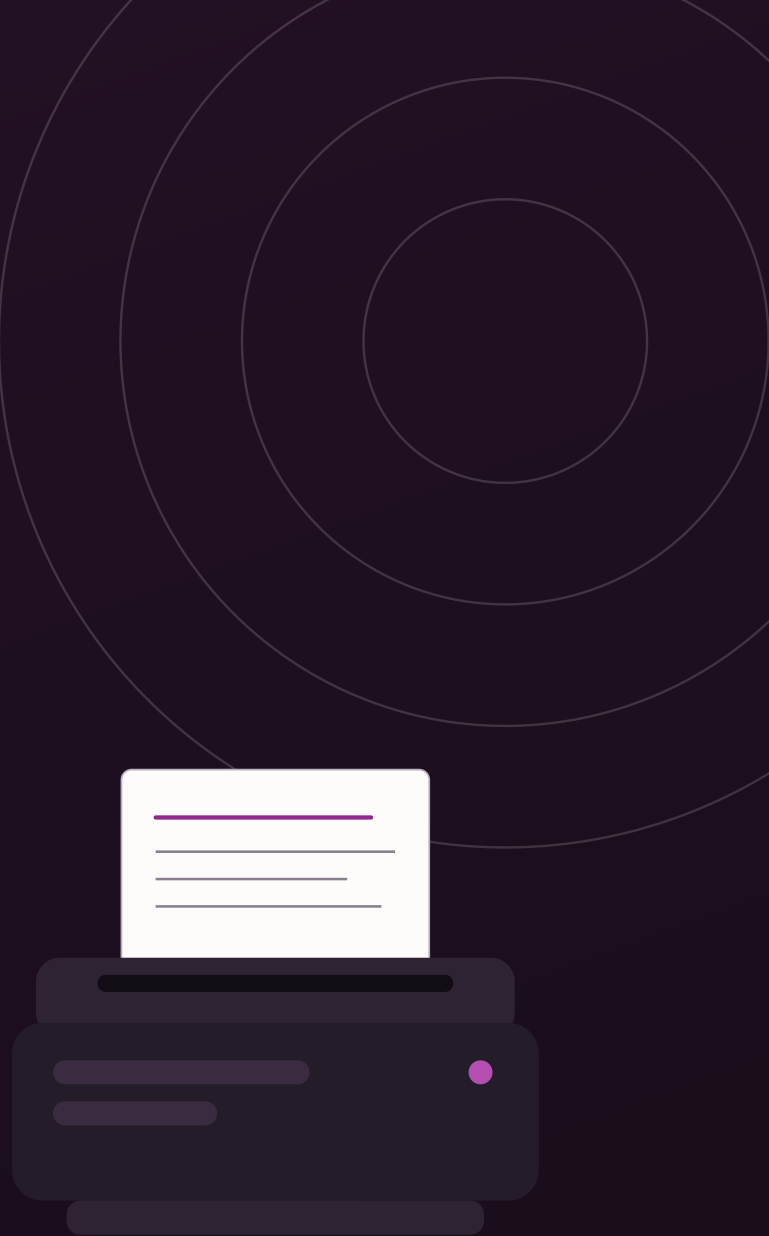




MONOCHROME LASER PRINTER

NP2900

User Guide

Read this guide before you use the printer for the first time, and keep it for future reference. The latest electronic version is always available at mtcprinter.com.

BEFORE YOU BEGIN

About this guide

This guide covers setting up, everyday use, maintenance and troubleshooting for the **MTC NP2900** monochrome laser printer. If you have the **NP2900W** (with WiFi), everything here also applies when you print over a USB cable; WiFi setup and printing from a phone are covered in the separate NP2900W guide.

Documents for your printer

DOCUMENT	WHAT IT COVERS	WHERE TO FIND IT
Quick start guide	Unpacking, installing the toner cartridge, loading paper, printing your first page	Bilingual booklet in the printer box · mtcprinter.com
User guide (this document)	All operations, maintenance, troubleshooting and specifications	mtcprinter.com → Products → NP2900 → User guides
NP2900 product page	Drivers, the update app, frequently asked questions, latest notices	mtcprinter.com/en/products/np2900

Symbols used in this guide

WARNING

Ignoring this may cause injury, electric shock or fire. Always follow these instructions.

IMPORTANT

Ignoring this may damage the printer or the toner cartridge, or lower print quality.

NOTE

Extra information that makes the printer easier to use.

The Paper key is the only key on the printer. Text in square brackets, such as **[Page Size]**, is the name of a setting in the printer driver on your computer, written exactly as it appears on screen.

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CHAPTER 1

Safety

A laser printer uses high voltage and has hot parts and a laser inside. Following the rules below keeps the printer safe to use for many years.

Where to place the printer

WARNING

- Do not place the printer near alcohol, paint, solvents or anything flammable. Do not put liquids on the printer.
- Do not block the ventilation slots at the rear. Keep at least 10 cm between the printer and walls or other objects.
- Do not place the printer where it is damp, dusty, in direct sunlight, or near a heat source such as a stove or heater.

IMPORTANT

- Place the printer on a sturdy, level surface with enough room to open the paper trays and the top cover. With the toner cartridge installed the printer weighs about 6 kg.
- Operating temperature 10–32 °C, humidity 20–80%. When you move the printer from a cold place to a warm one, wait at least one hour before turning it on so that no condensation forms inside.
- Keep the printer away from equipment with strong magnetic fields, such as large speakers or welding machines.

Power

WARNING

- Use only the power cord supplied with the printer, plugged into a grounded 220–240 V outlet. Check the voltage on the rating label at the rear of the printer.
- Do not scratch, sharply bend, knot or place heavy objects on the power cord. A damaged cord can cause fire or electric shock.
- Do not plug in or unplug the cord with wet hands. Push the plug all the way into the outlet.
- Avoid extension cords. If you must use one, do not chain several together, do not share it with other high-power devices, and check that it does not get hot.
- During a thunderstorm, turn off the printer and unplug it.

While using the printer

WARNING

- Do not remove covers, screws or any parts other than those described in this guide. There are high-voltage parts and a laser inside.
- If the printer makes unusual noises, gives off smoke or a burning smell, or gets unusually hot: turn it off at once, unplug it and contact your dealer.
- Do not let metal objects such as paper clips or staples fall into the printer. Do not wear necklaces or bracelets when working inside the printer.
- The area around the output tray and the fixing unit inside get very hot during and right after printing. Do not touch them.

IMPORTANT

- Do not turn off or unplug the printer while it is printing or running its start-up check.
- After turning the printer off, wait at least 10 seconds before turning it on again.
- Do not pull paper out of the tray or the printer while it is printing.

Toner cartridge

WARNING

- Never put a used toner cartridge into a fire. The remaining toner can ignite.
- If toner gets on your hands or clothes, wash it off immediately with cold water. Hot water sets the toner and it will not come out.
- If toner gets into your eyes or mouth, rinse immediately with cold water and see a doctor.
- Keep toner cartridges out of the reach of children.

