



# Epson AcuLaser C1700 Series

# User's Guide

---

NPD4428-00 EN

---

## Contents

### **Preface**

---

Copyright and Trademarks. . . . .	7
Using This Guide. . . . .	8
Conventions. . . . .	8
Product Features. . . . .	9
Features. . . . .	9

### **Chapter 1 Specifications**

---

Specifications. . . . .	10
-------------------------	----

### **Chapter 2 Basic Operation**

---

Main Components. . . . .	13
Front View. . . . .	13
Rear View. . . . .	14
Operator Panel. . . . .	14
Printing a Panel Settings Page. . . . .	16
The Operator Panel. . . . .	16
The Printer Setting Utility. . . . .	16
Power Saver Mode. . . . .	17
Setting the Time for the Power Saver Mode. . . . .	17
Exiting the Power Saver Mode. . . . .	18

### **Chapter 3 Printer Management Software**

---

Print Driver. . . . .	19
Printer Setting Utility (Windows Only). . . . .	19
Status Monitor (Windows Only). . . . .	19
Launcher (Windows Only). . . . .	20
Status Monitor Widget (Mac OS X Only). . . . .	21

**Chapter 4 Installing the Print Driver**

---

Connecting Your Printer. . . . .	25
Connecting Printer to Computer. . . . .	25
Installing Print Driver on Computers Running Windows. . . . .	27
USB Connection Setup. . . . .	27
Installing Print Driver on Computers Running Mac OS X. . . . .	29
Installing the Driver. . . . .	29
Installing the Software. . . . .	29
Adding a Printer. . . . .	30

**Chapter 5 Printing Basics**

---

About Print Media. . . . .	33
Print Media Usage Guidelines. . . . .	33
Print Media That Can Damage Your Printer. . . . .	34
Supported Print Media. . . . .	34
Usable Print Media. . . . .	35
Loading Print Media. . . . .	36
Capacity. . . . .	36
Print Media Dimensions. . . . .	37
Loading Print Media in the Multipurpose Feeder (MPF). . . . .	37
Manual Duplex Printing (Windows Print Driver Only). . . . .	46
Using the Output Tray Extension. . . . .	49
Printing. . . . .	49
Sending a Job to Print. . . . .	49
Canceling a Print Job. . . . .	50
Selecting Printing Options. . . . .	51
Printing Custom Size Paper. . . . .	56
Checking Status of Print Data. . . . .	58
Printing a Report Page. . . . .	59
Printer Settings. . . . .	60

**Chapter 6 Using the Operator Panel**

---

Resetting to Factory Defaults. . . . .	62
Understanding the Operator Panel Lights. . . . .	62
Common Light Sequences. . . . .	63
Warnings. . . . .	64

Operator Call Errors. . . . .	65
Secondary light sequences. . . . .	67
Fatal Errors. . . . .	69
Firmware Errors. . . . .	69

## Chapter 7 **Troubleshooting**

---

Clearing Jams. . . . .	71
Avoiding Jams. . . . .	71
Identifying the Location of Paper Jams. . . . .	72
Clearing Paper Jams From the Front of the Printer. . . . .	73
Clearing Paper Jams From the Back of the Printer. . . . .	74
Clearing Paper Jams From the Center Output Tray. . . . .	76
Jam Problems. . . . .	78
Basic Printer Problems. . . . .	79
Display Problems. . . . .	79
Printing Problems. . . . .	80
Print Quality Problems. . . . .	81
The Output Is Too Light. . . . .	81
Toner Smears or Print Comes Off/Stain on Back Side. . . . .	82
Random Spots/Blurred Images. . . . .	83
The Entire Output Is Blank. . . . .	84
Streaks Appear on the Output. . . . .	84
Pitched Color Dots. . . . .	85
Vertical Blanks. . . . .	85
Mottle. . . . .	86
Ghosting. . . . .	86
Fog. . . . .	87
Bead-Carry-Out (BCO). . . . .	88
Auger Mark. . . . .	89
Wrinkled/Stained Paper. . . . .	89
The Top Margin Is Incorrect. . . . .	90
Color Registration Is out of Alignment. . . . .	91
Protrudent/Bumpy Paper. . . . .	93
Adjusting Color Registration. . . . .	93
Performing Auto Correct. . . . .	93
Printing the Color Registration Chart. . . . .	94
Determining Values. . . . .	95
Entering Values. . . . .	96

Noise. . . . .	97
Other Problems. . . . .	99
Contacting Service. . . . .	99
Getting Help. . . . .	99
Operator Panel Lights. . . . .	99
Status Monitor Alerts. . . . .	99
Non Genuine Toner Mode. . . . .	100
The Printer Setting Utility. . . . .	100

## **Chapter 8 Maintenance**

---

Cleaning the Printer. . . . .	101
Cleaning Inside the Printer. . . . .	101
Cleaning the Color Toner Density (CTD) Sensor. . . . .	104
Replacing Toner Cartridges. . . . .	106
Overview. . . . .	106
Removing the Toner Cartridges. . . . .	108
Installing a Toner Cartridge. . . . .	109
Ordering Supplies. . . . .	111
Consumables. . . . .	111
When to Order Toner Cartridges. . . . .	111
Storing Consumables. . . . .	112
Managing the Printer. . . . .	112
Checking Printer Status with Status Monitor (Windows Only). . . . .	112
Conserving Supplies. . . . .	113
Checking Page Counts (Windows Only). . . . .	113
Moving the Printer. . . . .	114

## **Appendix A Where To Get Help**

---

Contacting Epson Support. . . . .	118
Before Contacting Epson. . . . .	118
Help for Users in Europe. . . . .	118
Help for Users in Taiwan. . . . .	118
Help for Users in Singapore. . . . .	120
Help for Users in Thailand. . . . .	120
Help for Users in Vietnam. . . . .	121
Help for Users in Indonesia. . . . .	121

Help for Users in Hong Kong. . . . . 123  
Help for Users in Malaysia. . . . . 123  
Help for Users in India. . . . . 124  
Help for Users in the Philippines. . . . . 125

***Index***

---

---

## **Preface**

---

### **Copyright and Trademarks**

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, mechanical, photocopying, recording, or otherwise, without the prior written permission of Seiko Epson Corporation. No patent liability is assumed with respect to the use of the information contained herein.

Neither is any liability assumed for damages resulting from the use of the information contained herein. Neither Seiko Epson Corporation nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by purchaser or third parties as a result of: accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with Seiko Epson Corporation's operating and maintenance instructions.

Seiko Epson Corporation and its affiliates shall not be liable against any damages or problems arising from the use of any options or any consumable products other than those designated as Original Epson Products or Epson Approved Products by Seiko Epson Corporation.

Apple®, Bonjour®, ColorSync®, Macintosh®, and Mac OS® are trademarks of Apple Inc. in the United States and/or other countries.

Microsoft®, Windows Vista®, Windows®, and Windows Server® are trademarks of Microsoft Corporation in the United States and/or other countries.

EPSON is a registered trademark and EPSON AcuLaser is a trademark of Seiko Epson Corporation.

General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.

Copyright © 2011 Seiko Epson Corporation. All rights reserved.

## 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:**

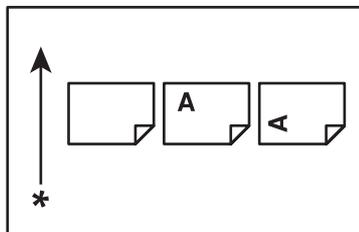
*References within this guide.*

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

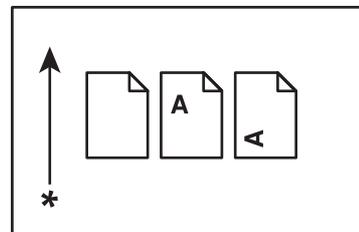
☐, ☐, Long Edge Feed (LEF): Loading the document or paper in portrait orientation.

☐, ☐, Short Edge Feed (SEF): Loading the document or paper in landscape orientation.

LEF Orientation



SEF Orientation



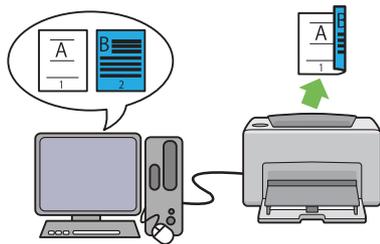
\* Paper feed direction

## Product Features

### Features

This section describes the product features and indicates their links.

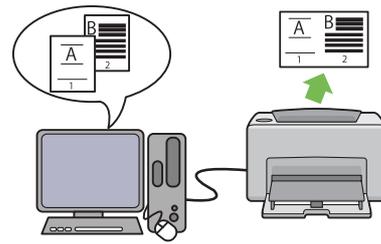
#### 2 Sided Print (Manual)



2 Sided 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 46.

#### Multiple-Up Print



Multiple-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 of the product may change without prior notice.

Items	Description
Product Code	Epson AcuLaser C1700 220V: C11CB71001 Epson AcuLaser C1700 110V: C11CB71011
Type	Desktop
Printing method	LED Xerography <b>Important:</b> LED + LED electrophotographic system
Fusing system	Thermal fusing system using a belt
Continuous print speed*1	A4  : When plain paper fed is from the multipurpose feeder Color 1 Sided*2: 10 sheets/min Monochrome 1 Sided: 12 sheets/min <b>Important:</b> *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	Data Processing Resolution: 600 × 600 dpi Output Resolution: 1200 × 2400 dpi
Tone/Color	256 tones/color (16.7 million colors)

Items	Description
Paper Size	<p>Multipurpose feeder:</p> <p>A4, B5, A5, Legal (8.5 × 14"), Folio (8.5 × 13"), Letter (8.5 × 11"), Executive, #10 Env, Monarch, DL, C5, Custom Size (Width: 76.2 – 215.9 mm, Length: 127 – 355.6 mm)</p> <p>Image loss: 4.1 mm from the top, bottom, left, and right edges</p>
Paper Type	<p>Plain, Bond, Lightweight Cardstock, Lightweight Glossy Cardstock, Recycled, Labels, Envelope, Letterhead, Pre-Printed, Hole Punched, Colored, Special, Custom Type</p> <p><b>Important:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Use only the recommended paper. Using paper other than that recommended for the printer can cause printing problems. Do not use special ink jet paper.</li> <li><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.</li> <li><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.</li> <li><input type="checkbox"/> When printing on envelopes, use envelopes that do not have adhesive applied.</li> <li><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.</li> </ul>
Paper capacity	<p>Standard:</p> <p>Multipurpose feeder: 150 sheets</p>
Output tray capacity	Standard: approximately 100 sheets (face down)
2-sided Printing Feature	Standard (Manual)
Memory capacity	<p>Standard: 64 MB (Onboard)</p> <p><b>Important:</b> The above memory capacity does not guarantee print quality depending on the type and content of print data.</p>
Hard disk	—
Page Description Language	— (Host-based)

Items	Description
Supported OS* <sup>1</sup>	<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®*<sup>2</sup></p> <p><b>Important:</b></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 10.3.9 – 10.6 are supported.</p>
Interface	Standard: USB 1.1/2.0 (Hi-Speed)
Power	<p>AC 110 – 127 V ± 10%; 7 A; both 50/60 Hz ± 3 Hz</p> <p>AC 220 – 240 V ± 10%; 5 A; both 50/60 Hz ± 3 Hz</p>
Power consumption	<p>Maximum: 285 W, During Mode 2 of Power Saver Mode: 5 W or less</p> <p>Average:</p> <p>During standby: 66 W,  During continuous color printing: 285 W,  During continuous monochrome printing: 285 W</p> <p><b>Important:</b></p> <p>Mode 1 of Power Saver Mode: 11 W average  (The printer does not use electricity when the power is switched off even with the power cord is plugged in.)</p>
Dimensions (main unit only)	<p>394 (W) × 304 (D)*<sup>1</sup> × 234 (H) mm</p> <p><b>Important:</b></p> <p>*1 When the front cover is closed.</p>
Weight	Main Unit: 10.55 kg (main unit only, including toner cartridges)
Usage Environment	<p>During Use: 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><b>Important:</b></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>

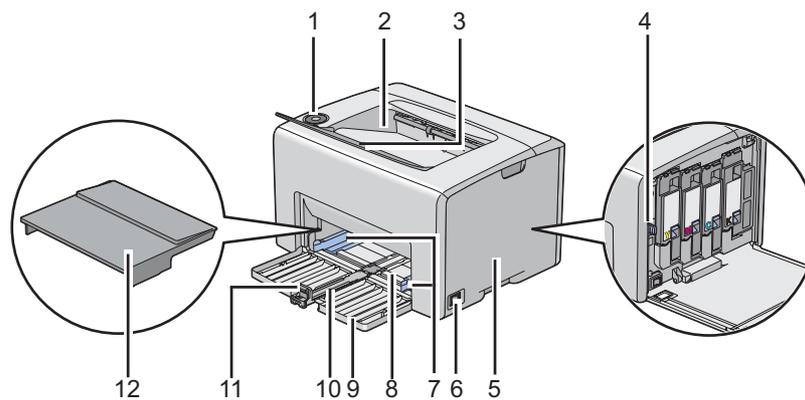
## Chapter 2

### Basic Operation

#### Main Components

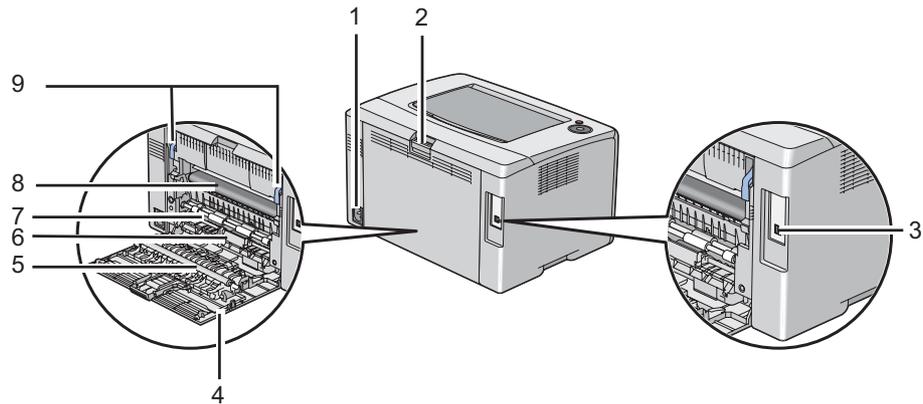
This section provides an overview of your Epson AcuLaser C1700 series.

#### Front View



1	Operator Panel	2	Center Output Tray
3	Output Tray Extension	4	Print Head Cleaning Rod
5	Toner Access Cover	6	Power Switch
7	Paper Width Guides	8	Multipurpose feeder (MPF)
9	Front Cover	10	Slide Bar
11	Length Guide	12	Paper Cover

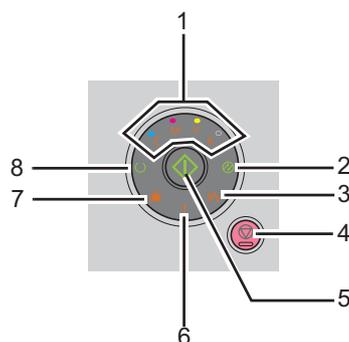
## Rear View



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

## Operator Panel

The operator panel has two buttons and several indicators that show the status of the printer.



