



The New Era for Printing

| Technical Service Bulletin                          |                   |
|-----------------------------------------------------|-------------------|
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## How to solve color calibration not working issue on CM1100 series

**Release Object:** Service Center

### Maintenance Types :

|                  |                                     |                      |                          |
|------------------|-------------------------------------|----------------------|--------------------------|
| Cartridge        | <input type="checkbox"/>            | Installation         | <input type="checkbox"/> |
| Wireless Network | <input type="checkbox"/>            | Wired Network        | <input type="checkbox"/> |
| Paper            | <input type="checkbox"/>            | App                  | <input type="checkbox"/> |
| Print            | <input type="checkbox"/>            | Scan                 | <input type="checkbox"/> |
| Fax              | <input type="checkbox"/>            | Set                  | <input type="checkbox"/> |
| Firmware         | <input checked="" type="checkbox"/> | Others(hardware,etc) | <input type="checkbox"/> |

**Applicable Model:** CM1100 series

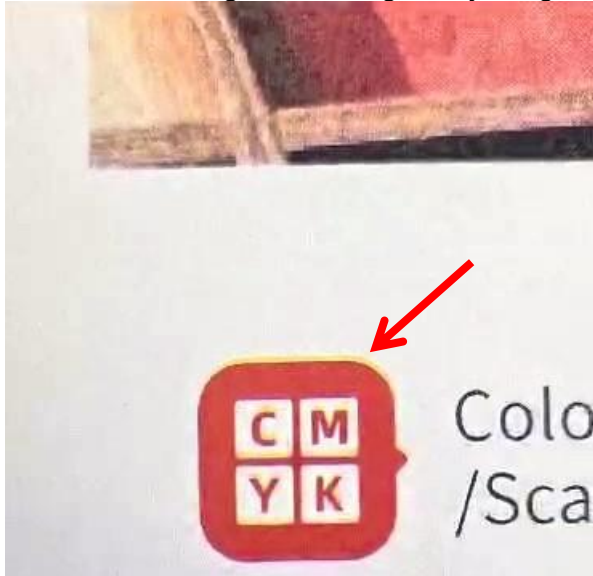
| UPDATING |                   |            |
|----------|-------------------|------------|
| VERSION  | MODIFIED CONTENTS | DATE       |
| 1.0      | /                 | 02/01/2024 |

|                     |                      |                     |
|---------------------|----------------------|---------------------|
| Written by : Benson | Verified by : Benson | Approved by : David |
| Date : 02/01/2024   | Date : 02/02/2024    | Date : 02/02/2024   |

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## I. Problem Description

Colors are misaligned causing Blurry images and printer color calibration features don't work.



| CM1100 Series                |                   |
|------------------------------|-------------------|
| [ Printer Information Page ] |                   |
| Product Information          |                   |
| Product Name                 | : CM1100DW Series |
| USB Vender ID                | : 0x232B          |
| Firmware Version             | : 3. E. 0. 1      |
| Engine Version               | : 1. 0. 6. 5      |
| Memory Size                  | : 1024MB          |
| Print Language               | : PCL5e/6, PS3    |
| Serial Number                | : CL9X001658      |
| Print Setting                |                   |
| Print Mode                   | : Color Printing  |
| Print Density                | : Normal          |

## II. Causes

3.E.0.1 version firmware issue

## III. Solution

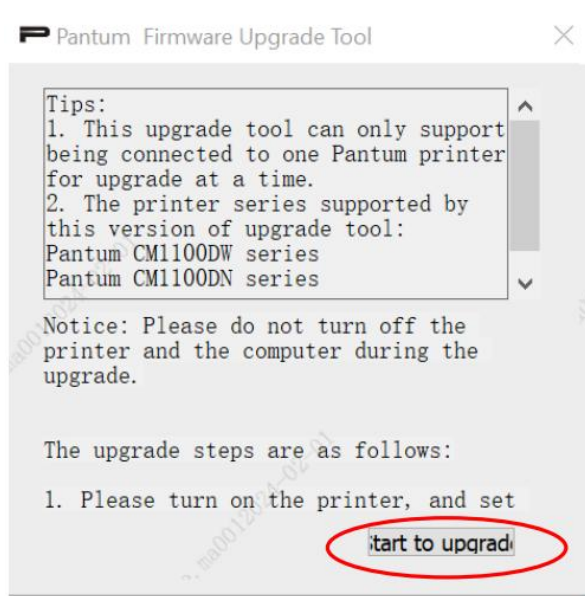
(1) Update firmware to 3.E.0.5 or above and configuration as follows:

1. Prepare the whole printer to be upgraded, and put the firmware package and configuration file into the specified path (the path can be selected by yourself, which is convenient for uploading firmware).
2. When upgrading, it is necessary to connect the network cable and USB at the printer port to the computer together.
3. Connect the power cord to power on.
4. Double click to run “  Pantum\_CM1100DW(3.E.0.5)\_FWUpgradeTool ” The program interface is as follows:

# PANTUM

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5. Click on the program panel "Start Upgrade" to perform the upgrade operation
6. After the program sends the upgrade data, the printer panel will prompt that firmware is being downloaded for upgrade. After the upgrade is completed, it will automatically restart.
7. Click Finish to complete it, as shown in the following figure:





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8. After the computer prompts that the upgrade is complete, you need to wait for the printer to restart.

9. Print a printer information page and check if the firmware version on the page is "3.E.0.5", which indicates a successful upgrade.

(2) Check if the issue is solved:

Enter the standby interface, allowing the printer to go to sleep mode first (can be done manually, usually automatically after 1 minute if not done manually), and then confirm whether calibration can be performed after waking up.

#### **A.        IV. Remark**

1. It is recommended to use windows7, windows8 or windows10 system operation.
2. Only one printer connects to the computer via a USB cable.
3. Do not disconnect the cable, power supply or interrupt the upgrade during the upgrade process.
4. Please only use USB and Ethernet cable to connect one printer to one computer.