EPSON

EXCEED YOUR VISION

AL-C300 Series

User's Guide

Contents

Introduction

Where to Find Information

Setup Guide

Provides you with information on assembling the printer and installing the printer software.

User's Guide (this manual)

Provides you with detailed information on the printer's functions, optional products, maintenance, troubleshooting, and technical specifications.

Network Guide

Provides network administrators with information on both the printer driver and network settings.

Font Guide

Provides you with information on fonts used on the printer.

Online Help for printer software

Click **Help** for detailed information and instructions on the printer software that controls your printer. Online help is automatically installed when you install the printer software.

OSS

Provides the detailed explanation about the open source software programs contained in this printer.

Warning, Caution, Important and Note

⚠ *Warning*
must be followed carefully to avoid serious bodily injury.

⚠ *Caution*
must be observed to avoid bodily injury.

🔲 *Important*
must be observed to avoid damage to your equipment.

Note
contains important information and useful tips on the operation of your printer.

Prerequisites of Description in This Manual

The following illustrations and screenshots are used in this guide unless otherwise indicated.

❏ AL-C300DN

❏ Windows 7

Abbreviations of Operating Systems

In this manual, the following abbreviations are used.

Windows 8.1	Microsoft® Windows® 8.1 Operating System
Windows 8	Microsoft® Windows® 8 Operating System
Windows 7	Microsoft® Windows® 7 Operating System
Windows Vista	Microsoft® Windows Vista® Operating System
Windows XP	Microsoft® Windows® XP Operating System
Windows Server 2012 R2	Microsoft® Windows Server® 2012 R2 Operating System
Windows Server 2012	Microsoft® Windows Server® 2012 Operating System
Windows Server 2008 R2	Microsoft® Windows Server® 2008 R2 Operating System
Server 2008	Microsoft® Windows Server® 2008 Operating System
Server 2003	Microsoft® Windows Server® 2003 Operating System

Windows	Generic name of operating systems above

Mac OS X v10.9.x	OS X Mavericks
Mac OS X v10.8.x	OS X Mountain Lion
Mac OS X	Generic name of Mac OS X v10.9.x, Mac OS X v10.8.x, Mac OS X v10.7.x, Mac OS X v10.6.8

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Important Instructions

Important Safety Instructions

Setting up the printer

❏ Because the printer weighs approximately 27.5 kg (60.6 lb) for the N model or 28.3 kg (62.4 lb) for the DN model with consumable products installed, one person should not lift or carry it. Two people should carry the printer, lifting it by the correct positions as shown below.
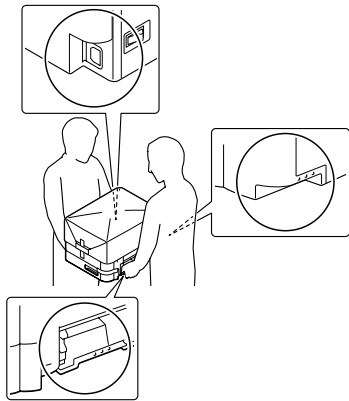
❏ When moving the printer, always keep it horizontal.

❏ If you are unable to insert the AC plug into the electrical outlet, contact an electrician.

❏ Do not connect to an uninterruptible power source. If you connect to one, it may cause malfunctions or damage.

❏ Be sure the AC power cord meets the relevant local safety standards. Use only the power cord that comes with this product. Use of another cord may result in fire or electric shock. This product's power cord is for use with this product only. Use with other equipment may result in fire or electric shock.

❏ If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.

❏ Use a grounded outlet that matches the printer's power plug. Do not use an adapter plug.

❏ Avoid using an electrical outlet that is controlled by wall switches or automatic timers. Accidental disruption of power can erase valuable information in your computer's and printer's memory.

❏ Make sure that there is no dust on the socket.

❏ Be sure to insert the plug completely into the electrical outlet.

❏ Do not handle the plug with wet hands.

❏ Unplug this printer from the wall outlet and refer servicing to a qualified service representative under the following conditions:

A.	When the power cord or plug is damaged or frayed.
B.	If liquid has been spilled into it.
C.	If it has been exposed to rain or water.
D.	If it does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
E.	If it has been dropped or the cabinet has been damaged.
F.	If it exhibits a distinct change in performance, indicating a need for service.

❏ Avoid sharing outlets with other appliances.

❏ Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.

❏ Connect your printer to an electrical outlet that meets the power requirements of this printer. Your printer's power requirements are indicated on a label attached to the printer. If you are not sure of the power supply specifications in your area, contact your local power company or consult your dealer.

❏ If you use an extension cord, make sure that the total of the ampere ratings on the products plugged into the extension cord does not exceed the extension cord ampere rating.

Important Instructions

❏ When connecting this product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.

❏ Use only optional products, such as the paper cassette units and the printer stand, produced specifically for this product. Using options produced for other products may cause the product to fall over and injure someone.

Finding the place for the printer

When relocating the printer, always choose a location that has adequate space for easy operation and maintenance. Use the following illustration as a guide for the amount of space required around the printer to ensure smooth operation.

Note:
Figures are rounded to the nearest decimal place.

Front View
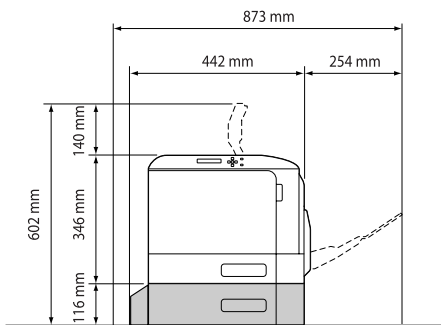
Side View
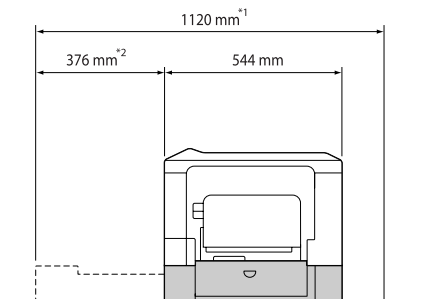
[1] 1086 mm if the optional cassette unit is not installed.

[2] 342 mm if the optional cassette unit is not installed.

In addition to space considerations, always heed the following precautions when finding a place to locate the printer:

❏ Place the printer near an electrical outlet where you can easily plug in and unplug the power cord.

❏ Do not put your printer where the cord will be stepped on.

❏ Do not use printer in a damp environment.

❏ Avoid locations that are subject to direct sunlight, excessive heat, moisture, oil vapor, or dust.

❏ Avoid locations that are subject to the air coming directly from an air conditioner.

❏ Do not place the printer on an unstable surface.

❏ Slots and openings in the cabinet and the back or bottom are provided for ventilation. Do not block or cover them. Do not put the printer on a bed, sofa, rug, or other similar surface or in a built-in installation unless proper ventilation is provided.

❏ Keep the entire computer and printer system away from potential sources of interference, such as loudspeakers or the base units of cordless telephones.

❏ Leave adequate room around the printer to allow for sufficient ventilation.

Using the printer

❏ Be careful not to touch the fuser, which is marked with a caution label, or the surrounding areas. If the printer has been in use, the fuser and the surrounding areas may be very hot. If you must touch one of these areas, wait 40 minutes to allow the heat to subside before doing so.
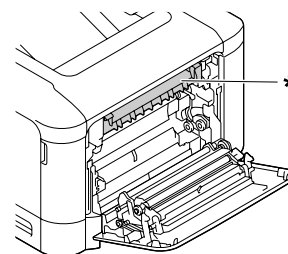
* caution label

❏ Do not insert your hand deep into the fuser unit as some components are sharp and may cause injury.

Important Instructions

❏ Never push objects of any kind through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock.

❏ Do not sit or lean on the printer. Do not put heavy objects on the printer.

❏ Do not use any kind of combustible gases in or around the printer.

❏ Never force the printer's components into place. Although the printer is designed to be sturdy, rough handling can damage it.

❏ Do not leave jammed paper inside the printer. This can cause the printer to overheat.

❏ Never spill liquid of any kind on the printer.

❏ Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and may require repair by a qualified service representative.

❏ Do not turn off the printer:
    -After turning on the printer, wait until Ready appears on the LCD panel.
    -While the Ready light is flashing.
    -While the Data light is on or flashing.
    -While printing.

❏ Avoid touching the components inside the printer unless instructed to do so in this guide.

❏ Follow all warnings and instructions marked on the printer.

❏ Except as specifically explained in the printer's documentation, do not attempt to service this product yourself.

❏ Periodically disconnect the plug from the electrical outlet and clean the blades.

❏ Do not disconnect the plug while the printer is on.

❏ If the printer will not be used for a long time, disconnect the plug from the electrical outlet.

❏ Unplug this printer from the wall outlet before cleaning.

❏ Use a well-wrung cloth for cleaning and do not use liquid or aerosol cleaners.

Handling the consumable products and maintenance parts

❏ Do not burn used consumable products or maintenance parts because they might explode and injure someone. Dispose of them according to local regulations.

❏ Be sure to keep consumable products and maintenance parts out of the reach of children.

❏ When handling a toner cartridge, always place it on a clean, smooth surface.

❏ Do not attempt to modify or take it apart consumable products or maintenance parts.

❏ Do not touch the toner. Always keep toner away from your eyes. If toner gets on your skin or clothes, wash it off with soap and water immediately.

❏ If toner is spilled, use a broom and dustpan or a damp cloth with soap and water to clean it up. Because the fine particles can cause a fire or explosion if they come into contact with a spark, do not use a vacuum cleaner.

❏ Wait at least one hour before using a toner cartridge after moving it from a cool to a warm environment to prevent damage from condensation.

❏ To get the best print quality, do not store the toner cartridge or photoconductor unit in an area subject to direct sunlight, dust, salty air, or corrosive gases (such as ammonia). Avoid locations subject to extreme or rapid changes in temperature or humidity.

❏ When removing the photoconductor unit, do not expose it to sunlight at all and avoid exposing it to room light for more than three minutes. The photoconductor unit contains a light-sensitive drum. Exposure to light can damage the drum, causing dark or light areas to appear on the printed page and reducing the service life of the drum. If you need to keep the photoconductor unit out of the printer for long periods, cover it with an opaque cloth.

❏ Be careful not to scratch the surface of the drum. When you remove the photoconductor unit from the printer, always place it on a clean, smooth surface. Avoid touching the drum, since oil from your skin can permanently damage its surface and affect print quality.

❏ Do not touch the transfer rollers on the transfer units to avoid damaging them.

❏ Do not let the paper's edge slide across your skin because the edge of the paper may cut you.

Safety Information

Laser safety labels

⚠ *Warning:*
The performance of procedures and adjustments other than those specified in the printer's documentation may result in hazardous radiation exposure. Your printer is a Class 1 laser product as defined in the IEC60825 specifications. The label similar to the one shown below is attached to the back of the printer in countries where required.

```
CLASS 1 LASER PRODUCT
LASER KLASSE 1 PRODUKT
PRODUIT LASER DE CLASSE 1
PRODUCTO LASER CLASE 1
1类激光产品
1 類雷射產品
1 등급 레이저 제품
```

Internal laser radiation

There is a Class III b Laser Diode Assembly that has an invisible laser beam inside the printer head unit. The printer head unit is NOT A SERVICE ITEM, therefore, the printer head unit should not be opened under any circumstances. An additional laser warning label is affixed to the inside of the printer.

Ozone safety

Ozone emission

Ozone gas is generated by laser printers as a by-product of the printing process. Ozone is produced only when the printer is printing.

Ozone exposure limit

The Epson laser printer generates less than 3 mg/h of continuous printing.

Minimize the risk

To minimize the risk of exposure to ozone, you should avoid the following conditions:

❏ Use of multiple laser printers in a confined area

❏ Operation in conditions of extremely low humidity

❏ Poor room ventilation

❏ Long, continuous printing together with any of the above

Printer location

The printer should be located so that the exhaust gases and heat generated are:

❏ Not blown directly into the user's face

❏ Vented directly out of the building whenever possible

Restrictions on Making Copies

Observe the following restrictions in order to ensure the responsible and legal use of this printer.

Making copies of the following items is prohibited by law

❏ Bank bills, coins, government-issued marketable securities, government bond securities, and municipal securities

❏ Unused postage stamps, pre-stamped postcards, and other official postal items bearing valid postage

❏ Government-issued revenue stamps, and securities issued according to legal procedure

Exercise caution when making copies of the following items

Important Instructions

❏ Private marketable securities (stock certificates, negotiable notes, checks, etc.), monthly passes, concession tickets, etc.

❏ Passports, driver's licenses, warrants of fitness, road passes, food stamps, tickets, etc.

Responsible use of copyrighted materials

The printer may be used mistakenly or improperly to illegally copy copyrighted materials. You must act responsibly when copying copyrighted materials; by acquiring the permission of the copyright holder or acting on the advice of a knowledgeable attorney.

Getting to Know Your Printer

Printer Parts

Front and right side view
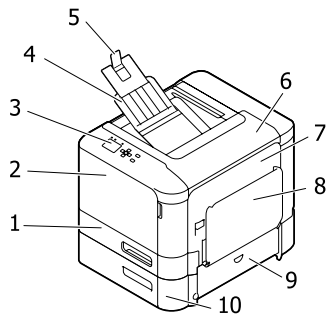
1.	cassette 1 (standard paper cassette)
2.	cover A
3.	control panel
4.	output tray
5.	paper support
6.	cover D
7.	cover B
8.	MP tray
9.	cover E
10.	cassette 2 (optional paper cassette)

Inside the printer
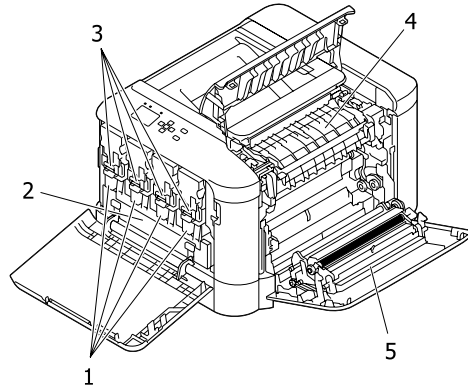
1.	photoconductor unit
2.	waste toner bottle (waste toner box)
3.	toner cartridge
4.	fuser unit
5.	duplex unit

Rear and left side view
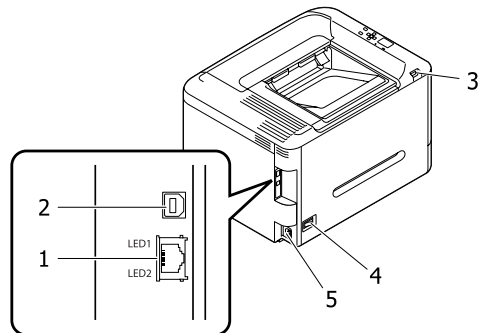
1.	Ethernet interface connector LED1: data light LED2: status light For the information that the lights indicate, see the table below.
2.	USB interface connector
3.	USB Host interface
4.	power switch
5.	AC inlet

Data light	Status light	Network Status
Yellow	Green	Ready (1000 M link)
Yellow (Flashing)	Green	Receiving packets (1000 M link)
Yellow	Orange	Ready (100 M link)
Yellow (Flashing)	Orange	Receiving packets (100 M link)
Yellow	Off	Ready (10 M link)
Yellow (Flashing)	Off	Receiving packets (10 M link)
Off	Green	Deep sleep mode[*] (1000 M link)
Off	Off	Deep sleep mode[*] (100 M / 10 M link) Power off mode[*]

* See for details.

Getting to Know Your Printer

Control panel

1.	**Ready** light	On when the printer is ready, indicating that the printer is ready to receive and print data. Off when the printer is not ready, or in the sleep mode.
2.	**Error** light (Orange)	On or flashes when an error has occurred. Pressing the **OK** button or `Auto Cont` setting in the `Setup Menu` clears the errors that are flashing.
3.	**Data** light	On when print data is stored in the print buffer (the section of printer memory reserved for receiving data) but not yet printed. Flashes when the printer is processing data. Off when no data remains in the print buffer.
4.	◄ **Left** button	Press to go back to the previous menu, or press to show the help if ◄`Press for help` is displayed.
5.	▲ **Up** button	Press to scroll the items on the control panel menus.
6.	► **Right** button	Press to go to the next menu, item or setting.
7.	**Wakeup/Sleep** button	Press to switch the status between available for printing and saving power. This button lights up when the printer is in the sleep mode (the deep sleep mode). This button blinks when the printer enters the power off mode, which saves power because almost all functions are not available. For more details about the power off mode, see "Energy Saver Menu" on page 24.
8.	LCD panel	Displays printer status messages and control panel menu settings.
9.	▼ **Down** button	Press to scroll the items on the control panel menus.
10.	**OK** button	Press to set the menu, item or setting. When the error light is flashing, pressing this button clears the error and switches the printer to ready status.

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Getting to Know Your Printer

11.	**Pause/Release** button	Press once to pause. Press again to recover from pause. While paused, the following operations are available on the control panel.
		❏ Canceling the current print job or stored print jobs. See "Cancelling a Print Job" on page 54.
		❏ Interrupting print jobs to print a stored print job.
		❏ Ejecting a paper (Form Feed) by holding down the **OK** button for more than 2 seconds.

Using the Control Panel

Accessing the control panel menus

When to make control panel settings

In general, printer driver settings override settings made using the control panel.
You should make the following settings by using the control panel because these settings cannot be made in the printer driver.

❏ Settings to select emulation modes and IES (Intelligent Emulation Switching) mode

❏ Settings to specify a channel and configure the interface

❏ Settings to specify the size of the memory buffer used to receive data

How to access the control panel menus

Note:
Some menus and items appear only when a corresponding optional device is installed or an appropriate setting has been done.

1. Press the ▶ **Right** button to access the control panel menus.

? ◀ OK ▶ 🖈
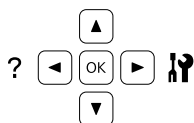
2. Use the ▲ **Up** and ▼ **Down** buttons to scroll through the menus.