### 1. Toner Indicators

- Indicates that the toner is low or empty, or toner error occurred.

2.  (**Energy Saver**) Indicator
  - Indicates that the printer is in the Power Saver Mode.
3.  (**Jam**) Indicator
  - Indicates that a paper jam occurred.
4.  (**Cancel Job**) Button
  - Press this button to cancel a job or clear an error.
5.  (**Start**) Button/Indicator
  - Press this button to start 2 sided printing after loading paper.
  - Press and hold this button to print the report pages.
6.  (**Error**) Indicator
  - Indicates that an error occurred.
7.  (**Load Paper**) Indicator
  - Indicates that no paper is loaded or the wrong size of paper is loaded.
8.  (**Ready/Data**) Indicator
  - Indicates the printer status, such as receiving and printing data.

The indicators provide information on the status of the printer and help you locate each problem.

Indicator	Status	Condition
Toner	Orange on	The specified toner is low or not installed when genuine toner cartridges are used ( <b>Non Genuine Toner</b> is set to off at the Printer Setting Utility).  All toner indicators light up when the printer is in the non-genuine toner mode ( <b>Non Genuine Toner</b> is set to <b>On</b> at the Printer Setting Utility).
	Orange blinks	The specified toner cartridge is empty or invalid when genuine toner cartridges are used ( <b>Non Genuine Toner</b> is set to off at the Printer Setting Utility).

Indicator	Status	Condition
Energy Saver	Green on	The printer is in the Power Saver Mode.
	Green blinks	The printer is canceling a print job.
Jam	Orange blinks	A paper jam occurred.
Start	Green blinks	To continue printing, press the  ( <b>Start</b> ) button.
Error	Orange on	An error occurred.
	Orange blinks	A fatal error occurred.
Load Paper	Orange blinks	No paper is loaded or the wrong size of paper is loaded.
Ready/Data	Green on	The printer is ready to print.
	Green blinks	The printer is processing, printing or canceling.

## Printing a Panel Settings Page

The Panel Settings page shows current settings for the system and maintenance.

### The Operator Panel

1. Press and hold the  (**Start**) button when the  (**Ready/Data**) indicator lights (ready status) until the  (**Ready/Data**) indicator blinks.

The Panel Settings page, Printer Settings page, and Error History Report are printed.

### The Printer Setting Utility

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

1. Click **start** — **All Programs** — **EPSON** — **EPSON Printer Software** — **EPSON AL-C1700** — **Printer Setting Utility**.

**Note:**

The **Select Printer** window 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 **Information Pages** from the list at the left side of the page.

The **Information Pages** page is displayed.

4. Click the **Panel Settings** button.

The Panel Settings page is printed.

---

## **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 Mode 1 and Mode 2. The power consumption of the printer in Mode 2 is lower than in Mode 1. As delivered, the printer switches to the Mode 1 five minutes after the last print job is printed. The printer then switches to the Mode 2 after another six minutes of inactivity. When the printer is in the Mode 1, all lamps on the operator panel except for the  (**Energy Saver**) indicator and the indicator announcing that a problem occurs go out. In the Mode 2, all lamps on the operator panel except for the  (**Energy Saver**) indicator go out.

The factory default settings of five minutes (Mode 1) and six minutes (Mode 2) are changeable within the range of 5 to 30 minutes (Mode 1) and 1 to 6 minutes (Mode 2). 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 Printer Software** — **EPSON AL-C1700** — **Printer Setting Utility**.

**Note:**

The **Select Printer** window 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 the time for **Mode 1** and **Mode 2** for **Power Saver Mode**.
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 print job from a computer. To manually exit the Power Saver Mode, press any button on the operator panel.

**Note:**

*Opening and closing the rear door will cause the printer to exit the Mode 1.*

## 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 27
- ❑ “Installing Print Driver on Computers Running Mac OS X” on page 29

---

## 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 is installed with your Epson print driver.

---

## Status Monitor (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 **Select Printer** window appears, which displays the printer name, printer connection port, and printer status. Check the column **Status** to know the current status of your printer.

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

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

The **Status Monitor** 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 **Status Monitor** window launches automatically when printing starts. You can specify the conditions for starting the **Status Monitor** window in **Auto start setup**.

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

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

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

The **Select Printer** window appears.

2. Click **Status Setting**.

The **Status Settings** dialog box appears.

3. Select the **Pop up setting** tab, and then select the type of the pop-up from **Auto start setup**.

You can also check the toner level of your printer and the job information on the **Status Monitor** window.

The Status Monitor is installed with your Epson print driver.

---

## **Launcher (Windows Only)**

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

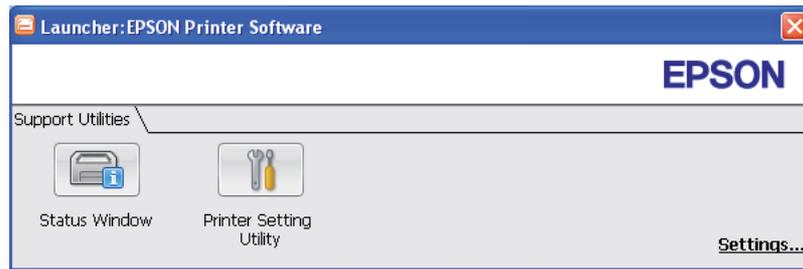
The **Launcher** is installed with your Epson print driver.

The following procedure uses Windows XP as an example.

To open the **Launcher** window:

1. Click **start** — **All Programs** — **EPSON** — **EPSON Printer Software** — **Launcher**.

The **Launcher** window appears.



- 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.

<b>Status Window</b>	Click to open the <b>Status Monitor</b> window. <b>See also:</b> "Status Monitor (Windows Only)" on page 19
<b>Printer Setting Utility</b>	Click to open the Printer Setting Utility. <b>See also:</b> "Printer Setting Utility (Windows Only)" on page 19

---

## **Status Monitor Widget (Mac OS X Only)**

Status Monitor Widget is a printer utility that promotes efficient use of the printer through the exchange of information between the Mac OS® X and the printer.

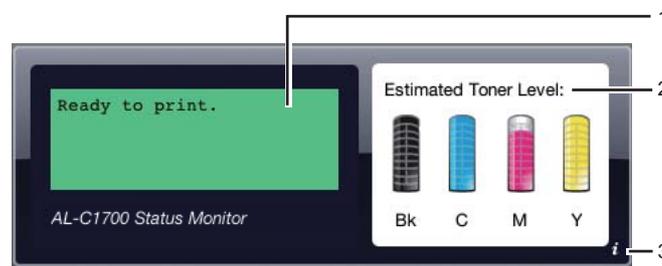
You can install the Status Monitor Widget from the *Software Disc*. For information on the installation, see "Installing the Software" on page 29.

To open the Status Monitor Widget:

Click the **Dashboard** icon in the dock to launch Dashboard.



**Status Monitor** window appears.



#### 1. Printer Status Message Area

Displays a message of the current printer status.

**Note:**

- ❑ *The Status Monitor Widget automatically obtains the printer information at the updated interval that can be specified in preferences. Also, the printer status is refreshed when you launch the Dashboard or close the preferences.*
- ❑ *If you receive no response from the printer or the printer is processing a job using a USB connection, "Cannot get printer information." is displayed.*

#### 2. Printer Status Image Area

Displays the image of printer condition.

- ❑ Estimated Toner Level image

Displays the estimated toner level of each color if the printer is functioning properly.

Less than 29%



Less than 9%



Unknown

**Note:**

If the utility does not receive a response from the printer, the unknown toner image appears.

 **Printer error image**

Displays an indication image when an error occurs.



An error has occurred and the printer cannot be used.

**Note:**

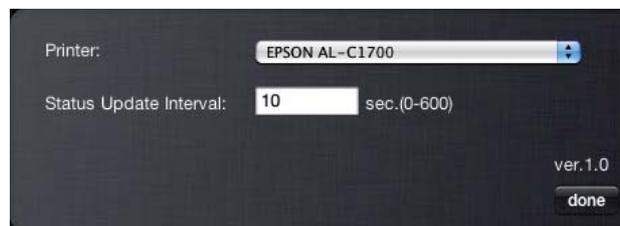
To know the details on the error and how to clear the problem, check the operator panel lights and refer to “Understanding the Operator Panel Lights” on page 62 for their meanings.

## 3. Info (i) button

Click this button to open preferences.

**Note:**

The info (i) button appears on the lower-right corner of the window when the cursor is over the Status Monitor window.



<b>Printer</b>	Displays a list of available printer names in the drop-down list. The first printer displayed in this list is set as default.
----------------	---

<b>Status Update Interval</b>	You can specify the update interval of the printer status. By default, it is set to obtain the printer information every 10 seconds. The range varies between 0 and 600.
<b>done</b> button	Click this button to return to the <b>Status Monitor</b> window.

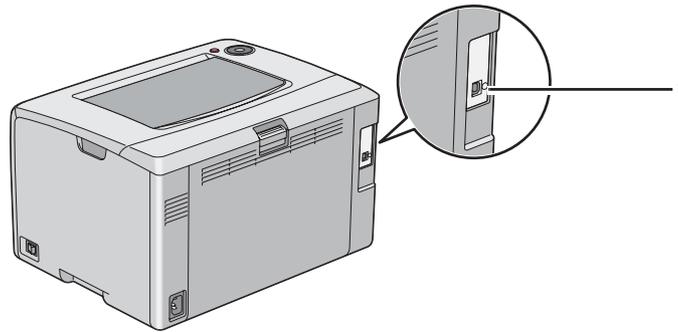
## Chapter 4

# Installing the Print Driver

## Connecting Your Printer

Your Epson AcuLaser C1700 series interconnection cable must meet the following requirement:

Connection Type	Connection Specification
USB	USB 1.1/2.0 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

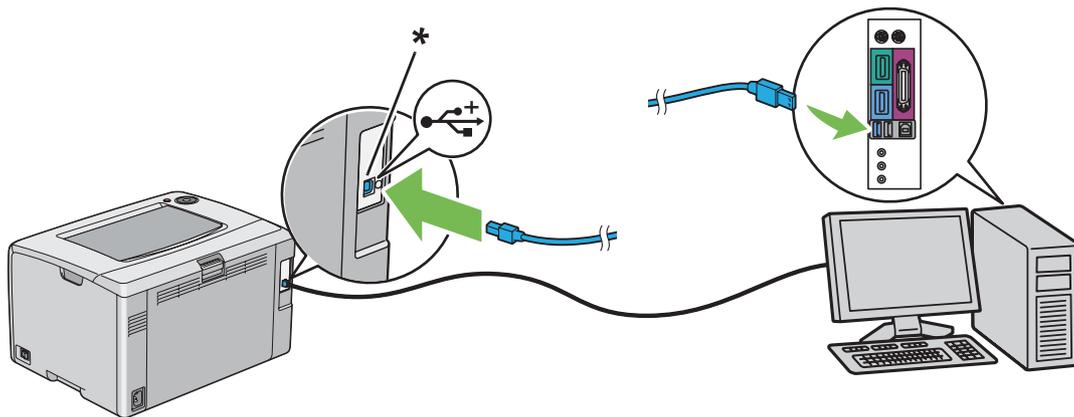
A local printer is a printer which is directly attached to your computer using the USB cable.

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 10.3.9/10.4.11/10.5.8 -10.6

To attach the printer to a computer:

1. Ensure that the printer, computer, and any other attached devices 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 a 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.

#### **When the Printer is Connected to Computer With a USB Cable**

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

**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:\setup.exe** (where D is the drive letter of your computer), and then click **OK**.*

2. Turn on the printer.

**Note:**

*If **Found New Hardware Wizard** appears, click **Cancel** at this time.*

3. Click **Easy Install**.

The **SOFTWARE LICENSE AGREEMENT** appears.

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

The **Easy Install Navi** launches.

5. Click **Installing Drivers and Software**.

6. Follow the on-screen instructions.

The Plug and Play installation starts and the installation software proceeds to the next page automatically.

7. Click **Finish** to exit the wizard.

### **When the Printer is not Connected to Computer With a USB Cable**

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

**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:\setup.exe** (where D is the drive letter of your computer), and then click **OK**.*

3. Click **Easy Install**.

The **SOFTWARE LICENSE AGREEMENT** appears.

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

The **Easy Install Navi** launches.

5. Click **Installing Drivers and Software**.
6. Follow the on-screen instructions to connect the computer and the printer with the USB cable, and then turn on the printer.
7. Click **Finish** to exit the wizard.
8. Proceed the Plug and Play installation.

---

## ***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-C1750 C1700 Installer** icon.
3. Click **Continue** on the displayed screen.
4. Click **Continue** on the **Introduction** screen.
5. Select a language for the **Software License Agreement**.
6. After reading the **Software License Agreement**, click **Continue**.
7. If you agree to the terms of the **Software License Agreement**, click **Agree** to continue the installation process.
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 installation.

### ***Installing the Software***

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-C1700 Status Monitor 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 **Install** to perform the standard installation.
8. Enter the administrator's name and password, and then click **OK**.
9. Click **Close** to complete installation.

## ***Adding a Printer***

### ***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 **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 the plus (+) sign, 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**.

### **Adding a Printer on Mac OS X 10.3.9**

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. Select **USB** from the menu.

8. Select the printer from the **Product** list.  
**Printer Model** is automatically selected.
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 authorised dealer.

## Print Media Usage Guidelines

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

- Fan paper or other specialty media before loading in the multipurpose feeder (MPF).
- 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 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 37

- ❑ *“Loading Envelope in the Multipurpose Feeder (MPF)” on page 43*
- ❑ *“Printing on Custom Size Paper” on page 57*

## **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:

- ❑ Rough or porous media
- ❑ Plastic media
- ❑ Paper that has been folded or wrinkled
- ❑ Paper with staples
- ❑ Envelopes with windows or metal clasps
- ❑ Padded envelopes
- ❑ Non-laser glossy or coated paper
- ❑ Perforated media



### **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.*

---

## **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:

**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.*
- ❑ *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.*

## Multipurpose Feeder (MPF)

Paper Size	A4 SEF (210 × 297 mm) B5 SEF (182 × 257 mm) A5 SEF (148 × 210 mm) Letter SEF (8.5 × 11 inches) Legal SEF (8.5 × 14 inches) Folio SEF (8.5 × 13 inches) Executive SEF (7.25 × 10.5 inches) C5 SEF (162 × 229 mm) Monarch SEF (3.875 × 7.5 inches) Monarch LEF (7.5 × 3.875 inches)* <sup>1</sup> # 10 Env SEF (4.125 × 9.5 inches) DL SEF (110 × 220 mm) DL LEF (220 × 110 mm)* <sup>1</sup> Custom Size: Width: 76.2 – 215.9 mm (3 – 8.5 inches)* <sup>2</sup> Length: 127 – 355.6 mm (5 – 14 inches)* <sup>3</sup>
------------	--

Paper Type (Weight)	Plain Bond Lightweight Cardstock Lightweight Glossy Cardstock Labels Envelope Recycled Letterhead Pre-Printed Hole Punched Colored Special Custom Type
Loading Capacity	150 sheets of standard paper

\*1 Monarch and DL envelopes can be supported by LEF with their flap open.

