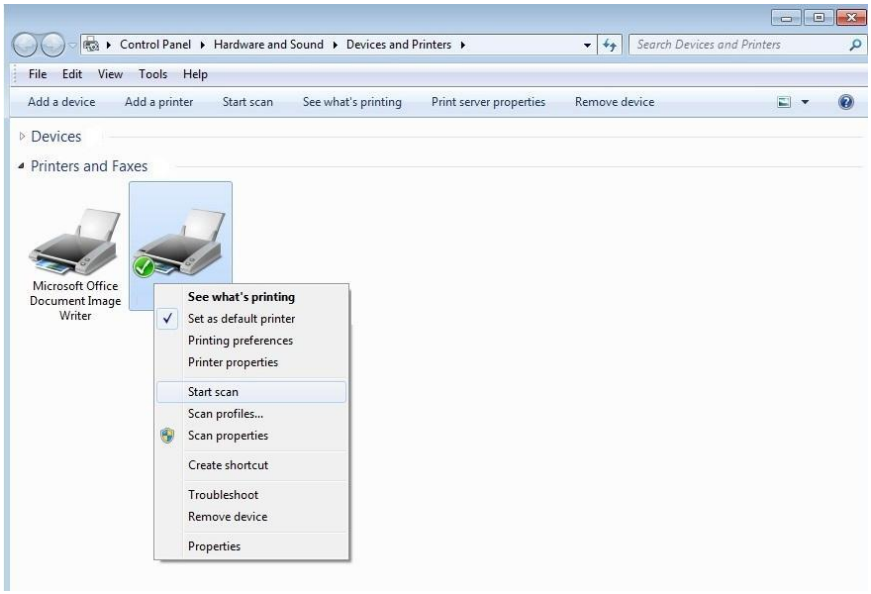
9.1.3.2. WIA 2.0 Scan (Windows 7 and later versions)

Operation Steps:

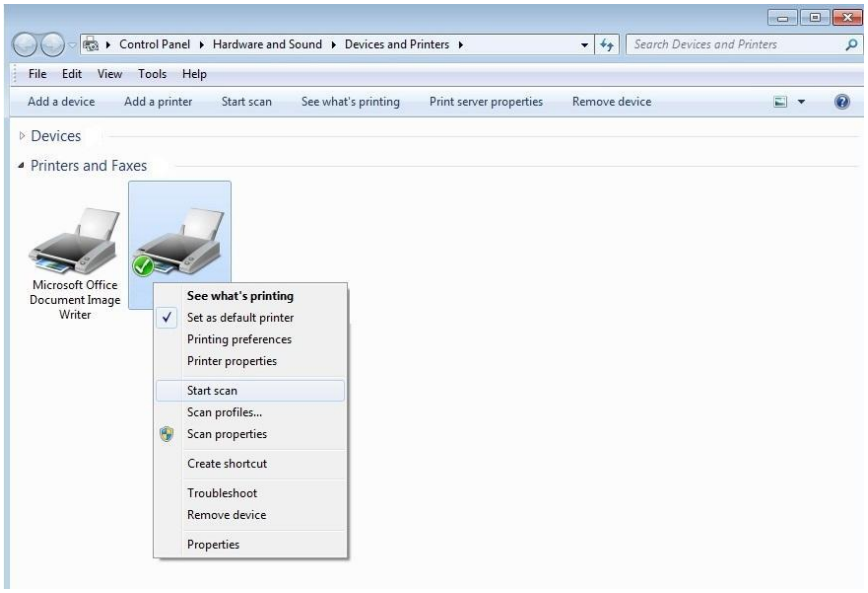
1. Click on "Start"- "All Programs"- "Device and Printer" on the left bottom of the desktop.



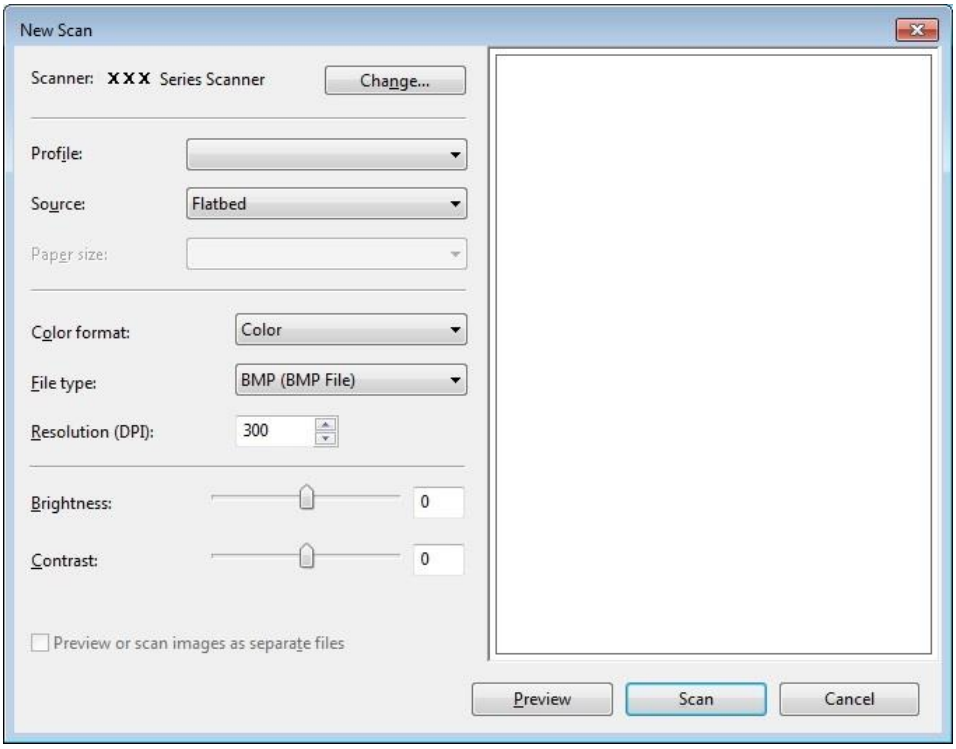
2. When the pop-up window appears, select the printer you want to use, and right click the mouse.



