PANTUM

AFTER-SALES SERVICE

Pantum 5103/4020/2142 Series Technical Training

Customer Service



WWW.PANTUM.COM

CONTENTS

01 Product Information

02 Principle Introduction

03 Machine Component Structure

04 Common Troubleshooting

05 Maintenance Manual Introduction

06 Printer Disassembly

SECTION 01

Product Information

1.Product Series Introduction

5103 SFP



P3010/3020 Series、
P3300 Series

5103 MFP



M6700/M6800/M7100/
M7200/M7300 Series

30-33PPM

40PPM

4020SFP



BP5100 Series

4020MFP



BM5100 Series

New
Generation
Product

2142SFP



BP5200 Series

2142MFP



BM5200 Series

2.Product Series Parameter Introduction

Product Series Parameter		P3010/3060 series	P3300 series	M6700/M6800 series	M7100/M7200/M7300 series	BP5100 series BP5200 series	BM5100 series BM5200 series
Interface type	USB	●	●	●	●	●	●
	NET	●(N is the suffix of the model name)	●(N is the suffix of the model name)	●(N is the suffix of the model name)	●(N is the suffix of the model name)	●(N is the suffix of the model name)	●(N is the suffix of the model name)
	Wi-Fi	●(W is the suffix of the model name)	●(W is the suffix of the model name)	●(W is the suffix of the model name)	●(W is the suffix of the model name)	●(W is the suffix of the model name)	●(W is the suffix of the model name)
Print language	GDI	●	×	●	×	×	×
	PDL	×	●	×	●	●	●
Control Panel		P3010D：LED Other：LCD	LCD	LCD	M7300：touch screen： Other：LCD	LCD	Model name has letter F： touch screen Other：LCD
Print Speed A4		30ppm	33ppm	30ppm	33ppm	40ppm	40ppm
Double Print		●	●	●	●	●	●
Automatic double-sided scanning (DADF)		×	×	×	× M7310 series ●	×	●
Copy Function		×	×	●	●	×	●
Scan Function		×	×	●	●	×	●
Fax Function		×	×	●(Model name has letter F)	●(Model name has letter F)	×	●(Model name has letter F)
ADF		×	×	M6800FDW series	M7100、M7200、M7300 series	×	●

3. 2142 series Products New Features

Product Series Parameter	BP5200 series	BM5200 series
Ceramic heating First print out time≤5.9s	●	●
Bluetooth to quickly configure wireless network	●(Wi-fi models)	●(Wi-fi models)
(●: support ×: not support)		

Question:

In below options, which model doesn't belong to 5103 series?