\*2 The maximum width is 220 mm for DL LEF.

\*3 The minimum length is 3.875 inches for Monarch LEF and 110 mm for DL LEF.

---

## 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
- ❑ Five envelopes
- ❑ 16.2 mm (0.64 inches) of labels

## **Print Media Dimensions**

The 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)

**Note:**

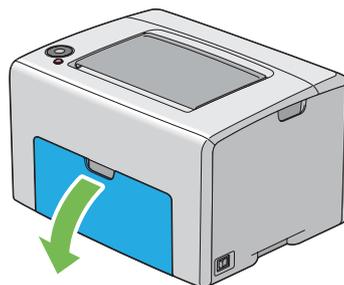
- ❑ *The maximum width is 220 mm for DL LEF.*
- ❑ *The minimum length is 3.875 inches for Monarch LEF and 110 mm for DL LEF.*

## **Loading Print Media in the Multipurpose Feeder (MPF)**

**Note:**

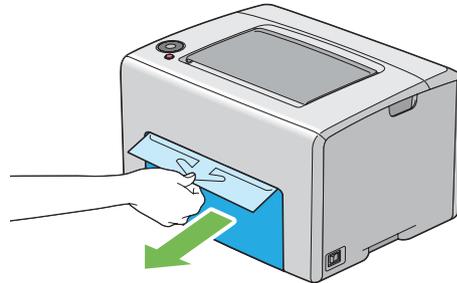
- ❑ *To avoid paper jams, do not remove the paper cover while printing is in progress.*
- ❑ *Use only laser print media. Do not use ink jet paper in this printer.*

1. Open the front cover.

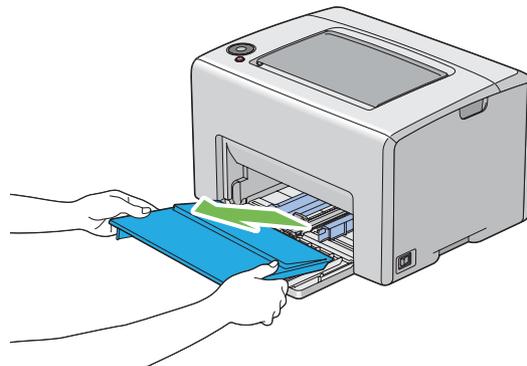


**Note:**

*When you use the MPF for the first time, open the front cover by pulling out the instruction sheet.*

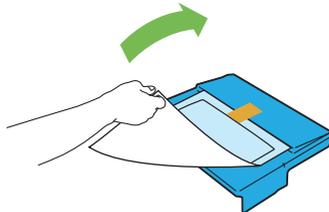


2. Pull the paper cover out.

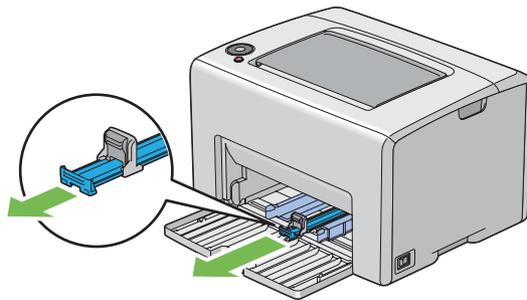


**Note:**

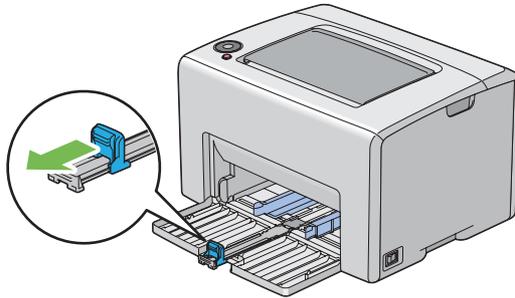
*When you use the MPF for the first time, remove the instruction sheet attached to the paper cover with adhesive tape.*



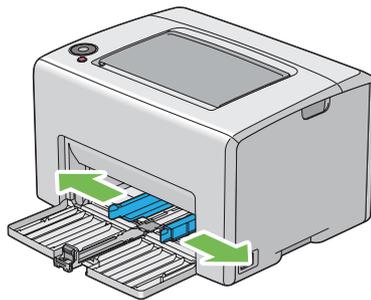
3. Pull the slide bar forward until it stops.



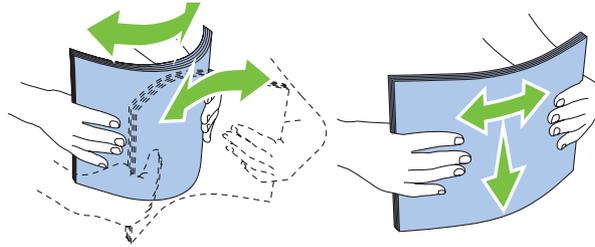
4. Pull the length guide forward until it stops.



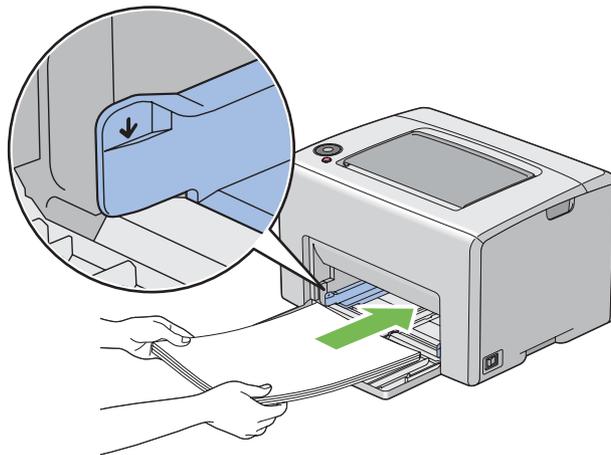
5. Adjust the paper width guides to their maximum width.



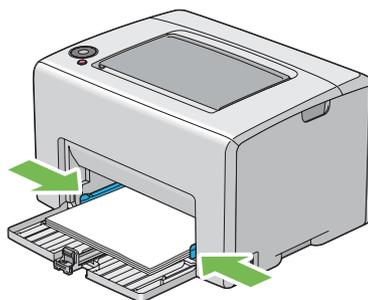
6. Before loading the print media, flex the sheets back and forth, and then fan them. Straighten the edges of the stack on a level surface.



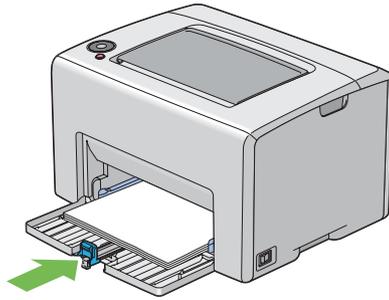
7. Load print media on the MPF with the top edge first and with the recommended print side facing up.



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

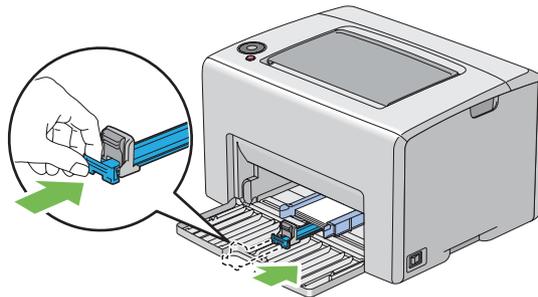


- Slide the length guide towards the printer until it touches the print media.

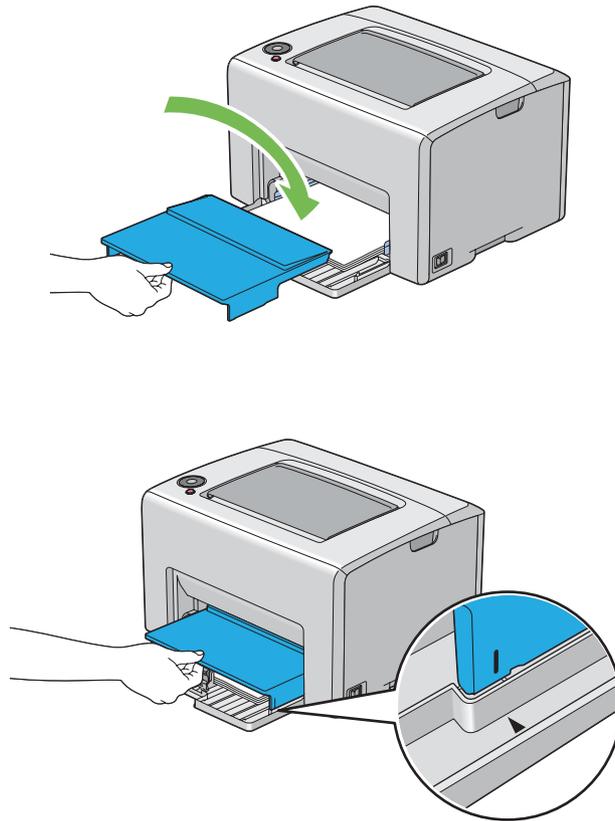


**Note:**

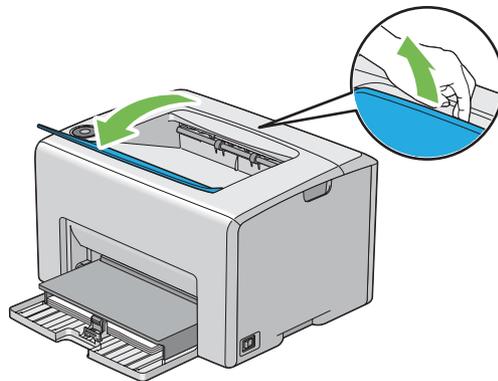
*Depending on the size of print media, first slide the slide bar backward until it stops, and then pinch the length guide and slide it backward until it touches print media.*



10. Insert the paper cover into the printer and then align the paper cover to the marking on the MPF.



11. Open the output tray extension.



12. 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 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.

**Note:**

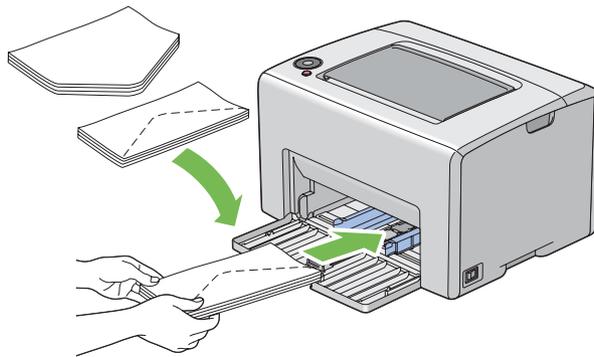
For standard-size paper, adjust the guides first and then set paper.

**Loading Envelope in the Multipurpose Feeder (MPF)****Note:**

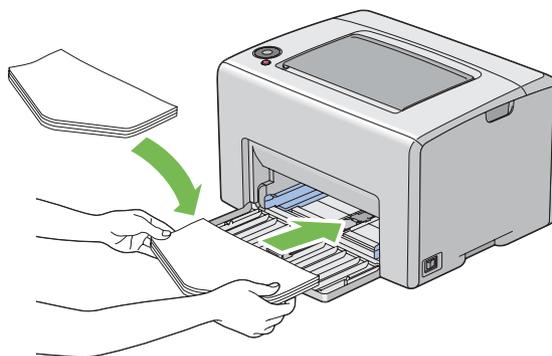
When you print on envelopes, be sure to specify the envelope setting on the print driver. If not specified, the print image will be rotated 180 degrees.

**When Loading # 10, DL, or Monarch**

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 and Monarch from being wrinkled, they are recommended to be loaded with the print-side facing up, flap opened, and facing you.

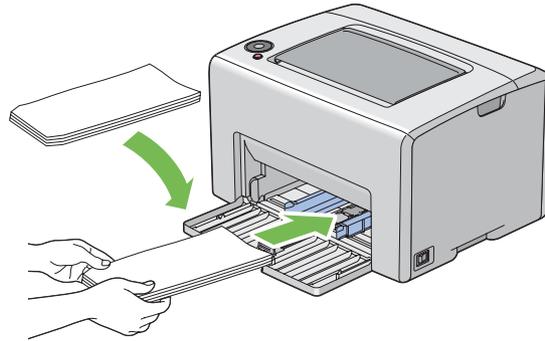


**Note:**

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**

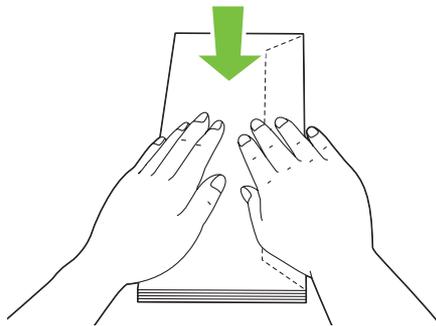
Load envelopes with the side to be printed on facing up, flap opened, and facing you.

**Important:**

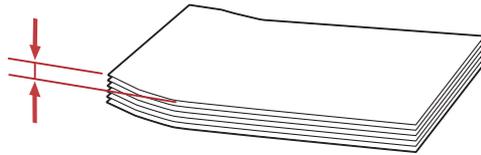
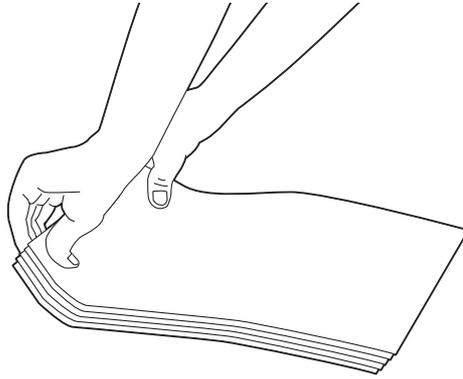
Never use envelopes with windows, or coated linings. These lead to paper jams and can cause damage to the printer.

**Note:**

- ❑ If you do not load envelopes in the 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 MPF.



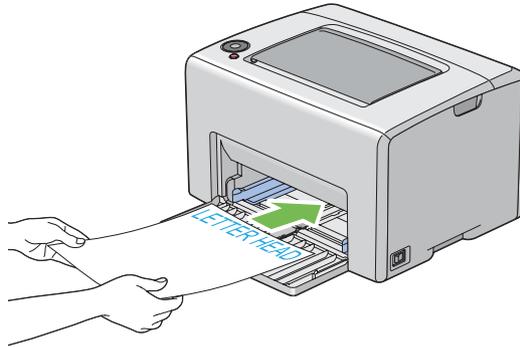
- ❑ *If envelopes are still not fed correctly, add some bending to the flap of the envelopes as shown in the following illustration.  
The amount of the bending shall be 5 mm (0.20 inches) or less.*



- ❑ *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 Letterhead in the Multipurpose Feeder (MPF)**

Load the letterhead in the printer with the print side facing up. Ensure that the title on the letterhead enters the printer first.