3. Click on "Start Scan" in the above option bar.



4. After the window pops up, set the scan and click "Scan" on the bottom right corner and start scan.



9.2. macOS System Scan

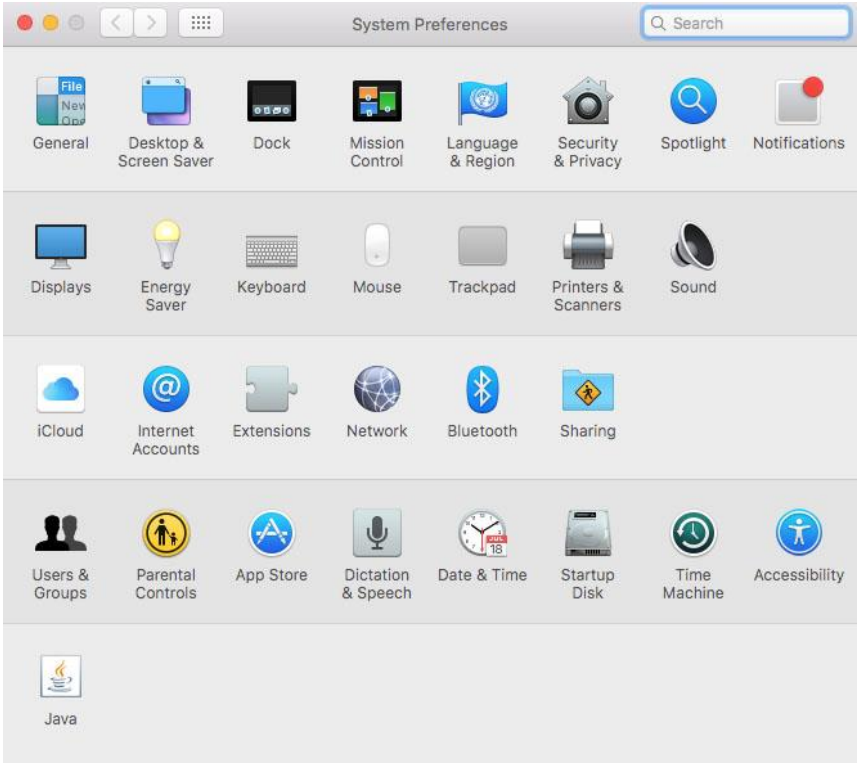
9.2.1. ICA Scan

9.2.1.1. Open ICA via "Print and Scan"

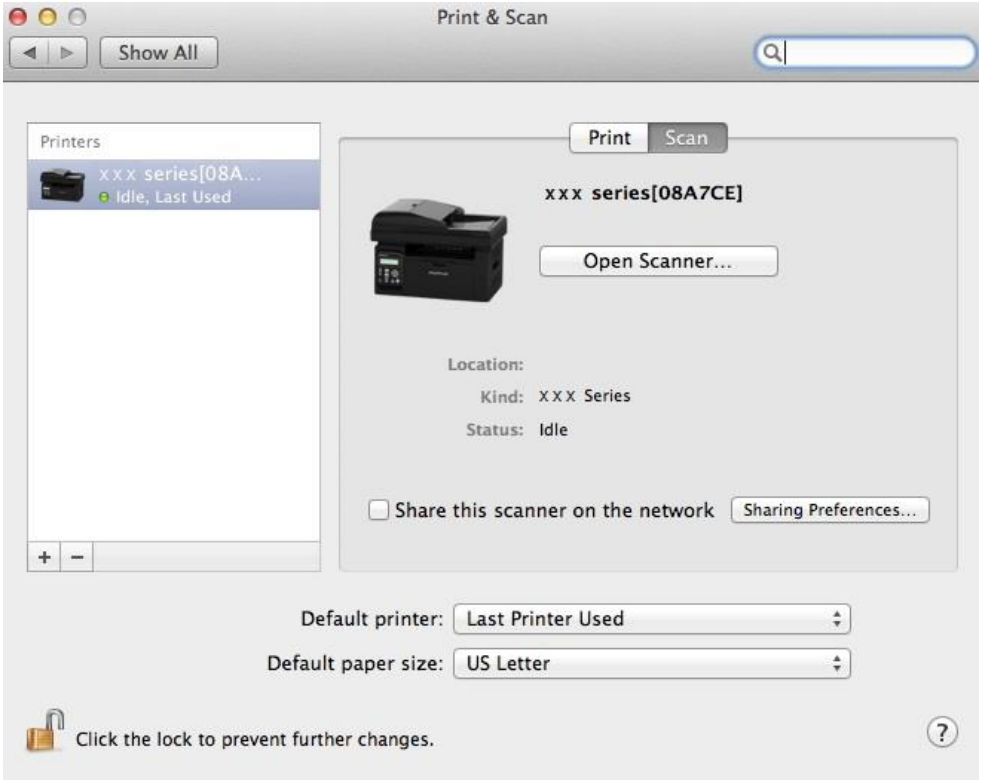
Operation Steps:

1. After installing the printer driver, click "System Preferences" icon on the bottom left corner of the computer desktop.

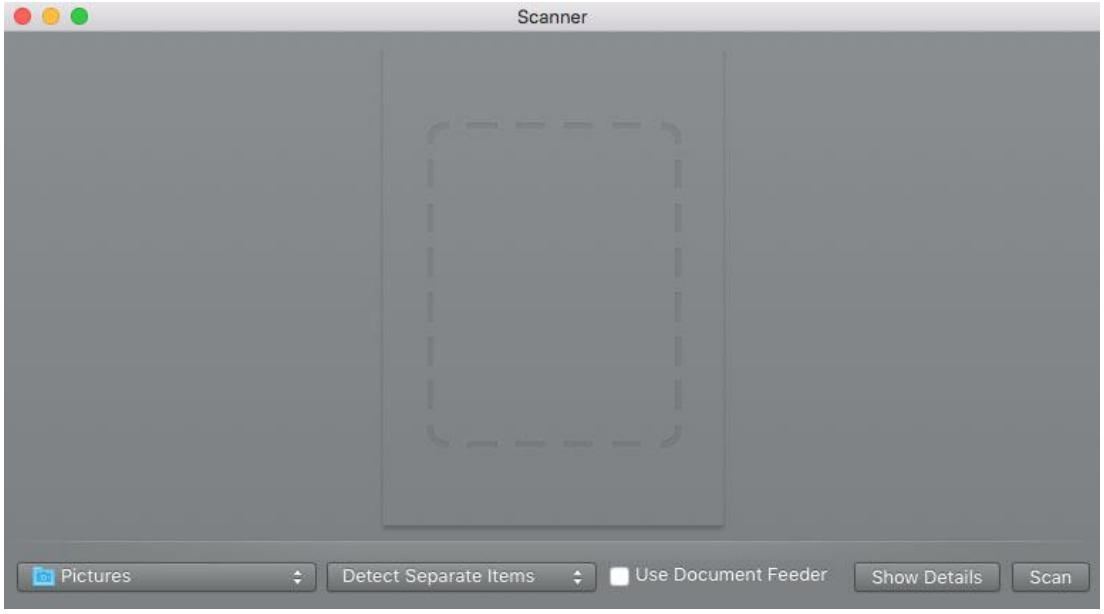
2. After the window pops up, click on "Print and Scan".



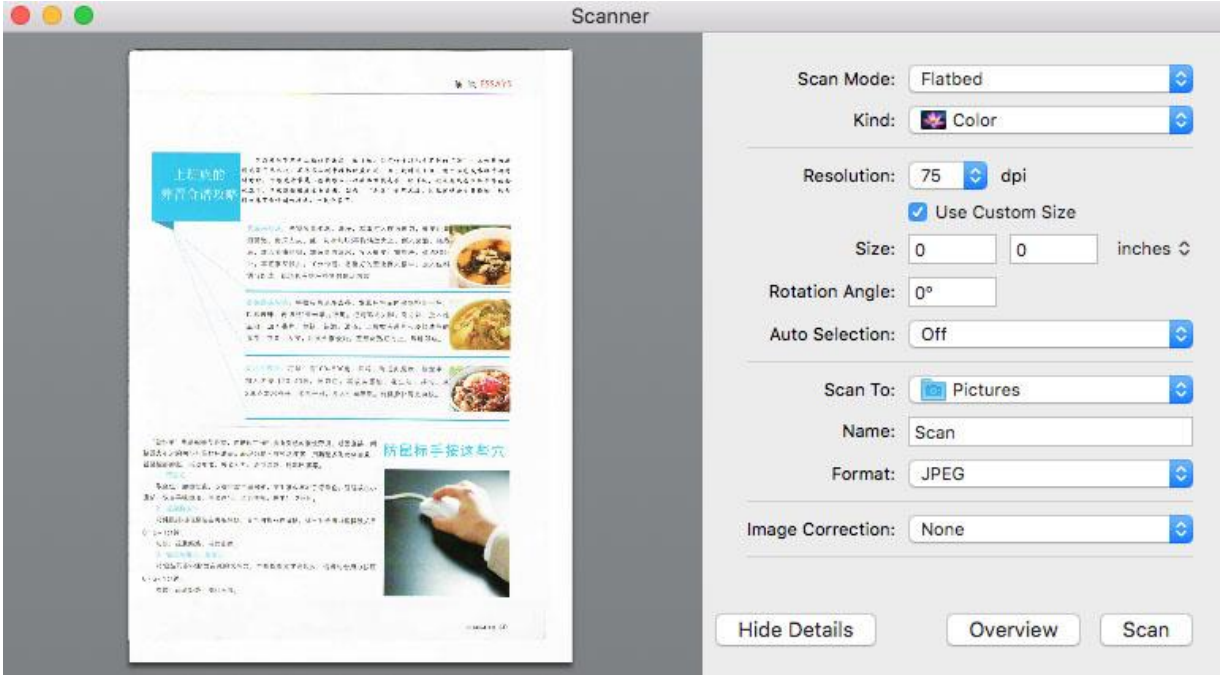
3. After the window pops up, click on "Scan"



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.

9.2.1.2. Call ICA through applications

Operation Steps:

1. Click on "Finder" icon on the bottom left corner of the computer desktop, or use keyboard shortcuts command+shift+C to open the window. Find "Image Capture" in "Applications" (or conduct keyboard shortcuts command+shift+A to directly switch to "Applications") and click to launch the application.

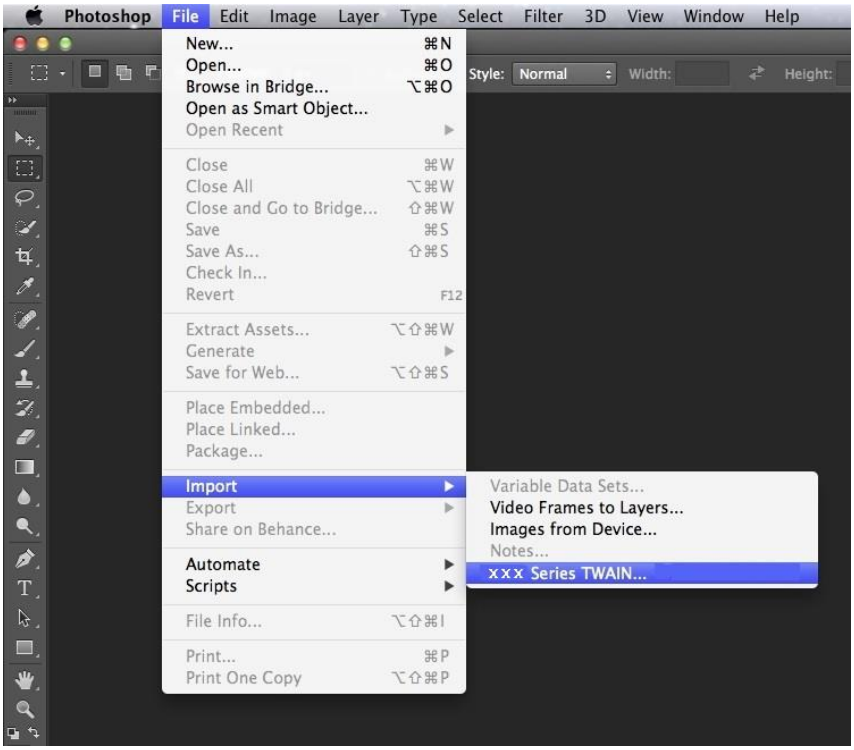
2. After selecting the printer in the left list, set the scan parameters in the right list. Click on "Scan" on the bottom right corner and start scan.

9.2.2. TWAIN Scan

Take Photoshop as an example.