A. P3010



B. M7100



C. BP5100



D. M6700



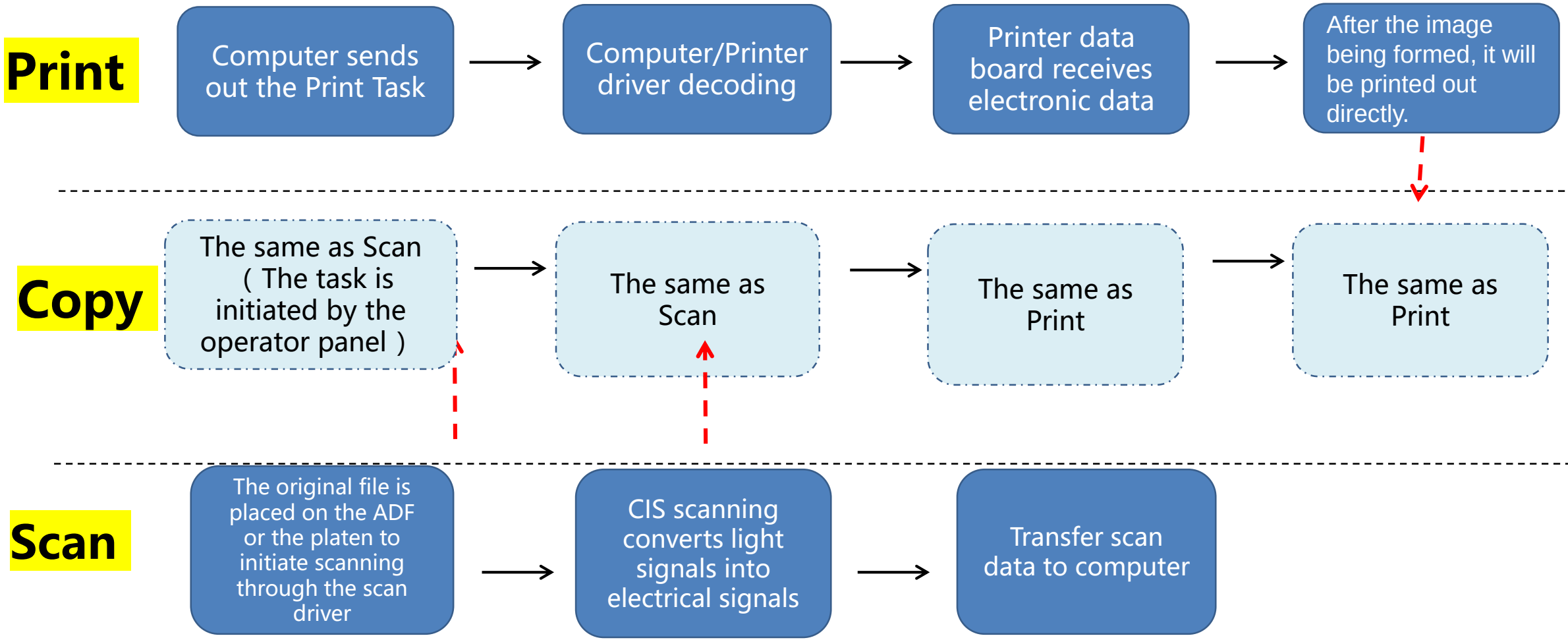
4020 Series



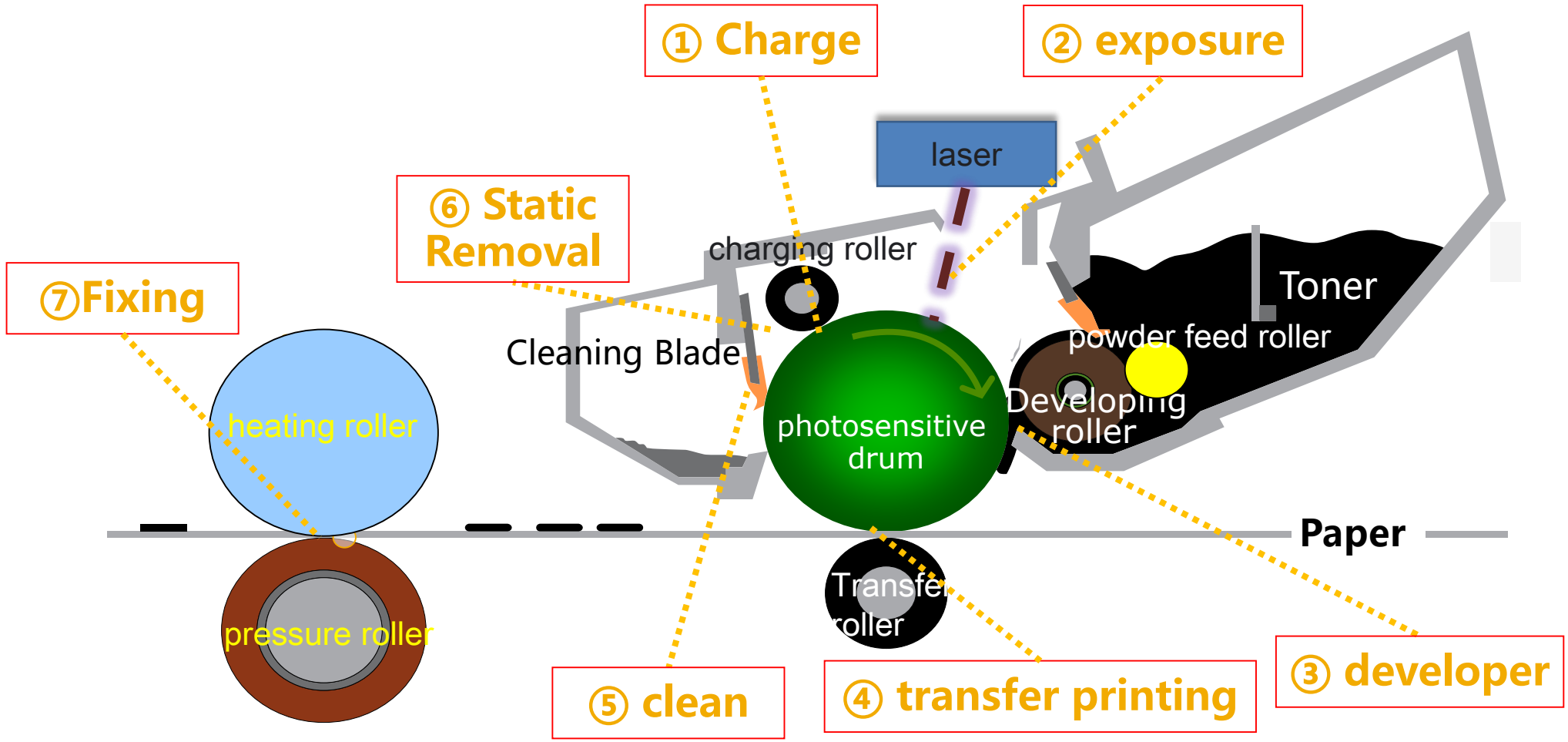
SECTION 02

Principle Introduction

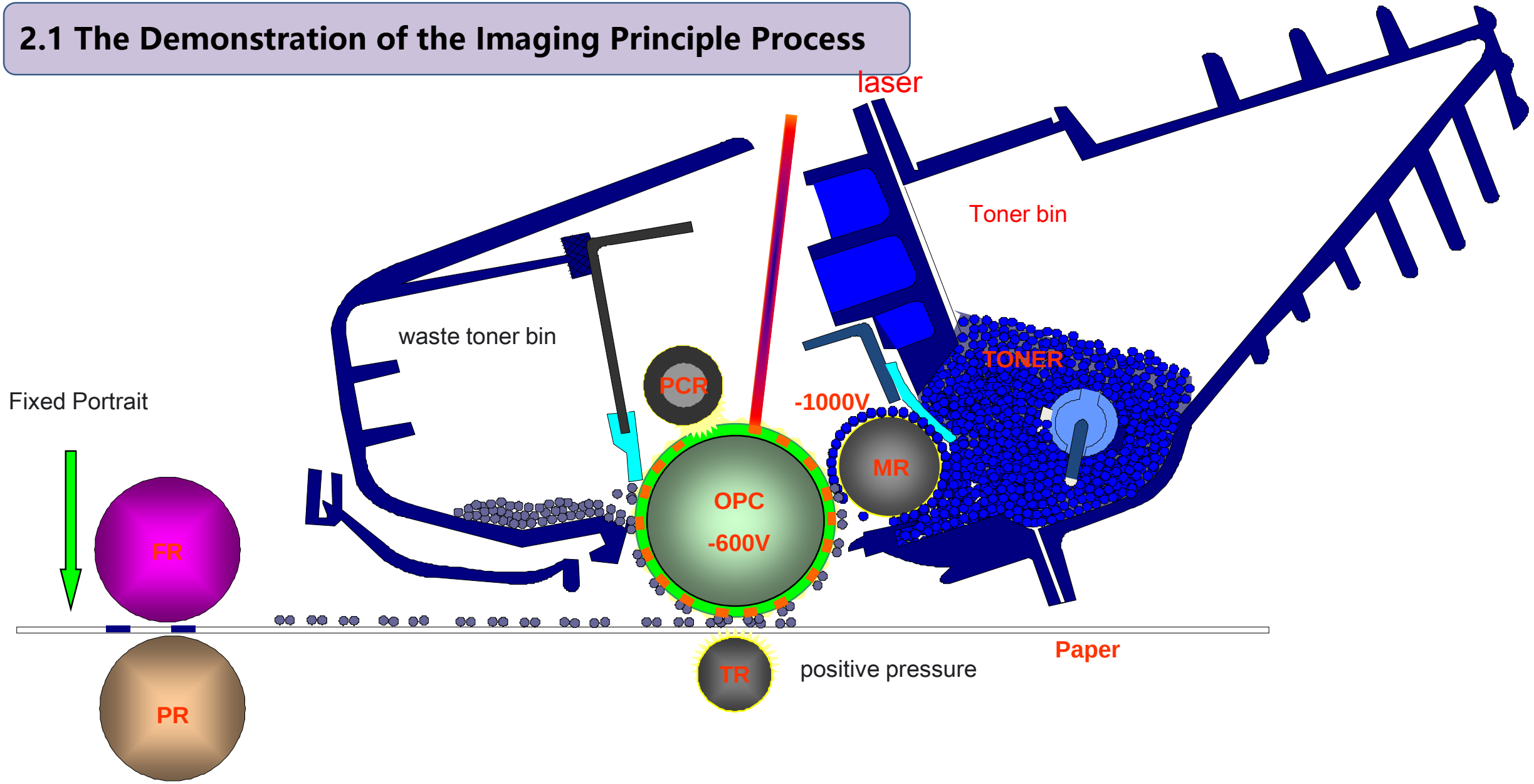
1. Print/copy/scan data transfer



2. Imaging principle

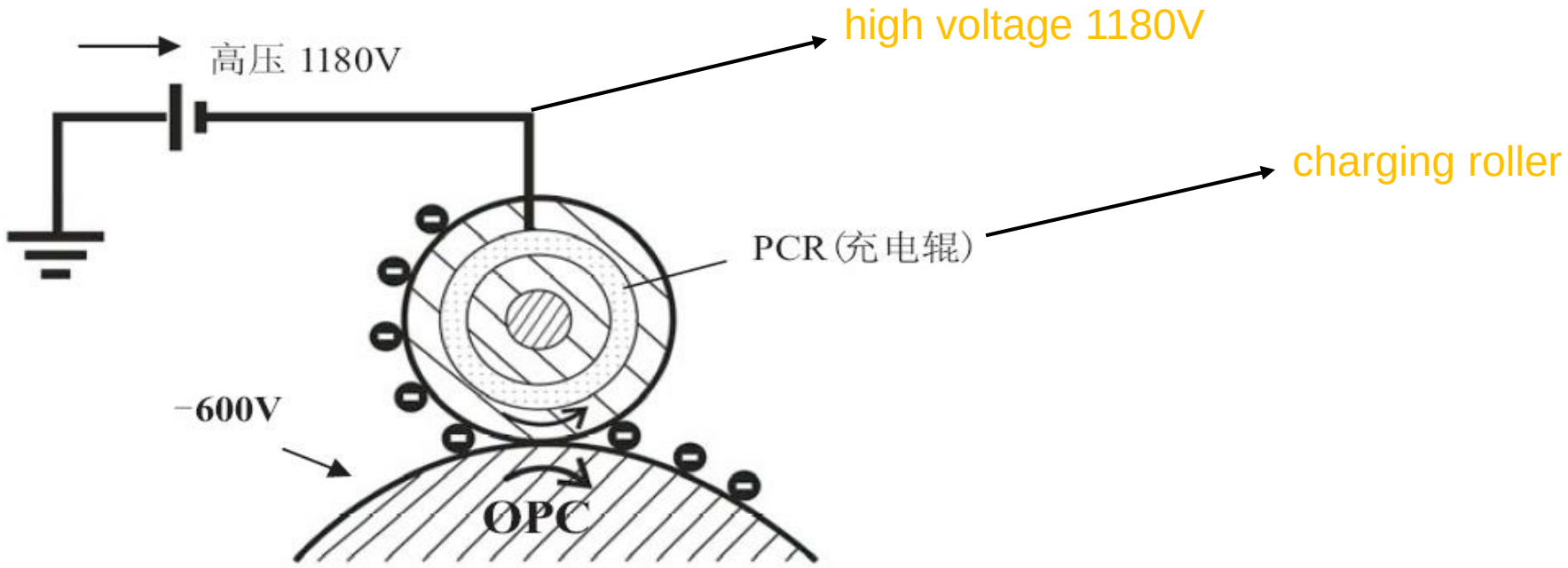


2.1 The Demonstration of the Imaging Principle Process



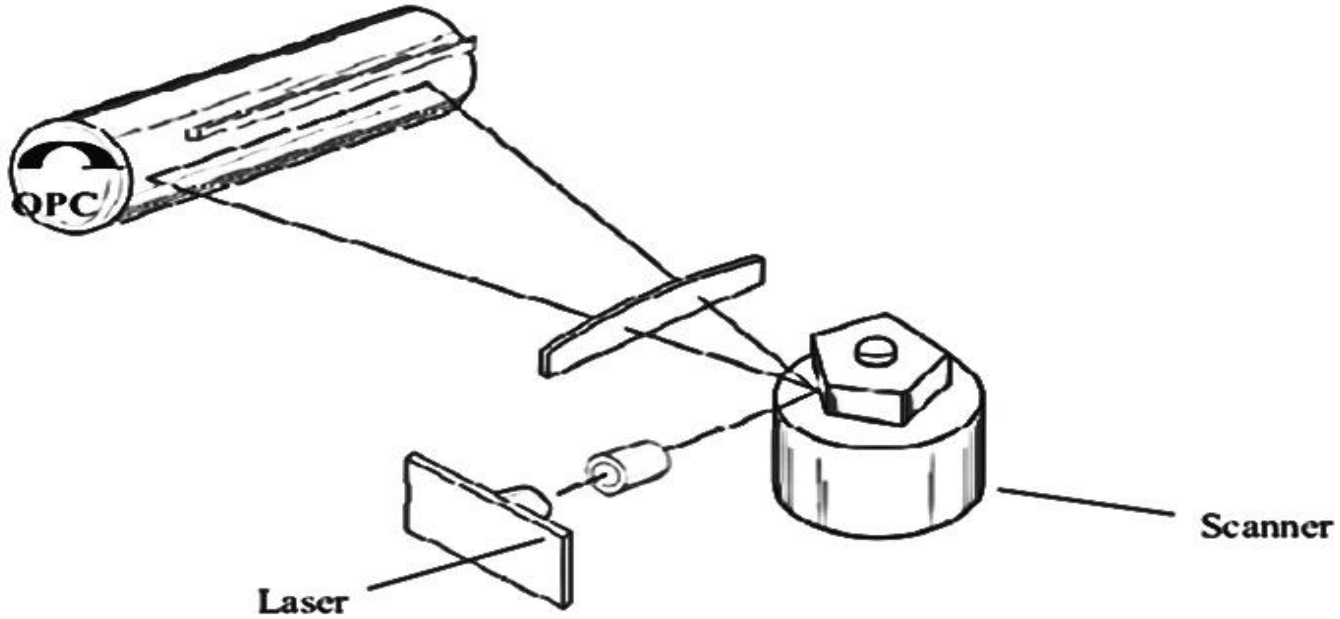
2.2 Imaging principle - Charge

The steel shaft of the charging roller passes through the DC high voltage to evenly charge the surface of the OPC with a negative charge of 600V



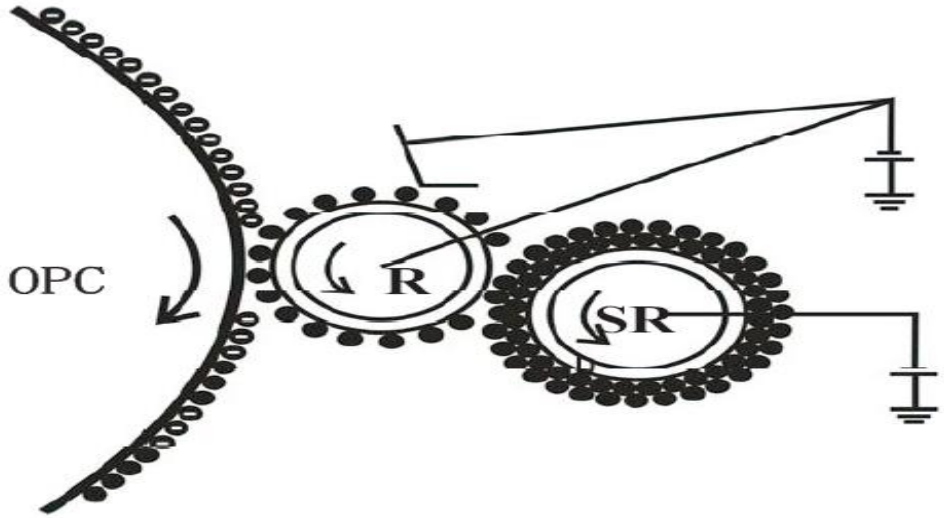
2.3 Imaging principle - Exposure

When the photoconductor is irradiated by the laser beam, the illuminated part is connected to the conductive layer of the photosensitive drum and this makes the charge disappears. As the part that not irradiated by the light still maintains the charged charge, it forms a potential difference image, which is called “electrostatic latent image”。



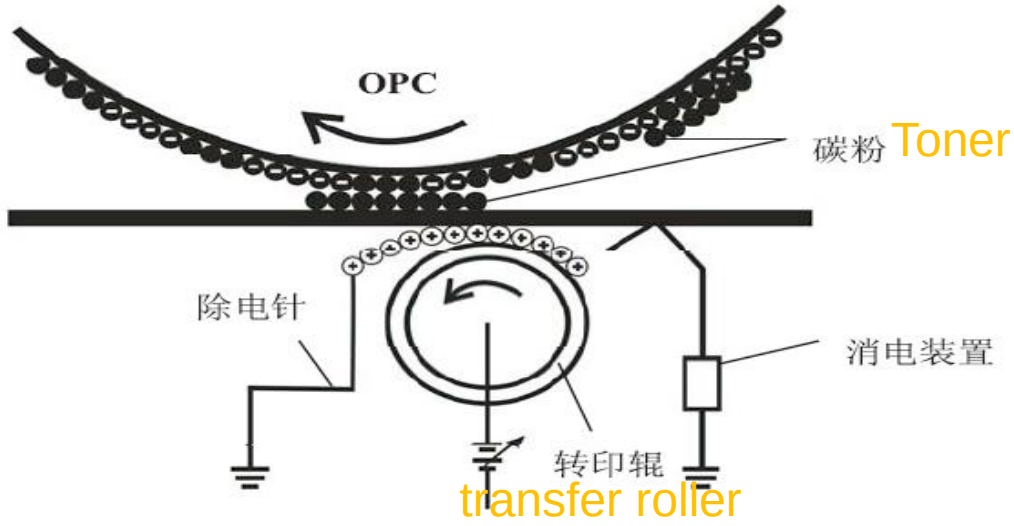
2.4 Imaging Principles - Development

The carbon powder is rubbed by the developing roller (DR) and powder feeding roller (SR), and a layer of charged carbon powder will adhere to the surface of the developing roller. When OPC is developed by DR after exposure, a developing voltage is applied to the developing roller. This voltage is higher than the OPC voltage of the exposed part and smaller than the voltage of the unexposed part. Under the action of the electrostatic field of OPC and DR, the toner will be adsorbed to the exposed OPC area to form a visible image.



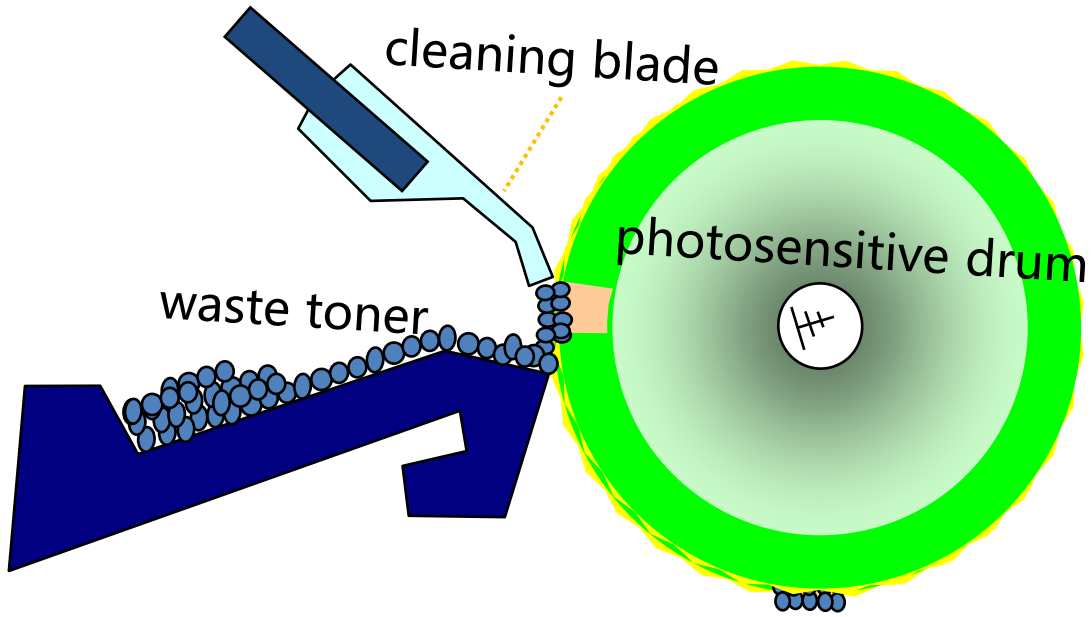
2.5.Imaging principle - Transfer Printing

When the printing paper passes through the interlayer between the transfer roller (TR) and the photosensitive drum (OPC), a high voltage opposite to the charge polarity of the toner is applied to the transfer roller, so that the toner is impacted by the electric field of TR and OPC, and then the toner is transferred to the paper surface. Since the back of the paper which has just passing the transfer roller is positively charged, so when the toner is separated from the OPC, the toner will be absorbed by the paper until next step.



2.6.Imaging principle - Cleaning

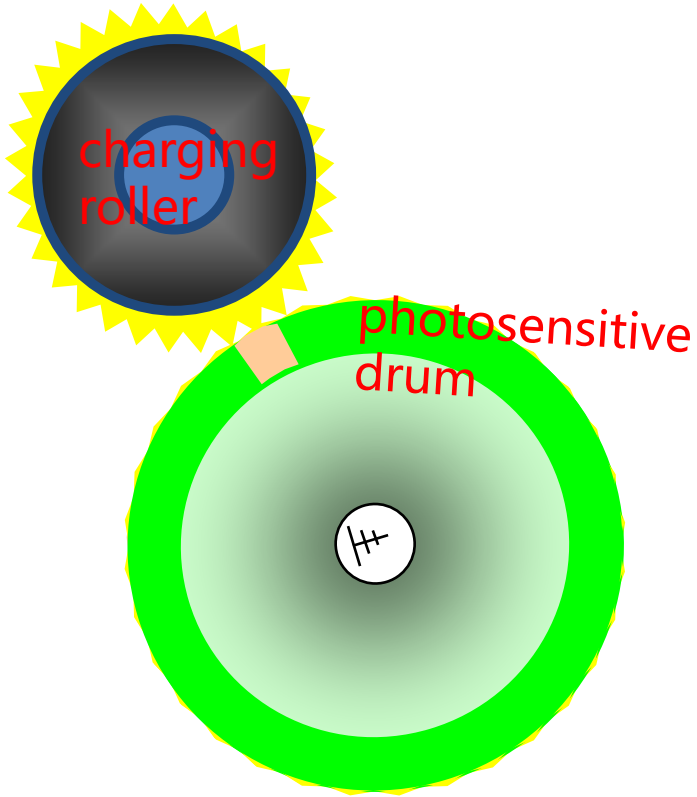
Passing by the transfer roller , there will be toner left on the photosensitive drum(OPC), so a scraper is set to remove the waste toner.



2.7.Imaging principle - Static removal

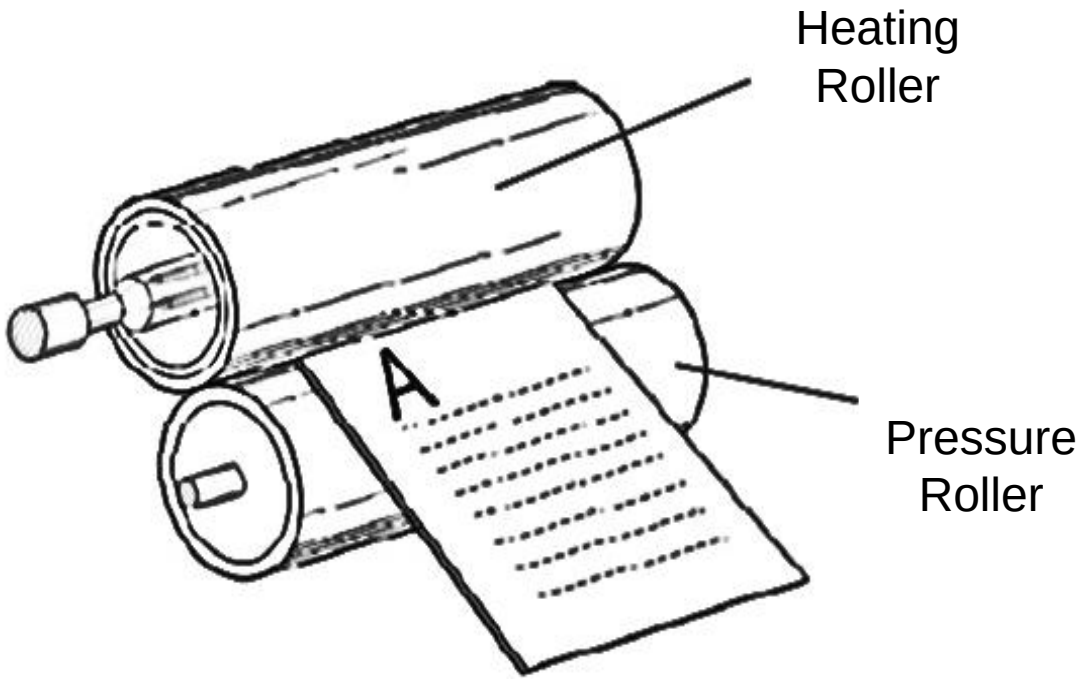
Laser irradiation removes residual charge on the photosensitive drum.

Return the photosensitive drum to its original state and continue the next transfer process.



