



The New Era for Printing

Technical Service Bulletin	
File number : 2021012	Date: 09/11/2021
Publishing department : Customer Service Department	Page : 1 / 8

How to solve color printer white dots issue

CM2200 CP2200 series

Release Object: Service Center

Maintenance Types :

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

Applicable Model: CM2200,CP2200 series

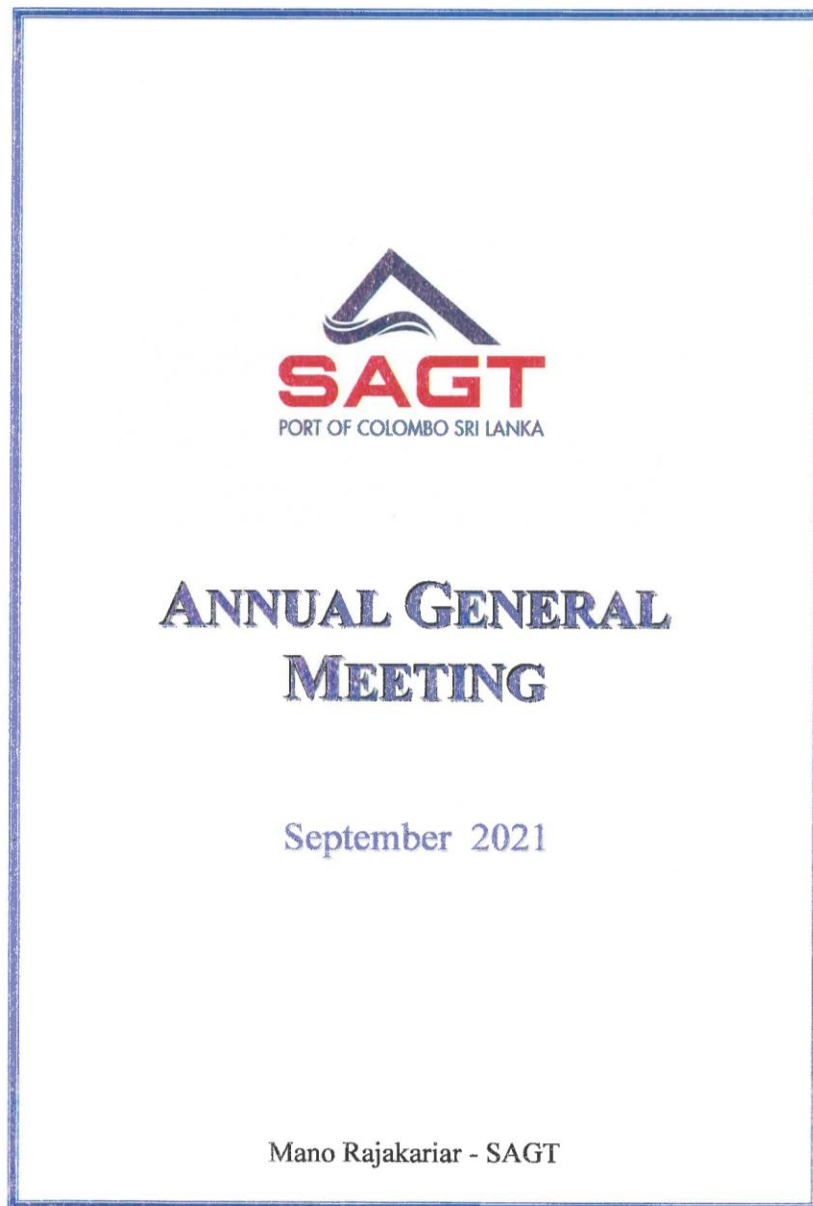
UPDATING		
VERSION	MODIFIED CONTENTS	DATE
1.0	/	09/11/2021
2.0	Voltage adjust	07/12/2021

Written by : Leon	Verified by : Benson	Approved by : Herry
Date : 07/12/2021	Date : 07/12/2021	Date : 07/12/2021

Technical Service Bulletin	
File number : 2021012	Date: 09/11/2021
Publishing department : Customer Service Department	Page : 2 / 8

I. Problem Description

Printing quality issue as below



Technical Service Bulletin	
File number : 2021012	Date: 09/11/2021
Publishing department : Customer Service Department	Page : 3 / 8

II. Causes

- (1) Paper is damp ---- Lower probability
- (2) Toner cartridge issue ---- Lower probability
- (3) Firmware and configuration issue ---- Higher probability

