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P2200W/P2500W Serial Printers FAQ:

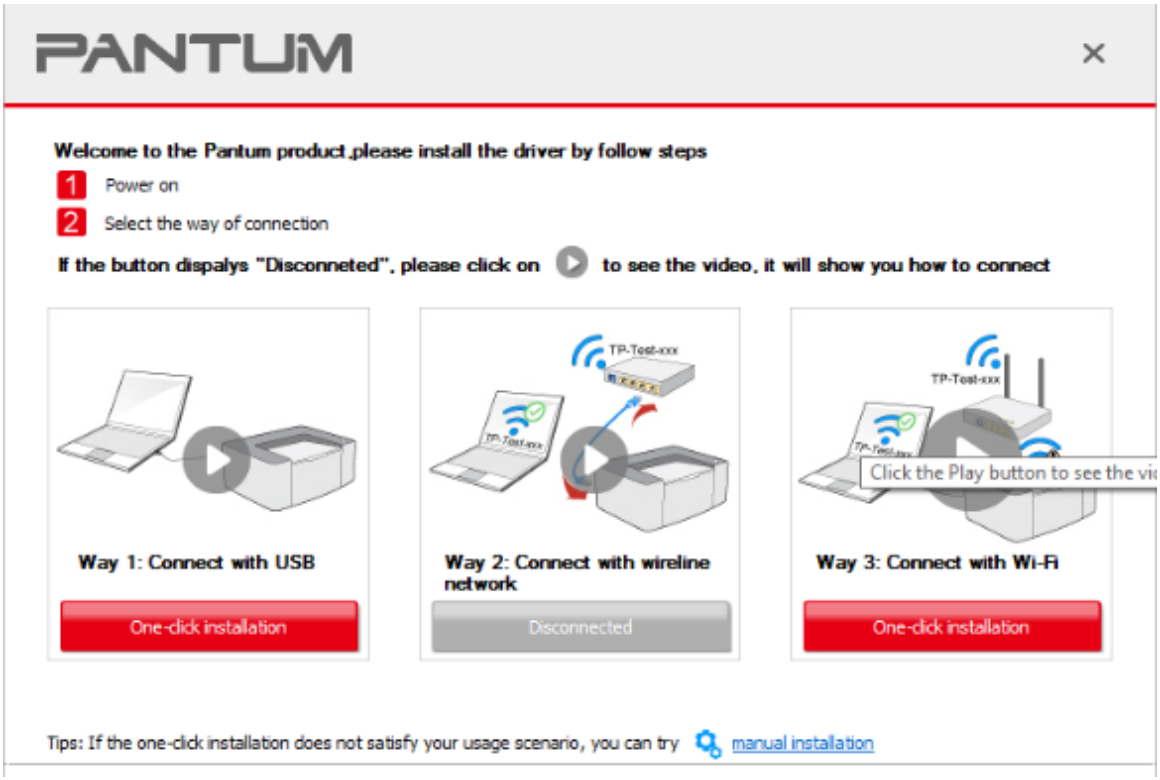
① Installation Issues:

1. How to set up my Pantum P2500W Series Printer to a Wireless Network easily by one click installation? (applicable to Wi-Fi or network models)

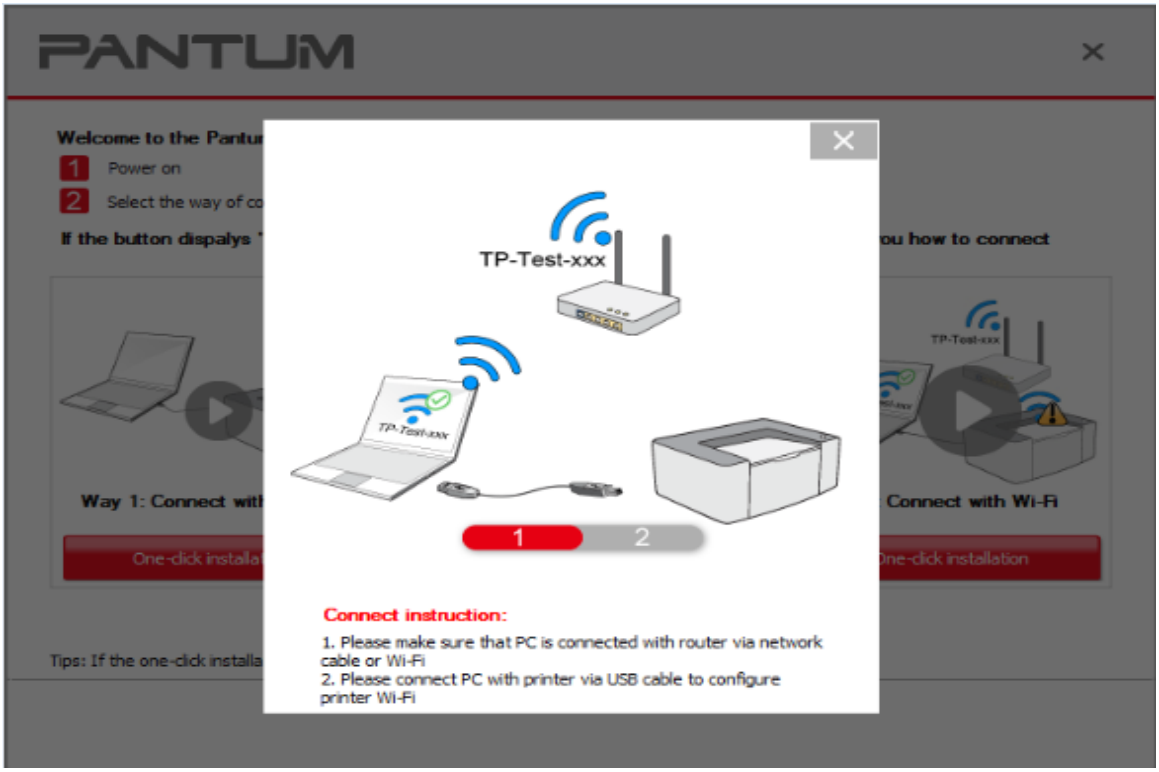
Here is the installation step:

1) Double-click on the Auto run file and then select “I agree” in the agreement.

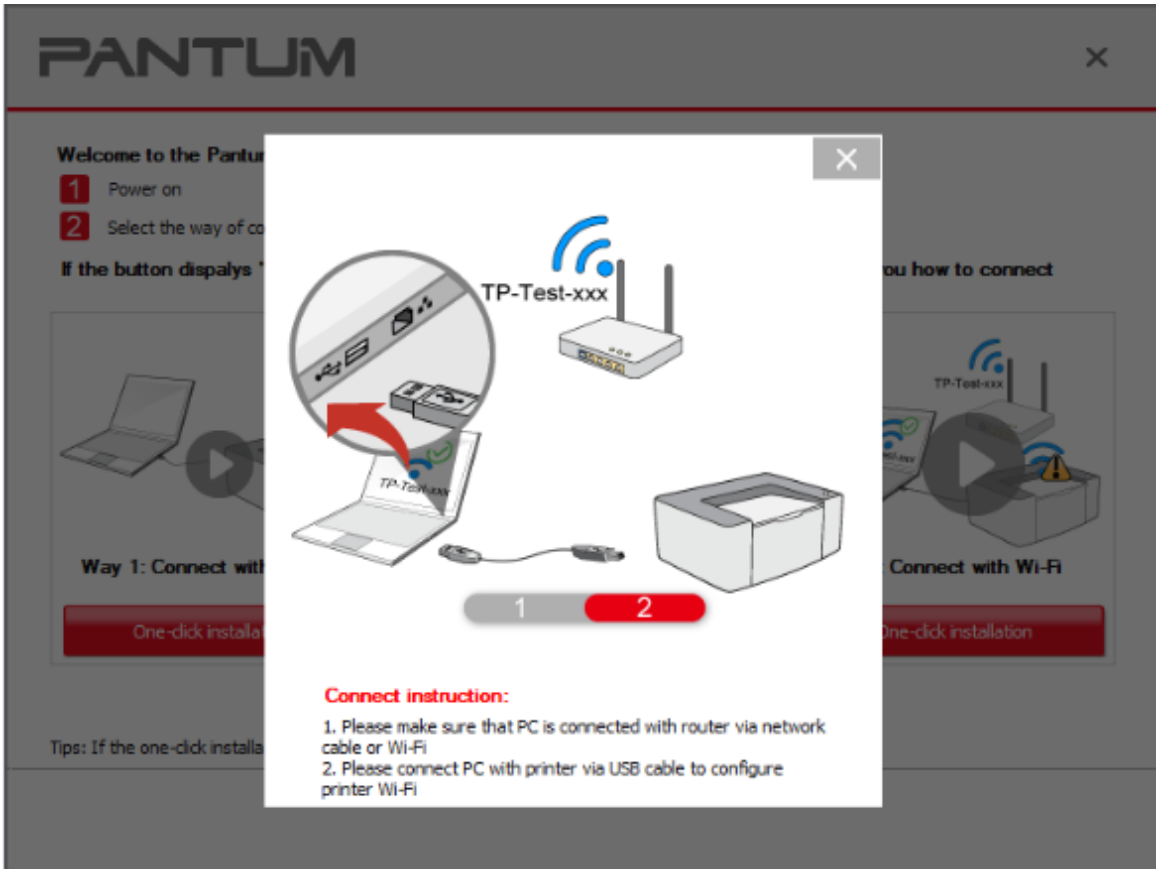
2) Select way 3: “Connect with wifi” and attention to the instructions display in the video.



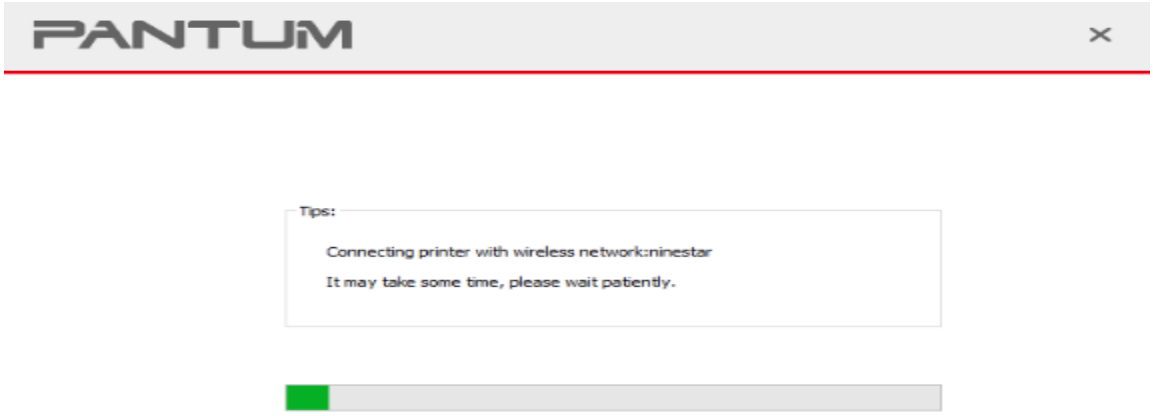
3) Please make sure that pc is connected with router via network cable or wi-Fi

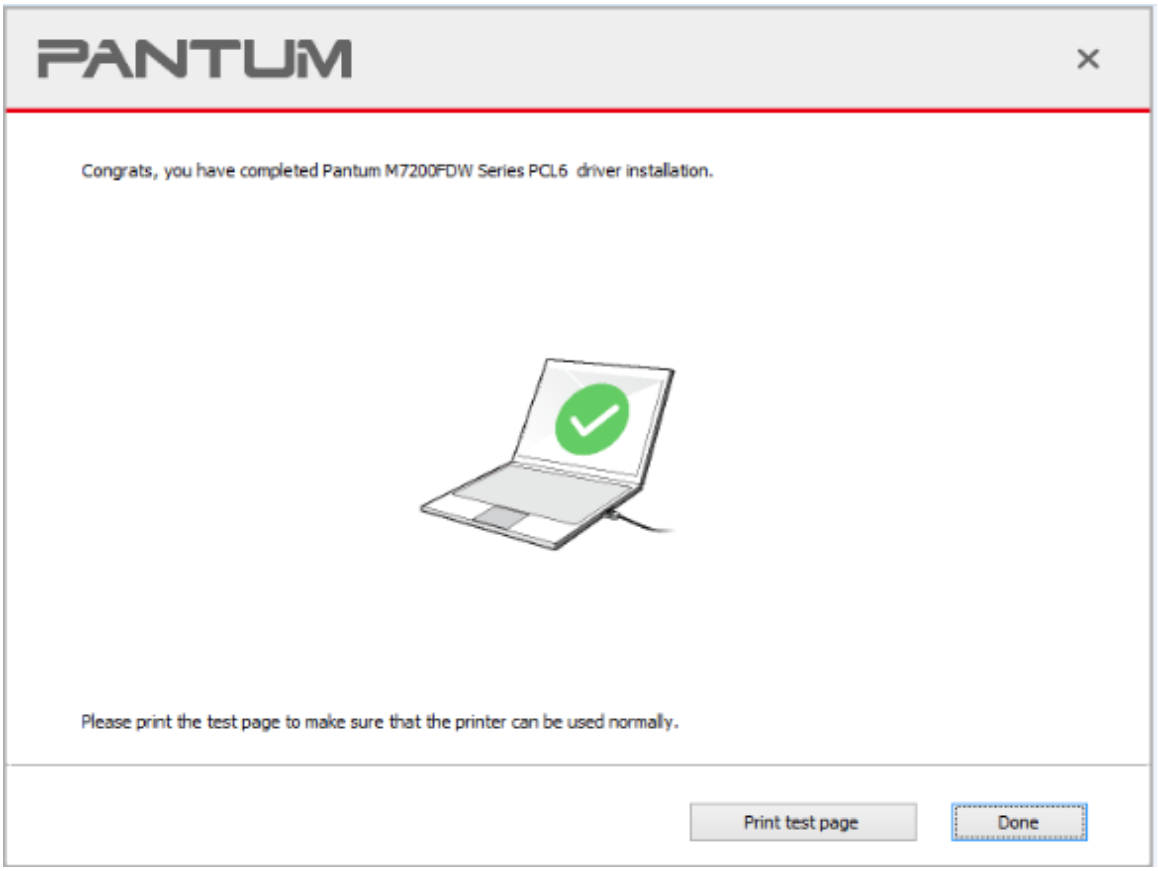


4) Please connect PC with printer via USB cable to configure printer Wi-Fi



5) After installation is finished, “Installation Complete” interface will pop out, you can select to “print test page” or “Done”.



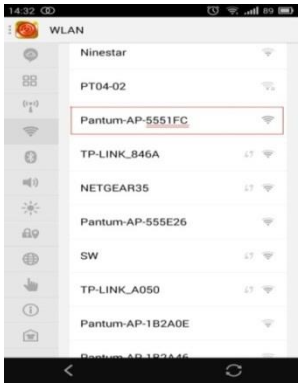


2. How do I setup a password for my WI-FI Connection? (applicable to Wi-Fi models)

Step1: Make sure P2500W printer is power on.

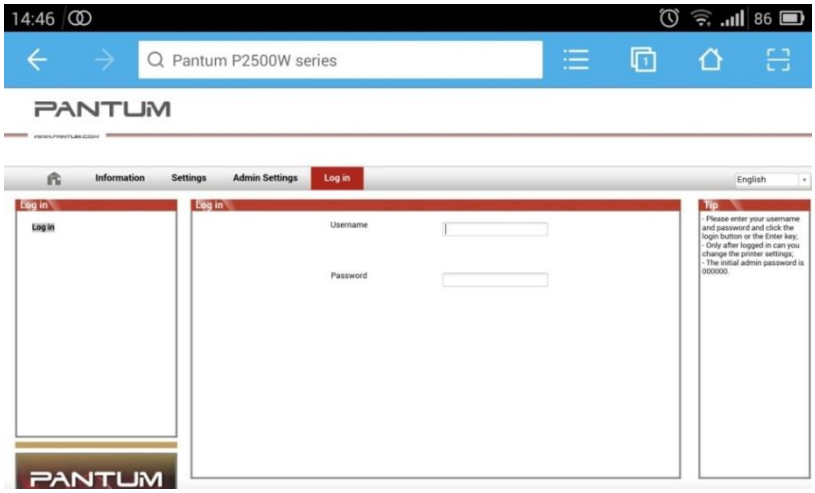
Step2: Connect to Printer AP by mobile phone or PC.

The SSID is start with" Pantum-AP", and follow with number and character string.

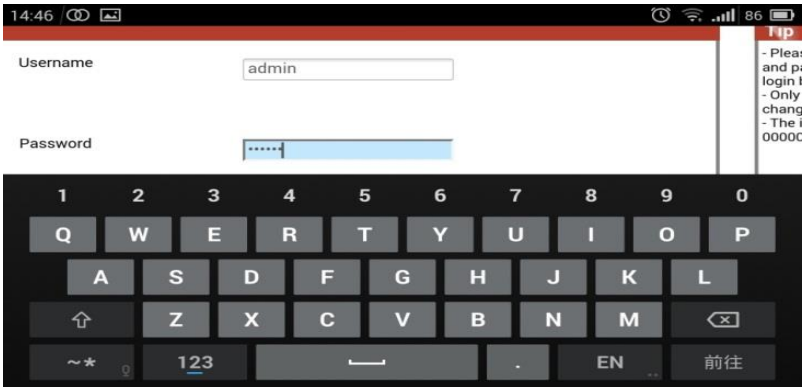


Step3: Visit the Printer Web page via browser, Printer default address is 192.168.223.1

Step4： Enter the printer web page， choose “Log in” Tap.

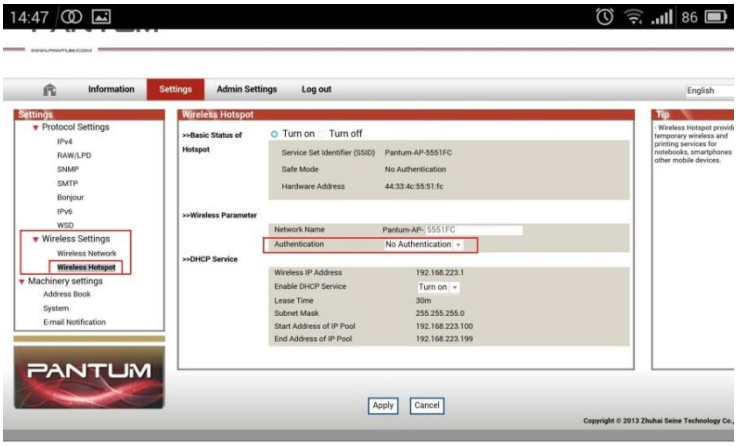


Step5: Input default user name: *admin*, Default password：*000000*. And Login.

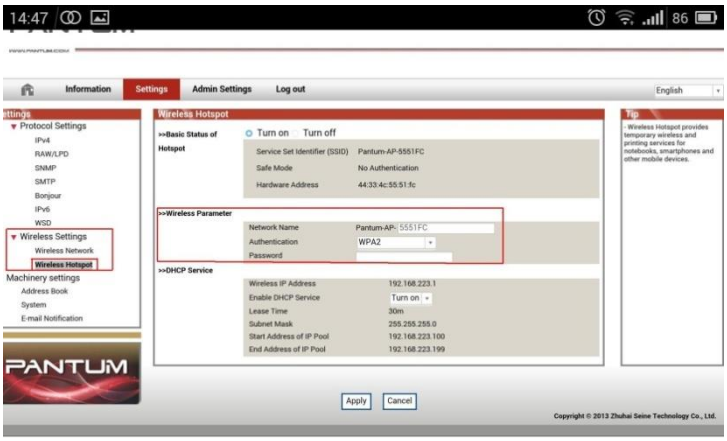


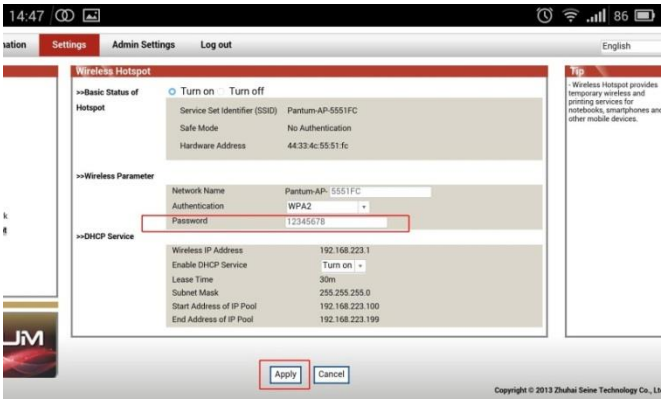
Step6： Select “settings” Tap ➔ wireless settings➔ wireless Hot spot.

Then set wireless Parameter➔ Authentication ➔ either WPA or WPA2.



Step7： Set the password in the tap, then click “apply “.





Step8： Disconnect equipment and printer, when reconnect them, it should input the password as step 7 setting.

Remark

Here is the way to recover factory default setting in case customer forgets the password:

1) Turn off the printer power switch.

2) Press the “cancel / continue” button until the printer turn on and enter standby mode. (It will take 5 seconds with pressing the button)

3. Where can I download the soft wares and drivers for my printer P2500W?

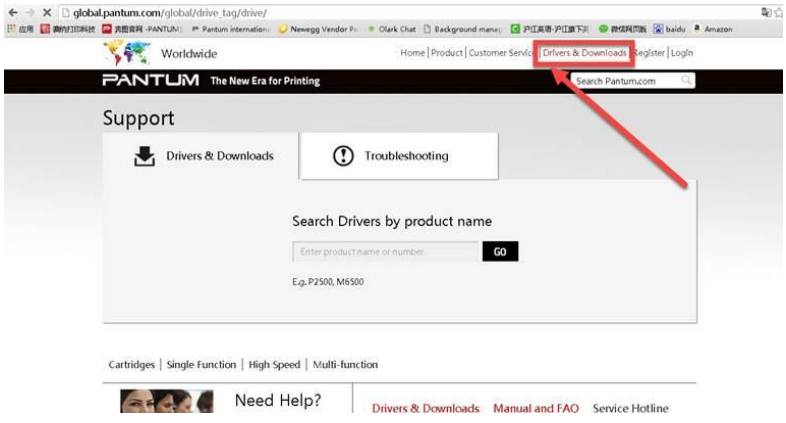
Here is the Download Link:

http://global.pantum.com/global/drive/2500w/

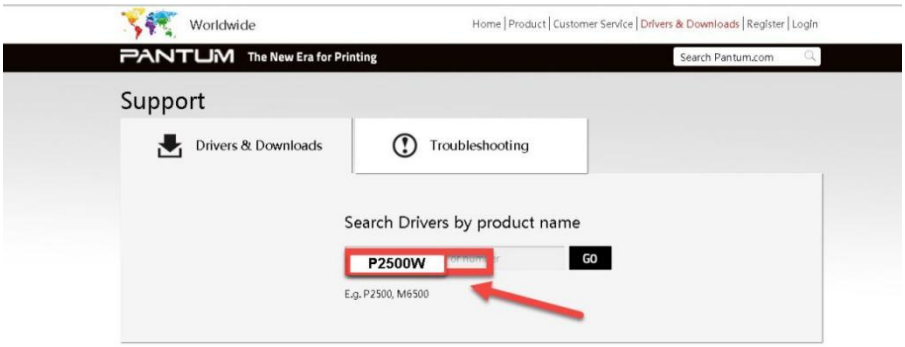
Step1: Please log in our website:

http://global.pantum.com/global/

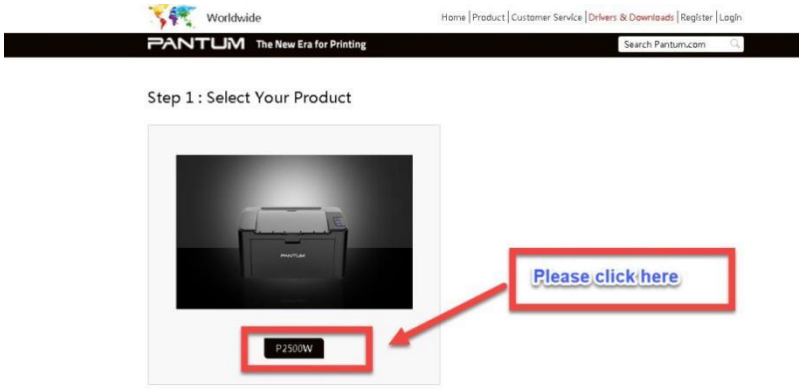
Step2: Please chose “Drivers &Downloads”, the picture will be shown as below:



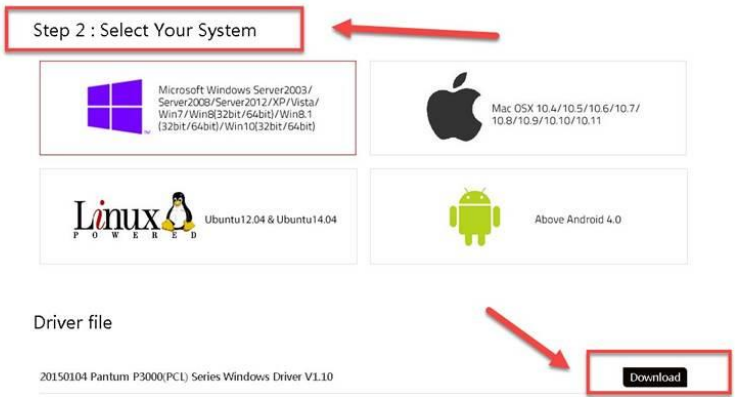
Step3: Please enter your model of your printer in the blank, the picture will be shown as below:



Step4: Please click the P2500W in the below picture:



Step5: At last, please chose your system and “download “at the below of page, it will be done.



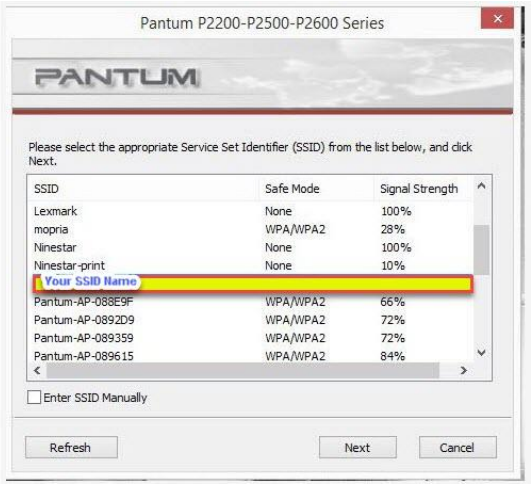
4. How to solve the wireless Connection Failed when it showed "The printer cannot connect to any wireless network with the wireless credentials provided"?

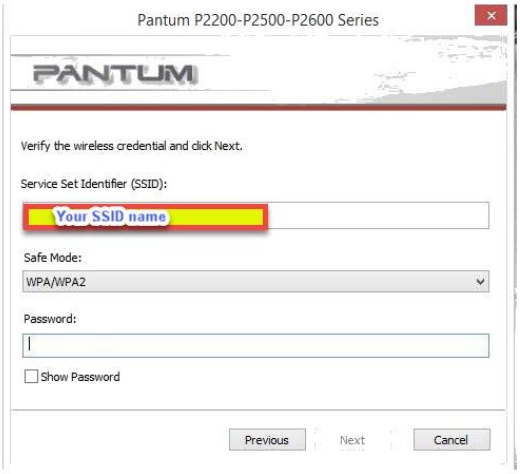
Reason1:

It is inconsistent with the network name, safe mode and password.

Solution:

It needs to enter the corresponding name, mode and password of internet. Please don’t select “Enter SSID Manually” when you install the driver and select the corresponding internet SSID and safe mode. And then please enter your internet password to configure it.





Reason2:

The IP of printer and PC are not under the same router.