2.8 Imaging - fixing

When the paper enters the heating roller, the heating roller needs to reach a specified temperature to melt the toner with high temperature. At the same time, the toner is pressed into the paper fibers by the pressure roller (PR), which solidifies the toner into the paper. Note: Too high or too low fusing temperature will affect the fixing effect of toner.



Question and Answer:

There are seven steps during the laser printing operation ,

Please fill the blank with right words.

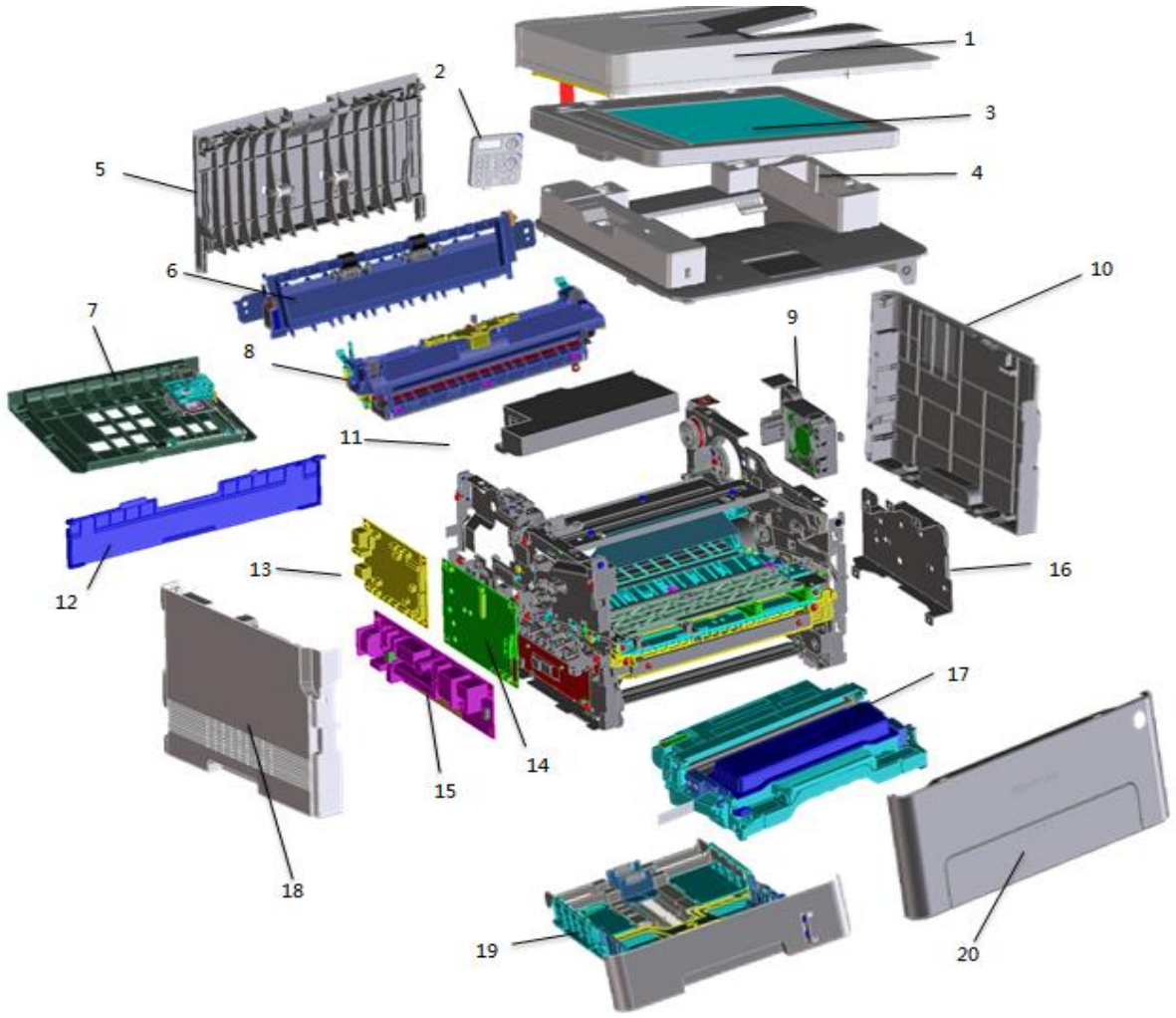
1. Charge
2. Exposure
3. Developer
4. **Transfer Printing**
5. Clean
6. Static Removal
7. Fixing



SECTION O3

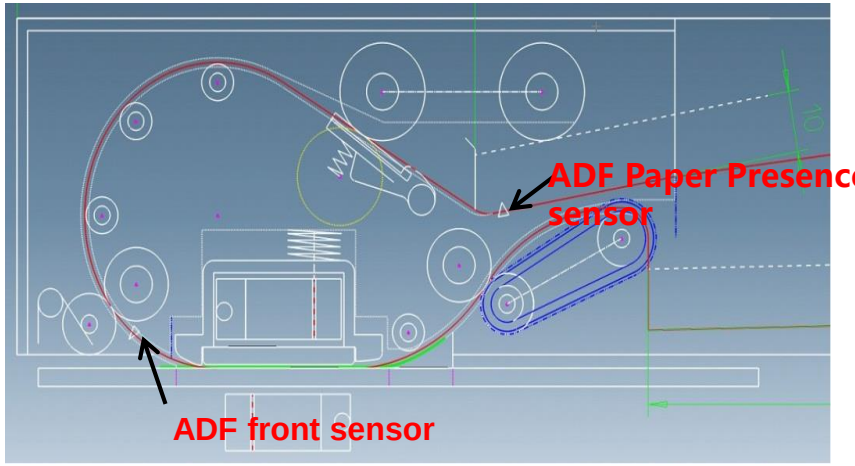
Machine Component Structure

Explosion Map



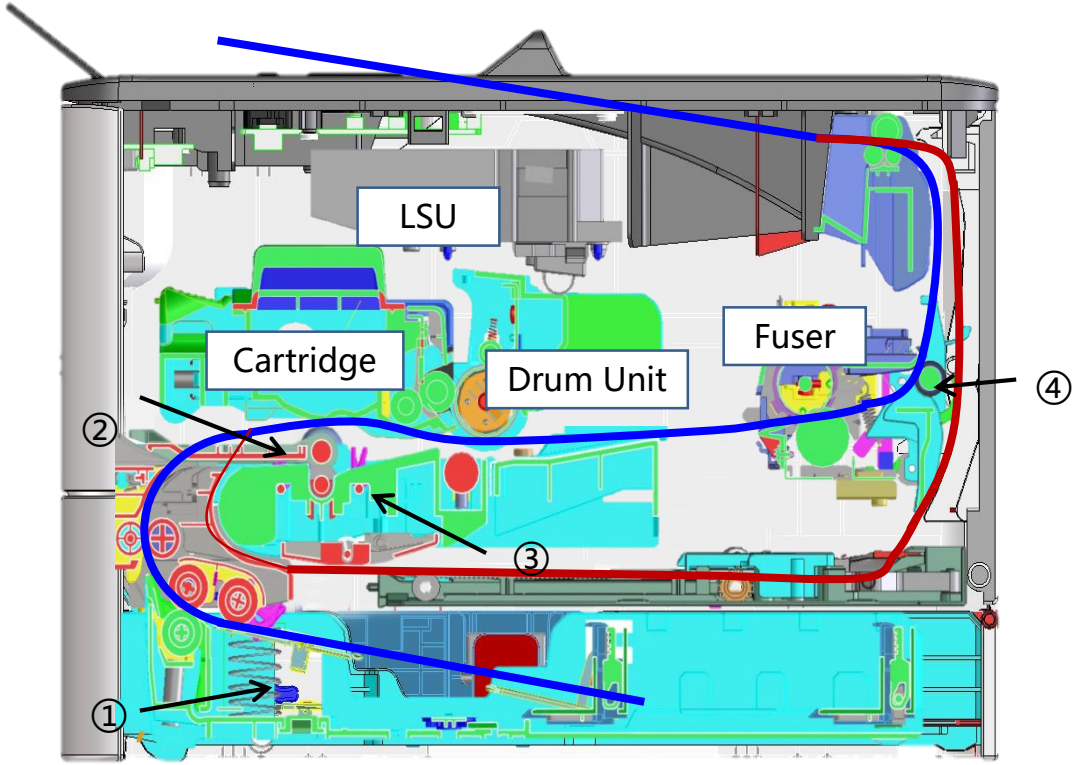
No.	Component Name
1	ADF Components
2	Control Panel Components
3	Scanner Components
4	Top Cover
5	Rear Cover
6	Paper layout components
7	Double sided printing assembly
8	Fuser assembly
9	Fan assembly
10	Right-Side Cover
11	Laser Unit
12	Guard
13	Data board
14	Engine board
15	Power board
16	Driver system components
17	Drum assembly
18	Left-Side Cover
19	Carton Assembly
20	Front Cover Components

Printer Paper Path



ADF Paper Path Picture

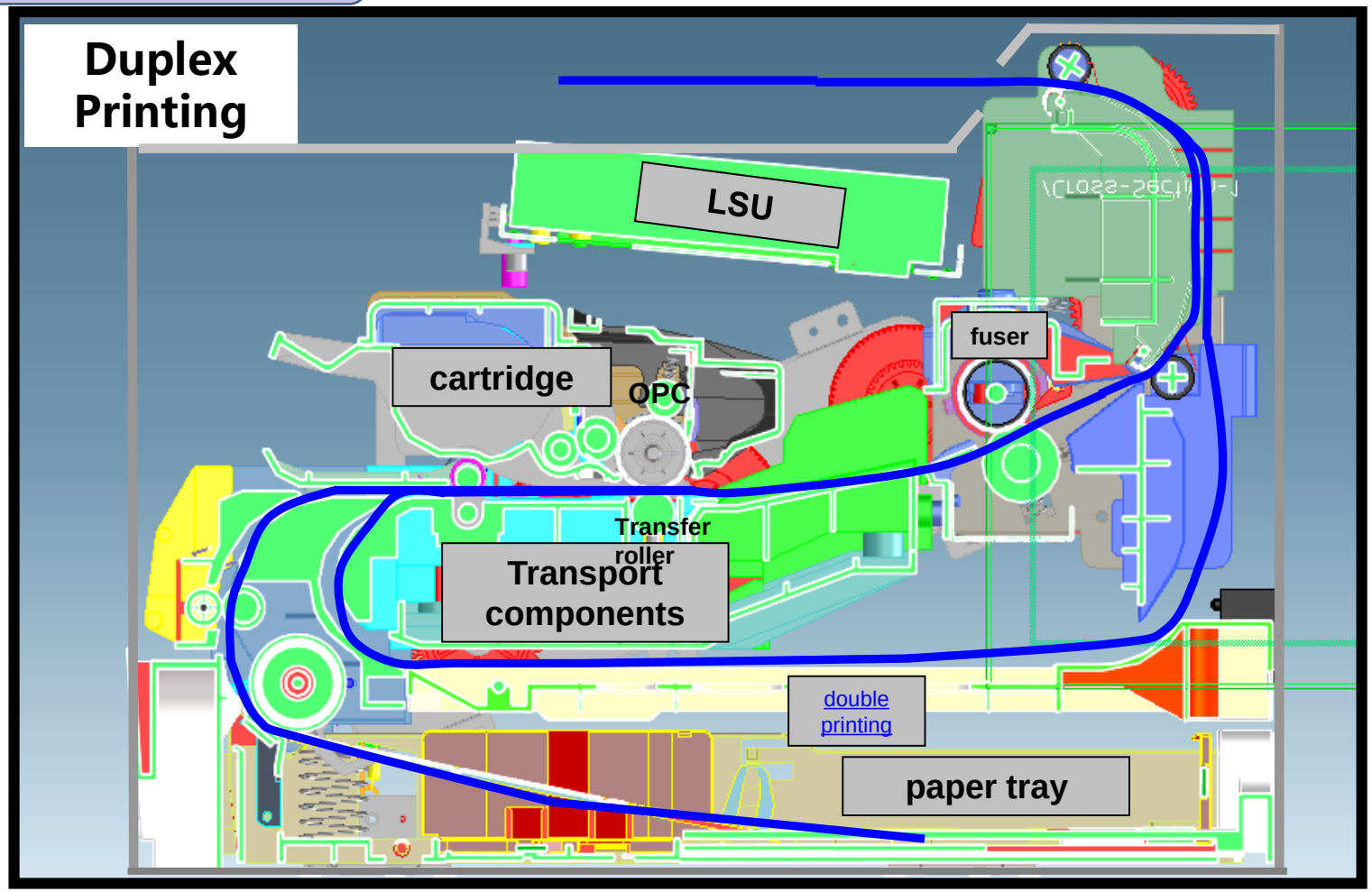
Component Name	Main Function
ADF paper presence sensor	Check whether there is paper on the paper feed tray.
ADF front sensor	Check whether the top of paper was out of shaped or whether there is paper jam issue exists.



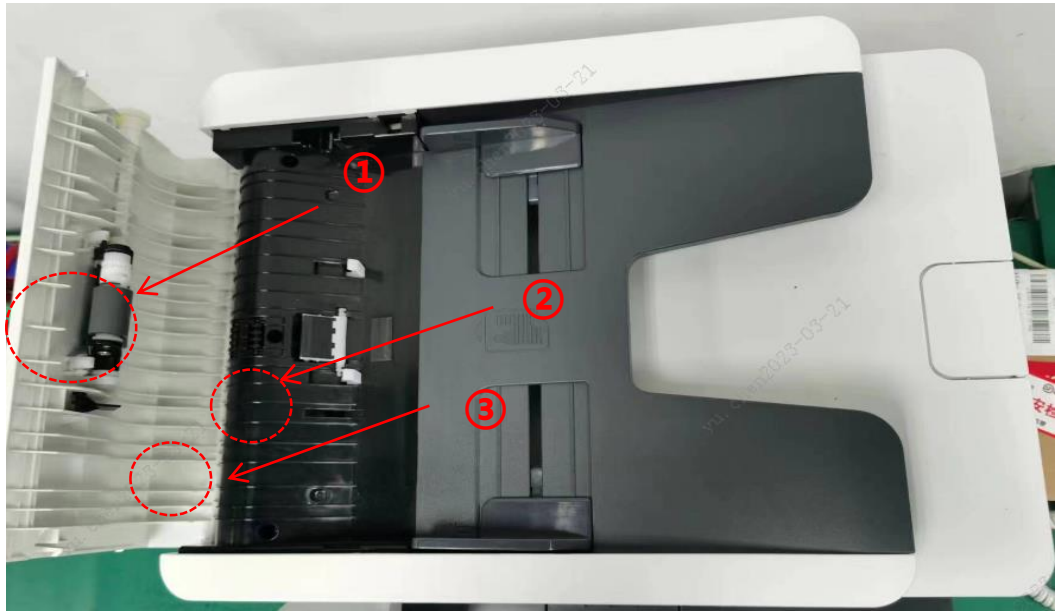
Paper Path during Printing

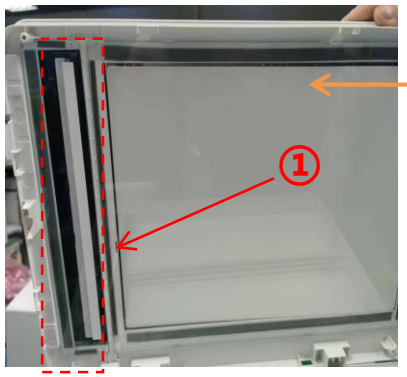
Component Name	Main Function	Component Name	Main Function
1.Paper sensor	check whether there is paper inside the tray	3. front sensor	detect the front part of paper
2.Adjust sensor	Adjust the paper	4.Paper layout sensor	detect the paper layout from fuser

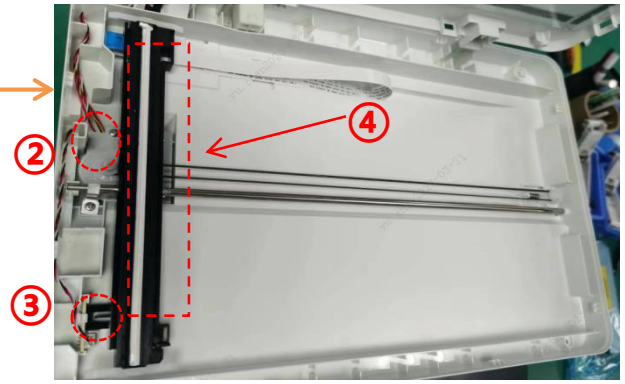
Duplex Printing Demo



ADF, Scanning Module







◆ **ADF Components: automatic document feeder**

① ADF Pick up Roller: pick up paper into path roller.

