

P3010 /P3300 Serial Printers FAQ:

P3010 /P3300 Serial Printers FAQ:.....	1
① Installation Issues:	4
1. How to set up my Pantum P3010DW/P3300DW Series Printer to a Wireless Network easily by one click installation? (applicable to Wi-Fi or network models).....	4
2. How do I setup a password for my WI-FI Connection? (applicable to Wi-Fi models).....	7
3. Where can I download the soft wares and drivers for my printer P3010 /P3300 Series Printer?	10
4. How to solve the wireless connection failed when it showed "The printer cannot connect to any wireless network with the wireless credentials provided"?	12
5. What's the WIFI default password of printer's wireless hotspot?	13
6. How to close Printer WIFI Hotspot Setting?	13
7. How to install the Printer with hostname?	16
8. Where can I check the Hotspot IP address?	19
9. How to connect the printer under Mac system with USB cable Setting Guide?.....	20
10. How to print wirelessly with Mac WIFI Direct via P3010DW/P3300DW series printer?	21
② Cartridge Issues:.....	23
1. How do I replace or insert a cartridge?.....	23
2. How do I check the amount of toner left in my cartridge?.....	24
3. How do I check how many pages I have printed so far?.....	25
4. What are the toner cartridge models for P3010 /P3300 series printer?.....	27
5. What are the drum unit models for P3010 /P3300 series printer?.....	27
6. How about the standard page yield of toner cartridge TL-410?.....	28
7. Why the Status light shows orange when I install a new cartridge?	28
8. What's the meaning of status displayed by the power indicator?	28
9. What's the meaning of status displayed by the Wi-Fi / save toner indicator?.....	29
10. What's the meaning of status displayed by the toner cartridge / status indicator?	29
11. How to check the printer's serial number location:	30

12. How to check the toner’s serial number location:.....	30
13. How to check the drum unit’s serial number location:	30
14. Why the printout is not clearly and a little whitish in the printing?.....	31
③ Paper Issues:	31
1. How can I clear any paper jam in the printer?.....	31
2. Why the printer could not feed paper successfully?	34
3. What kinds of paper can I use in my Pantum P3010 /P3300 series printer?.....	35
4. How to print multipage on one page?	35
5. How to adjust letter format in the printing document?	36
6. How to adjust envelope type in the printing document?.....	38
④ Printer Compatible Issues:	39
1. Does my Pantum Printer works on Windows Mobile?	39
2. Is my printer Mac compatible? What are the versions that it is compatible with?	40
3. Is my printer Linux compatible? What are the versions that it is compatible with?	40
4. Is my printer Windows compatible? What are the versions that it is compatible with?	40
5. Could I download the APP from Google Play?	40
6. Is my printer compatible with Chrome OS system?.....	40
7. Is my printer compatible with Linux OpenSuse system?	40
8. Is my printer compatible with Linux Debian 9 system?	40
⑤ Mobile Guidance issues:	40
1. How do I take a mobile print out from Android?.....	41
2. How do I take a mobile print out from IOS?	41
3. How to print a PDF file from Android mobile phone?	41
4. How to check the Pantum app version in Android system Guide?	45
5. How to do the duplex printing in the mobile phone from P3300DW printers?.....	47
⑥ General Settings Issues:	48

1. Is it possible to close the 'Auto sleeping time'?	48
2. How to Restore Factory Setting on P3010 /P3300 Series Printer?	49
3. How to set the language back to English on P3010 /P3300 Series Printer?	51
4. How turn on the 'Toner save' setting in the printer?	53
5. How to turn on the ' Mute Printing' in the printer ?	53
6. What is my P3010 /P3300 series printer Specifications?	55
⑦ Normal Printer Issue:	56
1. How to get the printer to print darker under Windows?	56
1. How to get the printer to print darker under Mac?	56
3. How to "add a printer "by manually under Windows?	57
4. How to "add a printer "by manually under Mac?	61
5. How to do Duplex Printing on Windows system?	63
6. How to cancel the "duplex printing" under Windows?	64
7. How to cancel a printing job in the queue?	65
8. Why it will be smoked when printing?	66
9. What is the power requirement will be need?	66
10. How to Print PRN File setting in printer?	66
11. How to do when it shown "0x000000709" Error?	69
12. How to change the printing port is available when it showed" Printing port is on used".	72
13. How to download the User Manual Successfully?	73
14. How to register for printer warranty on-line?	76
15. How to Print Information Pages from P3010 /P3300 Series Printer?	78
16. How to Print Network configuration Information Pages from P3010 /P3300 Series Printer?	79
17. How to do Duplex Printing on Mac system?	80

P3010/P3300 Serial Printers FAQ:

① Installation Issues:

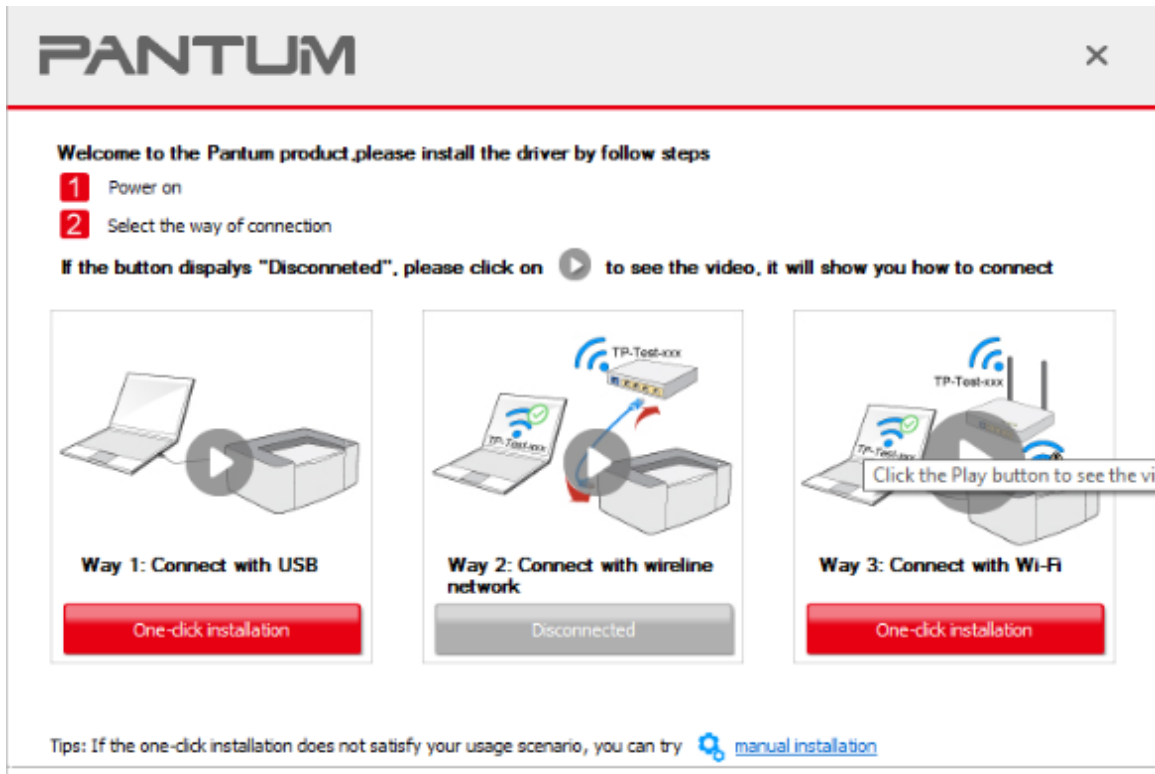
1. How to set up my Pantum P3010DW/P3300DW Series Printer to a Wireless Network easily by one click installation? (applicable to Wi-Fi or network models)

Here is the installation step:

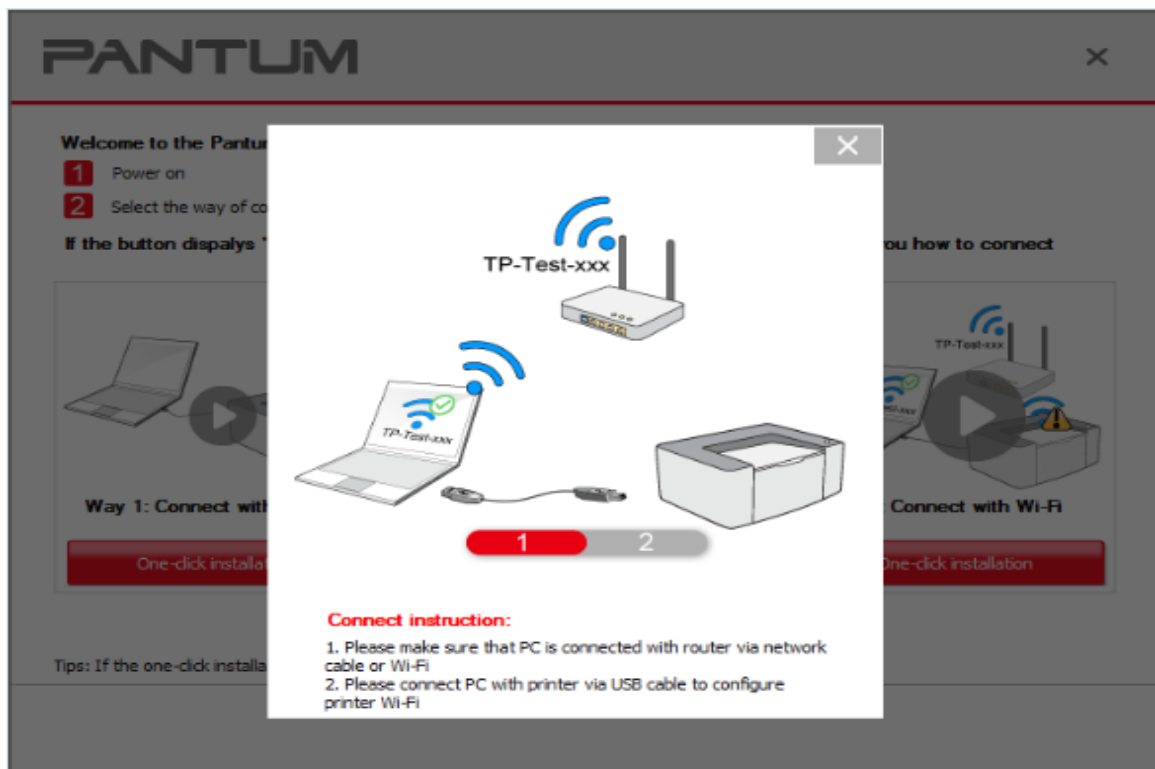
- 1) Double-click on the Auto run file and then select “I agree” in the agreement.



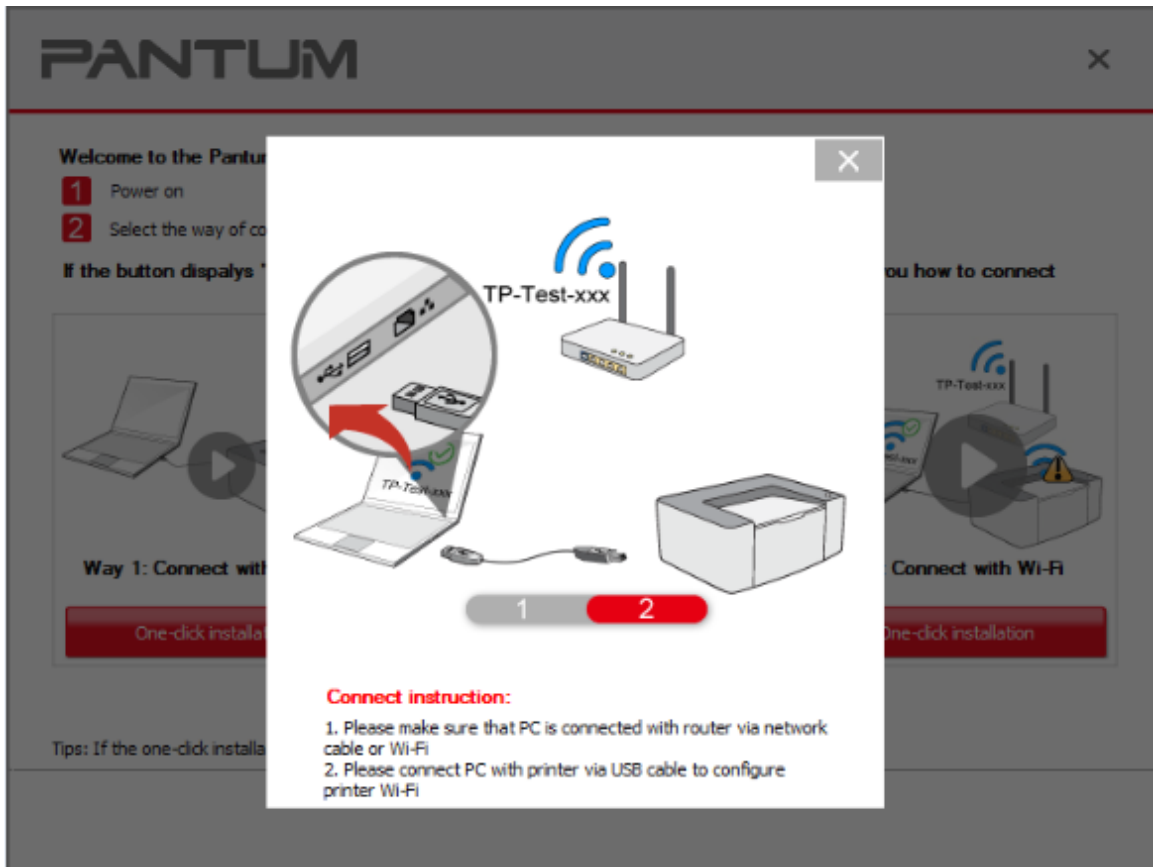
- 2) Select way 3: “Connect with wifi” and attention to the instructions display in the video.



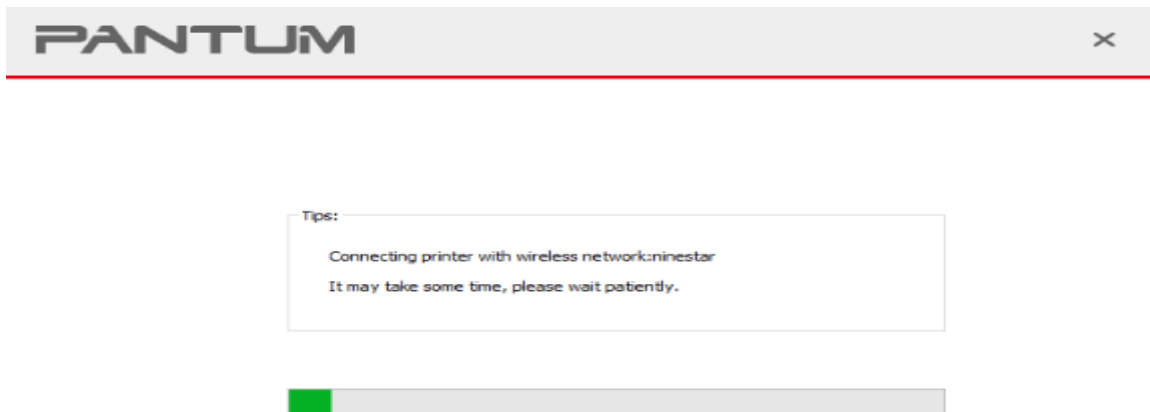
3) Please make sure that pc is connected with router via network cable or wi-Fi

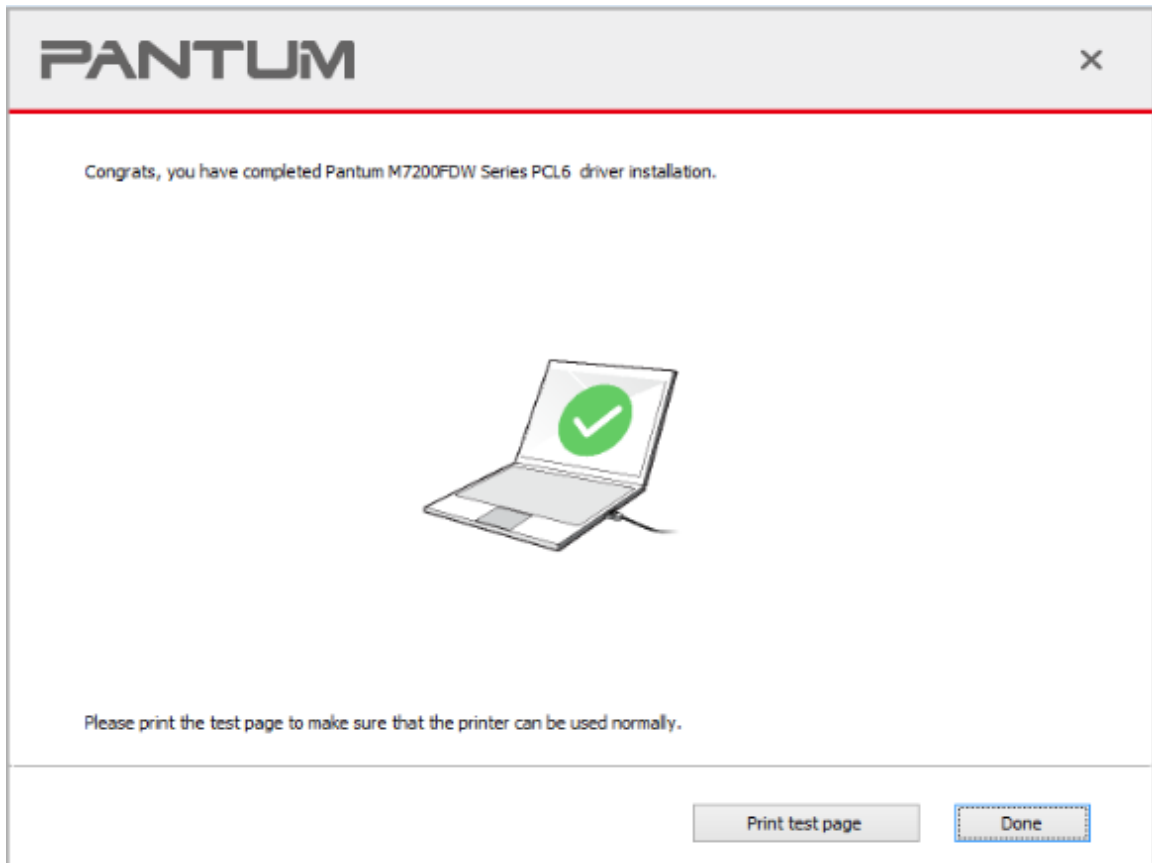


4) Please connect PC with printer via USB cable to configure printer Wi-Fi



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



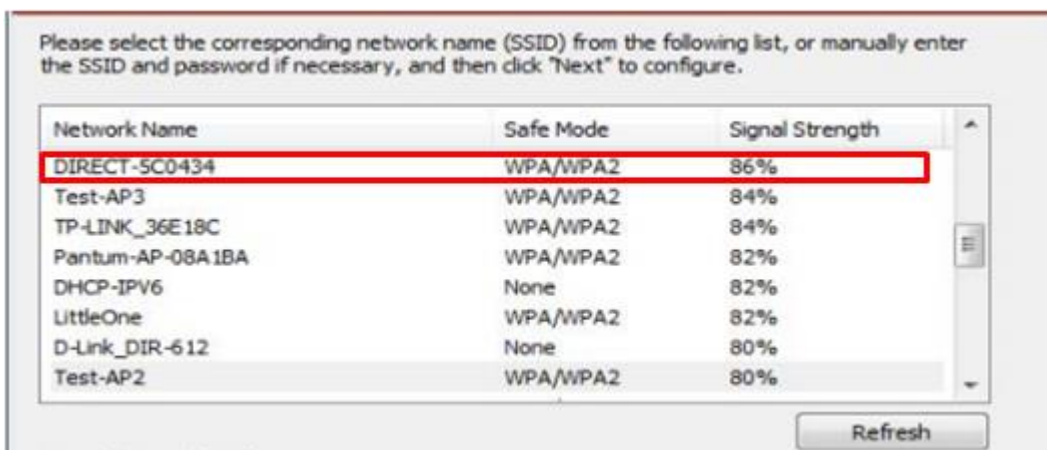


2. How do I setup a password for my WI-FI Connection? (applicable to Wi-Fi models)

Step1: Make sure P3010 /P3300 Series printer is power on.

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

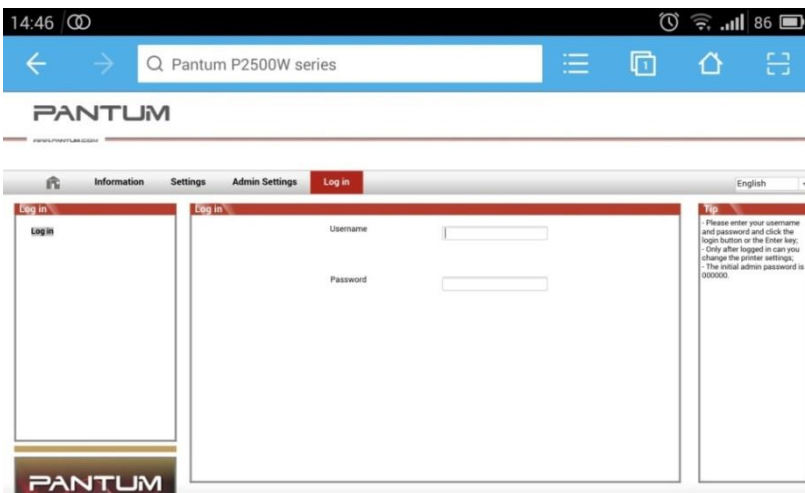
The SSID is start with" DIRECT-***", and follow with number and character string.



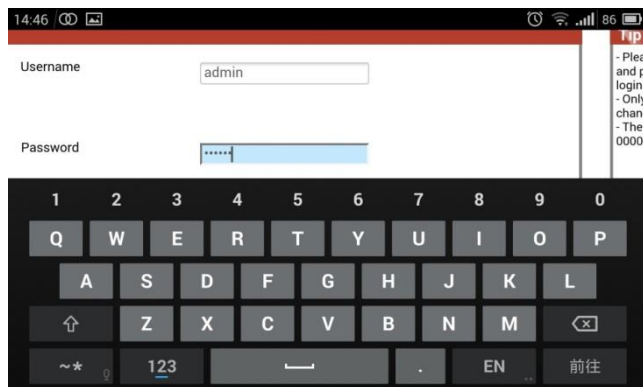
Step3: Visit the Printer Web page via browser, Printer default address is 192.168.223.1



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

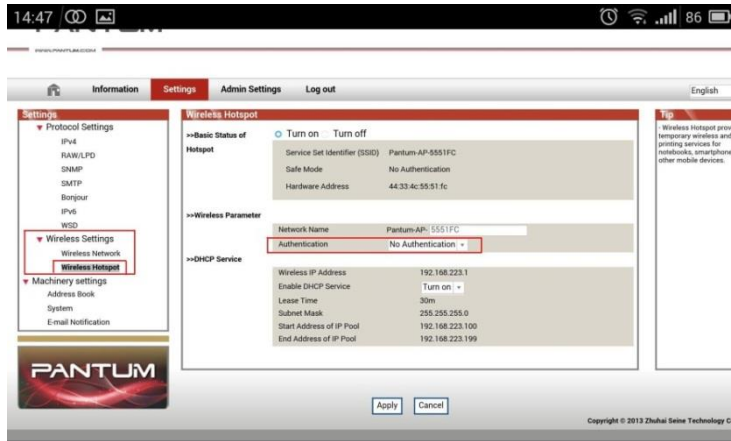


Step5: Input default user name: *admin*, Default password: *000000*. And Login.

