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1 Overview

1.1 Introduction to Neo Printing

Neo Printing is a software specially designed for this series of Lenovo printers. As an improvement over using the conventional control panel on the printer, Neo Printing lets you control the printer from your computer or tablet for a seamless, integrated user experience.

1.2 Operating environments

"Neo Printing" is compatible with

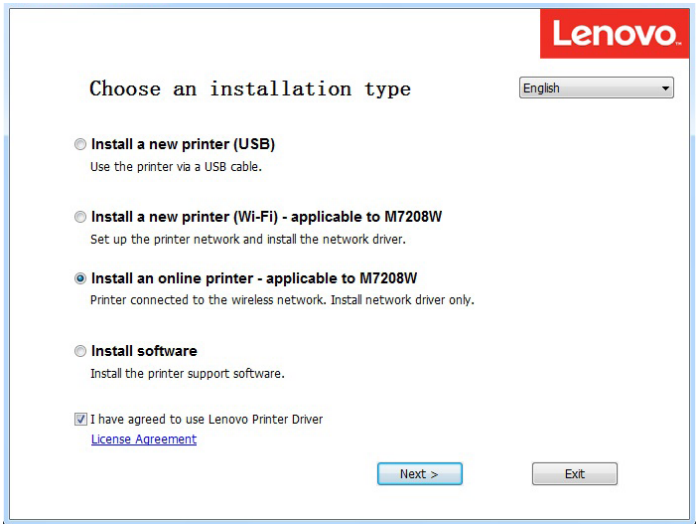
- 32-bit and 64-bit Windows XP/Vista/7/8/8.1/10, Windows Server 2003/2008, and 64-bit Windows Server 2008 R2/Server 2012/Server 2012 R2 operating systems
- Mac OS X 10.5 or later.

2 Windows version

2.1 Installation

Install the software on your computer in any of the following ways:

- Run the installation program in the CD ROM provided with the printer, and then select the appropriate installation option.



- Download and install the software from the Lenovo official website at: http://visitor.lenovo.com.cn/printer.

2.2 Starting the program

1. Click the

icon on the desktop to open Neo Printing. After the program starts, it displays the welcome screen below and begins searching for available printers in the background.

2. The program first searches for available printers and displays them as a list. Next, it checks if the first printer on the list is online. If so, a functions page specific to the printer's model is displayed. The first page is the Print page.

3. If no online printers are found, the program will prompt you to check for network errors before searching for available printers again.

2.3 Functions Page

Select and click a function icon (Print, Copy, Scan, Settings) from the top of the main page to display the page corresponding to the function selected.

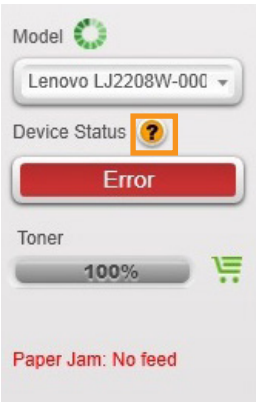
The Model dropdown list shows all printers in the system's "Devices and Printers" that are compatible with Neo Printing.

If a single-function printer (LJ2208/LJ2208W) is selected, the Print and Settings icons will display.

If an Multi-Function Laser Printer (M7208/M7208W) is selected, the full list of functions will display.

The Toner option shows the level of toner remaining in the printer. When the toner level falls to 30%, 20%, 10%, or 5% the shopping cart icon will flash as a reminder.

The Status page shows the current status of the printer, which can be Ready, Busy, Sleep, Error or Offline. The printer's status is described in words at the bottom of the window. When the printer encounters an error, these words will be in red. If a question mark appears next to "Device Status", click it and troubleshoot the error as instructed by the animation.



2.4 Print

2.4.1 Picture Print

Step 1: Click "Picture Print" on the Print page to enter the picture selection page.

Step 2: You can select a single or multiple images for printing from the picture selection page. The program supports the printing of images in TIFF, BMP, PNG and JPEG formats.