Operation Steps:

1. Launch Photoshop, click on "File" – "Import" on the top left corner and select TWAIN Scan, as is shown below:



2. After the window pops up, please refer to Step 4 of 9.1.2.1 to see the specific operation steps.

9.3. Push Scan

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

Note:• The one-page file scanned to PC, E-mail or FTP could be saved in PDF, TIFF or JPEG.

• If you choose to scan to PC with N-UP Scan under the ADF scanning mode, the scanned documents will be PDFs by default; For those scanned to E-mail/FTP with N-UP Scan, you can save them as PDF, TIFF or JPEG.

9.3.1. 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 (please see Section 2.5 for how to put an original).
3. Press "Scan" and then "▲" or "▼" on control panel to select "One-page Scan" or "Merge Scan"; then, press OK.
4. Press "Menu" and then "OK" to enter the "Scan Setting" interface.
5. Press "▲" or "▼" to select "Scan To" options; then, press OK.
6. Press "▲" or "▼" to select "Scan to PC" and then press OK; press "Start" to begin scanning.
7. For merge scan, please put files to be scanned on the glass platen and then press "Start" to scan the next page (directly continuous scanning is available if scanning with the ADF).

9.3.2. Scan to E-mail

You may scan a black-white or color file as an appendix to the e-mail application, with specific operation steps as follow:

1. Be sure the printer and the computer are both switched on and connected with each other properly.
2. Please see Section 6.2.4.1 to configure the SMTP Client.
3. Please see Section 6.2.4.2 to configure the e-mail address book.
4. Put an original on the glass platen or into the ADF (please see Section 2.5 for how to put an original).
5. Press "Scan" button on the control panel, and press “▲” or “▼" to select "Single Page Scan" or "Merge Scan", then press "OK" button.
6. Press "Menu" and then "OK" to enter the "Scan Setting" interface.
7. Press "▲" or "▼" to select "Scan To" options; then, press OK.
8. Press "▲" or "▼" to select "Scan to E-mail" and press "OK" button.
9. Press “▲” or “▼" to select "E-mail Address Book" or "Group Mail" and press "OK" button.
10. Press “▲” or “▼" to select address or group and then press "OK" button; press "Start" button to start scan.
11. For merge scan, please put files to be scanned on the glass platen and then press "Start" to scan the next page (directly continuous scanning is available if scanning with the ADF).

Please follow these instructions on the settings for group emails:

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.

9.3.3. 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. Please see Section 6.2.4.3 to configure the FTP address book.
3. Put an original on the glass platen or into the ADF (please see Section 2.5 for how to put an original).
4. Press "Scan" button on the control panel, and press “▲” or “▼" to select "Single Page Scan" or "Merge Scan", then press "OK" button.
5. Press "Menu" and then "OK" to enter the "Scan Setting" interface.
6. Press "▲" or "▼" to select "Scan To" options; then, press OK.
7. Press “▲” or “▼" to select "Scan to FTP" and press "OK" button.
8. Press “▲” or “▼" to select the server and press "OK" button; Press "Start" button to start scan.
9. For merge scan, please put files to be scanned on the glass platen and then press "Start" to scan the next page (directly continuous scanning is available if scanning with the ADF).

9.4. Cancel Scan Job

During the scanning, two ways are available to cancel the job:

1. Press "Cancel" button on the control panel to cancel the job.
2. Click Cancel button on the scan progress bar interface of the computer to cancel the job.

10. Mobile Print/Scan (for models with Wi-Fi function only)

Note:• Due to the difference in the model,some functions may not be supported.If youhave anyquestions,please check the product promoyional information or contact customer service in the official website.

10.1. Pantum Printing App

You may print, scan, copy, and fax files through mobile devices (mobile phones, tablets) through the Pantum Printing App.

10.1.1. Operating systems supported

"Pantum App" is suitable for Android 6.0-12.0, iOS 11.0-15.0 and HarmonyOS 2.0.0 system versions.

10.1.2. How to download the Pantum Printing App

How to download it for Android mobile device:

1. You can download it from its official website http://www.pantum.com > Service & support > Driver download > Select printer model > Download and install.

2.You can use Google Play Store > Apps > to search Pantum Mobile Printing > Download and install.

How to download it for iOS mobile device:

Click the App Store icon > Search interface > input "PANTUM" or "Pantum print" in the search bar > Download and install on the interface of iOS device to download.

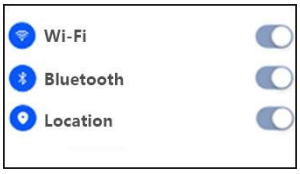
10.1.3. How to use the Pantum Printing App

10.1.3.1. Add a printer

I. Add a printer by Bluetooth

1. Make sure the mobile device turns on Bluetooth,location information permissions,and access Wi-Fi network.

Note:• For iOS mobile devices, please enable the location permission of Pantum Print App as follows. Click “Settings” > “Pantum Print App” > “Location”, and select “During APP use”.



2. Press Wi-Fi on the printer, and make sure that the Wi-Fi indicator flickers in blue.

3. Enter the Pantum Printing App, click "Add Printer" on the home page, and follow the instructions on the interface.

4. Select printer > Enter the router Wi-Fi name and password > Click “Next” > Add success,start experience.

Note:• If you search for multiple printers, check the serial number tags after your fuselage,select the printer you want to connect according to the serial number.

II. Search for a printer in the LAN

1. The printer and mobile device have been connected to the same LAN.

2. Enter the Pantum Printing App > Click “Add Printer” > Select the printer > Printer added successfully, and start the experience.

Note:• If multiple printers are found, please print the “Network Configuration Page” and select the printer you desire based on the IP address. (For information on how to obtain the IP address of the printer, you may refer to Section 11.4 and print “Network Configuration Page”)

10.1.3.2. Use the printer

Enter the home page of the App, and select to experience different functions as needed.

Note:• The functions may vary in different printer models. Specific functions are subject to the printer you have purchased.

• If printing fails, check whether the mobile device is connected to the same wireless network to which the printer is connected.

• If the mobile device does not detect any printers, check whether the printer is plugged in and turned on.

10.2. Mopria mobile print

Mopria mobile print requires installing Mopria Print Service on the Android device. You can print photos, emails, webpages and files.

10.2.1. The operating systems and applications which support Mopria mobile printing

1. Mopria mobile printing is suitable for Android4.4 or higher version.
2. Mopria mobile printing is supported by applications, e.g. Microsoft Office 1.01(16.0.4201.1006) or higher version, Adobe Reader (V11.7.1) or higher version.

For more information about applications which support Mopria printing, please visit: https://mopria.org.

10.2.2. How to download Mopria Print Service

1. Download Mopria Print Service from Google Play and install it on the Android device.
2. For Chinese users, please download the Mopria printing service at https://app.mopria.org/MopriaPrintService for downloading and installing this App.

10.2.3. Preliminary preparations

1. A printer that has wireless network function.
2. Android mobile device.

10.2.4. How to use Mopria mobile printing

Before printing, please set the Mopria print service as "ON".

1. Tap the "settings" of the Home Screen on Android mobile device, and select "print".
2. Set the "Mopria print service" as "ON".

All other printing plug-ins should be shut down when you use Mopria mobile printing function.

The printing steps may varied by applications, taking Adobe Reader as an example for explanation.

1. Turn on printer power.
2. Connect the Android mobile device with wireless network of the printer (Please refer to Section 5 for how to connect).
3. Open the files you need to print with Adobe Reader on the Android device.
4. Click .
5. Tap "print".
6. Please make sure the Pantum printer is selected.

If you selected other printer (or failed to select any printer), please tap the pull-down menu of printer, and select your Pantum printer.

7. Set printing parameters, e.g. print pages.
8. Tap "print".

Note:• If printing fails, please inspect if the Android device is connected to the wireless network where the printer is connected to.

• If the Android device cannot detect any printer, please inspect if power of the printer is turned on and if the printer is turned on.

10.3. AirPrint mobile print

Only printers that support AirPrint function can realize AirPrint printing. Please check if there is AirPrint mark on the packaging of the printer, in order to identify if the printer supports AirPrint function.

10.3.1. Operating systems supported by AirPrint mobile print

Applicable to iOS 9.0 or higher versions.

10.3.2. Preliminary preparations

1. A printer that has wireless network function.
2. iOS device mobile printing.

10.3.3. How to use AirPrint mobile printing

The printing steps may varied by applications, taking PDF as an example for explanation.

1. Turn on printer power.
2. Connect the iOS mobile device with wireless network of the printer (Please refer to Section 5 for how to connect).
3. Open the files you need to print in the format of PDF on the iOS device.
4. Click .
5. Tap "print".
6. Please make sure the Pantum printer is selected.

If you select other printers (or no printer), please click printer option and then select your Pantum printer.

7. Set printing parameters such as number of copies to print.
8. Tap "print".

Note:• If printing fails, please inspect if the iOS device is connected to the wireless network where the printer is connected to.

• If the iOS device cannot detect any printer, please inspect if power of the printer is turned on and if the printer is turned on.

11. General Settings

This Chapter mainly introduces some general settings.

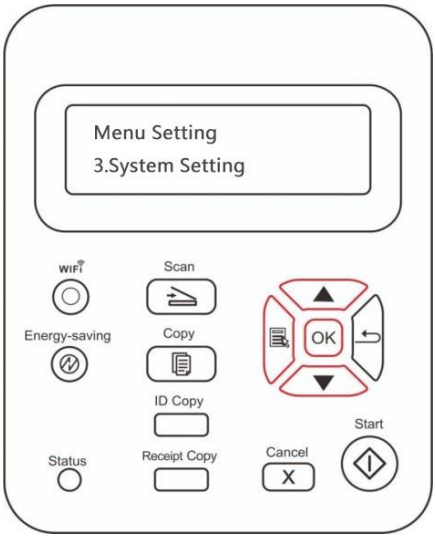
Note: • The panel appearance may be a little different due to difference in type or function. All diagrams are only for reference.

