

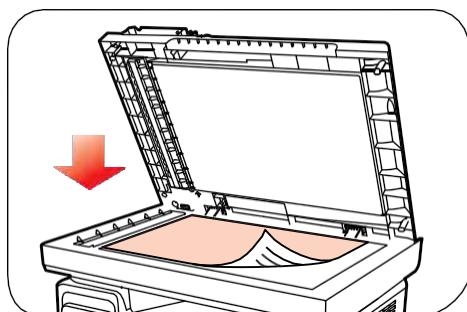
2	Receive Settings	You can use the options in Receive Settings to set the parameters for receiving Fax.
3	Compatibility	If Fax is sent or received abnormally due to disturbance on telephone line, try to switch to VOIP compatibility mode.
4	National area	set different national areas based on demand.
5	Fax Report	You can use the options in Fax Report to print the Fax report as you need.

## 11.3. Fax Functions

### 11.3.1. Send Fax

#### Send a fax from a flatbed scanner

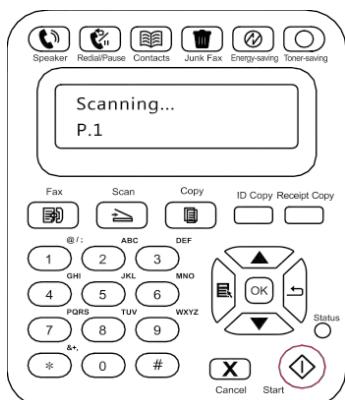
- 1) Put the document face down on the scanner's glass platen and close the scanner.



- 2) Press the Fax button and use the number buttons to enter the Fax number.



- 3) Press the Start button to start scanning the document.

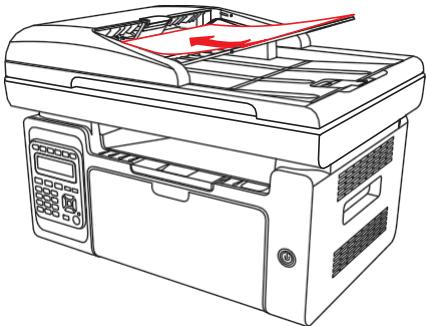


4) Press the OK button to initiate the Fax job.



### Send a Fax from the automatic document feeder (ADF)

1) Put the document face up into the automatic document feeder.



**Note:**

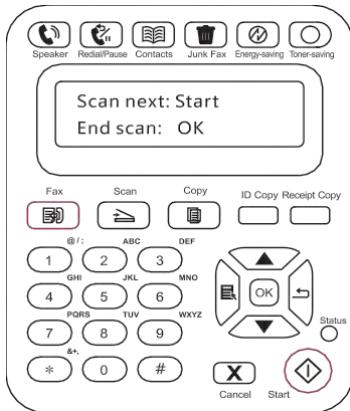
- Automatic document feeder can accommodate up to 35 sheets of medium measuring 75 g/m<sup>2</sup> or 20 pounds.
- In order to prevent damage to this product, do not use a manuscript with correction tape, correction fluid, paper clips or staples on it. In addition, do not load photos, small manuscripts or brittle manuscripts into the automatic document feeder.

2) Adjust the guide plate until it lies close to the stack of paper.

3) Press the Fax button and use the number buttons to enter the Fax number.



4) Press the Start button to start scanning the document with the automatic document feeder.



### 11.3.2. Receive Fax

You have two ways to receive Fax, and the default for the printer is Fax mode.

Fax mode, which is the automatic receiving mode, sends Faxes to the printer, and the printer receives the Fax automatically when the ring reaches the specified number of times

Phone mode, which is the manual receiving mode, sends Faxes to the printer, and you need to receive the Fax manually when the ring prompts.

#### 11.3.2.1 Fax Mode

Operation Steps:

- 1) Press Menu button to enter the menu interface.
- 2) Press direction pad "▲" or "▼" to select "3. Fax Settings" option and press "OK" button.
- 3) Press direction pad "▲" or "▼" to select "2. Receive Settings" option and press "OK" button.
- 4) Press direction pad "▲" or "▼" to select "1. Answer Mode" option and press "OK" button.
- 5) Press direction pad "▲" or "▼" to select "1. Fax Mode" option and press "OK" button.
- 6) Go back to the previous menu, press direction pad "▲" or "▼" to select "2. Number of Rings" option and press "OK" button to set the number of rings. Then the printer will receive the Fax automatically when the ring reaches the specified number of times, and the default is 4 times.

### 11.3.2.2 Phone Mode

Operation Steps:

- 1) Press Menu button to enter the menu interface.
- 2) Press direction pad "▲" or "▼" to select "3. Fax Settings" and press "OK" button.
- 3) Press direction pad "▲" or "▼" to select "2. Receive Settings" and press "OK" button.
- 4) Press direction pad "▲" or "▼" to select "1. Answer Mode" option and press "OK" button.
- 5) Press direction pad "▲" or "▼" to select "2. Phone Mode" option and press "OK" button.

In the phone mode, you have 3 ways to receive a Fax:

- 1) Press the Start button on the Control Panel and the machine starts to receive the Fax;
- 2) Take the phone handle or press the Speaker button on the Control Panel and press the Start button for the machine to start receiving the Fax;
- 3) Use the remote receiving mode (applies only to external telephone operations) to press "\*90" on the extension panel when the phone is taken and the machine starts to receive the Fax;



**Note:**

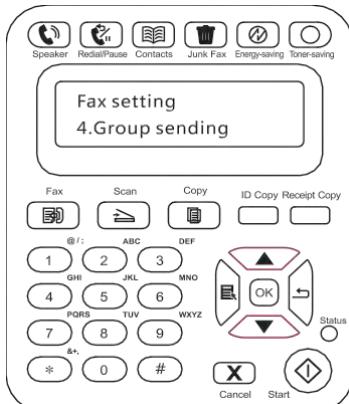
- To use the remote receiving mode, please set the remote code to Turn On.
- The default for remote code is "\*90". You can modify it by the path "Menu"——"3. Fax Settings"——"2.Receive Settings"——"7.Remote Code"——"Turn On"——edit.

### 11.3.3. Other Scan Functions

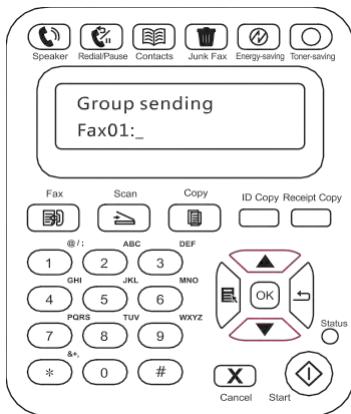
#### Group Sending

You can use this product to send a Fax message to multiple Fax numbers and the maximum for group sending is 10 Fax numbers. The operations are as follows:

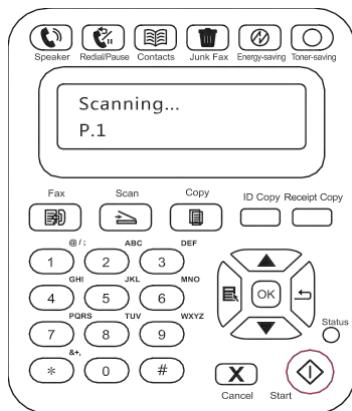
- 1) On the Control Panel, click on the Fax button to enter the Fax mode.
- 2) Press the OK button to enter the Fax Settings interface, and press "▲" or "▼" button to select Group Sending.



3) You can press the OK button and enter each Fax number to which you want to send Fax.



4) When the input is complete, press the Start button to start scanning documents.



5) When the scan is complete, press the OK button to begin the group sending Fax job.



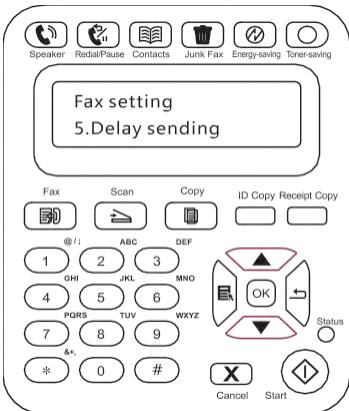
## Delay Sending

You can enable Delay sending of Fax through the Control Panel. When this process is complete, the printer will scan the document to the memory, and get back to Ready state.

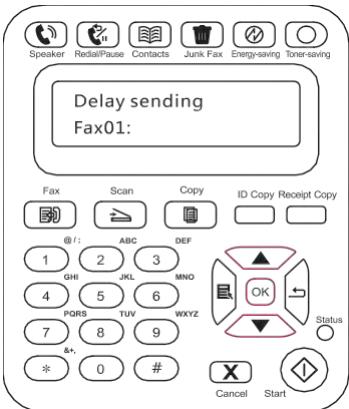
The specific operations are as follows

1) On the Control Panel, click on the Fax button to enter the Fax mode.