IMPORTANT

- Do not touch the photosensitive drum (the green surface inside the cartridge) or the electrical contacts. Keep the cartridge out of sunlight and strong light.
- Use only toner cartridges made for the NP2900. The cartridge is refillable; with the right toner, refilled correctly, the printer prints normally.

Maintenance and transport

IMPORTANT

- Before cleaning, turn off the printer and unplug it. Wipe only with a soft, slightly damp cloth; do not use alcohol, benzene or detergents.
- Before moving the printer, turn it off, unplug the power cord and USB cable, remove the toner cartridge and put it in its bag, and close the paper trays. Lift the printer with both hands at the sides.

CHAPTER 2

Getting to know the printer

Main features

Sharp, durable laser printing. A simple monochrome laser engine with few moving parts: 12 pages per minute on A4, 2400×600 dpi output, first page in about 10 seconds.

Handles many kinds of paper. The multi-purpose tray holds 150 sheets and takes plain paper, heavy paper, labels, envelopes, cards and custom sizes. A manual feed slot takes single special sheets.

Low running cost. Refillable toner cartridge with no toner lock. Parts are easy to find.

Updates itself. The printer's controller is designed by MTC. Connect the printer to the **MTC NP2900 Update** app on Windows and it gets the latest printer software in one click. The printer checks every update file and rejects any wrong file, so an update cannot damage it.

Just one key. The Paper key does everything: resumes printing after paper runs out, prints a test page or runs a self-check, and starts update mode.

Parts and what they do

Front

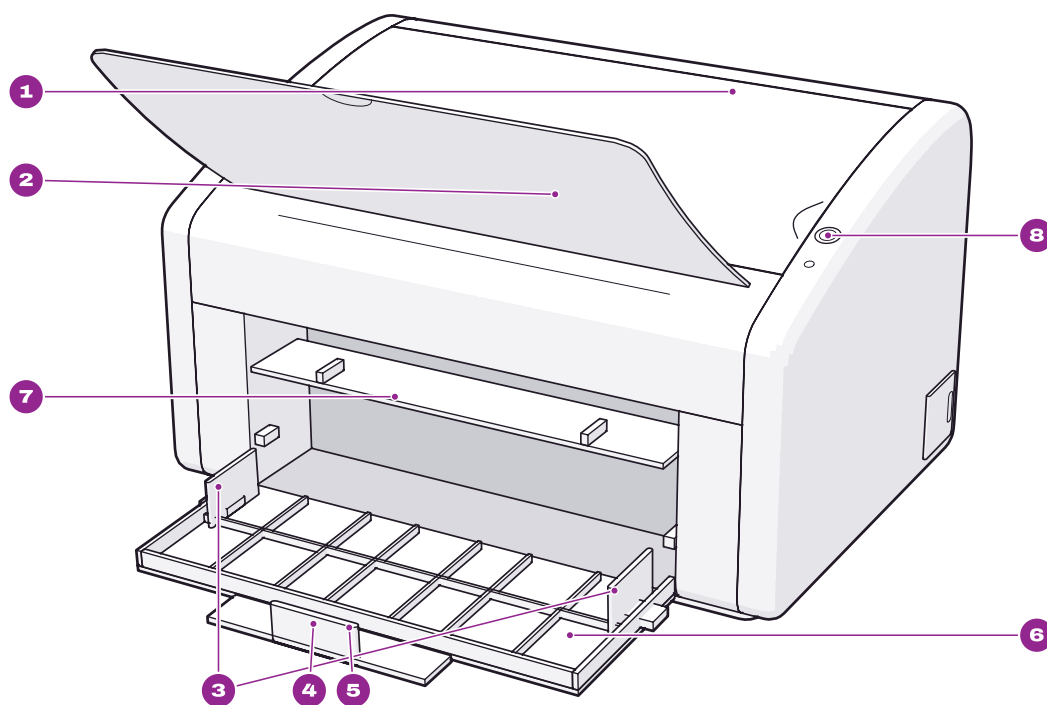


Figure 2-1 • Front view with the multi-purpose tray and the output tray open

- 1 Top cover.** The whole top of the printer, hinged at the rear. Open it to replace the toner cartridge or clear paper jams: hold the groove on the right side of the cover and lift until it stops.
- 2 Output tray.** A flat cover on top of the printer that flips up and forward for printing. Printed pages rest against it face down, up to about 100 sheets. See section 3.5.
- 3 Paper guides.** Slide them against the edges of the paper so it feeds straight.
- 4 Small paper guide.** Attach it to the rear paper guide when you use small paper.
- 5 Rear paper guide.** Pull it out when loading paper to support the back edge of the stack.
- 6 Multi-purpose tray.** The front of the printer folds down into a tray that holds up to 150 sheets of 64 g/m² plain paper.
- 7 Manual feed slot.** A narrow slot above the multi-purpose tray for feeding one sheet at a time.
- 8 Indicators and Paper key.** On top of the printer, next to the right edge, at the front. See section 2.3.

Rear

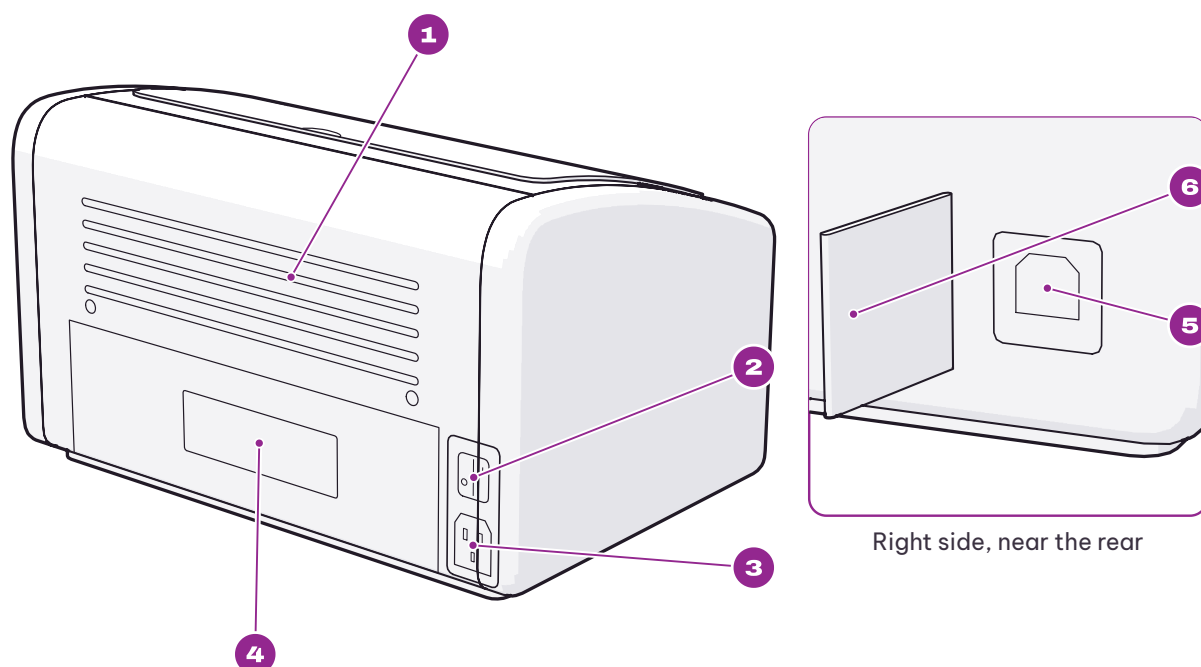


Figure 2-2 • Rear (power switch and socket at the left end, seen from the front) and right side (USB port)

