User Guide

Pantum BM230/BM320 Series

Digital Monochrome

Multifunction Printer

PANTUM

* It is recommended to carefully read this Guide before using the printer

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).

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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 complies 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

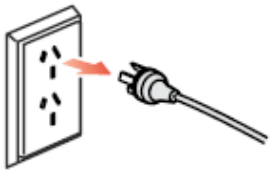


Safety Warning

Please note the following safety warnings before using the printer:

Warning

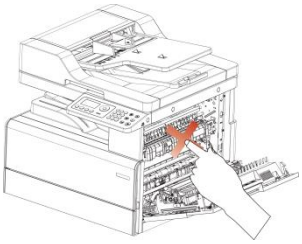
There is high-voltage electrode inside the printer. Before cleaning the printer, make sure the power is turned off!



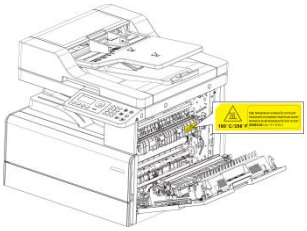
Plugging and unplugging the power cord plug with a wet hand can result in an electric shock.



The fuser unit is hot when and after printing. Touching the fuser unit (the shaded area as shown) may cause burns!



The fuser unit is attached with a high temperature warning label. Please do not remove or damage this label.



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 put any articles on the power cord. Do not put the equipment at the place where its power cord could 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℃ and 32℃ and the relative humidity between 20% and 80%;
25. For security and other reasons the printer may switch to intermittent printing after a certain amount of continuous printing;
26. Changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
27. The power consumption of the product with wireless function is 8W / without wireless function is 2W in networked standby if all wired network ports are connected and all wireless network ports are activated.
28. 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.
29. 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.
30. 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.
31. Please keep this User Guide properly.

Legal Information

	This symbol indicates that, at the end of your product's life, it must not be discarded as domestic waste. Instead, you should dispose of your used equipment at a designated collection point for the recycling of waste electrical and electronic equipment. 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.

Table of Contents

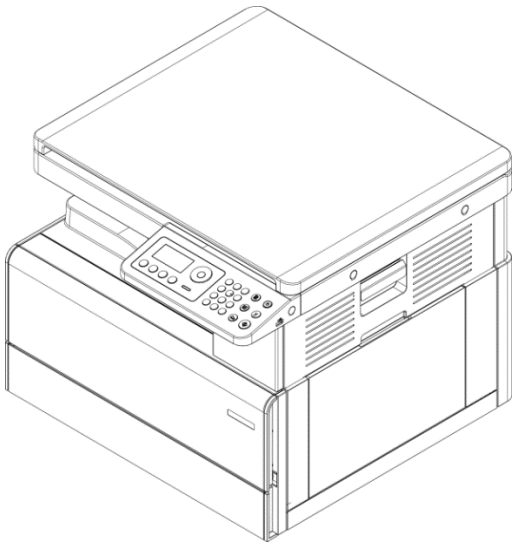
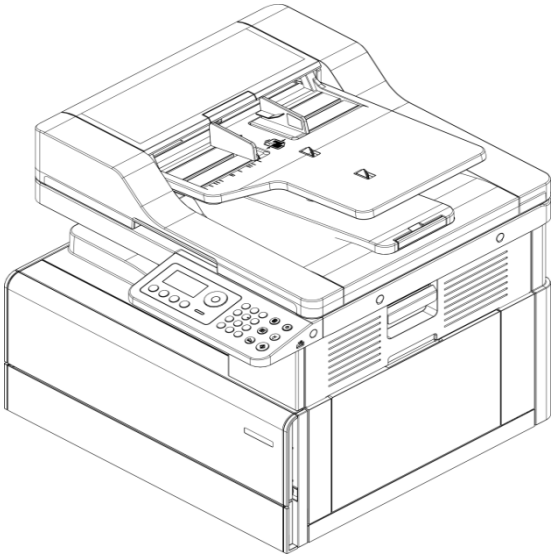
01 Before Using the Printer 1
Product View 1
Control Panel 4
02 Paper and Print Media 6
Paper Specification 6
Loading Paper 7
Load in the standard feed tray 7
Install the multipurpose feed tray 10
Load the Optional Tray 11
Paper and Manuscript Use Process 13
Scanning With Tablet 13
Scan with the automatic document feeder (ADF) 16
03 Driver installation and uninstallation 17
Driver Setup 17
One-click Installation (For Windows and macOS) 17
Uninstall Driver 18
Method to uninstall driver under Windows 18
Method to uninstall driver under macOS 18
04 Wired network setup (applicable to wired network models) 19
Set IP Address 19
Automatic Setting 19
Manual Setting 19
05 Wireless network setup (It is applicable to models with Wi-Fi option) 20
Basic structure mode 20
Wireless network setup tools 21
How to disable the Wi-Fi network connected 21
06 Web server 22
Visit the embedded Web server 22
07 Print 23
Print Function 23
Print Settings 24
Setting the printing parameters 24
Automatic Two-Sided Printing 25
08 Copying 26
Copying function 26

Common copying setting 26
Document orientation 27
Multipage 27
Collated copy 28
Duplex copy 28
Watermark Copy 29
ID copy settings 29
Receipt setting 29
09 Scan 30
Pull Scan 30
Windows system scan 30
macOS System Scan 31
Push Scan 31
Scan to PC 32
Scan to E-mail 32
Scan to FTP 32
Scan to SMB 33
Scan USB drive 34
Scanning function 35
10 Routine Maintenance 36
Cleaning the Printer 36
Cleaning the printer 37
ADF cleaning 39
Replacing parts and consumables 41
Replace the toner cartridge and waste toner bottle 42
Replace the tray 43
Installing and removing the optional tray 44
Installing optional tray 44
Removing the optional tray 46
Updating the optional tray status 47
11 Troubleshooting 48
Avoiding jams 48
Correct loading of paper 48
Use recommended paper 49
Locate jammed paper 50
Cleaning Jammed Paper 51
The paper is jammed in the standard feed tray 51

The paper is jammed in the multi-purpose feed tray 52
Paper jam of optional tray 54
The paper is jammed in the right cover door 57
Paper jam in the automatic document feeder (ADF) 60
Software Failure 62
Error Message 63
Common Troubleshooting 64
Common Problems 64
Image Defects 66
12 Product Specifications 69
Overview of the Specifications 69
Print Specifications 70
Copy Specifications 70
Scan Specifications 71

01 Before Using the Printer

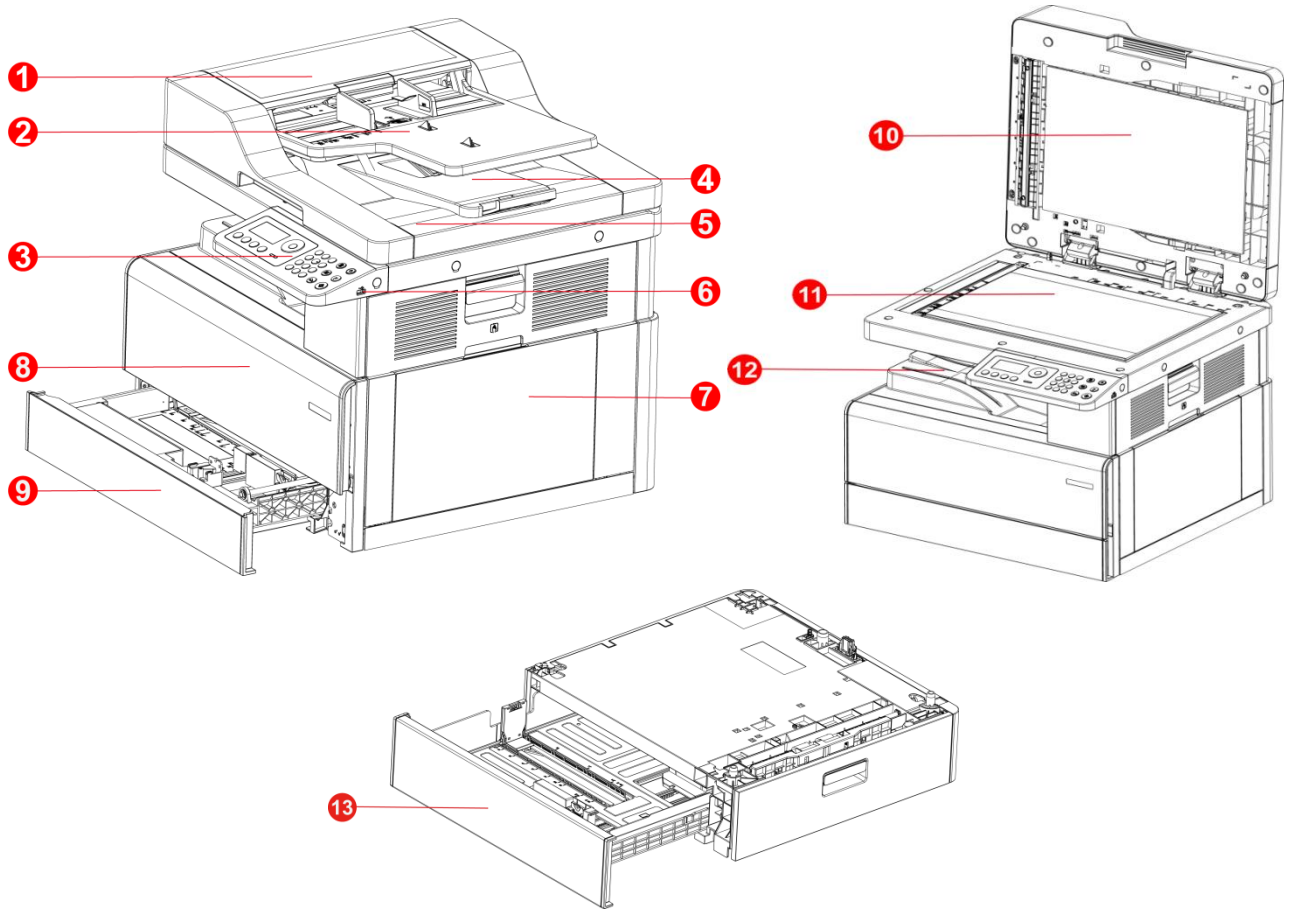
Product View

BM230N	BM230ADN/ BM320ADN
	

Note: • Printer appearance may vary depending on the printer model and configuration; the schematic diagram is for reference only.

• Please leave enough room to open the paper tray, cover plate and door, and install the hardware options, when selecting a location for the printer.

Side view



1	Cover of automatic document feeder	This is used to remove the paper jammed in scanning for the ADF.
2	Feed tray of automatic document feeder	This is used to place originals scanned from the ADF.
3	Control Panel	Indicate printer status to conduct set operation.
4	Exit tray of automatic document feeder	Prevent originals scanned from falling off.
5	Standard output support	It is used to store the printouts.
6	USB port	It is used to scan to USB drive or USB drive printing
7	Multipurpose feed tray	For placing media to be printed in multi-purpose tray.
8	Front Cover	Open the front cover to remove the toner cartridge.
9	Standard feed tray	For placing the media for printing from the standard feed tray.
10	Cover of scanner	Open the cover of scanner to place the scanned originals on its glass plate.
11	Glass Platen	It is used to place the original document scanned from the flatbed.
12	Output Tray	Prevent the printed paper from slipping off.
13	Optional tray	For placing media to be printed in optional tray.

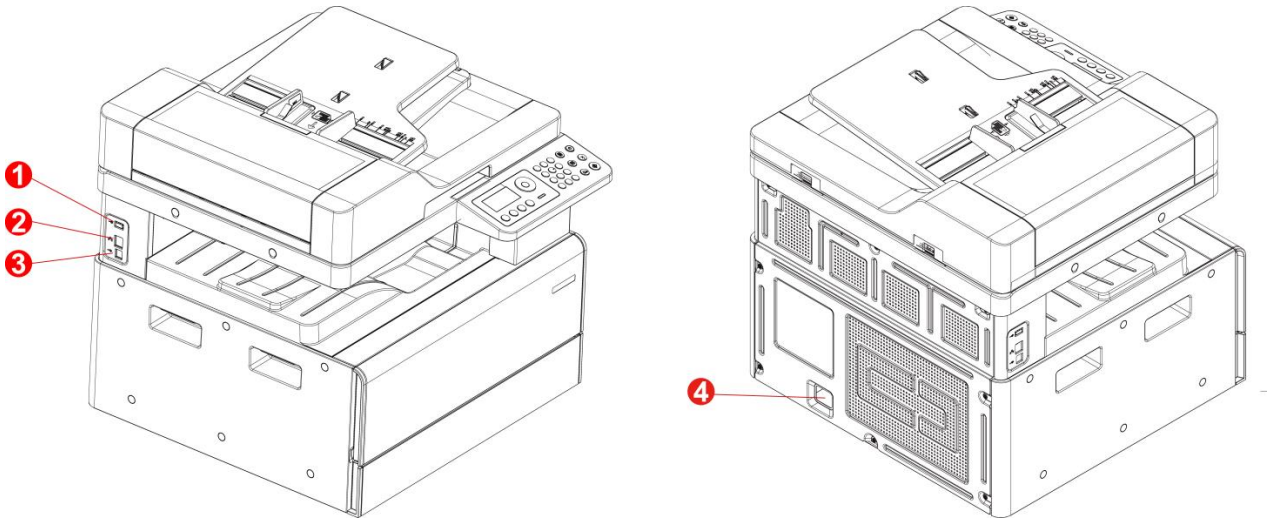
Note: • The printer can support up to two optional trays.

• If you want to buy optional trays, please contact the local dealer who has purchased the printer.

• If you want to buy the wireless network accessories, please contact the local distributor of the printer.

• Printer appearance may vary depending on the printer model and configuration; the schematic diagram is for reference only.

Rear View

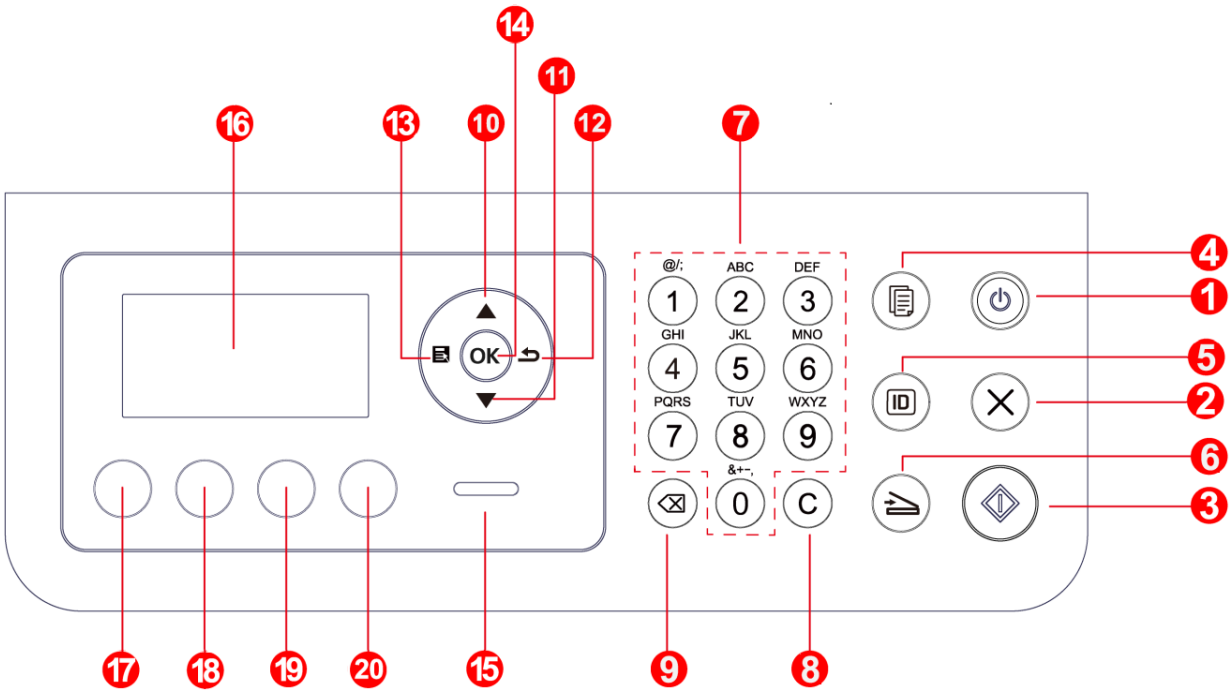


1	Rear USB port	Scan into the USB flash disk
2	Network Interface	For connecting product to network with network cable.
3	USB Interface	For connecting product to computer with USB cable.
4	Power Interface	For connecting product to power with power cord.

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

Control Panel

The layout of the printer control panel is shown below:



Serial No.	Name	Functions
1	Power/Eco button	• Power on or off, and press this button in the ready state to enter the energy saving mode. • Press and hold this button for more than 2 seconds to power off the printer.
2	Cancel	• Execute cancel operation. • Long press to enter the ordinary job list.
3	Start button	• Start the corresponding operations after the operation setting is completed.
4	Copy	• Press this button to enter copy mode.
5	ID copy	• Press this button to enter ID card copy mode.
6	Scan	• Press this button to enter scan mode.
7	Numeric Keypad	• Enter text, symbols and numbers
8	Clear	• Delete all characters
9	Backspace	• Delete the last character
10	UP	• Scroll through the menus and options . • On the page "copy" mode ready, add the number of copies by 1, and add 10 copies by long press.

11	Down	• Scroll through the menus and options . • On the page "copy" mode ready, subtract the number of copies by 1, and press and hold to subtract 10 copies.
12	Back	Return to the previous menu.
13	Menu button	• open the main menu on the control panel.
14	OK	• Confirm the selection on the screen
15	status indicator	• Indicate the status of the printer.
16	LCD Display	Display operation interface and product information.
17	Density	• Set the page print density.
18	Zooming	• Set the copy zoom ratio
19	Original type	• Set the type of original document for copying
20	Original Size	• Set the size of original document for copying

02 Paper and Print Media

Paper Specification

Standard feed tray	Media Type	Plain paper(70~105g/m²),thin paper(60~69g/m²),Recycled Paper(70~89 g/m²),thick Paper 1(106~120gsm)
	Media size	A3,A4, A5,JIS B4,JIS B5,ISO B5,11"×17", LTR, 8K, 16K, Legal,Statement, Folio, Oficio, Executive,Custom
	Media weight	60~120 g/m²
	Maximum capacity of the tray	250 pages(80 g/m²)
Multipurpose feed tray	Media Type	Plain paper(70~105g/m²),thin paper(60~69g/m²),Recycled Paper(70~89 g/m²), thick Paper(106~216gsm), Carton paper, Envelope, label paper
	Media size	A3, A4,A5, JIS B4,JIS B5,ISO B5, 11"×17", LTR,Legal,Folio,Executive,8K,16K,Oficio,Statement,C6 Env,C5 Env,DL Env,No.10 Env,Monarch Env,postcard,Custom
	Media weight	60~216 g/m²
	Maximum capacity of the tray	100 pages(80 g/m²)
Optional Tray 1/2	Media Type	Plain paper(70~105g/m²),thin paper(60~69g/m²),Recycled Paper(70~89 g/m²),thick Paper 1(106~120gsm)
	Media size	A3,A4, A5,JIS B4,JIS B5,ISO B5,11"×17", LTR, 8K, 16K, Legal,Statement, Folio, Oficio, Executive,Custom
	Media weight	60~120 g/m²
	Maximum capacity of the tray	550 pages(80 g/m²)

Note: • 80 g/m² standard paper is recommended for this printer.

• It is not recommended to use special paper extensively, which may affect the service life of the printer.

• The print media that does not meet the guidelines listed in this User Guide may result in poor print quality, increased paper jam and excessive wear of the printer.

• Properties such as weight, composition, texture and humidity are important factors affecting the printer performance and output quality.

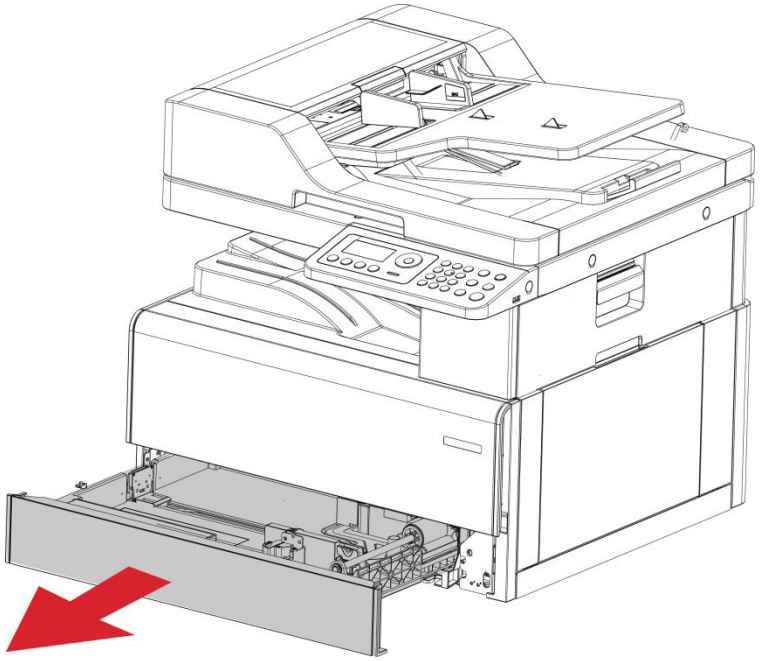
Loading Paper

Note: • To reduce the risk of equipment instability, please load each tray separately. Keep all other trays closed until they shall be loaded.
• Printer appearance may differ because of various models and functions, so the schematic diagram is only for your reference.

