

# User Guide

Pantum PT16B1B/PT12B1A Series  
(BP1800/BP2300 Series)  
Monochrome Laser Printer

**PANTUM**

## Preface

Welcome to the Pantum series products!

We heartily appreciate your using of Pantum series products!

To protect your vital interests, please carefully read the following statements.

For more information, please visit our official website ([www.pantum.com](http://www.pantum.com)).

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Version:V1.2

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## Safety Precautions

### Disconnect the power supply

The product should be placed close to or easily accessible to power sockets, so as to allow easy disconnection of power supply!

### Laser Safety

The laser radiation is harmful to the human body. Since laser components are completely sealed in the printer, laser radiation will not leak. To avoid laser radiation, please do not randomly disassemble the printer!

Caution – Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

The printer follows the provisions of Class 1 laser products under CFR standard.



The printer has a Class 3B laser diode, which has no laser radiation leakage among laser components.

The laser components shall comply with the requirements of: U.S. Code of Federal Regulations, 21 CFR 1040, IEC 60825-1

The following label is attached to the laser components inside the printer:












or



## Safety Warning

Please note the following safety warnings before using the printer:

 <b>Warning</b>	
 There is a 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 may result in an electric shock.	
 The fuser unit is hot during and after printing. Touching the fuser unit (the shaded area as shown) may cause burns!	
 The fuser unit bears a high temperature warning label. Please do not remove or damage this label.	

# Precautions

## Precautions before Using the Printer:

1. Read and understand all instructions;
2. Familiarize yourself with the basic principles associated with operating electrical appliances;
3. Comply with all warnings and instructions marked on the equipment or specified in the manual supplied with the equipment;
4. If the operating instructions conflict with the safety information, please refer back to the safety information, as you may have misunderstood the operating instructions. If you cannot resolve the conflicts, please call the Customer Service Hotline or contact a service representative for help;
5. Before cleaning the equipment, remove the power cord from the AC power supply outlet. Do not use liquid or aerosol cleaners;
6. Please make sure that the equipment is put on a stable desktop surface to avoid serious damage caused by the falling of the equipment;
7. Do not put the equipment near a radiator, an air conditioner, or a ventilation pipe;
8. Do not place any articles on top of the power cord. Do not put the equipment in a place where its power cord will be stepped on by people;
9. Outlets and extension cords must not be overloaded. This may reduce performance and could result in fire or electric shock;
10. Do not allow pets to chew on the AC power cord or the computer interface cable;
11. Do not allow sharp objects piercing equipment slot, so as to avoid contact with the high-voltage device, which otherwise may result in fire or electric shock. Take care not to spill liquids onto the equipment;
12. Do not disassemble the equipment so as to avoid the risk of electric shock. Necessary repairs may only be carried out by professional maintenance personnel.  
Opening or removing the cover could result in an electric shock or other potential hazards. Incorrect disassembly and assembly could also result in an electric shock during future use;
13. If any one of the following occurs, disconnect the equipment from the computer and pull out the power cord from the AC wall socket and contact a qualified member of the service personnel for maintenance:
  - Liquid has been spilled into the equipment.
  - The equipment has been exposed to rain or water.
  - The equipment falls, or the cover is damaged.
  - Significant changes in the equipment's performance.
14. Only adjust the control mentioned in the instructions. Incorrect adjustment of other controls may result in damage and mean that professional maintenance personnel need to spend more time fixing it;
15. Do not use the equipment in a thunderstorm so as to avoid the risk of an electric shock. If possible, pull out the AC power cord during a thunderstorm;
16. If you continuously print multiple pages, the surface of the tray will become very hot. Take care not to touch this surface, and keep children away from this surface;
17. The signal wire of the device connected with the printer can not be connected to the outdoors;
18. Please ensure timely ventilation in case of a prolonged use or printing huge amounts of documents in a poorly ventilated room;

19. In standby status, the product will automatically enter into the power saving (sleep) mode if it does not receive any job order for a while (such as 1 minute); and it can realize zero power consumption only if it has not been connected with any external input power supply;
20. As the Class 1 equipment, the product must be connected to the power supply outlet with protective grounding line when using;
21. This product should be placed according to the shipping marks on the product package box during delivery;
22. This product is a kind of low-voltage equipment. When using this product below the specified voltage range, please refer to the product precautions or call Pantum Aftersales Service Centre, if the toner comes off the printed contents, or the equipment starts slowly;
23. This product is sold as a complete machine. The consumers can go to Pantum Aftersales Service Centre to purchase parts they need. If the product sold is inconsistent with the package list, please go to the specified Aftersales Service Centre to solve the problem;
24. Install this product in a place with the temperature between 10°C to 32°C, and the relative humidity between 20% to 80%;
25. For security and other reasons the printer may switch to intermittent printing after a certain amount of continuous printing.
26. This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s) and this device complies with Part 15 of the FCC Rules . Operation is subject to the following two conditions:
- (1) this device may not cause harmful interference, and
  - (2) this device must accept any interference received, including interference that may cause undesired operation.
27. FCC and IC RF Radiation Exposure Statement Caution:  
To maintain compliance with the FCC's and IC's RF exposure guidelines, place the product at least 20cm from nearby persons.
28. NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.  
If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
  - Increase the separation between the equipment and receiver.
  - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
  - Consult the dealer or an experienced radio/TV technician for help.
29. Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
30. The power consumption of the product is less than 3.00W in networked standby if all wired network ports are connected and all wireless network ports are activated;

31. Shielded cables must be used with this unit to ensure compliance with the Class B FCC limits.
32. This Class B digital apparatus complies with Canadian ICES-003.
33. To avoid the danger of fire or electric shock, please only use the power cord provided with this product or authorized replacements approved by the manufacturer.
34. The power cord provided with this product is intended for this product only. Do not use it with other devices as it may cause fire, electric shock, or other injuries.
35. Do not use flammable sprays or combustible solvents near or inside the machine. Additionally, do not place them near or inside the machine as it may cause fire or electric shock.
36. This device is restricted to indoor use when operating in the 5150-5350MHz frequency range to reduce the potential for harmful interference to co-channel mobile satellite systems in all EU/EFTA member states, Turkey and the UK.
37. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.
38. Please keep this User Guide properly.

## Regulatory 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. Ref: EU Directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE). Please contact your distributor / supplier for further information.



This symbol indicates that the product is applicable to indoor use instead of outdoor use.



### European Community (EC) directives conformity


This symbol indicates that the product complies with the protection requirements related to electromagnetic compatibility and safety of electrical device (for use within a specific voltage range) in the approximate and harmonized regulations of members of Directive 2014/30/EU and Directive 2014/35/EU of the European Parliament and of the Council.

Radio Equipment directive 2014/53/EU only for products with wireless function.

The manufacturer of this product is: Zhuhai Pantum Electronics Co., Ltd., Building 02, 06 and 08, No.888 Shengping Avenue, Pingsha Town, Zhuhai City, Guangdong Province, 519000 PR 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 55032 / EN 55035 and safety requirements of EN 62368-1.