### **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**

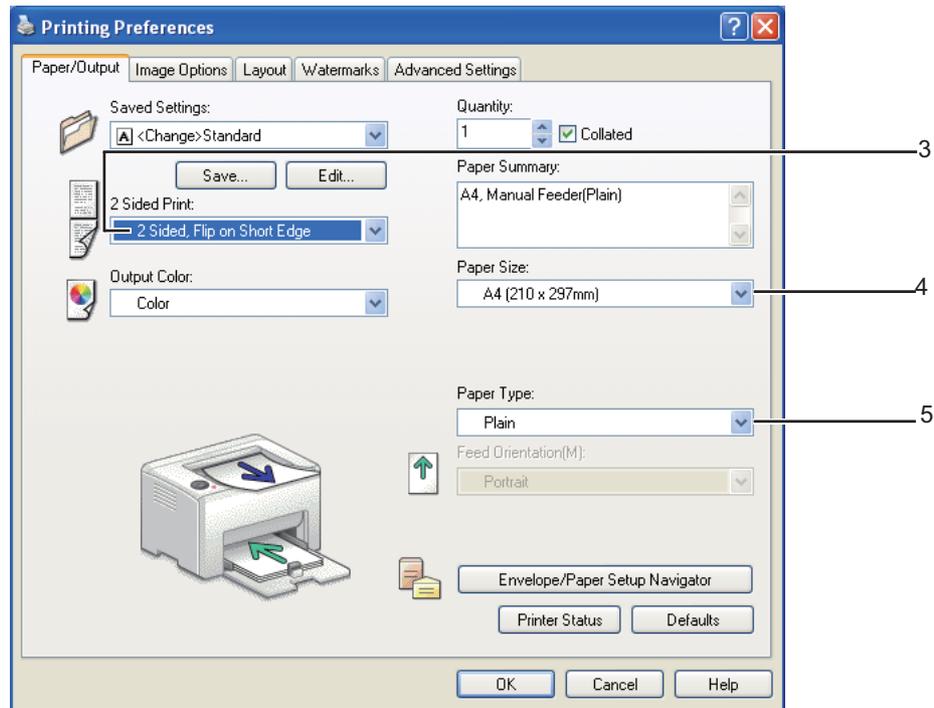
The following procedure uses Microsoft® Windows® XP WordPad as an example.

**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. The **Paper/Output** tab appears.

From **2 Sided Print**, select either **2 Sided, Flip on Short Edge** or **2 Sided Print** 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:**

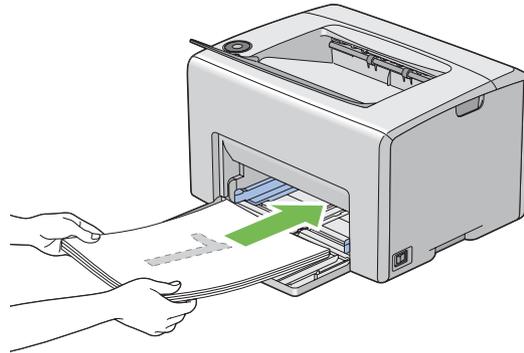
*When you start manual duplex printing, the instruction window appears. Note that the window cannot be reopened once it is closed. Do not close the window until duplex printing is complete.*

### **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, then page 2.

The  (**Start**) indicator blinks and the  (**Ready/Data**) indicator lights when the even pages finish printing.

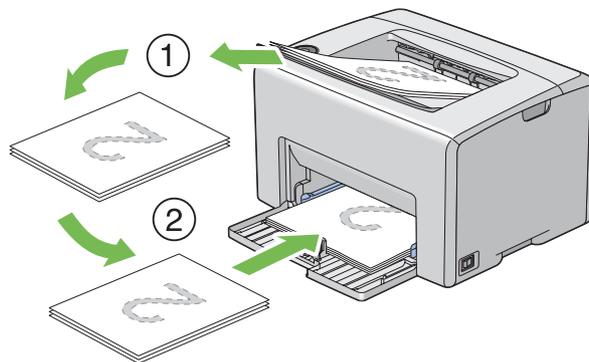


2. After the even pages are printed, remove the paper stack from the center output tray.

**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 MPF.



4. Press the  (**Start**) button.

Pages are printed in the order of page 1 (rear of page 2), page 3 (rear of page 4), and then page 5 (rear of page 6).

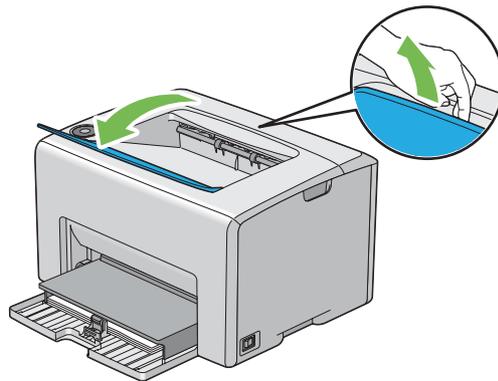
**Note:**

*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 opened.



---

## 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 **Quantity**, **Paper Size**, or **Feed 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  (**Cancel Job**) button.

**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.

### *Canceling a Job From the Desktop*

1. Minimize all programs to reveal the desktop.

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®).

Click **Start** — **Control Panel** — **Printer** (for 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.

## **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).

Click **Start — Control Panel — Printer** (for Windows Server 2008).

A list of available printers appears.

2. Right-click the icon for your printer, and then select **Printing Preferences**.

The **EPSON AL-C1700 Printing Preferences** screen appears.

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 Photo print-quality mode 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 the Epson AcuLaser C1700 series and click **Preferences** to open the print driver.
3. Make selections on the driver tabs. See the following table for specific printing options.

**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, Image Options, Layout, Watermarks, or Advanced Settings** tab, and then click **Save** under **Saved Settings** 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	<b>Paper/Output tab</b>	<input type="checkbox"/> Saved Settings <input type="checkbox"/> 2 Sided Print <input type="checkbox"/> Output Color <input type="checkbox"/> Quantity <input type="checkbox"/> Collated <input type="checkbox"/> Paper Summary <input type="checkbox"/> Paper Size <input type="checkbox"/> Paper Type <input type="checkbox"/> Feed Orientation <input type="checkbox"/> Envelope/Paper Setup Navigator <input type="checkbox"/> Printer Status <input type="checkbox"/> Defaults
	<b>Image Options tab</b>	<input type="checkbox"/> Output Color <input type="checkbox"/> Output Recognition <input type="checkbox"/> Image Adjustment Mode <input type="checkbox"/> Image Types <input type="checkbox"/> Image Auto Correction <input type="checkbox"/> Image Settings <input type="checkbox"/> Color Balance <input type="checkbox"/> Profile Settings <input type="checkbox"/> Defaults
	<b>Layout tab</b>	<input type="checkbox"/> Image Orientation <input type="checkbox"/> Multiple-Up <input type="checkbox"/> Booklet / Poster / Mixed Document / Rotation <input type="checkbox"/> Fit to New Paper Size <input type="checkbox"/> Specify Zoom <input type="checkbox"/> Image Shift / Print Position <input type="checkbox"/> Defaults
Windows XP, Windows Server 2003, Windows Vista, Windows Server 2008, or Windows 7	<b>Watermarks tab</b>	<input type="checkbox"/> Watermarks <ul style="list-style-type: none"> <li><input type="checkbox"/> New Watermark</li> <li><input type="checkbox"/> Edit Watermark</li> <li><input type="checkbox"/> Delete Watermark</li> <li><input type="checkbox"/> Apply to First Page Only</li> </ul> <input type="checkbox"/> Annotation <input type="checkbox"/> Defaults

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	<b>Advanced Settings</b> tab	<input type="checkbox"/> Skip Blank Pages <input type="checkbox"/> Draft Mode <input type="checkbox"/> Other Settings (Graphics Settings) <ul style="list-style-type: none"> <li><input type="checkbox"/> Items</li> <li><input type="checkbox"/> Settings for</li> </ul> <input type="checkbox"/> About <input type="checkbox"/> 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 the Epson AcuLaser C1700 series 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

Item	Printing Options
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
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
Job Control	<input type="checkbox"/> Account Mode
Image Settings	<input type="checkbox"/> Brightness <input type="checkbox"/> Contrast <input type="checkbox"/> Chroma
Printer Features	<input type="checkbox"/> Basic <ul style="list-style-type: none"> <li><input type="checkbox"/> Output Color</li> <li><input type="checkbox"/> Paper Type</li> </ul> <input type="checkbox"/> Detailed Settings <ul style="list-style-type: none"> <li><input type="checkbox"/> Image Type</li> <li><input type="checkbox"/> Image Rotation (180deg)</li> <li><input type="checkbox"/> Skip Blank Pages</li> <li><input type="checkbox"/> Draft Mode</li> <li><input type="checkbox"/> Trapping</li> <li><input type="checkbox"/> Image Enhancement</li> <li><input type="checkbox"/> Sharpness Adjustment</li> <li><input type="checkbox"/> Screen</li> </ul> <input type="checkbox"/> Color Balance C/M/Y/K <ul style="list-style-type: none"> <li><input type="checkbox"/> Low Density</li> <li><input type="checkbox"/> Medium Density</li> <li><input type="checkbox"/> High Density</li> </ul>

Item	Printing Options
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 in the MPF is the same as the one to load standard size paper.

**See Also:**

*“Loading Print Media in the Multipurpose Feeder (MPF)” on page 37*

## 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 **Settings 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 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 **Fit to New Paper Size**, select the custom size you defined. If you have selected 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 a 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 **Select Printer** 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.

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

Click the name of the desired printer listed on the **Select Printer** window. The **Status Monitor** 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 **Status Monitor**.
4. Select **Status Monitor Help**.

*See Also:*

*“Status Monitor (Windows Only)” on page 19*

## **Printing a Report Page**

To confirm your printer settings, print a report page.

This section describes two methods of printing a report page.

### **Printing a Printer Settings Page**

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

### **The Operator Panel**

1. Press and hold the  (**Start**) button when the  (**Ready/Data**) indicator lights (ready status) until the  (**Ready/Data**) indicator blinks.

The Printer Settings page, Panel Settings page, and Error History Report are printed.

### **The Printer Setting Utility**

The following procedure uses Windows XP as an example.

1. Click **start** — **All Programs** — **EPSON** — **EPSON Printer Software** — **EPSON AL-C1700** — **Printer Setting Utility**.

**Note:**

The **Select Printer** window 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 **Information Pages** from the list at the left side of the page.

The **Information Pages** page is displayed.

4. Click **Printer Settings**.

The Printer 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 Printer Software — EPSON AL-C1700 — Printer Setting Utility**.

**Note:**

The **Select Printer** window 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 Initializing the Non-Volatile Memory (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 door.
3. While holding down the  (**Start**) button and the  (**Cancel Job**) button at the same time, turn on the printer.
4. After the  (**Start**),  (**Energy Saver**), and  (**Error**) indicators go out, release the  (**Start**) button and  (**Cancel Job**) button.
5. Close the rear door.

The printer starts initializing the NVM.

**Important:**

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

The printer restarts automatically to apply the settings and prints the Printer Settings and Panel Settings pages.

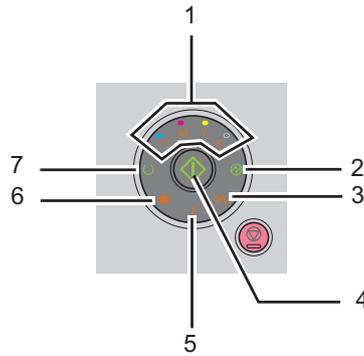
6. Check if the factory settings are restored by referring to the Printer Settings and Panel Settings pages.

---

## Understanding the Operator Panel Lights

The operator panel lights mean different things, depending on their sequence. Orange or green lights that are off, on, and/or blinking indicate printer conditions such as printer status, intervention (for example, out of paper), or service.

Off	On	Blink
—		
—		



### Common Light Sequences

The following table shows the most common light status.

1	2	3	4	5	6	7	Printer Status
Toner	Energy Saver	Jam	Start	Error	Load Paper	Ready/ Data	
—	—	—	—	—	—		Ready
—	—	—	—	—	—		Processing
—	—	—	—	—	—		Printing
—		—	—	—	—		Canceling a print job
—	—	—	—	—	—		Calibrating
—	—	—	—	—	—		Warming up
—	—	—	—	—	—		Waiting for incoming data
—	—	—	—	—	—		Initializing NVM

1	2	3	4	5	6	7	Printer Status
Toner	Energy Saver	Jam	Start	Error	Load Paper	Ready/Data	
—	—	—	—	—	—		On Diagnosis when starting
—		—	—	—	—	—	In Power Saver Mode
—	—	—		—	—		Waiting for manual duplex printing. <sup>*1</sup>

<sup>\*1</sup> Load paper for the second side (odd) pages, and press the  (**Start**) button. See “Manual Duplex Printing (Windows Print Driver Only)” on page 46.

## Warnings

The following table shows the warning conditions. You can continue printing even though the warning appears.

1				2	3	4	5	6	7	Printer Status
Toner				Energy Saver	Jam	Start	Error	Load Paper	Ready/Data	
Y	M	C	K							
	—	—	—	—	—	—	*1	—	*2	The yellow toner is low. <sup>*3</sup>
—		—	—	—	—	—	*1	—	*2	The magenta toner is low. <sup>*3</sup>
—	—		—	—	—	—	*1	—	*2	The cyan toner is low. <sup>*3</sup>
—	—	—		—	—	—	*1	—	*2	The black toner is low. <sup>*3</sup>
				—	—	—	—	—	*2	The printer is in the Non Genuine Toner mode.
	—	—	—	—	—	—	—	—	*2	The yellow toner is empty. <sup>*4</sup>
—		—	—	—	—	—	—	—	*2	The magenta toner is empty. <sup>*4</sup>

1				2	3	4	5	6	7	Printer Status
Toner				Energy Saver	Jam	Start	Error	Load Paper	Ready/Data	
Y	M	C	K							
—	—		—	—	—	—	—	—	*2	The cyan toner is empty.*4

\*1 When another error occurs,  (**Error**) indicator lights up and the toner indicators do not light up.

\*2 The  (**Ready/Data**) indicator blinks or lights up green depending on the printer status.

\*3 This warning appears only when Epson toner cartridges are used (**Non Genuine Toner** is set to off at the Printer Setting Utility).

\*4 In this case, you can continue printing in black and white.

## Operator Call Errors

The following table shows the location where an error occurred. Operator call errors require some kind of intervention to resolve the problem.

1				2	3	4	5	6	7	Cause/Remedy
Toner				Energy Saver	Jam	Start	Error	Load Paper	Ready/Data	
Y	M	C	K							
—	—	—	—	—	—				—	No paper is loaded. Load paper and press the  ( <b>Start</b> ) button. See "Loading Print Media" on page 36.
—	—	—	—	—		—		—	—	Paper jam occurred. See "Clearing Jams" on page 71.
—	—	—	—	—	—	—		—	—	The rear door is open. Close the rear door.

