

# PiPME User Guide

Pantum Intelligent Print Management System– User Operation Guide

**PANTUM** Intelligent Printer Management System



Please read this guide carefully before use.

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# 1. Structure Overview

The Pantum Smart Printer Management System (hereinafter referred to as “the system” ) enables intelligent monitoring and management of printers.

The system provides two access points:

1. **Server-side:** Acts as the backend service program installed on a server, allowing administrators to configure system settings.
2. **Web-side:** Provides a convenient web interface for administrators and end-users to quickly access real-time monitoring information, reports, and more

## 2. Installation Requirements

The system includes two installation packages:

- Main System Installation Package
- USB Service Installation Package (for USB printer monitoring)

Before installation, ensure the environment meets the required specifications.

### 2.1 System Installation Requirements

#### 2.1.1 Supported Operating Systems

- Windows 8.1 (32/64-bit)
- Windows 10 (32/64-bit)
- Windows 11 (64-bit)
- Windows Server 2012 / 2012 R2
- Windows Server 2016
- Windows Server 2019

Browser	Version
Microsoft Edge	18+
Google Chrome	72+
Apple Safari	12+
Mozilla Firefox	70+
Microsoft Internet Explorer	11+

#### 2.1.2 Supported Browser

**Note:** IE is no longer maintained. If compatibility issues occur, switch to another browser (Chrome recommended).

## 2.1.3 Other Configuration Requirements

CPU Model	Temporary Storage Model	Non-Temporary Storage Mode	Disk System	Text System
CORE i3 +	2GB or above	At least 500 MB available	SSD/HDD	NTFS/FAT32

## 2.1.4 Firewall Port Requirements

Please ensure the system's default ports are not blocked by the OS firewall or antivirus software.

Port	Function	Customizable	Firewall inbound rule required
8282	Web backend	Yes	No
8181	Web frontend	Yes	Yes
12345	Backend service communication	Yes	No
3306	Database service	Yes	No
25	Email service	Yes	Yes
161	SNMP	No	Yes
51215	USB Client	No	Yes
51216	USB Server	No	Yes

## 2.2 USB Service Installation Requirements

### 2.2.1 Supported Operating Systems

- Windows XP (32/64-bit)
- Windows 7 (32/64-bit)
- Windows 8.1 (32/64-bit)
- Windows 10 (32/64-bit)
- Windows 11 (64-bit)
- Windows Server 2012 / 2012 R2
- Windows Server 2016
- Windows Server 2019



**Note:** Windows Server 2012 R2 requires Microsoft Visual C++ 2015 RC Redistributable.

## 2.2.2 Other Configuration Requirements

CPU Model	Temporary Storage Model	Non-Temporary Storage Mode	Disk System	Text System
CORE i3 +	2GB or above	At least 500 MB available	SSD/HDD	NTFS/FAT32

## 2.3 Supported Printer Models and Firmware

(Translated model list preserved exactly. If you want, I can format it into a clean table.)

Model	Firmware Version
P3301DN	B.x.1.4 or above
P3301DN 、 P3370DN 、 P3325DN	3.3.2.6 or above
P3320DW 、 P3300DN 、 P3010DW	3.A.0.4 or above
M6700DW 、 M6705DN 、 M7100DN 、 M7100DW 、 M7125DN	2.A.1.0 or above
BP4005DN	3.3.0.8 or above
BM4005ADN	3.3.1.0 or above
BP5100DN 、 BP5100DW 、 BP5105DN 、 BP5101DN	3.A.1.8 or above
BM5100ADN 、 BM5100ADW 、 BM5105ADN	3.A.0.9 or above
BM5100FDN 、 BM5100FDW 、 BM5105FDN	3.A.1.1 or above



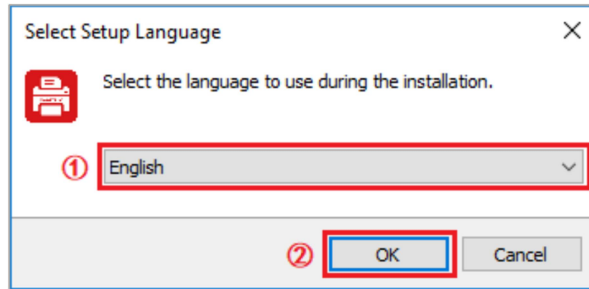
**Note:** Scanning and Fax status monitoring is not supported.

# 3. User Guide

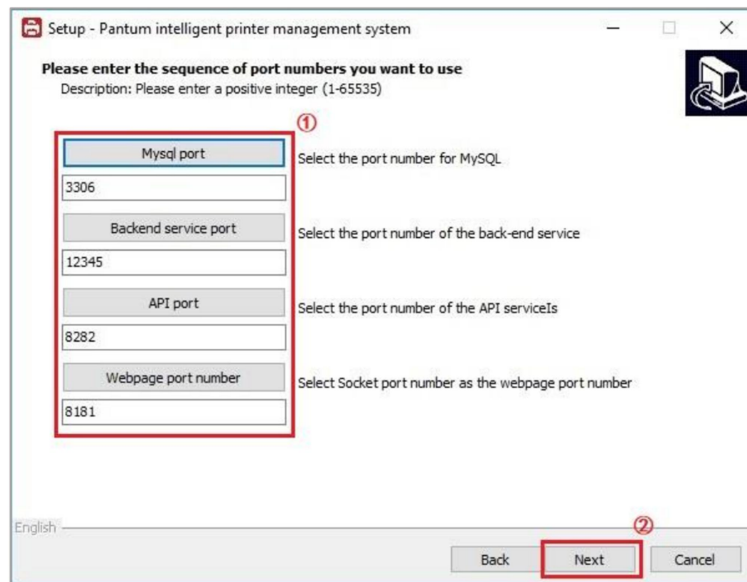
## 3.1 Server-Side User Guide

### 3.1.1 Software Installation

1. Run the main system installation package as an administrator.
2. Select the installation language and click **“OK”** to launch the installer.



3. Read and agree to the terms of the License Agreement, then click the **“Next”** button at the bottom right of the interface to proceed to the port configuration screen. You can use the default values for configuration or customize each port number according to your actual environment.



