

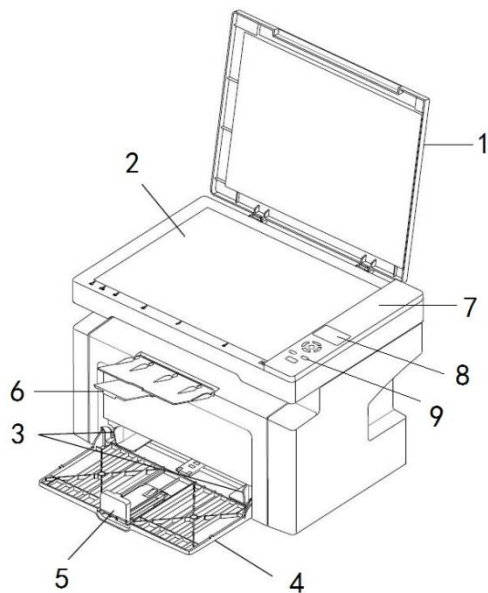
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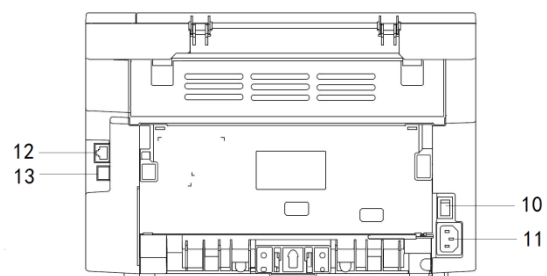
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# 1 Product description

## 1.1 Device parts



- 1 FLATBED SCANNER COVER
- 2 SCANNER GLASS TABLE
- 3 MEDIA GUIDE
- 4 FRONT COVER
- 5 FEED SFLATBED SCANNER COVER ER
- 6 OUTPUT TRAY
- 7 SCANNER
- 8 SCREEN
- 9 CONTROL PANEL



10 POWER SWITCH

11 POWER RECEPTACLE

12 NETWORK INTERFACE(\*NW VERSIONS ONLY)

13 USB PORT

## 1.2 Control panel



S/N	Name	Description
1	【<】 【>】	<input type="checkbox"/> Navigates between submenus 【<】 Shortcut keys for decreasing the number of copies. 【>】 Shortcut keys for increasing the number of copies.
2	【^】 【v】	<input type="checkbox"/> Navigates between main menus 【^】 printing mode shortcut keys 【v】 test report shortcut keys
3	【OK】	Provides access to enter menu or to confirm Copy density shortcut keys
4	【ID】	Provides a way to activate the ID card copy
5	【⊗】	Provides access to cancel or reload media
6	【Start】	Starts a copy job

## 2 Basic operations

### 2.1 Installation of printer

#### 2.1.1 Packaging fixtures removal

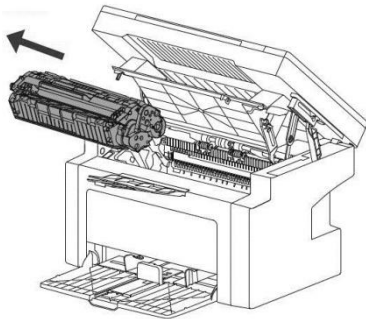
Remove the packaging fixtures and fixing tapes on the printer.

#### 2.1.2 Installation of toner cartridge

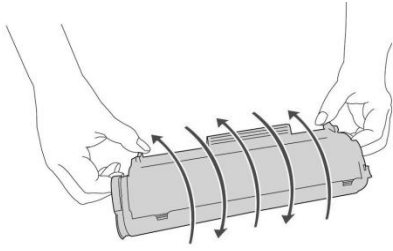
##### *Attention:*

- 1. The cartridges are specially customized. To ensure normal running of the device, please use original cartridges.*
- 2. Before the cartridge is placed in, the package of the cartridge should not be removed. If the cartridge is placed unpacked or a long time, their service life may be shortened.*
- 3. It may be damaged if the unpacked cartridge is directly exposed to sunlight or indoor lighting.*

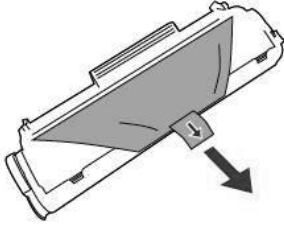
- 1) Lift the flatbed scanner cover and remove the foam buffer material. Hold the toner cartridge handle and take it out .



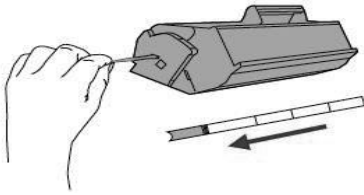
- 2) Holding the cartridge with hands and slight shaking for several times so that the carbon powders can be evenly distributed.



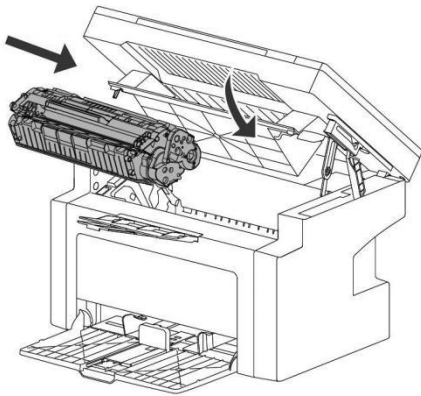
3) Remove the toner cartridge isolation paper.



4) Remove all the sealing tapes.



5) Insert the cartridge into the printer and make sure the cartridge is installed in place (until it can no longer be moved down or rotated).



### 2.1.3 Power connection

Please use the power supply suggested for the printer.

Power supply: AC 220V to 240V, 50/60 Hz

The total length of the power cord (including the extension cord) should not exceed 5m.

DO NOT share one circuit with other high-power electrical appliances (such as air conditioning, photocopy and paper shredder, etc.). If the above item cannot be avoided, it is suggested that you should use a transformer or a high-frequency noise filter.

If the power supply is not stable, please use a voltage stabilizer.

#### Turning on the power supply

Pressing 【 | 】 side of the power supply switch to turn on power supply.

After the power is on, please wait for a moment, then the printer will enter printing status, if the printer is not used for a long time, or during off duty, please turn off the power supply.

If the power supply of the printer is not connected, please check that whether the power cord between the printer and socket is correctly connected.

#### *Note:*

*When the printer is not in use, the power supply should be disconnected, and the power should be unplugged. At this time, the power consumption of this product is zero.*

#### Turning off the power supply

Under the following cases, DO NOT turn off the power supply. If the power is switched off, the data under processing may be deleted.



- When the data are being received



- when printing, copying or scanning are undergoing
  - 
  - The power of the printer should be turned off for 5 second after the output has completed.

#### Warning

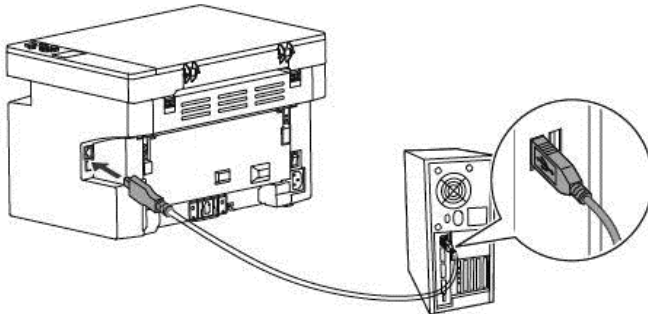
Running this device in a residential environment may cause radio interference.

### 2.1.4 Connect USB cable

The printer is standard with USB 2.0 interface cable.

Be sure to use USB2.0 interface cables no longer than 2 meters in length.

Insert one end of the USB cable into the printer and the other end of the USB cable into the computer.



