

**Maintenance  
Manual**

**PANTUM**

---

[WWW.PANTUM.COM.CN](http://WWW.PANTUM.COM.CN)

---

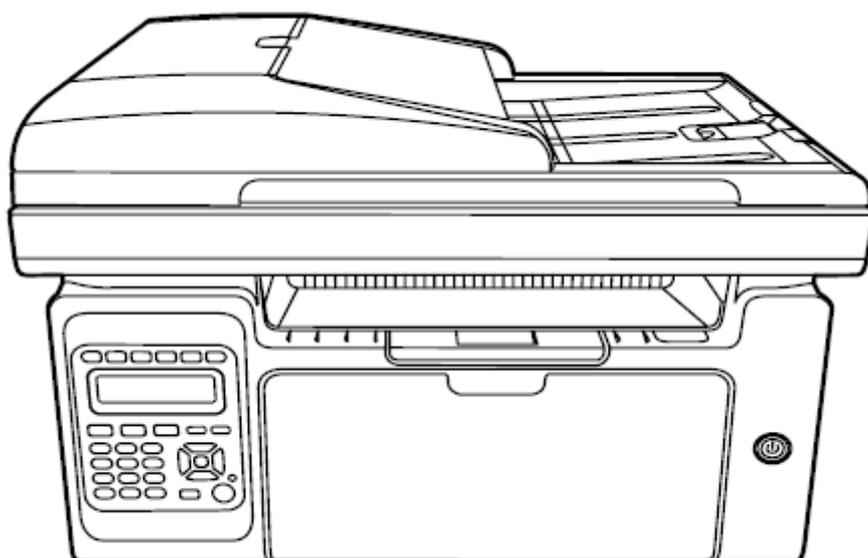


# Maintenance Manual of Pantum Laser MFP

**Product Model: M6550/N/NW·M6600/N/NW**

**ADF 3-in-1 and 4-in-1 Laser Printer**

**(M6550 series is 3-in-1 type, M6600 series is 4-in-1 type)**



## Legal Notice

### Trademark

Pantum and Pantum logos are registered trademarks of Zhuhai Pantum Electronics Co., Ltd. Microsoft®, Windows®, Windows server® and Windows Vista® are trademarks registered by Microsoft Corporation in the United States or other countries.

The ownership of the names of the software in this manual belongs to their respective companies in accordance with corresponding license agreement.

All other products and brand names in this manual may be the registered trademarks, trademarks or service marks of their respective owners.

### Copyright

The copyright of this manual is owned by Zhuhai Pantum Electronics Co., Ltd

Any copy, translation, modification and transmission of this manual by any means or in any form without the prior written consent of Zhuhai Pantum Electronics Co., Ltd is prohibited.

Version: V 1.0

### Disclaimer

For a better user experience, Zhuhai Pantum Electronics Co., Ltd. reserves the right to make changes to the User Guide without notice.

Users are responsible for any damage arising from failing to follow this User Guide. Meanwhile, except the express warranty made in the product maintenance manual or service commitment, Zhuhai Pantum Electronics Co., Ltd. does not make any express or implied warranty or guarantee to this User Guide (including composing or words).

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

The product can only be used safely in the non-tropical areas at an altitude no higher than 2,000 meters.

## Safety Information

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

### Key Precautions

As the product may be damaged by the maintenance of non-professionals, the Company strongly recommends the maintenance by technical staff trained by the company. The user must bear the risks of personal injury and damage to the product while repairing the product or parts in this manual. Please carefully read this manual prior to maintenance, to ensure correct operation and maintenance.

Please keep this manual properly for future maintenance.

Warnings, notes and explanations:

- \*Please follow the warnings to avoid personal injury.
- \* Please follow the warnings for proper maintenance of the printer, in order to avoid damage.
- \* Please pay attention to relevant prompts in maintenance of the printer.
- \* “Warnings” are listed below:

**Warning**

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

### Mounting Position

Place the equipment on a flat and firm surface that is less liable to vibration and impact, such as table top. Put the equipment near a standard and earthed power socket. At the same time, this product should be installed in a place with the temperature between 10 °C and 32.5 °C and the relative humidity between 20% and 80%;

Note:

- Avoid installing the equipment in a place where there are lots of people.
- Do not put the equipment near a heater, a fridge, an air conditioner, fluid or chemical;
- Do not expose the equipment to sunlit, overheated, damp or dusty places.
- Please do not connect the equipment to a socket controlled by a wall-board switch or an automatic timer.
- Power cut will make information stored in this equipment lost.
- Please do not connect the equipment to a socket which is shared with home appliances of large power or other equipments that may cause power cut.
- Avoid sources of interference, e.g.: speaker or cordless phone base, etc.
- When this product is used for long-time printing or printing of a large number of documents in a poorly ventilated room, please pay attention to keep indoor air circulation.

## Laser Safety

The laser radiation is harmful to the human body. To avoid laser radiation, please do not randomly disassemble the printer!

The printer follows the provisions of Class 1 laser products under CFR standard. The printer has a Class III b laser diode, which has no laser radiation leakage among laser components.

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



Legal Information



This symbol indicates that, at the end of your product's life, it must not be discarded as domestic waste. Instead, you should dispose of your used equipment at a designated collection point for the recycling of waste electrical and electronic equipment.



This product is suitable for indoor use only.



European Community (EC) directives conformity

This product complies with the protection requirements of EC directives 2004/108/EC and 2006/95/EC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

The manufacturer of this product is: Zhuhai Seine Technology Co., Ltd., No. 63, Mingzhu North Road, Xiangzhou District, Zhuhai, Guangdong, China.

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

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.



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



This product can only be used safely in non-tropical areas.



The product can only be used safely in areas at an altitude no higher than 2,000 meters.

**Table of Contents**

|   |             |
|---|-------------|
| <b>1. Product Overview.....</b>   | <b>1-1</b>  |
| <b>1.1 Overview.....</b>  | <b>1-2</b>  |
| 1.1.1 Front view (1).....   | 1-2         |
| 1.1.2 Front view (2).....   | 1-3         |
| 1.1.3 Rear view (1).....  | 1-4         |
| 1.1.4 Overview of Control Panel.....  | 1-5         |
| <b>1.2 Disassembly and Handling Instructions for M6600 Series Phone Cradle.....</b> | <b>1-7</b>  |
| 1.2.1 Installation Diagram of M6600 Series Phone Cradle.....                        | 1-7         |
| 1.2.2 Disassembly Diagram of M6600 Series Phone Cradle.....                         | 1-7         |
| 1.2.3 Printer Handling Diagram.....   | 1-7         |
| <b>1.3 Product Specifications.....</b>  | <b>1-8</b>  |
| 1.3.1 Basic Specifications.....   | 1-8         |
| 1.3.2 Scan Specifications.....  | 1-9         |
| 1.3.3 Print Specifications.....   | 1-10        |
| 1.3.4 Copy Specifications.....  | 1-11        |
| 1.3.5 Consumable Specifications.....  | 1-12        |
| <b>2. Installation and Basic Operations.....</b>                                    | <b>2-1</b>  |
| <b>2.1 Packing List.....</b>  | <b>2-2</b>  |
| <b>2.2 Install the Machine.....</b>   | <b>2-4</b>  |
| <b>2.3 Steps of Using Paper and Manuscript.....</b>                                 | <b>2-9</b>  |
| <b>2.4 Installation and Uninstallation of the Driver.....</b>                       | <b>2-12</b> |
| 2.4.1 One-click Installation.....   | 2-12        |
| 2.4.1.1 Method I: Connect the printer via USB cable.....                            | 2-12        |
| 2.4.1.2 Method II: Connect the printer via wired network.....                       | 2-13        |
| 2.4.1.3 Method III: Connect the printer via wireless network.....                   | 2-15        |
| 2.4.2 Manual installation.....  | 2-22        |
| 2.4.2.1 Installation via USB connection.....  | 2-22        |
| 2.4.2.2 Installation via wired network connection.....                              | 2-23        |
| 2.4.2.3 Installation by wireless network connection mode.....                       | 2-25        |
| 2.4.3 Mac system driver installation.....   | 2-25        |
| 2.4 Add printer to Mac system.....  | 2-30        |
| 2.4.4.1 Driver installation.....  | 2-30        |
| 2.4.4.2 Add up the printer via USB.....   | 2-30        |
| 2.4.4.3 Add up the printer via wireline connection.....                             | 2-32        |
| 2.4.4.4 Add up the printer via wireless connection.....                             | 2-32        |
| 2.4.4.5 Add AirPrint printer.....   | 2-33        |
| <b>2.5 Print the Test Page.....</b>   | <b>2-33</b> |
| 2.5.1.1 Offline Print of Self-test Page.....  | 2-33        |
| 2.5.1.2 Online Print of WINDOWS Test Page.....                                      | 2-33        |
| <b>3. Working Principles.....</b>   | <b>3-1</b>  |

|            |  |            |
|------------|--|------------|
| <b>3.1</b> | <b>General Structure Chart.....</b>    | <b>3-2</b> |
| <b>3.2</b> | <b>Mechanical Devices.....</b>         | <b>3-3</b> |
| <b>3.3</b> | <b>Travelling path of Paper.....</b>   | <b>3-4</b> |
| <b>3.4</b> | <b>Print Principle.....</b>            | <b>3-5</b> |
| 3.4.1      | Charging.....                          | 3-5        |
| 3.4.2      | Exposure.....                          | 3-5        |
| 3.4.3      | Develop.....                           | 3-5        |
| 3.4.4      | Transfer.....                          | 3-6        |
| 3.4.5      | Separation.....                        | 3-6        |
| 3.4.6      | Fusing.....                            | 3-6        |
| 3.4.7      | Cleaning.....                          | 3-7        |
| <b>3.5</b> | <b>Scan/print Principle.....</b>       | <b>3-7</b> |
| <b>4.</b>  | <b>Removal &amp; Installation.....</b> | <b>4-1</b> |
| <b>4.1</b> | <b>Components.....</b>                 | <b>4-2</b> |
| <b>4.2</b> | <b>Disassembly Diagram.....</b>        | <b>4-4</b> |
| <b>4.3</b> | <b>Disassembly Steps.....</b>          | <b>4-5</b> |
| 4.3.1      | Before Disassembly.....                | 4-5        |
| 4.3.2      | Rear cover.....                        | 4-7        |
| 4.3.3      | Left Cover.....                        | 4-7        |
| 4.3.4      | Right Cover.....                       | 4-7        |
| 4.3.5      | Scanning Platform.....                 | 4-7        |
| 4.3.6      | Engine Board.....                      | 4-8        |
| 4.3.7      | High-voltage Power Board.....          | 4-9        |
| 4.3.8      | Data Board.....                        | 4-10       |
| 4.3.9      | Fuser Component.....                   | 4-10       |
| 4.3.10     | Ectromagnet.....                       | 4-12       |
| 4.3.11     | Clutch Gear.....                       | 4-12       |
| 4.3.12     | Pickup Roller.....                     | 4-12       |
| 4.3.13     | Separator Component.....               | 4-13       |
| 4.3.14     | Transfer Roller.....                   | 4-13       |
| 4.3.15     | Upper Cover.....                       | 4-14       |
| 4.3.16     | Front Cover.....                       | 4-14       |
| 4.3.17     | Base Plate of Control Panel.....       | 4-14       |
| 4.3.18     | Laser.....                             | 4-15       |
| 4.3.19     | Motor.....                             | 4-16       |
| 4.3.20     | Decompose the Scanning Platform.....   | 4-16       |
| <b>5.</b>  | <b>Maintenance.....</b>                | <b>5-1</b> |
| <b>5.1</b> | <b>Cleaning.....</b>                   | <b>5-2</b> |
| <b>5.2</b> | <b>Consumables.....</b>                | <b>5-5</b> |
| 5.2.1      | About consumables.....                 | 5-5        |
| 5.2.2      | Replace Consumables.....               | 5-7        |

---

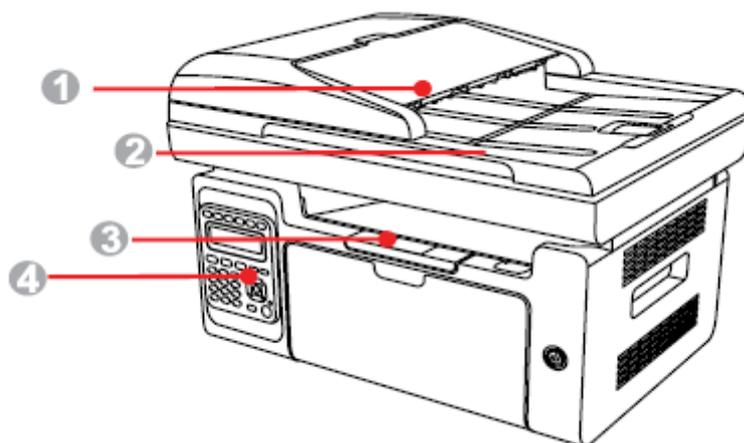
|           |   |            |
|-----------|---|------------|
| <b>6.</b> | <b>Error Display and Troubleshooting.....</b>                       | <b>6-1</b> |
| 6.3       | Error Message.....  | 6-3        |
| 6.4       | Error code.....   | 6-11       |
| 6.5       | Clearing Jammed Paper .....   | 6-16       |
| 6.6       | Failure Elimination.....  | 6-19       |
| 6.6.1     | Paper Feed Problem .....  | 6-19       |
| 6.6.2     | Common Troubleshooting .....  | 6-20       |
| 6.6.2.1   | Print Failure.....  | 6-20       |
| 6.6.2.2   | Scan Failure.....   | 6-26       |
| 6.6.2.3   | Copy Failure.....   | 6-26       |
| 6.7       | Image Defects.....  | 6-27       |
| 6.7.1     | Print .....   | 6-27       |
| 6.7.2     | Scan and Copy.....  | 6-30       |
| <b>7.</b> | <b>Appendix 1 Circumferences of Rollers of This Equipment .....</b> | <b>1</b>   |
| <b>8.</b> | <b>Appendix 2 Product Serial Number (S/N) Description.....</b>      | <b>2</b>   |
| <b>9.</b> | <b>Appendix 3 Terminology of this Manual .....</b>                  | <b>3</b>   |

## Product Overview

|            |                                     |            |
|------------|-------------------------------------|------------|
| <b>1.1</b> | <b>Overview</b> .....               | <b>1-2</b> |
| 1.1.1      | Front view (1).....                 | 1-2        |
| 1.1.2      | Front view (2).....                 | 1-3        |
| 1.1.3      | Rear view (1).....                  | 1-4        |
| 1.1.4      | Overview of Control Panel.....      | 1-5        |
| <b>1.2</b> | <b>Product Specifications</b> ..... | <b>1-8</b> |
| 1.2.1      | Basic Specifications.....           | 1-8        |
| 1.2.2      | Scan Specifications.....            | 1-9        |
| 1.2.3      | Print Specifications.....           | 1-10       |
| 1.2.4      | Copy Specifications .....           | 1-11       |
| 1.2.5      | Consumable Specifications .....     | 1-12       |

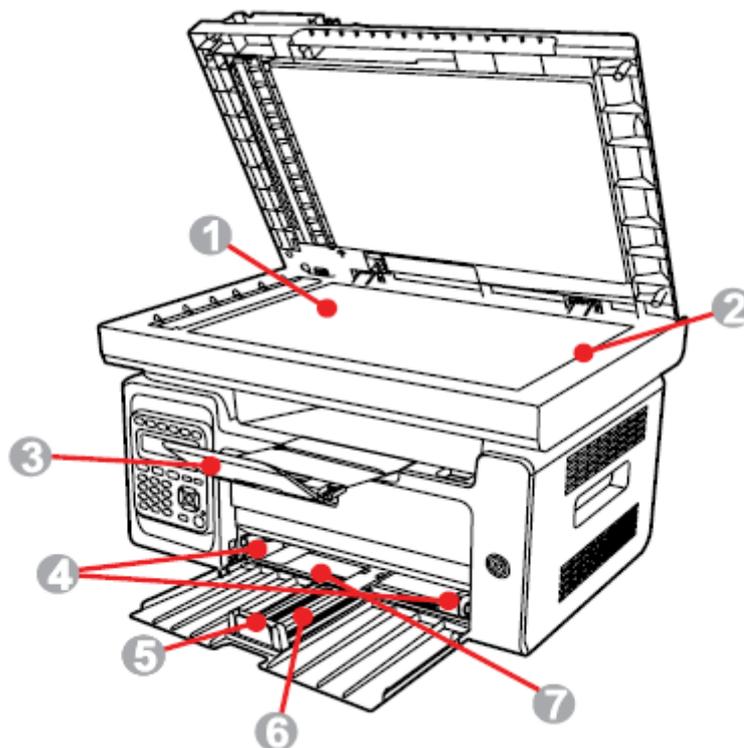
## 1.1 Overview

### 1.1.1 Front view (1)



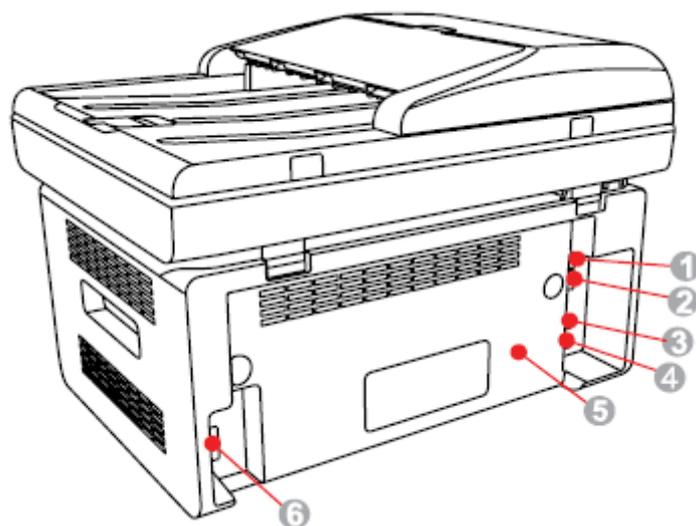
|   |  |
|---|--|
| 1 | Automatic Document Feeder/ Document Feeder |
| 2 | Platen Cover                               |
| 3 | Output Bin                                 |
| 4 | Control Panel                              |

## 1.1.2 Front view (2)



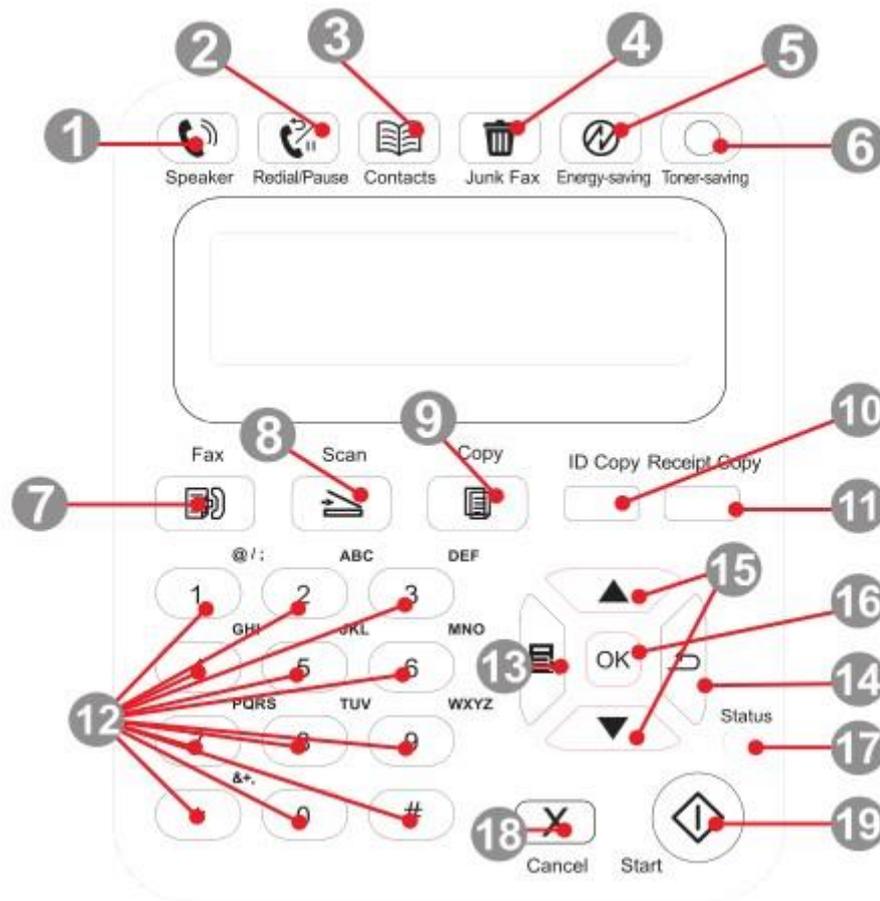
|   |                                |
|---|--------------------------------|
| 1 | Glass Platen                   |
| 2 | Scanning Platform              |
| 3 | Output Tray                    |
| 4 | Automatic Feed Paper Deflector |
| 5 | Paper Stop                     |
| 6 | Feeder Tray                    |
| 7 | Automatic Feeder Tray          |

## 1.1.3 Rear view (1)



|   |                      |
|---|----------------------|
| 1 | USB Interface        |
| 2 | Network Interface    |
| 3 | Phone Interface      |
| 4 | Phone Cord Interface |
| 5 | Rear Cover           |
| 6 | Power Interface      |

## 1.1.4 Overview of Control Panel

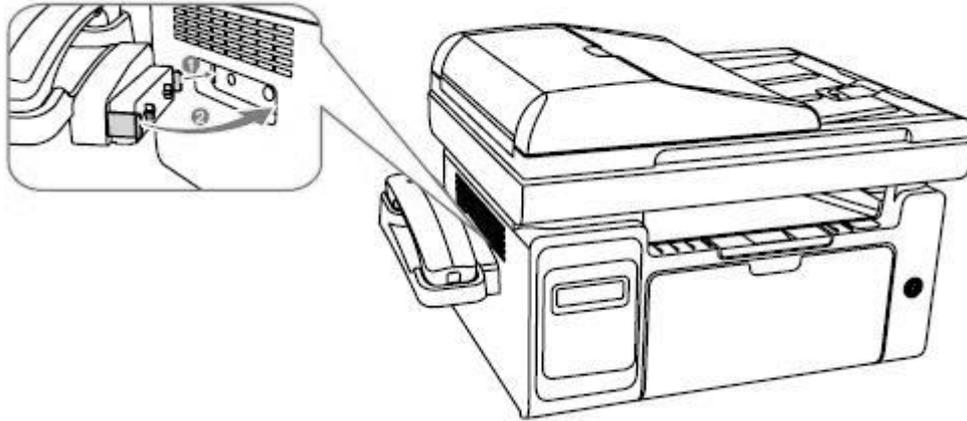


|   |   |  |
|---|---|--|
| 1 | Speaker   | Press this button, enter the number to dial, and then press the Start button to fax.                                     |
| 2 | Redial/Pause  | This button allows you to redial the last number you dialed or insert pause when you set up speed dial or dial manually. |
| 3 | Contacts  | This button allows you to dial the speed dial number directly.   |
| 4 | Junk Fax  | When you receive a fax, press this button to add the currently received fax number to the junk fax number list;          |
| 5 | Power Saving/Wake-up Button                           | Press this button to switch to power saving status or wake the machine from power saving status                          |
| 6 | WiFi Button   | WiFi Button  |
|   | This button indicates the WiFi connection status (for | This button indicates the WiFi connection status (for WiFi Model only). For Non-WiFi Model, this button                  |

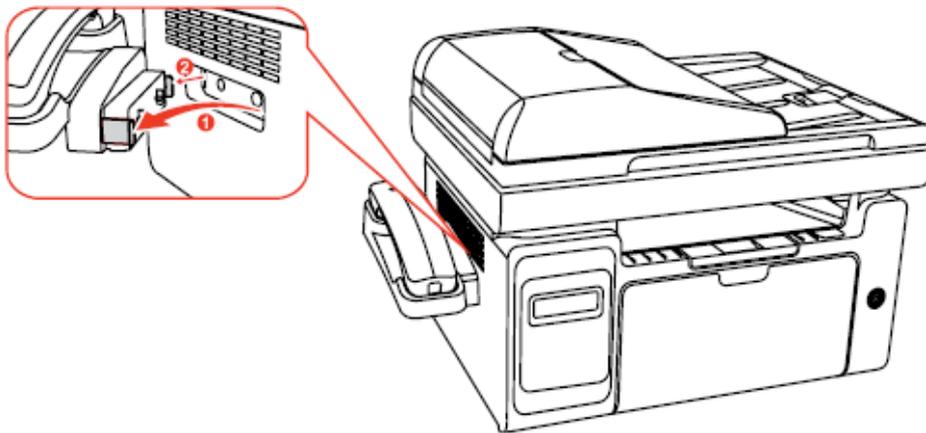
|    |   |   |
|----|---|---|
|    | WiFi Model only). For Non-WiFi Model, this button is for toner saving.            | is for toner saving.  |
| 7  | Fax<br>Press this button to enter into the fax mode.                              | Fax<br>Press this button to enter into the fax mode.                              |
| 8  | Scan Button<br>Press this button to enter into the scan mode                      | Scan Button<br>Press this button to enter into the scan mode                      |
| 9  | Copy Button<br>Press this button to enter into the copy mode                      | Copy Button<br>Press this button to enter into the copy mode                      |
| 10 | ID Card Copy Button<br>Press this button to enter into the ID card copy mode      | ID Card Copy Button<br>Press this button to enter into the ID card copy mode      |
| 11 | Bill Copy Button<br>Press this button to enter into the bill copy mode            | Bill Copy Button<br>Press this button to enter into the bill copy mode            |
| 12 | Number Buttons  | You can use these buttons to dial a phone or fax number.                          |
| 13 | Menu Button<br>Press this button to access the menu options to make the settings. | Menu Button<br>Press this button to access the menu options to make the settings. |
| 14 | Back Button<br>Press this button to go back to the upper-level page               | Back Button<br>Press this button to go back to the upper-level page               |
| 15 | “▲” and “▼”<br>Press this button to browse through each menu and its options      | “▲” and “▼”<br>Press this button to browse through each menu and its options      |
| 16 | OK Button<br>Press this button to save the settings                               | OK Button<br>Press this button to save the settings                               |
| 17 | Status Light  | Status Light  |
| 18 | This light indicates the ready, alarm or other statuses of the printer            | This light indicates the ready, alarm or other statuses of the printer            |

## 1.2 Disassembly and Handling Instructions for M6600 Series Phone Cradle

### 1.2.1 Installation Diagram of M6600 Series Phone Cradle

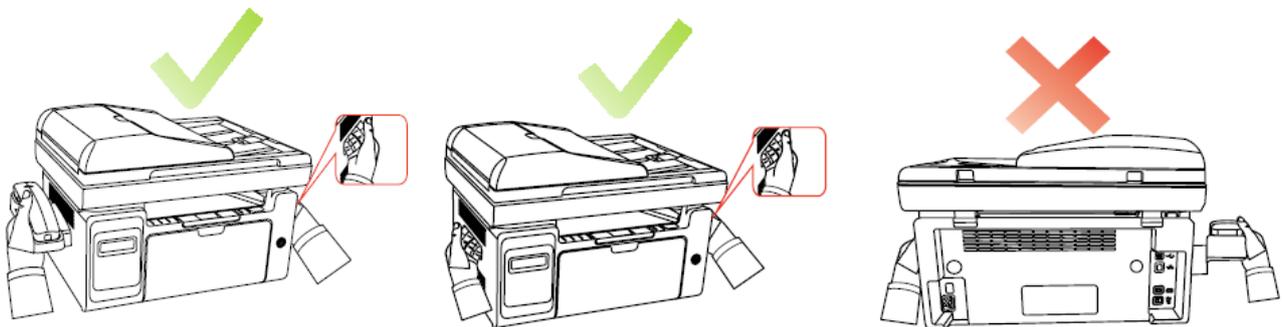


### 1.2.2 Disassembly Diagram of M6600 Series Phone Cradle



### 1.2.3 Printer Handling Diagram

Please handle the printer according to the following instructions:



### 1.3 Product Specifications

#### 1.3.1 Basic Specifications

| Model                       |         | Pantum M6550/N/NW   | Pantum M6600/N/NW   |
|-----------------------------|---------|---|---|
| Function                    |         | PC Monochrome printing, PC color/monochrome scanning, monochrome copying, continuous scanning or copying  |   |
| PC client interface type    |         | Hi-speed USB 2.0<br>100Base-Tx Ethernet<br>(Models with N)<br>WiFi 802.11b/g/n<br>(Models with W)   | Hi-speed USB 2.0<br>100Base-Tx Ethernet<br>(Models with N)<br>WiFi 802.11b/g/n<br>(Models with W) |
| Supporting operating system |         | Microsoft Windows: Server2003, Server2008, Server2012, XP, Vista, Win7, Win8, Win8.1(32/64 Bit); Mac OS: 10.6/10.7/10.8/10.9; Linux (ubuntu13.10); IOS, Android; NeoKylin; Loongson; SW |   |
| Main processor              |         | 600MHz  |   |
| Memory                      |         | 256MB   |   |
| Power Voltage               |         | AC220~240V(-15%,+10%), 50Hz/60Hz;3A   |   |
| Noise                       | Print   | Lower than 54dB   |   |
|                             | Standby | Lower than 30 dB  |   |
| Environment                 |         | Operating Temperature: 10°C -32°C, Working Humidity: 20%-80%  |   |
| Product Size (W*D*H)        |         | 417x305x301mm   |   |
| Product Weight              |         | About 8kg (without package and toner cartridge)   |   |

**1.3.2 Scan Specifications**

|                      |  |
|----------------------|--|
| Scan Source          | ADF, flatbed   |
| Optical system       | CIS, maximum optical resolution 1,200dpi                         |
| Scan drive           | TWAIN WIA driver (simple Chinese/ English/ other language)       |
| Scan Preview         | Supported  |
| Scan Mode            | Color/ grey/ monocolour  |
| Scan Resolution      | Flatbed: 1,200×1,200dpi at maximum<br>ADF: 600×600dpi at maximum |
| Maximum Scan Size    | Flatbed: 216×297mm<br>ADF: 216 x 356 mm                          |
| Scan file format     | BMP, JPEG, TIFF, PDF   |
| Bit Depth            | 24bit/8bit/1bit  |
| Scan Output Function | Scan to E-mail, PC, FTP  |

**1.3.3 Print Specifications**

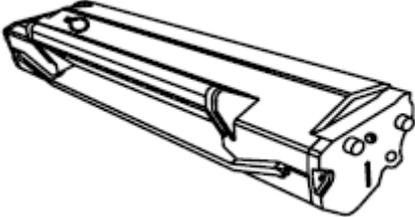
|                          |   |
|--------------------------|---|
| Maximum Printing Size    | Legal (216mm*356mm)   |
| Print System             | Laser electrostatic printing system   |
| Print Time of First Page | <7.8s   |
| Print Speed              | 22PPM(A4)/23PPM(Letter)   |
| Feeding system           | Auto feeding  |
| Monthly printing load    | 15,000 pages  |
| Print resolution         | Max: 1,200*1,200  |
| Media type               | Regular paper, thick paper, transparent film, carton paper, label, envelop, thin paper  |
| Paper size               | A4,A5,A6,JIS B5,ISO B5,B6, Letter, Legal, Executive, Statement, Monarch envelope, DL envelope,C5 envelope,C6 envelope,NO.10 envelope, Japanese Postcard, Folio, Oficio, Big 16k, 32k,16k,Big 32k,ZL,Yougata4, Postcard, Younaga3, Nagagata3, Yougata2 |
| Paper Weight             | 60~163gsm   |
| Language                 | GDI   |

1.3.4 Copy Specifications

|                     |   |               |   |
|---------------------|---|---------------|---|
| Scan Source         | ADF, flatbed  |               |   |
| Maximum Copy Size   | 216*356mm   |               |   |
| Original Paper Size | A4/A5/A6/B5/Letter/Executive  |               |   |
| Optical system      | CIS, maximum optical resolution 1,200 dpi   |               |   |
| Zoom                | Auto zoom   | 1. 100%       |   |
|                     |   | 2. 141% A5→A4 |   |
|                     |   | 3. 122% A5→B5 |   |
|                     |   | 4. 115% B5→A4 |   |
|                     |   | 5. 97% LTR→A4 |   |
|                     |   | 6. 94% A4→LTR |   |
|                     |   | 7. 86% A4→B5  |   |
|                     |   | 8. 81% B5→A5  |   |
|                     |   | 9. 70% A4→A5  |   |
|                     | Manual zoom   | Zoom ratio    | Use left and right buttons to adjust zoom space |
| 25% to 400%         |   |               | 5%  |
| Number of copy      | 1-99  |               |   |
| Copy quality        | Text, picture, text+ picture  |               |   |
| N-in-1              | 2-in-1  |               |   |
|                     | 4-in-1 (Transverse)   |               |   |
|                     | 4-in-1 (Longitudinal)   |               |   |
| Copy functions      | Normal mode: text, picture, text+ picture   |               |   |
|                     | Special mode: bill copy, ID copy, N-in-1 copy, clone copy, arrange copy, poster copy, |               |   |

1.3.5 Consumable Specifications

Service Life of the Toner cartridge

|   |  |
|---|--|
|  |  |
| Model   | Average Print Volume   |
| PD-201T   | About 1,600 Pages<br>(The above data is based on ISO/IEC 19752 standard) |

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

- Consumables capacity may vary with different using types.
- It's not recommended using consumables other than the original Pantum consumables.
- Any damages caused by using non-Pantum original consumables are not covered by the

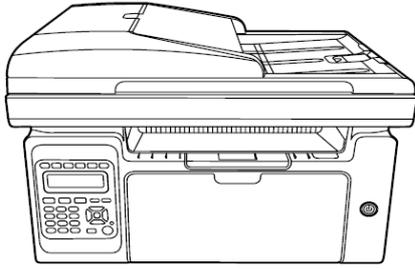
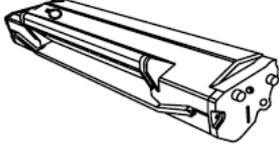
Warranty.

**Installation and Basic Operations**

|            |  |             |
|------------|--|-------------|
| <b>2.1</b> | <b>Packing List .....</b>                                  | <b>2-2</b>  |
| <b>2.2</b> | <b>Install the Machine.....</b>                            | <b>2-4</b>  |
| <b>2.3</b> | <b>Steps of Using Paper and Manuscript.....</b>            | <b>2-9</b>  |
| <b>2.4</b> | <b>Installation and Uninstallation of the Driver.....</b>  | <b>2-12</b> |
| 2.4.1      | One-click Installation.....                                | 2-12        |
| 2.4.1.1    | Method I: Connect the printer via USB cable.....           | 2-12        |
| 2.4.1.2    | Method II: Connect the printer via wired network.....      | 2-13        |
| 2.4.1.3    | Method III: Connect the printer via wireless network ..... | 2-15        |
| 2.4.2      | Manual installation.....                                   | 2-22        |
| 2.4.2.1    | Installation via USB connection .....                      | 2-22        |
| 2.4.2.2    | Installation via wired network connection .....            | 2-23        |
| 2.4.2.3    | Installation by wireless network connection mode .....     | 2-25        |
| 2.4.3      | Mac system driver installation .....                       | 2-30        |
| 2.4.4      | Add printer to Mac system.....                             | 2-30        |
| 2.4.4.1    | Driver installation .....                                  | 2-30        |
| 2.4.4.2    | Add up the printer via USB .....                           | 2-32        |
| 2.4.4.3    | Add up the printer via wireline connection.....            | 2-32        |
| 2.4.4.4    | Add up the printer via wireless connection.....            | 2-33        |
| 2.4.4.5    | Add AirPrint printer.....                                  | 2-33        |
| <b>2.5</b> | <b>Print the Test Page.....</b>                            | <b>2-33</b> |
| 2.5.1      | Offline Print of Self-test Page.....                       | 2-33        |
| 2.5.2      | Online Print of WINDOWS Test Page .....                    | 2-33        |

## 2.1 Packing List

Please check if the following parts are inside the box when you open the package:

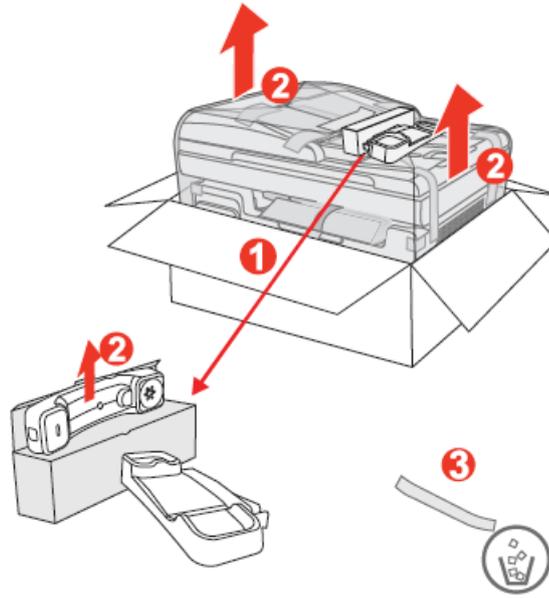
| Name                | Object  |
|---------------------|---|
| Printer             |                               |
| Toner cartridge     |                               |
| USB Interface Cable |                               |
| Power Cord          |                             |
| Phone               | <br>(For M6600 series only ) |
| Spiral Cable        | <br>(For M6600 series only)  |
| Phone line          | <br>(For M6600 series only)  |
| CD-ROM              |                             |
| Quick Setup Guide   |                             |

Pantum Warranty

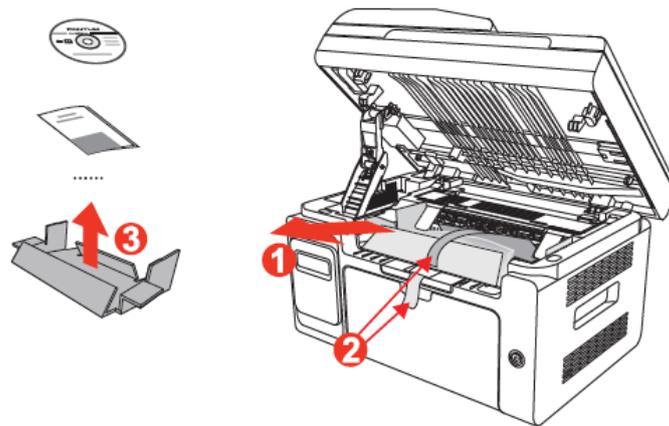


## 2.2 Install the Machine

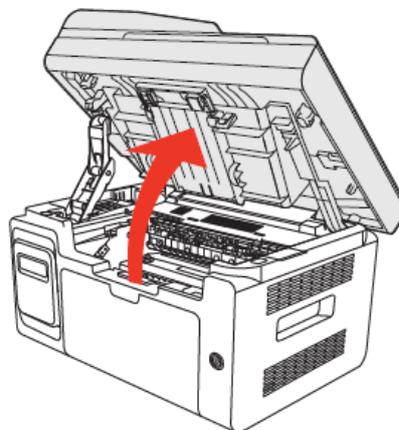
1. Take the printer out and tear off the seal on scan cover.



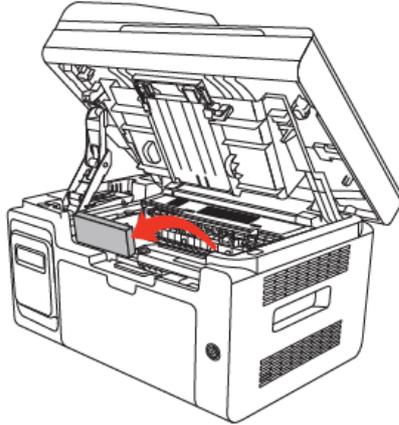
2. Lift the scanning platform, tear off the seal and then take the accessory box in which there is the driver CD, Quick Setup Guide and Pantum Warranty and other accessories.



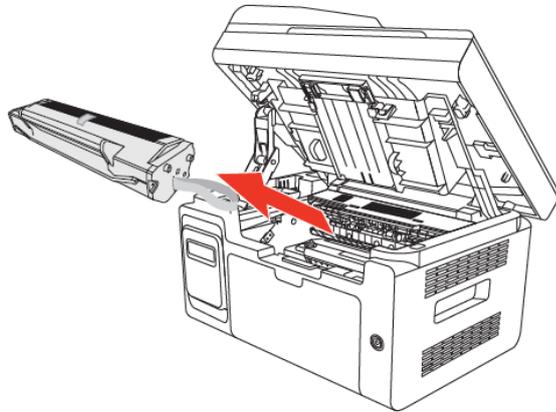
3. Open the output bin.



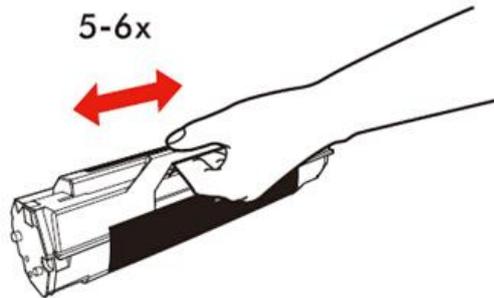
4. Take the fixing plate of toner cartridge out.



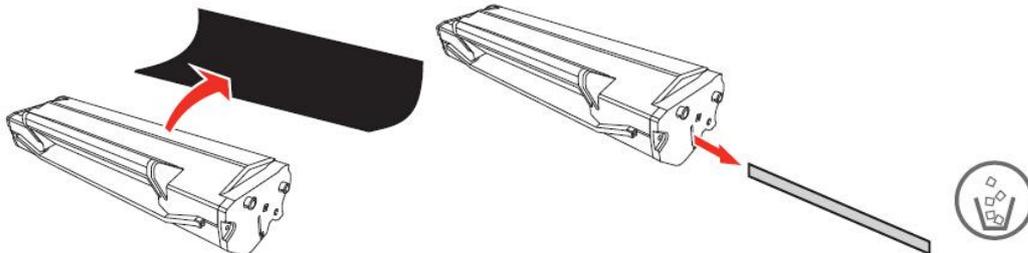
5. Take the toner cartridge out.



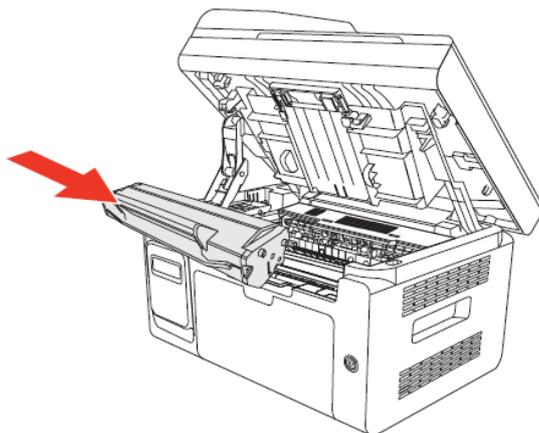
6. Hold the handle of the cartridge and gently shake around 5 to 6 times, so as to make the toner evenly distributed inside the cartridge.



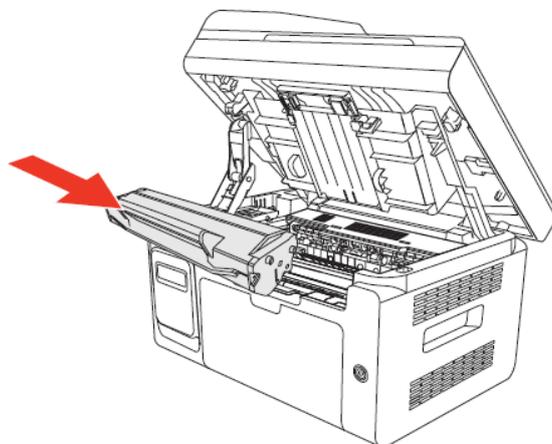
7. Take the OPC protection paper and seal out.



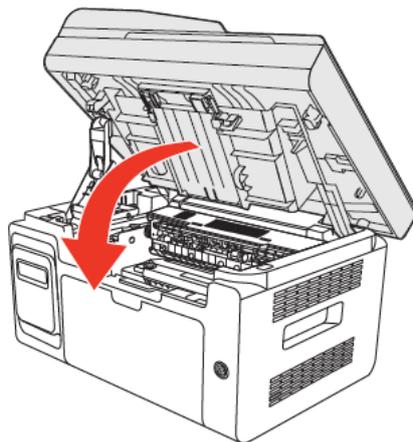
8. Insert the cartridge along the guides into the printer.



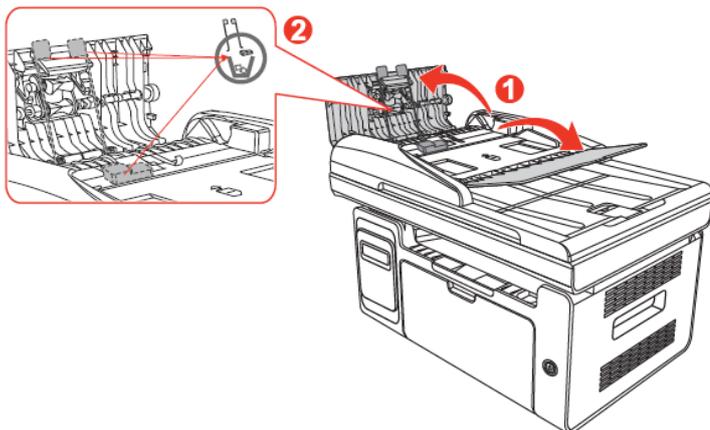
9. Push it firmly along the direction of the arrow until you hear a "click" assuring you that the cartridge is fully inserted.



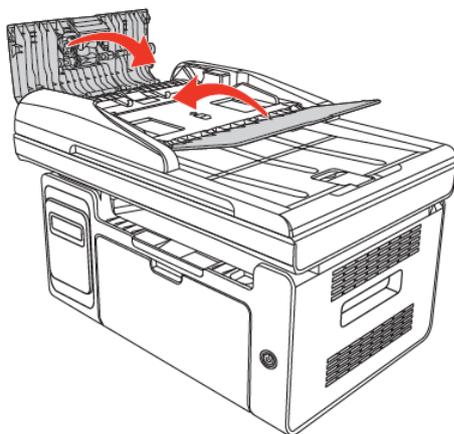
10. Cover the output bin and close the scanning platform.



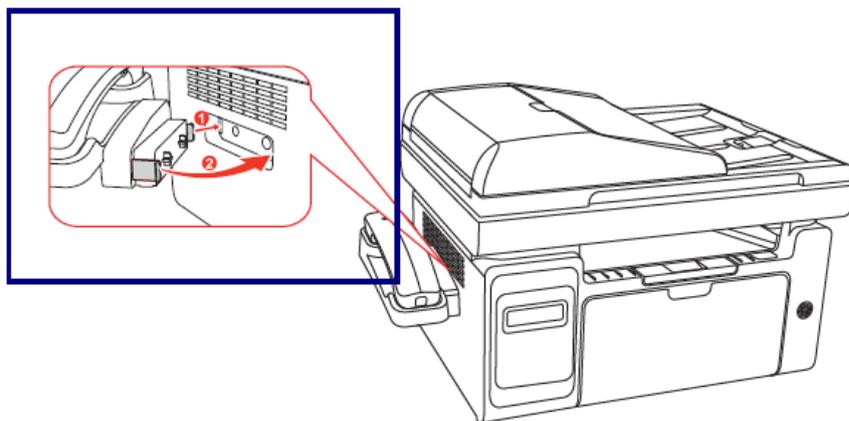
11. Raise the upper ADF cover and remove the stabilizer bar shown by 2.



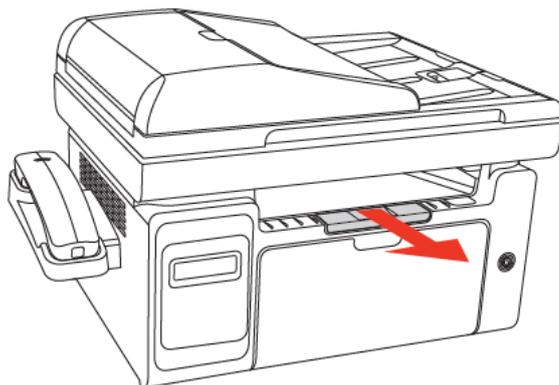
12. Close the upper ADF cover to reset it.



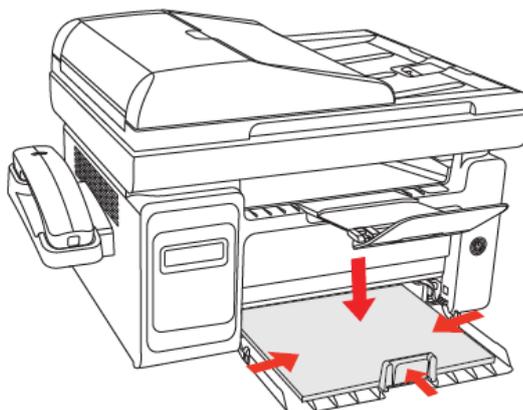
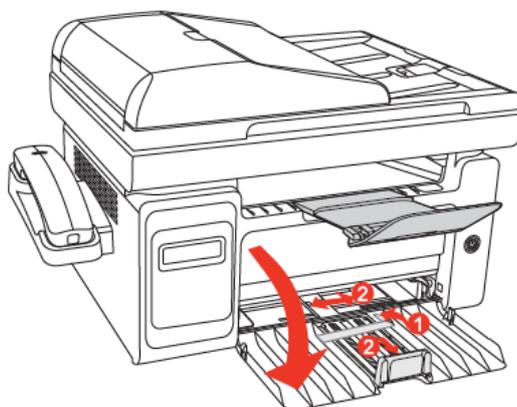
13. Install the phone and connect handle line into the upper interface.



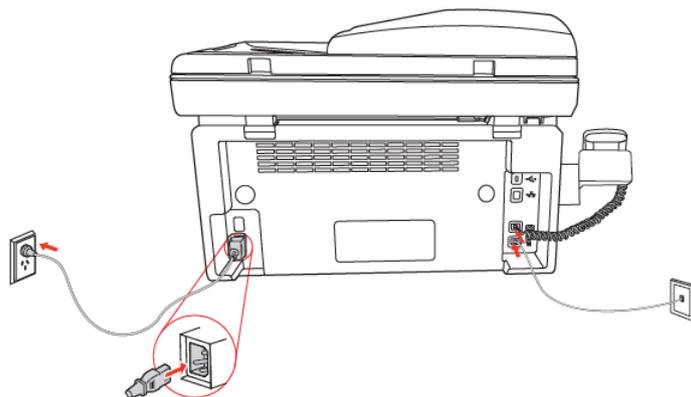
14. Pull the extension tray of output bin out and then open the feeder tray and tear off the seal.



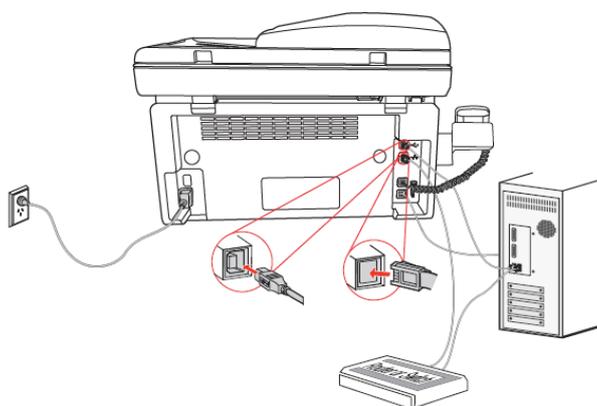
15. Pull the paper stop out, adjust its position and put print paper in, and then adjust the paper stop.



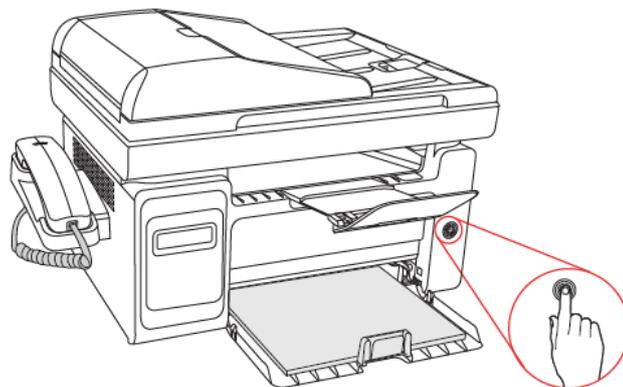
16. Connect power cord and fax line.



17. Connect USB cable or network cable.

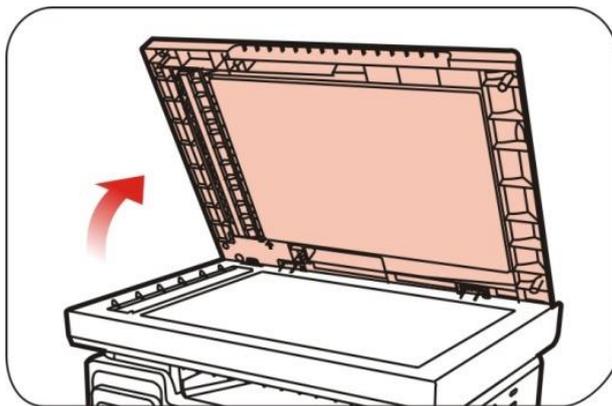


18. Turn power on and install the driver.

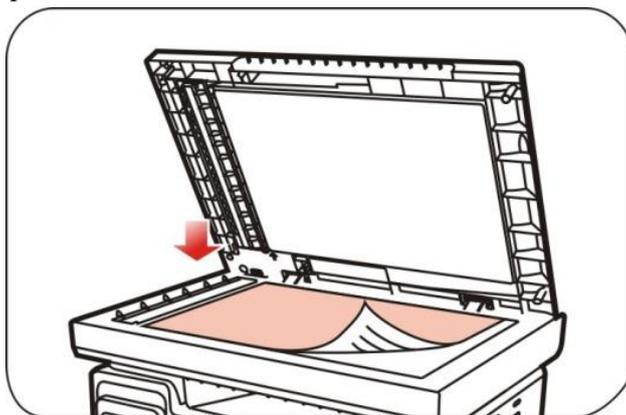


## 2.3 Steps of Using Paper and Manuscript

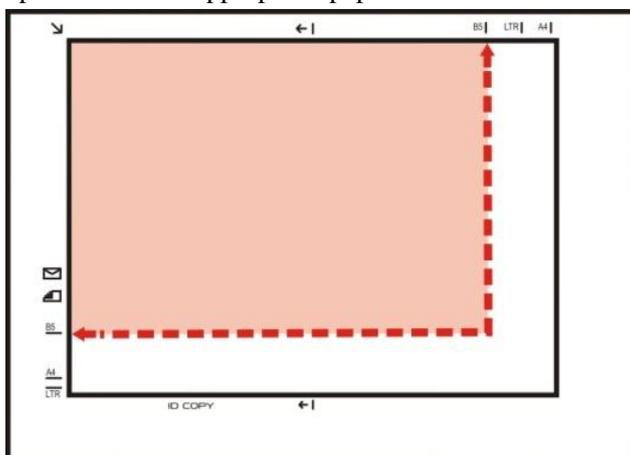
1). Raise the cover.



2). Load the manuscript face down.

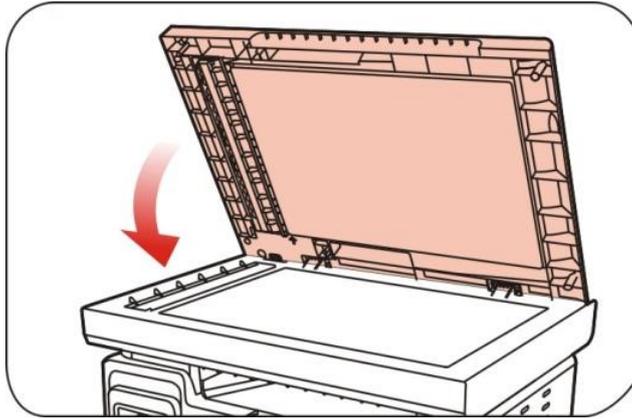


3). Align the manuscript to match the appropriate paper size.



Note: • If the manuscript does not match with any size marker, please align the upper-left corner of the manuscript with the arrow.

4) Gently put down the cover.



- Please put the paper or document on the scanner glass after the glue, ink or correction fluid are completely dried.
- Paper or manuscript with rough texture, concave and convex, oil stain and good smoothness has poor printing performance.
- Please make sure that there is no dust, fluff, etc. on the paper.
- Paper shall be put on a flat surface and stored under a cool and dry environment.

