



The New Era for Printing

Technical Service Bulletin	
File number : 2021017	Date: 07/12/2021
Publishing department : Customer Service Department	Page : 1 / 4

How to solve AirPrint cannot be used on IOS14

Release Object: Service Center

Maintenance Types :

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

Applicable Model: P3016D,P3306DN,P3305DN,P3305DW series

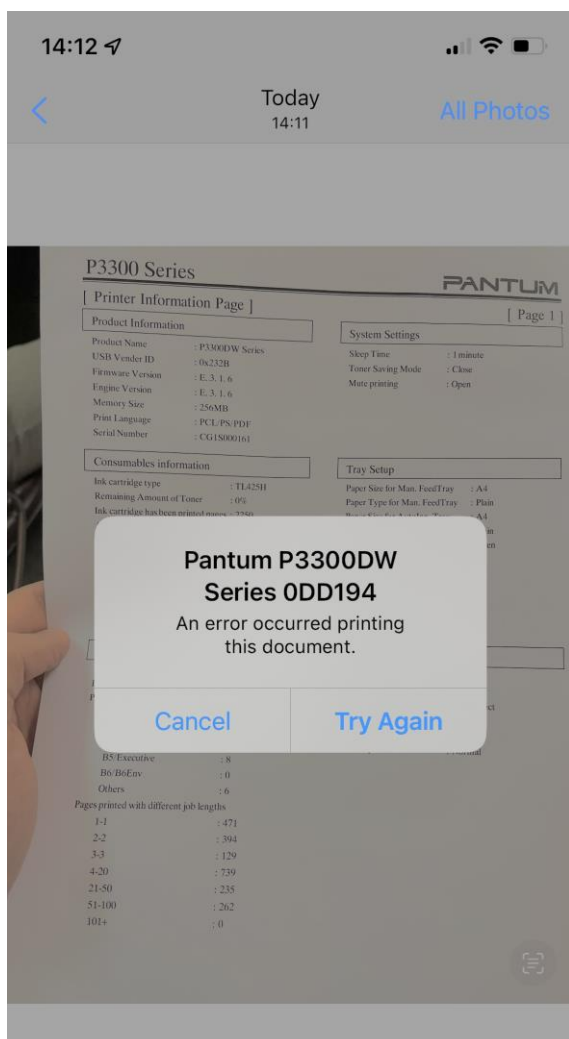
UPDATING		
VERSION	MODIFIED CONTENTS	DATE

Written by : Benson	Verified by : Benson	Approved by : Herry
Date : 01/12/2021	Date : 01/12/2021	Date : 07/12/2021

Technical Service Bulletin	
File number : 2021017	Date: 07/12/2021
Publishing department : Customer Service Department	Page : 2 / 4

I. Problem Description

AirPrint cannot be used on IOS14 as shown below:



II. Causes

Firmware issue.

III. Solution

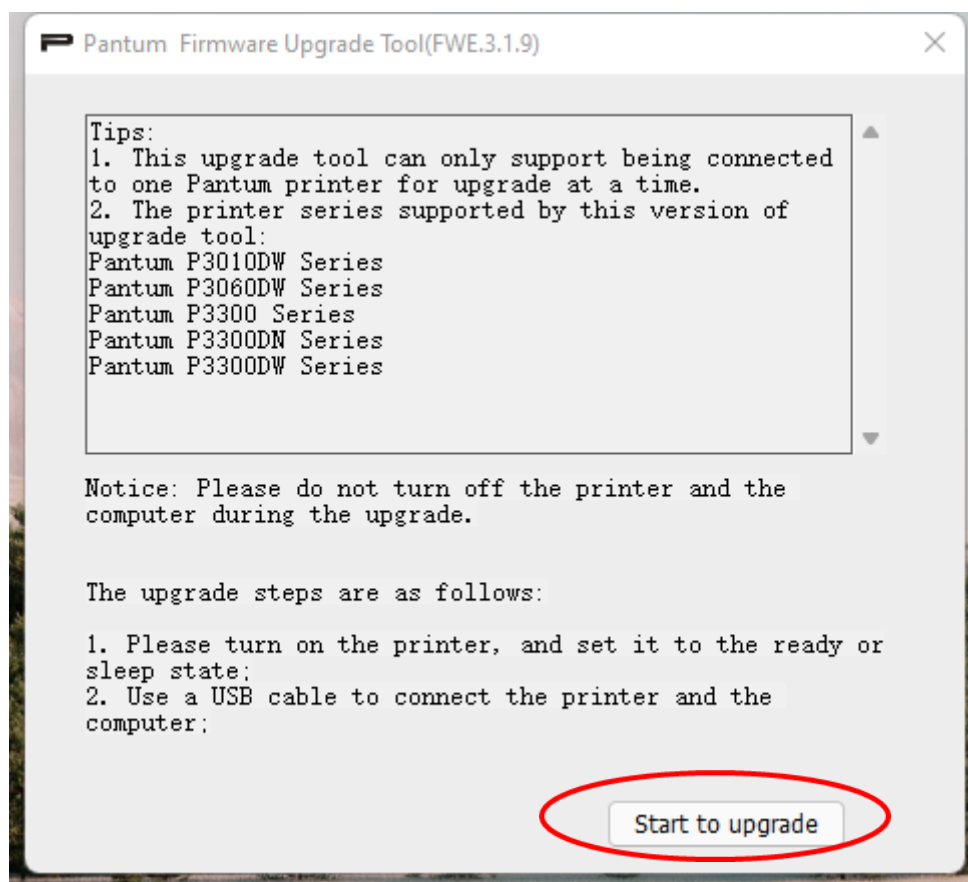
Upgrade the firmware :

PANTUM

The New Era for Printing

Technical Service Bulletin	
File number : 2021017	Date: 07/12/2021
Publishing department : Customer Service Department	Page : 3 / 4

1. Prepare the whole machine to be upgraded, and put the firmware package into the specified path (the path can be selected by yourself, which is convenient for uploading firmware)
2. Connect the printer to your computer via USB and turn on the printer.
3. Click "**Pantum_SN5103SFP_P3300_E319_FWUpgradeTool.exe**" to enter the interface below:



4. Click " Start to upgrade ".
5. After the program sends the upgrade data, the printer will restart automatically. Click" Finish ", as shown below:

Technical Service Bulletin	
File number : 2021017	Date: 07/12/2021
Publishing department : Customer Service Department	Page : 4 / 4



6. Print a printer information page and check that the firmware version on the information page is " E.3.1.9 ", which means the upgrade is successful

IV.Remark

1. It is recommended to use windows7 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.