### 2.1.5 Network Configuration

*Remarks: The network must be configured for the models that only provide the network function (wired or wireless).*

#### I. Network configuration for models with wired network function only

1. First of all, ensure that the DHCP function is enabled on the LAN (that is, "The

client host IP address is set to obtain dynamically", DHCP function can be enabled on the router).

2. Start the printer and connect the network cable to the network port of the printer while maintaining the ready state.
3. Wait a moment. The "Network connection is successful" icon will be displayed in the upper right corner of the screen.
4. You can check the IP address by clicking "Menu/OK" - "Selfchk Report" - "Network Info" in the control panel.
5. With a wired network, you can use the "Smart printing" APP (\* need to ensure that the phone and printer are in the same LAN) for wireless printing. In addition, you can also install a network printing driver on the computer for network printing.

## **II. The model with wireless network and wired network.**

1. Configure the network through the APP "Smart printing"

### **First way: Configure the printer to a wireless network**

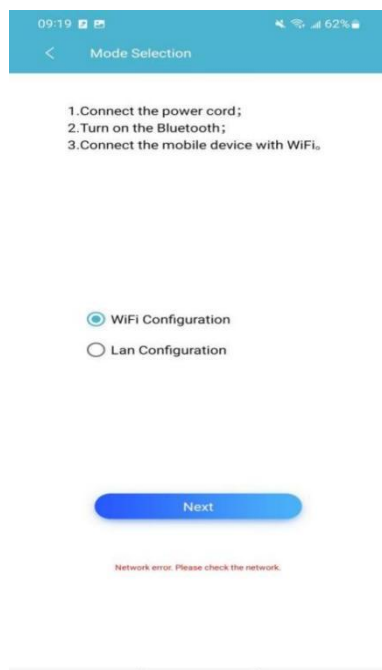
- 1) Download and install "Smart printing". Click configuration settings.



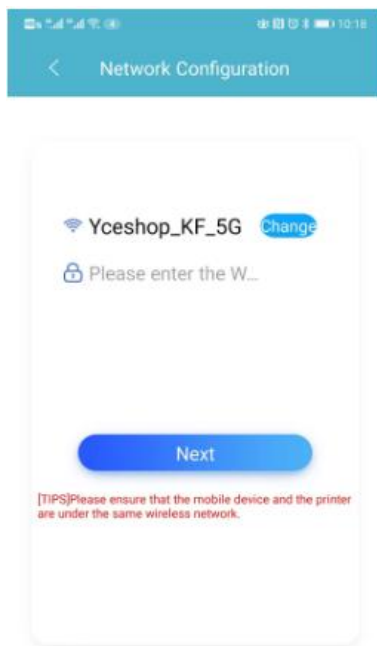
- 2) Find the bluetooth name of the printer to be configured from the printer list.



3) Select "WiFi Configuration" and click "Next".



4) Click "Change", select the required wireless network, enter the password, and click "Next" to connect the network.



5) The following figure will be shown after connection.



6) Finally click "Configuration is done".

## Secondway: Configure the network with wirednetwork

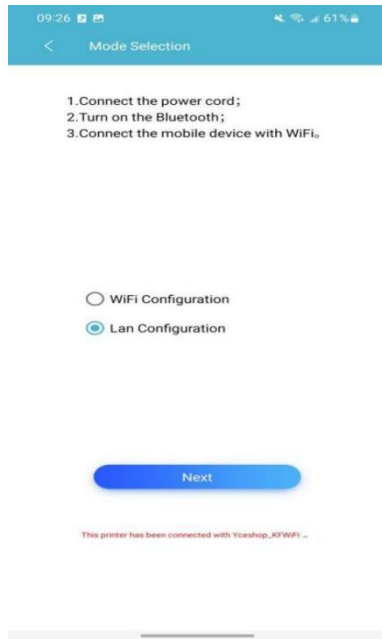
1)Open "Smart Printing" and click configuration settings.



2) Find the bluetooth name of the printer to be configured from the printer list.

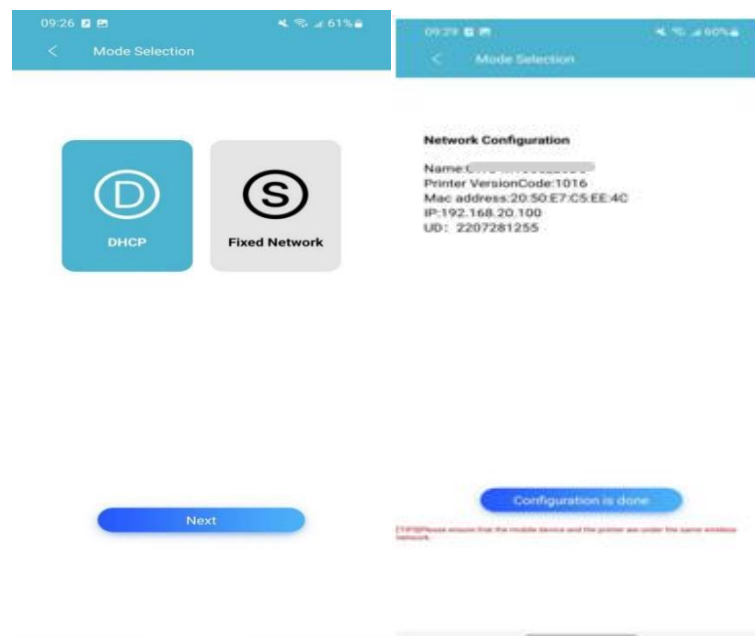


3)Select "Lan Configuration" and click "Next".

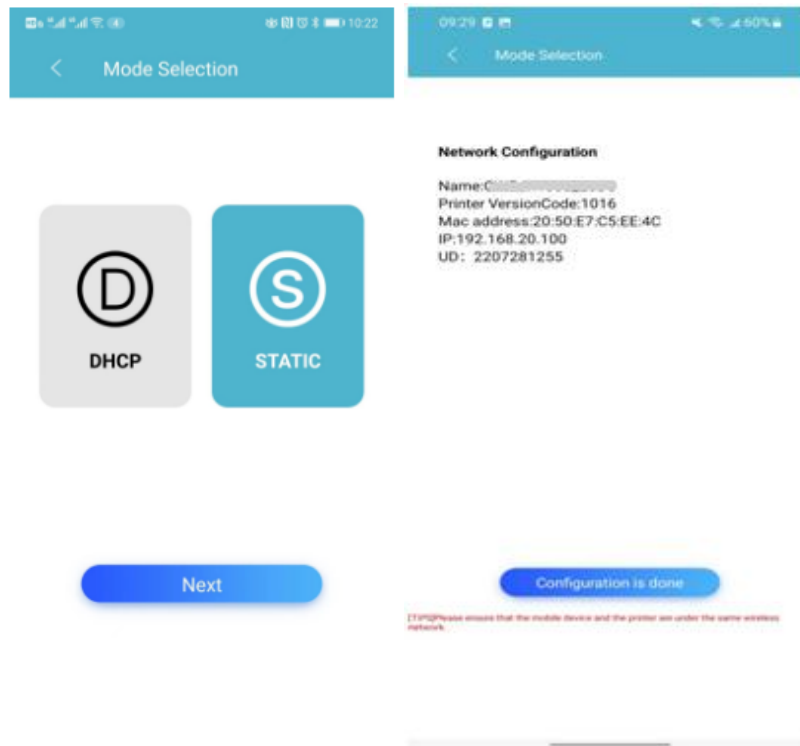


① If you select Auto Obtain IP (DHCP), click "Next" to automatically obtain an IP address (it will be displayed on the page).

Remarks: please note that this automatically obtained IP address will be used in the subsequent installation of the PC network printer mode driver.



② If you select STATIC mode and click Next, enter IP address, Subnet mask, default gateway, DNS server and click "Connect".



