



Epson AcuLaser **M1400 Series**

User's Guide

NPD4442-00 EN

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Preface

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Using This Guide

Conventions

1. In this guide, personal computers and workstations are collectively called “computers”.
2. The following terms are used throughout this guide:

Important:

Important information that must be read and followed.

Note:

Additional information that merits emphasis.

See Also:

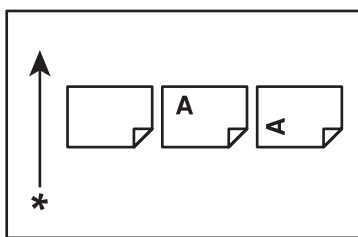
References within this guide.

3. Orientation of documents or paper is described in this guide as follows:

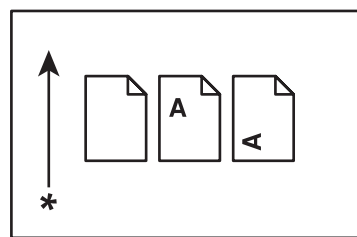
☐, ☐, Long Edge Feed (LEF): Loading the document or paper with the long edge into the machine as shown in the illustration below.

☐, ☐, Short Edge Feed (SEF): Loading the document or paper with the short edge into the machine as shown in the illustration below.

LEF Orientation



SEF Orientation



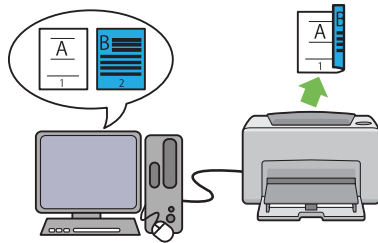
* Paper feed direction

Product Features

Features

This section describes the product features and indicates their links.

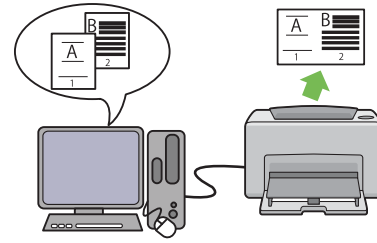
Manual Duplex Print



Duplex Print is to print two or more pages on the front and back sides of a single sheet of paper manually. This feature allows you to reduce the paper consumption.

For more information, see “Manual Duplex Printing (Windows Print Driver Only)” on page 38.

N-Up Print



N-up enables you to print multiple pages on a single sheet of paper. This feature allows you to reduce the paper consumption.



For more information, see the print driver's help.

Chapter 1

Specifications

Specifications

This chapter lists the main specifications of the printer. Note that the specifications may change without prior notice.

Items	Description
Type	Desktop
Printing method	LED Xerography Important: LED + LED electrophotographic system
Fusing system	Thermal fusing system using a belt
Continuous print speed* ¹	A4  : When plain paper is fed from the Multipurpose feeder (MPF) Monochrome 1 Sided* ² : 24sheets/min Important: * ¹ Print speed may decrease due to factors such as paper type, paper size, and printing conditions. * ² When continuously printing a single document of A4  .
Resolution	Standard: 600 × 600 dpi High Resolution: 1200 × 1200 dpi* *: When printing in high resolution mode, printing speed may be reduced due to image quality adjustment. Printing speed may also be reduced depending on documents.
Tone	256 tones
Paper Size	A4, B5, A5, Letter (8.5 × 11"), Executive (7.25 × 10.5"), Legal 13 (Folio) (8.5 × 13"), Legal 14 (8.5 × 14"), Statement, Envelope (Com-10, Monarch, DL, C5), Postcard (100 × 148 mm), Postcard (148 × 200 mm), Yougata 2, Yougata 3, Yougata 4, Yougata 6, Younaga 3, Nagagata 3, Nagagata 4, Kakugata 3, Custom Paper (Width: 76.2 – 215.9 mm, Length: 127 – 355.6 mm) Image loss: 4.0 mm from the top, bottom, left, and right edges

Items	Description
Paper Type	Plain, Lightweight Cardstock, Labels, Envelope, Recycled, Postcard JPN Important: <ul style="list-style-type: none"> <input type="checkbox"/> Use only the recommended paper. Using paper other than that recommended for the printer can cause printing problems. For more information, see "Print Media That Can Damage Your Printer" on page 25. <input type="checkbox"/> Note that poor printing quality due to paper-related printing problems can occur when using the printer in an environment that is dry, cold, or very humid. <input type="checkbox"/> Printing over the printed side or on the reverse side of paper that already has been printed on can result in poor print quality. <input type="checkbox"/> When printing on envelopes, use envelopes that do not have adhesive applied. <input type="checkbox"/> The type of paper being used and environmental conditions can affect printing quality. Because of this, it is recommended that you test print and confirm proper print quality before using the printer.
Paper weight	60 - 163 g/m ²
Paper capacity	Standard: Multipurpose feeder (MPF): 150 sheets
Output tray capacity	Standard: approximately 100 sheets (face down)
2-sided Printing Feature	Standard (Manual)
CPU	4305/150MHz
Memory capacity	Standard: 64MB (Onboard) Important: The above memory capacity does not guarantee print quality depending on the type and content of print data.
Hard disk	—
Page Description Language	— (Host-based)

Items	Description
Supported OS ^{*1}	<p>Windows® XP, Windows® XP x64 Edition, Windows Vista®, Windows Vista® x64 Edition, Windows Server® 2003, Windows Server® 2003 x64 Edition, Windows Server® 2008, Windows Server® 2008 x64 Edition, Windows Server® 2008 R2 x64 Edition, Windows® 7, Windows® 7 x64 Edition, Mac OS®^{*2}</p> <p>Important:</p> <p>^{*1} For the latest information about the supported operating systems, contact our Customer Support Center or your dealer.</p> <p>^{*2} Mac OS® X 10.4.11/10.5.8 - 10.6 are supported.</p>
Interface	<p>Standard: USB 2.0 (Hi-Speed)*</p> <p>*: USB 2.0 is supported by the following: Windows® XP, Windows Server® 2003, Windows Vista®, Windows Server® 2008, Windows® 7, Windows® XP x64, Windows Server® 2003 x64, Windows Vista® x64, Windows Server® 2008 x64, Windows Server® 2008 R2 x64, Windows® 7 x64, and Mac OS® X 10.4.11/10.5.8 - 10.6.</p>
Power	<p>AC 110 - 127 V ± 10%; 8 A; both 50/60 Hz</p> <p>AC 220 - 240 V ± 10%; 4 A; both 50/60 Hz</p>
Power consumption	<p>Maximum: 990 W, During the Sleep mode: 4.0 W or less</p> <p>Average:</p> <p>During standby: 62 W, During continuous monochrome printing: 380 W</p> <p>Important:</p> <p>Low Power Mode: 7.8 W average</p>
Dimensions (main unit only)	<p>358 (W) × 197 (D)^{*1} × 208 (H) mm</p> <p>Important:</p> <p>^{*1} When the Multipurpose feeder (MPF) is closed.</p>
Weight	<p>4.6 kg (including consumables)</p>
Usage Environment	<p>Temperature: 10 - 32 °C; Humidity: 10 - 85% (except malfunctions due to dew condensation)</p> <p>Non-Use: Temperature: -20 - 40 °C; Humidity: 5 - 85% (except malfunctions due to dew condensation)</p> <p>Important:</p> <p>Until the conditions (temperature and humidity) inside the printer become acclimated to the installation environment, certain qualities of the paper can cause poor printing.</p>

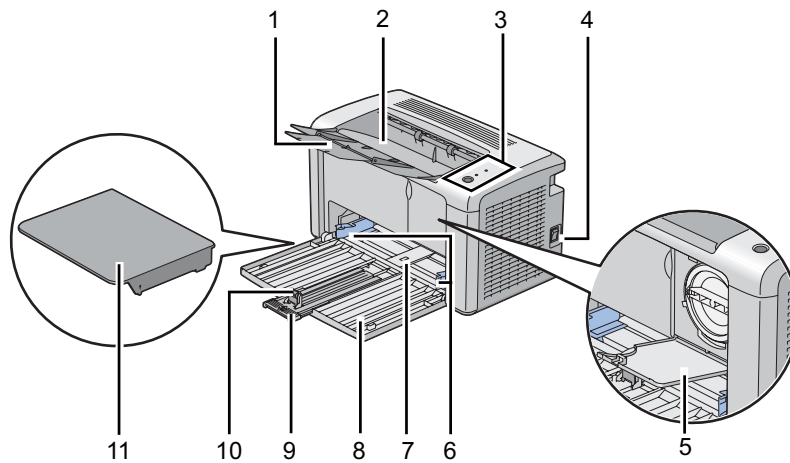
Chapter 2

Basic Operation

Main Components

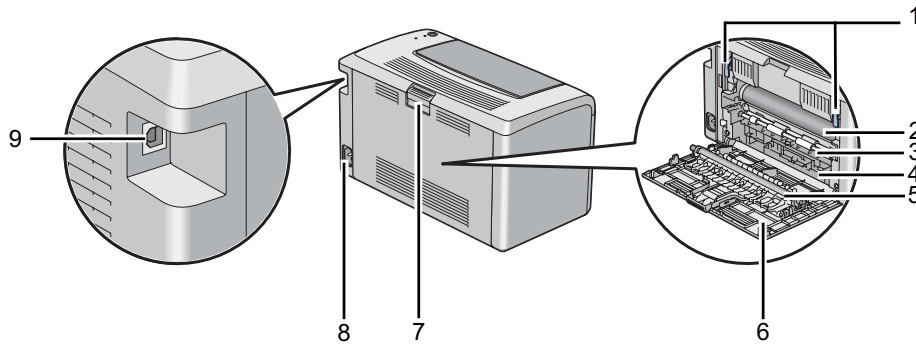
This section provides an overview of your Epson AcuLaser M1400 series.

Front View



1	Output Tray Extension	2	Center Output Tray
3	Operator Panel	4	Power Switch
5	Toner Access Cover	6	Paper Width Guides
7	Multipurpose Feeder (MPF)	8	Front Cover
9	Slide Bar	10	Length Guide
11	Paper Cover		

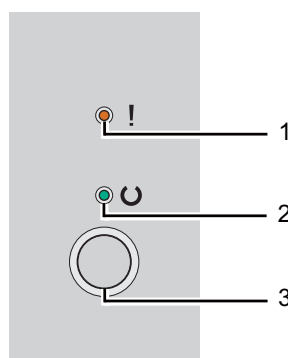
Rear View



1	Levers	2	Photoconductor Drum
3	Paper Feed Roller	4	Paper Chute
5	Transfer Roller	6	Rear Cover
7	Rear Cover Handle	8	Power Connector
9	USB Port		

Operator Panel

The operator panel has one button and two light-emitting diodes (LEDs) that show the status of the printer.



1. **!** (Error) LED

- Indicates an error occurred.

2. (Ready) LED

- Indicates the printer status such as ready to print.

3. Button

- Press this button to start duplex printing after loading paper.
- Press and hold this button during printing to cancel a print job.
- Press this button to exit the Power Saver mode.
- Press this button to continue a pending job in an error state such as misfeeding after checking that paper is loaded properly.


The LEDs provide information on the status of the printer.

LED	Status	Condition
Error	Umber on	An error occurred.
	Umber blinks	A fatal error occurred.
Ready	Green on	The printer is ready to print.
	Green blinks	The printer is receiving, printing, or waiting for print data.
	Green blinks slowly	The printer is in the Power Saver mode.

See Also:

“Understanding the Operator Panel Lights” on page 54

Power Saver Mode

The printer has a power saving feature which reduces power consumption during periods of inactivity. This feature operates in two modes: the Low Power mode and Sleep mode. As delivered, the printer switches to the Low Power mode one minute after the last job is finished. The printer then switches to the Sleep mode after another 10 minutes of inactivity. In the Power Saver mode, the  (Ready) LED blinks slowly.

The factory default settings of 1 minute (Low Power mode) and 10 minutes (Sleep mode) are changeable within the range of 1 - 30 minutes (Low Power mode) and 6 - 11 minutes (Sleep mode). The printer returns to the ready-to-print state in about 25 seconds when re-activated.

Setting the Time for the Power Saver Mode

You can specify the time for the Power Saver mode. The printer switches to the Power Saver mode after the specified time.

The following procedure uses Microsoft® Windows® XP as an example.

1. Click **start — All Programs — EPSON — EPSON AL-M1400 — Printer Setting Utility**.

Note:

*The window to select a printer appears in this step, when multiple print drivers are installed on your computer. In this case, click the name of the desired printer listed in **Printer Name**.*

The Printer Setting Utility appears.

2. Click the **Printer Maintenance** tab.
3. Select **System Settings** from the list at the left side of the page.

The **System Settings** page is displayed.

4. Specify **Low Power Timer** and **Sleep Timer** in **Power Saver Timer**.
5. Click the **Apply New Settings** button to take effect.

Exiting the Power Saver Mode

The printer automatically exits the Power Saver mode when it receives a job from a computer. To manually exit the Power Saver mode, press the button on the operator panel.

Chapter 3

Printer Management Software

Print Driver

To access all of your printer's features, install the print driver from the **Software Disc**.

The print driver enables your computer and printer to communicate and provides access to your printer features.

See Also:

- ❑ “Installing Print Driver on Computers Running Windows” on page 21
- ❑ “Installing Print Driver on Computers Running Mac OS X” on page 22

Printer Setting Utility (Windows Only)

The Printer Setting Utility allows you to view or specify the system settings. You can also diagnose the system settings by using the Printer Setting Utility.

The Printer Setting Utility consists of the **Printer Settings Report**, **Printer Maintenance**, and **Diagnosis** tabs.

The Printer Setting Utility can be installed from the **Software Disc**.

Status Monitor (Windows Only)

You can check the printer status with the Status Monitor. Double-click the Status Monitor printer icon on the taskbar at the bottom right of the screen. The **Printer Selection** window appears, which displays the printer name, printer connection ports, and printer status. Check the column **Status** to know the current status of your printer.

Settings button: Displays the **Settings** screen and allows you to modify the Status Monitor settings.

Click the name of the desired printer listed on the **Printer Selection** window. The **Printer Status** window appears.

The **Printer Status** window alerts you when there is a warning or when an error occurs, for example, when a paper jam occurs or toner is running low.

By default, the **Printer Status** window launches automatically when an error occurs. You can specify the conditions for starting the **Printer Status** window in **Printer Status Window Properties**.

To change the pop-up settings for the **Printer Status** window:

1. Right-click the Status Monitor printer icon on the taskbar at the bottom right of the screen.
2. Select **Printer Status Window Properties**.

The **Printer Status Window Properties** window appears.

3. Select the type of the pop-up and then click **OK**.

You can also check the toner level of your printer on the **Printer Status** window.

The Status Monitor can be installed from the **Software Disc**.

Launcher (Windows Only)

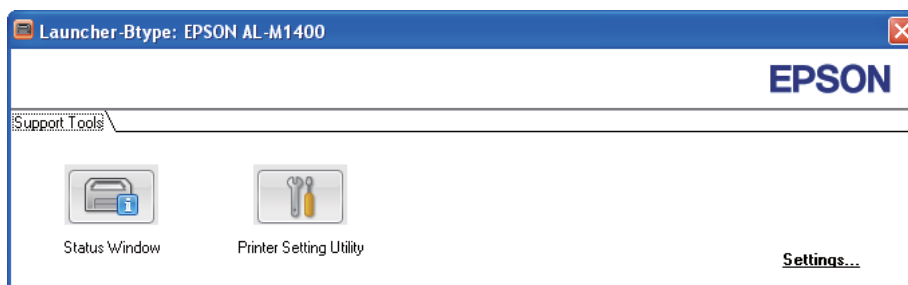
Using the **Launcher** window, you can open the **Status Window** and **Printer Setting Utility**.