3. Press the ▶ **Right** button to view the items in a menu. Depending on the menu, the LCD panel displays an item and the current setting separated (⬍YYYY=ZZZZ), or only an item (⬍ YYYY).

4. Use the ▲ **Up** and ▼ **Down** buttons to scroll through the items, or press the ◀ **Left** button to return to the previous level.

5. Press the ▶ **Right** button to carry out the operation indicated by an item, such as printing a configuration status sheet or resetting the printer, or to view the settings available for an item, such as paper sizes or emulation modes.

Use the ▲ **Up** and ▼ **Down** buttons to scroll through available settings, then press the ▶ **Right** button to select a setting and return to the previous level. Press the ◀ **Left** button to return to the previous level without changing the setting.

Note:
❏ *You need to turn the printer off and then on to activate the settings you changed in the* Network Menu, *USB* Menu, *USB Host Menu, or* RAM Disk *in the* Setup Menu.

❏ *The* **OK** *button can be used instead of the ▶* **Right** *button in step 3 or 5.*

6. Press the ◀ **Left** button once or more times to exit the control panel menus.

Language

Item	Explanation
Language	Specifies the language displayed on the LCD panel and that printed on the status sheet.
	Settings (default in bold): **English**, Français, Deutsch, Italiano, ESPAÑOL, Nederlands, Português, 繁體中文, 한국어

System Information

System Information

Item	Explanation
Main Version	Displays the version of the firmware installed on each printer.
MCU Version	
Serial No	Displays the serial number of each printer.
Memory	Displays the amount of memory of each printer.
MAC Address	Displays the MAC address of each printer.

System Report

Item	Explanation
Print Configuration Status Sheet	Prints a sheet showing the current printer settings and installed options. This sheet can be useful to confirm whether option have been installed correctly.
Print Supplies Status Sheet	Prints a sheet showing information about consumables.
Print Usage History Sheet	Prints a sheet showing the history of the printer's usage.
Reserve Job List	Prints a list of reserved print jobs stored on the printer's memory. This item is available only when the jobs are stored by using the `Quick Print Job` feature.
Form Overlay List	Prints a list of form overlays stored on the printer's memory.
Network Status Sheet	Prints a sheet showing the working status of the network. This item is available only when the `Network I/F` setting in `Network Menu` is set to `On`.
USB ExtI/FStatusSht	Prints a sheet showing the working status of the USB interface. This item is available only when the printer is connected to a USB device with D4 support and has been turned on when the `USB I/F` setting is set to `On`.
PS3 Status Sheet	Prints a sheet showing information about the PS3 mode such as the PS3 version.

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Item	Explanation
PS3 Font List	Prints a sample of the fonts available for your selected printer emulation.
PCL Font Sample	
ESCP2 Font Sample	
FX Font Sample	
I239X Font Sample	

Machine Status

Item	Explanation
Cyan(C) Toner	The number of asterisks (✳) between "E" and "F" indicates the remaining service lives of replacement parts. If a non-genuine replacement part is used, "?" is displayed instead of the indicator.
Magenta(M) Toner	
Yellow(Y) Toner	
Black(K) Toner	
Cyan(C) Photocon	
Magenta(M) Photocon	
Yellow(Y) Photocon	
Black(K) Photocon	
Fuser Unit Life	
Total Pages	Displays the total number of pages printed by the printer.
Color Pages	Displays the total number of pages printed in color by the printer.
Monochrome Pages	Displays the total number of pages printed in black-and-white by the printer.

USB Memory

This menu allows you to print the files stored in a USB memory. This menu is available only when the USB memory is connected to the USB Host interface and there is at least one file that has one of the following extensions: PS, PDF, JPG, or TIF.

Index Print Menu

Item	Explanation
Print Start	Prints an index of the files.
Paper Size	Specifies the paper size for the index printing.
	Settings (default in bold): **A4**, LT, LGL

Getting to Know Your Printer

Item	Explanation
Duplex (AL-C300DN only)	Specifies the duplex setting for the index printing. When `Duplex Long` is selected, duplex printing is done with long edge binding. When `Duplex Short` is selected, duplex printing is done with short edge binding.
	Settings (default in bold): **Off (Simplex)**, Duplex Long, Duplex Short

Image Print Menu

Item	Explanation
Select File	Select files to print.
Print Start	Prints the selected files.
Copies	Designates the number of copies to be printed, from `1` through `999`.
Paper Size	Specifies the paper size for the image printing.
	Settings (default in bold): **A4**, LT, LGL
Layout Config	Specifies the print layout. This setting enables you to print multiple pages onto a single page.
	Settings (default in bold): **Off**, 2 in 1, 4 in 1, 8 in 1
Duplex (AL-C300DN only)	Specifies the duplex setting for the image printing. When `Duplex Long` is selected, duplex printing is done with long edge binding. When `Duplex Short` is selected, duplex printing is done with short edge binding.
	Settings (default in bold): **Off (Simplex)**, Duplex Long, Duplex Short
File Name	Select whether or not to print file names.
	Settings (default in bold): **On**, Off

Document Print Menu

Item	Explanation
Select File	Select a file to print.
Print Start	Prints the selected files.
Copies	Designates the number of copies to be printed, from `1` through `999`.

Getting to Know Your Printer

Item	Explanation
Paper Size	Specifies the paper size for the document printing. If Auto is selected, the paper size is determined based on the size of the first page that is printed.
	Settings (default in bold): **Auto**, A4, A5, A6, B5, LT, HLT, LGL, GLT, GLG, EXE, F4, MON, C10, DL, C6, IB5
Duplex (AL-C300DN only)	Specifies the duplex setting for the document printing. When Duplex Long is selected, duplex printing is done with long edge binding. When Duplex Short is selected, duplex printing is done with short edge binding.
	Settings (default in bold): **Off (Simplex)**, Duplex Long, Duplex Short

Quick Print JobMenu

This menu allows you to print or delete print jobs that were stored in the printer's memory using the Quick Print Job feature (Re-Print Job, Verify Job , Stored Job) of the printer driver's Reserve Job function. For instructions on using this menu, see.

ConfidentialJobMenu

This menu allows you to print or delete print jobs stored in the printer's memory using the Confidential Job feature of the printer driver's Reserve Job function. You need to enter the correct password to access this data. For instructions on using this menu, see .

Common Settings

Setup Menu

Item	Explanation
I/F Time Out	Specifies the length of the time, in seconds, before a time out when interfaces are being switched automatically. The time before a time out occurs is the length of time from the point when no data is being received from an interface until the point of switching the interface. If the printer has a print job when switching the interface, the printer prints the print job.
	Settings (default in bold): 0, 5 ... **60** ... 300 in increments of 1
MP Tray Priority	This setting determines whether the MP tray has the highest or lowest priority when Auto is selected as the Paper Source setting in the printer driver. When Normal is selected as the MP Tray Priority, the MP tray has the highest priority as the paper source. If you select Last, the MP tray has the lowest priority.
Manual Feed	Allows you to select the manual feed mode for the MP tray.
	Settings (default in bold): **Off**, 1st Page, EachPage

Getting to Know Your Printer

Item	Explanation
Copies	Designates the number of copies to be printed, from 1 through 999.
Duplex (AL-C300DN only)	Turns duplex printing on or off. This allows you to print on both sides of a page. This function is available only when you use A4, B5, LT, LGL, GLT, GLG, EXE, or F4 size paper.
	Settings (default in bold): Off, **On**
Binding	Specifies the binding direction of the printout. This function is available only when you use A4, B5, LT, LGL, GLT, GLG, EXE, or F4 size paper.
	Settings (default in bold): **Long Edge**, Short Edge
Start Page (AL-C300DN only)	Specifies whether duplex printing starts from the front or back of the page. This function is available only when you use A4, B5, LT, LGL, GLT, GLG, EXE, or F4 size paper.
	Settings (default in bold): **Front**, Back
Skip Blank Page	Enables you to skip blank pages when printing. This function is available only for ESCP2, FX, or I239X mode.
	Settings (default in bold): **Off**, On
Auto Eject Page	Specifies whether or not to eject paper when the limit specified in the I/F Time Out setting is reached. The default is Off, which means paper is not ejected when the time-out limit is reached. This function is not available in PS3 and PCL.
	Settings (default in bold): **Off**, On
Size Ignore	If you want to ignore a paper size error, select On. When you turn this item on, the printer keeps printing even if the image size exceeds the printable area for the specified paper size. This may cause smudges because of the toner that is not transferred onto the paper properly. When this item is turned off, the printer stops printing if a paper size error occurs.
	Settings (default in bold): **Off**, On
Auto Cont	When you turn this setting on, the printer automatically continues printing after a certain period of time when one of the following errors occurs: Set Paper, Print Overrun, or Memory Overflow. When this option is off, you must press the **OK** button to resume printing.
	Settings (default in bold): **Off**, On

Getting to Know Your Printer

Item	Explanation
Page Protect	Allocates additional printer memory for printing data, as opposed to receiving it. You may need to turn this setting on if you are printing a very complex page. If a `Print Overrun` error message appears on the LCD panel during printing, turn this setting on and reprint your data. This reduces the amount of memory reserved for processing data so your computer may take longer to send the print job, but it will allow you to print complex jobs. `Page Protect` usually works best when `Auto` is selected. *Note:* ❑ *Changing the* `Page Protect` *setting reconfigures the printer's memory, which causes any downloaded fonts to be deleted.* ❑ *This function is available only for ESCP2, FX, or I239X mode.*
	Settings (default in bold): **Auto**, On
A4/LT Auto Switching	If `LT->A4` (or `A4->LT`) is selected, if letter (or A4) size paper is selected for printing but there is no paper source set to letter (or A4), the printout is output on A4 (or Letter). If `A4<->LT` is selected, if A4 or letter size paper is selected for printing but there is no paper source set to the selected paper size, the printout is output on the alternate paper size. (A4 for letter or letter for A4)
	Settings (default in bold): **LT->A4**, A4->LT, A4<->LT, Off
Convert to Monochrome	Enables to print in black-and-white when the color toner cartridges have reached the end of their service lives.
	Settings (default in bold): **On**, Off
LCD Contrast	Adjusts the contrast of the LCD panel. Use the ▲ **Up** and ▼ **Down** buttons to set the contrast between `0` (lowest contrast) and `15` (highest contrast).
	Settings (default in bold): 0 ... **7** ... 15
LCD Backlight	If `Auto` is selected, the LCD backlight lights. Also, it turns off during Sleep or Deep Sleep mode. If `Off` is selected, the LCD backlight is always off.
	Settings (default in bold): **Auto**, Off
RAM Disk	Specifies the RAM disk size available for the Reserve Job function. After this item is changed, the setting value takes effect after a warm boot or after the power is turned on again.
	Settings (default in bold): **Off**, Normal, Maximum

Getting to Know Your Printer

Item	Explanation
Convert to Simplex (AL-C300DN only)	In the duplex printing mode, specifies whether to print the last page of a job in one side printing mode. Setting `Odd Page` or `1 Page` can prevent the last page from being printed on an unexpected page when you are printing on preprinted paper or hole-punched paper. ❏ **Odd Page**: 1-page jobs or the last page of a job with an odd number of pages are printed in one side printing mode. ❏ `1 Page`: 1-page jobs are printed in one side printing mode. ❏ `Off`: The last page of all jobs (including 1-page jobs or jobs with an odd number of pages) is printed in duplex printing mode.
Confirm Media Type	Displays a message when the paper type in the tray selected for printing is different from that selected on Paper Type in the printer driver.
	Settings (default in bold): **No**, Yes
Job Information	Selects the pattern in which the job information is displayed on the control panel. If `Off` is selected, no job information is displayed on the control panel, even if the **Pause/Release** button is pressed to cancel or skip a job. If 繁體中文 or 한국어 is selected as `Language` when the printer is turned on for the first time after you purchase it, the default value is `Off`. If other language is selected, the default value is `Display Pattern 1`. Do not select `Display Pattern 1` when the following languages are selected as `Language`: 繁體中文, 한국어
	Settings: Display Pattern 1, Display Pattern 2, Off
Local Time Diff.	Specifies the current date and time by entering the time difference from Greenwich Mean time.
	Settings (default in bold): -14:00 … **0:00** … +14:00
Time Setting	Specifies the current date and time by entering them directly.
	Settings: 2010/ 01/01 00:00 to 2098/12/31 23:59
Date Format	Specifies the format to display the date.
	Settings (default in bold): **DD/MM/YY**, MM/DD/YY, YY/MM/DD

USB Menu

Note:
After any item in the menu is changed, the setting takes effect after a warm boot or after the power is turned on again. While it is reflected in the Status Sheet and EJL read-back, the actual change takes effect after a warm boot or after the power is turned on again.

Item	Explanation
USB I/F	Allows you to activate or deactivate the USB interface.
	Settings (default in bold): **On**, Off
USB Speed	Allows you to select the operation mode of USB interface. Selecting HS is recommended. Select FS if HS does not work on your computer system.
	Settings (default in bold): **HS**, FS
Buffer Size	Determines the amount of memory to be used for receiving data and printing data. *Note:* ❏ *To activate Buffer Size settings, you must turn off the printer for more than five seconds then turn it back on. Or, you can perform a Reset All operation, as explained in* Reset Menu. ❏ *Resetting the printer erases all print jobs. Make sure the* **Ready** *light is not flashing when you reset the printer.*
	Settings (default in bold): **Normal**, Maximum, Minimum

Network Menu

See the *Network Guide* for each setting.

Note:
After any item in the menu is changed, the setting takes effect after a warm boot or after the power is turned on again. While it is reflected in the Status Sheet and EJL read-back, the actual change takes effect after a warm boot or after the power is turned on again.

USB Host Menu

Note:
After any item in the menu is changed, the setting takes effect after a warm boot or after the power is turned on again. While it is reflected in the Status Sheet and EJL read-back, the actual change takes effect after a warm boot or after the power is turned on again.

Item	Explanation
USB Host	Enables you to print directly from a USB memory via a USB Host interface.
	Settings (default in bold): **On**, Off

Getting to Know Your Printer

Energy Saver Menu

Item	Explanation
Time to Sleep	Specifies the length of the time until the printer enters the sleep mode or deep sleep mode if there are no button operations and no jobs to be printed.
	Settings (default in bold): **1Min**, 3Min, 5Min, 15Min, 30Min, 60Min, 120Min
Deep Sleep Mode	When this setting is set to `On`, the printer switches into the deep sleep mode at the time specified in the `Time to Sleep` setting if the printer is not operated or receives no jobs. In the deep sleep mode, the **Wakeup/Sleep** button lights and more power is saved than when in the sleep mode. *Note:* *The printer does not enter the deep sleep mode in the following cases:* - `PS3` *is selected in* `Network` *of* `Emulation Menu`. - `MS Network` *is set to* `On` *in* `Network Menu`. The printer recovers from the deep sleep mode in the following cases: - When the printer receives a print job - When the **Wakeup/Sleep** button is pressed
	Settings (default in bold): **On**, Off
Power Off Timer (Power Off mode)	When this setting is set to `On`, the printer automatically turns off at the time specified in the `Time to Off` setting. *Note:* *The printer does not enter the power off mode if it is receiving or sending data.* The printer recovers from the power off mode when the power switch is turned on.
	Settings (default in bold): **On**, Off
Time to Off	Specifies the length of the time until the printer enters the power off mode if there are no button operations and no jobs to be printed. *Note:* *You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.*
	Settings (default in bold): 120Min, 180Min, 240Min, 360Min, **480Min**
Timer Setting	When this setting is set to `On`, the printer enters or recovers from the power off mode at specified times.
	Settings (default in bold): **Off**, On
Start	If `Timer Setting` is set to `On`, specifies the time when the printer recovers from the power off mode.
	Settings (default in bold): 0:00 ... **8:00** ... 23:59

Getting to Know Your Printer

Item	Explanation
Stop	If `Timer Setting` is set to `On`, specifies the time when the `Time to Off` timer restarts and the printer can enter the power off mode.
	Settings (default in bold): 0:00 ... **18:00** ... 23:59
Day	If `Timer Setting` is set to `On`, specifies the days when the `Timer Setting` is enabled.
	Settings: Cancel Selection, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Reset Menu

Item	Explanation
Clear Warning	Clears warning messages that show errors except for these that occur from consumable products or mandatory-replacement parts.
Clear All Warnings	Clears all warning messages that appear on the LCD panel.
Reset All	Stops printing and clears the printer memory. The print jobs received from all interfaces are erased. *Note:* *Performing `Reset All` clears print jobs received from all interfaces. Be careful not to interrupt someone else's job.*
Reset Fuser Counter	Reset the fuser unit life counter when you replace the fuser unit. For instructions on replacing the fuser unit, see the instructions that come with the fuser unit.

Printer Settings

Note:
The settings of items in the Printing Menu are overridden by the settings made in the printer driver.

