User Guide

Pantum CM270ADN/CM330ADN/CM420ADN

Digital Color Multifunction Printer

PANTUM

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

Preface

• It is prohibited to edit, modify or reprint the instruction without permission.
• The instruction may be modified from time to time without notice.
• The images and illustrations described in this instruction are examples. They will vary for different models, software and OS versions.
• Any items marked ⚠ in this instruction are safety precautions. Please read its contents before operation and strictly follow the instruction!
• As the product has anti-counterfeiting function, you may fail to get the expected quality of copy or scan data for some documents.
• Once the storage media of the host fails, the received data, stored data and set login data may lose. We hereby declare that our company is not responsible for the loss caused by the data loss.
• We hereby declare that our company is not responsible for the loss caused by computer virus or illegal access.
• The image on the print surface will fall off due to moisture from water, rain, steam and so on. For details, please contact our local representative for consultation.
• Optional products are not available in all countries. For details, please contact our local representative for consultation.
• The latest versions of printer driver, scanner driver, utilities, etc. are available at our official website. (www.pantum.com)

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Version:V1.0

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Using this product to copy, print, scan certain documents or images or make other forms of operations may be prohibited by the local laws. If you are uncertain about the legality of using this product for certain documents or images, you should consult your legal advisor in advance.

The product can only be used safely in the non-tropical areas at an altitude no higher than 2000 meters.

Safety Precautions

Precautions before Using the Printer

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

19. In standby status, the product will automatically enter into the power saving (sleep) mode if it does not receive any job order for a while (such as 1 minute); and it can realize zero power consumption only if it has not been connected with any external input power supply.
20. As the Class 1 equipment, the product must be connected to the power supply outlet with protective grounding line when using.
21. This product should be placed according to the shipping marks on the product package box during delivery.
22. This product is a kind of low-voltage equipment. When using this product below the specified voltage range,please refer to the product precautions or call Pantum Aftersales Service Centre, if the toner comes off the printed contents, or the equipment starts slowly.
23. This product is sold as a complete machine. The consumers can go to Pantum Aftersales Service Centre to purchase parts they need. If the product sold is inconsistent with the package list, please go to the specified Aftersales Service Centre to solve the problem.

24. Install this product in a place with the temperature between 10℃ and 32℃ and the relative humidity between 15% and 85%.
25. For security and other reasons the printer may switch to intermittent printing after a certain amount of continuous printing.
26. Please keep this User Guide properly.

Product installation

In order to maintain the good performance of this device, the device should be used under the following environmental conditions: temperature: 10 ~ 32 °C, humidity: 15 ~ 85%. If the product is placed in a low temperature room, when the room temperature rises rapidly through the heater, water droplets will form inside the device, resulting in partial loss of print or scan data.

CE European Community (EC) directives conformity

This product complies with the protection requirements of EC directives 2014/30/EU and 2014/35/EU on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.
The manufacturer of this product is: Zhuhai Pantum Electronics Co., Ltd., Building 02,06 and 08,No.888 Shengping Avenue, Pingsha Town, Zhuhai City, Guangdong Province, 519000 PR China.
A declaration of conformity to the requirements of the Directives is available upon request from the Authorized Representative.
This product satisfies the Class A limits of EN 55032 / EN 55035 and safety requirements of EN 62368-1.

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

Supplier's Declaration of Conformity

47 CFR § 2.1077 Compliance Information

Unique Identifier

Trade Name: Pantum

Model No.: CM27****,CM33****,CM42****(suffix *: A-Z, 0-9, hyphen or blank)

Responsible Party – U.S. Contact Information

Company Name: PANTUM (USA) CO.,LTD

Office address:13875 Ramona Ave.,Chino, CA 91710

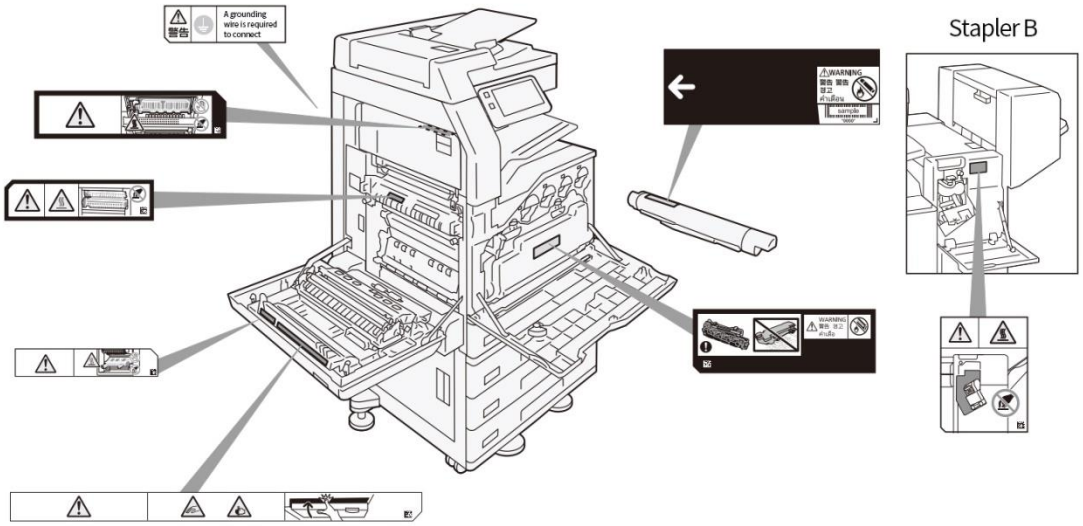
TEL: 626-965-6662

FCC Compliance Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

USA Only

Position of warning and attention labels



About the environment

• In order to protect the environment and use resources efficiently, Pantum will recycle toner cartridges and photosensitive drums to make recyclable parts, materials or save energy.

• The used toner cartridge and photosensitive drum assembly should be handled properly. Do not open the toner cartridge and photosensitive drum assembly. Please return it to Pantum's local representatives.

• About the noise of operation

It is recommended to install the device, the noise of which exceeds 63dB (A) during operation, in a relatively separate area of the office to prevent the office work from disturbance.

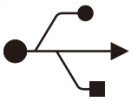
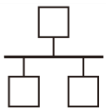
You may inquire the noise level of this product of our company.

• Can the recycled paper with 100% used paper blending rate be used?

Yes.

• Pull the power plug of the device from the socket to achieve zero energy consumption. It is difficult to realize zero energy consumption even if the power saving mode and standby mode of this product are set.

Graphic symbol list

	Attention, danger, warning		Do not use envelopes		Do not put the toner cartridge into the open flame
	Caution! High temperature		Do not use postcards		Do not throw the waste toner box into the open flame
	Do not insert your finger		Do not use folded, wrinkled or curled paper		Power/Power Saving Button
	Do not touch		Do not use paper with staples or paper clips		Paper jam
	Do not insert your finger		Do not copy the banknote		Weight
			USB		Cooling
	Do not use inkjet paper		LAN		Elapsed time
	Clean the scanner		Do not use folded, wrinkled or damaged documents		Do not use folded, wrinkled or damaged documents

	Do not use light-weight paper sheet		Do not use curled documents		Do not use cut and pasted documents

Prohibitions on copy/print

You may be prohibited to have copies of some documents under the laws of your country. The illegal owners of such copies may be fined or imprisoned. The following are examples of copies of which are prohibited under the laws of your country:

• Currency
• Banknotes and cheques
• Bonds and securities issued by the banks and the government
• Passport and Identity Card
• Copyright materials or trademarks without the owner's permission
• Stamps and other negotiable instruments

We are not responsible for the completeness and accuracy of the above items in the list. If you have any questions, please contact your legal adviser.

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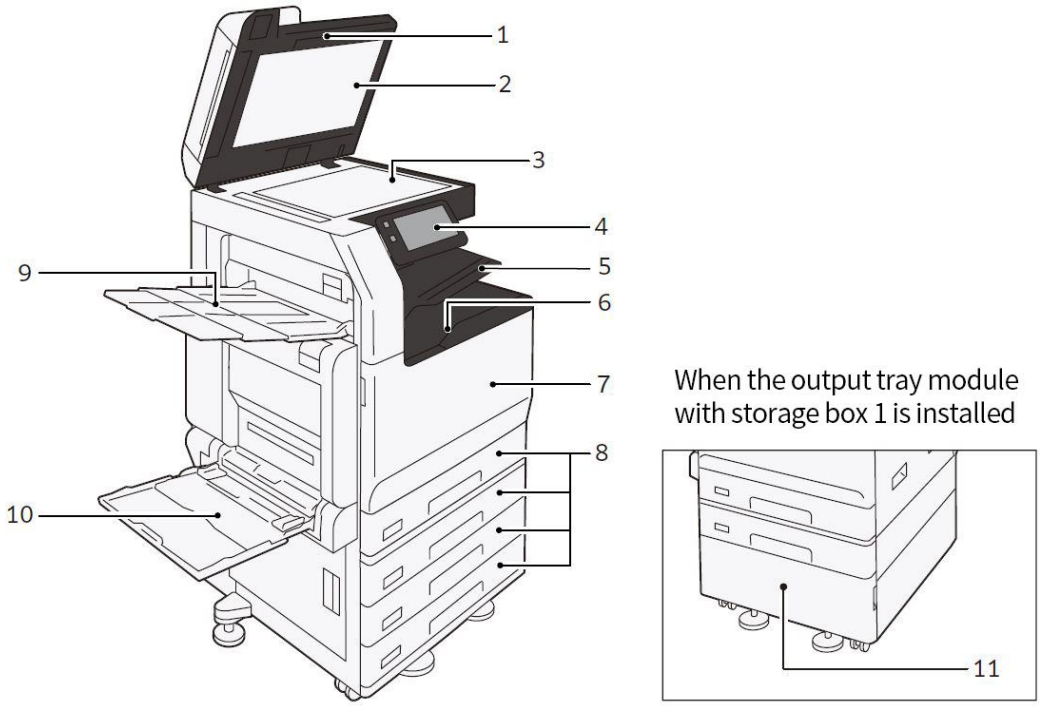
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01 Before the machine is operated

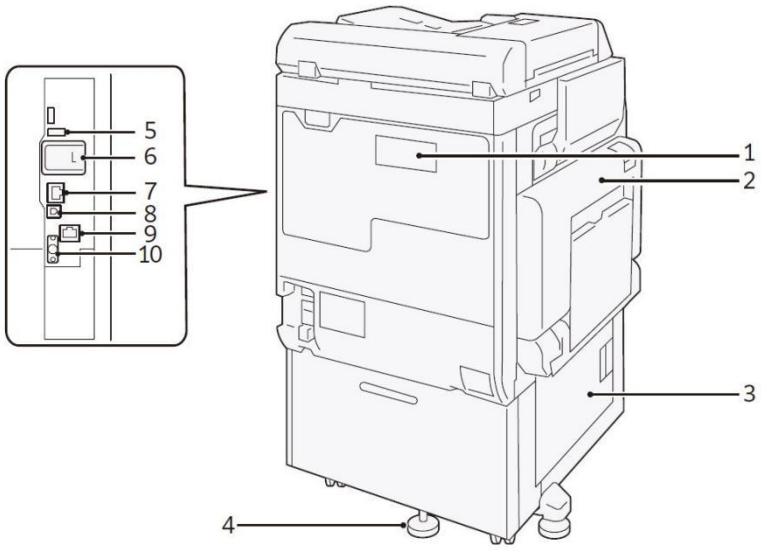
Names and functions of each component

Front



No.	Name	Functions
1	Auto duplex document feeder	Load the documents.
2	Document cover	Press the documents.
3	Platen glass	Load the documents.
4	Operation panel	Power on/off. Control panel for operations.
5	Extra center tray (optional)	Paper is ejected.
6	Center tray	
7	Front door	Open it when removing the jammed paper and replacing the consumables.
8	Trays	Load the paper.
9	Left output tray (optional)	Paper is ejected.
10	Tray (manual)	Load the paper.
11	Output tray module with storage box 1	

Left side and back



No.	Name	Functions
1	Telephone line interface	Use "TEL" when you use the phone. Use the "LINE 1" when a handset connected to the TEL port is used.
2	Upper left cover	Open this cover to remove jammed paper.
3	Lower left cover	
4	Adjustable support foot	Prevent the device from rollover. Move the device to the installation site and rotate the adjuster clockwise until it touches the floor.
5	USB2.0 port	Connect the memory card reader or connect the cables of optional units and related products via USB.
6	Wireless Network Kit (optional)	It is used when a wireless (Wi-Fi) network is connected to this device.
7	Network port	Connect the network cable.
8	USB3.0 port	Connect the USB cable for the printer.
9	Network port (optional)	Connect the network cable.
10	EP port	Connect the accessories such as billing devices and identity authentication devices.

LAN connection

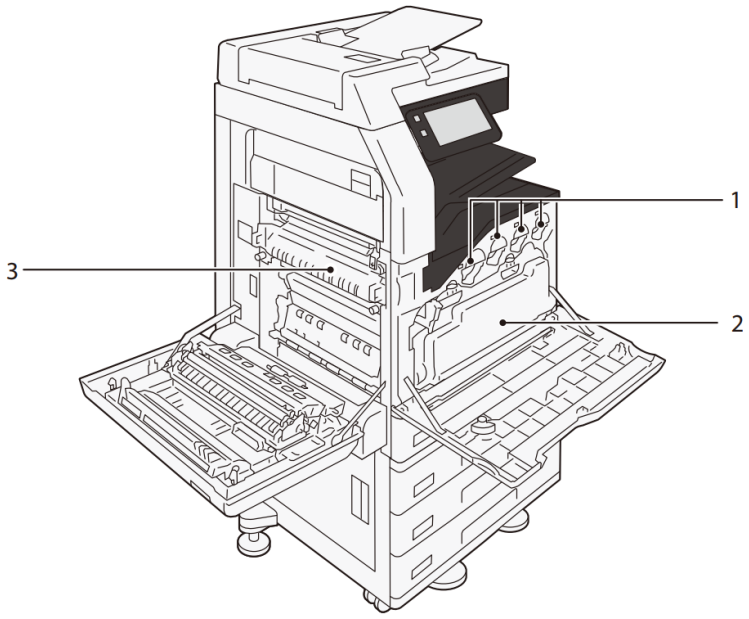
Connect to a network port while the device is off.

Note: • In case of failure in connection, you can improve the connection by setting >[Settings]>[Network Settings]>[Protocol Settings]>[Ethernet Settings]>[Energy-Efficient Ethernet] as [Disable] under the system administrator mode.

USB connection

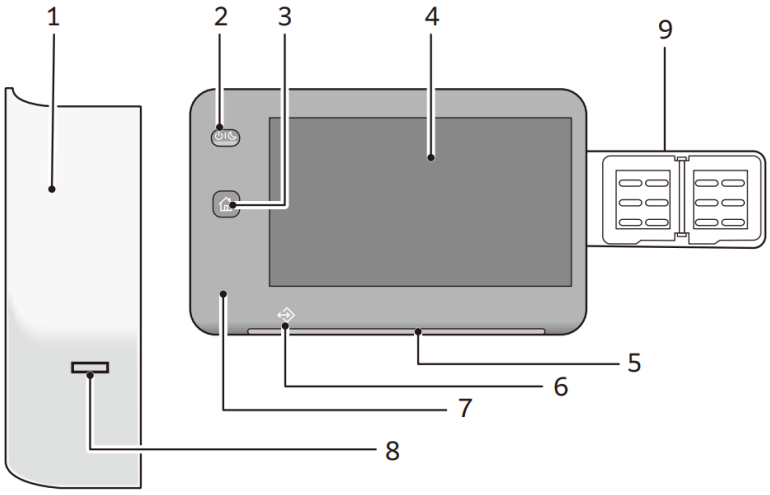
Connect to a USB port while the device is off.

Internal



No.	Name	Functions
1	Toner cartridge	Black (K), cyan (C), magenta (M) and yellow (Y) toner are stored.
2	Waste toner box (R5)	Recycle the used toner.
3	Fuser (R8)	A component that fixes toner on the paper. The components are in high temperature. Do not touch them with your hands.

Operation panel



No.	Name	Functions
1	Host built-in IC card reader (optional)	You can authenticate by detecting the IC card
2	Power/Power Saving Button	Turn on the power **Note:** • When you see "Please wait. ", it indicates that the device is warming up. This device cannot be used during this period. • When it fails to power on, please make sure that the power plug is plugged in.
3	Home key	Display the home screen. **Note:** • After the home key is pressed, the settings of all applications in operation will be reset.
4	Touch screen display	Display the information required for operation and each function button.
5	Status indicator	At the moment when the operation is accepted, the light will turn green. When an error occurs, the light will flashes in orange.
6	File saving indicator	The indicator flashes when the data is sent from this device or received from the customer’s computer. In addition, when the file is saved inside this device, the indicator will light up.
7	USB memory port (optional)	Please insert the USB memory directly. **Note:** • Unable to connect the memory card reader or USB memory cable. If the USB memory is connected, the memory card reader or USB memory are not recognized even if they are connected to the USB port on the back side at the same time.

Paper

Recommended paper

Standard paper

Paper name	Paper types set in the tray	The image quality is processed according to paper type	Weight of paper (g/m^2)
C2 paper	Bond paper	Plain paper (A)	70

If you want to use other papers, please contact our local representative for consultation.

Unusable paper

Do not use the following paper which may cause failure.

• Use the paper on which the ink will deteriorate due to heat during fixing
• Inkjet paper
• Paper with wrinkles or creases
• Transparent film
• Damp paper, damp paper with ripples
• Paper with a curl of more than 12 mm
• Thermal paper, thermal transfer paper
• Window envelope

There are also other paper that can't be used. For details, please contact our local representative for consultation.

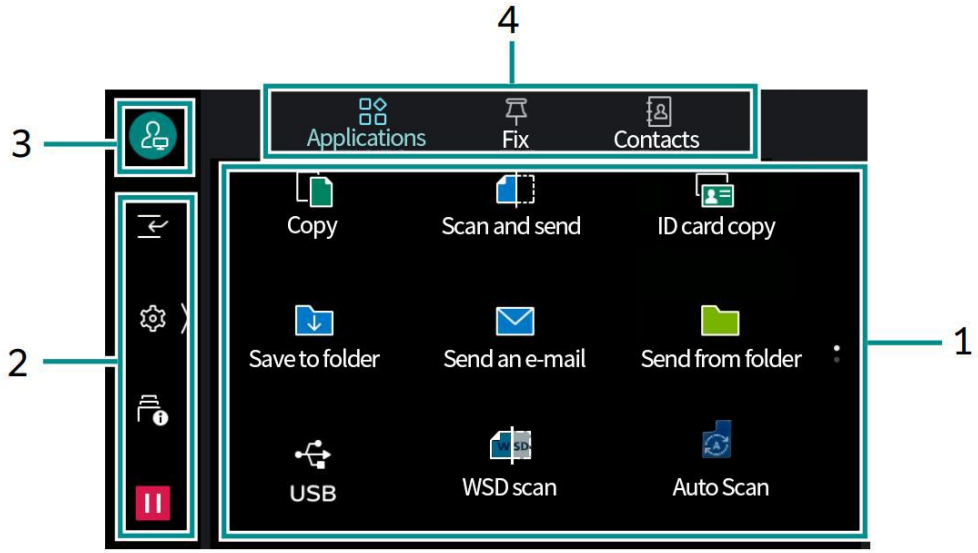
02 Basic operations

Touch screen display

Home screen

Entrance screen of various functions of products.
Display frequently used features only, or change the configuration.

Note: • Change the default settings of the home screen.



1. Display area of the applications

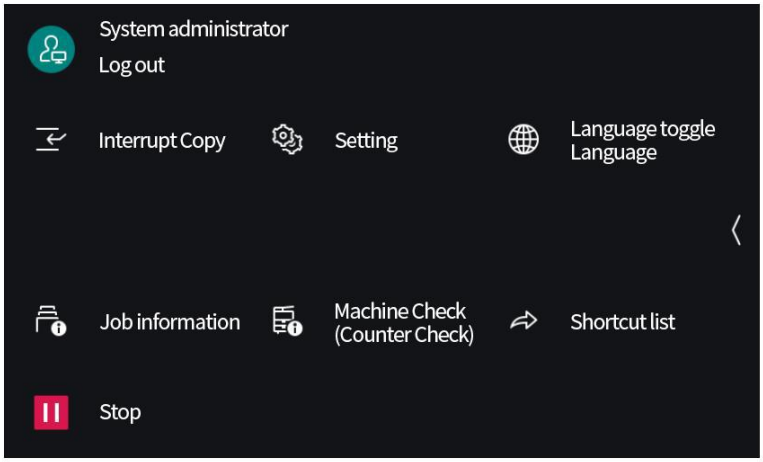
If you select [Applications] on the home screen tab, the available applications will be displayed.
When the system administrator or authenticated user logs in, the displayed application and configuration can be changed.

Application name	Function summary	Reference
[Copy]	Operate the copy function.	" Copy"
[Scan and send]	Transmit the scan data to customer's computers on the network. [Send URL], [Send an email] and [Save to My Folder] can also be executed.	" Scan and send"

[ID card copy]	The document, the size of which cannot be automatically detected as ID card, shall be copied after the front and back sides are placed on one sheet of paper.	“ ID card copy”
[Save to folder]	Save the scan data to the product folder.	“ Save to folder”
[Send an e-mail]	Attach the scan data to an email for sending.	“ Basic operations (send an email)”
[Send from folder]	Operate the files saved in the product folder.	“ Folder”
[Workflow]	Scan with the job flow (a series of job contents) registered in the product.	-
[USB]	Save the scan data in USB memory, or print a file saved in USB memory. **Note:** • Display [Save to USB] or [File Print] when any of these two functions is unavailable.	“ Save to USB ” “ File Print”
[WSD scan]	Save the scan data to the specified customer’s computer.	-
[Web application]	Save and display data by accessing the web server through the network from the built-in browser of product.	-
[Personal printing]	Print the personal printing files.	“ Personal printing”
[Password printing]	Print the password printing files (files set with passwords).	“ Password printing”
[Sample printing]	Print the remaining copies of the document specified in the sample printing (only 1 copy is printed).	-
[Delayed printing]	You can print the delayed printing files (files with a specified print time) before the specified time.	-
[Account printing]	Print the account printing files.	-
[Folder N]	Save the shortcut of location folder set by each receiving line. **Note:** • The "N" part in the application name refers to the corresponding folder number. When the folder name is set, the folder number and folder name are displayed.	-

2. Control tab

Tap  to open the control menu. Tap  at the right of the screen when closing it.

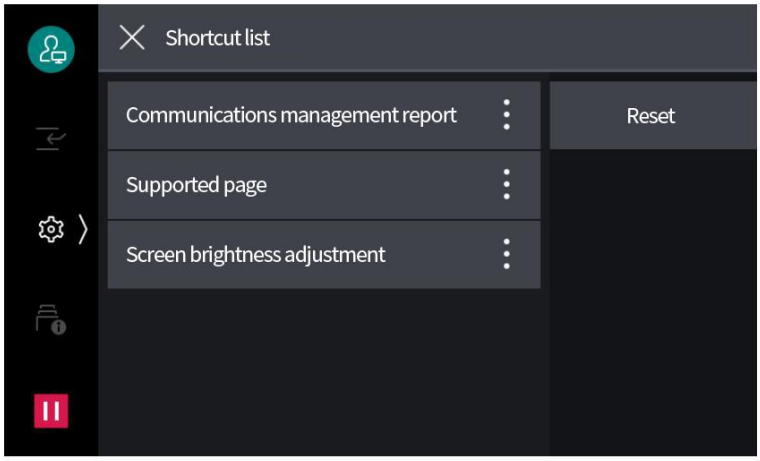


Function name	Reference/description
[Interrupt Copy]	“ Interrupt Copy”
[Job information]	“ Job information”
[Stop]	Pause a job in progress.
[Setting]	Various function settings of products.
[Custom Application Display]	Customize the screen display such as copy and scan.
[Machine Check (Counter Check)]	Confirm the status of products or output the reports.
[Language toggle Language]	Toggle the displayed language and keyboard layout.
[Shortcut list]	“［Shortcut list］”
[Automatic printing]	Disable printing temporarily when you select [Disable]. Print is enabled when you select [Allow].