The following procedure uses Microsoft® Windows® XP as an example.

To open the **Launcher** window:

1. Click **start** — **All Programs** — **EPSON** — **EPSON AL-M1400** — **Launcher**.

The **Launcher** window appears.



2. The **Launcher** window provides two buttons; **Status Window** and **Printer Setting Utility**.

To exit, click the **X** button at the top-right of the window.

For details, click the **Help** button/icon of each application.

Status Window	Click to open the Printer Status window. See Also: "Status Monitor (Windows Only)" on page 16
Printer Setting Utility	Click to open the Printer Setting Utility. See Also: "Printer Setting Utility (Windows Only)" on page 16

The Launcher can be installed from the **Software Disc**.

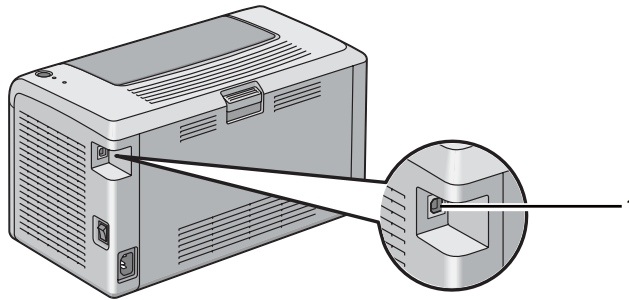
Chapter 4

Installing the Print Driver

Connecting Your Printer

Your Epson AcuLaser M1400 series interconnection cable must meet the following requirement:

Connection Type	Connection Specifications
USB	USB 2.0 compatible



1	USB Port	
---	----------	---

Connecting Printer to Computer

Connect the printer via USB. A USB connection is a direct connection and is not used for networking.

The available feature is shown in the following table.

Connection Type	Available Feature
USB	You can instruct print jobs from a computer.

USB Connection

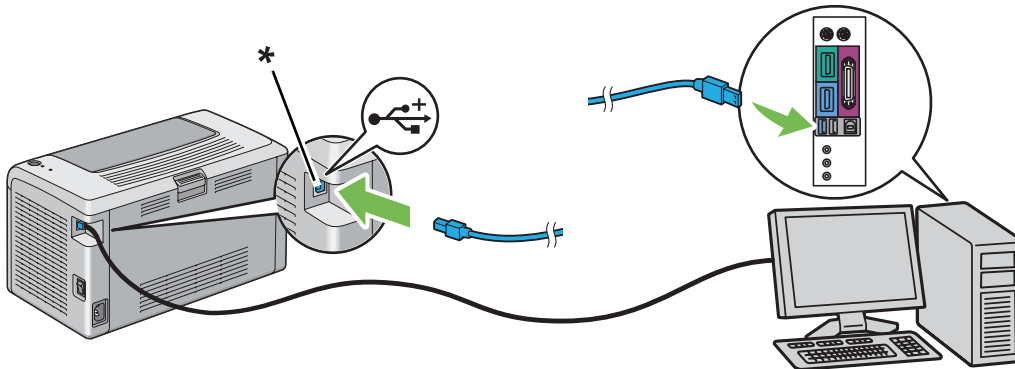
The following operating systems support USB connection:

- Microsoft® Windows® XP

- Windows XP 64-bit Edition
- Windows Server® 2003
- Windows Server 2003 x64 Edition
- Windows Server 2008
- Windows Server 2008 64-bit Edition
- Windows Server 2008 R2
- Windows Vista®
- Windows Vista 64-bit Edition
- Windows 7
- Windows 7 64-bit Edition
- Mac OS® X 10.4.11/10.5.8 - 10.6

To attach the printer to a computer:

1. Ensure that the printer and computer are turned off and unplugged from the power source/outlet.
2. Connect the smaller USB connector into the USB port at the back of the printer and the other end of the cable into the USB port of the computer.



* USB port

Note:

Do not connect the printer USB cable to the USB connector available on the keyboard.

Installing Print Driver on Computers Running Windows

USB Connection Setup

The following procedure uses Windows XP as an example.

1. Insert the **Software Disc** into your computer's CD/DVD drive.

The **Install Navi** launches.

Note:

*If the Software Disc does not automatically launch, click **Start** (**start** for Windows XP) — **All Programs** (for Windows Vista and Windows 7) — **Accessories** (for Windows Vista and Windows 7) — **Run**, and then enter **D:\EPSetup.exe** (where D is the drive letter of your computer), and then click **OK**.*

2. Connect the computer and the printer with the USB cable.
3. Turn on the printer.

Note:

*If **Found New Hardware Wizard** appears, click **Cancel**.*

4. Select a language from the list box at the bottom left of the screen.
5. Click **Easy Install**.

The **SOFTWARE LICENSE AGREEMENT** appears.

6. If you agree to the term of the **SOFTWARE LICENSE AGREEMENT**, select **Agree** and then click **Next**.

The **Easy Install Navi** launches.

7. Click **Installing Driver and Software**.
8. Select **Personal Installation (USB)**, and then click **Next**.
9. Click **Finish** to exit the wizard. If necessary, click **Print Test Page** to print a test page.

Installing Print Driver on Computers Running Mac OS X

Installing the Driver

The following procedure uses Mac OS X 10.6 as an example.

1. Run the **Software Disc** on the Mac OS X.
2. Double-click the **AL-M1400 Software Installer** icon.
3. Click **Continue** on the **Introduction** screen.
4. Select a language for the **Software License Agreement**.
5. After reading the **Software License Agreement**, click **Continue**.
6. If you agree to the terms of the **Software License Agreement**, click **Agree** to continue the installation process.
7. Click **Continue** if **Select a Destination** screen appears.
8. Click **Install** to perform the standard installation.
9. Enter the administrator's name and password, and then click **OK**.
10. Click **Close** to complete the installation.

Adding a Printer on Mac OS X 10.5.8/10.6 or Later Version(s)

1. Turn off the printer and your computer.
2. Connect the printer and your computer with the USB cable.
3. Turn on the printer and your computer.
4. Display the **System Preferences**, and then click **Print & Fax**.
5. Confirm your USB printer is added to **Print & Fax**.

If your USB printer is not displayed, execute the following procedures.

6. Click **+**, and then click **Default**.
7. Select the printer connected via USB from the **Printer Name** list.
Name, Location, and **Print Using** are automatically entered.
8. Click **Add**.

Adding a Printer on Mac OS X 10.4.11

1. Turn off the printer and your computer.
2. Connect the printer and your computer with the USB cable.
3. Turn on the printer and your computer.
4. Start **Printer Setup Utility**.

Note:

*You can find **Printer Setup Utility** in the **Utilities** folder in **Applications**.*

5. Confirm your USB printer is added to **Printer List**.

If your USB printer is not displayed, execute the following procedures.

6. Click **Add**.
7. Click **Default Browser** in the **Printer Browser** dialog box.
8. Select the printer connected via USB from the **Printer Name** list.
Name, Location and **Print Using** are automatically entered.
9. Click **Add**.

Chapter 5

Printing Basics

About Print Media

Using paper that is not appropriate for the printer can cause paper jams, image quality problems, or printer failure. To achieve the best performance from your printer, we recommend you to use only the paper described in this section.

When using paper other than that recommended, contact the Epson local representative office or an authorized dealer.

Print Media Usage Guidelines

The printer tray accommodates most sizes and types of paper and other specialty media. Follow these guidelines when loading paper and media:

- Before buying large quantities of any print media, it is recommended that you try a sample first.
- For 60 to 135 gsm (16 to 36 lb bond) paper, grain long, where the paper fibers run along the length of the paper, is recommended. For paper heavier than 135 gsm (36 lb bond), grain short, where the paper fibers run along the width of the paper, is preferred.
- Fan paper or other specialty media before loading in the paper tray.
- Do not print on label stock once a label has been removed from a sheet.
- Use only paper envelopes. Do not use envelopes with windows, metal clasps, or adhesives with release strips.
- Print all envelopes single-sided only.
- Some wrinkling and embossing may occur when printing envelopes.
- Do not overload the paper tray. Do not load print media above the fill line on the inside of the paper width guides.
- Adjust the paper width guides to fit the paper size.
- If excessive jams or wrinkles occur, use paper or other media from a new package.

**Warning:**

Do not use conductive paper such as origami paper, carbonic paper or conductively-coated paper. When paper jam occurs, it may cause short-circuit and eventually a fire accident.

See Also:

- “Loading Print Media in the Multipurpose Feeder (MPF)” on page 30
- “Loading Envelope in the Multipurpose Feeder (MPF)” on page 34
- “Printing on Custom Size Paper” on page 49

Print Media That Can Damage Your Printer

Your printer is designed to use a variety of media types for print jobs. However, some media can cause poor output quality, increased paper jams, or damage to your printer.

Unacceptable media includes:

- Paper that is too heavyweight or too lightweight (less than 60 gsm or more than 163 gsm)
- Transparencies
- Photo paper or coated paper
- Tracing paper
- Illumination film
- Special ink jet printer paper and ink jet transparencies
- Static-cling paper
- Pasted-up or glued paper
- Specially coated paper
- Color paper with surface treatments
- Paper that uses ink that deteriorates with heat
- Photosensitive paper
- Carbon paper or carbonless copy paper
- Paper with a rough surface, such as Japanese paper, pulp paper or fibrous paper

- Envelopes that are not flat, or that have clasps, windows or adhesives with release strips
- Padded envelopes
- Tack film
- Water transfer paper
- Textile transfer paper
- Perforated paper
- Leather paper, embossed paper
- Conductive paper such as origami paper, carbonic paper or conductively-coated paper
- Wrinkled, creased, folded, or ripped paper
- Damp or wet paper
- Wavy or curled paper
- Paper with staples, clips, ribbons, or tape
- Label paper with some labels already peeled off, or that are partially cut off
- Paper pre-printed by another printer or copier
- Paper pre-printed all over rear side

**Warning:**

Do not use conductive paper such as origami paper, carbonic paper or conductively-coated paper. When paper jam occurs, it may cause short-circuit and eventually a fire accident.

Print Media Storage Guidelines

Providing good storage conditions for your paper and other media contributes to optimum print quality.

- Store print media in dark, cool, relatively dry locations. Most paper items are susceptible to damage from ultraviolet (UV) and visible light. UV radiation, which is emitted by the sun and fluorescent bulbs, is particularly damaging to paper items. The intensity and length of exposure to visible light on paper items should be reduced as much as possible.
- Maintain constant temperatures and relative humidity.

- ❑ Avoid attics, kitchens, garages, and basements for storing print media.
- ❑ Store print media flat. Print media should be stored on pallets, cartons, shelves, or in cabinets.
- ❑ Avoid having food or drinks in the area where print media is stored or handled.
- ❑ Do not open sealed packages of paper until you are ready to load them into the printer. Leave paper in the original packaging. For most commercial cut-size grades, the ream wrapper contains an inner lining that protects the paper from moisture loss or gain.
- ❑ Leave the media inside the bag until you are ready to use it; reinsert unused media in the bag and reseal it for protection. Some specialty media is packaged inside resealable plastic bags.

Supported Print Media

Using unsuitable print media may lead to paper jams, poor print quality, breakdown and damage to your printer. To use the features of this printer effectively, use the suggested print media that is recommended here.

Important:

The toner may come off the print media, if it gets wet by water, rain, steam and so on. For details, contact the Epson local representative office or an authorized dealer.

Usable Print Media

The types of print media that can be used on this printer are as follows:

Paper Size	<p>A4 SEF (210 × 297 mm)</p> <p>B5 SEF (182 × 257 mm)</p> <p>A5 SEF (148 × 210 mm)</p> <p>Envelope C5 SEF (162 × 229 mm)</p> <p>Envelope Monarch SEF (3.875 × 7.5 inches)</p> <p>Envelope Monarch LEF (7.5 × 3.875 inches)*</p> <p>Envelope Com-10 SEF (4.125 × 9.5 inches)</p> <p>Envelope DL SEF (110 × 220 mm)</p> <p>Envelope DL LEF (220 × 110 mm)*</p> <p>Letter SEF (8.5 × 11 inches)</p> <p>Legal SEF (8.5 × 14 inches)</p> <p>Folio SEF (8.5 × 13 inches)</p> <p>Executive SEF (7.25 × 10.5 inches)</p> <p>Statement SEF (139.7 × 215.9 mm)</p> <p>Postcard (100 × 148 mm)</p> <p>Postcard (148 × 200 mm)</p> <p>Yougata 2 SEF (114 × 162 mm)</p> <p>Yougata 2 LEF (162 × 114 mm)*</p> <p>Yougata 3 SEF (98 × 148 mm)</p> <p>Yougata 3 LEF (148 × 98 mm)*</p> <p>Yougata 4 (105 × 235 mm)</p> <p>Yougata 6 (98 × 190 mm)</p> <p>Younaga 3 (120 × 235 mm)</p> <p>Nagagata 3 (120 × 235 mm)</p> <p>Nagagata 4 (90 × 205 mm)</p> <p>Kakugata 3 (216 × 277 mm)</p> <p>Custom size:</p> <p>Width: 76.2–215.9 mm (3–8.5 inches)</p> <p>Length: 127–355.6 mm (5 –14 inches)</p>
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Paper Type (Weight)	Plain Lightweight Cardstock Labels Envelope Recycled Postcard JPN
Loading Capacity	150 sheets of standard paper

* Monarch, DL, Yougata 2, and Yougata 3 envelopes can be supported by LEF with their flap open.

Note:

- SEF and LEF indicate the paper feed direction; SEF stands for short-edge feed. LEF stands for long-edge feed.
- Use only laser print media. Do not use ink jet paper in this printer.

See Also:

- “Loading Print Media in the Multipurpose Feeder (MPF)” on page 30
- “Loading Envelope in the Multipurpose Feeder (MPF)” on page 34

Printing on print media that differs from the paper size or paper type selected on the print driver may lead to paper jams. To ensure that printing is correctly done, select the correct paper size and paper type.

Loading Print Media

Loading print media properly helps prevent jams and ensures trouble-free printing.

Before loading print media, identify the recommended print side of the print media. This information is usually on the print media package.

Note:

After loading paper in the feeder, specify the same paper type on the print driver.