Solution:

Please check with your configuration page to confirm the IP address (Press the "continue/cancel" button for 4 seconds, then it can print). And please change your IP address the same with your configuration page

P2500W Series PANTUM

[WiFi Configuration Information] [Page 3]

Basic Information

Wireless Status	:On
Communication Mode	:Basic Connection Mode
Network Name(SSID)	:belkin.f6e
BSSID	:
Authentication Type	:WPA2_PSK

Wireless Hotspot Information

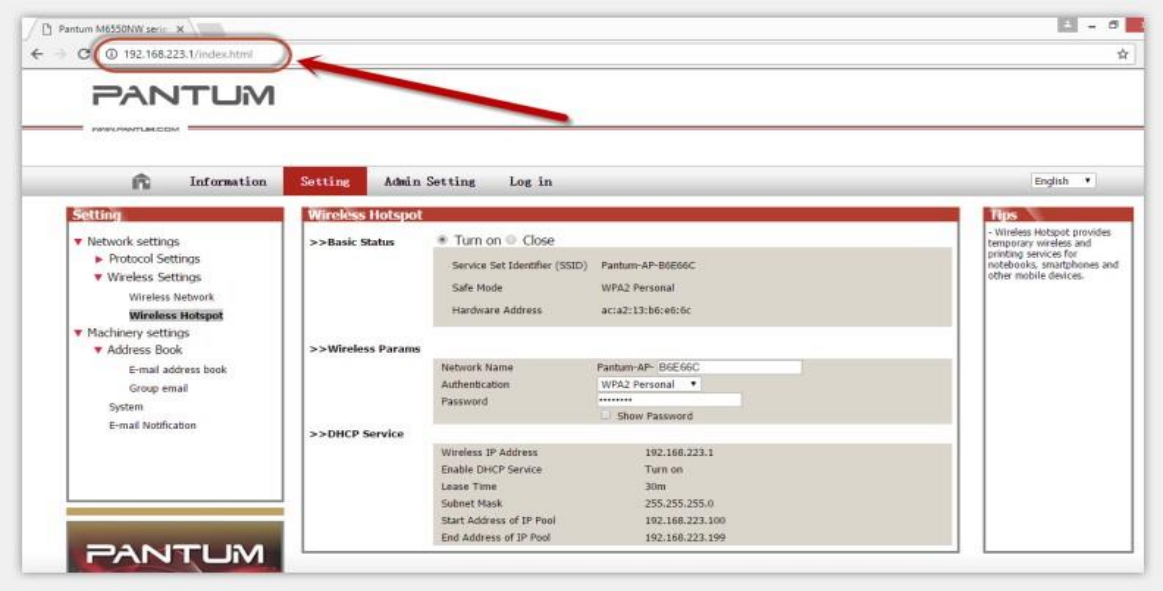
Wireless	:On
SSID	:Pantum-AP-55511A
Hotsopt IP Address	:192.168.223.1
Subnet Mask	:255.255.255.0
DHCP Service Status	:On
Starting Address for IP Address Pool	:192.168.223.100
Ending Address for IP Address Pool	:192.168.223.199
Lease Time	:30m
Primary DNS Server Address	:192.168.223.1
Secondary DNS Server Address	:0.0.0.0
Authentication Type	:None

5. What's the WIFI default password of printer's wireless hotspot?

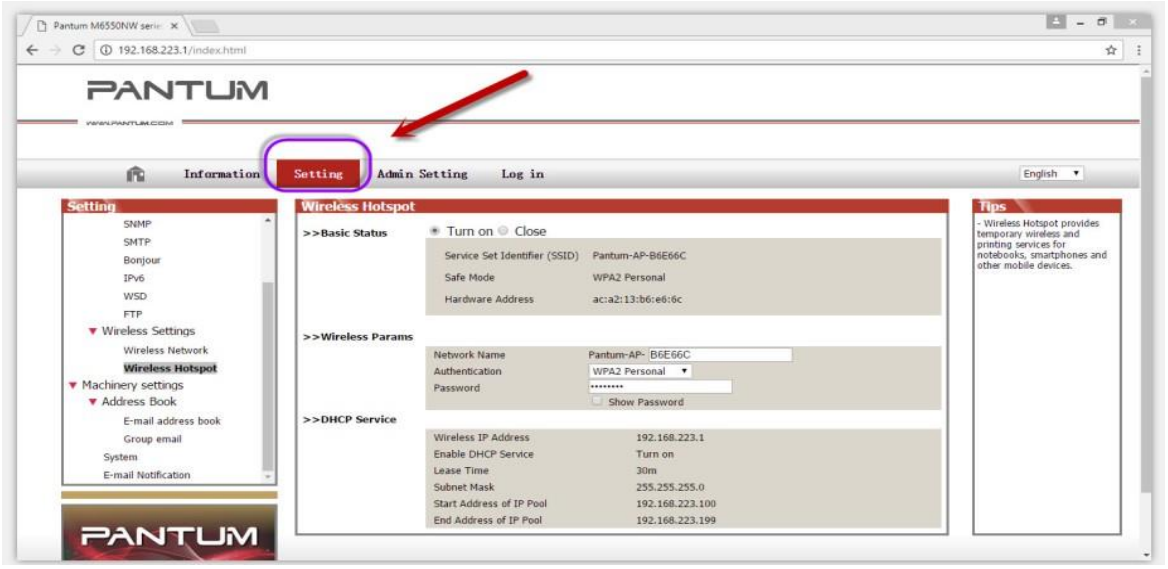
The WIFI default password is "12345678"

6. How to Close WIFI Hotpot Setting?

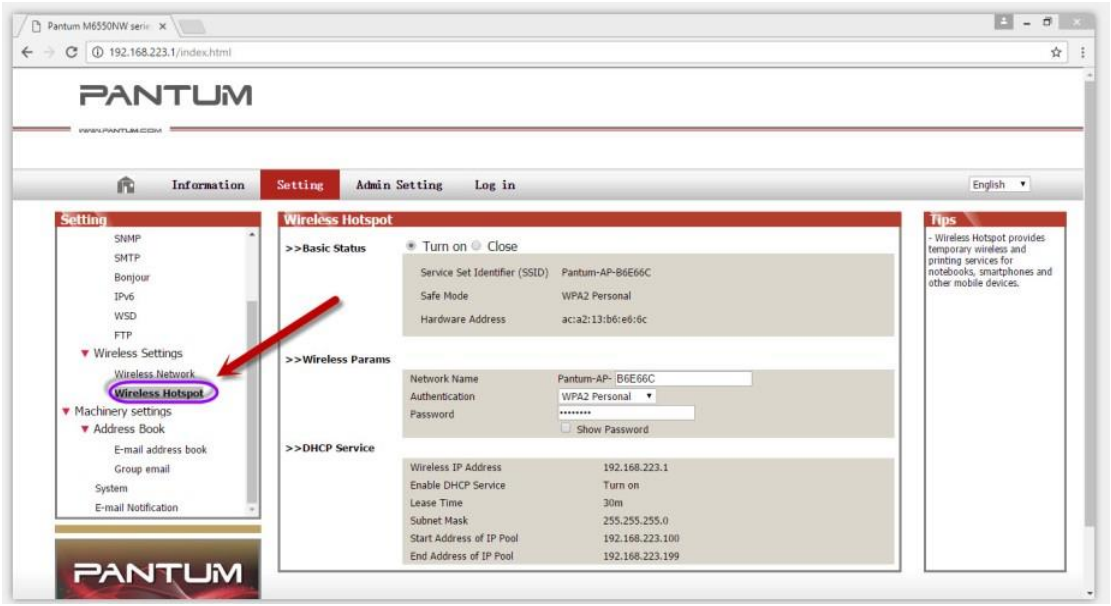
Step1: Log in the IP addresses 192.168.223.1 when your WIFI is connected to the printer.



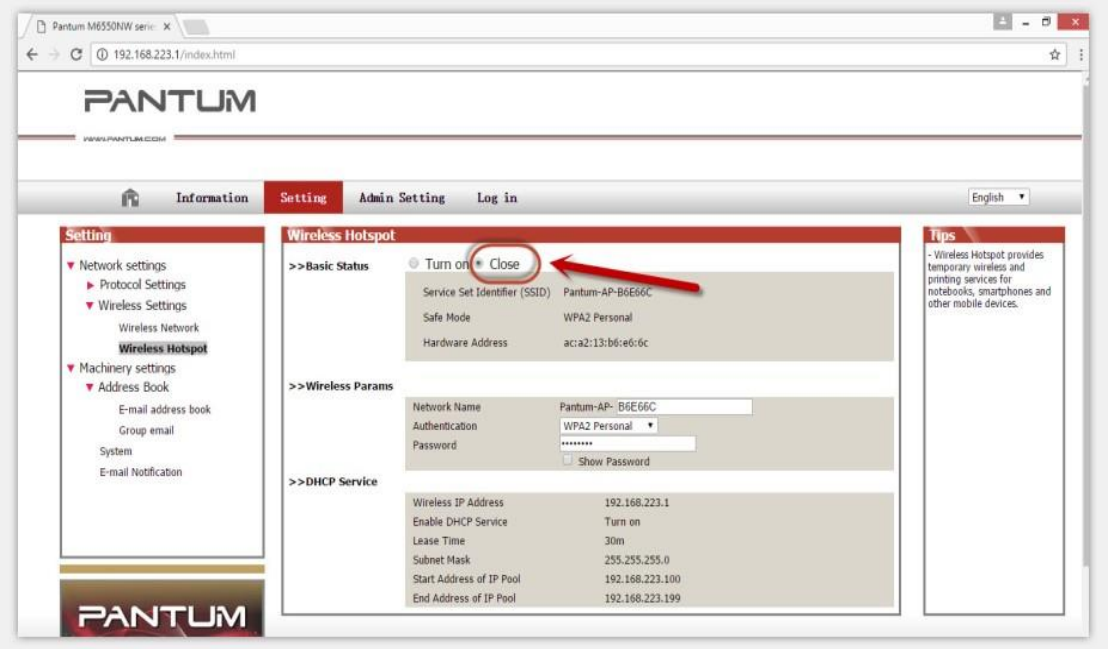
Step2: Chose "Setting" in the below picture



Step3: Chose “wireless Hotpot” at the left column.



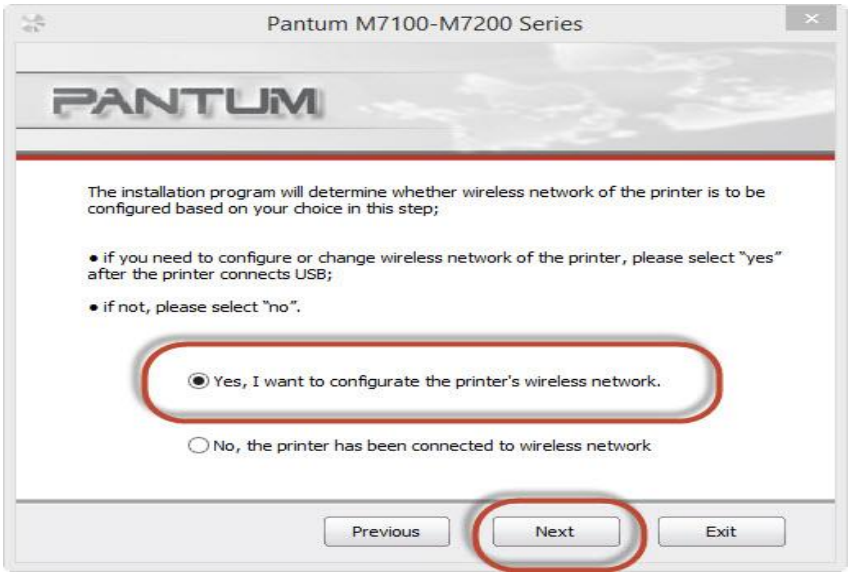
Step4: Chose “Close” to apply and it will be done.



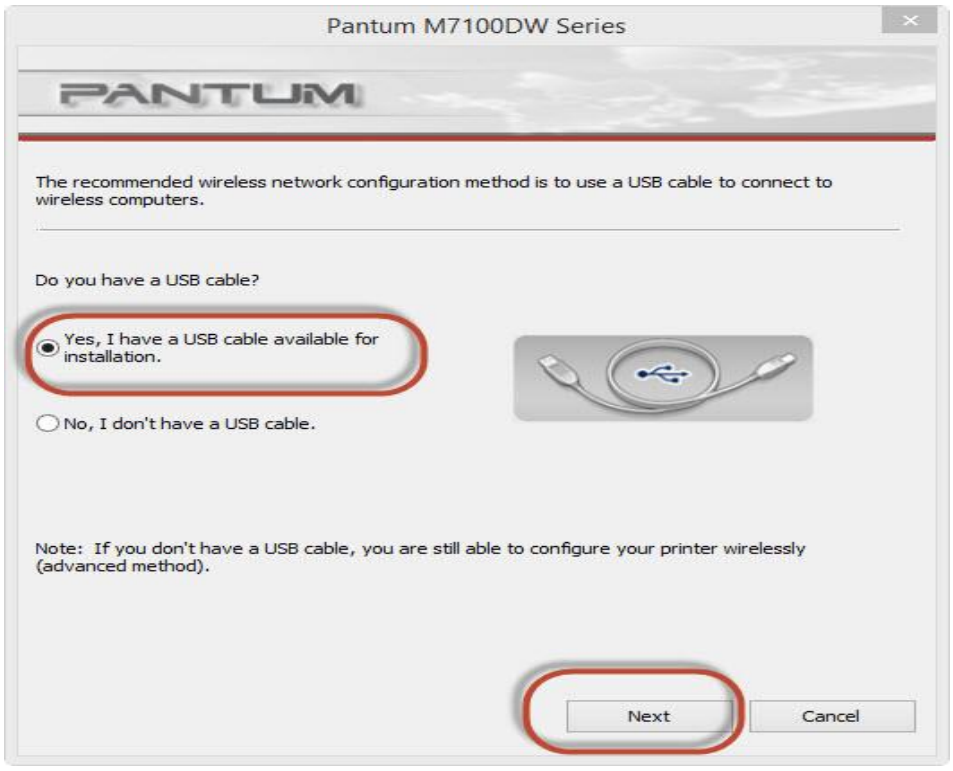
7. How to install the Printer with hostname?

Step1: Select ” Wireless network connection.” at the first step.

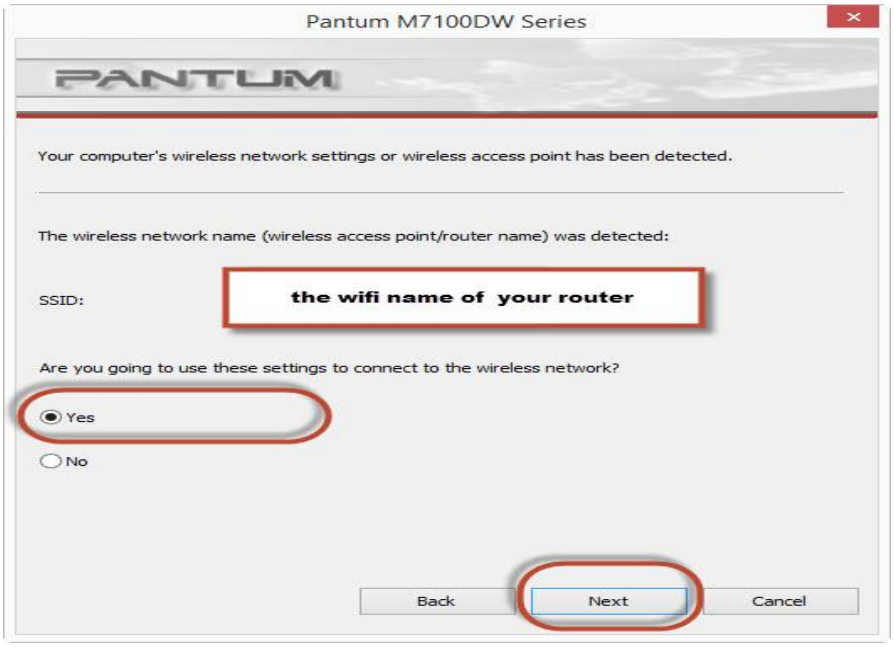
Step2: Select below option and click “next”.



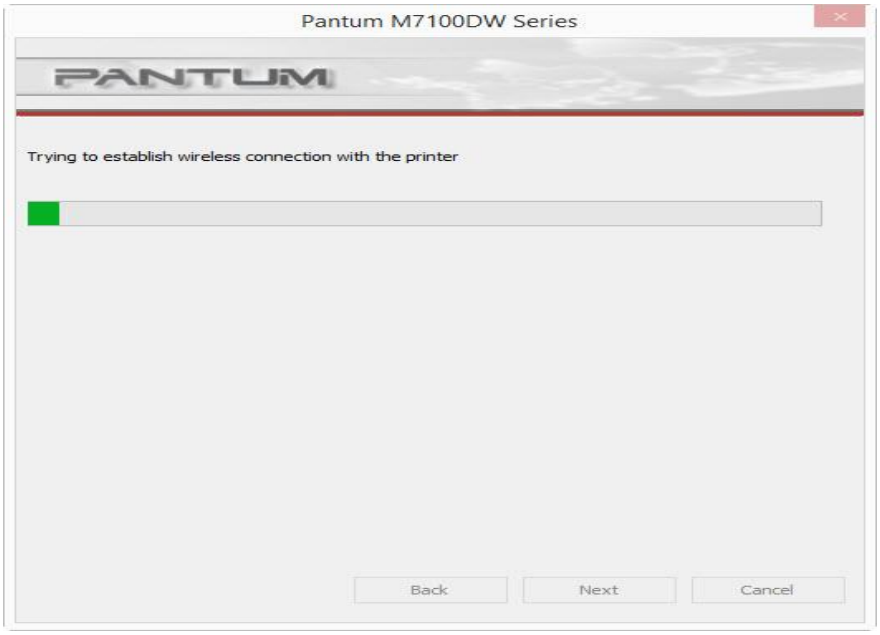
Step3: Select below option and click “next”.



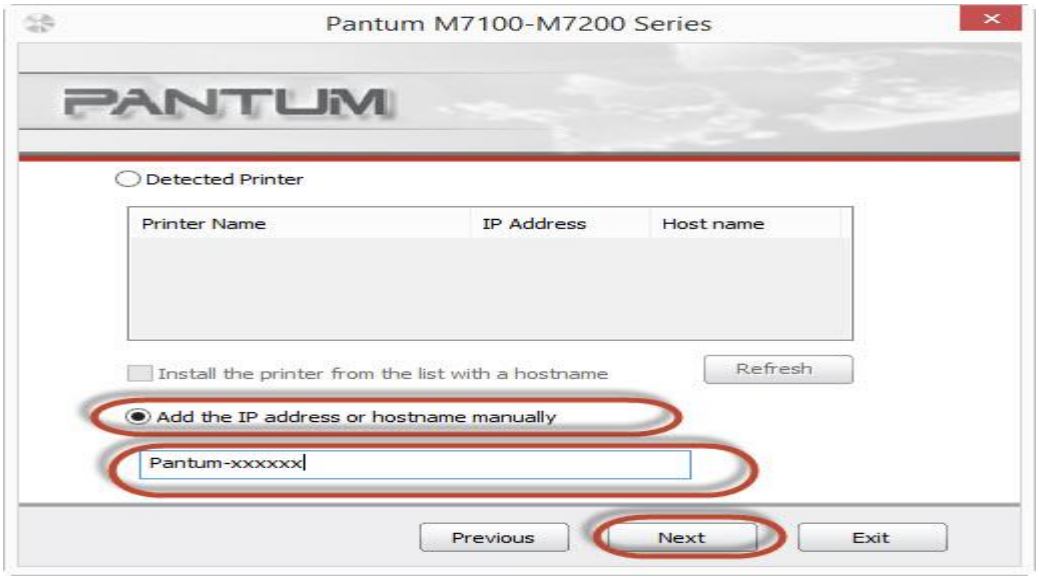
Step4: Select the WIFI name of your router and click next



Step5: Click “Next’ after established the wireless connection.

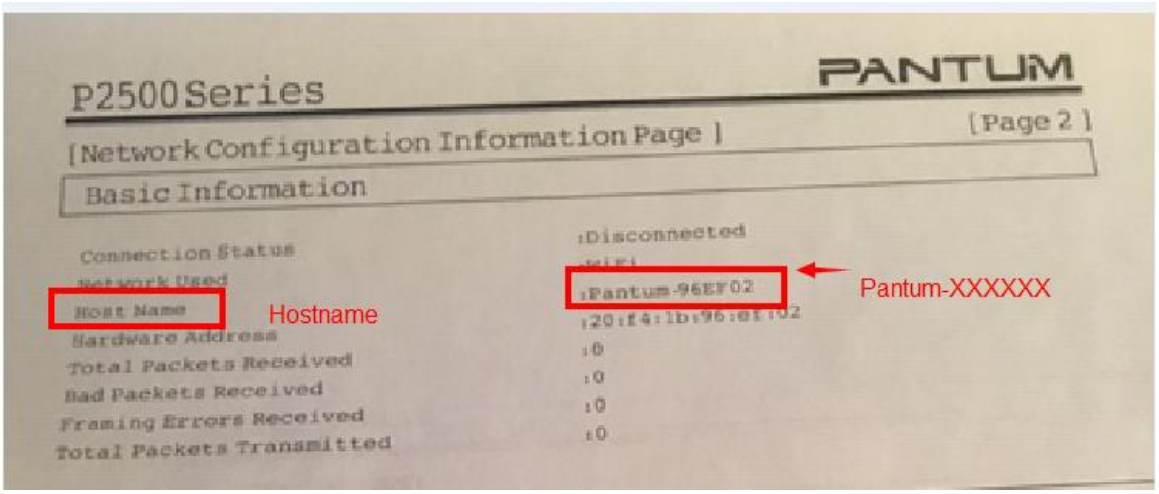


Step6: Select” Add the IP address or hostname manually” and enter your hostname (for hostname please check with note)

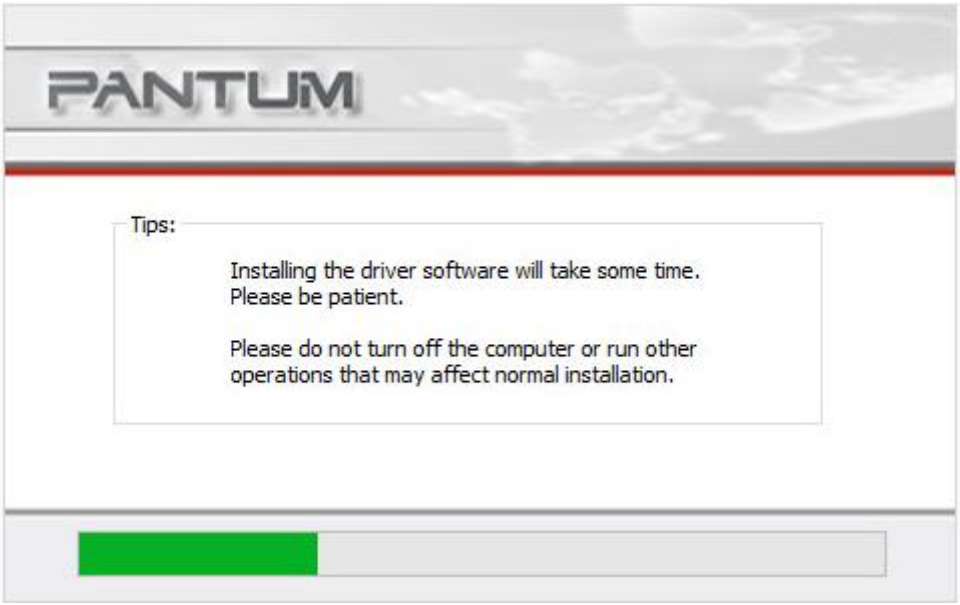


How to check your hostname of printer?

Please print the network configuration page from printer and then you will see it as below :



Step7: it will be done after several minutes.



8. Where can I check the Hotspot IP address?

Please check it on the WIFI configuration information page as below:

9. When I connect the printer with PC by WI-FI, Why it need more than 5 minutes from I send the order until it finally print out?

Step1: Reset the printer

a) Turn off the printer power switch.

b) Press the “cancel / continue” button until the printer turn on and enter standby mode. (It will take 5 seconds with pressing the button)

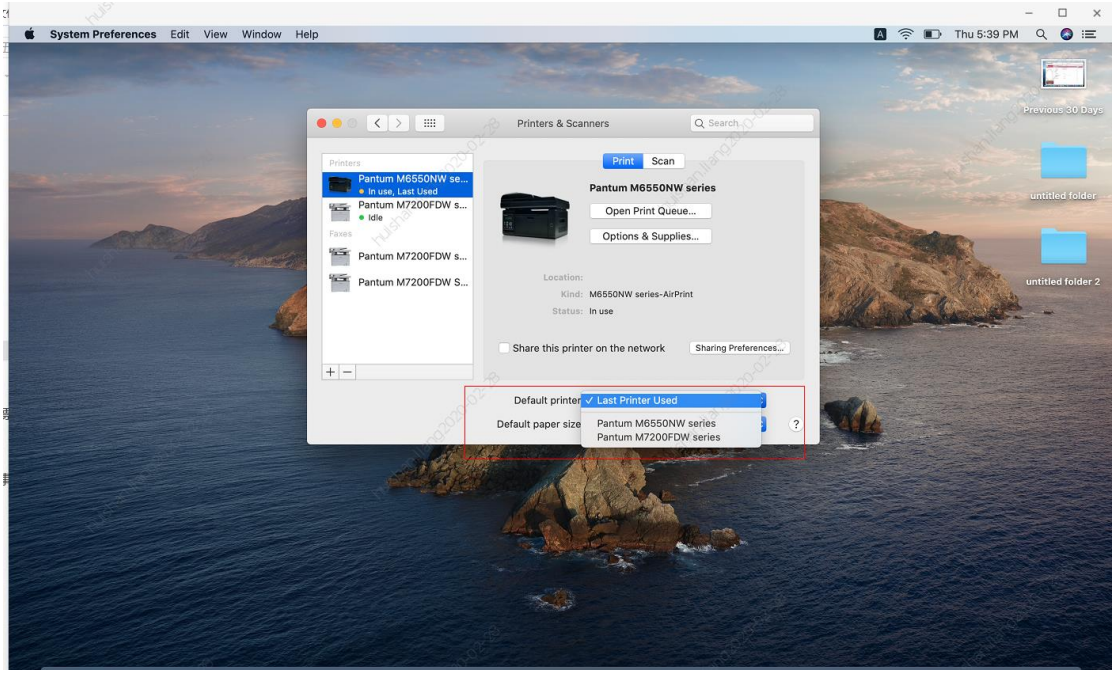
Step2: Re-install the driver again.

10. How to connect the printer under Mac system with cable Setting Guide?

Step1: Connect your printer and your laptop with a USB cable.

Step2: Click the “System Preferences”-“Pinter & Scanners”

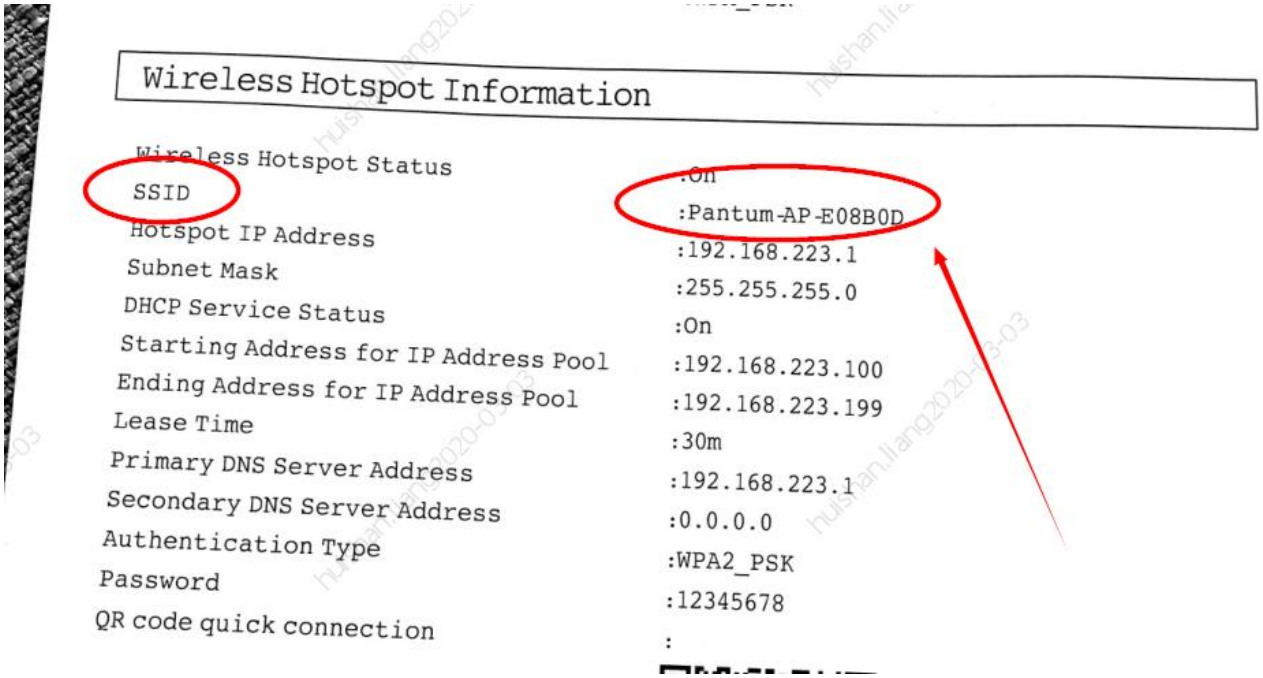
Step3: Make sure the printer you need to use is the Default printer.



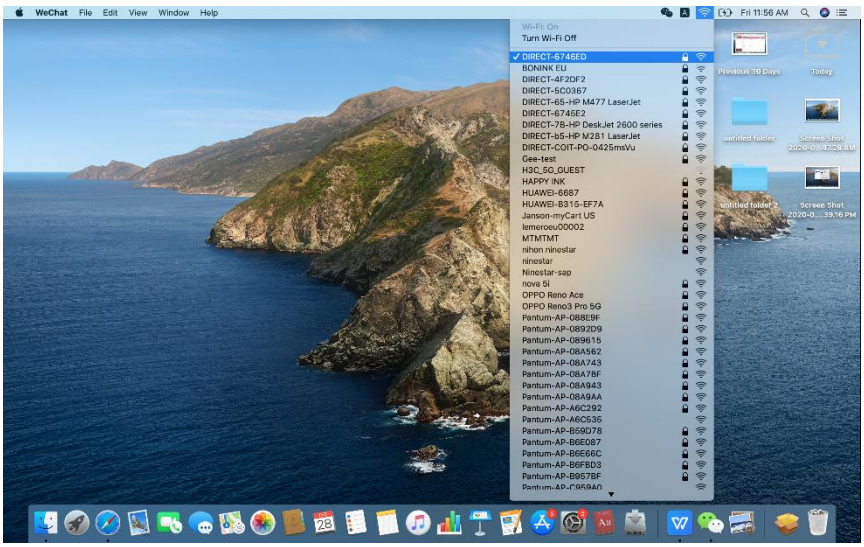
Step4: Select the document and start to print

11. How to print wirelessly with Mac- WIFI Direct via P2500W series printer?

Step 1: Print WiFi Configuration Information Pages , Press the "continue/cancel" button for 4 seconds , checking the Device Name in the NCI.

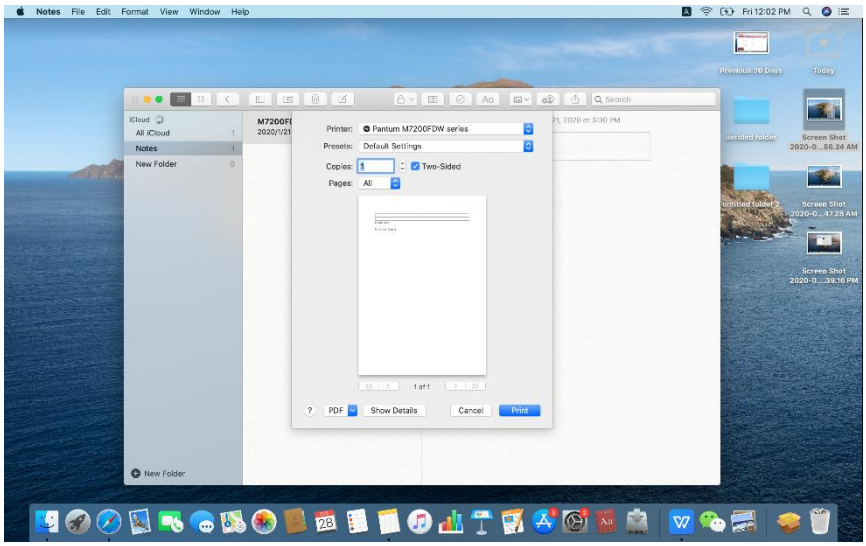


Step 2: According the SSID Name, connect your Laptop with this WIFI.



