

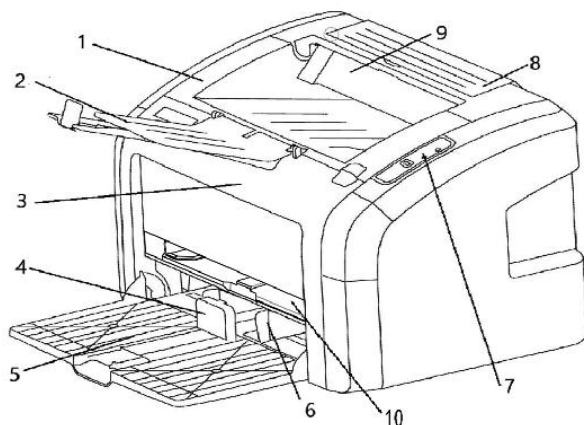
Table of Contents

1. Product description	1
1.1 Part name	1
1.2 Control panel	3
2. Basic operation	4
2.1 Installation of printer	4
2.1.1 Installation of toner cartridge	4
2.1.2 Power connection	5
2.1.3 USB connection	7
2.1.4 Network Configuration	7
2.1.5 Driver installation	13
2.1.6 Environment	13
2.2 Used paper	14
2.2.1 Paper selection	14
2.2.2 Paper loading in the priority feed slot	14
2.2.3 Paper loading in the paper plate	18
2.2.4 Printing with special media	19
2.3 Installing the network printing driver through TCP/IP protocol	23
2.4 Printing	25
2.4.1 Printing starting	25
2.4.2 Printing cancellation	26
3. Maintenance of printer	27
3.1 Cleaning of printer	27
3.1.1 Cleaning of paper plate	27
3.1.2 Cleaning of toner cartridge area	28
3.2 Replacement of toner cartridge	29
3.3 Storage of toner cartridge	30
4. Error handling	31

4.1	Printer error	31
4.2	Image quality error	34
4.3	Paper jam	37
5.	Customer support	41
5.1	Here to help	41
5.2	Provide information	41
Appendix 1		42
Appendix 2		43

1. Product description

1.1 Part name



1 UPPER COVER

2 PAPER-OUT SUPPORT

3 FRONT COVER

4 BLOCK OF PAPER-IN SUPPORT

5 FRONT BAFFLE (PAPER PLATE)

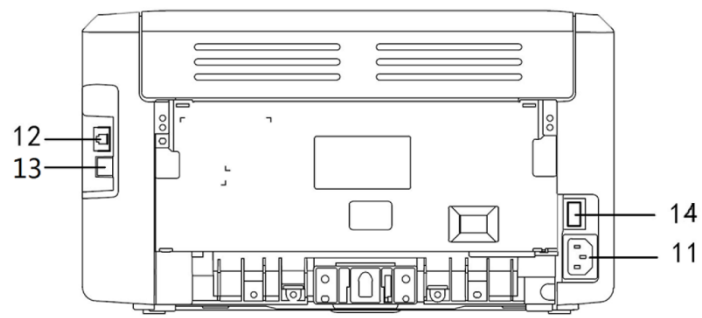
6 CHASSIS REGULATOR

7 CONTROL PANEL

8 FUSER COVER

9 PAPER OUTLET

10 PRIORITY FEED SLOT



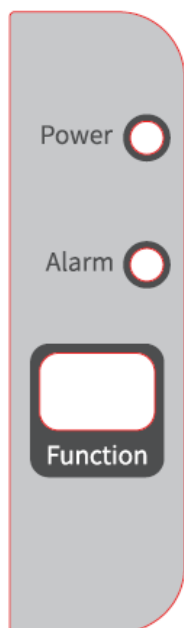
11 POWER SOCKET

12 INTERNET INTERFACE

13 USB INTERFACE

14 POWER SWITCH

1.2 Control panel



S/N	Name	Description
1	[Power supply] indicator	<ul style="list-style-type: none"> ● When the power is on, the indicator is on; ● When the power is off, the indicator is off.
2	[Alarm] indicator	<ul style="list-style-type: none"> ● When the printer is under fault, the indicator will blink.
3	[Function] key	<ul style="list-style-type: none"> ● When there is no paper, [function] key is pressed, the paper will be automatically fed; ● When the power is on, press [function] key for 3 seconds, the demo page will be printed; ● When the power is on, keeping a short press of [function] key for three times, and then pressing [function] key for 3 second, the test page will be printed.

2. Basic operation

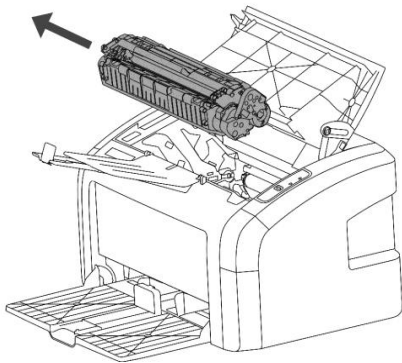
2.1 Installation of printer

2.1.1 Installation of toner cartridge

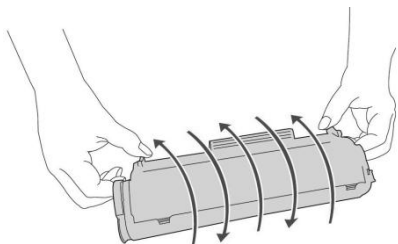
Attention:

- *The toner cartridge used here are specially customized, to ensure normal work, please use the original products.*
- *Before the toner cartridge is placed in, the package of the toner cartridge should not be removed. If the unpackaged toner cartridge is placed for a long time, their service life may be short.*
- *If the unpackaged toner cartridge is directly exposed to sunlight or indoor lighting, they may be damaged.*

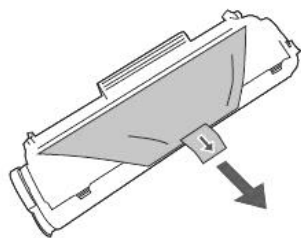
1. Opening the upper cover, take out the buffer material such as the toner cartridge support, pinch the handle of the toner cartridge, and take out the toner cartridge;



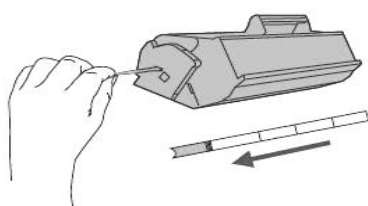
2. Holding the toner cartridge with hands and slight shaking for several times, so that the carbon powders in the toner cartridge can evenly distribute;



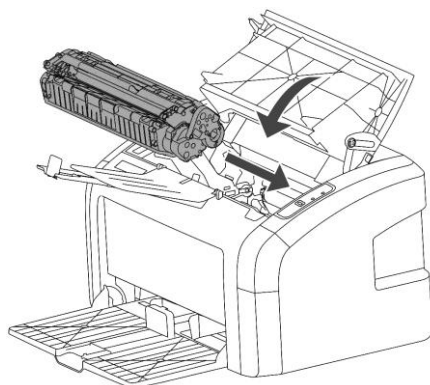
3. Take out its paper film;



4. And then pull out all the strip seals of the toner cartridge;



5. Insert the toner cartridge into the printer, ensure that the toner cartridge is properly installed (until it can no longer move down and rotate), and close the cover of the printer.