Step 3: After selecting the image(s), click OK to go to the Print page. On the Print page, set the printing parameters required, then click the "Print" button to start printing.

2.4.2 File Print

Step 1: Click "File Print" on the Print page to enter the file selection page.

Step 2: From the file selection page, select the file you want to print. If the Windows system does not support the printing of the selected file, the user will be notified.

Step 3: Click the "OK" button after selecting the file to go to the Print page. On the Print page, set the printing parameters required, then click the "Print" button to start printing. If the selected file cannot be previewed, the preview window will show "Unable to preview".

2.4.3 Credentials Print

On the Print page, click "Credentials Print" to print documents such as identity cards, Residence Booklet, Marriage Certificate, Passport, Property Ownership Certificate, Driving License, Diploma, Student ID Card, Birth Certificate, and Bank Card/Social Security Card. The selected pictures may be in BMP, PNG, TIFF and JPEG formats.

Credentials printing steps:

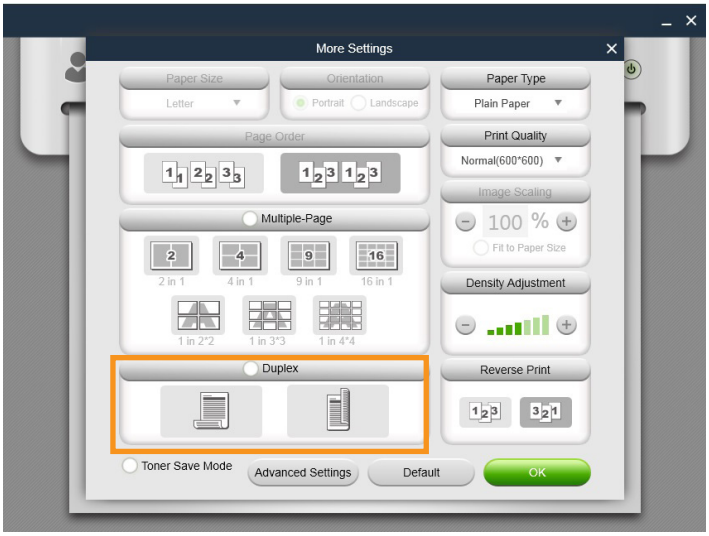
- ID card: Select Credentials Print → Select the type of credential → Select picture → Select print area on the picture → Click OK → Select picture → Select print area → Click OK → the pictures/photos are printed on an A4 paper → automatically directed to the Print page
- Other credentials: Select Credentials Print → Select the type of credential → Select picture → Select print area on the picture → Click OK → image is printed on an A4 paper → automatically directed to the Print page

2.4.4 Manual Duplex Printing

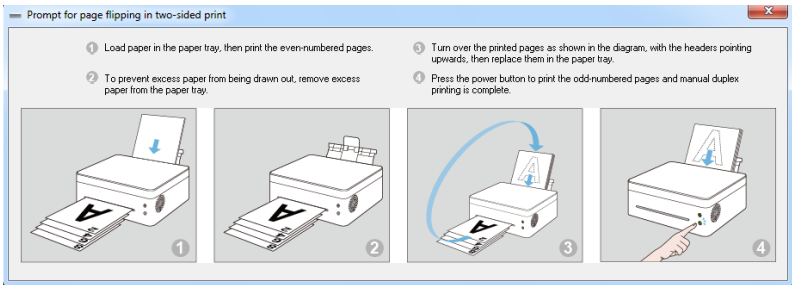
If you wish to print more than 2 pages, you can choose to use manual duplex printing.

Step 1: After selecting your print content, click the "More Settings" button on the Print page.

Step 2: In the More Settings page, check the "Duplex" option and select the type of duplex printing, then click "OK".



Step 3: On the Print page, click the "Print" button. The duplex printing window will display and the printer will begin printing the even-numbered pages;



Step 4: After the even-numbered pages are printed, remove all excess paper from the paper tray as instructed on screen, then turn over the printed pages. Press the Power button on the printer to print the odd-numbered pages.

