

## M6500/M6550/M6600 Serial Printers FAQ:

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# M6500/M6550/M6600 Serial Printers FAQ:

## ① WI-FI Settings:

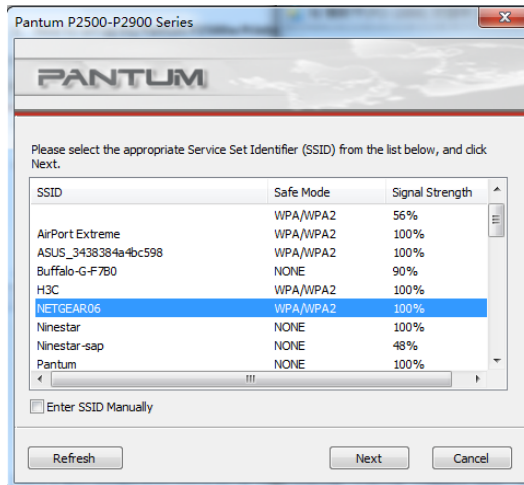
### 1. How to set up my Pantum M6500W/ M6550W/ M6600W Series Printer to a Wireless Network easily?

Here is the installation step:

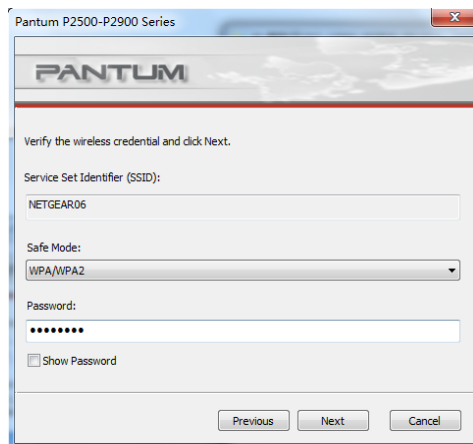
1) Setup interface.



2) Choose the WIFI name.



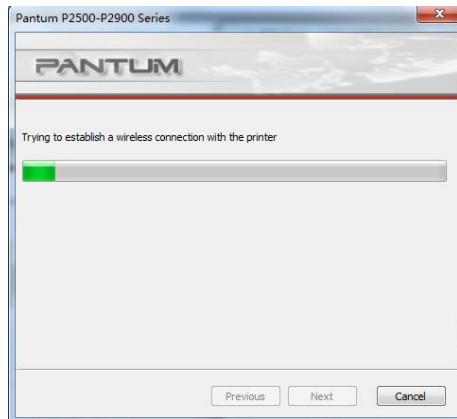
3) Input WIFI Router Password.



4) make sure USB Cable is connected with PC & Printer.



5) Connecting WIFI.



6) Connecting Successful.



7) Setup printer WIFI.



8) WIFI Setup successful.



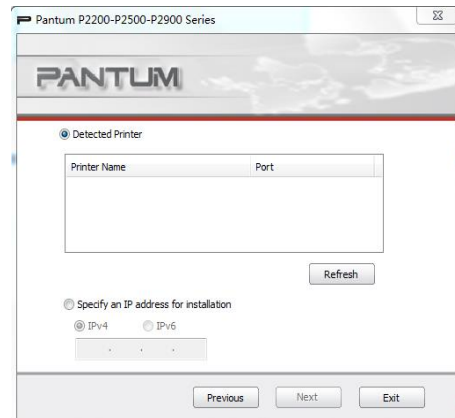
9) Installing printer driver.



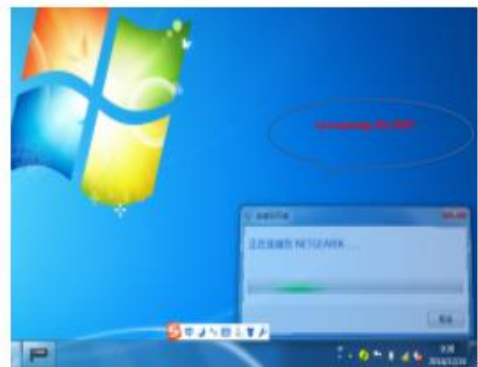
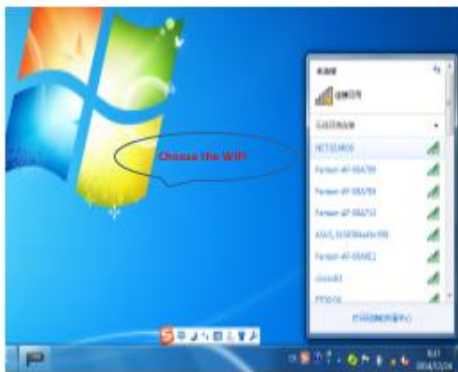
10) Installation complete.



**Note :** About WIFI setup is regarding printer , please make sure your PC is connecting the same WIFI router , otherwise step 6 will be failure like below :



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

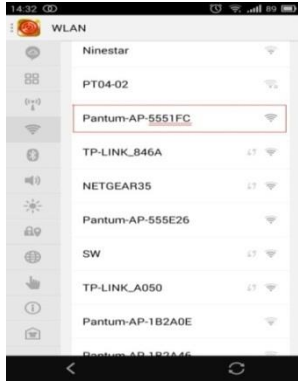


## 2. How do I setup a password for my WI-FI Connection?

**Step1:** Make sure M6500/M6550/M6600 Series printer is power on.

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

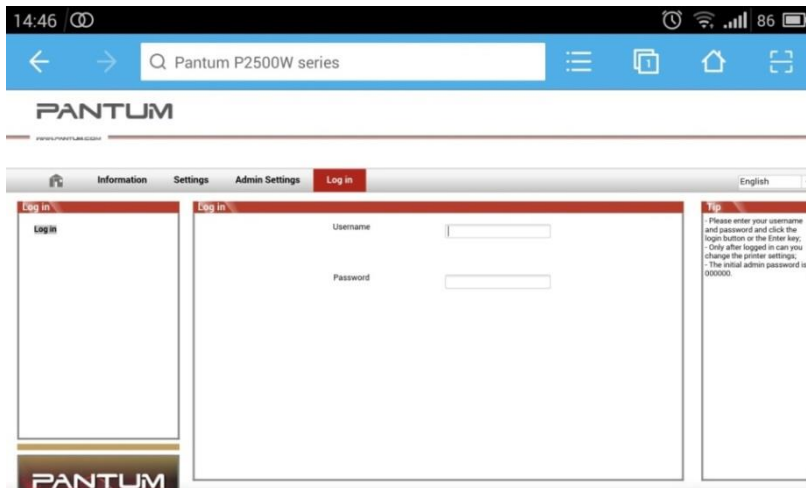
The SSID is start with” Pantum-AP”, and follow with number and character string.



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

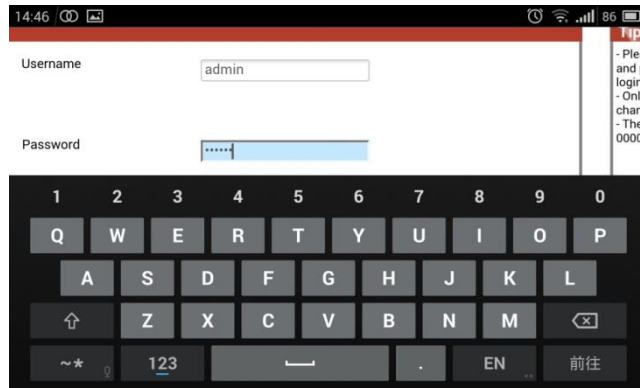


**Step4:** Enter the printer web page, choose “Log in” Tap.



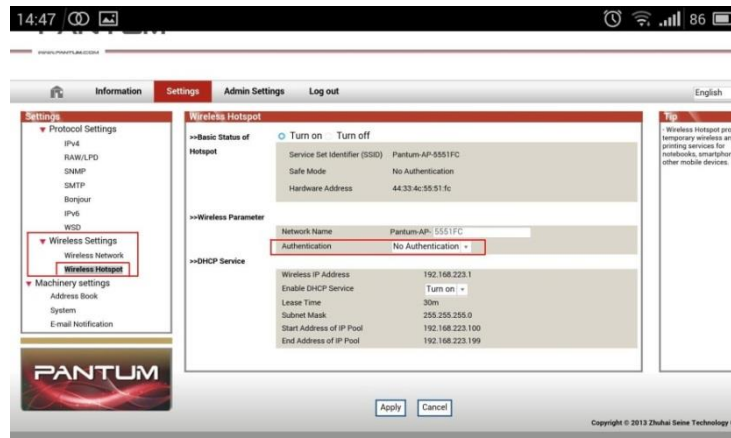
**Step5:** Input default user name: *admin*, Default password: *000000*. And Login.



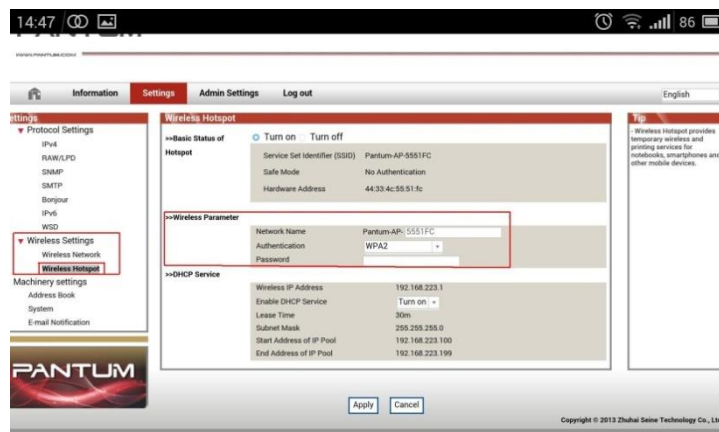


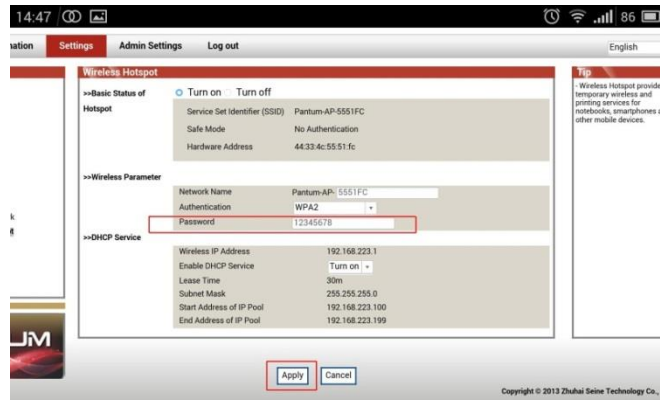
**Step6:** Select “settings” Tap → wireless settings→ wireless Hot spot.

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



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





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



### Remark

For M6500/M6550 Series printer, Here is the way to recover factory default setting in case customer forgets the password:

**Step1:** Please select 'Menu'

**Step2:** Select ' NO.3-System set' by page down button



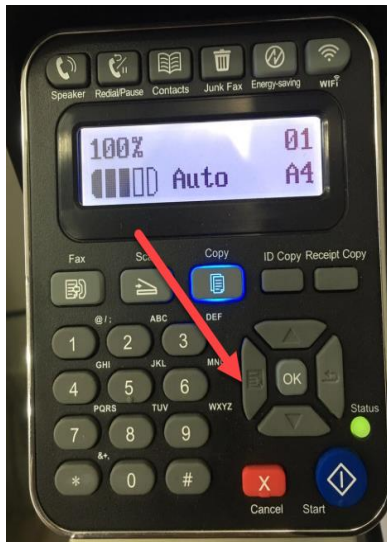
**Step3:** Select ' NO3-Restore set' by page down

**Step4:** Select ' NO1-YES', and it will be done.



**For M6600 Series printer**, Here is the way to recover factory default setting in case customer forgets the password:

**Step1:** Please select 'Menu'



**Step2:** Select ' NO.4-System set' by page down button



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



**Step4:** Select ' NO1-YES', and it will be done.



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

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

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

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

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

### **5. Does my Pantum M6500/ M6550/ M6600 Series Printer works on Windows Mobile?**

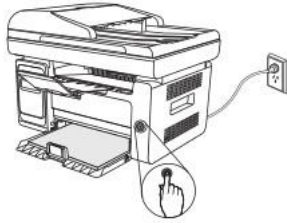
No, M6500/M6550/M6600 Series printer does not support Windows Mobile.

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

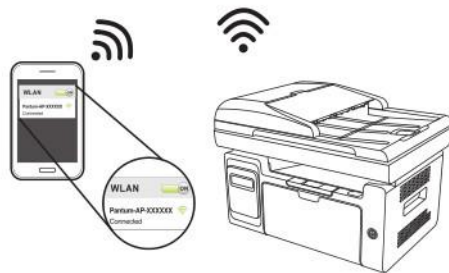
About the PDF printing, it cannot print it directly. And we suggest customers who can download an app from Google store called 'Mopria'.

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

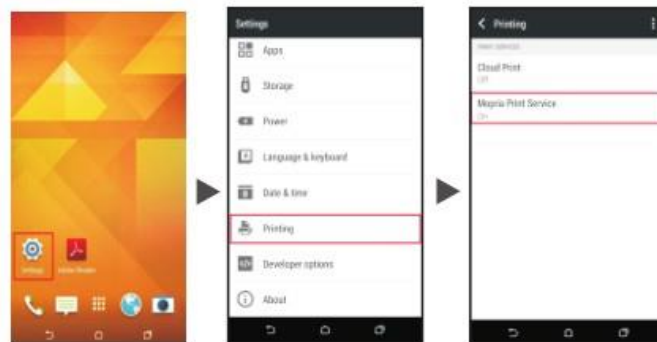
**Step2:** Turn on the printer



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




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



**Step5:** Start the application



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



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



## 7. Where can I download the soft wares and drivers for my printer M6500/M6600 Series Printer?

Here is the Download Link:

**M6500W:** <http://global.pantum.com/global/drive/m6500w-2/>

**M6500N:** <http://global.pantum.com/global/drive/m6500n/>

**M6500NW:** <http://global.pantum.com/global/drive/m6500nw-2/>

**M6550NW:** <http://global.pantum.com/global/drive/m6550nw/>

**M6550N:** <http://global.pantum.com/global/drive/m6550n/>

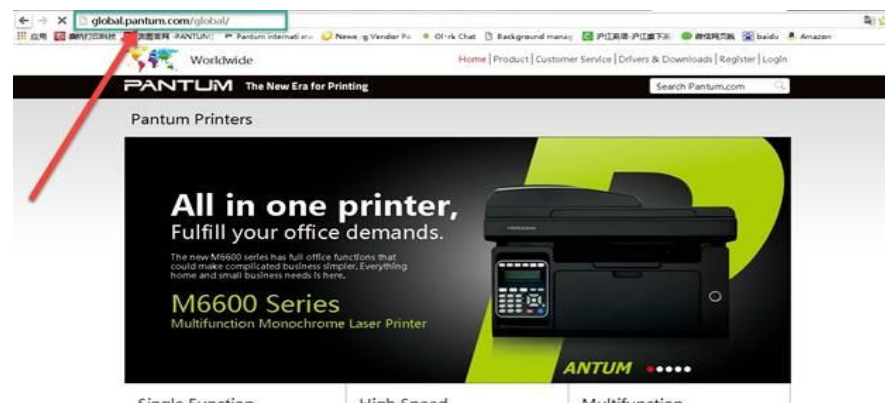
**M6600W:** <http://global.pantum.com/global/drive/m6600w/>

**M6600NW:** <http://global.pantum.com/global/drive/m6600nw/>

**M6600N:** <http://global.pantum.com/global/drive/m6600n/>

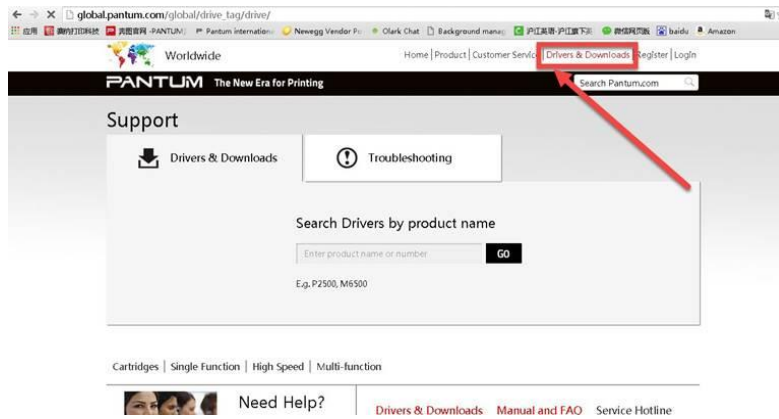
**Step1:** Please log in our website:

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

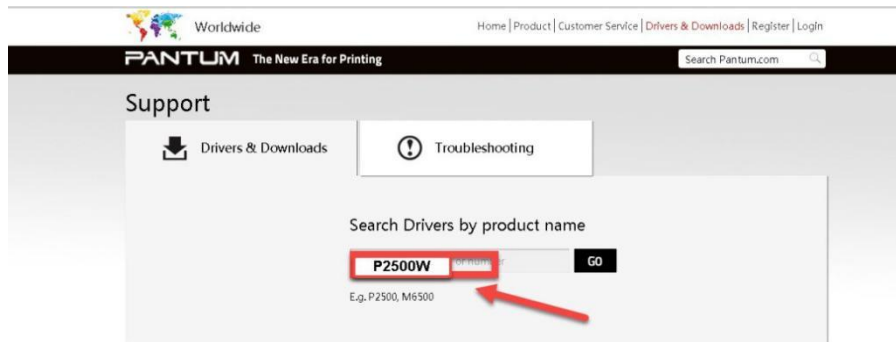


**Step2:** Please chose “Drivers &Downloads”, the picture will be shown as below:

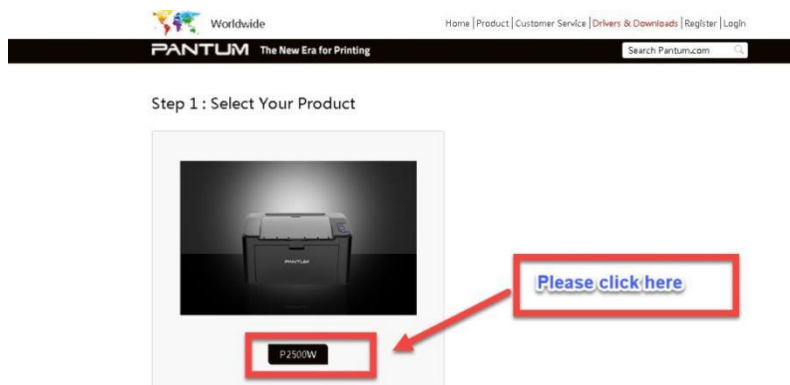




**Step3:** Please enter your model of your printer in the blank, the picture will be shown as below:



**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.



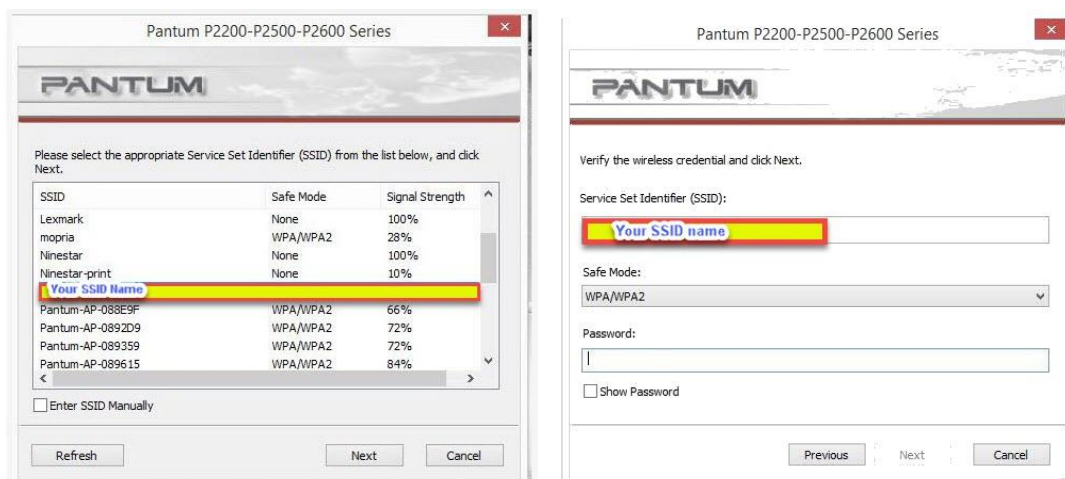
## 8. How to solve the wireless Connection Failed when it showed "The printer cannot connect to any wireless network with the wireless credentials provided"?

