

# Maintenance Manual

# PANTUM

WWW.PANTUM.COM.CN

## P3500 Series

### Maintenance Manual of Pantum Laser



## Legal Instructions

### Trademark

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The Manual shall not be copied, translated, modified and transferred without our approval in writing.

Version: V 1.1

### Disclaimer

We reserve the rights of changing the Manual. We may make change without sending a prior notice.

Users shall bear any damage due to their operation not in conformity with the Manual. Meanwhile, we neither commit nor guarantee anything in the Manual (including typesetting or text) except for express warranty in product maintenance manual or service commitment.

It may violate the law of your place when the product is used in file or picture for copy, printing, scanning, etc. So you shall consult legal professional firstly if you fail to confirm that it is legitimate.

## Safety Information

Please carefully read and understand the safety precautions below prior to your maintenance.

### Precautions

We strongly suggest maintenance shall be implemented by technical personnel ever trained by us as the product may be damaged owing to laypeople's nonstandard maintenance. Since users must bear the risks of personal injury and product damage upon the maintenance of product or parts specified in the Manual, please read the Maintenance Manual carefully, so as to operate and maintain the product properly.

Please keep the Manual properly for future maintenance.

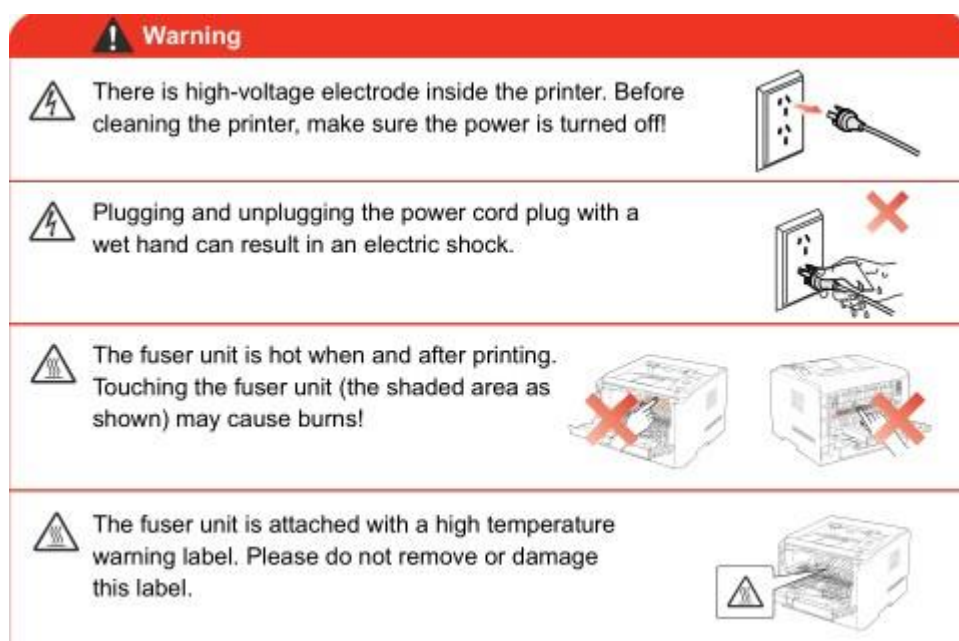
Warning, notice and note:

\* Please follow the warning, for fear of personal injury.

\*Please follow the warning and maintain the printer properly, for fear of damage.

\*Please pay attention to the notice and prompt concerned upon maintenance.

\*Warnings of the Manual are as follows:



警告	Warning
打印机内部有高压电极。在清洁打印机前，请确保已切断电源！	Please ensure power supply is off prior to printer cleaning, for there is high voltage electrode in the printer.
请勿用湿手插拔电源线插头，以免导致电击。	Do not connect/disconnect the plug with your wet hands, for fear of electric shock.
打印机打印时和打印后，定影组件会处于高温状态，请勿触摸定影单元（图示阴影部分），以免造成烫伤！	Do not touch fusing unit (dash area in picture), for temperature of fusing component is high upon printing and after printing.
定影单元有高温警示标签，请勿移动或损坏该标签	There is high-temperature warning label in fusing unit; do not move or damage this label.

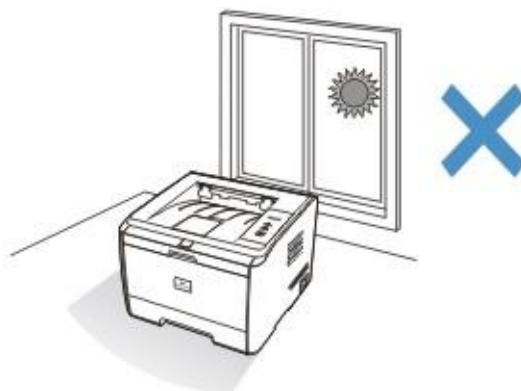
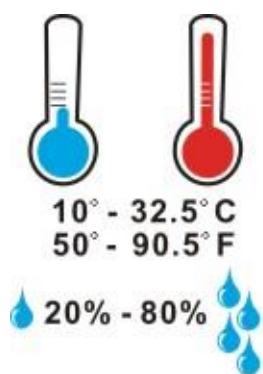
## Position

The equipment should be placed on a flat and stable surface not prone to vibration or being impacted, such as on the desk; be next to standard and grounding power socket. Meanwhile, the equipment should be located in place with temperature between 10 °C - 32.5 °C and relative humidity between 20% - 80%.

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Note:

- Do not locate the equipment in place with large people flow.
  - Do not locate it next to heater, refrigerator, air conditioner, fluid or chemicals.
  - Do not expose it to direct sunlight or locate it in overheated, humid or dusty place.
  - Do not connect it onto the socket controlled by switch on wall or autotimer.
  - Power failure will cause the information loss in equipment memory.
  - Do not connect it onto the socket sharing the same circuit with high-power household appliances or other equipment likely to lead to power failure.
  - Avoid interference sources, such as loudspeaker or cordless telephone base.
  - Please pay attention to indoor ventilation when the printer is used in room with poor ventilation for a long time or it is required to print lots of folders.
- 



## Laser Safety





Laser radiation is harmful to human body! Since laser component is sealed in printer completely, leakage of laser radiation is impossible generally, unless you disassemble the equipment!



The equipment is Class 1 laser product of CFR standard and equipped with Class IIIb laser diode; there is no leakage of laser radiation in laser component.

There are labels below on laser component in the equipment:



## Miscellaneous

	<p>It is prohibited to place the product together with other wastes at will. You should convey the discarded equipment to the designated collection point, so as to recycle the discarded electrical and electronic parts.</p>
	<p>The product should be used indoors.</p>
	<p>European Community (EC) Directive Compliance</p> <p>The product conforms to the protection requirements on electromagnetic compatibility and electrical equipment safety (using within the specific voltage scope) in similar and coordinated laws and regulations of 2004/108/EC and 2006/95/EC EC Directives of EC Council.</p> <p>Manufacturer of the product is Zhuhai Pantum Electronics Co., Ltd. situated at No. 3883, Zhuhai Avenue, Xiangzhou District, Zhuhai City, Guangdong Province, China. You can claim the related compliance statement required for these directives from the authorized representative.</p> <p>The product conforms to the safety requirements in Class B scope of EN 55022 and in EN 60950.</p>
	<p>The product conforms to the management requirements of poisonous and harmful substance in ROHS Directive 2009/95/EC and Reorder directive 2011/65/EU.</p>

	The product is only applicable to non-tropical regions.
	The product is only applicable to region at 2,000 m altitude and below.

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Poisonous and Harmful Substances or Elements in the Product and the their Content

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Poisonous and Harmful Substances or Elements

Part Name	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr(VI))	Polybrominated biphenyls (PBB)	Polybrominated diphenyl ethers (PBDE)
Plastic part	○	○	○	○	○	○
Metal part	×	○	○	○	○	○
Electric wire	×	○	○	○	○	○
Component of circuit board	×	○	○	○	○	○
Glass part	○	○	○	○	○	○
Laser cartridge and toner	○	○	○	○	○	○
Packaging material	○	○	○	○	○	○

Remarks:

- means the content of poisonous and harmful substances in all homogeneous materials of the part is lower than the limited value specified in the standard SJ/T11363-2006.
  - × means the content of poisonous and harmful substance in one homogeneous material of the part exceeds the limited value specified in the standard SJ/T11363-2006 at least.
  - Content of poisonous and harmful substance in all parts marked with “×” conforms to the quantity limitation requirement of EU RoHS Regulation (Directive 2011/65/EU); the poisonous and harmful substance cannot be eliminated thoroughly with the current technology.
  - Environment-friendly use period is subject to temperature, humidity and other conditions of product normal operation.
-

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## 1. Before Using the Printer

### 1.1. Packing list

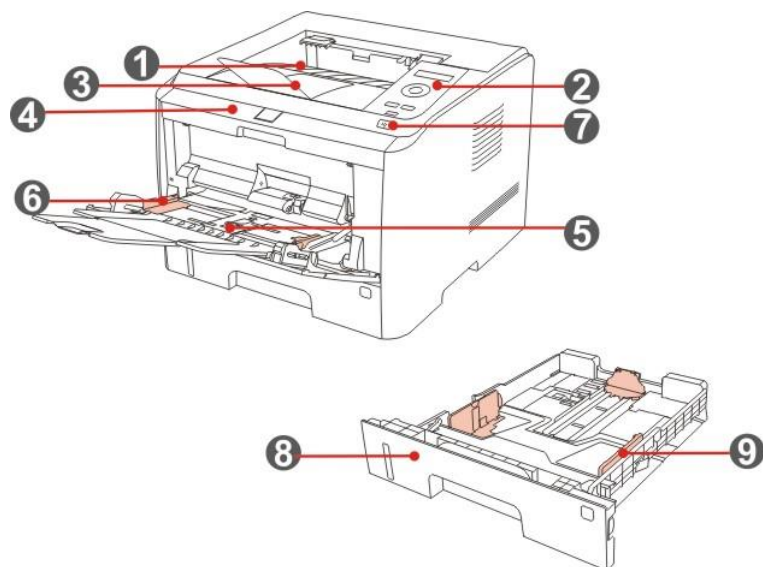
When unpacking this product, please check the following parts below in carton:

Part	Name	Qty.
	Printer	1
	Toner cartridge	1
	USB connection line	1
	Power supply line	1
	Attached CD	1
	Quick Setup Guide	1
	Three Guarantees Certificate	1

Note: ● Three Guarantees Certificate may not be included in some areas.

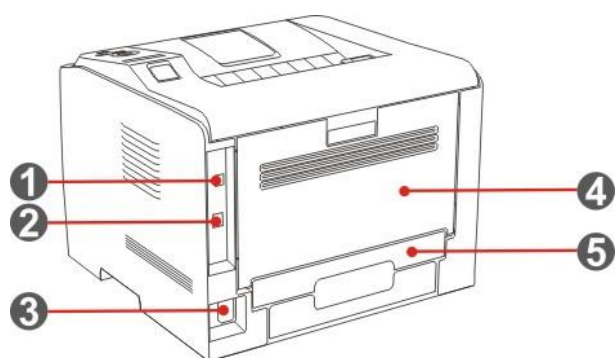
## 1.2. Product view

### Front view



1	Paper output slot	Store paper printed
2	Control panel	Indicate printer status and set the printing
3	Paper output tray	Prevent paper printed from dropping
4	Front cover	Open front cover and take out laser cartridge
5	Multifunctional input tray	Open multifunctional input tray and put into printing medium
6	Paper deflector of multifunctional input tray	Adjust the width of two sides of paper
7	Master power switch	Used in power on/power off
8	Standard paper feed box	Set number of pages
9	Width paper deflector	Adjust paper width in standard paper feed box

### Rear view



1	USB Interface	Connect the printer with computer directly
2	Network interface	Connect the printer onto network
3	Power interface	Connect the printer with power line
4	Rear cover	Check through rear cover upon paper jam
5	Duplex unit	Duplex printing and paper jam release

Note:

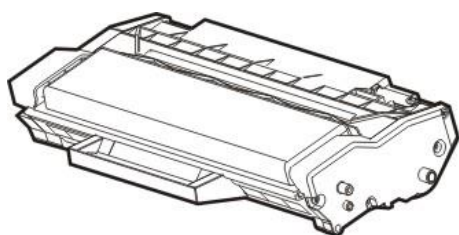
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Schematic diagram should be subject to real object as different models or functions of printers may have different schematic diagrams.

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Laser cartridge

Service life of laser cartridge



Type	Average printing volume
Standard-capacity laser cartridge	About 3,000 sheets (the data above is obtained according to the standard ISO/IEC 19752)
Large-capacity laser cartridge	About 6,000 sheets (the data above is obtained according to the standard ISO/IEC 19752)
Ultra-large capacity laser cartridge	About 10,000 sheets (the data above is obtained according to the standard ISO/IEC 19752)

Note:

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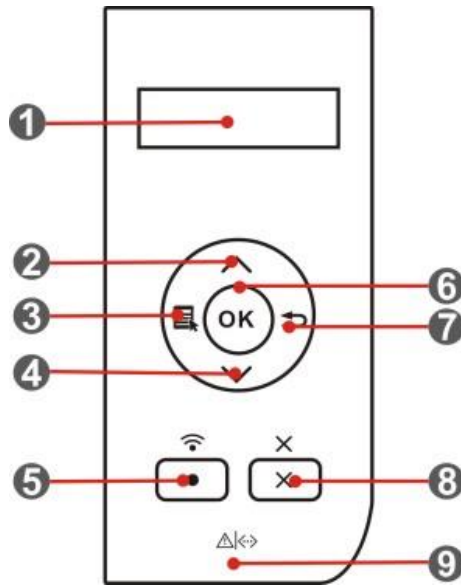
Note: Except for Pantum genuine one, you are not suggested to use other consumables.  
Warranty does not cover damage resulted from your using non-Pantum consumables.

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### 1.3. Control panel

#### 1. Layout and function of control panel




Layout of printer control panel is shown below:



S/N	Name	Function
1	LCD display screen	Provide product information concerned and set product setting.
2	“Page up” key	Press this key to roll and scan diverse menus and their options; For menu item required for input, circulate and increase a numerical value.
3	“Menu” key	Open main menu of control panel to set menu.
4	“Page down” key	Roll and scan diverse menus and their options; For menu item required for input, move cursor position, such as IP address input.
5	“Wi-Fi” key/ “Configuration report” key	Activate Wi-Fi function and indicate Wi-Fi connection status (only applicable to Wi-Fi type) Print “printer information page” and “network configuration report” (applicable to non-Wi-Fi type)
6	“OK” key	<ul style="list-style-type: none"> <li>• Save settings.</li> <li>• Open submenu on display screen of control panel.</li> <li>• Choose menu item.</li> </ul>
7	“Back” Key	Back arrow button: use this button to operate as follows: <ul style="list-style-type: none"> <li>•Exit menu of control panel</li> <li>• Roll to return to previous menu in submenu list.</li> <li>• Return to previous menu; return to Ready interface if it is Top menu;</li> </ul>
8	“Cancel” key	Cancel operating; Cancel the current printing operation, if any.
9	Status indicator lamp	Indicate “ready”, “alarm” and other statuses. Green light: Normal Orange light: Alarm or little toner in cartridge Red light: Error

## 2. Status indicator lamp

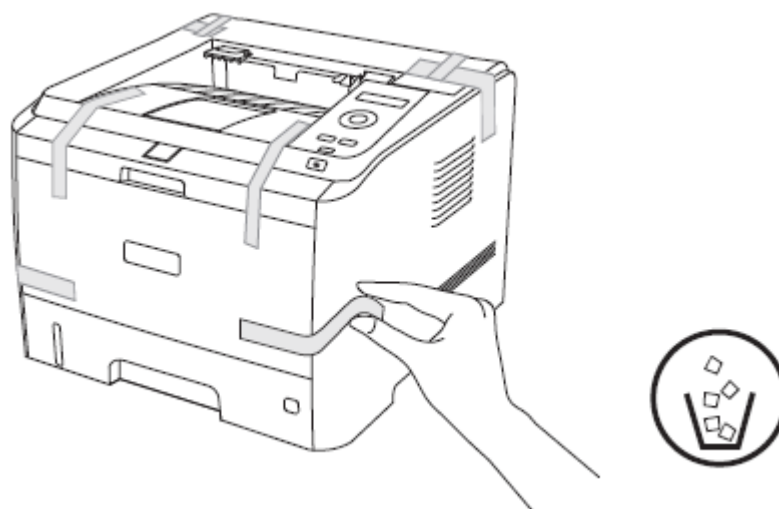
Bicolor LED lamp can give off red, orange and green light and the specific functions are as follows:

	Red light: Serious errors, such as failure of laser cartridge installation, mismatching of laser cartridge, carton paper out, etc.; red light constant on. For error details, please see Chapter 10 Troubleshooting.
	Orange light: • Orange light constant on when there is little toner in cartridge
	Green light: Other than statuses above (printing, engine heating, ready, etc.)

## 1.4. Installation of printer

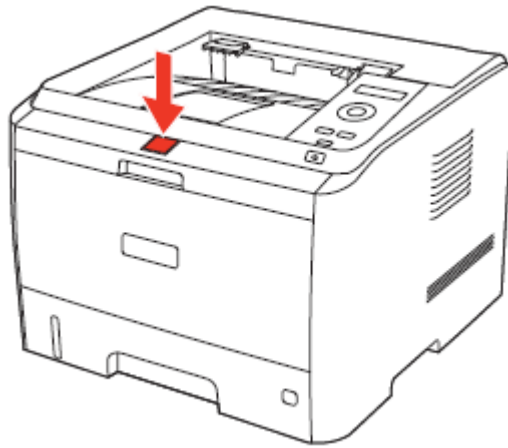
Tear strip seal up.

Remove fixed strip seal and shield after taking the printer out.

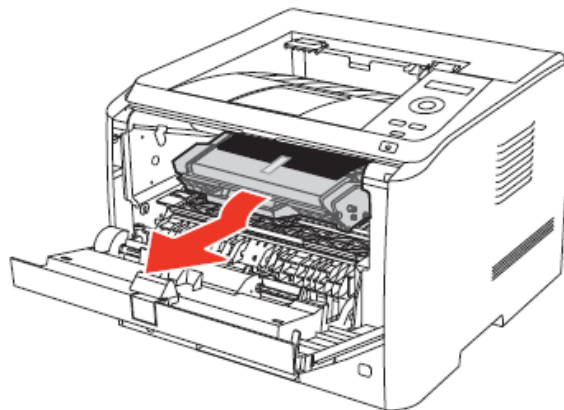


Installation of consumables

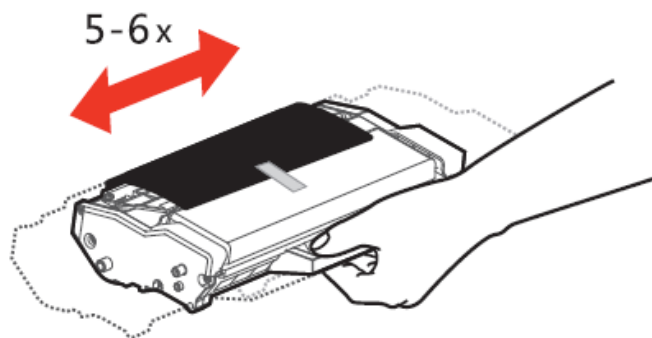
- Press front door button.



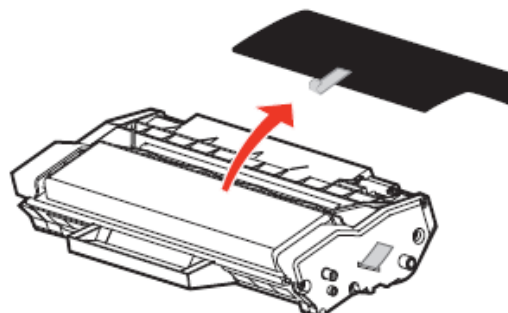
b) Open front door and take toner cartridge out.



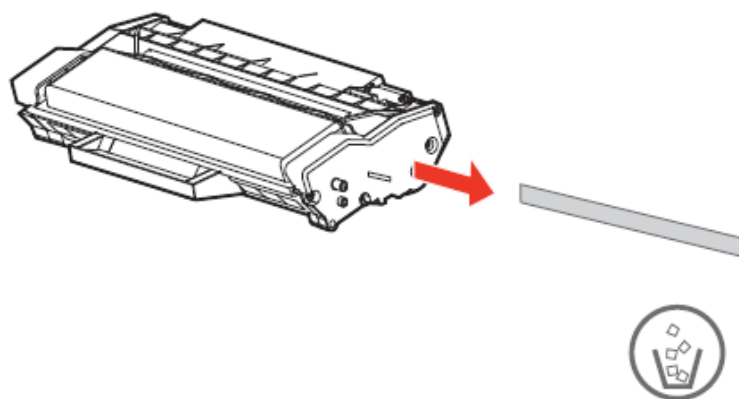
c) Hold handle of toner cartridge and (horizontally) shake it for five or six times to make toner in cartridge dispersed evenly.



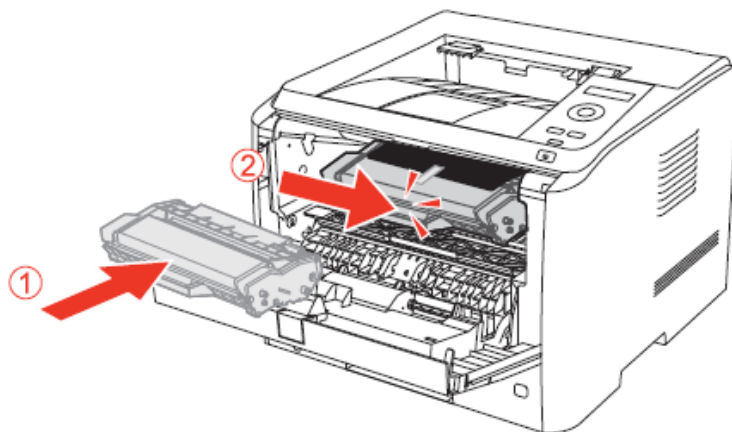
d) Remove black cartridge protection paper.



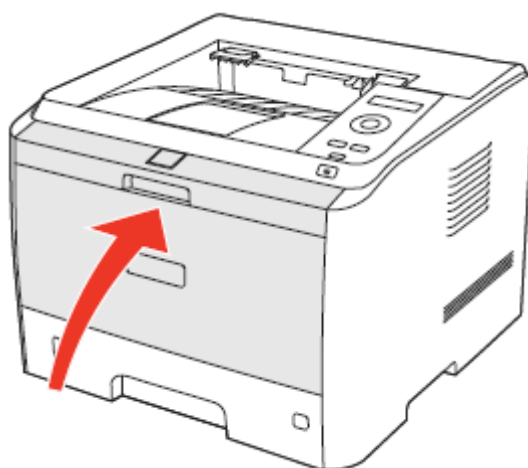
e) Pull strip seal out.



f) Install cartridge along with guide rail and press it along with direction of arrow; installation will be finished if there is clicking sound.

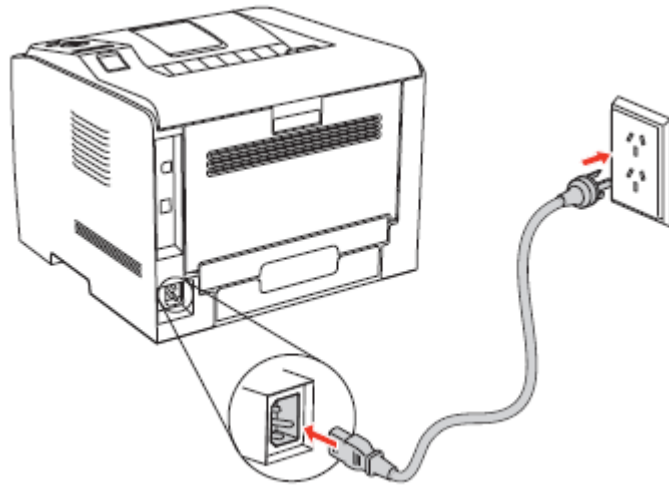


g) Close front cover.

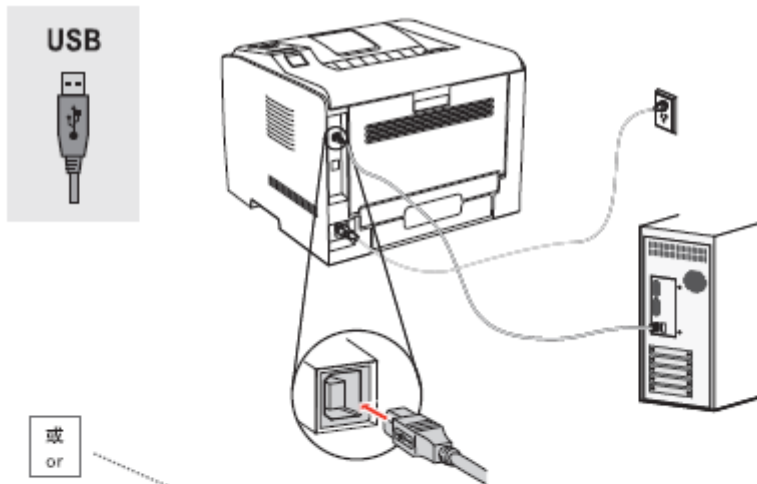


h) Power on.

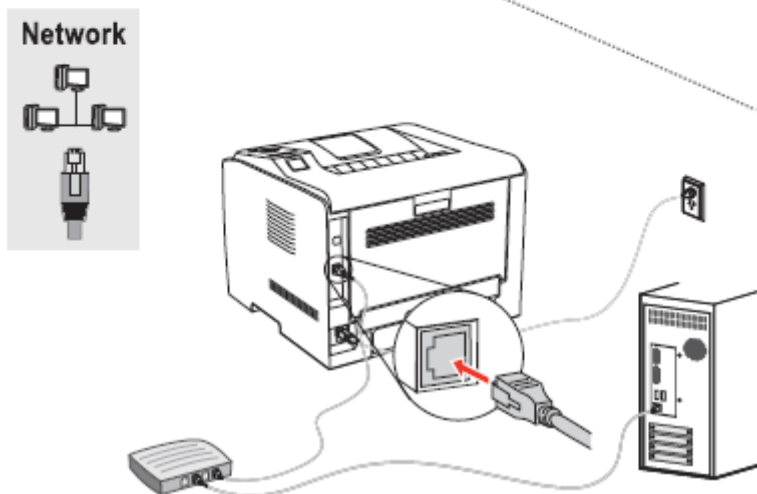




i) Finish connection.



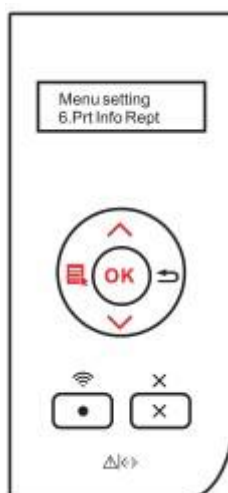
或  
or



## 1.5. Printing of product report

Print the product report through operating control panel and the product report can help you understand product information and diagnose and settle product failure.

- Press “Menu” key to enter menu setting interface.
- Press direction key “▲” or “▼” and choose the option “6. Print information report”.

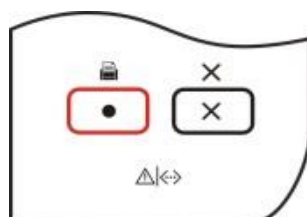


菜单设置	Menu setting
6. 打印信息报告	6. Print information report

- Press “OK” key to enter information report printing interface, where you can print product report as needed.

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Note: Where the printer is non-Wi-Fi type, you can print network configuration report of product directly by pressing the shortcut key “Network configuration report” on control panel.



## 2. Paper and Printing Medium

### 2.1. Paper specification

	Standard paper feed box	Medium type	Common paper and thin paper
		Medium	Automatic*, A4, A5 (short edge), A5 (long edge), A6, JIS

P3500 series		size	B5, IS0 B5, B6, Letter, Legal, Executive, Folio, Oficio, Statement, 16K, Big 16K, 32K and Big 32K.
		Medium weight	60 - 105 g/m <sup>2</sup>
		Max. capacity of box	250 sheets
	Multifunctional input tray	Medium type	Common paper, thick paper, thin paper, transparent cover paper, card paper, label paper and envelope paper
		Medium size	Automatic*, A4, A5 (short edge), A5 (long edge), A6, JIS B5, IS0 B5,B6 , Letter, Legal, Executive, Folio, Oficio, Statement, 16K, Big 16K, 32K, Big 32K, No.10 Env., Monarch Env, DL Env, C5 Env, C6 Env, ZL, Japanese Postcard, long paper (max. length: 1.2 m)、 Customized、 Yougata4, Postcard, Younaga3, Nagaga3 and Yougata2
		Medium weight	60 - 200 g/m <sup>2</sup>
		Max. capacity of box	60 sheets
	Matching paper feed box	Medium type	Plain paper and thin paper
		Medium size	Automatic*, A4, A5 (short edge), JIS B5, IS0 B5 , Letter, Legal, Executive, Folio, Oficio, Statement, 16K and Big 16K
		Medium weight	60 - 105 g/m <sup>2</sup>
		Max. capacity of box	550 sheets (Single matching box)
	Capacity of paper discharge box	150 sheets	

**Note:**

- You are suggested to use standard paper and recycled paper in the printer.
- You are not suggested to use lots of special paper in the printer, for feat of influence on service life.
- Printing media not conforming to standards in the Manual may lead to low-quality printing, increase of paper jam number and excessive wear of printer.
- Weight, ingredient, texture, humidity and other attributes are principal factors for affecting printer performance and output quality.
- Upon your printing medium selection, please pay attention to the items below:
  1. Printing effect required: Printing medium selected should meet the requirement of printing task.

2. Surface smoothness: Smoothness of printing medium can influence the definition of printing effect.

3. It is possible that though some medium conform to all the using rules of this part, satisfactory printing effect is not obtained.

The reason for that may be incorrect operating, unsuited temperature and humidity or other factors that Pantum fails to control. Prior to your purchasing lots of printing medium, please make sure that all the printing medium conform to the specifications designated in the Manual.

4. It is likely to damage the printer for your using printing medium not conforming to those specifications.

- 
- Using rules of paper and manuscript
  - Printing effect is not good if there is non-flat or extremely smooth paper or manuscript with rough texture and oil stain.
  - Please ensure that there is no dust, fluff and other substances on paper.
  - Please place paper in flat, cool and dry place.

- Instructions of special paper

The product support the printing of special paper and special paper includes label paper, envelope paper, transparent cover paper, thick paper, etc. Special paper should be used in printing of multifunctional input tray.

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Note:

- Where using special paper or printing medium, please ensure that you have chosen the matching printing type and size in printing setting, so as to obtain the optimum printing effect.
  - Where using special printing media in multifunctional input tray, you should place 60 sheets of paper at least there.
- 

Please follow the standards below:

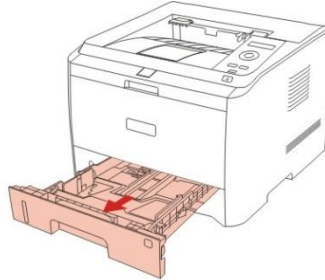
Printing medium	Correct	Wrong
Label paper	Only use label with lining paper not exposed. Lay label flat before using it. Only use the complete label. Not all of label paper in market can meet your requirement.	Use plicated, blistery or worn label.
Envelop	Put envelop into printer on a flat basis.	Use plicated, sticky damaged or hole-existing envelop. Used envelop with pin, snap fastener, window or coating lining. Use envelop made of adhesive sticker or other synthetic material.
Transparent film	Only use the approved transparent film applicable to laser printer.	Use transparent printing medium not applicable to laser printer.
Thick paper	Only use the approved heavy paper	Use paper with weight exceeding recommended

	applicable to laser printer and conforming to weight specification of the product.	specification of the product, except for the approved one applicable to the product.
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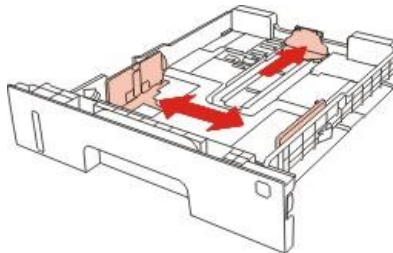
## 2.2. Paper feed

### 2.2.1. Paper feed for Standard paper feed box

- a) Draw standard paper feed box out of the printer completely.



- b) Slide paper length and width defectors of the paper feed box to paper size stuck slot required and match length and width of paper.

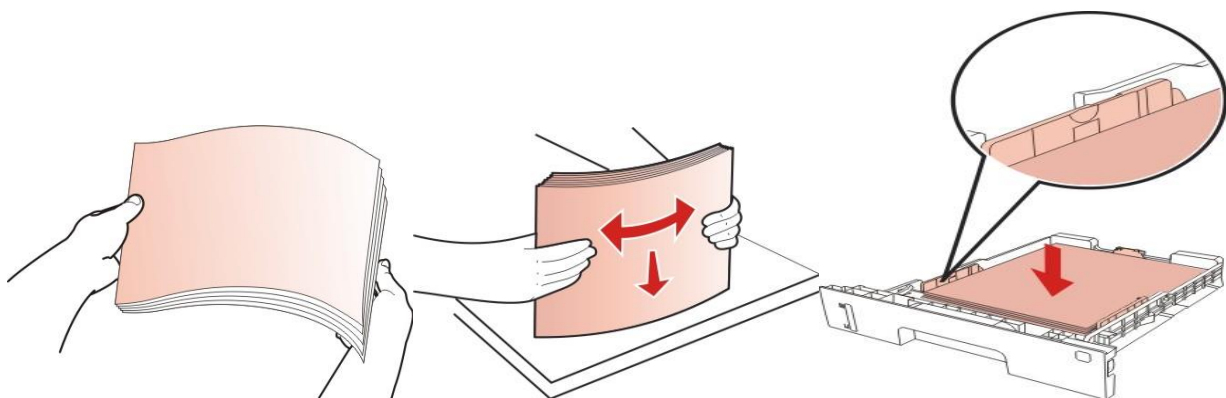



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Note: • Do not extrude “paper length deflector” and “paper width deflector” excessively, for fear of paper distortion.