Capacity

Multipurpose feeder (MPF) can hold:

- ❑ 150 sheets of standard paper
- ❑ 16.2 mm (0.64 inches) of thick paper
- ❑ One sheet of coated paper
- ❑ 16.2 mm (0.64 inches) of post cards
- ❑ Five envelopes
- ❑ 16.2 mm (0.64 inches) of labels

Print Media Dimensions

The multipurpose feeder (MPF) accepts print media within the following dimensions:

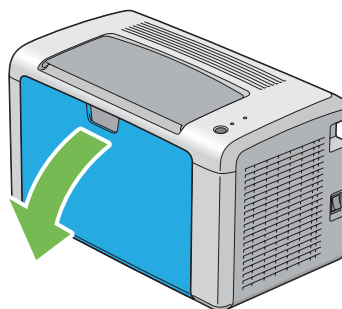
- ❑ Width: 76.2–215.9 mm (3.00–8.50 inches)
- ❑ Length: 127–355.6 mm (5.00–14.00 inches)

Loading Print Media in the Multipurpose Feeder (MPF)

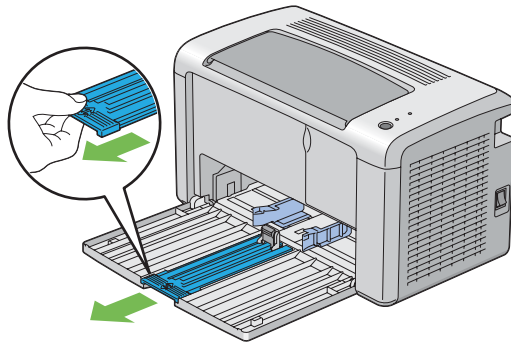
Note:

- ❑ *To avoid paper jams, do not remove the paper cover while printing is in progress.*
- ❑ *Use only laser print media. Do not use ink jet paper in this printer.*

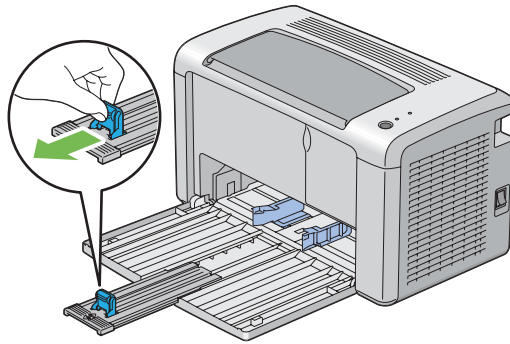
1. Open the front cover.



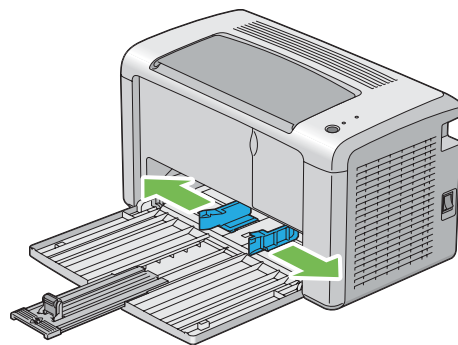
2. Pull the slide bar forward until it stops.



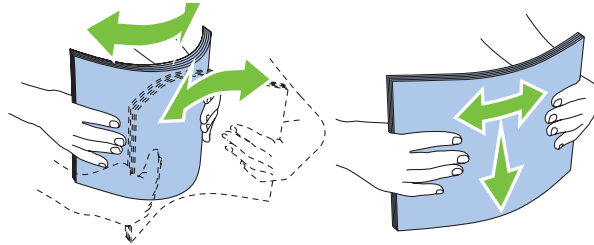
3. Pull the length guide forward until it stops.



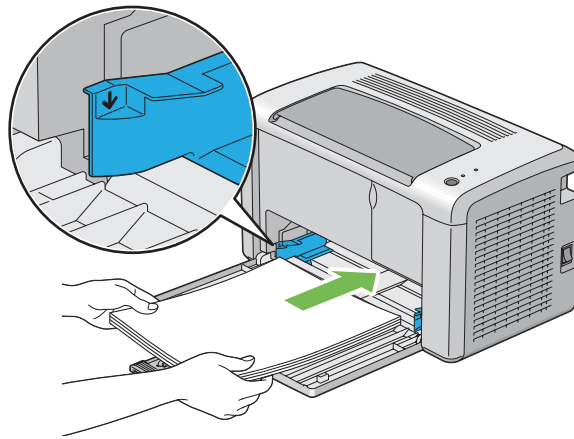
4. Adjust the paper width guides to their maximum width.



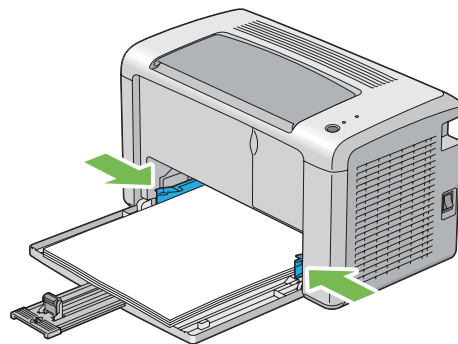
5. Before loading the print media, flex the sheets back and forth, and then fan them. Straighten the edges of the stack on a level surface.



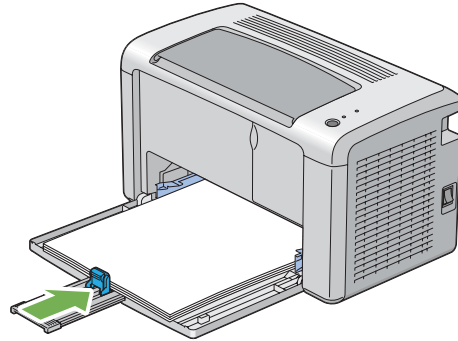
6. Load print media on the multipurpose feeder (MPF) with the top edge first and with the recommended print side facing up.



7. Adjust the paper width guides until they rest lightly against the edges of the stack of print media.

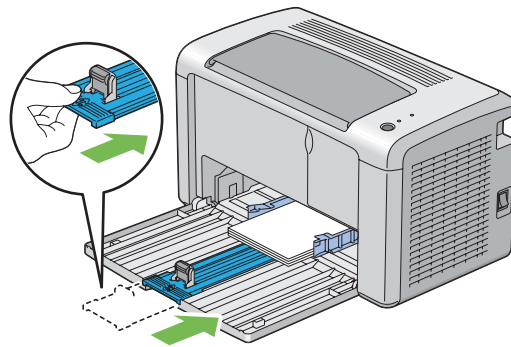


- Slide the length guide towards the printer until it touches the print media.

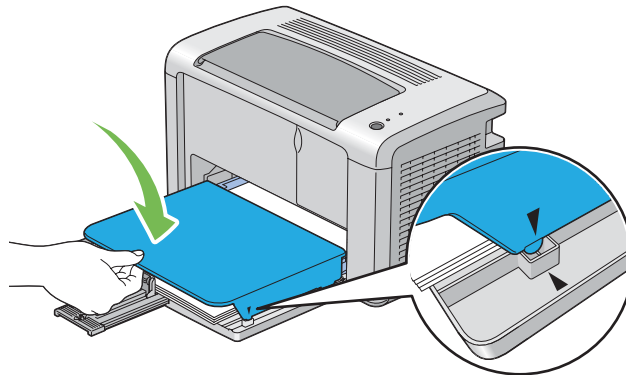


Note:

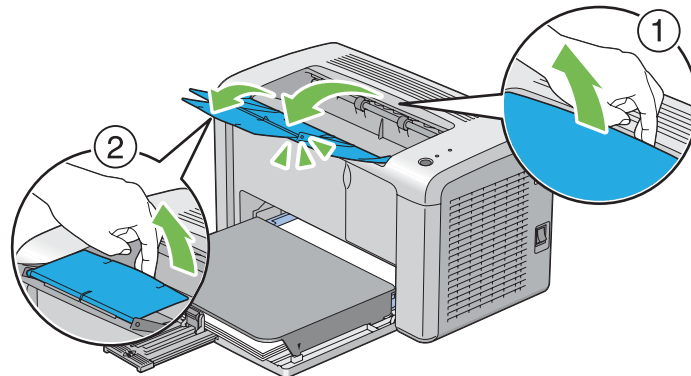
Depending on the size of print media, first slide the slide bar backward until it stops, and then pinch the length guide and slide it backward until it touches print media.



- Insert the paper cover into the printer and then align the paper cover to the marking on the paper tray.



10. Open the output tray extension by two steps. At the secondary step, extend it fully until it clicks.



11. Select the paper type from the print driver if the loaded print media is not standard plain paper. If a user-specified print media is loaded in the multipurpose feeder (MPF), you must specify the paper size setting by using the print driver.

Note:

For more information about setting the paper size and type on the print driver, refer to the online Help provided for the print driver.

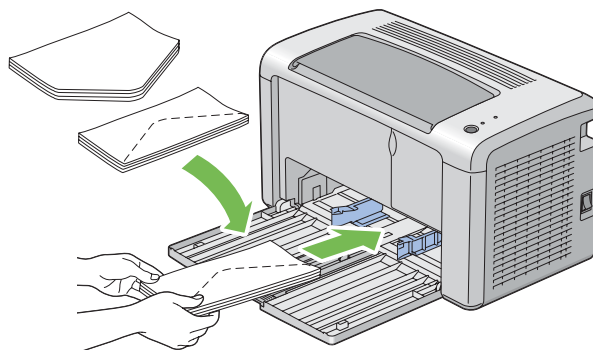
Loading Envelope in the Multipurpose Feeder (MPF)

Note:

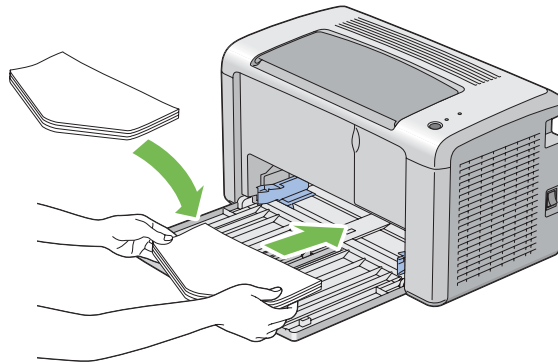
When you print on envelopes, be sure to specify the envelope setting on the print driver. If not specified, the print image will be rotated 180 degrees.

When Loading Com-10, DL, Monarch, Yougata 2/3/4/6, or Younaga 3

Load envelopes with the side to be printed on facing up, the flap side facing down, and the flap turned to the right.



To prevent DL, Monarch, Yougata 2, and Yougata 3 from being wrinkled, they are recommended to be loaded with the print-side facing up, flap opened, and facing you.

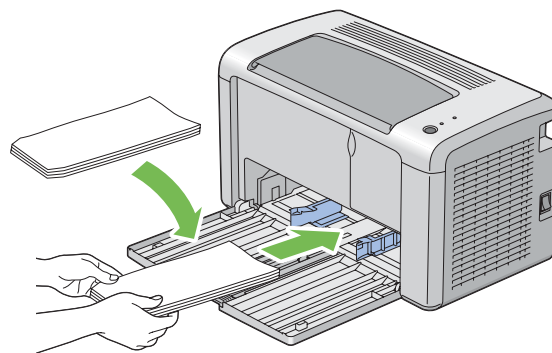


Note:

When you load the envelopes in the long-edge feed (LEF) orientation, be sure to specify the landscape orientation on the print driver.

When Loading C5, Nagagata 3/4 or Kakugata 3

Load envelopes with the side to be printed on facing up, flap opened, and facing you.

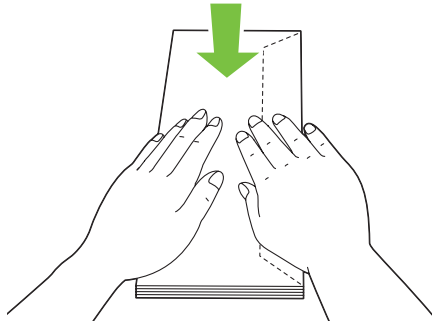


Important:

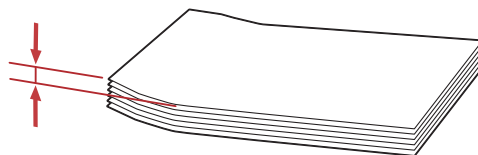
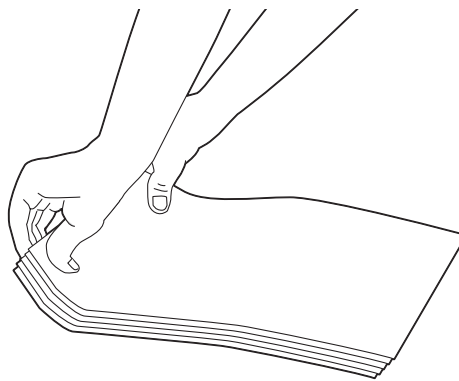
Never use envelopes with windows, or coated linings. These lead to paper jams and can cause damage to the printer.

Note:

- ❑ If you do not load envelopes in the multipurpose feeder (MPF) right after they have been removed from the packaging, they may bulge. To avoid jams, flatten them as shown below when loading them in the multipurpose feeder (MPF).



- ❑ If envelopes are still not fed correctly, add some bending to the flap of the envelopes as shown in the following illustration. The amount of the bending shall be 5 mm (0.20 inches) or less.



- ❑ To confirm the correct orientation of each print media such as envelopes, see the instruction on the Envelope/Paper Setup Navigator on the print driver.

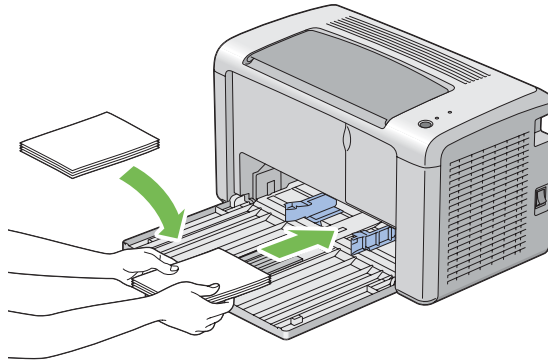
Loading Postcard in the Multipurpose Feeder (MPF)

Note:

When you print on postcards, be sure to specify the postcard setting on the print driver to get the optimum print result.

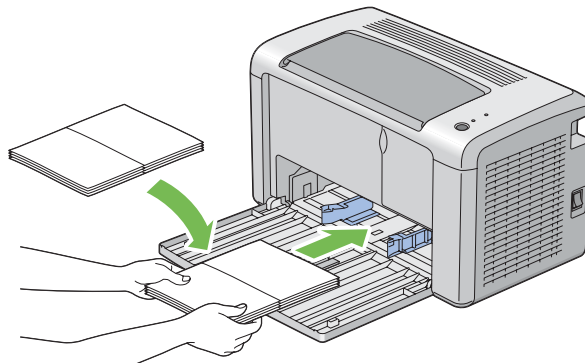
When Loading Postcard

Load the postcard with the side to be printed on facing up, and the top edge of the postcard in first.



When Loading W-Postcard

Load the w-postcard with the side to be printed on facing up, and the left edge of the w-postcard in first.



Note:

To confirm the correct orientation of each print media such as postcards, see the instruction on the Envelope/Paper Setup Navigator on the print driver.

Manual Duplex Printing (Windows Print Driver Only)

Note:

When printing on curled paper, straighten the paper and then insert it into the feeder.

When you start manual duplex printing, the instruction window appears. Note that the window cannot be reopened once it is closed. Do not close the window until duplex printing is complete.

