

**EPSON**

Laser Printer

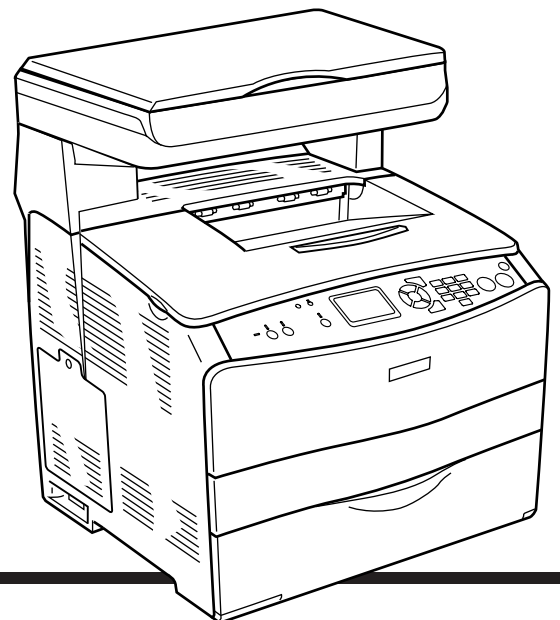
# EPSON AcuLaser™ CX11 Series

## *Basic Operation Guide*

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EPSON AcuLaser CX11NF  
EPSON AcuLaser CX11F



EPSON AcuLaser CX11N  
EPSON AcuLaser CX11

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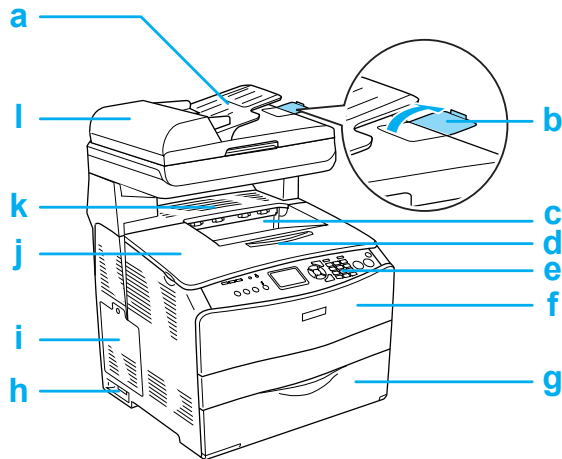
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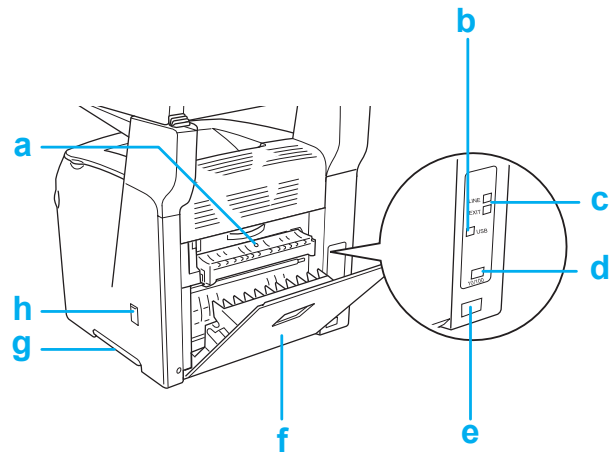
## Product Parts

### Front view



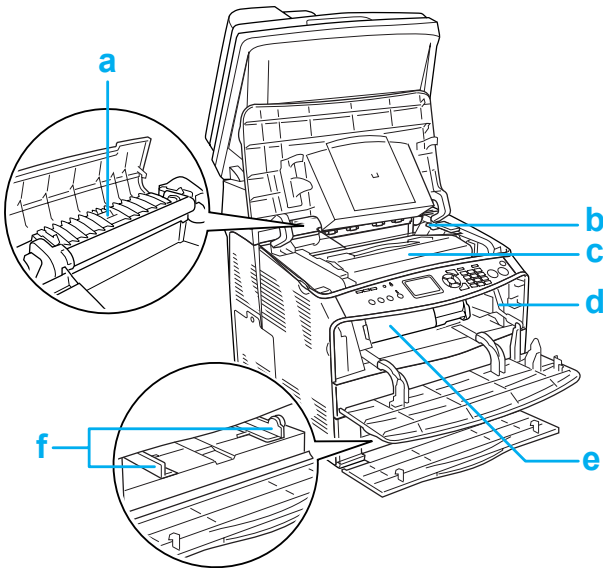
- a. Auto Document Feeder (fax model only)
- b. stopper (fax model only)
- c. output tray
- d. extension tray
- e. control panel
- f. cover A
- g. MP tray
- h. power switch
- i. option cover
- j. cover B
- k. cover C
- l. ADF cover (fax model only)

### Rear view



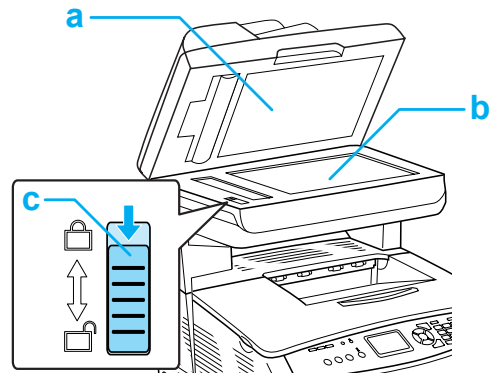
- a. cover F
- b. USB interface connector
- c. telephone interface connector (fax model only)  
LINE: Connects with the phone cord.  
EXT: Connects with an attached phone.
- d. network interface connector (EPSON AcuLaser CX11NF/CX11N only)
- e. AC inlet
- f. cover E
- g. handle
- h. cleaner cover

### Inside the product



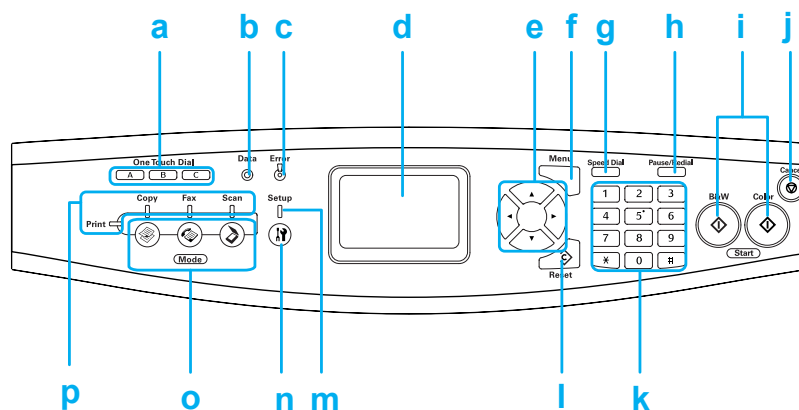
- a. fuser unit
- b. photoconductor unit access lever
- c. photoconductor unit
- d. cleaning knob access lever
- e. toner cartridge
- f. paper guides (MP tray)