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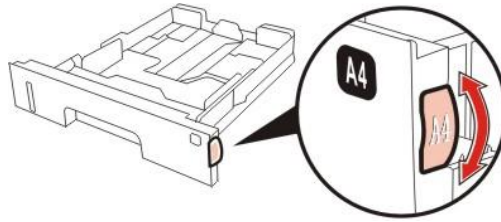
- c) Please unfold the stacked paper prior to paper feed, for fear of paper jam or paper feed error; then feed the paper with printing face downward into standard paper feed box. Standard paper feed box can contain 250 sheets of 80 g/m<sup>2</sup> paper at most.




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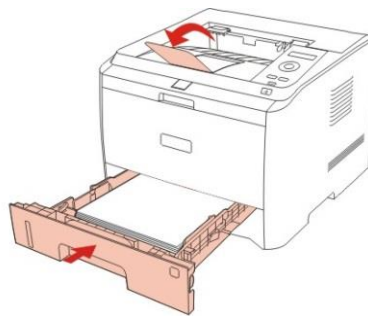
Note: • There are the “paper matrix dial” for common paper size on product paper feed box and you can set the paper size as required. Where matrix of paper required for printing is in inconformity with that of

dial setting, there will be the error report “Paper size mismatching” on printer LCD display screen; at this moment, you need set the dial again for troubleshooting.



- Where there is no required paper matrix displayed on dial, you can set paper size through the way of “menu key of control panel – ‘2. Paper box setting’”.
- 

- d) Lift paper discharge tray to prevent paper printed from sliding.



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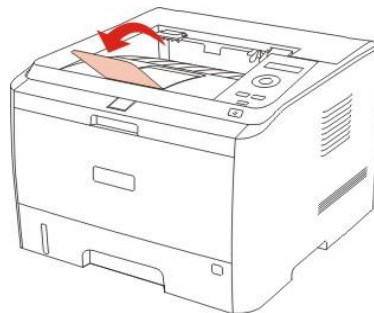
Note: If you put more than 250 sheets of 80g/m<sup>2</sup> paper into standard input tray, there will be paper jam or paper feed failure.

If you are going to print the single face of paper, please make the face to be printed downward.

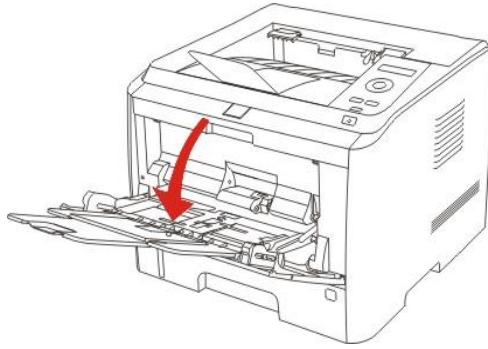
---

### 2.2.2. Paper feed of multifunctional input tray

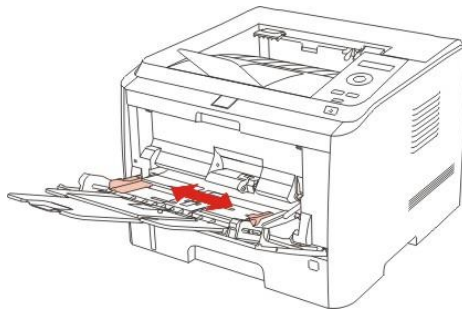
- a) Lift paper discharge tray to prevent paper printed from sliding or take away document printed the moment you finish the printing.



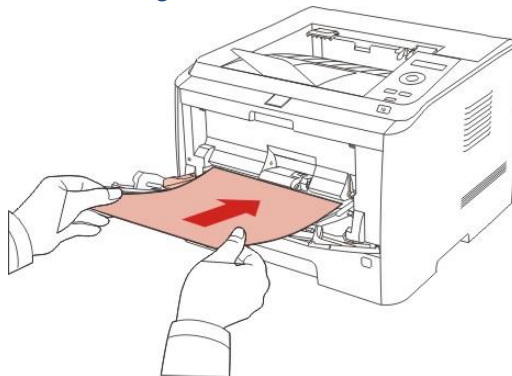
- b) Open multifunctional input tray.



- c) Slide paper deflector of multifunctional input tray to match two sides of paper. Any overexertion is not allowed; otherwise, there will be paper jam or skew.



- d) Use your hands to put envelop, transparent film or other printing medium into multifunctional input tray and make front end of the medium reach guide roll.




---

Note:• After putting paper into multifunctional input tray, priority should be given to printing in multifunctional paper feed box, when you set paper source as automatic selection or the designated setting is printing in multifunctional input tray.

- Put 60 sheets of printing medium into multifunctional input tray at most once.
- Put printing medium with printing face upward into multifunctional input tray. Upon feeding, the top of paper should enter the multifunctional input tray firstly.
- Please make the (blank) face to be printed upward when using the paper ever printed.
- Please take away paper, envelop paper and transparent cover paper immediately after printing, as packed paper or envelopes will cause paper jam or bend.

---

### 2.2.3. Paper feed of matching paper box

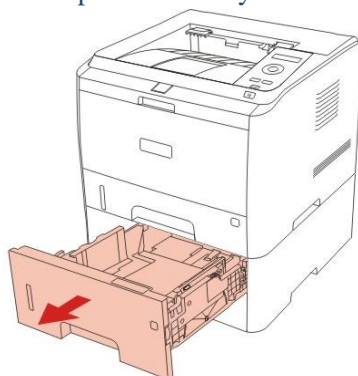
The printer can be attached with matching paper feed box and each box can contain 550 sheets of 80 g/m<sup>2</sup> paper at most. If it is required to purchase this kind of box, please contact the local dealer from who you purchase the printer.

---

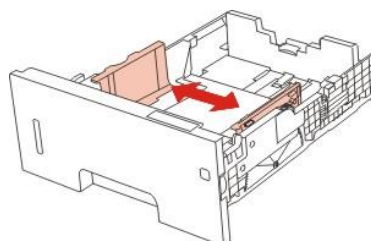
Note: For installation way, please see Chapter 8.

---

- a) Draw matching paper feed box out of the printer entirely.



- b) Slide paper length and width defectors of the box to paper size stuck slot required and match length and width of paper.



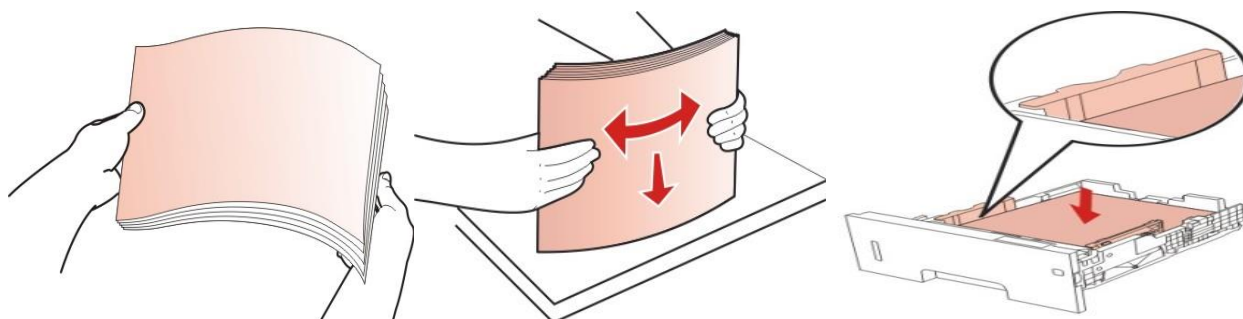
---

Note: • Do not extrude “paper length deflector” and “paper width deflector” excessively, for fear of paper distortion.

• Please press release button behind back end of the paper tray and draw its back end to lengthen it if you are going to feed the paper with the size of Legal.

---

- c) Please unfold the stacked paper prior to paper feed, for fear of paper jam or paper feed error; then feed the paper with printing face downward into the paper box. Matching paper feed box can contain 550 sheets 80g/m<sup>2</sup> paper at most.



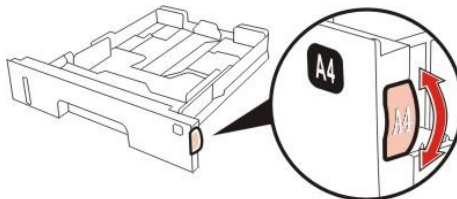
---

Note: • There are the “paper matrix dial” for common paper size on product paper feed box and you can set the paper size as required. Where matrix of paper required for printing is in inconformity with that of

---

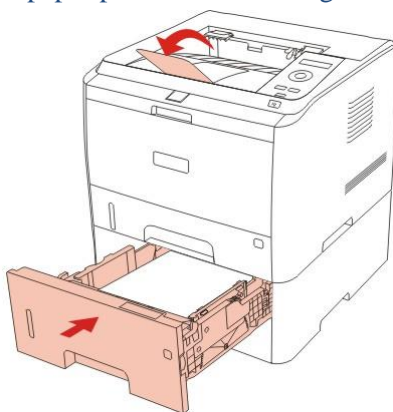


dial setting, there will be the error report “Matching paper feed box - paper size mismatching” on printer LCD display screen; at this moment, you need set the dial again for troubleshooting.



- Where there is no required paper matrix displayed on dial, you can set paper size through the way of “menu key of control panel – ‘2. Paper box setting’”.

- 
- d) Lift paper discharge tray to prevent paper printed from sliding.



---

Note: If you put more than 550 sheets of 80g/m<sup>2</sup> paper into matching paper feed tray once, there will be paper jam or paper feed failure.

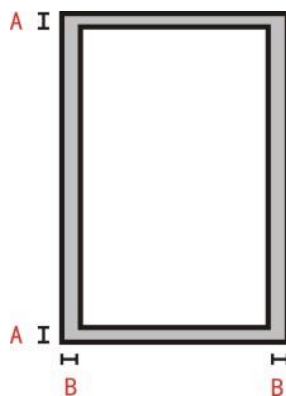
If you are going to print the single face of paper, please make the face to be printed downward.

For installation details of matching paper feed box, please see the attached installation guide of matching paper feed box.

---

## 2.3. Non-printing area

Dash area symbolizes non-printing area.



Purpose	Paper size	Top/bottom margin (A)	Left/right margin (B)
Printing	A4	5mm(0.197in)	5mm(0.197in)
	<u>Letter</u>	5mm(0.197in)	5mm(0.197in)

### 3. Installation and Unloading of Drive Software

#### 3.1. Windows-based drive program

##### 3.1.1. Introduction

Drive software help users operate, install and unload program through installation/unloading guide and the modules and functions provided are as follows:

- Autorun: Realize the automatic operation of CD installed.
- Installation: Provide installation guide driven by the printer to users.
- Unloading: Provide unloading guide driven by the printer to users.

---

Note: • Where in Windows XP and Windows Server2003, system will pop up “Find a new hardware guide” upon your first connecting the equipment; please close this window, otherwise the printer may not be found and thus you will fail to finish the installation.

• Before program operates, user’s identity will be judged; where it is administrator identity, the interface will be displayed; where not, the prompt “Insufficient privileges, please install Pantum xxxx series printer with the rights of administrator”.

---

##### 3.1.2. Installation procedure

###### 3.1.2.1. USB type installation

###### a) Autorun Interface

After operating the installation CD, program will operate automatically and interface below will be displayed:



###### b) Installation interface

After Autorun operation finishes, it will enter the installation interface below:



---

Note: Display on interface may be different due to difference of type.

---

### Option instructions:

- “Installation language”: The default is the corresponding language of system; users can choose different languages as required.
- “Choose printer”: Display printer model and you can choose the corresponding model of printer to be installed as required.
- “Installation way”: The default is “USB” printer.
- ”User guide”: Click it and you will scan user guide.
- “Permission protocol”: The fault is “I agree”. Click “Permission protocol” and you will open the protocol window as shown below:



Click “Return” and you will return to the original interface.

#### c) Installation procedure interface

Choose “Install” and you will enter drive installation procedure interface.



Where there pops up the prompt that Windows fails to verify the publisher of this drive program software and you are asked about whether going to continue the installation, you need click “Continue” or “Install the drive program software”; otherwise, you will fail in installation (display interfaces for prompts popping up in different operating systems may be slightly different).



d) Installation completion

System will enter the interface below after completing the drive installation. System will quit it in 3 s automatically and set the printer as default.



### 3.1.2.2. Network type installation (wired and wireless)

a) Interface operation

Insert the CD and main interface will pop up and program will operate automatically.



b) Installation configuration

Enter installation configuration interface after interface operation finishes. You can choose the model of printer that you need to install and the corresponding series; choose the language and installation way.



Installation way installations:

“USB printer”: Applicable to local installation of all types.

“Printer connected onto network”: Applicable to network installation of Net type or to the second installation of Wi-Fi type connected onto network.

“Printer to be connected to new network”: Only applicable to Wi-Fi type configured with wireless network.

## 1. Wired network type installation

a) If you are going to install wired network type, the interface below will be displayed:



You can choose the corresponding wired type through “Choose printer” and choose the corresponding installation mode through “installation way”.

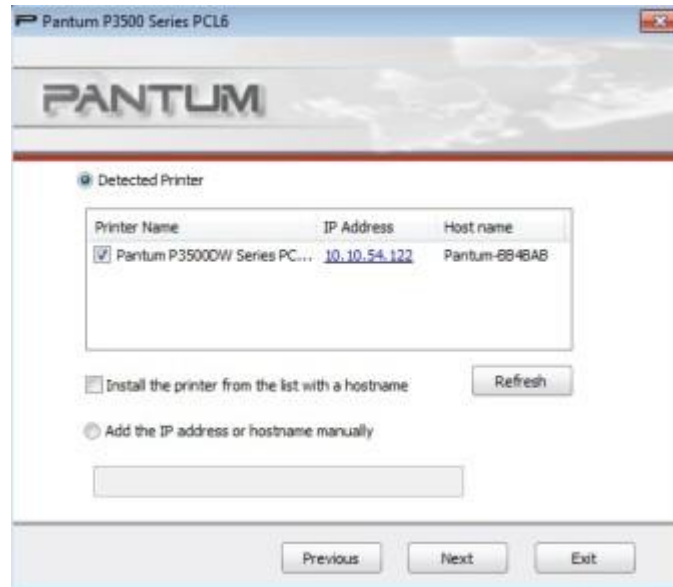
b) Printer search interface



When system enter printer search interface, program will search the printer and check whether computer has been connected with appropriate printing equipment.

c) Selection of printer list

System will enter “Choose printer” interface automatically after printer search finishes. You can tick the printer searched or can input IP or host name manually to add printer.




---

Note:

- You can choose the corresponding printer name form “Searched printers”;
- Where there is no printer name displayed in “Searched printers”, please click “Refresh” to search printer connected onto the network;
- If knowing the IP address of the printer to be connected, you can choose “Install by designating IP address” and input IP address of the printer for installation.

---

#### d) Printer installation interface

Click “Next” in “Selection of printer list” interface to enter “Printer installation interface”. After installation, system will enter “Installation completion interface”. System will quit it automatically in 3 s and set printer as default type.



## 2. Wireless type installation (Wi-Fi)

a) If you are going to install Wi-Fi type and the interface below will be displayed:





You can choose the corresponding Wi-Fi type through “Choose printer” and choose the corresponding installation mode through installation way. If it is the first time of installation, you should choose the third installation way.

b) Wi-Fi configuration interface



Note: If it is your first time to install Wi-Fi type, you can also connect the printer onto Wi-Fi through Wi-Fi configuration interface. For procedure details of Wi-Fi configuration tools, please [see Chapter 4](#).

Where there pop up the prompt that Windows fails to verify the publisher of this drive program software and it is asked whether you are going to continue the installation, you need click “Install the drive program software all the time”. Display interfaces for prompts popping up in different operating systems may be slightly different.



#### c) Installation completion interface

The interface is used to inform users of drive installation completion. The system will quit it in 3 s automatically and set the printer as default type.



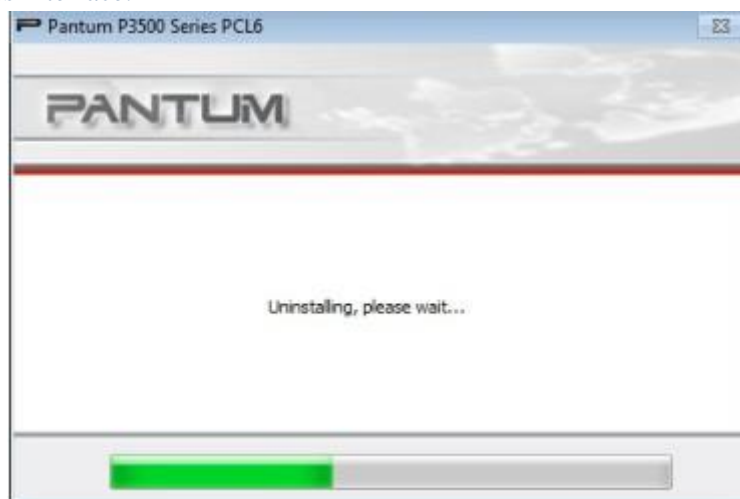
### 3.1.3. Drive program unloading

#### a) Selection of unloading way

Click “Start”-“All programs” to find “Pantum” folder; then click the name of product to be unloaded to enter unloading interface; Or click “Start”-“Control panel”, click “Unload program” to enter the interface and find the option of program to be unloaded. Unloading interface is as follows:

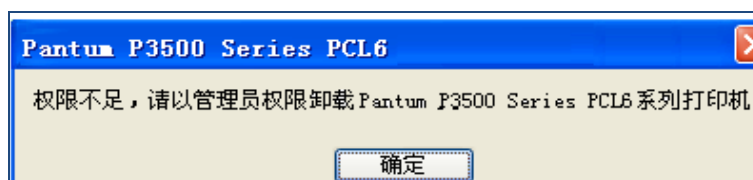


- b) Choose the name of printer to be deleted and click “Delete one”; or directly click “Delete all” to enter unloading progress interface.

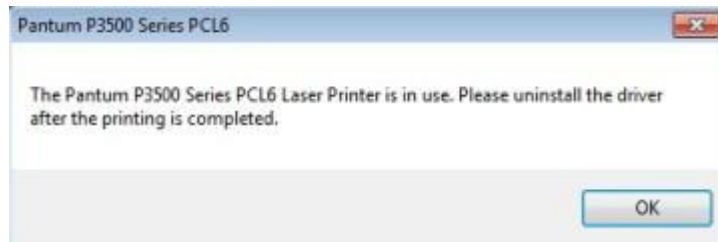


- c) Prompt of unloading privilege judgment

You need use administrator privilege upon unloading. If you operate and unload program with non-administrator identify, there will pop up information prompt dialog box “Insufficient privileges, Please unload Pantum P3500 series printer with administrator identify.” and it fails to display main interface of unloading program. Click “OK” button in information prompt dialog box and the dialog will disappear.



If there is the task in printing list, there will pop up warning prompt: “Pantum P3500 Series laser printer is operating; please unload the drive after printing completion”. The prompt is shown as below:

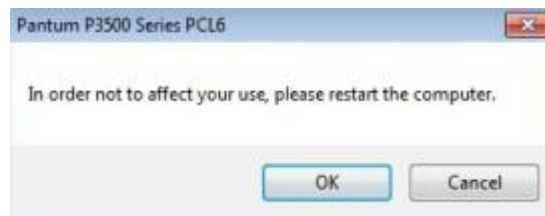


d) Completion interface

After progress bar advances at the end, system will enter completion interface.



Click “Finish” button and there will pop up prompt window of computer reboot. Click “OK” to quit unloading program and reboot the computer; Click “Cancel” to quit unloading program.



## 3.2. MAC system-based drive software installation

### 3.2.1. Introduction

Mac drive installation is implemented through the attached PackageMaker software of Mac system and has a similar installation style with ordinary software installation under Mac.

The whole installation is divided into procedures below: introduction, permission, targeted volume, installation type, installation and summary.

### 3.2.2. Installation procedure

#### a) Introduction

Insert attached CD into CD driver to operate the CD; click installation package of Mac system to display the interface below:

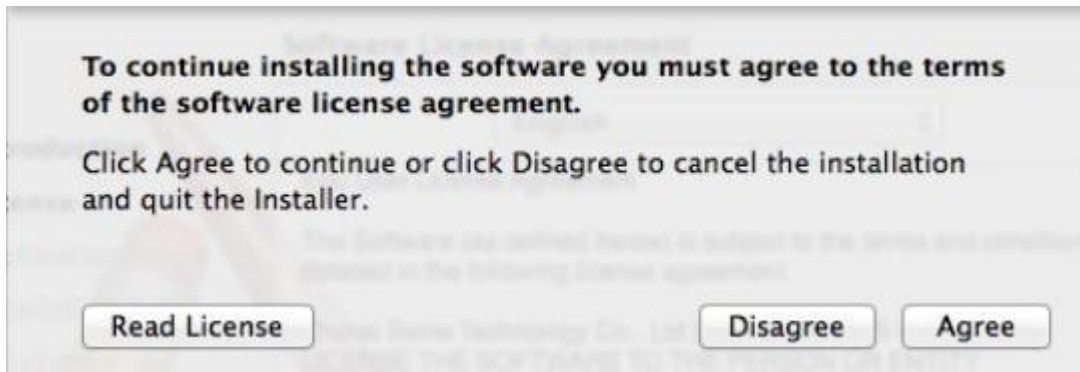


b) Permission

Click “Continue” in the picture above to display the permission protocol; the interface is shown below:



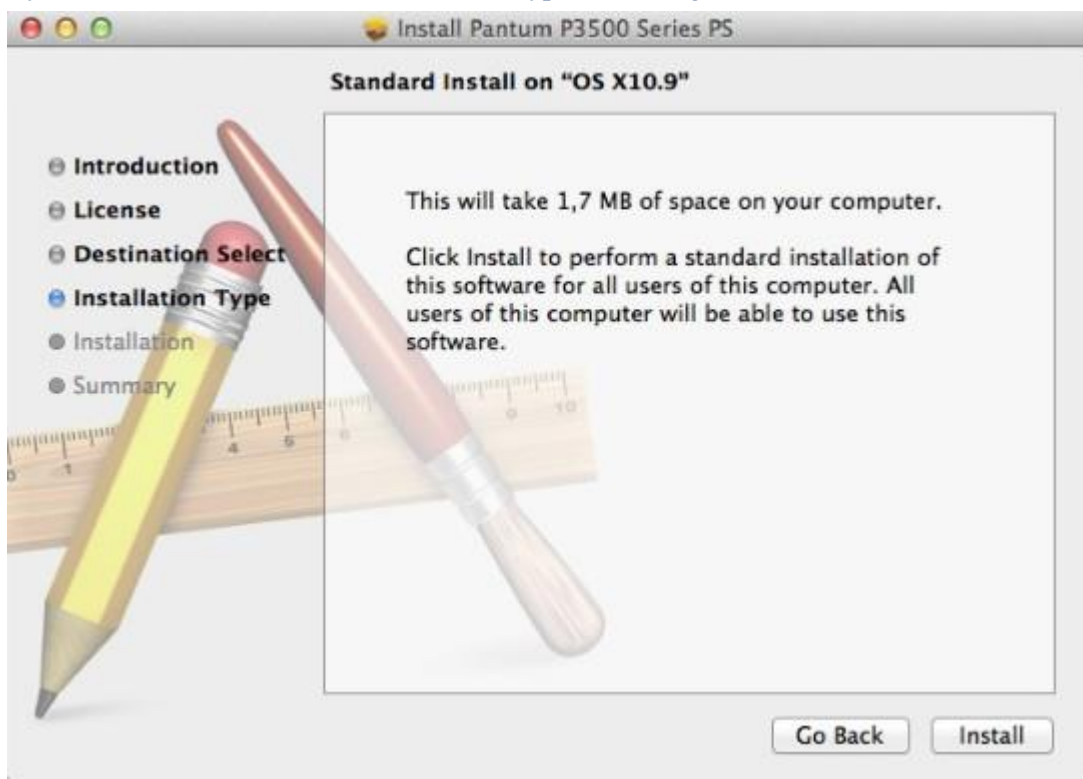
c) Click “Continue” and the dialog box “If continuing software installation, you must agree the terms in software permission protocol.” will pop up.



You cannot continue the installation until you click “Agree” button and accept the permission protocol.

d) Installation type

Display installation information concerned. The typical drawing is shown below.

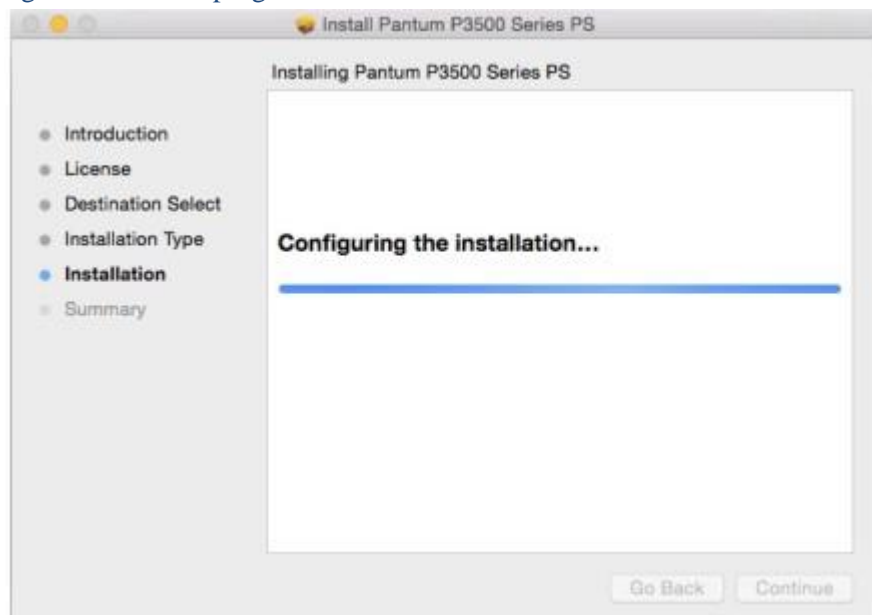


Click “Install” and the prompt dialog box below will pop up; you will continue the installation after login with identify of administrator.



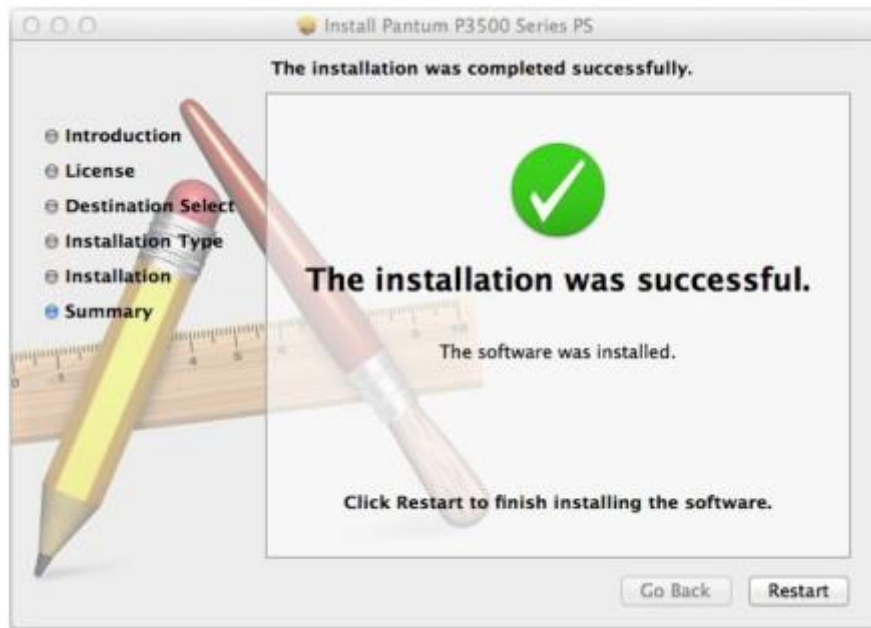
e) Installation

Typical drawing of installation progress is shown as below:



f) Summary

Typical completion of installation progress is shown as below:





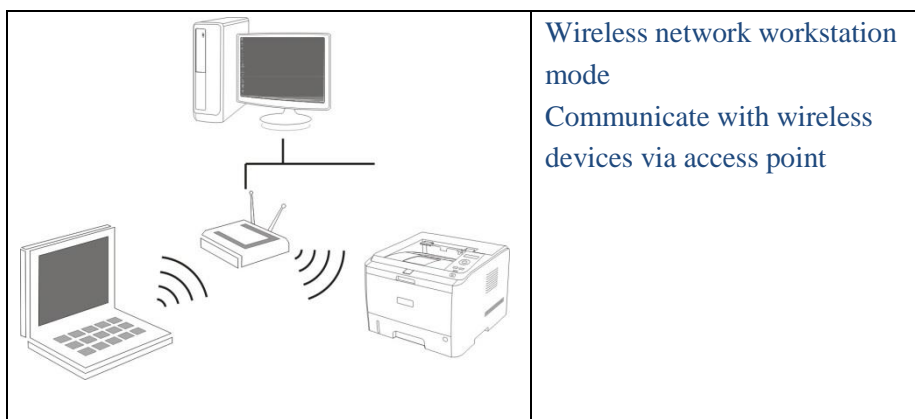
## 4. Network configuration (applicable to the type supporting wired/wireless network function)

### 4.1. Wired network configuration (applicable to the type supporting wired network function)

- a) Printer supporting wired network printing can be connected to LAN and thus printing can be implemented after connecting printer through wired network.
- b) In this configuration, the product can be connected to network directly and network sharing printing can be implemented through the setting of “allow all computers connected to network finish printing by the product”.
- c) Before opening the product, please connect network cable onto network port of printer and ensure that printer and computer are in the same network environment, so as to connect the printer to network directly. For detailed installation procedure, please see Chapter 3.

### 4.2. Wireless network settings (applicable to the type supporting wireless network function)

For printers supports Wi-Fi printing, users can connect them to wireless network by three means, “one-click wireless configuration”, “configure via Web server” and “configure via Wi-Fi configuration tool”.



---

Note: A printer can be connected to wired network and wireless network at the same time.

---

#### 4.2.1. One-click wireless configuration

If the printer connects with the wireless router that supports WPS (Wi-Fi Protected Setup), wireless network can be easily configured via the Wi-Fi button on the control panel of printer without using computer. Configuration method: Long press “Wi-Fi” button (for about 2s) on the printer’s Control Panel to launch WPS, Wi-Fi button starts to flash. Press the WPS button on the wireless router after 2 minutes of the launching, then the printer will be connected to the wireless network.

---

**Note:** • The access point (or wireless router) must support Wi-Fi Protected Setup™ (WPS).

---

#### 4.2.2. Configure via Wi-Fi configuration tool

Wi-Fi configuration tool is the computer-end configuration software that facilitates users to set the network name, encryption mode and password of printer. Please use USB cable to connect printer and computer and then use Pantum wireless network configuration tool to configure the wireless network of printer in computer.

Open Wi-Fi configuration tool in driver installation package, and then configure according to the steps below:

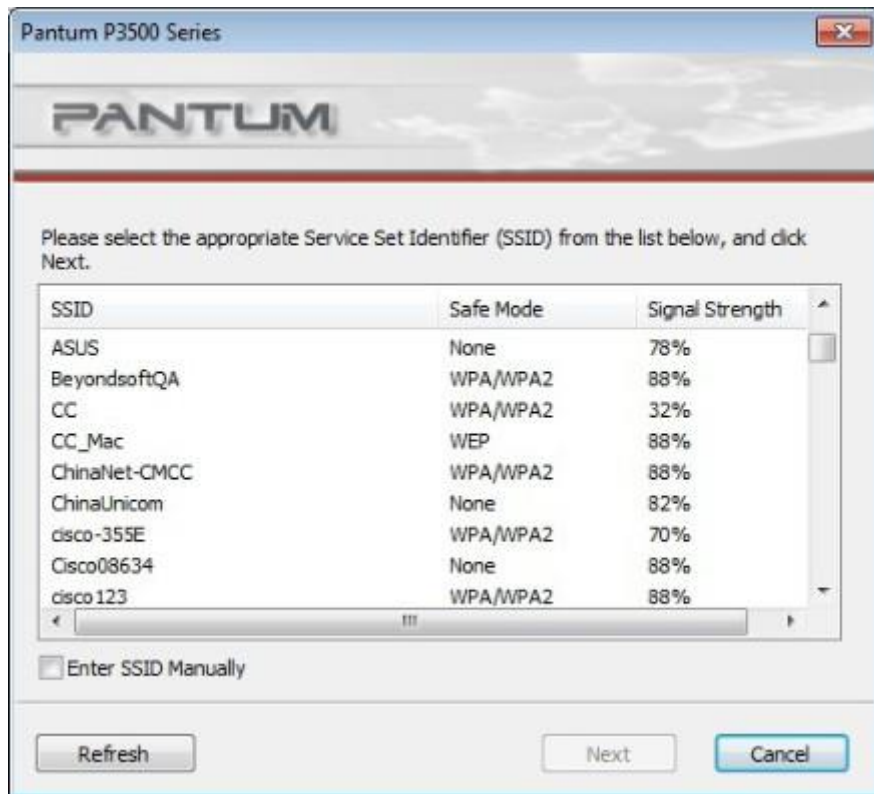
##### 4.2.2.1. WINDOWS system

###### a) Detect WLAN

Wi-Fi configuration tool will use the WLAN of computer to search wireless network automatically. If the computer is not provided with WLAN, “manually enter the network name” will be ticked automatically on the “wireless network list” page. Please go directly to Step (3).

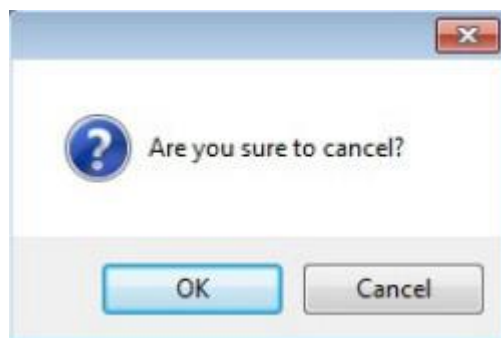
###### b) Wireless network list

This interface is entered after configuration tool is started. Wireless network can be selected on the network list interface searched by wireless network configuration program.