Operations on Your Computer

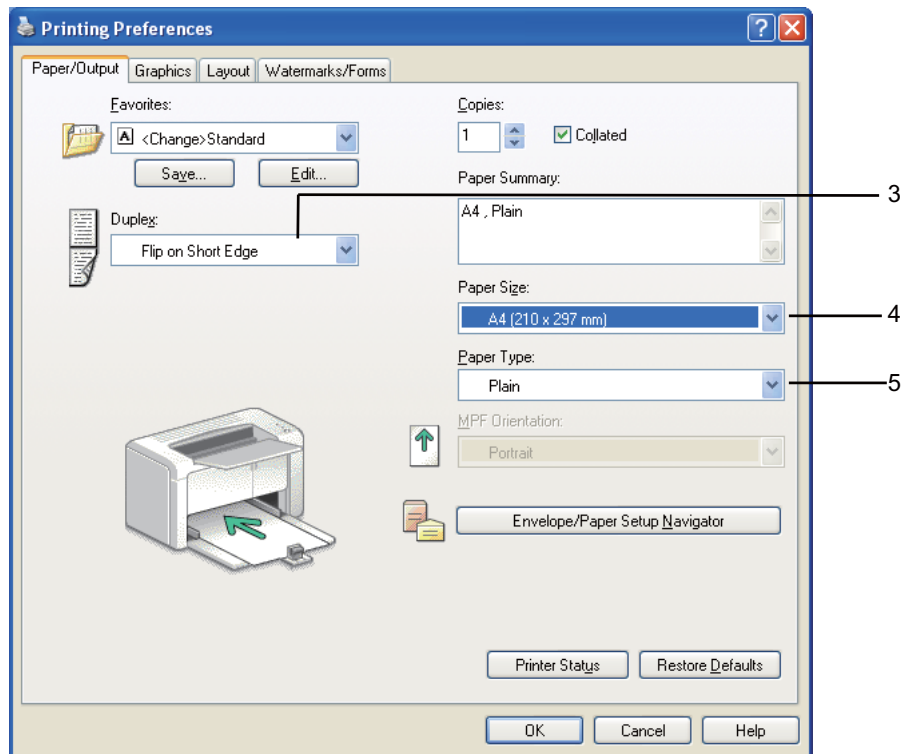
The following procedure uses Microsoft® Windows® XP WordPad as an example.

Note:

*The way to display the printer **Properties/Printing Preferences** dialog box differs according to the application software. Refer to the manual of your respective application software.*

1. From the **File** menu, select **Print**.
2. Select the printer from the **Select Printer** list box, and then click **Preferences**.
3. Select the **Paper/Output** tab.

From **Duplex**, select either **Flip on Short Edge** or **Flip on Long Edge** to define the way 2-sided print pages are bound.



4. From **Paper Size**, select the size of the document to be printed.
5. From **Paper Type**, select the paper type to be used.
6. Click **OK** to close the **Printing Preferences** dialog box.
7. Click **Print** in the **Print** dialog box to start printing.

Important:

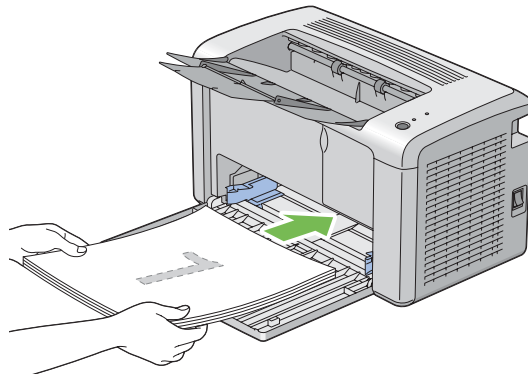
When you start manual duplex printing, the instruction window appears. Note that the window cannot be reopened once it is closed. Do not close the window until duplex printing is complete.

Loading Print Media in the Multipurpose Feeder (MPF)

1. First print the even pages (rear sides).

For a six page document, rear sides are printed in the order of page 6, page 4, and then page 2.

The ! (**Error**) LED lights and the ◯ (**Ready**) LED blinks when the even pages finish printing.

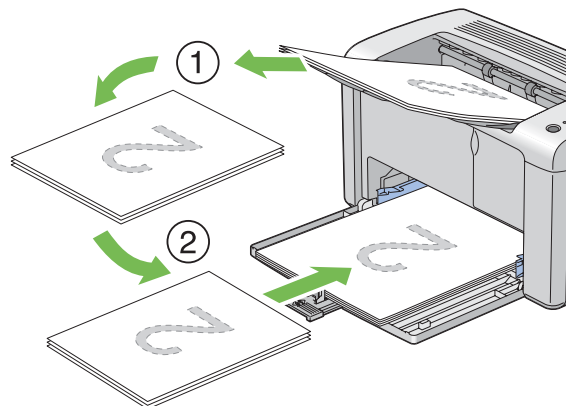


2. After the even pages are printed, remove the paper stack from the center output tray.

Note:

Warped or curled prints can cause paper jams. Straighten them before setting them.

3. Stack the prints and set them as they are (with the blank side facing up) into the multipurpose feeder (MPF), and then press the button on the operator panel. Pages are printed in order of page 1 (rear of page 2), page 3 (rear of page 4), and then page 5 (rear of page 6).



Note:

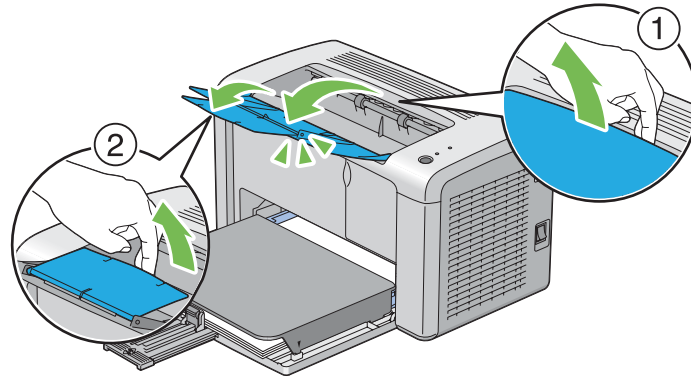
Printing on both sides of the paper is not possible if the document consists of various sizes of paper.

Using the Output Tray Extension

The output tray extension is designed to prevent print media from falling from the printer after the print job is complete.

Before printing a document, ensure that the output tray extension is fully opened.

The output tray extension is opened by two steps. At the secondary step, extend it fully until it clicks.



Printing

This section covers how to print certain lists of information from your printer and how to cancel a job.

Sending a Job to Print

Install the print driver to use all the features of the printer. When you choose **Print** from a software program, a window representing the print driver opens. Select the appropriate settings for the specific job you are sending to print. Print settings selected from the driver have precedence over the default menu settings selected from the Printer Setting Utility.

You may need to click **Preferences** from the initial **Print** dialog box to see all the available system settings you can change. If you are not familiar with a feature in the print driver window, open the online Help for more information.

To print a job from a typical Windows application:

1. Open the file you want to print.
2. From the **File** menu, select **Print**.
3. Verify that the correct printer is selected in the dialog box. Modify the system settings as needed (such as the pages you want to print or the number of copies).

4. To adjust system settings not available from the first screen, such as **Image Quality**, **Paper Size**, or **Image Orientation**, click **Preferences**.

The **Printing Preferences** dialog box appears.

5. Specify the print settings. For more information, click **Help**.
6. Click **OK** to close the **Printing Preferences** dialog box.
7. Click **Print** to send the job to the selected printer.

Canceling a Print Job

There are several methods for canceling a print job.

Canceling From the Operator Panel

To cancel a job after it has started printing:

1. Press the button on the operator panel for about three seconds.

Note:

Printing is canceled only for the current job. All the following jobs will continue to print.

Canceling a Job From the Computer Running Windows

Canceling a Job From the Taskbar

When you send a job to print, a small printer icon appears in the right corner of the taskbar.

1. Double-click the printer icon.

A list of print jobs appears in the printer window.

2. Select the job you want to cancel.
3. Press the **Delete** key.
4. Click **Yes** on the **Printers** dialog box to cancel a print job.

Canceling a Job From the Desktop

1. Click **start** — **Printers and Faxes** (for Windows XP).

Click **Start** — **Printers and Faxes** (for Windows Server® 2003).

Click **Start** — **Devices and Printers** (for Windows 7 and Windows Server 2008 R2).

Click **Start** — **Control Panel** — **Hardware and Sound** — **Printers** (for Windows Vista® and Windows Server 2008).

A list of available printers appears.

2. Double-click the printer you selected when you sent the job.

A list of print jobs appears in the printer window.

3. Select the job you want to cancel.
4. Press the **Delete** key.
5. Click **Yes** on the **Printers** dialog box to cancel a print job.

Selecting Printing Options

Selecting Printing Preferences (Windows)

Printer preferences control all of your print jobs, unless you override them specifically for a job. For example, if you want to use duplex printing for most jobs, set this option in printer settings.

To select printer preferences:

1. Click **start** — **Printers and Faxes** (for Windows XP).

Click **Start** — **Printers and Faxes** (for Windows Server 2003).

Click **Start** — **Devices and Printers** (for Windows 7 and Windows Server 2008 R2).

Click **Start** — **Control Panel** — **Hardware and Sound** — **Printers** (for Windows Vista and Windows Server 2008).

A list of available printers appears.

2. Right-click the icon for your printer, and then click **Printing Preferences**.
3. Make selections on the driver tabs, and then click **OK** to save your selections.

Note:

*For more information about Windows print driver options, click **Help** on the print driver tab to view the online Help.*

Selecting Options for an Individual Job (Windows)

If you want to use special printing options for a particular job, change the driver settings before sending the job to the printer. For example, if you want to use High Resolution for a particular graphic, select this setting in the driver before printing that job.

1. With the desired document or graphic open in your application, access the **Print** dialog box.
2. Select your printer and click **Preferences** to open the print driver.
3. Make selections on the driver tabs.

Note:

*In Windows, you can save current printing options with a distinctive name and apply them to other print jobs. Make selections on the **Paper/Output, Graphics, Layout, Watermarks/Forms** tab, and then click **Save** under **Favorites** on the **Paper/Output** tab. Click **Help** for more information.*

4. Click **OK** to save your selections.
5. Print the job.

See the following table for specific printing options:

Printing Options for Windows

Operating System	Driver Tab	Printing Options
Windows XP, Windows XP x 64bit, Windows Server 2003, Windows Server 2003 x 64bit, Windows Vista, Windows Vista x 64bit, Windows Server 2008, Windows Server 2008 x 64bit, Windows Server 2008 R2, Windows 7, or Windows 7 x 64bit	Paper/Output tab	<input type="checkbox"/> Favorites <input type="checkbox"/> Duplex <input type="checkbox"/> Copies <input type="checkbox"/> Collated <input type="checkbox"/> Paper Summary <input type="checkbox"/> Paper Size <input type="checkbox"/> Paper Type <input type="checkbox"/> MPF Orientation <input type="checkbox"/> Envelope/Paper Setup Navigator <input type="checkbox"/> Printer Status <input type="checkbox"/> Restore Defaults
	Graphics tab	<input type="checkbox"/> Image Quality <input type="checkbox"/> Toner Saving Mode <input type="checkbox"/> Image Enhancement <input type="checkbox"/> Screen <input type="checkbox"/> Image Settings <ul style="list-style-type: none"> <input type="checkbox"/> Apply to All Elements <input type="checkbox"/> Apply to Selected Element <input type="checkbox"/> Brightness <input type="checkbox"/> Contrast <input type="checkbox"/> Restore Defaults
	Layout tab	<input type="checkbox"/> Image Orientation <input type="checkbox"/> Multiple Up <input type="checkbox"/> Poster/Mixed Document <input type="checkbox"/> Output Size <input type="checkbox"/> Reduce / Enlarge <input type="checkbox"/> Margin Shift/Margin <input type="checkbox"/> Restore Defaults

Operating System	Driver Tab	Printing Options
Windows XP, Windows Server 2003, Windows Vista, Windows Server 2008, or Windows 7	Watermarks/Forms tab	<input type="checkbox"/> Watermarks <ul style="list-style-type: none"> <input type="checkbox"/> New Text <input type="checkbox"/> New Bitmap <input type="checkbox"/> Edit <input type="checkbox"/> Delete <input type="checkbox"/> First Page Only <input type="checkbox"/> Forms <ul style="list-style-type: none"> <input type="checkbox"/> Off <input type="checkbox"/> Create / Register Forms <input type="checkbox"/> Image Overlay <input type="checkbox"/> Header / Footer Options <ul style="list-style-type: none"> <input type="checkbox"/> Restore Defaults

Selecting Options for an Individual Job (Mac OS X)

To select print settings for a particular job, change the driver settings before sending the job to the printer.

1. With the document open in your application, click **File**, and then click **Print**.
2. Select **Epson AcuLaser M1400** from **Printer**.
3. Select the desired printing options from the menus and drop-down lists that are displayed.

Note:

*In Mac OS® X, click **Save As** on the **Presets** menu screen to save the current printer settings. You can create multiple presets and save each with its own distinctive name and printer settings. To print jobs using specific printer settings, click the applicable saved preset in the **Presets** list.*

4. Click **Print** to print the job.

Mac OS X Print Driver Printing Options:

The table shown below uses Mac OS X 10.6 TextEdit as an example.

Printing options for Mac OS X

Item	Printing Options
	<input type="checkbox"/> Copies <input type="checkbox"/> Collated <input type="checkbox"/> Pages <input type="checkbox"/> Paper Size <input type="checkbox"/> Orientation
Layout	<input type="checkbox"/> Pages per Sheet <input type="checkbox"/> Layout Direction <input type="checkbox"/> Border <input type="checkbox"/> Two-Sided <input type="checkbox"/> Reverse page orientation <input type="checkbox"/> Flip horizontally
Color Matching	<input type="checkbox"/> ColorSync <input type="checkbox"/> Vendor Matching <input type="checkbox"/> Profile
Paper Handling	<input type="checkbox"/> Pages to Print <input type="checkbox"/> Page Order <input type="checkbox"/> Scale to fit paper size <input type="checkbox"/> Destination Paper Size <input type="checkbox"/> Scale down only
Cover Page	<input type="checkbox"/> Print Cover Page <input type="checkbox"/> Cover Page Type <input type="checkbox"/> Billing Info
Scheduler	<input type="checkbox"/> Print Document <input type="checkbox"/> Priority

Item	Printing Options
Printer Features	<ul style="list-style-type: none"> <input type="checkbox"/> 1. Detailed Settings <ul style="list-style-type: none"> <input type="checkbox"/> Image Quality <input type="checkbox"/> Image Rotation (180deg) <input type="checkbox"/> Toner Saving Mode <input type="checkbox"/> 2. Color Balance <ul style="list-style-type: none"> <input type="checkbox"/> Low Density (K) <input type="checkbox"/> Medium Density (K) <input type="checkbox"/> High Density (K) <input type="checkbox"/> 3. Paper Handling <ul style="list-style-type: none"> <input type="checkbox"/> Paper Type <input type="checkbox"/> 4. Printer Specific Options <ul style="list-style-type: none"> <input type="checkbox"/> Skip Blank Pages
Summary	

Printing Custom Size Paper

This section explains how to print on custom size paper using the print driver.

The way to load custom size paper is the same as the one to load standard size paper.

See Also:

“Loading Print Media in the Multipurpose Feeder (MPF)” on page 30

Defining Custom Paper Sizes

Before printing, set the custom size on the print driver.

Note:

When setting the paper size on the print driver, be sure to specify the same size as the actual print media used. Setting the wrong size for printing can cause printer failure. This is especially true if you configure a bigger size when using a narrow width paper.

Using the Windows Print Driver

On the Windows print driver, set the custom size in the **Custom Paper Size** dialog box. This section explains the procedure using Windows XP as an example.

For Windows XP or later, an administrator's password only allows users with administrator rights to change the settings. Users without the rights of administrator can only view the contents.

1. Click **start** — **Printers and Faxes**.
2. Right-click the icon for your printer, and then select **Properties**.
3. Select the **Configuration** tab.
4. Click **Custom Paper Size**.
5. Select the custom setup you want to define from **Details**.
6. Specify the length of the short edge and long edge under **Change Setting For**. You can specify the values either by entering them directly or using the up arrow and down arrow buttons. The length of the short edge cannot be longer than the long edge, even if it is within the specified range. The length of the long edge cannot be shorter than the short edge, even if it is within the specified range.
7. To assign a paper name, select the **Name the Paper Size** check box, and then enter the name in **Paper Name**. Up to 14 characters can be used for the paper name.
8. If necessary, repeat steps 5 to 7 to define another custom size.
9. Click **OK** twice.

