

PMS2031dw

MONO LASER PRINTER

Product Setup & Installation Guide

Unpack • Set up • Install • Test

A practical guide for initial deployment and customer handover.

MODEL PMS2031dw

Printmark Technologies Pvt. Ltd. • Make in India

Welcome to Printmark

A practical guide for first-time setup, installation and initial operation.

About this guide

This customer-facing guide covers unpacking, initial preparation, toner and paper installation, computer/network setup, driver installation, test printing, troubleshooting and handover.

Before you begin

Read first

- Keep the printer upright during handling.
- Place it on a stable, level surface.
- Use a suitable grounded power outlet.
- Keep ventilation openings unobstructed.
- Complete active print jobs before installation or firmware work.

Keep away from

- Direct sunlight and excessive heat.
- Water, condensation and high humidity.
- Dusty or unstable surfaces.
- Objects blocking paper paths or ventilation.
- Unapproved accessories or modified consumables.

SAFETY NOTICE

Do not open, modify or repair internal electrical components yourself. For internal service, contact Printmark or an authorized service provider.

Installation flow

01	Unpack	Remove packaging and inspect the printer.
02	Prepare	Install toner, load paper and connect power.
03	Connect	Connect by the supported USB/network/wireless method.
04	Install	Install the Printmark printer driver.
05	Verify	Print a test page and confirm normal operation.

1. Package Contents & Unpacking

Confirm the supplied items and remove transportation protection before powering on.

Package contents

ITEM	QTY.	CHECK
Printmark PMS2031dw Printer	1	■
Toner Cartridge / Toner Assembly	1	■
Power Cable	1	■
USB Cable, if supplied	1	■
Quick Installation / Documentation	1	■
Other accessories, if applicable	As supplied	■

Unpacking procedure

1. Open the carton carefully and remove the top protective material.
2. Using both hands, remove the printer from the carton. Keep it upright.
3. Remove plastic wrapping, foam inserts and protective tapes.
4. Open the printer access area and remove any internal transportation protection.
5. Check the printer and supplied accessories for visible damage.
6. Retain the original packaging for future transport or service, where practical.

IF THE PRINTER IS DAMAGED

Do not power on a visibly damaged printer. Photograph the packaging and damage, retain all packing material, and contact the seller, Printmark or the authorized service provider.

Placement checklist

- Stable and level surface.
- Adequate clearance for ventilation and servicing.
- Easy access to the power outlet.
- No exposure to water, excessive heat or direct sunlight.
- Paper path and output area unobstructed.

2. Initial Printer Setup

Install the consumable, load media and complete the first power-on sequence.

Install the toner cartridge

1. Open the printer's toner/access cover.
2. Remove the toner cartridge from its protective packaging.
3. Remove the protective seal or tape, if provided.
4. Gently shake the cartridge horizontally several times to distribute toner evenly.
5. Align the cartridge with the internal guides and insert it firmly.
6. Close the access cover securely.

TONER HANDLING

Avoid touching the photosensitive drum surface, where exposed. Protect the cartridge from prolonged direct light and keep it away from children.

Load paper

1. Open the paper input tray.
2. Adjust the paper guides to the required paper size.
3. Load clean, flat paper without exceeding the tray's indicated capacity.
4. Ensure the paper stack is aligned and the guides lightly touch the paper.
5. Return the tray to its normal operating position.

Avoid

- Folded, curled, wet or damaged paper.
- Mixing unsupported media sizes or types.
- Overfilling the paper tray.
- Forcing paper into the tray.

Connect power & start up

1. Make sure the printer is OFF.
2. Connect the supplied power cable to the printer and a suitable grounded power outlet.
3. Switch the printer ON.
4. Allow the printer to complete initialization and reach its ready state.

IMPORTANT

Do not disconnect power while the printer is initializing. If the printer displays an error during startup, record the message before taking further action.

3. Computer & Network Installation

Choose the connection method supported by your PMS2031dw configuration.

USB installation

1. Switch on the PMS2031dw and confirm it is ready.
2. Start the Printmark PMS2031dw driver installation package.
3. Follow the installer instructions and select the USB connection method when prompted.
4. Connect the USB cable when instructed by the installer.
5. Select **Printmark PMS2031dw** and complete installation.
6. Print a test page.