### Scanner parts



- a. document cover
- b. document table
- c. transportation lock

## Control panel



- a. One Touch Dial button  
A, B, C (fax model only)      Use these buttons to transmit a fax to a registered fax number assigned to the corresponding button.
- b. Data light (Yellow)      Flashes when the product is processing data.
- c. Error light (Red)
  - On or flashes when an error has occurred.
  - On when an error has occurred that requires operator intervention. The product will automatically recover when the cause of the error is resolved.
  - Flashing 1 (blinks at 0.3 second intervals)  
Indicates an error has occurred that can be recovered by pressing either the B&W Start or Color Start button.
  - Flashing 2 (blinks at 0.6 second intervals)  
Indicates an error has occurred that requires operator intervention and the B&W Start or Color Start button to be pressed after resolving the error.
- d. LCD panel      Displays product status messages, guidance information, and various mode settings.

- e. ◀ Left/ ▶ Right button Use these buttons to sequentially display previous or next setting values. The ▶ Right button is also used as the OK button to set and register a setting item.
- ▲ Up/ ▼ Down button Use these buttons to sequentially display previous or next menu items.
- f. Advanced/Menu button Use this button to display the advanced menu for each mode.
- g. Speed dial button (fax model only) Use this button to display a list of registered recipients in the LCD panel.
- h. Pause/Redial button (fax model only) Use this button to insert a pause into fax dialing, or redial to the same fax number called previously.
- i. ◇ B&W Start button, ◇ Color Start button Use these buttons to start a black-and-white or color copy, scan, or fax transmission. When the error light is flashing, pressing this button clears the error and switches the product to ready status.
- j. ⊗ Cancel button Use this button to stop scanning operation, or cancel copy, fax transmission and print job. Pressing it once cancels the current job. Pressing and holding it for more than three seconds in Print mode deletes all print jobs from the product memory.
- k. Numeric keypad Used to enter the number of copies, or enter a zoom value. # hash and \* asterisk buttons can be used in Fax mode.
- l. ◇ Reset button Use this button to reset the selected setting item to the default value. Press and hold it for more than three seconds to delete all setting items to their default values. Also, used as a delete button to delete one character from the entered data when entering a recipient fax number in Fax mode.
- m. Setup light On when the product is in Setup mode.
- n. Ⓜ Setup button Use this button to switch to the Setup mode.
- o. Mode buttons Use these buttons to switch to the corresponding mode.
- p. Mode lights On when the corresponding mode (Print, Copy, Fax, or Scan) is selected. When the Print light is on, the product is in Print mode and ready to receive and print data.

## Basic Copying

### Setting your originals

You can load the original either on the document table or in the Auto Document Feeder (fax model only) depending on the type of the original.

**Note:**


- ❑ *Before scanning a document, remember to respect the rights of copyright owners. Do not scan published text or images without first checking their copyright status.*
- ❑ *If documents are placed both in the Auto Document Feeder and on the document table, only the documents in the Auto Document Feeder are scanned.*

### Document table

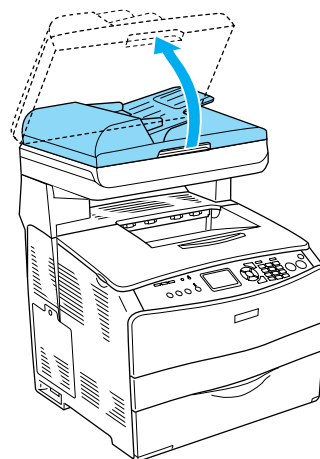
When using the document table, set an original one sheet at a time.



**Caution:**

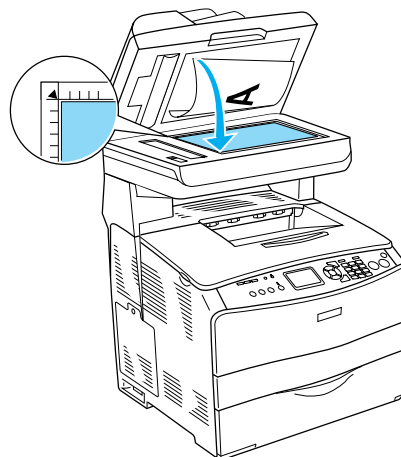
- ❑ *Do not place heavy objects on the glass surface of the document table. Also, do not press the glass surface with too much force.*
- ❑ *To scan an original correctly, set the transportation lock on the left side of the document table in the  unlocked position. See "Scanner parts."*

1. Make sure the product is turned on, and then open the document cover gently.



2. Place an original on the document table, with the side to be scanned facing down.

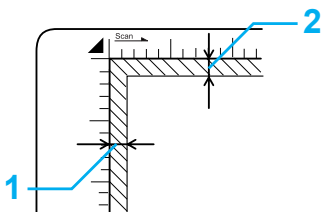
Use the document guide strip to align the horizontal edge of the document.



**Note:**

The area with a width of 1.5 mm from both horizontal and vertical rulers cannot be scanned.

1. Maximum unreadable area of 1.5 mm
2. Maximum unreadable area of 1.5 mm



3. Close the document cover gently so that the original does not move.

**Note:**


- Always keep the document table clean.
- Do not leave photos on the document table for an extended period of time as they may stick to the glass.
- Make sure the document is flat against the glass surface, otherwise the image will appear fuzzy and out of focus. Also be sure to close the document cover to prevent interference from external light.

**Auto Document Feeder (fax model only)**

The Auto Document Feeder can automatically feed up to 50 sheets.



**Caution:**

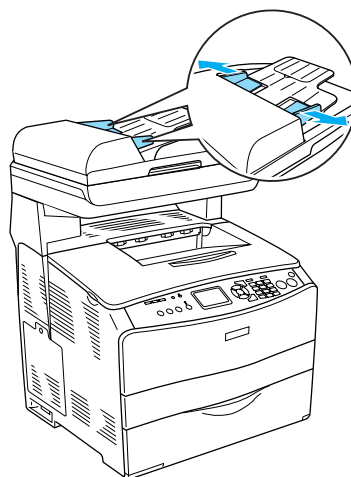
To scan an original correctly, set the transportation lock on the left side of the document table in the  unlocked position. See "Scanner parts."

**Note:**

When scanning an original using the Auto Document Feeder, scanning quality may be lower than when scanning an original on the document table.

