

Service Manual

PANTUM

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Pantum M6550、M6600 、BM2300 Series Service Manual



It is recommended that you read this Guide carefully before repairing the printer

Version:V1.2

Maintenance Manual of Pantum Laser MFP

**Product Model: M6550/N/NW M6600/N/NW/BM2300
ADF series**

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

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



Change History

Version	Time	Content
V1.0	2017.6.27	New Service Manual
V1.1	2023.8.15	Update spare parts name
V1.2	2023.11.13	Ada BM2300 series

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

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.

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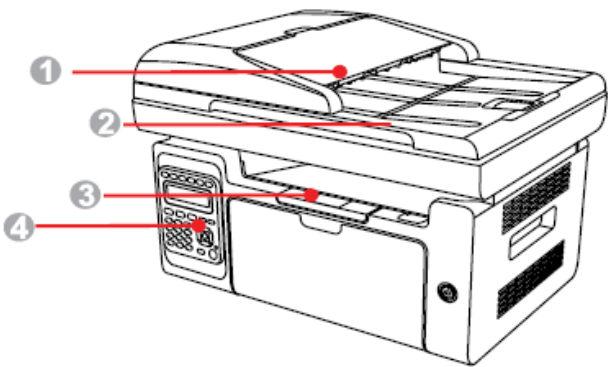
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Product Overview

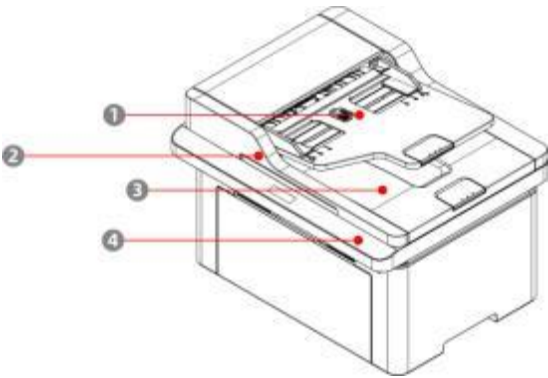
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1.1 Overview
1.1.1 Front view (1)

M6550-6600 series



BM2300ADF series

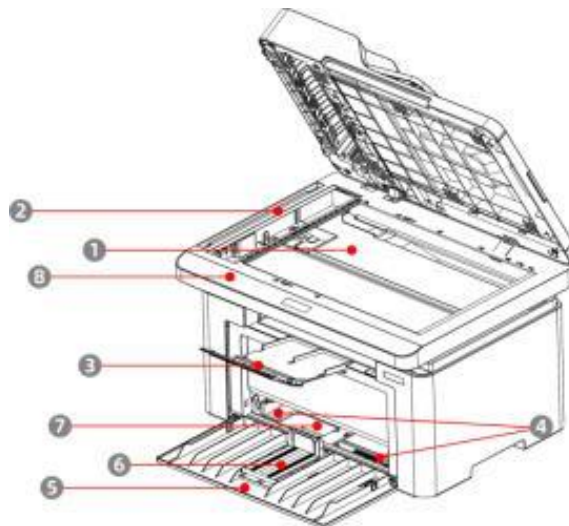
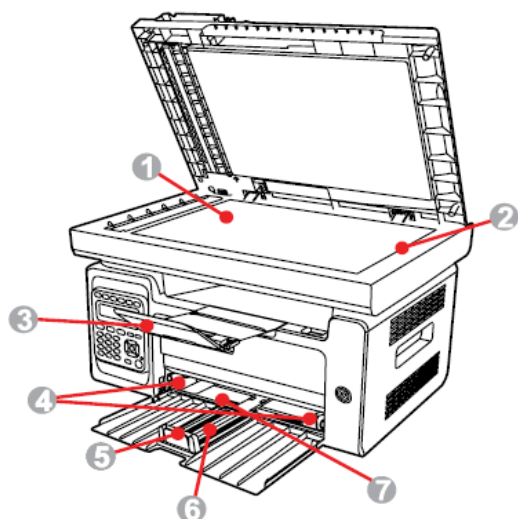


1	Automatic Document Feeder/ Document Feeder	Used to unblock paper from scanning.
2	Platen Cover	Open scan cover, which can be placed scanned menu
3	Output Bin	Used to store printed paper
4	Control Panel	Indicates the printer status for print setup operations.

1.1.2 Front view (2)

1 序号 M6550-6600系列

BM2300ADF系列

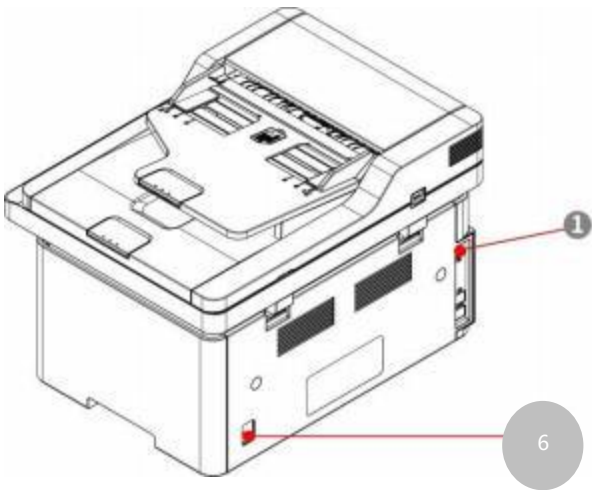
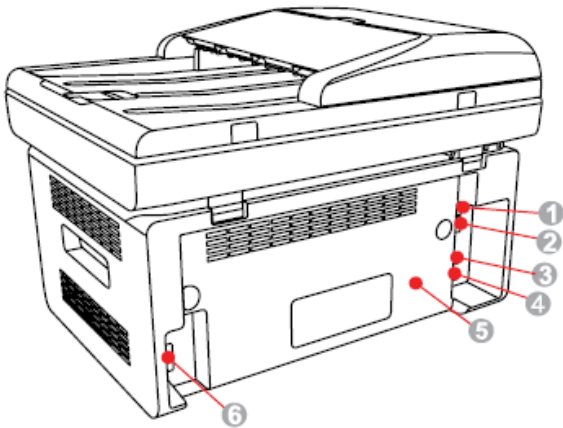


1	Glass Platen	Used to place the manuscript scanned from the glass platen.
2	Scanning Platform	Used to place the scanned manuscript.
3	Output Tray	Prevent the printed paper from slipping.
4	Manual Feed Guide	Slide the guide board to match the width of the paper
5	Paper Stop	Slide the board to match the length of the paper
6	Feeder Tray	Used to place the printing medium.
7	Automatic Feed Guide	For placing print media.
8	Power Switch	Used to power on or off the printer.

1.1.3 Rear view (1)

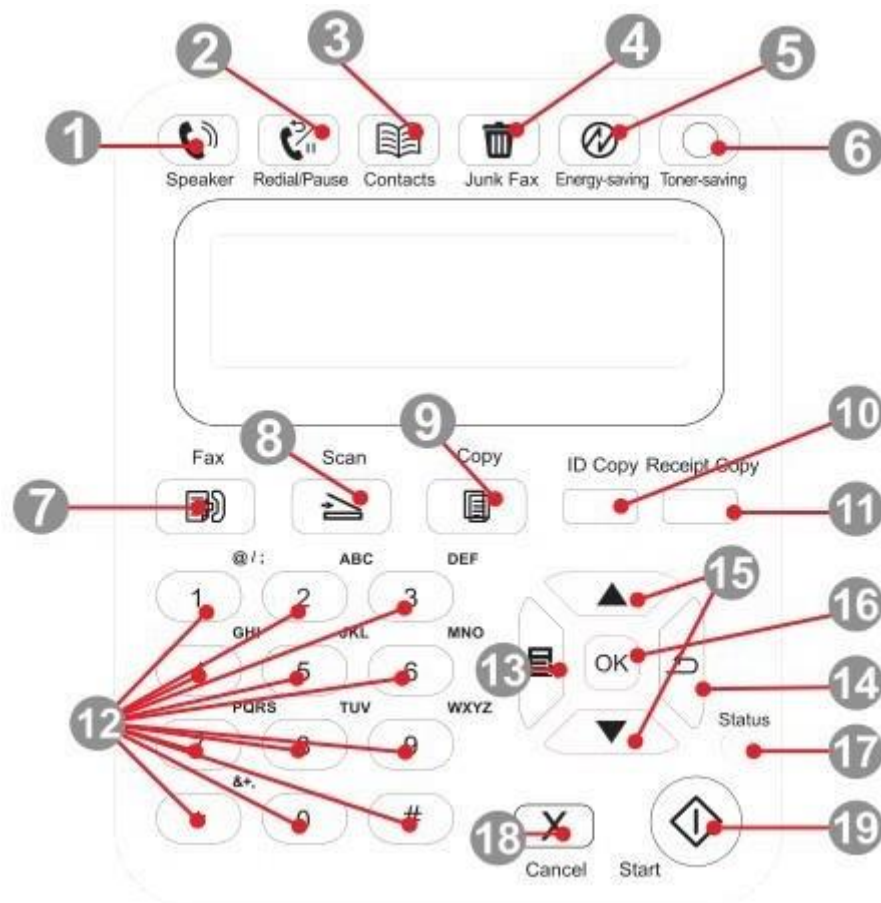
序号 M6550-6600 series

BM2300ADF series



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 (M6550-6600)



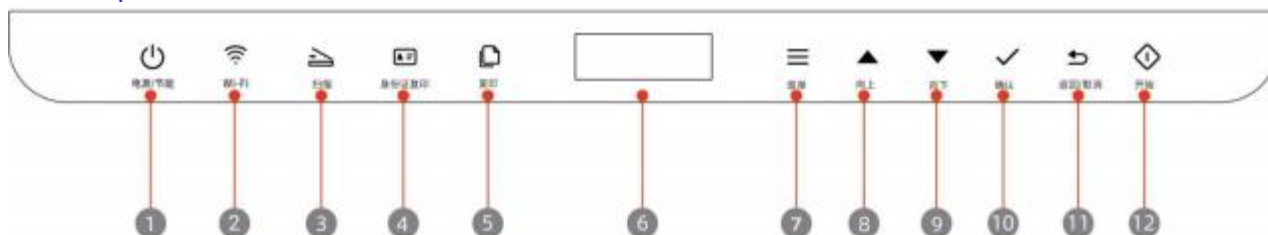
1	Speaker	Press this button, enter the number to dial, and then press the Start button to fax.
2	Redial/Pause	This button allows you to redial the last number you dialed or insert pause when you set up speed dial or dial manually.
3	Contacts	This button allows you to dial the speed dial number directly.
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	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

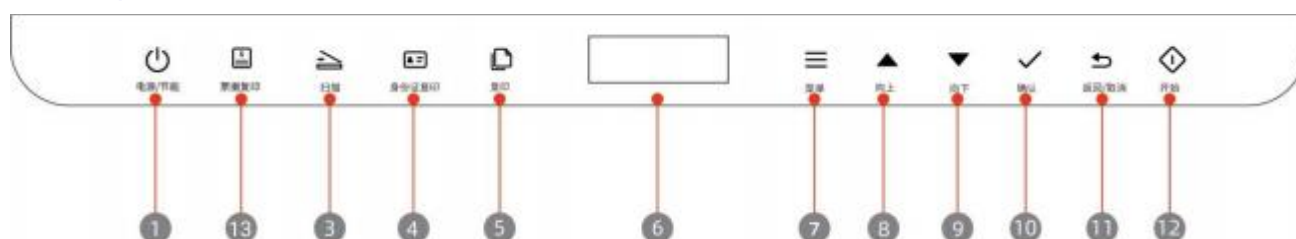
	WiFi Model only). For Non-WiFi Model, this button is for toner saving.	is for toner saving.
7	Fax Press this button to enter into the fax mode.	Fax Press this button to enter into the fax mode.
8	Scan Button Press this button to enter into the scan mode	Scan Button Press this button to enter into the scan mode
9	Copy Button Press this button to enter into the copy mode	Copy Button Press this button to enter into the copy mode
10	ID Card Copy Button Press this button to enter into the ID card copy mode	ID Card Copy Button Press this button to enter into the ID card copy mode
11	Bill Copy Button Press this button to enter into the bill copy mode	Bill Copy Button 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 Press this button to access the menu options to make the settings.	Menu Button Press this button to access the menu options to make the settings.
14	Back Button Press this button to go back to the upper-level page	Back Button Press this button to go back to the upper-level page
15	“▲” and “▼” Press this button to browse through each menu and its options	“▲” and “▼” Press this button to browse through each menu and its options
16	OK Button Press this button to save the settings	OK Button 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

1.1.5 Overview of Control Panel (BM2300)

Control panel with Wi-Fi function



Control panel without Wi-Fi function

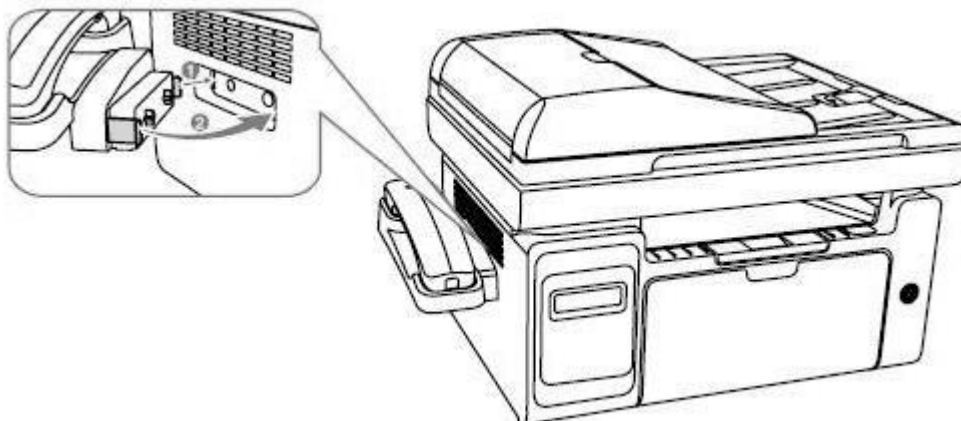


No.	Name	Function
1	Power/Eco button	Press this button to enter the ECO mode or wake up the printer from the ECO mode.
2	Wi-Fi button	When the WiFi is disconnected: press the WiFi button to enable WiFi hotspot and Bluetooth, and print "wizard page for Wi-Fi connection of mobile equipment" (applicable to Wi-Fi model only). When the WiFi is connected: press the WiFi button to enable Bluetooth search (applicable to Wi-Fi model only). Long press Wi-Fi button: WPS will be enabled if Wi-Fi is disconnected; Wi-Fi will be disconnected if it has already been connected (applicable to Wi-Fi model only).
3	Scan button	Press this button to enter scan mode.
4	ID copy	Press this key to enter the ID card copy mode
5	Copy button	Press this key to enter t copy mode.
6	LCD button	The operation interface and product information are displayed
7	Menu key	Press this key to open the main menu of the control panel
8	UP	Scroll up for search
9	Down	Scroll down for search

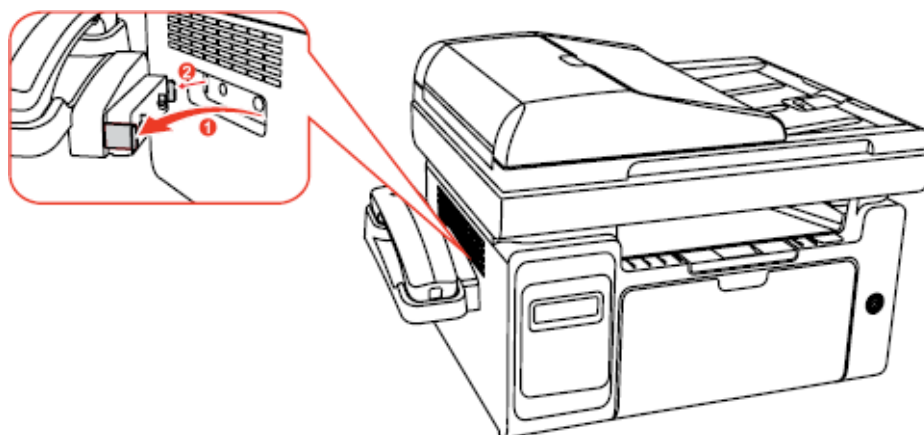
10	OK button	Confirm the selection on the screen.
11	Back/cancel Button	Press this button to go back to the previous menu. Execute cancel operation. When the copy mode is in idle state interface, restore "Number of Copies" to 01.
12	Start Button	Start the corresponding operations after the operation setting is completed. When paper feed failed, press this button to restart the paper pickup for printing.
13	Bill copy button	Press this button to enter bill copy mode.

1.1 Disassembly and Handling Instructions for M6600 Series Phone Cradle

1.1.1 Installation Diagram of M6600 Series Phone Cradle

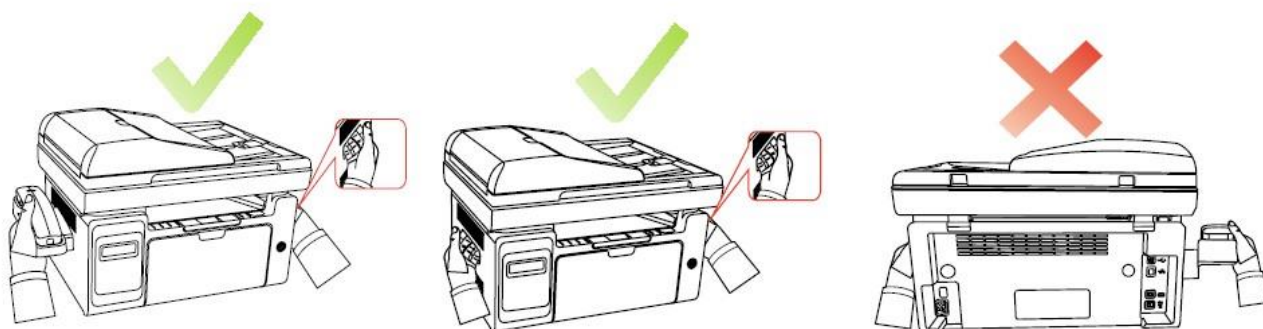


1.1.2 Disassembly Diagram of M6600 Series Phone Cradle



1.1.3 Printer Handling Diagram

Please handle the printer according to the following instructions:



1.2 Product Specifications

1.2.1 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 100Base-Tx Ethernet (Models with N) WiFi 802.11b/g/n (Models with W)	Hi-speed USB 2.0 100Base-Tx Ethernet (Models with N) WiFi 802.11b/g/n (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℃-32℃, Working Humidity: 20%-80%	
Product Size (W*D*H)		417x305x301mm	
Product Weight		About 8kg (without package and toner cartridge)	

1.2.2 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 ADF: 600×600dpi at maximum
Maximum Scan Size	Flatbed: 216×297mm 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

1.2.3 Print Specifications

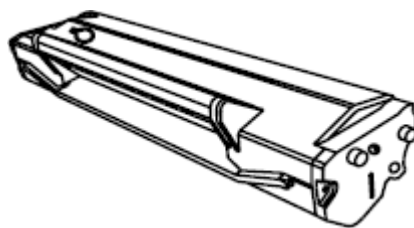
Maximum Printing Size	Legal (216mm*356mm)
Print System	Laser electrostatic printing system
Print Time of First Page	<7.8s
Print Speed	22PPM(A4)/23PPM(Letter)
Feeding system	Auto feeding
Monthly printing load	15,000 pages
Print resolution	Max: 1,200*1,200
Media type	Regular paper, thick paper, transparent 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

1.2.4 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,		

1.2.5 Consumable Specifications

Service Life of the Toner cartridge



Model	Average Print Volume
PD-201T	About 1,600 Pages (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

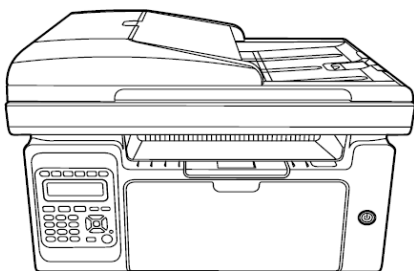
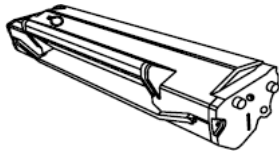
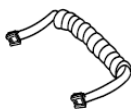
Warranty.