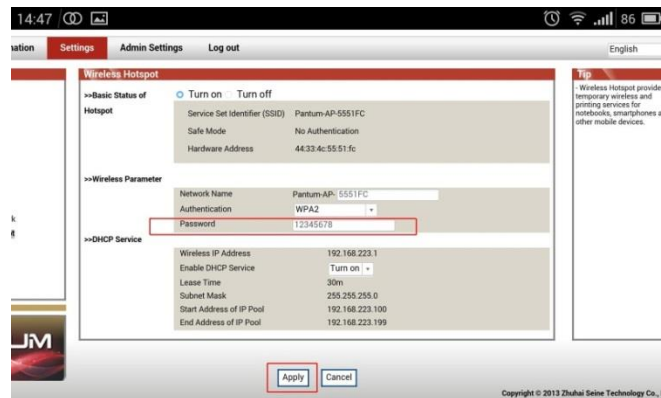
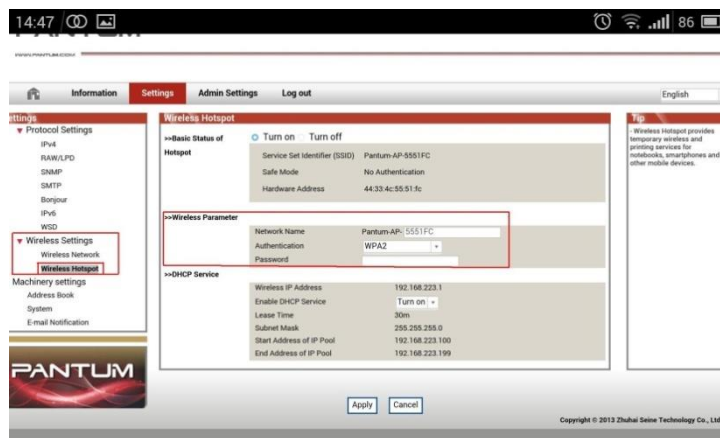


Step6: Select “settings” Tap → wireless settings → wireless Hot spot.

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



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



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



3. Where can I download the soft wares and drivers for my printer P3010 /P3300 Series Printer?

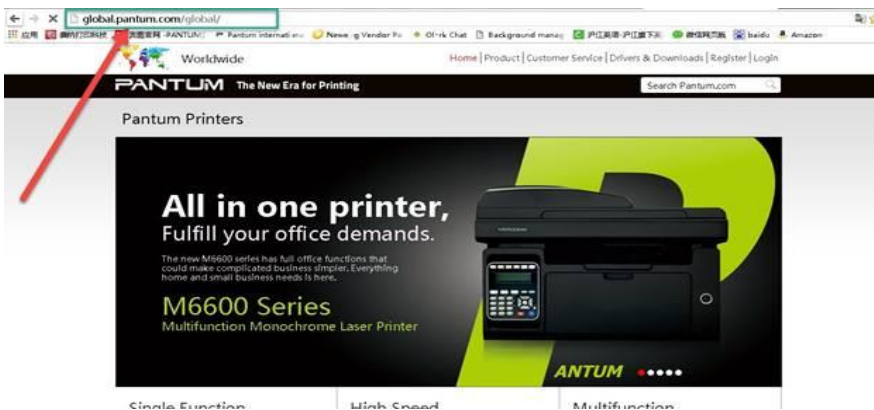
Here is the Download Link:

P3010DW: <https://global.pantum.com/global/drive/p3010dw/>

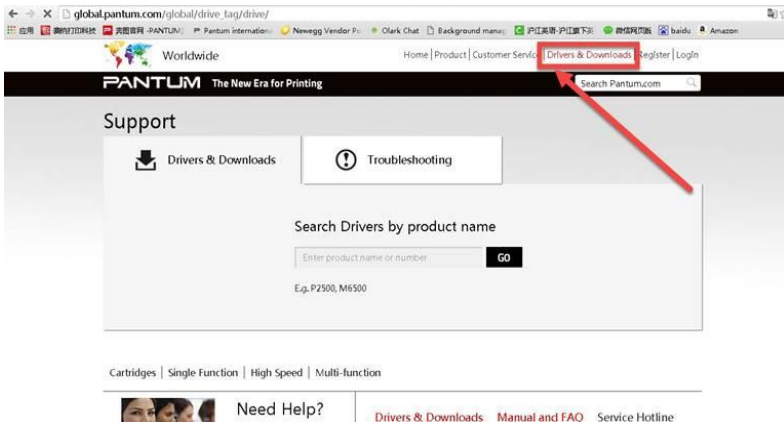
P3300DN: <https://global.pantum.com/global/drive/p3300dn/>

P3300DW: <https://global.pantum.com/global/drive/p3300dw/>

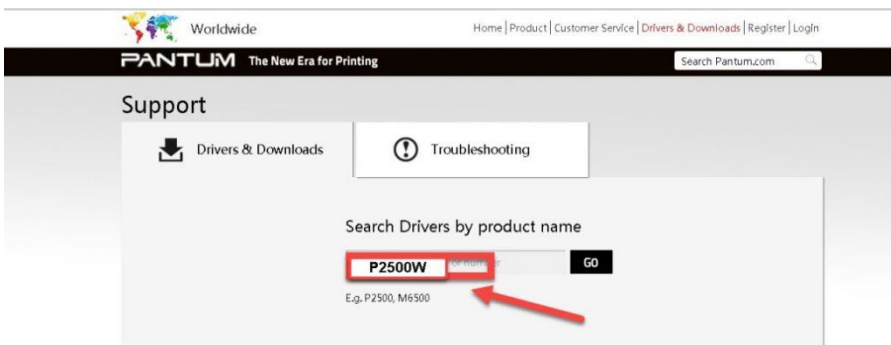
Step1: Please log in our website: <http://global.pantum.com/global/>



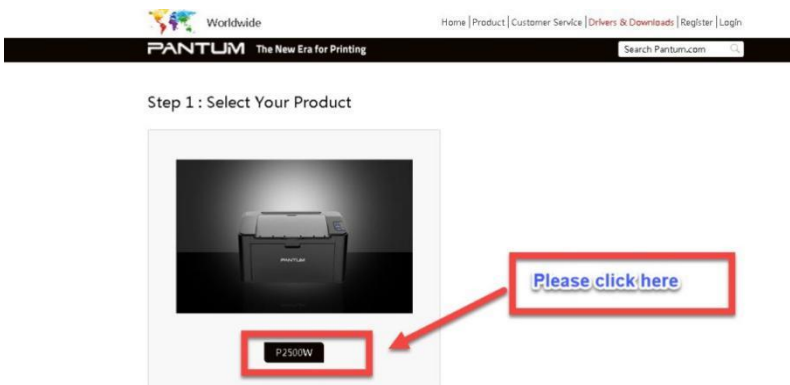
Step2: Please chose “Drivers &Downloads”, the picture will be shown as below:



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



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



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



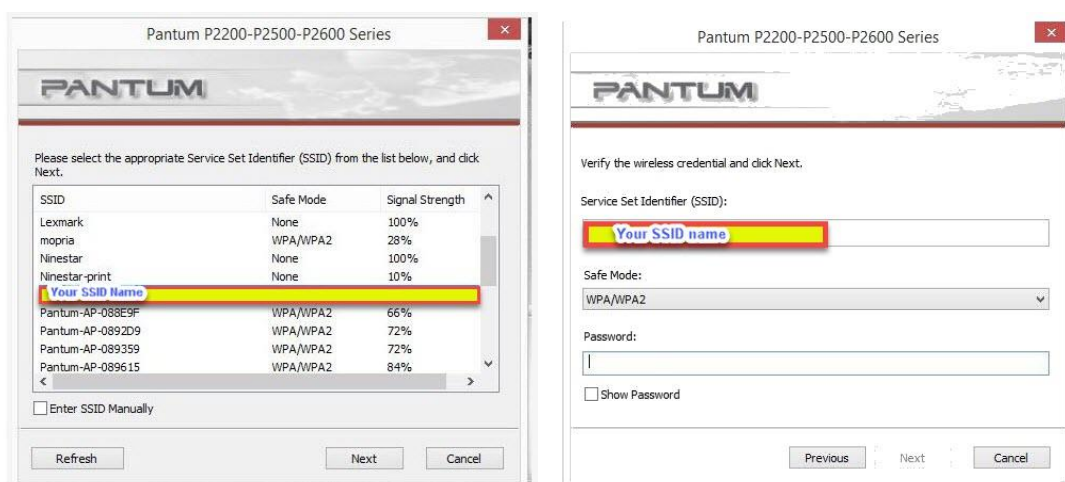
4. How to solve the wireless connection failed when it showed "The printer cannot connect to any wireless network with the wireless credentials provided"?

Reason1:

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

Solution:

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



Reason2:

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

Solution:

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

P3300 Series **PANTUM**

[Network Configuration Information Page] [Page 1]

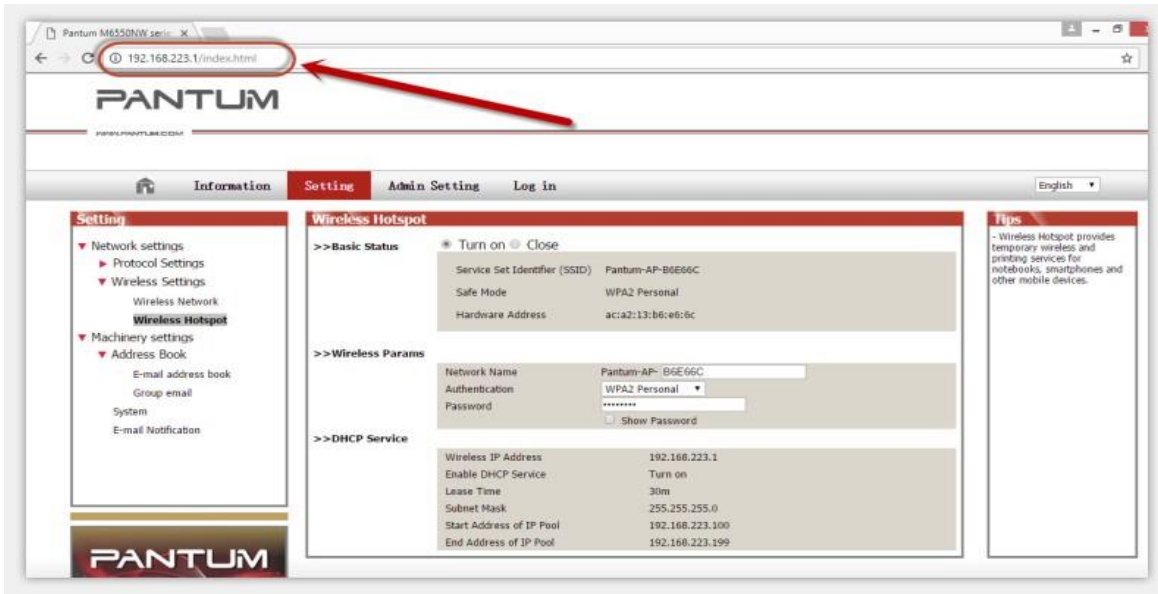
Wired Network Configuration Connection Status : Not Connected Wired Hardware Address : AC:C5:1B:00:86:29 Host Name : Pantum-1F432D Device Location : CHINA	Wireless Network Configuration Connection Status : Not Connected Wireless Hardware Address : 00:7E:56:4F:2D:F2 Communication Mode : Network Name (SSID) : BSSID : Authentication Method :
Wired Network IPv4 Information Status : Open Configuration Method : Auto IP Address : Subnet Mask : Default Gateway : Bonjour Name :	Wireless Network IPv4 Information Status : Open Configuration Method : Auto IP Address : Subnet Mask : Default Gateway : Bonjour Name :
Wired Network IPv6 Information Status : Open Link-Local Address : Stateless Address : Stateful Address :	Wireless Network IPv6 Information Status : Open Link-Local Address : Stateless Address : Stateful Address :
E-mail Notification Out of paper : Close Low toner : Close Paper Jam : Close Cartridge end : Close	Wireless Direct Information Status : Open Device Name : DIRECT-4F2DF2 IP Address : 192.168.223.1 Password : 12345678 Role : GO Connected Device(s) : 0

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

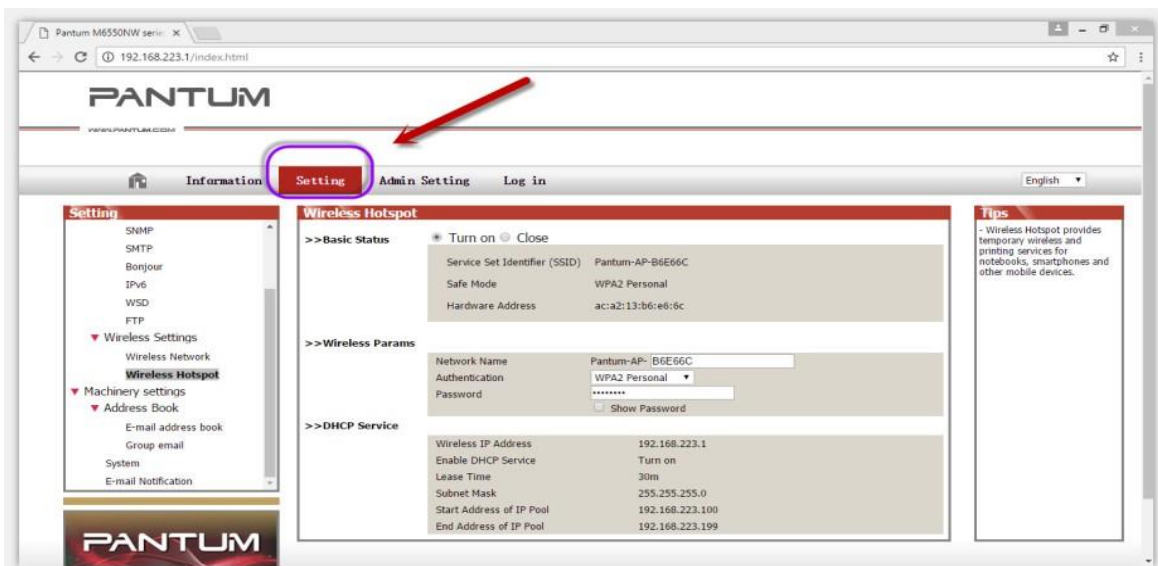
The WIFI default password is “12345678”

6. How to close Printer WIFI Hotspot Setting?

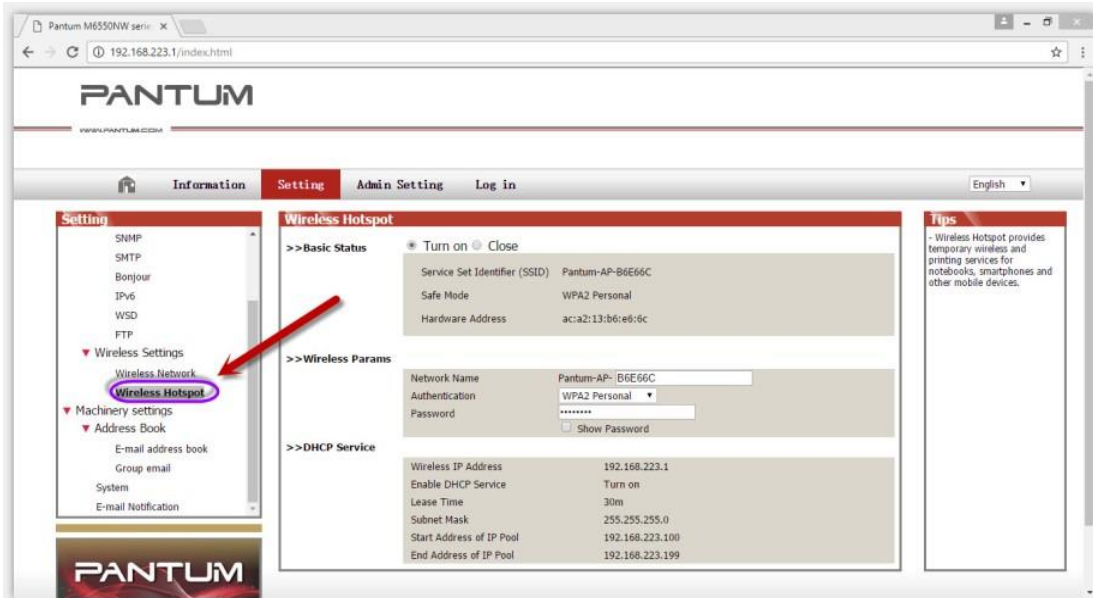
Step1: Log in the IP addresses 192.168.223.1 when your WIFI is connected to the printer.



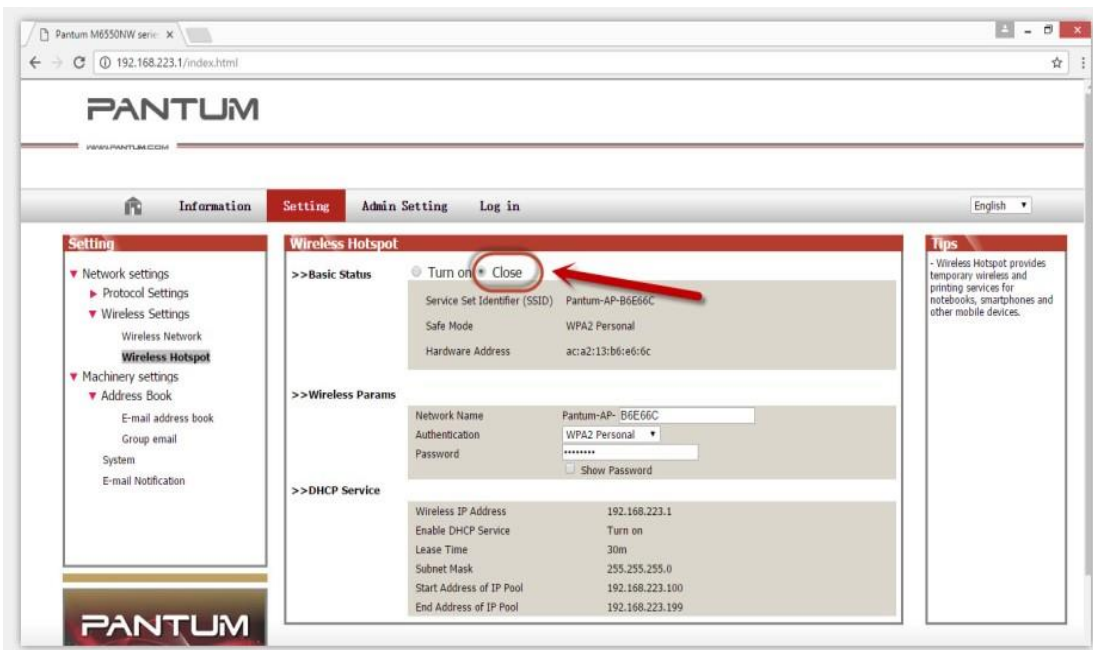
Step2: Chose "Setting" in the below picture



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

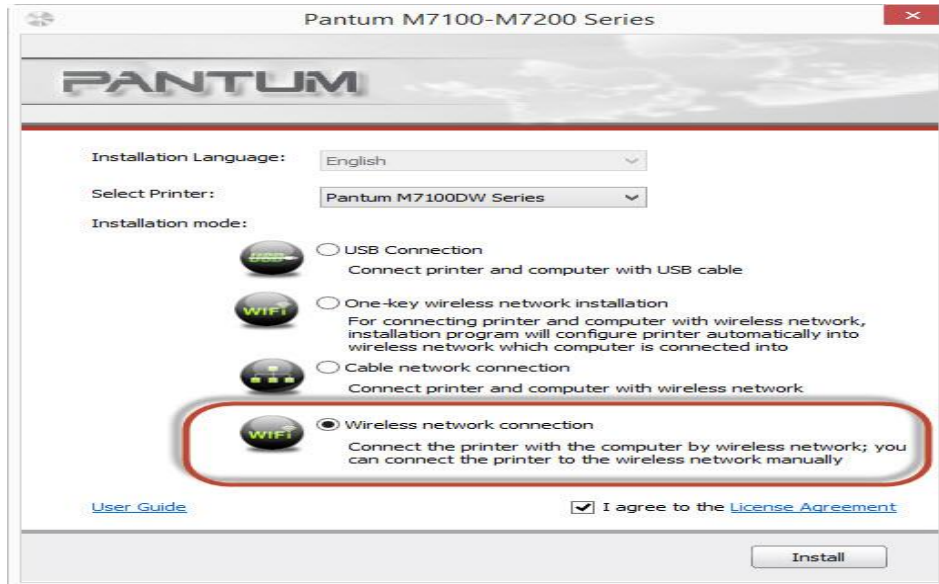


Step4: Chose "Close" to apply and it will be done.

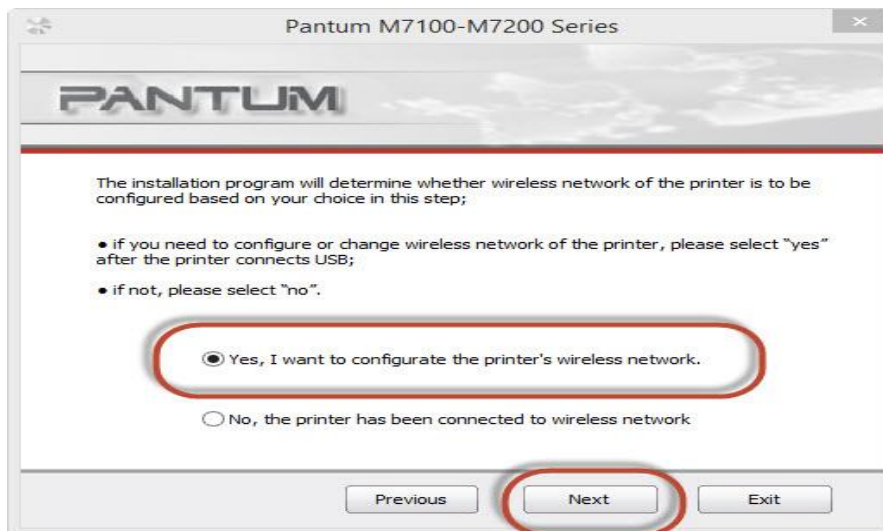


7. How to install the Printer with hostname?

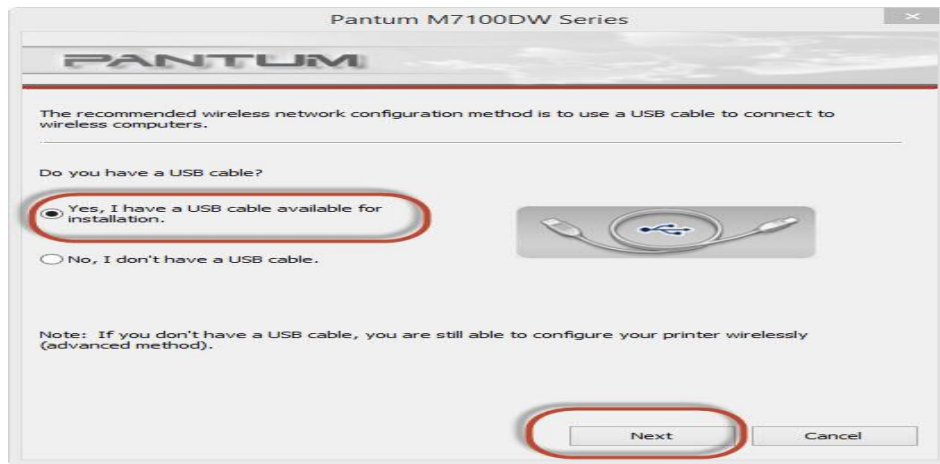
Step1: Select "Wireless network connection." at the first step.



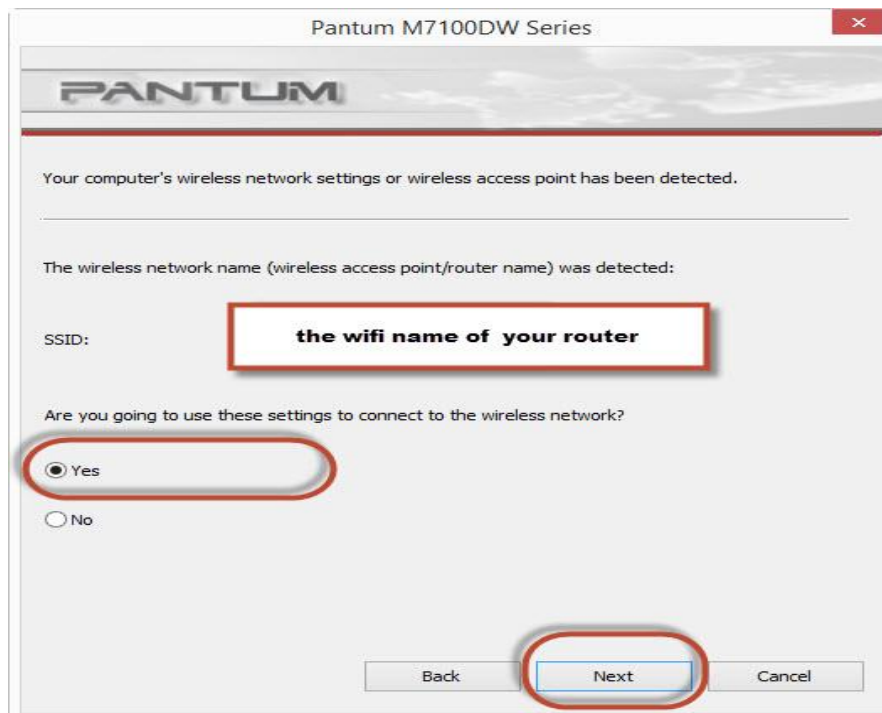
Step2: Select below option and click "next".



