M6700/M7100/M6800/M7200 Serial Printers FAQ:

M6700/M7100/M6800/M7200 Serial Printers FAQ:..... 1

① Installation Issues: 6

1. How to set up my Pantum M6700/M7100/M6800/M7200 Series Printer to a Wireless Network easily by one click installation? (applicable to Wi-Fi or network models)..... 6

2. How do I setup a password for my WI-FI Connection? (applicable to Wi-Fi models)..... 10

3. Where can I download the soft wares and drivers for my printer M6700/M7100/M6800/M7200 Series Printer?..... 16

4. How to solve the wireless connection failed when it showed "The printer cannot connect to any wireless network with the wireless credentials provided"?..... 19

5. What's the WIFI default password of printer's wireless hotspot? 20

6. How to close Printer WIFI Hotpot Setting?..... 20

7. How to install the Printer with hostname？ 22

8.Where can I check the Hotspot IP address？ 26

9. How to connect the printer under Mac system with cable Setting Guide? 27

10. How to print wirelessly with Mac WIFI Direct via M6700/M7100/M6800/M7200 Series Printer? 28

11. How to delete the driver in using?..... 31

12. How to install the driver in Linux Ubuntu system?..... 33

13. How to connect the printer to the wireless router through MAC by WIFI? 38

14. How to install the printer driver manually in windows 10..... 40

15. How to delete the printer driver in Windows 10..... 44

② Cartridge Issues:..... 45

1. How do I replace or insert a cartridge?..... 45

2. How do I check the amount of toner left in my cartridge from M6700/M7100 Series Printer?..... 45

3. How do I check the amount of toner left in my cartridge from M6800/M7200 Series Printer?..... 47

4. How do I check how many pages I have printed so far from M6700/M7100 Series Printer? 49

5. How do I check how many pages I have printed so far from M6800/M7200 Series Printer? 51

6. What are the toner cartridge models for M6700/M7100/M6800/M7200 series printer? 52

7. What are the drum unit models for M6700/M7100/M6800/M7200 series printer? 52

8. How about the standard page yield of toner cartridge TL-410? 53

9. Why the Status light shows orange when I insert a new cartridge? 53

10. What's the meaning of status displayed by the status indicator? 53

11. What's the meaning of status displayed by the power indicator? 54

12. How to check the printer's serial number location: 54

13. How to check the toner's serial number location: 54

14. How to check the drum unit's serial number location: 55

15. Why the printout is not clearly and a little whitish in the printing? 55

③ Paper Issues: 56

1. How can I clear any paper jam in the printer? 56

2. Why the printer could not feed paper successfully? 58

3. What kinds of paper can I use in my Pantum M6700/M7100/M6800/M7200 series printer? 59

4. How to print multipage on one page? 59

5. How to adjust letter format in the printing document? 60

6. How to adjust envelope type in the printing document? 62

④ Printer Compatible Issues: 64

1. Does my Pantum Printer works on Windows Mobile? 64

2. Is my printer Mac compatible? What are the versions that it is compatible with? 64

3. Is my printer Linux compatible? What are the versions that it is compatible with? 64

4. Is my printer Windows compatible? What are the versions that it is compatible with? 64

5. Could I download the APP from Google Play? 64

6. Is my printer compatible with Chrome OS system? 64

7. Is my printer compatible with Linux OpenSuse system? 64

8. Is my printer compatible with Linux Debian 9 system? 65

⑤ Mobile Guidance Issues: 66

1. How do I take a mobile print out from Android? 66

2. How do I take a mobile print out from IOS? 66

3. How to print a PDF file from Android mobile phone? 66

4. How to check the Pantum app version in Android system Guide? 70

5. How to merge multi-page scanned documents into one PDF from M7100/M6800/M7200 (with "W") Series Printer via Android mobile phone? 72

6. How do I take a mobile scan from Iphone/ Ipad device from M6700/M7100/M6800/M7200 (with "W") Series Printer? 73

7. How to do the duplex printing in the mobile phone from M6700 /M7100 /M6800 /M7200 (with "W") Series Printer? 76

⑥ General Settings Issues: 79

1. Is it possible to close the 'Auto sleeping time' on M6700/M7100 Series Printer? 79

2. Is it possible to close the 'Auto sleeping time' on M6800/M7200 Series Printer? 79

3. How to Restore Factory Setting on M6700/M7100 Series Printer? 80

4. How to Restore Factory Setting on M6800/M7200 Series Printer? 82

5. How to set the language back to English on M6700/M7100 Series Printer? 83

6. How to set the language back to English on M6800/M7200 Series Printer? 85

7. How to close toner saving status setting on M6800/M7200 Series Printer？ 87

8. What is my M6700/M7100/M6800/M7200 series printer Specifications? 88

⑦ Normal Printer Issue: 90

1. How to get the printer to print darker under Windows? 90

2. How to get the printer to print darker under Mac? 90

3. How to "add a printer "by manually under Windows? 91

4. How to "add a printer "by manually under Mac? 95

5. How to do Duplex Printing on Windows system? 97

6. How to cancel the “duplex printing” under Windows? 98

7. How to cancel a printing job in the queue? 99

8. Why it will be smoked when printing? 100

9. What is the power requirement will be need? 100

10. How to Print PRN File setting in printer? 100

11. How to do when it shown “0x000000709” Error？ 104

12. How to change the printing port is available when it showed” Printing port is on used”. 107

13. How to download the User Manual Successfully? 108

14. How to register for printer warranty on-line? 111

15. How to Print Information Pages from M6700/M7100 Series Printer? 113

16. How to Print Information Pages from M6800/M7200 Series Printer? 114

17. How to do Duplex Printing on Mac system? 115

⑧ Scan Issues： 116

1. How to Scanning on Linux System? 116

2. Why it is unavailable for the “scanning to email”? 118

3. How to merge multi-page scanned documents into one PDF from M6700/M7100 Series Printer? 120

4. How to merge multi-page scanned documents into one PDF from M6800/M7200 Series Printer? 122

5. How to clean the scan file with vertical line from ADF M6800/M7100/M7200 Series Printer? 124

6. How to scan by PC via wireless ? 124

7. How to reduce the G-mail secure? 126

8. How to cope with the control panel shows "ADF Paper empty"? 129

9. How to scan by PC? 130

10. How to change the scanning folder? 131

⑨ Copy Issues： 134

1. How to do duplex copy from ADF (For M6800/M7100/M7200) 134

⑩ Fax Issues—For M6800/M7200 Series Printer 137

1. How to change the fax report status on M6800/M7200 Series Printer? 137

2. How to close the fax report setting on M6800/M7200 Series Printer? 138

3. How to setting the Fax sending report on M6800/M7200 Series Printer?..... 140

4. How to set the fax as Phone Mode on M6800/M7200 Series Printer? 141

5. How to set the fax as Fax Mode on M6800/M7200 Series Printer? 143

6. How to Set the Time Zone Format on M6800/M7200 Series Printer? 144

7. How to adjust receiving NO. of rings in fax mode on M6800/M7200 Series Printer？ 145

11. How to create a new contact by M6800/M7200 Series Printer？ 147

12. How to close the report when toner low Setting on M6800/M7200 Series Printer？ 149

13. How to Send Group Fax on M6800/M7200 Series Printer？ 150

14. How to Send Multi-address Fax on M6800/M7200 Series Printer？ 153

M6700/M7100/M6800/M7200 Serial Printers FAQ:

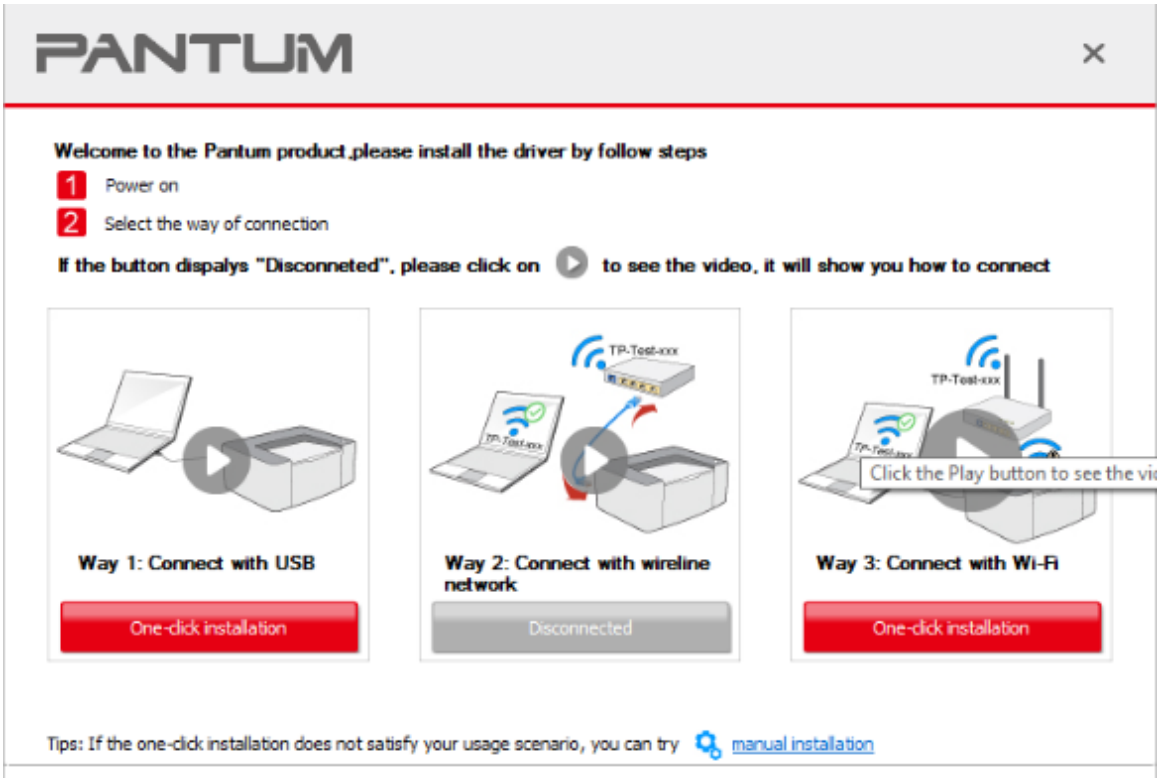
① Installation Issues:

1. How to set up my Pantum M6700/M7100/M6800/M7200 Series Printer to a Wireless Network easily by one click installation? (applicable to Wi-Fi or network models)

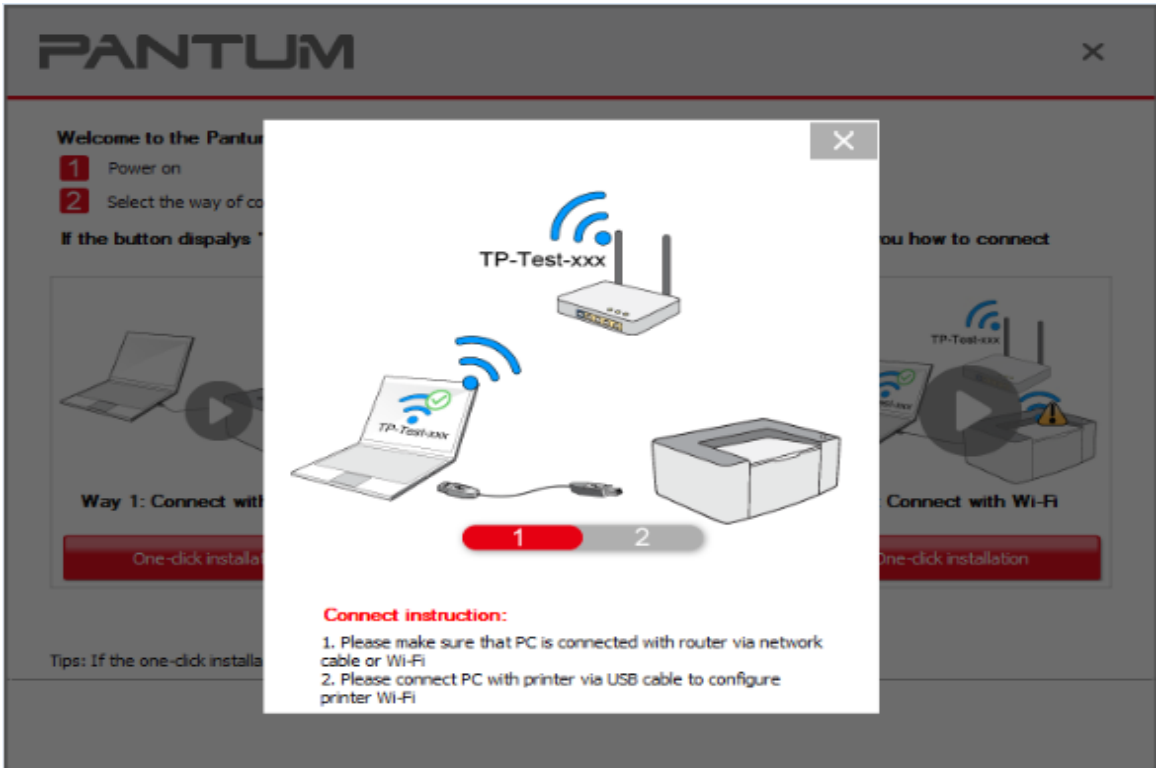
Here is the installation step:

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

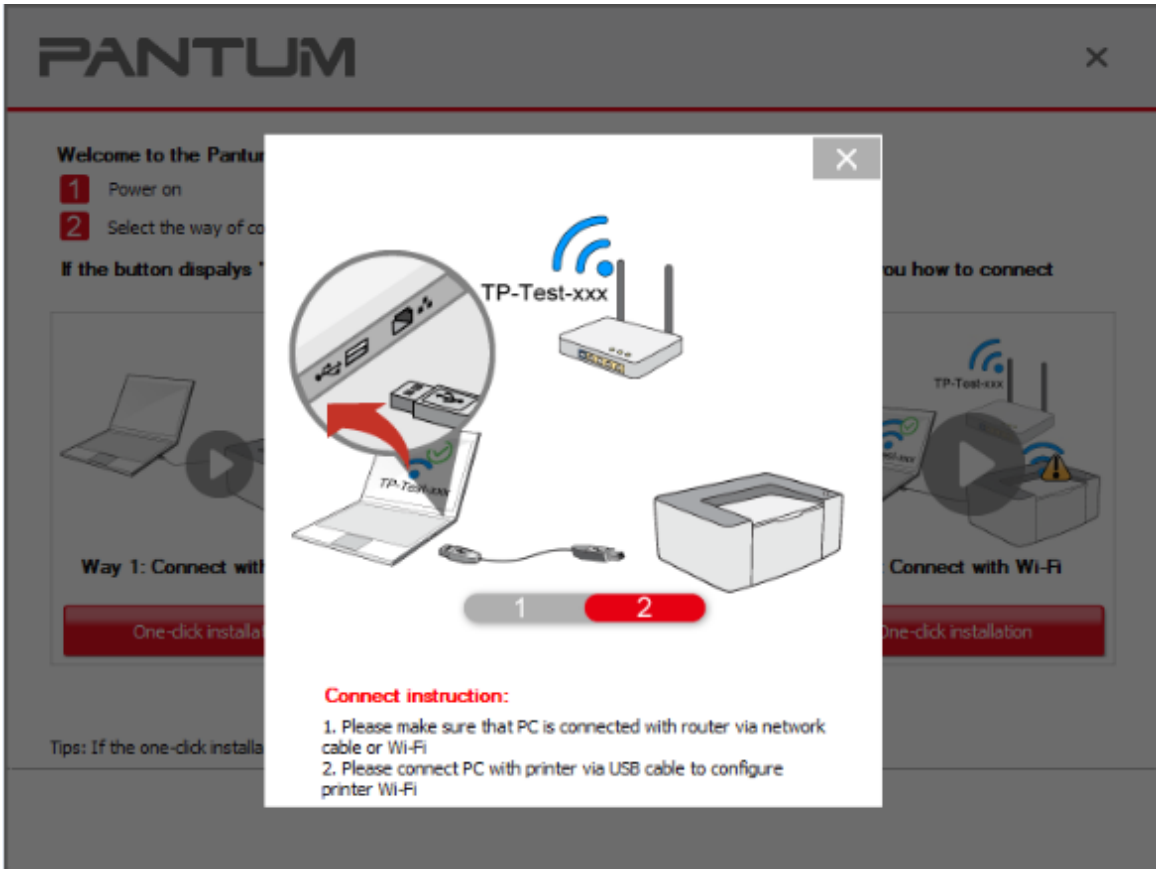
2) Select way 3: “Connect with wifi” and attention to the instructions display in the video.



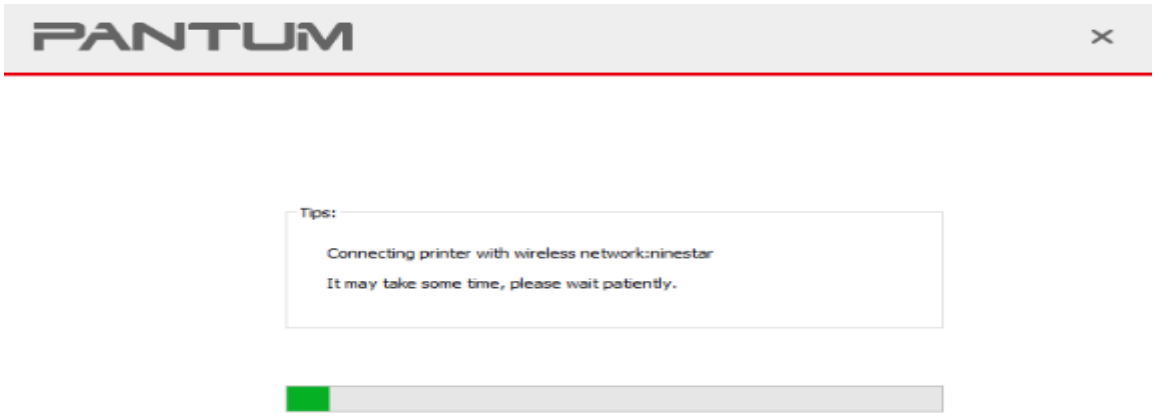
3) Please make sure that pc is connected with router via network cable or wi-Fi



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



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



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Congrats, you have completed Pantum M7200FDW Series PCL6 driver installation.

Please print the test page to make sure that the printer can be used normally.

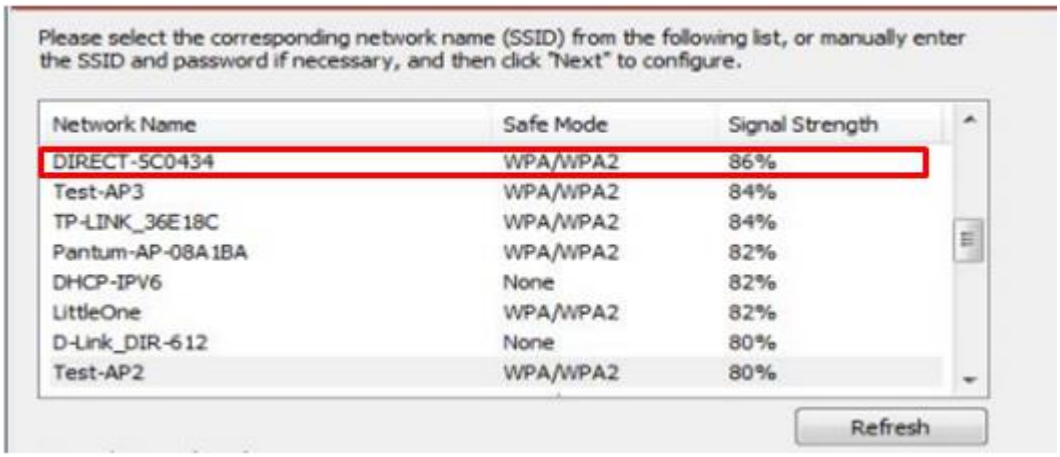
Print test page | Done

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

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

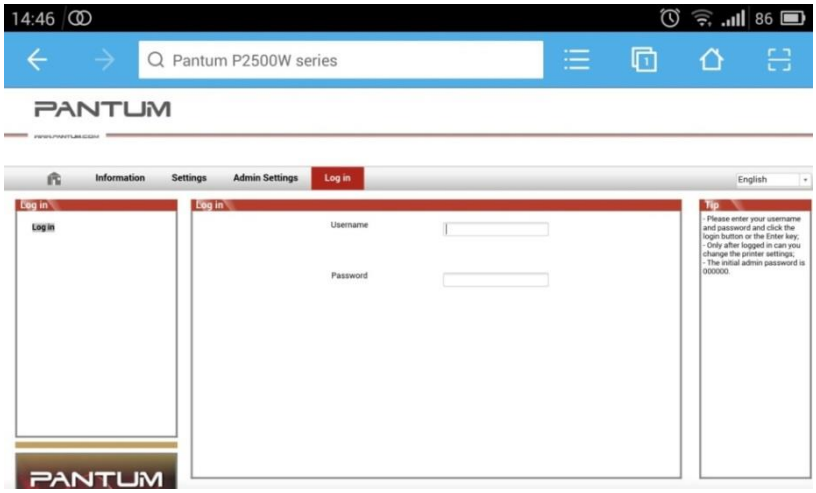
Step2: Connect to Printer AP by mobile phone or PC.

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

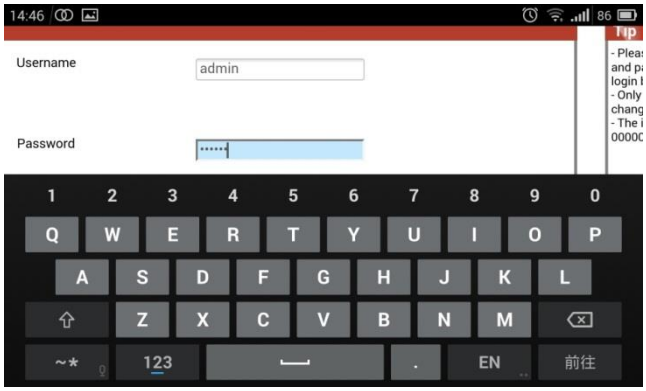


Step3: Visit the Printer Web page via browser, Printer default address is 192.168.223.1

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

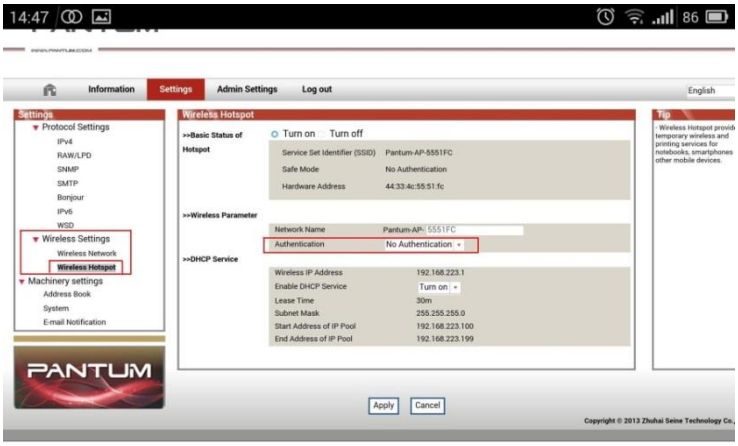


Step5: Input default user name: *admin*, Default password：*000000*. And Login.

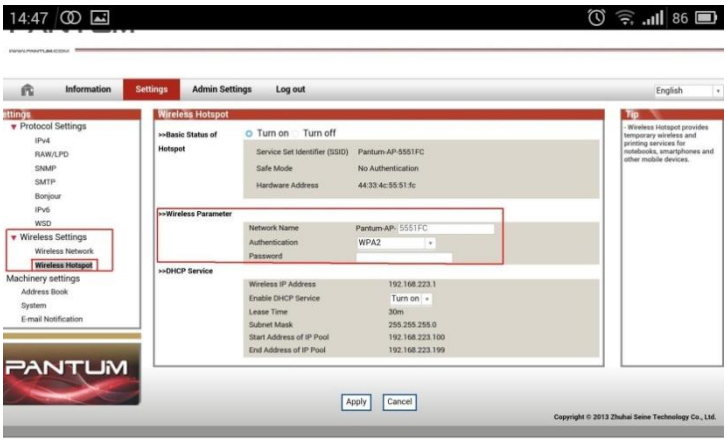


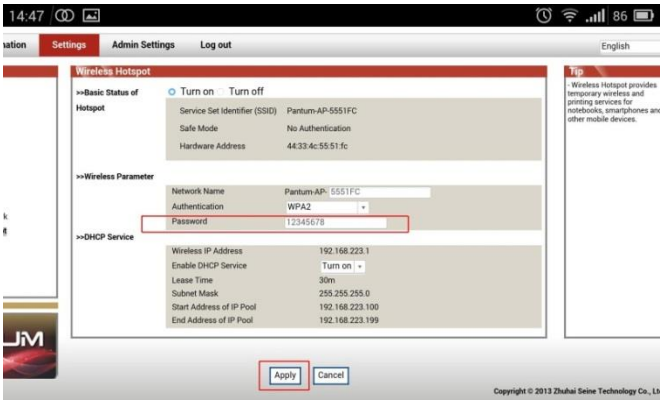
Step6： Select “settings” Tap ➔ wireless settings➔ wireless Hot spot.

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 butto

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. 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/

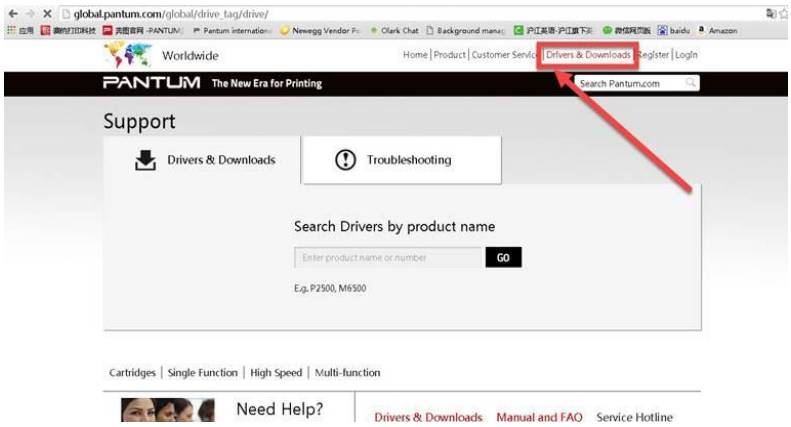
M7200FDN: https://global.pantum.com/global/drive/m7200fdn/

M7200FDW: https://global.pantum.com/global/drive/m7200fdw/

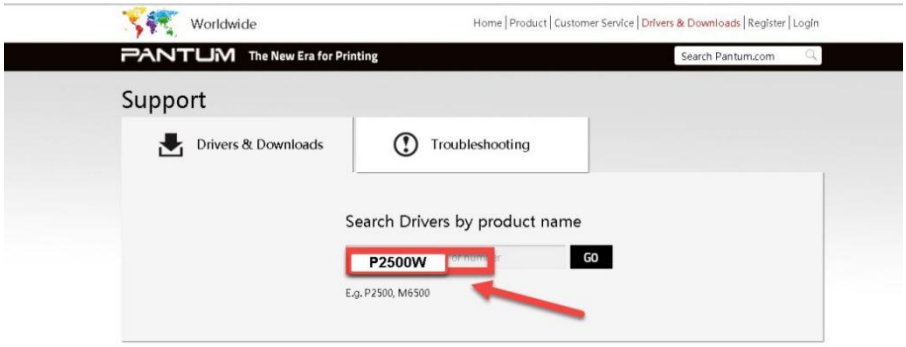
Step1: Please log in our website:

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

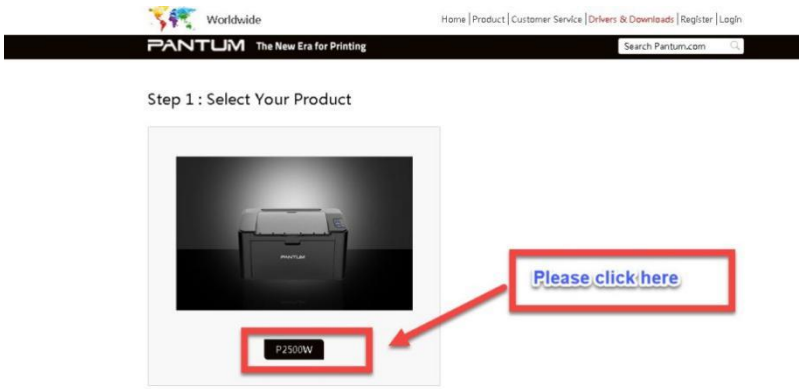
Step2: Please chose “Drivers &Downloads”, the picture will be shown as below:



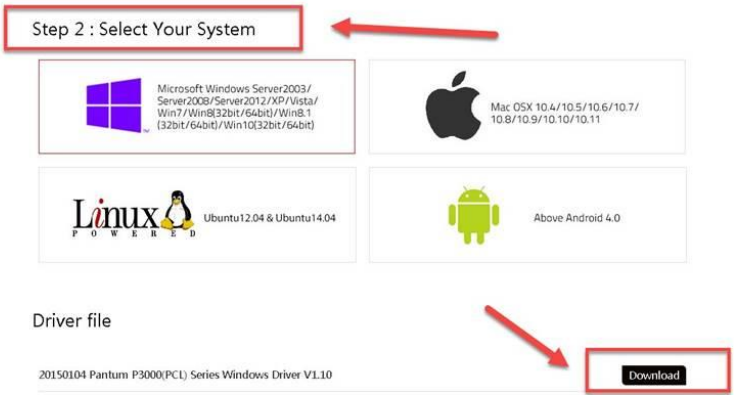
Step3: Please enter your model of your printer in the blank, the picture will be shown as below:



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.



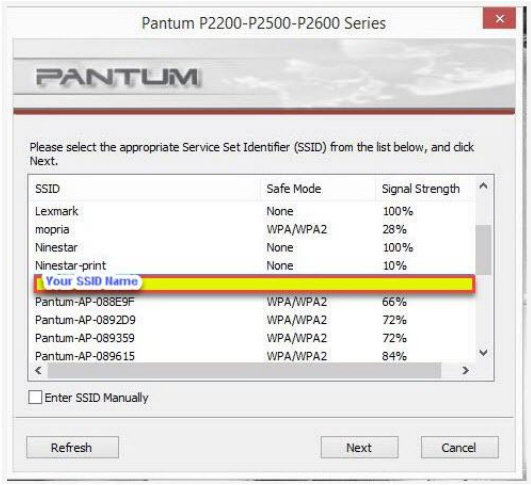
4. How to solve the wireless connection failed when it showed "The printer cannot connect to any wireless network with the wireless credentials provided"?

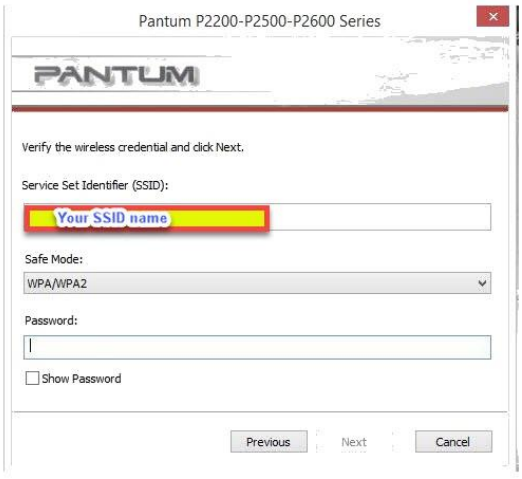
Reason1:

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

Solution:

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



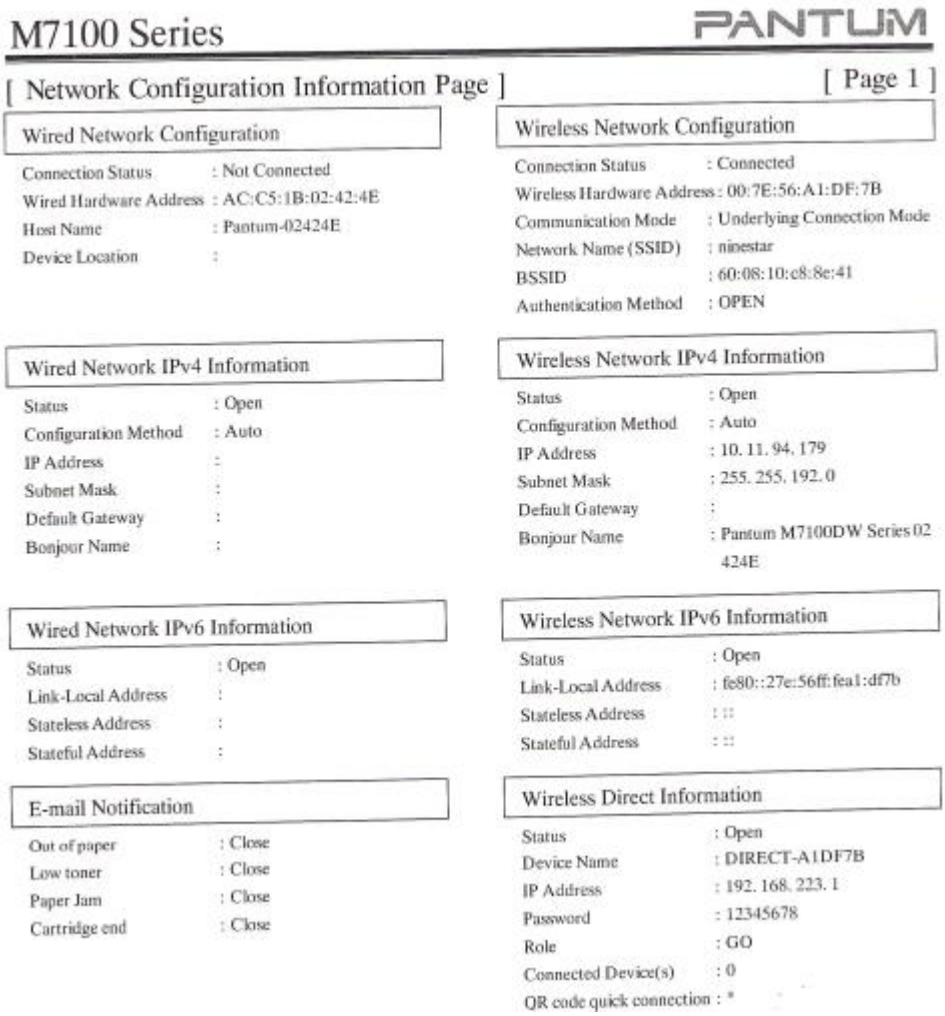


Reason2:

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

Solution:

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



M7100 Series

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[Network Configuration Information Page] [Page 1]

Wired Network Configuration

Connection Status	: Not Connected
Wired Hardware Address	: AC:C5:1B:02:42:4E
Host Name	: Pantum-02424E
Device Location	:

Wireless Network Configuration

Connection Status	: Connected
Wireless Hardware Address	: 00:7E:56:A1:DF:7B
Communication Mode	: Underlying Connection Mode
Network Name (SSID)	: ninestar
BSSID	: 60:08:10:c8:8e:41
Authentication Method	: OPEN

Wired Network IPv4 Information

Status	: Open
Configuration Method	: Auto
IP Address	:
Subnet Mask	:
Default Gateway	:
Bonjour Name	:

Wireless Network IPv4 Information

Status	: Open
Configuration Method	: Auto
IP Address	: 10. 11. 94. 179
Subnet Mask	: 255. 255. 192. 0
Default Gateway	:
Bonjour Name	: Pantum M7100DW Series 02 424E

Wired Network IPv6 Information

Status	: Open
Link-Local Address	:
Stateless Address	:
Stateful Address	:

Wireless Network IPv6 Information

Status	: Open
Link-Local Address	: fe80::27e:56ff:fea1:df7b
Stateless Address	: ::
Stateful Address	: ::

