

PANTUM

P1000/P2000 Series Laser Printer

User's Guide



<http://www.pantum.com>

Service Hotline: 400-060-1888
010-62682040

Please read User's Guide carefully before usage.

Please retain User's Guide in a convenience place for your quick reference from time to time.

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The product specifications are subject to change without notice.

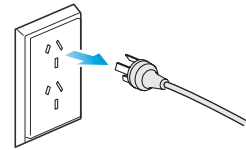
Version: V9.3 AA2B-0587-AL0

Safety information

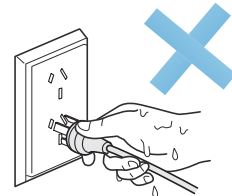
Warning



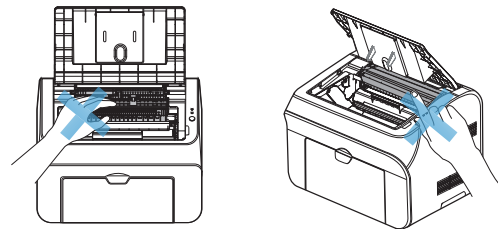
There are high voltage electric poles in the equipment. Please ensure the power supply plug is pulled out from the outlet.



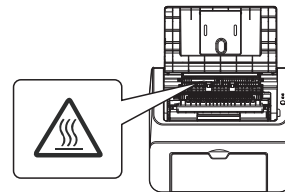
Please don't touch the power supply plug with a wet hand, otherwise you will get an electric shock.



Some part of printer will be in a high temperature after running. Please don't touch the shadowy parts as the pictures show when open the front cover or rear cover to touch the parts of printer.



There is a cautious label in the hot melt parts. Please don't remove or damage this label.



List the above warnings to avoid damage to you and others. Make sure comply with the following guides:

1. Read and make sense of all instructions.
2. Be familiar with the basic knowledge of operating electrical appliances.
3. Comply with all notices, cautions and instructions accompanied with the equipment.
4. If the operating instructions are conflicted with the safety information, please refer to the safety information. Maybe you make a misunderstanding of the User's Guide. If you can't solve the conflicts, please contact the sales and service agency for help.
5. Please pull the plug out from the AC power supply outlet when clean the equipment. Please don't make use of cleaning fluid or aerosol sprays, and clean the equipment only with the wet clothes.
6. Please don't put the equipment on the unstable desktop, and avoid serious damage caused by falling.
7. It is forbidden that put the equipment near an air-conditioner, a radiator or an air-pipe.
8. Please don't press the power cord with any goods. Please don't put the equipment where easy to be stepped by person.
9. Please don't make use of the equipment beyond the load of outlet and electric cord, otherwise it will cause fire disaster, electric shocks and other damage to the performance of the equipment.
10. Be conscious of the damage to AC power cord and PC interface cable caused by animal's bite.
11. Avoid the sharp staff to pierce the equipment, avoid touching inner high voltage sets, it will cause fire disaster and electric shocks. Prevent any fluid spraying on the equipment.
12. Please don't disassemble the equipment to avoid electric shocks. Please ask the professional maintenance person for repairing. There are electric shocks and other risks when open and unload the protective covers. Maybe incorrect disassembly causes electric shocks in the future usage.

13. If there is any following situation, please pull out the plugs from the PC and AC power supply socket, and ask the professional person for repairing:
 - Some fluid spays in the equipment.
 - The equipment is suffered from the rain and water.
 - The equipment falls, and the cover of it is damaged.
 - The performance of equipment is obviously changed.
14. Adjust the catalogues only concerned in the operating instruction. Falsely adjusting other catalogues will cause damage, which will take a long time to repair the damage for professional maintenance person.
15. Please don't use the equipment in a thunderstorm day to avoid the electric shocks. If possible, pull out the AC power supply plug in a thunderstorm day.
16. Paper discharge tray get hot after continuous several paper printing. Be careful not to touch the surface, and be out of the children's reach.
17. Please retain this User's Guide

Laser safety statement

The operation and repairing the equipment are forbidden when the protective cover of laser and scanning assembly are unloaded, although the reflected laser is invisible, it can damage your eyes. Make sure comply with basic safety measures in the usage, to avoid fire disaster, electric shocks and risk to the personal injury.



Recycle

In order to be environment friendly, our company has built the recycle system for the out-service products. For more details you can refer to <http://www.pantum.com>

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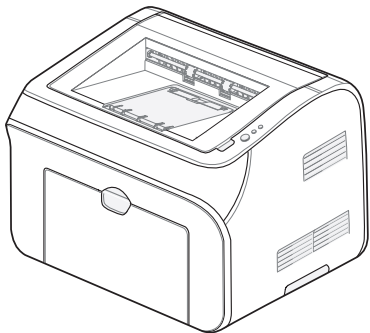
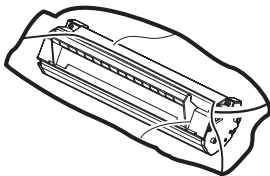
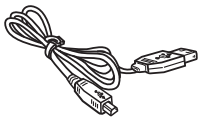




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1. Product information

1. 1 The lists of package

Ensure the following parts contained when opened the package:

Parts	Name	Quantity
	Printer	1pcs
	Print cartridge	1pcs
	USB interface cable	1pcs
	Power cord	1pcs
	CD-ROM	1pcs
	Quick setup guide	1pcs
	Pantum warranty	1pcs

1.2 Product features

Printer has the following features:

1 High resolution

The print quality will be up to 1200 ×600DPI for characters and 600×600 DPI for images when using refined toner. And clearer characters and images can be printed

2 High speed

The speed of P1000 can be up to 16 ppm.

The speed of P2000 can be up to 20 ppm, saving more time and energy for users.

3 Many sheet type for choosing

This printer can match to the size of Letter, A4, A5,A6,JIS B5,ISO B5,B6,Executive, Statement, Folio, Oficio, Japanese Postcard, Monarch Env, DL Env, C5 Env, No. 10 Env, C6 Env, ZL, B6 Env, Legal, Big 32k, Big 16k, 32k, 16k, Customize etc.

4 User operating

You can operate the printer on the control panel.

5 Powerful printer features and friendly operating interface.

The set-up driver CD accompanied with the printer supplies the driver suitable for Windows 2000, XP, Server 2003/2008, Windows Vista, Windows 7 . You can set up the driver to obtain the following functions in the menu of printer setting:

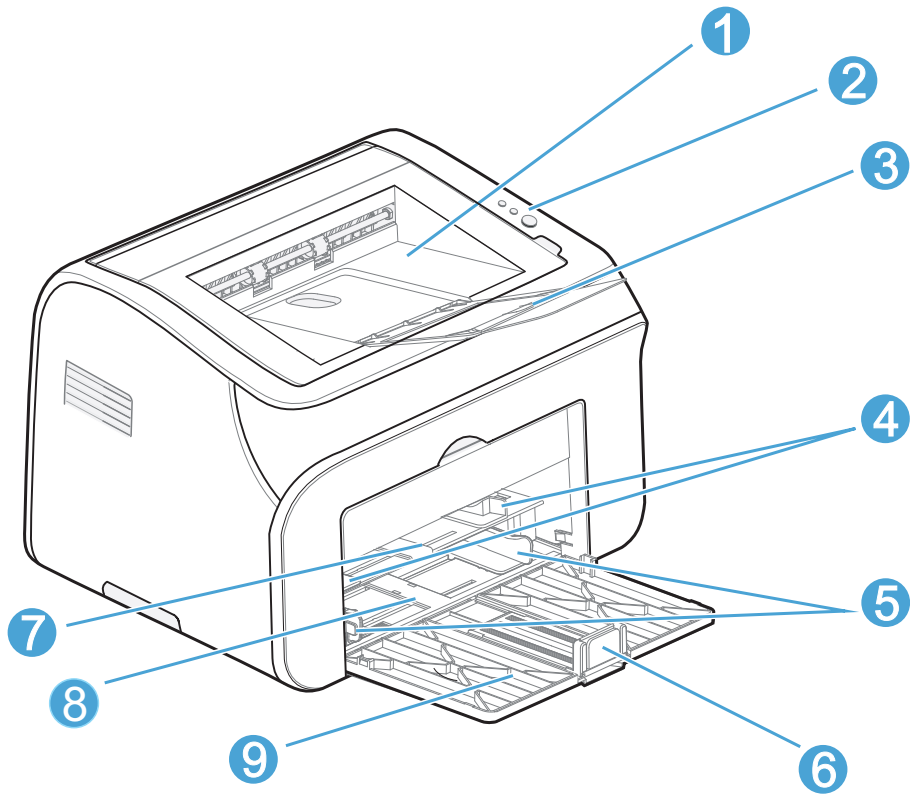
- Initiate Economy and Stand-by;
- Set the sheet size;
- Adjust resolution;
- Set watermarks and other layout design;
- Other functions.