- 1 Ventilation slots.** Cool the inside of the printer. Do not block them.
- 2 Power switch.** At the rear, in a recess at the left end (seen from the front), above the power socket. Press the I side to turn on, the O side to turn off.
- 3 Power socket.** Connect the supplied power cord here.
- 4 Rating label.** Voltage, current and the printer's **serial number**. Do not remove it; it is needed for warranty service.
- 5 USB port.** On the right side near the rear, behind a cover. Connect your computer with a USB cable (type A to B).
- 6 USB port cover.** Flip it open to connect or disconnect the cable.

Inside

The top cover opens toward the rear. Inside, the **toner cartridge** lies across the printer in two guides, one on each side. When you install it, the tabs on both ends of the cartridge must slide into these guides. Below the cartridge is the **transfer roller** (a black rubber roller) that transfers toner onto the paper: never touch it, as skin oil causes streaks on prints.

Indicators and the Paper key

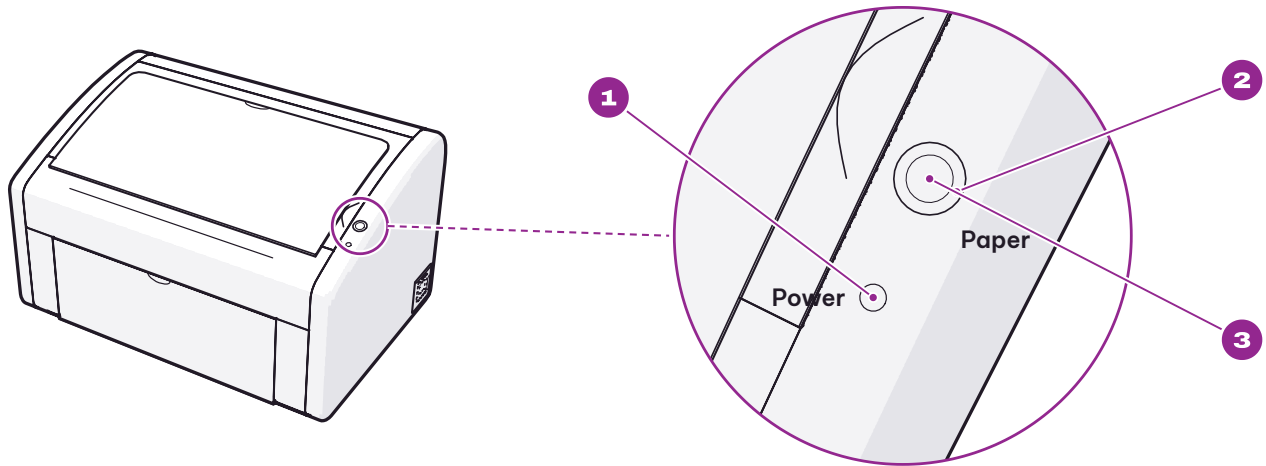


Figure 2-3 • Power indicator, Paper indicator and Paper key: on top of the printer, next to the right edge, at the front

PART	STATE	MEANING AND WHAT TO DO
1 • Power indicator (blue)	On steadily	The printer is on. It stays the same while the printer is idle, warming up or printing.
	Off	The printer is off or has no power. Check the power switch and the power cord.
2 • Paper indicator (red)	On for about 2 seconds right after power-on	The printer checks its lights. This is normal.
	Blinking evenly, once a second	Out of paper, or the paper does not feed. Load paper, adjust the paper guides, then press the Paper key to resume printing.
	Blinking in repeated groups	The printer checked itself and found a problem. Count the blinks in each group and see the code table below.
3 • Paper key	Press once while the Paper indicator blinks evenly	Resume the page that stopped, after loading paper. At other times a press does nothing.
	Hold for about 3 seconds (no print jobs waiting on the computer)	If the printer is fine: prints a test page . If it has a problem or the tray is empty: runs a self-check and shows a code with the Paper indicator.
	Hold while turning the power on	Start update mode : the printer appears as a USB drive on the computer. See chapter 5.

NOTE

A paper jam, an open top cover or a missing toner cartridge **does not light the Paper indicator**. The printer stops and the computer shows a message in the printer status window. See section 7.1.

Self-check codes

BLINKS PER GROUP	THE PRINTER FOUND	WHAT TO DO
1	Paper does not reach the printer	Load paper, slide the guides against it and try again.
2	Paper left in the paper path	Open the top cover, remove the toner cartridge and take out the paper or any torn pieces (7.1).
3	Paper cannot reach the output tray	Check for paper stuck at the top, near the output tray (7.1).
4	Toner cartridge not seated	Reinstall the cartridge with both tabs in the guides (6.1).
5	Top cover not fully closed	Close the top cover firmly.
6	A fault in the print engine	Turn the printer off, wait 10 seconds and turn it on again. If it repeats, contact your dealer.

Groups are about 1 second apart and repeat 10 times. After fixing the problem, hold the Paper key for 3 seconds to check again.

Power, computer connection, turning on and off

Connecting the power cord

- 1 Make sure the power switch (at the rear, left end) is set to off 0.
- 2 Push the power cord firmly into the power socket at the rear of the printer.
- 3 Plug the other end into a grounded 220–240 V outlet.

Connecting a computer

Use a USB cable, type A to B, no longer than 3 m. Open the USB port cover on the right side of the printer near the rear, plug the square end (B) into the printer and the flat end (A) into the computer. Connect directly to a port on the computer; a USB hub may be unreliable.

NOTE

It is easiest to install the driver before you connect the cable for the first time: the installer tells you when to connect the printer. See chapter 4.

Turning on

Press the power switch at the rear of the printer to I. The Power indicator lights blue, the Paper indicator lights red for about 2 seconds and goes out, and the printer checks itself for a few

seconds and is then ready. The first time you turn it on after setup, it may feed out a blank sheet; this is normal.

Turning off

Wait until printing has finished, then set the switch to 0. Any print data still in the printer's memory is lost when it is turned off. Wait at least 10 seconds before turning it on again. Do not turn it off while it is printing or running its start-up check.

