



The New Era for Printing

Technical Service Bulletin	
File number : 2022001	Date: 28/01/2022
Publishing department : Customer Service Department	Page : 1 / 4

How to reset user account and password on CP/CM2200

Release Object: Service Center

Maintenance Types :

Cartridge	☐	Installation	☐
Wireless Network	☐	Wired Network	☐
Paper	☐	App	☐
Print	☐	Scan	☐
Fax	☐	Set	☒
Firmware	☐	Others(hardware,etc)	☐

Applicable Model: Applicable to CP2200 and CM2200 series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE

Written by : Leon	Verified by : Benson	Approved by : Herry
Date : 28/01/2022	Date : 28/01/2022	Date : 28/01/2022

Technical Service Bulletin	
File number : 2022001	Date: 28/01/2022
Publishing department : Customer Service Department	Page : 2 / 4

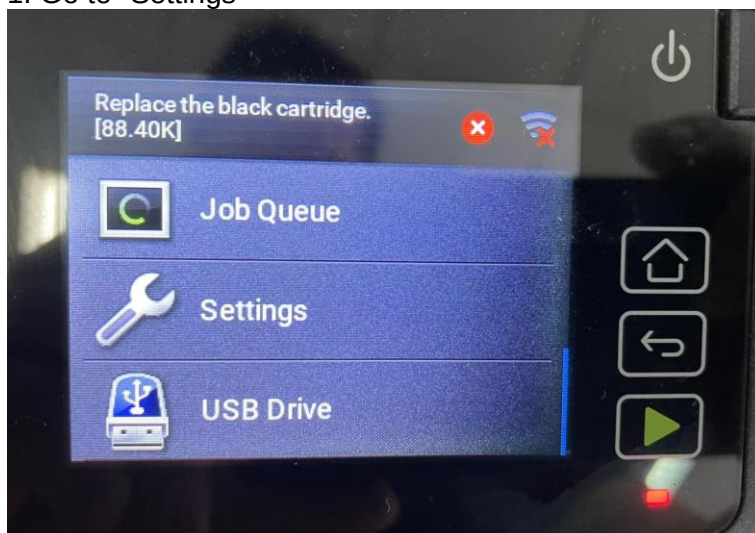
I. Problem Description

The PIN/user password is set when the new printer is out of the box, but the password is forgotten later, and many functions are locked and cannot be used. After restored factory mode password still exists.