6 Convenient and quick connecting with PC

The USB interface of the printer can supply convenience to connect with PC.

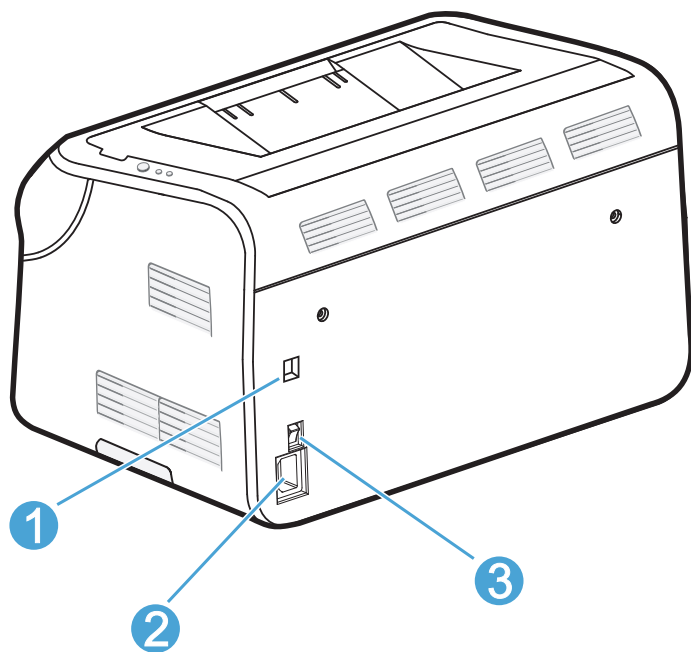
1.3 Overview

1.3.1 Front view



1	Output bin
2	Control panel
3	Paper discharge tray
4	Manual feed guide
5	Automatic feed guide
6	Paper preventing board
7	Manual insertion tray
8	Automatic insertion tray
9	Paper feed tray

1. 3. 2 Rear view



1	USB interface connector
2	Power receptacle
3	Power switch

1. 4 Safety terms

1. 4. 1 Power supply

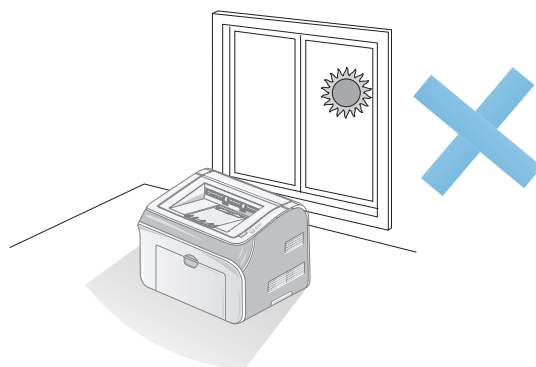
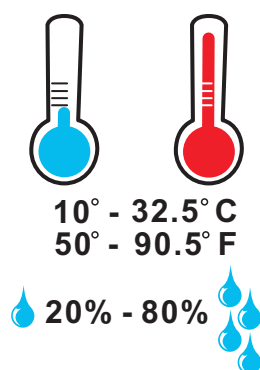
- The power voltage must be in the scope of 220V to 240V, 50/60Hz±1Hz.
- The wire of the printer can not be shared with high power appliance (especially air-conditioner, copier, shatter and etc).If you have to do that, it is recommended to use an insulate transformer or a high frequency noise filter to avoid the risk which may be caused.
- Please use voltage stabilizers if the power voltage is unstable.
- The socket-outlet shall be installed near equipment and shall be easily accessible.

1. 4. 2 Environment conditions

Please place the equipment on an even, firm surface not easy to be stroke and shaken, for example a desk. Place the equipment near a standard and grounding power supply socket. Additionally place the equipment between 10°C and 32.5°C relative temperature and between 20% and 80% relative humidity.

Notice:

- Avoid placing the equipment where person goes frequently.
- Avoid placing the equipment near a heater, an air conditioner, fluid, a fridge or some chemistry products.
- Please don't expose the equipment to direct sunshine, excessive heat, moist or dusty place.
- Please don't connect the equipment to the outlet whose switch is in the wall or is controlled automatically by time.
- The interrupt of power supply will cause the loss of information in the memory.
- Please don't connect the equipment to circuit together with the high power appliances or other equipments which may lead to the interrupt of power supply.
- Avoid the disturbing resource, such as microphone and wireless telephone.
- Please ventilate the room from time to time when make use of printer to print a large amount of documents in a bad airy room.



2. About the printer

2. 1 Ways of printing

There are two ways of printing, one by sending paper from automatic feed guide, and the other from manual feed guide.

2. 1. 1 Manual feed print

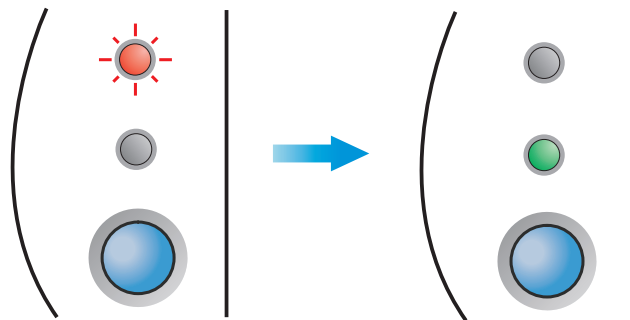
1 Printing plain paper.

The printer will start automatically “manual feed” mode when you place the paper in the manual insertion tray.

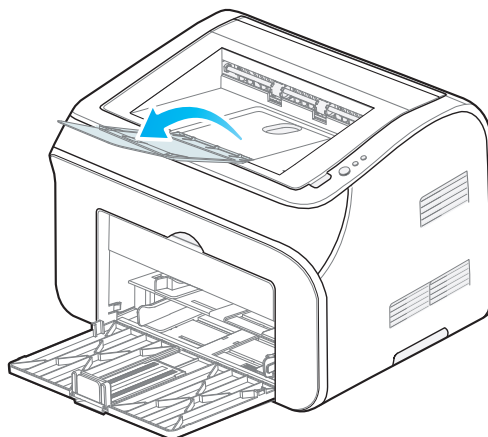
- (1) Please set the function in the printer driver as sheet size, paper type, paper source.
- (2) Transfer the data to the printer.



Note: The indicator will on when there is no paper in the manual insertion tray, and it will be off till you place paper or transparency in it.

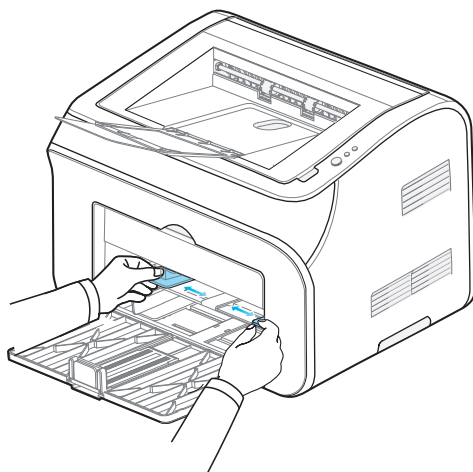


- (3) Raise the discharge tray to avoid the document slipping from it.



Note: We suggest you take the document out from the printer immediately when you don't raise the paper discharge tray.