1				2	3	4	5	6	7	Cause/Remedy
Toner				Energy Saver	Jam	Start	Error	Load Paper	Ready/Data	
Y	M	C	K							
—	—	—	—	—	—				—	The wrong size of paper is loaded. See "Loading Print Media" on page 36.
—	—	—	—	—	—	—		—	—	An error occurred. Press and hold the  ( <b>Start</b> ) button to display the secondary error light sequences.
	—	—	—	—	—	—		—	—	The specified toner cartridge is not installed or not installed correctly. Re-install the specified toner cartridge. See "Installing a Toner Cartridge" on page 109.
—		—	—	—	—	—		—	—	
—	—		—	—	—	—		—	—	
—	—	—		—	—	—		—	—	
	—	—	—	—	—	—		—	—	The specified toner cartridge is empty or invalid. Replace the specified toner cartridge. See "Replacing Toner Cartridges" on page 106.
—		—	—	—	—	—		—	—	
—	—		—	—	—	—		—	—	
—	—	—		—	—	—		—	—	

1				2	3	4	5	6	7	Cause/Remedy
Toner				Energy Saver	Jam	Start	Error	Load Paper	Ready/Data	
Y	M	C	K							
	—	—	—	—	—	—		—	—	The density of the specified toner is not enough. Replace the specified toner cartridge.  See "Replacing Toner Cartridges" on page 106.
—		—	—	—	—	—		—	—	
—	—		—	—	—	—		—	—	
—	—	—		—	—	—		—	—	

## Secondary light sequences

When the (**Error**) indicator lights up, first check if the rear door is closed. If the (**Error**) indicator still lights up, the secondary error has occurred. Press and hold the (**Start**) button to display the secondary error light sequences.

1				2	3	4	5	6	7	Cause/Remedy
Toner				Energy Saver	Jam	Start	Error	Load Paper	Ready/Data	
Y	M	C	K							
—	—	—			—	—			—	Memory overflow Press the  ( <b>Cancel Job</b> ) button to clear the message and cancel the current print job.  See "Canceling a Print Job" on page 50.

1				2	3	4	5	6	7	Cause/Remedy
Toner				Energy Saver	Jam	Start	Error	Load Paper	Ready/Data	
Y	M	C	K							
—	—	●	—	●	—	—	●	●	—	<p>Page Description Language (PDL) error</p> <p>Press the  (<b>Cancel Job</b>) button to clear the message and cancel the current print job.</p> <p>See "Canceling a Print Job" on page 50.</p>
—	●	—	—	●	—	—	●	●	—	<p>Invalid job environment</p> <p>The configuration of the printer set on the print driver does not match the configuration of your printer.</p> <p>Press the  (<b>Cancel Job</b>) button to cancel the current print job.</p> <p>See "Canceling a Print Job" on page 50.</p>
●	—	—	—	●	—	—	●	●	—	<p>Color Toner Density (CTD) sensor dustiness</p> <p>Clean the CTD sensor.</p> <p>See "Cleaning the Color Toner Density (CTD) Sensor" on page 104.</p>

## Fatal Errors

Contact the Epson local representative office or an authorised dealer if this error occurs repeatedly.

**See Also:**

“Contacting Epson Support” on page 118

1	2	3	4	5	6	7	Cause/Remedy
Toner	Energy Saver	Jam	Start	Error	Load Paper	Ready/Data	
—	—	—	—		—	—	A fatal error occurred. Turn off the printer, and then on.

## Firmware Errors

Contact the Epson local representative office or an authorised dealer if this error occurs repeatedly.

**See Also:**

“Contacting Epson Support” on page 118

1				2	3	4	5	6	7	Cause/Remedy
Toner				Energy Saver	Jam	Start	Error	Load Paper	Ready/Data	
Y	M	C	K							
—	—	—		—	—	—			—	A firmware error occurred. Press the  ( <b>Cancel Job</b> ) button to clear the error. See “Canceling a Print Job” on page 50.
—	—			—	—	—			—	A ROM erasing error occurred. Turn off the printer, and then on.

1				2	3	4	5	6	7	Cause/Remedy
Toner				Energy Saver	Jam	Start	Error	Load Paper	Ready/Data	
Y	M	C	K							
—	●	●	●	—	—	—	●	●	—	A ROM writing error occurred. Turn off the printer, and then on.
●	●	●	●	—	—	—	●	●	—	An error occurred while downloading the firmware. Turn off the printer, and then on.

## 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 33
- ❑ “Supported Print Media” on page 34

**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 37 to load print media properly.
- ❑ Do not overload the print media sources. Ensure that the stacked print media does not exceed the maximum height 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 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 33
- ❑ “Supported Print Media” on page 34

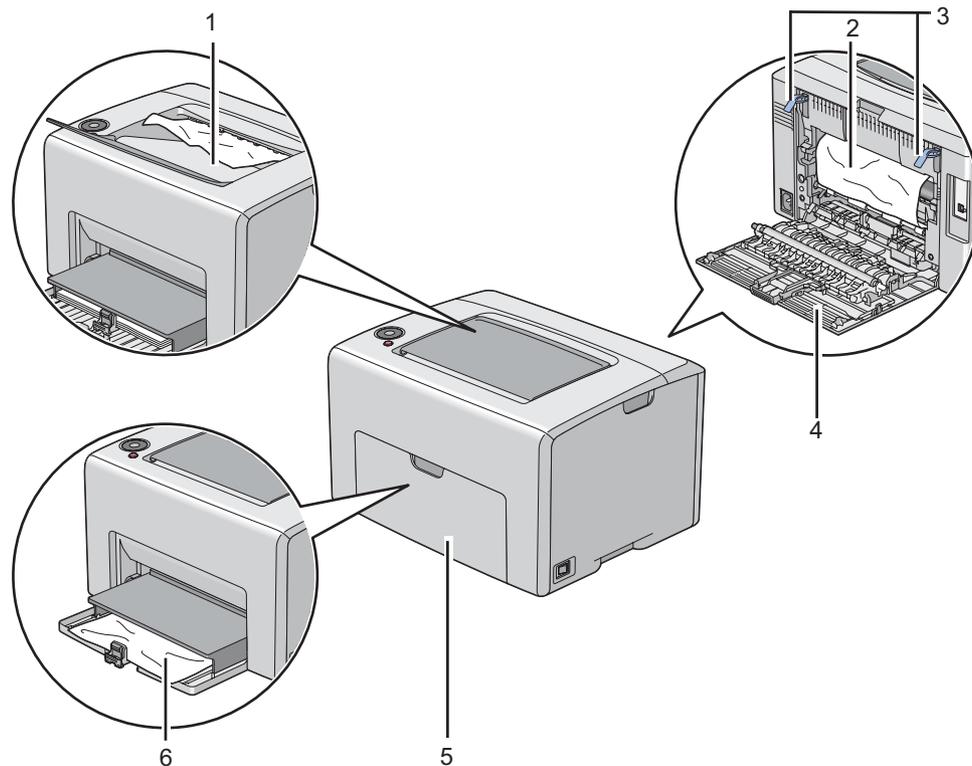
**Identifying the Location of Paper Jams****Caution:**

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

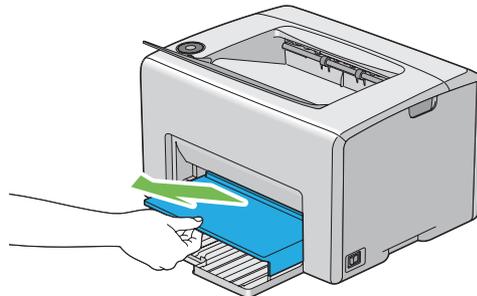
- 2 Transfer Belt
- 3 Levers
- 4 Rear Door
- 5 Front Cover
- 6 Multipurpose feeder (MPF)

## Clearing Paper Jams From the Front of the Printer

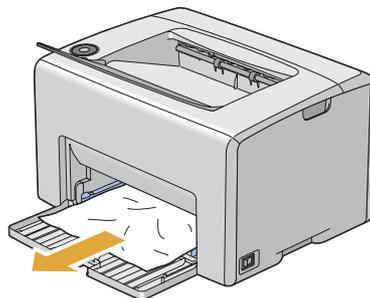
**Note:**

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

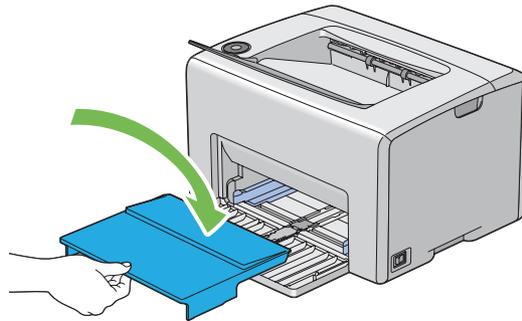
1. Pull the paper cover out.



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



3. Replace the paper cover in the printer.



**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

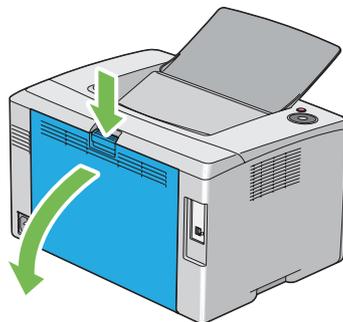
**Important:**

- ❑ 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.

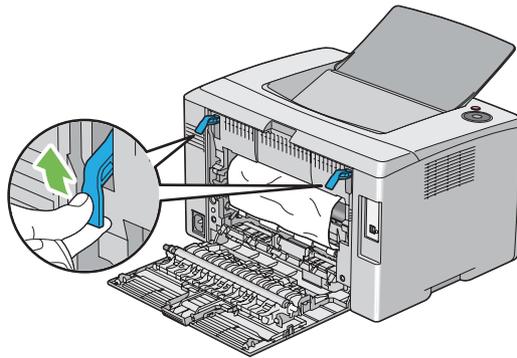
**Note:**

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

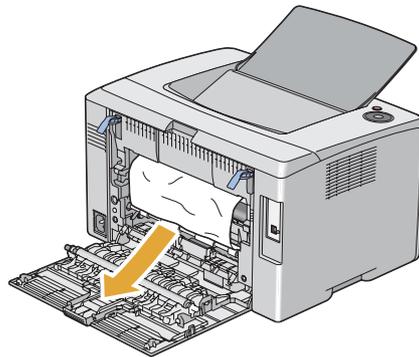
1. Push the rear cover handle and open the rear door.



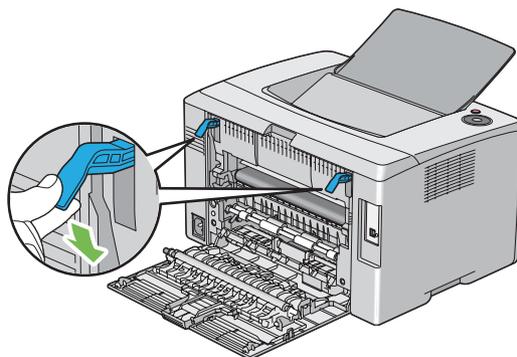
2. Lift up the levers.



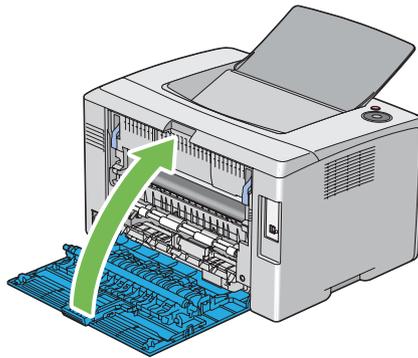
3. Remove any paper jammed from the back of the printer.



4. Lower the levers to their original position.



5. Close the rear door.



## Clearing Paper Jams From the Center Output Tray

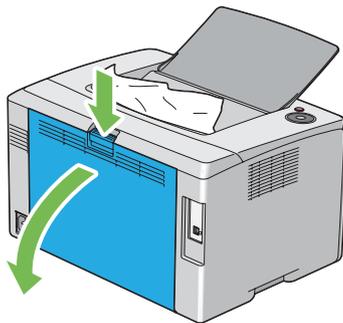
### **Important:**

- ❑ 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.

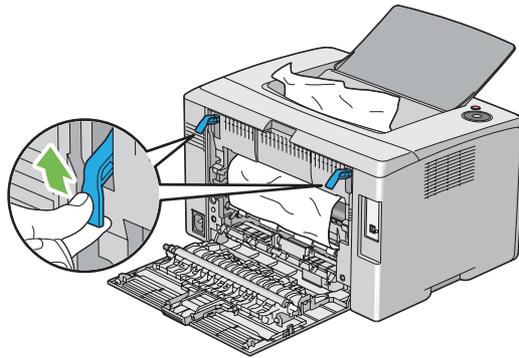
### **Note:**

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

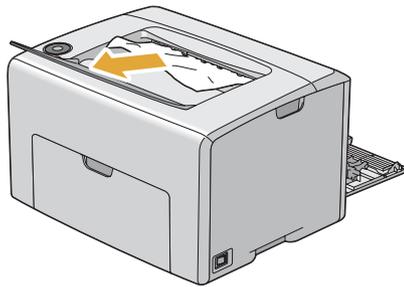
1. Push the rear cover handle and open the rear door.



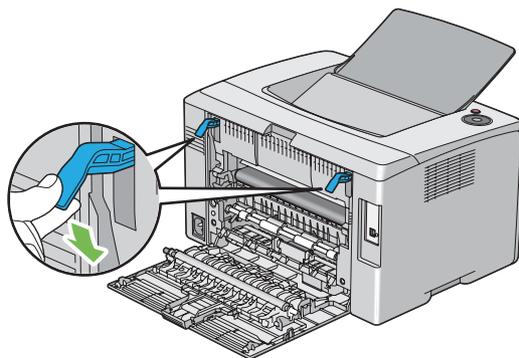
2. Lift up the levers.



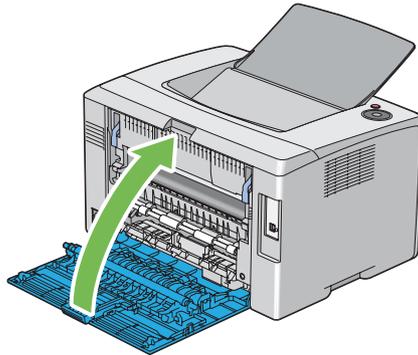
3. Remove any paper jammed from the back of the printer. If no paper is found in the paper path, then remove any paper jammed out of the center output tray.



4. Lower the levers to their original position.



5. Close the rear door.



## Jam Problems

### Misfeed jam

Problem	Action
Print media misfeeds occur.	Ensure that the paper is properly inserted in the MPF.
	Depending on the print media you use, take any of the following actions: <ul style="list-style-type: none"> <li><input type="checkbox"/> For thick paper, use the one that is 163 gsm or less.</li> <li><input type="checkbox"/> For thin paper, use the one that is 60 gsm or more.</li> <li><input type="checkbox"/> For the envelope, ensure that it is properly loaded in the MPF as instructed in "Loading Envelope in the Multipurpose Feeder (MPF)" on page 43.</li> </ul>
	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 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 following:

- 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/Data) indicator is not lit.	Turn off the printer, wait for 10 seconds, and turn on the printer.