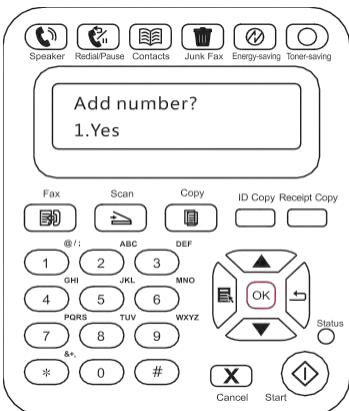
2) Press the OK button to enter the Fax Settings interface, and press "▲" or "▼" button to select Delay Sending



3) Set the Fax number, job name, and delay period as prompted.



4) When the input is complete, press the OK button to scan the Fax document to the memory and get back to Ready state.



## Fax Forwarding

You can forward the Fax you receive. When you receive a Fax job, it will be stored in memory at first. Then the printer dials the Fax number you have specified and send the Fax. If the printer cannot forward a Fax because of an error (for example, the number is busy) and fails with repeated redial attempts, the printer will print the Fax.

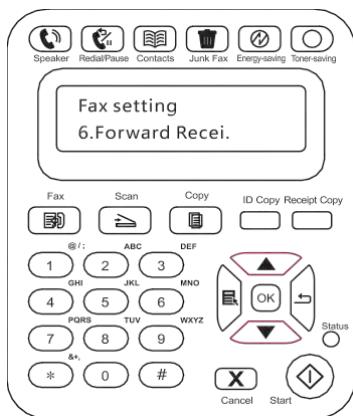
### **The Fax Forwarding feature of this printer is available in two modes:**

One mode is Forward to Fax: When you receive a Fax, the printer will send the Fax to the specified Fax number rather than printing it.

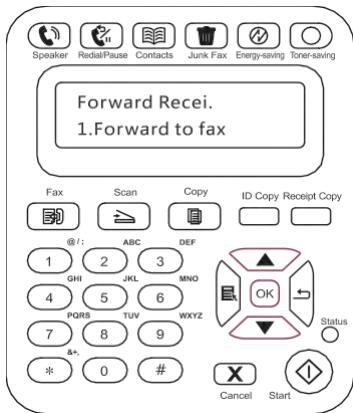
The other mode is Forward and Print: With the Forward to Fax enabled, if you enable Forward and Print when you receive a Fax, the printer will print the Fax and also forward one copy of the Fax to the forwarded number you have set.

The specific operations are as follows

- 1) On the Control Panel, click on the Fax button to enter the Fax mode.
- 2) Press the OK button to enter the Fax Settings interface, and press "▲" or "▼" button to select Forward the Received



- 3) Set the forwarding mode and the number as prompted.

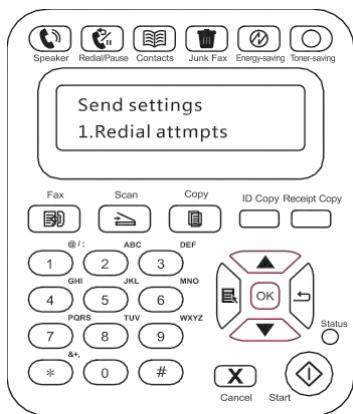


- 4) When the input is complete, press the OK button and the received Fax will be automatically forwarded to the specified Fax number.

## Automatic Redial

If the number you have dialed is busy or is not responding when you send a Fax, the machine will automatically redial the number. You can set the redial attempts and interval. The specific operations are as follows:

- 1) On the Control Panel, press Menu > Fax Settings > Send Settings.
- 2) Set the redial attempts and interval as you want.



- 3) When you complete the setup, press the OK button to save the settings.

## Auto Shrink

When the paper size of the received Fax does not match the size specified in the printer, the received Fax will be shrunk according to the user-defined paper size to match the paper size in the printer.

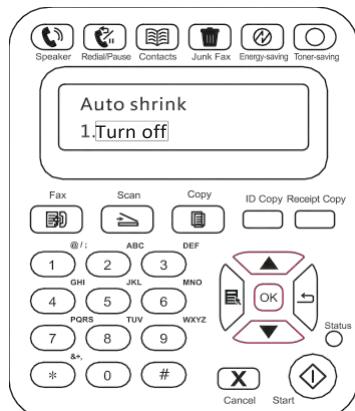
If you disable the Auto Shrink option, the Fax will be printed at full size across multiple pages. Auto Shrink is turned on by default.



**Note:** • Make sure that the default paper size setting is consistent with the size of the medium loaded in the paper tray.

Auto Shrink operations are as follows:

- 1) On the Control Panel, press Menu > Fax Settings > Receive Settings > Auto Shrink.
- 2) Set it to Turn On or Turn Off the auto shrink function and set the shrink size.



- 3) When you complete the setup, press the OK button to save the settings.



**Note:** • Receive to Memory: When the machine runs out of paper or there is a paper jam, it automatically stores all the Faxes that are being received to the memory. It will automatically print the Faxes when the paper jam is resolved or the paper is loaded.

## 11.4. Contacts

You can edit the Contacts to edit the speed dial number and the group dial number so that you can use speed dial when you send a Fax.

### Speed Dial Number

In the Fax interface, press the Contacts button to enter the speed dial interface, enter the speed dial number, and the system will automatically search for it. If the speed dial number exists, the corresponding information is displayed, then press the Start button to begin the Faxing; If the speed dial number does not exist, an error message is displayed; You can store 200 speed dial numbers at the maximum.

### Group Dial Number

In the Fax interface, press the OK button to enter the Fax parameter settings interface, select Contacts to enter the Contacts interface, select the group dial to enter the group dial interface, select one of the groups, and press the Start button to begin group Faxing. You can set a maximum of 10 groups for Group Dial with up to 99 numbers in each group.

## Delete Contacts

You can delete all the Contacts you edited in the printer.



**Note:** • Contacts cannot be restored once it has been deleted.

## 11.5. Cancel Fax

Please cancel Fax work with activity operation menu based on procedures below:

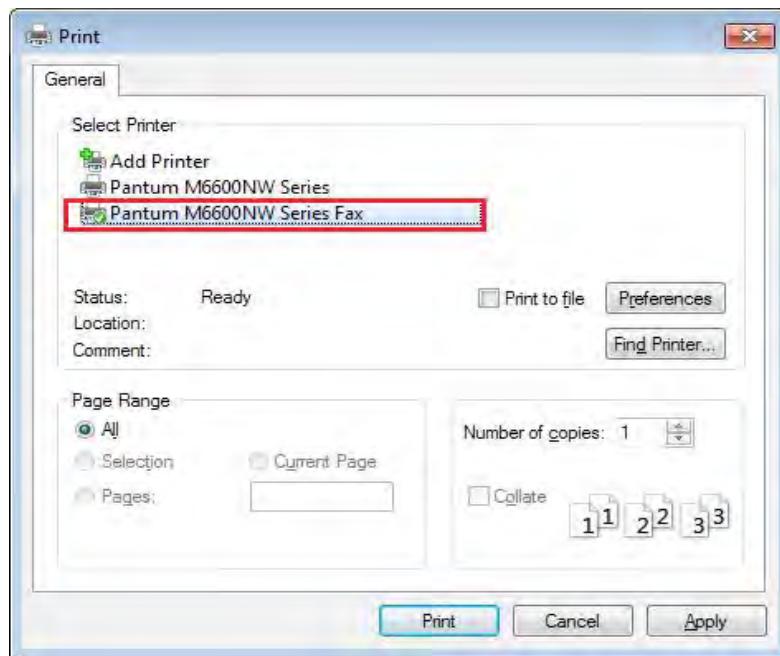
- 1) Press “OK” key in Fax interface;
- 2) Use direction key “▲” or “▼” to select activity operation menu and then press OK key;
- 3) Use direction key “▲” or “▼” to check work to be handled and then press OK key to select work canceled;
- 4) Press OK key to confirm work to be cancelled

## 11.6. Pantum PC-Fax Software

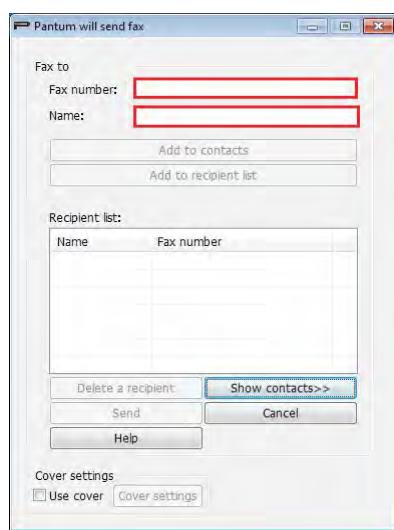
Pantum PC-Fax function allows you to send a document from your computer as a Fax.

### 11.6.1. Open With

- 1) Open a Fax file that you want to send
- 2) Click File, click Print and the Print dialog pops up.



- 3) Select Pantum M6600NW Series Fax as the printer, click Print and the "Pantum will send Fax" interface appears.