CHAPTER 3

Paper and loading paper

Paper you can use

Paper sizes

PAPER SIZE	DIMENSIONS	MULTI-PURPOSE TRAY	MANUAL FEED SLOT
A4	210 × 297 mm	Yes	Yes
A5	148 × 210 mm	Yes	Yes
B5	182 × 257 mm	Yes	Yes
Letter	216 × 279 mm	Yes	Yes
Legal	216 × 356 mm	Yes	Yes
Executive	184 × 267 mm	Yes	Yes
Envelope DL / C5 / COM10 / Monarch	110×220 / 162×229 / 105×241 / 98×191 mm	One at a time	Yes
Index card	76 × 127 mm	No	Yes
Custom size	Width 76.2–215.9 mm · Length 127–355.6 mm	Yes	Yes

Paper types and capacity

PAPER TYPE	WEIGHT	DRIVER SETTING	MULTI-PURPOSE TRAY	MANUAL FEED SLOT	OUTPUT TRAY
Plain paper	64–90 g/m ²	[Plain Paper]	≈150 sheets (64 g)	1 sheet	≈100 sheets
Heavy paper	91–163 g/m ²	[Heavy Paper]	≈60 sheets (128 g)	1 sheet	≈30 sheets
Labels	–	[Plain Paper]	≈50 sheets	1 sheet	≈10 sheets
Transparencies for laser printers	–	[Transparency]	≈100 sheets	1 sheet	≈10 sheets
Envelopes	–	chosen by size	1 envelope	1 envelope	≈10 envelopes
Index cards	–	chosen by size	–	1 card	≈10 cards

NOTE

If heavy paper curls a lot after printing, choose **[Plain Paper L]**. If toner does not stick well to heavy paper, choose **[Heavy Paper H]**. Setting names may differ slightly between driver versions.

Printable area

The printer cannot print right up to the edge of the paper. When laying out a page, leave margins of at least **4 mm** at the top, **6 mm** at the bottom and **5 mm** on each side. For envelopes and cards, leave **10 mm** on all four edges.

Paper you should not use

- Damp, wrinkled, torn, curled or folded paper.
- Paper that is too thin (under 64 g/m²) or too heavy (over 163 g/m²).
- Paper with staples, clips, tape, glue or pins.
- Paper already printed on by an inkjet printer or copier, or printed on one side by another laser printer.
- Carbon paper, glossy coated paper, thermal paper or textured fabric paper.
- Transparencies and labels not marked for laser printers (the plastic can melt in the fixing unit).
- Envelopes with plastic windows or metal clasps, or self-seal envelopes with exposed adhesive.

Storing paper

Keep paper in its wrapping, lying flat, in a dry place away from sunlight and large temperature changes. Open the pack only when you need it. For printed pages: keep them dry, away from solvents, and do not stack heavy objects on fresh prints, as toner can transfer to other sheets.

Loading paper in the multi-purpose tray

Always load paper in portrait orientation (short edge first).

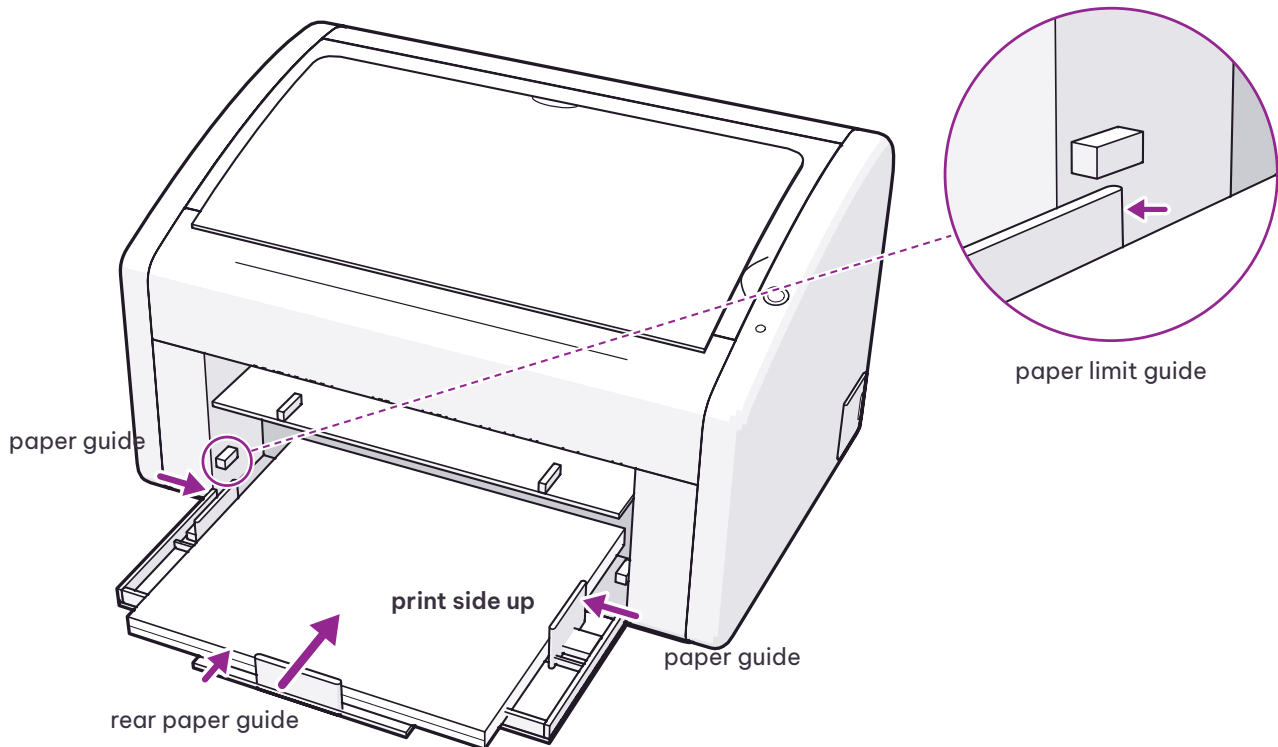


Figure 3-1 • The paper goes under the paper limit guides on both sides of the opening; slide the paper guides against the edges of the paper

- 1** Fold down the multi-purpose tray. Pull out the rear paper guide. Slide the two paper guides slightly wider than the paper.
- 2** Tap the stack on a flat surface to even the edges. For labels and transparencies, fan the stack a few times and tap it again to separate the sheets; otherwise several sheets feed at once and jam.
- 3** Place the paper **print side up** and push it in gently until it stops. The stack must fit under the paper limit guides on both sides; if it touches them, remove some paper.
- 4** Slide the paper guides against the edges of the paper without squeezing it. Slide the rear paper guide against the back edge of the stack.
- 5** If you loaded paper after the printer reported it was out of paper, press the Paper key to resume printing.

IMPORTANT

- Paper guides that are not against the paper are the most common cause of paper jams and skewed printing.
- Do not add paper while the printer is printing. To top up, take out the remaining paper, stack it with the new paper, even the edges and load it again.
- Do not mix paper sizes or paper types in one stack.

Feeding single sheets by hand

The manual feed slot sits in front of the multi-purpose tray. Use it for a single special sheet (an envelope, card, heavy paper or letterhead) without taking the plain paper out of the tray.