## 2.4 Installation and Uninstallation of the Driver

### 2.4.1 One-click Installation

One-click installation provides three methods of installation: connect the printer via USB cable, connect the printer via wired network, and connect the printer via wireless network. You can choose one of them according to your habit.

#### 2.4.1.1 Method I: Connect the printer via USB cable

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

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

Windows XP system: automatically run the installation procedure.

Windows 7/Vista/Server 2008 system: Pop up "Autoplay" interface, click "Autorun.exe" to run the installation procedure.

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

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

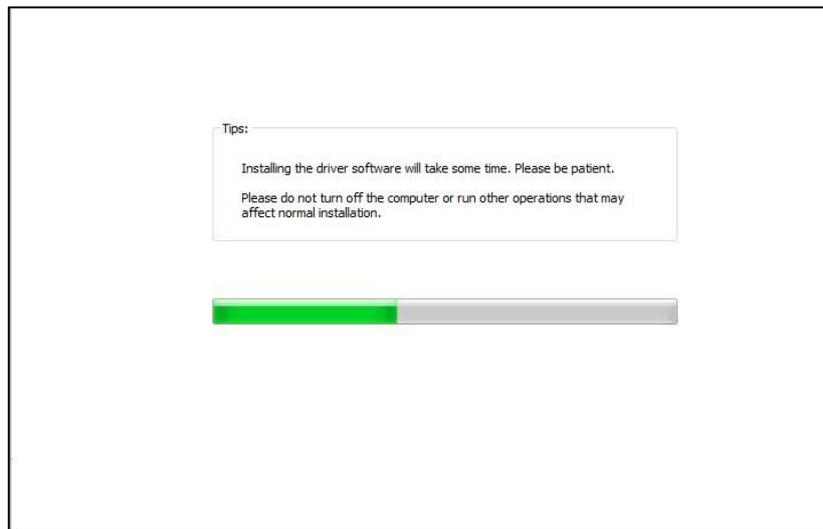
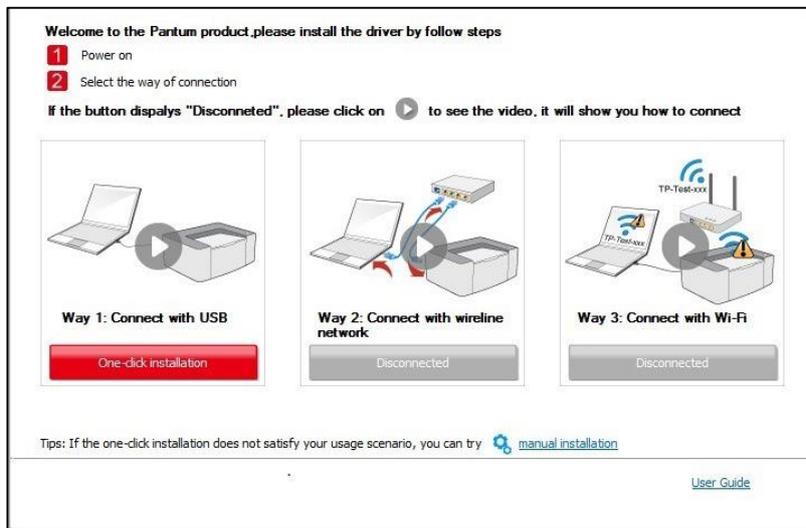


**Note:** • Some computers may be unable to auto play the CD because of system configuration. Please double click "Computer" icon, find "DVD RW driver", then double click "DVD RW driver" to run the installation procedure.

---

1. Click on the "I agree" button on the right button corner after reading the license agreement and enter into driver installation interface.

2. Click on the “One-click installation” button in Method I and enter into the installation process. The process may need some time, and the duration is related to your computer configuration, please wait patiently.



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

### 2.4.1.2 Method II: Connect the printer via wired network

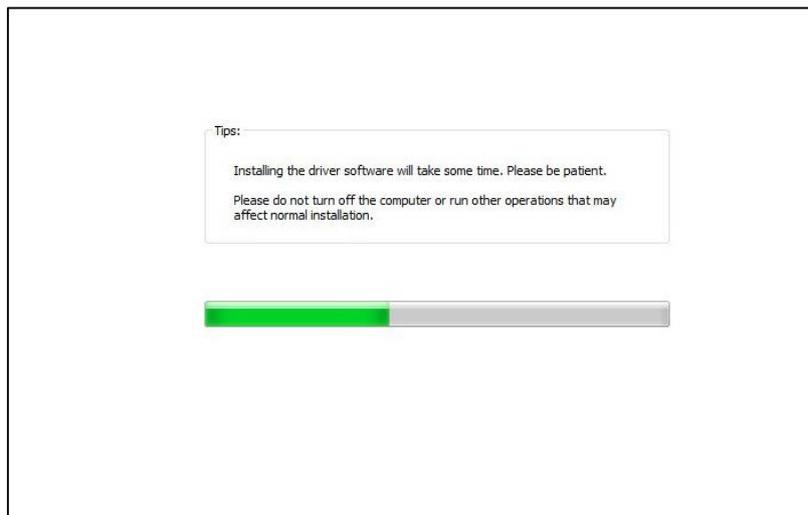
1. Turn the power of printer and computer on.
2. Connect the computer to wired network.
3. Connect network cable to the network interface of printer, to make sure the printer is connected to computer network.
4. Place the attached installation CD in the computer CD-ROM:
  - Windows XP system: automatically run the installation procedure.

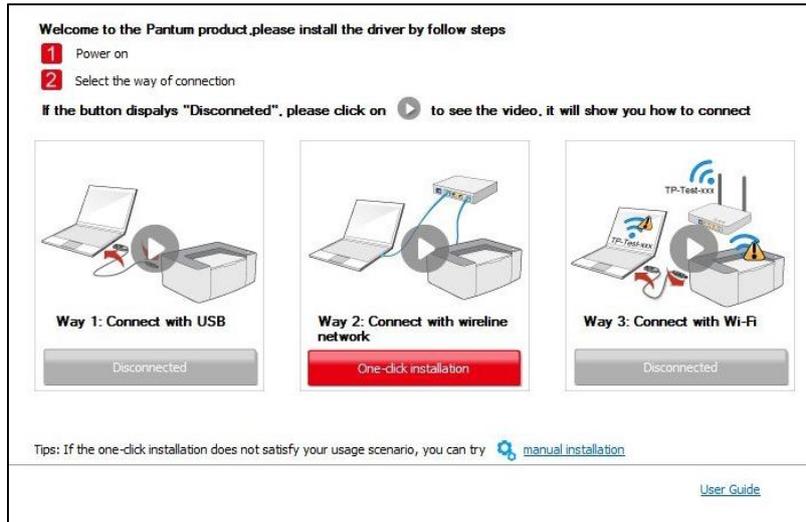
- Windows 7/Vista/Server 2008 system: Pop up "Autoplay" interface, click "Autorun.exe" to run the installation procedure.
- Windows 8 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click "Autorun.exe" to run the installation procedure.
- Windows 10 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the window, then click "Autorun.exe" to run the installation procedure.



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

5. Click on the "I agree" button on the right button corner after reading the license agreement and enter into driver installation interface.
6. Please click on the "One-click installation" button in Method II and install driver software.





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

Click on the “One-click installation” button to enter installation process if your software has searched only one printer. The process may need some time, and the duration is related to your computer configuration. Please wait patiently.

- If your software has searched several printers, click on the “ One-click installation” button, and the printer list interface will pop up. Please select the printer that you need according to your printer wired network IP address or host ID.

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

### 2.4.1.3 Method III: Connect the printer via wireless network

Please check if the printer is connected with wireless network when installing the printer driver software.

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

#### 2.4.1.3.1 Configure wireless network via USB cable and install driver

Since some computers are not provided with wireless network function, this section is divided into “Connect computer to router via Wi-Fi” and “Connect computer to router via wired connection” to introduce installation process.

#### 2.4.1.3.2 Connect computer to router via Wi-Fi

1. Computer is already connected to router via Wi-Fi.
2. Connect the printer to computer via USB cable, then power the printer on.
3. Place the attached installation CD in the computer CD-ROM:
  - Windows XP system: automatically run the installation procedure.
  - Windows 7/Vista/Server 2008 system: Pop up “Autoplay” interface, click “Autorun.exe” to run the installation procedure.
  - Windows 8 system: When the “DVD RW driver” window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click “Autorun.exe” to run the installation procedure.
  - Windows 10 system: When the “DVD RW driver” window pops up from the right top corner of computer desktop, click anywhere in the window, then click “Autorun.exe” to run the installation procedure.



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

---

4. Click on the “I agree” button on the right button corner after reading the license agreement and enter into driver installation interface.
5. Click the “One-click installation” button in Method III to install driver software.

Welcome to the Pantum product, please install the driver by follow steps

- 1 Power on
- 2 Select the way of connection

If the button displays "Disconnected", please click on  to see the video, it will show you how to connect



Way 1: Connect with USB

One-click installation



Way 2: Connect with wireline network

Disconnected



Way 3: Connect with Wi-Fi

One-click installation

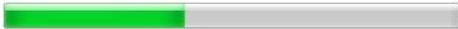
Tips: If the one-click installation does not satisfy your usage scenario, you can try [manual installation](#)

[User Guide](#)

Tips:

Installing the driver software will take some time. Please be patient.

Please do not turn off the computer or run other operations that may affect normal installation.



If the printer list interface will pop up. Please select "Configure printer with Wi-Fi via USB an install" and select USB printer, click "Confirm" button and enter into installation process complete automatic network configuration and driver installation

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

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

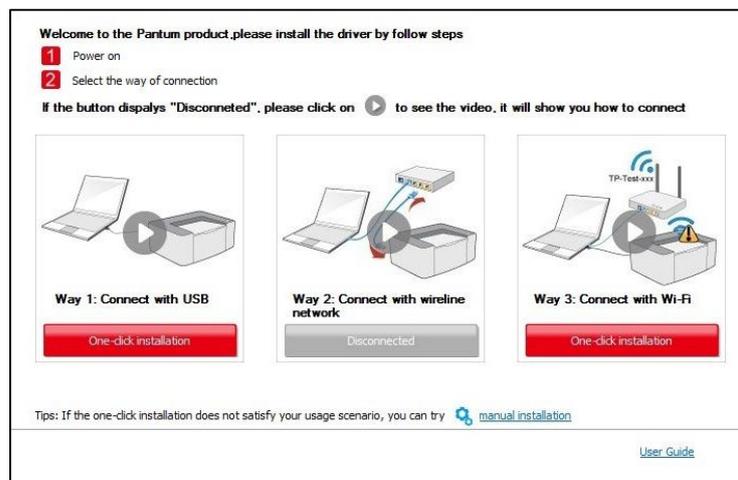
### 2.4.1.3.3 Connect computer to router via network cable

1. Connect computer to router via network cable.
2. Connect the printer to computer via USB cable, then power the printer on.
3. Place the attached installation CD in the computer CD-ROM:
  - Windows XP system: automatically run the installation procedure.
  - Windows 7/Vista/Server 2008 system: Pop up "Autoplay" interface, click "Autorun.exe" to run the installation procedure.
  - Windows 8 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click "Autorun.exe" to run the installation procedure.
  - Windows 10 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the window, then click "Autorun.exe" to run the installation procedure.



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

4. Click on the "I agree" button on the right button corner after reading the license agreement and enter into driver installation interface.
5. Please click on the "One-click installation" button in Method III and install driver software.



1. Please click on "Printing wireless network information page" to get the network name and encryption method. Please skip this step if you already know the network name and encryption method.

2. Please enter wireless network user name and password.

Network Name(SSID):

Encryption method:

Password:

Show password:



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

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

#### 2.4.1.3.4 Connect computer to printer via Wi-Fi direct and install the driver

Connect the computer to printer via a direct Wi-Fi connection . It is applicable to wireless network without infrastructure mode , but it still needs scenario of temporary use of printer via wireless network . You can directly connect the computer that has wireless function to the printer to realize printing function.

1. Turn the power of printer and computer on.
2. Connect computer to the Wi-Fi Direct network of the printer.
3. Place the attached installation CD in the computer CD-ROM:
  - Windows XP system: automatically run the installation procedure.
  - Windows 7/Vista/Server 2008 system: Pop up "Autoplay" interface, click "Autorun.exe" to run the installation procedure.
  - Windows 8 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click "Autorun.exe" to run the installation procedure.

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



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

---

4. Click on the "I agree" button on the right button corner after reading the license agreement and enter into driver installation interface.
5. Click on the "One-click installation" button in Method III, and enter into installation process. The process may need some time, and the duration is related to your computer configuration please wait patiently.
6. After the installation, click "Print & Test Page" button. If your printer prints the test page successfully, it means that you have installed the driver correctly.

#### 2.4.1.3.5 The printer is already connected to wireless network

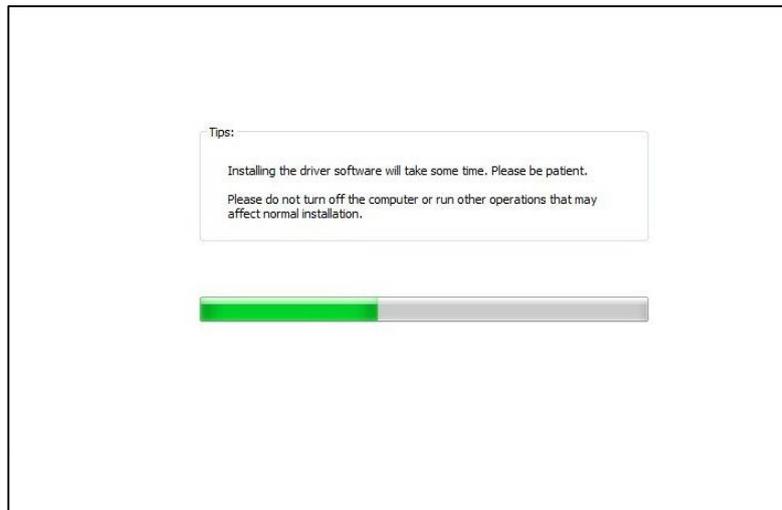
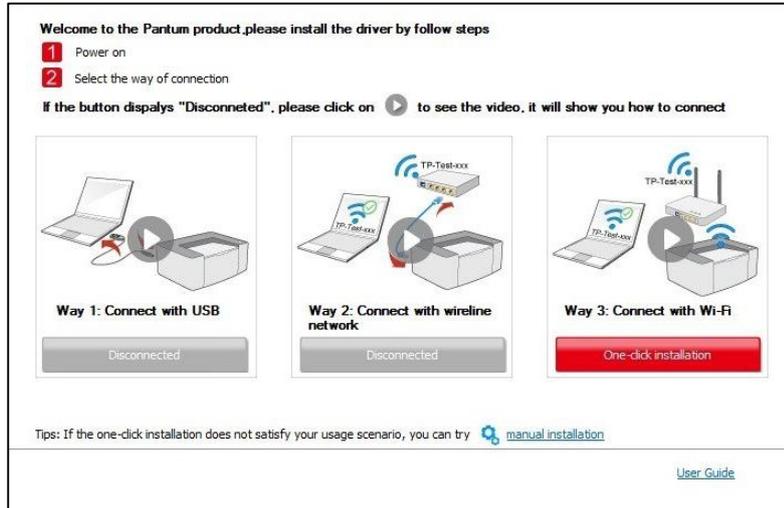
1. The printer is already connected to wireless network, you can print the "Network configuration page" to check.
  2. Connect the computer to printer network.
  3. Place the attached installation CD in the computer CD-ROM:
    - Windows XP system: automatically run the installation procedure.
    - Windows 7/Vista/Server 2008 system: Pop up "Autoplay" interface, click "Autorun.exe" to run the installation procedure.
    - Windows 8 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click "Autorun.exe" to run the installation procedure.
    - Windows 10 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the window, then click "Autorun.exe" to run the installation procedure.
- 



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

---

4. Click on the “I agree” button on the right button corner after reading the license agreement and enter into driver installation interface.
5. Click the “One-click installation” button in Method III to install driver software.



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

- You can check the printer IP address through “Network configuration page” .

6. Click on the “One-click installation” button to enter installation process if your software has searched only one printer. The process may need some time,

and the duration is related to your computer configuration. Please wait patiently.

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

### 2.4.2 Manual installation

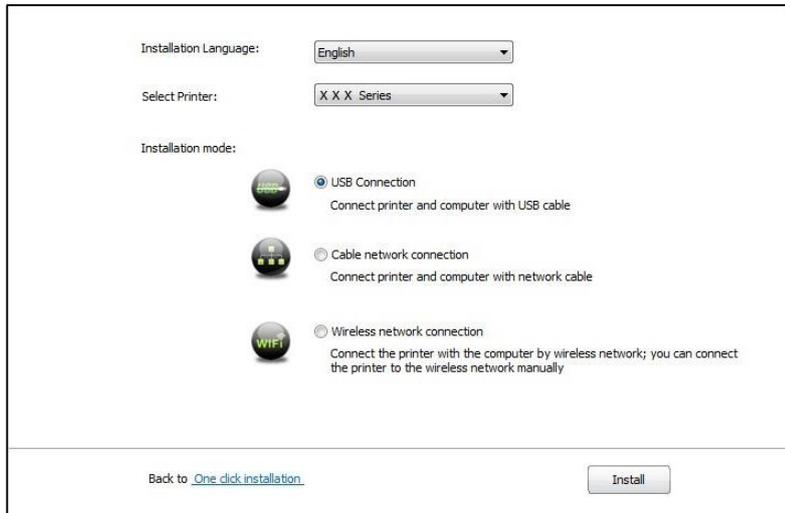
- Before installing the drive, you need to learn about printer model by printing printer information page out and check the product name.

### 2.4.3 Installation via USB connection

1. Connect the printer to computer via USB cable, power the printer and computer on.
  2. Place the attached installation CD in the computer CD-ROM:
- Windows XP system: automatically run the installation procedure.
  - Windows 7/Vista/Server 2008 system: Pop up "Autoplay" interface, click "Autorun.exe" to run the installation procedure.
  - Windows 8 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click "Autorun.exe" to run the installation procedure.
  - Windows 10 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the window, then click "Autorun.exe" to run the installation procedure.
  -

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

3. Click on the "I agree" button on the right button corner after reading the license agreement and enter into driver installation interface.
4. Click on the "Manual installation" at the bottom of driver installation interface, and enter into manual installation interface.
5. Please select installation language and printer model.
6. Select "Connect via USB" and click on "Install" .



7. The software installs the driver automatically and the installation process may need some time. The duration is related to your computer configuration, please wait patiently.
8. After the installation, click “Print &Test Page” button. If your printer prints the test page successfully, it means that you have installed the driver correctly.

#### 2.4.3.1 Installation via wired network connection

1. Turn the power of printer and computer on.
2. Connect the computer to wired network.
3. Connect network cable to the network interface of printer, to make sure the printer is connected to computer network.
4. Place the attached installation CD in the computer CD-ROM:
  - Windows XP system: automatically run the installation procedure.
  - Windows 7/Vista/Server 2008 system: Pop up “Autoplay” interface, click “Autorun.exe” to run the installation procedure.
  - Windows 8 system: When the “DVD RW driver” window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click “Autorun.exe” to run the installation procedure.
  - Windows 10 system: When the “DVD RW driver” window pops up from the right top corner of computer desktop, click anywhere in the window, then click “Autorun.exe” to run the installation procedure.



**Note:**• Some computers may be unable to auto play the CD because of system

configuration. Please double click “Computer” icon, find “DVD RW driver”, then double click “DVD RW driver” to run the installation procedure.

5. Click on the “I agree” button on the right button corner after reading the license agreement and enter into driver installation interface.
6. Click on the “Manual installation” at the bottom of driver installation interface, and enter into manual installation interface.
7. Please select installation language and printer model.

The screenshot shows a software installation window with the following elements:

- Installation Language:** A dropdown menu set to "English".
- Select Printer:** A dropdown menu set to "X X X Series".
- Installation mode:** Three radio button options:
  - USB Connection: Connect printer and computer with USB cable.
  - Cable network connection: Connect printer and computer with network cable.
  - Wireless network connection: Connect the printer with the computer by wireless network; you can connect the printer to the wireless network manually.
- Navigation:** A link "Back to [One click installation](#)" and an "Install" button.

8. The installation software will search the printer automatically and the searching process may need some time.
9. After finishing searching, select the printer that needs to be connected and click “Next”

The screenshot shows a window titled "Detected Printer" with the following elements:

- Radio button:**  Detected Printer
- Table:**

| Printer Name   | IP Address    | Host name     |
|--|---------------|---------------|
| <input checked="" type="checkbox"/> X X X Series PCL6 0001 | 10.10.148.140 | X X X -779888 |
- Checkboxes:**
  - Install the printer from the list with a hostname
  - Add the IP address or hostname manually
- Buttons:** "Refresh" (next to the first checkbox), "Previous", "Next", and "Exit" (at the bottom).



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

- When the printer IP address changes under printer driver installed with host ID, you can also directly print without re-installing the driver. If you need to install the printer driver with the host ID, please check the option "Install the printer in the list with host ID".
  - If IP address or host name is added manually, you need to know the IP address of the printer connected or host name.
- 

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

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

### **2.4.3.2 Installation by wireless network connection mode**

Wireless network connection type is divided into basic structure mode and Wi-Fi Direct mode

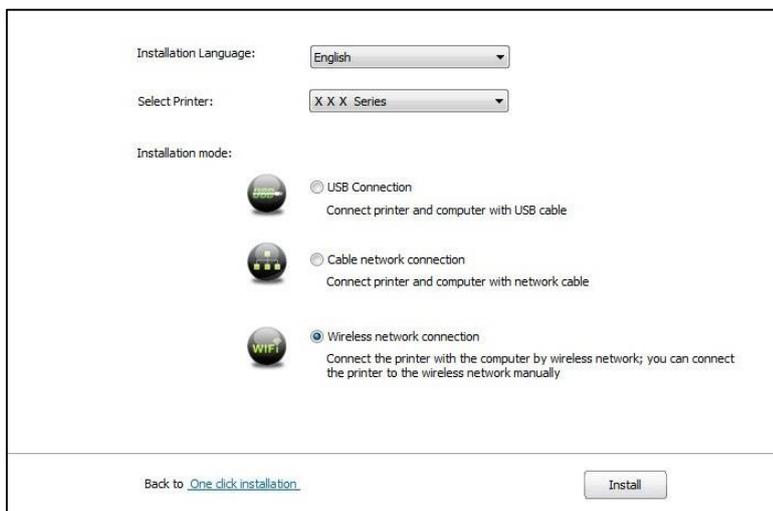
#### **2.4.3.2.1 Installation in basic structure mode**

1. Connect computer to access point (wireless router).
  2. Connect the printer to computer via USB cable, then power the printer on.
  3. Place the attached installation CD in the computer CD-ROM:
- Windows XP system: automatically run the installation procedure.
  - Windows 7/Vista/Server 2008 system: Pop up “Autoplay” interface, click “Autorun.exe” to run the installation procedure.
  - Windows 8 system: When the “DVD RW driver” window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click “Autorun.exe” to run the installation procedure.
  - Windows 10 system: When the “DVD RW driver” window pops up from the right top corner of computer desktop, click anywhere in the window, then click “Autorun.exe” to run the installation procedure.



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

4. Click on the "I agree" button on the right button corner after reading the license agreement and enter into driver installation interface.
5. Click on the "Manual installation" at the bottom of driver installation interface, and enter into manual installation interface.
6. Please select installation language and printer model.



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

The installation program will determine whether wireless network of the printer is to be configured based on your choice in this step;

- if you need to configure or change wireless network of the printer, please select "yes" after the printer connects USB;
- if not, please select "no".

Yes, I want to configurate the printer's wireless network.

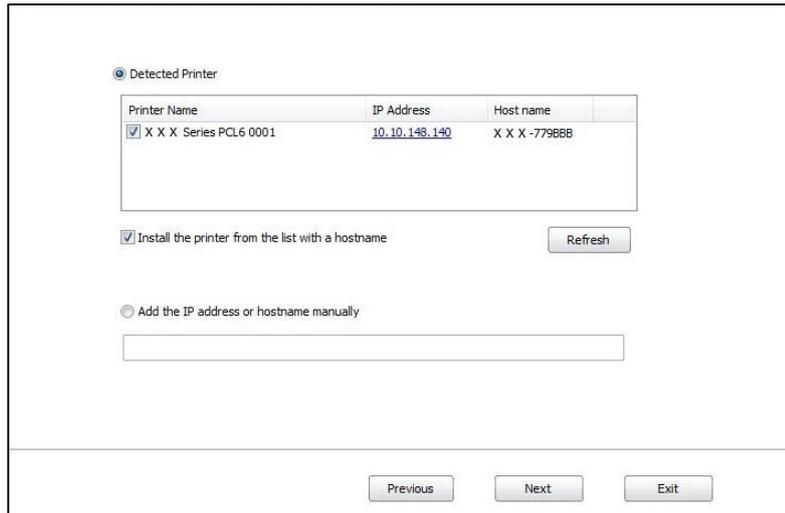
No, the printer has been connected to wireless network.

Previous

Next

Exit

Select "Yes, I want to configurate the printer's wireless network" on the wireless setup window popped out, and operate according to the prompts to set up the printer to wireless network.



- The installation software will search the printer automatically after wireless network is configured successful. The search process may need some time.
- Select the printer needs to be connected and click "Next" .



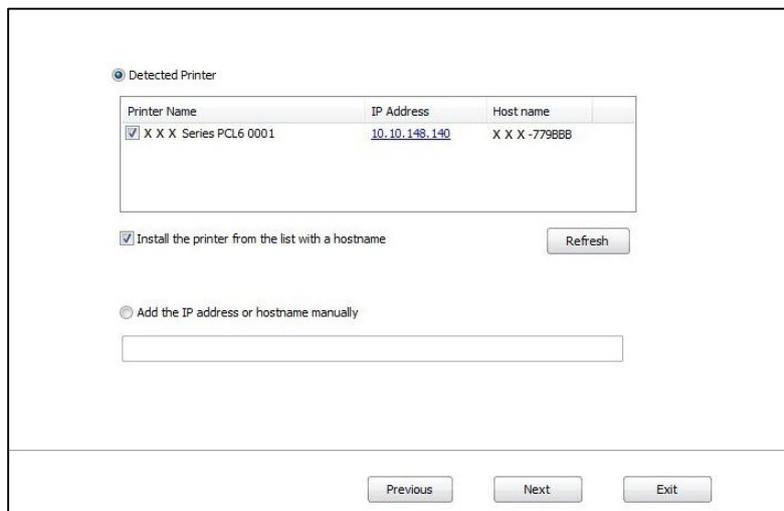
**Note:** • If the printer you need to connect is not in the list of printers searched, please click "Refresh" to search again.

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

10. The software installs the driver automatically and the installation process may need some time. The duration is related to your computer configuration, please wait patiently.
11. After the installation, click “Print & Test Page” button. If your printer prints the test page successfully, it means that you have installed the driver correctly.