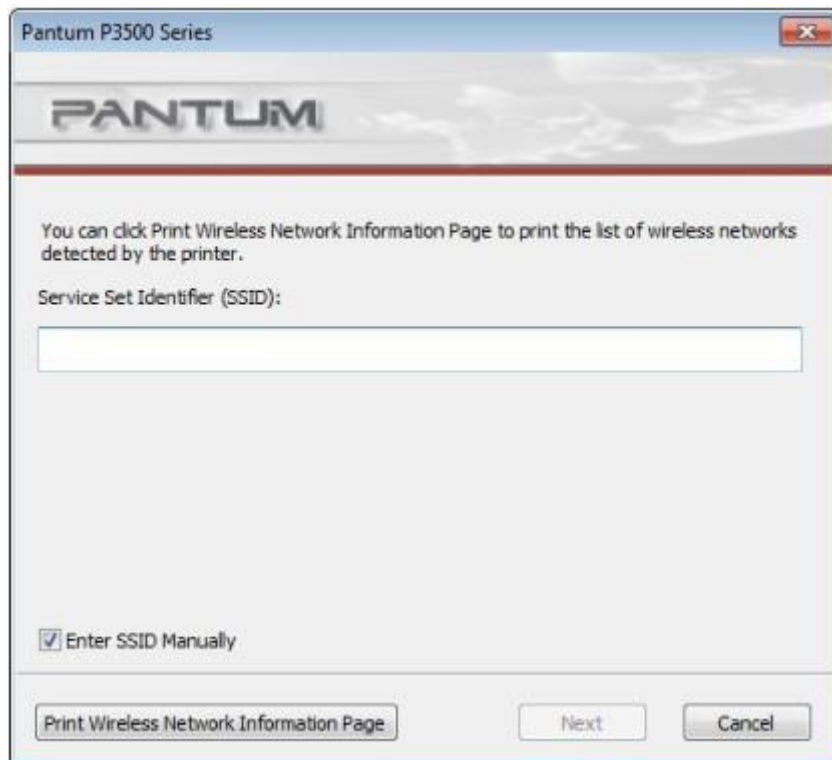
Note:

1. This interface is entered after configuration tool is started. Information, such as wireless network names, searched is shown on network list and is ranked by "network name". Users can select an item in the list and double click or click "Next" to enter information input interface.
2. "Manually enter the network name": click it to switch to the manually input network name interface, i.e. Step (3).
3. "Refresh": search wireless network information again.
4. "Next": enter information input interface.
5. "Cancel": click it to show cancel prompt, as shown in the figure below (click "OK" to exit; otherwise, system will stay in the original interface)



c) Manually the enter network name

Click "manually enter the network name" to switch to the manually input network name interface.

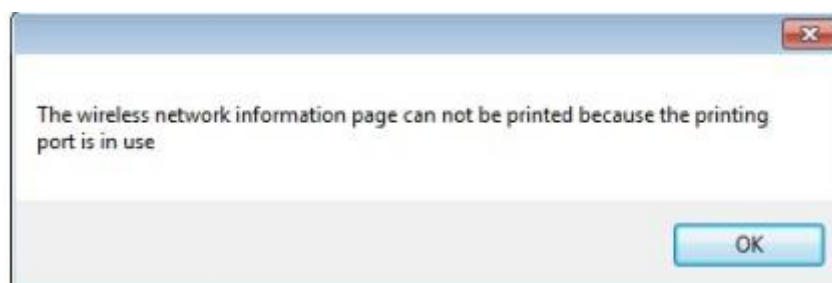


Input the network name to be connected by printer in “Network name” field.

Click “Print wireless network information page” to print wireless network list searched by the printer.

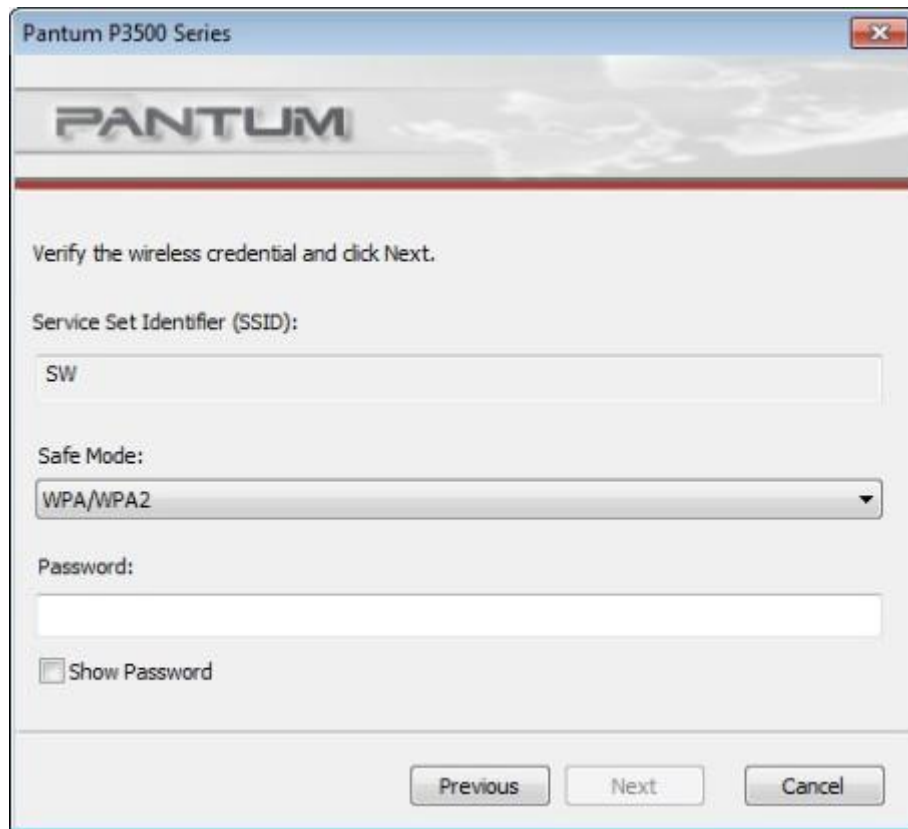
---

Note: If there is job to be completed by the currently configuring printer, the following error prompt window will pop up.



d) Configuration information input

After entering information input interface, users can set relevant wireless network information.



Pantum P3500 Series

**PANTUM**

Verify the wireless credential and click Next.

Service Set Identifier (SSID):

SW

Safe Mode:

WPA/WPA2

Password:

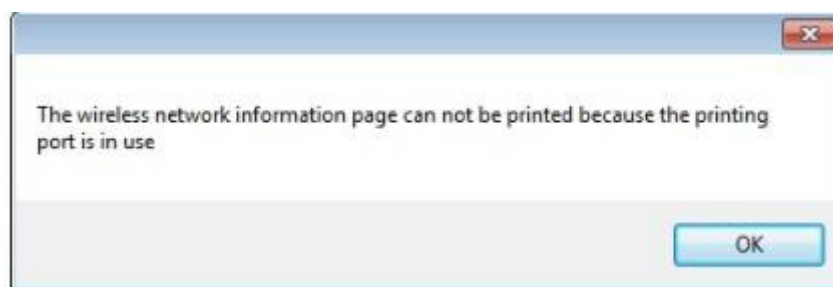
☐ Show Password

Previous Next Cancel

Note: • Safety mode is currently divided into: None, WEP and WPA/WPA2. When the mode is “None”, the password input field is hidden, which means password is not required for connection of SSID filled. The input range of WEP is 1-26 characters. The input range of WPA/WPA2 is 8-64 characters.

• “Display password” is defaulted not ticked. If it is ticked, the password input will be directly displayed other than asterisks.

If there is job to be completed by the currently configuring printer, the following error prompt window will pop up.



e) Configuration complete

After the above steps are completed, the wireless network configuration result page will pop up to display configuration result.

1) If the wireless network configuration of printer succeeds, the interface below will pop up:



- 2) If the printer is not connected to computer, the information below will pop up: “please use the USB cable provided to connect printer with computer”.



- 3) Click “Next”, the program will search the printer device that is currently connected to PC automatically. If no printer model that is supported by this tool can be searched, the system will stay in this interface. If there is printer model that is supported by this tool searched, the following information will pop up:

“Trying to set up wireless connection with printer”.



- 4) If the printer fails to configure with the wireless network provided, the following information will pop up:  
Printer fails to connect to wireless network with the wireless voucher provided. To input it again, please click “Back”.



- 5) If the printer can use the wireless network provided to configure, but the PC does not support wireless network, the following information will pop up:  
“The printer can use the wireless voucher provided to connect to wireless network. However, this PC computer cannot communicate with printer”.



#### 4.2.2.2. MAC system configuration

Applicable to the following operating systems: Mac OS 10.6, 10.7, 10.8, 10.9 and 10.10.

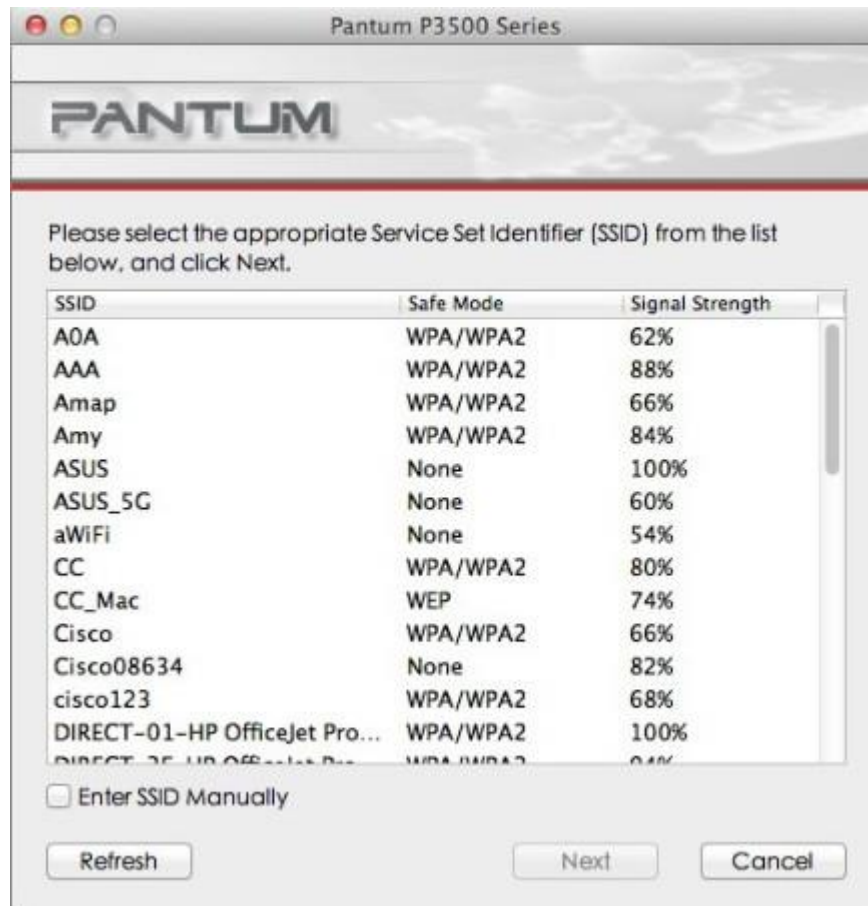
a) Detect WLAN

Wi-Fi configuration tool will use the WLAN of computer to search wireless network automatically. If the computer is not provided with WLAN, “manually enter the network name” will be ticked automatically on the “wireless network list” page. Please go directly to Step (3).

b) Wireless network list

This interface is entered after configuration tool is started. Wireless network can be selected on the network list interface searched by wireless network configuration program.





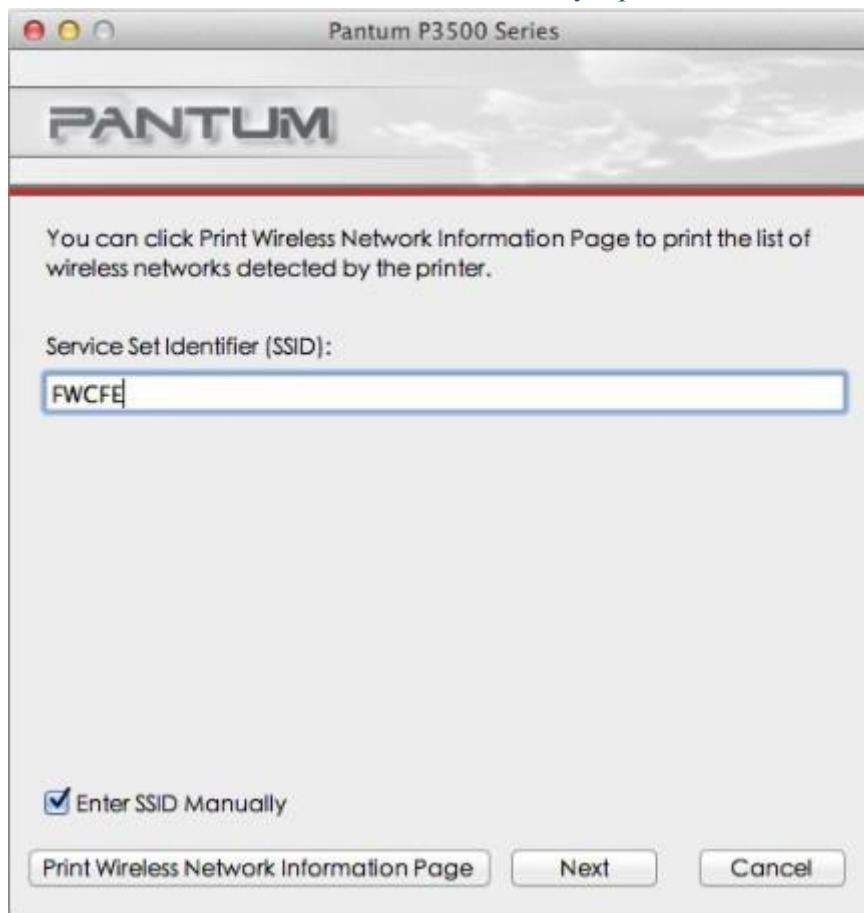
Note:

1. This interface is entered after configuration tool is started. Information, such as wireless network names, searched is shown on network list and is ranked by “network name”. Users can select an item in the list and double click or click “Next” to enter information input interface.
2. “Manually enter the network name”: click it to switch to the manually input network name interface, i.e. Step (3).
3. “Refresh”: search wireless network information again.
4. “Next”: enter information input interface.
5. “Cancel”: click it to show cancel prompt, as shown in the figure below (click “OK” to cancel; click “Cancel” to stay in the original interface)



c) Manually enter the network name

Click “manually enter the network name” to switch to the manually input network name interface.



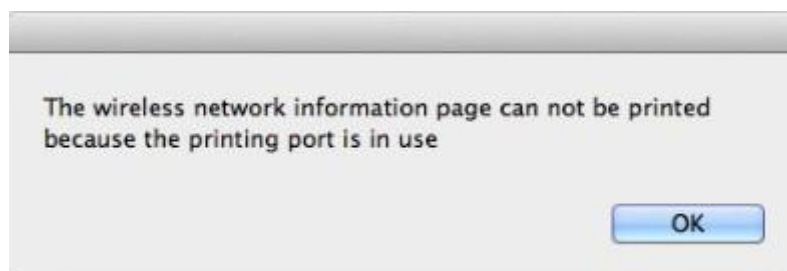
“Network name”: Input the network name to be connected by printer, the largest length is 32 characters.

“Print wireless network information page”: The wireless network list searched by the printer can be printed.

“Next”: Enter information input interface.

---

Note: If there is job to be completed by the currently configuring printer, the following error prompt window will pop up.



#### d) Configuration information input

After entering information input interface, users can set relevant wireless network information.



Pantum P3500 Series

**PANTUM**

Verify the wireless credential and click Next.

Service Set Identifier (SSID):

Safe Mode:

Password:

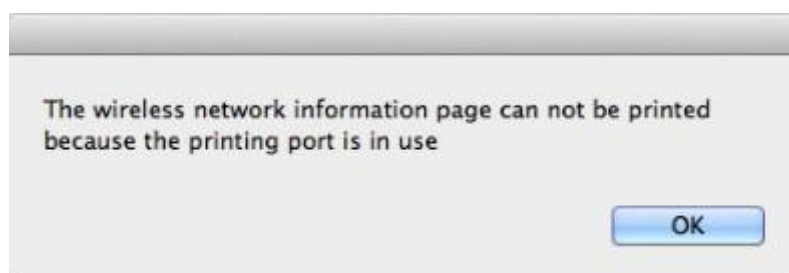
☐ Show Password

Previous Next Cancel

Note: • Safety mode is currently divided into: None, WEP and WPA/WPA2. When the mode is “None”, the password input field is hidden, which means password is not required for connection of SSID filled. The input range of WEP is 1-26 characters. The input range of WPA/WPA2 is 8-64 characters.

• “Display password” is defaulted not ticked. If it is ticked, the password input will be directly displayed other than asterisks.

If there is job to be completed by the currently configuring printer, the following error prompt window will pop up.



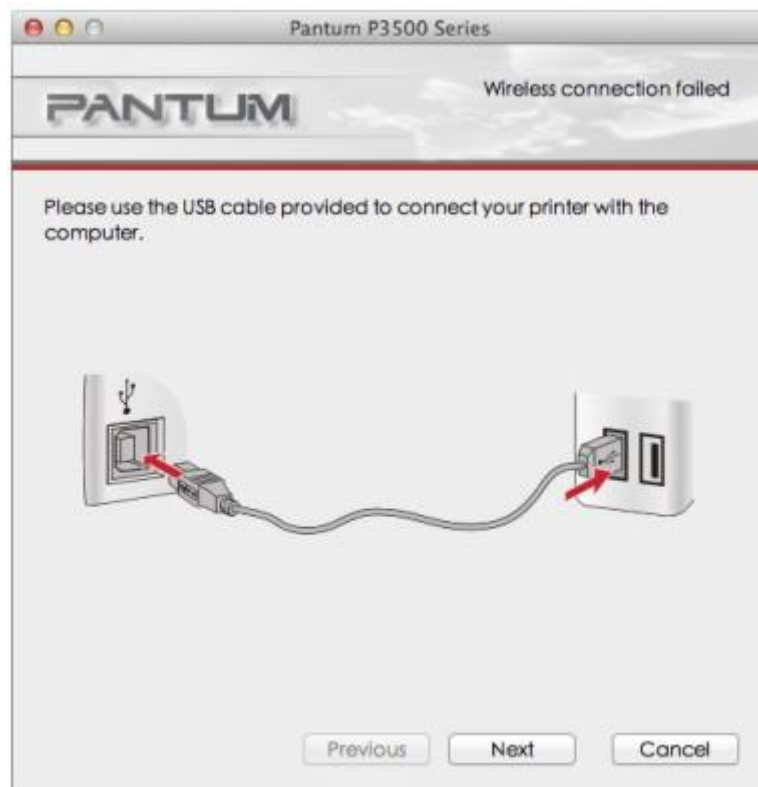
e) Configuration complete

After the above steps are completed, the wireless network configuration result page will pop up to display configuration result.

1) If the wireless network configuration of printer succeeds, the interface below will pop up:



- 2) If the printer is not connected to computer, the information below will pop up: “please use the USB cable provided to connect printer with computer”.



- 3) Click “Next”, the program will search the printer device that is currently connected to PC automatically. If no printer model that is supported by this tool can be searched, the system will stay in this interface. If there is printer model that is supported by this tool searched, the following information will pop up: “Trying to set up wireless connection with printer”.



- 4) If the printer fails to configure with the wireless network provided, the following information will pop up:  
Printer fails to connect to wireless network with the wireless voucher provided. To input it again, please click “Back”.



- 5) If the printer can use the wireless network provided to configure, but the PC does not support wireless network, the following information will pop up:  
“The printer can use the wireless voucher provided to connect to wireless network. However, this PC computer cannot communicate with printer”.



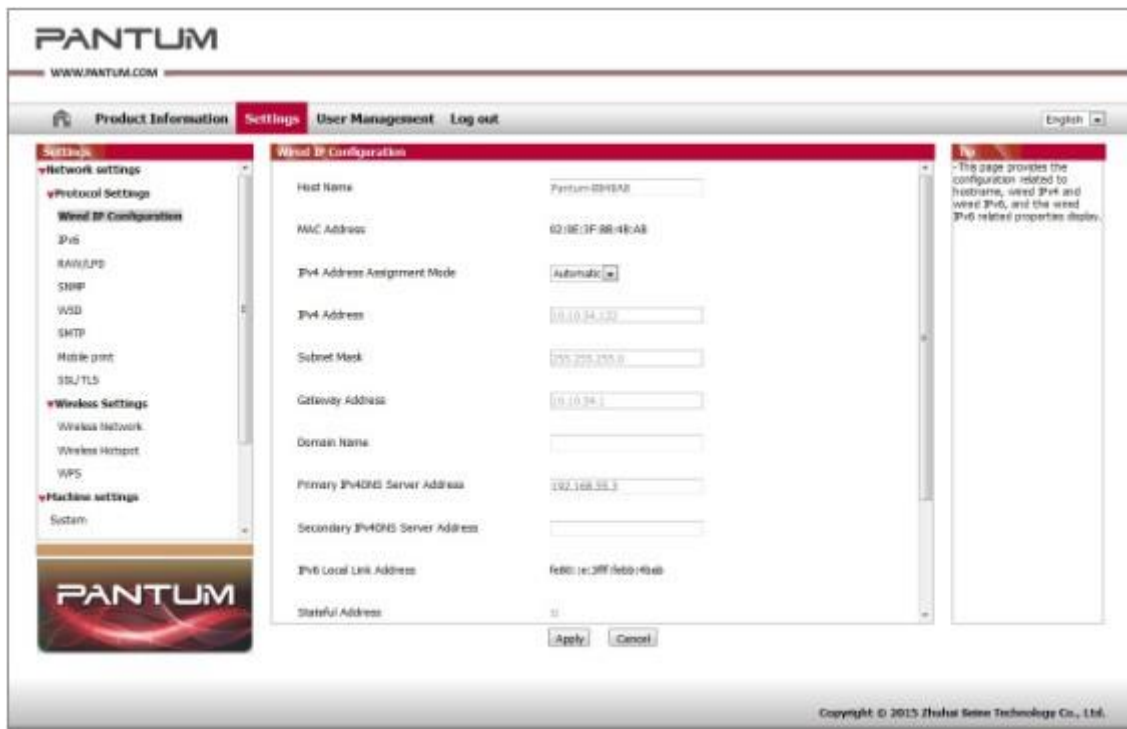
- 6) If the printer can use the wireless network provided to configure, and the PC supports wireless network, the following information will pop up:  
“The printer can use the wireless voucher provided to connect to wireless network”.



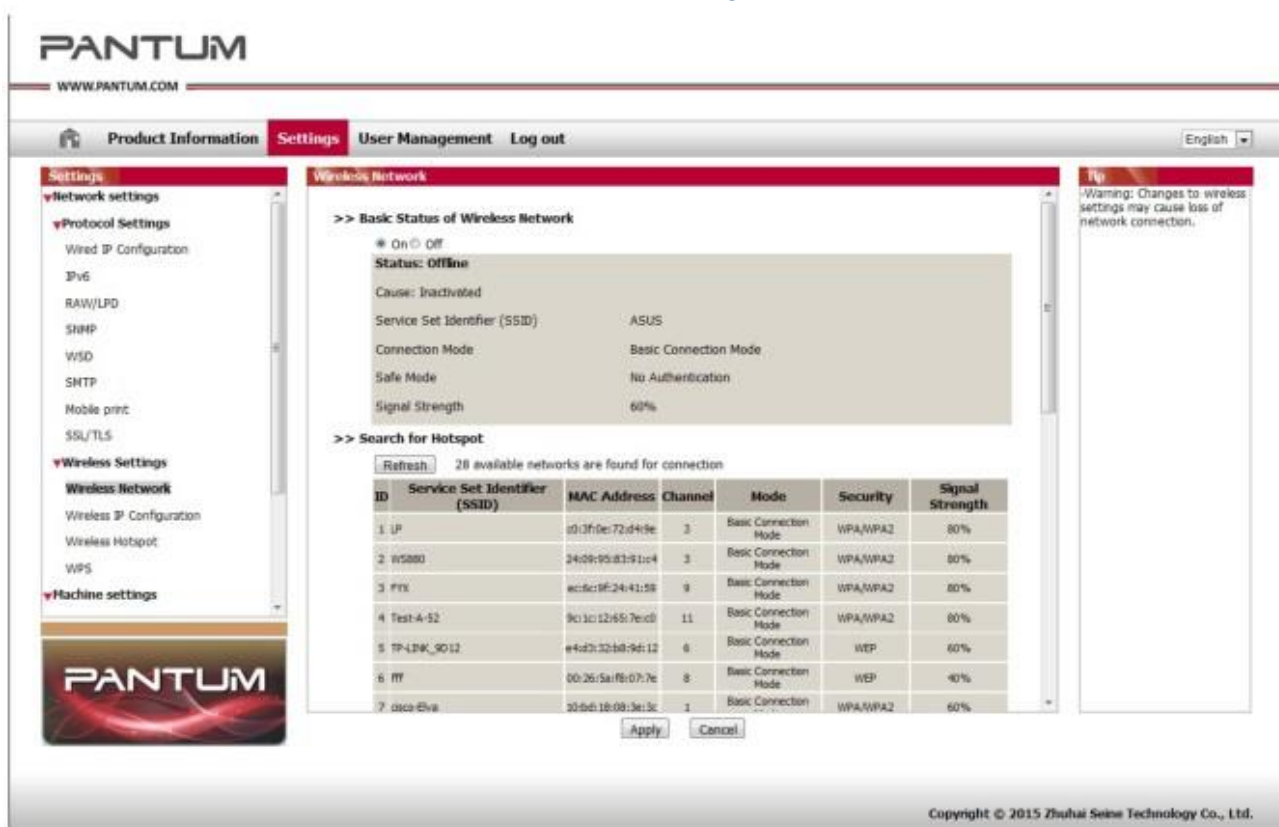
#### 4.2.3. Configure via Web server

You can use the Web server built in printer for wireless connection.

- a) Print network information page and check the IP address of printer.
- b) Input IP address in the address field of Web browser to visit the Web server built in printer. Click “Settings” to display the page shown in the figure below:



c) Click “wireless network” to enter wireless network configuration interface.



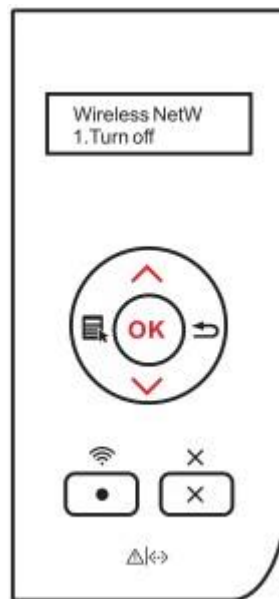
#### 4.2.4. Turn on/off wireless device

To disconnect the product and wireless network, users can turn off the wireless device of product through the menu button on control panel.

a) Press “menu” button to enter menu setting interface.



- b) Press direction key “▲” or “▼” to select “4. Network settings” and then press “OK” button.
- c) Press direction key “▲” or “▼” to select “2. Wireless network settings” and then press “OK” button.
- d) Select “1. Wireless network” and press “OK” button; select “1. Off” and then click “OK” to turn off wireless network.



After wireless network is turned off, the Wi-Fi indicator on control panel goes off.

### 4.3. Set network printer

You can use the “Web server” built in printer or “control panel of printer” to control the network settings of printer.

#### 4.3.1. Web server settings

##### 4.3.1.1. Check or change network settings via Web Server

You can use the built-in Web server to check or change IP settings.

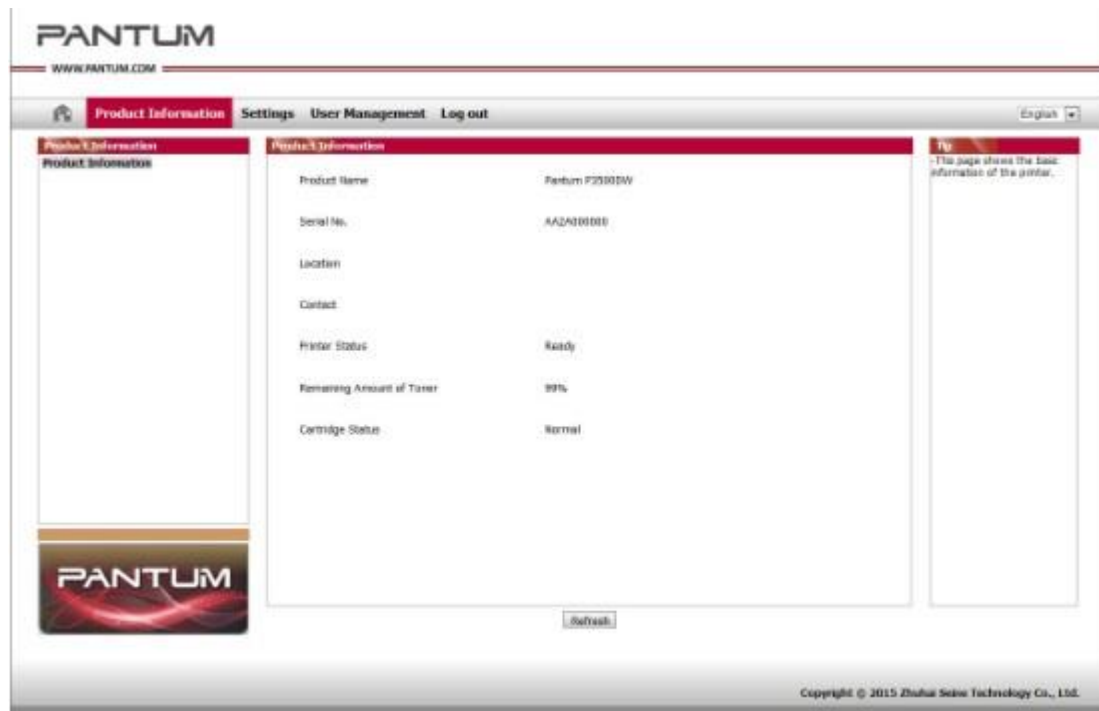
- a) Print network information page to check or change the IP address of printer.

---

Note: Please refer to Chapter 1 for printing of the network information page of the product.

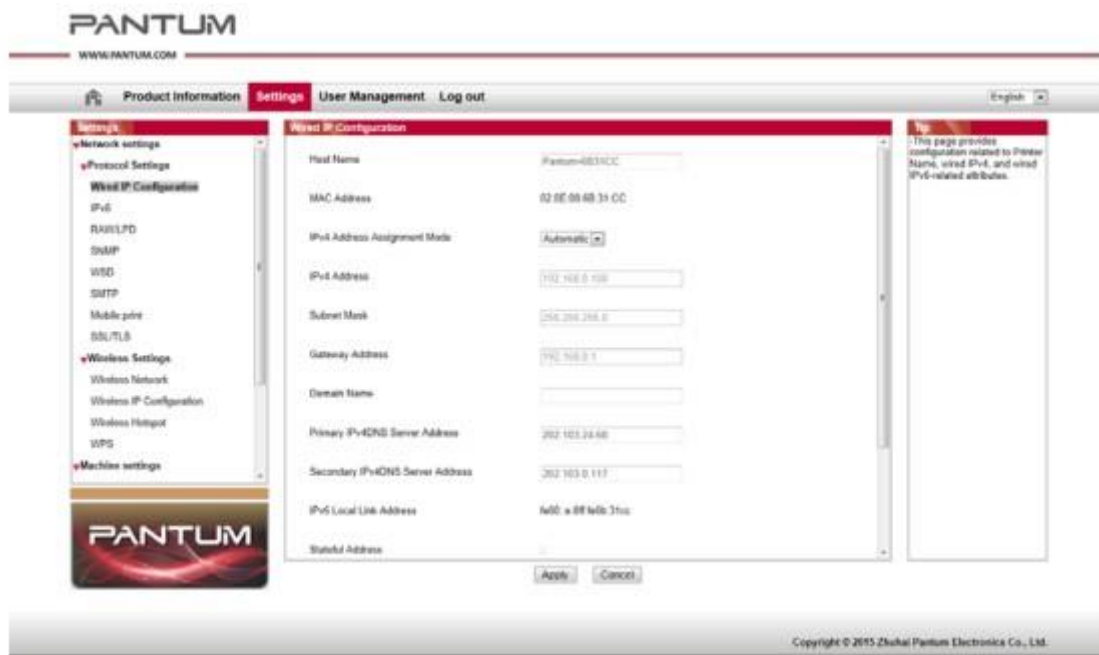
---

Input IP address in the address field of Web browser to visit the Web server built in printer. The page below will be shown:



Note: This printer supports HTTP application protocol; therefore, users can have secure encrypted access to the https://xxxx...they input in Web browser.

- b) Network settings and machine settings can either be realized in “Settings”. Moreover, network protocol, wireless network and wireless hotspot settings can be finished via network settings; relevant configuration information setting such as printing preference, e-mail, can be finished via machine settings.



#### 4.3.1.2. Set or change Web page login password

Printer control can be realized through user management settings.

Method:

a) Open the built-in Web server and log in. The login page is as shown below:

The screenshot shows the PANTUM web interface. At the top, there is a header with the PANTUM logo and the URL WWW.PANTUM.COM. Below the header, there is a navigation bar with tabs for Product Information, Settings, User Management, and Log in. The Log in tab is currently selected. The main content area is divided into three sections. The left section is a sidebar with a PANTUM logo. The middle section is the login form, which includes fields for Username and Password. The Username field contains the text 'admin'. The Password field is empty. Below the fields are buttons for 'Log in' and 'Cancel'. The right section contains a list of instructions: 1. Enter the user name and password, then click the Login button or press the Enter key; 2. You can change the printer settings only after logging in; 3. Initial administrator information (Username: admin, Password: 000000).

---

Note: The default user name of product is “admin”, and the initial password is “000000”.

---

- b) Click "User Management" to conduct corresponding operations.
- c) Input new password in password field and re-enter password field.



- d) Single click “modify” button at the bottom of the window to save the setting.

#### 4.3.1.3. IP address

The IP address of product can be set up via DHCP function automatically or manually.

| Auto setup

DHC auto setup function of the product is defaulted activated.

- Connect the product to network via network cable and complete startup preparation.
- The product will obtain the IP address automatically allocated by server which can only be used after several minutes.

---

Note: • If DHCP fails to obtain IP address automatically, the product will adopt the defaulted IP address: 169.254.1.1.