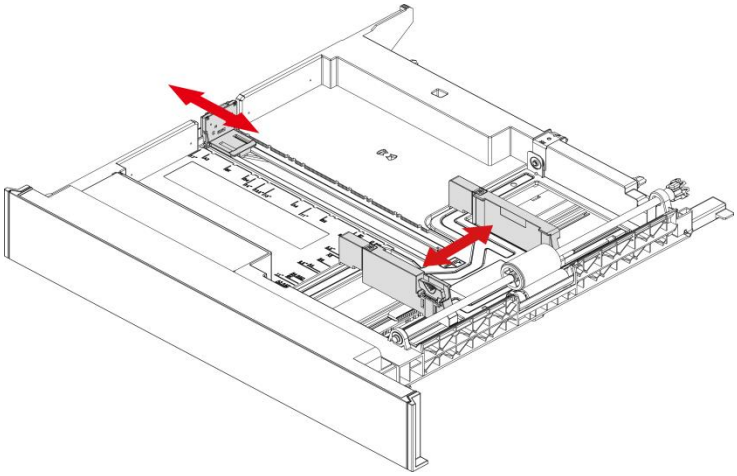
Load in the standard feed tray

1. Remove the standard feed tray from the printer completely.

Note: • do not remove the tray while the printer is busy.

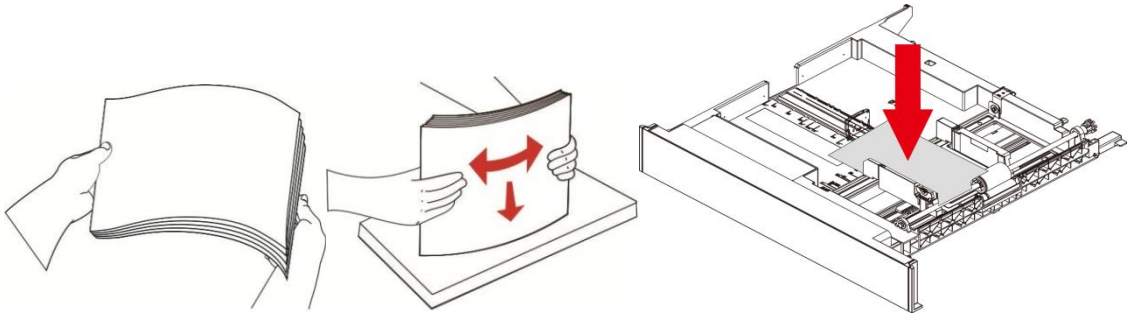


2. Adjust the guide to match the size of the loaded paper.



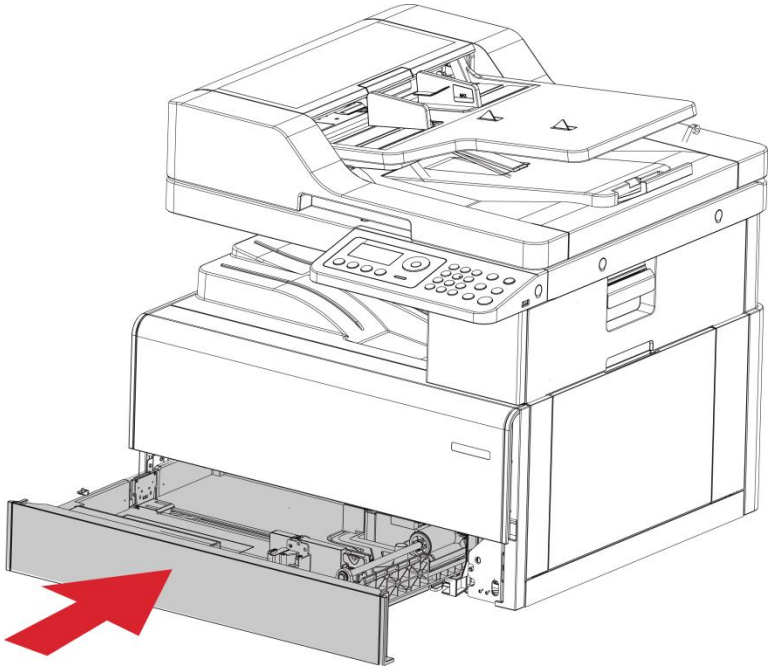
Note: • Do not overly squeeze the "paper length guide" and "paper width guide", otherwise it could easily lead to deformation of paper.

3. Before loading, flex and fan the paper, align the edges of the paper, then load the paper in the tray.



4. Insert the tray.

When loading a paper type other than plain paper, please set the paper size and paper type from Control Panel to match the loaded paper.

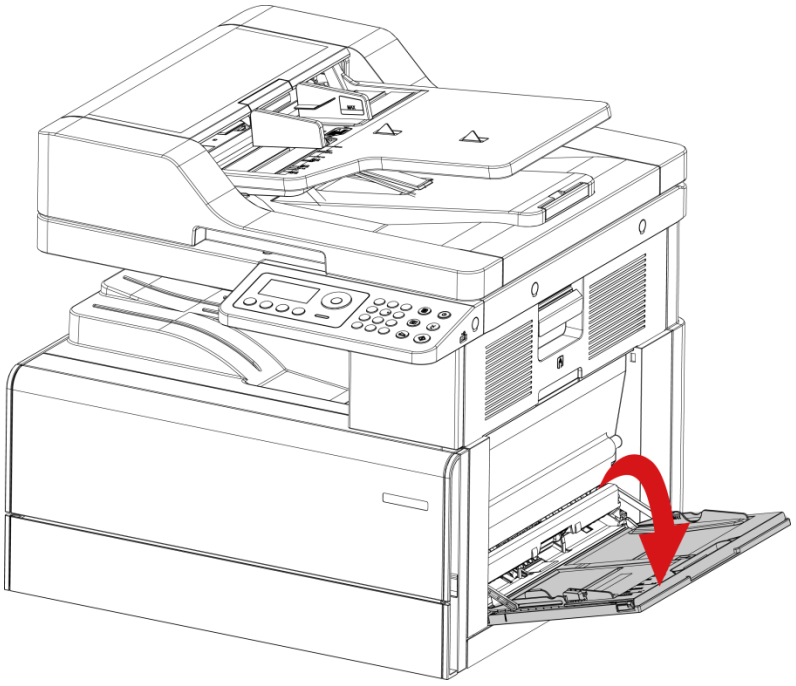


Note: • Loading more than 250 sheets (80g/m²) of paper in the Multi-Purpose Feed Tray at once may cause paper jams or failure to feed.

• When only one side is printed, place the side to be printed (blank side/recommended side for printing) facing up.

Install the multipurpose feed tray

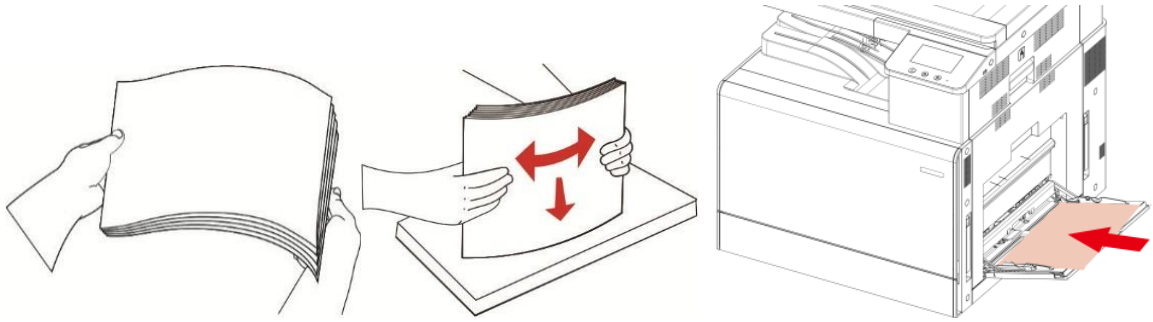
1. Open the multipurpose feed tray.



2. Adjust the guide to match the size of the loaded paper.



3. Before loading, flex and fan the paper, align the edges of the paper, then load the paper in the tray.



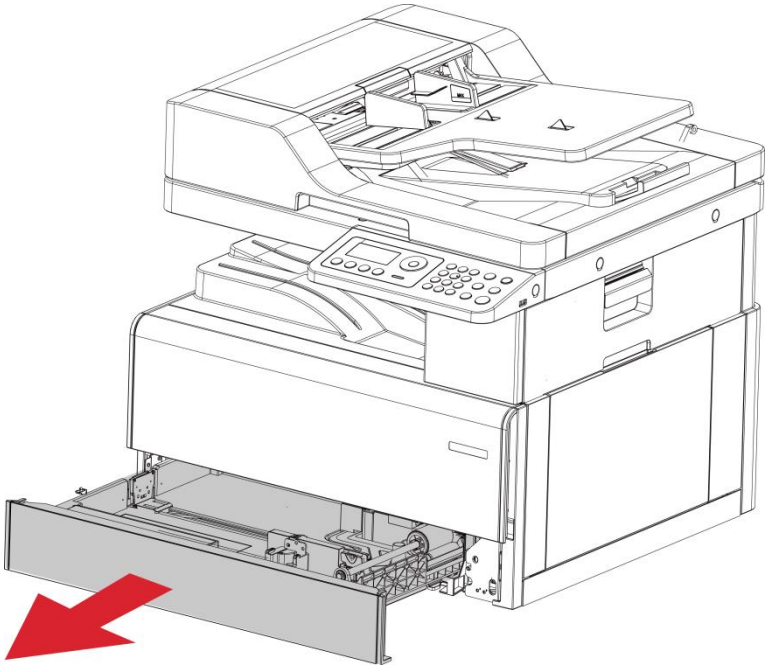
4. Load the paper or special media.
5. Set the paper size and paper type from Control Panel to match the loaded paper.

Note: • Load the print media with the side to be printed down in the multi-purpose tray, and the top of the paper should enter the multi-purpose tray first when loading.
• Loading more than 100 sheets (80g/m²) of paper in the Multi-Purpose Feed Tray at once may cause paper jams or failure to feed.
• After printing, please take out printed papers output from printer immediately. Stacked papers or envelops will lead to paper jam or wrapped paper.

Load the Optional Tray

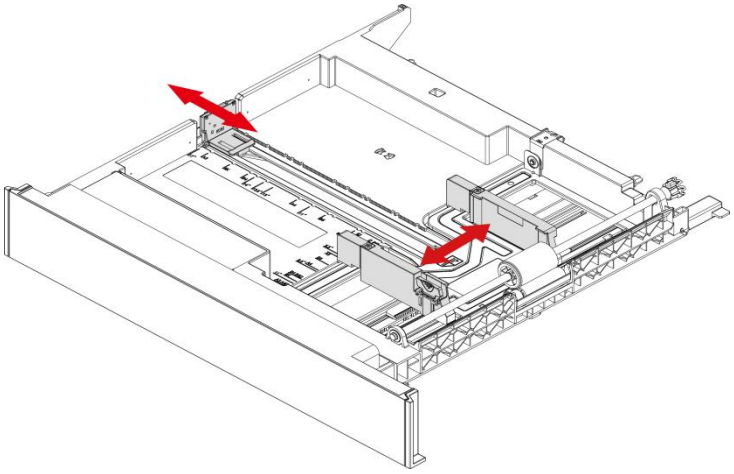
Note: • For the installation of optional trays, please refer to "Installing optional tray" or the Installation Guide supplied with the optional trays.

1. Pull out the Optional Tray.

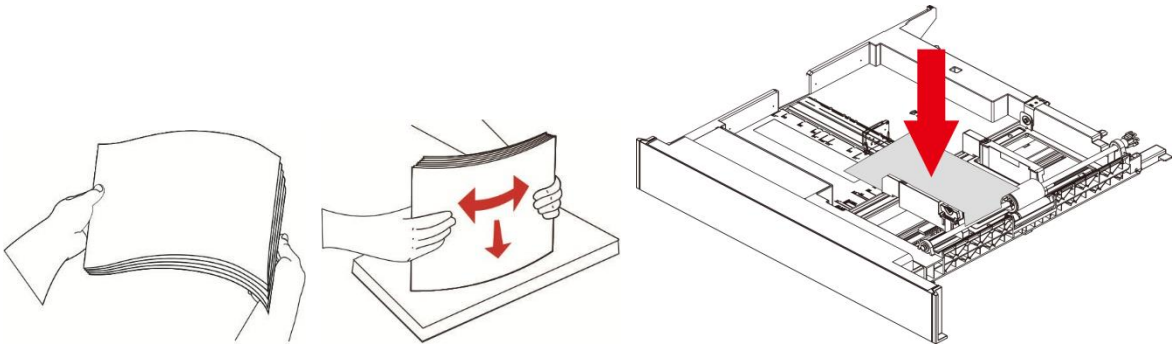


2. Adjust the guide to match the size of the loaded paper.

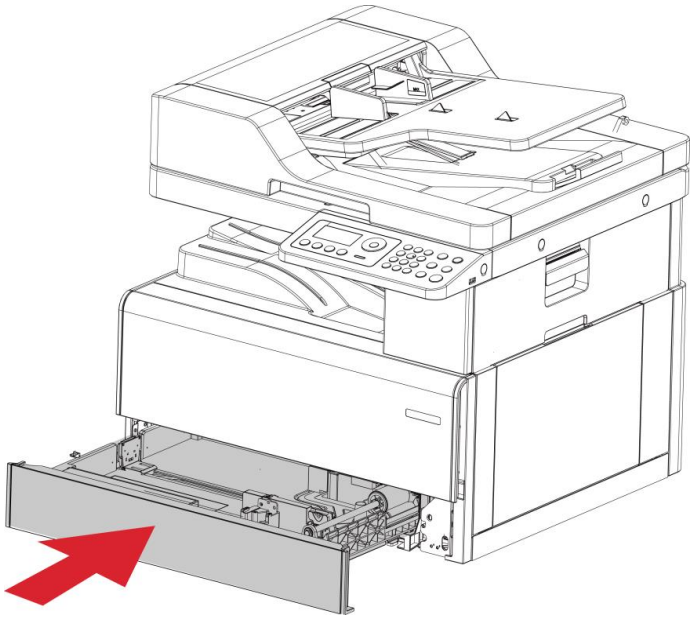
Note: • Do not overly squeeze the “paper length guide” and “paper width guide”, otherwise it could easily lead to deformation of paper.



3. Before loading, flex and fan the paper, align the edges of the paper, then load the paper in the tray.



4. Insert the tray.
When loading a paper type other than plain paper, please set the paper size and paper type from Control Panel to match the loaded paper.



Note: • If more than 550 pieces of paper (80g/m²) are put inside the optional tray at one time, it will lead to paper jam or paper feed failure.

• When printing single-sided paper, place the side to be printed (blank side) facing up.

Paper and Manuscript Use Process

Manuscript requirements:

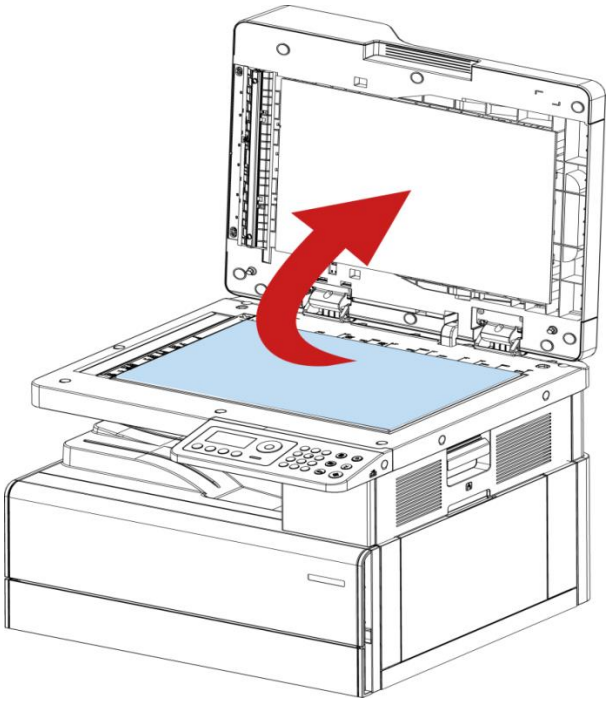
Source	Size	Media weight
Automatic document feeder (ADF)	A4,A4 Long Edge,A5,A5 Long Edge,A6,JIS B5,JIS B5 Long Edge,Letter,Letter Long Edge,Legal,A3,Folio,JIS B4,11x17,8K,IOS B5,ISO B5 Long Edge,Executive,Executive Long Edge,Oficio,16K,16K Long Edge,Statement,Statement Long Edge,Custom	60~120 g/m²
Platen	A4,A4 Long Edge,A5,A5 Long Edge,A6,JIS B5,JIS B5 Long Edge,Letter,Letter Long Edge,Legal,A3,Folio,JIS B4,11x17,8K,IOS B5,ISO B5 Long Edge,Executive,Executive Long Edge,Oficio,16K,16K Long Edge,Statement,Statement Long Edge,Custom	-

Scanning With Tablet

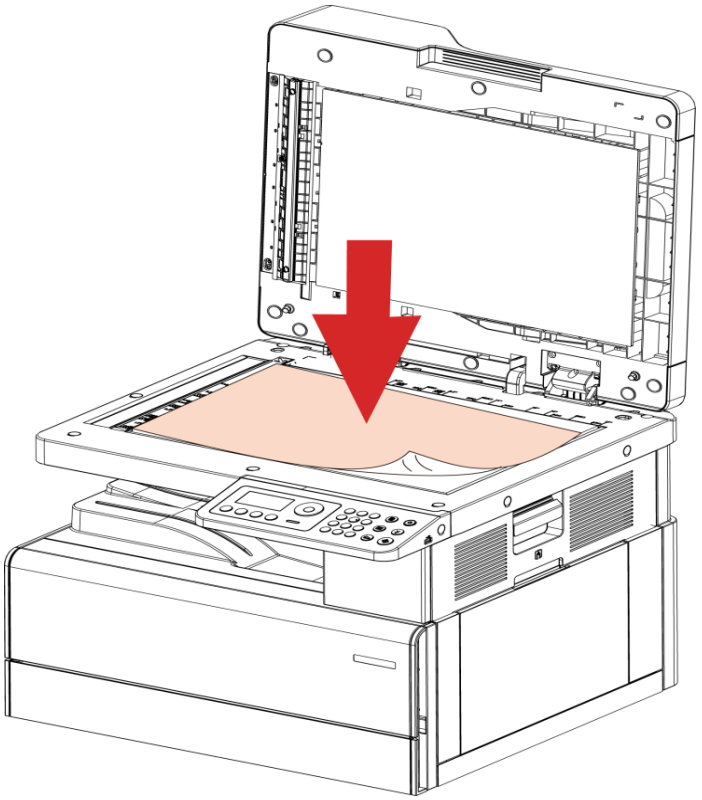
Note: • Printer appearance may differ because of various models and functions, so the schematic diagram is only for your reference.

Operation steps:

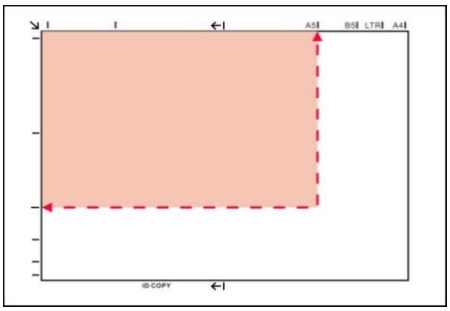
1. Lift up the scanner cover.



2. Load the manuscript face down.



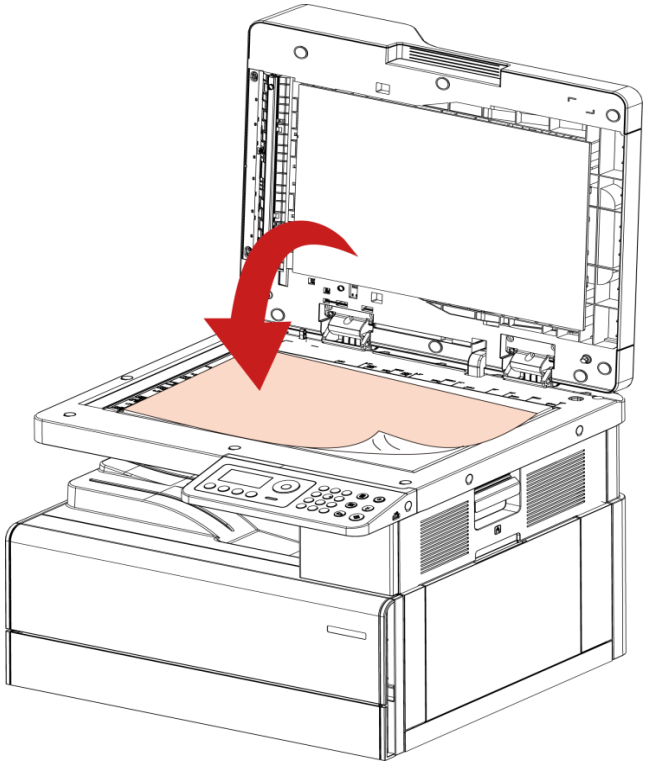
3. Align the manuscript to match the appropriate paper size.