4) Restart the printer after the configuration is successful.

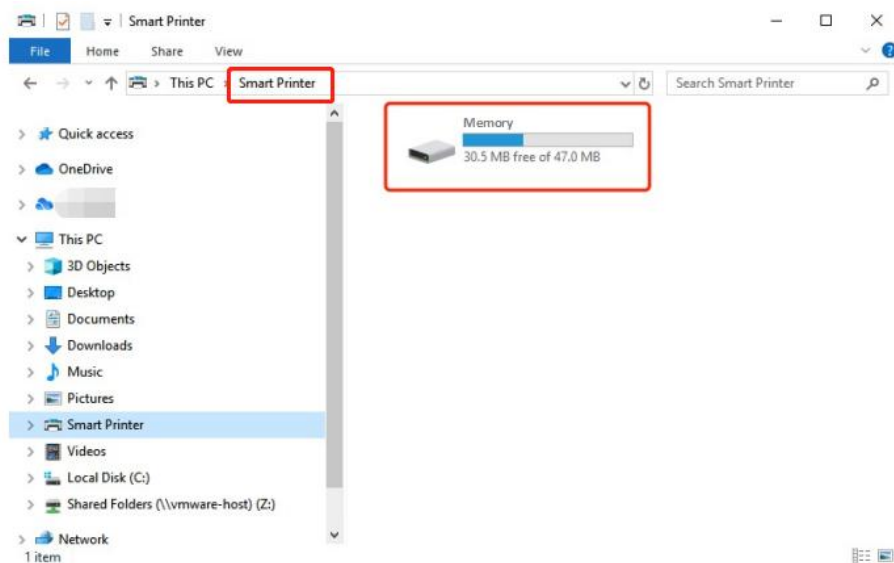
## 2.1.6 Driver Installation

You can install the driver in USB connection mode or network printer mode according to the application scenario.

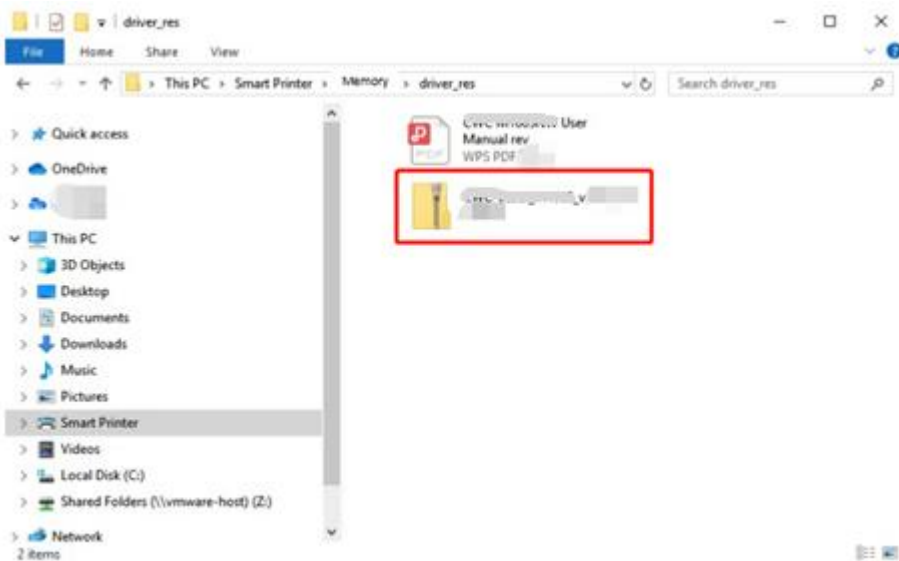
**The printer driver can be obtained by:**

1.The printer's portable device folder

①Find the **【SmartPrinter】** .



②Open directory [Memory] - [driver\_res] and copy the print driver to the computer desktop.





2. Obtain from the attached CD or contact official customer service to obtain it.

### **【First way】 USB connection mode**

Compatible operation systems:

- Windows 7 SP1 32Bit/64Bit
- Windows 10 32Bit/64Bit

Please connect the computer to the printer with USB cable, and turn on the printer power, and then install the printer in the following way.

- 1) Find the printer driver storage path, Open directory [Memory] - [driver\_res] and copy the print driver to the computer desktop.
- 2) Then decompress the compressed package of the driver.
- 3) Click "Stepup. exe" to install the driver.
- 4) Click **【Install】** .
- 5) Click "ok" to install the driver.
- 6) After the installation, the printer icon is displayed on the printer and fax interface.

### **【Second way】 Installing the network printing driver through TCP/IP protocol**

1. Operating system supported:

- ① Win7 SP1(32bit/64bit)
- ② Win10 64bit
- ③ Win11 64bit

2. Operating instructions:

1) Prerequisites: First, you need to configure the printer network (that is, let the printer access the network and have the IP address of the LAN).

2) Install the network printing driver on the computer according to the following instructions.

- ① In the [Device and Printer] interface of [Control Panel], select "Add Printer".
- ② In the [Add Printer] interface, select "Add a network, wireless or Bluetooth printer".
- ③ Next, select "The printer I need is not in the list".

- ④ Next, select "Add printer using TCP/IP address or host name" and click "Next".
- ⑤ Next, select "Device Type", fill in "Host Name or IP Address" and "Port Name", and then click "Next".
- ⑥ After detection, select "Standard: Generic Network Card" and click "Next".
- ⑦ In the [Install Printer Driver] interface, select "Install from Disk".
- ⑧ Find the INF file of the print driver and select it.
- ⑨ After selecting the print driver, follow the prompts on the screen to complete the installation of the network printing driver.

## **2.1.7 Environment**

During high-speed printing, there may be obvious noise. Therefore, the printer should be placed in a relatively separate working area.

The printer should not be placed in a place with heating source, excessive dust or humidity or the place where vibration or shaking happens easily.

Please place the printer in the place that is close to the power receptacle, so that the plug can be quickly unplugged in case of emergency.

Please place the printer in an environment with good ventilation.

Please use the power receptacle with grounding. DO NOT use the plug adapter.

In a non-AC room with poor ventilation, the printer should not be used for a long time or used to print volume of documents. The room should ventilate frequently to keep ventilation.

DO NOT place the printer near to the devices with magnetism or generating magnetic field.

Please use this printer under the following temperature and humidity scope:

Temperature: 10°C~35°C

Humidity: 20%RH~80%RH (without condensation)

DO NOT place other matters on the printer.

When this printer is being moved, please ensure that the printer is under level condition.

DO NOT place the printer in the place where the ventilation opening will be easily blocked. The distance between the ventilation opening and the wall should be larger than 10cm.

This product will not generate ozone.

## 2.2 Media specifications

### 2.2.1 Selecting media

To achieve the best performance of the printer, we suggest you use the standard paper. It should be ensured that the paper is of high quality, and the paper is free from notch, gap, tear, stain, debris, dust, folding, hole, curl, edge-fold or moisture etc. If the type of the loaded paper is unknown, please check the package tag of the paper.

Symptom	Problem with paper	Solution
Poor print quality or toner adhesion Problems with feeding	Too moist, too rough, too smooth, or embossed	Check the device and make sure that the appropriate media type has been selected.
Dropouts, jamming, or curl	Stored improperly	Store paper flat in its moisture-proof wrapping.
Increased gray background shading	Might be too heavy	Use lighter paper.
Excessive curl Problems with feeding	Too moist, wrong granule direction, or short granule construction	Use long-granule paper. Check the device and make sure that the appropriate media type has been selected.
Jamming or damage to the device	Cutouts or perforations	Do not use paper with cutouts or perforations.
Problems with feeding	Ragged edges	Use good quality paper.