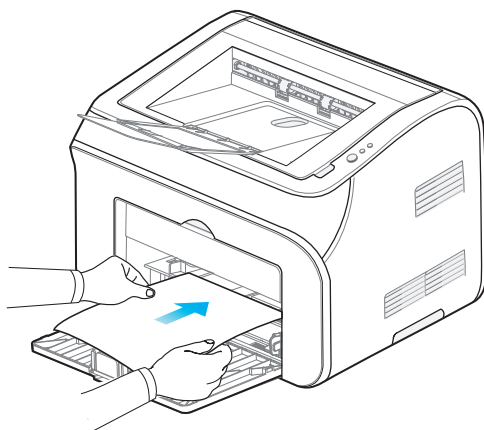
(4) Adjust the manual feed guide with two hands to adjust for the sheet size of printing paper.



Note: • Place the sheet printing side up into the manual insertion tray.

- Make sure paper or transparency film is in a proper position and goes straight along the manual feed guide, or it will cause the inclination of output characters or paper jam.
- Please don't put more than one sheet once into manual insertion tray to avoid paper jam.

(5) Place one sheet or one envelope into manual insertion tray.



(6) After the printed paper output, repeat the above step (5) to continue printing.

2 Print thick, labels, envelopes and transparency in manual Insertion tray.



Note:

- Printer will start manual feed mode automatically when load paper in the manual insertion tray.
- Recommend to use special transparency for laser printer, Brand:3M; Type: CG3300; Size:A4.

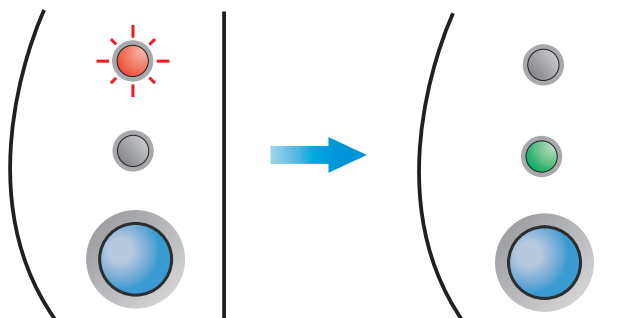
- (1) Select paper size, paper media, paper source, sheet source and other settings in the printer driver.

For envelope-printing User:

- Please choose DL envelope in sheet size of printer driver when you use DL envelopes.
- Please click customize when print on other types of envelopes which are not displayed in the printer driver, for example Env 9.

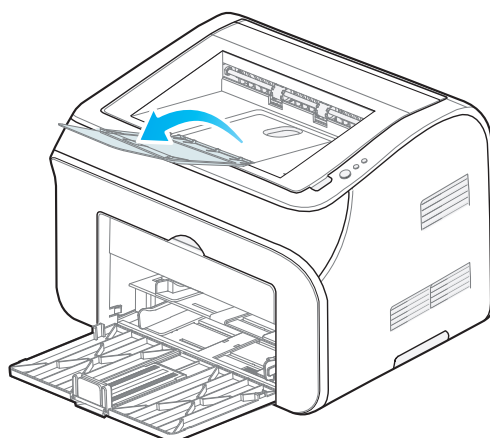
- (2) Send data to printer.

In case no sheet in automatic insertion tray and manual insertion tray, an indicator on the control panel will be on until you load sheets or envelopes in manual insertion tray, and then the indicator will be off.

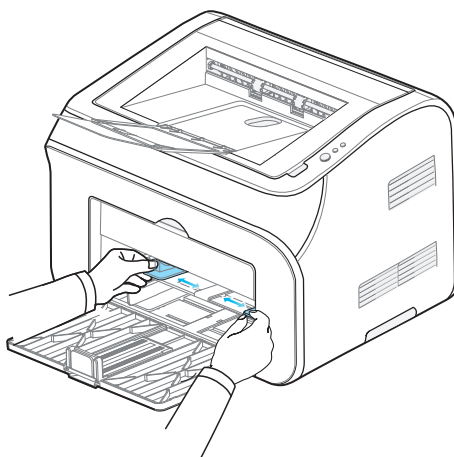


- (3) Please raise paper tray to avoid sheets rolling out from paper discharge tray.

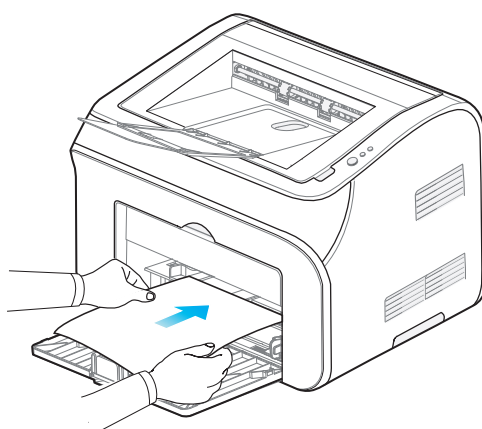
We advice you to take the documents out from printer immediately if you don't raise the paper discharge tray.



- (4) Adjust the manual insertion tray with two hands for sheet size.



- (5) Place one sheet or one envelope into manual insertion tray.



-
- Note:**
- Place printing side of the sheets upward in the insertion tray.
 - Make sure paper or transparency film in proper position and go straight along manual feed guide, or it will lead to inclination of the output characters or paper jam.
 - Please don't put more than one sheet in manual insertion tray to avoid paper jam.
-

- (6) When no sheet is in automatic insertion tray, the printer will stop working until the next envelope is loaded. Put the envelopes that you want to print in accordance with step (5).



-
- Note:**
- Please use envelopes with manufacturer seal at seam crossing.
 - Please use envelopes without drapes or folds on the surface.
-



WARNINGS

Please take away printed sheets or envelopes immediately, because the stacked sheets or envelopes will lead to a paper jam or paper curving.

Envelopes Printing

The printer will be damaged if you use envelopes as follows:

- Envelopes be damaged, curved, folded or irregular shape, over-brightened or rough.
- Envelopes with buttons.
- Envelopes with glue sealing.
- Envelopes with obvious fold.
- Envelopes with convexity surface.
- Envelopes having been printed.
- Envelopes having been printed on the internal part.
- Envelopes not be stacked.
- Overweight envelopes.
- Envelopes with low-quality, rough edges or not squared.
- Envelopes with transparent windows, holes, incisions or perforations.



WARNINGS

The printer would be damaged if you use any type of envelopes above. The damage is excluded by the guarantee or responsibility under the service agreement with Pantum Technology Co., Ltd.



- Note:**
- Please put envelopes neatly before printing , avoid paper jam and paper feed failure
 - Please don't place different types of sheets in paper tray, it will cause paper jam or paper feed error.
 - Please don't print on envelopes with manual duplex printing.
You should choose the same size from the software application program as that of paper tray.
 - Most envelopes are fit for the printer. But some may have problems in feeding and printing due to different production methods.
 - Proper envelopes should have even and well-fold edges; frontier should be thinner than the thickness of two sheets. The envelopes shouldn't be bag shape or lamellar structure but even. You should buy good quality envelopes from manufacturers due to they know which envelopes could be used in laser printer. Before printed several envelopes, you'd better print one envelope first to ensure that the results meet your needs.
 - Because envelope manufacturer might alter the size of envelopes, Pantum Technology Co., Ltd do not recommend you to use special envelopes. You should be liable for the quality and performance of the envelopes you used.

2. 1. 2 Automatic feed print

Print plain paper in automatic insertion tray.

You could put plain paper, recycled paper and transparency into automatic insertion tray. The printer would print automatically after check the correct position of paper.



Note: • *We advise you to raise document discharge tray to avoid sheets rolling out from it. If you don't raise the document discharge tray, we advise you take away the printed papers from printer immediately.*

- *If you put more than 150 piece sheets once into automatic insertion tray that would lead to paper jam or transparency curved.*
 - *Please put blank face upside when you use printed sheets.*
 - *When printing on A5, it is suggested to feed paper as landscape rather than portrait, which will influence the print cartridge life.*
-

2.2 Paper options

Our printer supports various print media, such as plain paper, envelopes, labels, transparencies. Please ensure to use a print medium of this printer in accordance with User's Guide. We advise you to use A4(80g) sheets as standard sheets instead of a large number of special paper which could influence the printer life. The usage of print media not complied with User's guide might cause some problems as follows:

- low- quality printing
- Increasing paper jam times
- Printer excessive abrasion

There are some important factors to influence the printer functions and output quality, such as paper, sheet amount, paper element, paper texture and humidity level. When you choose printer medium please pay attention to those items:

- Printed effects: please choose print media which conforms to the task of printing.
- Size: please use any size of print media which can be placed into the adjustable guide board easily.
- Weight: the printer supports the print media weight as follows:
 - automatic insertion tray: 60- 105 g/m²
 - manual insertion: 60- 163 g/m²
 - manual duplex printing: 60- 90 g/m²
- Brightness: some print media whiter than others which can print more distinct and vivid.
- Surface smoothness: print smoothness take effects on the clearance of print results.
- Some print media could match every item of the User's Guide but they still wouldn't print satisfied results. That might be caused by uncorrected operating, improper temperature and humidity level, or something uncontrollable by Pantum Technology Co., Ltd.
- Please ensure the print media is standard in accordance with the operating instructions for users before purchasing a large quantity of print media .
- Any problems caused by print media which didn't match the User's Guide are excluded by the warranty and agreement with Pantum Technology Co., Ltd.