E-mail Notification

Out of paper	: Close
Low toner	: Close
Paper Jam	: Close
Cartridge end	: Close

Wireless Direct Information

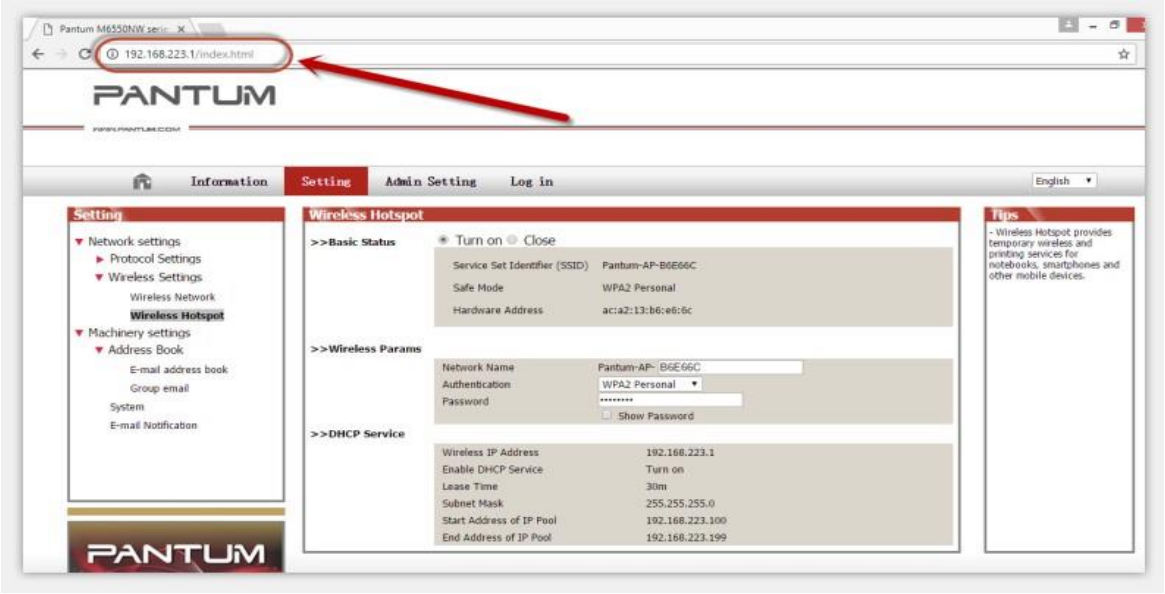
Status	: Open
Device Name	: DIRECT-A1DF7B
IP Address	: 192. 168. 223. 1
Password	: 12345678
Role	: GO
Connected Device(s)	: 0
QR code quick connection	: *

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

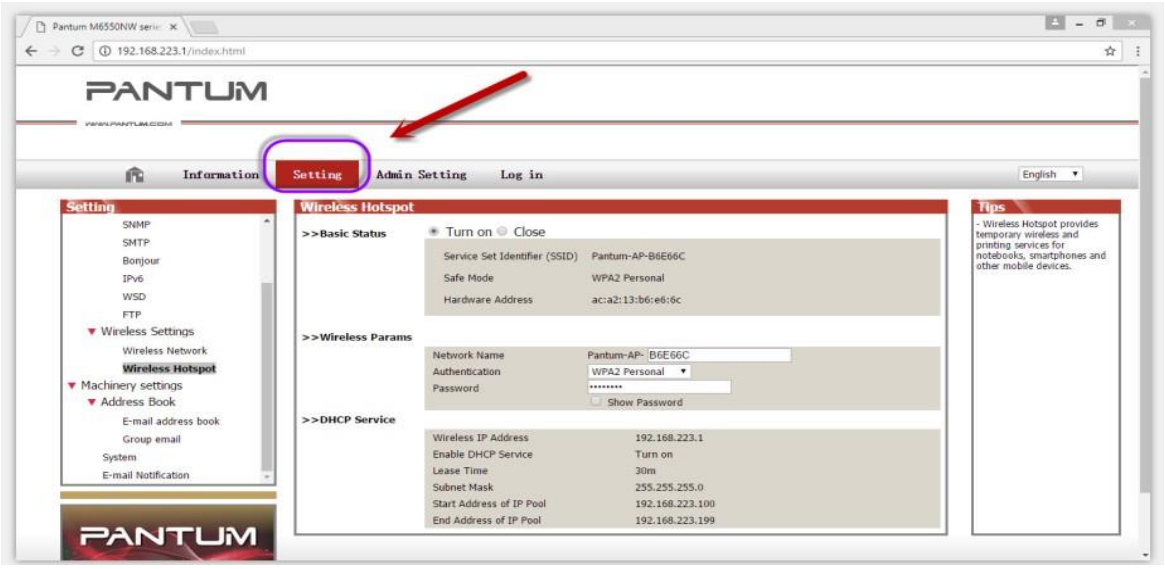
The WIFI default password is "12345678"

6. How to close Printer WIFI Hotpot Setting?

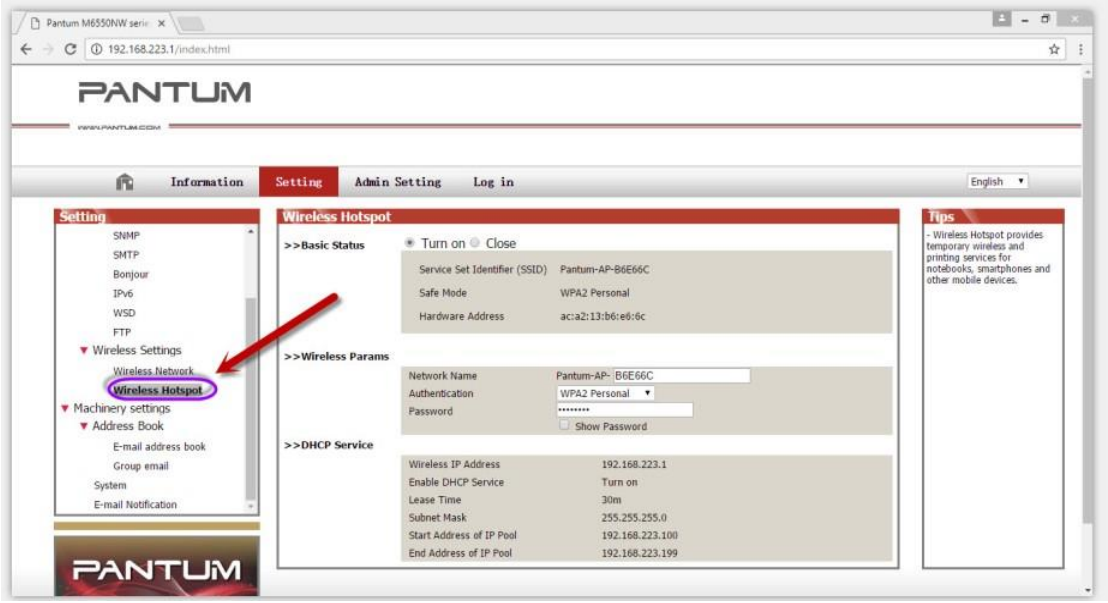
Step1: Log in the IP addresses 192.168.223.1 when your WIFI is connected to the printer.



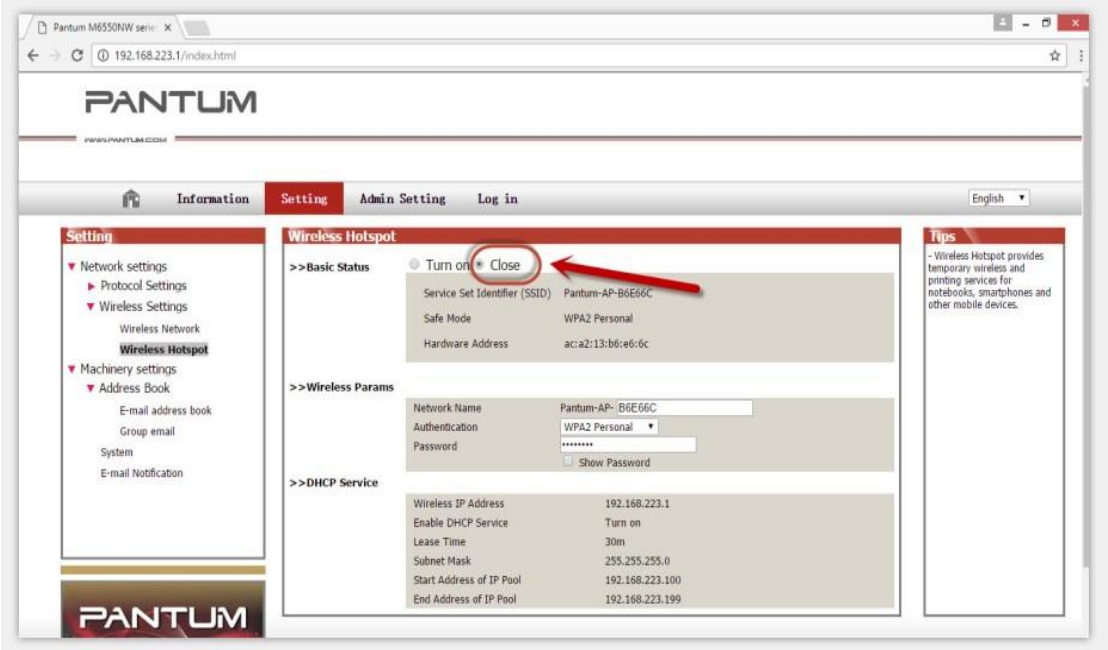
Step2: Chose “Setting” in the below picture



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



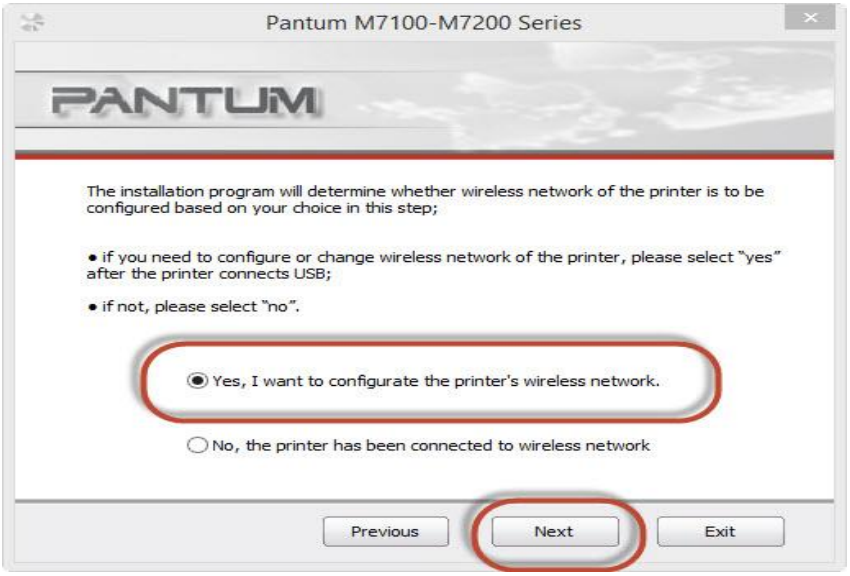
Step4: Chose “Close” to apply and it will be done.



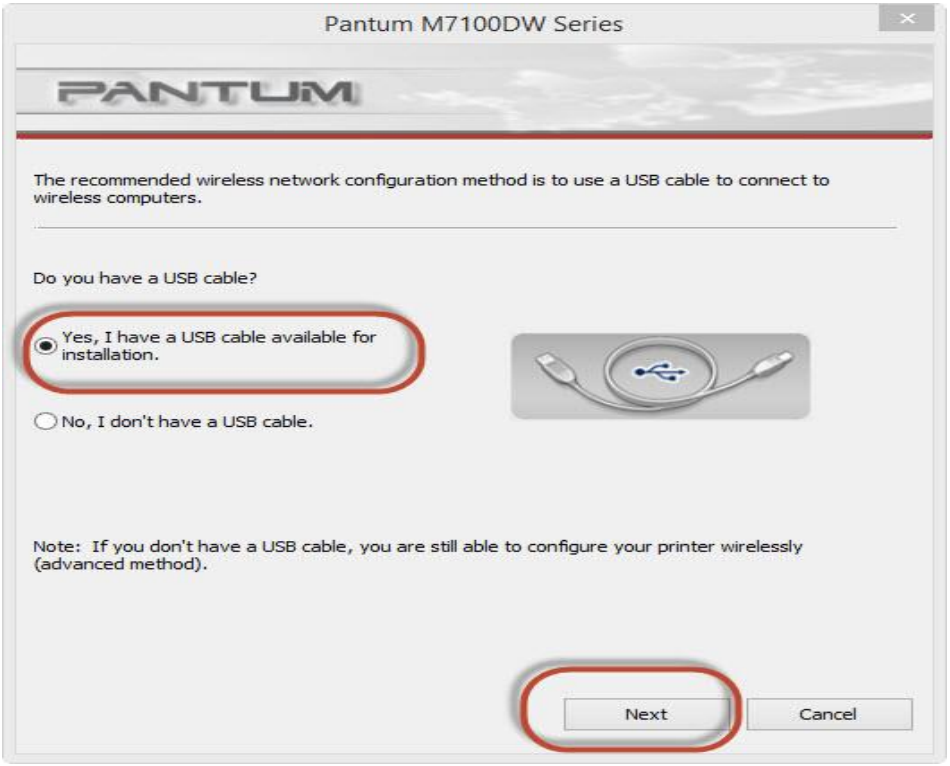
7. How to install the Printer with hostname?

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

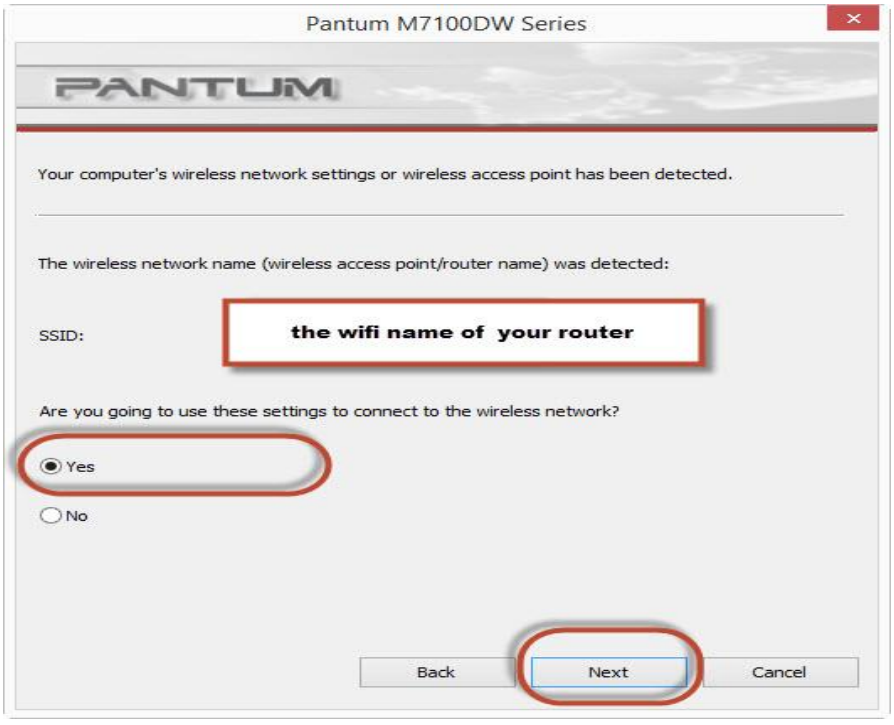
Step2: Select below option and click “next”.



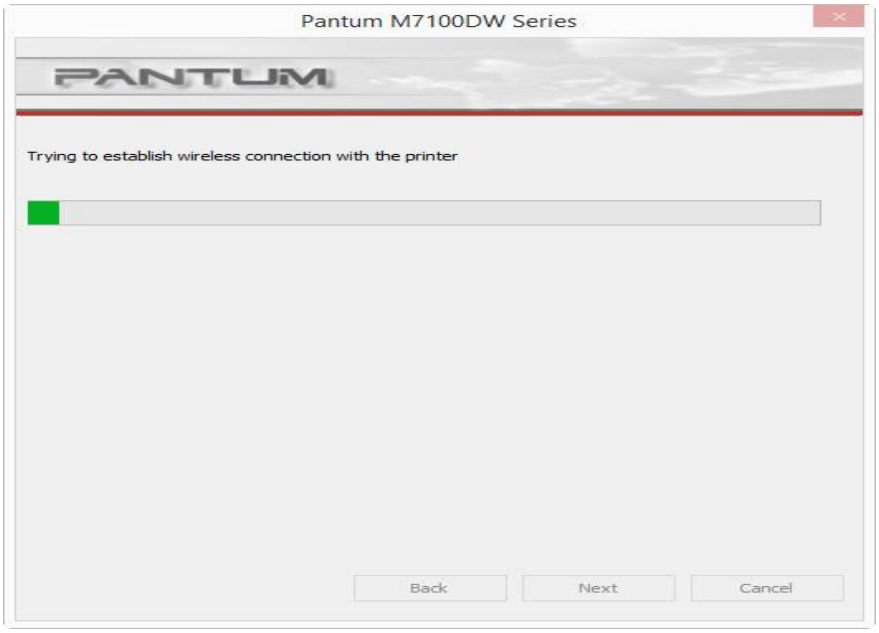
Step3: Select below option and click “next”.



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



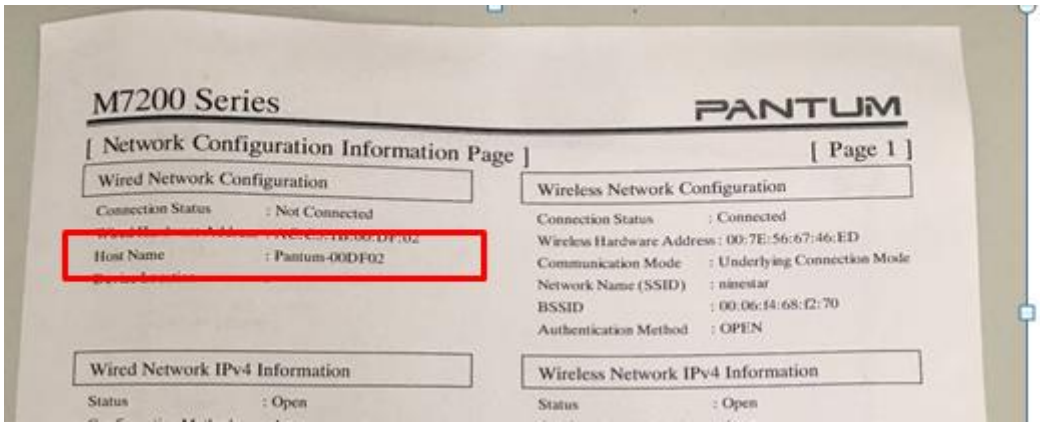
Step5: Click “Next’ after established the wireless connection.



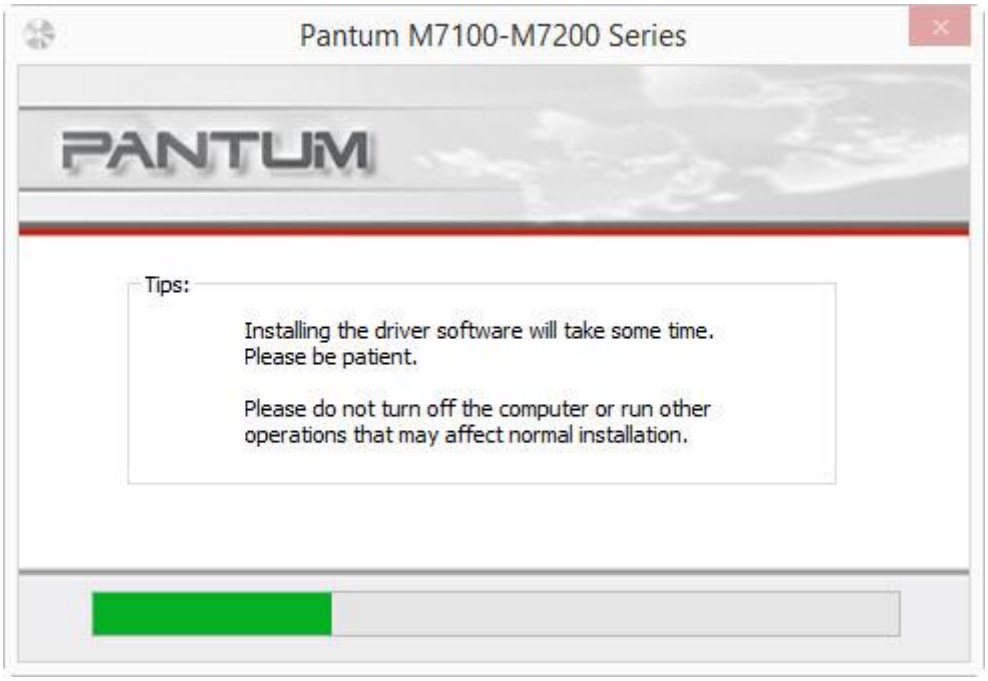
Step6: Select” Add the IP address or hostname manually” and enter your hostname (for hostname please check with note)

How to check your hostname of printer?

Please print the network configuration page on your control panel and then you will see it as below :

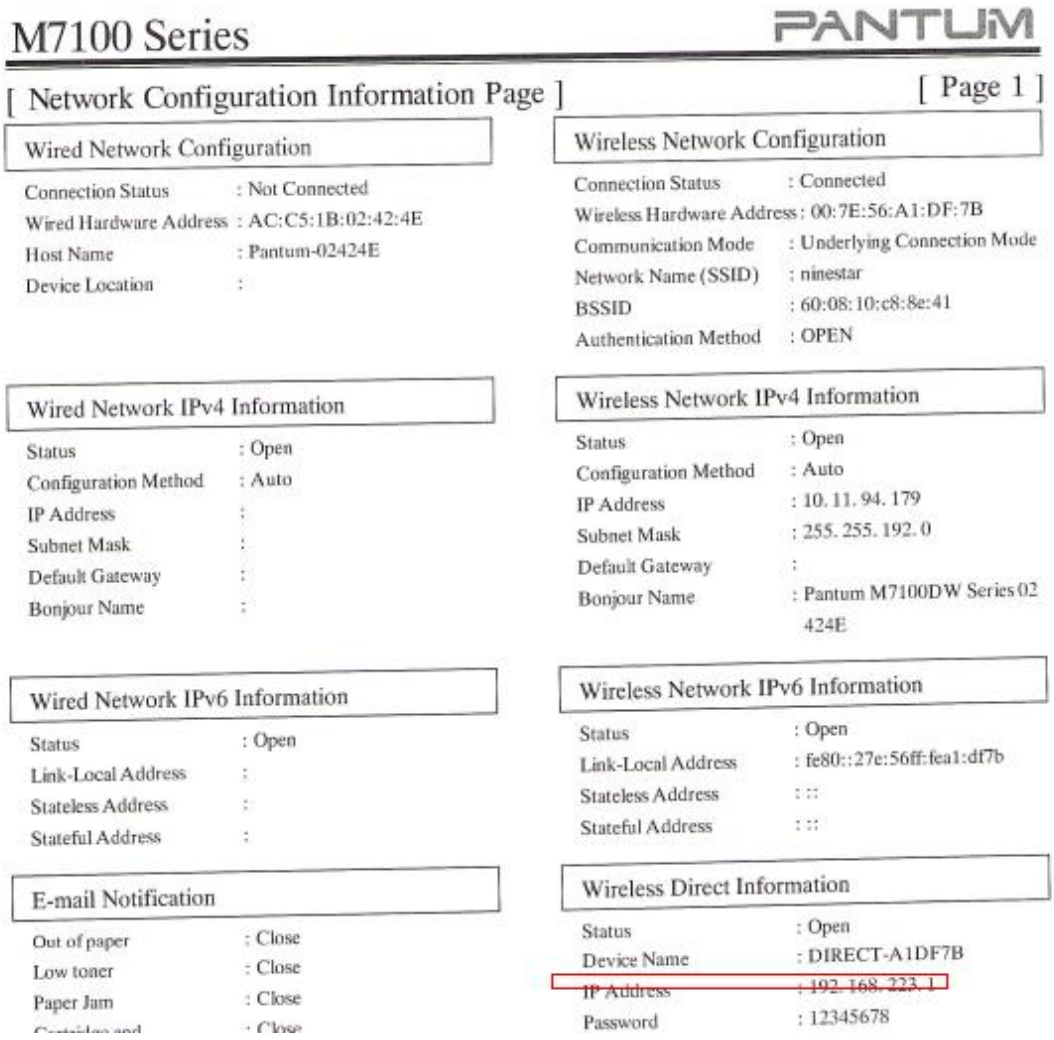


Step7: it will be done after several minutes.



8.Where can I check the Hotspot IP address?

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



M7100 Series

PANTUM

[Network Configuration Information Page] [Page 1]

Wired Network Configuration

Connection Status	: Not Connected
Wired Hardware Address	: AC:C5:1B:02:42:4E
Host Name	: Pantum-02424E
Device Location	:

Wireless Network Configuration

Connection Status	: Connected
Wireless Hardware Address	: 00:7E:56:A1:DF:7B
Communication Mode	: Underlying Connection Mode
Network Name (SSID)	: ninestar
BSSID	: 60:08:10:c8:8e:41
Authentication Method	: OPEN

Wired Network IPv4 Information

Status	: Open
Configuration Method	: Auto
IP Address	:
Subnet Mask	:
Default Gateway	:
Bonjour Name	:

Wireless Network IPv4 Information

Status	: Open
Configuration Method	: Auto
IP Address	: 10. 11. 94. 179
Subnet Mask	: 255. 255. 192. 0
Default Gateway	:
Bonjour Name	: Pantum M7100DW Series 02 424E

Wired Network IPv6 Information

Status	: Open
Link-Local Address	:
Stateless Address	:
Stateful Address	:

Wireless Network IPv6 Information

Status	: Open
Link-Local Address	: fe80::27e:56ff:fea1:df7b
Stateless Address	: ::
Stateful Address	: ::

E-mail Notification

Out of paper	: Close
Low toner	: Close
Paper Jam	: Close
Cartridge and	: Close

Wireless Direct Information

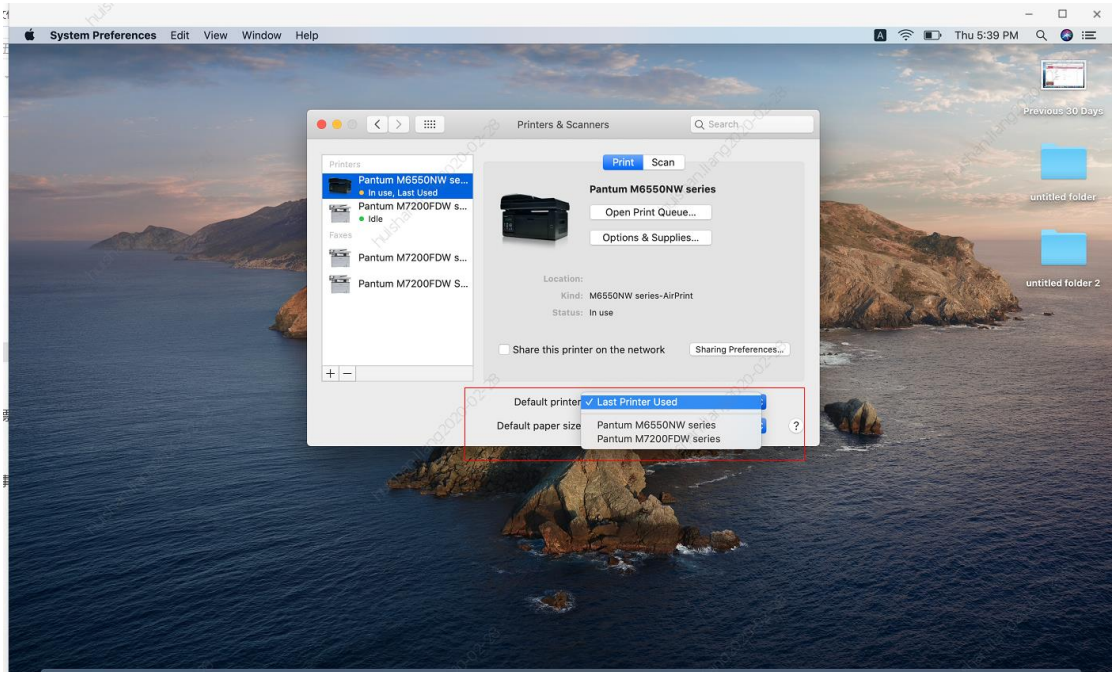
Status	: Open
Device Name	: DIRECT-A1DF7B
IP Address	: 192. 168. 223. 1
Password	: 12345678

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

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

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

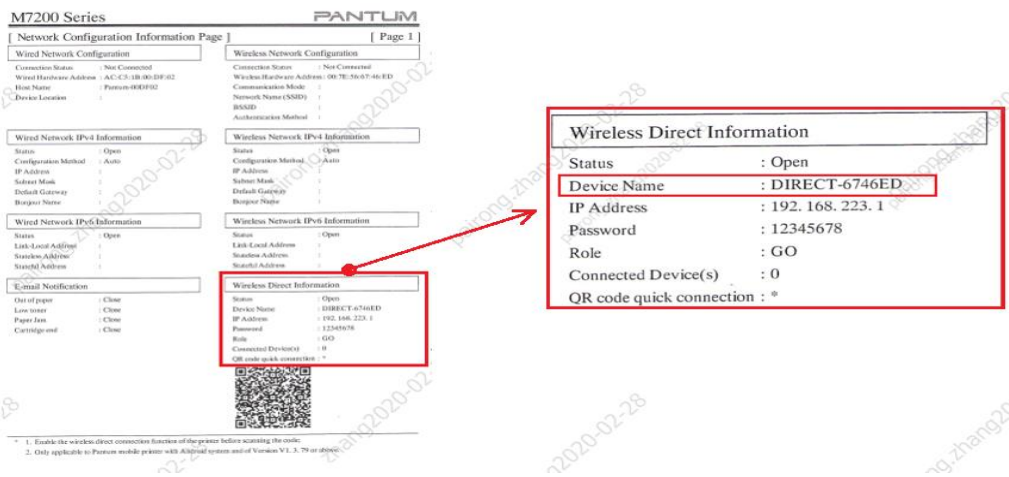
Step3: Make sure the printer you need to use is the Default printer.



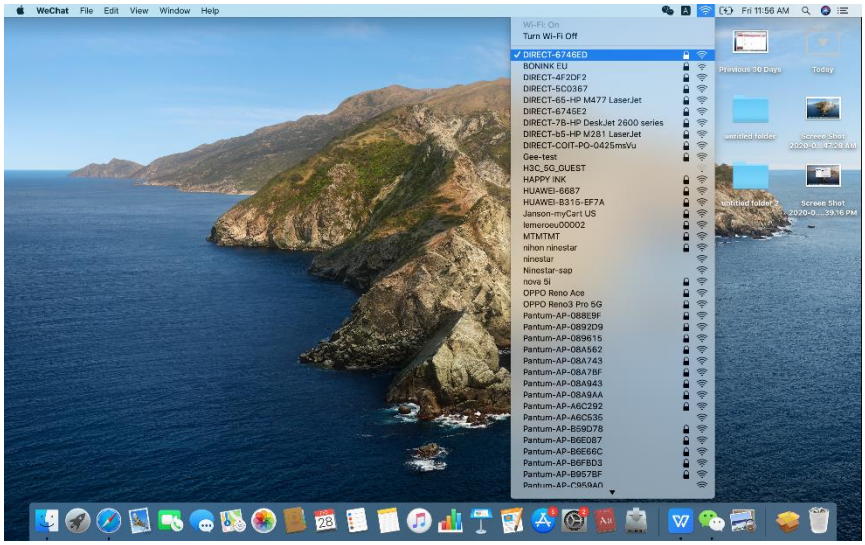
Step4: Select the document and start to print

10. How to print wirelessly with Mac WIFI Direct via M6700/M7100/M6800/M7200 Series Printer?

Step 1: Find device name and IP Address, you can check it on your network configuration information page of your printer (Press on the control panel :Menu setting→ Information Report→ Prt net conf.) , checking the Device Name in the NCI.

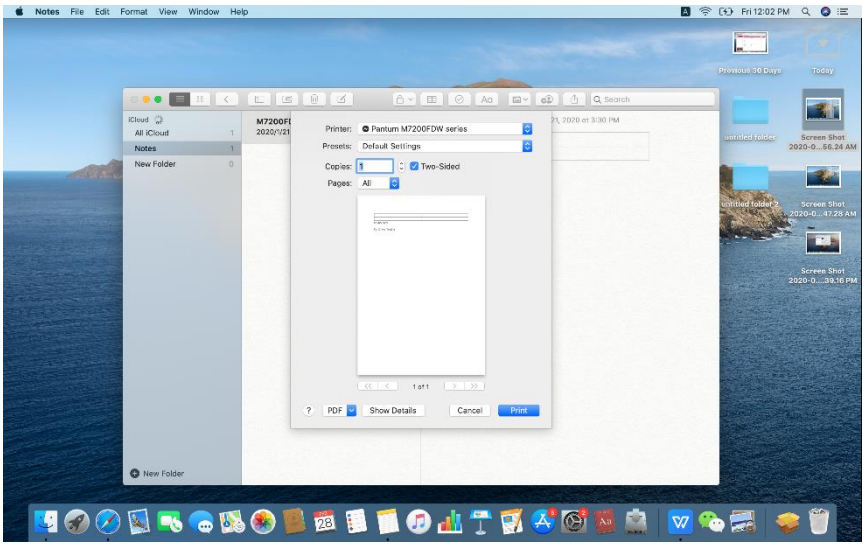


Step 2: According the SSID Name, connect your Laptop with this WIFI.



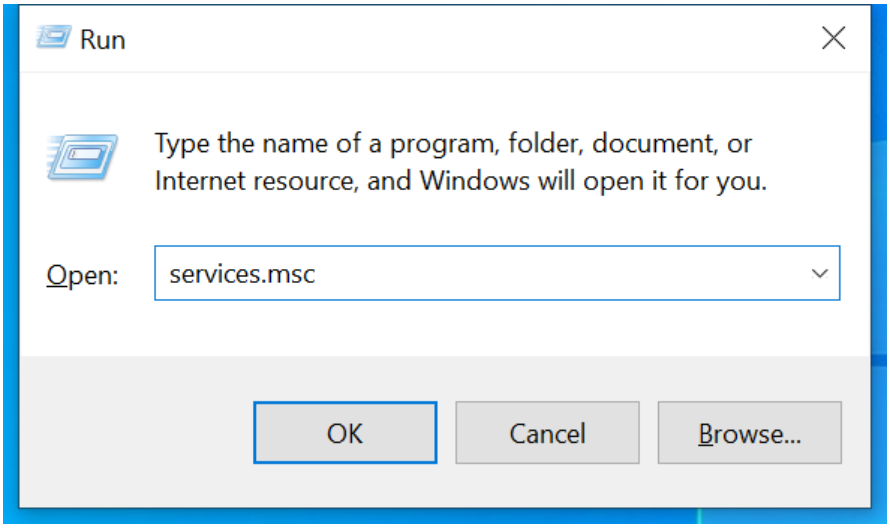
Step 3: Select the document you want to print and click” Command” +”P” Button.