Tray Menu

Item	Explanation
MP Tray Size	Specifies your paper size from this menu.
	Settings (default in bold): **A4**, A5, A6, B5, LT, HLT, LGL, GLT, GLG, EXE, F4, MON, C10, DL, C6, IB5, CTM* * For the sizes of paper that are available for CTM, refer to "Available Paper and Capacities" on page 37.
MP Tray Type	Specifies the paper type loaded in the MP tray.
	Settings (default in bold): **Plain**, SemiThk, Preprinted, Letterhead, Recycled, Color, Labels, Thick, ExtraThk, Coated, Envelope, Special

Getting to Know Your Printer

Item	Explanation
Cassette1 Size	Specifies the paper size loaded in the standard paper cassette.
	Settings (default in bold): **A4**, A5, A6, B5, LT, HLT, GLT , EXE, CTM[*] * For the sizes of paper that are available for CTM, refer to "Available Paper and Capacities" on page 37.
Cassette1 Type	Specifies the paper type loaded in the standard paper cassette.
	Settings (default in bold): **Plain**, SemiThk, Preprinted, Letterhead, Recycled, Color, Labels, Thick, ExtraThk, Coated, Special
Cassette2 Size	Specifies the paper size loaded in the optional paper cassette.
	Settings (default in bold): **A4**, B5, LT, LGL, GLG , EXE
Cassette2 Type	Specifies the paper type loaded in the optional paper cassette.
	Settings (default in bold): **Plain**, SemiThk, Preprinted, Letterhead, Recycled, Color
MP Tray AutoSel/Cassette1 AutoSel/Cassette2 AutoSel	Specifies whether the tray can be selected for printing when Paper Source is selected for Auto Selection in the printer driver.
	Settings (default in bold): **On**, Off

Printing Menu

Item	Explanation
Page Size	Specifies the paper size.
	Settings (default in bold): **A4**, A5, A6, B5, LT, HLT, LGL, GLT, GLG, EXE, F4, MON, C10, DL, C6, IB5, CTM[*] * For the sizes of paper that are available for CTM, refer to "Available Paper and Capacities" on page 37.
Wide A4	Selecting On decreases the left and right margins to 3.4 mm.
	Settings (default in bold): **Off**, On
Media Type	Specifies the paper type.
	Settings (default in bold): **Unspecified**, Plain, SemiThk, Preprinted, Letterhead, Recycled, Color, Labels, Thick, ExtraThk, Coated, Envelope, Special

Getting to Know Your Printer

Item	Explanation
Page Side	Select Front when printing on the front of normal paper (`Plain`), thick paper (`Thick`), or extra thick paper (`Extra Thick`).
	Settings (default in bold): **Front**, Back
Paper Source	Specifies whether paper feeds into the printer from the MP tray, the standard paper cassette (Cassette 1), or the optional paper cassette unit (Cassette 2). If you select `Auto`, paper feeds from the paper source containing paper that matches your `Paper Size` setting.
	Settings (default in bold): **Auto**, MP Tray, Cassette1, Cassette2
Orientation	Specifies whether the page is printed in portrait or landscape orientation.
	Settings (default in bold): **Port**, Land
Resolution	Specifies the printing resolution.
	Settings (default in bold): 300, **600**, 1200
RITech	Turning on RITech (Resolution Improvement Technology) on produces smoother and crisper lines, text, and graphics.
	Settings (default in bold): **On**, Off
Toner Save	When this setting is selected, the printer saves toner by substituting a gray shade for the black inside of characters. The characters are outlined in full black on the right and lower edges.
	Settings (default in bold): **Off**, On
Emphasize Thin Lines	Adjusts the weight of thin lines so they are printed clearly.
	Settings (default in bold): Off, **On**
Top Offset	Makes fine adjustments to the vertical printing position of the page. ⚠️ *Important:* *Make sure that the printed image does not extend beyond the edge of the paper. Otherwise, you may damage the printer.*
	Settings (default in bold): -99.0 ... **0.0** ... 99.0mm in 0.5 increments

Getting to Know Your Printer

Item	Explanation
Left Offset	Makes fine adjustments to the horizontal printing position of the page. **⚠ Important:** *Make sure that the printed image does not extend beyond the edge of the paper. Otherwise, you may damage the printer.*
	Settings (default in bold): -99.0 … **0.0** … 99.0mm in 0.5 increments
T Offset B	Adjusts the vertical printing position on the back of the paper when printing on both sides. Use this if the printout on the back is not where you expected.
	Settings (default in bold): -99.0 … **0.0** … 99.0mm in 0.5 increments
L Offset B	Adjusts the horizontal printing position on the back of the paper when printing on both sides. Use this if the printout on the back is not where you expected.
	Settings (default in bold): -99.0 … **0.0** … 99.0mm in 0.5 increments

Emulation Menu

Item	Explanation
USB/Network	Specifies emulation mode for each interface.
	Settings (default in bold): **Auto**, ESCP2, FX, I239X, PS3, PCL

PCL Menu

Item	Explanation
FontSource	Sets the default font source.
	Settings (default in bold): **Resident**, Download* * Available only when downloaded fonts are available.
Font Number	Sets the default font number for the default font source. The available number depends on the settings you made.
	Settings (default in bold): **0**… 65535 (depending on your settings)
Pitch	Specifies the default font pitch if the font is scalable and of fixed-pitch. This item may not appear depending on the `FontSource` or `Font Number` settings.
	Settings (default in bold): 0.44 … **10.00** … 99.99 cpi in 0.01 cpi increment

Getting to Know Your Printer

Item	Explanation
Height	Specifies the default font height if the font is scalable and proportional. This item may not appear depending on the FontSource or Font Number settings.
	Settings (default in bold):
	4.00 … **12.00** … 999.75 pt in 0.25 pt increment
SymSet	Selects the default symbol set. If the font you selected in FontSource and Font Number is not available in the new SymSet setting, the FontSource and the Font Number settings are automatically replaced with the default value, IBM-US.
	Settings (default in bold):
	IBM-US, Roman-8, Roman-9, ECM94-1, 8859-2 ISO, 8859-9 ISO, 8859-10ISO, 8859-15ISO, PcBlt775, IBM-DN, PcMultiling, PcE.Europe, PcTk437, PcEur858, Pc1004, WiAnsi, WiE.Europe, WiTurkish, WiBALT, DeskTop, PsText, VeInternati, VeUS, MsPublishin, Math-8, PsMath, VeMath, PiFont, Legal, UK, ANSI ASCII, Swedis2, Italian, Spanish, German, Norweg1, French2, Windows, McText, Hebrew7, 8859-8 ISO, Hebrew8, Arabic8, OCR A, OCR B, Pc866Cyr, Pc866Ukr, WinCyr, ISOCyr, Pc8Grk, Pc851Grk, WinGrk, ISOGrk, Greek8, Pc862Heb, Pc864Ara, HPWARA
Form	Selects the number of lines for the selected paper size and orientation. This also causes a line spacing(VMI) change, and the new VMI value is stored in the printer. This means that later changes in the Page Size or Orientation settings cause changes in the Form value, based on the stored VMI.
	Settings (default in bold):
	5 … **64** … 128Lines
CR Function	These functions are included for users of particular operating systems, such as UNIX.
	Settings (default in bold):
	CR, CR+LF
LF Function	These functions are included for users of particular operating systems, such as UNIX.
	Settings (default in bold):
	LF, CR+LF
Tray Assign	Changes the assignment for the paper source select command. When 4 is selected, the commands are set as compatible with the HP LaserJet 4. When 4K is selected, the commands are set as compatible with the HP LaserJet 4000, 5000, and 8000. When 5S is selected, the commands are set as compatible with the HP LaserJet 5S.
	Settings (default in bold):
	4K, 5S, 4

PS3 Menu

Item	Explanation
Error Sheet	When you select On, the printer prints out an error sheet when an error occurs in the PS3 mode or when the PDF file you tried to print is not a supported version.
	Settings (default in bold):
	Off, On

Getting to Know Your Printer

Item	Explanation
Coloration	Allows you to select the color printing or black-and-white printing mode.
	Settings (default in bold): **Color**, Mono
Image Protect	When On is selected, the print quality is not reduced even with insufficient memory. In that case, Memory Overflow is displayed and the printing is stopped. When Off is selected, the print quality is reduced with insufficient memory. In that case, Image Optimum is displayed and the printing is continued.
	Settings (default in bold): **Off**, On
Binary	Specifies the data format. Select On for the Binary data and select Off for the ASCII data. *Note:* *Binary can only be used with network connection. To use the Binary data, make sure your application supports Binary data and that **SEND CTRL-D Before Each Job** and **SEND CTRL-D After Each Job** are set to **No**. When this setting is set to On, you cannot use TBCP (Tagged binary communication protocol) in the printer driver settings.*
	Settings (default in bold): **Off**, On
Text Detection	When On is selected, the text file is converted to a PostScript file when printing. This setting is available only when PS3 is selected in the Emulation Menu.
	Settings (default in bold): **Off**, On
PDF Page Size	Specifies the paper size when you send the PDF file directory from a computer or some other device. If Auto is selected, the paper size is determined based on the size of the first page that is printed.
	Settings (default in bold): Auto, **A4**, A5, A6, B5, LT, HLT, LGL, GLT, GLG, EXE, F4, MON, C10, DL, C6, IB5

ESCP2 Menu

Item	Explanation
Font	Selects the font.
	Settings (default in bold): **Courier**, Prestige, Roman, Sans serif, Roman T, Orator S, Sans H, Script, OCR A, OCR B
Pitch	Selects the pitch (the horizontal spacing) of the font in fixed pitch, measured in cpi (characters per inch). You can also choose proportional spacing.
	Settings (default in bold): **10 cpi**, 12cpi, 15cpi, Prop.
Condensed	Turns condensed printing on or off.
	Settings (default in bold): **Off**, On

Getting to Know Your Printer

Item	Explanation
T.Margin	Sets the distance from the top of the page to the baseline of the first printable line. The distance is measured in inches. The smaller the value, the closer the printable line is to the top.
	Settings (default in bold):
	0.40 ... **0.50** ... 1.50 inch in 0.05-inch increments
Text	Sets the page length in lines. For this option, a line is assumed to be 1 pica (1/6 inch). If you change the Orientation, Page Size, or T.Margin settings, the page length setting automatically returns to the default for each paper size.
	Settings (default in bold):
	1 ... **66** Lines
CGTable	Use the character generator (CG) table option to select the graphics character table or the italics table. The graphics table contains graphic characters for printing lines, corners, shaded areas, international characters, Greek characters, and mathematical symbols. If you select Italic, the upper half of the character table is defined as italic characters.
	Settings (default in bold):
	PcUSA, Italic, PcMultilin, PcPortugue, PcCanFrenc, PcNordic, PcTurkish2, PcIcelandic, PcE.Europe, BpBRASCII, BpAbicomp, Roman-8, PcEur858, ISO Latin1, 8859-15ISO, PcSl437, PcTurkish1, 8859-9 ISO, Mazowia, CodeMJK, PcGk437, PcGk851, PcGk869, 8859-7 ISO, PcCy855, PcCy866, PcUkr866, PcLit771, Bulgarian, Hebrew7, Hebrew8, PcHe862, PcAr864, PcAr864Ara, PcAr720, PcLit774, Estonia, ISO Latin2, PcLat866
Country	Use this option to select one of the fifteen international symbol sets. See the *Font Guide* for samples of the characters in each country's symbol set.
	Settings (default in bold):
	USA, France, Germany, UK, Denmark, Sweden, Italy, Spain1, Japan, Norway, Denmark2, Spain2, LatinAmeric, Korea, Legal
Auto CR	Specifies whether the printer performs a carriage-return/line-feed (CR-LF) operation whenever the printing position goes beyond the right margin. If you select Off, the printer does not print any characters beyond the right margin and does not perform any line wrapping until it receives carriage-return character. This function is handled automatically by most applications.
	Settings (default in bold):
	On, Off
Auto LF	If you select Off, the printer does not send an automatic line-feed (LF) command with each carriage-return (CR). If On is selected, a line-feed command is sent with each carriage-return. Select On if your text lines overlap.
	Settings (default in bold):
	Off, On

Getting to Know Your Printer

Item	Explanation
Bit Image	The printer is able to emulate the graphics densities set with the printer commands. If you select `Dark`, the bit image density is high, and if you select `Light`, the bit image density is low. If you select `BarCode`, the printer converts bit images to bar codes by automatically filling in any vertical gaps between dots. This produces unbroken vertical lines that can be read by a bar code reader. This mode will reduce the size of the image being printed, and may also cause some distortion when printing bit image graphics.
	Settings (default in bold): **Dark**, Light, BarCode
ZeroChar	Specifies whether the printer prints a slashed or unslashed zero.
	Settings (default in bold): **0**, (or the zero character with a slash)

FX Menu

Item	Explanation
Font	Selects the font.
	Settings (default in bold): **Courier**, Prestige, Roman, Sans serif, Script, Orator S, OCR A, OCR B
Pitch	Selects the pitch (the horizontal spacing) of the font in fixed pitch, measured in cpi (characters per inch). You can also choose proportional spacing.
	Settings (default in bold): **10 cpi**, 12cpi, 15cpi, Prop.
Condensed	Turns condensed printing on or off.
	Settings (default in bold): **Off**, On
T.Margin	Sets the distance from the top of the page to the baseline of the first printable line. The distance is measured in inches. The smaller the value, the closer the printable line is to the top.
	Settings (default in bold): 0.40 ... **0.50** ... 1.50 inch in 0.05-inch increments
Text	Sets the page length in lines. For this option, a line is assumed to be 1 pica (1/6 inch). If you change the `Orientation`, `Page Size`, or `T.Margin` settings, the page length setting automatically returns to the default for each paper size.
	Settings (default in bold): 1 ... **66** Lines

Getting to Know Your Printer

Item	Explanation
CGTable	Use the character generator (CG) table option to select the graphics character table or the italics table. The graphics table contains graphic characters for printing lines, corners, shaded areas, international characters, Greek characters, and mathematical symbols. If you select Italic, the upper half of the character table is defined as italic characters.
	Settings (default in bold): **PcUSA**, Italic, PcMultilin, PcPortugue, PcCanFrenc, PcNordic, PcTurkish2, PcIcelandic, PcE.Europe, BpBRASCII, BpAbicomp, Roman-8, PcEur858, ISO Latin1, 8859-15ISO
Country	Use this option to select one of the fifteen international symbol sets. See the *Font Guide* for samples of the characters in each country's symbol set.
	Settings (default in bold): **USA**, France, Germany, UK, Denmark, Sweden, Italy, Spain1, Japan, Norway, Denmark2, Spain2,LatinAmeric
Auto CR	Specifies whether the printer performs a carriage-return/line-feed (CR-LF) operation whenever the printing position goes beyond the right margin. If you select Off, the printer does not print any characters beyond the right margin and does not perform any line wrapping until it receives a carriage-return character. This function is handled automatically by most applications.
	Settings (default in bold): **On**, Off
Auto LF	If you select Off, the printer does not send an automatic line-feed (LF) command with each carriage-return (CR). If On is selected, a line-feed command is sent with each carriage-return. Select On if your text lines overlap.
	Settings (default in bold): **Off**, On
Bit Image	The printer is able to emulate the graphics densities set with the printer commands. If you select Dark, the bit image density is high, and if you select Light, the bit image density is low. If you select BarCode, the printer converts bit images to bar codes by automatically filling in any vertical gaps between dots. This produces unbroken vertical lines that can be read by a bar code reader. This mode will reduce the size of the image being printed, and may also cause some distortion when printing bit image graphics.
	Settings (default in bold): **Dark**, Light, BarCode
ZeroChar	Specifies whether the printer prints a slashed or unslashed zero.
	Settings (default in bold): **0**, (or the zero character with a slash)

I239X Menu

Item	Explanation
Font	Selects the font.
	Settings (default in bold): **Courier**, Prestige, Gothic, Orator, Script, Presentor, Sans serif

Getting to Know Your Printer

Item	Explanation
Pitch	Selects the pitch (the horizontal spacing) of the font in fixed pitch, measured in cpi (characters per inch). You can also choose proportional spacing.
	Settings (default in bold): **10 cpi**, 12cpi, 15cpi, 17cpi, 20cpi, 24cpi, Prop.
Code Page	Selects the character tables. Character tables contain the characters and symbols used by different languages. The printer prints text based on the selected character table.
	Settings (default in bold): **437**, 850, 858, 860, 863, 865
T.Margin	Sets the distance from the top of the page to the baseline of the first printable line. The distance is measured in inches. The smaller the value, the closer the printable line is to the top.
	Settings (default in bold): 0.30 ... **0.40** ... 1.50 inch in 0.05-inch increments
Text	Sets the page length in lines. For this option, a line is assumed to be 1 pica (1/6 inch). If you change the `Orientation`, `Page Size`, or `T.Margin` settings, the page length setting automatically returns to the default for each paper size.
	Settings (default in bold): 1 ... **67** Lines
Auto CR	Specifies whether the printer performs a carriage-return/line-feed (CR-LF) operation whenever the printing position goes beyond the right margin. If you select `Off`, the printer does not print any characters beyond the right margin and does not perform any line wrapping until it receives a carriage-return character. This function is handled automatically by most applications.
	Settings (default in bold): On, **Off**
Auto LF	If you select `Off`, the printer does not send an automatic line-feed (LF) command with each carriage-return (CR). If `On` is selected, a line-feed command is sent with each carriage-return. Select `On` if your text lines overlap.
	Settings (default in bold): **Off**, On
Alt. Graphics	Turns the Alternate Graphics option on or off.
	Settings (default in bold): **Off**, On
Bit Image	The printer is able to emulate the graphics densities set with the printer commands. If you select `Dark`, the bit image density is high, and if you select `Light`, the bit image density is low.
	Settings (default in bold): **Dark**, Light

Item	Explanation
ZeroChar	Specifies whether the printer prints a slashed or unslashed zero.
	Settings (default in bold): **0**, (or the zero character with a slash)
CharacterSet	Selects character table 1 or 2.
	Settings (default in bold): 1, **2**

Admin Settings

Note:

❏ *To access the* Admin Settings *menu, enter the administrator password.*

❏ *The password is not set in default. Press the* **OK** *button when* Admin Password *is required.*

❏ *If you forget your password, contact your dealer. Note that when the password is initialized, the settings and data stored on the printer are deleted. Depending on your environment, settings, such as network connection settings, may need to be done again. We recommend making a note or backup of the necessary data and setting information.*

Password Config Menu

Item	Explanation
Change Password	Specifies an administrator password. Enter the old password first and then enter the new password twice. To enter the password, press the ▼ **Down** or ▲ **Up** button to select the character and press the ▶ **Right** button to determine the character. After all characters are determined, press the **OK** button.
	Settings : (up to 20 characters) *Note:* *The following characters and blank spaces can be used.* *0123456789abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ* *!"#$%&'()*+,-./:;<=>?@^_`{|}~*
Limitation	When Interface is selected, you need to enter the password to change interface settings. When Config is selected, you need to enter the password to change the items you configured.
	Settings (default in bold): **Disable**, Interface, Config, All

Init SelecType

Item	Explanation
Init All SelecType	If Yes (Unprinted data is deleted) is selected, all control panel settings are changed to their factory settings.