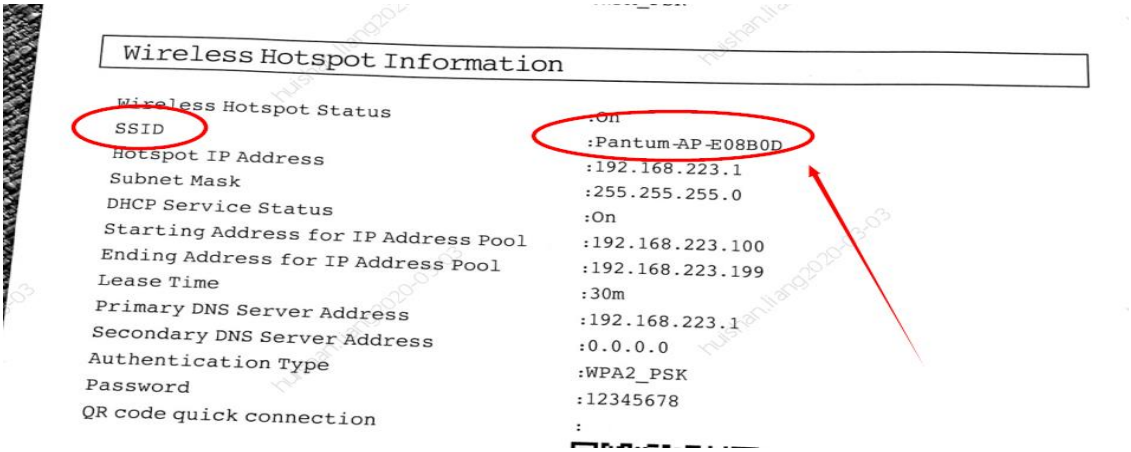
Step 3: Select the document you want to print and click" Command" +"P" Button.

Step 4: Setting the Print parameter then click "Print" and finished.

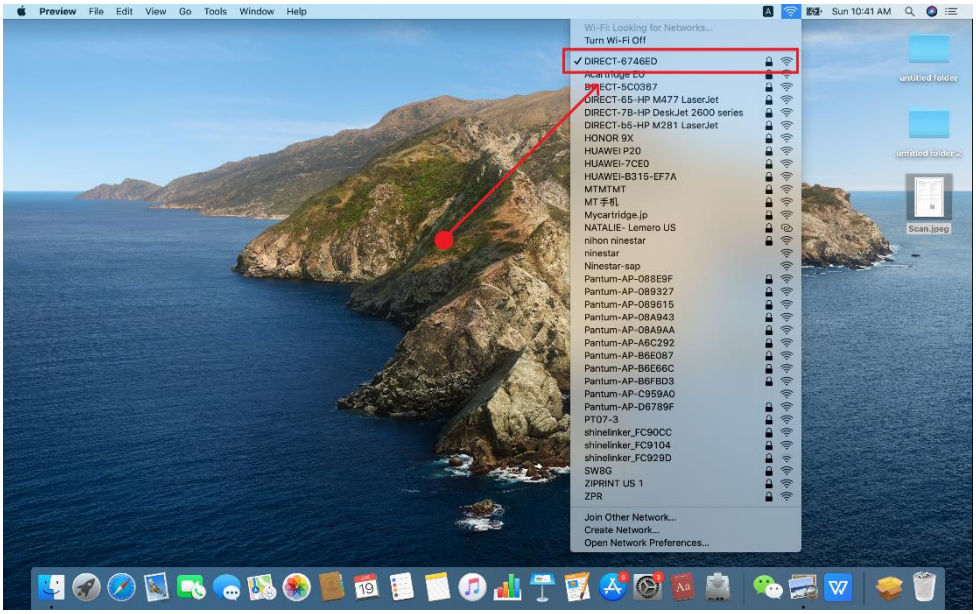


12. How to print wirelessly with Mac- Under same Network Environment?

Step 1: Print WiFi Configuration Information Pages , Press the "continue/cancel" button for 4 seconds

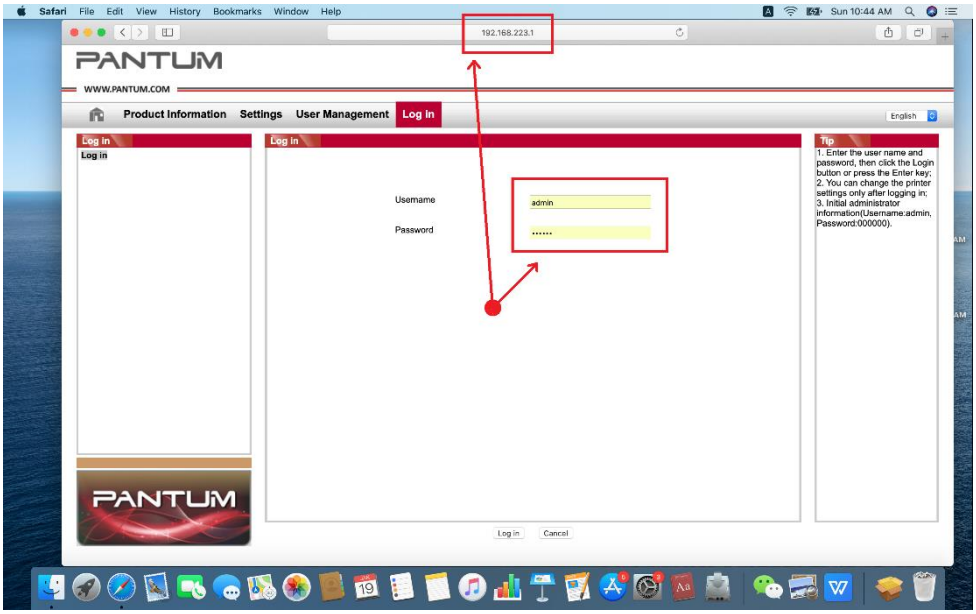


Step 2: According to the 'Device Name' from Step 1, connect the Laptop to this WIFI.

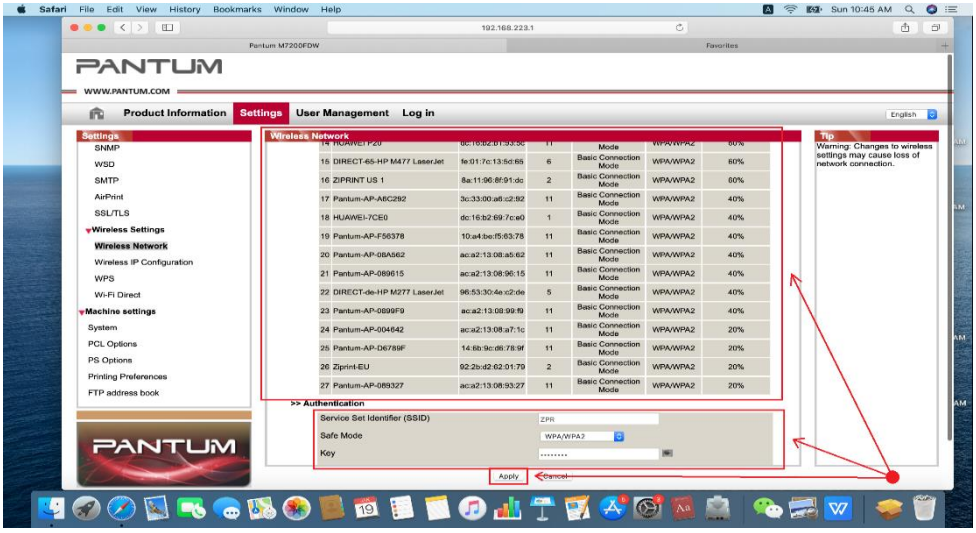


Step 3: Open the Safari or others browser.

Step 4: Input the IP Address in the Bar, according the Step 1, and Login in (The default account is: admin and the default password is: 000000).



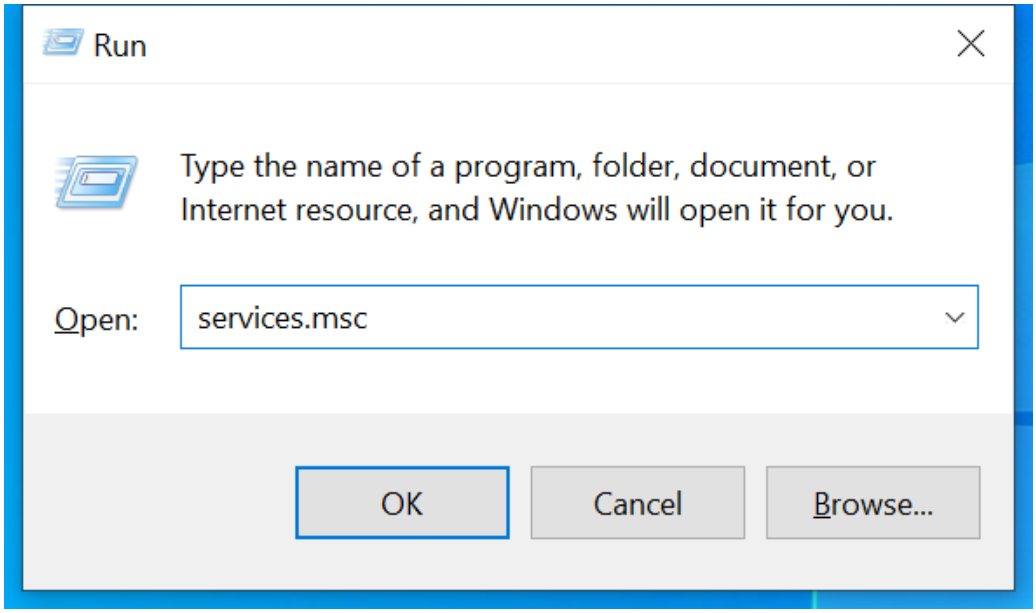
Step 5: Select the WIFI you want to connect, input the Password, and click 'Apply'.



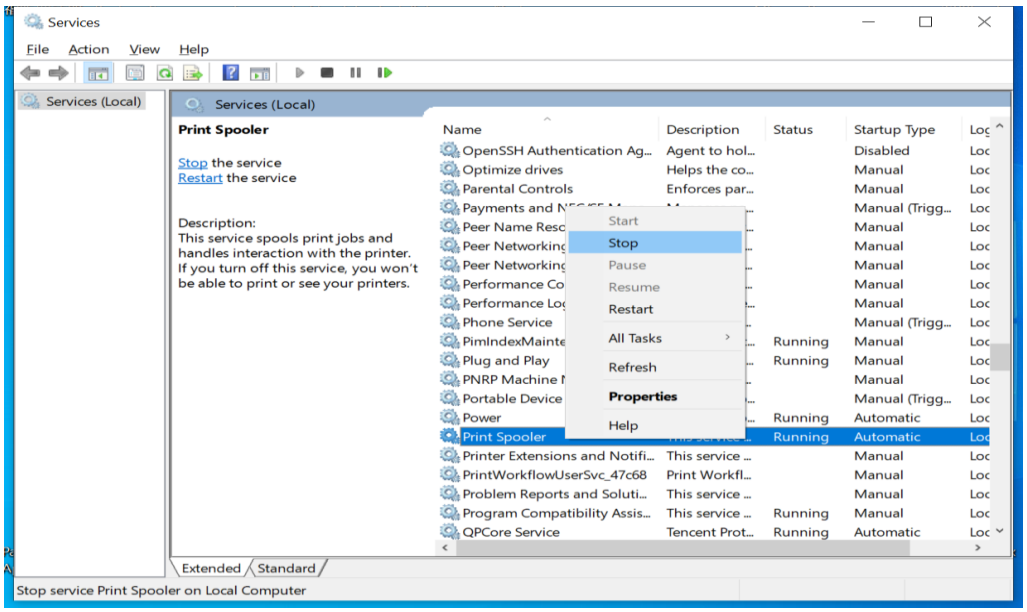
Step 6: Connect your laptop to the WIFI which the printer have connect, and finished printing.

13. How to delete the driver in using?

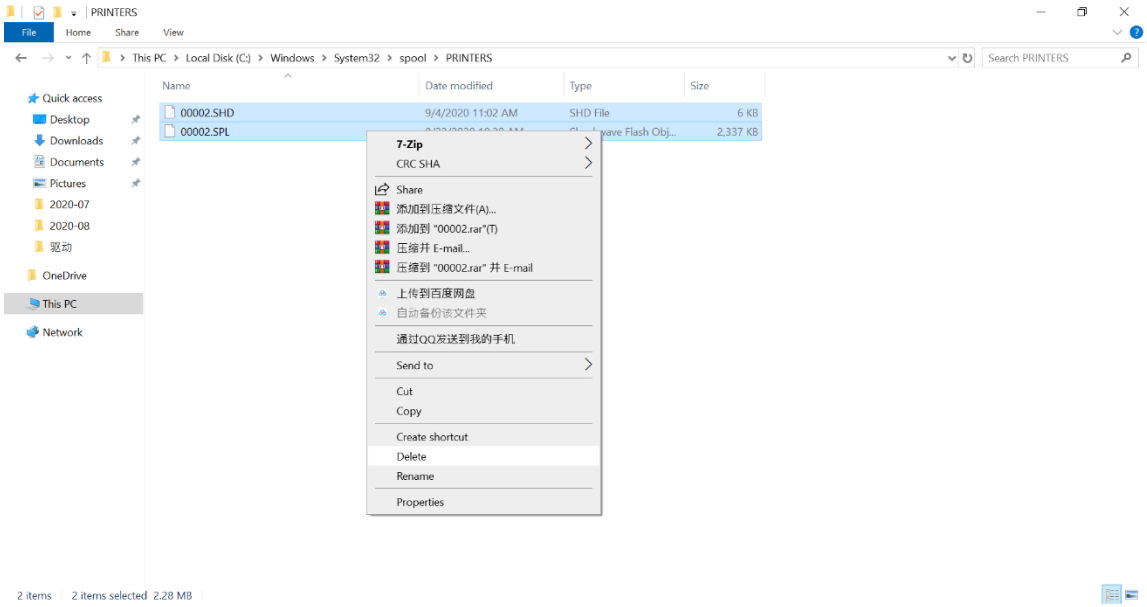
Step1: Press the "Win+R" combination key on the keyboard to open [Run], enter: services.msc in the run box and click [OK] to open the service



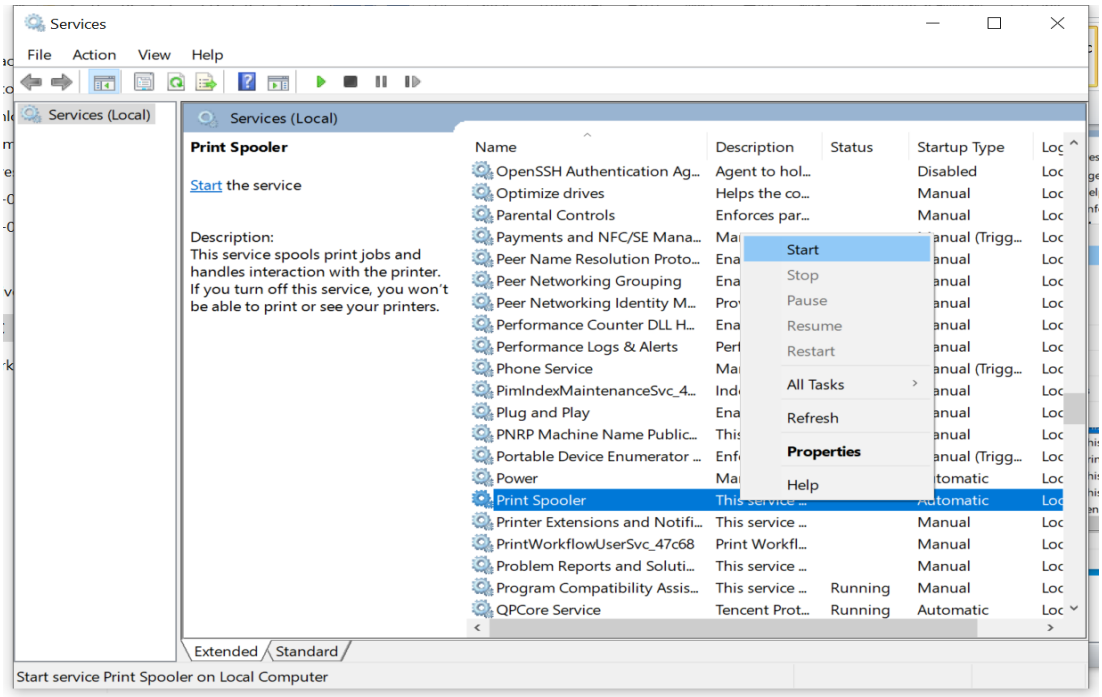
Step2: Find the "prints pooler" service in the service interface, right-click and select "stop"



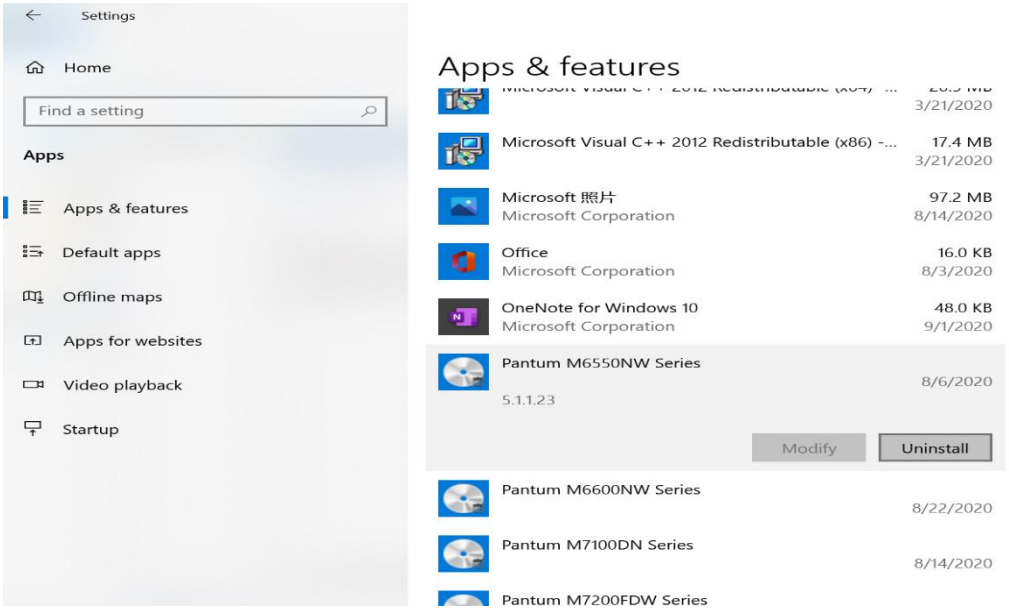
Step3： Turn on the computer, open the “、C:\Windows\System32\spool\PRINTERS directory in turn, and delete all files ”inside;



Step4： Switch back to the “prints pooler” service interface, restart the "prints pooler" service and click [OK];



Step5： Click [Start Menu]-[Settings]-[Apps]. Click the "Driver" tab and click "Delete" below to delete it successfully.


Settings
Home
Find a setting
Apps
Apps & features
Default apps
Offline maps
Apps for websites
Video playback
Startup
Apps & features
3/21/2020
Microsoft Visual C++ 2012 Redistributable (x86) -...
17.4 MB
3/21/2020
Microsoft 照片
Microsoft Corporation
97.2 MB
8/14/2020
Office
Microsoft Corporation
16.0 KB
8/3/2020
OneNote for Windows 10
Microsoft Corporation
48.0 KB
9/1/2020
Pantum M6550NW Series
8/6/2020
5.1.1.23
Modify
Uninstall
Pantum M6600NW Series
8/22/2020
Pantum M7100DN Series
8/14/2020
Pantum M7200FDW Series

14. How to install the driver in Linux Ubuntu system

Step1: Choose Copy the CD's driver installation package to the local disk or download the driver from our website:

https://global.pantum.com/global/drive_tag/drive/

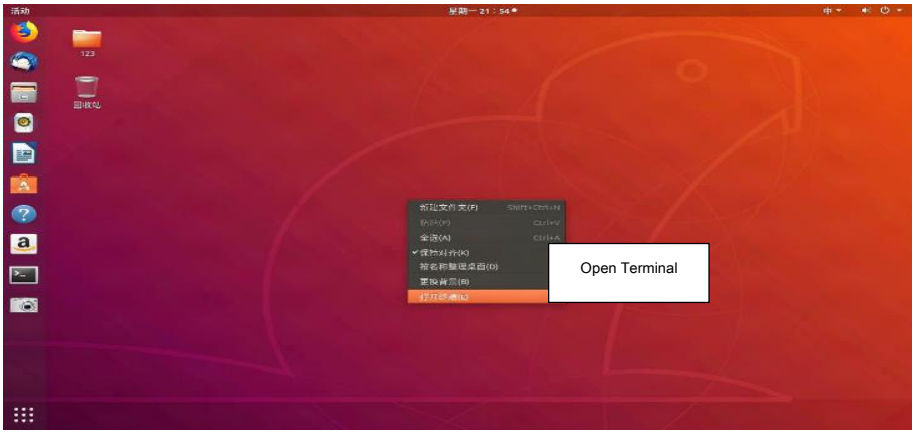
Step2: Open the Terminal command line tool and enter the local disk.

There are two ways to open the terminal:

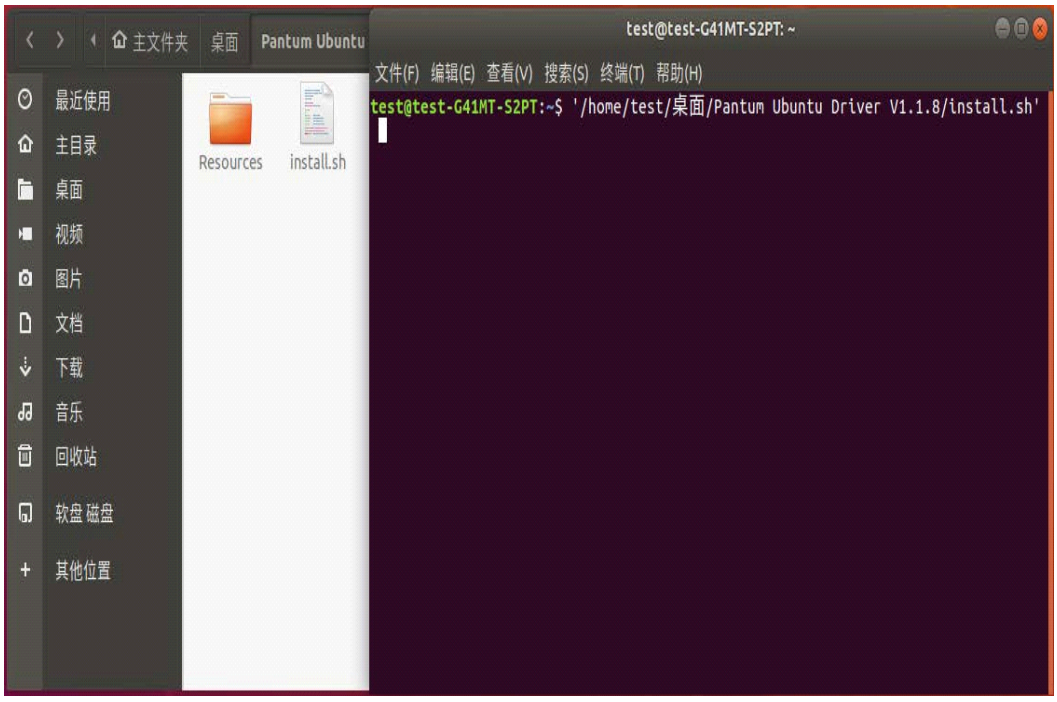
Method 1: Click "Show Application" in the lower left corner of the screen and select

Method 2: Right click on the local disk folder and click "Open Terminal".

Method 2: Right click on the local disk folder and click "Open Terminal".



Step3: Open the driver installation package, drag "install.sh" file to "terminal", and press enter to execute.



Step4: Open the driver installation package, drag "install.sh" file to "terminal", and press enter to execute.

Step5: Read and agree to the license Agreement and click "Install".

Step6: Enter the password in the authentication interface, and click "Authentication"

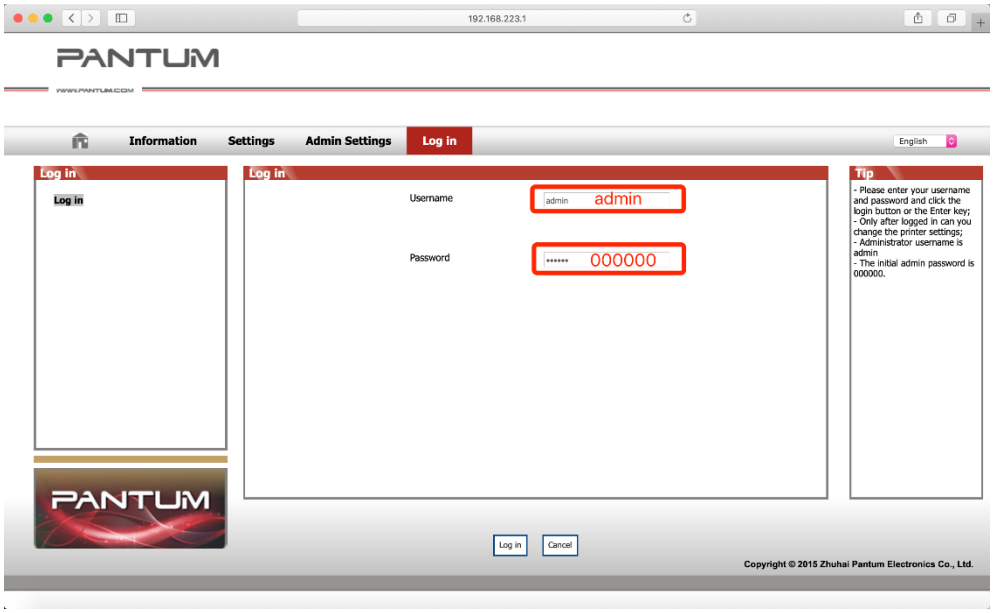
Step7: The system starts to install the driver. The installation process may take several minutes.

Step8: After completion of installation, the "Installation is complete" interface pops up and click "Complete".

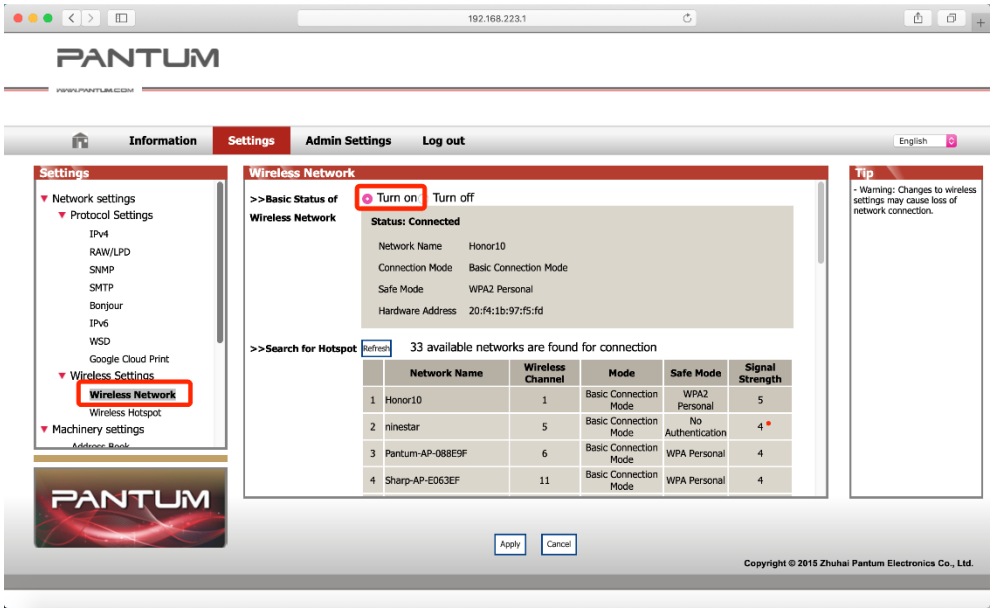
15. How to connect the printer to the wireless router through MAC by WIFI?

Step1: Long press the “Cancel/Continue” button for 4 seconds to print out the printer information page.

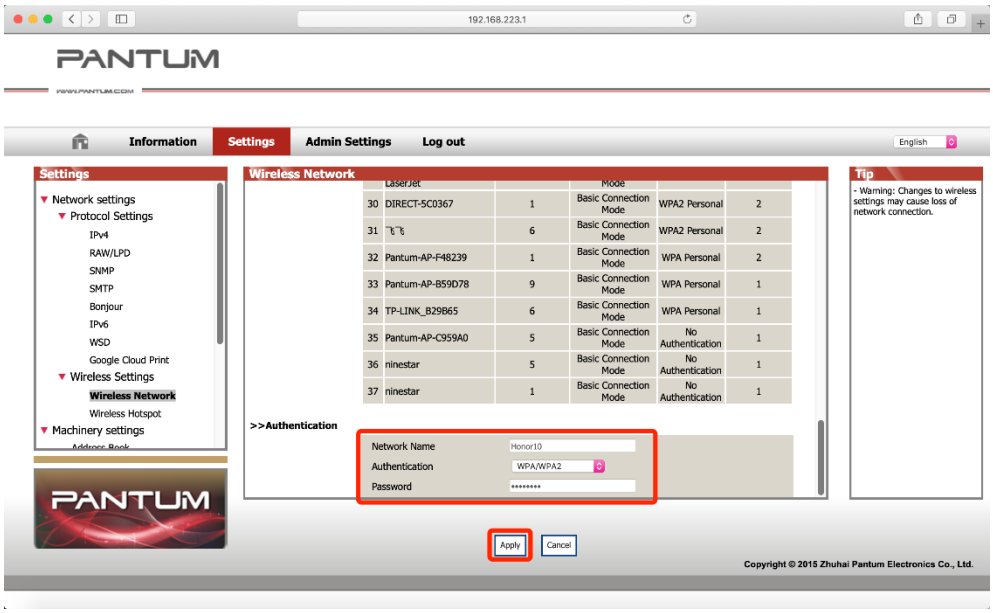
Step2: Use MAC to connect to the printer's WIFI, enter the printer's webpage interface, and log in.