• In view of the characteristics of DHCP, the IP address automatically allocated to printer might be changed when the printer is left unused for a long time or its network access point is changed, which will lead to printer connection failure. In this case, it is suggested to bind the IP address automatically allocated by network with the MAC address printer while enable DHCP.

| Manual setup

Input IP address in the address field of Web browser to open the built-in Web server.

- Click “settings” in navigation bar to open the settings page;
  - Select “network settings-“IPV4 settings”;
  - Set up “IP address allocation mode (manual), “IP address” and “subnet mask” in sequence; other items are optional;
  - Click “apply” to save settings.
-

Note: • The built-in Web server can be used to change the allocation mode of IP address to “Auto” or “Manual”.

• To reset all parameter settings of the product, users can restore factory settings. Refer to Chapter 6 for details.

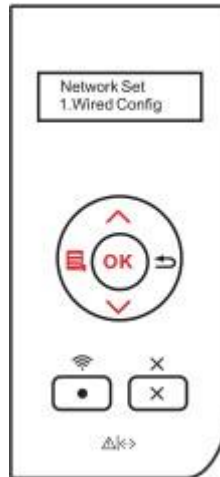
### 4.3.2. Control panel settings

Users can set up wired network and wireless network via the control panel menu.

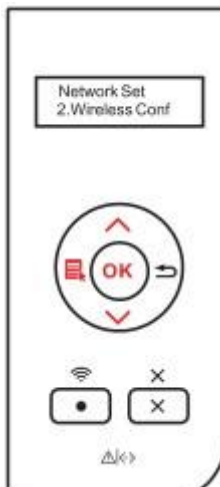
#### 4.3.2.1. Network settings

Users can set up network status through network settings.

- Press “Menu” button to enter menu settings interface.
- Press direction key “▲” or “▼” to select “4. Network settings” and then press “OK” button.
- Press direction key “▲” or “▼” to select “1. Wired network settings” and then press “OK” button; press direction key “▲” or “▼” to select “1.IPv4”“IPv6”.



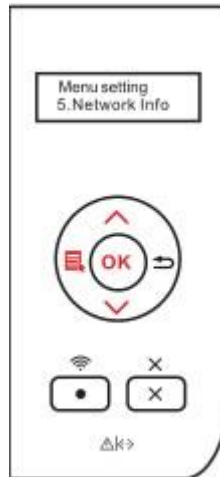
- Press direction key “▲” or “▼” to select “2. Wireless network settings” and then press “OK” button; press direction key “▲” or “▼” to select “1. Wireless network” “2. WPS PIN mode”.



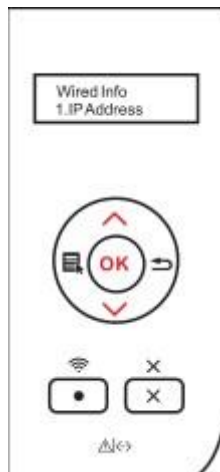
#### 4.3.2.2. Network information

Users can check network status through network information.

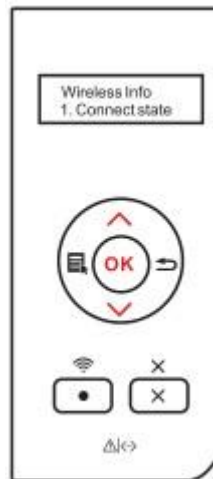
- a) Press “Menu” button to enter menu settings interface.
- b) Press direction key “▲” or “▼” to select “5. Network information” and then press “OK” button.



- c) Press direction key “▲” or “▼” to select “1. Wired network information”, “2. Wireless network information” and “Wi-Fi direct information”
- d) Select “1. Wired network information” and then press “OK” button; press direction key “▲” or “▼” to select “1. IP address”, “2. Subnet mask” and “3. Gateway”.



- e) Select “2. Wireless network information” and then press “OK” button; press direction key “▲” or “▼” to select “1. IP address”, “2. IP address”, “3. Subnet mask”, “4. Gateway”, “5. Channel” and “6. SSID”.

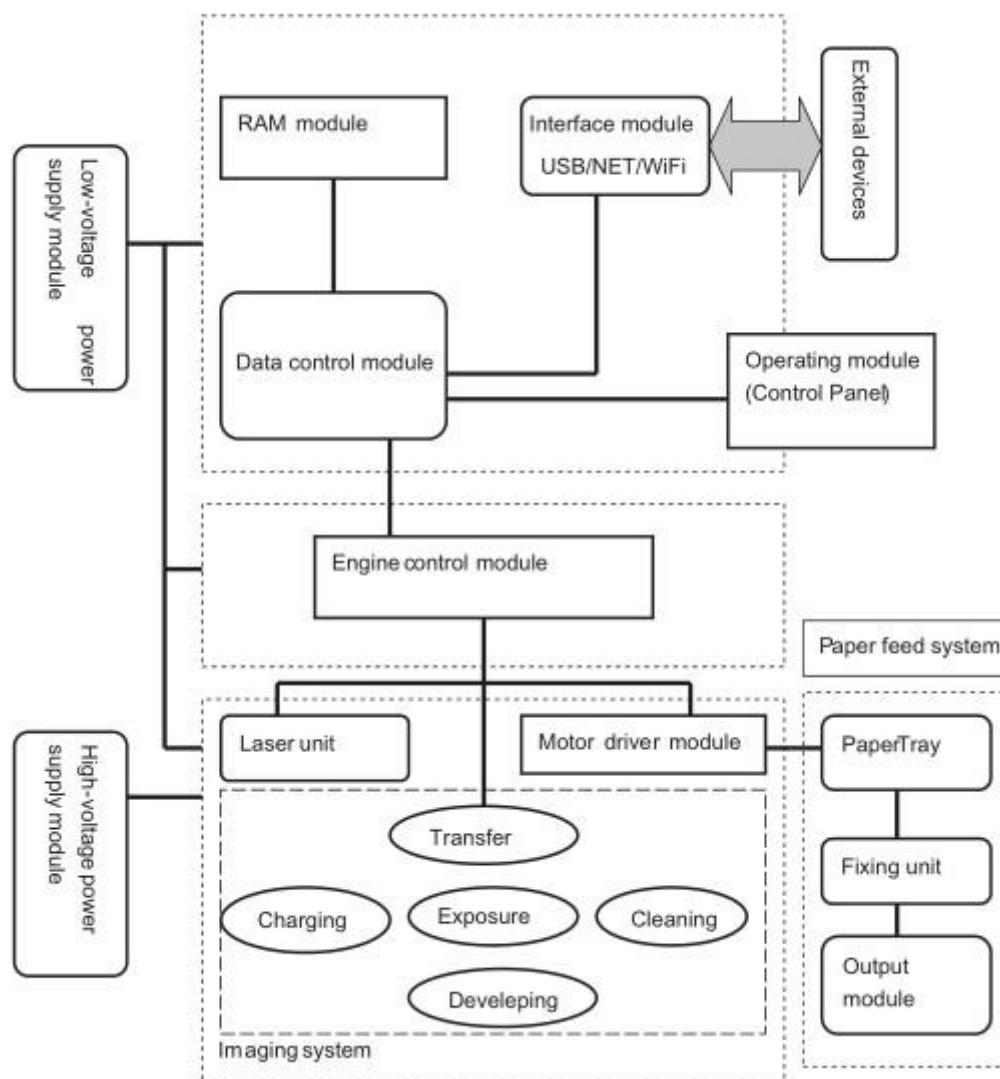


- f) Select “3. Wi-Fi direct information” and then press “OK” button; press direction key “▲” or “▼” to select “1. Status”, “2. Device name”, “3. IP address”, “4. Password”, “5. Channel” and “6. Number of devices connected”.



## 5. General Structure Diagram

### 5.1. General structure

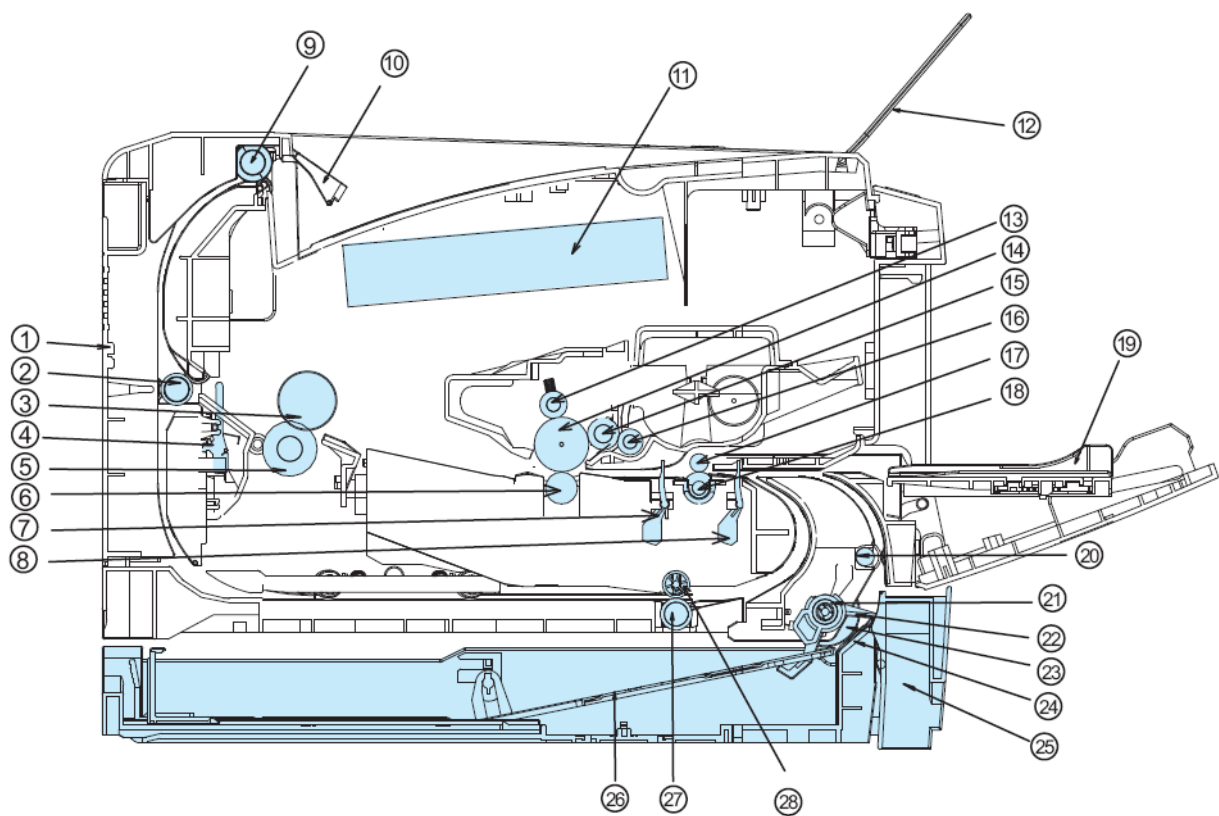


图文字	译文
RMA 模块	RMA module
接口模块 USB	Interface module USB
外接设备	External equipment
低压电源供给模块	Low-voltage power supply module
数据控制模块	Data control module
操作模块（控制面板）	Operation module (control panel)
引擎控制模块	Engine control module
高压电源供给模块	High-voltage power supply module
激光单元	Laser unit
马达驱动模块	Motor driver module



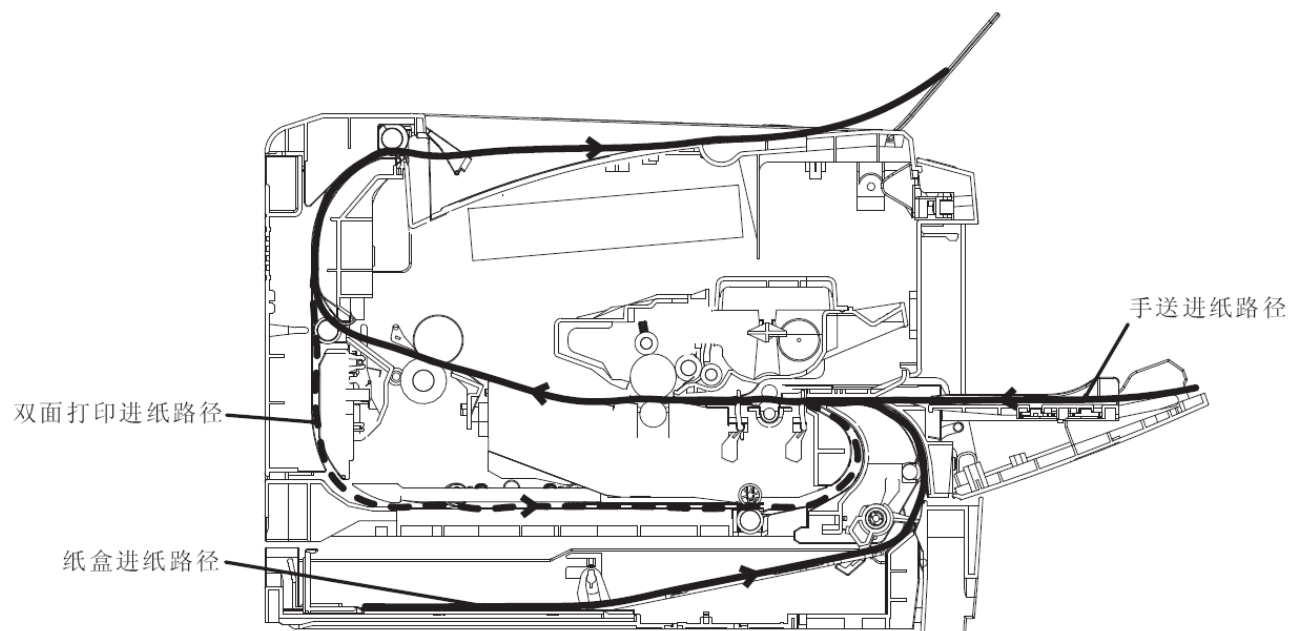
粉盒单元	Powder compact unit
转印模块	Transfer module
充电模块	Charging moudle
曝光硒鼓	Exposure toner cartridge
清洁模块	Cleaning module
显影模块	Developing module
纸盒	Paper tray
定影单元	Fuser unit
出纸模块	Paper-out module
进纸系统	Paper feed sytem
成像系统	Image system

## 5.2. Mechanical Structure diagram



1	Rear cover
2	Paper-out roller component 1
3	Heating roller
4	Feed-out sensor
5	Impression roller
6	Transfer roller
7	Apex sensor
8	Calibration sensor
9	Paper-out roller 2
10	Clamp
11	Laser
12	Feed-out tray
13	Charge roller
14	OPC
15	Developer roller
16	Powder supply roller
17	Calibration shaft
18	Calibration roller
19	Bypass tray
20	Conveying roller
21	Paper end sensor
22	Paper sensor
23	Pickup roller
24	Separator
25	Paper tray
26	Paper lifter
27	Conveying roller of duplex unit
28	Conveyor pulley of of duplex unit

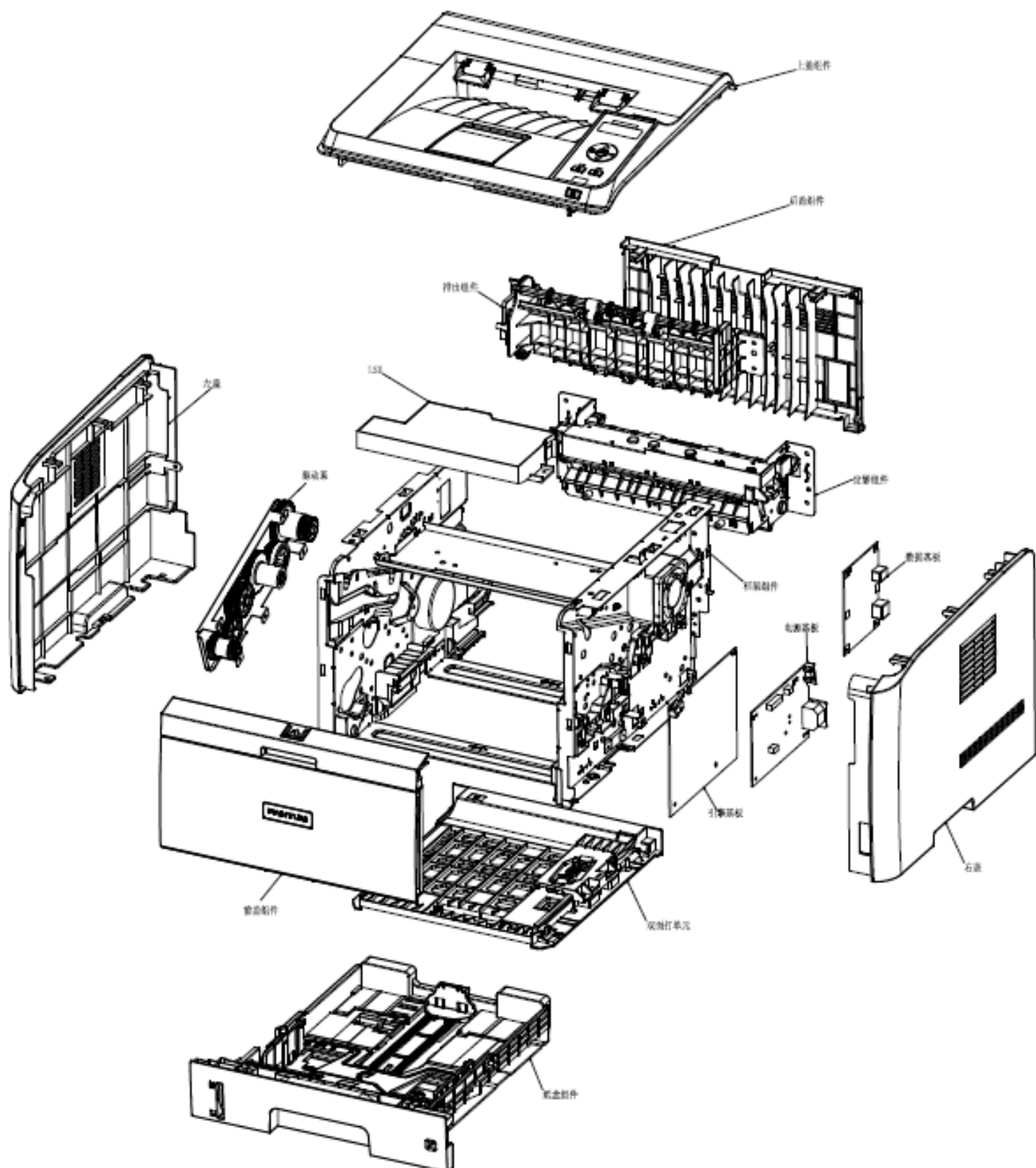
### 5.3. Paper feed path



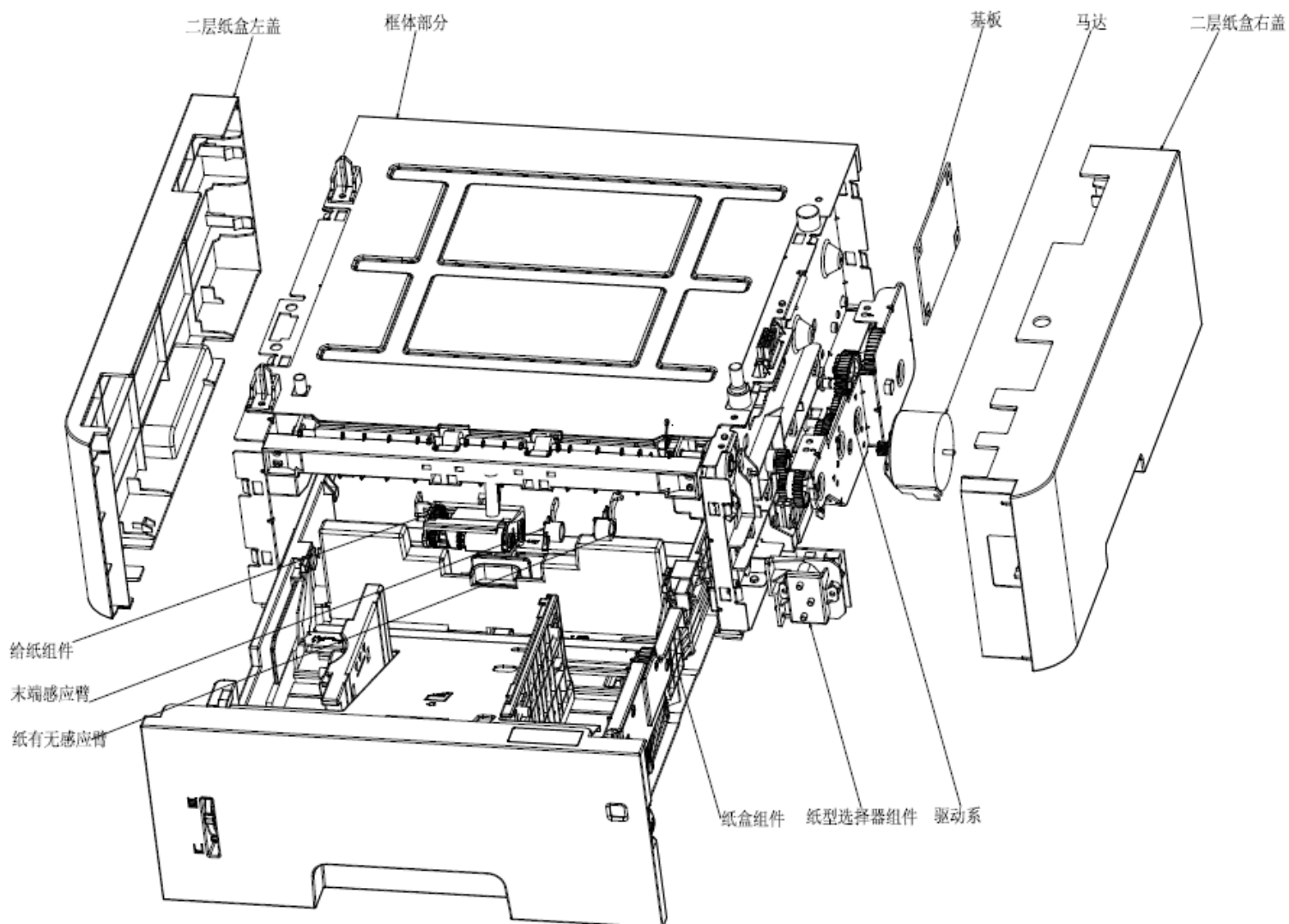
双面打印进纸路径	Paper feeding path for two-sided printing
手送进纸路径	Manual paper feeding path
纸盒进纸路径	Paper tray feeding path

## 6. Hardware disassembly

### 6.1. Explosion diagram - printer

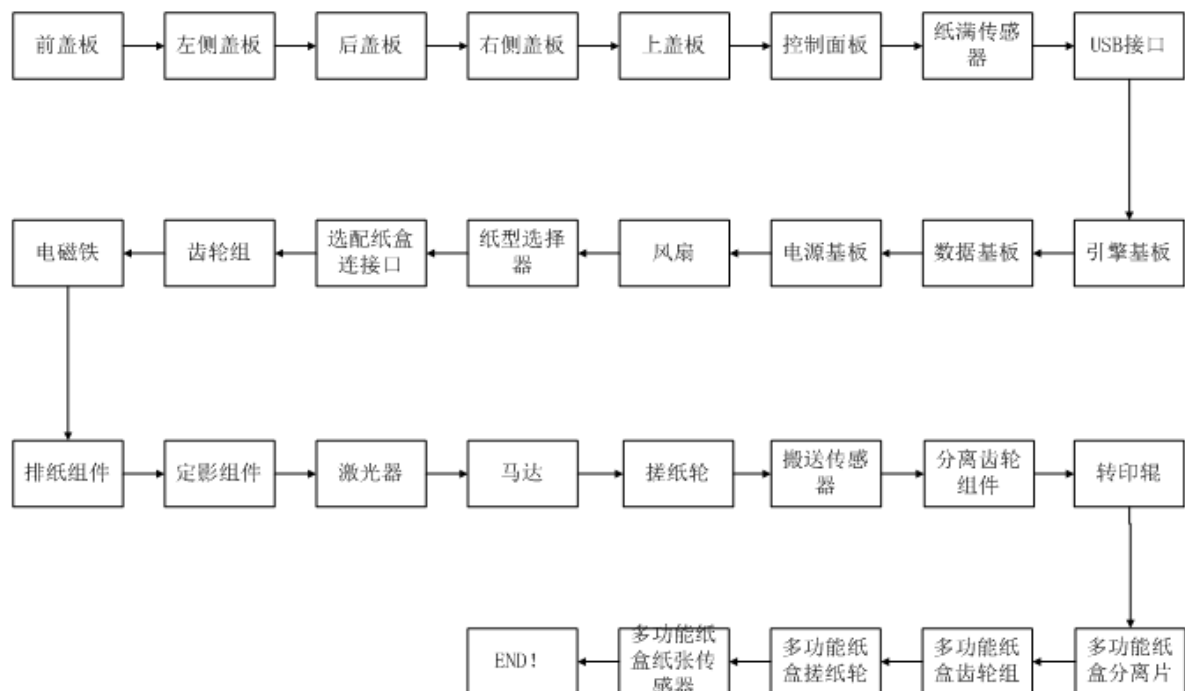


## 6.2. Explosion diagram – optional paper tray



二层纸盒左盖	Left cover of two-layer paper tray
二层纸盒右盖	Right cover of two-layer paper tray
框体部分	Frame part
基板	Base plate
马达	Motor
给纸组件	Paper feeding component
末端感应臂	End sensory arm
纸有无感应臂	Paper sensory arm
纸盒组件	Paper tray component
纸型选择器组件	Paper size selector component
驱动系	Drive system

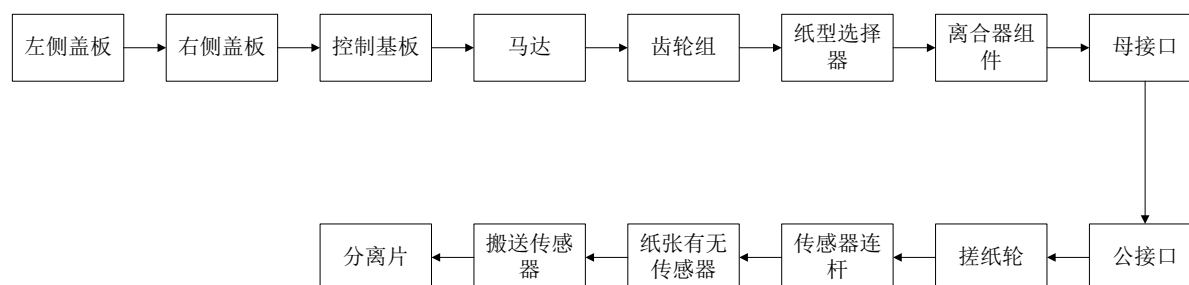
### 6.3. Disassembly steps – printer



图文字	译文
前盖板	Front cover plate
左侧盖板	Left cover plate
右盖板	Right cover plate
右侧盖板	Right cover plate
上盖板	Upper cover plate
控制面板	Control panel
纸满传感器	Paper full sensor
USB 接口	USB interface
电磁铁	Electromagnet
齿轮组	Gear set
选配纸张连接口	Optional paper connector
纸型选择器	Paper size selector
风扇	Fan
电源基板	Power base board
数据基板	Data base board
引擎基板	Engine base board
排纸组件	Feed-out component
定影组件	Fuser component
激光器	Laser
马达	Motor
搓纸轮	Pickup roller
搬送传感器	Conveying sensor

分离齿轮组件	Separating gear component
转印辊	Transfer roller
多功能纸盒分离片	Multi-function paper tray separator
多功能纸盒齿轮组	Multi-function paper tray gear set
多功能纸盒搓纸轮	Multi-function paper tray pickup roller
多功能纸盒纸张传感器	Multi-function paper sensor

#### 6.4. Disassembly steps – optional paper tray

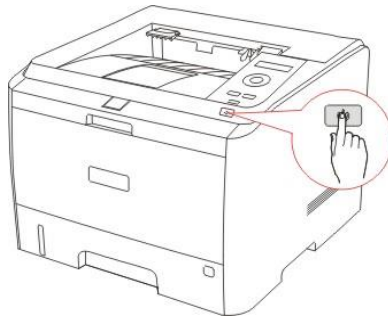


图文字	译文
左侧盖板	left cover plate
右侧盖板	Right cover plate
控制基板	Control base board
马达	Motor
齿轮组	Gear set
纸型选择器	Paper size selector
离合器组件	Clutch component
母接口	Femal interface
分离片	Separator
搬送传感器	Conveying sensor
纸张有无传感器	Paper sensor
传感器连杆	Sensor connecting rod
搓纸轮	Pickup roller
公接口	Male interface

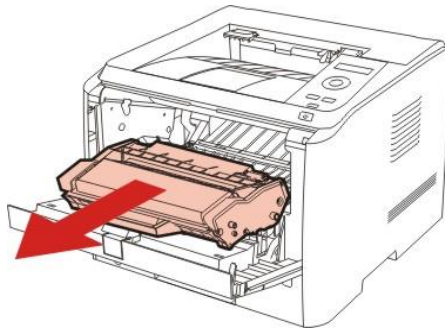
## 6.5. Disassembly diagram - printer

### 6.5.1. Preparation before disassembly

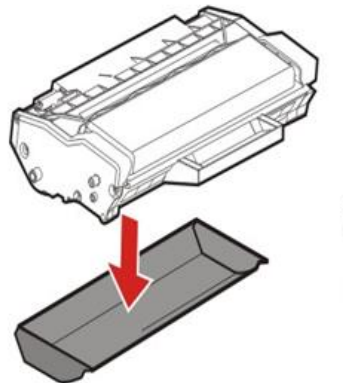
- a) Turn printer power off.



- b) Open the front cover and take the toner cartridge running out along the guides.



- c) Protect toner cartridge to prevent image quality from being affected by exposure.



- d) Take paper tray out.





e) Take duplex unit out.



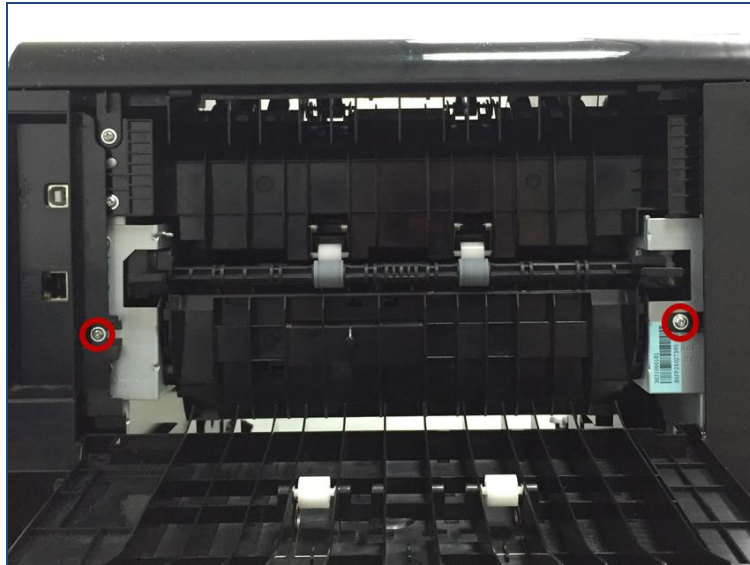
6.5.2. Front cover plate



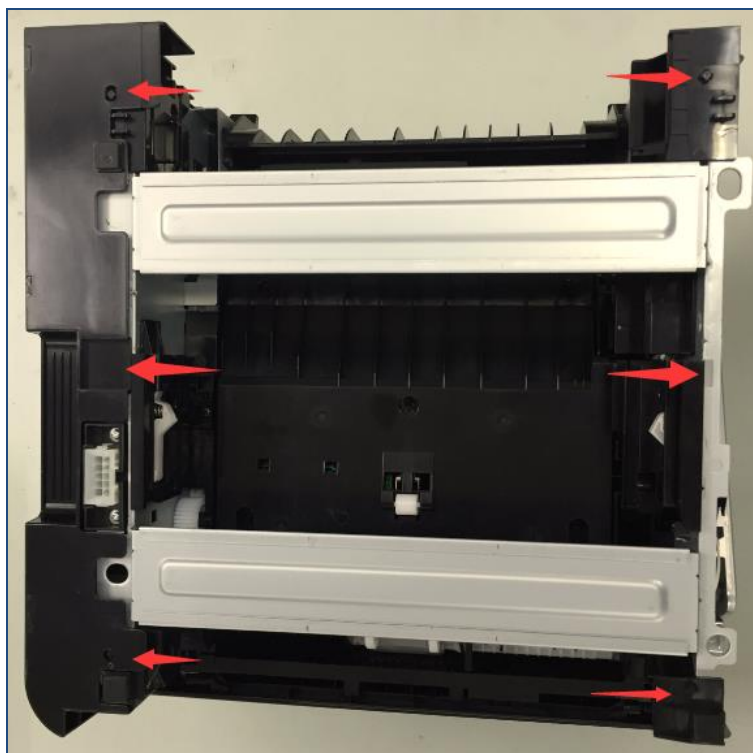
注意传感器连线	Pay attention to sensor wiring
拆除前盖板时，先拆除左边	When dismantling front cover plate, dismantle the left one first

6.5.3. Left cover plate

a) Remove the 2 rear screws.



b) Pry to remove the left cover plate in accordance with the giving directions.