### 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

## M6600 Series

PANTUM

[WiFi Configuration Information Page ]

[ Page 1 ]

### Basic Information

Wireless Status	:On
Communication Mode	:Basic Connection Mode
Network Name (SSID)	:
BSSID	:
Authentication Type	:None

### Wireless Hotspot Information

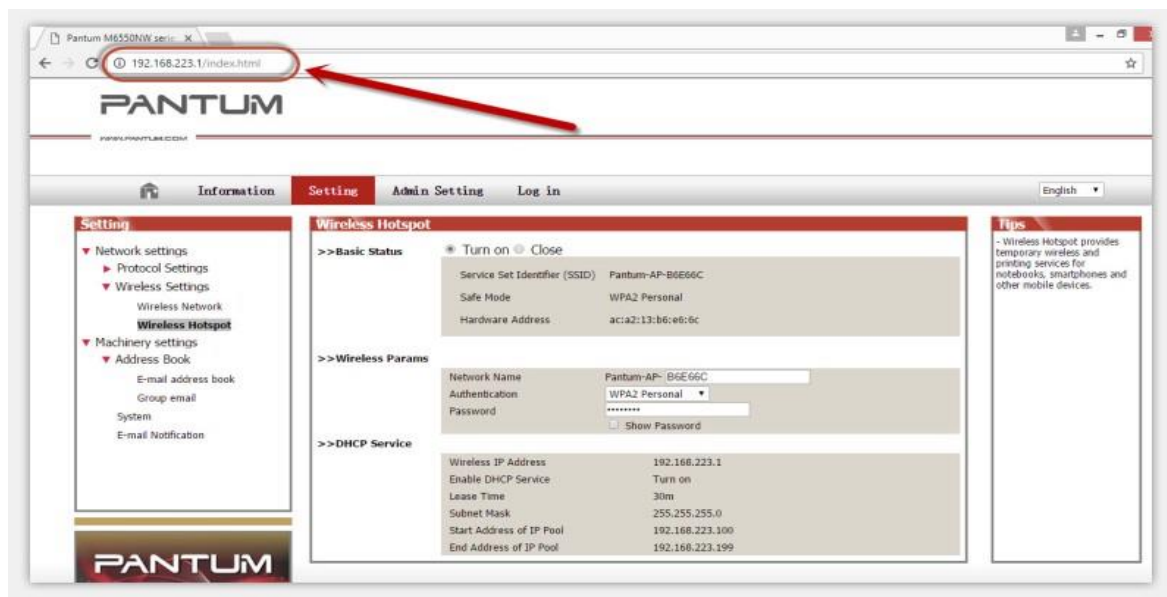
Wireless Hotspot Status	:On
SSID	:Pantum-AP-089615
Hotspot IP Address	:192.168.223.1
Subnet Mask	:255.255.255.0
DHCP Service Status	:On
Starting Address for IP Address Pool	:192.168.223.100
Ending Address for IP Address Pool	:192.168.223.199
Lease Time	:30m
Primary DNS Server Address	:192.168.223.1
Secondary DNS Server Address	:0.0.0.0
Authentication Type	:WPA2_PSK
Password	:12345678

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

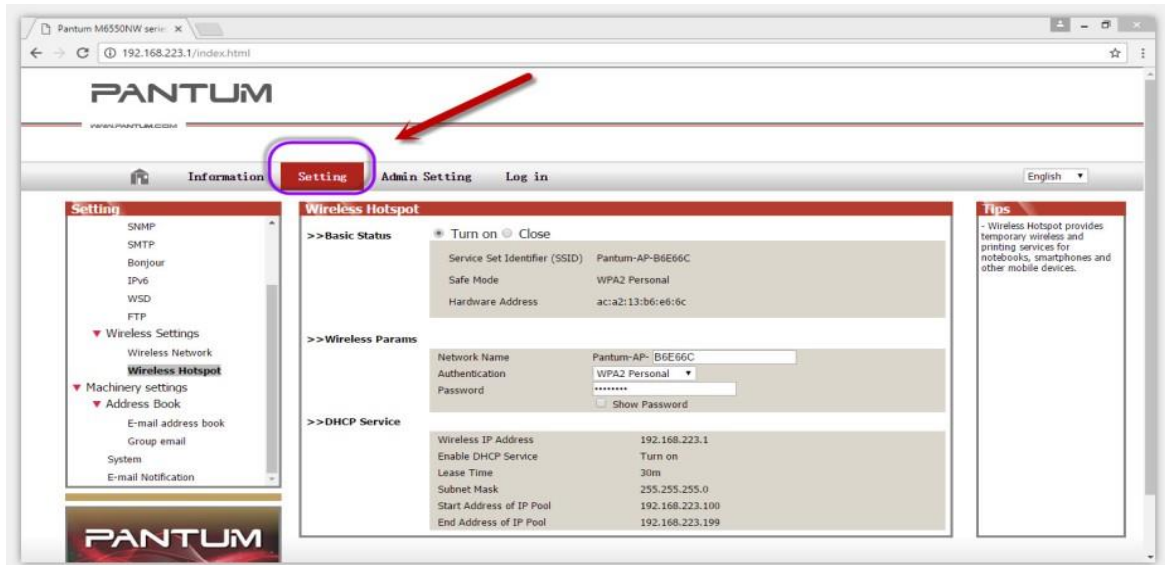
The WIFI default password is “12345678”

## 10. How to Close M6500/ M6550 Series Printer WIFI Hotspot Setting?

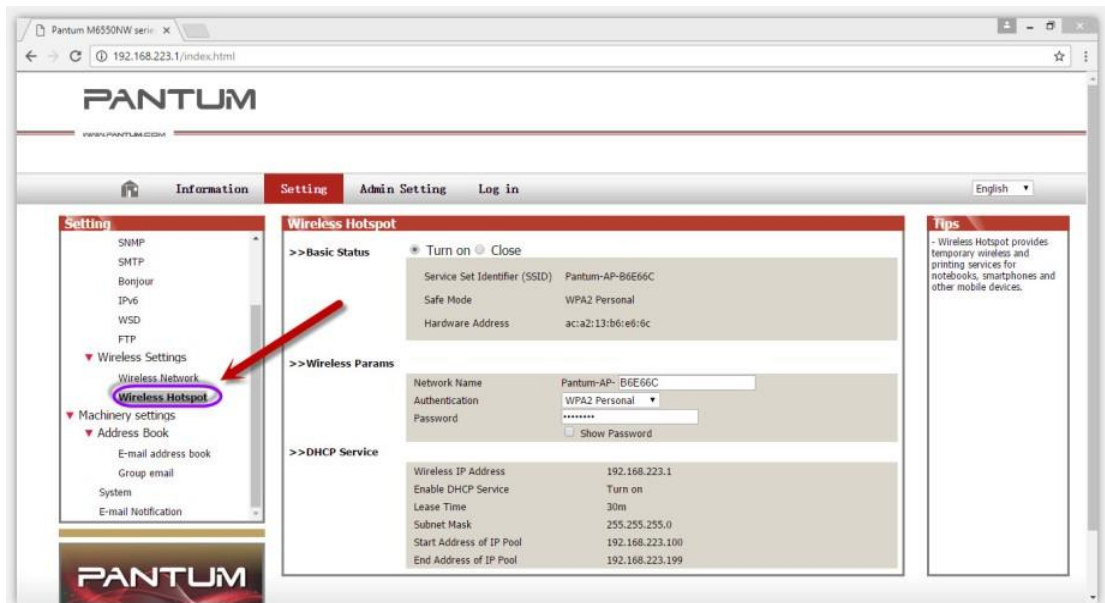
Step1: Log in the IP addresses 192.168.223.1 when your WIFI is connected to the printer.



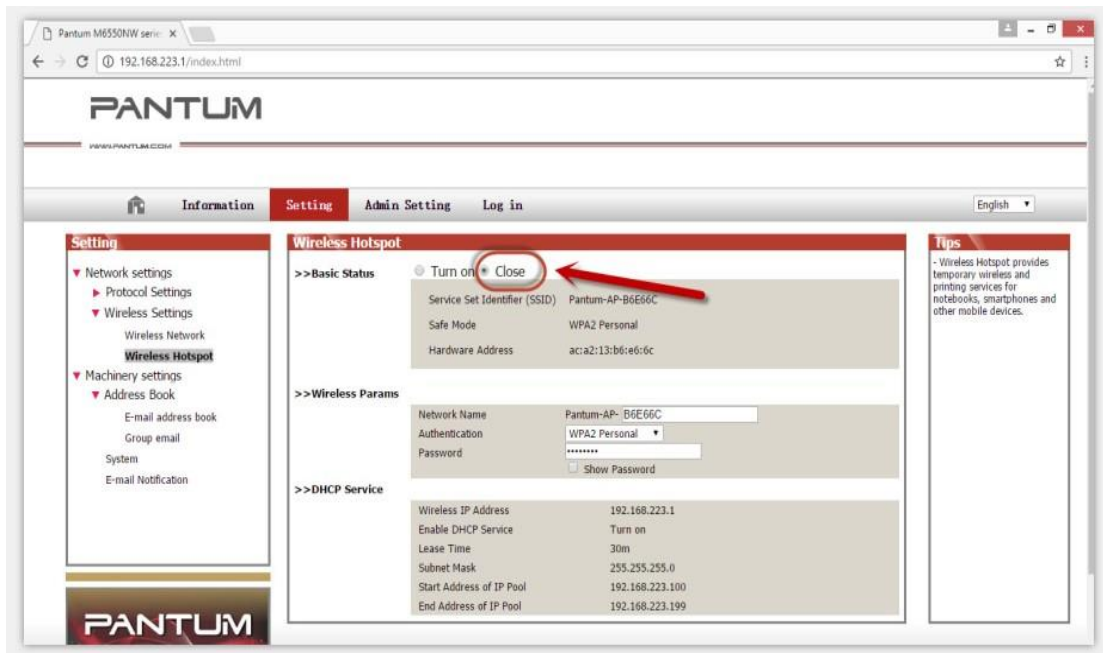
Step2: Chose “Setting” in the below picture



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



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



For M6500/M6550 Series printer, If you want to open the WIFI function, you need to restore your printer as below steps:

**Step1:** Please select 'Menu'

**Step2:** Select' NO.3-System set' by page down button



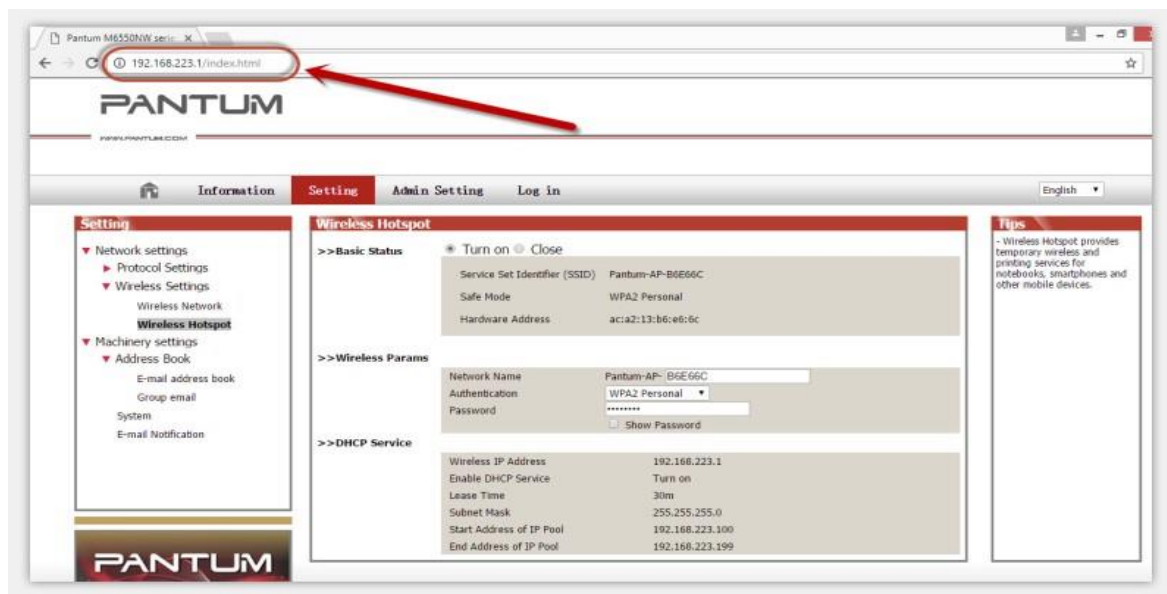
**Step3:** Select' NO3-Restore set' by page down

**Step4:** Select' NO1-YES', and it will be done.



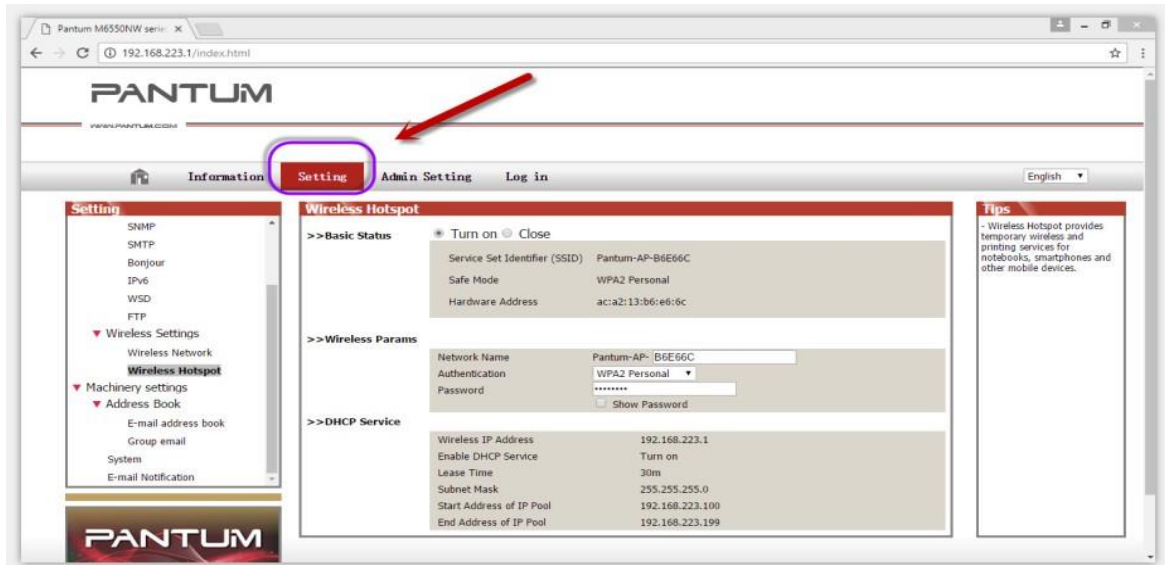
## 11. How to Close M6600 Series Printer WIFI Hotpot Setting?

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

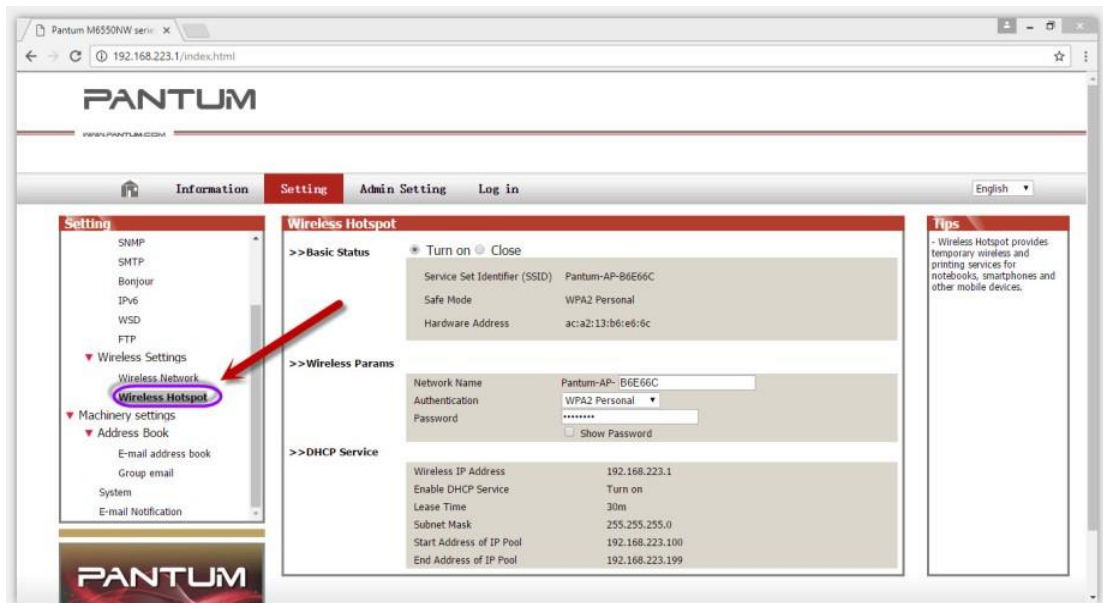


Step2: Chose "Setting" in the below picture



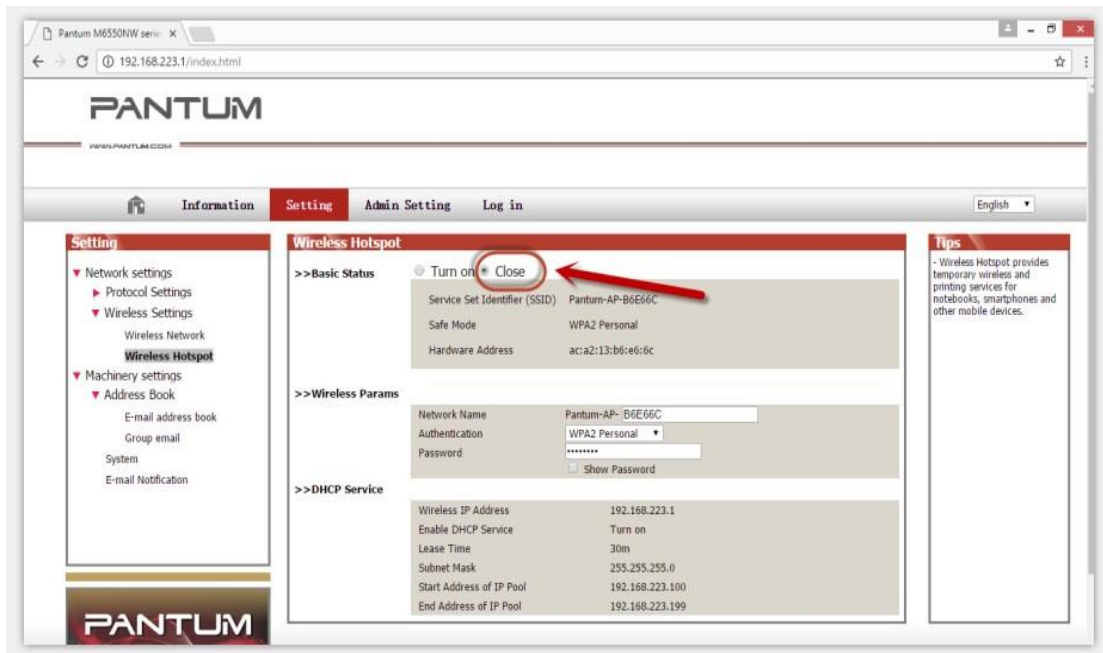


Step3: Chose “wireless Hotspot” at the left column.



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





For M6500/M6550 Series printer, if you want to open the WIFI function, you need to restore your printer as below steps:

For M6600 Series printer, here is the way to recover factory default setting in case customer forgets the password:

**Step1:** Please select 'Menu'

**Step2:** Select 'NO.4-System set' by page down button



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

**Step4:** Select' NO1-YES', and it will be done.



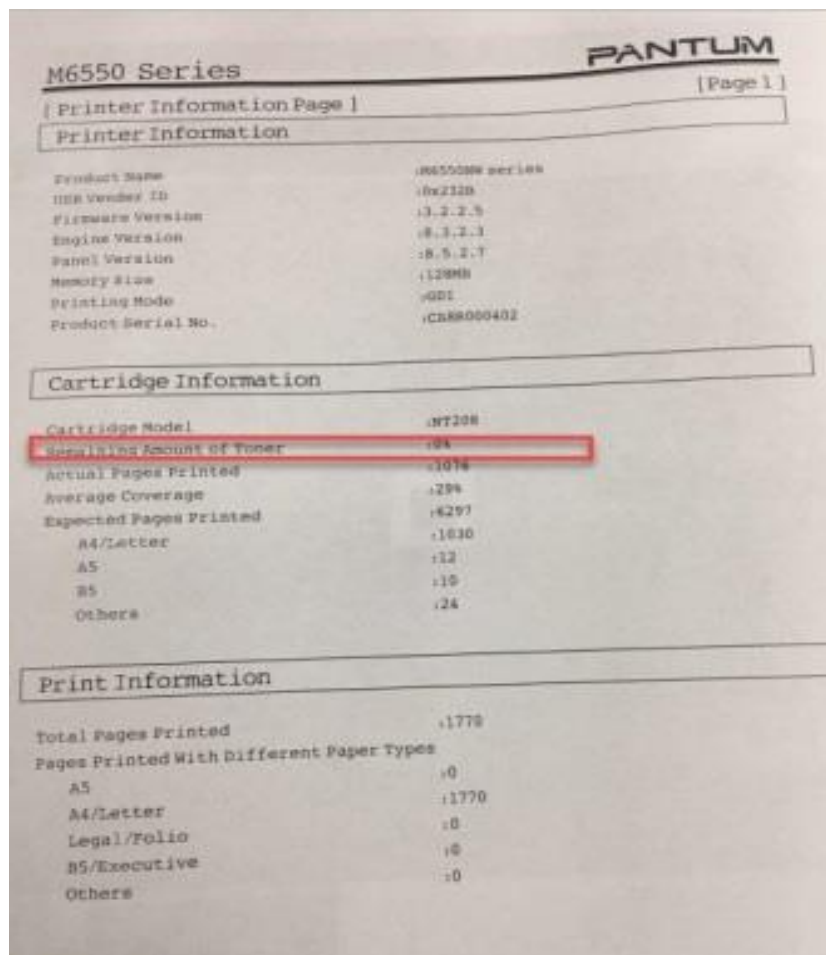
## ② Cartridge Issues:

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

Pull out the seal on the new toner cartridge firstly, and then insert the toner cartridge in the printer until hearing a “click” sound.

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

Take M6550 Printer for example, Click on Operation panel: Menu setting→ Information Report→ Prt Info Page



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

Take M6550 Printer for example, Click on Operation panel: Menu setting→ Information Report→ Prt Info Page.

M6550 Series		PANTUM
[ Printer Information Page ]		[ Page 1 ]
<b>Printer Information</b>		
Product Name	:	M6550NW series
USB Vendor ID	:	0x232B
Firmware Version	:	3.2.2.5
Engine Version	:	8.3.2.3
Panel Version	:	8.5.2.7
Memory Size	:	128MB
Printing Mode	:	GDI
Product Serial No.	:	CABR000402
<b>Cartridge Information</b>		
Cartridge Model	:	NT208
Remaining Amount of Toner	:	0%
Actual Pages Printed	:	1076
Average Coverage	:	29%
Expected Pages Printed	:	6297
A4/Letter	:	1030
A5	:	12
B5	:	10
Others	:	24
<b>Print Information</b>		
Total Pages Printed	:	1770
Pages Printed With Different Paper Types		
A5	:	0
A4/Letter	:	1770
Legal/Folio	:	0
B5/Executive	:	0
Others	:	0

**15. What are the cartridge models for M6500/ M6550/ M6600 series printer?**

1600 standard Page Yield: PA/PB/PC-210/211 ("A, B, C" models depend on countries)

**16. Why the second LED shows orange when I insert a new cartridge?**

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

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

**Step3:** Insert the toner cartridge in the printer until hearing a "click" sound.

## 17. How about the standard page yield of toner PA/PB/PC-210?

The Toner PA/PB/PC-210 page yield is 1600 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.

### ③ Papers Issues:

## 18. How can I clear any paper jam?

**Step1:** Paper Jam in the Feed Port, Gently pull the jammed paper straight out.



**Step2:** Paper Jam around fuser unit the Printer, Open the upper fuser guide to decrease the pressure of compression spring, Pull the jammed paper out of the fuser unit.



**Step3:** Paper jam inside the printer. Remove the laser toner cartridge along the guides, slowly pull the jammed paper out along the paper output orientation, and then insert the laser toner cartridge into the printer.



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

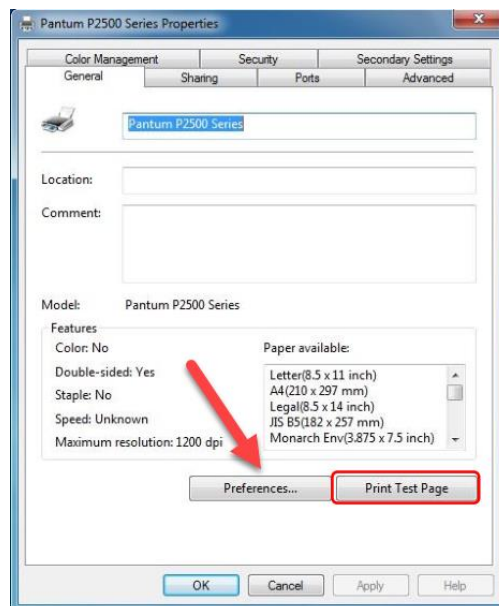
Fetch the papers from output bin, and keep the paper is just unpack from the package not be too wet or get static electricity, too avoid or decline paper curve.

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

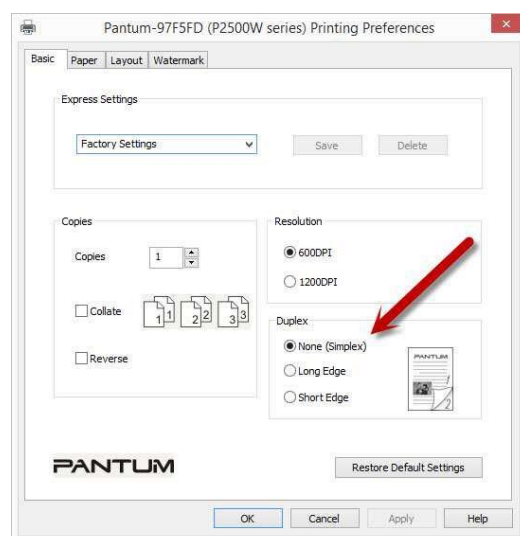
Please change your printer’s properties as below steps.