### 11.6.2. Sending Fax with PC-Fax

The operation steps for sending Fax with PC-Fax are as follows:

- 1) Open the PC-Fax software and the "Pantum will send Fax" interface appears.

2) Enter the Name and Fax Number, then click Add to recipient list; If you want to send the Fax to multiple addresses, you can continue to enter their Name and Fax Number, then click Add to recipient list.

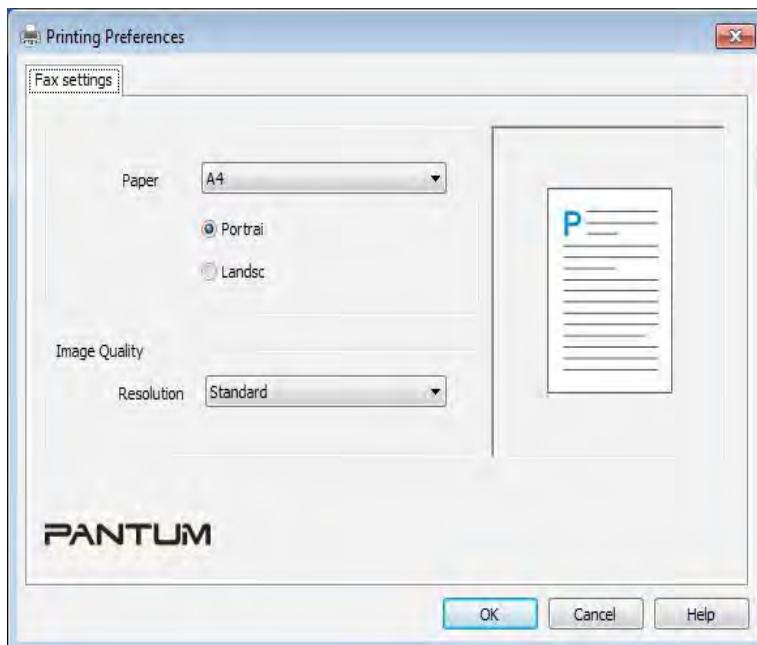


3) Click Send to start sending the Fax.

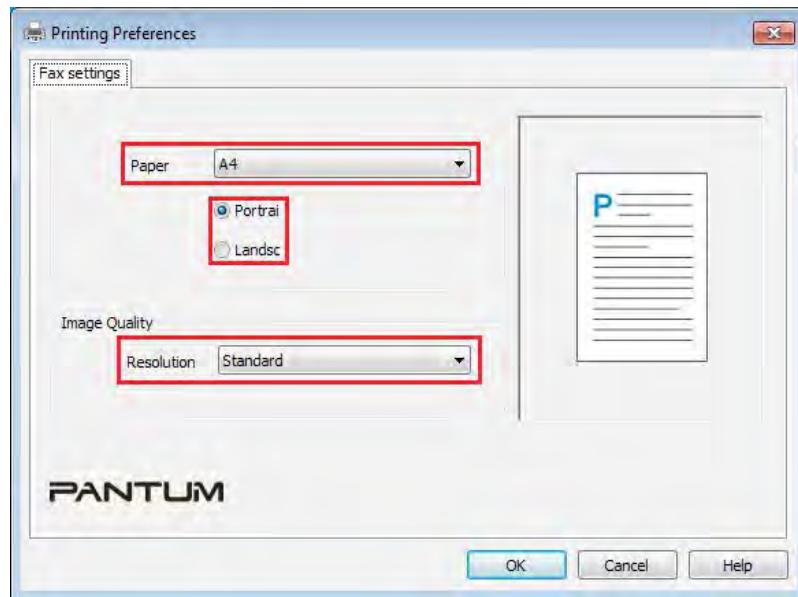
### 11.6.3. Basic Settings for PC-Fax

You can use the Fax Settings to set the Paper and Quality of the Fax that is sent with the PC-Fax. The specific operations are as follows

- 1) Open the PC-Fax software.
- 2) Select Pantum M6600NW Series Fax as the printer, click Printing Preferences and the Fax Settings interface appears.



3) Select the Paper, Orientation and Resolution as you want.



4) When you finish the selection, click OK to save the settings

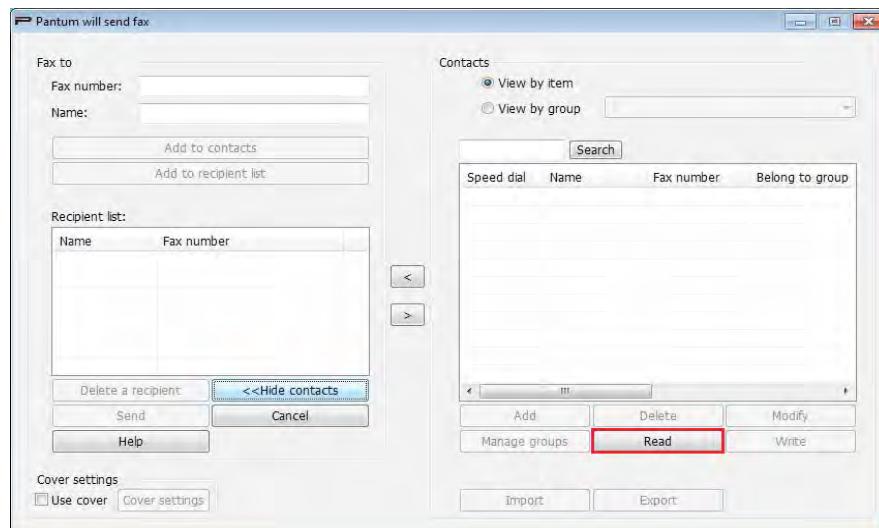
#### 11.6.4. Other Functions for Sending Fax with PC-Fax

Use the Send Fax Settings to edit the local Contacts on M6600 Series and set the Fax cover page. The specific operations are as follows

##### Edit the Contacts in PC-Fax

1) Open the PC-Fax software and the "Pantum will send Fax" interface appears.

2) Click Show Contacts and the Contacts interface pops up on the right. Click Read to read the local Contacts list on the printer.

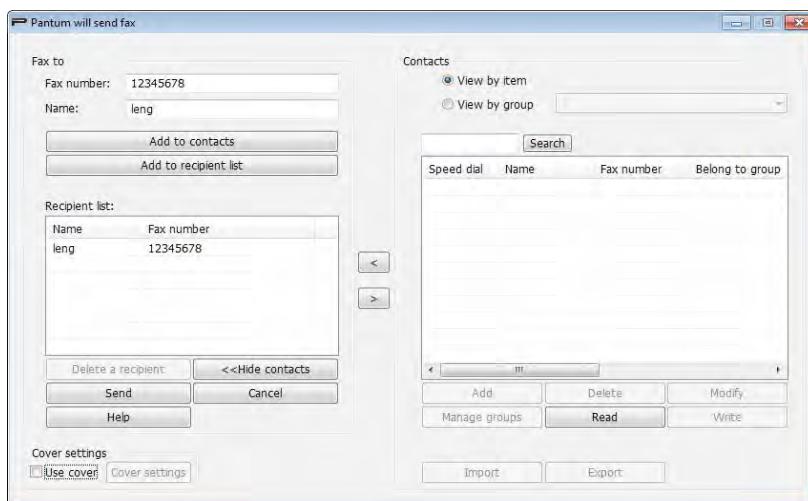


3) You can perform operations on the information in Contacts, including Add, Delete, Modify, Manage Groups, Import and Export.

4) Click Write to update the Contacts list to the printer end.

## Use the Contacts in PC-Fax

- 1) Open the PC-Fax software and the "Pantum will send Fax" interface appears.
- 2) Click Show Contacts and the Contacts interface pops up on the right. Connect the printer to the computer and click Read to read the local Contacts list on the printer.



- 3) Use the Search function to select Fax numbers you want to use, and click "<" to add the Fax numbers from Contacts to the Recipient List.
- 4) Click Send to start sending the Fax.

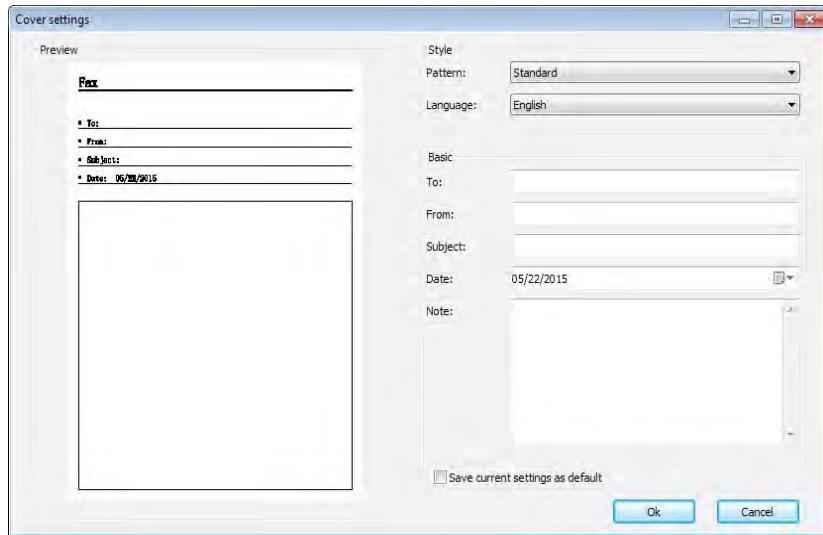
## Use Cover in PC-Fax

If you want to use a Fax cover page, you can use the following steps to set the Cover Settings.