Printing on Custom Size Paper

Use the following procedures to print using either the Windows or Mac OS X print drivers.

Using the Windows Print Driver

This section explains the procedure using Windows XP WordPad as an example.

Note:

*The way to display the printer **Properties/Printing Preferences** dialog box differs according to the application software. Refer to the manual of your respective application software.*

1. From the **File** menu, select **Print**.
2. Select the printer as the printer to be used and click **Preferences**.
3. Select the **Paper/Output** tab.
4. Select the size of the original document from **Paper Size**.

5. Select the appropriate paper type from **Paper Type**.
6. Click the **Layout** tab.
7. From **Output Size**, select the custom size you defined. If you select the custom size from **Paper Size** in step 4, select **Same as Paper Size**.
8. Click **OK**.
9. Click **Print** in the **Print** dialog box to start printing.

Using the Mac OS X Print Driver

This section explains the procedure using Mac OS X 10.6 TextEdit as an example.

1. From the **File** menu, select **Page Setup**.
2. Select the printer as the printer to be used from **Format For**.
3. From **Paper Size**, select **Manage Custom Sizes**.
4. In the **Custom Paper Sizes** window, click +.

A newly created setting “Untitled” is displayed in the list.

5. Double-click “Untitled” and enter the name for the setting.
6. Enter the size of the original document in the **Width** and **Height** boxes of **Paper Size**.
7. Specify **Non-Printable Area** if necessary.
8. Click **OK**.
9. Make sure that the newly created paper size is chosen in **Paper Size**, and then click **OK**.
10. From the **File** menu, select **Print**.
11. Click **Print** to start printing.

Checking Status of Print Data

Checking Status (Windows Only)

You can check the printer status with Status Monitor. Double-click the Status Monitor printer icon on the taskbar at the bottom right of the screen. The **Printer Selection** window appears, which displays the printer name, printer connection ports, and printer status. Check the column **Status** to know the current status of your printer.

Settings button: Displays the **Settings** screen and allows you to modify the Status Monitor settings.

Click the name of the desired printer listed on the **Printer Selection** window. The **Printer Status** window appears. You can check the printer status and print job status.

For more information about Status Monitor, see Help. The following procedure uses Windows XP as an example:

1. Click **start** — **All Programs**.
2. Select **EPSON**.
3. Select **EPSON AL-M1400**.
4. Select **Activate Status Monitor**.

The **Printer Selection** window appears.

5. Click the name of the desired printer from the list.

The **Printer Status** window appears.

6. Click **Help**.

See Also:

“Status Monitor (Windows Only)” on page 16

Printing a Report Page

To confirm your printer settings, print a report page.

This section describes the method of printing a report page.

Printing a System Settings Page

To verify detailed printer settings, print a System Settings page.

The Printer Setting Utility

The following procedure uses Windows XP as an example.

1. Click **start** — **All Programs** — **EPSON** — **EPSON AL-M1400** — **Printer Setting Utility**.

Note:

*The window to select a printer appears in this step, when multiple print drivers are installed on your computer. In this case, click the name of the desired printer listed in **Printer Name**.*

The Printer Setting Utility appears.

2. Click the **Printer Settings Report** tab.
3. Select **Reports** from the list at the left side of the page.

The **Reports** page is displayed.

4. Click **System Settings**.

The System Settings page is printed.

Printer Settings

You can select menu items and corresponding values from the Printer Setting Utility.

The following procedure uses Windows XP as an example.

Note:

Factory defaults may vary for different countries. These settings are active until new ones are selected or the factory defaults are restored.

To select a new value as a setting:

1. Click **start** — **All Programs** — **EPSON** — **EPSON AL-M1400** — **Printer Setting Utility**.

Note:

*The window to select a printer appears in this step, when multiple print drivers are installed on your computer. In this case, click the name of the desired printer listed in **Printer Name**.*

The Printer Setting Utility appears.

2. Click the **Printer Maintenance** tab.
3. Select the desired menu item.

Each menu item has a list of values for the menu item. A value can be:

- A phrase or word to describe a setting
 - A numerical value that can be changed
 - An On or Off setting
4. Select the desired value, and then click the associated button with each menu item.

Driver settings may have precedence over changes previously made and may require you to change the Printer Setting Utility defaults.



Chapter 6

Using the Operator Panel

Resetting to Factory Defaults

After executing Initialize NVM and rebooting the printer, all the menu parameters or data are reset to their factory default values.

1. Turn off the printer.
2. Open the rear cover.
3. While holding down the button on the operator panel, turn on the printer.

Ensure that the  (**Ready**) LED and  (**Error**) LED blink. If the LEDs do not blink, turn off the printer, and then execute step 3 again.

4. Close the rear cover.

The printer starts initializing the Non-Volatile Memory (NVM).



Important:

Never attempt to turn off the printer. The printer will cease to function.

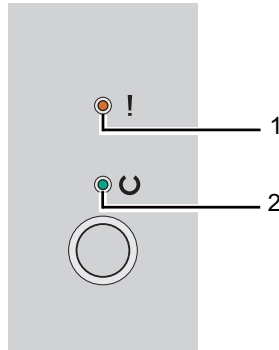
The printer restarts automatically to apply the settings.

Understanding the Operator Panel Lights

The operator panel lights mean different things, depending on their sequence. Umber and green lights that are off, on, or blinking indicate printer conditions.




	LED	Off	On	Fast Blink	Slow Blink
1	Error	—			None

	LED	Off	On	Fast Blink	Slow Blink
2	Ready	—			



Light Sequences

The following table shows the light status.

1	2	Printer Status
Error	Ready	
—		Ready The toner is low. See Also: "Replacing the Toner Cartridge" on page 81
—		Downloading Warming up after power on Receiving data, Waiting for data, Printing Printing when the toner is low. See Also: "Replacing the Toner Cartridge" on page 81
—		In Power Saver mode See Also: "Power Saver Mode" on page 14

1	2	Printer Status
Error	Ready	
		No paper is loaded. Load paper, and then press the button on the operator panel. See Also: "Loading Print Media in the Multipurpose Feeder (MPF)" on page 30
		The wrong size of paper is loaded. See Also: "Loading Print Media in the Multipurpose Feeder (MPF)" on page 30
		Paper jam occurred. See Also: "Clearing Jams" on page 57
		Waiting for manual duplex printing ^{*1}
		Canceling job
		In Initialize NVM mode See Also: "Resetting to Factory Defaults" on page 54
	—	The toner is end of its service life. See Also: "Replacing the Toner Cartridge" on page 81
		The rear cover is opened. Close the rear cover.
		All other engine error: fan error, fusing unit error etc. Turn off the printer, and then on.
	—	A fatal error occurred. Turn off the printer, and then on. Contact the Epson local representative office or an authorised dealer if this error occurs repeatedly.

^{*1} Load paper for the second side (odd) pages, and press the button on the operator panel.

See Also:
 "Manual Duplex Printing (Windows Print Driver Only)" on page 38

Chapter 7

Troubleshooting

Clearing Jams

Careful selection of appropriate print media and proper loading allow you to avoid most jams.

See Also:

- ❑ “About Print Media” on page 24
- ❑ “Supported Print Media” on page 27

Note:

Before buying large quantities of any print media, it is recommended that you try a sample first.

Avoiding Jams

- ❑ Use only recommended print media.
- ❑ See “Loading Print Media in the Multipurpose Feeder (MPF)” on page 30 to load print media properly.
- ❑ Do not overload the print media sources. Ensure that the stacked print media height does not exceed the marks indicated on the paper width guides.
- ❑ Do not load wrinkled, creased, damp, or curled print media.
- ❑ Flex, fan, and straighten print media before you load it. If a jam occurs with print media, try feeding one sheet at a time through the multipurpose feeder (MPF).
- ❑ Do not use print media that you have cut or trimmed.
- ❑ Do not mix print media sizes, weights, or types in the same print media source.
- ❑ Ensure that the recommended print side is face up when you insert the print media.
- ❑ Keep print media stored in an acceptable environment.
- ❑ Ensure that all cables that connect to the printer are correctly attached.
- ❑ Overtightening the guides may cause jams.

See Also:

- ❑ “About Print Media” on page 24
- ❑ “Supported Print Media” on page 27
- ❑ “Print Media Storage Guidelines” on page 26

Identifying the Location of Paper Jams

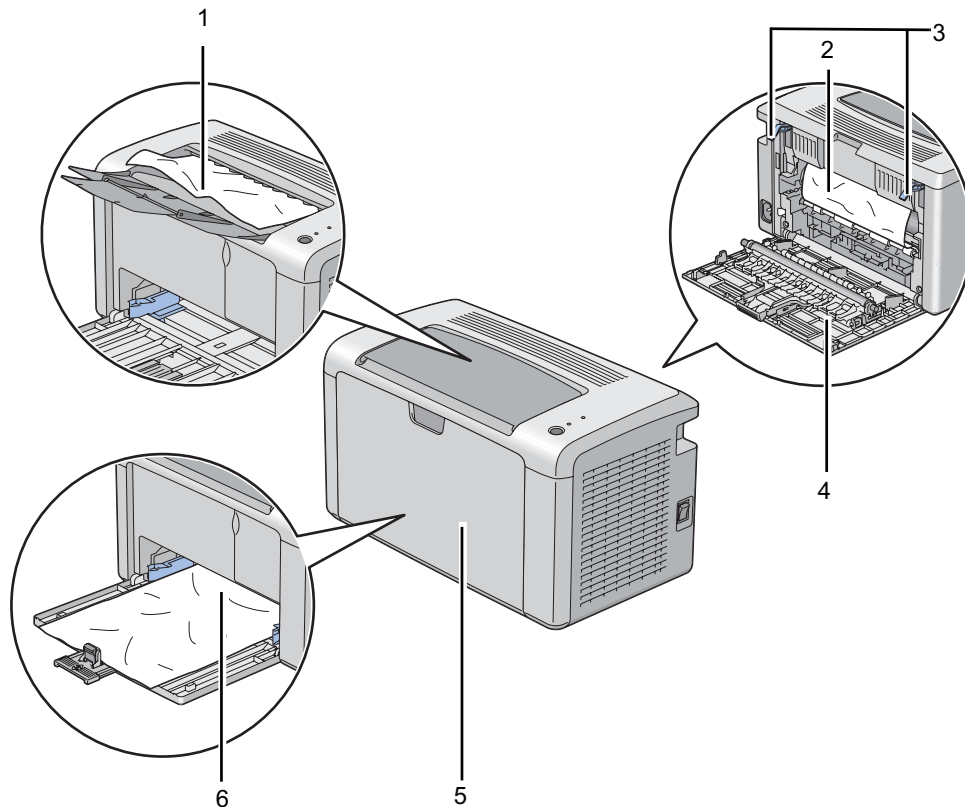
**Caution:**

Do not attempt to remove a paper jammed deeply inside the product, particularly a paper wrapped around a Fusing Unit or a heat roller. Otherwise, it may cause injuries or burns. Switch off the product promptly and contact your local Epson representative.

Important:

Do not attempt to clear any jams using tools or instruments. This may permanently damage the printer.

The following illustration shows where paper jams may occur along the print media path.



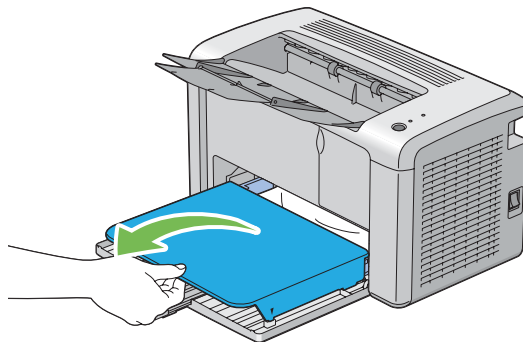
1	Center Output Tray
2	Transfer Belt
3	Levers
4	Rear Cover
5	Front Cover
6	Multipurpose Feeder (MPF)

Clearing Paper Jams From the Front of the Printer

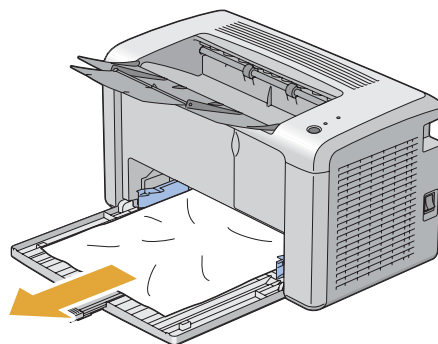
Note:

To resolve the error displayed on the operator panel, you must clear all print media from the print media path.

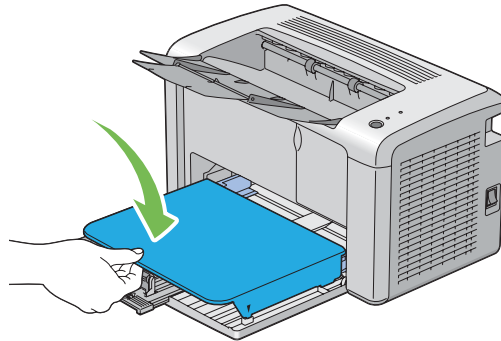
1. Remove the paper cover.



2. Remove any paper jammed from the front of the printer.



3. Replace the paper cover in the printer.



4. To restore the printer, press the button on the operator panel according to the instructions of the **Printer Status** window.

Important:

Do not use excessive force on the paper cover. Doing so could damage it or the inside of the printer.

Clearing Paper Jams From the Back of the Printer

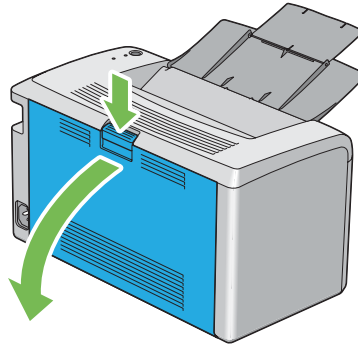
Important:

- To prevent electric shock, always turn off the printer and disconnect the power cord from the grounded outlet before performing maintenance.*
- To avoid burns, do not clear paper jams immediately after printing. The fusing unit becomes extremely hot during use.*

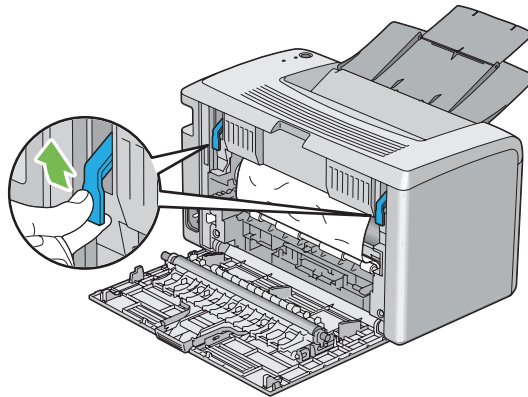
Note:

To resolve the error displayed on the operator panel, you must clear all print media from the print media path.

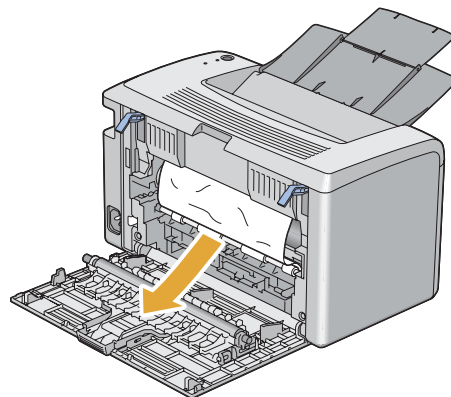
1. Push the rear cover handle and open the rear cover.



