

## M6700/M7100/M6800/M7200 Serial Printers FAQ:

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# M6700/M7100/M6800/M7200 Serial Printers FAQ:

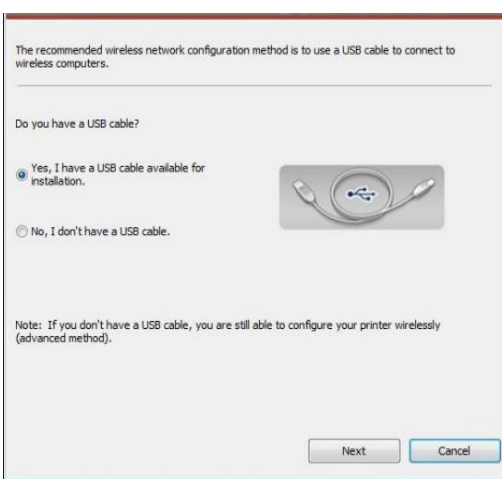
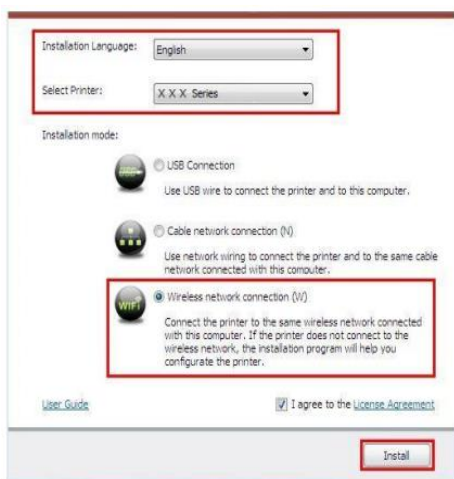
## ① WI-FI Settings:

### 1. How to set up my Pantum M6700/M7100/M6800/M7200 Series Printer to a Wireless Network easily?

Here is the installation step:

1) Setup interface.

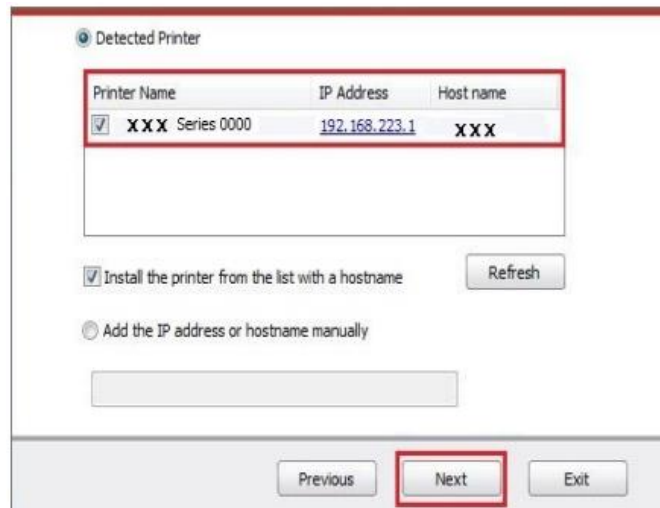
2) Use USB cable to connect and configure.



3) The currently wireless network currently connected to computer is selected as wireless network configuration tool by default.



4) Select the printer needs to be connected and click "Next".



5) After installation is finished, “Installation Complete” interface will pop out, and it will be closed automatically in about 3s.

Then it need to turn to “Previous” , and please setup your PC connect the same WIFI Router before restart the installation process . Thus it can be successful.

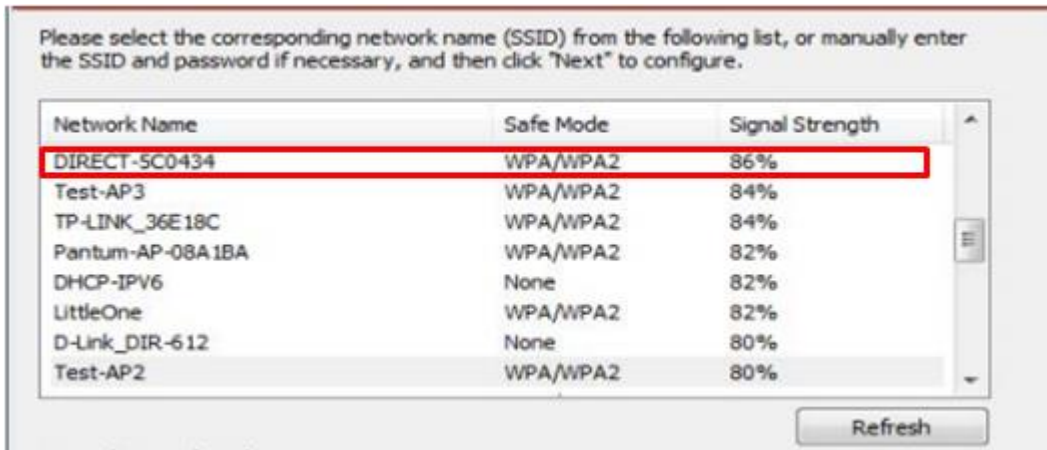


## 2. How do I setup a password for my WI-FI Connection?

**Step1:** Make sure M6700/M7100/M6800/M7200 Series printer is power on.

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

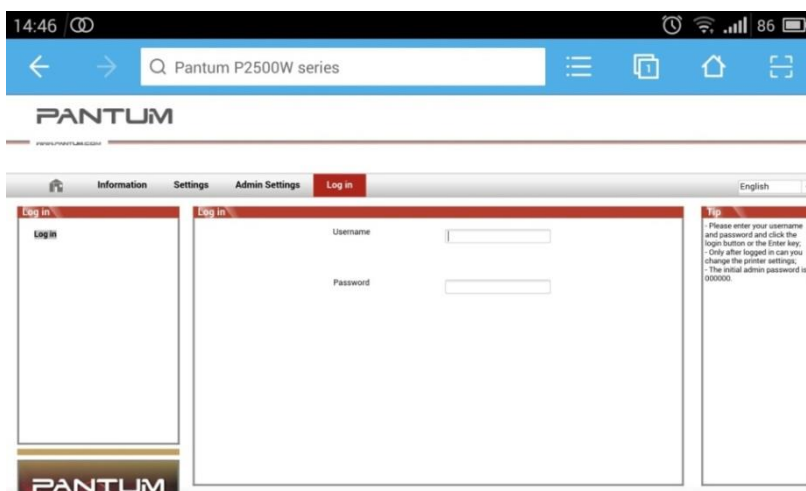
The SSID is start with” DIRECT-\*\*\*”, and follow with number and character string.



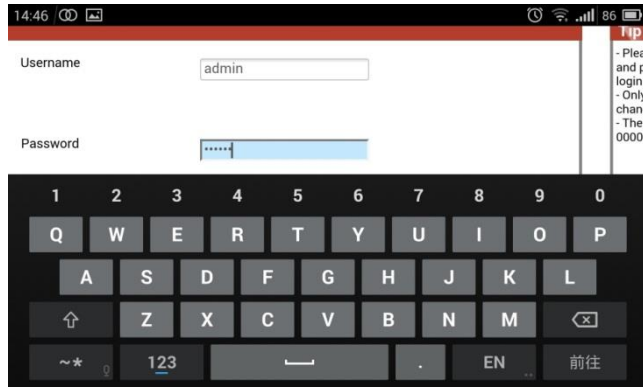
**Step3:** Visit the Printer Web page via browser, Printer default address is 192.168.223.1



**Step4:** Enter the printer web page, choose "Log in" Tap.

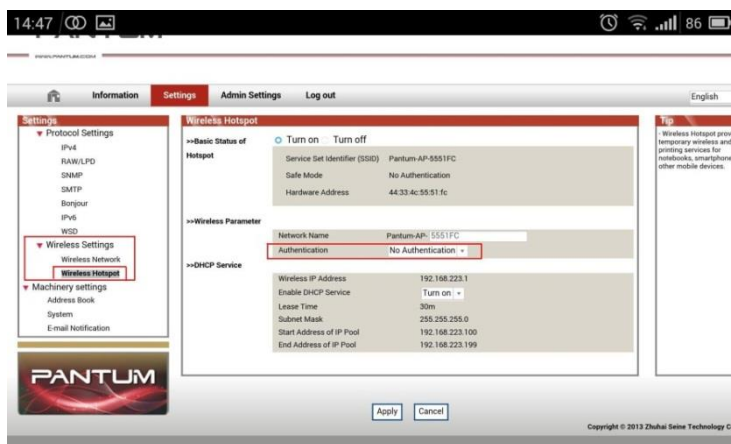


**Step5:** Input default user name: *admin*, Default password: *000000*. And Login.

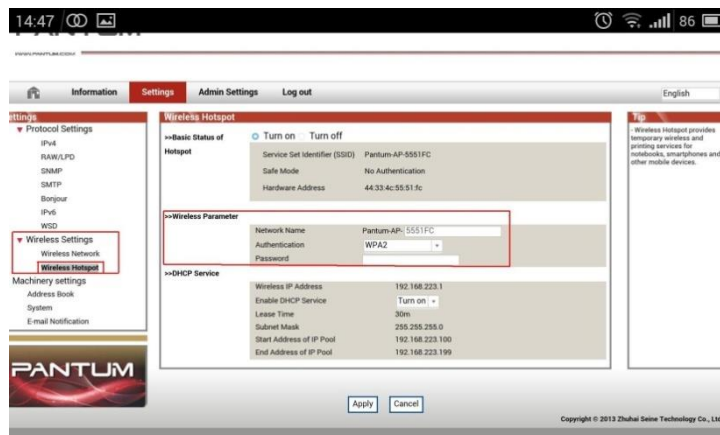


**Step6:** Select “settings” Tap → wireless settings → wireless Hot spot.

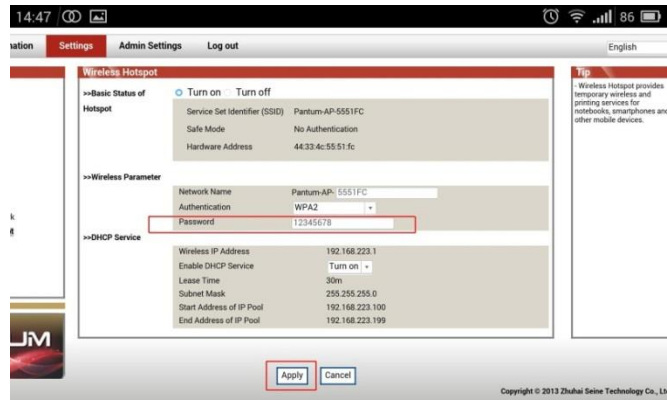
Then set wireless Parameter → Authentication → either WPA or WPA2.



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







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



### Remark

For M6700/M7100 Series printer, here is the way to recover factory default setting in case customer forgets the password:

**Step1:** Please select 'Menu'

**Step2:** Select 'NO.2-System set' by page down button



**Step3:** Select' NO3-Restore set' by page down



**Step4:** Select' NO2-YES', and it will be done.



For M6800/M7200 Series printer, Here is the way to recover factory default setting in case customer forgets the password:

**Step1:** Please select 'Menu'



**Step2:** Select' NO.2-System set' by page down button



**Step3:** Select' NO3-Restore set' by page down

**Step4:** Select' NO2-YES', and it will be done.



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

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

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

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

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

### 5. How to print a PDF file from mobile phone?

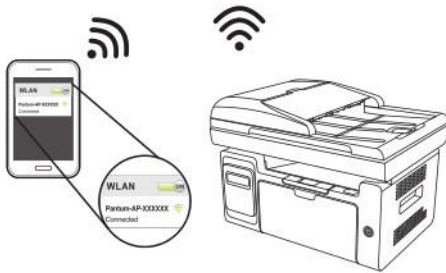
About the PDF printing, it cannot print it directly. And we suggest customers who can download an app from Google store called 'Mopria'.

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

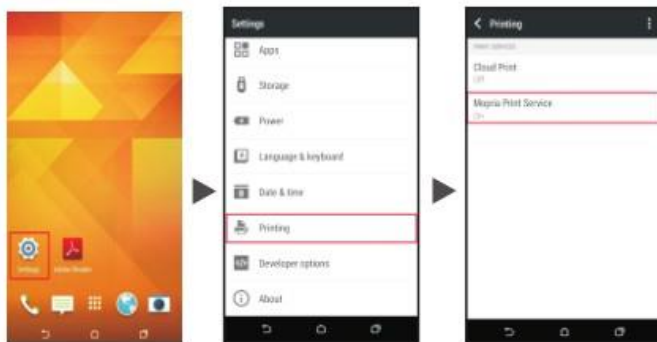
**Step2:** Turn on the printer



**Step3:** Connect to the printer hot spot




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



**Step5:** Start the application



**Step6:** Select the document, click  on the upper right corner, and click Print.



**Step7:** Select the printer, click Print.



## 6. Where can I download the soft wares and drivers for my printer

### M6700/M7100/M6800/M7200 Series Printer?

Here is the Download Link:

**M6700D:** <https://global.pantum.com/global/drive/m6700d/>

**M6700DW:** <https://global.pantum.com/global/drive/m6700dw/>

**M7100DN:** <https://global.pantum.com/global/drive/m7100dn/>

**M7100DW:** <https://global.pantum.com/global/drive/m7100dw/>

**M6800FDW:** <https://global.pantum.com/global/drive/m6800fdw/>

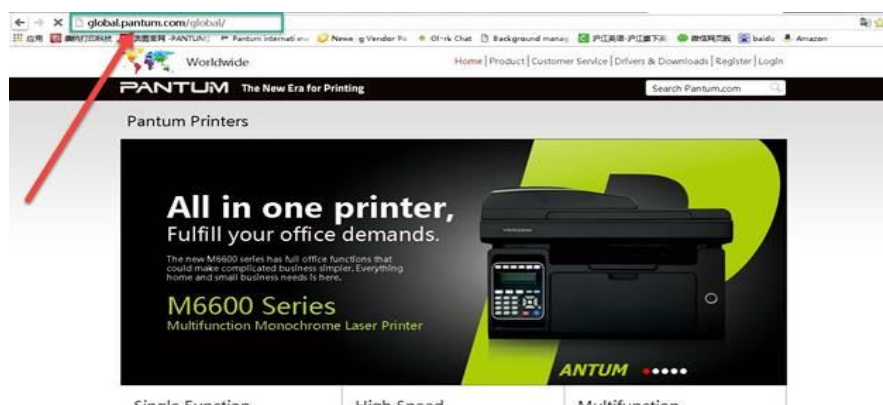
**M7200FD:** <https://global.pantum.com/global/drive/m7200fd/>

**M7200FDN:** <https://global.pantum.com/global/drive/m7200fdn/>

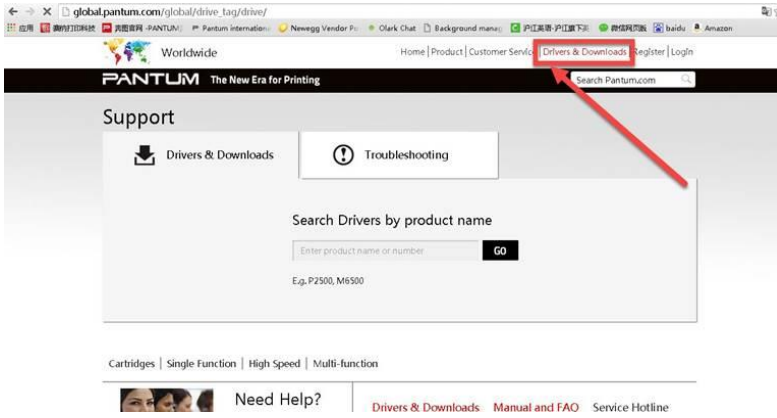
**M7200FDW:** <https://global.pantum.com/global/drive/m7200fdw/>

Step1: Please log in our website:

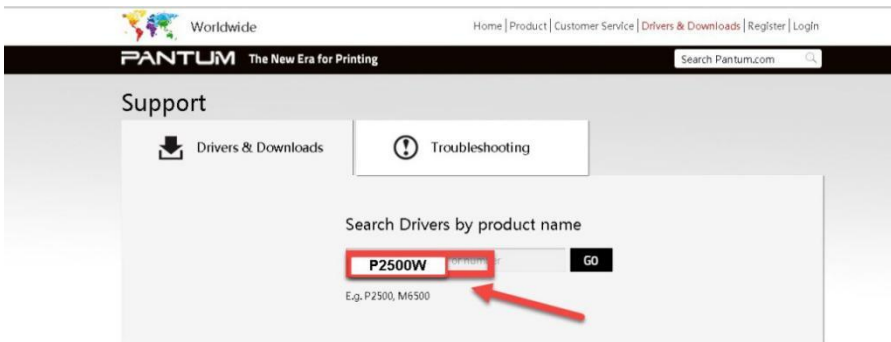
<http://global.pantum.com/global/>



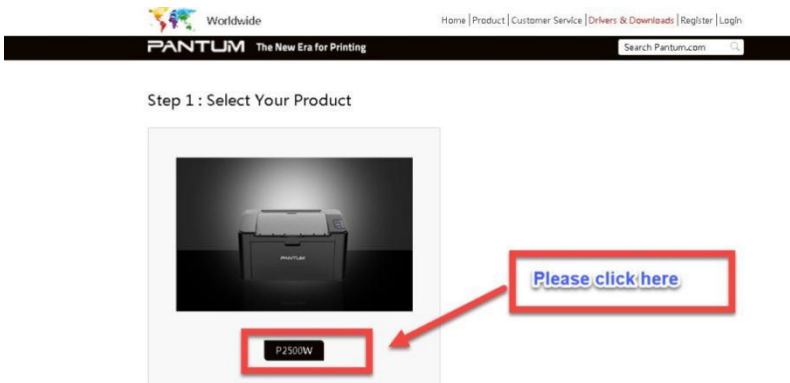
Step2: Please chose "Drivers &Downloads", the picture will be shown as below:



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



**Step4:** Please click the “Printer model” in the below picture:



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



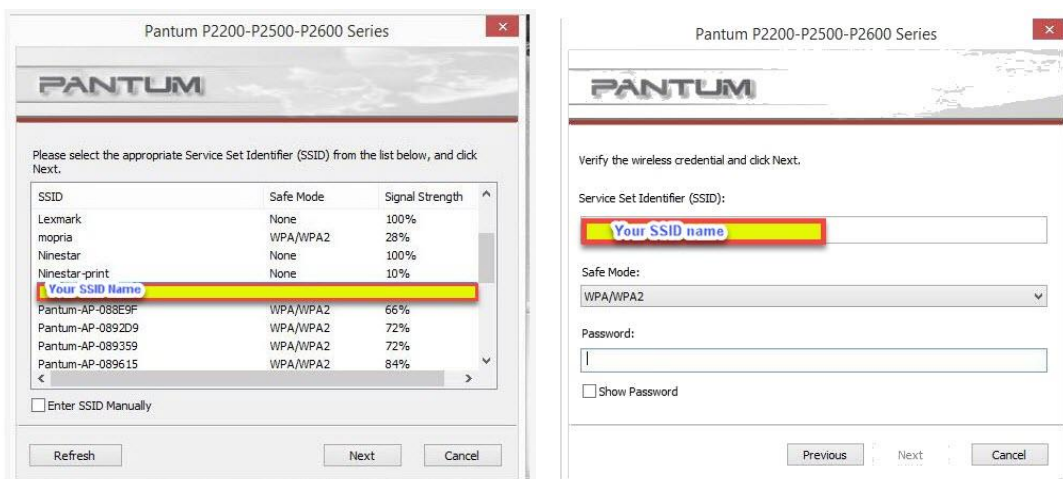
## 7. How to solve the wireless connection failed when it showed "The printer cannot connect to any wireless network with the wireless credentials provided"?

### Reason1:

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

### Solution:

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



### Reason2:

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



Solution:

Please check with your configuration page to confirm the IP address. And please change your IP address the same with your configuration page

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M7100 SeriesPANTUM

[ Network Configuration Information Page ][ Page 1 ]

Wired Network Configuration	Wireless Network Configuration
Connection Status : Not Connected	Connection Status : Connected
Wired Hardware Address : AC:C5:1B:02:42:4E	Wireless Hardware Address : 00:7E:56:A1:DF:7B
Host Name : Pantum-02424E	Communication Mode : Underlying Connection Mode
Device Location :	Network Name (SSID) : ninestar
	BSSID : 60:08:10:e8:8e:41
	Authentication Method : OPEN

Wired Network IPv4 Information	Wireless Network IPv4 Information
Status : Open	Status : Open
Configuration Method : Auto	Configuration Method : Auto
IP Address :	IP Address : 10.11.94.179
Subnet Mask :	Subnet Mask : 255.255.192.0
Default Gateway :	Default Gateway :
Bonjour Name :	Bonjour Name : Pantum M7100DW Series 02 424E

Wired Network IPv6 Information	Wireless Network IPv6 Information
Status : Open	Status : Open
Link-Local Address :	Link-Local Address : fe80::27e:56ff:fe1:d7b
Stateless Address :	Stateless Address : ::
Stateful Address :	Stateful Address : ::

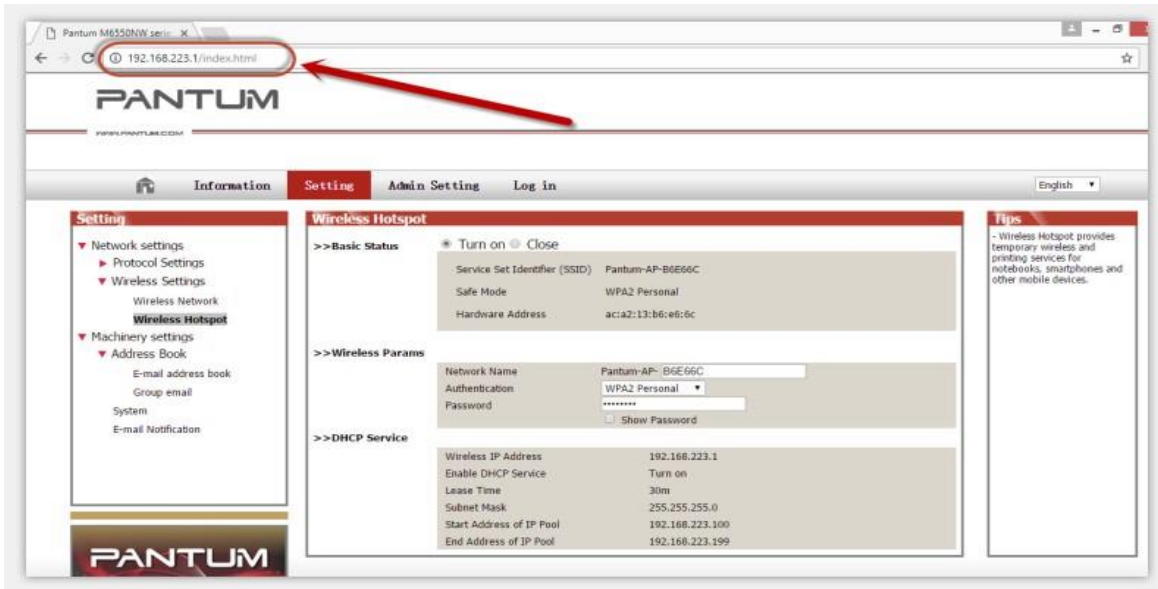
E-mail Notification	Wireless Direct Information
Out of paper : Close	Status : Open
Low toner : Close	Device Name : DIRECT-A1DF7B
Paper Jam : Close	IP Address : 192.168.223.1
Cartridge end : Close	Password : 12345678
	Role : GO
	Connected Device(s) : 0
	QR code quick connection : *