Step3: Click ”Setting”→”Network settings”→”Wireless Setting”→”Wireless Network”, click “turn on” to turn on the “Basic Status of Wireless Network”

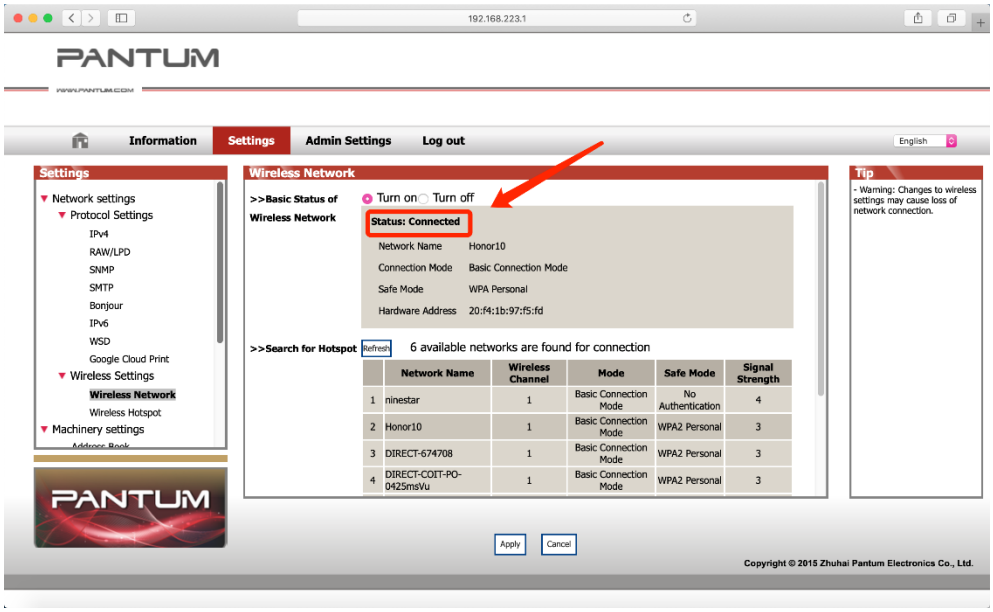


Step4: Select the router SSID name, select the authentication method, and enter a password if it is encrypted, and then click “Apply”.



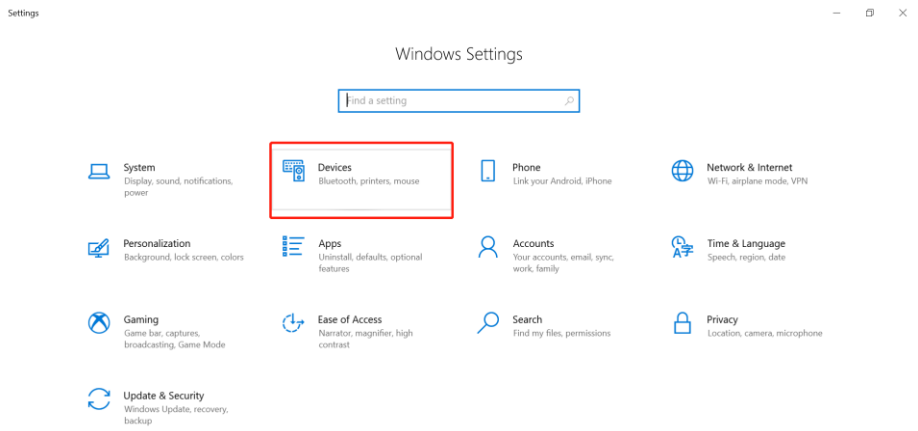
Step5: If the printer status is “connected”, turn to step 6. If not, turn to the step 4.

Step6: connect MAC to the wireless network. Then the MAC can connect the printer.

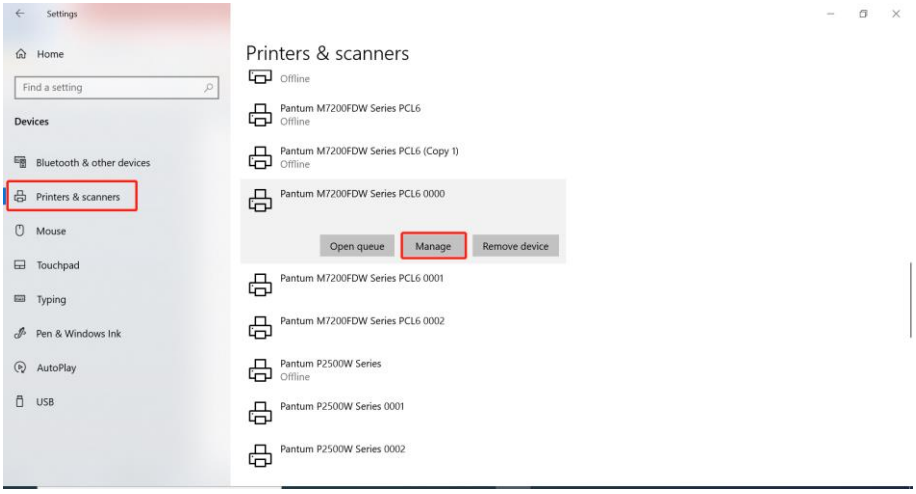


16. How to install the printer driver manually in windows 10

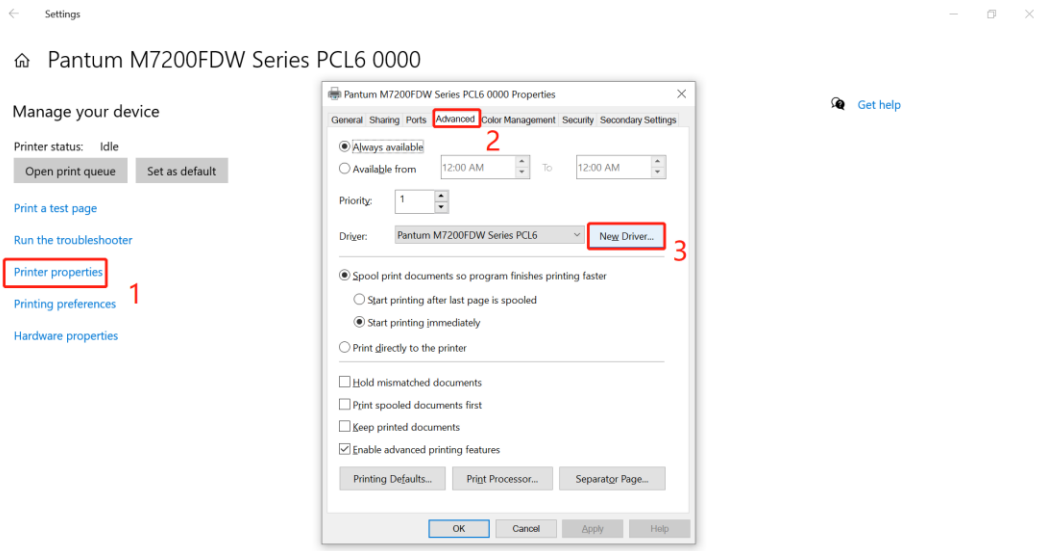
Step1 : Click the “Devices” in Windows Settings.



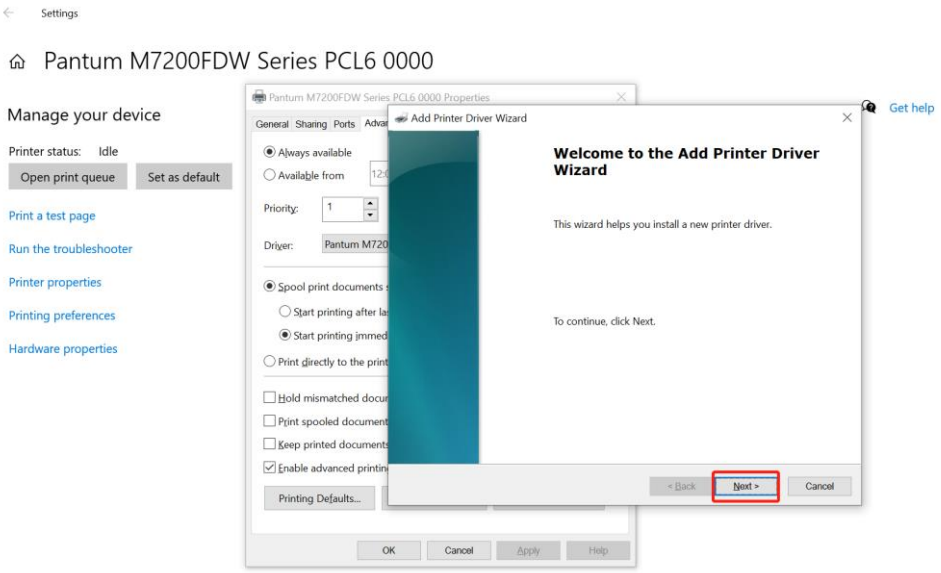
Step2 : Click “printer & scanners”, select the printer, click “Manage”.

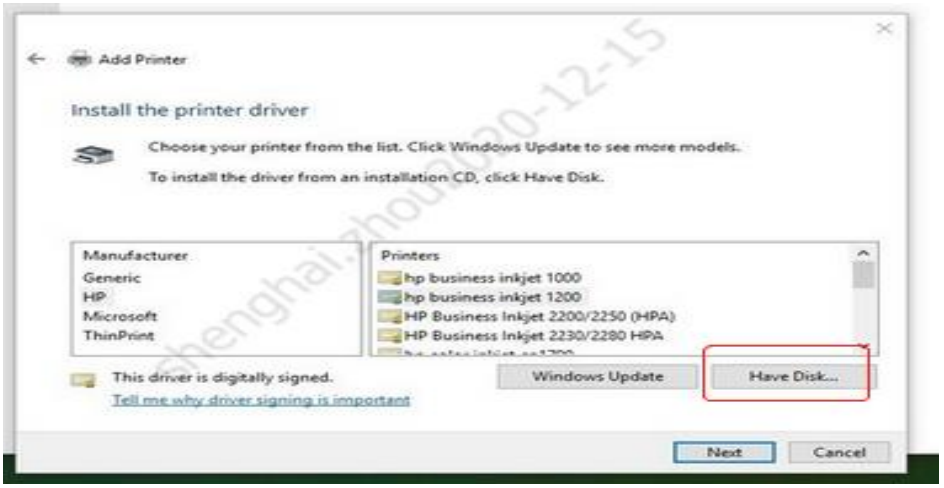


Step3： Click ”Printer properties”→”Advanced”→”New Driver”

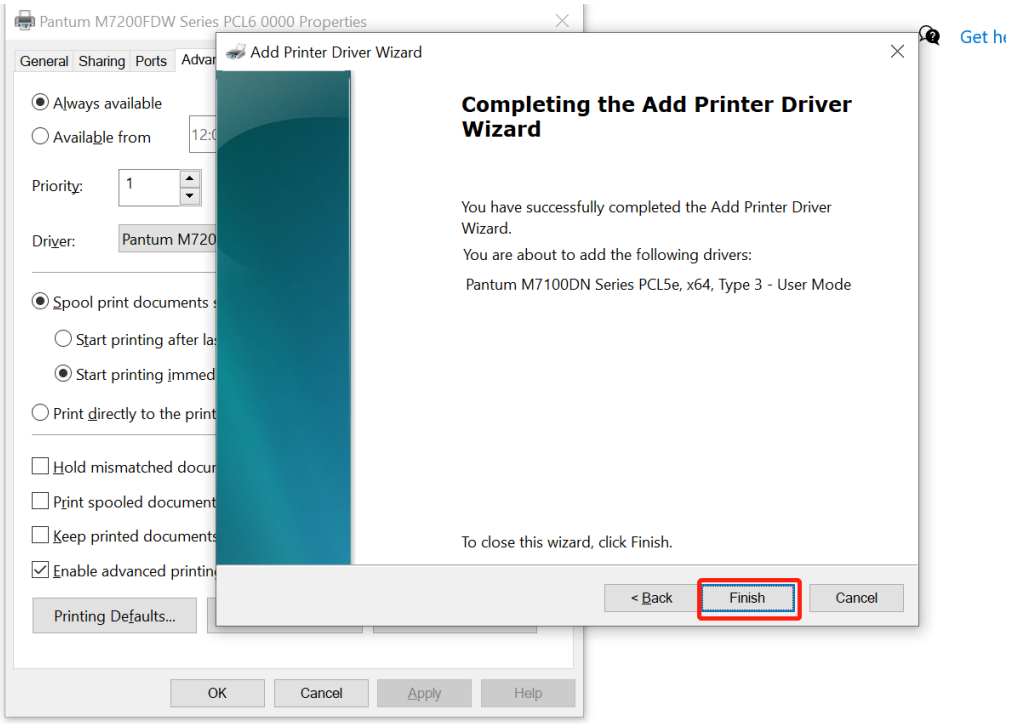


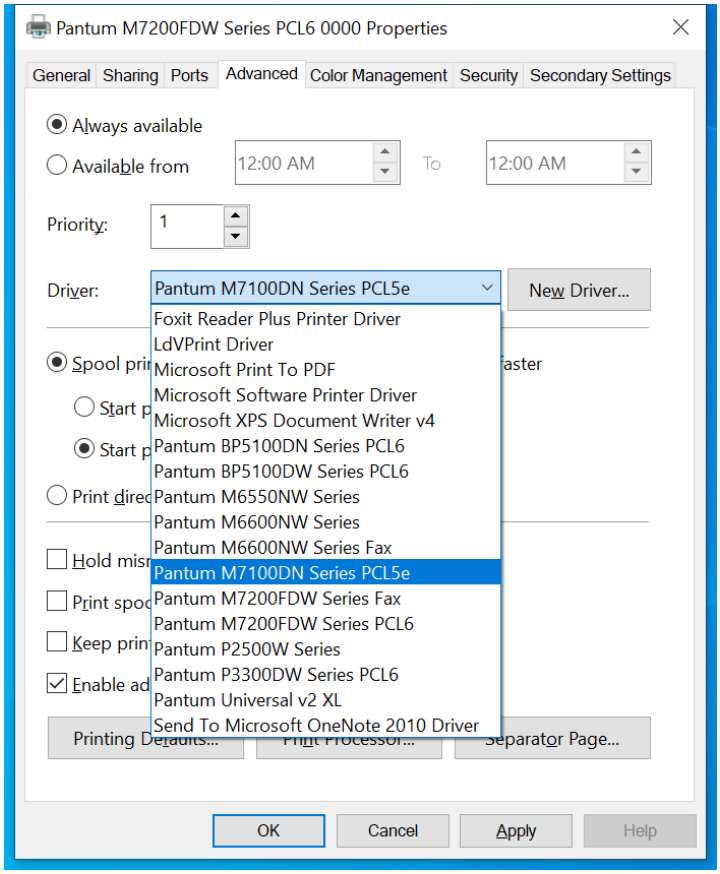
Step4： Click “next”→“Have disk…”, select the driver file.





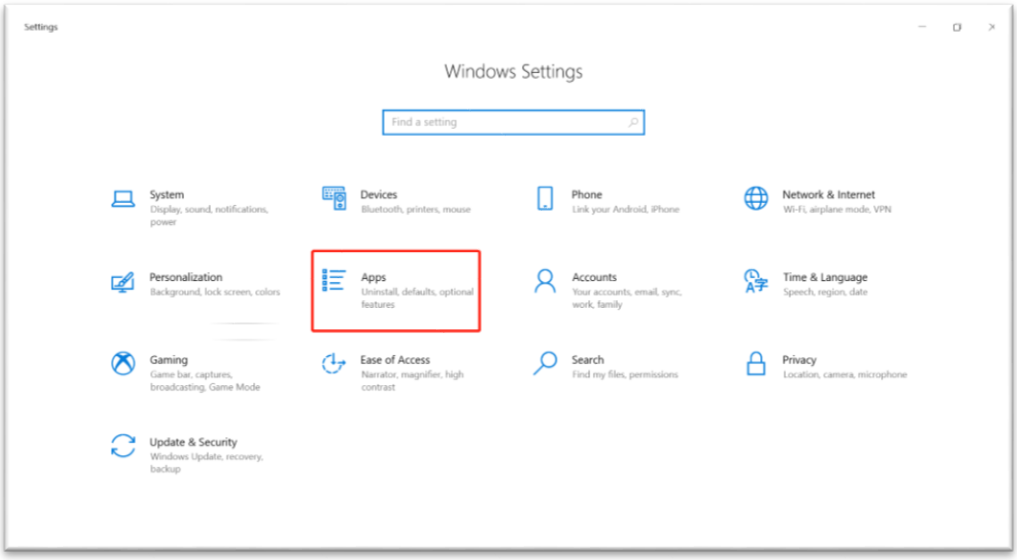
Step5 : Click “finish” and the printer driver has been installed.


Pantum M7200FDW Series PCL6 0000 Properties
General Sharing Ports Advar
Always available
Available from
Priority:
1
Driver:
Pantum M720
Spool print documents
Start printing after la
Start printing immed
Print directly to the print
Hold mismatched docu
Print spooled document
Keep printed documents
Enable advanced printin
Printing Defaults...
OK
Cancel
Apply
Help
Add Printer Driver Wizard
Completing the Add Printer Driver Wizard
You have successfully completed the Add Printer Driver Wizard.
You are about to add the following drivers:
Pantum M7100DN Series PCL5e, x64, Type 3 - User Mode
To close this wizard, click Finish.
< Back
Finish
Cancel
Get h

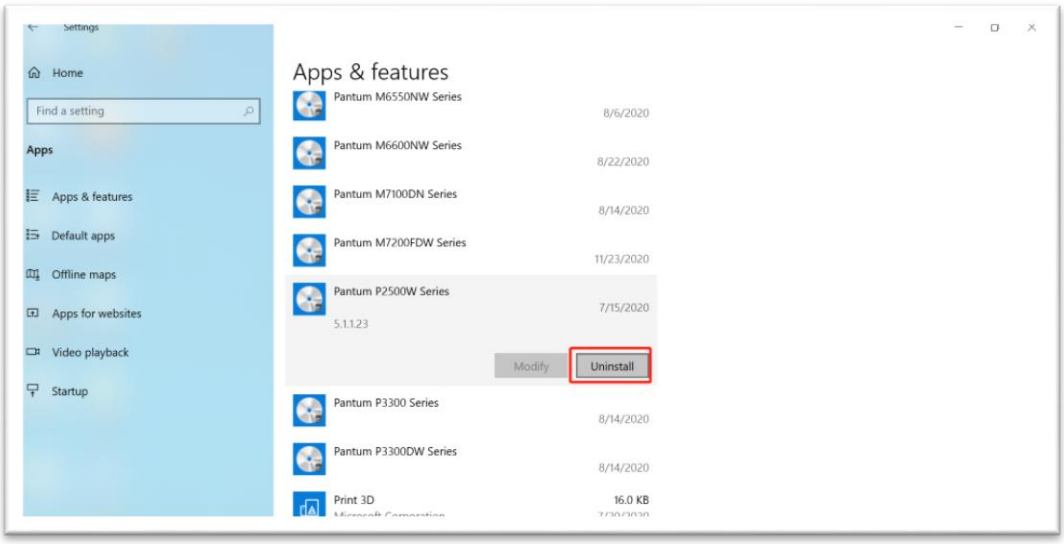

Pantum M7200FDW Series PCL6 0000 Properties
General Sharing Ports Advanced Color Management Security Secondary Settings
Always available
Available from
12:00 AM
To
12:00 AM
Priority:
1
Driver:
Pantum M7100DN Series PCL5e
New Driver...
Foxit Reader Plus Printer Driver
LdVPrint Driver
Microsoft Print To PDF
Microsoft Software Printer Driver
Microsoft XPS Document Writer v4
Pantum BP5100DN Series PCL6
Pantum BP5100DW Series PCL6
Pantum M6550NW Series
Pantum M6600NW Series
Pantum M6600NW Series Fax
Pantum M7100DN Series PCL5e
Pantum M7200FDW Series Fax
Pantum M7200FDW Series PCL6
Pantum P2500W Series
Pantum P3300DW Series PCL6
Pantum Universal v2 XL
Send To Microsoft OneNote 2010 Driver
Separator Page...
OK
Cancel
Apply
Help

17. How to delete the printer driver in Windows 10

Step1: Click the “Apps” in Windows Settings.



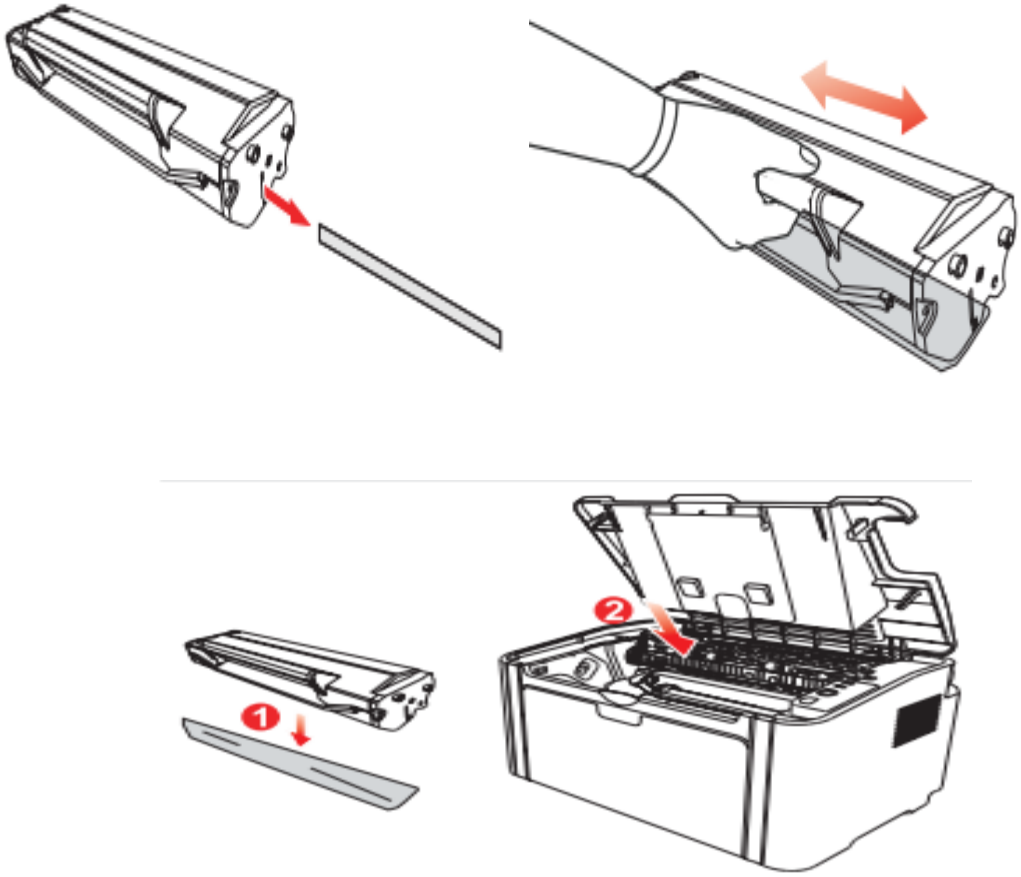
Step2: Select the printer driver, click “Uninstall”.



② Cartridge Issues:

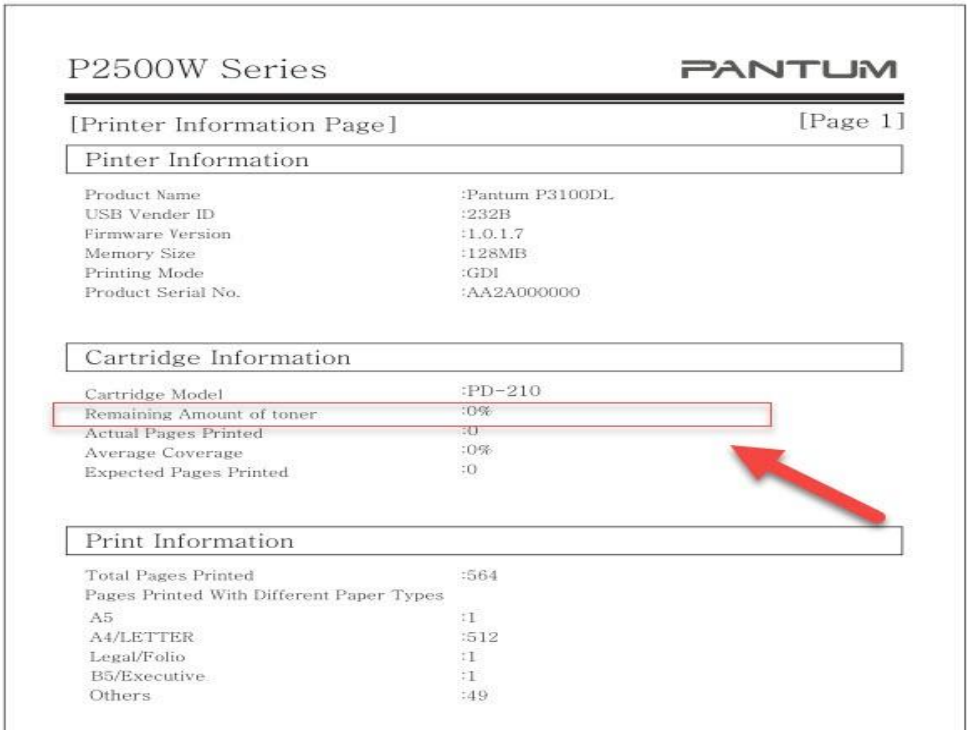
1. How do I replace or install a cartridge?

Pull out the seal on the new toner cartridge firstly, and gently shake it for 5 – 6 times , then remove the protective cover , install the toner cartridge in the printer until hearing a “click” sound.



2. How do I check the amount of toner left in my cartridge?

Press “continue /cancel” button on interface for 3 seconds to print out configuration page, and there is the information.



P2500W Series PANTUM

[Printer Information Page] [Page 1]

Pinter Information

Product Name	:Pantum P3100DL
USB Vender ID	:232B
Firmware Version	:1.0.1.7
Memory Size	:128MB
Printing Mode	:GDI
Product Serial No.	:AA2A000000

Cartridge Information

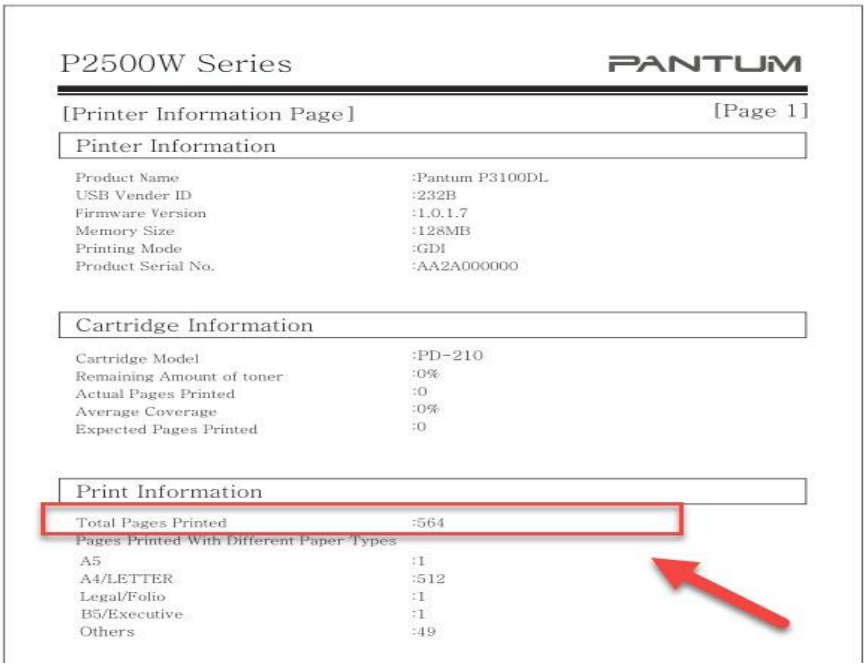
Cartridge Model	:PD-210
Remaining Amount of toner	:0%
Actual Pages Printed	:0
Average Coverage	:0%
Expected Pages Printed	:0

Print Information

Total Pages Printed	:564
Pages Printed With Different Paper Types	
A5	:1
A4/LETTER	:512
Legal/Folio	:1
B5/Executive	:1
Others	:49

3. How do I check how many pages I have printed so far?

Press “continue /cancel” button on interface for 3 seconds to print out configuration page, and there is the information.



P2500W Series PANTUM

[Printer Information Page] [Page 1]

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A5	:1
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Others	:49

4. What are the cartridge models for P2500 series printer?

1600 standard Page Yield: PA/PB/PC-210/211 (“A, B, C “models depend on countries)

1000 standard Page Yield: PA/PB/PC-210S (“A, B, C “models depend on countries)

5. How about the standard page yield of toner PA/PB/PC-210?

The Toner PA/PB/PC-210 page yield is 1600 pages, that is according ISO 19752 standard measure by print 5% coverage document. So when the printer coverage is higher, the page can print should be less.

6. Why the second LED shows orange when I install a new cartridge?

Step1: Check the cartridge whether you pull out the seal on it;

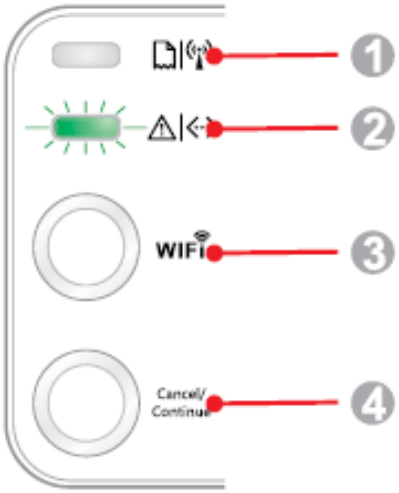
Step2: Take out of the cartridge from the printer, use a clean dry cloth to wipe cartridge chip softly;

Step3: Insert the toner cartridge in the printer until hearing a “click” sound.

7. What does the Blinking Lights notifications mean in P2500 Printer?

1, the first LED is indicating paper and WIFI status, the second LED is indicate printer and toner cartridge status;

2, Green light means normal, Red light means error, orange (just the second LED has) mean toner low or empty.



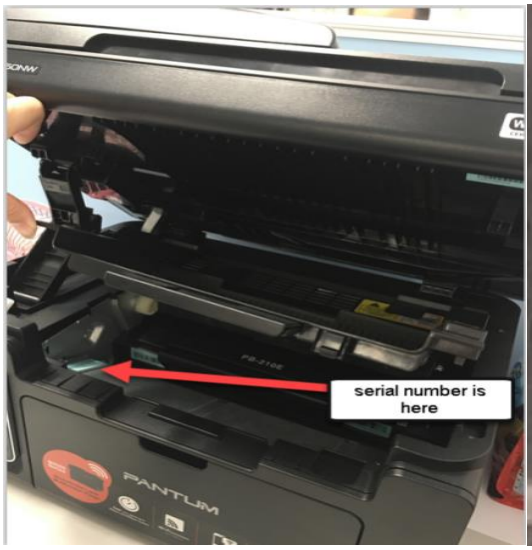
Serial No.	Name
1	Multi-colored LED1 indicator
2	Multi-colored LED2 indicator
3	Wi-Fi search button
4	Cancel/Continue button

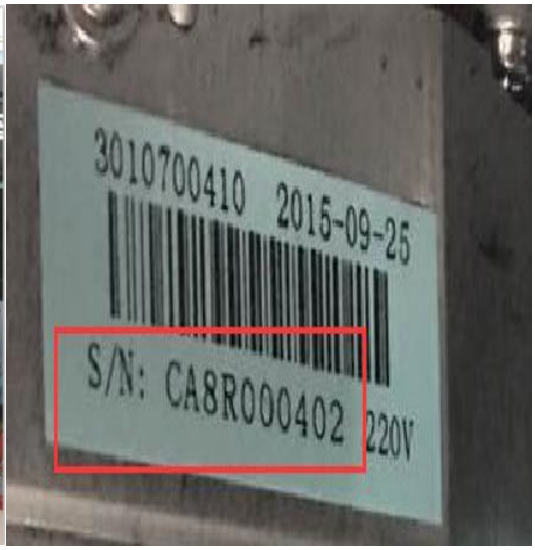
8. How to check the toner's serial number location:

Please check with below pictures:

9. How to check the printer's serial number location:

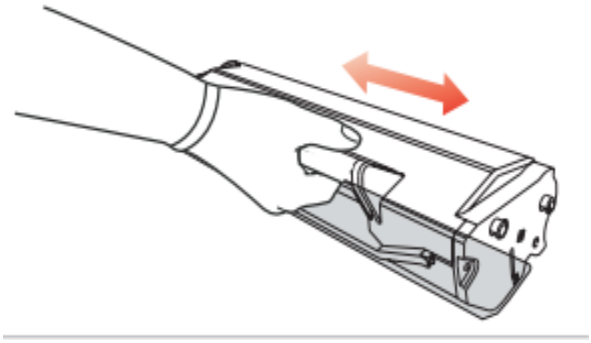
Please check with below pictures





10. Why the printout is not clearly and a little whitish which one I just bought?

Take out the 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.