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

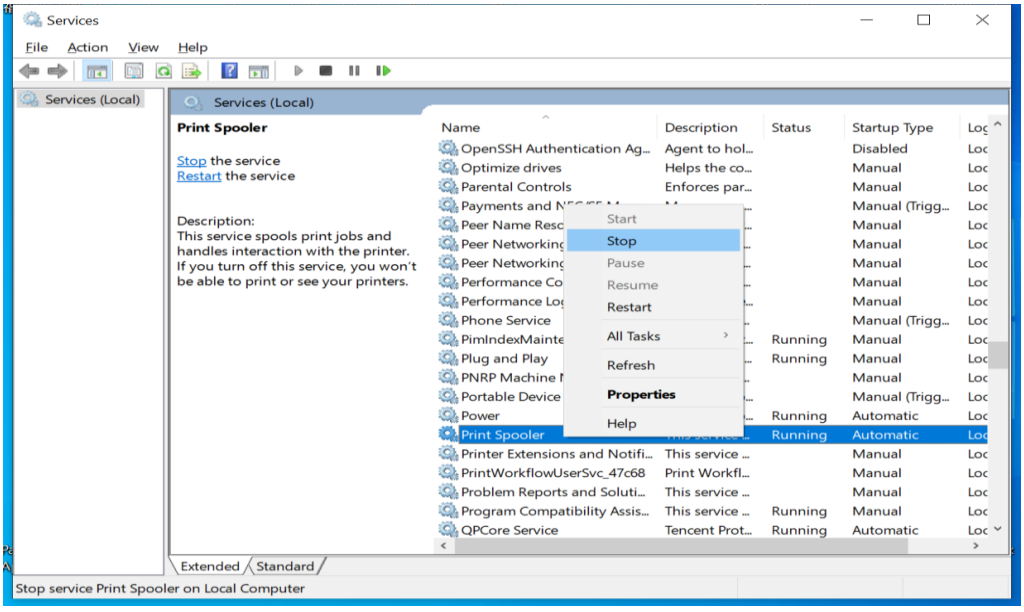

Notes File Edit Format View Window Help
Fri 12:02 PM
Previous 30 Days
Today
iCloud
All iCloud
Notes
New Folder
Search
Printer: Pantum M7200FDW series
Presets: Default Settings
Copies: 1
Two-Sided
Pages: All
1 of 1
PDF
Show Details
Cancel
Print
New Folder
untitled folder
untitled folder 2
Screen Shot 2020-0...56.24 AM
Screen Shot 2020-0...47.28 AM
Screen Shot 2020-0...39.16 PM

11. How to delete the driver in using?

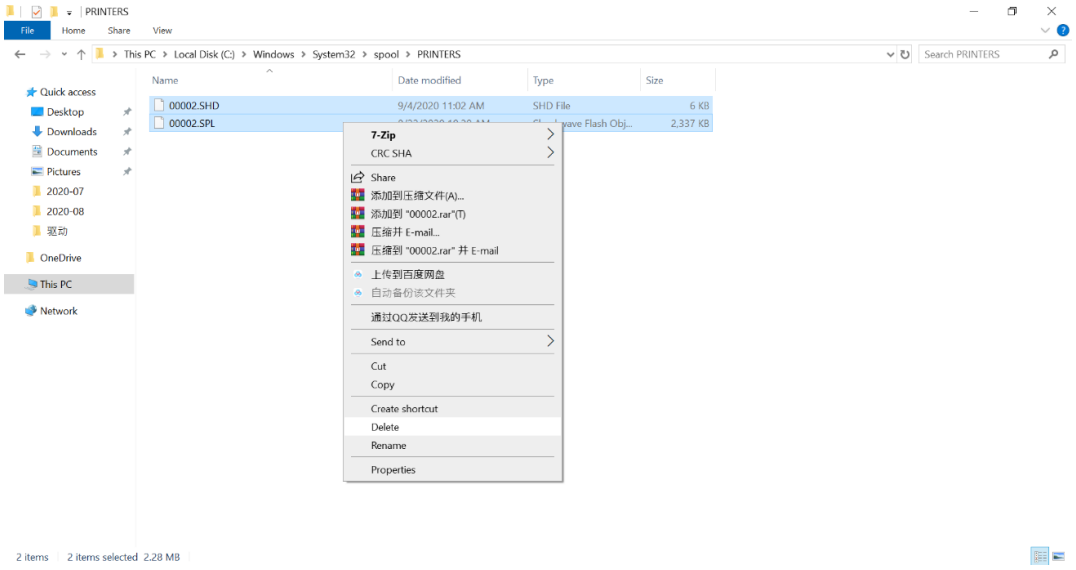
Step1: Press the "Win+R" combination key on the keyboard to open [Run], enter: services.msc in the run box and click [OK] to open the service



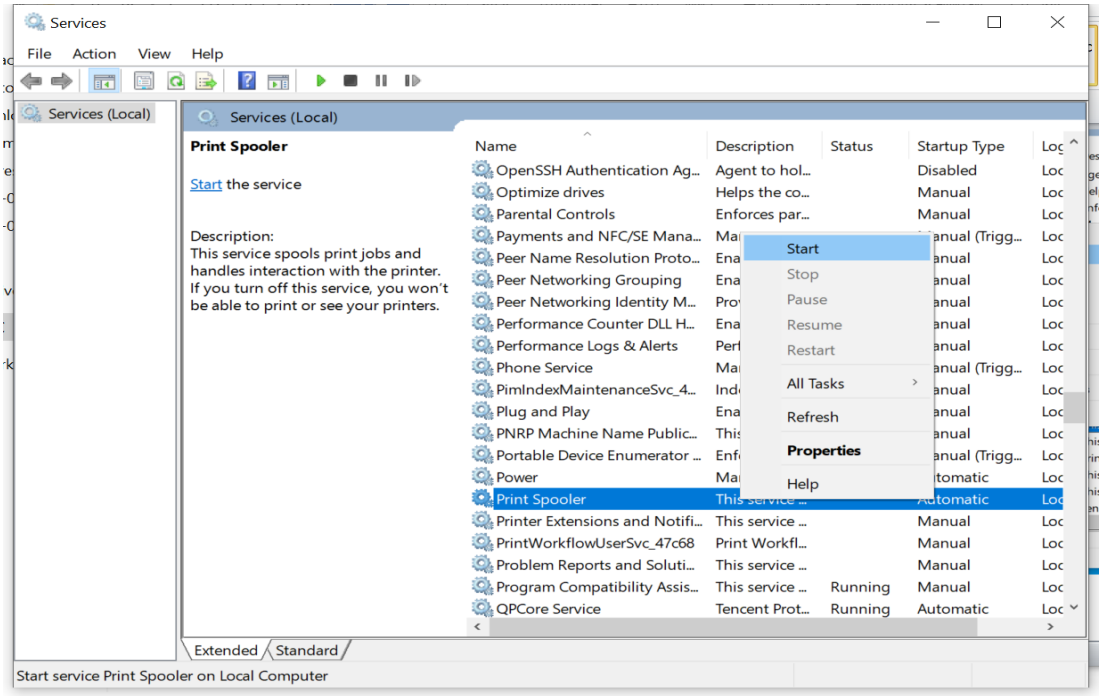
Step2: Find the "prints pooler" service in the service interface, right-click and select "stop"



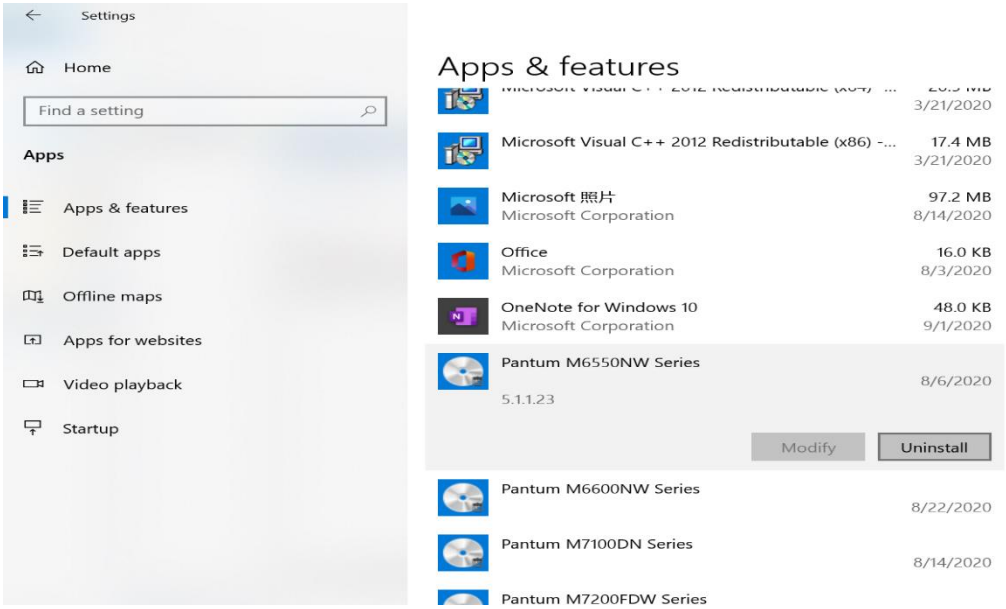
Step3： Turn on the computer, open the “、C:\Windows\System32\spool\PRINTERS directory in turn, and delete all files ”inside;



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



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



12. How to install the driver in Linux Ubuntu system?

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

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

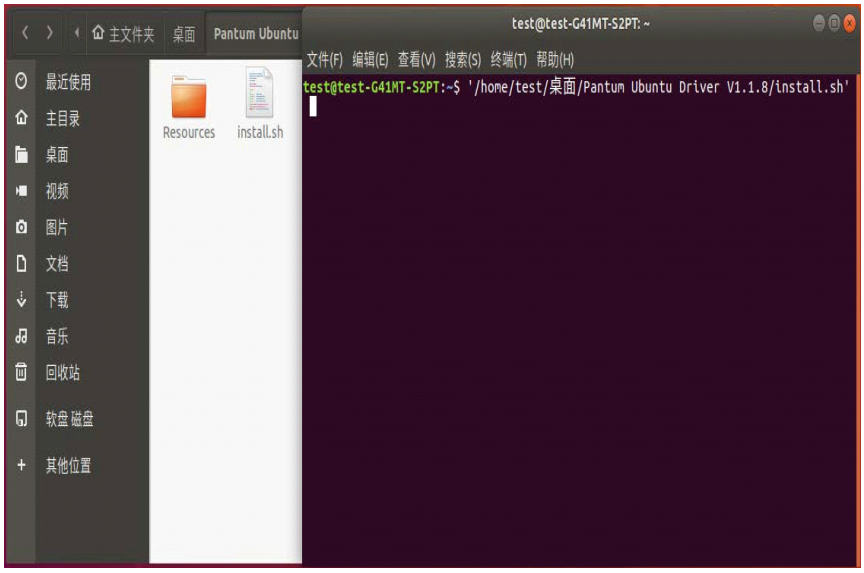
Step2: Open the Terminal command line tool and enter the local disk.

There are two ways to open the terminal:

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

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

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



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

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

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

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

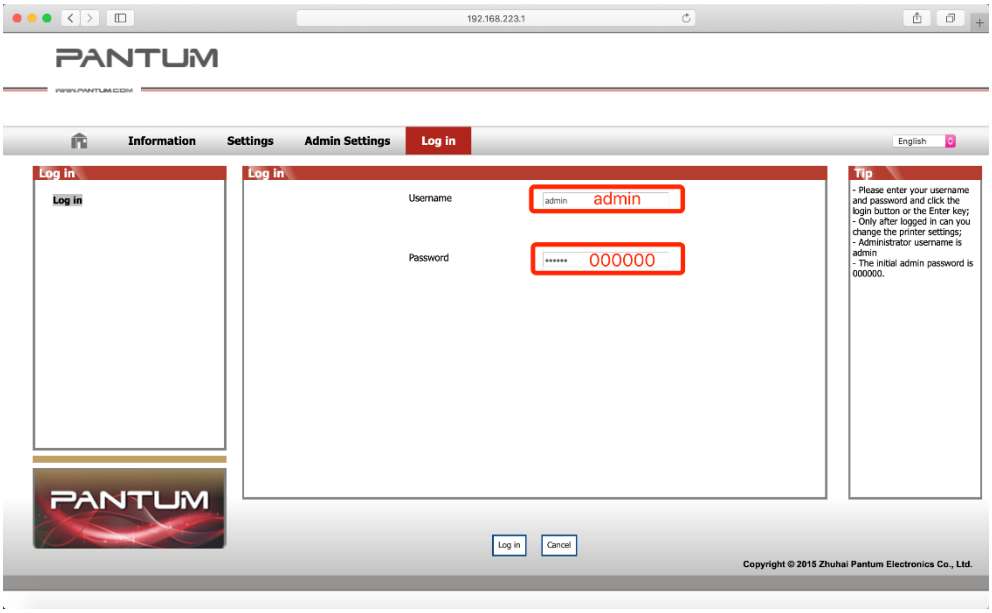
Step8: After completion of installation, the "Installation is complete" interface pops up and click "Complete".

Pantum Driver Installer
安装完成
完成

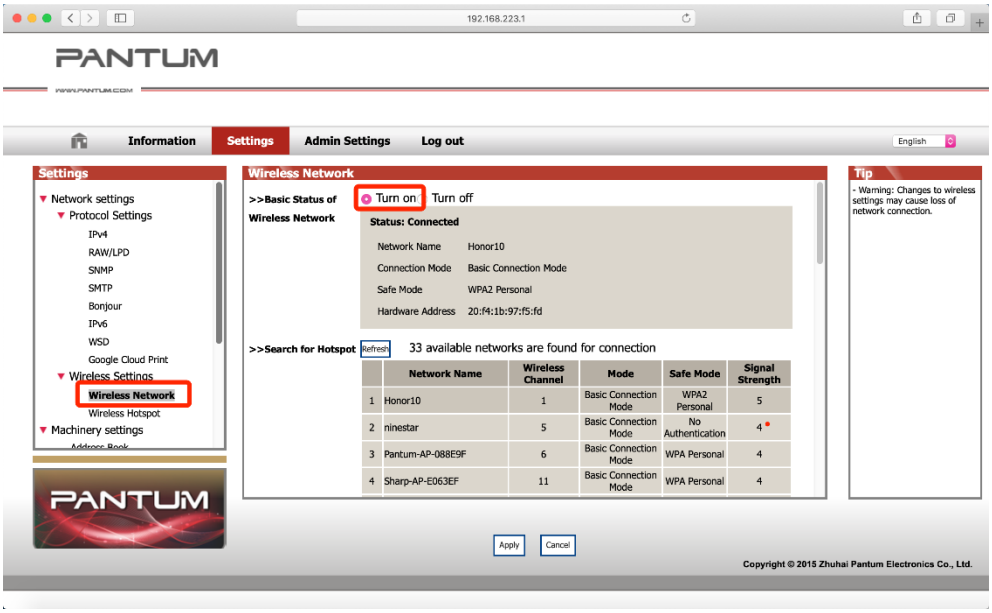
13. How to connect the printer to the wireless router through MAC by WIFI?

Step1: Press on Operation panel: Menu setting→ Information Report→ Prt Info Page.

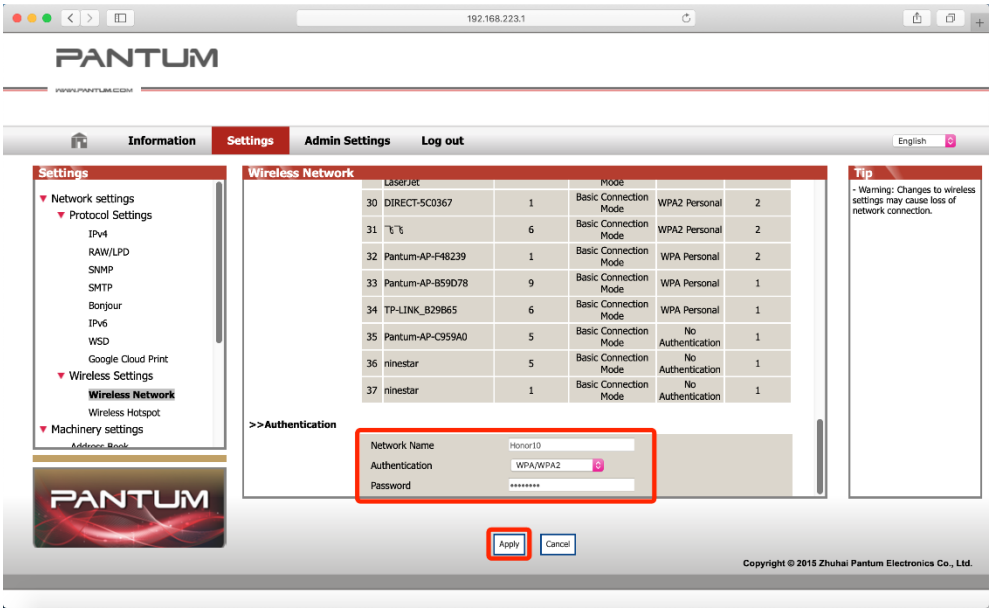
Step2: Use MAC to connect to the printer's WIFI, enter the printer's webpage interface, and log in.



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

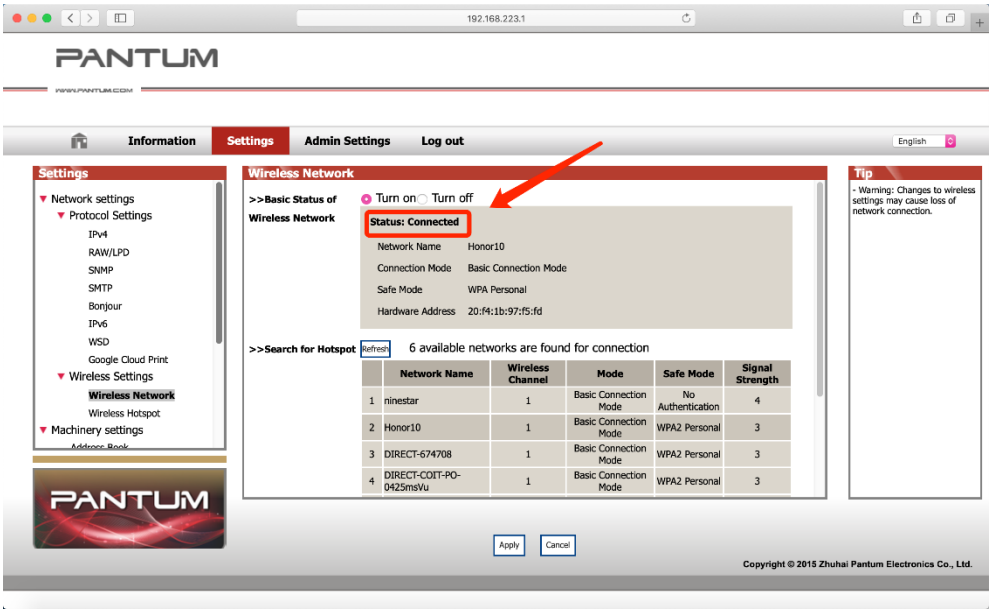


Step4: Select the router SSID name, select the authentication method, and enter a password if it is encrypted, and then click “Apply”.



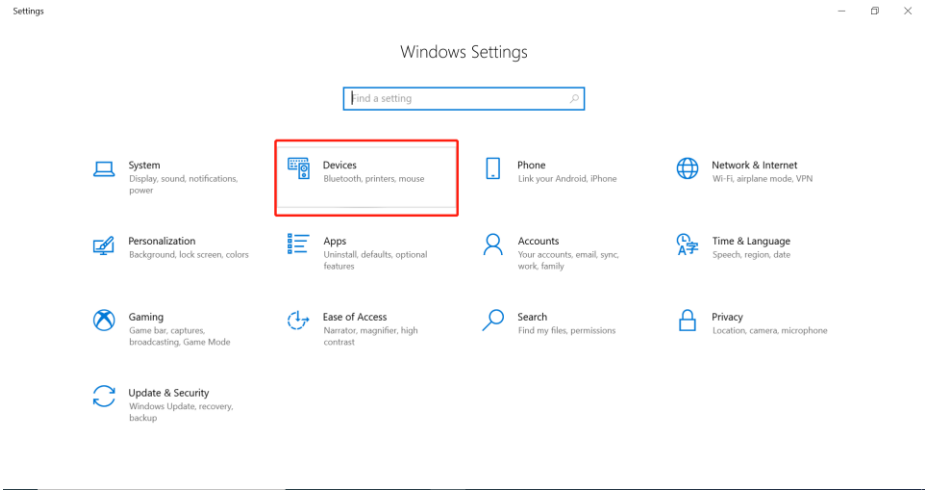
Step5: If the printer status is “connected”, turn to step 6. If not, turn to the step 4.

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

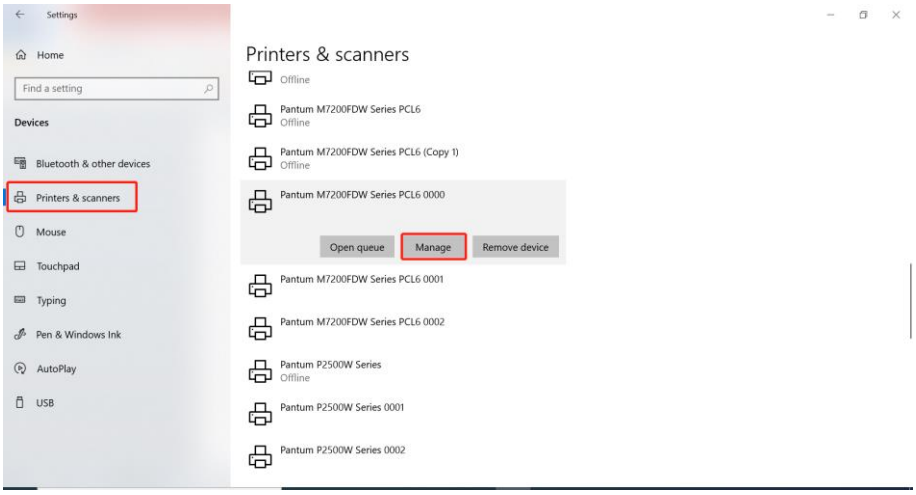


14. How to install the printer driver manually in windows 10

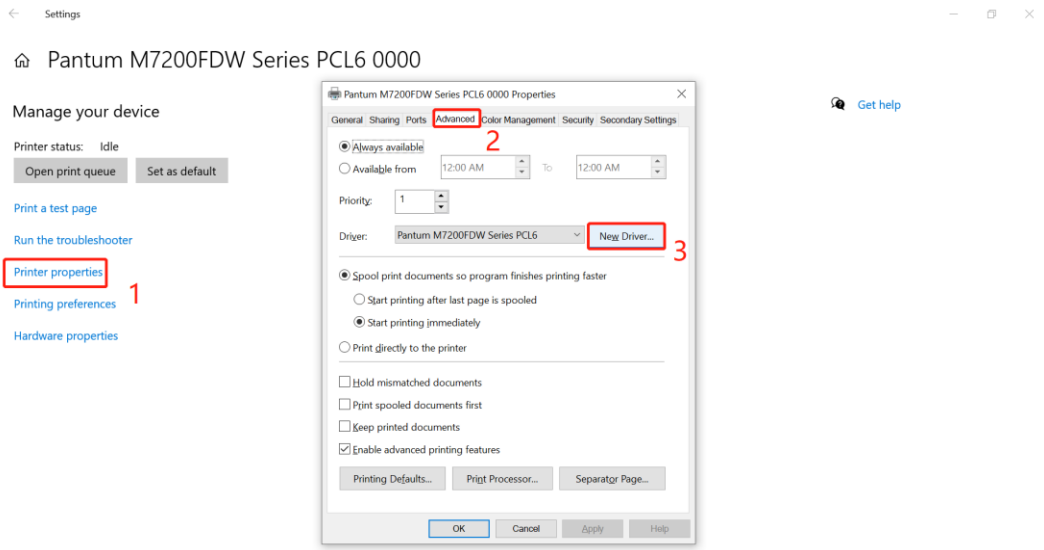
Step1： Click the “Devices” in Windows Settings.



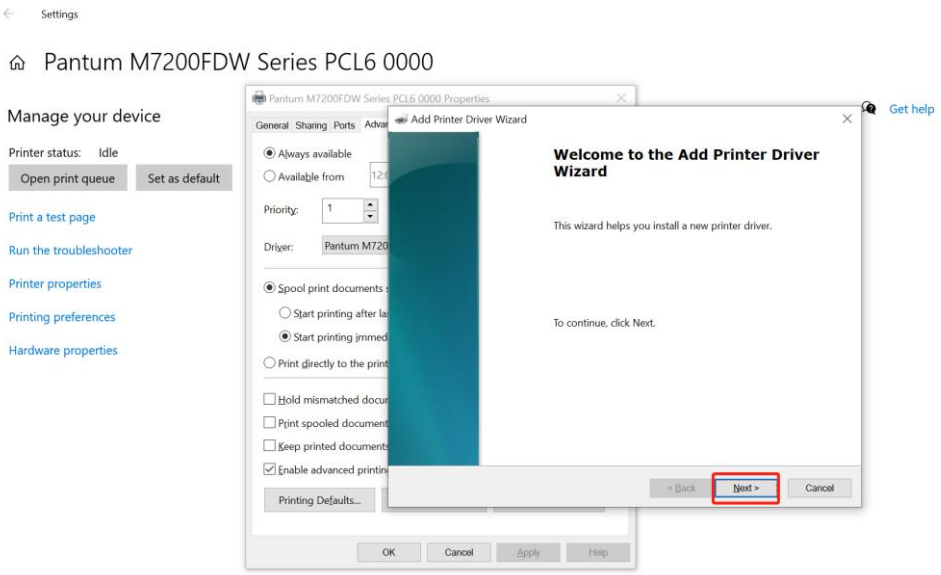
Step2： Click “printer & scanners”, select the printer, click “Manage”.

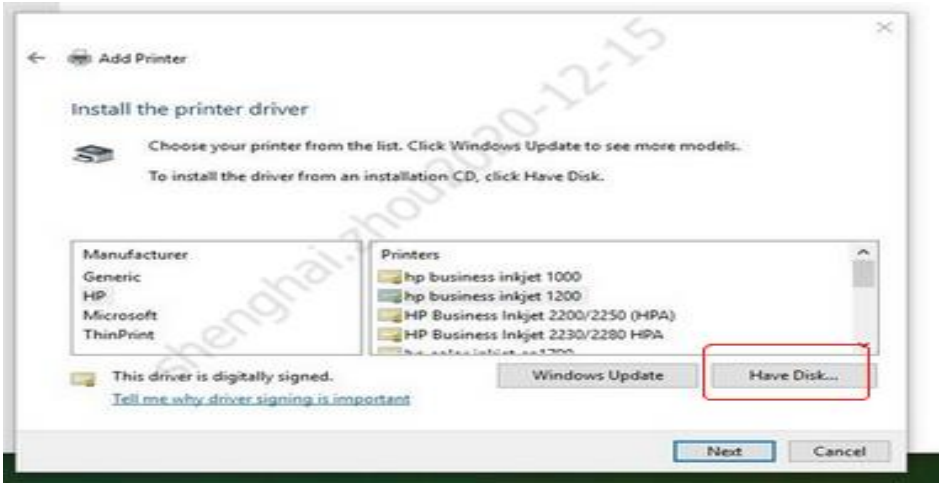


Step3： Click ”Printer properties”→”Advanced”→”New Driver”

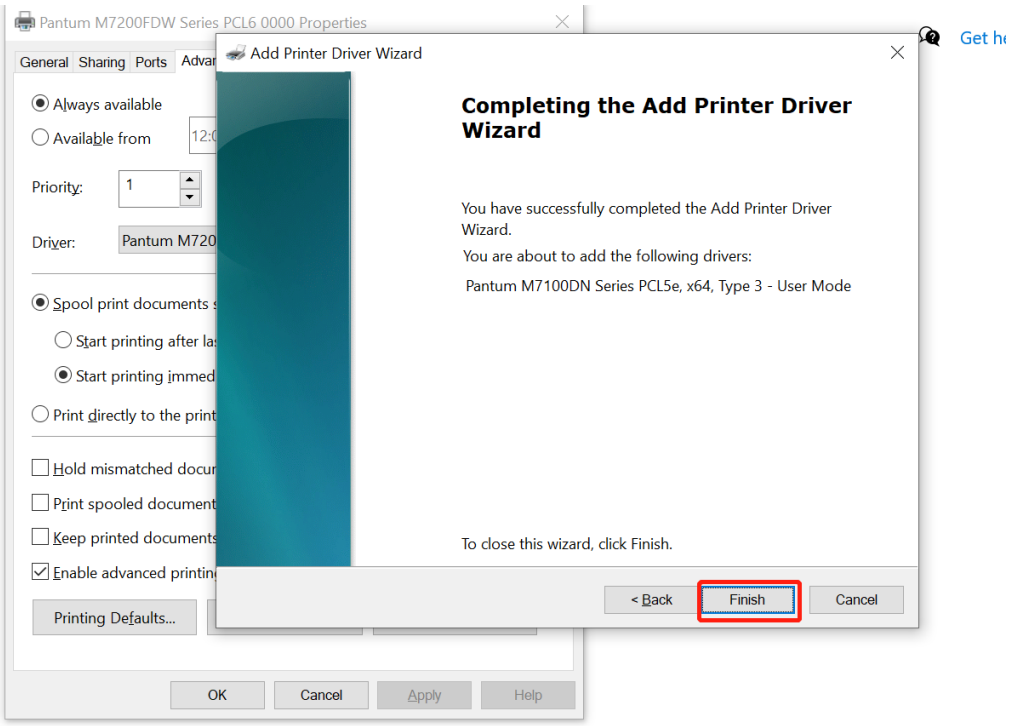


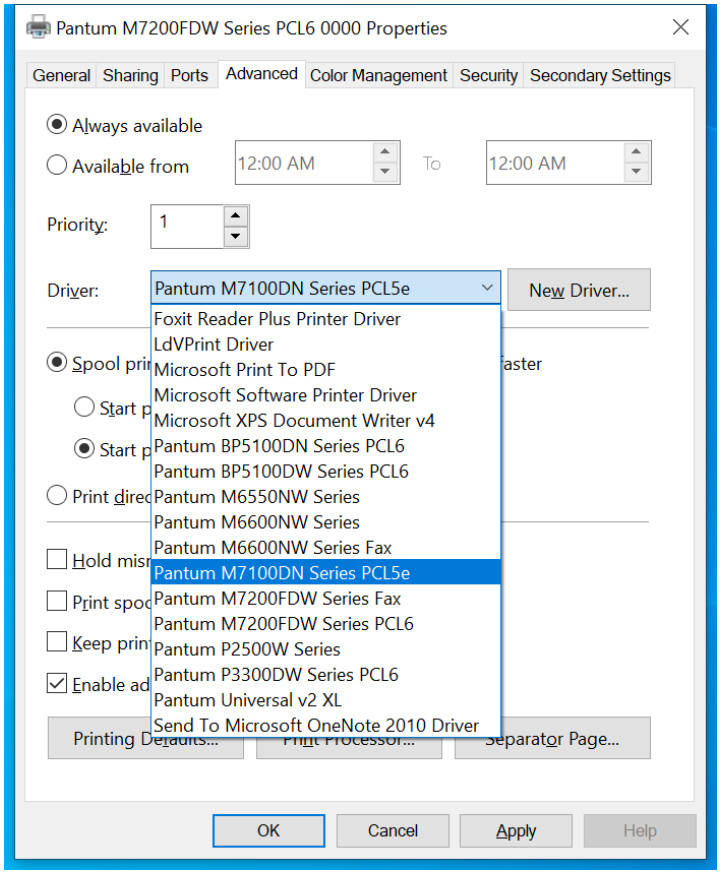
Step4： Click “next”→“Have disk…”, select the driver file.





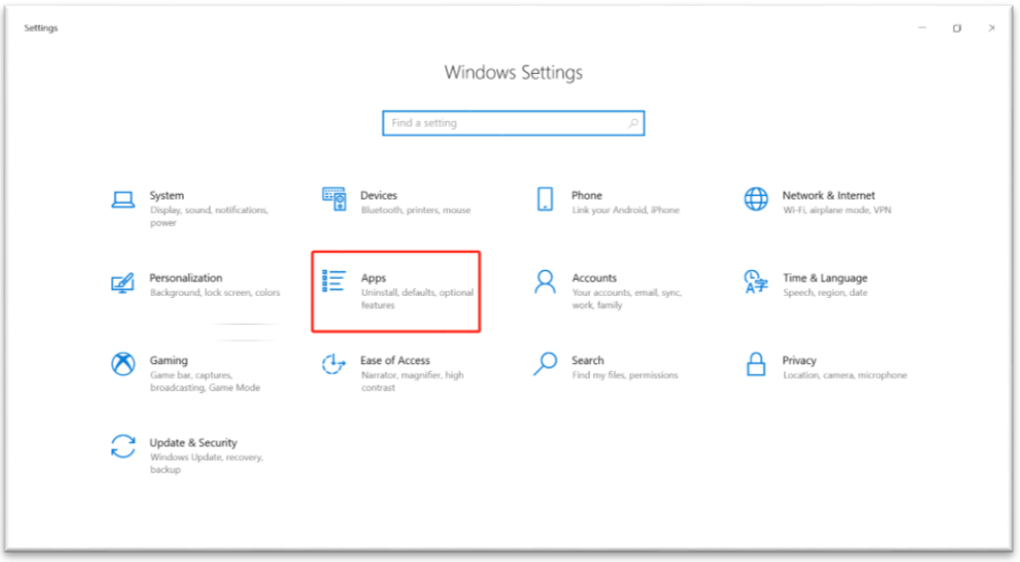
Step5： Click “finish” and the printer driver has been installed.


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

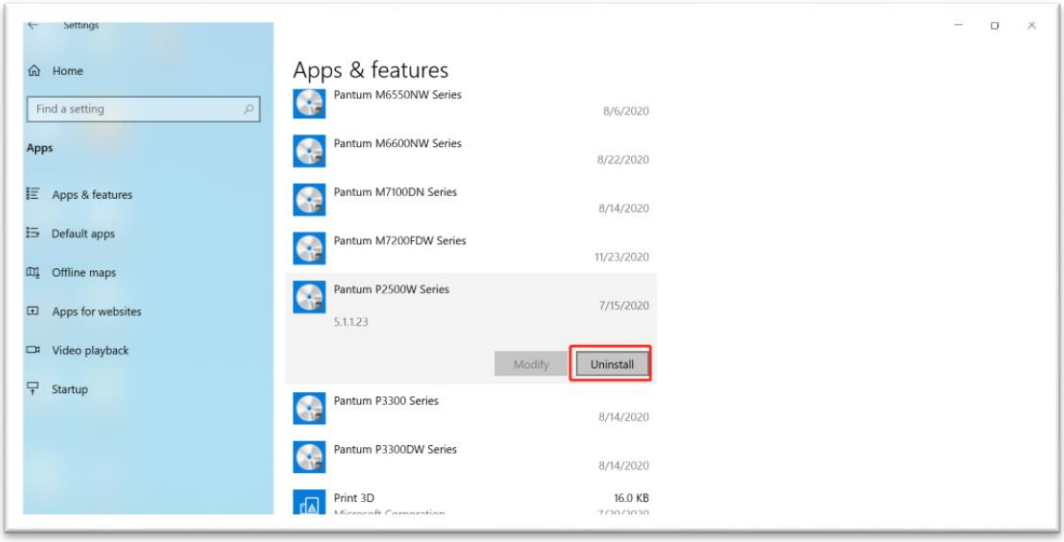

Pantum M7200FDW Series PCL6 0000 Properties
General
Sharing
Ports
Advanced
Color Management
Security
Secondary Settings
Always available
Available from
12:00 AM
To
12:00 AM
Priority:
1
Driver:
Pantum M7100DN Series PCL5e
New Driver...
Foxit Reader Plus Printer Driver
LdVPrint Driver
Microsoft Print To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

15. How to delete the printer driver in Windows 10

Step1: Click the “Apps” in Windows Settings.



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

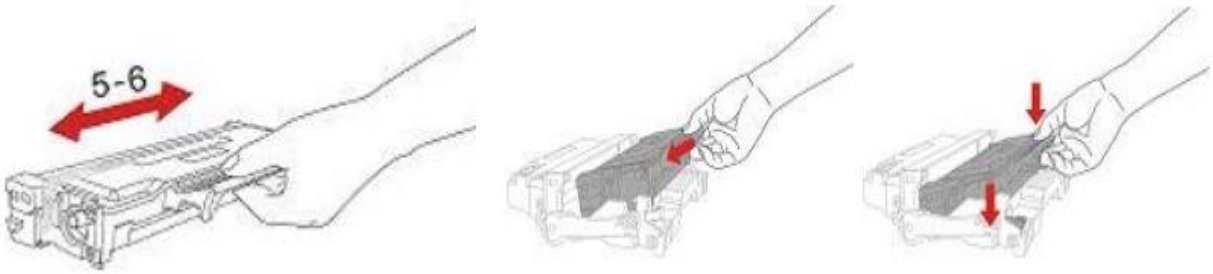


② Cartridge Issues:

1. How do I replace or insert a cartridge?

Firstly, pull out the seal on the new toner cartridge and gently shake it for 5 – 6 times, then insert the toner cartridge into the drum unit.