2.1.2 Power connection

Please use the power supply suggested for the printer.

Power supply: AC 200V 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 electric 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 of 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.

Attention:

When the printer is not used, the power supply should be connected, and the plug should be unplugged, at this time, the power consumption of this product is zero.

Turning off of power supply

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

- When the data are being received.
- When the printer is printing.
- The power of the printer should be turned off 5 second after the output has completed.

Warning

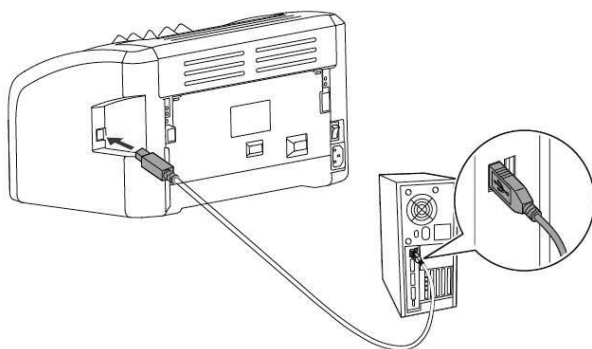
Running this device in a residential environment may cause radio interference.

2.1.3 USB connection

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.



2.1.4 Network Configuration

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

1. Network configuration for models with wired network function only.

➤ **The network configuration needs to use "Printer Configuration small tool":**

- 1) After the printer is plugged into the network cable, turn it on and power it on;
- 2) Connect the printer and computer with a USB cable;
- 3) Install the printer driver on the computer side;
- 4) Open the "Printer network configuration small tool" and select the "printer" ready for network distribution;
- 5) You can choose to configure the "automatic (DHCP)" or "Set IP" mode;
- 6) If you select "Set IP" mode, you need to enter the IP address and other related information;
- 7) After the information is filled in accurately, click "Setting";
- 8) After setting up, you can print a self-check page to see if the IP address has been correctly set.

2. Network configuration for models with wireless network function.

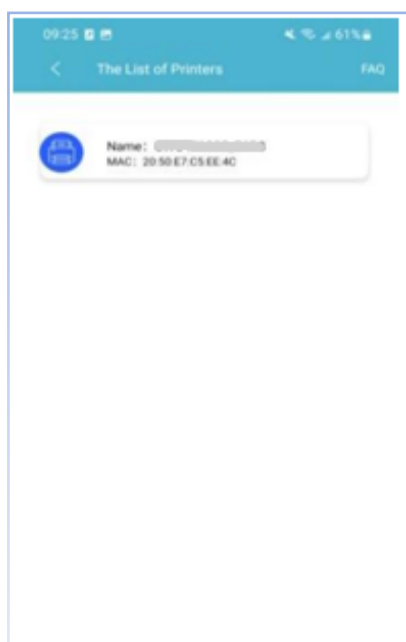
- Configure the network through the APP "Smart Printing"

First way: Configure the printer to a wireless network

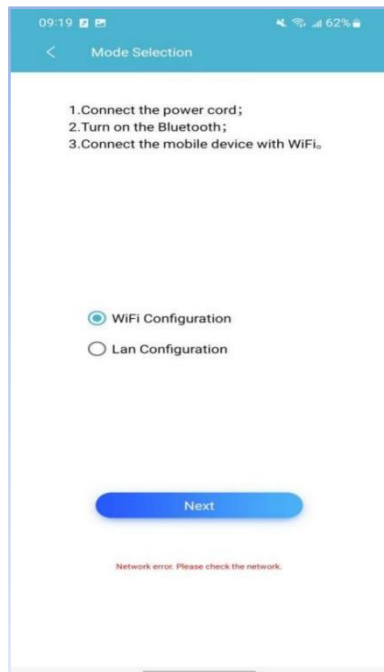
- 1) Install "Smart Printing". Click configuration settings;



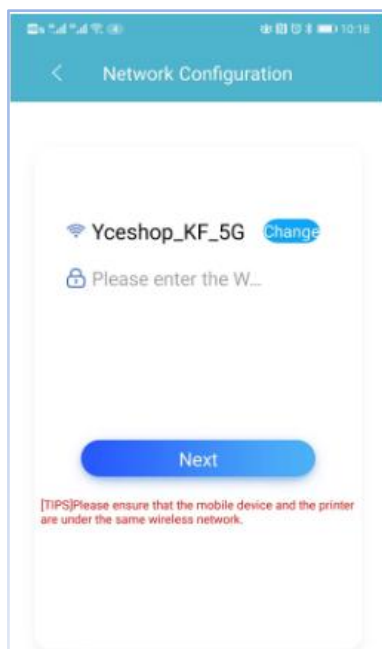
- 2) Find the bluetooth name of the printer to be configured from the printer list;



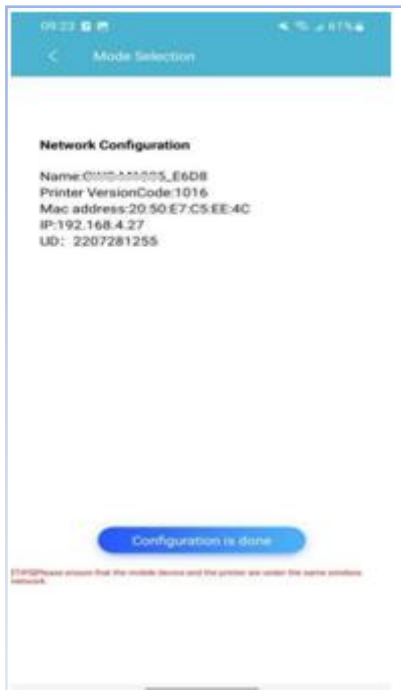
3) Select "WiFi Configuration" and click "Next";



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



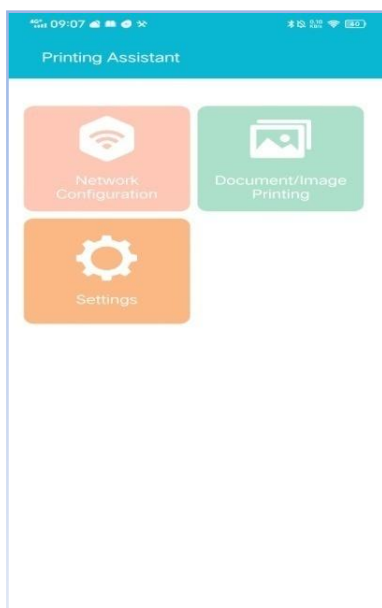
5) The following figure will be shown after connection;