Installation and Basic Operations

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2.1 Packing List

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

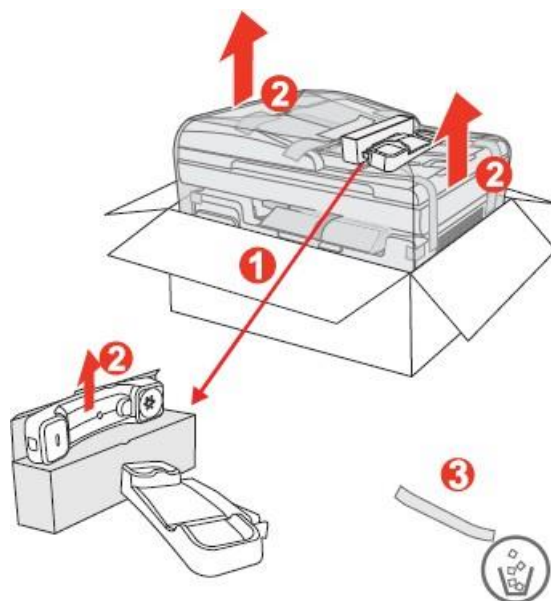
Name	Object
Printer	
Toner cartridge	
USB Interface Cable	
Power Cord	
Phone	 (For M6600 series only)
Spiral Cable	 (For M6600 series only)
Phone line	 (For M6600 series only)
CD-ROM	
Quick Setup Guide	

Pantum Warranty

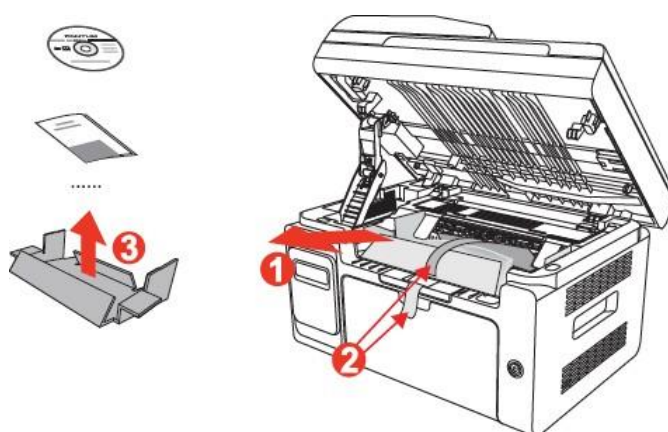


2.2 Install the Machine

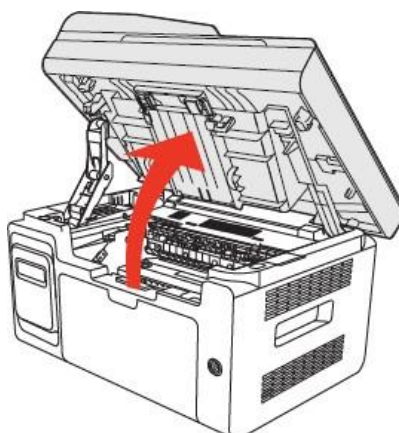
1. Take the printer out and tear off the seal on scan cover.



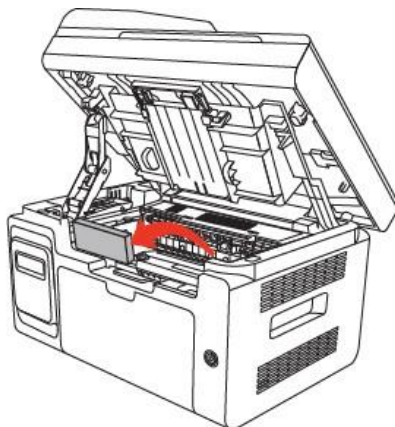
2. Lift the scanning platform, tear off the seal and then take the accessory box in which there is the driver CD, Quick Setup Guide and Pantum Warranty and other accessories.



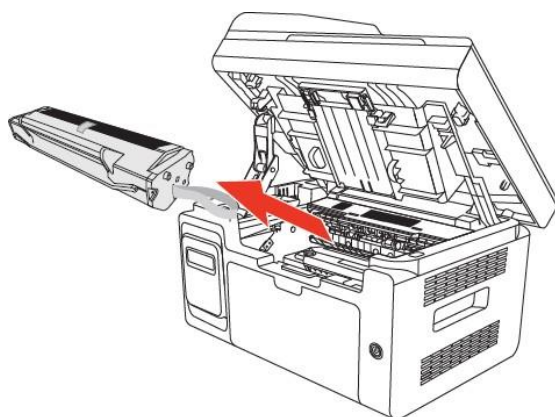
3. Open the output bin.



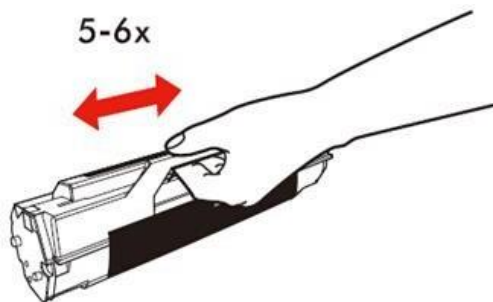
4. Take the fixing plate of toner cartridge out.



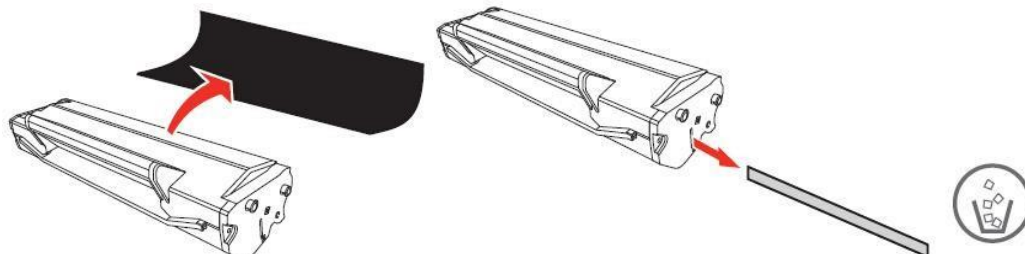
5. Take the toner cartridge out.



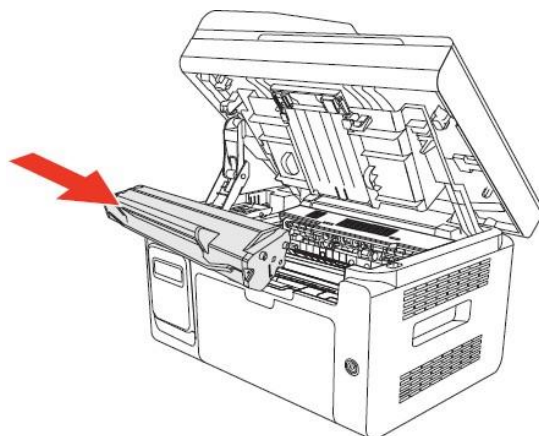
6. Hold the handle of the cartridge and gently shake around 5 to 6 times, so as to make the toner evenly distributed inside the cartridge.



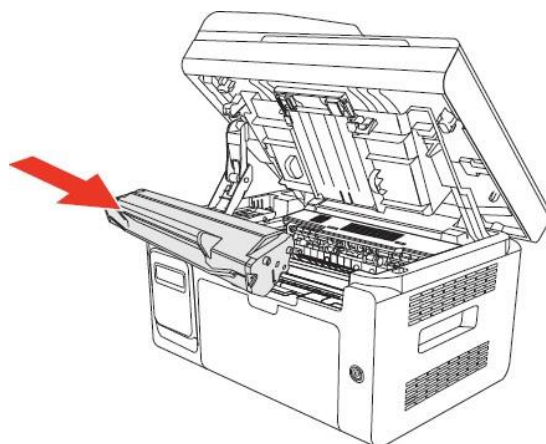
7. Take the OPC protection paper and seal out.



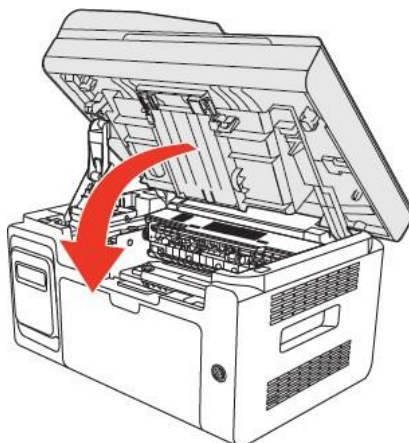
8. Insert the cartridge along the guides into the printer.



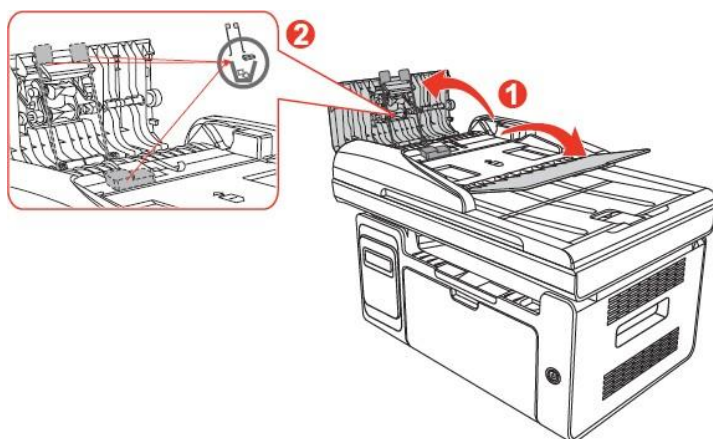
9. Push it firmly along the direction of the arrow until you hear a "click" assuring you that the cartridge is fully inserted.



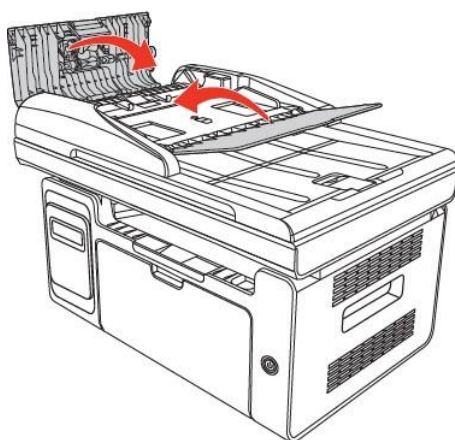
10. Cover the output bin and close the scanning platform.



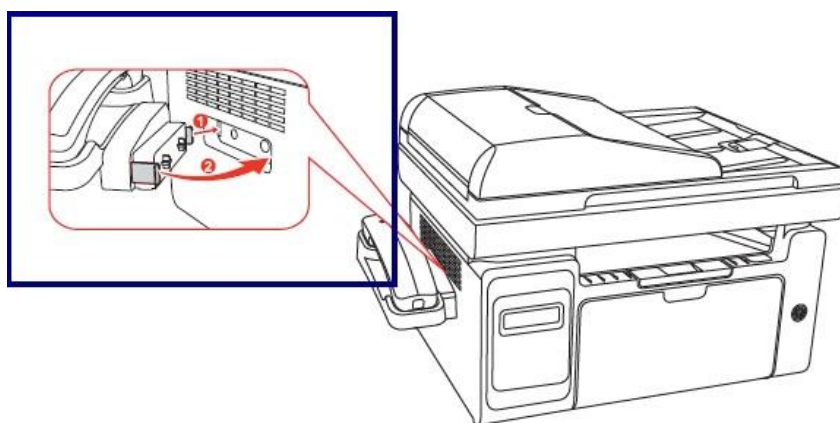
11. Raise the upper ADF cover and remove the stabilizer bar shown by 2.



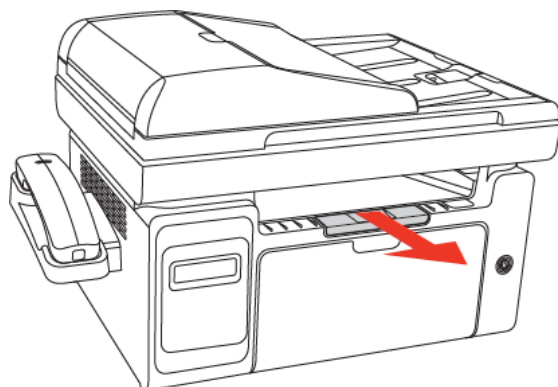
12. Close the upper ADF cover to reset it.



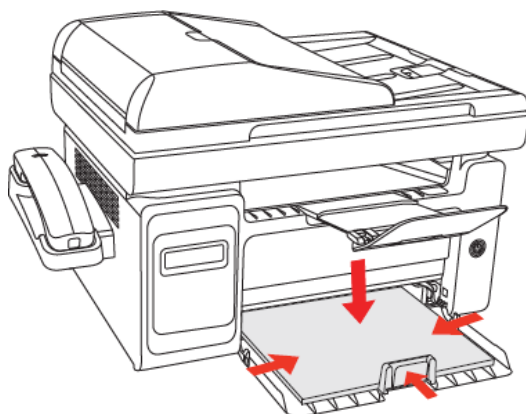
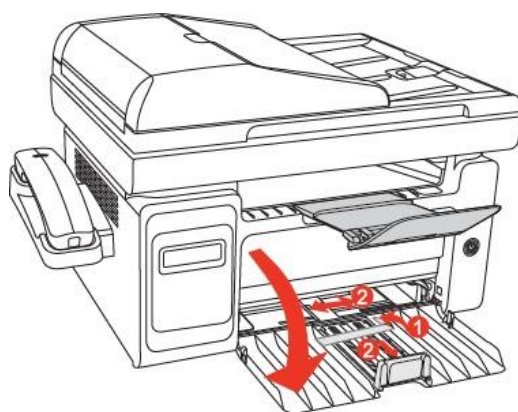
13. Install the phone and connect handle line into the upper interface.



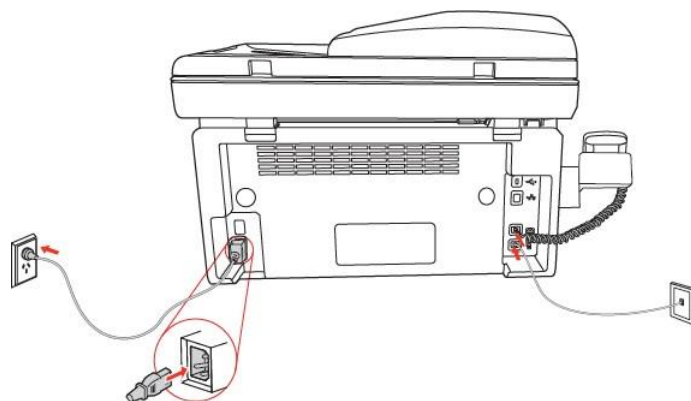
14. Pull the extension tray of output bin out and then open the feeder tray and tear off the seal.



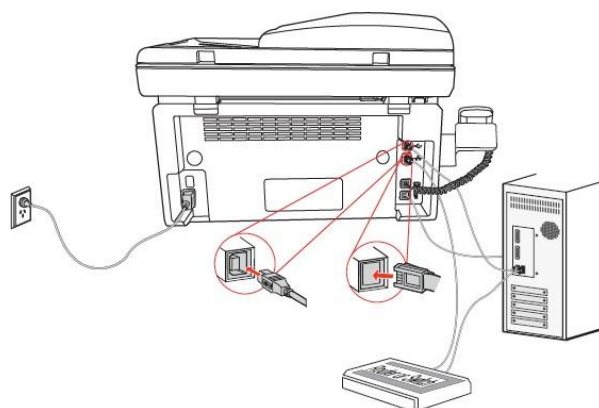
15. Pull the paper stop out, adjust its position and put print paper in, and then adjust the paper stop.



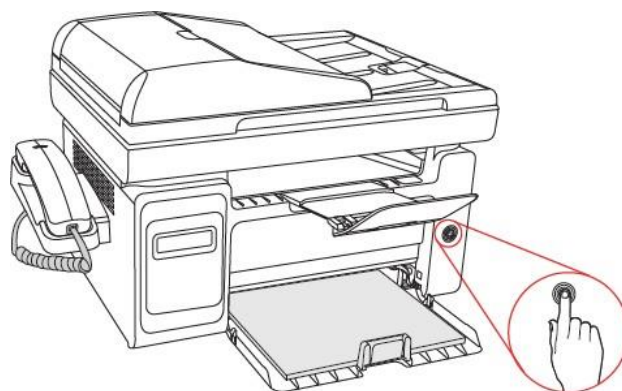
16. Connect power cord and fax line.



17. Connect USB cable or network cable.

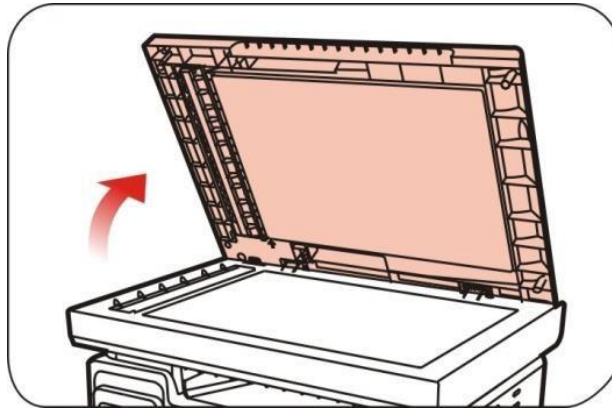


18. Turn power on and install the driver.

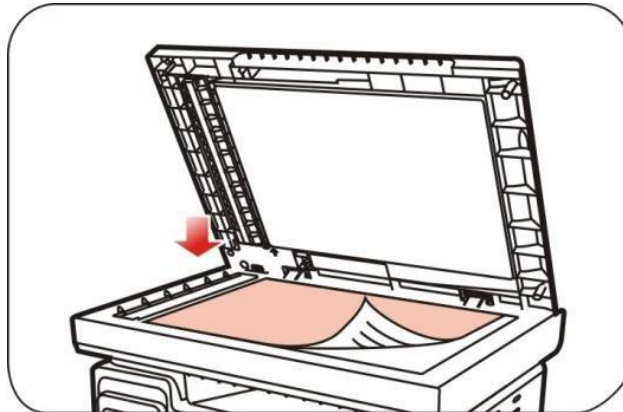


2.3 Steps of Using Paper and Manuscript

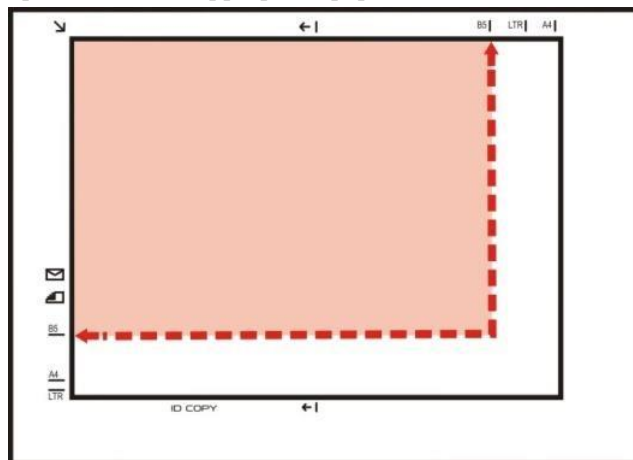
- 1). Raise the cover.



2). Load the manuscript face down.

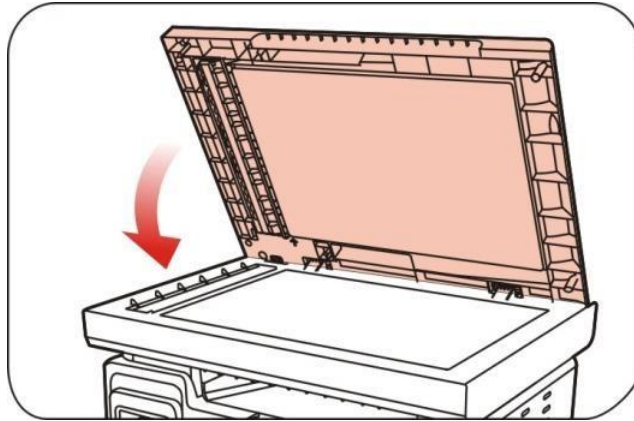


3). Align the manuscript to match the appropriate paper size.