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



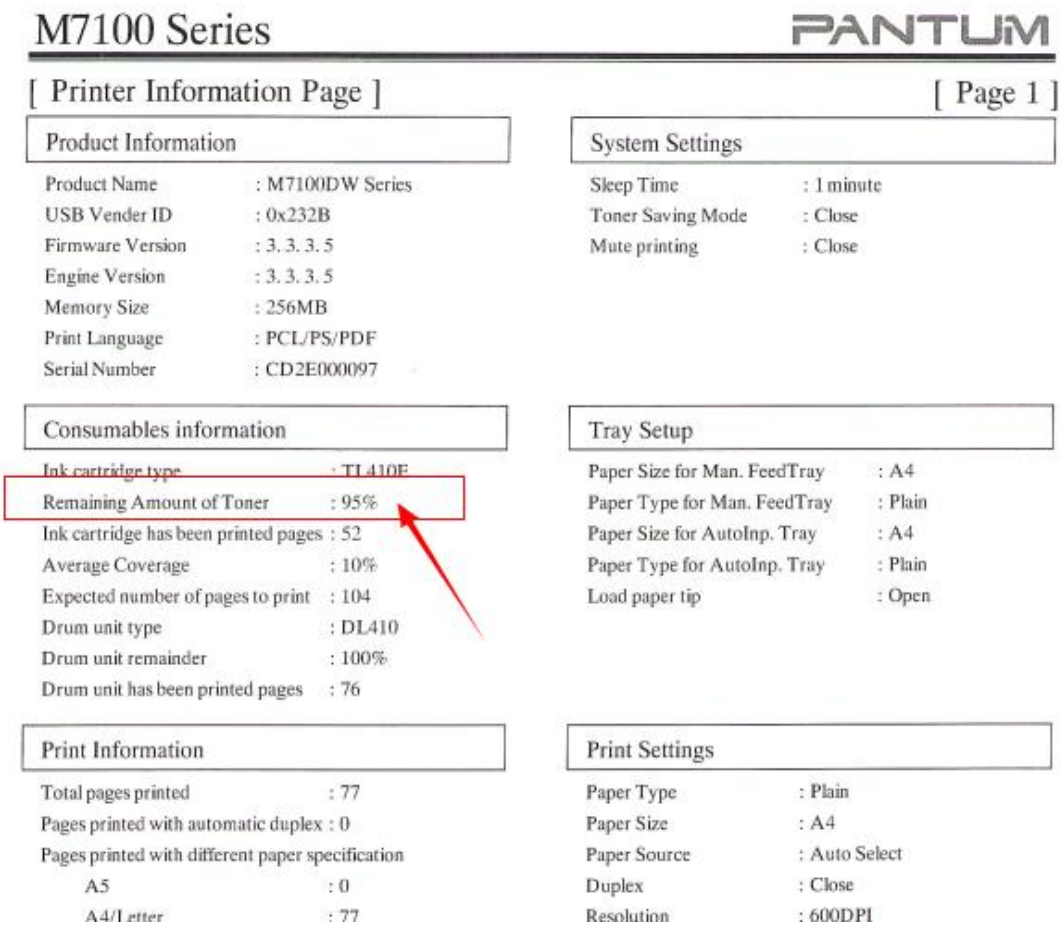
2. How do I check the amount of toner left in my cartridge from M6700/M7100 Series Printer?

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.



M7100 Series

PANTUM

[Printer Information Page] [Page 1]

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

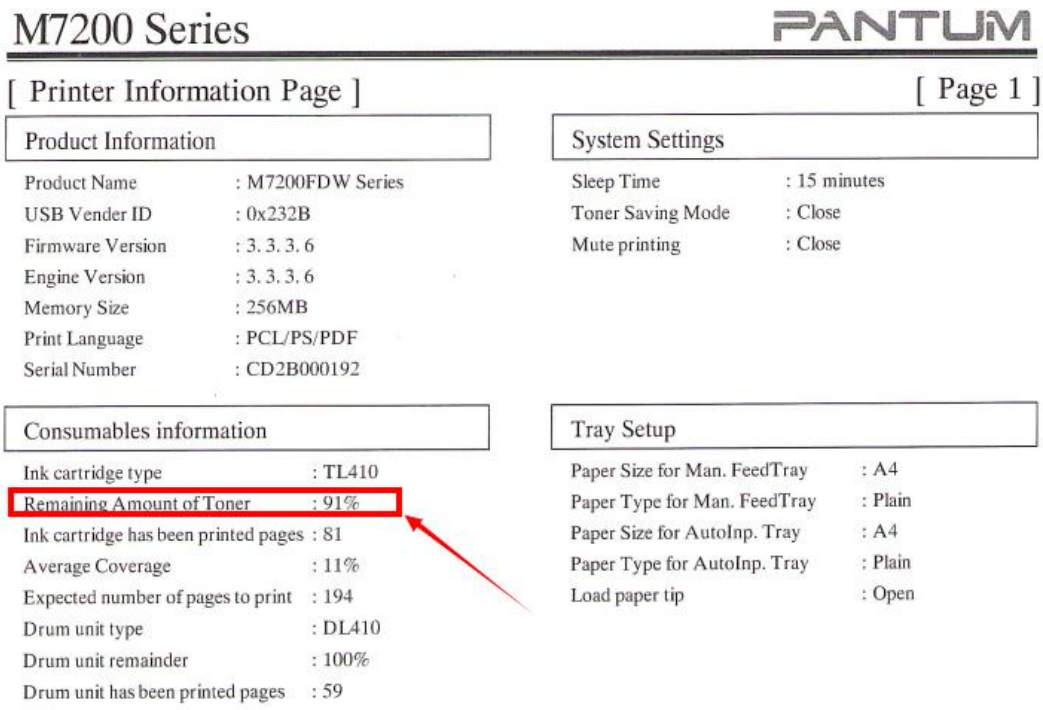
3. How do I check the amount of toner left in my cartridge from M6800/M7200 Series Printer?

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.



M7200 Series

PANTUM

[Printer Information Page] [Page 1]

Product Information

Product Name	: M7200FDW Series
USB Vender 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

4. 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.

M7100 Series PANTUM

[Printer Information Page] [Page 1]

Product Information

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USB Vender ID	: 0x232B
Firmware Version	: 3. 3. 3. 5
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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

Print Settings

Paper Type	: Plain
Paper Size	: A4
Paper Source	: Auto Select
Duplex	: Close

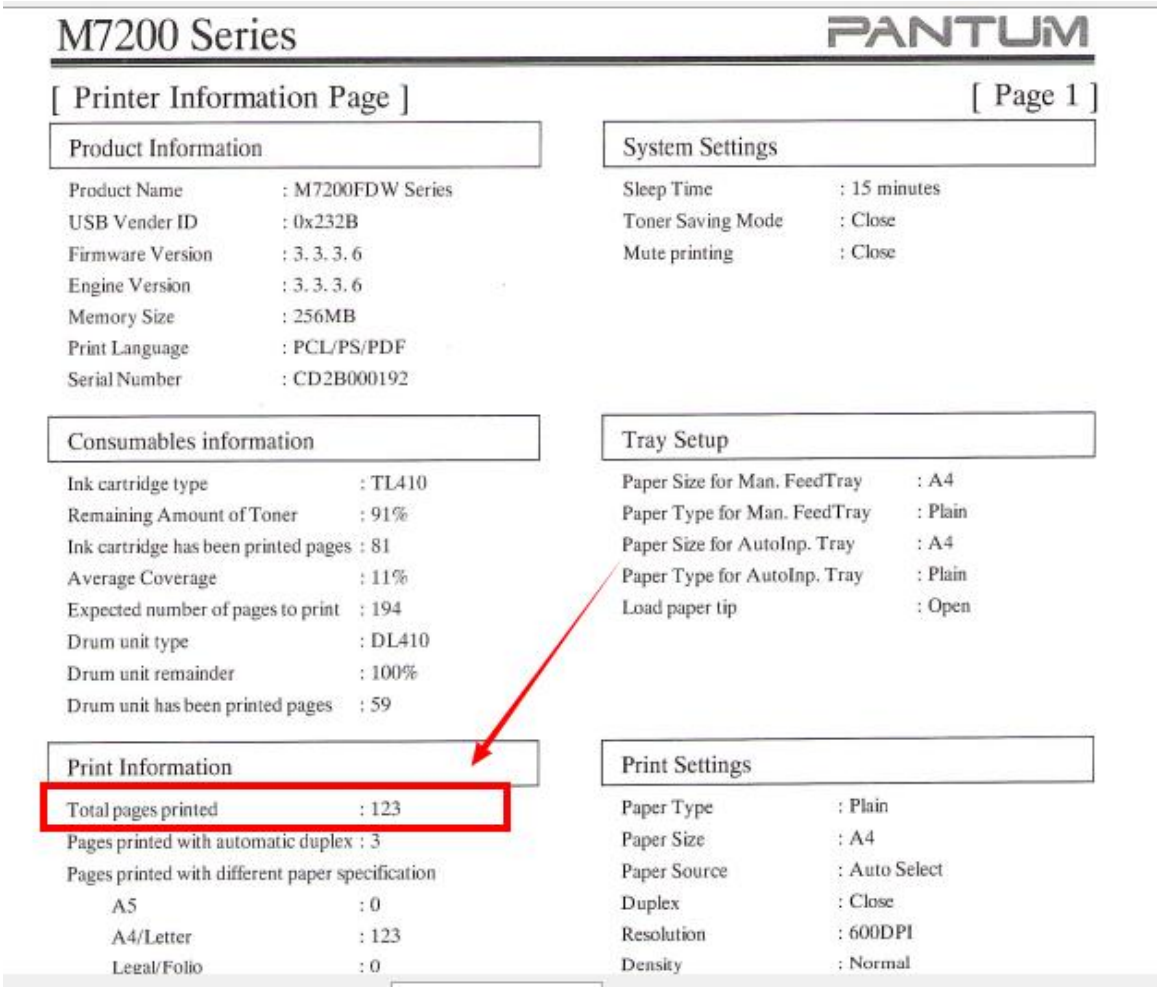
5. How do I check how many pages I have printed so far from M6800/M7200 Series Printer?

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.



M7200 Series

PANTUM

[Printer Information Page] [Page 1]

Product Information

Product Name	: M7200FDW Series
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Serial Number	: CD2B000192

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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

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

Starter/Standard Cartridge:

Model: TL-410 Page Yield: 1500 Pages

High-Volume Cartridge:

Model: TL-410H Page Yield: 3000 Pages

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

Starter drum unit:

Model: DL-410E Page Yield: 9000 Pages

Standard drum unit:

Model: DL-410 Page Yield: 12000 Pages

8. 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. So when the printer coverage is higher, the page can print should be less.

9. Why the Status light shows orange 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.

10. 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	• Toner cartridge error (uninstalled ink cartridge, unmatching ink cartridge, invalid toner cartridge) • Drum unit error (the drum units are not installed, not compatible or come to the end of their service lives.) • Paper error (a paper out, paper jam or feed failure occurs) • Scan error (a scanning failure occurs, and the ADF has an open cover or a paper jam.) • Fax error or printer error such as the front cover of the printer is open.

11. 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

12. How to check the printer’s serial number location:

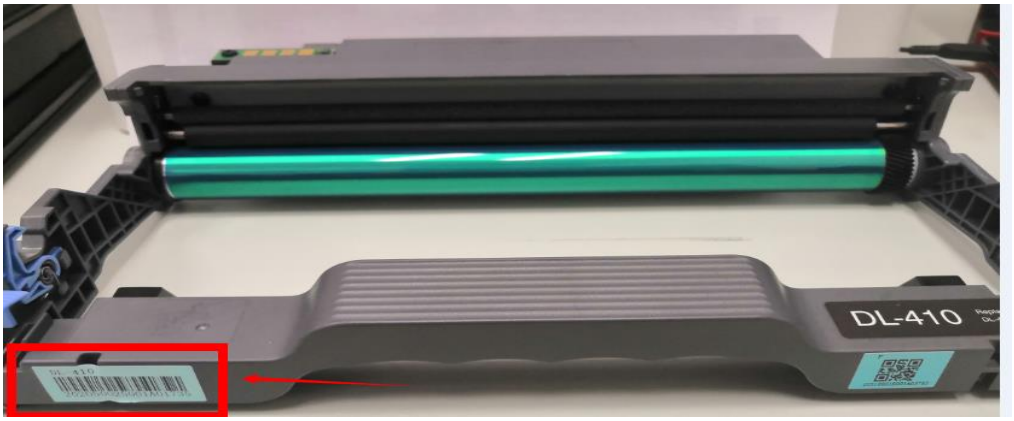
Open the printer’s rear cover, please check with below pictures:

13. How to check the toner’s serial number location:

Please check with below pictures:

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

Please check with below pictures:



15. Why the printout is not clearly and a little whitish in the printing?

Take out the cartridge, hold the handle of the cartridge and gently shake around 5 to 6 times, so as to make the toner evenly distributed inside the cartridge.

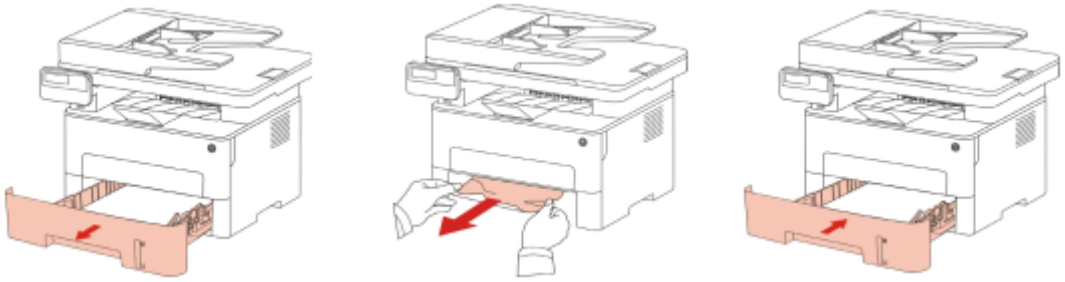
③ Paper Issues:

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

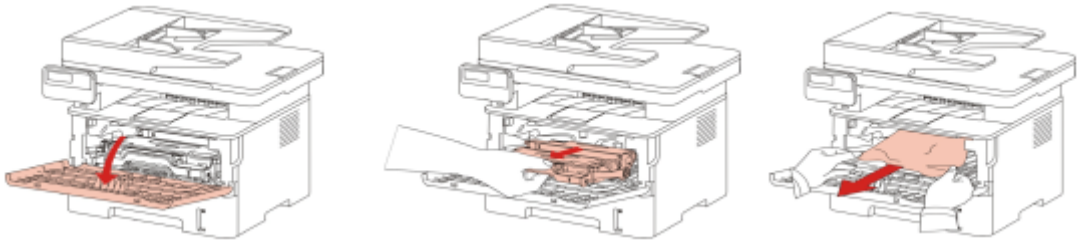
There are four conditions paper jam possible as below:

A) Middle Jam

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

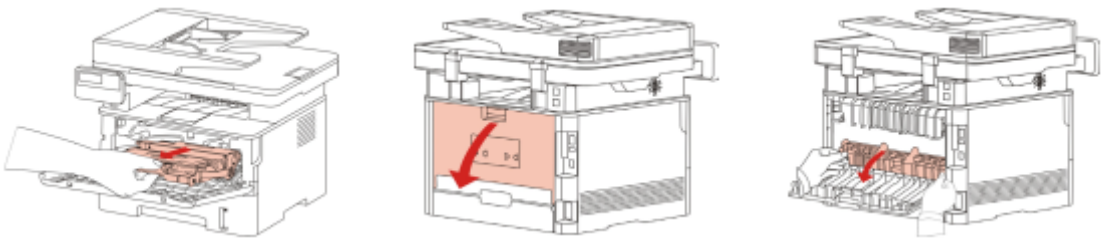


Step2: Open the front cover, take the laser toner cartridge out along the track, then gently pull the jammed paper out.

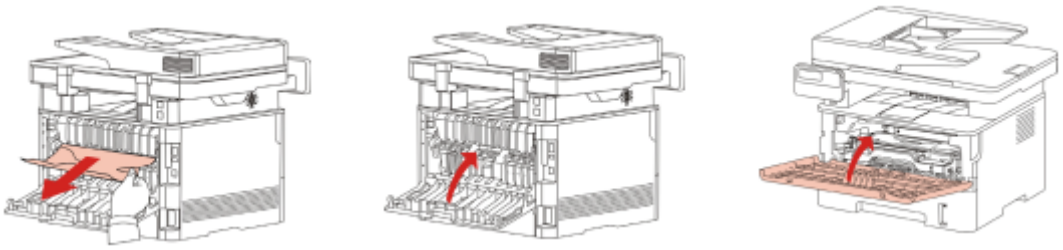


B) Paper Jam in the Fuser unit

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.

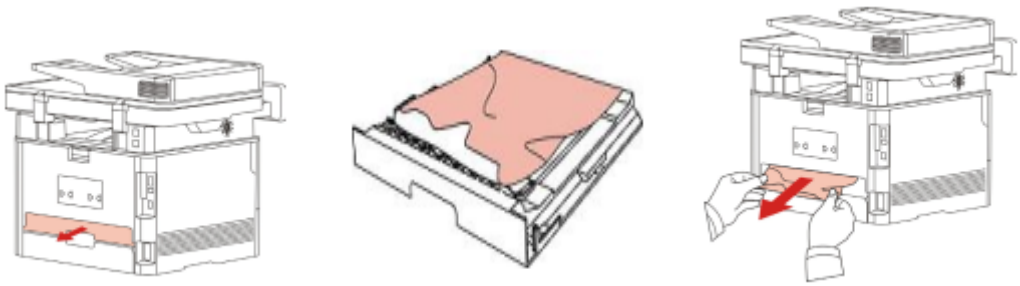


Step2: Gently pull the jammed paper out, then c lose the back cover after removing the paper jammed, install a new toner cartridge and then close the front cover; then, the printer will recover printing automatically.



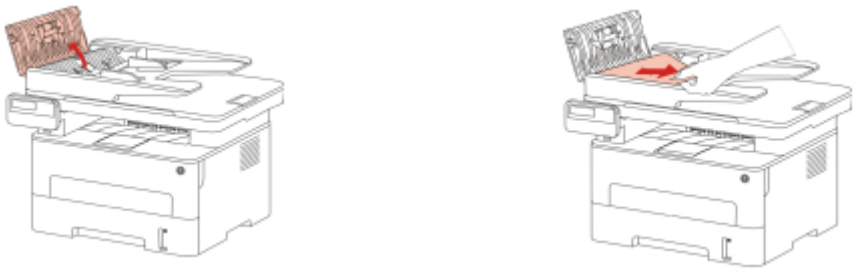
C) Duplex Unit Jam

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.

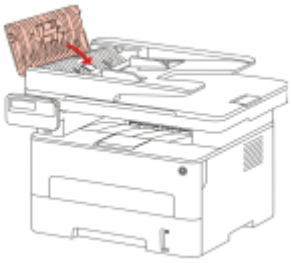


D) Paper Jam occurs on the ADF

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.



2. Why the printer could not feed paper successfully?

There are three possible reasons as below:

1) There is too much paper in the tray:

Solution: Remove excess paper from the tray.

2) The print media is loaded incorrectly:

Solution: Please correctly load the print media.

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

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

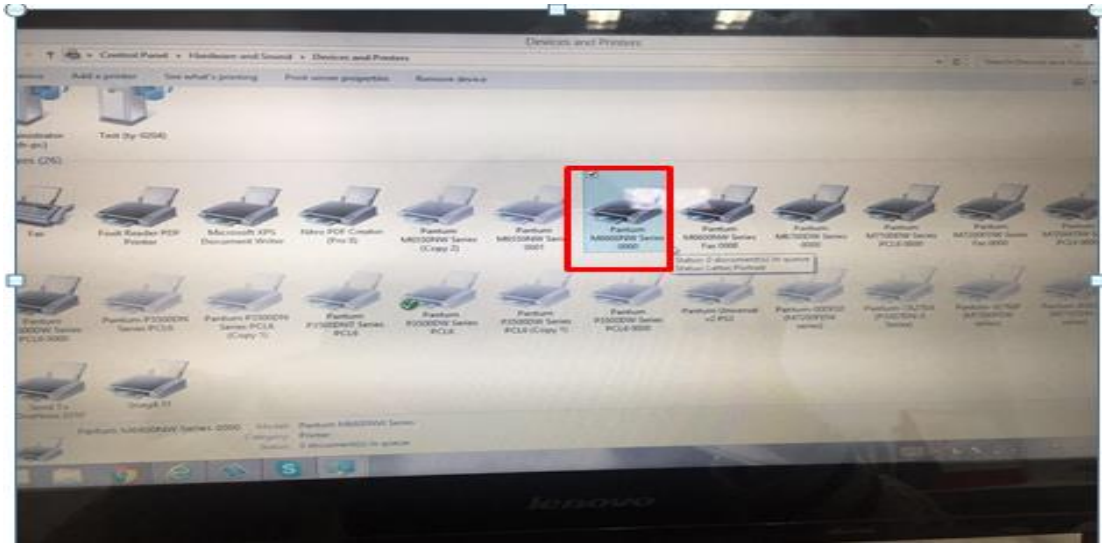
3. What kinds of paper can I use in my Pantum M6700/M7100/M6800/M7200 series printer?

2.1.Paper Specification

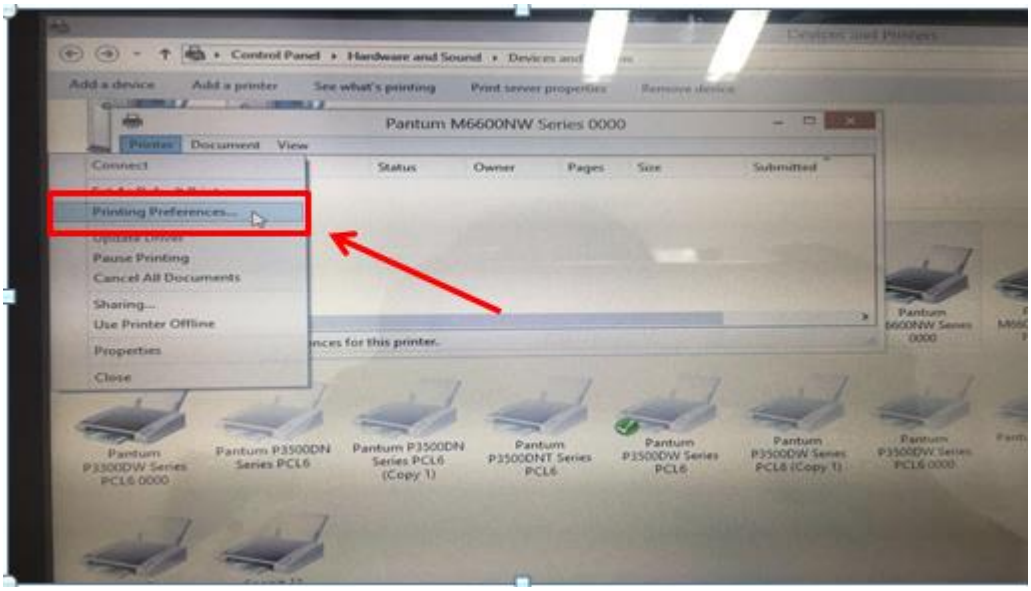
Automatic Feeder Tray	Media Type	Plain paper(70～105g/m²),thin paper(60～70g/m²)
	Media size	A4, Letter, A5, Legal, Statement, JIS B5, Folio, Oficio, Executive, ISO B5, A6, B6, 16K, Big 16K, 32K, Big 32K,Custom
	Media weight	60～105g/m²
	Maximum capacity of the tray	250 pages (80 g/m²)
feed tray Manual	Media Type	Plain paper(70～105g/m²),thin paper(60～70g/m²),thick paper(105～200g/m²),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/m²
	Maximum capacity of the tray	1 pages

4. How to print multipage on one page?

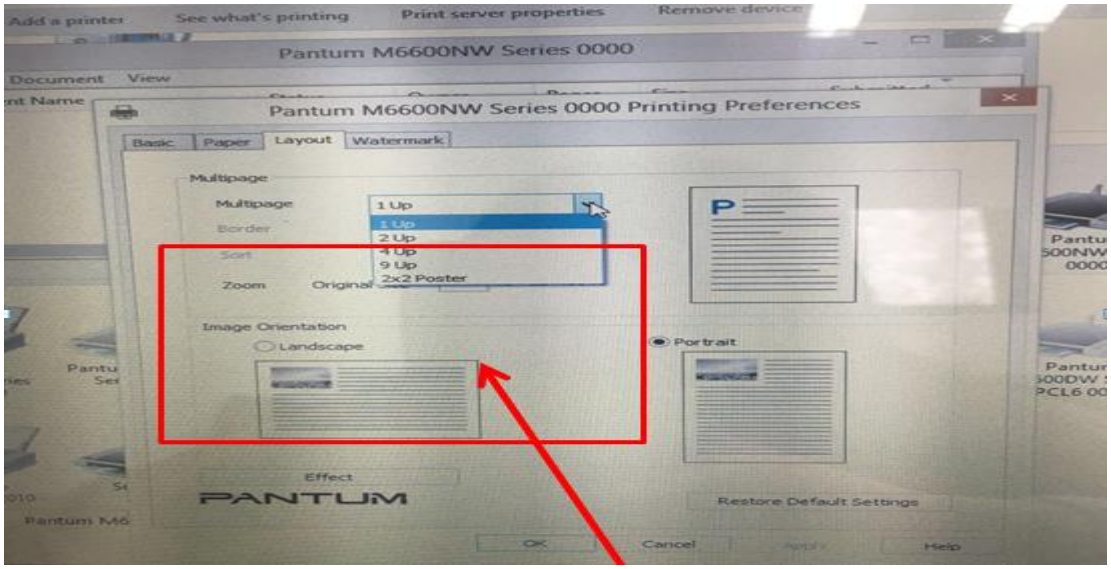
Step1: Please double left click your model of your printer in the 'Devices and Printers'



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



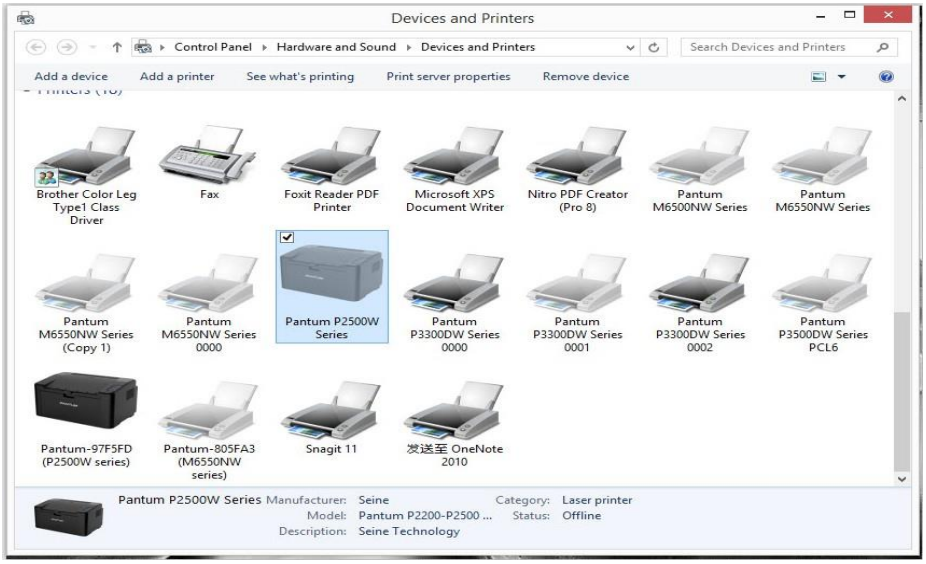
Step3: Select “how many pages you want to print in one page” in the Layout.



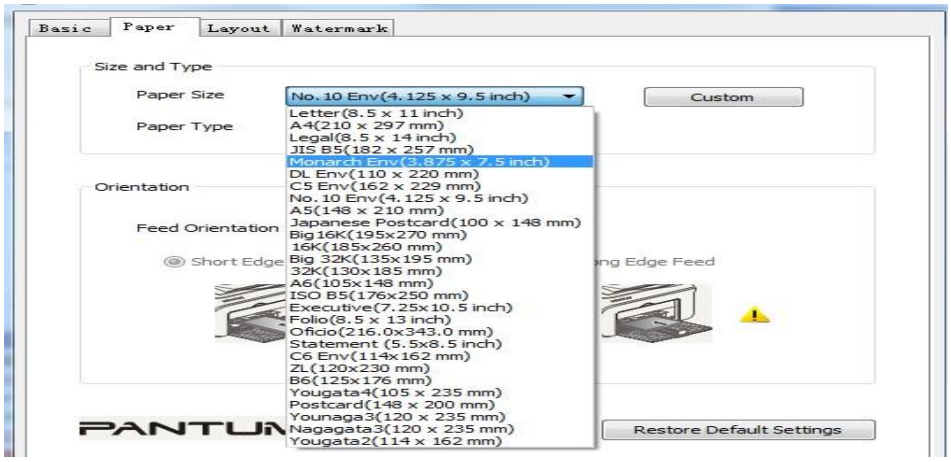
5. How to adjust letter format in the printing document?

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

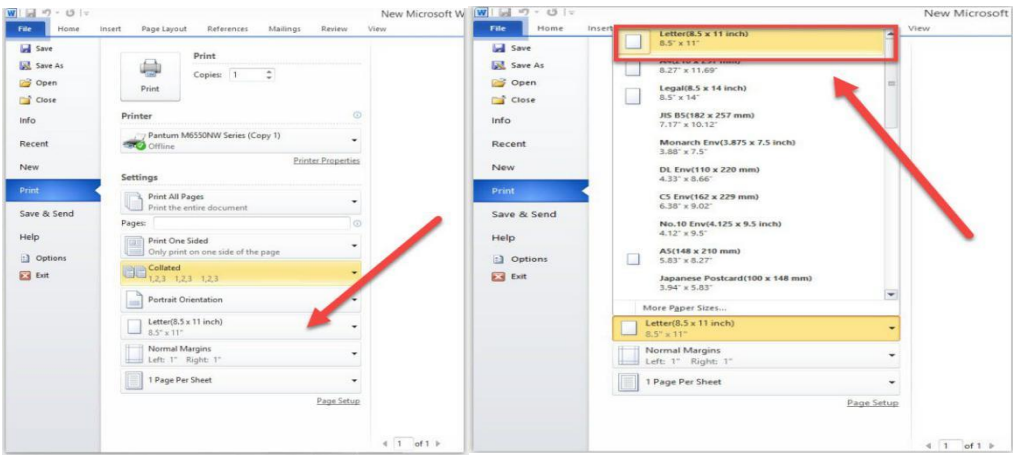
Please double click your model of your printer in the ‘Devices and Printers’



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

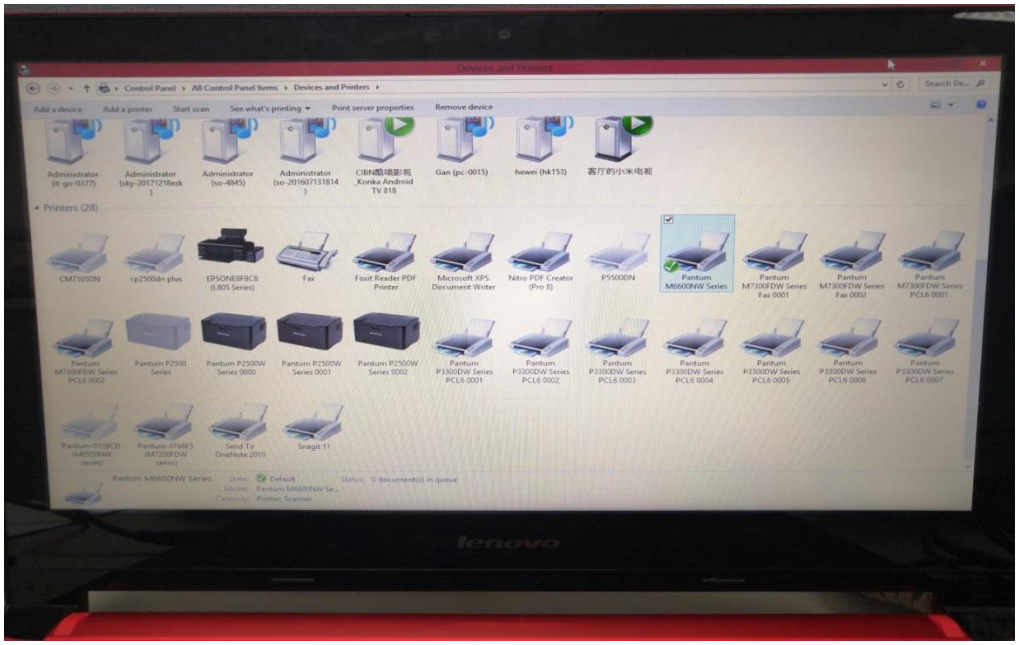


Step2: Please change to 'letter size' in the printing document also.

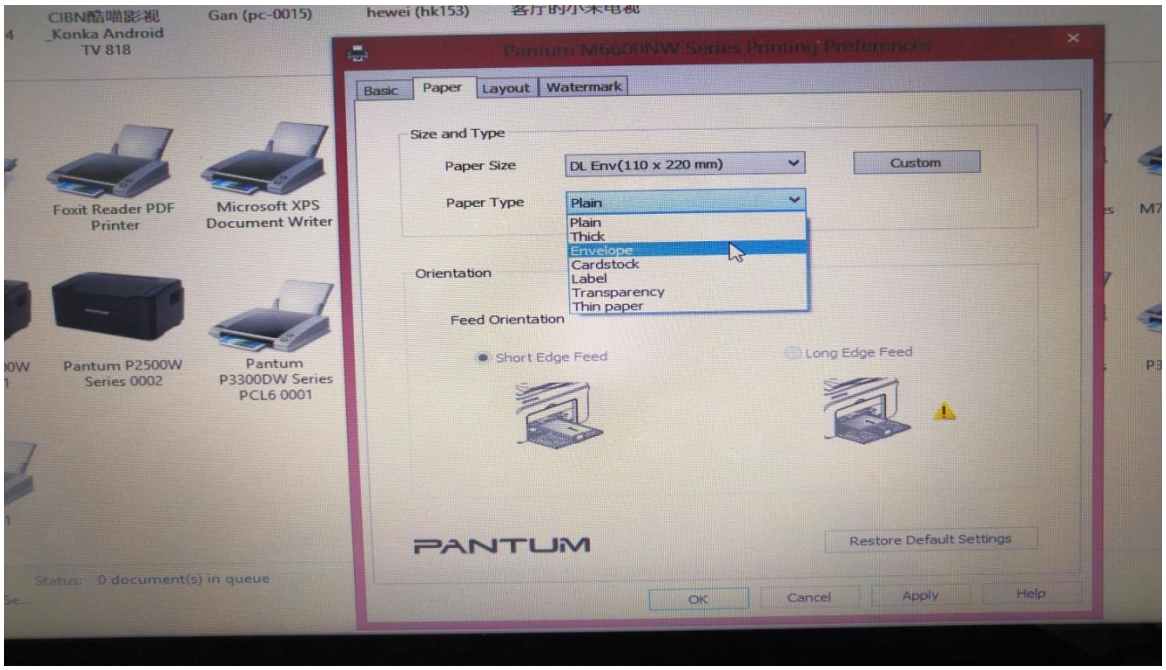


6. How to adjust envelope type in the printing document?

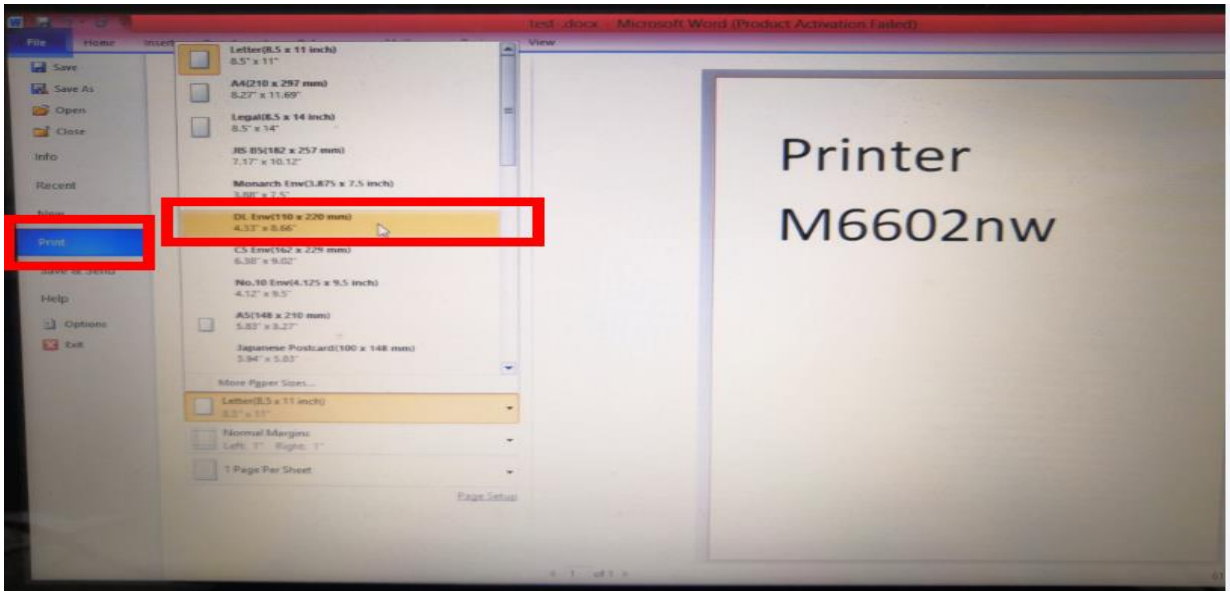
Step1: Please double click your model of your printer in the 'Devices and Printers'



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



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



④ Printer Compatible Issues:

1. Does my Pantum Printer works on Windows Mobile?

No, our printer did not compatible with Windows Mobile.