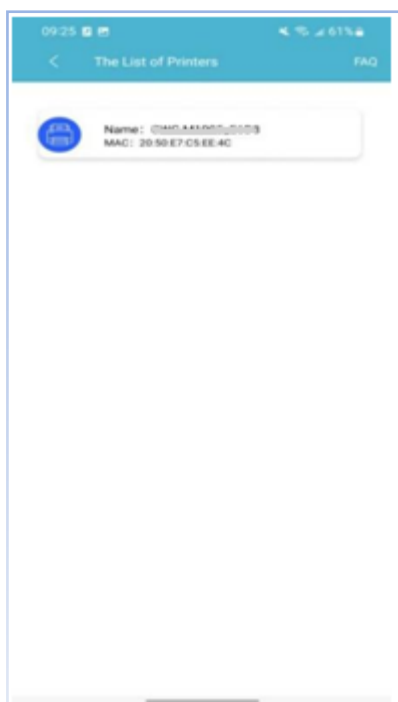
6) Finally click "Configuration is done".

Second way: Configure the network with wired network

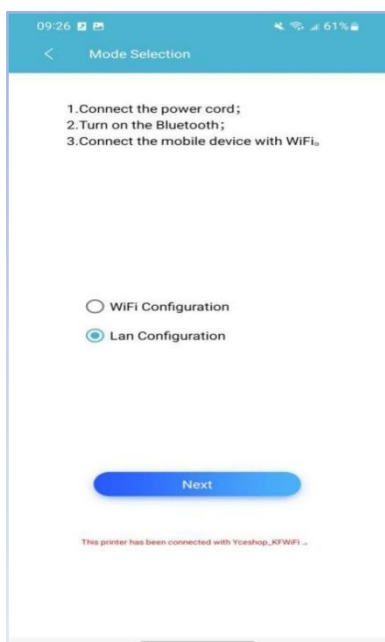
1) Open "Smart printing" and click configuration settings;



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

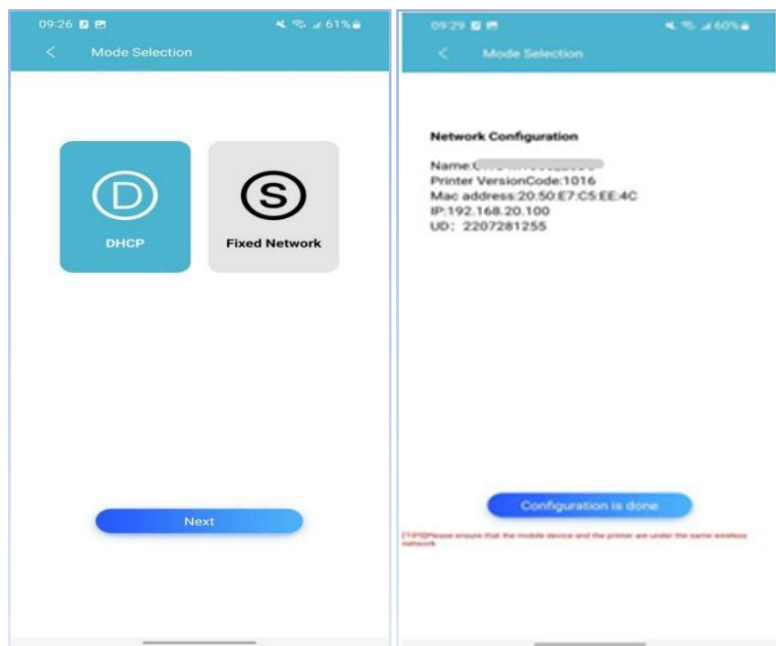


3) Select "Lan Configuration" and click "Next";

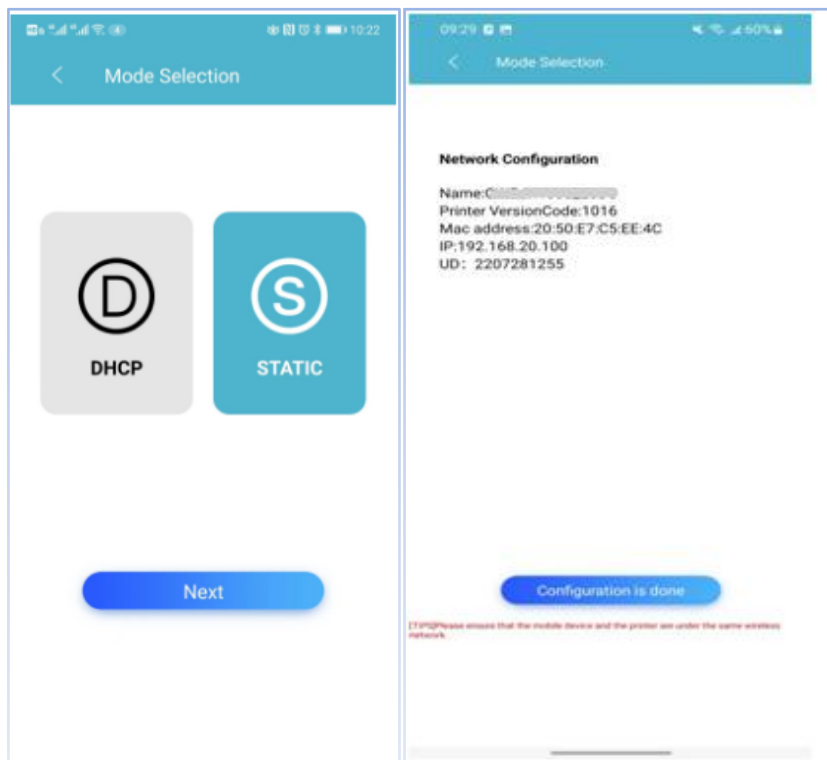


① If you select Auto Obtain IP (DHCP), click "Next" to automatically obtain an IP address (it will be displayed on the page);

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.

2.1.5 Driver installation

1. Obtain the print driver through the original CD;
2. Open the file in the CD and click "setup.exe" file;
3. Operate according to the software prompts. After installation, the "Device and Printer" interface will display the printer model icon.

2.1.6 Environment

Under 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 without no heat source, no excessive dust or humidity, or the place where vibration or shaking is easy to happen.

Please place the printer in the place which is close to the power socket, 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 socket with grounding. DO NOT use the plug adopter.

In the room with poor ventilation, the printer should not be used for a long time or used to print masses 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 obvious ozone.