4. Click **“Next”** repeatedly until the system installation begins.

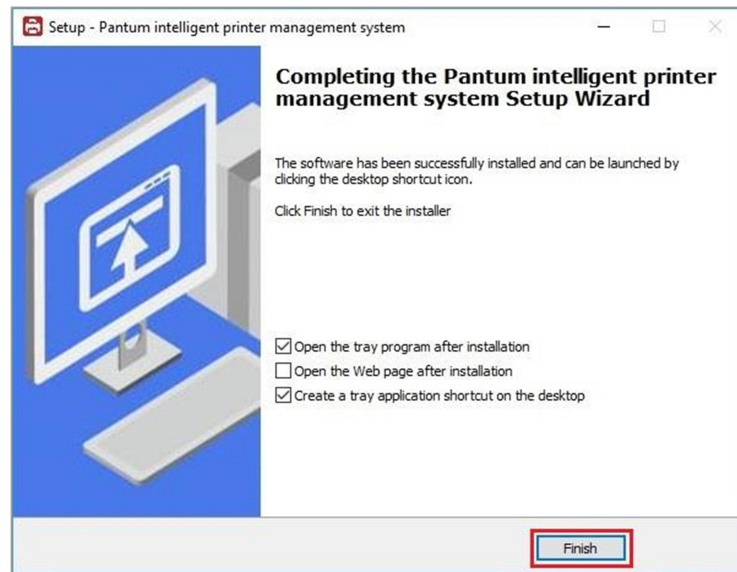
**Note:**

- If the message “Port number is already in use, please re-enter” appears, it means the port is occupied. Please enter a different port number.
- Do not enter a port number in the “Web Page Port” field that is restricted by your browser. P

**Note:**

- If you need to change the default installation path, please ensure that the new path has at least 500 MB of free space.

5. The installation process may take several minutes. When the following screen appears and a system icon is displayed in the tray at the bottom right of your computer, the installation has been completed successfully. Click **“Finish (F)”**



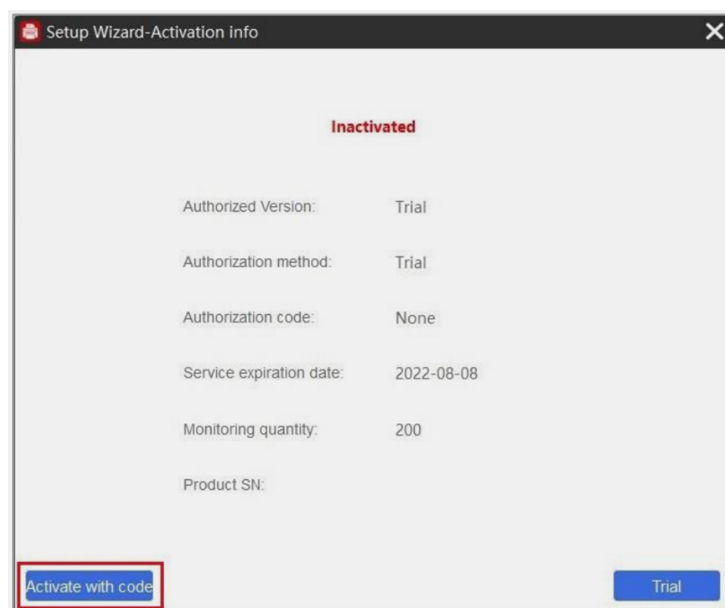
### 3.1.2 Setup Wizard

After the first installation of the Pantum Smart Printer Management System, the **“Setup Wizard”** interface will appear. Please complete the relevant settings as needed.

#### 3.1.2.1 Software Activation

On the **“Setup Wizard – Activation Information”** screen, users can choose to click **“Activate with License Key”** or **“Trial”** according to their needs.

Click **“Activate with License Key”** at the bottom left, enter the 16-digit authorization code, and click the **“Activate”** button to complete the software activation.

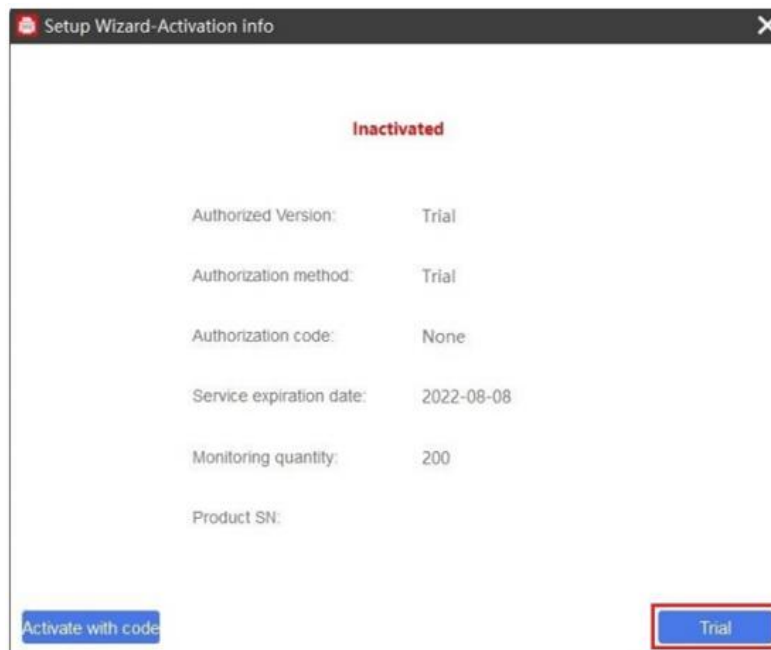


**Note:**

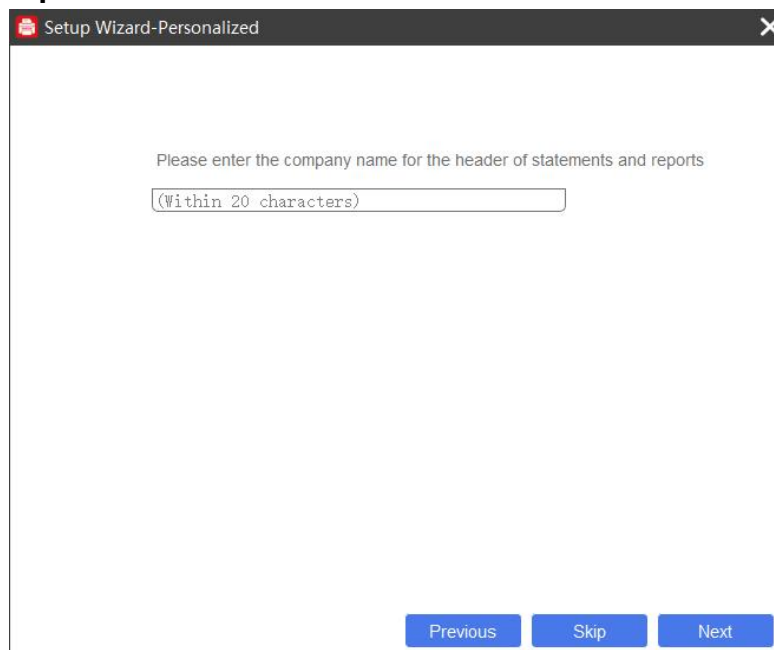
- If you do not have a license key, you can choose a free 3-month trial (supports monitoring up to 200 printers). After the trial expires, please contact customer service to purchase a license key if you wish to continue using the software.
- After the free trial period ends, the related services of the system will stop running.