11. What's the meaning of status displayed by LED indicator??

LED1 Status Indication

Serial No.	Paper/Wi-Fi Multi-colored LED1 Status Indication	Status Description (For printers with USB+Wi-Fi interface)	Status Description (For printers with USB interface)
1		No Wi-Fi connection, no paper error, sleep mode LED1 off	No WiFi connection, no paper error, sleep mode LED1 off
2		Searching Wi-Fi, no indication of paper error LED1 with green light flashing slowly	N/A
3		Connecting Wi-Fi..., no indication of paper error LED1 with green light flashing quickly	N/A
4		Successful Wi-Fi connection, no paper error LED1 with green light staying on	N/A
5		Paper Jam Error LED1 with red light staying on	Paper Jam Error LED1 with red light staying on
6		Paper shortage in printing, or failed in feeding LED1 with red light flashing quickly	Paper shortage in printing, or failed in feeding LED1 with red light flashing quickly

LED2 Status Indication

Serial No.	Data/ Cartridge Multi-colored LED2 Status Indication	Status Description (For printers with USB+ Wi-Fi interface and the ones with USB interface only)
1		Starting and warming up the printer, waking up and warming up the printer, and warming up the printer by opening and closing its cover. LED2 with green light flashing slowly
2		The printer is ready LED2 with green light staying on
3		Sleep LED2 with green light on and flashing slowly
4		Printing Multi-colored LED2 with green light flashing quickly
5		Alarming for toner low LED2 with orange light on and flashing quickly
6		Cartridge error (not installed, mismatch, expired) LED2 with orange light staying on
7		Serious printer error (heating roller abnormalities, laser motor abnormalities, communication error, opened cover, etc.) LED2 with red light staying on
8		A job is cancelled via the panel LED2 with light flashing quickly

Indication of LED1 and LED2 Combination Status

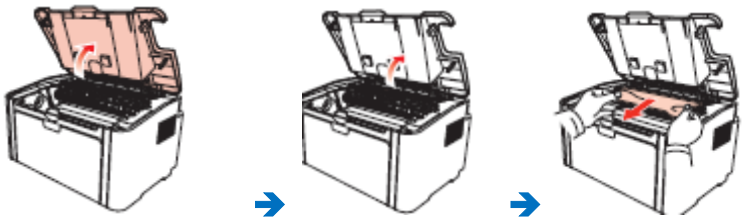
Serial No.	Status		Status Description
	Paper/Wi-Fi (Multi-colored LED1)	Data/Cartridge (Multi-colored LED2)	
1			Paper jam, the printer is ready LED1 with red light staying on, LED2 off
2			Paper jam during printing LED1 with red light staying on, multi-colored LED2 off
3			Paper jam, alarming for toner low LED1 with red light staying on, LED2 off
4			Paper jam, cartridge error (not installed, mismatch, expired) LED1 with red light staying on, LED2 off
5			Paper jam, serious printer error (heating roller abnormalities, laser motor abnormalities, communication error, opened cover, etc.) LED1 off, LED2 with red light staying on
6			Paper jam, a job is cancelled via the panel LED1 off, LED2 with green light flashing quickly
7			Paper shortage in printing, or failed in feeding, only showing paper errors LED1 with red light flashing quickly, LED2 off
8			Paper shortage in printing, or failed in feeding, alarming for toner low LED1 with red light flashing quickly, LED2 off
9			Paper shortage in printing, or failed in feeding, cartridge error (not installed, mismatch, expired) LED1 off, LED2 with orange light staying on
10			Paper shortage in printing, or failed in feeding, and meanwhile, serious printer error (heat roller abnormalities, laser motor abnormalities, communication error, opened cover, etc.) LED1 off, LED2 with red light staying on
11			A job is being cancelled via the panel because of paper shortage in printing or failure in feeding LED1 with green light off, LED2 with green light flashing quickly

③ Papers Issues:

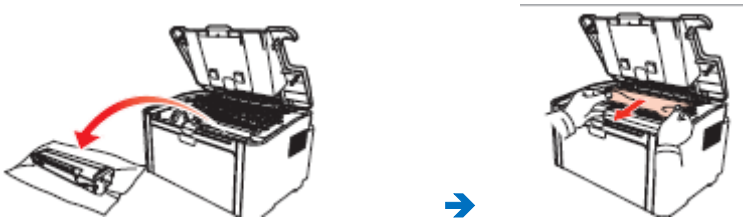
1. How can I clear any paper jam?

Step1: Paper Jam in the Feed Port, Gently pull the jammed paper straight out.

Step2: Paper Jam around fuser unit the Printer, Open the upper fuser guide to decrease the pressure of compression spring, Pull the jammed paper out of the fuser unit.



Step3: Paper jam inside the printer. Remove the laser toner cartridge along the guides, slowly pull the jammed paper out along the paper output orientation, and then insert the laser toner cartridge into the printer.



2. Why the printer could not feed paper successfully?

There are three possible reasons as below:

1) There is too much paper in the tray:

Solution：Remove excess paper from the tray.

2) The print media is loaded incorrectly:

Solution： Please correctly load the print media.

3) The print media is beyond the usage specification range.

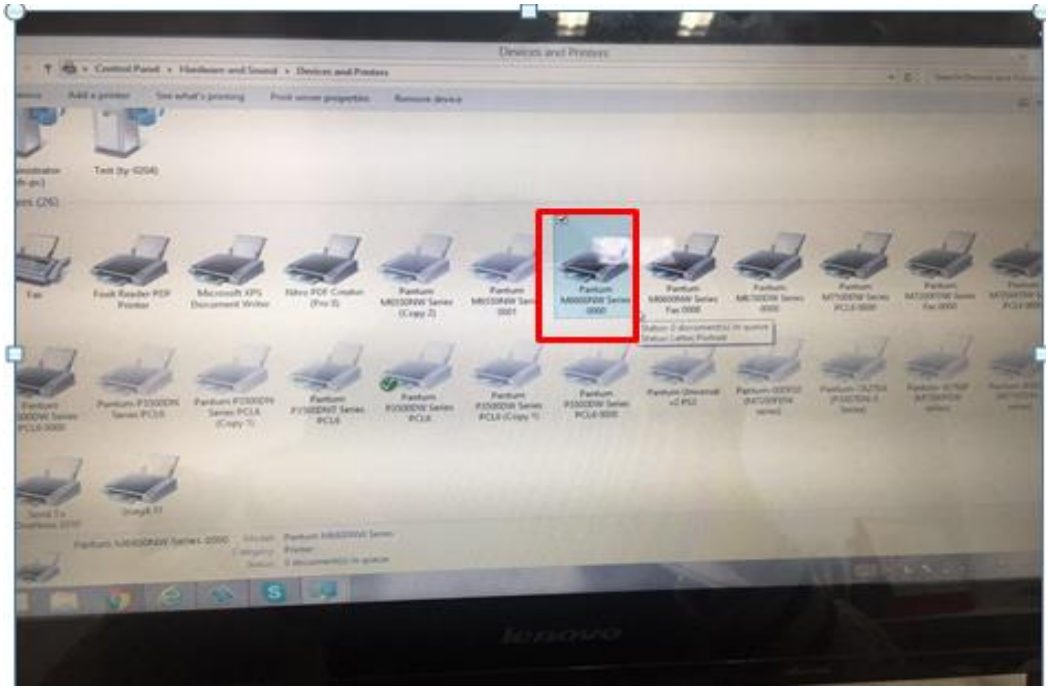
Solution： Please use the print media within the specification range.

3. What kinds of paper can I use in my Pantum P2500W series printer?

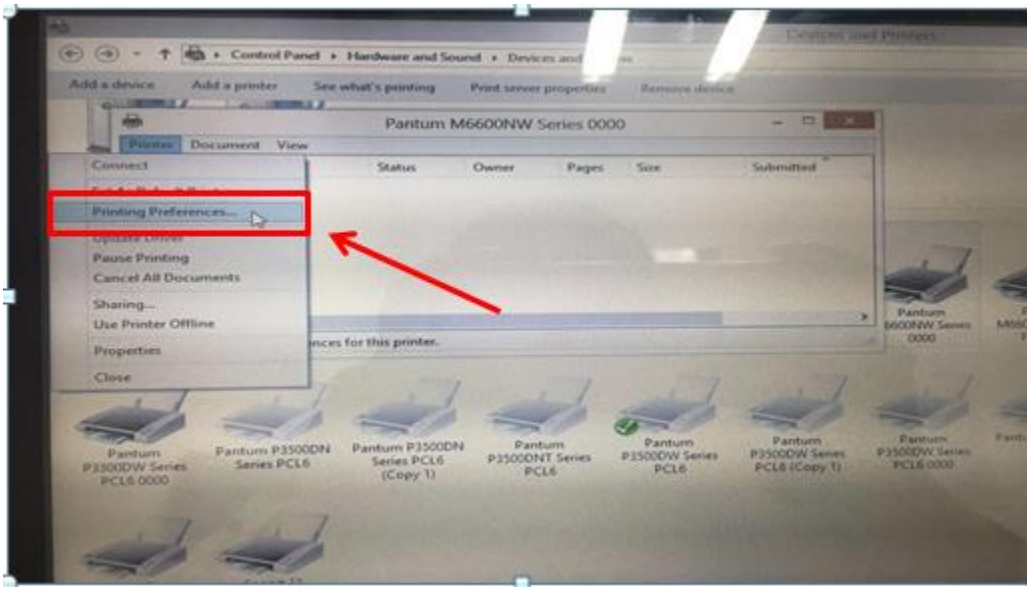
Paper handling	
Paper input capacity	150pages(standard paper 80g/m²(20lb bond))
Paper output capacity	100pages(standard paper 80g/m²(20lb bond))
Media types	Plain, Thick, Transparency, Cardstock, Label, Envelope, Thin
Media sizes	A4, A5, A6, JIS B5, ISO B5, B6, Letter, Legal, Executive,Statement, Monarch 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
Media weight	60~163g/m²
Paper handling manual feed slot	
Media type	Plain,Preprinted,Recycled,Transparency,Card stock,Label,Envelope,Kraft paper
Media size	75mm×148mm to 216mm×356mm
Media weight	3"×5.8" to 8.6"×14.2"
Paper input capacity	1 Page

4. How to print multipage on one page?

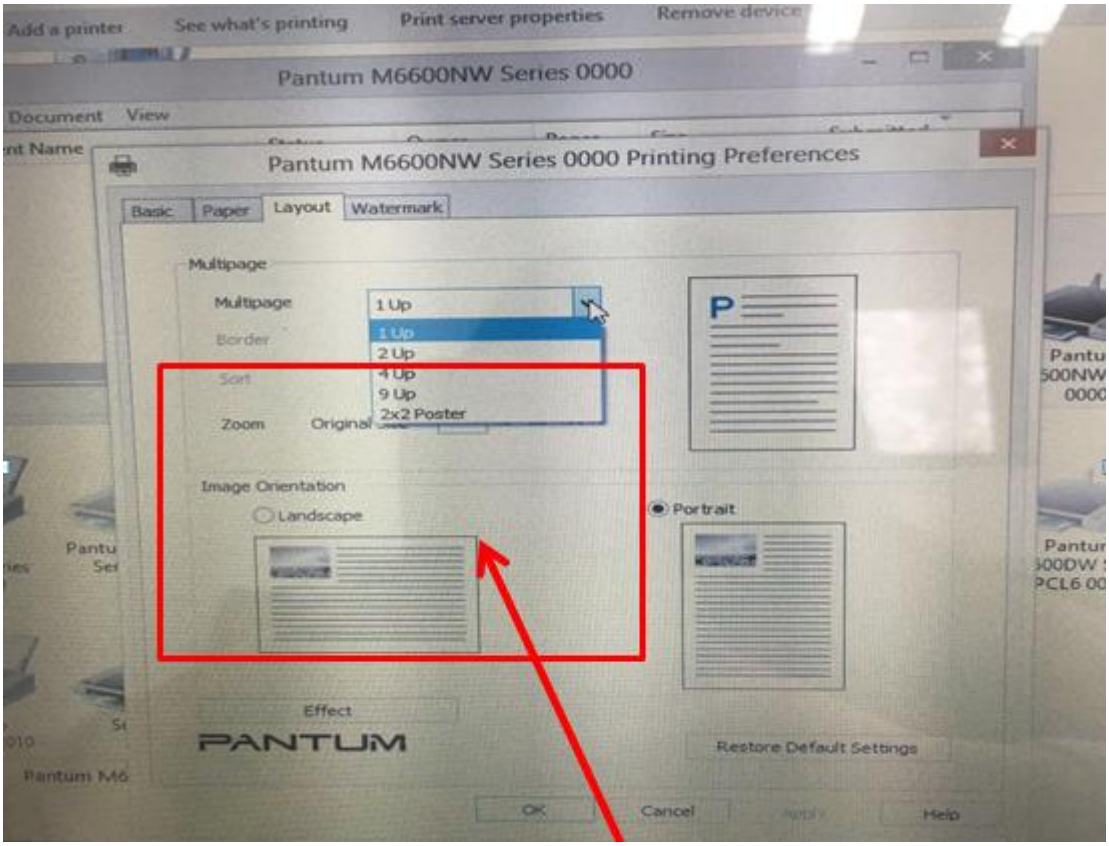
Step1: Please double left click your model of your printer in the ‘Devices and Printers’



Step2: Select “printing preferences” after double left click your printer.



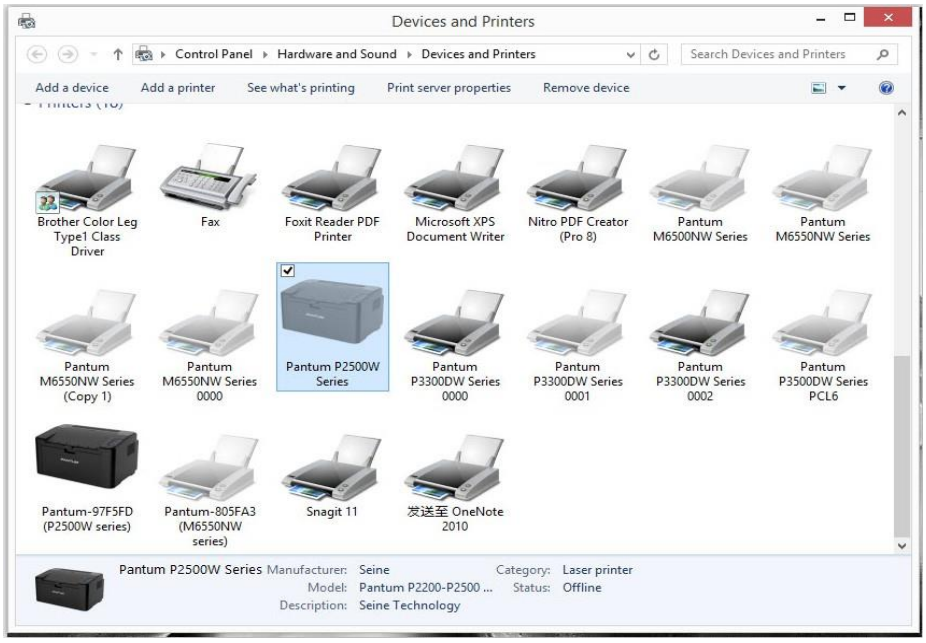
Step3: Select “how many pages you want to print in one page” in the Layout.



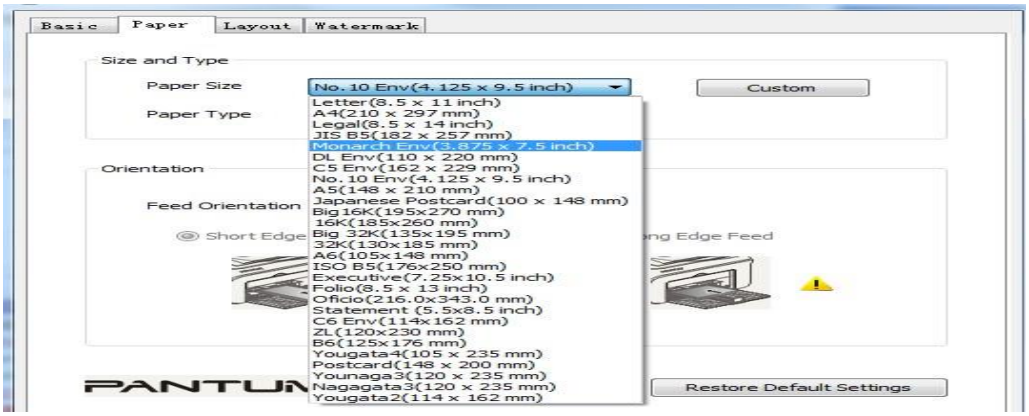
5. How to adjust letter format in the printing document?

Step1: Please check the paper size in the printer's property if it is the 'letter size" , please follow up with below steps to check :

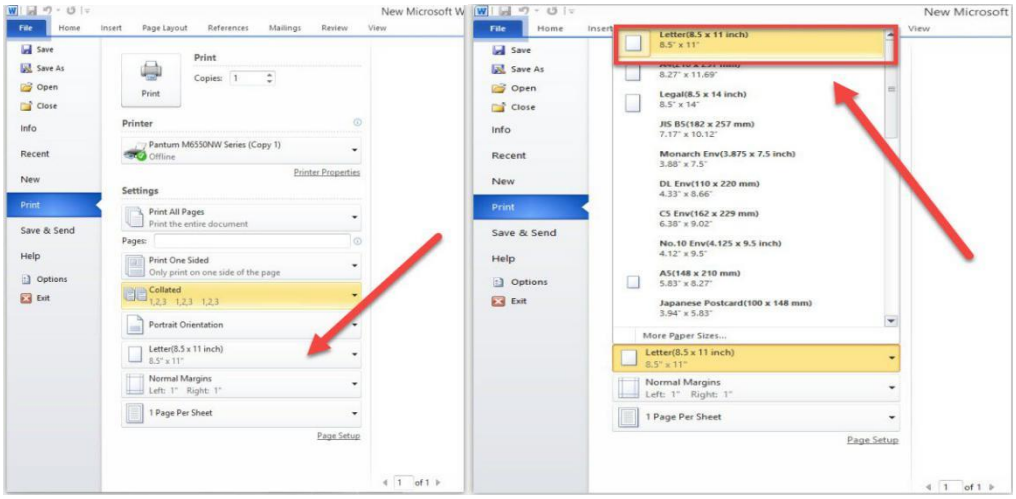
Please double click your model of your printer in the 'Devices and Printers'



Please change the it to " Letter(8.5x11 inch) in the printing preferences

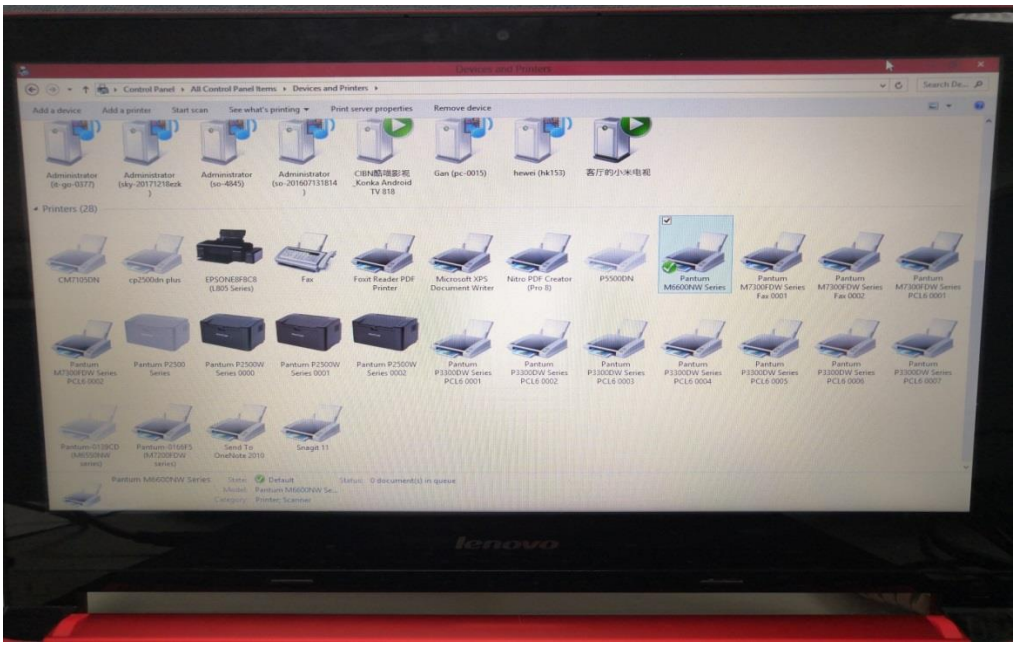


Step2: Please change to 'letter size' In the printing document also.

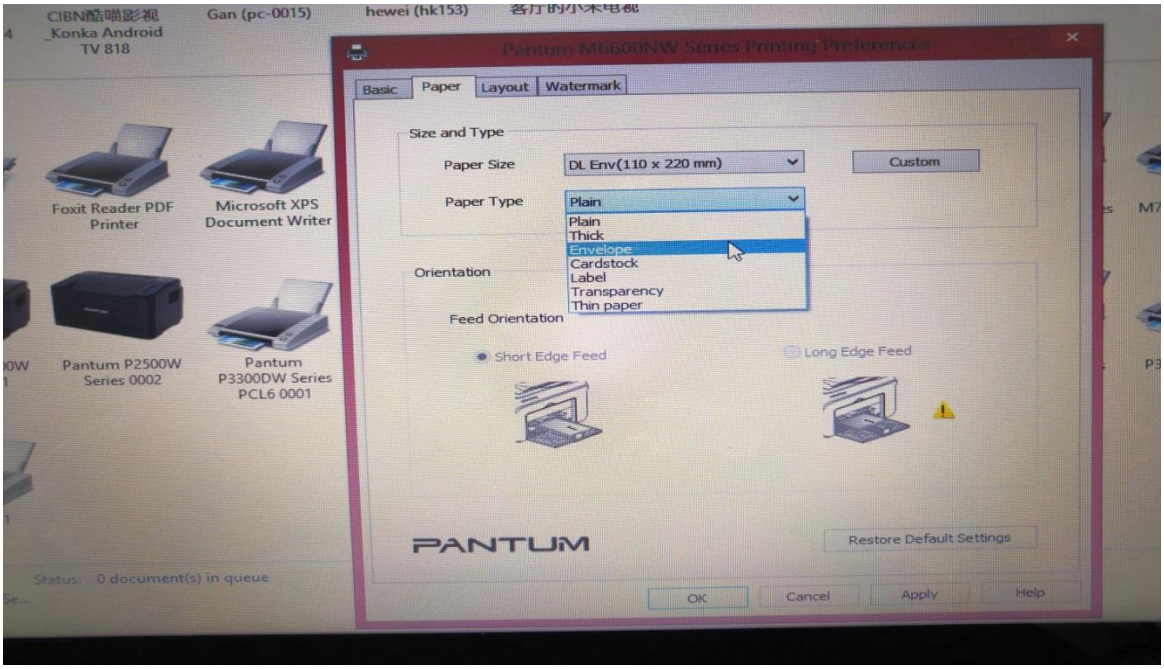


6. How to adjust envelope type in the printing document?

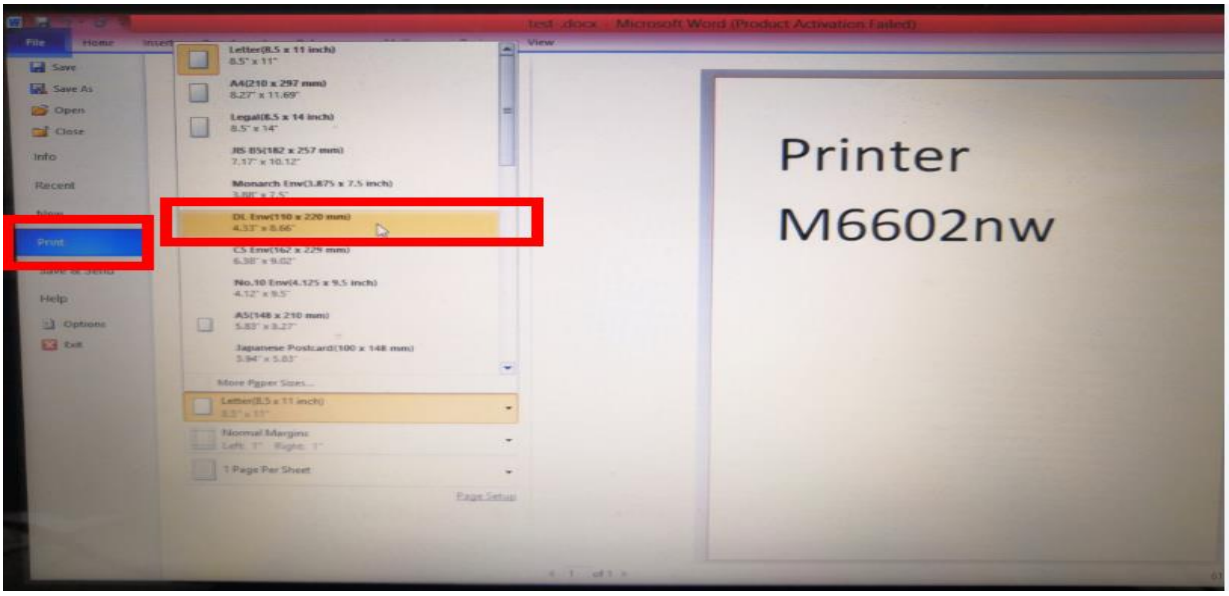
Step1: Please double click your model of your printer in the 'Devices and Printers'



Step2: Firstly, please change the paper size to "DL Env (110*220mm) in the printing preferences .Secondly, change the paper type to "envelope in the printing preferences.



Step3: Please change to 'letter size' in the printing document also.



④ Printer Compatible Issues:

1. Does my Pantum Printer works on Windows Mobile?

No, our printer did not compatible with Windows Mobile.

2. Is my printer Mac compatible? What are the versions that it is compatible with?

Yes, Mac 10.6/10.7/10.8/10/9/10.10/10.11/10.12/10.13 /10.14/10.15

3. Is my printer Linux compatible? What are the versions that it is compatible with?

Yes, Ubuntu 12.04/ 14.04/ 16.04/ 18.04

4. Is my printer Windows compatible? What are the versions that it is compatible with?

Yes, Microsoft Windows server 2003/Server 2008/Server 2012/XP/Vista/Win7/Win8 (32bit/64bit)/Win8.1(32bit/64bit)/Win 10(32bit/64bit)

5. Could I download the APP from Google Play?

Yes, you could download it from Google Play.

6. Is my printer compatible with Chrome OS system?

No, our printer did not compatible with Chorme OS.

7. Is my printer compatible with Linux OpenSuse system?

No, our printer did not compatible with Linux OpenSuse.

8. Is my printer compatible with Linux Debian 9 system?

No, our printer did not compatible with Linux Debian 9.

⑤ Mobile Printing Issues:

1. How do I take a mobile print out from Android?

Download APP on Android device ➔ Switch on printer ➔ Connect printer hot spot ➔ Running App ➔ setting ➔ print.

Pantum APP are applicable to Android OS 4.4-8.0

2. How do I take a mobile print out from IOS?

Solution 1) : IOS has print app by itself, so it just need to connect the printer and print.

Switch on printer ➔ Connect printer hot spot➔Select a file➔Setup and print

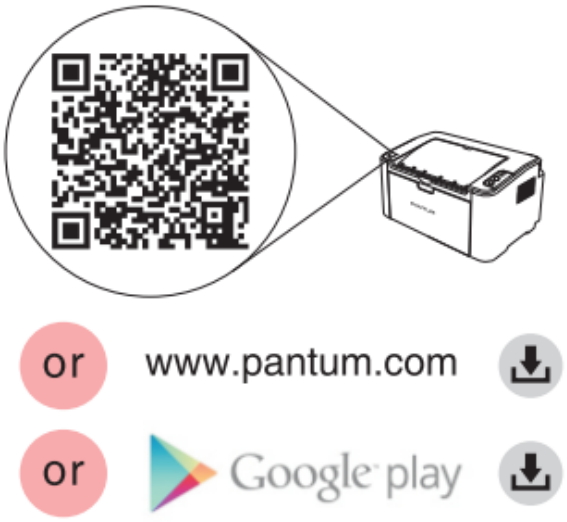
Solution 2) : Download APP on IOS device ➔ Switch on printer ➔ Connect printer hot spot ➔ Running App ➔ Select a file➔Setup and print

Pantum APP are applicable to IOS 6.0 and above.

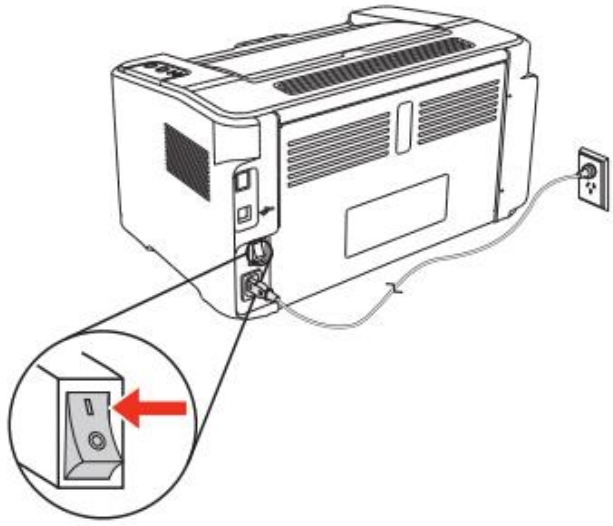
3. How to print a PDF file from Android mobile phone?