2.2 Used paper

2.2.1 Paper selection

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

Symptom	Problem of paper	Solution
Printing quality is poor and there are carbon powders Caused by feeding	Too moist, rough or smooth, or with raised polish The paper is with quality defects	Using newly uncovered 70g/m ² paper. Inspecting the printer, ensure that correct paper type is selected.
Word missing, paper jam or curl	Non-appropriate storage	Levelly place the paper in damp-proof package.
The gray background is with enhanced shadow	Too heavy	Lighter paper should be used.
Too much curl Caused by feeding	Too moist, the texture direction is wrong or the texture structure is too short	Using the paper with long texture structure. Inspecting the printer, ensure that correct paper type is selected.
Paper jam or the printer is damaged	With gap or hole	Not applicable to the paper with gap or hole.
Caused by feeding	The edge is not neat	Using the paper with higher quality.

Attention:

- *By high temperature and pressure, making the carbon powders fused on the paper. It should be ensured that all the colored paper or the ink used for pre-printing of paper can undertake the high temperature. The highest temperature is 220 °C, and kept for 0.1s.*
- *The use of flammable printing media may cause fire.*
- *Using flammable media or leaving foreign objects in the printer may cause the equipment to overheat and in a few cases may cause a fire.*

Size of the paper can be used

Minimum: 148mm × 210mm

Maximum: 216mm × 356mm

The paper cannot be used

- The paper which is too rough cannot be used.
- DO NOT use the sheets with multiple copies.
- If solid patterns are printed, the paper with watermark should not be used.
- DO NOT use the paper with staples.
- DO NOT use the photographic paper specially for ink jet.
- DO NOT use the paper with raised trimming or coating, nor use the paper which is not appropriate for the image heating components of the printer.
- The paper which is able to bear the high temperature of 200 °C in 0.1s can be selected.

2.2.2 Paper loading in the priority feed slot

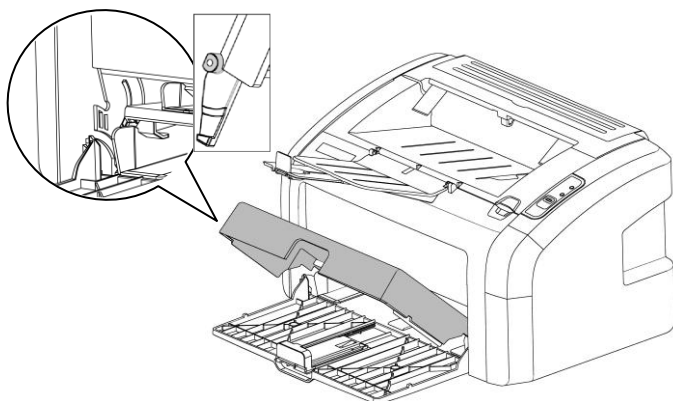
Attention:

This section applies only to models with a priority feed slot structure.

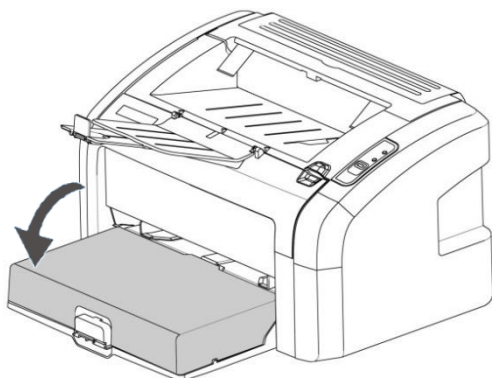
When printing paper is loaded at the same time in the priority feed slot and the paper plate, the printer will be the first to select the priority feed slot for printing. Tips for using priority feed ports are as follows:

- Install the carton cover before printing.
- You can only fit one sheet of printing paper at a time.
- When loading printer paper, place the paper print-side down into the priority feed slot until the paper can no longer move forward.
- To ensure print quality and avoid paper jams, load only printed paper that meets the size specifications.

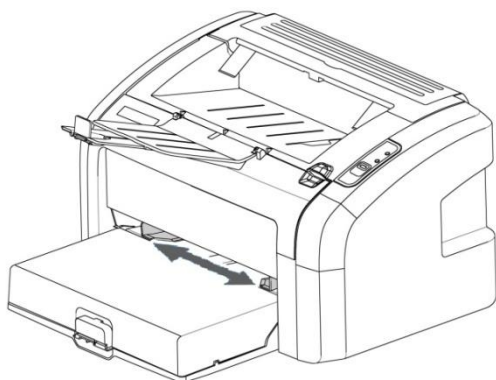
1. Unroll the input tray, take out the carton cover, insert the carton cover diagonally into the bottom of the machine according to the angle shown in the figure, pay attention to the positioning columns on both sides of the front end of the carton cover into the corresponding positioning slots on both sides of the bottom of the machine, and ensure that the sliding jaws in front of the positioning column avoid the slide rails;



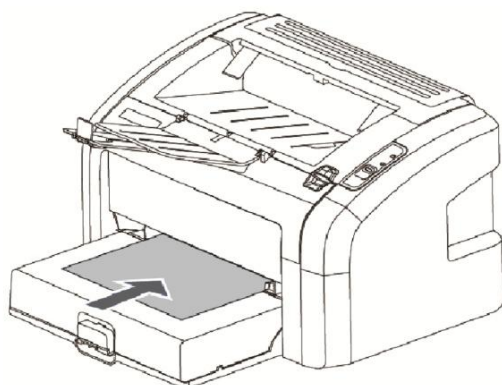
2. Turn the carton cover down so that it is completely covered on the input tray;



3. Move the single-page regulator in the priority loading port to conform to the printed paper size;



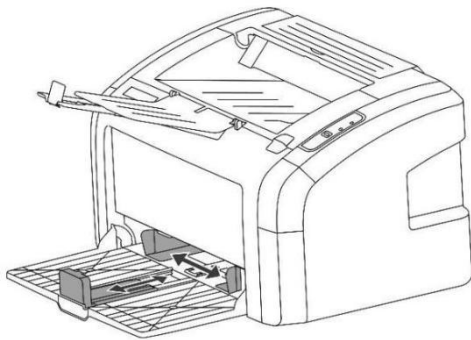
4. Put the paper into the priority feed slot until the paper can no longer move forward.
To prevent paper jams and skew, be sure to adjust the width of the single-page regulator again.



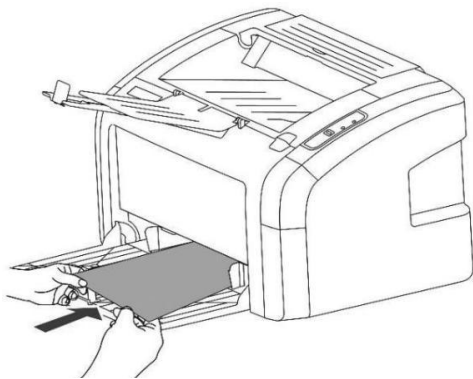
2.2.3 Paper loading in the paper plate

The laser machine paper plate can take in 160 pieces of standard papers or fewer papers with heavier weight. Before the papers are placed in the paper plate, please slightly fan the paper, or they may stick with each other, which will cause paper jam, or multiple papers will be fed into the printer at the same time.