Step 5: Manual duplex printing is complete.

2.5 Copy (Supported on M7208 and M7208W only)

2.5.1 Regular Copy

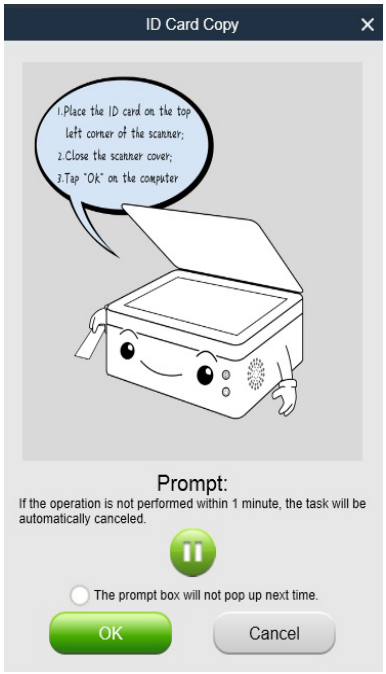
On the Copy page, set all the required parameters, and then click the "Copy" button.

2.5.2 ID Card Copy

To copy both the front and back of an ID card on the same page of A4 paper, do the following:

Step 1: On the Copy page, toggle the ID Card Copy switch to the right, then click the "ID Card Copy" button.

Step 2: Place the front of the ID card on the printer as instructed by the animation on the screen, and then click the "OK" button.

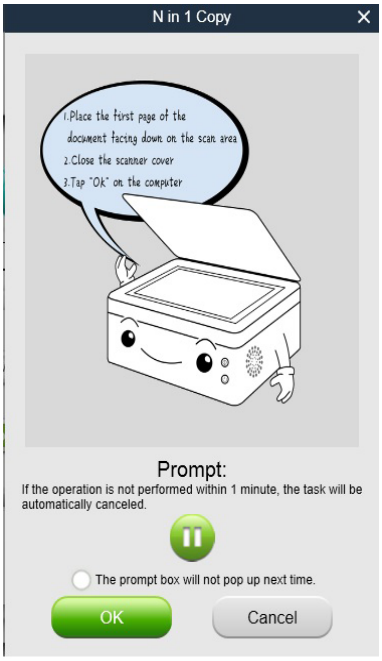


Step 3: After the front of the ID card is copied, 2 green LED lights on the printer will start flashing. Within 1 minute, replace the ID card with its back downwards in the original position, then press the Start button on the printer.
Step 4: ID Card Copy is complete.

2.5.3 N in 1 Copy

To copy multiple pages onto a single sheet of paper, do the following:
Step 1: On the Copy page, click the "More Settings" button. On the More Setting page, check the "N in 1 copy" option, and then click the "OK" button.

Step 2: Click the "File Print" button on Functions Page and place the first page of the original document on the printer as instructed by the animation on the screen, and then click the "OK" button.



Step 3: When the first page of the original document is copied, 2 green LED lights on the printer will start flashing. Within 1 minute, place the next page of the original document on the printer as instructed in the popup animation, and then press the Start button on the printer. Repeat the above steps until the document is printed.

Step 4: N in 1 copy is complete.

2.6 Scan (Supported on M7208 and M7208W only)

2.6.1 Scanning

Place the document to be scanned on the scanning area of the printer, and then do the following:

Step 1: After setting the scan parameters on the Scan page, click the "Scan" button.

Step 2: The scanning progress is shown on the screen.

Step 3: After scanning, you can check the scanned images on the Scan page.

Step 4: Double-click an image to browse, rotate or print it.

2.6.2 Settings

You can set the required scan parameters before scanning. Click the "More Settings" button, select the required scan options, and then click the "OK" button.

2.6.3 Saving

Click the "Save" button to save the selected scanned image(s). If a single picture is selected, the picture may be saved in JPG, TIF or PDF format; if multiple pictures are selected, the pictures may be saved in TIF or PDF formats. The pictures will be saved in the order indicated by the numbers on their top right hand corners.