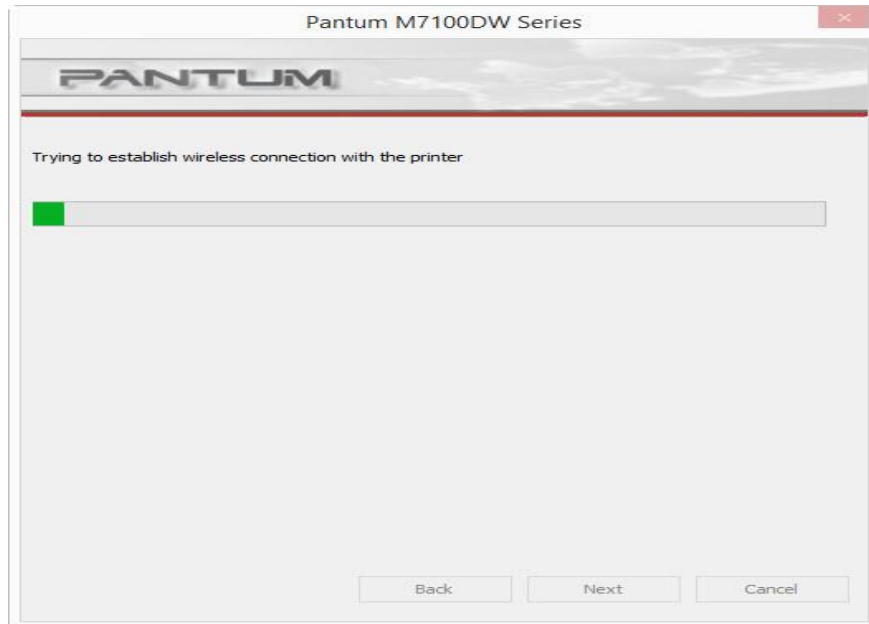
Step3: Select below option and click "next".



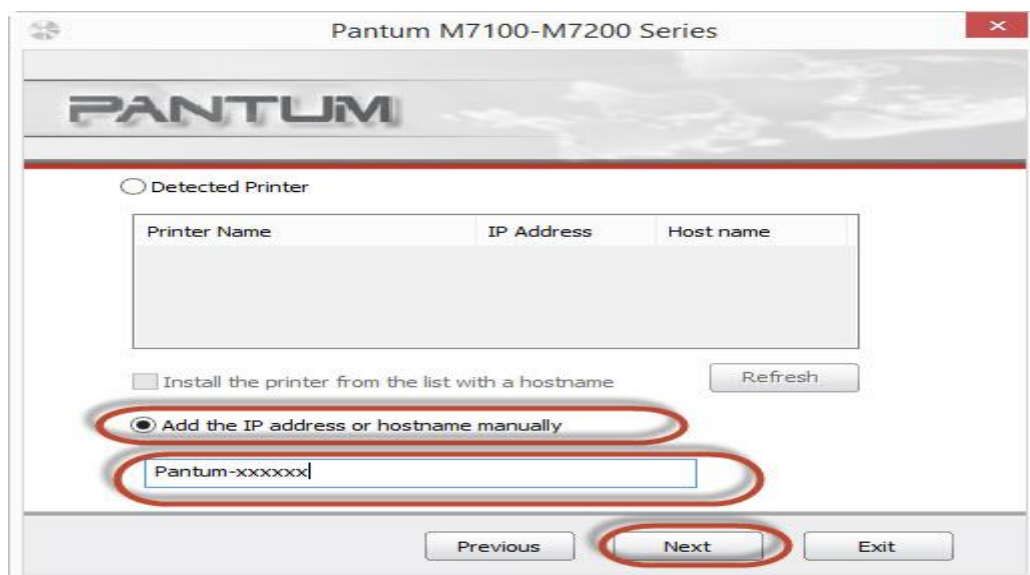
Step4: Select the WIFI name of your router and click next



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



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



How to check your hostname of printer?

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

Wired Network Configuration

Connection Status : Not Connected
Wired Hardware Address : AC:C5:1B:00:86:29
Host Name : Pantum-1F432D
Device Location : CHINA

Wireless Network Configuration

Connection Status : Not Connected
Wireless Hardware Address : 00:7E:56:4F:2D:F2
Communication Mode :
Network Name (SSID) :
BSSID :
Authentication Method :

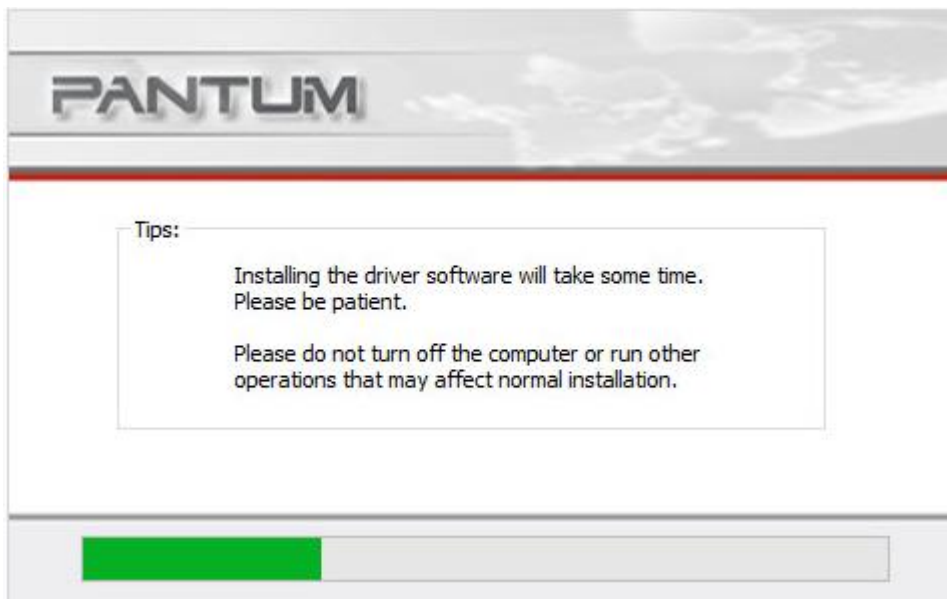
Wired Network IPv4 Information

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

Wireless Network IPv4 Information

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

Step7: it will be done after several minutes.



8. Where can I check the Hotspot IP address?

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

Wired Network Configuration

Connection Status : Not Connected
Wired Hardware Address : AC:C5:1B:00:86:29
Host Name : Pantum-1F432D
Device Location : CHINA

Wireless Network Configuration

Connection Status : Not Connected
Wireless Hardware Address : 00:7E:56:4F:2D:F2
Communication Mode :
Network Name (SSID) :
BSSID :
Authentication Method :

Wired Network IPv4 Information

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

Wireless Network IPv4 Information

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

Wired Network IPv6 Information

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

Wireless Network IPv6 Information

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

E-mail Notification

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

Wireless Direct Information

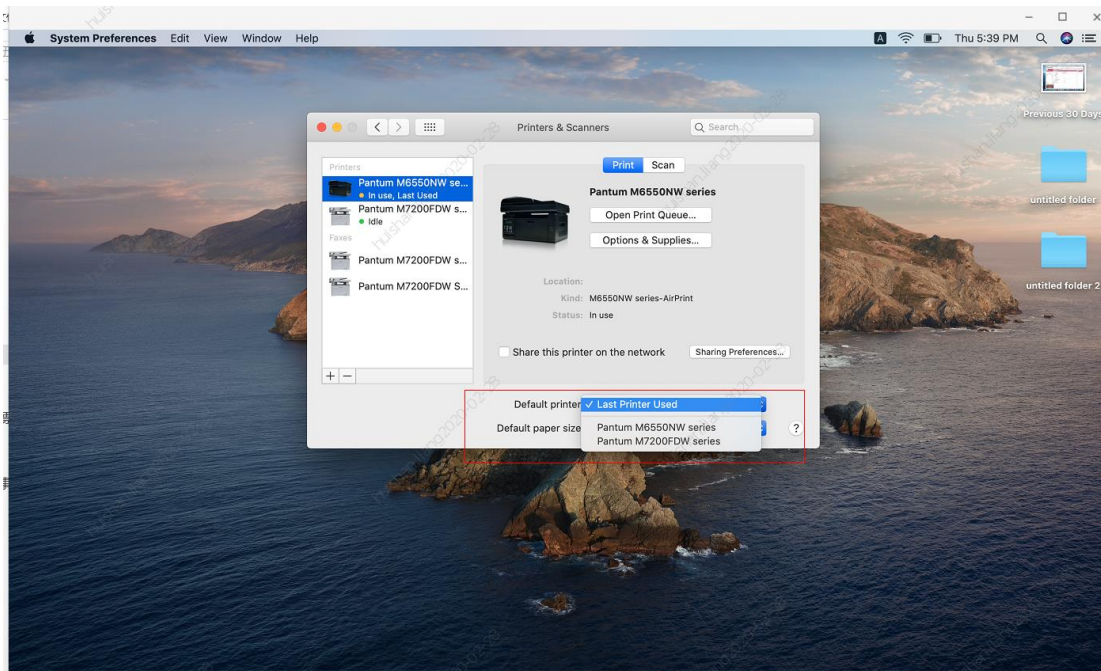
Status : Open
Device Name : DIRECT-4F2DF2
IP Address : 192.168.223.1
Password : 12345678

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

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

Step2: Click the "System Preferences"- "Pinter & Scanners"

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



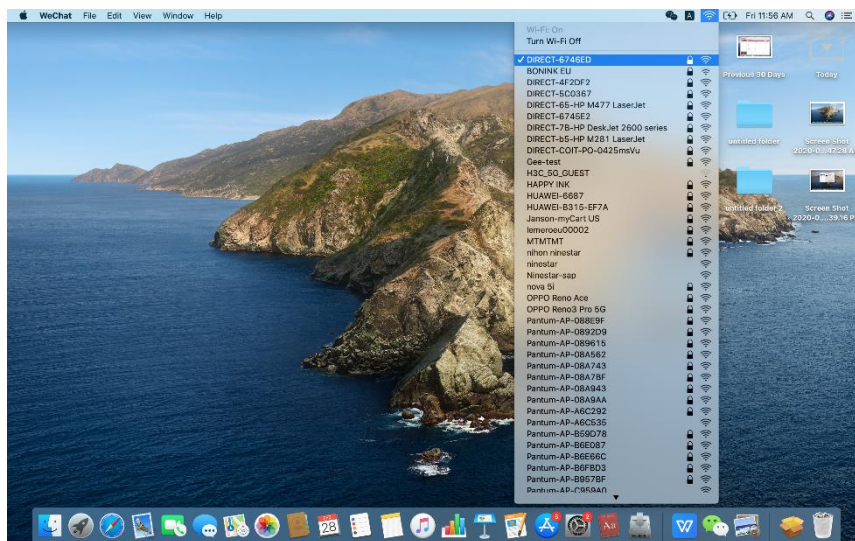
Step4: Select the document and start to print

10. How to print wirelessly with Mac WIFI Direct via P3010DW/P3300DW series printer?

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

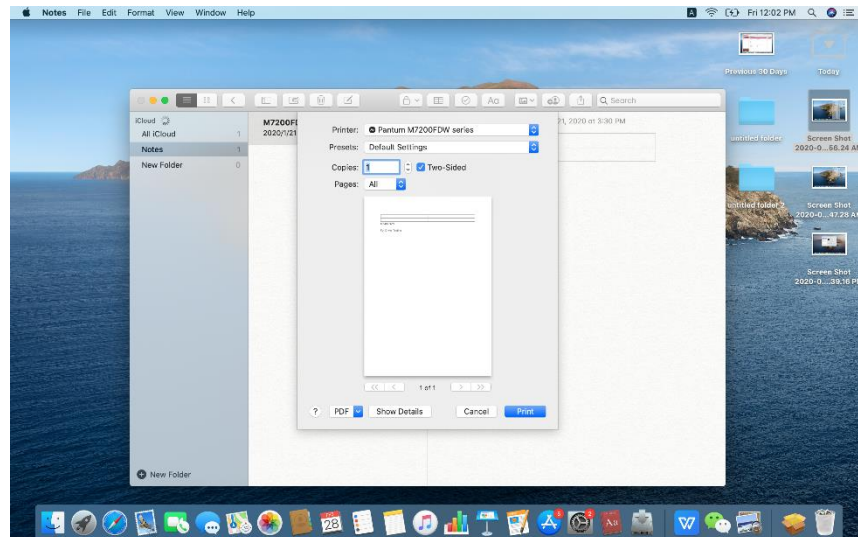
<p>Wired Network Configuration</p> <p>Connection Status : Not Connected Wired Hardware Address : AC:C5:1B:00:86:29 Host Name : Pantum-1F432D Device Location : CHINA</p>	<p>Wireless Network Configuration</p> <p>Connection Status : Not Connected Wireless Hardware Address : 00:7E:56:4F:2D:F2 Communication Mode : Network Name (SSID) : BSSID : Authentication Method :</p>
<p>Wired Network IPv4 Information</p> <p>Status : Open Configuration Method : Auto IP Address : Subnet Mask : Default Gateway : Bonjour Name :</p>	<p>Wireless Network IPv4 Information</p> <p>Status : Open Configuration Method : Auto IP Address : Subnet Mask : Default Gateway : Bonjour Name :</p>
<p>Wired Network IPv6 Information</p> <p>Status : Open Link-Local Address : Stateless Address : Stateful Address :</p>	<p>Wireless Network IPv6 Information</p> <p>Status : Open Link-Local Address : Stateless Address : Stateful Address :</p>
<p>E-mail Notification</p> <p>Out of paper : Close Low toner : Close Paper Jam : Close Cartridge end : Close</p>	<p>Wireless Direct Information</p> <p>Status : Open Device Name : DIRECT-4F2DF2 IP Address : 192.168.223.1 Password : 12345678</p>

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



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

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

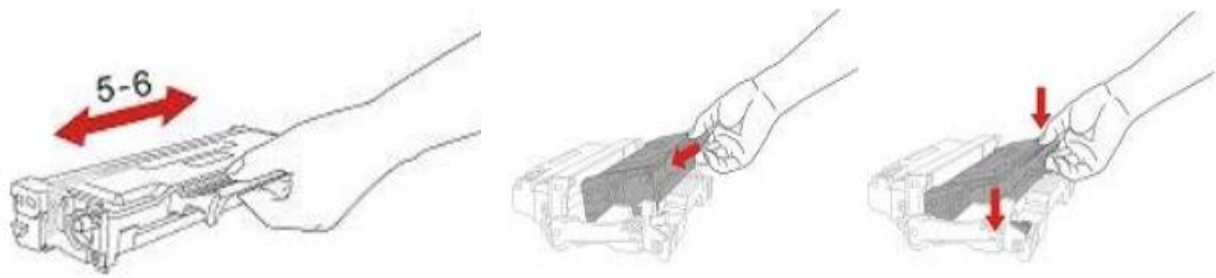


② Cartridge Issues:

1. How do I replace or insert a cartridge?

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

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



2. How do I check the amount of toner left in my cartridge?

Take P3300 Printer for example, Click on Operation panel: Menu setting→5. Info report→2. Prt Info Page

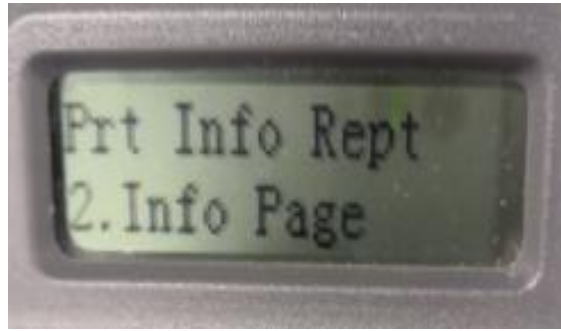
Step1: Click menu and to choose number by 'page down' on the below control panel.



Step2: Click "5-Info.report" in the menu setting-----"ok"



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



P3300 Series

PANTUM

[Printer Information Page]

[Page 1]

Product Information

Product Name : P3300DW Series
USB Vender ID : 0x232B
Firmware Version : 3. 3. 0. 8
Engine Version : 3. 3. 0. 8
Memory Size : 256MB
Print Language : PCL/PS/PDF
Serial Number : CC5R000025

System Settings

Sleep Time : 5 minutes
Toner Saving Mode : Close
Mute printing : Close

Consumables information

Ink cartridge type : TO400
Remaining Amount of Toner : 0%
Ink cartridge has been printed pages : 2156
Drum unit type : DO400
Drum unit remainder : 83%
Drum unit has been printed pages : 2156

Tray Setup

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

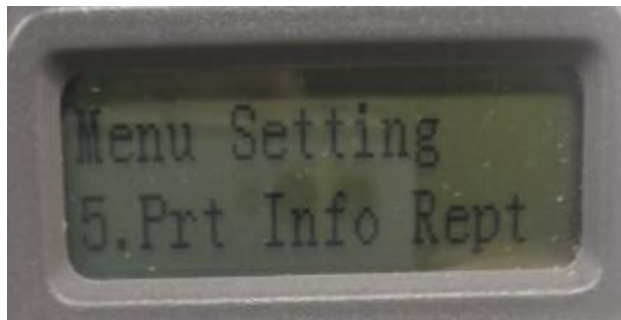
3. How do I check how many pages I have printed so far?

Take P3300 Printer for example, Click on Operation panel: Menu setting→5. Info report→2. Prt Info Page

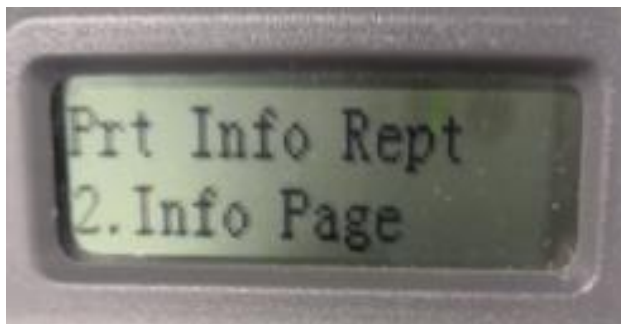
Step1: Click menu and to choose number by 'page down' on the below control panel.



Step2: Click “5-Info.report” in the menu setting-----“ok”



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



Product Information		System Settings	
Product Name	: P3300DW Series	Sleep Time	: 5 minutes
USB Vendor ID	: 0x232B	Toner Saving Mode	: Close
Firmware Version	: 3.3.0.8	Mute printing	: Close
Engine Version	: 3.3.0.8		
Memory Size	: 256MB		
Print Language	: PCL/PS/PDF		
Serial Number	: CC5R000025		
Consumables information		Tray Setup	
Ink cartridge type	: TO400	Paper Size for Man. FeedTray	: A4
Remaining Amount of Toner	: 0%	Paper Type for Man. FeedTray	: Plain
Ink cartridge has been printed pages	: 2156	Paper Size for AutoInp. Tray	: A4
Drum unit type	: DO400	Paper Type for AutoInp. Tray	: Thin
Drum unit remainder	: 83%	Load paper tip	: Open
Drum unit has been printed pages	: 2156		
Print Information		Print Settings	
Total pages printed	: 2135	Paper Type	: Plain
Pages printed with automatic duplex	: 0	Paper Size	: A4
Pages printed with different paper specification		Paper Source	: Auto Select
A5	: 0	Duplex	: Close
A4/Letter	: 2118	Resolution	: 600DPI
Legal/Folio	: 0	Density	: Normal
...	: 0		

4. What are the toner cartridge models for P3010 /P3300 series printer?

Starter/Standard Cartridge:

Model: TL-410 Page Yield: 1500 Pages

High-Volume Cartridge:

Model: TL-410H Page Yield: 3000 Pages

5. What are the drum unit models for P3010 /P3300 series printer?

Starter drum unit:

Model: DL-410E Page Yield: 9000 Pages

Standard drum unit:

Model: DL-410 Page Yield: 12000 Pages

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

The Toner cartridge TL-410 page yield is 1500 pages, that is according ISO 19752 standard measure by print 5% coverage document. So when the printer coverage is higher, the page can print should be less.