III. Solution

- (1) Use new paper from new package
- (2) Replace toner cartridge
- (3) Update firmware and configuration as follows:
 - 1. Prepare the whole machine 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)

Technical Service Bulletin	
File number : 2021012	Date: 09/11/2021
Publishing department : Customer Service Department	Page : 4 / 8

2. Connect the printer to the computer's wired network (local area network is also OK), then open the computer browser, log in to the IP address displayed on the printer panel, and enter the printer Embedded Web Server interface, as shown below:

Embedded Web Server

Language

Guest

Log In

Pantum CM2200FDW

IP Address : 169.254.96.26

Contact Name :

Location :



Status : 未就绪

Messages : 更换黑色 碳粉盒 [88.40K] (More...)

Search

Import Configuration

Export Configuration

Select Option

Status

Settings

Device

Print

Paper

Copy

Fax

E-mail

FTP

USB Drive

Network/Ports

Security

Cloud Connector

Reports

Shortcuts

Site Map

Status

Messages

Alerts

Warnings

Supplies

Printer

Reset Printer

Message	Source	Actions...
✖ 电子邮件 SMTP服务器未设置。请与系统管理员联系。 [...]	E-mail	
✖ 更换黑色 碳粉盒 [88.40K]	Printer	

⚠ 更换黑色 碳粉盒

Black Cartridge

Cyan Cartridge

Magenta Cartridge

Yellow Cartridge

Waste Toner Bottle

Printer

Device Type

Device Speed

OK

Color

Up to 26 pages/minute

Technical Service Bulletin	
File number : 2021012	Date: 09/11/2021
Publishing department : Customer Service Department	Page : 5 / 8

3. Click "Device" at the option in the above interface to enter the interface below:

The screenshot shows the PANTUM printer's settings interface. On the left, a 'Select Option' menu lists various settings, with 'Device' selected. The main interface is titled 'Device' and contains several sections:

- Preferences:** Includes 'Display Language' (set to 简体中文), 'Country/Region' (set to China (PRC)), and 'Run Initial Setup' (unchecked).
- Keyboard:** Includes 'Keyboard Type' (set to 简体中文).
- Displayed information:** Includes 'Display Text 1' (set to IP Address), 'Display Text 2' (set to Date/Time), and two custom text fields.
- Date and Time:** Shows the current date and time as 22-10-2021 05:17 PM.
- Paper Sizes:** Set to Metric.
- Screen Brightness:** A slider set to 100, with a range of 20 - 100 %.
- Flash Drive Access:** Set to Enabled.
- One Page Flatbed Scanning:** Unchecked.
- Screen Timeout:** Set to 60 seconds.
- Buttons:** 'Save' and 'Reset' buttons are visible.
- Bottom Menu:** A list of options including 'Eco-Mode', 'Remote Operator Panel', 'Notifications', 'Power Management', 'Restore Factory Defaults', 'Maintenance', 'Visible Home Screen Icons', 'Update Firmware' (highlighted with a red box), and 'About this Printer'.

4. Click "Update Firmware" in the figure above, enter the interface of the figure below, select "Browse", select the path of the firmware package and click the green "Upload". At this time, the data firmware will be automatically transferred to the printer, and the printer panel will proceed. Firmware upgrade, the upgrade process lasts about 5 minutes, the printer restarts after the upgrade is completed:

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The New Era for Printing

Technical Service Bulletin	
File number : 2021012	Date: 09/11/2021
Publishing department : Customer Service Department	Page : 6 / 8

Technical Service Bulletin

File number : 2021012 Date: 09/11/2021

Publishing department : Customer Service Department Page : 6 / 8

Update Firmware

Browse for file

CXLBL.075.027.flis

Browse

Upload

Reset

5. After the upgrade is complete, refresh the Embedded Web Server interface on the web page, and then click "Import Configuration" on the right, "Browse" the configuration file, and then click "Import", as shown below:

Embedded Web Server

Language Guest Log In

Pantum CM2200FDW

IP Address : 169.254.96.26

Contact Name :

Location :

Status : 未就绪

Messages : 更换黑色 碳粉盒 [88.40K] (More...)

Select Option

Status

Settings

Device

Print

Paper

Copy

Fax

E-mail

FTP

USB Drive

Network/Ports

Security

Cloud Connector

Reports

Shortcuts

Site Map

Status

Messages

Alerts

Reset Printer

Message

Source

Warnings

Supplies

Import Configuration

Export Configuration

Configuration file to import:

bundle_eng26_200.zip

Note: Importing a settings file may cause the device to reset.