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

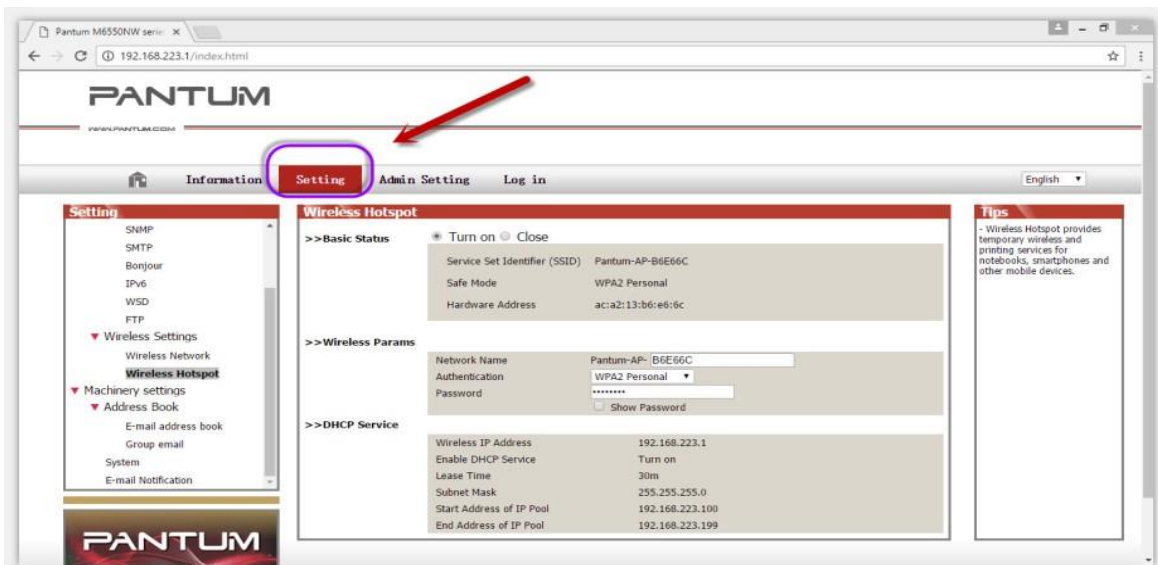
The WIFI default password is “12345678”

### 9. How to Close M6700/M7100 Series Printer WIFI Hotpot Setting?

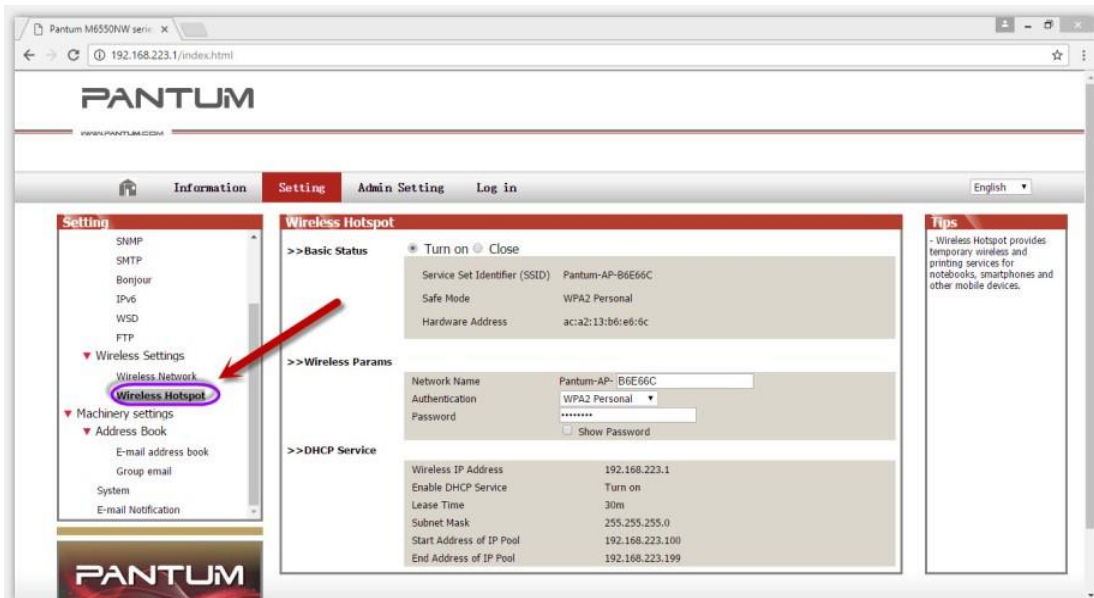
Step1: Log in the IP addresses 192.168.223.1 when your WIFI is connected to the printer.



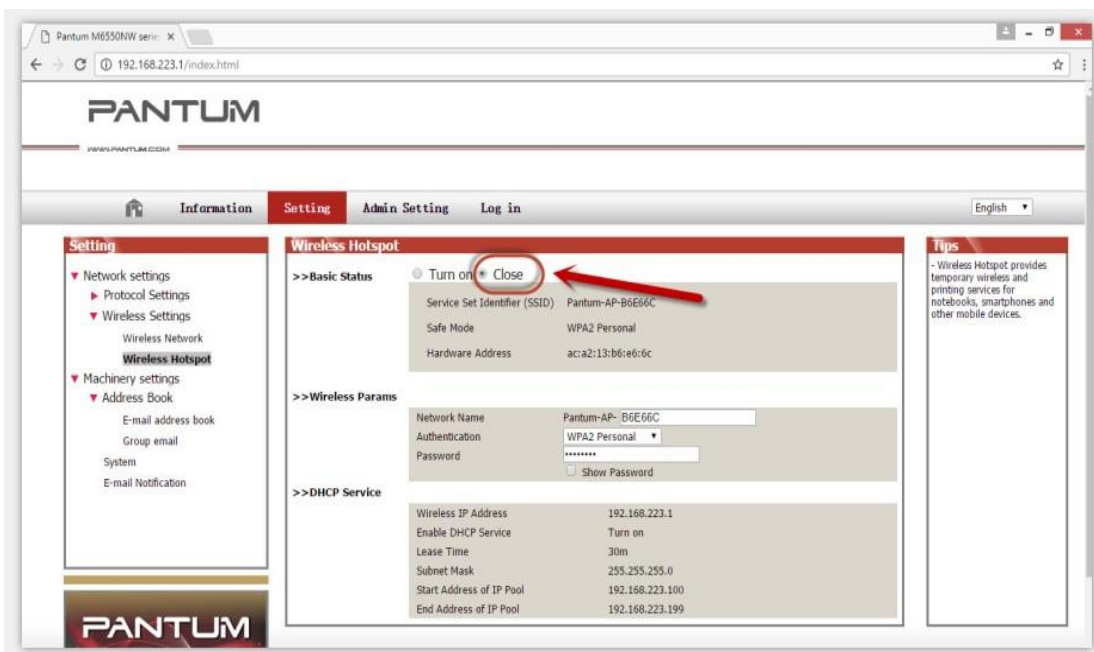
Step2: Chose "Setting" in the below picture



Step3: Chose "wireless Hotpot" at the left column.

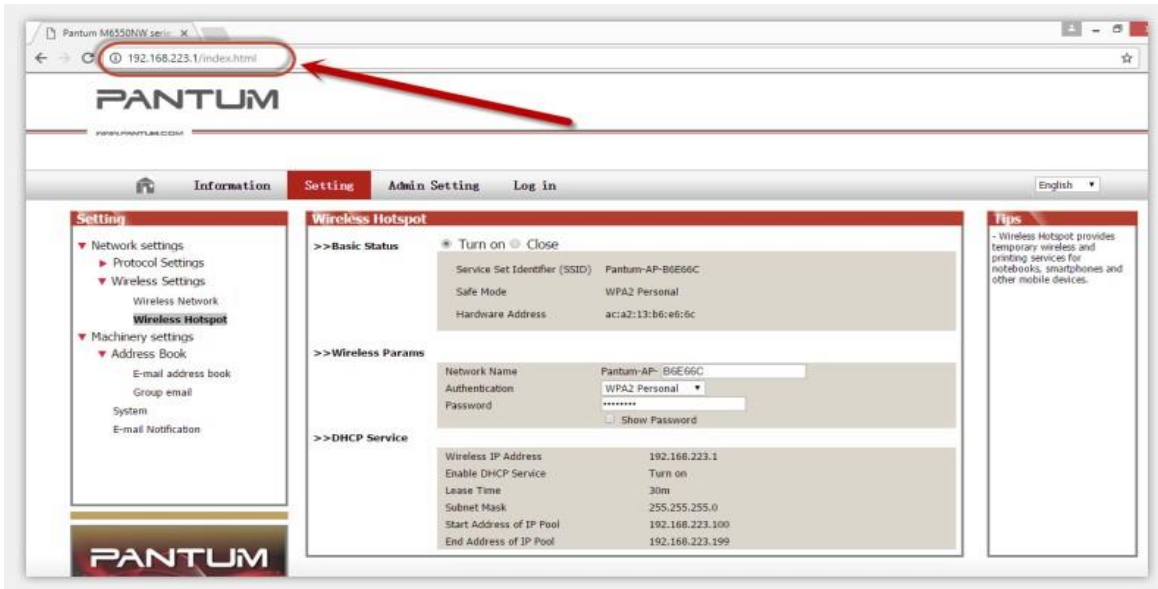


Step4: Chose "Close" to apply and it will be done.

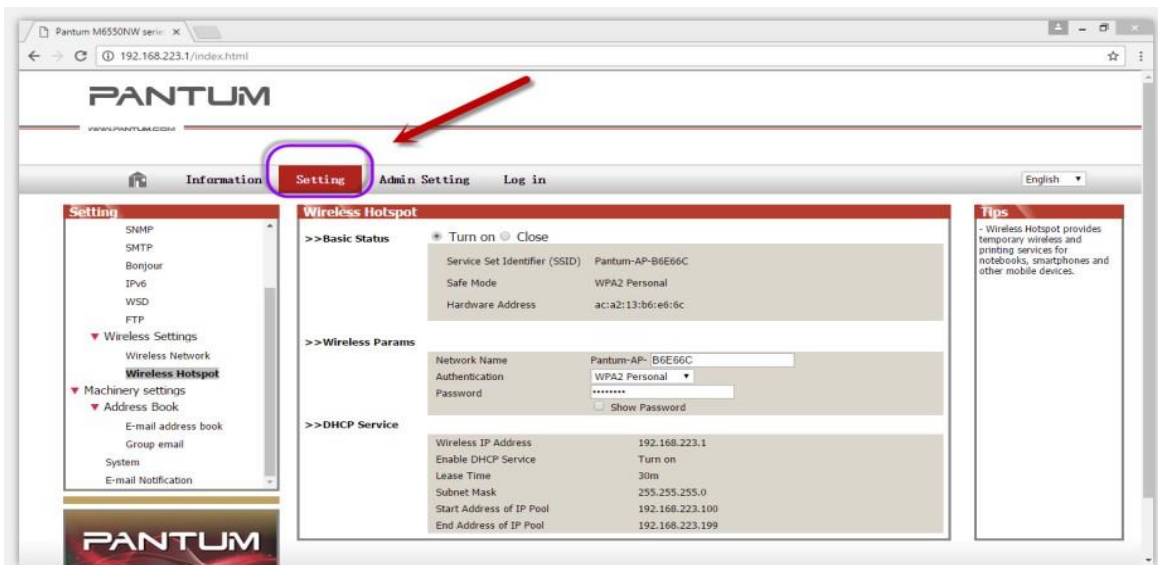


## 10. How to Close M6800/M7200 Series Printer WIFI Hotspot Setting?

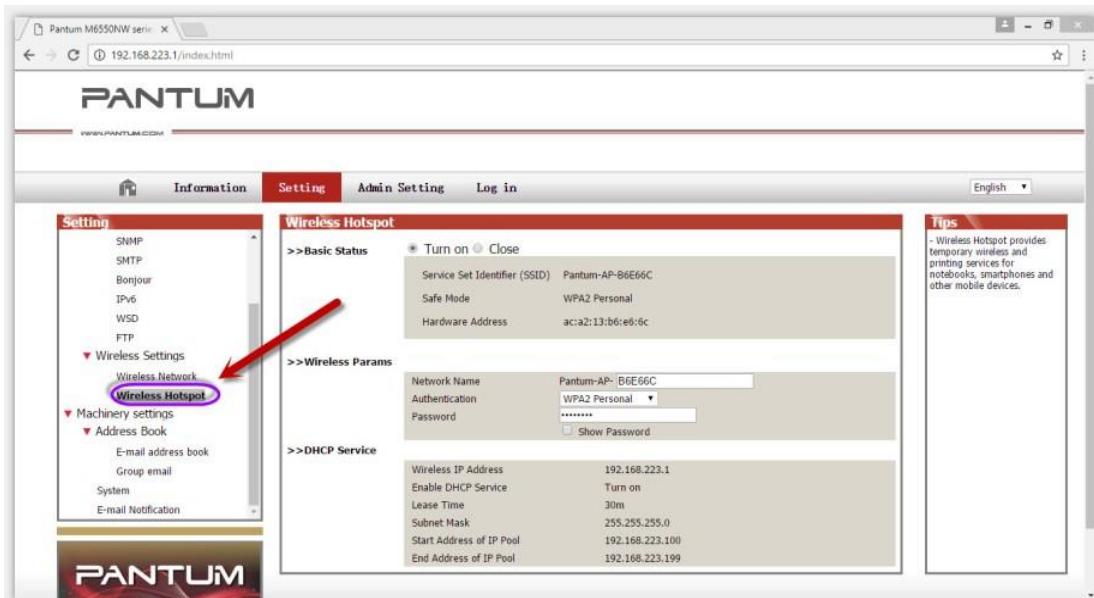
Step1: Log in the IP addresses 192.168.223.1 when your WIFI is connected to the printer.



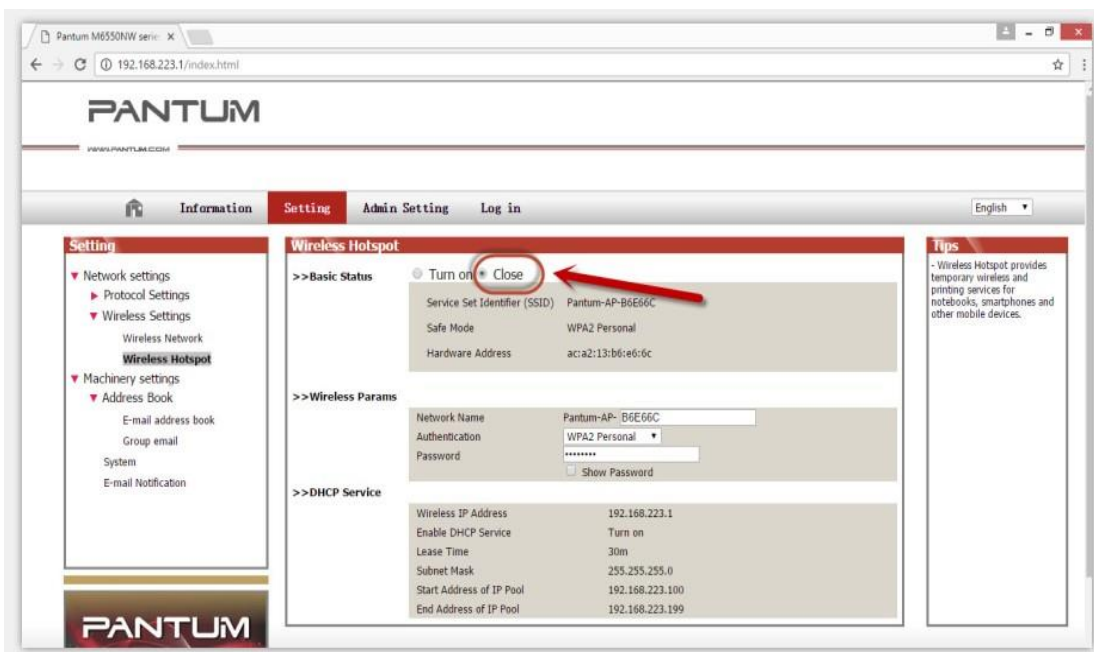
Step2: Chose "Setting" in the below picture



Step3: Chose "wireless Hotspot" at the left column.

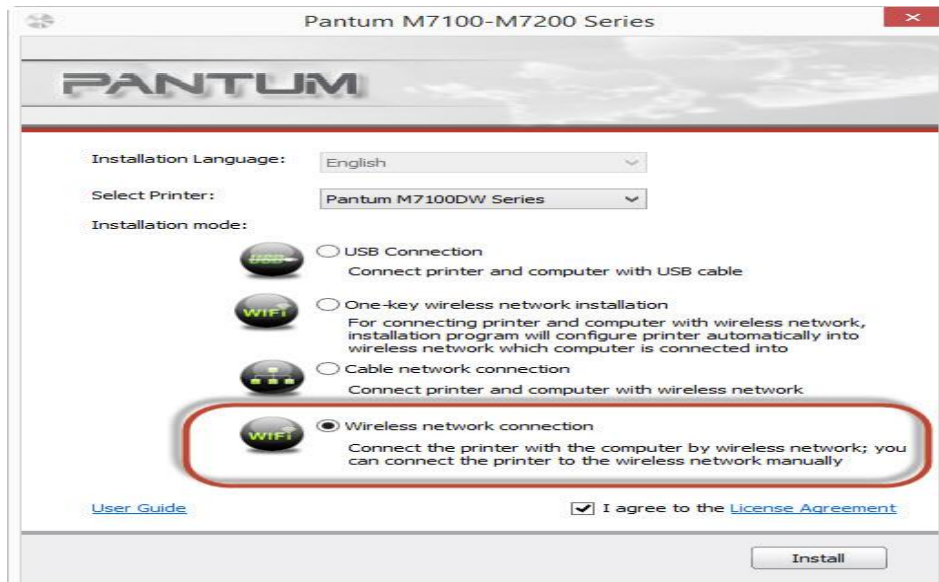


Step4: Chose "Close" to apply and it will be done.



## 11. How to install the Printer with hostname?

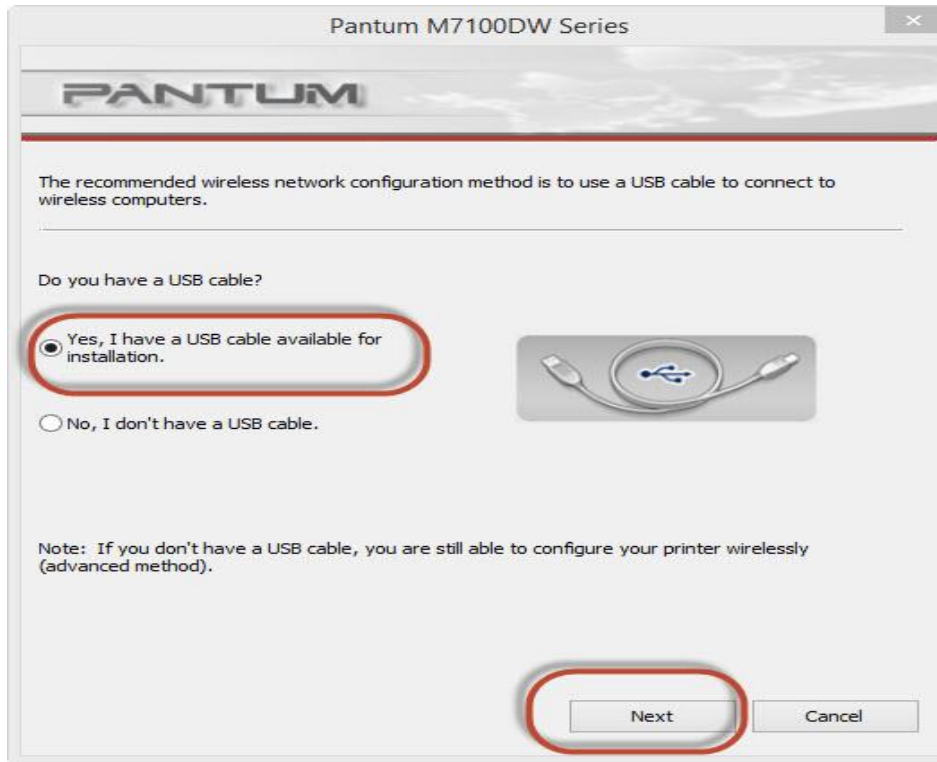
**Step1:** Select "Wireless network connection." at the first step.



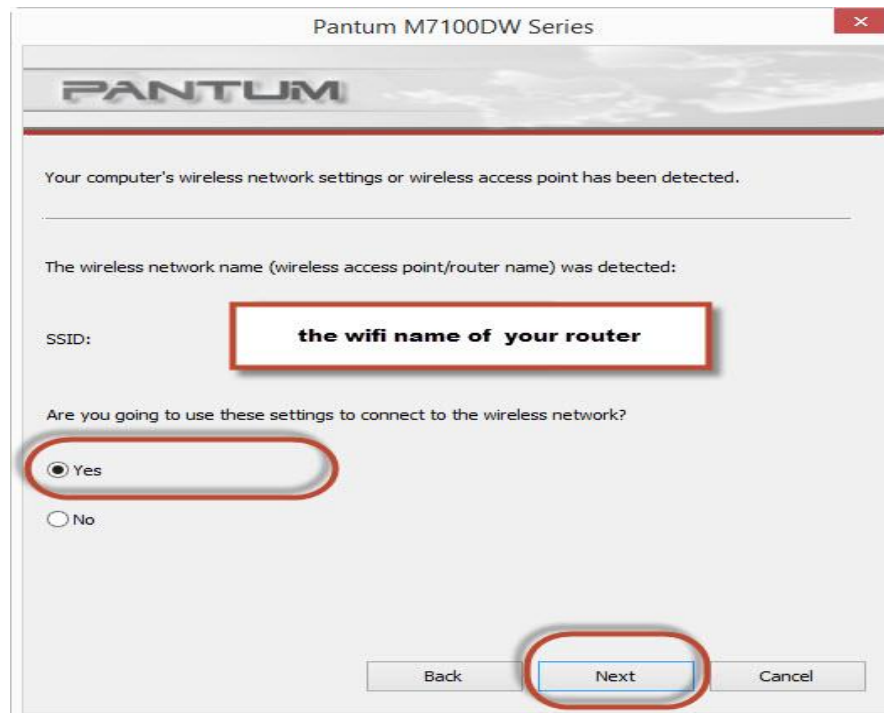
**Step2:** Select below option and click “next”.



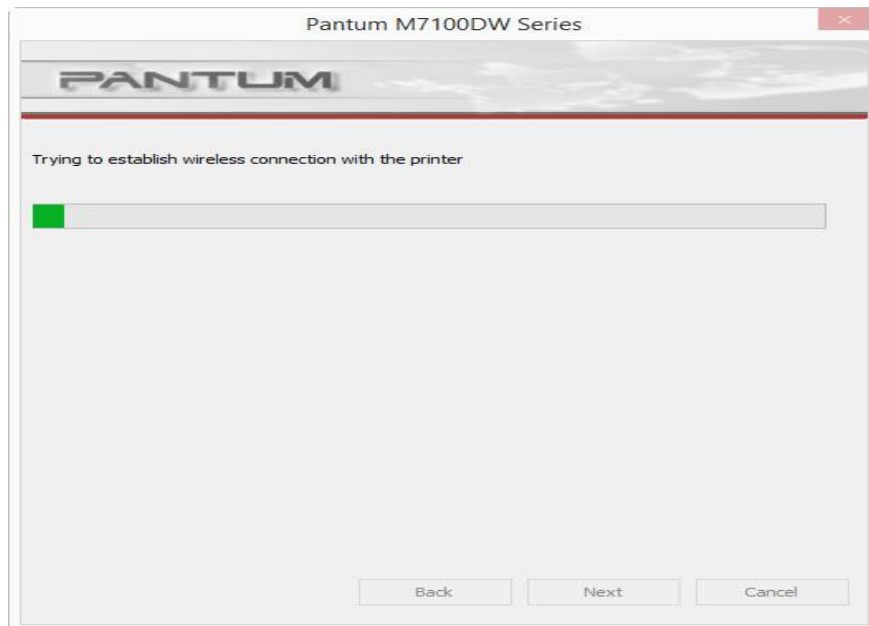
**Step3:** Select below option and click “next”.