Bookmark Menu

The bookmark menu appears by pressing the **OK** button while the LCD panel displays Ready.

In the bookmark menu, the bookmarked setting items are listed and you can select one of them. The following menus are bookmarked by default.

❏ Reset Menu

❏ MP Tray Size

❏ System Information

To add menus to the bookmark menu, display the menu you want to add and press the **OK** button for more than two seconds.

Note:
The maximum number of menus you can register as bookmarks is 3.

Loading Paper

Available Paper and Capacities

Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, Epson cannot guarantee the quality of any type of paper. Always test samples of paper stock before purchasing large quantities or printing large jobs.

Paper type		Paper size	Loading capacity (sheets)		
Name in general	Printer driver		MP tray	Paper cassette 1	Paper cassette 2
Plain paper (60 to 90 g/m²)*1 Recycled paper (60 to 90 g/m²)*1*2 Special paper (60 to 90 g/m²)*1	Plain Plain (Back) Semi-Thick Semi-Thick (Back) Preprinted Preprinted (Back) Letterhead Letterhead (Back) Recycled Recycled (Back) Color Color (Back) Special Special (Back)	A4, B5, Letter (LT), Excecutive (EXE)	100	250	500
		A5, A6, Half Letter (HLT), Government Letter (GLT), Custom paper size*3	100	250	-
		Legal (LGL), Government Legal (GLG)	100	-	500
		F4	100	-	-
Envelopes	Envelope	Monarch (MON), C10, DL, C6, ISO B5 (IB5)	10	-	-
Thick paper (91 to 150 g/m²)*1 Extra-Thick paper (151 to 210 g/m²)*1 Labels Coated paper 1 (100 to 128 g/m²) Coated paper 2 (129 to 158 g/m²)	Thick Thick (Back) Extra Thick Extra Thick (Back) Labels Coated Coated (Back)	A4, A5, A6, B5, Letter (LT), Half Letter (HLT), Government Letter (GLT), Excecutive (EXE)	20	20	-
		Legal (LGL), Government Legal (GLG), F4	20	-	-

*1 For AL-C300DN, when using the duplex unit, paper size should be from 182 x 254 mm to 216 x 356 mm.

*2 Use recycled paper only under normal temperature and humidity conditions. Poor quality paper may reduce print quality, or cause paper jams and other problems.

*3 Available size depends on paper sources.
   - When using the MP tray, from 92 x 148 mm to 216 x 356.
   - When using paper cassette 1, from 92 x 148 mm to 216 x 297.

Note:
The output tray capacity for plain paper is up to 200 sheets.

Loading Paper

⚠ *Important:*
You cannot use the following paper in this printer. It may cause printer damage, paper jams, and poor print quality:

❏ *Media meant for other black-and-white laser printers, color laser printers, color copiers, black-and-white copiers, or ink jet printers*

❏ *Previously printed paper by any other black-and-white laser printers, color laser printers, color copiers, black-and-white copiers, ink jet printers, or thermal transfer printers*

❏ *Carbon paper, carbonless paper, thermal-sensitive paper, pressure-sensitive paper, acid paper, or paper that uses high-temperature-sensitive ink (around 210˚C)*

❏ *Labels that peel easily or labels that do not cover the backing sheet completely*

❏ *Special surface-coated paper or special surface-colored paper*

❏ *Paper that has binder holes or is perforated*

❏ *Paper that has glue, staples, paper clips, or tape on it*

❏ *Paper that attracts static electricity*

❏ *Moist or damp paper*

❏ *Paper of uneven thickness*

❏ *Overly thick or thin paper*

❏ *Paper that is too smooth or too rough*

❏ *Paper that is different on the front and back*

❏ *Paper that is folded, curled, wavy, or torn*

❏ *Paper of irregular shape, or paper that does not have right angle corners*

Loading Paper

Note:
This printer does not automatically detect paper sizes in the paper sources. Make sure to specify a paper size using the Tray Menu *on the control panel. The factory default paper size for all of the paper sources is* A4.

Paper cassette

Note:
Perform the same procedure to load paper into the optional paper cassette.

A Slide open the paper cassette.
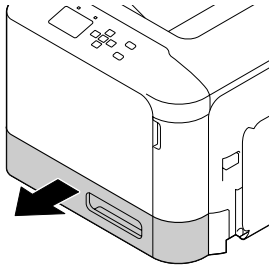
B Press down on the media pressure plate to lock it into place.

> **Important:**
> *Do not touch the pickup roller.*
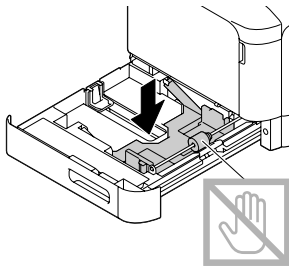
C Pinch the knobs and slide the paper guides to accommodate the paper you are loading.
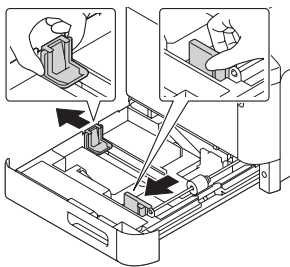
D Load a stack of the desired paper on the center of the paper cassette with the printable surface facing up.
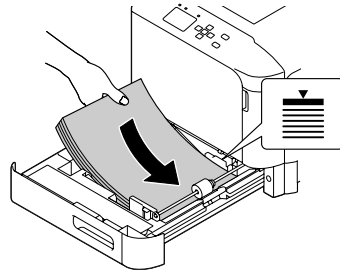
Note:
Make sure that you do not load paper beyond the limit mark.

E Pinch the knobs and slide the paper guide to get a snug fit.
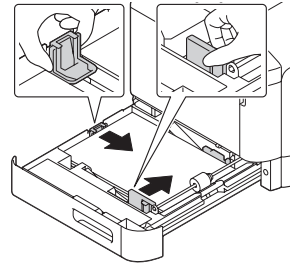
Note:
Make sure to adjust the paper guides according to the size of paper you loaded to prevent paper feed failures, paper jams or any other error.
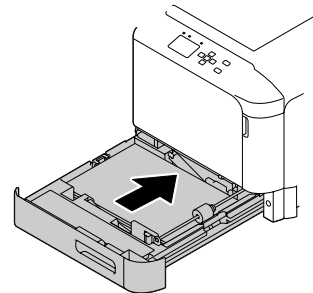
F Close the paper cassette into the printer.

7 Extend the paper support according to the size of the paper to prevent the paper from slipping off the printer.
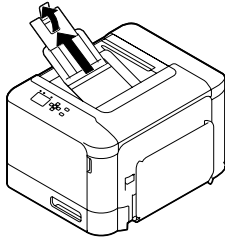
8 Set the `Cassette1 Size` and `Cassette1 Type` settings to match the loaded paper size and paper type on the control panel. For details, see "Tray Menu" on page 25.

MP tray
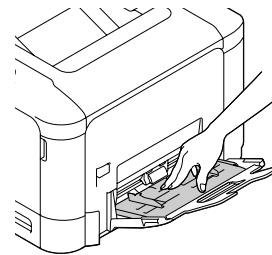
Note:
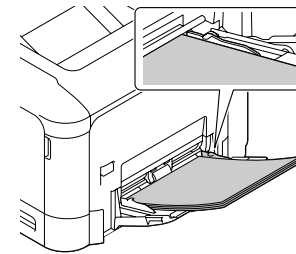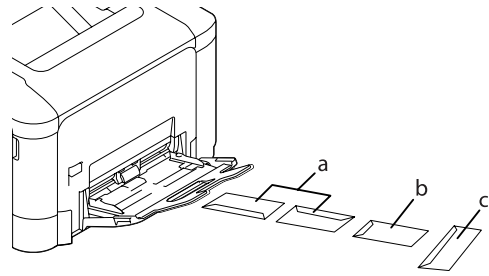*To load envelopes, see "Envelopes" on page 41.*

1 Open the MP tray.
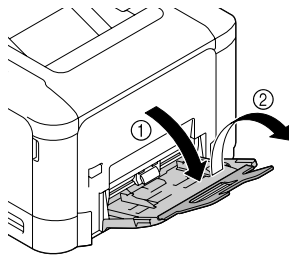
2 Slide the paper guides to accommodate the paper you are loading.
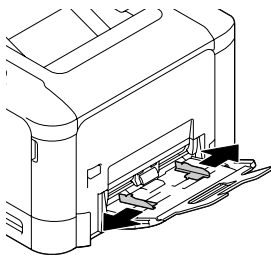
3 Press down on the center of the paper lifting plate until the left and right locking tabs (white) lock into place.

4 Load a stack of the desired paper with the printable surface facing down.

Note:
Make sure that you do not load paper beyond the maximum limit guide. See "Available Paper and Capacities" on page 37.

5 Slide the paper guides to get a snug fit.
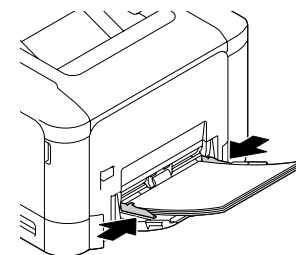
Note:
Make sure to adjust the paper guides according to the size of paper you loaded to prevent paper feed failures, paper jams or any other error.

6 Extend the paper support according to the size of the paper to prevent the paper from slipping off the printer.
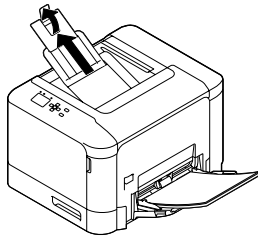
7 Set the MP Type setting on the control panel to match the type of paper loaded. For details, see .

Selecting and Using Print Media

You can use special media, such as envelopes, thick paper, labels, and coated paper.

When loading special media, you should make paper settings. You can also make these settings on the Tray Menu in the control panel. See .

Note:
Since the quality of any particular brand or type of media may be changed by the manufacturer at any time, Epson cannot guarantee the quality of any type of media. Always test samples of media stock before purchasing large quantities or printing large jobs.

Envelopes

Available envelopes

❏ Envelopes that have no glue or no tape

Important:
Do not use window envelopes. The plastic on most window envelopes will melt.
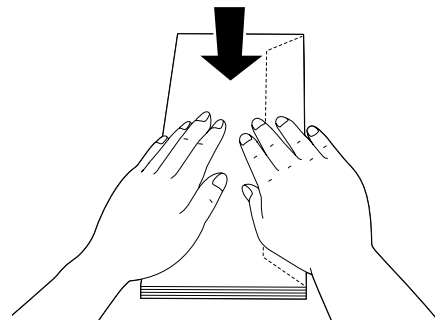
Available paper source

❏ MP tray

a. C10
b. IB5
c. MON, DL, C6

Printer driver settings

MP tray

	Printer driver settings
Paper Size	MON, C10, DL, C6, IB5
Paper Source	MP Tray
Paper Type	Envelope

Note:
❏ *Depending on the quality of envelopes, the printing environment, or the printing procedure, envelopes might be wrinkled. Make a trial print run before you print on a lot of envelopes.*

❏ *Duplex printing is not available for envelopes.*

❏ *If you do not load envelopes in the MP tray right after they have been removed from the packaging, they may bulge. To avoid jams, flatten them as shown below before loading them in the MP tray.*

❏ *If envelopes do not feed well, reducing the number of envelopes that are loaded may solve the problem.*

Other paper

You can use thick paper, labels, and coated paper.

Available paper source

❏ MP tray

❏ Standard paper cassette

Printer driver settings

MP tray

	Printer driver settings
Paper Size	A4, A5, A6, B5, LT, HLT, LGL, GLT, GLG, EXE, F4
Paper Source	MP Tray
Paper Type — Thick paper	Thick, Thick (Back), Extra Thick, Extra Thick (Back)
Paper Type — Labels	Labels
Paper Type — Coated paper*	Coated, Coated (Back)

* When you print on coated paper 1 (129 to 158 g/m^2), set `010 Coated` to `1`, or when you print on coated paper 0 (100 to 128 g/m^2), set `010 Coated` to `0` in the `Printer Adjust Menu`. See "Printer Adjust Menu" on page 90.

Standard paper cassette

	Printer driver settings
Paper Size	A4, A5, A6, B5, LT, HLT, GLT, EXE
Paper Source	Cassette 1
Paper Type — Thick paper	Thick, Thick (Back), Extra Thick, Extra Thick (Back)
Paper Type — Labels	Labels
Paper Type — Coated paper*	Coated, Coated (Back)

* When you print on coated paper 1 (129 to 158 g/m^2), set `010 Coated` to `1`, or when you print on coated paper 0 (100 to 128 g/m^2), set `010 Coated` to `0` in the `Printer Adjust Menu`. See "Printer Adjust Menu" on page 90.

Available labels

❏ Labels designed for laser printers or plain-paper copiers

❏ Labels that completely cover the backing sheet, with no gaps between the individual labels

Note:
❏ *Depending on the quality of labels, the printing environment, or the printing procedure, labels might be wrinkled. Make a trial print run before you print on a lot of labels.*

❏ *Duplex printing is not available for labels.*

❏ *Press a sheet of paper on top of each sheet of labels. If the paper sticks, do not use those labels in your printer.*

Custom paper size

Available paper source

❏ MP tray

❏ Standard paper cassette

Printer driver settings

MP tray

	Printer driver settings
Paper Size	User Defined Size*
Paper Source	MP Tray
Paper Type	Plain, Semi-Thick, Preprinted, Letterhead, Recycled, Color, Labels, Thick, Extra Thick, Coated, Special

* 92 × 148 mm at minimum and 216 × 356 mm at maximum.

Standard paper cassette

	Printer driver settings
Paper Size	User Defined Size*
Paper Source	Cassette 1
Paper Type	Plain, Semi-Thick, Preprinted, Letterhead, Recycled, Color, Labels, Thick, Extra Thick, Special

* 92 × 148 mm at minimum and 216 × 297 mm at maximum

Note:
❏ *Depending on the quality of the non-standard size paper, the printing environment, or the printing procedure, the paper might skew. Make a trial print run before you print on a lot of non-standard size paper.*

❏ *Duplex printing is not available for paper that is less than 181 x 253 mm.*

❏ *For Windows, access the printer driver, then select **User Defined Size** from the Document Size list on the Main tab. In the User defined Paper Size dialog box, adjust the Paper Width, Paper Length, and Unit settings to match your custom paper. Then click **OK** and your custom paper size will be saved.*

❏ *When sharing the printer on a network, you cannot create User Defined Size at the client.*

❏ *If you cannot use the printer driver as explained above, make this setting at the printer by accessing the control panel's* Printing Menu *in the* Printer Settings *and selecting* CTM *(custom) as the* Page Size *setting.*

Printing Tasks

Basics of Printing

This section describes the basics of printing using the Windows printer driver (**ESC/Page** language) as an example. Printing can also be done by similar procedures using other supported operating systems or emulation languages.

1 Load a stack of paper.

For available paper, see "Available Paper and Capacities" on page 37.
For how to load paper in the paper source, see "Loading Paper" on page 39.

2 Make the appropriate settings on the control panel.

The items to be set are different depending on the paper you use.
See "Using the Control Panel" on page 15.
See "Selecting and Using Print Media" on page 41.

3 Click **Print** from the File menu on the application you are using.

4 Select your printer.

5 Click **Properties** or **Printing Preferences**. The printer driver's Main screen appears.
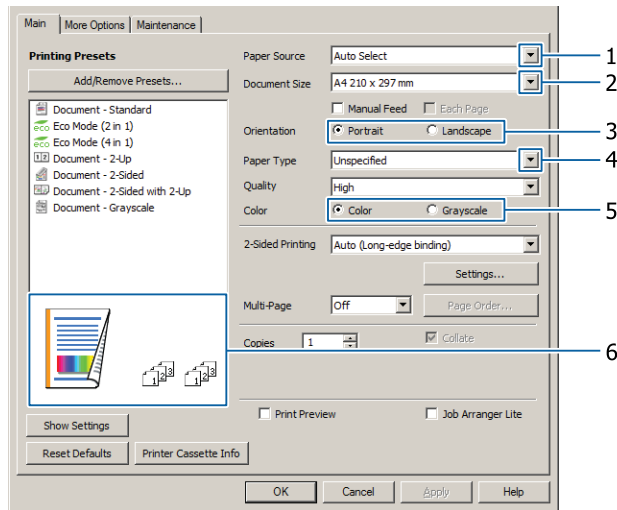
6 Make the settings in the table below:

Item		Explanation
1	Paper Source	Selects the paper source in which the paper to be printed is loaded.
2	Document Size	Selects the size of paper you set in applications.
3	Orientation	Selects the orientation you set in applications.

Printing Tasks

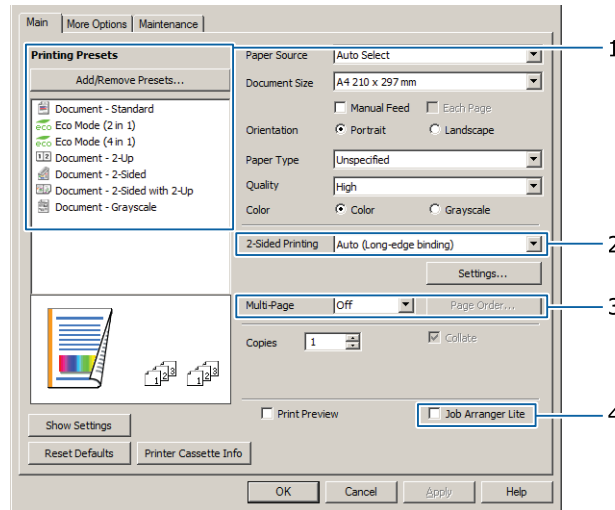| Item		Explanation
4	Paper Type	Selects the type of print media loaded in the paper source.
5	Color	Selects Color or Grayscale according to your purpose.
6	(printout image)	Displays an image of the printout.