- 1) Open the PC-Fax software and the "Pantum will send Fax" interface appears.
- 2) Check Use Cover at the bottom left corner and click Cover Settings to enter the Cover Settings interface.



3) You can set the cover Style and the Basic information on right of the Cover Settings interface, and preview the cover on the left.



4) When you complete the setup, click the OK button to save the cover.

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# Routine Maintenance

# 12

Chapter

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## 12. Routine Maintenance

### 12.1. Cleaning the Printer



**Note:** • Please use mild detergents.

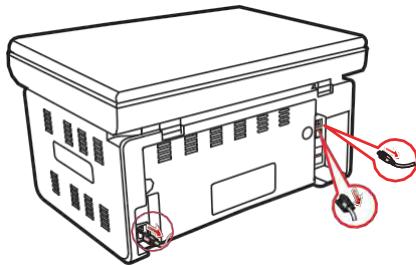
Please clean the printer in accordance with the following steps:

1. Turn off the main power switch and unplug the power cord, USB cable, phone cord and the network cable.

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M6200/M6500 Series

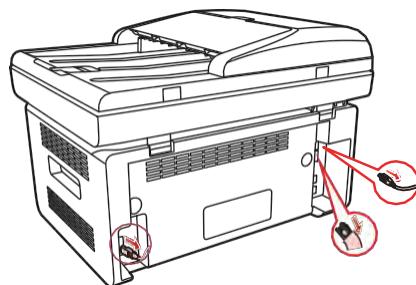
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M6550/M6600 Series

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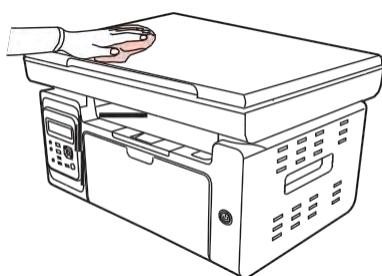


2. Use a soft cloth to wipe the outside of the printer and remove the dust.

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M6200/M6500 Series

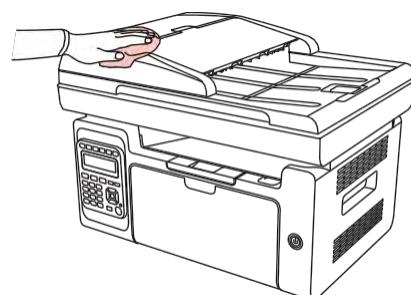
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M6550/M6600 Series

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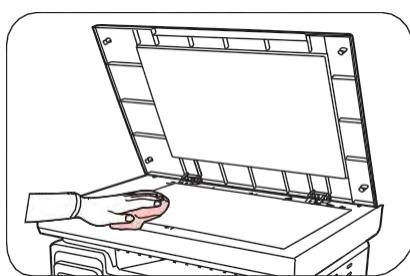


3. Raise the cover and gently wipe the platen glass with a soft cloth.

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M6200/M6500 Series

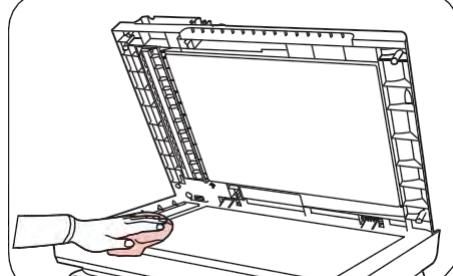
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M6550/M6600 Series

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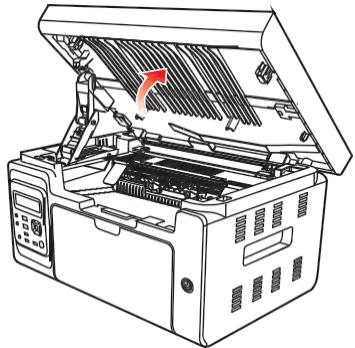


4. Raise the scanning platform until it is locked.

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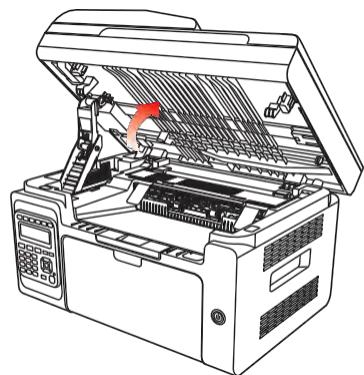
M6200/M6500 Series

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M6550/M6600 Series

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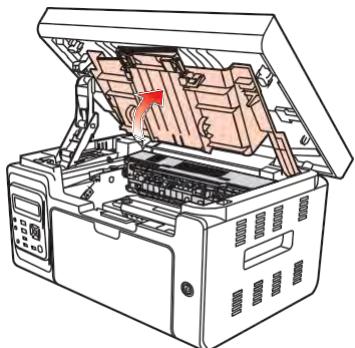


5. Open the output bin by the upper right ridge of the concave section.

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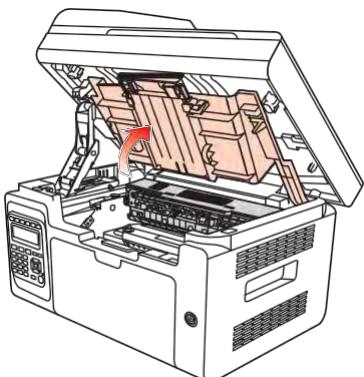
M6200/M6500 Series

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M6550/M6600 Series

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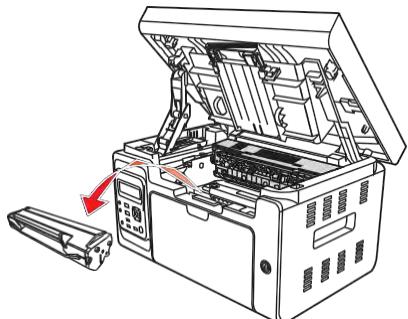


6. Remove the laser toner cartridge along the guides.

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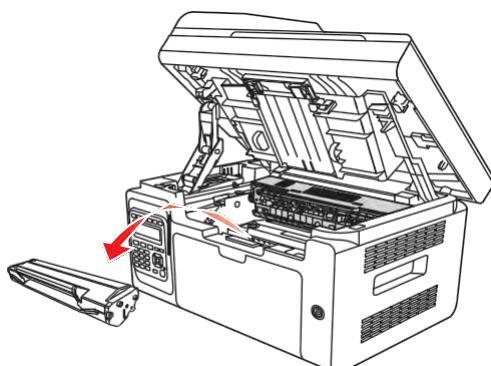
M6200/M6500 Series

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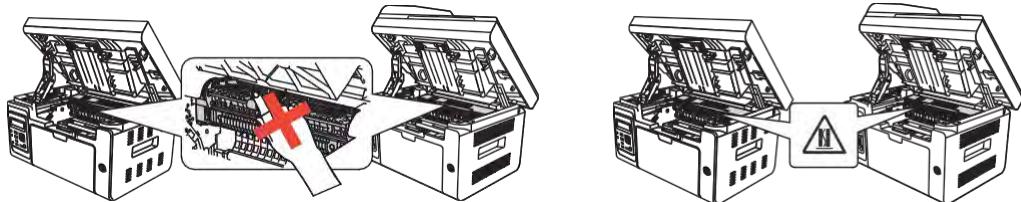
M6550/M6600 Series

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## ⚠ Warning

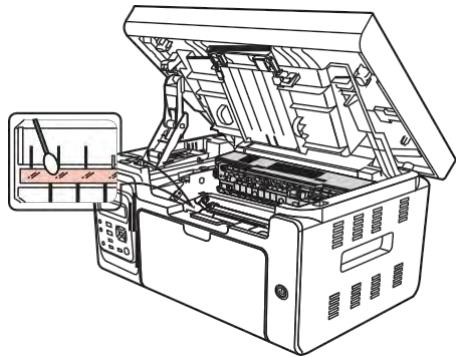
Some parts of the printer are still hot within a short time after use. When opening the front cover or rear cover to clean the parts inside the printer, please do not touch the parts in the shaded area as shown in the following picture, so as to avoid burns.