Note: • If the manuscript does not match with any size marker, please align the upper-left corner of the manuscript with the arrow.

• Make sure there is no document in the ADF. If a document is detected in the ADF, it will be more preferential than that on glass platen.

4. Close the scanner cover gently.



Note: • Please put the paper or document on the scanner glass after the glue, ink or correction fluid are completely dried.

• Rough textured, uneven, oil stained and extremely smooth paper will make printing effect poor.

• Please make sure that there is no dust, fluff, etc. on the paper.

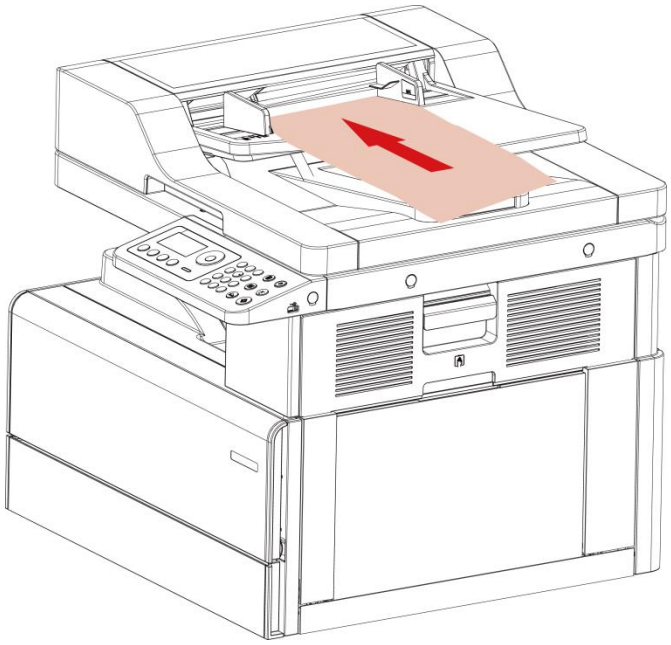
• Paper shall be put on a flat surface and stored under a cool and dry environment.

• To avoid influencing the definition, please don't open the scanner cover during scanning with the platen.

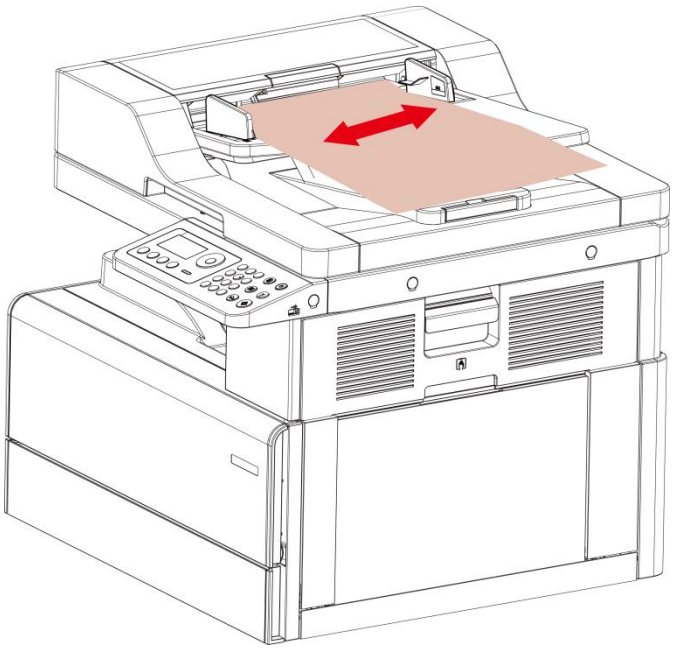
Scan with the automatic document feeder (ADF)

The Document Feeder supports single-sided scanning and auto duplex scanning, please refer to Scan for how to scan.

1. Put the original into the ADF with its front upward and top fed first.



2. Adjust the document guide till it gets close to the paper stack.



Note: • The ADF supports feeding 100 pieces of paper at most that should be fed one by one.

03 Driver installation and uninstallation

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 three ways of installation with connection by: "Wi-Fi", "USB" and "wired network". This manual focuses on the “installation with connection of printer by USB".

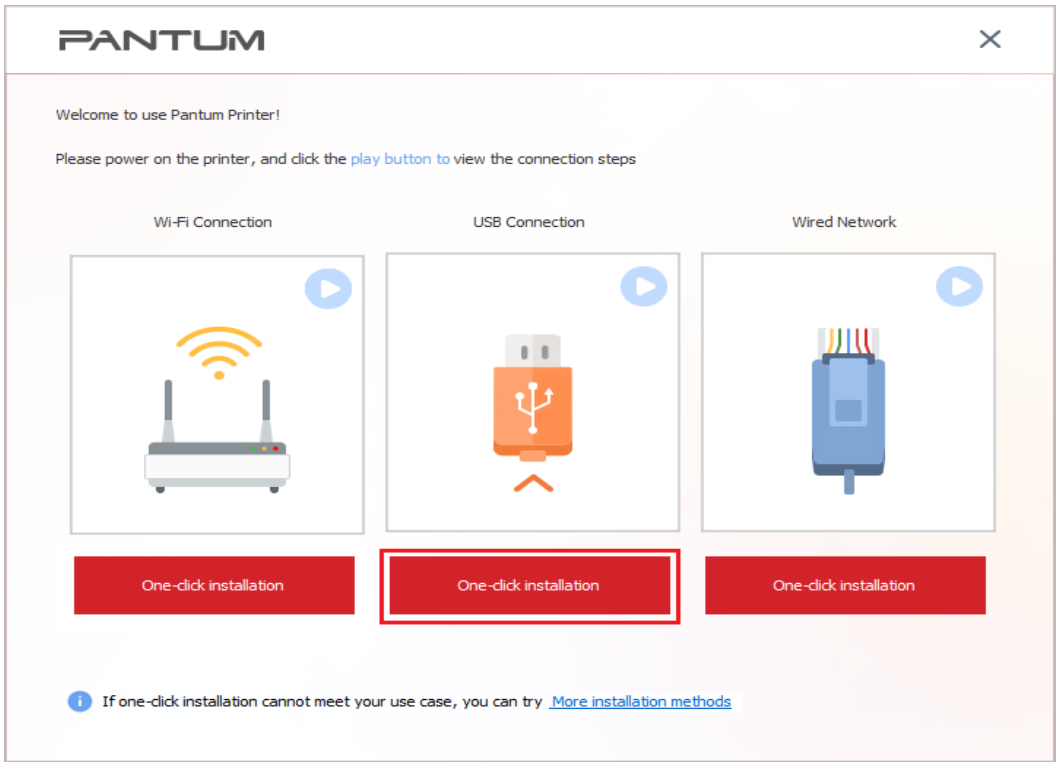
Connect printer via USB cable

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) to download the drive.

Note: • Some computers may be unable to auto play the CD beacase 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.
(If you need to install the OCR software under the Windows system, please install it when the computer is connected to the Internet.)

Uninstall Driver

Method to uninstall driver under Windows

Windows 10 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
2. Click "Pantum" in all programs.
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)

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 check the IP address of printer by printing "Network setup page" out,or check network information by viewing the control panel of printer. If the IP address is not listed, please check network environment and then try again after waiting for several minutes.

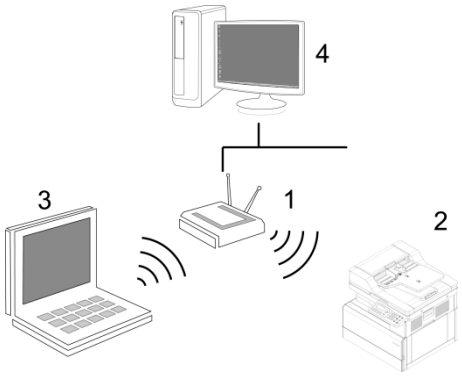
Note: • If DHCP server fails to assign IP address automatically, the printer will get the link-local address assigned by printer automatically: 169.254.xxx.xxx.

Manual Setting

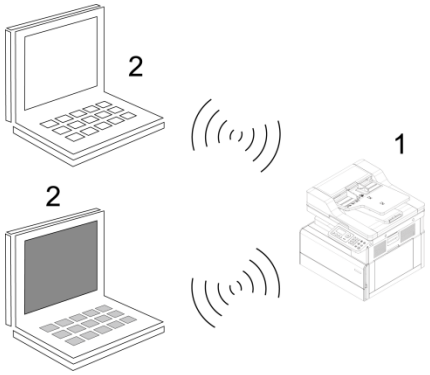
To set up IP address for printer through the control panel of printer manually.
To set up IP address for printer through the embedded Web server manually.

05 Wireless network setup (It is applicable to models with Wi-Fi option)

Printers equipped with Wi-Fi printing function support two types of wireless network connections, Wi-Fi Station and Wi-Fi Direct mode, typically, only one connection can be provided between a computer and a printer at a time.



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

Basic structure mode

You can connect a computer to your printer via access point (wireless router) as the medium. Access point (wireless router) connection is divided into wireless network setup and Wi-Fi Protected Setup (WPS).
Important: Before the installation of wireless network, you must learn about the network name (SSID) and password of your access point (wireless router), which are required for the wireless network configuration. If they cannot be confirmed, please consult your network administrator or the manufacturer of your access point (wireless router).

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”.

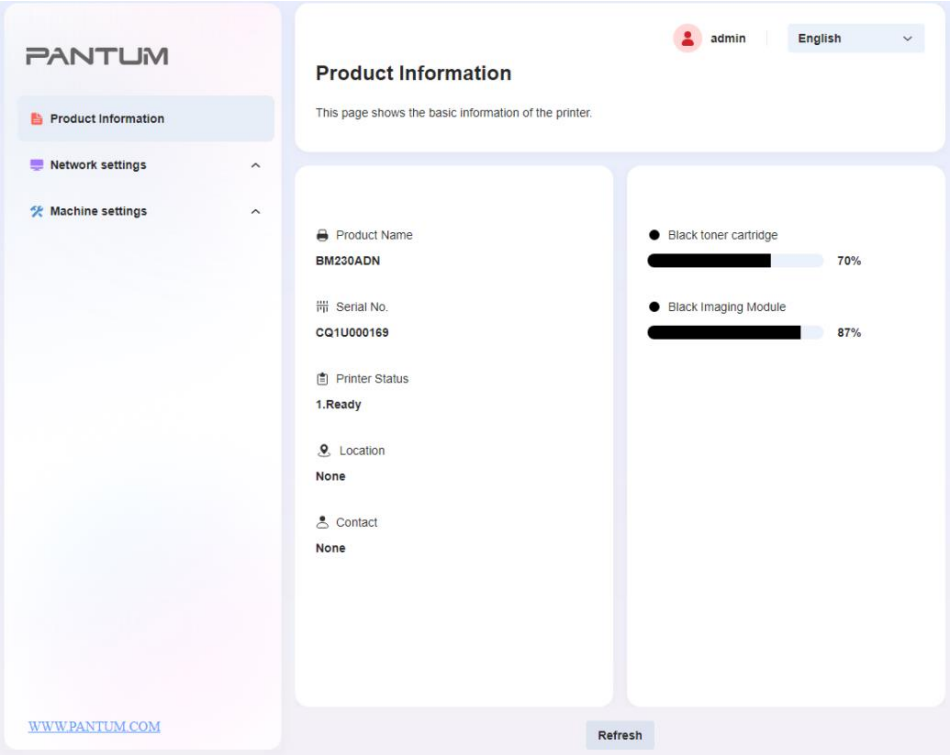
2) macOS system: click "Go" - "Applications" - "Pantum" - "Utilities" - "Wireless Network Configuration Tool" on the computer Finder menu bar.

How to disable the Wi-Fi network connected

1. Navigate to: Menu-Network Settings-Wireless Settings-Wireless Network.from the printer's control panel.
2. Select “Close” button and save.

06 Web server

You can manage printer setup via the embedded Web server.



Visit the embedded Web server

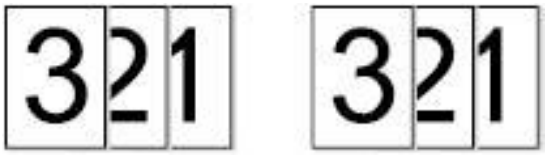
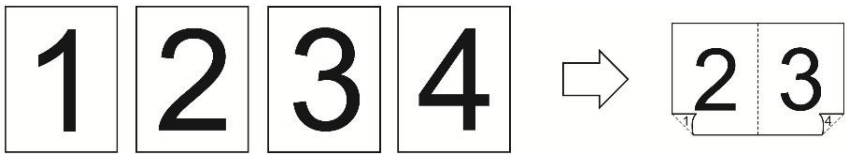
1. Turn on the power of printer and computer.
2. Connect the printer to network to ensure that the printer is connected to the network where the computer is connected to.
3. Input the IP address of printer in the address bar of Web browser to visit the Web server imbedded in printer.
4. Click “Log in” 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 " Control Panel "-"Devices and Printers"- select corresponding printerright click – set print function in "Printing preferences". Some functions are as follows:

Functions	Diagram
Automatic Two-Sided Printing	
Collate Print	
Reverse Print	
N-in-1	
Poster Print(for Windows Operation 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.
• Auto duplex printing is supported on ADF models only.

Print Settings

Setting the printing parameters

Before sending a print job, you can set the printing parameters in the following two ways.

Operating system	Temporary printing setup change	Permanent default setup change
Windows	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.

Automatic Two-Sided Printing

The printer supports automatic two-sided printing of plain paper. Paper size supported by the automatic two-sided printing:A3,A4,A5,JIS B4,JIS B5,ISO B5,11x17,Letter, Legal,Folio,Oficio,Executive,Statement,8K,16K.

Note: • Some paper media are not suitable for duplex printing, and trying duplex printing may result in damage to the printer.
• Duplex is not available for poster printing.
• For information about the paper types and printing media in the feed tray for paper feeding, please refer to Paper and Print Media.

How to carry out auto duplex printing

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. Single click “OK” to finish printing setup. Click “Print” to realize auto duplex printing.

08 Copying

Copying function

Copying function		Instructions
Common copying	Copy source	Set the paper size of the originals.
	Paper selection	Set the paper size and type of the specified tray.
	Resizing	Reduce or enlarge the size of image copied.
	Intensity	Adjust deep-light copying effect by setting intensity.
	Duplex copying	It supports manual duplex copying for originals.
	Original type	You can set the type of original document to improve the copying effect.
	Multipage	Print a multi-page document to a piece of paper.
	Collated copy	Collate copies of an original.
	Watermark	Add watermark to the copies via Watermark Settings.
ID copy	Arrangement mode	Set the Layout for Copying ID Card
	Intensity	Adjust deep-light copying effect by setting intensity.
	Paper Size	Set the paper size.
Receipt copying	Intensity	Adjust deep-light copying effect by setting intensity.
	Paper Size	Set the paper size.

Common copying setting

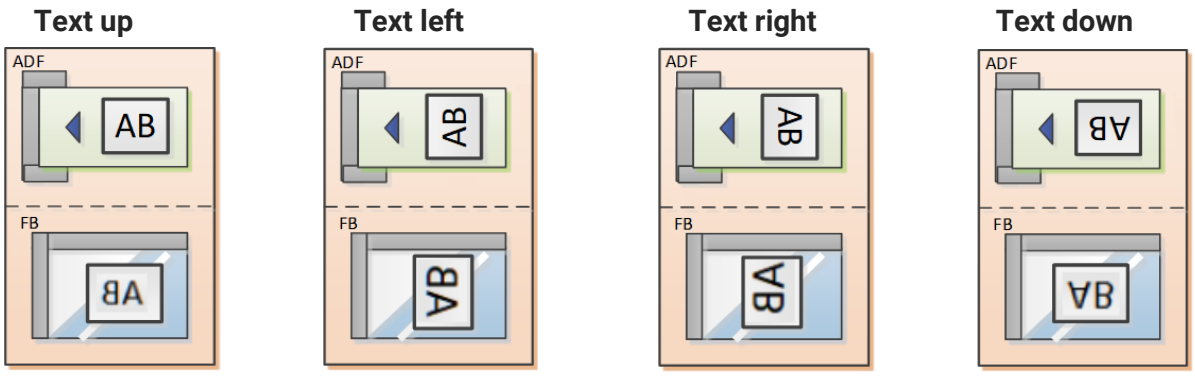
Change related setting through setting menu for better copy result.

1. Select “Copy” button in printer control panel;
2. Determine copy setting, click “Copy” button to copy.

Note: • The settings of brightness and paper selection, when the options are set, will remain in effect.
• The settings such as image quality, zoom, all-in-one, clone, collated copy and duplex copying will revert to defaults, when the copy is completed, the panel buttons are switched, or the machine is restarted.

Document orientation

You can select the "Document Orientation" correctly according to the content of portrait and the placement of the long and short edges of the photocopy paper, the document orientation has four options, as shown in the figure below:

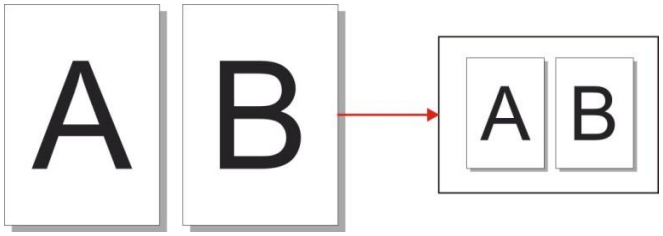


Note: • Paper loaded in FB models and ADF models should be flipped 180° from right to left.

Multipage

With setting on all-in-one feature, a 2- or 4-page , a 8- or 16-page document could be copied to one piece of paper. Copying with the ADF and the glass platen are both supported.
The multipage includes 7 modes:

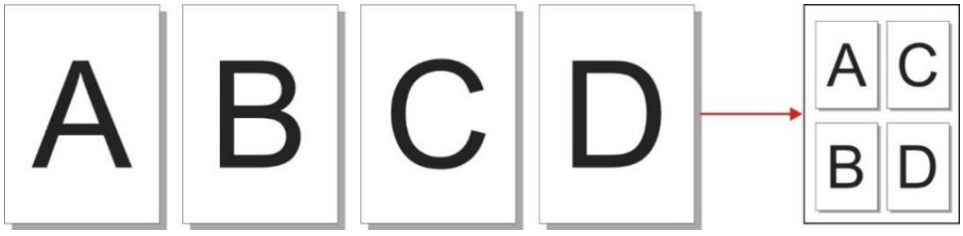
（1）Two-in-one:



（2）Horizontal four-in-one:



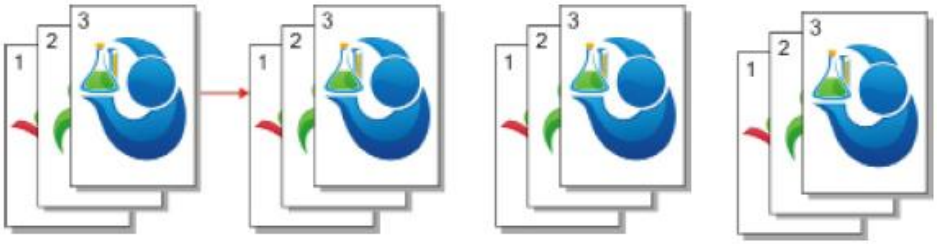
（3）vertical four-in-one:

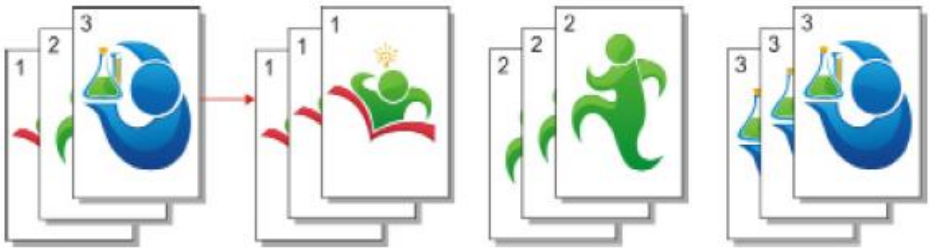


Note: • "Multipage" and "resizing function" cannot be set at the same time.