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.

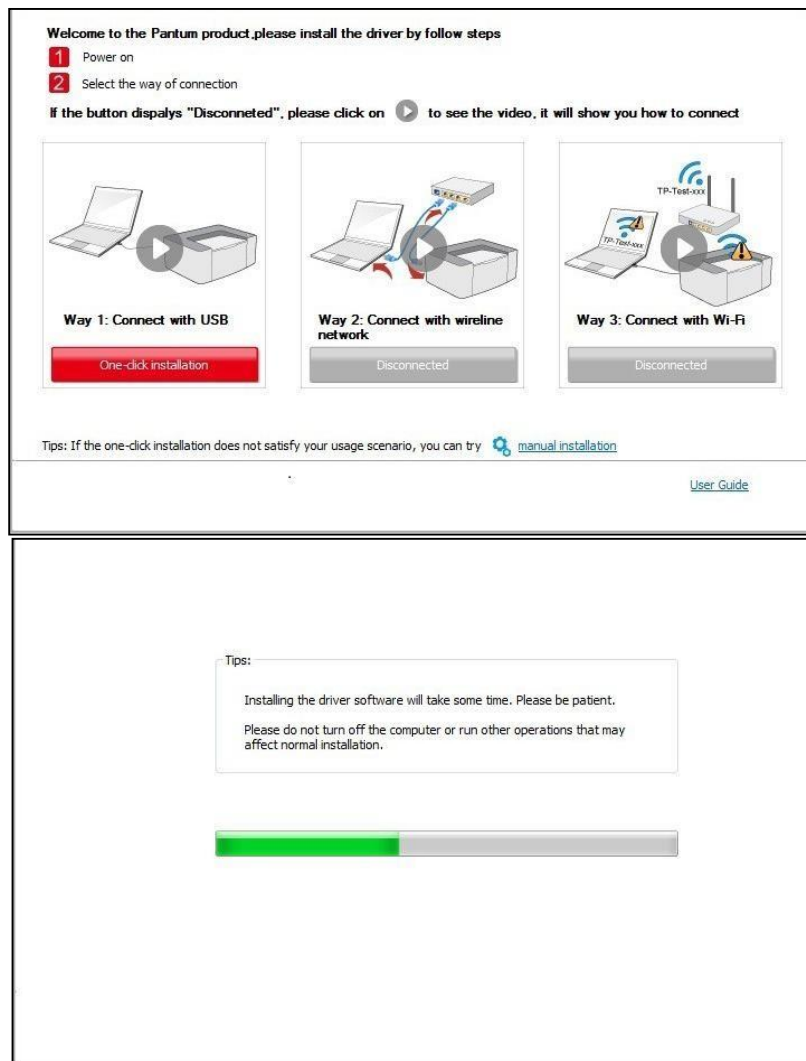
Windows 10 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the window, then click "Autorun.exe" to run the installation procedure.



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.

- 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.



- 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

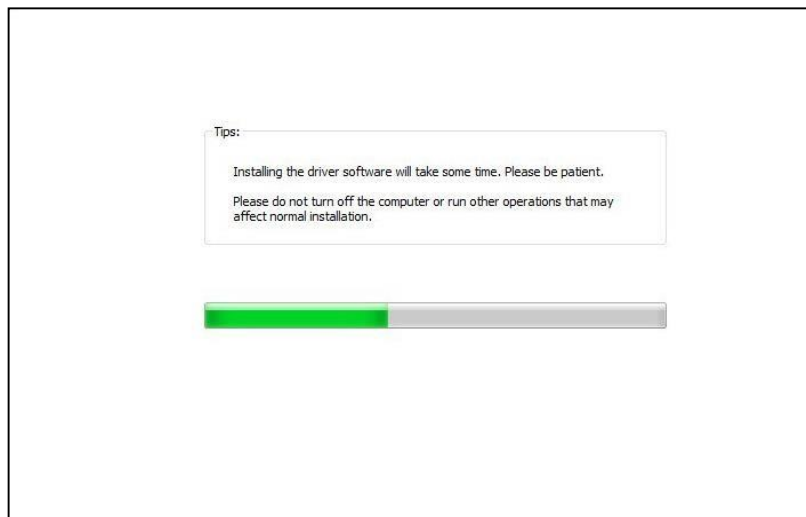
- Turn the power of printer and computer on.
- Connect the computer to wired network.
- Connect network cable to the network interface of printer, to make sure the printer is connected to computer network.
- Place the attached installation CD in the computer CD-ROM:
 - Windows XP system: automatically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

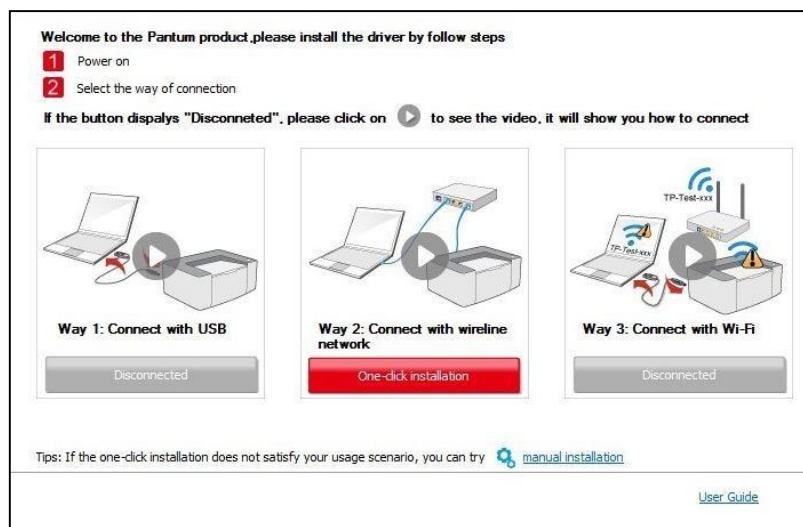
- Windows 7/Vista/Server 2008 system: Pop up "Autoplay" interface, click "Autorun.exe" to run the installation procedure.
- Windows 8 system: When the "DVD RW driver" window pops up from the right top corner of computer desktop, click anywhere in the pop-up window, then click "Autorun.exe" to run the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

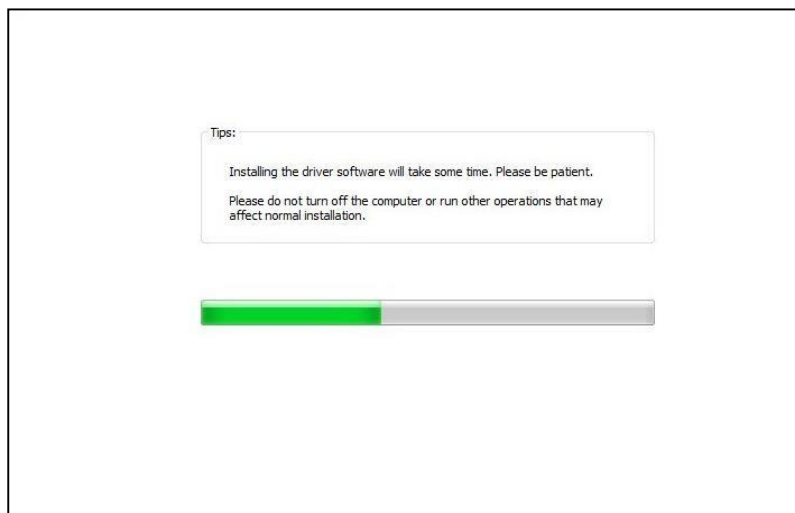
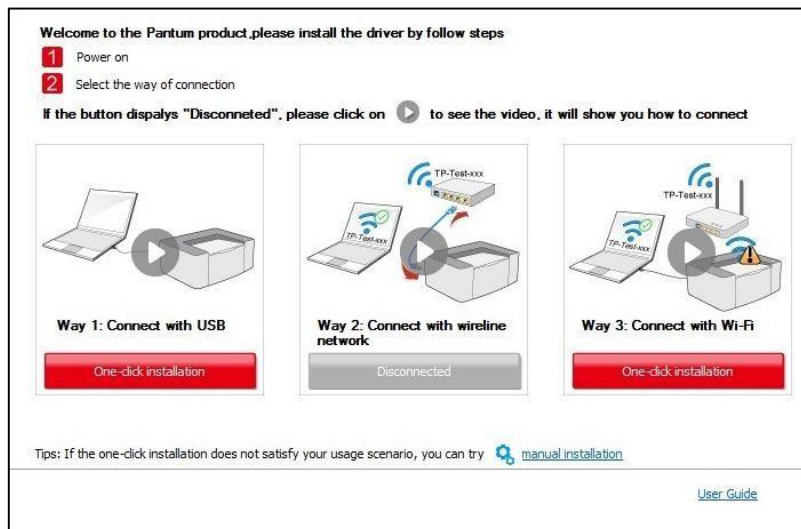
2.4.1.3.2 Connect computer to router via Wi-Fi

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.



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.

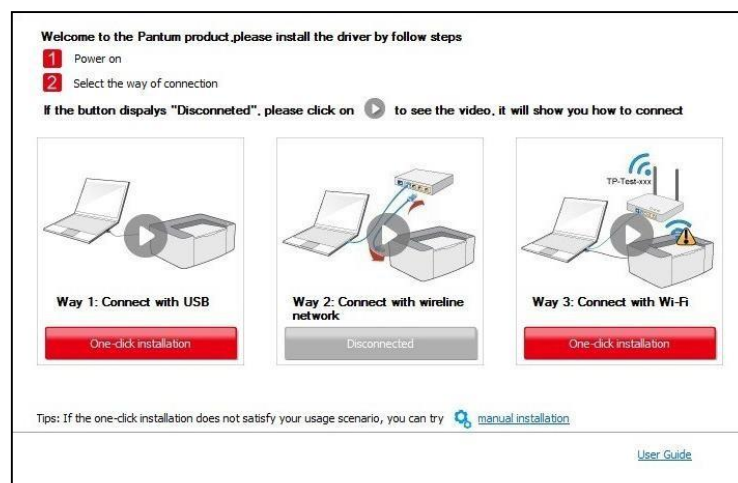
2.4.1.3.3 Connect computer to router via network cable

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.

Printing wireless network information page

2. Please enter wireless network user name and password.

Network Name(SSID):

Test-AP2

Encryption method:

WPA/WPA2

Password:

••••••

☐ Show password:

Back OK

 **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.

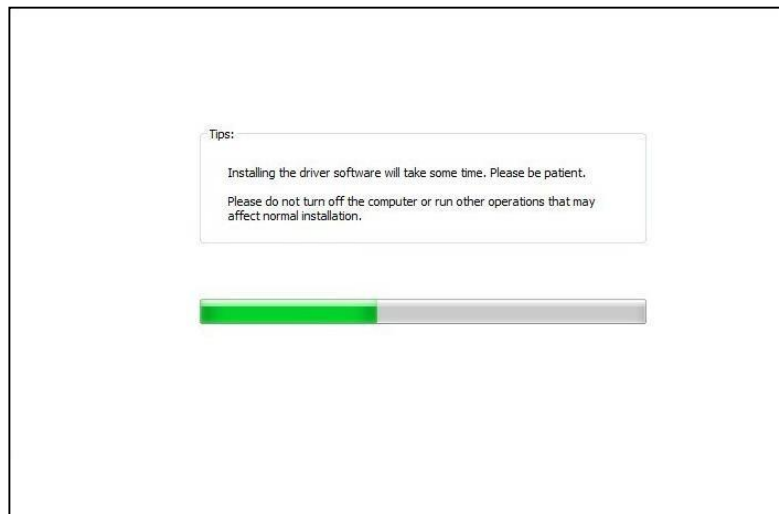
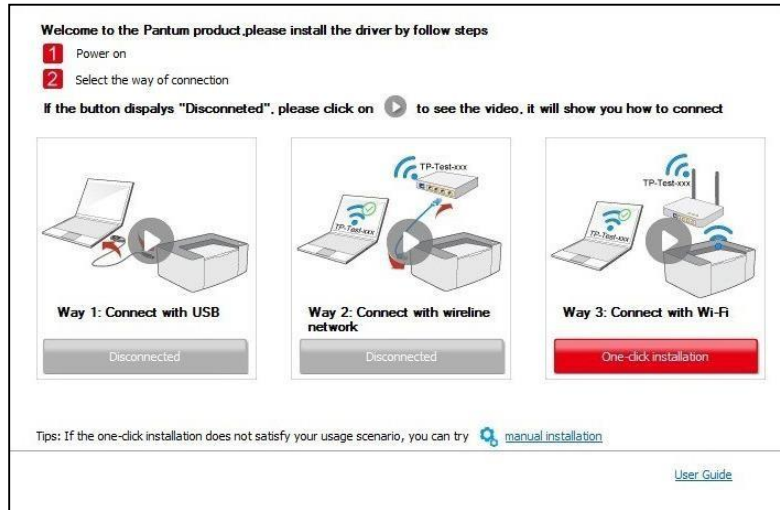
2.4.1.3.5 The printer is already connected to wirelessnetwork

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

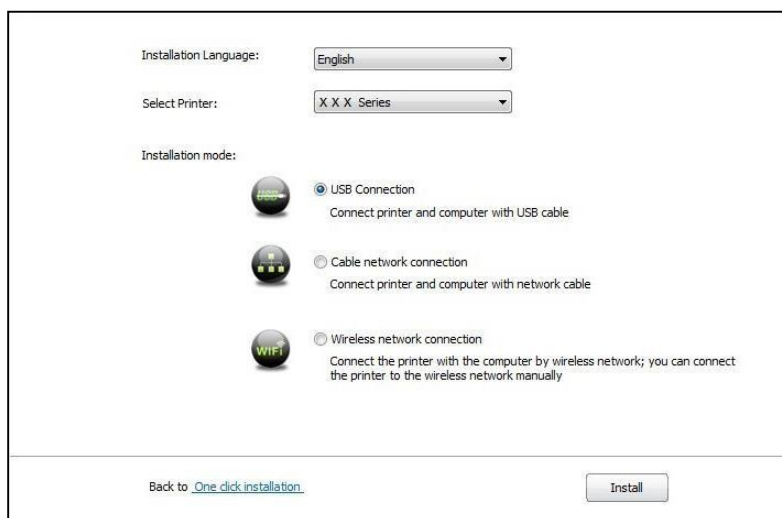
- Before installing the drive, you need to learn about printer model by printing printer information page out and check the product name.

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.

Installation Language: English

Select Printer: X X X Series

Installation mode:

- ☐ 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

[Back to One click installation](#) Install

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”

☒ Detected Printer

Printer Name	IP Address	Host name
☒ X X X Series PCL6 0001	10.10.148.140	X X X -779B8B

☒ Install the printer from the list with a hostname Refresh

☐ Add the IP address or hostname manually

Previous Next Exit



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

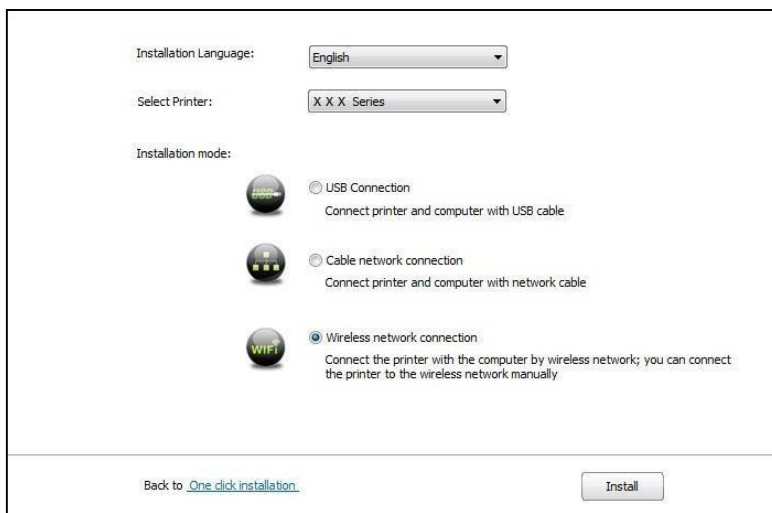
Wireless network connection type is divided into basic structure mode and Wi-Fi Direct mode

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.



The screenshot shows a software installation window. At the top, there are two dropdown menus: "Installation Language:" set to "English" and "Select Printer:" set to "X X X Series". Below these, under "Installation mode:", there are three radio button options, each with a corresponding icon: "USB Connection" (USB icon), "Cable network connection" (network icon), and "Wireless network connection" (Wi-Fi icon). The "Wireless network connection" option is selected. Below the options, there is a link "Back to [One click installation](#)" and an "Install" button.

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 configure the printer's wireless network.

☐ No, the printer has been connected to wireless network.

Previous Next Exit

Select "Yes, I want to configure 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.

Printer Name	IP Address	Host name
☒ X X X Series PCL6 0001	10.10.148.140	X X X -779888

☒ Install the printer from the list with a hostname

☐ Add the IP address or hostname manually

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



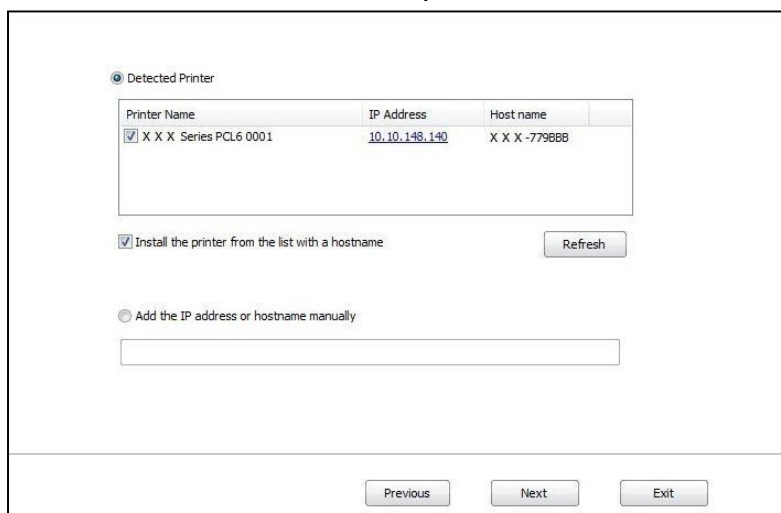
Note: • If the printer you need to connect is not in the list of printers searched, please click "Refresh" to search again.

- 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.

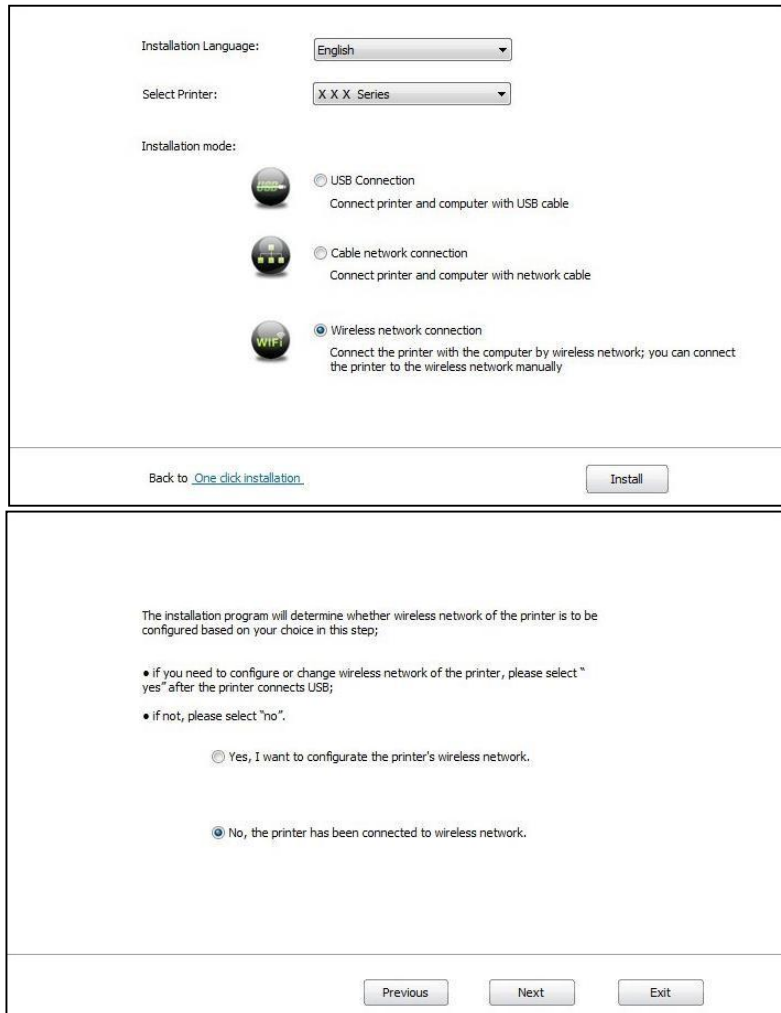
2.4.3.2.2 Installation in Wi-Fi Direct mode

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.