### 3.1.2.2 Other Settings

1. If you do not have a license key, click the **“Trial”** button to proceed to the next step



2. Complete the **“Setup Wizard – Personalization”** as needed, then click the **“Next”** button



If you click **“Skip,”** you can refer to Sections 3.1.4 and 3.1.6 to complete the settings for **“Local Mailbox”** , **“Remote Mailbox”** , and **“Personalization”** .

### 3.1.3 Device Management

Users can add printers in “Device Management” to enable monitoring and management. The system supports the following two methods for adding printers:

1. Search by Printer IP Address: Add printers to monitoring by searching their IP addresses. This method supports adding both network printers and USB printers.
2. Import via Template: Batch import printers by filling in the provided template. This method supports adding network printers only.

**PANTUM Intelligent Printer Management Expert Server**

System O&M ▾  
 System  
 Device  
 Configuration >  
 Maintenance >

**Unmonitored**  Select all current pages [Download template](#)

Select	IP address	Brand	Model	SN	Operation
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

0 set 1 pages Previous 1 Next Maximum 10/page

[Add printer](#) [Import](#)  
[Add monitor](#) [Delete monitor](#) [Modify department/cost center](#)

**Monitored**  Select all current pages

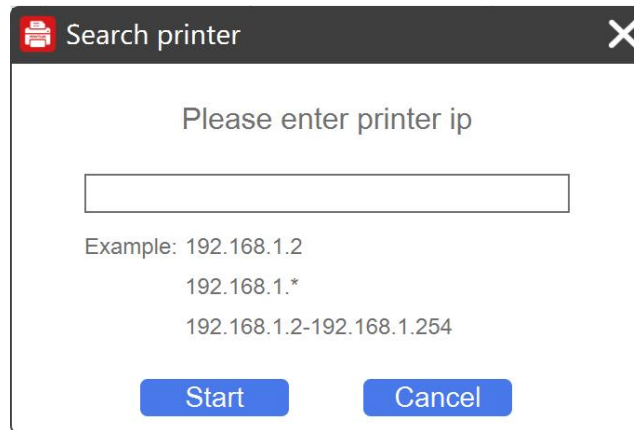
Select	IP address	Brand	Model	SN	Position	Date	Modify
<input type="checkbox"/>	192.168.0.129	Pantum	BM5100FDW	AA2A000000		2025-4-10	<a href="#">Modify</a>
<input type="checkbox"/>	192.168.0.34	HP	HP Color LaserJet...	VNBNM3YOM5		2025-4-10	<a href="#">Modify</a>
<input type="checkbox"/>	192.168.0.253	Pantum	BM5200ADN	CS2VW00BPR		2025-4-9	<a href="#">Modify</a>
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							
<input type="checkbox"/>							

3 set 1 pages [Refresh](#) Previous 1 Next Maximum 10/page

### 3.1.3.1 Adding Printers by Searching IP Address

#### 3.1.3.1.1. Adding Network Printers

1. In the “Device Management” interface, click “Add Printer.”
2. The system server provides three methods for adding network printers: Fixed IP Search, Fuzzy IP Search, and IP Range Search. Please refer to the example diagram below for details:



Search printer

Please enter printer ip

Example: 192.168.1.2

192.168.1.\*

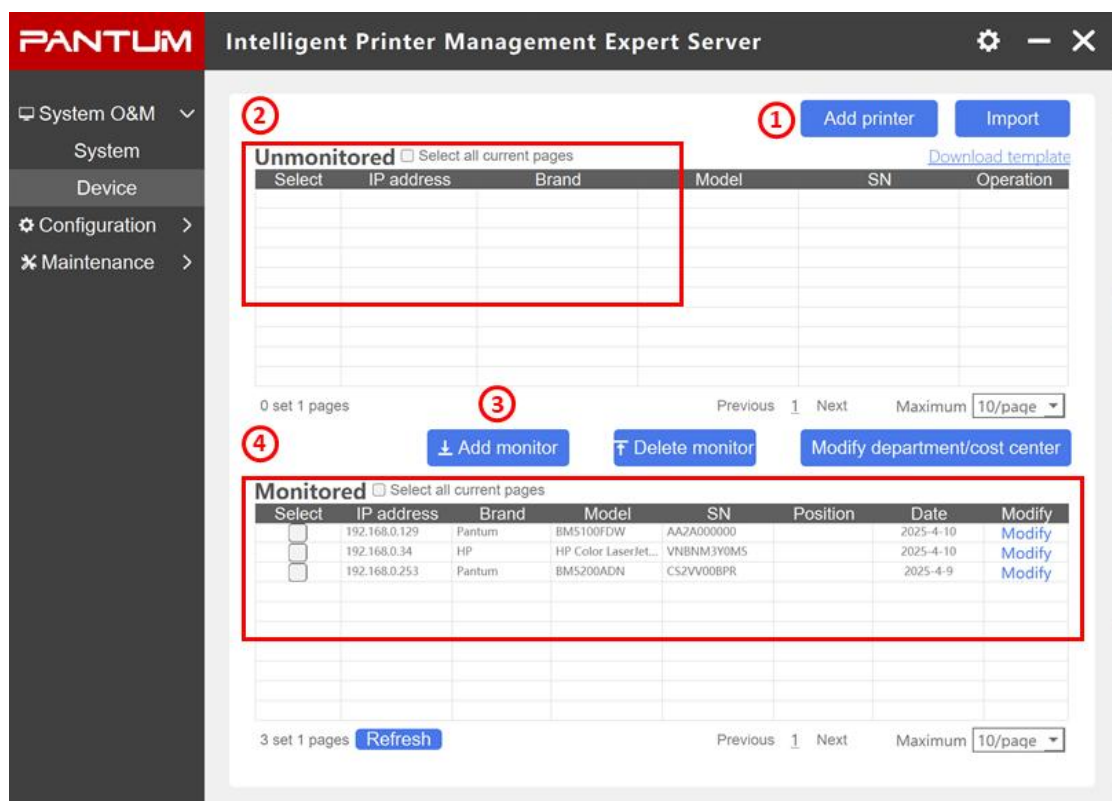
192.168.1.2-192.168.1.254

Start Cancel



**Note:** For instructions on obtaining the printer’s IP address, please refer to the printer’s user manual.

1. The searched printer will be displayed in the list of “Unmonitored”
2. Select the printer to be monitored and click “Add monitor”
3. The added printer information will be displayed in the list of “Monitored” and the printers will start monitored by the system