Collated copy

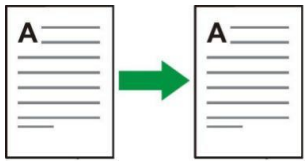
The "Collated Copies" feature supports only copying with the automatic document feeder (ADF).
The collated copy includes 2 modes:

Startup: 

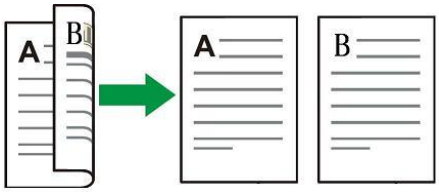
Closed: 

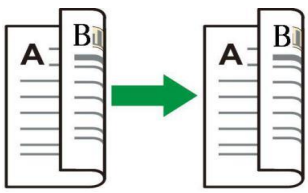
Duplex copy

You can use flat plate and ADF for Auto Duplex copy, ADF supports auto duplex copy.
There are 4 modes in total for duplex copying:

1. One-sided → One-sided: 

2. One-sided → Two-sided: 

3. Two-sided → One-sided: 

4. Two-sided → Two-sided: 

Watermark Copy

You can add watermark on your copies via Watermark on printer control panel.

Note: • Watermark Settings. After completion of copying operation, switching the control panel button, or restarting the printer, the settings are restored to default.
• Watermark can be used in combination with N-in-1 and Collated Copy.

ID copy settings

For better copying effects, you can change the corresponding settings via the “ID Copy Settings” menu.

1. Select “ID Copy” button in printer control panel;
2. Determine copy setting, click “Copy” button to copy.

Receipt setting

For better copying effect of bills, you can enter the "Bill Copy Setting" menu to change relevant settings.

1. On the printer's control panel, click the "Menu" button - select "Copy Settings" - select "Bill Copy".
2. Determine copy setting, click “Copy” button to copy.

09 Scan

This printer provides two types of scan: "Push Scan", which means scanning through the printer's Control Panel operations; "Pull Scan" which means scanning through PC terminal scanning the application. Before scanning, please be sure a printer driver has been installed in the computer. his product complies with the TWAIN and Windows Image Application (WIA) standard. If using the application which supports TWAIN and WIA standard, users can use the scan function and directly scan the images to the open application.

Pull Scan

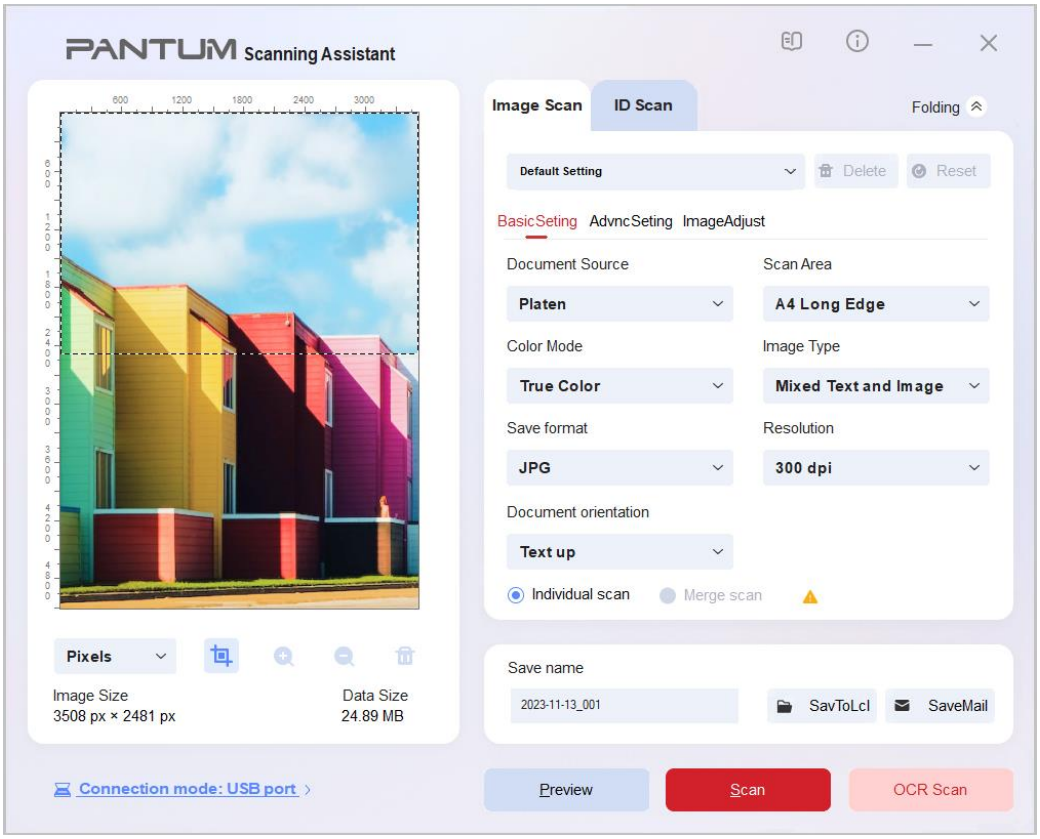
You can scan from the PC scan application via USB, wired, or wireless connection. Make sure the the printer is properly connected before scanning.

Windows system scan

Pantum Scan Application

Operation Steps:

1. Double click on "Pantum Scan Application" on the computer.
2. The prompt window is shown as below:



3. Set Scan in the right list. Click "Scan" on the bottom right corner and start scan.

Note: • Images in the format of BMP, JPG, TIF, PDF, PNG, and OFD can be scanned by the Pantum scanning application software. The image text recognition is available for documents in the format of DOCX, XLS, XLSX, PPTX, TXT and searchable PDF. (If you need to use the image text recognition function, please download and install the OCR software according to the interface prompts after the driver installation. For the installation method, please refer to Driver Setup)

macOS System Scan

ICA Scan

Open ICA via "Print and Scan"

Operation Steps:
1. After installing the printer driver, click "System Preferences" icon on the bottom left corner of the computer desktop.
2. After the window pops up, click on "Print and Scan".
3. After the pop-up window appears, select the desired printer and click the "Scan" button.
4. Click on "Open Scanner" and the scan window will pop up.
5. Click on "Show Details" on the bottom right corner to set the scan parameters.
6. Click on "Scan" on the bottom right corner and start scan.

Call ICA through applications

Operation Steps:
1. Click on "Finder" icon on the bottom left corner of the computer desktop,Find "Image Capture" in "Applications",and click to launch the application.
2. After the window pops up, set the scan information in the right list of "Basic Setting" and "Advanced Setting". Click on "Scan" and start scan.

TWAIN Scan

Take Photoshop as an example.(CS2 and earlier versions are supported)
Operation Steps:
1. Launch Photoshop, click on "File" – "Import" on the top left corner and select TWAIN Scan.
2. After the window pops up, set the scan information in the right list of "Basic Setting" and "Advanced Setting". Click on "Scan" and start scan.

Push Scan

This section is mainly to introduce how to scan files to PC, E-mail, FTP, SMB and USB with the printer's control panel.

Note: • The types of saved documents supported for Scan to PC are:JPEG,PDF,TIFF,OFD,BMP,while the types of saved documents supported for Scan to Email/FTP/SMB/ USB drive are: JPEG, PDF and TIFF.

Scan to PC

You may operate the printer's control panel to scan a file to PC. (Only support connection method of USB connection line.)

1. Be sure the printer and the computer are both switched on and connected with each other properly.
2. Put an original on the glass platen or into the ADF
3. Click “Scan-Scan to PC” in printer control panel.
4. Select proper scan setting, click “Scan” button to make a scan.

Scan to E-mail

You can scan the file as an attachment into the email application. The steps are as follows:

1. Be sure the printer and the computer are both switched on and connected with each other properly.
2. Set up SMTP client.
3. Configure the E-mail address book
4. Put an original on the glass platen or into the ADF
5. Click “Scan-Scan to Email” in printer control panel.
6. Select proper scan setting, click “Start” button to make a scan.

Instructions for settings of group e-mail sending:

Set the group name for group e-mail sending by webpage, and set the members, i.e.the receivers, in the group of group email. After finishing scanning, firmware will send the scanned documents to the mail server. Then mail server sends the documents to every member of the group.

Scan to FTP

Be sure the user is in an Internet-connected environment in scanning files to FTP server. If you want to scan large files, you may need to input the server address, user name and password to log in the server, with specific operation steps as below:

1. Be sure the printer and the computer are both switched on and connected with each other properly.
2. Configure the FTP address book
3. Put an original on the glass platen or into the ADF
4. Click “Scan-Scan to FTP” in printer control panel.
5. Select proper scan setting, click “Start” button to make a scan.

Scan to SMB

To use “Scan to SMB” function, you need to create a shared folder on the Windows or Mac computer first.

Create a shared folder

Windows7 is taken as example for description of the following steps.

1. Right click the folder under Windows system you want to share, and select Properties.
2. Select the “Share” tab, and click “Share”.
3. In the pop-up “Network Access” window, click the drop-down menu, select “Everyone”, and click “Add”.
4. Change the “Everyone” permission level added in Step (3) to “Read/Write”, and click “Share (H)” in the lower right corner.
5. If your shared folder path is displayed at the network path, it means it is successfully shared.

“Scan to SMB” configuration

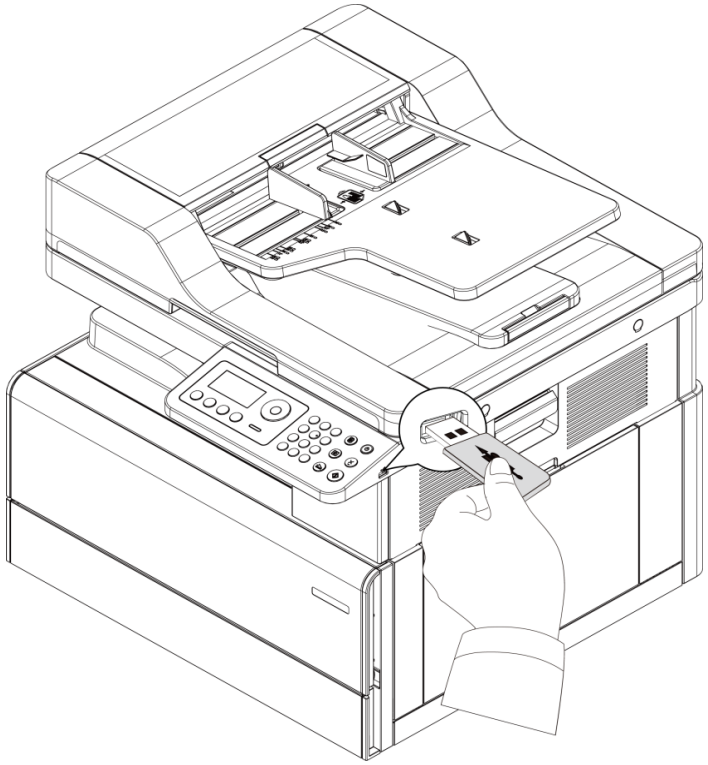
1. Be sure the printer and the computer are both switched on and connected with each other properly.
2. To configure SMB address book .
3. Put an original on the glass platen or into the ADF.
4. Click “Scan - Scan to SMB” on printer control panel.
5. Select proper scan setting, click “Scan” button to make a scan.

Scan USB drive

This printer supports scanning files to USB without a computer. Before operation, please make sur the USB has enough storage space.

The specific operation steps are as follow:

1. Insert the USB into the printer's front USB interface.



2. Put an original on the glass platen or into the ADF.
3. Click "Scan-Scan USB" in printer control panel.
4. Select proper scan setting, click "Start" button to make a scan.

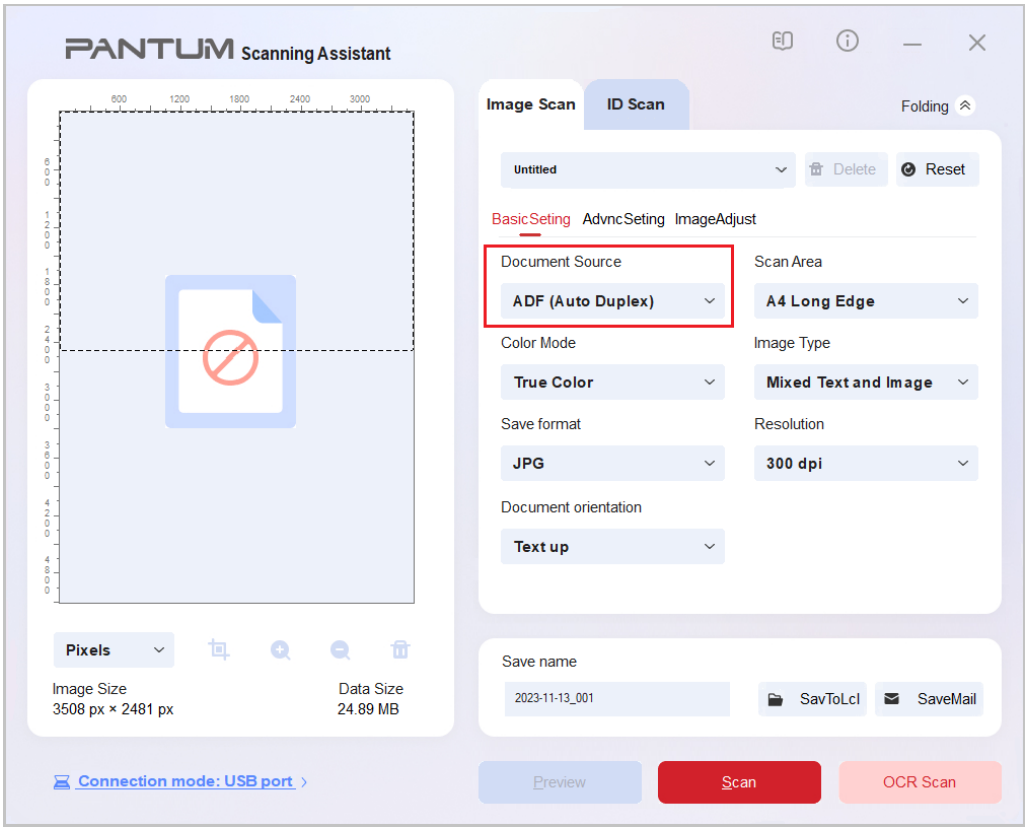
A "PantumScan" folder will be created in the USB flash disk. The scanned file will be saved in the PDF, TIFF or JPEG format.

Note: • USB formats supported: FAT , FAT32and NTFS for Windows system and MS-DOS (FAT) for macOS system.

Scanning function

The printer supports ADF auto duplex scanning, taking Pantum Scanning Assistant as an example:

1. Place the original in ADF.
2. Bring up "Pantum Scanning Assistant".
3. The Scan Setting window will pop up, Select “Document Feeder (Auto Duplex)” under “Document Source” on the right side.



4. After setting the scanning parameters, click "Scan" in the lower right corner to start scanning.

Note: •This machine also supports ADF automatic duplex scanning. You can “Enable” or “Disable” this function on the Scan Setting interface of the control panel.

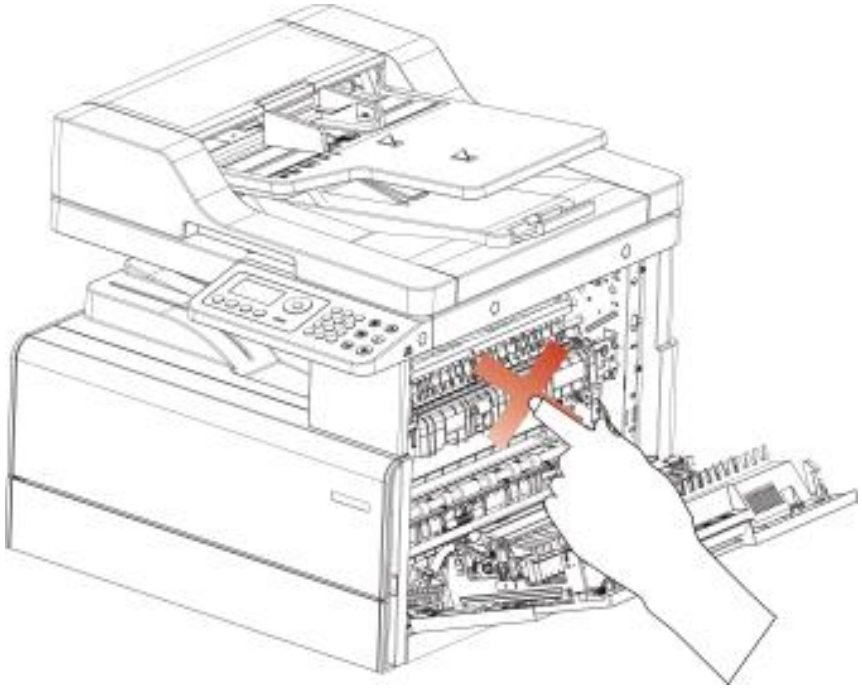
10 Routine Maintenance

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

Cleaning the Printer

:Some parts of the printer are still in high temperature within a short time after use. To prevent burns, please don't directly touch places labeled with high temperature warning in contact with internal components after opening the printer's front or rear cover.

Note: • Disconnect the printer before cleaning.
• Please use mild detergents.
• Some parts of the printer are still in high temperature within a short time after use. To prevent burns, please don't directly touch places labeled with high temperature warning in contact with internal components after opening the printer's front or rear cover.
• Use caution when using the printer display to prevent pressing or damaging the touch display. Please use a soft dry cloth or dip in a neutral detergent or ethanol to clean the display surface. Do not use any organic solvents, acidic or alkaline solutions for cleaning.



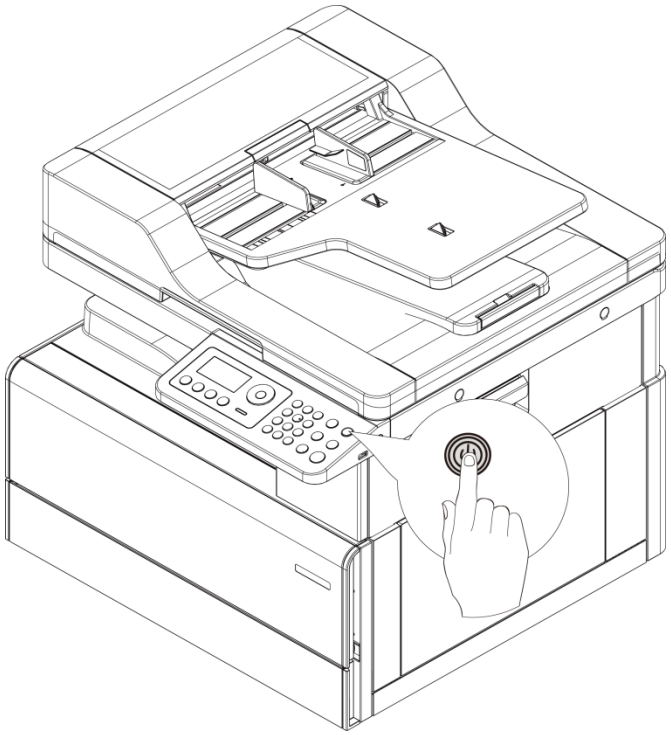
Cleaning the printer

:To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

Note: • Please perform this job every few months.

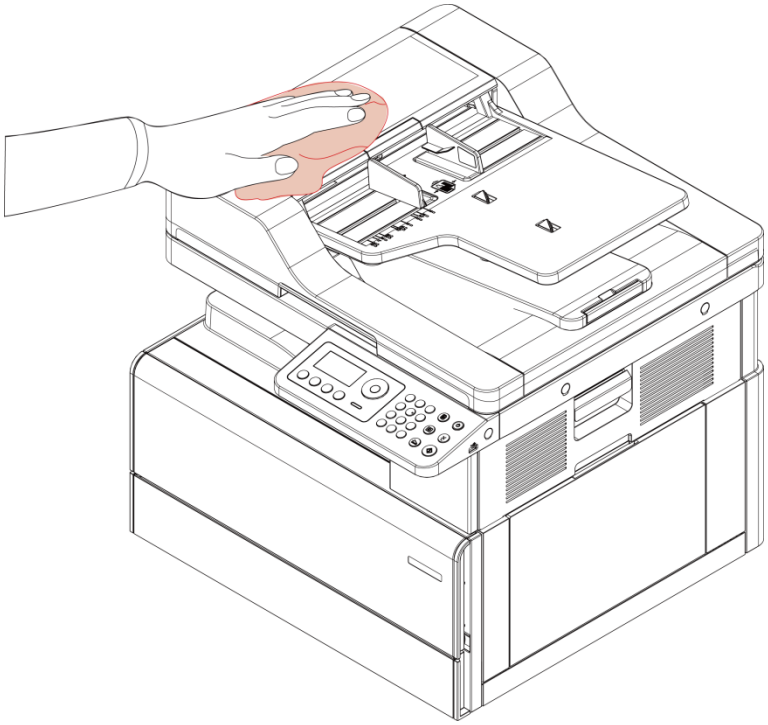
• Damage to the printer caused by improper handling is not covered by the printer warranty.

1. Turn off the printer, and then unplug the power cord from the electrical outlet.



2. Remove the paper from the standard exit and feed tray.
3. Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.

4. Wipe the outside of the printer with a damp, soft, lint-free cloth.



Note: • Do not use household cleaners or detergents, as they may damage the surface of the printer.
• Make sure that all areas of the printer are dry after cleaning.