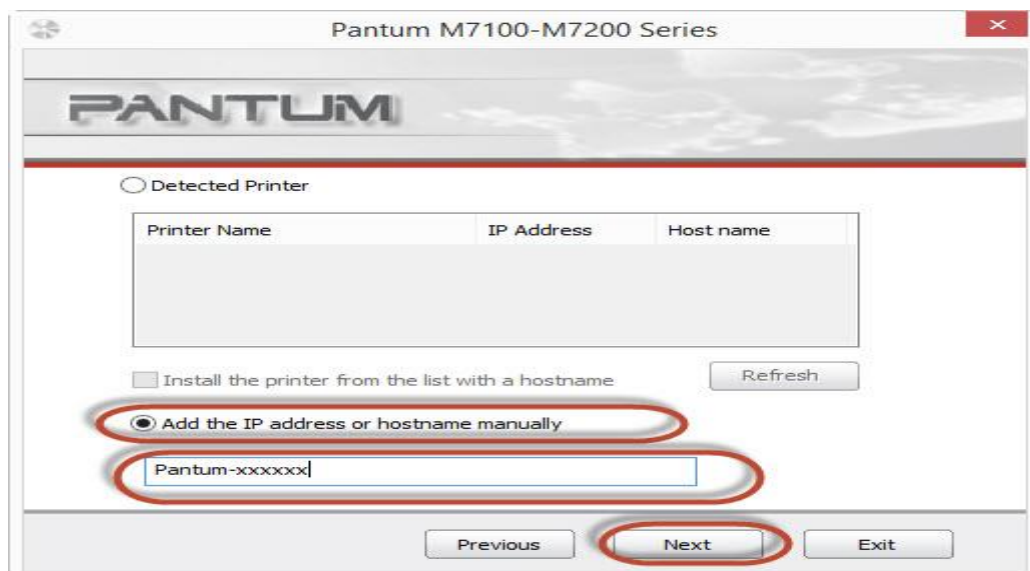
**Step4:** Select the WIFI name of your router and click next



**Step5:** Click "Next" after established the wireless connection.



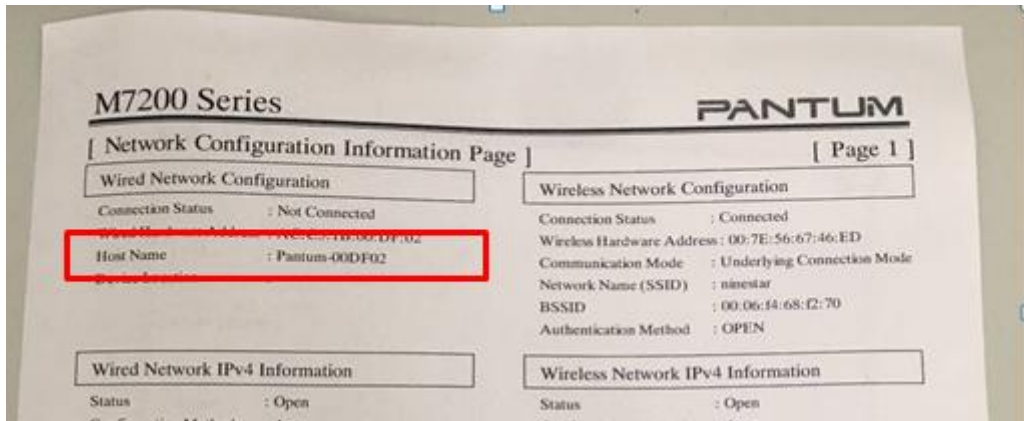
**Step6:** Select " Add the IP address or hostname manually" and enter your hostname (for hostname please check with note )



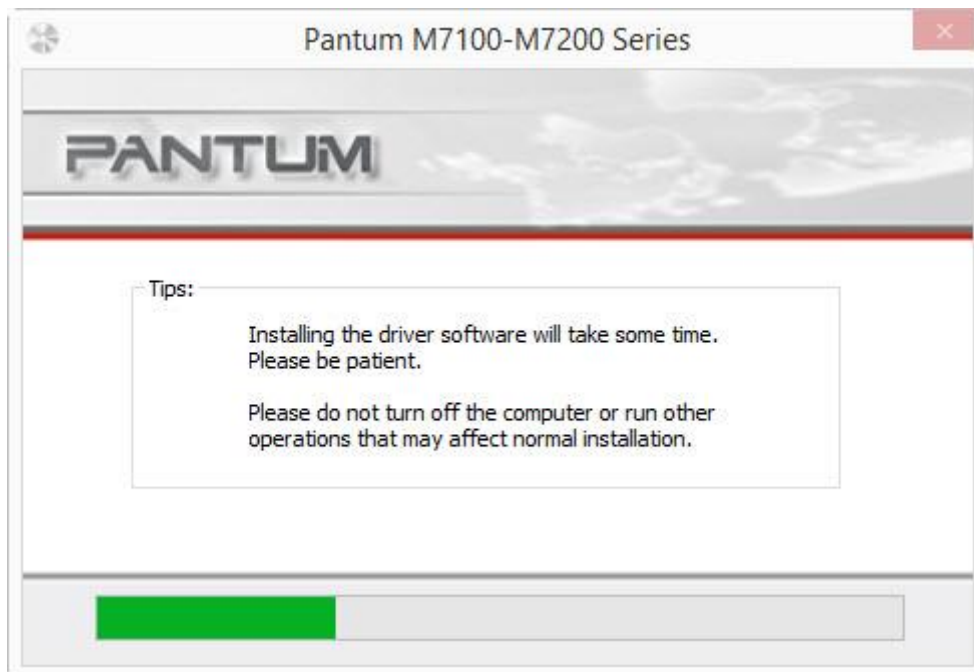
**How to check your hostname of printer?**

[Please print the network configuration page on your control panel and then you will see it as below :](#)





**Step7:** it will be done after several minutes.



## ② Cartridge Issues:

### 12. How do I replace or insert a cartridge?

Firstly, Pull out the seal on the new toner cartridge, then insert the toner cartridge into the drum unit.

Last, install the assembly into the printer until hearing a “click” sound.

### 13. How do I check the amount of toner left in my cartridge from M6700/M7100 Series Printer?

Take M7100 Printer for example, Click on Operation panel: Menu setting→7. Info report→2. Prt Info Page

**Step1:** Click menu and to choose number by 'page down' on the below control panel.



**Step2:** Click "7-Info.report" in the menu setting-----"ok"



**Step3:** Select NO.2-'Prt Info Page' -----then chose 'OK" it will be done.



Product Information	
Product Name	: M7100DW Series
USB Vender ID	: 0x232B
Firmware Version	: 3.3.3.5
Engine Version	: 3.3.3.5
Memory Size	: 256MB
Print Language	: PCL/PS/PDF
Serial Number	: CD2E000097

System Settings	
Sleep Time	: 1 minute
Toner Saving Mode	: Close
Mute printing	: Close

Consumables information	
Ink cartridge type	: TL410E
Remaining Amount of Toner	: 95%
Ink cartridge has been printed pages	: 52
Average Coverage	: 10%
Expected number of pages to print	: 104
Drum unit type	: DL410
Drum unit remainder	: 100%
Drum unit has been printed pages	: 76

Tray Setup	
Paper Size for Man. FeedTray	: A4
Paper Type for Man. FeedTray	: Plain
Paper Size for AutoInp. Tray	: A4
Paper Type for AutoInp. Tray	: Plain
Load paper tip	: Open

Print Information	
Total pages printed	: 77
Pages printed with automatic duplex	: 0
Pages printed with different paper specification	
A5	: 0
A4/Letter	: 77

Print Settings	
Paper Type	: Plain
Paper Size	: A4
Paper Source	: Auto Select
Duplex	: Close
Resolution	: 600DPI

### 14. How do I check the amount of toner left in my cartridge from M6800/M7200 Series Printer?

Take M7200 Printer for example, Click on Operation panel: Menu setting→7. Information Report→4.Prt Info Page

**Step1:** Click menu and to choose number by 'page down' on the below control panel.



**Step2:** Click “7-Info.report” in the menu setting-----“ok”



**Step3:** Select NO.2-‘Prt Info Page’ -----then chose ‘OK” it will be done.



Product Information	
Product Name	: M7200FDW Series
USB Vendor ID	: 0x232B
Firmware Version	: 3. 3. 3. 6
Engine Version	: 3. 3. 3. 6
Memory Size	: 256MB
Print Language	: PCL/PS/PDF
Serial Number	: CD2B000192

System Settings	
Sleep Time	: 15 minutes
Toner Saving Mode	: Close
Mute printing	: Close

Consumables information	
Ink cartridge type	: TL410
Remaining Amount of Toner	: 91%
Ink cartridge has been printed pages	: 81
Average Coverage	: 11%
Expected number of pages to print	: 194
Drum unit type	: DL410
Drum unit remainder	: 100%
Drum unit has been printed pages	: 59

Tray Setup	
Paper Size for Man. FeedTray	: A4
Paper Type for Man. FeedTray	: Plain
Paper Size for AutoInp. Tray	: A4
Paper Type for AutoInp. Tray	: Plain
Load paper tip	: Open

**15. How do I check how many pages I have printed so far from M6700/M7100 Series Printer?**

Take M7100 Printer for example, Click on Operation panel: Menu setting→7. Info report→2. Prt Info Page

**Step1:** Click menu and to choose number by 'page down' on the below control panel.



**Step2:** Click “7-Info.report” in the menu setting-----“ok”



**Step3:** Select NO.2-'Prt Info Page' -----then chose 'OK" it will be done.



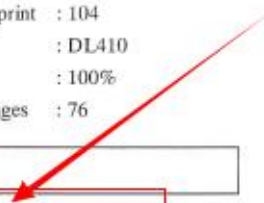
Product Information		System Settings	
Product Name	: M7100DW Series	Sleep Time	: 1 minute
USB Vender ID	: 0x232B	Toner Saving Mode	: Close
Firmware Version	: 3.3.3.5	Mute printing	: Close
Engine Version	: 3.3.3.5		
Memory Size	: 256MB		
Print Language	: PCL/PS/PDF		
Serial Number	: CD2E000097		

Consumables information		Tray Setup	
Ink cartridge type	: TL410E	Paper Size for Man. FeedTray	: A4
Remaining Amount of Toner	: 95%	Paper Type for Man. FeedTray	: Plain
Ink cartridge has been printed pages	: 52	Paper Size for AutoInp. Tray	: A4
Average Coverage	: 10%	Paper Type for AutoInp. Tray	: Plain
Expected number of pages to print	: 104	Load paper tip	: Open
Drum unit type	: DL410		
Drum unit remainder	: 100%		
Drum unit has been printed pages	: 76		

Print Information		Print Settings	
Total pages printed	: 77	Paper Type	: Plain
Pages printed with automatic duplex	: 0	Paper Size	: A4
Pages printed with different paper specification		Paper Source	: Auto Select
A5	: 0	Duplex	: Close
A4	: 77	Resolution	: 600x600



**16. How do I check how many pages I have printed so far from M6800/M7200 Series Printer?**

Take M7100 Printer for example, Click on Operation panel: Menu setting→7. Info report→2. Prt Info Page

**Step1:** Click menu and to choose number by 'page down' on the below control panel.



**Step2:** Click “7-Info.report” in the menu setting-----“ok”



**Step3:** Select NO.2-‘Prt Info Page’ -----then chose ‘OK” it will be done.





## Product Information

Product Name : M7200FDW Series  
 USB Vendor ID : 0x232B  
 Firmware Version : 3.3.3.6  
 Engine Version : 3.3.3.6  
 Memory Size : 256MB  
 Print Language : PCL/PS/PDF  
 Serial Number : CD2B000192

## System Settings

Sleep Time : 15 minutes  
 Toner Saving Mode : Close  
 Mute printing : Close

## Consumables information

Ink cartridge type : TL410  
 Remaining Amount of Toner : 91%  
 Ink cartridge has been printed pages : 81  
 Average Coverage : 11%  
 Expected number of pages to print : 194  
 Drum unit type : DL410  
 Drum unit remainder : 100%  
 Drum unit has been printed pages : 59

## Tray Setup

Paper Size for Man. FeedTray : A4  
 Paper Type for Man. FeedTray : Plain  
 Paper Size for AutoInp. Tray : A4  
 Paper Type for AutoInp. Tray : Plain  
 Load paper tip : Open

## Print Information

Total pages printed : 123  
 Pages printed with automatic duplex : 3  
 Pages printed with different paper specification  
 A5 : 0  
 A4/Letter : 123  
 Legal/Folio : 0

## Print Settings

Paper Type : Plain  
 Paper Size : A4  
 Paper Source : Auto Select  
 Duplex : Close  
 Resolution : 600DPI  
 Density : Normal

### 17. What are the toner cartridge models for M6700/M7100/M6800/M7200 series printer?

TL-410: 1500 standard Page Yield

TL-410H: 3000 high Page Yield

### 18. What are the drum unit models for M6700/M7100/M6800/M7200 series printer?

DL-410: 12000 standard Page Yield

### 19. How about the standard page yield of toner cartridge TL-410?

The Toner cartridge TL-410 page yield is 1500 pages, that is according ISO 19752 standard measure by print 5% coverage document.






## 20. Why the Status light shows red when I insert a new cartridge?

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




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

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

## 21. What's the meaning of status displayed by the status indicator?

No.	Status displayed by the status indicator	Status	Status Description
1		Die out	Shutdown or sleep state
2		Green indicator normally on	Printer is ready
3		Green indicator blinks	Operative modes of Print, Copy, Scan, Fax and others
4		Orange indicator blinks	Low toner warning
5		Red indicator normally on	<ul style="list-style-type: none"> <li>• Toner cartridge error (uninstalled ink cartridge, unmatching ink cartridge, invalid toner cartridge)</li> <li>• Drum unit error (the drum units are not installed, not compatible or come to the end of their service lives.)</li> <li>• Paper error (a paper out, paper jam or feed failure occurs)</li> <li>• Scan error (a scanning failure occurs, and the ADF has an open cover or a paper jam.)</li> <li>• Fax error or printer error such as the front cover of the printer is open.</li> </ul>

## 22. What's the meaning of status displayed by the power indicator?

No.	Status displayed by power indicator	Status	Status Description
1		Die out	Shutdown status
2		Always on	Booting and ready states
3		Blink	Sleep mode

### ③ Paper Issues:

#### 23. How can I clear any paper jam in the printer?

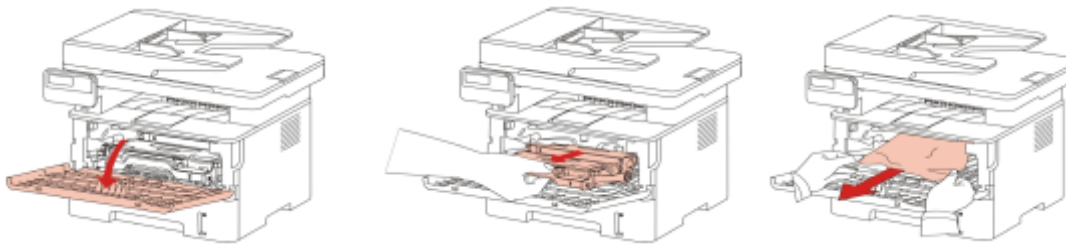
There are four conditions possible as below:

##### A) Middle Jam

**Step1:** Pull paper tray out, then gently pull the jammed paper out, and Install paper tray

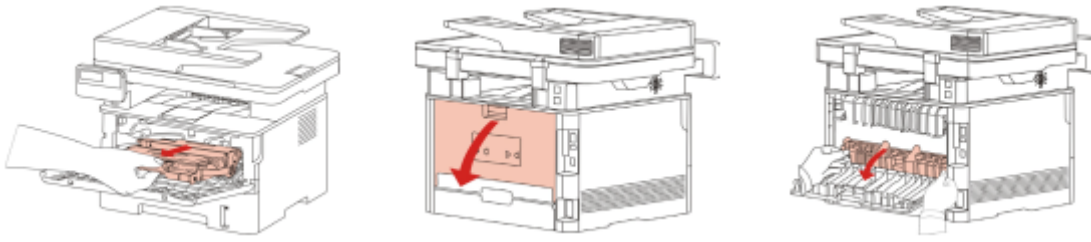


**Step2:** Open the front cover, take the laser toner cartridge out along the track, then gently pull the jammed paper out.

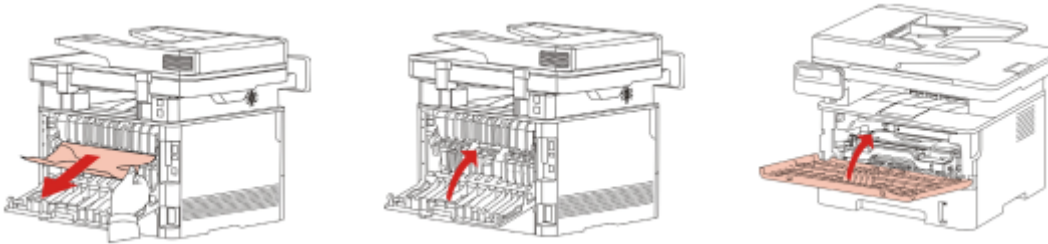


##### B) Paper Jam in the Fuser unit

**Step1:** Open the front cover and then remove the laser toner cartridge along the guide rail, then open the rear cover, take out the fuser door using the handles on both sides.

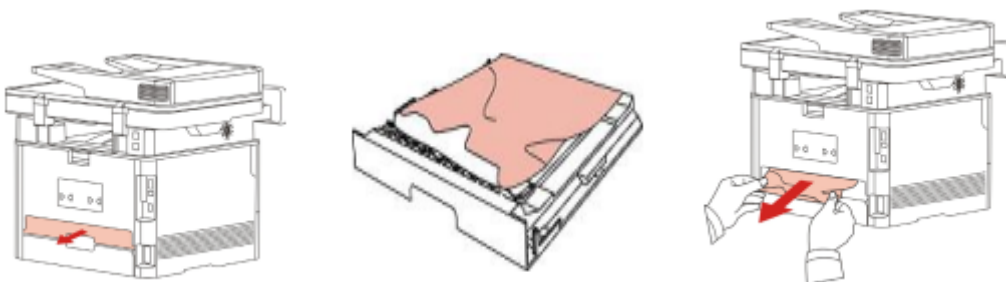


**Step2:** Gently pull the jammed paper out, then close the back cover after removing the paper jammed, install a new toner cartridge and then close the front cover; then, the printer will recover printing automatically.



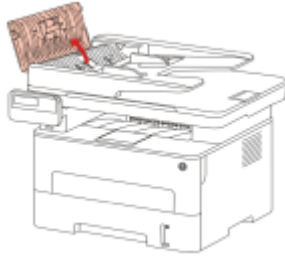
### C) Duplex Unit Jam

**Step1:** Remove the duplex printing unit from the back of the printer, then remove the jammed paper from the duplex unit, If the paper does not come out along with the duplex unit, open the tray and remove the jammed paper directly from the bottom.

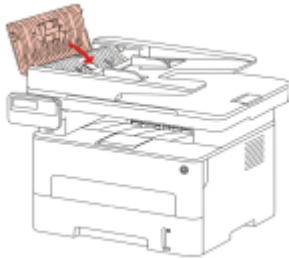


### D) Paper Jam occurs on the ADF

**Step1:** Open the ADF's top cover, then remove the paper jammed from the ADF.



**Step2:** After removing the paper jammed, close the top cover and then the printer will be back to the ready state. If it is difficult to remove the paper jammed, please try to open the scanner cover and remove it from the pressing block.



## 24. Print jobs stuck in paper curve. What should I do?

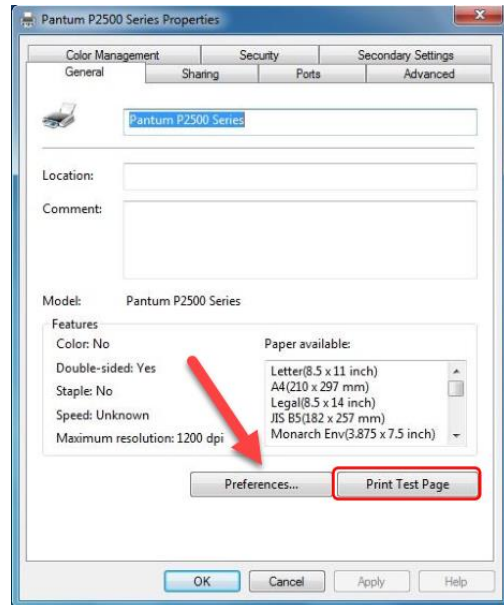
Fetch the papers from output bin, and keep the paper is just unpack from the package not be too wet or get static electricity, too avoid or decline paper curve.

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

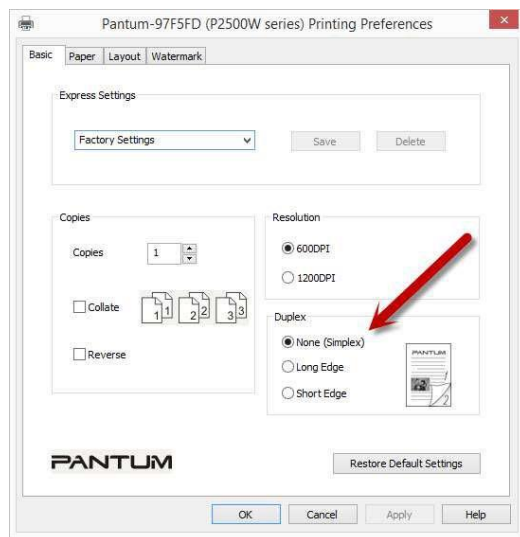
Please change your printer’s properties as below steps.

