



The New Era for Printing

Technical Service Bulletin	
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How to solve both indicators are on green at the same time and cannot print or connect

Release Object: Service Center

Maintenance Types :

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

Applicable Model: P2200-2500、 M6200-6500、 M6600 series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE

Written by : Benson	Verified by : Benson	Approved by : Herry
Date : 01/10/2021	Date : 01/10/2021	Date : 01/11/2021

PANTUM

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I. Problem Description

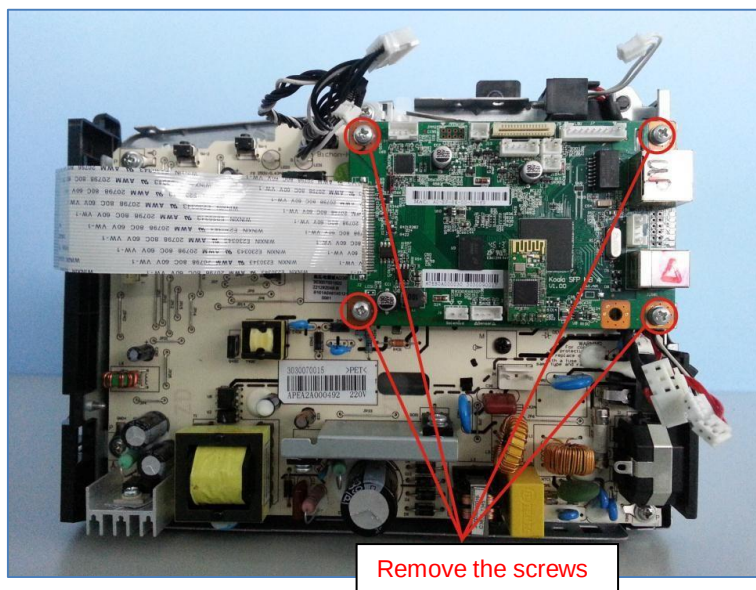
The printer was working normally, but suddenly both indicators were on green at the same time, cannot prewarm and connection

II. Causes

Data board is damaged

III. Solution

1. Power off the printer and wait for more than 3 minutes before turning it on.
2. Unable to connect to check error message, please replace the data board.



IV. Remark