Note: • The icon of function displayed at the left column can be tapped when the control menu is closed.

[**Shortcut list**]

Register common functions to shortcuts, which can be called from >[Shortcut List].



Note: • Tap displayed to the right of each feature in system administrator mode to change the order of functions or remove functions from the list. Tap [Reset] to restore to the factory state.
• Add to [Shortcut List] by tapping [Create a Shortcut] displayed at the top right on the screen of registered function.

Function name	Reference/description
[Communications management report]	Print the reports or lists.
[Supported page]	-
[Screen brightness adjustment]	Screen/Button Settings

3. Authentication information display area

Authentication is implemented when you enter a user ID to log in.
When you tap the authentication information display area in authentication, your account will be canceled and you will become an [Unauthenticated User].

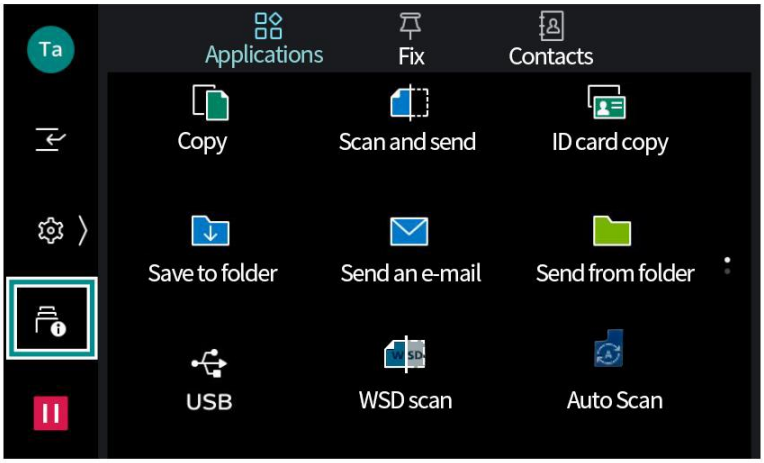
Note: • When [Authentication Settings]>[Authentication Information Settings]> [Display Confirmation Screen for Cancellation] is set as [Yes], the Confirmation Screen will be displayed before cancellation.

4. Home screen tab
Switch the home screen.

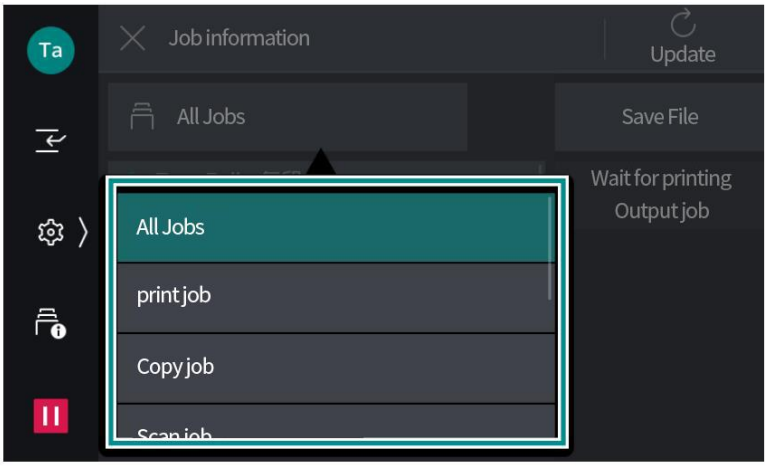
Tab name	Reference
[Applications]	“ Display area of the applications ”
[Fix]	[Fix] in , the copy and scan job logs will be saved. You can start an application that executes the job again from the job log.
[Contacts]	“ Contacts”

Job information

Confirm jobs that are being executed, waiting, completed, and so on. In addition, the printing job, waiting for printing and waiting for operation can be suspended.
1. Tap ([Job Information]).

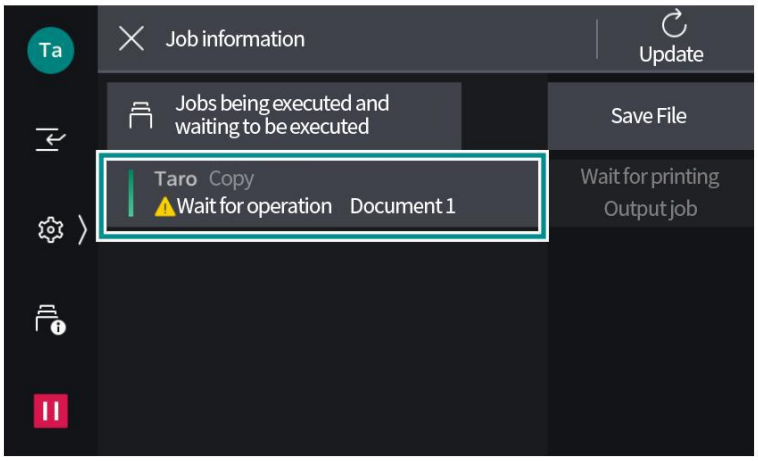


2. Tap [All Jobs] to toggle between the types of job to display.



Note: • For [Save File], please refer to "Saved Data Print".

3. Tap the job to be operated.



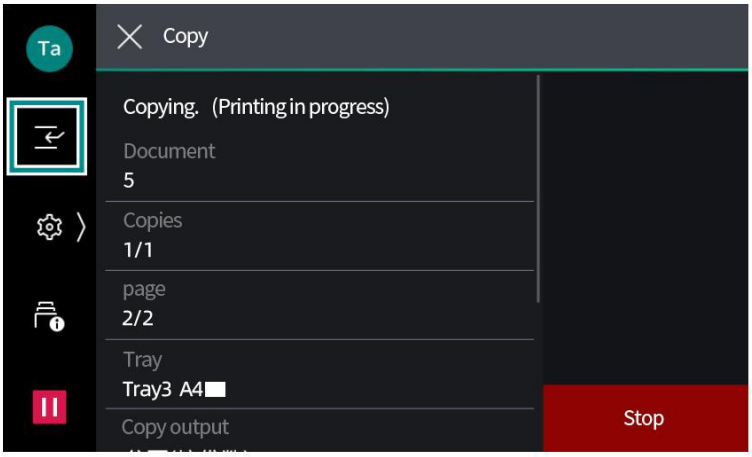
4. Select the next action to perform in the displayed screen.
• If it is a job in execution or in pause, you can instruct to suspend or restart the job, etc. In addition, after [Priority] is tapped, the job will have the priority to be performed.
• If it is a completed job, you can confirm the results of the job or output a report.
• In the workflow or when saving a printed job, tap a [Sub-job] to display a list of related jobs.

Interrupt Copy

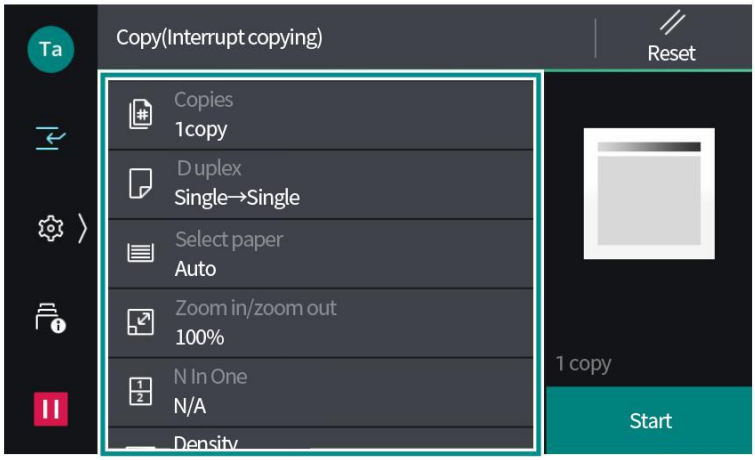
It is possible to temporarily interrupt a job in execution and give priority to other jobs during continuous copying or printing. Take the Interrupt Copy function in the continuous copying as an example.

Note: • In the process of copying less than 10 copies on the platen glass, Interrupt Copy function is sometimes unavailable.
• [Interrupt Copy] is not enabled when the document is being scanned or there are scheduled jobs.

1. Tap ([Interrupt Copy]) during continuous copying.



2. Place the document to be inserted for copy.
3. Set each function as required.



4. Tap [Start].

5. After the Interrupt Copy is finished, tap ([Interrupt Copy Off]). Resume the interrupted job.

Power saving

It can reduce the power consumption.
When it is not used for a certain period of time, it will enter the low power consumption mode, and change into the sleep mode after a period of set time.

Note: • It will not enter the sleep mode during the operation under warm-up mode.

Power saving state

After it enters the power saving state, the <Power/Power Saving> button will flash.
• Press the < Power/Power Saving > button when tapping [Enter the Power Saving Mode]
• Before entering the power saving state, when the product is not operated, when the job is not executed, and when the print job is not received

Resume

• When the < Power/Power Saving > button is pressed
• When a print job is received
• When you click [Save] in Webtool
• When a document is placed in the document feeder
• When the document cover is opened

03 Basic operations of the device

Load the paper

When you load the paper, set the tray on the home screen.
Important: Do not load any paper and articles in the spare space of the tray. Otherwise, it will cause paper jam and failure.

Note: • Do not pull out the tray being used in the job while the printer is processing the job. Before loading the paper on the tray, please fan a stack of paper fully. Avoid paper jam by making the paper loose.

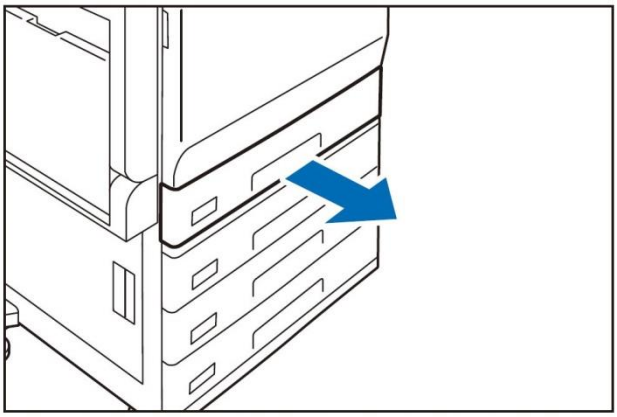
Tray

The feed mode of tray (top layer) ~ (bottom layer) is the same.
The top face of loaded paper is the surface printed on.

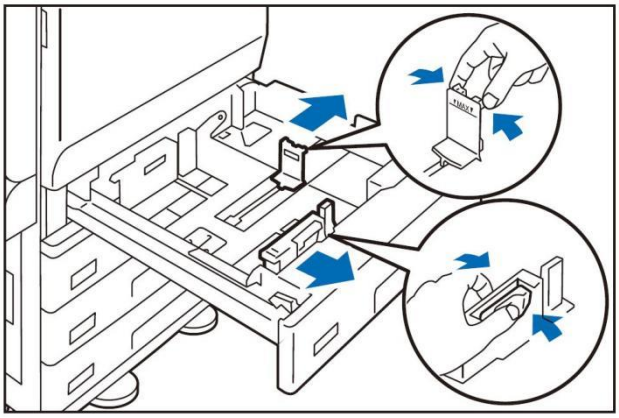
Loadable paper

Paper size (mm)	Width	140 ～ 297
	Length	182 ～ 432
Weight of paper (g/m^2)	When it is single-sided	60 ～ 256
Maximum number of sheets (80g/m^2 paper)		500

1. Pull out the paper tray as far as it will go.
2. When paper is already loaded in the tray, take out the paper.

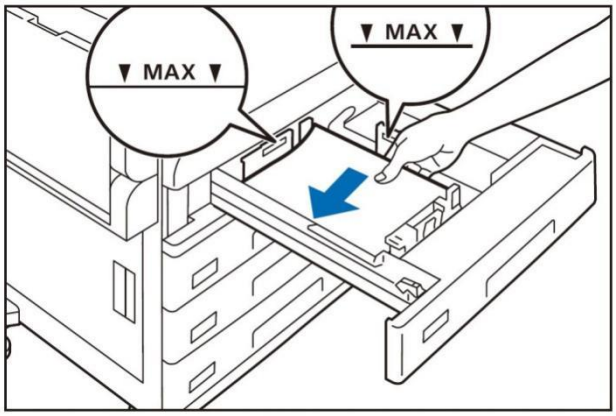


3. Hold 2 guide clamps with your fingers to align them with the paper size.



4. Fan a stack of paper, face the print surface up, and then load the paper with edges aligned according to the direction of the arrow.
Important: Do not load the sheets more than the upper limit of number. Otherwise, it will cause paper jam and failure.

Note: • Please align the guides with the paper size correctly. If the position of the guide is offset, the paper cannot be fed normally, which sometimes leads to paper jam.



5. Push in the tray.

Setting the special paper
• Perforated paper
Paper orientation: Load paper with holes facing the left side when viewed from the front of the device

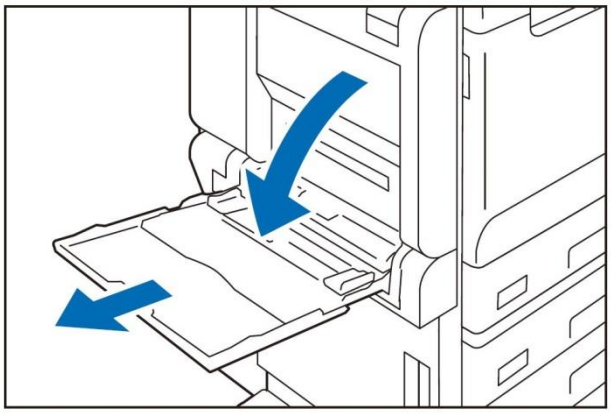
Tray (manual)

Paper, the size and type of which cannot be used on a standard tray, may also be used on the tray (manual).
The bottom face of loaded paper is the surface printed on.

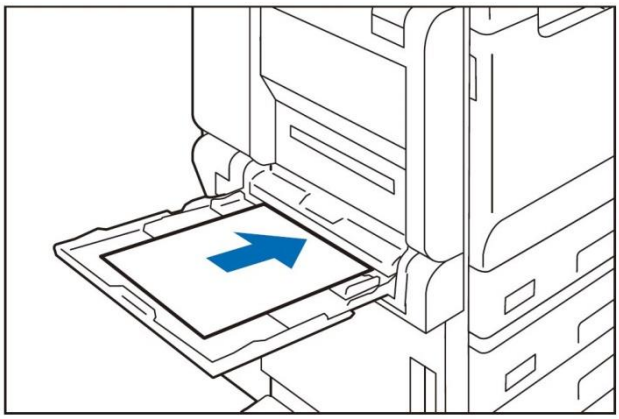
Loadable paper

Paper size (mm)	Width	89 ～ 297
	Length	99 ～ 432
Weight of paper (g/m^2)	When it is single-sided	60 ～ 216
Maximum number of sheets (80g/m^2 paper)		96

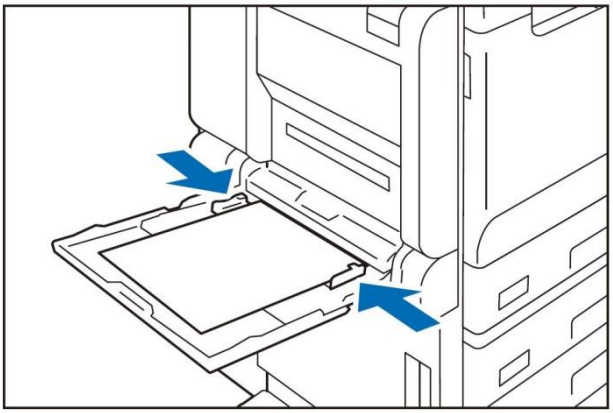
1. Open the tray.



2. Fan a stack of paper, face the print surface down, and gently insert the paper to the end along the paper guides.
Important: Do not place the document with sheets more than the upper limit of number. Otherwise, it will cause paper jam and failure.



3. Slide the paper guide so that it is aligned with the paper size.



Setting the special paper

• **Perforated paper**

Paper orientation: Load paper with holes facing the right side when viewed from the front of the device

• **Postcard**

Paper orientation: Long Edge Feed

• **Envelope**

Paper orientation with open seal flap: Load paper with seal flap facing the left side when viewed from the front of the device.

Paper orientation with close seal flap: Load paper with seal flap facing the right side when viewed from the front of the device.

Load the documents

Document feeder

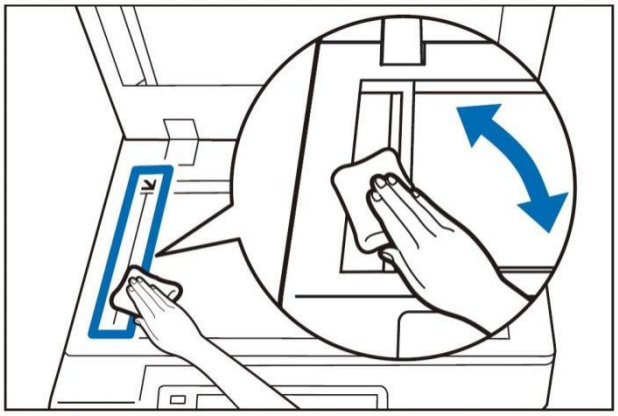
Loadable paper

Paper size (mm)	Width	125 ～ 297
	Length	85 ～ 432
Weight of paper (g/m^2)	When it is single-sided	38 ～ 128
	When it is duplex	50 ～ 128
Maximum number of sheets (80g/m^2 paper)		110

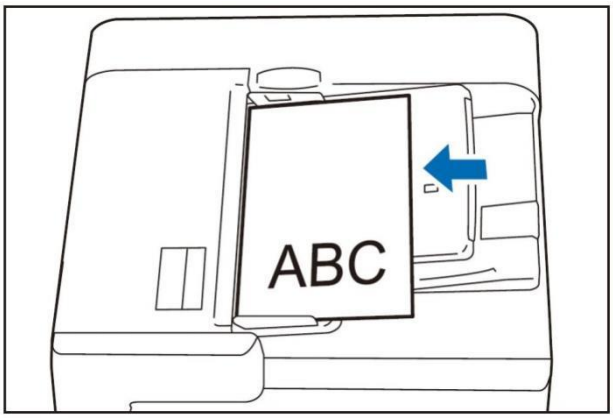
Note: • The dimensions of loadable business cards are width: ~ 55 mm and length: ~ 91 mm. The weight of paper is ~ 209 g/m^2.

1. Open the document cover.

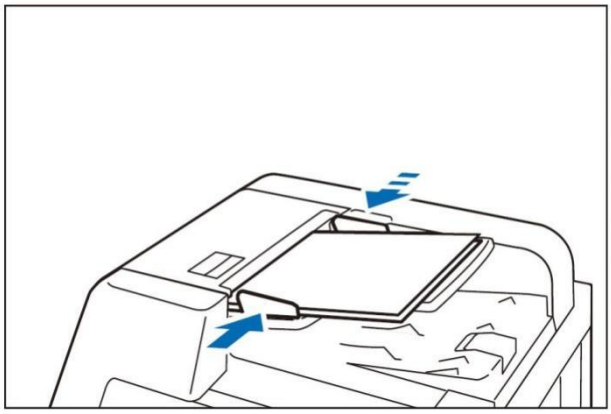
2. Wipe off the stains on the slender glass and white plastic parts at the left side of the platen glass.
3. Close the document cover.
4. Make sure that no notes and tapes, staples and paper clips, etc. are attached to the document, and fully flatten the document with wrinkles and creases.
5. In order to detect the document size correctly, the upper left corner of the document should be aligned.



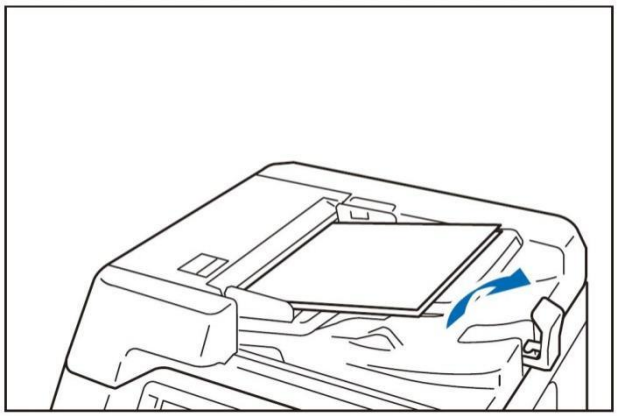
6. Place the side to be scanned (front in double-sided document) upward in the center of the document feeder.
Important: Do not place the document with sheets more than the upper limit of number. Otherwise, it will cause paper jam and failure.



7. After the confirmation indicator is on, move the document guide to align the both sides of the document.



8. Open the paper stopper.

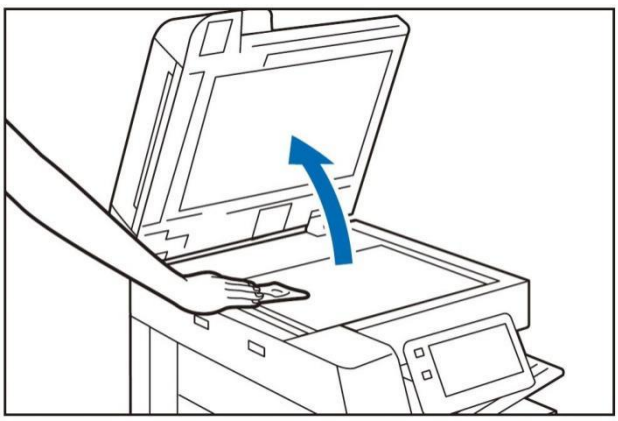


Platen glass

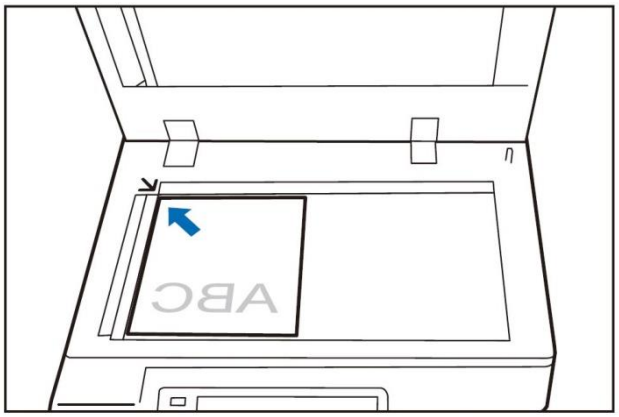
Loadable paper

Paper size (mm)	Width	297
	Length	432

1. Open the document cover, and wipe off the stains on the platen glass.



2. Place the document with the side to be scanned downward and align it with the upper left corner of the platen glass.



3. Close the document cover.

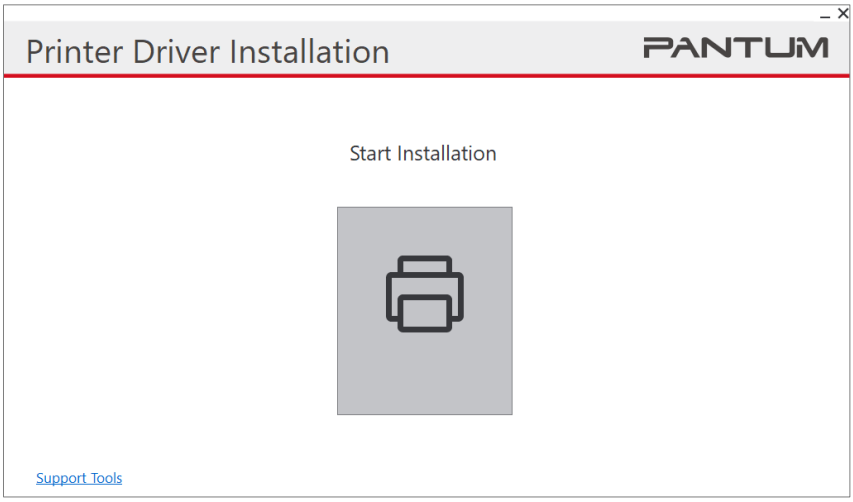
04 Driver installation and uninstallation

How to install Windows printer driver

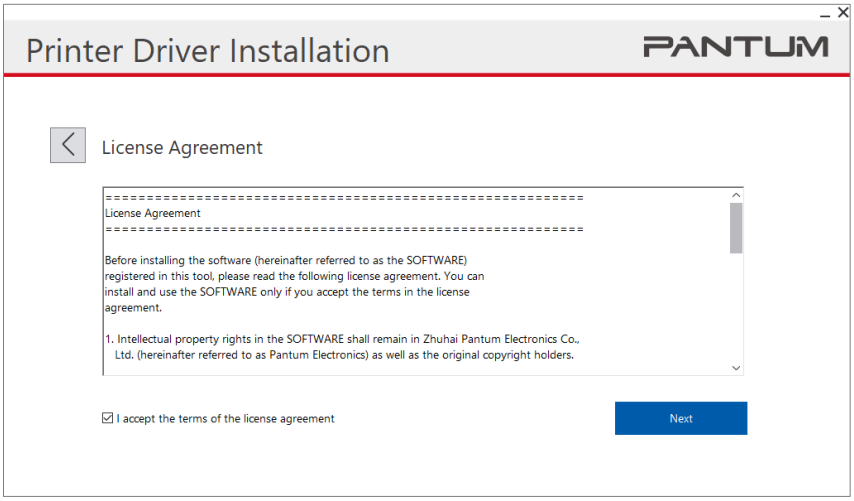
Note: • There are different installation packages available for 32-bit and 64-bit systems. If you want to install the driver, please select the corresponding installation package.