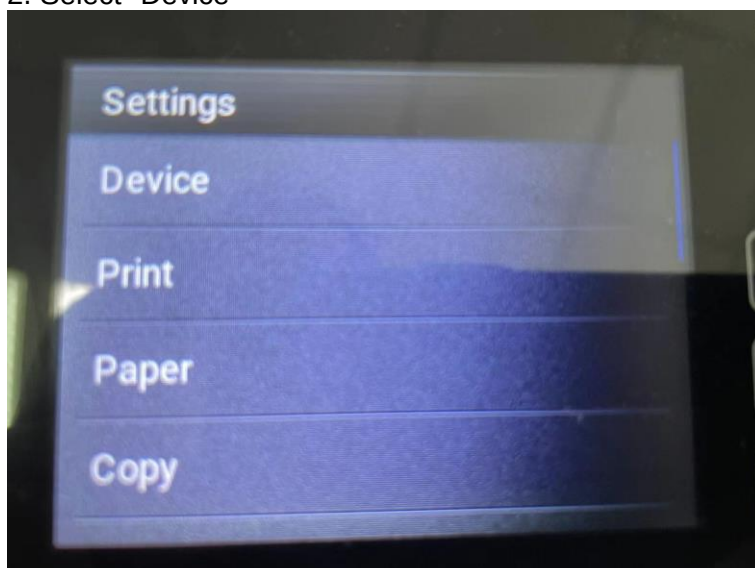
II. Causes

III. Solution

1. Go to "Settings"

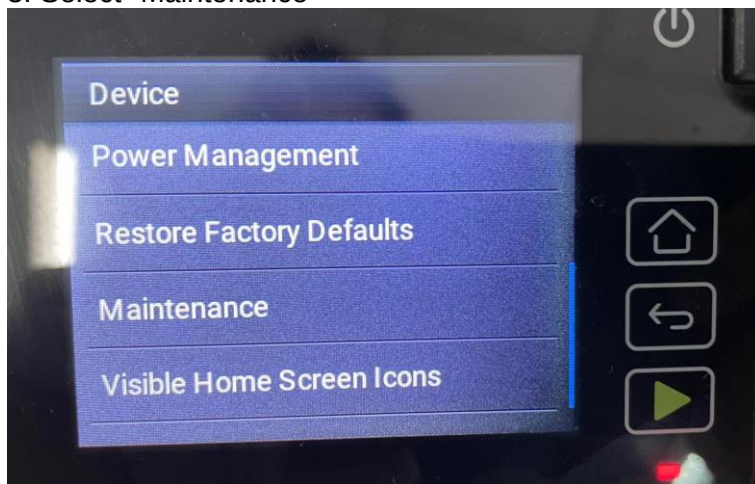


2. Select "Device"

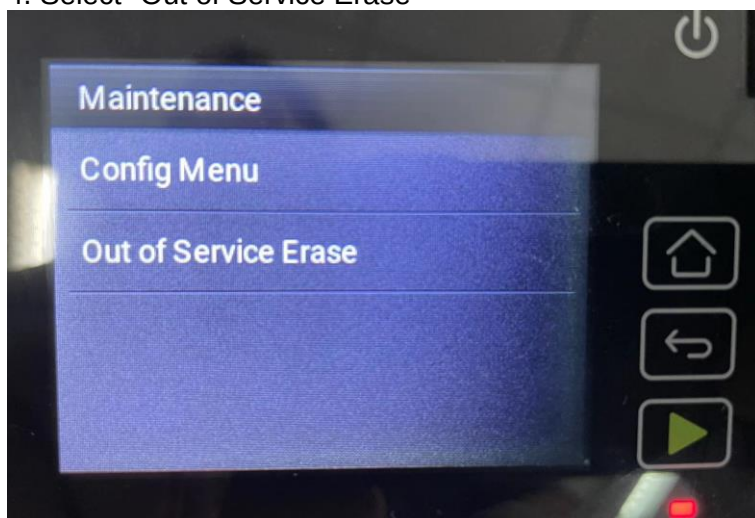


Technical Service Bulletin	
File number : 2022001	Date: 28/01/2022
Publishing department : Customer Service Department	Page : 3 / 4

3. Select "Maintenance"

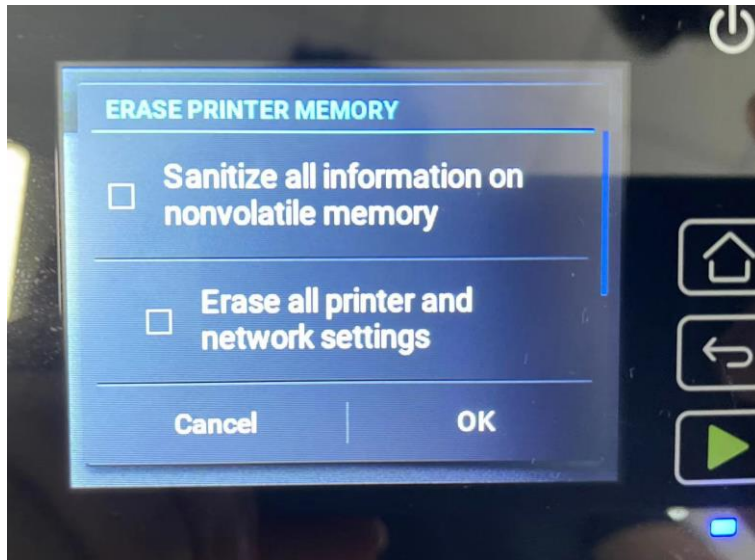


4. Select "Out of Service Erase"



5. Select "Sanitize all information on non-volatile memory", tick "Erase all printer and network settings"

Technical Service Bulletin	
File number : 2022001	Date: 28/01/2022
Publishing department : Customer Service Department	Page : 4 / 4



IV.Remark

This operation is irreversible, after confirmation, the printer will restart and clear all settings information on the printer and restore to the factory default state.