Solution 1) Download the “Pantum App” Application

Step1: Download the APP from www.pantum.com or Google Play, then install the APP



Step2: Switch on the printer



Step3: Connect to the Printer Hotspot

Step4: Open the ”PANTUM” application , click “ Add a printer” button at the top of interface, then s add the printer.

Step5: Select the file and print it.

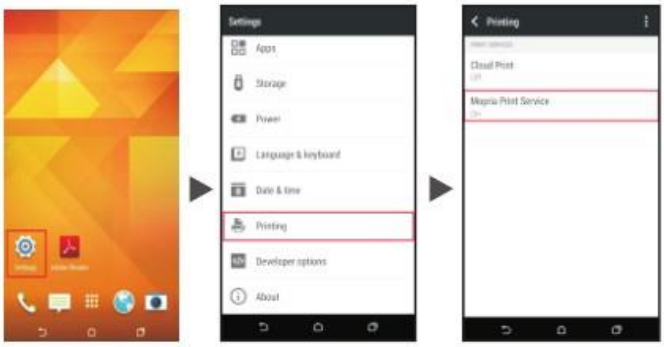
Solution 2) Download the ” Mopria ” application .

Step1: Download and install Mopria Print Service plugin to the mobile device from “Google Play"

Step2: Turn on the printer

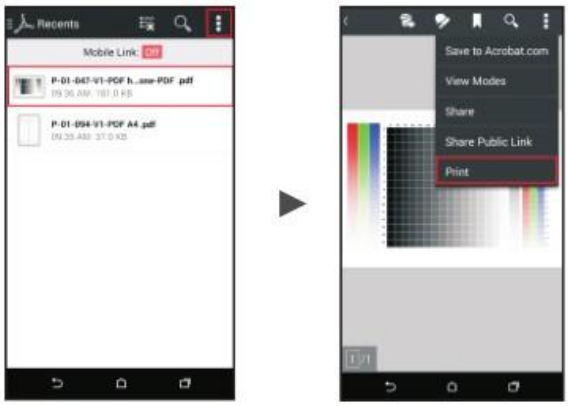
Step3: Connect to the printer hot spot

Step4: Click Settings on the main screen, choose Print, and have Mopria Print Service set to on.



Step5: Start the application

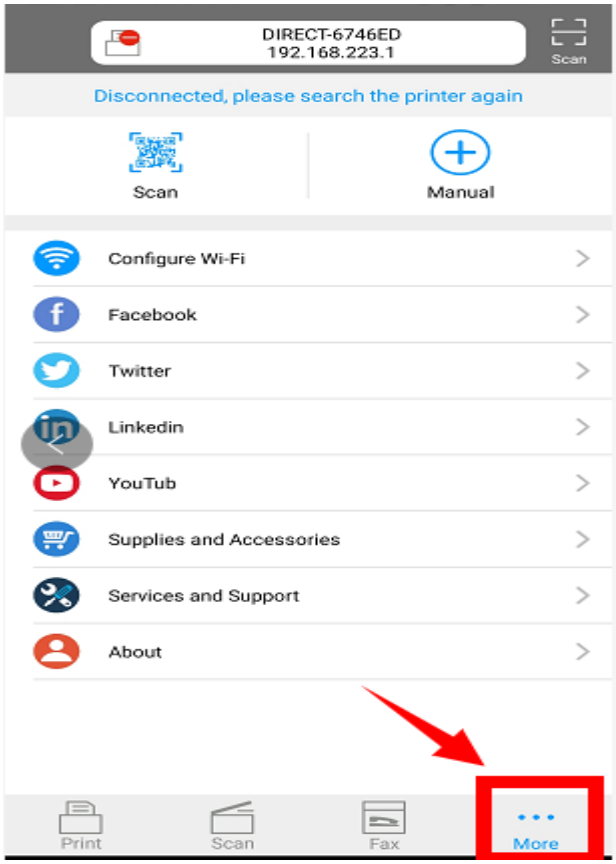
Step6: Select the document, click [⋮] on the upper right corner, and click Print.



Step7: Select the printer, click Print.

4. How to check the Pantum app version in Android system Guide?

Step1: Please open the pantum app and click “More” in red circle.



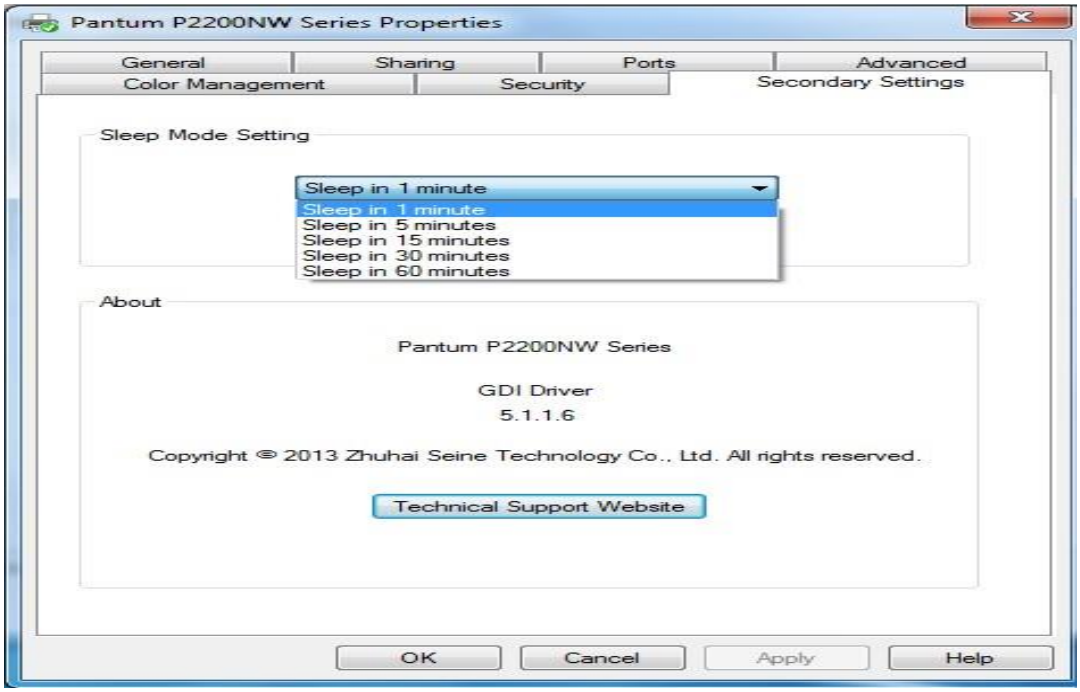
Step2: Please click on the "version" in red circle , then the version will show as below:

Version
PANTUM
1.3.140
Pantum app version information
This APP applies to Android4.4-8.0 system version and relevant firmware.
Copyright©2017 Zhuhai Seine Technology Co., Ltd. All rights reserved.

⑥ General Settings Issues:

1. Is it possible to close the 'Auto sleeping time'?

We cannot close it completely. But we can change the sleeping mode from 1min to 60mins. Please check with below pictures: device and printer -- printer's properties –secondary setting-- Sleep mode Setting—select the time you needed: (1min/5min/15min/30min/60min)



Note: When the printer is in dormant status, you can wake it up just by pressing any button or sending print task.

2. What is my P2200/P2500 series Printer Specifications?

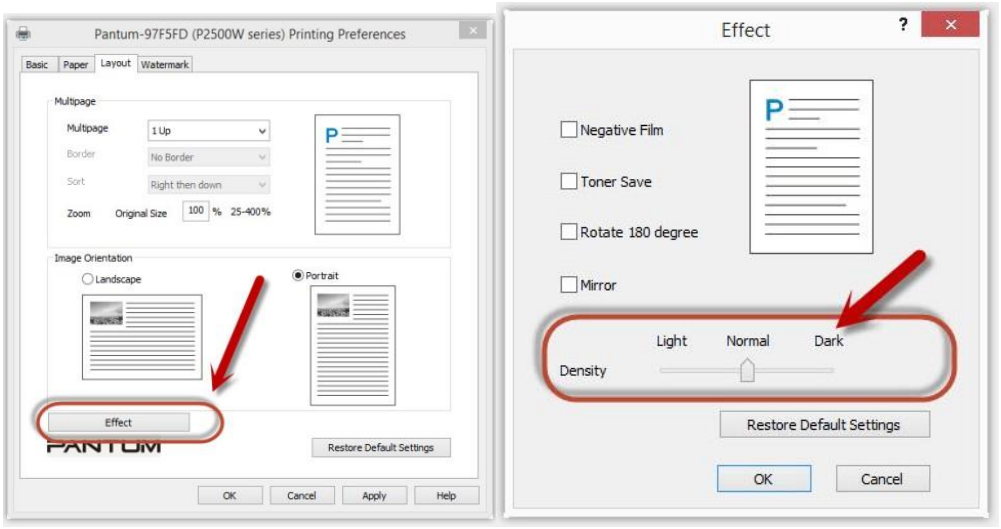
Function	Print only
Print specifications	
Print technology	Electrophotographic laser monochrome
Print speed	22 ppm (A4) / 23 ppm (Letter)
Print resolution	Max. 1,200×1,200
First print out time	Less than 7.8s
Printer language	GDI
Processor speed	600MHz
Memory	128MB
Duplex capability	Manual
Monthly duty cycle	15,000 pages
Recommended monthly page volume	700 pages
Paper handling	
Paper input capacity	150pages(standard paper 80g/m²(20lb bond))
Paper output capacity	100pages(standard paper 80g/m²(20lb bond))
Media types	Plain, Thick, Transparency, Cardstock, Label, Envelope, Thin
Media sizes	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
Media weight	60~163g/m²
Paper handling manual feed slot	
Media type	Plain,Preprinted,Recycled,Transparency,Card stock,Label,Envelope,Kraft paper
Media size	75mm×148mm to 216mm×356mm
Media weight	3"×5.8" to 8.6"×14.2"
Paper input capacity	1 Page

General	
Acoustic	Printing：52dB Standby：30dB
Operating humidity range	20% - 80%
Power models	110V Model: AC100~127V (±10%); 50Hz/60Hz; 6A 220V Model: AC220~240V (-15%,+10%), 50Hz/60Hz; 3A
Operating temperature range	10-32℃ (50℉-90℉)
Power consumption	Printing: Average 350W Ready: 38W Sleep Mode: Less than 6 W
Weight (w/o cartridges)	4kg (8.82lbs) / 4.75kg (10.47lbs)
Dimensions (W×D×H)	337 x 220 x 178 mm (13.27 x 8.66 x 7.01 inch)
Operating systems compatibility	Microsoft Windows Server 2003/2008/2012/XP/Vista/Win7/Win8/Win8.1 (32/64 Bit) Mac OS 10.6/10.7/10.8/10.9 Linux
Supplies	
Toner Cartridge	P*-210 Series Standard capacity (1,600 pages)
What's in the box ?	
What's in the box ?	Printer x 1/ 700 page starter cartridge x 1 / USB interface cable x 1 / Power cord x 1 / CD-ROM x 1 / Quick setup guide x 1

⑦ Normal Printer Issues:

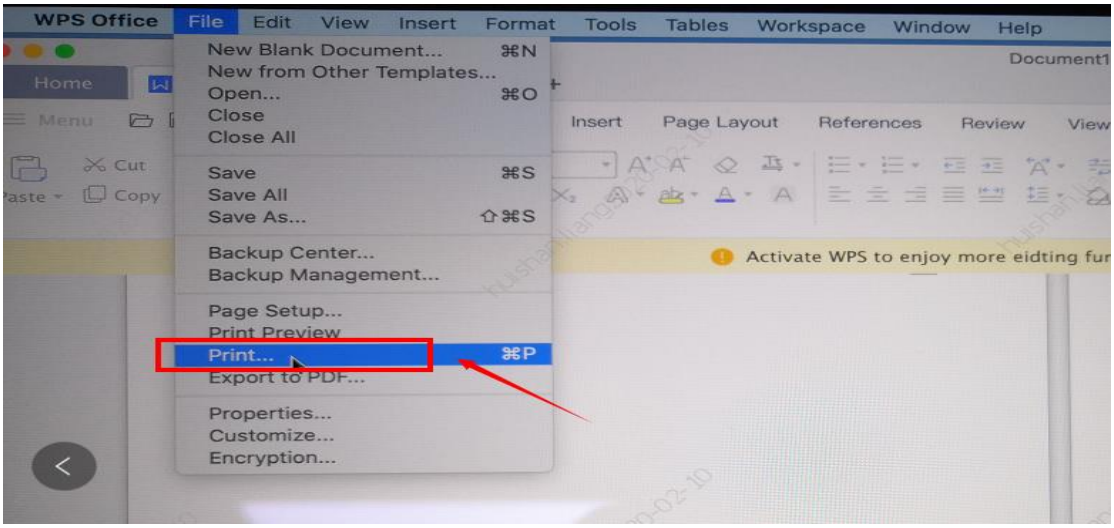
1. How to get the printer to print darker under Windows?

It will be changed in the printer's proprieties------"Layout"-----"Effect"--"Dark"

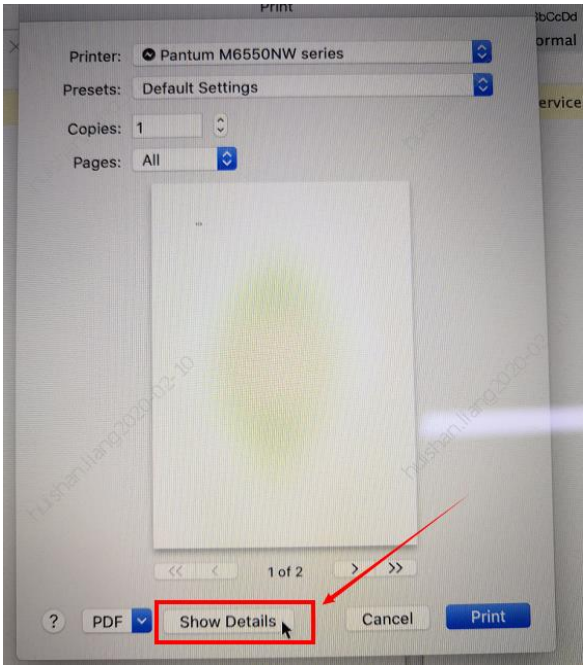


2. How to get the printer to print darker under Mac?

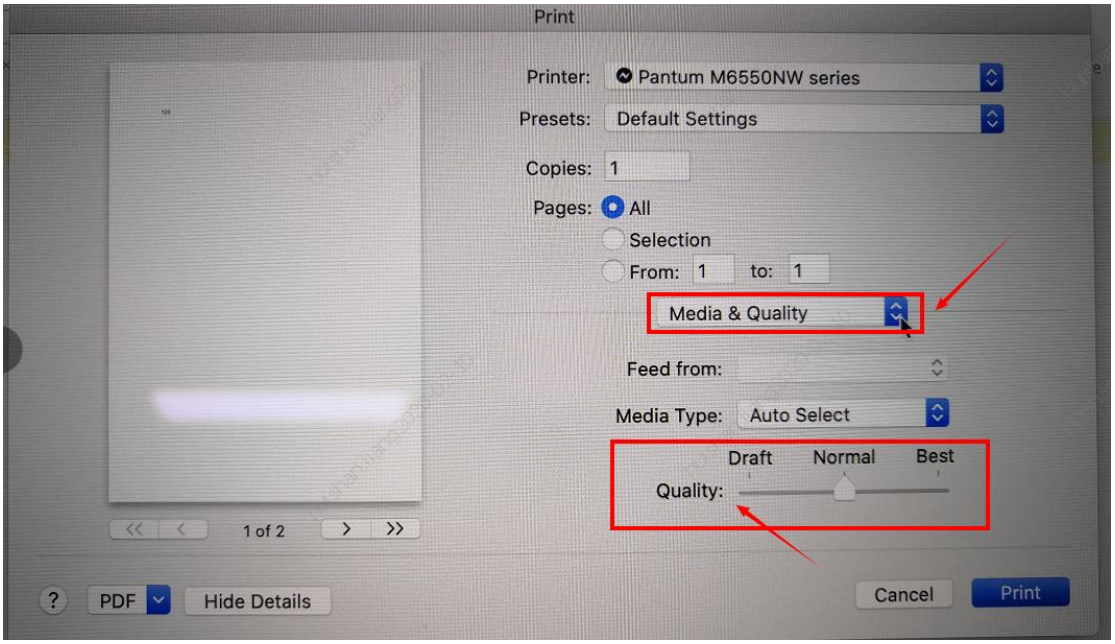
Step1: Click "Print" of the "file"

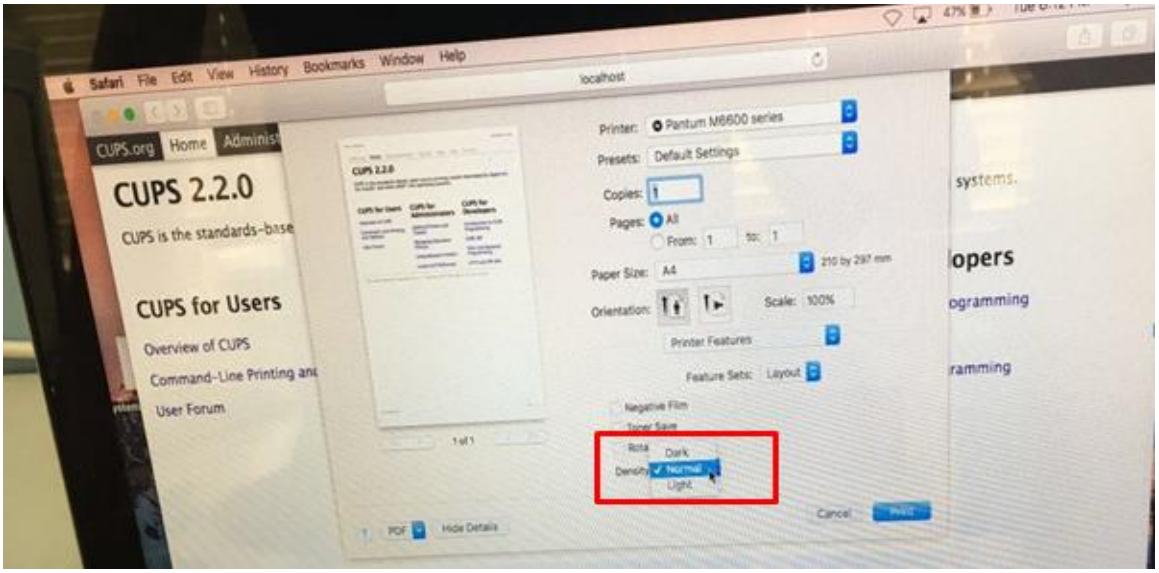


Step2: Click the "Show Deatils" as shown below.



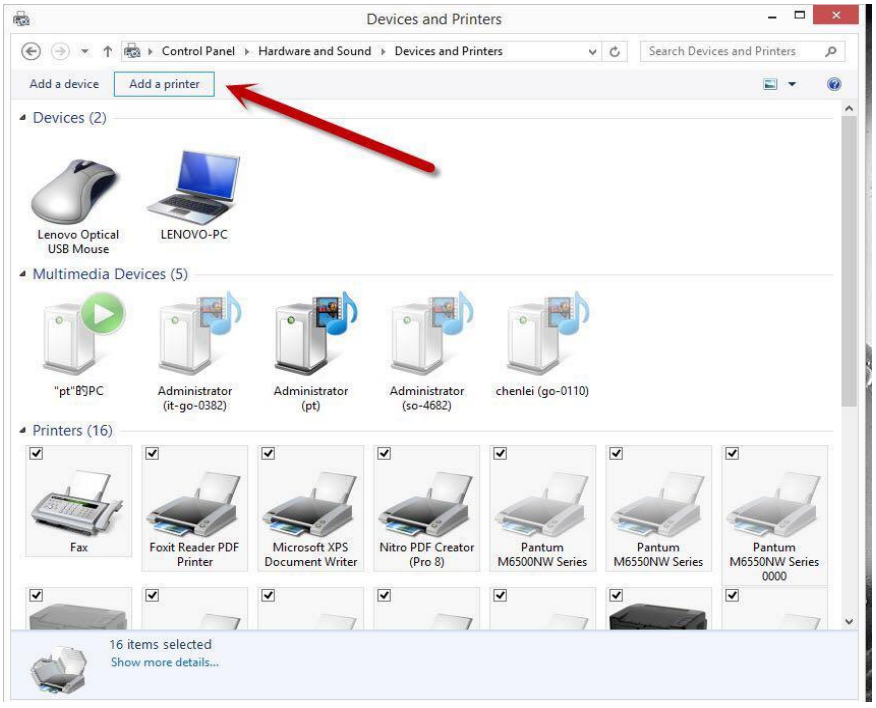
Step3: Chose “Media & Quality” in the option, select from “Draft-Normal- Best” per your request.



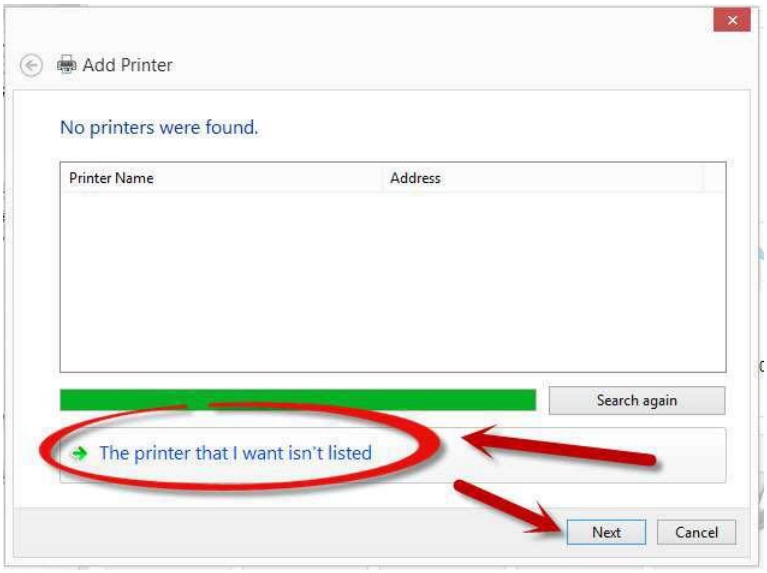


3. How to “add a printer “by manually under Windows?

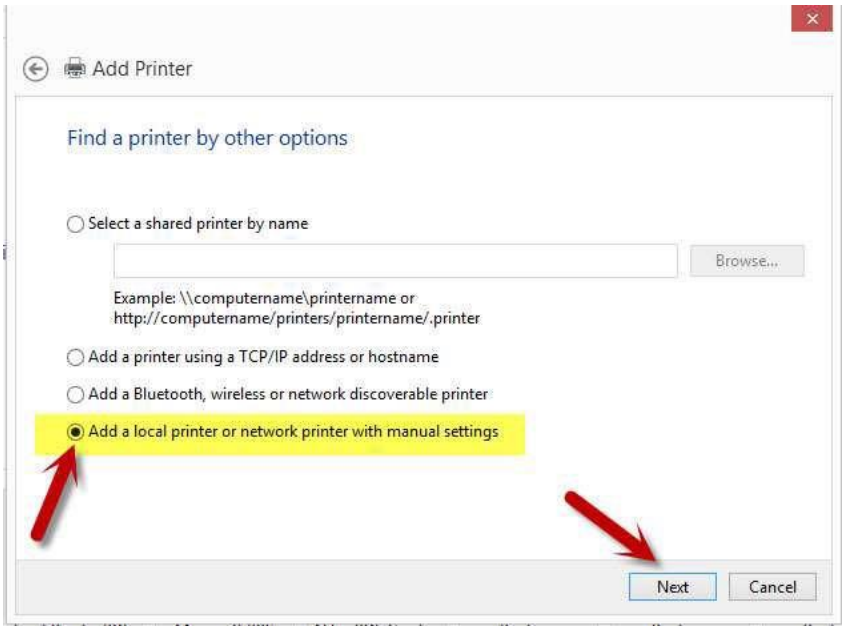
Step1: Click “add a printer” in the ‘Devices and Printers’



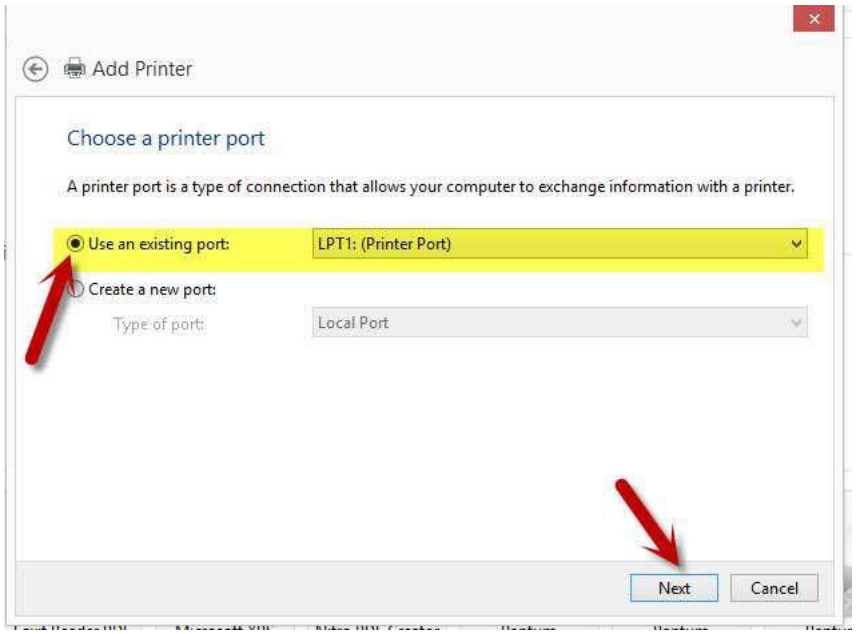
Step2: Please chose “the printer that I want isn’t listed” and chose ‘next” , it will be shown as below:



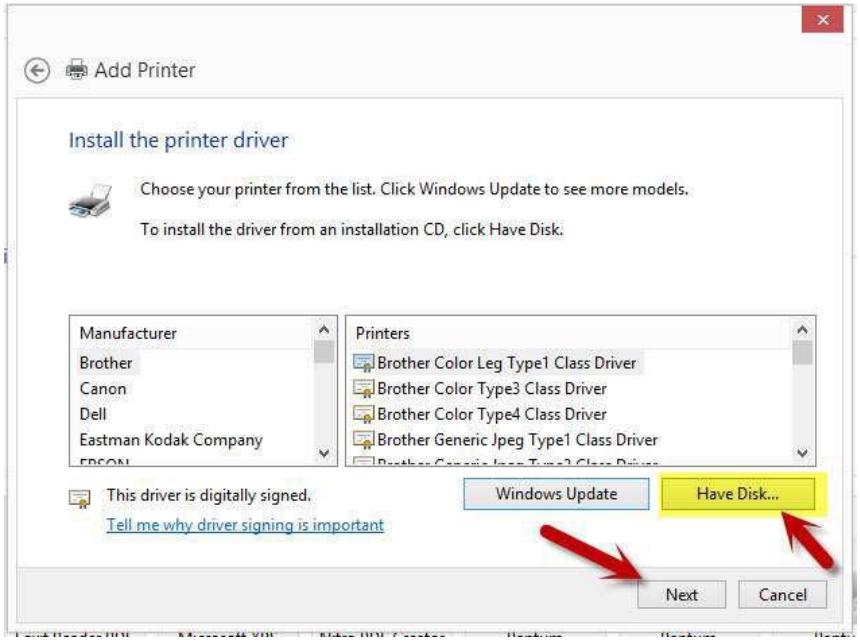
Step3: Please chose" adds a local printer or network printer with manual settings" and chose "Next", it will be shown as below:



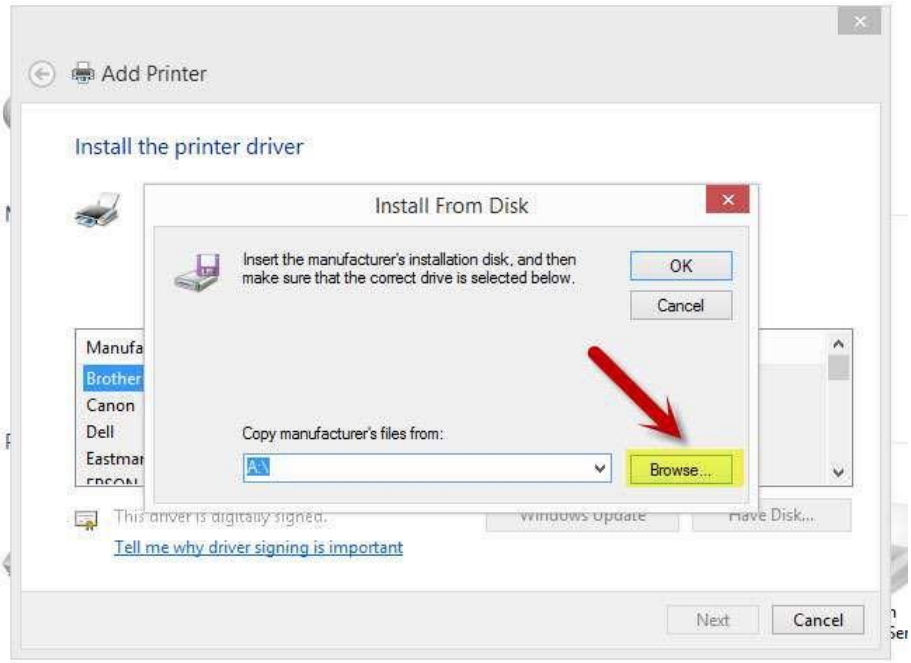
Step4: Please chose “Use an existing port” and select “Next”, it will be shown as below:



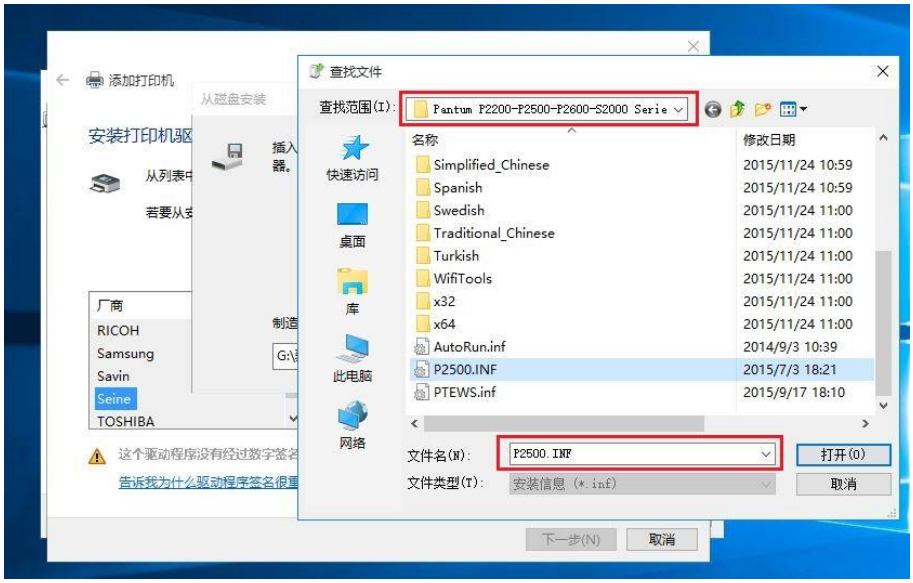
Step5: Please chose ‘have disked” and click “Next”, it will be shown as below:



Step6: Please chose “browse” when the windows pop up, it will be shown as below:



Step7: Please chose the “INF file” in the installation package and then chose “Next” it will be done.