## Printing Problems

Problem	Action
Job did not print or incorrect characters printed.	Ensure that the  (Ready/Data) indicator 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.
Print media misfeeds or multiple feeds occur.	Ensure that the print media you are using meets the specifications for your printer. <b>See also:</b> "Usable Print Media" on page 35
	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 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. <b>See also:</b> "Loading Print Media" on page 36
	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.

Problem	Action
The envelope is creased after printing.	Ensure that the envelope is loaded as instructed in "Loading Envelope in the Multipurpose Feeder (MPF)" on page 43.
Page breaks in unexpected places.	Increase the value for <b>Job Time-Out</b> in the <b>System Settings</b> menu, that is on the <b>Printer Maintenance</b> 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 MPF.
Job prints from the wrong source or on the wrong print media.	Check <b>Paper Type</b> in the print driver.

## Print Quality Problems

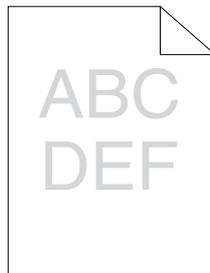
**Note:**

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

**See also:**

- ❑ "Printer Setting Utility (Windows Only)" on page 19
- ❑ "Status Monitor (Windows Only)" on page 19

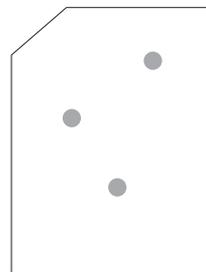
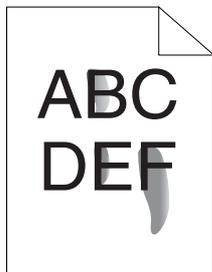
## The Output Is Too Light



Problem	Action
The output is too light.	<p>The toner cartridges may be low or need to be replaced. Confirm the amount of toner in each toner cartridge.</p> <ol style="list-style-type: none"> <li>1. Check the toner level in the <b>Status</b> tab in the Status Monitor window.</li> <li>2. Replace the toner cartridges as necessary.</li> </ol>
	<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> <p><b>See also:</b> "Usable Print Media" on page 35</p>
	<p>Try changing the <b>Paper Type</b> setting in the print driver.</p> <ol style="list-style-type: none"> <li>1. On the <b>Paper / Output</b> tab in <b>Printing Preferences</b> of the print driver, change the <b>Paper Type</b> setting.</li> </ol>
	<p>Disable <b>Draft Mode</b> in the print driver.</p> <ol style="list-style-type: none"> <li>1. On the <b>Advanced Settings</b> tab in <b>Printing Preferences</b> of the print driver, ensure that the <b>Draft Mode</b> check box is not selected.</li> </ol>

**Note:**

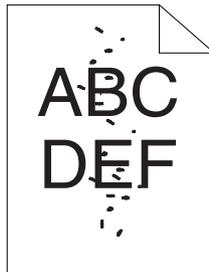
*If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.*

**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 <b>Paper Type</b> setting in the print driver. For example, change Plain to Lightweight Cardstock.</p> <ol style="list-style-type: none"> <li>1. On the <b>Paper / Output</b> tab in <b>Printing Preferences</b> of the print driver, change the <b>Paper Type</b> setting.</li> </ol>
	<p>Verify that the correct print media is being used.</p> <p>If not, use the print media recommended for the printer.</p> <p><b>See also:</b> "Usable Print Media" on page 35</p>
	<p>Adjust the temperature of the fusing unit.</p> <ol style="list-style-type: none"> <li>1. Launch the Printer Setting Utility, and click <b>Adjust Fusing Unit</b> on the <b>Printer Maintenance</b> tab.</li> <li>2. Adjust the fixing temperature by turning up the value for your printing media.</li> <li>3. Click the <b>Apply New Settings</b> button.</li> </ol>

**Note:**

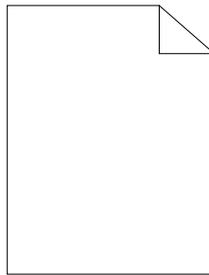
*If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.*

**Random Spots/Blurred Images**

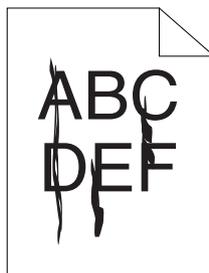
Problem	Action
The printed result has random spots or is blurred.	Ensure that the toner cartridges are installed correctly. <b>See also:</b> "Installing a Toner Cartridge" on page 109
	If you use non-genuine brand toner cartridges, install genuine brand toner cartridges.
	Clean up the fusing unit. 1. Load one sheet of paper on the 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.*

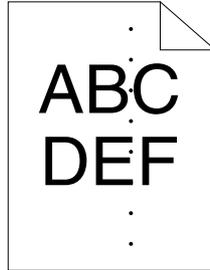
**The Entire Output Is Blank**

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

**Streaks Appear on the Output**

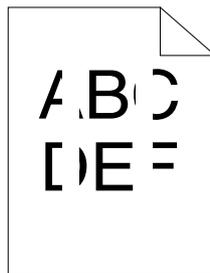
If this trouble happens, contact the Epson local representative office or an authorised dealer.

### ***Pitched Color Dots***



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

### ***Vertical Blanks***



Problem	Action
The printed result has vertical blanks.	Clean inside the printer and perform test print. <ol style="list-style-type: none"> <li>1. Clean inside the printer by using the print head cleaning rod.</li> <li>2. Click <b>Print Test Page</b> in the Properties window of the print driver.</li> </ol> <b>See also:</b> "Cleaning Inside the Printer" on page 101

**Note:**

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

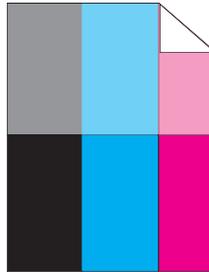
## Mottle

Problem	Action
The printed result has mottled appearance.	<p>Adjust the transfer bias.</p> <ol style="list-style-type: none"> <li>1. Launch the Printer Setting Utility, click <b>Adjust BTR</b> on the <b>Printer Maintenance</b> tab.</li> <li>2. Adjust the setting for the type of print media being used.</li> <li>3. Click the <b>Apply New Settings</b> button.</li> </ol> <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.*

## Ghosting



Problem	Action
The printed result has ghosting.	<p>Adjust the transfer bias.</p> <ol style="list-style-type: none"> <li>1. Launch the Printer Setting Utility, and click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>2. Click the <b>Ghost Configuration Chart</b> button.</li> </ol> <p>The Ghost Configuration Chart is printed.</p> <ol style="list-style-type: none"> <li>3. Click <b>BTR Refresh Mode</b> on the <b>Printer Maintenance</b> tab.</li> <li>4. Select the check box next to <b>On</b>, and then click the <b>Apply New Settings</b> button.</li> <li>5. Click <b>Chart Print</b> on the <b>Diagnosis</b> tab.</li> <li>6. Click the <b>Ghost Configuration Chart</b> button.</li> </ol> <p>The Ghost Configuration Chart is printed.</p>
	<p>The print media surface may be uneven. Try changing the <b>Paper Type</b> setting in the print driver. For example, change Plain to Lightweight Cardstock.</p> <ol style="list-style-type: none"> <li>1. On the <b>Paper / Output</b> tab in <b>Printing Preferences</b> of the print driver, change the <b>Paper Type</b> setting.</li> </ol>
	<p>Adjust the temperature of the fusing unit.</p> <ol style="list-style-type: none"> <li>1. Launch the Printer Setting Utility, and click <b>Adjust Fusing Unit</b> on the <b>Printer Maintenance</b> tab.</li> <li>2. Adjust the fixing temperature by turning up the value for your printing media.</li> <li>3. Click the <b>Apply New Settings</b> button.</li> </ol>
	<p>If you use non-recommended print media, use the print media recommended for the printer.</p>

**Note:**

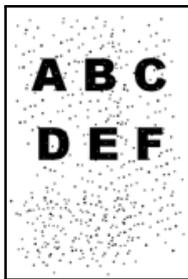
*If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.*

**Fog**

Problem	Action
The printed result is foggy.	When the whole is printed light, contact the Epson local representative office or an authorised dealer.
	When the printed page is partly light, start <b>Developer Stir Mode</b> . <ol style="list-style-type: none"> <li>1. Launch the Printer Setting Utility, and click <b>Developer Stir Mode</b> on the <b>Diagnosis</b> tab.</li> <li>2. Click the <b>Start</b> button.</li> </ol>

**Note:**

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

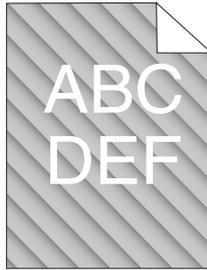
**Bead-Carry-Out (BCO)**

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"> <li>1. Launch the Printer Setting Utility, and click <b>Adjust Altitude</b> on the <b>Printer Maintenance</b> tab.</li> <li>2. Select the value close to the altitude of the location where the printer is installed.</li> <li>3. Click the <b>Apply New Settings</b> button.</li> </ol>

**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

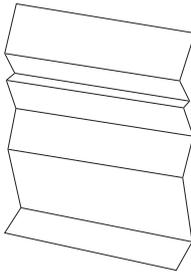


Problem	Action
The printed result has auger mark.	<p>The toner cartridges may be low or need to be replaced. Confirm the amount of toner in each toner cartridge.</p> <ol style="list-style-type: none"> <li>1. Check the toner level in the <b>Status</b> tab in the Status Monitor window.</li> <li>2. Replace the toner cartridges as necessary.</li> </ol>
	<p>Start <b>Developer Stir Mode</b>.</p> <ol style="list-style-type: none"> <li>1. Launch the Printer Setting Utility, and click <b>Developer Stir Mode</b> on the <b>Diagnosis</b> tab.</li> <li>2. Click the <b>Start</b> button.</li> </ol>

**Note:**

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

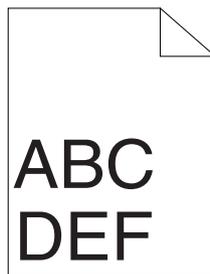
## Wrinkled/Stained Paper



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><b>See also:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> "Usable Print Media" on page 35</li> <li><input type="checkbox"/> "About Print Media" on page 33</li> </ul> <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"> <li><input type="checkbox"/> If the envelope is #10 envelope, which is 220 mm or longer and has a flap on the long edge, use a different size envelope.</li> <li><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 MPF with the flap open and facing up.</li> <li><input type="checkbox"/> If the envelope is Monarch or DL, which is shorter than 220 mm, load it long edge feed in the MPF with the flap open and facing up.</li> </ul> <p>If the problem continues, use a different size envelope.</p>

**Note:**

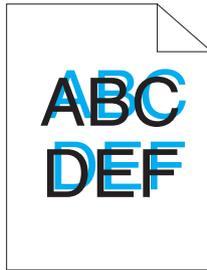
*If the problem continues even though you have taken suggested actions described above, contact the Epson local representative office or an authorised dealer.*

**The 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.*

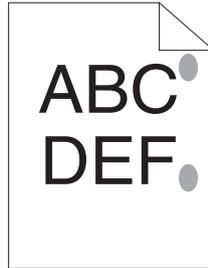
**Color Registration Is out of Alignment**

Problem	Action
Color registration is out of alignment.	<p>Execute auto color registration adjustment.</p> <ol style="list-style-type: none"> <li>1. Launch the Printer Setting Utility, and click <b>Color Registration Adjustment</b> on the <b>Printer Maintenance</b> tab.</li> <li>2. Deselect the check box next to <b>On</b>.</li> <li>3. Click the <b>Start</b> button next to <b>Auto Correct</b>.</li> </ol>
	<p>Clean the CTD sensor.</p> <ol style="list-style-type: none"> <li>1. Clean the CTD sensor.</li> <li>2. Launch the Printer Setting Utility, and click <b>Color Registration Adjustment</b> on the <b>Printer Maintenance</b> tab.</li> <li>3. Deselect the check box next to <b>On</b>.</li> <li>4. Click the <b>Start</b> button next to <b>Auto Correct</b>.</li> </ol> <p><b>See also:</b> "Cleaning the Color Toner Density (CTD) Sensor" on page 104</p>
	<p>Print the color registration chart and manually correct the color registration.</p> <ol style="list-style-type: none"> <li>1. Launch the Printer Setting Utility, and click <b>Color Registration Adjustment</b> on the <b>Printer Maintenance</b> tab.</li> <li>2. Deselect the check box next to <b>On</b>.</li> <li>3. Click the <b>Start</b> button next to <b>Print Color Regi Chart</b>.</li> <li>4. Select the paper size, and then click <b>OK</b>.</li> </ol> <p>The color registration chart is printed.</p> <ol style="list-style-type: none"> <li>5. Check the values with the straight lines on the chart.</li> <li>6. Select the value for each color on the Printer Setting Utility.</li> <li>7. Click the <b>Apply New Settings</b> button.</li> <li>8. Click the <b>Start</b> button next to <b>Print Color Regi Chart</b> to print the color registration chart again.</li> <li>9. Adjust till all straight lines are at the value of 0.</li> </ol> <p><b>See also:</b> "Adjusting Color Registration" on page 93</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.*

## Protrudent/Bumpy Paper



Problem	Action
Printed surface got protrudent/bumpy.	Clean up the fusing unit. 1. Load one sheet of paper on the 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.*

---

## Adjusting Color Registration

This section describes how to adjust the color registration when you first install the printer or after moving it to a new location.

### Performing Auto Correct

Auto Correct allows you to correct the color registration automatically.

### The Printer Setting Utility

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

1. Click **start** — **All Programs** — **EPSON** — **EPSON Printer Software** — **EPSON AL-C1700** — **Printer Setting Utility**.

**Note:**

The **Select Printer** window 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 opens.

2. Click the **Printer Maintenance** tab.
3. Select **Color Registration Adjustment** from the list at the left side of the page.

The **Color Registration Adjustment** page is displayed.

4. Deselect the check box next to **On**.
5. Click the **Start** button next to **Auto Correct**.

The color registration is corrected automatically.

## Printing the Color Registration Chart

### The Printer Setting Utility

The following procedure uses Windows XP as an example.

1. Click **start** — **All Programs** — **EPSON** — **EPSON Printer Software** — **EPSON AL-C1700** — **Printer Setting Utility**.

**Note:**

The **Select Printer** window 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 opens.

2. Click the **Printer Maintenance** tab.
3. Select **Color Registration Adjustment** from the list at the left side of the page.

The **Color Registration Adjustment** page is displayed.

4. Deselect the check box next to **On**.

5. Click the **Start** button next to **Print Color Regi Chart**.
6. Select the paper size, and then click **OK**.

The color registration chart is printed.