5. Connect the power cord to the electrical outlet, and then turn on the printer.

: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

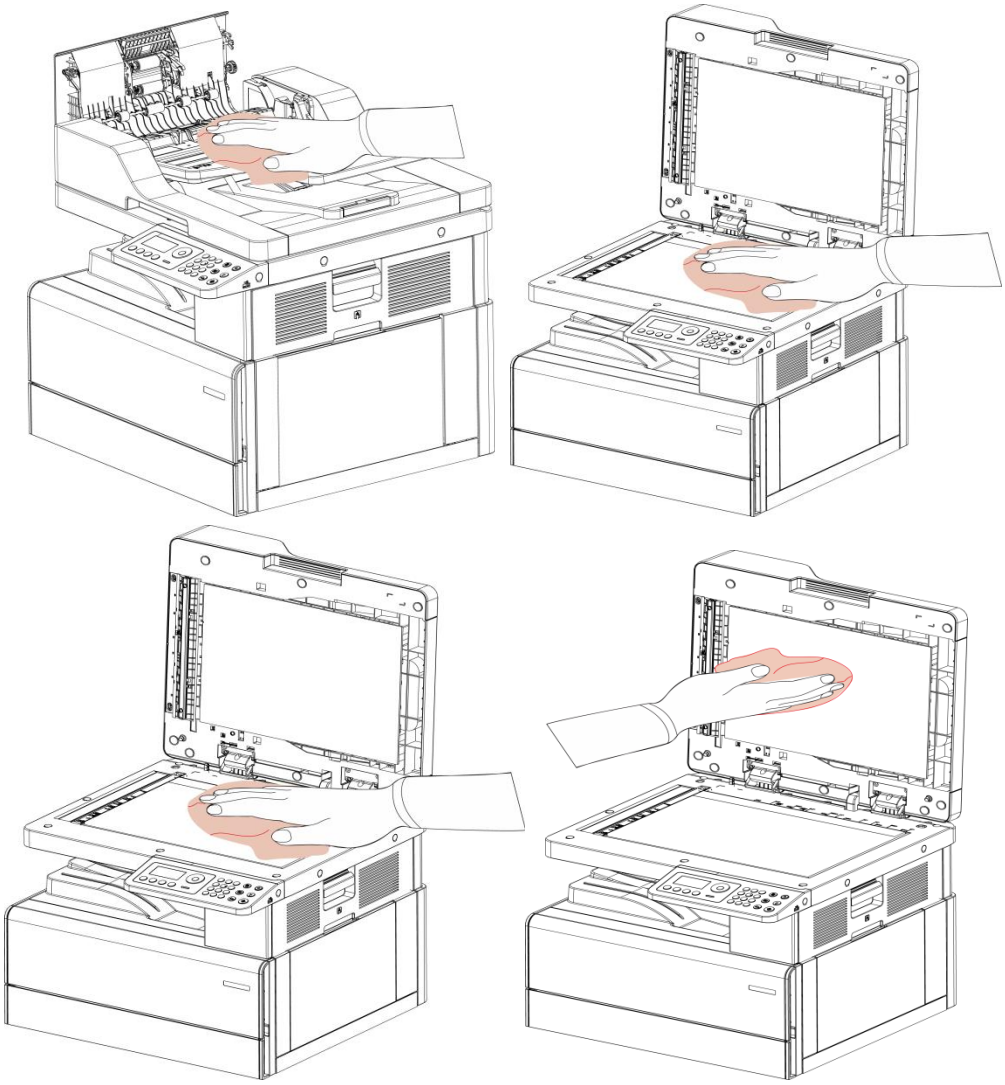
ADF cleaning

Note: • the machine with the ADF should be regularly cleaned, removing dirt on the top cover of the ADF. Please wipe the place as shown in figure with a soft cloth.

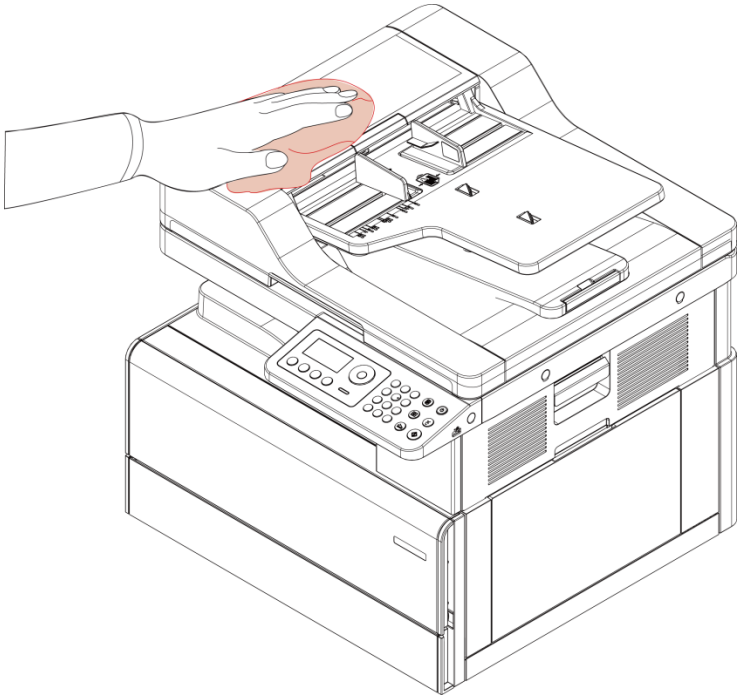
• Clean with a wet soft cloth first, then wipe dry with a dry soft cloth.

• Please use mild detergents.

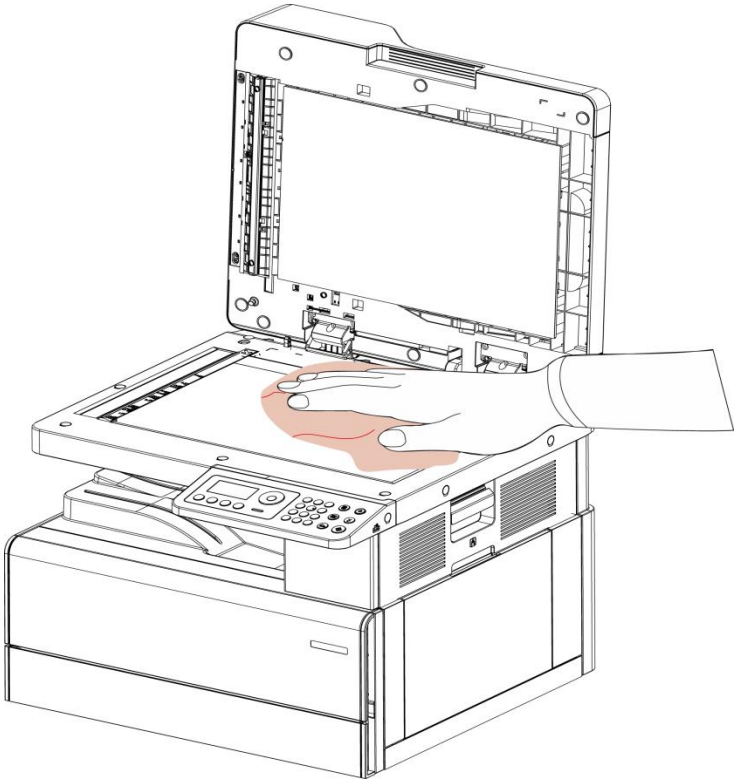
• Perform this task once a month or when the scan volume exceeds 5000 pages.



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



2. Open the scanner cover and then wipe the glass platen gently with a soft cloth.



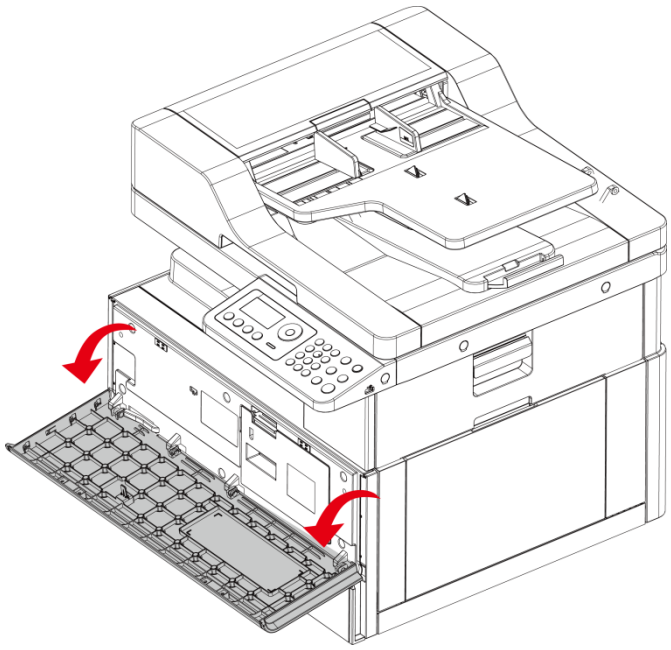
Replacing parts and consumables

1. Use and maintenance of toner cartridge.
For better prints, please use the original toner cartridge.
When using the toner cartridges, please pay attention to the following:
• Please store the toner cartridges in a dry dark place.
• Do not refill the toner cartridges by yourself. Any damage caused by this is not covered by the printer warranty.
• Please store the toner cartridges in a dry dark place.
• Do not place the toner cartridges near fire sources, as the toner in the cartridge is flammable and may cause a fire.
• When removing or disassembling the toner cartridge, pay attention to toner leakage, if any toner leakage cause toner contact with skin or splash into eyes and mouth, immediately rinse with clean water, and if there is any discomfort, seek medical attention immediately.
• When storing the toner cartridges, keep them away from areas where children can reach.
2. Service life of toner cartridge.
• The service life of the toner cartridge depends on the amount of toner required for print jobs.
• If the display screen shows "toner cartridge end of life", it means the toner cartridge has reached its service life and needs to be replaced.

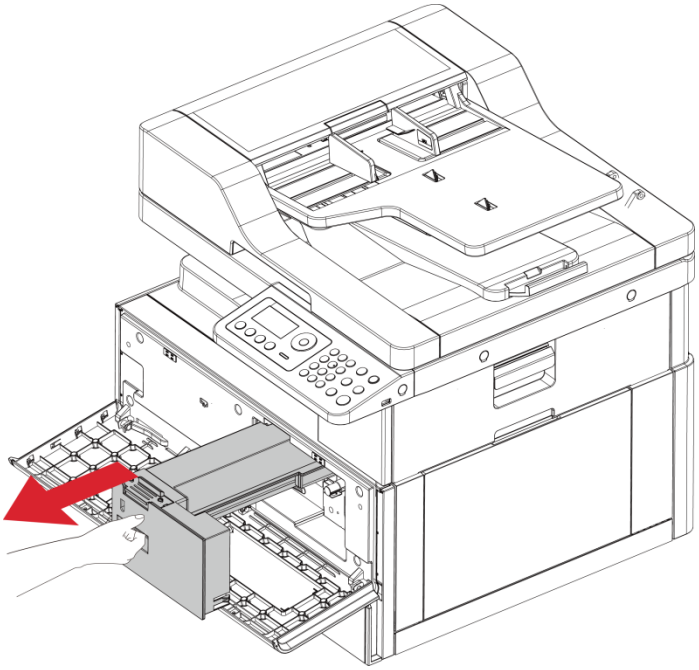
Replace the toner cartridge and waste toner bottle

Note: • If the tray is unfolded, remove it before replacing the toner cartridge.
• If the toner cartridge and waste toner bottle are integrated in a single unit, they should be replaced at the same time.

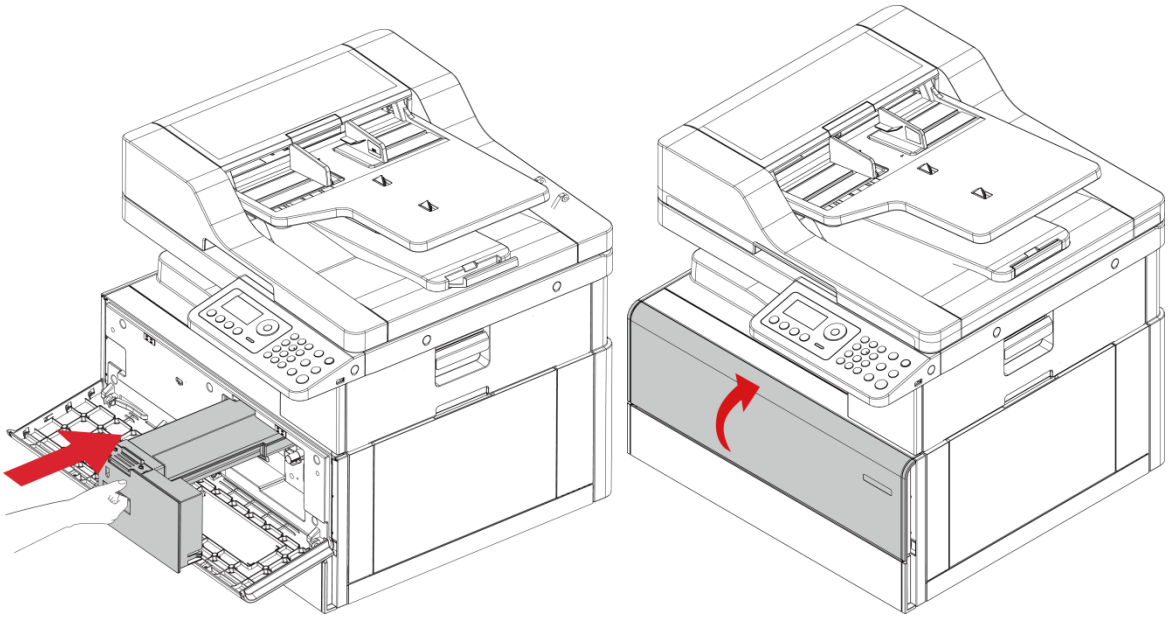
1. Open the front cover.



2. Remove the used toner cartridge.

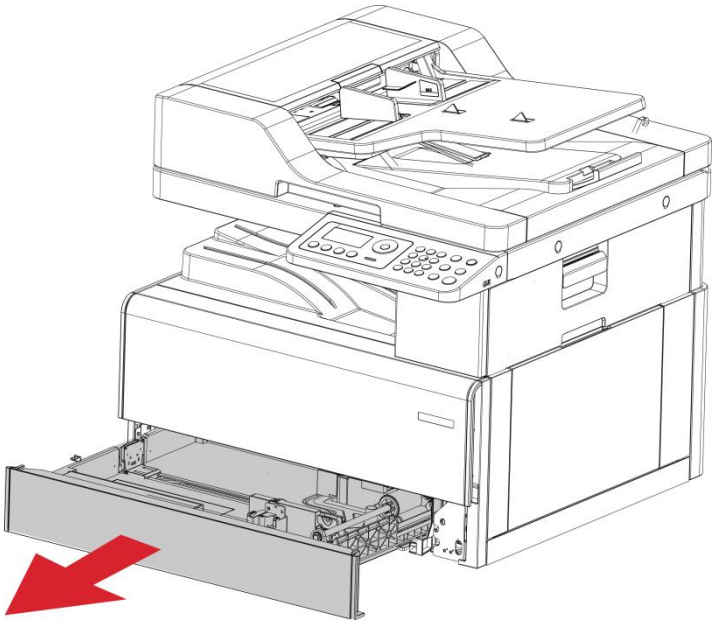


4. Unpack the new toner cartridge.
5. Insert the new toner cartridge, then close the front cover.

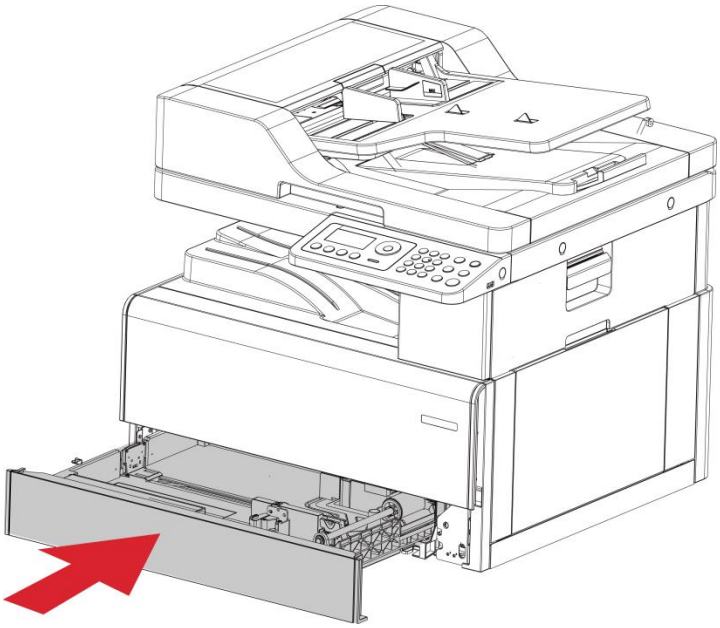


Replace the tray

1. Remove the used tray.



2. Unpack the new tray.
3. Insert a new tray.

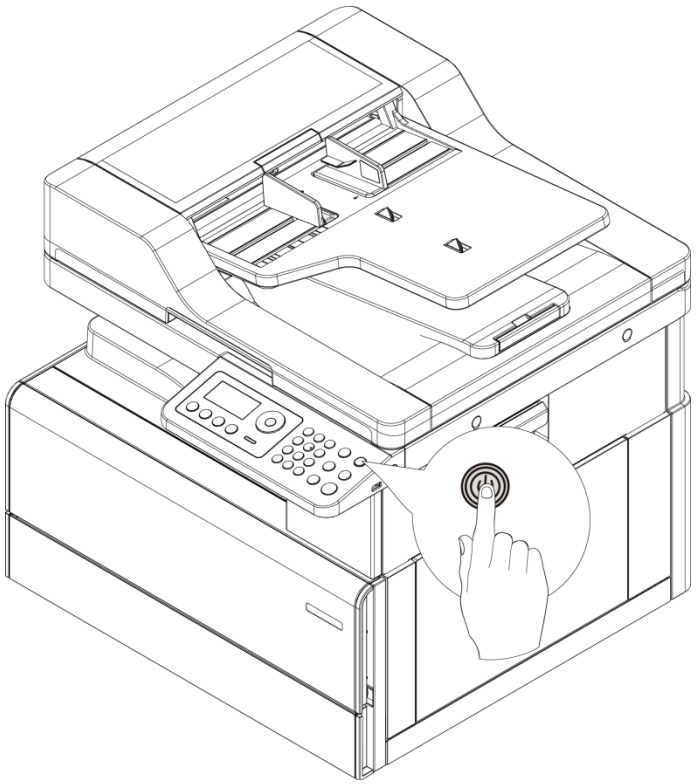


Installing and removing the optional tray

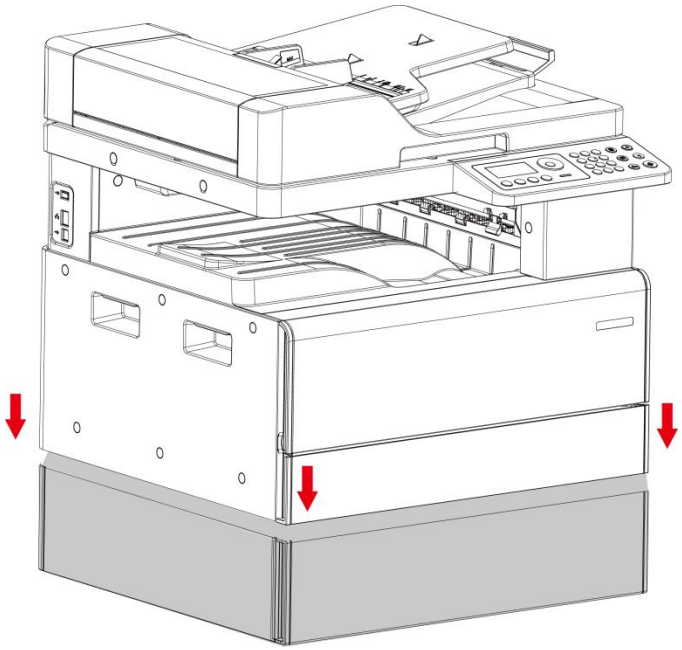
Installing optional tray

This printer supports the use of optional trays, and can hold up to 2 optional trays. Each tray can hold up to 550 pieces of 80g/m² paper.If you want to buy optional trays, please contact the local dealer who has purchased the printer.

1. Turn off the printer



2. Unplug the power cord from the electrical outlet, and then unplug the power cord from the printer.
3. Unpack the optional tray, and then remove all packaging materials.
4. Make sure the printer body and optional trays are placed correctly, as shown in the figure below.

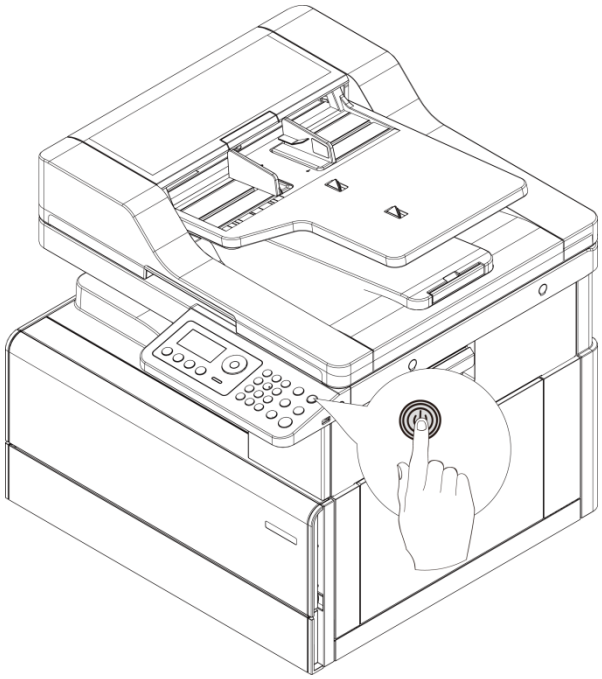


5. Plug the power cord into the printer and turn on the power.
After installing the optional tray, you need to update the printer status again (For how to update the printer status, see "Updating the optional tray status") .