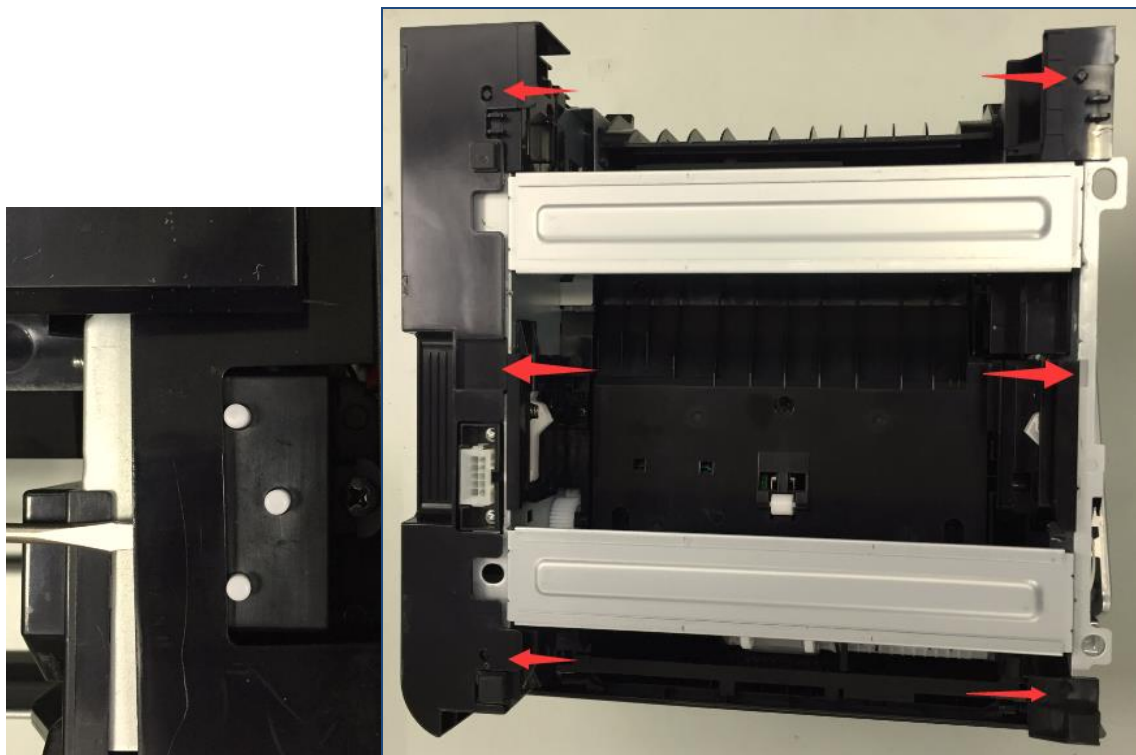


#### 6.5.4. Rear cover plate



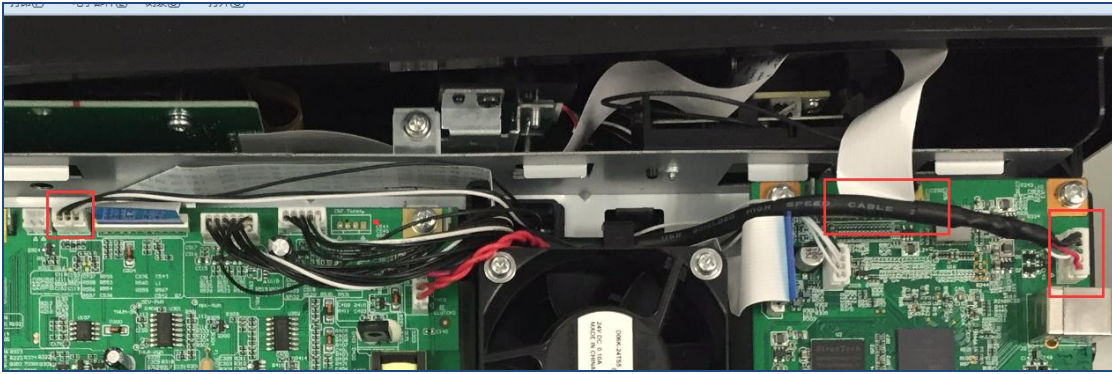
#### 6.5.5. Right cover plate

Pay attention to paper size sensor while removing the right cover plate.

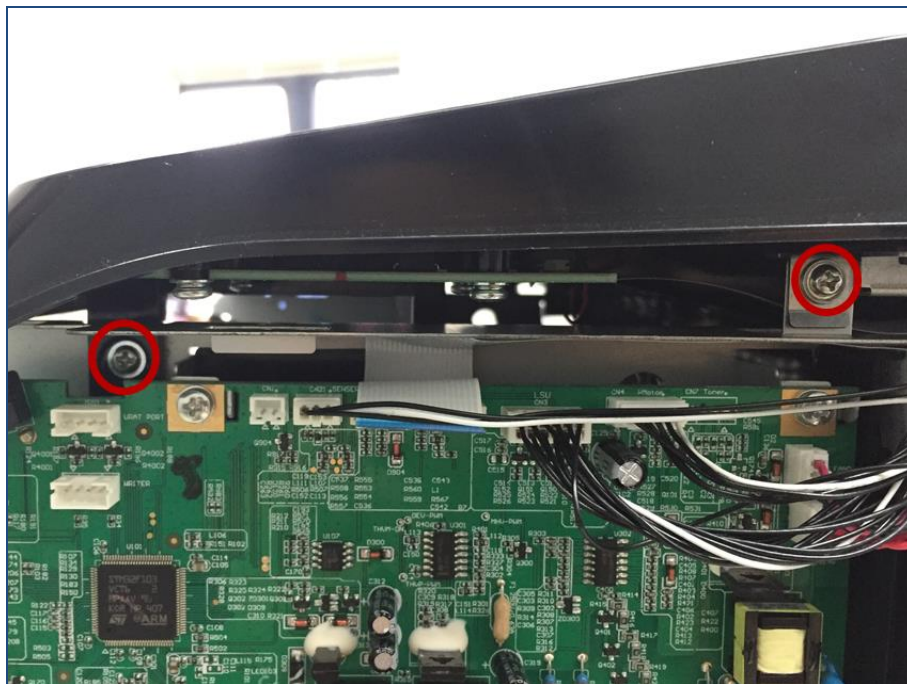


#### 6.5.6. Upper cover plate

- a) Cut off the 3 connecting wires shown in the photo.



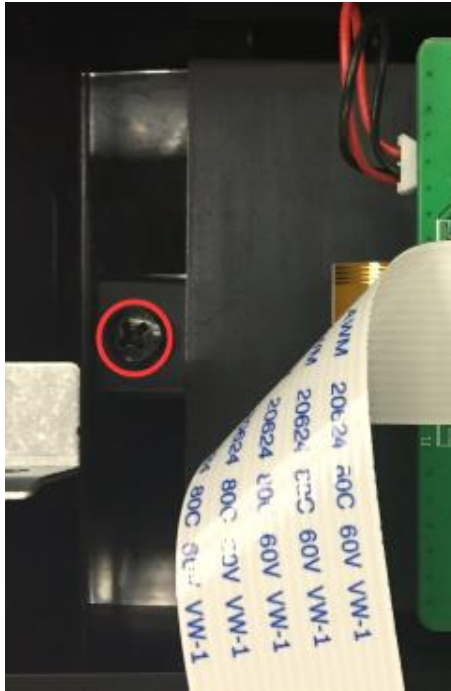
b) Remove the screws, 2 in the rear, 1 in the left and 2 in the right, shown in the positions below.



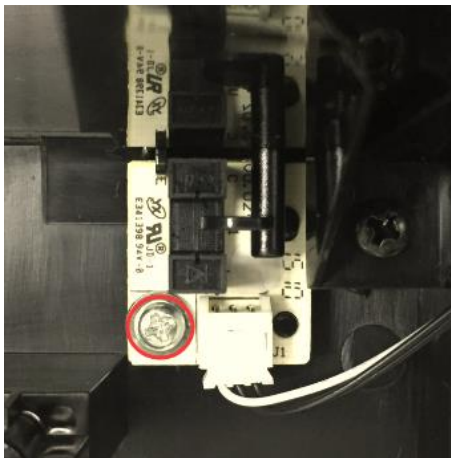
c) Kick out the left and right bayonets as shown in the photo and lift up the upper cover plate.





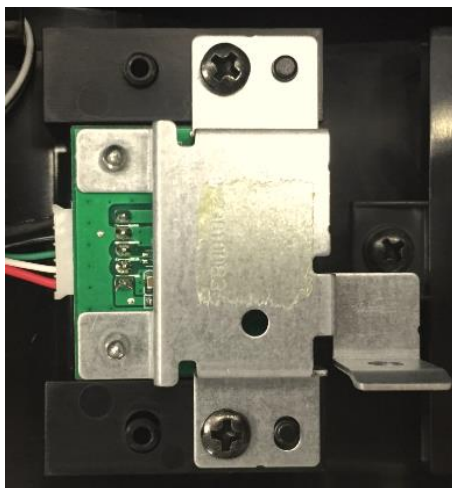


#### 6.5.8. Paper full sensor

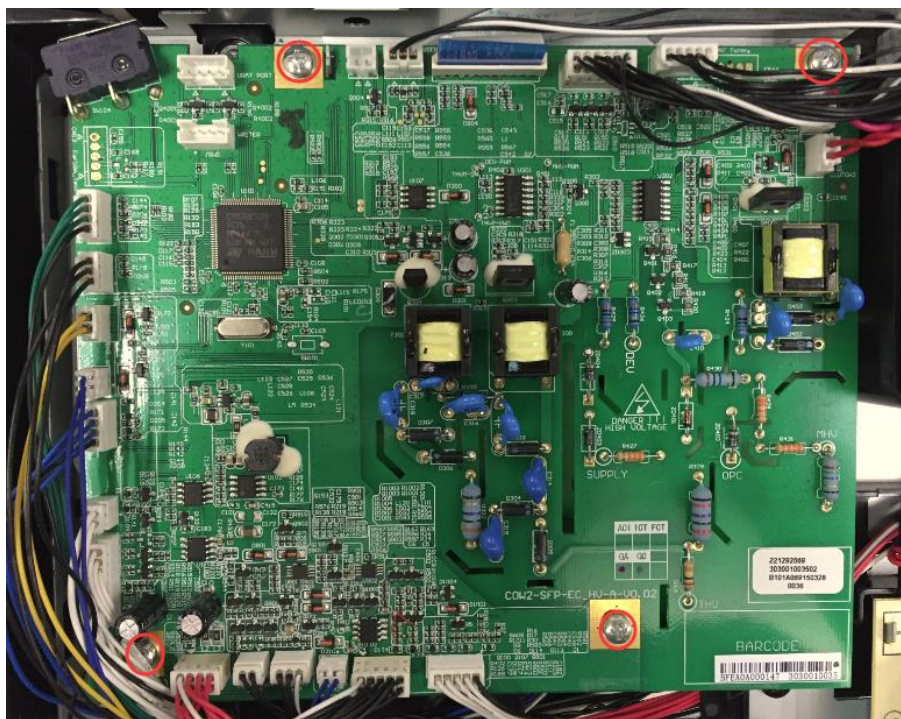


#### 6.5.9. USB interface

It is the port reads data devices other than the interface connecting to computer.



### 6.5.10. Engine base board

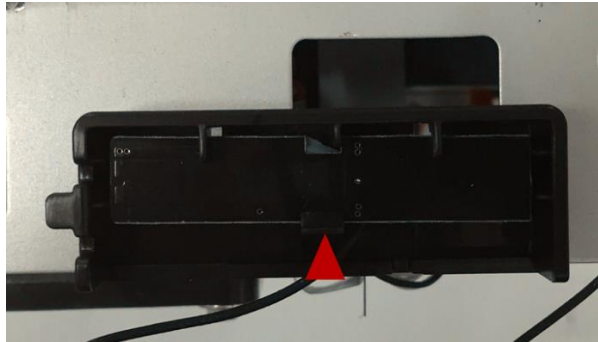


Note:

- After taking the engine base board down, users can see 4 conductive poles. Please take care of them and do not make them lost.
- Please pay attention and install the conductive poles in right places. One conductive pole is different from the other 3 and as it is an OPC conductive pole.

### 6.5.11. Data base board

- a) Remove data base board connectors and wireless antennas.

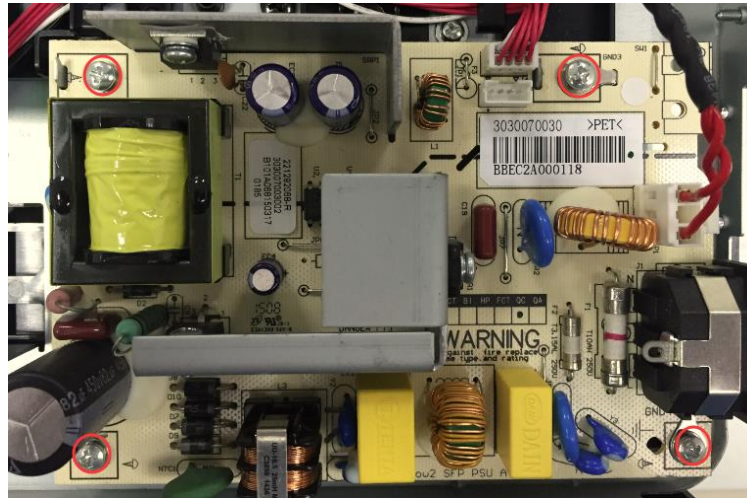


- b) Remove screws and take data base board down.





### 6.5.12. Power base board



### 6.5.13. Fan

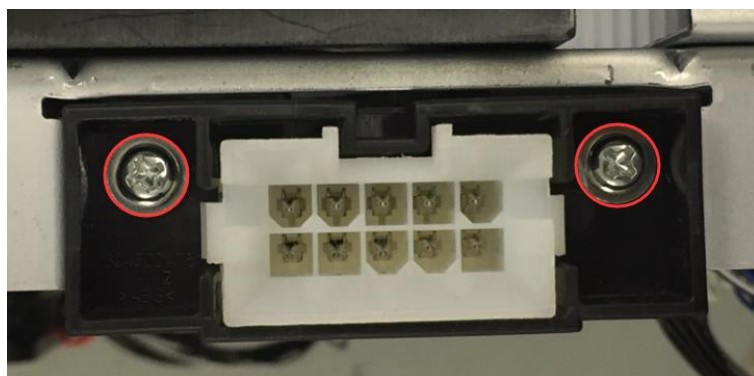
Please disconnect fan wires and then remove the fan.



#### 6.5.14. Paper size selector assembly

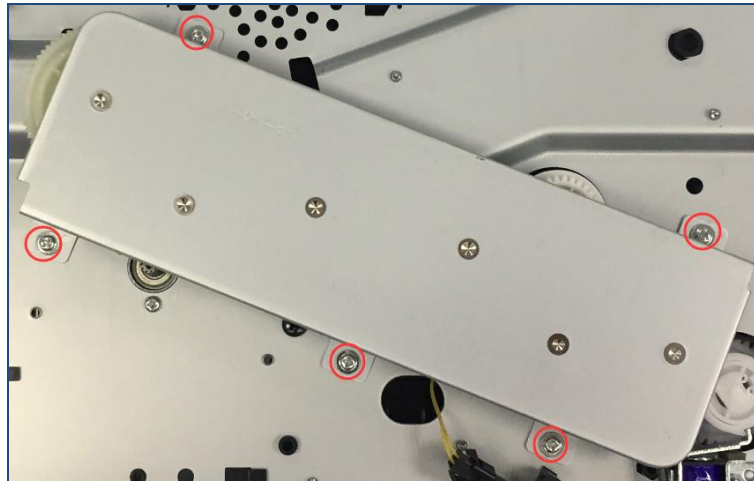


#### 6.5.15. Optional paper tray interface



#### 6.5.16. Gear set

Remove the 5 fixing screws down and take the drive system down.



### 6.5.17. Electromagnet

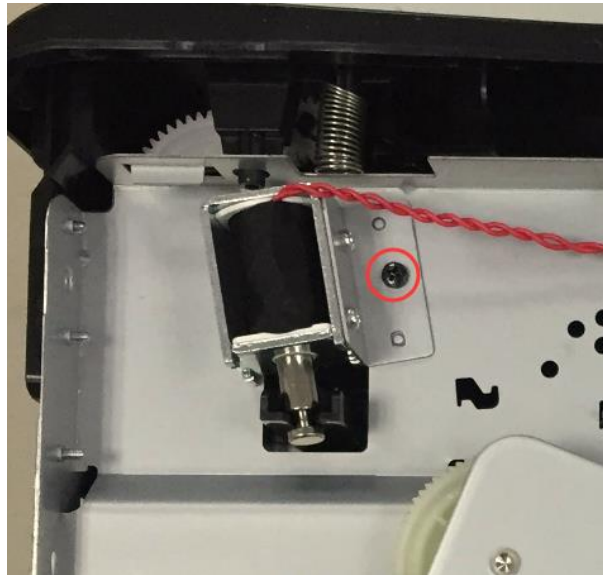
#### a) Paper feeding electromagnet

Unplug electromagnet connecting wire, remove the fixing screws and then take the electromagnet down.



#### b) Two-sided electromagnet

Pull out electromagnet connecting wire, remove the fixing screw and take the electromagnet down.



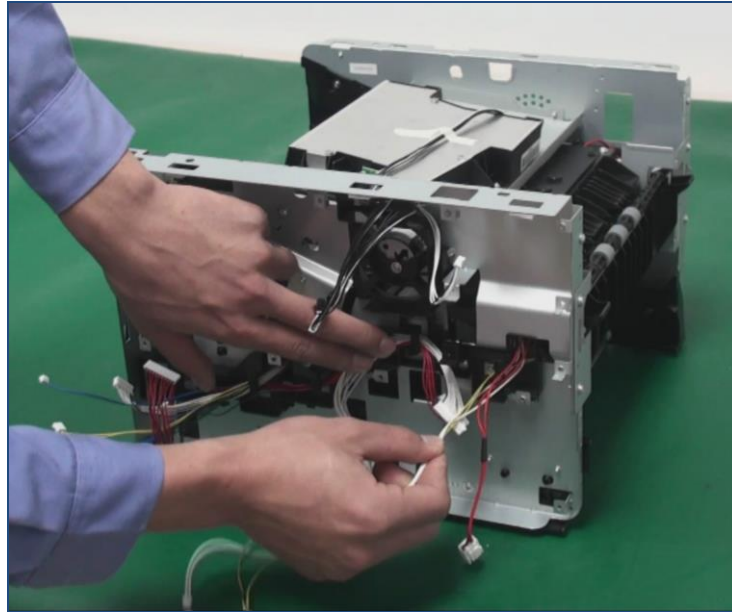
### 6.5.18. Feed-out component

Remove fixing screws and take feed-out component down.

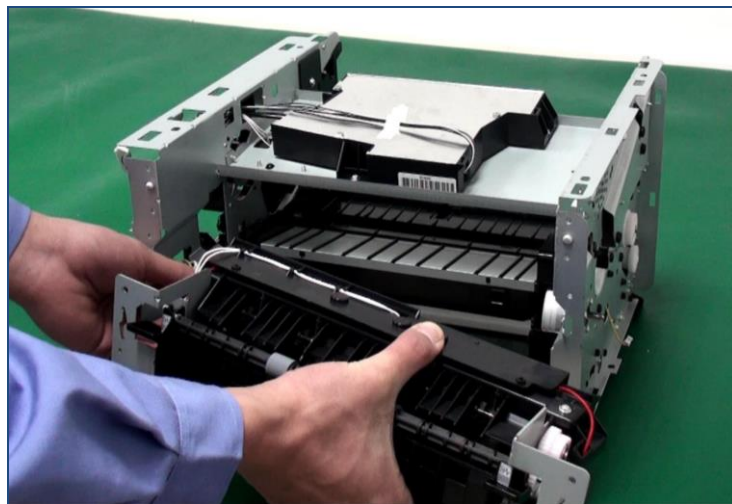


### 6.5.19. Fuser Component

- a) Pull out the cable of fuser component.



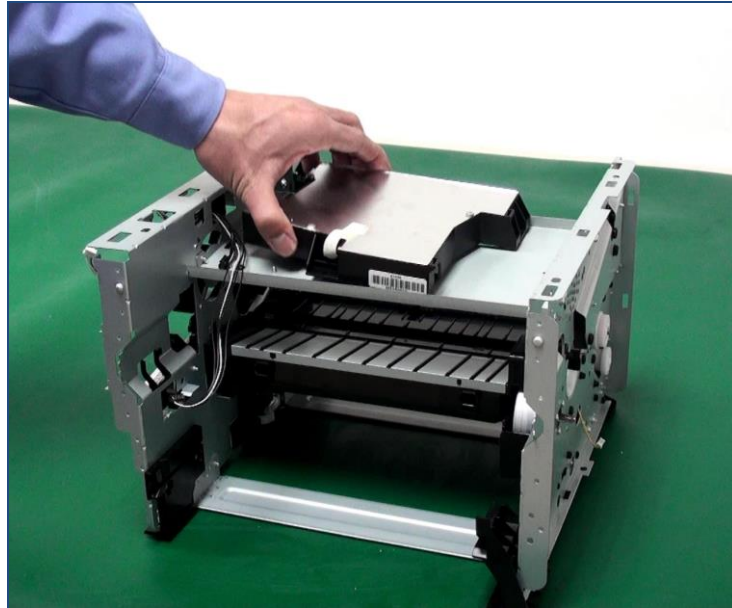
b) Take fixing screws (1 in the left, 1 in the right and 4 in the rear, 6 in total) down and then take the fuser component down.



## 6.5.20. Laser

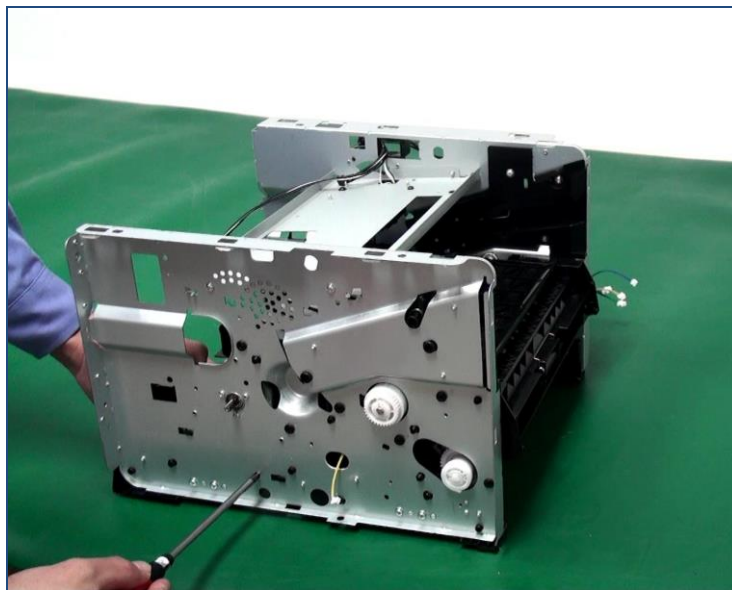
Unplug laser connecting wire, remove the fixing screw and take the laser down.



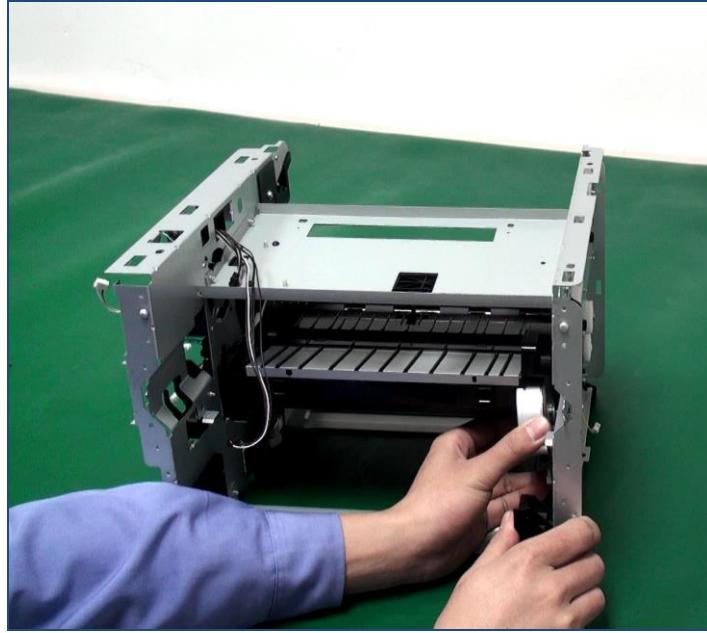


### 6.5.21. Motor

- a) Prop up the fixing jack catches of motor protection cover and then take the motor protection cover down.

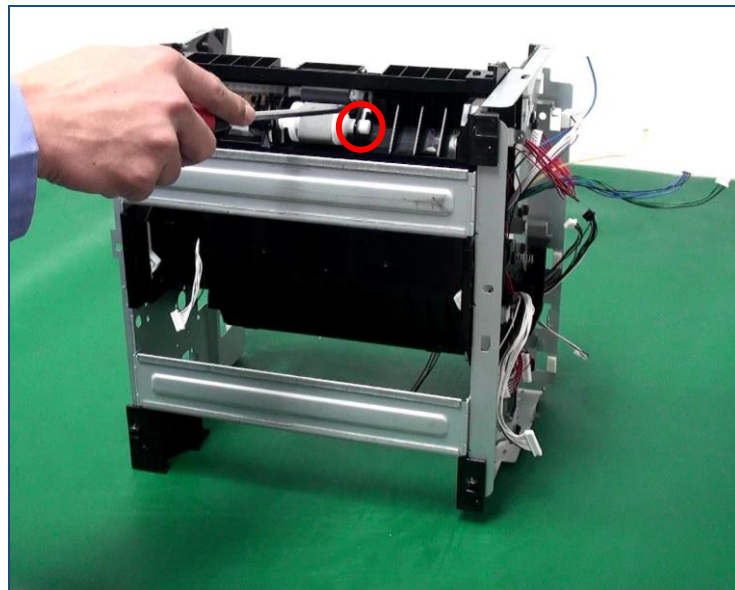


- b) Remove fixing screws through the motor and then take the motor down.



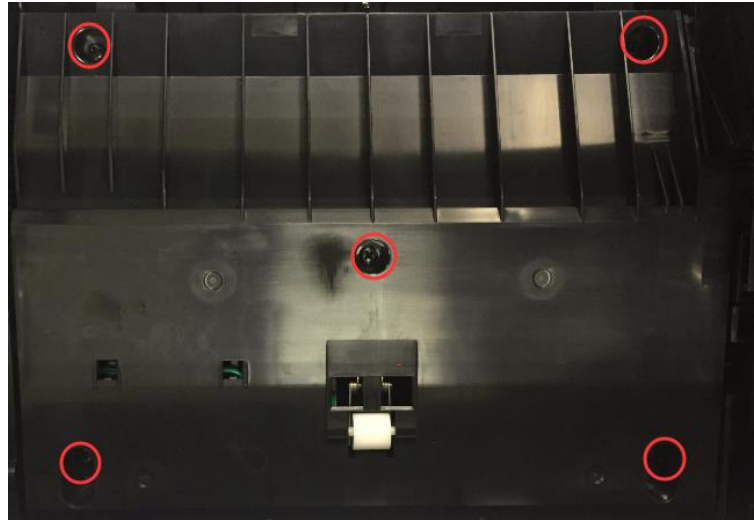
#### 6.5.22. Pickup roller

Take the locating pin of pickup roller down and then take the pickup roller down.

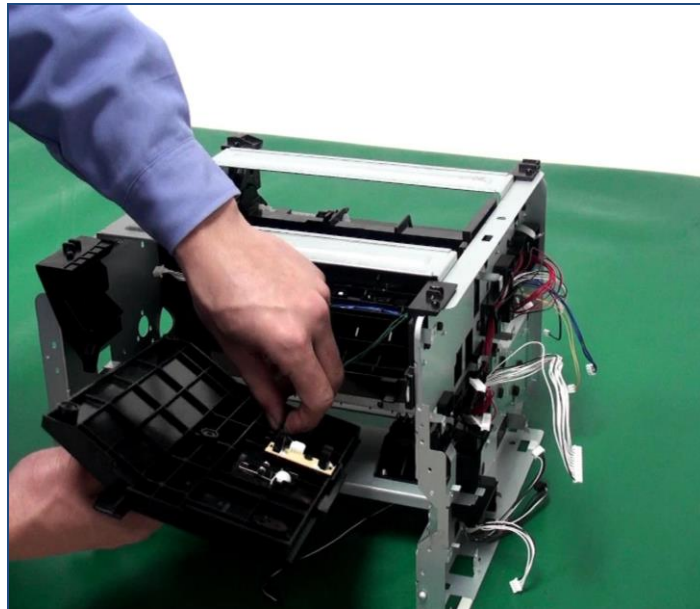


#### 6.5.23. Bottom cover and conveying sensor

- a) Remove the fixing screws of bottom cover and then take the bottom cover down.



- b) Unplug the connecting wire of inductive base board.



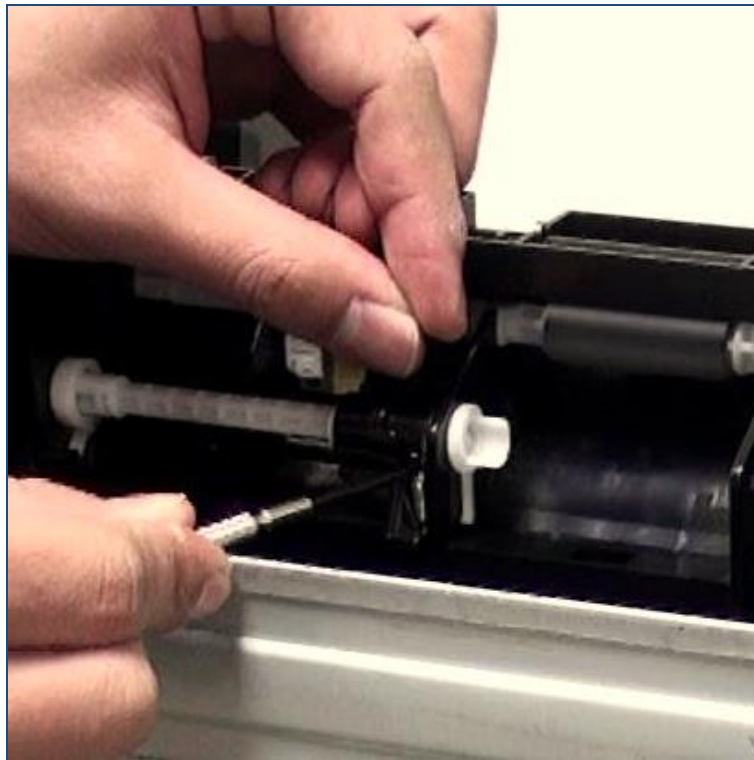
#### 6.5.24. Separating gear component

- a) Remove the plastic cover plate of clutch gear.

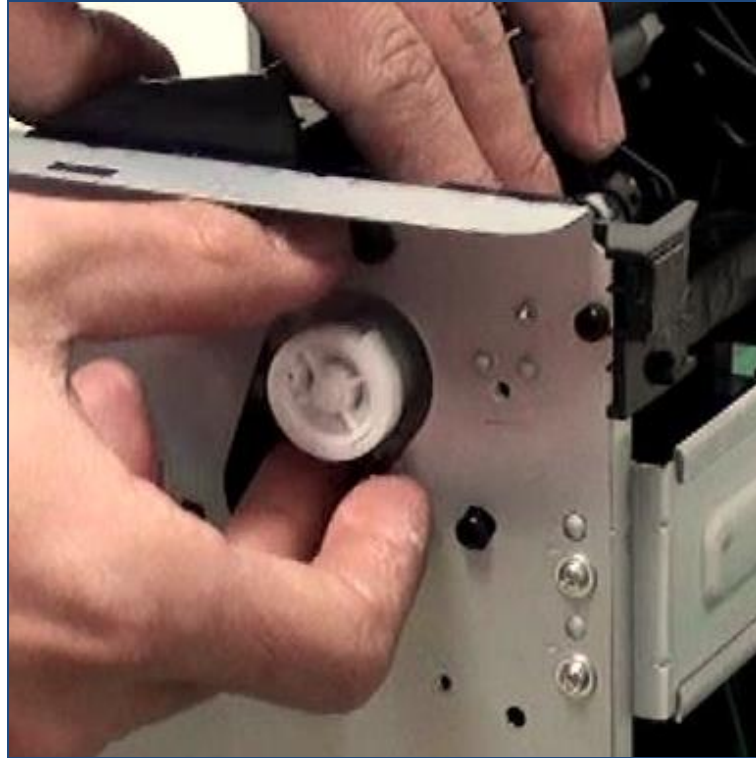




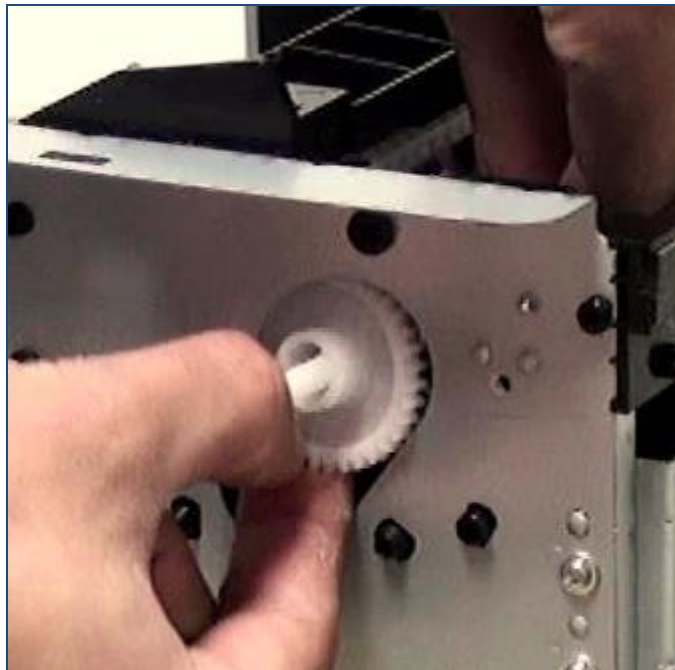
b) Remove the spring and then take the locating pin down.



c) Take the clutch gear sleeve and spring down.



- d) Move the clutch shaft for paper feeding and take the clutch gear down.