- 1** In the print dialog on your computer, choose **[Manual Feed Tray]** as the paper source and select the paper size.
- 2** Slide the paper guides slightly wider than the sheet, place the sheet print side up, short edge first, and push it in gently until it stops.
- 3** Slide the paper guides against the edges of the sheet. Send the print job; if the printer waits, press the Paper key.

NOTE

The manual feed slot takes only one sheet. For a job with several copies or pages, the printer takes the second and later sheets from the multi-purpose tray, whatever their size or type.

Envelopes, heavy paper, labels and custom sizes

Envelopes

- Flatten the envelopes, press out the air and crease the folded edges firmly. Do not use curled envelopes or envelopes with exposed adhesive.
- Place the envelope with the side to print facing up, the flap on the left, short edge first. Load one envelope at a time, in the multi-purpose tray or the manual feed slot.
- Select the correct envelope size in the driver; the printer switches to a suitable fixing mode automatically.
- Printed envelopes may be slightly wrinkled at the edges; this is normal for laser printing.

Heavy paper and labels

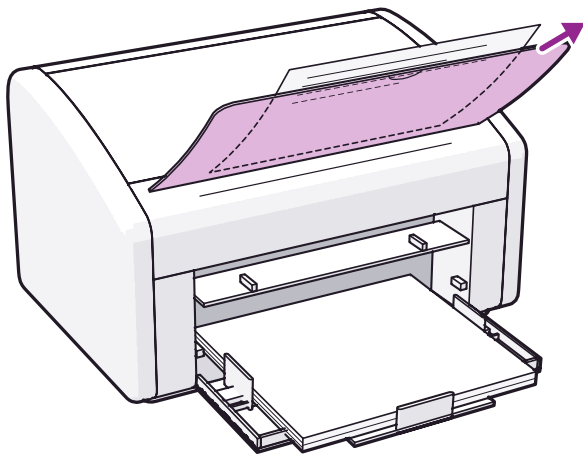
- Heavy paper 91–163 g/m²: choose **[Heavy Paper]**. The multi-purpose tray holds about 60 sheets.
- Labels: use only labels made for laser printers, on complete sheets with no peeling corners. Choose **[Plain Paper]**. Do not reprint a label sheet from which labels have been removed.

Custom sizes

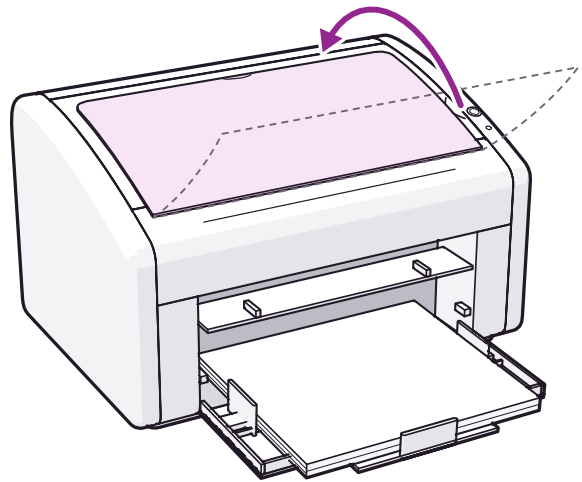
First register the paper size in the driver ([**Custom Paper Size**] in the page setup), width 76.2–215.9 mm, length 127–355.6 mm. For paper smaller than A5, attach the small paper guide to the rear paper guide to hold the edge of the paper.

Output tray

Printed pages come out on top of the printer, **face down**, and rest against the output tray. The tray holds about 100 sheets of plain paper.



Open the output tray to print



Close it when not in use

Figure 3-2 • Flip the output tray up and forward before printing; fold it back when not in use to keep dust out of the printer

- Take printed pages out before the tray is full, especially when printing many pages in a row.
- Do not put objects on the output tray and do not lean on it while it is open.
- The paper exit below the tray has a roller that pushes the paper out and gets hot during printing. Keep fingers, loose sleeves and straps away from it, even while the printer is idle.

CHAPTER 4

Installing and printing

Installing the driver on Windows

Your computer needs Windows 10 or 11 (64-bit or 32-bit). The driver also runs on Windows 7, 8 and XP. The driver is on the CD supplied with the printer and at mtcprinter.com; the version on the website is always the latest.

- 1 Go to **mtcprinter.com** → **Products** → **NP2900** → **Drivers & updates**. The page detects your operating system; pick the 64-bit or 32-bit version and click Download.
- 2 Run the downloaded file and follow the steps on screen. When the installer asks, connect the USB cable to the printer, which should be turned on.
- 3 When installation is complete, the printer appears in **Settings** → **Bluetooth & devices** → **Printers & scanners**. Set it as the default printer if you like.
- 4 To check: open any document, click Print and choose the printer you just installed.

NOTE

Not sure whether your computer is 64-bit or 32-bit? Open **Settings** → **System** → **About** and look at "System type". Most computers today are 64-bit.

Installing the driver on macOS and Linux

macOS: download the installer from the product page, unzip it and run the .pkg file. If macOS says it cannot open the file because the developer cannot be verified, open **System Settings** → **Privacy & Security** and click **Open Anyway**. On a Mac with Apple silicon, click Install if you are asked to install Rosetta. After installing, add the printer in **System Settings** → **Printers & Scanners**.

Linux: download the Linux package from the product page; installation instructions are inside the archive.

Printing from an application

- 1 Open the document and choose **File** → **Print** (or press Ctrl+P).
- 2 Select the printer you installed. Click **Preferences** or **Properties** if you need to change the paper size, paper type or number of copies.
- 3 Click **Print**. The first page comes out in about 10 seconds.

Common settings

TO	DRIVER SETTING
Change the paper size or type	[Page Setup] tab: [Page Size], [Output Size]. [Paper Source] tab: [Paper Type], [Paper Source].
Print several pages on one sheet	[Page Layout] : 2, 4, 6, 8, 9 or 16 pages per sheet. Saves paper on drafts.
Enlarge or reduce	Choose an [Output Size] different from [Page Size] and the printer calculates the scale, or turn on [Manual Scaling] and enter a percentage.
Print a large poster	[Poster Printing] : one page is split across 4, 9 or 16 sheets to put together.
Print darker or lighter	[Quality] tab → [Details] → [Toner Density] .
Save toner on drafts	[Quality] tab → [Details] → [Use Toner Save] . Prints are lighter and use less toner.
Save settings you use often	[Profile] tab: add a profile with an easy name and select it next time in one click.

Cancelling, pausing and resuming printing

While printing, a **printer status window** appears in the corner of the screen with **Pause**, **Resume** and **Cancel** buttons. It also reports when paper runs out, paper jams or the cover is open. You can open it at any time from the printer icon in the system tray.

NOTE

When you cancel a job with many pages, the printer finishes the page already inside it and then stops. Do not turn off the printer to cancel a job; use the Cancel button.

Printing a test page without a computer

While the printer is ready and no print jobs are waiting on the computer, **hold the Paper key for about 3 seconds**. The printer prints a test page showing the software version, serial number and page count, with blocks for checking density and sharpness. Use it to check the printer and toner cartridge before you look for a problem with the computer or cable. If the printer has a problem or the tray is empty, it runs a self-check instead and shows a code with the Paper indicator (2.3).