② Automatic document feeder:
Check whether there are original paper inside the paper tray.

③ Front Sensor:
Check the front part of paper or
whether there is paper jam issue exists.

Δ Scanning Platen:

Scan the original file through the Scanning Platen:

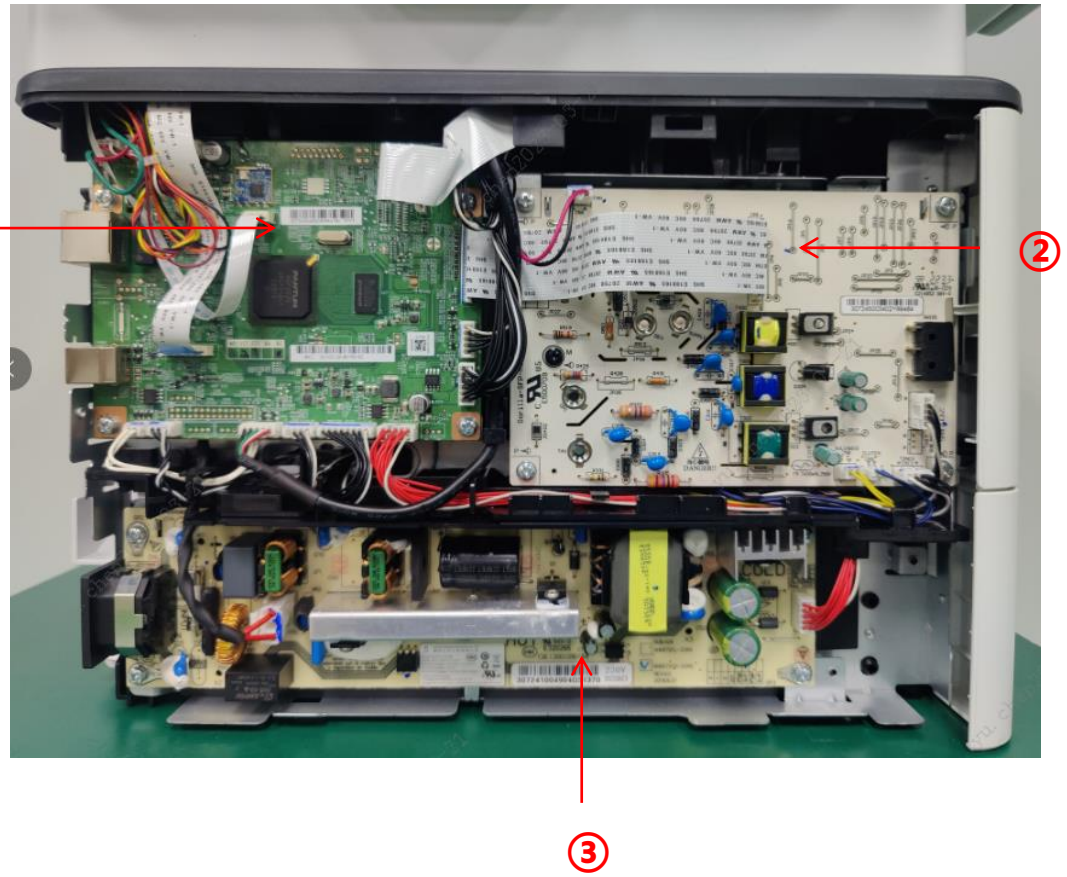
① White bars and black marks: for scanning positioning

② Scan motor : scan driver

③ Positioning sensor : CIS original location positioning

④ CIS: Scanning head converts optical signals into electrical signals

Control（board）Module



- **Base board:** main control + engine + low voltage + high voltage
  - ①Data board： Main control
  - ②Power board: low voltage
  - ③Engine board: high voltage + engine

low voltage: 220V power supply for fixing voltage and switching voltage to 24V, 5V ;

High voltage: for charging, developing, transfer high voltage;

Main control : image processing and data control;

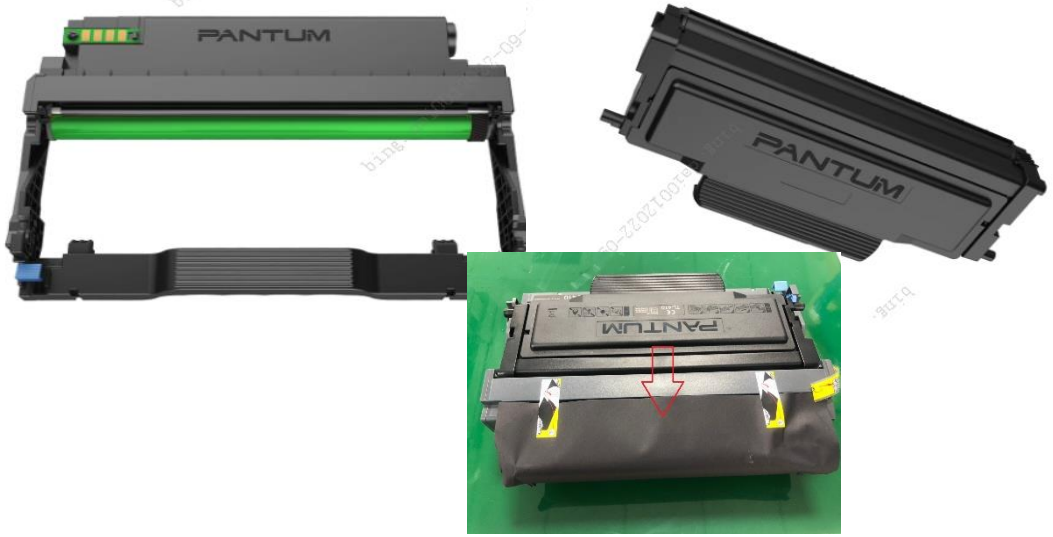
Engine: various electrical components, such as motors, sensors.

Imaging Module



Drum unit

Cartridge components



- **LSU:** laser print head, converts electrical signals into optical signals.

Note: There are new and old versions of LSU on the market, and the new one is not compatible with the old printer.

- **Drum unit:** cartridge/photosensitive drum
- 1: Note 1: The 5103 specification page is based on the actual printed page ;

  The specifications pages of the 5103MPS and 4020 series is based on the theoretical pages;

  Cartridge assembly:

  printing consumables, cartridge+fuser
- 2: The number of printed pages is based on ISO standard ,such as standard image, standard environment, and standard paper. Thus, the actual number of pages may not necessarily match the number of expected pages, because customer may not follow the standard requirement.

Drum unit



Pantum 4020 Imaging kit Test Report

Published Yield:

Imaging kit: 30,000 Standard Pages

Test Condition:

Number of Imaging kit: 4 units
Number of printers test: 4
Printer model:
Pantum 4020 Series

Paper size:A4

Paper media:80g/㎡
Operating system: Windows XP SP3

Software: Adobe Acrobat version 9

Test page version: ISO 19752 test chart
Printing mode: Three page intermittent

Test Date:

08/09/2020—20/10/2020

Test environment:

Temperature(℃)：23±2°C
Humidity (%RH): 50%±10%

Test Result

Number	Speed(A4)	Target Yield	Actual Yield	Result
262#	40ppm	30000	30696	Passed
301#	40ppm	30000	30816	Passed
554#	40ppm	30000	30607	Passed
536#	40ppm	30000	30822	Passed

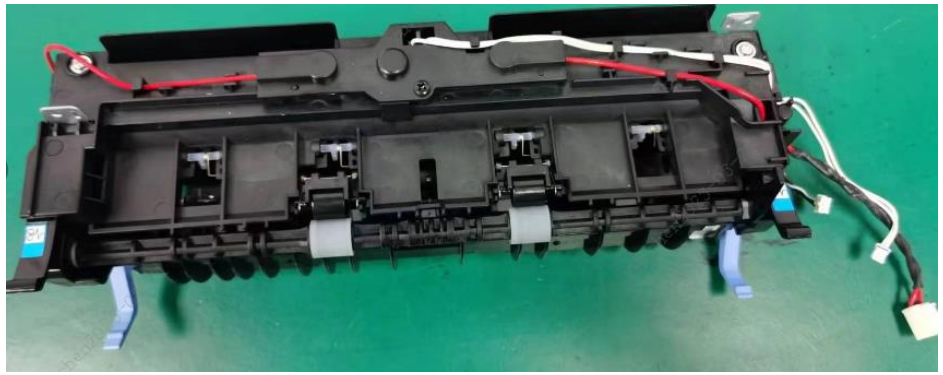
*In a ISO report commonly two values are listed: declared ISO yield and calculated test values. Generally, the calculated test values are higher than the declared ISO yield. Actual cartridge yield vary considerably based on content of images printed and other factors.

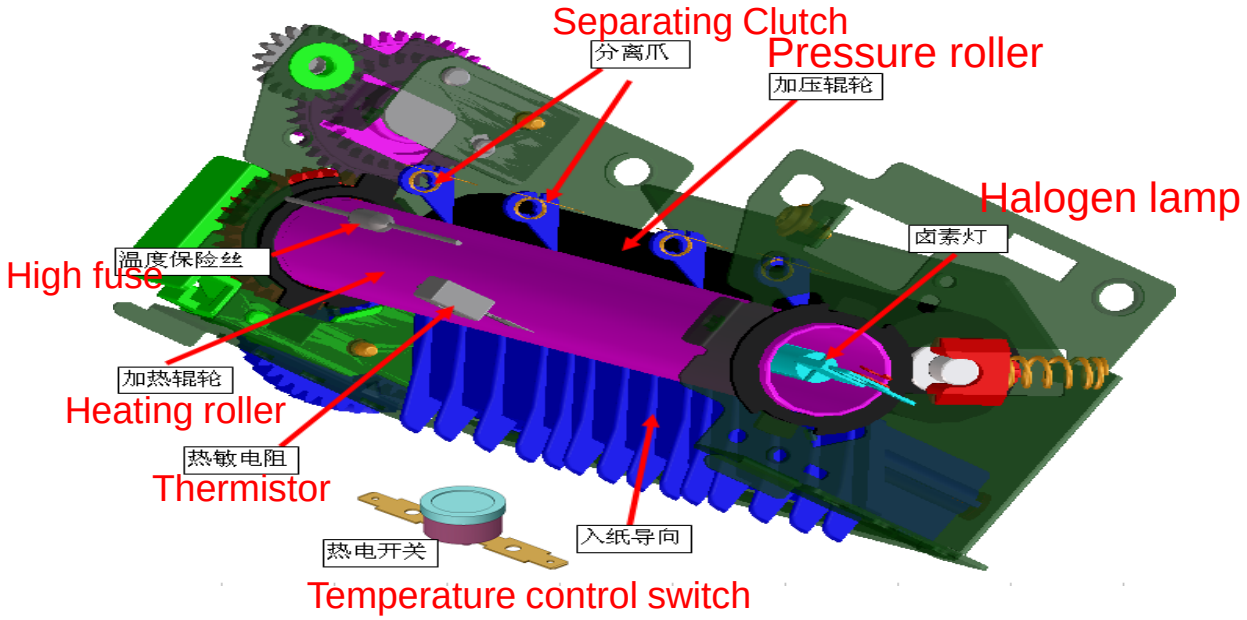
◆3：Drum unit lifetime is based on 3 average letter/A4-size pages per print job and 5% coverage, actual lifetime affected by different printing habits and printing environment.

The more the printer is used, the more the OPC drum will be subjected to wear and tear. The drum's surface can become worn out, and the photoconductive properties can degrade over time, leading to Drum end of life.

- When the printer warms up to print, it will rotate. This means that even though it has not printed a page, the drum will rotate each time you send a printer task, increasing usage. The more the printer is used, the more the OPC drum will be subjected to wear and tear. The drum's surface can become worn out, and the photoconductive properties can degrade over time.

Imaging Module





- **Fuser unit：pressurizes and heats the paper**

  heating roller： heat with rollers

  Pressure roller： press with soft roll

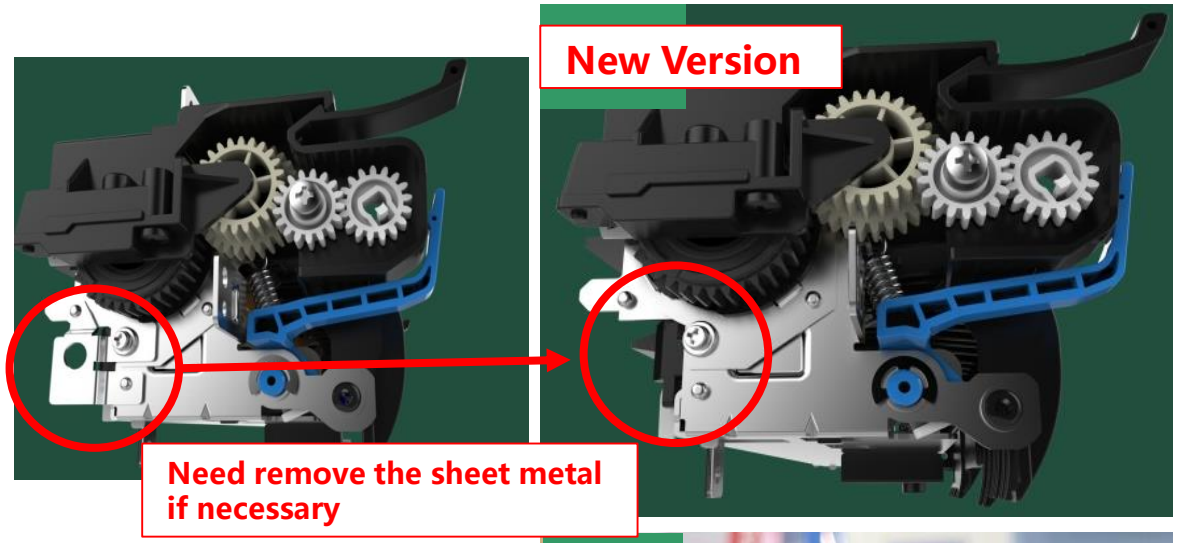
  Halogen lamp： grow heating

  Thermistor: detecting the temperature of the heating roller

  Temperature control switch: printer automatically disconnect when a certain temperature is reached.