	AT	BE	BG	CH	CY	CZ	DK	DE	EE	EL	ES	FI
	FR	HR	HU	IE	IS	IT	LI	LT	LU	LV	MT	NL
	NO	PL	PT	RO	SE	SI	SK	TR	UK(NI)			
	UK											

**Note:** only applicable for product with 5GHz Wifi function.

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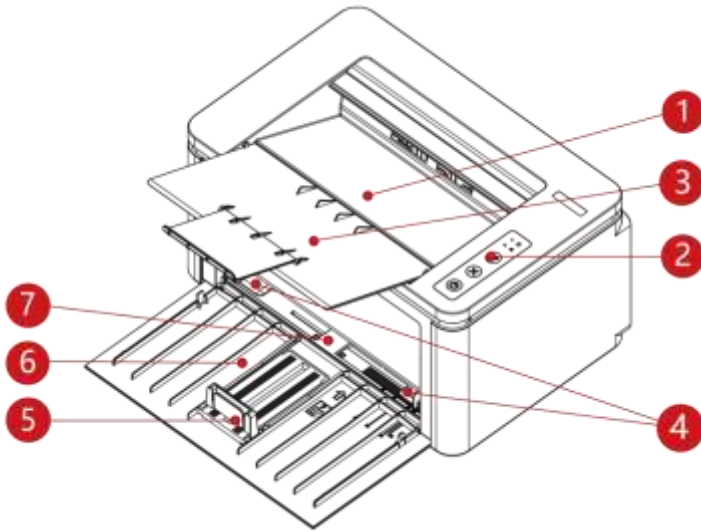
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# 01 Before Using the Printer

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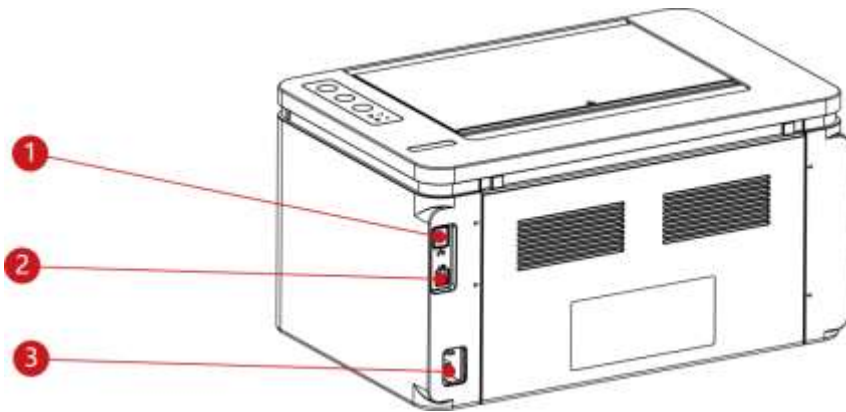
## Product View

### Front View



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- |   |            |
|---|------------|
| 1 | Output Bin |
|---|------------|
- 
- |   |               |
|---|---------------|
| 2 | Control Panel |
|---|---------------|
- 
- |   |             |
|---|-------------|
| 3 | Output Tray |
|---|-------------|
- 
- |   |                      |
|---|----------------------|
| 4 | Automatic Feed Guide |
|---|----------------------|
- 
- |   |            |
|---|------------|
| 5 | Paper Stop |
|---|------------|
- 
- |   |             |
|---|-------------|
| 6 | Feeder Tray |
|---|-------------|
- 
- |   |                       |
|---|-----------------------|
| 7 | Automatic Feeder Tray |
|---|-----------------------|
-

## Rear View



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1 Network Interface

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2 USB Interface

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3 Power Interface

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# 02 Paper and Print Media

## Paper Specification

	Media Type	Plain paper, thin paper ,thick paper, transparent film, carton paper, label paper, envelope
Automatic Feeder Tray	Media Size	A4,A5,A6,JIS B5,ISO B5,B6, Letter, Legal, Executive, Folio,Oficio,Statement, Japanese Postcard , Monarch envelope, DL Env,C5 Env,C6 Env,NO.10 Env, ZL, Big 16k, Big 32k,16k, 32k, Yougata4, Postcard, Younaga3, Nagagata3, Yougata2, custom
	Media Weight	60~163g/m <sup>2</sup>
	Maximum Capacity of the Tray	150 pages 80g/m <sup>2</sup>

**Note:** • 80 g/m<sup>2</sup> standard paper is recommended for this printer.

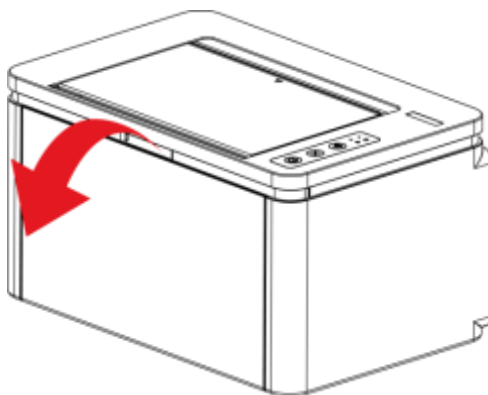
• This printer supports using the special paper for printing. Special paper includes: label paper, envelope, transparent film, thick paper, carton paper, thin paper.

• When using special media to print, it is recommended to load one piece of paper at one time.

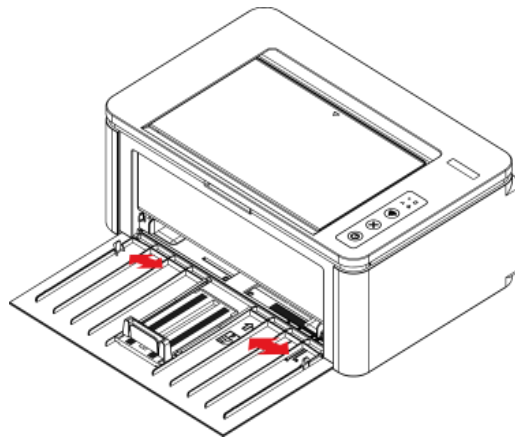
## Loading Paper

### Loading into the Automatic Feeder Tray

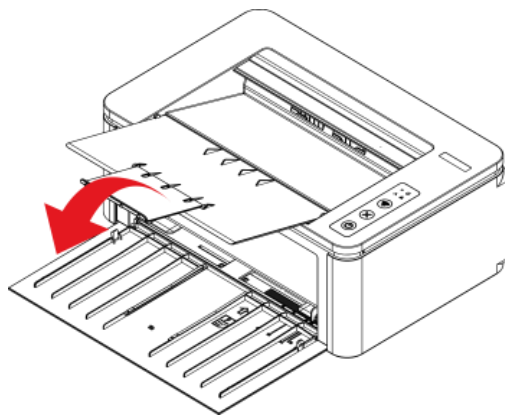
1. Open the feeder tray.



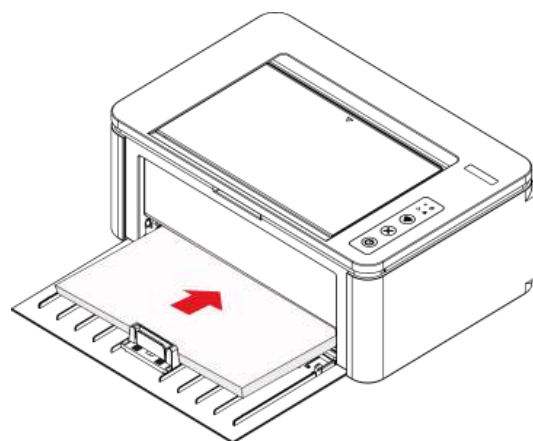
2. Slide the automatic feed guides to match both sides of the paper.