PANTUM Intelligent Printer Management Expert Server

System O&M System Device Configuration Maintenance

1 Add printer Import

2 Unmonitored Select all current pages Download template

Select	IP address	Brand	Model	SN	Operation
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

0 set 1 pages Previous 1 Next Maximum 10/page

3 Add monitor Delete monitor Modify department/cost center

4 Monitored Select all current pages

Select	IP address	Brand	Model	SN	Position	Date	Modify
<input type="checkbox"/>	192.168.0.129	Pantum	BM5100FDW	AAZA000000		2025-4-10	Modify
<input type="checkbox"/>	192.168.0.34	HP	HP Color LaserJet...	VNBNM3Y0MS		2025-4-10	Modify
<input type="checkbox"/>	192.168.0.253	Pantum	BMS200ADN	CS2VV008PR		2025-4-9	Modify

3 set 1 pages Refresh Previous 1 Next Maximum 10/page



**Note:** If the printer's serial number (SN) is empty, monitoring cannot be enabled, and the "Add to Monitoring" function is not supported.

### 3.1.3.1.2 Adding a USB Printer

Note: The system currently supports the following USB printer model: Pantum P2605N.

1. On the client computer, run the USB Service installation package as an administrator to install the USB Service, and connect the USB printer to the computer.
2. In the system server's "Device Management" interface, click "Add Printer" and enter the IP address of the computer to which the USB printer is connected to search for the printer.
3. Follow Steps 2, 3, and 4 in Section 3.1.3.1.1 to complete the printer addition.

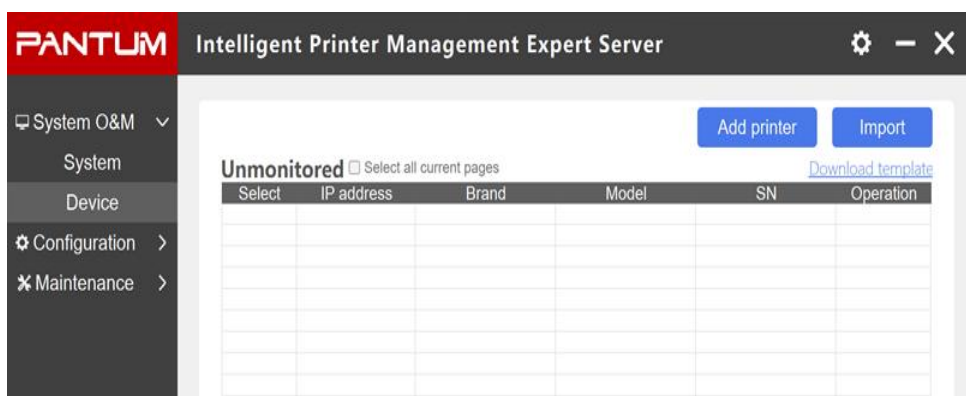


**Note:** For instructions on obtaining the computer's IP address, please refer to the computer's user manual. To maintain real-time monitoring of the USB printer, ensure that the printer remains properly connected to the computer.

### 3.1.3.2 Adding Printers via Importing a Template

The system allows batch addition of multiple printers by importing data from a template.

1. Click the "Download Template" button to download the template. Fill in the printer IP addresses and other required information according to the template instructions, then save the file.



2. Click the "Import" button and select the template filled out in Step 1.
3. Click the "Open" button. The printers found will be displayed in the "Monitored Printers" list.



**Note:** To avoid import failure, do not modify the original format or content of the template.

- The IP address in the template is a required field—ensure no spaces are entered.

- If an “Export Failed” message appears when downloading the template, check whether a document with the same name as the template is open on your computer. If the document is closed and the issue persists, please contact customer support.
- After the template is successfully imported, the system will run a printer scanning process in the background. There may be a slight delay before the printer information appears in the Monitored Printers list—please be patient.

### 3.1.3.3 Editing Monitored Printer Information

You can edit the basic information of printers that have already been added to monitoring:

1. **Modify Department/Cost Center:** Change the department or cost center assigned to the selected printer.
2. **Edit:** Click the “Edit” button on the right to modify the printer’s IP address and location information.
3. **Refresh:** Click “Refresh” to update the Monitored Printers list.

↓ Add monitor    ⚡ Delete monitor    Modify department/cost center

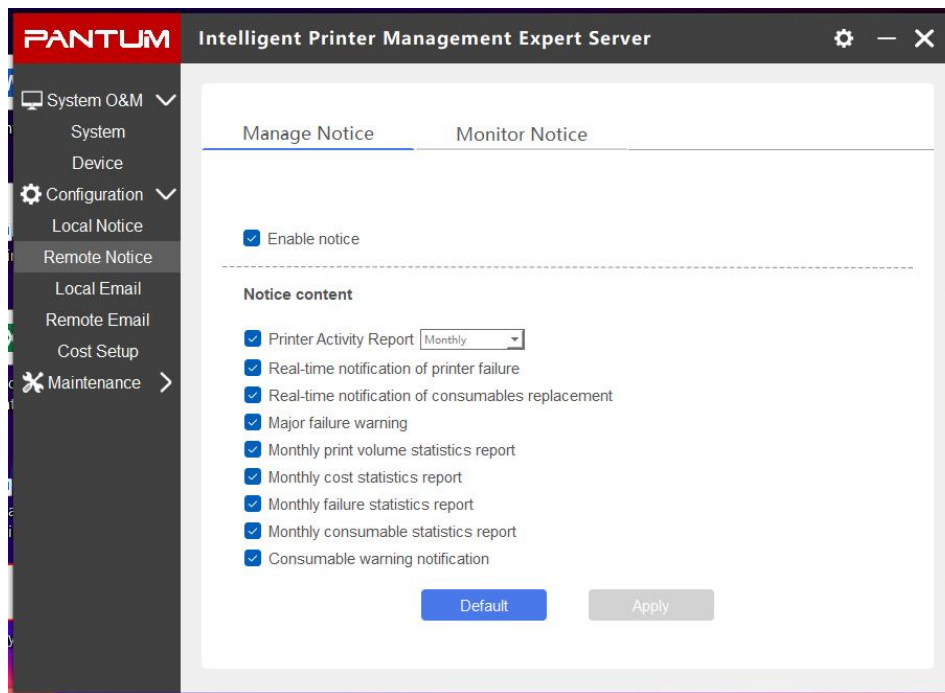
**Monitored**  Select all current pages

Select	IP address	Brand	Model	SN	Position	Date	Modify
<input type="checkbox"/>	192.168.0.129	Pantum	BM5100FDW	AA2A000000		2025-4-10	<a href="#">Modify</a>
<input type="checkbox"/>	192.168.0.34	HP	HP Color LaserJet...	VNBNM3Y0M5		2025-4-10	<a href="#">Modify</a>
<input type="checkbox"/>	192.168.0.253	Pantum	BM5200ADN	CS2VV00BPR		2025-4-9	<a href="#">Modify</a>

3 set 1 pages    Refresh    Previous 1 Next    Maximum 10/page

### 3.1.4 System Configuration

Select the “System Configuration” option from the left-hand menu. On the “System Configuration” page, you can manage notifications and cost settings.