Connect printer via USB cable

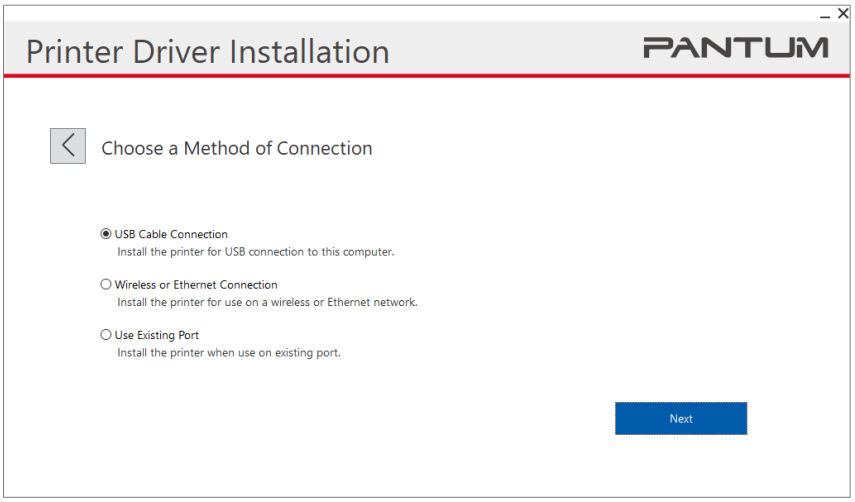
1. Connect the printer to computer via USB cable, power the printer and computer on.
2. Open the installation package. Double-click the "Launcher" file. Run the installer.

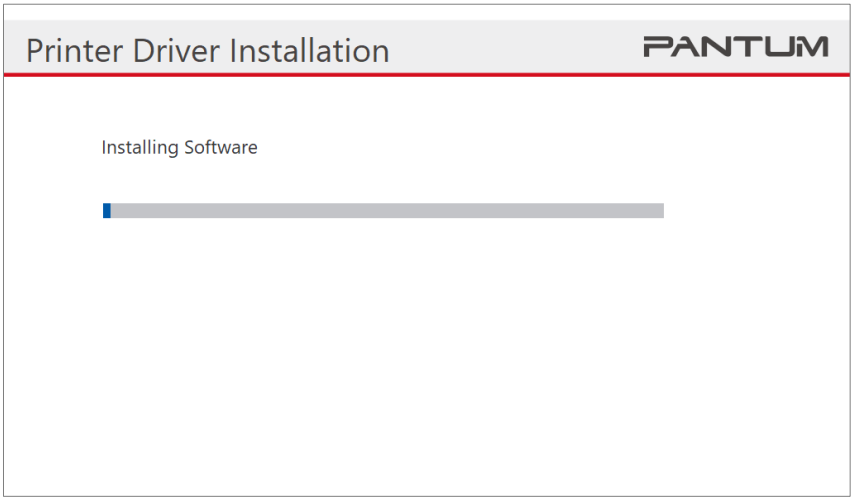


3. Read and accept the terms of the License Agreement, and click the "Next" button in the lower right corner of the interface to enter the driver installation interface.



4. Select the "USB Connection" button to enter the installation process. It will take a while for the installation process, which is related to your computer configuration. Please wait patiently.



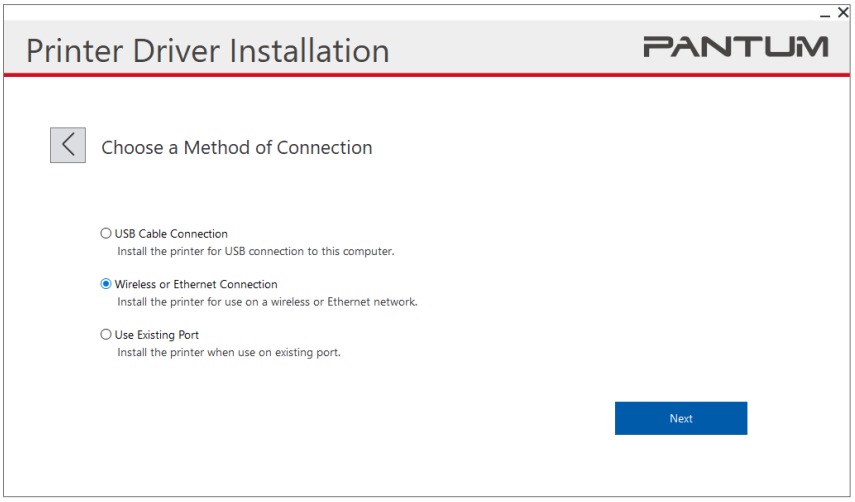


5. After the installation, click "Print &Test Page" button. If your printer prints the test page successfully, it means that you have installed the driver correctly.

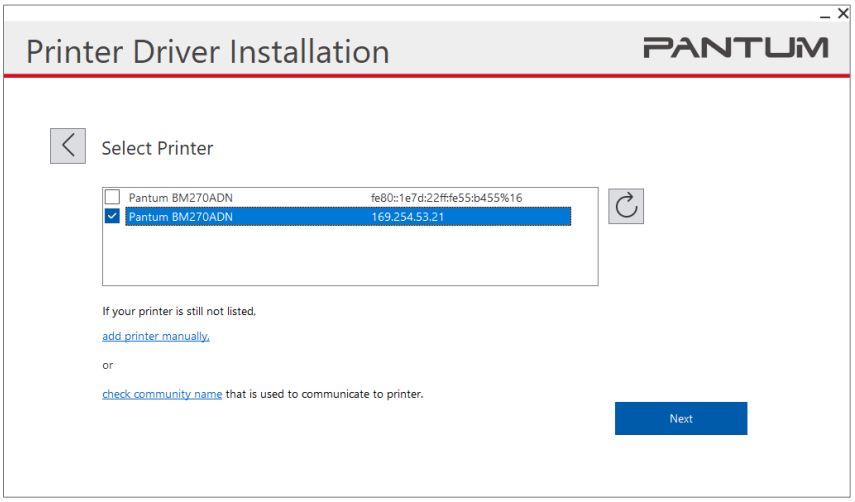
Connect printer via wired network

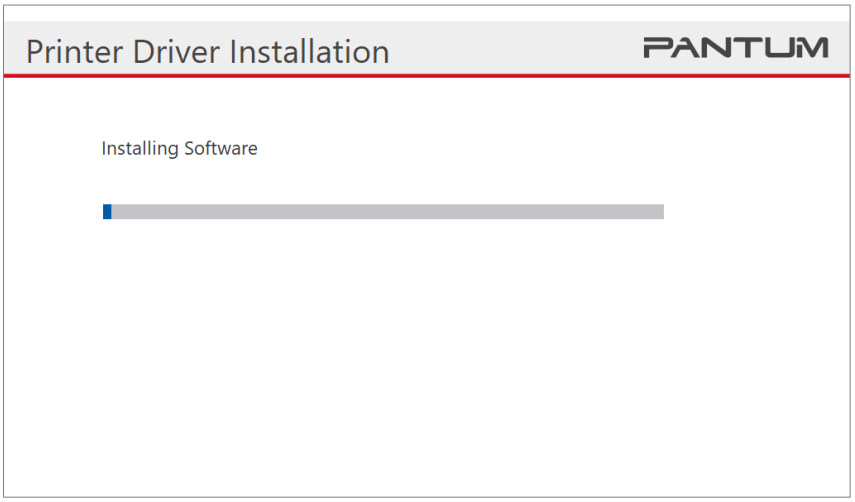
1. Turn the power of printer and computer on.
2. Connect the computer to wired network.
3. Connect network cable to the network interface of printer, to make sure the printer is connected to computer network
4. Open the installation package. Double-click the "Launcher" file. Run the installer.
5. Read and accept the terms of the License Agreement, and click the "Next" button in the lower right corner of the interface to enter the driver installation interface.

6. Select the "Wireless or Ethernet Connection" button to install the driver software.



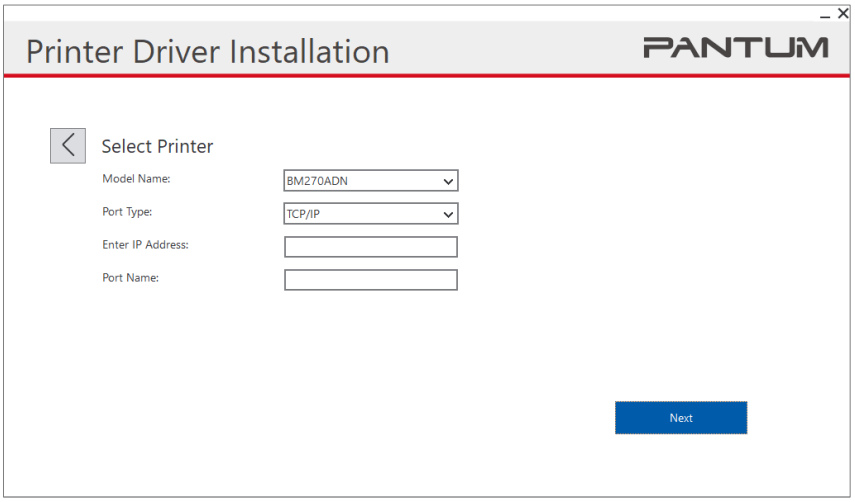
7. Select the printer to be install. Click "Next" button to enter the installation process. It will take a while for the installation process, which is related to your computer configuration. Please wait patiently.





Note: • If the printer you need is not shown in the list, please click "Refresh" button to search again. If it is not found, please check if the printer and computer are in the same network.

• You may also manually add the printer IP address to install the driver. In case of manual installation, please click "Add a printer manually", select the model and port, and enter the IP address and port name to install the driver.



8. After the installation, click "Print &Test Page" button. If your printer prints the test page successfully, it means that you have installed the driver correctly.

Driver uninstallation method

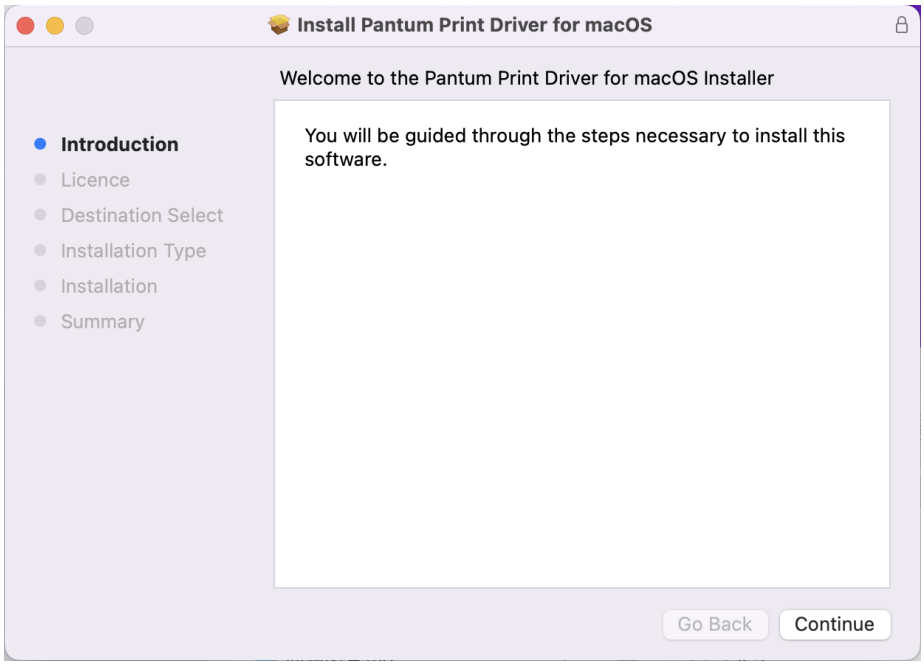
Windows 7 is taken as the example in the following operation. The information on your computer screen may differ because of multiple operating systems.

1. Click "Control Panel"-"View Devices and Printers", click Printers, and right-click to delete printing devices.
2. Back to the desktop, click "This Computer", right-click and select "Administration", open Computer Manager, enter services and applications-"Services"-select "Print Spooler" and right-click and select Restart.
3. Return to Devices and Printers-Print Server Properties-Drivers, select the corresponding driver, and click Remove to remove the driver and driver package.

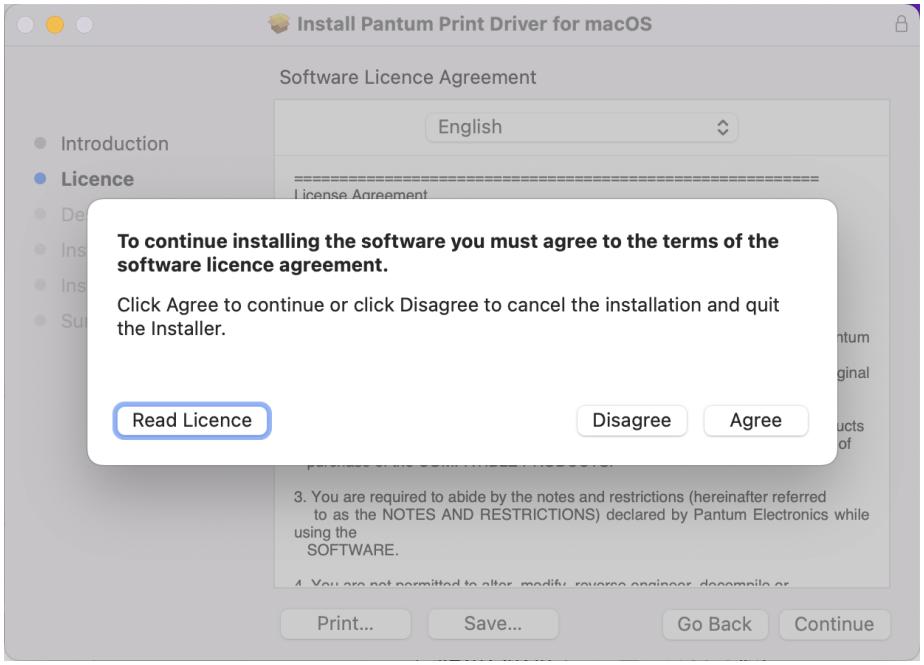
Driver Installation in macOS System

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

1. Turn the power of printer and computer on.
2. Insert the attached installation CD into your computer's CD-ROM drive and double-click the "Pantum XXX Series" installation package. (XXX in Pantum XXX Series stands for the product model.)



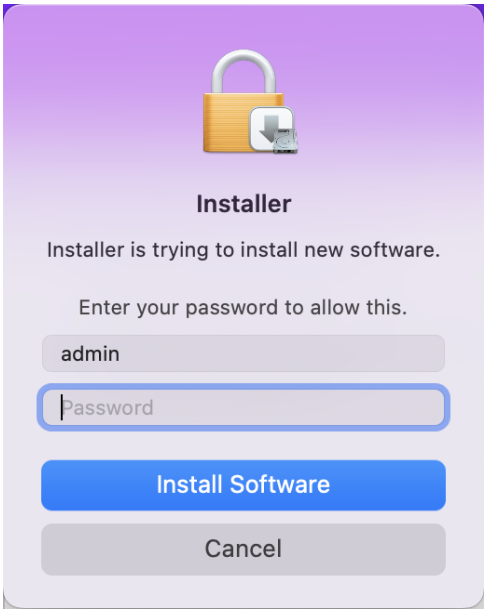
3. Click "Continue".
4. Read the license agreement and click "Continue".



5. Click "Agree" to accept the license agreement in the pop-up prompt window.

6. Click on "Install"。

7. Enter the computer password and click "Install Software".



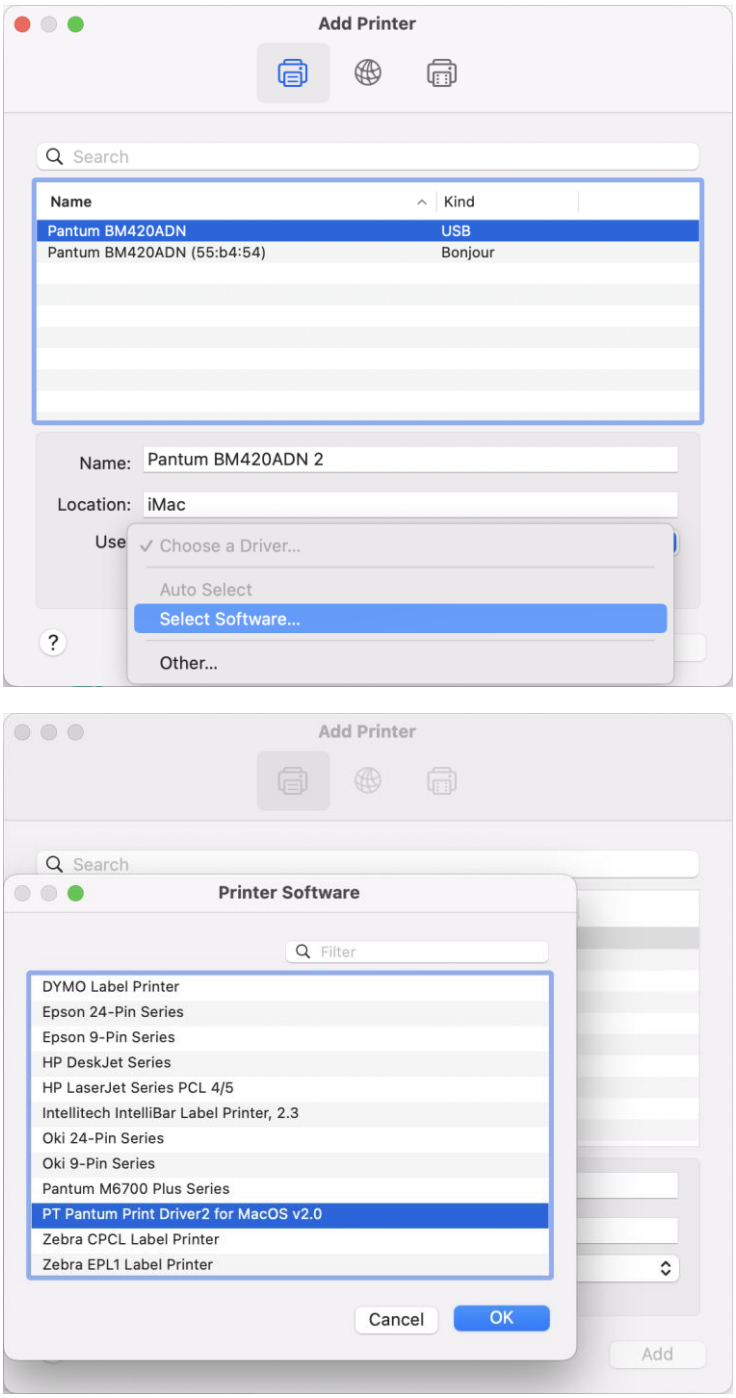
8. The system automatically completes the driver installation.

Add a printer in macOS system

Add up the printer via USB

1. Connect the printer to computer with USB cable and then turn power on.
2. Enter the “System Preferences” – “Printers & Scanners” of computer.
3. Click + button to select “Add Printer or Scanner”.

4. Select a printer, and then select the corresponding software from the "Apply" pop-up menu.

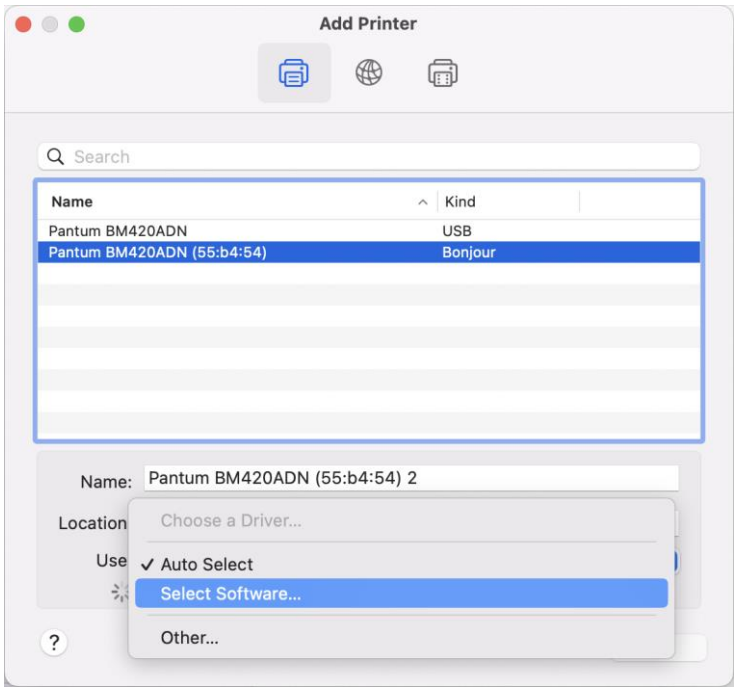


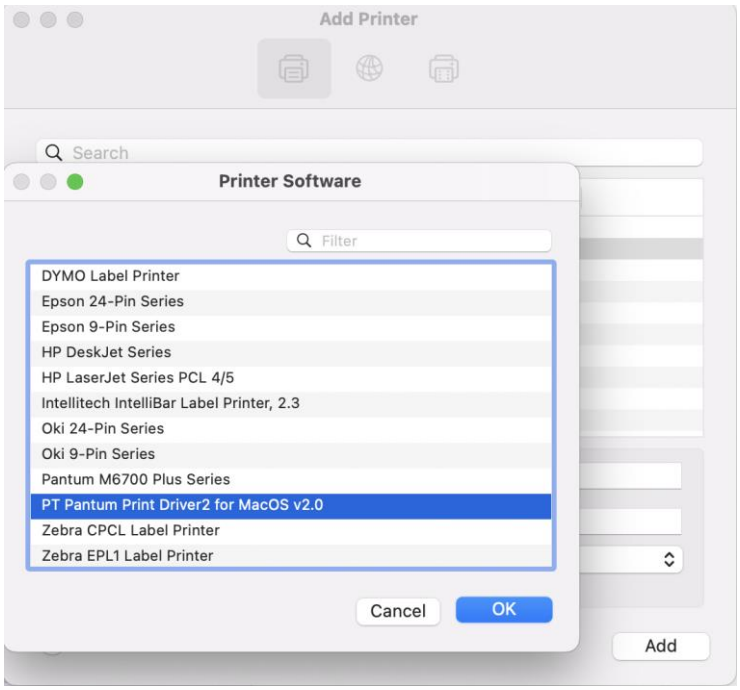
5. Click "OK", and then click "Add".