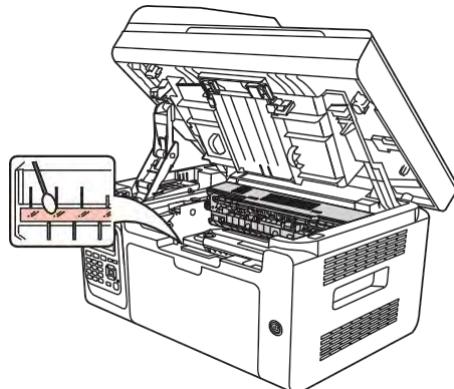
**Note:** • When removing the laser toner cartridge, put the cartridge in a protective bag or wrap it with thick paper to avoid direct light damaging the photosensitive drum.

7. Gently wipe the dustproof mirror of laser scanning surface with a cotton swab or a dry and lint-free soft cloth with a little alcohol.

M6200/M6500 Series

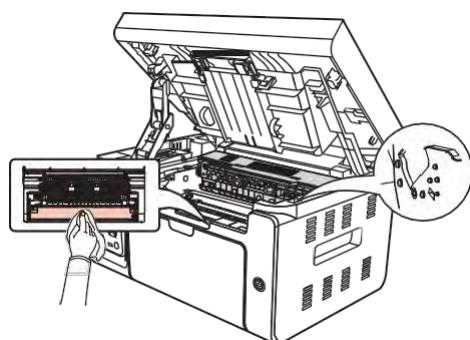


M6550/M6600 Series

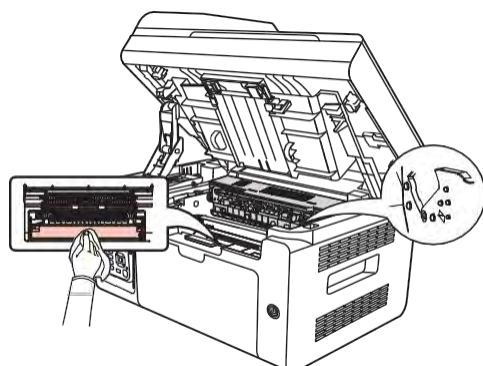


8. Clean the inside of the printer by using a dry and lint-free cloth to gently wipe the shaded area as shown in the picture below.

M6200/M6500 Series

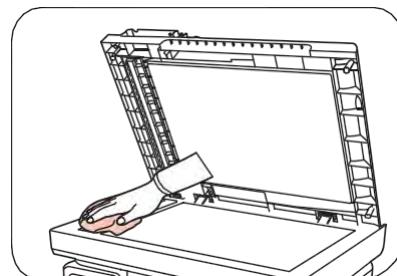
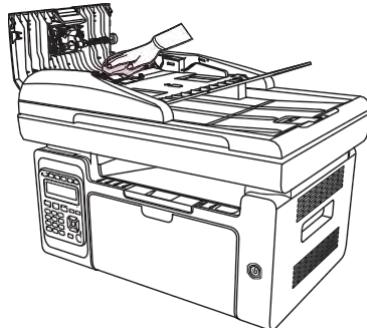


M6550/M6600 Series





**Note:** For ADF machine, you need to regularly clear scraps. Please use a soft cloth to wipe the location shown in the figure.



## 12.2. Maintenance of Laser Toner Cartridge

### 12.2.1. Use and Maintenance of Laser Toner Cartridge

For better print quality, please use the original Pantum laser toner cartridge.



**Note:** when using the laser toner cartridge, please pay attention to the following:

- Unless used immediately, otherwise, do not remove the laser toner cartridge from the package.
- Do not refill the laser toner cartridge without authorization. Otherwise, the resulting damage is not included in the printer warranty.
- Please store the laser toner cartridge under a cool and dry environment.
- Toner inside the laser toner cartridge is combustible. Please do not put the laser toner cartridge near any source of ignition, so as to avoid causing a fire.
- When removing or disassembling the laser toner cartridge, please pay attention to the toner leakage problem. In case of the toner leakage resulting in that the toner contacts with your skin or splashes into your eyes and mouth, please immediately wash with clear water, and consult a doctor immediately if you feel unwell.
- When placing the laser toner cartridge, please keep it away from the area reachable by children.

### 12.2.2. Service Life of the Laser Toner Cartridge

Service life of the laser toner cartridge depends on the amount of toner that print jobs require.

When the LCD screen prompts that the toner is exhausted, it indicates that the cartridge life is expiring or has expired. To ensure the print quality, please timely replace with new laser cartridge.

### 12.2.3. Replace Laser Toner Cartridge



**Note:** Before replacing the laser toner cartridge, please pay attention to the following:

- The laser toner cartridge surface may contain toner. Please remove it carefully to avoid spilling.
- Put the removed laser toner cartridge on a piece of paper to avoid the toner from accidentally spilling.
- After removing the protective cover, please immediately install the laser toner cartridge into the printer, so as to avoid photosensitive drum damage caused by exposing to too much direct sunlight or indoor light.
- While installing the laser toner cartridge, do not touch the surface of the photosensitive drum so as not to scratch it.

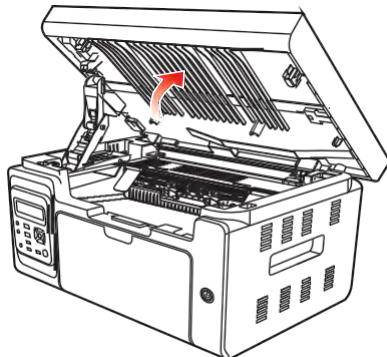
Replacement steps are as follows:

1. Turn off the printer and raise the scanning platform until it is locked.

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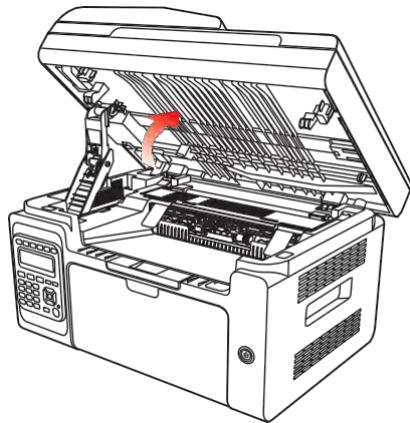
M6200/M6500 Series

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M6550/M6600 Series

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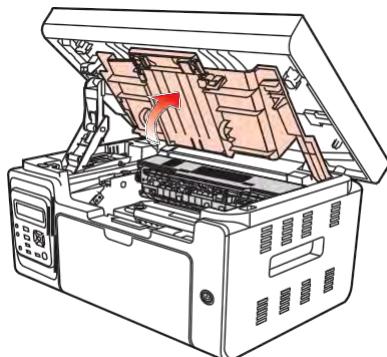


2. Open the output bin by the upper right ridge of the concave section.

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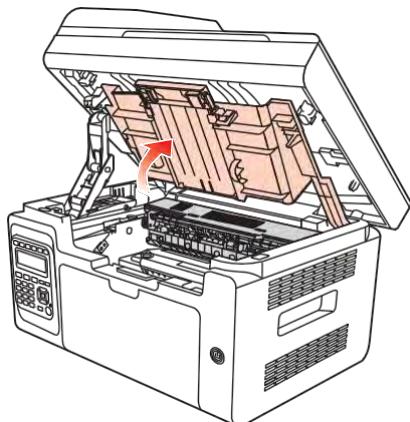
M6200/M6500 Series

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M6550/M6600 Series

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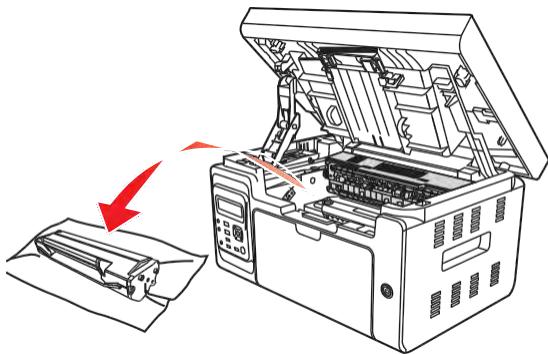


3. Remove the exhausted cartridge along the guides.

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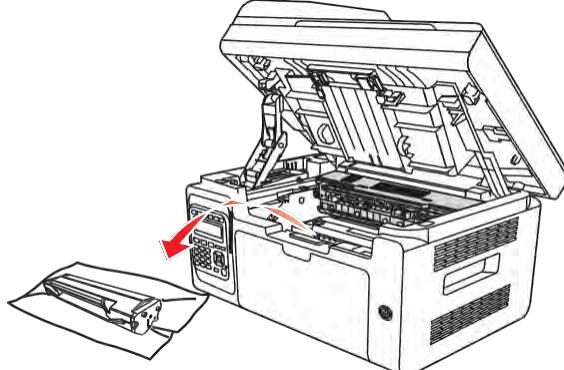
M6200/M6500 Series

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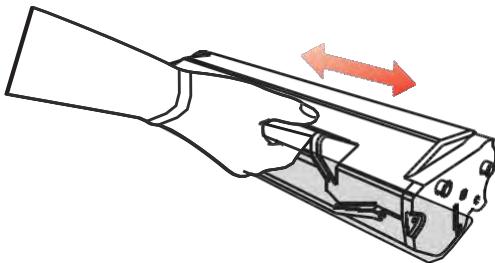


M6550/M6600 Series

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4. Open the package of a new laser toner 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.