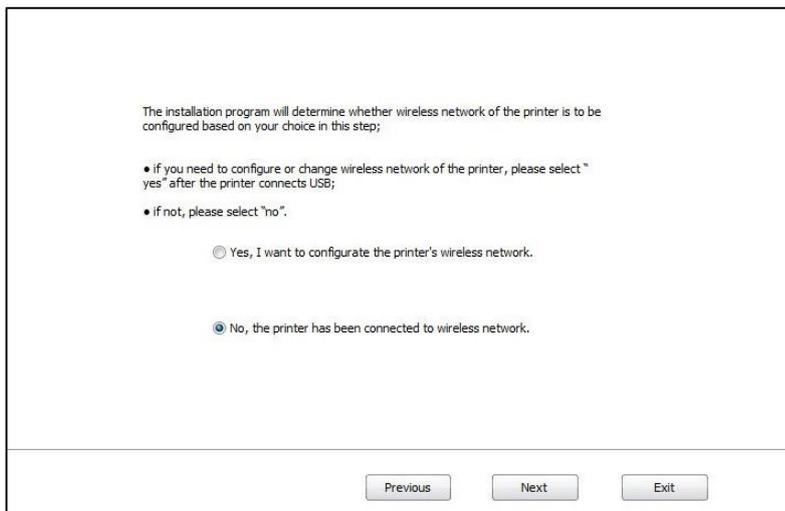
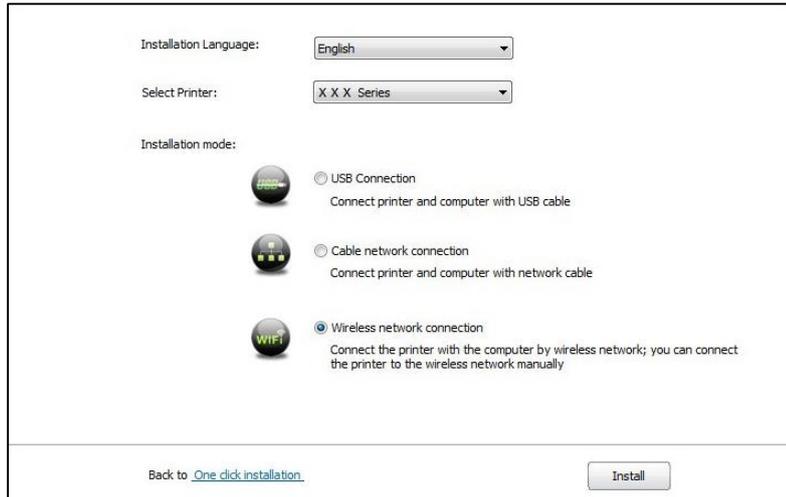
### 2.4.3.2.2 Installation in Wi-Fi Direct mode

1. Turn the power of printer and computer on.
  2. Connect computer to the Wi-Fi Direct network of the printer.
  3. Place the attached installation CD in the computer CD-ROM:
- Windows XP system: automatically run the installation procedure.
  - Windows 7/Vista/Server 2008 system: Pop up “Autoplay” interface, click “Autorun.exe” to run the installation procedure.
  - Windows 8 system: When the “DVD RW driver” window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click “Autorun.exe” to run the installation procedure.
  - Windows 10 system: When the “DVD RW driver” window pops up from the right top corner of computer desktop, click anywhere in the window, then click “Autorun.exe” to run the installation procedure.



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

- Click on the "I agree" button on the right button corner after reading the license agreement and enter into driver installation interface.
- Click on the "Manual installation" at the bottom of driver installation interface, and enter into manual installation interface.
- Please select installation language and printer model.
- Select "Wireless network connection" and click on "Install" .



- Select "No, the printer has been connected to wireless network" on the wireless setup window popping out, and then click "Next" .
- The installation software will search the printer automatically and the searching process may need some time.
- Select the printer needs to be connected and click "Next" .
- The software installs the driver automatically and the installation process may need some time. The duration is related to your computer configuration, please wait patiently.
- After the installation, click "Print &Test Page" button. If your printer

prints the test page successfully, it means that you have installed the driver correctly.

#### **2.4.3.2.3 Method of driver uninstallation**

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

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

#### **2.4.4 Mac system driver installation**

- Driver installation under Mac system is divided into 2 steps, driver installation and adding a printer. If you are going to print in AirPrint mode, there is no need to install a driver and you just need to add a printer directly.
- When you are installing a driver with wired or wireless network, you may need to know the Bonjour name of printer. Please print the "Network setup page" to view it.

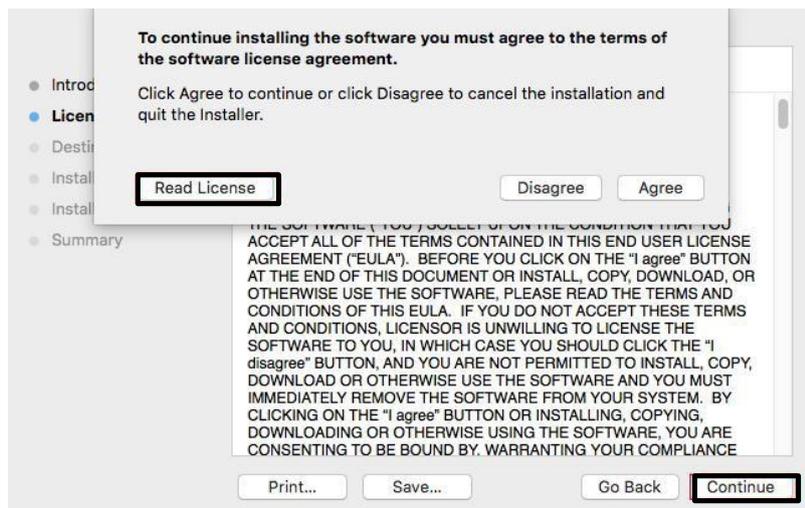
#### **2.4.5 Add printer to Mac system**

##### **2.4.5.1 Driver installation**

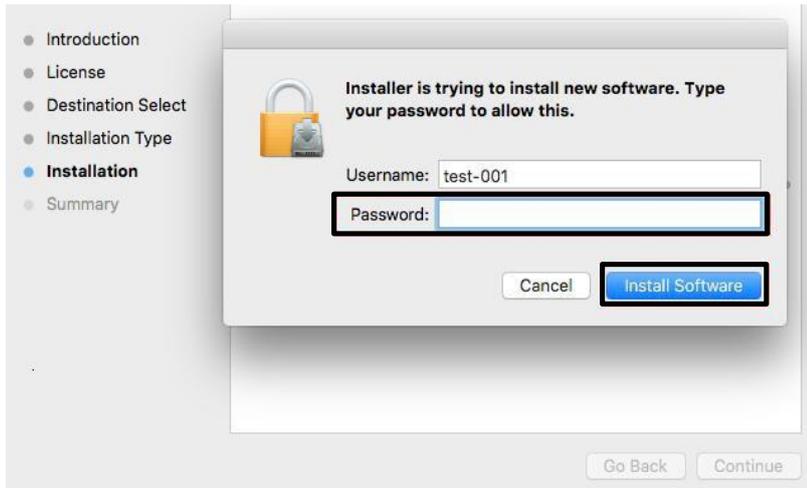
Mac 10.11 is taken as the example in the following operation. The information on your computer screen may differ because of multiple operating systems.

1. Turn the power of printer and computer on.

2. Insert the CD accompanying with printer in the CD driver of your computer, and double click Pantum XXX Series installation package. (XXX in Pantum XXX Series represents product model.)
3. Click "Continue" .



4. Read licensing agreement and then click "Continue"
5. Click "Agree" on the prompt window popping out to accept the licensing agreement.
6. Click "Install" .
7. Input computer password and click "Install Software" .



8. Click “Continue Installation” on the prompt window popping out.
  9. The system will finish driver installation automatically.
- If using a USB cable to connect a computer with a Wi-Fi model printer, a wireless network configuration prompt window will pop up during driver installation, as shown in following picture.

#### **2.4.5.2 Add up the printer via USB**

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

#### **2.4.5.3 Add up the printer via wireline connection**

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

#### 2.4.5.4 Add up the printer via wireless connection

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



**Note:** • In case of basic structure mode, connect wireless network printer to the access point (wireless router).

- In case of Wi-Fi Direct mode, connect wireless client to wireless network printer directly.

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

#### 2.4.5.5 Add AirPrint printer

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

#### 2.4.6 Print the Test Page

##### 2.4.6.1 Offline Print of Self-test Page

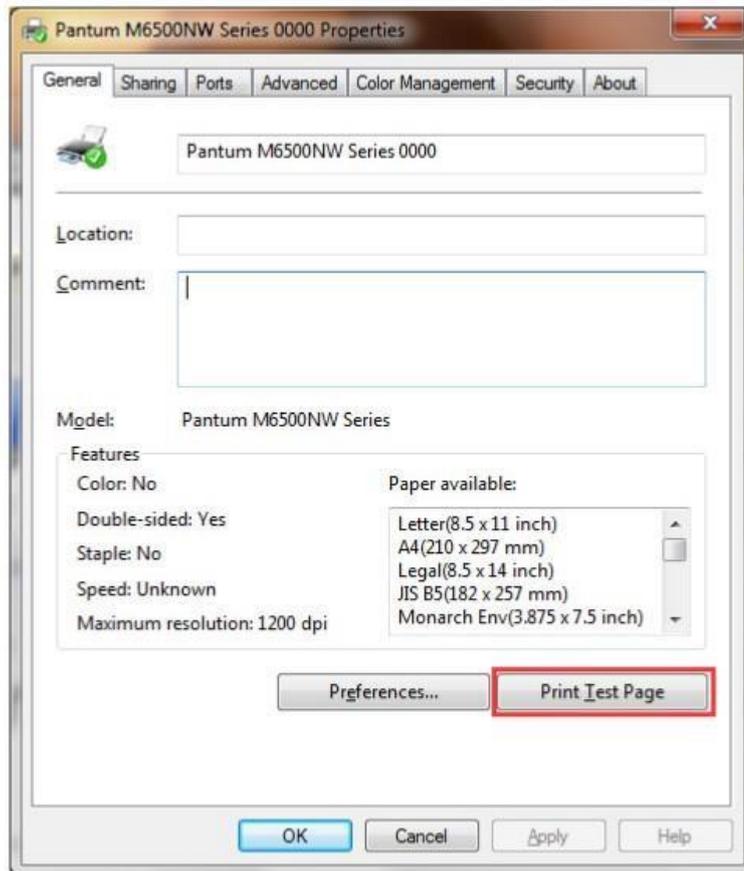
- Offline self-test page can be printed via operation panel and the relevant steps are as follows: Press menu button→ press left and right direction button→ select information report→ press OK button to print DEMO page, information page and network configuration page, etc.

##### 2.4.6.2 Online Print of WINDOWS Test Page

- After driver installation, click on "Start" menu on computer and then select "Devices and Printers" and find out the printer icon of Pantum M6500NW Series. Right click on "Printer Properties" , and the following interface will pop

up

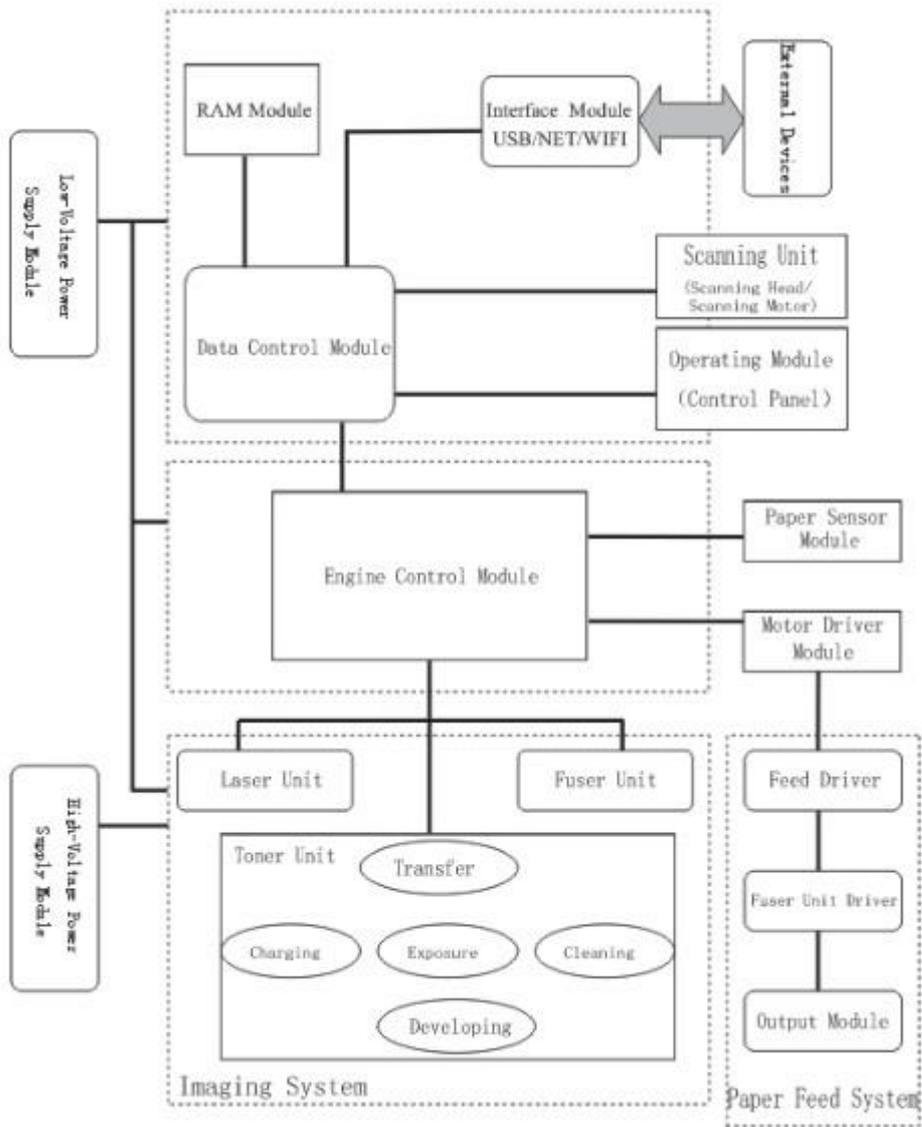
- Click on “Print test page” button to print the test page.



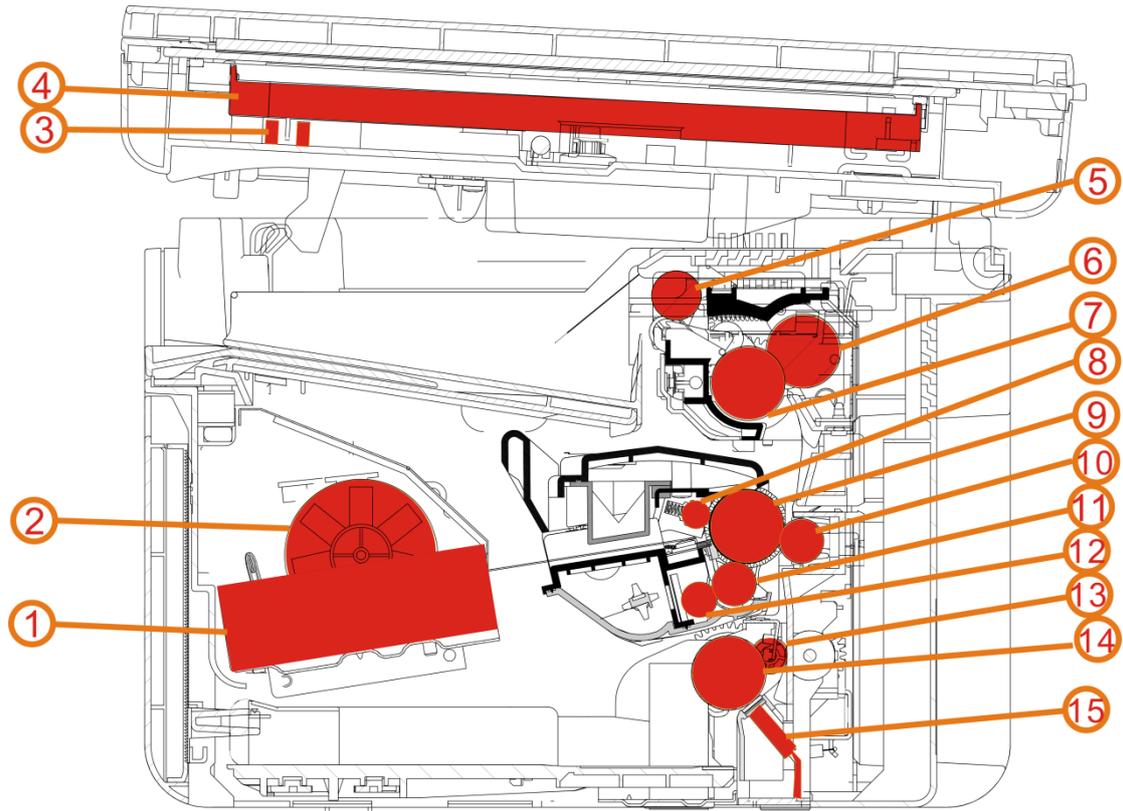
## Working Principles

|            |                                      |            |
|------------|--------------------------------------|------------|
| <b>3.1</b> | <b>General Structure Chart .....</b> | <b>3-2</b> |
| <b>3.2</b> | <b>Mechanical Devices.....</b>       | <b>3-3</b> |
| <b>3.3</b> | <b>Travelling path of Paper.....</b> | <b>3-4</b> |
| <b>3.4</b> | <b>Print Principle.....</b>          | <b>3-5</b> |
| 3.4.1      | Charging .....                       | 3-5        |
| 3.4.2      | Exposure .....                       | 3-5        |
| 3.4.3      | Develop.....                         | 3-5        |
| 3.4.4      | Transfer .....                       | 3-6        |
| 3.4.5      | Separation .....                     | 3-6        |
| 3.4.6      | Fusing .....                         | 3-6        |
| 3.4.7      | Cleaning.....                        | 3-7        |
| <b>3.5</b> | <b>Scan/print Principle.....</b>     | <b>3-7</b> |

3.1 General Structure Chart

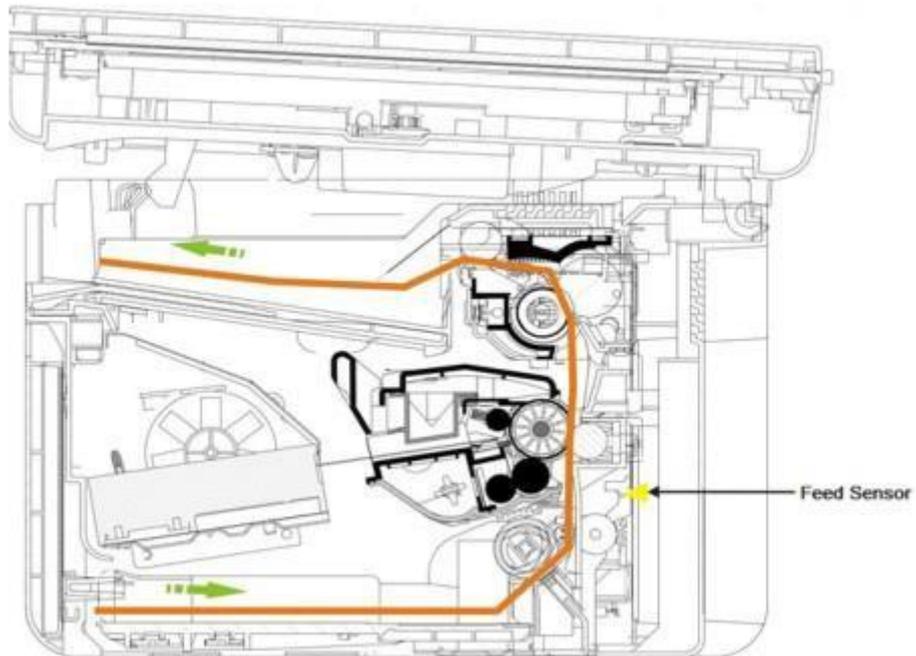


3.2 Mechanical Devices



| S/N | Name                         |
|-----|------------------------------|
| 1   | Laser Scanning Unit          |
| 2   | Main Motor                   |
| 3   | The reset sensor of scanning |
| 4   | Scanning head                |
| 5   | Exit roller                  |
| 6   | Heating roller               |
| 7   | Pressure roller              |
| 8   | Primary charge roller        |
| 9   | Organic photo conductor      |
| 10  | Transfer roller              |
| 11  | Developing roller            |
| 12  | Supply roller                |
| 13  | Paper Feed Clutch            |
| 14  | Pick-up Assembly             |
| 15  | Separation pad               |

### 3.3 Travelling path of Paper



●Paper sensor Assembly

This sensor is used to detect paper length. If the length detected exceeds paper size range, it may cause paper jam to the printer.

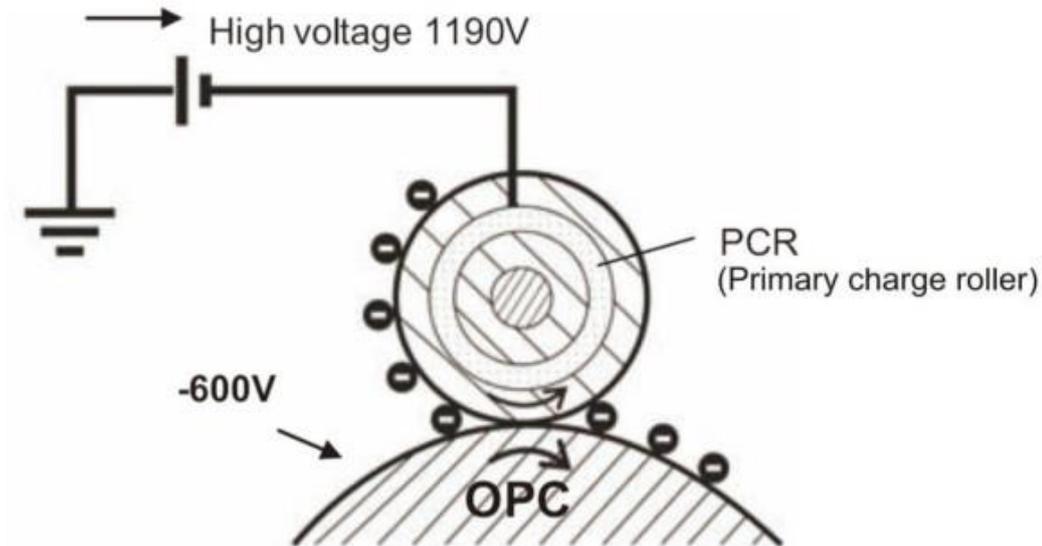
Note:

Please see [1.2.3 Print Specifications](#) for paper specification.

## 3.4 Print Principle

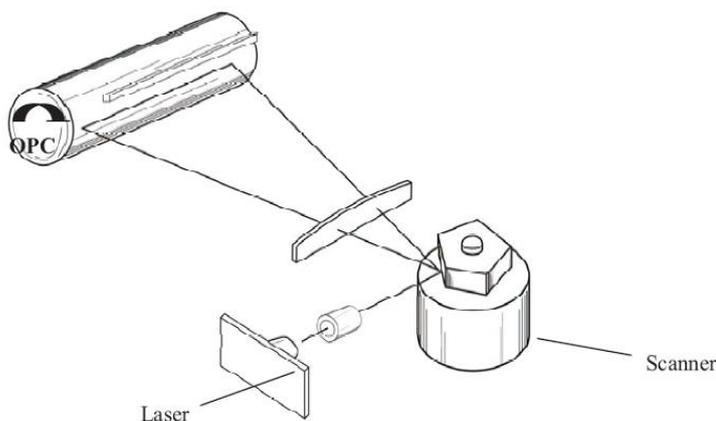
### 3.4.1 Charging

The primary charge roller charges -600V negative charges to OPC surface uniformly through high DC voltage.



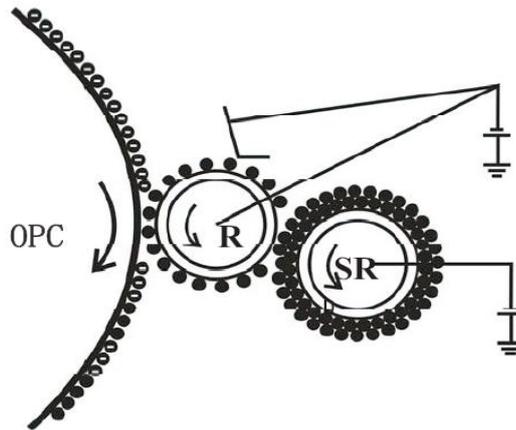
### 3.4.2 Exposure

When the photoconductor is scanned or radiated by laser beam, the irradiated part will conduct with the conducting layer of OPC to make electric charge disappear, while the part not irradiated can still keep its electric charge, forming a potential difference image. This is the so-called “electrostatic latent image”.



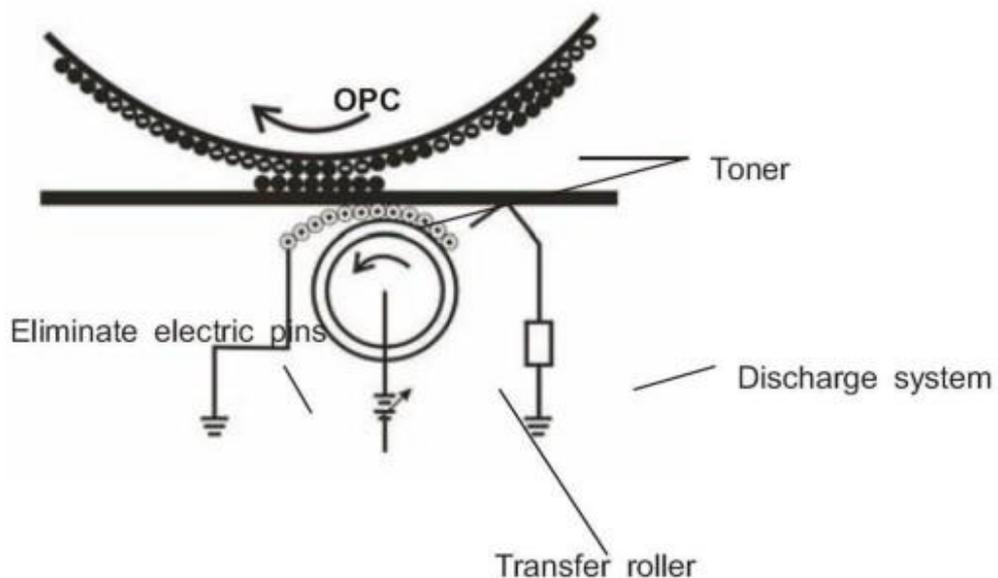
### 3.4.3 Develop

Due to the friction of toner with DR and SR, there will be electrified toner attached to DR surface. After exposure, OPC will apply development voltage on DR when it develops through DR. This development voltage is larger than the OPC voltage of exposed part, while smaller than the voltage of unexposed part. Under the effect of OPC and DR electrostatic field, toner will be absorbed by the OPC area, forming a visible image.



### 3.4.4 Transfer

Print papers will apply high voltage of polarity opposite to toner charge on TR when passing through TR and OPC, which can transfer toner to paper surface under the effect made by TR and OPC. Since papers are with positive charges on their back after passing through TR, toner will be absorbed by papers after they separate with OPC, until next link.



### 3.4.5 Separation

Transferred papers are with positive charges. Papers will be absorbed by the OPC with negative charges after leaving TR, and jagged separator that are in parallel with papers will be added to the paper guidance channel (the separator should be earthed or connected to negative voltage and be 1~2mm from papers) where papers leave TR, and under the effect of gravity, papers can separate with the OPC.

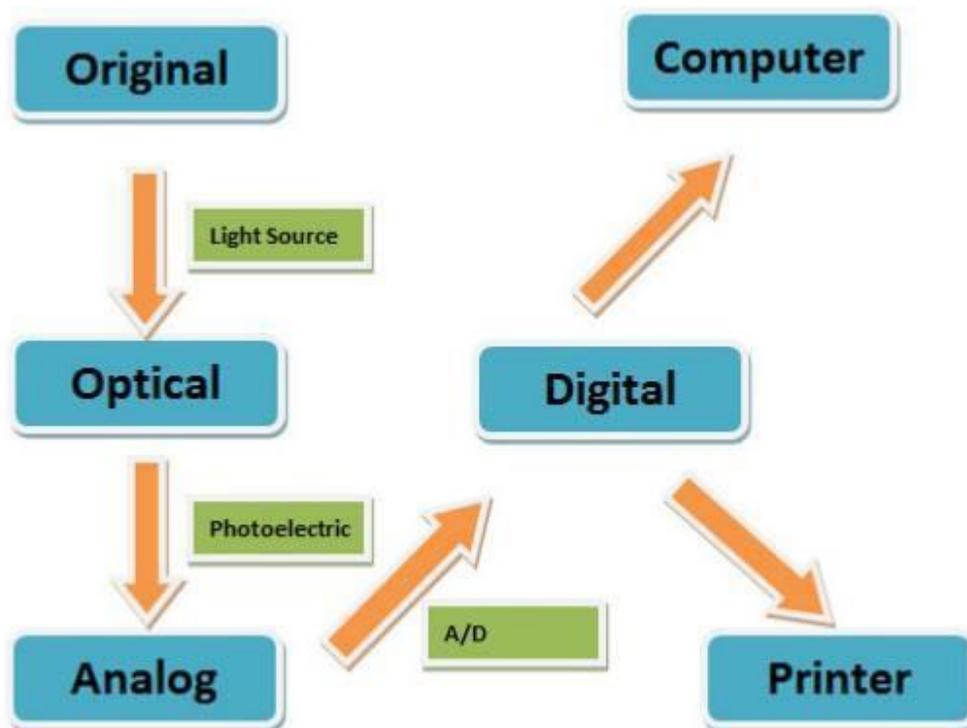
### 3.4.6 Fusing

When papers enter heating roller, it should be of specified temperature to melt toner with high temperature. At the same time, toner will be pressed into paper fibers by PR to make toner cured in paper. Note: Too high or low fusing temperature will affect toner fixation.