CHAPTER 5

Updating the printer software

The NP2900 runs printer software developed by MTC, and it keeps improving: fixes, more reliable printing and new features. Updates are free for the life of the printer. You do not need any technical knowledge, and an update cannot damage the printer: it checks every file, rejects any wrong or damaged file, and if the power fails midway it keeps running the previous version.

Method 1 - MTC NP2900 Update app (recommended)

- 1 Download the app from **mtcprinter.com** → **Downloads**. Windows 10/11, free, installs in a minute, no administrator rights needed.
- 2 Open the app. Turn off the printer, then **hold the Paper key while you switch the power on**, keep holding for 2 more seconds and release. The printer enters update mode and appears as a USB drive on the computer.
- 3 The app recognises the printer and shows the current version and the latest version. Click **Update**.
- 4 Wait for the progress bar to finish. The printer restarts and is ready to print. Done.

NOTE

- The app runs in the background and updates itself. When you connect the printer in update mode and a new version is available, the app lets you know.
- The app recognises both the NP2900 and the NP2900W and offers the right version for each.

Method 2 - Copying the file yourself

Use this when you cannot install the app, or when updating from a Mac or Linux computer.

- 1 Download the printer software file from **mtcprinter.com** → **Products** → **NP2900** → **Drivers & updates** → **Printer software**.
- 2 Turn off the printer. Hold the Paper key, switch the power on, keep holding for 2 more seconds and release. The printer appears as a USB drive on the computer.
- 3 Copy the downloaded file to that drive (drag and drop is fine). Do not copy any other files.
- 4 Let the printer do the rest: about 3 seconds after copying, the USB drive disappears, the green light flickers, then blinks slowly 3 times and the printer restarts. The update is done. During this time, and for at least 10 seconds after the restart, **do not unplug the cable or turn off the printer**.

IMPORTANT

If the file is not right for this printer, is damaged or is older than the version installed, the printer rejects it: the Paper indicator blinks red 3 times, the USB drive comes back and the old version keeps running. Download the correct file and copy it again. If the red light blinks fast without stopping, turn the printer off and on normally and repeat from step 2. To leave update mode, turn the printer off and on without holding the key.

Checking the version you have

The MTC NP2900 Update app shows the version as soon as it recognises the printer. You can also open the USB drive in update mode: it contains a text file with the printer's serial number and version.

The latest version and what changed in each release are always listed under **Notices** on the product page.

CHAPTER 6

Maintenance

Replacing the toner cartridge

When to replace it

The toner cartridge is a consumable that prints about 2,000 A4 pages at 5% coverage. When toner runs low, prints show **white streaks down the page** or text that is **faint and patchy**. Before replacing it, try this to keep printing for a while longer:

- 1 Open the top cover: hold the groove on the right side of the cover and lift until it stops.
- 2 Lift the toner cartridge and pull it out. Do not touch the drum underneath the cartridge.
- 3 Hold the cartridge level and **rock it gently from side to side 5–6 times** to spread the toner evenly.
- 4 Put it back in the guides and close the cover. Print a test page.

WARNING

Do not touch the high-voltage contacts inside the top cover. If toner gets on your hands or clothes, wash it off immediately with cold water.

Installing a new toner cartridge

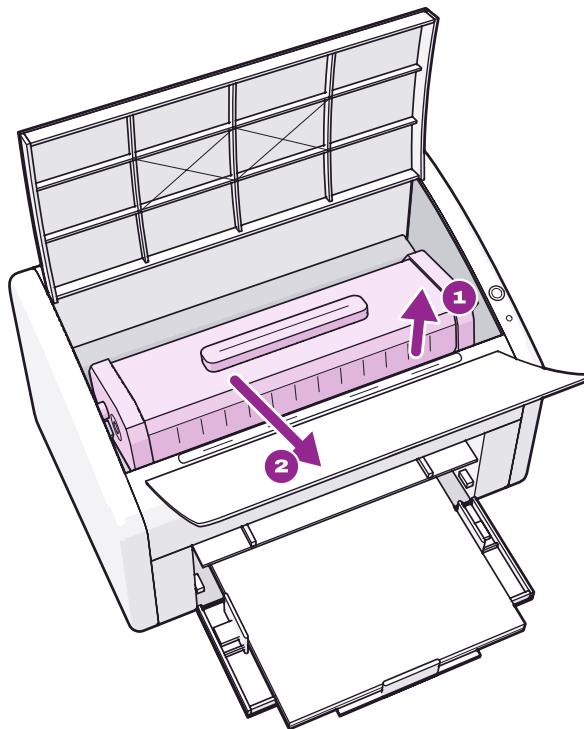


Figure 6-1 • The top cover opens toward the rear; lift the toner cartridge (1), then pull it out toward the front (2). Install in reverse order, with the tabs on both ends sliding in the guides

- 1 Open the top cover. Lift the old cartridge and pull it out. Put the old cartridge in the protective bag of the new one to take it for refilling or recycling.
- 2 Take the new cartridge out of its protective bag. Keep the bag to wrap the cartridge if you need to remove it later.
- 3 Hold the cartridge level and rock it gently from side to side 5–6 times to spread the toner evenly. Shaking it hard can spill toner.
- 4 Place the cartridge on a flat surface, hold it with one hand and with the other **pull the sealing tape** (about 50 cm long) straight out, slowly, until it comes free. Do not pull at an angle or stop halfway: the tape may break or toner may spray out.
- 5 Hold the cartridge by its grip, the right way round, guide the tabs on both ends into the guides inside the printer and push gently until it is seated.
- 6 Close the top cover. Print a test page (hold the Paper key for 3 seconds) to check.

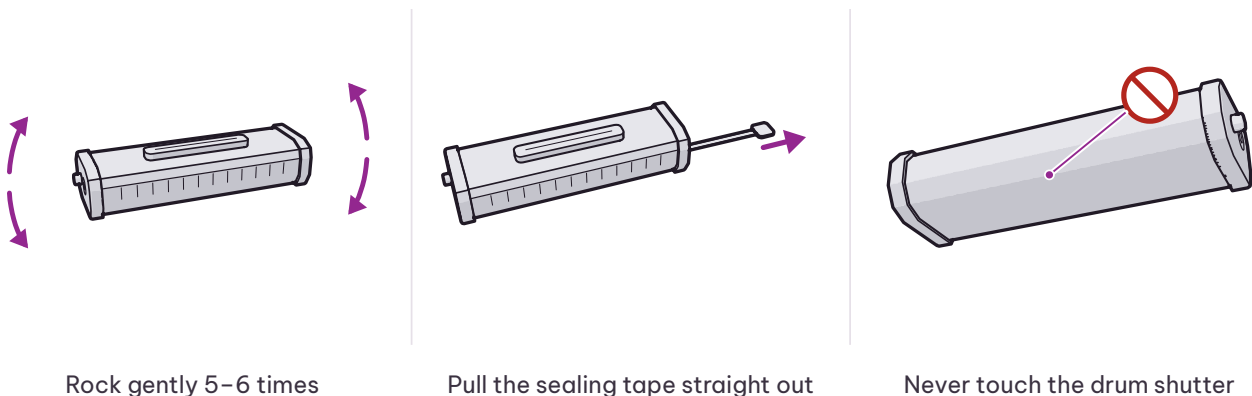


Figure 6-2 • Toner cartridge: rock gently to spread the toner, pull the sealing tape straight out, never touch the drum shutter

IMPORTANT

- Do not touch or open the drum shutter; do not leave the cartridge in sunlight or strong light for more than a few minutes.
- Do not touch the electrical contacts or sensors on the cartridge.
- The cartridge is refillable. Have it refilled at a reputable shop with the right toner for monochrome laser printers; after refilling, do step 3 to spread the toner evenly.