Note:
❏ *To show the help for each item, right-click the item and click **Help** on the printer driver.*

❏ *In the Main screen, you can also make settings for 2-sided printing (AL-C300DN only) and collating.*

❏ *In the More Options screen, you can make settings for reducing/enlarging the document or watermark feature. See "Setting Advanced Features" on page 49.*

7 Click **OK** to close the printer driver screen.

8 Click **Print** to start printing.

Setting the Main Screen

This screen enables basic settings for printing such as paper source or paper size, and also enables the settings for the basic functions such as multi-page printing or 2-sided printing (AL-C300DN only).

Note:
*The printer driver's online help provides explanations on printer driver settings.*

Item		Explanation
1	Printing Presets	The settings, such as Document - 2-Up, or Document - 2-Sided (AL-C300DN only), are preset. You can register the print settings you desire to the list.

Printing Tasks

Item		Explanation
2	2-Sided Printing	Prints on the front and back of the sheet. Combined with the Reduce/Enlarge function, a 2 page A3 document can be printed on one A4 size sheet. Click **Settings** to make Binding Edge, Binding Margin and folded booklet settings. See "Printing a booklet (AL-C300DN only)" on page 49.
3	Multi-Page	Enables 2 pages or 4 pages per sheet printing on the same paper size as the original document. For AL-C300DN, 2-Sided Printing can be combined with this function.
4	Job Arranger Lite	Allows you to print several documents created by different applications at one time by arrange settings. See "Printing multiple print jobs at one time" on page 49.

Setting the More Options Screen

This screen enables settings, such as for secure printing, reduced, enlarged, or printing with an overlay.
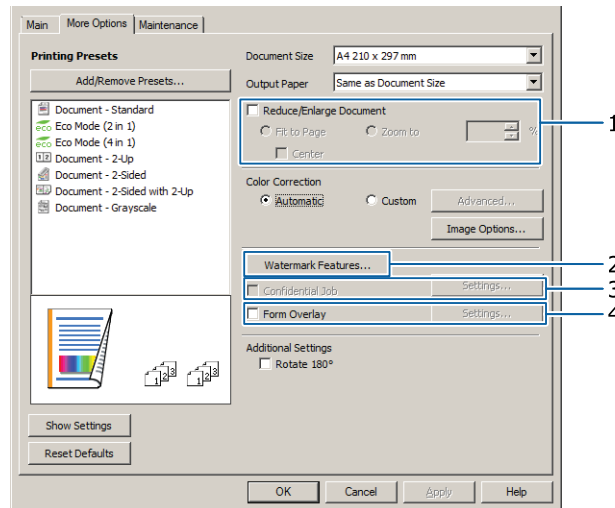
| Item		Explanation
1	Reduce/Enlarge Document	This function allows you to reduce or enlarge the image to be printed. For AL-C300DN, 2-Sided Printing can be combined with this function.

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Printing Tasks

Item		Explanation
2	Watermark Features	Anti-Copy Pattern
		This function allows you to print a document as a copy-protected document. When you try to copy a copy-protected document, "Copy" is printed several times on the document. This function is useful to prevent unauthorized copying. Any text string can be registered.
		Note: ❏ *Epson does not guarantee protection from information leakage or any other damages caused by using this function. Hidden letters may appear in some cases.*
		❏ *Screen-tone may be too dark, hidden letters may not be printed on the entire image, or hidden letters may not appear when photocopied. This depends on the models, settings, and combinations of photocopiers, fax machine, input devices such as digital cameras and scanners, output devices such as printers; printer driver settings of this product; condition of consumables, such as toner and output paper type.*
		Watermark
		This function allows you to print a text-based or image-based watermark on your document.
		Note: *You can register up to 10 original watermarks.*
		Header/Footer
		This function allows you to print user name, computer name, date, time, or collate number, at the top or bottom of each page in a document.
3	Confidential Job	This function allows you to apply a password to the print job. You can print the job by entering the password on the printer's control panel. See the "Using the Reserve Job function" on page 50.
4	Form Overlay	This function allows you to print a standard form or letterhead onto original documents. See "Printing with an overlay" on page 51.
		Note: *This function is for Windows only.*

Setting the Maintenance Screen

This screen enables you to start Job Arranger Lite, enables settings, such as Notice Settings for EPSON Status Monitor. For details, see the help for each item.
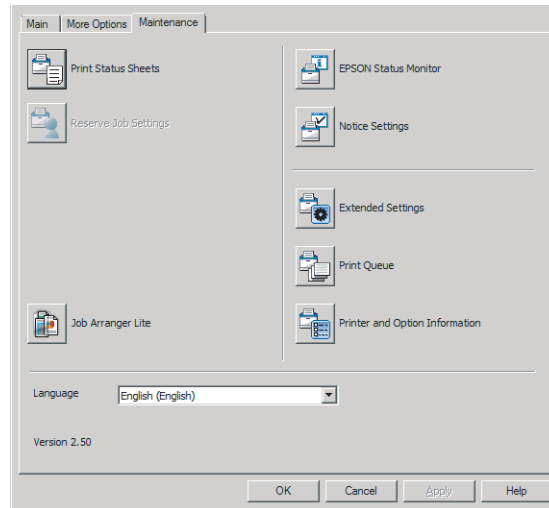
Setting Advanced Features

The printer driver has useful functions such as 2-sided printing (for AL-C300DN only) or multi-page printing to save paper and toner, or adding an anti-copy pattern to prevent unauthorized copying.

The explanations in this section use the standard ESC/Page printer driver on Windows as an example.

Note:
❏ *There are features that are not supported by the printer driver on other emulation language or operating systems.*

❏ *These features may not be applied with other settings (such as paper type).*

Printing multiple print jobs at one time

This function allows you to print several documents created by different applications at one time by arranging settings, such as the printing order, duplexing, and the print layout.

1 Click the **Main** tab.

2 Select the **Job Arranger Lite** check box.

3 Click **OK**.

The Print Job Arranger screen appears when a print job is executed. Make appropriate settings. For details, see the Print Job Arranger help.

Printing a booklet (AL-C300DN only)

This function allows you to arrange pages to be a booklet. Two pages are printed on both sides of the paper that is the same size as the print data.

Combined with Reduce/Enlarge Document printing, the output paper size can be changed.

Set paper that is suitable for 2-sided printing (duplex printing). See "Available Paper and Capacities" on page 37.

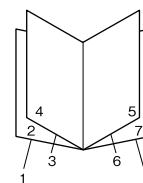## Printing to fold a batch of pages in half

This function prints a booklet ready for center binding. Fold the entire document in half, and then bind it at the center of the printout. This setting is suitable for documents that have only a few pages.

For example, eight pages of an A4 size document are printed on two sheets. Folding the pages in half by overlapping all the sheets makes an A5 size booklet of eight pages.

1 Select **Auto (Long-edge binding)** or **Auto (Short-edge binding)** in the 2-sided Printing list box and click **Settings**.
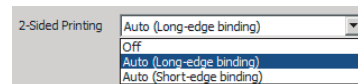
2 Select the **Booklet** check box and select **Center Binding**.

3 Click **OK** to close setting dialog box.

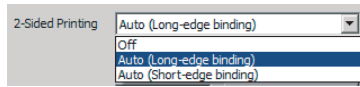4 Print the document, fold all sheets in half, and then bind them.

Printing to fold each page in half

This function prints a booklet ready for side binding, fold each sheet individually in half, and then bind at the side of the printout. This setting is suitable for documents that have many pages.

For example, 40 pages of an A4 size document are printed, then each sheet is folded in half and stacking them all makes an A5 size booklet of 40 pages.

1 Select **Auto (Long-edge binding)** or **Auto (Short-edge binding)** in the 2-sided Printing list box and click **Settings**.

2-Sided Printing	Auto (Long-edge binding)
	Off
	Auto (Long-edge binding)
	Auto (Short-edge binding)

2 Select the **Booklet** check box and select **Side Binding**.

3 Click **OK** to close setting dialog box.

4 Print the document, fold in half 5 sheets by 5 sheets, overlap all sheets, and then bind them.

Using the Reserve Job function

This function allows you to store print jobs on the printer's memory and to print them later directly from the printer's control panel. You can prevent the printed document from being looked at by other people by applying a password to the print job.

This function uses one of the following types of printer memory.

Printer's Storage	Description
CompactFlash	The optional CompactFlash memory must be installed on your printer in order to use the Reserve Job function. Make sure that the CompactFlash memory is correctly recognized by the printer driver before you start using the Reserve Job function. The CompactFlash memory must be at least 4 GB.
RAM Disk	To enable the RAM disk, you have to set the RAM Disk setting on the control panel to Normal or Maximum.

The table below gives an overview of the options.

Option	Description
Re-Print Job	Lets you print the job now and store it on the printer's memory. You can print the same job several times.
Verify Job	Lets you print one copy now to verify the content. You can print multiple copies later.

Option	Description
Stored Job	Lets you store the print job on the printer's memory without printing it now. **Note:** *This option is not available when you have installed the RAM disk.*
Confidential Job	Lets you apply a password to the print job. You can print the job by entering the password on the printer's control panel. See "Using Confidential Job" on page 51.

Using Re-Print Job/Verify Job/Stored Job (Quick Print Job feature)

Sending the print job

1 Click the **Maintenance** tab, then click **Reserve Jobs Settings**. The Reserve Jobs Settings dialog box appears.

2 Select the **Reserve Jobs** check box, then select **Re-Print Job**, **Verify Job**, or **Stored Job**.

3 Enter a user name and job name in the corresponding text boxes.

4 Click **OK**.

Printing using the Quick Print Job Menu

1 Make sure the LCD panel displays Ready, then press the ▶ **Right** button to access the control panel menus.

2 Press the ▼ **Down** button repeatedly until Quick Print JobMenu appears on the LCD panel, then press the ▶ **Right** button.

3 Use the ▼ **Down** or ▲ **Up** button to scroll to the appropriate user name, then press the ▶ **Right** button.

4 Use the ▼ **Down** or ▲ **Up** button to scroll to the appropriate job name, then press the ▶ **Right** button.

5 Press the ▶ **Right** button, then use the ▼ **Down** and ▲ **Up** buttons to select the number of copies.

To delete the print job without printing any copies, press the ▼ **Down** button to display Delete on the LCD panel.

6 Press the ▶ **Right** button to start printing or to delete the data.

Using Confidential Job

Sending the print job

1 Click the **More Options** tab, then click **Confidential Job**. The Confidential Job Settings dialog box appears.

2 Enter a four-digit number for Password.

3 Enter a user name and job name if necessary.

Note:
*The **OK** button becomes available after the password has been entered.*

4 Click **OK**.

Printing using the Confidential Job Menu

1 Make sure the LCD panel displays Ready, then press the ▶ **Right** button to access the control panel menus.

2 Press the ▼ **Down** button repeatedly until ConfidentialJobMenu appears on the LCD panel, then press the ▶ **Right** button.

3 Use the ▼ **Down** or ▲ **Up** button to scroll to the appropriate user name, then press the ▶ **Right** button.

4 Enter your four-digit password.

To enter the password, press the ▼ **Down** or ▲ **Up** button to select the character and press the ▶ **Right** button to determine the character. After all characters are determined, press the ▶ **Right** button.

Note:
If no print jobs have been saved with the password you entered, Wrong Password appears briefly on the LCD panel then the printer exits the control panel menus. Confirm the password and try again.

5 Use the ▼ **Down** or ▲ **Up** button to scroll to the appropriate job name, then press the ▶ **Right** button.

6 Use the ▼ **Down** or ▲ **Up** button to display Print.

To delete the print job, press the ▼ **Down** or ▲ **Up** button to display Delete on the LCD panel.

7 Press the ▶ **Right** button to start printing or to delete the data.

Printing with an overlay

This function allows you to print documents onto form templates, which you register on your printer in advance.

Note:
❏ *This function is for Windows only.*

❏ *The application featured in these instructions is Microsoft WordPad. The actual procedure may differ slightly when printing from other applications.*

Creating an overlay

Note:
You first need to install EPSON FormOverlayUTL utility to create overlay or underlay data. See for details.

Follow the steps below to create the form data.

1 Open the data to be an overlay data using an application.

2 Select **Print** from the File menu, select **EPSON FormOverlayUTL**, then click **Preferences**.

3 In the Basic Settings tab — Form Overlay — Create Overlay Data, click **More Settings**. The Create Form dialog box appears.
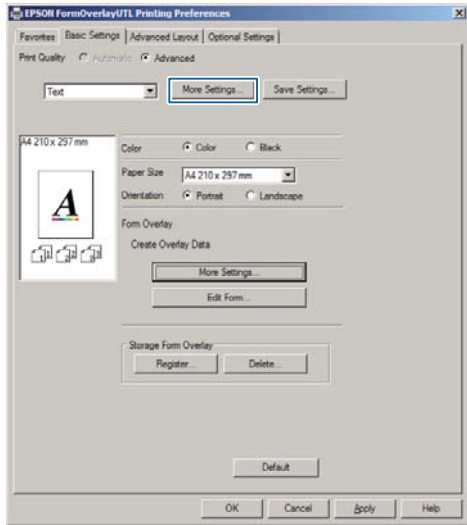
4 Type the form name in the Form Data box and its description in the Description box.

Note:
The following 9 characters cannot be used for form names:
*\ / : * ? " < > |.*

5 Select **Foreground Document** or **Background Document** to specify whether the overlay will be printed as foreground or background of the document, then click **OK**.

6 Make the appropriate settings for other settings such as paper size, print quality or orientation.

7 Click **OK**.

8 Click **Print** to create the form data.

Note:
*To change the settings of the overlay form data you created, after doing steps 1 and 2 and the settings in the Basic Settings tab — Form Overlay — Create Overlay Data, click the **Edit Form**.*

Printing an overlaid document

1 Open the document on which you want to overlay the form data.

2 Select **Print** from the File menu, select your printer name, then click **Preferences**.

3 In the More Options tab, check the **Form Overlay** check box, and click **Settings**. The Form Selection dialog box appears.

4 Select one form data in the Form data box, select **Overlay** or **Underlay** in the Layering list, then click **OK**.

5 Click **OK**.

6 Click **Print** to print the document with the form data.

Printing directly from a USB memory

You can print by connecting a USB memory directly to the printer, as follows:

❏ Index Printing
Prints the list (index) of PS/PDF/JPEG/TIFF format files stored on the USB memory.

❏ Image Printing
Prints images in JPEG/TIFF format files stored on the USB memory.

❏ Document Printing
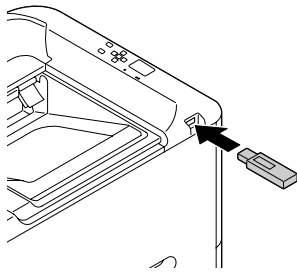Prints the documents in PS/PDF/encrypted PDF, high-compressed PDF format files stored on the USB memory.

Follow the steps below to print the files stored on the USB memory.

1 Confirm USB Host setting in Common Settings is set to On.

Note:
The factory default is On.

2 Insert a USB memory into the USB host interface of the printer.

Note:
❏ *If the printer is in the sleep mode, the USB memory may not be detected automatically. In that case, press any button on the control panel.*

❏ *If a large number of files are on the USB memory, accessing the USB memory may take a long time.*

❏ *If accessing the USB memory takes too long, try formatting it to improve the access speed.*

3 Press the ▶ **Right** button to access the control panel menus, press the ▼ **Down** button to select USB Memory, then press the ▶ **Right** button.

4 Depending on the file format you want to print, select the appropriate menu from Index Print Menu, Image Print Menu, or Document Print Menu.

5 For Image Print Menu, select files, or for Document Print Menu, select a file. For Index Print Menu, go to the next step.

6 Make appropriate settings, such as Paper Size, on the menu.

7 Select Print Start and press the **OK** button to start printing.

Note for Document printing:
*If a PDF file is locked with a password, the password screen appears on the control panel. Enter the password to print the file. To enter the password, press the ▼ **Down** or ▲ **Up** button to select the character and press the ▶ **Right** button to determine the character. After all characters are determined, press the **OK** button.*

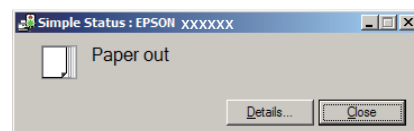# Using EPSON Status Monitor

Accessing EPSON Status Monitor

EPSON Status Monitor is a utility program on your computer that monitors your printer and gives you information about its current status such as printer errors, the remaining service lives of the replacement parts, or progress of printing.
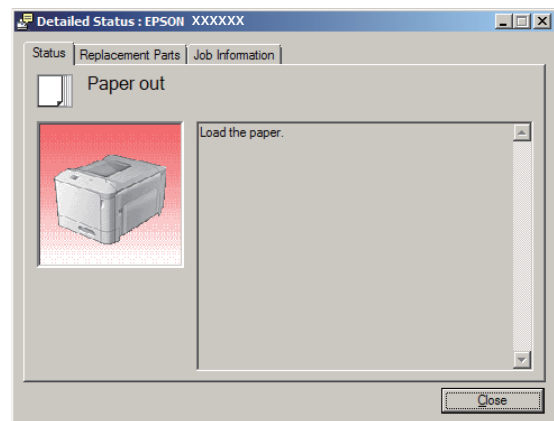
To install the utility, see .