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

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



**Step3:** Please choose 'NONE' in duplex printing.



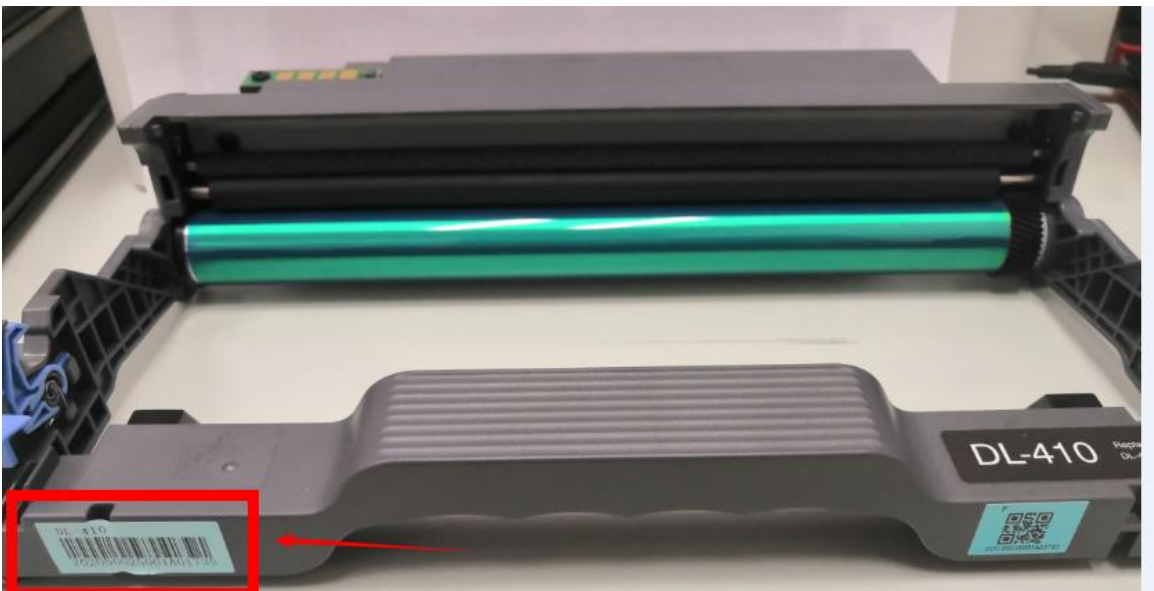
**26. How to check the toner's serial number location:**

Please check with below pictures:



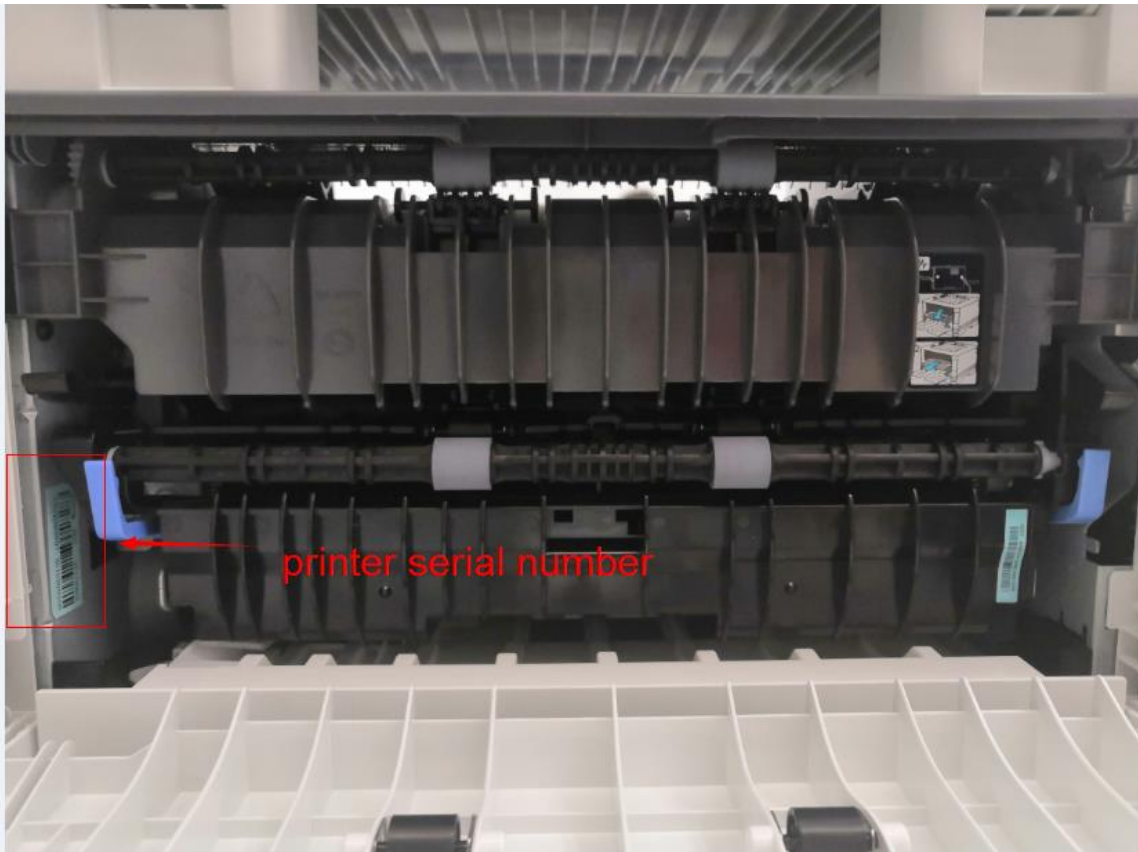
**27. How to check the drum unit's serial number location:**

Please check with below pictures:



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

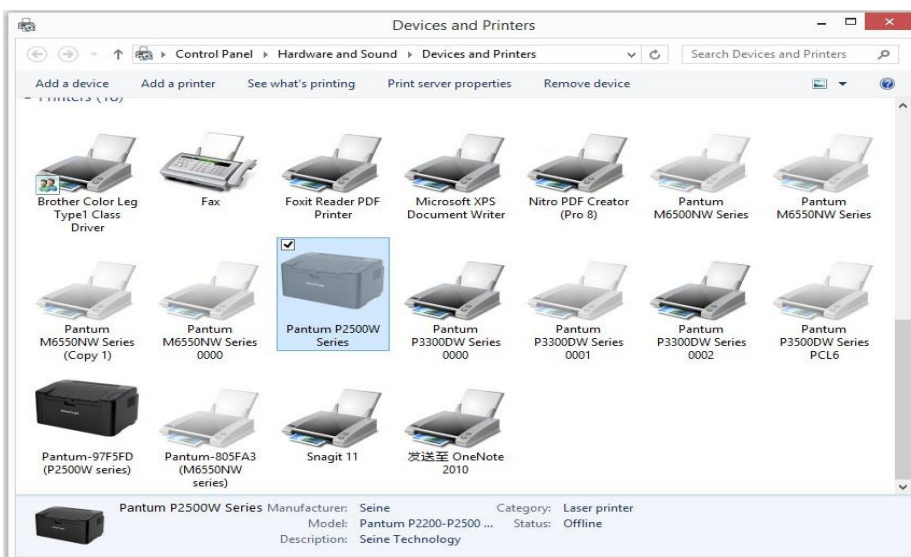
Open the printer's rear cover, please check with below pictures



## 29. How to adjust letter format in the printing document?

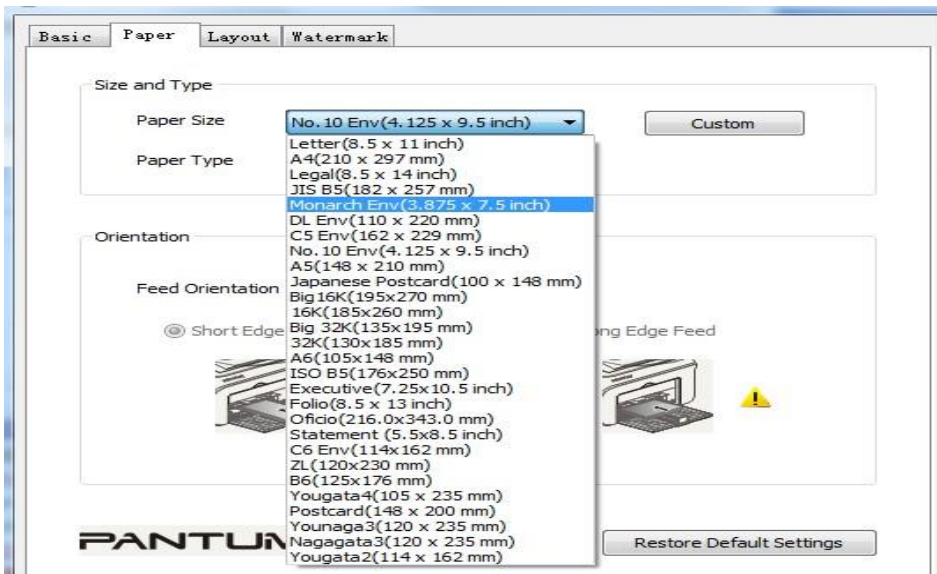
**Step1:** Please check the paper size in the printer's property if it is the 'letter size', please follow up with below steps to check :

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

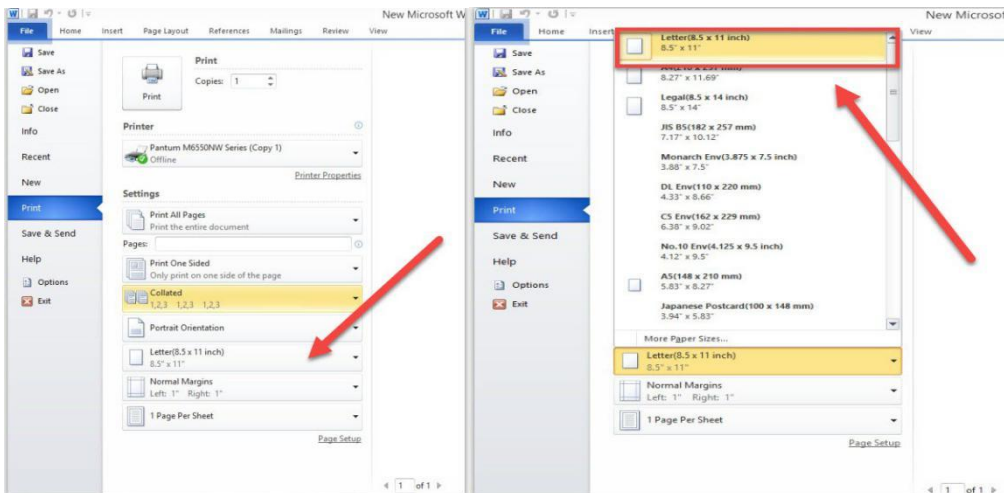




Please change the it to “ Letter “ (8.5x11 inch) in the printing preferences



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



### 30. What is my M6700/M7100/M6800/M7200 series printer Specifications?

#### 16.1.Overview of the Specifications

Product Size(W*D*H)	M6700 Series:415mm*365mm*310mm
	M6800/M7100/M7200 Series: 415mm*360mm*352mm
Product weight (exclusive of the random toner cartridge and packaging)	M6700 Series: 9.5Kg
	M6800/M7100/M7200 Series: 10Kg
Print Environment	Print temperature range:10-32 (5-35) C
	Print humidity range:20%RH-80%RH
Power Voltage	110V Model: AC100-127V, 50Hz/60Hz,9A
	220V Model: AC220-240V, 50Hz/60Hz,4.5A
Noise (acoustic pressure level)	Print/scan: ≤52dB(A)
	Standby: ≤30dB(A)
	Mute mode: ≤46 dB (A)
Enter network standby time	5 minutes

Power Consumption	Network standby: the model with wireless function: 2.366W the model without wireless function: 1.888W
	Standby: ≤ 45W
	Shutdown: ≤ 0.5W
	TEC: conforming to requirements of EnergyStarV2.0 and Chinese energy efficiency rating
Operating System	Microsoft Windows XP/ Windows Vista/ Windows 7/ Windows 8/ Windows 8.1/ Windows 10/ Windows Server 2003/ Windows Server 2008/ Windows Server 2012 (32/64 Bit)
	Mac OS 10.7/10.8/10.9/10.10/10.11
	Linux (Ubuntu 12.04/ Ubuntu 14.04)
	Versions higher than IOS 6.0 (excluding IOS 6.0)
	Android 4.0 and higher versions
	NeoKylin (Loongson V6.0 Build0341050)
Communication interface	Hi-speed USB 2.0
	IEEE802.3 10Base-T/100Base-Tx
	IEEE802.11b/g/n (support WPS)

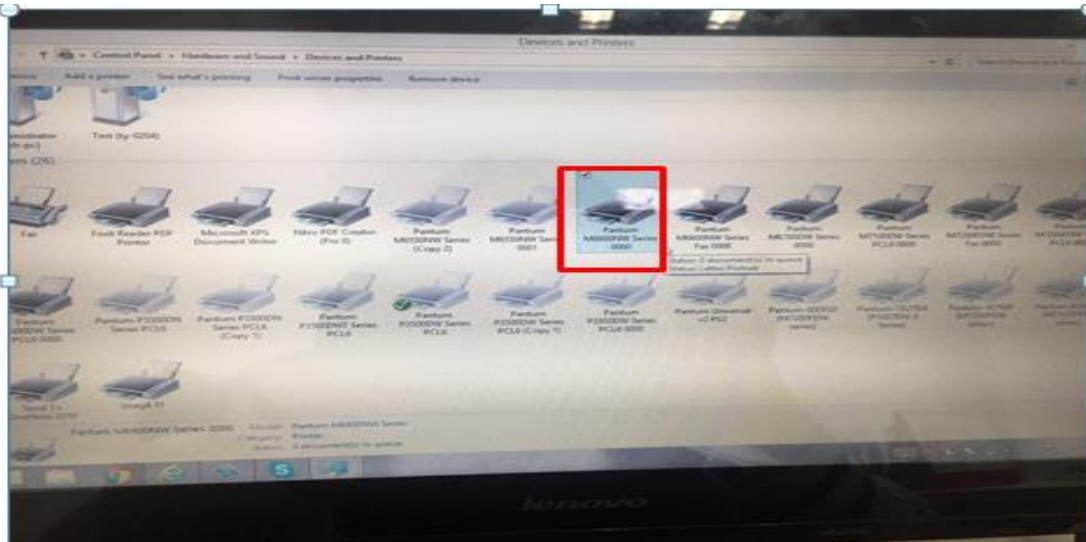
### 31. What kinds of paper can I use in my Pantum M6700/M7100/M6800/M7200 series printer?

#### 2.1.Paper Specification

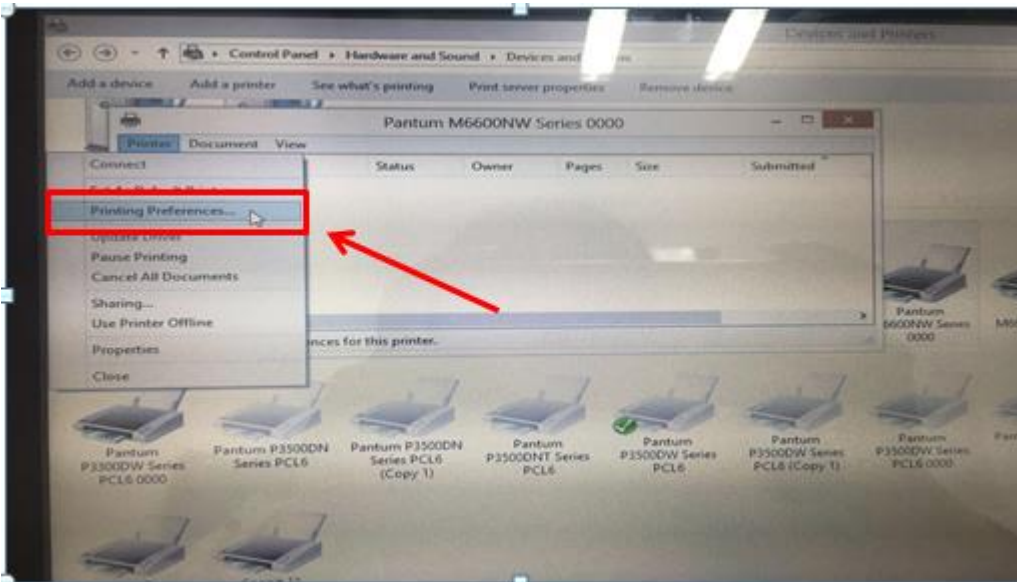
Automatic Feeder Tray	Media Type	Plain paper(70~105g/m <sup>2</sup> ),thin paper(60~70g/m <sup>2</sup> )
	Media size	A4, Letter, A5, Legal, Statement, JIS B5, Folio, Oficio, Executive, ISO B5, A6, B6, 16K, Big 16K, 32K, Big 32K,Custom
	Media weight	60~105g/m <sup>2</sup>
	Maximum capacity of the tray	250 pages (80 g/m <sup>2</sup> )
feed tray Manual	Media Type	Plain paper(70~105g/m <sup>2</sup> ),thin paper(60~70g/m <sup>2</sup> ),thick paper(105~200g/m <sup>2</sup> ),transparent film,carton paper,label paper, envelope
	Media size	A4, Letter, Legal, Folio, Oficio, Statement, Executive, JIS B5, ISO B5, A5, A6, B6, Monarch Env, DL Env, C5 Env, NO.10 Env, C6 Env, Japanese Postcard, ZL, 16K, Big 16K, 32K, Big 32K, Yougata4, Postcard, Younaga3, Nagagata3, Yougata2,Custom
	Media weight	60~200 g/m <sup>2</sup>
	Maximum capacity of the tray	1 pages

### 32. How to print multipage on one page?

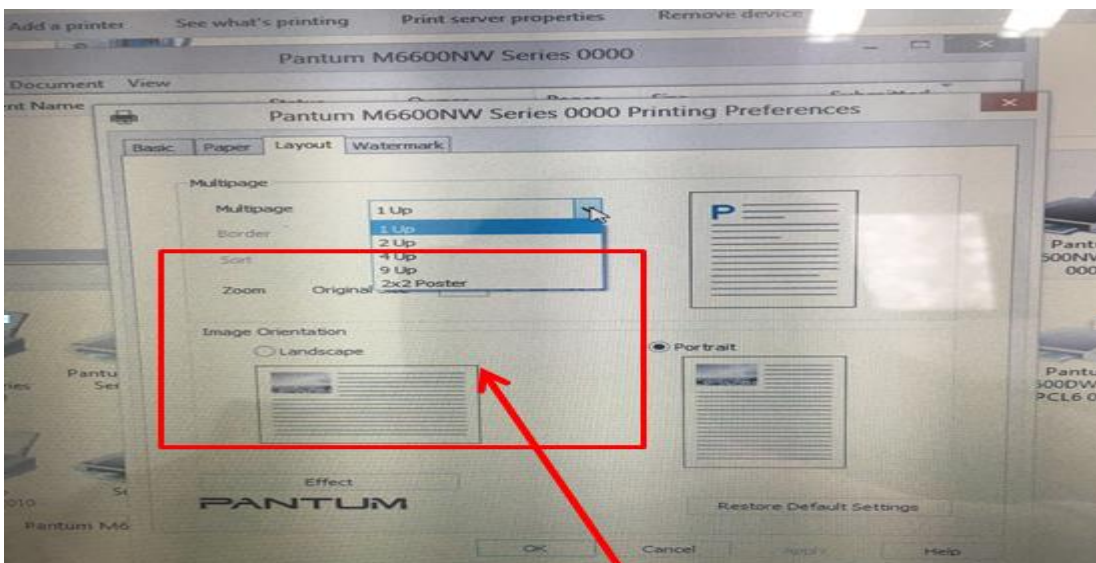
**Step1:** Please double left click your model of your printer in the ‘Devices and Printers’



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



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

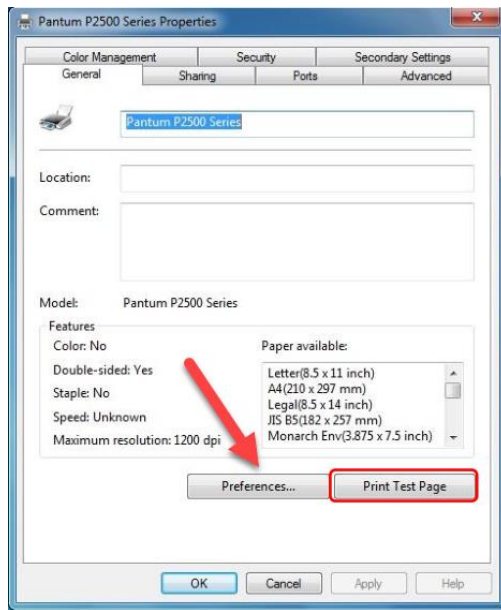


### 33. How to do Duplex Printing on Windows system?

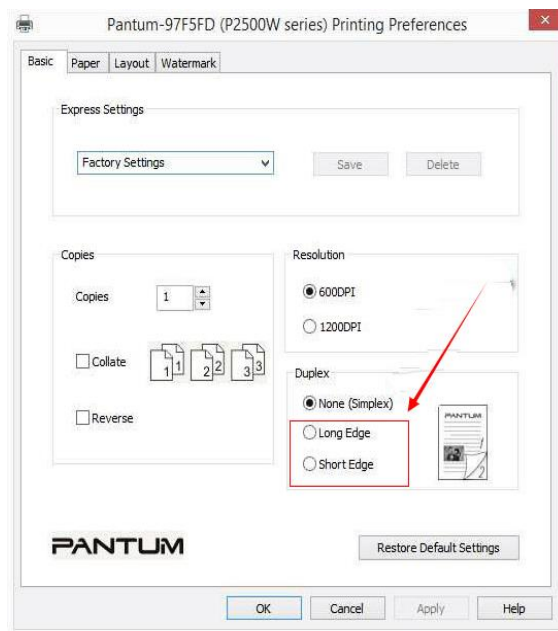
Please change your printer's properties as below steps.

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

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



**Step3:** Please choose ‘Long Edge’ or “Short Edge” in duplex printing.



## ④ **Printer Compatible Issues:**

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

Yes, Mac 10.6/10.7/10.8/10.9/10.10/10.11/10.12/10.13

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

Yes, Ubuntu 12.04/ 14.04/ 16.04/ 18.04

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

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

**37. Could I download the APP from Google Play?**

Yes, you could download it from Google Play.

**38. Is my printer compatible with Chrome OS system?**

No, our printer did not compatible with Chorme OS.

**39. Is my printer compatible with Linux OpenSuse system?**

No, our printer did not compatible with Linux OpenSuse.

#### **40. Is my printer compatible with Linux Debian 9 system?**

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

### **⑤ Normal Printer Issues:**

#### **41. Why the printer could not feed paper successfully?**

There are three possible reasons as below:

1) There is too much paper in the tray:

Solution: Remove excess paper from the tray.

2) The print media is loaded incorrectly:

Solution: Please correctly load the print media.

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

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

#### **42. Why it will be smoked when printing?**

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

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

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

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

#### **43. What is the power requirement will be need?**

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

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

"Printer cannot be configured because printing port is on used." it may cause by PC port is abnormal.