*NOTE: The device uses heat and pressure to fuse toner to the paper. Make sure that any colored paper or preprinted forms using inks that are compatible with the fuser temperature of 200 °C (392 °F) for 0.1 second.*

## Supported media

Minimum: 148mm × 210mm

Maximum: 216mm × 300mm

Thick paper (80-105g/m<sup>2</sup>), thin paper (60-70g/m<sup>2</sup>)

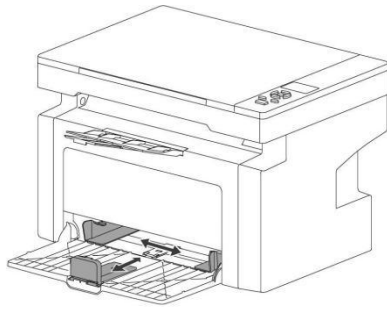
## Media to avoid

- Do not use media that is too rough.
- Do not use multipart forms.
- Do not use paper that contains a watermark if you are scanning on a flatbed scanner cover patterns.
- Do not use media with staples attached.
- Do not use transparencies designed for inkjet printers
- Do not use paper that is embossed or coated and is not designed for the temperature of the imagefuser.
- Preprinted forms or letterhead must use inks that can tolerate temperatures of 200 °C (392 °F) for 0.1 second.

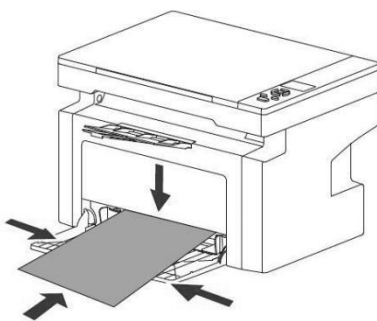
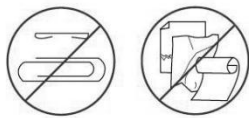
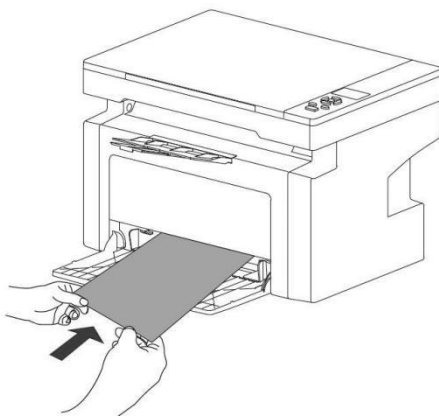
### 2.2.2 Media loading

The laser paper tray can hold up to 160 sheets of standard printing paper, it'll be fewer pages for heavier weight paper. Before putting the paper in the tray, fan the paper gently. Otherwise, the paper may stick to each other, causing paper jams or feeding multiple sheets of paper to the device at the same time.

1. Open the front battle and adjust the media guides to the length and width of the media.



2. Load the media. Make sure that the top of the media is forward and the side to be printed on is facing up. To prevent paper jams and skew, be sure to adjust the media guides



3. Pull out the output pin to prevent the printed paper from slipping off.

*Notice:*

*When adding new media, make sure to remove all of the media from the input tray and level the stack of new media. This helps prevent multiple pages from co-feeding, thereby reducing paper jams.*

## **Envelope printing**

1. Before loading envelopes, flatbed scanner cover e the media guides outwards, slightly wider than the envelopes.
2. When loading envelopes, the printing side should be facing up and the top edge should be close to the left side of the media guides. Up to 15 envelopes can be stacked.
3. Adjust the media guides to the length and width of the media

*Note:*

*If the envelope has a flap on the short side, load this side into the printer first.*

## **Label printing**

Use labels designed for laser printers only.

*Note:*

*Do not use labels with wrinkles, bubbles, or other indications of separation.*

1. Load multiple sheets of paper in the tray. Make sure that the top edge of the paper is forward and the side to be printed (rough side) is facing up.
2. Adjust the width of the media guides
3. Print the document.

## Print a preprinted form

The printer can print on preprinted forms that can tolerate a high temperature of 220° C.

1. When loading paper, the top is in front and the printing side is facing up. Adjust the media guides according to the width of the paper.
2. Print the document.

## Custom-size media

1. Make sure that the sheets are not stuck together before you load them.
2. Print the document.

## Duplex printing

To print on both sides (manual two-sided printing), you must let the paper pass through the printer twice

### *Note*

*Manual duplex printing can make the printer dirty and reduce print quality. If the printer is dirty, please refer to [Cleaning the Device](#) for instructions.*

1. Print the document.
2. After printing the first side, collect the printed pages, turn the printed side down, and straighten the paper stack.
3. Put the stack of paper back into the paper tray, the first side should face down, and feed it into the printer first.
4. Continue to the second side of the printer.



*Note:*

*After the printer completes the printing job, it immediately enters into the "final sleeping mode"*

## **2.3 Printing**

### **1. Method of obtaining the driver**

#### **【 Method 1 】**

After connecting the printer to the computer through a USB cable, locate the portable device folder [SmartPrinter] of the printer and Open directory [Memory] - [driver\_res] and copy the print driver to the computer desktop.

#### **【 Method 2 】**

Obtain from the attached CD or contact official customer service to obtain it.

### **2. USB online printing**

In the above –mentioned operating system, install the corresponding printing driver.

### **3. Network printing (\* only applicable to models with network functions)**

① First of all, configure the network for the printer (\* see 2.1.5 "Network Configuration" for the specific installation method). After the network is configured successfully, you can check the IP address to be used through the menu [Self-check Report] - [Network Information]. \* You are advised to configure a fixed LAN IP address for the printer. Otherwise, the IP address may change every time the printer is restarted, and you need to reinstall the network printing driver.

② Then, install the network printing driver on the computer side (\* for specific installation method, see 2.1.6 "Driver Installation"), you can implement network

printing from the computer side.

## **4. Wireless printing (\* only applicable to models with network function)**

### **1) Network the printer**

- ① Network the printer to the LAN (\* See 2.1.5 "Network Configuration" for specific installation method);
- ② Ensure that the mobile phone and printer are in the same LAN, you can use the "Smart printing" APP for wireless printing.

### **2) Wireless printing operation**

Document formats supported by wireless printing:

PDF, Word, Excel, PPT, picture (JPG, PNG)

Operation method :

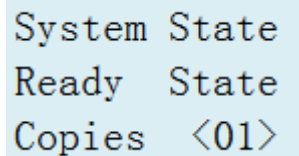
- ① Select "Document/Image Printing" in the homepage menu of the APP, and then select the document or image to print.
- ② Select "Wifi Printing".
- ③ Refresh the list and find the printing device.
- ④ Printing job is underway.

## 2.4 Copy

### 2.4.1 Setting copy parameters

➤ Shortcut keys settings for "Copy of Pages "

① When the printer is in "Ready State", as shown below:



```
System State
Ready State
Copies <01>
```

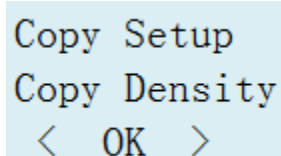
② Press **<** or **>** to adjust the number ,the range is from 1 to 99.

③ After setting the number, click **Start** to copy the specified number of copies.

➤ If you need to adjust the Settings of "Copy concentration", "Copy of pages", "Copy Margin", "Zoom in and out", "ID card Copy", etc., click [OK] on the "System ReadyState-" page, use [**<**], [**>**] keys to select the required module, and click [OK] to enter the module. Use [**<**], [**>**] keys to adjust the value,. And finally press [OK] key to confirm.

The followings take "Copy Density" setting as an example:

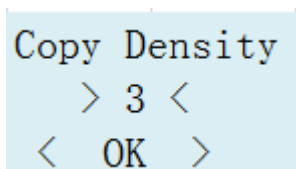
① Click the "OK" key on the "System State-Ready State" interface and the following interface will show:



```
Copy Setup
Copy Density
< OK >
```

② Click [OK] again to enter.