### 3.4.7 Cleaning

Toner on OPC surface cannot be transferred to paper totally; therefore, wiper blades should be used to clean it so as to finish the imaging process of next round.

### 3.5 Scan/print Principle



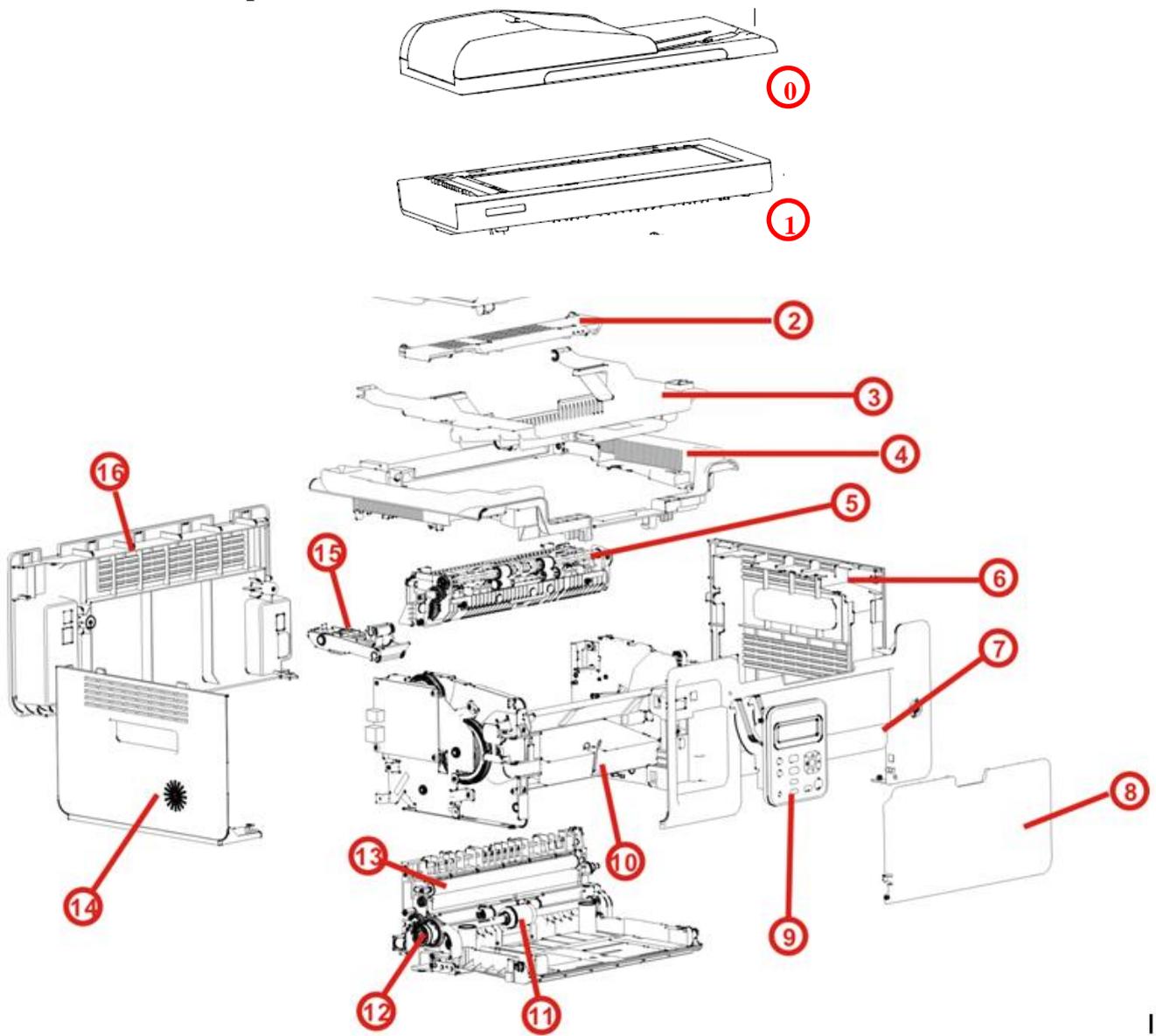
Note:

A/D converter (ADC), i.e. analog-to-digital converter, is the electronic component that converts analog signal to digital signal.

## Removal & Installation

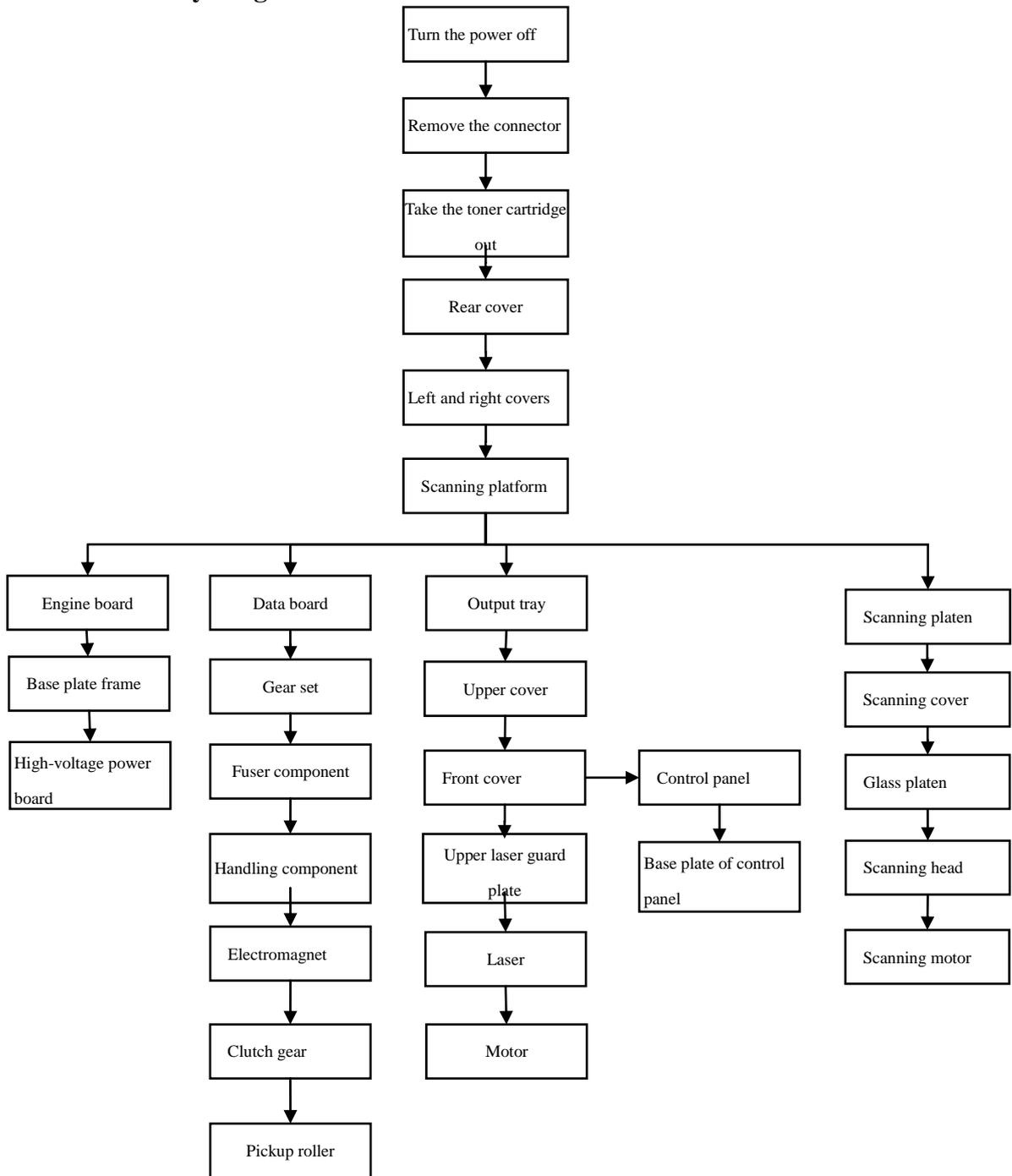
|            |                                       |            |
|------------|---------------------------------------|------------|
| <b>4.1</b> | <b>Components</b> .....               | <b>4-2</b> |
| <b>4.2</b> | <b>Disassembly Diagram</b> .....      | <b>4-4</b> |
| <b>4.3</b> | <b>Disassembly Steps</b> .....        | <b>4-5</b> |
| 4.3.1      | Before Disassembly .....              | 4-5        |
| 4.3.2      | Rear cover .....                      | 4-7        |
| 4.3.3      | Left Cover .....                      | 4-7        |
| 4.3.4      | Right Cover.....                      | 4-7        |
| 4.3.5      | Scanning Platform.....                | 4-7        |
| 4.3.6      | Engine Board .....                    | 4-8        |
| 4.3.7      | High-voltage Power Board.....         | 4-9        |
| 4.3.8      | Data Board .....                      | 4-10       |
| 4.3.9      | Fuser Component .....                 | 4-10       |
| 4.3.10     | Electromagnet .....                   | 4-12       |
| 4.3.11     | Clutch Gear.....                      | 4-12       |
| 4.3.12     | Pickup Roller .....                   | 4-12       |
| 4.3.13     | Separator Component.....              | 4-13       |
| 4.3.14     | Transfer Roller .....                 | 4-13       |
| 4.3.15     | Upper Cover.....                      | 4-14       |
| 4.3.16     | Front Cover.....                      | 4-14       |
| 4.3.17     | Base Plate of Control Panel .....     | 4-14       |
| 4.3.18     | Laser .....                           | 4-15       |
| 4.3.19     | Motor .....                           | 4-16       |
| 4.3.20     | Decompose the Scanning Platform ..... | 4-16       |

## 4.1 Components



| S/N | Name                       |
|-----|----------------------------|
| 0   | Scanning platen(ADF)       |
| 1   | Scanning components        |
| 2   | Fuser protection cover     |
| 3   | Output bin                 |
| 4   | Upper cover                |
| 5   | Fuser Unit                 |
| 6   | Left cover                 |
| 7   | Front door component       |
| 8   | Paper Tray                 |
| 9   | Control panel              |
| 10  | Laser Scanning Unit        |
| 11  | Pick-up Assembly           |
| 12  | Disengaging gear component |
| 13  | Transfer roller            |
| 14  | Left cover                 |
| 15  | Scan support rod           |
| 16  | Rear cover                 |

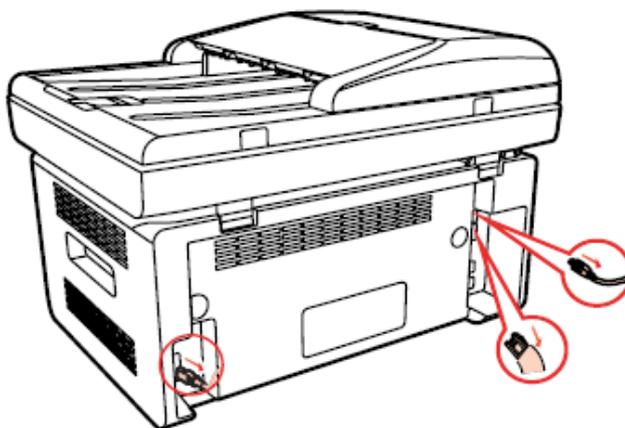
### 4.2 Disassembly Diagram



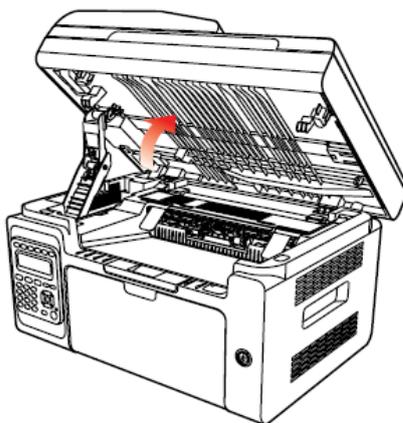
## 4.3 Disassembly Steps

### 4.3.1 Before Disassembly

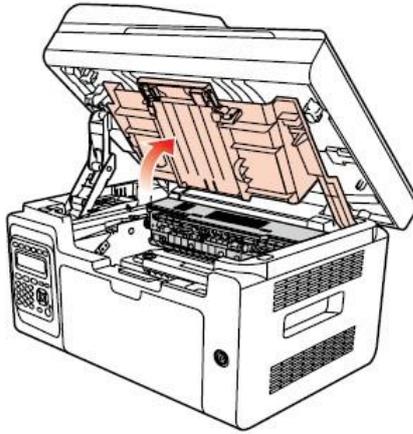
1. Please turn printer power off and unplug the power cord before disassembly.



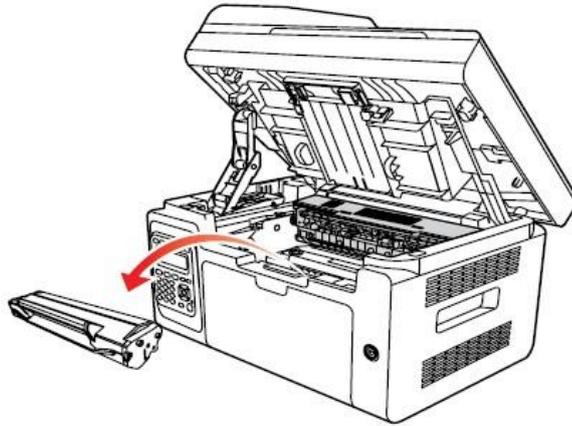
2. Take print papers out and close the feeder tray and output tray.
3. Take the toner cartridge out.
  - a) Raise the scanning platform until it is locked.



- b) Open the output bin by the upper right ridge of the concave section.



- c) Remove the toner cartridge running out along the guides.



Note:

- Please take off metal objects such as watches and brackets before taking the toner cartridge out as they may damage the items inside the machine while contacting with them.
- When removing the toner cartridge, please put the cartridge in a protective bag or wrap it with thick paper to avoid direct light damaging the toner cartridge.
- Please do not touch parts in shaded area after taking the toner cartridge out.

## 4.3.2 Rear cover

Remove the 2 screws shown by 1 and break open the jack catches shown by 2 and then take the rear cover off.



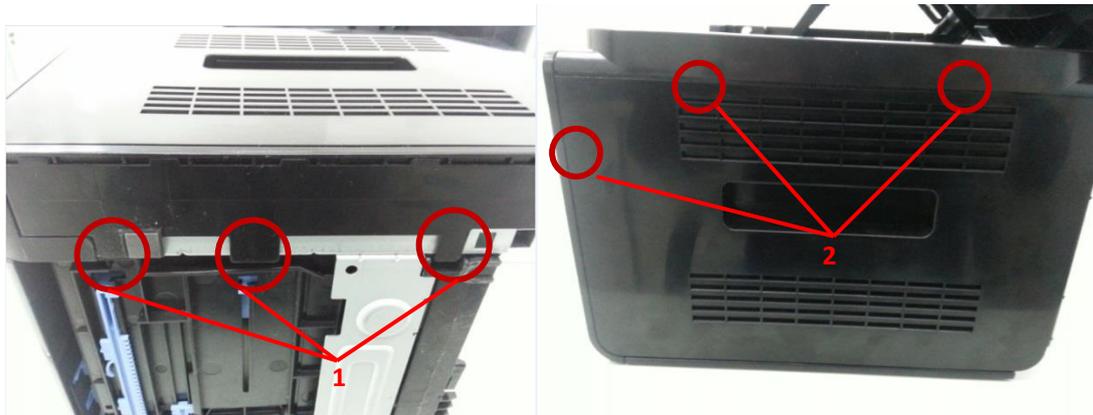
## 4.3.3 Left Cover

After disassembling the rear cover, break open the 2 jack catches shown by 1 and then take the left cover off.



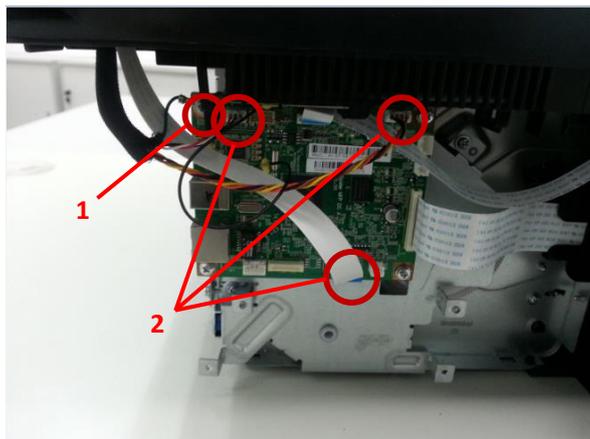
## 4.3.4 Right Cover

After disassembling the rear cover, break open the 6 jack catches shown by 1 and 2 and then take the right cover off.

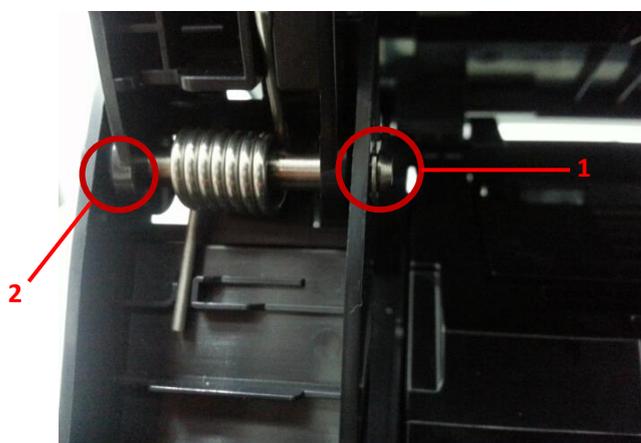


## 4.3.5 Scanning Platform

1. After disassembling the left cover, take the screw shown by 1 and unplug the 3 connection wires shown by 2.

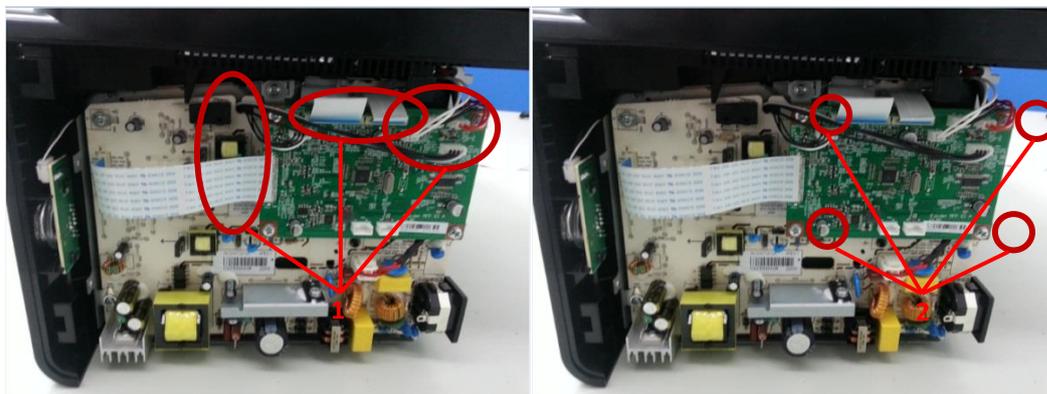


2. Take the clamp ring shown by 1 off, remove the retainer pin of support rod and then take the scanning platform down.



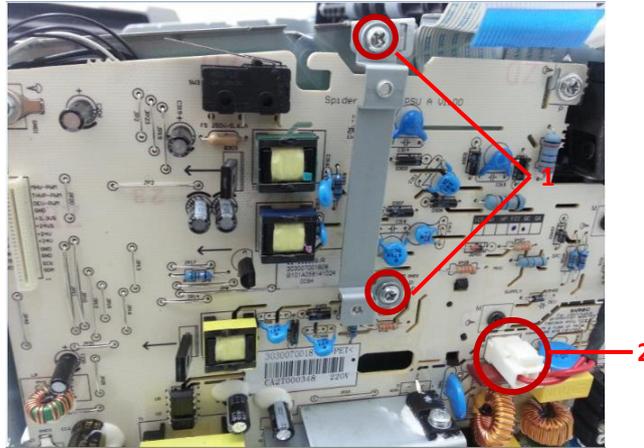
#### 4.3.6 Engine Board

After removing the right cover, screw out the 2 screws shown by 1, and then take the engine board down.

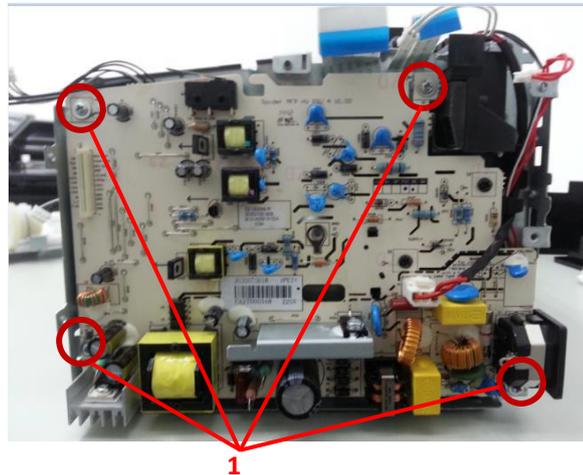


## 4.3.7 High-voltage Power Su Board

1. After taking the engine board down, screw out the 2 screws shown by 1 and unplug the connection wire of fusing halogen lamp shown by 2.



2. Screw out the 4 screws shown by 1 and take the high-voltage power board down.



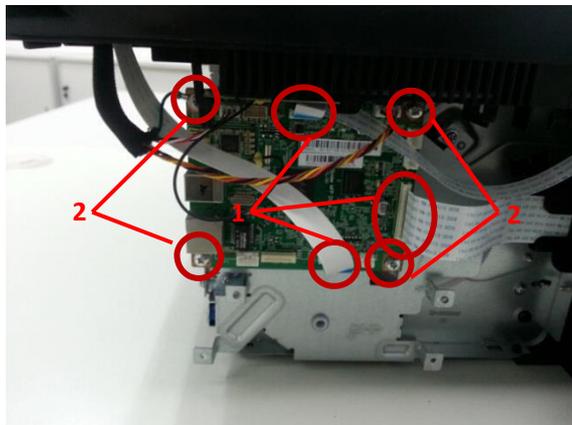
---

### Note:

- Since the bulk capacitor of base plate stores electricity when it is just finished to use the printer, please discharge the base plate before removing it so as to prevent electric shock.
  - Please pay attention to keep high-voltage contacts in a good condition after disassembling the high-voltage power board in order to avoid losing them.
-

## 4.3.8 Data Board

After taking the left cover down, unplug the connection wire shown by 1, screw out the 4 screws shown by 2 and then take the data board down.

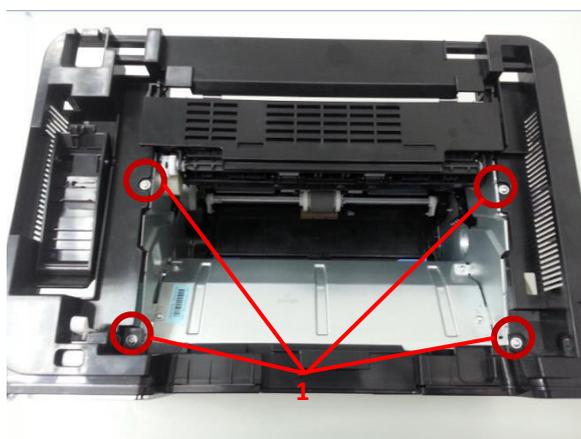


## 4.3.9 Fuser Unit

1. After taking the scanning platform down, lift the recess shown by 1 up and take the output bin out.



2. Screw out the 4 screws shown by 1 and take the upper cover down.

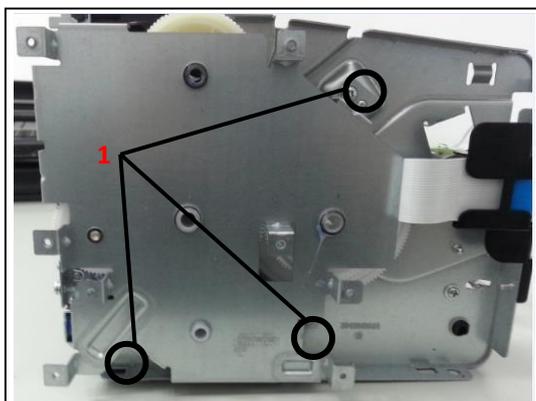


Note:

The WIFI antenna in the left side should also be taken down when the upper cover is removed.



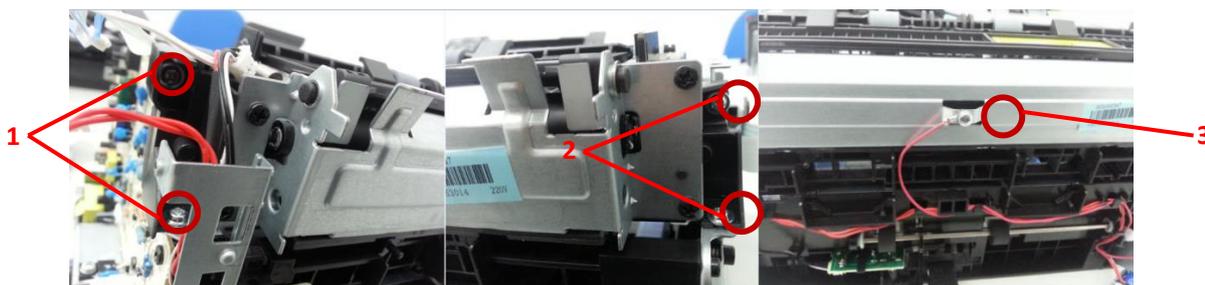
3. Take the data board down, screw out the 3 screws shown by 1 and remove the driving gear component according to Step 4.3.8.



Note:

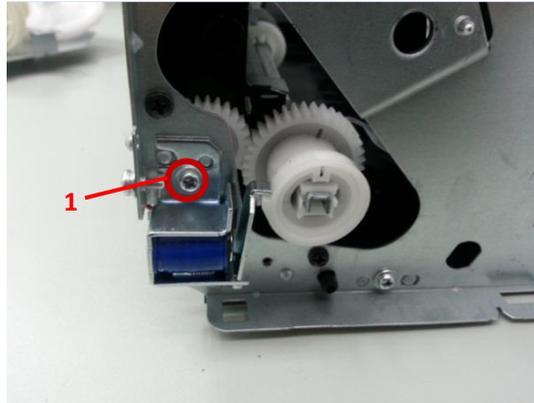
Pay attention to take care of the driving gear component after taking it down, in order to prevent it from damaged caused by dropping.

4. Screw out the 5 screws shown by 1, 2 and 3 and then take the fuser component down.



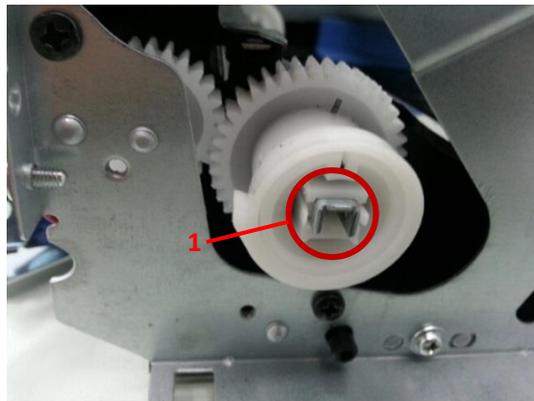
## 4.3.10 Electromagnet

After taking the driving gear component down, screw out the screw shown by 1 and take the electromagnet down.



## 4.3.11 Paper Feed Clutch

After taking the electromagnet down, break open the 2 jack catches shown by 1 and pull the clutch gear outward at the same time to take it down.