Add up the printer via wireline connection (applicable to wired network models)

1. Turn the power of printer and computer on.
2. Connect the computer to wired network.
3. Connect the network cable to the network interface of printer, and make sure the printer is connected to the computer network
4. Enter the “System Preferences” – “Printers & Scanners” of computer.
5. Click + button to select “Add Printer or Scanner”.

6. Select a printer, and then select the corresponding software from the "Apply" pop-up menu.

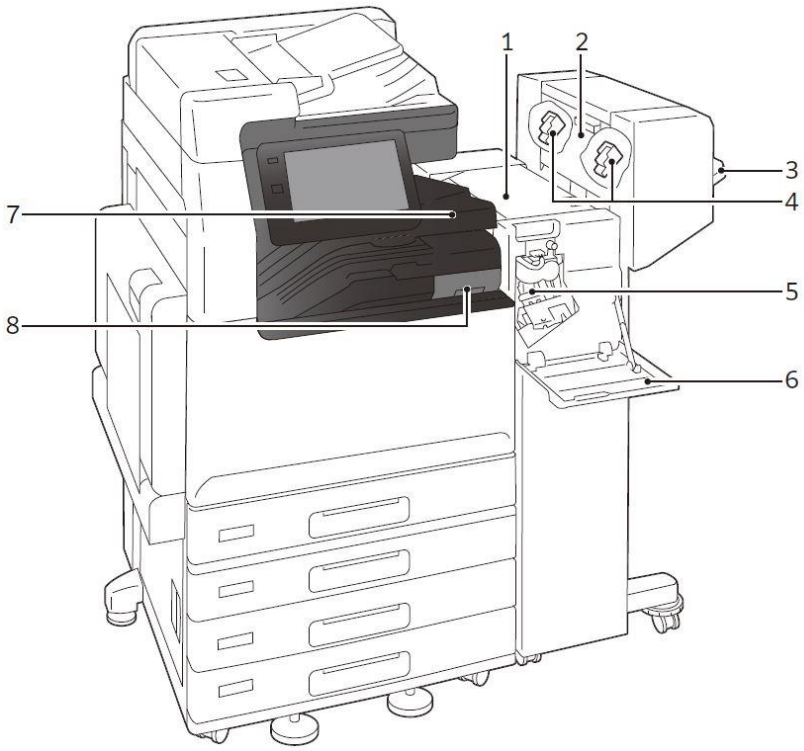




7. Click "OK", and then click "Add".

05 Stapler

Names and functions of each component



No.	Name	Functions
1	Upper cover	Open this cover to remove jammed paper.
2	Side door	Open this door when replacing staples for saddle stitch.
3	Stapler tray	Finished paper is ejected.
4	Staple cartridge for saddle stitch	This unit is used to replace staples for saddle stitch. There are two.
5	Staple cartridge for side stitch	This unit is used to replace staples for side stitch.
6	Front door	Open this door to clear paper jams, replace Staple Cartridge or remove jammed staples.
7	Center tray cover	Open this cover to remove jammed paper.
8	Hole punch waste container	Punched pieces go in here.

Staple Cartridge

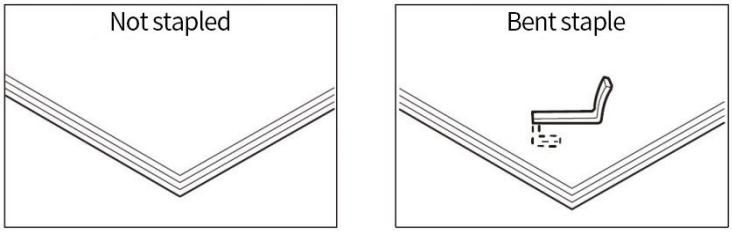
Replacing cartridge

Consumables recommended by our company are manufactured under the standards suitable for this device. Using consumables not recommended by our company may affect print quality or performance provided by the product. Use consumables that our company recommends for this product.
Please refer to the label attached to the machine for replacement method.

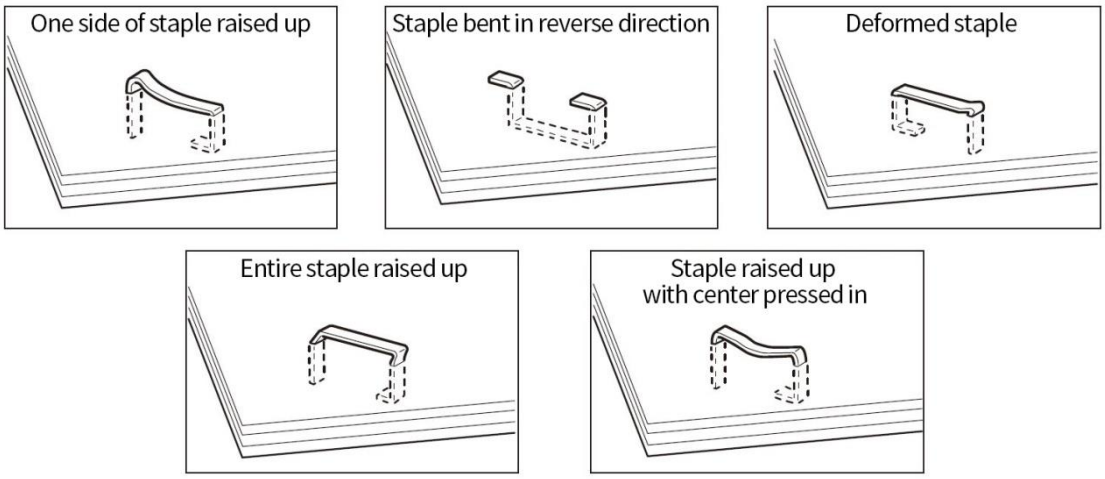
Note: • Please use up the staples before replacement.

Staple Jams

If paper is not being stapled or if staples are bent, follow the procedures mentioned in the following pages. If the issue isn't resolved even after the procedure, please contact our local representative for consultation.



If the staple looks like any of the following images, please contact our local representative for consultation.



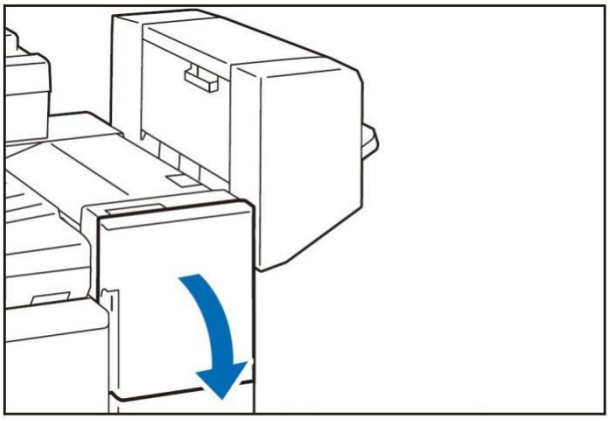
⚠**Caution:** Please be very careful not to hurt your fingers, etc. when removing the jammed staple.

Note: • Depending on the usage condition, such as the paper type, staples may be bent or bent staples may be caught inside of the unit, causing paper jamming.
• If you open the Staple Cartridge cover, make sure to remove all bent staples. Not removing bent staples may cause staple jamming. Only open the Staple Cartridge cover when you are removing the jammed staples.

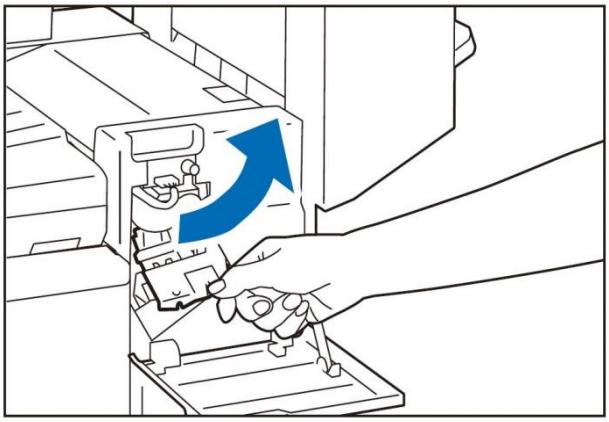
Staple cartridge for side stitch

Note: • In case of jammed staples when using the Staple Cartridge for saddle stitch, please contact our local representative for consultation.

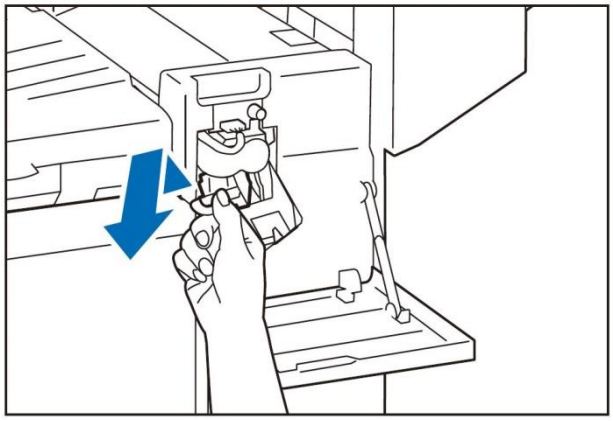
1. When removing the jammed staples in a staple cartridge, if [Stapleless First] is set in > [Settings] > [Maintenance] > [Stapler Adjustment] > [Binding Preference], press [OK/Refill] in the message screen or [Machine Check (Counter Check)] > [Confirm Consumables] > [Staple Cartridge (R1)] and then remove the jammed staples as indicated in the screen.
2. Confirm that the device is not operating, and open the Front Door.



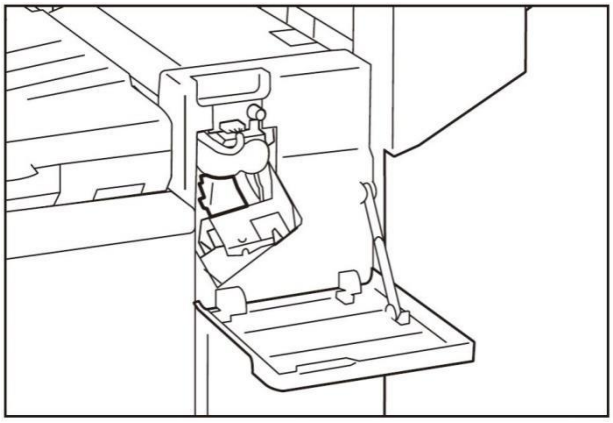
3. Hold [R1] and move the stapler unit to the outside.



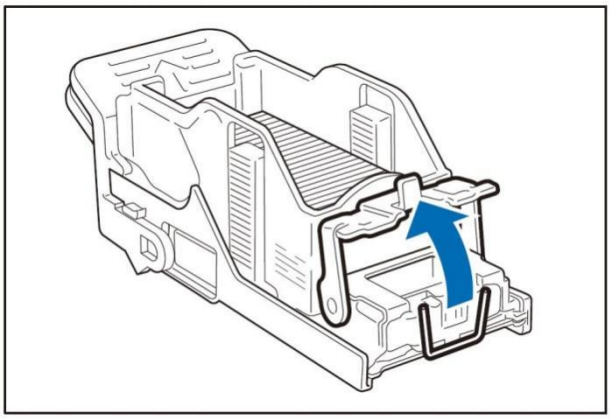
4. Hold the lever and remove the cartridge.



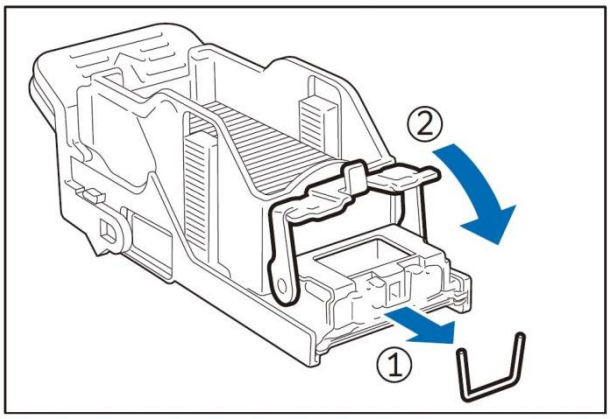
5. Check to make sure that there is no staple inside of the stapler.



6. Push the metal part of the cartridge up.



7. Remove the jammed staple (①) and return the pushed up metal part back to the original position (②).



8. Insert the cartridge into the original position. Hold the lever and lightly press it up until you hear a click.
9. Close the cover.

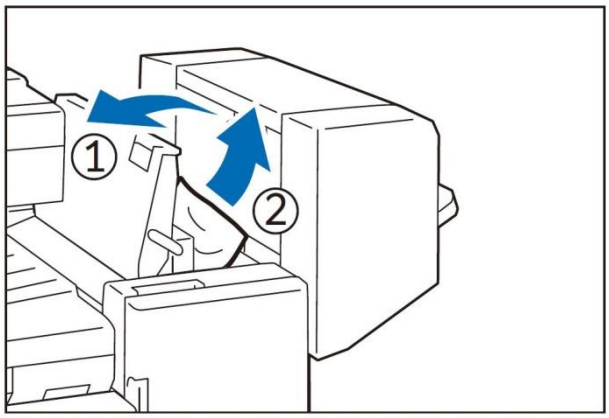
Paper jams

If paper is jammed, the device stops and an alarm sounds. Follow the instructions displayed on the screen to remove the jammed paper.
Gently remove the paper being careful not to tear it. If paper is torn while it is being removed from the device, remove all the torn pieces making sure that none remain inside the device.
When you have finished clearing the paper jam, printing is automatically resumed from the state before the paper jam occurred. If a paper jam occurred during copying, tap on [Start]. Copying is resumed from the state before the paper jam occurred.

Note: • Clear the paper jams while the device is on.

Upper cover

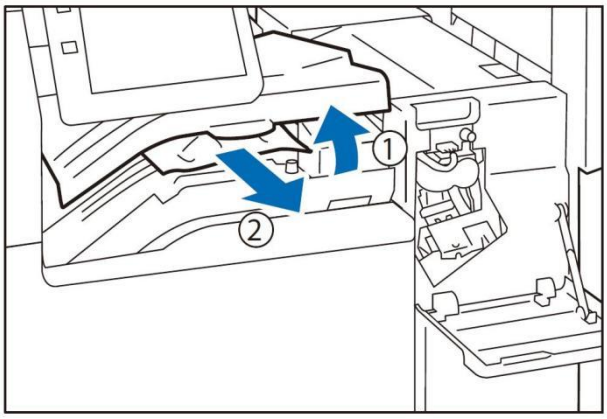
1. Open the upper cover (①) and remove the jammed paper (②).



2. Close the upper cover.

Center tray cover

1. Open the center tray cover (①) to remove the jammed paper (②).



2. Close the center tray cover.

06Print

Print as instructed by the customer's computer

• Print with a printer driver
• Direct print
• Print the file attached to the email (received email print)

Print the data saved in the product

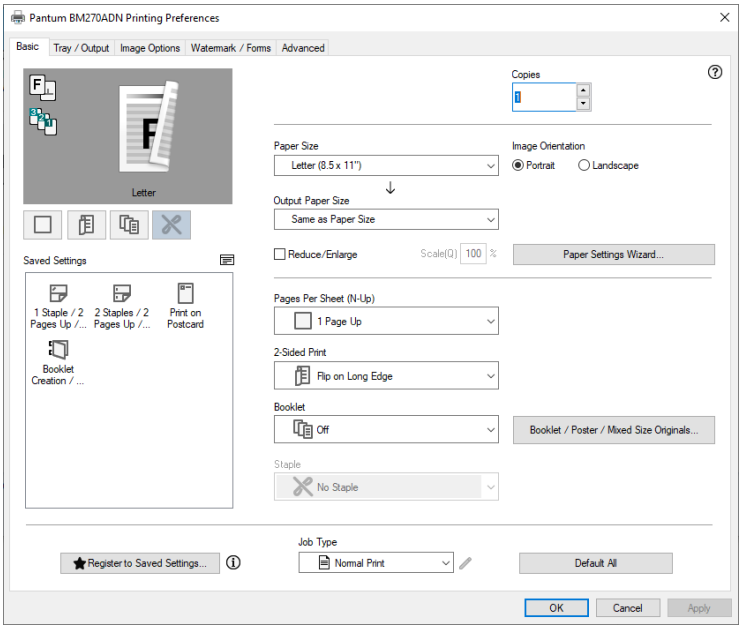
• Sample printing
• Delayed printing
• Password printing
• Account printing
• Personal printing

Print data stored in USB flash drive

• File Print

Print from the customer's computer

Print with a printer driver



Note: • Please refer to the help message of printer driver for print method.

Saved Data Print

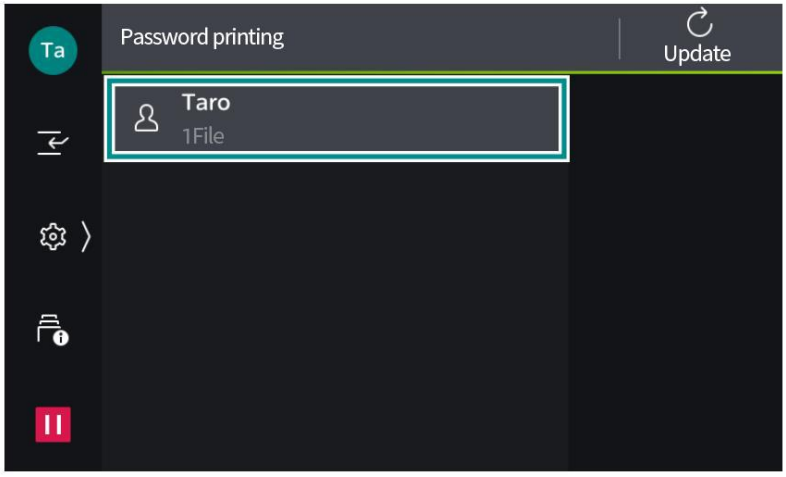
The files printed as instructed by the printer driver will be temporarily saved in the product, and then be printed according to the operation on the touch screen display.

Note: • You can operate directly from the application when configuring each application on the home screen through customization.

Password printing

Print the password printing files (files set with passwords).

1. Tap > [Job Information] > [Save File] > [Password Printing].
2. Tap the target user.



3. Enter the specified password in the printer driver and tap [OK].
4. Tap the document to be printed and check it.
5. Change the number of copies as needed.
6. Tap [Start].

Personal printing

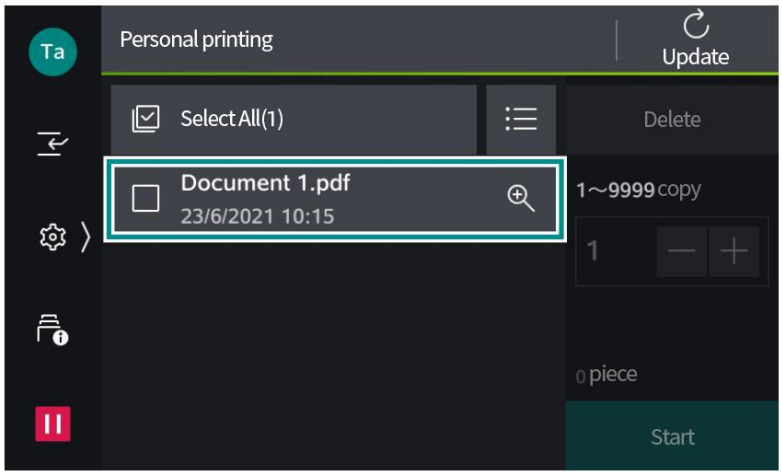
Print the personal printing files. Personal printing files are saved according to authenticated user ID.

Note: • When the user ID of the login user is used to link sub-users, another application is needed. For details, please contact our local representative for consultation.
• Files saved through server-free print-on-demand function can also be used.

1. Login to Authentication Mode.
2. Tap > [Job Information] > [Save File] > [Personal Printing].

Note: • You can print up to 100 files in one job.

3. Tap the document to be printed and check it.



4. Change the number of copies as needed.
5. Tap [Start].

Note: • When the file is printed with specified unavailable binding function, it can be printed after the specifying is released.
• It cannot be used when a device other than IC card reader is connected.

File Print

Print the file stored in USB flash drive.
1. Insert the USB flash drive.
2. Tap [OK].
3. Tap [File Print].

Note: • This function can also be used from [USB] > [File Print] or [File Print] on the home screen.

4. Tap the file you want to print from the target folder.

5. Tap  to set each function as needed.

6. Tap [Start].。

Function List

Project	Description
[Copies]	Enter the number of copies.
[Select paper]	Select the tray. After [Auto] is selected, the appropriate tray will selected.
[Duplex]	Paper can be printed on both sides.
[Binding]	Set the stapled position allowance.
[Punch]	Set the hole position.
[N In One]	Combine multiple document into one sheet for printing. Specify the layout and document orientation when printing.
[Smooth]	Correct the image with the rotation and zooming of the image to set whether the image quality is improved or not.

07 Copy

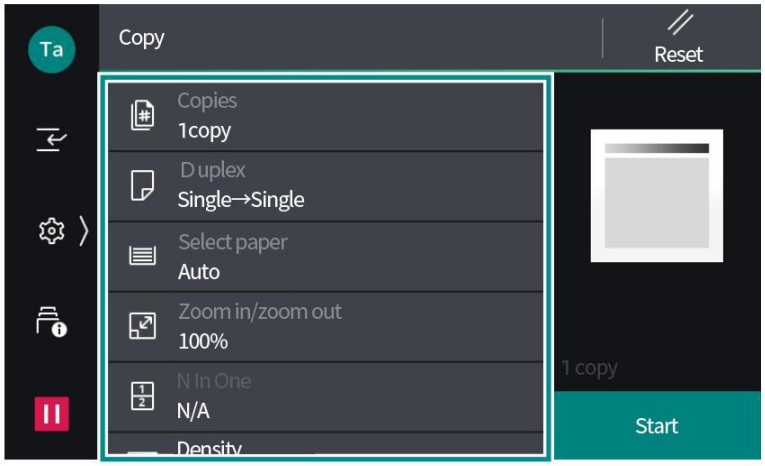
Basic operations

1. Load the documents.

Note: • For method of document placement, please refer to "Basic operation of the device".

2. Tap [Copy].。

3. Set the number of copies and items.



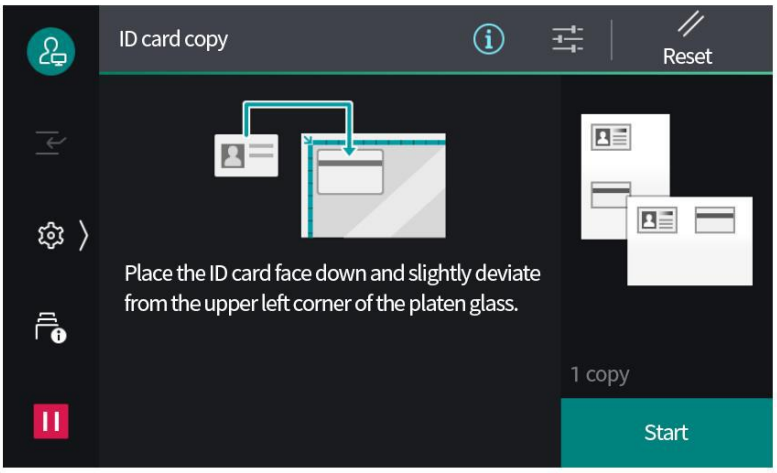
Note: • Tap ([Reset]) while the settings are restored to default settings.
• For a description of each item, please refer to the "Function List".