7. Why the Status light shows orange when I install a new cartridge?

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




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

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







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

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

9. What's the meaning of status displayed by the Wi-Fi / save toner indicator?

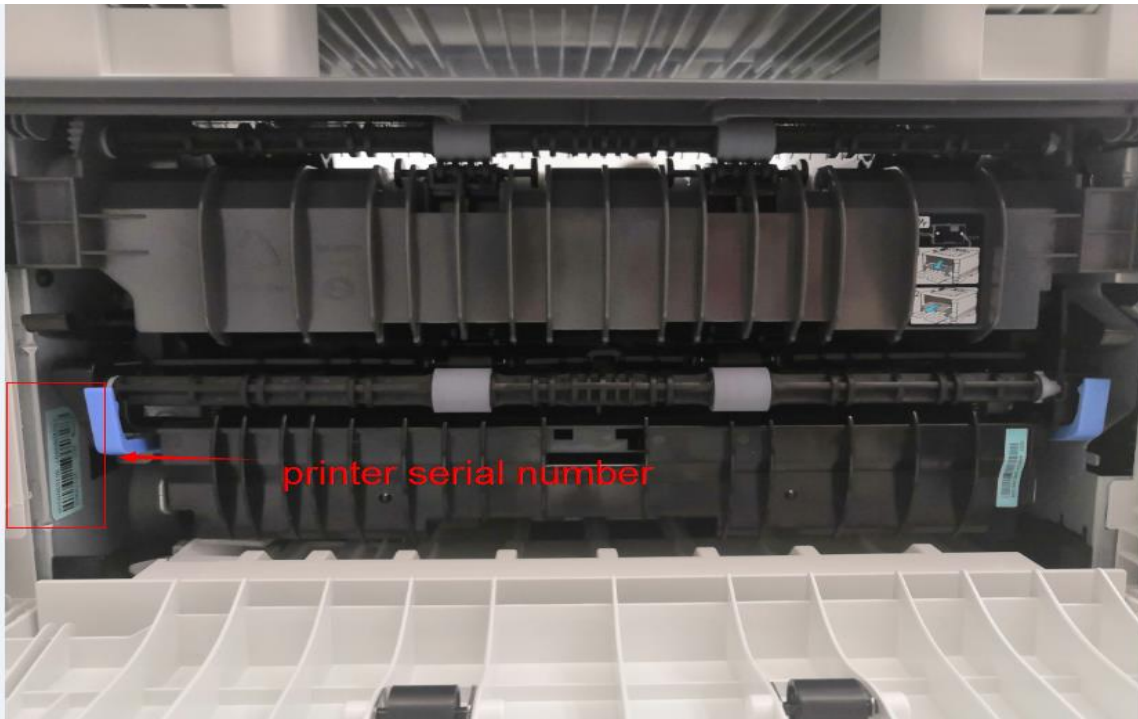
No.	Display of Wi-Fi/save toner indicator	Status	Status description (applicable to Wi-Fi model only)	Status description (applicable to non-Wi-Fi model only)
1		Die out	Wi-Fi disconnected and sleep mode	Turn save toner state function and sleep mode
2		Blue indicator blinks	Wi-Fi connecting	None
3		Blue indicator normally on	Wi-Fi connected	Turn on save toner function

10. What's the meaning of status displayed by the toner cartridge / status indicator?

No.	Display of toner cartridge/status indicator	Status	Status description
1		Die out	Sleep mode
2		Green indicator blinks	Warming up, printing, print cancelling
3		Green indicator normally on	Printer is ready
4		Orange indicator blinks	Low toner warning
5		Orange indicator normally on	Toner cartridge error (uninstalled ink cartridge, unmatching ink cartridge, invalid toner cartridge)
6		Red indicator normally on	Printer errors such as paper error (paper out, paper jam, paper feed failure), opened front cover

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

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



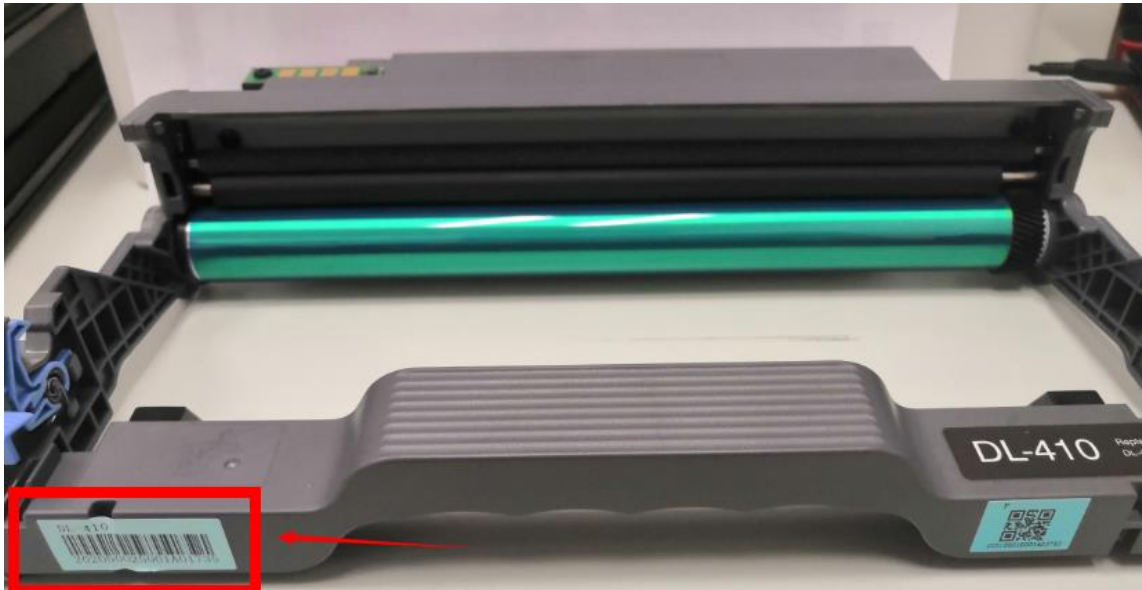
12. How to check the toner's serial number location:

Please check with below pictures:



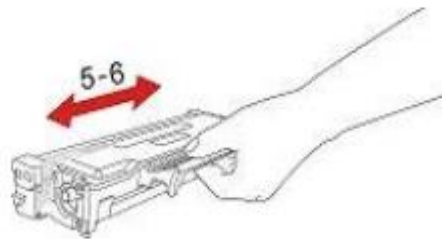
13. How to check the drum unit's serial number location:

Please check with below pictures:



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

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



③ Paper Issues:

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

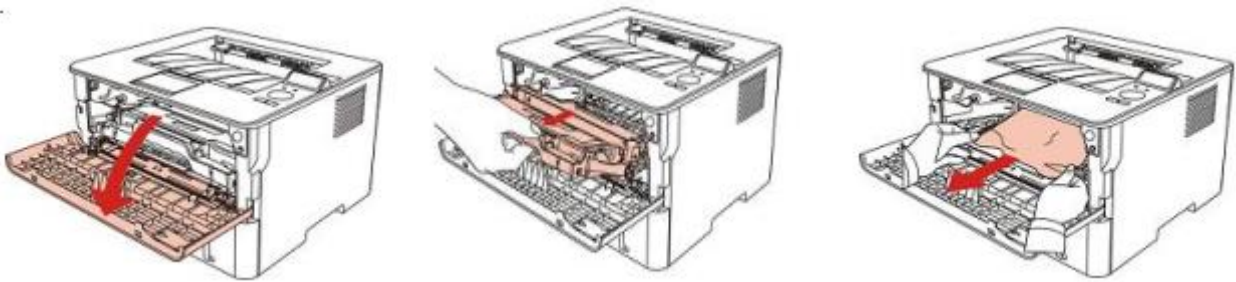
There are Five conditions paper jam possible as below:

A) Middle Jam

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



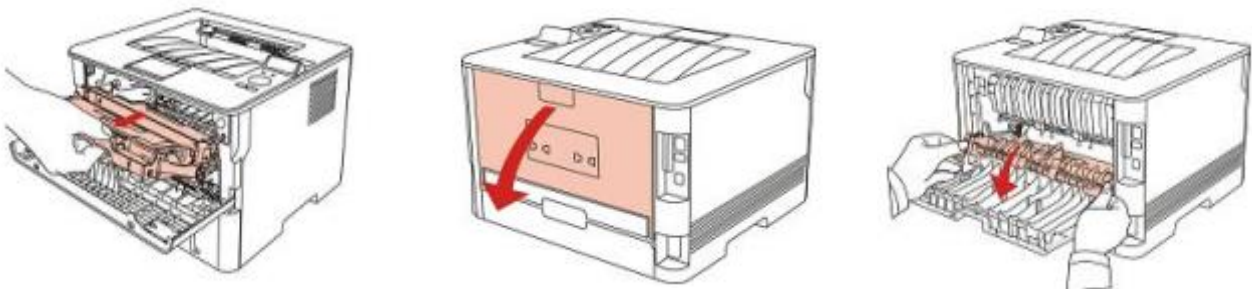
Step2: Open the front cover, take the laser toner cartridge out along the track, then gently pull the jammed paper out.



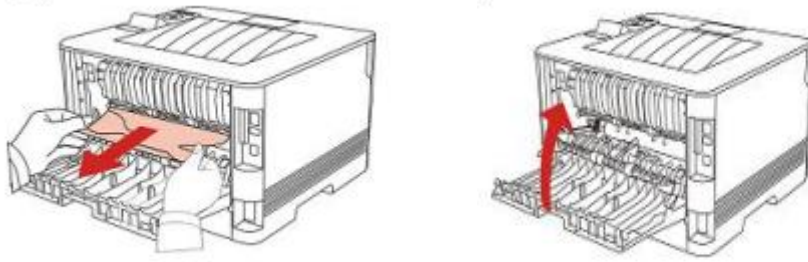
Step3: After taking out papers jammed, install the laser toner cartridge again and close the front cover, then the printer will recover printing.

B) Paper Jam in the Fuser unit

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

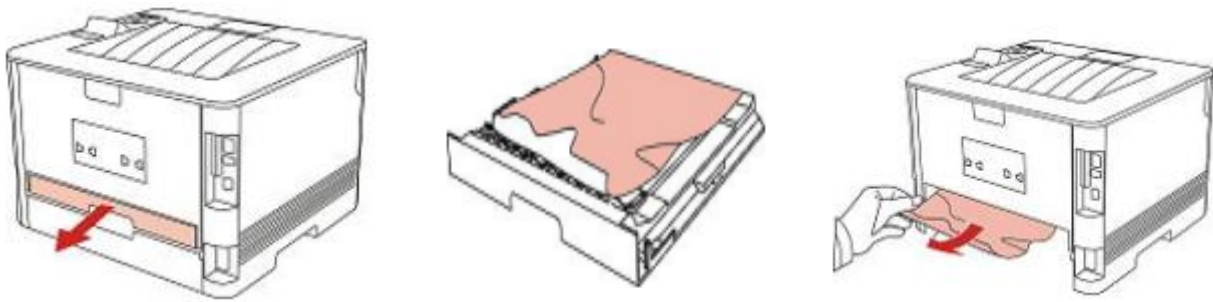


Step2: Gently pull the jammed paper out, then close the back cover after removing the paper jammed, install a new toner cartridge and then close the front cover; then, the printer will recover printing automatically.



C) Duplex Unit Jam

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



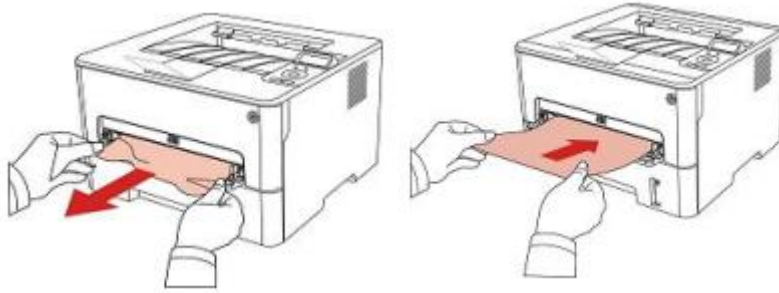
F) Paper Jam occurs on the standard feed tray

Step1: Open the tray, then gently pull the jammed paper out, after taking papers jammed out, please reinstall the paper tray inside the printer and close the front cover, then the printer will recover printing automatically.



D) Paper Jam occurs on the manual feed tray

Step1: Open the tray, then gently pull the jammed paper out, after taking papers jammed out, please reinstall the paper tray inside the printer and close the front cover, then the printer will recover printing automatically.



2. Why the printer could not feed paper successfully?

There are three possible reasons as below:

1) There is too much paper in the tray:

Solution: Remove excess paper from the tray.

2) The print media is loaded incorrectly:

Solution: Please correctly load the print media.

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

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

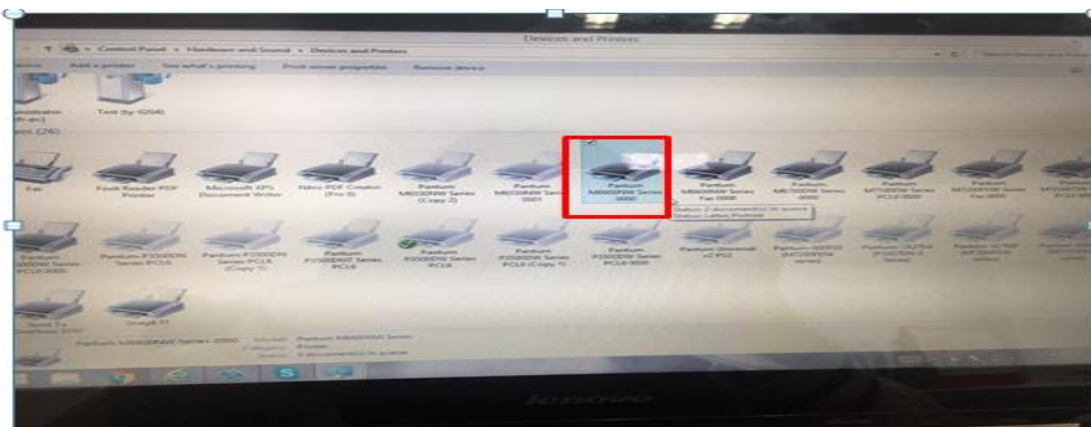
3. What kinds of paper can I use in my Pantum P3010 /P3300 series printer?

1.Paper Specification

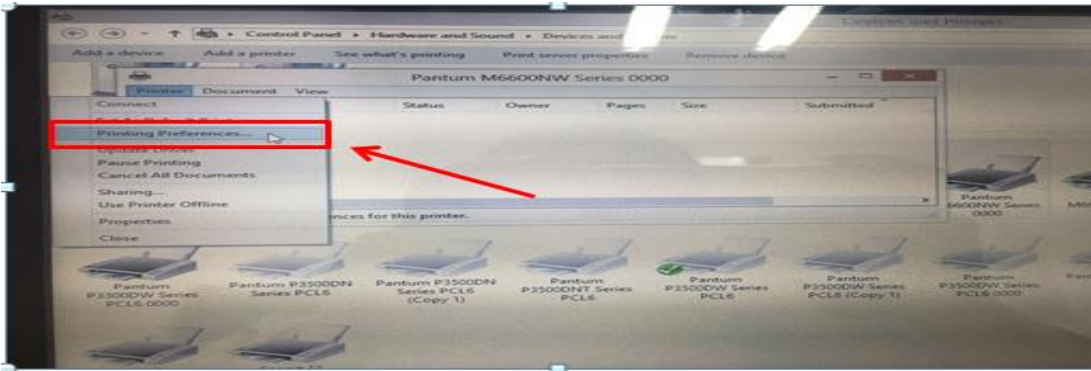
Automatic Feeder Tray	Media Type	Plain paper(70~105g/m ²),thin paper(60~70g/m ²)
	Media size	A4, Letter, A5, Legal, Statement, JIS B5, Folio, Oficio, Executive, ISO B5, A6, B6, 16K, Big 16K, 32K, Big 32K, Custom
	Media weight	60~105 g/m ²
	Maximum capacity of the tray	250 pages (80 g/m ²)
Manual feed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

4. How to print multipage on one page?

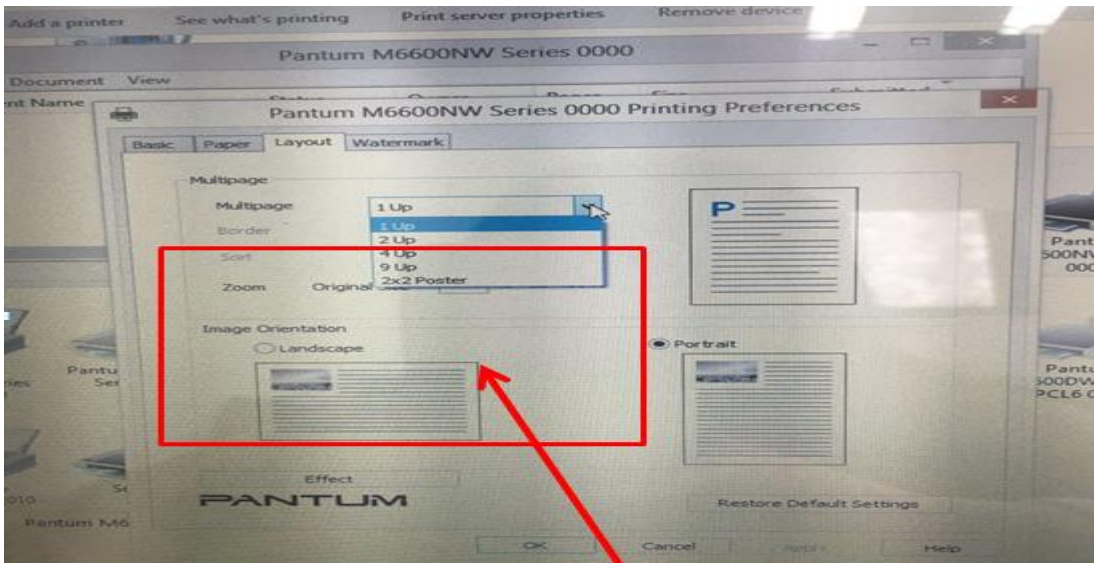
Step1: Please double left click your model of your printer in the 'Devices and Printers'



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



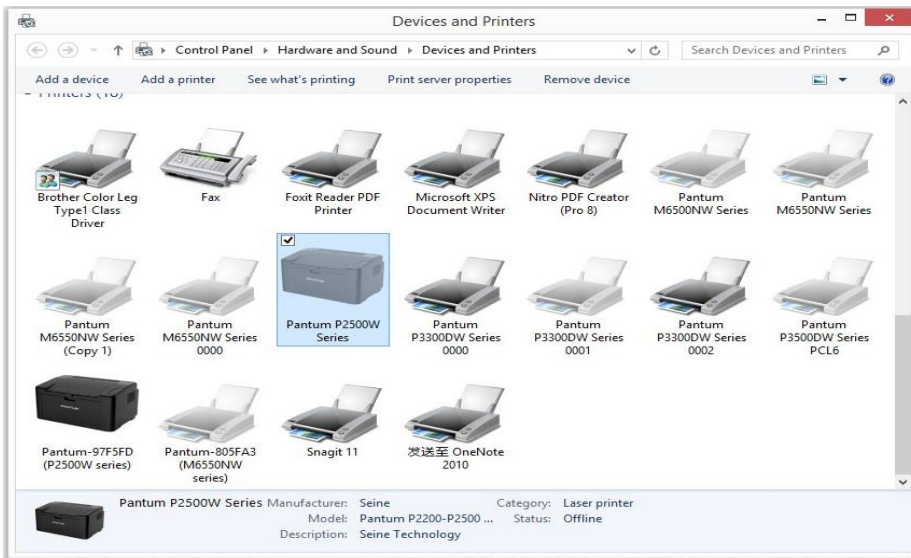
Step3: Select “how many pages you want to print in one page” in the Layout.



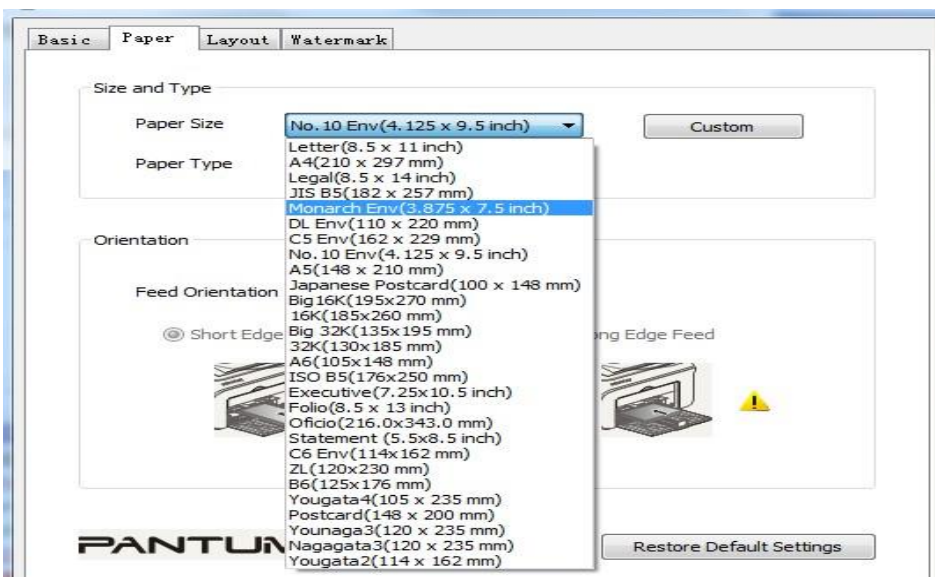
5. How to adjust letter format in the printing document?

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

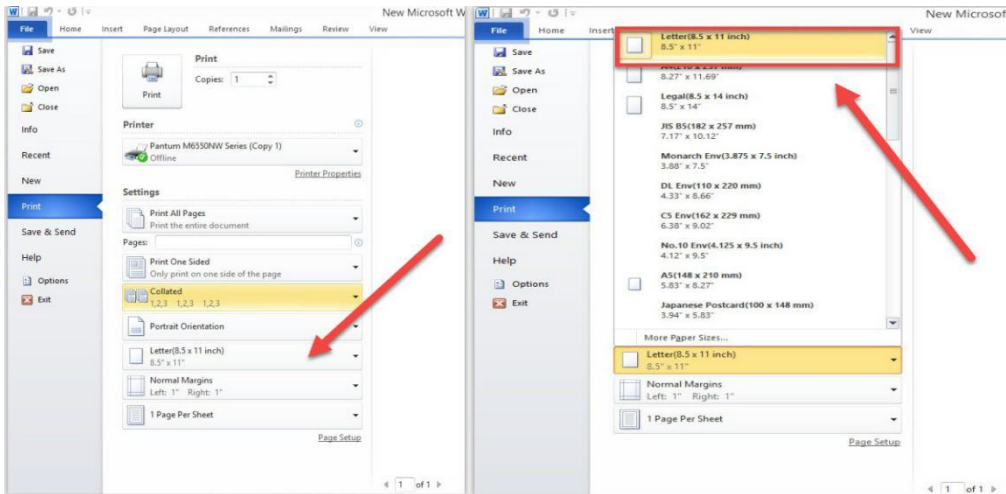
Please double click your model of your printer in the ‘Devices and Printers’



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

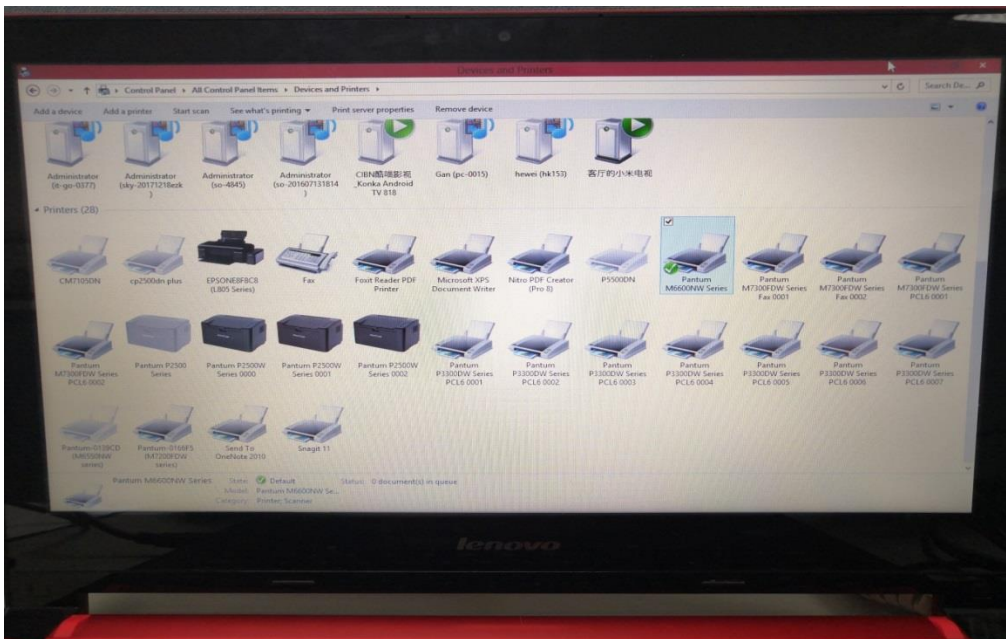


Step2: Please change to 'letter size' in the printing document also.