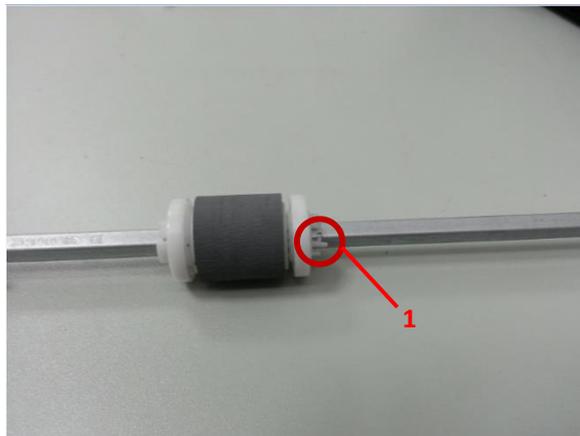


## 4.3.12 Pick-up Assembly

1. Break open the jack catch shown by 1 and push it to the direction of pickup roller at the same time to take the feeder roller component out.



2. Prop up the fixing jack catch of pickup roller shown by 1, and push the cam to the other direction at the same time to remove pickup roller.

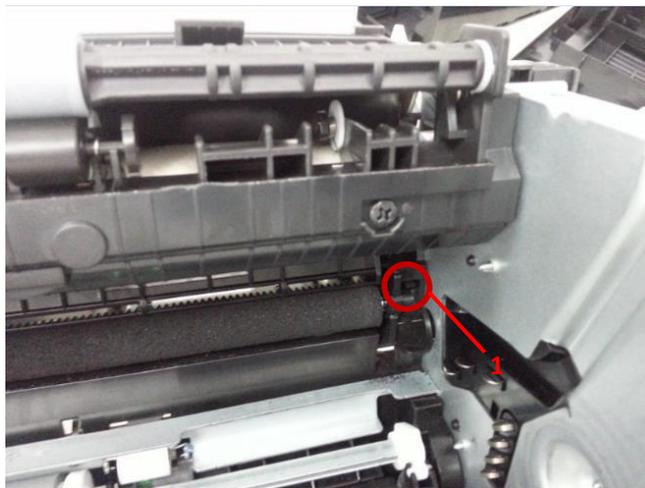


#### 4.3.13 Separator Component

Take the separator component down after removing pickup roller; pay attention to protect the spring to avoid loss after dropping.

#### 4.3.14 Transfer Roller

Prop up the jack catch shown by 1, take the bearing of transfer roller down and then remove the transfer roller.



---

Note:

Please do not touch the sponge of transfer roller with hand directly, in order to avoid abnormal printing.

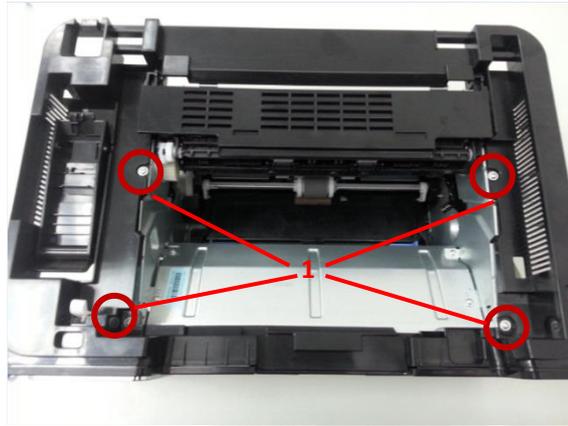
---

## 4.3.15 Upper Cover

1. After taking the scanning platform down, lift the recess shown by 1 up and take the output bin out.

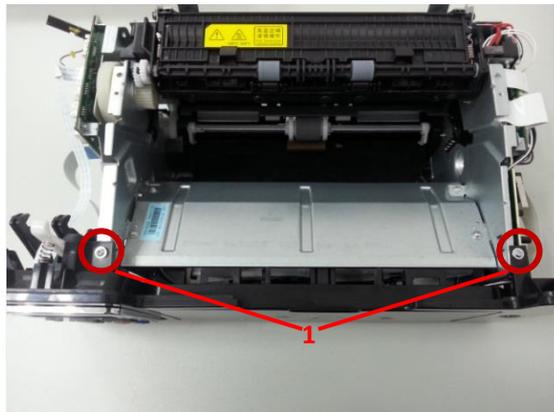


2. Screw out the 4 screws shown by 1 and take the upper cover down.



## 4.3.16 Front Cover

Screw out the 2 screws shown by 1 and take the front cover down.

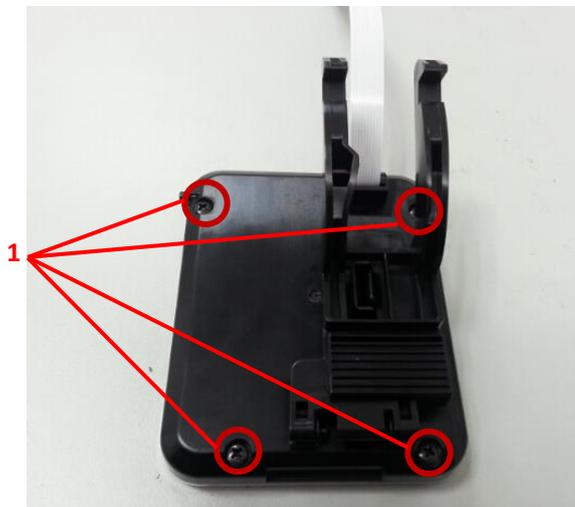


## 4.3.17 Control Panel

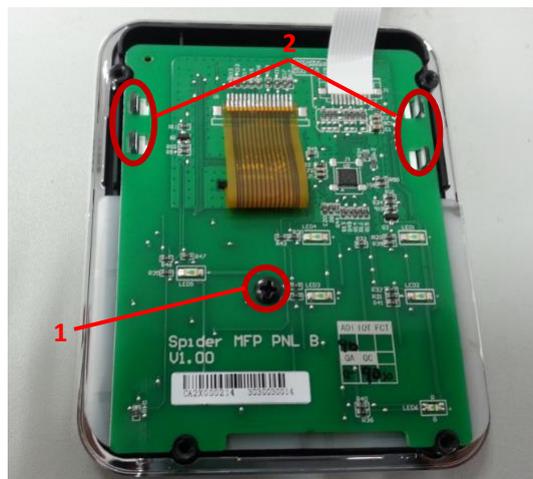
1. After removing the upper cover, break open the 2 jack catches shown by 1 to take the control panel down.



2. After taking the control panel down, screw out the 4 screws shown by 1 to remove the rear cover of control panel.



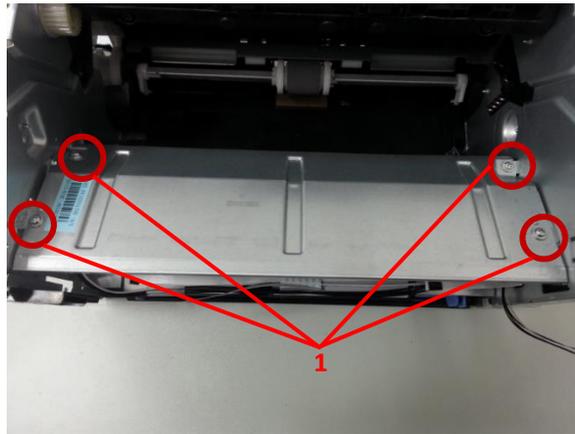
3. After removing the rear cover of control panel, unscrew the screw shown by 1 and prop up the jack catches shown by 2 to take the base plate of control panel down.



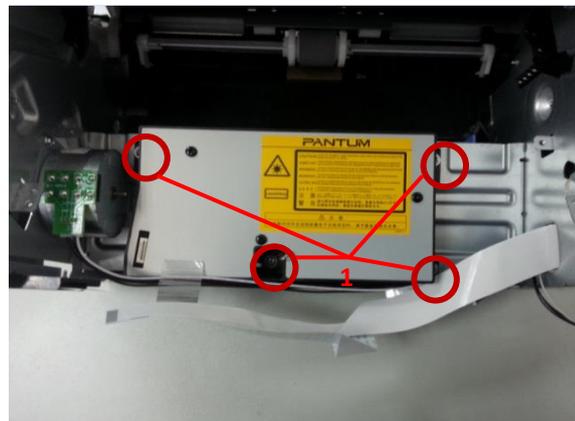
### 4.3.18 Laser Scanning Unit

1. After removing the front cover, unscrew the 4 screws shown by 1 to remove the upper laser

guard plate.

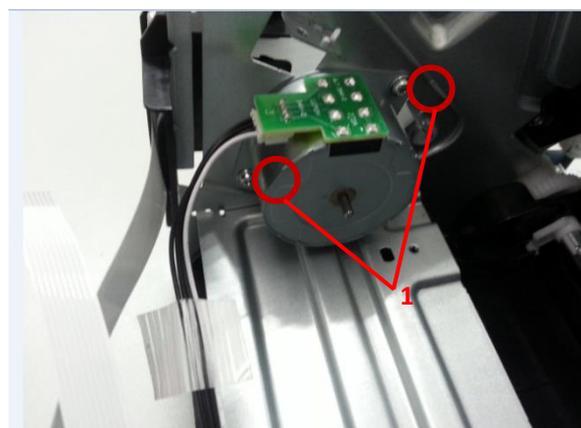


2. After removing the upper guard plate, take the 4 screws shown by 1 down and then take the laser down.



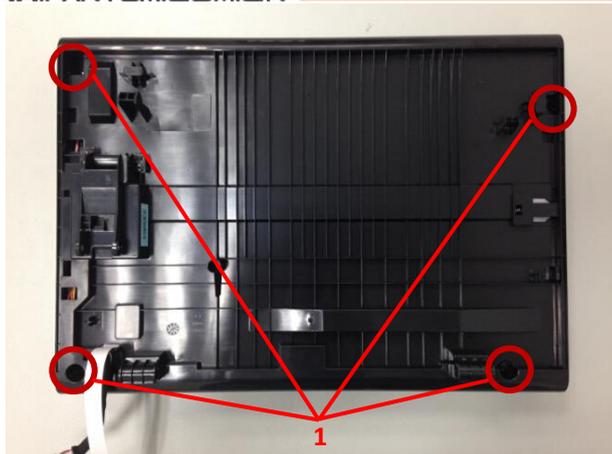
#### 4.3.19 Main motor

After taking the laser down, unscrew the 2 screws shown by 1 and then remove the motor.

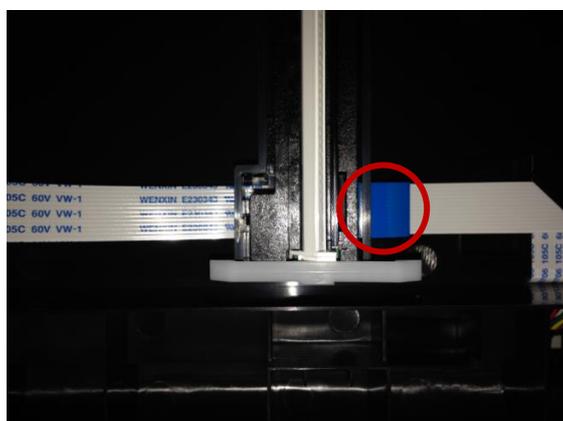


#### 4.3.20 Decompose the Scanning Platform

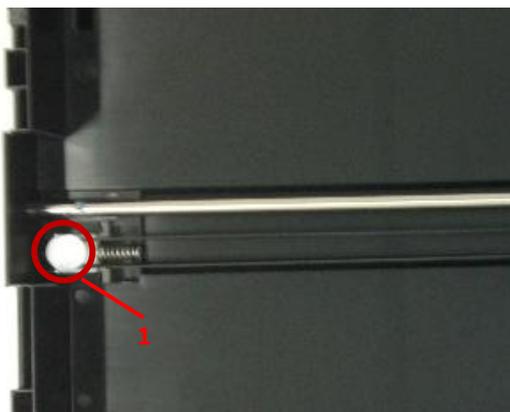
1. Unscrew the 4 screws shown by 1 and then take the glass platen down.



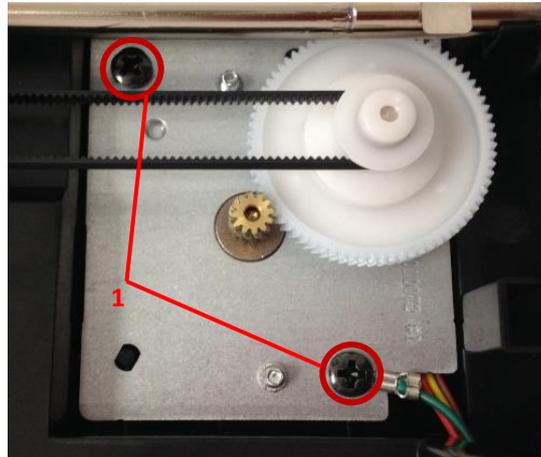
2. Unplug the data cable of scanning head and take the scanning head down.



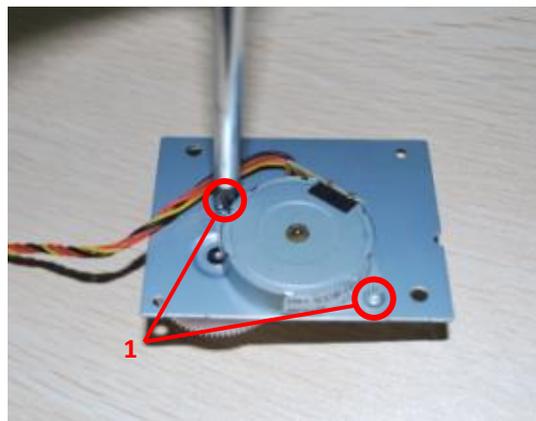
3. After taking the scanning head won, push the belt guide pulley shown by 1 to the right to loosen the belt.



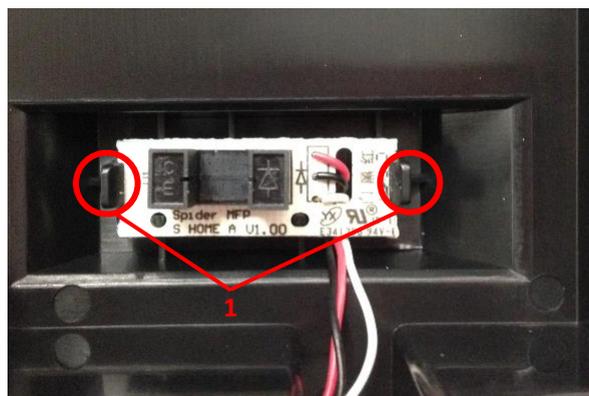
4. After unscrewing the 2 screws shown by 1, take the driving component of scanning motor down.



5. After taking it down, unscrew the 2 fixing screws of scanning motor on the back shown by 1 to take the scanning motor down.



6. Prop up the 2 jack catches shown by 1 to take the scan reset sensor down.



## Maintenance

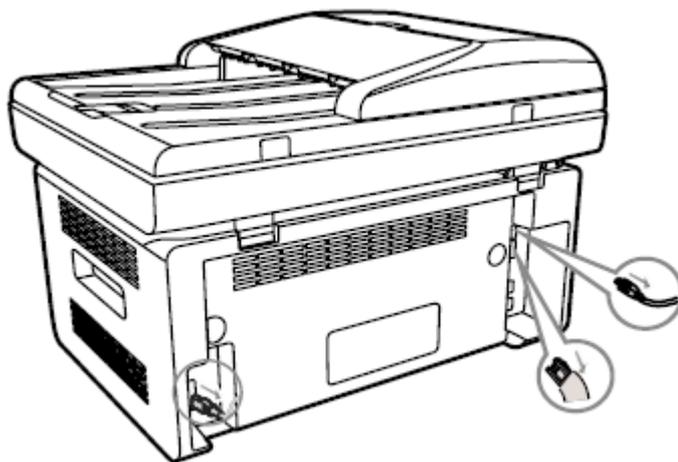
|            |                           |            |
|------------|---------------------------|------------|
| <b>5.1</b> | <b>Cleaning</b> .....     | <b>5-2</b> |
| <b>5.2</b> | <b>Consumables</b> .....  | <b>5-5</b> |
| 5.2.1      | About consumables .....   | 5-5        |
| 5.2.2      | Replace Consumables ..... | 5-7        |

## 5.1 Cleaning

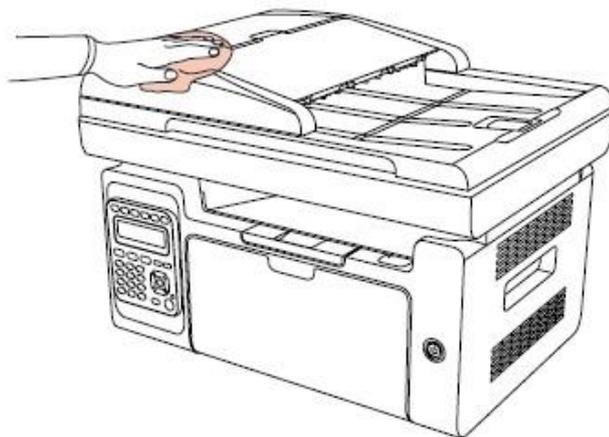
Note:

- Please use mild detergents.
- Please do not use strongly corrosive liquids such as diluents or benzene to clean; otherwise, equipment surface will be damaged.
- Please do not use cleaning materials containing ammonia.
- Please do not use isopropyl alcohol to wipe dust on the control panel; otherwise, the panel may be made cracking.

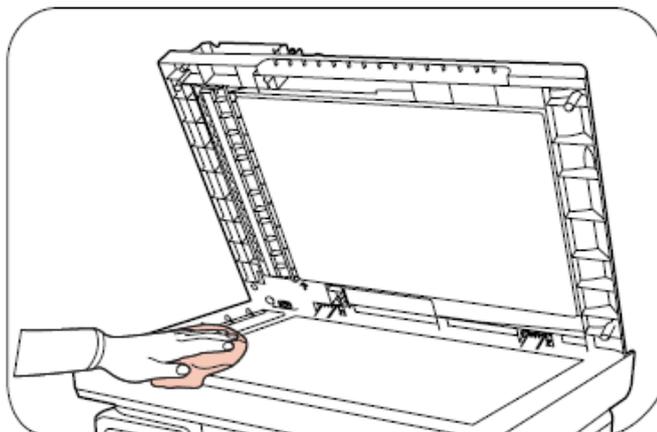
1. Turn off the main power switch and unplug the power cord and other connection wires.



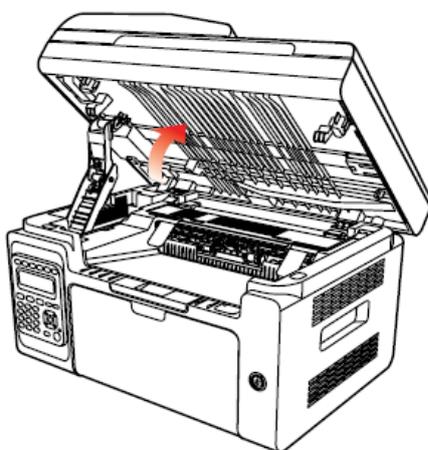
2. Use a soft cloth to wipe the outside of the printer and remove the dust.



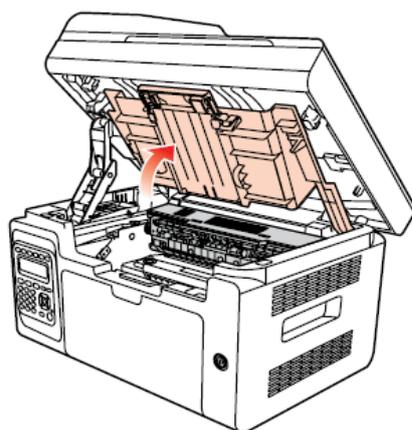
3. Raise the manuscript cover and gently wipe the platen glass with a soft cloth.



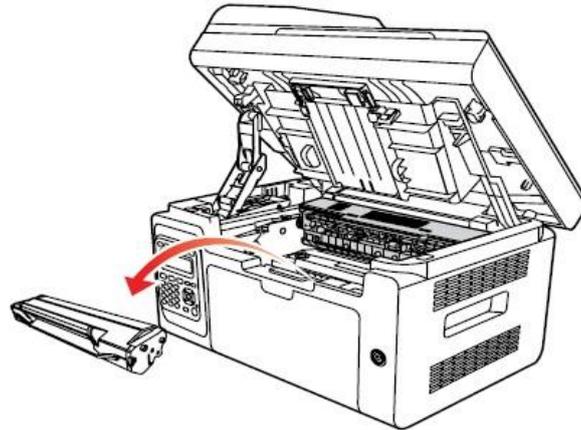
4. Raise the scanning platform until it is locked.



5. Open the output bin.

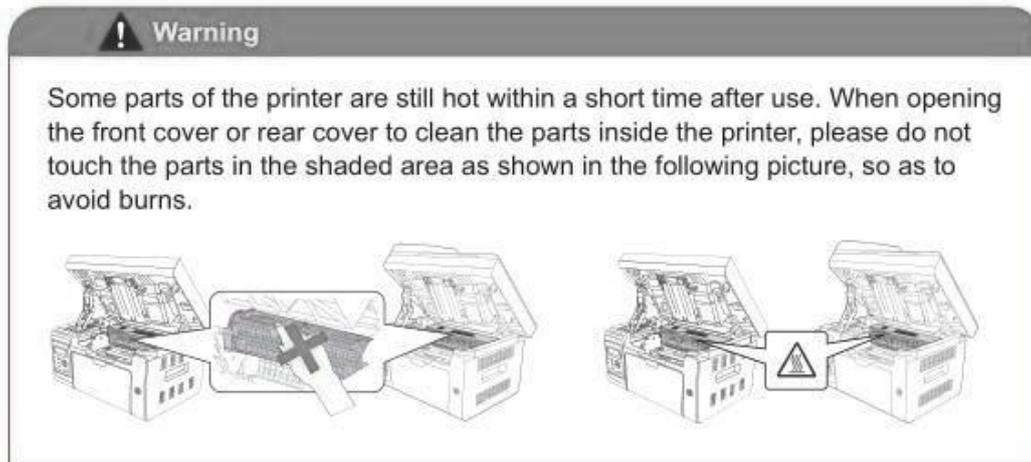


6. Remove the toner cartridge along the guides.

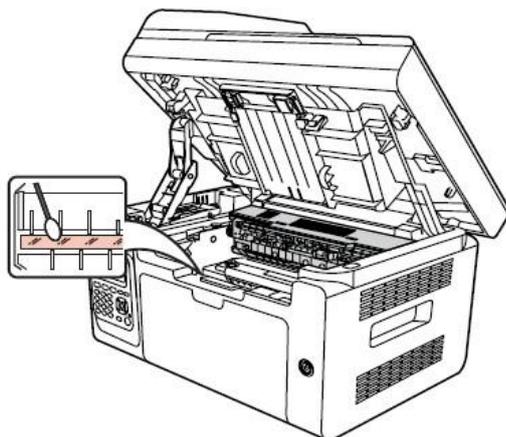


Note:

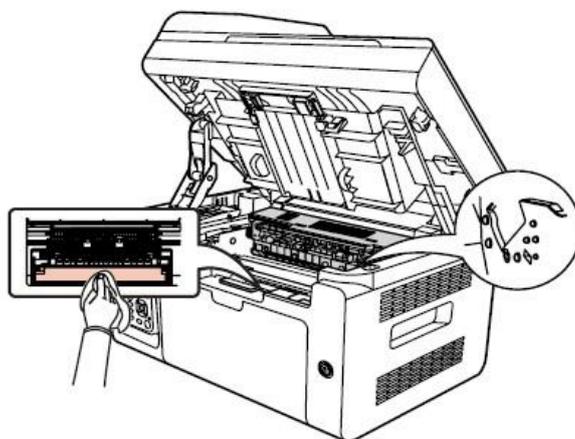
- Please take off metal objects such as watches and brackets before taking the toner cartridge out as they may damage the items inside the machine while contacting with them.
- When removing the toner cartridge, please put the cartridge in a protective bag or wrap it with thick paper to avoid direct light damaging the toner cartridge.
- Please do not touch parts in shaded area after taking the toner cartridge out.



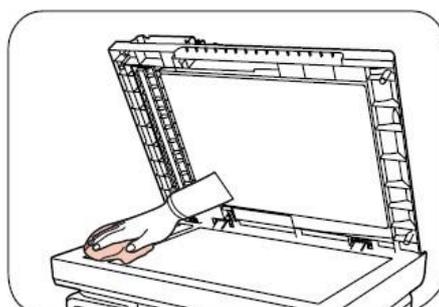
7. Gently wipe the dustproof mirror of laser scanning surface with a cotton swab or a dry and lint-free soft cloth with a little clear water.



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



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



## 5.2 Consumables

### 5.2.1 About consumables

(1) Using of consumables.

It is required to use Pantum consumables.

## (2) Storage of the Toner Cartridge.

To take the full advantages of toner, please remember the following rules:

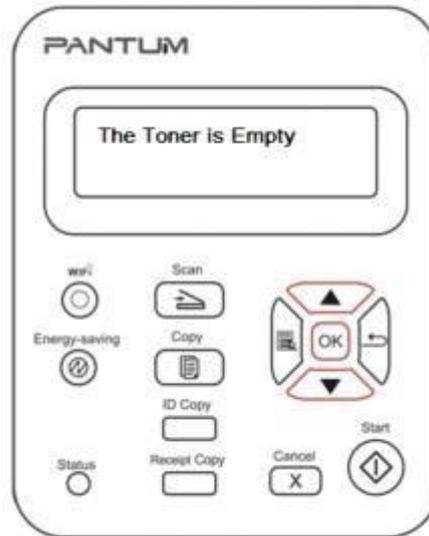
- Unless used immediately, otherwise, do not remove the toner cartridge from the package.
- Do not refill the toner cartridge without authorization. Otherwise, the resulting damage is not included in the printer warranty.
- Please store the toner cartridge under the environment the same to the storage environment of printer.
- Please do not expose the toner cartridge under ray of light to avoid damages.

## (3) Service Life of the Toner Cartridge

Service life of the toner cartridge depends on the amount of toner that print jobs require. In case of A4 format and 5% printing coverage, an initially installed toner cartridge can print 1,600 pages at average. The actual pages may vary according to printing density and operating environment, print interval and the type and size of print media. If the toner cartridge is used to print a large number of images, it needs to be replaced frequently.

## 5.2.2 Replace Consumables

When the orange indicator blinks or the LCD prompts that the toner is exhausted, as shown in the figure below, it indicates that the cartridge life is expiring or has expired. To ensure the print quality, please timely replace with new toner cartridge.

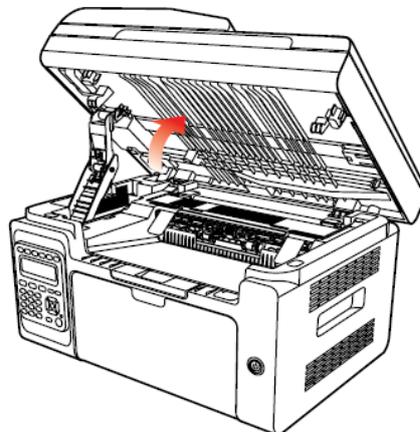


The replacement steps are as follows:

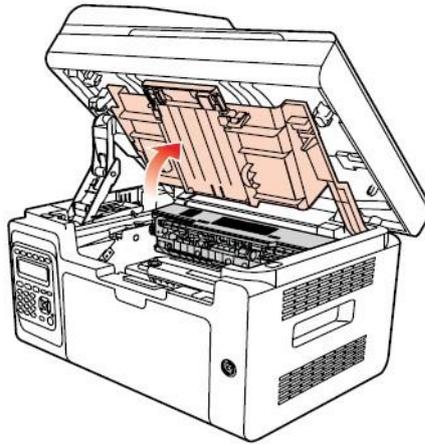
Note:

- The toner cartridge may contain toner. Please remove it carefully to avoid spilling.
- Put the removed toner cartridge on a piece of paper to avoid the toner from accidentally spilling.
- After removing the protective cover, please immediately install the toner cartridge into the printer, so as to avoid direct sunlight or indoor light.
- While installing the toner cartridge, do not touch the surface of the green OPC so as not to scratch it.