11.1. System Settings

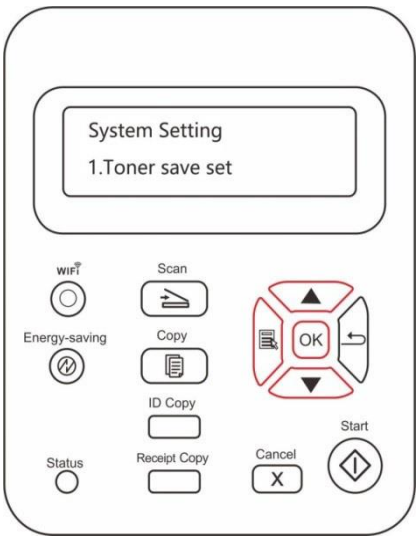
11.1.1. Ink saving setting

You can select the save toner mode which can reduce toner consumption and reduce printing cost. When save toner mode is “on”, the printed color will be lighter. Save toner mode is “off” by default.

1. Press "Menu" to enter the menu setting interface.
2. Press "▲" or "▼" to select "System Setting" and then press "OK".



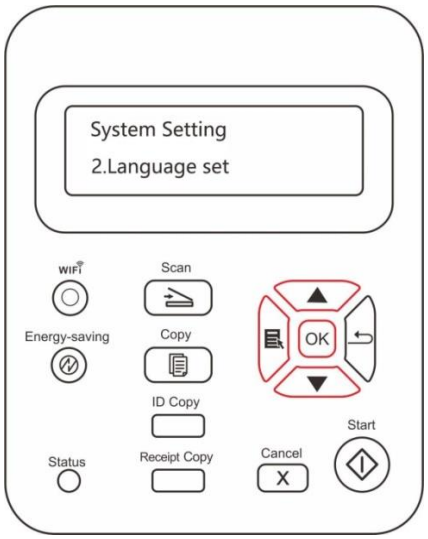
3. Press "▲" or "▼" to select "Toner save set" and then press "OK" to enable/disable the Ink Saving mode.



11.1.2. Language Setting

"Language Setting" is used to select the language to be displayed on the control panel.

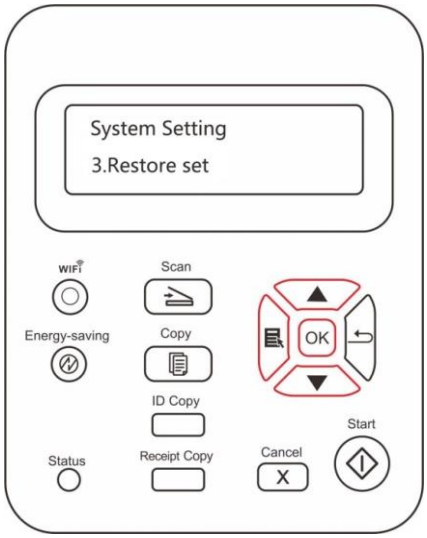
1. Press "Menu" to enter the menu setting interface.
2. Press "▲" or "▼" to select "System Setting" and then press "OK".
3. Press "▲" or "▼" to select "Language set" and then press "OK" to do language setting.



11.1.3. Restore Factory Settings

“Restore factory settings” is used to recover the default settings of printer. The printer will restart itself automatically after recovering factory settings.

1. Press "Menu" to enter the menu setting interface.
2. Press "▲" or "▼" to select "System Setting" and then press "OK".
3. Press direction key "▲" or "▼" to select the "Restore set" option and press "OK".

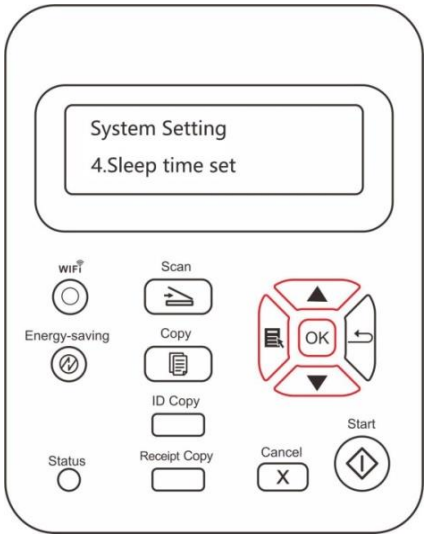


Note:• Factory settings of network printer can be recovered via embedded Web server (please refer to Section 6.2.5) .

11.1.4. Sleep Time Setting

Sleep mode can reduce the energy consumption of printer effectively, and “Sleep time setting” can be made in the idle time before the device enters sleep mode.

1. Press "Menu" to enter the menu setting interface.
2. Press "▲" or "▼" to select "System Setting" and then press "OK".
3. Press direction key “▲” or “▼” to select “Sleep time set” option, and press “OK” key to set the corresponding sleep time.



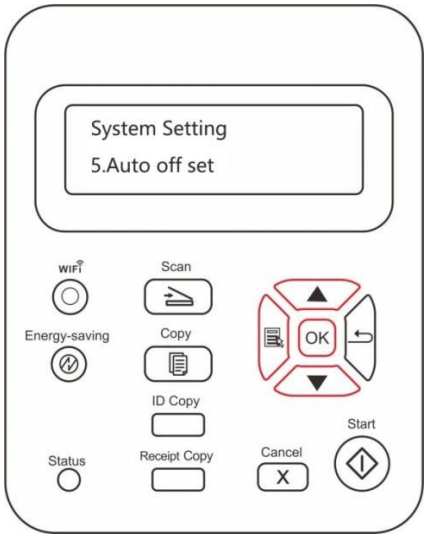
Note: • In sleep mode, the printer can be woken up by pressing any key or sending printing work.

• Sleep time of network printer can be set with the embedded Web server (Please refer to Section 6.2.4.4).

11.1.5. Auto shut-off setting

“Auto shut-off setting” to set off condition and off delay of printer.

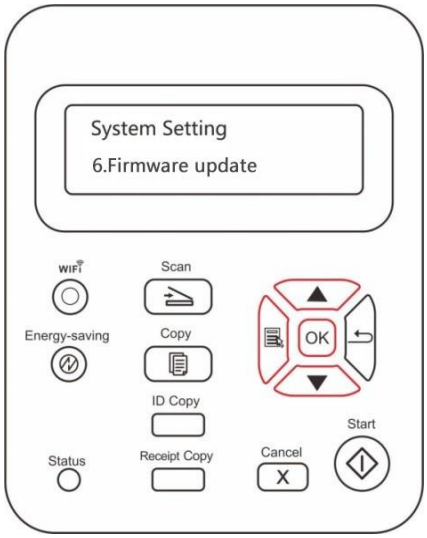
1. Press "Menu" to enter the Menu Settings interface.
2. Press "OK" to select the "System Setting" option.
3. Press direction key “▲” or “▼” to select options of “Auto off set”, press “OK” to set off condition and off delay.



11.1.6. Firmware update

This printer supports firmware upgrade with its control panel without a computer.

1. Switch on the printer and then connect it to network.
2. Press "Menu" to enter the Menu Settings interface.
3. Press "▲" or "▼" to select "System Setting" and then press "OK".
4. Press direction key "▲" or "▼" to choose the option “firmware update”, and press “OK”.
5. Please follow instructions to operate. After completion, please reboot the printer.

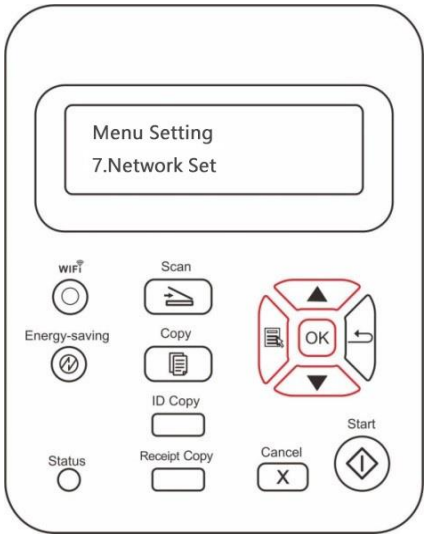


Note:• If the firmware fails to be downloaded, please reboot the printer and then operate again.

11.2. Network Settings

You can view or set the network status through Network Settings.

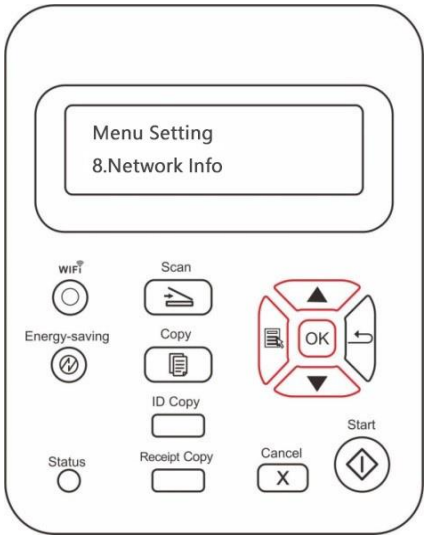
1. Press "Menu" button to enter the menu interface.
2. Navigate to "Network Set" option and press "OK" to configure the network.