1. Extend the input tray, move the block of paper-in support and chassis regulator to comply with the paper size.



2. Load paper for printing, the front end should be in the moving direction, and the printing face should be upward. To prevent paper jams or deflections, please always adjust the width of the chassis regulator.



Attention:

When new media area added, please make sure that all the media are taken out from the paper plate, and new media should be flattened. So that feeding of multiple papers at the same time can be prevented, so that paper jam can be reduced.

2.2.4 Printing with special media

Attention:

The size requirements of the special media are consistent with the size requirements of the paper (see "[Available paper sizes](#)").

Special media to meet the requirements can be printed on the paper plate and in the preferred feed mouth.

The preferred feed can only be printed with one special medium at a time.

Label

Use labels designed for laser printers. DO NOT feed one label into the printer for multiple times, and the printer may be damaged.

- ✧ When the labels are selected, the quality of the following aspects should be considered:

Adhesive sticker: The bonding agent should be stable under 200 °C (the highest temperature of the printer).

Label distribution: Only the labels whose slip sheet is not exposed can be used.

The labels may drop off from the slip sheet of the label with gap, so that series paper jam may be caused.

Crimpness: Before printing, the crimpness of the labels in any direction should not exceed 13mm.

Conditions: DO NOT use the labels with wrinkling, blister or other stripping.

- ✧ Ensure that there is no exposed adhesive material between the labels. Exposed areas can cause labels to detach during printing, resulting in paper jams. Exposed adhesive material can also damage printer components.
- ✧ Do not run a sheet of multiple labels multiple times on the printer. The glue can only go through the printer once.
- ✧ Do not use labels that are separated from the backing paper, and labels that are wrinkled, blistered or damaged.

Label printing

The labels solely for laser should be used.

Attention:

The media should be inspected to ensure that the media are free from fold or crimpness, and there is no torn edge or residual labels.

1. Load the label that needed to be printed. It should be ensured that the face to be printed (the rough face) should be upward; (Please refer to "[2.2.2 Paper loading in the priority feed slot](#)" or "[2.2.3 Paper loading in the paper plate](#)".)
2. Printing documents.

Envelope

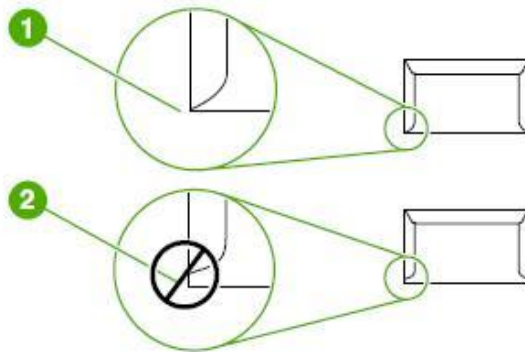
Envelope structure

The structure of envelope is very important. The fold line of the envelopes manufactured by different manufacturers are with large differences, even the envelopes in one box produced by one manufacturer will be with different fold lines. Whether the envelopes can be printed depending on their quality. When the envelopes are selected, the following factors should be considered:

- Weight: The weight of the envelope paper should not exceed 90g/m², or there may be paper jam.
- Structure: Before printing, the envelope should be levelly placed, the crimpness should not exceed 6mm, and there should not be air. The envelope with air may be with problems. DO NOT use the envelope with pin, snap-fastener, wire, transparent window, hole, hole opening, clipart, synthetic material, stamp or raised trimming. The used envelope should not be wet, while the adhesive sticker for stickup should undergo pressing.
- Conditions: It should be ensured that the envelope is free from fold, gap or damage. It should be ensured that the envelope is free from exposed bonding agent.
- Size: The size of the envelope should be from 90mm×160mm to 178mm×254mm.

Envelope with joints on the dual faces

The envelope with joint structure on the dual face should be with v vertical joints on the two ends of the envelope, rather than the joints in the diagonal line. This kind of envelope may be easy to be with wrinkle. It should be ensured that the joint extends to the angle of envelope, as shown below.



- ① Acceptable envelope structure
- ② Unacceptable envelope structure

The envelope with adhesive sticker strip seal or sealing bar

For the envelope with one adhesive sticker strip seal which can be stripped or multiple sealing bars (can be piled up to seal the envelope), the used adhesive sticker have to be able to bear the high temperature and pressure of the printer. The highest temperature is 200 °C. Too many sealing bars or strip seals may cause to wrinkle, fold or paper jam.

Storage of envelope

The envelope should be correctly stored to improve printing quality. The envelope should be leveling stored. If the envelope is with air, there may be bubble, so that there may be fold during printing.

For best print quality, the margin must be no less than 15 mm from the edge of the envelope. Avoid printing in areas where the envelope seams overlap.

Envelope printing

1. Before the envelope is loaded, slide out the paper-in support, it should be slight wider than envelope; install the carton cover before putting the envelope in the priority feed slot; (For details, please refer to "[2.2.2 Loading Paper in the Priority Feed slot](#)" or "[2.2.3 Loading Paper in a Paper Plate](#)".)
2. When the envelope is loaded, the printing face should be upward;
3. Printing documents.

Attention:

- *If the short edge of the envelope is with sealing bar, this edge should be loaded first.*
- *Up to 15 envelopes can be stacked in a paper plate.*

Printing pre-printed sheets

This printer is able to print on the pre-printed sheet under 200 °C.

1. When the papers are loaded, the top edge should be in the moving direction, and the face to be printed should be upward. The chassis regulator should be adjusted in accordance with the width of the paper; (For details, please refer to "[2.2.2 Loading Paper in the Priority Feed slot](#)" or "[2.2.3 Loading Paper in a Paper Plate](#)".)
2. Printing documents.

Printing on the paper with customized size

1. Before the papers are loaded, it should be ensured that they are not stuck with each other; (For details, please refer to "[2.2.2 Loading Paper in the Priority Feed slot](#)" or "[2.2.3 Loading Paper in a Paper Plate](#)".)
2. Printing documents.

2.3 Installing the network printing driver through TCP/IP protocol

Attention:

Network printing driver can be installed on network-only models (wired or wireless)

1. Operating system supported:

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

2. Operating instructions:

1) You can obtain the print driver through the original CD.

2) Models with wired network only:

Use the "Printer configuration small tool" to configure the printer network (that is, let the printer connect to the network and have a Ethernet IP, For details, please refer to "[2.1.4 Network Configuration](#)").

3) Models with wireless network function:

Use smart printing APP to distribute the printer network (that is, let the printer enter the network and have a Ethernet IP. For details, please refer to "[2.1.4 Network Configuration](#)").