4. Tap [Start].

ID card copy

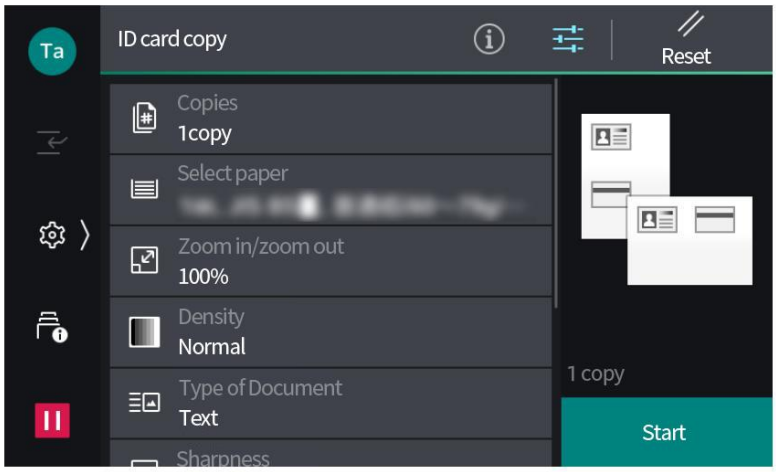
The document, the size of which cannot be automatically detected as ID card, can be copied after the front and back sides are placed on one sheet of paper.

1. Tap [ID Card Copy].
2. Open the document cover and place the ID card face down.



Note: • Place the ID card at least 5mm away from the top and left end of the platen glass.

3. Close the document cover.
4. Tap  at the top of the screen to set each item.

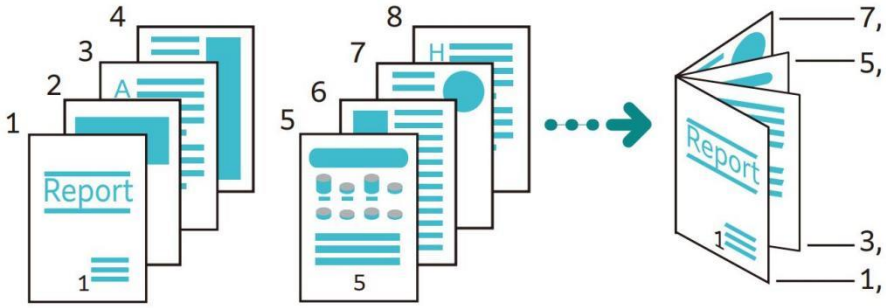
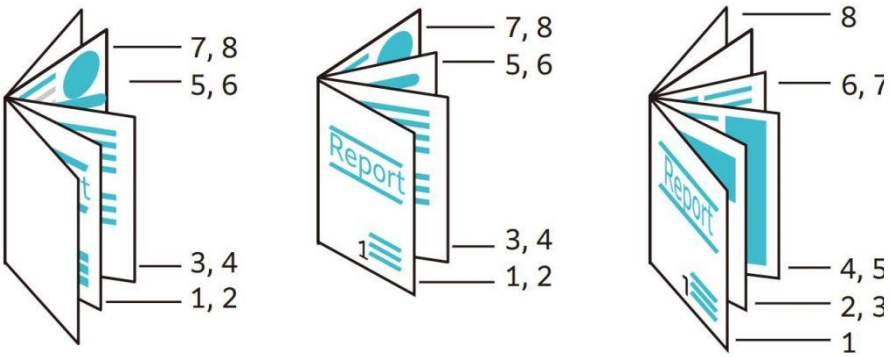


5. Tap [Start].
6. Open the document cover and place the ID card face up as described in Step 2.
7. Close the document cover.
8. Tap [Start].

Function List

Project	description
[Copies]	Enter the number of copies.
[Duplex]	Sets whether to scan both sides of the document and whether to print paper on both sides.
[Select paper]	Select the tray. After [Auto] is selected, the appropriate tray will selected.
[Zoom in/zoom out]	Set the magnification. Select [Auto %] and set the appropriate magnification according to the document size and paper size. After entering the value, you can copy at the specified magnification. When [Slightly Zoom Out (Full)] is set enabled, the document will be copied slightly smaller than the specified magnification in order to avoid image missing.
[N In One]	Combine multiple document into one sheet for copying. Specify the layout and document orientation when copying.
[Density]	Adjust the copy density.
[Binding]	Set the stapled position allowance.
[Punch]	Set the hole position.
[Folding]	Paper that can be folded for copying. When [Print Position] is displayed, set the print position as either the inside or the outside. **Note:** • Paper orientation is limited to .
[Copy output]	Set the paper output method.
[Output position/offset]	Select the tray of the output position. In addition, the paper output positions are set to be staggered alternately for the convenience of separation.
[Type of Document]	Set the type of image quality.
[Documents of Mixed Sizes]	When the documents of various sizes are scanned at one time, they can be copied into various sizes or all in one size. **Note:** • Recommended combinations are A4 and A3, JIS B5 and JIS B4.
[Document orientation]	Set the orientation of document to be placed on the platen glass or the document feeder.

[Document Size]	The size can be specified when the document with custom size is scanned or the document is copied into different sizes. **Note:** •When the document is placed in the document feeder, the base point of the scanning size in the portrait ([Y]) is the central position. For example, if the size of document to be scanned is specified as 100 mm, the scanning size will be 50 mm up and 50 mm down from half of the document.
[Sharpness]	Adjust the sharpness.
[Background Remove]	Copy after the background color of newspaper or document with colors on the background (bottom) is removed. **Note:** • Background cannot be removed when [Document Type] is set to [Picture].
[Page Separation]	Copy the two-page spread of a book and other booklet to different papers in page number order.。
[Double-sided booklet]	In order to copy the two-page spread of a book into a booklet in the same state of two-page spread as the document, page numbers are assigned for double-sided copying. In addition, you can specify a start page and an end page on the left and right sides of the two-page spread, or specify a range to remove the shadow of the saddle stitch position.
[No Border]	When copying with the document cover open or copying a document in booklet, dark shadows sometimes appear around the paper or in the saddle stitch position. In this case, the shadow should be removed for copying. **Note:** • If the document is a double-sided one, the front and back of the document will be set with the same border removal value. • When [Zoom In /Zoom Out] is set, the value of border removal will also be reduced/enlarged in proportional to the magnification. • When the double-sided document is copied on the platen glass, the specification of [Symmetrical to Front Side] becomes invalid. For documents that use automatic document feeder or cannot use automatic document feeder, select [Joint Job] to change the settings of No Border on the front/back side. • Even if the width of No Border is set to 0 mm, it cannot be copied completely.

[Image Shift]	Move the position of the document diagram up, down, left and right or move the document center to the center of the paper for copying. In addition, white edges can be left up, down, left and right for copying. If both sides are printed, the [Front] and [Back] positions where the document are moved are set respectively.
[Mirror Image]	Copy the document after horizontal flip of its diagram.
[Negative]	Copy the document after black and white reversal of the diagram. **Note:** • When [Negative] and [No Border] are set at the same time, the border removed area becomes "white".
[Auto Image Rotation]	When the orientation of the placed document is different from that of the paper loaded in the tray, rotate the document diagram, and copy it after they are consistent. In addition, when Short Edge Feed and Long Edge Feed are mixed together, the reference of image rotation can be selected.
[Booklet creation]	In order to bind multiple documents into a booklet (saddle stitch booklet), the documents will be copied after the layout is designed according to the page number order. In addition, when creating a booklet, you can set the gutter or add a cover. • [Left Gutter / Top Gutter]  • Cover [No Copy] / [Copy to Double Sides] / [Copy to Outside] 

	Note: • When four documents are copied to one sheet of paper, if the page of document is not a multiple of four, the remaining pages will be blank.
[Add a cover page]	Copy with cover. You can use other paper (colored paper/heavy paper, etc.) for the first page of the document as the front cover and back cover for copying.
[Cover]	• N/A No cover is added. • No Copy Add blank paper or copy to the paper used for the cover. Specify the number of paper to be added and the paper to use. • Copy to Cover 1 (Front) Copy the first page of the document to the front side of the cover. • Copy to Cover 2 (Back) Copy the first page of the document to the back side of the cover. • Copy to Cover 1 and Cover 2 (Duplex) Copy the first and second pages of the document to the both sides of the cover.
[Back cover]	• N/A No cover is added. • No Copy Add blank paper or copy to the paper used for the cover. Specify the number of paper to be added and the paper to use. • [Copy to Cover 3 (Front)] Copy the first page of the document to the front side of the cover. • [Copy to Cover 4 (Back)] Copy the first page of the document to the back side of the cover. • [Copy to Cover 3 and Cover 4 (Duplex)] Copy the first and second pages of the document to the both sides of the cover. **Note:** • When a cover is added, select the tray for the cover. • Scan the back cover of document first when both [Cover] and [Back cover] are set. Copy from the page next to the back cover as the cover document.
[Poster]	Split the document into several sheets of paper for enlarged copy. Large-size posters can be made by bonding the split copies. The glue part is left to cut and paste it to the copied paper. The part set aside for applying glue is fixed at 10 mm.

[Image repetition]	Repeat to copy the specified number of document diagrams on 1 sheet of paper. When the magnification is automatically specified, the duplicate diagram is copied to the selected paper. In addition, you can specify the configuration method of the document diagram.
[Fixed image repetition]	Divide 1 sheet of paper with the specified pieces evenly for 1 document, and copy the same image repeatedly.
[Annotation]	Merge and copy strings to any position of the paper. Set whether to attach certain strings, dates and page numbers such as [Confidential] and [Do Not Copy]. Details such as print location and size can also be selected from preset formats. **Note:** • When you set a layout template in [Link to Layout Template] of [Mandatory Annotation], the annotation set here will be printed repeatedly onto that template.
[Watermark]	The set strings are merged and repeatedly copied onto the entire background of the paper in light color. When printing [Control Number], for example, when the start number is set to "1", "1" will be printed on all pages of the first copy, and "2" will be printed on all pages of the second copy. In order to control the reproduction of confidential documents distributed at a meeting, a serial number can be used as a link between the copy and the person to be distributed. **Note:** • When you set a layout template in [Link to Layout Template] of [Mandatory Annotation], the watermark data will be printed repeatedly onto that template. • After [Mandatory Watermark - Photocopy] is set to [Yes], it cannot be changed.
[Joint job]	While the settings of the document is changed and saved by page numbers or batches, the document is summarized and copied with different settings as the final one job. In addition, you can insert a separator page before the document.
[Sample copying]	When multiple copies are set, after 1 copy is completed, confirm the completion of copy, and then copy the remaining copies. After confirmation, you can choose to continue copying the remaining copies or stop copying. In addition, the number of copies can also be changed. One copy of the sample copying is included in the number of copies.

[Copy/delete the specified area]	Only copy the necessary parts of the document. Specify 2 points on the document for zoning to extract or delete such part. A maximum of 3 areas can be specified. In addition, you can specify it as the target document surface.
[Format overprint]	Save the first document as a format document for composition, and synthesize it with the second and later pages of document for copying.
[Next Document]	Perform this setting when copying a document that has too many pages to be put into the document feeder in one time, or when copying multiple documents as 1 job on the platen glass.

08 Scan

Basic operations (send an email)

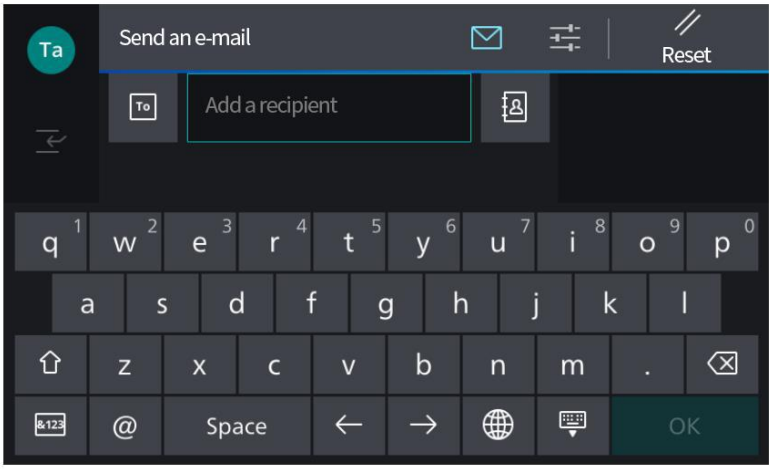
Note: • In addition, the scanning methods include [Save to Folder], [Scan and Send], [Save to USB] and [WSD Scan].
• When sending an email, you must set the email environment of your device in advance.

1. Load the documents.

Note: • For method of document placement, please refer to "Basic operation of the device".

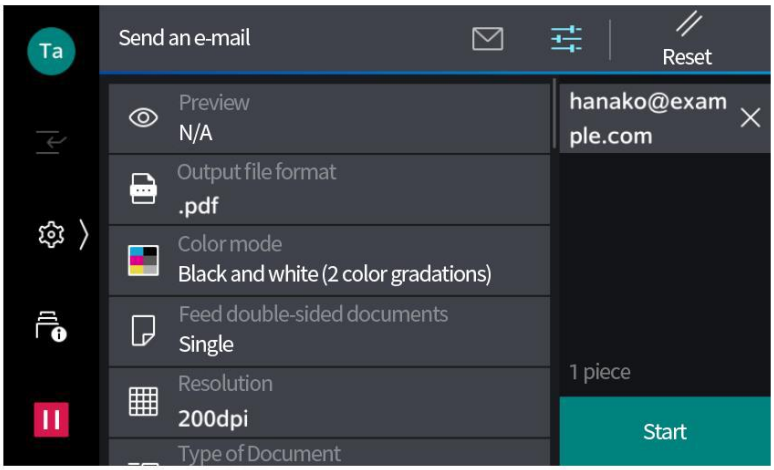
2. Tap [Send an Email].

3. Enter from the keyboard, or tap the Contacts to specify the receiver.



Note: • To change the recipient type (To/CC/BCC), tap .

4. Tap on the screen to set each item.

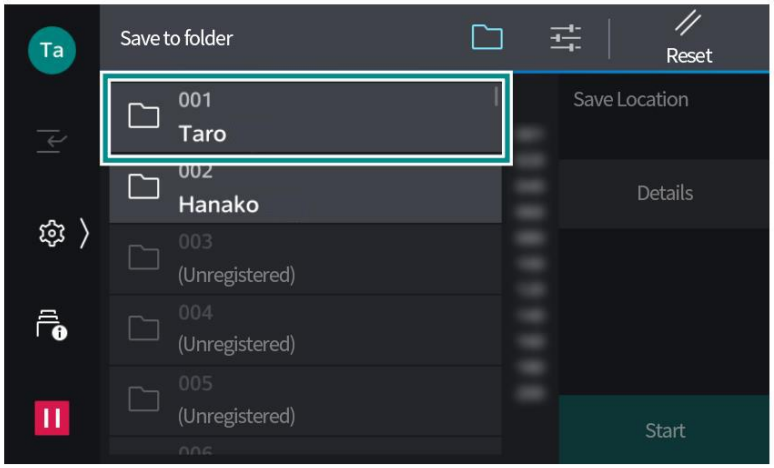


Note: • Tap ([Reset]) while the settings are restored to default settings.

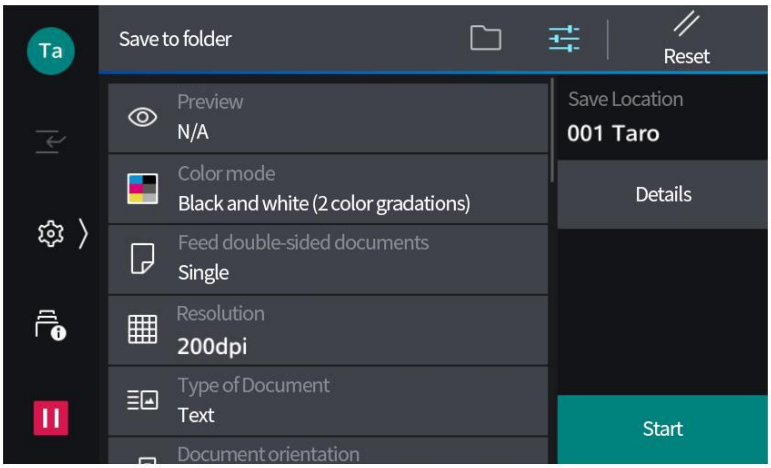
5. Tap [Start].

Save to folder

1. Load the documents.
2. Tap [Save to Folder].
3. Tap the folder to be saved.



4. Tap at the top of the screen to set each item.

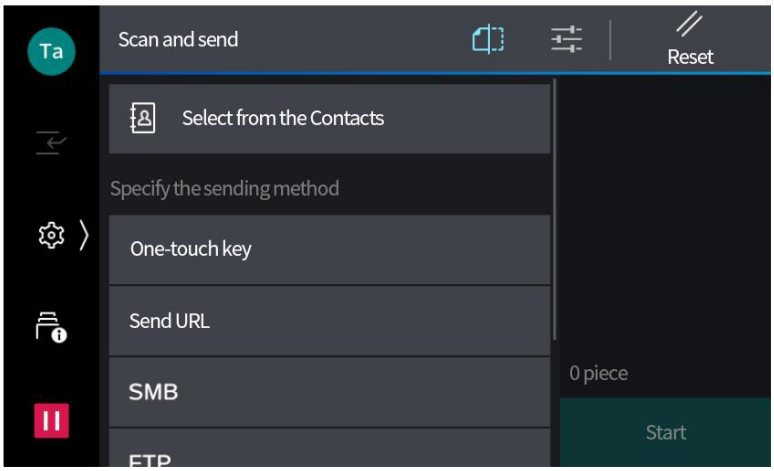


5. Tap [Start].

Scan and send

Scan data can be sent in various ways. It can also be sent by multiple functions at the same time.

1. Load the documents.
2. Tap [Scan and Send].
3. Select the sending method.



Project	description
[Select from the Contacts]	You can initiate the application from the receiver.
[SMB] / [FTP] / [SFTP]	Transmit the scan data to the computer. Set the information of the save location on the screen displayed after tapping. You can also search for a save location on the network.
[Send an e-mail]	Attach the scan data to an email for sending.
[Save to My Folder]	The scanned files are transmitted to different transmission locations according to the login users.
[Email address of smart card]	Scan data is sent to the email address of the encryption certificate or signature certificate registered in the IC card.

Note: • You cannot search for recipients through [SMB] when you invalidate SMBv1 server. Then enter the recipient directly.
• When SMB's NetBIOS function is set invalid in the Webtool, the following cannot be completed.
- Search for recipients through [SMB]. Select [Save Location] for input.
- In [SMB], only send to the specified hostname.

4. Subsequent operations are the same as the description after Step 3 of "Basic Operations (Send an Email)".

Save to USB

1. Load the documents.
2. Insert the USB flash drive.
3. Tap [OK].
4. Tap [Save to USB].

Note: • This function can also be used from [USB] > [Save to USB] or [Save to USB] on the home screen.

5. Select the folder where to save the file.

Note: • When the save location is not specified, the scan data will be saved in the root directory.

6. Tap  at the top of the screen to set each item.
7. Tap [Start].

Note: • To change the recipient type (To/CC/BCC), tap [].

Import of scan data

TWAIN Supported Application

Use the scanner driver when importing under TWAIN supported application.

Note: • Use the TIFF Viewer when retrieving scanned files in TIFF file format.
• When the auxiliary Ethernet module is installed, the “Network Scan Utility 3” will not act even if the IP address of Ethernet 2 is specified.

1. Start the application.
2. Select the command to choose scanner (source) from the [File] menu.
3. Click [PANTUM Network Scanner 3 TWAIN]>[Select].
4. Select the command to import images from scanner from the [File] menu.
5. Click the scanner name to be connected from the list displayed, and click [Next].

Note: • If nothing is displayed, click [Search Again].
• Only the names of scanner within the same network will be displayed. To display scanners in other network, click [Search/Display Settings] to register the IP address and scanner name.

6. Enter the folder number where the imported file is saved in [Folder Number], and enter the password in [Password].
7. Click [OK].
8. Select the file you want to import from the list and click [Import].

Scan

Note: • If the document to be scanned is One-Sided and Exclude Blank Pages is not checked, the blanks placed horizontally and vertically may alternate with one another when the document is converted into PDF or DocuWorks format. To align the direction, please turn the document by 90° before scanning.

1. When using the product in the Authentication Mode, enter the authentication info to log in.

Note: • When using the product in the Authentication Mode, if it's allowed to use it without authentication in Administrator settings, auto scan is accessible without the input of authentication info.

2. Tap [Auto Scan].

3. Enter from the keyboard, or tap the Contacts or Records to specify the recipient. Show email address if an authenticated user has specified the email address, or if the administrator has specified the default recipient's email address.

Note: • Do not show and based on the administrator's settings.

4. Set each item as required.
5. Place the document as indicated, and start Scan.

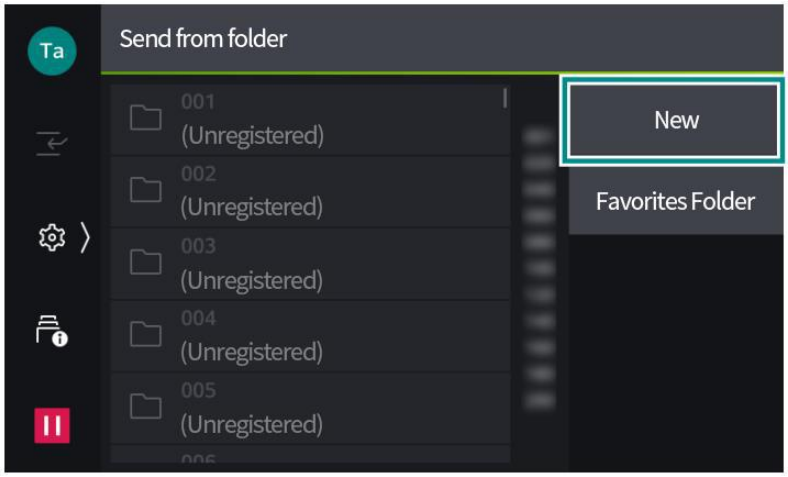
Note: • Interrupt Copy will become unavailable when this function is in use.

09 Folder

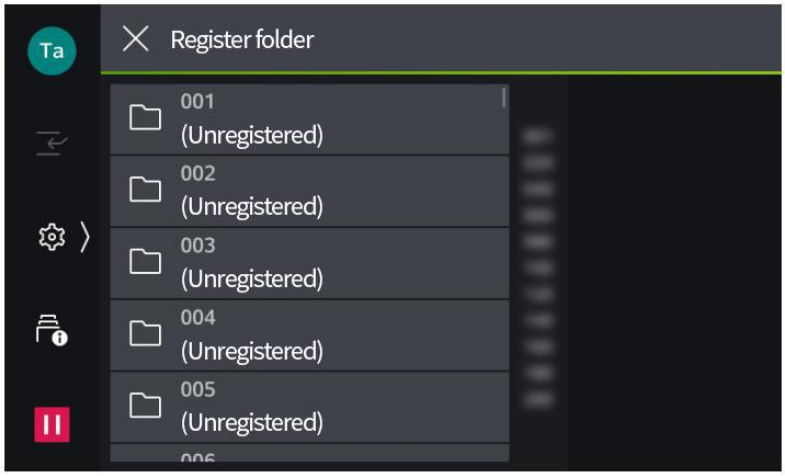
Folder means the directory of saving scanned files and printing files specified by client PC.
In addition, you can confirm, send emails or print the files saved in the folder, or retrieve files from client PC. You can also register personal and shared folders separately for use.