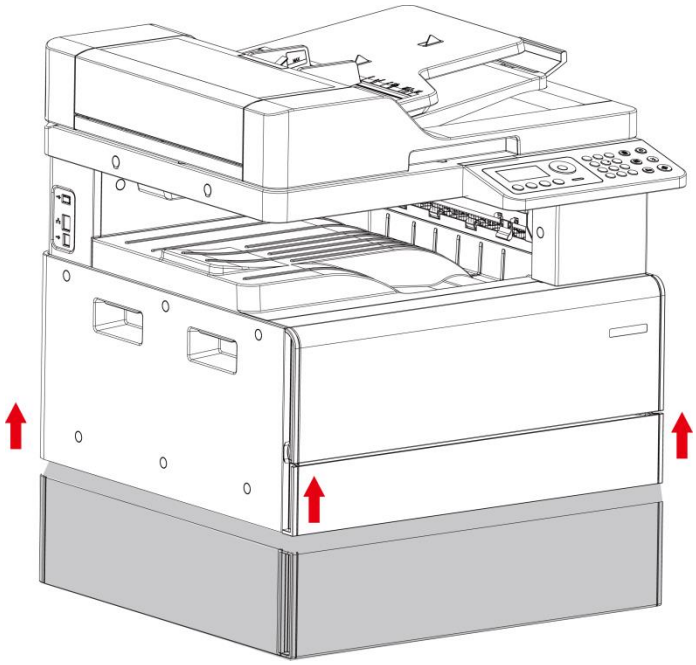
Note: • For precautions on loading paper, see "Paper and Print Media".
• For the type of media to be printed with the optional tray, see the "Paper Specification".
• For the installation of optional trays, please refer to the Installation Guide supplied with the optional trays.

Removing the optional tray

1. Turn off the printer.



2. Unplug the power cord from the electrical outlet, and then unplug the power cord from the printer.
3. Lift the printer body with both hands and remove the optional trays.

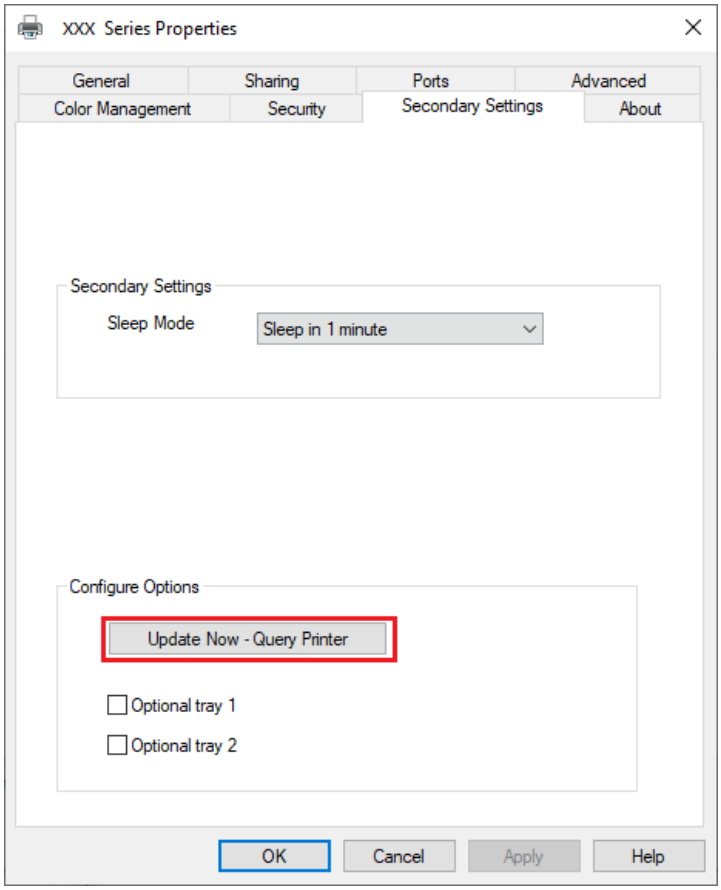


After removing the optional tray, you need to update the printer status again (For how to update the printer status, see “Updating the optional tray status”).

Updating the optional tray status

Each time you install/remove the optional trays, you need to manually update the printer driver status.Take Windows 7 as an example for this Chapter.

1. Install the printer driver (please refer to “Driver Setup” for installation).
2. Enter the “Start menu” - “Control panel” - view “Device and Printer”.
3. Right-click the printer icon and select “Printer Properties” in the pull-down menu.
4. Enter the “Auxiliary Settings” option. to set the corresponding configuration options.
5. Click “Refresh Now-Check Printer” - “OK/Apply” to update the printer status.



11 Troubleshooting

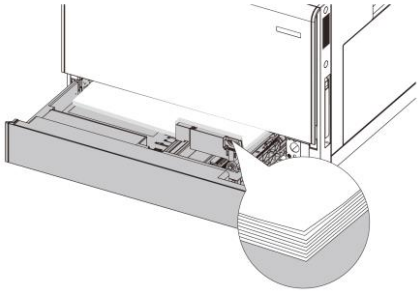
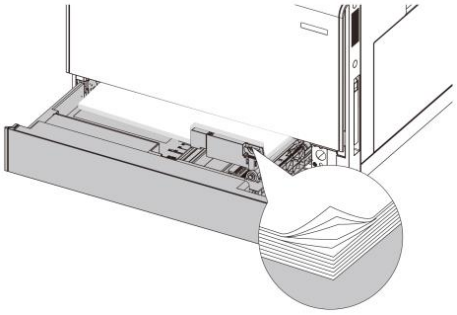
Please read this Chapter carefully. It may help you to solve common problems encountered during the printing process. If the problems persist, please contact Pantum Aftersales Service Centre.
Prior to handling common problems, first check that:

• The power cord is connected correctly and the printer is powered on.
• All of the protective parts are removed.
• Check if the toner cartridge is installed correctly.
• The paper is correctly loaded into the tray.
• The interface cable between the printer and the computer is connected correctly.
• The correct printer driver has been selected and installed properly.
• The computer port is properly configured and is connected to the correct printer port.

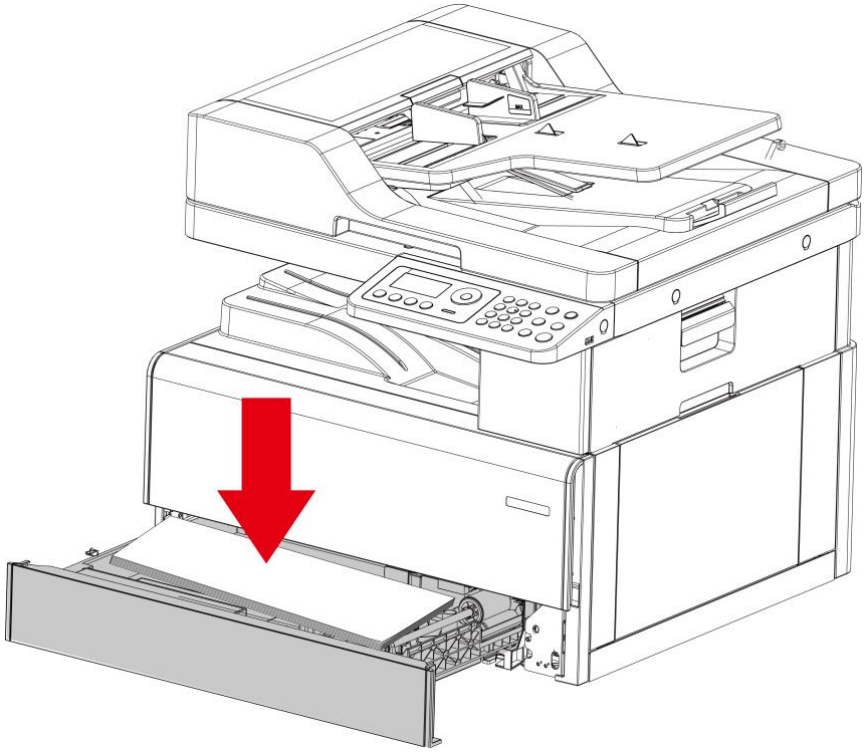
Avoiding jams

Correct loading of paper

• Make sure that the paper lies flat in the tray.

Correct paper loading	Incorrect paper loading
	

• Do not load or remove a tray while the printer is printing.
• Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.
• Do not slide paper into the tray. Load paper as shown in the figure.



• Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
• After loading the paper, push the tray into the printer.

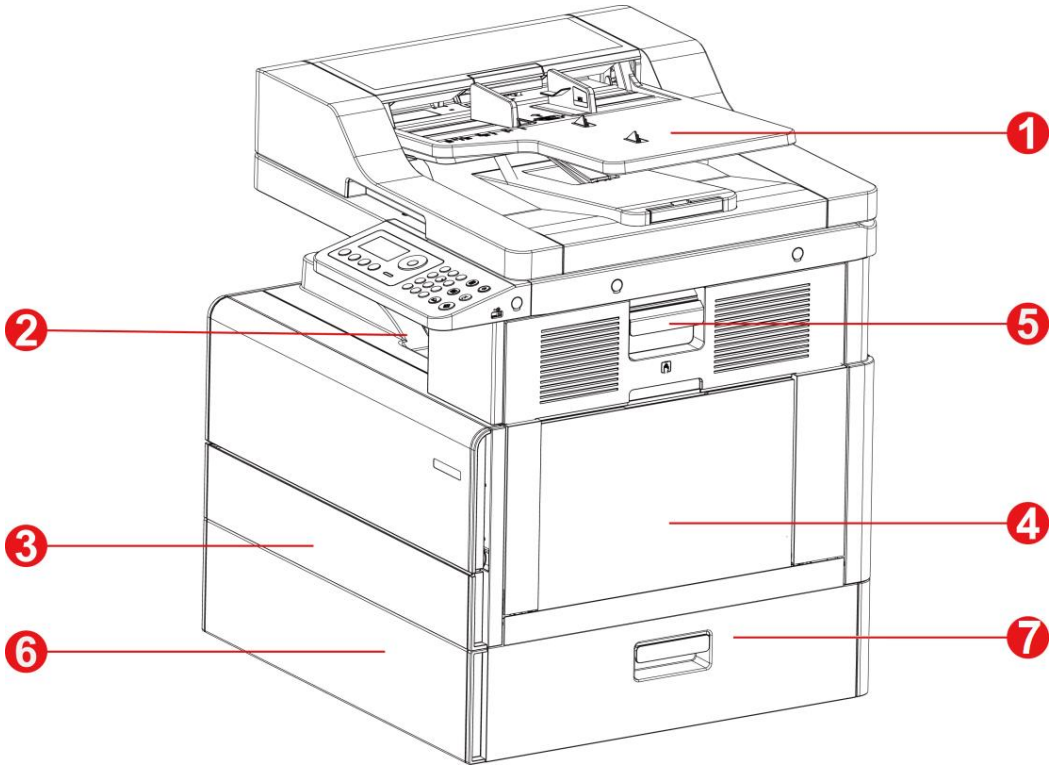
Use recommended paper

• Use only recommended paper or special media.
• Do not load paper that is wrinkled, creased, damp, bent, or curled.
• Flex, fan out and align the paper edges before loading.



• Do not use paper that has been cut or trimmed by hand.
• Do not mix paper sizes, weights, or types in the same tray.
• Make sure that the paper size and type are set correctly on the computer or printer control panel.
• Store paper according to manufacturer recommendations.

Locate jammed paper

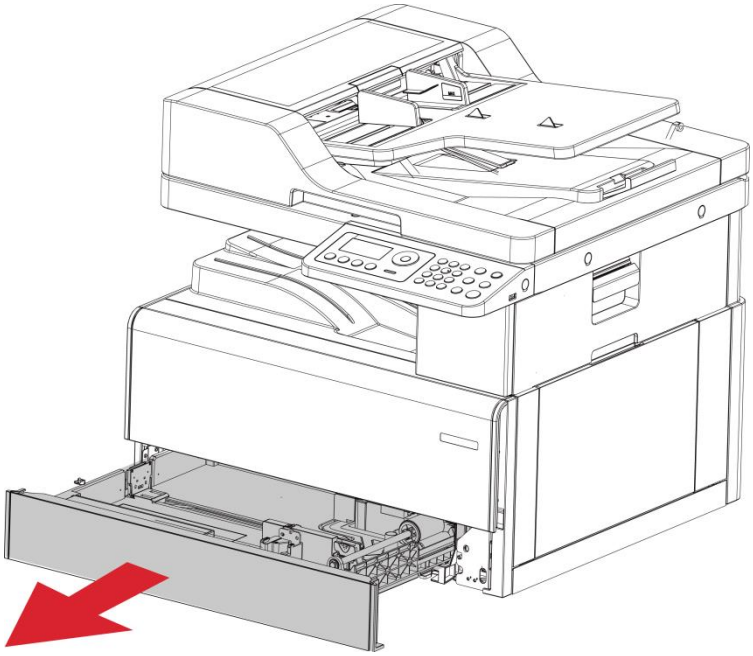


No.	Paper jam locations
1	Automatic document feeder (ADF)
2	Output Tray
3	Standard feed tray
4	Multipurpose feed tray
5	Right cover door
6	Optional tray
7	Side cover of optional tray

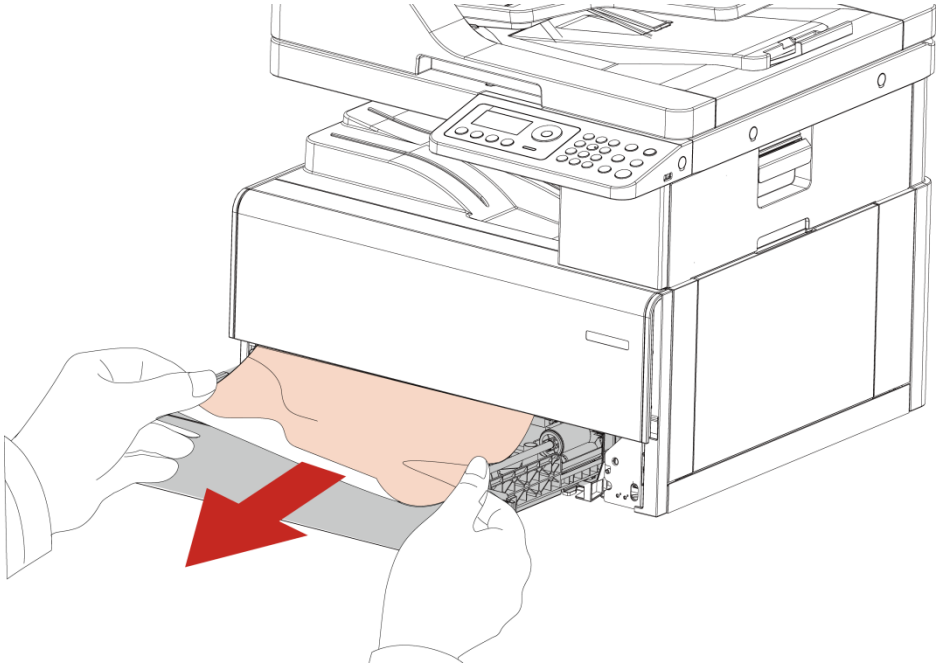
Cleaning Jammed Paper

The paper is jammed in the standard feed tray

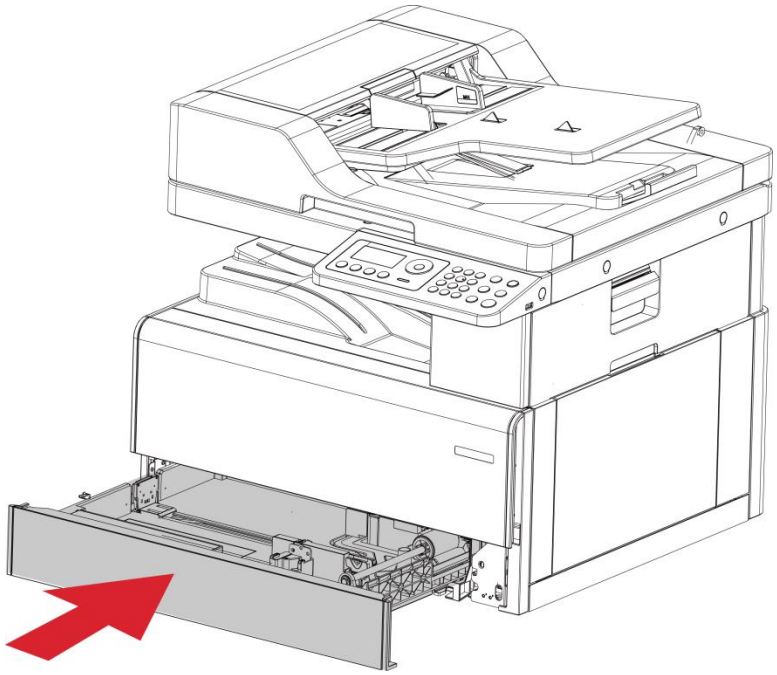
1. Pull out the Standard Feed Tray.



2. Gently pull the jammed paper out.

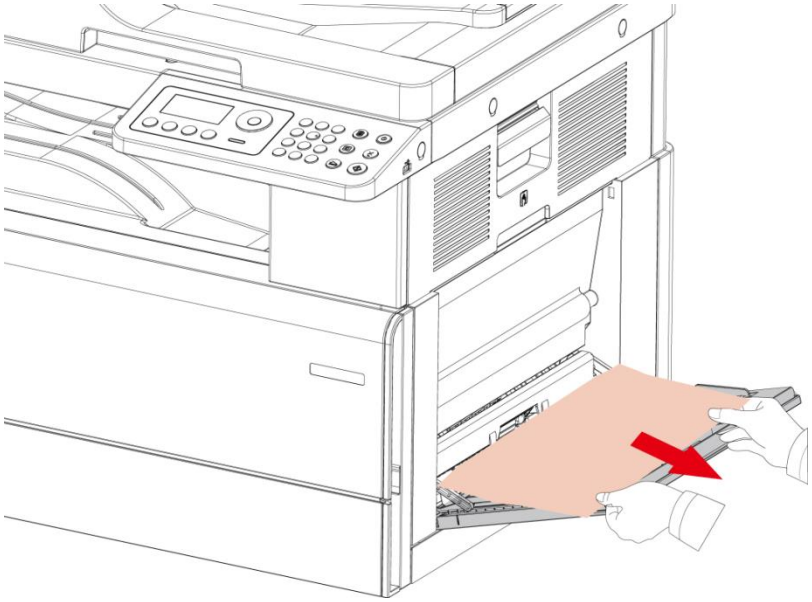


3. After removing the jammed paper, insert the Standard Feed Tray back into the printer, open and close the front cover, and the printer will automatically resume printing.



The paper is jammed in the multi-purpose feed tray

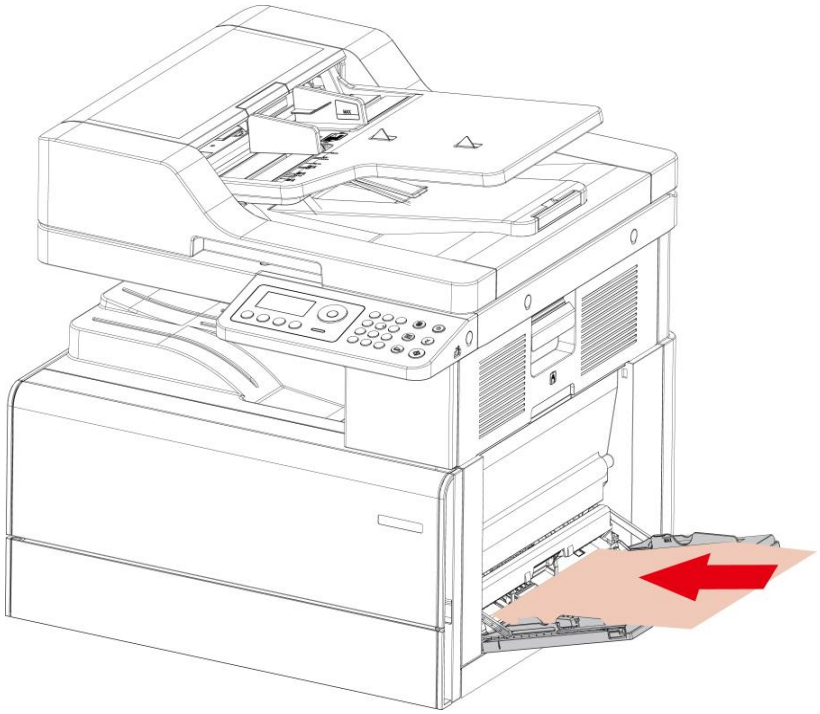
1. Gently pull the jammed paper out.