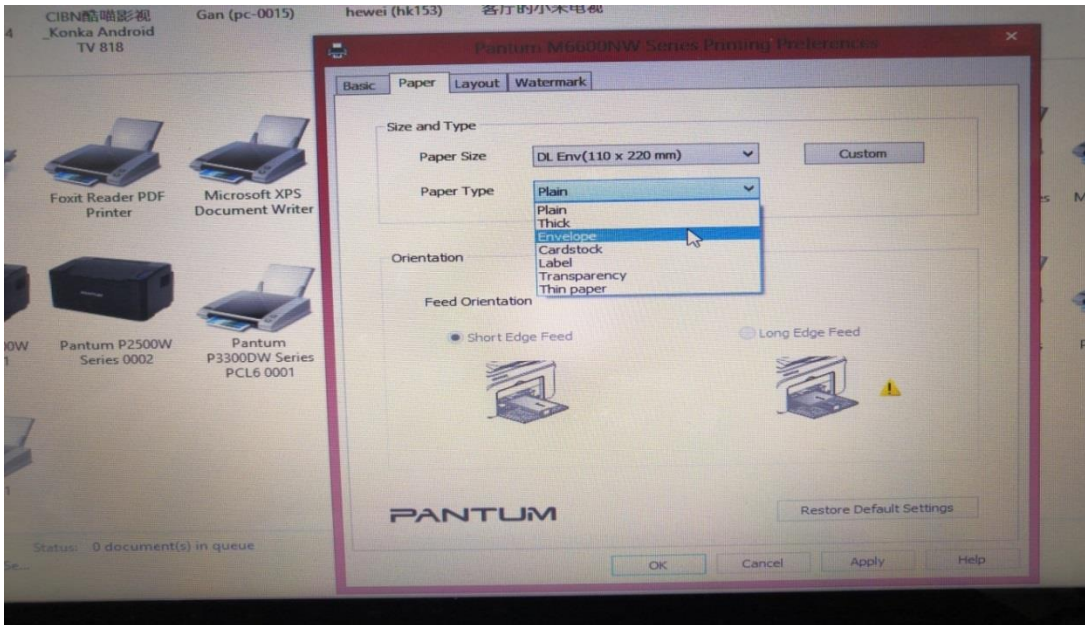


6. How to adjust envelope type in the printing document?

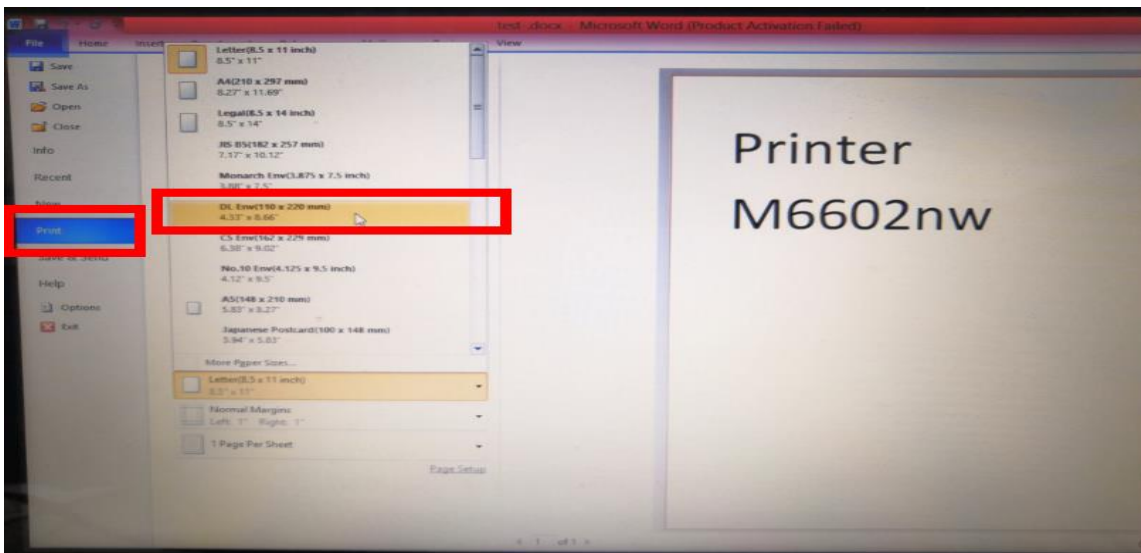
Step1: Please double click your model of your printer in the 'Devices and Printers'



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



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



④ Printer Compatible Issues:

1. Does my Pantum Printer works on Windows Mobile?

No, our printer did not compatible with Windows Mobile.

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

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

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

Yes, Ubuntu 12.04/ 14.04/ 16.04/ 18.04

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

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

5. Could I download the APP from Google Play?

Yes, you could download it from Google Play.

6. Is my printer compatible with Chrome OS system?

No, our printer did not compatible with Chrome OS.

7. Is my printer compatible with Linux OpenSuse system?

No, our printer did not compatible with Linux OpenSuse.

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

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

⑤ Mobile Guidance issues:

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

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

Pantum APP are applicable to Android OS 4.4-8.0

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

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

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

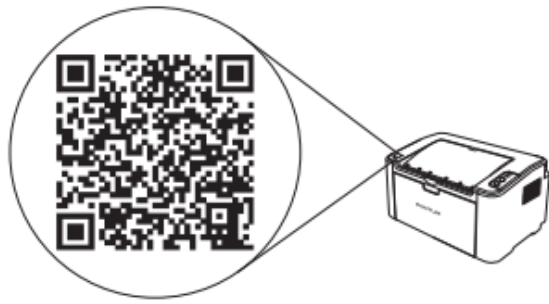
Solution 2) : Download APP on IOS device → Switch on printer → Connect printer hot spot → Running App → Select a file → Setup and print


Pantum APP are applicable to IOS 6.0 and above.

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

Solution 1) Download the “Pantum App” Application

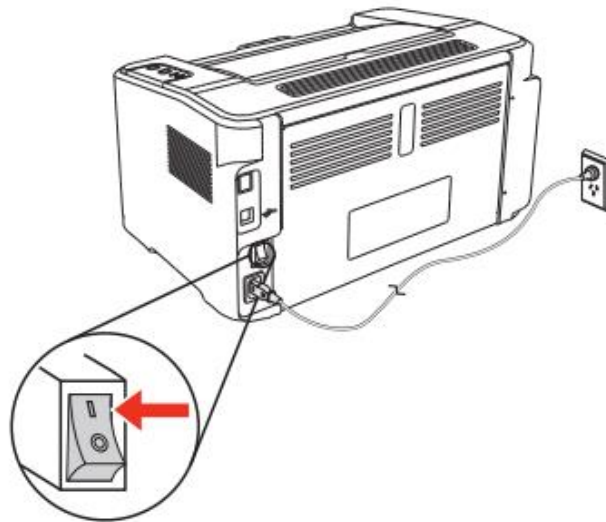
Step1: Download the APP from www.pantum.com or Google Play, then install the APP



or www.pantum.com 

or  Google play 

Step2: Switch on the printer



Step3: Connect to the Printer Hotspot





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

Step5: Select the file and print it.



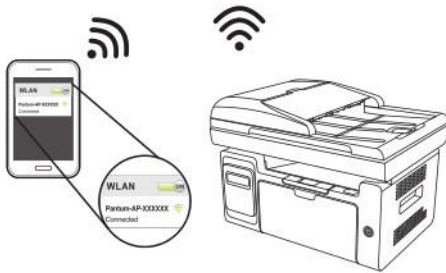
Solution 2) Download the "Mopria" application .

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

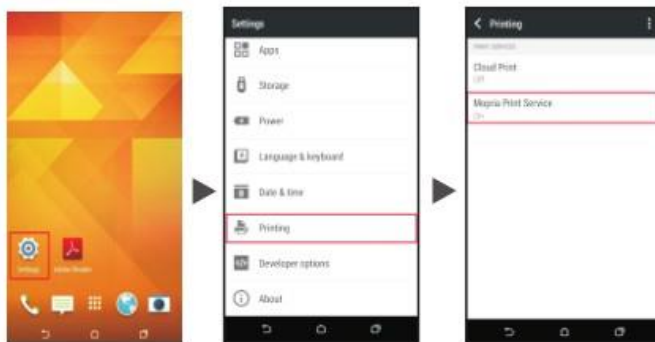
Step2: Turn on the printer



Step3: Connect to the printer hot spot




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



Step5: Start the application



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

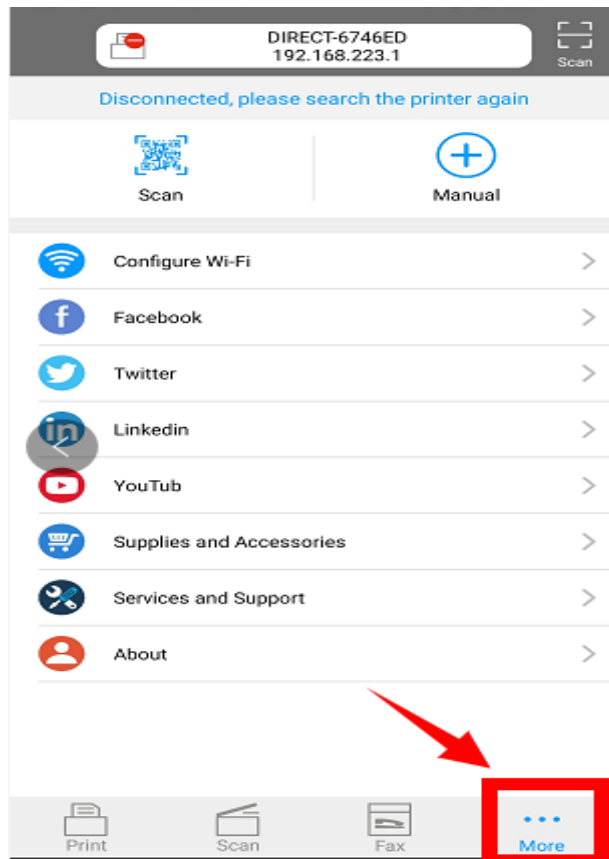


Step7: Select the printer, click Print.

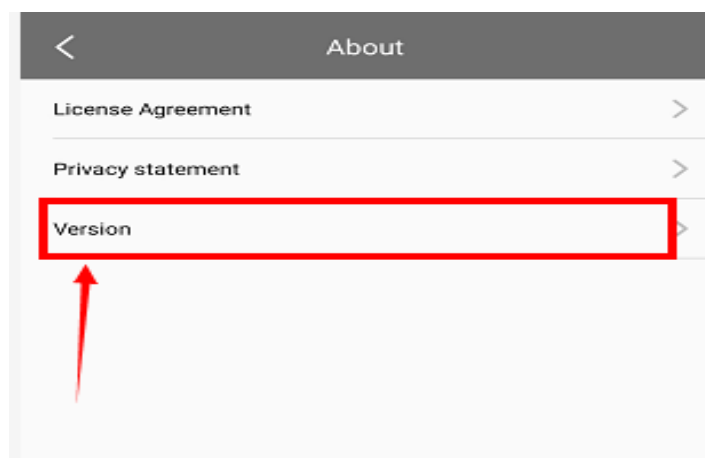


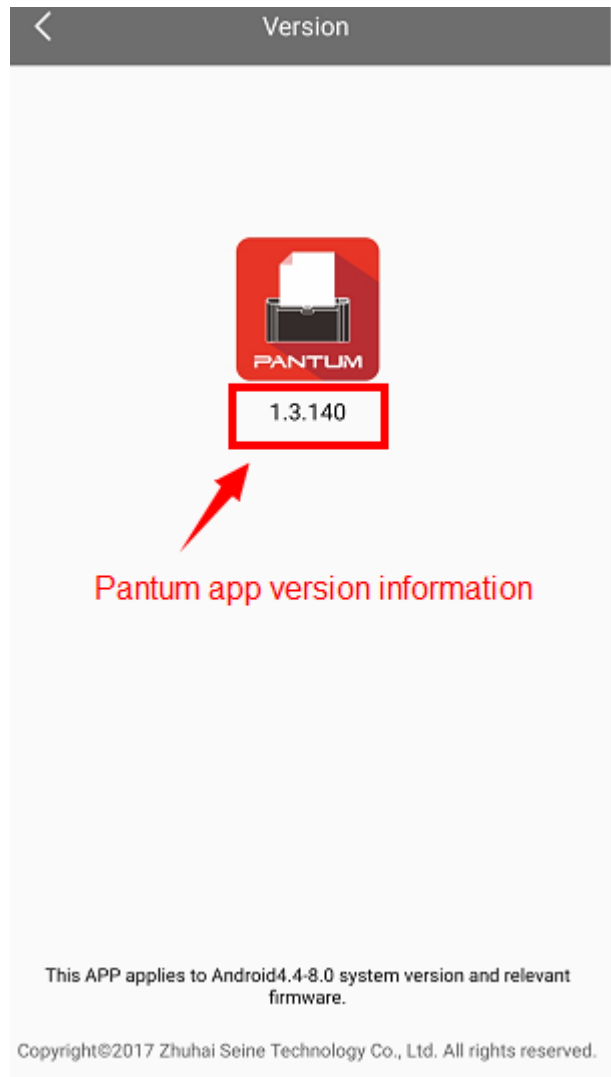
4. How to check the Pantum app version in Android system Guide?

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



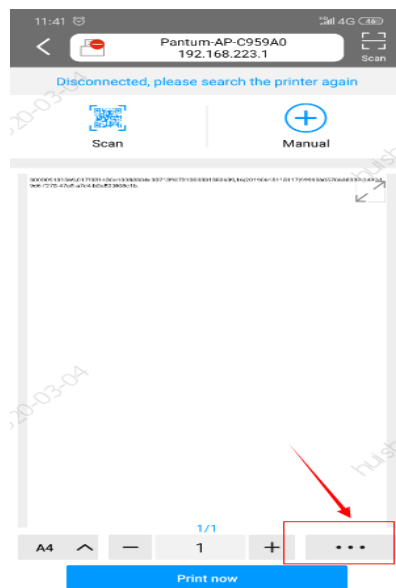
Step2: Please click on the “version” in red circle , then the version will show as below:



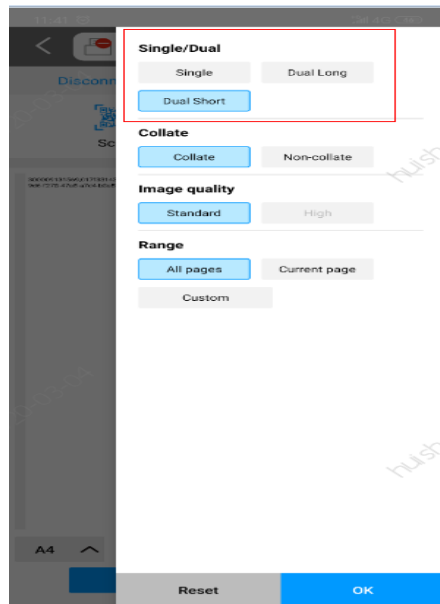


5. How to do the duplex printing in the mobile phone from P3300DW printers?

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



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



⑥ General Settings Issues:

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

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

(1min/5min/15min/30min/60min)

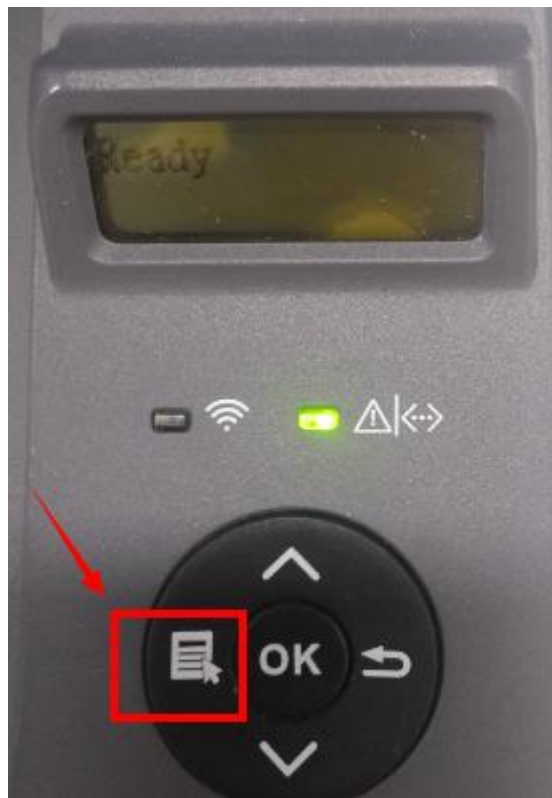




Note: When the printer is in dormant status, you can wake it up just by pressing any button or sending print task.

2. How to Restore Factory Setting on P3010 /P3300 Series Printer?

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



Step2: Click "NO.1-system set" by 'up and down' button in the menu setting, and then chose "OK"



Step3: Click "NO.5- Restore set" in the menu setting-----"ok"



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



3. How to set the language back to English on P3010 /P3300 Series Printer?

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

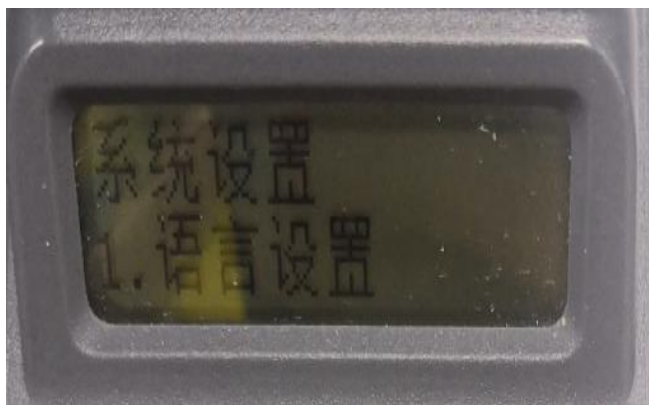
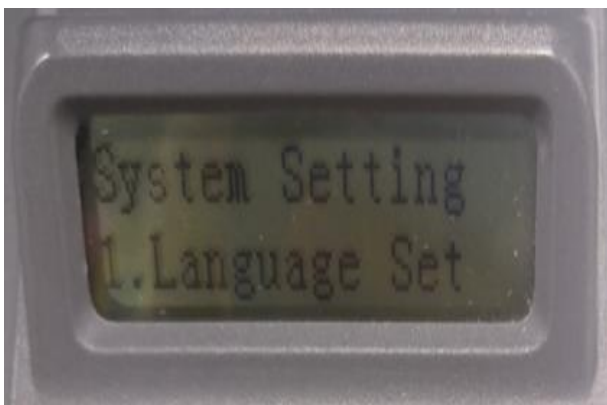
Step1: Click menu and to choose number by 'page down' on the below control panel.



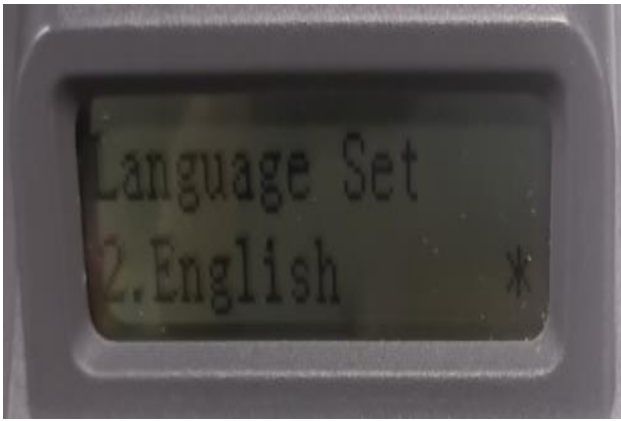
Step2: Select 'NO.2-system set' in the menu setting (these two kinds of languages pic are the same meanings), then chose "OK"



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

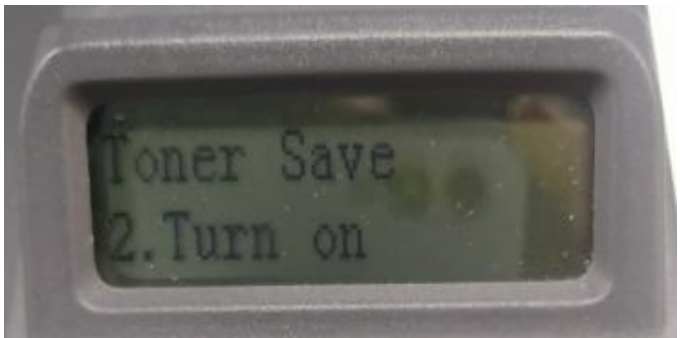
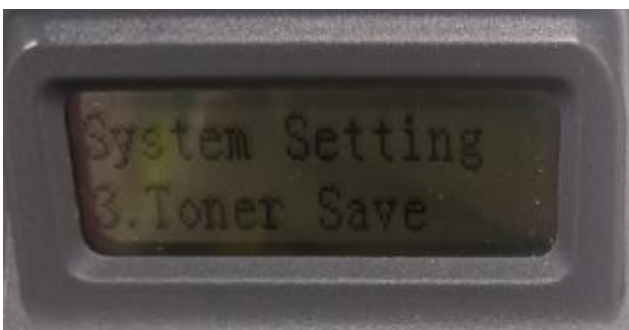
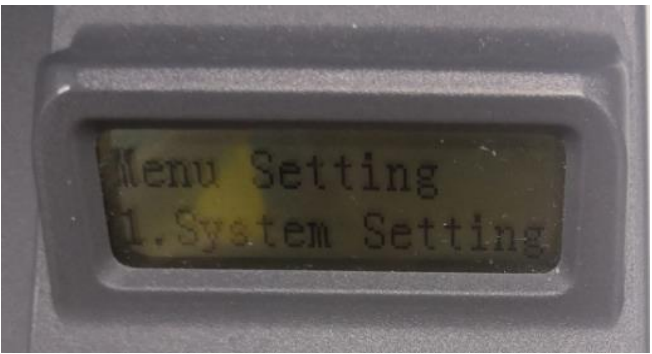


Step4: At last select NO.2-'English'(these two kinds of languages pictures are the same meanings)-----then chose 'OK" it will be done.



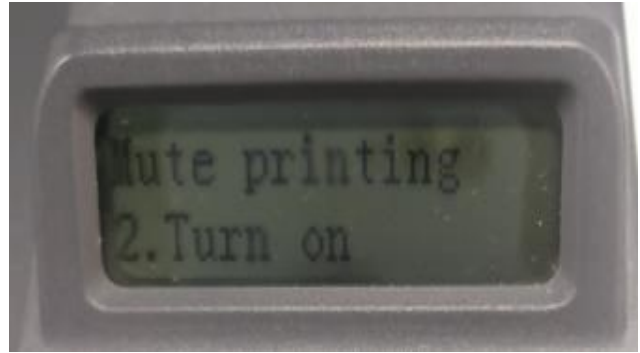
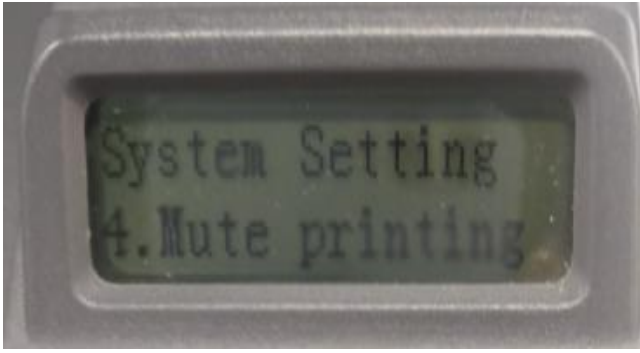
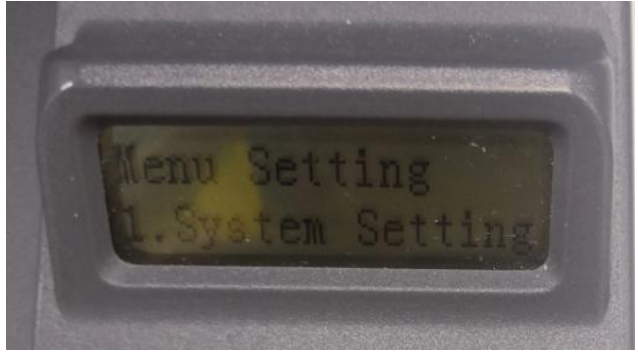
4. How turn on the 'Toner save' setting in the printer?