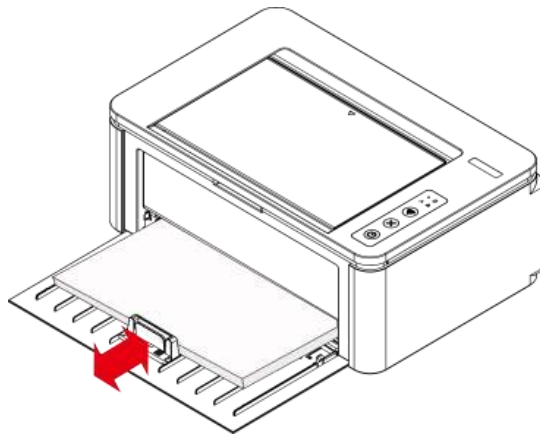
3. Raise the output tray to avoid the paper from slipping and falling.



4. Load the paper into the automatic feeder tray with the print-side up.



5. Slide paper stopper to match the paper size.



- Note:**
- If the paper loaded into the automatic feeder tray at one time exceeds 150 pages, paper will jam or cannot be fed in.
  - When using the printed paper, please make the side to be printed (the blank side) up.
  - When printing on A5 paper, it is recommended that the paper is fed in landscape orientation, which can extend the service life of the laser toner cartridge.

**Warning**



After printing, please immediately remove the paper, envelopes and transparencies. Stacking paper or envelopes may cause a paper jam or the paper curling.

# 03 Driver installation and uninstallation

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## Driver Setup

This software provides a one-click installation method for driver installation on Windows and macOS systems, which can help you automatically complete the driver installation faster and more easily.

**Note:** • Driver installation interface may differ because of different models and functions, so the schematic diagram is only for your reference.

### One-click Installation (For Windows and macOS)

One-click installation provides you with three installation methods: "Wi-Fi", "USB", and "Wired Network". This manual focuses on the "Printer Installation by USB Connection".

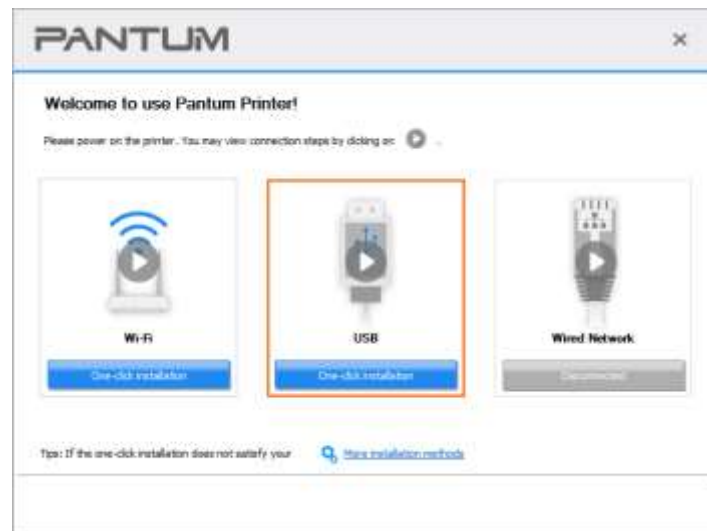
#### Connect printer via USB cable

1. Connect the printer to computer via USB cable, then power the printer on.
2. Insert the accompanying installation disk into the computer CD drive, or log in to Pantum official website ([www.pantum.com](http://www.pantum.com)) to download the drive.

**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. Read and agree to the terms contained in the End User License Agreement and the Privacy Policy, click the "Next" button in the lower right corner of the interface to enter the driver installation interface.
4. For Windows, follow Step 5. For macOS, enter PC password before proceeding to Step 5.

5. The setup will start when you click on "One-click installation" under USB. The setup may take a while, depending on your PC configuration. Please wait.



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.

## Uninstall Driver

### Method to uninstall driver under Windows

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.

### Method to uninstall driver under macOS

macOS10.14 is taken as the example in the following operation. The information on your computer screen may differ because of multiple operating systems.

1. Click "Go" - "Applications" - "Pantum" - "Utilities" - "Pantum Un-install Tool".
2. Delete the driver as instructed in the pop-up Uninstall window.
3. Uninstall complete.

# 04 Wired network setup (applicable to wired network models)

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In case printers support wired network printing, they can be connected to network to control printer to print in wired network mode.

## Set IP Address

The IP address of the printer may be automatically obtained through DHCP function or set manually.

### Automatic Setting

DHCP automatic setting function is enabled by default on the printer.

1. Connect the printer to the network through a network cable and complete the startup preparation work.

2. The printer will receive the IP address assigned by server automatically. It may take server minutes to receive IP address under the influence of network environment.

You can print the "Network Configuration page" to view the printer's IP address. If the IP address is not listed, please check the network environment or wait a few minutes and try again.

**Note:** • If DHCP server fails to assign IP address automatically, the printer will get the link-local address assigned by printer automatically: 169.254.xxx.xxx.

### Manual Setting

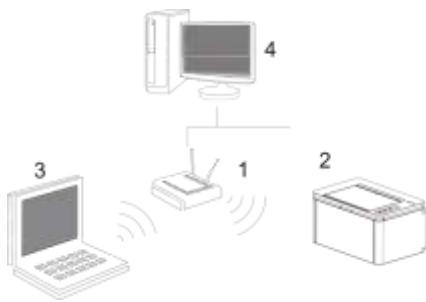
To set up IP address for printer through the embedded Web server manually.

# 05 Wireless network setup (applicable to Wi-Fi models)

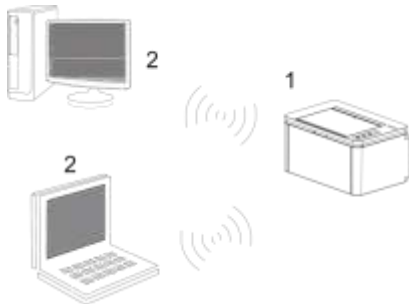
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Based on the model, the printer model with Wi-Fi print function supports two types of wireless network connection: Wi-Fi Station and Wi-Fi Direct. Usually, only one connection is enabled between the computer and the printer at a time.

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- Wi-Fi Station: connecting to a wireless device via router
1. Access point (wireless router)
  2. Wireless network printer
  3. Computer connecting to access point via wireless network
  4. Computer connecting to access point via network cable
- 



- Wi-Fi Direct mode: wireless client is connecting to a printer with Wi-Fi function
1. Wireless network printer
  2. Wireless client is directly connecting to a wireless network printer
- 

## Wireless network setup tools

If your computer has been installed with a driver and had been connected to wireless network, but the wireless network was changed, you can set it again with wireless network setup tools.

### Preliminary preparations

1. Access point (wireless router).
2. A computer that has been connected to network.
3. A printer that has wireless network function.

## Setup methods of wireless network setup tools

Take the wireless network setup tool in computer.

1) **Windows system:** Click the "Start menu" – "All programs" - "Pantum" — Product name – "Wireless network setup tool".