Storing toner cartridges

- Do not open the bag until you use the cartridge. When you take a cartridge out of the printer, wrap it right away in its old bag or a thick cloth.
- Keep it the same way up as when installed in the printer; do not stand it on end or turn it upside down.
- Store it in a cool, dry place at 0–35 °C, away from sunlight, chemical fumes, salt air and dust. Keep it away from magnetic devices.

Cleaning, moving and storing the printer

Cleaning the outside

Turn off the printer and unplug it. Wipe the casing with a soft cloth slightly dampened with clean water, then wipe it dry. Do not use alcohol, benzene or detergents; they discolour and crack the plastic. Do not let water get into the openings.

Stray toner spots on prints

Toner on the rollers inside can leave black spots on the front or back of printed pages. Load a few sheets of plain white A4 paper and print a few blank pages (an empty document); the spots gradually disappear. If they remain after 10 pages, contact your dealer to have the inside cleaned.

Moving the printer

- 1** Turn off the printer and unplug the power cord and the USB cable.
- 2** Open the top cover, remove the toner cartridge and put it in its protective bag. Close the cover.
- 3** Take the paper out of the tray and close the tray.
- 4** Lift the printer with both hands at the sides and keep it level. Do not hold it by the paper tray or the top cover.

Long-term storage

Remove the toner cartridge and wrap it, unplug the printer and cover it against dust. Store it somewhere dry at 0–35 °C. Before using it again, leave the printer at room temperature for at least one hour.

CHAPTER 7

Troubleshooting

SYMPTOM	SEE
Paper indicator blinking evenly	Out of paper: load paper and press the Paper key
Printing stops, the computer reports a paper jam or open cover	7.1
Paper indicator blinking in groups	Self-check code, section 2.3
The computer shows an error, cannot print, or cannot find the printer	7.2
Prints are faint, streaked, spotted, skewed or wrinkled	7.3
No indicators light up	7.2
An update did not succeed	Chapter 5, the Important box

Paper jams

WARNING

- The fixing unit inside and the area around the output tray are very hot. Wait a few minutes or work carefully, and do not touch the metal area behind the paper exit.
- Do not wear necklaces or bracelets when working inside the printer.
- Pull the paper out gently so that loose toner on the paper does not get into your eyes or nose.

IMPORTANT

- Even if you can see paper sticking out at the output tray on top, **do not yank it**. Always open the top cover and remove the toner cartridge first, then pull the paper out from inside.
- Pull the paper slowly and steadily, in the direction shown in the figure. Yanking tears the paper, and torn pieces left inside cause more jams. Unfixed toner on a jammed sheet can smudge the next print.
- Do not touch the transfer roller (the black rubber roller below the toner cartridge) or the paper feed roller.
- If the printer still reports an error after you removed the paper, open and close the top cover once.

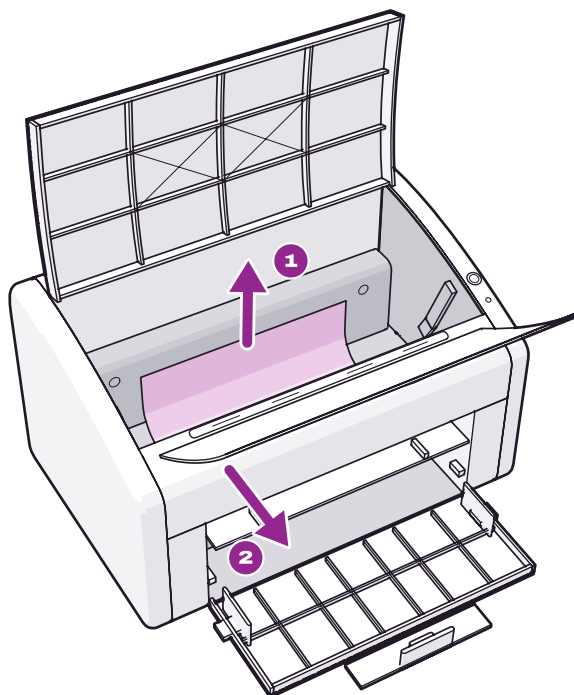


Figure 7-1 • Always open the top cover and remove the toner cartridge first. If you can see the paper inside, pull it up (1). If it is hard to pull, draw it out toward the multi-purpose tray or the manual feed slot (2)

- 1 Open the top cover (hold the groove on the right side of the cover and lift until it stops). Lift the toner cartridge and pull it out. Wrap it in its bag or a thick cloth and keep it somewhere dark.
- 2 Pull out the rear paper guide and take all the paper out of the multi-purpose tray. If the jammed sheet is in the tray, do not pull it yet; go on to the next step.
- 3 **If you can see the leading edge of the sheet inside the printer:** hold both sides and pull it gently **upward**, out through the top cover. If it is hard to pull, draw the sheet out **toward the multi-purpose tray** or the manual feed slot.
- 4 **If you can only see the trailing edge of the sheet inside:** hold both sides, push the paper **down** along the paper path it came in by, then pull it out toward the tray.
- 5 Check that no torn pieces are left inside. Put the toner cartridge back in its guides and close the top cover.
- 6 Even the edges of the paper stack, slide the paper guides against it and load it again. The printer finishes the page it was printing; if it does not, press the Paper key.

If paper keeps jamming

- The paper guides are not against the paper, or the stack is above the limit guides.
- The paper is damp, curled, already printed on one side, or outside the 64–163 g/m² range.
- Sheets stick together: fan the stack before loading, especially labels and transparencies.
- Torn pieces from an earlier jam are still inside.

- The paper feed roller is dirty or worn: contact your dealer.

The printer does not print or the computer cannot find it

SYMPTOM	CHECK
The Power indicator does not light	Is the power cord firmly connected at both ends? Does the outlet have power (try another device)? Is the switch set to I?
The computer does not list the printer	Is the driver installed (chapter 4)? Connect the USB cable directly to the computer, not through a hub. Try another cable or port. Turn on the printer before opening the document.
You click Print but nothing happens	Is the printer you installed selected? Does the status window report no paper, a paper jam or an open cover? Cancel any stuck jobs in the print queue and print again.
The test page prints from the key but nothing prints from the computer	The printer is fine; the problem is the cable, the USB port or the driver. Reconnect the cable, restart the computer, reinstall the driver.
Printing is very slow or pauses between pages	The printer slows down during long print runs to avoid overheating; this is normal. A slow computer or heavy image files also slow printing.
Nothing happens when you print and no light shows a problem	Open the printer status window on the computer to see the message. Turn off the printer, wait 10 seconds and turn it on again. If it happens again, note what you see and contact your dealer.