Please check with below pictures: Menu-- System Settings—Toner Save—Turn on



5. How to turn on the ' Mute Printing' in the printer ?

Please check with below pictures: Menu-- System Settings—Mute printing—Turn on



6. What is my P3010 /P3300 series printer Specifications?

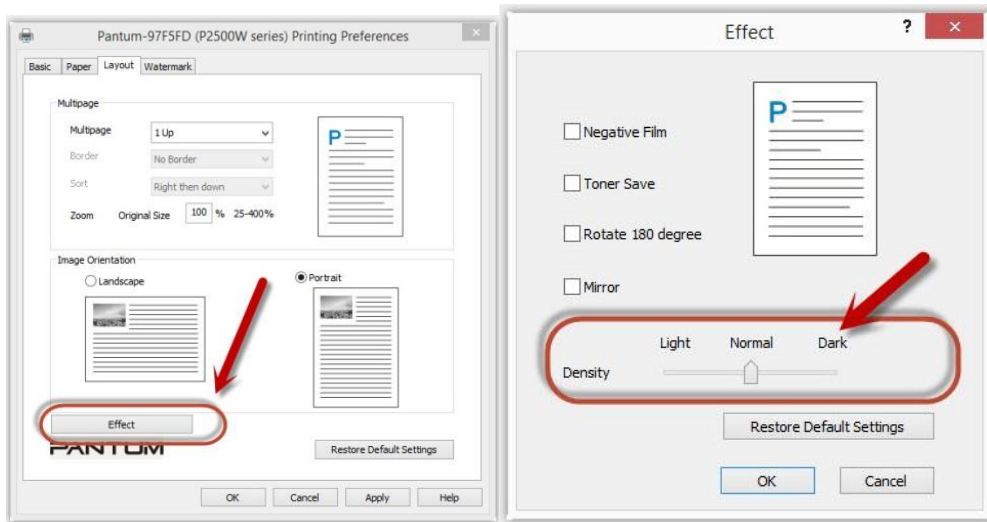
Product Size(W*D*H)	333mm*355mm*215mm
Product Weight	6.8kg
Print Environment	Print temperature range:10~32 C
	Print humidity range:20%RH~80%RH
Power Voltage	110V Model: AC100-127V, 50Hz/60Hz, 9A
	220V Model: AC220-240V, 50Hz/60Hz, 4.5A
Noise (acoustic pressure level)	Printing: ≤ 52dB(A)
	Standby:≤30dB(A)
	Mute mode: ≤46 dB (A)
Enter network standby time	1 minute
Power Consumption	Network standby: 1.72W
	Standby: ≤50W
	Shutdown: ≤0.5W
	TEC: conforming to requirements of EnergyStarV2.0 and Chinese energy efficiency rating

Operating system	Microsoft Windows XP/ Windows Vista/ Windows 7/ Windows 8/ Windows 8.1/ Windows 10/ Windows Server 2003/ Windows Server 2008/ Windows Server 2012 (32/64 Bit)
	Mac OS 10.7/10.8/10.9/10.10/10.11
	Linux (Ubuntu 12.04/ Ubuntu 14.04)
	Versions higher than iOS 6.0 (excluding iOS 6.0)
	Android 4.4-8.0
Communication interface	USB 2.0 (High Speed)
	IEEE802.3 10Base-T/100Base-Tx
	IEEE802.11b/g/n (support WPS)
Print Time of First Page	≤8.5 sec
Maximum printable size	216mm*356mm

⑦ Normal Printer Issue:

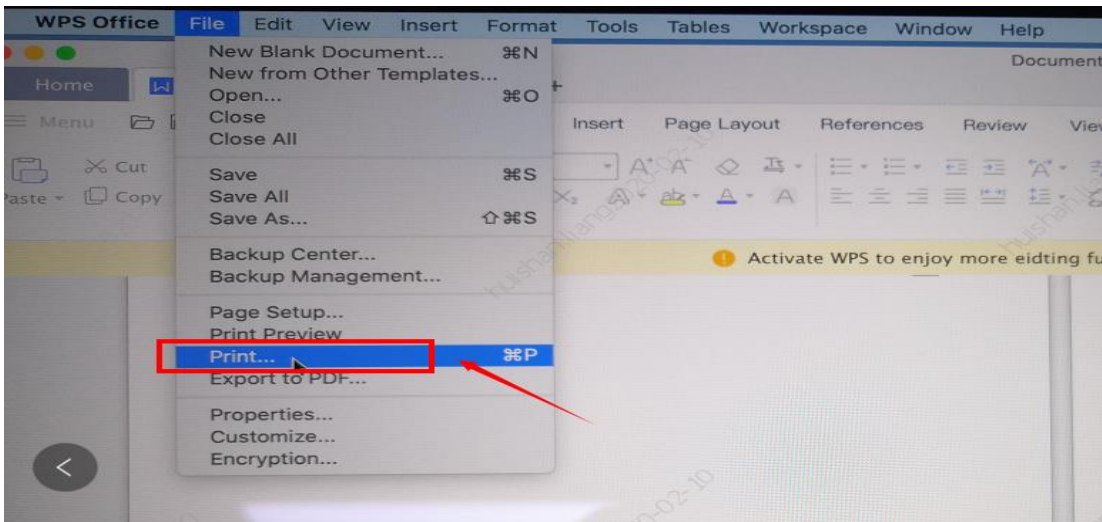
1. How to get the printer to print darker under Windows?

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

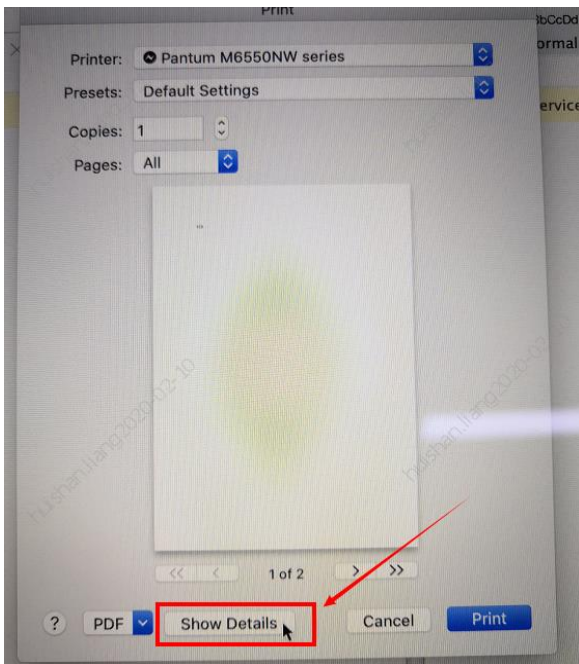


1. How to get the printer to print darker under Mac?

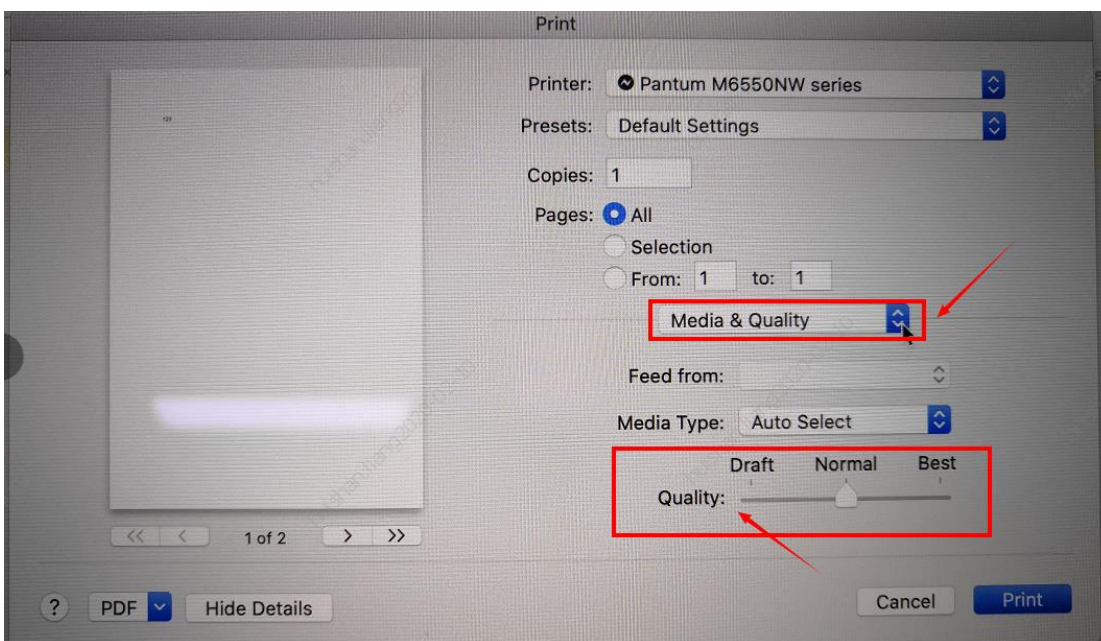
Step1: Click "Print" of the “file”



Step2: Click the “Show Deatils” as shown below.

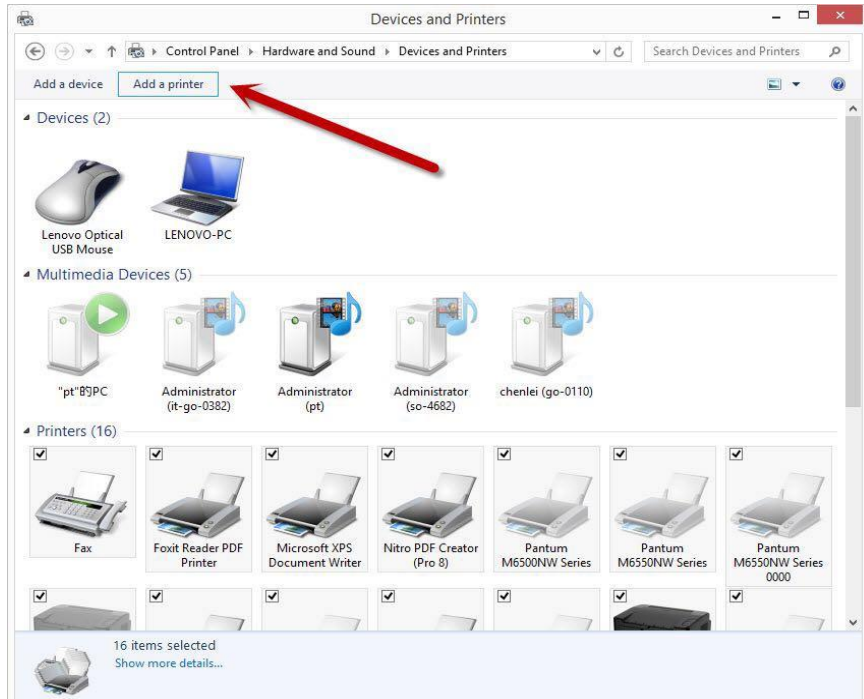


Step3: Chose “Media & Quality” in the option, select from “Draft-Normal- Best” per your request.

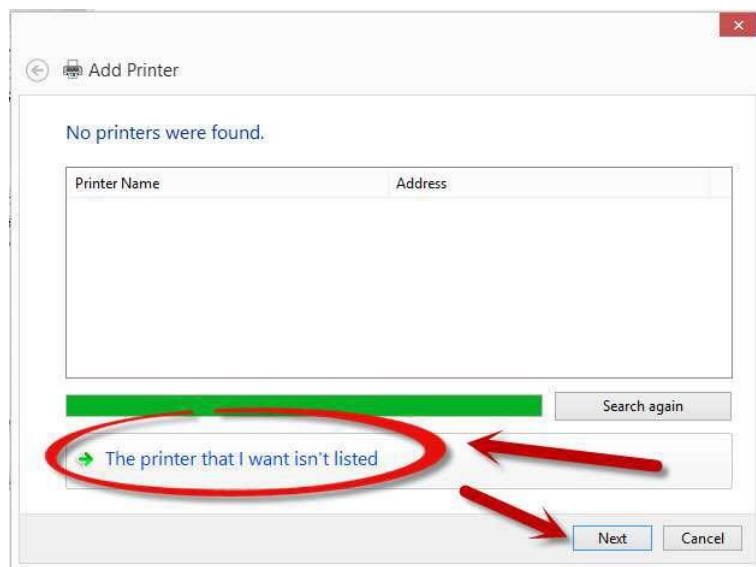


3. How to “add a printer “by manually under Windows?”

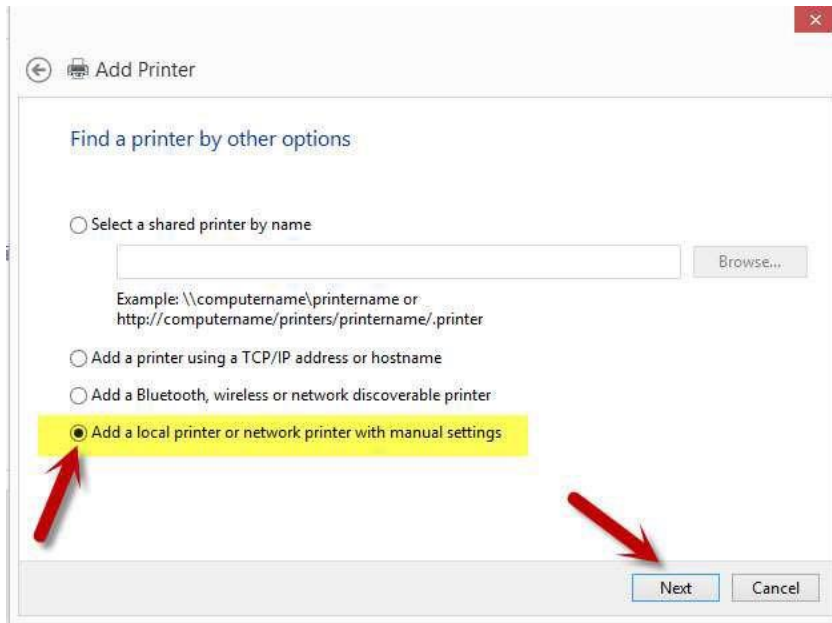
Step1: Click “add a printer” in the ‘Devices and Printers’



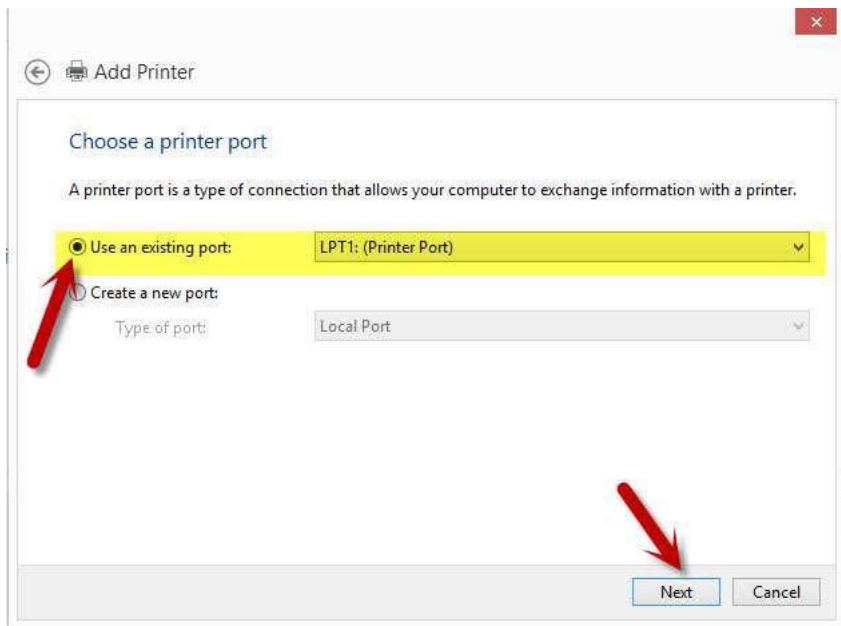
Step2: Please chose “the printer that I want isn’t listed” and chose ‘next’ , it will be shown as below:



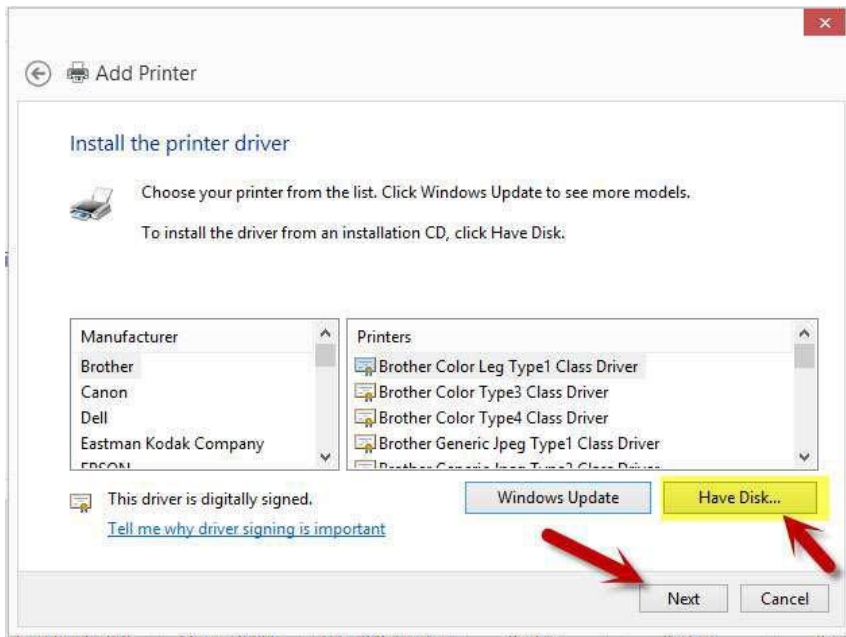
Step3: Please chose” adds a local printer or network printer with manual settings” and chose “Next”, it will be shown as below:



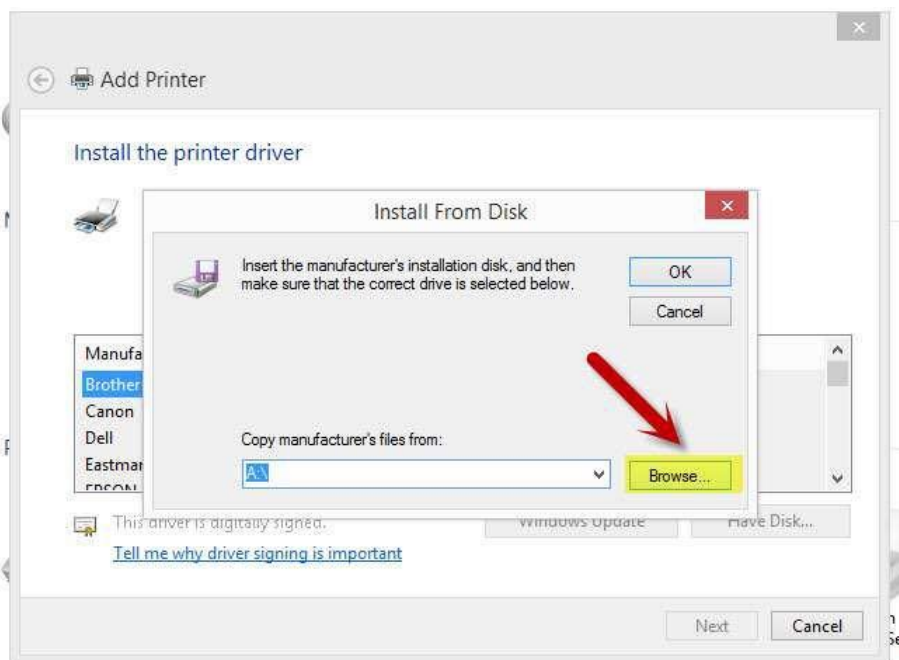
Step4: Please chose "Use an existing port" and select "Next", it will be shown as below:



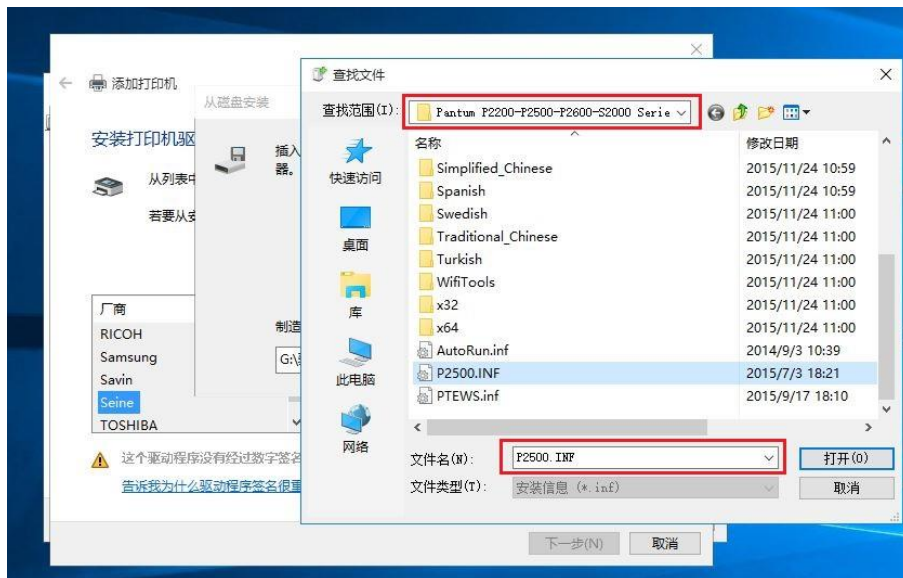
Step5: Please chose 'have disked' and click "Next", it will be shown as below:



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



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

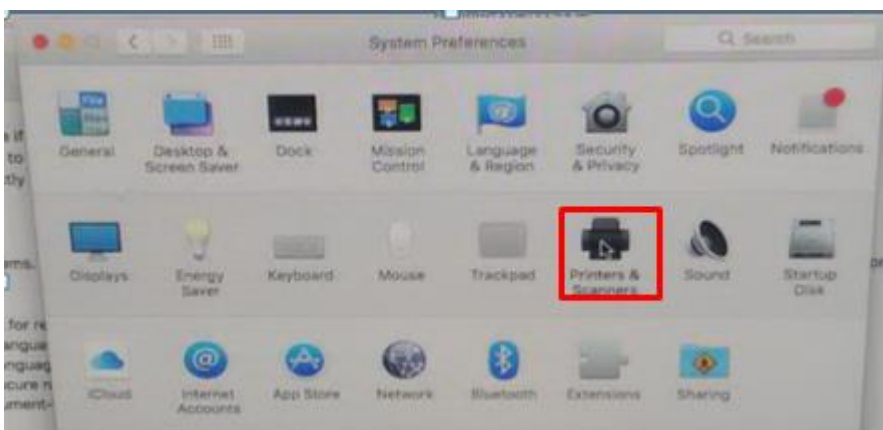


Step8: It will be finish to installation automatically after you pull up the printer’s USB cable.

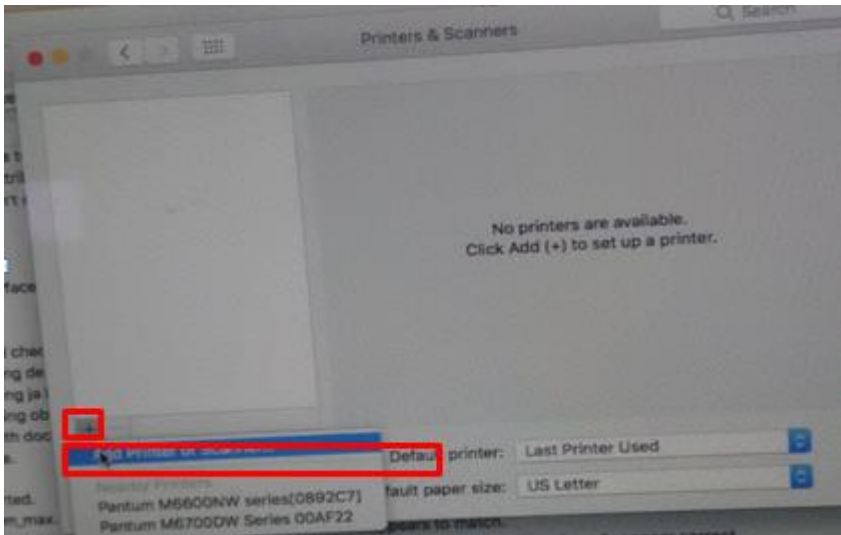
4. How to “add a printer “by manually under Mac?

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

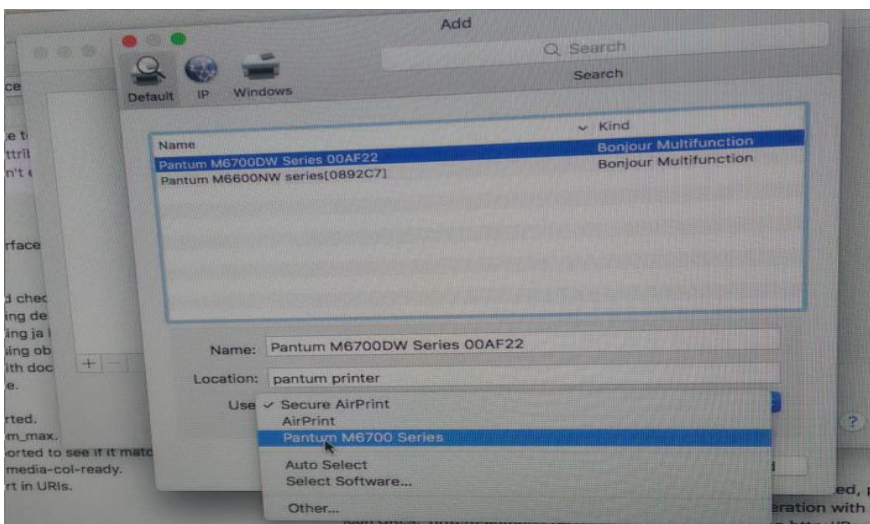
Step2: After installed the driver, please chose the Printer icon in PC and log in.



Step3: Click “+” to add the printer.

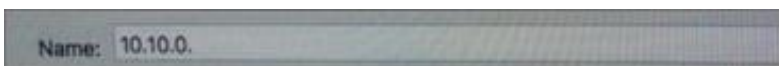


Step4: Please choose the corresponding model from installed printer when pop up the dialog box. Then chose the corresponding printer's driver which installed on PC. (It is needed to be the same with printer model.) After chose to save, it will be finished to install.