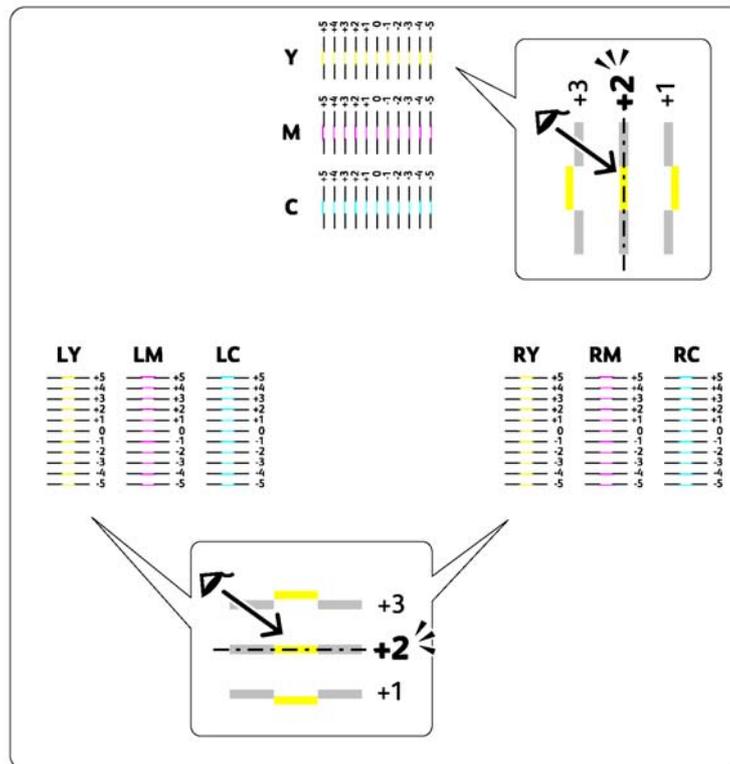
## Determining Values

On the color registration chart printed, find the straightest lines where the two black lines and the colored line are most closely aligned for each color (Y, M, and C).

If you find the straightest line, make a note of the value (-5 – +5) indicated by the straightest line for each color.

When the value is 0 for each color, you do not need to adjust the color registration.

When the value is not 0, enter the value according to the procedure in “Entering Values” on page 96.



## Entering Values

### The Printer Setting Utility

Using the Printer Setting Utility, enter the values that you found in the color registration chart to make adjustments.

The following procedure uses Windows XP as an example.

1. Click **start** — **All Programs** — **EPSON** — **EPSON Printer Software** — **EPSON AL-C1700** — **Printer Setting Utility**.

**Note:**

*The **Select Printer** window 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 opens.

2. Click the **Printer Maintenance** tab.
3. Select **Color Registration Adjustment** from the list at the left side of the page.

The **Color Registration Adjustment** page is displayed.

4. Deselect the check box next to **On**.
5. Select the value you checked in the color registration chart, and then click the **Apply New Settings** button.
6. Click the **Start** button next to **Print Color Regi Chart**.
7. Select the paper size, and then click **OK**.

The color registration chart is printed with the new values.

8. Adjust until all straight lines are at the value of 0. Show image of before and after adjustment will help.

**Important:**

- After printing the color registration chart, do not turn off the printer until the printer motor has stopped running.*

- ❑ *If 0 is not next to the straightest lines, determine the values and adjust the printer again.*

---

## **Noise**

**Note:**

*In this section, the procedures use the Printer Setting Utility.*

**See also:**

*“Printer Setting Utility (Windows Only)” on page 19*

Problem	Action
The printer makes a strange noise.	<p>Locate the cause of the problem by removing the toner cartridges.</p> <ol style="list-style-type: none"> <li>1. Remove the toner cartridges.</li> <li>2. Launch the Printer Setting Utility, and click <b>Machine Check</b> on the <b>Diagnosis</b> tab.</li> <li>3. Select <b>Main Motor Operation Check</b> from the drop-down list box, and click the <b>Start</b> button.</li> <li>4. Click the <b>Play of Sound</b> button to check the motor sound.</li> </ol> <p><b>See also:</b> "Replacing Toner Cartridges" on page 106</p> <p>If the noise generated from the printer matches with the noise from the <b>Play of Sound</b> button, contact the Epson local representative office or an authorised dealer.</p>
	<p>Perform Dispense Motor Check.</p> <ol style="list-style-type: none"> <li>1. Ensure that the toner cartridges are removed.</li> <li>2. Launch the Printer Setting Utility, and click <b>Machine Check</b> on the <b>Diagnosis</b> tab.</li> <li>3. Select <b>Dispense Motor Check(Yellow)</b>, <b>Dispense Motor Check(Magenta)</b>, <b>Dispense Motor Check(Cyan)</b>, or <b>Dispense Motor Check(Black)</b> from the drop-down list box, and click the <b>Start</b> button.</li> <li>4. Click the <b>Play of Sound</b> button to check the motor sound.</li> <li>5. Repeat steps 3 and 4 to perform Dispense Motor Check for the rest of the toner cartridges.</li> </ol> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> You can perform Dispense Motor Check for CMYK in any order you desire.</li> <li><input type="checkbox"/> Do not check the operation of the dispense motor repeatedly.</li> </ul> <p>If the noise generated from the printer matches with the noise from the <b>Play of Sound</b> button, contact the Epson local representative office or an authorised dealer.</p>
	<p>Reinstall the toner cartridges and perform Dispense Motor Check.</p> <p>If the noise generated from the printer matches with the noise from the <b>Play of Sound</b> button, contact the Epson local representative office or an authorised dealer.</p>

---

## 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 indicator status on the operator panel.

You need to know the model of your printer and serial number. For the model name, see the label on the rear door of your printer. For the serial number, see the label on the toner access 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 on errors and warnings. When an error or warning condition occurs, the operator panel indicators inform you of the problem.

**See also:**

“Understanding the Operator Panel Lights” on page 62

## 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 Toner Mode

When toner within a toner cartridge is empty, a toner indicator lights up or blinks, and at the same time, the **!** (**Error**) indicator lights up depending on the printer status. For details on indicators, refer to “Understanding the Operator Panel Lights” on page 62.

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

### **Important:**

*If you use the printer in the Non Genuine Toner 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 Toner mode are not covered by our quality guarantee. The continuous use of the Non Genuine Toner 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 Toner mode, deselect the check box next to **On** on the **Non Genuine Toner** page on the Printer Setting Utility.*

## The Printer Setting Utility

The following procedure uses Windows XP as an example.

1. Click **start** — **All Programs** — **EPSON** — **EPSON Printer Software** — **EPSON AL-C1700** — **Printer Setting Utility**.

### **Note:**

*The **Select Printer** window 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 opens.

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

The **Non Genuine Toner** page is displayed.

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

## Chapter 8

# Maintenance

## Cleaning the Printer

This section describes how to clean the printer in order to maintain it in good condition and print clean printouts all the time.

**Warning:**

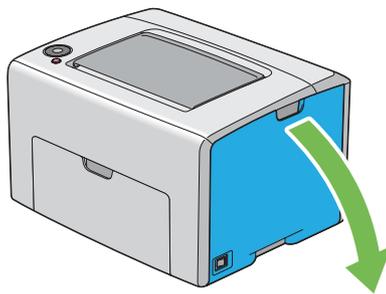
*When cleaning this product, use the designated cleaning materials exclusive to it. Other cleaning materials may result in poor performance of the product. Never use aerosol cleaners, or it may catch fire and cause explosion.*

**Caution:**

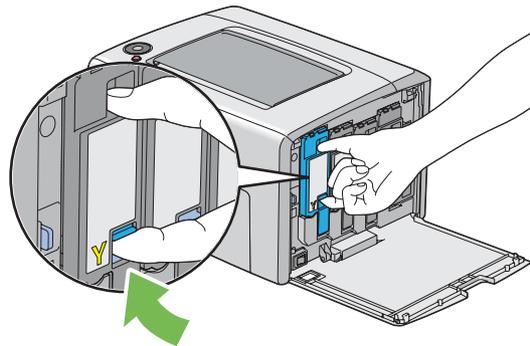
*When cleaning this product, always switch off and unplug it. Access to a live machine interior may cause electric shock.*

## Cleaning Inside the Printer

1. Turn off the printer.
2. Open the toner access cover.



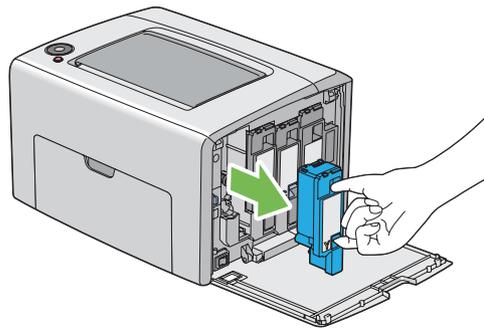
3. Pinch the toner cartridge firmly as shown in the illustration.



4. Pull the toner cartridge out.

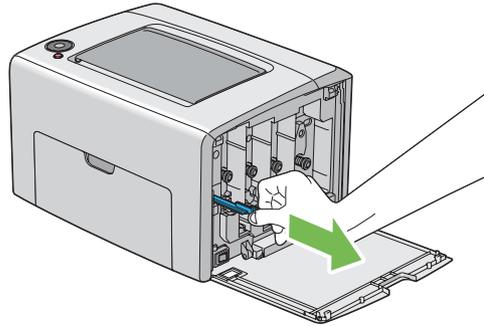
**Important:**

*Always pull the toner cartridge out slowly so you do not spill any toner.*

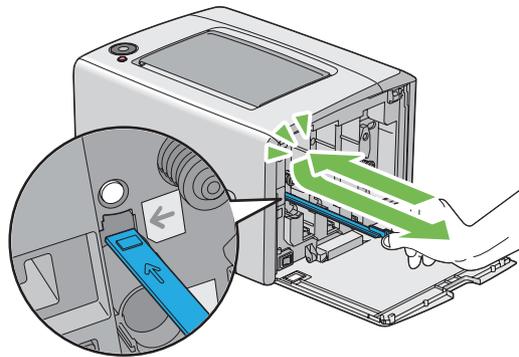


5. Pull the other three toner cartridges out as well.

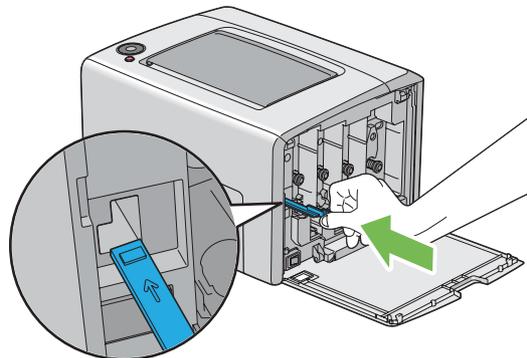
6. Pull the print head cleaning rod out.



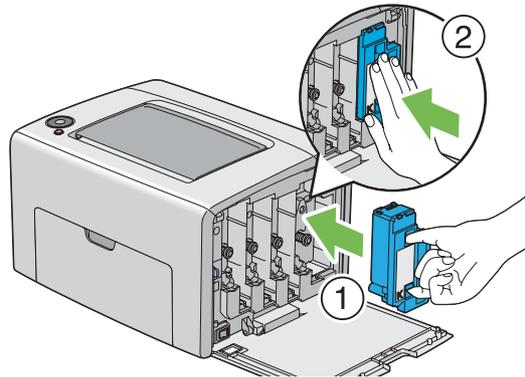
7. Insert the print head cleaning rod fully into the hole beside the arrow on the printer until its tip reaches the interior of the printer as illustrated below, and then pull it out.



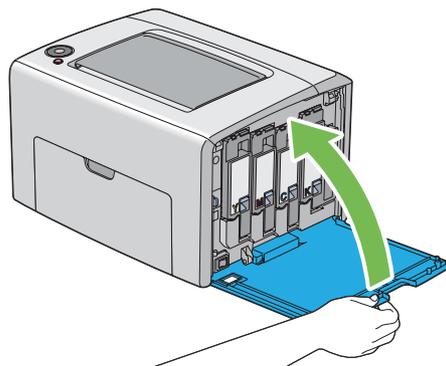
8. Repeat the same procedure for the other three holes.
9. Return the print head cleaning rod to its original location.



10. Replace the black toner cartridge by adjusting it to the associated cartridge holder, and then insert it firmly by pressing near the center of the label until the toner cartridge clicks.



11. Replace the other three toner cartridges as well.
12. Close the toner access cover.

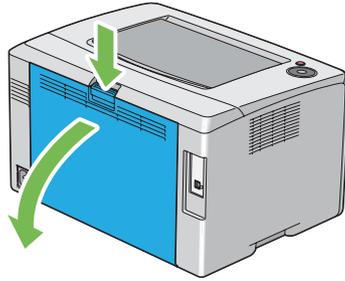


### ***Cleaning the Color Toner Density (CTD) Sensor***

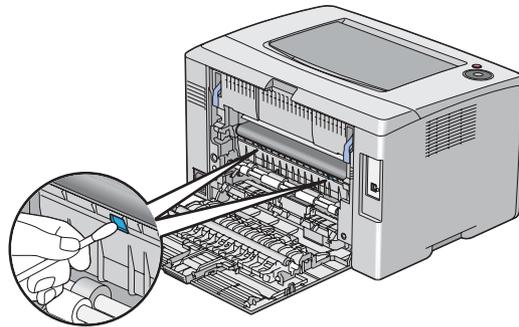
Clean the CTD sensor only when an alert for the CTD sensor is shown on the Status Monitor window or operator panel.

1. Ensure that the printer is turned off.

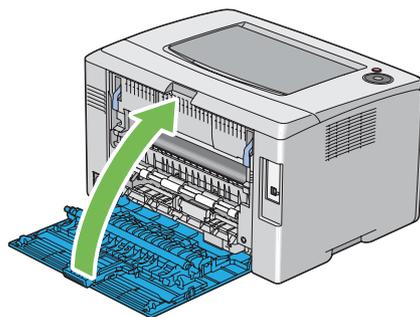
2. Push the rear cover handle and open the rear door.



3. Clean the CTD sensor inside the printer with a clean dry cotton swab.



4. Close the rear door.



## Replacing Toner Cartridges

Epson toner cartridges are available only through Epson.

It is recommended that you use Epson toner cartridges 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 toner cartridges of four colors: black (K), yellow (Y), magenta (M), and cyan (C).

When a toner cartridge reaches its usable life-span, the operator panel lights blink on and off. The following table shows the warning conditions.

Indicator										Printer Status	Action
Toner				Energy Saver	Jam	Start	Error	Load Paper	Ready/Data		
Y	M	C	K								
	—	—	—	—	—	—	—	—	*1	The specified toner cartridge is low.*2	The toner cartridge has become low. Prepare a new one.
—		—	—	—	—	—	—	—	*1		
—	—		—	—	—	—	—	—	*1		
—	—	—		—	—	—	—	—	*1		
	—	—	—	—	—	—	—	—	*1	The specified toner cartridge is end of its service life.*3	The toner cartridge has become end of its service life. Replace the old toner cartridge with a new one.
—		—	—	—	—	—	—	—	*1		
—	—		—	—	—	—	—	—	*1		

\*1 The (Ready/Data) indicator blinks or lights up green depending on the printer status.