11.3. Network Information

Users can check the network status through Network Information.

1. Press "Menu" button to enter the menu interface.
2. Navigate to "Network Info" option to check the relevant information on the network.

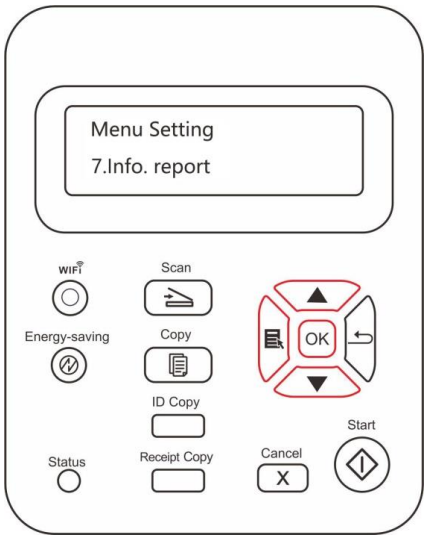


11.4. Information report

You can print information report by operating control panel. These pages can help you to learn about product information, and diagnose and solve product failures.

1. Press "Menu" button to enter the menu interface.
2. Press "▲" or "▼" to select "Info.report".
3. Press “OK” key to enter information report print. You can print product report according to needs.

Product reports that could be printed include Demo page, information page, menu structure page, network configuration, e-mail address, group e-mail, FTP address and Wi-Fi hotspot.



Note:• The product report above is the most complete version, and may be different from the product report of model that you actually use.

13. Routine Maintenance

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

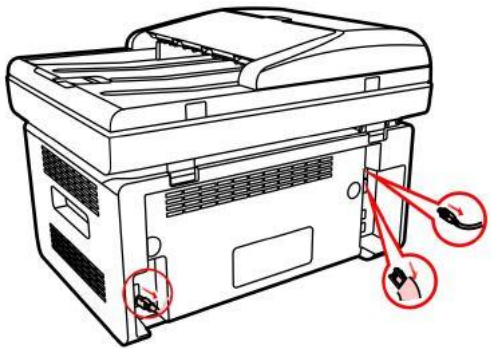
13.1. Cleaning the Printer

Note:• Please use mild detergents.

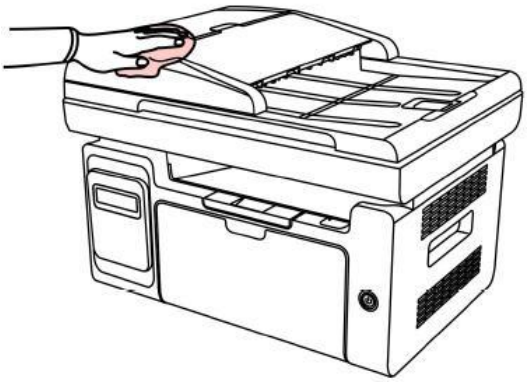
• Some parts of the printer are still in high temperature within a short time after use. When opening the casing of the printer to contact the internal parts, do not touch the position with the high temperature warning label immediately to prevent burns.

Please clean the printer in accordance with the following steps:

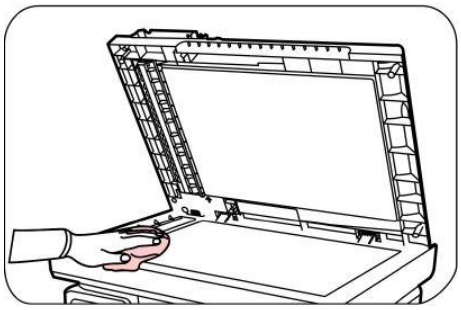
1. Turn off the main power switch and unplug the power cord, USB cable and the network cable.



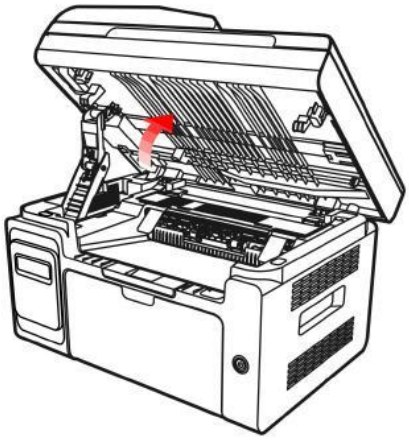
2. Use a soft cloth to wipe the outside of the printer and remove the dust.



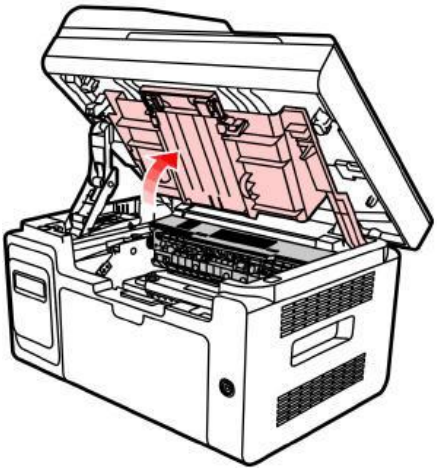
3. Raise the cover and gently wipe the platen glass with a soft cloth.



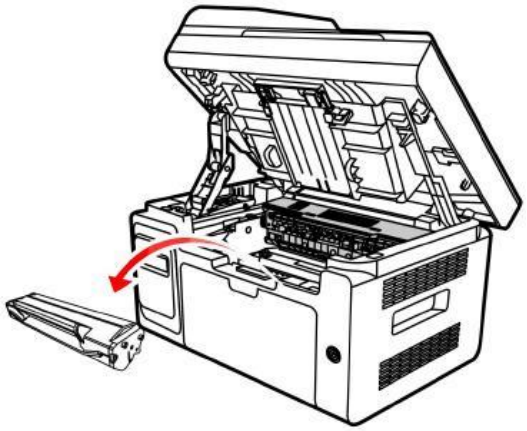
4. Raise the scanning platform until it is locked.



5. Open the output bin by the upper right ridge of the concave section.

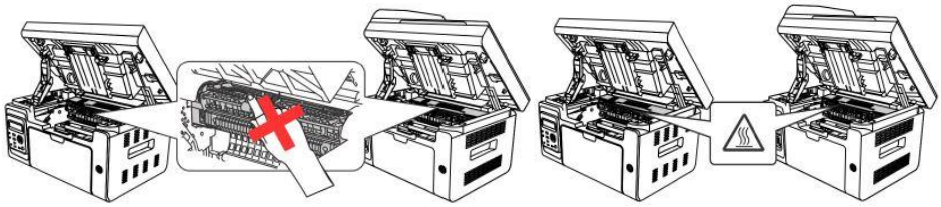


6. Remove the laser toner cartridge along the guides.



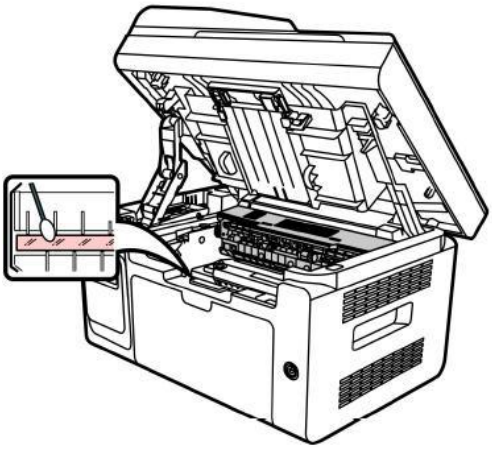
Warning

Some parts of the printer are still hot within a short time after use. When opening the front cover or rear cover to clean the parts inside the printer, please do not touch the parts in the shaded area as shown in the following picture, so as to avoid burns.

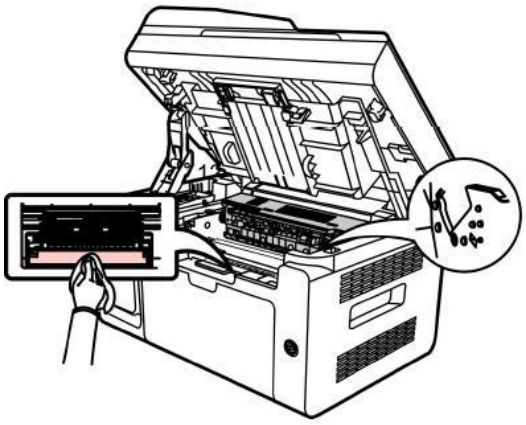


Note:• When removing the laser toner cartridge, put the cartridge in a protective bag or wrap it with thick paper to avoid direct light damaging the photosensitive drum.

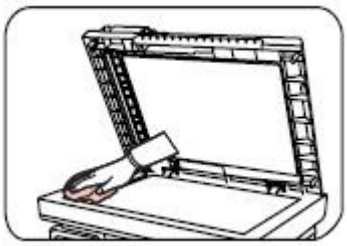
7. Gently wipe the dustproof mirror of laser scanning surface with a cotton swab or a dry and lint-free soft cloth with a little alcohol.



8. Clean the inside of the printer by using a dry and lint-free cloth to gently wipe the shaded area as shown in the picture below.



Note:• For ADF machine, you need to regularly clear scraps. Please use a soft cloth to wipe the location shown in the figure.