2. Open the right cover door to remove all paper fragments.

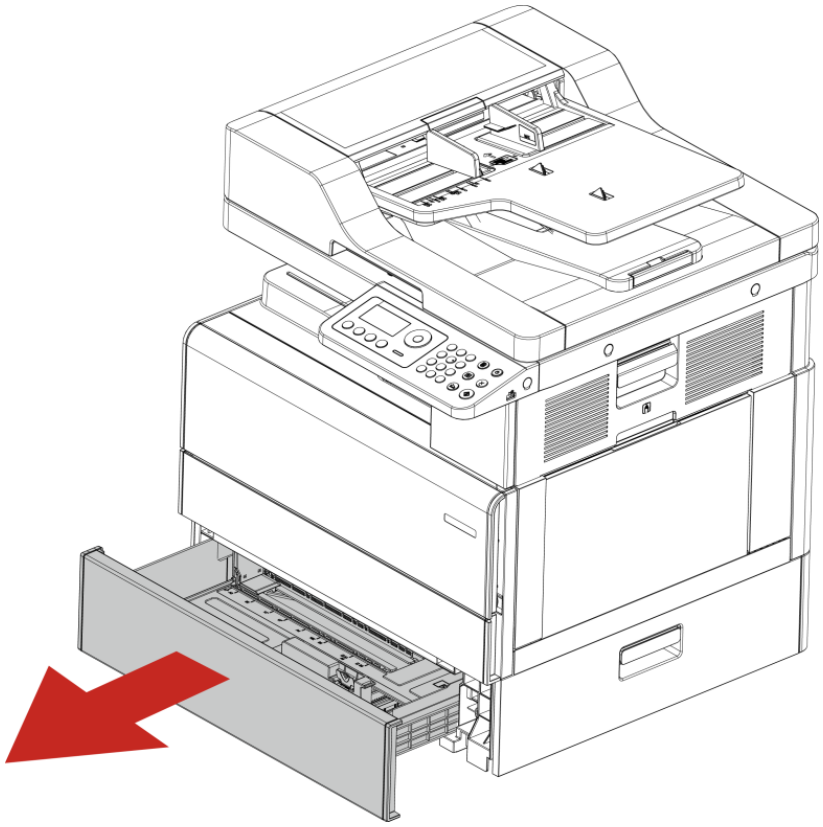
Note: • The inside of the printer might be hot. To reduce the risk of injury by a hot component, allow the surface to cool before touching it.
• Make sure that the door does not hit any cables connected to the printer.

3. Close the right cover door.
4. Before loading, flex and fan the paper, and align the edges of the paper.
5. Reload the paper.

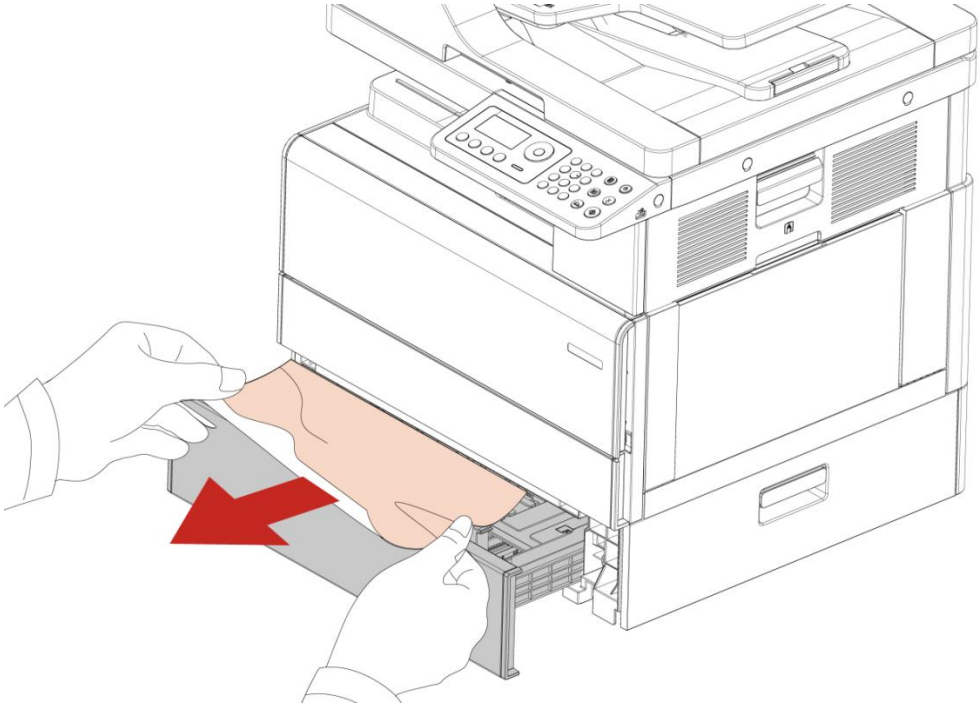


Paper jam of optional tray

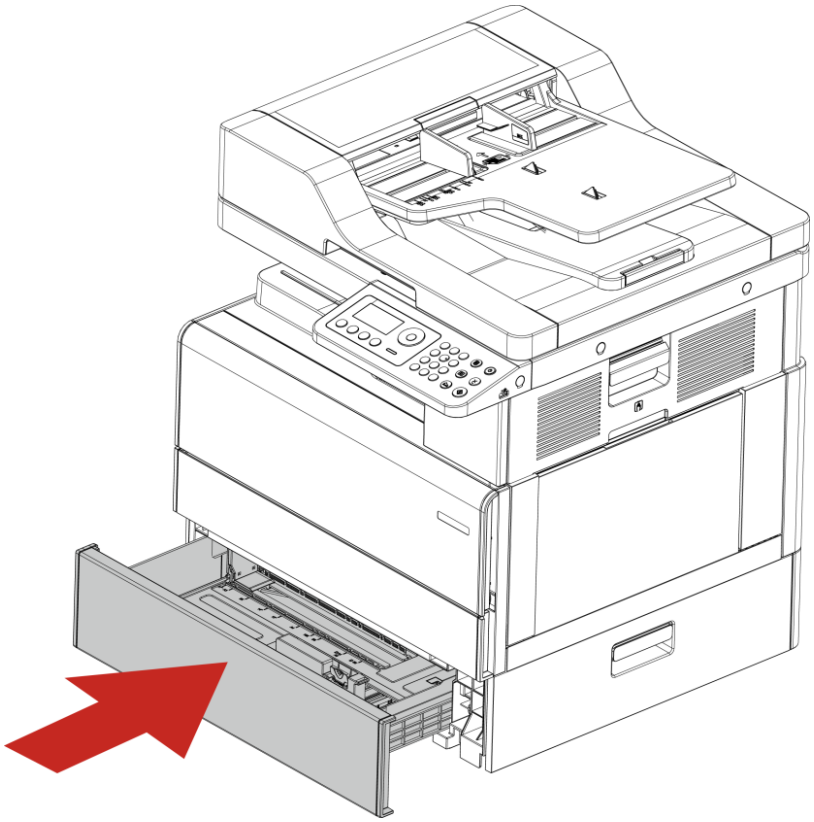
1. Pull out the Optional Tray.



2. Gently pull out the jammed paper.

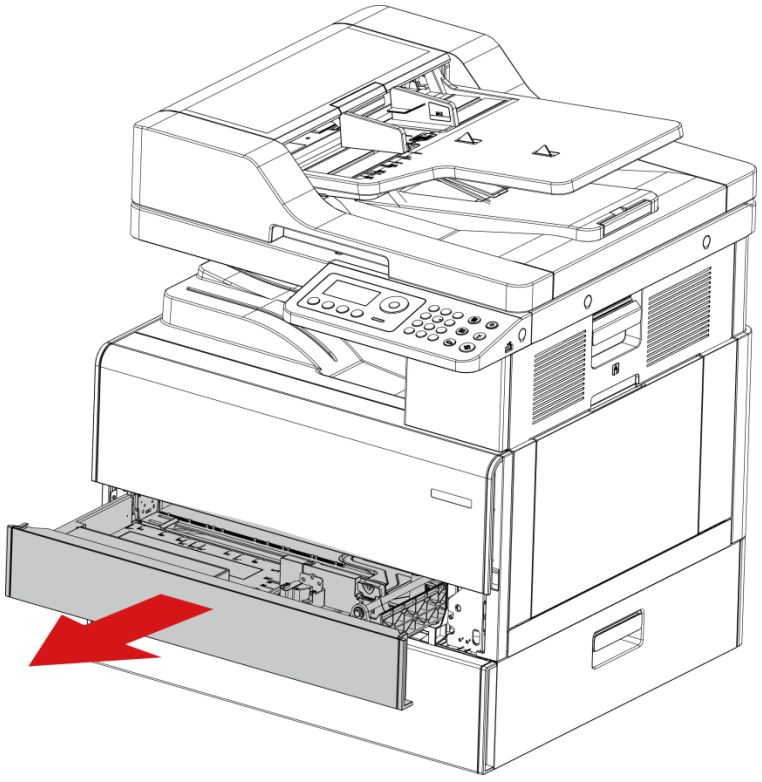


3. After removing the jammed paper, insert the Optional Tray back into the printer, and the printer will automatically resume printing.

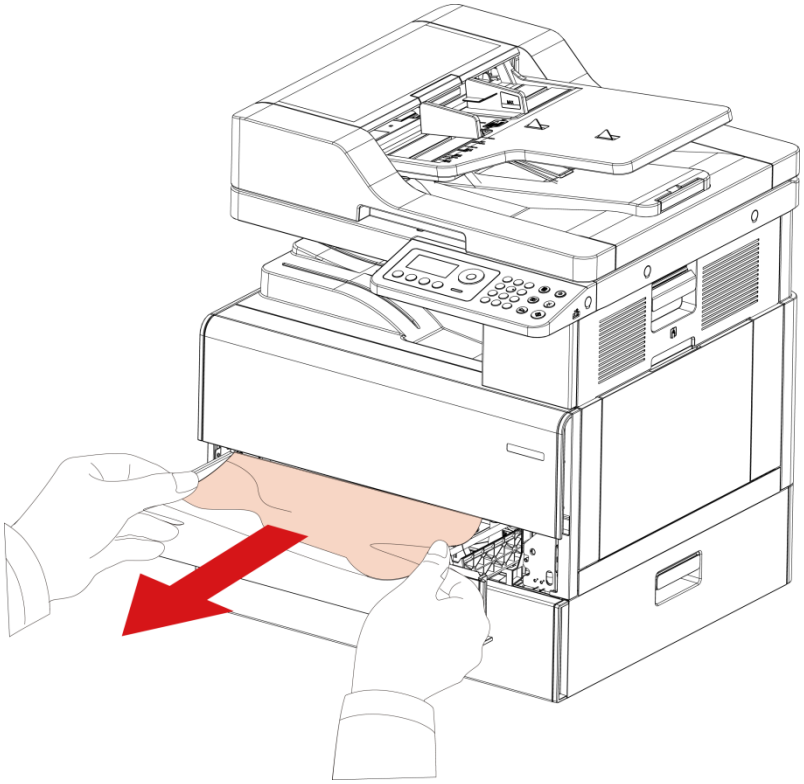


If paper cannot be seen in this area, stop and go to the next step:

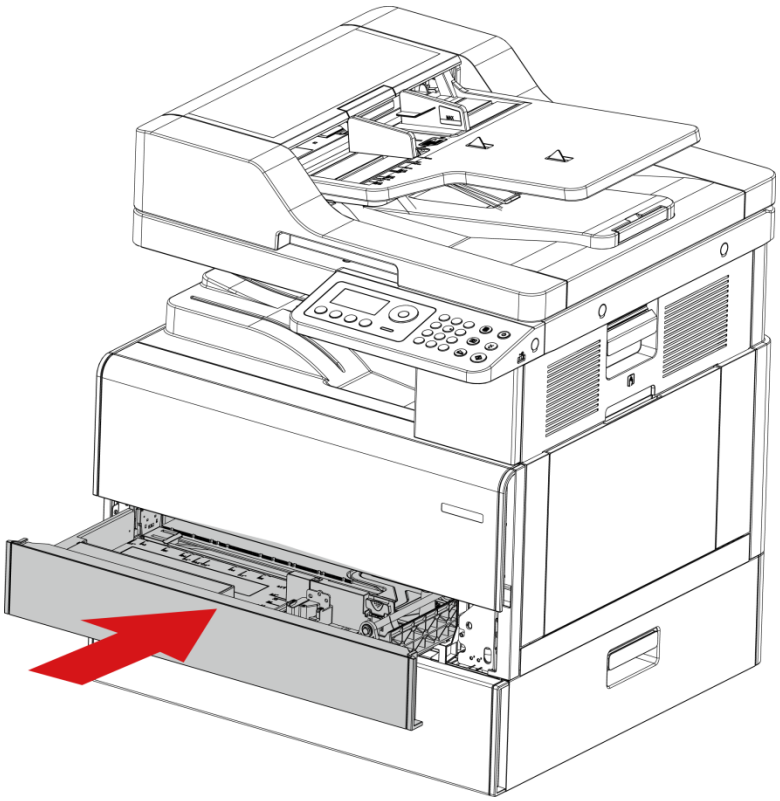
1. Pull out the Standard Feed Tray.



2. Remove the jammed paper from the standard tray.



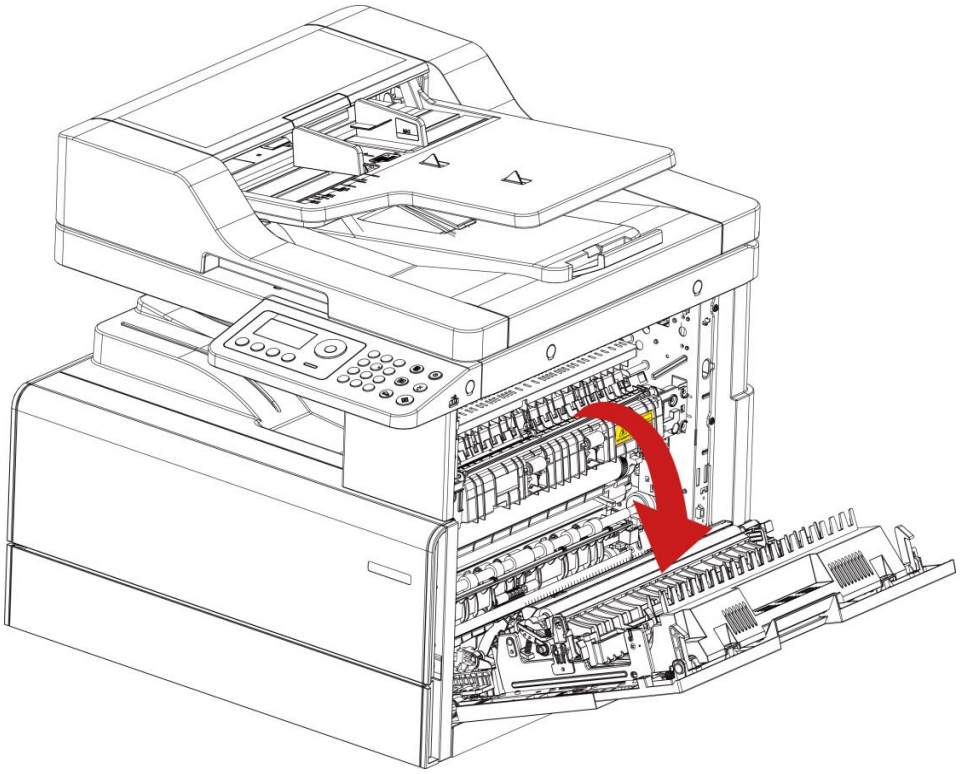
3. After removing the jammed paper, insert the Standard Feed Tray back into the printer, and the printer will automatically resume printing.



The paper is jammed in the right cover door

Note: • When removing the jammed paper from the fuser unit, do not touch the shaded area as shown below to avoid burns.

1. Open the right cover door.

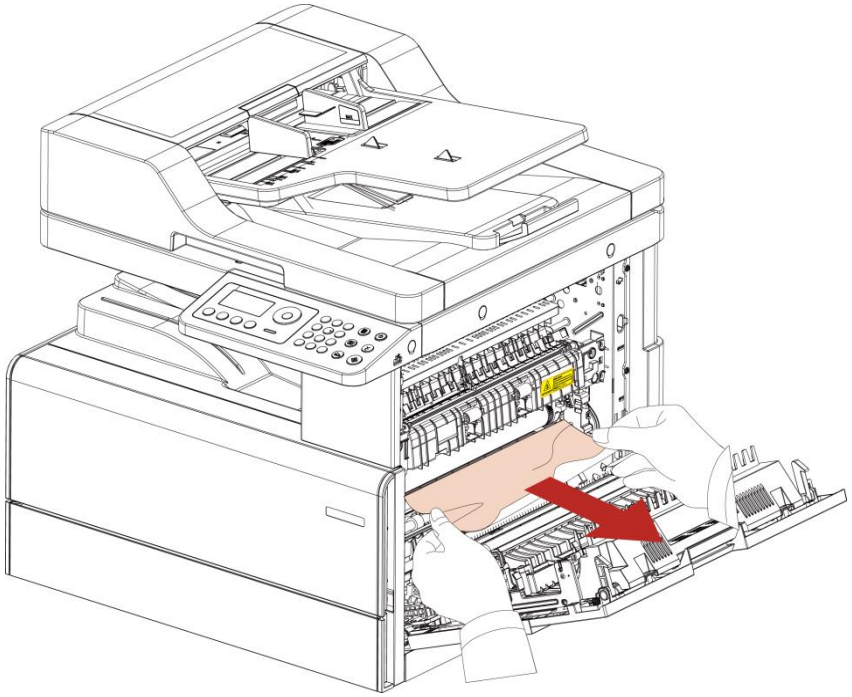


Note: • The inside of the printer might be hot. To reduce the risk of injury by a hot component, allow the surface to cool before touching it.

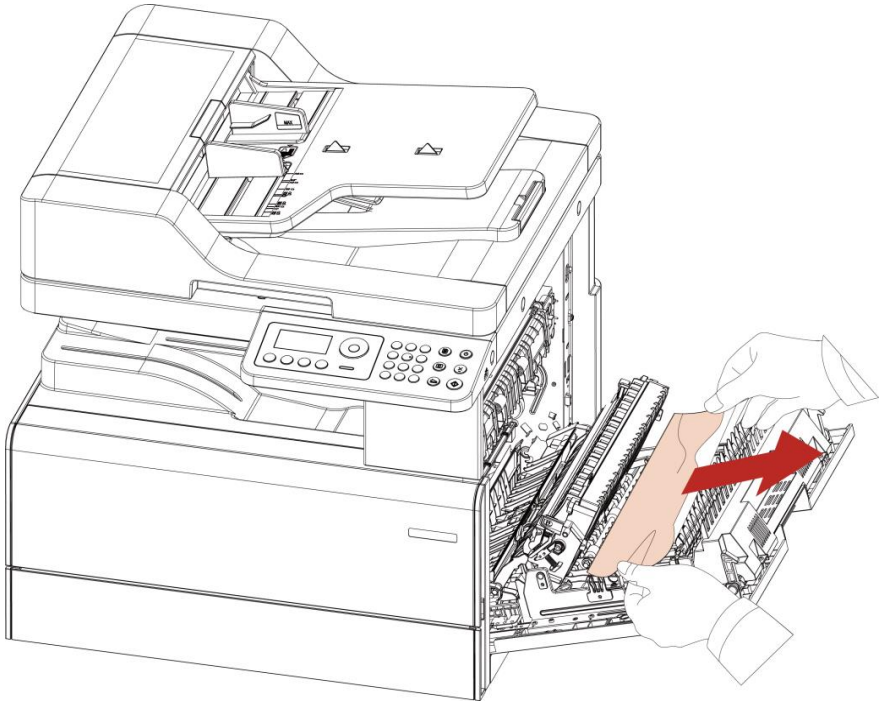
• Make sure that the door does not hit any cables connected to the printer.