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

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

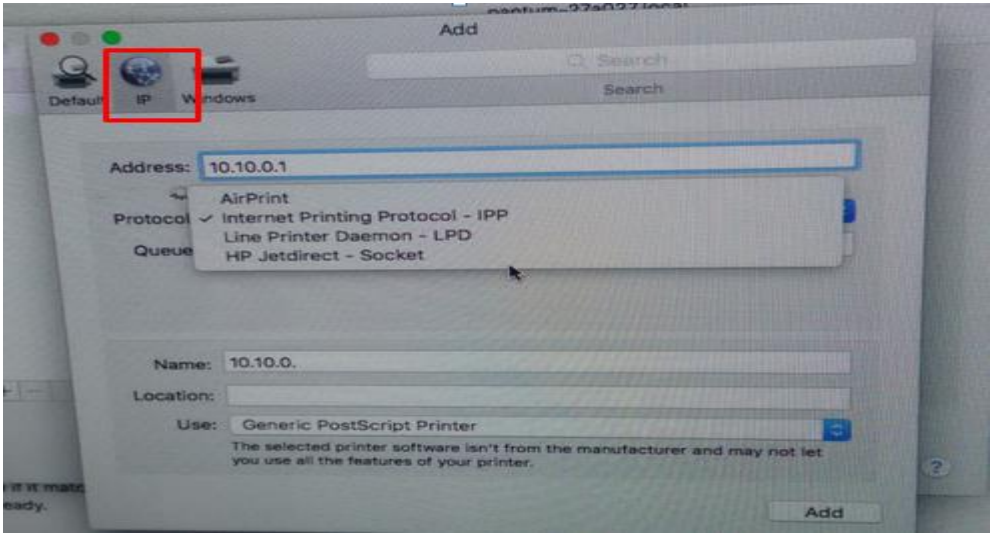


Here is the printer's name without modifications.



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

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

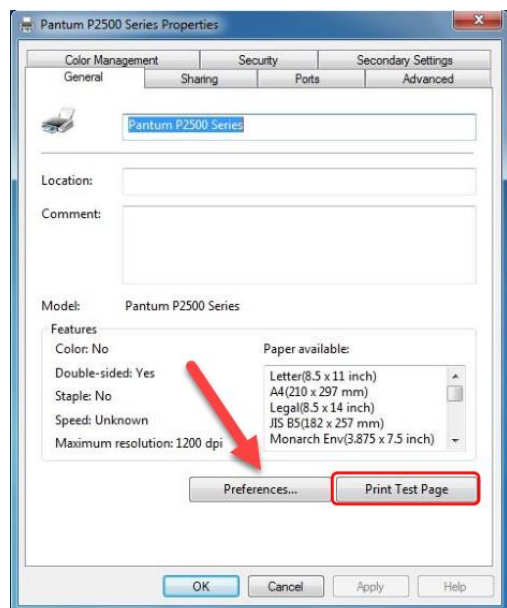


5. How to do Duplex Printing on Windows system?

Please change your printer's properties as below steps.

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

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



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

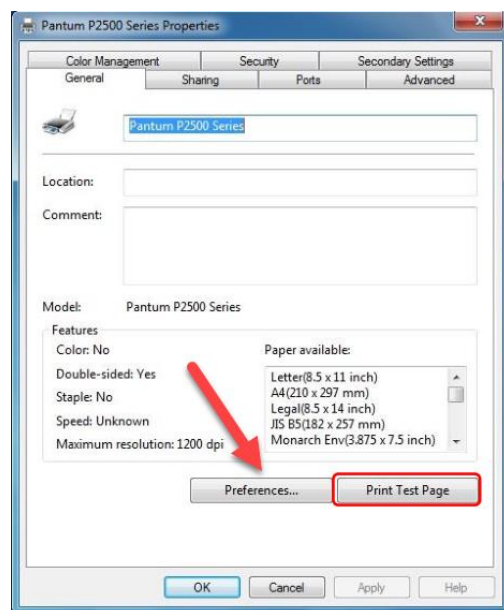


6. How to cancel the “duplex printing” under Windows?

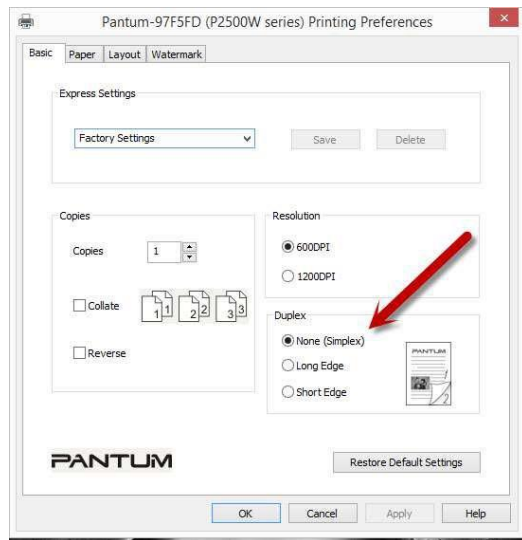
Please change your printer’s properties as below steps.

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

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



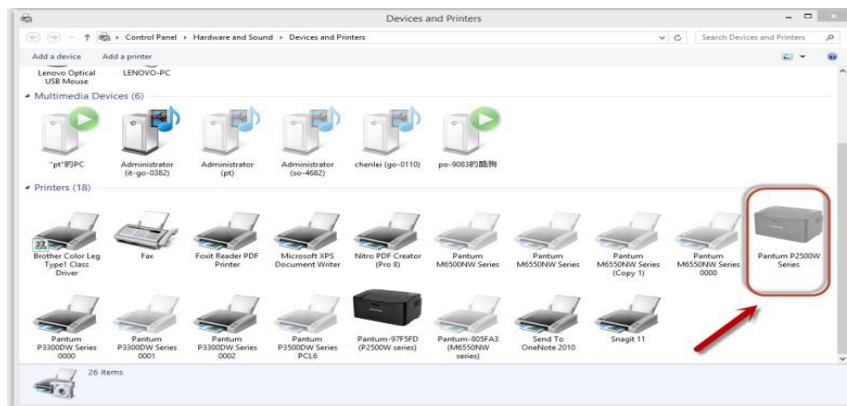
Step3: Please choose ‘NONE’ in duplex printing.



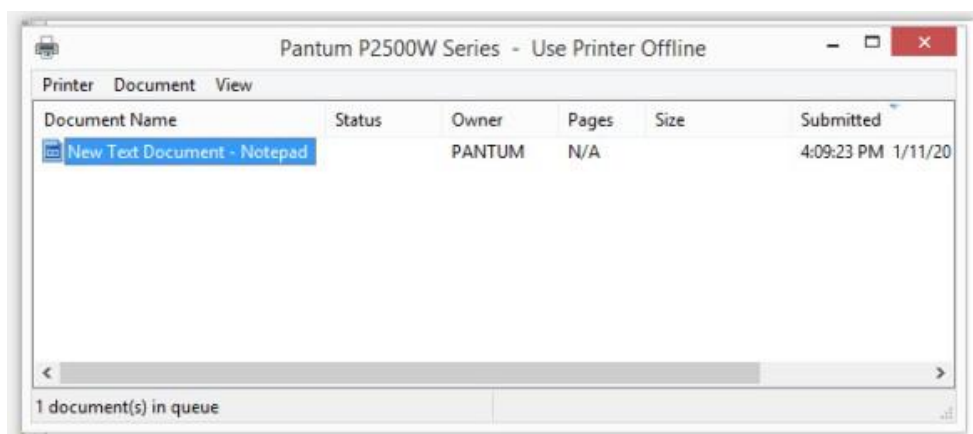
7. How to cancel a printing job in the queue?

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

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



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



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

8. Why it will be smoked when printing?

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

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

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

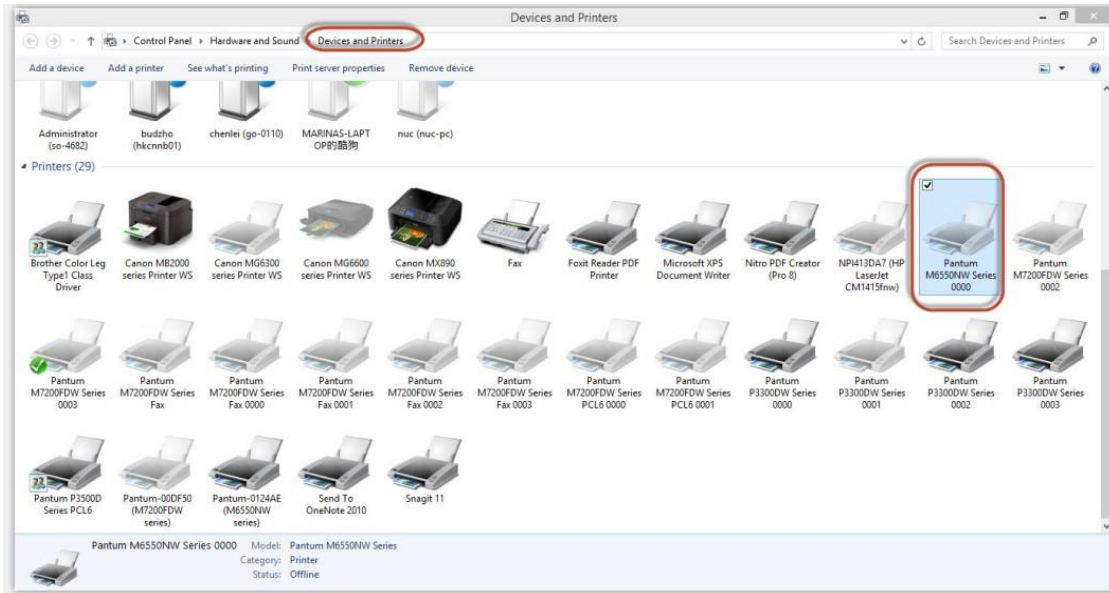
So, that is the cause of printing vapor, we must take care of the printing environment and the paper to avoid it.

9. What is the power requirement will be need?

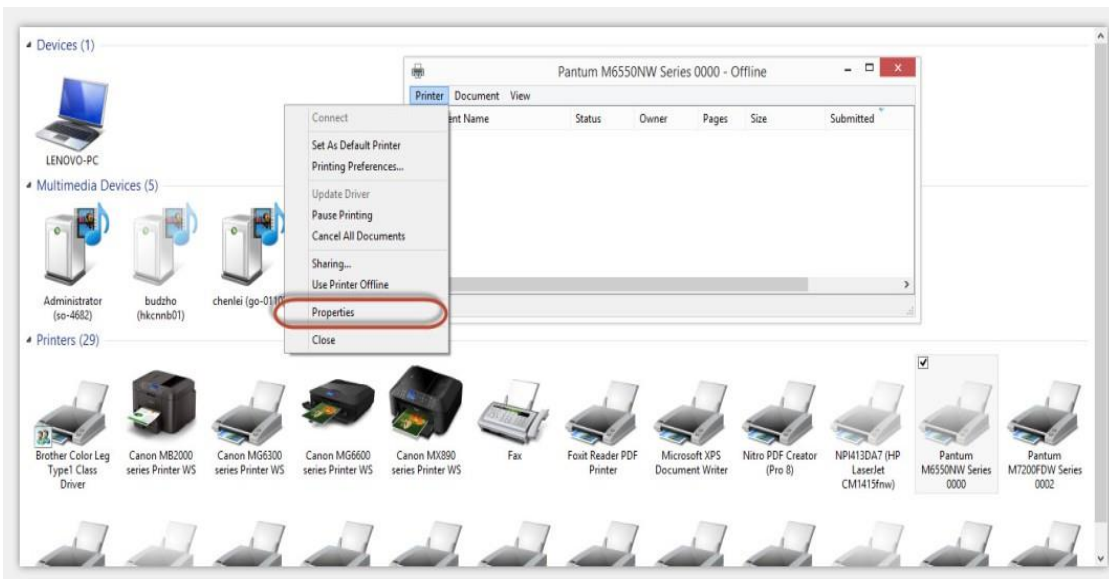
See the nameplate on the back of the printer to learn the appropriate power supply and voltage to use with this printer. Please strictly follow the product specifications on power type.

10. How to Print PRN File setting in printer?

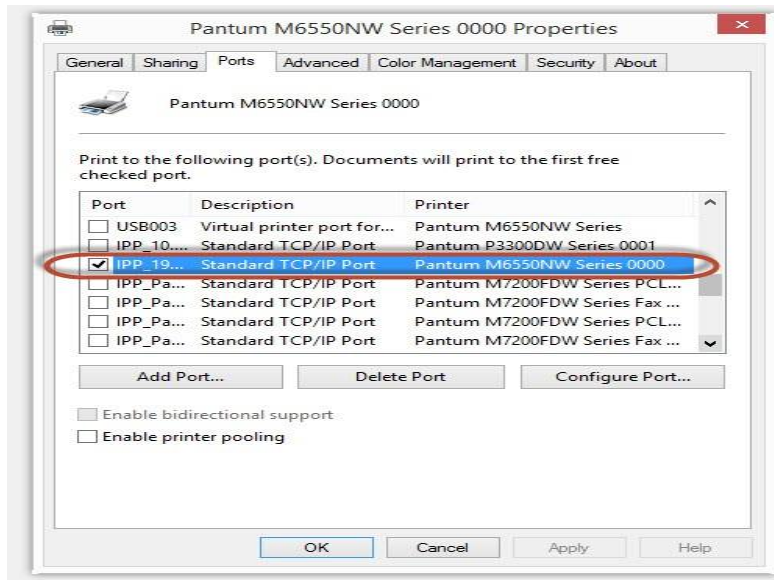
Step1: Click your model of the printer in the ‘Devices and Printers’.



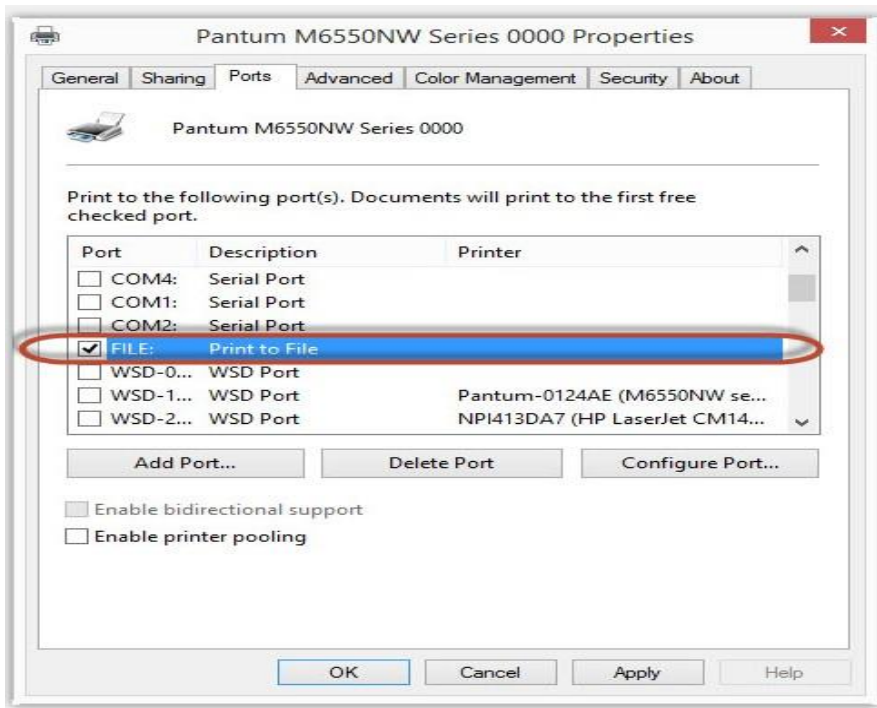
Step2: Click "Properties" of the printer



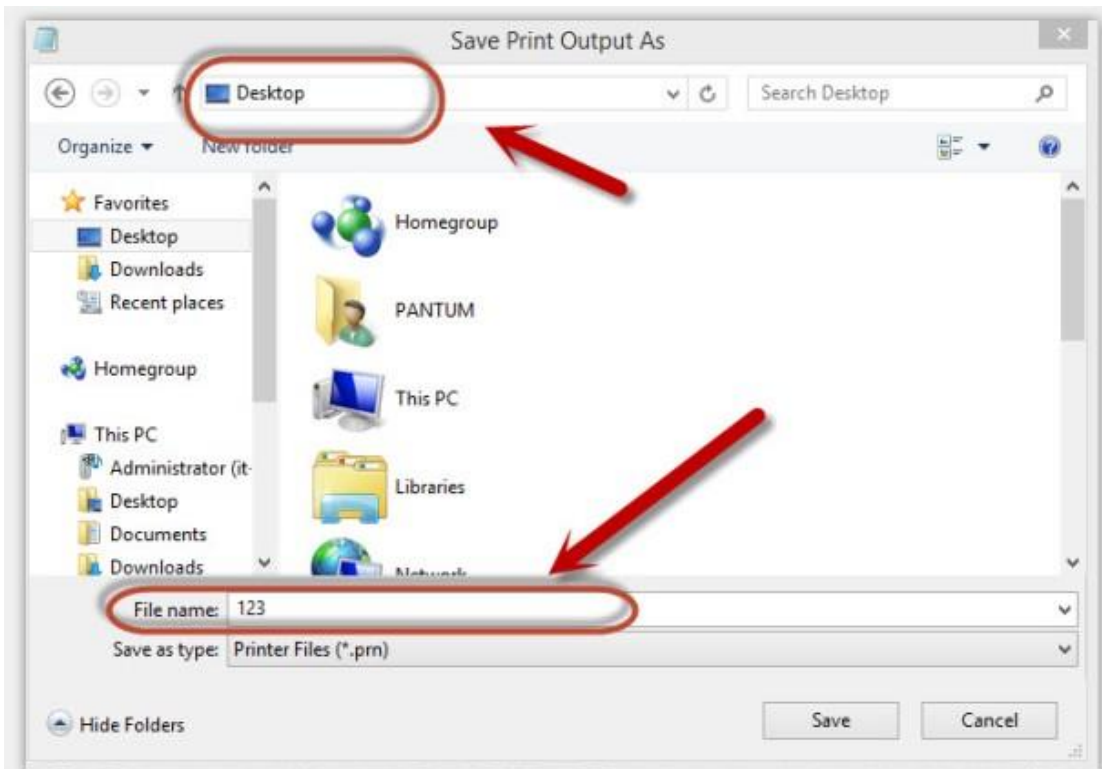
Step3: Please check your original port in the port and keep it in mind



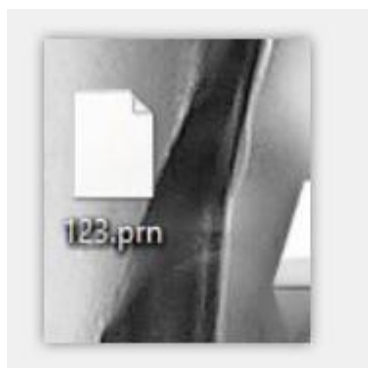
Step4: Please change your original port to "FILE:Print to File".



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



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



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

11. How to do when it shown "0x00000709" Error?

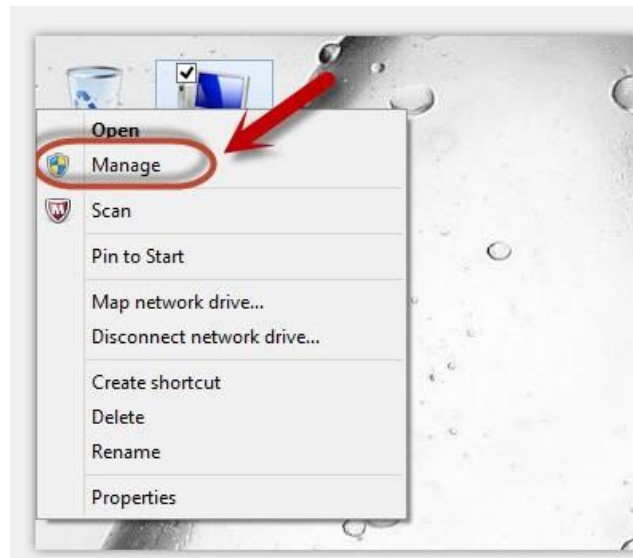
Reason:

1. The compatibility issue about Windows system

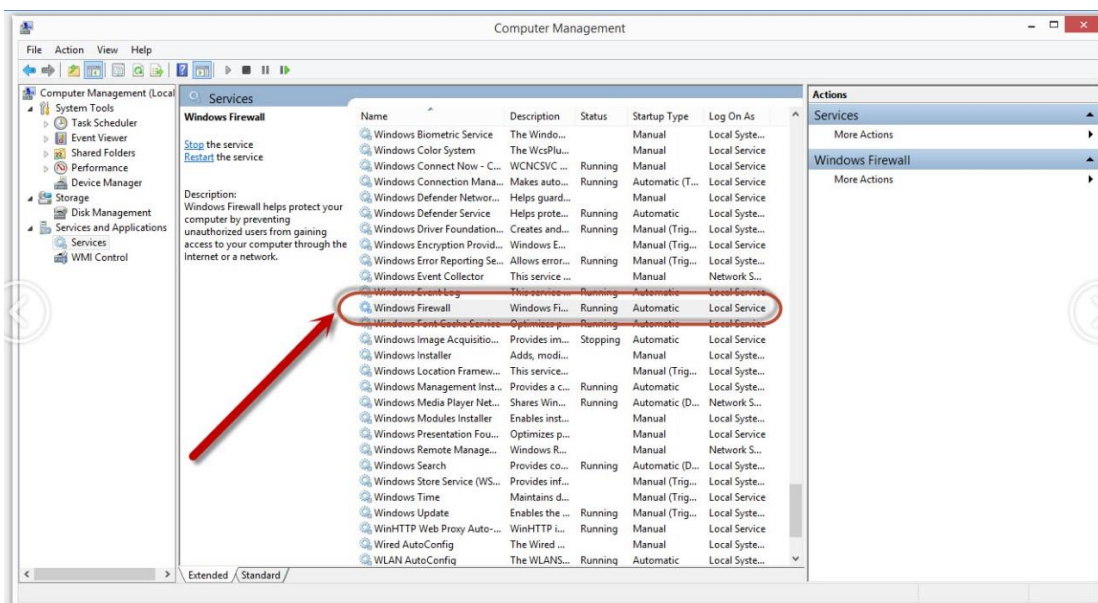
2. When both of windows and XP sharing the same network, and the XP as the main host will be led to this problem.

Solution A:

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

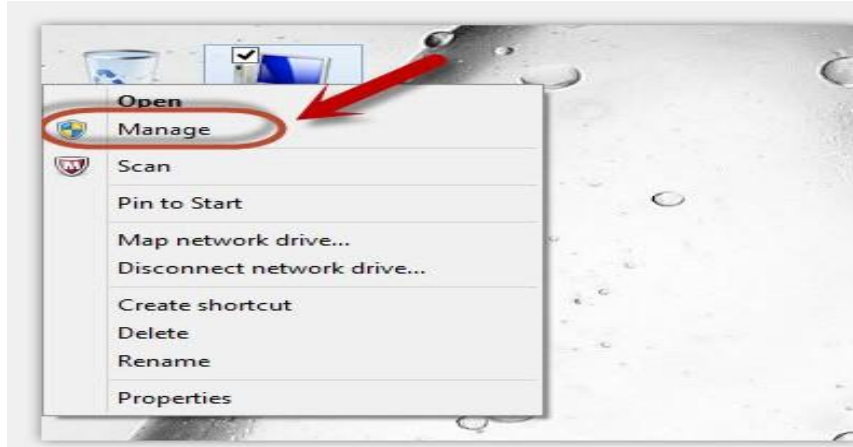


Step2: Select “windows firewall” and right click to “run” it. Restart your computer after you run the windows firewall.