**Note:** The interface features may vary depending on the activation version. Please refer to the actual software interface for details; the illustrations are for reference only.

### 3.1.4.1 E-mail Notification

You can configure email notifications to send information such as printer error status, print volume data, and consumable statistics to specified email addresses. The system supports local email notifications and remote email notifications. Local notifications are used to send messages to local administrators, while remote notifications are used to notify the print service provider.

#### I. Email Configuration

Click **“Local Mailbox”** or **“Remote Mailbox”** to set the sender and recipient email addresses, then click **“Apply.”** Click **“Test Mail”** —if the recipient mailbox receives a test email, the email settings are correctly configured. For detailed configuration steps, please consult your network administrator.

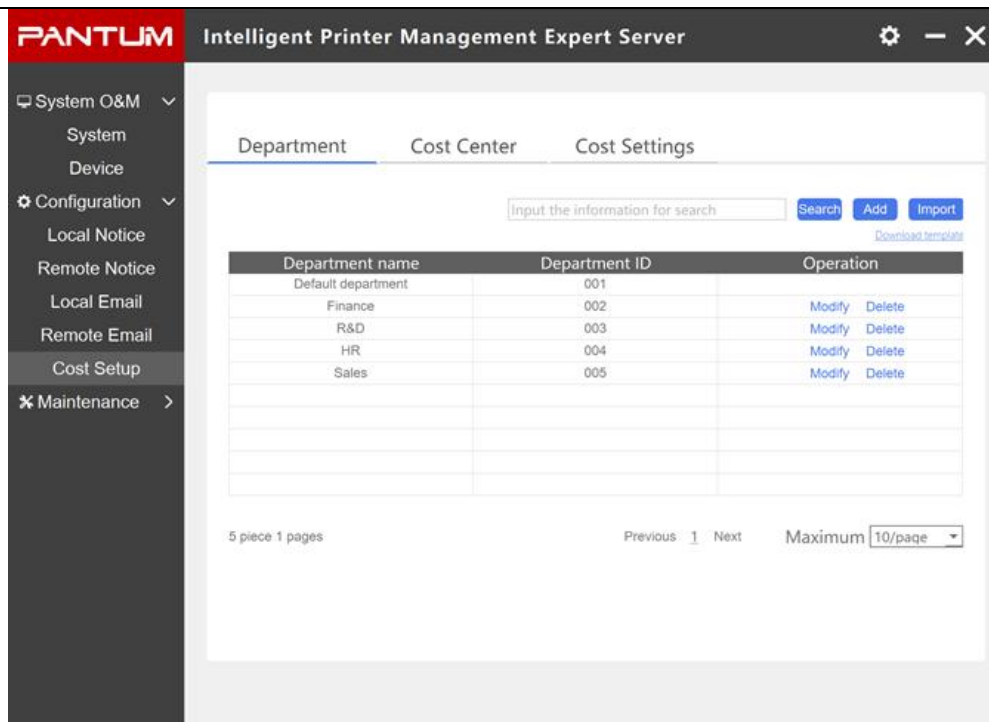
#### II. Email Notifications

Click **“Local Notifications”** or **“Remote Notifications”**, check **“Enable Notifications”**, select the items you want to be notified about, and click **“Apply.”**

**Note:** If email notifications are enabled, the monthly report is sent by default on the 1st of each month, and reports are sent by default on the 1st of each month or every Monday.

### 3.1.4.2 Cost Settings

Through the Cost Settings interface, you can manage and configure departments, cost centers, and printing costs.



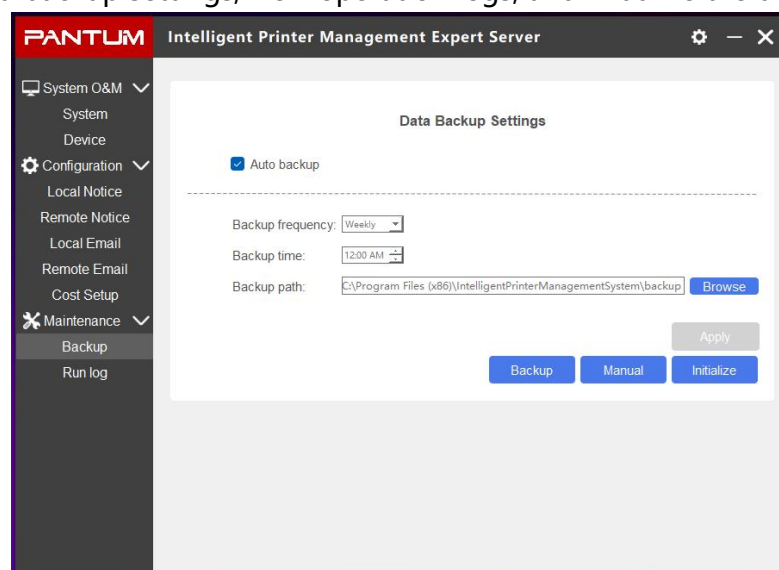
**Note:** To avoid import failure, do not modify the original format or content of the template.

“Default Department” and “Department ID 001,” as well as “Default Cost Center” and “Cost Center ID 001,” are system default values and cannot be changed or deleted. If an “Export Failed” message appears when downloading the template, check whether a document with the same name as the template is open.

If the document is closed and the issue persists, please contact customer support.

### 3.1.5 System Maintenance

You can perform data backup settings, view operation logs, and initialize the database.