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

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

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

Yes, Ubuntu 12.04/ 14.04/ 16.04/ 18.04

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

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

5. Could I download the APP from Google Play?

Yes, you could download it from Google Play.

6. Is my printer compatible with Chrome OS system?

No, our printer did not compatible with Chorme OS.

7. Is my printer compatible with Linux OpenSuse system?

No, our printer did not compatible with Linux OpenSuse.

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

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

⑤ Mobile Guidance Issues:

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

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

Pantum APP are applicable to Android OS 4.4-8.0

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

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

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

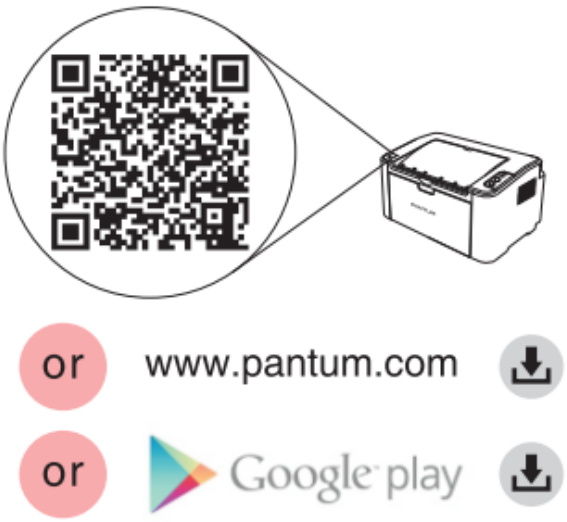
Solution 2) : Download APP on IOS device ➔ Switch on printer ➔ Connect printer hot spot ➔ Running App ➔ Select a file➔Setup and print

Pantum APP are applicable to IOS 6.0 and above.

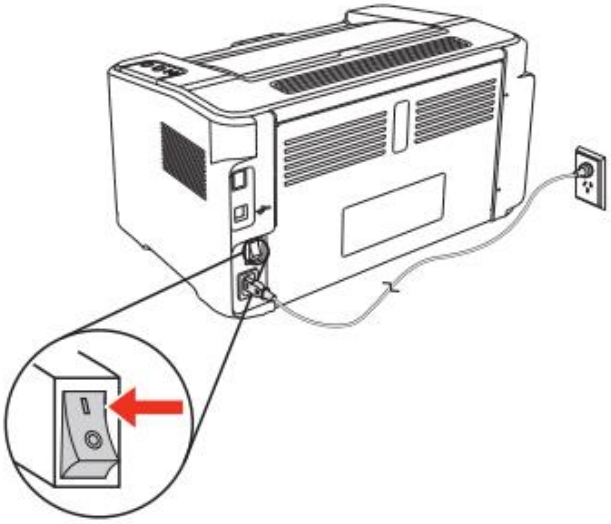
3. How to print a PDF file from Android mobile phone?

Solution 1) Download the "Pantum App" Application

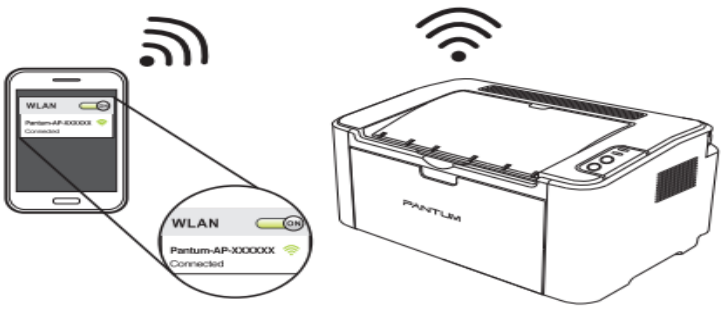
Step1: Download the APP from www.pantum.com or Google Play, then install the APP



Step2: Switch on the printer



Step3: Connect to the Printer Hotspot



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

Step5: Select the file and print it.

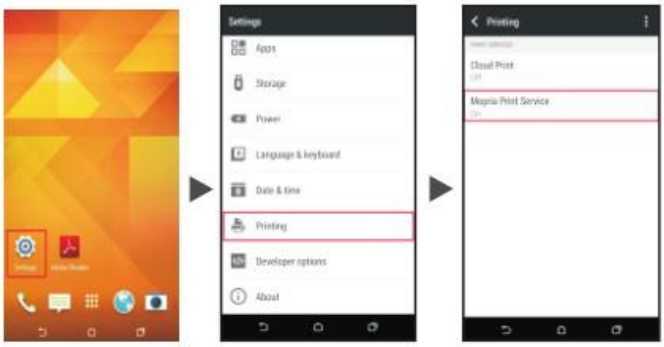
Solution 2) Download the ” Mopria ” application .

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

Step2: Turn on the printer

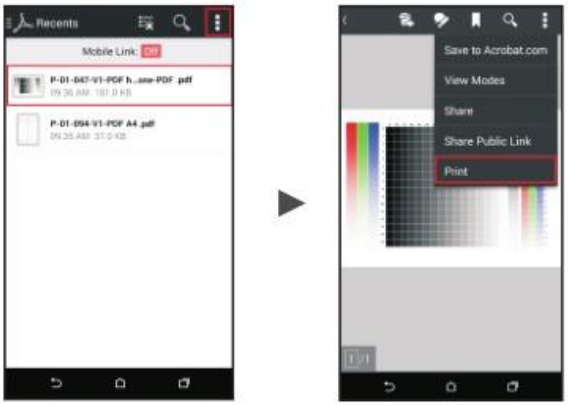
Step3: Connect to the printer hot spot

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



Step5: Start the application

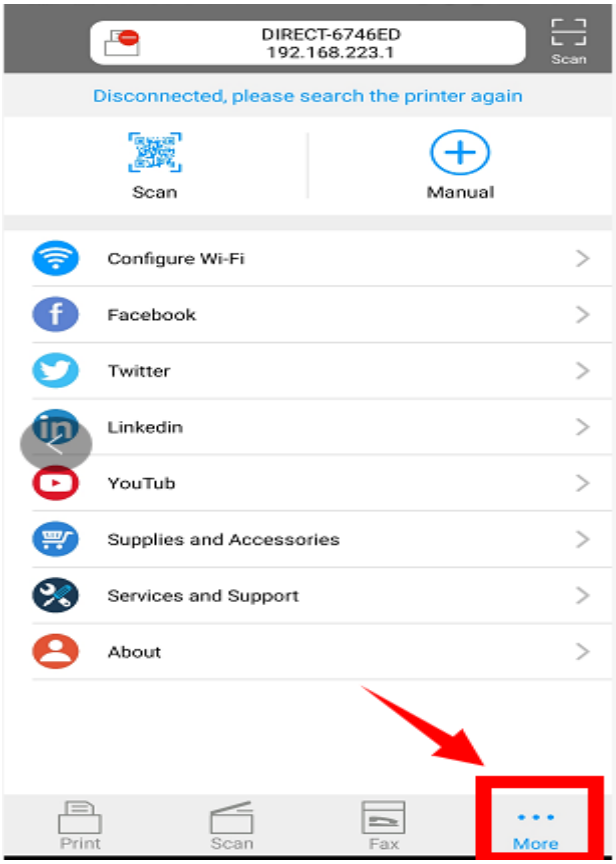
Step6: Select the document, click on the upper right corner, and click Print.



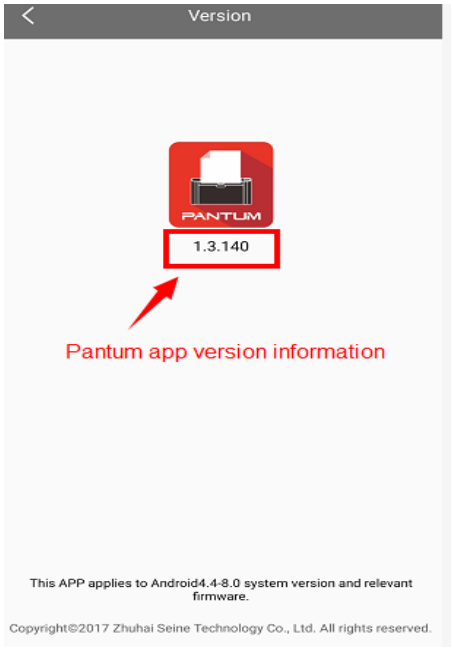
Step7: Select the printer, click Print.

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

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



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

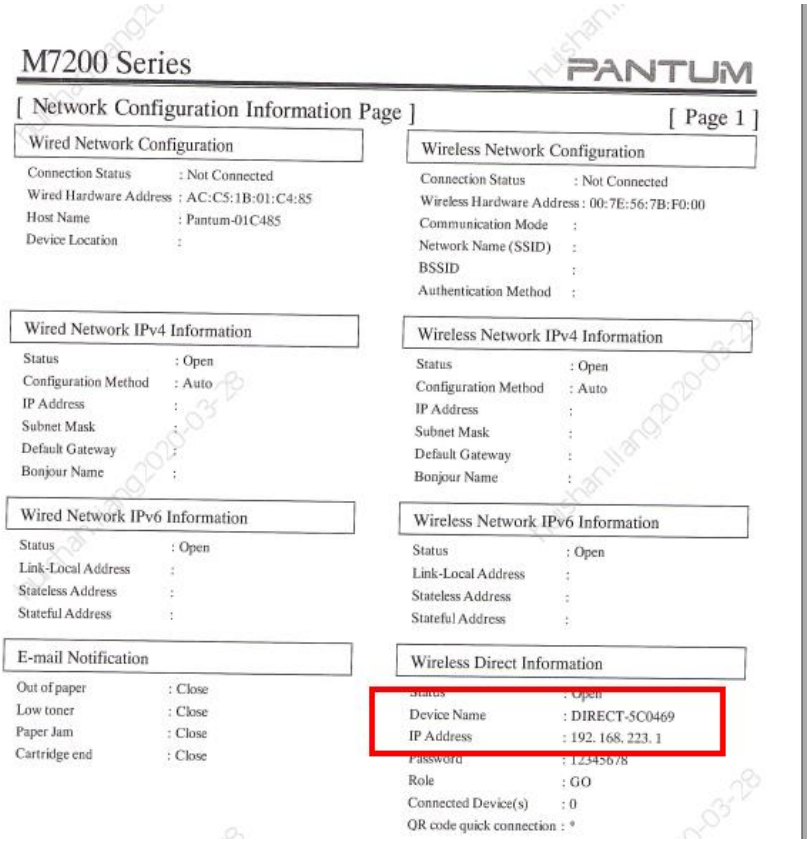


5. How to merge multi-page scanned documents into one PDF from M7100/M6800/M7200 (with “W”) Series Printer via Android mobile phone?

Please select the “ADF” in the Pantum app, then it can scan multiple pages and save it as one document

6. How do I take a mobile scan from Iphone/ Ipad device from M6700/M7100/M6800/M7200 (with “W”) Series Printer?

Step1: Find device name and IP Address, you can check it on your network configuration information page of your printer (Press on the control panel :Menu setting→ Information Report→ Prt net conf.) We will take an example as below:



M7200 Series PANTUM

[Network Configuration Information Page] [Page 1]

Wired Network Configuration

Connection Status	: Not Connected
Wired Hardware Address	: AC:C5:1B:01:C4:85
Host Name	: Pantum-01C485
Device Location	:

Wireless Network Configuration

Connection Status	: Not Connected
Wireless Hardware Address	: 00:7E:56:7B:F0:00
Communication Mode	:
Network Name (SSID)	:
BSSID	:
Authentication Method	:

Wired Network IPv4 Information

Status	: Open
Configuration Method	: Auto
IP Address	:
Subnet Mask	:
Default Gateway	:
Bonjour Name	:

Wireless Network IPv4 Information

Status	: Open
Configuration Method	: Auto
IP Address	:
Subnet Mask	:
Default Gateway	:
Bonjour Name	:

Wired Network IPv6 Information

Status	: Open
Link-Local Address	:
Stateless Address	:
Stateful Address	:

Wireless Network IPv6 Information

Status	: Open
Link-Local Address	:
Stateless Address	:
Stateful Address	:

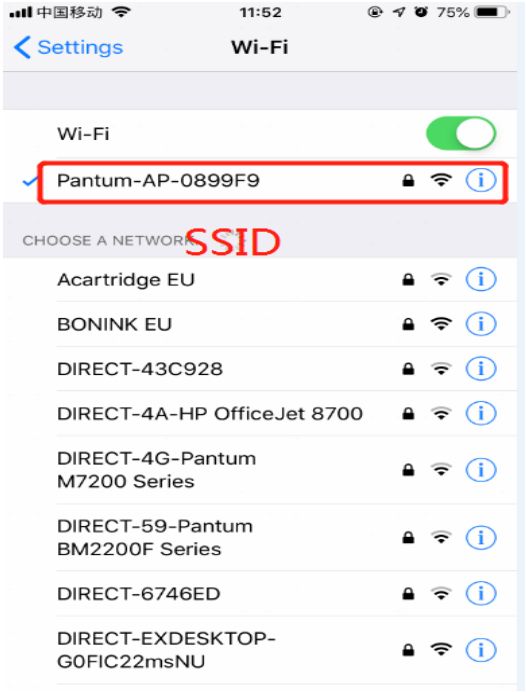
E-mail Notification

Out of paper	: Close
Low toner	: Close
Paper Jam	: Close
Cartridge end	: Close

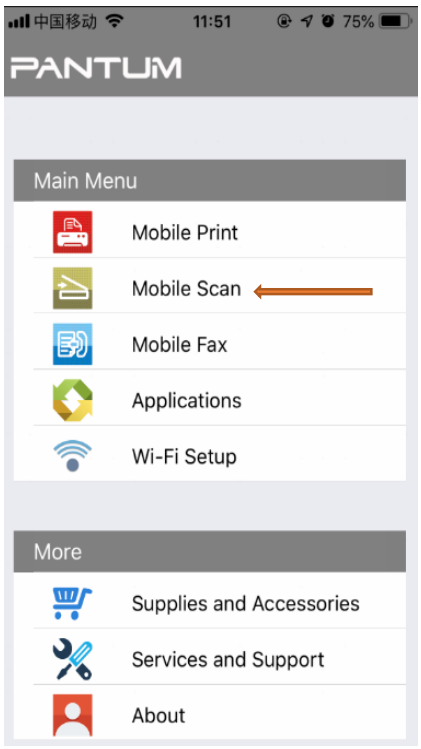
Wireless Direct Information

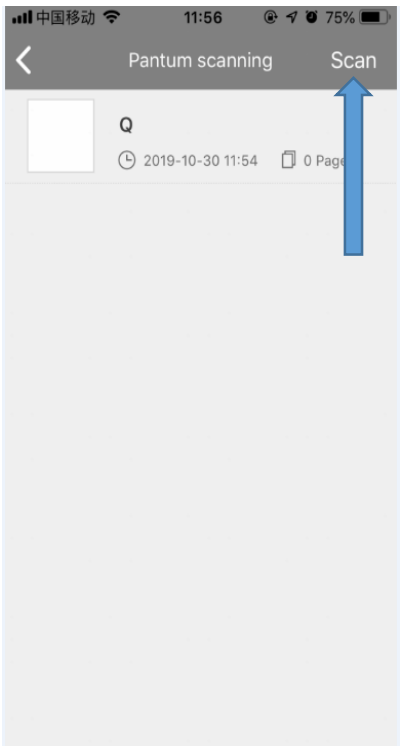
Status	: Open
Device Name	: DIRECT-5C0469
IP Address	: 192. 168. 223. 1
Password	: 12345678
Role	: GO
Connected Device(s)	: 0
QR code quick connection	: *

Step2: Make sure that the printer "Wi-Fi " button is turn on, then connect the IOS mobile device with wireless network of the printer SSID, the default password is 12345678



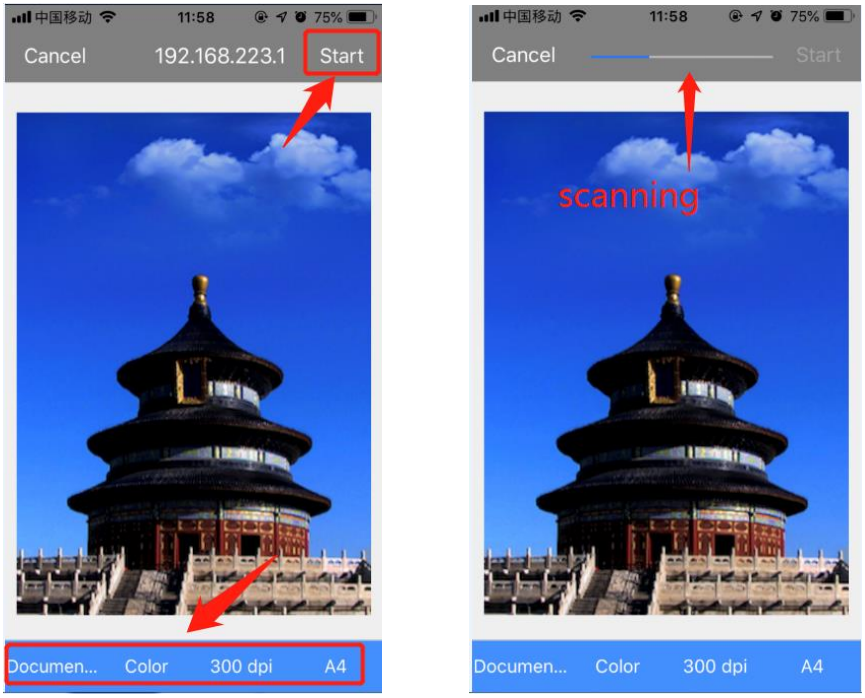
Step3: Open the ”PANTUM” application , click “mobile scan”, then click on “Scan”





Step4: Click “select a scanner” in the top, then click “add the IP address”. Enter the printer IP address “192.168.223.1 and connected successfully.

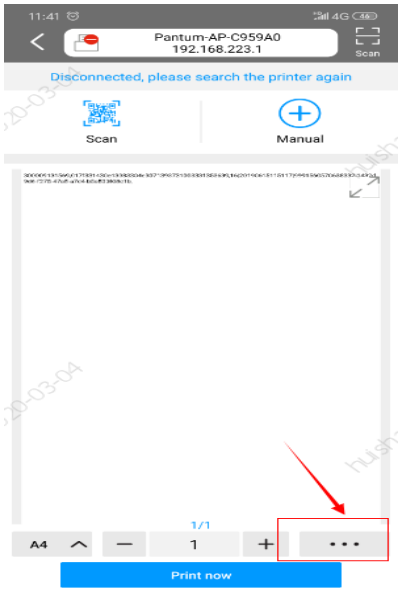
Step5: After connected the scanner, you can adjust the scanning settings (inside the red circle), and finally click "Start", then starting scan , as shown below:



Step5: After the scan completed, the preview interface appears, then click “done” and rename for the file, as shown below:

7. How to do the duplex printing in the mobile phone from M6700 /M7100 /M6800 /M7200 (with “W”) Series Printer?

Step 1: Click on the option in the lower right corner of the program page



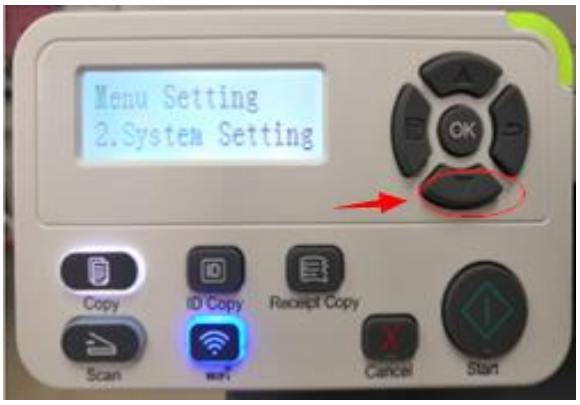
Step 2：then select the “dual short ” or “dual long” per your request and then press OK

Single/Dual
Single
Dual Long
Dual Short
Collate
Collate
Non-collate
Image quality
Standard
High
Range
All pages
Current page
Custom
A4
Reset
OK

⑥ General Settings Issues:

1. Is it possible to close the ‘Auto sleeping time’ on M6700/M7100 Series Printer?

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)



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

2. Is it possible to close the ‘Auto sleeping time’ on M6800/M7200 Series Printer?

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 M6800/M7200 Series printer,

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

3. 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.

4. 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.

5. 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.

6. 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.

7. 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

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

16.1.Overview of the Specifications

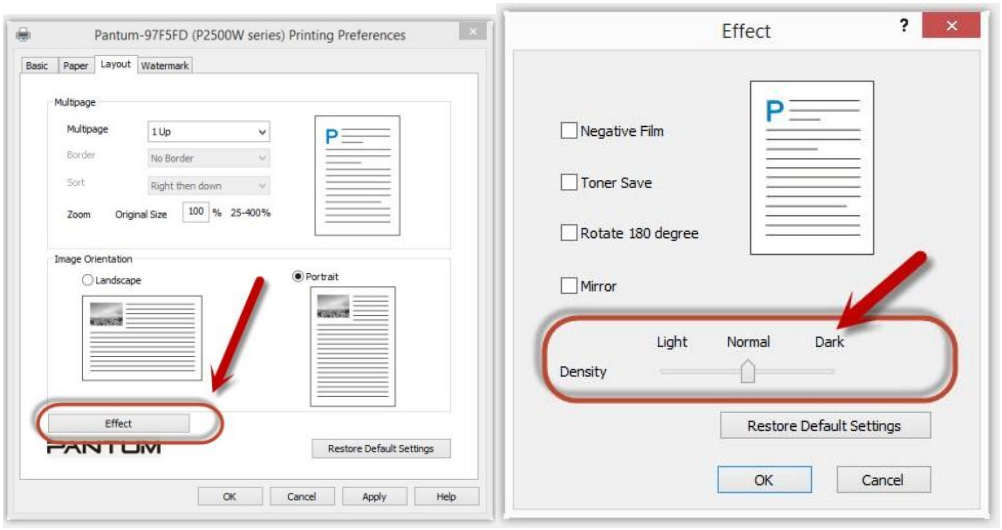
Product Size(W*D*H)	M6700 Series:415mm*365mm*310mm
	M6800/M7100/M7200 Series: 415mm*360mm*352mm
Product weight (exclusive of the random toner cartridge and packaging)	M6700 Series: 9.5Kg
	M6800/M7100/M7200 Series: 10Kg
Print Environment	Print temperature range:10-32 (5-35)℃
	Print humidity range:20%RH-80%RH
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 efficency 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)

⑦ Normal Printer Issue:

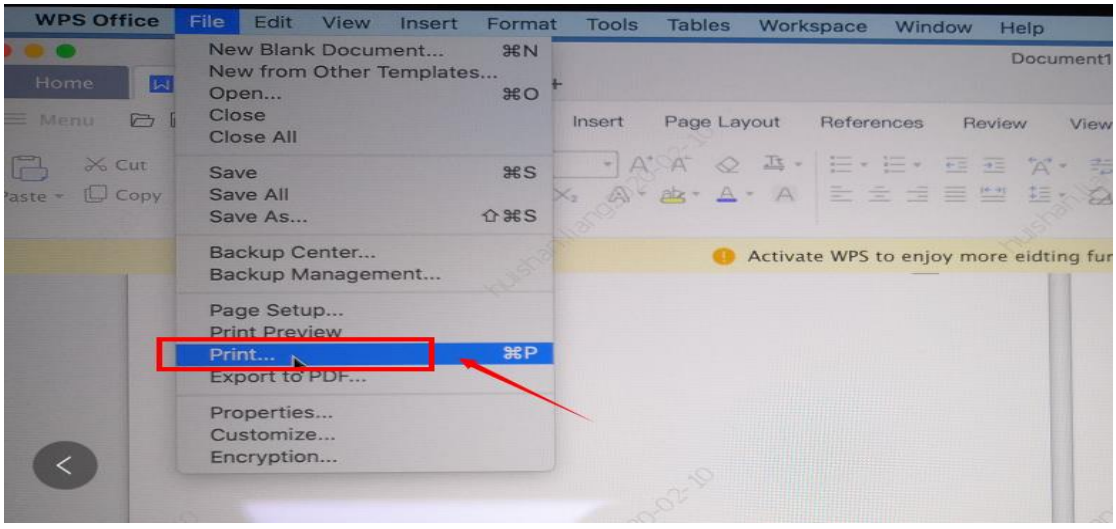
1. How to get the printer to print darker under Windows?

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

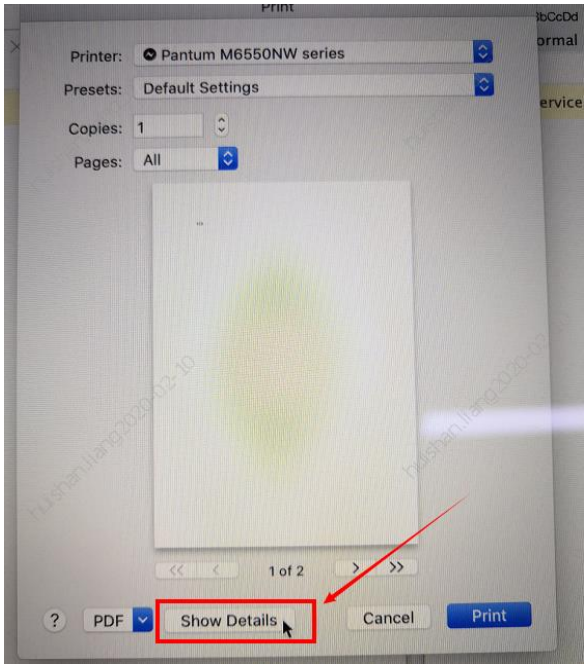


2. How to get the printer to print darker under Mac?

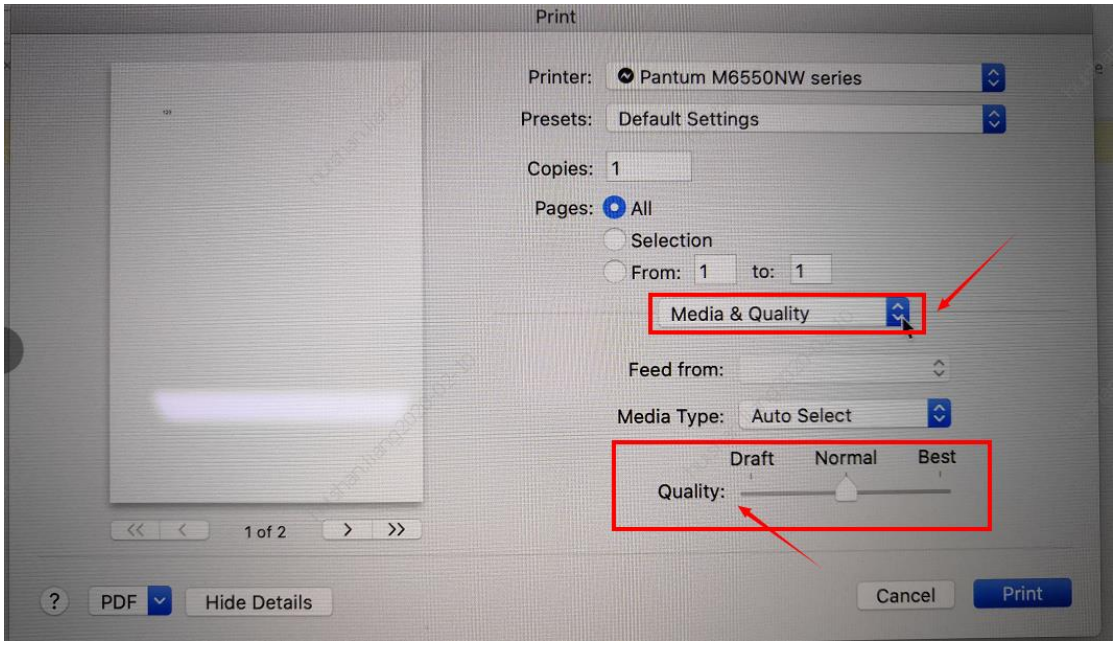
Step1: Click "Print" of the "file"



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

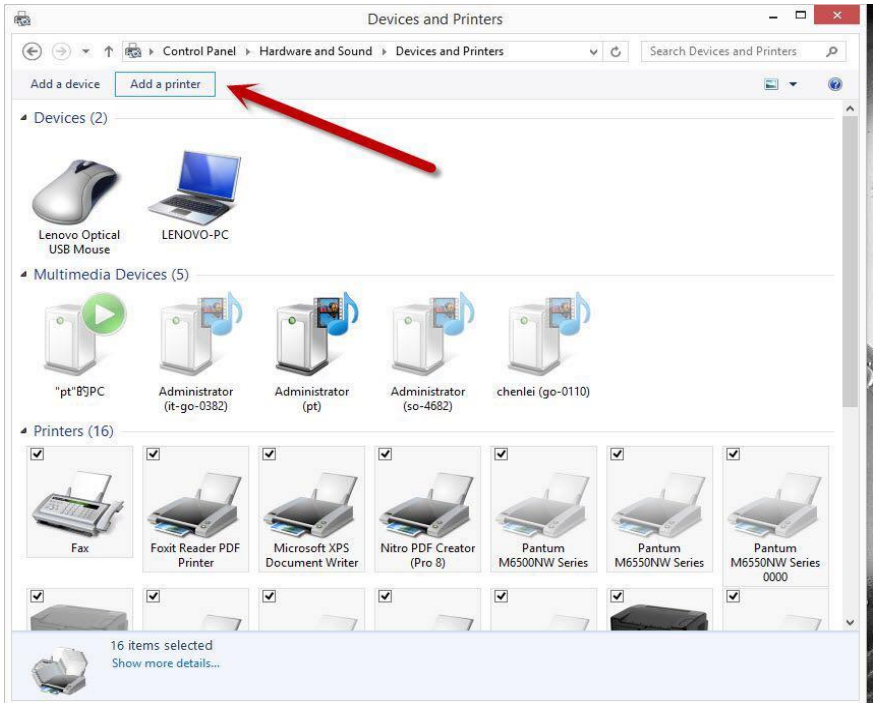


Step3: Chose "Media & Quality" in the option, select from "Draft-Normal- Best" per your request.