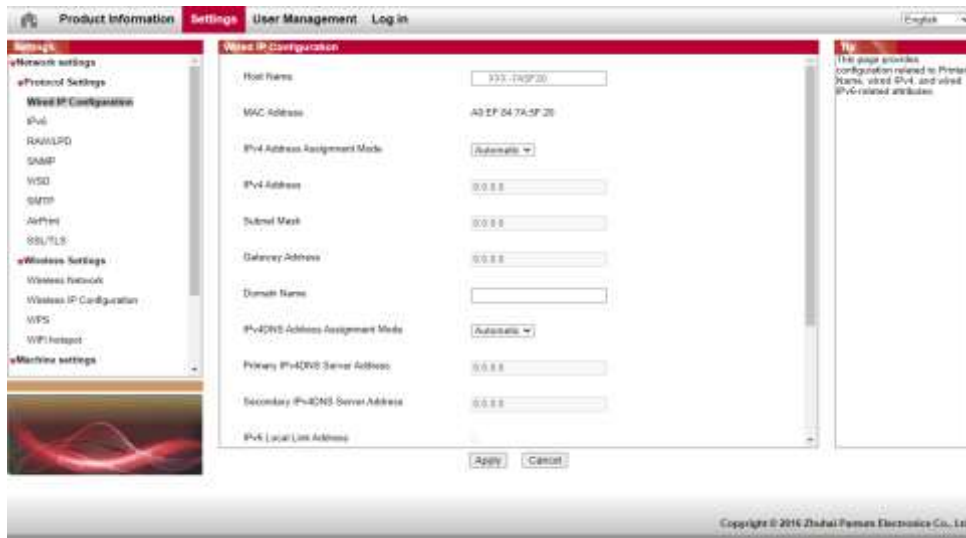
2) **macOS system:** click "Go" - "Applications" - "Pantum" - "Utilities" - "Wireless Network Configuration Tool" on the computer Finder menu bar.

## How to disable the Wi-Fi network connected

Connect the wireless network in infrastructure mode by the steps above. If connected, the Wi-Fi light on the control panel is normally on. Press and hold this button for more than 2s to disconnect from Wi-Fi network (Wi-Fi light will be off).

# 06 Web server

You can manage printer setup via the embedded Web server.



## Visit the embedded Web server

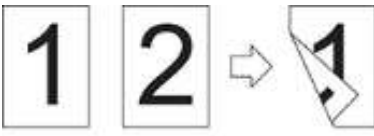







1. Turn on the power of printer and computer.
2. Connect the printer to network to ensure that the printer is connected to the network where the computer is connected to.
3. Input the IP address of printer in the address bar of Web browser to visit the Web server imbedded in printer.
4. Click "Log in" option, input user name and password (the default user name is admin and the initial password is 000000) and click "Log in".

**Note:** • For safety reasons, you are suggested to change the default password, which can be finished in the "User Management" interface.

# 07 Print

## Print Function

You can set the print function through "Start"->"Devices and Printers"- select corresponding printer -> right click – set print function in "Printing preferences". Some functions are as follows:

Functions	Diagram
Manual Duplex	
Collate	
Reverse Print	
N-in-1	
Poster Print (for Windows system only)	
Zoom Print	
Booklet printing	
Custom Size	

- Note:** • You can select the 2 x 2 Poster Print in N-in-1 to enable the poster printing function.
- You can open the Printing Preferences and click Help button to view the specific function explanation.

## Print Settings

### Setting the printing parameters

You can set up printing parameters with the following two methods before sending printing work.

Operating system	Temporary printing setup change	Permanent default setup change
Windows 7	1. Click "File" menu – "Print" – "Select printer" - "Printer properties" (the detailed steps may differ because of multiple operating systems).	1. Click "Start" menu- "Control Panel" – "Devices and Printers". 2. Right click on the printer icon, select "Printing preference" and then change setup and save it.
macOS	1. Click "File" menu – "Print". 2. Change setup in the window popping out.	1. Click "File" menu – "Print". 2. Change setup in the window popping out and click to save the preset. (Select preset every time before printing, or print according to default setup.)

- Note:** • Priority of App setup is senior to printer setup.

## Duplex Print

1. The printer driver supports manual duplex.

**Note:** • If the paper is thin, it may wrinkle.

- If the paper is curled, make it flat and put it back into the manual feeder tray.

- If paper jams occur when Manual Duplex is enabled, please refer to the [printer cleaning instructions](#).

- "Do not attempt Manual Duplex when the Paper Type is set to "Thick Paper" or "Transparent Film".

- If more than 150 sheets of paper are loaded into the Auto Feed Tray, it may cause paper jams or paper pick-up failure.

### How to perform Manual Duplex

1. Open the print job to be printed.

2. Select Print from the File menu.

3. Select printer of the corresponding model

4. Click "Printer Properties" to configure the print setting.

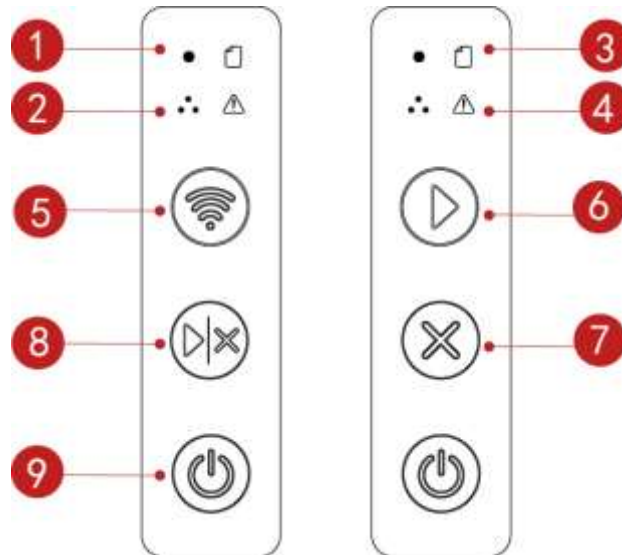
5. Select "Duplex Print" under the "Basics" tab, and choose either "Long Edge" or "Short Edge" option.

6. Click "OK" to complete the print setting. Click "Print" to enable Manual Duplex.

# 08 Control Panel

## Control Panel Overview

The layout of printer control panel includes 3 buttons and 4 LED lights as shown in the following figure. The left picture shows the printer control panel with USB + Wi-Fi interface and the right picture shows that with USB interface.



Serial No.	Name	Functions
1	"Ready" and "Job in Progress" status indicators	"Printing", "Warming up," "Ready," "Canceling Job," and other status.
2	Toner cartridge status indicator	Indicate the status of toner cartridge and printer.
3	Paper status indicator	Paper status display, including feed failure or out of paper.
4	Error status indicator	The red light stays on when there is an error state.
5	Wi-Fi search button	Short press Wi-Fi button to turn on direct Wi-Fi connection of the printer and automatically print out "Mobile Device Wi-Fi Connection Wizard" page (for models with Wi-Fi function only). Long press Wi-Fi button for over 2s to start WPS when Wi-Fi is not connected or to disconnect Wi-Fi when it has already been connected (for models with Wi-Fi function only).
6	Continue button	During printing, press the button may continue to print the current job.

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7	Cancel button	Press and hold this button during printing can cancel the current print job.
8	Continue/Cancel button	During printing, long press the button may cancel the current print job, and press the button may continue to print the current job. When the printer is in ready mode, press and hold this button can print the test page.
9	"Power" button	Turn on or off the printer.

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# 09 Routine Maintenance

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**Note:** • Printer appearance may differ because of different models and functions, so the schematic diagram is only for your reference.