**Data Backup:** Perform manual or automatic data backups (you can set the automatic backup frequency, time, and path).

**Operation Logs:** View logs for system services, monitoring services, notification services, and fault services.

**Note:**

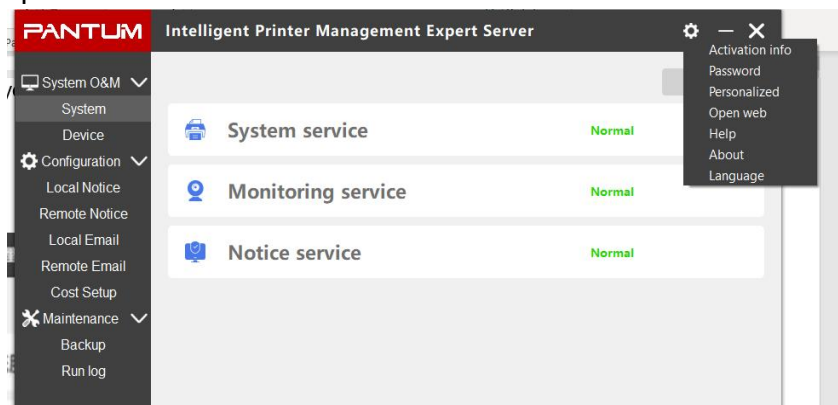
Initialize Database: Clear all printer monitoring data but will not delete logs or personalization settings (e.g., company name).

During the database initialization process, if an unexpected interruption occurs (such as server power-off or restart), you must manually re-execute the database initialization after restarting the system server to prevent data errors.

The “Fault Service Log” only records software function errors captured during system operation and does not indicate printer faults.

### 3.1.6 System Management

On the system server page, you can click the icon “  ” in the top-right corner to view or configure the system’s basic parameters:



- **Activation Information:** View the activation information of the Smart Printer Management System server.
- **Change Password:** Modify the system password, which is used for both web login and server database maintenance.

**Note:** The password length must be between 6 and 16 characters, using the character set {'a'~'z', 'A'~'Z', '0'~'9', ',', '.', '-', '\_', '~', '!', '@', '#', '+'}.

- **Personalization:** Set headers for reports and statements, such as entering the company name.
- **Open Web Client:** Launch the system web interface.
- **Help:** Open the system user guide.
- **About:** View basic information about the system server.
- **Language Settings:** Select the display language for the server.

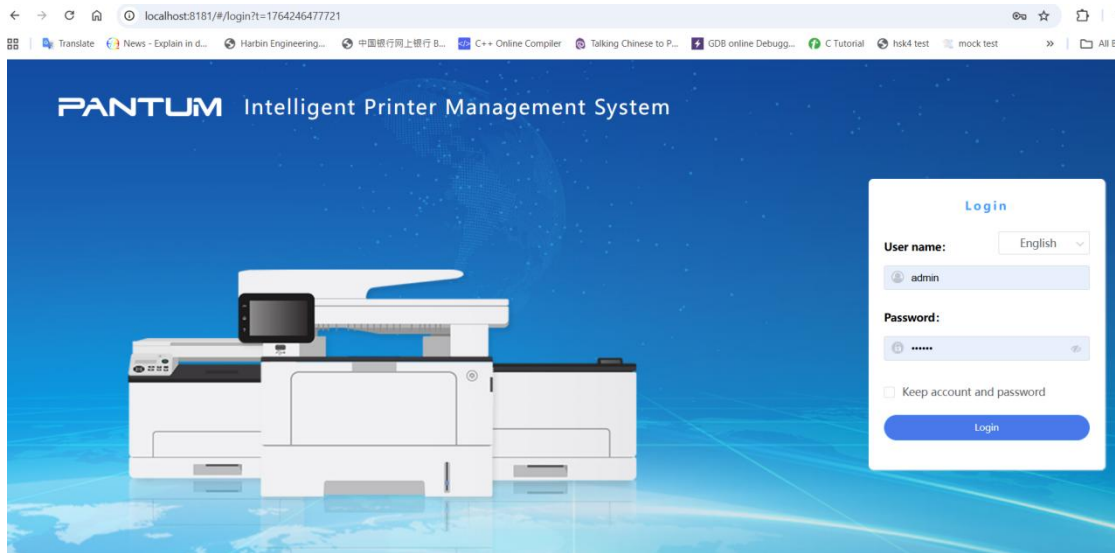
## 3.2 Web Client User Guide

Access the system web client via the local area network to view status and manage reports.

**Note:** The web client interface features may vary depending on the activation version. Please refer to the actual software interface; the illustrations below are for reference only.

## 3.2.1 Web Client Login

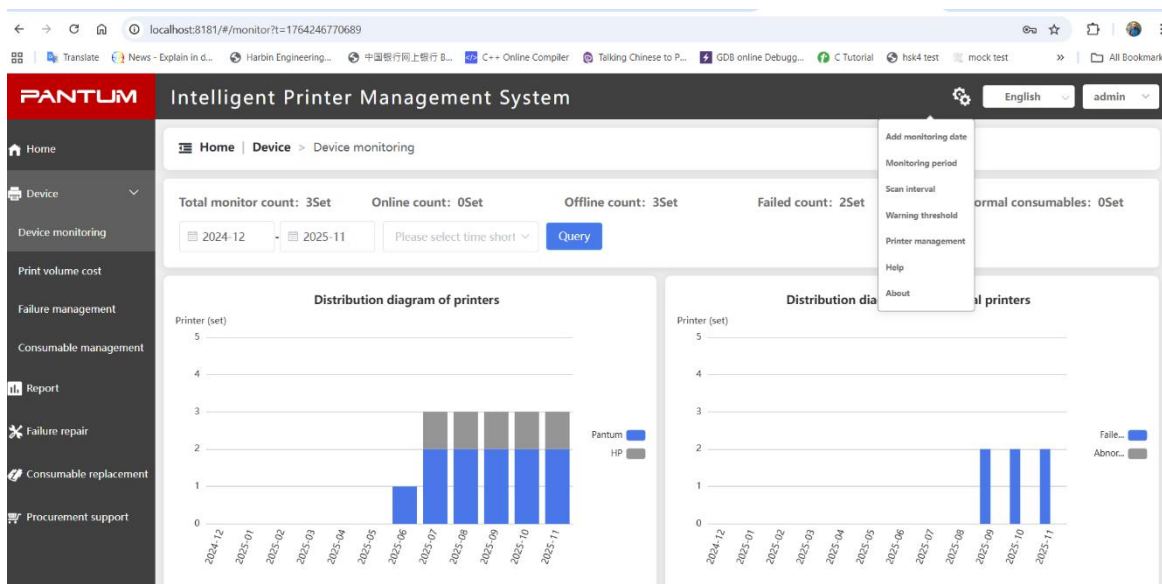
1. On the client computer, enter the system URL in the browser address bar (e.g., `http://<System_Server_IP>:<Web_Port>`, such as <http://192.168.10.10:8181>) to access the web client page. Alternatively, you can access the web client from the server by clicking **“Open Web.”**
2. Enter your username and password (default username: **admin**, initial password: **123456**), then click the **“Login”** button to enter the system homepage.



**Note:** After logging into the Smart Printer Management System web client, the session will automatically log out if there is no activity for more than 30 minutes.