③ Click **<** or **>** to adjust the value.



```
Copy Density
> 3 <
< OK >
```

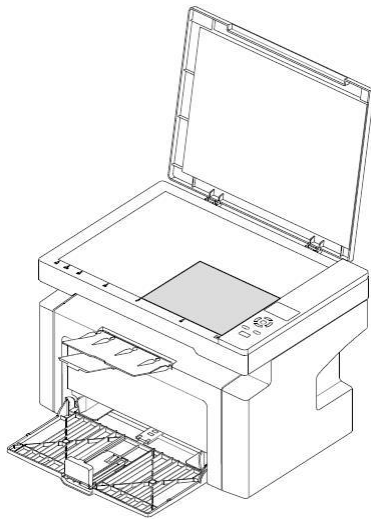
④ Click [OK] for confirmation. It will automatically return to the standby state after setting.

## 2.4.2 Basic copy operation

### ➤ Start copying

- ① Lift the flatbed scanner cover, place the document in the copy area and cover the scanner cover.

Note: the origin position of document copying is in the lower right corner as shown in the figure below.



- ② Press the **【Start】** on the control panel to start copying.

### ➤ Cancel copying

Press the **【×】** on the control panel to cancel copying.

## 2.4.3 ID copying

- ① Enter the "Copy Settings - ID Copy" interface and click [OK].  
Press [ $\leftarrow$ ] or [ $\rightarrow$ ] to switch between the two modes.

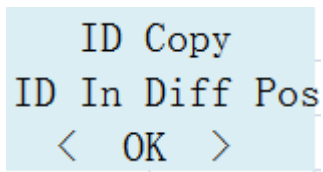
Note: there are two modes: ID in same position and ID in different position. The difference lies in the scanning location of the recto and verso sides. Other operational processes are same.

The "ID in different position" mode requires that the ID be placed in different locations of the scanning area.

The "ID in same position" mode requires that the ID be placed on the same side

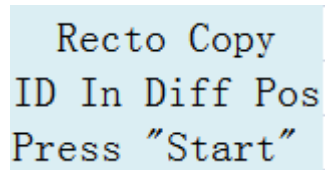
(the right side of the scanning area).

This section takes “ID in different position” as an example to explain the ID copy processes.

A screenshot of a menu screen with a light blue background. The text is displayed in a monospaced font. The first line is "ID Copy", the second line is "ID In Diff Pos", and the third line is "< OK >".

ID Copy  
ID In Diff Pos  
< OK >

- ② Lift the flatbed scanner cover and Press [ID]. Put the verso side on the right side of the scanning area, cover the flatbed scanner cover, press [Start] and wait for being scanned.

A screenshot of a menu screen with a light blue background. The text is displayed in a monospaced font. The first line is "Recto Copy", the second line is "ID In Diff Pos", and the third line is "Press 'Start'".

Recto Copy  
ID In Diff Pos  
Press "Start"

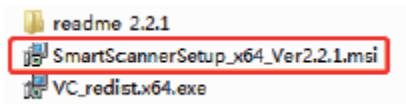
- ③ Verso side finishes and turn to recto side(different location of the scanning area) Close the flatbed scanner cover, press [Start] and wait for the recto to be scanned .

Note: The preset values of “Copies of Pages” , “Concentration of Copies” , "Copy Margin" and “Copy Zoom Ratio” are also valid for ID copy.

Note: If the photocopy is not good, please try the “Scan Study” again.

## 2.5 Scanning

1. Description of supported operating systems:  
windows7 SP1 (32bit/64bit)  
windows10 (32 bit/64bit)
2. Obtain the scanning tool [SmartScanner] from affiliated CD or official customer service channels.
3. Read Ver2.\*.\*.txt in the installation package to ensure better installation and use of SmartScanner.
4. Installation and use of SmartScanner:
  - ① Decompress the installation package and click SmartScannerSetup\_x64\_Ver2.\*.\*.msi (for 64bit systems) or SmartScannerSetup\_x86\_Ver2.\*.\*.msi (for 32bit systems).



- ② Then follows installation steps.
  - ③ After installation, click the SmartScanner shortcut on the desktop to start the program.



- ④ Click [Refresh] and make sure the printer is online. Set "color", "size", "image quality", "saving format" and "saving path" and other information and click [start scanning].
  - ⑤ Search for the scanned document in the specified directory.

## 2.6 Others

On the [System State – Ready State] interface , use the [∨] key to switch between the main menus of [System Settings], [Test Report] and [Copy Setting]; Use the [^] key to switch in the main menu of "Printing mode", "System Settings" and "Language".

### 1. System upgrade

Note: only applicable to models with network function.

Click ^ - system upgrade four times on the standby page (System Status) to check whether there is a new version to update. If so, follow the prompts on the screen to complete the system upgrade.

### 2. Print the self-check page

Click [OK] - [∨] - [self test page] - [OK] in turn on the standby page (system status page) to print the self test page.

### 3. Print the demo page

Click [OK] - [∨] - [>] - [OK] in sequence on the standby page (system status page) to print the demo page

### 4. Restore factory Settings

On the standby page (system status page), click [OK] - [^] - [>] - [OK] successively to restore "Copy Parameters" and "Print Mode" to factory default state.

## **3 Maintenance**

### **3.1 Cleaning of printer**

Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off from the exterior of the device. When you replace toner cartridge, please ensure cleanliness of the cartridge installation area. Furthermore, please clean the paper tray regularly in order to remove any paper dust there.

#### **3.1.1 Cleaning of the exterior**

- 1 Turn off the device, unplug the power cord from the electrical socket, wait for the device to cool down.
- 2 Use a soft, damp, lint-free cloth to wipe dust, smudges, and stains off from the exterior of the device.
- 3 Completely pull out the paper tray from the printer, If there are papers in the paper tray, please take out the papers.
- 4 Using dry lint-free duster to remove the dust on the outside of the paper tray.
- 5 Reload paper.
- 6 First, re-plug the power plug of the device to the power receptacle, and then connect it to the cable of the interface.
- 7 Turn on the power switch.

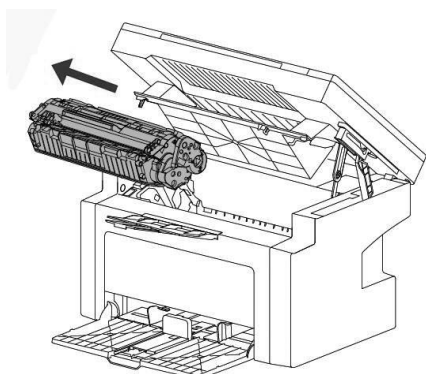
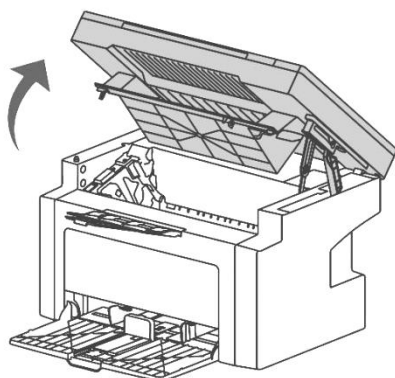


*Attention:*

- *Do not use abrasives, acetone, benzene, ammonia, ethyl alcohol, or carbon tetrachloride on any part of the device; these can damage the device.*
- *DO NOT put cartridge into fire, there may be explosion.*
- *It is not allowed to use the cleaning materials with ammonia or ethyl alcohol, spray of any type or inflammable to clean the inside or outside, or there will be fire, disaster or electric shock.*

### 3.1.2 Cleaning of toner cartridge area

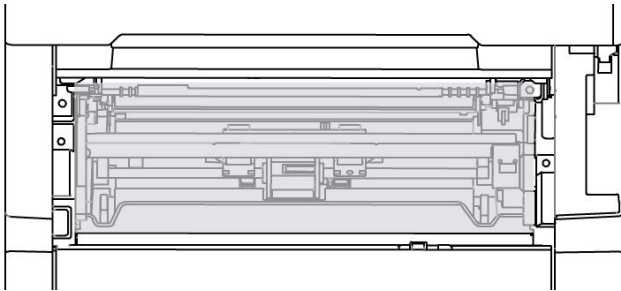
1. Turn off the printer power switch, unplug the power cord and wait for the printer to cool down. Press the lock with one hand and lift the flatbed scanning cover with the other hand, then open the front cover and take out the cartridge.