2.6.4 Printing

Click the "Print" button to go to the Print page. If no image has been chosen, this button cannot be selected.

2.7 Settings

2.7.1 Setting Printer Wi-Fi (Supported on LJ2208W and M7208W only)

Select a wireless network from the list, enter the corresponding password, and then click "Connect" to configure the wireless settings for the printer.

Toggle the WLAN switch to turn on or turn off Wi-Fi. The printer must be restarted for any change in Wi-Fi status to take effect.

2.7.2 Setting Printer IP Address (Supported on LJ2208W and M7208W only)

You can choose to obtain the printer's IP address, or set a fixed IP address for the printer. To set a fixed IP address for the printer, consult your network administrator for assistance.

2.7.3 Setting Soft AP (Supported on LJ2208W and M7208W only)

Enter the Service Set Identifier (SSID) and password for the Soft AP network, then toggle the ON/OFF switch to turn on or off Soft AP. The printer must be restarted for any change in Soft AP status to take effect.

2.7.4 Power Save

Use this function to set the idle time after which the printer goes to sleep. The idle time can be between 1 minute to 30 minutes.

2.7.5 More Settings

Use this function to set specific parameters for the printer. Unless necessary, do not change the value for any of the options.

After clicking "Fuser Error Clear", turn off the printer and allow it to cool to room temperature before turning it on again.

2.7.6 Modify Password

Use this function to change the administrator's password. The administrator's password is mainly for identity authentication purpose.

If authentication fails, you will be informed that the password is wrong and be prompted for the right password. You may re-enter the password for an unlimited number of times. After successful authentication, you can change the parameters on the Wi-Fi, Soft AP, TCP/IP, Power Save, and More Settings pages. After administrator authentication, you will not be prompted for passwords in subsequent settings operations.

The initial administrator password is 888888.

3 MAC version

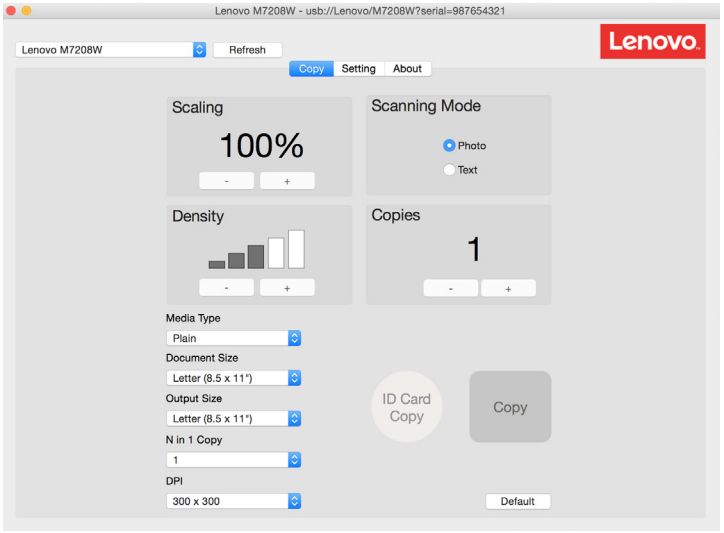
3.1 Installation

Install the software by running the installation program on the CD-ROM provided with the printer.

3.2 Copy (Supported on M7208 and M7208W only)

3.2.1 Regular Copy

On the Copy page, set all the required parameters, and then click the "Copy" button.



3.2.2 ID Card Copy

To copy both the front and back of an ID card on the same page of A4 paper, do the following:

Step 1: Place the ID card with its front facing downwards on the left-center region of the scanning panel.

Step 2: Click the "ID Card Copy" button on the Copy page, the "Copy" button turns orange, then click the "Copy" button.