With this utility installed, Simple Status appears on the computer screen when an error occurs. Clicking the **Details** button displays the Detailed Status.
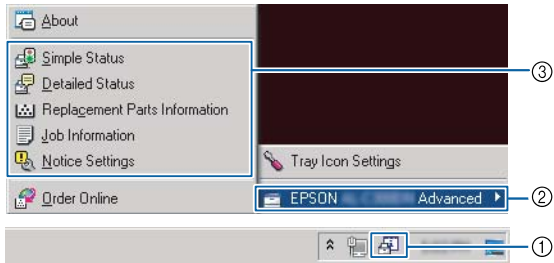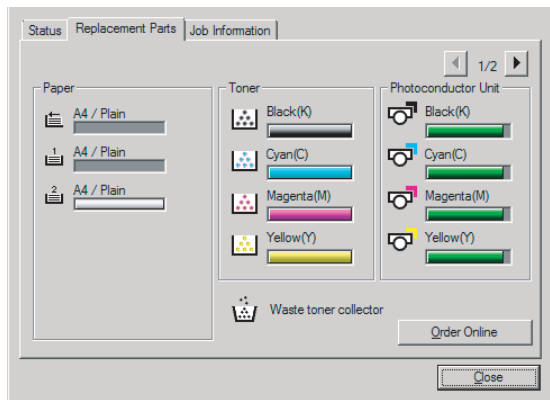
Simple Status:

Detailed Status:

When you want to know the current status of the printer, click the EPSON Status Monitor tray icon on the taskbar, then select the printer name and menu you want to access.
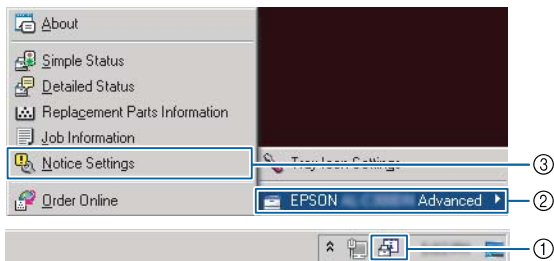
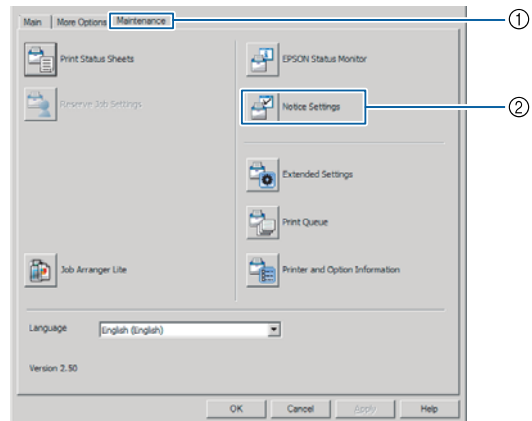When you want to know the remaining service lives of the replacement parts, click **Replacement Parts Information**.

Notice Settings

This setting decides what states of the printer the utility sends you a notice.
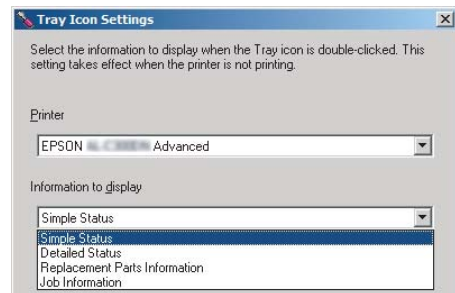
Accessing from the taskbar:

Accessing from the printer driver:

Tray Icon Settings

This setting decides the screen to be opened when you double-click the **EPSON Status Monitor** tray icon on the taskbar.

1. Right-click the tray icon on the taskbar and click **Tray Icon Settings**.

2. Set the printer name and information to display in the Tray Icon Settings.

Cancelling a Print Job

This section describes how to delete and cancel a print job in the computer or in a printer.

From the printer

Follow the steps below to cancel a job.

1. Press the ‖·🗑 **Pause/Release** button.

2   Press the ▼ **Down** or ▲ **Up** button to select the
job that you want to cancel, then press the **OK**
button.

3   Press the ▼ **Down** or ▲ **Up** button to select
`Cancel Job`, then press the **OK** button. Printing
is canceled.

Note:
Select `Cancel All Jobs` *in step 3 to cancel all print jobs in
the printer's memory.*

From the computer

For Windows

Note:
*Cancel a job from the printer's control panel if the
transmission has been completed.*

1   Click the **Maintenance** tab on the printer driver,
then click **Print Queue**.

2   Right-click the job you want to cancel, and select
Cancel.

Uninstalling and Installing Software

Uninstalling Software

You must uninstall the software before you can upgrade it or reinstall it.

Note:
❏ *Uninstalling the printer software may require administrator privileges.*

❏ *Restart the computer before you reinstall the software you uninstalled.*

To uninstall the printer software, close all applications first, and then uninstall the printer software from the following menu on the Control Panel.

❏ **Uninstall a Program** (for Windows 8.1, Windows 8, Windows Server 2012/R2)

❏ **Program and Features** (for Windows 7, Windows Vista, Windows Server 2008/R2)

❏ **Change or Remove Programs** (for Windows XP or Windows Server 2003)

Select the printer software that you want to uninstall, and then click the item below.

❏ **Uninstall/Change** (for Windows 7, Windows Vista, Windows Server 2008/R2)

❏ **Change/Remove** (for Windows XP or Windows Server 2003)

Note:
If you uninstall the printer driver, EPSON Status Monitor is also uninstalled.

Note for Mac OS X users:
❏ *To uninstall all drivers for Epson page printer at once, use the uninstaller. Download the uninstaller from the Epson website.*
http://www.epson.eu/Support (Europe)
http://support.epson.net/ (outside Europe)

❏ *To use the uninstaller, double-click the uninstaller icon, from the list displayed select the check box for the printer software you want to uninstall, then click* **Uninstall***.*

Installing Software

If you want to install or reinstall software you did not install in the setup, you can choose the software and install it.

Note:
❏ *Uninstalling the printer software may require administrator privileges.*

❏ *Restart the computer before you reinstall the software you uninstalled.*

1   Close all applications.

2   To install the printer driver via a USB interface, disconnect the USB cable from the printer and do not connect it until instructed to do so.

3   Go to the following Epson web site to download and install the printer software.
http://www.epson.eu/Support (Europe)
http://support.epson.net/ (outside Europe)

Note:
❏ *For windows users, if the computer has a CD/DVD drive, you can install the printer driver from the Software Disc that came with your printer.*

❏ *The following Epson websites are available for Windows users who want to install the ESC/Page printer driver and EPSON Status Monitor, or for Mac OS X users to install the Postscript printer driver.*
http://support.epson.net/setupnavi/

Installing the PostScript printer driver with Windows

To print in the PostScript mode, you will have to install the printer driver. See the appropriate sections below for installation instructions according to the interface that you are using to print.

Installing the PostScript printer driver for the USB interface

Note:
❏ *Installing the printer software for Windows may require administrator privileges. If you have problems, ask your administrator for more information.*

❏ *Turn off all virus protection programs before installing the printer software.*

Uninstalling and Installing Software

|1| Make sure that the printer is turned off. Insert the printer Software Disc into your CD/DVD drive.

Note:
If your computer does not have a CD/DVD drive, download the driver from the Epson website.
http://www.epson.eu/Support (Europe)
http://support.epson.net/ (outside Europe)

|2| Connect your computer to the printer with a USB cable, then turn on the printer.

Note for Windows Vista users:
Without the Windows driver or the Adobe PS driver, the display shows "Found New Hardware." In this case, click **Ask me again later**.

|3| Select **Devices and Printers**, and click the **Add a printer** button.

For Windows 8.1 or Windows 8, right-click the bottom left corner of the screen in the desktop style, select **Control Panel**, click **View devices and printers**, then click **Add a printer** button.

For Windows Vista, Windows XP, or Windows Server 2008/R2, click **Start**, point to **Printer and Faxes**, and click **Add a printer** in the Printer Tasks menu.

For Windows Server 2003, click **Start**, point to **Settings**, and click **Printers**. Then double-click the **Add Printer** icon.

The Add Printer Wizard appears.

|4| Select **Add a local printer**.

For Windows XP or Windows Server 2003, click **Next** to proceed the next screen, select **Local printer**, then click **Next**.

Note:
Do not select the **Automatically detect and install my Plug and Play printer** *check box.*

|5| Select **USB** as the port the printer is connected to, then click **Next**.

|6| Click **Have Disk** and specify the following path for the Software Disc. If your CD/DVD drive is D:, the path will be D:\Driver\PostScript \eppsnt.inf. Then click **OK**.

Note:
Change the drive letter as needed for your system.

|7| Select the printer, then click **Next**.

|8| Follow the on-screen instructions for the rest of the installation.

|9| When installation is done, click **Finish**.

Installing the PostScript printer driver for the network interface

Note:
❏ *Set the network settings before installing the printer driver. Refer to the Network Guide for your printer for details.*

❏ *Turn off all virus protection programs before installing the printer software.*

|1| Make sure that the printer is turned on. Insert the printer Software Disc into your CD/DVD drive.

Note:
If your computer does not have a CD/DVD drive, download the driver from the Epson website.
http://www.epson.eu/Support (Europe)
http://support.epson.net/ (outside Europe)

|2| Select **Devices and Printers**, and click the **Add a printer** button.

For Windows 8.1 or Windows 8, right-click the bottom left corner of the screen in the desktop style, select **Control Panel**, click **View devices and printers**, then click **Add a printer** button.

For Windows Vista, Windows XP, or Windows Server 2008/R2, click **Start**, point to **Printer and Faxes**, and click **Add a printer** in the Printer Tasks menu.

For Windows Server 2003, click **Start**, point to **Settings**, and click **Printers**. Then double-click the **Add Printer** icon.

The Add Printer Wizard appears.

3 Select **Add a local printer**.

For Windows XP or Windows Server 2003, click **Next** to proceed the next screen, select **Local printer**, then click **Next**.

Note:
*Do not select the **Automatically detect and install my Plug and Play printer** check box.*

4 Select the **Create a new port** check box and select **Standard TCP/IP Port** from the drop-down list. Click **Next**.

5 (For Windows XP or Windows Server 2003 users only) Click **Next**.

6 Specify the IP address and port name, then click **Next**.

7 Click **Finish**.

8 Click **Have Disk** in the Add Printer Wizard and specify the following path for the Software Disc. If your CD/DVD drive is D:, the path will be D:\Driver\PostScript\eppsnt.inf. Then click **OK**.

Note:
Change the drive letter as needed for your system.

9 Select the printer and click **Next**.

10 Follow the on-screen instructions for the rest of the installation.

11 When installation is done, click **Finish**.

Installing the PostScript printer driver with Mac OS X

Installing the PostScript printer driver

Go to the following Epson support website to download and install the driver.
http://www.epson.eu/Support (Europe)
http://support.epson.net/ (outside Europe)

Selecting the printer

After installing the PostScript 3 printer driver, you need to select the printer.

In a network environment

Note:
❏ *You need to make the settings for your installed options manually when the printer is connected using USB, IP printing, or Bonjour.*

❏ *Make sure to specify ASCII as the data format in the application.*

1 Open the System Preferences, and then double-click the Print & Fax ("Print & Scan" for Mac OS X 10.7 or later) icon.
The Print & Fax ("Print & Scan" for Mac OS X 10.7 or later) window appears.

2 Click + in the Printers window.

3 Select the printer name that you are using from the printer name box.

Note:
If your printer is not listed, check that it is correctly connected to the computer and that the printer is on.

4 Click **Add**.

5 Confirm that your printer's name is added to the Printers list. Then quit **Print & Fax** ("**Print & Scan**" for Mac OS X 10.7 or later).

Installing the PCL printer driver (For Windows only)

Epson Universal Printer Driver is the universal PCL6 compatible print driver that has the following features:

❏ It supports the basic print functions needed for business situations.

❏ It supports multiple Epson business printers besides this printer.

❏ It supports most languages among the print drivers for this printer.

Note:
It also supports printing in ESC/Page mode.

Uninstalling and Installing Software

A   Go to the following Epson Web site to download the latest executable file of the driver.
http://www.epson.eu/Support (Europe)
http://support.epson.net/ (outside Europe)

B   Double-click the downloaded file that is executable and follow the on-screen instructions.

C   After the installation is done, access your printer's **Properties** and **Printing Preferences** to customize the printer driver settings.

Troubleshooting

Checking Printer Status

Status and error messages on the control panel

This section describes the messages and the meaning of the messages that appear on the LCD panel.

When the ♣ mark is displayed at the right of the warning message, multiple warnings have occurred. Pressing the ▲ **Up** or ▼ **Down** buttons displays the warnings.

Note:
❏ *If ◄ Press for help is displayed on the LCD panel, press the ◄ Left button to show the help. Then press the ▼ Down button for next step, the ▲ Up button for previous step, or ◄ Left button to close the help.*

❏ *To clear a warning message, select Reset Menu in Common Settings from the control panel, then select Clear Warning. See* "How to access the control panel menus" on page 15 *for instructions.*

Adjusting Printer

Wait a few minutes. Do not open or close the covers, or turn off the printer until this message disappears.

Bookmark Failed

The selected menu cannot be registered as a bookmark. Some menus cannot be registered as bookmarks.

Bookmark Registered

The selected menu is registered as a bookmark.

Canceling All Job

The printer is canceling all print jobs in the printer memory, including jobs the printer is currently receiving or printing. This message appears when Cancel All Jobs is selected on the control panel.

Canceling Job

The printer is canceling the specified print job and the current print job. This message appears when Cancel Job is selected after you specify the file to be canceled on the control panel.

Can't Print

The print data is deleted because it is incorrect.

Make sure the appropriate paper size and printer driver are used. If you are printing from USB memory, make sure the file is normal and not corrupted.

Can't Print Duplex (AL-C300DN only)

The printer has encountered problems during duplex printing. Make sure you are using an appropriate type and size of paper for the duplex printing. The problem could also be a result of incorrect settings for the paper source you are using. Pressing the **OK** button will print the rest of the print job on only one side of the paper. To cancel the print job, see "Cancelling a Print Job" on page 54.

Can't Print Files

There is no printable data in the USB memory.

Can't Use Bookmark

The registered menu cannot be used because the menu is disabled by changing any settings after registered the menu in bookmark.

CF CHECK

The printer is checking the CompactFlash memory.

Check Duplex Paper Size (AL-C300DN only)

The size of paper loaded in the printer is not available for the printer. Check to see if the correct size of paper is loaded in the specified paper source.

To clear this warning message, select Clear Warning from the control panel's Reset Menu.

Check Media Type

The paper loaded in the printer does not match the paper type setting in the printer driver. Paper that matches only the paper size setting will be used for printing.

To clear this warning message, select Clear Warning from the control panel's Reset Menu.

Check Paper Size

The paper size setting is different from the size of paper loaded in the printer. Check to see if the correct size of paper is loaded in the specified paper source.

To clear this warning message, select Clear Warning from the control panel's Reset Menu.

Clear Paper Jam wwww

The location where the paper jam occurred is displayed at wwww. wwww indicates the location of the error.

If a paper jam occurs at two or more locations simultaneously, the corresponding multiple locations are displayed.

For details about clearing paper jams, see "Clearing Jammed Paper" on page 66.

Close Cover wwww

The specified cover (wwww) does not close securely. Open the cover once, and then close.

Collate Disabled

Printing by specifying the number of copies is no longer possible due to a lack of memory (RAM). If this warning message appears, print only one copy at a time.

To clear this warning message, select Clear Warning from the control panel's Reset Menu.

CompactFlash Error

The installed CompactFlash memory is not supported by the printer or you selected No when the Format Required was displayed on the control panel. Turn off the printer and remove the CompactFlash memory. If Format Required is displayed on the control panel, select Yes.

CompactFlash Full

The optional CompactFlash memory is full and you cannot save any data. Delete the unnecessary data from the CompactFlash memory. To clear this warning message, select Clear Warning from the control panel's Reset Menu.

Duplex Memory Overflow (AL-C300DN only)

There is not enough memory for duplex printing. The printer prints only on the front and ejects the paper. To clear this error, follow the instructions below.

If Off is selected as the Auto Cont setting on the control panel's Setup Menu, press the **OK** button to print on the back of the next sheet, or cancel the print job. To cancel the print job, see "Cancelling a Print Job" on page 54.

If On is selected as the Auto Cont setting on the control panel's Setup Menu, printing continues automatically after a certain period of time.

Feed Roller C1 Needed Soon, Feed Roller C2 Needed Soon

This warning message indicates that the feed roller C1 or C2 is near the end of its service life. You can continue to print until the Replace Feed Roller C1 or Replace Feed Roller C2 message appears.

Form Data Canceled

Unable to store form overlay data on the optional CompactFlash memory. Either the CompactFlash memory is not installed correctly, or the maximum number of form overlay files has been reached. Confirm that the optional CompactFlash memory is installed correctly, or delete any form overlay files you no longer need, and then try storing the new overlay again.

To clear this error, select Clear Warning from the control panel's Reset Menu.

Form Feed

The printer is ejecting paper due to a user request. This message appears when pressing the **Pause/Release** button once, then holding down the **OK** button for more than 2 seconds because the printer has not received a form feed command.

Format Required

The installed CompactFlash memory needs to be formatted to use it with the printer. Select Yes to format the memory, or select No to cancel formatting. If you select No, CompactFlash Error is displayed and you cannot use the memory for the printer. In that case, turn off the printer and remove the CompactFlash memory.

Formatting CF

The CompactFlash memory is being formatted.

Fuser Needed Soon

This warning message indicates that the fuser unit is near the end of its service life. You can continue to print until the Replace Fuser message appears.

Image Optimum

There is insufficient memory to print the page at the specified print quality. The printer automatically lowers the print quality so that it can continue printing. If the quality of the printout is not acceptable, try simplifying the page by limiting the number of graphics or reducing the number and size of fonts.

To clear this warning message, select Clear Warning from the control panel's Reset Menu.

Install Fuser

The fuser unit is not installed in the printer. Install the fuser unit. For details, see the instructions that come with the fuser unit.

⚠ *Caution:*
  If the printer has been in use, the fuser and the surrounding areas may be very hot. If you must touch one of these areas, turn off the printer and wait 40 minutes to allow the heat to subside before doing so.