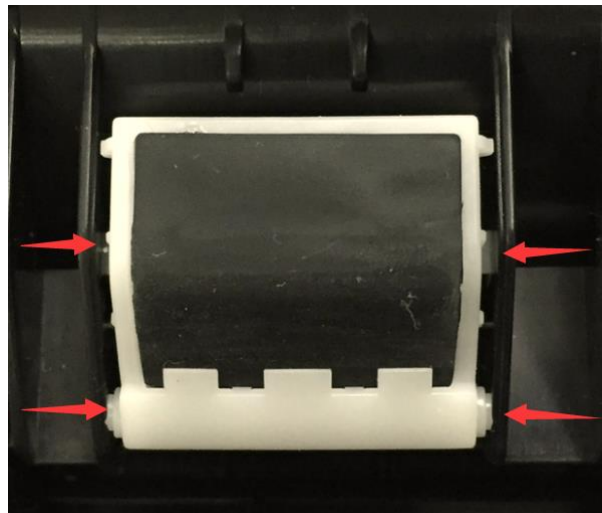


### 6.5.25. Transfer roller

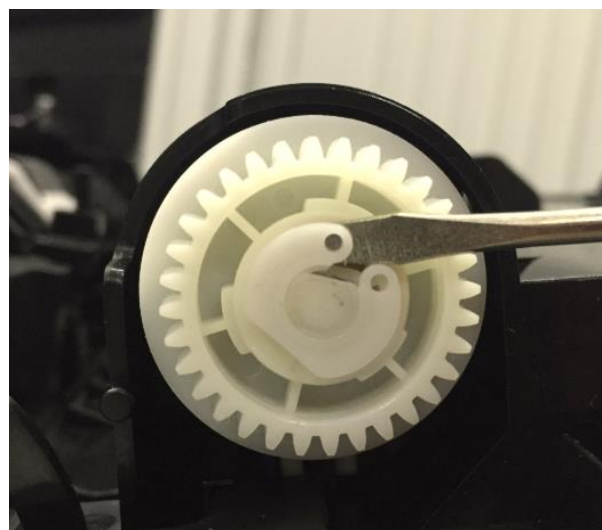
Loosen the claw chuck of the bearings at both sides of transfer roller and take then transfer roller down.



6.5.26. Multi-function paper tray separator

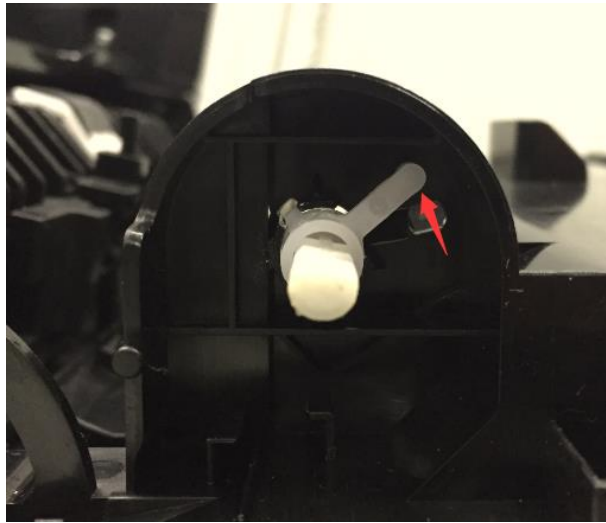


6.5.27. Multi-function paper tray separating gear component

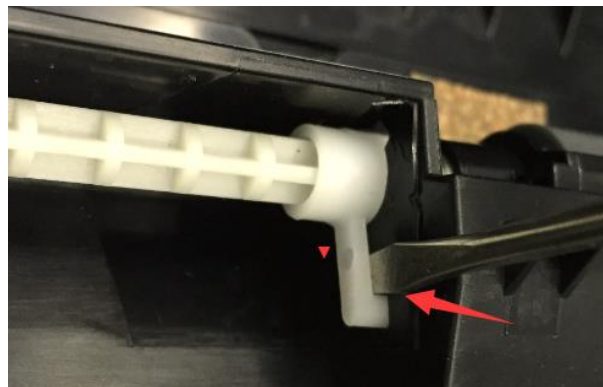


### 6.5.28. Multi-function paper tray pickup roller

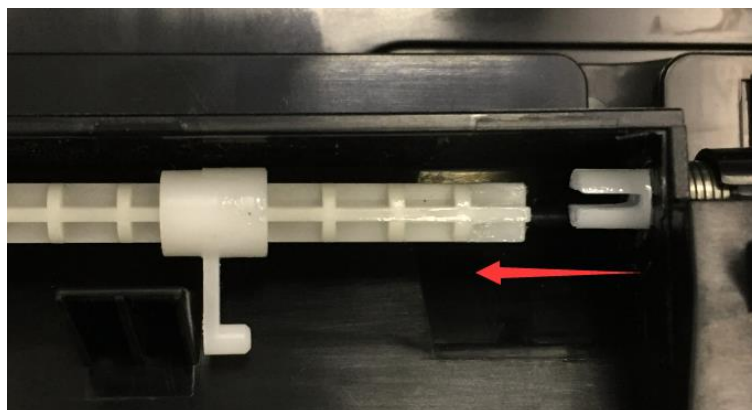
- a) Prop up the sleeve at the left side of pickup roller.



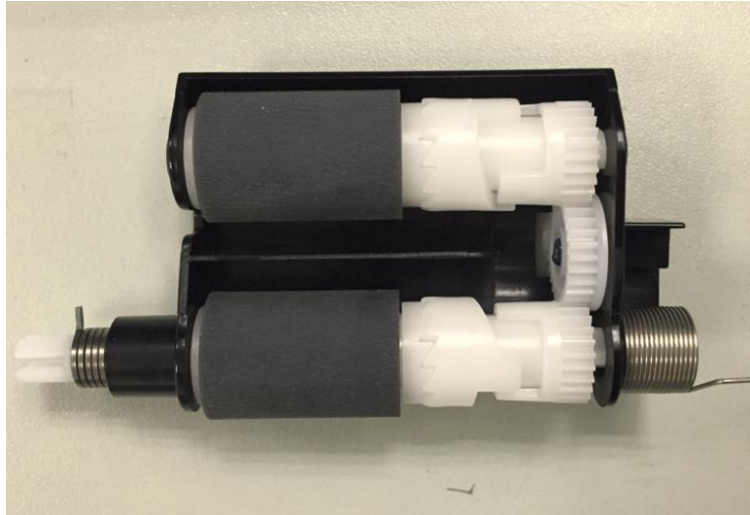
- b) Prop up the sleeve at the right side of pickup roller.



- c) Separate the connecting rod of pickup roller.

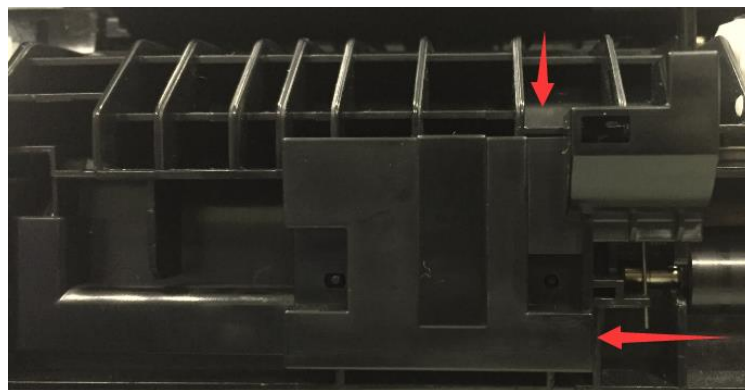


- d) Take the pickup roller component down and pay attention to spring position.

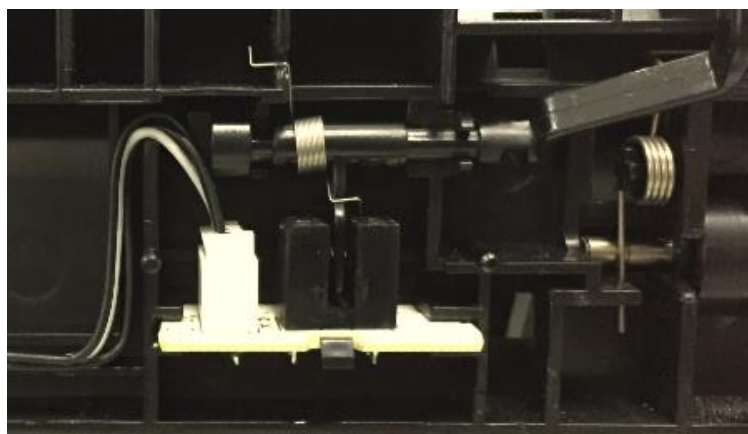


### 6.5.29. Paper sensor of multi-function paper tray

- a) Prop up the cover plate of paper sensor according to the diagram



- b) Disconnect the connecting wire and take the paper sensor down.





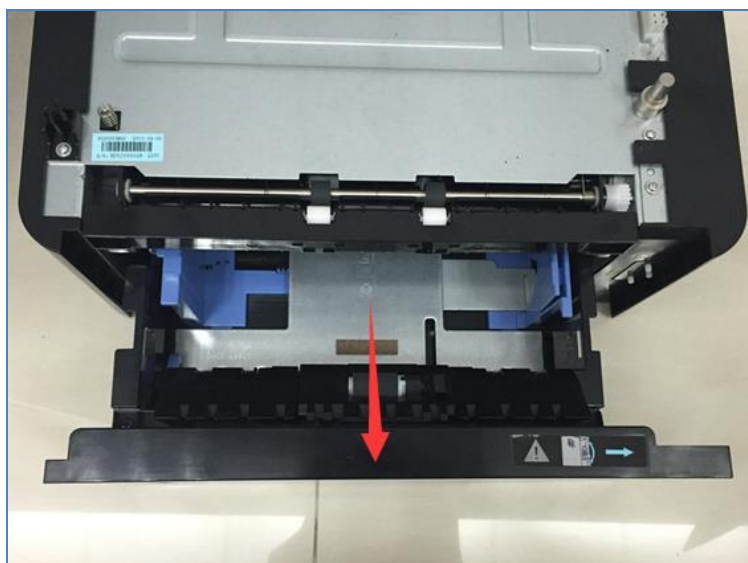
## 6.6. Disassembly diagram – optional paper tray

### 6.6.1. Preparation before disassembly

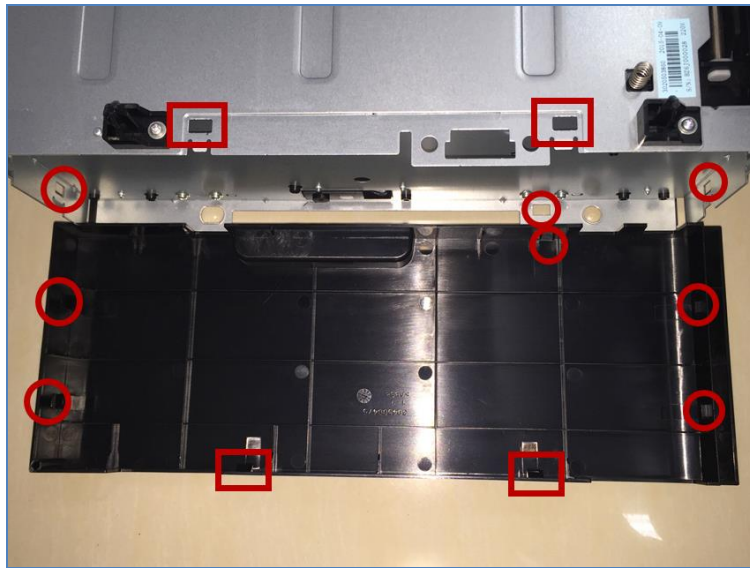
- a) Turn printer power off, disconnect the power line and separate the printer and optional paper tray.



- b) Take the paper tray down.



### 6.6.2. Left cover plate of optional paper tray



### 6.6.3. Right cover plate of optional paper tray

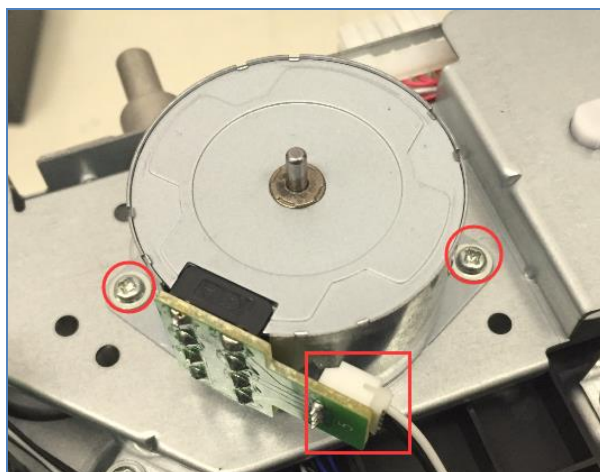
The disassembly method is the same as the disassembly method for left cover plate. Special attention should be paid to the position of paper selector.



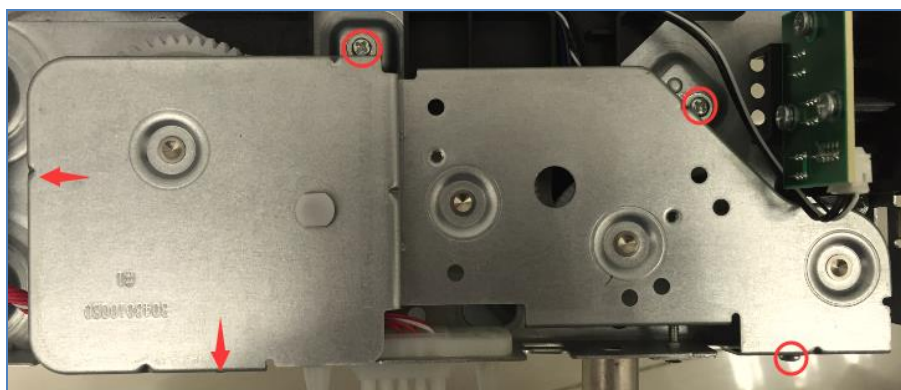
#### 6.6.4. Control base board of optional paper tray



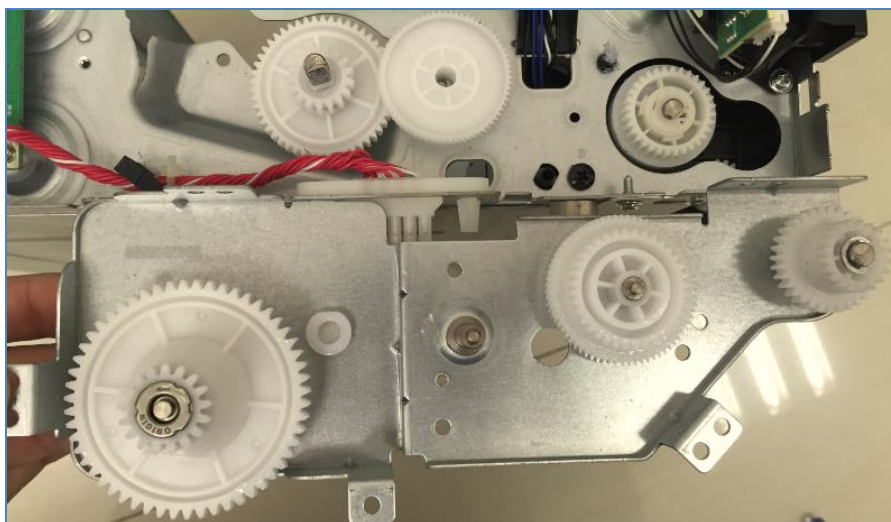
#### 6.6.5. Motor of optional paper tray



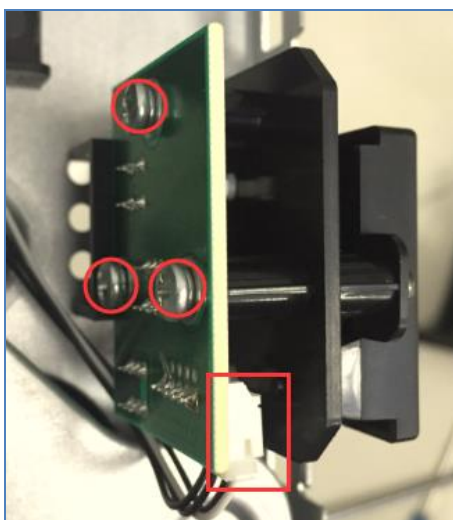
#### 6.6.6. Gear set of optional paper tray





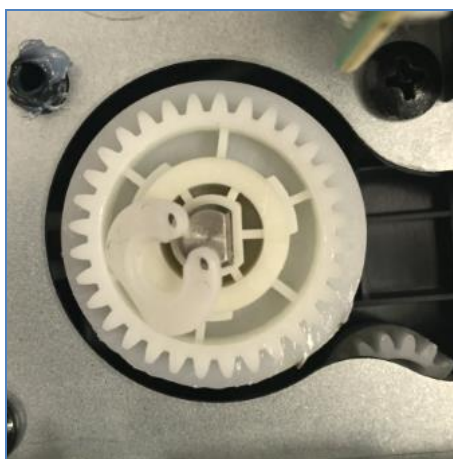


#### 6.6.7. Paper size selector of optional paper tray

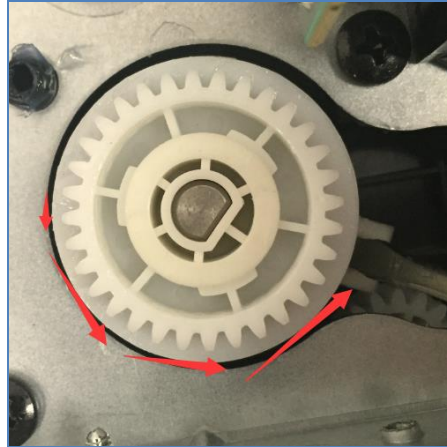


#### 6.6.8. Clutch component of optional paper tray

- a) Remove gear limit bayonet.

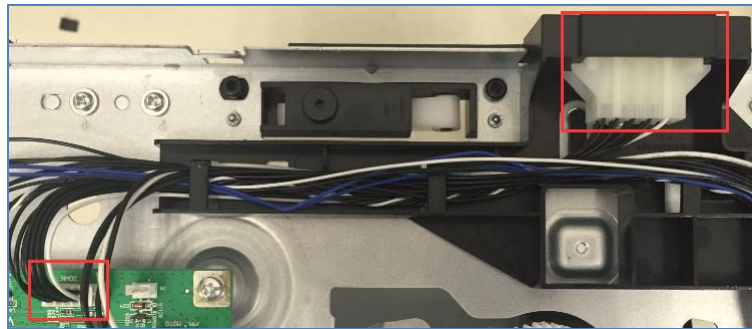


- b) Rotate gear locator clamp to this position with straight screwdriver according to the direction shown in the diagram.

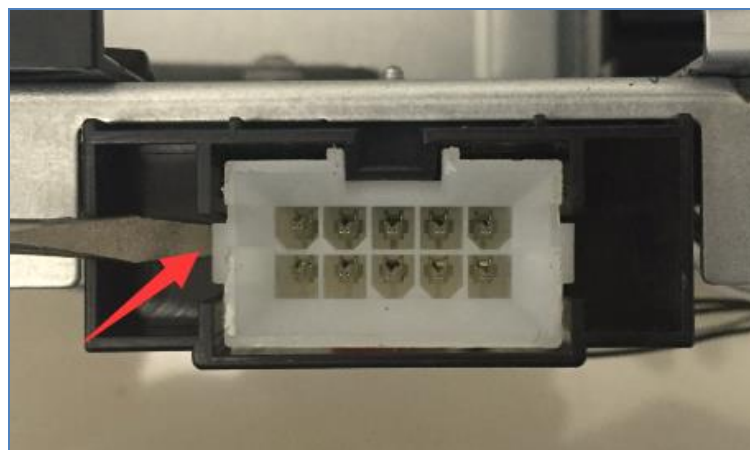


#### 6.6.9. Female interface of optional paper tray

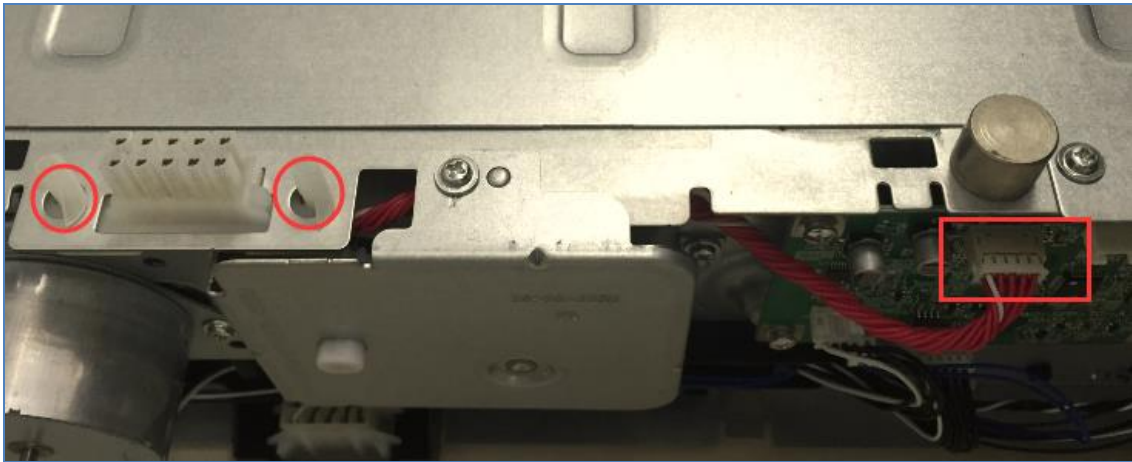
- a) Disconnect the connecting wire.



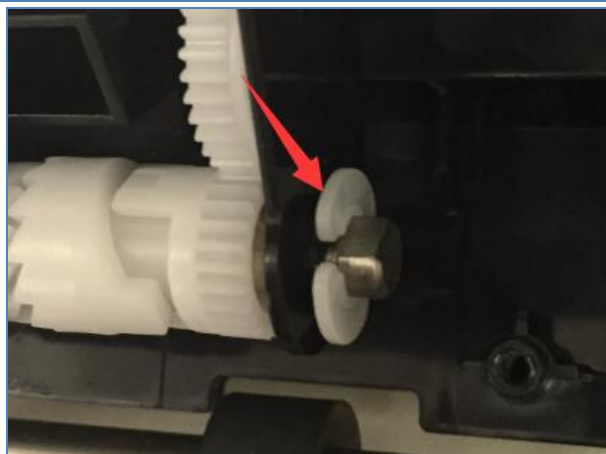
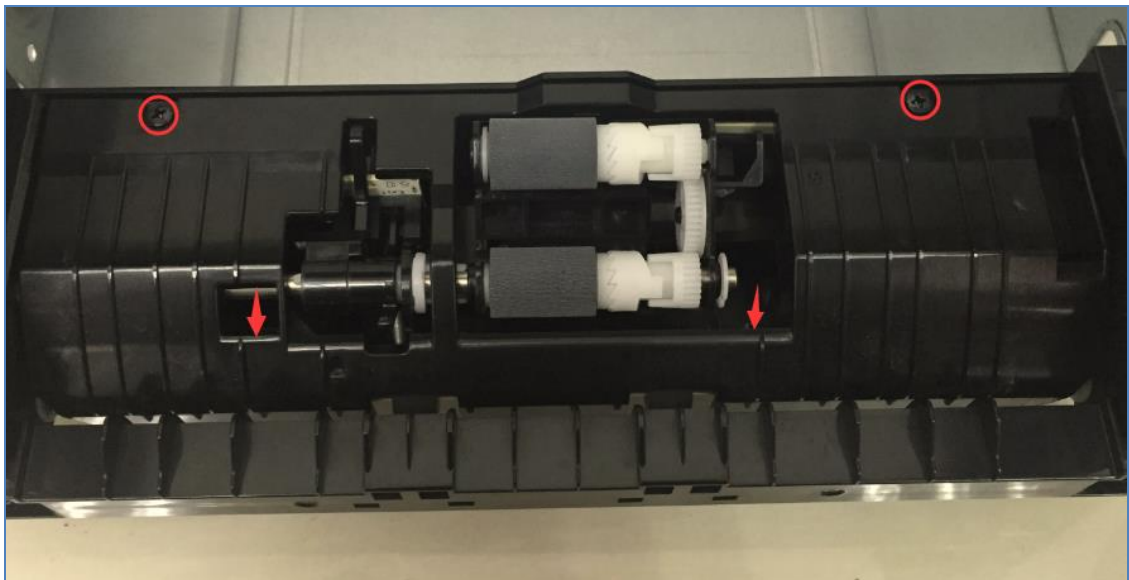
- b) Prop up the bayonet according to the diagram.

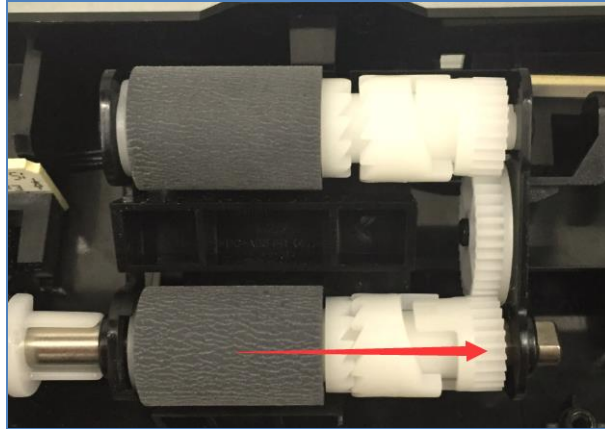


#### 6.6.10. Male interface for optional paper tray



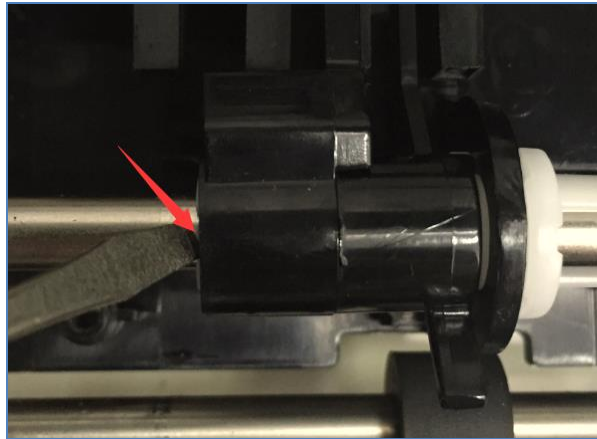
#### 6.6.11. Pickup roller for optional paper tray



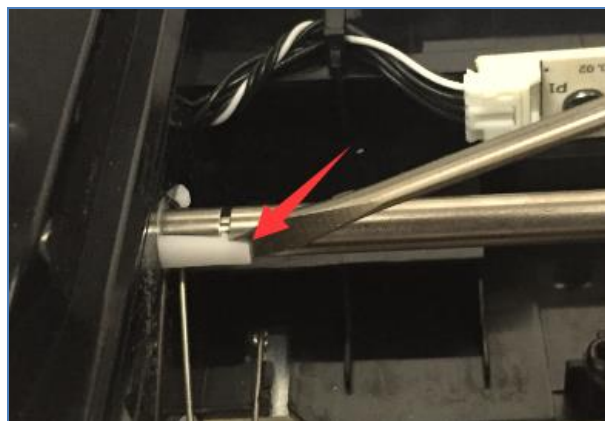


#### 6.6.12. Sensor connecting rod of optional paper tray

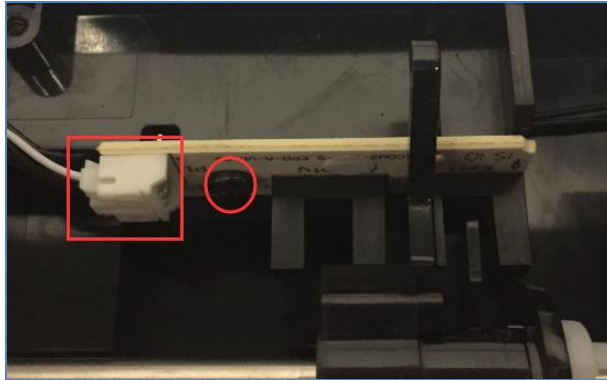
- a) Press the bayonet of fixing connecting rod down, and then make the connecting rod come off in the left side.



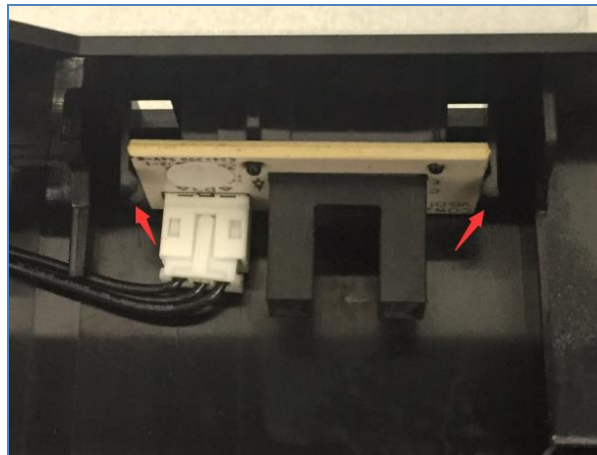
- b) Prop up the steel shaft limit clamp, pull out the steel shaft in the right side and separate the connecting rod at last.



#### 6.6.13. Paper sensor of optional paper tray

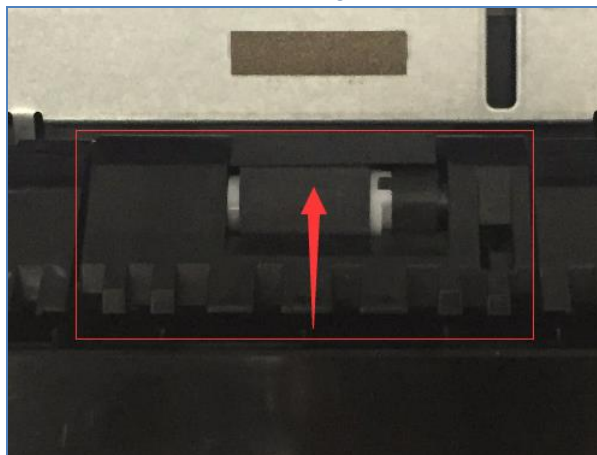


#### 6.6.14. Conveying sensor of optional paper tray



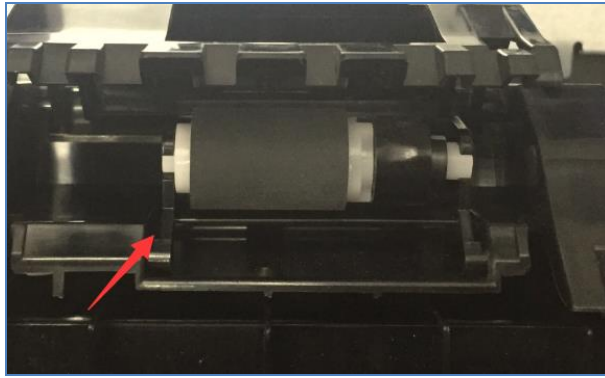
#### 6.6.15. Separator of optional paper tray

- a) Break off according to the direction shown in the diagram.

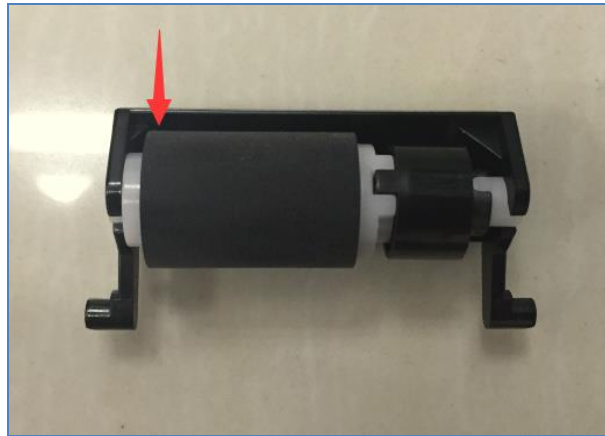


- b) Break open with straight screwdriver at one side.





c) Break open according to the direction shown in the diagram and then take the separator down.

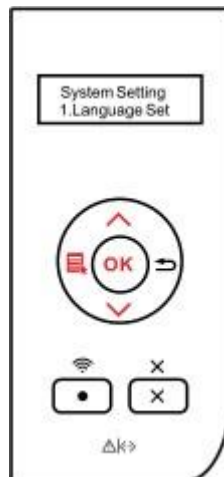


## 7. System Settings

### 7.1. Language Setting

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

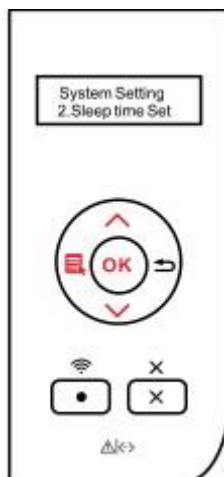
- 1) Press "Menu" button to enter the menu interface.
- 2) Press "OK" key to select "1. System Settings".
- 3) Press "OK" key to select "1. Language Settings", as shown below:



## 7.2. Sleep Time Setting

Set the Sleep Mode to lower the power consumption. "Sleep Time Setting" allows you to select the idle time before the device enter into Sleep Mode.

- d) Press "Menu" button to enter the menu interface.
- e) Press "OK" key to select "1. System Settings".
- f) Press direction key "▲" or "▼" to select "2. Sleep Time Setting" and press "OK" button.



- g) The direction key "▲" or "▼" can be used to select "1 Minute", "5 Minutes", "15 Minutes", "30 Minutes", "60 Minutes" and "8 Hours".

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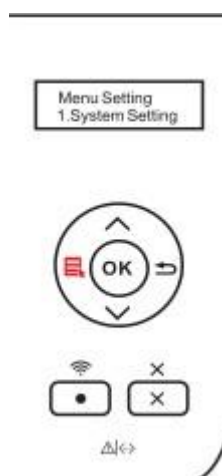
Note: When the printer is in dormant status, you can wake it up just by pressing any button or sending print task.

---

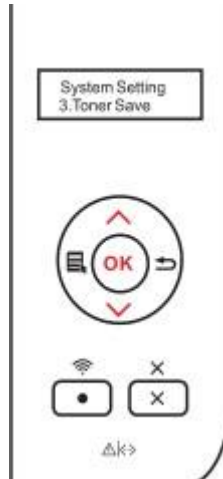
## 7.3. Toner Save Setting

Users can select Toner Save Setting to lower the cost of printing. When the Toner Save mode is "On", the output color of the copy will be lighter. Default Setting is "Off".

- 1) Press "Menu" button to enter the menu interface.
- 2) Press "OK" key to select "1. System Settings".



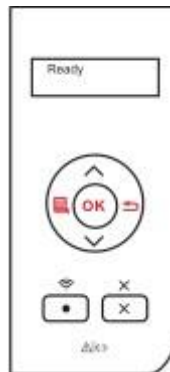
- 3) Press direction key "▲" or "▼" to select "3. Toner Save Setting" and press "OK" button



- 4) Press direction key "▲" or "▼" to select "1. Close" and press "OK" button. When symbol "\*" appears after "1. Close", it indicates that the toner save setting is off; or press direction pad "▲" or "▼" to select "2. Open" and press "OK" button. When symbol "\*" appears after "2. Open", it indicates that the toner save setting is on.