Register folder

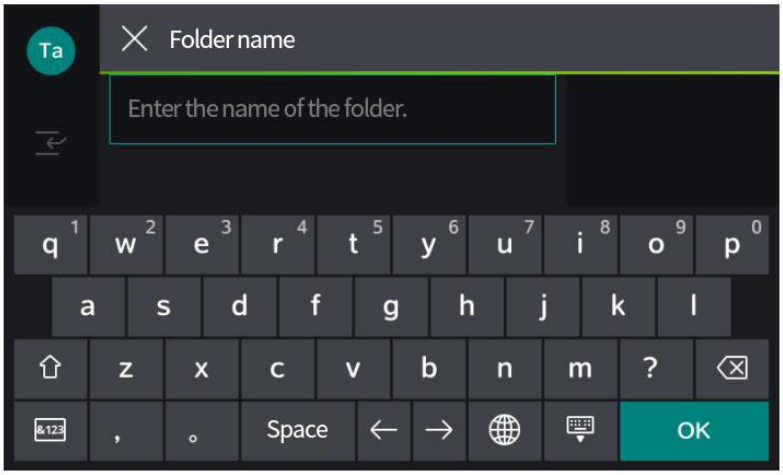
1. Tap [Send from Folder].
2. Tap [New].



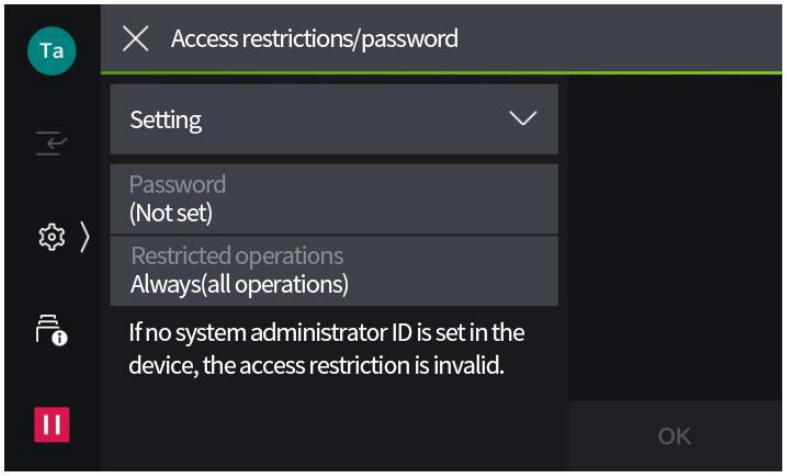
3. Tap the folder to be registered.



4. Enter the name of the folder.



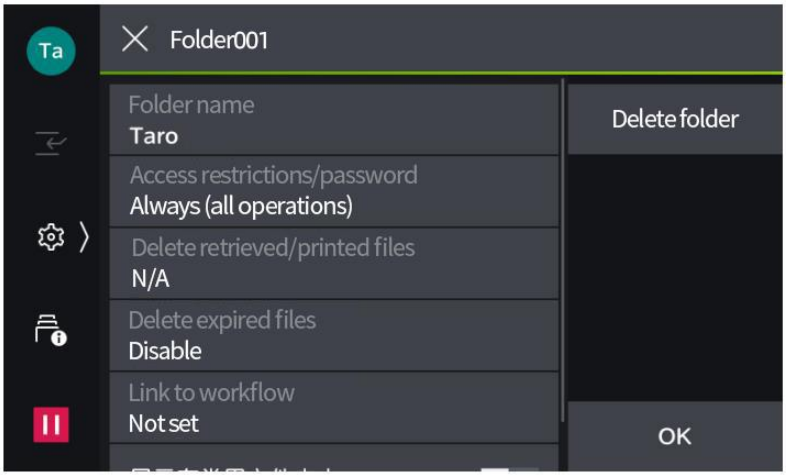
5. Tap [OK].
6. Follow the steps below to set access restrictions for the folder.
   1) Tap [Access Restrictions/Password] > [Settings].
   2) Set each item as required.



Project	description
[Password]	Set the password for folder access.
[Restricted operations]	Specify the operation that a password is needed when accessing the folder.

   3) Tap [OK].

7. Set each item as required.

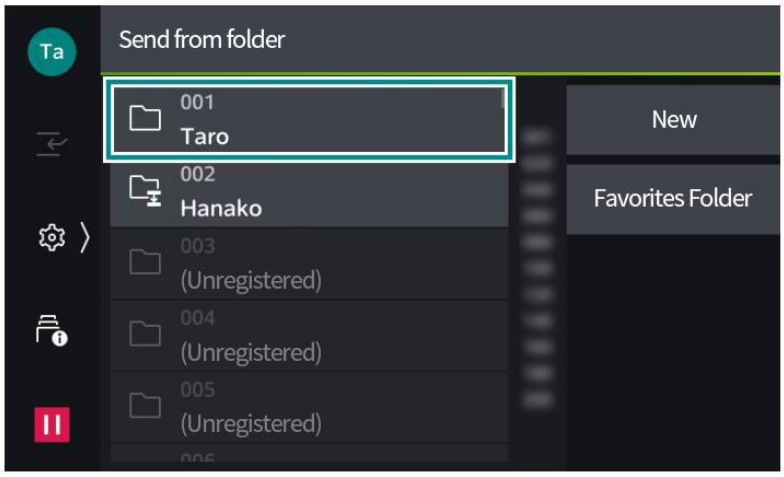


Project	description
[Delete retrieved/printed files]	Set whether to delete the file after retrieving or printing.
[Delete expired files]	Files stored in the folder will be deleted after expiry.
[Link to workflow]	You can link a workflow to the folder. For workflows for which a series of jobs have been registered via Link to, you can set how the files saved in the folder are processed.
[Available networks]	Set the network for file saving and retrieving. Settings can't be changed when the file is saved in the folder.
[Show in Favorites folder]	Once enabled, it will be shown in [Favorites Folder] in the screen of [Send from Folder]. Up to 10 can be set.

8. Tap [OK].

Send from folder

1. Tap [Send from Folder].
2. Tap the folder.



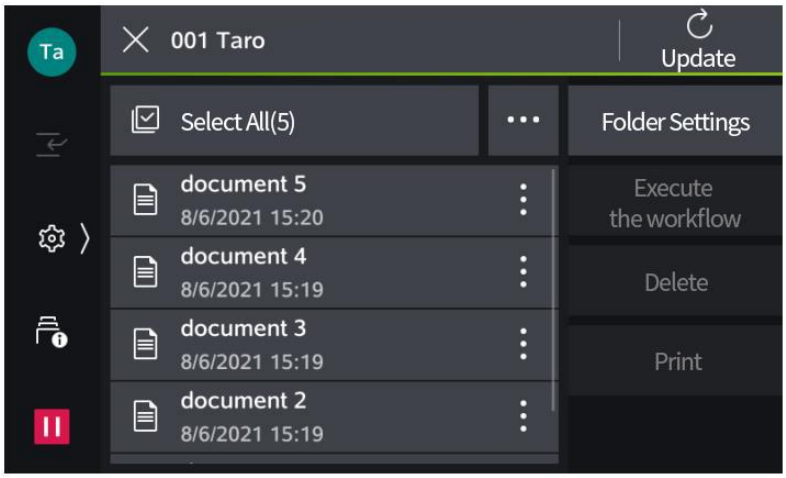
Note: • In a folder to which a workflow has been linked, show . In a folder for which automatic execution has been enabled, show .

3. Tap in the upper right as needed to toggle the views and sequence of the file list.

When [Thumbnails] is selected in [Toggle View]



When [Thumbnails] is selected in [Toggle View]



Project	description
	Show scanned files.
	Show files saved from printer drivers.
	Show polling reservation files.
	Tap, and you can access file details and preview.

Note: • Tap [Folder Settings], and you can change and delete settings of the folder.

4. Tap the file to be executed, and check it.



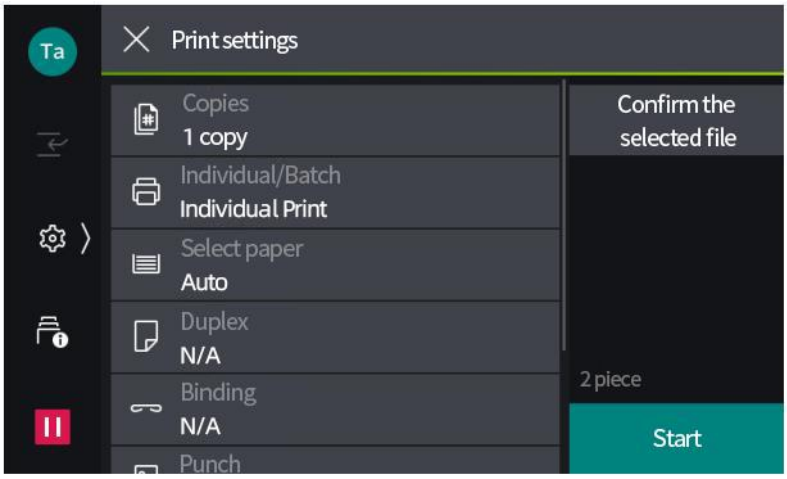
5. Perform actions on selected files.

Delete

1) Tap [Delete].
2) Tap [Yes (Delete)].

Print

1) Tap [Print].
2) Set each item as required.



[**Individual/Batch**]

If more than one file is selected, set [Individual Print] or [Batch Print]. If set as Batch Print, the files can be printed as 1 file. The files will be bound in the sequence of selection. Up to 100 files can be bound in each batch.

Note: • If multiple files in different sizes are bound in a batch, they might not be printed in the desired direction.
• For other items, please refer to the corresponding function list.

3) Tap [Start].
4) Tap [Yes (Print)].

10 Workflow

Workflows refer to the function of executing a series of registered jobs. You can register up to 1,000 entries. You can link workflows in a folder, print saved files, or send them to a specified recipient.
Create a workflow starting with a folder in the device. Create a workflow starting with scanning using Device Setup. There are several methods to execute a workflow.

- Automatic execution per the timing of the file saved in the folder.
- Select a file saved in the folder, and manually execute the linked workflows
- Select and manually execute saved files and workflows in the folder
- Select and manually execute workflows created with Device Setup

11 Contacts

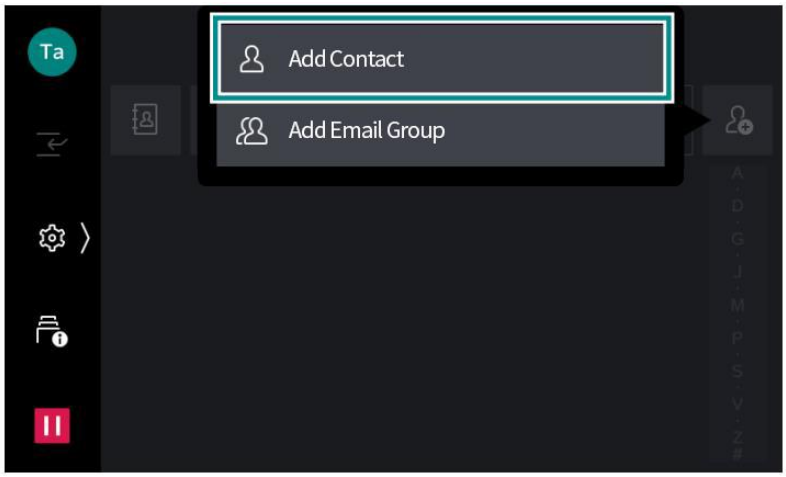
Register to Contacts allows you to easily designate the recipient and transfer directory for emails and scans from Contacts. Moreover, you can also initiate the application from, and send it to, the recipient of Contacts.

Register contact

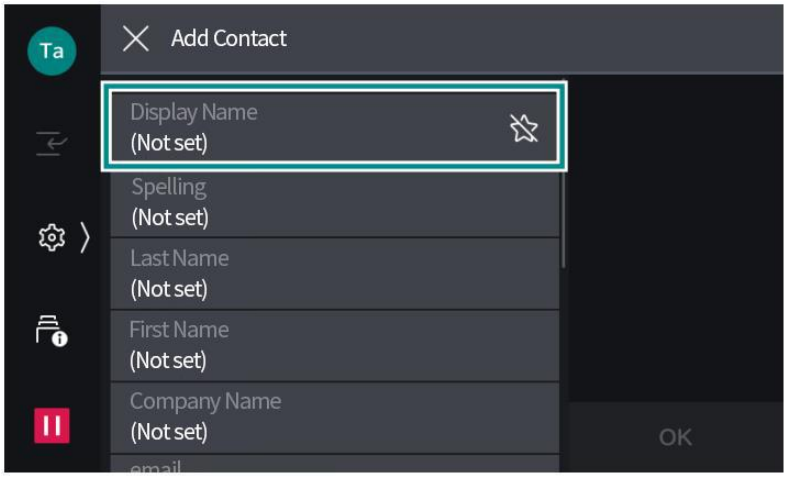
You can register up to 5,000 contacts in Contacts of the device. For each contact, 1 recipient can be registered for each of the emails and the server.

Note: • With Webtool, you can register a large number of address entries at a time in CSV format.

1. Tap [Contacts].
2. Tap > [Add Contact].

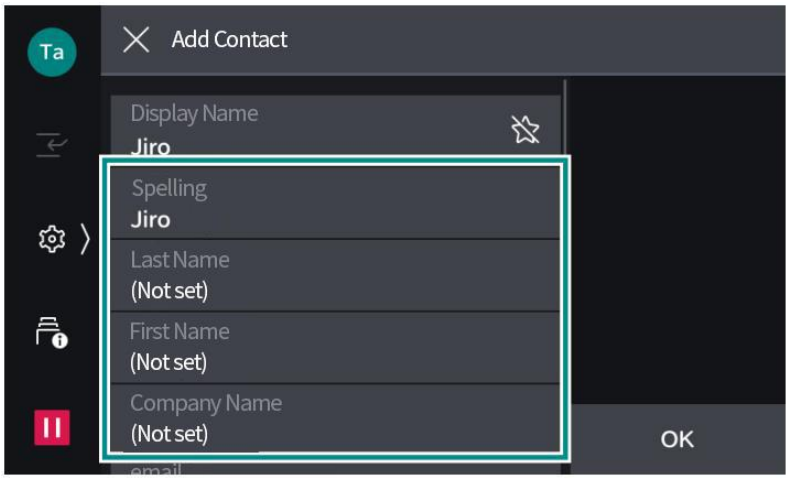


3. Tap [Display Name], and enter the name to be displayed.

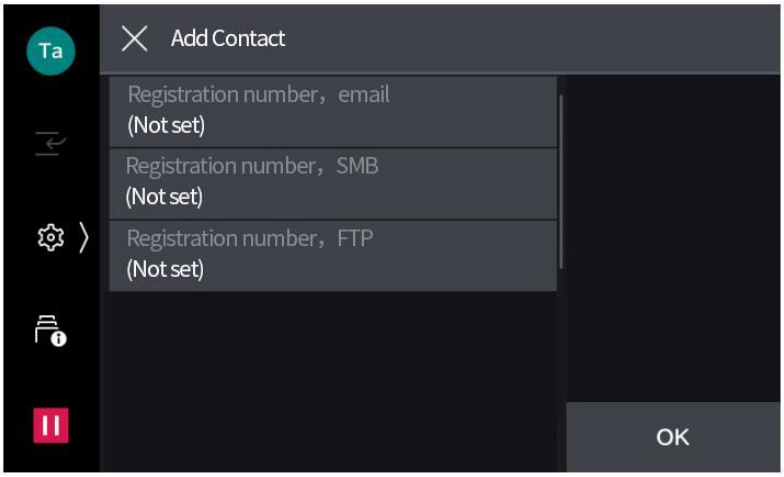


Note: • To register to [Favorites], tap .

4. Correct [Spelling] as needed, or enter [Last Name], [First Name] and [Company Name].



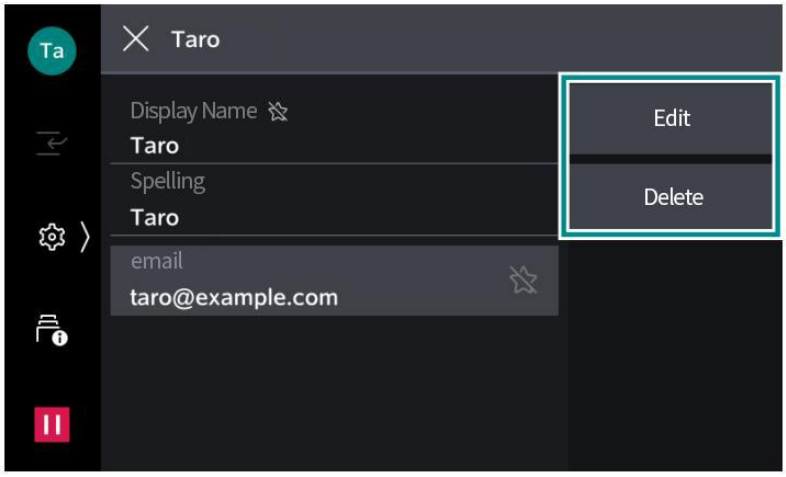
5. Tap each function and specify the recipient.



6. Tap [OK] or [Finish].
7. Set the details for each function, and tap [OK].
8. Tap [OK].

Edit/Delete contact

1. Tap [Contacts].
2. Tap a contact.
3. Tap [Edit] or [Delete].
   After tapping [Edit], the steps are the same as those after Step 4 for "Register contacts".



12 Authentication and bookkeeping functions

Summary

The authentication function can be used to restrict use of the product and of services. Besides, bookkeeping with respect to use of services by each user can be done.

User type

Users can be classified into the following types based on use of the authentication function.
System administrator.
User that can use environmental registration/change system settings.
The system administrator uses a system administrator ID with special definition as the user ID.
Login user
A user registered with the product or a remote server. Log in with respective user ID.
The user ID of a login user may be linked to sub-users based on the intended use. One user ID may be linked to at most 10 sub-user IDs.

Note: • Linking to sub-users requires use of another application. For details, please contact our local representative for consultation.

User unregistered for authentication
User unregistered yet.
User unregistered for authentication cannot use services subject to restriction.

Use restriction

Overall use restriction
In the authentication mode, use of the product and services may be restricted. Use requires authentication.
Use restriction for users
Use of services by users, the number of pages, workflow, folder creation/edition/use can be restricted.

13 Daily management

Consumable

Consumables recommended by our company are manufactured under the standards suitable for this device. Using consumables not recommended by our company may affect print quality or performance provided by the product. Use consumables that our company recommends for this product.

Type of consumables
Toner cartridge (K)(Black)
Toner cartridge (C)(Cyan)
Toner cartridge (M)(Magenta)
Toner cartridge (Y)(Yellow)
Photosensitive drum (YMCK)
Waste toner box
Stamp replacement kit

Use of consumables

• Do not keep consumable boxes upright.
• Do not unpack the consumables before use, and do not store them in the following places.
- Places with high temperature and high humidity
- Places with fire sources
- Places exposed to direct sunlight
- Places with a lot of dust
• When using consumables, please read the precautions marked on the consumable box or container.
• It is recommended to prepare spare parts for consumables.
• To order consumables, please confirm the product code, and then please contact our local representative for consultation.

Replacement of consumables

To display the status of consumables, tap > [Machine Check (Counter Check)] > [Check Consumables].

When it is time to replace consumables, a message will be displayed on the touch panel display. Replace the indicated consumable.

For the replacement method, please refer to the steps recorded on the consumable box.



Note: • When replacing the toner cartridge, keep the device powered on.

• When replacing the toner cartridge, the toner may spill and stain the floor. It is recommended to lay papers on the floor in advance.

• Do not remove or shake the waste toner box until it is full. Otherwise, it may not be detected properly, resulting in toner overflowing from the waste toner box.

• Do not touch the filter surface at the front end of the waste powder box. Otherwise, the toner may stain your fingers.

• When the photosensitive drum is exposed to direct sunlight or strong light from indoor fluorescent lamps, or scratches are formed on the surface of the photosensitive drum due to contact, poor image quality may occur.

Host cleaning

• When wiping with a damp cloth, use a soft cloth dampened with water and wrung well. Residual moisture may cause the host to malfunction.
• Do not use chemicals such as naphtha or banana oil. It may cause damage to the paint, coating, etc. of plastic parts.

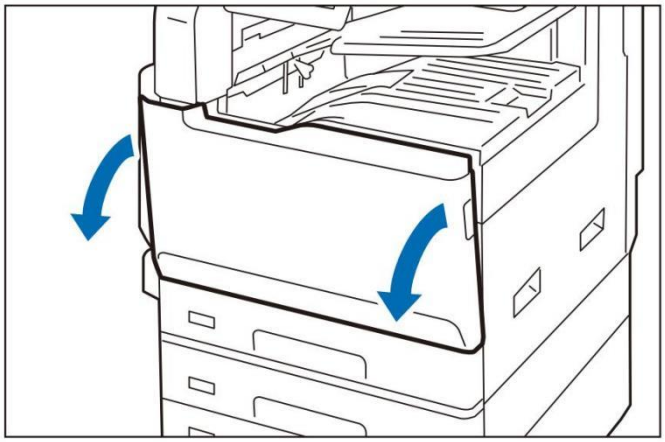
Host external

Appearance
1. Wipe with a soft cloth dampened with water and wrung out well. When it is difficult to remove stains, dip a small amount of diluted neutral detergent with a soft cloth and wipe gently.
2. Wipe off moisture with a soft cloth.

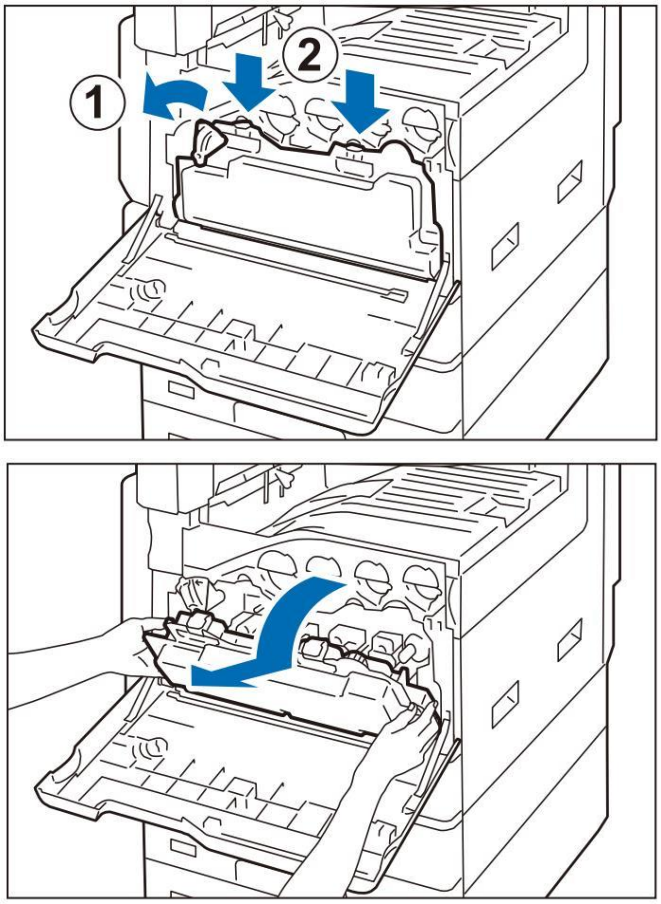
Touch screen display
Wipe gently with a soft dry cloth.
When wiping with a damp cloth, wipe gently with a soft cloth dampened with water and wrung well.
Note: wiping too hard may cause damage. Please wipe gently.