  Separating clutch: separating Paper

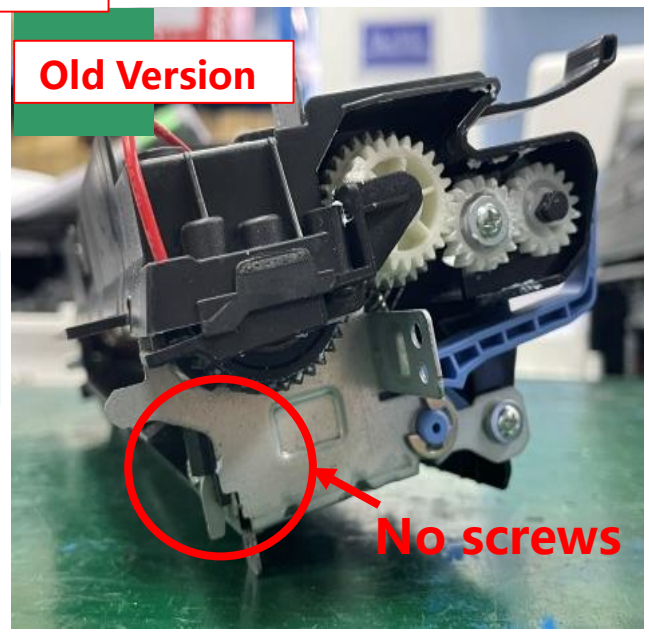
5103 series fuser change description

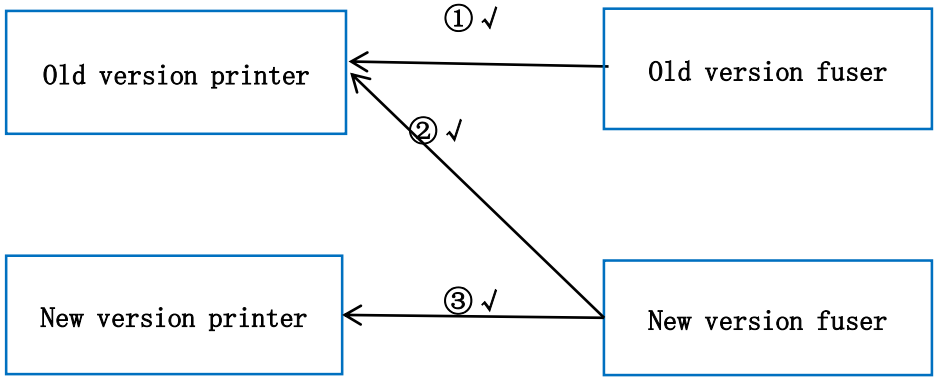


Old version and new version fuser

SpareParts Code are the same：

301022226001	fuser-110V
301022227001	fuser-220V
301022809001	fuser MPS-220V
301022810001	fuser MPS-110V



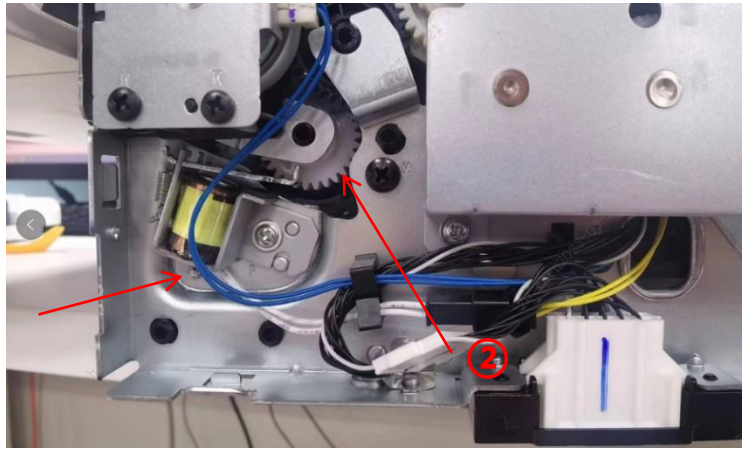


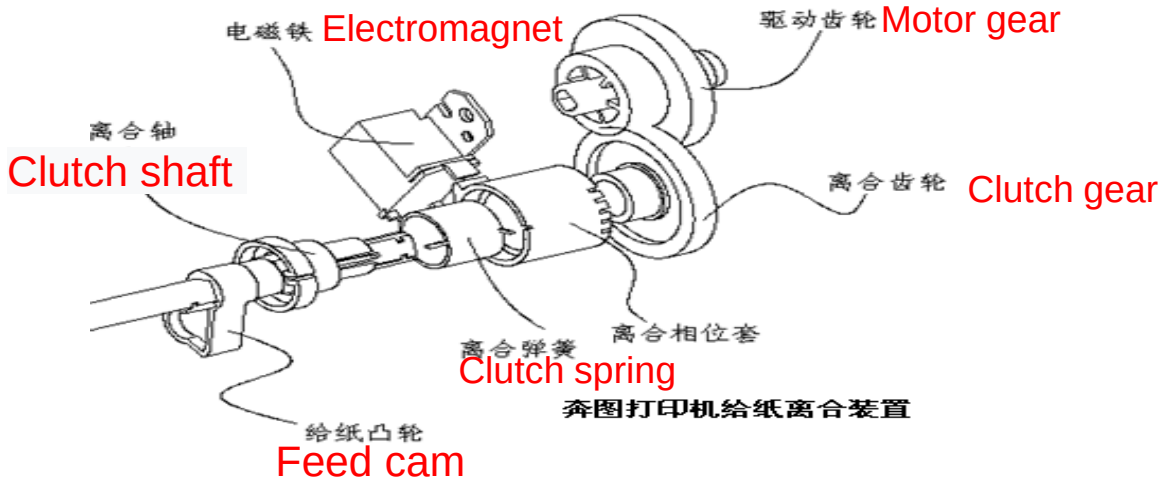
① Adaptive
② Adaptive: Need remove the sheet metal
③ Adaptive

Note: There are new and old version of fuser unit on the market, and the new one is not compatible with the old version printer.

The printers produced after October 1st, 2023 is a new version printer, If fuser is damaged, please order the new version fuser unit;

Paper Feed Module





- **Paper Feed Module：pick up paper from the tray and form image**

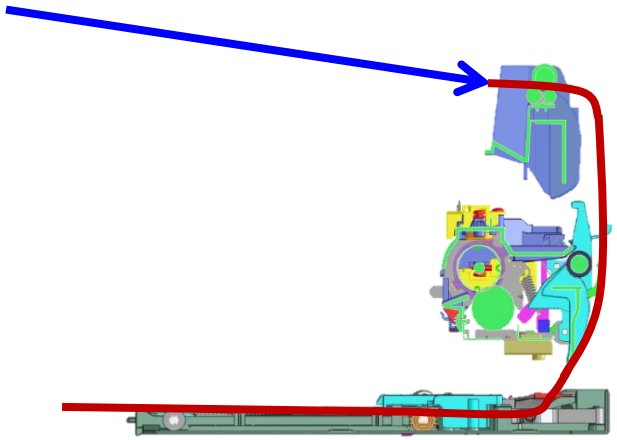
Electromagnet:

Control the rotation of the double missing gear (timing of paper pickup).

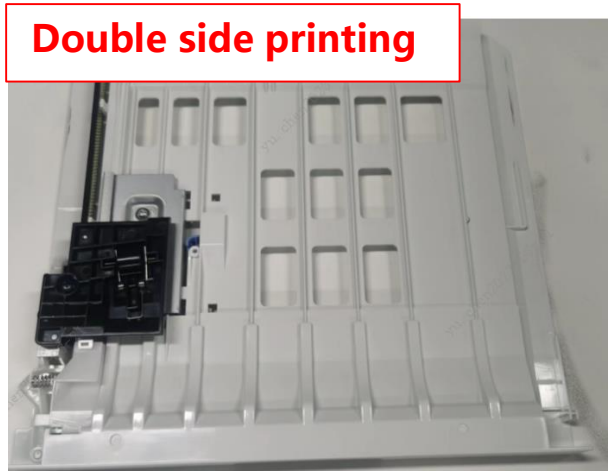
Double missing gear (clutch):

Lead the paper pick-up handling to operation .

Duplex module



Double side printing

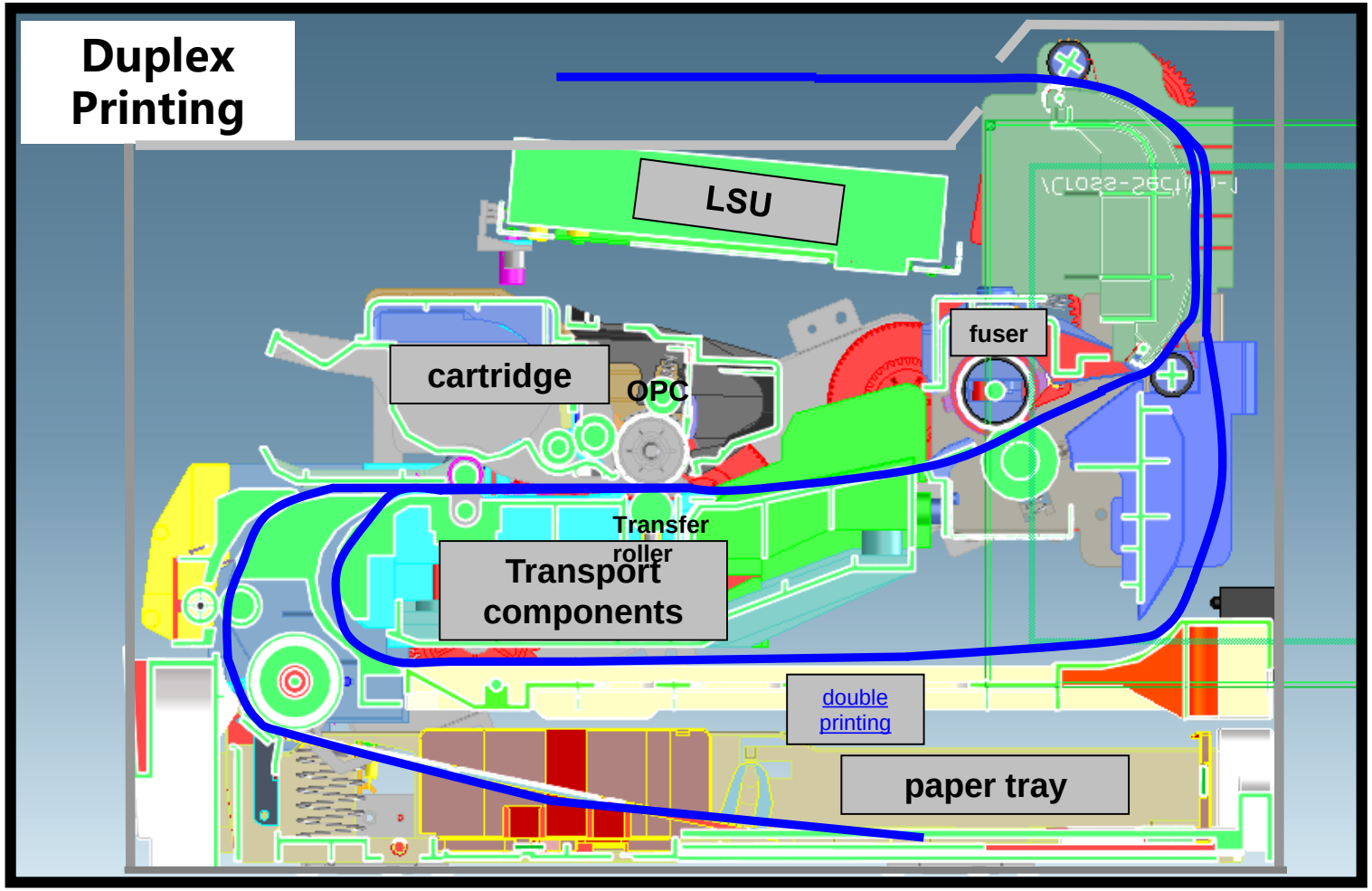


◆ **Duplex module**：The paper printed on one side is then reversed and transported to the imaging starting position by the double-sided printing assembly.

◆ **Main motor**：After single-sided paper is printed out, printer would reverse and suck the paper back into the double-sided paper feeding path through motor.

Double sided printing：
Send the double-sided paper to the imaging transfer position.

Duplex Printing Demo



Question:

Which of the following component is not included inside the fuser unit?

A. Pressure roller

B. Heating roller

C. Electromagnet

D. Separating clutch

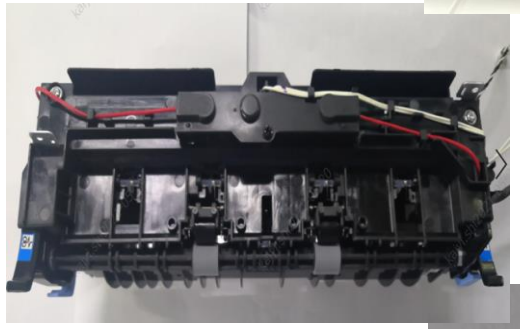


Please share us your answer in the chat room.

SECTION 04

Common Troubleshooting Method









Description:

1、Paper stuck in the middle or at the paper outlet;
2、Paper is stuck in the fuser assembly .