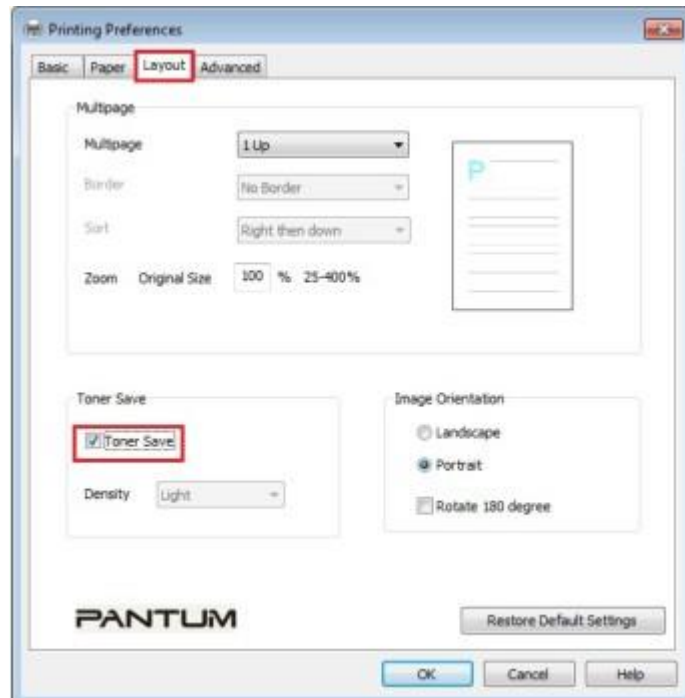
- 5) Press the “menu” button to exit the menu settings interface, or press the last option of each level of menu “back” button and press “OK” to exit the menu interface level by level.



#### Method 2:

Click Printing Preference and click “Layout” to enter the following interface and select “Toner Save” Mode. When the “Toner Save” mode is on, the output color of the copy will be lighter:

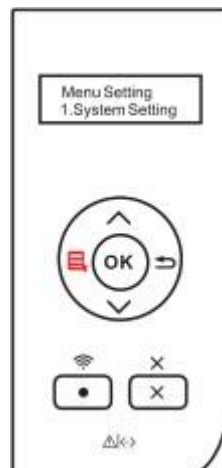




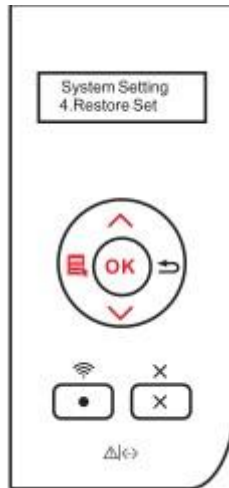
## 7.4. Restore factory settings

“Restore factory settings” is used to restore to printer default settings.

- 1) Press “Menu” key to enter menu setting interface.
- 2) Press "OK" key to select "1. System Settings".



- 3) Press direction key “▲” or “▼”, select “4. Restore factory settings” and press “OK”.

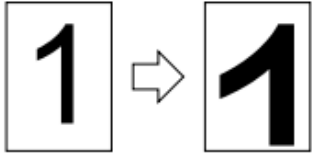



## 8. Print

### 8.1. Printing function

You can select various property settings from Printing Preference to realize the following printing functions.

Functions	Diagram
Auto Duplex Print	
Collate Print	
Reverse Print	
N-in-1	
Poster Print (for Windows System only)	

Zoom Print	
Custom Size	

Note: • You can select the 2 x 2 Poster printing from N-in-1 option to use the poster printing function.

• You can open the Printing Preferences and click Help button to check the specific function explanation.

For information about how to open the help document, see Chapter 7.

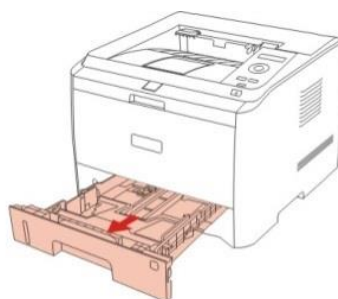
## 8.2. Paper tray settings

### 8.2.1. Paper tray setting on dial

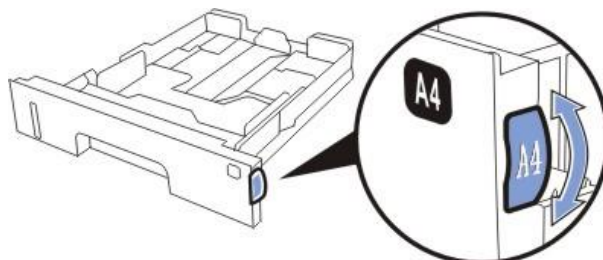
Both standard input tray and optional tray of a printer are equipped with a paper size displaying dial. Taking “standard tray” for example, settings of paper size displaying dial are described as follows:

Size supported by dial	*, B5, STA, LGL, LTR , A4, A5
------------------------	-------------------------------

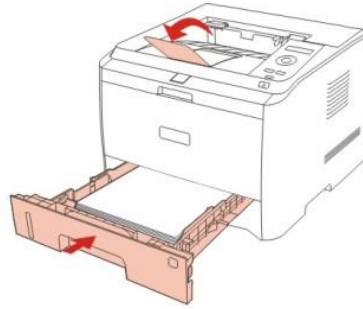
- a) Pull the standard input tray out of printer.



- b) Turn the paper matrix dial to matching to the paper size inside paper tray.



- c) Install the paper tray into the printer.



---

Note: • when a paper size to be set cannot be found on the dial, the user can set it on the control panel of printer. Please refer to Chapter 7.

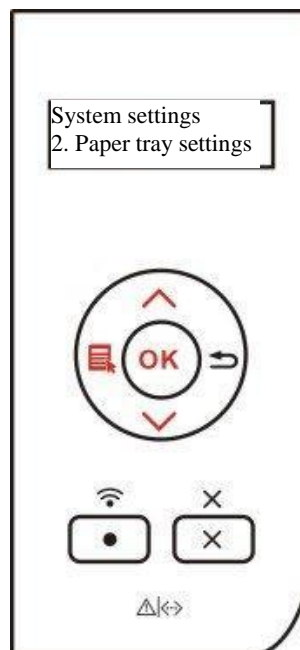
### 8.2.2. Paper tray setting on control panel

---

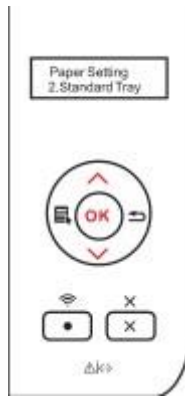
Note: The paper size settings of standard tray, multi-function tray, and optional tray can be done on control panel. Here, we take the setting of standard tray for example.

Press the “menu” button to enter into the menu setting interface.

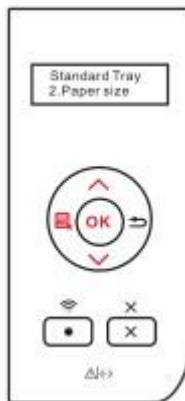
- a) Press the direction key “▲” or “▼” to select “2. Paper tray settings” option. Press “OK” button.



- b) Press the direction key “▲” or “▼” to select “2. Standard tray ” option. Press “OK” button.

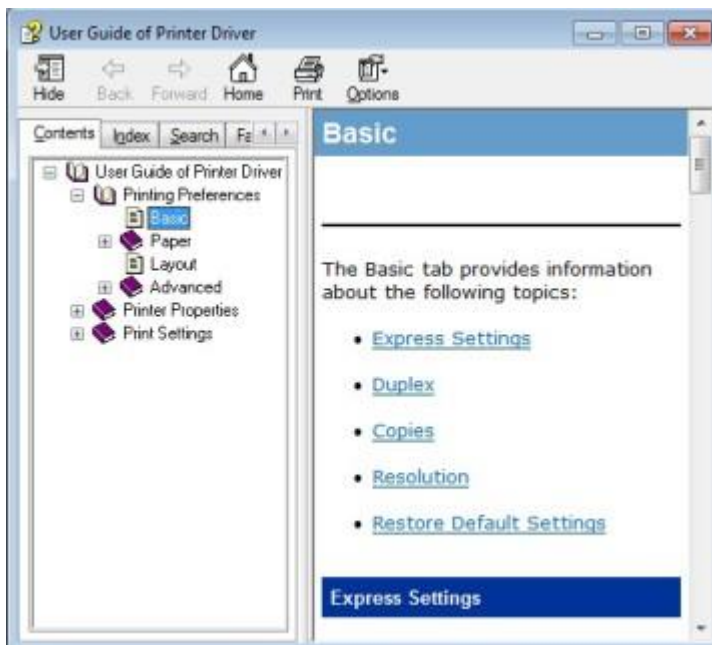
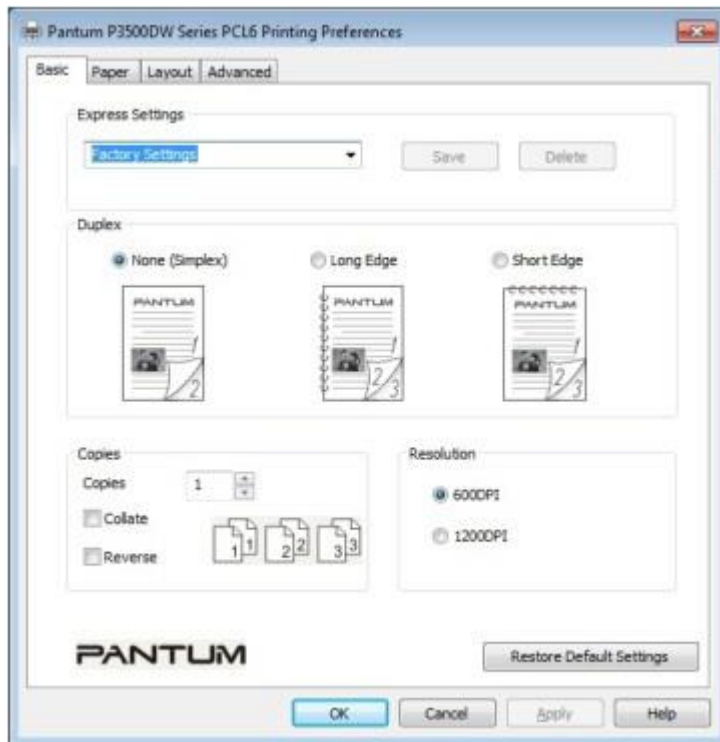


- c) Press the direction key “▲” or “▼” to select “2. Paper sheet size” option. Start setting.



### 8.3. Open the help document

You can open the “printing preference” and click “help” button (for windows system only). The help document relates to the user guide of printer, providing you with the printer related setting information.

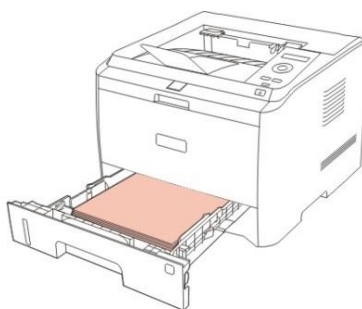


## 8.4. Printing method

This printer is capable of standard input tray printing, multifunctional input tray printing, and optional tray printing. If the multifunctional input tray contains a printer medium, this medium printing has the priority. Precedence for this printer: multifunctional input tray > standard input tray > optional tray.

### 8.4.1. Printing with standard input tray

Before printing, please make sure a certain volume of medium has been loaded into the standard input tray.



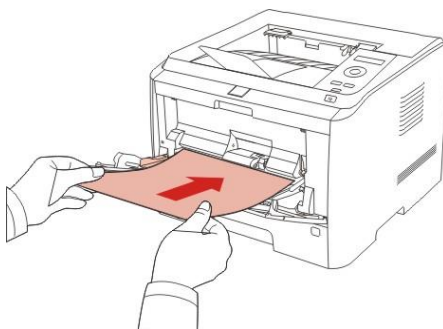
---

Note: • For paper feeding related precautions, please refer to Chapter 2.

- For the medium type related to printing of standard input tray, please refer to Chapter 2.
  - If the multifunctional input tray holds medium, please select “standard input tray” as the paper source through the menu key “2. Printing settings”, to ensure the normal printing of printer with paper fed from standard input tray.
- 

### 8.4.2. Printing with multifunctional input tray

When you put paper into the multifunctional input tray, this printer will automatically conduct printing with paper feeding from multifunctional input tray.



---

Note: • The multifunctional input tray can be used for printing of special paper such as envelope and transparent film. It can once hold 60 pieces of paper, as a maximum.

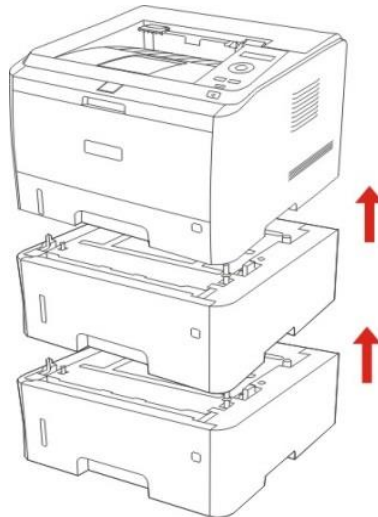
- For paper feeding into the multifunctional input tray, please refer to Chapter 2.
  - For the type and size of printing medium inside the multifunctional input tray, please refer to Chapter 2.
- 

### 8.4.3. Printing with optional tray

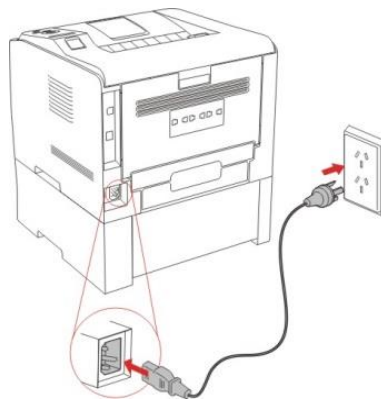
#### 8.4.3.1. Installation of optional tray

- a) Please make sure that both printer and optional tray are properly placed, as shown below.





- b) Insert the power line into the printer, and turn on the power.

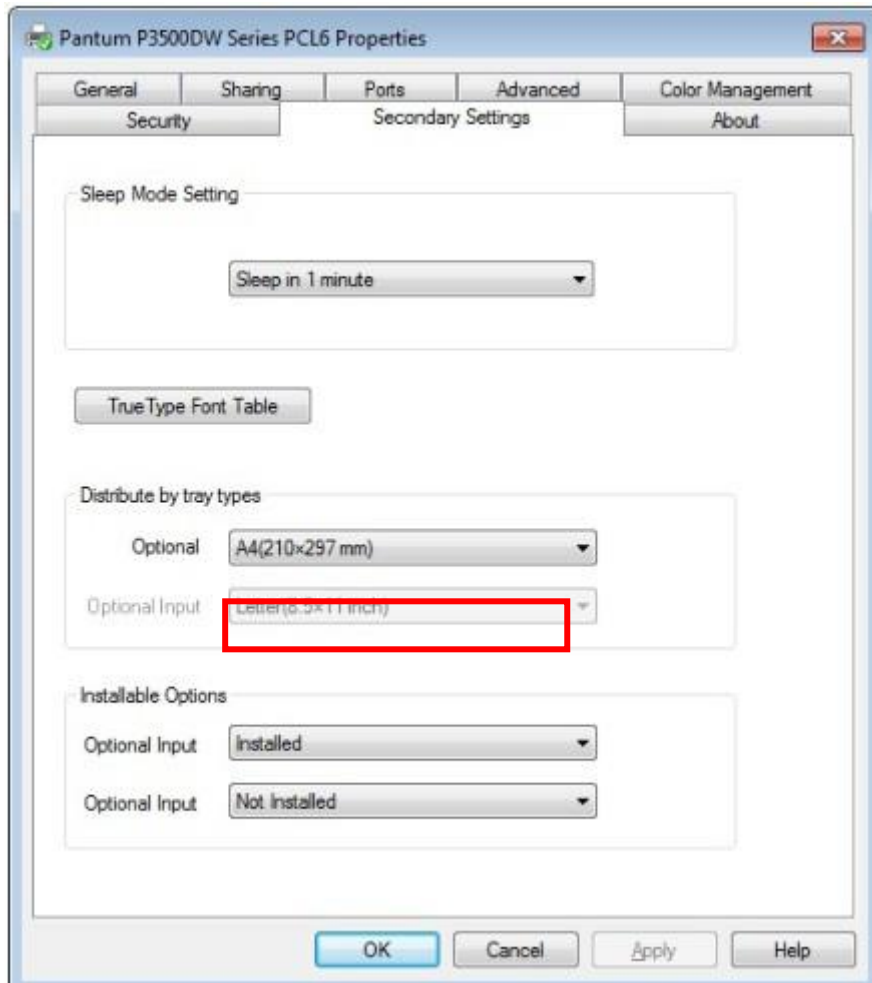


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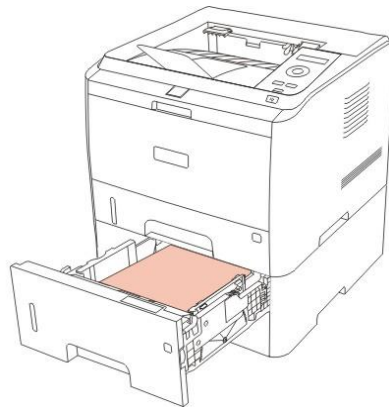
Note: • Before installation or moving of the optional tray, please cut off the power supply to the printer.  
• After installation of optional tray, do not raise the printer during printing. Otherwise, the optional tray communication fails. The user need restart the printer for recovery.

---

- c) On the equipment and printer interface of operating system, open the “printer attribute”; click the “auxiliary setting”; select “installed” under “installable options” to finish the installation of optional tray, as shown below.



- d) When the multifunctional input tray and standard tray hold no paper, or when the user set “optional tray I/II” as the paper source, the printer will finish printing task with paper fed from optional tray.




---

Note: • The optional tray can hold 550 pages of 80 g/m<sup>2</sup> common paper, as a maximum.  
 • Please make sure that both optional tray and printer are normally installed.

---

#### 8.4.3.2. Disassembly of optional tray

- Long press the power button of printer to turn off its power.
- Raise the printer with both hands, and move the optional tray.

---

Note: • Before disassembly of optional tray, please make sure the printer power is off.

## 8.5. Automatic duplex printing

- a) The driver software of this printer supports automatic duplex printing of common paper. Paper sizes supported by automatic duplex printing include: A4/LETTER, LEGAL, OFICIO, and FOLIO.

---

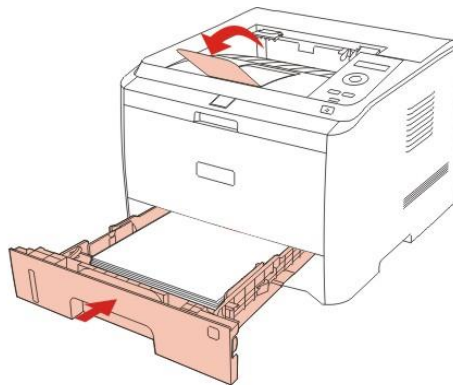
Note: • Thin paper may wrinkle.

- If a piece of paper gets curly, flatten it and then put it back to the automatic input tray.
- Some paper medium are not suitable for automatic duplex printing. Attempts of automatic duplex printing with these media may damage the printer.
- If more than 250 pieces of paper are put into the standard input tray once, paper jam or feeding failure will occur.
- Automatic duplex printing does not support printing of poster.
- For paper feeding and type of printing medium inside standard input tray, please refer to Chapter 2. It is recommended to use standard paper.
- For how to deal with paper jam, please refer to Chapter 10.

- b) This printer supports automatic duplex printing with standard input tray, multifunctional input tray, or optional tray.

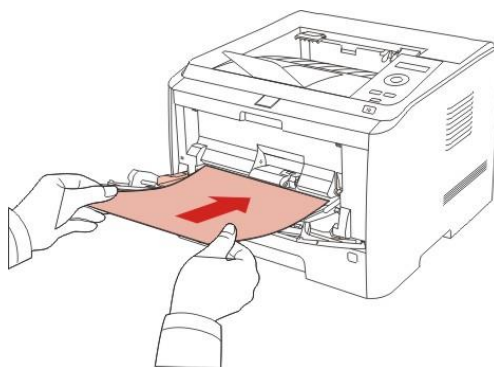
1) Automatic duplex printing with standard input tray

Before printing, please make sure a certain volume of medium has been loaded into the standard input tray.



2) Automatic duplex printing with multifunctional input tray

Feed paper from multifunctional input tray for automatic duplex printing.



When you put paper into the multifunctional input tray, this printer will select the printing paper inside multifunctional input tray in priority.

---

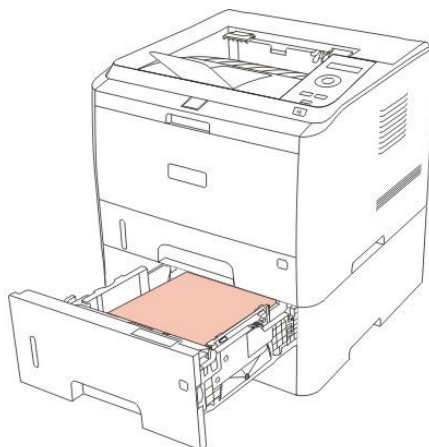
Note: • The multifunctional input tray can realize automatic duplex printing, but it can hold 60 pages of paper at most. Besides, the recommended printing paper type should be used.

• The multifunctional input tray supports automatic duplex printing of common paper.

---

### 3) Automatic duplex printing with optional tray

Before printing, please make sure a certain volume of medium has been loaded into the optional tray, and no medium is inside the standard input tray or multifunctional input tray; or make sure the user set optional tray as the paper source.



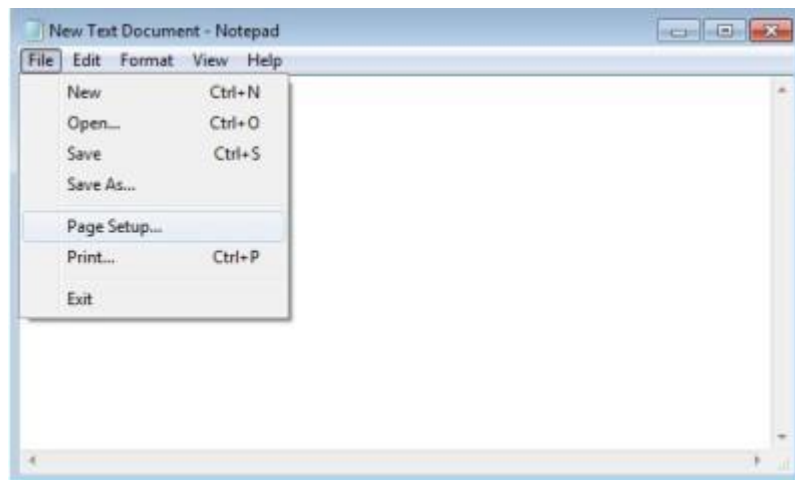
---

Note: The optional tray supports automatic duplex printing of common paper only. Do not put any special printing medium into the option tray.

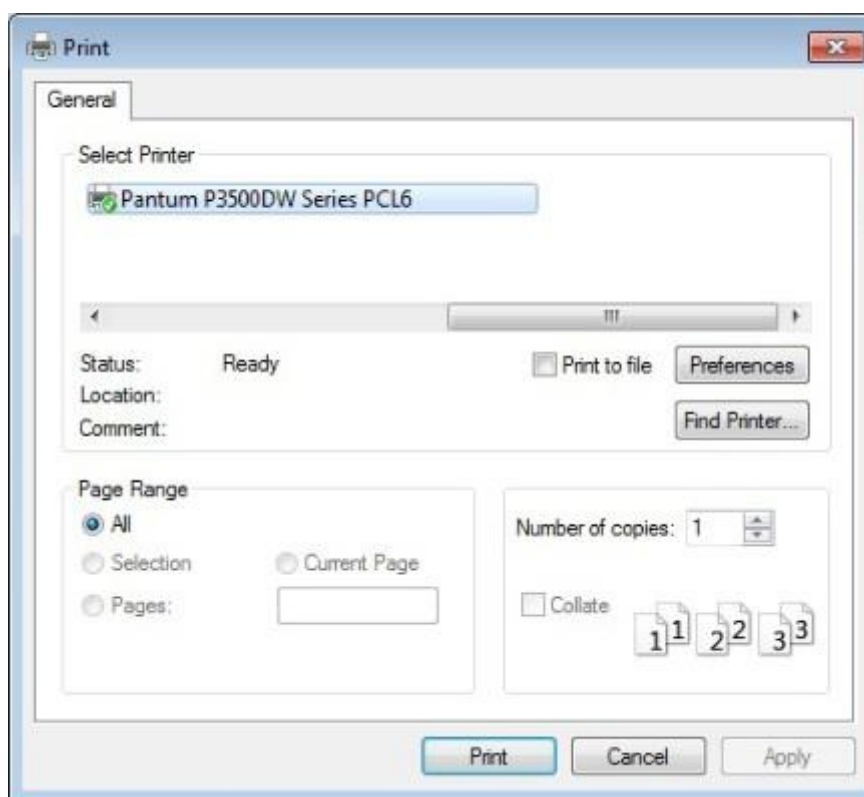
---

The steps of automatic duplex printing are listed as below (this chapter applies to the windows system only)

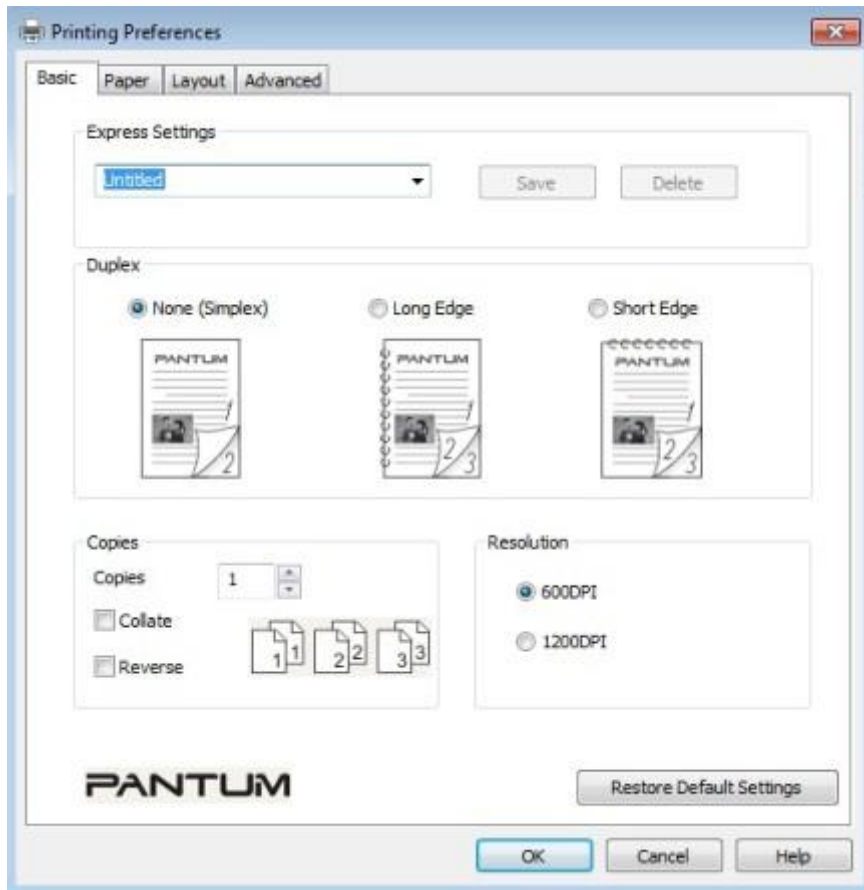
- a) Open the task to be printed from an application program (like notepad).
- b) Select “printing” in “document” menu.



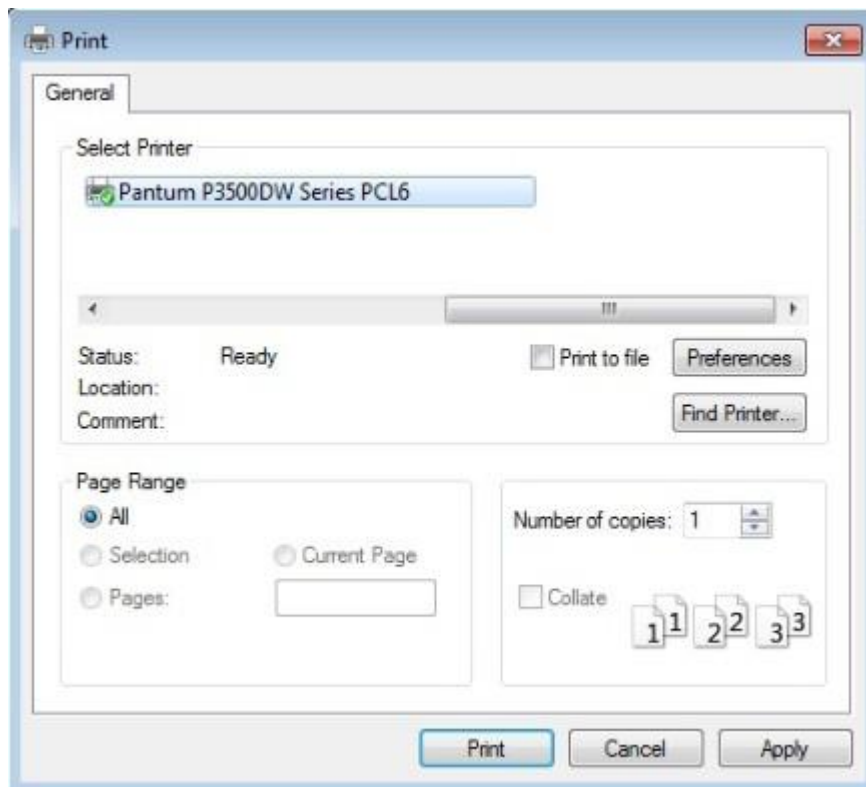
c) Select the printer according to the corresponding model shown in the figure.



- d) Click the “preference option” or “attribute” button, for printing configuration.
- e) Select the “duplex printing” area under “basic” tab, with “long side” or “short side” binding style optional.



f) Click “OK” to complete printing settings, and then automatic duplex printing is realized.



Note: • It is recommended to raise paper supporting board, preventing the printed paper from slipping from the paper tray. If you select not to raise the paper supporting board of output tray, we recommend you take away the printed paper immediately after it is output.

• During printing, the printer automatically adjusts the direction of text on the page.

---

## 9. Routine Maintenance

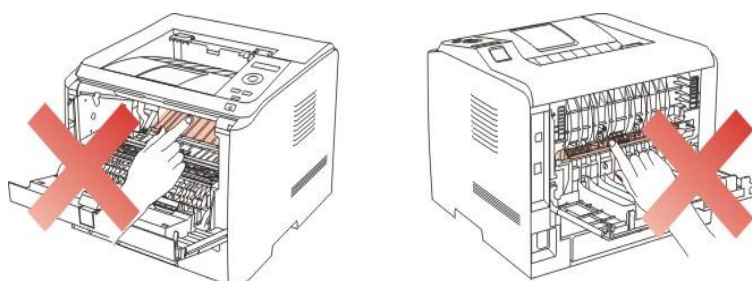
### 9.1. Printer cleaning

---

Note: • Please use the neutral detergent.

• Local parts are still in high-temperature state in a short while after the use of printer. Do not touch the parts shown in dash area below when you open the front cover or rear cover to touch internal parts.

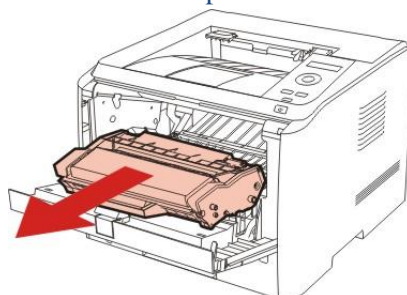
---



a) Wipe the equipment exterior with soft rag to remove the dust.



b) Open the front cover and take out the laser carbon powder box.

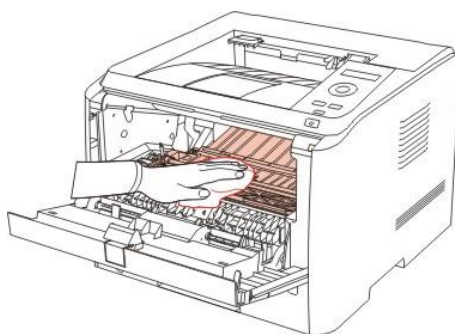


---

Note: • Put the laser carbon powder box taken out into a protecting bag or wrap it with thick paper, protecting the photosensitive drum from light.

3. Clean the printer interior, as shown below, and wipe the dash area gently with dry lint-free cloth.





## 9.2. Maintenance of laser carbon powder box

### 9.2.1. About laser carbon powder box

#### a) Use and maintenance of laser carbon powder box

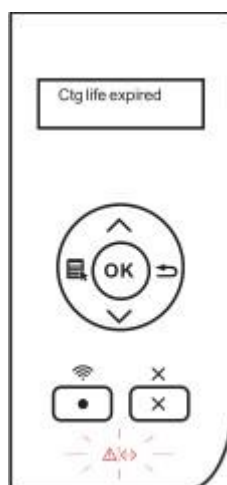
In order to achieve higher printing quality, please use the original PANTUM laser carbon powder box. Matters needing attention during use of the laser carbon powder box:

- ✧ The laser carbon powder box should be used immediately if taken out from its packing.
- ✧ Do not refill the laser carbon powder box without authorization. Otherwise, damages, if incurred, are not included in the warranty scope of printer.
- ✧ Store the laser carbon powder box in a shady and cool place.
- ✧ Do not put the laser carbon powder box nearby a fire source. Otherwise, the inflammable carbon powder inside laser carbon powder box may cause a fire.
- ✧ Be careful of the carbon powder leakage when you take out or tear down the laser carbon powder box. If the carbon powder touches the skin or splatters into your eyes or mouth due to leakage, wash the touch part with clear water. If you still have a discomfort, go to a doctor immediately.
- ✧ Put the laser carbon powder box out of children's reachable area.

#### b) Service life of laser carbon powder box

The service life of laser carbon powder box depends on the carbon powder amount required by printing job.

When the LED indicator light of printer displays as follows or when its LCD display screen displays “service life used up”, the laser carbon powder box is out of its service life. Please replace it.