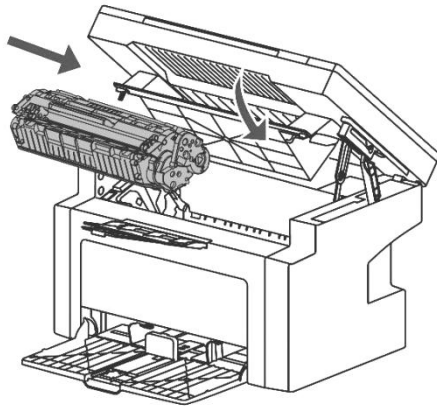
*Note :*

*To prevent damaging of the cartridge, please place them in dark places and the cartridge should be covered by protective covers. In addition, DO NOT touch the black sponge transfer roller inside the device, or the roller will be damaged.*

2. Use a dry lint-free cloth to clean the residual in the paper channel area and toner cartridge hollow area.



3. Reinstalling the cartridge



- 4.. Insert the printer power plug into the power receptacle, and then turn on the printer.

### **3.1.3 Cleaning of the scanner glass**

1. Turn off the device, unplug the power cord from the electrical socket, and raise the

flatbed scanner cover .

2. Clean the glass by using a soft cloth or sponge that has been moistened with nonabrasive glass cleaner.
3. Insert the printer power plug into the power receptacle, and then turn on the printer.

## 3.2 Replacement of toner cartridge

1. Turn off the printer power switch, lift the flatbed scanning cover then open the upper cover and take out the old cartridge.
2. Put the new toner cartridge into the printer, make sure it is installed in place. Drop flatbed scanning cover slowly. Please refer to the preceding text [2.1.2 Installation of toner cartridge](#).

*Note:*

*Please pack the cartridge properly if you want to dispose it .Our Company will recycle the cartridge at a reasonable charge. Please contact the local dealer or our toll free number*

## 4 Problem Solving

### 4.1 Problem-solving checklist

#### 4.1.1 Printing fault

Fault phenomenon	Possible problems	Solutions
Power is not on.	Whether the power supply has been turned on.	Verify that the device is plugged in.
	Whether the power receptacle is with power output.	Verify that the power cable is functional and that the power switch is on.
	Whether DC voltage output by the power supply is normal.	Check the power source by plugging the device directly into the socket or into a different outlet.
Control panel shows an error.	The cable is damaged. The key is damaged. Control panel fault	Replace the cable. Replace the keys with new ones. Replace the control panel.
Printing job cannot be finished.	Whether the interface cable has been well connected.	Check the cable connection of the interface.
	Whether the computer environment has been correctly set.	Inspecting the computer environment, such as whether the printing driver program has been set, etc.
	The network connection between the computer and	Please inquire the network administrator.

	the printer is wrong.	
	Connecting the printer to multiple computers.	Please wait for a moment, the printer is re-printing now.
	The printing job has been suspended.	Please determine that whether the job is cancelled or not in the image.
	Whether there is paper jam.	Turning off the power to remove the stuck paper.
	Whether the paper in the paper tray complies with the designated size.	Placing the paper of correct size, and then printing again.
There is frequent paper jam or wrinkle	Whether the papers have been correctly placed in the paper tray.	Please correctly place papers. Reference <a href="#">Installation of paper</a> .
	Whether the papers are moist.	Please replace by the unpacked new papers.
	Whether the papers are curly.	Turning over the papers in the paper tray or replacing by the unpacked new papers.
	Whether there is paper jam, residuals or foreign matters inside the device	Opening the cover of the printer or pulling out the paper tray to clean the shredded paper or other foreign matters. Reference <a href="#">Paper jam</a> .
	Whether there are non-standard papers in the paper tray.	Please ensure that the paper complying with the specifications of the printer is used. Reference <a href="#">Paper selection</a> .

	Whether the paper exceeds the max paper capacity of the paper tray.	The paper placed in the paper tray should not exceed the max paper capacity of the paper tray.
	Whether the media guide has been correctly placed.	Shift & adjust the paper guide as per the paper size. Please refer to <a href="#">installation of paper</a> .
	Whether the papers have been trimly cut.	Completely cutting the paper, and then placing again.

#### 4.1.2 Scanning fault

Problem	Cause	Solution
The scanned image is of poor quality.	The flatbed scanner cover is not completely closed, resulting in abnormal scanning exposure.	Put the flatbed scanner cover in place
	The scanning software is incorrectly configured.	Verify that your resolution and color settings are correct for the type of scan job that you are performing.
	Abnormal processing of scanning head color difference.	Replace the scanner.
Scanner default	The internal cable is abnormal	Connect the scan head cable correctly.
	Scanner default	Replace the scan head
	failure data of circuit board	Replace the circuit.

### 4.1.3 Copying fault

Problem	cause	solution
Images are missing or faded.	The flatbed scanning cover is not completely closed, resulting in abnormal scanning exposure.	Put the scanner cover in place
	Scanner glass table is dirty.	Clean the glass table.
	The cartridge is damaged.	Replace the cartridge.
	The scan head is damaged.	Replace the scan head.
	Circuit board is damaged	Replace the circuit board



## 4.2 Image quality fault

### 4.2.1 Copy

Problem	Cause	Solution\
Poor print quality or toner adhesion	The paper is too moist, too rough, too heavy, too smooth, it is embossed or from a faulty paper lot.	Please change with unpacked papers.
	Insufficient toner powder in toner cartridge.	Replace with a new toner cartridge
	Degraded or damaged OPC in the toner cartridge.	Replace with a new toner cartridge.
Spots and stains in the printing contents	Dirty paper tray or paper feeding channel.	Please clean the paper tray or paper feeding channel. Reference <a href="#">Cleaning of printer</a> .
	The printing paper does not meet the specifications, such as moist paper, too rough paper.	Please put the proper paper. Reference <a href="#">Paper selection</a> .
	Degraded or damaged toner cartridge.	Replace with a new toner cartridge. Reference <a href="#">Replacement of toner cartridge</a> .
Words missing	A certain faulted paper.	Please re-print it again.
	The uneven moisture content of the paper, or moisture content points on the paper.	Please replace with the sealed new paper or paper of another brand.
Unwanted line on	Degraded or damaged	Replace with a new toner

the print papers	photosensitive drum in the toner cartridge.	cartridge.
Gray background	The printer operates under the high temperature, or high humidity or very dry environment.	Put the print to the place suitable for printing. Refer to the environment.
	The paper applied does not meet the recommended specifications.	Ensure the paper applied meets the recommended specifications. Reference <a href="#">Paper selection</a> .
	Degraded or damaged toner cartridge.	Replace with a new toner cartridge. Reference <a href="#">Replacement of toner cartridge</a> .
Vertical and repeat faults	Degraded or damaged toner cartridge.	Replace with a new toner cartridge. Refer to the toner cartridge change.
	The paper applied does not meet the recommended specifications.	Ensure the paper applied meets the recommended specifications. Reference <a href="#">Paper selection</a> .
	There may be the carbon powder on the inner part.	Please clean the printer. Reference <a href="#">Cleaning of printer</a> .
Character deformation	Too smooth paper.	Please use other paper.
	The characters are still deformed on the printed test page,	Please contact the after-sales service.
Page deflection	Paper feeding error, or the	Load the paper according to the