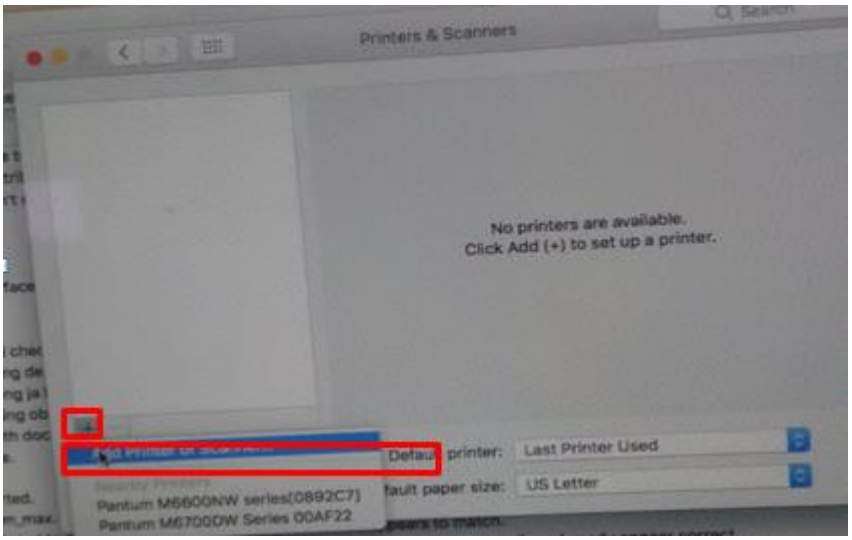
Step8: It will be finish to installation automatically after you pull up the printer’s USB cable.

4. How to “add a printer “by manually under Mac?

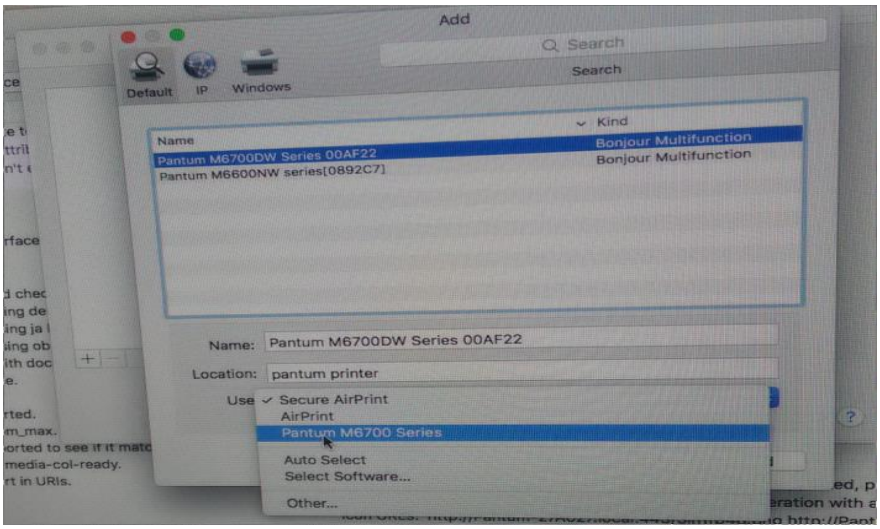
Step1: At first, please follow up the instruction of the CD-ROM to install the driver with USB that is under the MAC system.

Step2: After installed the driver, please chose the Printer icon in PC and log in.

Step3: Click “+” to add the printer.



Step4: Please choose the corresponding model from installed printer when pop up the dialog box. Then chose the corresponding printer’s driver which installed on PC. (It is needed to be the same with printer model.) After chose to save, it will be finished to install.



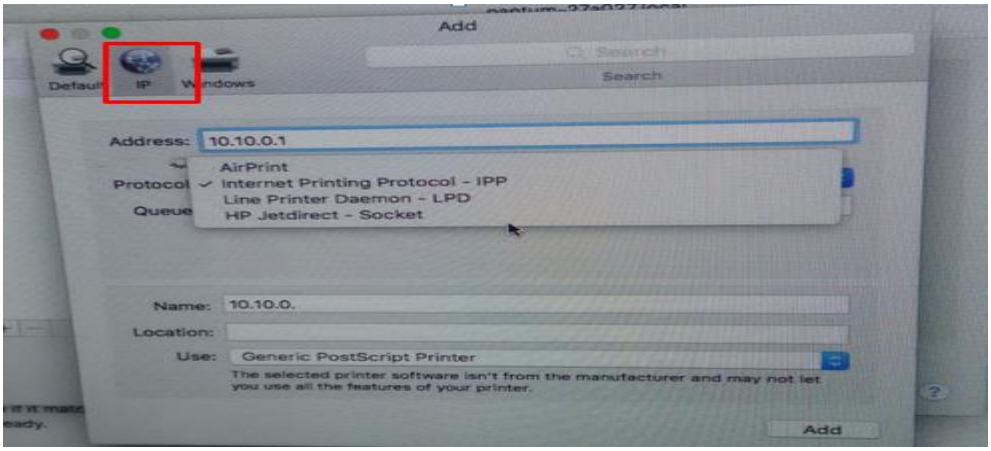
Remark: If the internet needs to set up manually. You can chose to IP modified at the forth step.

Modify the IP address need to match to the IP agreement.

Here is the printer's name without modifications.

Please chose the corresponding driver which installed on PC.(it is need to be the same with printer model.)

Step5: After chose to save, it will be finished to install the internet printing.

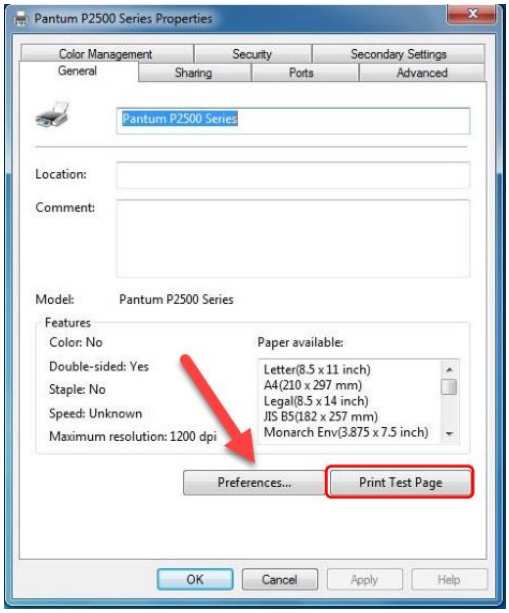


5. How to do Duplex Printing on Windows system?

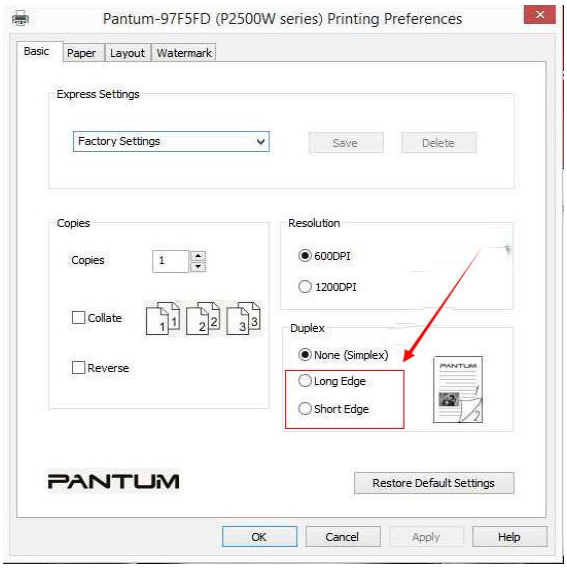
Please change your printer's properties as below steps.

Step1: Please chose the model of your printer in "device and printer"

Step2: Double left click the printer-printer's properties –preferences



Step3: Please choose 'Long Edge " or "Short Edge" in duplex printing.

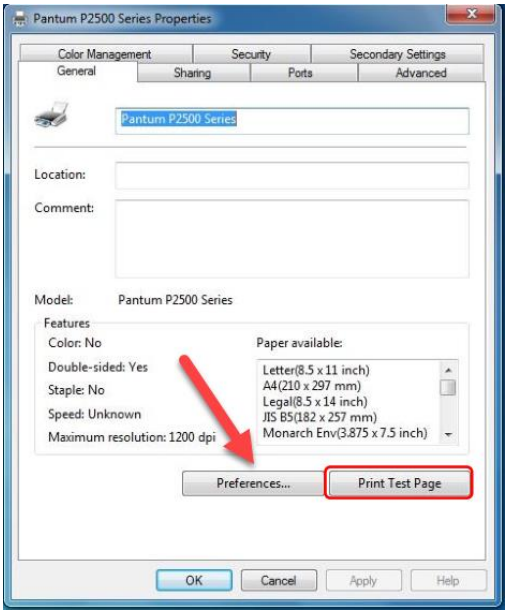


6. How to cancel the “duplex printing” under Windows?

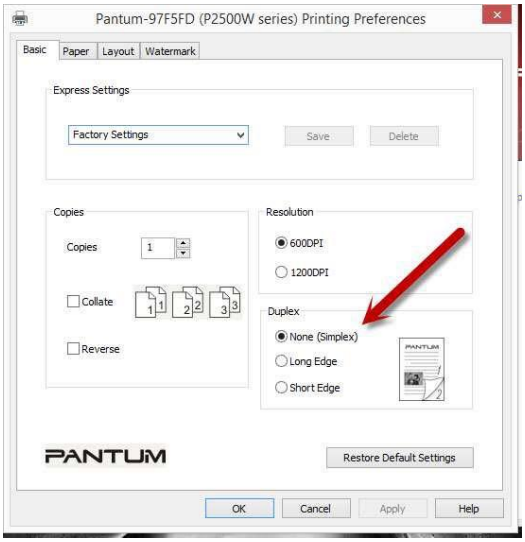
Please change your printer’s properties as below steps.

Step1: Please chose the model of your printer in “device and printer”

Step2: Double left click the printer-printer’s properties –preferences



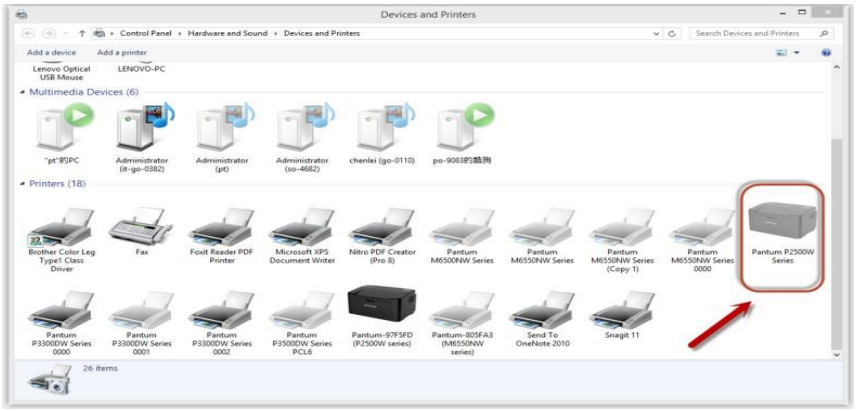
Step3: Please choose ‘NONE” in duplex printing.



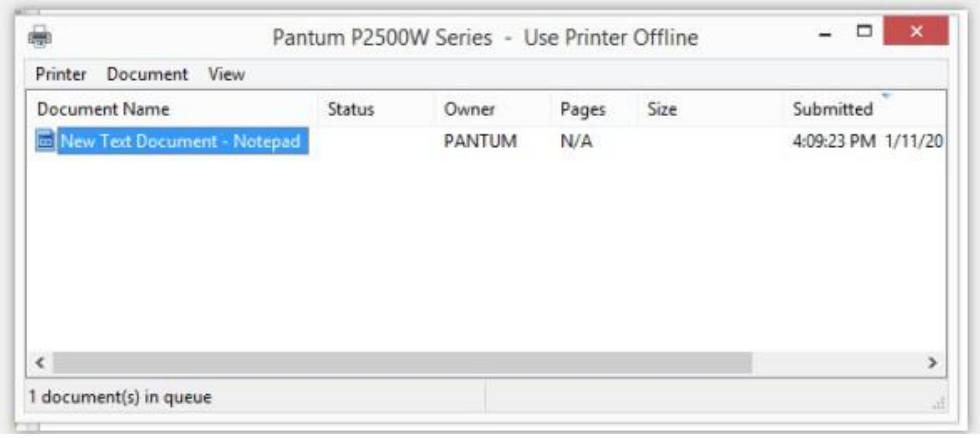
7. How to cancel a printing job in the queue?

Regarding the issue about your printer, please kindly check with below steps, you need to end the printing job in the printing queue:

Step1： Please double click your model of your printer in the ‘printer and device”, the picture will be shown as below:



Step2： Please right click the printing task that you want to stop. It will be shown as below:



Step3： Please chose “cancel”, it will stop printing job.

8. Why it will be smoked when printing?

The smoking is water vapor, which is caused by the printing environment and paper status. When we do the printing, the fuser unit will heat the paper to around 180 °C, so during paper out of the printer, it would exchange its temperature with surrounding environment.

1, Print environment: when the temperature becomes much lower, the humidity will be much higher, so the vapor will get heavy. Due to the temperature difference and moist ， the water vapor will produce accordingly. Usually, we suggest the printing temperature is 10-32℃, Humidity (RH) is 20%-80%, and it will work fine.

2, Paper status: the paper status when dry or moist will also influence strongly the printing vapor. When the paper is just unpacked to print , or just laid in the dry environment , there would be no or less vapor ; But when the paper is very moist , for example , it was exposed in 90% RH environment for a day , when printing , there will be more vapor coming out .

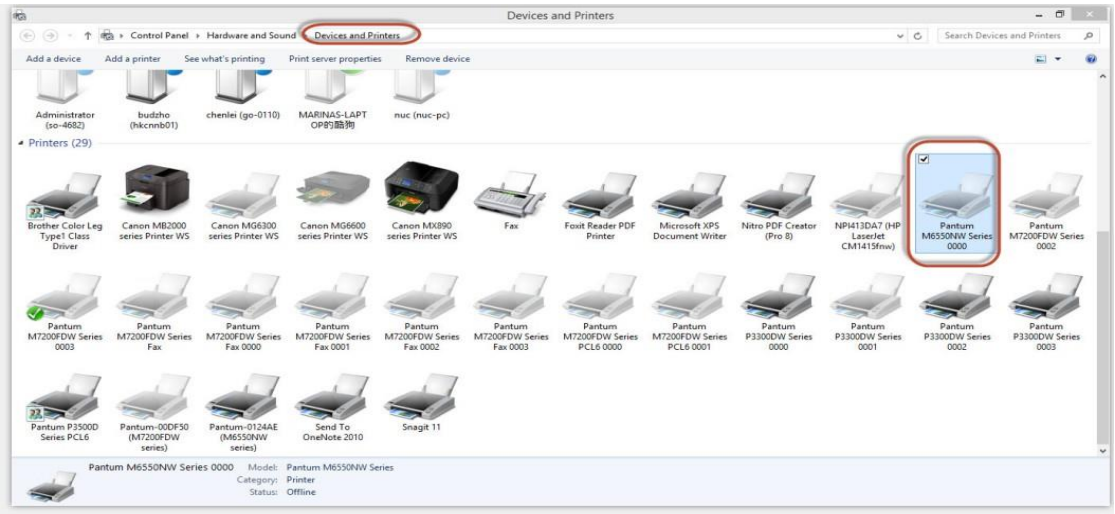
So, that is the cause of printing vapor, we must take care of the printing environment and the paper to avoid it.

9. What is the power requirement will be need?

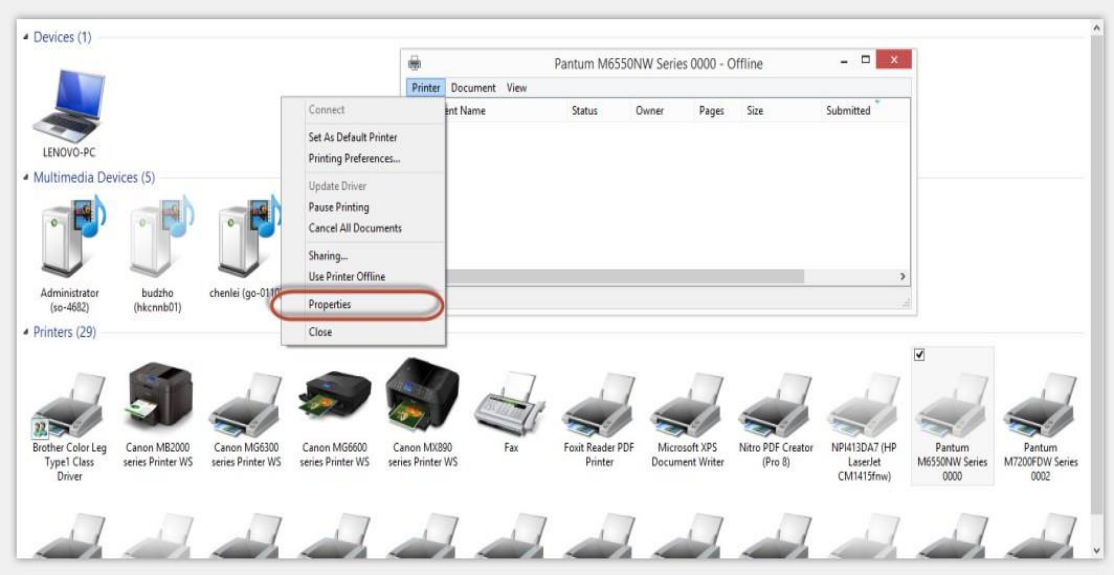
See the nameplate on the back of the printer to learn the appropriate power supply and voltage to use with this printer. Please strictly follow the product specifications on power type.

10. How to Print PRN File setting in printer?

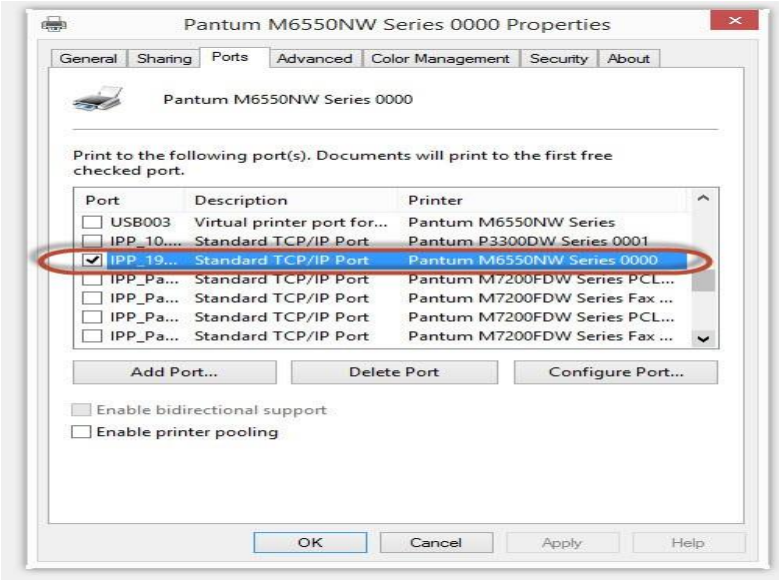
Step1: Click your model of the printer in the 'Devices and Printers'.



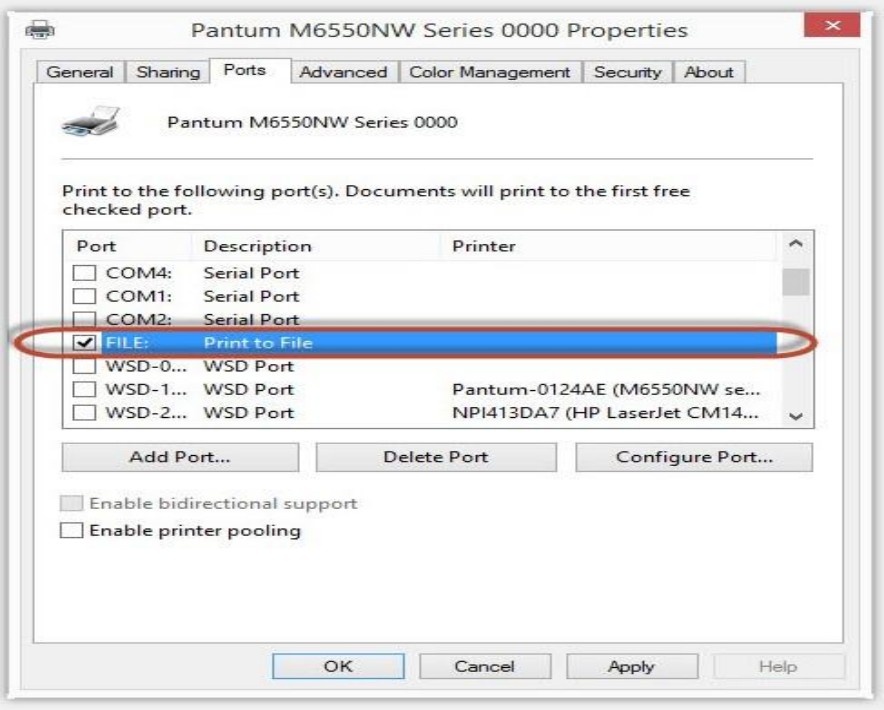
Step2: Click "Properties" of the printer



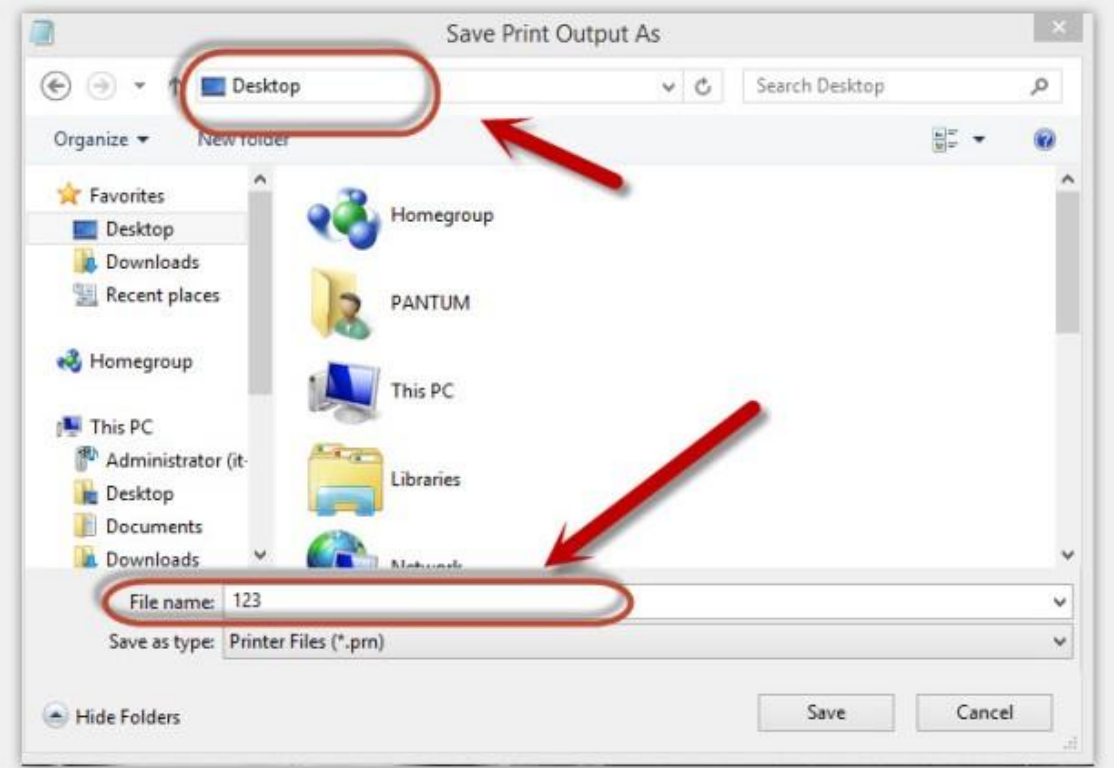
Step3: Please check your original port in the port and keep it in mind



Step4: Please change your original port to “FILE:Print to File”.



Step5: Please choose any file you want to print and save it on the ‘Desktop’ as “123.”



Step6: Please find the ‘123.prn” file on the desktop and send it to us.

Step7: change your port back to your original port as **Step 3**

11. How to do when it shown “0x000000709” Error?

Reason:

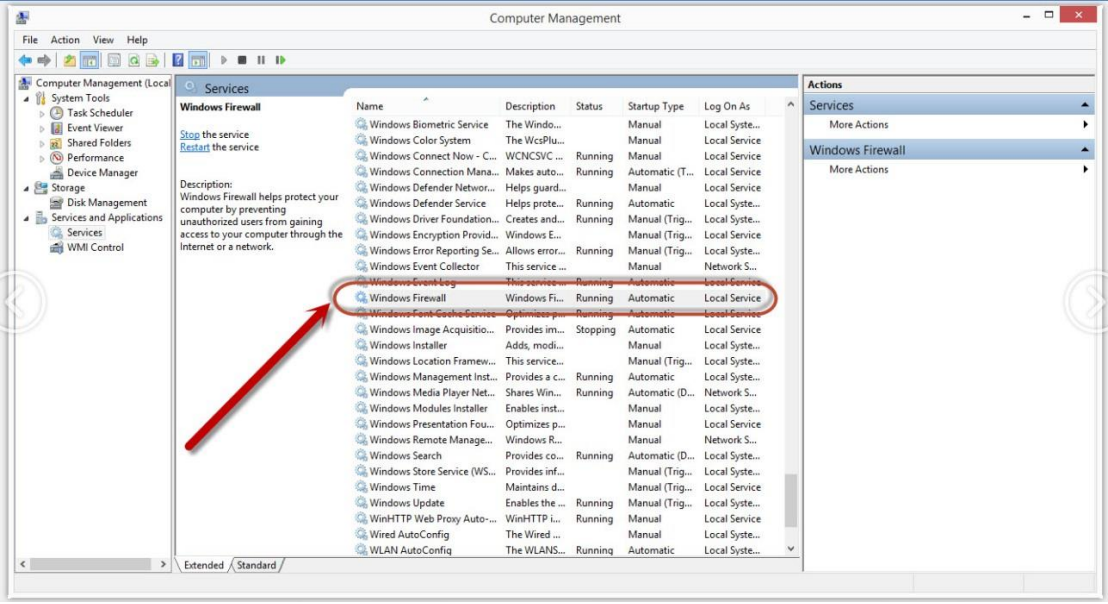
1. The compatibility issue about Windows system

2. When both of windows and XP sharing the same network, and the XP as the main host will be led to this problem.

Solution A:

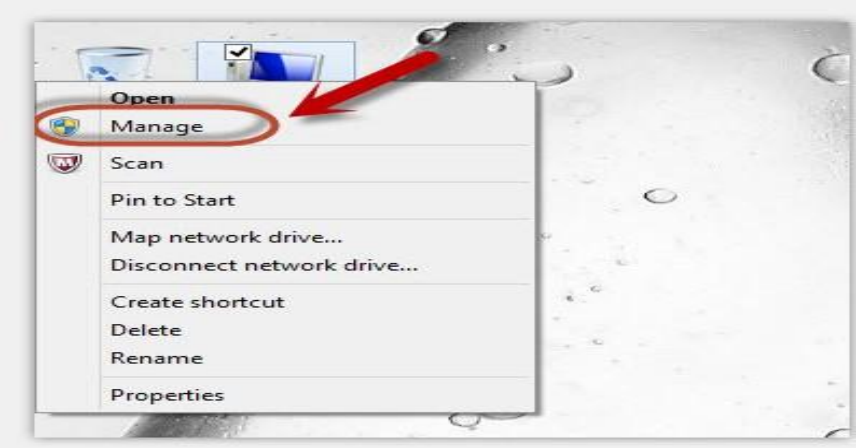
Step1: Select “Manage” in the “This PC”.

Step2: Select “windows firewall” and right click to “run” it. Restart your computer after you run the windows firewall.