2. Remove the jammed paper from any position below.

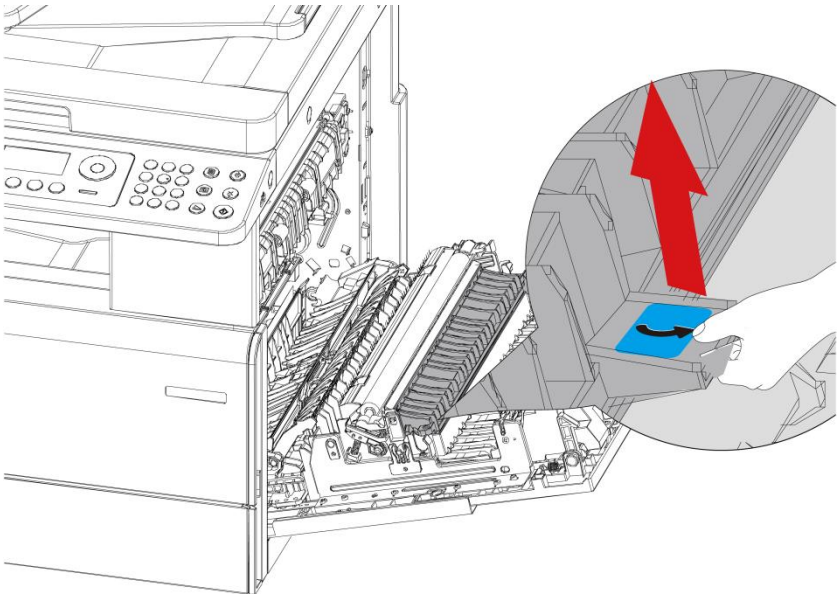
• Fuser area



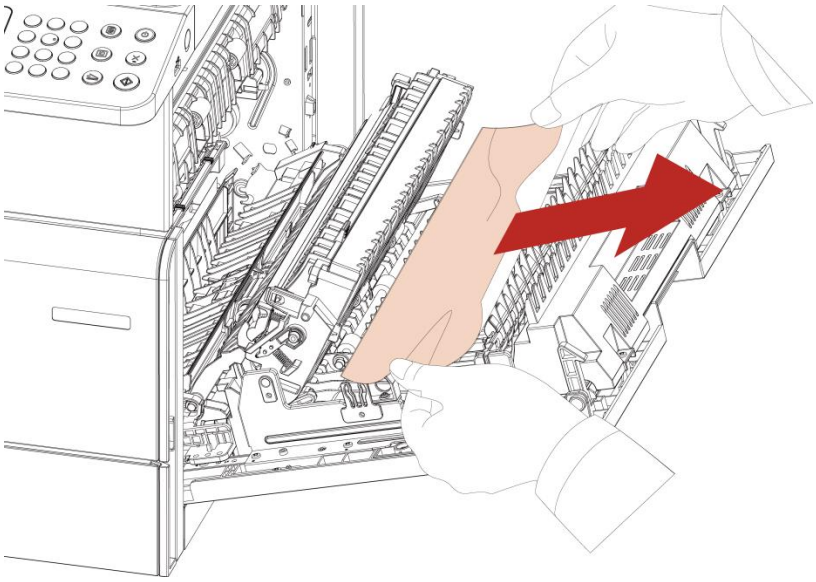
• Below the fuser area



- Duplex unit



• Above the duplex printing area



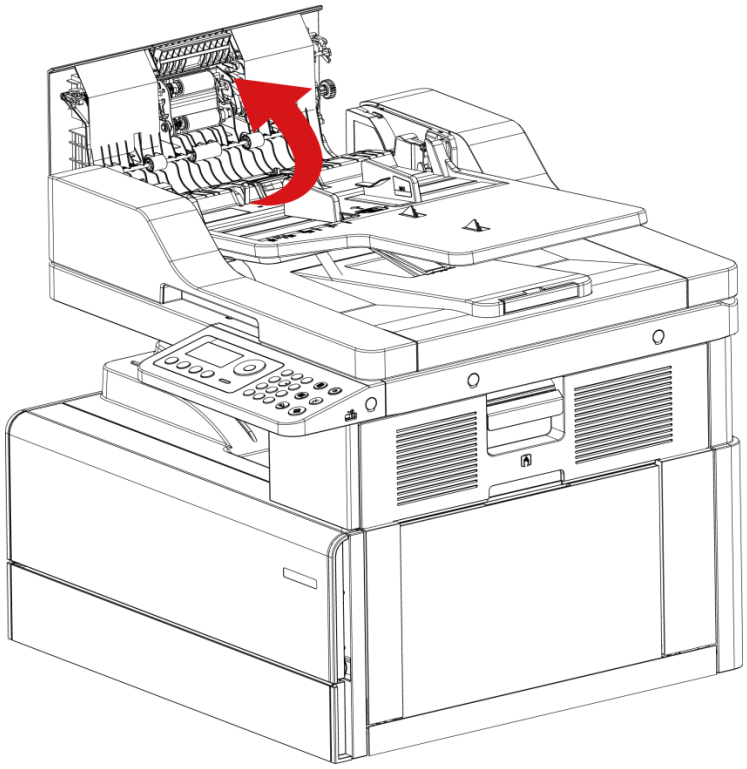
3. Open the Standard Feed Tray, and then take out the jammed paper.

Note: • Make sure that all paper fragments are removed.

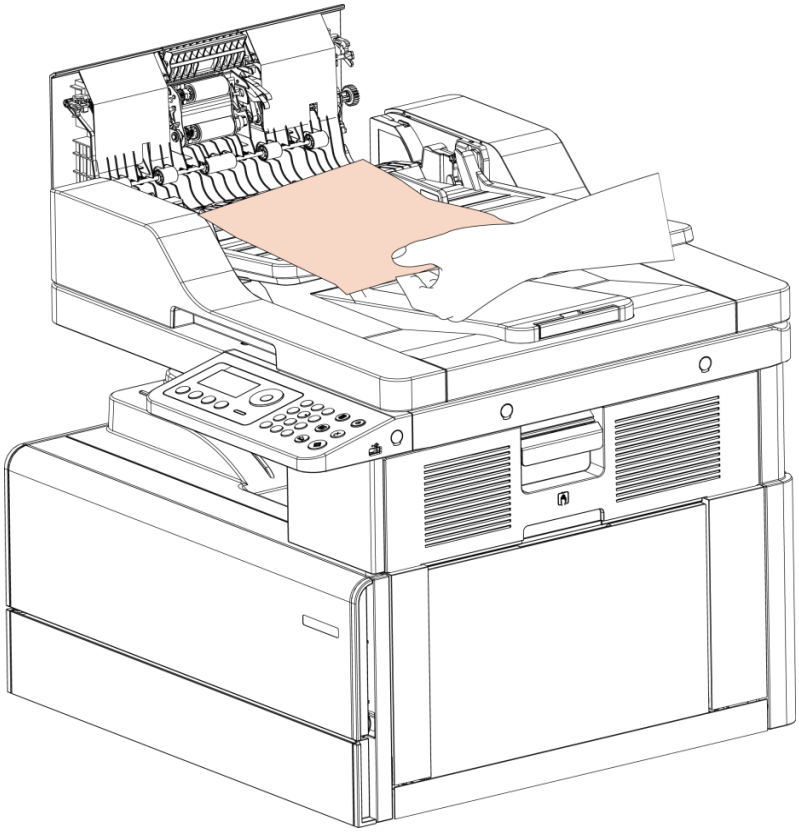
4. Close the tray, and then close the right cover door.

Paper jam in the automatic document feeder (ADF)

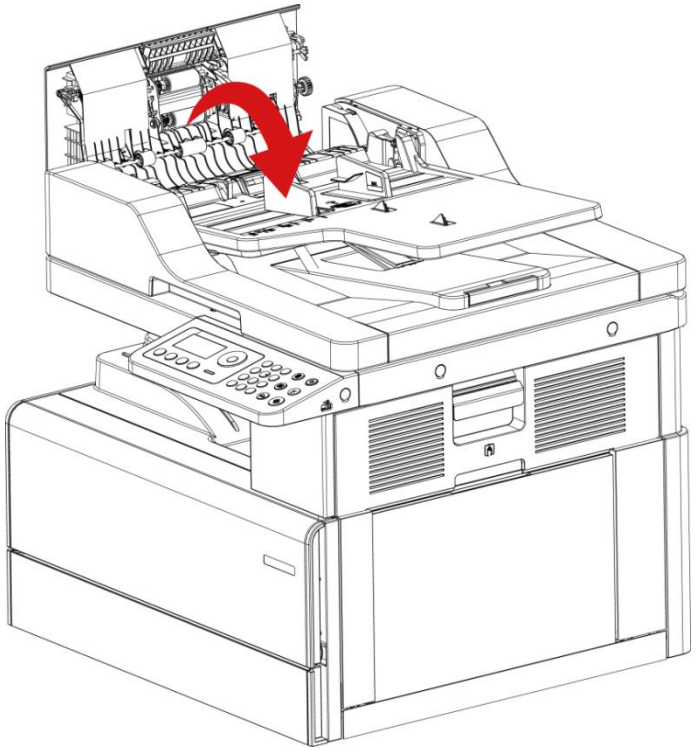
1. Open the ADF's top cover.



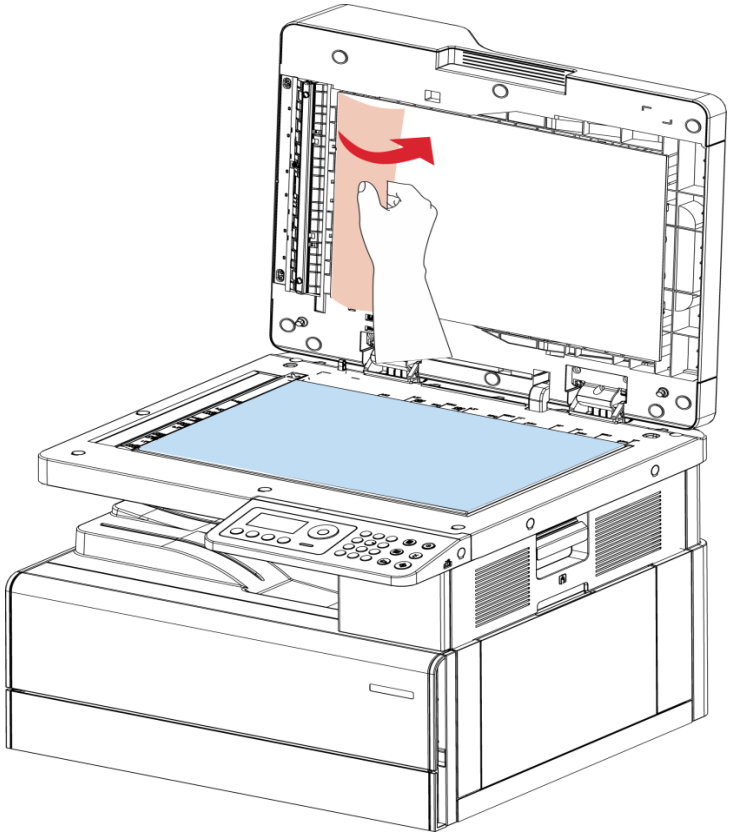
2. Remove the paper jammed from the ADF.



3. After removing the paper jamed, close the top cover and then the printer will be back to the ready state.



4. If it is difficult to remove the paper jammed, please try to open the scanner cover and remove it from the pressing block.



Software Failure

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

Error Message

Error Message	Cause	Measure
Toner cartridge is not installed	The toner cartridge is not installed correctly or is damaged.	Install the toner cartridge correctly or replace it with a new one.
Insufficient toner	Insufficient toner in any toner cartridge.	Prepare the corresponding new toner cartridge.
Toner cartridge mismatch	The printer does not support the toner cartridge.	Replace it with the toner cartridge supported by the printer.
Toner cartridge end of life	The toner has been used up.	Replace it with the new toner cartridge.
Feed Failure	Paper is not installed correctly. Paper is beyond the specification.	Please install the paper correctly.
Paper settings mismatched	Paper size or paper type at drive end mismatches setting on printer’ s control panel.	Please change paper size or paper type at printer end.
Paper jam in printer	Paper is not installed correctly.	Please install the paper correctly.
Scanner is Busy	With other scan jobs.	Please cancel the current scan job or wait for the completion of other scan jobs.
Scan failed	Scanner internal failure.	Please contact Pantum Customer Service.
No paper in ADF	If you have selected ADF as the scan source, this message appears when you start a copy or scan job without loading paper in the ADF.	Please put in the original properly.
Paper jam occurred on ADF	This prompt appears when there is a feed jam or feed failure in copying or scanning with the ADF.	Please remove the paper jam, arrange well and put originals into the ADF for scanning again.

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

Common Troubleshooting

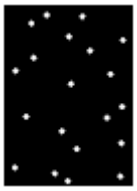
Common Problems

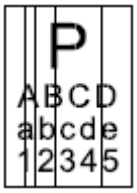
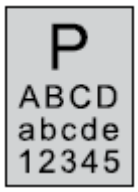
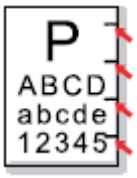
Type of fault	Problem	Cause	Solution
Printing problems	Poor print quality	See details in Image Defects.	See details in Image Defects.
Problems in copying	Failed to copy	• The scanner is damaged.	Please contact the customer service center.
	Copy Image Abnormal	• The scanner is dirty or defective. • Toner cartridge is dirty or damaged.	• Clean the scanner. • Clean or replace the toner cartridge.
Problems with the Printer	The printer does not work	• Device power is not properly connected. • The cable between the computer and the printer is not connected properly. • Error in specifying the print port. • The printer is offline and User Guide of Printer is checked. • The printer has not recovered from an internal error, such as a paper jam, paper empty, etc. • Driver program of printer is not installed correctly.	• Ensure proper connection of the power cord. • Disconnect and then reconnect the printer cable. • 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. • Make sure that the printer is in the normal online status. • Please eliminate errors so that the printer can recover to its normal state. • Unload and reinstall the driver program of printer.
Problems in scanning	Scanning error	• Data cable of the device is not properly connected. • The scan driver is installed incorrectly. • The LCD screen prompts error messages.	• Ensure proper connection of the data cable. • Reinstall the scan driver.

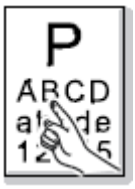
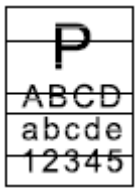
Problems with Paper Handling	Paper feed failure	• The print media has been loaded incorrectly. • The print media is out of the supported media range. • The feed roller is dirty. • Too many papers in paper tray.	• Please install the printing medium correctly. If a special printing medium is used, enable the multipurpose feed tray mode. • Please use the print media within the specification range. • Clean the feed roller. • Take the excessive papers out from tray. For printing on a special medium, use the multipurpose feed tray.
	Paper Jam	• Too many papers in paper tray. • The print media is out of the supported media range. • There is foreign matter in the paper path. • The feed roller is dirty. • Internal parts failure.	• Take the excessive papers out from tray. For printing on a special medium, use the multipurpose feed tray. • Make sure to use the paper that meets specifications. For printing on a special medium, use the multipurpose feed tray. • Clean the paper path. • Clean the feed roller.
	Print multipage feed	• Excessive static electricity on the print media. • The print media is damp and is sticking together. • Internal parts failure.	• Separate the print media to eliminate some static electricity. It is suggested that you use the recommended print media. • Separate the print media or use better quality and dry print media.

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

Image Defects

Problem	Cause	Solution
 The printout is whitish or light	• The print media does not meet usage specification, such as the media is damp or too rough. • The resolution in the print program is set too low, concentration setting is too low, or toner saving mode is ticked. • Toner is low. • Toner cartridge is damaged.	• Please use the print media within the specification range. • Set the print resolution, concentration, or cancel ticked toner saving mode in the program. • It is recommended to replace the original toner cartridge.
 Toner spots	• Toner cartridge is dirty or leaking. • Toner cartridge is damaged. • The print media that does not meet usage specification is used. For example, the media is damp or too rough. • The feed channel is dirty. • If toner spots appear when copying and scanning, the platen glass may be dirty. • The scanner is dirty or damaged.	• It is recommended to replace the original toner cartridge. • Please use the print media within the specification range. • Clean the paper path. • Clean the platen glass.
 White spots	• The print media that does not meet usage specification is used. For example, the media is damp or too rough. • The feed channel is dirty. • Imaging module is damaged. • LSU lens inside the printer are dirty.	• Please use the print media within the specification range. • Clean the paper path. • Replace the imaging module. • Clean the LSU lens.
 Toner comes off	• The print media that does not meet usage specification is used. For example, the media is damp or too rough. • The set paper media for printing is inconsistent with the loaded paper media. • The inside of the printer is dirty. • Toner cartridge is damaged. • Fuser 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. • It is recommended to replace the fuser.

 Black vertical stripes	• Imaging module is dirty. • Imaging module is damaged. • The reflective glass of the laser inside the printer is dirty. • The feed channel is dirty. • If black vertical stripes appear when copying or scanning, the scanner or the platen glass may be dirty. • Scanner Light bulb has smudges. • The scanner is damaged.	• Replace the imaging module. • Clean the reflective glass of the laser at the back of the printer. • Clean the paper path. • Clean the scanner or the platen glass.
 Black background (gray background)	• The print media that does not meet usage specification is used. For example, the media is damp or too rough. • Imaging module is dirty. • Imaging module is damaged. • The feed channel is dirty. • The transfer voltage inside the printer is abnormal. • Scanning exposure. • If black vertical stripes appear when copying or scanning, the scanner or the platen glass may be dirty.	• Please use the print media within the specification range. • Replace the imaging module. • Clean the paper path. • Please close the cover on the manuscript, and then carry out copying and scanning. • Clean the platen glass.
 Cyclical traces appear	• Imaging module is dirty. • Imaging module is damaged. • The fuser component is damaged.	• Replace the imaging module. • Please contact Pantum Customer Service to repair and replace the fuser component.
 Skewed pages	• The print media has been loaded incorrectly. • The feed channel is dirty.	• Ensure correct loading the print media. • Clean the paper path.
	• The print media is loaded incorrectly. • The print media does not meet the usage specification • The feed channel is dirty. • The fuser component is damaged.	• Ensure correct loading the print media. • Please use the print media within the specification range. • Clean the paper path. • Please contact Pantum Customer Service to repair and replace the fuser

Wrinkled paper		component.
 The back of the printout is dirty	• Imaging module is dirty. • The transfer roller inside the printer is dirty. • The transfer voltage inside the printer is abnormal.	• Replace the imaging module. • Clean the internal transfer components of the printer.
 Whole page dark	• Imaging module is not installed properly. • Imaging module is damaged. • Internal charging is abnormal, and imaging module is not charged. • If all-black image appear when copying and scanning, maybe it is scanning exposure, and the cover on the manuscript is not properly closed. • The scanner is damaged.	• Ensure that the imaging module is installed correctly. • Replace the imaging module. • Please close the cover on the manuscript, and then carry out copying and scanning.
 The toner does not adhere to the paper	• The print media that does not meet usage specification is used. For example, the media is damp or too rough. • The inside of the printer is dirty. • Transfer roller 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. • It is recommended to replace the transfer roller.
 Horizontal stripes	• Imaging module is not installed properly. • Imaging module is damaged. • The internal part of the printer is damaged.	• Ensure that the imaging module is installed correctly. • Replace the imaging module.

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.

12 Product Specifications

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.

Overview of the Specifications

Product Size(W*D*H)	BM230N Series:565mm*593mm*450mm
	BM230ADN/BM320ADN Series:565mm*593mm*526mm
Product Weight(No packaging other than a random toner cartridge is included)	BM230N Series:28.5kg
	BM230ADN/BM320ADN Series:31.5kg
Operating environment	Optimal operating temperature range:10~32°C
	Optimal operating humidity range:20%RH~80%RH
Power Voltage	110V Model:AC100-127V,50/60Hz,10A
	220V Model:AC220-240V,50/60Hz,5A
Noise	Standby:≤30dB(A)
	Print:≤52dB(A)
	Copy:≤55dB(A)
	scan:≤52dB(A)
Enter network standby time	1 minutes
Power Consumption	Print: Average≤550W
	Shutdown: ≤0.5W
	sleep: ≤1W
	Standby: ≤80W
	Network standby:Wi-Fi≤8W;Non-Wi-Fi≤2W
	TEC: Compliant with China's energy efficiency rating

Operating system	Microsoft Windows 7/ Windows 8.1/ Windows 10/ Windows 11/Windows Server 2008/2008 R2/2012/2012 R2/2016/2019/2022 (32/64 Bit)
	macOS 10.10-14
	Linux Ubuntu 16.04(32/64 Bit)/ Ubuntu 18.04/Ubuntu 20.04/Ubuntu 22.04(64 Bit)/ Astra Linux Special Edition V1.6/Redhat 8.0/Debian 10.0/Centos 7/Centos 8.2(32/64 Bit)
	iOS 11.0-16.5
	Android 6.0-13.0
	HarmoneyOS 2.0-3.0
Communication interface	USB 2.0(High Speed)
	IEEE802.3 1000Base-T/100Base-TX/10Base-T
	IEEE802.11 b/g/n

Print Specifications

Print Speed (Single-sided)	BM230N/BM230ADN Series:22ppm
	BM320ADN Series:26ppm
Print Speed (Duplex)	BM230N/BM230ADN Series:16ppm
	BM320ADN Series:18ppm
Print Time of First Page	≤8.5S
Maximum monthly print volume	60000 pages/month
Print Language	GDI

Copy Specifications

Copy Speed	22ppm(A4L)/26ppm(A4L)
FCOT	≤9.5S
Zoom ratio	25%~400%
Other Copy Functions	ID Printing, Document Printing, N-in-1 Printing, Clone Printing, Watermark Copy

Scan Specifications

Scan Type	Flatbed + ADF
scanning speed	Single-sided:30ppm Duplex:15ipm
Scanning technology	CIS
Maximum ADF capacity	100 pages
Scan resolution	300dpi x 300dpi
Scan Output Function	Scan to PC,E-mail,FTP,USB and SMB

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