2.3 Duplex printing

Manual duplex printing is supported by printer driver accompanied.



Note: • It may be curved if paper is too thin.

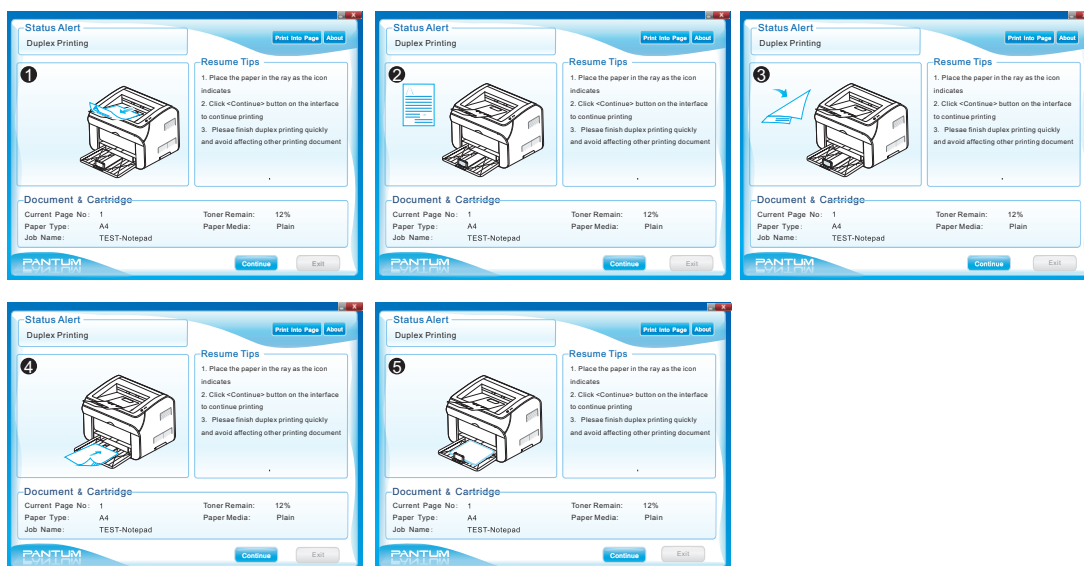
- Please make sheet even when sheet is curved and then put them in manual insertion tray.
- Using manual duplex printing might cause paper jam or low-quality printing.
- Please tidy up printed paper and reload in the paper tray quickly when duplex printing, because the printing work will be automatically cancelled in the minutes.
- Please tidy up the printed paper and reload in the paper tray quickly when duplex printing, because the printing work will be automatically cancelled in ten minutes.

2.3.1 Manual duplex printing from automatic insertion tray

We advice you to use standard paper

When you begin duplex printing, please follow these steps:

- (1) Select Paper from Printer Preference, then mark Manual Duplex Printing.
- (2) Printer will print all odd number pages.
- (3) Please take out the odd number document from paper discharge tray, and then you should put them into automatic insertion tray with the blank side upward. Please follow the tips of the computer screen:



- (4) The printer will print the rest even pages in order on the other side of the sheets.



Note: when you put sheets on paper insertion tray, clear up the paper feed tray and then put the printed faces downward on the paper feed tray. Please don't leave printed document piled upon unprinted sheets.

2.3.2 Manual duplex printing from manual feed tray

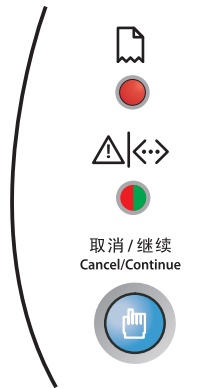


Note: • Before you place paper on the manual feed tray, you'd better make them even and avoid paper jam.
• We advice you not to use too thin or too thick sheets.
• Using manual duplex function might cause paper jam or low-quality print.
• Please tidy up the printed paper and reload in the paper tray quickly when duplex printing, because the printing work will be automatically cancelled in ten minutes.

- (1) Select **Paper** from **Printer Preference**, then mark **Manual Duplex Printing**.
- (2) Putting sheet with printing face up into manual feed tray with your double hands. Please follow the tips from computer screen. Repeat every steps until print all odd number pages.
- (3) Please take away all printed odd number pages from document discharge tray, and then put them into manual insertion tray with their original order. Please follow the tips of computer screen.
- (4) Please repeat above step (3) until all even number pages have been printed on the other side of the sheets.

2.4 Control panel operation

The control panel includes a bicolor LED indicator (bicolor LED indicators will display red, green, orange and yellow), one red LED light, one button, as following figure shows.



2.4.1 Control Panel Button(Cancel/Continue)

The Control Panel button has the functions of canceling print job and continuing print a print test.

2.4.2 The description of LED indicator functional design.

Monochromatic red indicator:

- Shows that no paper error, paper jam error and some relating with paper.

Bicolor indicator:

- Red indicates an error;
- Orange indicates that the print cartridge is installed wrongly or the print cartridge is low, or something relating with the print cartridge;
- Green indicates normal

3. Installation and uninstallation of the driver

3.1 The driver installation

All Users

Switch on PC, and put the CD-ROM in the CD driver. The setup window will appear automatically.



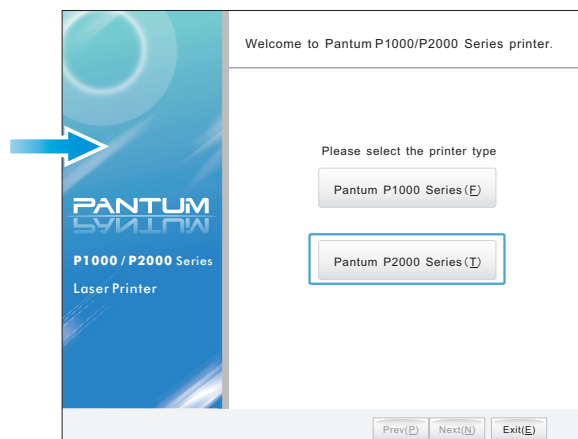
- Note:**
- It's recommended not to connect printer with power cord and USB cable before install printer driver.
 - It will prompts "User account control interface" in Microsoft Windows Vista / Windows 7 / Windows Server 2008 then click "Allow" or "Yes".
 - If the screen does not appear, please click My Computer, open the CD-ROM driver, double-click Setup.exe

Steps of installation are as follows:

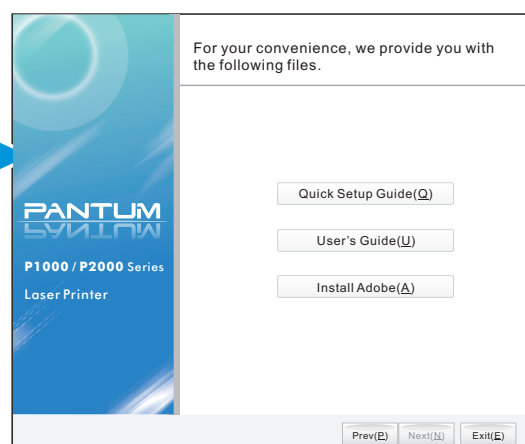
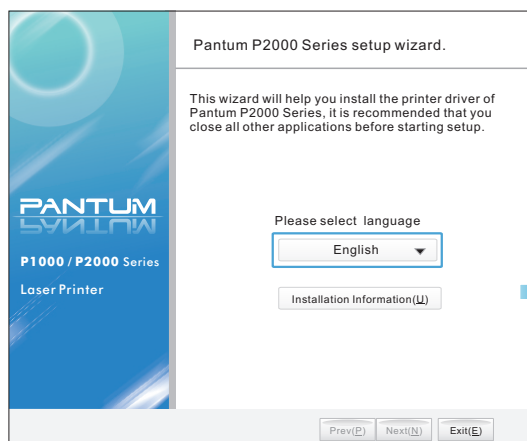
- (1) Put the CD-ROM in the CD driver. Installation window will appear automatically.
- (2) Click on the menu screen to install the **Printer Driver**, to enter the next interface.