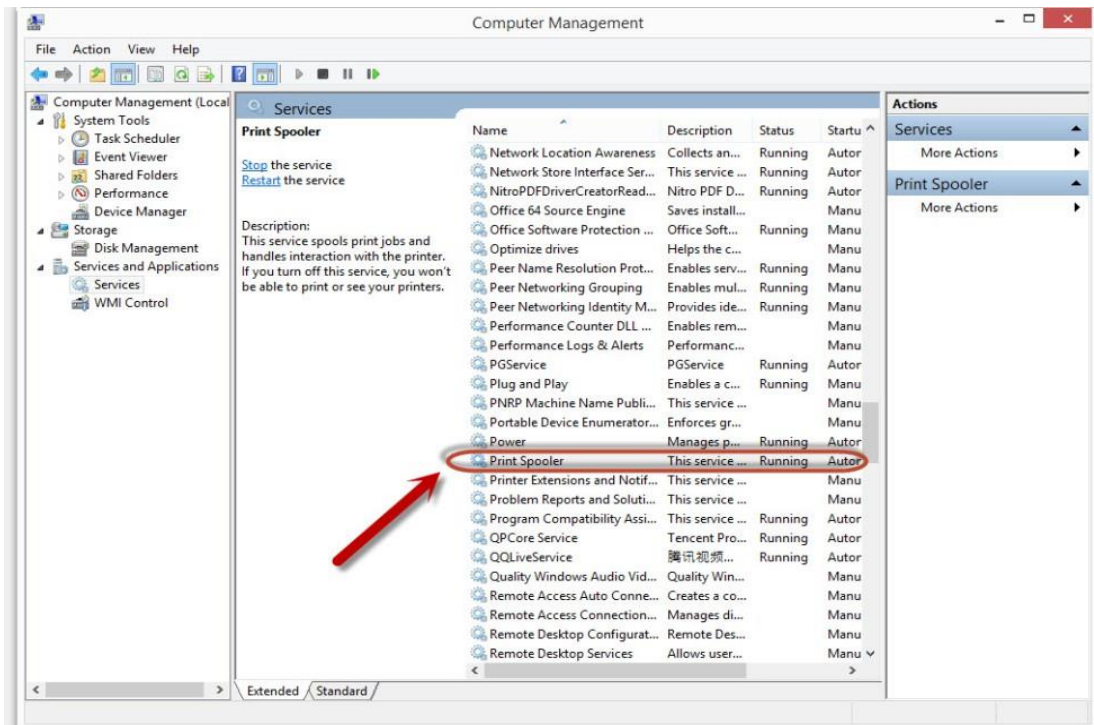


Solution B:

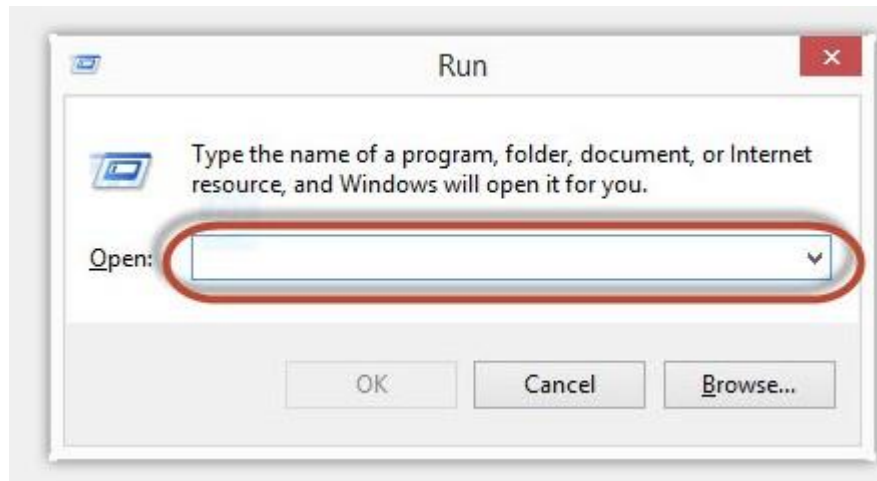
Step1: Select “Manage” in the “This PC”.



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



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



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

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

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

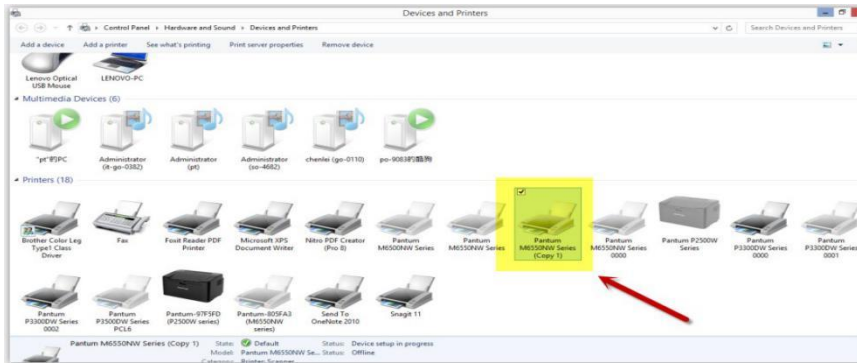
“Printer cannot be configured because printing port is on used.” it may cause by PC port is abnormal.

We suggest that you can check with below steps:

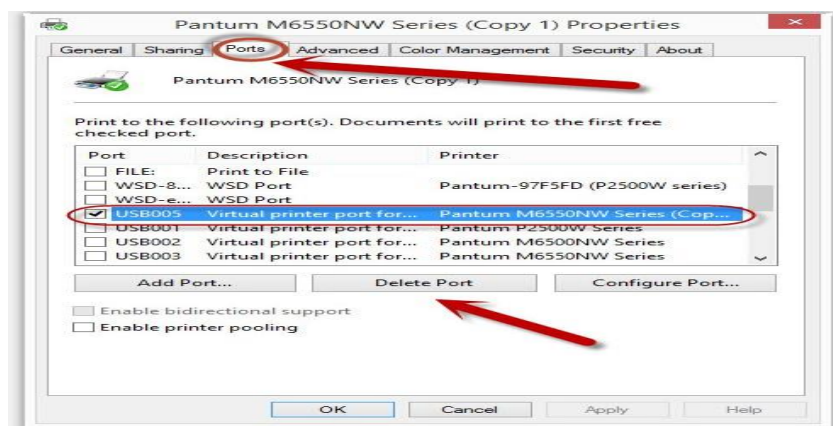
Step1: Change to another PC port then reconnects to the printer and re-install the driver.

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

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



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

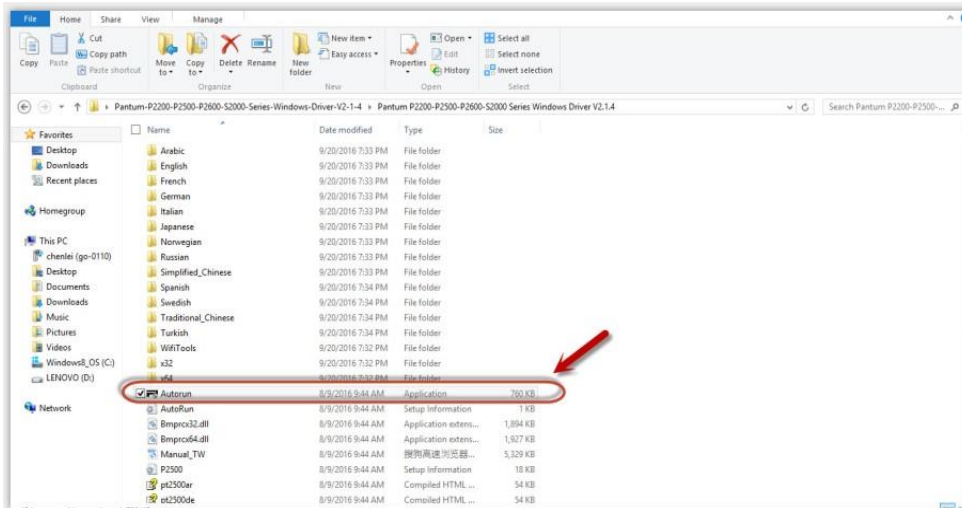


13. How to download the User Manual Successfully?

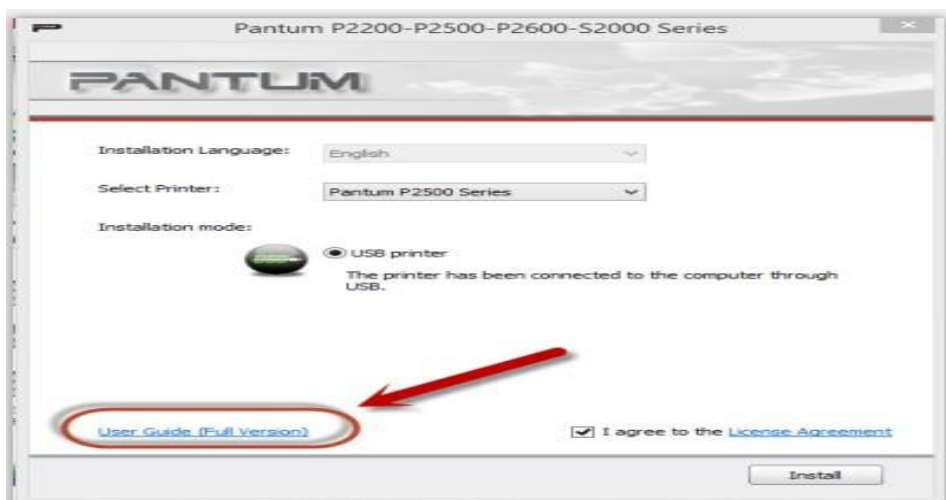
Here are two options for you to download the user manual for the printer’s

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

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

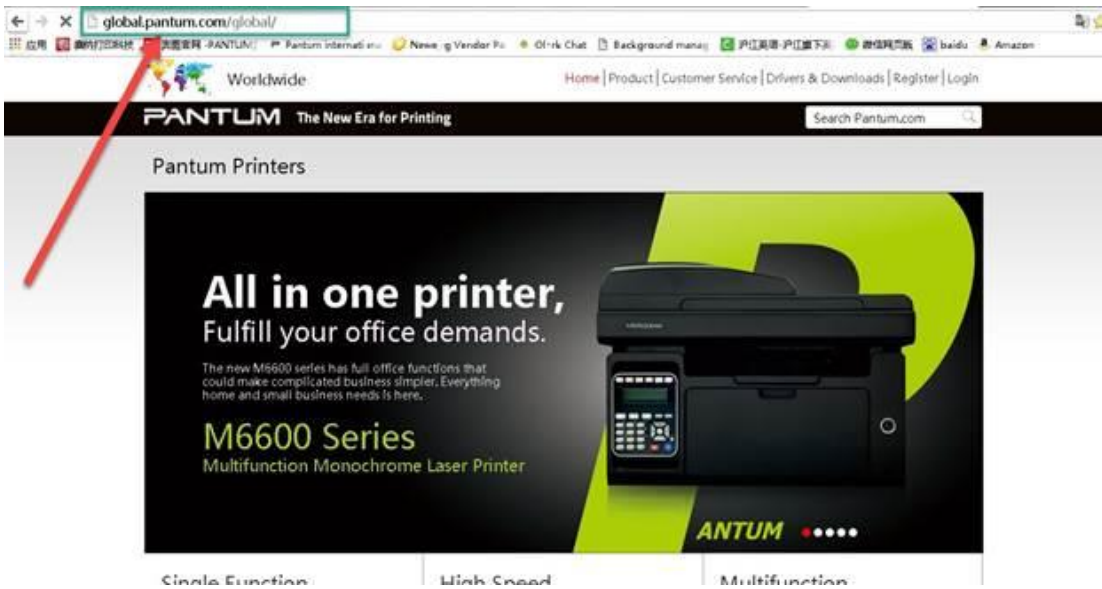


Step2: Click 'User Guide' at the left corner of the installation interface.

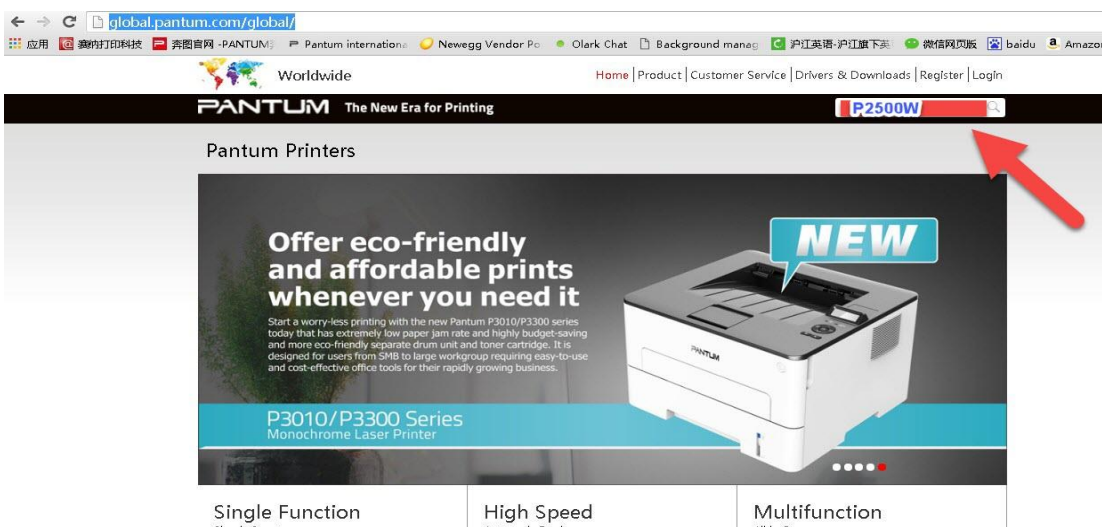


Option B) Please download the user manual from our official website.

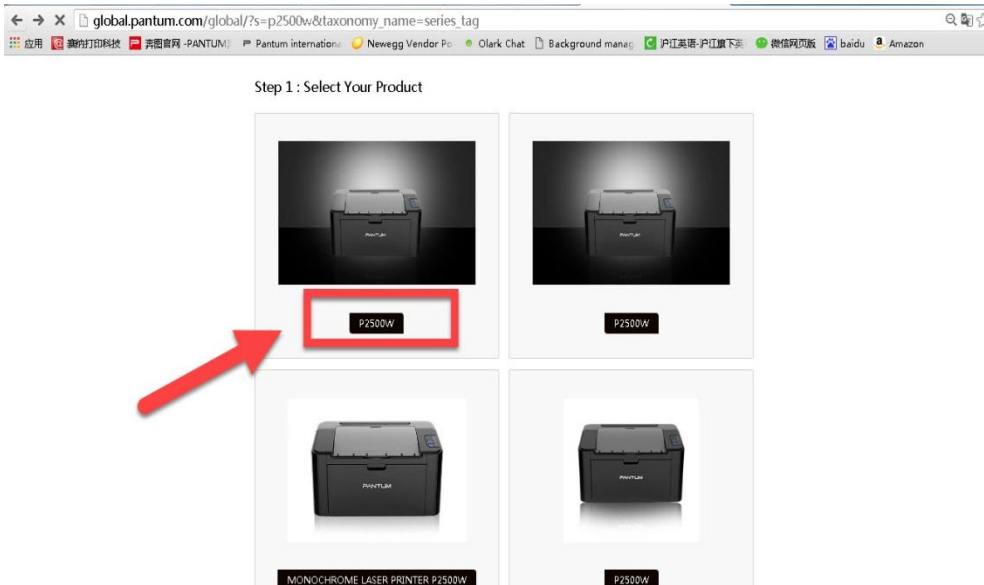
Step1: Please log in the website: <http://global.pantum.com/global/>.



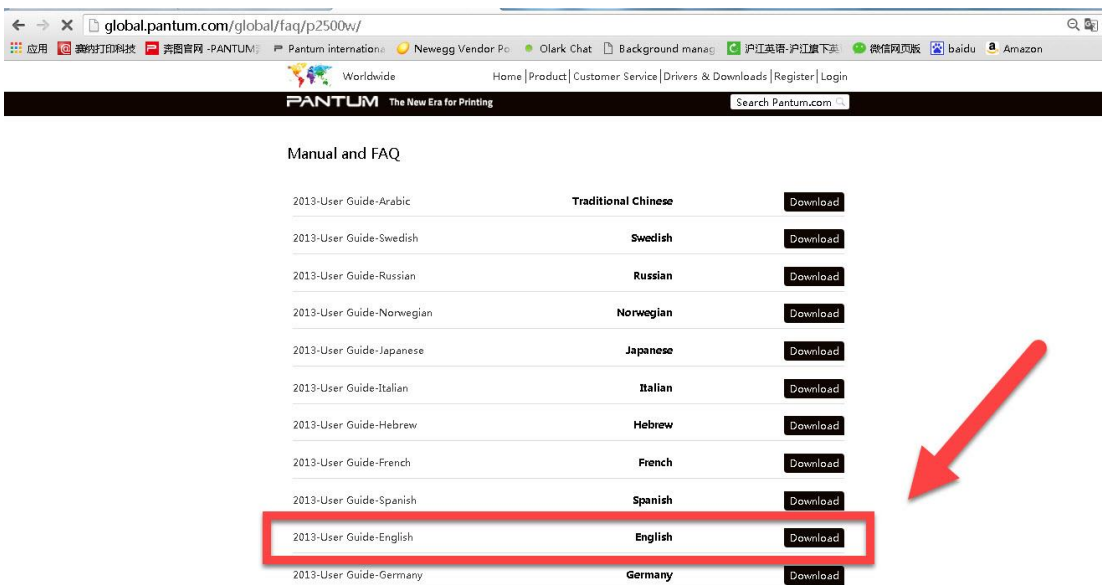
Step2: Enter your model of your printer in the blank of the below picture



Step3: Select the model of your printer.



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



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

Step1: Register your account in the website:

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



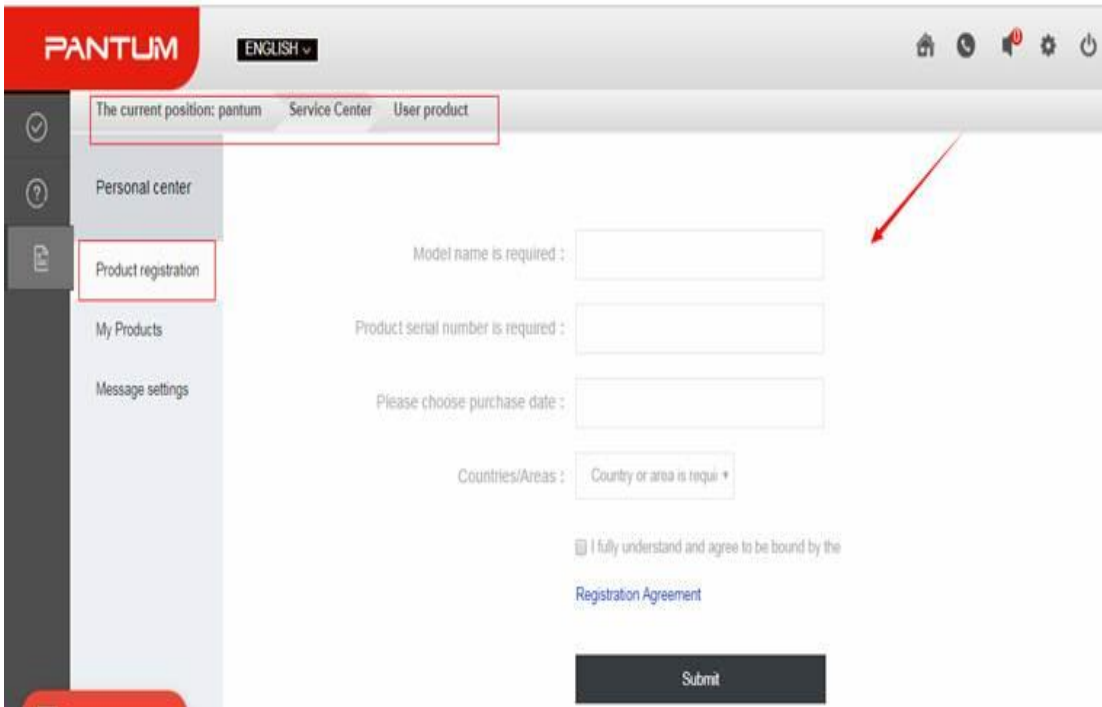
Step2: Log in your account with password:



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



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



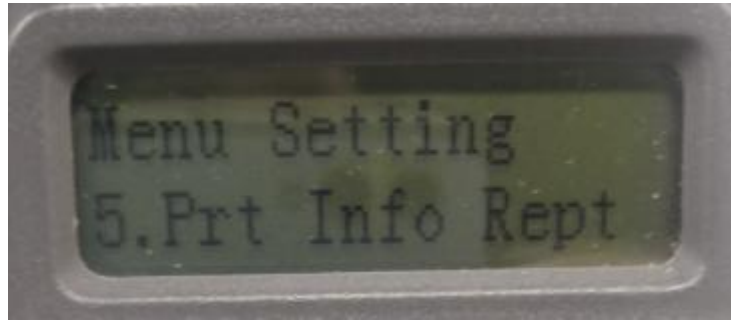
15. How to Print Information Pages from P3010 /P3300 Series Printer?

Take P3300 Printer for example, Click on Operation panel: 1.Menu setting→5. Info report→2. Prt Info Page

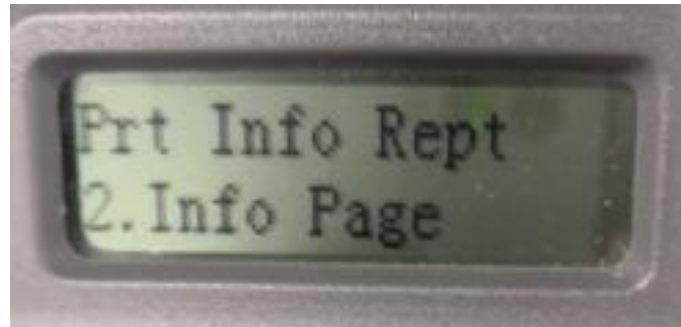
Step1: Click menu and to choose number by 'page down' on the below control panel.



Step2: Click "5-Prt Info.report" in the menu setting-----"ok"



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



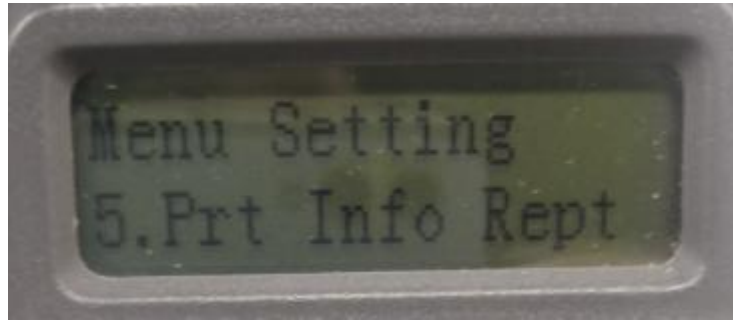
16. How to Print Network configuration Information Pages from P3010 /P3300 Series Printer?

Take P3300 Printer for example, Click on Operation panel: 1.Menu setting→5. Prt Info report→4. NetConf Pg

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



Step2: Click "5-Prt Info report" in the menu setting-----"ok"

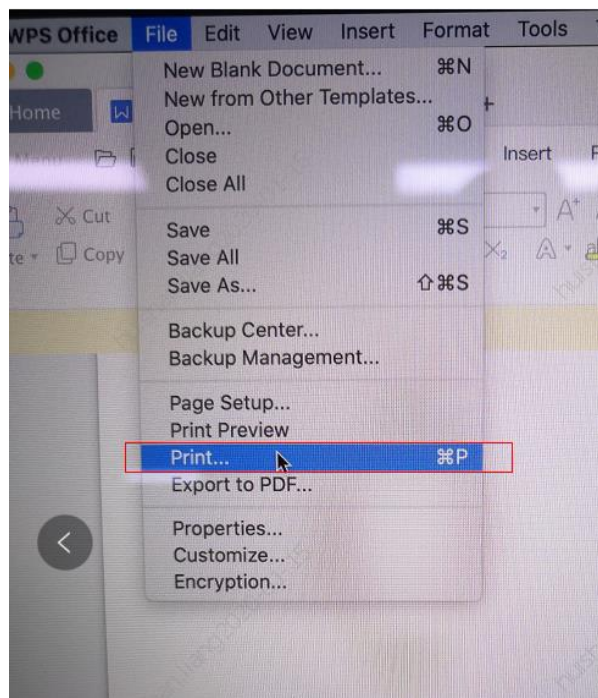


Step3: Select NO.4-'NetConf Pg' -----then chose 'OK" it will be done.



17.How to do Duplex Printing on Mac system?

Step1: click on "file " then select "print"



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