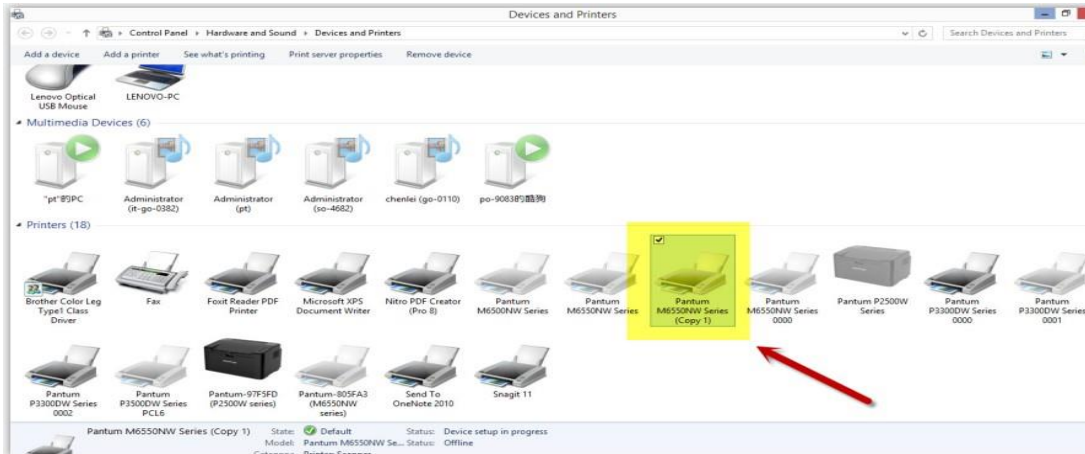
We suggest that you can check with below steps:

**Step1:** Change to another PC port then reconnects to the printer and reinstall the driver.

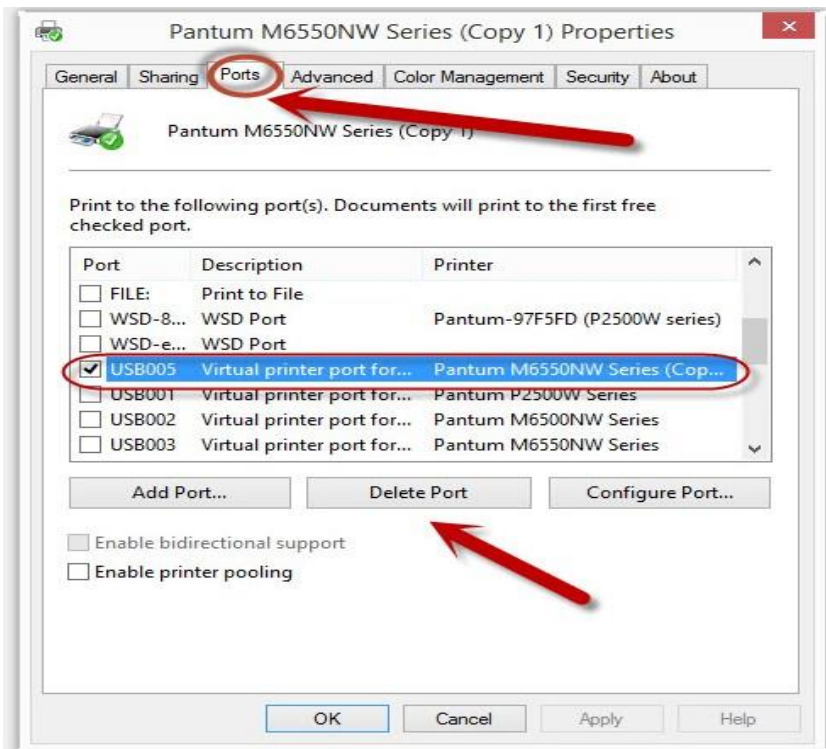
**Step2:** Click PC table "start"->"Devices and Printers", delete the useless printer copy manually (the mouse right click on the useless printer name, and then delete it).

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





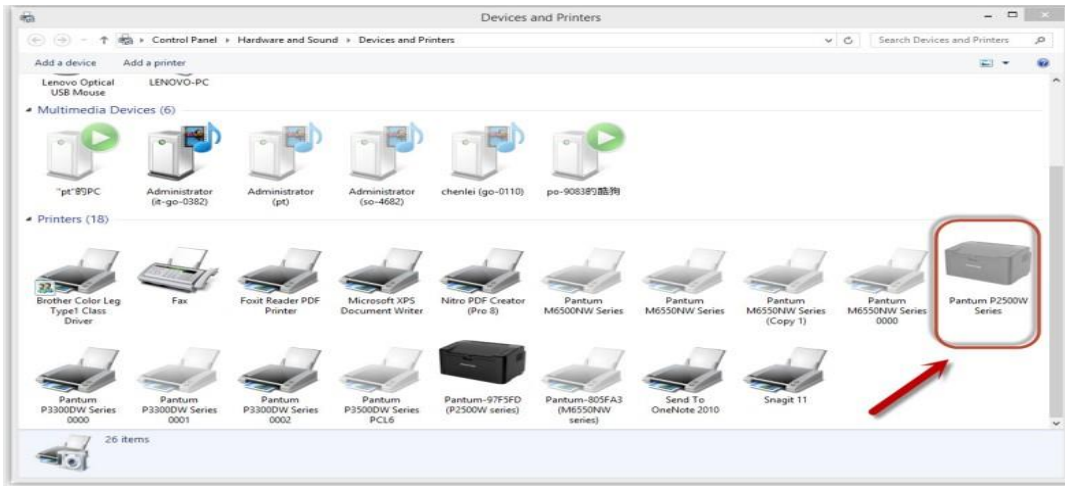
**Step3:** Click PC table "start"->"printer and fax", chose any of the printer copy, the mouse right click on the "printer property"->"port", then chose the customer no need the printer copy port of all the printers, and click "delete port"->"confirm". At last reconnect to the printer and re-install the driver. (Take printer M6550 for example)



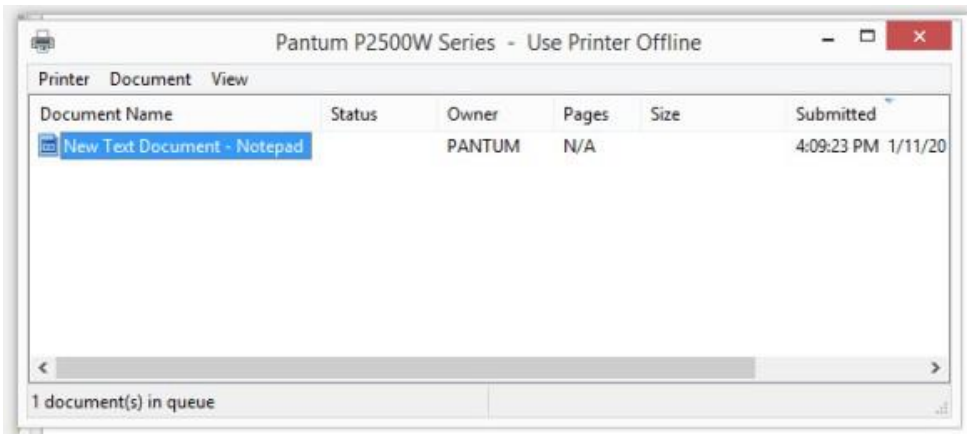
#### 45. How to cancel a printing job in the queue?

Regarding the issue about your printer, please kindly check with below steps, you need to end the printing job in the printing queue (Take printer P2500W for example)

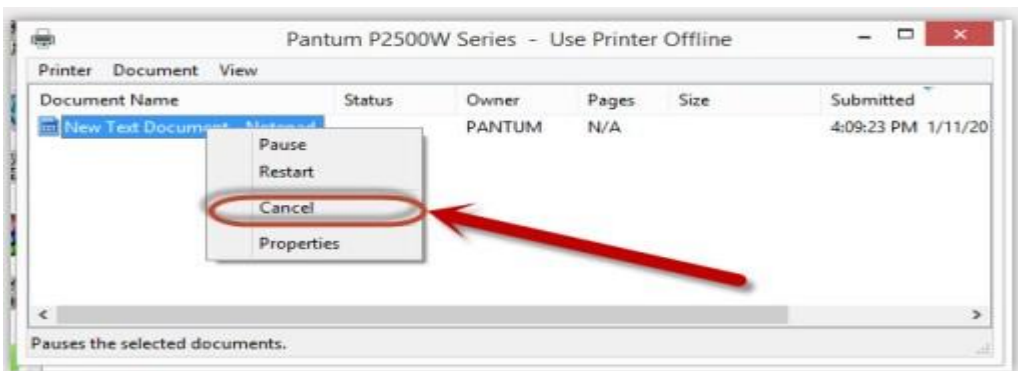
**Step1:** Please double click your model of your printer in the 'printer and device', the picture will be shown as below:



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



**Step3:** Please chose "cancel", it will stop printing job.



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

We cannot close it completely. But we can change the sleeping mode from 1min to 60 minus. Please check with below pictures: Menu-- System Settings-- Sleep Time Setting—select the time you needed: (1min/5min/15min/30min/60min)

For M6700/M7100 Series printer,

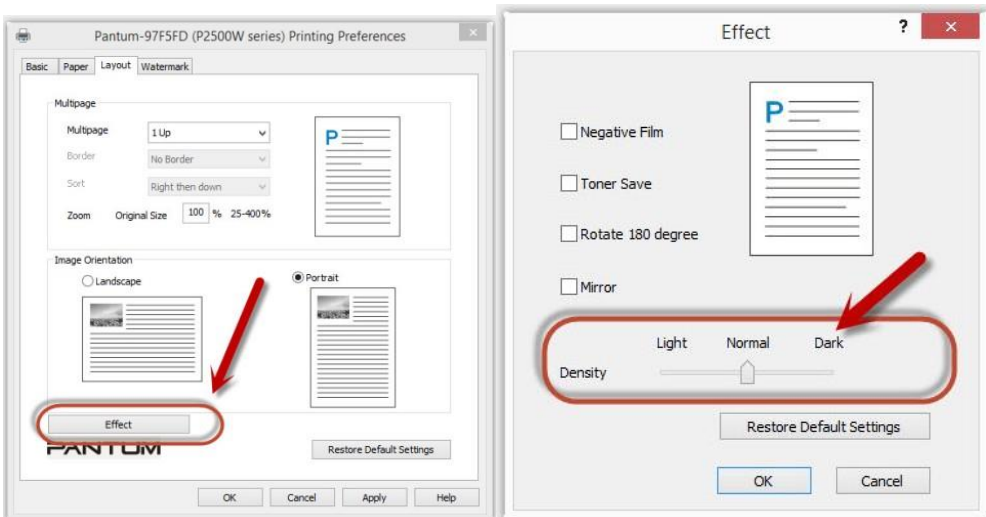


For M6800/M7200 Series printer,



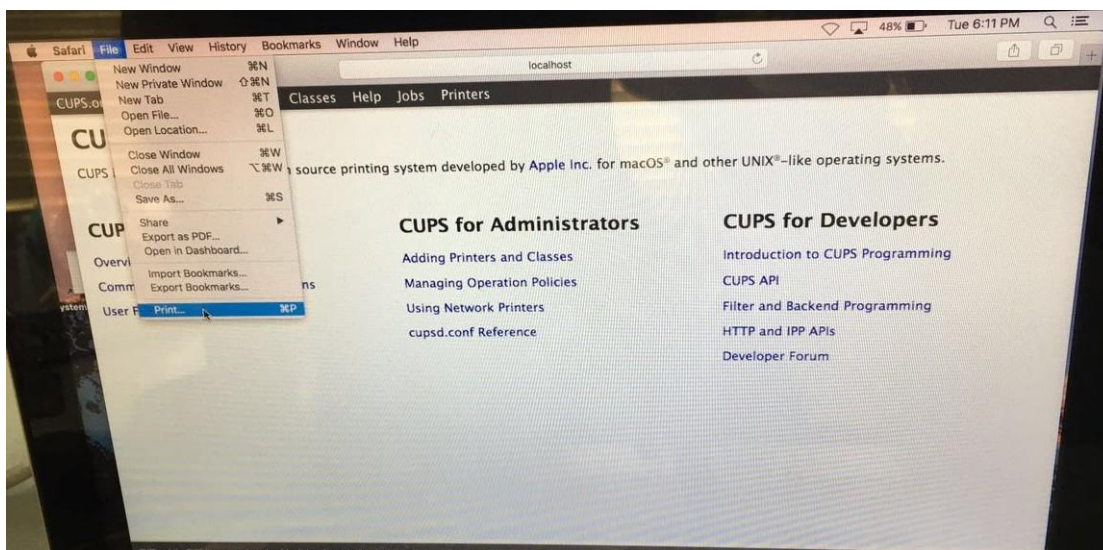
### 47. How to get the printer to print darker under Windows?

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

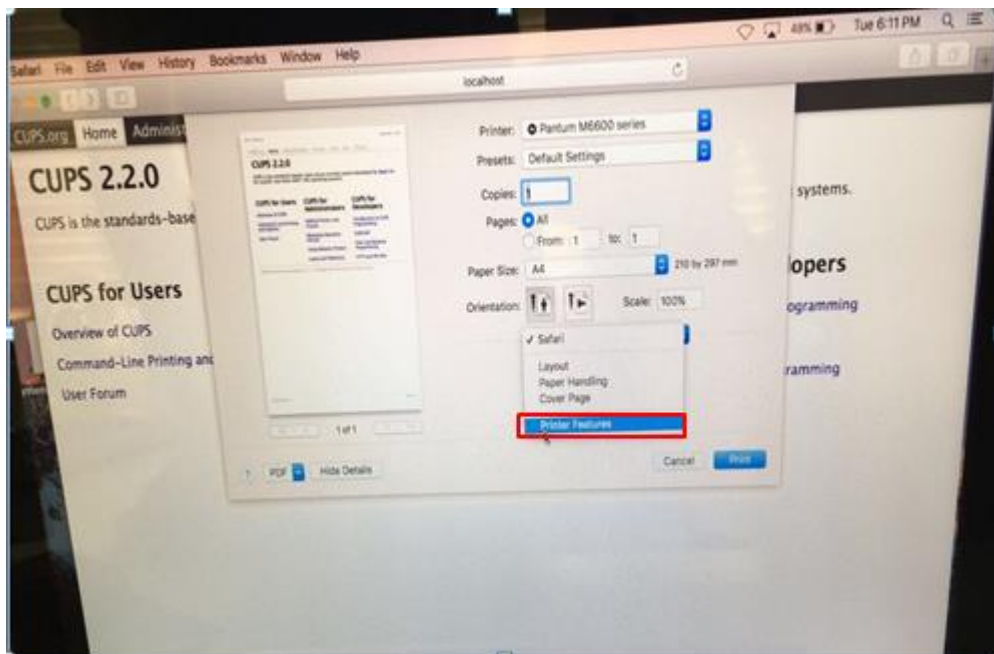


## 48. How to get the printer to print darker under Mac?

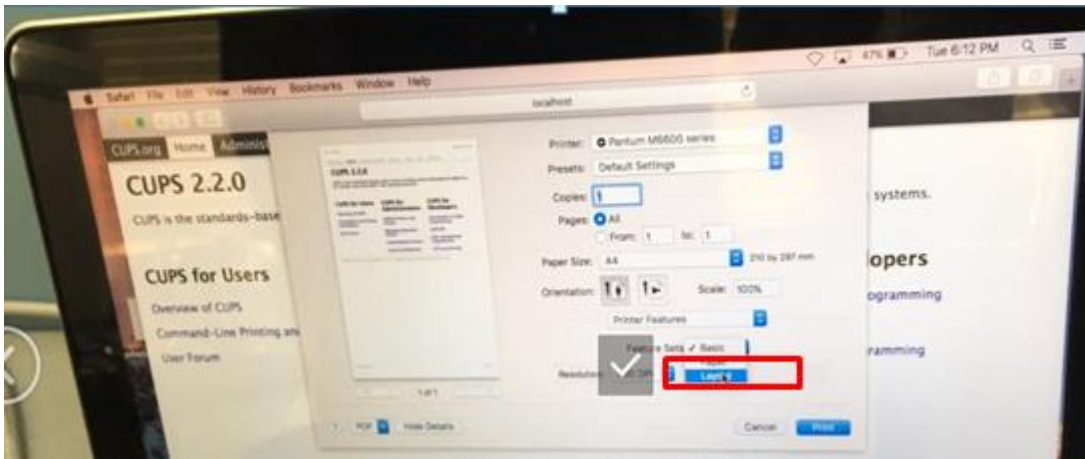
**Step1:** Click "Print" of the "file"



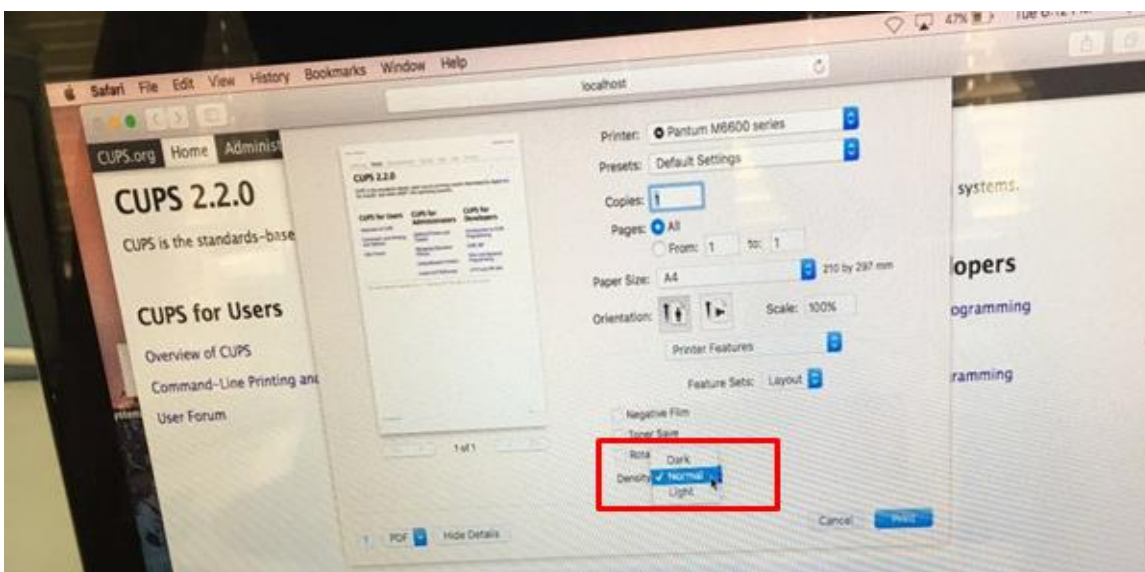
**Step2:** Click the "Printer Features" as shown below.



**Step3:** Chose "layout" in the "Printer Features"

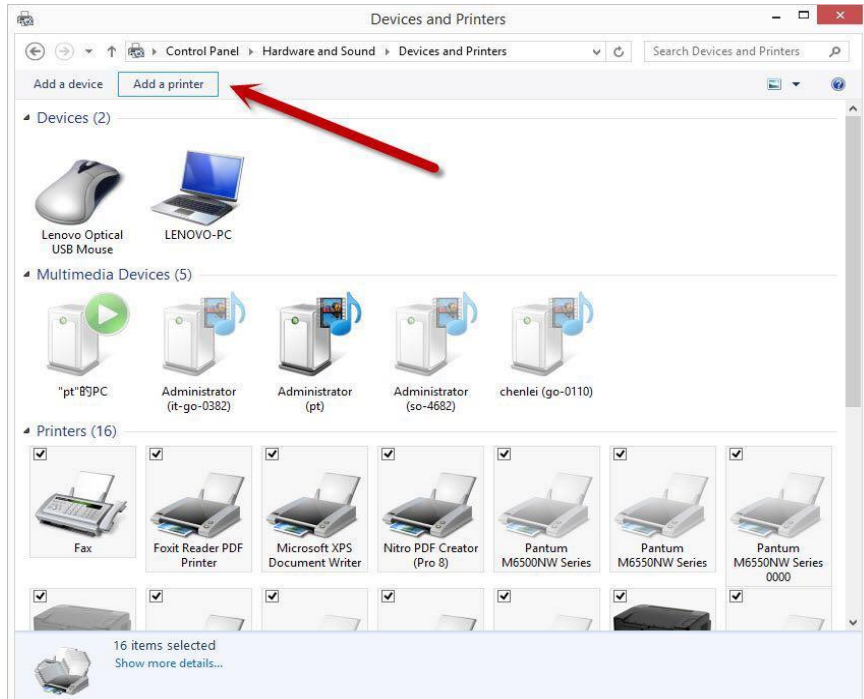


**Step4:** Select from “Light-Normal- Dark” per your request

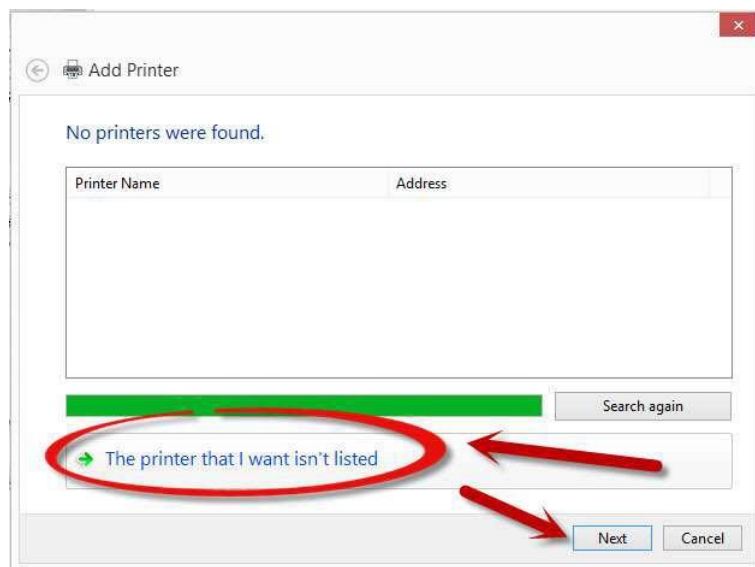


#### 49. How to “add a printer “by manually under Windows?

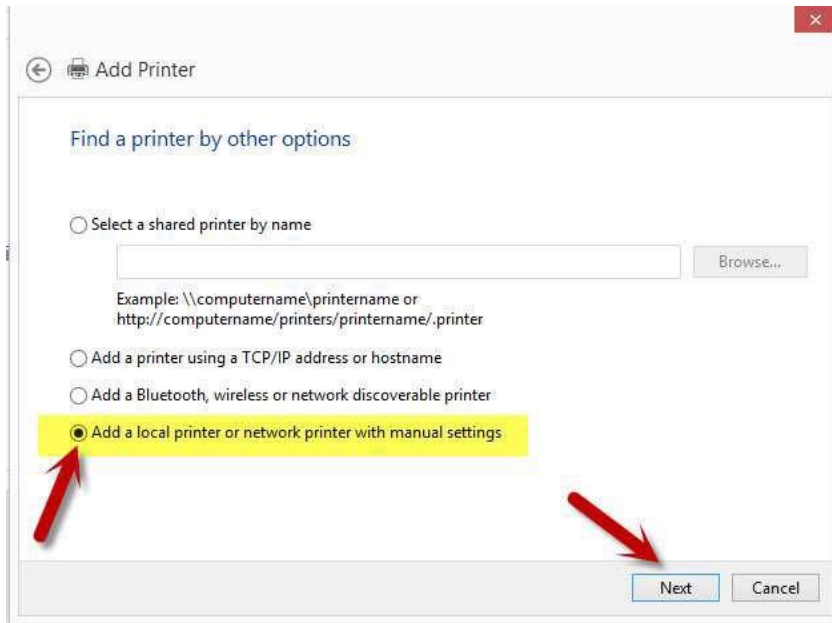
**Step1:** Click “add a printer” in the ‘Devices and Printers’



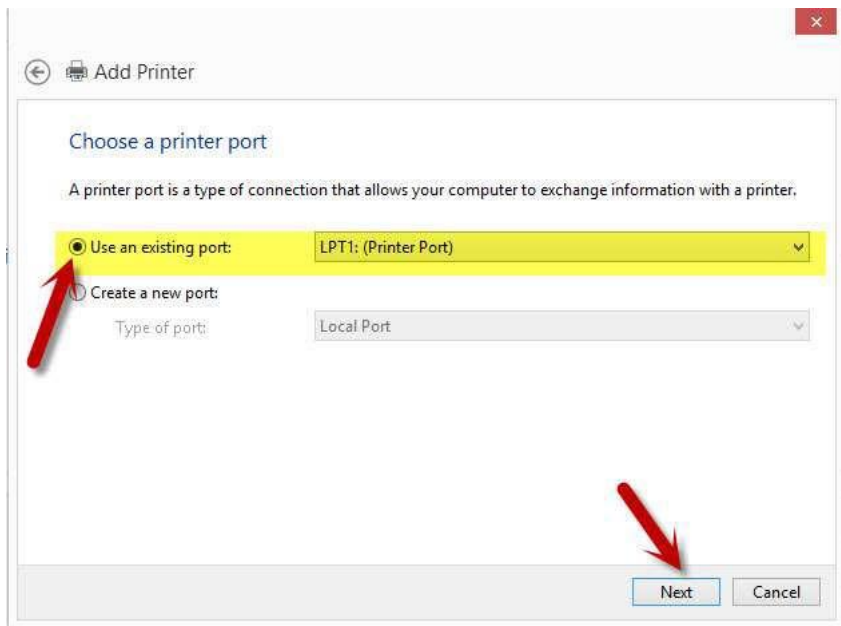
**Step2:** Please chose “the printer that I want isn’t listed” and chose ‘next’ , it will be shown as below:



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

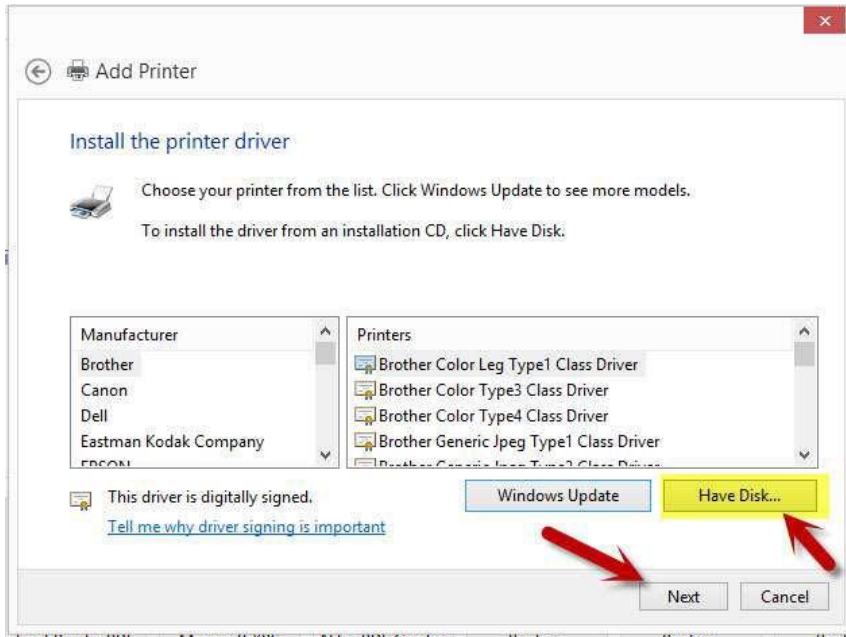


**Step4:** Please chose "Use an existing port" and select "Next", it will be shown as below:

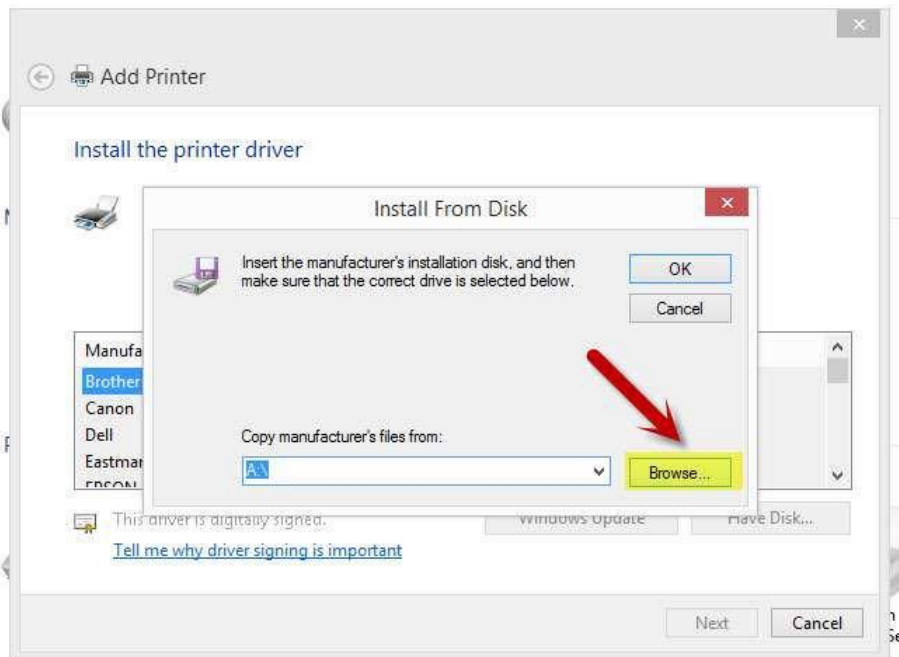


**Step5:** Please chose 'have disked' and click "Next", it will be shown as below:

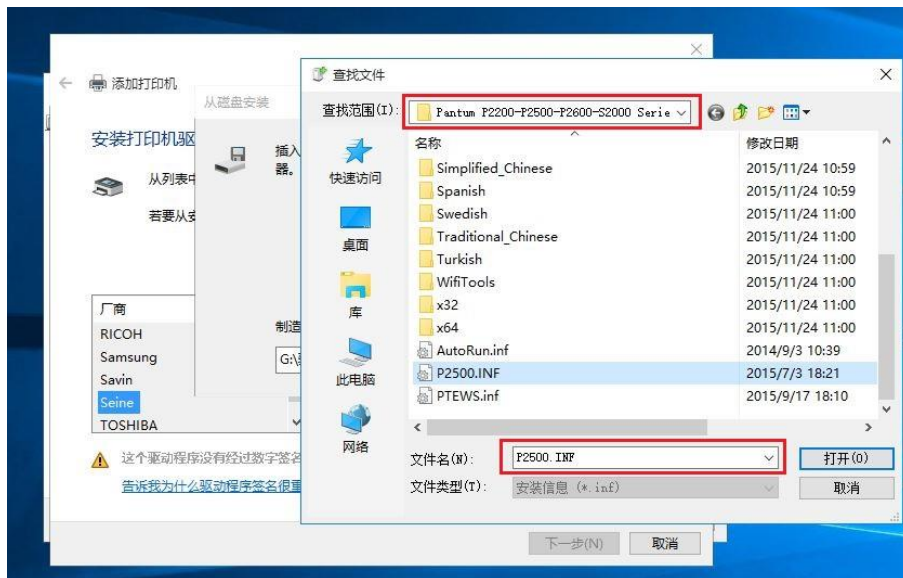




**Step6:** Please chose “browse” when the windows pop up, it will be shown as below:



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

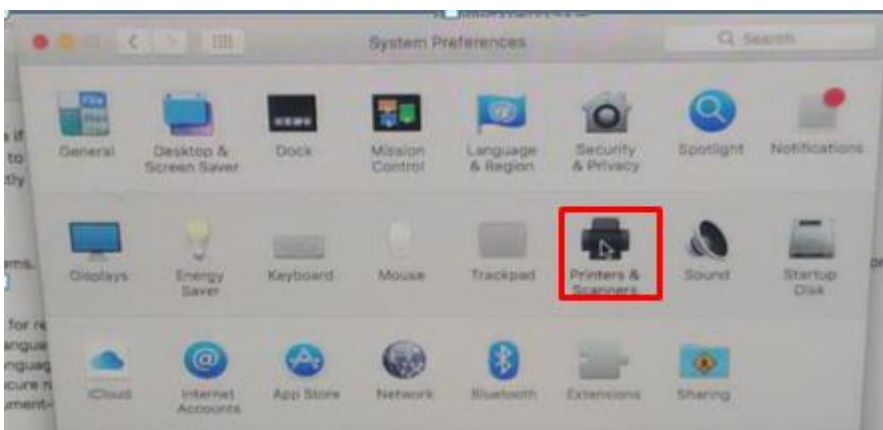


**Step8:** It will be finish to installation automatically after you pull up the printer’s USB cable.

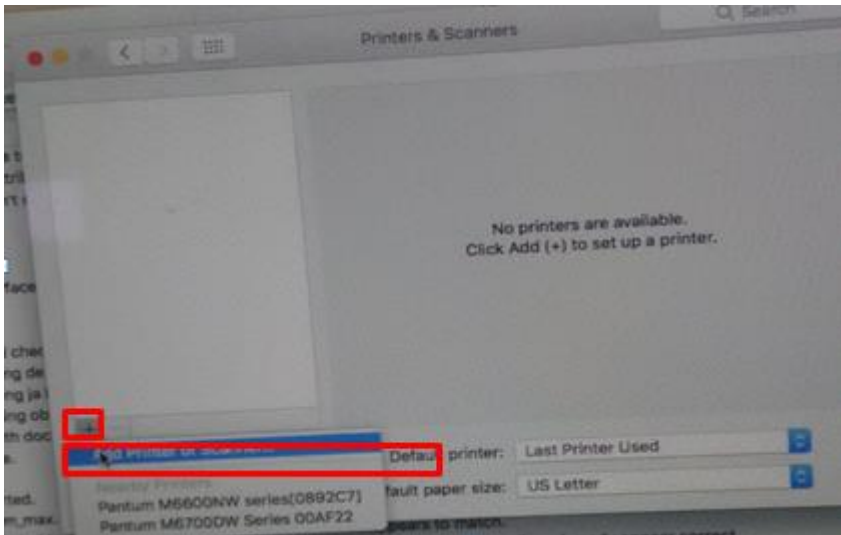
## 50. How to “add a printer “by manually under Mac?

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

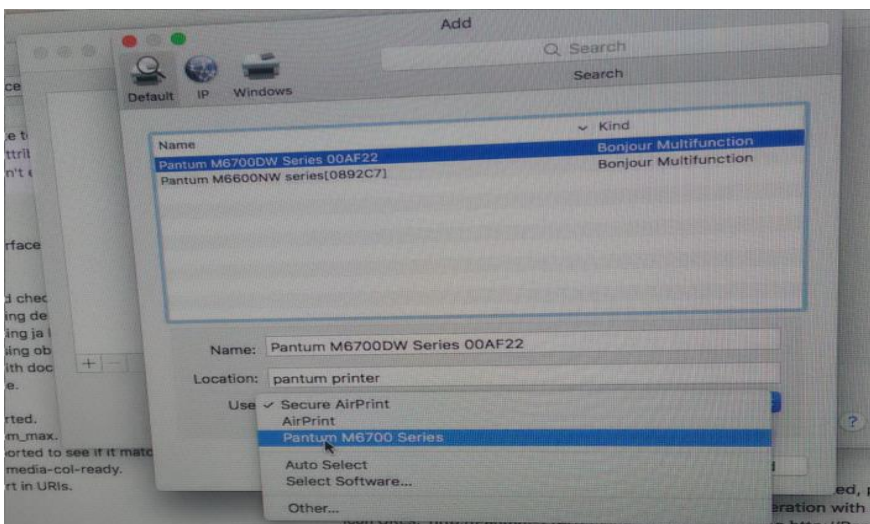
**Step2:** After installed the driver, please chose the Printer icon in PC and log in.



**Step3:** Click “+” to add the printer.

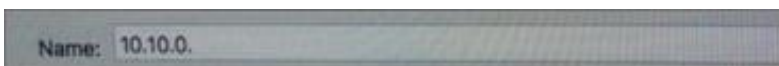


**Step4:** Please choose the corresponding model from installed printer when pop up the dialog box. Then chose the corresponding printer's driver which installed on PC. (It is needed to be the same with printer model.) After chose to save, it will be finished to install.



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

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

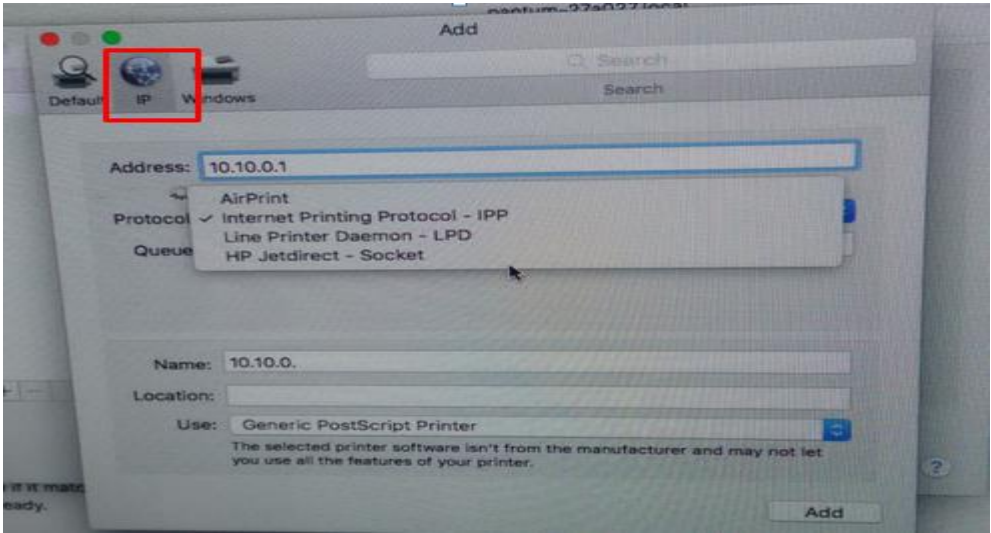


Here is the printer's name without modifications.



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

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

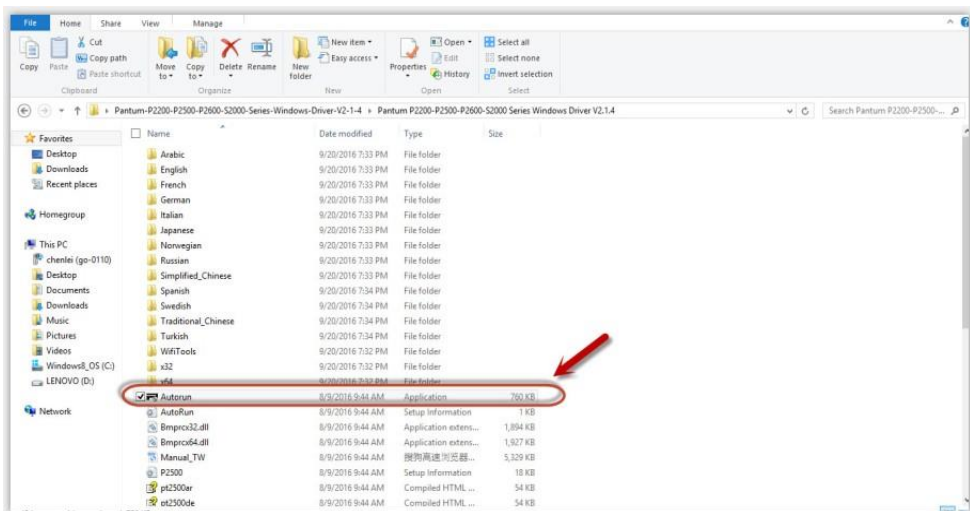


## 51. How to download the User Manual Successfully?

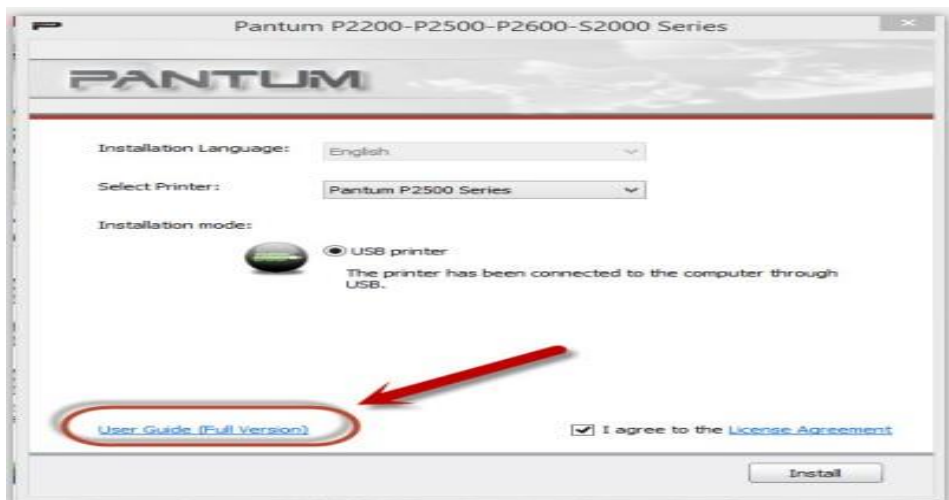
Here are two options for you to download the user manual for the printer's

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

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

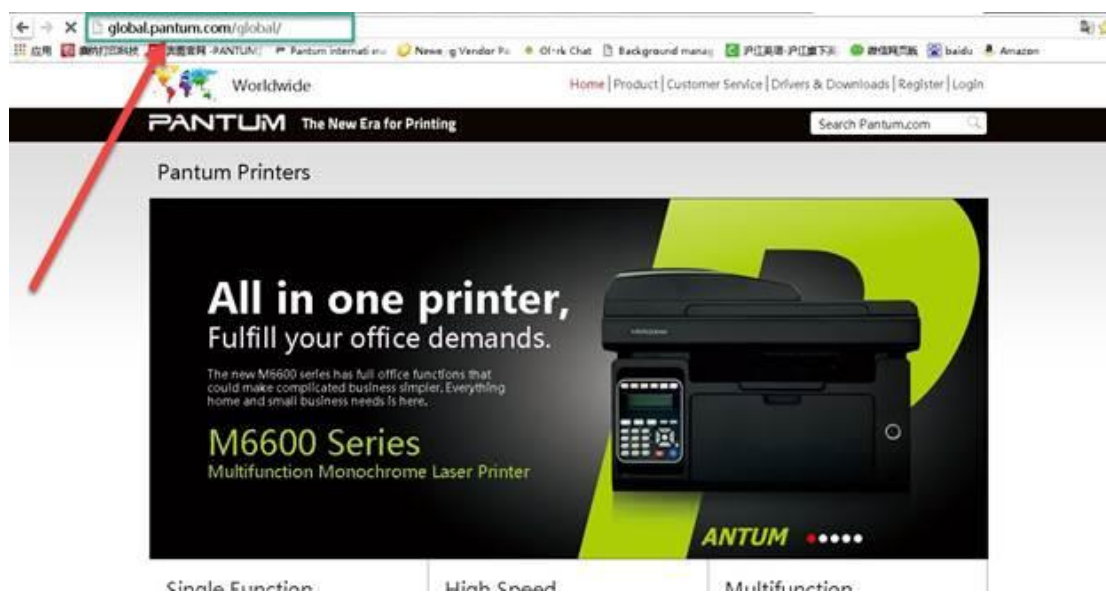


**Step2:** Click 'User Guide' at the left corner of the installation interface.

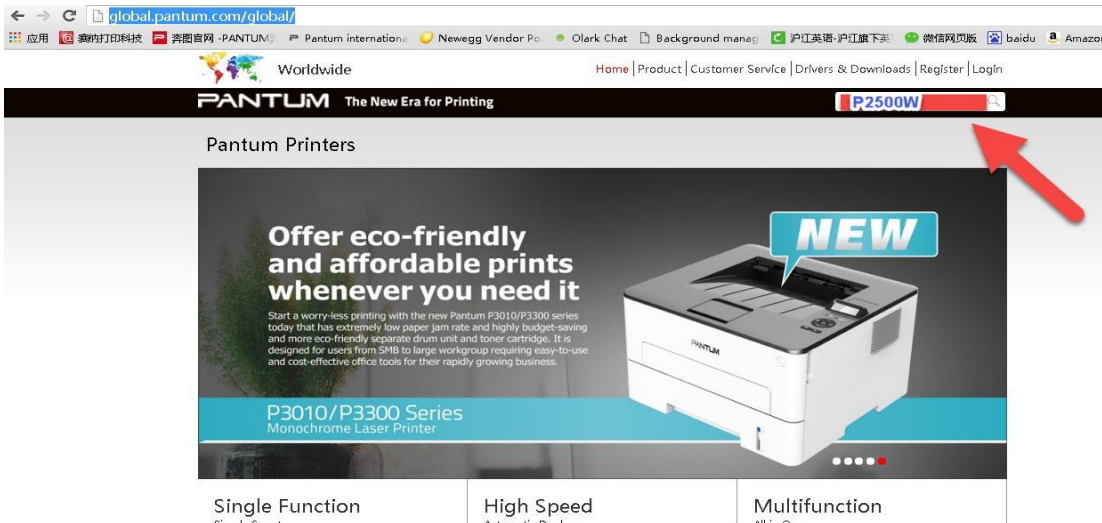


**Option B)** Please download the user manual from our official website.

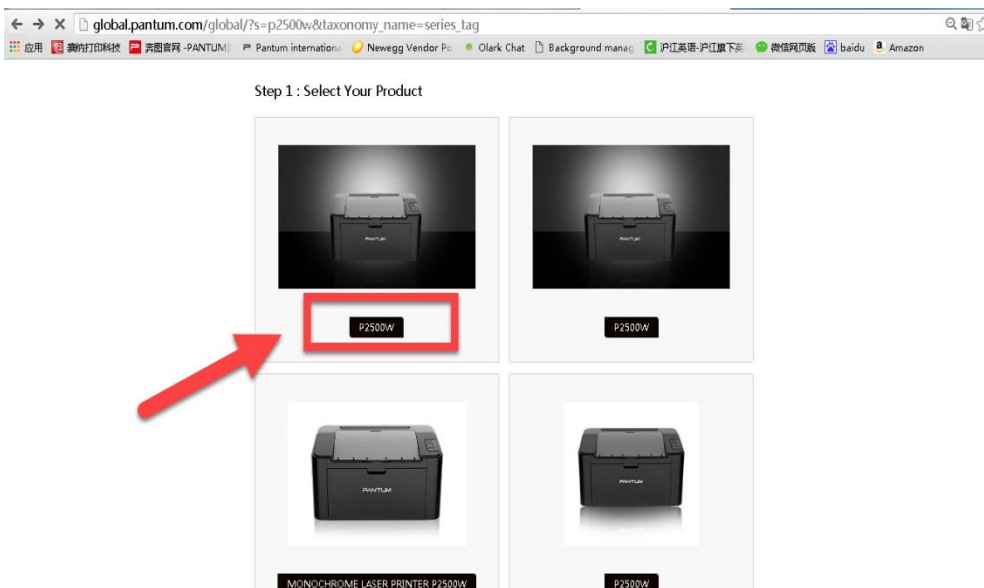
**Step1:** Please log in the website: <http://global.pantum.com/global/>.