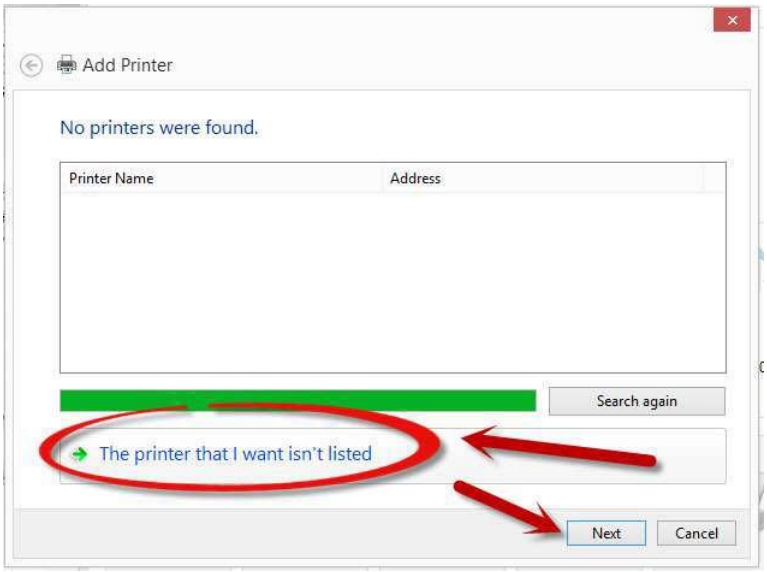


3. How to "add a printer "by manually under Windows?

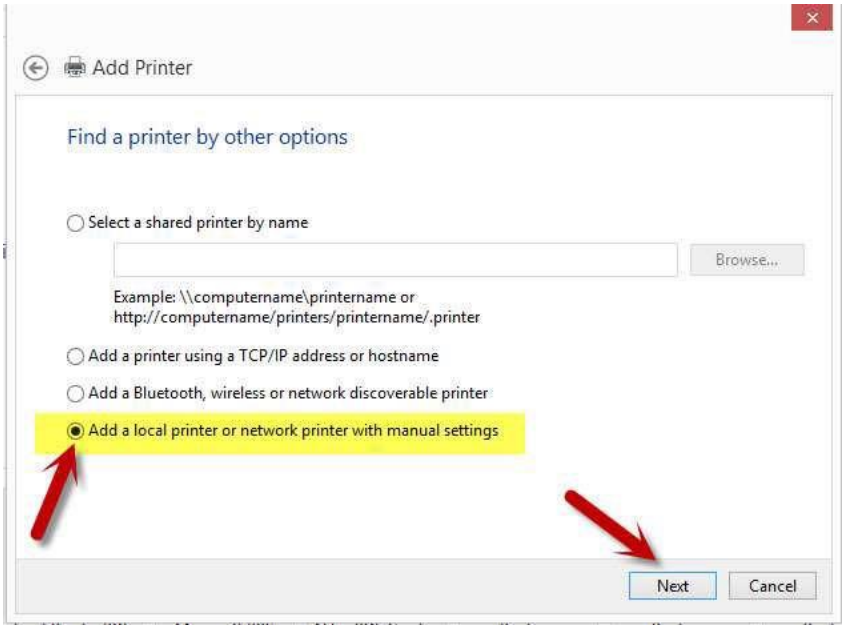
Step1: Click "add a printer" in the 'Devices and Printers'



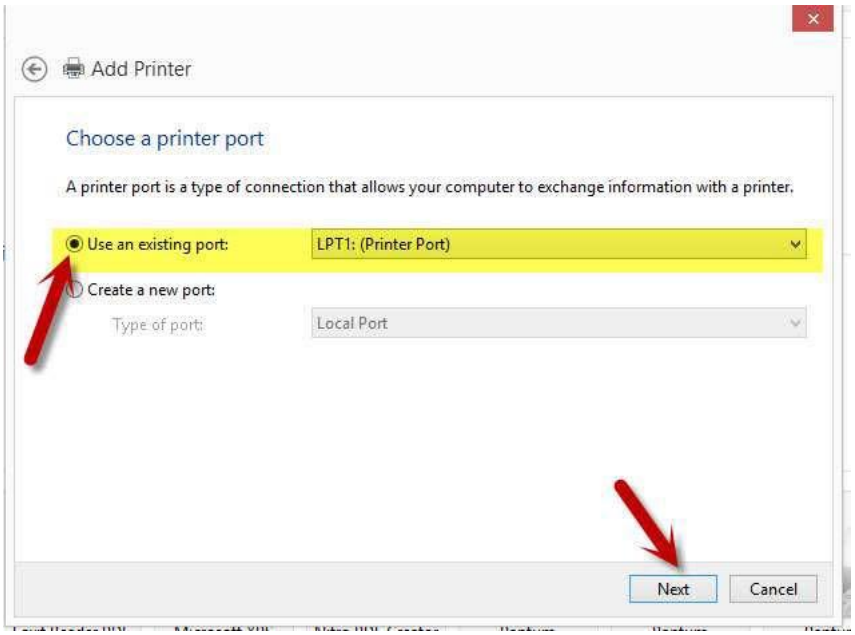
Step2: Please chose “the printer that I want isn’t listed” and chose ‘next” , it will be shown as below:



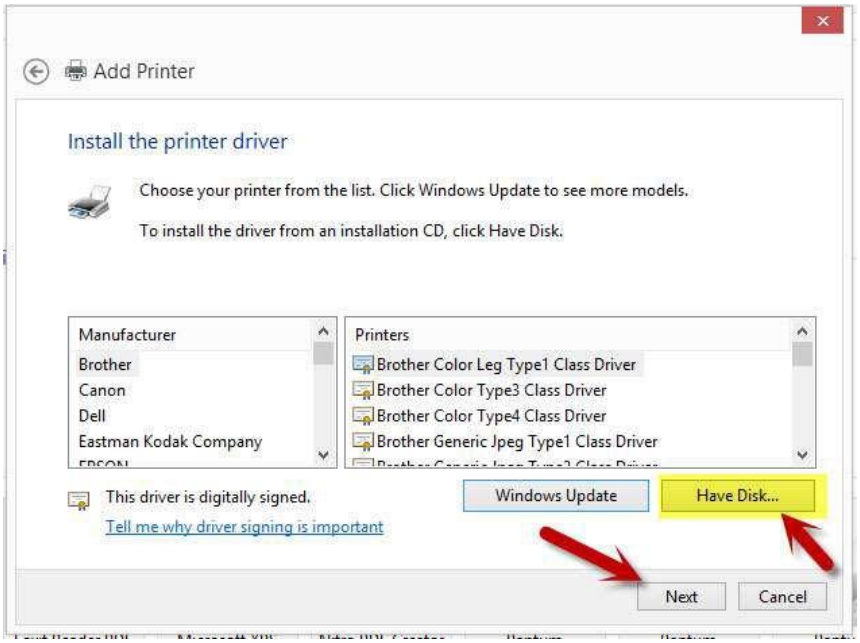
Step3: Please chose” adds a local printer or network printer with manual settings” and chose “Next”, it will be shown as below:



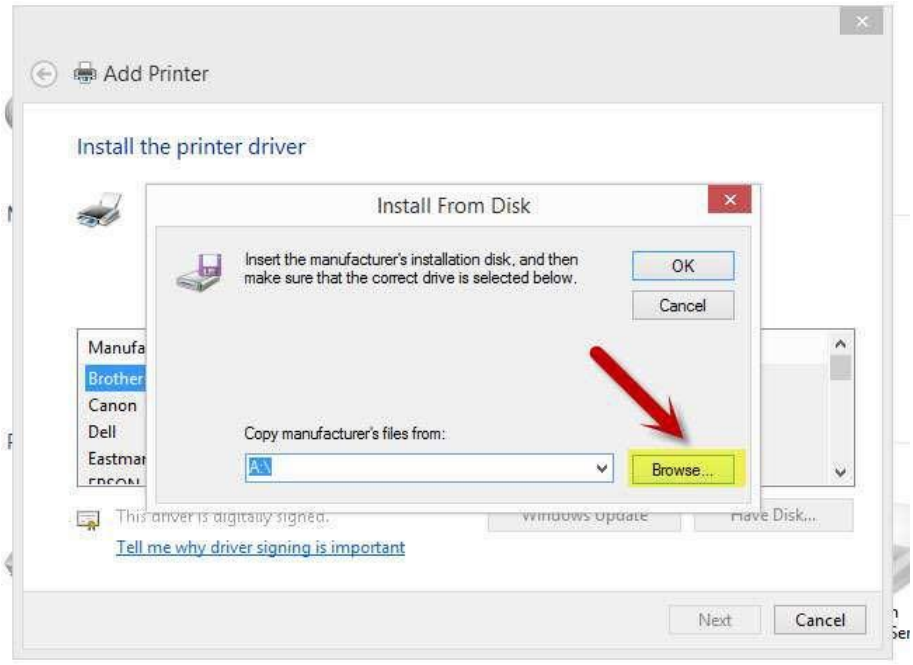
Step4: Please chose “Use an existing port” and select “Next”, it will be shown as below:



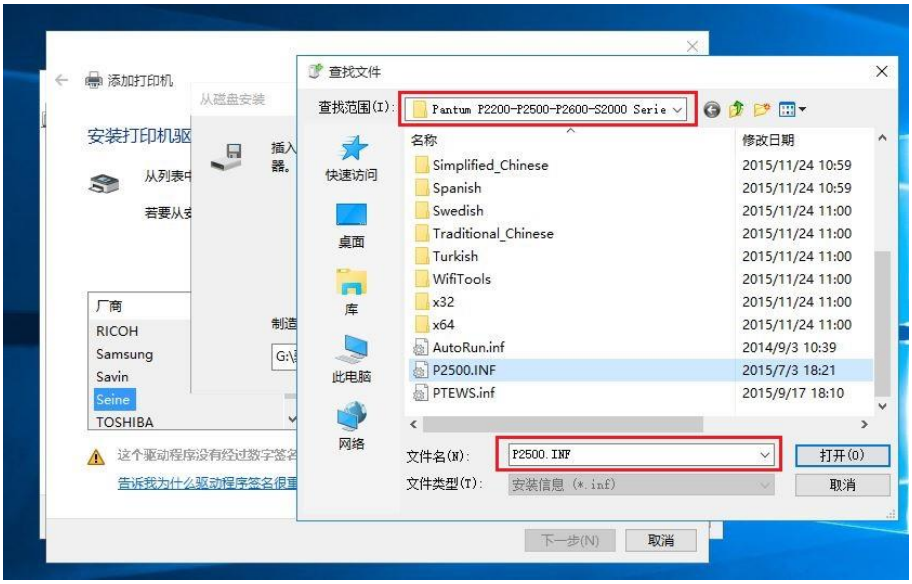
Step5: Please chose ‘have disked” and click “Next”, it will be shown as below:



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



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



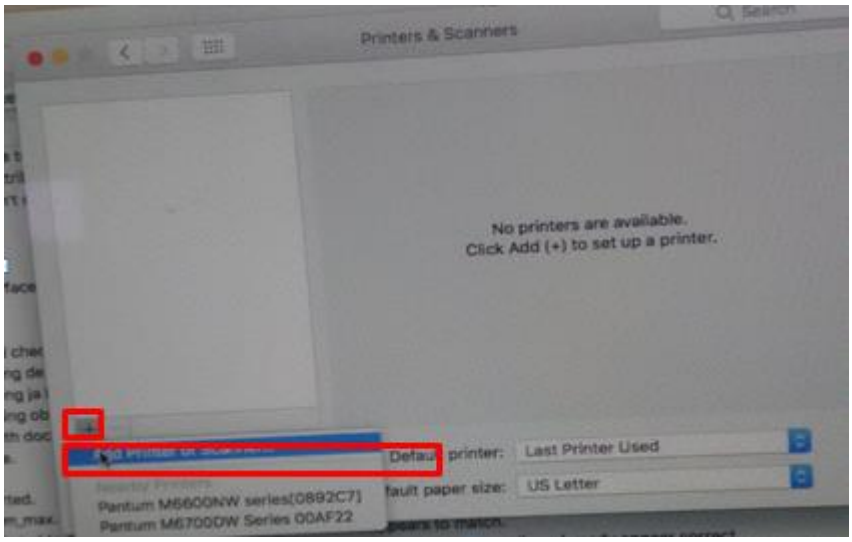
Step8: It will be finish to installation automatically after you pull up the printer's USB cable.

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

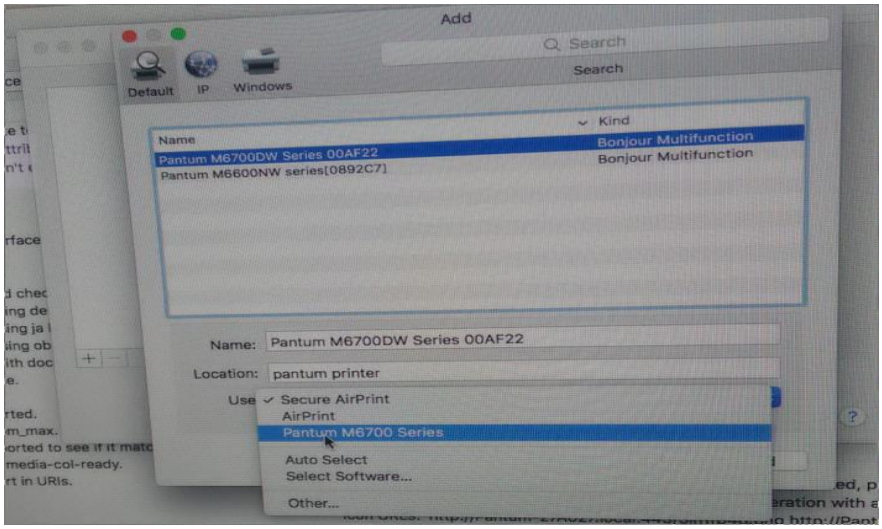
Step1: At first, please follow up the instruction of the CD-ROM to install the driver with USB that is under the MAC system.

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

Step3: Click "+" to add the printer.



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



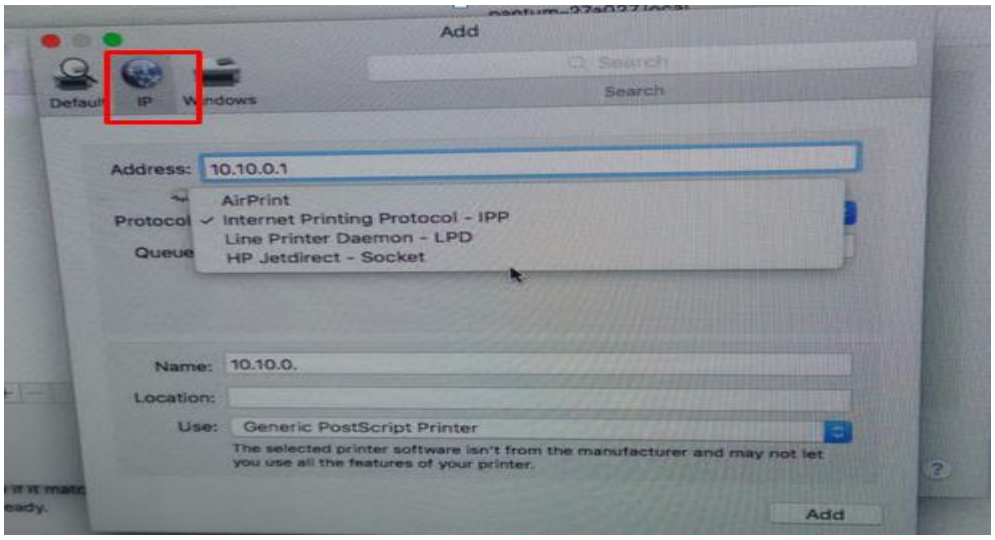
Remark: If the internet needs to set up manually. You can chose to IP modified at the forth step.

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

Here is the printer's name without modifications.

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

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

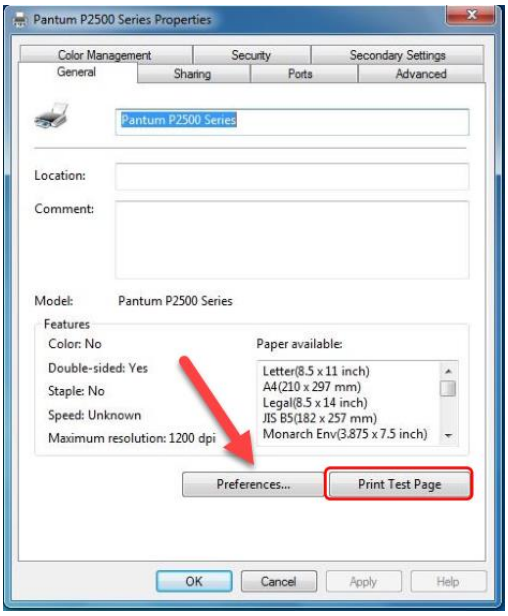


5. How to do Duplex Printing on Windows system?

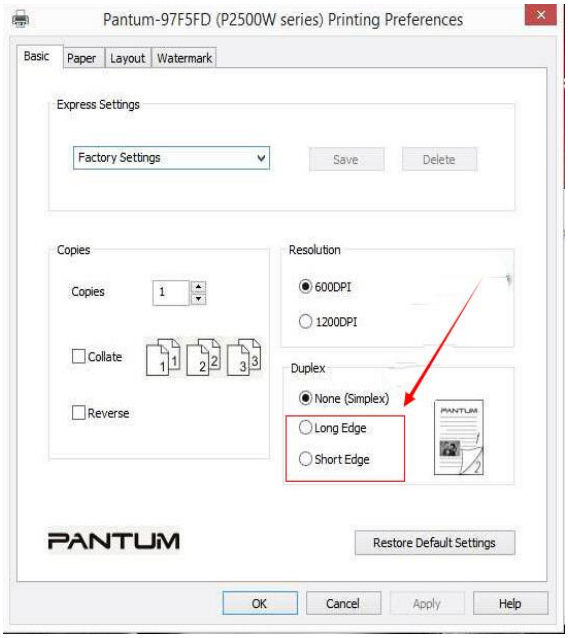
Please change your printer's properties as below steps.

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

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



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

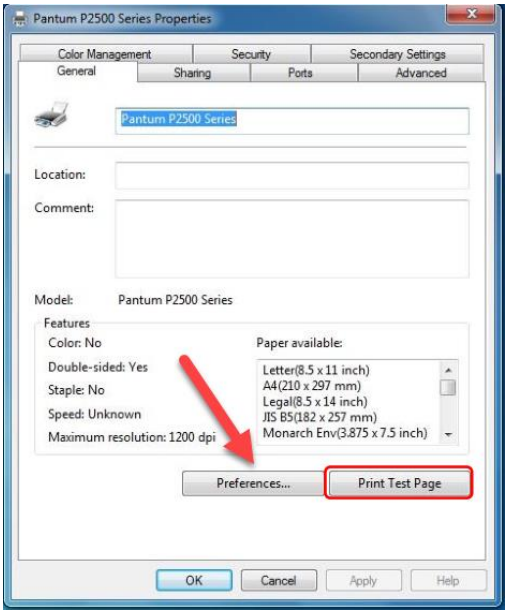


6. How to cancel the “duplex printing” under Windows?

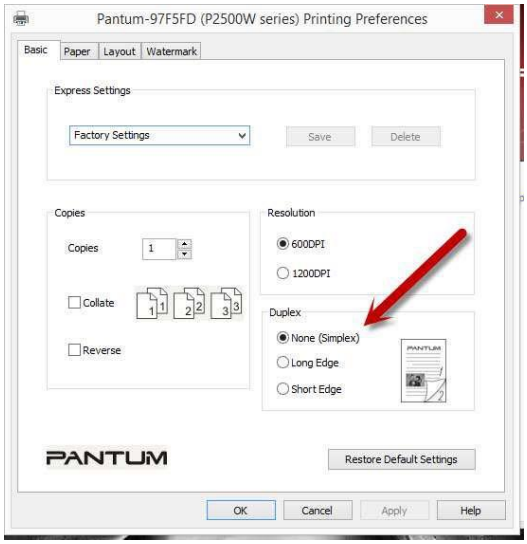
Please change your printer’s properties as below steps.

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

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



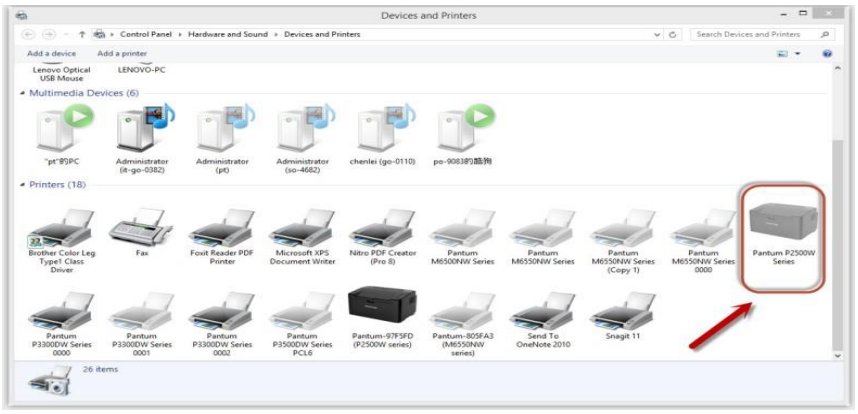
Step3: Please choose ‘NONE” in duplex printing.



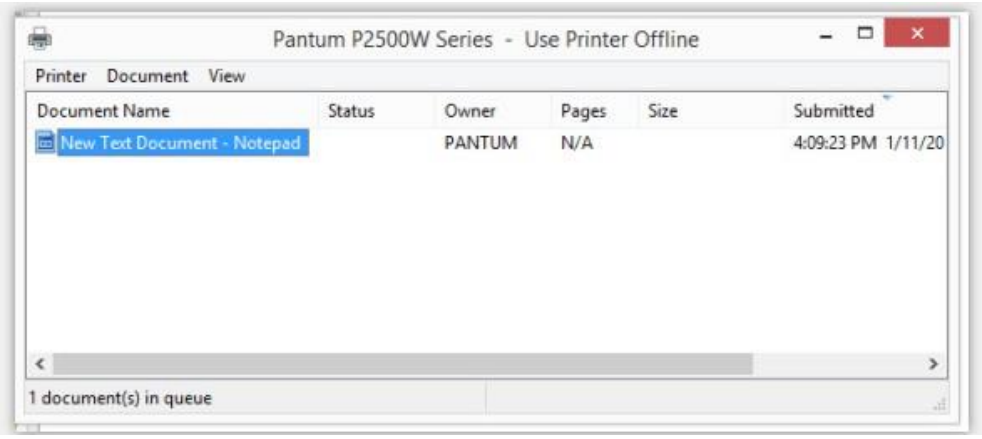
7. How to cancel a printing job in the queue?

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

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



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



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

8. Why it will be smoked when printing?

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

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

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

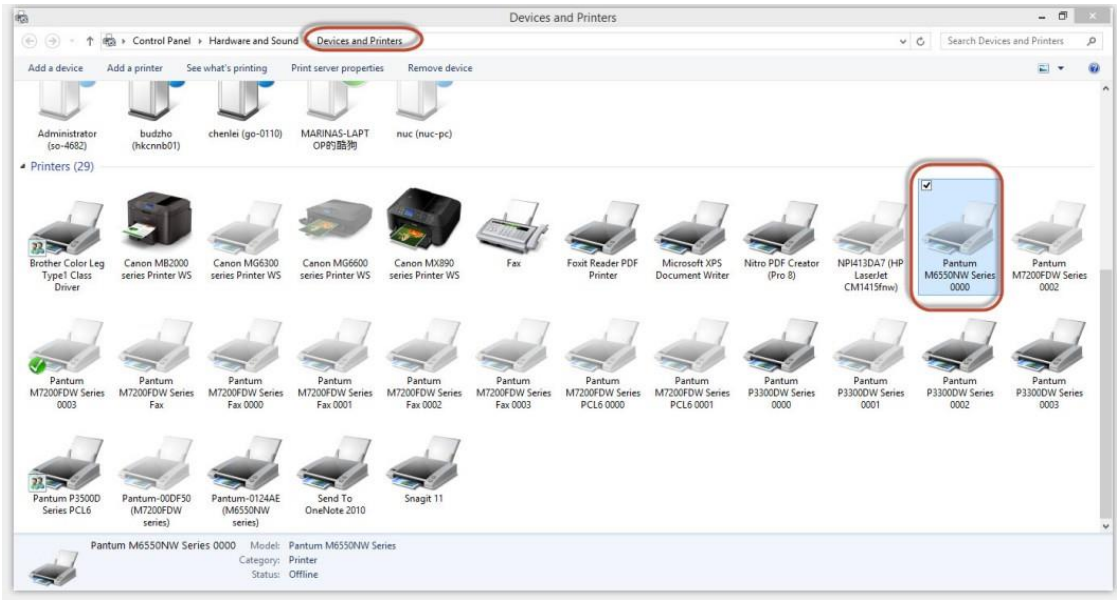
So, that is the cause of printing vapor, we must take care of the printing environment and the paper to avoid it.

9. What is the power requirement will be need?

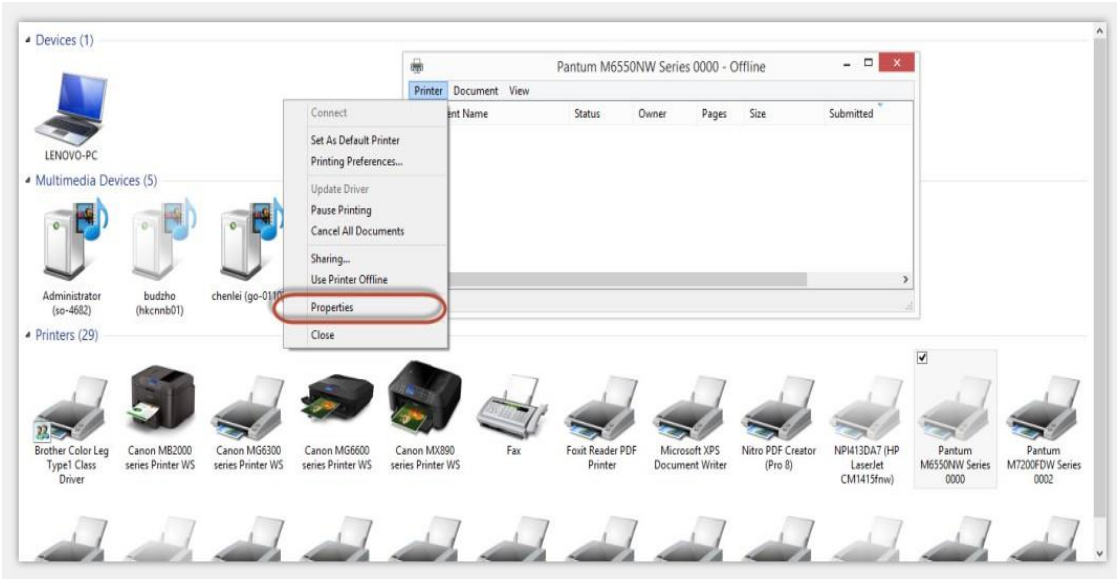
See the nameplate on the back of the printer to learn the appropriate power supply and voltage to use with this printer. Please strictly follow the product specifications on power type.

10. How to Print PRN File setting in printer?

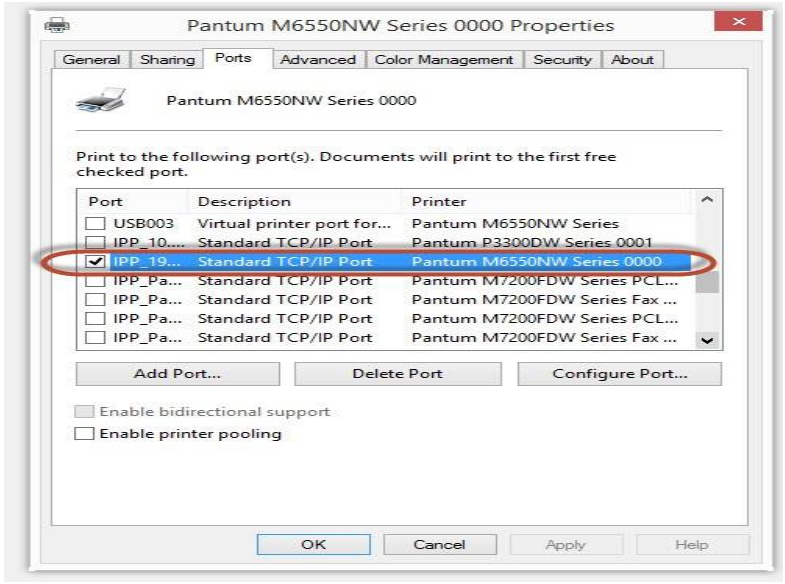
Step1: Click your model of the printer in the ‘Devices and Printers’.



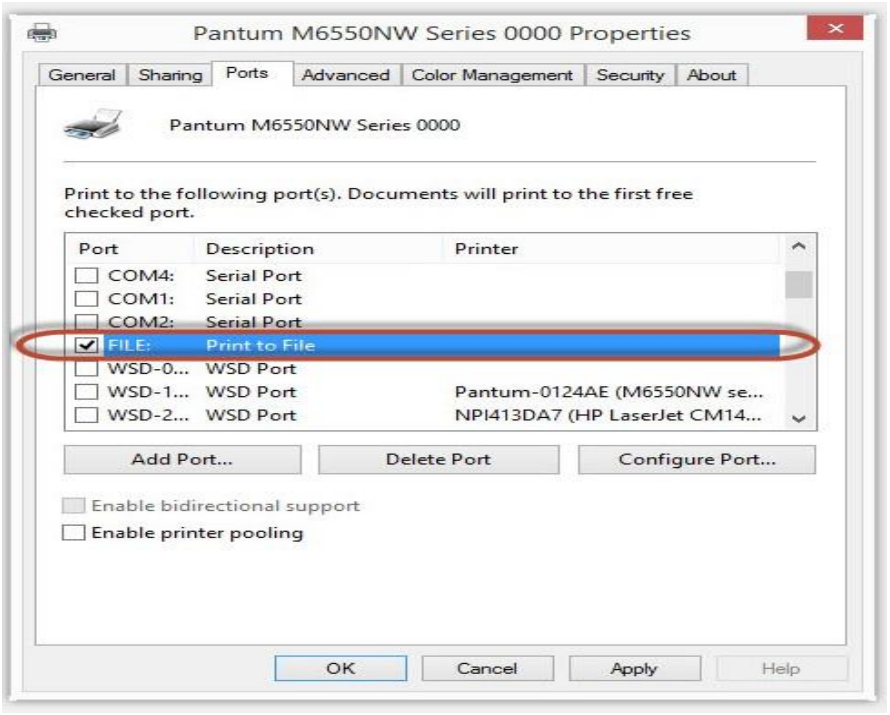
Step2: Click "Properties" of the printer



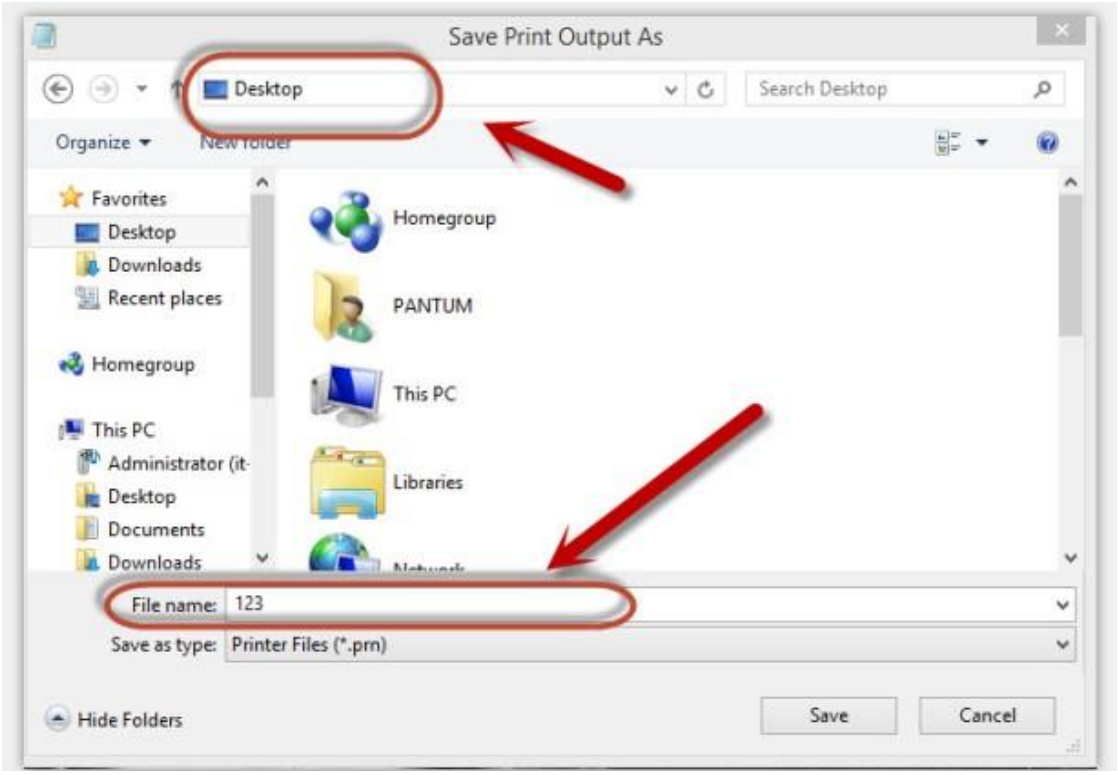
Step3: Please check your original port in the port and keep it in mind


Pantum M6550NW Series 0000 Properties
General
Sharing
Ports
Advanced
Color Management
Security
About
Pantum M6550NW Series 0000
Print to the following port(s). Documents will print to the first free checked port.
Port
Description
Printer
USB003
Virtual printer port for...
Pantum M6550NW Series
IPP_10....
Standard TCP/IP Port
Pantum P3300DW Series 0001
IPP_19...
Standard TCP/IP Port
Pantum M6550NW Series 0000
IPP_Pa...
Standard TCP/IP Port
Pantum M7200FDW Series PCL...
IPP_Pa...
Standard TCP/IP Port
Pantum M7200FDW Series Fax ...
IPP_Pa...
Standard TCP/IP Port
Pantum M7200FDW Series PCL...
IPP_Pa...
Standard TCP/IP Port
Pantum M7200FDW Series Fax ...
Add Port...
Delete Port
Configure Port...
Enable bidirectional support
Enable printer pooling
OK
Cancel
Apply
Help

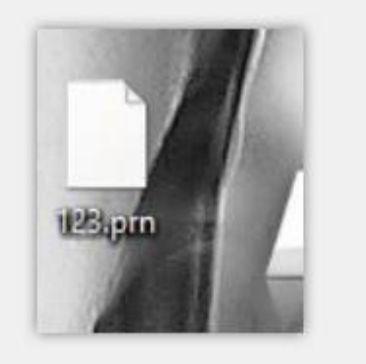
Step4: Please change your original port to “FILE:Print to File”.



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



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



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

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

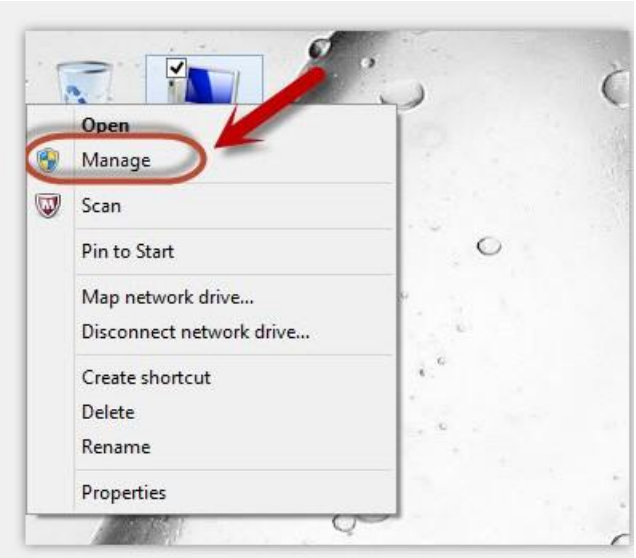
Reason:

1. The compatibility issue about Windows system

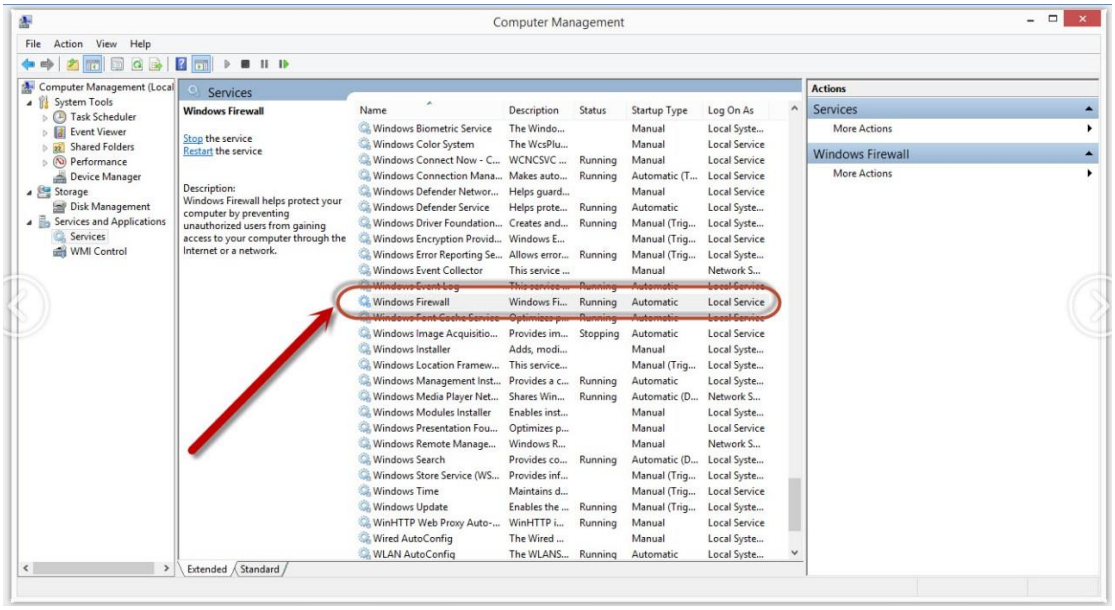
2. When both of windows and XP sharing the same network, and the XP as the main host will be led to this problem.

Solution A:

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

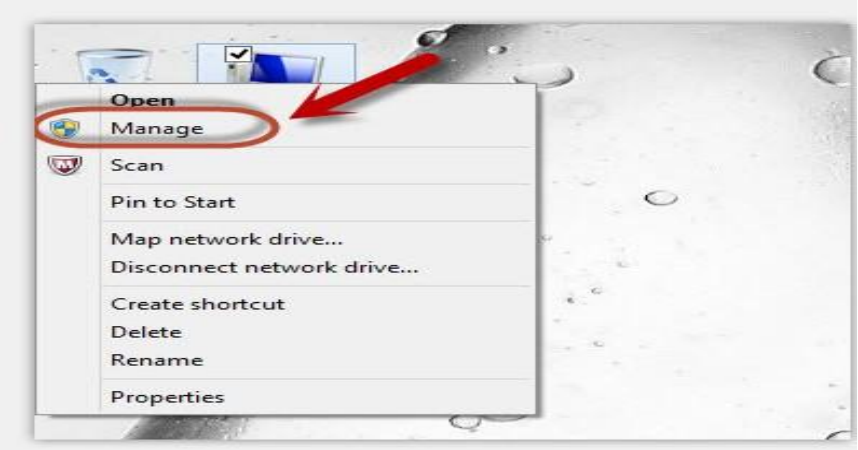


Step2: Select “windows firewall” and right click to “run” it. Restart your computer after you run the windows firewall.