13.2. Maintenance of Laser Toner Cartridge

13.2.1. About laser toner cartridge

1. Use and Maintenance of Laser Toner Cartridge.

Please use the original toner cartridge for better printing quality.

when using the laser toner cartridge, please pay attention to the following:

• Please store the laser toner cartridge in a dry dark place.

• Do not refill the laser toner cartridge without authorization. Otherwise, the resulting damage is not included in the printer warranty.

• Please store the laser toner cartridge under a cool and dry environment.

• Toner inside the laser toner cartridge is combustible. Please do not put the laser toner cartridge near any source of ignition, so as to avoid causing a fire.

• When removing or disassembling the laser toner cartridge, please pay attention to the toner leakage problem. In case of the toner leakage resulting in that the toner contacts with your skin or splashes into your eyes and mouth, please immediately wash with clear water, and consult a doctor immediately if you feel unwell.

• When placing the laser toner cartridge, please keep it away from the area reachable by children.

2. Service Life of the Laser Toner Cartridge.

• Service life of the laser toner cartridge depends on the amount of toner that print jobs require.

• When the printer LCD screen shows "Laser Toner Cartridge End of Life", it indicates that the laser toner cartridge has expired in life and needs to be replaced.

13.2.2. Replace Laser Toner Cartridge

Note:Before replacing the laser toner cartridge, please pay attention to the following:

• The laser toner cartridge surface may contain toner. Please remove it carefully to avoid spilling.

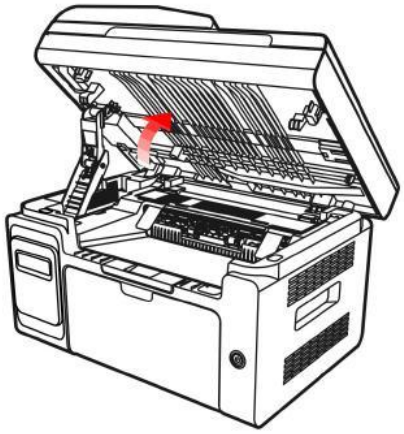
• Put the removed laser toner cartridge on a piece of paper to avoid the toner from accidentally spilling.

• After removing the protective cover, please immediately install the laser toner cartridge into the printer, so as to avoid photosensitive drum damage caused by exposing to too much direct sunlight or indoor light.

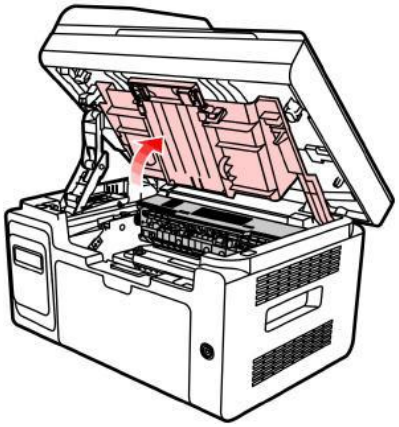
• While installing the laser toner cartridge, do not touch the surface of the photosensitive drum so as not to scratch it.

Replacement steps of laser toner cartridge are as follows::

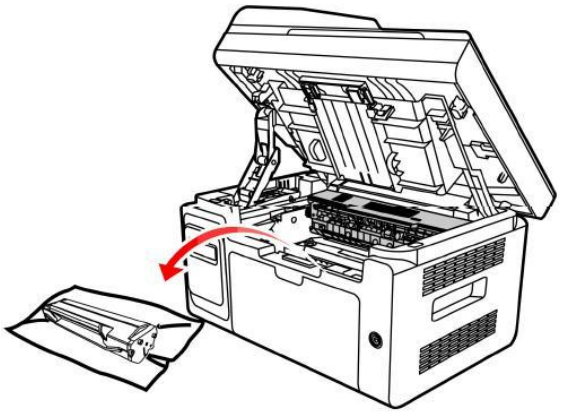
1. Turn off the printer and raise the scanning platform until it is locked.



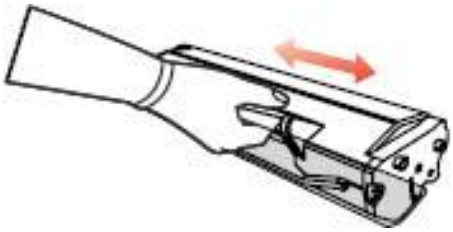
2. Open the output bin by the upper right ridge of the concave section.



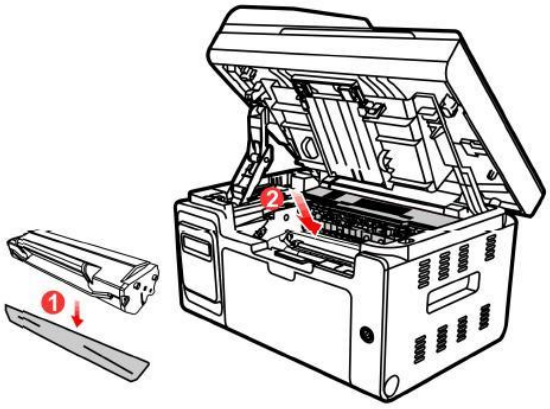
3. Remove the exhausted cartridge along the guides.



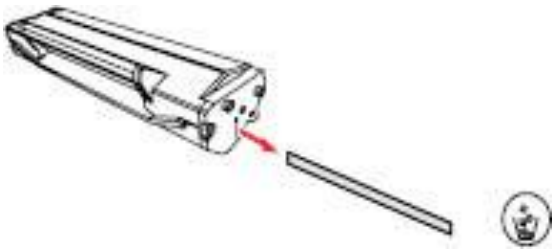
4. Open the package of a new laser toner cartridge, hold the handle of the cartridge and gently shake around 5 to 6 times, so as to make the toner evenly distributed inside the cartridge.



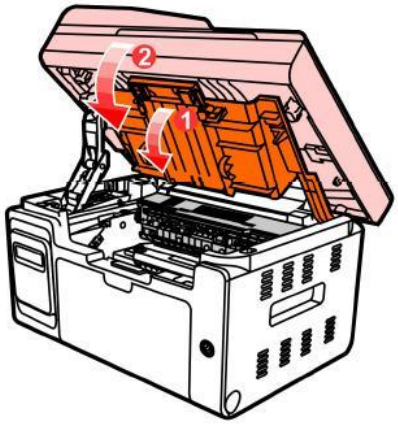
5. Remove the cartridge protector (blister cover), insert the cartridge along the guides into the printer, then push it firmly along the direction of the arrow until you hear a "click" assuring you that the cartridge is fully inserted.



Note:• Check whether there is any seal before installing the laser toner cartridge into the printer; if there is any, please tear off the seal and then install the cartridge.



6. Cover the output bin and close the scanning platform.



7. Restart the printer, and use the control panel to print an information page.

14. Troubleshooting

Please read this section carefully. It can help you solve common malfunctions in the printing process. If the problems appeared cannot be solved, please timely contact Pantum Aftersales Service Center.

Prior to handling common trouble, first check that:

• Whether the power cord is connected correctly and the printer is powered on.

• Whether all protective parts are removed.

• Whether the laser toner cartridge is correctly installed.

• Whether the output bin is fully closed.

• Whether the paper is correctly loaded into the tray.

• Whether the interface cable is correctly connected between the printer and the computer.

• Whether the correct printer driver is selected and installed properly.

• Whether the computer port is properly configured and is connected to the proper printer port.

14.1. Clearing Jammed Paper

14.1.1. Middle jam

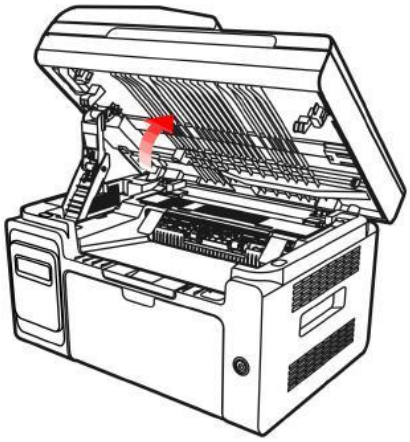
Note: • After pulling all jammed papers out as per the following procedure, install the laser toner cartridge and close the output bin. Then, the printer will restore automatically. If printing cannot be started automatically, please press key on the control panel.

• If the printer still does not start printing, please check whether all the jammed paper inside the printer are cleared.

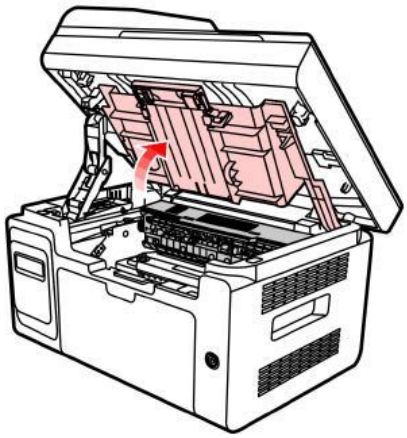
• If you can not remove the jammed paper yourself, please contact your local Pantum Authorized Repair Center or send the printer to the nearest Pantum Authorized Service Center for repair.

Please follow the following steps to clear the jammed paper if you are prompted of a paper jam by the LCD.