4) Install the network printing driver on the computer according to the following instructions, taking Win 7 environment as an example:

- 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 Then, input "printer name" and click "Next";
- ⑩ Then, after selecting "Do not share this printer", click "Next";
- ⑪ Click "Finish";
- ⑫ You can see the installed network printer in the printer list.

2.4 Printing

2.4.1 Printing Starting

1. USB online printing

- 1) Install the driver of the corresponding model on the computer side;
- 2) Click the [Print] option from the [File] menu of the application software program;
- 3) Select the correct printer name;
- 4) If necessary, please click the [Options] or [Properties] option for detailed Settings;
- 5) Click the [OK] option;
- 6) Click the [OK] option on the [Print] dialog box.

2. Network printing (Only fits for models with network function)

- 1) First of all, configure the network for the printer; (Please refer to "[2.1.4 Network Configuration](#)". We suggest configuring 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, you can implement network printing from the computer side. (For details, please refer to "[2.3 Installing the network printing driver through TCP/IP protocol](#)", "[USB online printing](#)".)

3. Wireless printing (Only fits for models with wireless network function)

- 1) Configure the printer network:
 - ① Connect the printer to the Ethernet (for details, please refer to "[2.1.4 Network Configuration](#)").
 - ② Ensure that the mobile phone and the printer are in the same Ethernet, you can use the "Smart printing" APP to conduct wireless printing.

2) Document formats supported by wireless printing:

PDF, Word, Excel, PPT, Pictures (jpg, png)

3) Examples of wireless printing operations (printing documents in Wechat) :

- ① Right-click the file you want to print in Wechat and select "Open with other applications";
- ② In the application, select "Smart printing";
- ③ Then, select "Wifi printing";
- ④ Refresh in the printer list (drop-down refresh) to find the object printer and select;
- ⑤ The printer begins to print page by page.


4. Manual Duplex Printing

- 1) Select the [Manual duplex printing] option in the [Print-Properties] dialog box to print the document;
- 2) After printing the first side, collect the printed pages and straighten the paper stack;
- 3) Place the stack of paper first side down on the paper plate;
- 4) Continue to print the second side.

Attention:

- *The carton can be printed using recycled paper.*
- *Manual duplex printing will stain the printer and reduce print quality. If it is dirty, see "[3.1 Cleaning the Printer](#)" for instructions.*

2.4.2 Cancel printing

1. Double-click the icon  on the taskbar in the lower right corner.
2. Select the file name you want to cancel and press the [Delete] key on the keyboard.

3. Maintenance of printer

3.1 Cleaning of printer

Please use dry lint-free duster cloth to regularly clean the inside and outside of the printer. If the printing page is polluted by the powdered ink, please use lint-free duster cloth to regularly clean the inside of the printer.

3.1.1 Cleaning of paper plate

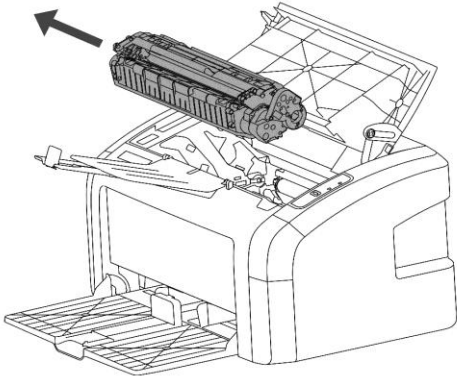
1. Turning off the power switch, cutting off the interface cable and removing the power plug to wait the machine to cool down;
2. Using soft and dry lint-free duster to remove the dust on the outside of the printer;
3. If there are papers in the paper plate, please take out the papers;
4. Cleaning any sewage attached in the inside of the paper plate;
5. Using dry lint-free duster to remove the dust on the outside of the paper plate;
6. Reloading paper;
7. Firstly, re-plugging the power plug of the device into the power socket, and then connecting to the cable of the interface;
8. Turning on the power switch.

Attention:

- *Please use neutral detergents. If diluting agent or volatile liquid, such as gasoline, etc., is used for cleaning, the surface will be damaged.*
- *DO NOT put toner 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

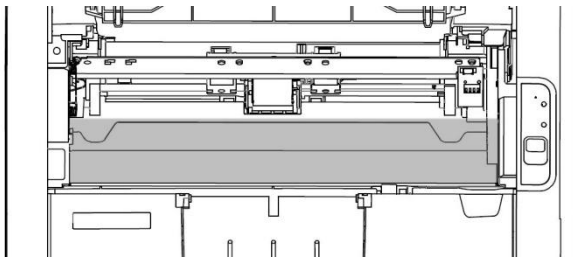
1. Turning off the power switch to wait for cooling. Remove the upper cover and pull out the laser and take out the toner cartridge;



Attention:

To prevent damaging the toner cartridge, please place them in dark places, and put the toner cartridge into a protective bag or use thick paper wrap. In addition, DO NOT touch the black sponge transfer roller inside the machine, 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 toner cartridge and closing the upper cover and front cover successively;
4. Inserting the power plug into power socket and then turning on power switch.

3.2 Replacement of toner cartridge

1. Turning off power switch, opening the upper cover and taking out the old toner cartridge.
2. Installing new toner cartridge into the printer, it should be ensured that the toner cartridge is installed in place, and then closing upper cover.

Please refer to the preceding text "[2.1.1 Installation of toner cartridge](#)".

Attention:

- *Please pack the cartridge properly if you want to dispose it .Our company will recycle the cartridge free of charge. Please contact the local dealer.*
- *Toner cartridge should be away from children and also keep it away from children.*

3.3 Storage of toner cartridge

The toner cartridge contains light, temperature and humidity sensitive components. It is recommended that users follow these recommendations and use new, original toner cartridges to ensure the best performance, highest quality and longest life.

Store the toner cartridge in the same environment as the printer. The environment shall be under controlled temperature and humidity conditions. Do not remove the original packaging before installing the toner cartridge. If there is no original packaging, cover the opening of the toner cartridge with paper and store the cartridge in a dark cabinet.

Unpacking the cartridge without using the cartridge will significantly shorten the service life of the cartridge. Do not place the cartridge on the floor. If you remove the toner cartridge from the printer, store the cartridge properly as described below.

- Store the toner cartridge in the protective bag provided with the original package.
- When stored, it should be placed horizontally, not vertically, and facing upward as it is when installed in the machine.
- Never store consumables in any of the following environments:
 - Temperature over 40 °C.
 - Humidity ranges less than 20% and more than 80%.
 - Environments with sharp changes in humidity or temperature.
 - Direct sunlight or indoor lighting.
 - Dusty location.
 - Don't store it in the car for too long.
 - Environments with corrosive gases.
 - Salt spray environment
- Do not touch the surface of the sensitive drum in the toner cartridge.
- Do not expose the toner cartridge to unnecessary vibration or shock.
- Do not rotate the drum manually, especially reverse rotation; Otherwise, it will cause internal damage and toner overflow.