\*2 This warning appears only when Epson toner cartridges are used (**Non Genuine Toner** is set to off at the Printer Setting Utility.)

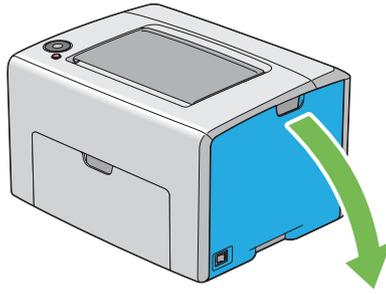
\*3 In this case, you can continue printing in black and white.

### Important:

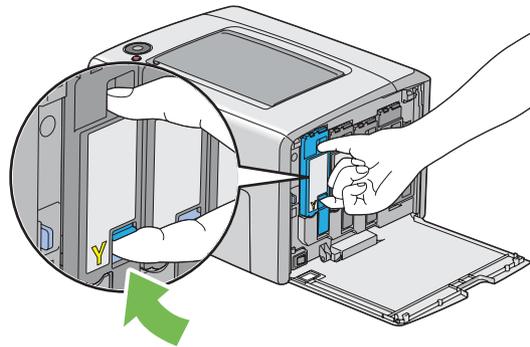
- When placing a used toner cartridge on the floor or on a table, place a few sheets of paper under the toner cartridge to catch any toner that may spill.
- Do not reuse old toner cartridges once you remove them from the printer. Doing so can impair print quality.
- Do not shake or pound the used toner 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 Cartridges

1. Turn off the printer.
2. Open the toner access cover.



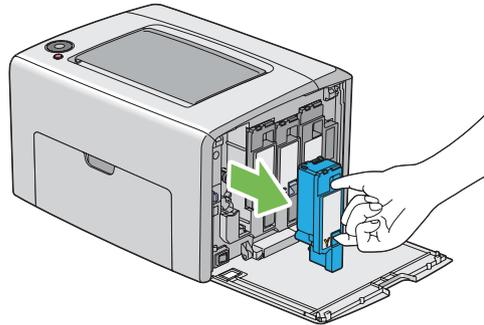
3. Spread a few sheets of paper on the floor or table where the removed toner cartridge is placed.
4. Pinch the toner cartridge firmly as shown in the illustration.



5. Pull the toner cartridge out.

**Important:**

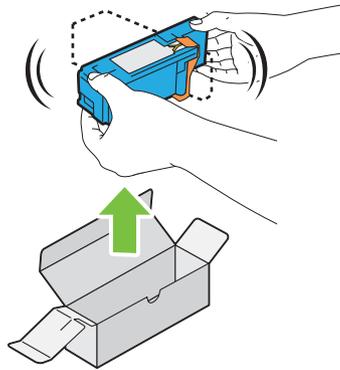
*Always pull the toner cartridge out slowly so you do not spill any toner.*



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

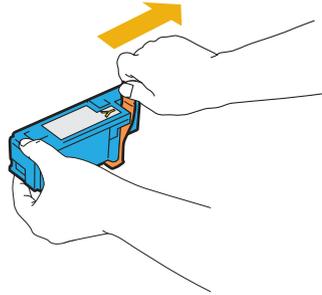
**Installing a Toner Cartridge**

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

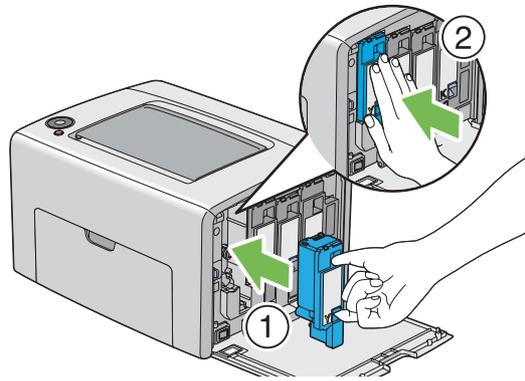
**Note:**

- Ensure that the color of the new toner cartridge matches that on the handle before replacing it.*
- Handle the toner cartridge carefully to avoid spilling of the toner.*

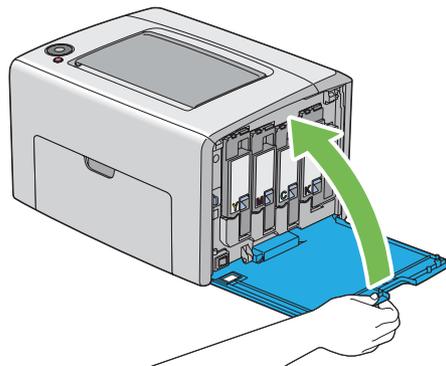
2. Remove the tape from the toner cartridge.



3. Adjust the toner cartridge to the associated cartridge holder, and then insert it firmly by pressing near the center of the label until the toner cartridge clicks.



4. Close the toner access 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 cartridges need to be ordered occasionally. Each 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
TONER CARTRIDGE(BLACK)	0614
TONER CARTRIDGE(YELLOW)	0611
TONER CARTRIDGE(MAGENTA)	0612
TONER CARTRIDGE(CYAN)	0613

## When to Order Toner Cartridges

The operator panel indicators inform a warning when the toner cartridge nears its replacement time. Verify that you have replacements on hand. It is important to order a toner cartridge when the indicators lighting up which inform you to replace the toner cartridge first appear to avoid interruptions to your printing.

**Important:**

*This printer is designed to provide the most stable performance and print quality when used with the recommended toner cartridges. Not using toner cartridges 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 recommended toner cartridges.*

---

## 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 also check the remaining amount of toner cartridges.

#### Starting Status Monitor

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

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** — **Status Monitor** — **Activate Status Monitor**.

The **Select Printer** window appears.

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

The **Status Monitor** window appears.

For details about the functions of Status Monitor, refer to the online Help.

---

## Conserving Supplies

You can change a setting in your print driver to conserve paper.

Supply	Setting	Function
Print media	<b>Multiple-Up</b> in the <b>Layout</b> 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"> <li><input type="checkbox"/> Microsoft Windows Print Driver: 2, 4, 8, 16, or 32 pages</li> <li><input type="checkbox"/> Mac OS® X Print Driver: 2, 4, 6, 9 or 16 pages</li> </ul> <p>Combined with the duplex setting, <b>Multiple-Up</b> allows you to print up to 64 pages on one sheet of paper. (32 images on the front and 32 on the back)</p>

---

## Checking Page Counts (Windows Only)

The total number of printed pages can be checked at the Printer Setting Utility. Three meters are available:

<b>Total Impression</b>	Displays the total number of color and monochrome prints (Color Impression + Black Impression).
<b>Color Impression</b>	Displays the total number of color prints.
<b>Black Impression</b>	Displays the total number of monochrome prints.

The **Billing Meters** counts the number of pages printed properly. Single side color print (including Multiple-Up) is counted as one job, and 2-sided print (including Multiple-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 printing color data, which has been converted by using ICC profile on an application, with the Color setting, the data is printed by color even if it seems to be black and white data on the monitor. In that case, **Color Impression** and **Total Impression** are increased.

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.

The following procedure uses Windows XP as an example.

To check a meter at the Printer Setting Utility:

1. Click **start — All Programs — EPSON — EPSON Printer Software — EPSON AL-C1700 — Printer Setting Utility**.

**Note:**

*The **Select Printer** window 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 **Menu Settings** from the list at the left side of the page.

The **Menu Settings** page is displayed.

4. Check the values for each meter under **Billing Meters**.

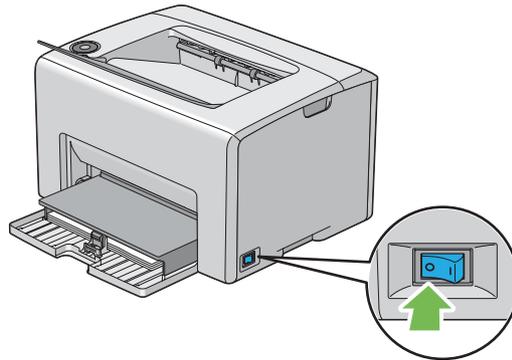
---

## **Moving the Printer**

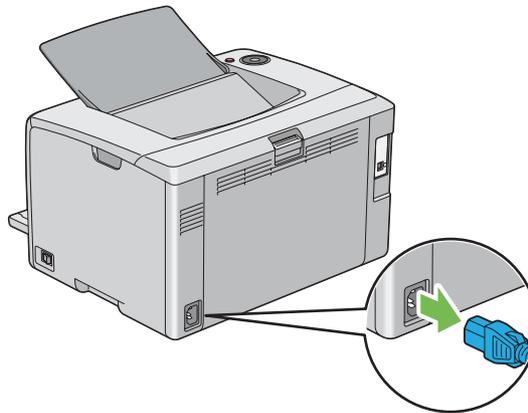
**Note:**

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

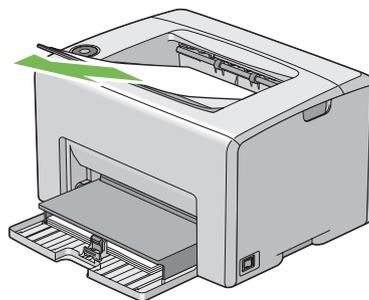
1. Turn off the printer.



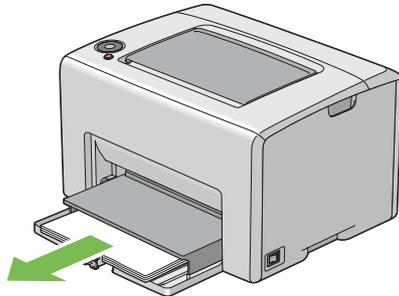
2. Disconnect the power cord and USB cable.



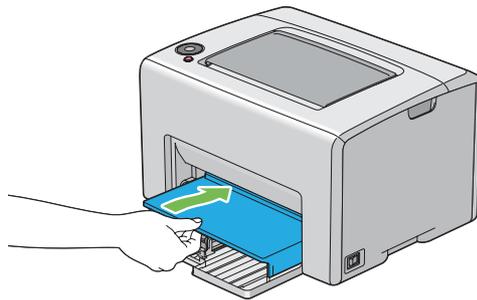
3. Remove any paper in the center output tray if there is. Close the output tray extension if it is opened.



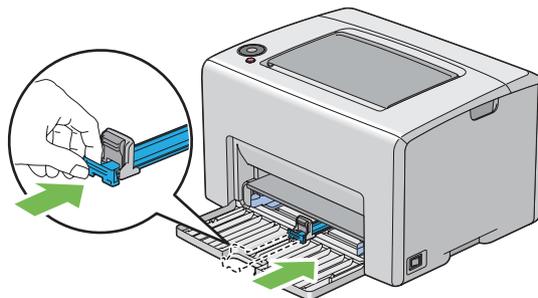
4. Remove any paper in the multipurpose feeder (MPF). Keep the paper wrapped and away from humidity and dirt.



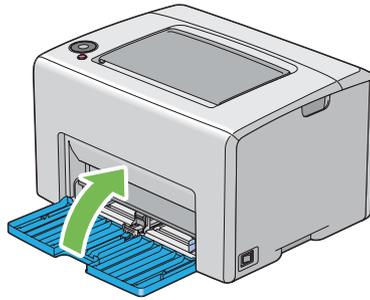
5. Push the paper cover in.



6. Slide the slide bar backward until it stops.



7. Close the front cover.



8. Lift the printer and move it gently.



9. Adjust the color registration before using your printer.

**See Also:**  
“Adjusting Color Registration” on page 93

## 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 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: +0800212873)**

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
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

Telephone number	Fax number	Address
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 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 It 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:***

<b>Location</b>	<b>Telephone number</b>	<b>Fax number</b>
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

## Index

<b>A</b>		Error and Warning Messages.....99
	Adjusting color registration.....93	Error Indicator.....15
	Avoiding jam.....71	
<b>B</b>		<b>F</b>
	Basic Printer Problem.....79	Front Cover.....13, 73
	Billing Meters	<b>G</b>
	Total Printed Pages.....113	Getting help.....99
<b>C</b>		Status Monitor Alerts.....99
	Cancel Job Button.....15	<b>H</b>
	Canceling a job.....50	Help
	Canceling print job	Epson.....118
	From computer.....50	<b>I</b>
	Center Output Tray.....13, 72	Installing.....27
	Clearing jam.....71	Installing a toner cartridge.....109
	Clearing paper jam	<b>J</b>
	From back of the printer.....74	Jam.....78
	From center output tray.....76	Jam Indicator.....15
	From front of the printer.....73	<b>L</b>
	Color Registration Chart.....94	Launcher.....20
	Connecting printer.....25	Length Guide.....13
	Connection specification.....25	Levers.....14, 73
	Connection type.....25	Load Paper Indicator.....15
	Conserving supplies.....113	Loading envelope.....43
	Consumables.....111	Loading letterhead.....46
	Contacting Epson.....118	Loading print media.....36
	Contacting Service.....99	MPF.....37
	CTD Sensor.....104	Loading print media in multipurpose feeder (MPF).....37
<b>D</b>		
	Determining values.....95	
	Display Problem.....79	
<b>E</b>		
	Energy Saver Indicator.....15	
	Entering values.....96	

**M**

Main components.....	13
Managing printer.....	112
Manual Duplex Printing.....	46
Messages Status Monitor.....	99
Meters Total Page Counts.....	113
Mottle.....	86
Moving Printer.....	114
Multiple-Up.....	113
Multipurpose feeder (MPF).....	13, 73

**O**

Operator Panel.....	13
Operator Panel Lights.....	62
Ordering supplies.....	111
Output Tray Extension.....	13, 49

**P**

Panel Settings Page.....	16
Paper Chute.....	14
Paper Cover.....	13
Paper Feed Roller.....	14
Paper Jam Location.....	72
Paper Width Guides.....	13, 40
Parts name.....	13
Power Connector.....	14
Power Switch.....	13
Print driver (Mac OS X) Installing print driver.....	29
Print driver installing.....	27
Print Head Cleaning Rod.....	13
Print Media.....	113
Dimensions.....	37
Print Quality Problems.....	81
Printer Managing.....	112
Moving.....	114
Printer software.....	19

Printing.....	49
Custom Paper.....	56
Custom Paper: With Mac OS X driver.....	58
Custom Paper: With Windows print driver.....	57
Printing Basics.....	33
Printing Problem.....	80
Problems contacting Epson.....	118
solving.....	118
Product Features.....	9

**R**

Ready/Data Indicator.....	15
Rear Cover Handle.....	14
Rear Door.....	14, 73
Removing the toner cartridges.....	108
Report Page.....	59
Resetting to defaults.....	62

**S**

Sending print job.....	49
Service.....	118
Setting.....	113
Slide Bar.....	13
Specification.....	10
Start Button.....	15
Status Monitor Alerts.....	99
Status Monitor Widget.....	21
Storing consumables.....	112

**T**

Toner Access Cover.....	13
Toner Indicator.....	14
Transfer Belt.....	14, 73
Transfer Roller.....	14

**U**

USB Port.....	14, 25
---------------	--------

**W**

Warning and Error Messages.....99  
When to order toner cartridges.....111