Print quality

SYMPTOM	COMMON CAUSE	WHAT TO DO
White streaks down the page, patchy text	Toner running low	Remove the cartridge, rock it gently 5–6 times and reinstall it. If that does not help, refill or replace the cartridge (6.1).
The whole page is faint	Toner save is on; toner density is set low; damp paper	Turn off [Use Toner Save] and move [Toner Density] toward Dark. Use dry paper.
The whole page is too dark, grey background	Toner density is set high; the cartridge was exposed to strong light for a long time	Lower the toner density. Leave the cartridge in the printer, in the dark, for a few hours and print again.
Black spots on the front or back	Toner on the rollers	Print a few blank pages on plain white paper (6.2).
Black streaks down the page	The drum is scratched or dirty	Replace the toner cartridge. Do not touch the drum when handling it.
Smudged text that rubs off easily	Heavy paper printed with a plain paper setting; damp paper	Choose the correct paper type in the driver, or try [Heavy Paper H]. Use dry paper.
Part of the page is not printed	Wrong scaling; content outside the printable area; paper loaded crooked	Turn off [Manual Scaling] or choose the correct size. Leave 4/6/5/5 mm margins. Adjust the paper guides.
Print is in the wrong position	Paper guides not against the paper; the size set in the driver differs from the paper loaded	Adjust the paper guides. Choose the correct paper size.
Paper curls a lot after printing	Thin or damp paper; fixing mode	Turn the stack over in the tray. Choose [Plain Paper L].
Wrinkled paper	Damp paper; paper guides too tight; unsuitable paper	Use fresh paper and loosen the paper guides. See the list of paper you should not use (3.1).

Warranty and support

Contact the dealer who sold you the printer and have the serial number ready (on the label at the rear of the printer, or in the MTC NP2900 Update app). The printer keeps a record of its use and updates in its memory, which a technician can read straight away for faster service.

Direct support: support@mtcprinter.com • Frequently asked questions and latest notices: mtcprinter.com/en/products/np2900.

CHAPTER 8

Appendix

Specifications

Type	Desktop monochrome laser printer, on-demand fixing
Print speed	12 pages per minute, A4, plain paper 64–90 g/m ² , continuous printing. The printer slows down depending on paper size, paper type and the number of pages printed in a row, to prevent overheating.
Resolution	2400 × 600 dpi
Warm-up	Ready within 10 seconds of turning on
First page out	About 10 seconds after receiving data (A4, 20 °C)
Multi-purpose tray	About 150 sheets of 64 g/m ² . A4, A5, B5, Letter, Legal, Executive, envelopes DL/C5/COM10/Monarch, custom sizes 76.2–215.9 × 127–355.6 mm
Manual feed slot	1 sheet. Same sizes as above, plus index cards 76.2 × 127 mm
Output tray	Face down, about 100 sheets of 64 g/m ²
Paper weight	Plain paper 64–90 g/m ² · Heavy paper 91–163 g/m ²
Printable area	Margins of at least 4 mm top, 6 mm bottom, 5 mm each side; envelopes and cards 10 mm on all edges
Interface	USB 2.0 Hi-Speed (USB 1.1 compatible)
Operating systems	Windows 10/11 (also 7, 8, XP), macOS, Linux
Printer software updates	MTC NP2900 Update app (Windows) or copying a file in USB update mode
Toner cartridge	About 2,000 A4 pages at 5% coverage, default density. Refillable.
Noise	Up to 48 dB(A) at the bystander position while printing; background level on standby
Operating environment	10–32.5 °C, humidity 20–80%, non-condensing
Storage environment	0–35 °C, humidity 10–80%, non-condensing
Power supply	220–240 V ±10%, 50/60 Hz
Power consumption	Printing about 259 W on average · Standby about 2 W · Maximum 726 W

Dimensions (W × D × H)	About 370 × 251 × 217 mm with trays closed
Weight	About 5.7 kg without the toner cartridge · cartridge about 0.7 kg

Specifications may change without notice as the product is improved. The latest version of this guide is always available at mtcprinter.com.

Printer dimensions

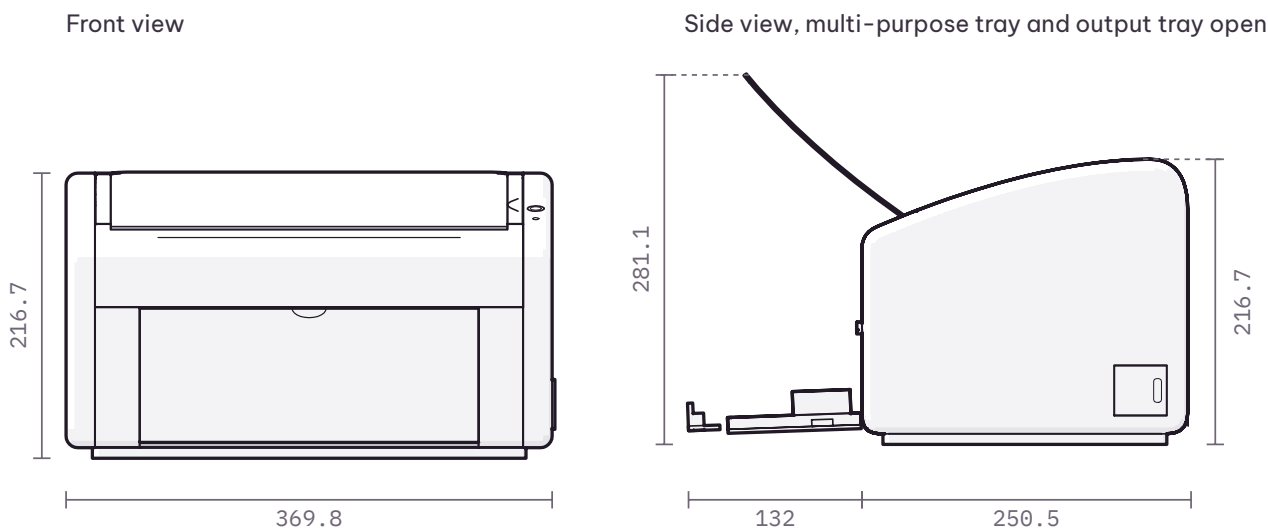


Figure 8-1 · Dimensions in mm: width 369.8 · depth 250.5 (plus 132 with the multi-purpose tray open) · height 216.7 (281.1 with the output tray open)

Serial number

The serial number is printed on the rating label at the rear of the printer and on the box. The MTC NP2900 Update app also shows it when the printer is in update mode. Do not remove the label: a technician needs this number for warranty service.

Legal information

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