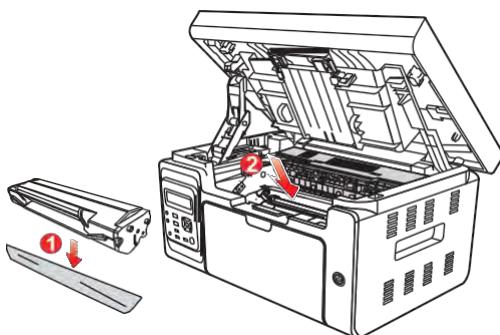


5. Remove the cartridge protector (blister cover), insert the cartridge along the guides into the printer, then push it firmly along the direction of the arrow until you hear a "click" assuring you that the cartridge is fully inserted.

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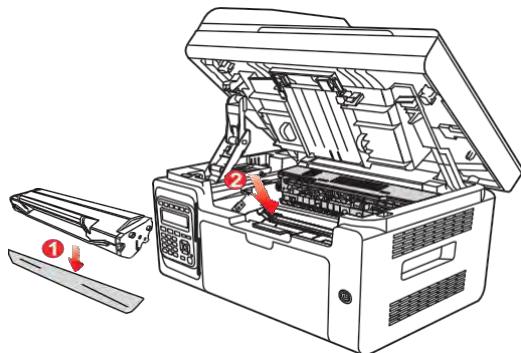
M6200/M6500 Series

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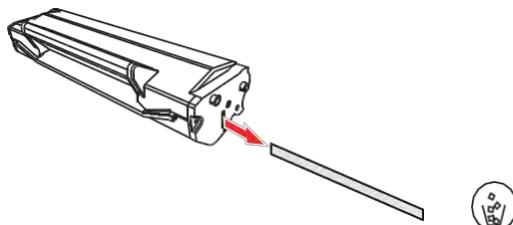


M6550/M6600 Series

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**Note:** • Check whether there is any seal before installing the laser toner cartridge into the printer; if there is any, please tear off the seal and then install the cartridge.

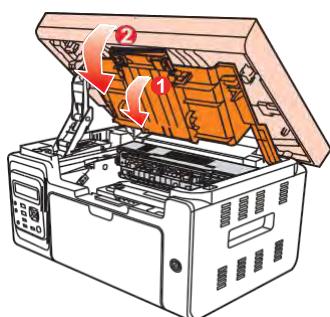


6. Cover the output bin and close the scanning platform.

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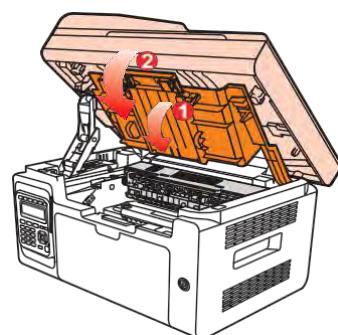
M6200/M6500 Series

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M6550/M6600 Series

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7. Restart the printer, and use the control panel to print an information page.

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# Troubleshooting

# 13

## Chapter

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## 13. Troubleshooting

Please read this section carefully. It can help you solve common malfunctions in the printing process. If the problems appeared cannot be solved, please timely contact Pantum Aftersales Service Center.

Prior to handling common trouble, first check that

- Whether the power cord is connected correctly and the printer is powered on.
- Whether all protective parts are removed.
- Whether the laser toner cartridge is correctly installed.
- Whether the output bin is fully closed.
- Whether the paper is correctly loaded into the tray.
- Whether the interface cable is correctly connected between the printer and the computer.
- Whether the correct printer driver is selected and installed properly.
- Whether the computer port is properly configured and is connected to the proper print port.

### 13.1. Clearing Jammed Paper



**Note:** • Remove the jammed paper in accordance with the following steps, close the upper cover and tidy the paper in the tray, then the printer will automatically resume printing. If the printer cannot automatically start printing, please press the button on the control panel.

If the printer still does not start printing, please check whether all the jammed paper inside the printer are cleared.

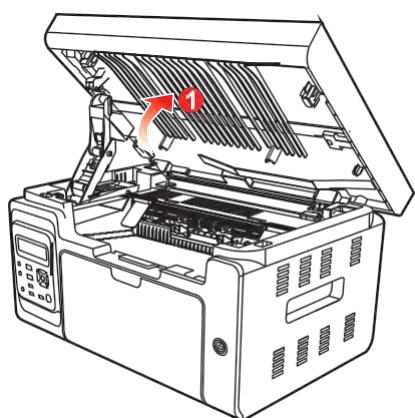
If you can not remove the jammed paper yourself, please contact your local Pantum Authorized Repair Center or send the printer to the nearest Pantum Authorized Service Center for repair.

Please follow the following steps to clear the jammed paper if you are prompted of a paper jam by the LCD.

- 1) Raise the scanning platform until it is locked.

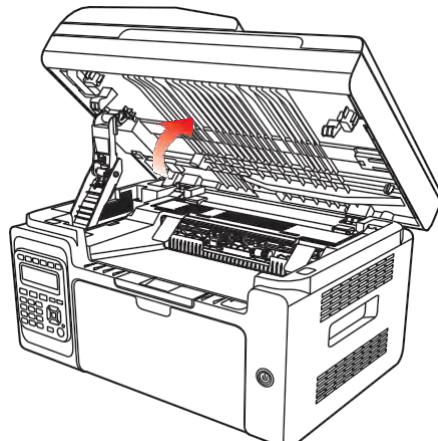
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M6200/M6500 Series



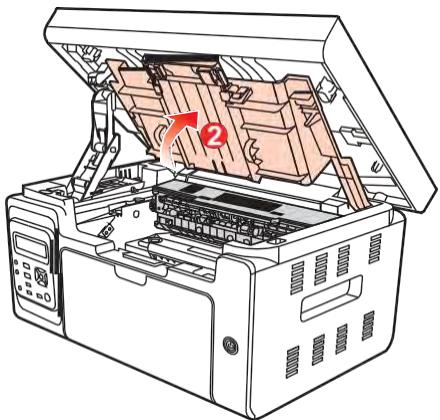
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M6550/M6600 Series

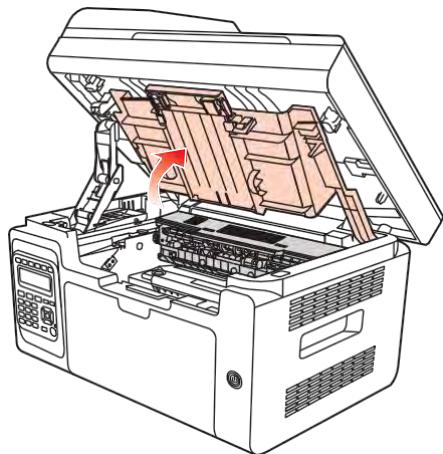


2) Open the output bin by the upper right ridge of the concave section.

M6200/M6500 Series

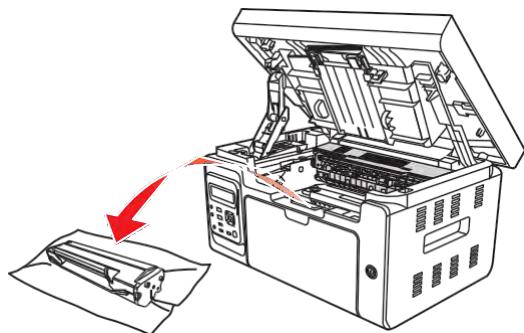


M6550/M6600 Series

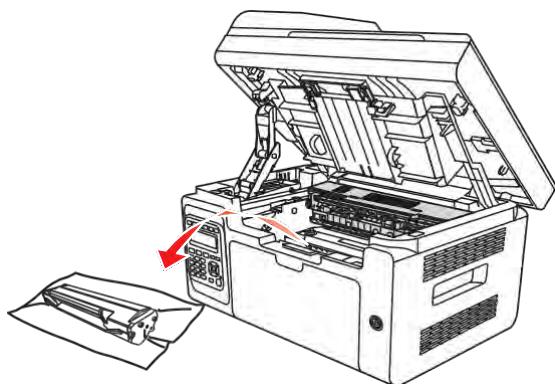


3) Remove the laser toner cartridge along the guides.