	guide tray just touches the paper.	requirements, or adjust the position of the chassis controller.
	The paper tray may be too full.	Take out some papers from the paper tray
	The type and quality of the paper do not meet the specifications.	Check the type and quality of the paper, the high temperature and high humidity will cause the paper curly.
Curly or waveform	The type and quality of the paper do not meet the specifications.	<p>Check the type and quality of the paper, the high temperature and high humidity will cause the paper curly.</p> <p>If the printer has not been used for a long time, maybe the paper in the paper tray has been left for a long time, please turn over the paper in the paper tray or turn it 180 °.</p>
Wrinkle or fold	The paper failed to be loaded properly	<p>Please correctly place papers</p> <p>Please refer the <a href="#">Installation of paper</a>.</p>
	The type and quality of the paper do not meet the specifications.	<p>Check the type and quality of the paper, the high temperature and high humidity will cause the paper curly.</p> <p>If the printer has not been used for a long time, maybe the paper in the paper tray has been</p>

		left for a long time, please turn over the paper in the paper tray or turn it 180 °.
	Print the envelopes.	Exhaust the air in the envelopes, and re-print the envelopes.
Carbon powder on the character edges is scattered	The paper quality does not meet the specifications.	Please use another kind of special paper for the laser printer.

#### 4.2.2 Scan and copy

Problem	Cause	Solution
Black pages	Abnormal scan exposure.	Please make sure the scanner cover is properly in place.
	Scan head fault	Replace the scan head.
	Scanning USB cable fault.	Check the USB cable and ensure that it is correctly connected. Replace it if it is damaged.
	Data template fault.	Replace the data template Please contact the after-sales service center.
Black streaks	The scanner glass might be dirty.	Clean the scanner glass.
	The scanner might be dirty.	Clean the scanner.
	Scanning head fault.	Replace the scanning head.
	Scanning USB cable fault.	Check the USB cable and ensure that it is correctly connected. Replace it if it is damaged.

	Datatemplate fault.	Replace the data template. Please contact the after-sales service center.
Blank pages	Scanning head fault.	Replace the scanning head.
	Scanning USB cable fault.	Check the USB cable andensure that it is correctly connected. Replace itIf it is damaged.
	Datatemplate fault.	Replace the data template Please contact the after-sales service center.

## 4.3 Paper jam

To avoid damaging the printer while removing stuck paper, including paper from the slot, always open the cover and remove the toner cartridge until the stuck paper is removed. Open the cover and take out the stuck paper from the toner cartridge, which will release the tension of the printer drum, avoid damaging the printer and facilitate the removal of paper jam. This is a professional operation, so contact the after sales service center.

### Causes of jams

- The input trays are loaded improperly or overfilled,  
When adding new media, remove all media from the tray and straighten the new media. This helps to prevent multiple pages from progressing together and reduce paper jam.
- The print media that is being used does not meet the specifications.

### Common paper jam position

Toner cartridge area.

Paper feeding tray area. If the paper is jammed in the paper tray, try to take out the jammed paper from the paper tray slowly, do not tear the paper. If you find it difficult, please refer to [contents of Take out the jammed paper.](#)

- ☐ Paper-out channel.

After paper jam, there are scattered carbon powder in the printer, the scattered carbon will be removed after printing a few pages.

#### *Note:*

*If toner gets on your clothing, wipe it off with a dry cloth and wash the clothing in cold water. Hotwater sets toner into the fabric.*

*Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams.*

*Damage caused by sharp objects will not be covered by the warranty.*

*When removing jammed media, pull the jammed media straight away from the device.*

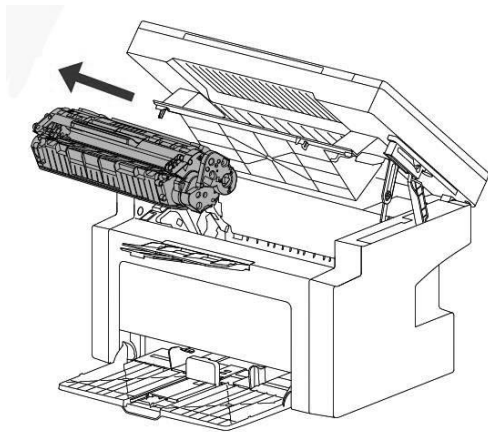
*Pulling jammed media out of the device at an angle can damage the device.*

## **Take out the jammed papers**

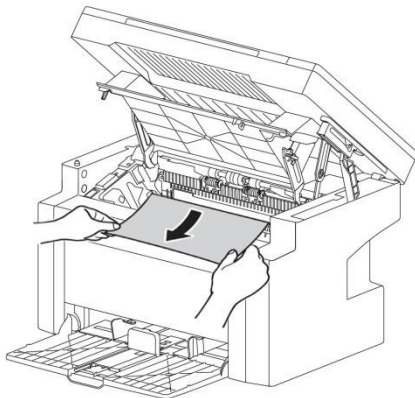
If the printer has a paper jam error when printing multiple tasks, please try to press the Cancel key first. And the printer will start to rotate so as to bring the paper jam out of the printer. If it cannot be removed, please refer to the following method.

### **➤ Paper jam inside the printer**

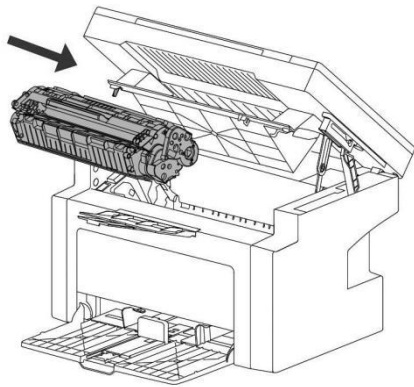
- 1 . Turn off the printer, lift the flatbed scanning cover and take out the cartridge.



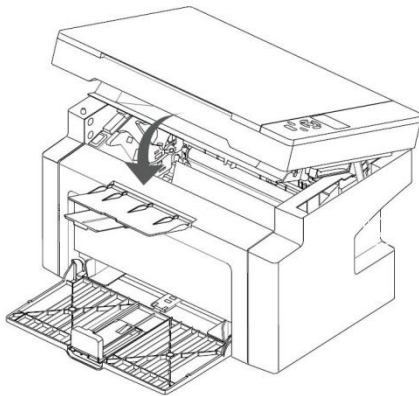
2. Hold the most side exposed of the jammed paper by two hands to gently pull it from the printer. If the paper is torn, ensure there is no scrap of paper in the printer.



3. After taking out the jammed paper, assemble the toner cartridge along the guide rail, and ensure the toner cartridge is installed in place, push back the laser.