**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.





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

Please check with below pictures:



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

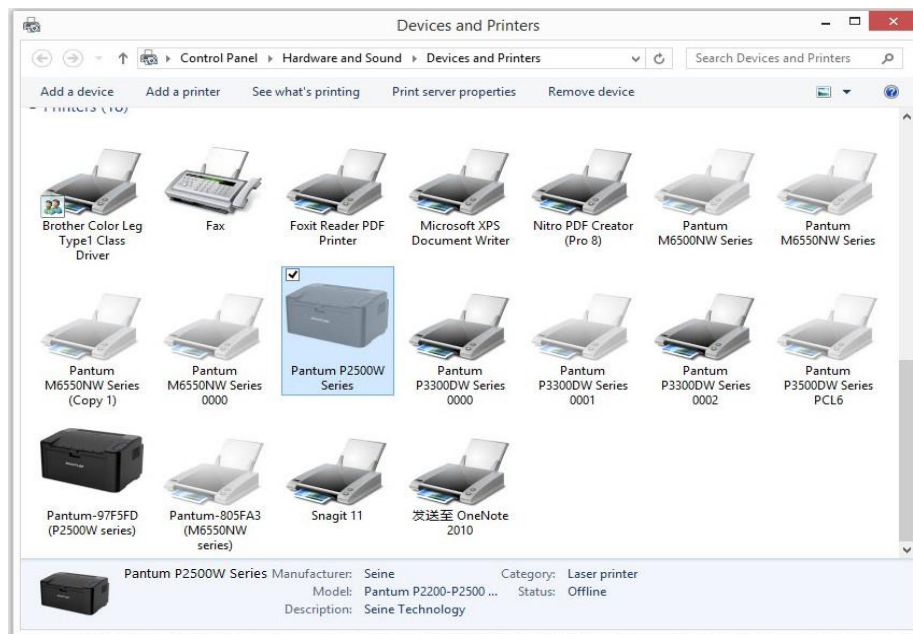
Please check with below pictures



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

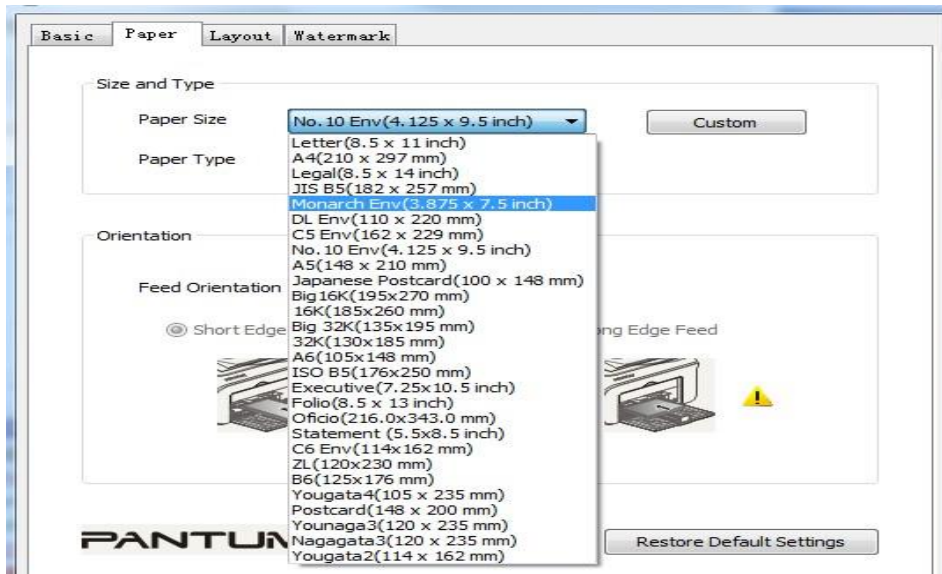
**Step1:** Please check the paper size in the printer's property if it is the 'letter size', please follow up with below steps to check :

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

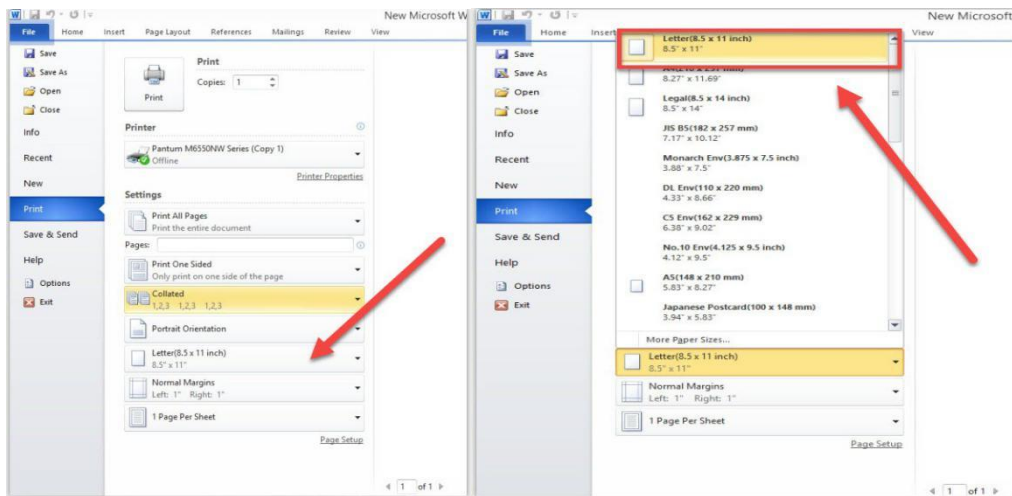


Please change the it to " Letter (8.5x11 inch) in the printing preferences





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



## 24. What is my M6500/ M6550/ M6600 series printer Specifications?

Model ↕	Pantum M6550/N/NW↕	Pantum M6600/N/NW↕
Function ↕	PC Monochrome printing, PC color/monochrome scanning, monochrome copying, continuous scanning or copying↕	
PC client interface type↕	Hi-speed USB 2.0↕ 100Base-Tx Ethernet↕ (Models with N)↕ <u>WiFi</u> 802.11b/g/n↕ (Models with W)↕	Hi-speed USB 2.0↕ 100Base-Tx Ethernet↕ (Models with N)↕ <u>WiFi</u> 802.11b/g/n↕ (Models with W)↕
Supporting operating system ↕	Microsoft Windows: Server2003, Server2008, Server2012, XP, Vista, Win7, Win8, Win8.1(32/64 Bit); Mac OS: 10.6/10.7/10.8/10.9; Linux (ubuntu13.10); IOS, Android; <u>NeoKylin; Loongson; SW</u> ↕	
Main processor↕	600MHz↕	
Memory↕	256MB↕	
Power Voltage↕	AC220~240V(-15%,+10%), 50Hz/60Hz,3A↕	
Noise ↕	Print↕	Lower than 54dB↕
	Standby↕	Lower than 30 dB↕
Environment ↕	Operating Temperature: 10°C-32°C, Working Humidity: 20%-80%↕	
Product Size (W*D*H)↕	417x305x301mm↕	
Product Weight↕	About 8kg (without package and toner cartridge)↕	

### General

Acoustic	Printing: 52dB Standby: 30dB
Operating humidity range	20% - 80%
Power models	110V Model: AC100~127V (±10%); 50Hz/60Hz; 6A 220V Model: AC220~240V (-15%,+10%), 50Hz/60Hz; 3A
Operating temperature range	10-32°C (50°F-90°F)
Power consumption	Printing: Average 350W Ready: 38W Sleep Mode: Less than 6 W
Weight (w/o cartridges)	4kg (8.82lbs) / 4.75kg (10.47lbs)
Dimensions (W×D×H)	337 x 220 x 178 mm (13.27 x 8.66 x 7.01 inch)
Operating systems compatibility	Microsoft Windows Server 2003/2008/2012/XP/Vista/Win7/Win8/Win8.1 (32/64 Bit) Mac OS 10.6/10.7/10.8/10.9 Linux

### Supplies

Toner Cartridge	P*-210 Series Standard capacity (1,600 pages)
-----------------	-----------------------------------------------

### What's in the box ?

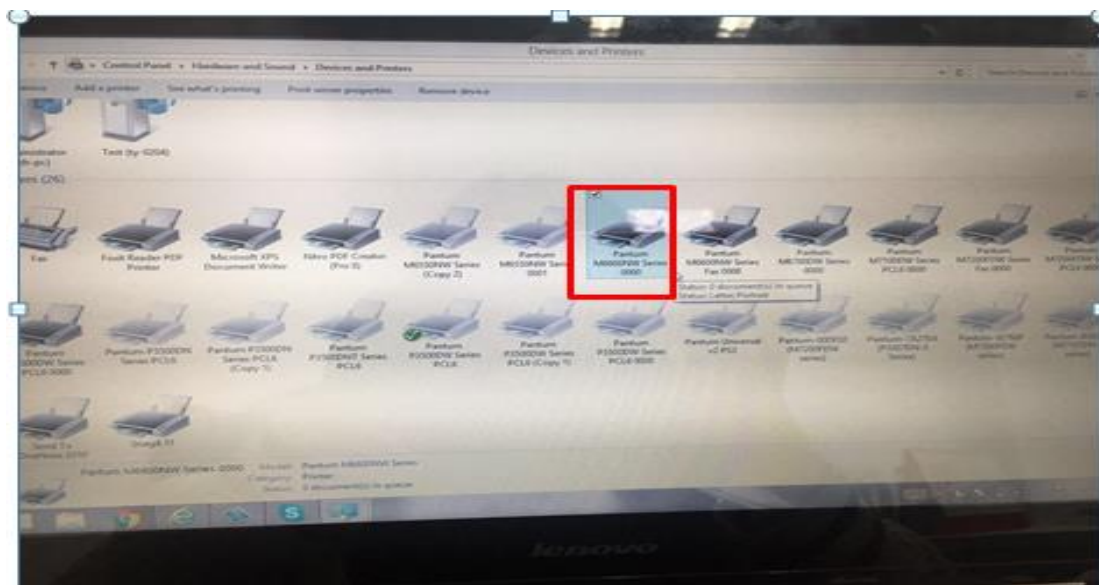
What's in the box ?	Printer x 1 / 700 page starter cartridge x 1 / USB interface cable x 1 / Power cord x 1 / CD-ROM x 1 / Quick setup guide x 1
---------------------	------------------------------------------------------------------------------------------------------------------------------

**25. What kinds of paper can I use in my Pantum M6500/ M6550/ M6600 series printer?**

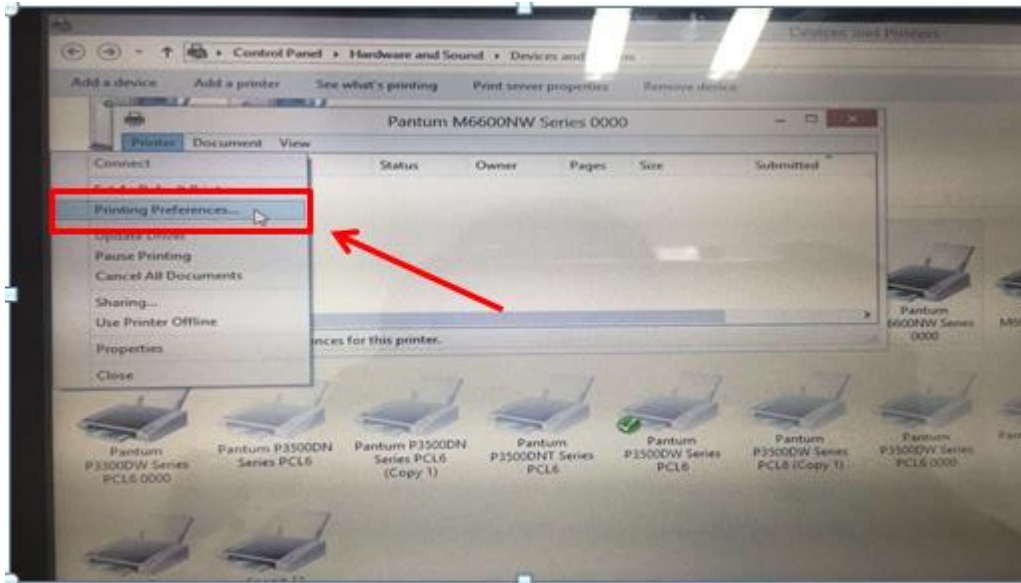
Maximum Printing Size	Legal (216mm*356mm)
Print System	Laser electrostatic printing system
Print Time of First Page	<7.8s
Print Speed	22PPM(A4)/23PPM(Letter)
Feeding system	Auto feeding
Monthly printing load	15,000 pages
Print resolution	Max: 1,200*1,200
Media type	Regular paper, thick paper, transparent film, carton paper, label, envelop, thin paper
Paper size	A4,A5,A6,JIS B5,ISO B5,B6, Letter, Legal, Executive, Statement, Monarch envelope, DL envelope,C5 envelope,C6 envelope,NO.10 envelope, Japanese Postcard, Folio, Oficio, Big 16k, 32k,16k,Big 32k,ZL,Yougata4, Postcard, Younaga3, Nagagata3, Yougata2
Paper Weight	60~163gsm
Language	GDI

**26. How to print multipage on one page?**

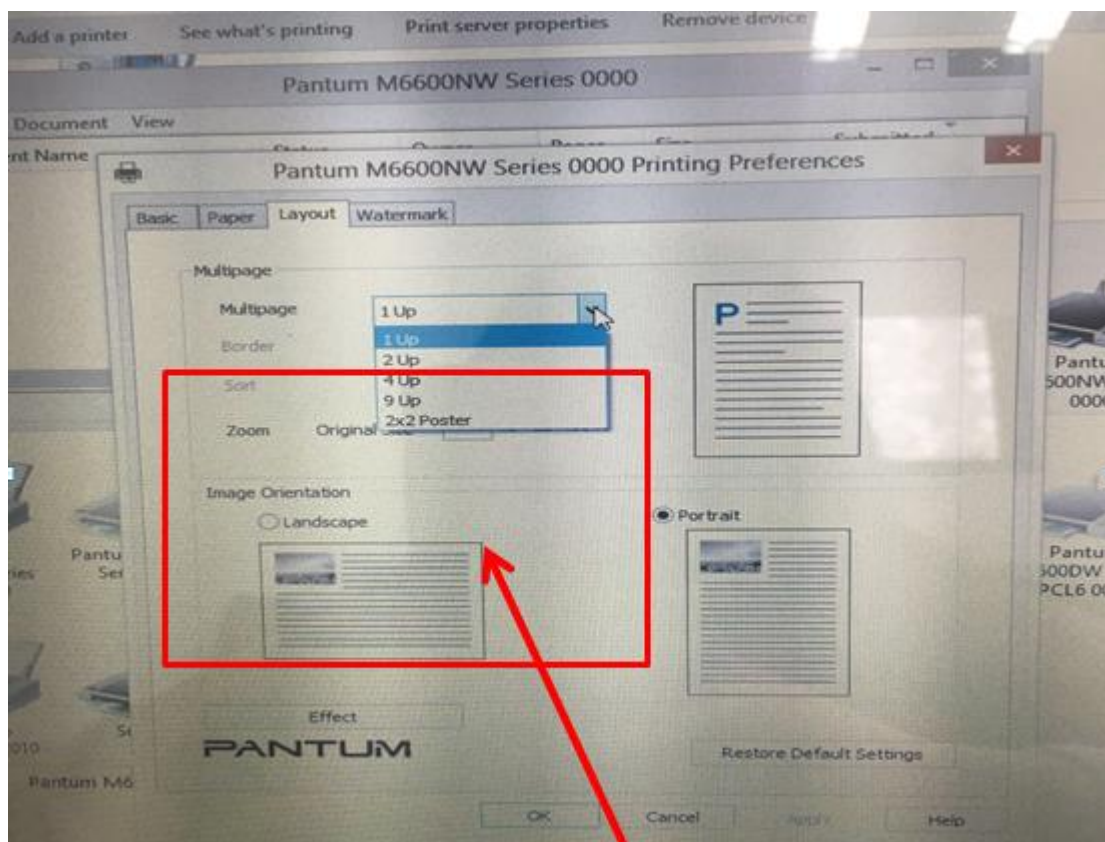
**Step1:** Please double left click your model of your printer in the 'Devices and Printers'



**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.

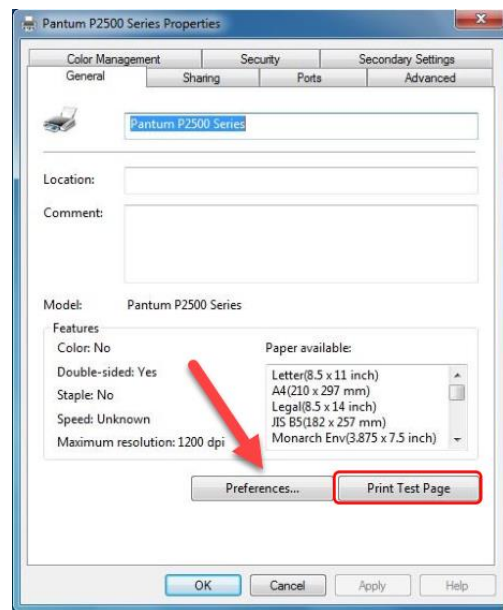


## 27. How to do Duplex Printing on Windows system?

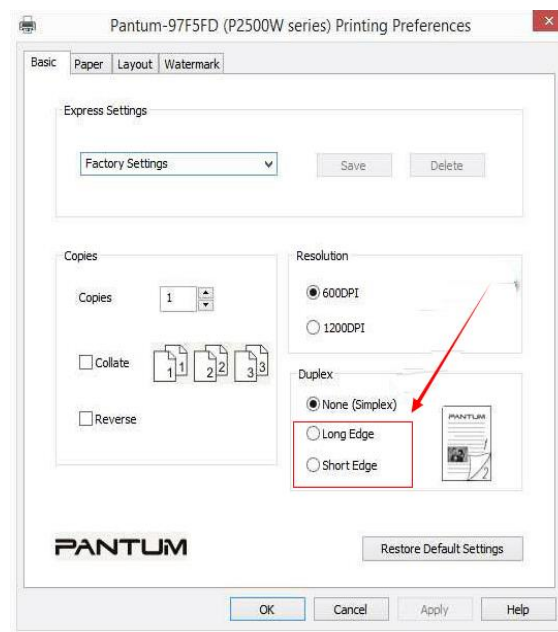
Please change your printer's properties as below steps.

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

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



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





#### ④ **Printer Compatible Issues:**

**28. 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

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

Yes, Ubuntu 12.04/ 14.04/ 16.04/ 18.04

**30. 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)

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

Yes, you could download it from Google Play.

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

No, our printer did not compatible with Chrome OS.

### 33. Is my printer compatible with Linux OpenSuse system?

No, our printer did not compatible with Linux OpenSuse.

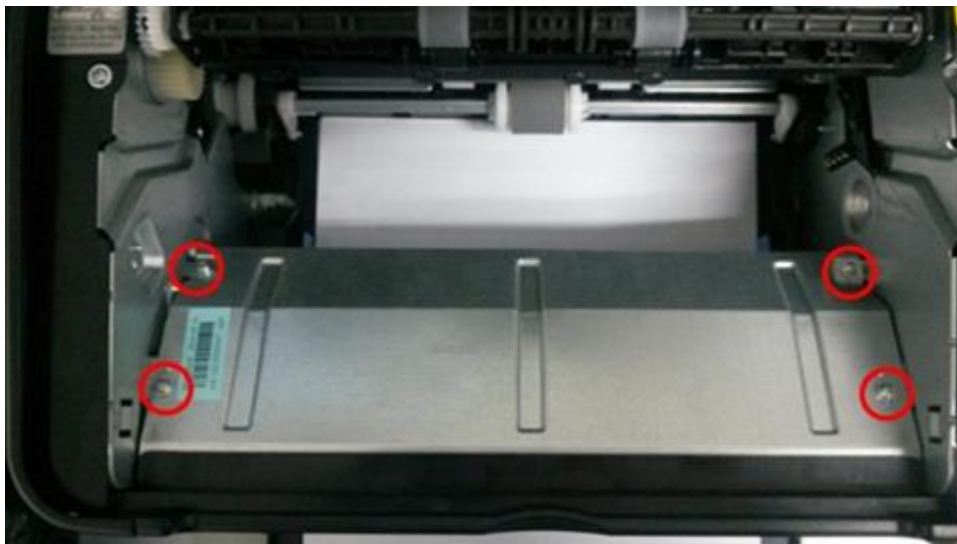
### 34. Is my printer compatible with Linux Debian 9 system?

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

## ⑤ Normal Printer Issues:

### 35. Why the printer could not print the horizontal line in the page when printed out?

**Step1:** Open the protecting cover of the LSU using the screwdriver.



**Step2:** Pull out the cable and reinsert it again. (The connecting of the LSU's cable and outlet has something wrong ,so the transmitted signal is abnormal.)



### **36. 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.

### **37. 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.

### **38. 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.

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

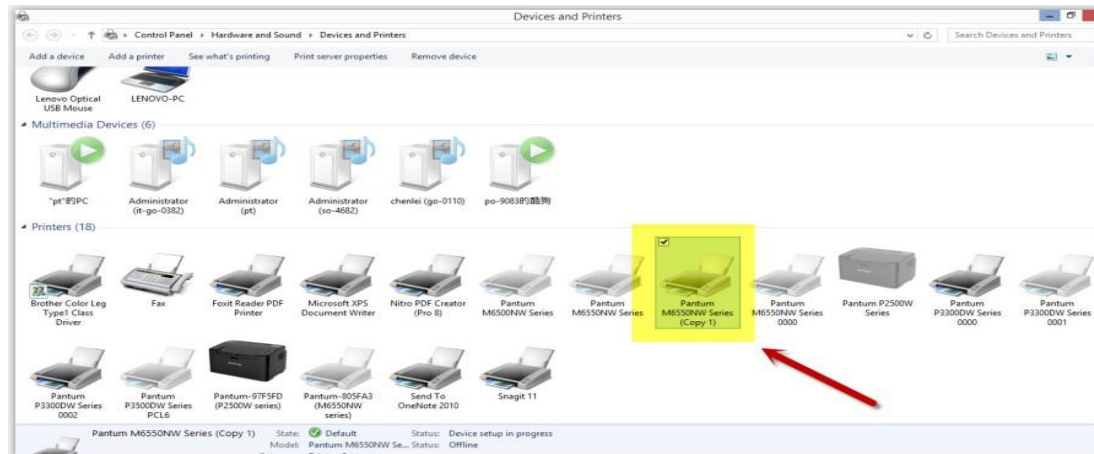
"Printer cannot be configured because printing port is on used." it may cause by PC port is abnormal.