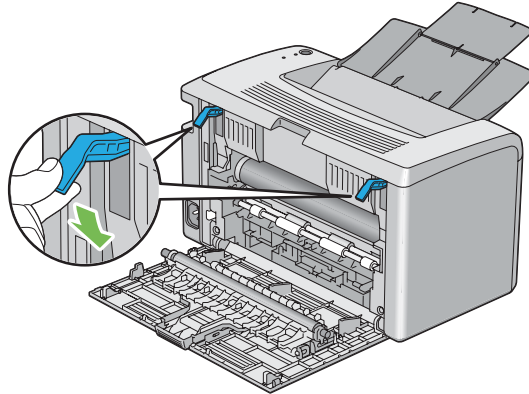
2. Lift up the levers.



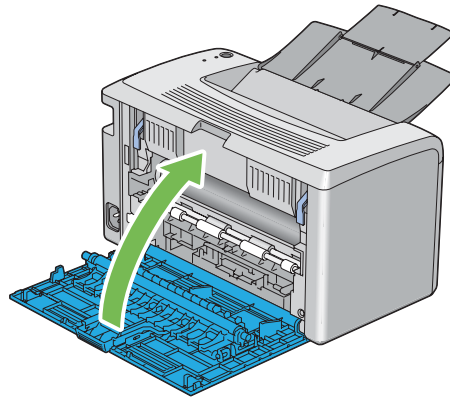
3. Remove any paper jammed from the back of the printer.



4. Lower the levers to their original position.



5. Close the rear cover.



If the error is not resolved, there may be a piece of paper remaining inside the printer. Use the following procedure to clear the jam.

6. Load a print media on the multipurpose feeder (MPF) if there is no print media.
7. Launch the Printer Setting Utility, click **Jam Recovery** on the **Printer Maintenance** tab.
8. Click the **Start** button.

The print media is fed to push out the jammed paper.

Clearing Paper Jams From the Center Output Tray

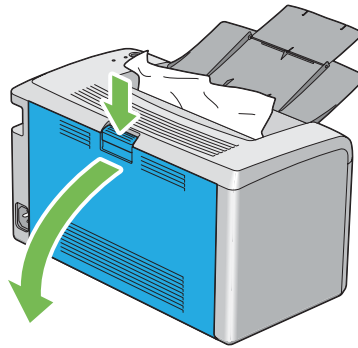
Important:

- ❑ To prevent electric shock, always turn off the printer and disconnect the power cord from the grounded outlet before performing maintenance.
- ❑ To avoid burns, do not clear paper jams immediately after printing. The fusing unit becomes extremely hot during use.

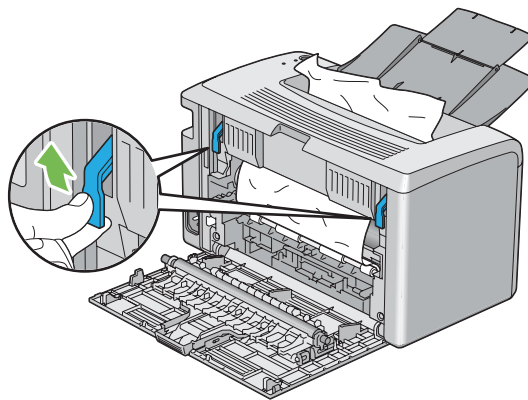
Note:

To resolve the error displayed on the operator panel, you must clear all print media from the print media path.

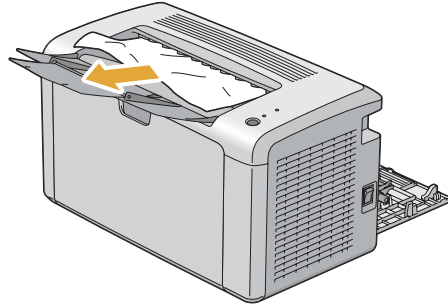
1. Push the rear cover handle and open the rear cover.



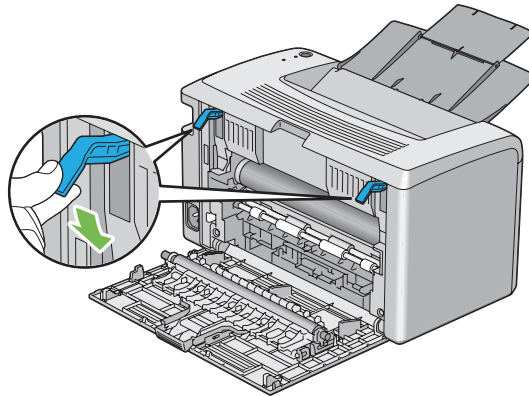
2. Lift up the levers.



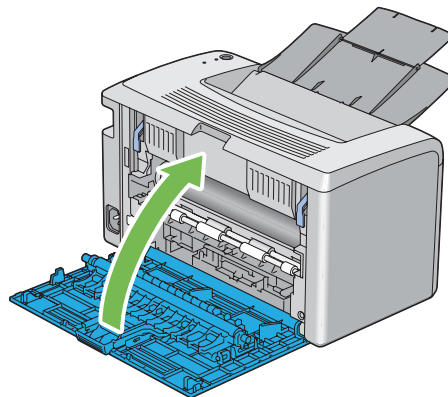
3. Remove any paper jammed from the back of the printer. If no paper is found in the paper path, then remove any paper jammed out of the center output tray.



4. Lower the levers to their original position.



5. Close the rear cover.



If the error is not resolved, there may be a piece of paper remaining inside the printer. Use the following procedure to clear the jam.

6. Load a print media on the multipurpose feeder (MPF) if there is no print media.
7. Launch the Printer Setting Utility, click **Jam Recovery** on the **Printer Maintenance** tab.
8. Click the **Start** button.

The print media is fed to push out the jammed paper.

Jam Problems

Misfeed jam

Problem	Action
Print media misfeeds occur.	Ensure that the paper is inserted properly in the multipurpose feeder (MPF).
	Depending on the print media you use, take any of the following actions:
	<input type="checkbox"/> For thick paper, use the one that is 163 gsm or less.
	<input type="checkbox"/> For thin paper, use the one that is 60 gsm or more.
	<input type="checkbox"/> For the envelope, ensure that it is properly loaded in the multipurpose feeder (MPF) as instructed in "Loading Envelope in the Multipurpose Feeder (MPF)" on page 34.
	If the envelope is deformed, correct it or use another envelope.
	If performing manual duplex printing, ensure that the print media is not curled.
Fan the print media.	
If the print media is damp, turn over the print media.	
If the problem continues, use print media that is not damp.	

Note:

If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.

Multi-feed jam

Problem	Action
Print media multiple feeds occur.	Ensure that the paper is inserted properly in the multipurpose feeder (MPF).
	If the print media is damp, use print media that is not damp.
	Fan the print media.

Note:

If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.


Basic Printer Problems

Some printer problems can be easy to resolve. If a problem occurs with your printer, check each of the followings:


- The power cord is connected to the printer, and to a properly grounded electrical outlet.
- The printer is turned on.
- The electrical outlet is not turned off at any switch or breaker.
- Other electrical equipment plugged into the outlet is working.

If you have checked all of the above and still have a problem, turn off the printer, wait for 10 seconds, and then turn on the printer. This often fixes the problem.

Display Problems

Problem	Action
After the printer is turned on, the  (Ready) LED is not lit.	Turn off the printer, wait for 10 seconds, and turn on the printer.

Printing Problems

Problem	Action
Printer stops during print job.	Check if the message appears on the Printer Status window. If the "Cooling Down Wait for a few minutes" message appears, the printer is cooling down because the printer temperature is too high. Please wait a few minutes. After the printer cools down, the printing will restart.
Job did not print or incorrect characters printed.	Ensure that the  (Ready) LED is lit.
	Ensure that print media is loaded in the printer.
	Verify that you are using the correct print driver.
	Ensure that you are using the correct USB cable and that it is securely connected to the printer.
	Verify that the correct print media size is selected.
	If you are using a print spooler, verify that the spooler has not stalled.

Problem	Action
Print media misfeeds or multiple feeds occur.	Ensure that the print media you are using meets the specifications for your printer. See Also: "Usable Print Media" on page 27
	Fan the print media before loading it.
	Ensure that the print media is loaded correctly.
	Ensure that the paper width guides and length guide are adjusted correctly.
	Do not overfill the print media sources.
	Do not force print media into the multipurpose feeder (MPF) when you load it. Otherwise, it may skew or buckle.
	Ensure that the print media is not curled.
	Load the recommended print side correctly for the type of print media you are using. See Also: "Loading Print Media" on page 29
	Turn the print media over or around and try printing again to see if feeding improves.
	Do not mix print media types.
	Do not mix reams of print media.
	Remove the top and bottom curled sheets of a ream before loading the print media.
	Load a print media source only when it is empty.
The envelope is creased after printing.	Ensure that the envelope is loaded as instructed in "Loading Envelope in the Multipurpose Feeder (MPF)" on page 34.
Page breaks in unexpected places.	Increase the value for Fault Time-Out in the System Settings menu that is on the Printer Maintenance tab in the Printer Setting Utility.
Print media does not stack neatly in the center output tray.	Turn the print media stack over in the multipurpose feeder (MPF).
Printer does not duplex pages.	Select Flip on Short Edge or Flip on Long Edge from the Duplex menu on the Paper/Output tab in the print driver.

Print Quality Problems

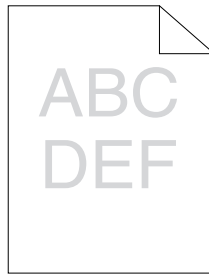
Note:

In this section, some procedures use the Printer Setting Utility or the Status Monitor.

See Also:

- ❑ “Printer Setting Utility (Windows Only)” on page 16
- ❑ “Status Monitor (Windows Only)” on page 16

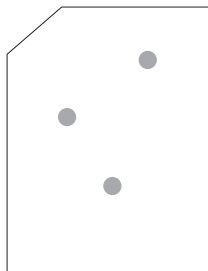
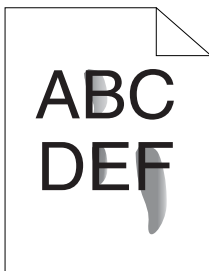
The Output Is Too Light



Problem	Action
The output is too light.	<p>The toner cartridge may be low or need to be replaced. Confirm the amount of toner in the toner cartridge.</p> <ol style="list-style-type: none"> 1. Check the Estimated Toner Level on the Consumables tab in the Printer Status window. 2. Replace the toner cartridge as necessary.
	<p>Verify that the print media is dry and the correct print media is used.</p> <p>If not, use the print media recommended for the printer.</p> <ol style="list-style-type: none"> 1. Launch the Printer Setting Utility, click Adjust BTR on the Printer Maintenance tab. 2. Adjust the setting for the type of print media being used. 3. Click Apply New Settings button. <p>See Also: "Usable Print Media" on page 27</p>
	<p>Try changing the Paper Type setting in the print driver.</p> <p>On the Paper/Output tab in Printing Preferences of the print driver, change the Paper Type setting.</p>
	<p>Disable Toner Saving Mode in the print driver.</p> <ol style="list-style-type: none"> 1. On the Graphics tab in Printing Preferences of the print driver, ensure that the Toner Saving Mode check box is not selected.

Note:

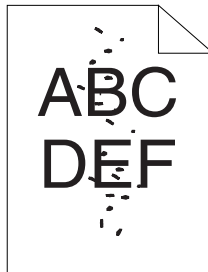
If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.

Toner Smears or Print Comes Off/Stain on Back Side

Problem	Action
<p>Toner smears or print comes off.</p> <p>The output has stain on the back side.</p>	<p>The print media surface may be uneven. Try changing the Paper Type setting in the print driver. For example, change the Plain to Lightweight Cardstock.</p> <ol style="list-style-type: none"> 1. On the Paper/Output tab in Printing Preferences of the print driver, change the Paper Type setting.
	<p>Verify that the correct print media is being used.</p> <p>If not, use the print media recommended for the printer.</p> <p>See Also: "Usable Print Media" on page 27</p>
	<p>Adjust the temperature of the fusing unit.</p> <ol style="list-style-type: none"> 1. Launch the Printer Setting Utility, and click Adjust Fusing Unit on the Printer Maintenance tab. 2. Adjust the fixing temperature by turning up the value for your printing media. 3. Click Apply New Settings button.

Note:

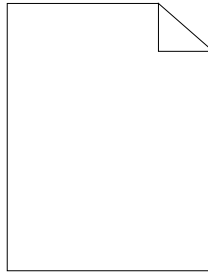
If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.

Random Spots/Blurred Images

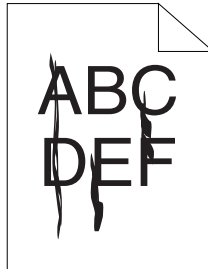
Problem	Action
<p>The printed result has random spots or is blurred.</p>	<p>Ensure that the toner cartridge is installed correctly.</p> <p>See Also: "Installing a Toner Cartridge" on page 85</p>
	<p>If you use a non-genuine brand toner cartridge, install a genuine brand toner cartridge.</p>

Note:

If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.

The Entire Output Is Blank

If this trouble happens, contact the Epson local representative office or an authorised dealer.

Streaks Appear on the Output

If this trouble happens, contact the Epson local representative office or an authorised dealer.

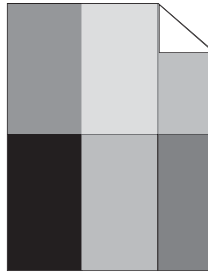
Mottle

Problem	Action
The printed result has mottled appearance.	Adjust the transfer bias. 1. Launch the Printer Setting Utility, click Adjust BTR on the Printer Maintenance tab. 2. Adjust the setting for the type of print media being used. 3. Click Apply New Settings button. <hr/> If you use non-recommended print media, use the print media recommended for the printer.

Note:

If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.

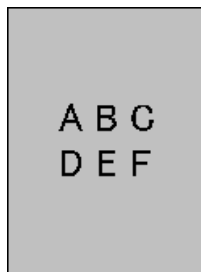
Ghosting



Problem	Action
The printed result has ghosting.	<p>The print media surface may be uneven. Try changing the Paper Type setting in the print driver. For example, change the Plain to Lightweight Cardstock.</p> <p>1. On the Paper/Output tab in Printing Preferences of the print driver, change the Paper Type setting.</p>
	<p>Adjust the temperature of the fusing unit.</p> <p>1. Launch the Printer Setting Utility, and click Adjust Fusing Unit on the Printer Maintenance tab.</p> <p>2. Adjust the fixing temperature by turning up the value for your printing media.</p> <p>3. Click Apply New Settings button.</p>
	<p>If you use non-recommended print media, use the print media recommended for the printer.</p>

Note:

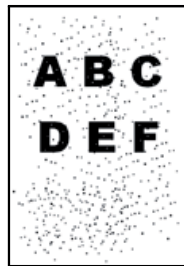
If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.

Fog

Problem	Action
The printed result is foggy.	<p>When the whole is printed light, contact the Epson local representative office or an authorised dealer.</p>
	<p>When the printed page is partly light, start Clean Developer.</p> <p>1. Launch the Printer Setting Utility, and click Clean Developer on the Diagnosis tab.</p> <p>2. Click the Start button.</p>

Note:

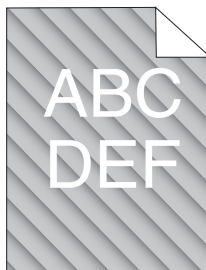
If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.