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 screenshot shows the Pantum driver installation window. At the top, there are dropdown menus for 'Installation Language' (set to English) and 'Select Printer' (set to X X X Series). Below these, the 'Installation mode' section offers three options: 'USB Connection' (with a USB icon), 'Cable network connection' (with a network icon), and 'Wireless network connection' (with a WiFi icon). The 'Wireless network connection' option is selected, indicated by a blue dot and a blue border. Below the options, there is a link to 'Back to One click installation' and an 'Install' button. The bottom section of the window contains a message: 'The installation program will determine whether wireless network of the printer is to be configured based on your choice in this step;'. It then provides instructions: '• if you need to configure or change wireless network of the printer, please select "yes" after the printer connects USB;' and '• if not, please select "no".'. Two radio buttons are present: 'Yes, I want to configure the printer's wireless network.' (unselected) and 'No, the printer has been connected to wireless network.' (selected). At the bottom, there are 'Previous', 'Next', and 'Exit' buttons.

8. Select "No, the printer has been connected to wireless network" on the wireless setup window popping out, and then click "Next" .
9. The installation software will search the printer automatically and the searching process may need some time.
10. Select the printer needs to be connected and click "Next" .
11. 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.
12. 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.

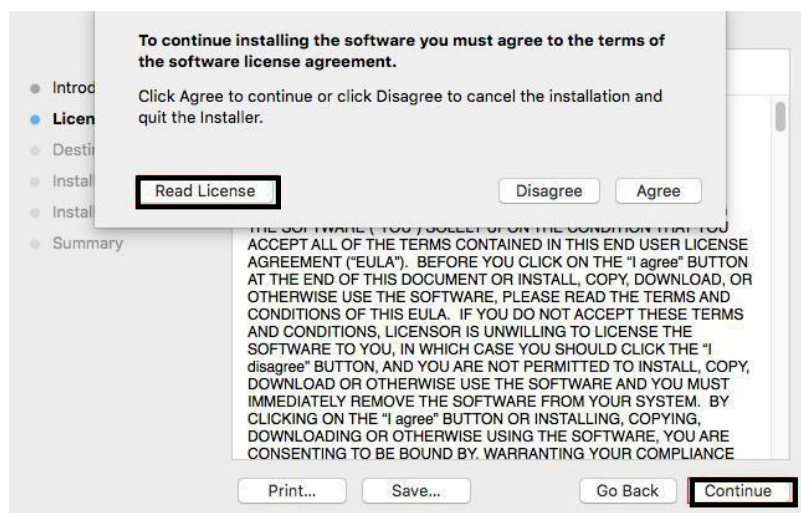
2.4.5 Add printer to Mac system

2.4.5.1 Driver installation

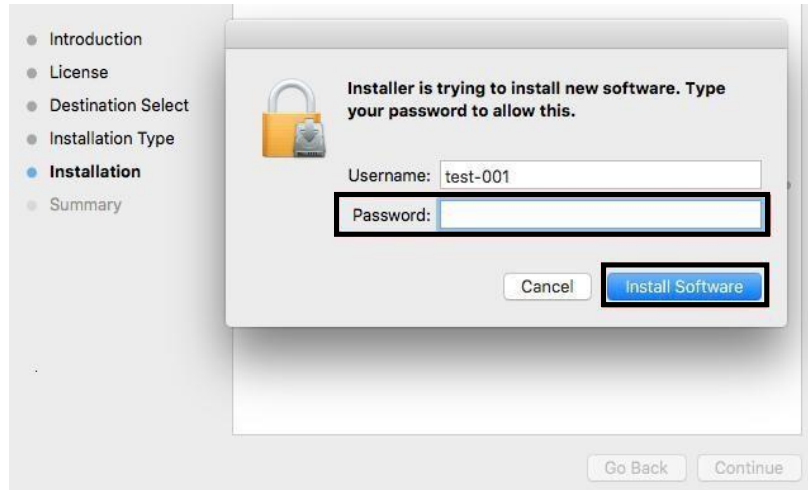
Mac 10.11 is taken as the example in the following operation. The information on your computer screen may differ because of multiple operating systems.

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 setup.



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

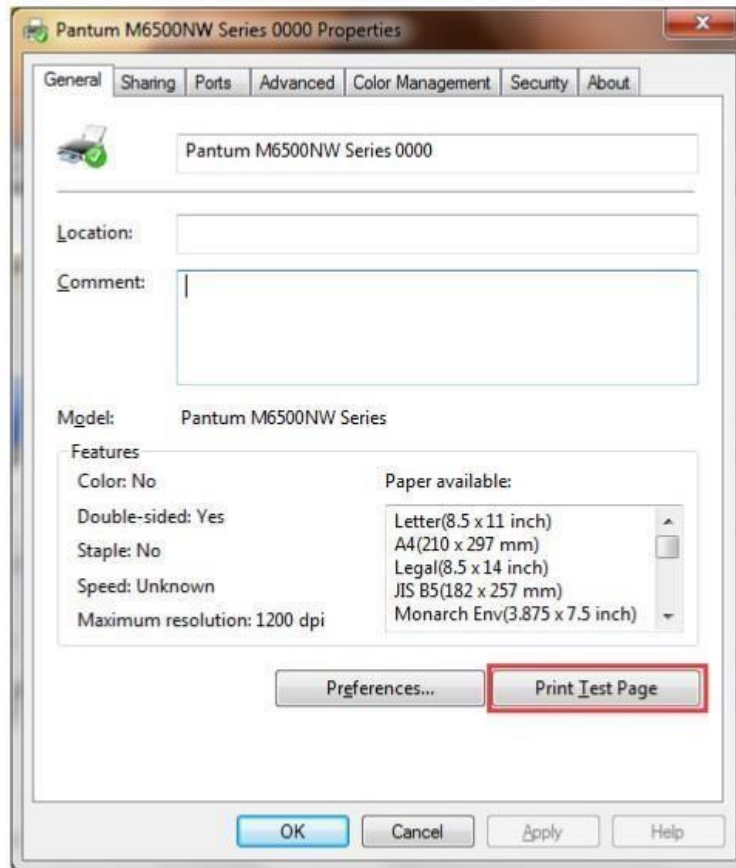
- Offline self-test page can be printed via operation panel and the relevant steps are as follows: Press menu button→press left and right direction button→select information report→press OK button to print DEMO page, information page and network configuration page, etc.

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

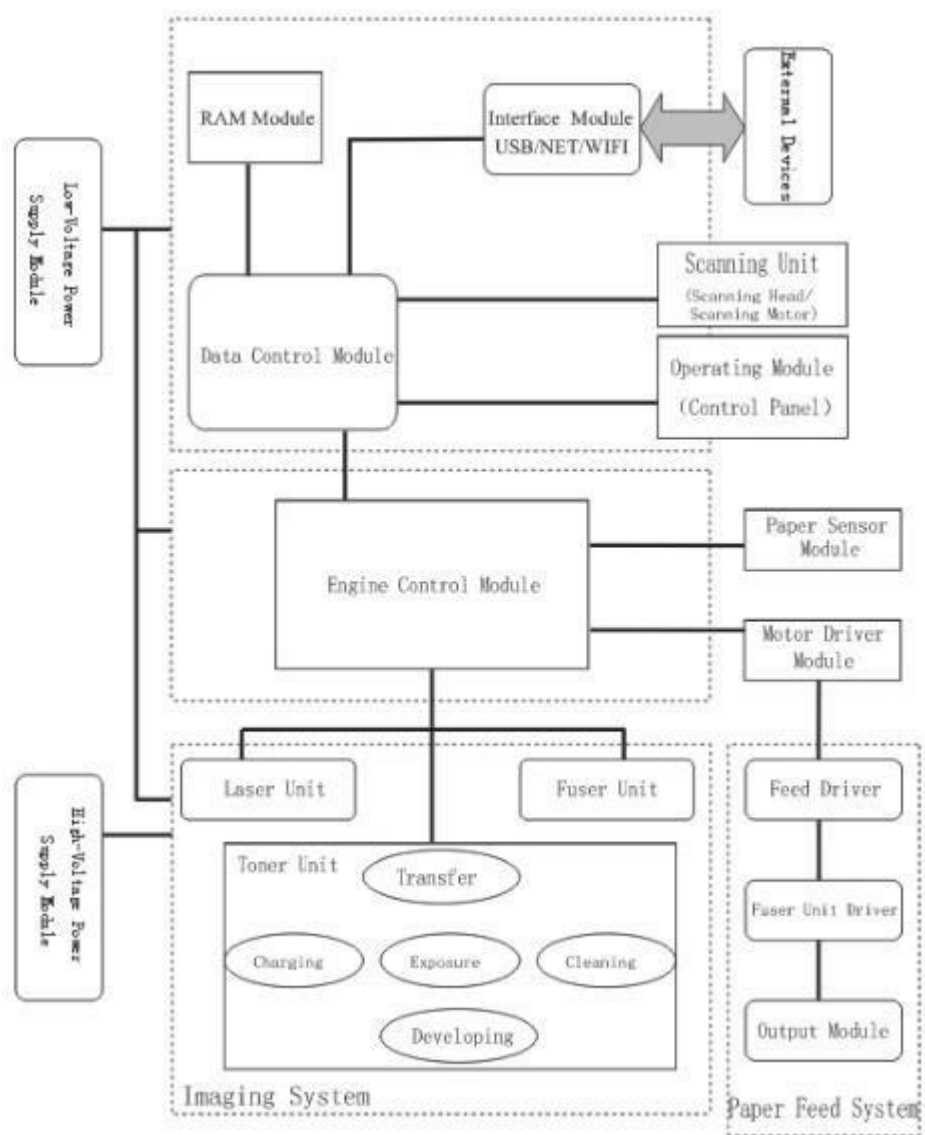
- Click on "Print test page" button to print the test page.



Working Principles

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3.1 General Structure Chart

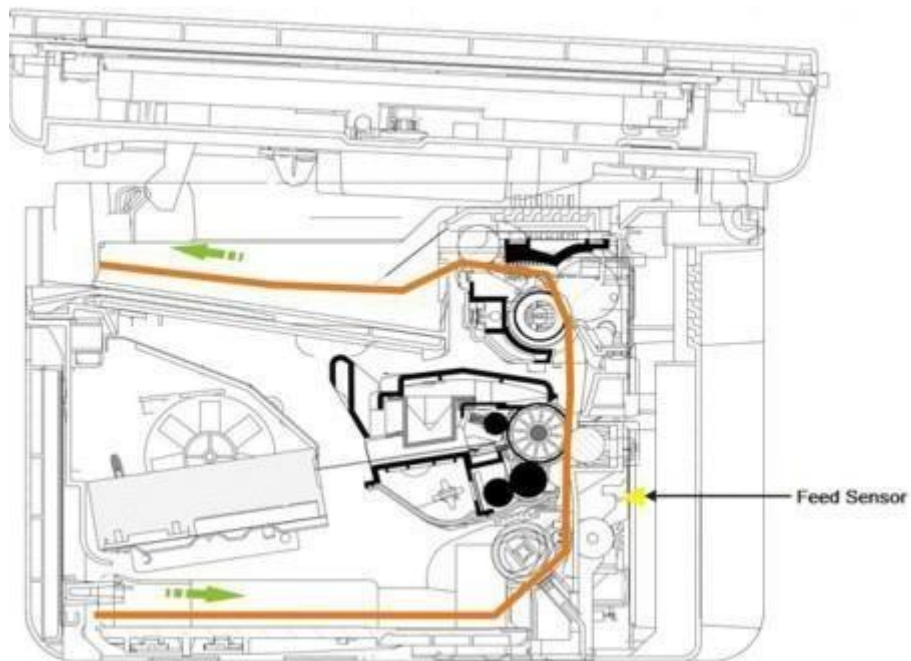


3.2 Mechanical Devices



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.

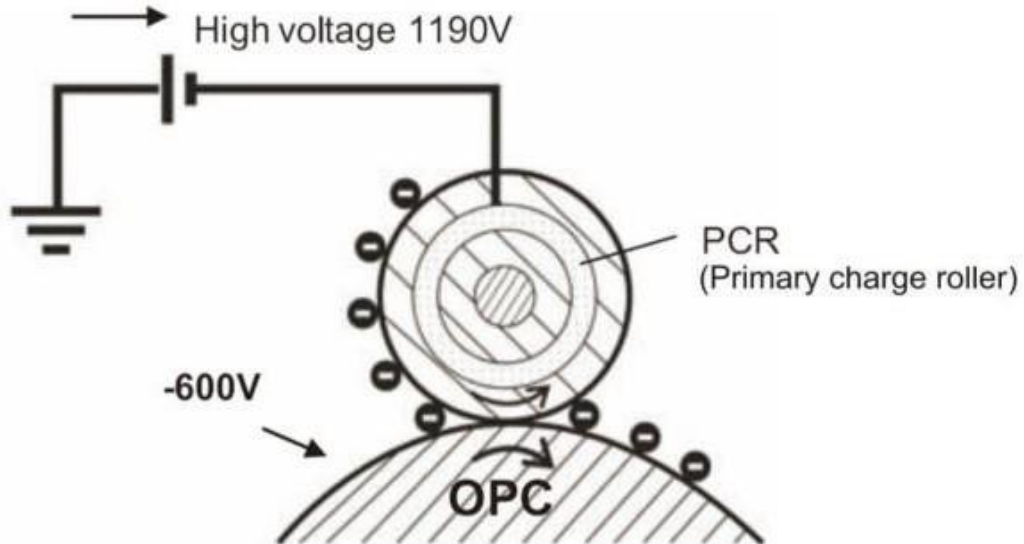
Note:

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

3.4 Print Principle

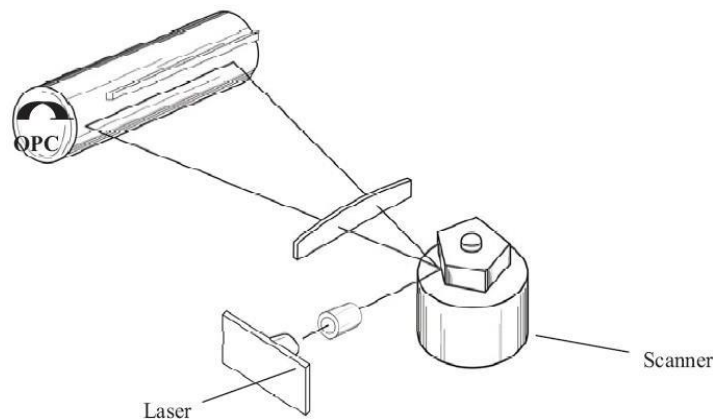
3.4.1 Charging

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



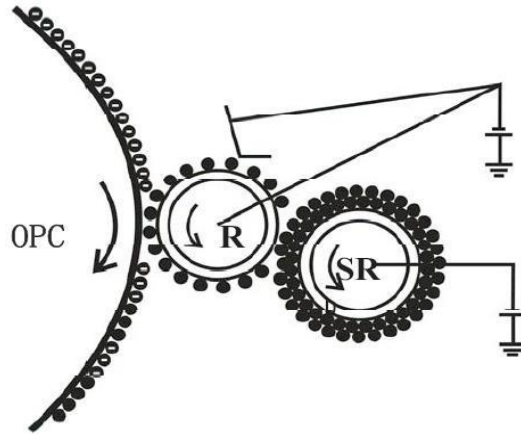
3.4.2 Exposure

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".



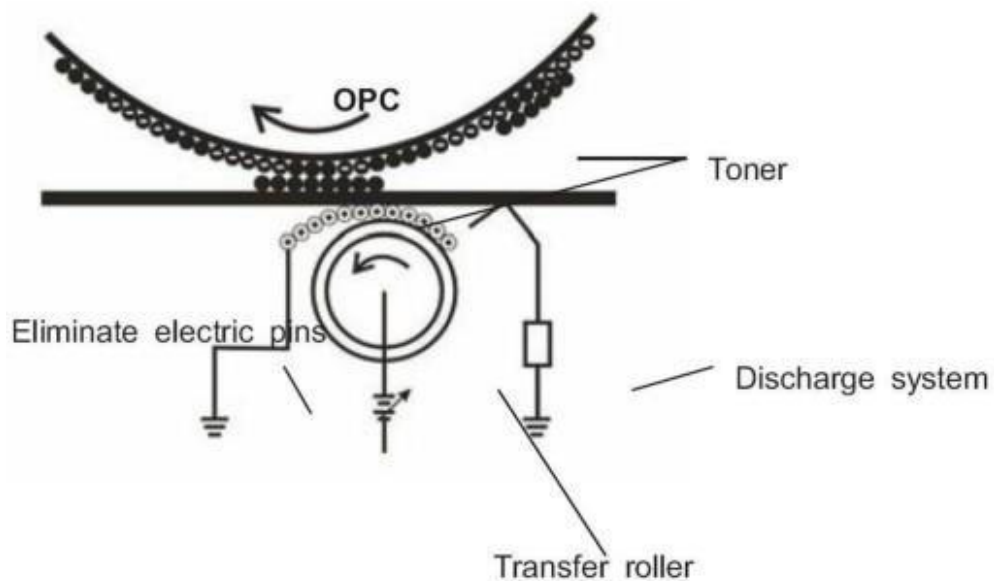
3.4.3 Develop

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.