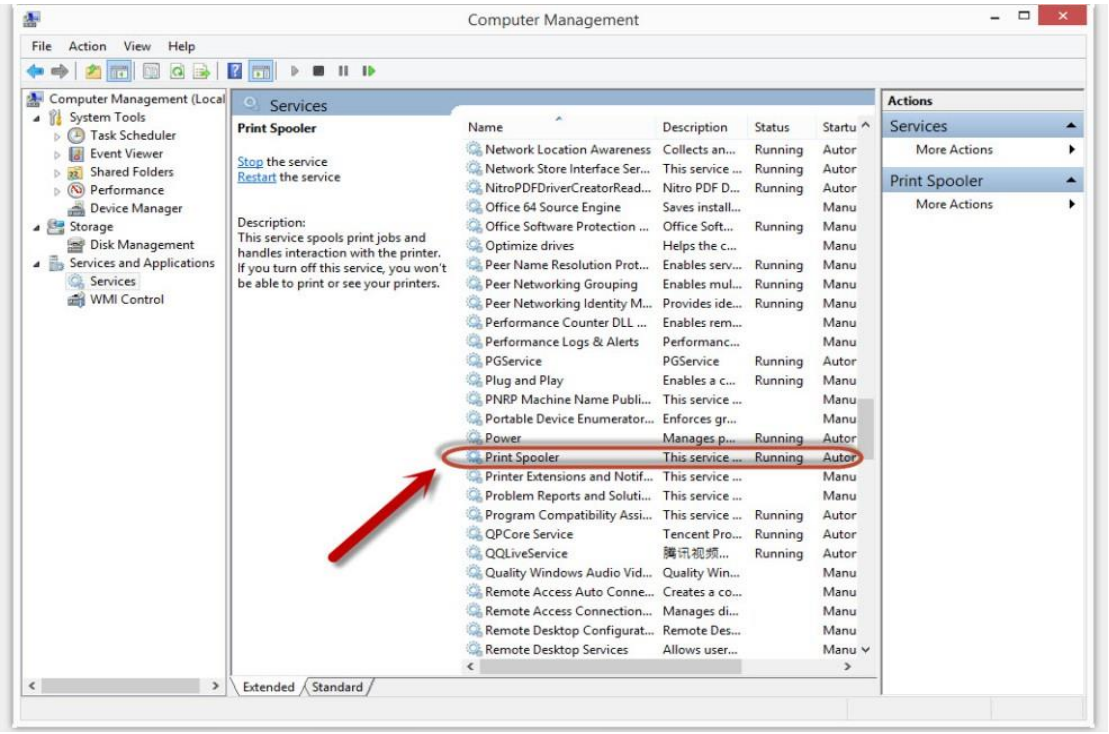


Solution B:

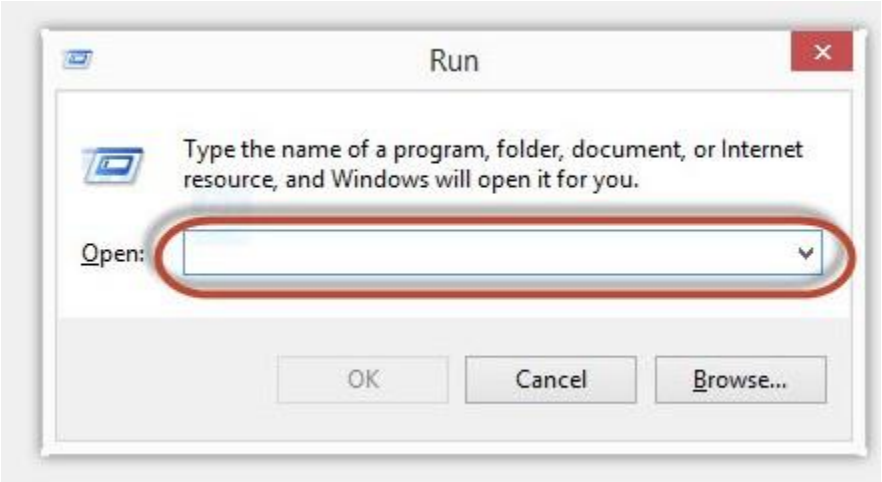
Step1: Select “Manage” in the “This PC”.



Step2: Select “Print Spooler” and right click to “run” it. Restart your computer after you run the windows firewall.



Step3: Please enter "win+ R" and open "operation" window, please enter the IP address which is from the sharing this printer's XP computer and then press "Enter"



Step4: please Right click "connect" in the listed printer. It will be installed the driver directly.

Step5: After done all above steps, you will see the connected printer in the " Devices and printers"

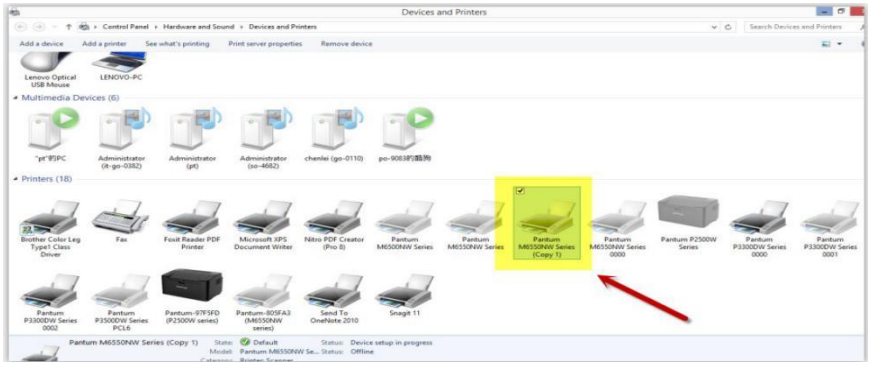
12. How to change the printing port is available when it showed" Printing port is on used"?

"Printer cannot be configured because printing port is on used." it may cause by PC port is abnormal. We suggest that you can check with below steps:

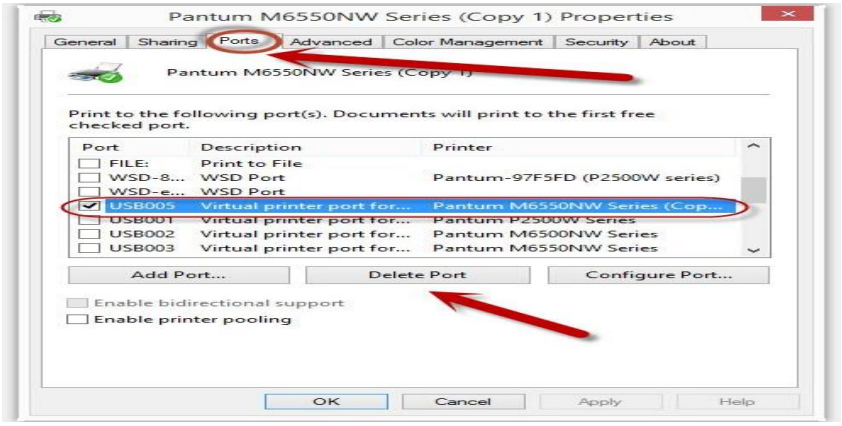
Step1: Change to another PC port then reconnects to the printer and re-install the driver.

Step2: Click PC table "start"-"Devices and Printers", delete the useless printer copy manually (the mouse right click on the useless printer name, and then delete it).

Then reconnect to the printer and re-install the driver.



Step3: Click PC table "start"-"printer and fax", chose any of the printer copy, the mouse right click on the "printer property"--"port", then chose the customer no need the printer copy port of all the printers, and click "delete port"-"confirm". At last reconnect to the printer and reinstall the driver.

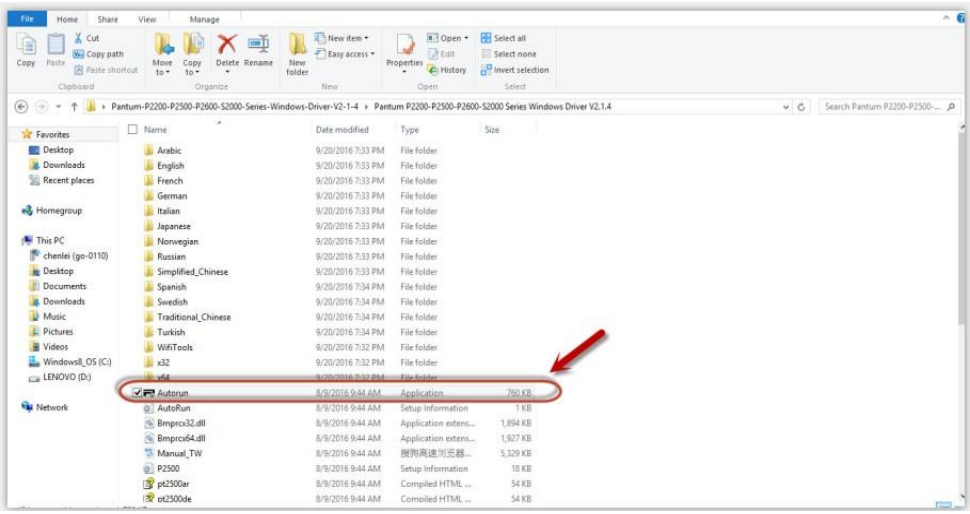


13. How to download the User Manual Successfully?

Here are two options for you to download the user manual for the printer's

Option A) Please check the user manual in the CD-ROM.

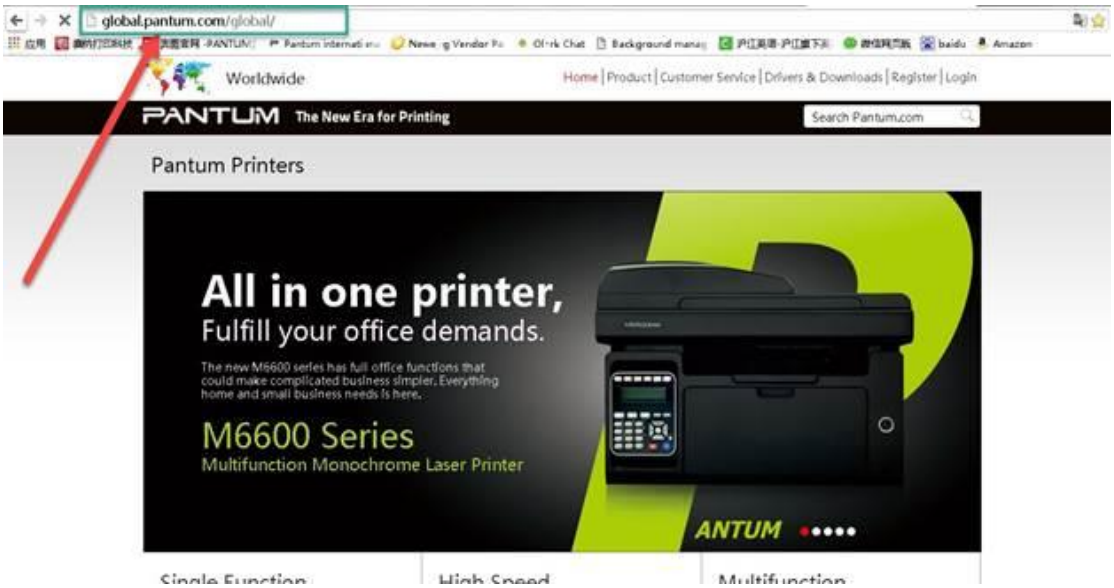
Step1: Open your CD-ROM file and double click "Auto run".



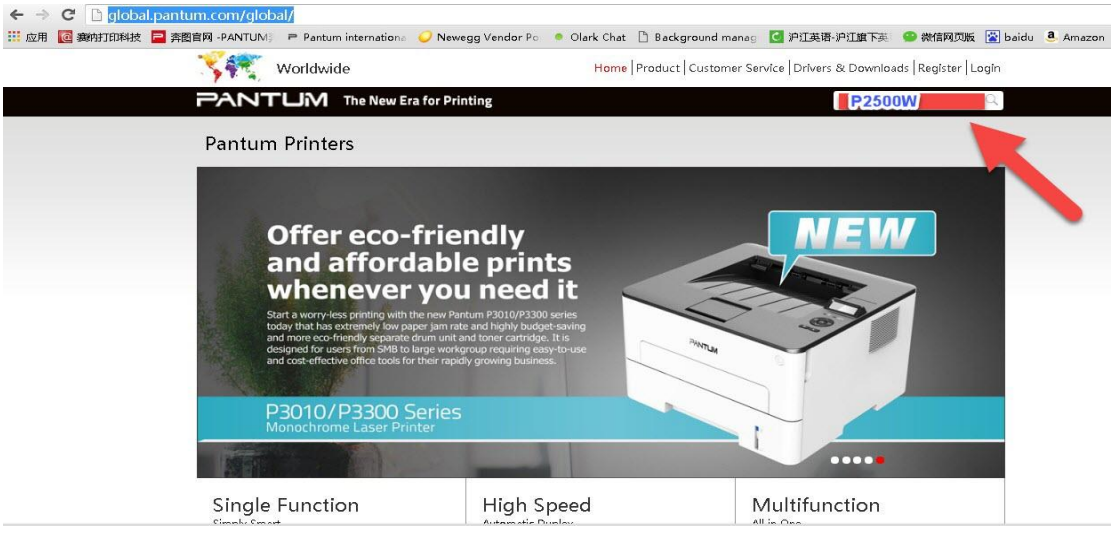
Step2: Click 'User Guide' at the left corner of the installation interface.

Option B) Please download the user manual from our official website.

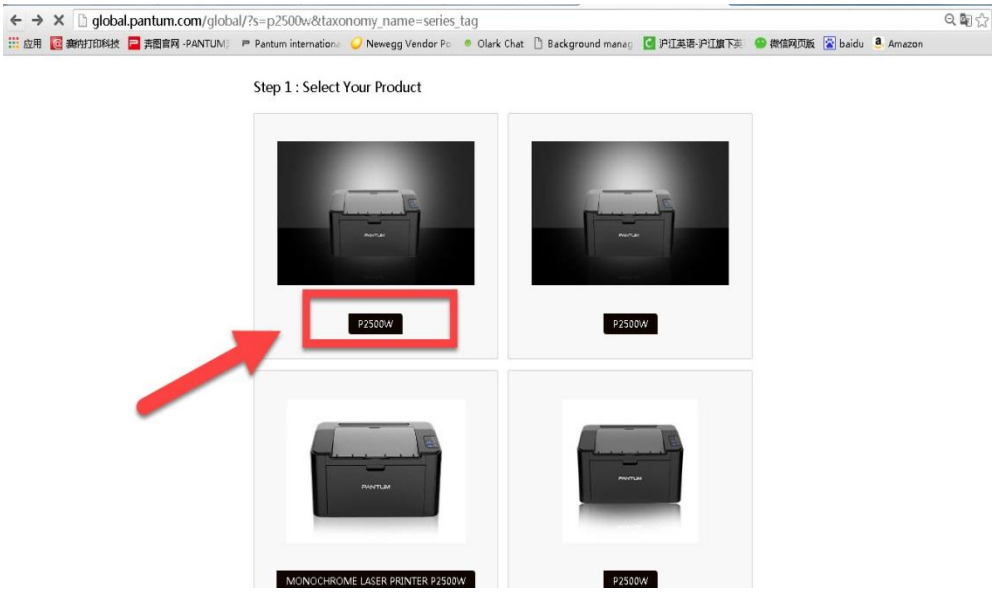
Step1: Please log in the website: http://global.pantum.com/global/.



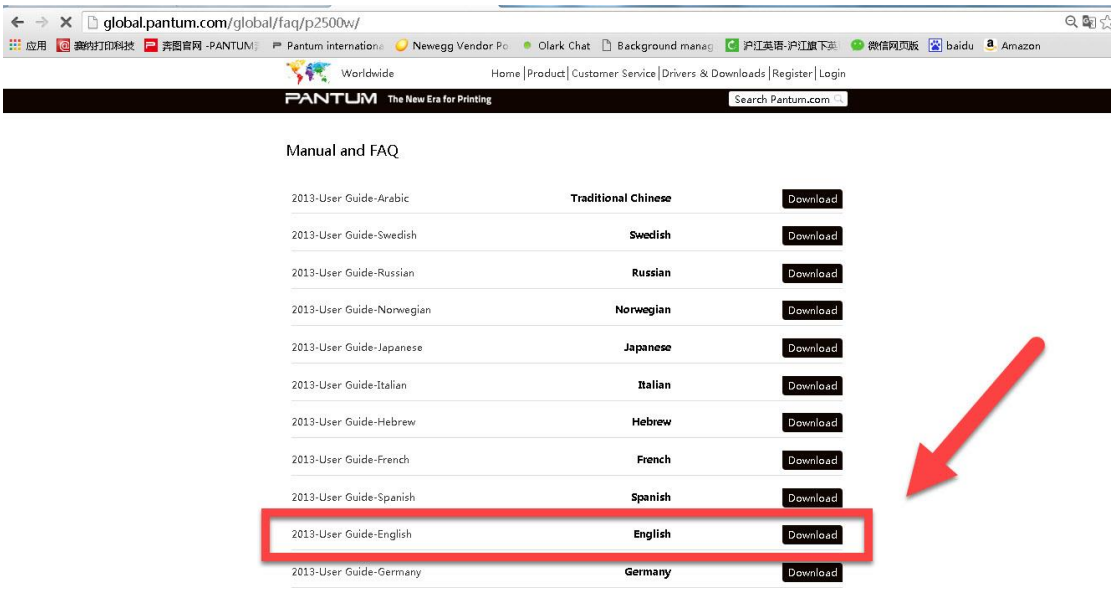
Step2: Enter your model of your printer in the blank of the below picture



Step3: Select the model of your printer.



Step4: Chose the corresponding language you are using which stat to download the user manual.



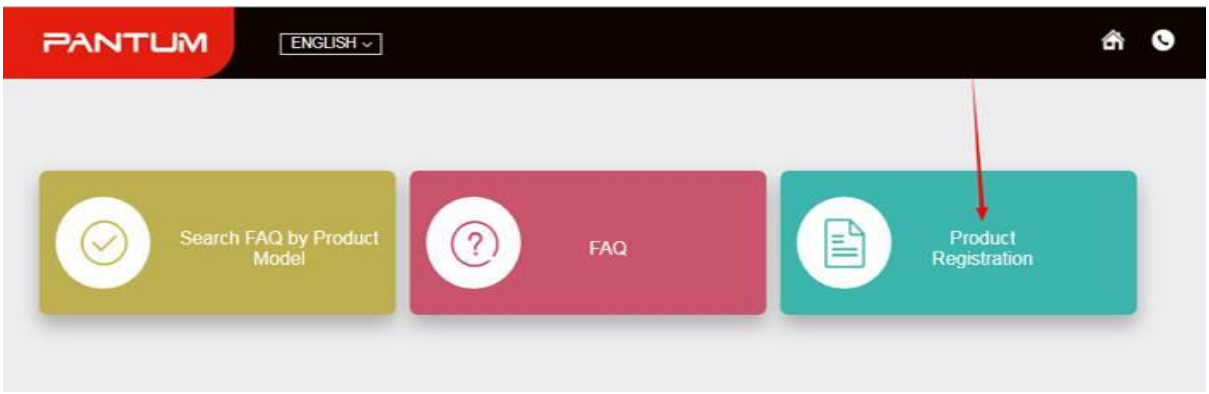
14. How to register for printer warranty on-line?

Step1: Register your account in the website:

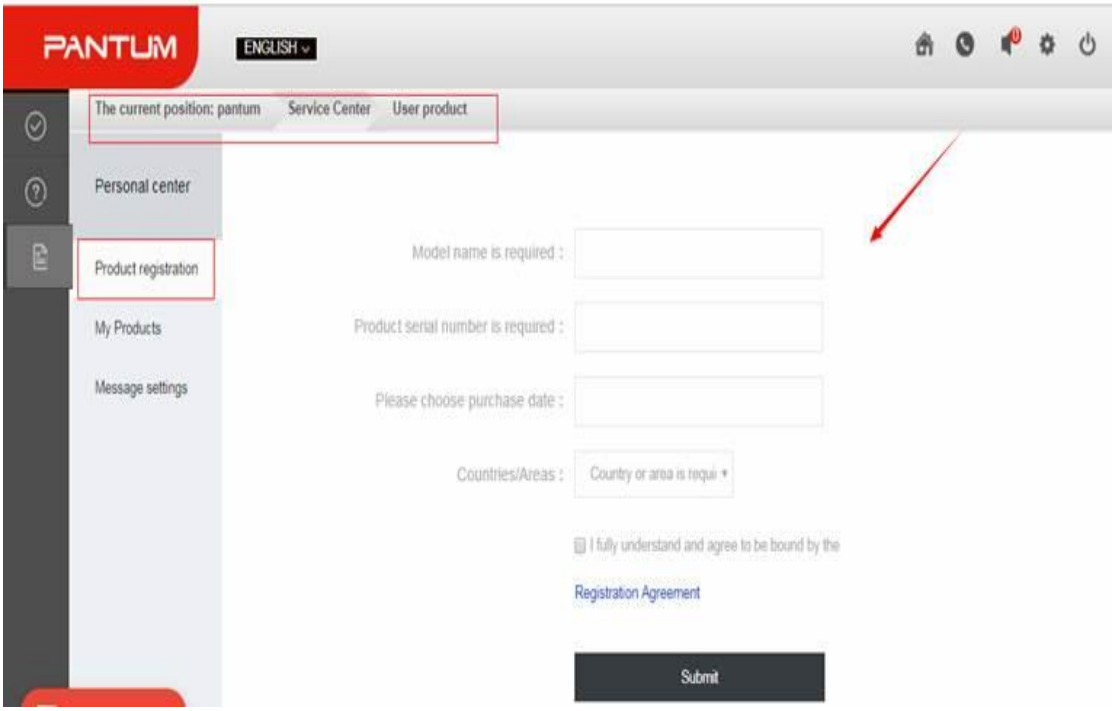
https://service.global.pantum.com/user/login/register.html

Step2: Log in your account with password:

Step3: Please chose “Product Registration”, the picture will be shown as below:

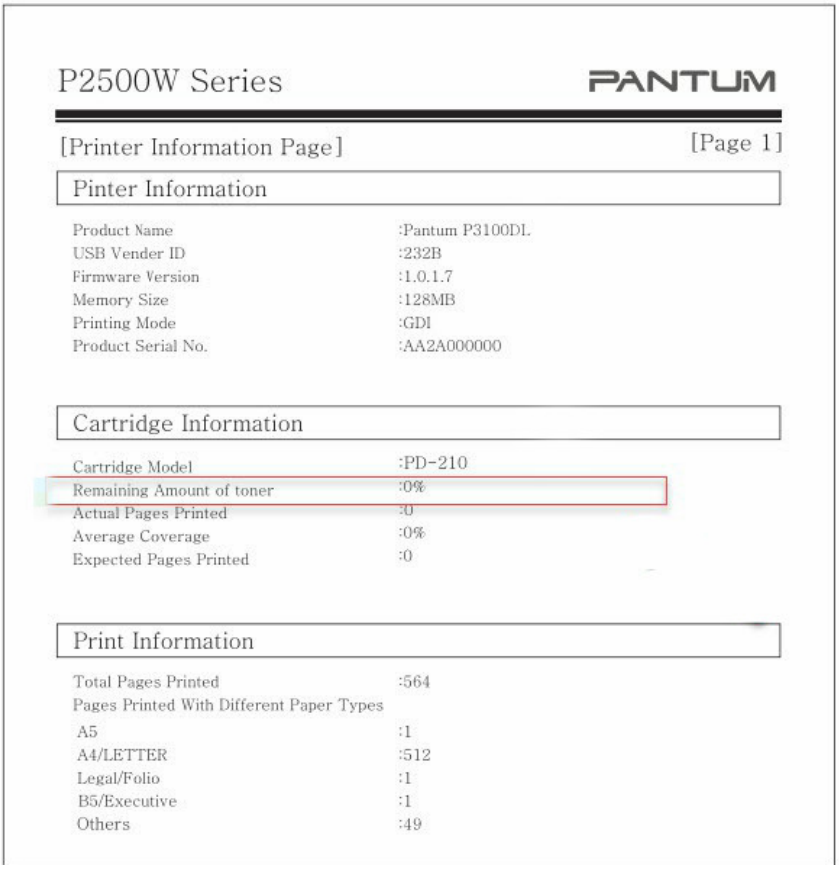


Step4: At last, you can register for your printer at the below of page, it will be done.



15. How to Print Information Pages from P2500 printer?

Press “continue /cancel” button on interface for 3 seconds to print out configuration page, and there is the printer information page :



P2500W Series PANTUM

[Printer Information Page] [Page 1]

Pinter Information

Product Name	:Pantum P3100DL
USB Vender ID	:232B
Firmware Version	:1.0.1.7
Memory Size	:128MB
Printing Mode	:GDI
Product Serial No.	:AA2A000000

Cartridge Information

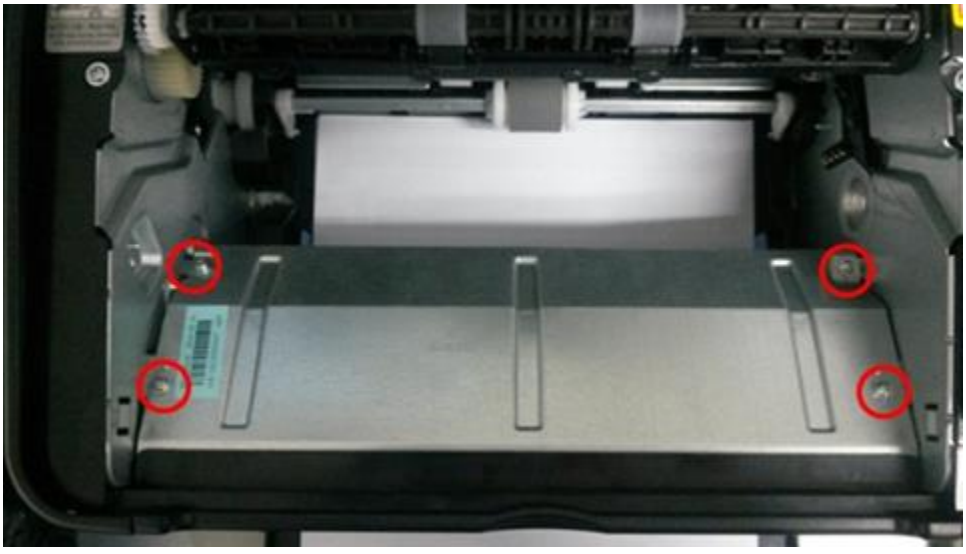
Cartridge Model	:PD-210
Remaining Amount of toner	:0%
Actual Pages Printed	:0
Average Coverage	:0%
Expected Pages Printed	:0

Print Information

Total Pages Printed	:564
Pages Printed With Different Paper Types	
A5	:1
A4/LETTER	:512
Legal/Folio	:1
B5/Executive	:1
Others	:49

16. Why the printer could not print the horizontal line in the page when printed out?

Step1: Open the protecting cover of the LSU using the screwdriver.

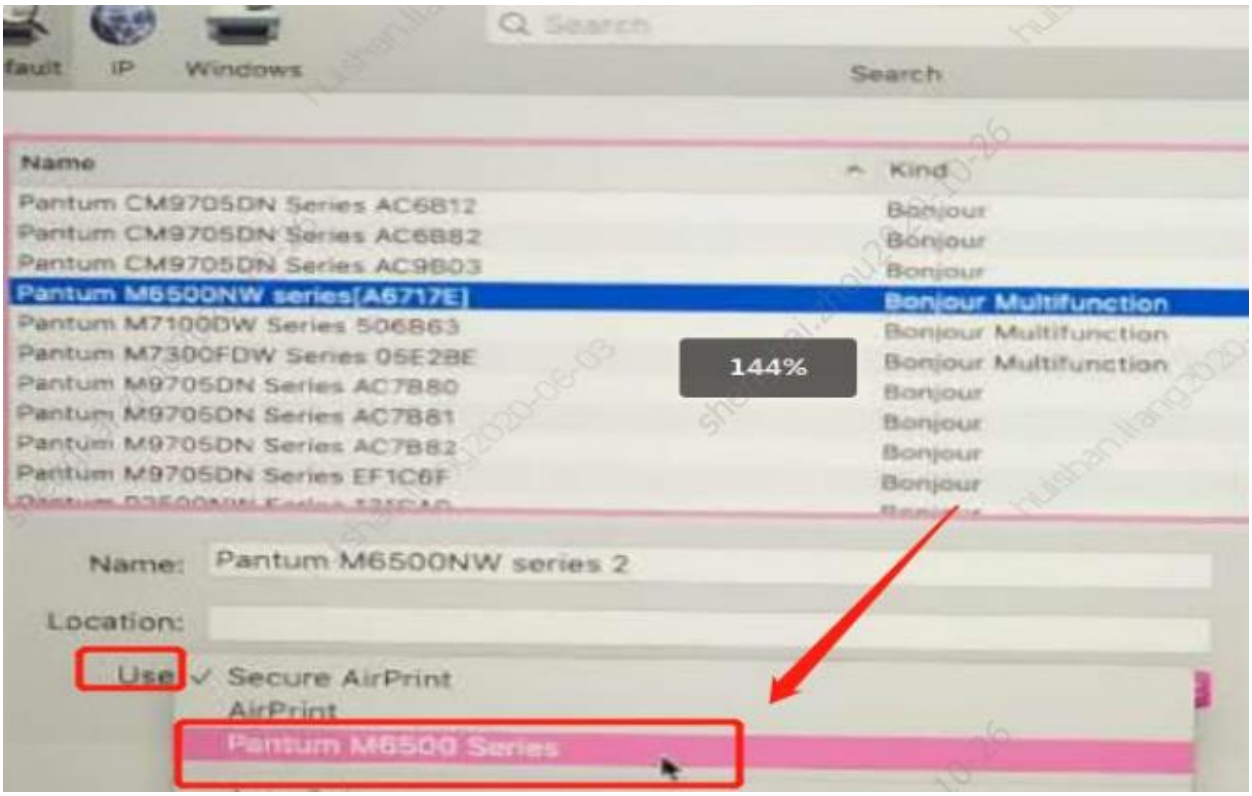
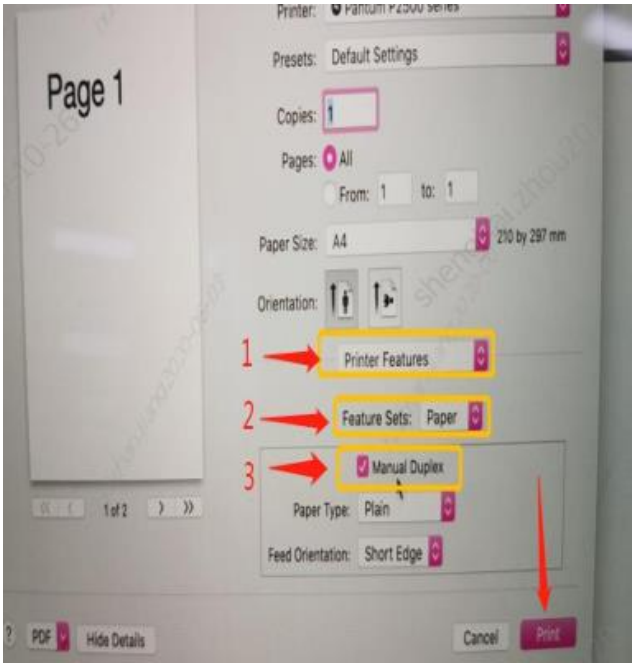


Step2: Pull out the cable and reinsert it again.(The connecting of the LSU's cable and outlet has something wrong ,so the transmitted signal is abnormal.)

17. How to do Duplex Printing on MAC system?

Step 1： Download the driver for printing Mac system corresponding to Printer on the official website.

Step 2： In the process of adding a printer, you need to select the printer, and then select the “Pantum M6552NW Series printer” from the "Use" pop-up menu. (The default setting of this option is “sercure airprint”, which needs to be modified manually)



Step 3: Open the printed file, and then set it through the following path: Printer Features—Feature Sets: Paper—Select “Manual Duplex”, click Print.