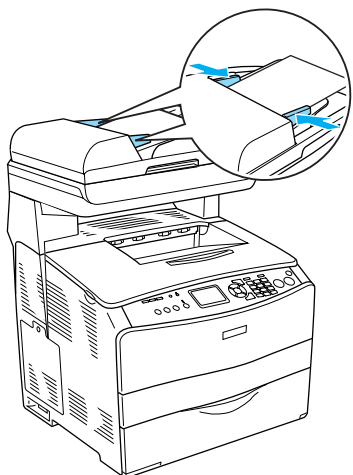
Follow the steps below to load documents in the Auto Document Feeder.

1. Slide the edge guides all the way outward.





2. Insert a stack of documents face-up in the Auto Document Feeder until it meets resistance, and then move the edge guides so they are flush with the edges of your documents.



**Note:**

- ❑ Make sure the ADF cover is closed firmly. If the ADF cover is open, the document table is preemptively scanned and a blank copy is output even if an original is set on the Auto Document Feeder.
- ❑ If you load multiple pages in the Auto Document Feeder, the pages will be fed from the top and then ejected face-down.

## Making a copy

**Available paper sources:**

- ❑ The available paper types for copying are not the same as that for printing. Depending on the paper source, available paper types differ. When copying originals, you can only use the following paper types.

**MP tray:**

Plain paper, EPSON Color Laser Paper, Letterhead, Recycled paper, Colored paper, Transparencies, Labels

**Optional paper cassette:**


Plain paper, EPSON Color Laser Paper, Letterhead, Recycled paper, Colored paper

- ❑ You cannot copy onto coated paper, thick paper and special paper such as postcard or envelopes.

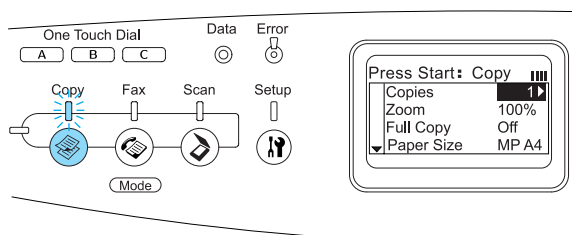
**Available original sizes:**

- ❑ You can use A4, B5, Letter, and Legal size originals for copying.
- ❑ Legal size originals are available only with the Auto Document Feeder.
- ❑ The edge of the paper (5 mm from the horizontal and vertical paper ends) is not guaranteed for printing.

Follow the steps below to make a copy.

1. Make sure the product is turned on and paper is loaded in the product. For details, see the *User's Guide*.
2. Press the  Copy button on the control panel.

The Copy light is lit and the LCD panel shows **COPY Mode** for a few seconds, and then changes to the copy mode screen.





**Note:**



*If no button is pressed for more than 3 minutes, any changes made are canceled and the mode returns to the Print mode.*

3. Place your original either on the document table or in the Auto Document Feeder (fax model only). For details, see "Setting your originals."
4. Specify the desired copy settings if necessary. For details, see the *User's Guide*.

**Note:**

*When you press the  B&W Start or  Color Start button without making any settings here, copying starts with the existing setting values.*

5. Press the  B&W Start or  Color Start button.

To make a black-and-white copy, press the  B&W Start button. To make a color copy, press the  Color Start button.


Copying starts.

**Note:**

*Do not turn off the power or press another mode's button while copying is in progress, as copying may be performed incorrectly.*

*When you place multiple documents in the Auto Document Feeder and make a continuous high quality (600 dpi) color copy with the default memory (128 MB), the product may not work properly because of insufficient memory. We recommend adding an memory module so that the total memory size is 256 MB or higher.*


## Canceling copying

When the  Cancel button on the control panel is pressed while a document is being copied, the LCD panel shows **Cancel Print Job** and the copy job is canceled.

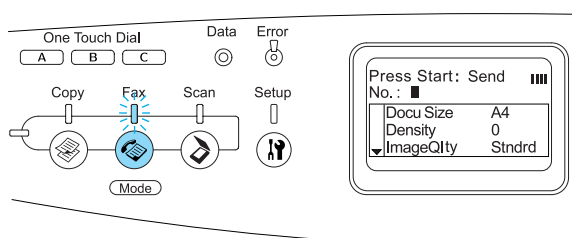
## Basic Faxing (Fax Model Only)

### Sending faxes


#### Basics of sending faxes

1. Make sure that the product is turned on.
2. Press the  Fax button on the control panel.

The Fax light is lit and the LCD panel shows Fax Mode for a few seconds, then changes to the fax mode's screen.






**Note:**



- Do not turn off the power or press another mode's button while faxing, as the fax process may be performed incorrectly.
  - If no button is pressed for more than 3 minutes, any changes made are canceled and the mode returns to the Print mode.
  - Pressing the One Touch Dial button (A, B, or C) can also enter the Fax mode without pressing the  Fax button.
3. Place your original either on the document table or in the Auto Document Feeder. For details, see "Setting your originals."

4. Enter the recipient's fax number directly from the numeric keypad on the control panel.

**Note:**

- A maximum of 50 characters can be entered for a recipient.
  - If an incorrect number is entered, press the  Reset button to delete a character left to the cursor. Pressing the  Left or  Right button moves the cursor left or right.
  - When entering the recipient number, numerics (0 to 9), #, and \* can be inserted using the numeric keypad.
  - When you press the Redial button instead of entering the recipient's fax number, the fax number you previously transmitted is automatically entered.
  - When pressing the Pause button while entering the recipient number, a "-" is displayed for the pause.
  - You can also enter a fax number using the One Touch Dial button or the Speed Dial button. For details, see "Sending faxes using one-touch function" or "Sending faxes using speed-dial function."
5. Make the appropriate settings for your scanning purpose if necessary.

**Note:**

When you press the  B&W Start or  Color Start button without making any settings here, the fax transmission starts with the existing setting values.

- Press the **◇ B&W Start** or **◇ Color Start** button to start the transmission.  
To send a black-and-white fax, press the **◇ B&W Start** button. To send a color fax, press the **◇ Color Start** button.

**Note:**

When the recipient's fax machine supports only black-and-white fax, a color fax is received as a black-and-white fax even if you press the **◇ Color Start** button.

**Sending faxes using speed-dial function**

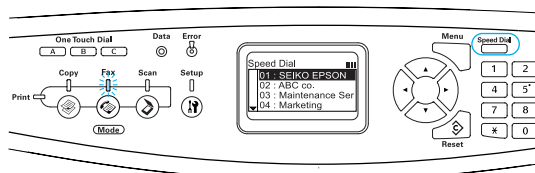
When a recipient fax number is registered on the product, you can send a fax by choosing the desired recipient from the speed-dial list in the LCD panel. You can register up to 60 recipient fax numbers on the product.