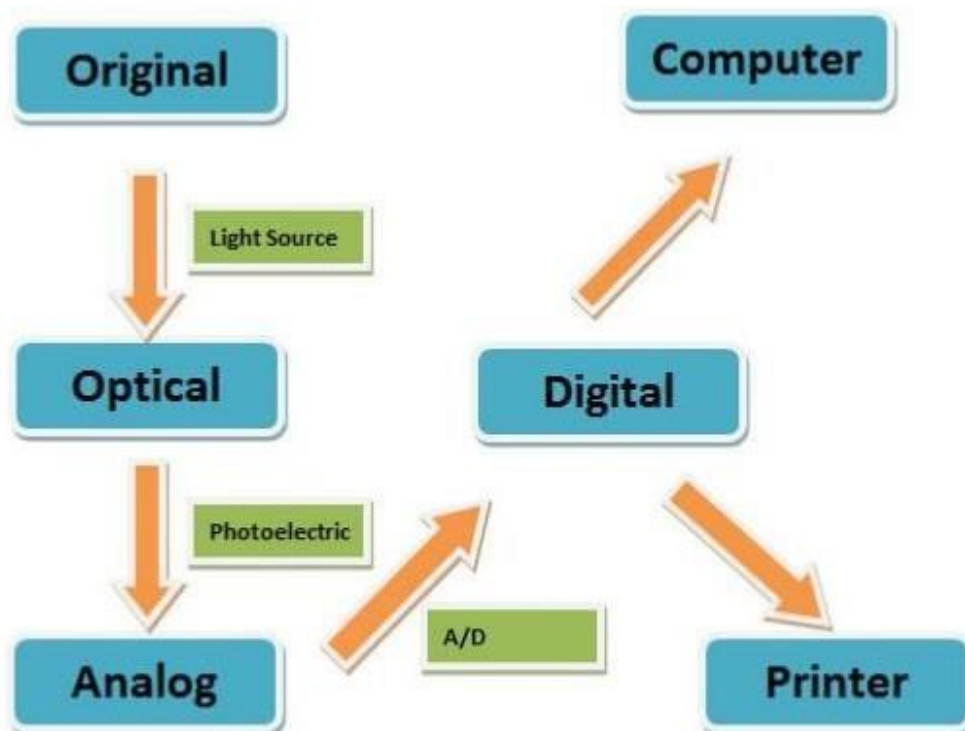
3.4.6 Fusing

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



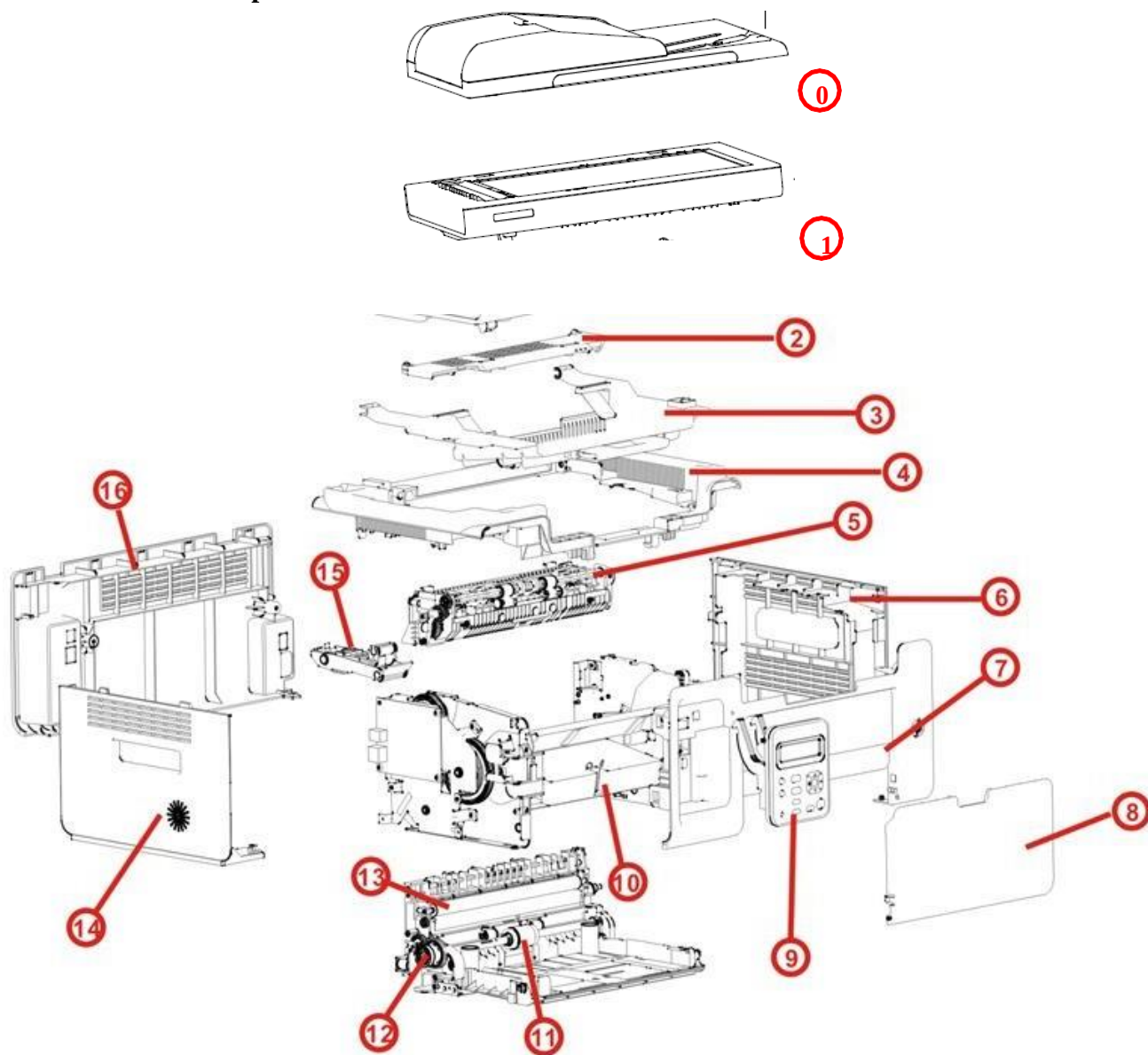
Note:

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

Removal & Installation

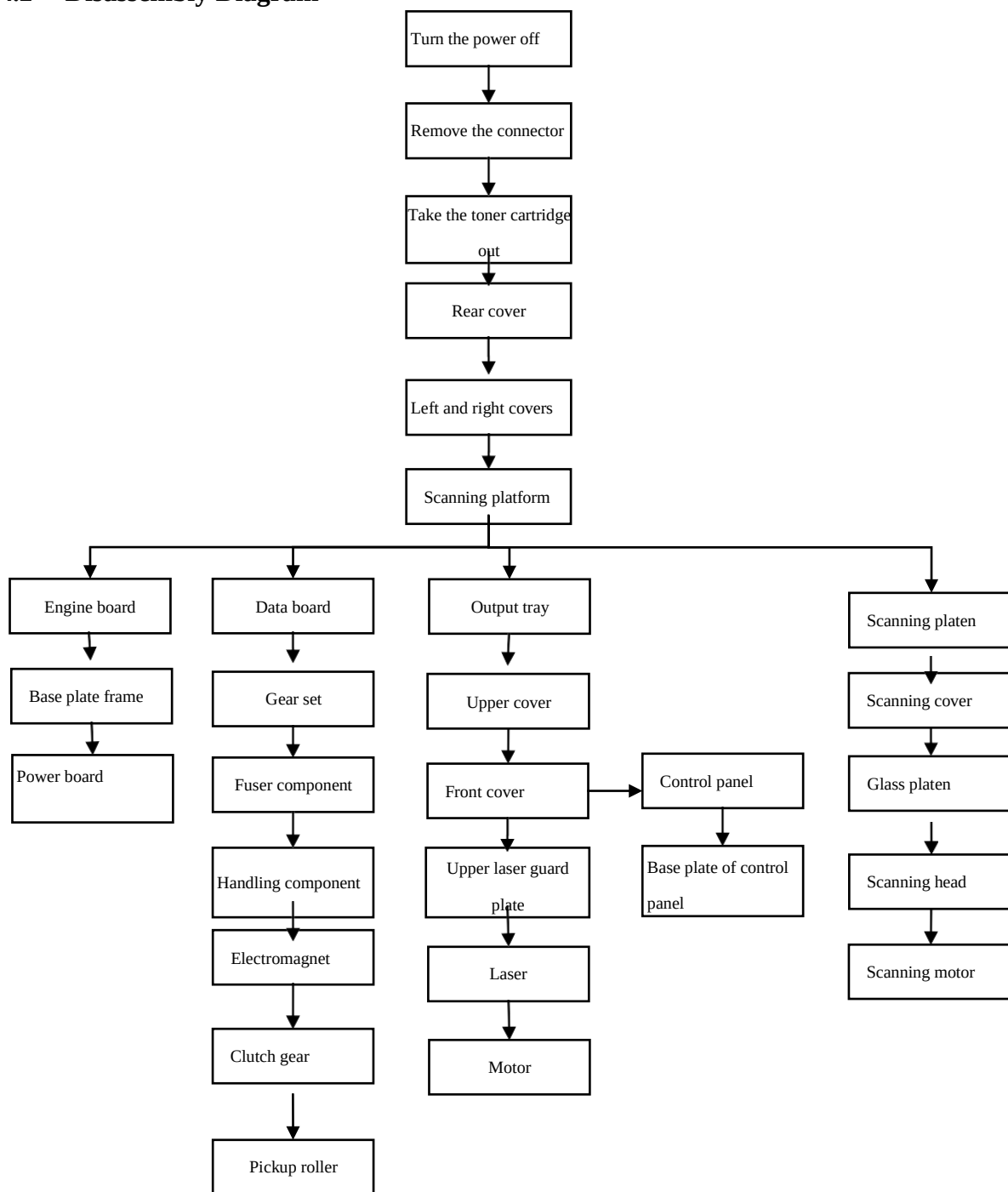
4.1	Components	4-2
4.2	Disassembly Diagram	4-4
4.3	Disassembly Steps	4-5
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4.3.2	Rear cover	4-7
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4.1 Components



No	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

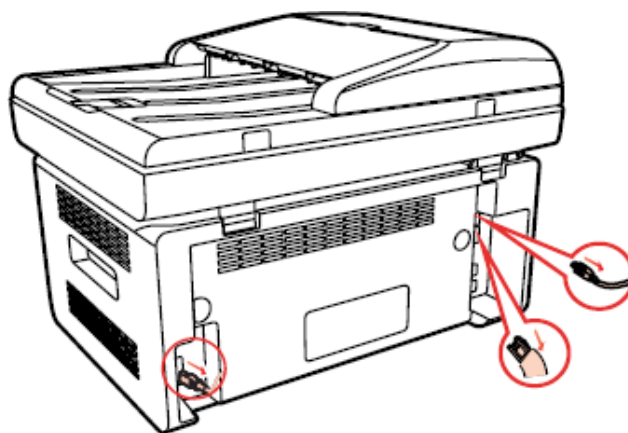
4.2 Disassembly Diagram



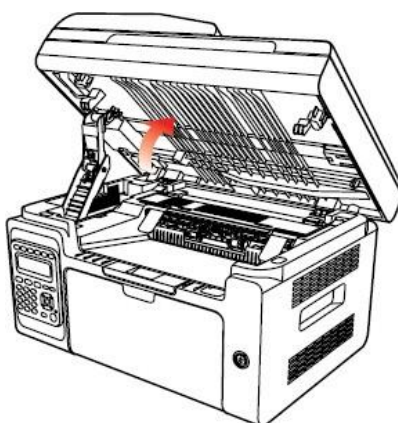
4.3 Disassembly Steps

4.3.1 Before Disassembly

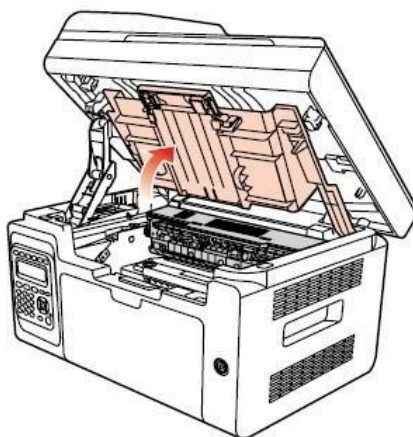
1. Please turn printer power off and unplug the power cord before disassembly.



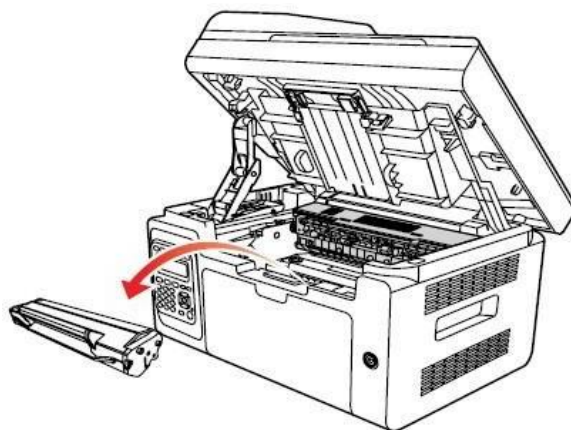
2. Take print papers out and close the feeder tray and output tray.
3. Take the toner cartridge out.
 - a) Raise the scanning platform until it is locked.



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



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

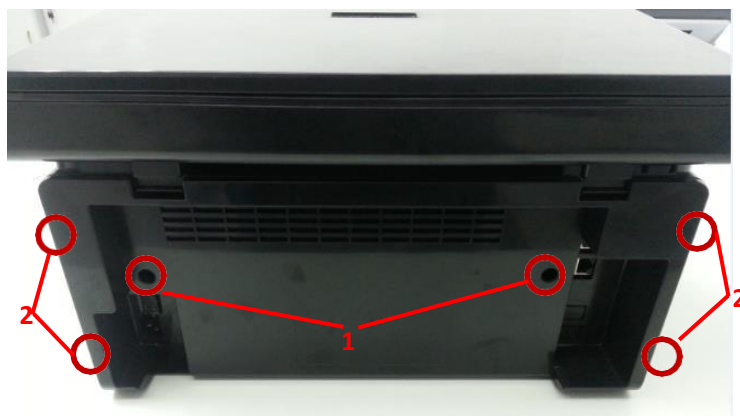


Note:

- 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.



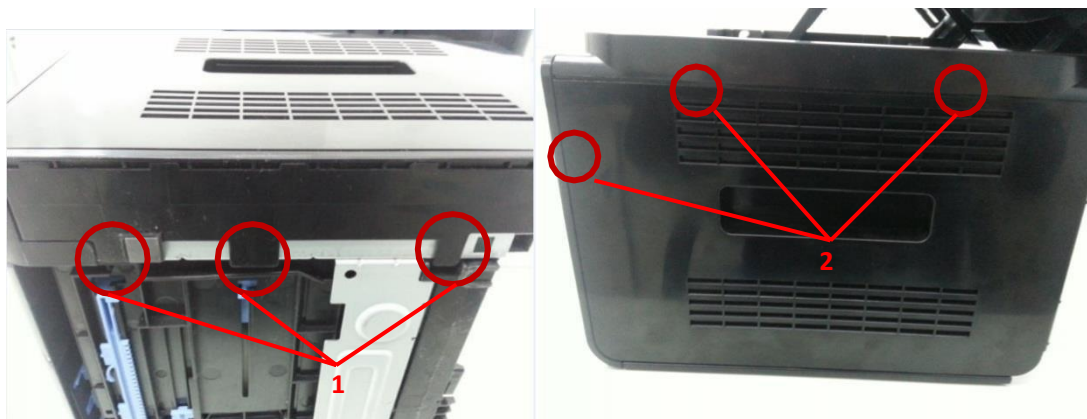
4.3.3 Left Cover

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



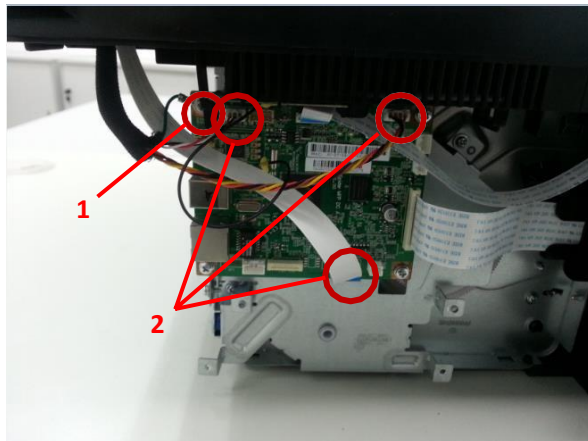
4.3.4 Right Cover

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

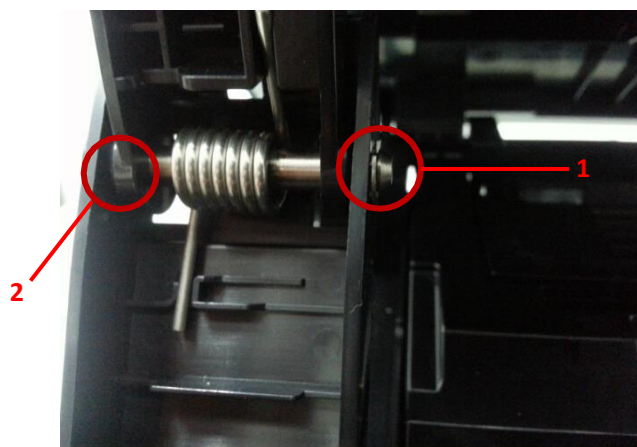


4.3.5 Scanning Platform

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

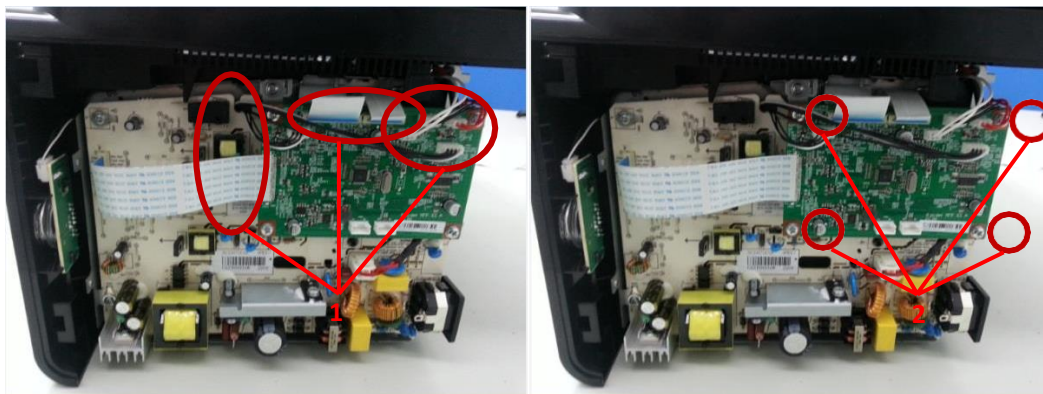


2. Take the clamp ring shown by 1 off, remove the retainer pin of support rod and then take the scanning platform down.



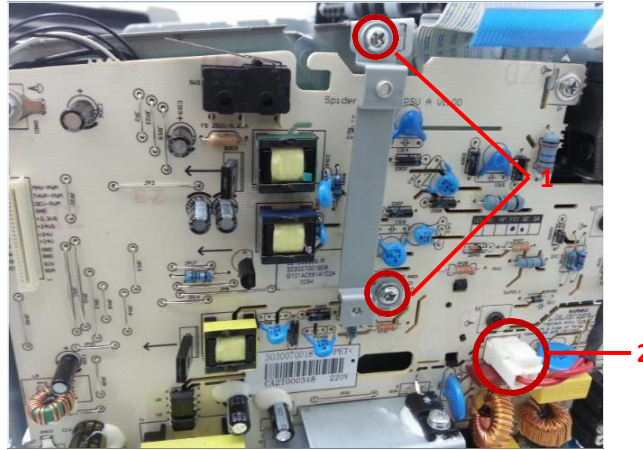
4.3.6 Engine Board

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

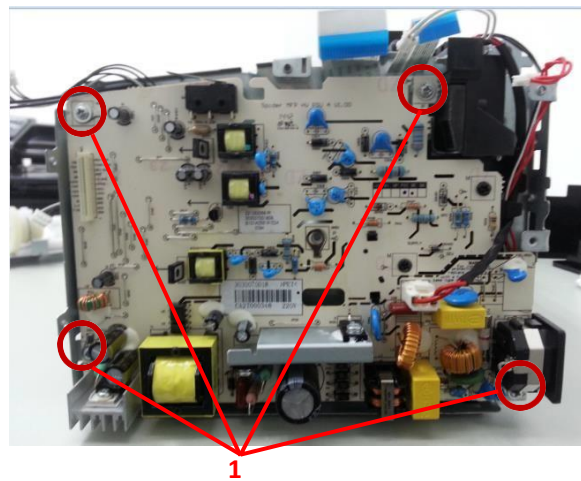


4.3.7 Power board

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 power board down.

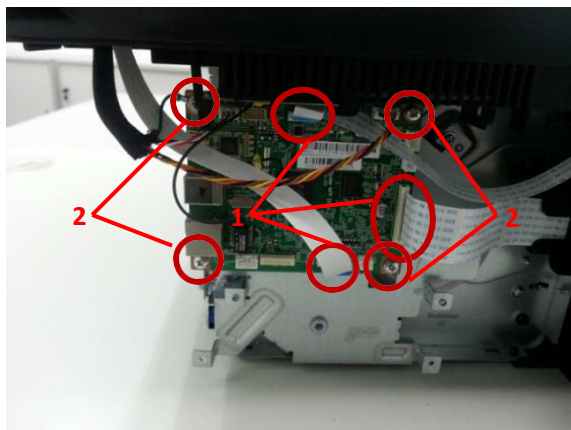


Note:

- 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 Power board in order to avoid losing them.
-

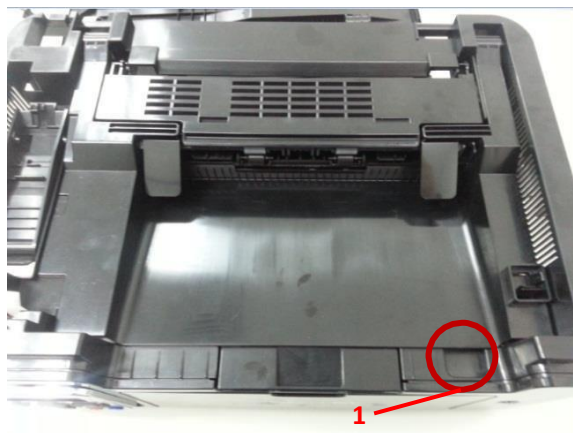
4.3.8 Data Board

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.