M6200/M6500 Series

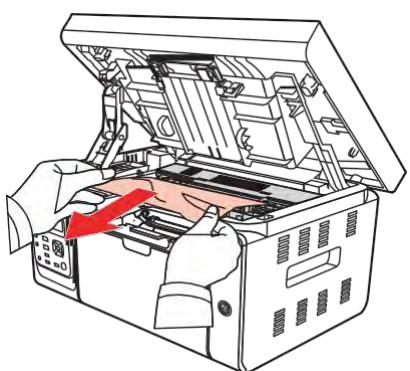


M6550/M6600 Series

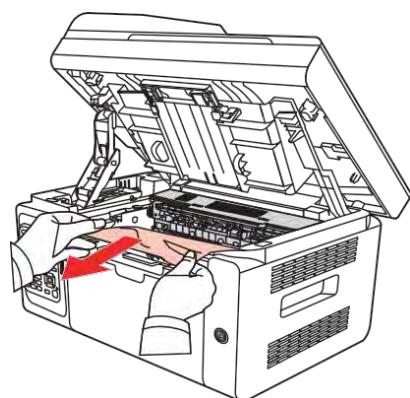


4) Gently draw the jammed paper out along the paper output direction.

M6200/M6500 Series

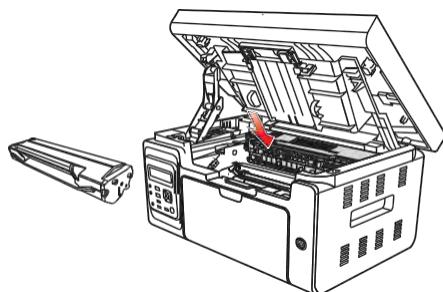


M6550/M6600 Series

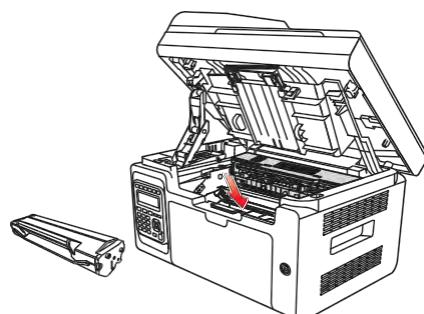


5) After removing the jammed paper, insert the laser toner cartridge into the printer along the guides until you hear a "click" assuring you that the cartridge is fully inserted.

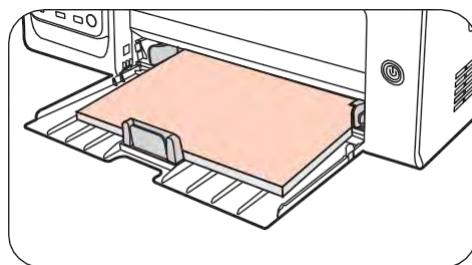
M6200/M6500 Series



M6550/M6600 Series



6) Neatly put the paper in the tray , and do not carry out the next print until the indicator light resumes print-ready status.



7) If you can not remove the jammed paper yourself, please contact your local Pantum Authorized Repair Center or send the printer to the nearest Pantum Authorized Service Center for repair.

## 13.2. Error Message

Error message	Cause	Measure
Close Output Bin	The paper bin is not fully closed.	Close Output Bin.
No Laser Toner Cartridge Detected	The laser toner cartridge is installed incorrectly or laser toner cartridge is damaged.	The laser toner cartridge is installed correctly or new laser toner cartridge is replaced.
Toner Low	Cartridge toner is low	Replace New Laser Toner Cartridge
The toner cartridge life has expired	Cartridge toner is exhausted.	Replace New Laser Toner Cartridge
Feed jam	The print paper is loaded incorrectly. The paper is outside of the specification range	Please correctly load the print paper.
Printer paper jam	The print paper is loaded incorrectly.	Please correctly load the print paper.

Scanner is Busy	With other scan jobs.	Please cancel the current scan job or wait for the completion of other scan jobs.
Scan failed	Scanner internal failure.	Please contact Pantum Customer Service.
No paper in ADF	If you have selected ADF as the scan source, this message appears when you start a copy or scan job without loading paper in the ADF.	Please correctly load the print paper.



**Note:** • If the problem remains, please contact Pantum Customer Service.

## 13.3. Common Troubleshooting

### 13.3.1. Common Trouble

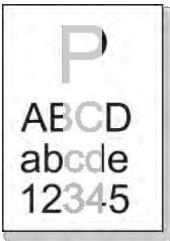
Trouble Type	Trouble	Cause	Solution
Problems in printing	Poor print quality	See <a href="#">13.3.2. Image Defects</a> .	See <a href="#">13.3.2. Image Defects</a> .
	Failed to copy	The scanner is damaged.	Please contact Pantum Customer Service.
Problems in copying	Copy Image Abnormal	<ul style="list-style-type: none"> <li>The scanner is dirty or defective.</li> <li>The laser toner cartridge is dirty or damaged.</li> </ul>	<ul style="list-style-type: none"> <li>Clean the scanner.</li> <li>Clean the laser toner cartridge or replace it with a new one.</li> </ul>
	The printer does not work	<ul style="list-style-type: none"> <li>Power cord of the device is not properly connected.</li> <li>Data cable of the device is not properly connected.</li> <li>The print driver is installed incorrectly.</li> <li>The printer selected is not proper for printing.</li> <li>The LCD screen prompts error messages.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure proper connection of the power cord.</li> <li>Ensure proper connection of the data cable.</li> <li>Properly install the printer driver.</li> <li>Select the proper printer.</li> </ul>
Printer Problems	Online printing does not work	<ul style="list-style-type: none"> <li>Data cable of the device is not properly connected.</li> <li>The printer driver is installed incorrectly.</li> <li>Printer internal failure.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure proper connection of the data cable.</li> <li>Reinstall the printer driver.</li> </ul>
	Scanning error	<ul style="list-style-type: none"> <li>Data cable of the device is not properly connected.</li> <li>The scan driver is installed incorrectly.</li> <li>The LCD screen prompts error messages.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure proper connection of the data cable.</li> <li>Reinstall the scan driver.</li> </ul>

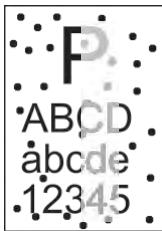
Problems in Handling Paper	Paper feed failure	<ul style="list-style-type: none"> <li>The print media is loaded incorrectly.</li> <li>The print media is beyond the usage specification range</li> <li>The feed roller is dirty.</li> </ul>	<ul style="list-style-type: none"> <li>Please correctly load the print media. If you use special print media for printing, please print with the manual feeder tray.</li> <li>Please use the print media within the specification range.</li> <li>Clean the feed roller.</li> </ul>
	Paper Jam	<ul style="list-style-type: none"> <li>Too much paper in the tray.</li> <li>The print media is beyond the usage specification range</li> <li>There is foreign matter in the feed channel.</li> <li>The feed roller is dirty.</li> <li>Internal parts failure.</li> </ul>	<ul style="list-style-type: none"> <li>Remove excess paper from the tray. If you print on special print media, please use the manual feeder tray.</li> <li>Make sure to use the paper that meets specifications.</li> <li>If you print on special print media, please use the manual feeder tray.</li> <li>Clean the feed channel.</li> <li>Clean the feed roller.</li> </ul>
	Print with multipage fed in	<ul style="list-style-type: none"> <li>Excessive static electricity on the print media.</li> <li>The print media is damp or sticks together.</li> <li>Internal parts failure.</li> </ul>	<ul style="list-style-type: none"> <li>Re-separate the print media to eliminate some static electricity. It is suggested that you use the recommended print media.</li> <li>Re-separate the print media or use new print media.</li> </ul>



**Note:** • If the trouble still can not be solved after the above operations, please contact Pantum Customer Service.

### 13.3.2. Image Defects

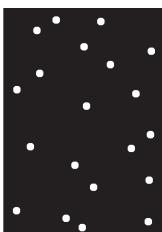
Trouble	Cause	Solution
 The printout is whitish or light	<ul style="list-style-type: none"> <li>Toner is low.</li> <li>The print media does not meet usage specification, such as the media is damp or too rough.</li> <li>The resolution in the print program is set too low, concentration setting is too low, or toner saving mode is ticked.</li> <li>The laser toner cartridge is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>Please properly use the print media within the specification range.</li> <li>Set the print resolution, concentration, or cancel ticked toner saving mode in the program.</li> </ul>



Toner spots

- The laser toner cartridge is dirty or leaks toner.
- The laser toner cartridge is damaged.
- The print media that does not meet usage specification is used. For example, the media is damp or too rough.
- The feed channel is dirty.
- If toner spots appear when copying and scanning, the platen glass may be dirty.
- The scanner is dirty or damaged.

- Please use the print media within the specification range
- Clean the feed channel.
- Clean the platen glass.



White spots

- The print media that does not meet usage specification is used. For example, the media is damp or too rough.
- The feed channel is dirty.
- The internal part of the laser toner cartridge is damaged.
- The reflective glass of the laser inside the printer is dirty.
- The scanner is damaged.