**Note:**

Before using the speed dial function, you need to register recipient fax information in advance. For details, see the User's Guide.

- Make sure that the product is in Fax mode. If not, press the **Ⓢ FAX** button to enter the Fax mode.
- Place your original either on the document table or in the Auto Document Feeder. For details, see "Setting your originals."
- Press the Speed Dial button on the control panel.

The registered recipient list appears in the LCD panel.



- Press the **▲ Up** or **▼ Down** button several times until your desired recipient is selected, then press the **▶ Right** button.

The selected recipient appears in the second top row in the LCD panel.

**Note:**

- ❑ You can also select a recipient by entering the number directly.
- ❑ To display the details of the assigned recipient, press the **Advanced/Menu** button while the recipient is selected. To return to the list again, press either the **Advanced/Menu** button or the **◀ Left** button.

- Make the appropriate settings for your scanning purpose if necessary.

**Note:**

When you press the **◇ B&W Start** or **◇ Color Start** button without making any settings here, the fax transmission starts with the existing setting values.

- Press the **◇ B&W Start** or **◇ Color Start** button to start the transmission.  
To send a black-and-white fax, press the **◇ B&W Start** button. To send a color fax, press the **◇ Color Start** button.

**Note:**

When the recipient's fax machine supports only black-and-white fax, a color fax is received as a black-and-white fax even if you press the **◇ Color Start** button.

### Sending faxes using one-touch function

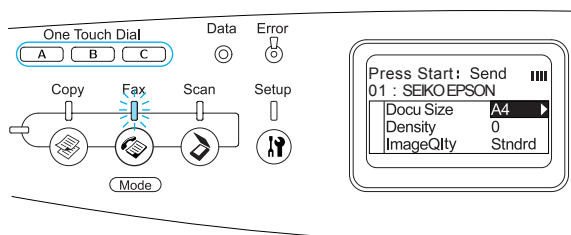
When a frequently used recipient fax number is registered to the One Touch Dial button (A, B, or C), you can send a fax to the registered recipient by simply pressing the corresponding One Touch Dial button.

**Note:**

- ❑ When sending a fax using the One Touch Dial button, the original is transmitted as a black-and-white fax even if it is a color original.
- ❑ Before using the one-touch dial function, you need to register recipient fax information in advance. For details, see the User's Guide.
- ❑ Pressing a One Touch Dial button in any mode accesses the Fax mode.

1. Place your original either on the document table or in the Auto Document Feeder. For details, see "Setting your originals."
2. Press a One Touch Dial button (A, B, or C).

The recipient registered for One Touch Dial button A, B, or C appears in the second top row of the setting items in Fax mode, and then fax transmission starts.



### Sending faxes using group-dial function

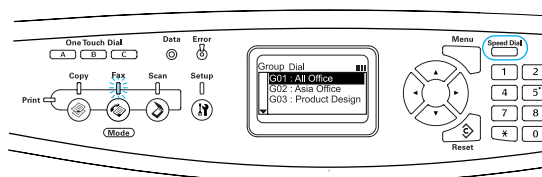
When multiple recipient fax numbers are registered in a group, the same original is sent to all the registered recipients by choosing the desired group number. You can enter up to 20 groups on the product.

**Note:**

- ❑ When sending a fax using the group-dial function, the original is transmitted as a black-and-white fax even if it is a color original.
- ❑ Before using the group-dial function, you need to register multiple recipient fax numbers as a group using EPSON Speed Dial Utility. For details, see online help.

1. Make sure that the product is in Fax mode. If not, press the FAX button to enter the Fax mode.
2. Place your original either on the document table or Auto Document Feeder. For details, see "Setting your originals."
3. Press the Speed Dial button twice on the control panel.

The registered group transmission list appears in the LCD panel.



- Press the ▲ Up or ▼ Down button several times until your desired group is selected, then press the ► Right button.

The selected group appears in the second top row in the LCD panel.

**Note:**

To display the details of the registered group, press the Advanced/Menu button while a group is selected. To return to the group list again, press either the Advanced/Menu button or the ◀ Left button.

- Make the appropriate settings for your scanning purpose if necessary.

**Note:**

When you press the ◇ B&W Start button without making any settings here, the fax transmission starts with the existing setting values.

- Press the ◇ B&W Start button to start the transmission.

## Receiving faxes

### Basics of receiving faxes

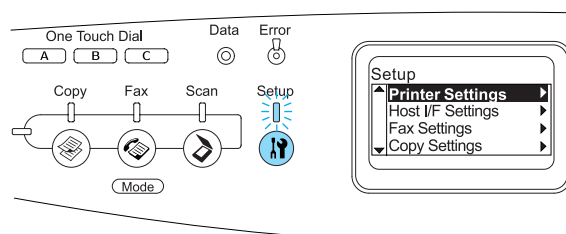
When the product has an attached phone, you can select from four reception modes for receiving a call. The default is set to the Fax only mode.

Setting item	Description
Auto switching	The call is received by the attached phone and the product automatically answers after the phone rings for a certain duration specified by the <b>Attached Phone Timeout</b> setting.
Fax only	The product automatically answers and receives the fax.
Phone only	The call is received by the attached phone. Fax reception is not performed.
TAM	When an attached phone detects a fax/phone signal while answering an incoming call, the product automatically receives the fax.

To change the reception mode, follow the steps below.

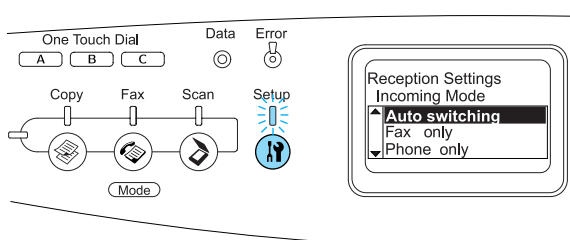
- Press the Ⓜ Setup button on the control panel.

The Setup light is lit and the Setup menu appears in the LCD panel.



2. Press the ▼ Down button twice to select **Fax Settings**, then press the ► Right button.
3. Press the ▼ Down button twice to select **Reception Settings**, then press the ► Right button.
4. Press the ▼ Down button to select **Incoming Mode**, then press the ► Right button.

The Reception Settings menu appears.



5. Press the ▲ Up or ▼ Down button to select your desired incoming mode, then press the ► Right button.
6. To exit the settings, press the ◀ Left button several times or another mode's button.

### Receiving faxes when you hear fax tones

This function is used to print fax data after answering the incoming call using the attached phone.