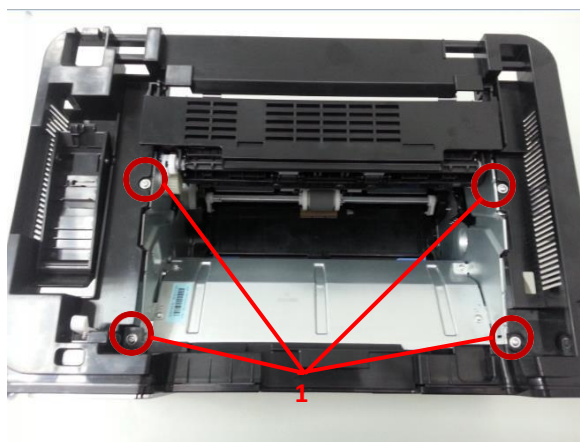


4.3.9 Fuser Unit

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.

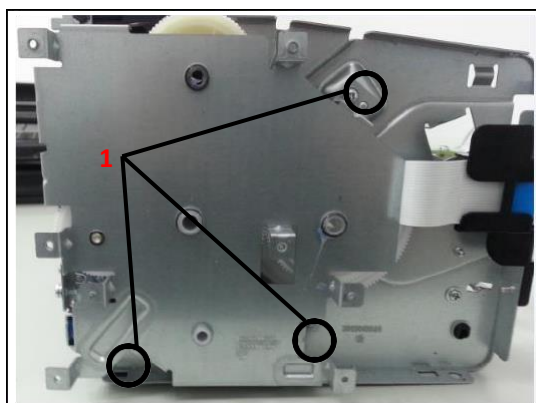


Note:

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



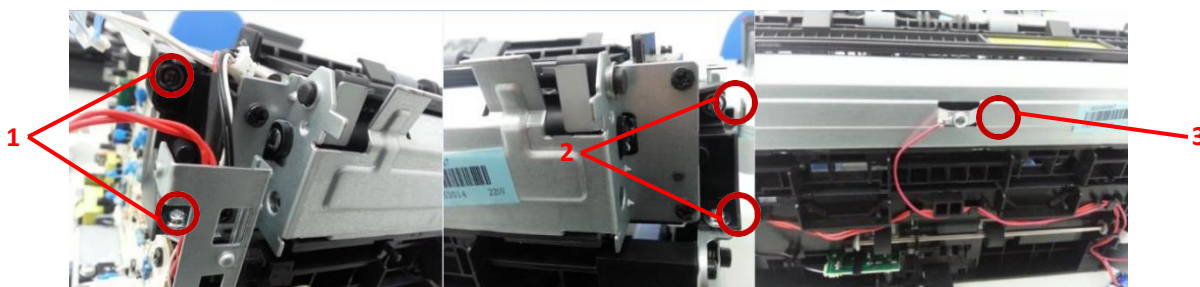
3. Take the data board down, screw out the 3 screws shown by 1 and remove the driving gear component according to Step 4.3.8.



Note:

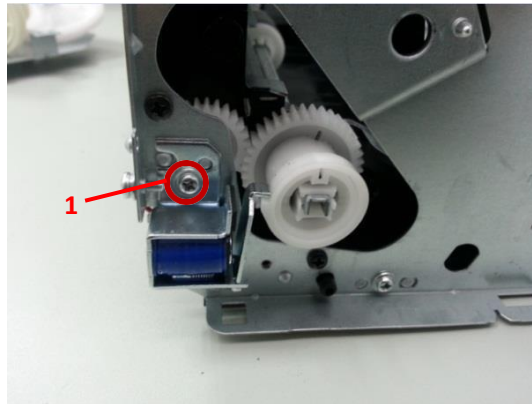
Pay attention to take care of the driving gear component after taking it down, in order to prevent it from damaged caused by dropping.

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

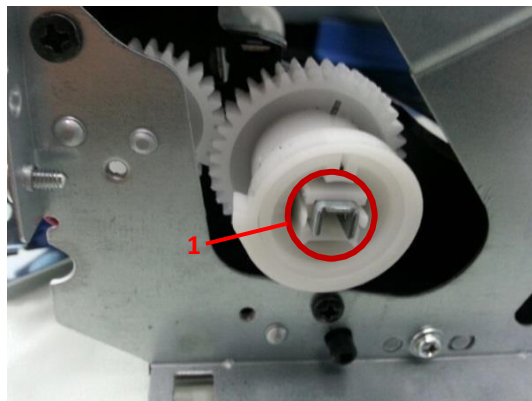


4.3.10 Electromagnet

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**

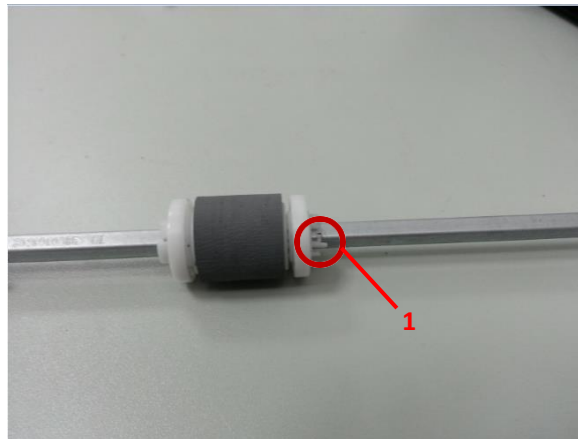
After taking the electromagnet down, break open the 2 jack catches shown by 1 and pull the clutch gear outward at the same time to take it down.

**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.

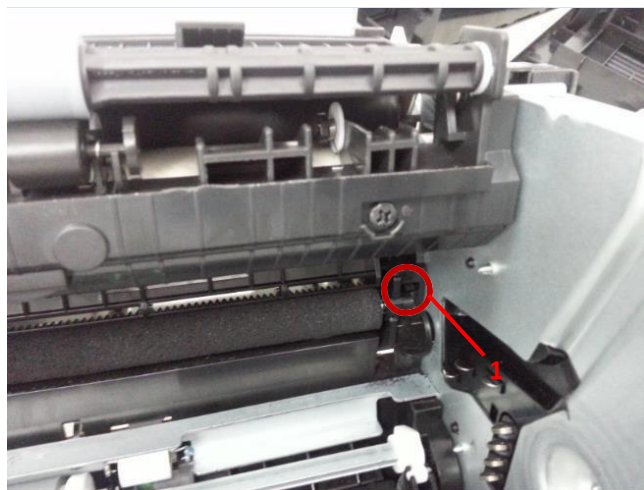


4.3.13 Separator Component

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.

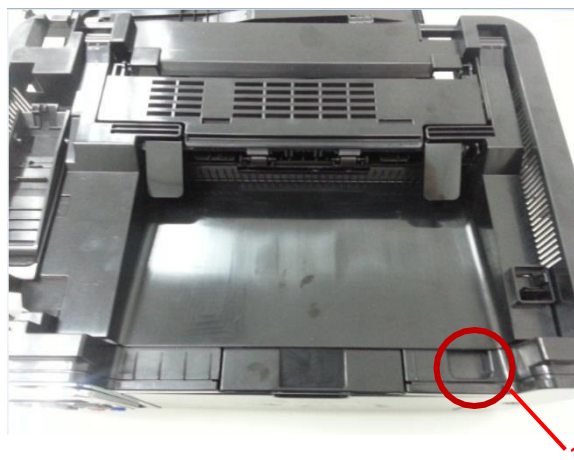


Note:

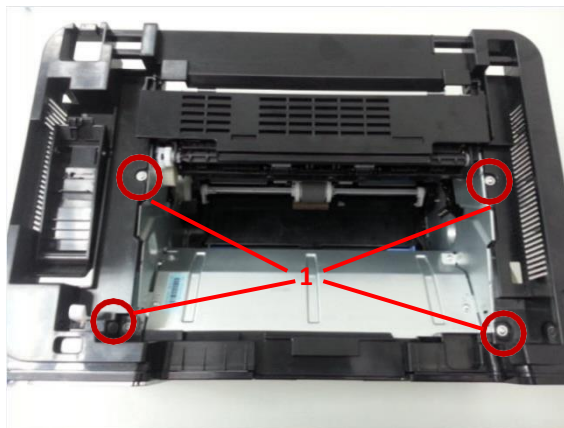
Please do not touch the sponge of transfer roller with hand directly, in order to avoid abnormal printing.

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.

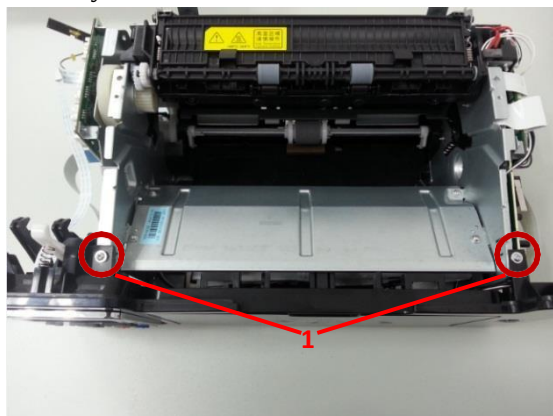


2. Screw out the 4 screws shown by 1 and take the upper cover down.



4.3.16 Front Cover

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

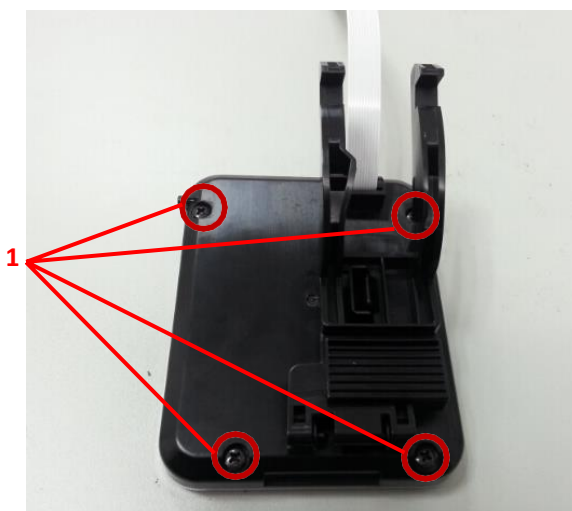


4.3.17 Control Panel

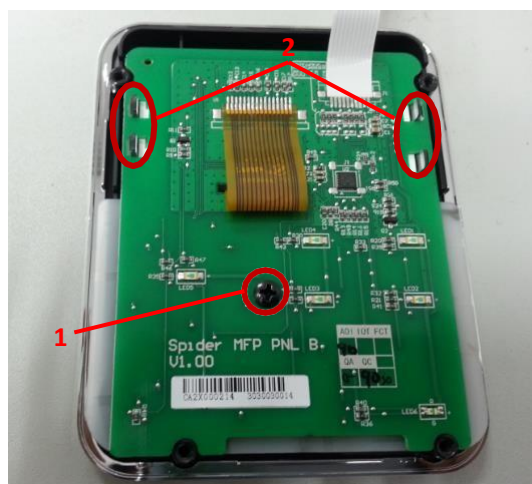
1. After removing the upper cover, break open the 2 jack catches shown by 1 to take the control panel down.



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



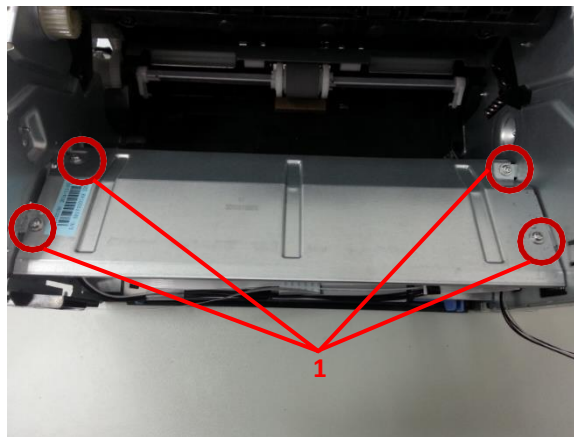
3. After removing the rear cover of control panel, unscrew the screw shown by 1 and prop up the jack catches shown by 2 to take the base plate of control panel down.



4.3.18 Laser Unit

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

guard plate.

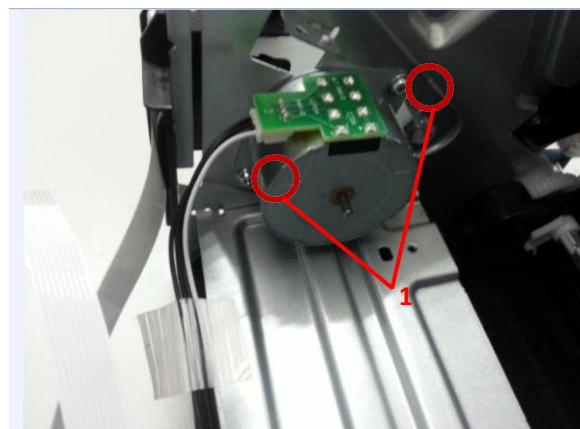


2. After removing the upper guard plate, take the 4 screws shown by 1 down and then take the laser down.



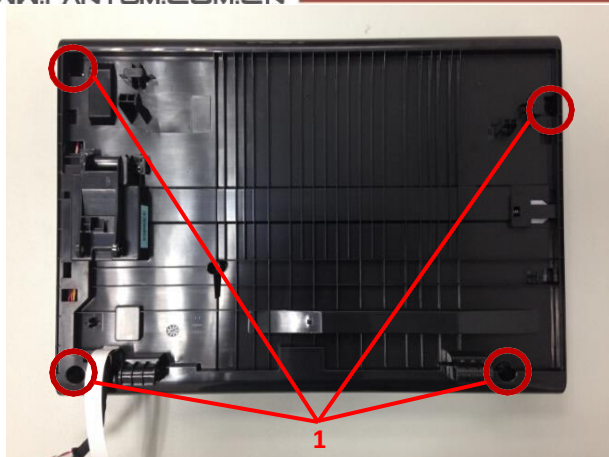
4.3.19 Main motor

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

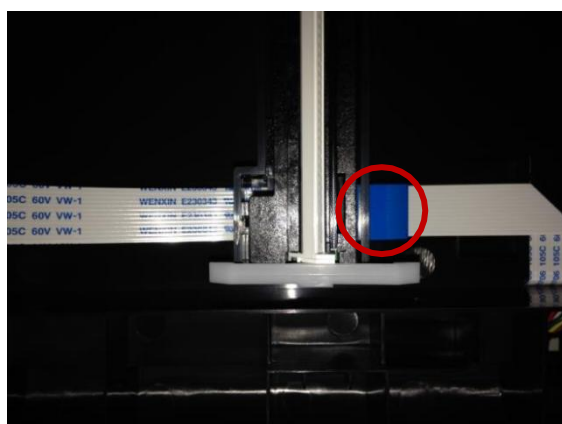


4.3.20 Decompose the Scanning Platform

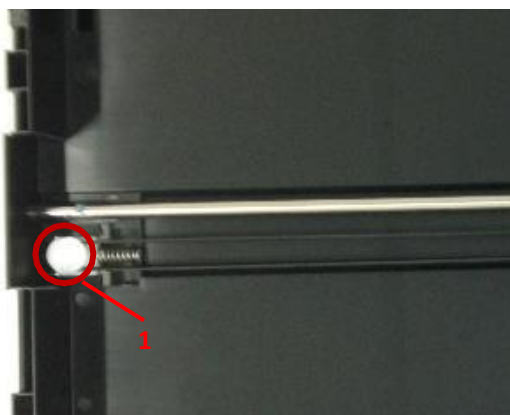
1. Unscrew the 4 screws shown by 1 and then take the glass platen down.



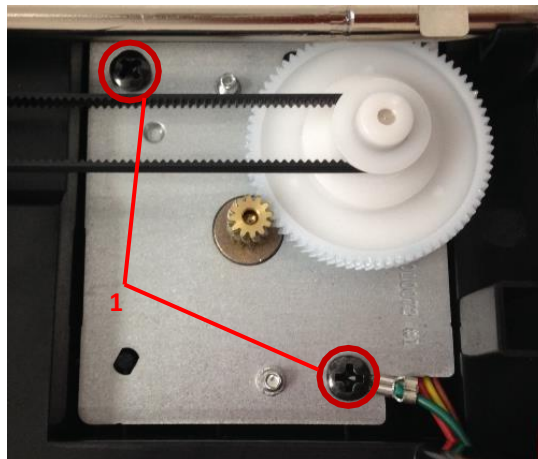
2. Unplug the data cable of scanning head and take the scanning head down.



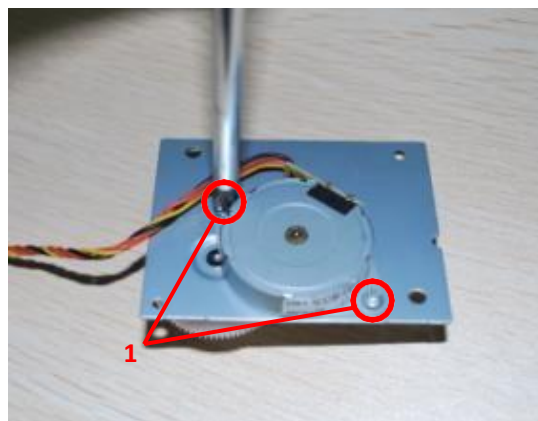
3. After taking the scanning head won, push the belt guide pulley shown by 1 to the right to loosen the belt.



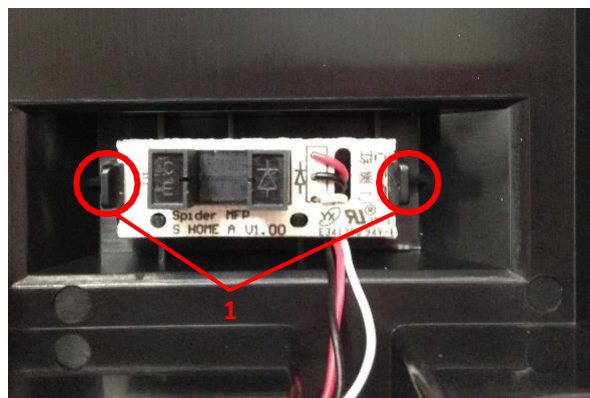
4. After unscrewing the 2 screws shown by 1, take the driving component of scanning motor down.



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

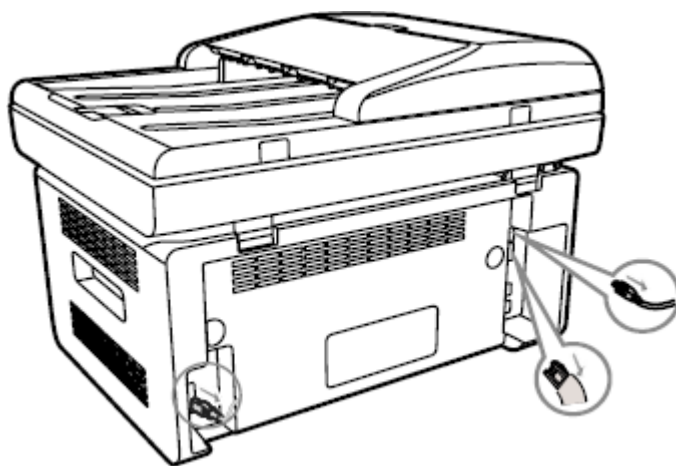
5.1	Cleaning	5-2
5.2	Consumables	5-5
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5.1 Cleaning

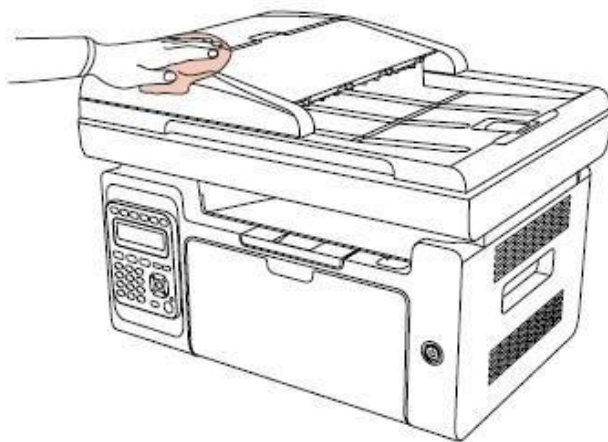
Note:

- 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.