### 9.2.2. Replacement of laser carbon powder box

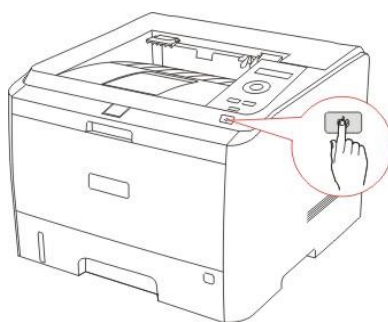
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Note: Please read following matters needing attention before you replace a laser carbon powder box:

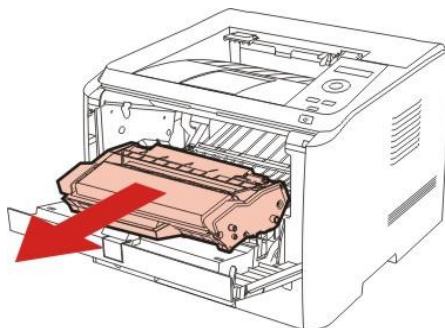
- Take the laser carbon powder box out with care to avoid the possible powder on the surface of laser carbon powder box from scattering.
  - Put the laser carbon powder box taken out on paper, preventing the carbon powder scattering unexpectedly.
  - After the protecting bag is removed, put the laser carbon powder box immediately into the printer, so as to protect its photosensitive drum against too much sunlight or indoor light.
  - Do not touch the surface of photosensitive drum during installation, preventing photosensitive drum from being scratched.
- 

The laser carbon powder box is replaced as follows:

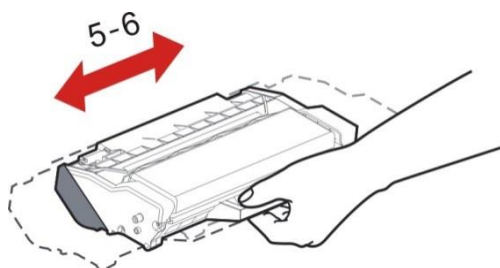
- a) Turn off the printer power.



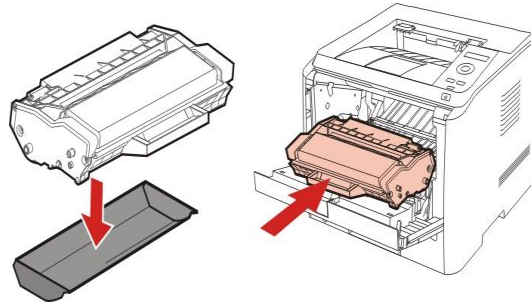
- b) Open the front cover, and take out the laser carbon powder box of which the service life is used up along the guide rail.



- c) Open the new packing. Hold the handle of laser carbon powder box. Shake the box left and right for 5-6 times to disperse the carbon powder evenly inside laser carbon powder box.

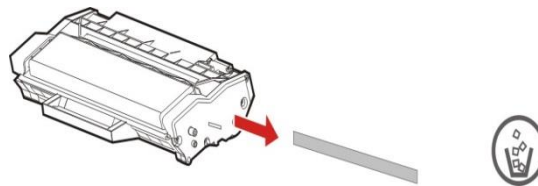


- d) Remove the protective cover. Put the laser carbon powder box into the printer along guide rail. Cover the printer tightly.



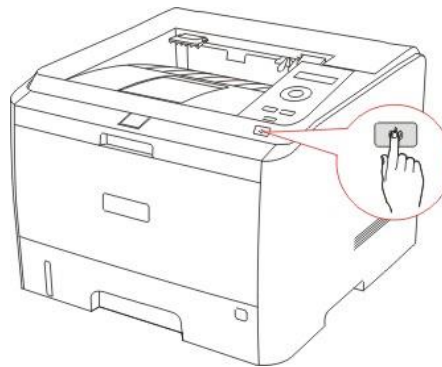
---

Note: Please check if there is a sealing tape before putting the carbon powder box into the printer. If there is one, tear it down before installation.



---

e) Turn on the printer power again, and print a test page.



## 10. Troubleshooting

Please read this chapter carefully, because it can help you in solving frequently-seen troubles during printing. If you still cannot solve the present problem, please contact the after-sales service center of PANTUM.

Before you handle the frequently-seen troubles, please check the following conditions:

- Whether the power line is connected properly, and whether the printer power is on.
- Whether all protective parts are torn down.
- Whether the laser carbon powder box is properly installed.
- Whether the output bin is completely closed.
- Whether the paper is properly put into the paper tray.
- Whether interface cables are properly connected to the printer and computer.
- Whether the proper printer driver software is selected and installed.
- Whether the computer port is installed and connected to the proper printer port.

## 10.1. Clearing paper jam

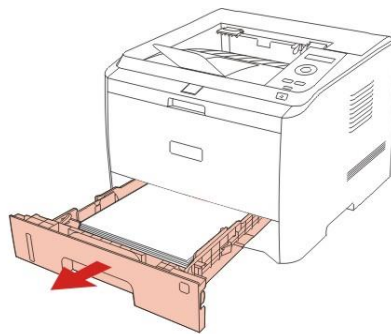
Note: • Taken out the stuck paper as follows, and then close the front cover. Put straight the paper inside paper tray, and the printer will automatically recover printing. If the printer cannot automatically start printing, please press the button on control panel.

• If the printer still does not start printing, please check whether all paper stuck inside the printing is removed.

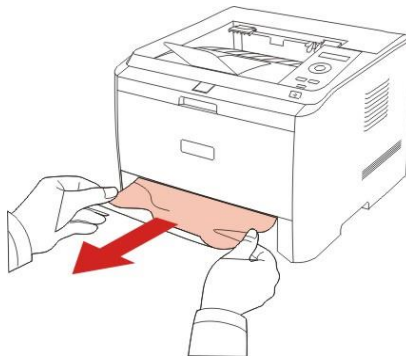
• If you cannot take out the stuck paper by yourself, please contact the local authorized maintenance center of PANTUM, or send the printer to the nearest authorized maintenance center of PANTUM.

### 10.1.1. Paper jam inside tray

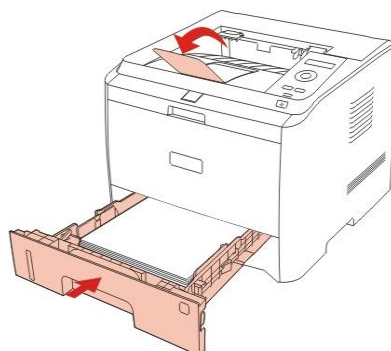
a) Open the paper tray



b) Draw the stuck paper gently out.

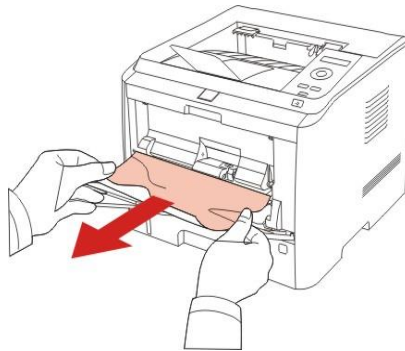


c) Put the paper tray again into the printer. The printer will automatically recover printing.

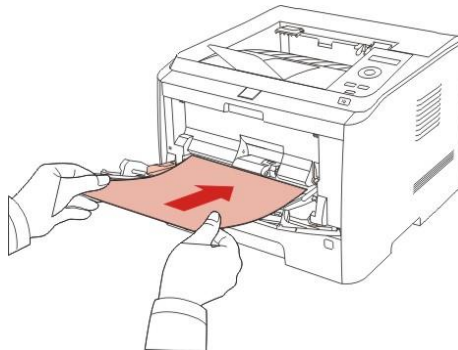


### 10.1.2. Hand-operated paper jam inside tray

- a) Draw the stuck paper out gently and straightly.



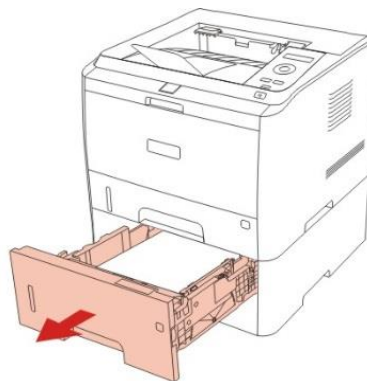
- b) Put the jammed paper again into the tray after removing, and the printer will automatically recover printing.



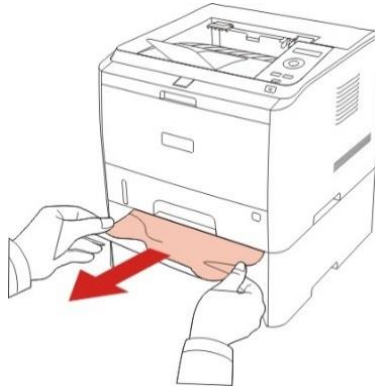
### 10.1.3. Paper jam inside optional tray

If paper jam occurs inside optional tray, please operate as indicated on the LCD display screen of control panel, to remove the stuck paper.

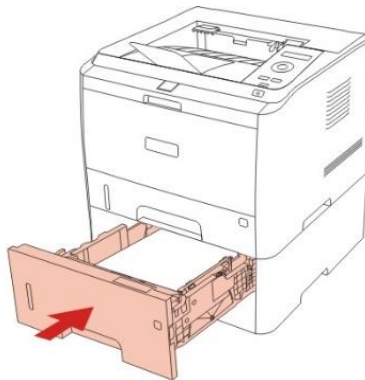
- a) Draw the drawer of optional tray out.



- b) Draw the stuck paper out gently and straightly.

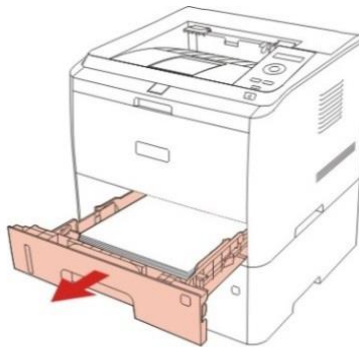


- c) Please put the paper tray again into the printer after taking out the jammed paper, and then the printer will automatically recover printing.

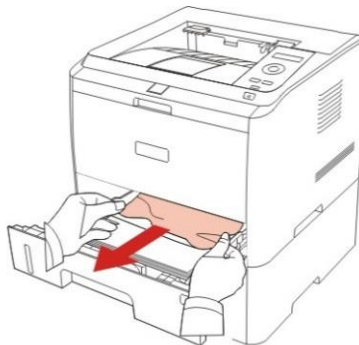


If you cannot see any paper in this area, please stop and skip to the next step:

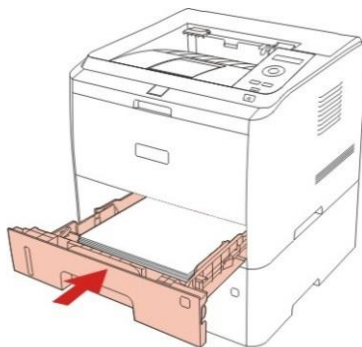
- a) Open the standard input tray.



- b) Take out the stuck paper from standard tray.

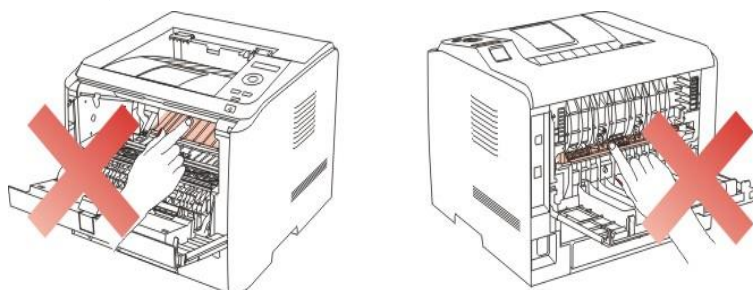


- c) Put the paper tray again into the printer after taking out the jammed paper.

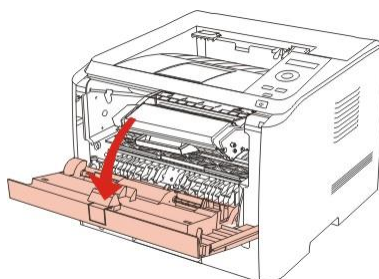


#### 10.1.4. Paper jam in the middle part

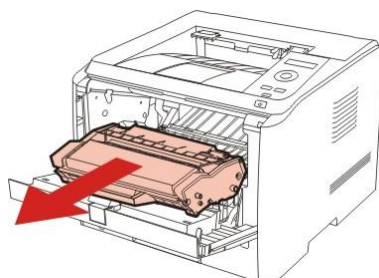
Note: • If you are taking out the paper stuck in the middle part or in the fixation unit, please take care not to touch the following dash area, to avoid burn.



- a) Open the front cover.

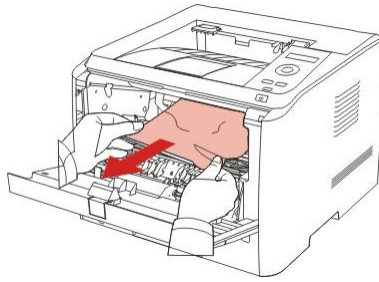


- b) Take out the laser carbon powder box immediately. (In order to avoid the impacts of photosensitive drum exposure to light on the printing quality, please pack the laser carbon powder box with black polybag, or cover it with paper.)



- c) Draw the stuck paper out gently and straightly.

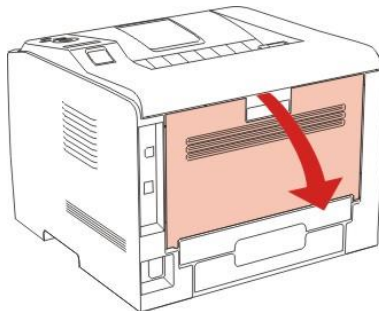




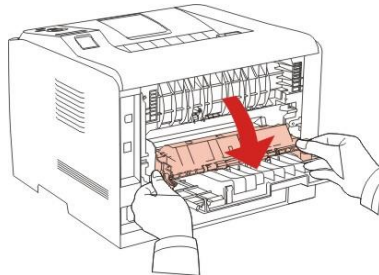
- d) Put the tray again into the laser carbon powder box after taking out the jammed paper, and close the front cover. The printer will automatically recover printing.

#### 10.1.5. Paper jam inside fixation unit

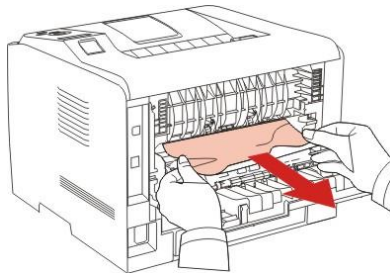
- a) Open the rear cover.



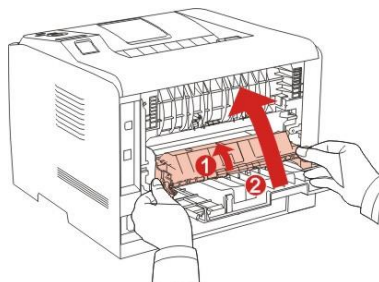
- b) Open the fixation decompression unit through the handles at both sides of printer.



- c) Draw the stuck paper out gently.

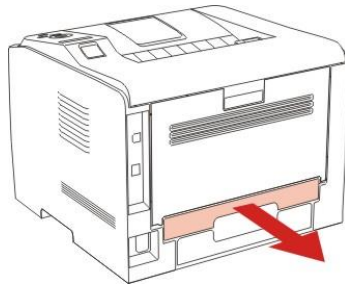


- d) Close the fixation decompression unit and rear cover. The printer will automatically recover printing.

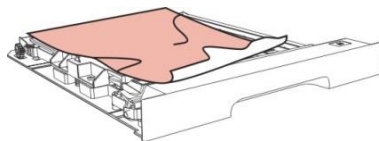


### 10.1.6. Paper jam inside duplex unit

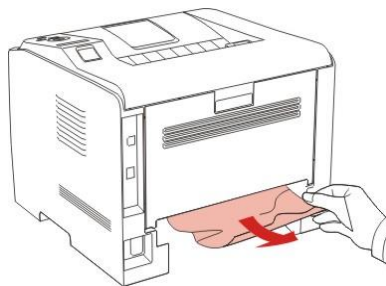
- a) Take out the duplex printing unit from the rear of printer.



- b) Take out the stuck paper from duplex unit.



- c) If the stuck paper does not go out in conjunction with duplex unit, please open the paper tray and immediately take it out from the bottom.



- d) Put the duplex unit back, and check the other parts of the product. Open and close the front cover if you confirm there is no paper jam. Then, the printer will automatically recover printing.

## 10.2. Software disaster

Trouble	Solution
Pantum 3500 Series printer driver software cannot be found in the printer or facsimile folder.	Re-install the printer driver software. Please make sure the USB connecting line and power line are properly connected.
The printer stays in the “ready” mode, but does not perform any printing job.	Re-start the printer. If the trouble still exists, please re-install the printer driver software. Please make sure the USB connecting line is properly connected.
Driver install failure	Check whether the print spooler service is on; whether the printer power is on; whether the printer is normally connected.
Driver cannot be used after the change of printer IP address.	Modify the port IP address of printer driver. If the above method does not work, please re-install the printer program. Recommend to set the network printer to be a fixed IP address. Recommend to bind the IP address on RDHCP network to

	the printer MAC address.
--	--------------------------

## 10.3.Troubleshooting

### 10.3.1. General troubles

Trouble	Cause	Solution
Printer		
printer does not work	<p>The computer is improperly connected to the printer.</p> <p>Printer ports are improperly assigned.</p> <p>The printer is offline, with “offline available” checked.</p> <p>Internal errors of printer are not corrected, such as paper jam and out of paper.</p>	<p>Disconnect the printer cable and then connect it again. Check the printer settings in Windows, to ensure the printing job is sent to the right port. If the computer is equipped with multiple ports, please make sure the product is connected to the right one.</p> <p>Please ensure the printer stays in the normal online state.</p>
Paper handling		
Paper feeding failure	<p>The printing medium is improperly installed.</p> <p>The printing medium is beyond the scope of specifications.</p> <p>Paper feeding roller is dirty.</p>	<p>Please install the printing medium properly. A special medium, if used, requires combination with the multifunctional input tray.</p> <p>Please use a printing medium within the specifications.</p> <p>Clean the paper feeding roller.</p>
Paper jam	<p>Paper sheets are too many in the paper tray.</p> <p>The printing medium is beyond the scope of specifications.</p> <p>There is some foreign body in the paper feeding channel.</p> <p>Paper feeding roller is dirty.</p> <p>Internal parts are out of order.</p>	<p>Get the excessive paper out from the paper tray. A special medium, if used, requires combination with the multifunctional input tray.</p> <p>Please make sure the used paper sheets are within the specifications. A special medium, if used, requires combination with the multifunctional input tray.</p> <p>Clean the paper feeding channel.</p> <p>Clean the paper feeding roller.</p>
Multipage paper	<p>The electrostatic capacity of printing medium is too large.</p> <p>The printing medium is affected with damp or bonded together.</p> <p>Internal parts are out of order.</p>	<p>Separate the printing media again, and then a part of static electricity can be removed.</p> <p>Recommend to use the recommended medium.</p> <p>Please separate the printing media again or dry them better.</p>

Note: If the problem remains unimproved, please contact the customer service of PANTUM.

### 10.3.2. Serious troubles



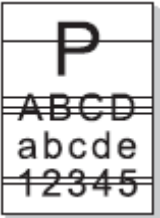
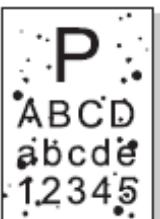
Trouble	Cause	Solution
No power during starting	Power substrate failure	Replace the power substrate.
USB port unrecognized	The computer cannot communicate with the printer.	1, Replace the computer port; 2, Replace the USB data line; 3, Replace the data base plate.
No display on the display screen	The display screen or control panel is damaged.	Replace the base plate of control panel (including display screen).
“Pantum” displayed after the boot	Self inspection is unfinished, and the data base plate damaged.	Replace the data base plate.
Reheating displayed after the boot		

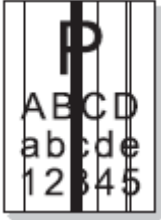


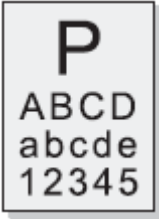
### 10.3.3. Trouble code

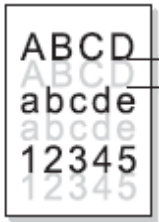
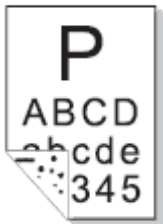

Trouble code	Cause	Solution (priority principle)
Printer internal trouble 01 Please contact the customer services	Main motor failure	1, Check the main motor connection; 2, Replace the main motor; 3, Replace the engine base plate.
Printer internal trouble 02 Please contact the customer services	LSU line synchronization	1, Check the laser connection 2, Replace the laser; 3, Replace the engine base plate.
Printer internal trouble 03 Please contact the customer services	LSU motor	
Printer internal trouble 04 Please contact the customer services	Heating time is too long under full power	1, Check the fuser assembly connection, especially temperature sensor; 2, Replace the fuser assembly; 3, Replace the engine base plate; 4, Replace the power base plate.
Printer internal trouble 05 Please contact the customer services	Temperature rises too slow	
Printer internal trouble 06 Please contact the customer services	VBE anomaly	
Printer internal trouble 07 Please contact the customer services	Temperature fall is too much during heating	
Printer internal trouble 08 Please contact the customer services	Temperature rise is too much at the end of heating.	
Printer internal trouble 09 Please contact the customer services	Not reach the LSU starting temperature	

Printer internal trouble 10 Please contact the customer services	Not reach the paper pickup temperature	
Printer internal trouble 11 Please contact the customer services	Engine system failures (engine communication failure; engine in boot stage; ADC calibration failure)	1, Replace the engine base plate; 2, Replace the power base plate.

#### 10.3.4. Image defects

State	Cause	Recommended solution
Light-color image 	<ol style="list-style-type: none"> <li>Carbon powder inside the printing toner cartridge is going to be used up.</li> <li>Carbon powder contamination leads to tall engine base plate and not-good contact.</li> <li>High-voltage output abnormality of engine base plate</li> </ol>	<ol style="list-style-type: none"> <li>Replace the printing toner cartridge.</li> <li>Clean the carbon powder contaminated area.</li> <li>Clean the high-voltage contact of engine or replace the engine base plate.</li> </ol>
All black 	<ol style="list-style-type: none"> <li>High-voltage output abnormality of engine base plate charged</li> <li>Charging roller abnormality</li> </ol>	<ol style="list-style-type: none"> <li>Clean the high-voltage contact of engine or replace the engine base plate.</li> <li>Replace the printing toner cartridge.</li> </ol>
Horizontal black lines/bars 	<ol style="list-style-type: none"> <li>The high-voltage contact is not in good contact with printing toner cartridge.</li> <li>The developer roller is contaminated; OPC or charging roller is damaged.</li> <li>Paper transportation slipping</li> </ol>	<ol style="list-style-type: none"> <li>Clean the high-voltage contact of engine or replace the engine base plate.</li> <li>Replace the printing toner cartridge.</li> <li>Clean or replace the paper twisting roller.</li> </ol>
Black/white dots 	<ol style="list-style-type: none"> <li>Some parts inside printing toner cartridge are contaminated or OPC damaged.</li> <li>Periodic black dots with a distance of 45.2 mm present on the image mean a high-voltage abnormality during</li> </ol>	<ol style="list-style-type: none"> <li>Replace the printing toner cartridge</li> <li>Clean the high-voltage contact for transfer printing or replace the transfer roller.</li> <li>Clean the printer interior regularly, and clean paper scraps and dirt.</li> </ol>

	transfer printing or damaged transfer roller.	
<p>Vertical black lines/bars</p> 	<ol style="list-style-type: none"> <li>1. Cleaning doctor is chipped or deformed.</li> <li>2. OPC is damaged.</li> <li>3. There are foreign matters between developer roller and doctor blade.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the toner cartridge.</li> </ol>
<p>Vertical white bars</p> 	<ol style="list-style-type: none"> <li>1. Laser window glass is contaminated.</li> <li>2. There are foreign matters or carbon powder particles between developer roller and doctor blade.</li> <li>3. Fuser component is abnormal.</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean the laser window glass.</li> <li>2. Replace the printing toner cartridge.</li> <li>3. Clean or replace the fuser component.</li> </ol>
<p>Light printing color</p> 	<ol style="list-style-type: none"> <li>1. Doctor blade is damaged.</li> <li>2. Spring pressure is uneven at both sides of transfer roller. The spring is damaged. The transfer roller is improperly installed or the transfer roller shaft sleeve is damaged.</li> <li>3. Laser breaks down.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the printing toner cartridge.</li> <li>2. Replace the transfer roller shaft sleeve.</li> <li>3. Replace the laser.</li> </ol>
<p>Bottom ash occurrence</p> 	<ol style="list-style-type: none"> <li>1. The used printing medium is beyond the size range.</li> <li>2. The service life of printing toner cartridge is used up.</li> <li>3. High-voltage output abnormality of engine base plate</li> </ol>	<ol style="list-style-type: none"> <li>1. Make sure the used medium is within the size range.</li> <li>2. Replace the printing toner cartridge.</li> <li>3. Clean the high-voltage contact or replace the engine base plate.</li> </ol>

<p>Periodic image ghosting</p> 	<ol style="list-style-type: none"> <li>1. Image ghosting with an interval period of 75.4 mm means damaged OPC.</li> <li>2. Image ghosting with an interval period of 62.3 mm means contaminated hot roller surface.</li> <li>3. High-voltage output abnormality of engine base plate</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the printing toner cartridge.</li> <li>2. Clean the hot roller surface. If the problem remains unimproved, please replace the fuser component.</li> <li>3. Replace the engine base plate.</li> </ol>
<p>Contaminated back</p> 	<ol style="list-style-type: none"> <li>1. Transfer roller is contaminated.</li> <li>2. Fixing press roller is contaminated.</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean or replace the transfer roller.</li> <li>2. Clean the fixing press roller or replace the fuser component.</li> </ol>
<p>All white</p> 	<ol style="list-style-type: none"> <li>1. OPC power dissipation is not good.</li> <li>2. Laser is damaged.</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean the high-voltage contact or replace the engine base plate. If the problem remains unimproved, please replace the printing toner cartridge.</li> <li>2. Replace the laser.</li> </ol>

Note: The above troubles may be improved by cleaning, replacing the laser carbon powder box, and other methods. If problems remain unimproved, please contact the customer service of PANTUM.

## Appendix 1 Perimeters of Various Rollers

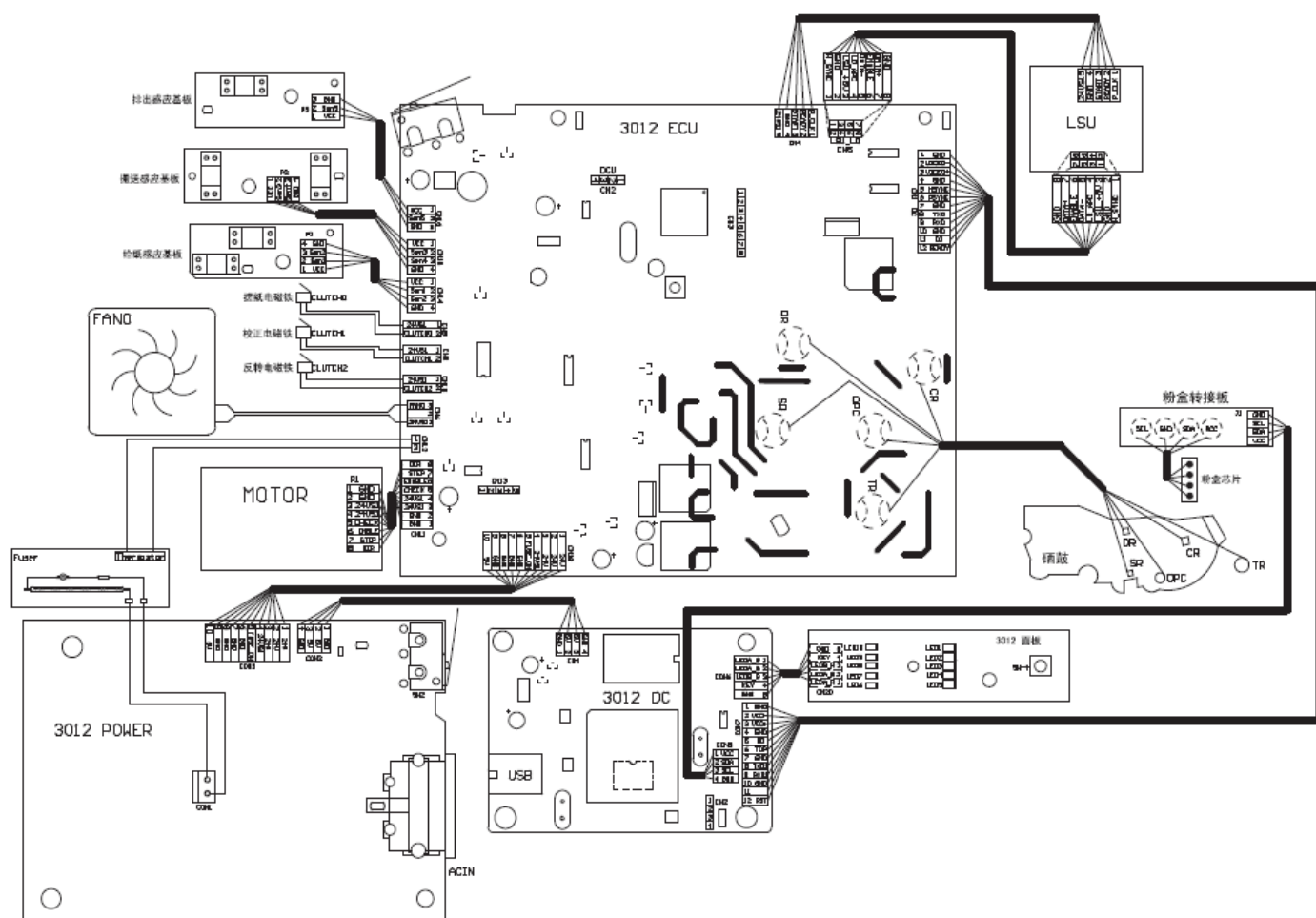
Name	Image period mm
------	-----------------



Transfer roller	43.99
Heating roller	77.60
Impression roller	78.54
OPC	75.27
Developer roller	35.13
Powder feeding roller	46.64
Power charging roller	38.01

If any related periodic image abnormality is found, its cause may be judged according to the perimeters listed above.

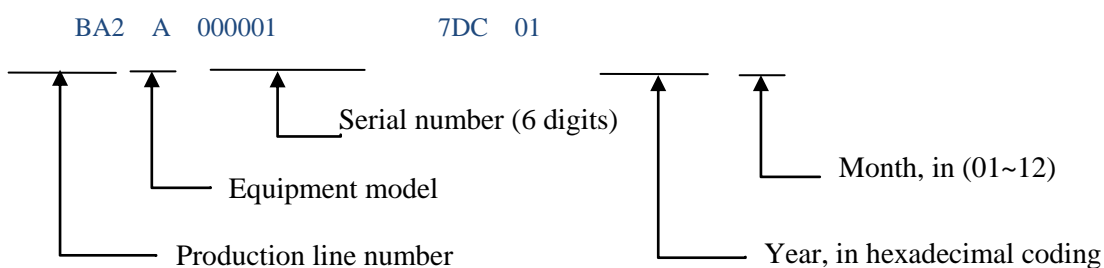
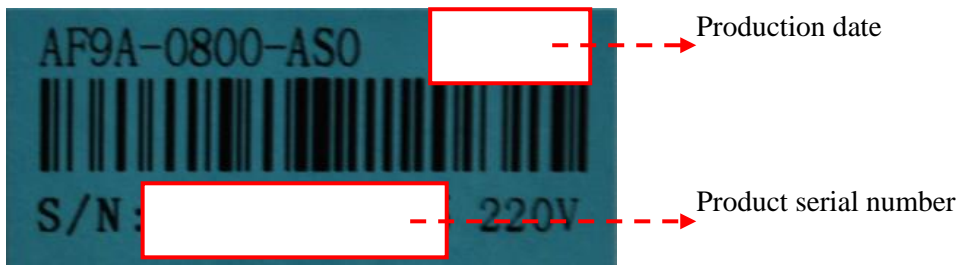
## Appendix 2 Line Chart



## Appendix 3 Serial Number (SN) Descriptions

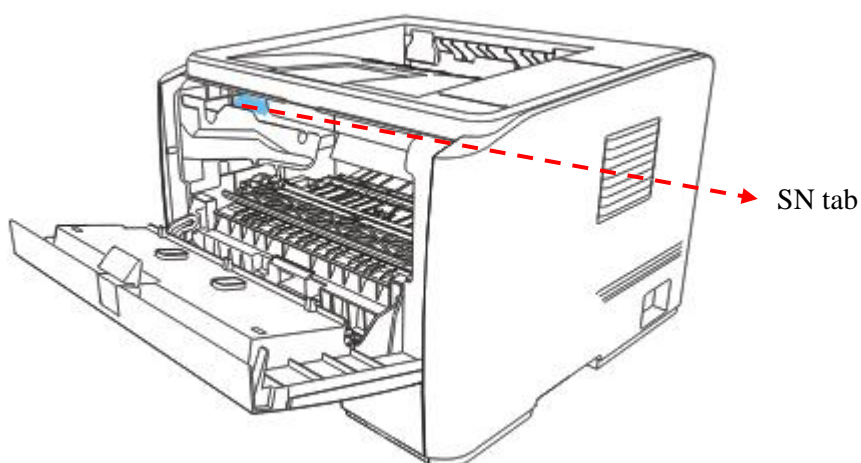
Each set of machine has its own product serial number tab pasted up. Below are the meanings of serial number code and positions where they are pasted up.

- Code meaning:



- Position of tab:

Equipment interior



## Appendix 4 Terminology Explanation

All special terms involved in this manual are explained as below:

Term	Explanation
CFR	A kind of safety standard for laser products
CIS	Scanner
dpi	Number of dots per inch
PPM	Number of pages printed per minute
gsm	Weight of paper sheet in a m <sup>2</sup> unit
auto run	Automatic running
OPC	Photosensitive drum
PCR	Charging roller
Laser	Laser source
DR	Developeing roller
TR	Transfer roller
PR	Fixing pressure roller
LSU	Laser

# PANTUM

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