**Note:**

*To use this function, your product needs to have an attached phone, and Incoming Mode in Reception Settings needs to be set to Auto switching. For details, see the User's Guide.*

1. Answer the incoming call using the attached phone.

2. Press the ◊ B&W Start or ◊ Color Start button after confirming the sender's transmission is a fax.

The received data are printed by page as they are received.

### Receiving faxes using fax polling

This function is used to get the information stored in the other party's fax machine to your product.

1. Make sure that the product is in Fax mode. If not, press the ◊ FAX button to enter the Fax mode.
2. Enter the other party's fax number using the numeric keypad.
3. Press the ▼ Down button several times until **Polling Recptn** appears, then press the ◀ Left or ► Right button to select **On**.
4. When you hear a beep sound or voice guidance, press the ◊ B&W Start or ◊ Color Start button to start the transmission.

## Troubleshooting

### Clearing jammed paper

If paper becomes jammed in the product, the Print light (green) goes off and Error light (red) is lit. The product's LCD panel and EPSON Status Monitor 3 provide alert messages.

Clear the paper jam by following the order of the indicated cover names displayed on the control panel or EPSON Status Monitor 3.

#### Precautions for clearing jammed paper

Be sure to observe the following points when you clear jammed paper.

- ❑ Do not remove jammed paper by force. Torn paper can be difficult to remove and might cause other paper jams. Pull it gently in order to avoid tearing.
- ❑ Always try to remove jammed paper with both hands to avoid tearing it.
- ❑ If jammed paper is torn and remains in the product, or if paper is jammed in a place not mentioned in this guide, contact your dealer.
- ❑ Make sure that the paper type that is loaded is the same as the Paper Type setting in the printer driver.



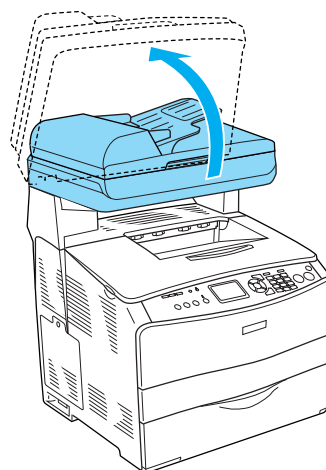
#### Warning:

- ❑ Be careful not to touch the fuser, which is marked CAUTION HIGH TEMPERATURE, or the surrounding areas. If the product has been in use, the fuser and the surrounding areas may be very hot.
- ❑ Do not insert your hand deep into the fuser unit as some components are sharp and may cause injury.

#### Jam C (cover C)

Follow the steps below to clear paper jams at cover C.

1. Raise the scanner unit.

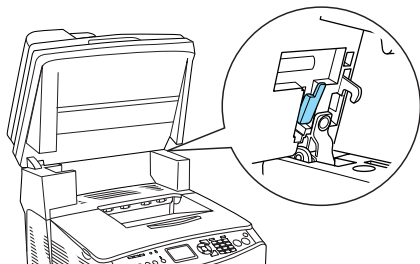




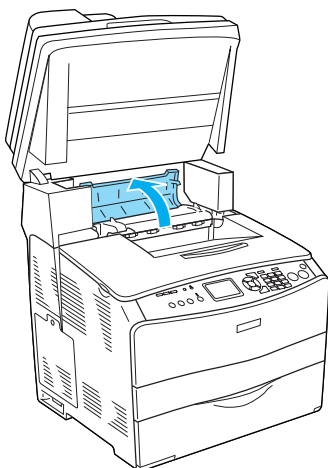


**Caution:**

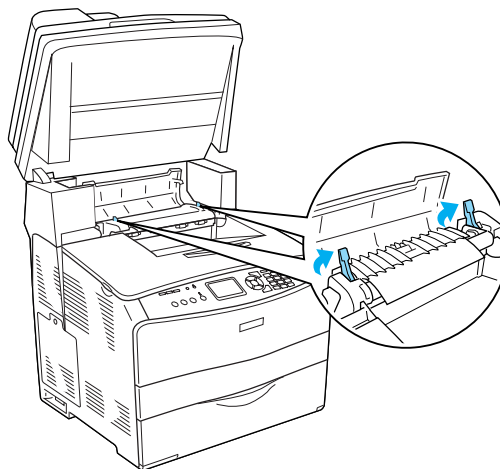
*Do not touch the lever under the scanner unit when you open or close the unit. Touching it will cause the document cover of the scanner unit to fall down, which may damage the product and cause injury.*



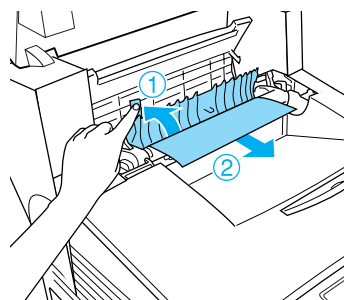
2. Open cover C.



3. Raise the two green levers of the fuser unit to unlock it.



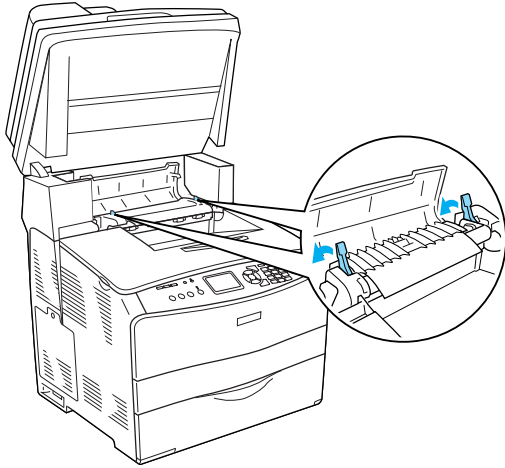
4. Hold the guide up by holding the green tab, and gently pull out any sheets of paper. Be careful not to tear the jammed paper.



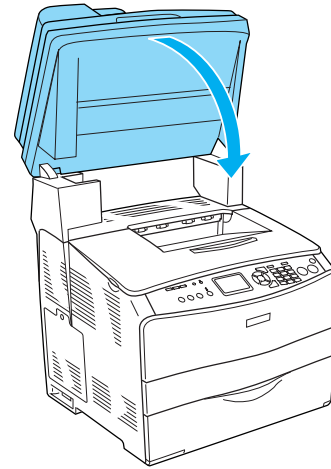
**Warning:**

*Be careful not to touch the fuser, which is marked CAUTION HIGH TEMPERATURE, or the surrounding areas. If the product has been in use, the fuser and the surrounding areas may be very hot.*

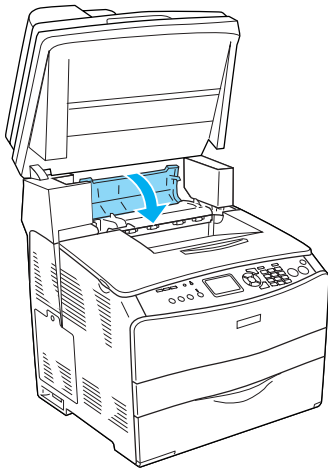
5. Push down the two green levers of the fuser unit.