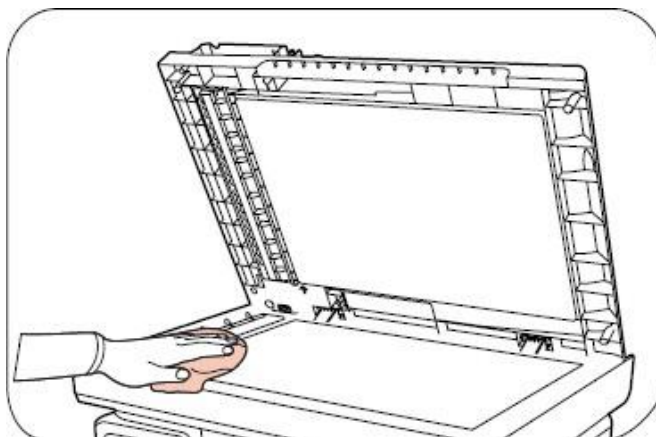
1. Turn off the main power switch and unplug the power cord and other connection wires.



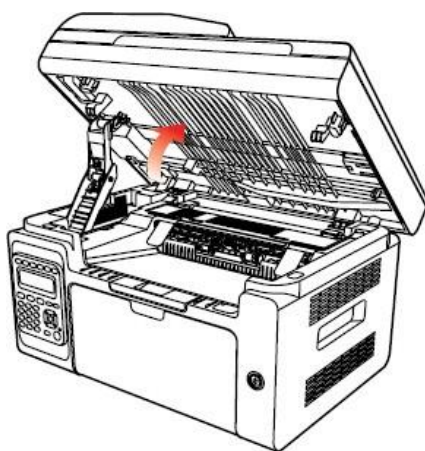
2. Use a soft cloth to wipe the outside of the printer and remove the dust.



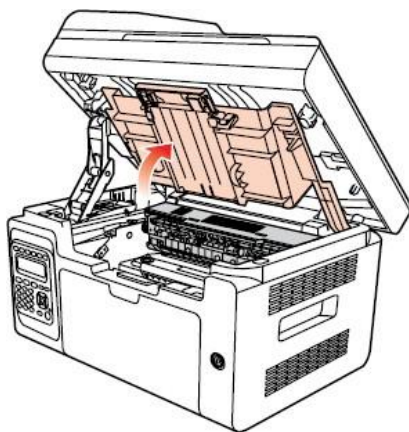
3. Raise the manuscript cover and gently wipe the platen glass with a soft cloth.



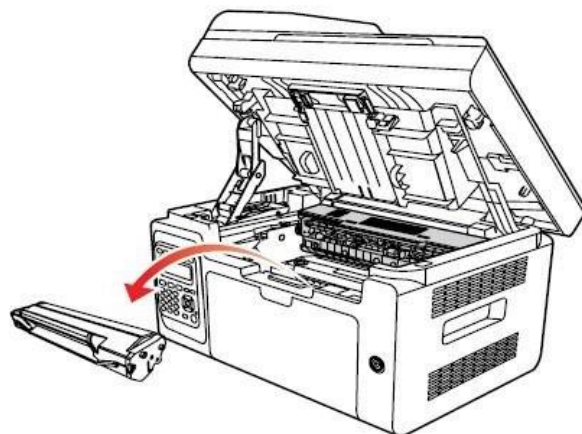
4. Raise the scanning platform until it is locked.



5. Open the output bin.



6. Remove the toner cartridge along the guides.



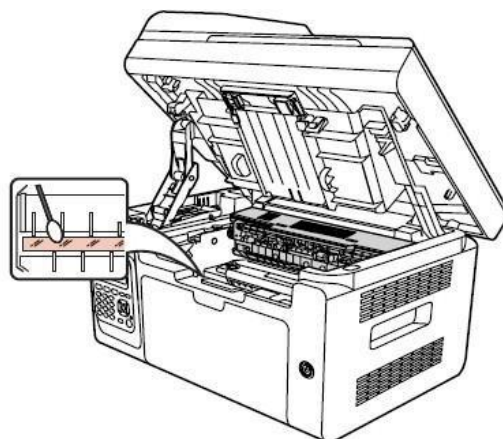
Note:

- 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.

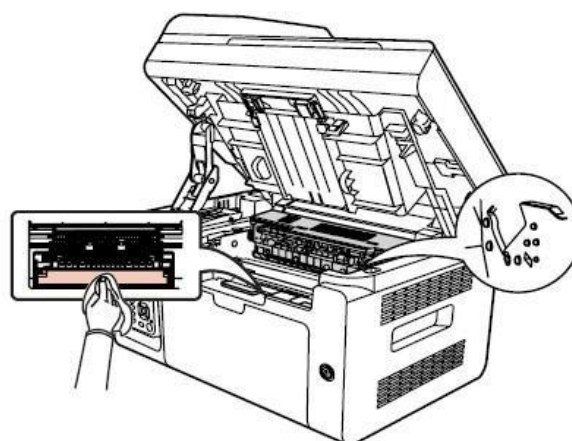
 **Warning**

Some parts of the printer are still hot within a short time after use. When opening the front cover or rear cover to clean the parts inside the printer, please do not touch the parts in the shaded area as shown in the following picture, so as to avoid burns.

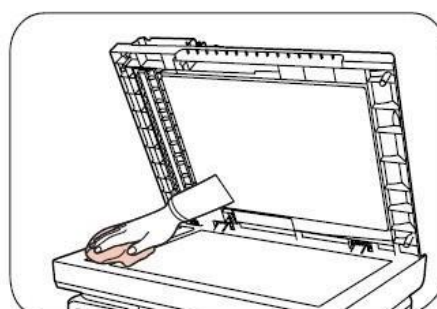
7. Gently wipe the dustproof mirror of laser scanning surface with a cotton swab or a dry and lint-free soft cloth with a little clear water.



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:

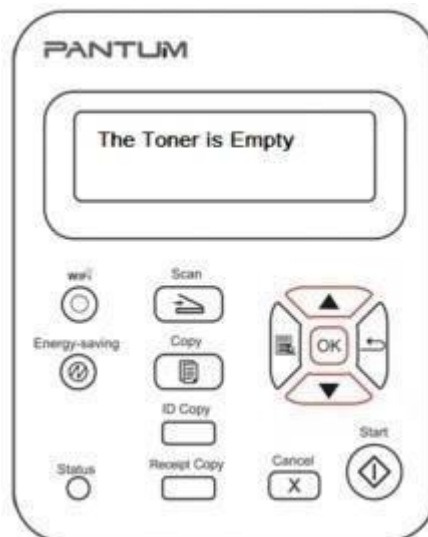
- Unless used immediately, otherwise, do not remove the toner cartridge from the package.
- Do not refill the toner cartridge without authorization. Otherwise, the resulting damage is not included in the printer warranty.
- Please store the toner cartridge under the environment the same to the storage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

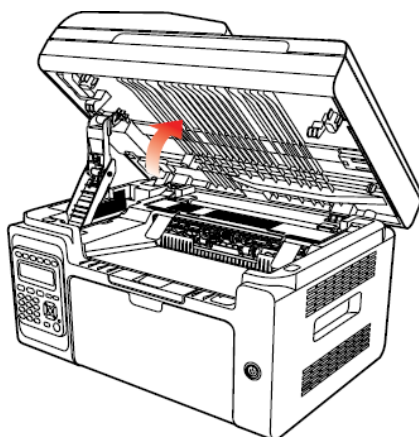


The replacement steps are as follows:

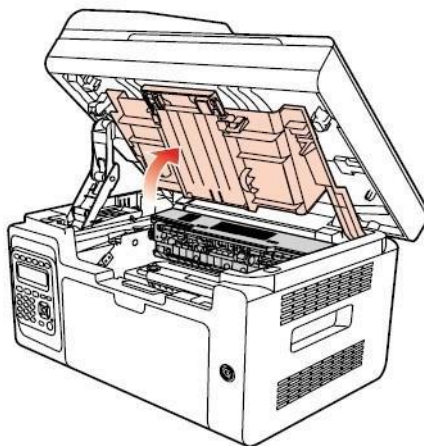
Note:

- 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.

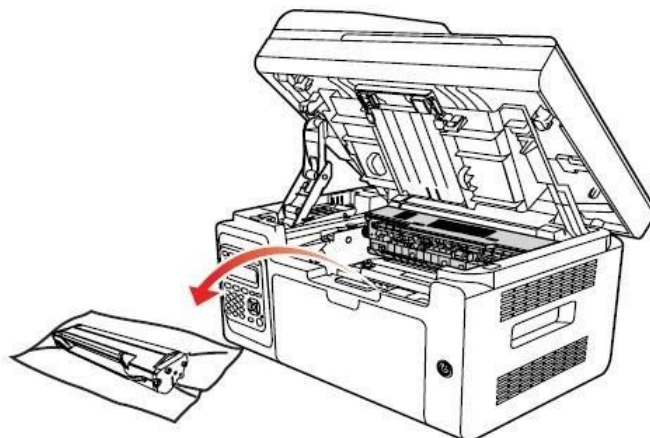
1. Raise the scanning platform until it is locked



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

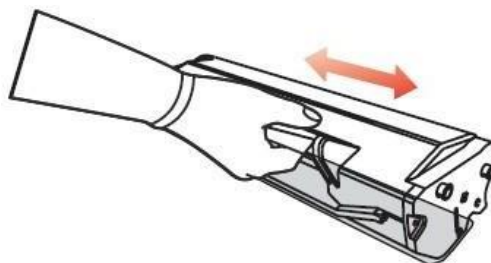


3. Remove the toner cartridge along the guides.



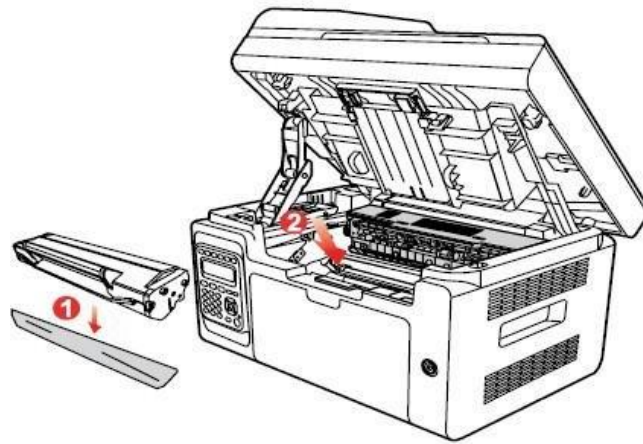
Note:

- 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.



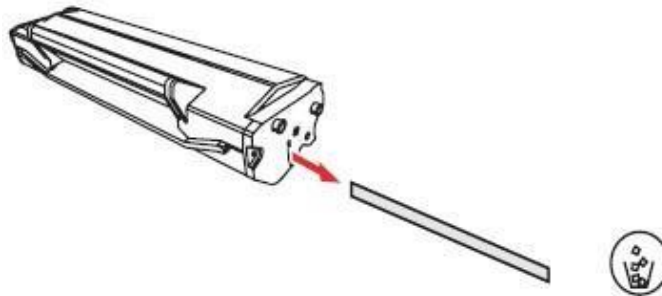
5. Remove the cartridge protector (blister cover), insert the cartridge along the guides into the printer, and then push it firmly along the direction of the arrow until you hear a "click"

assuring you that the cartridge is fully inserted.

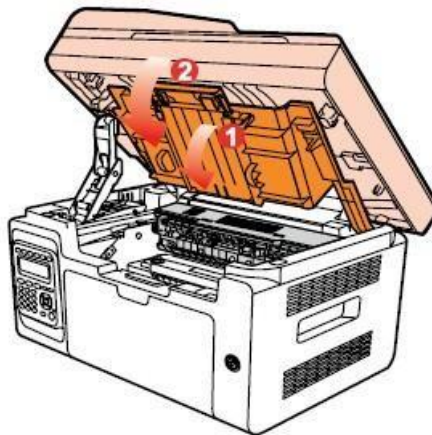


Note:

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

6.1	Inspection before Repair	6-2
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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 ℃ and 32.5 ℃, 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	1. The USB cable or power cord is not connected. 2. The master control board fails.	1. Please connect the USB cable and power cord correctly. 2. Replace the master control board.
The upper cover of printer is opened	The upper cover is not completely closed.	Please close the upper cover.
Paper feed failure	1. Please confirm if there is no paper. 2. The print paper is loaded incorrectly. 3. The pickup roller is dirty or aged.	1. Please ensure there is paper inside the feeder tray. 2. Please correctly load the print paper. 3. Please clean or replace the pickup roller.
Paper jam	1. The print paper is loaded incorrectly. 2. The paper is damped. 3. The pickup roller is dirty. 4. The apex sensor fails. 5. The fuser component is damaged.	1. Please correctly load print papers. 2. Please use dry papers. 3. Clean the pickup roller. 4. Inspect and change apex sensor. 5. Replace the fuser component.
The toner cartridge is not installed	1. The orange status LED is normally on. 2. The toner cartridge is not installed or installed improperly. 3. Contacts of chip the toner cartridge are dirty or damaged. 4. The chip of toner cartridge is	1. Please install the toner cartridge correctly. 2. Replace the engine board. 3. Replace with a new toner cartridge.

	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	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. 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. 3. The interface displaying this information does not response copy, ID copy, bill copy, menu copy and power saving buttons. The red status LED is normally on.
Scan error status	Scan failure Cancel: OK	This status is prompted at scan data transmission time-out. 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

		flatbed cannot enter into scan and copy jobs. The red status LED is normally on.
	ADF paper jam	ADF paper jam failure and ADF paper feed failure are both reported as ADF paper jam error. The red status LED is normally on. 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.
No Laser Toner Cartridge Detected	The laser toner cartridge is installed incorrectly or laser toner cartridge is damaged	The laser toner cartridge is installed correctly or new laser toner cartridge is replaced
Toner Low	Cartridge toner is low	Cartridge toner is low.
Scanner is Busy	With other scan jobs	Please cancel the current scan job or wait for the completion of other scan jobs.
No paper in ADF	If you have selected ADF as the scan source, this message appears when you start a copy or scan job without loading paper in the ADF.	Please put in the original properly.
Software failure	The printer icon does not appear in the "Devices and Printers" folder	Reinstall the printer driver. Ensure that the USB interface cable and the power cord are properly connected.

	The printer is in Ready mode but it will not perform any print job	If the failure still exists after restarting the printer, please reinstall the printer driver. Make sure the network cable of USB cable is connected correctly.
	Failed to install the driver	Check whether the print spooler service is enabled. Check the power supply and the connection of the printer.
	The driver cannot be used if the IP address of the printer has been changed	Modify the port IP address of the printer driver. If the above method does not work, please reinstall the printer driver. It is recommended that a fixed IP address should be set to the network printer. In the DHCP network, it is recommended to bind the IP address with the MAC address of the printer.

Function	Prompt Status	Annotation
Warning	The orange status indicator is on.	Low toner (LED will not display low toner status during work), no LCD display 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.

Prompt	Communication error xx Cancel: OK	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. xx: error code 21 Communication failure (WSD Communication error [it cannot be distinguished that this communication error is under wired network connection or WiFi connection]) 22 Invalid command (reserved) 23 Invalid parameter (reserved) 24 (Reserved) 25 Wrong USB connection 26 Wrong network connection 27 Wrong WiFi connection The red status LED indicator is normally on.
	Out of memory, press	When email and ftp out of memory is scanned, the information will be

OK to cancel this job!	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. The current LED status will not be changed.
Out of memory	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. The current LED status will not be changed.
If the email size exceeds restrictions of the server, press OK to finish job	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.
Please set xx address on webpage	When it is selected that the Mail-Group mail is scanned empty, this error information will be prompted. When it is selected that the Mail-Group mail is scanned empty, this error information will be prompted. When it is selected that FTP is scanned and the FTP address book is empty, this error information will be prompted. 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.
Group member is empty, please set on webpage.	This information will be prompted when a group email with no members is selected. 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.
	Network connection failure	This information will be displayed when email and ftp is push scanned and there is no response of network communication. 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.
	No response of USB communication	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. 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.
	No response of PC	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. 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.
	WPS connecting...	This information will be displayed after WPS PIN code mode is

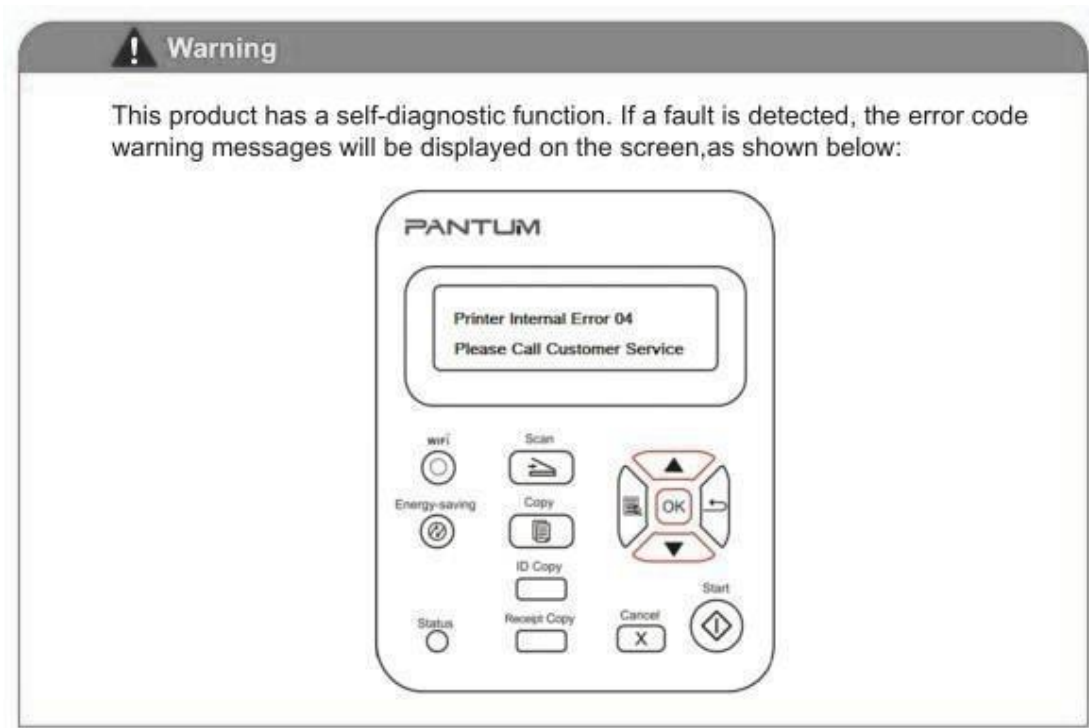
WPS PIN:XXXXXXXX	initiated in the menu 1. When an error (such as open cover) occurs under this condition, error information is allowed to display and this information will be displayed again after recovering the error. 2. When there is job under this condition, the panel will be shifted to work state 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. 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. WiFi LED blinks according to WPS connection state.
WPS connection succeeds Confirm-Back/OK	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. 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. 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. 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. 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. 5. Short press of WiFi button under this status is invalid. 6. Press Back and OK buttons to return to standby interface directly. 7. Press power saving button to enter into sleep mode. The WiFi LED will be normally on when WPS PIN code connection succeeds and will be off when it fails.
WPS connection fails Confirm-Back/OK	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

		scan job finishes. 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. 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. 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. 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. 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. 6. Press Back and OK buttons under this status to return to the previous menu. 7. Press power saving button under this status to enter sleep mode. The WiFi LED will be normally on when WPS PIN code connection succeeds and will be off when it fails.
	IPv4 is configuring Please try again	When IPv4 is configuring, this information will be prompted. 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. 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.
	WiFi connecting, please stop!	When WPS PIN mode is initiated under WiFi connection, this information will be prompted. 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.
	No paper in ADF	When ADF is selected as scan source, and copy or scan job is initiated with no paper inside ADF, this information will be prompted.