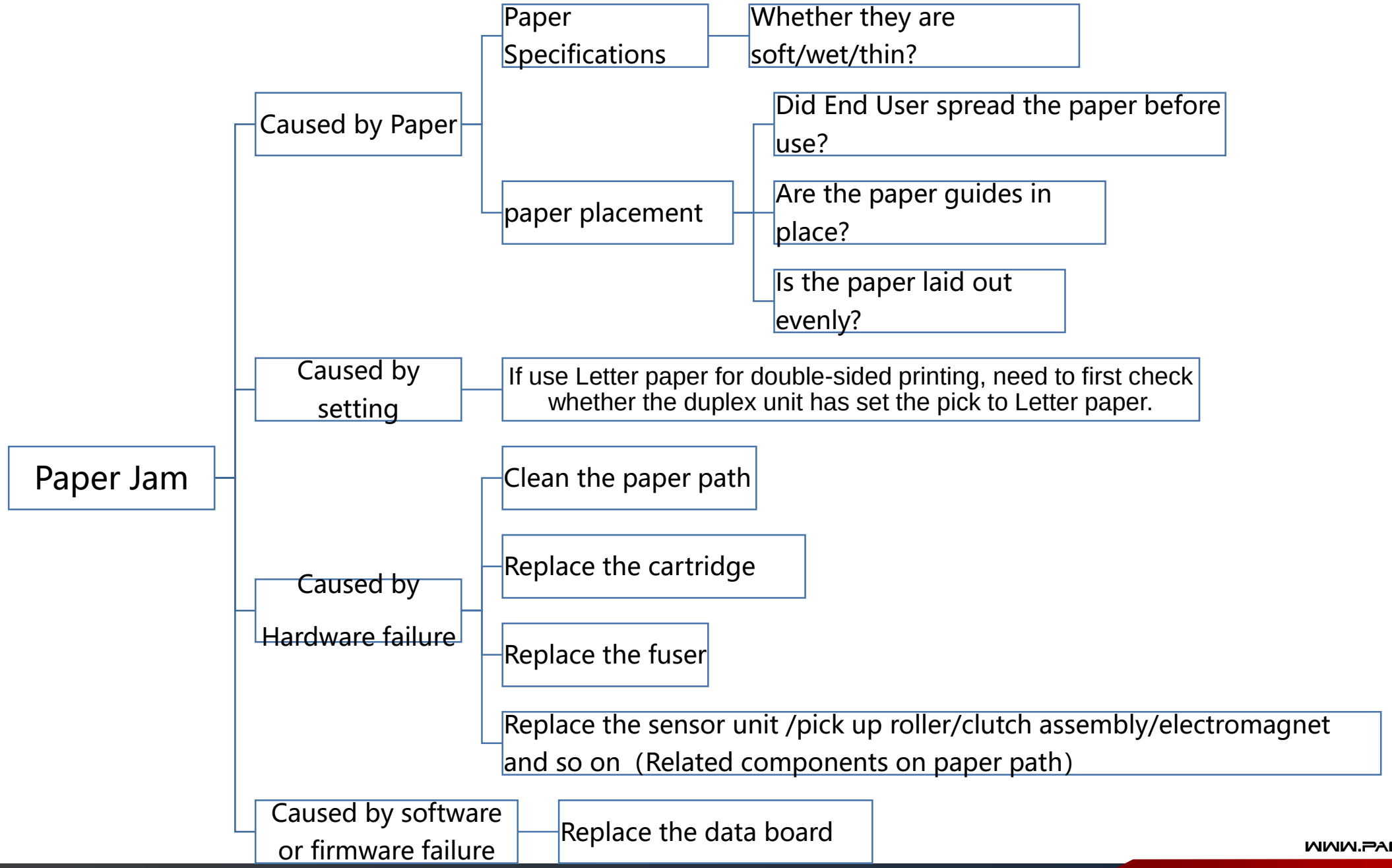
Reason:

1. Paper is not loaded properly;
2. Paper path inside is dirty;
3. Paper is stuck at the fuser ;
4. The induction board is abnormal;
5. The data board is abnormal;

Solution:

1、Take out the paper jammed, and adjust the paper tray.
2、Clean the paper path, making sure there is no stuck paper.
3、Replace the fuser.
4. Replace the sensor board.etc.
5、Replace the data board.

Top1 Paper Jammed Issue



Analysis for Hardware Issues of Paper Jam

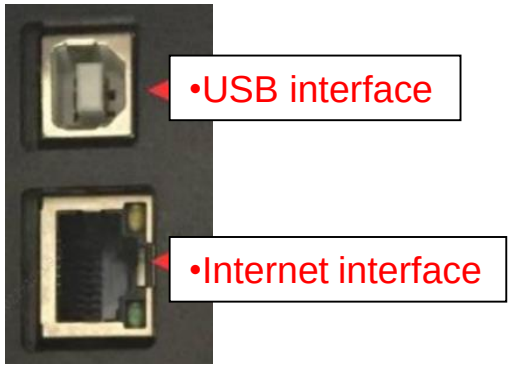
Failure Description	Reason	maintenance methods
Paper Jam	There is a foreign object in the paper feeding path.	1. Clean foreign objects in the paper feed path.
	Double missing gears are damaged.	2. Replace double missing gear.
	Gears are damaged.	3. Replace gear set.
	Sensor arm (for detecting the apex part of paper) is failed.	4. Replace the sensor arm.
	Paper feed components are failure.	5. Replace the paper feed components, such as paper pick up roller.



- **Problem Description**
- Computer could not detect printer.
- Tips shows that printer is not connected during driver installation.

- **Causes**
- Connection issue of computer USB. Especially, the voltage of computer USB is low.
- There is something wrong with USB cable.
- There is something wrong with data board.

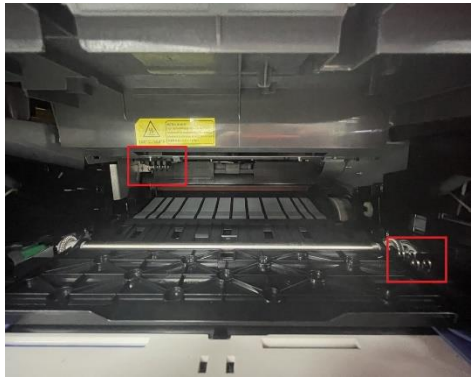
- **Solution**
- Change the USB interface on computer.
- (If you are using desktop computer, we advise you to use the USB interface behind the computer tower.)
- Check and replace USB cable.
- Make sure the printer is connected properly.
  Please do not plug the USB cable into the network interface
- (Here is the difference between USB interface and Internet interface.)
- Replace Databoard











Problem Description:

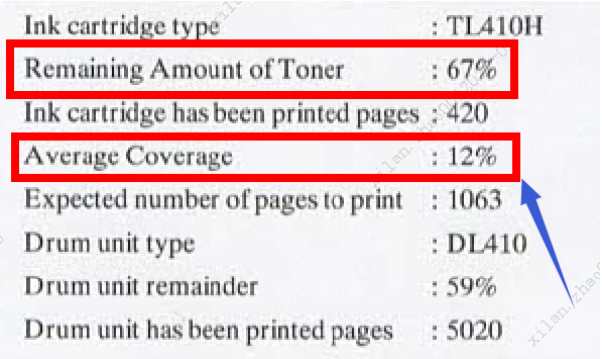
After taking out the cartridge and then putting it in, the panel shows that the cartridge is not recognized.

Causes:

1)Poor contact or dirt between cartridge chip and printer’ s touch spring.
2)The cartridge chip is damaged.
3)Contacts springs oxidation cause poor contact.
4)The data board is damaged.

Solution:

1. Clean chip and printer touch.
2. Replace the cartridge (or chip) which is applicable to this model.
3. Replace the drum unit contacts springs.
Youtube link https://youtu.be/Q4UZYs68B3Y
4. Replace the data board.





Problem:

Panel shows “Drum End of Life"

Cause:

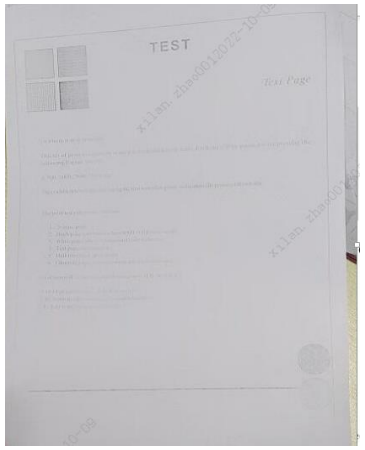
1)The cartridge has been ran out.
2)The cartridge chip is damaged.

Note: The max printed pages of cartridges is based on ISO standard ---- 5% coverage. Since the customer's printed coverage is more than 5% coverage, the number of pages should be less.

Solution:

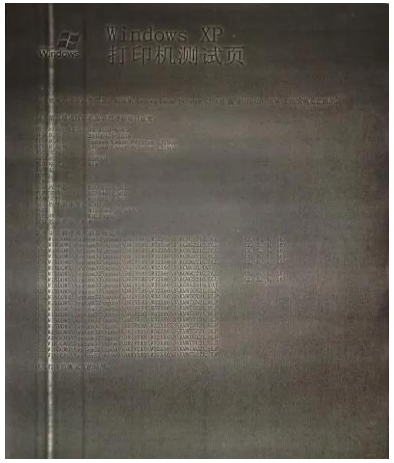
Replace the cartridge



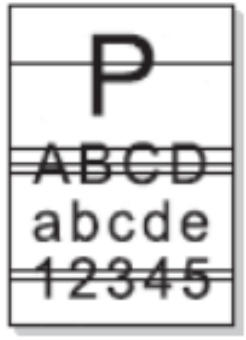


Lightly exposed image



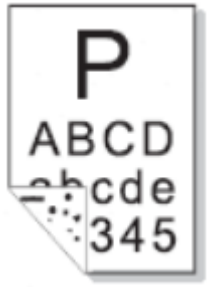


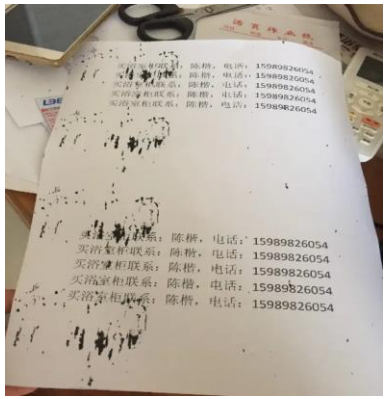
Whole page is dark





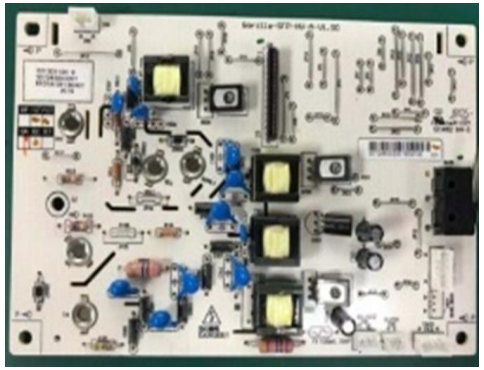
Horizontal stripes





The back of the sheet is dirty

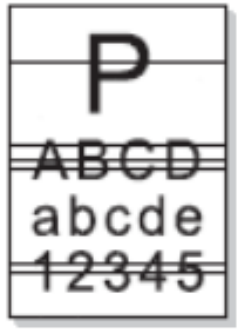
Status	Cause	Recommended Solutions
Lightly exposed image 	• The carbon powder in the cartridges is running out. • Poor connection at the high-voltage contact of the high voltage power board due to contaminated toner. • The high-voltage output of the high voltage power board is faulty.	• Replace the cartridge. • Clean the area contaminated with toner. • Clean the high-voltage contacts of the engine or replace the high voltage power board.
Whole page is dark 	• The high-voltage charge output of the high voltage power board is faulty. • The charge roller is faulty. • The laser is faulty.	• Clean the high-voltage charge contacts or replace the high voltage power board. • Replace the cartridge. • Replace the laser.





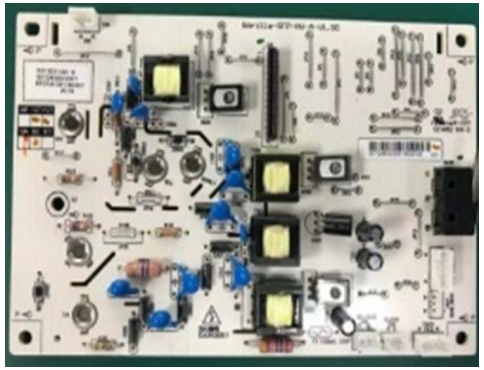


Horizontal stripes



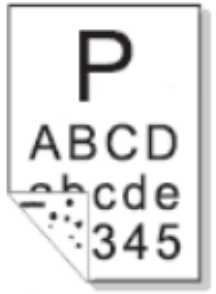
- Poor connection between the high-voltage contact and the cartridge.
- The developing roller is contaminated; OPC or charge roller is damaged.
- Paper pickup skidding.

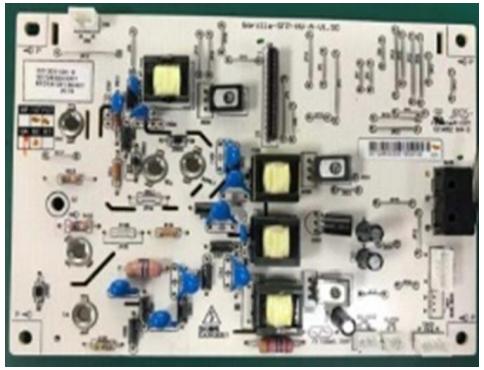
- Clean the high-voltage contact or replace the engine baseplate.
- Replace the cartridge.
- Clean or replace the pickup roller.







The back of the sheet is dirty 	• The transfer roller is contaminated. • The fuser pressure roller is contaminated.	• Clean or replace the transfer roller. • Clean the fuser pressure roller or replace the fuser component.
Whole page is white 	• Bad electricity elimination of the OPC. • The laser is damaged. • The transfer voltage is abnormal.	• Clean the high-voltage contact or replace the engine baseplate. If the problem continues, replace the cartridge. • Replace the laser. • Replace the high voltage power board.

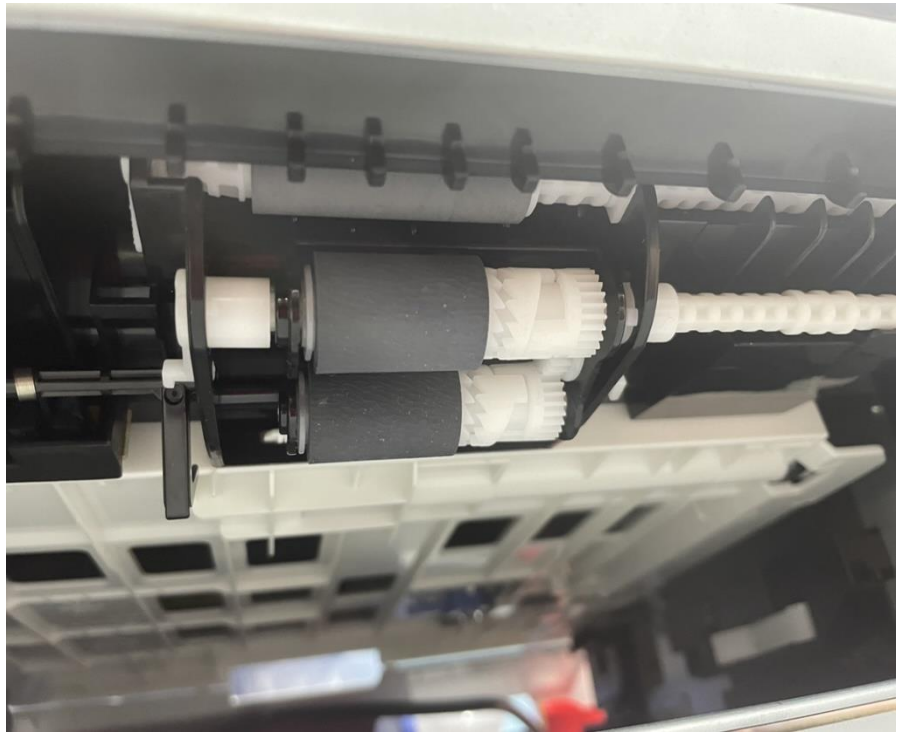








White vertical stripes 	• The window glass of the laser is dirty. • There is a blockage or toner particles between the developing roller and the doctor blade. • The fuser component is faulty.	• Clean the window glass of the laser. • Replace the cartridge. • Clean or replace the fuser component.