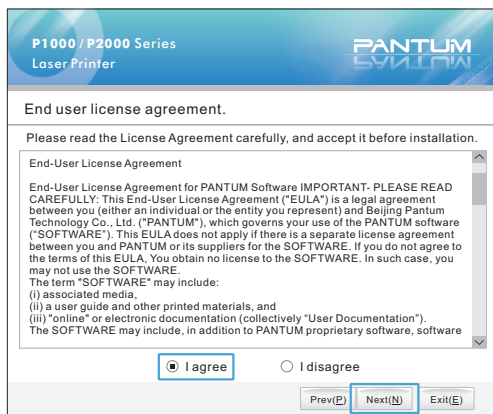
- (3) Select the printer type, enter the next interface.



- (4) Choose the language; click the **Next** to enter the next interface. You can click the documents accompanied to see the printer's User's Guide and Quick Setup Guide.



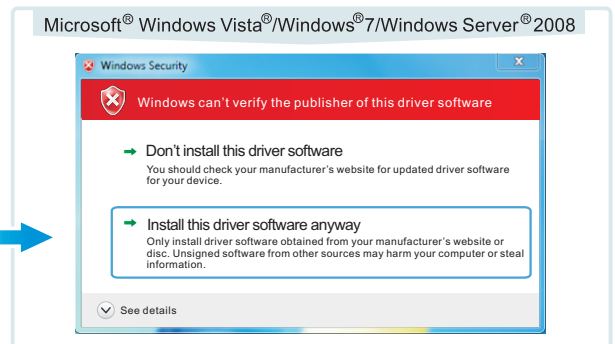
- (5) End User License Agreement window appears. If you accept the agreement, please choose **I agree**, click the **Next** to enter the next screen.



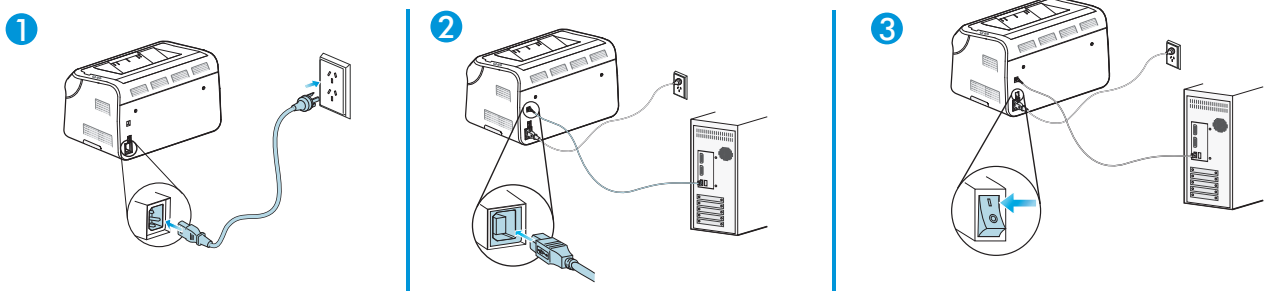
- (6) The interface for coping files pops up, after that, another interface will pop up automatically for printer hardware.



Note: The present driver version hasn't got the WHQL, so there will be pop-up window when used, please press the **Install this driver software anyway**.



- (7) Please insert the power supply cord to the printer; please connect the printer with USB cable; switch on the printer.



- (8) Operate as the screen indicates, then click **Next**.



- (9) Click **Done**, exit set-up, or select for entering the Website to register your product.

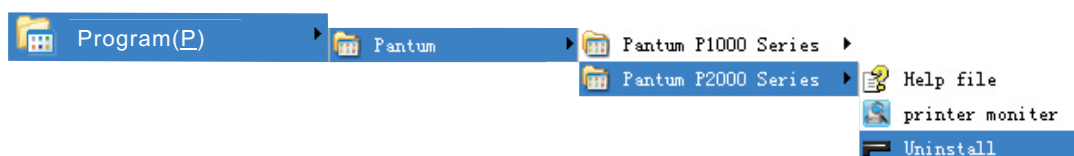


Note: If there is no printer respond to driver, finish the driver installation as follows:

- a. Enter into the **Printer and Device** file from the control panel.
- b. Select **Add a Printer**.
- c. Select the steps orderly: **Setup a Local Printer** → select the **PrinterPort (USB series)** → select **Have Disk** → browse the directory of **INF** file of the driver which generally to be root directory of the CD, and select the corresponding **INF** file → select the corresponding printer series, then **Next** → finish the driver installation by steps.

3.2 The uninstallation of driver

- (1) Click **Start**, select **Pantum P1000 Series** or **Pantum P2000 Series** to uninstall it, or select **Control Panel**, click **Add or Remove Programs** to uninstall it, shown as follows.



- (2) Choose **OK** in Pop-up window, then begin to uninstall.



- (3) The pop-up bar displays the progress of uninstallation.



- (4) After uninstallation, please restart your computer.



4. Cleaning and maintenance

4.1 Consumables replacement

4.1.1 Consumables

- (1) The use of consumables

The usage of special print cartridges for Pantum is required.

- (2) The storage of print cartridge

To make best use of toner, keep in mind the following guidelines:

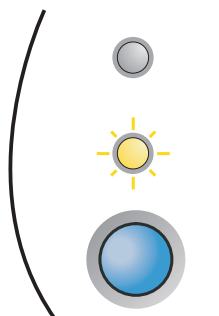
- Do not take out the print cartridge from the package until it is prepared to use.
- Do not re-fill the print cartridges. The damage caused by the use of a refilled print cartridge is excluded in the warranty of printer.
- The cartridge should be stored in the same environment as the printer.
- To avoid damage, do not expose the drum to light for several minutes.

- (3) Print cartridge life expectancy

Print cartridge life depends on the amount of toner that the printing jobs need. If a new cartridge prints as 5% coverage of the text in accordance with ISO19752, it can print 1,000 to 1,500 pages in average. The actual amount of pages may vary with printing density, and it will be also influenced by the operating environment, printing interval, media type and size of print media. If you print a large number of graphics, you may replace print cartridge frequently.

4.1.2 How to replace

The print cartridge has expired when the indicator shows as following, please replace it as soon.

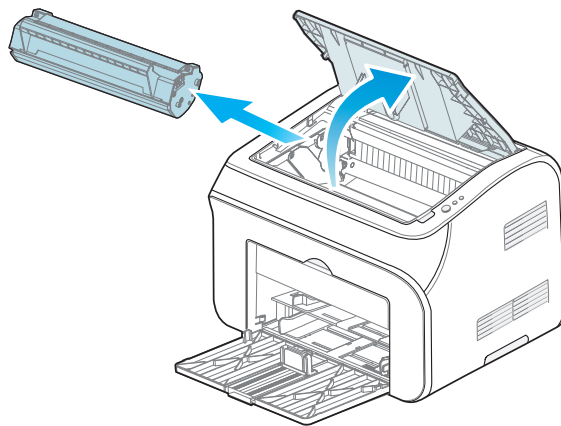


The steps of replacing print cartridge are as follows:

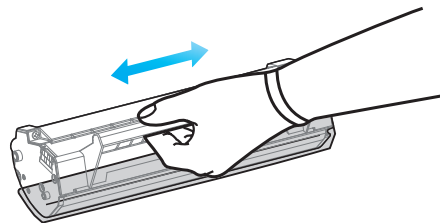


- Note:**
- Because the print cartridge may contain toner, take it out carefully to avoid toner spilling.
 - Please put the cartridge on the paper, so as not to spill toner accidentally.
 - When the protective cover is removed, the print cartridge should be immediately fixed in the printer, to avoid exposing it under direct sunlight or room light, which may cause damage to the unit of fuses unit.
 - Installation, do not touch the green surface of drum to avoid a scratch on the surface of the drum.