LED print head

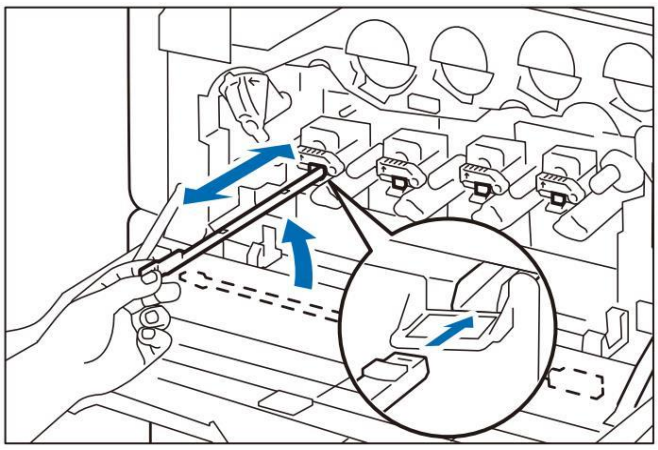
When the waste toner box and photosensitive drum are replaced, the LED print head should be cleaned in order to prevent uneven density and color spots.
1. Confirm that the device is not operating, and open the Front Door.



2. Turn the stopper of the waste toner box to the left to release the lock, push down the claws on the upper part, let it fall down, and pull it out diagonally upwards. Please stand up the removed box and place it on a flat place.



3. Take out the cleaning stick attached to the back side of the front door, and clean the LED print head separately. With the arrow (↑) part of the cleaning stick facing up, insert it all the way and pull it out slowly. Clean once every 2-3 times.

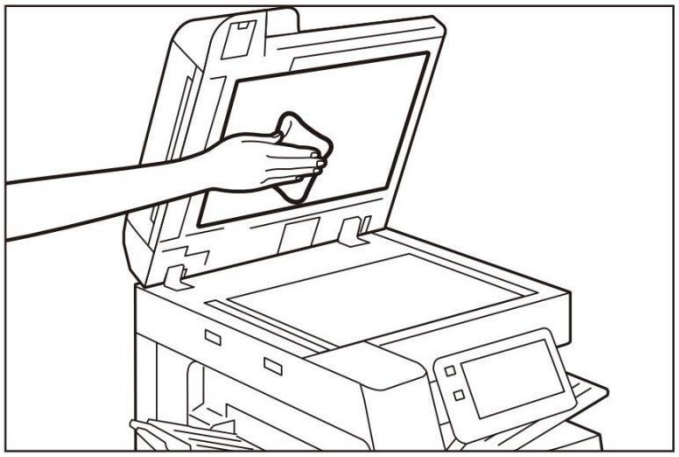


4. Put the cleaning stick back in place.
5. Put the waste toner box back in place.

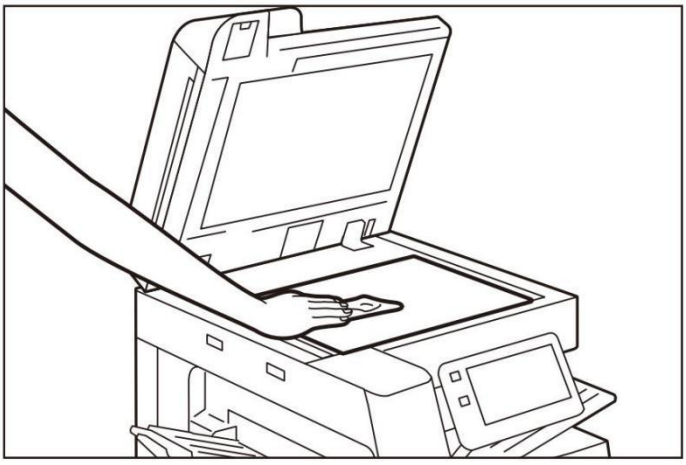
6. Close the Front Door.

Document scanner

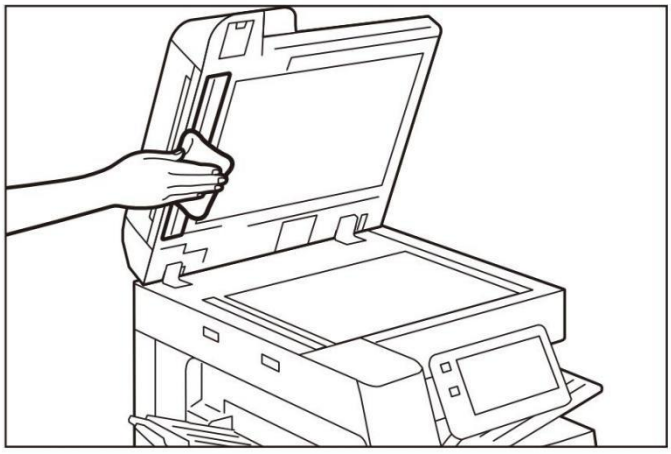
Document cover, platen glass, film, document scanning glass
For cleaning methods, please refer to the label attached to the host.
Wipe it clean once a month with the attached soft cloth.
When it is difficult to remove stains, dip a small amount of diluted neutral detergent with a soft cloth and wipe gently.
1. Open the document cover.
2. Wipe off the stains on the document cover.



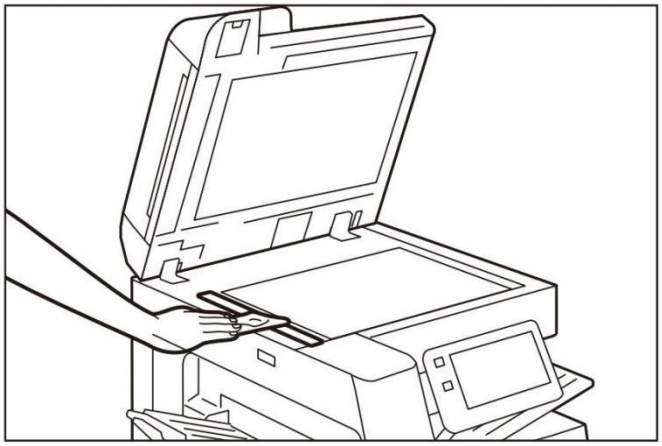
3. Wipe off the stains on the platen glass.



4. Wipe away stains from the film.



5. Please wipe down the front and back of the normal speed transfer glass to remove any stains.

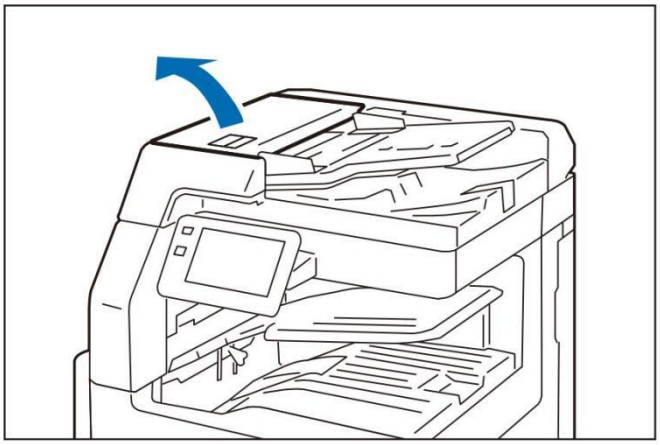


6. Close the document cover.

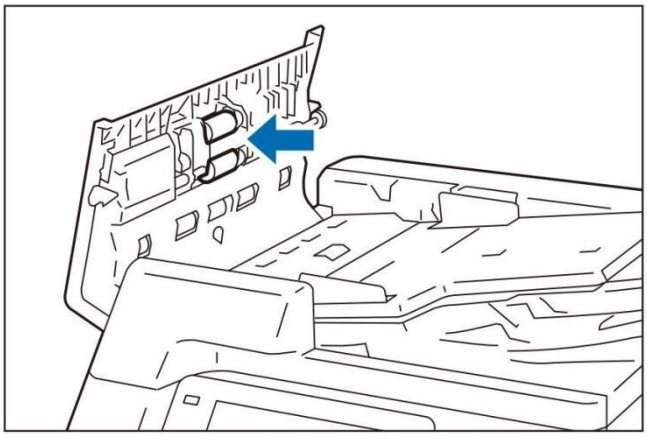
Roller section of document feeder

Please clean it once a month.

1. Lift the handle at the front of the upper cover of the document feeder, and open the cover until it stops.



2. Rotate the roller and clean with a soft cloth lightly dampened.



3. Close the top cover of the document feeder, and make sure that the front and inside of the cover are not floating.

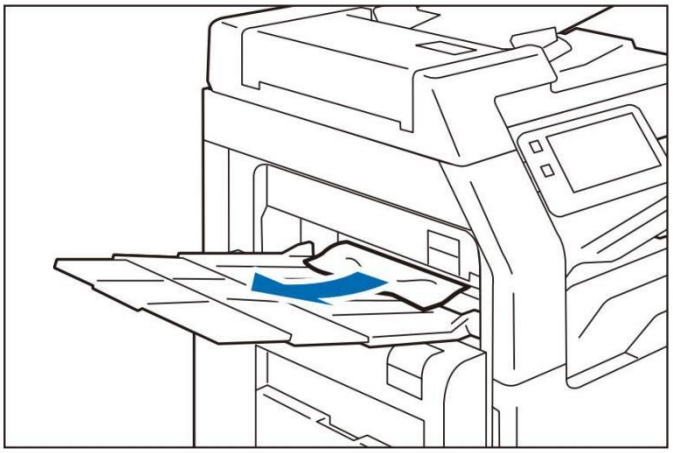
Paper jams

If paper is jammed, the device stops and an alarm sounds. Follow the instructions displayed on the screen to remove the jammed paper.
Gently remove the paper being careful not to tear it. If paper is torn while it is being removed from the device, remove all the torn pieces making sure that none remain inside the device.
When you have finished clearing the paper jam, printing is automatically resumed from the state before the paper jam occurred. If a paper jam occurred during copying, tap on [Start]. Copying is resumed from the state before the paper jam occurred.

Note: • When a paper jam occurs, check the location of the jam and pull out the tray.
• Clear the paper jams while the device is on.
• Do not touch the parts inside the device. Failure to do so may result in poor printing.

Left output tray

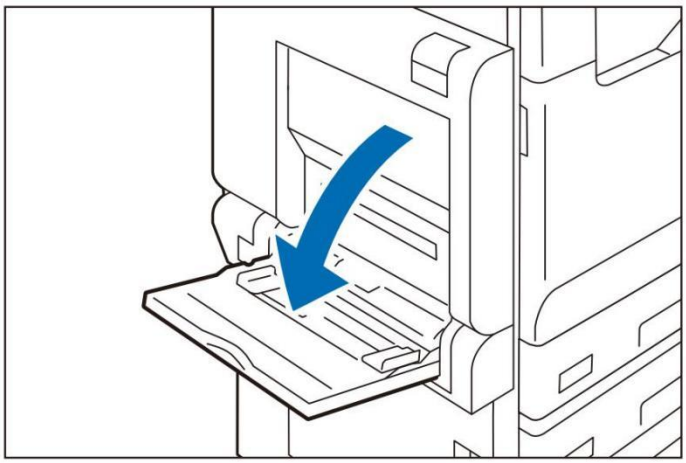
1. Remove the jammed paper.



⚠ **Warning:** The fuser is at high temperature. It may cause burns. Do not touch it.

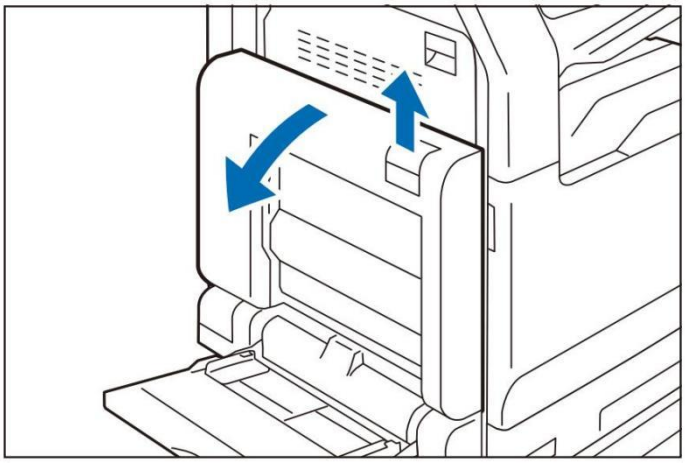
Note: When removing paper, do not touch the host transfer belt (black film-like strip) located inside the upper left cover. Otherwise, image quality may be affected, or the transfer belt may be damaged and may need to be replaced.

1. Open tray (manual).



2. Lift the release lever and open the upper left cover.

Note: • If the left output tray is installed, remove the paper from the left output tray and close the left output tray before opening the upper left cover.

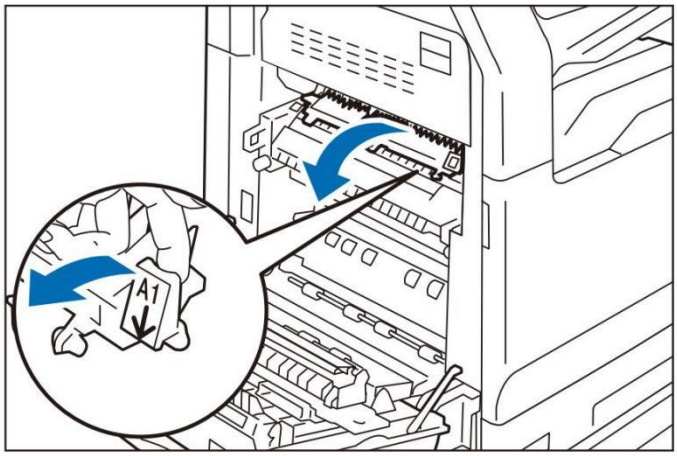


3. Remove the jammed paper.

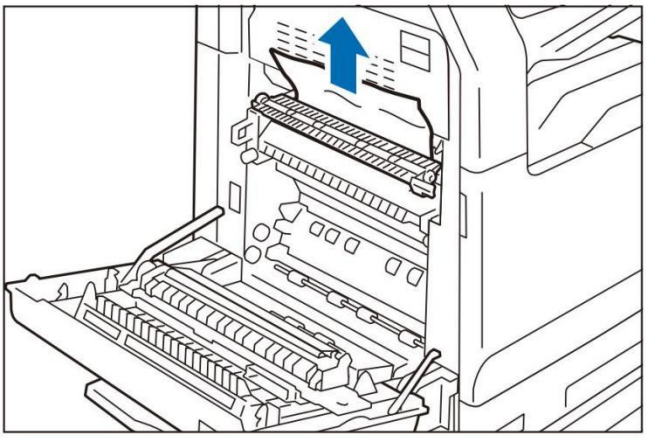
Note: • When the front end of the jammed paper does not reach the fuser, pull it outward to remove it.

Fuser

1) Pull the handle [A1].



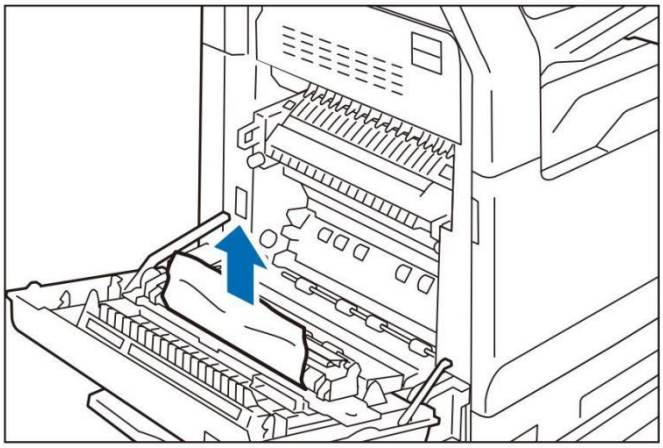
2) Remove the jammed paper.



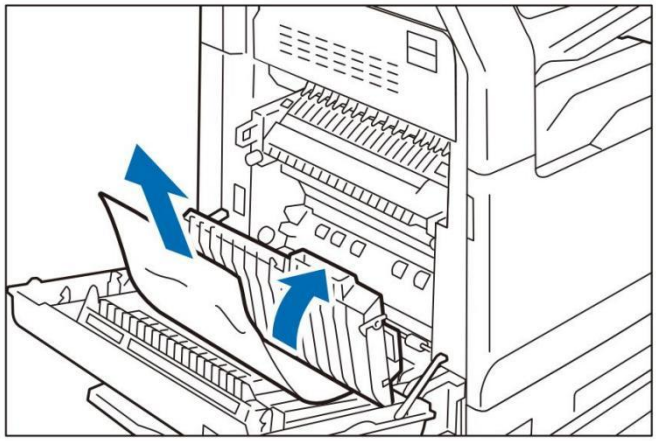
3) Put the handle [A1] back in place.

Double sided module

1) Remove the jammed paper.



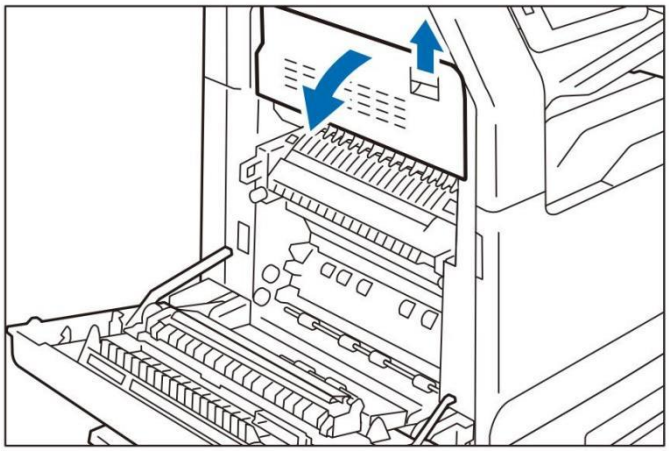
2) While holding the handle [A2], remove the jammed paper.



3) Put the handle [A2] back in place.

Top cover

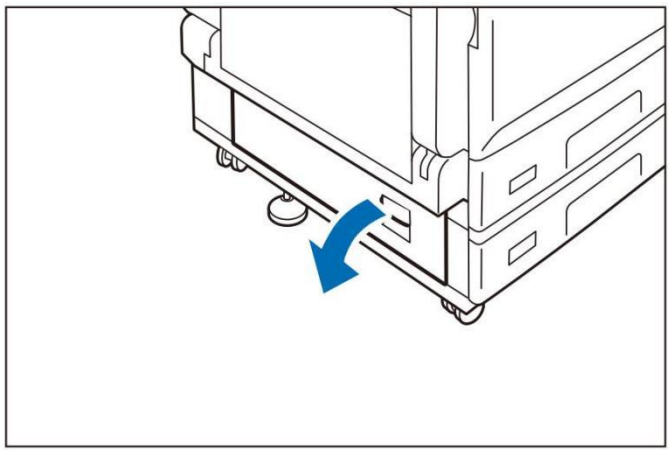
1) Lift the release lever and open the top left cover.
2) Remove the jammed paper.
3) Close the top left cover.



4. Close the upper left cover.

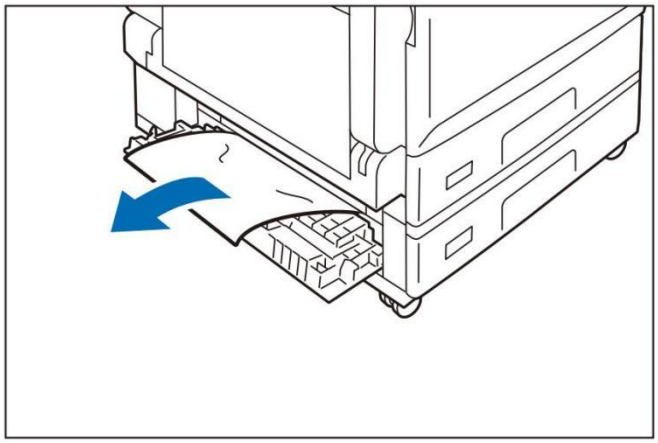
Inside the lower left cover (for 2-tray configuration)

1. Lift the release lever and open the lower left cover.



2. Remove the jammed paper.

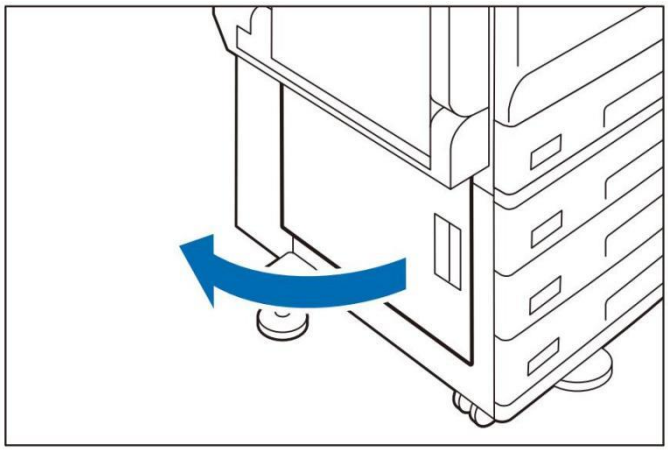
Note: • A paper jam may have occurred on the upper part where it is not easy to observe. Please confirm carefully.



3. Close the lower left cover.

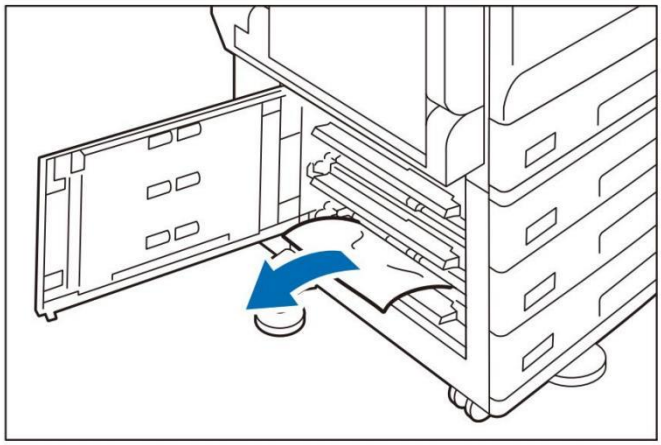
Inside the lower left cover (for 4-tray configuration)

1. Lift the release lever and open the lower left cover.



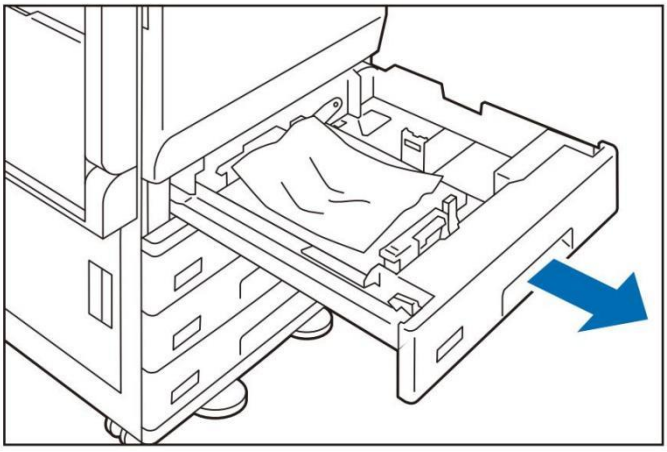
2. Remove the jammed paper.

Note: • A paper jam may have occurred on the upper part where it is not easy to observe. Please confirm carefully.