We suggest that you can check with below steps:

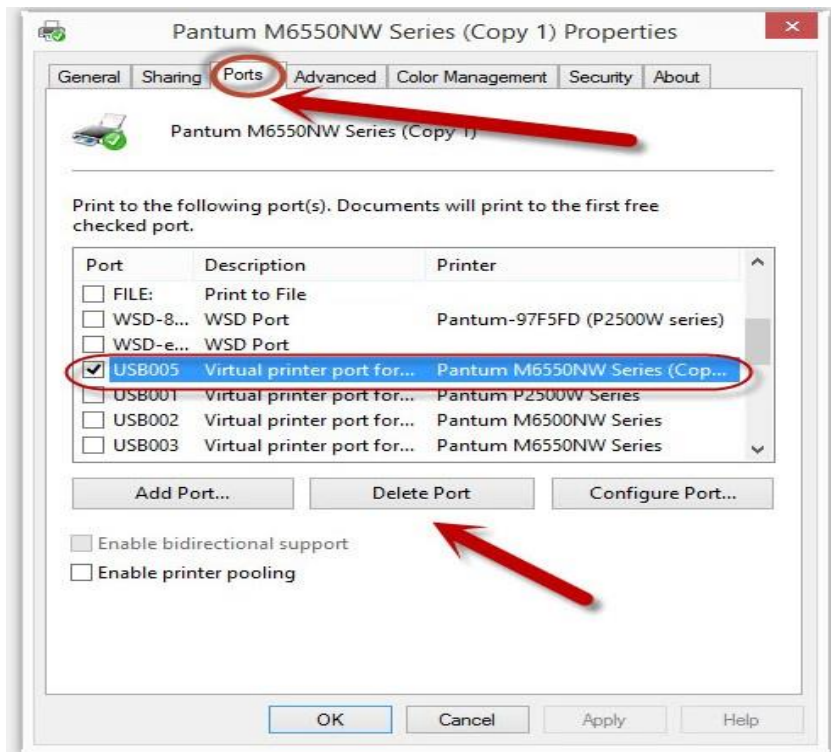
**Step1:** Change to another PC port then reconnects to the printer and reinstall the driver.

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

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



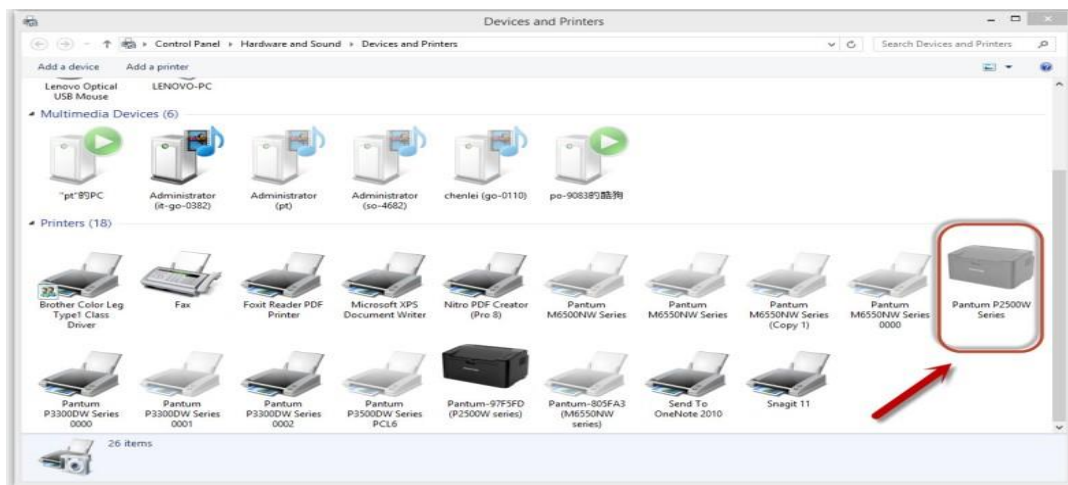
**Step3:** Click PC table "start"->"printer and fax", chose any of the printer copy, the mouse right click on the "printer property"->"port", then chose the customer no need the printer copy port of all the printers, and click "delete port"->"confirm". At last reconnect to the printer and re-install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



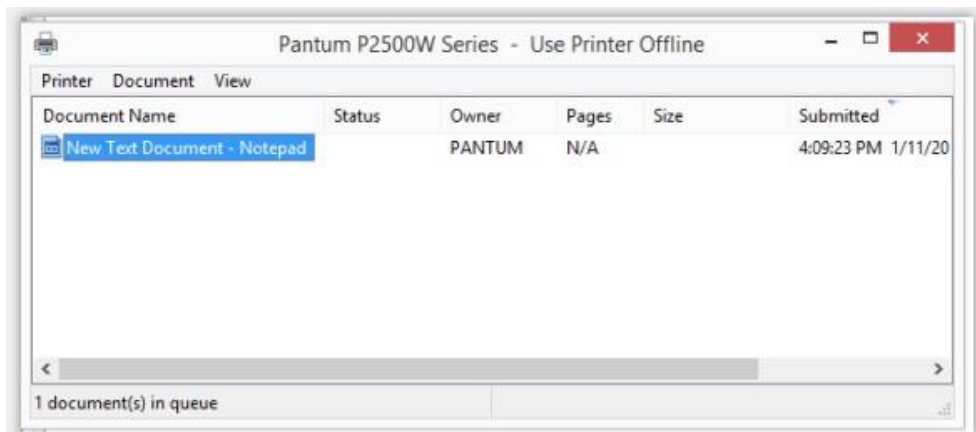
#### 40. How to cancel a printing job in the queue?

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

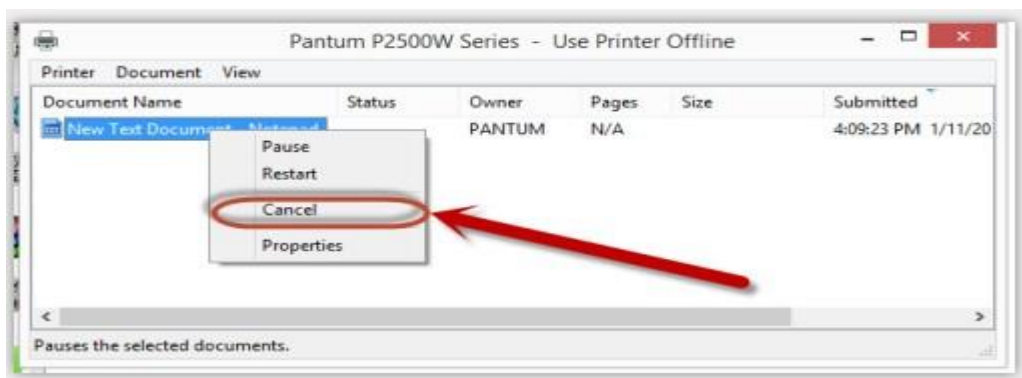
**Step1:** Please double click your model of your printer in the 'printer and device', the picture will be shown as below:



**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.



#### 41. 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 picture: Menu-- System Settings-- Sleep Time Setting—select the time you needed

**For M6500/M6550 Series Printer:**

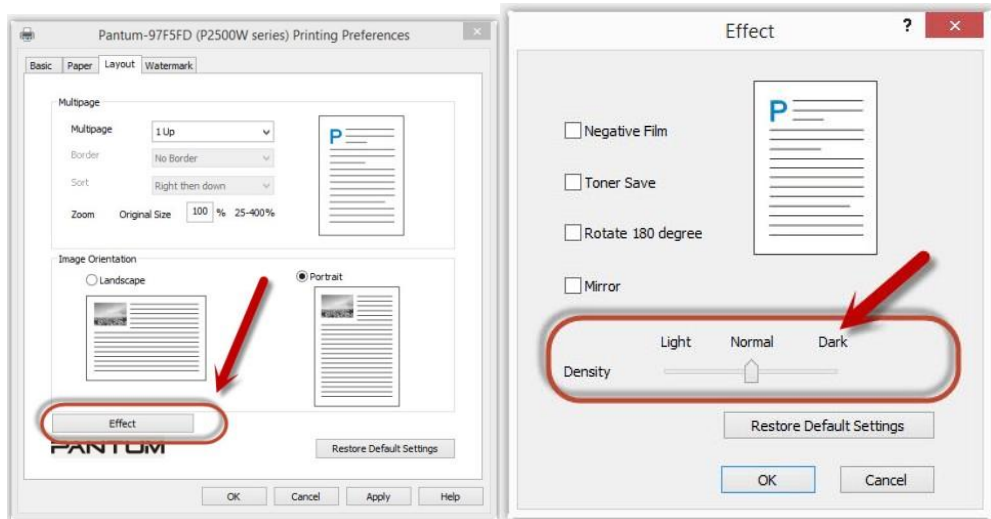


For M6600 Series Printer:



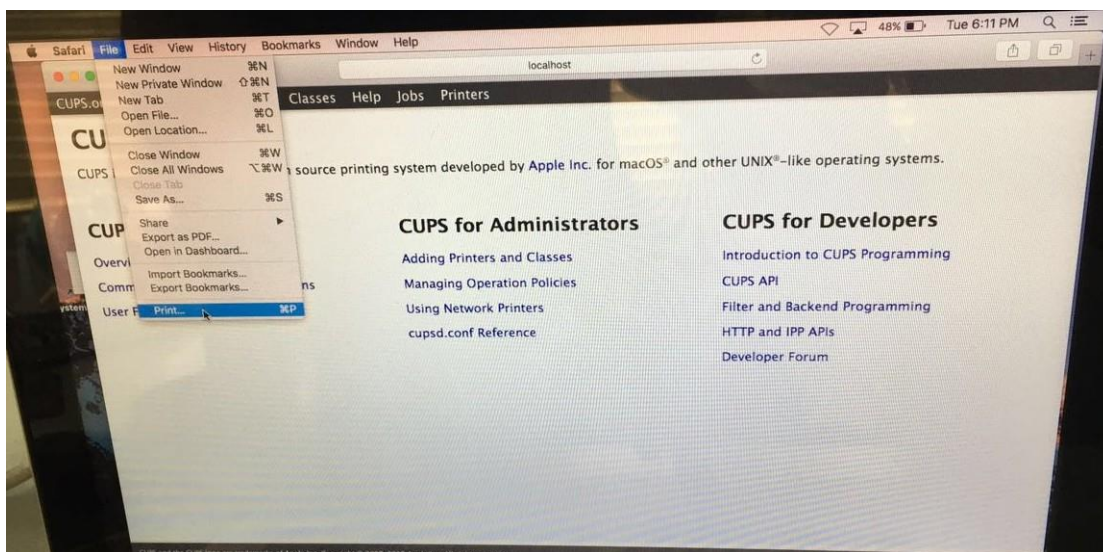
#### 42. How to get the printer to print darker under Windows?

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

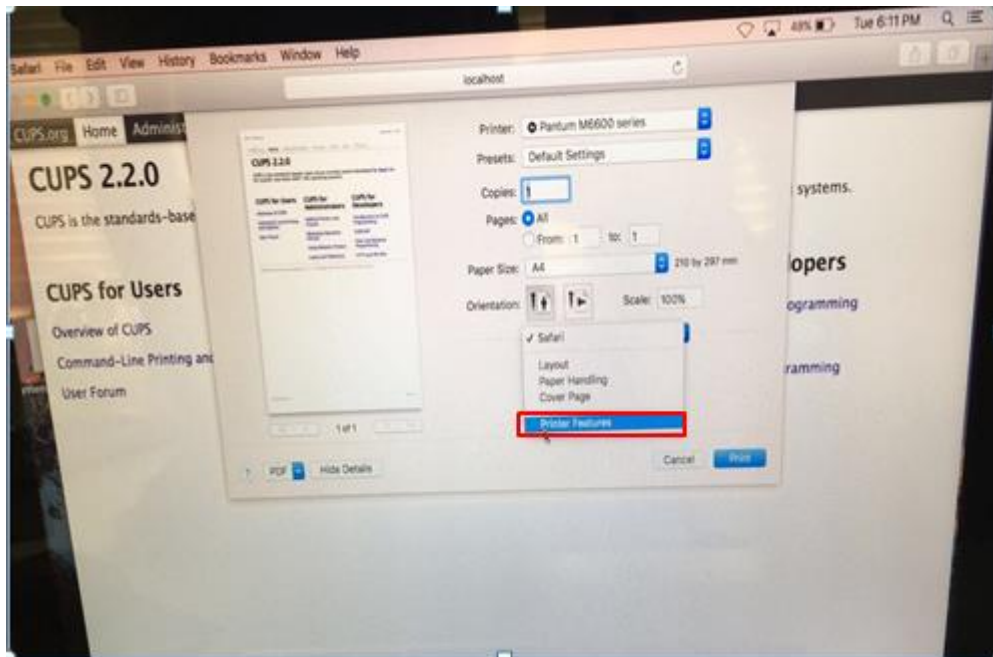


### 43. How to get the printer to print darker under Mac?

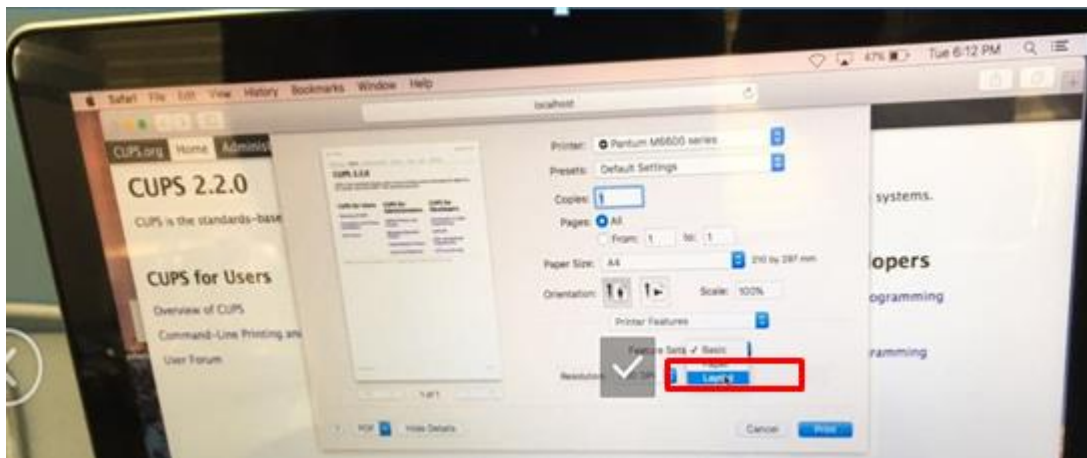
**Step1:** Click "Print" of the "file"



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

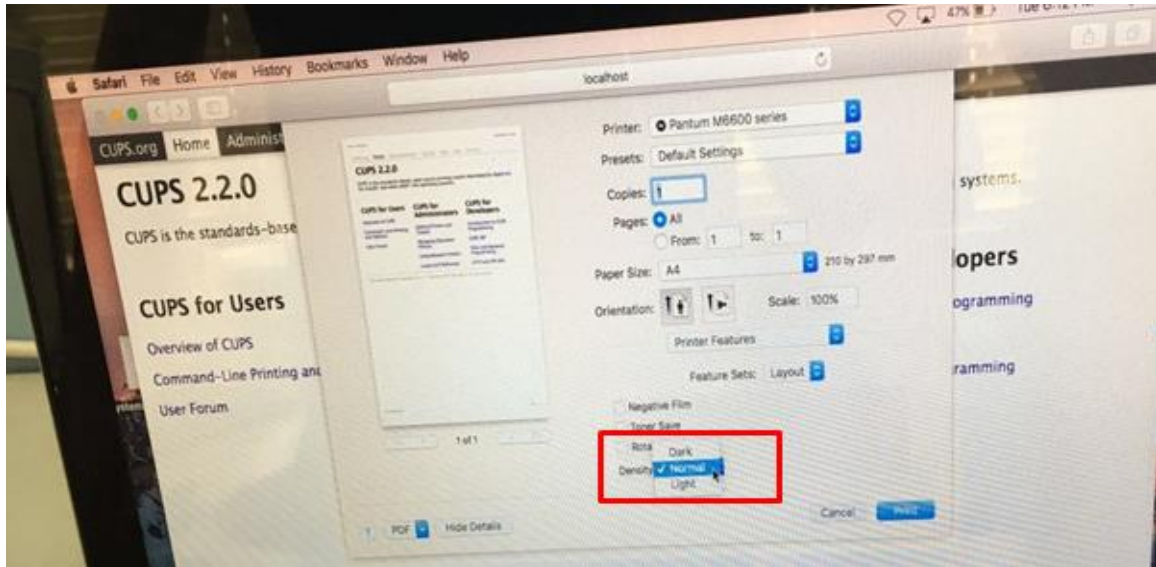


**Step3:** Chose “layout” in the “Printer Features”



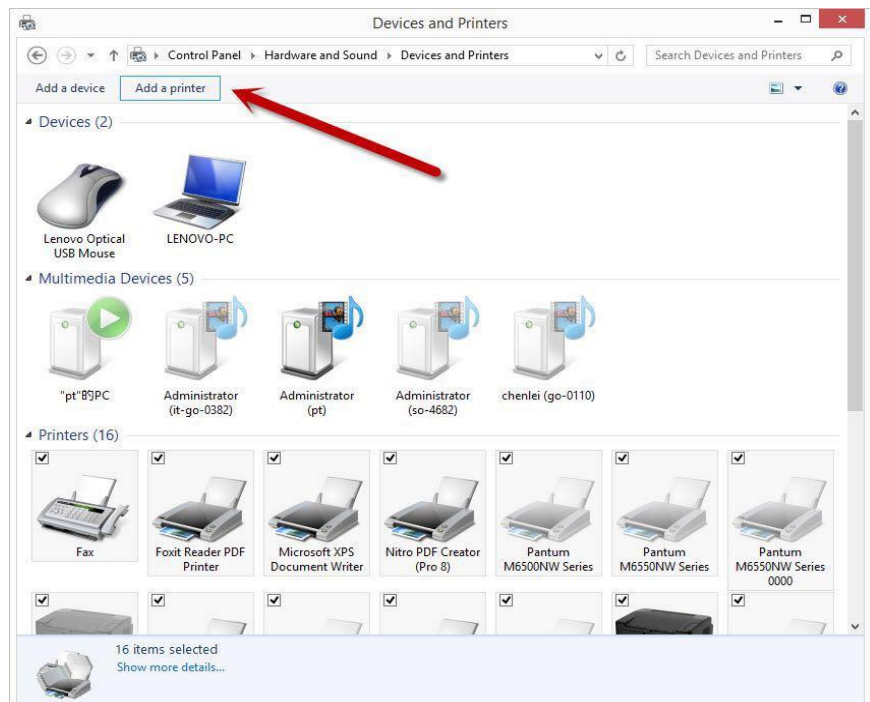
**Step4:** Select from “Light-Normal- Dark” per your request



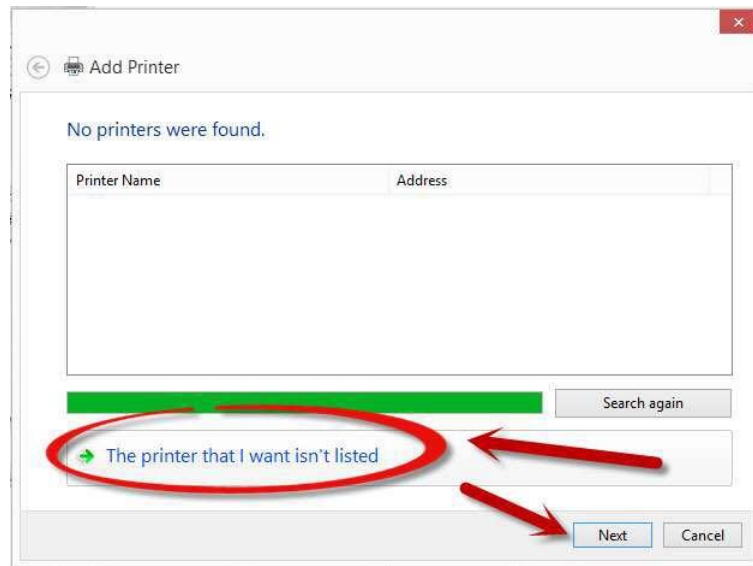


#### 44. How to “add a printer “by manually under Windows?”

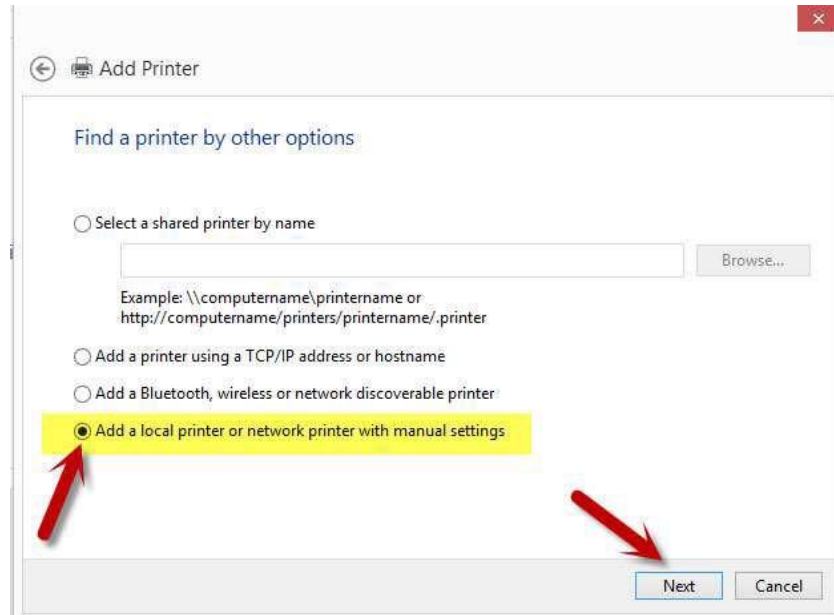
**Step1:** Click “add a printer” in the ‘Devices and Printers’



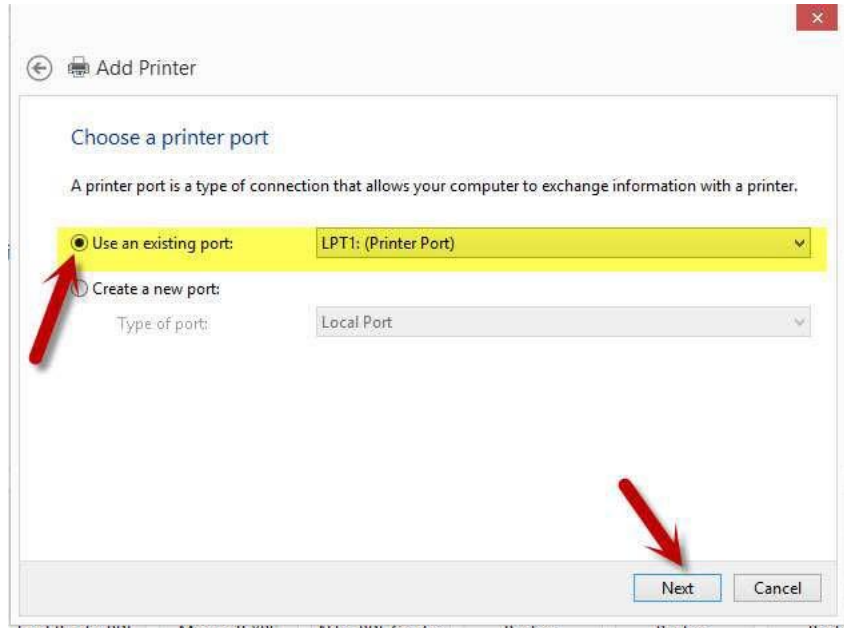
**Step2:** Please chose “the printer that I want isn’t listed” and chose ‘next” , it will be shown as below:



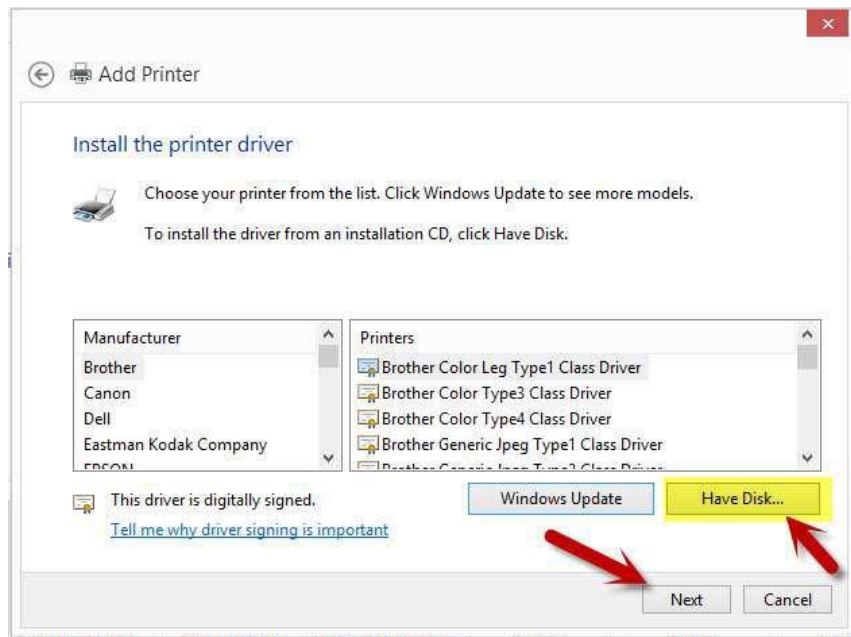
**Step3:** Please chose” adds a local printer or network printer with manual settings” and chose “Next”, it will be shown as below:



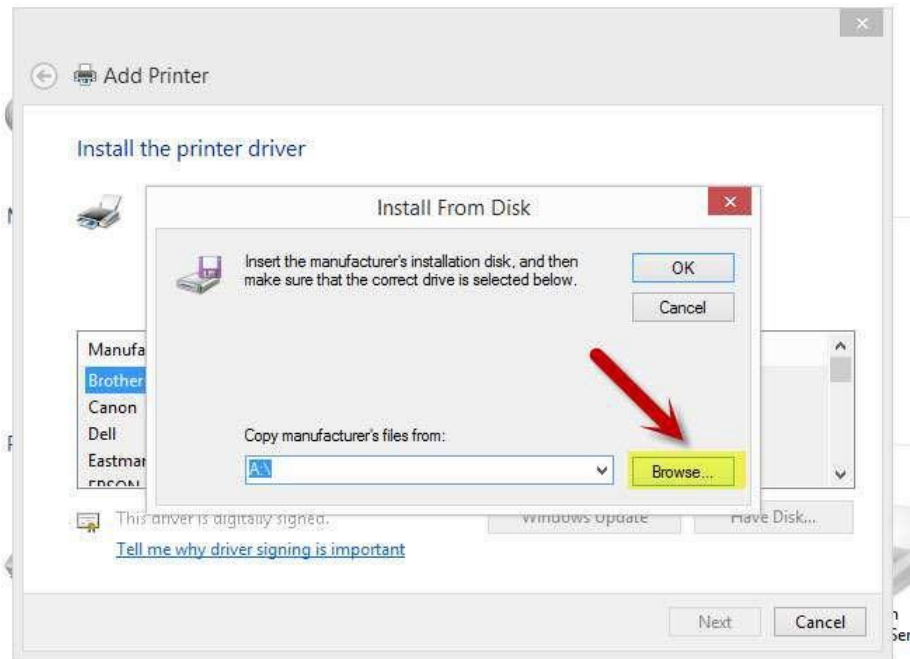
**Step4:** Please chose “Use an existing port” and select “Next”, it will be shown as below:



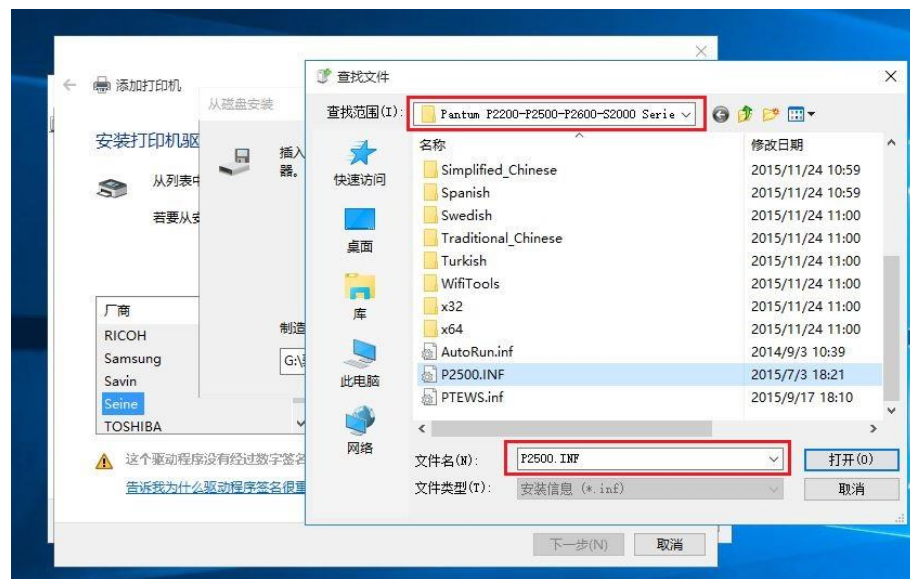
**Step5:** Please chose ‘have disked’ and click “Next”, it will be shown as below:



**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.

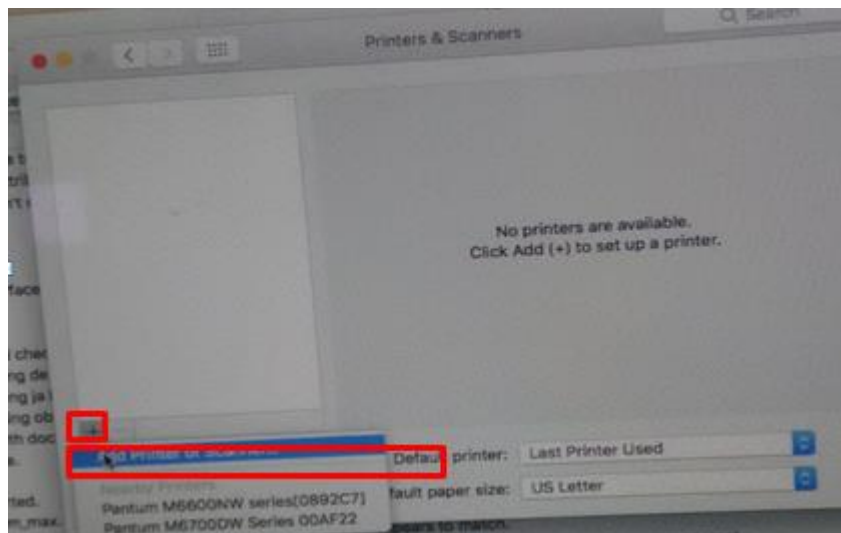
## 45. How to “add a printer “by manually under Mac?

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

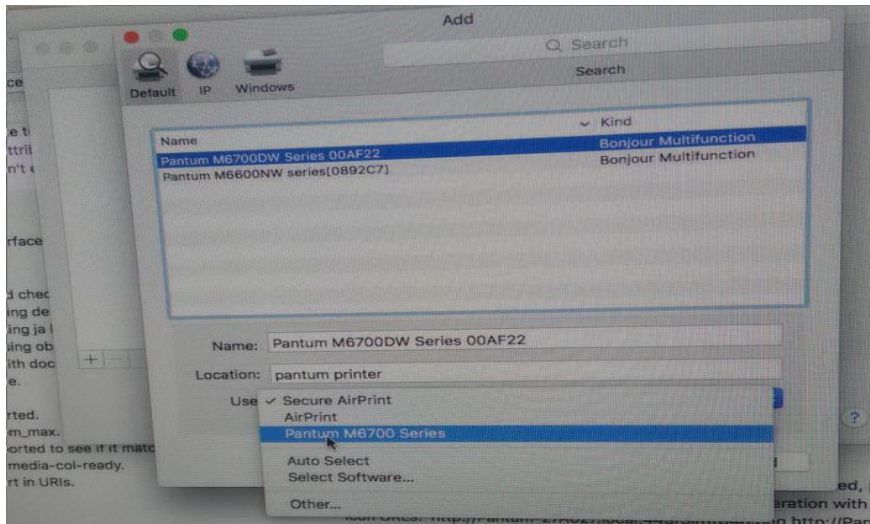
**Step2:** After installed the driver, please chose the Printer icon in PC and log in.



**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.



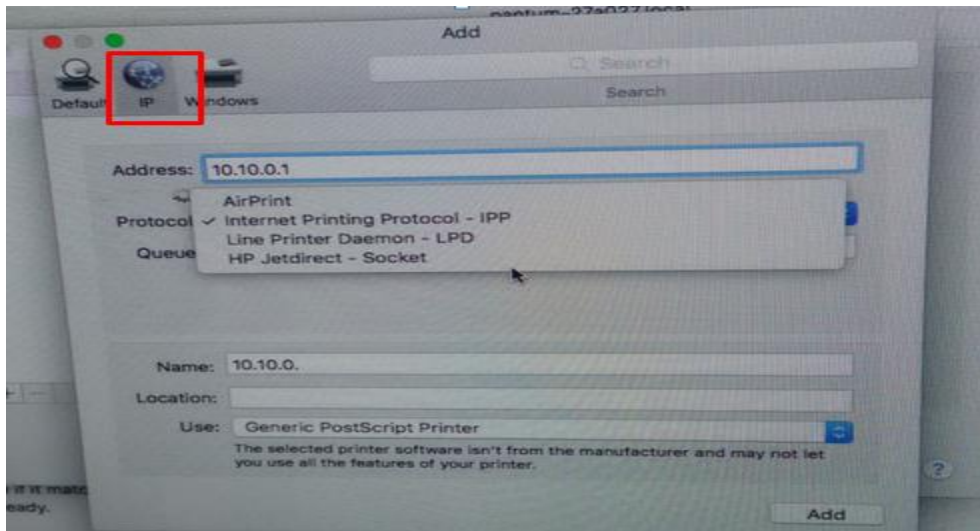
Here is the printer's name without modifications.



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.



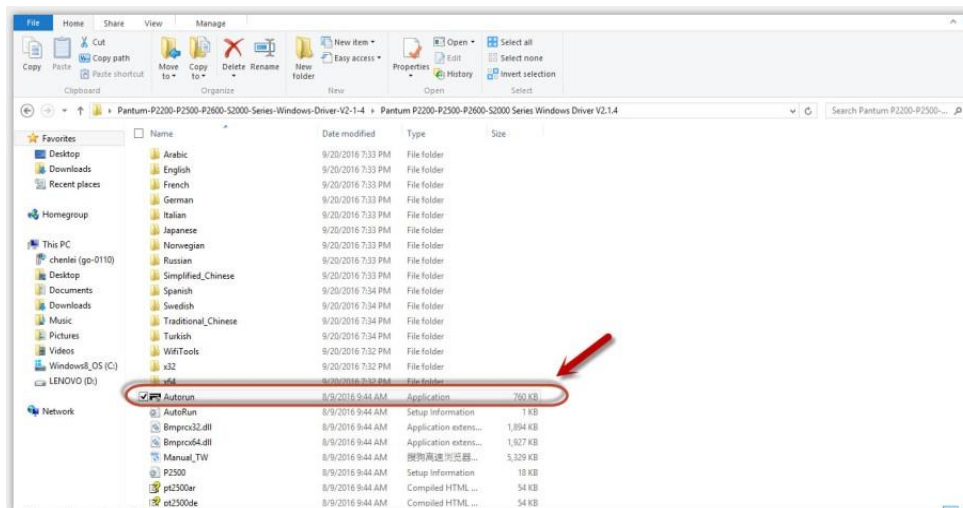


## 46. How to download the User Manual Successfully?

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

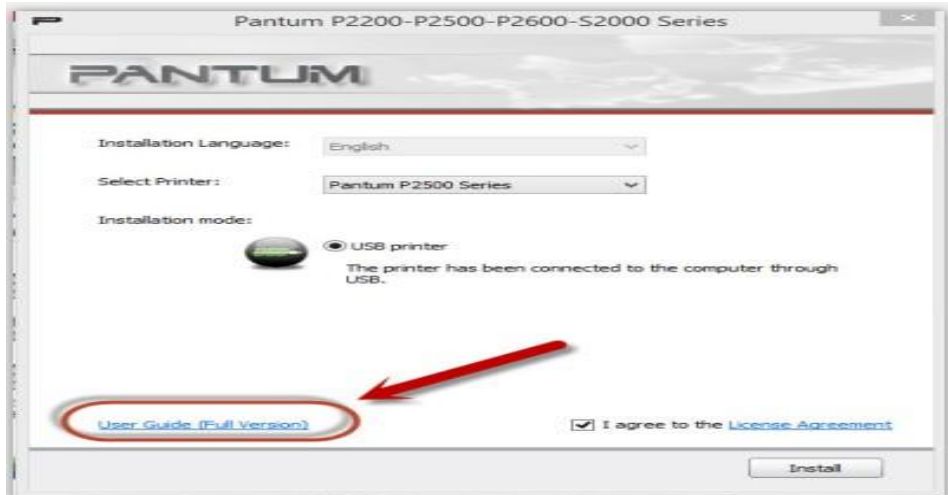
**Option A) Please check the user manual in the CD-ROM.**

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



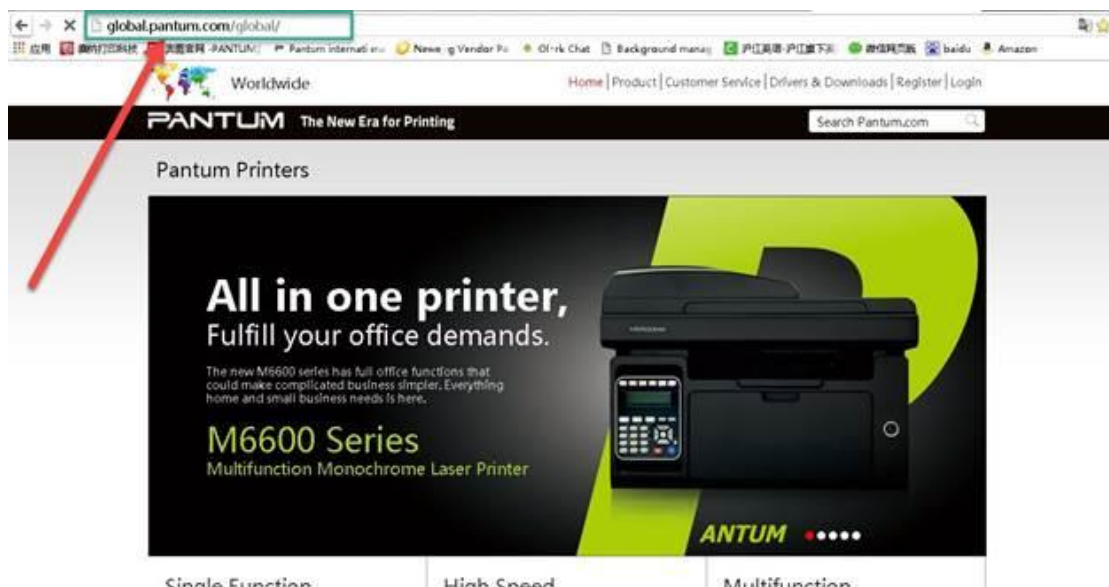
**Step2:** Click 'User Guide' at the left corner of the installation interface.



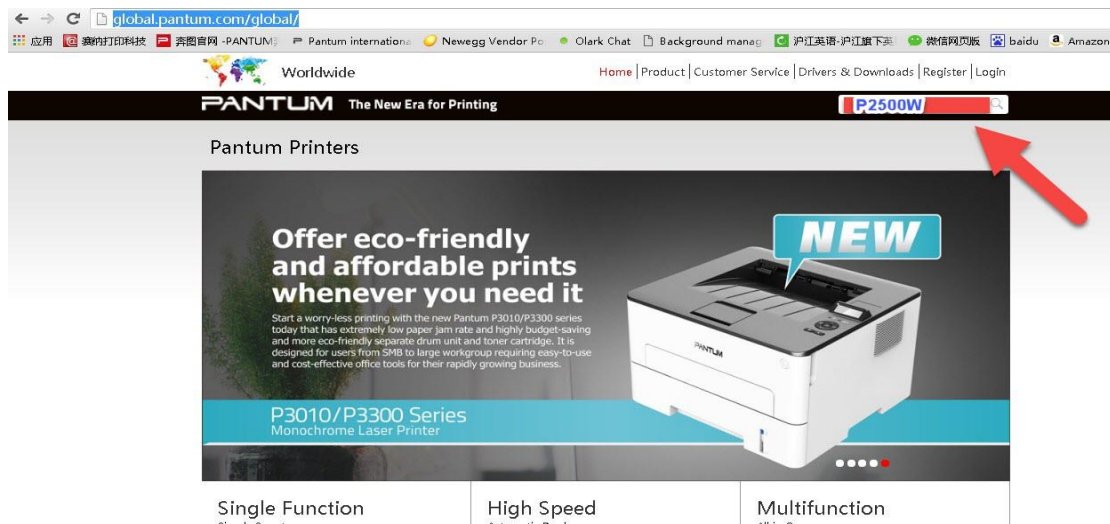


Option B) Please download the user manual from our official website.

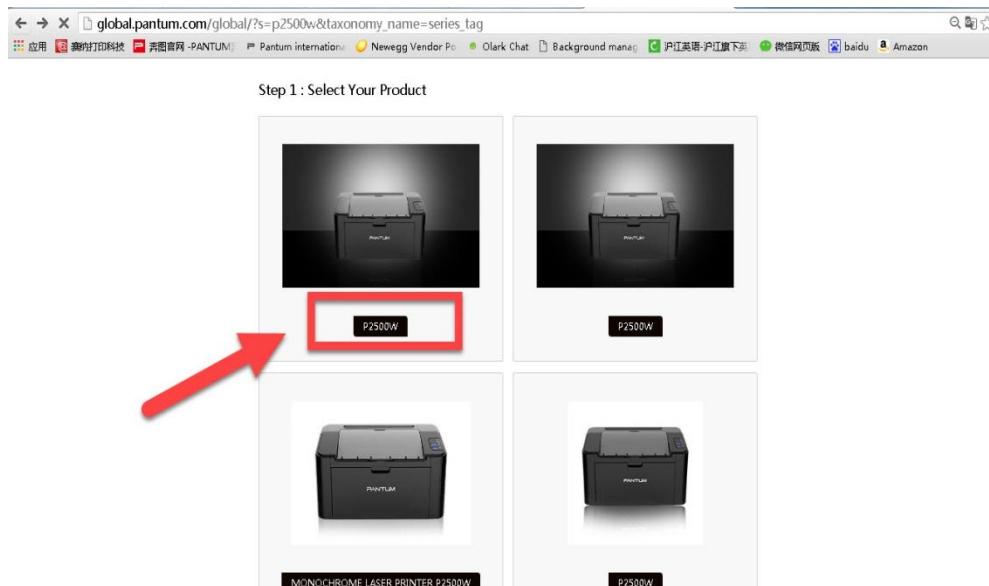
Step1: Please log in the website: <http://global.pantum.com/global/>.



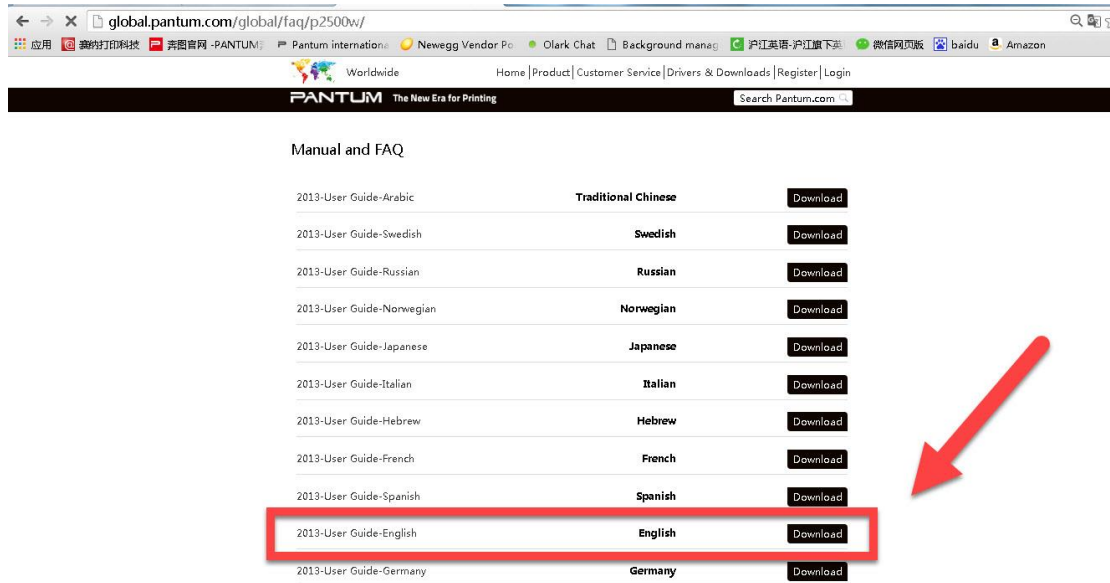
Step2: Enter your model of your printer in the blank of the below picture



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



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



## 47. How to Print Information Pages from M6500/M6550 Series Printer?

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



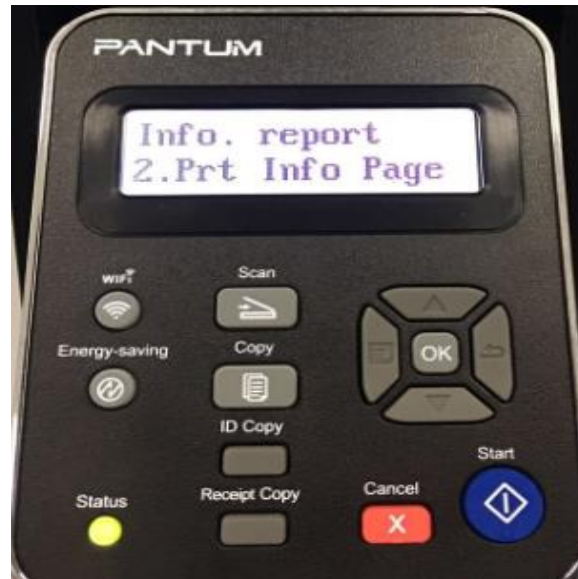
**Step2:** Click "NO.3-system set" by 'up and down' button in the menu setting, and then chose "OK"



**Step3:** Click "NO.4-Info. Report" in the menu setting-----"ok"



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



#### 48. How to Print Information Pages from M6600 Series Printer?

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



**Step2:** Click "NO.3-system set" by 'up and down' button in the menu setting, and then chose "OK"



**Step3:** Click “NO.5-Info. Report” in the menu setting-----“ok”



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





#### 49. How to Restore Factory Setting on M6500/M6550 Series Printer?

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



**Step2:** Click "NO.3-system set" by 'up and down' button in the menu setting, and then chose "OK"





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



**Step4:** Select NO.1-'Yes' -----then chose 'OK" it will be done.

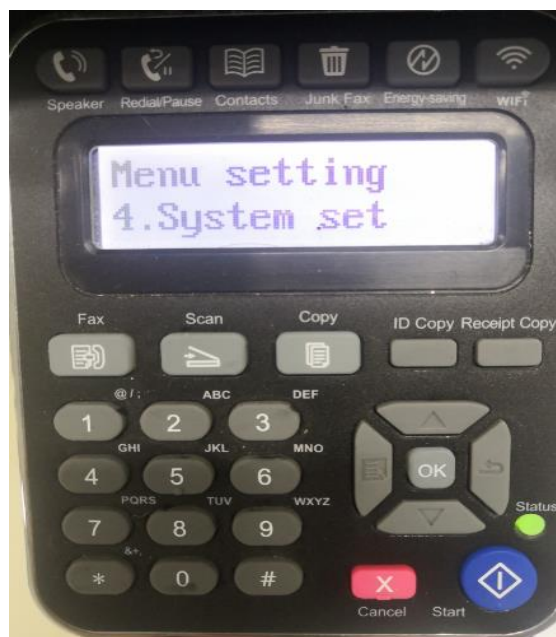


## 50. How to Restore Factory Setting on M6600 Series Printer?

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



**Step2:** Click "NO.4-system set" by 'up and down' button in the menu setting, and then chose "OK"



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



**Step4:** Select NO.1-'Yes' -----then chose 'OK" it will be done.



## 51. How to set the language back to English on M6500/M6550 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.3-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.