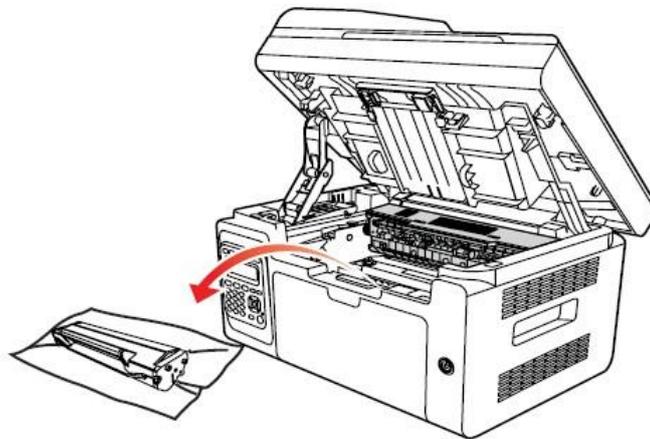
1. Raise the scanning platform until it is locked



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

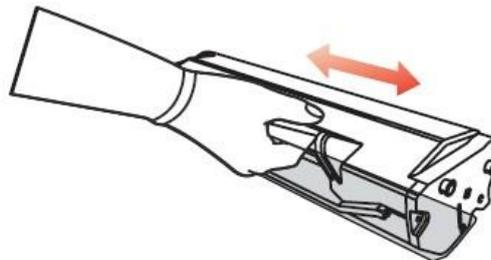


3. Remove the toner cartridge along the guides.



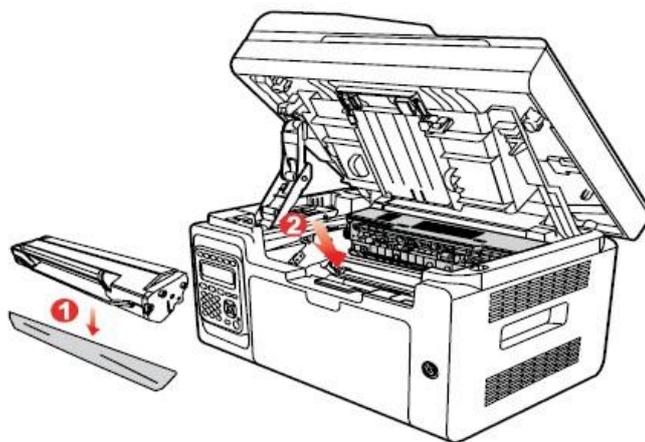
Note:

- Please take off metal objects such as watches and brackets before taking the toner cartridge out as they may damage the items inside the machine while contacting with them.
  - When removing the toner cartridge, please put the cartridge in a protective bag or wrap it with thick paper to avoid direct light damaging the toner cartridge.
  - Please do not touch parts in shaded area after taking the toner cartridge out.
4. Open the package of a new toner cartridge, hold the handle of the cartridge and gently shake around 5 to 6 times, so as to make the toner evenly distributed inside the cartridge.



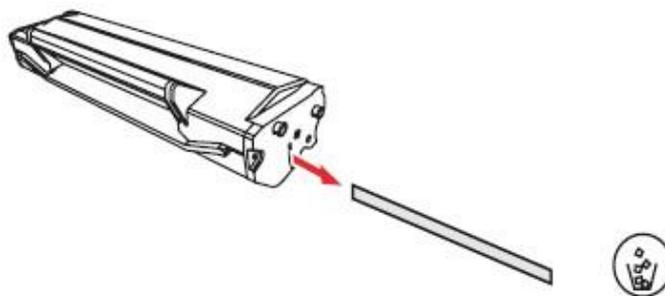
5. Remove the cartridge protector (blister cover), insert the cartridge along the guides into the printer, and then push it firmly along the direction of the arrow until you hear a "click"

assuring you that the cartridge is fully inserted.

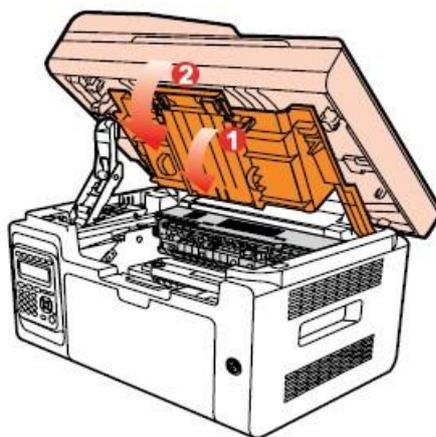


Note:

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



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



7. Restart the printer, and use the control panel to print a test page.

## Error Display and Troubleshooting

|            |                                       |             |
|------------|---------------------------------------|-------------|
| <b>6.1</b> | <b>Inspection before Repair .....</b> | <b>6-2</b>  |
| <b>6.3</b> | <b>Error Message .....</b>            | <b>6-3</b>  |
| <b>6.4</b> | <b>Error code.....</b>                | <b>6-11</b> |
| <b>6.5</b> | <b>Clearing Jammed Paper .....</b>    | <b>6-16</b> |
| <b>6.6</b> | <b>Failure Elimination.....</b>       | <b>6-19</b> |
| 6.6.1      | Paper Feed Problem .....              | 6-19        |
| 6.6.2      | Common Troubleshooting.....           | 6-20        |
| 6.6.2.1    | Print Failure .....                   | 6-20        |
| 6.6.2.2    | Scan Failure .....                    | 6-26        |
| 6.6.2.3    | Copy Failure.....                     | 6-26        |
| <b>6.7</b> | <b>Image Defects .....</b>            | <b>6-27</b> |
| 6.7.1      | Print .....                           | 6-27        |
| 6.7.2      | Scan and Copy .....                   | 6-30        |

## 6.1 Inspection before Repair

### I. Working Environment

- d) Power voltage should be kept within the rated voltage, AC220-240V, indicated by the label.
- e) Put the printer on a firm and level surface.
- f) Keep the room temperature between 10 °C and 32.5 °C, and the relative humidity between 20% and 80%.
- g) Do not put the printer in a dusty place.
- h) Do not expose the printer to ammonia or other harmful gases.
- i) Do not place the printer in hot or damp areas (for example, near water or humidifier).
- j) Do not expose the printer to direct sunlight.
- k) Keep the room where the printer is stored with good ventilation.
- l) Do not place the printer in a place that may block its ventilation openings.

### II. Print Paper

- m) If print paper within the specification scope is used. [If the paper is too thick or thin, or is easily to get curled, it may lead to paper jam or paper feed problems, or result in vague print image].
- n) If the print paper is damped. [If it is, please use dry papers and inspect if the printing quality is improved].
- o) If the print paper is short-grain paper or acidic paper. [If it is, it may lead to printing quality problems].

### III. Consumables

- p) Indicator display on the control panel of the printer. When the indicator becomes yellow and blinks or the LCD prompts that the toner is exhausted, please timely replace the toner cartridge.
- q) If toner cartridge that is not specified by Pantum is used. Please refer to [5.2 "Consumables"](#) for further consumable information.

### 6.3 Error Message

| Error Prompt                         | Cause  | Solution   |
|--------------------------------------|--|--|
| Printer is not connected             | <ol style="list-style-type: none"> <li>The USB cable or power cord is not connected.</li> <li>The master control board fails.</li> </ol>   | <ol style="list-style-type: none"> <li>Please connect the USB cable and power cord correctly.</li> <li>Replace the master control board.</li> </ol>  |
| The upper cover of printer is opened | The upper cover is not completely closed.  | Please close the upper cover.  |
| Paper feed failure                   | <ol style="list-style-type: none"> <li>Please confirm if there is no paper.</li> <li>The print paper is loaded incorrectly.</li> <li>The pickup roller is dirty or aged.</li> </ol>  | <ol style="list-style-type: none"> <li>Please ensure there is paper inside the feeder tray.</li> <li>Please correctly load the print paper.</li> <li>Please clean or replace the pickup roller.</li> </ol>                             |
| Paper jam                            | <ol style="list-style-type: none"> <li>The print paper is loaded incorrectly.</li> <li>The paper is damped.</li> <li>The pickup roller is dirty.</li> <li>The apex sensor fails.</li> <li>The fuser component is damaged.</li> </ol>                                       | <ol style="list-style-type: none"> <li>Please correctly load print papers.</li> <li>Please use dry papers.</li> <li>Clean the pickup roller.</li> <li>Inspect and change apex sensor.</li> <li>Replace the fuser component.</li> </ol> |
| The toner cartridge is not installed | <ol style="list-style-type: none"> <li>The orange status LED is normally on.</li> <li>The toner cartridge is not installed or installed improperly.</li> <li>Contacts of chip the toner cartridge are dirty or damaged.</li> <li>The chip of toner cartridge is</li> </ol> | <ol style="list-style-type: none"> <li>Please install the toner cartridge correctly.</li> <li>Replace the engine board.</li> <li>Replace with a new toner cartridge.</li> </ol>  |

|  |  |  |
|--|--|--|
|  | damaged.   |  |
| The toner cartridge model is not matching        | The toner cartridge model is not matching.       | Please replace the toner cartridge.  |
| The service life of toner cartridge has expired. | The service life of toner cartridge has expired. | Please replace the toner cartridge.  |
| Prompt of print error                            | Close the output bin                             | <ol style="list-style-type: none"> <li>1. When this information is displayed when engine cover open error occurs in any menu interface (including WPS PIN code mode connection status), close the cover and return to the original menu interface.</li> <li>2. In this information interface, it is allowed to shift to the standby interface under scan mode in response to scan button to initiate push scan job, and to press up and down buttons to shift single page/merge scan module before the open cover error is recovered, but not allowed to press OK button to enter into scan submenu settings.</li> <li>3. The interface displaying this information does not response copy, ID copy, bill copy, menu copy and power saving buttons.</li> </ol> <p>The red status LED is normally on.</p> |
| Scan error status                                | Scan failure<br>Cancel: OK                       | This status is prompted at scan data transmission time-out.<br>The red status LED is normally on.  |
|  | Please close the upper cover of ADF.             | Note: When the upper cover of ADF is open, ADF and   |

|  |               |   |
|--|---------------|---|
|  |               | <p>flatbed cannot enter into scan and copy jobs.</p> <p>The red status LED is normally on.</p>  |
|  | ADF paper jam | <p>ADF paper jam failure and ADF paper feed failure are both reported as ADF paper jam error.</p> <p>The red status LED is normally on.</p> <p>Remarks: when paper jam occurs to ADF, jammed paper should be removed manually. If they are not removed, ADF will not discharge paper after restarting MFP, and the panel will display paper jam error to prompt users to remove jammed paper.</p> |

| Function | Prompt Status                                   | Annotation  |
|----------|---|---|
| Warning  | The orange status indicator is on.              | <p>Low toner (LED will not display low toner status during work), no LCD display</p> <p>When the printer is woken up by pull scan after sleep, lower toner status will not be detected and the green LED will be normally on.</p>   |
| Prompt   | <p>Communication error xx</p> <p>Cancel: OK</p> | <p>Scan communication error prompt. When this error occurs, the system will stop the scan job being implemented automatically, which will not affect the follow-up functioning of printer. Moreover, print and pull scan can be implemented normally and low battery can be entered into in this status.</p> <p>xx: error code</p> <p>21 Communication failure (WSD Communication error [it cannot be distinguished that this communication error is under wired network connection or WiFi connection])</p> <p>22 Invalid command (reserved)</p> <p>23 Invalid parameter (reserved)</p> <p>24 (Reserved)</p> <p>25 Wrong USB connection</p> <p>26 Wrong network connection</p> <p>27 Wrong WiFi connection</p> <p>The red status LED indicator is normally on.</p> |
|          | Out of memory, press                            | When email and ftp out of memory is scanned, the information will be  |

|   |  |
|---|--|
| <p>OK to cancel this job!</p>   | <p>prompted. When this error occurs, the system will stop the scan job being implemented automatically, which will not affect the follow-up functioning of printer. Moreover, print and pull scan can be implemented normally and low battery can be entered into in this status.</p> <p>The current LED status will not be changed.</p>   |
| <p>Out of memory</p>  | <p>This information will be prompted when ADF is out of copy memory. When this status occurs, the scanning of current copy job being implemented will be suspended, and the copy job can be cancelled by pressing Cancel button, and pressing any other buttons cannot cancel the copy job. If the memory becomes sufficient while the suspended job is waiting, the job will continue to scan. Moreover, it is not allowed to start print and pull scan, or enter into low battery in this status.</p> <p>The current LED status will not be changed.</p>   |
| <p>If the email size exceeds restrictions of the server, press OK to finish job</p> | <p>When the attachment size to email exceeding restrictions of the server, this information will be prompted, and emails will not be sent successfully. After this error occurs, the system will stop the scan job being implemented automatically, which will not affect the follow-up functioning of printer. Moreover, print and pull scan can be implemented normally and low battery can be entered into.</p>   |
| <p>Please set xx address on webpage</p>   | <p>When it is selected that the Mail-Group mail is scanned empty, this error information will be prompted.</p> <p>When it is selected that the Mail-Group mail is scanned empty, this error information will be prompted.</p> <p>When it is selected that FTP is scanned and the FTP address book is empty, this error information will be prompted.</p> <p>This information will be displayed for 3s, and then the original menu will be returned to automatically. If any button (the function mode button cannot execute mode shift function at the moment) is pressed or printer status is changed (such as error, job, etc.) during the display time, display will be cancelled immediately, and original UI display will be returned to or corresponding status display will be shifted to. In conditions other than low toner, the green status LED is normally on.</p> |
| <p>Group member is empty, please set on webpage.</p>                                | <p>This information will be prompted when a group email with no members is selected.</p> <p>This information will be displayed for 3s, and then the original menu</p>  |

|                                  |  |
|----------------------------------|--|
|                                  | <p>will be returned to automatically. If any button (the function mode button cannot execute mode shift function at the moment) is pressed or printer status is changed (such as error, job, etc.) during the display time, display will be cancelled immediately, and original UI display will be returned to or corresponding status display will be shifted to. In conditions other than low toner, the green status LED is normally on.</p>  |
| Network connection failure       | <p>This information will be displayed when email and ftp is push scanned and there is no response of network communication.</p> <p>This information will be displayed for 3s, and then the original menu will be returned to automatically. If any button (the function mode button cannot execute mode shift function at the moment) is pressed or printer status is changed (such as error, job, etc.) during the display time, display will be cancelled immediately, and original UI display will be returned to or corresponding status display will be shifted to.</p> <p>In conditions other than low toner, the green status LED is normally on.</p>   |
| No response of USB communication | <p>This information will be prompted if there is no response of USB when PC is push scanned. This information will be displayed for 3s and then the previous menu interface will be returned to.</p> <p>This information will be displayed for 3s, and then the original menu will be returned to automatically. If any button (the function mode button cannot execute mode shift function at the moment) is pressed or printer status is changed (such as error, job, etc.) during the display time, display will be cancelled immediately, and original UI display will be returned to or corresponding status display will be shifted to.</p> <p>In conditions other than low toner, the green status LED is normally on.</p>  |
| No response of PC                | <p>The push scan order is sent to host-side successfully, but the host does not send scan job to the printer. After the printer times for 10s (timer floating range 8~12s), this status will be displayed on the panel. This information will be displayed for 3s and then the previous menu interface will be returned to.</p> <p>This information will be displayed for 3s, and then the original menu will be returned to automatically. If any button (the function mode button cannot execute mode shift function at the moment) is pressed or printer status is changed (such as error, job, etc.) during the display time, display will be cancelled immediately, and original UI display will be returned to or corresponding status display will be shifted to.</p> <p>In conditions other than low toner, the green status LED is normally on.</p> |
| WPS connecting...                | <p>This information will be displayed after WPS PIN code mode is</p>   |

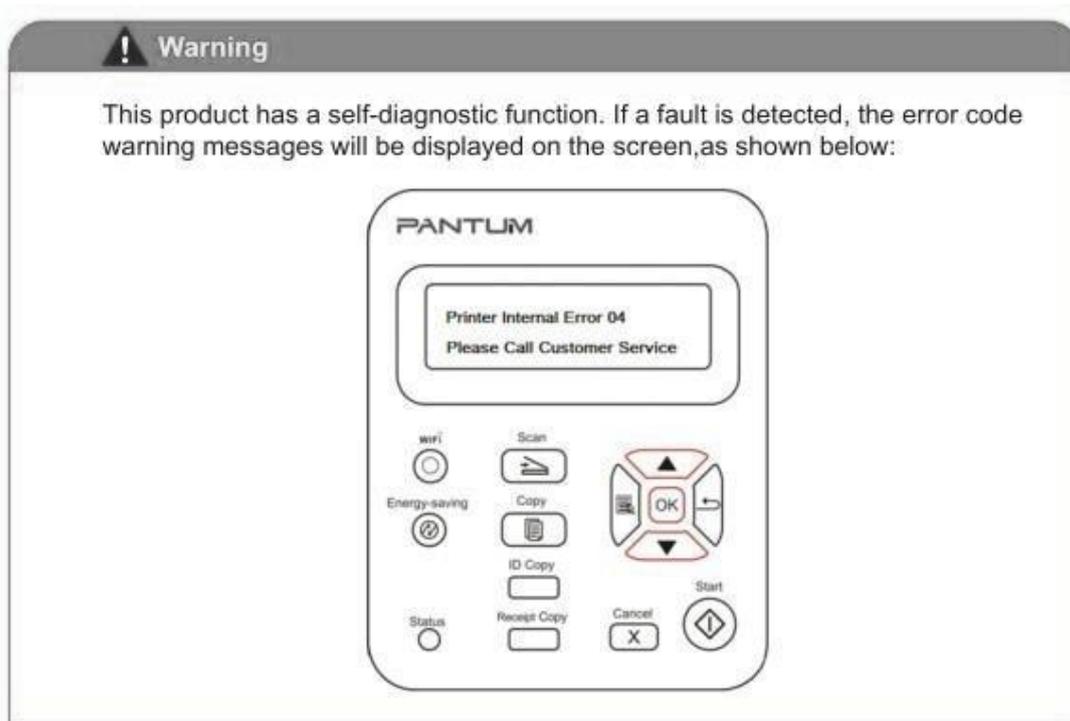
|  |   |
|--|---|
| <p>WPS<br/>PIN:XXXXXXXX</p>                        | <p>initiated in the menu</p> <ol style="list-style-type: none"> <li>1. When an error (such as open cover) occurs under this condition, error information is allowed to display and this information will be displayed again after recovering the error.</li> <li>2. When there is job under this condition, the panel will be shifted to work state and the connection state of WPS PIN code will be displayed via WiFi LED. LCD will not display this information after the job is finished.</li> <li>3. Under this condition, only long press of WiFi button to cancel WPS PIN connection can be realized, and then the panel will return to and display the standby interface.</li> </ol> <p>WiFi LED blinks according to WPS connection state.</p>  |
| <p>WPS connection succeeds<br/>Confirm-Back/OK</p> | <p>This information will be displayed when WPS PIN code mode is successfully connected. If there is printing or scanning job being implemented during connection process, the panel will shift to job status display, and WPS connection status will be displayed on WiFi LED. This information will not be displayed after print or scan job finishes.</p> <ol style="list-style-type: none"> <li>1. When an error (such as open cover) occurs under this condition, error information is allowed to display and this information will be displayed again after recovering the error.</li> <li>2. When there is job under this condition, the panel is shifted to work state and the status is displayed via WiFi LED. LCD will not display this information after the job is finished.</li> <li>3. Under this status, each function mode button on the panel recovers to its original function and function mode buttons can be used for mode shift.</li> <li>4. Under this status, WPS PIN connection can be disconnected by long pressing WiFi button, and then the panel will return to and display the standby interface.</li> <li>5. Short press of WiFi button under this status is invalid.</li> <li>6. Press Back and OK buttons to return to standby interface directly.</li> <li>7. Press power saving button to enter into sleep mode.</li> </ol> <p>The WiFi LED will be normally on when WPS PIN code connection succeeds and will be off when it fails.</p> |
| <p>WPS connection fails<br/>Confirm-Back/OK</p>    | <p>This information will be displayed when WPS PIN code mode succeeds in connecting/fails to connect. If there is printing or scanning job being implemented during connection process, the panel will shift to work status display, and WPS connection status will be displayed on WiFi LED. This information will not be displayed after print or</p>   |

|  |   |  |
|--|---|--|
|  |   | <p>scan job finishes.</p> <ol style="list-style-type: none"> <li>1. When an error (such as open cover) occurs under this condition, error information is allowed to display and this information will be displayed again after recovering the error.</li> <li>2. When there is job under this condition, the panel will shift to work state and the connection status of WPS PIN code will be displayed via WiFi LED. LCD will not display this information after the job is finished.</li> <li>3. Under this status, each function mode button on the panel recovers to its original function and function mode buttons can be used for mode shift.</li> <li>4. Under this status, WPS PB connection can be initiated by long pressing WiFi button, and then the panel will return to and display the standby interface.</li> <li>5. Under this status, WiFi station connection can be initiated by short pressing WiFi button, and then the panel will return to and display standby interface.</li> <li>6. Press Back and OK buttons under this status to return to the previous menu.</li> <li>7. Press power saving button under this status to enter sleep mode.</li> </ol> <p>The WiFi LED will be normally on when WPS PIN code connection succeeds and will be off when it fails.</p> |
|  | <p>IPv4 is configuring<br/>Please try again</p> | <p>When IPv4 is configuring, this information will be promoted. When IPv4 IP address setting mode is selected via the panel, and the IPv4IP address setting mode is being configured, this information will be prompted.</p> <p>This information will be displayed for 3s, and then the original menu will be returned to automatically. If any button (the function mode button cannot execute mode shift function at the moment) is pressed or printer status is changed (such as error, job, etc.) during the display time, display will be cancelled immediately, and original UI display will be returned to or corresponding status display will be shifted to.</p>  |
|  | <p>WiFi connecting,<br/>please stop!</p>        | <p>When WPS PIN mode is initiated under WiFi connection, this information will be prompted.</p> <p>This information will be displayed for 3s, and then the original menu will be returned to automatically. If any button (the function mode button cannot execute mode shift function at the moment) is pressed or printer status is changed (such as error, job, etc.) during the display time, display will be cancelled immediately, and original UI display will be returned to or corresponding status display will be shifted to.</p>   |
|  | <p>No paper in ADF</p>                          | <p>When ADF is selected as scan source, and copy or scan job is initiated with no paper inside ADF, this information will be prompted.</p>   |

|                              |   |
|------------------------------|---|
|                              | <p>This information will be displayed for 3s, and then the original menu will be returned to automatically. If any button (the function mode button cannot execute mode shift function at the moment) is pressed or printer status is changed (such as error, job, etc.) during the display time, display will be cancelled immediately, and original UI display will be returned to or corresponding status display will be shifted to.</p> <p>In conditions other than low toner, the green status LED is normally on.</p>  |
| ADF document is loaded       | <p>If papers are put inside ADF in standby interface, this information will be prompted.</p> <p>This information will be displayed for 3s, and then the original menu will be returned to automatically. If any button (the function mode button cannot execute mode shift function at the moment) is pressed or printer status is changed (such as error, job, etc.) during the display time, display will be cancelled immediately, and original UI display will be returned to or corresponding status display will be shifted to.</p> <p>In conditions other than low toner, the green status LED is normally on.</p> |
| Please put manuscript in ADF | <p>For ADF models in standby interface (not in the menu), this information will be prompted when there is no paper inside ADF.</p> <p>This information will be displayed for 3s, and then the original menu will be returned to automatically. If any button (the function mode button cannot execute mode shift function at the moment) is pressed or printer status is changed (such as error, job, etc.) during the display time, display will be cancelled immediately, and original UI display will be returned to or corresponding status display will be shifted to.</p>   |
| Please put manuscript in FB  | <p>When manual zoom is set or poster copy is enabled, this information will be prompted.</p> <p>This information will be displayed for 3s, and then the original menu will be returned to automatically. If any button (the function mode button cannot execute mode shift function at the moment) is pressed or printer status is changed (such as error, job, etc.) during the display time, display will be cancelled immediately, and original UI display will be returned to or corresponding status display will be shifted to.</p>   |

### 6.4 Error code

Warning!



| Error code  | Cause                                  | Check and measure  |
|---|--|--|
| Internal printer error 00<br>Please call Customer Service | Abnormal main engine motor             | <ol style="list-style-type: none"> <li>1. Inspect the connection wire between motor and engine board to ensure normal connection.</li> <li>2. The main motor fails, replace it.</li> <li>3. The engine board fails, replace it.</li> </ol> |
| Internal printer error 01<br>Please call Customer Service | Abnormal laser motor of laser          | <ol style="list-style-type: none"> <li>1. Inspect the connection wire between laser and engine board to ensure normal connection.</li> <li>2. The laser fails, replace it.</li> </ol>  |
| Internal printer error 02<br>Please call Customer Service | Abnormal line synchronization of laser | <ol style="list-style-type: none"> <li>3. The engine board fails, replace it.</li> </ol>   |
| Internal printer error 03<br>Please call Customer Service | Overlong heating time                  | <ol style="list-style-type: none"> <li>1. Inspect the connection wire between fuser and base plate to ensure its normal connection.</li> <li>2. The fusing component fails, replace it.</li> </ol>   |
| Internal printer error 04<br>Please call Customer Service | Too quick temperature rise             | <ol style="list-style-type: none"> <li>3. The engine board fails, replace it.</li> </ol>   |

|   |   |  |
|---|---|--|
| Service   |   |  |
| Internal printer error 05<br>Please call Customer Service | Too low temperature rise<br>(other causes)  | <ol style="list-style-type: none"> <li>1. Inspect the connection wire between fuser and base plate to ensure its normal connection.</li> <li>2. The fusing component fails, replace it.</li> <li>3. The engine board fails, replace it.</li> </ol> |
| Internal printer error 06<br>Please call Customer Service | Poor contact of thermistor  |  |
| Internal printer error 07<br>Please call Customer Service | The temperature decreases too quick during heating.                               |  |
| Internal printer error 08<br>Please call Customer Service | The temperature rises too quickly when heating is stopped.                        |  |
| Internal printer error 09<br>Please call Customer Service | When LSU is ready, the fusing component does not reach the specified temperature. |  |
| Internal printer error 10<br>Please call Customer Service | Temperature of heating roller is too high.  |  |
| Internal printer error 11<br>Please call Customer Service | The heating roller does not reach the specified temperature during paper feeding. |  |
| Internal printer error 12<br>Please call Customer Service | Temperature of heating roller does not satisfy fuser during printing.             |  |
| Internal printer error 13<br>Please call Customer Service | Abnormal VBE voltage  |  |
| Internal printer error 14                                 | Engine parameter  |  |

|   |  |   |
|---|--|---|
| Please call Customer Service                              | error  | ensure it is normal.<br>2. The engine board fails, replace it.  |
| Internal printer error 15<br>Please call Customer Service | Engine communication error   | 3. The power board fails, replace it.   |
| Internal printer error 16<br>Please call Customer Service | Engine system parameter error  |   |
| UnknowErr 064   | UnknowErr 064, it is related to scanning motor.  | 1. Inspect if scanning motor line is connected normally (the socket in the upper right corner of data base plate).<br>2. If the base of scanning head is separated with scanning belt.<br>3. The scanning motor is damaged, replace it. |
| Internal scanner error 11<br>Please call Customer Service | Self-inspection of scanner fails.  | 1. Inspect if the scan data cable is connected normally.<br>2. Inspect if the scanning head is damaged.<br>3. Inspect if the initial scan sensor is damaged<br>4. Data board fails, replace it.   |
| Internal scanner error 12<br>Please call Customer Service | Origin inspection error  | 1. Inspect if the initial scan sensor is damaged.<br>2. Inspect the scan data cable.<br>3. Inspect if the scanning head is damaged.<br>4. Data board fails, replace it.   |
| 13<br>Please call Customer Service                        | Black label error  | 1. Inspect the scan data cable.<br>2. Inspect if the scanning head is damaged.<br>3. Inspect if the initial scan sensor is damaged.<br>4. Data board fails, replace it.   |
| Internal scanner error 14<br>Please call Customer Service | Shading fails (This error status does not affect next scan and will be displayed for 3s, and the red LED is on; then, standby is | 1. Inspect the scan data cable.<br>2. Inspect if the scanning head is damaged.<br>3. Inspect if the initial scan sensor is damaged.<br>4. The data board fails, replace it.   |

|   |  |                                      |  |
|---|--|--------------------------------------|--|
|   |  | returned to and the red LED goes on) |  |
| Communication error<br>21<br>Cancel: OK | Communication error (WSD<br>Communication error [It cannot be distinguished that this communication error is under wired network connection or WiFi connection]) |                                      | <ol style="list-style-type: none"> <li>1. Inspect USB connection cable and computer port.</li> <li>2. Inspect data board connection wire and confirm its normal connection.</li> <li>3. The data board fails, replace it.</li> </ol>   |
| Communication error<br>22<br>Cancel: OK | Invalid command  |                                      |  |
| Communication error<br>23<br>Cancel: OK | Invalid parameter  |                                      |  |
| Communication error<br>24<br>Cancel: OK | Invalid parameter  |                                      |  |
| Communication error<br>25<br>Cancel: OK | Wrong USB connection   |                                      | <ol style="list-style-type: none"> <li>1. Inspect USB cable and computer port.</li> <li>2. The data board fails, replace it.</li> </ol>  |
| Communication error<br>26<br>Cancel: OK | Wrong network connection   |                                      | <ol style="list-style-type: none"> <li>1. Inspect if network cable to ensure its normal connection.</li> <li>2. The data board fails, replace it.</li> </ol>   |
| Communication error<br>27<br>Cancel: OK | Wrong WiFi connection  |                                      | <ol style="list-style-type: none"> <li>1. Inspect the wireless connection of printer to ensure it is on.</li> <li>2. Inspect network environment to confirm normal wireless network.</li> <li>3. Inspect the connection wire between the antenna inside printer and data board to ensure its normal</li> </ol> |

|  |  |   |
|--|--|---|
|  |  | connection.<br>4. The data board fails, replace it. |
|--|--|---|

## 6.5 Clearing Jammed Paper

Please observe the following steps to clear the jammed paper.