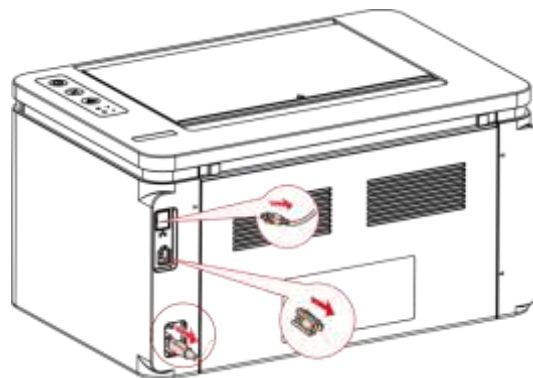
## Cleaning the Printer

**Note:** • Please use mild detergents.

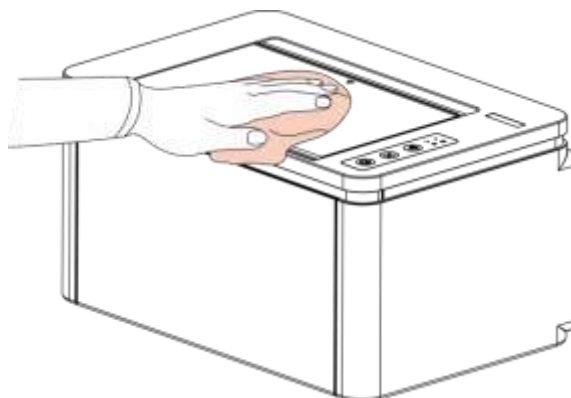
• Some parts still remain at a high temperature within a short time after printer use. When opening the machine casing to contact the internal parts, please do not touch the position affixed with the high temperature warning label immediately to prevent burns.

**Please clean the printer in accordance with the following steps:**

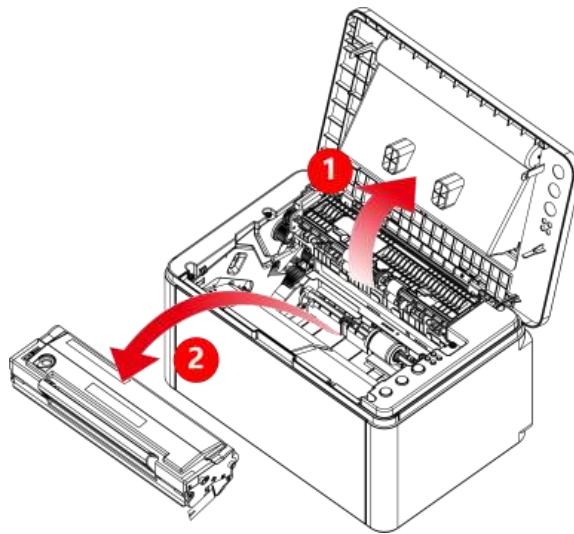
1. Turn off the main power switch and unplug the power cord and USB cable.



2. Use a soft cloth to wipe the outside of the printer clean.

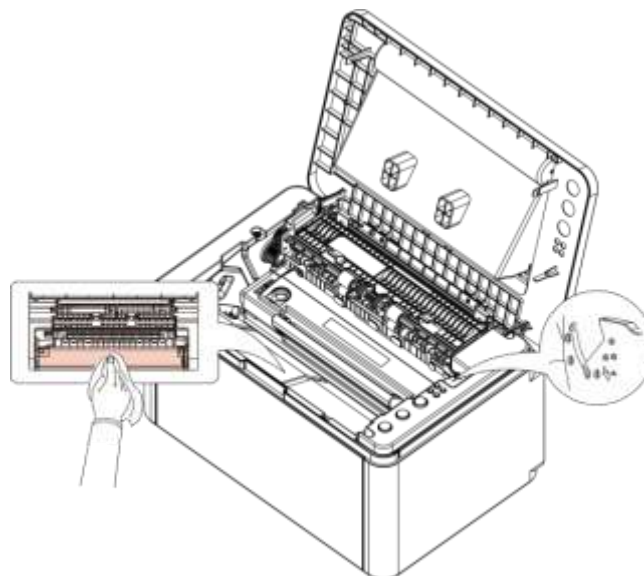


3. Open the upper cover and take out the laser toner cartridge.



**Note:** • Some parts still remain at a high temperature within a short time after printer use. When opening the machine casing to contact the internal parts, please do not touch the position affixed with the high temperature warning label immediately to prevent burns.  
• When removing the laser toner cartridge, put the cartridge in a protective bag or wrap it with thick paper to avoid direct light damaging the photosensitive drum.

4. Clean the inside of the printer by using a dry and lint-free cloth to gently wipe the shaded area as shown in the figure below.



# Maintenance of Laser Toner Cartridge

## About laser toner cartridge

### 1. Use and Maintenance of Laser Toner Cartridge

For better print quality, please use the original Pantum laser toner cartridge.

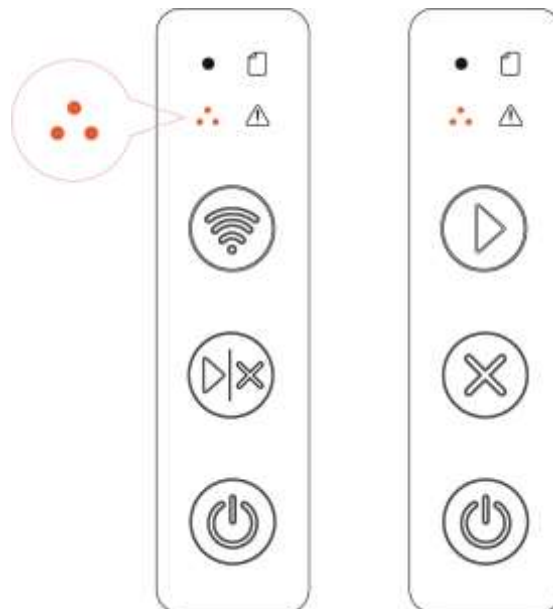
when using the laser toner cartridge, please pay attention to the following:

- Unless used immediately, otherwise, do not remove the laser toner cartridge from the package.
- Do not attempt to refill the laser toner cartridge without authorization. Otherwise, the resulting damage is not included in the printer warranty.
- Please store the laser toner cartridge under a cool and dry environment.
- Toner inside the laser toner cartridge is combustible. Please do not put the laser toner cartridge near any source of ignition, so as to avoid causing a fire.
- When removing or disassembling the laser toner cartridge, please pay attention to the toner leakage problem. In case of the toner leakage resulting in that the toner contacts with your skin or splashes into your eyes and mouth, please immediately wash with clear water, and consult a doctor immediately if you feel unwell.
- When placing the laser toner cartridge, please keep it away from the area reachable by children.

### 2. Service Life of Laser Toner Cartridge

Service life of the laser toner cartridge depends on the amount of toner that print jobs require.

When the printer indicator is in the status of the following figure, it indicates that the laser toner cartridge has reached its life. Please replace the laser toner cartridge.