Description:

1. There is a sound of electromagnet closing for three times, and neither did the pick up roller rotate nor it pick up paper ;
2. The pick up roller rotates but doesn’ t pick up paper ;
3. There isn’ t a sound of electromagnet closing, and nor did the pick up roller rotate or pick up paper ;

Reason:

1、Clutch assembly failure;
2、The pick up roller is dirty and slippery;
3、Electromagnet fault .

Solution:

Check the amount of printed pages in advance,
so that you could tell whether it is wear problem or an electrical performance problem.

1.Replace the clutch assembly.
2.Replace the pick up roller;
3.Replace the electromagnet.

Description:

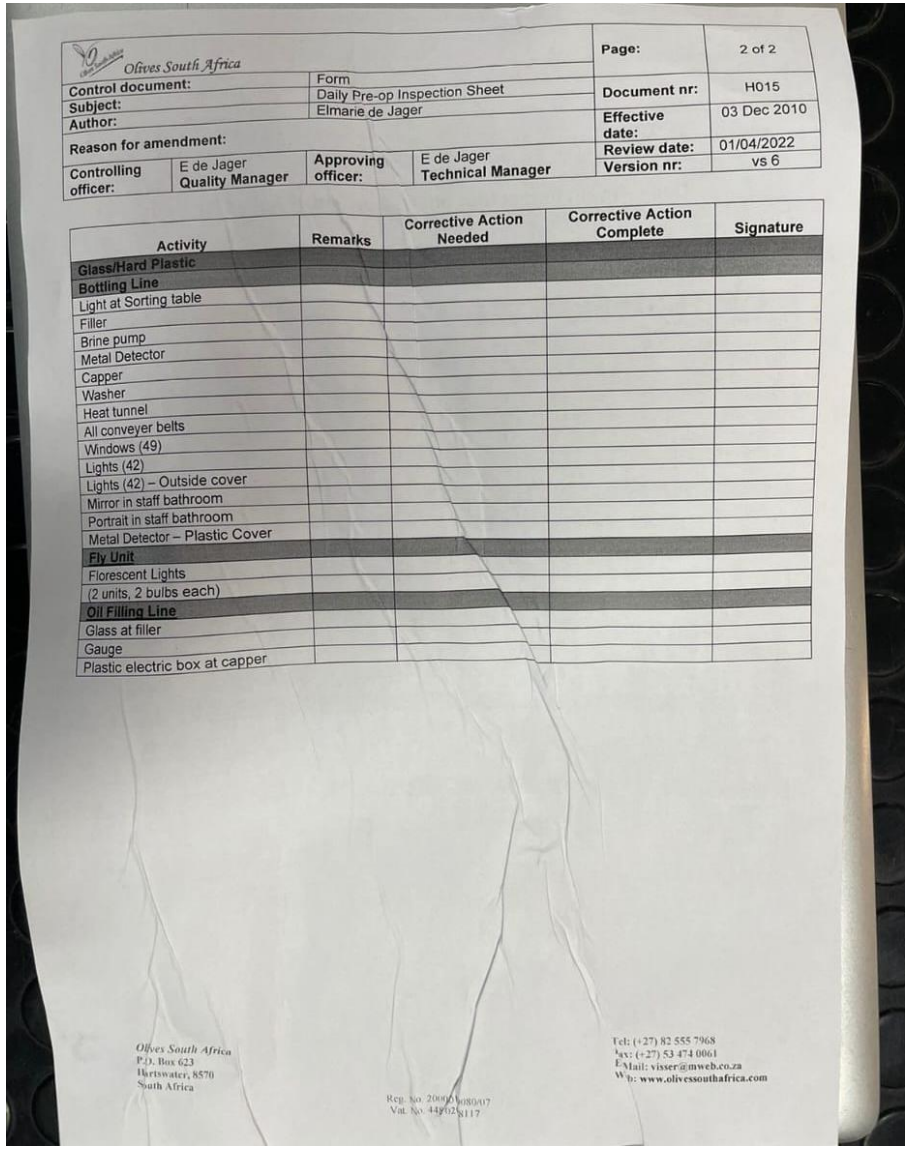
1. The machine can print out test page or information page, but it cannot print files when being connected to computers;

Reason :

1. The data cable is loose or damaged.
2. The driver installation is unsuccessful or wrong;
3. Network configuration is wrong.

Solution:

1. Reseat the data cable ;
2. Reinstall the driver;
3. Make sure the printer IP is configured correctly and the network segment is consistent with the computer ;



Olives South Africa

Control document:	Form	Page:	2 of 2
Subject:	Daily Pre-op Inspection Sheet	Document nr:	H015
Author:	Elmarie de Jager	Effective date:	03 Dec 2010
Reason for amendment:		Review date:	01/04/2022
Controlling officer: E de Jager Quality Manager	Approving officer: E de Jager Technical Manager	Version nr:	vs 6

Activity	Remarks	Corrective Action Needed	Corrective Action Complete	Signature
Glass/Hard Plastic				
Bottling Line				
Light at Sorting table				
Filler				
Brine pump				
Metal Detector				
Capper				
Washer				
Heat tunnel				
All conveyer belts				
Windows (49)				
Lights (42)				
Lights (42) – Outside cover				
Mirror in staff bathroom				
Portrait in staff bathroom				
Metal Detector – Plastic Cover				
Fly Unit				
Florescent Lights				
(2 units, 2 bulbs each)				
Oil Filling Line				
Glass at filler				
Gauge				
Plastic electric box at capper				

Olives South Africa
P.O. Box 623
Hartswater, 8570
South Africa

Tel: (+27) 82 555 7968
Fax: (+27) 53 474 0061
E-Mail: visser@mweb.co.za
Web: www.olivessouthafrica.com

Reg. No. 2008/080407
Vat. No. 4490258117

Description:

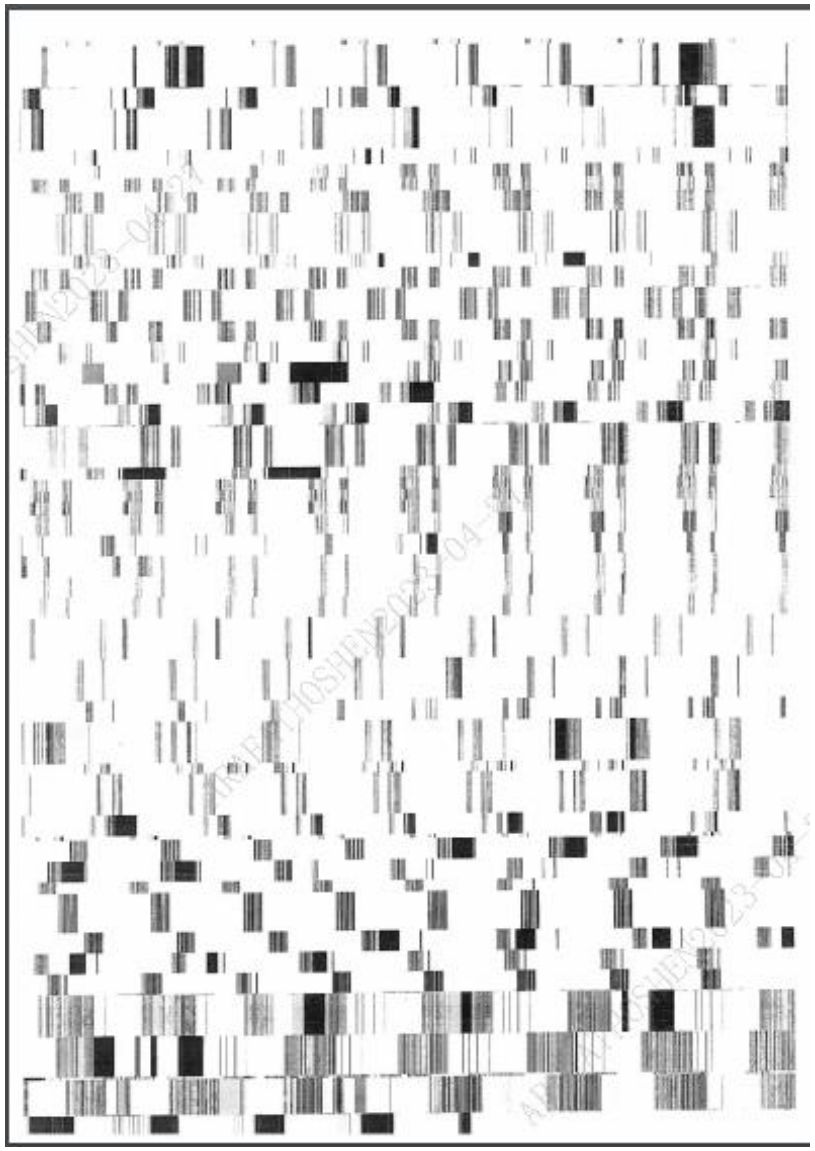
Paper print wrinkled

Reason :

1. Causes of paper (damp, use of paper out of specification, etc.).
2. There is a foreign object in the paper path, which prevents the normal feeding of the paper and causes the corner of the paper to fold;
3. Fuser wear

Solution:

1. Use newly opened paper
2. Clean the paper path,(Such as removal of carbon crystals from the surface of the paper path)
3. Replace the fuser



Description:

Abnormal printing task

Reason :

1. The installation of the driver or the special software used have problem
2. Cache full;
3. Data board defect

Solution:

1. Remove the driver，restart PC and download the latest driver from official website and reinstall
2. Clean the cache ；



how to clear cache

3. Replace the data board

PANTUM Top9 Paper Size Mismatched





Description:

Paper Size Mismatched

Reason :

1. Wrong paper size setting
2. Paper sensor failure

Solution:

1. Set paper size correctly

HOW TO PRINT A5

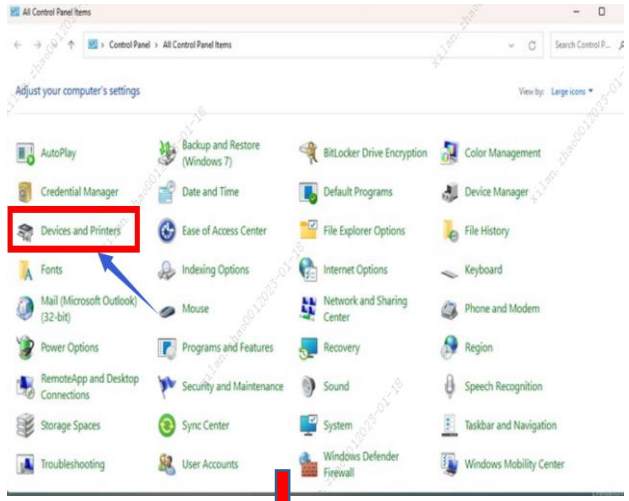
2. Replace paper sensor

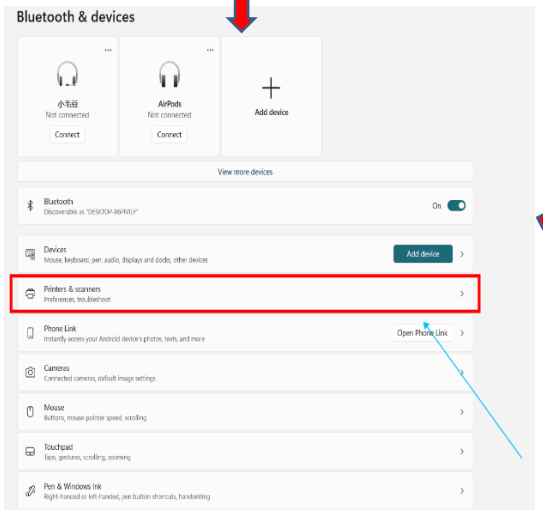
Problem Description

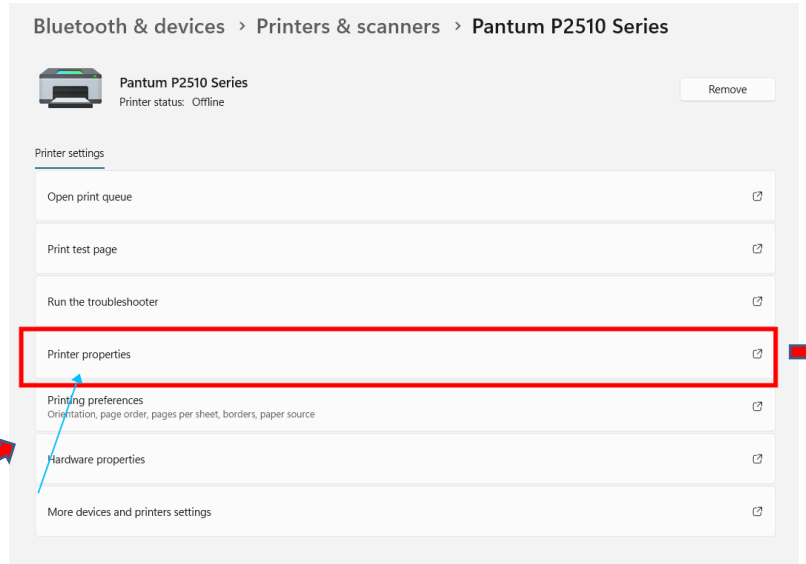
While printing, there will be one more white paper being printed out.

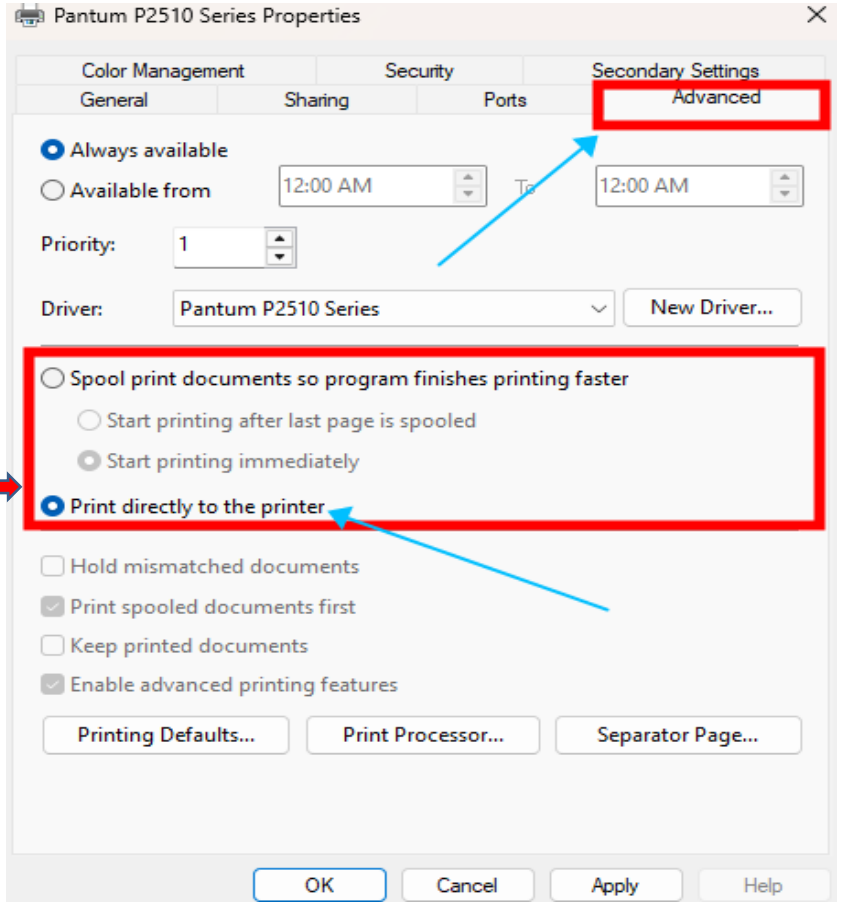
Solution(taking Windows 11 as an example)

Choose **Control panel** → **Printer and Devices** → Find the printer used → **Properties** → **Advanced**→ Change the "Use spooling..." of the printer property to "**Print directly to the printer**".