		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.
ADF document is loaded		If papers are put inside ADF in standby interface, this information will be prompted. 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.
Please put manuscript in ADF		For ADF models in standby interface (not in the menu), this information will be prompted when there is no paper inside ADF. 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.
Please put manuscript in FB		When manual zoom is set or poster copy is enabled, this information will be prompted. 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.

6.4 Error code

Warning!



Error code	Cause	Check and measure
Internal printer error 00 Please call Customer Service	Abnormal main engine motor	1. Inspect the connection wire between motor and engine board to ensure normal connection. 2. The main motor fails, replace it. 3. The engine board fails, replace it.
Internal printer error 01 Please call Customer Service	Abnormal laser motor of laser	1. Inspect the connection wire between laser and engine board to ensure normal connection. 2. The laser fails, replace it.
Internal printer error 02 Please call Customer Service	Abnormal line synchronization of laser	3. The engine board fails, replace it.
Internal printer error 03 Please call Customer Service	Overlong heating time	1. Inspect the connection wire between fuser and base plate to ensure its normal connection. 2. The fusing component fails, replace it.
Internal printer error 04 Please call Customer Service	Too quick temperature rise	3. The engine board fails, replace it.

Service		
Internal printer error 05 Please call Customer Service	Too low temperature rise (other causes)	1. Inspect the connection wire between fuser and base plate to ensure its normal connection. 2. The fusing component fails, replace it. 3. The engine board fails, replace it.
Internal printer error 06 Please call Customer Service	Poor contact of thermistor	
Internal printer error 07 Please call Customer Service	The temperature decreases too quick during heating.	
Internal printer error 08 Please call Customer Service	The temperature rises too quickly when heating is stopped.	
Internal printer error 09 Please call Customer Service	When LSU is ready, the fusing component does not reach the specified temperature.	
Internal printer error 10 Please call Customer Service	Temperature of heating roller is too high.	
Internal printer error 11 Please call Customer Service	The heating roller does not reach the specified temperature during paper feeding.	
Internal printer error 12 Please call Customer Service	Temperature of heating roller does not satisfy fuser during printing.	
Internal printer error 13 Please call Customer Service	Abnormal VBE voltage	
Internal printer error 14	Engine parameter	1. Inspect the connection wire of engine board to

Please call Customer Service	error	ensure it is normal.
Internal printer error 15 Please call Customer Service	Engine communication error	2. The engine board fails, replace it.
Internal printer error 16 Please call Customer Service	Engine system parameter error	3. The power board fails, replace it.
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). 2. If the base of scanning head is separated with scanning belt. 3. The scanning motor is damaged, replace it.
Internal scanner error 11 Please call Customer Service	Self-inspection of scanner fails.	1. Inspect if the scan data cable is connected normally. 2. Inspect if the scanning head is damaged. 3. Inspect if the initial scan sensor is damaged 4. Data board fails, replace it.
Internal scanner error 12 Please call Customer Service	Origin inspection error	1. Inspect if the initial scan sensor is damaged. 2. Inspect the scan data cable. 3. Inspect if the scanning head is damaged. 4. Data board fails, replace it.
13 Please call Customer Service	Black label error	1. Inspect the scan data cable. 2. Inspect if the scanning head is damaged. 3. Inspect if the initial scan sensor is damaged. 4. Data board fails, replace it.
Internal scanner error 14 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. 2. Inspect if the scanning head is damaged. 3. Inspect if the initial scan sensor is damaged. 4. The data board fails, replace it.

		returned to and the red LED goes on)	
Communication error 21 Cancel: OK	Communication error (WSD Communication error [It cannot be distinguished that this communication error is under wired network connection or WiFi connection])	1. Inspect USB connection cable and computer port. 2. Inspect data board connection wire and confirm its normal connection. 3. The data board fails, replace it.	
Communication error 22 Cancel: OK	Invalid command		
Communication error 23 Cancel: OK	Invalid parameter		
Communication error 24 Cancel: OK	Invalid parameter		
Communication error 25 Cancel: OK	Wrong USB connection	1. Inspect USB cable and computer port. 2. The data board fails, replace it.	
Communication error 26 Cancel: OK	Wrong network connection	1. Inspect if network cable to ensure its normal connection. 2. The data board fails, replace it.	
Communication error 27 Cancel: OK	Wrong WiFi connection	1. Inspect the wireless connection of printer to ensure it is on. 2. Inspect network environment to confirm normal wireless network. 3. Inspect the connection wire between the antenna inside printer and data board to ensure its normal	

		connection.
		4. The data board fails, replace it.

6.5 Clearing Jammed Paper

Please observe the following steps to clear the jammed paper.

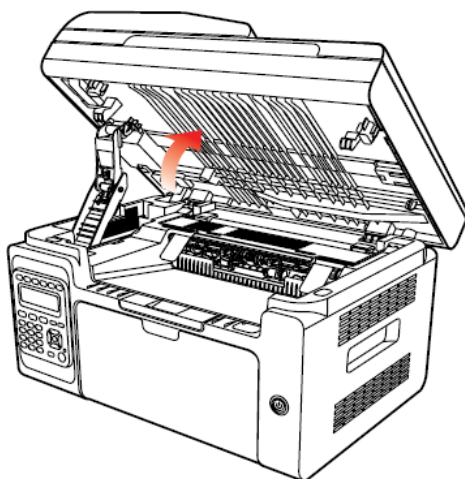
Remove the jammed paper in accordance with the following steps; cover the upper output bin and tidy paper in the feeder tray, and then the printer will automatically resume printing. If the printer fails to do so please press Cancel button. If the printer still does not start printing, please check whether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

Note:

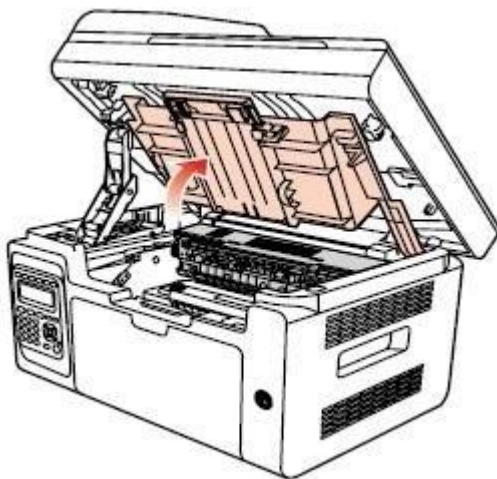
When adding new papers, all papers inside the tray should be taken out and stacked neatly before being put inside the tray. It helps prevent printer from paper jam caused by too many feeding papers at one time.

When the LCD prompts paper jam:

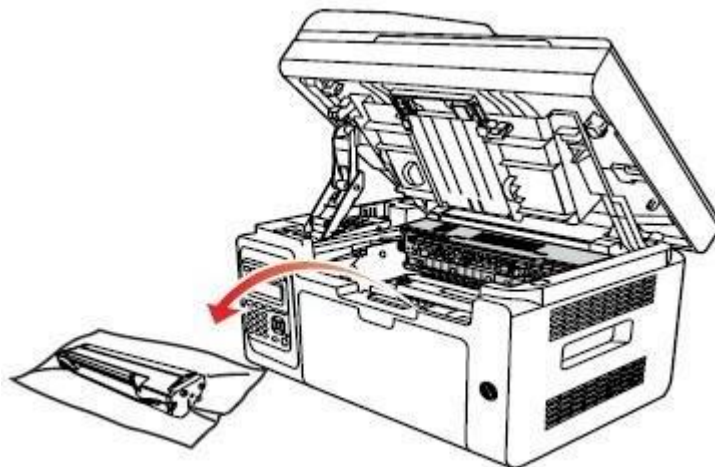
1. Raise the scanning platform until it is locked.



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



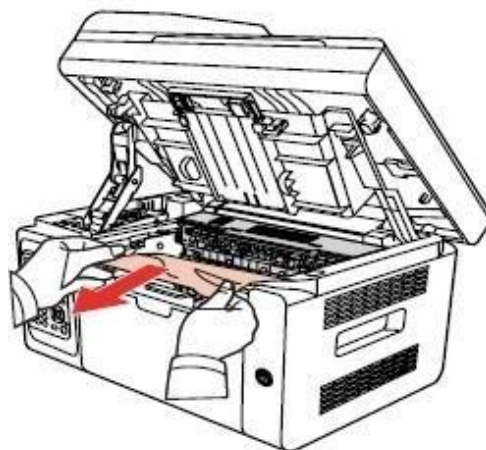
3. Remove the toner cartridge along the guides.



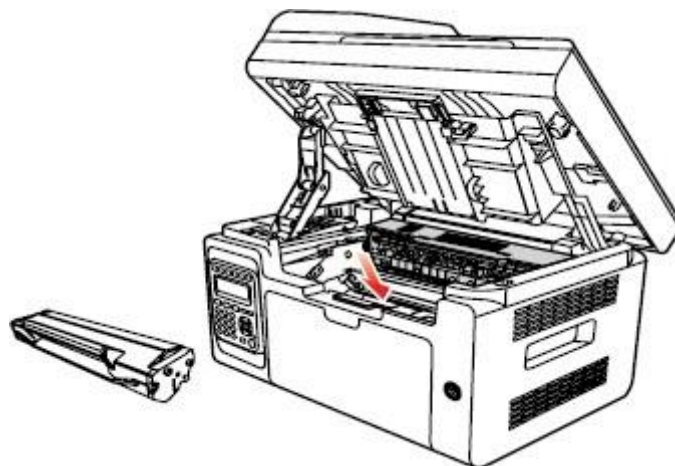
Note:

- 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.

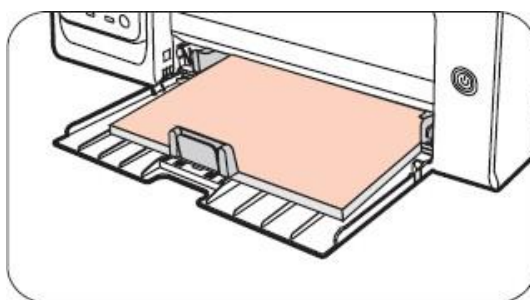
4. Gently draw the jammed paper out along the paper output direction.



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 feed 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 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 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 Power board fails.	Replace the 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. 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.
Power board failure.	Replace the 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 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 Multi-page feed

Possible cause	Solution
The printing medium contains too much static electricity.	Reseperate the printing medium, which can eliminate some static electricity. Please use dry printing medium
Internal component failure.	Please contact the customer service center

P13 Toner cartridge recognition failure

Possible cause	Solution
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.

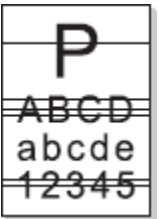
6.6.2.3 Copy Failure

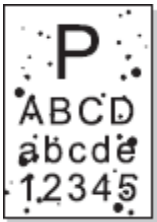
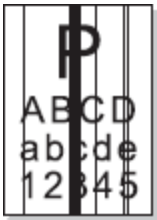
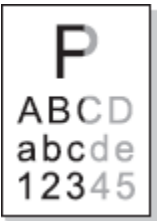
F1 Abnormal copy quality

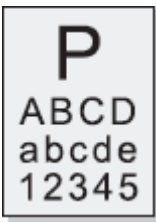
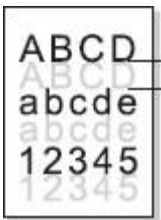
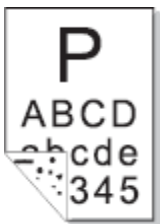
Possible cause	Solution
The scanning cover is not closed completely, which leads to scanning exposure.	Close the scanning cover completely.
Dirty glass platen.	Clean the glass platen.
Damaged toner cartridge.	Replace with new toner cartridge.
Abnormal high voltage.	Clean high-voltage electric shock or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

6.7 Image Defects

6.7.1 Print

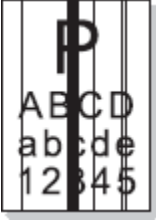
Status	Cause	Recommended Solution
The printout is too light 	● Toner nearly runs out. ● Toner pollution leads to poor contact of high-voltage contacts of engine base plate. ● High-voltage output of Power board is abnormal.	● Replace the toner cartridge. ● Clean toner polluted area. ● Clean high-voltage contacts or replace the high-voltage board.
Whole page dark 	● Charging voltage output of high-voltage power board is abnormal. ● Abnormal primary charge roller.	● Clean charging voltage contacts or replace the high-voltage board. ● Replace the toner cartridge.
Horizontal dark lines or stripes 	● Poor contact of high-voltage contacts with toner cartridge. ● The developing roller is polluted, or the OPC or primary charge roller is damaged. ● Paper handing slips.	● Clean high-voltage contacts or replace Power board. ● Replace the toner cartridge. ● Clean or replace the pickup roller.

Black/white spots 	● Certain parts of toner cartridge are polluted or the OPC is damaged. ● 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.	● 1. Replace the toner cartridge. ● 2. Clean transfer high-voltage contacts or replace the transfer roller. ● 3. Clean the inside of printer and scraps and dirt regularly.
Black vertical lines or stripes 	● The wiper blade is chipped or deformed. ● Damaged OPC. ● There are foreign matters or toner particles between developer roller and doctor blade.	● Replace the toner cartridge.
White vertical stripes 	● The glass of laser window is polluted. ● There are foreign matters or toner particles between developer roller and doctor blade. ● Abnormal fuser component.	● Clean the glass of laser window. ● Replace the toner cartridge. ● Clean or replace fuser component.
The printout color is light 	● Damaged doctor blade. ● 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. ● Laser failure.	● Replace the toner cartridge. ● Replace the bush of transfer roller. ● Replace the laser.

Grey background 	● The print media that does not meet usage specification is used. ● The service life of toner cartridge expires. ● High-voltage output of Power board is abnormal.	● Make sure the media used is conforming to usage specification. ● Replace the toner cartridge. ● Clean the high-voltage contacts or replace the Power board.
Cyclical image ghosting 	● If there is cyclical ghosting of 75.4mm interval on the printout, then OPC is damaged. ● If there is cyclical ghosting of 62.3mm interval on the printout, then the surface of heating roller is polluted. ● The high-voltage output of Power board is abnormal.	● Replace the toner cartridge. ● Clean the surface of heating roller. If the problem can still not be solved, please replace the fuser component. ● Replace the Power board.
The back of the printout is polluted 	● The transfer roller is polluted. ● The fuser pressure roller is polluted.	● Clean or replace the transfer roller. ● Clean the fuser pressure roller or replace fuser component.

Whole white page 	● Poor residual charge elimination of OPC. ● Damaged laser.	● Clean high-voltage contacts or replace engine base plate. If the problem can still not be solved, please replace the toner cartridge. ● Replace the laser.
 Powder spot	● The toner cartridge is dirty or leaking powder. ● The toner cartridge is damage. ● The paper used has been stored in the air for a prolonged time. ● The paper feed channel is dirty	● Keep the paper in its original wrapper before use. ● Clean the paper feed channel
 Toner shedding	● The paper used has been stored in the air for a prolonged time. ● The machine is dirty inside ● The toner cartridge is damage. ● Internal parts of the machine are damaged	● Keep the paper in its original wrapper before use. ● Clean machine inside.
 The toner dizzy	● The paper used has been stored in the air for a prolonged time. ● The machine is dirty inside ● The toner cartridge is damage. ● Internal parts of the machine are damaged	● Make sure the laser toner cartridge is installed correctly

6.7.2 Scan and Copy

Status	Cause	Recommended Solution
Whole page dark 	● Scan exposure ● Scanning head failure. ● Abnormal scan data cable. ● Data board failure.	● Please inspect scanning cover to make sure the scanning cover is closed completely. ● Replace the scanning head. ● Inspect the scan data cable to ensure its correct connection. Please replace it if it is damaged. ● Replace the data board.
Black vertical lines or stripes. 	● Dirty platen glass. ● Dirty scanning head. ● Scanning head failure. ● Abnormal scan data cable. ● Data board failure.	● Clean the platen glass. ● Clean the scanning head. ● Replace the scanning head. ● Inspect the scan data cable to ensure its correct connection. Please replace it if it is damaged. ● Replace the data board.
Whole white printout	● Scanning head failure. ● Abnormal scan data cable. ● Data board failure.	● Replace the scanning head. ● Inspect the scan data cable to ensure its correct connection. Please replace it if it is damaged. ● Replace the data board.



7. Appendix 1 Circumferences of Rollers of This Equipment

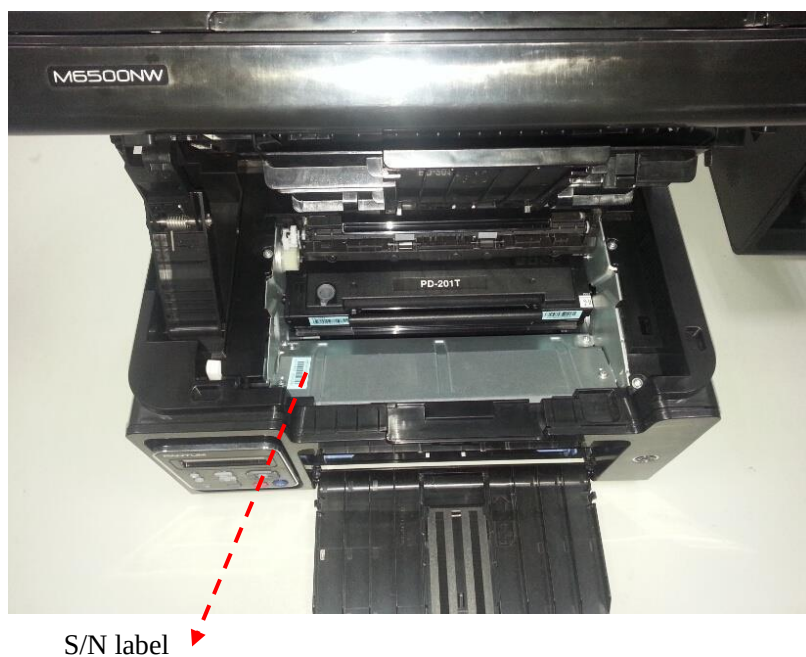
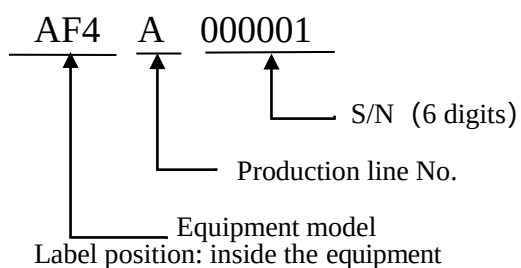
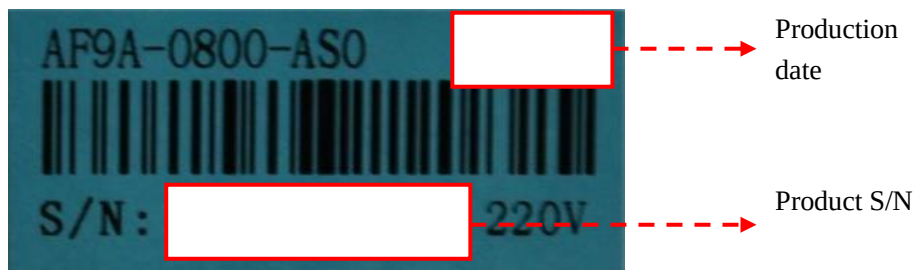
Name	Printout Cycle mm
Transfer roller	45.2
Heating roller	62.3
Pressure roller	75.4
OPC (Organic Photo Conductor)	75.4
Developer roller	35.2
Supply roller	47.5
Primary charge roller	37.7

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.

Terms	Interpretations
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! May
13, 5, 2021