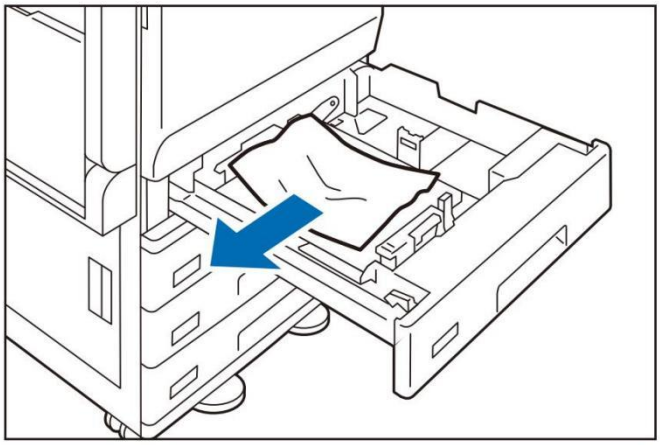


Tray

1. Pull out the jammed tray as far as it will go.



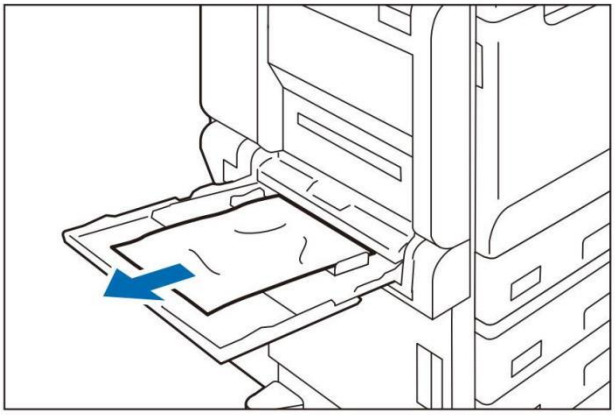
2. Remove the jammed paper.



3. Push in the tray.

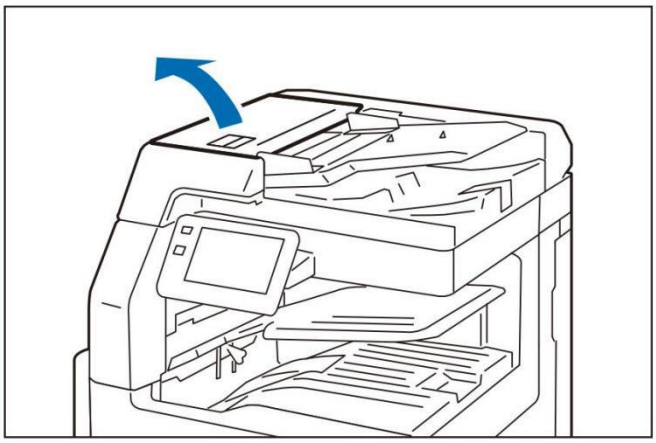
Tray (manual)

1. Remove the jammed paper.



Auto duplex document feeder

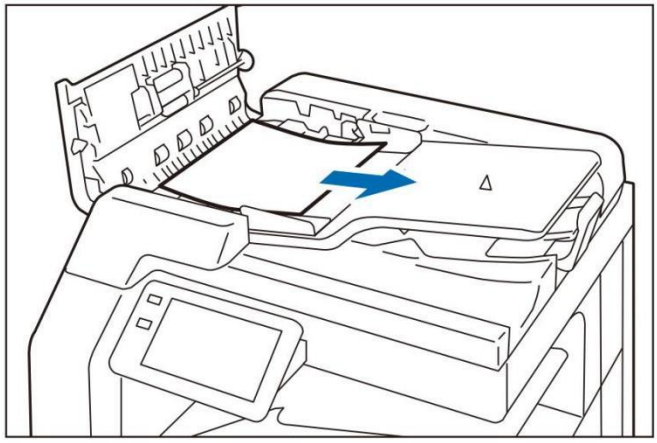
1. Remove all documents from the document tray.
2. Lift the handle on the front of the cover and open the cover until it stops.



3. Remove documents

When the document does not enter the document feeder

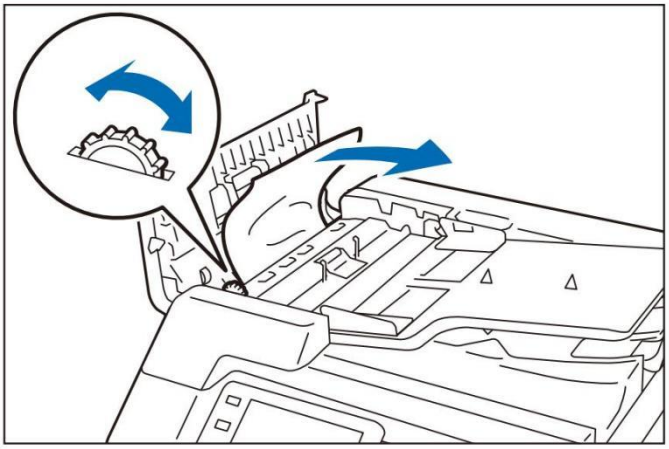
1) Please pull out the document.



When the message displayed on the screen indicates that you should turn the knob

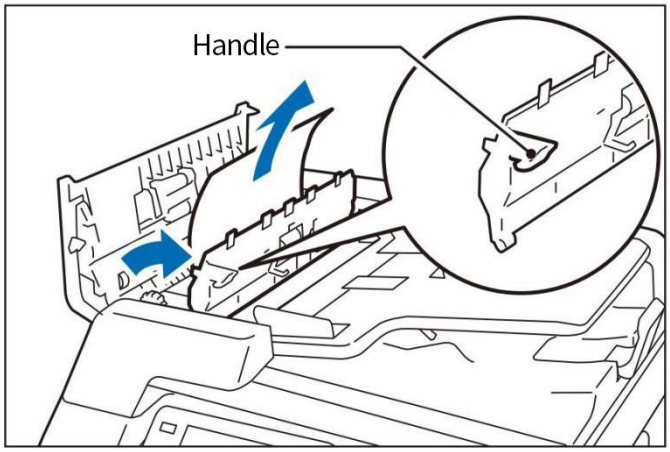
1) Please turn the knob to eject the paper upward, and then remove it.

Note: • Do not pull the document out forcibly when it has entered the document feeder. Otherwise, the document may be damaged.



When the message displayed on the screen indicates that you should open the inner cover

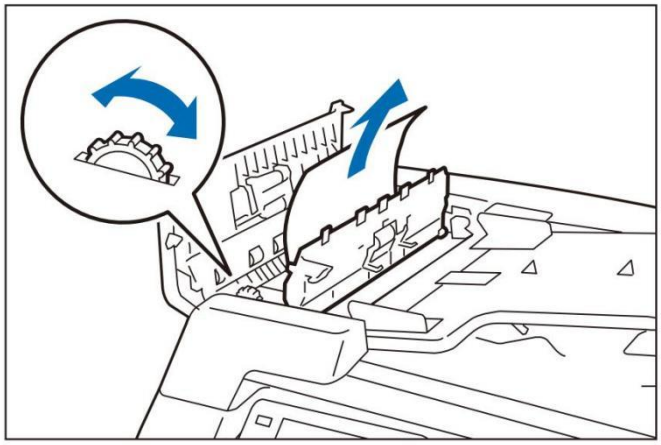
1) Please lift the handle and open the inner cover.



2) Please turn the knob to eject the paper upward, and then remove it.

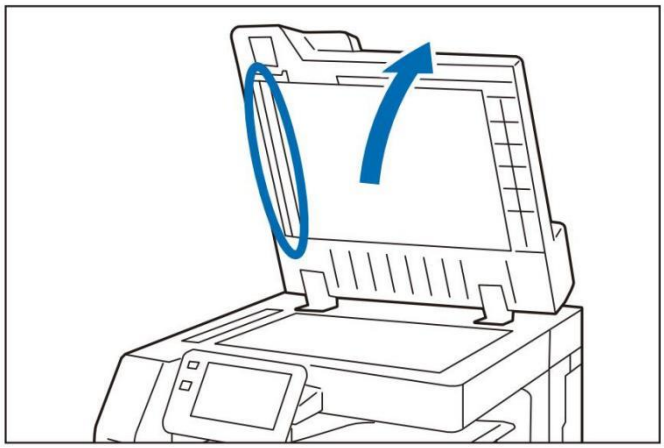
Note: • Do not pull the document out forcibly when it has entered the document feeder. Otherwise, the document may be damaged.

3) Close the inner cover.

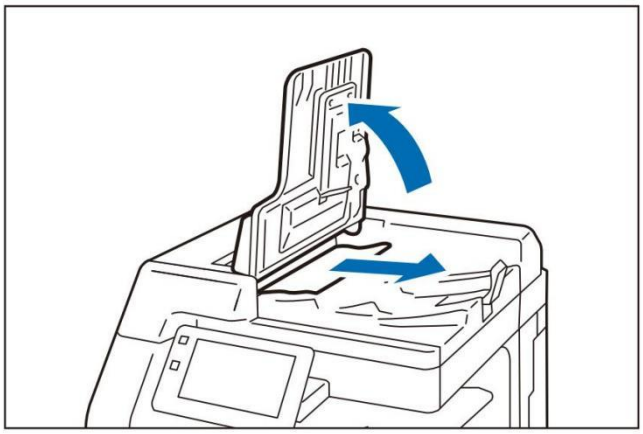


4. Close the cover.

5. When the document is not found, gently lift the document feeder, and if found, remove the document. Then, close the document feeder.



6. Lift the feeder tray and remove the document.
7. Put back the feeder tray.



Troubleshooting

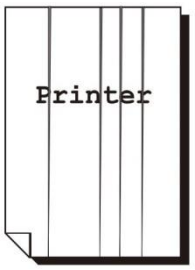
If an EP-BB multifunctional device management service contract has been signed, our customer support center will be automatically notified when the device inspection or repair is required. Upon receipt of the message, a customer engineer will be appointed to the site as needed.

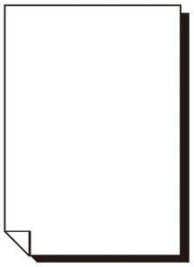
Host failure

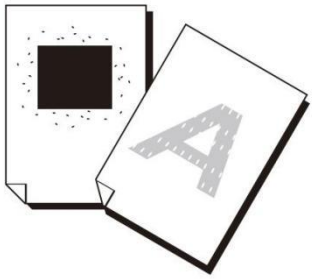
Symptom	Reason/Countermeasure
Power connection failure	The power line may be unplugged or loose. Please turn off the power of the device, and then plug the power line into the power socket to connect with the device again. Then, turn on the power of the device.
	Please connect this device to a socket with proper voltage and current rating.
No content display on the monitor panel	It could be in the power save mode. Please press the power button on the operation panel to disable the power save mode.
Abnormal sound	Please move this device to a flat place.
	Insert the tray as far as it will go in the device.
	There is a possibility that foreign objects have entered the inside of the device. Please turn off the power and remove the foreign objects inside the device. If disassembly is required to remove foreign objects, please contact our local representative for consultation.
Condensation inside the device	Please set the time to jump to sleep mode at more than 60 minutes, and leave it in the power-on state for about 60 minutes. Please fully confirm that there is no water drop inside the product (roller shaft, metal parts, etc.) before use. In addition, in case of frequent condensation, please set via the operation panel > [Settings] > [System settings] >[System clock/time settings] > [Warm-up mode] to [On], and keep the power on. The problem of condensation can be improved.
Failure to enter into power save mode	In the following cases, the system will not switch to low power consumption mode or sleep mode in order to inform customers of the phenomenon of this device or to utilize the performance of this device. • When performing an operation using the operation panel • When the consumables replacement message is displayed

	• When a paper jam occurs, a cover is opened, etc., where customer operation is required • When an error such as a malfunction occurs • When the device performs operations to prevent condensation, with the [Warm-up mode] set to [On]

Image quality failure

Symptom	Reason/Countermeasure
Light color of printout (fuzzy, unclear) 	The paper used is improper. Please confirm the paper tray settings, and load appropriate paper.
	The paper is damp. Please replace with new paper.
	Please change the settings of other paper types before printing.
	There may be no toner in the toner cartridge. Check the remaining amount, and replace the toner cartridge with a new one.
	The photosensitive drum or fuser unit is degraded or damaged. Depending on the condition of the photosensitive drum and fuser unit, it may need to be replaced. Please contact our local representative for consultation.
Black dots or black lines appear on printouts and evenly spaced smears occur   	There may be stains attached to the paper transport path. Please print several copies.
	The photosensitive drum or fuser unit is degraded or damaged. Depending on the condition of the photosensitive drum and fuser unit, it may need to be replaced. Please contact our local representative for consultation.

The printout turns blurred when rubbed with a finger, and the toner is not fused Paper is stained by toner  	Improper type of paper in the selected tray. Please change the settings of other paper types before printing.
	Fusing may not be possible with special paper. Please replace with appropriate paper.
	The paper is damp. Please replace with new paper.
	The fuser unit is degraded or damaged. Depending on the condition of the fuser unit, it may need to be replaced. Please contact our local representative for consultation.
Overall printout is black 	The photosensitive drum is degraded or damaged. Depending on the condition of the photosensitive drum, it may need to be replaced. Please contact our local representative for consultation.
	It may be a high voltage power failure. Please contact our local representative for consultation.
Not printable 	Multiple sheets of paper are fed at once. Please fan a stack of paper before loading.
	The photosensitive drum is degraded or damaged. Depending on the condition of the photosensitive drum, it may need to be replaced. Please contact our local representative for consultation.
	It may be a high voltage power failure. Please contact our local representative for consultation.
Blank bars, white lines appear on printouts  	The paper used is improper. Please place appropriate paper.
	The paper is damp. Please replace with new paper.
	There may be dirt on the LED print head inside the device. Please clean the LED print head.
	There may be no toner in the toner cartridge. Check the remaining amount, and replace the toner cartridge with a new one.
	The photosensitive drum is not installed correctly. Please install it correctly.
	The photosensitive drum or fuser unit is degraded or damaged. Depending on the condition of the photosensitive drum and fuser unit, it may need to be replaced. Please contact our local representative for consultation.
	The carrier is degraded. If there is no improvement after cleaning the toner, it needs to be replaced. Please contact our local representative for consultation.

Part of the image is missing and white dots appear. Blank bars appear in part of the image Toner splatters around the image Overall image is bluish 	Please change the settings of other paper types before printing.
Illegible handwriting 	The paper used is improper. Please place appropriate paper. The paper is damp. Please replace with new paper.
Garbled characters The displayed screen does not match the printed result 	TrueType font is set as the printer font. Set the printing method of TrueType fonts to [TrueType font always] in [Specify a font] in the [Advanced] tab of the printer driver.
Printout is skewed 	The paper guides are not installed in the correct position. Install the paper guides correctly.

Postcards or envelopes cannot be printed correctly	A type of postcard or envelope that cannot be used with this device was placed. Please place appropriate paper.
	Check whether the paper type is set correctly in the properties of the printer driver or on the operation panel.

Tray or paper feed failure

Symptom	Reason/Countermeasure
Paper cannot be fed and is jammed Multiple sheets of paper are fed at a slant angle Paper is creased	Please place the paper correctly. In addition, when placing thick paper such as labels, postcards, and envelopes, fan a stack of paper to keep air between the paper.
	The paper is damp. Please replace with new paper.
	Please place available paper. Depending on the type and condition of the paper, the paper may be creased.
	Insert the tray as far as it will go in the device.
	Please move this device to a flat place.
	Install the paper guides correctly.
	Do not place additional paper until the paper loaded in the paper tray has been used up. Please fan a stack of paper before loading. When replenishing paper, refill after using up the loaded paper.
Tray is not selected correctly	If the positions of the paper guides are misaligned, the device may not correctly detect the loaded paper size. Install the paper guides correctly.
	Check whether the paper tray, paper size, and paper type are set correctly in the properties of the printer driver or on the operation panel.
Paper creases at the corner	If the paper is bent (curled), dog-ear may occur. If there is no improvement after taking the following countermeasures, replace with new paper. Correct curl to keep paper flat. Please turn the paper over. When using trays 1 to 4, use the manual tray.
Paper cannot be fed from the manual tray	[Tray] is set to [Auto select] on the [Tray/Output] tab of the printer driver. When selecting [Tray (Manual tray)], [Auto select], set the manual tray to be automatically selected.
The front end of the paper is dog-eared when it is fed from the manual tray	The paper is damp. Please replace with new paper. Please reduce the number of sheets loaded in the manual tray to 30 or less. Please change the orientation of the paper loaded. Please use trays 1-4 to feed paper.

Copy failure

Symptom	Reason/Countermeasure
Documents cannot be transferred correctly from the document feeder	Please confirm the minimum size of document that can be placed in the document feeder, and place documents of the correct size.
	Do not use deformed documents, business cards, OHP films, thin documents in the document feeder. Also, do not use documents with sticky notes, paper clips, scotch tape, or staples.
	Install the document guide correctly according to the size of the document.
	When documents of different sizes are placed, a paper jam may occur unless [Documents of mixed sizes] is set. Set [Documents of mixed sizes] to [Yes].
Copies are stained	Clean the document cover, platen glass, film, and document scanning glass.
	If a high transparency document such as OHP film is scanned, please place a blank sheet of paper on the document before scanning.
	For colored paper, rough paper, blueprints and other documents, the background color of the paper will appear on the copy. Please remove the background color by adjusting the density or image quality, and then execute copy.
	Glossy printing paper tends to stick to the platen glass, and its shadow may be copied as a smudge. Please place transparencies such as OHP films under the documents for copying.
Copies are too dark or too light	For light color of copied black text, please select [Text] in [Document Type].
Copies are only partly reproduced	When the paper gets damp, replace it with new one.
	Remove wrinkled or creased paper from the tray, or replace it with new one.
	When using pasted documents or folded documents, the pasted or creased parts may not come into close contact with the platen glass. Please stack some white paper on the document and keep it in close contact with the platen glass.
Streaks appear on copies	When making enlarged copies, streaks may occur depending on the magnification. Please adjust the magnification.
Failure to copy desired size	Clean the document cover or platen glass.
	If a high transparency document such as OHP film is scanned, please place a blank sheet of paper on the document before scanning.
	Place the document correctly.
	A non-standard size document was used. Please enter the size of the document before making a copy.

Printer failure

Symptom	Reason/Countermeasure
Status indicator is blinking	Check the error message displayed on the operation panel, and take countermeasures against the error.
Not printable	Please confirm whether the IP address of this device is set correctly.
	Please confirm the setting status of reception restriction.
	It is possible that the data capacity of the device sent at one time exceeds the upper limit of the receiving capacity of this device. This phenomenon may occur when the receiving buffer capacity is set to memory spooling. Please divide the print data into several parts smaller than the maximum receiving capacity of this device. When there are multiple print data, please reduce the number of files to be printed at one time before printing.
Print is time-consuming	There may be insufficient receiving buffer capacity. When printing high-resolution documents, please reduce the memory capacity of unused items through [Memory settings] on the operation panel to increase the receiving buffer capacity. Increased receiving buffer capacity can accelerate the print processing speed. Please adjust the receiving buffer capacity according to the print data capacity. Also, it is recommended to stop unused ports and allocate memory for other uses.
	Shorten the printing time by changing the [Image quality] to [Standard] on the printer driver [Image options] tab.
	Depending on the printing method of TrueType fonts, it may take some printing time. Use [Specify a font] in the [Advanced] tab of the printer driver to change the printing method of TrueType fonts.
	Depending on the type of paper such as heavy paper, coated paper, etc., the printing speed may become slower. Also, when the temperature inside the device rises to a certain level due to continuous operation, the printing speed will drop. If the temperature rises further under continuous operation, an error will occur and the operation will stop. At that time, please disconnect the power, wait for a period of time for the temperature inside the printer to drop, and then turn on the power again.
[Printing in progress] is displayed while no command is given to the printer. (when using the USB port)	When turning on the power of the computer after turning on the power of the device, please suspend printing.
The upper part of the printed document is missing and not printed in the desired position	Install the paper guides correctly.
	Please check whether the margin settings are correct with the printer driver.
	Please adjust the printing position in > [Settings] > [Maintenance] > [Image Quality Adjustment] > [Alignment Adjustment].

Scanner failure

Symptom	Reason/Countermeasure
Motion stops while scanning	Oversized file. Please scan again after setting a lower resolution.
No report is submitted for the output	Please check the “Communication result” column of the undelivered report and take measures. When an error code is displayed, please refer to Error Code Search on our website and take measures.
Multi-page TIFF documents cannot be opened or only the first page is displayed	It becomes a multi-page TIFF document after scanning of a multi-page document. Please install TIFF Viewer that supports multi-page TIFF.
Documents cannot be opened after scanning of color documents.	Document saved in TIFF format can be opened with TIFF Viewer. If you can view PDF, save the document in PDF format.
	The document retrieved from Webtool is in TIFF format, so it can be opened with TIFF Viewer. If you can view PDF, save the document in PDF format.
Failure to perform network transmission	Please specify [Server] correctly.
	Please specify [Save Location] correctly.
	When selecting [SMB], enter [Shared name] correctly.
	Incorrect login name. Please confirm the login name entered.
	Incorrect password. Please confirm the password entered.
	When sending to the Windows operating system, the time settings of this device and Windows are inconsistent. Please unify the time settings of this device and Windows.
	When using Windows operating system, an attempt is made to transfer SMB to a user who did not set a password. Please change the network access settings by the following method. Start Windows, click [Control Panel] > [Administrative Tools] > [Local Security Policy]. Click [Security Settings] > [Local Policies] > [Security Options]. Set [Account: Allow Only Console Logins for Local Accounts with Empty Passwords] to [Disable].
	The DFS namespace specified for SMB transport consists of more than four root paths. Please specify a DFS namespace consisting of 3 or less root paths.
	The access permission for the specified save location is incorrect. Please set access permissions to read and write files or folders in the specified save location.
	The SMB port number is blocked. Ensure that the SMB port is not blocked by the router between the transfer object server, the multifunctional printer, and the server, or by the virus scanning software and firewall software on the transfer object server.
Black and white gradient not displaying as expected	Please select [Black and white (2 color gradations)] in [Color mode]. Please select [Grayscale (256 color gradations)] in [Color mode].

Automatically scan for faults

When consulting, if you need to provide the content information of this function, please tap on the left of the screen, and confirm the content information from [System version information].

Message	Reason/Countermeasure
This function is unavailable. An abnormality has occurred inside the device or in this function. Please contact the system administrator.	Turn off the power of the MFP, and turn on the power again after the touch screen display goes black. If there is still no improvement, please contact our local representative for consultation.
Failed to get Email addresses. To use this function, an available Email address is required for authentication.	Ask the system administrator to select > [Settings] > [Authentication/Bookkeeping] > [Authentication/Security Settings] > [Authentication Settings] > [Register User/Confirm Total Data], and set the Email address from the user's [Email Address].
You are prohibited from this function.	Ask the system administrator to select > [Settings] > [Authentication/Bookkeeping] > [Authentication/Security Settings] > [Authentication Settings] > [Register User/Confirm Total Data], and lift the restriction on [Scan] through the user's [Function Usage Restrictions].
Startup failure. Your accumulated scanned pages have reached the upper limit.	Ask the system administrator to perform any of the following actions. Select > [Settings] > [Authentication/Bookkeeping] > [Authentication/Security Settings] > [Authentication Settings] > [Register User/Confirm Total Data], and reset the accumulated pages through the user's [Reset Accumulated Pages]. Select > [Settings] > [Authentication/Bookkeeping] > [Authentication/Security Settings] > [Authentication Settings] > [Register User/Confirm Total Data], and reset the accumulated pages through the user's [Function Usage Restrictions].

Startup failure. You are prohibited from this function.	Ask the system administrator to perform any of the following actions. Select > [Settings] > [Authentication/Bookkeeping] > [Authentication/Security Settings] > [Authentication Settings] > [Register User/Confirm Total Data], and lift the restriction on [Scan] through the user's [Function Usage Restrictions]. Select > [Settings] > [Authentication/Bookkeeping] > [Authentication/Security Settings] > [Authentication Settings] > [Register User/Confirm Total Data], and register the user through the user's [Reset Accumulated Pages].

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