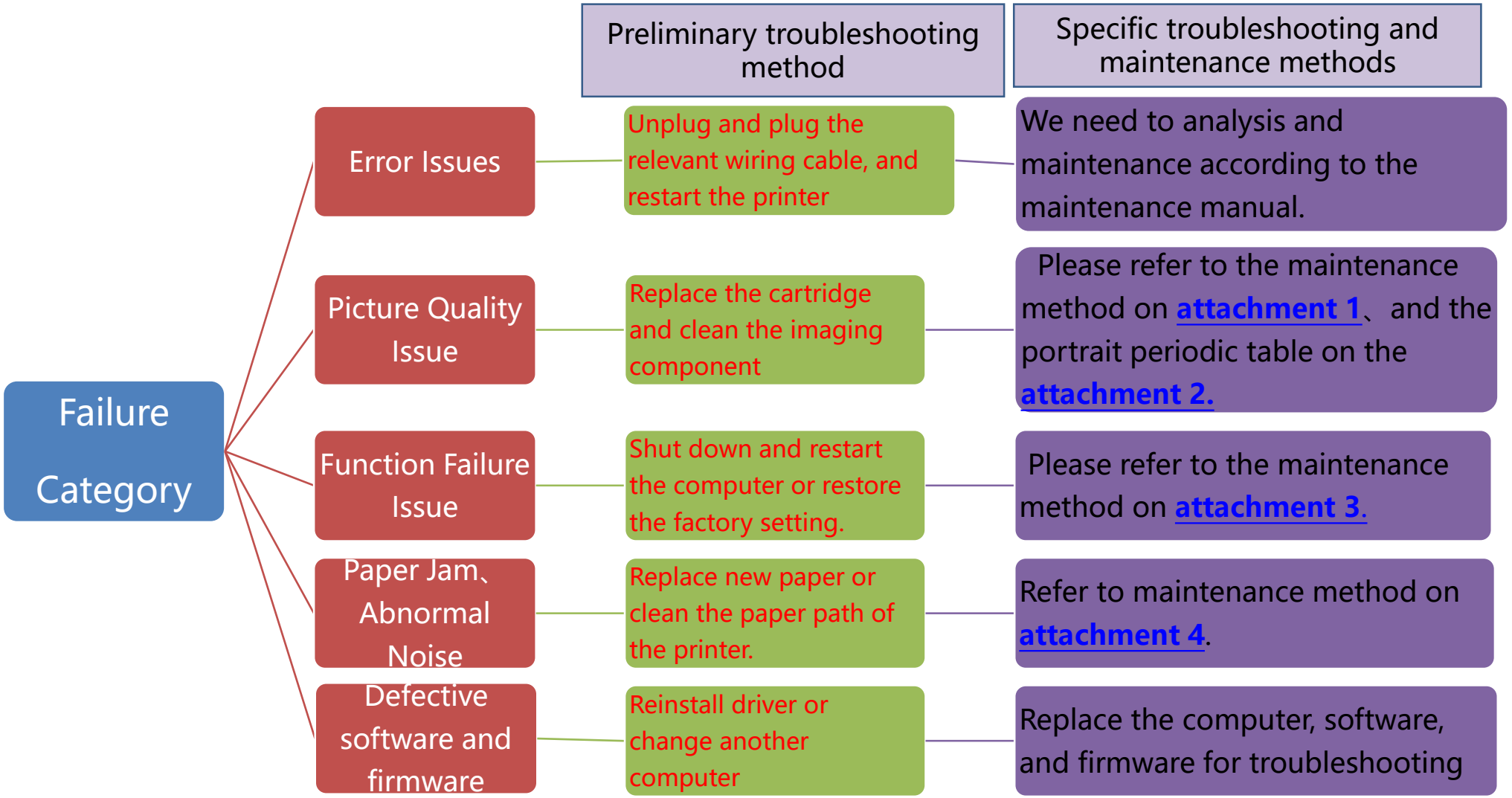








Ⅳ、Common Troubleshooting



1. Maintenance methods for Poor Image Quality

No.	Failure Description	Reason	Maintenance methods
1	Print all White	Defective electric OPC	1.Replace toner
		Defective electric spring	2.Replace OPC electric spring
		Defective Laser	3.Replace Laser Unit
		Defective front induction substrate	4.Replace sensor handling / sensor board
		Defective High Voltage plate	5.Replace high voltage /Power board
		Data transfer	6.Replace data board
2	Print all black	The cleaning scraper is poorly turned	1.Replace drum unit
		Poor deformation of the conductive spring of the charging roller	2.Replace the conductive spring of the charging roller
		Defective laser or cable	3. Replace laser or cable
		Defective high voltage plate	5. Replace high voltage board
3	Print white line	Laser glass dirty	1. Clean the Laser glass
		Deformation of the lower guard plate of the laser	2. Replace the lower guard plate
		Defective laser	3. Replace laser
4	Print black line	Cleaning scraper has a gap or foreign matter is bad	1. Replace toner
5	print light	OPC、defective developing roller	1. Replace toner
		Defective data board	3. Replace data board
		Defective power board	4. Replace data board

1. How to fix image quality issue?

No.	• Failure Description	• Reason	• maintenance measures
6	Print Gray	Defective Charging Roller	1.Replace Drum unit
		Defective developing roller	2.Replace toner
		Defective high voltage board	3. Replace high voltage board
7	Print horizontal black/white lines	OPC is contaminated	1. Replace Drum unit
		Defective High Voltage plate	5. Replace High Voltage Board
		Defective data board	3. Replace Data board
8	Print Black Dots	OPC’ s surface is damaged	1. Replace Drum unit
		Transfer roller is damaged	2. Replace Transfer roller
		Defective fuser pressure roller	3. Replacing the fuser pressure roller
9	Defective toner	Defective fuser	1. Replace the fuser
10	Blurred print	Defective fuser	1. Replace the transfer roller
		Defective transfer roller	2. Replace the fuser
11	The back of the printed page is dirty	Transfer roller is contaminate	1. Replace the transfer roller
		There is powder on the fuser pressure roller	2. Clean or replace the pressure roller

2. Portrait Periodic Table	
Name	Portrait Cycle (mm)
Transfer roller	45.2
Heating roller	62.3
Pressure roller	75.4
OPC (photosensitive drum)	75.4
Developing roller	35.2
Toner powder feed roller	47.5
Charging roller	37.7

- If you encounter relevant periodic image abnormalities, you can judge the cause of the relevant faults based on the circumference of the above rollers.

3.Matenance method for the function failure issues			
No	Failure description	Reason	Maintenance method
1	There is no power connection when the printer is turned on.	Defective data board	1. Replace data board
		Defective power board	2. Replace power board
		Defective switch plate	3. Replace switch plate
2	Printer crash	Defective data board	1. Replace data board
3	Printer can't wake up from sleep	Defective control panel board	1. Replace control panel board
		Defective data board	2. Replace data board
4	USB could not be recognized	Defective data board	1. Replace data board
		Computer interface failure.	2. Change computer to test
5	cannot connect WIFI	Defective data board	1. Replace data board
6	Key failure	Defective panel board	1. Replace panel board
		Defective data board	2. Replace data board
7	Blank screen	Defective panel board	1. Replace panel board
		Defective data board	2. Replace data board
8	Printer model change	Defective data board	1. Replace data board

4. Abnormal sound/paper jam method

NO.	Failure Description	Reason	maintenance methods
1	Abnormal Sound or Stuck	Defective fuser	1.Replace fuser unit
		Defective driver motor	2.Replace driver motor
		Cartridge caking	3.Replace cartridge
		Gear assembly has foreign matters.	4. Clean drive gear
		Defective fan	5.Replace fan
2	Abnormal Sound during scanning	There is foreign matter in the scanner	1. Clean foreign matter
		The CIS motor has a notch and is defective	2. Replace CIS motor.
3	ADF Failure	The screw hole of ADF hinge is cracked.	1. Replacing the ADF Gland
4	Warning Paper Jam	Defective sensor board unit	1.Replace sensor handling and sensor board
		Defective data board	2.Replace data board

4. Abnormal sound/paper method

NO.	Failure Description	Reason	Maintenance methods
5	Paper Jam	There is a foreign object in the paper feeding path.	1. Clean foreign objects in the paper feed path.
		Double missing gears come out badly	2. Replace double missing gear
		Gear Missing	3. Replace gear set
		Detection arm at the front part failed	Replace the detection arm at the front part
		Paper feed components failed.	6.Replace the paper feed components.
6	Paper Feed Failre	Defective pick up roller	1.Replace pick up roller
		Defective electromagnet	2.Replace electromagnet
		Double missing gear is damaged	3. Replace Double missing gear
		Defective main motor	4. Replace main motor
		Defective data board	5. Replace data board

SECTION 05

Introduction of the Maintenance Manual

Table of Contents

1. Before Using the Printer 1
1.1. Product series introduction 1
1.2. Supplied Accessories 2
1.3. Product View 3
1.4. Laser Toner Cartridge 6
1.5. Control Panel 7
1.5.1. Overview of control panel 7
1.5.2. Indicator function of control panel 8
2. Paper and Print Media 10
2.1. Paper Specification 10
2.2. Special Paper 11
2.3. Loading Paper 12
2.3.1. Install the multipurpose feed tray 12
2.3.2. Installing automatic tray 13
2.3.3. Installing optional tray 16
2.4. Non-printable Area 18
2.5. Paper application rules 18
3. Driver installation and uninstallation 19
3.1. Driver Setup 19
3.1.1. One-click Installation(For Windows and macOS) 19
3.1.2. More setup methods 33
3.2. Uninstall Driver 46
3.2.1. Method to uninstall driver under Windows 46
3.2.2. Method to uninstall driver under macOS 46
4. Wired network setup (applicable to wired network models) 47
4.1. Set IP Address 47
4.1.1. Automatic Setting 47
4.1.2. Manual Setting 47
5. Wireless network setup (applicable to Wi-Fi models) 48
5.1. Basic structure mode 48
5.1.1. Wireless network setup tools 48
5.1.2. Wi-Fi Protected Setup (WPS) setup 52
5.1.3. How to disable the Wi-Fi network connected 53
5.2. Wi-Fi Direct mode 53
5.2.1. Preliminary preparations 53
5.2.2. Wi-Fi Direct connection 53
5.2.3. How to disable the Wi-Fi Direct 53

- Attached：5103MFP Maintenance Manual

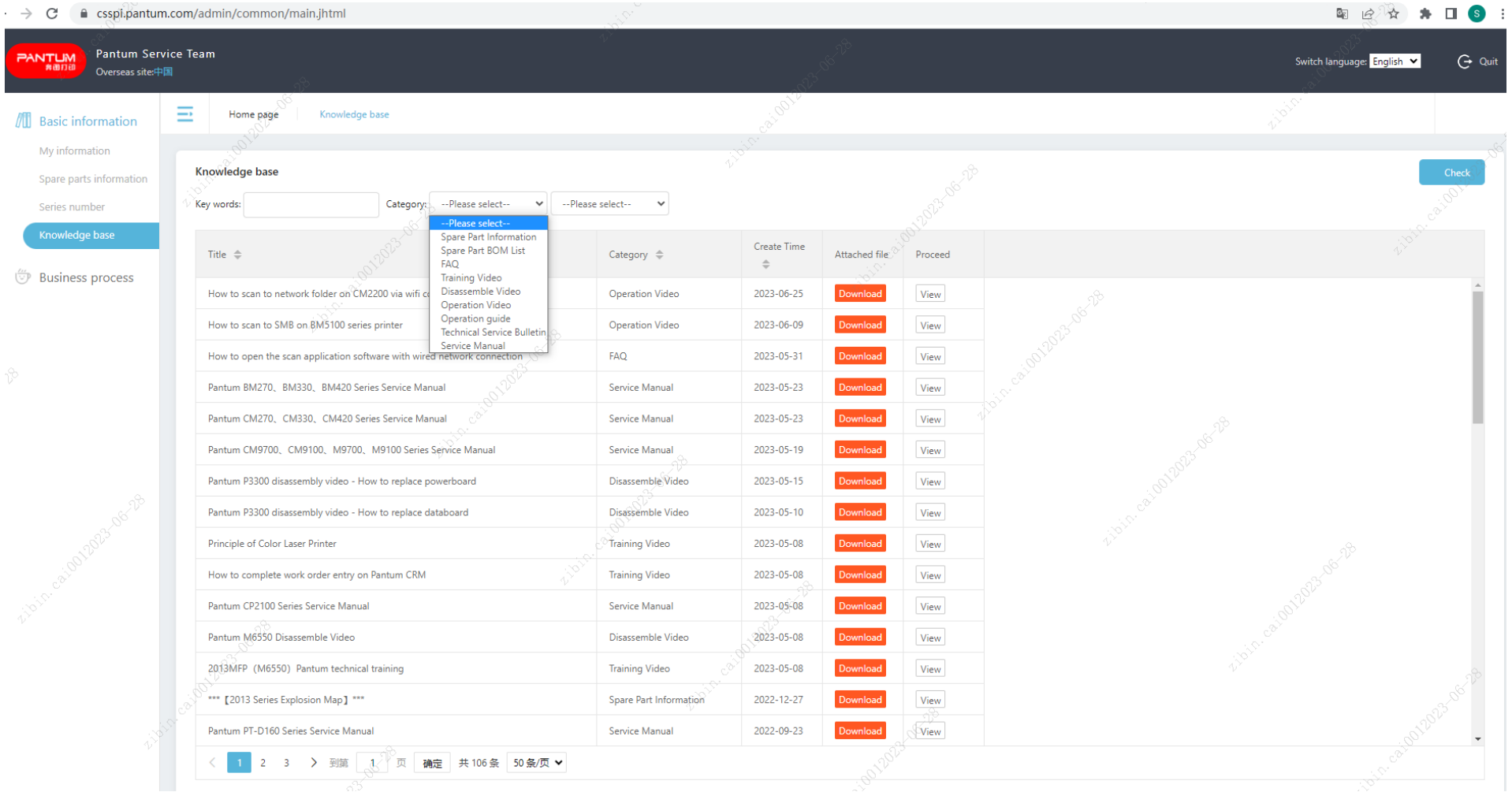


Pantum

00-M7100-M720

Introduction of Our Aftersales system.

https://csspi.pantum.com/admin/common/main.jhtml



SECTION 06

Printer Disassembly

VI、Printer Disassembly



◆ Carry out disassembly and assembly practice on the printer according to the maintenance manual

For detail, please check the video below.

https://youtu.be/I2ySE8vDve4

PANTUM

AFTER-SALES SERVICE

Thanks

Customer Service

WWW.PANTUM.COM