Bead-Carry-Out (BCO)

Problem	Action
Bead-Carry-Out (BCO) is happening.	If the printer is installed in a high altitude location, set the altitude of the location. <ol style="list-style-type: none"> 1. Launch the Printer Setting Utility, and click Adjust Altitude on the Printer Maintenance tab. 2. Select the value close to the altitude of the location where the printer is installed. 3. Click Apply New Settings button.

Note:

If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.

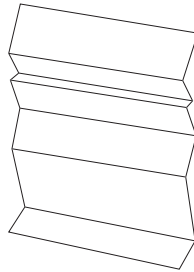
Auger Mark

Problem	Action
The printed result has auger mark.	The toner cartridge may be low or need to be replaced. Confirm the amount of toner in the toner cartridge. <ol style="list-style-type: none">1. Check the Estimated Toner Level on the Consumables tab in the Printer Status window.2. Replace the toner cartridge as necessary.
	Start Clean Developer . <ol style="list-style-type: none">1. Launch the Printer Setting Utility, and click Clean Developer on the Diagnosis tab.2. Click the Start button.

Note:

If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.

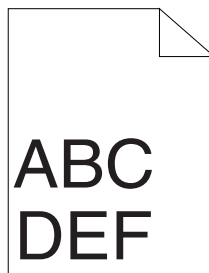
Wrinkled/Stained Paper



Problem	Action
<p>The output is wrinkled.</p> <p>The output is stained.</p>	<p>Verify that the correct print media is being used.</p> <p>If not, use the print media recommended for the printer.</p> <p>If excessive wrinkles occur, use paper or other media from a new package.</p> <p>See Also:</p> <ul style="list-style-type: none"> <input type="checkbox"/> "Usable Print Media" on page 27 <input type="checkbox"/> "About Print Media" on page 24 <hr/> <p>If you use the envelope, check whether the crease is within 30 mm of the four edges of the envelope.</p> <p>If the crease is within 30 mm of the four edges of the envelope, this is considered normal. Your printer is not at fault.</p> <p>If not, take the following actions:</p> <ul style="list-style-type: none"> <input type="checkbox"/> If the envelope is Com-10 envelope, which is 220 mm or longer and has a flap on the long edge, use a different size envelope. <input type="checkbox"/> If the envelope is C5, which is 220 mm or longer and has a flap on the short edge, load it in the multipurpose feeder (MPF) with the flap open and facing up. <input type="checkbox"/> If the envelope is Monarch or DL, which is shorter than 220 mm, load it long edge feed in the multipurpose feeder (MPF) with the flap open and facing up. If the problem continues, use a different size envelope.

Note:

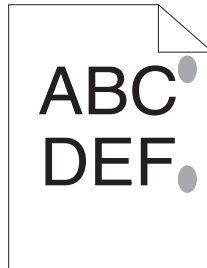
If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.

The Top Margin Is Incorrect

Problem	Action
The top margin is incorrect.	Ensure that the margins are set correctly on the application being used.

Note:

If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.

Protrudent/Bumpy Paper

Problem	Action
Printed surface got protrudent/bumpy.	Clean up the fusing unit. 1. Load one sheet of paper on the multipurpose feeder (MPF), and then print a solid image all over paper. 2. Load the printed sheet with the side to be printed on facing down, and then print a blank sheet of paper.

Note:

If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.

Other Problems

Problem	Action
Condensation has occurred inside the printer.	This usually occurs within several hours after you heat the room in winter. This also occurs when the printer is operating in a location where relative humidity reaches 85% or more. Adjust the humidity or relocate the printer to an appropriate environment.

Contacting Service

When you call for printer service, be prepared to describe the problem you are experiencing or the LED status on the operator panel.

You need to know the model of your printer and serial number. See the label on the rear cover of your printer.

Getting Help

Epson provides several automatic diagnostic tools to help you produce and maintain print quality.

Operator Panel Lights

The operator panel provides you with information and troubleshooting help. When an error or warning condition occurs, the operator panel LEDs inform you of the problem.

See Also:

“Understanding the Operator Panel Lights” on page 54

Status Monitor Alerts

The Status Monitor is a tool that is included on the **Software Disc**. It automatically checks the printer status when you send a print job. If the printer is unable to print your job, the Status Monitor automatically displays an alert on your computer screen to let you know that the printer needs attention.

Non-Genuine Mode

When you want to use the printer in Non-Genuine Mode, enable the Non-Genuine Mode and replace the toner cartridge.

Important:

If you use the printer in the Non-Genuine Mode, the performance of the printer may not be at its optimum. And any problems that may arise from the use of the Non-Genuine Mode are not covered by our quality guarantee. The continuous use of the Non-Genuine Mode can also cause the printer to break down, and any repair charges for such break down will be incurred by users.

Note:

To disable the Non-Genuine Mode, deselect the check box next to **On** on the **Non-Genuine Mode** page on the **Printer Maintenance** tab in the Printer Setting Utility.

The Printer Setting Utility

The following procedure uses Windows XP as an example.

1. Click **start** — **All Programs** — **EPSON** — **EPSON AL-M1400** — **Printer Setting Utility**.

Note:

The window to select a printer appears in this step, when multiple print drivers are installed on your computer. In this case, click the name of the desired printer listed in **Printer Name**.

The Printer Setting Utility appears.

2. Click the **Printer Maintenance** tab.
3. Select **Non-Genuine Mode** from the list at the left side of the page.

The **Non-Genuine Mode** page is displayed.

4. Select the check box next to **On**, and then click the **Apply New Settings** button.

Chapter 8

Maintenance

Replacing the Toner Cartridge

Epson toner cartridges are available only through Epson.

It is recommended that you use an Epson toner cartridge for your printer. Epson does not provide warranty coverage for problems caused by using accessories, parts, or components not supplied by Epson.

**Warning:**

- Use a broom or a wet cloth to wipe off spilled toner. Never use a vacuum cleaner for the spills. It may catch fire by electric sparks inside the vacuum cleaner and cause explosion. If you spill a large volume of toner, contact your local Epson representative.
- Never throw a toner cartridge into an open flame. Remaining toner in the cartridge may catch fire and cause burn injuries or explosion. If you have a used toner cartridge no longer needed, contact your local Epson representative for its disposal.

**Caution:**

- Keep toner cartridges out of the reach of children. If a child accidentally swallows toner, spit it out, rinse mouth with water, drink water and consult a physician immediately.
- When replacing toner cartridges, be careful not to spill the toner. In case of any toner spills, avoid contact with clothes, skin, eyes and mouth as well as inhalation.
- If toner spills onto your skin or clothing, wash it off with soap and water. If you get toner particles in your eyes, wash it out with plenty of water for at least 15 minutes until irritation is gone. Consult a physician if necessary. If you inhale toner particles, move to a fresh air location and rinse your mouth with water. If you swallow toner, spit it out, rinse your mouth with water, drink plenty of water and consult a physician immediately.

Important:

Do not shake the used toner cartridge to avoid spilling of the toner.

Overview

The printer has one color toner cartridge: black (K).

When the toner cartridge reaches its usable life-span, the LEDs on the operator panel light on, and the following messages appear on the **Printer Status** window.

LED		Message	Remaining Page Yield	Printer Status and Action
Error	Ready			
—	●	The Black Cartridge needs to be replaced soon.* ¹	Approx. 200 pages* ²	The toner cartridge has become low. Prepare a new one.
●	—	Replace the toner cartridge. Or check that the cartridge is correctly set.	—	The toner cartridge has become end of its service life. Replace the old toner cartridge with a new one.

*¹ This warning appears only when Epson toner cartridge is used (Non-Genuine Mode is set to off at the Printer Setting Utility).

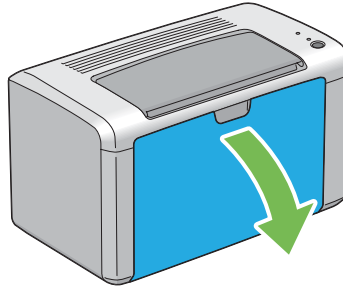
*² When a high capacity toner cartridge is set, the remaining page yield is approx. 400 pages.

Important:

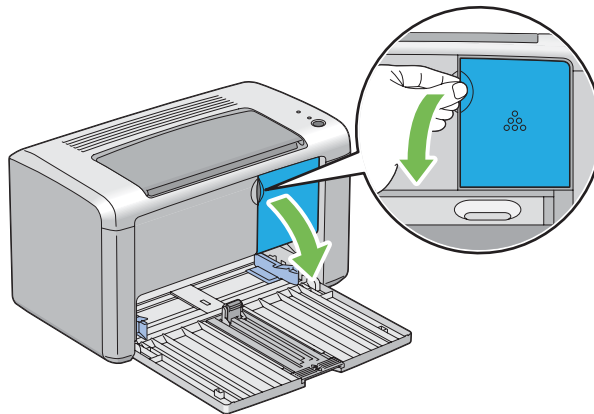
- ❑ *When placing a used toner cartridge on a floor or on a table, place a few sheets of paper under the toner cartridge to catch any toner that may spill.*
- ❑ *Do not reuse old toner cartridges once you remove them from the printer. Doing so can impair print quality.*
- ❑ *Do not shake or pound the used toner cartridges. The remaining toner may spill.*
- ❑ *We recommend you to use up the toner cartridges within one year after removing them from the packaging.*

Removing the Toner Cartridge

1. Open the front cover.

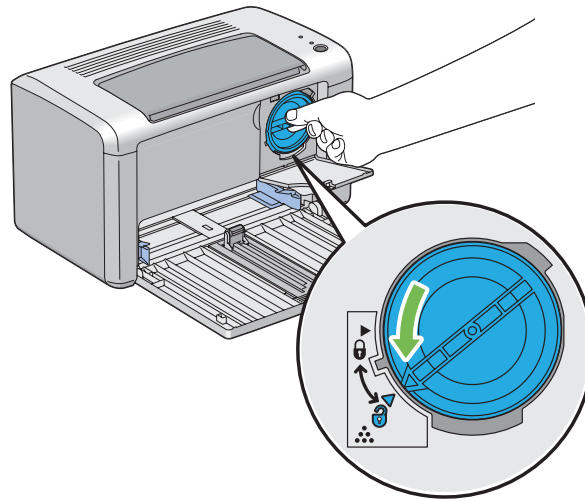


2. Open the toner access cover.



3. Spread a few sheets of paper on the floor or table where the removed toner cartridge is placed.

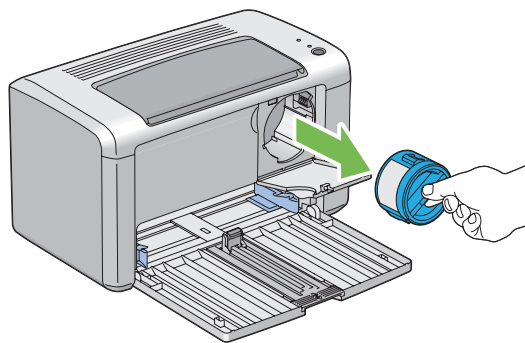
4. Turn the toner cartridge counterclockwise to unlock.



5. Pull the toner cartridge out.

Important:

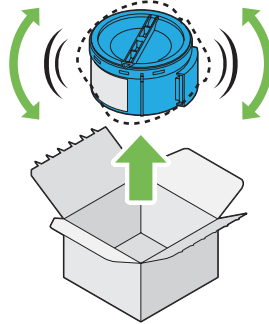
- Do not touch the shutter of the used toner cartridge.
- Always pull the toner cartridge out slowly so you do not spill any toner.



6. Place the toner cartridge slowly on the sheets of paper spread in step 3.

Installing a Toner Cartridge

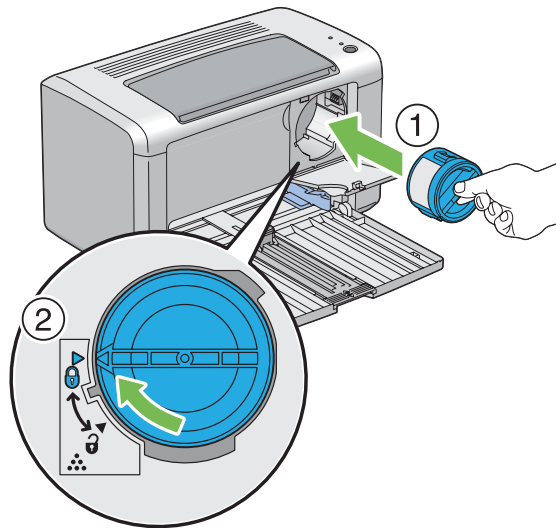
1. Unpack a new toner cartridge and shake it five times to distribute the toner evenly.



Note:

Handle the toner cartridge carefully to avoid spilling of the toner.

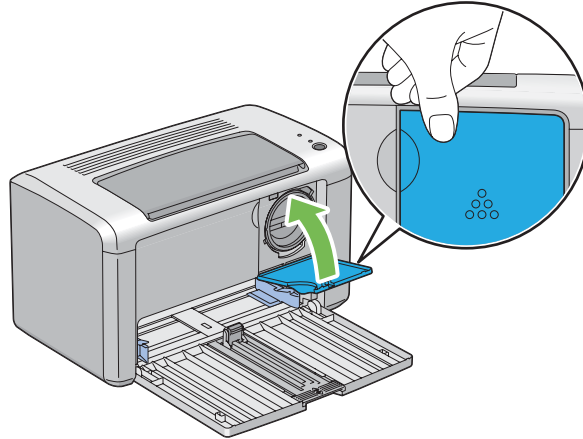
2. Adjust the toner cartridge to the cartridge holder, and then turn it clockwise to align to the lock mark.



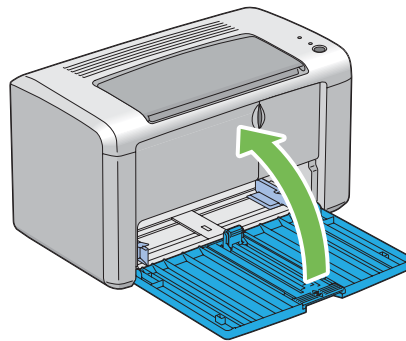
Important:

Be sure to set the toner cartridge firmly before printing. Otherwise, it may cause some defects.

3. Close the toner access cover until it clicks.



4. Close the front cover.



5. Pack the removed toner cartridge in the box in which the installed toner cartridge was packed up.
6. Take care not to contact with the spilled toner and remove the sheets of paper spread under the removed toner cartridge.

Ordering Supplies

The toner cartridge needs to be ordered occasionally. The toner cartridge includes installation instructions on the box.

Consumables

Important:

Use of consumables not recommended by Epson can impair machine quality and performance. Use only consumables recommended by Epson.

Product Name	Product Code
HIGH CAPACITY TONER CARTRIDGE	0650
STANDARD CAPACITY TONER CARTRIDGE	0652
RETURN HIGH CAPACITY TONER CARTRIDGE	0651

When to Order a Toner Cartridge

The operator panel LEDs and the **Printer Status** window inform warnings when the toner cartridge nears its replacement time. Verify that you have a replacement on hand. It is important to order a toner cartridge when these warnings first appear to avoid interruptions to your printing. The **Printer Status** window displays an error message when the toner cartridge must be replaced.

Important:

This printer is designed to provide the most stable performance and print quality when used with the toner cartridge recommended by Epson. Not using the toner cartridge recommended for this machine degrades the performance and printing quality of the printer. You could also incur charges if the machine breaks down. To receive customer support and achieve the optimum performance of the printer, be sure to use the toner cartridge recommended by Epson.