## 52. How to set the language back to English on M6600 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.3-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.





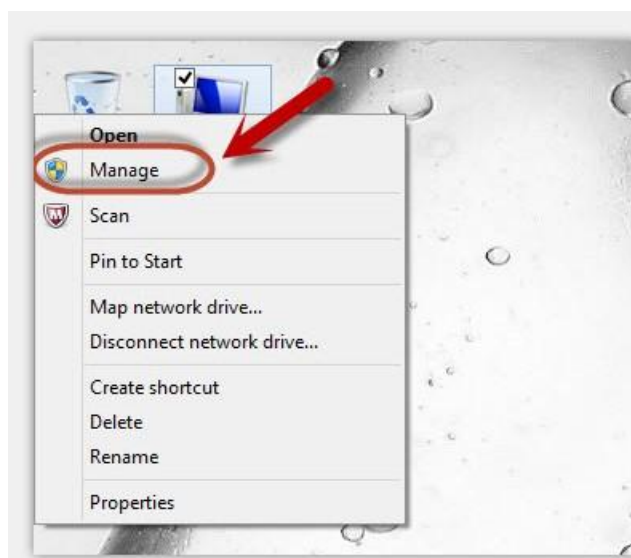
### 53. How to do when it shown “0x00000709” Error

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.

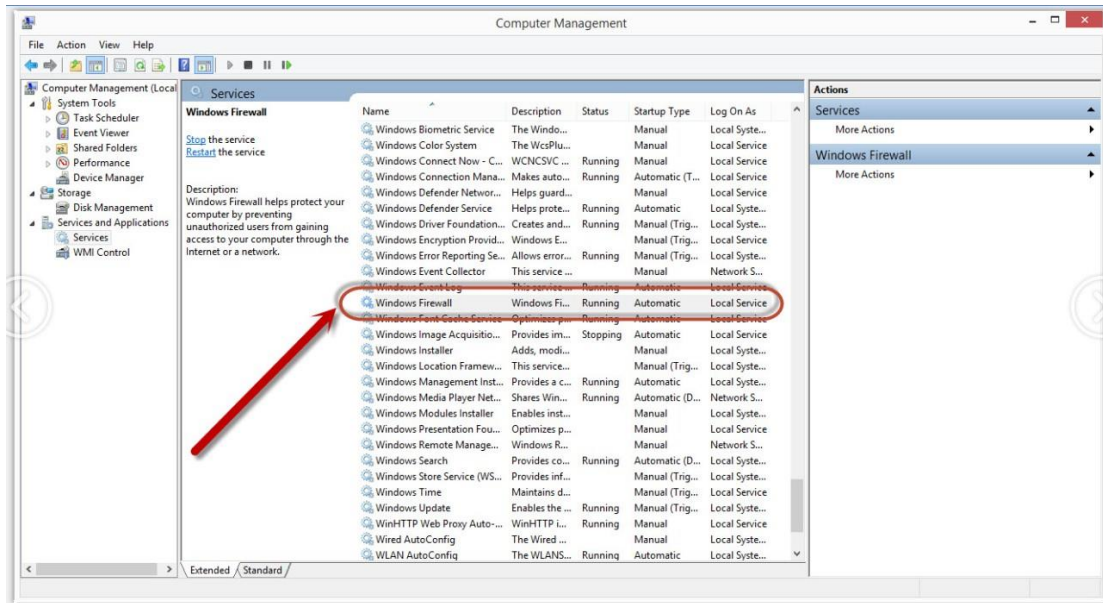
Solution A:

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



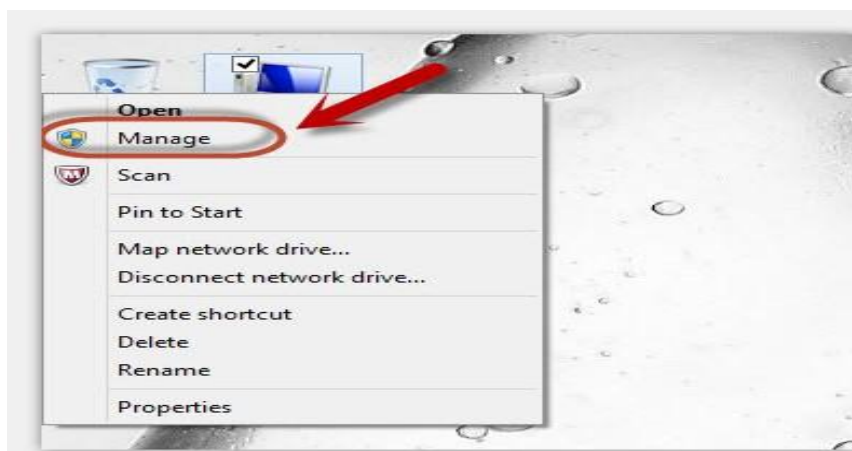
**Step2:** Select “windows firewall” and right click to “run” it. Restart your computer after you run the windows firewall.

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

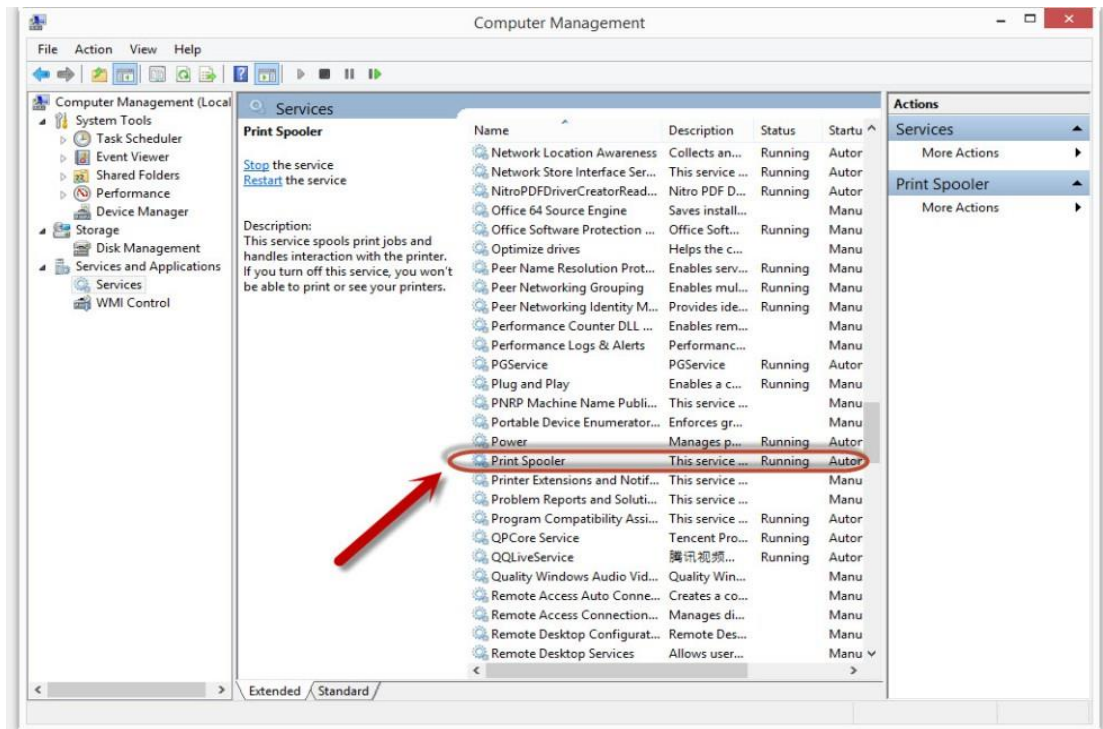


Solution B:

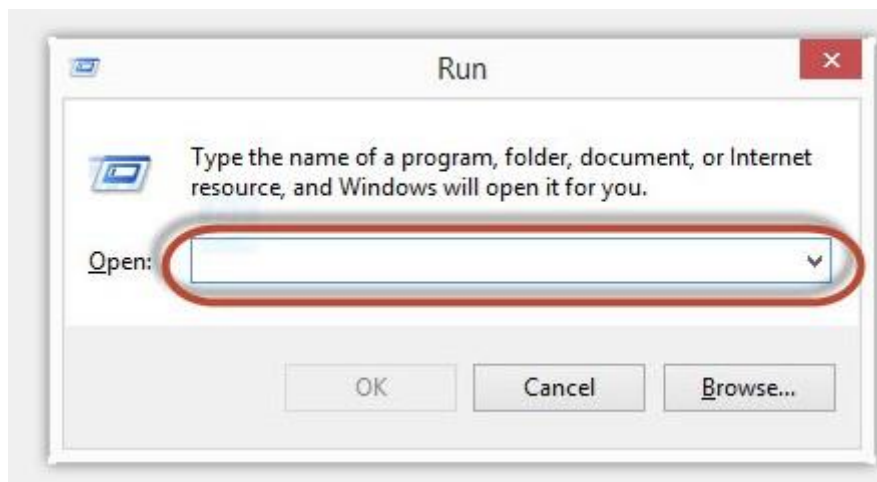
**Step1:** Select “Manage” in the “This PC”.



**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”

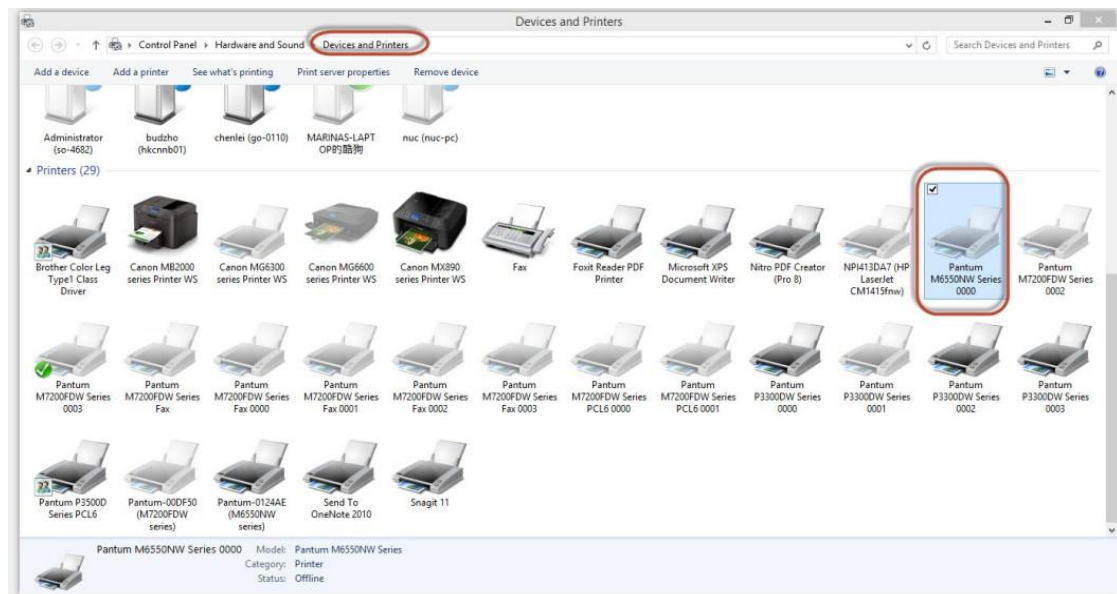


**Step4:** please Right click “connect” in the listed printer. It will be installed the driver directly.

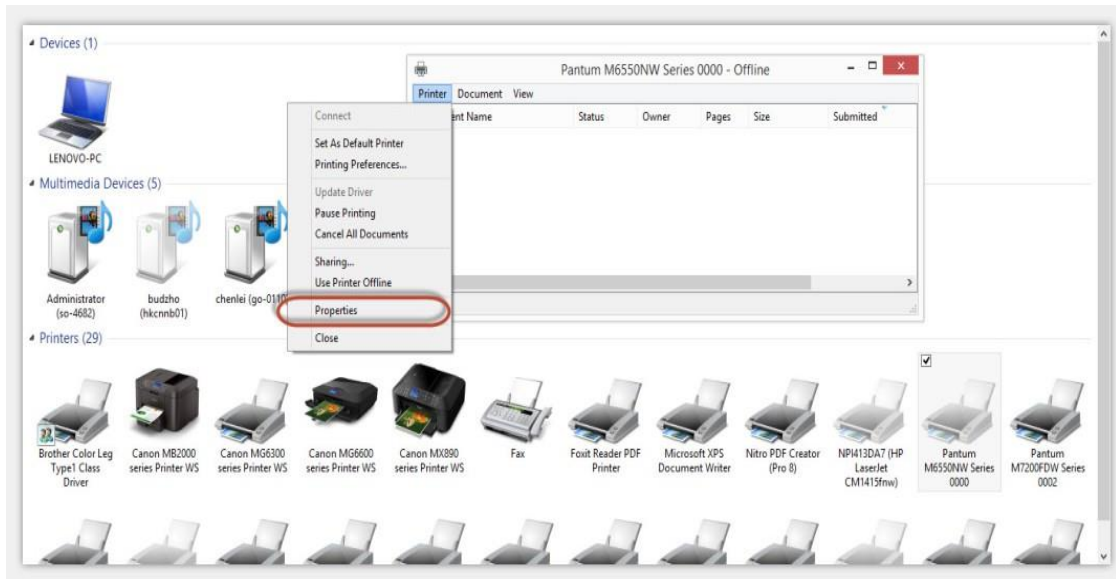
**Step5:** After done all above steps, you will see the connected printer in the “ Devices and printers”

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

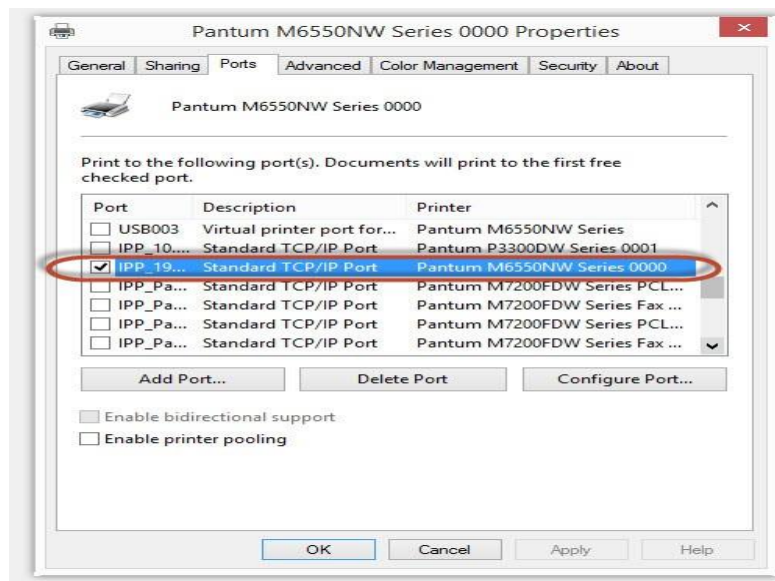
**Step1:** Click your model of the printer in the ‘Devices and Printers’.



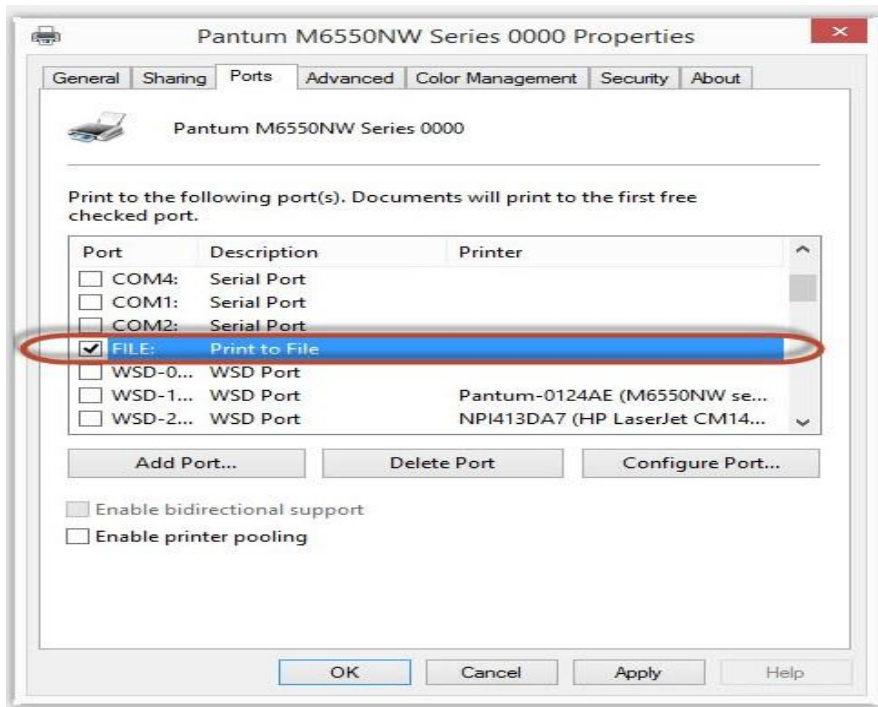
**Step2:** Click "Properties" of the printer



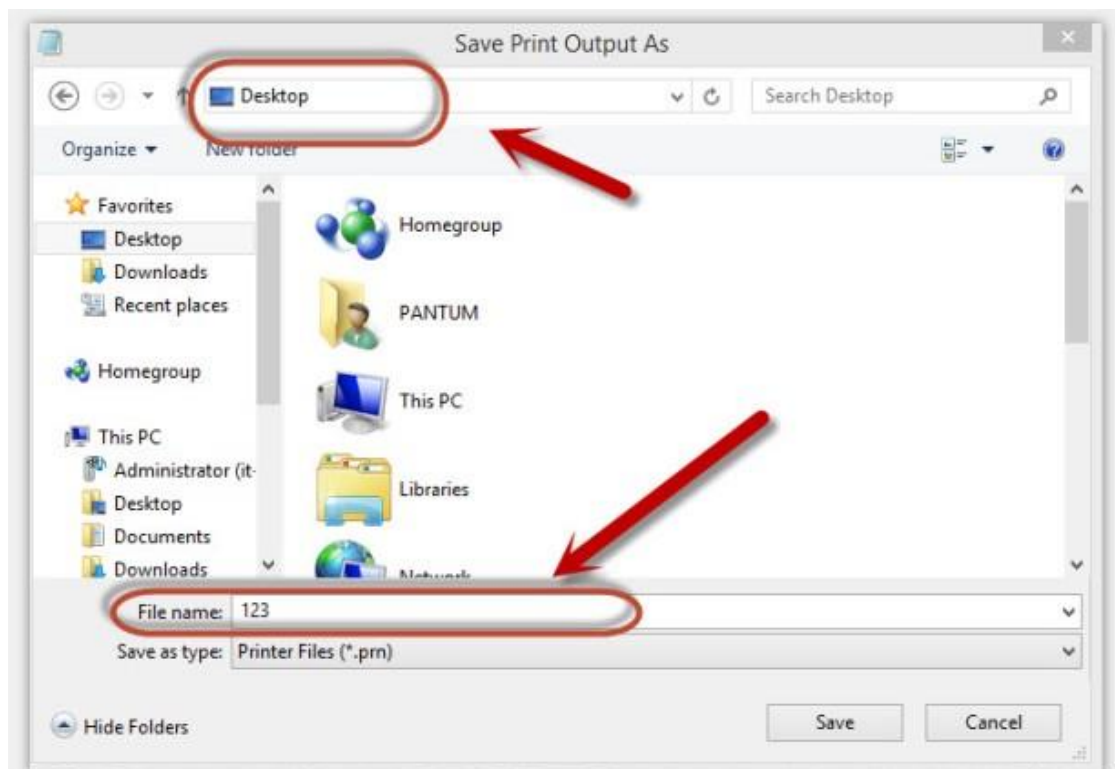
**Step3:** Please check your original port in the port and keep it in mind



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

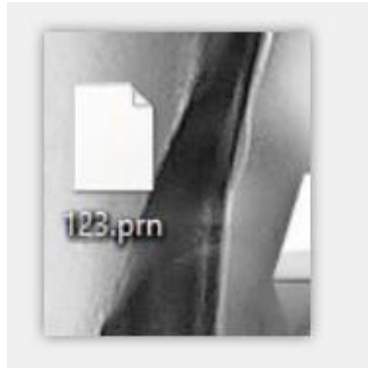


**Step5:** Please choose any file you want to print and save it on the 'Desktop' as “123.”



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





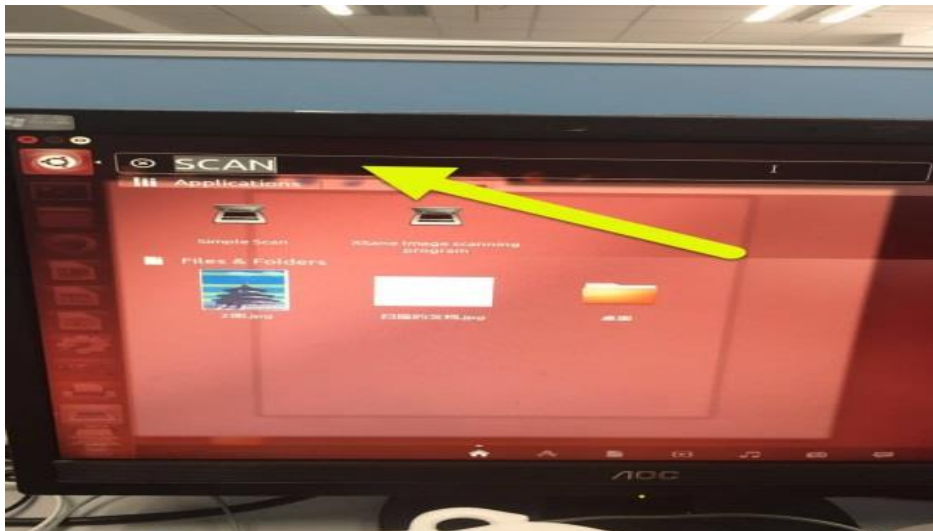
**Step7:** change your port back to your original port as **Step 3**

## ⑥ Scan Issues:

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

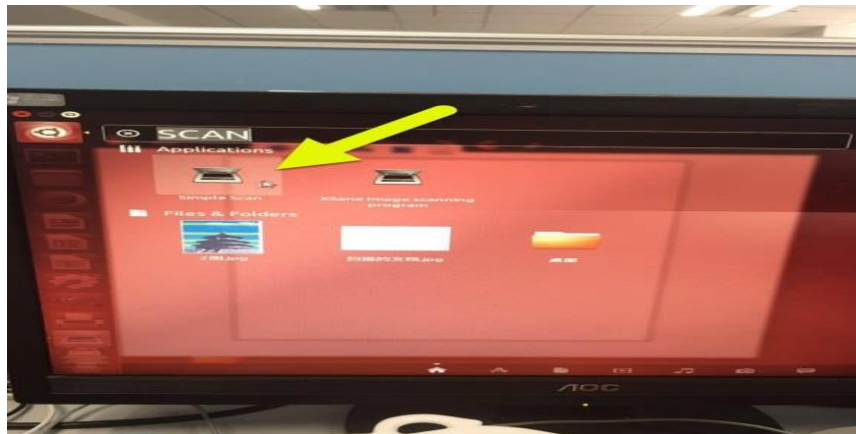
**Step1:** Make sure that you printer is connected to the computer with USB cable.

