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How to open the scan application software with wired network connection
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Release Object: Service Center

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

Applicable Model: BM5100 series and the other series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE

Written by : Monica	Verified by : Benson	Approved by : YuChen
Date : 17/05/2023	Date : 17/05/2023	Date : 17/05/2023

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I. Problem Description

Once the BM5100FDN/W uses a wired network connection to install the driver, the scanning application software cannot be opened. As shown below:



II. Causes

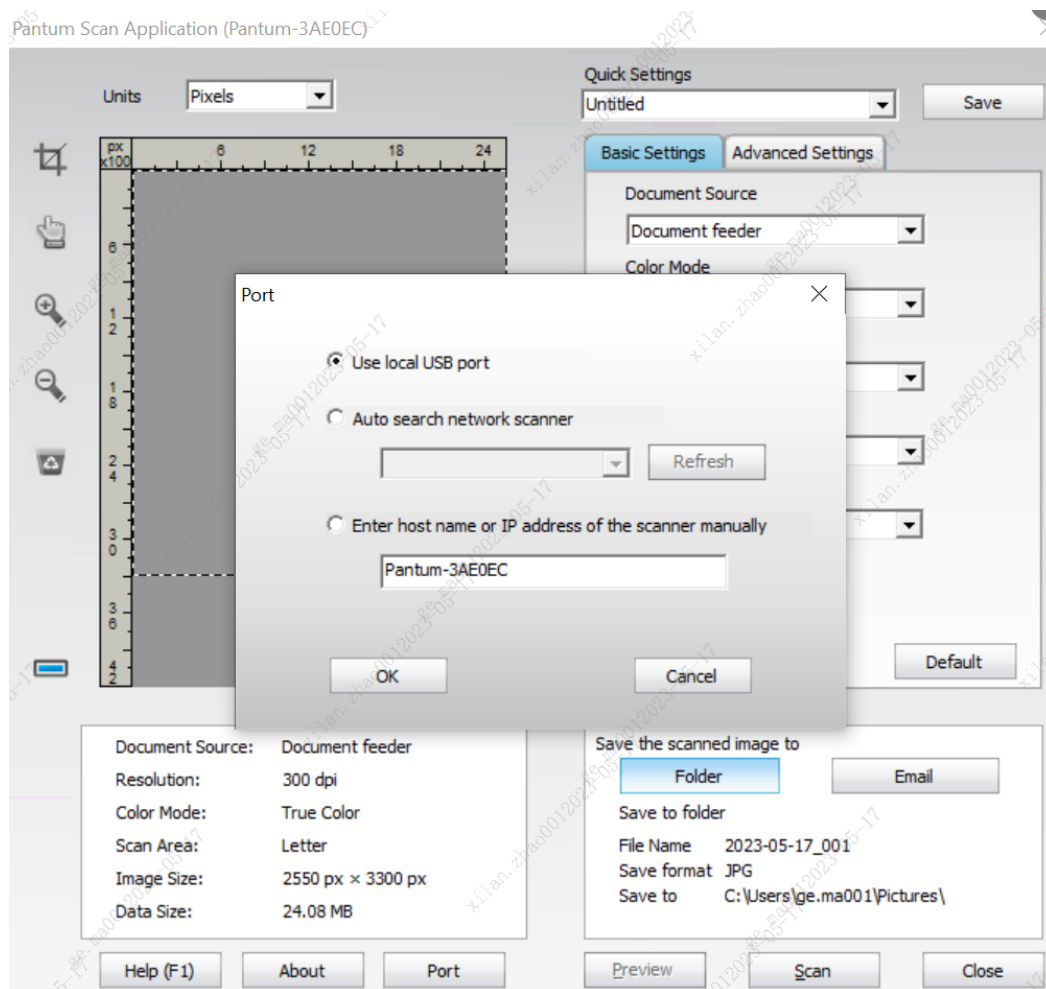
The driver downloaded from the official website is abnormal.