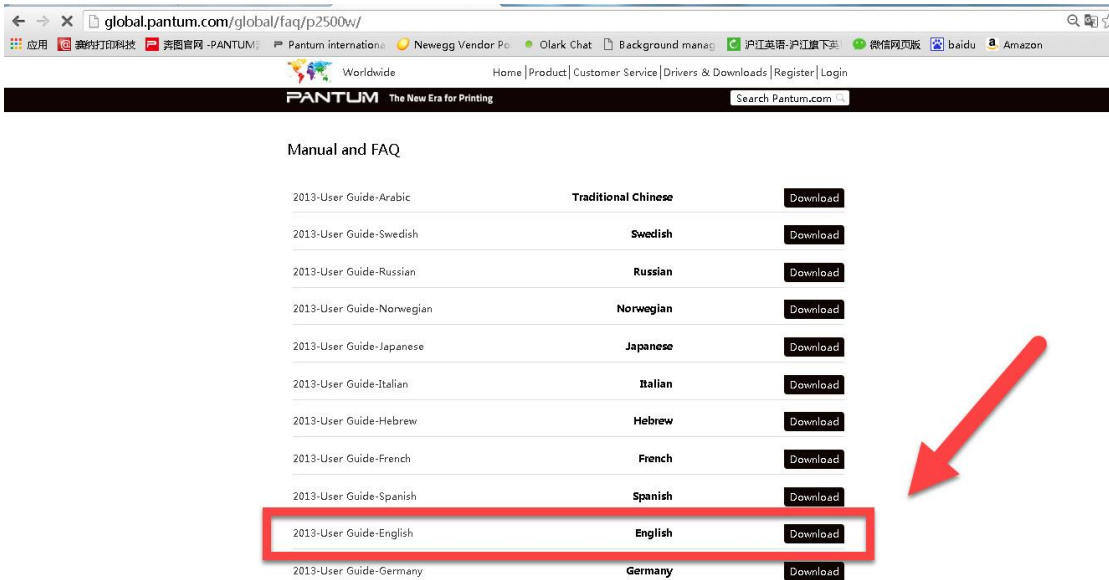
**Step2:** Enter your model of your printer in the blank of the below picture



**Step3:** Select the model of your printer.



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



## 52. How to Print Information Pages from M6700/M7100 Series Printer?

**Step1:** Click menu and to choose number by 'page down' on the below control panel.



**Step2:** Click "7-Info.report" in the menu setting-----"ok"



**Step3:** Select NO.2-'Prt Info Page' -----then chose 'OK" it will be done.



### 53. How to Print Information Pages from M6800/M7200 Series Printer?

**Step1:** Click menu and to choose number by 'page down' on the below control panel.



**Step2:** Click "7-Info.report" in the menu setting-----"ok"





**Step3:** Select NO.2-‘Prt Info Page’ -----then chose ‘OK” it will be done.



## 54. How to Restore Factory Setting on M6700/M7100 Series Printer?

**Step1:** Click menu and to choose number by ‘page down’ on the below control panel.



**Step2:** Click”NO.2-system set” by ‘up and down’ button in the menu setting, and then chose “OK”



**Step3:** Click “NO.3- Restore set” in the menu setting-----“ok”



**Step4:** Select NO.2-‘Yes’ -----then chose ‘OK” it will be done.



## 55. How to Restore Factory Setting on M6800/M7200 Series Printer?

**Step1:** Click menu and to choose number by ‘page down’ on the below control panel.



**Step2:** Click "NO.2-system set" by 'up and down' button in the menu setting, and then chose "OK"



**Step3:** Click "NO.3- Restore set" in the menu setting-----"ok"



**Step4:** Select NO.2-'Yes' -----then chose 'OK" it will be done.



## 56. How to set the language back to English on M6700/M7100 Series Printer?

Please follow up with below steps (I will put two pictures for the different languages, if you still failed to follow up the choosing numbers, maybe you can try to change it with same words.):

**Step1:** Click menu and to choose number by 'page down' on the below control panel.



**Step2:** Select 'NO.2-system set' in the menu setting (these two kinds of languages pic are the same meanings), then chose "OK"



**Step3:** Then Select “NO.2-language set” in the system set( these two kinds of languages pic are the same meanings)----- then chose “OK”



**Step4:** At last select NO.2-‘English’( these two kinds of languages pictures are the same meanings)-----then chose ‘OK” it will be done.



## 57. How to set the language back to English on M6800/M7200 Series Printer?

Please follow up with below steps (I will put two pictures for the different languages, if you still failed to follow up the choosing numbers, maybe you can try to change it with same words.):

**Step1:** Click menu and to choose number by 'page down' on the below control panel.



**Step2:** Select 'NO.2-system set' in the menu setting ( these two kinds of languages pic are the same meanings), then chose "OK"



**Step3:** Then Select "NO.2-language set" in the system set( these two kinds of languages pic are the same meanings)----- then chose "OK"



**Step4:** At last select NO.2-“English”( these two kinds of languages pictures are the same meanings)-----then chose ‘OK” it will be done.



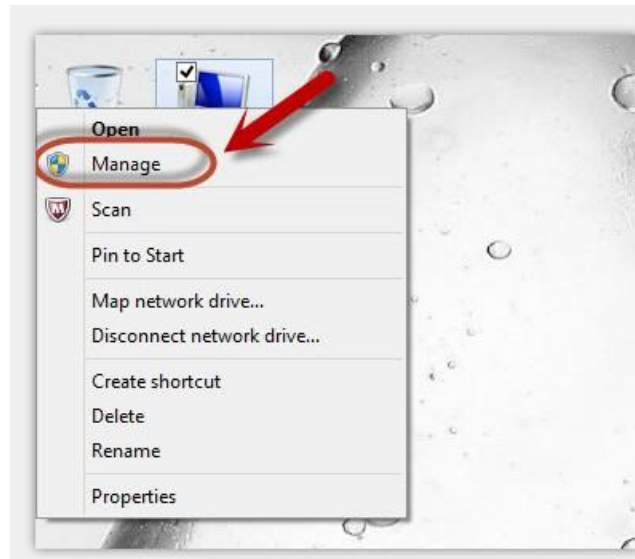
### 58. How to do when it shown “0x00000709” Error?

Reason:

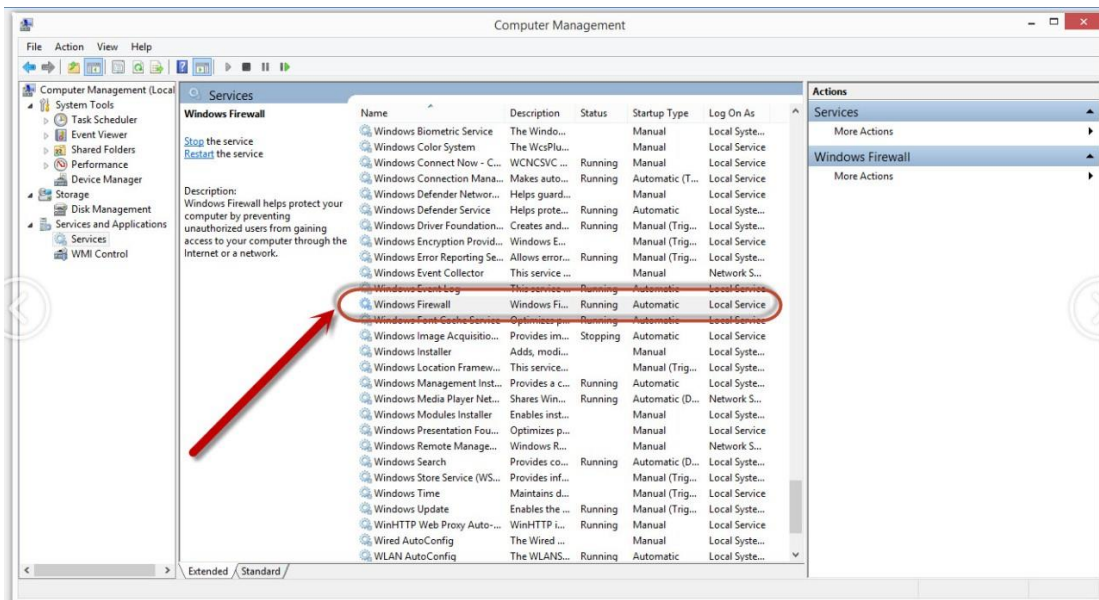
1. The compatibility issue about Windows system
2. When both of windows and XP sharing the same network, and the XP as the main host will be led to this problem.

Solution A:

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



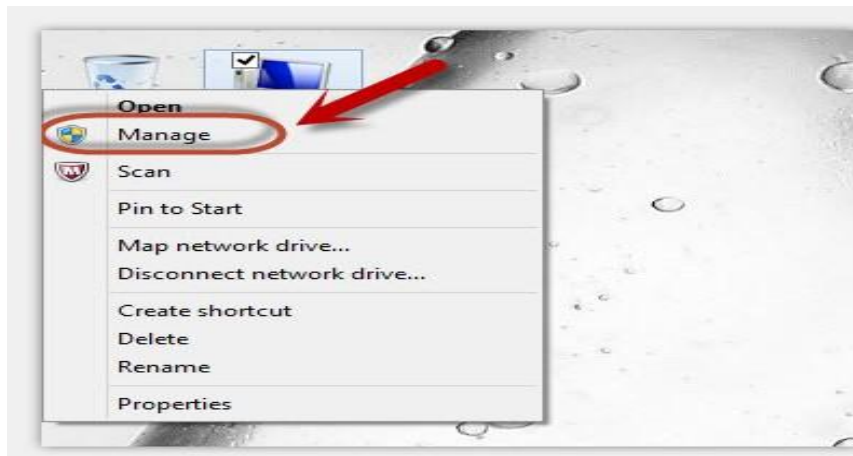
**Step2:** Select “windows firewall” and right click to “run” it. Restart your computer after you run the windows firewall.



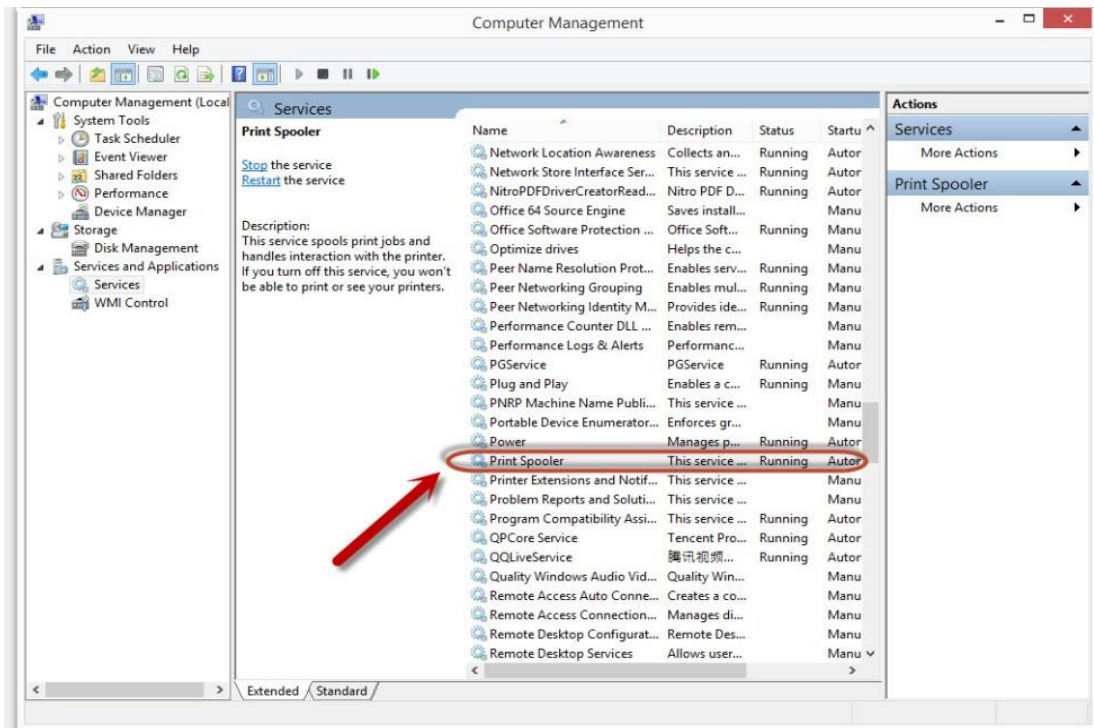


Solution B:

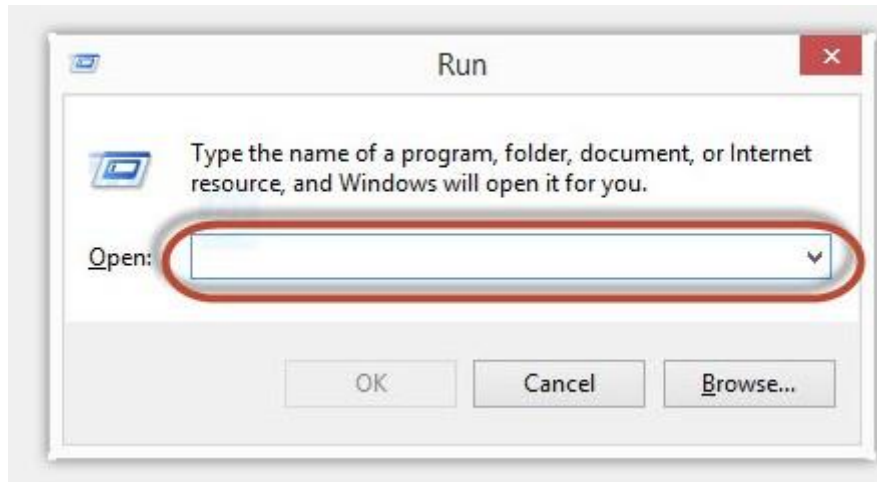
**Step1:** Select “Manage” in the “This PC”.



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



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

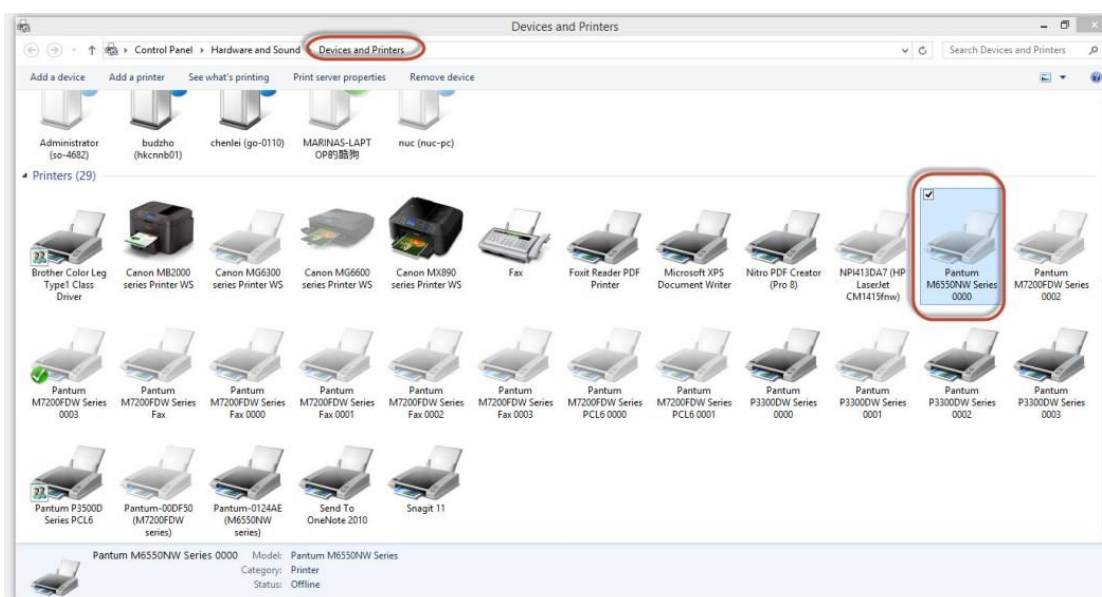


**Step4:** please Right click “connect” in the listed printer. It will be installed the driver directly.

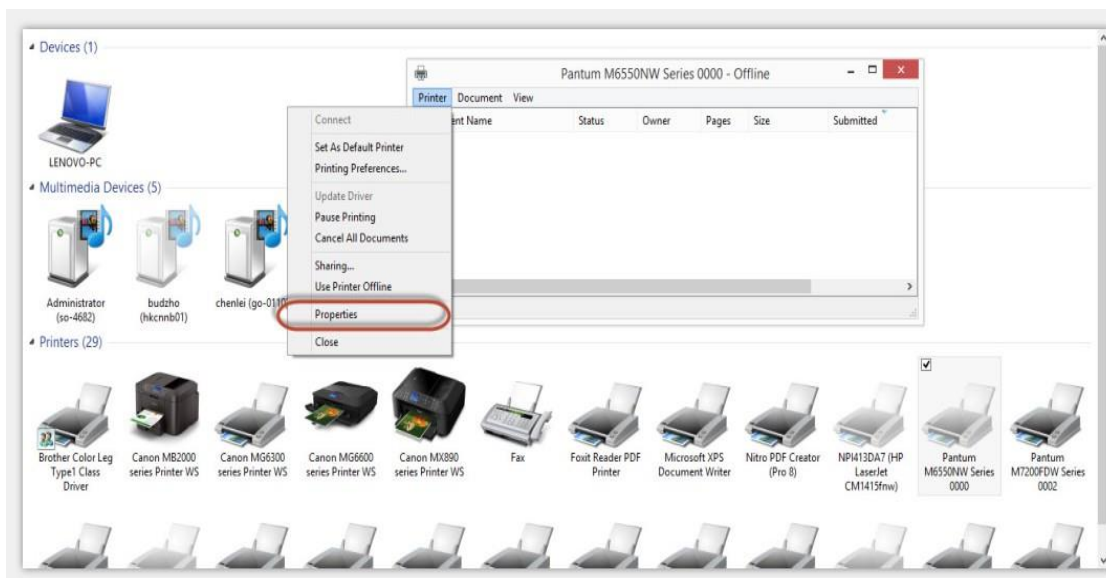
**Step5:** After done all above steps, you will see the connected printer in the “ Devices and printers”

## 59. How to Print PRN File setting in printer?

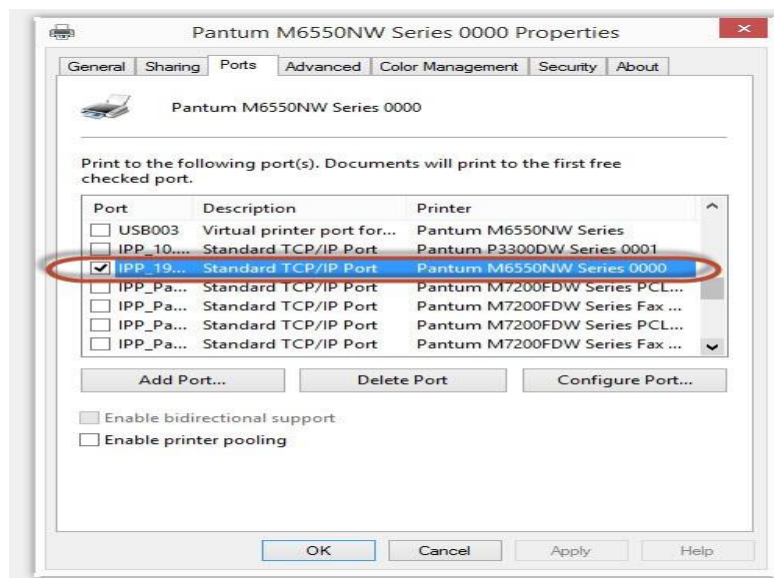
**Step1:** Click your model of the printer in the ‘Devices and Printers’.



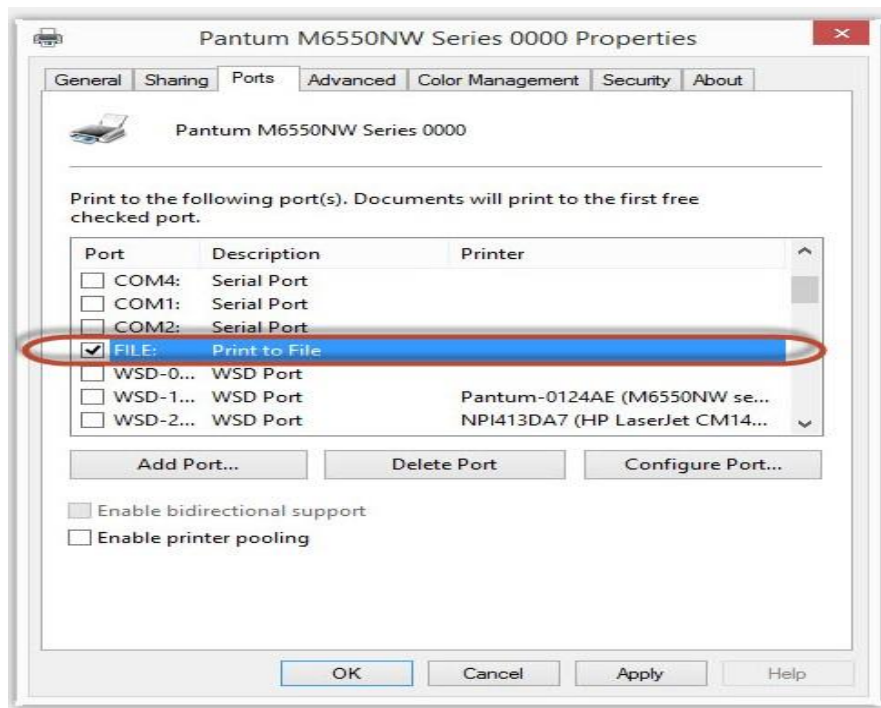
**Step2:** Click "Properties" of the printer



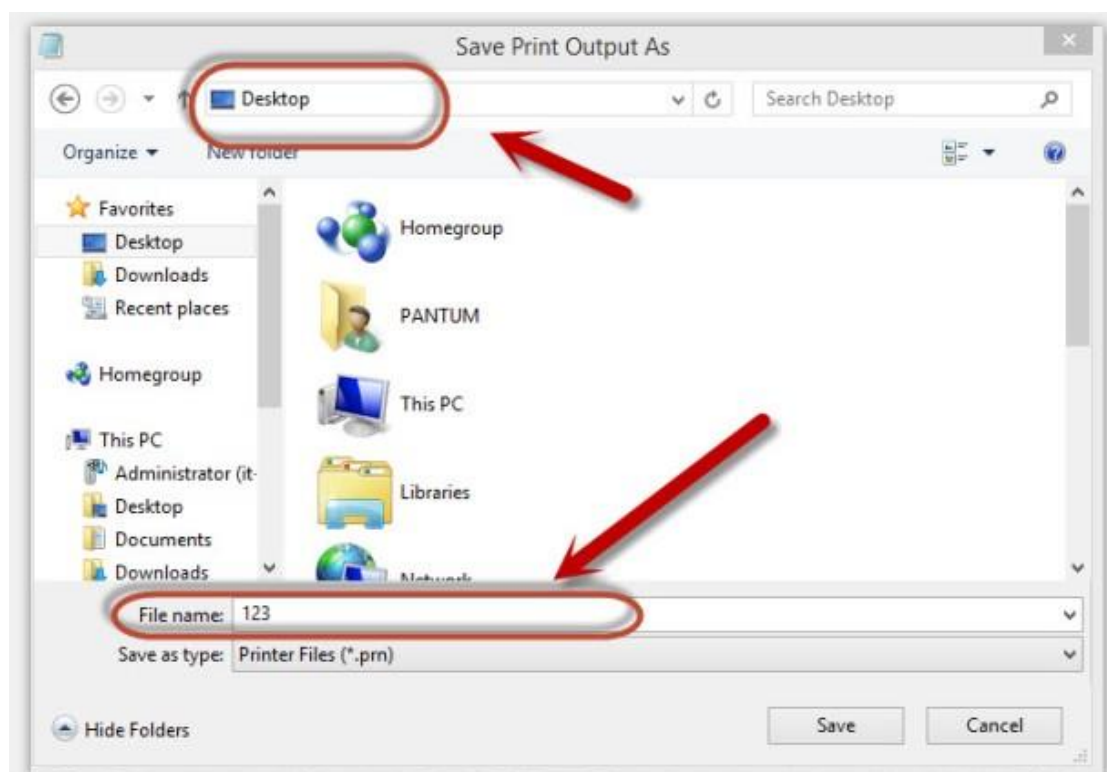
**Step3:** Please check your original port in the port and keep it in mind



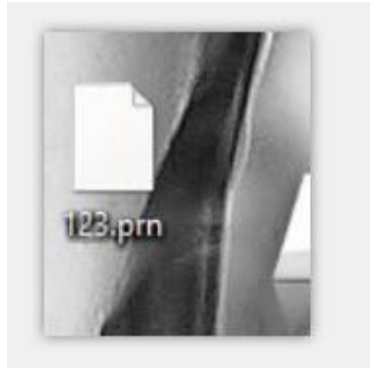
**Step4:** Please change your original port to “FILE:Print to File”.