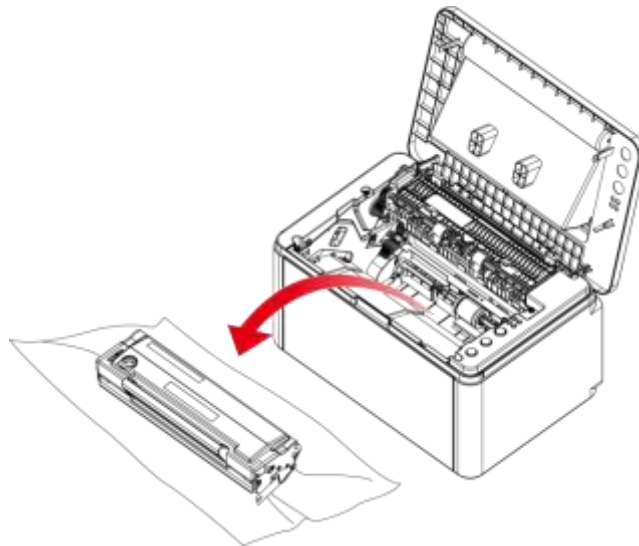
## Replace Laser Toner Cartridge

**Note:** before replacing the laser toner cartridge, please pay attention to the following:

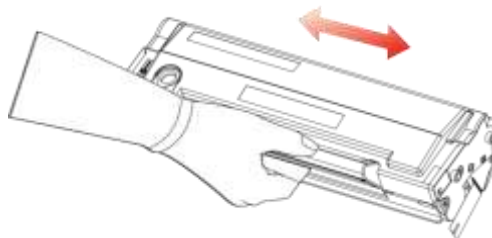
- The laser toner cartridge surface may contain toner. Please remove it carefully to avoid spilling.
- Put the removed laser toner cartridge on a piece of paper to avoid the toner from accidentally spilling.
- After removing the protective cover, please immediately install the laser toner cartridge into the printer, so as to avoid photosensitive drum damage caused by exposing to too much direct sunlight or indoor light.
- While installing the laser toner cartridge, do not touch the surface of the photosensitive drum so as not to scratch it.

**The steps to replace the laser toner cartridge are as follows:**

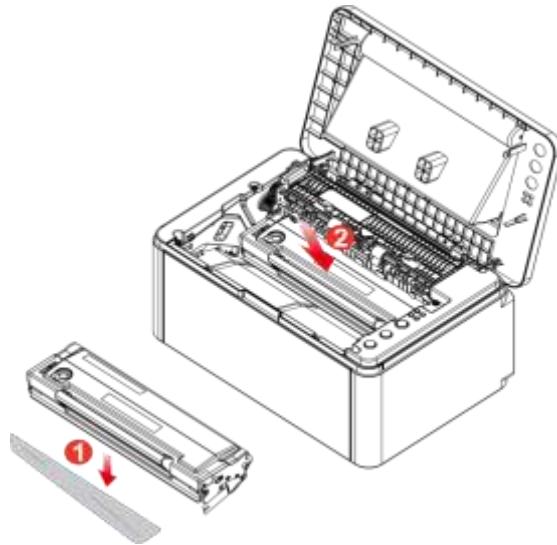
1. Open the upper cover, and remove the empty laser toner cartridge along the guides.



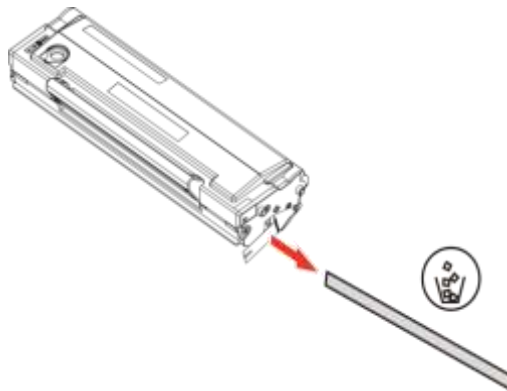
2. Open the package of a new laser toner cartridge, hold the handle of the cartridge and gently shake around 5-6 times, so as to make the toner evenly distributed inside the cartridge.



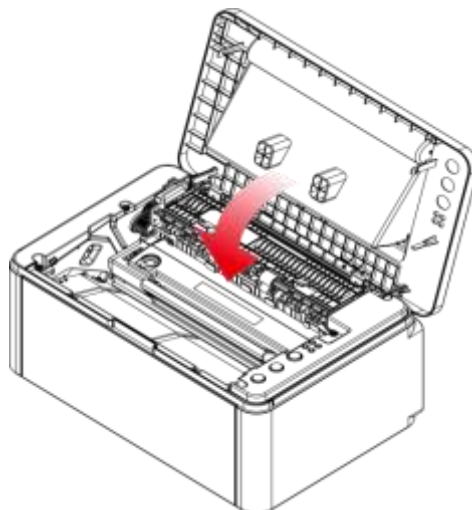
3. Remove the protective cover (vacuum-formed cover) from the laser toner cartridge. Insert the laser toner cartridge along the guide rail into the printer. Press it down in the direction of the arrow until you hear a "click" sound to complete the installation.



**Note:** • Check whether there is any seal on it before installing the laser toner cartridge into the printer; if there is any, please tear off the seal and then install the cartridge.



4. Close the upper cover tightly.



# 10 Troubleshooting

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Please read this section carefully. It can help you solve common trouble in the printing process. If the problems appeared cannot be solved, please contact Pantum Aftersales Service Center.

Prior to handling common trouble, first check that:

- The power cord is connected correctly and the printer is powered on.
- All of the protective parts are removed.
- The laser toner cartridge is correctly installed.
- The output bin is fully closed.
- The paper is correctly loaded into the tray.
- The interface cable is correctly connected between the printer and the computer.
- The correct printer driver is selected and installed properly.
- The computer port is properly configured and is connected to the proper printer port.

## Clearing Jammed Paper

**Note:** • Remove the jammed paper in accordance with the following steps, close the upper cover and tidy the paper in the tray, then the printer will automatically resume printing. If the printer cannot automatically start printing, please press the button on the control panel.

• If the printer still does not start printing, please check whether all the jammed paper inside the printer are cleared.

• If you cannot remove the jammed paper yourself, please contact your local Pantum authorized repair center or send the printer to the nearest Pantum authorized service center for repair.

## Paper Jam in the Feed Port

If the output bin is open, please close it first.

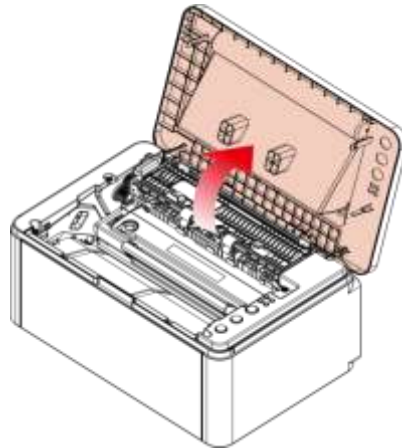
Gently pull the jammed paper straight out.



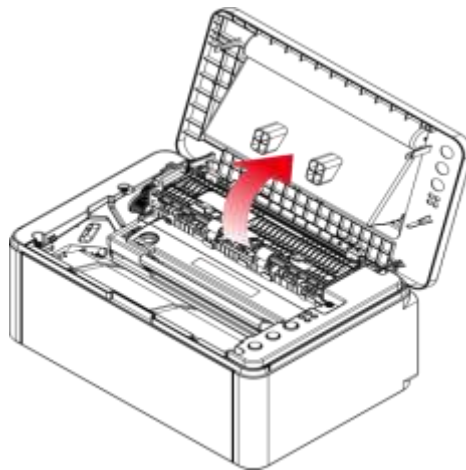
If the paper does not move while being pulled, or there is no paper in this area, please check the inside of the printer.