7. Lower the scanner unit to the original position.



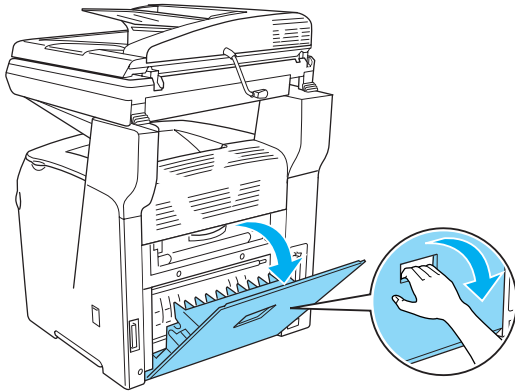
6. Close cover C.



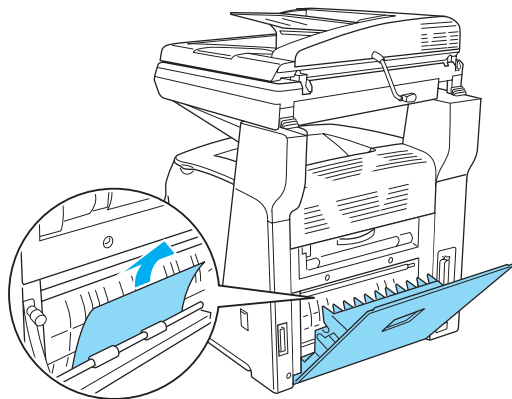
**Jam E (cover E)**

Follow the steps below to clear paper jams at cover E.

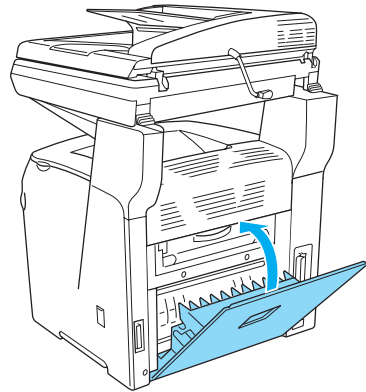
1. Open cover E.



2. Gently pull out any sheets of paper with both hands. Be careful not to tear the jammed paper.



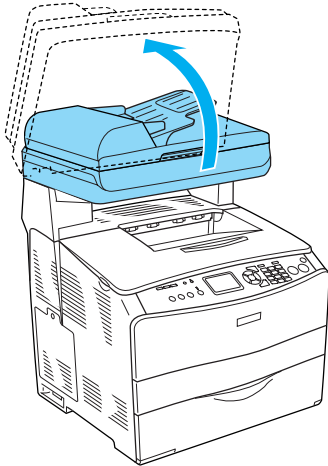
3. Close cover E.



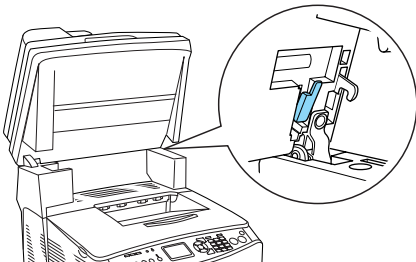
### Jam F (cover F)

Follow the steps below to clear paper jams at cover F.

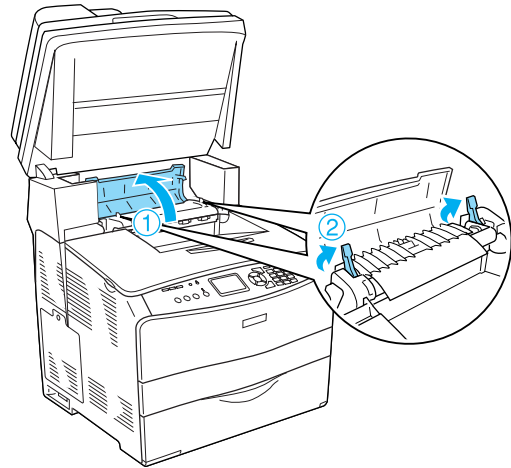
1. Raise the scanner unit.



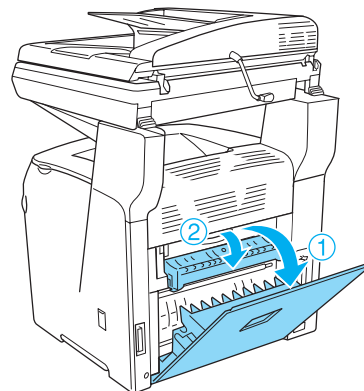
**Caution:** Do not touch the lever under the scanner unit when you open or close the unit. Touching it will cause the document cover of the scanner unit to fall down, which may damage the product and cause injury.



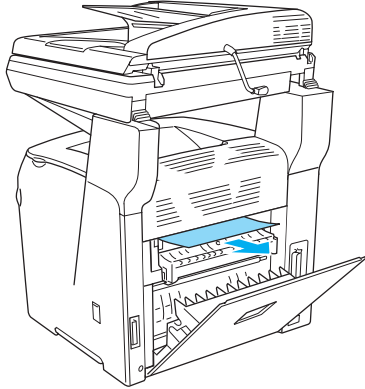
2. Open cover C, then raise the two green levers on the fuser unit to unlock it.



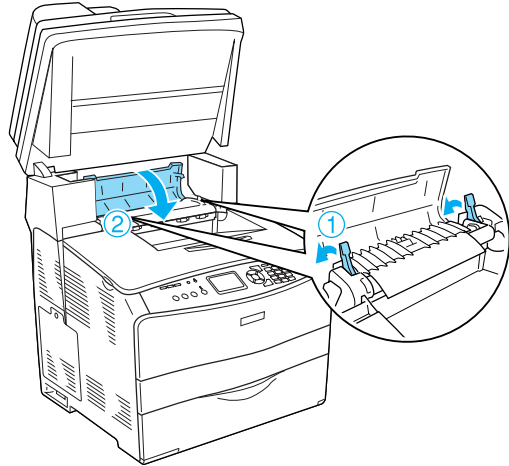
3. Open cover E, and then cover F.