Install Photocon uuuu

The photoconductor unit is not installed in the printer.

The letters C, M, Y, or K appear in place of uuuu and indicate the colors Cyan, Magenta, Yellow, and Black respectively. Install the photoconductor unit. For details, see the instructions that come with the photoconductor unit.

Install uuuu Toner Cartridge

The toner cartridge is not installed in the printer.

The letters C, M, Y, or K appear in place of uuuu and indicate the colors Cyan, Magenta, Yellow, and Black respectively. Install the toner cartridge. See the instructions that come with the toner cartridge.

Invalid Data

The spool file on the driver is deleted while printing or the data is abnormal. Press the **OK** button to clear the error.

Invalid N/W Module

There is no network program, or the network program cannot be used with your printer. Contact a qualified service representative.

Invalid PS3

There are errors in the ROM module. Turn off the printer and contact your dealer.

Memory Overflow

The printer has insufficient memory to execute the current task. Press the **OK** button on the control panel to resume printing, or cancel the print job. To cancel the print job, see .

Need Memory

The printer has insufficient memory to complete the current print job.

To clear this warning message, select Clear Warning from the control panel's Reset Menu.

To prevent this problem from recurring, reduce the resolution of the image to be printed.

Non-Genuine Toner uuuu

The installed toner cartridge is not a genuine Epson toner cartridge. Installing a genuine toner cartridge is recommended.

The printout and remaining service lives of the toner cartridges displayed on the control panel may be different from those when using genuine Epson toner cartridges. Epson shall not be liable for any damages or problems arising from the use of consumable products not manufactured or approved by Epson.

Press the **OK** button on the control panel to resume printing.

Not Supported USB Device

Unsupported USB device is connected.

Paper Out tttt sssss

There is no paper in the specified paper source (tttt). Load paper of the size (sssss) into the paper source.

Photocon uuuu Needed Soon

This warning message indicates that the photoconductor unit is near the end of its service life.

The letters C, M, Y, or K appear in place of uuuu and indicate the colors Cyan, Magenta, Yellow, and Black respectively. You can continue to print until the `Replace Photoconductor` message appears.

Photocon Trouble uuuu

There is a problem with the photoconductor unit.

The letters C, M, Y, or K appear in place of uuuu and indicate the colors Cyan, Magenta, Yellow, and Black respectively. Remove the photoconductor unit and reinsert it. If that fails to clear the error, replace the photoconductor unit with a new one. For details about replacement, see the instructions that come with the photoconductor unit.

Please Wait

Printing cannot start because the previous job is being processed. Try again after a few seconds.

Print Overrun

The required time to process the print data exceeded the print engine speed because the current page is too complex. Press the **OK** button to resume printing, or cancel the print job. To cancel the print job, see . If this message appears again, select `On` as the `Page Protect` setting in the control panel's `Setup Menu`.

If you continue to receive this message when printing a particular page, try simplifying the page by limiting the number of graphics or reducing the number and size of fonts.

PS3 CompactFlash Full

The memory allocated for writing PostScript 3 commands on the optional CompactFlash memory is full. To clear this warning message, select `Clear Warning` from the control panel's `Reset Menu`.

RAM CHECK

The printer is checking the RAM.

Ready

The printer is ready to receive data and print.

Reboot to apply settings

You selected `No` when `Do you want to reboot to apply the settings?` was displayed. To clear this warning message, select `Clear Warning` from the control panel's `Reset Menu`.

Replace 2nd Transfer Unit

The 2nd transfer unit has reached the end of its service life and needs to be replaced. Press the **OK** button to clear this error.

Replace Feed Roller C1, Replace Feed Roller C2

The feed roller C1 or C2 has reached the end of its service life and needs to be replaced. Press the **OK** button to clear this error.

Replace Fuser

The fuser has reached the end of its service life and needs to be replaced. Press the **OK** button to clear this error. For details about replacement, see the instructions that come with the fuser unit.

> ⚠️ *Caution:*
> *If the printer has been in use, the fuser and the surrounding areas may be very hot. If you must touch one of these areas, turn off the printer and wait 40 minutes to allow the heat to subside before doing so.*

Replace Photocon uuuu

The photoconductor unit has reached the end of its service life and needs to be replaced.

The letters C, M, Y, or K appear in place of uuuu and indicate the colors Cyan, Magenta, Yellow, and Black respectively. If the error light blinks, press the **OK** button to clear this error. For details about replacement, see the instructions that come with the photoconductor unit.

Replace Toner uuuu

The toner cartridge has reached the end of its service life and needs to be replaced.

The letters C, M, Y, or K appear in place of uuuu and indicate the colors Cyan, Magenta, Yellow, and Black respectively. For details about replacement, see the instructions that come with the toner cartridge.

Replace Toner uuuu Print in monochrome?

Troubleshooting

The toner cartridge has reached the end of its service life and need to be replaced. The letters C, M, Y, or K appear in place of uuuu and indicate the colors Cyan, Magenta, Yellow, and Black respectively.

This message appears only when Convert to Monochrome is set to On, and the black toner is still left. You can print in black-and-white by pressing the **OK** button.

Replace Transfer Unit

The transfer unit has reached the end of its service life and needs to be replaced. Press the **OK** button to clear this error.

Replace Waste Toner Box

The waste toner bottle has reached the end of its service life and needs to be replaced. See "Replacing Consumable Products/Maintenance Parts" on page 80 for instructions.

Reserve Job Canceled

The printer cannot store the data of your print job using the Reserve Job function. The maximum number of print jobs stored on the printer's memory has been reached, or the memory has no more memory available to store a new job. To store a new print job, delete a previously stored job. Also, if you have any Confidential Job stored, printing those jobs will make more memory available.

You may also increase the available memory space by changing the RAM Disk setting to Normal or Maximum. For details, see "Setup Menu" on page 19.

To clear this warning message, select Clear Warning from the control panel's Reset Menu.

Reset All

All printer's interface has been reset and the buffer has been cleared. The printer reboots automatically.

Reset to Save

A control panel menu setting was changed while the printer was printing. Press the **OK** button to clear this message. The setting will become effective after printing has finished.
Alternatively you can clear this message by performing Reset All on the control panel. However, the print data will be deleted.

ROM CHECK

The printer is checking the ROM.

Searching Files

The printer is searching files in the USB memory.

SELF TEST

The printer is currently performing a self test and initialization.

Service Req Cffff/ Service Req Exxx

A controller error or a print engine error has been detected. Turn off the printer. Wait at least 5 seconds, then turn it back on. If the error message still appears, write down the error number listed on the LCD panel (Cffff/Exxx), turn off the printer, unplug the power cord, then contact a qualified service representative.

Set Paper tttt pppp

The paper loaded in the specified paper source (tttt) does not match the required paper type (FFFF). Replace the loaded paper with the correct paper type and press the **OK** button to resume printing, or cancel the print job. To cancel the print job, see "Cancelling a Print Job" on page 54.

If you press the **OK** button without replacing the paper, the printer will print on the loaded paper even though it does not match the required paper type.

Set Paper tttt sssss

The paper loaded in the specified paper source (tttt) does not match the required paper size (sssss). Replace the loaded paper with the correct size paper and press the **OK** button to resume printing, or cancel the print job. To cancel the print job, see "Cancelling a Print Job" on page 54.

If you press the **OK** button without replacing the paper, the printer will print on the loaded paper even though it does not match the required size.

Set Paper tttt ssss1 or ssss2

This message appears in the following situations if A4/ LT Auto Switching in Setup Menu is set to A4->LT, LT->A4 or A4<->LT:

- when printing a job specified as **A4** with the printer driver, there is no paper source that is set as A4 or as LT (alternate size for A4) in the Tray Menu
- when printing a job specified as letter size with the printer driver, there is no paper source that is set as LT or as A4 (alternate size for LT) in the Tray Menu

To clear this warning message, make sure that A4 or LT is set to the specified paper source (tttt) in the Tray Menu, load A4 or Letter size paper (ssss1 or ssss2) in the specified paper source (tttt) and click the **OK** button, or cancel the print job. To cancel the print job see .

Sleep (while the **Wakeup/Sleep** button is lighting)

The printer is currently in the power-save mode. This mode is canceled when the printer receives print data.

Toner Cartridge Error uuuu

There is a problem with the toner cartridge.

The letters C, M, Y, or K appear in place of uuuu and indicate the colors Cyan, Magenta, Yellow, and Black respectively. Remove the toner cartridge and reinsert it. If that fails to clear the error, replace the toner cartridge with a new one. For details about replacement, see the instructions that come with the toner cartridge.

Toner Low uuuu

This warning message indicates that the toner cartridge is near the end of its service life.

The letters C, M, Y, or K appear in place of uuuu and indicate the colors Cyan, Magenta, Yellow, and Black respectively. Prepare a new toner cartridge.

Unable Clear Error

The printer cannot clear an error message because the error status still remains. Try solving the problem again.

Waste Toner Box Near Full

The waste toner bottle is near full of toner.

Warming Up

The printer is warming up the fuser to be ready to print.

Write Error ROM P

This message indicates an internal error in the printer. Reset the printer. If this error persists, consult your dealer.

Writing ROM P

This message indicates that a ROM module in the slot is being written. Please wait until this message disappears.

Wrong Photocon uuuu

An inappropriate photoconductor unit is installed.

The letters C, M, Y, or K appear in place of uuuu and indicate the colors Cyan, Magenta, Yellow, and Black respectively. Install only the photoconductor unit listed in .

Wrong Toner Cartridge uuuu

An inappropriate toner cartridge is installed.

The letters C, M, Y, or K appear in place of uuuu and indicate the colors Cyan, Magenta, Yellow, and Black respectively. Install only the toner cartridge listed in .

Printing a status sheet

To confirm the current status and settings of the printer are suitable for your purpose, print the appropriate status sheet. The following table describes the major status sheets that can be printed from the control panel of your printer.

Note:
There are other printable sheets besides the sheets listed in the table below. See System Report *menu in* *for more information.*

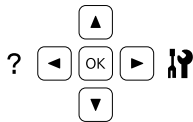| Print Configuration Status Sheet*	Prints the configuration of the hardware and the settings of the control panel menus.
Print Supplies Status Sheet*	Prints the remaining service life of replacement parts and the remaining level of consumables in the printer.
Print Usage History Sheet*	Prints various statistics about the numbers of printouts, such as Paper Size or Paper Path.

Network Status Sheet	Prints the status of the network interface configuration.

* The printer driver can also print status sheets. Access the printer driver's **Maintenance** tab, and click the **Print Status Sheets** icon.

Follow the steps below to print and confirm the `Configuration Status Sheet` from the control panel, as an example.

1 Turn on the printer. The LCD panel shows `Ready`.

2 Press the ▶ **Right** button to access the control panel menus.

```
        ▲
?  ◄ OK ►  ⚙
        ▼
```

3 Use the ▼ **Down** button to select `System Information`, then press the ▶ **Right** button.

4 Use the ▼ **Down** button to select `System Report`, then press the ▶ **Right** button.

5 Use the ▼ **Down** button to select `Print Configuration Status Sheet`, then press the ▶ **Right** button.

6 Confirm that the information about the installed options is correct. If the options are installed correctly, they appear under Hardware Configuration. If the options are not listed, try reinstalling them.

Note:
❏ *If the configuration status sheet does not list your installed options correctly, make sure that they are securely connected to the printer.*

❏ *If you are unable to get the printer to print a correct configuration status sheet, contact your dealer.*

❏ *Print the configuration status sheet on A4 size paper.*

Clearing Jammed Paper

If paper becomes jammed in the printer, the printer's LCD panel and EPSON Status Monitor provide alert messages. Paper jams may occur in more than one location simultaneously. When the LCD panel displays a message, such as `Clear Paper Jam B D`, clear the jams in the order they are displayed.

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

❏ Do not remove jammed paper by force. Torn paper can be difficult to remove and might cause other paper jams. Pull the paper gently and steadily to avoid tearing it, falling down, and injuring yourself.

❏ Always try to remove jammed paper with both hands to avoid tearing it.

❏ If jammed paper is torn and remains in the printer, or if paper is jammed in a place not mentioned in this section, contact your dealer.

❏ Make sure that the paper type that is loaded is the same as the Paper Type setting in the printer driver.

⚠ *Caution:*
❏ *Unless specifically instructed in this guide, be careful not to touch the fuser, which is marked with a caution label, or the surrounding areas. If the printer has been in use, the fuser and the surrounding areas may be very hot. If you must touch one of these areas, wait 40 minutes to allow the heat to subside before doing so.*
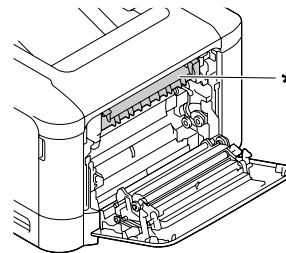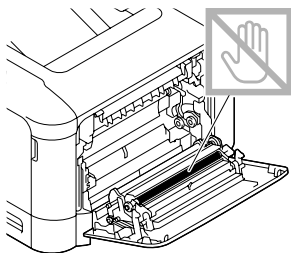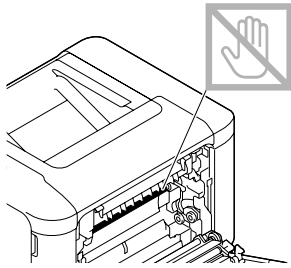

* caution label

❏ *Do not insert your hand deep into the fuser unit as some components are sharp and may cause injury.*
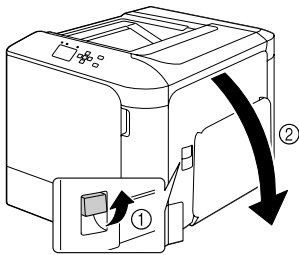
> ❗ **Important:**
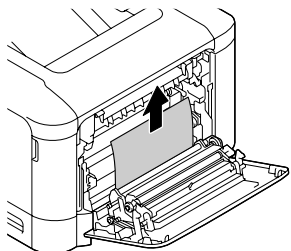> *Do not touch the transfer rollers to avoid damaging them.*

B (Cover B)

1 Close the MP tray, then pull the lever and open cover B.
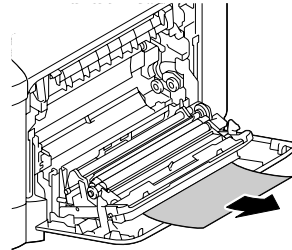

2 If there is any jammed paper, remove it gently with both hands. Be careful not to tear the jammed paper.

> ⚠️ **Caution:**
> *Be careful not to touch the fuser unit, they may be very hot.*

> ❗ **Important:**
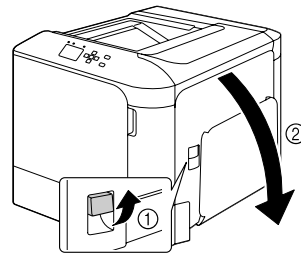> *Do not touch the transfer rollers to avoid damaging them.*

3 For models that have a duplex unit, if there is any jammed paper, remove it gently. Be careful not to tear the jammed paper.

4 Close cover B.

D (Cover D)

1 Close the MP tray, then pull the lever and open cover B.

2 Open cover D.
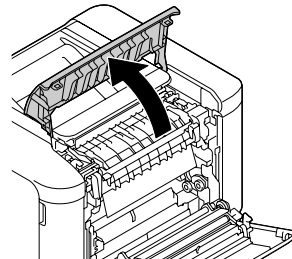
> ⚠️ **Caution:**
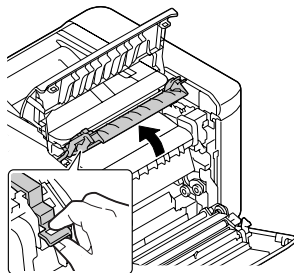> *Be careful not to touch the fuser unit, they may be very hot.*

> ❗ **Important:**
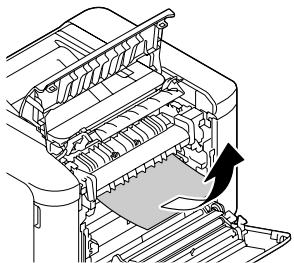> *Do not touch the transfer rollers to avoid damaging them.*

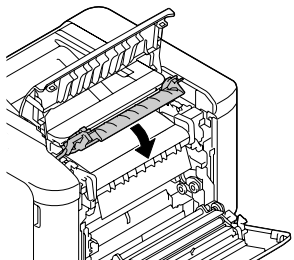**C** Unlock the release levers on both sides of the fuser unit.
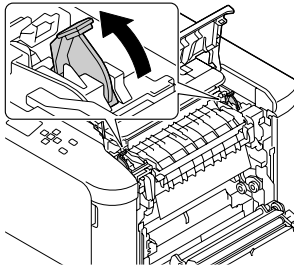
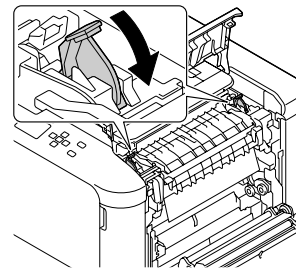**D** Pinch the green labels on the eject cover, and then open it.

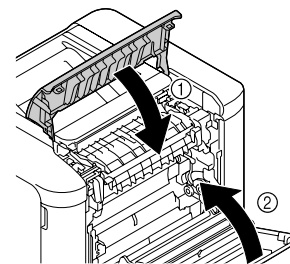**E** Remove any jammed paper gently. Be careful not to tear the jammed paper.

F Close the eject cover.

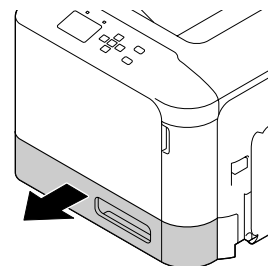**G** Lock the release levers on both sides of the fuser unit.
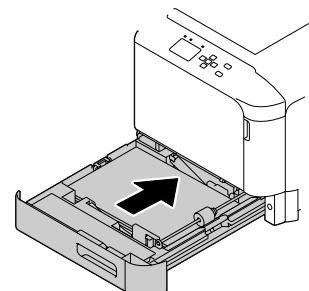
H Close the cover D, then B.