4. Error handling

4.1 Printer error

Error phenomenon	Reasons	Measures
The power indicator is off.	Whether the power supply has been turned on.	Turn on of power supply.
	Whether the power socket is with power output.	Firstly, turn off the machine, and then insert the power plug into another power socket to verify that whether the power supply is normal.
	Whether DC voltage output by the power supply is normal.	Determine that whether the output voltage complies with the requirement. If not, DO NOT use, please timely contact the seller.
The indication of alarm flashes.	Whether there is no paper. Whether there is paper jam. The system of the printer or the installed part is fault.	Reinstall the paper for printing. Take out the stuck paper. Turn off the power supply of the printer, and then restart. If the problems cannot be solved, please contact our customer services.
Printing cannot be realized.	Whether the interface cable has been well connected.	Check the cable connection of the interface.
	Whether the computer environment has been correctly set.	Inspect the computer environment, such as whether the printing driver program has been set, etc.

	The network connection between the computer and the printer is wrong.	Please inquire the network administrator.
	Connect the printer to multiple computer.	Please wait for a moment, the printer is re-printing now.
	The work has been suspended.	Please determine that whether the work is cancelled or not in the image.
	Whether there is paper jam.	Turn off the power to remove the stuck paper.
	Whether the paper in the paper plate complies with the designated size.	Place the paper of correct size, and then print again.
There is frequent paper jam or wrinkle.	Whether the papers have been correctly placed in the paper plate.	Please correctly place papers. Reference " 2.2.3Paper loading in the paper plate ".
	Whether the papers are moist.	Please replace by the unpacked new papers.
	Whether the papers are curly.	Turn over the papers in the paper plate or replace by the unpacked new papers.
	Whether there is paper jam, residuals or foreign matters in the inside of the machine	Open the cover of the printer or pull out the paper plate to clean the shredded paper or other foreign matters. Reference " 4.3Paper jam ".
	Whether there are non-standard papers in the paper plate.	Please ensure that the paper complying with the specifications of the printer is used. Reference " 2.2.1Paper selection ".

	Whether the paper exceeds the largest paper capacity of the paper plate.	The paper placed in the paper plate should not exceed the largest paper capacity of the paper plate.
	Whether the paper regulator has been correctly replaced.	Align the edge of the papers, and then align to the angulus parietalis of the paper plate and place the papers into the paper plate. Reference " 2.2.3Paper loading in the paper plate ".
	Whether the papers have been trimly cut.	Completely cut the paper, and then place again.

4.2 Image quality error

Error phenomenon	Reasons	Measures
Fuzzy and poor print result	Moist printing paper.	Please change with unpacked papers.
	Insufficient carbon powder in toner cartridge	Replace with a new toner cartridge. Reference " 3.2Replacement of toner cartridge ".
	Degraded or damaged photosensitive drum in the toner cartridge	Replace with a new photoreceptive drum. Attention: This is a professional operation, please contact the after-sales service center.
Spots and stains in the printing contents	Unclean paper plate or paper feeding channel	Please clean the paper plate or paper feeding channel. Reference " 3.1Cleaning of printer ".
	The printing paper does not meet the specifications, such as moist paper, too rough paper.	Please put the proper paper. Reference " 2.2.1Paper selection ".
	Degraded or damaged toner cartridge	Replace with a new toner cartridge. Reference " 3.2Replacement of toner cartridge ".
Words missing	A certain faulted paper	Please re-print it again.
	The uneven water content of the paper, or moisture content points on the paper	Please replace with the sealed new paper or paper of another brand.
Black line on the print contents	Degraded or damaged photosensitive drum in the toner cartridge	Replace with a new toner 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. Reference " 2.1.6Environment ".
	The paper applied does not meet the recommended specifications.	Ensure the paper applied meets the recommended specifications. Reference " 2.2.1Paper selection ".
	Degraded or damaged toner cartridge	Replace with a new toner cartridge. Reference " 3.2Replacement of toner cartridge ".
Vertical and repeat faults	Degraded or damaged toner cartridge	Replace with a new toner cartridge. Reference " 3.2 Replacement of toner cartridge ".
	The paper applied does not meet the recommended specifications.	Ensure the paper applied meets the recommended specifications. Reference " 2.2.1Paper selection ".
	There may be the carbon powder on the inner part.	Please clean the printer. Reference " 3.1Cleaning of printer ".
Character deformation	Too smooth paper	Please use other paper.
	If the characters are still deformed on the printed test page, the printer may be repaired.	Please contact the after-sales service.
Page deflection	Paper feeding error, or the guide plate just touches the paper	Load the paper according to the requirements, or adjust the position of the chassis controller.

	The paper plate may be too full.	Take part of paper out from the paper plate.
	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.	Check the type and quality of the paper, the high temperature and high humidity will cause the paper curly. If the printer has not been used for a long time, maybe the paper in the paper plate has been left for a long time, please turn over the paper in the paper plate or turn it 180 °.
Wrinkle or fold	The paper failed to be loaded properly.	Please correctly place papers Reference " 2.2.3Paper loading in the paper plate ".
	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. If the printer has not been used for a long time, maybe the paper in the paper plate has been left for a long time, please turn over the paper in the paper plate 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.

4.3 Paper jam

To avoid damaging the printer when removing the jammed paper (including the jammed papers in paper outlet), please open the upper cover and take out the toner cartridge until the jammed paper is removed. Open the upper cover and take out the toner cartridge to release the tension of the printer drum, thus avoiding the damage of the printer and facilitating to take out the jammed paper.

Reasons causing the paper jam

1. The paper is improperly loaded in the paper plate or is not accurate or too full .
(When adding new media, take all media out from the paper plate, and flatten the new media, to avoid multiple papers are fed at the same time, and reduce the paper jam.)
2. The media do not meet the printer specifications.

Common paper jam location

1. Toner cartridge area.
2. Paper feeding plate area. If the paper is jammed in the paper plate, try to take the jammed paper from the paper plate slowly, do not tear the paper. If you find it difficult, please refer to "[Take out the jammed paper](#)".
3. Paper-out channel.