Import

Cancel

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Technical Service Bulletin	
File number : 2021012	Date: 09/11/2021
Publishing department : Customer Service Department	Page : 7 / 8

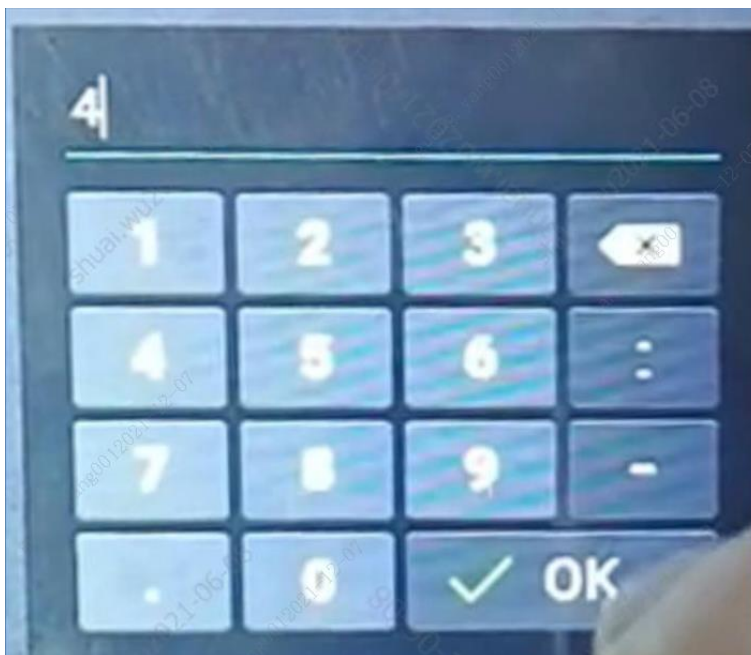
6.Set up printer:

(1) Entering the Diagnostics menu

CP2200 series: After the machine is turned on normally and enters the ready interface, click the button "back→right arrow→Back→right arrow"

CM2200 series: After booting normally and entering the ready interface, click the button "Back→Back→Start→Start"

After entering the diagnostic mode, select "Printer setup→EP setup→Transfer adjust→2nd transfer roller(DC...)" Change the value from 0 to 2-4 (you can adjust the value according to the printing effect),Click " ✓ OK", as shown in the figure below



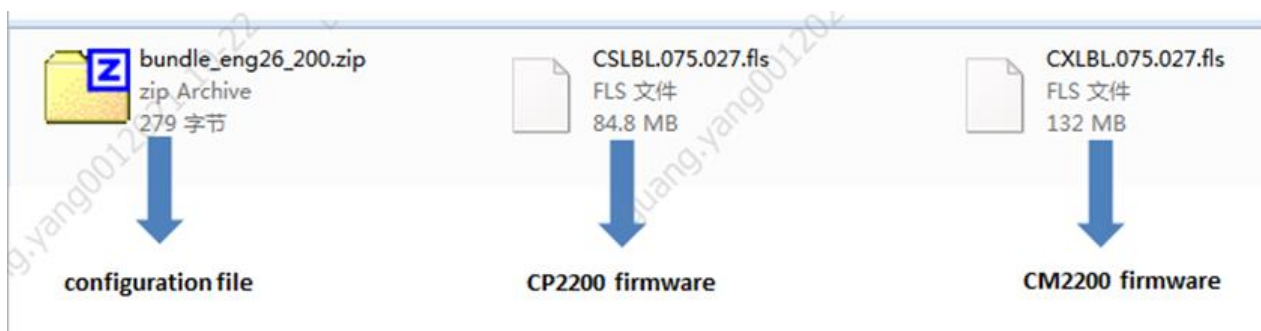
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The New Era for Printing

Technical Service Bulletin	
File number : 2021012	Date: 09/11/2021
Publishing department : Customer Service Department	Page : 8 / 8

IV. Remark

The configuration files and firmware versions are distinguished as follows:



Notice:

1. The printer needs to be connected to a wired network to upgrade
2. This upgrade method is limited to windows XP/Windows 7/Windows10 system environment
3. Do not disconnect the cable, power supply or interrupt the upgrade during the upgrade process
4. Restart the printer after all steps are completed