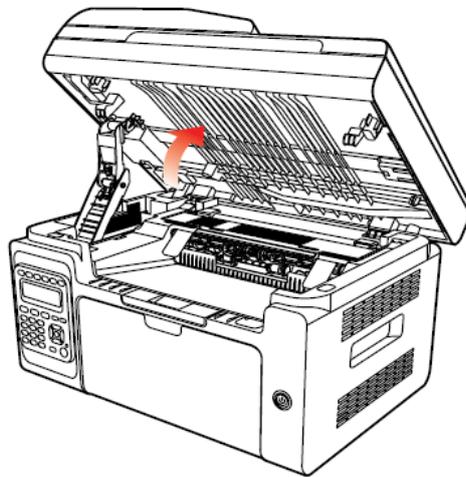
Remove the jammed paper in accordance with the following steps; cover the upper output bin and tidy paper in the feeder tray, and then the printer will automatically resume printing. If the printer fails to do so please press Cancel button. If the printer still does not start printing, please check whether all the jammed paper inside the printer is cleared, and then print again.

Note:

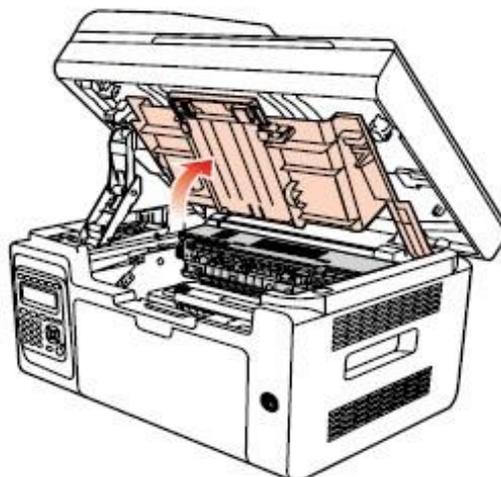
When adding new papers, all papers inside the tray should be taken out and stacked neatly before being put inside the tray. It helps prevent printer from paper jam caused by too many feeding papers at one time.

When the LCD prompts paper jam:

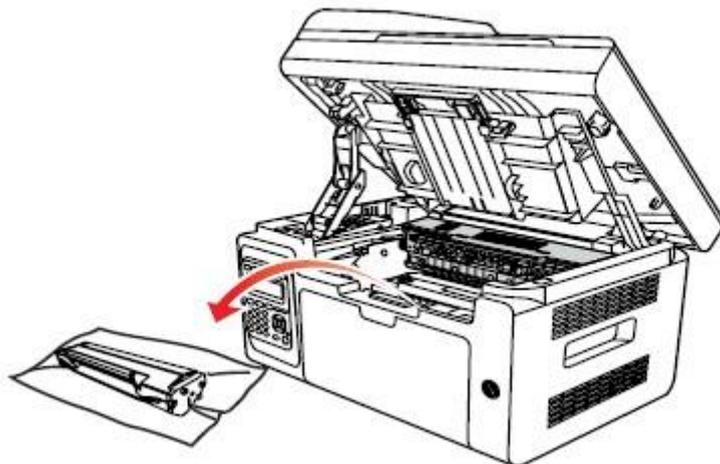
1. Raise the scanning platform until it is locked.



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



3. Remove the toner cartridge along the guides.

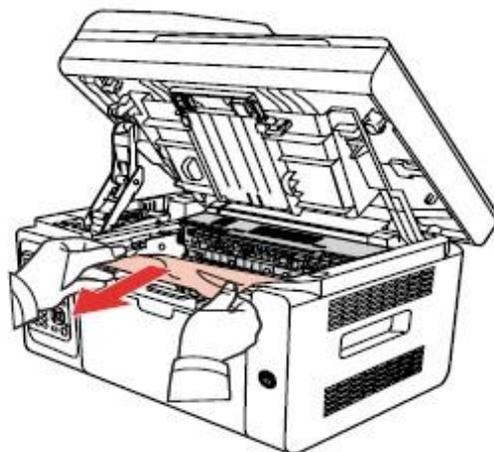


---

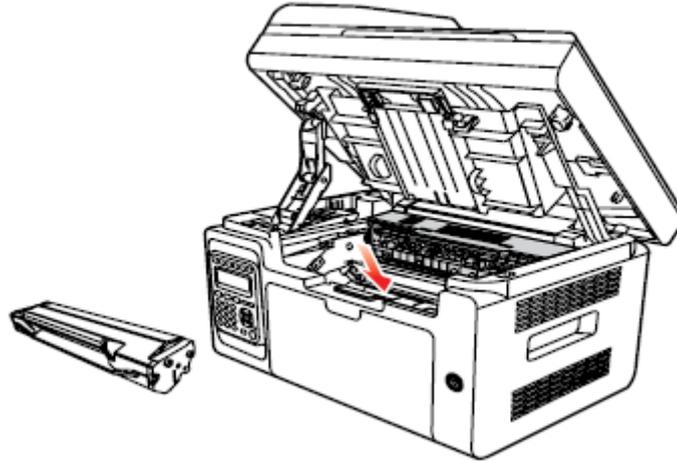
Note:

- Please take off metal objects such as watches and brackets before taking the toner cartridge out as they may damage the items inside machine while contacting with them.
  - When removing the toner cartridge, please put the cartridge in a protective bag or wrap it with thick paper to avoid direct light damaging the toner cartridge.
  - Please do not touch parts in shaded area after taking the toner cartridge down.
- 

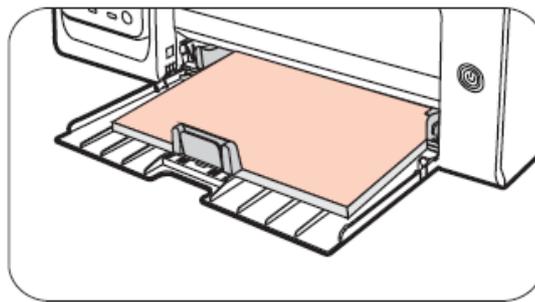
4. Gently draw the jammed paper out along the paper output direction.



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



6. Neatly put the paper in the tray, and do not start the next print until the LCD resumes print-ready status.



## 6.6 Failure Elimination

### 6.6.1 Paper Feed Problem

Initial inspection: when printer has feed errors, please carry out the following initial inspection.

| Inspection   | Solution  |
|--|---|
| Is the media used conforming to product specification requirements?                | Replace the media.  |
| If the papers are curled, crumpled or damp?  | Replace the papers and tell users how to store papers correctly.                    |
| Is the paper path deformed, dirty or blocked by foreign matters?                   | Clear the paper path and replace with relevant spare parts if necessary.            |
| Is the separation claw dirty, deformed or damaged?                                 | Replace the fusing component.   |
| Are the pickup roller and separation component dirty, deformed or damaged?         | Clean the pickup roller and separation component, and replace them if necessary.    |
| Is the feeder tray detent located in a correct position suitable for media supply? | Slide the detent of feeder tray to make it closely against the edge of paper stack. |
| Inspect if the clutch gear rotates normally?                                       | Adjust or replace the clutch gear.  |
| Inspect if the electromagnet works normally?                                       | Replace the electromagnet.  |

#### M1 No feeding

| Possible Cause                   | Solution  |
|----------------------------------|---|
| The electromagnet has no signal. | Inspect the signal input of electromagnet to ensure normal electromagnet signal line. |
| The pickup roller is polluted.   | Clean or replace pickup roller.   |
| The pickup roller is worn.       | Replace the pickup roller.  |

#### M2 Unstopping feeding

| Possible Cause  | Solution   |
|---|--|
| The electromagnet has no signal.                        | Inspect the signal input of electromagnet to ensure the correct connection of electromagnet signal line. |
| Hooking force of electromagnet spring is insufficient.  | Replace the electromagnet.   |
| The assembly phase of single clutch set is not correct. | Inspect single clutch set to ensure the correct installation phase of single clutch set.                 |

#### M3 Inclined feeding

| Possible cause                 | Solution   |
|--------------------------------|--|
| The feed channel is polluted.  | Inspect the prohibited channel to ensure the feed channel unblocked. |
| The pickup roller is polluted. | Clean the pickup roller.   |

#### M4 Re-feed

| Possible cause                         | Solution                                    |
|--|---|
| Papers are put in an incorrect manner. | Confirm papers are put in a correct manner. |
| The separator is polluted or worn.     | Clean or replace the separator.             |

### 6.6.2 Common Troubleshooting

#### 6.6.2.1 Print Failure

##### P1 No AC power

| Possible cause  | Solution  |
|---|---|
| Abnormal supply voltage.                              | Ensure normal voltage supply.                                 |
| The power cord is not plugged into the socket firmly. | Make sure the power cord is plugged into power socket firmly. |
| Fuse blown-out  | Replace the high-voltage power board.                         |

##### P2 No DC power

| Possible cause                     | Solution                               |
|------------------------------------|--|
| No AC power supply.                | Confirm the normal supply of AC power. |
| Abnormal low-voltage power supply. | Replace the high-voltage power board.  |

##### P3 Motor failure

| Possible cause                                | Solution   |
|---|--|
| Abnormal connection of motor connection wire. | Make sure the connection wire is connected normally and is not of poor quality.        |
| Abnormal main motor                           | Replace with other motor, and confirm if the main motor is normal. If not, replace it. |
| Engine board failure                          | Replace engine board   |

##### P4 Heating failure of heating lamp

| Possible cause                                     | Solution  |
|--|---|
| The plug wire of high-voltage PCB is disconnected. | Connect the plug wire again to ensure normal AC power supply. |

|   |  |
|---|--|
| There is paper jammed inside the machine. | Inspect the machine and remove jammed paper. |
| The exit sensor cannot be closed.         | Clean or replace exit sensor.                |
| The apex sensor fails.                    | Replace the apex sensor.                     |
| The thermistor fails.                     | Replace fusing component.                    |
| The temperature relay is disconnected.    | Replace fusing component.                    |
| The engine board fails.                   | Replace the engine board.                    |
| The high-voltage power board fails.       | Replace the high-voltage power board.        |

**P5 The fuser unit fails**

| Possible cause                               | Solution                           |
|--|------------------------------------|
| Poor contact of the plug wire of thermistor. | Connect the connection wire again. |
| Temperature relay burns out.                 | Replace fuser component.           |
| Halogen lamp heater failure.                 | Replace fuser component.           |

**P6 Laser scanning failure**

| Possible cause   | Solution  |
|--|---|
| The connection wire is not connected correctly or the connection wire is broken. | Connect the connection wire correctly or replace it with new connection wire. |
| Damaged laser  | Replace the laser.  |
| Engine board failure.  | Replace the engine board.   |

**P7 Paper supply failure**

| Possible cause   | Solution   |
|--|--|
| Separation pad/pickup roller failure.                            | 1) Clean the separation pad or pickup roller surface.<br>2) Replace separation pad or pickup roller. |
| The connection wire of electromagnet is not connected correctly. | Make sure the connection wire of electromagnet is connected correctly.                               |
| Electromagnet failure.   | Replace the electromagnet.   |
| Paper sensor failure.  | Replace the paper sensor.  |
| Engine board failure.  | Replace engine board.  |

**P8 Abnormal high-voltage output**

| Possible cause                           | Solution  |
|--|---|
| Power cord is not plugged or is damaged. | Make sure the power cord is normally connected. |
| Dirty high-voltage contacts              | Clean high-voltage contacts.                    |
| High-voltage power board failure.        | Replace the high-voltage power board.           |

**P9 The PC machine cannot recognize USB.**

| Possible cause  | Solution  |
|---|---|
| The power cord is unplugged, damaged or poorly contacted. | Make sure the power cord is normally connected. |

|  |  |
|--|--|
| Poorly contacted or damaged plug of USB cable. | Make sure the USB cable is connected normally. |
| Data board failure                             | Replace the data board.                        |

**P10 Print messy codes or whole black page**

| Possible cause   | Solution   |
|--|--|
| The USB cable is not connected properly or fails.                                    | Inspect USB cable to ensure its normal connection. |
| The FFC connecting engine board with data board is poorly contacted or not reliable. | Replace the FFC.                                   |
| Data board failure.  | Replace the data board.                            |
| Damaged engine board.  | Replace the engine board.                          |

**P11 Printout failure**

| Possible cause   | Solution   |
|--|--|
| The USB cable is not connected properly.   | Inspect USB cable and power connector cable to ensure their normal connection. |
| The FFC connecting engine board with data board is poorly contacted or not reliable. | Replace the FFC.   |
| Damaged high-voltage power board.  | Replace with new engine board.   |
| Abnormal data board.   | Replace the data board.  |
| Abnormal toner cartridge.  | Replace the toner cartridge.   |
| Abnormal laser   | Replace the laser.   |

**P12 Buttons of operation panel do not work**

| Possible cause                       | Solution                                   |
|--------------------------------------|--|
| Damaged connection wire              | Replace the connection wire.               |
| Damaged buttons.                     | Replace with new buttons.                  |
| Base plate of operation panel fails. | Replace the base plate of operation panel. |
| Engine board failure.                | Replace with new engine board.             |

**P13 Toner cartridge recognition failure**

| <b>Possible cause</b>                         | <b>Solution</b>                                       |
|---|---|
| The toner cartridge is installed incorrectly. | Make sure the toner cartridge is installed correctly. |
| The chip of toner cartridge fails.            | Replace with new toner cartridge.                     |
| Data board failure.                           | Replace the data board.                               |

### 6.6.2.2 Scan Failure

#### S1 Abnormal scanning image

| Possible cause   | Solution  |
|--|---|
| The scanning cover is not closed completely, which leads to scanning exposure. | Close the scanning cover completely.                      |
| The scanning software is set incorrectly.                                      | Please inspect scan setting to ensure that it is correct. |
| Abnormal color difference handling of scanning head.                           | Replace the scanning head.                                |

#### S2 Scanner failure

| Possible cause                     | Solution                                     |
|------------------------------------|--|
| Abnormal internal connection wire. | Connect the cable of scanner head correctly. |
| Scanning head failure.             | Replace the scanning head.                   |
| Data board failure.                | Replace the data board.                      |
| Engine board failure.              | Replace the engine board.                    |

### 6.6.2.3 Copy Failure

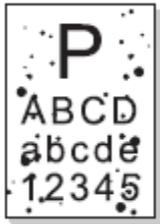
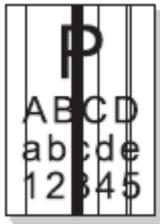
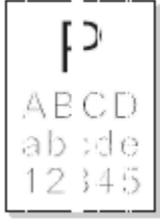
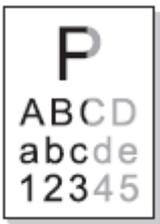
#### F1 Abnormal copy quality

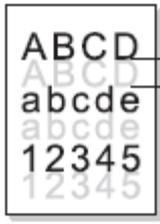
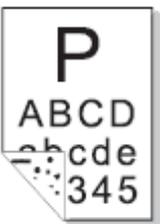
| Possible cause   | Solution   |
|--|--|
| The scanning cover is not closed completely, which leads to scanning exposure. | Close the scanning cover completely.                                   |
| Dirty glass platen.  | Clean the glass platen.  |
| Damaged toner cartridge.   | Replace with new toner cartridge.                                      |
| Abnormal high voltage.   | Clean high-voltage electric shock or replace high-voltage power board. |
| Abnormal scanning head.  | Replace the scanning head.   |
| High-voltage power board failure.  | Replace high-voltage power board.                                      |

## 6.7 Image Defects

### 6.7.1 Print

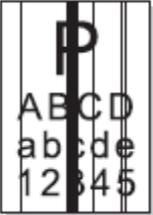
| Status  | Cause  | Recommended Solution  |
|---|--|---|
| <p>The printout is too light</p>           | <ul style="list-style-type: none"> <li>● Toner nearly runs out.</li> <li>● Toner pollution leads to poor contact of high-voltage contacts of engine base plate.</li> <li>● High-voltage output of high-voltage power board is abnormal.</li> </ul> | <ul style="list-style-type: none"> <li>● Replace the toner cartridge.</li> <li>● Clean toner polluted area.</li> <li>● Clean high-voltage contacts or replace the high-voltage board.</li> </ul>            |
| <p>Whole page dark</p>                    | <ul style="list-style-type: none"> <li>● Charging voltage output of high-voltage power board is abnormal.</li> <li>● Abnormal primary charge roller.</li> </ul>  | <ul style="list-style-type: none"> <li>● Clean charging voltage contacts or replace the high-voltage board.</li> <li>● Replace the toner cartridge.</li> </ul>  |
| <p>Horizontal dark lines or stripes</p>  | <ul style="list-style-type: none"> <li>● Poor contact of high-voltage contacts with toner cartridge.</li> <li>● The developing roller is polluted, or the OPC or primary charge roller is damaged.</li> <li>● Paper handing slips.</li> </ul>      | <ul style="list-style-type: none"> <li>● Clean high-voltage contacts or replace high-voltage power board.</li> <li>● Replace the toner cartridge.</li> <li>● Clean or replace the pickup roller.</li> </ul> |

|  |  |   |
|--|--|---|
| <p>Black/white spots</p>                | <ul style="list-style-type: none"> <li>● Certain parts of toner cartridge are polluted or the OPC is damaged.</li> <li>● If there are 45.2mm cyclical black spots on the printout, then the transfer high-voltage is not normal or the transfer roller is damaged.</li> </ul>                                | <ul style="list-style-type: none"> <li>● 1. Replace the toner cartridge.</li> <li>● 2. Clean transfer high-voltage contacts or replace the transfer roller.</li> <li>● 3. Clean the inside of printer and scraps and dirt regularly.</li> </ul> |
| <p>Black vertical lines or stripes</p>  | <ul style="list-style-type: none"> <li>● The wiper blade is chipped or deformed.</li> <li>● Damaged OPC.</li> <li>● There are foreign matters or toner particles between developer roller and doctor blade.</li> </ul>   | <ul style="list-style-type: none"> <li>● Replace the toner cartridge.</li> </ul>  |
| <p>White vertical stripes</p>         | <ul style="list-style-type: none"> <li>● The glass of laser window is polluted.</li> <li>● There are foreign matters or toner particles between developer roller and doctor blade.</li> <li>● Abnormal fuser component.</li> </ul>   | <ul style="list-style-type: none"> <li>● Clean the glass of laser window.</li> <li>● Replace the toner cartridge.</li> <li>● Clean or replace fuser component.</li> </ul>   |
| <p>The printout color is light</p>    | <ul style="list-style-type: none"> <li>● Damaged doctor blade.</li> <li>● Spring pressure in the left side and right side of transfer roller is not even, the spring is damaged, the transfer roller is installed improperly or the bush of transfer roller is damaged.</li> <li>● Laser failure.</li> </ul> | <ul style="list-style-type: none"> <li>● Replace the toner cartridge.</li> <li>● Replace the bush of transfer roller.</li> <li>● Replace the laser.</li> </ul>  |

|   |   |   |
|---|---|---|
| <p>Grey background</p>                         | <ul style="list-style-type: none"> <li>● The print media that does not meet usage specification is used.</li> <li>● The service life of toner cartridge expires.</li> <li>● High-voltage output of high-voltage power board is abnormal.</li> </ul>   | <ul style="list-style-type: none"> <li>● Make sure the media used is conforming to usage specification.</li> <li>● Replace the toner cartridge.</li> <li>● Clean the high-voltage contacts or replace the high-voltage power board.</li> </ul>                |
| <p>Cyclical image ghosting</p>                 | <ul style="list-style-type: none"> <li>● If there is cyclical ghosting of 75.4mm interval on the printout, then OPC is damaged.</li> <li>● If there is cyclical ghosting of 62.3mm interval on the printout, then the surface of heating roller is polluted.</li> <li>● The high-voltage output of high-voltage power board is abnormal.</li> </ul> | <ul style="list-style-type: none"> <li>● Replace the toner cartridge.</li> <li>● Clean the surface of heating roller. If the problem can still not be solved, please replace the fuser component.</li> <li>● Replace the high-voltage power board.</li> </ul> |
| <p>The back of the printout is polluted</p>  | <ul style="list-style-type: none"> <li>● The transfer roller is polluted.</li> <li>● The fuser pressure roller is polluted.</li> </ul>  | <ul style="list-style-type: none"> <li>● Clean or replace the transfer roller.</li> <li>● Clean the fuser pressure roller or replace fuser component.</li> </ul>  |

|   |  |   |
|---|--|---|
| <p>Whole white page</p>  | <ul style="list-style-type: none"> <li>● Poor residual charge elimination of OPC.</li> <li>● Damaged laser.</li> </ul> | <ul style="list-style-type: none"> <li>● Clean high-voltage contacts or replace engine base plate. If the problem can still not be solved, please replace the toner cartridge.</li> <li>● Replace the laser.</li> </ul> |
|---|--|---|

### 6.7.2 Scan and Copy

| Status  | Cause   | Recommended Solution  |
|---|---|---|
| <p>Whole page dark</p>                    | <ul style="list-style-type: none"> <li>● Scan exposure</li> <li>● Scanning head failure.</li> <li>● Abnormal scan data cable.</li> <li>● Data board failure.</li> </ul>                                       | <ul style="list-style-type: none"> <li>● Please inspect scanning cover to make sure the scanning cover is closed completely.</li> <li>● Replace the scanning head.</li> <li>● Inspect the scan data cable to ensure its correct connection. Please replace it if it is damaged.</li> <li>● Replace the data board.</li> </ul> |
| <p>Black vertical lines or stripes.</p>  | <ul style="list-style-type: none"> <li>● Dirty platen glass.</li> <li>● Dirty scanning head.</li> <li>● Scanning head failure.</li> <li>● Abnormal scan data cable.</li> <li>● Data board failure.</li> </ul> | <ul style="list-style-type: none"> <li>● Clean the platen glass.</li> <li>● Clean the scanning head.</li> <li>● Replace the scanning head.</li> <li>● Inspect the scan data cable to ensure its correct connection. Please replace it if it is damaged.</li> <li>● Replace the data board.</li> </ul>                         |
| <p>Whole white printout</p>   | <ul style="list-style-type: none"> <li>● Scanning head failure.</li> <li>● Abnormal scan data cable.</li> <li>● Data board failure.</li> </ul>  | <ul style="list-style-type: none"> <li>● Replace the scanning head.</li> <li>● Inspect the scan data cable to ensure its correct connection. Please replace it if it is damaged.</li> <li>● Replace the data board.</li> </ul>  |



**7.** Appendix 1 Circumferences of Rollers of This Equipment

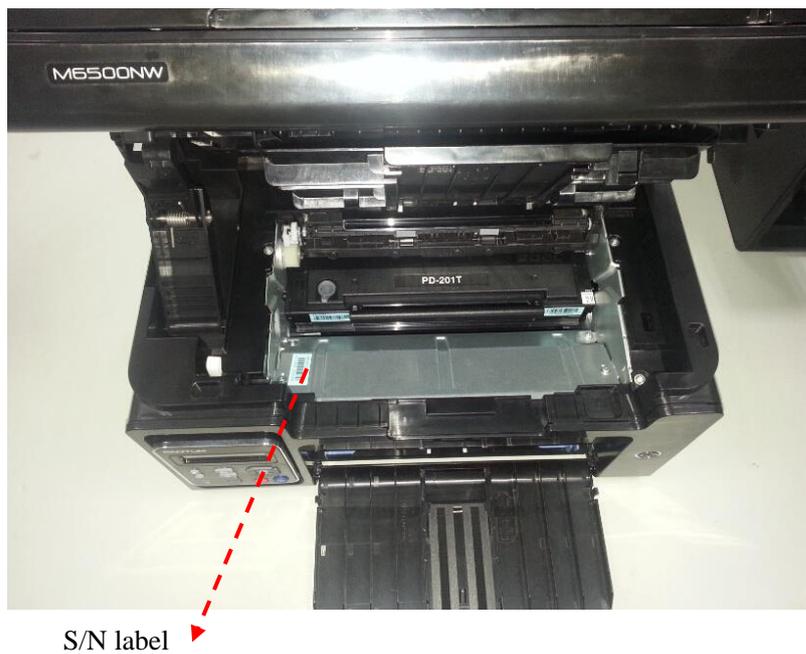
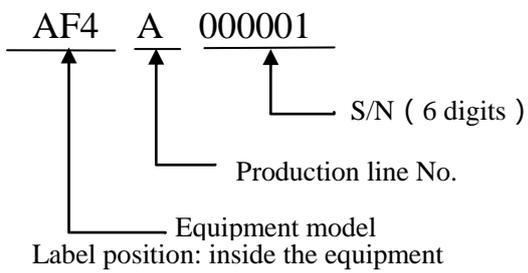
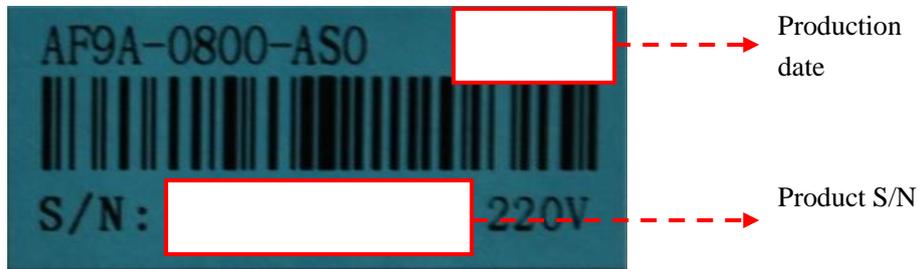
| <b>Name</b>                   | <b>Printout Cycle mm</b> |
|-------------------------------|--------------------------|
| Transfer roller               | 45.2                     |
| Heating roller                | 62.3                     |
| Pressure roller               | 75.4                     |
| OPC (Organic Photo Conductor) | 75.4                     |
| Developer roller              | 35.2                     |
| Supply roller                 | 47.5                     |
| Primary charge roller         | 37.7                     |

In case of relevant cyclical printout abnormalities, failure causes can be judged according to the circumferences of rollers above.

## 8. Appendix 2 Product Serial Number (S/N) Description

The S/N label is stuck on each machine, and the meaning and label position of product S/N code are described as below:

Code meaning:



**9.** Appendix 3 Terminology of this Manual

Interpretation of all professional terms involved in this Manual is shown in the table below.

| <b>Terms</b> | <b>Interpretations</b>               |
|--------------|--------------------------------------|
| CFR          | A safety standard for laser products |
| LCD          | Liquid Crystal Display               |
| CIS          | Contact Image Sensors                |
| dpi          | Spots Per Inch                       |
| PPM          | Pages per Minute                     |
| gsm          | Grams per Square Meter               |
| Auto run     | Auto Run                             |
| OPC          | Organic Photo Conductor              |
| PCR          | Primary Charge Roller                |
| Laser        | Laser Source                         |
| DR           | Developing Roller                    |
| TR           | Transfer Roller                      |
| PR           | Pressure Roller                      |
| LSU          | Laser Unit                           |
| FFC          | Flexible flat cable                  |

END! May1  
13, 5, 2021