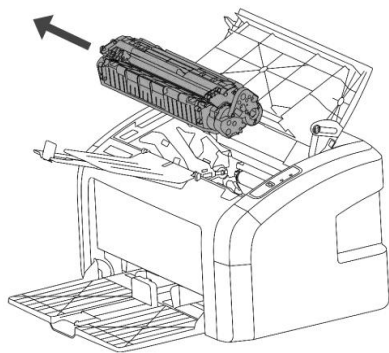
Attention:

- *After paper jam, there are scattered carbon powder in the printer, the scattered carbon will be removed after printing a few pages.*
- *Paper jam will cause the scattered carbon powder on the printing page. In case of carbon powder on the clothes, wash it with cold water, since the hot water will make the carbon powder stick on the clothes permanently.*
- *To avoid damaging the toner cartridge when cleaning jammed paper, please open the front cover to take out the toner cartridge, and put the toner cartridge into the protecting bag or pack them with thick paper. In this way, the cartridge can be avoided from light exposure.*
- *After taking out the toner cartridge, do not touch the parts in shaded areas.*

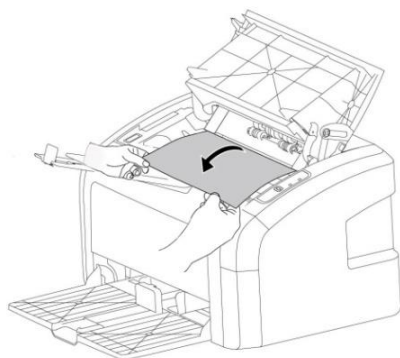
Take out the jammed papers

➤ Paper jam inside the printer.

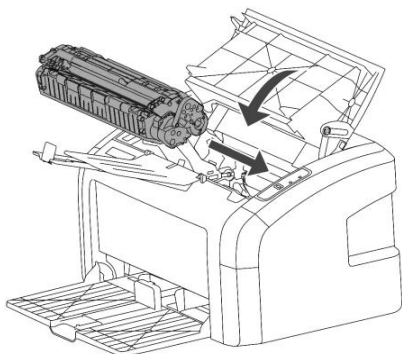
1. Turn off the power supply of the printer, gently open the upper cover of the printer, take out the toner cartridge holding the toner cartridge handles along the guide rail;



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;



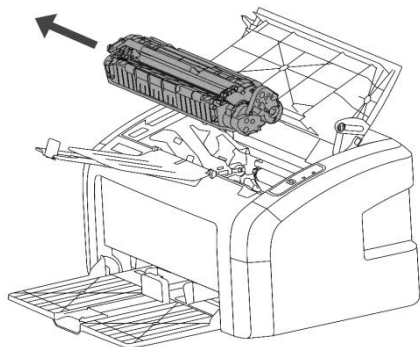
3. After taking out the jammed paper, assemble the toner cartridge along the guide rail, and ensure the toner cartridge is installed in place, push back the laser;



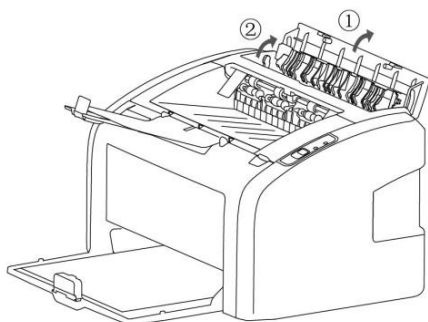
4. Close the upper cover Turn on the power switch again.

➤ **Paper jam in the paper-out location.**

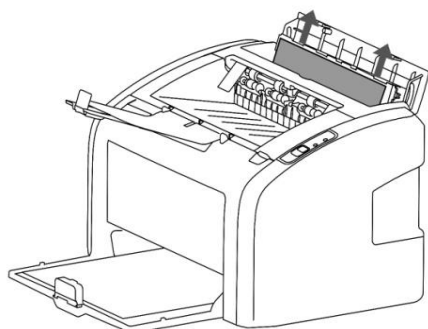
1. Turn off the power supply of the printer, gently open the upper cover of the printer, take out the toner cartridge holding the toner cartridge handles along the guide rail;



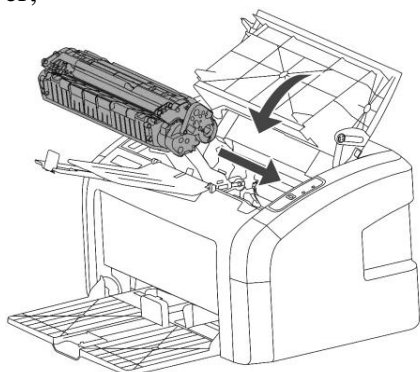
2. Close the upper cover, open the fuser cover first, then open the upper guide board, and gently lift the guide board in case that it fall;



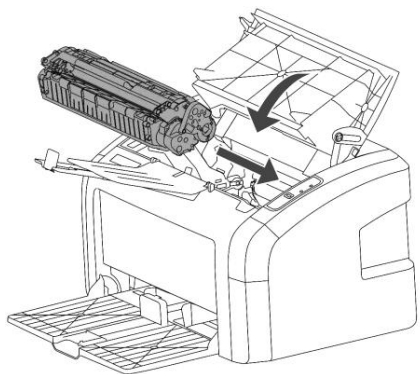
3. Grab the exposed paper and gently pull it out. If the paper tears, make sure it is not in the printer;



4. After taking out the paper jam, close the top guide board down, and then fuser cover;



5. Open the upper cover, reinstall the toner cartridge along the guide rail, ensure that the installation is in place, and close the upper cover;



6. Turn on the power switch again.

5. Customer support

5.1 Here to help

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

1. Firstly, look up the relevant operation instructions of the product, including the User Manual and User Guide, to solve the problems.
2. For more service please visit our official website: www.gustec.net
3. Call customer service hotline, The professional engineers will guide users to solve the problems.

5.2 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 usually used with the product

Appendix 1

Declaration on Pollution Control of Electronic Information Product

Part name	Harmful substances					
	Pb	Hg	Cd	Chromium (Cr VI)	Polybrominated biphenyls (PBB)	Polybrominated biphenyl ether (PBDE)
Wire	○	○	○	○	○	○
Printed CIRCUIT BOARD	○	○	○	○	○	○
Plastic cement	○	○	○	○	○	○
Shaft, metal shaft		○	○	○	○	○
Hardware	○	○	○	○	○	○
Other Metals	○	○	○	○	○	○

This table is prepared in accordance with the SJ/T 11364.

O: Indicates that the content of hazardous substances in all homogeneous materials of these parts is within the maximum limit specified in GB/T 26572.

X: Indicates that the content of the hazardous substances in some homogeneous materials of these parts is at least over the limit specified in GB/T 26572.

Note: For "X" marked components, we cannot replace the hazard due to limitations on current global technologies.

Appendix 2

Thank you for purchasing the product.

We strive to make it meet your requirements. For your security and interest, please read the operating guidelines and other attached information in full before using the product.

Our company guarantees that we will provide the product's spare parts that may be damaged under normal usage and consumable material within at least 5 years after this production of this model is suspended.

This is the energy conservative product. The product is composed of recyclable components. When the product is to be discarded, the company can recycle it free of charge. Please contact local dealers.

Since our products are constantly improved, the contents of this manual may change without prior notice. The description and pictures in the manual should be subject to the physical object. If you have any doubts, please contact our customer service.

Website: www.gustec.net

Thank you for your cooperation!