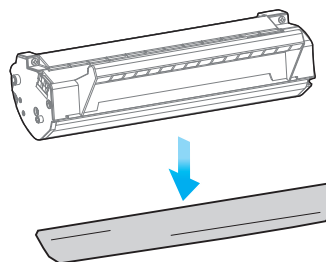
- (1) Switch off the printer.
- (2) Open the discharge plate and remove the toner along the guide.



- (3) Open a new package, hold the print cartridge rod, and rock it gently 5 or 6 times to make sure the toner cartridge is dispersed evenly.



- (4) Remove the protective cover (Transport lock), put the print cartridge along the guide in the printer, then fix the discharge plate on the printer, and you will find that the indicator is off



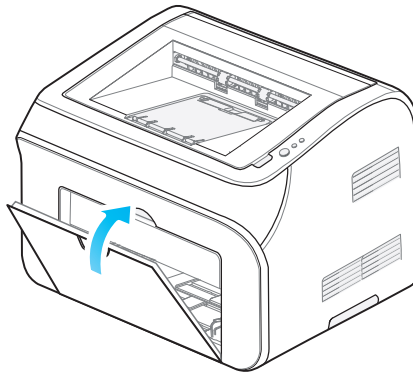
- (5) Switch on the printer again, print a test page.

4. 2 Printer cleaning

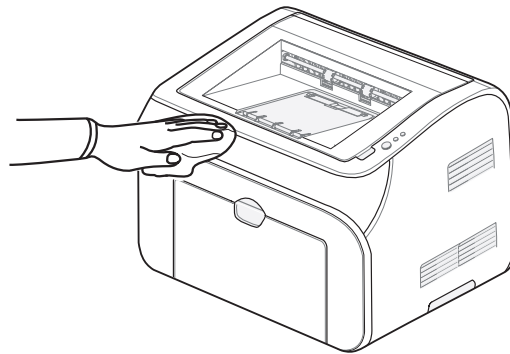
WARNING

- Please use a mild detergent.
- Do not use the kind of strong corrosive liquid detergent like the thinner or benzene, otherwise it will damage the equipment surface.
- Do not use cleaning materials with ammonia.
- Do not use isopropyl alcohol to wipe the dust on the control panel, otherwise you may cause a crack to the panel.

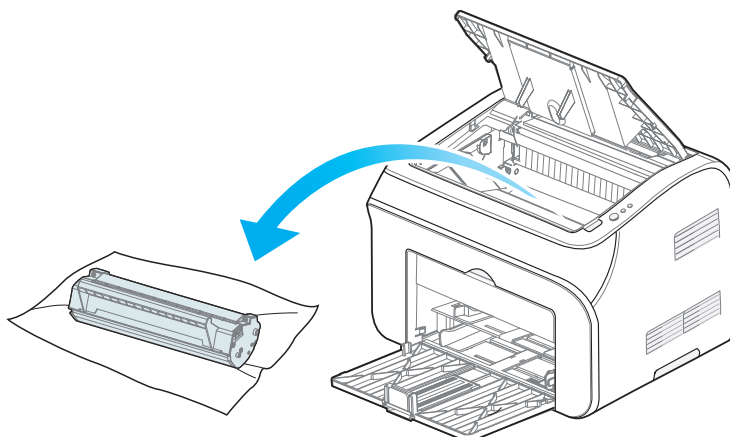
(1) Close the tray.



(2) Use a soft cloth to wipe the layer of the machine, wipe away dust.

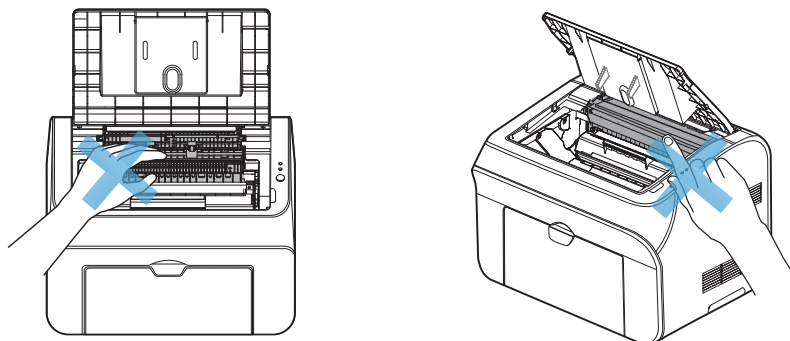


(3) Open the discharge plate cover and remove the print cartridge and place it in shade to avoid the bright light.

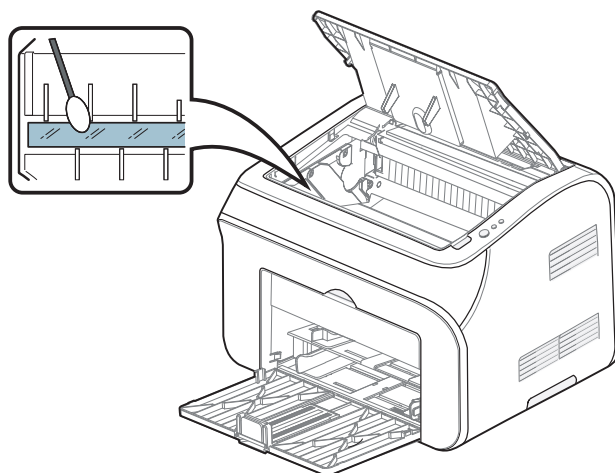


WARNING

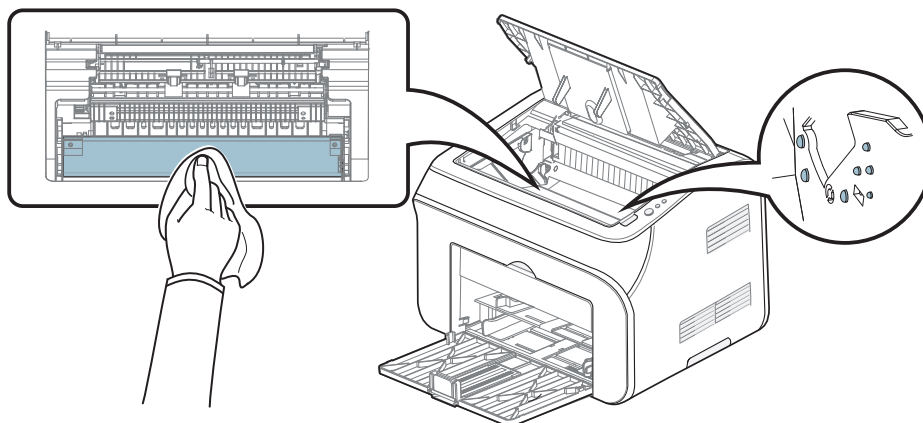
Some components of printer are still in a high temperature after the using. When you open the discharge plate to touch the parts in the printer, please don't touch the shadowy part as the following pictures.



- (1) Wipe the surface of the laser scanning dustproof surface gently with a dry lint-free cotton swab or soft cloth with a little alcohol.



- (5) Clean the interior of printer, as shown below, with a dry lint-free cloth to wipe gently the shadowy parts as below.



5. Troubleshooting















You can correct most problems by yourself. If you need additional help, Pantum Solution Center provides the latest answers to questions frequently asked and troubleshooting tips.

5.1 Identification

First, check the following conditions:

- The power cord is connected correctly and the printer or is on ;
- All of the protective parts have been removed ;
- Print cartridge and drum unit are installed correctly ;
- Discharge plate are closed fully ;
- The paper is inserted correctly in the paper tray ;
- Cable is connected between the printer and computer properly ;
- Choose and install the correct printer driver;
- Computer port is installed and connected to the correct printer port.