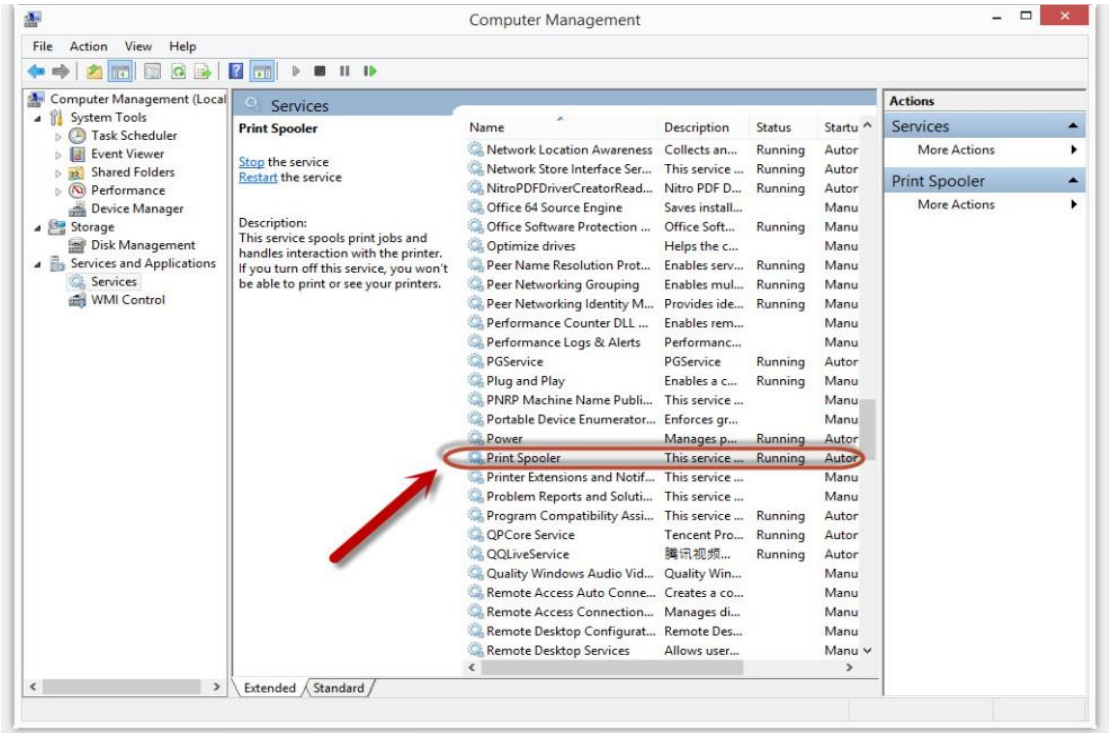


Solution B:

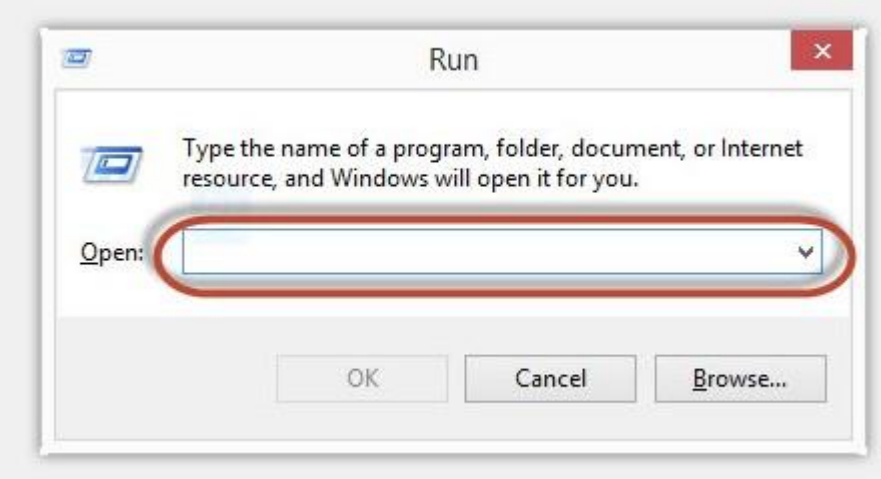
Step1: Select “Manage” in the “This PC”.



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



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



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

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

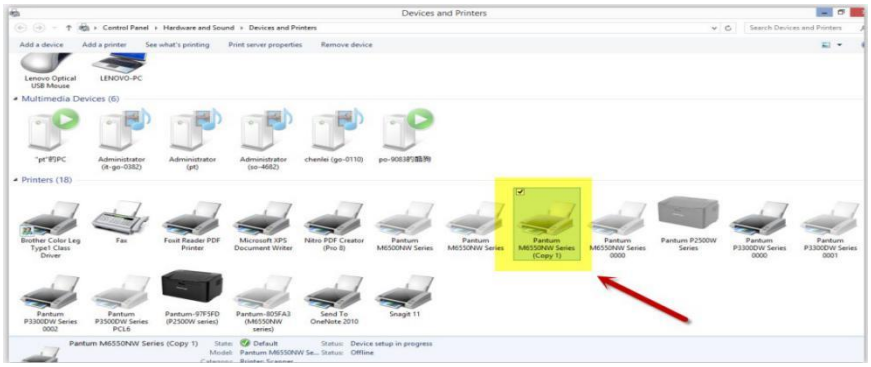
12. How to change the printing port is available when it showed” Printing port is on used”.

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

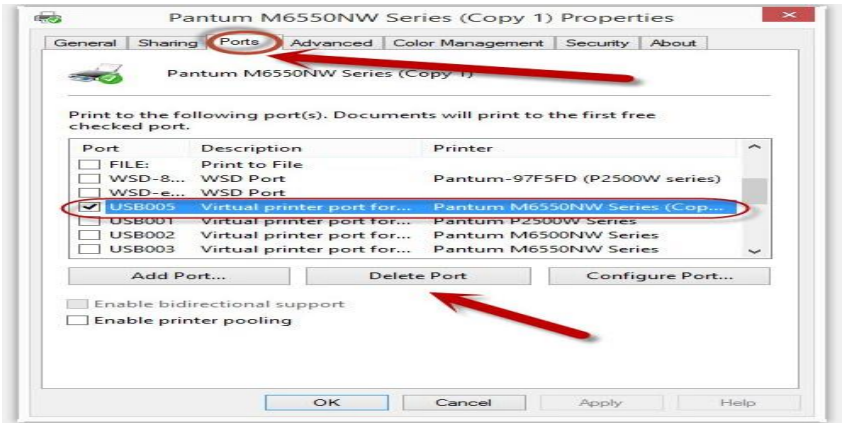
Step1: Change to another PC port then reconnects to the printer and re-install the driver.

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

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



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

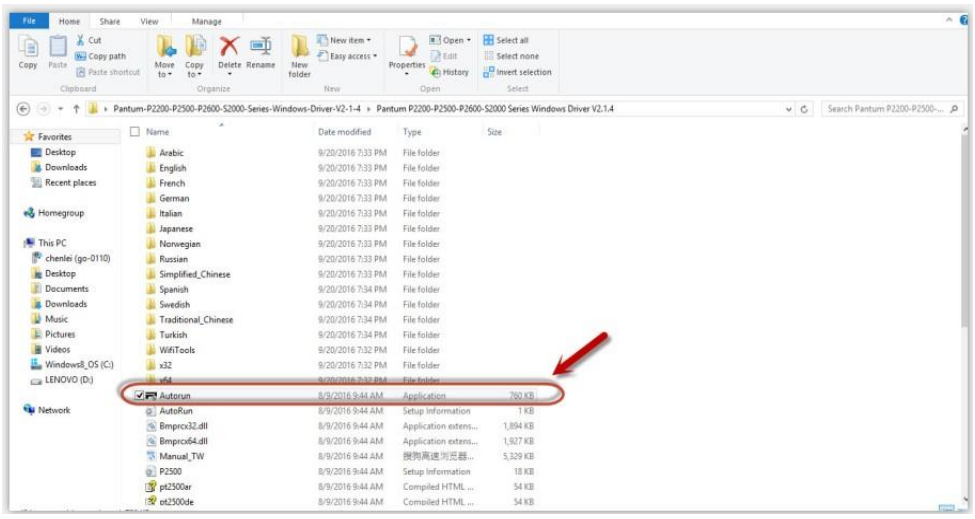


13. How to download the User Manual Successfully?

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

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

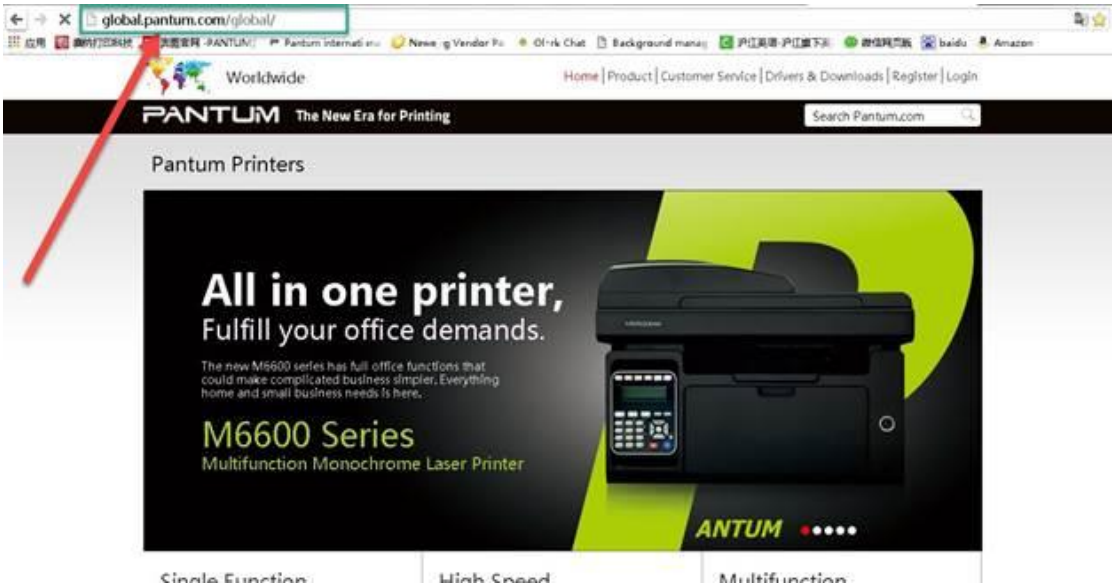
Step1: Open your CD-ROM file and double click “Auto run”.



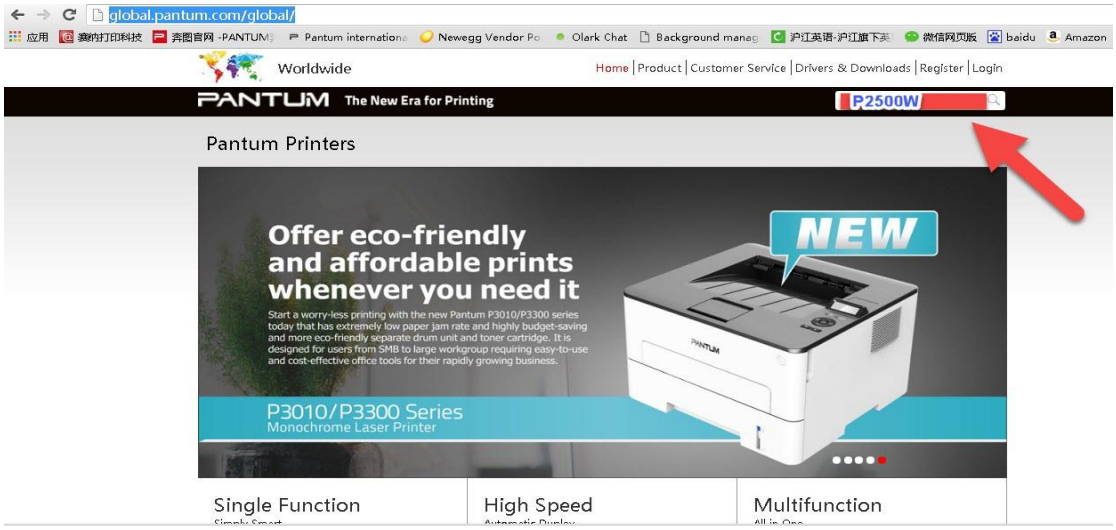
Step2: Click ‘User Guide’ at the left corner of the installation interface.

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

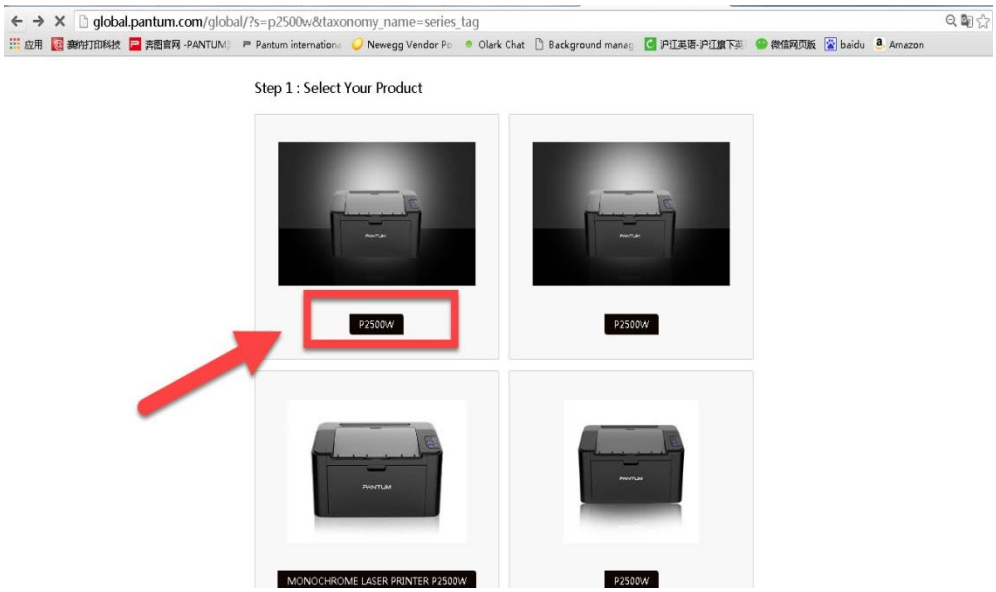
Step1: Please log in the website: http://global.pantum.com/global/.



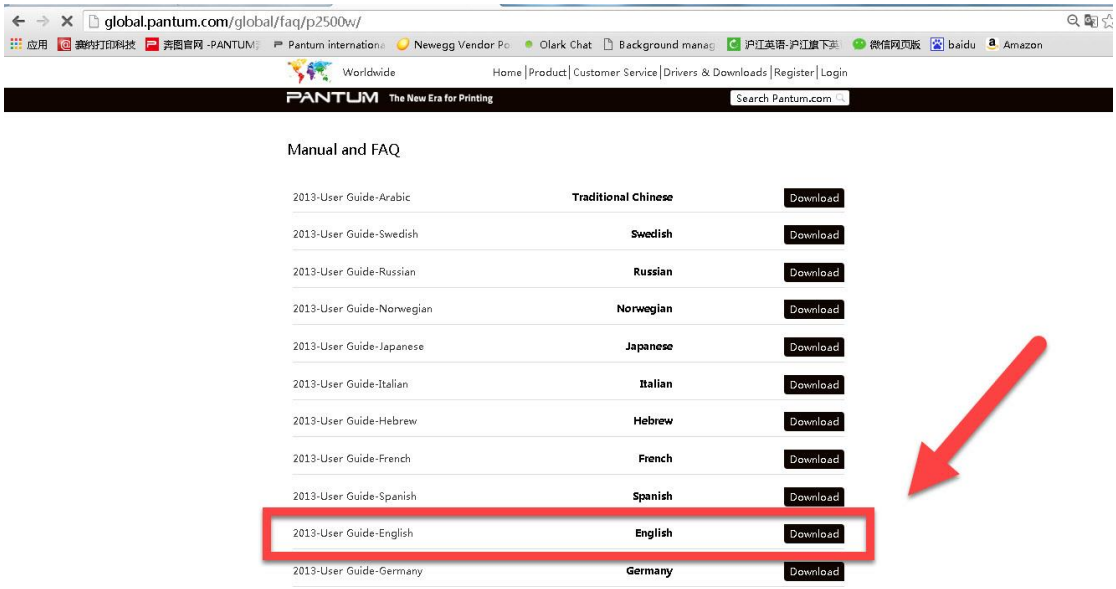
Step2: Enter your model of your printer in the blank of the below picture



Step3: Select the model of your printer.



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



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

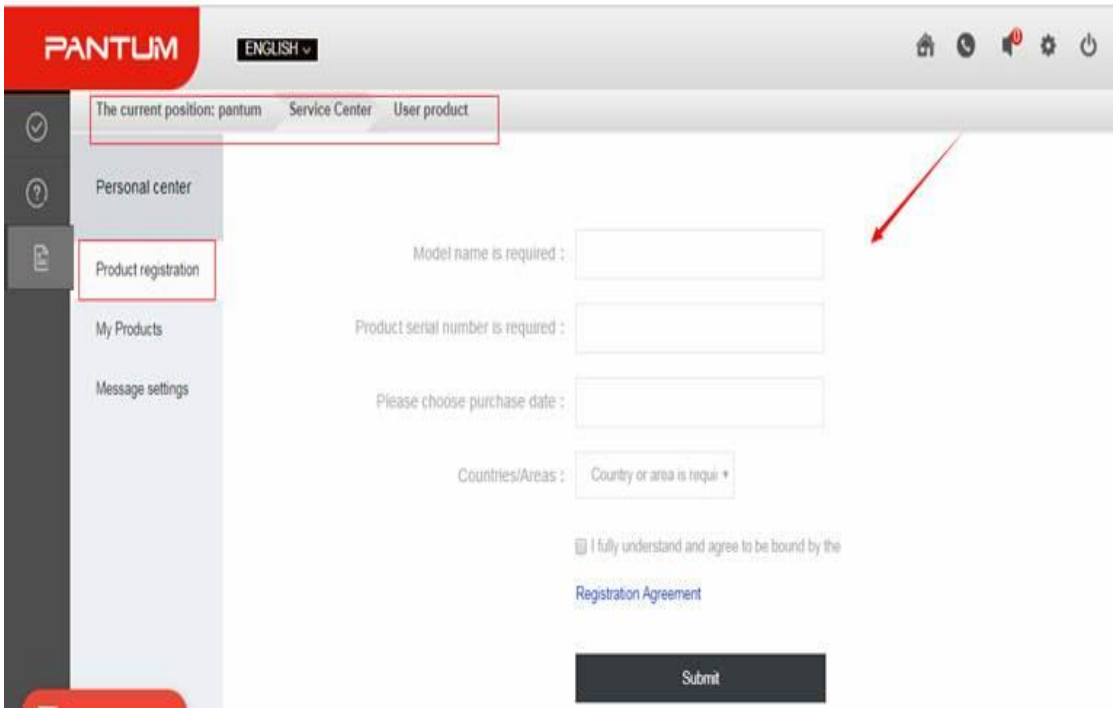
Step1: Register your account in the website:

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

Step2: Log in your account with password:

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

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



15. How to Print Information Pages from 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.

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

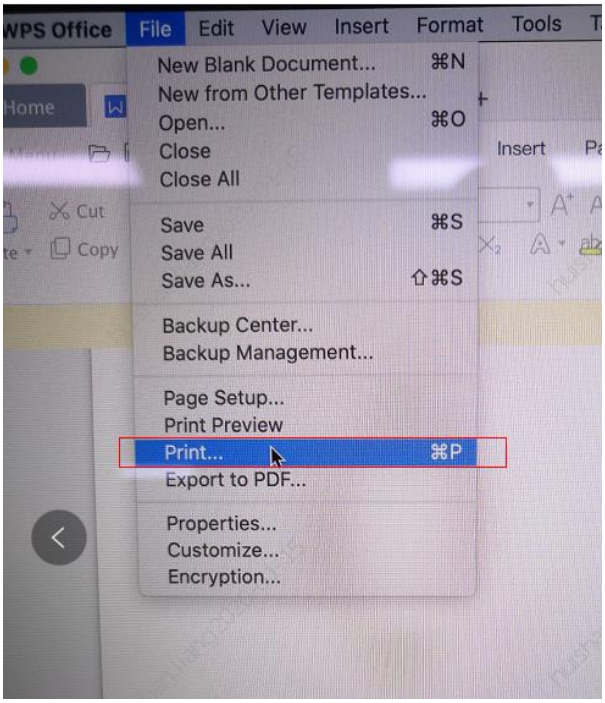
Step1: Click menu and to choose number by ‘page down’ on the below control panel.

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

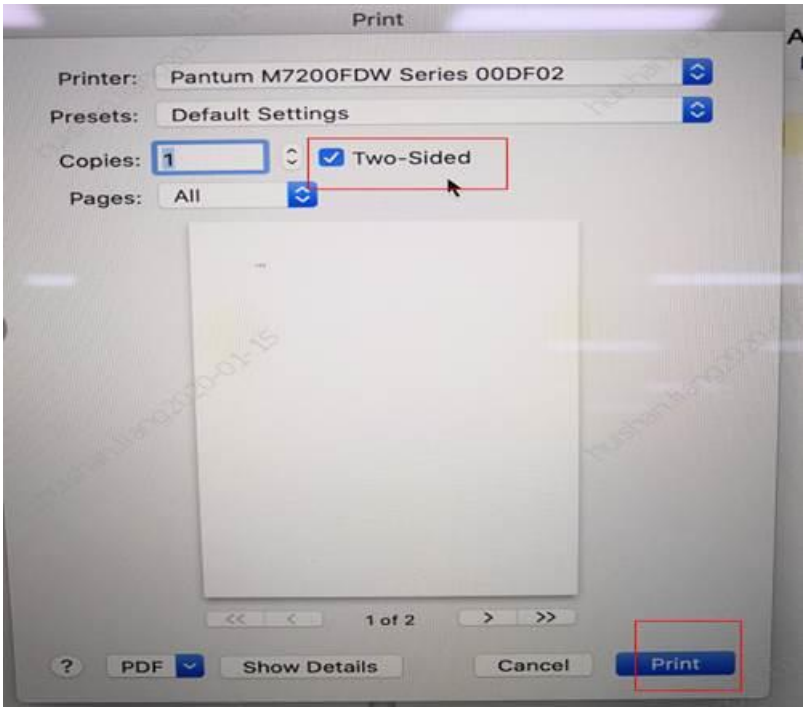
Step3: Select NO.2-‘Prt Info Page’ ------then chose ‘OK” it will be done.

17. How to do Duplex Printing on Mac system?

Step1: click on “file ” then select “print”



Step2: then select the “Two-Sided” option and then try to print it.

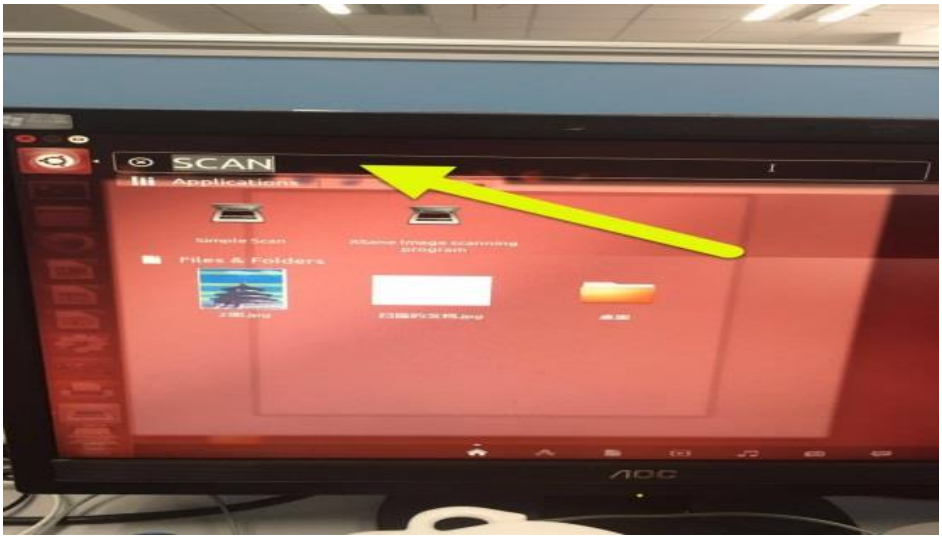


⑧ Scan Issues：

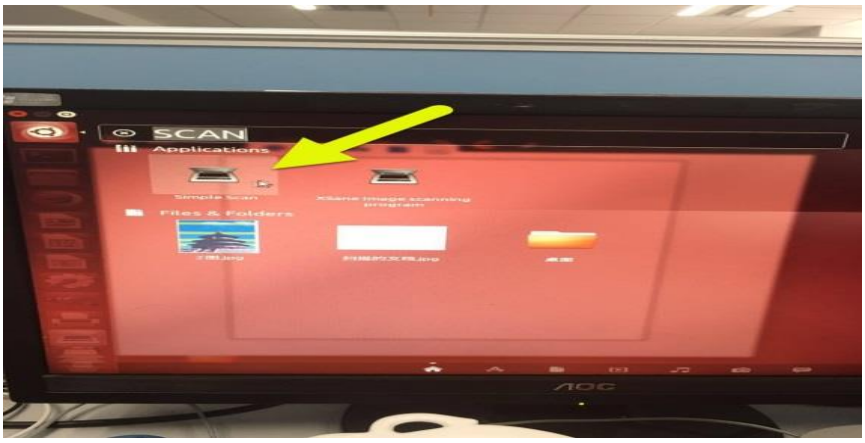
1. How to Scanning on Linux System?

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

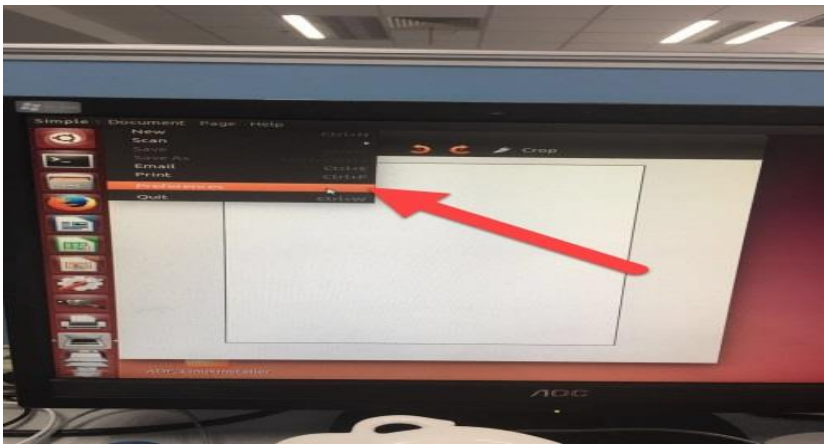
Step2: Please search the “scan” in application of Linux’s system



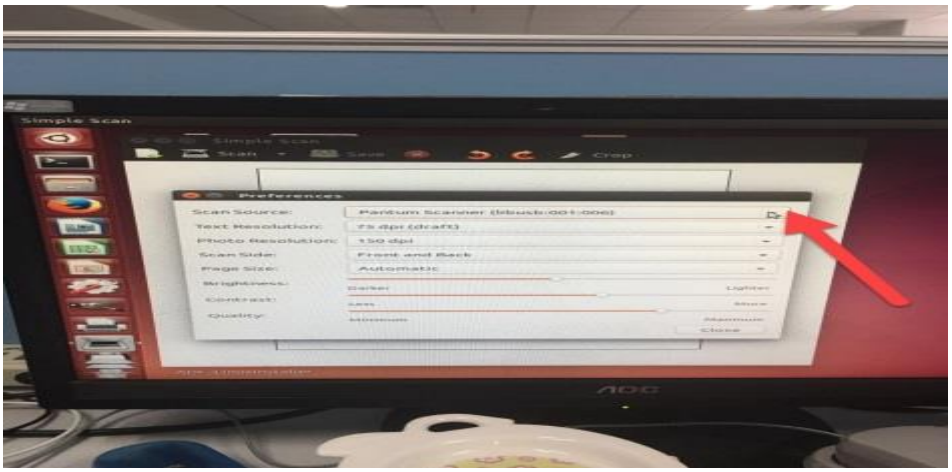
Step3: Please chose “simple scan” on the below picture:



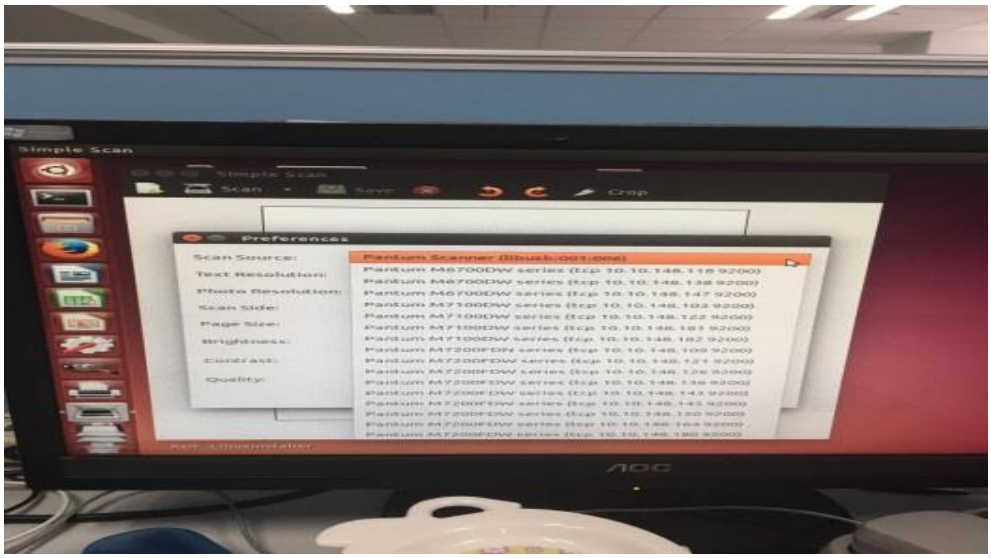
Step4: Please chose “preferences” to go to the next step (it will be shown as below):



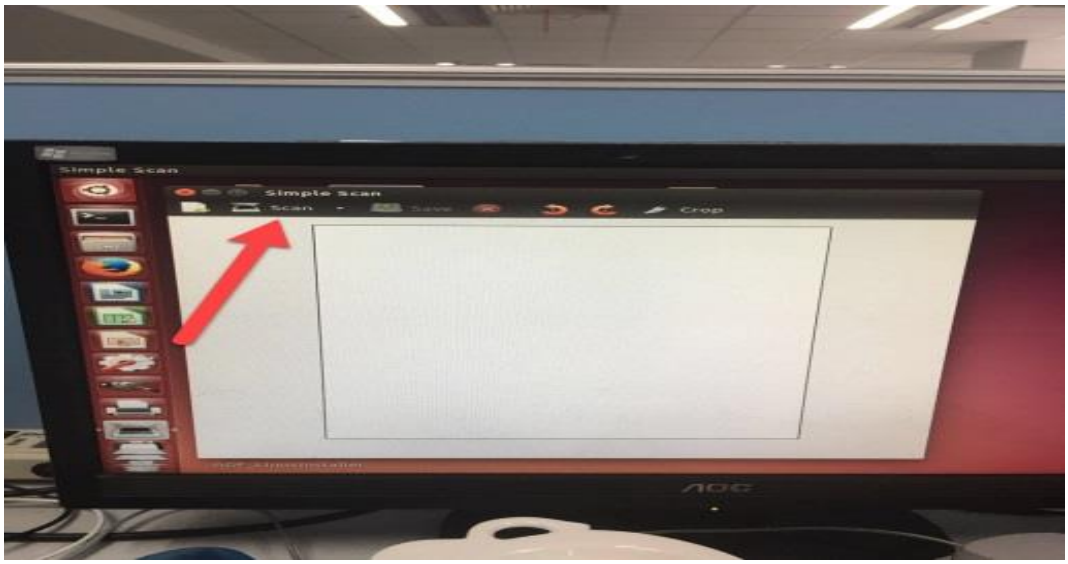
Step5: Please chose "Page down" arrow in the scan source to go to the next step



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

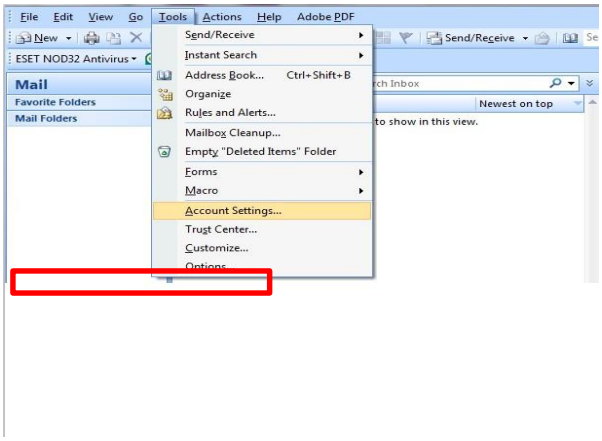


Step7: At last, please chose “scan” that will be done.

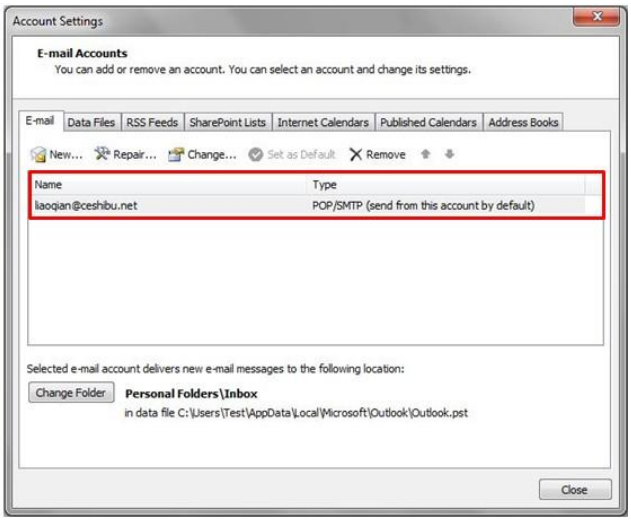


2. Why it is unavailable for the “scanning to email”?

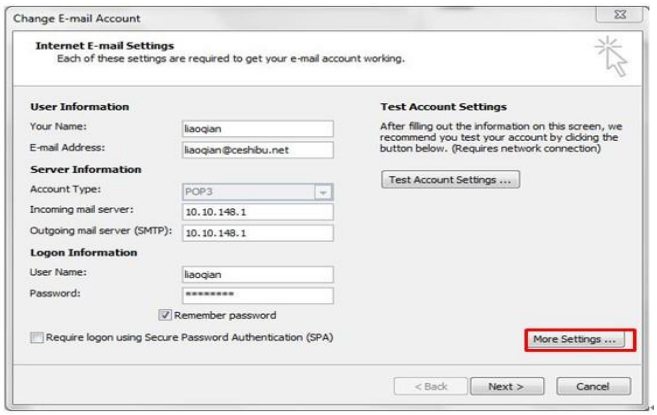
Step1: Please log in your email first, and then click “tools”------“account setting”



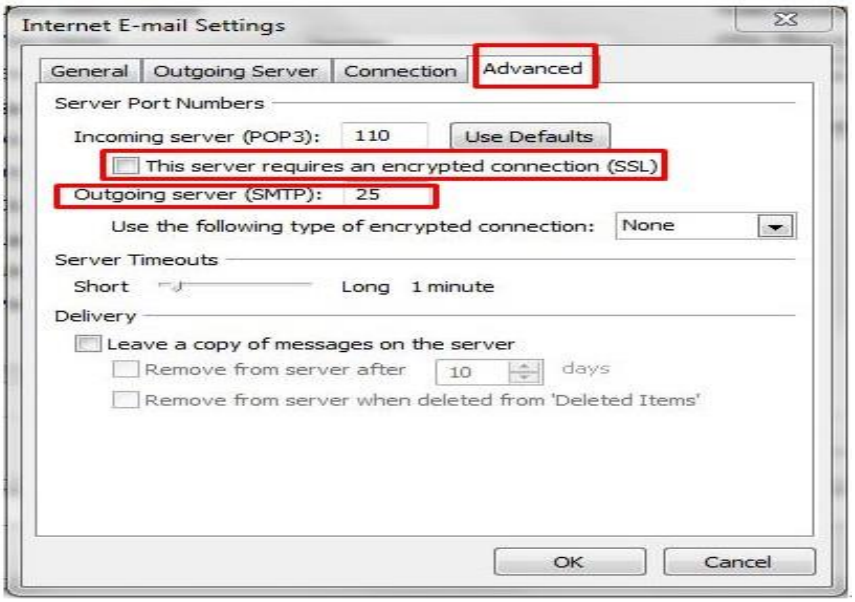
Step2: Please double click “internet protocol” then it will be entered into the next step:



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”.



3. How to merge multi-page scanned documents into one PDF from M6700/M7100 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.

4. 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

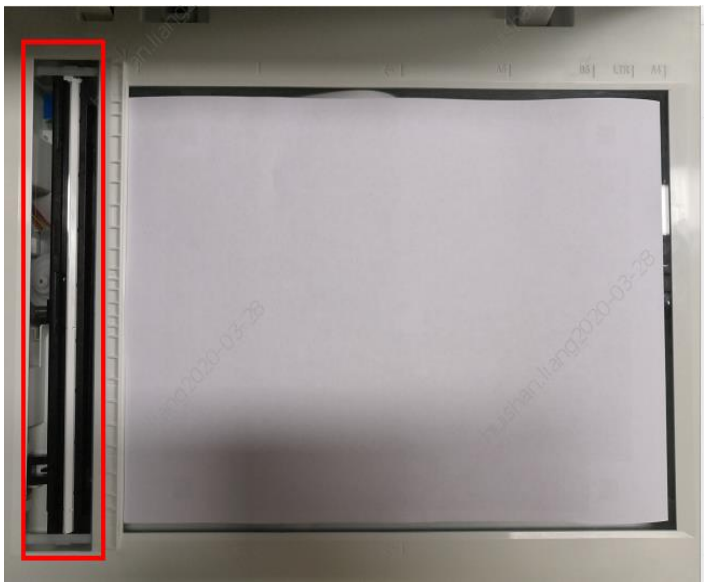
Step 5: Put the document to be scanned on the glass platen and press Start button to continue to scan the second page (For ADF scanning, it can run continuous scan directly).