## Paper Jam inside the Printer

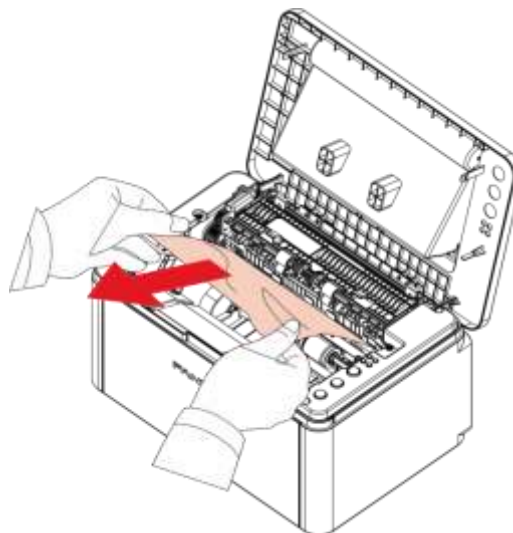
1. Open the upper cover.



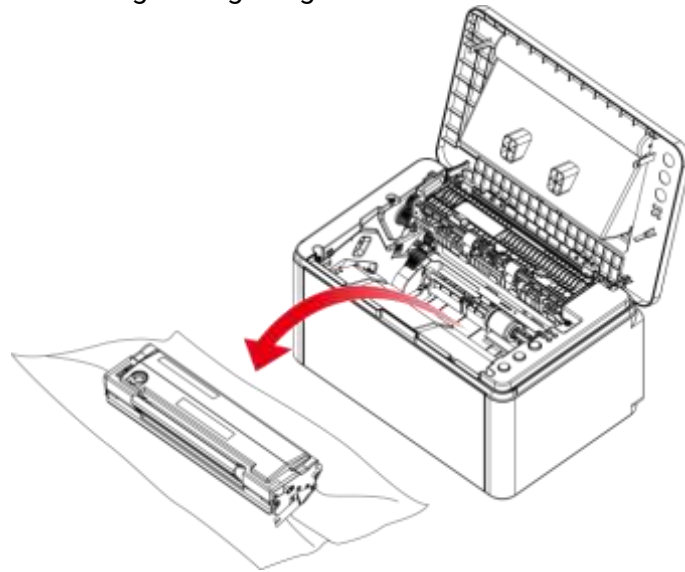
2. Open the upper fuser guide to decrease the pressure of compression spring.



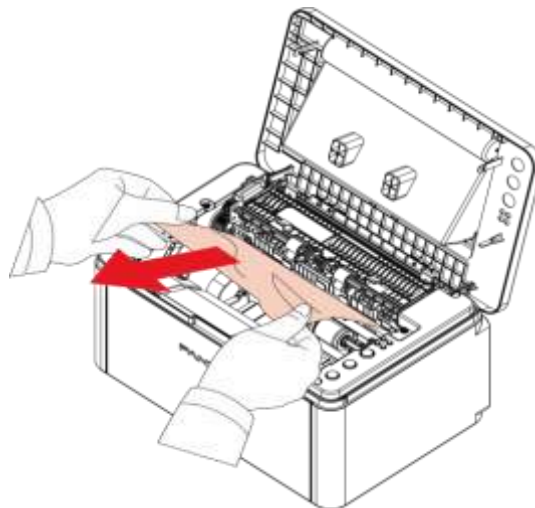
3. Pull the jammed paper out of the fuser unit.



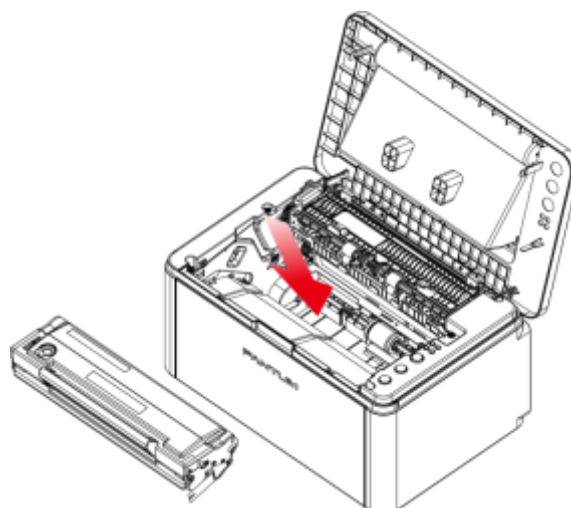
4. Remove the laser toner cartridge along the guides.



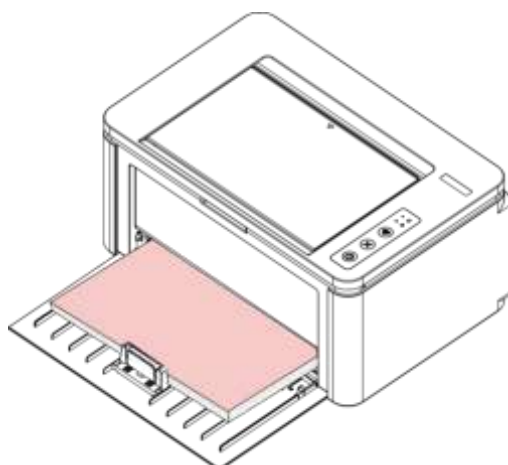
5. Slowly pull the jammed paper out along the paper output orientation.



6. After removing the jammed paper, insert the laser toner cartridge into the printer along the guides until you hear a click assuring you that the cartridge is fully inserted.



7. Put the paper in the tray neatly, and do not carry out the next print until the indicator resumes print-ready status.



## Common Troubleshooting



### Common Trouble

Type of fault	Trouble	Cause	Solution
Printing problems	Poor print quality	See details in <a href="#">Image Defects</a> .	See details in <a href="#">Image Defects</a> .
Printer Problems	The printer does not work	<p>Device power is not properly connected.</p> <p>The cable between the computer and the printer is not connected properly.</p> <p>Error in specifying the print port.</p> <p>The printer is offline, and Use Printer Offline is checked.</p> <p>The printer does not recover from an internal error, such as a paper jam, paper empty, etc.</p> <p>Driver program of printer is not installed correctly.</p>	<p>Ensure proper connection of the power cord.</p> <p>Disconnect and then reconnect the printer cable.</p> <p>Check the Windows printer settings to ensure that the print job has been sent to the correct port. If the computer has more than one port, make sure that the printer is connected to the correct port.</p> <p>Make sure that the printer is in the normal online status.</p> <p>Please eliminate errors so that the printer can recover to its normal state.</p> <p>Unload and reinstall the driver program of printer.</p>
	No response when printing online	<p>The cable between the computer and the printer is not connected properly.</p> <p>Driver program of printer is not installed correctly.</p> <p>Printer internal failure.</p>	<p>Disconnect and then reconnect the printer cable.</p> <p>Unload and reinstall the driver program of printer.</p>

Problems in Handling Paper	Paper feed failure	<p>The print media has been loaded incorrectly.</p> <p>The print media is out of the supported media range.</p> <p>The feed roller is dirty.</p> <p>Too many papers in paper tray.</p>	<p>Please correctly load the print media.</p> <p>Please use the print media within the specification range.</p> <p>Clean the feed roller.</p> <p>Remove excess paper from the tray.</p>
	Paper Jam	<p>Too many papers in paper tray.</p> <p>The print media is out of the supported media range.</p> <p>There is foreign matter in the paper path.</p> <p>The feed roller is dirty.</p> <p>Internal parts failure.</p>	<p>Remove excess paper from the tray.</p> <p>Make sure to use the paper that meets specifications.</p> <p>Clean the paper path.</p> <p>Clean the feed roller.</p>
	Print multipage feed	<p>Excessive static electricity on the print media.</p> <p>The print media is damp and is sticking together.</p> <p>Internal parts failure.</p>	<p>Separate the print media to eliminate some static electricity. It is suggested that you use the recommended print media.</p> <p>Separate the print media or use better quality and dry print media.</p>

**Note:** • If the problem persists, please contact the customer service center. See the Guarantees certificate for contact details.