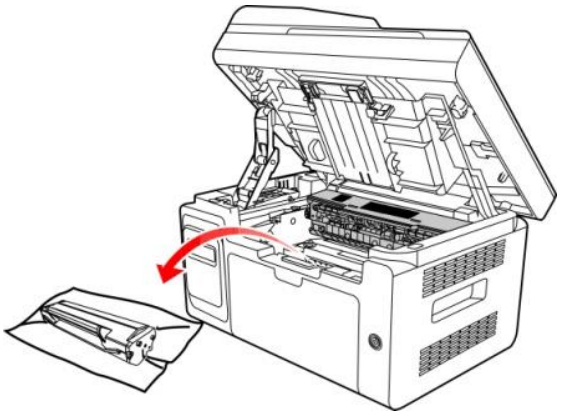
1. Raise the scanning platform until it is locked.



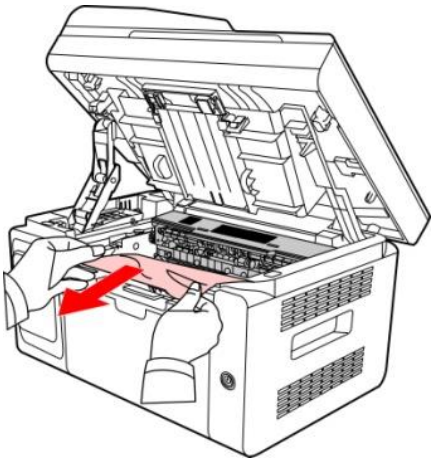
2. Open the output bin by the upper right ridge of the concave section.



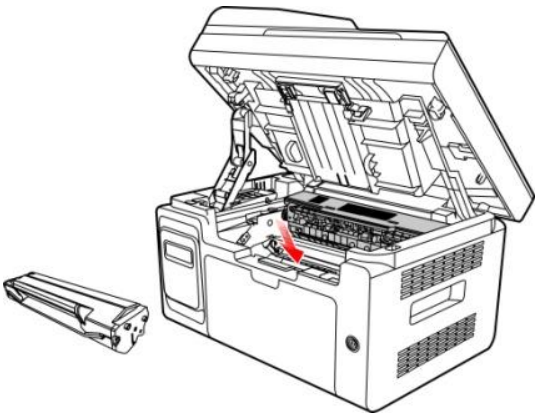
3. Remove the laser toner cartridge along the guides.



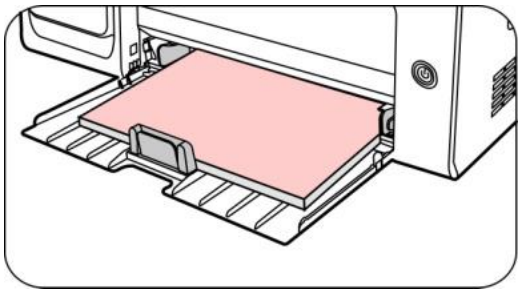
4. Gently draw the jammed paper out along the paper output direction.



5. After removing the jammed paper, insert the laser toner cartridge into the printer along the guides until you hear a "click" assuring you that the cartridge is fully inserted.



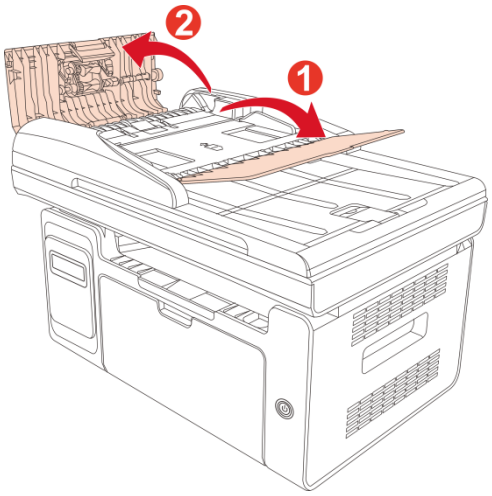
6. Neatly put the paper in the tray , and do not carry out the next print until the indicator light resumes print-ready status.



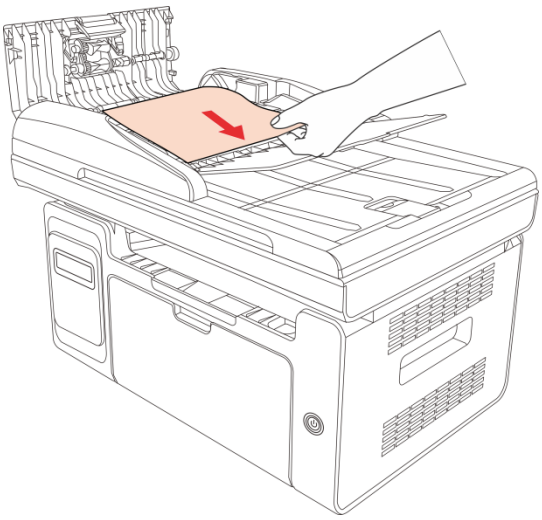
7. If you can not remove the jammed paper yourself, please contact your local Pantum Authorized Repair Center or send the printer to the nearest Pantum Authorized Service Center for repair.

14.1.2. A paper jam occurs on the automatic document feeder (ADF)

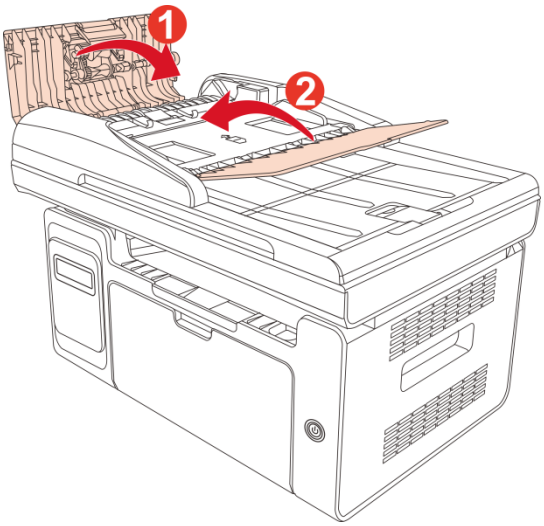
1. Open the ADF's top cover.



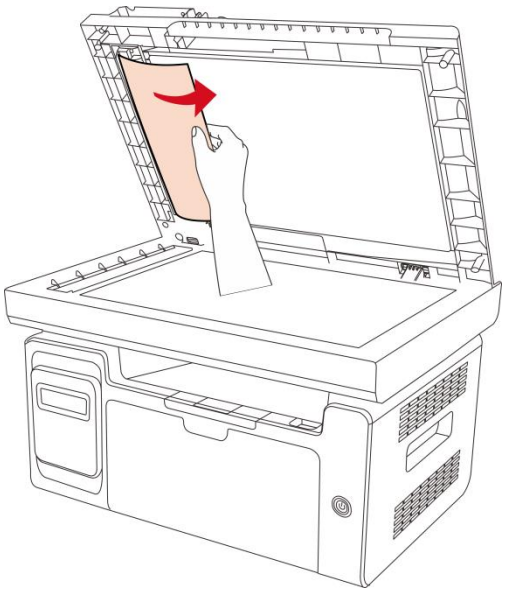
2. Remove the paper jammed from the ADF.



3. After removing the paper jamed, 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.



14.2. Software Failure

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

14.3. Error Message

Error message	Cause	Measure
Close Output Bin	The paper bin is not fully closed.	Close Output Bin.
No Laser Toner Cartridge Detected	The laser toner cartridge is installed incorrectly or laser toner cartridge is damaged.	The laser toner cartridge is installed correctly or new laser toner cartridge is replaced.
Toner Low (this prompt is displayed together with the standby picture alternately.)	Cartridge toner is low	Replace New Laser Toner Cartridge
The toner cartridge life has expired	Cartridge toner is exhausted.	Replace New Laser Toner Cartridge
Feed jam	The print paper is loaded incorrectly. The paper is outside of the specification range.	Please correctly load the print paper.
Printer paper jam	The print paper is loaded incorrectly.	Please correctly load the print paper.
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 correctly load the print paper.
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.

14.4. Common Troubleshooting

14.4.1. Common Trouble

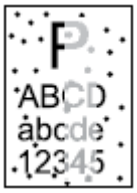
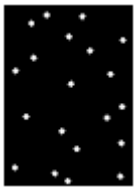
Trouble Type	Fault phenomenon	Cause	Solution
Problems in printing	Poor print quality	See Section 14.4.2 Image Defects.	See Section 14.4.2 Image Defects.
Problems in copying	Failed to copy	The scanner is damaged.	Please contact Pantum Customer Service.
	Copy Image Abnormal	• The scanner is dirty or defective. • The laser toner cartridge is dirty or damaged.	• Clean the scanner. • Clean the laser toner cartridge or replace it with a new one.
Problems with the Printer	The printer does not work	• Power cord of the device is not properly connected. • The cable between the computer and the printer is not connected properly. • Error in specifying the print port. • The printer is offline and User Guide of Printer is checked. • The printer has not recovered from an internal error, such as a paper jam, paper empty, etc. • Driver program of printer is not installed correctly. • The LCD screen prompts error messages.	• Ensure proper connection of the power cord. • Please disconnect the printer cable and then connect it again. • Please check printer settings of the Windows to make sure the printing job could be sent to the correct port. If the computer is equipped with several ports, please be sure to connect the printer to the correct port. • Please make sure the printer is online without any abnormality. • Please remove errors to make the printer return to normal. • Please uninstall and then reinstall the printer driver.