5. 2 The indicator

State		Description
Paper (the red LED indicator)	Data/print cartridge (the double- color LED indicator)	
		Ready
		Printer warming up
		Standby mode. Press the key to activate the printer from standby mode to warming up mode, after that, the printer is in the Ready state.
		Receiving data. Printer is receiving printing data from computer, and dealing with data in memory, or printing.
		The data resided in memory. Print the data resided in memory. If the Ready LED indicator stays flashing for a long time, with no output, press the button to print the data resided in memory.
		There is no paper in paper tray, or paper doesn't match, and the single red indicator and the double-color (blue) indicator flashes every 500 ms.
		Paper jam. The single red indicator stays on, and the double-color (blue) indicator flashes every 500 ms.
		Warning when toner isn't enough in Ready state.
		Print cartridge errors.
		Other printer errors.

5. 3 Removal of common trouble

5. 3. 1 Common trouble resolution

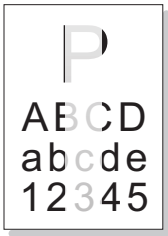
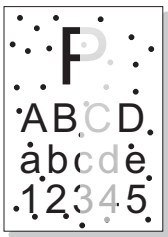
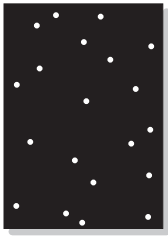
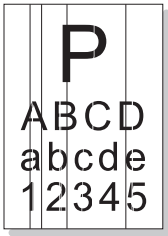

Status	Check and Causes	Solutions
Feed paper failure	Papers are placed incorrectly.	Take them out of the paper plate and load again according to the correct method. Check whether the adjustable guide plate is installed correctly.
	There are too many sheets on paper tray.	Take out excess paper.
	Paper is too thick.	Use standard paper only for the printer.
Printing slowly	The work may be too complicated.	Reduce the complexity of page, or attempt to adjust the settings of the printer. Reduce resolution to adjust the settings of the printer. Please change it to 600 dpi (normal) if you have set it to 1200 dpi (optimum). Please refer to software part. Change port settings to USB for improving the printing speed.
	Maybe the RAM of the computer isn't enough.	Simplify the layout, and delete unnecessary graphs.
Continuous paper jams	There are too many paper in paper tray.	Take out excess paper. A special print medium shall be loaded on the manual insertion tray when printing.
	Paper doesn't match.	Make sure qualified paper is used. Please load a special medium in manual insertion tray.
	There is matte in the paper path.	Open the the discharge plate cartridge and clean the paper path.
	Feed roller is contaminated.	Open the discharge plate cartridge and clean the feed roller. Please contact the service agent if problem remained.
	The internal firmware error.	Please contact the service agent.
The printer can work, but the output is incorrect, appears to be messy code or incomplete	The printer cable is loosen or broken.	Unplug the printer cable and connect again. Try to print a document ever finished. If possible, connect it to another computer, and attempt to print a document which is printable. Or try to change a new cable after the above measures.

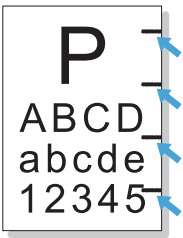
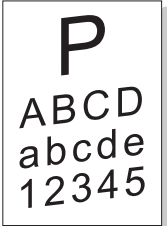
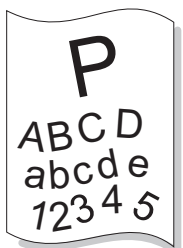
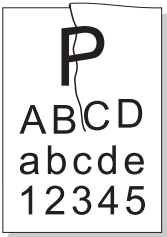
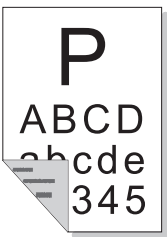
	The printer driver errors.	Check the menu of application program in the printer and make sure the current printer is selected
	Software application errors.	Attempt to print the document from another application program.
	Operating system errors.	Install operating system again.
Pages can be printed, but blank.	Print cartridge goes wrong or toner is used out.	Shake the print cartridge evenly. Change it referring to Replacement of Consumables in chapter four. Change a print cartridge if necessary.
	There may be blank pages in files.	Check the document to ensure there is no blank page.
Repeated feeding.	Excessive electrostatic adhered on the media.	Separate the media again to remove the electrostatic. It is advised to use the recommended media.
	The printing media are dampen, or stick together.	Separate the media again to remove the electrostatic. It is advice to use the recommended media.
	The internal firmware error.	Please contact the service agent.
Paper doesn't match.	Different media are used .	Please use the unified specification of media or press the operation panel to continue printing,
	The media used isn't included by the specified scope.	It is advice to use the recommended media.




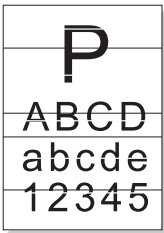
5. 3. 2 Trouble resolution of software installation

State	Suggest Solutions
Unable to click NXET to continue the installing step of connecting to the printer after the printer is connected.	<p>Please make sure you have chosen the same series as the printer when choosing the printer series, and power of the printer is turned on.</p> <p>Make sure USB cable is connected correctly.</p> <p>Download the lasfest version of driver and install it again.</p> <p>Troubles remain, please contact Pantum Serivce Central.</p>
It shows "Driver of Pantum P1000/P2000 series printer hasn't been installed successfully, please reinstall it." When copying a data.	<p>If you select the setup.exe file yourself,be sure it's in accord with the bits of system,or you can quit the setup process and click the autorun.exe file.</p> <p>Then conduct driver installation by steps.</p> <p>If the above operations don't work,please follow the steps below first:</p> <ol style="list-style-type: none">1. Click the right mouse button on the Mycomputer icon,select Manage,then Services and Applications,and select Services. And you can also enter into the Services interface by other ways.2.Select print spooler service in Services interface,and start it manually.The service is applied to printing,which should be in a start state before the printer is used. <p>Then run the autorun.exe file for a second time, finish the installation following the wizard.</p>
After finish the driver installation,the printer still doesn't work.	<p>Files may be damaged.</p> <p>Clear residual driver files,and download latest driver version corresponding to the printer,then run the Autorun.exe file again and conduct installation following normal steps.</p>

5. 3. 3 Image defect

State	Suggest Solutions
<p>The left looks whitish</p> 	<p>If there is vertical bar or pages fade area:</p> <ul style="list-style-type: none"> * Toner isn't enough and change a new toner cartridge. * Paper used may not fit, such as the paper is too moist or rough. Please change for other paper in accordance with required standard. * If the characters of page seem to be light, because the print resolution is too low. Please select print resolution referring to help screen of printer driver. * Clean the toner cartridge if color fading and stains appear at the same time. * If the problem remains, please contact the service agency.
<p>Toner spots</p> 	<p>Paper used may not fit, such as the paper is too moist or rough.</p> <ul style="list-style-type: none"> * Please change for other paper in accordance with required standard. * The paper path may need cleaning. * If the problem remains, please contact the service agency.
<p>White spots</p> 	<p>If there are white spots on the page:</p> <ul style="list-style-type: none"> * The paper is too rough and dust fall to the internal components of the printer, making conveyor belt dirty. Please contact the service agency to clean the internal part of printer. * The paper path may need cleaning. Please contact the service agency.
<p>Upright stripes</p> 	<p>If white upright stripes appear:</p> <ul style="list-style-type: none"> * Surface of LSU unit in the printer may dirty. Clean dustproof glass surface of the LSU. If problem remains, please contact the service agency.
<p>Black background</p> 	<p>If the coloring of the background is not so good:</p> <ul style="list-style-type: none"> * Choose a lighter sheet. * Check the work environment of printer, because either too dry (of low humidity), or too wet (relative humidity higher than 80 percent) environment would aggravate color of its background. * Remove the old toner and change a new one.

<p>Repeatedly uprights flaw</p> 	<p>If there appears repeatedly and uniformity traces on the printed page:</p> <ul style="list-style-type: none"> * Print cartridge may have been damaged. If repeatedly toner trace appears, you can print some clean pages to clean the print cartridge. If problem remains after that, remove that print cartridge and change a new one. * There may be toner left on the printer components. If the traces appear on the back, print some more pages and the problem may disappear. * Fixing unit may be damaged, please contact the service agency.
<p>Skew page</p> 	<ul style="list-style-type: none"> * Make sure paper is put in correctly. * Check the type and quality of paper. * Make sure paper or other media are put into correctly and the feed guide is not too tight or too loose.
<p>Frizzy or wavy</p> 	<p>Make sure paper is put in correctly.</p> <ul style="list-style-type: none"> * Check the type and quality of paper. Either high temperature or high humidity would make paper frizzle. * Turn over paper on the paper tray, and please attempt to rotate them 180°.
<p>Wrinkle or fold</p> 	<ul style="list-style-type: none"> * Make sure paper is put in correctly. * Check the type and quality of paper. * Turn over paper on the paper tray, and please attempt to rotate them 180°.
<p>The back of sheet is dirty</p> 	<ul style="list-style-type: none"> * Check whether there is leakage of print cartridge . And clean the internal part of printer.