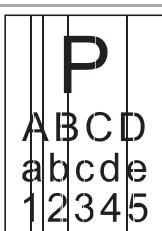
- Please use the print media within the specification range
- Clean the feed channel.
- Clean the reflective glass of the laser.



Toner comes off

- The print media that does not meet usage specification is used. For example, the media is damp or too rough.
- The inside of the printer is dirty.
- The laser toner cartridge is damaged.
- The internal part of the printer is damaged.

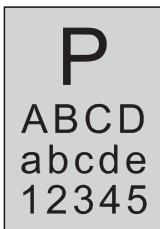
- Please use the print media within the specification range
- Clean the inside of the printer.



Black vertical stripes

- The laser toner cartridge is dirty.
- The internal part of the laser toner cartridge is damaged.
- The reflective glass of the laser inside the printer is dirty.
- The feed channel is dirty.
- If black vertical stripes appear when copying or scanning, the scanner or the platen glass may be dirty.
- Scanner Light bulb has smudges.
- The scanner is damaged.

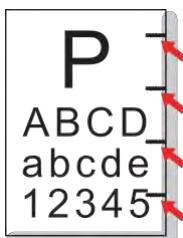
- Clean the reflective glass of the laser at the back of the printer.
- Clean the feed channel at the back of the printer.
- Clean the scanner or the platen glass.



Black background  
(gray background)

- The print media that does not meet usage specification is used. For example, the media is damp or too rough.
- The laser toner cartridge is dirty.
- The internal part of the laser toner cartridge is damaged.
- The feed channel is dirty.
- The transfer voltage inside the printer is abnormal.
- Scanning exposure.
- If black background or gray background appears when copying and scanning, the platen glass may be dirty.

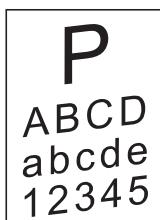
- Please use the print media within the specification range
- Clean the feed channel inside the printer.
- Please close the cover on the manuscript, and then carry out copying and scanning.
- Clean the platen glass.



Cyclical traces appear

- The laser toner cartridge is dirty.
- The internal part of the laser toner cartridge is damaged.
- The fuser component is damaged.

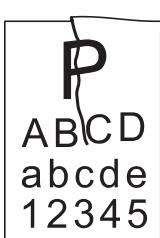
- Clean the laser toner cartridge or replace it with a new one.
- Please contact Pantum Customer Service to repair and replace the fuser component.



Skewed pages

- The print media is loaded incorrectly.
- The feed channel of the printer is dirty.

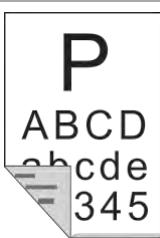
- Ensure correct loading the print media.
- Clean the feed channel inside the printer.



Wrinkled paper

- The print media is loaded incorrectly.
- The print media does not meet the usage specification
- The feed channel inside the printer is dirty.
- The fuser component of the printer is damaged.

- Ensure correct loading the print media.
- Please use the print media within the specification range for printing.
- Clean the feed channel inside the printer.



The back of the printout is dirty

- The laser toner cartridge is dirty.
- The transfer roller inside the printer is dirty.
- The transfer voltage inside the printer is abnormal.

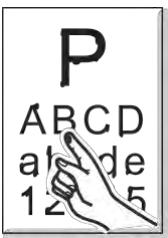
- Clean the laser toner cartridge or replace it with a new one.
- Clean the internal transfer components of the printer.



Whole page dark

- The laser toner cartridge is installed incorrectly.
- The internal part of the laser toner cartridge is damaged.
- Abnormal charge inside the printer; the laser toner cartridge is not charged.
- If all-black image appear when copying and scanning, maybe it is scanning exposure, and the cover on the manuscript is not properly closed.
- The scanner is damaged.

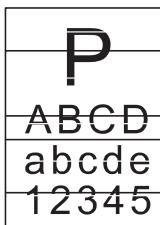
- Ensure to install the cartridge correctly.
- Please first close the cover of the manuscript, and then carry out copying and scanning.



The toner does not adhere to the paper

- The print media that does not meet usage specification, such as the media is damp or too rough.
- The inside of the printer is dirty.
- The laser toner cartridge is damaged.
- The internal part of the printer is damaged.

- Please use the print media within the specification range
- Clean the inside of the printer.



Horizontal stripes

- The laser toner cartridge is incorrectly installed.
- The laser toner cartridge might be damaged.
- The internal part of the printer is damaged.

- Ensure to install the cartridge correctly.



**Note:** • The above troubles can be handled by cleaning or replacing the laser toner cartridge. If the problem remains, please contact Pantum Customer Service.

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# Menu Structure

# 14

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## 14. Menu Structure

With the help of menu structure of this printer on the panel menu, you may know and set various functions. The steps of printing are as follows:

- 1) Press "Menu" to enter the menu setting interface.
- 2) Press "▲" or "▼" to select "Info. report".
- 3) Press "OK" and then "▲" or "▼" to select "Prt Menu Frame".
- 4) Press "OK" to print.

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# Product Specifications

# 15

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# 15. Product Specifications



**Note:**

- Specification values vary slightly from printers with different models with different functions ,and product specifications vary from different countries and regions.
- These values are based on the initial data. For more information about the latest specifications, please visit: [www.pantum.com](http://www.pantum.com).

## Overview of the Specifications

Product Size (W*D*H)	M6200/M6500 Series: 417mm*305mm*244mm M6550/M6600 Series: 417mm*305mm*301mm
Product Weight	M6200/M6500 Series: about 7.5Kg (No wraphage, with random cartridges) M6550/M6600 Series: 8.5Kg (No wraphage, with random cartridges)
Print Environment	Preferred Temperature Range for Printing: 10-32°C (50°F-90°F) Preferred Moisture Range for Printing: 20% - 80%
Power Voltage	110V Model: AC100~127V ( $\pm 10\%$ ); 50Hz/60Hz; 6A 220V Model: AC220~240V (-15%,+10%), 50Hz/60Hz; 3A
Noise	Print: $\leq 54$ dB Standby: $\leq 30$ dB
Power Consumption	Print: Average 370W, Maximum750W Standby: $\leq 45$ W Networked standby: $\leq 3.5$ W
Operating System	Microsoft Windows Server2003/Server2008/Server2012/XP/Vista/Windows7/Windows8/Windows8.1 /Windows10 (32/64 Bit) Mac OS 10.6/10.7/10.8/10.9/10.10/10.11 Linux (with limitation on version) iOS/Android (with limitation on version)
Communication interface	Hi-speed USB 2.0 100Base-Tx Ethernet (Applicable for network model)
Processor	Wi-Fi 802.11b/g/n (Applicable for Wi-Fi model only) 600MHz
Memory	128MB/256MB

## Print Specifications

Print Speed	M6200/M6500 Series: (A4 20/22ppm)/(Letter 21/23ppm)
Print Time of First Page	M6550/M6600 Series: (A4 22ppm)/(Letter 23ppm)
Print Language	<7.8sec

## Copy Specifications

Copy Speed	22cpm (A4)/23cpm (Letter)
FCOT	Flatbed <10 seconds ADF <12 seconds
Maximum Pages for Successive Print	99 pages
Zoom Ratio	25%~400%
Other Copy Functions	ID copy, Receipt copy, N-up copy, Clone copy

## Scan Specifications

Scan Type	Flatbed+ADF (M6550 Series)
Maximum Scan Size	Flatbed: 216×297mm ADF: 216×356 mm
Chromoscan	Yes
Scan Output Function	Scan to E-mail, PC, FTP

## Fax Specifications (For M6600 Series models only)

Fax Type	Black-and-white
Modem Speed	33.6Kbps
Fax Memory	650 pages
Encoding	MH/MR/MMR
Compatibility	ITU-T SG3/ECM
Other Fax Functions	PC-FAX (Send), Fax Filtering, Group Sending, Fax Forwarding, Speed Dial, Group Dial, Delay Sending, Auto Redial, Auto Receive, Auto Shrink, Mobile Fax
Environment	Not supported in the following environment: VOIP, ADSL, ISDN



**Note:** • Please pay attention to contents below when VOIP line is used.

If fax is sent or received abnormally due to disturbance on telephone line, try to improve fax delivery rate with modes below.

1. Switching to VOIP compatibility mode by setting control panel:

Please set according to the operation below:

1) Press "menu key";

2) Press "▲" or "▼" to enter "fax setting" option and then press "OK" ;

3) Press "▲" or "▼" to enter "compatibility" and then press "OK" ; 4)

Press "▲" or "▼" to select "VOIP" to switch to VOIP compatibility mode.

2. Resend fax at leisure time;

3. Consult VOIP supplier if the network setting for fax transmission can be optimized.

**Company Name: Magnell Associate, Inc. ( DBA NEWEGG.COM )**

**Office address:17560 Rowland St. City of Industry, CA 91748**

**TEL: (626) 271-9700**

**USA Only**

PANTUM