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



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



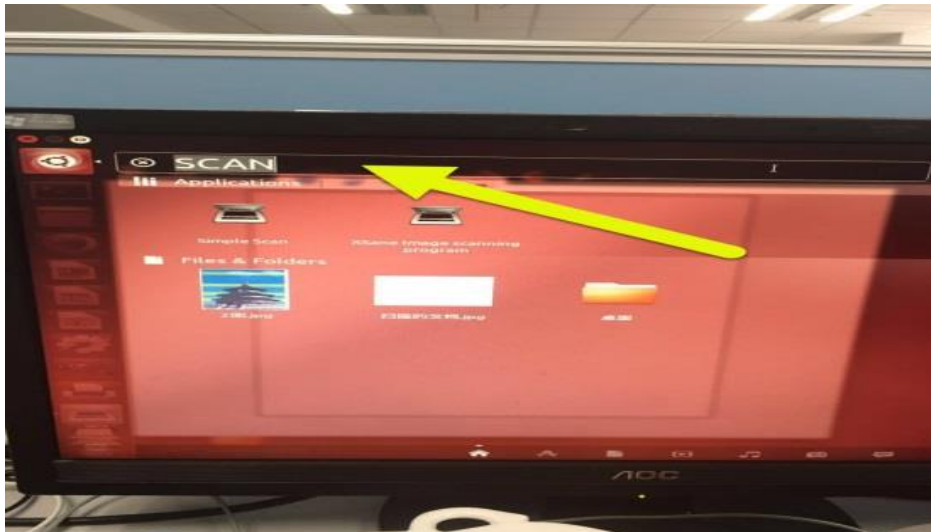
**Step7:** change your port back to your original port as **Step 3**

## ⑥ Scan Issues:

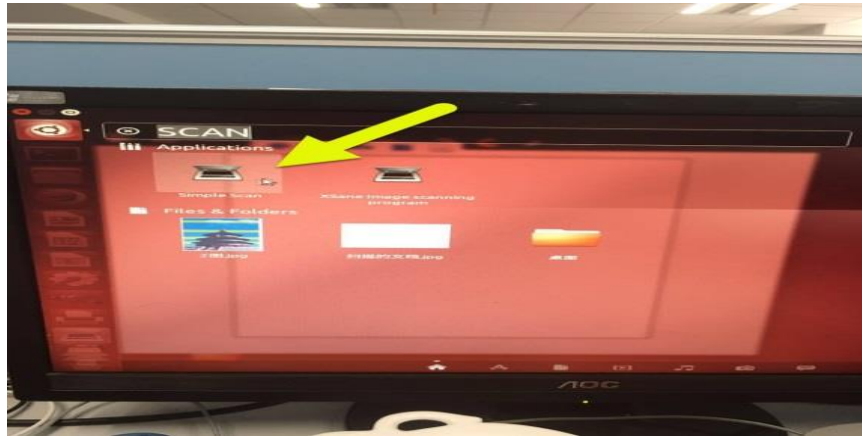
### 60. How to Scanning on Linux System?

**Step1:** Make sure that you printer is connected to the computer with USB cable.

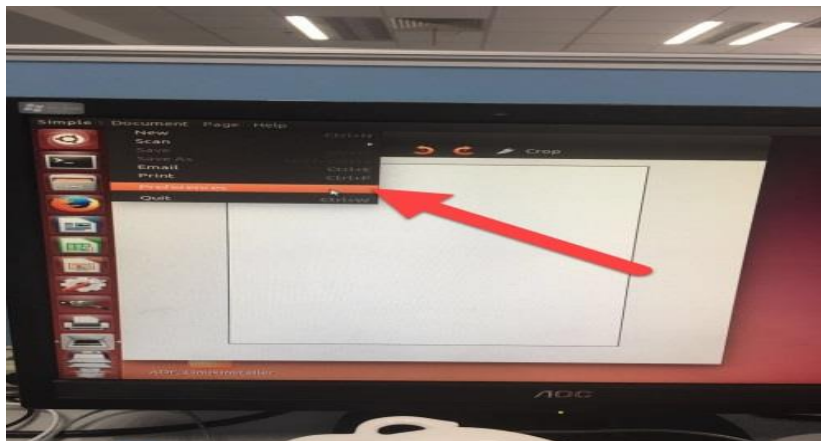
**Step2:** Please search the “scan” in application of Linux’s system



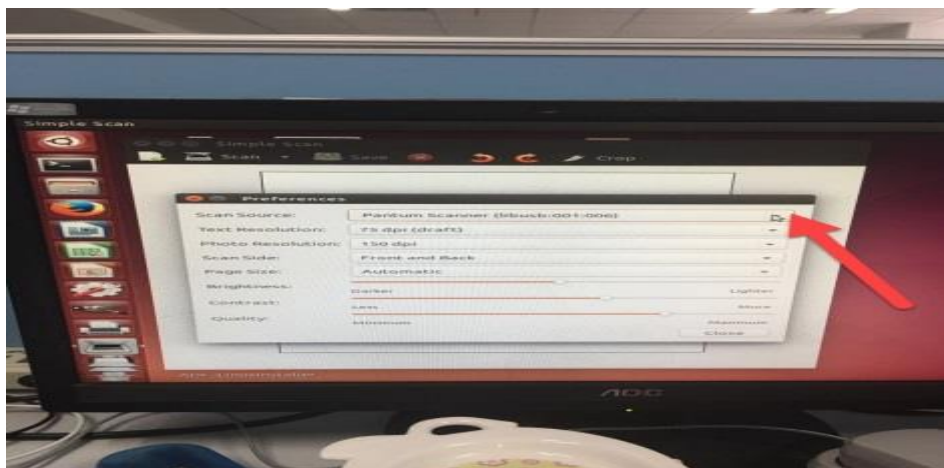
**Step3:** Please chose “simple scan” on the below picture:



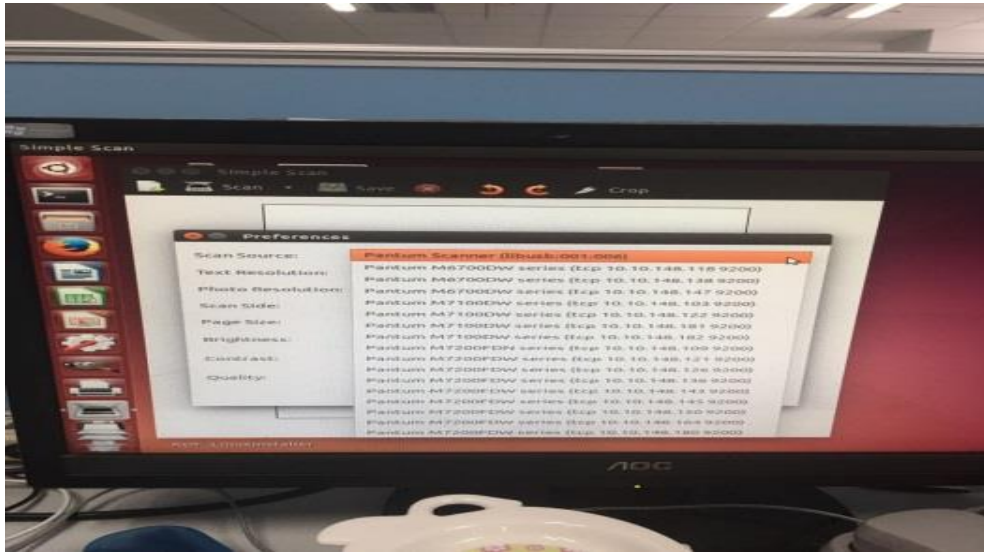
**Step4:** Please chose "preferences" to go to the next step (it will be shown as below):



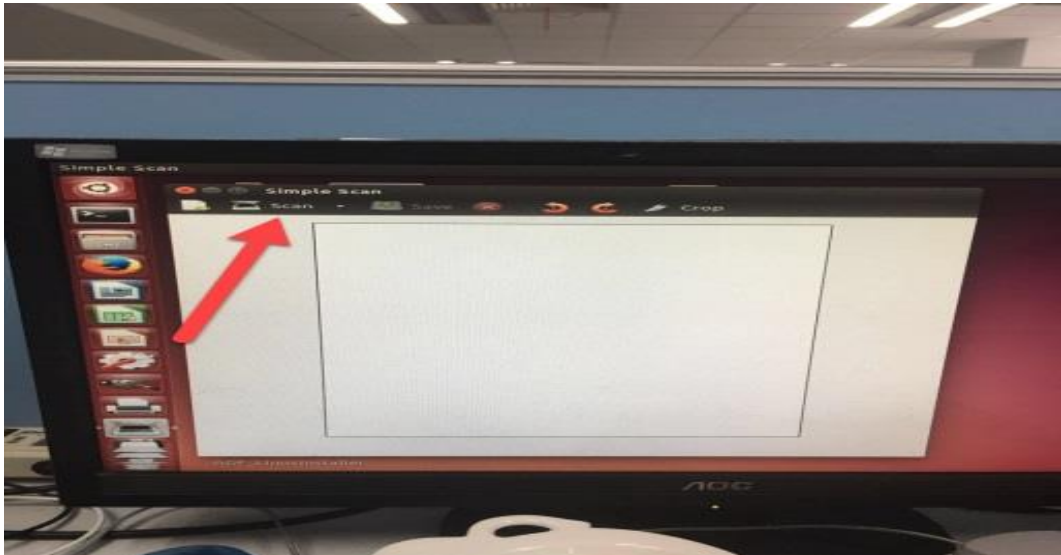
**Step5:** Please chose "Page down" arrow in the scan source to go to the next step



**Step6:** Then you can choose the corresponding model about your Pantum printer

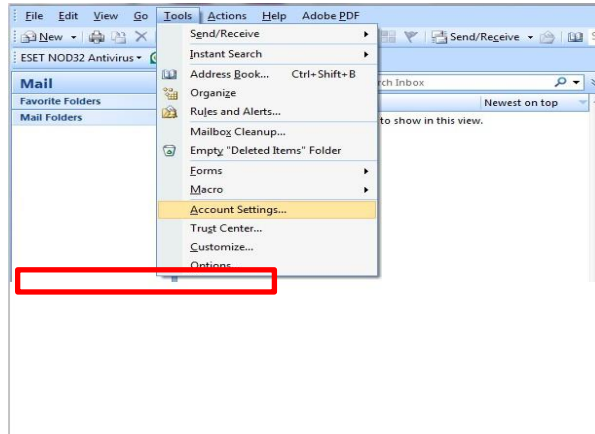


**Step7:** At last, please chose “scan” that will be done.

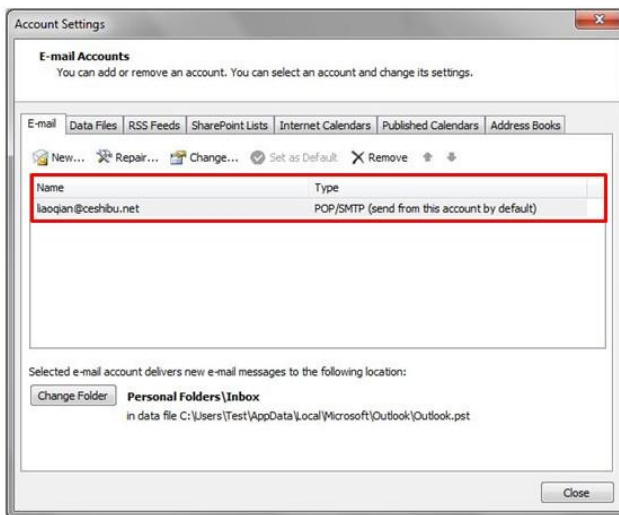


**61. Why it is unavailable for the “scanning to email”?**

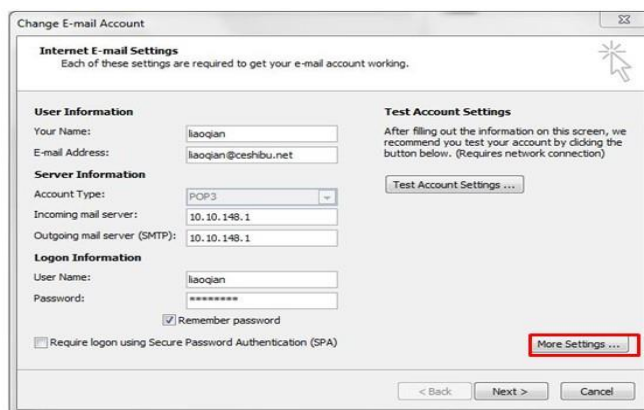
**Step1:** Please log in your email first, and then click “tools”-----“account setting”



**Step2:** Please double click “internet protocol” then it will be entered into the next step:

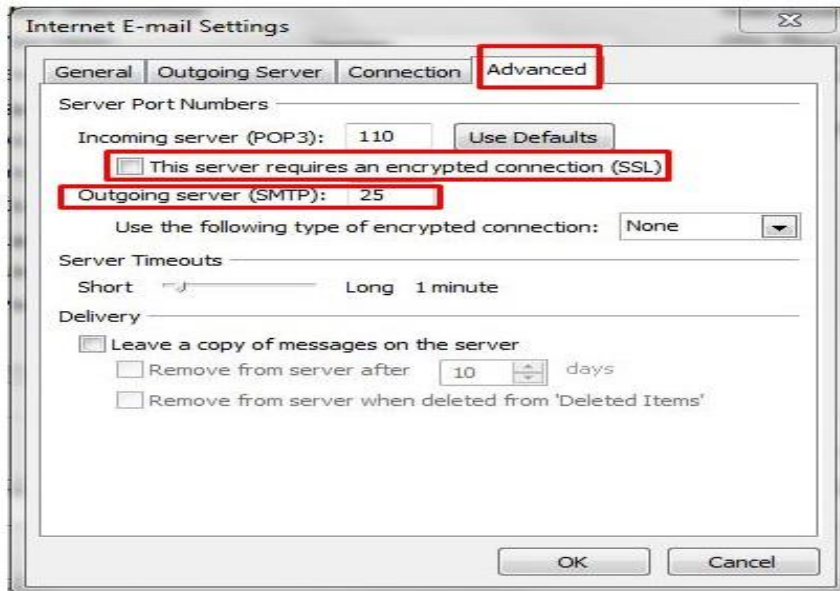


**Step3:** Please click “more settings”; it will be entered into the next step:



**Step4:** Please chose” advanced”, but please don’t tick the” (SSL)”, and then set up the outgoing server port as “25”, at last please click” ok”.





## 62. How to merge multi-page scanned documents into one PDF from M6700/M7100 Series Printer?

**Step 1:** Press "Scan" button to enter scan status. The default scan mode of control panel is Single Page.



**Step 2:** Press "▲" or "▼" button to select and enter "Merge Scan" mode.



**Step 3:** Press "Start" button and the Scan Process Bar Interface will pop up on the computer.

**Step 4:** After completing scanning the first page, the contents as shown below will appear on the control panel:

Press "Start" button - scan the next page

Press "OK" button- end the scanning

**Step 5:** Put the document to be scanned on the glass platen and press Start button to continue to scan the second page (For ADF scanning, it can run continuous scan directly).

**Step 6:** Repeat the operation as described in the step 5 to scan multi-pages till you press "OK" button to end this operation.

**Step 7:** After completing the operation, the application will save PDF document to the specified folder.

### **63. How to merge multi-page scanned documents into one PDF from M6800/M7200 Series Printer?**

**Step1:** Press "Scan" button to enter scan status. The default scan mode of control panel is Single Page.



**Step 2:** Press "▲" or "▼" button to select and enter "Merge Scan" mode.



**Step 3:** Press "Start" button and the Scan Process Bar Interface will pop up on the computer.

**Step 4:** After completing scanning the first page, the contents as shown below will appear on the control panel:

Press "Start" button - scan the next page

Press "OK" button- end the scanning

**Step 5:** Put the document to be scanned on the glass platen and press Start button to continue to scan the second page (For ADF scanning, it can run continuous scan directly).

**Step 6:** Repeat the operation as described in the step 5 to scan multi-pages till you press "OK" button to end this operation.

**Step 7:** After completing the operation, the application will save PDF document to the specified folder.

## ⑦ Fax Issues—For M6800/M7200 Series Printer

### 64. How to change the fax report status on M6800/M7200 Series Printer?

**Step1:** Select menu on the below control panel



**Step2:** Select 'NO.1-fax setting' by page down button.



**Step3:** Select 'NO.14-fax report' in the fax setting

**Step4:** Select 'NO.2-confirm report'



**Step5:** Then you can choose the report status of “NO.1 Turn off” , “NO. 2 Always print” , “NO. 3 Only err occur” , by page down button.



## 65. How to close the fax report setting on M6800/M7200 Series Printer?

**Step1:** Select menu on the below control panel

**Step2:** Select 'NO.1-fax setting' by page down button.



**Step3:** Select 'NO.14-fax report' in the fax setting

**Step4:** Select 'NO.2-confirm report'



**Step5:** Then you can choose the report status of "NO.1 Turn off", it will be done.



## 66. How to setting the Fax sending report on M6800/M7200 Series Printer?

**Step1:** Press "Menu" Button on the control panel, as the arrow indicated.



**Step2:** Press "page down" Button to select "1.Fax setting", then press "OK".



**Step3:** Select "2.Confirm report" by "page down" button, then press "OK".

**Step4:** Select "2.Confirm report" by "page down" button, then press "OK". The setting is done.



Other Tips: at step4, we can select “NO.1 Turn off” , “NO. 2 Always print” , “NO. 3 Only err occur” option through “page up/down” button for other report request. The interface as below:



## 67. How to set the fax as Phone Mode on M6800/M7200 Series Printer?

**Step1:** Select menu on the below control panel

**Step2:** Please choose “page down” to select





**Step3:** Select 'NO.1-Fax setting' in the menu setting

**Step4:** Select "NO.2-Receive set" in the system set



**Step5:** Select NO.1- "Answer mode"- "ok"

**Step6:** Select No.2"Phone mode" ,and it will be done.



**Note:** • In the phone mode, you have 3 ways to receive a fax:

1) Press the Start button on the Control Panel and the machine starts to receive the fax;

2) Take the phone handle or press the Speaker button on the Control Panel and press the Start button for the machine to start receiving the fax;

3) Use the remote receiving mode (applies only to external telephone operations) to press **\*\*90** on the extension panel when the phone is taken and the machine starts to receive the fax.

## 68. How to set the fax as Fax Mode on M6800/M7200 Series Printer?

**Step1:** Select menu on the below control panel

**Step2:** Please choose "page down" to select



**Step3:** Select 'NO.1-Fax setting' in the menu setting

**Step4:** Select "NO.2-Receive set" in the system set



**Step5:** Select NO.1- "Answer mode"- "ok"

**Step6:** Select No.1 "Fax mode", and it will be done.



### 69. How to Set the Time Zone Format on M6800/M7200 Series Printer?

**Step1:** Select menu on the below control panel

**Step2:** Please choose “page down” to select



**Step3:** Select 'NO.2-system set' in the menu setting

**Step4:** Select “NO.8-Time/date” in the system set



**Step5:** Select NO.5- "Time format"- "ok"

**Step6:** Select "12H or 24H" format in the Time format.



## 70. How to adjust receiving NO. of rings in fax mode on M6800/M7200 Series Printer?

**Step1:** Please select 'Menu'

**Step2:** Select' NO.2-System set' by page down button



**Step3:** Select' NO3-Restore set' by page down

**Step4:** Select' NO2-YES', and press 'OK' button



**Step5:** Select' NO2-Receive set' in fax setting

**Step6:** Select' NO2-NO.of rings'



**Step6:** select the times of “ the NO. of rings”, and press 'OK' button it will be done.



## 71. How to create a new contact by M6800/M7200 Series Printer?

**Step1:** Press "Fax" and then chose "Ok" to enter the "Fax Setting" interface

**Step2:** Choose the “NO.11.Contacts” option you want to set by pressing the page up and down keys.



**Step3:** Select “NO.1 Contacts”

**Step4:** Enter the fax number one by one by pressing the number on the “NO.4 New and edit”



Step5: It will be taken an example as below:





## 72.How to close toner saving status setting on M6800/M7200 Series Printer?

**Step1:** Select menu on the below control panel



**Step2:** Select 'NO.2-system setting' by page down



**Step3:** Select 'NO.1-toner save set' in the system setting



**Step4:** Select 'NO.1-Turn off' it will be done



### 73. How to close the report when toner low Setting on M6800/M7200 Series Printer?

**Step1:** Select menu on the below control panel



**Step2:** Select 'NO.1-fax setting' by page down button.



**Step3:** Select 'NO.2-Receive set,' in the fax



**Step4:** Select 'NO.8-cont.low toner'



**Step5:** Then you can choose the status of "NO.1 Turn off" and press 'OK" button, it will be done.



## 74. How to Send Group Fax on M6800/M7200 Series Printer?

With the feature of Group sending, it supports inputting several numbers to be faxed one by one, with the ability of up to 99 fax numbers for each group sent to at the same time.

**A:** At first, you need to set up all the new fax numbers in the contacts.

**Step1:** Press "Fax" and then "Menu" to enter the "Menu Setting" interface

**Step2:** Press OK button to enter the Fax setting interface.



**Step3:** Choose the “11.Contacts” option you want to set by pressing the page up and down keys.



**Step4:** Enter the fax number one by one by pressing the number on the “NO.4 New and edit”



**Step5:** It will be taken an example as below:



**B:** Secondly, please go back to the "NO.2 Group call" and set up a new group contact.

**Step1:** Please choose "NO.4 New and edit" in the "Group call."



**Step2:** It will be taken an example as below:



**C.** Select "NO.2 Add from contact."



**d.** Select the number you added in the contact



**C:** At last, please go back to the "NO.2 Group call" and send the fax as "group sending."

**Step1:** Please choose "NO.4 Group call" after you input all the fax numbers in one contact group.

**Step2:** At last, chose "Start" and it will be done.



## 75.How to Send Multi-address Fax on M6800/M7200 Series Printer?

With the feature of multi-address sending, it supports inputting several numbers to be faxed one by one, with the ability of up to 20 fax numbers sent to at the same time.

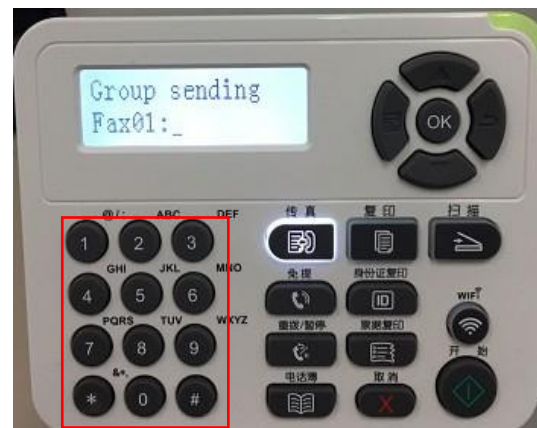
**Step1:** Press "Fax" and then "Menu" to enter the "Menu Setting" interface

**Step2:** Press OK button to enter the No.1-Fax setting interface.



**Step3:** Choose the “9.Group sending” option you want to set by pressing the page up and down keys.

**Step4:** Enter the fax number one by one by pressing the number on the control panel.



**Step5:** Please choose “Yes” when it shown “Add more number”.

**Step6:** At last, chose “Start” and it will be done.