Network / wireless installation

1. Connect or configure the printer using the supported network interface.
2. Configure required network parameters, where applicable.
3. Run the Printmark printer driver installation.
4. Select Network Printer or the applicable wireless option.
5. Allow the installer to discover the printer or enter its IP address, where supported.
6. Select **Printmark PMS2031dw** and complete installation.
7. Print a test page.

NETWORK NOTE

Exact network and wireless menus depend on the hardware/firmware configuration and software supplied with the printer. Use the current Printmark driver and on-screen installation utility for the applicable configuration.

Set as default printer

Windows

- Settings → Bluetooth & devices → Printers & scanners.
- Select Printmark PMS2031dw.
- Choose Set as default, where available.

macOS

- System Settings → Printers & Scanners.
- Select Printmark PMS2031dw.
- Set it as the default printer if required.

4. Driver Installation & Verification

Complete software installation and verify the end-to-end print path.

Driver installation

1. Obtain the current Printmark PMS2031dw printer driver from the official Printmark support/download location.
2. Run the driver installation package.
3. Accept the applicable installation terms.
4. Select the connection type: USB, network or wireless where supported.
5. Select **Printmark PMS2031dw**.
6. Complete installation and restart the computer if requested.

Print a test page

1. Open the printer settings on the computer.
2. Select Printmark PMS2031dw.
3. Open Printer Properties or the equivalent printer utility.
4. Select Print Test Page.
5. Check the output for correct paper feeding, legible text and absence of abnormal marks.

Installation acceptance checklist

CHECK	PASS
Printer powers ON and reaches ready state	■
Toner installed correctly	■
Paper loaded correctly	■
Computer detects printer	■
Correct PMS2031dw driver installed	■
Test page prints successfully	■
No abnormal noise / error indication	■

SUCCESS CRITERIA

The installation is complete when the PMS2031dw is powered and ready, the correct driver is installed, the selected connection is working, and a test page prints successfully.

5. Troubleshooting & Basic Care

Use these checks for common first-installation issues.

Quick troubleshooting

SYMPTOM	CHECK / ACTION
Printer does not power ON	Check power cable, outlet and printer power switch. Do not use a damaged cable.
Printer not detected	Check USB/network connection, printer status and correct driver. For network printing, verify the printer address/connectivity.
Paper does not feed	Check paper loading, guides, tray capacity and paper condition. Check for a paper jam.
Poor print quality	Check toner installation, paper type and print settings. If the issue persists, contact service.
Driver installation fails	Confirm the correct PMS2031dw driver is being used and that the operating system is supported.
Printer shows an error	Record the exact error indication/code and contact Printmark or an authorized service provider if it does not clear.

Basic care

- Keep the printer clean and free from excessive dust.
- Use media and consumables appropriate for the printer.
- Do not use excessive force when opening covers or removing paper.
- Keep the printer in the recommended operating environment.
- Use Printmark-approved consumables and service channels where applicable.

WHEN TO CONTACT SERVICE

Contact Printmark or an authorized service provider for repeated paper jams, persistent print defects, unusual noise, electrical issues, hardware damage, or errors that remain after normal checks.

Installation record

Customer / Department	_____
Location	_____
Printer Serial No.	_____
Installation Date	_____
Installed By	_____

6. Firmware, Support & Handover

Keep firmware and support records aligned with the installed printer.

Firmware update

Firmware updates should only be performed with an official Printmark package specifically intended for the PMS2031dw. The firmware package reviewed for this guide contains:

Firmware Package	PMS2031dw Firmware Ver. 230.307
Firmware Image	MSLSG.230.441.flr
Firmware / RIP Version	230.441
Firmware Date	13 May 2025

FIRMWARE SAFETY

Never switch off the printer, disconnect power, remove the connection cable, or close the firmware update utility while firmware is being written. Interruption may leave the printer in an unrecoverable state.

Customer handover

ITEM	DONE
Printer physically inspected and accepted	■
Consumable and paper setup demonstrated	■
Driver / connection setup completed	■
Test page shown to customer	■
Basic operation explained	■
Support / warranty information provided	■

Support information

Printmark Technologies Pvt. Ltd.

Product: Printmark PMS2031dw

For technical assistance, warranty support, driver/firmware assistance or service requests, contact Printmark Technical Support or an authorized Printmark service provider.

DOCUMENT NOTE

This guide is designed as a customer-facing setup document. Exact menus, interface names and connection options may vary by hardware configuration, firmware version and operating system. Always use the current Printmark driver and product-specific instructions supplied for the installed configuration.