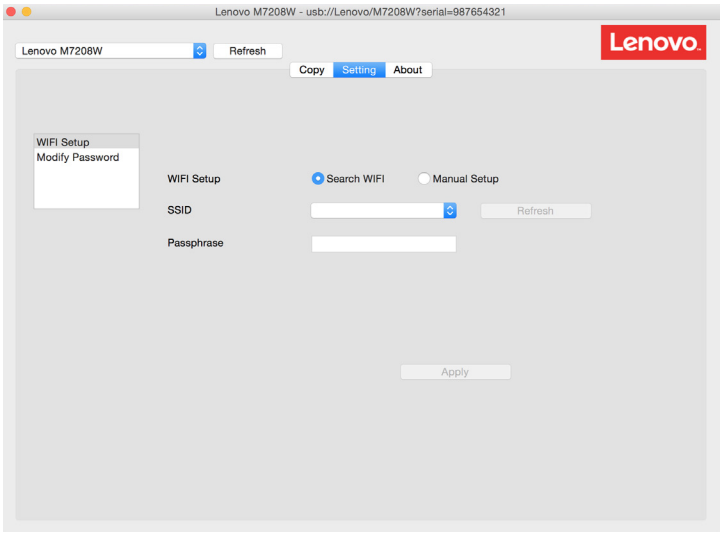
Step 3: When two LED lights on the printer starts to flash, it indicates that the front of the ID card has been scanned. Turn the ID card over, replace it in its original position, then press the Start button on the printer.

Step 4: ID Card Copy is complete.

3.3 Setting (Supported on LJ2208W and M7208W only)

3.3.1 Wi-Fi Settings (Supported on LJ2208W and M7208W only)

Select a wireless network from the dropdown list, enter the corresponding password, and then click "Apply" to configure the wireless settings for the printer.



4 Troubleshooting

4.1 Common problems encountered

4.1.1 Unable to connect to the printer

Under such circumstances, Neo Printing (Windows) will display the page below. Follow the instructions on screen to troubleshoot network connection problems, and then search for available printers again.

4.1.2 Administrator password lost

Restore the printer to its factory settings (refer to the user manual), and then enter the default password "888888". After administrator authentication, edit the relevant parameters.

4.1.3 Settings have been configured successfully, but the printer is not responding

1. When turning on/off Wi-Fi or Soft AP, the printer must be restarted for the change to take effect.
2. To use "Fuser Error Clear", turn off the printer, and then allow it to cool to room temperature before turning it on again. Failing to do so can damage the printer.

4.1.4 Neo Printing (Windows) can connect to the printer, but the program does not work properly

Re-install the printer drivers, and then restart Neo Printing (Windows).

4.1.5 Files in some formats cannot be printed using Neo Printing (Windows).

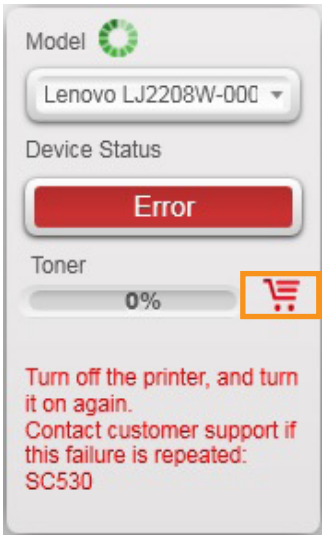
Right click the files in these formats, and then check if the "Print" option is available on the right-click menu. If the "Print" option is not available, the file format is not supported by Neo Printing.