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

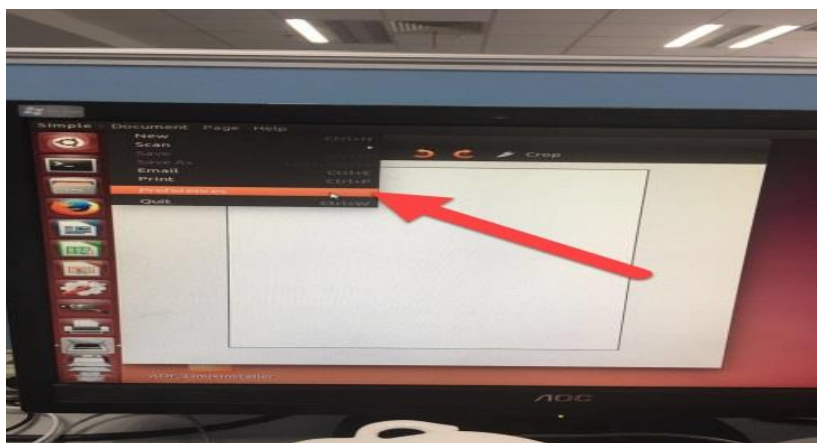


**Step3:** Please chose “simple scan” on the below picture:

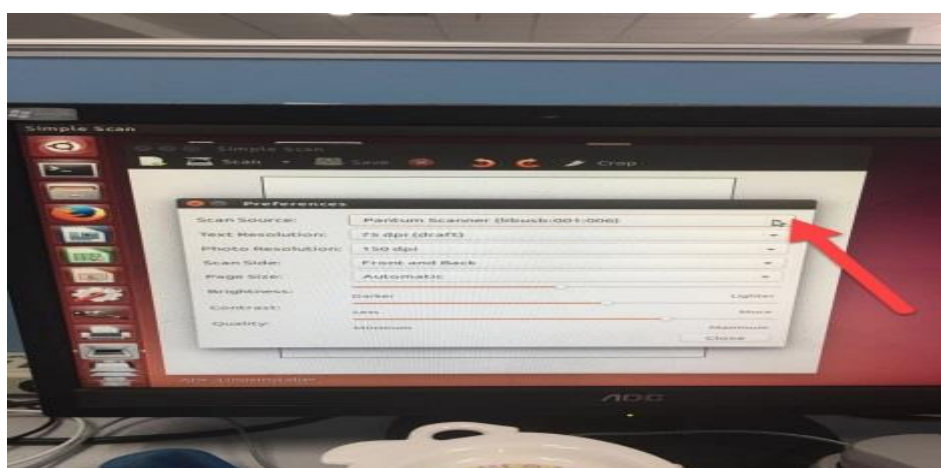




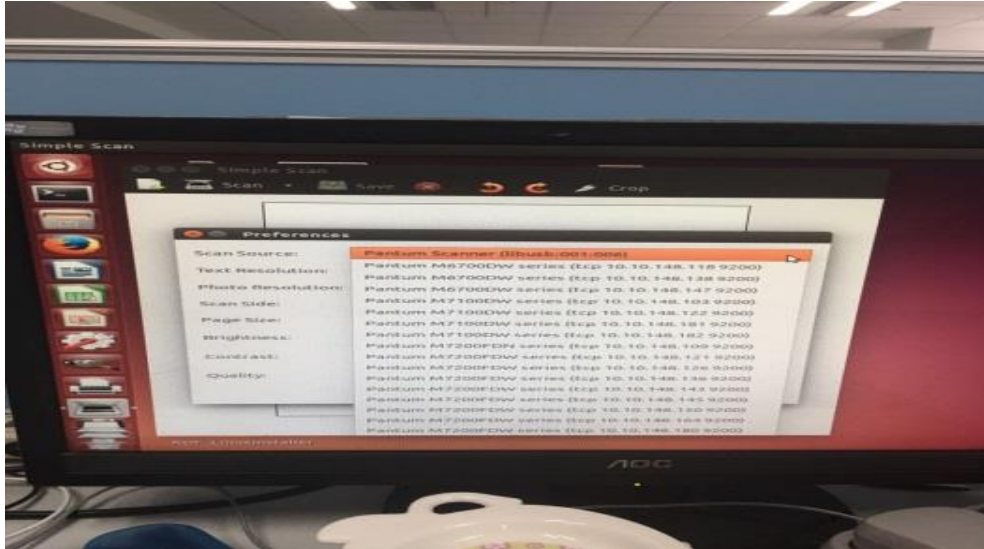
**Step4:** Please chose "preferences" to go to the next step (it will be shown as below):



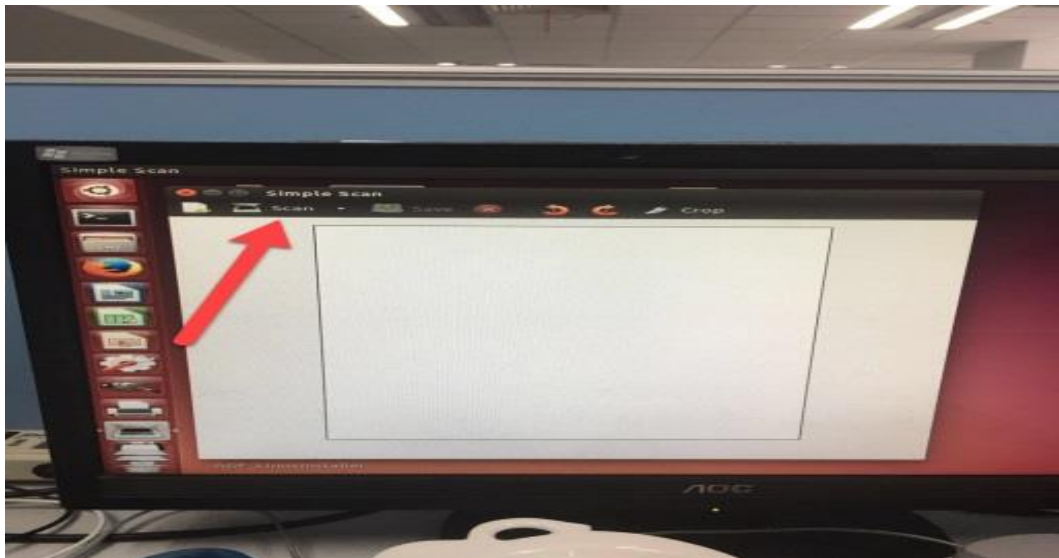
**Step5:** Please chose "Page down" arrow in the scan source to go to the next step



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

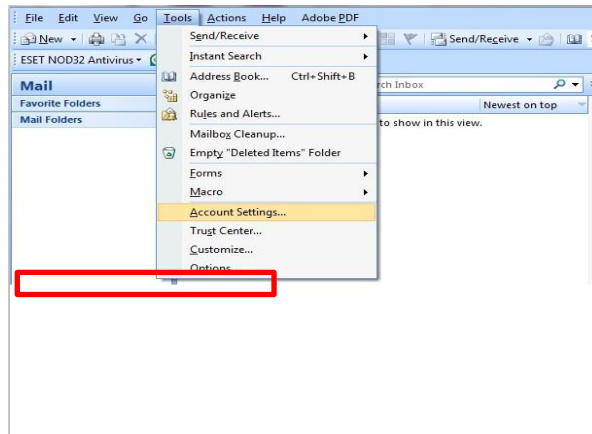


**Step7:** At last, please chose “scan” that will be done.

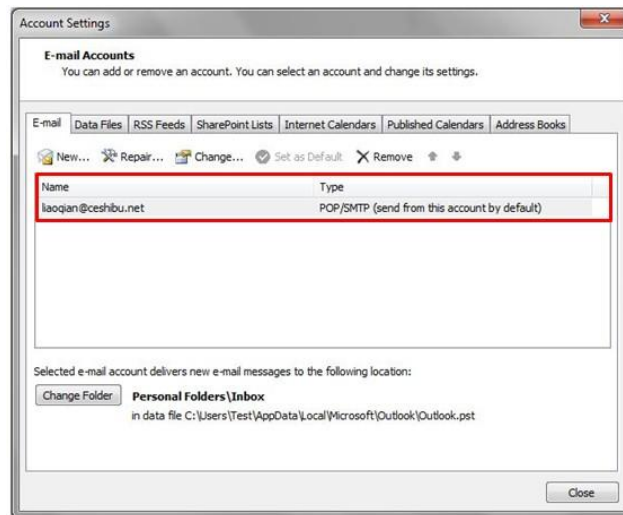


**56. Why it is unavailable for the “scanning to email”?**

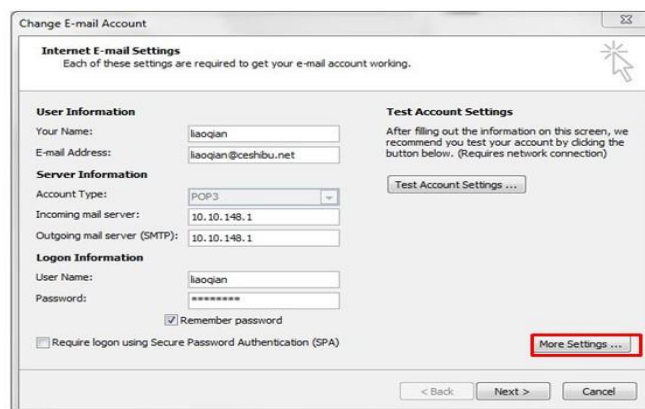
**Step1:** Please log in your email first, and then click “tools”-----“account setting”



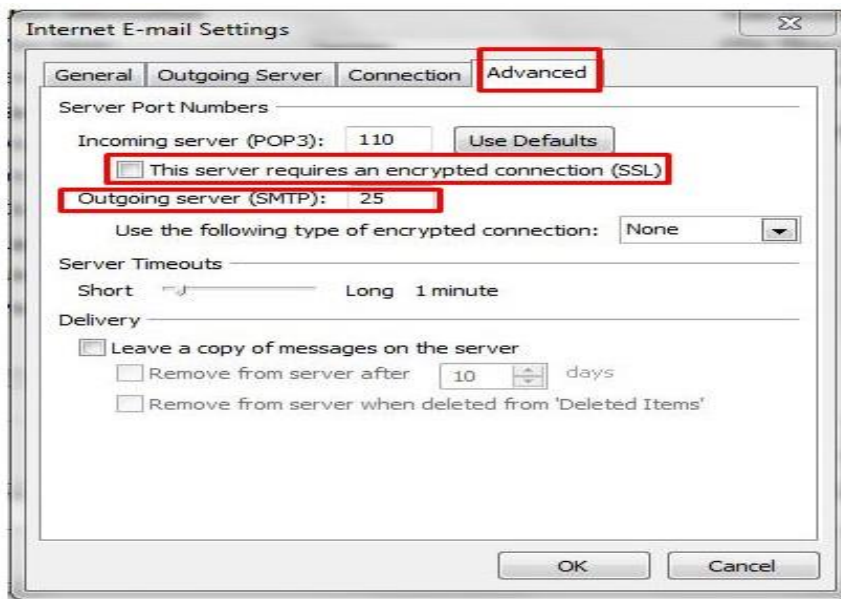
**Step2:** Please double click “internet protocol” then it will be entered into the next step:



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



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



## 57. How to set up 'scan to email' Setting?

Please make sure that your computer and the printer at the same WIFI router rather than connect with SSID. ↵

**Step1:** Type the IP address in the Web browser's address bar to access the embedded Web server of the printer.

Check the IP address with below steps:

1. Select "network info"



2. Select "1.TCP/IP" in the network info



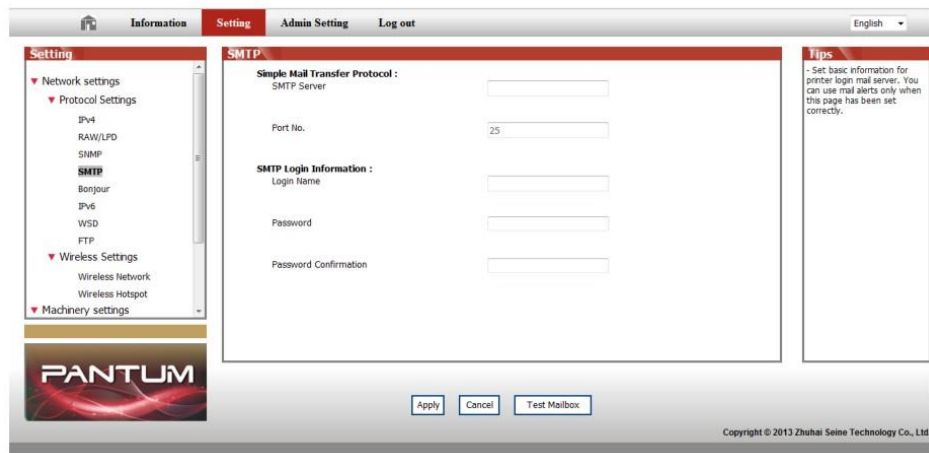
3. Select "1.IP Add."



4. At last you will see it.

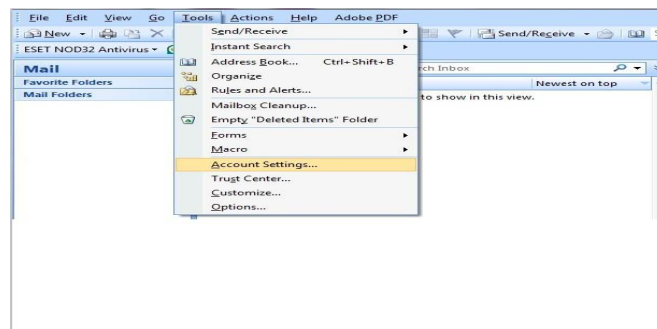


**Step2:** Click on "Setting"—"SMTP" to set the relative parameters of the SMTP Protocol. After finishing setting, click on "Apply" to save.

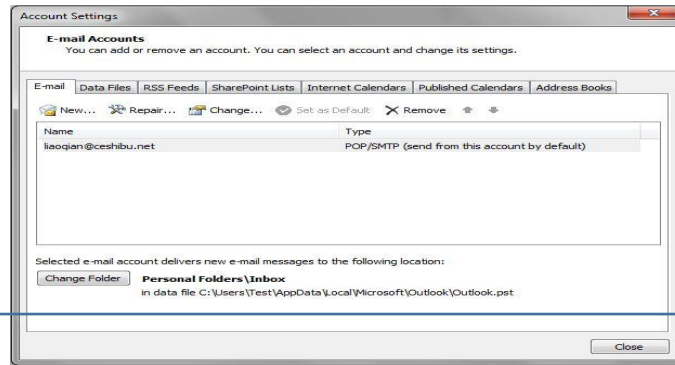


Check with below steps for the email setting:

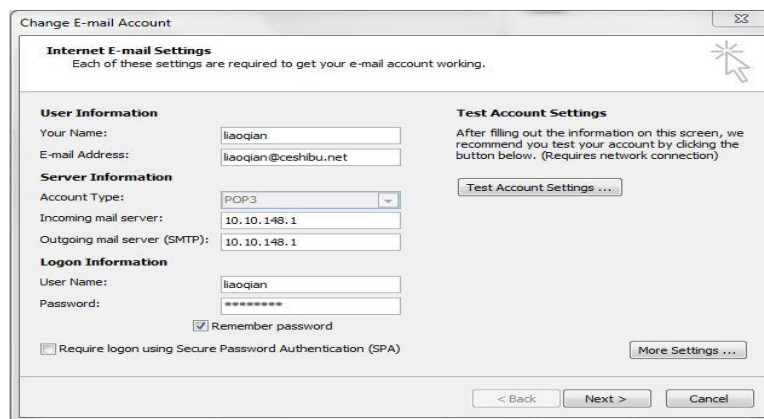
1. Log in email first, and then click 'tools'-----"account"



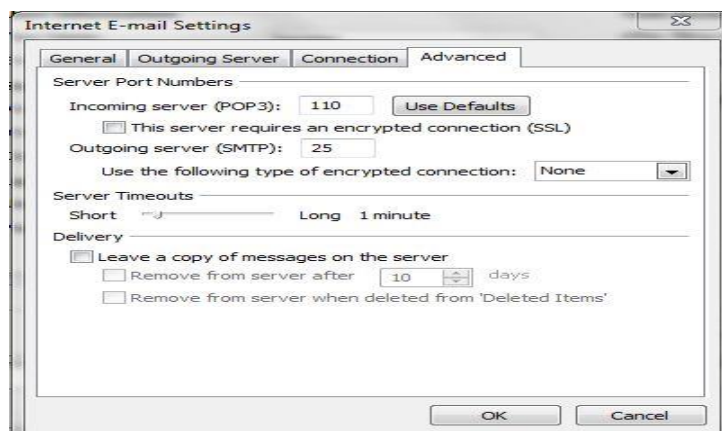
2. Double click "Internet protocol" then it will be entered into the next step:



3. Click “more settings”; it will be entered into the next step:

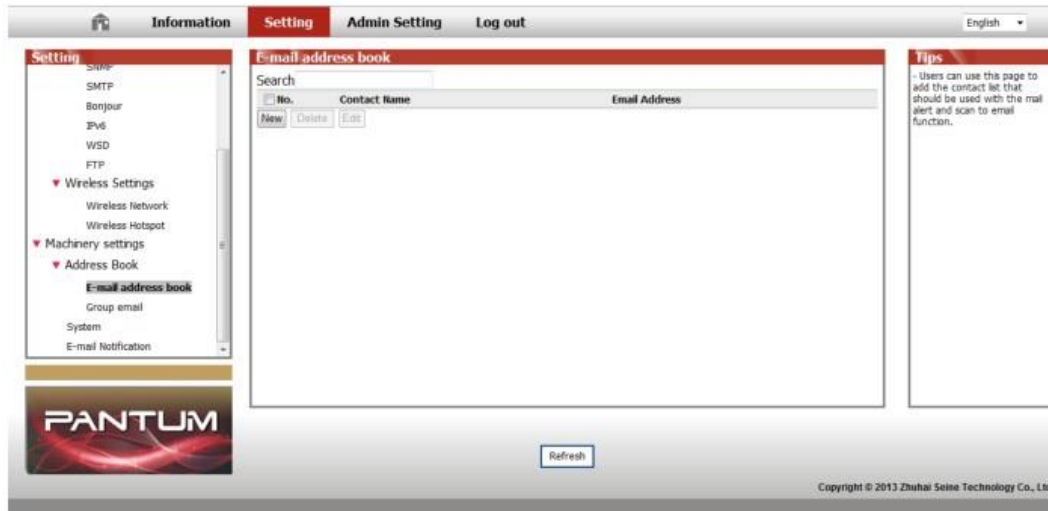


4. Please chose” advanced”, but please don’t tick the” (SSL)”, and then set up the outgoing server port as “25”, at last please click” ok”.

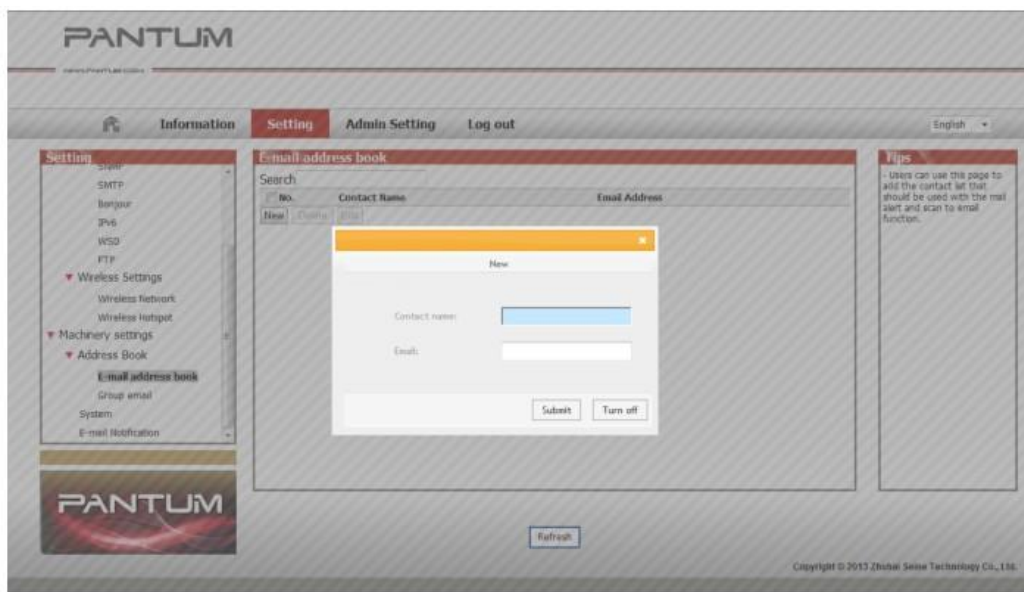




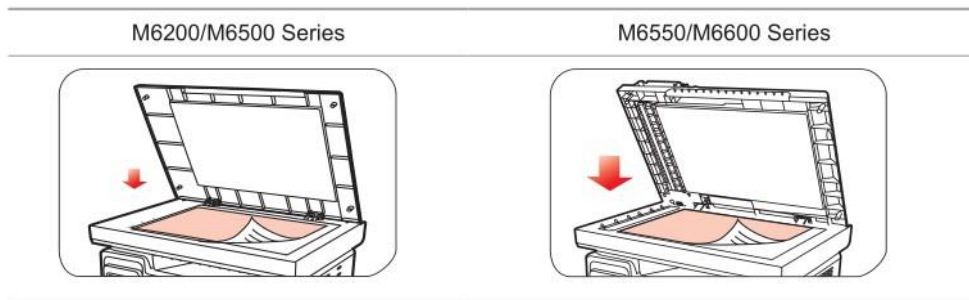
**Step3:** Click on "E-mail Address Book" in the left setting column to enter into the settings interface



**Step4:** Click on new and the following window will pop up, edit the name of contacts, Input the E-mail address and then click on "Submit".



**Step5:** Put the document on the platen.



**Step6:** Press "Scan" button on the control panel, and press "▲" or "▼" to select "1. Single Page Scan" or "2. Merge Scan", then press "OK" button.

**Step7:** In the "1. Scan To" interface, press "OK" button.

**Step8:** Press "▲" or "▼" to select "Scan to E-mail" and press "OK" button.

**Step9:** Press "▲" or "▼" to select "E-mail Address Book" or "Group Mail" and press "OK" button.

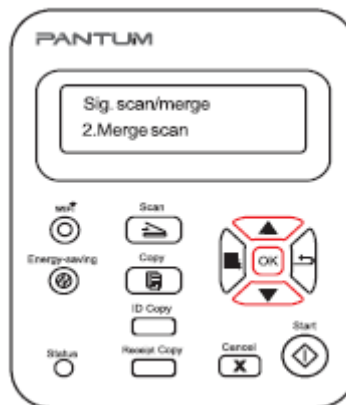
**Step10:** Press "▲" or "▼" to select address or group and then press "OK" button; press "Start" button to start scan.