## Image Defects

Trouble	Cause	Solution
 <p>The printout is whitish or light</p>	<ul style="list-style-type: none"> <li>• Toner is low.</li> <li>• The print media does not meet usage specification, such as the media is damp or too rough.</li> <li>• The resolution in the print program is set too low.</li> <li>• The laser toner cartridge is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>• Please properly use the print media within the specification range.</li> <li>• Setup the print resolution in the program.</li> </ul>
 <p>Toner spots</p>	<ul style="list-style-type: none"> <li>• The laser toner cartridge is dirty or leaks toner.</li> <li>• The laser toner cartridge is damaged.</li> <li>• The print media that does not meet usage specification, such as the media is damp or too rough.</li> <li>• The feed channel is dirty.</li> </ul>	<ul style="list-style-type: none"> <li>• Please use the print media within the specification range.</li> <li>• Clean the feed channel.</li> </ul>



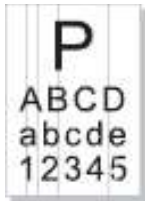
White spots

- The print media that does not meet usage specification, such as the media is damp or too rough.
- The feed channel is dirty.
- The internal part of the laser toner cartridge is damaged.
- The reflective glass of the laser inside the printer is dirty.
- Please use the print media within the specification range.
- Clean the feed channel.
- Clean the reflective glass of the laser.



Toner comes off

- The print media that does not meet usage specification, such as the media is damp or too rough.
- The inside of the printer is dirty.
- The laser toner cartridge is damaged.
- The internal part of the printer is damaged.
- Please use the print media within the specification range.
- Clean the inside of the printer.



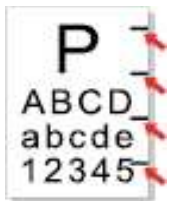
Black vertical stripes

- The laser toner cartridge is dirty.
- The internal part of the laser toner cartridge is damaged.
- The reflective glass of the laser inside the printer is dirty.
- The feed channel is dirty.
- Clean the reflective glass of the laser at the back of the printer.
- Clean the feed channel at the back of the printer.



Black background (gray background)

- The print media that does not meet usage specification, such as the media is damp or too rough.
- The laser toner cartridge is dirty.
- The internal part of the laser toner cartridge is damaged.
- The feed channel is dirty.
- The transfer voltage inside the printer is abnormal.
- Please use the print media within the specification range.
- Clean the feed channel inside the printer.



Cyclical traces appear

- The laser toner cartridge is dirty.
- The internal part of the laser toner cartridge is damaged.
- The fuser component is damaged.
- Clean the laser toner cartridge or replace it with a new one.
- Please contact Pantum Customer Service to repair and replace the fuser component.



Skewed pages

- The print media is loaded incorrectly.
- The feed channel of the printer is dirty.

- Ensure correct loading of the print media.
- Clean the feed channel inside the printer.



Wrinkled paper

- The print media is loaded incorrectly.
- The print media does not meet the usage specification.
- The feed channel inside the printer is dirty.
- The fuser component of the printer is damaged.

- Ensure correct loading of the print media.
- Please use the print media within the specification range for printing.
- Clean the feed channel inside the printer.



The back of the printout is dirty

- The laser toner cartridge is dirty.
- The transfer roller inside the printer is dirty.
- The transfer voltage inside the printer is abnormal.

- Clean the laser toner cartridge or replace it with a new one.
- Clean the internal transfer components of the printer.



Whole page dark

- The laser toner cartridge is installed incorrectly.
- The internal part of the laser toner cartridge is damaged.
- Abnormal charge inside the printer; the laser toner cartridge is not charged.

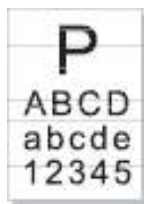
- Ensure to install the cartridge correctly.



The toner does not adhere to the paper

- The print media that does not meet usage specification, such as the media is damp or too rough.
- The inside of the printer is dirty.
- The laser toner cartridge is damaged.
- The internal part of the printer is damaged.

- Please use the print media within the specification range.
- Clean the inside of the printer.



Horizontal stripes

- The laser toner cartridge is incorrectly installed.
- The laser toner cartridge might be damaged.
- The internal part of the printer is damaged.

- Ensure to install the cartridge correctly.

**Note:** • The faults above can be mitigated by cleaning or replacing the cartridge. If the problem persists, please contact the customer service center. See the Three Guarantees certificate for contact details.

# 11 Product Specification

**Note:** • Specification values are slightly different for different models of printers with different functions. These values are based on the initial data. For more information about the latest specification, please visit: [www.pantum.com](http://www.pantum.com).

## Specification Overview

Product Size (W*D*H)	337mm*220mm*179mm
Product Weight (No wrappage, with random cartridges)	4.8Kg
Print Environment	Print temperature range:10-32°C Print humidity range:20%RH~80%RH
Power Voltage	100V Model: AC 100-127V, 50/60Hz, 6A 220V Model: AC 220-240V, 50/60Hz, 3A
Noise (acoustic pressure level)	Printing:≤52dB(A) Standby:≤30dB(A)
Enter network standby time	1 minutes
Default automatic shutdown time	4 hours
Power Consumption	Standby: ≤45W network standby: the model with wireless function: ≤3.00W the model without wireless function: ≤2.00W Shutdown: ≤0.5W
Operating system	Microsoft Windows XP/ Windows 7/ Windows 8.1/ Windows 10/ Windows 11/ Windows Server 2012/2016/2019 (32/64 Bit) macOS 10.10/10.11/10.12/10.13/10.14/10.15/11.0/11.1/11.2/11.3/11.4/ 11.5/11.6/12.0/12.1/12.2/12.3/12.4/12.5/12.6/13.0/13.1/13.2/13.3/13.4/ 13.5/13.6/14.0/14.1/14.2/14.3 Linux Ubuntu 16.04(32/64 Bit)/ Ubuntu 18.04/Ubuntu 20.04/Ubuntu 22.04(64 Bit) iOS 11.0-15.0 Android 6.0-12.0 HarmonyOS 2.0-3.0
Communication interface	Hi-Speed USB 2.0; 10/100Base-Tx Ethernet(Applicable for network model) Wi-Fi 802.11b/g/n (Applicable for Wi-Fi model only)

Frequency Band	BLE: 2400MHz – 2483.5MHz
	Wi-Fi 2.4GHz : 2400MHz – 2483.5MHz
	Wi-Fi 5GHz(if applicable) : 5150MHz - 5350MHz;5470 MHz - 5725MHz
	Wi-Fi 5.8GHz(if applicable) : 5725MHz - 5850MHz
Note:The above frequency bands are common frequency bands, and different markets will restrict the use of certain frequency bands according to the country's regulatory requirements.	
Maximum output power (Declaration for EU Compliance)	BLE: ≤10.00dBm EIRP
	WLAN 2.4GHz : ≤20.00dBm EIRP
	WLAN 5GHz(if applicable) : ≤20.00dBm EIRP
	WLAN 5.8GHz(if applicable) : ≤14.00dBm EIRP

## Printing Specification

Print Speed	BP2300 Series:22ppm(A4)/23ppm(Letter)
	BP1800/BP1800W Series: 18 ppm (A4)/19ppm (Letter)
First Page Print Time	<7.8s
Print Language	GDI

**PANTUM**