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.

5. How to clean the scan file with vertical line from ADF M6800/M7100/M7200 Series Printer?

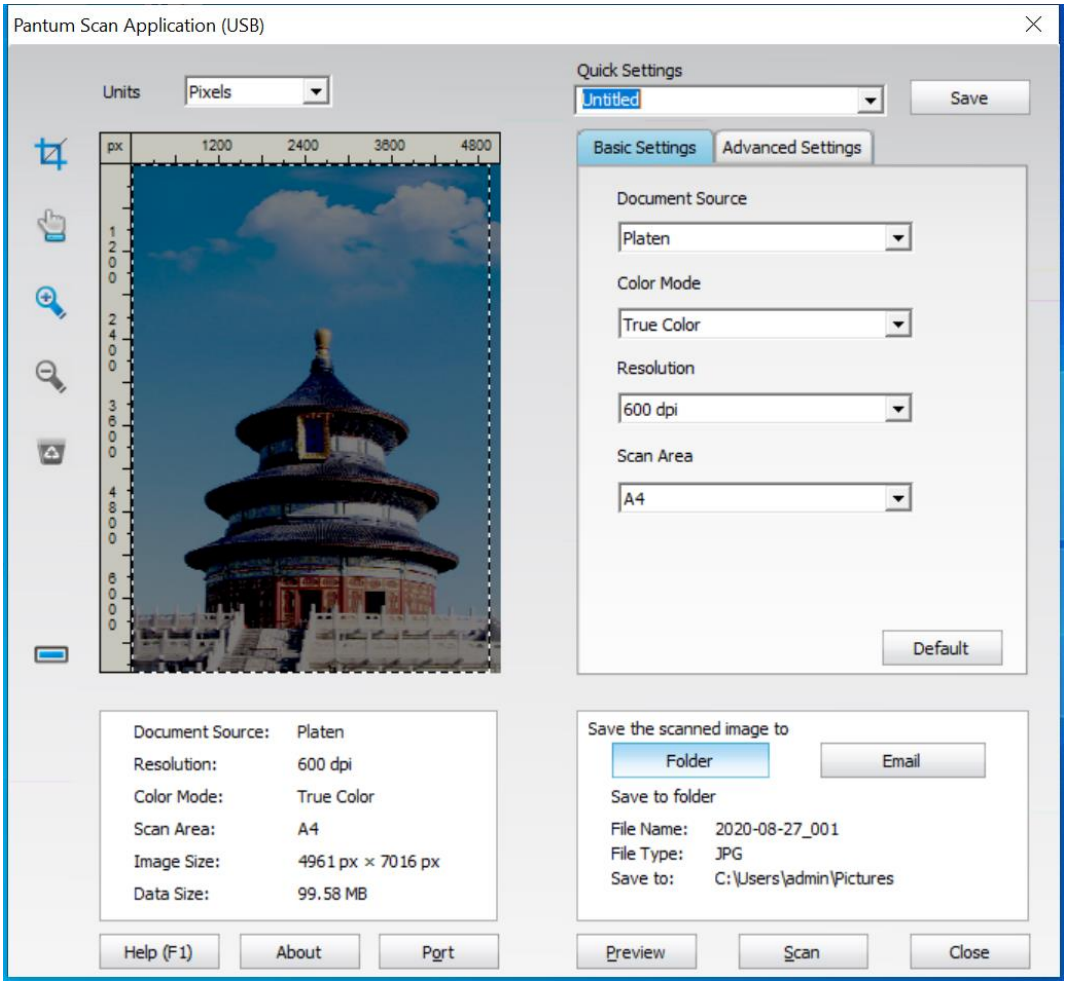
Regarding this issue, the vertical line was display when you used the ADF but used the platen was fine, it was cause by the scanner's location (left side in red circle) platen glass is dirty. So we suggest you that you can use a clean & dry cloth to clean the platen glass as the location shows you:



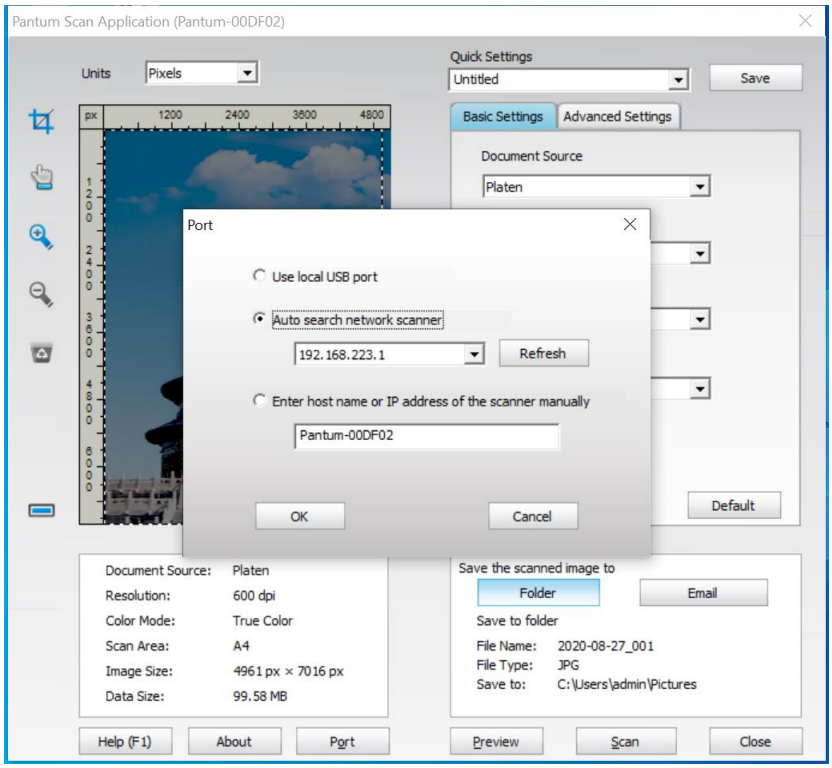
6. How to scan by PC via wireless ?

Step1： Turn on the Pantum APP

Step2： Click “Port” to the Port interface. , then select “Auto search network scanner”



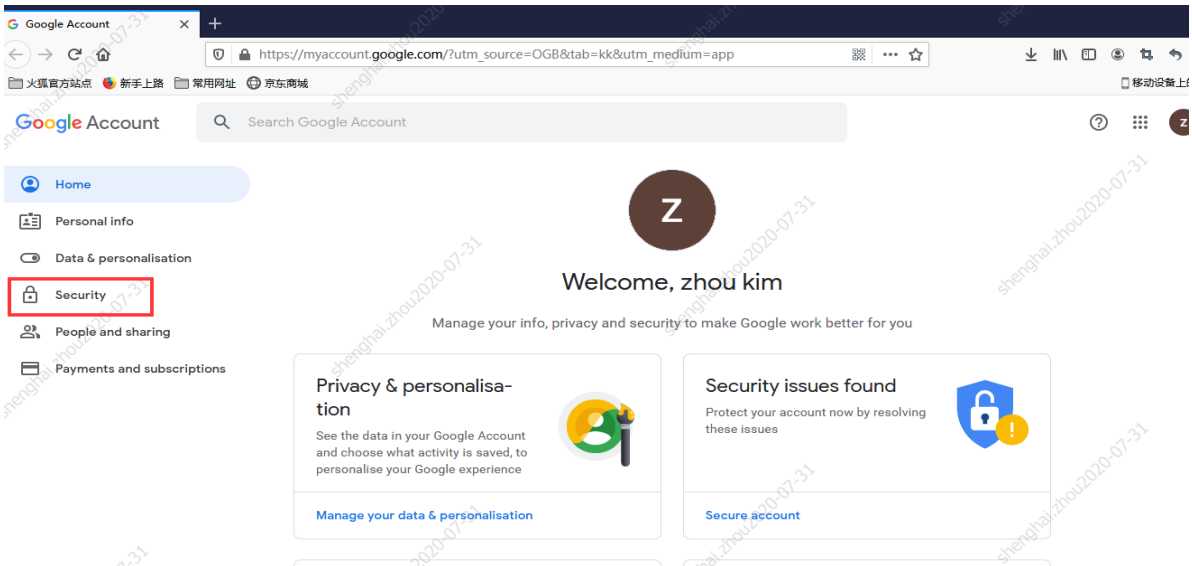
Step3： Select “Auto search network scanner”, when it search the IP address, then click “OK”.



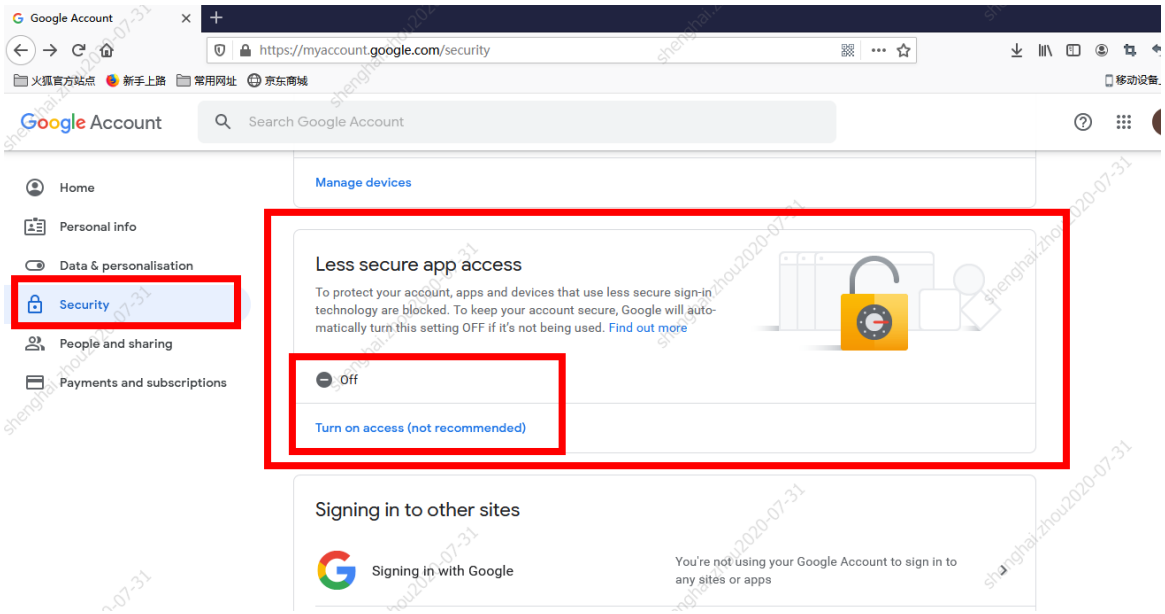
Step4： Click “Scan” and the printer can scan to PC by wireless.

7. How to reduce the G-mail secure?

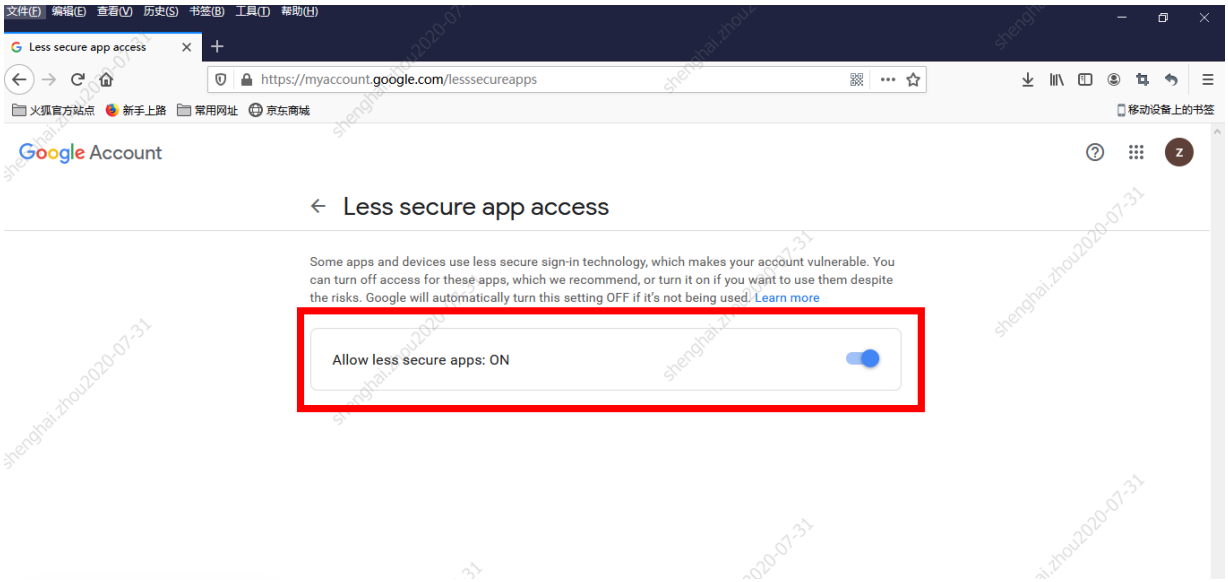
Step1: Log on Google account, Click the “Security”.

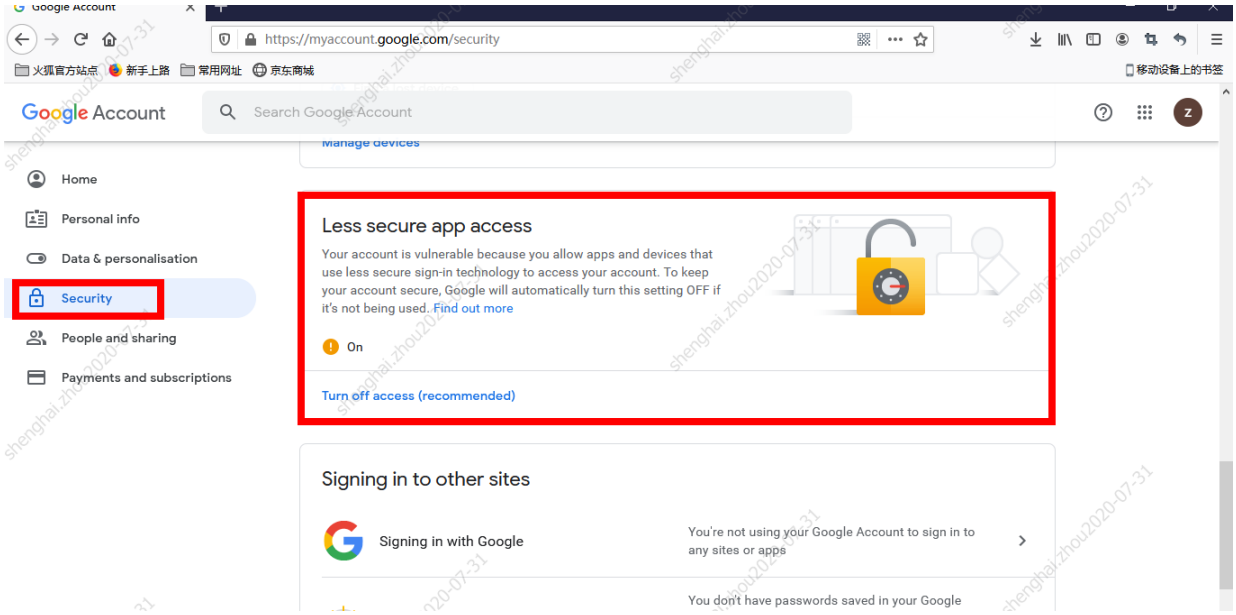


Step2: When the “less secure app access”, click “turn on access (no recommended)”.



Step3: In the new interface， turn on “Allow less secure apps: on”.



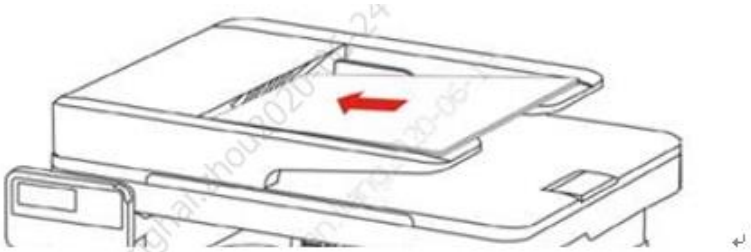

Google Account
https://myaccount.google.com/security
Google Account
Search Google Account
Home
Personal info
Data & personalisation
Security
People and sharing
Payments and subscriptions
Less secure app access
Your account is vulnerable because you allow apps and devices that use less secure sign-in technology to access your account. To keep your account secure, Google will automatically turn this setting OFF if it's not being used. Find out more
On
Turn off access (recommended)
Signing in to other sites
Signing in with Google
You're not using your Google Account to sign in to any sites or apps

8. How to cope with the control panel shows "ADF Paper empty"?

Step1: Please check whether the paper put in correctly.

Put the original into the ADF with its front upward and top fed firstly, then adjust the document guide till it gets close to the paper stack.

If the problem still here, it should turn to the step2.



ADF Unit

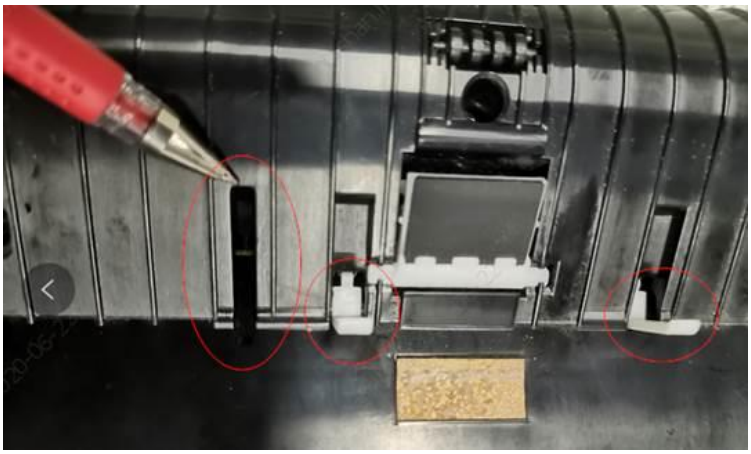
Step2: Please check whether there have something stuck the paper.

1) Open the ADF top cover.

2) Press ADF paper sensor location in 5 seconds, check if it can swing normally.

Paper feed sensor target

3) Check if whether the groovel is empty. Removed the paper scraps if stuck inside it. And check the flags can work normally.



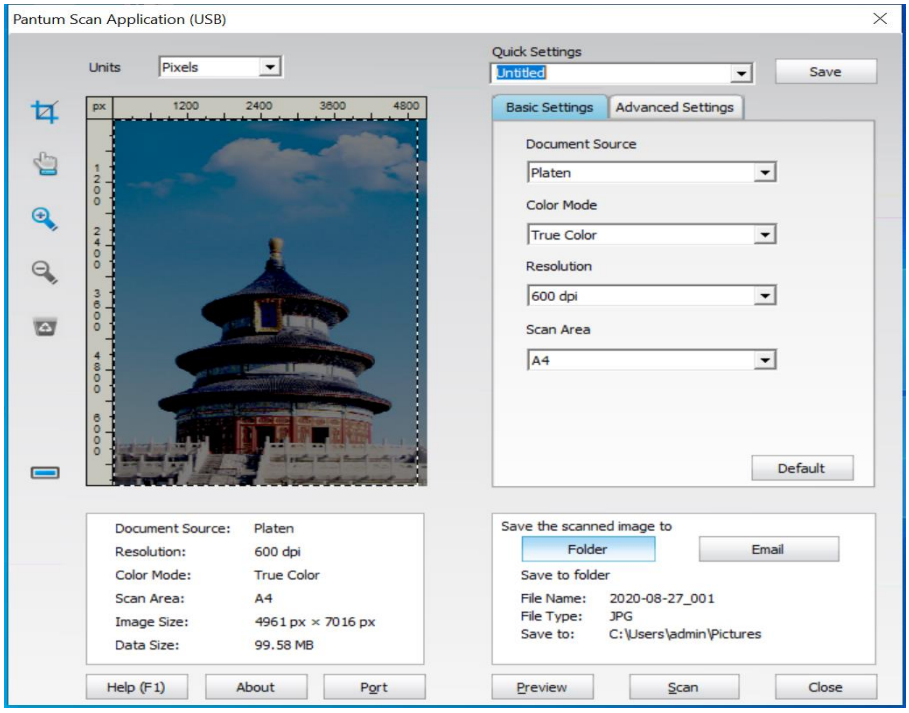
Paper feed sensor zoom

4) Close the ADF top cover, and then put and paper in the ADF and try to scan it.

9. How to scan by PC?

Step5： Turn on the Pantum APP

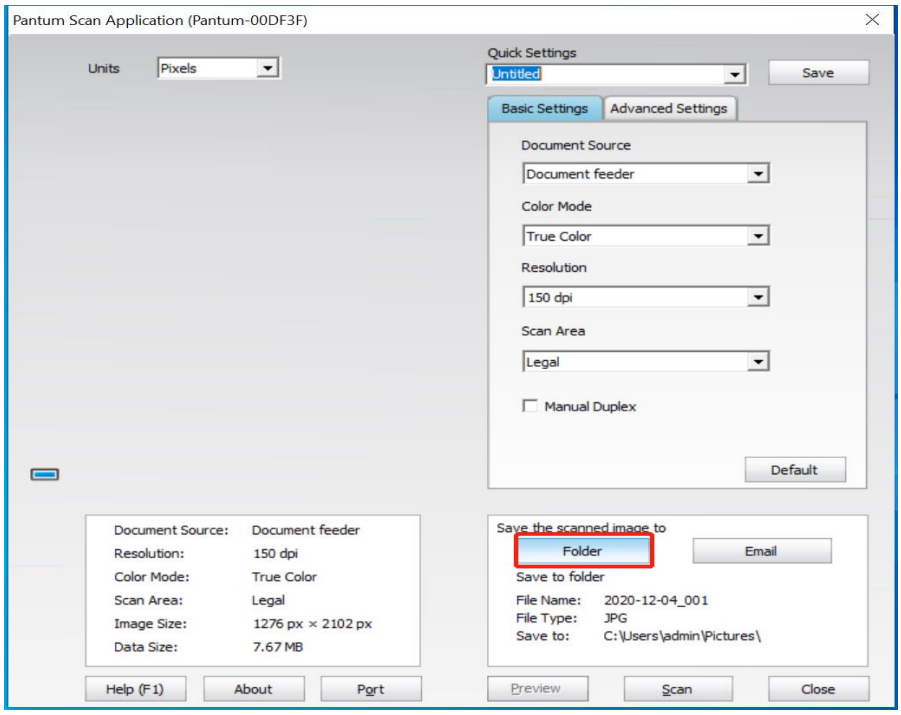
Step6： Click “scan”.



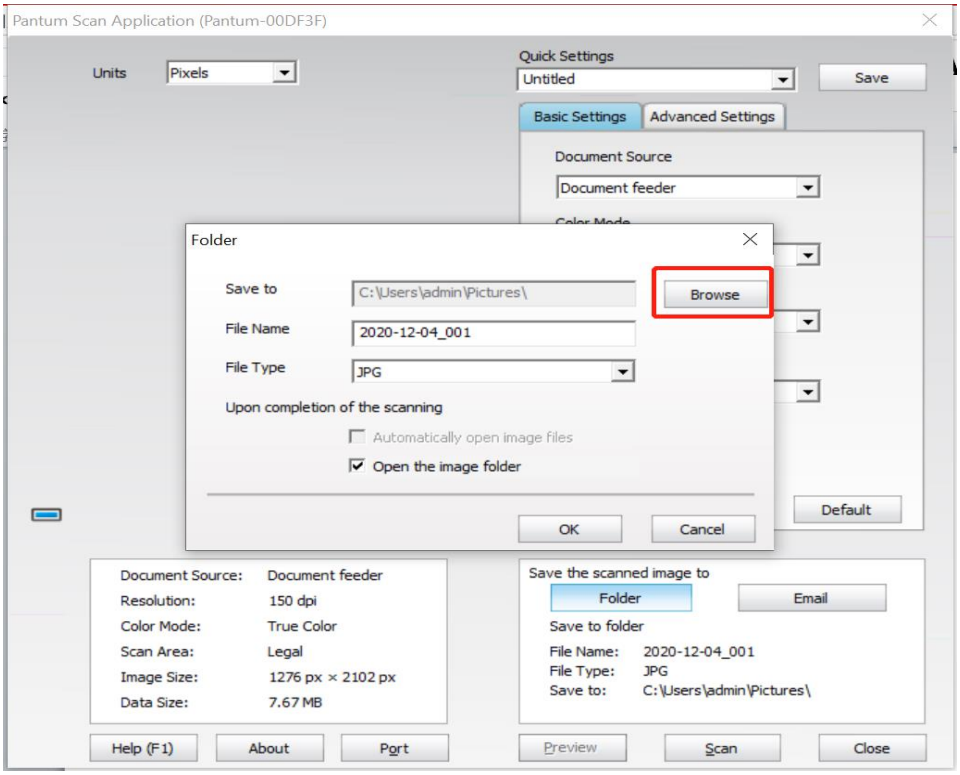
10. How to change the scanning folder?

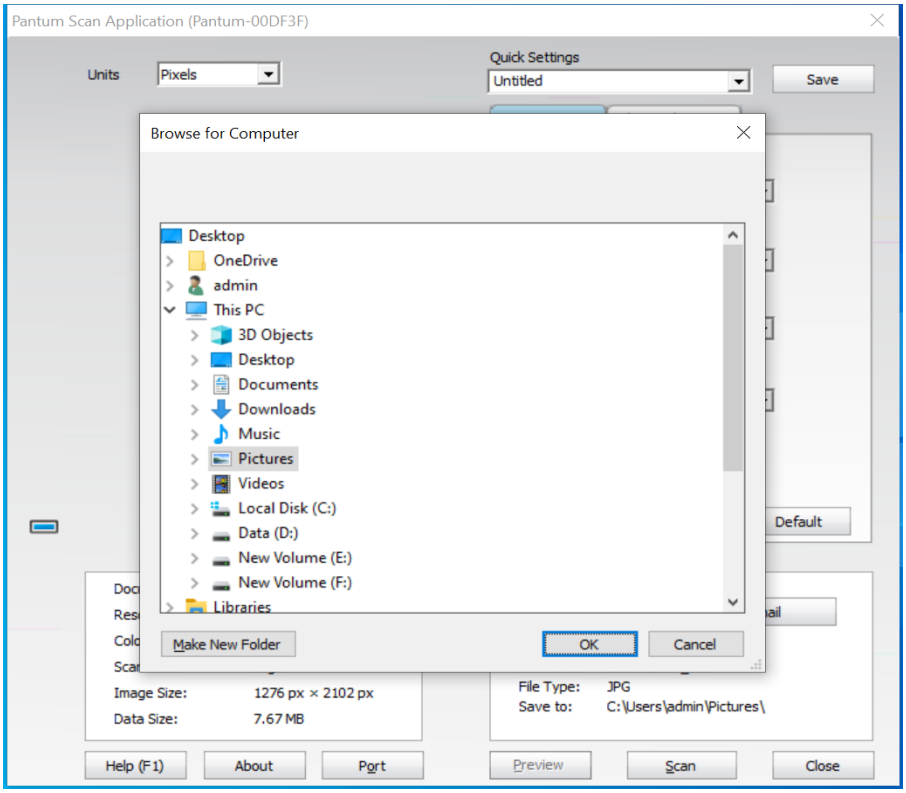
Step6： Turn on the Pantum application.

Step7： Click “Folder” to the folder settings interface.



Step8： Click ”Browse”, select the saving folder, click “OK”.


Pantum Scan Application (Pantum-00DF3F)
Units
Pixels
Quick Settings
Untitled
Save
Basic Settings
Advanced Settings
Document Source
Document feeder
Folder
Save to
C:\Users\admin\Pictures\
Browse
File Name
2020-12-04_001
File Type
JPG
Upon completion of the scanning
Automatically open image files
Open the image folder
OK
Cancel
Default
Document Source: Document feeder
Resolution: 150 dpi
Color Mode: True Color
Scan Area: Legal
Image Size: 1276 px × 2102 px
Data Size: 7.67 MB
Save the scanned image to
Folder
Email
Save to folder
File Name: 2020-12-04_001
File Type: JPG
Save to: C:\Users\admin\Pictures\
Help (F1)
About
Port
Preview
Scan
Close

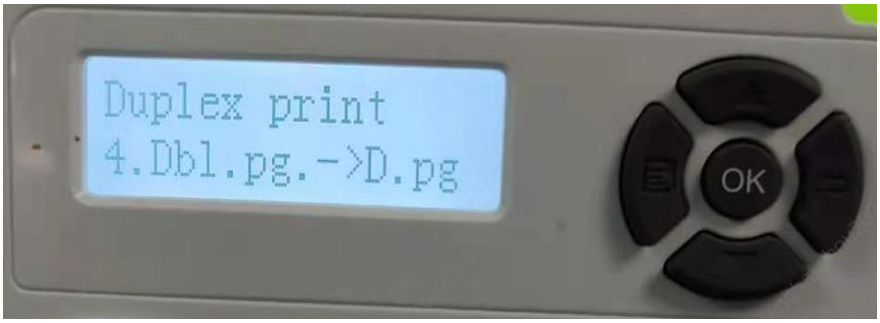

Pantum Scan Application (Pantum-00DF3F)
Units
Pixels
Quick Settings
Untitled
Save
Browse for Computer
Desktop
OneDrive
admin
This PC
3D Objects
Desktop
Documents
Downloads
Music
Pictures
Videos
Local Disk (C:)
Data (D:)
New Volume (E:)
New Volume (F:)
Libraries
Make New Folder
OK
Cancel
Default
Image Size: 1276 px × 2102 px
Data Size: 7.67 MB
File Type: JPG
Save to: C:\Users\admin\Pictures\
Help (F1)
About
Port
Preview
Scan
Close

⑨ Copy Issues：

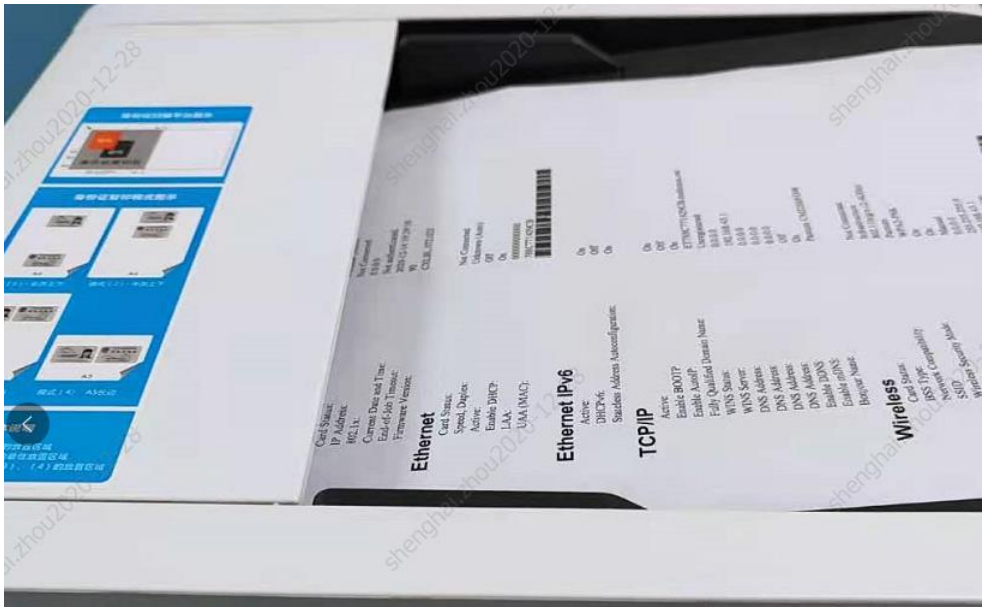
1. How to do duplex copy from ADF (For M6800/M7100/M7200)

Step 1: Press “Copy” in the control panel.

Step 2: Select ”Copy settings”→”Duplex print”→”Dbl.pg→D.pg”



Step 3: Set the paper in the paper feeder. And the control panel will prompt “ADF Doc loaded”.



Step 4: Press “Start” and the first page will scan.

Step 5: Turn the page over and put it in the feeder, press “Start”.

Scan next: Start
End scan: OK
OK

⑩ Fax Issues—For M6800/M7200 Series Printer

1. 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 ocur" , by page down button.

2. 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.

3. 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 ocur” option through “page up/down” button for other report request. The interface as below:

4. 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.

5. 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.

6. 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.

7. 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.

11. 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:

12. 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.

13. 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."

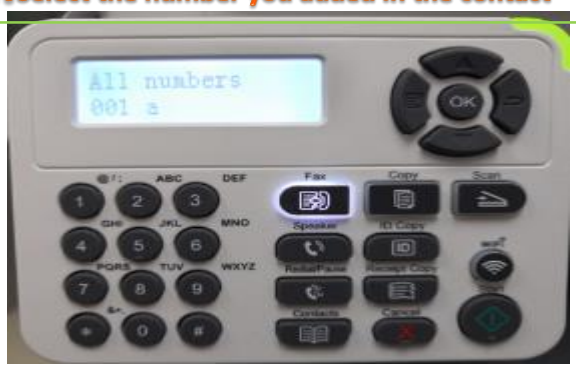
Step2: It will be taken an example as below:

a.

b.

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.

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

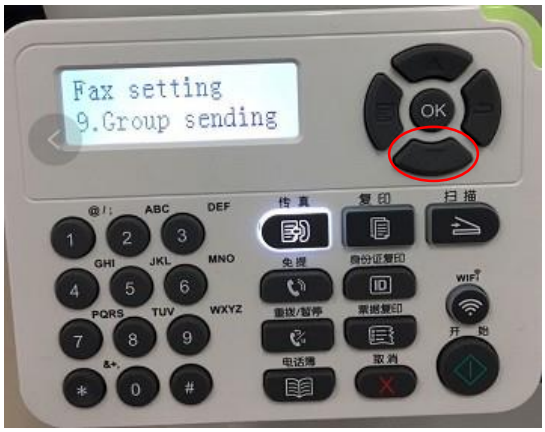
With the feature of multi-address sending, it supports inputting several numbers to be faxed one by one, with the ability of up to20 fax numbers sent to at the same time.

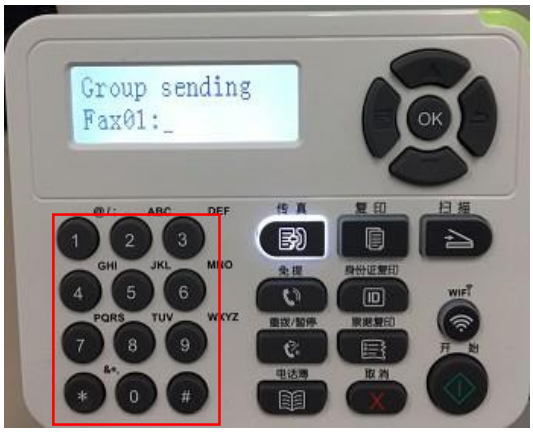
Step1: Press "Fax" and then "Menu" to enter the "Menu Setting" interface

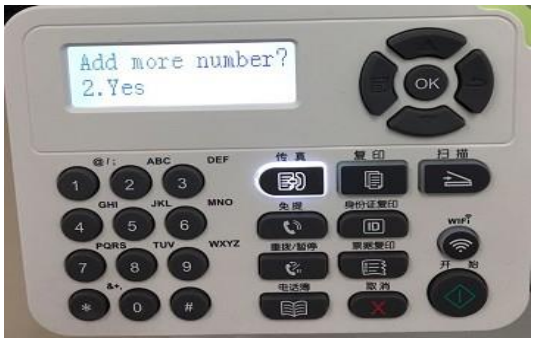
Step2: Press OK button to enter the No.1-Fax setting interface.

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.