## 3.2.2 System Settings

Before managing printers, users need to click the icon in the top-right corner of the Smart Printer Management System web client to customize function parameters:



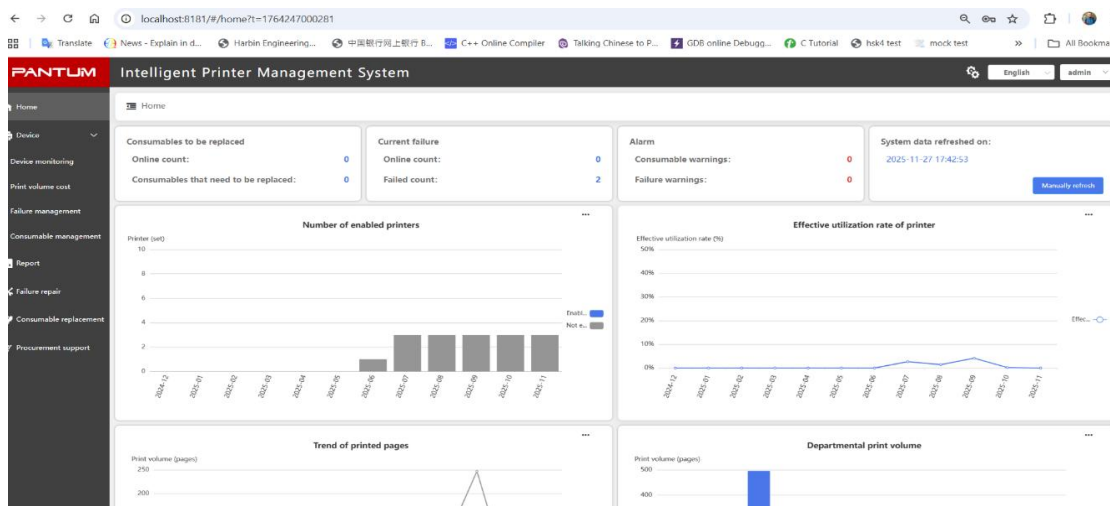
- **Monitoring Date:** Set the dates on which printer monitoring should be performed.
- **Monitoring Time Period:** Set the specific time periods for printer monitoring.
- **Scan Interval:** Set the interval for automatic background scanning.
- **Warning Thresholds:** Configure consumable warning thresholds and critical fault warning thresholds.
- **Printer Management:** Add printers to the Monitored Printers list by searching for fixed IP addresses and adding printer information.
- **Help:** Open the Smart Printer Management System user guide.
- **About:** View basic information about the web client service program of the Smart Printer Management System.

**Note:** The web client supports adding only one printer at a time. To add multiple printers, please use the server-side import feature.

- After adding a printer via the web client, the system will perform printer scanning according to the configured scan interval by default.
- To immediately update the web client page after adding a printer, click the “Manual Refresh” button on the homepage and wait for the background scan to complete.

### 3.2.3 Homepage

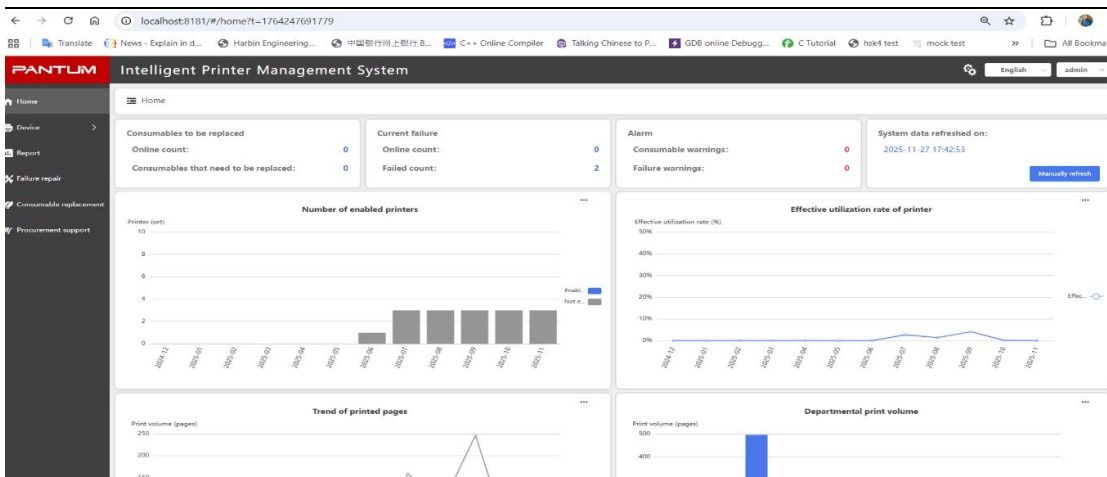
On the “Homepage,” you can view consumable replacement status, printer operation status, print volume trends, and departmental print usage. The data on this page is automatically updated according to the configured scan interval. To update the data manually, click the “Manual Refresh” button.



**Note:** The system’s background data refresh time may be affected by factors such as the number of monitored printers and computer performance. After clicking “Manual Refresh,” the displayed data may not change immediately—please wait patiently until the scan cycle is complete.

### 3.2.4 Device Management

On the “Device” page, you can access information such as status monitoring, print volume, consumable status, and faults:



- **Device Monitoring:** Obtain real-time status monitoring information, enabling simple and convenient remote management.
- **Print Volume & Cost:** View detailed information on total print volume, monthly print volume, print volume trends, and cost trends. You can select query dates and download print volume distribution and cost distribution reports.
- **Fault Management:** View detailed current fault tables, fault warning tables, and historical statistics. You can select query dates and download printer fault history reports as needed.
- **Consumable Management:** View detailed consumable status tables, consumable warning tables, and historical statistics. You can select query dates and download printer consumable replacement history reports as needed.

### 3.2.5 Reports

On the “**Reports**” page, you can access real-time information on status monitoring, print volume, consumable status, and faults, and generate reports for easier management and review.

Generation date	Report classification	Report name	Operation
2025-08-07 10:41:48	Printer management	Printer monitoring report	Download Delete

### 3.2.6 Fault Reporting

When a printer malfunctions, timely fault reporting is required. On the “**Fault Reporting**” page, click the “**Send Email**” button under the “**Fault Report Handling**” tab to notify relevant personnel for prompt resolution. The recipient email configuration can only be completed on the server side; please refer to Section 3.1.4 for details.