Storing Consumables

Store consumables in their original packaging until you need to use them. Do not store consumables in:

- Temperatures greater than 40 °C (140 °F).
- An environment with extreme changes in humidity or temperature.
- Direct sunlight.
- Dusty places.

- A car for a long period of time.
- An environment where corrosive gases are present.
- An environment with salty air.

Managing the Printer

Checking Printer Status with Status Monitor (Windows Only)

Status Monitor is a tool that is installed with your Epson print driver. It automatically checks the printer status when you send a print job. Status Monitor can check the remaining amount of the toner cartridge.

Starting Status Monitor

Double-click the Status Monitor icon on the taskbar or right-click the icon and select **Printer Selection**.

If the Status Monitor icon is not displayed on the taskbar, open Status Monitor from the **start** menu.

The following procedure uses Microsoft® Windows® XP as an example.

1. Click **start** — **All Programs** — **EPSON** — **EPSON AL-M1400** — **Activate Status Monitor**.

The **Printer Selection** window appears.

2. Click the name of the desired printer from the list.

The **Printer Status** window appears.

For more information about Status Monitor, refer to the online Help.

See Also:

“Status Monitor (Windows Only)” on page 16

Conserving Supplies

You can change several settings in your print driver to conserve toner and paper.

Supply	Setting	Function
Toner cartridge	Toner Saving Mode in the Graphics tab of the print driver	This check box allows the users to select a print mode that uses less toner. When this feature is used, the image quality will be lower than when it is not used.
Print media	Multiple Up in the Layout tab of the print driver	<p>The printer prints two or more pages on one side of a sheet. The available numbers that each print driver can print one sheet of paper are as follows:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Windows Print Driver: 2, 4, 8, or 16 pages <input type="checkbox"/> Mac OS® X Print Driver: 2, 4, 6, 9 or 16 pages <p>Combined with the duplex setting, Multiple Up allows you to print up to 32 pages on one sheet of paper. (16 images on the front and 16 on the back)</p>

Checking Page Counts

The total number of printed pages can be checked by printing a System Settings page. The total number of printed pages is shown on the Print Volume section, classified by paper sizes.

Single side print (including N-Up) is counted as one job, and 2-sided print (including N-Up) is counted as two. During 2-sided printing, if an error occurs after one side is printed properly, it is counted as one.

When doing 2-sided printing, a blank page may be inserted automatically depending on the settings of the application. In this case, the blank page is counted as one page. However, when doing 2-sided printing for odd number of pages, the blank page inserted to the rear side of the last odd page is not counted.

Note:

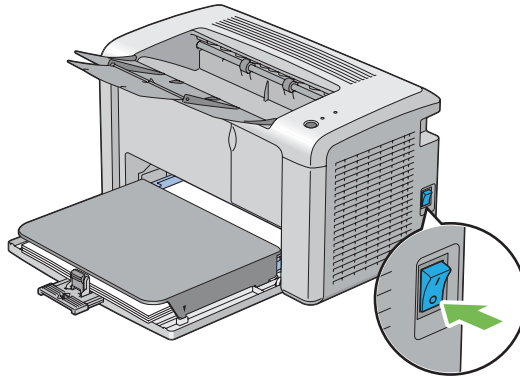
Refer to “Printing a System Settings Page” on page 52 for details on how to print a System Settings page.

Moving the Printer

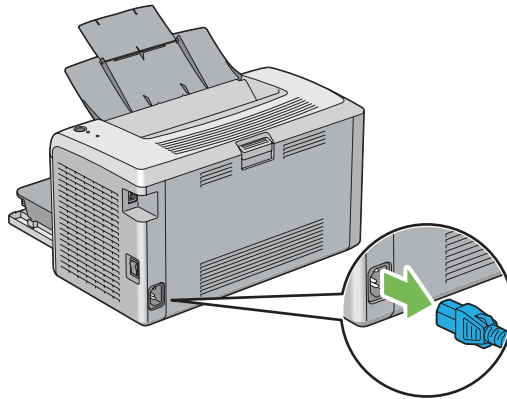
Note:

The rear side of this printer is heavier than the front. Take note of this difference in weight when moving the printer.

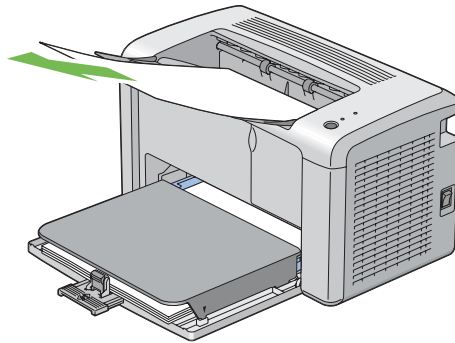
1. Turn off the printer.



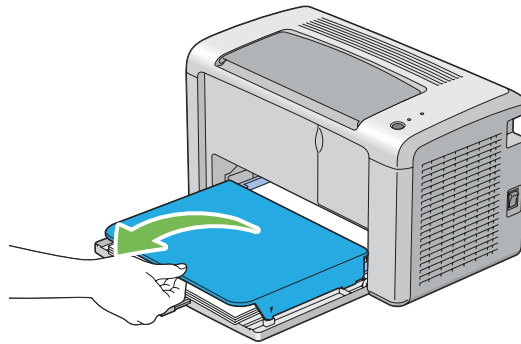
2. Disconnect the power cord and the USB cable.



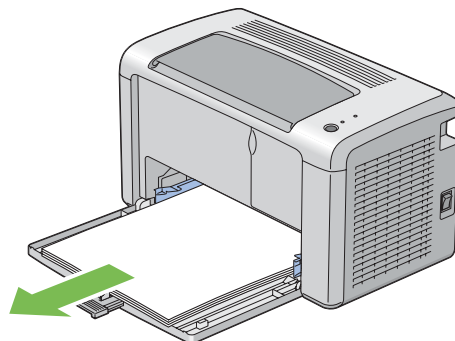
3. Remove any paper in the center output tray if there is. Close the output tray extension.



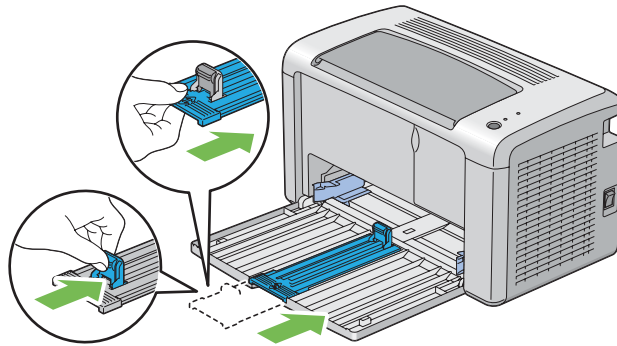
4. Remove the paper cover.



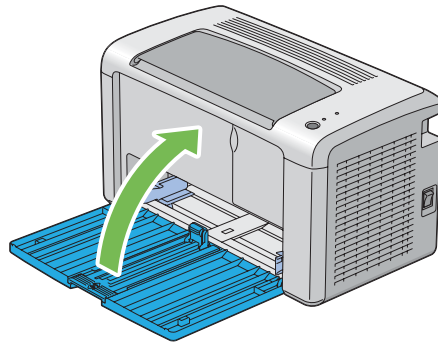
5. Remove any paper in the multipurpose feeder (MPF). Keep the paper wrapped and away from humidity and dirt.



- Slide the slide bar and the length guide backward until each of them stops.



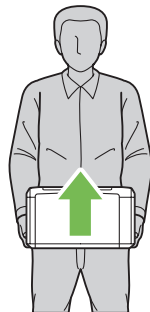
- Close the front cover.



- Lift the printer and move it gently.

Note:

If the printer is to be moved over a long distance, the toner cartridge should be removed to prevent toner from spilling and the printer should be packed inside a box.



Appendix A

Where To Get Help

Contacting Epson Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product documentation, contact Epson support services for assistance. If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- Product serial number
(The serial number label is usually on the back of the product.)
- Product model
- Product software version
(Click **About**, **Version Info**, or similar button in the product software.)
- Brand and model of your computer
- Your computer operating system name and version
- Names and versions of the software applications you normally use with your product

Help for Users in North America

Epson provides the technical support services listed below.

Internet Support

Visit Epson's support website at <http://epson.com/support> and select your product for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

Dial: (888) 377-6611, 6 am to 6 pm, Pacific Time, Monday through Friday. Support hours and days are subject to change without notice.

Before you call, make sure you have your Unit ID number, which is included with the Epson Preferred Protection Plan information that came with your printer. You'll also need your printer serial number and proof of purchase.

Purchase Supplies and Accessories

You can purchase genuine Epson ink cartridges, toner cartridges, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766). Or you can purchase online at <http://www.epsonstore.com> (U.S. sales) or <http://www.epson.ca> (Canadian sales).

Help for Users in Latin America

Electronic support services are available 24 hours a day at the following web sites:

Service	Access
World Wide Web	From the Internet, you can reach Epson's Latin American web site at http://www.latin.epson.com In Brazil, you can reach Epson at http://www.epson.com.br

To speak with a support representative, call one of the numbers below:

Country	Telephone number
Argentina	(54 11) 5167-0300
Brazil	(55 11) 3956-6868
Chile	(56 2) 230-9500
Colombia	(571) 523-5000
Costa Rica	(50 6) 2210-9555, (800) 377-6627
Mexico	(52 55) 1323-2052, 01-800-087-1080
Peru	(51 1) 418-0210
Venezuela	(58 212) 240-1111

Help for Users in Europe

Check your **Pan-European Warranty Document** for information on how to contact Epson support.

Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web (<http://www.epson.com.tw>)

Information on product specifications, drivers for download, and products enquiry are available.

Epson HelpDesk (Phone: +0280242008)

Our HelpDesk team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Repair service center:

Telephone number	Fax number	Address
02-23416969	02-23417070	No.20, Beiping E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan
02-27491234	02-27495955	1F., No.16, Sec. 5, Nanjing E. Rd., Songshan Dist., Taipei City 105, Taiwan
02-32340688	02-32345299	No.1, Ln. 359, Sec. 2, Zhongshan Rd., Zhonghe City, Taipei County 235, Taiwan
039-605007	039-600969	No.342-1, Guangrong Rd., Luodong Township, Yilan County 265, Taiwan
038-312966	038-312977	No.87, Guolian 2nd Rd., Hualien City, Hualien County 970, Taiwan
02-82273300	02-82278866	5F.-1, No.700, Zhongzheng Rd., Zhonghe City, Taipei County 235, Taiwan
03-2810606	03-2810707	No.413, Huannan Rd., Pingzhen City, Taoyuan County 324, Taiwan

Telephone number	Fax number	Address
03-5325077	03-5320092	1F., No.9, Ln. 379, Sec. 1, Jingguo Rd., North Dist., Hsinchu City 300, Taiwan
04-23291388	04-23291338	3F., No.510, Yingcai Rd., West Dist., Taichung City 403, Taiwan
04-23805000	04-23806000	No.530, Sec. 4, Henan Rd., Nantun Dist., Taichung City 408, Taiwan
05-2784222	05-2784555	No.463, Zhongxiao Rd., East Dist., Chiayi City 600, Taiwan
06-2221666	06-2112555	No.141, Gongyuan N. Rd., North Dist., Tainan City 704, Taiwan
07-5520918	07-5540926	1F., No.337, Minghua Rd., Gushan Dist., Kaohsiung City 804, Taiwan
07-3222445	07-3218085	No.51, Shandong St., Sanmin Dist., Kaohsiung City 807, Taiwan
08-7344771	08-7344802	1F., No.113, Shengli Rd., Pingtung City, Pingtung County 900, Taiwan

Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

Your Dealer

Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advise on problems; they can often solve problems quickly and easily as well as give advise on the next step to take.

Internet URL <http://www.epson.com.au>

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

The Helpdesk numbers are:

Phone: 1300 361 054

Fax: (02) 8899 3789

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product documentation, type of computer, operating system, application programs, and any information you feel is required.

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web (<http://www.epson.com.sg>)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk (Phone: (65) 6586 3111)

Our HelpDesk team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web (<http://www.epson.co.th>)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

Epson Hotline (Phone: (66)2685-9899)

Our Hotline team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline (Phone): 84-8-823-9239

Service Center: 80 Truong Dinh Street, District 1, Hochiminh City
Vietnam

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web (<http://www.epson.co.id>)

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

- Sales enquiries and product information
- Technical support

Phone (62) 21-572 4350

Fax (62) 21-572 4357

Epson Service Center

Jakarta Mangga Dua Mall 3rd floor No 3A/B
Jl. Arteri Mangga Dua,
Jakarta

Phone/Fax: (62) 21-62301104

Bandung Lippo Center 8th floor
Jl. Gatot Subroto No.2
Bandung

Phone/Fax: (62) 22-7303766

Surabaya Hitech Mall Lt IIB No. 12
Jl. Kusuma Bangsa 116 – 118
Surabaya

Phone: (62) 31-5355035

Fax: (62)31-5477837

Yogyakarta Hotel Natour Garuda
Jl. Malioboro No. 60
Yogyakarta

Phone: (62) 274-565478

Medan Wisma HSBC 4th floor
Jl. Diponegoro No. 11
Medan

Phone/Fax: (62) 61-4516173

Makassar MTC Karebosi Lt. III Kav. P7-8
Jl. Ahmad Yani No.49
Makassar

Phone: (62)411-350147/411-350148

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- Product information
- Answers to Frequently Asked Questions (FAQs)
- Latest versions of Epson product drivers

Users can access our World Wide Web home page at:

<http://www.epson.com.hk>

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: (852) 2827-8911

Fax: (852) 2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web (<http://www.epson.com.my>)

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Trading (M) Sdn. Bhd.

Head Office.

Phone: 603-56288288

Fax: 603-56288388/399

Epson Helpdesk

- Sales enquiries and product information (Infoline)

Phone: 603-56288222

- Enquiries on repair services & warranty, product usage and technical support (Techline)

Phone: 603-56288333

Help for Users in India

Contacts for information, support, and services are:

World Wide Web (<http://www.epson.co.in>)

Information on product specifications, drivers for download, and products enquiry are available.

Epson India Head Office - Bangalore

Phone: 080-30515000

Fax: 30515005

Epson India Regional Offices:

Location	Telephone number	Fax number
Mumbai	022-28261515 /16/17	022-28257287
Delhi	011-30615000	011-30615005
Chennai	044-30277500	044-30277575
Kolkata	033-22831589 / 90	033-22831591
Hyderabad	040-66331738/ 39	040-66328633

Location	Telephone number	Fax number
Cochin	0484-2357950	0484-2357950
Coimbatore	0422-2380002	NA
Pune	020-30286000 /30286001/30286002	020-30286000
Ahmedabad	079-26407176 / 77	079-26407347

Helpline

For Service, Product info or to order a cartridge - 18004250011 (9AM - 9PM) - This is a Toll-free number.

For Service (CDMA & Mobile Users) - 3900 1600 (9AM - 6PM) Prefix local STD code

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone and fax numbers and e-mail address below:

Trunk Line:	(63-2) 706 2609
Fax:	(63-2) 706 2665
Helpdesk Direct Line:	(63-2) 706 2625
E-mail:	epchelpdesk@epc.epson.com.ph

World Wide Web (<http://www.epson.com.ph>)

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Toll-Free No. 1800-1069-EPSON(37766)

Our Hotline team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems

- ❑ Enquiries on repair service and warranty

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