## 58. How to merge multi-page scanned documents into one PDF from M6500/M6550 Series Printer??

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



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



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

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

Press "Start" button - scan the next page

Press "OK" button- end the scanning

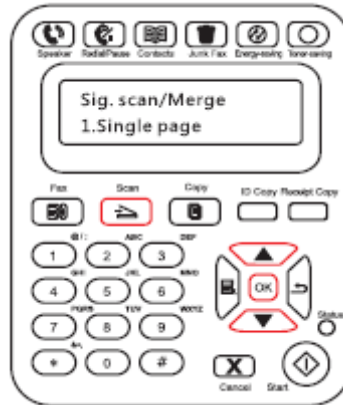
**Step 5:** Put the document to be scanned on the glass platen and press Start button to continue to scan the second page (For ADF scanning, it can run continuous scan directly).

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

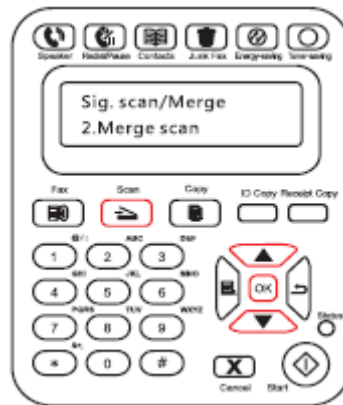
**Step 7:** After completing the operation, the application will save PDF document to the specified folder.

## **59. How to merge multi-page scanned documents into one PDF from M6600 Series Printer?**

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



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



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

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

Press "Start" button - scan the next page

Press "OK" button- end the scanning

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

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

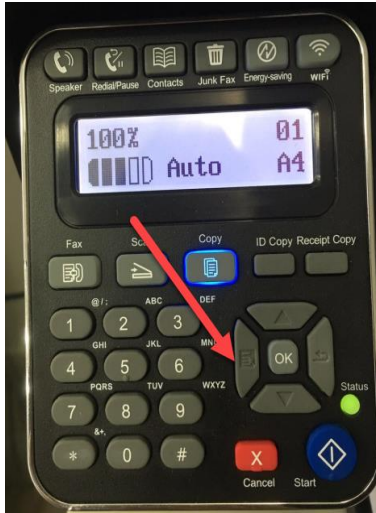
**Step 7:** After completing the operation, the application will save PDF document to the specified folder.

## ⑦ FAX—For M6600 Series Printer

### 60. How to change the fax report status on M6600 Series Printer?

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

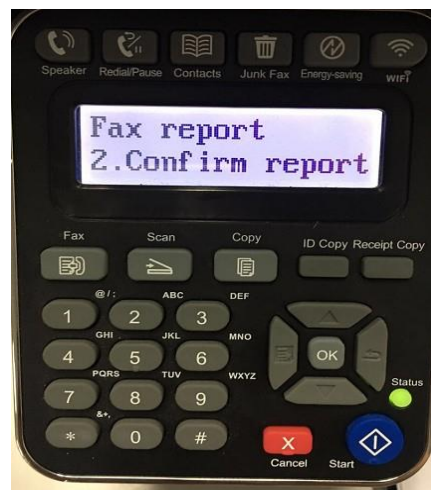
**Step1:** Select 'NO.3-fax setting' by page down button.



**Step3:** Select 'NO.4-fax report' in the fax setting

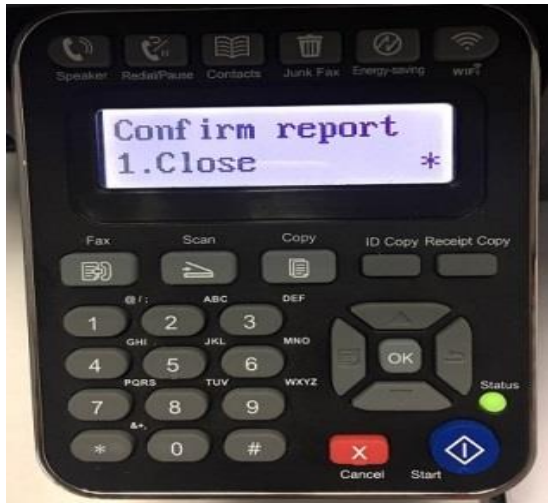


**Step4:** Select 'NO.2-confirm report'



**Step5:** Then you can choose the report status of “NO.1 Close” “NO. 2 Print send” ,“NO. 3 Print receive” ,” NO. 4 Always print” by page down button.

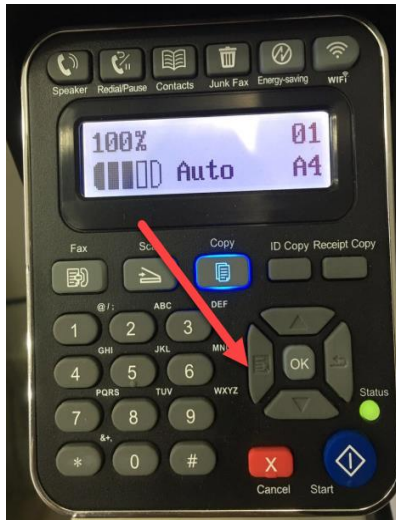




## 61. How to set the fax as Phone Mode on M6600 Series Printer?

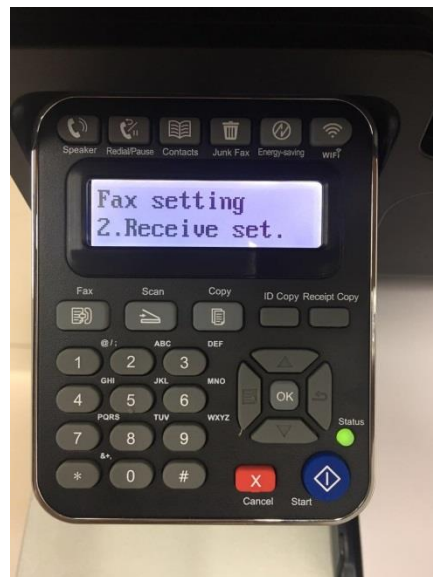
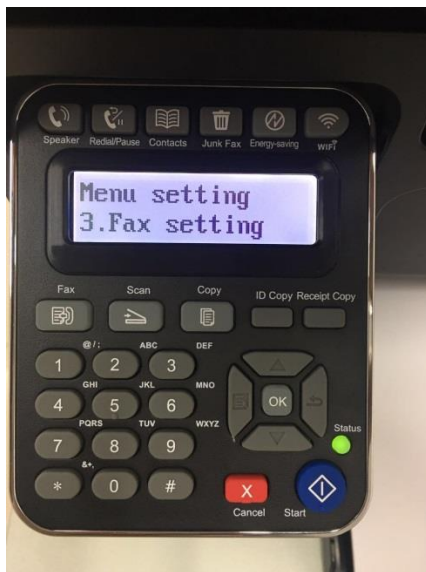
**Step1:** Select menu on the below control panel

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



**Step3:** Select 'NO.3-Fax setting' in the menu setting

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



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

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



S

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

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

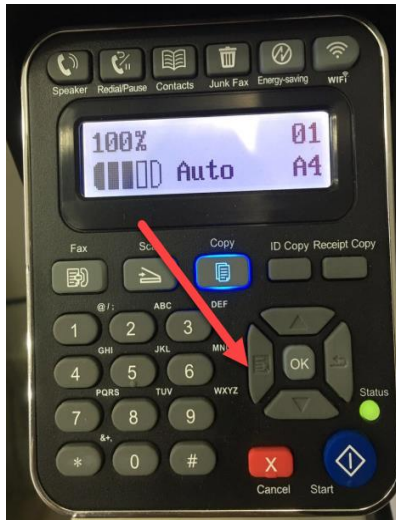
2) Take the phone handle or press the Speaker button on the Control Panel and press the Start button for the machine to start receiving the fax;

3) Use the remote receiving mode (applies only to external telephone operations) to press "\*90" on the extension panel when the phone is

## 62. How to set the fax as Fax Mode on M6600 Series Printer?

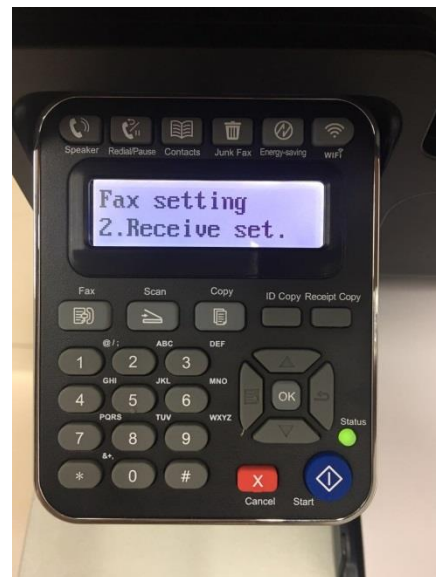
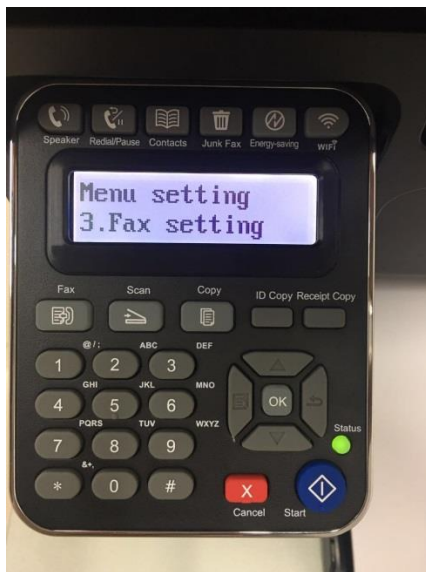
**Step1:** Select menu on the below control panel

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



**Step3:** Select 'NO.3-Fax setting' in the menu setting

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



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

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





### 63. How to Set the Time Zone Format on M6600 Series Printer?

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

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

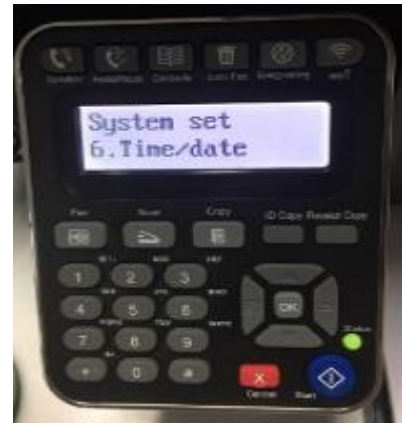


**Step3:** Select 'NO.4-system set' in the menu setting

**Step4:** Select "NO.6-Time/date" in the system set



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



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



#### 64. How to close the fax report setting on M6600 Series Printer?

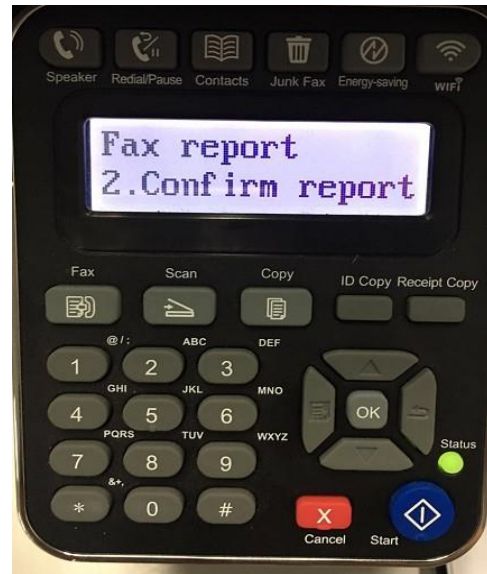
**Step1:** Select menu on the below control panel

**Step2:** Select 'NO.3-fax setting' by page down button.



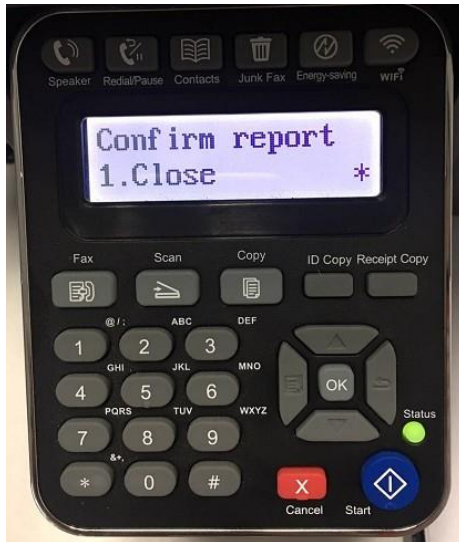
**Step3:** Select 'NO.4-fax report' in the fax setting

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



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





**65. How to setting the Fax sending report on M6600 Series Printer?**

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

**Step2:** Press “page down” Button to select “3.Fax setting”, then press “OK”.



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

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



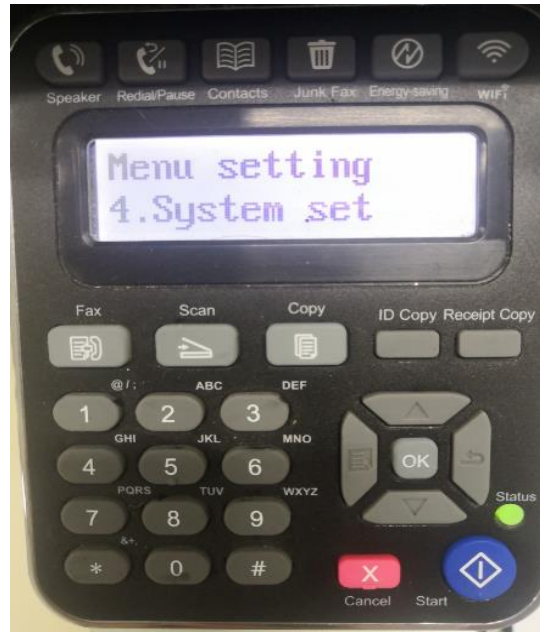
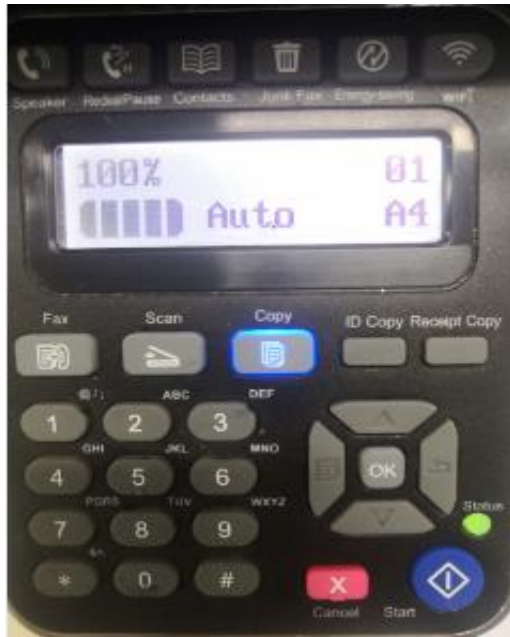
**Other Tips:** at step4, we can select “3. Print receive” or “Always print” option through “page up/down” button for other report request. The interface as below:



**66. How to adjust receiving NO. of rings in fax mode on M6600 Series Printer?**

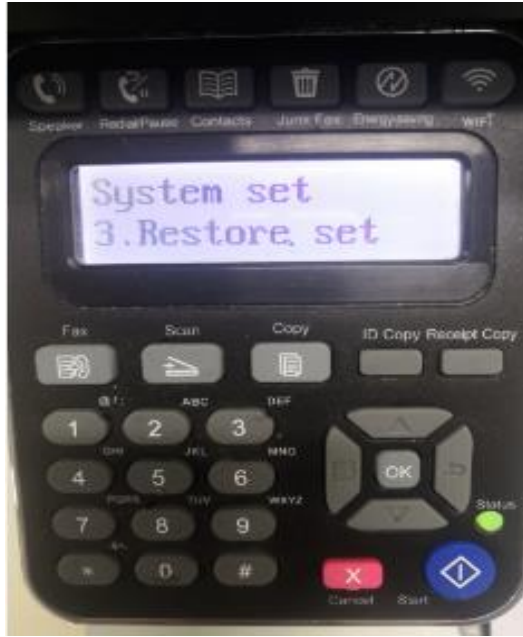
**Step1:** Please select 'Menu'

**Step2:** Select ' NO.4-System set' by page down button



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

**Step4:** Select ' NO1-YES', and press 'OK' button



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

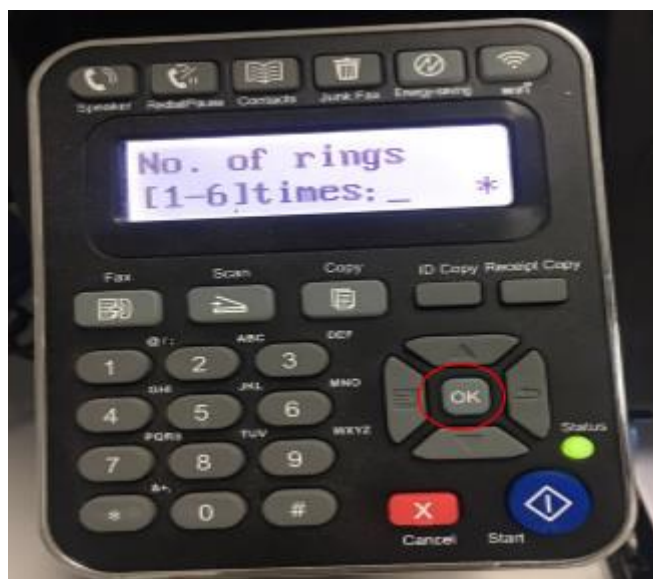


**Step6:** Select ' NO2-NO.of rings'



**Step6:** Press the NO. of rings', and press 'OK' button it will be done.

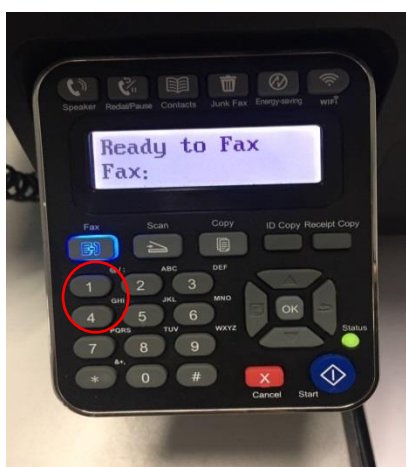




## 67. How to create a new contact by M6600NW on M6600 Series Printer?

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

**Step2:** Choose the "8.Contacts" option you want to set by pressing the page up and down keys.



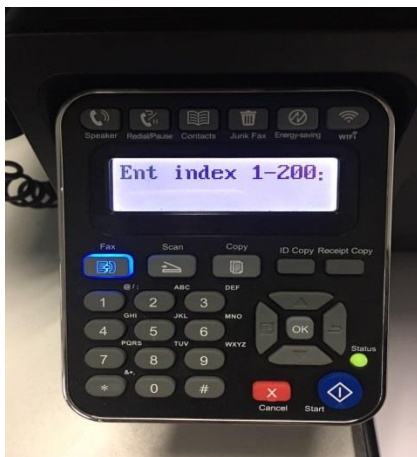
**Step3:** Select “NO.1 Contacts”

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



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

**a.**



**b.**





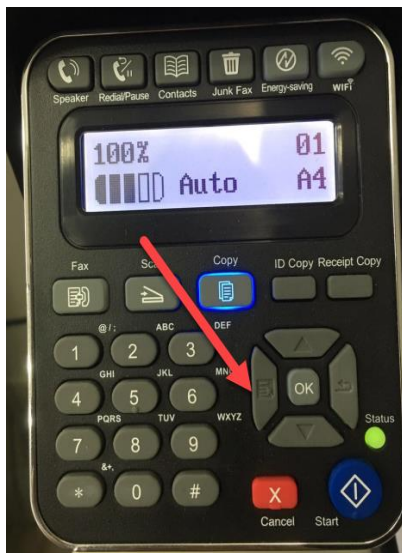
d.



### 68. How to close toner saving status Setting on M6600 Series Printer?

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

**Step2:** Select 'NO.4-system setting' by page down

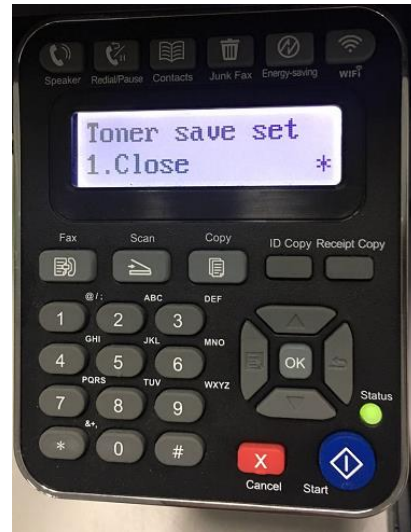
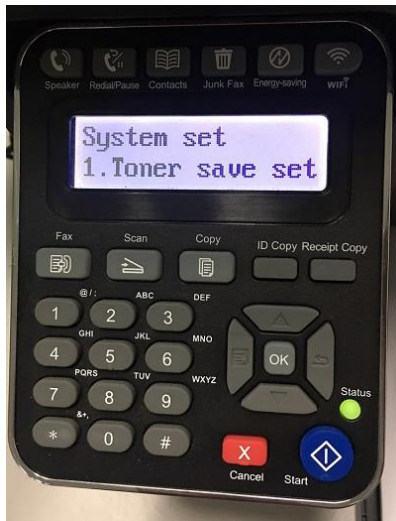


**Step3:** Select 'NO.1-toner save set' in the system setting



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

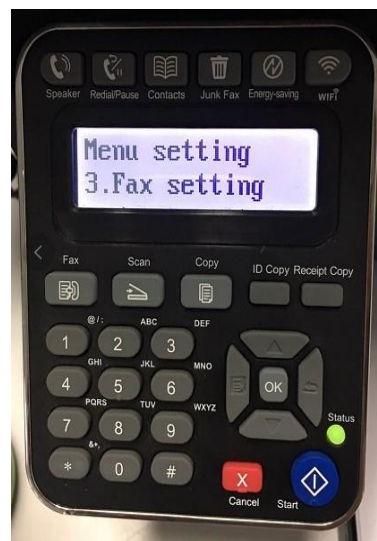




## 69. How to close the report when toner low Setting on M6600 Series Printer?

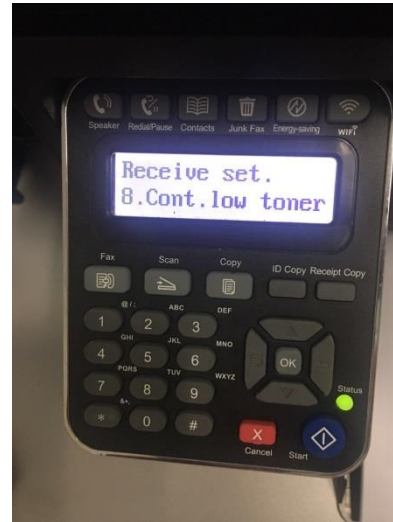
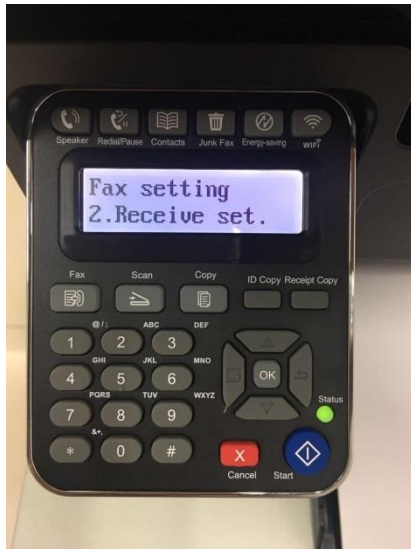
**Step1:** Select menu on the below control panel

**Step2:** Select 'NO.3-fax setting' by page down button.



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

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



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