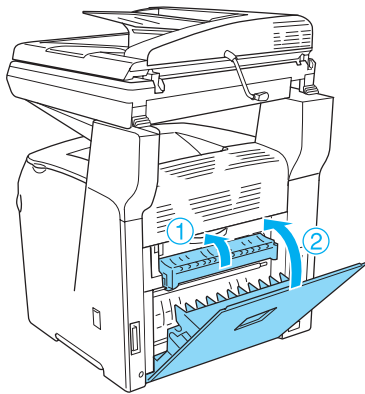
4. Gently pull out any sheets of paper with both hands. Be careful not to tear the jammed paper.



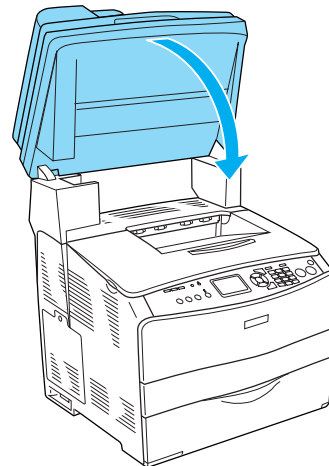
6. Push down the two green levers on the fuser unit, then close cover C.



5. Close cover F, and then cover E.



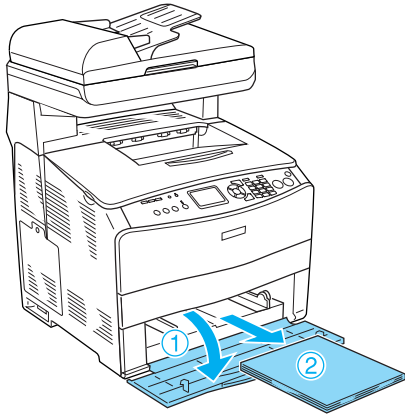
7. Lower the scanner unit to the original position.



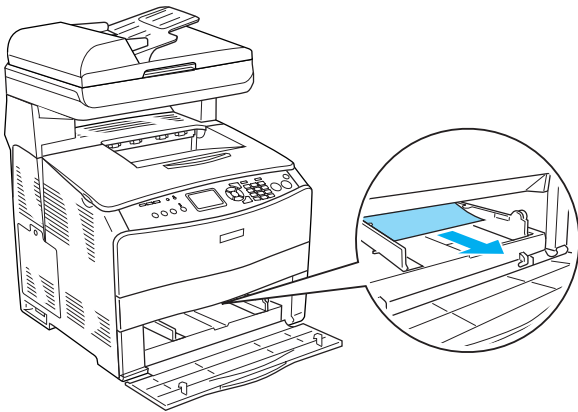
### Jam MP (MP tray)

Follow the steps below to clear paper jams at the MP tray.

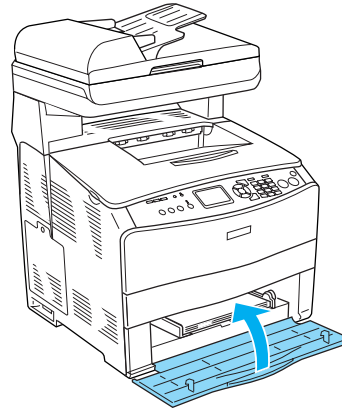
1. Open the MP tray cover and remove all paper that is loaded.



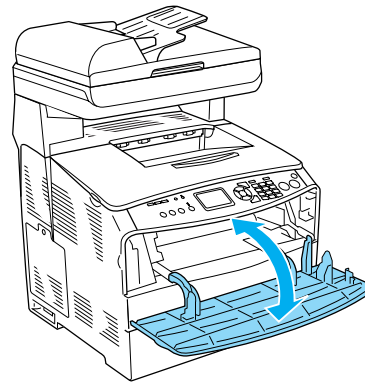
2. Gently pull out any sheets of paper that have fed part way into the product.



3. Reload the paper and close the MP tray cover.



4. Open and close cover A.



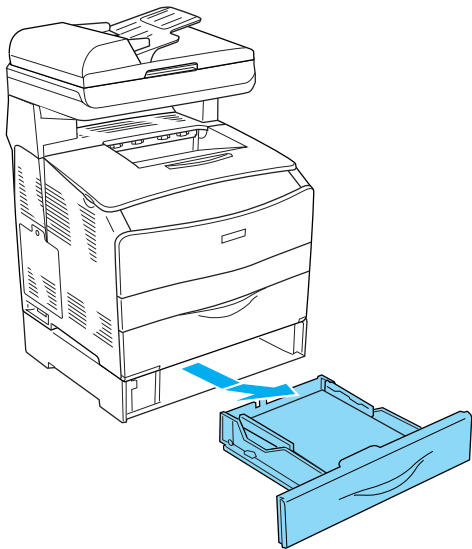
**Note:**

After removing the jammed paper from the MP tray, you need to open and close any cover except the MP tray cover to clear the error message.

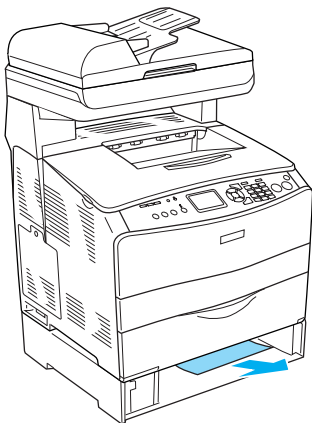
**Jam LC/G (Optional paper cassette and cover G)**

Follow the steps below to clear paper jams at the optional paper cassette and cover G.

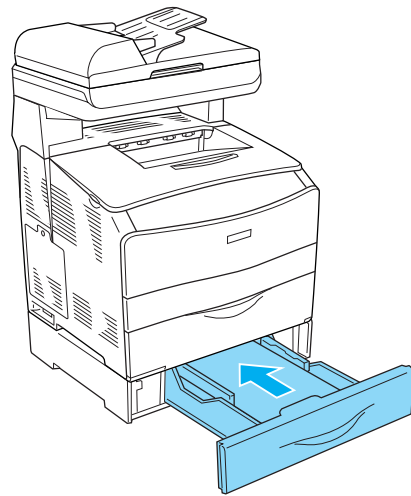
1. Pull out the paper cassette from the optional paper cassette unit.



2. If you find any jammed paper, gently pull out any sheets of paper that have fed part way into the product.

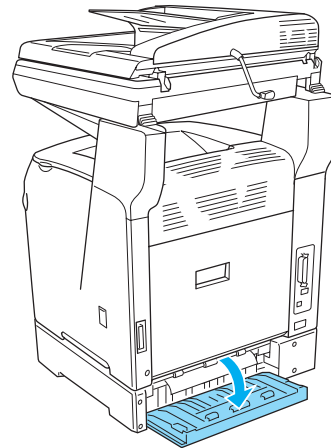


3. Reinsert the paper cassette.

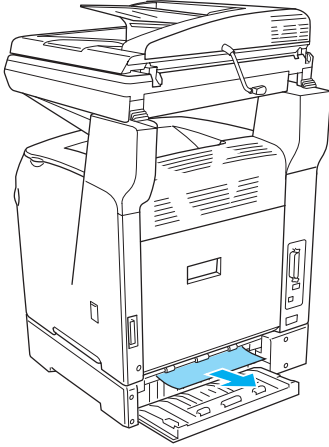


If the jammed paper is not visible inside the optional paper cassette or to check if there is any jammed paper inside cover G, proceed to step 4.