To enable the **“Automatic Fault Reporting”** feature, configure local notifications, remote notifications, or email on the server side

The screenshot displays the PANTUM Intelligent Printer Management System interface. The left sidebar contains navigation options: Home, Device, Device monitoring, Print volume cost, Failure management, Consumable management, Report, Failure repair (selected), Consumable replacement, and Procurement support. The main content area is titled 'Failure repair' and includes sub-tabs for 'Failure early warning' and 'Failure repair history'. A table lists failure records with columns: Time of occurrence, brand, model, printer SN, Printer position, IP address, department, cost center, failure type, failure information, Repair status, and Repair date. Two entries are visible, both with a 'Not repaired' status. Action buttons for 'Send email', 'Download', and 'Share' are present above the table. The bottom right of the table area shows '2 entry in total', '10Entry/page', and 'Go to 1 page'.

	Time of occurrence	brand	model	printer SN	Printer position	IP address	department	cost center	failure type	failure information	Repair status	Repair date
<input type="checkbox"/>	2025-10-16	Pantum	BM5200ADN	CS2VV008PR		192.168.0.253	Default department	Default cost center	Operation failure	Open-cover error	Not repaired	
<input type="checkbox"/>	2025-09-19	Pantum	BM5220ADW	CS8HV0004Q		0.0.0.0	Default department	Default cost center	Operation failure		Not repaired	

### 3.2.7 Consumable Replacement

When a printer's consumables are nearly depleted, timely replacement is required. On the **“Consumable Replacement”** page, click the **“Send Email”** button under the **“Consumable Replacement Handling”** tab to notify relevant personnel for prompt action. Recipient email configuration can only be completed on the server side; please refer to Section 3.1.4 for details. Users can also download or share the Consumable Replacement Handling Report, Consumable Warning Report, and Consumable Replacement Notification History from the Consumable

The screenshot displays the PANTUM Intelligent Printer Management System interface. The left sidebar contains navigation options: Home, Device, Device monitoring, Print volume cost, Failure management, Consumable management, Report, Failure repair, Consumable replacement (selected), and Procurement support. The main content area is titled 'Consumable replacement' and includes sub-tabs for 'Replacement processing of consumables', 'Early warning processing of consumables', and 'History of consumables replacement notice'. A table lists consumable replacement records with columns: brand, model, printer SN, Printer position, IP address, department, cost center, consumable type, consumable information, Notice status, and Notice date. The table is currently empty, displaying 'No data now'. Action buttons for 'Send email', 'Download', and 'Share' are present above the table. The bottom right of the table area shows '0 entry in total', '10Entry/page', and 'Go to 1 page'.

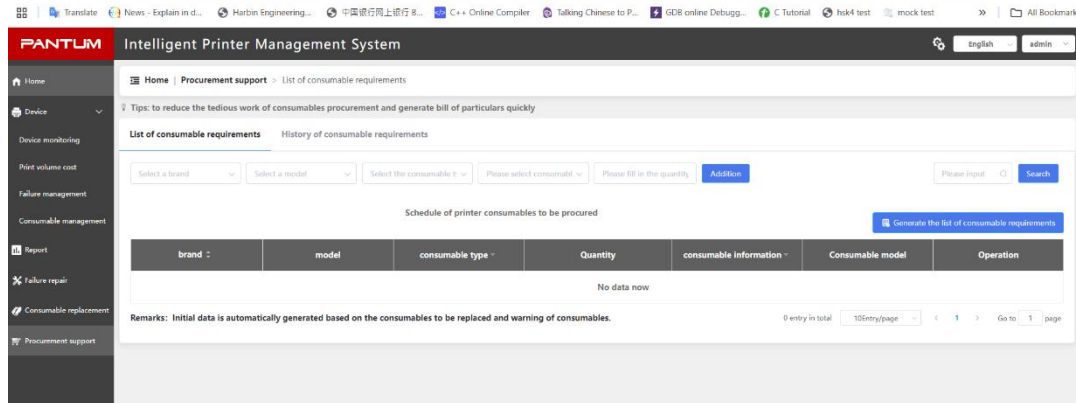
	brand	model	printer SN	Printer position	IP address	department	cost center	consumable type	consumable information	Notice status	Notice date
No data now											

Replacement page as needed.

- Send Email: Send all or selected content to a local email address.
- Download: Download all or selected content to the local computer.
- Share: Share all content to a local email address.


## 3.2.8 Procurement Support

To simplify consumable procurement, users can submit a Consumable Request List on the “Procurement Support” page. Relevant personnel can then purchase the consumables in a unified manner based on the submitted request list.



**Note:** The Consumable Request List data is refreshed based on the latest consumable demand. To retain any modifications, click **“Generate Request List”** immediately after refreshing the data to save your changes.

## 4 . Troubleshooting

Issue	Resolution
Printer status displayed on the web interface is not updated promptly.	<ul style="list-style-type: none"> <li>The web interface refreshes automatically at set intervals. To obtain the latest status, click the "Manual Refresh" button on the homepage to manually trigger background data updates.</li> <li>Adjust the automatic refresh interval as required. For detailed steps, navigate to " " → "Scan Interval" on the web interface to configure the refresh settings.</li> </ul>
Data fails to update after clicking "Manual Refresh" on the homepage.	<ul style="list-style-type: none"> <li>Click the browser's refresh button to reload the web interface.</li> </ul>
The system server or web interface is inaccessible.	<p>Please check the following points:</p> <ul style="list-style-type: none"> <li>Check whether the system has passed its trial period.</li> <li>Verify that the system's installation environment meets requirements. Refer to Chapter2 at .</li> <li>Verify the configuration of inbound firewall rules on the computer. To configure these rules, navigate to the computer's Control Panel → Windows Defender Firewall → Advanced settings → Inbound rules, and configure the specified port numbers (for specific port configuration requirements, please refer to Chapter2.1.4: ).</li> <li>Restart the computer and attempt access again.</li> </ul> <p>Should the above methods prove ineffective, please contact after-sales support.</p>
The printer cannot be located or is offline.	<p>Please check the following points:</p> <ul style="list-style-type: none"> <li>Ensure the printer is powered on.</li> <li>The software requires SNMP V1/V2c protocol to monitor the printer. Ensure the printer supports and has SNMP V1/V2c protocol enabled.</li> <li>Verify the network connection to ensure the system and printer are on the same network.</li> <li>Examine the firewall settings on the server operating system and open the required communication ports as per the installation instructions.</li> </ul>
Abnormalities when importing and adding printers	<p>Please verify the following points:</p> <ul style="list-style-type: none"> <li>The import template must contain IP address information. Only single IP address formats are supported. Verify that the IP address does not contain spaces.</li> <li>A maximum of 2,000 printer entries may be imported per session; exceeding this limit will prevent successful import.</li> <li>The number of imported printers must not exceed the authorisation quantity specified by the activation code.</li> </ul>