<p>Whole page black</p> 	<ul style="list-style-type: none"> * The toner may be installed incorrectly. Please take it out and insert again. * A problem may happen on the toner cartridge, which need be changed. Remove it and change a new one. * The printer needs repairing, please contact the service agency.
<p>Toner off</p> 	<p>Clean the internal part of printer.</p> <ul style="list-style-type: none"> * Check the type and quality of paper. * Remove the toner cartridge and install a new one. * The printer need repairing if problem remains, please contact the service agency.
<p>Deinking characters</p> 	<p>Deinking of characters means the area which should be black is blank.</p> <ul style="list-style-type: none"> * Please change other type of transparencies when it happens in printing transparencies. And it is normal to have drinking of some characters owing to the quality of transparencies. * It may have been printed on the unprintable side of the paper, please take it out and turn it over. *The specification of paper may not proper.
<p>Horizontal stripes</p> 	<p>If there are black stripes or spots on the page:</p> <ul style="list-style-type: none"> * It is probable that the way of installing the print cartridge is incorrect. Please take it out and insert again. * A problem may happen on the print cartridge. Remove it and change a new one. * The printer need repairing if problem remains, please contact the service agency.

5. 4 Get rid of paper jam

Please comply with the following steps to remove the jammed paper.

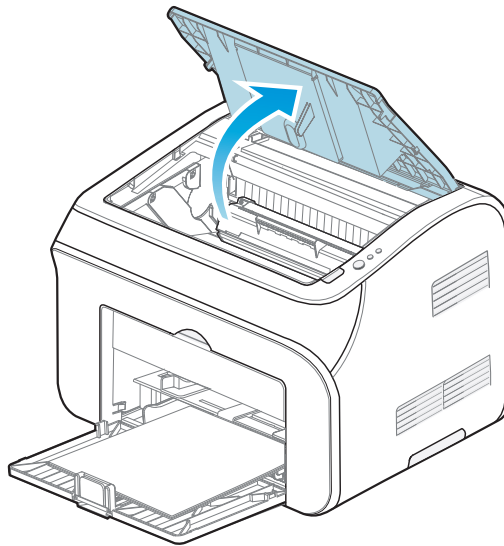
According to the following steps to take out all the jammed paper, and close the discharge plate. The printer would recover to work automatically after load paper into the paper tray. Press the clear button if it doesn't work. If the printer doesn't still work, please check whether the jammed paper is removed off and do it again.



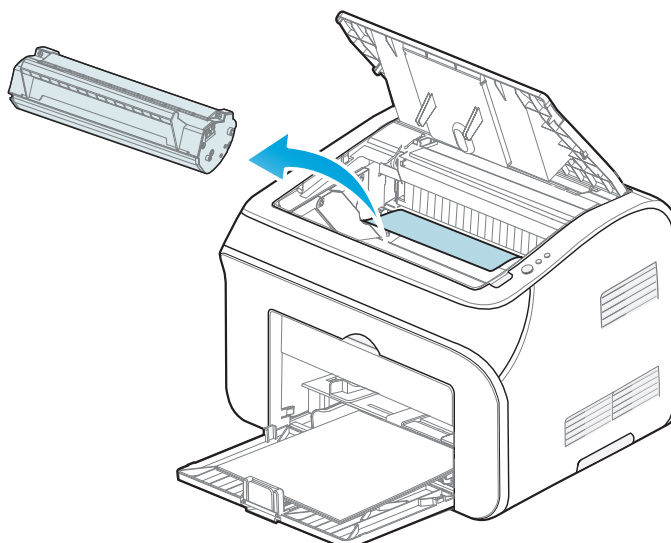
Note: Take out all the paper in paper tray and put in order before loading new ones, It is helpful to avoid paper jam caused by inserting too much papers once.

5. 4. 1 Dealing with paper jam inside

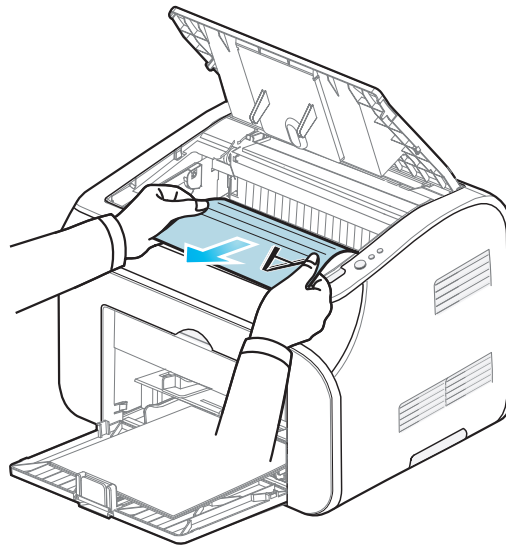
- (1) Open the discharge plate.



- (2) Remove the print cartridge the guide.



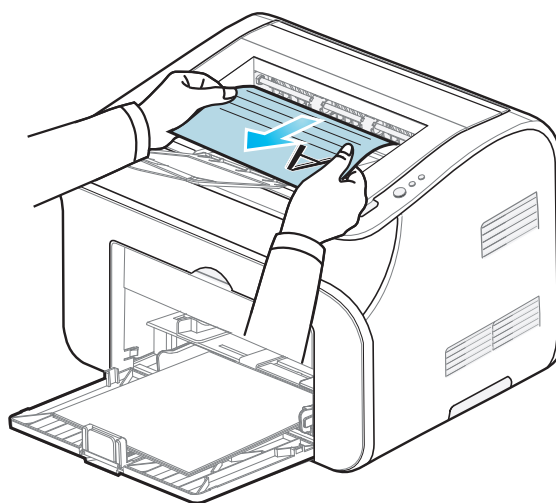
- (3) Take the jammed paper out slowly along the feed direction.



- (4) After taking jammed paper out, install the print cartridge back along the guide then a crack sound occurs with its successful installation.
- (5) Put the paper in order in the paper tray, and conduct the next printing till the indicator recovers to the ready state.

5. 4. 2 Dealing with paper jam near the discharge tray

Take jammed paper out of the fusers unit. Or open the discharge plate and remove the print cartridge before taking jammed paper out when the trouble isn't so easy to solve.



6. Specifications

Image forming principle	Laser printing technology	
Print format	A4	
Printer view	P1000 Series	16ppm
	P2000 Series	20ppm
Resolution	1200x600dpi	
Duplex printing	Manual	
Memory	8M (Can not be extended)	
Monthly load	monthly load:20000 pages.	
Interface	High USB	
The printer language	GDI	
Supported OS	Windows : 2000/XP(32bit/64bit) /Vista(32bit/64bit) /7(32bit/64bit) /2003 Server(32bit/64bit) /2008 Server(32bit/64bit)	
Media type	Plain, Thick, Envelope, Transparency, Cardstock, Preprinted, Label.	
Paper type	Letter, A4, A5,A6,JIS B5,ISO B5,B6,Executive,Statement, Folio, Oficio, Japanese Postcard, Monarch Env, DL Env, C5 Env, No. 10 Env, C6 Env, ZL, B6 Env, Legal, Big 32k, Big 16k, 32k, 16k, Customize(Width : 75-218mm, Length:148- 360mm) etc.	
Way of paper feed	Manual feed, Automatic feed	
Condition	Temperature: 10℃ and 32.5℃; Humidity: 20%-80%	
Rated power	AC 220V-240V; 50/60Hz; 3.0A	
Power(working)	Average 350W; stand-by: <6W	
Size(W×D×H)	380×261×236mm	
Weight	About 6.1kg(Consumable included)	
Toner cartridge life time (toner and cartridge included)	Economy Capacity: PD-130S: 1200 pages Standard Capacity: PD-100: 1500 pages High Capacity: PD-100H: 2300 pages	



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