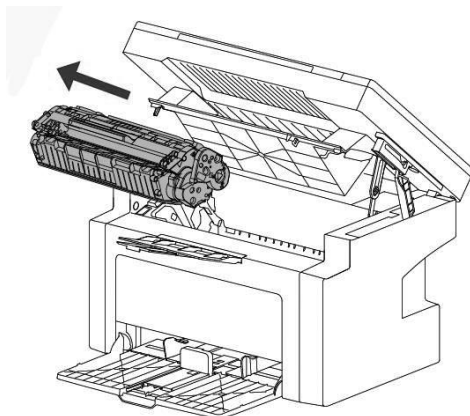


4. Close the scanning cover slowly. Turn on the power switch again.



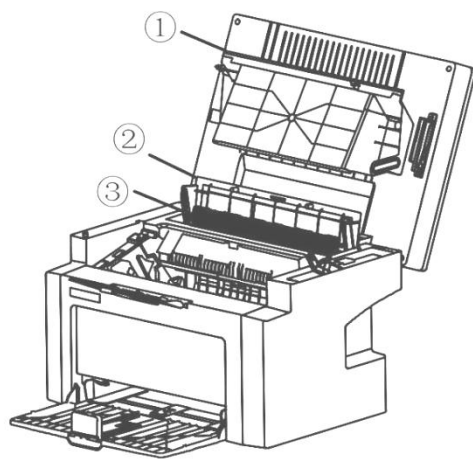
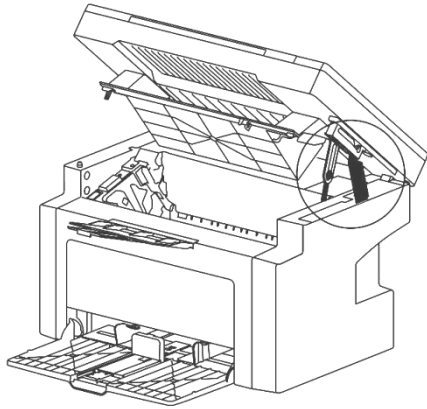
#### ➤ Paper jam in the paper-pass place

1. Power off the printer, lift the scanning cover, and take out the toner cartridge.

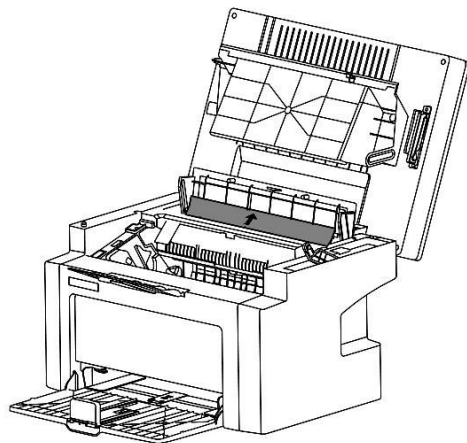


2. Remove the support rod and pin of the scanning unit, rotate the scanning unit to the maximum position, open the fuser cover and the upper guide board, and gently hold the upper guide board to prevent it from falling.

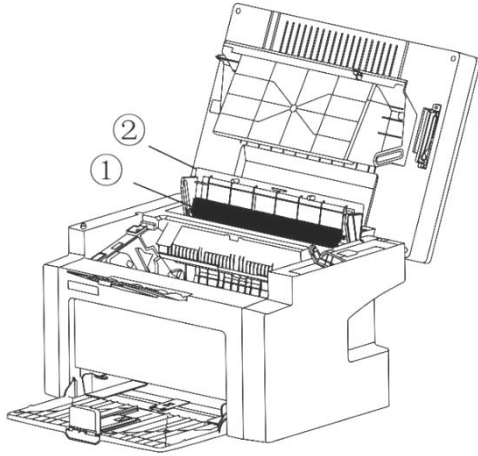




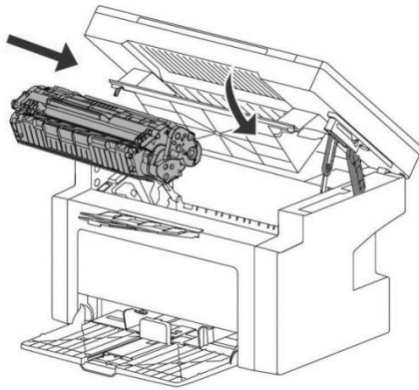
3. Hold the most side exposed of the jammed paper by two hands to gently pull it from the printer. If the paper is torn, ensure there is no scrap of paper in the printer. ◦



4. After removing the jammed paper, close the upper cardboard guide downward, and then close the fuser cover.



5. Reinstall the scanning strut and pin on the scanning unit, and then reinstall the toner cartridge along the guide rail to ensure that it is installed in place. Slowly lower the scanning unit and turn on the printer



## **5 Customer support**

### **5.1 Warranty information**

#### **5.1.1 Here to help**

In case of any problems when using the product, you can ask for assistance in the following ways:

- 1 First, look up the relevant operation instructions of the product, including the Use Guide and User Manual, to solve the problems.
- 2 For more service please visit our official website: [www.gustec.net](http://www.gustec.net).

#### **5.1.2 Provide information**

If you can provide the following information for customer service staff, you can get relevant help faster.

- ☐ Factory serial number
- ☐ Product model
- ☐ Software version of the product
- ☐ Brand and model of your computer
- ☐ Operating system and version number of your computer
- ☐ Name and version number of the applications that you usually use with the product.

## 5.2 Warranty information

**During the warranty period, in case of the following conditions, the products shall not enjoy the after-sales service.**

- ☐ Any damages and faults of the product happen because the product is used in the working environment (such as power, temperature, humidity, altitude or atmospheric pressure) not specified by the company.
- ☐ Any damages and faults of the product happen because the user applies the non-original or unspecified accessories and consumables.
- ☐ Any damages and faults of the product are caused because the product gets virus during the operation of the user.
- ☐ Any damages and faults of the product or the loss of the parts due to the improper safekeeping (such as damages caused by rats, pests, liquid infiltration, foreign matters and similar) by the user.
- ☐ Any damages and faults of the product due to human fact, or which are caused by failures of following the use methods and precautions in the product instructions (the product itself, packaging box, product manual and other forms of data).
- ☐ Faults caused by the computer software and hardware connections
- ☐ Any damages and faults of the product caused during the transportation by users.
- ☐ Any damages and faults of the product caused by the disassembly, maintenance and refitting of the product without any written authorization.
- ☐ Any physical damage including but not limited to the damage of the fuser unit or any other part of the device by using a sharp object to remove paper jam from the fuser or for any other purpose
- ☐ Any damages and faults caused by force majeure.

## Warranty Policy

- Warranty will be void if the user cannot present the flatbed scanner cover warranty certificate (warranty card and invoice), or the purchase date and name of the sales unit (taking effect after being sealed) are not completely filled, altered and forged in the warranty card and invoice, the warranty period is subject to the information recorded in the company.
- When you apply the product changing or refunding, the flatbed scanner cover invoice, "three guarantees" voucher, original packing products and standard accessories should be provided.
- The consumables (ribbon and toner cartridge or parts with fixed life such as fuser unit etc) are not within the warranty scope.
- In case of any loss and damage of the standard accessories (product manual and compact disc), the company is not responsible for it.
- Users should properly keep the warranty card of the product because the Company will not re-issue any warranty certificate.
- Users should be responsible for the security of the data stored in the printer, and take necessary measures to protect it and back it up. The company does not assume any direct or indirect responsibility for any losses of the documents, programs and other data, or for any faults of the removable storage medium.
- The company shall not undertake any responsibility for any indirect losses and future benefits of users arising from the product failure.

## Appendix

Thank you for purchasing the product.

We strive to make it meet your requirements. For your security and interest, please carefully read the operating instruction and other attached information before using the product, to make maximum use of various functions of the product. According to the national regulations and the company's warranty policy, any failures and damages arising from the disassembly, maintenance and refitting of the product under warranty without any written authorization of the company shall not be included in the scope of "free warranty" service. There are several special "warranty labels" on the product. Please properly protect these special "warranty labels" during the warranty period, otherwise, users may not enjoy the "free warranty" service due to the loss or damage of these "warranty labels".

Our company guarantees that we will provide the product's spare parts that may be damaged under normal usage and consumable materials for at least 5 years from the date of delivery/installation of the Products.

This is the energy saving product, with the energy efficiency label on the rear side of the shell. The product is composed of recyclable components. When the product is to be discarded, the company can recycle at a nominal charge. If you need such service, please contact local dealers.

Since our products are constantly improved, the contents of this manual may change without notice. The description and pictures in the manual are for illustration purpose only and may vary from the original product.

Website: [www.gustec.net](http://www.gustec.net)

Thanks for your cooperation!