4.1.6 Toner is at 0%, and the printer cannot be used

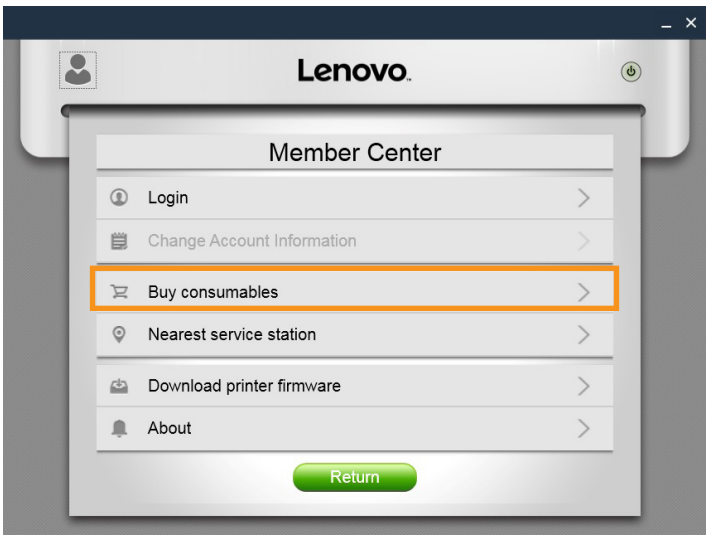
Replace the empty toner cartridge with a new LD228 cartridge.

To get the best deal on cartridges, do either the following:

- Click the shopping cart in the "Neo Printing" window;



- Click the icon at the top left corner of the window to enter the Member Center, and then select "Buy consumables";



To purchase consumables, use any of the above ways to locate the dealer nearest to you.

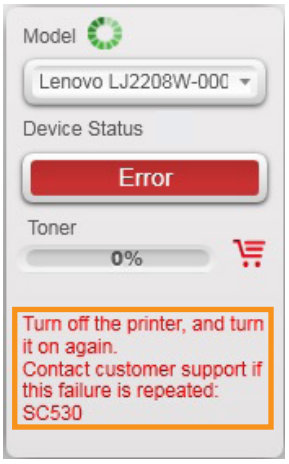
If the user is not located in mainland China, the service is not provided

4.1.7 Printer malfunctions and cannot be used

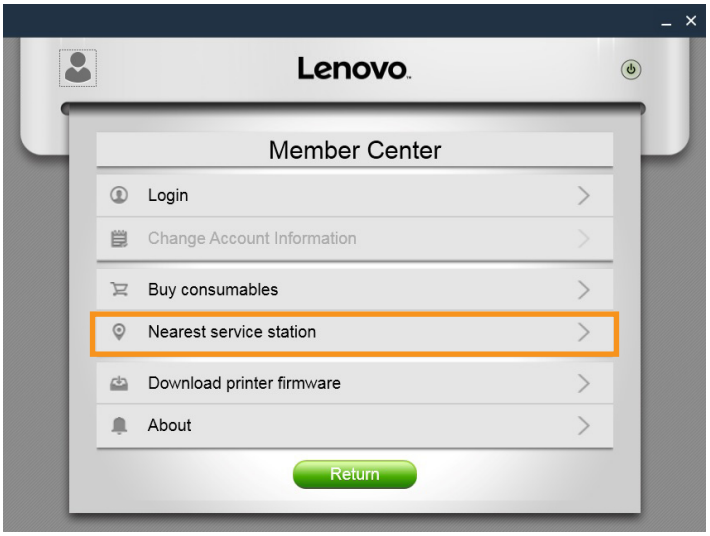
If the printer malfunctions during operation, the type of error will be shown in the notifications bar on the left of the "Neo Printing" window. Some errors can be eliminated by restarting the printer. Other errors require the assistance of professional maintenance personnel.

Find the service center nearest to you through one of the following two ways:

- Click the Error Message in the "Neo Printing" window



- Click the icon at the top left corner of the window to enter the Member Center, and then select "Nearest Service station";



Find the service center nearest to you through any of the above ways to have your printer repaired. You can then resume the use of your printer in the soonest possible time.

If the user is not located in mainland China, the service is not provided

4.1.8 The Neo Printing software was installed successfully but does not work

After the Neo Printing software is successfully installed, it will not be able to start or function properly if version 4.0 or later of the .Net Framework system plugin has not been installed. Hence, you have to download and install version 4.0 or later of the .Net Framework system plugin. We recommend that you download it from the official Microsoft website.