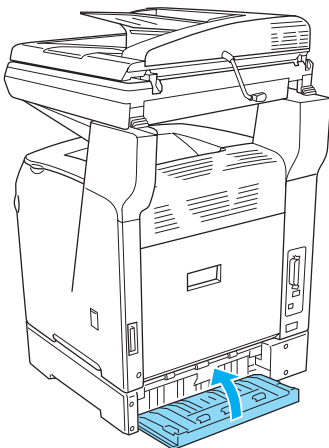
4. Open cover G.



5. Gently pull out any sheets of paper with both hands. Be careful not to tear the jammed paper.



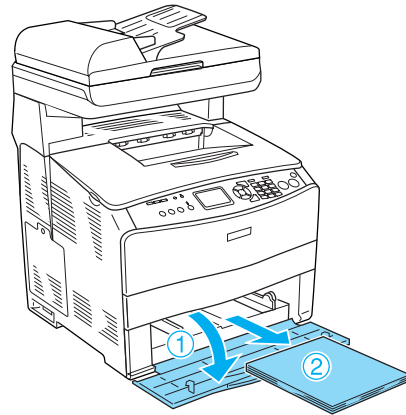
6. Close cover G.



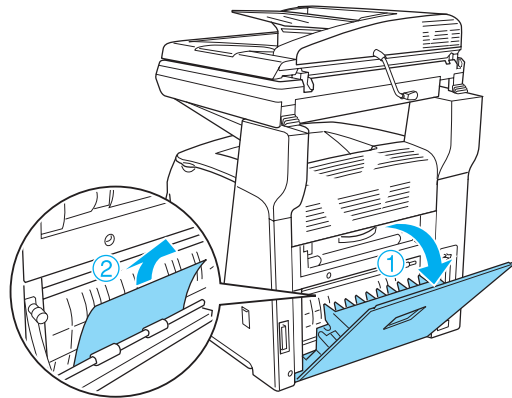
**When transparencies are jammed at the MP tray**

When transparencies are jammed, follow the steps below to clear the jam.

1. Open the MP tray cover and remove all transparencies that are loaded.

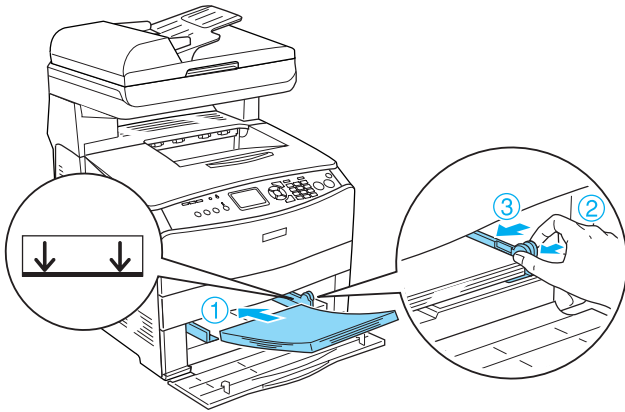


2. Open cover E. Then, gently pull out any transparencies with both hands. Be careful not to tear the jammed transparency.

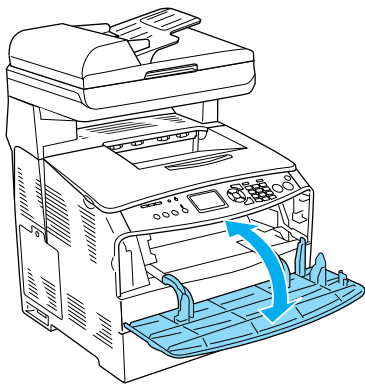




3. Reload the transparencies into the MP tray.



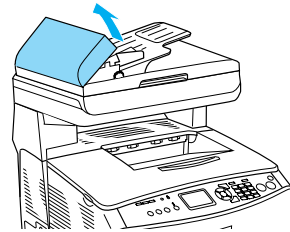
4. Open and close cover A.



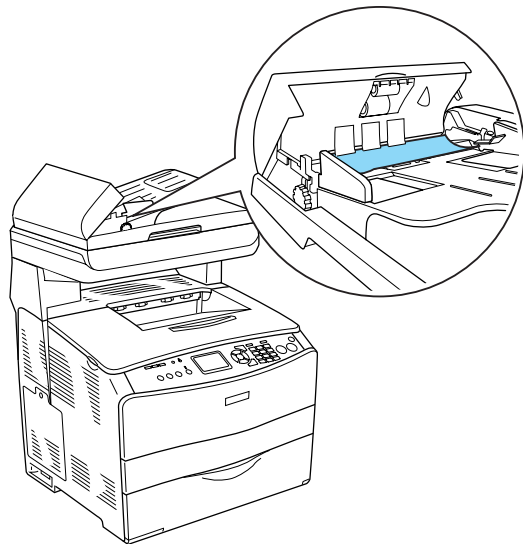
**Note:**  
After removing the jammed paper from the MP tray, you need to open and close any cover except the MP tray cover to clear the error message.

### ***Paper jams in the Auto Document Feeder***

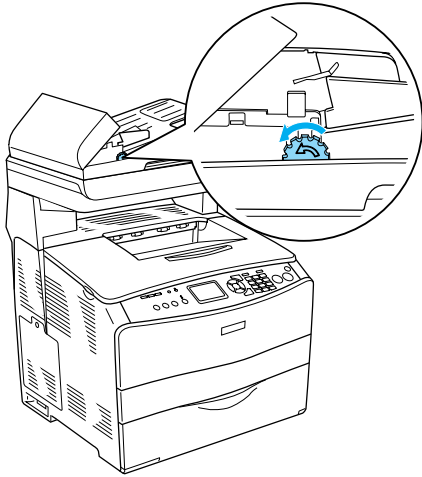
1. Open the Auto Document Feeder's cover.



2. Gently pull out any sheets of paper with both hands. Be careful not to tear the jammed paper. If you cannot pull out the jammed paper, proceed to the next step.



3. Gently pull out any sheets of paper by rolling the knob as illustrated below.



4. Close the Auto Document Feeder's cover.