(Pantum BM5100 Series Windows Driver V2_1_26)

III. Solution

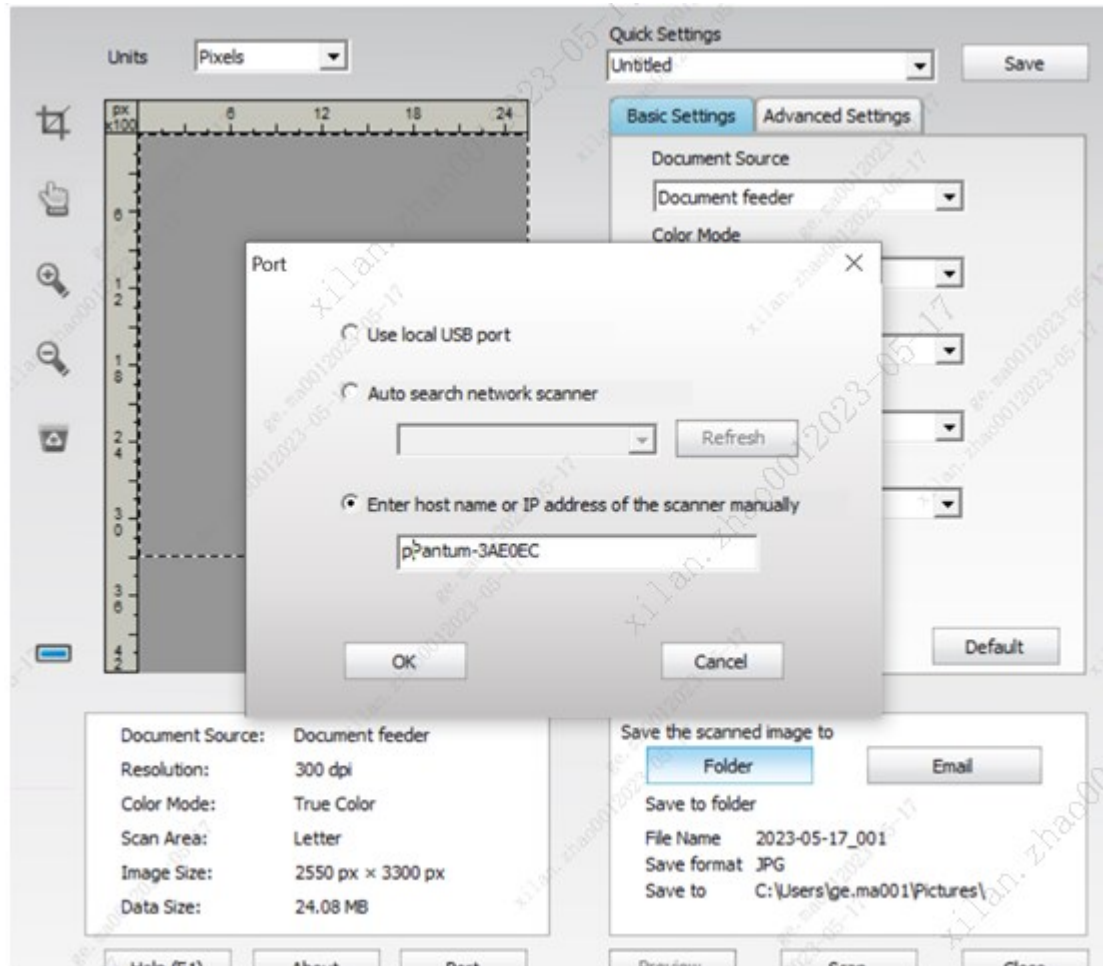
1. Firstly, you can use the USB cable to connect printer with the computer, then try to open the scanning application software.
2. Secondly, you need to choose and click "Use local USB port" as shown below.

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3. Finally, you need to disconnect the USB cable and use the wired network connection again. Then you can reopen the scan management software and click the **enter host name or IP address of the scanner manually** to solve the problem. Please check the picture as shown below:

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A. IV. Remark

1. If you encounter the same problem with other printer models, you can solve it with the above methods.
2. In the coming future, this driver will be updated to solve this problem.