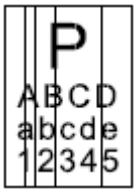
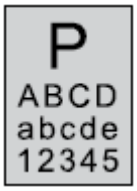
	Online printing does not work	• The cable between the computer and the printer is not connected properly. • Driver program of printer is not installed correctly. • Printer internal failure.	• Please disconnect the printer cable and then connect it again. • Please uninstall and then reinstall the printer driver.
Problems in scanning	Scanning error	• Data cable of the device is not properly connected. • The scan driver is installed incorrectly. • The LCD screen prompts error messages.	• Ensure proper connection of the data cable. • Reinstall the scan driver.
Problems with Paper Handling	Paper feed failure	• The printer paper isn't put properly. • The print media is beyond the usage specification range. • The pickup roller is dirty. Too many papers in paper tray.	• Please install printing medium correctly; please print with manual feed tray if special printing medium is used to print. • Please use the print media within the specification range. • Please clean the pickup roller. Take the excessive papers out from paper tray; please print with manual feed tray if special printing medium is used to print.
	Paper Jam	• Too many papers in paper tray. • The print media is beyond the usage specification range. • There is foreign matter in the feed channel. • The pickup roller is dirty. • Internal parts failure.	• Take the excessive papers out from paper tray; please print with manual feed tray if special printing medium is used to print. • Make sure to use the paper that meets specifications. please print with manual feed tray if special printing medium is used to print. • Clean the paper path. • Please clean the pickup roller.

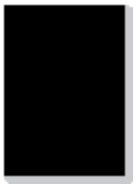
	Print multipage feed	• Excessive static electricity on the print media. • The print media is damp or sticks together. • Internal parts failure.	• Re-separate the print media to eliminate some static electricity. It is suggested that you use the recommended print media. • Separate the print media or use better quality and dry print media..

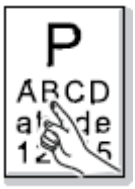
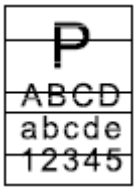
Note:• If the problem persists, please contact the customer service center. See the Three Guarantees certificate for contact details.

14.4.2. Image Defects

Trouble	Cause	Solution
 The printout is whitish or light	• The print media does not meet the usage specifications, for example the media is damp or too rough. • The resolution in the print program is set too low, concentration setting is too low, or toner saving mode is ticked. • Toner cartridge is damaged. • The laser toner cartridge is damaged.	• Please use proper print media within the specification range. • Set the resolution and concentration setting of program, or cancel ticking the save toner mode. • Replacement of an original one is suggested.
 Toner spots	• The laser toner cartridge is dirty or leaks toner. • The laser toner cartridge is damaged. • The print media that does not meet usage specification is used. For example, the media is damp or too rough. • 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.	• Replacement of an original one is suggested. • Please use the print media within the specification range. • Clean the feed channel. • Clean the platen glass.
 White spots	• The print media that does not meet usage specification is used. For example, the media is damp or too rough. • The paper path is dirty. • The internal part of the laser toner cartridge is damaged. • The reflective glass of the laser inside the printer is dirty.	• Please use the print media within the specification range. • Clean the feed channel. • Replacement of an original one is suggested. • Please clean the LSU lens.

 Toner comes off	• The print media that does not meet usage specification is used. For example, the media is damp or too rough. • The printing paper medium set and paper medium placed are not consistent. • The inside of the printer is dirty. • The laser toner cartridge is damaged. • The internal part of the printer is damaged.	• Please use the print media within the specification range. • Please print with corresponding paper medium. • Clean the inside of the printer. • Replacement of an original one is suggested.
 Black vertical stripes	• The laser toner cartridge is dirty. • The internal part of the laser toner cartridge is damaged. • The reflective glass of the laser inside the printer is dirty. • The paper path is dirty. • If black vertical stripes appear when copying or scanning, the scanner or the platen glass may be dirty. • Scanner Light bulb has smudges. • The scanner is damaged.	• Clean the laser toner cartridge or replace it with a new one. • Clean the mirror of the laser at the back of the printer. • Clean the feed path of printer. • Clean the scanner or the platen glass.
 Black background(gray background)	• The print media that does not meet usage specification is used. For example, the media is damp or too rough. • The laser toner cartridge is dirty. • The internal part of the laser toner cartridge is damaged. • The paper path is dirty. • The transfer voltage inside the printer is abnormal. • Scanning exposure. • If black background or gray background appears when copying and scanning, the platen glass may be dirty.	• Please use the print media within the specification range. • Clean the laser toner cartridge or replace it with a new one. • Clean the paper path inside the printer. • Please close the cover on the manuscript, and then carry out copying and scanning. • Clean the platen glass.

 Cyclical traces appear	• The laser toner cartridge is dirty. • The internal part of the laser toner cartridge is damaged. • The fuser component is damaged.	• Clean the laser toner cartridge or replace it with a new one. • Please contact customer services center to replace to a new fuser assembly.
 Skewed pages	• The printer paper isn't put properly. • The feed channel of the printer is dirty.	• Make sure the print paper is placed correctly • Clean the paper path inside the printer.
 Wrinkled paper	• The printer paper isn't put properly. • The print media does not meet the usage specification. • The feed channel of the printer is dirty. • The fuser component is damaged.	• Make sure the print paper is placed correctly. • Please use print media within the specification range. • Clean the paper path inside the printer. • Please contact customer services center to replace to a new fuser assembly.
 The back of the printout is dirty	• The laser toner cartridge is dirty. • The transfer roller inside the printer is dirty. • The transfer voltage inside the printer is abnormal.	• Clean the laser toner cartridge or replace it with a new one. • Clean the internal transfer part of the printer.。
 Whole page dark	• The laser toner cartridge is installed incorrectly. • The internal part of the laser toner cartridge is damaged. • Abnormal charge inside the printer; the laser toner cartridge is not charged. • 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.	• Ensure to install the cartridge correctly. • Replacement of an original one is suggested. • Please close the cover on the manuscript, and then carry out copying and scanning.

 The toner does not adhere to the paper	• The print media that does not meet usage specification is used. For example, the media is damp or too rough. • The inside of the printer is dirty. • The laser toner cartridge is damaged. • The parts inside the printer are damaged.	• Please use the print media within the specification range. • Clean the inside of the printer. • Replacement of an original one is suggested.
 Horizontal stripes	• The laser toner cartridge is incorrectly installed. • The laser toner cartridge might be damaged. • The parts inside the printer are damaged.	• Ensure to install the cartridge correctly. • Replacement of an original one is suggested.

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.

15. Menu Structure

With the help of menu structure of this printer on the panel menu, you may know and set various functions. The steps of printing are as follows:

1. Press "Menu" to enter the menu setting interface.
2. Press "▲" or "▼" to select "Information Report".
3. Press "OK" and then "▲" or "▼" to select "Print Menu Structure".
4. Press "OK" to print.

16. Product Specifications

Note: • Specification values vary slightly from printers with different models with different functions ,and product specifications vary from different countries and regions.

• These values are based on the initial data. For more information about the latest specifications, please visit: www.pantum.com.

16.1. Overview of the Specifications

Product Size(W*D*H)	M6500NW Plus:417mm*305mm*244mm
	M6550NW Plus:417mm*305mm*301mm
Product weight(Random toner cartridge and packaging)	M6500NW Plus:7.5Kg
	M6550NW Plus :8.5Kg
Print Environment	Optimal Printing Temp Range: 10-32°C
	Preferred Moisture Range for Printing:20% - 80%RH
Power Voltage	110V Model:AC110-127V(±10%),50/60Hz±2Hz,6A
Noise (acoustic pressure level)	Print:≤52dB(A)
	Copying:≤54dB(A)
	scan:≤54dB(A)
	Standby:≤30dB(A)
Power Consumption	Print: Average 370W,Maximum 750W
	Shutdown:≤0.5W
	Sleep:≤2W
	Standby:≤45W
Operating System	Microsoft Windows XP/Windows7/Windows8.1/ Windows10/Windows11/Windows server2012/2016/2019(32/64 Bit)
	macOS 10.9-12.5
	Linux:Ubuntu 16.04/ Ubuntu 18.04/ Ubuntu 20.04/ Ubuntu 22.04

	(32/64 Bit)
	iOS 11.0-15.5
	Android 6.0-12.0
Communication interface	USB 2.0(High Speed)
	IEEE802.3 10/100M Ethernet
	IEEE 802.11b/g/n
	Low power Bluetooth

16.2. Print Specifications

Print Speed	22ppm(A4)
	23ppm(Letter)
Print Time of First Page	≤ 7.8 sec
Print Language	GDI

16.3. Copy Specifications

Copy Speed	20cpm(A4)/22cpm(Letter)
FCOT	Flatbed:<10 sec
	ADF:<11 sec
Maximum Pages for Successive Print	99 pages
Zoom Ratio	25%~400%
Other Copy Functions	ID copy, Receipt copy,Multi-page copy,Clone copy poster copy and ManualDouble copy

16.4. Scan Specifications

Scan Type	Flatbed+ADF
Maximum Scan Size	Flatbed:216×297mm
	ADF:216 x 356 mm
Chromoscan	Yes
Scan Output Function	Scan to E-mail, PC, FTP

Supplier's Declaration of Conformity

47 CFR §2.1077 Compliance Information

Unique Identifier

Trade Name: Pantum

Pantum Model No.: M65*****Plus(suffix *: A-Z, 0-9, hyphen or blank)

Responsible Party – U.S. Contact Information

Company Name: PANTUM (USA) CO.,LTD

Office address:13875 Ramona Ave.,Chino, CA 91710

TEL: 626-965-6662

FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

USA Only

PANTUM