C1 (Cassette 1), C2 (Cassette 2)

These instructions use the standard paper cassette (C1) as an example. Use the same procedure for optional paper cassette (C2).

A Slide open the paper cassette.
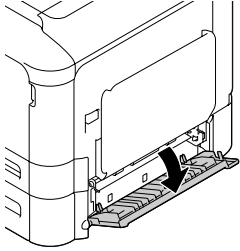
B Remove any jammed paper, then close the paper cassette into the printer.
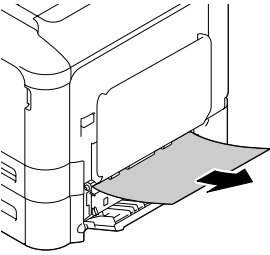
E (Cover E)

A Close the MP tray, then open cover E.

B Remove any jammed paper gently. Be careful not to tear the jammed paper.

C Close cover E.

Paper Does Not Feed Properly

Cause	What to do
The paper guides are not set correctly.	Make sure that the paper guides in all the paper cassettes and the MP tray are set to the correct paper size positions.
The paper source setting may not be correct.	Make sure that you have selected the correct paper source in your application.
There may be no paper in the paper source.	Load paper into the selected paper source.
The size of loaded paper differs from the control panel or printer driver settings.	Make sure that the correct paper size and paper source are set in the control panel or printer driver.
The printer may have loaded more than one sheet at a time.	Remove the paper stack and fan it. Tap it on a flat surface to even the edges, then reload the paper.
Too many sheets may be loaded in the MP tray or paper cassettes.	Make sure that you have not tried to load too many sheets of paper. For the maximum paper capacity for each paper source, see "Available Paper and Capacities" on page 37.
If paper does not feed from the optional paper cassette unit, the unit may not be installed properly.	For instructions on installing the unit, see "Optional paper cassette unit" on page 84.
If paper does not feed from the optional paper cassette unit, it may be because the printer driver does not recognize the optional paper cassette unit.	Access the **Optional Settings** tab in the printer driver and do one of the following: ❏ Select the **Acquire from Printer** check box and click **Get** to automatically update the installed option information. ❏ Select the **Manual Settings** check box and click **Settings** to do the settings for each installed option.
The pickup roller is dirty.	Clean up the pickup roller. For instructions, see "Cleaning the roller" on page 80.

Power and Control Panel Problems

The ready light does not turn on

Cause	What to do
The power cord may not be properly plugged into the electrical outlet.	Turn off the printer, check the power cord connections between the printer and the electrical outlet, then turn the printer back on.
The printer is in the sleep mode or deep sleep mode (the **Wakeup/Sleep** button lights).	The printer recovers from the sleep mode or the deep sleep mode in the following cases: - When the printer receives a print job - When the **Wakeup/Sleep** button is pressed
The printer is in the power off mode (the **Wakeup/Sleep** button blinks).	Press the **Wakeup/Sleep** button to return to the status available for printing. To not enter the power off mode, set `Power Off Timer` to `Off` in `Energy Saver Menu` on the control panel.

The Printer does not turn off

Cause	What to do
The printer is in the power off mode (**Wakeup/Sleep** button blinks)	Wait for a while. The printer turns off in approximately ten seconds. To not enter the power off mode, set `Power Off Timer` to `Off` in `Energy Saver Menu` on the control panel.

The Printer Does Not Print

Ready light is off and nothing prints

Cause	What to do
The printer is offline. The printer is paused by pressing the **Pause/Release** button.	Press the **Pause/Release** button once to switch the printer to ready status. Make sure that the Ready light turns on.
Some error may have occurred.	Check the LCD panel to see if an error message appears.
The power cord may not be properly plugged into the electrical outlet.	Turn off the printer, check the power cord connections between the printer and the electrical outlet, then turn the printer back on.
The printer is in the power off mode (the **Wakeup/Sleep** button blinks).	Press the **Wakeup/Sleep** button to return to the status available for printing. To not enter the power off mode, set `Power Off Timer` to `Off` in `Energy Saver Menu` on the control panel.

The ready light is on but nothing prints

Cause	What to do
The interface cable may not be plugged in securely.	Check both ends of the interface cable between the printer and the computer.
You may not be using the correct interface cable.	Use a cable that matches the specifications of the printer. Confirm that there are not breaks in the cable. If you are using the USB interface, use a cable that is compatible with Hi-Speed USB.
Your application software is not properly set up for your printer.	Make sure that the printer is selected in your application software.
Your computer system's memory is too small to handle the volume of data in your document.	Try reducing the image resolution of your document in the application software, or install more memory in your computer if you can.

Printout Problems

Print quality is poor

Refer to the table below if your printouts are light, faint, uneven, dark, or dirty or if some areas are not printed.

Cause	What to do
You may not be using the correct type of paper for your printer.	Smooth, high-quality copier paper is recommended for best results. See "Available Paper and Capacities" on page 37 for information on choosing paper.
Your paper may be moist or damp.	Do not store your paper in a humid or damp environment.
The paper type setting may not be appropriate for the loaded paper.	Set the appropriate paper type in the printer driver.
	Adjust the `TR` settings in the `Printer Adjust Menu`. See "Printer Adjust Menu" on page 90 for details.
The Toner Save mode may be on.	Turn off the Toner Save mode using the printer driver or the printer's control panel menus. For Windows users, on the More Options tab in the printer driver, click Image Options and select the Toner Save check box.
The paper path inside the printer may be dusty.	Clean internal printer components by printing three pages with only one character per page.
	If the printouts get dirty, clean the paper feed roller. See "Cleaning the roller" on page 80.
The Highland setting may not be set correctly for printing in a location at a high altitude.	Select the appropriate value in `Highland` of the `Printer Adjust Menu`. See "Printer Adjust Menu" on page 90.
The fixing temperature may not be appropriate.	Try to lower or raise the temperature by adjusting the `Temp` settings in the `Printer Adjust Menu`. See "Printer Adjust Menu" on page 90 for details.
	However, do this at your own risk, as lowering the temperature too far may prevent the toner from fixing to the paper and raising the temperature too far may cause the paper to curl.
Photoconductor units are not set correctly.	If you transport the printer without using packing materials to immobilize photoconductor units, the units may come off during the transportation. If this happens you must reinstall each photoconductor unit.
	For information about transporting the printer, see "For long distances" on page 84. For information on reinstalling the photoconductor unit, see the instructions that came with the photoconductor unit.
There may be problems with replacement parts (toner cartridges, photoconductor units, fuser unit), or there may be replacement parts that have come to near the end of the service lives.	Print several pages to check if the quality of the printouts has improved. If it has not improved, replace the replacement parts with new parts in the following order: - Toner cartridges - Photoconductor units - Fuser unit
	For information about replacing parts, see the instructions that come with each replacement parts.

Troubleshooting

Cause	What to do
Condensation may occur.	Wait at least one hour before using the printer after moving it from a cool to a warm environment.
The printer cannot print in the required quality level because of insufficient memory, and the printer lowers the quality automatically so that the printer can continue printing.	Check to see if the printout is acceptable. If not, lower print quality temporarily in the printer driver. If RAM Disk is set to Maximum or Normal on the control panel, you can increase the available memory space by changing this setting to Off.

Vertical lines appear on the printout

Cause	What to do
The exposure window may be dusty.	Clean the exposure window. For details, see "Cleaning the exposure window" on page 81.
There may be problems with the photoconductor units or the fuser unit.	Print several pages to check if the quality of the printouts has improved. If it has not improved, replace the replacement parts with new parts in the following order: - Photoconductor units - Fuser unit For information about replacing parts, see the instructions that come with each replacement parts.

The printout is dark

Cause	What to do
There may be problems with the photoconductor units or the fuser unit.	Print several pages to check if the quality of the printouts has improved. If it has not improved, replace the replacement parts with new parts in the following order: - Photoconductor units - Fuser unit For information about replacing parts, see the instructions that come with each replacement parts.

The printout is not what you expected

Some part of the graphics or text looks different from what you see on the computer screen

Cause	What to do
The printer emulation setting in your application may be incorrect.	Make sure that your application is set for the printer emulation you are using. For example, if you are using the ESC/Page mode, make sure that your application is set to use an ESC/Page printer.

Cannot print in color

Cause	What to do
Black is selected as the Color setting in the printer driver.	Change this setting to **Color**.
The color setting in the application you are using is not appropriate for color printing.	Make sure that the settings in your application are appropriate for color printing.

The printout position is not correct

Cause	What to do
The page length and margins may be set incorrectly in your application.	Make sure that you are using the correct page length and margin settings in your application.
The paper size setting may be incorrect.	Make sure the correct paper size is set in the `Tray Menu` on the control panel.
The offset values may be changed in the `Printer Adjust Menu`.	Confirm and adjust the offset values such as `Feed Offset` or `Scan Offset`. See "Printer Adjust Menu" on page 90 for details.

Cannot print all copies

Cause	What to do
The printer does not have sufficient memory to collate print jobs.	Reduce the contents of print jobs, or increase the available memory on your printer. When `RAM Disk` is set to `Maximum` or `Normal` on the control panel, you can increase the available memory space by changing this setting to `Off`.

The last page of a two-sided printout is printed on the wrong side of the paper (AL-C300DN only)

Cause	What to do
`Convert to Simplex` is set to `Odd Page` or `1 Page`.	For jobs with three or more pages, set `Convert to Simplex` to `Off` or `1 Page` to do duplex printing. For jobs with just one page, set `Convert to Simplex` to `Off` to do duplex printing.

Printout is garbled

Cause	What to do
The interface cable may not be plugged in securely.	Make sure that both ends of the interface cable are plugged in securely.
You may not be using the correct interface cable.	Use a cable that matches the specifications of the printer. Confirm that there are not breaks in the cable. If you are using the USB interface, use a cable that is compatible with Hi-Speed USB.

Troubleshooting

Cause	What to do
The emulation setting for the port may not be correct.	Specify the emulation mode by using the printer's control panel menus. See "Emulation Menu" on page 28.

Note:
If a configuration status sheet does not print correctly, your printer may be damaged. Contact your dealer or a qualified service representative.

The font cannot be printed

Cause	What to do
For Windows users, you may use the printer fonts substituted for specified TrueType fonts.	In the printer driver, choose the **Print TrueType fonts as bitmap** check box in the Extended Settings dialog box.
The selected font is not supported by your printer.	Make sure that you have installed the correct font. See the *Font Guide* for more information.

Printing in the PostScript 3 Mode Problems

The problems listed in this section are those that you may encounter when printing with the PostScript driver. All procedural instructions refer to the PostScript printer driver.

The printer does not print correctly in the PostScript mode

Cause	What to do
The printer's emulation mode setting is incorrect.	The printer is set to the `Auto` mode by default, so that it can automatically determine the encoding used in the received print job data and select the appropriate emulation mode. However, there are situations where the printer cannot select the correct emulation mode. In this case, it must be set manually to `PS3`. Set the emulation mode through the SelecType `Emulation Menu` on the printer. See "Emulation Menu" on page 28.
The printer's emulation mode setting for the interface that you are using is incorrect.	The emulation mode can be set individually for each interface which receives print job data. Set the emulation mode for the interface you are using to `PS3`. Set the emulation mode through the SelecType `Emulation Menu` on the printer. See "Emulation Menu" on page 28.

The printer does not print

Cause	What to do
An incorrect printer driver is selected.	Make sure that the PostScript printer driver that you are using to print is selected.

Cause	What to do
The `Emulation Menu` in the printer's Control Panel is set to a mode other than `Auto` or `PS3` for the interface that you are using.	Change the mode setting to either `Auto` or `PS3`.

The printer or its driver does not appear in utilities in the printer configuration (Mac OS only)

Cause	What to do
The printer name has been changed.	Ask the network administrator for details, then select the appropriate printer name.

The font on the printout is different from that on the screen

Cause	What to do
The PostScript screen fonts are not installed.	The PostScript screen fonts must be installed on the computer that you are using. Otherwise, the font that you select is substituted by some other font for display on the screen.
For Windows users only The appropriate substitution fonts are not correctly specified on the Device Settings tab of the printer's Properties dialog box.	Specify the appropriate substitution fonts using the Font Substitution Table.

The printer fonts cannot be installed

Cause	What to do
The `Emulation Menu` in the printer's Control Panel is not set to `PS3` for the interface that you are using.	Change the `Emulation Menu` setting to `PS3` for the interface that you are using, then try reinstalling the printer fonts again.

The edges of texts and/or images are not smooth

Cause	What to do
The Print Quality is set to **Fast**.	Change the Print Quality setting to **Fine**.

Troubleshooting

The printer does not print normally via the USB interface

Cause	What to do
For Windows users only The Data Format setting in the printer's Properties is not set to **ASCII** or **TBCP**.	The printer cannot print binary data when it is connected to the computer via the USB interface. Make sure that the Data Format setting, which is accessed by clicking **Advanced** on the PostScript sheet of the printer's Properties, is set to **ASCII** or **TBCP**. If your computer is running Windows Vista, Vista x64, XP, XP x64, click the **Device Settings** tab in the printer's Properties, then click the **Output Protocol** setting and select **ASCII** or **TBCP**.
For Mac OS users only The print setting in the application is set to binary encoding.	The printer cannot print binary data when it is connected to the computer via the USB interface. Make sure that the print setting in the application is set to ASCII encoding.

The printer does not print normally via the network interface

Cause	What to do
For Windows users only The Data Format setting is different from the data format setting specified in the application.	If the file is created in an application that allows you to change the data format or encoding, such as Photoshop, make sure that the setting in the application matches that in the printer driver.
For Windows users only The print data is too large.	Click **Advanced** on the PostScript sheet of the printer's Properties, then change the Data Format setting from **ASCII** data (default) to **TBCP** (Tagged binary communications protocol). When the `Binary` setting is set to `On`, TBCP is not available. Use the Binary protocol. See for details.
For Windows users only Printing cannot be performed using the network interface.	Click **Advanced** on the PostScript sheet of the printer's Properties, then change the Data Format setting from **ASCII** data (default) to **TBCP** (Tagged binary communications protocol). When the `Binary` setting is set to `On`, TBCP is not available. Use the Binary protocol. See for details.

An undefined error occurs (Mac OS only)

Cause	What to do
The version of the Mac OS that you are using is unsupported.	This printer's driver can only be used on Mac OS computers running Mac OS X version 10.5.8 or later.

Other Problems

The optional product is not available

Cause	What to do
The printer does not recognize the optional product.	Print a configuration status sheet to see if the printer recognizes the optional product. If not, reinstall the optional product.
The setting for recognizing options may be set manually.	Access the **Optional Settings** tab in the printer driver and do one of the following: ❏ Select the **Acquire from Printer** check box and click **Get** to automatically update the installed option information. ❏ Select the **Manual Settings** check box and click **Settings** to do the settings for each installed option.

Correcting USB problems

Cause	What to do
The printer is connected through one or more USB hubs.	For best results, you should connect the printer directly to the computer's USB port. If you must use multiple USB hubs, we recommend that you connect the printer to the first tier of a certified hub.
Microsoft's universal driver is installed. To check if the universal driver has been installed, see the note below.	Reinstall the printer software as described in the *Setup Guide*.

Note:
To check if the Universal driver has been installed, follow the steps below.

1 Open **Devices and Printers**. Then right-click the icon for your printer.

2 Click **Printing Preferences** on the menu that appears, then right-click anywhere in the driver.

3 If **About** is displayed, click it.

4 If a message box with the words "Unidrv Printer Driver" appears, the software has not been installed correctly. Note that if **About** is not displayed, the printer software has been installed correctly.

For Windows Vista, Windows XP, or Windows Server 2003, if the software installation dialog box appears during the installation process, click **Continue Anyway**. If you click **STOP Installation**, you will have to install the printer software again.

Cannot access the shared printer

Cause	What to do
Inappropriate texts are used for the Share name of the shared printer.	Do not use spaces or hyphens for the Share name.
An additional driver cannot be installed on the client computer, although the print server's OS and the client OS are different.	Install the printer drivers from the Software Disc.
Your network system causes this problem.	Ask the administrator of the network for assistance.

Note:
For the additional driver to be installed, please see the table below.

Server OS	Client OS	Additional Driver
Windows XP[*]	Windows XP clients	Intel Windows 2000 or XP
	Windows XP x64 clients	x64 Windows XP
Windows XP x64, Windows Server 2003, or Windows Server 2003 x64[*]	Windows XP clients	Windows XP and Windows Server 2003
	Windows XP x64 clients	x64 Windows XP and Windows Server 2003
Windows 8.1, Windows 8.1 x64, Windows 8, Windows 8 x64, Windows 7, Windows 7 x64, Windows Vista, Windows Vista x64, Windows Server 2012/R2, Windows Server 2008, 2008 x64/R2	Windows 8.1, Windows 8, Windows 7, Windows Vista, or Windows XP clients	x86 Type 3 - User Mode
	Windows 8.1 x64, Windows 8 x64, Windows 7 x64, Windows Vista x64, or Windows XP x64 clients	x64 Type 3 - User Mode

[*] The additional driver for Windows XP x64 and Server 2003 x64 can be used on Windows XP Service Pack 2, Windows 2003 Service Pack 1, or later.

Replacing Consumable Products/Maintenance Parts

Precautions during replacement

Always observe the following handling precautions when replacing consumable products or maintenance parts.

For details about the replacements, see the instructions that come with the consumable products.

⚠ **Caution:**
❏ *Be careful not to touch the fuser, which is marked with a caution label, or the surrounding areas. If the printer has been in use, the fuser and surrounding areas may be very hot.*

❏ *Do not dispose of used consumable products or maintenance parts in fire, as they may explode and cause injury. Dispose of them according to local regulations.*

❏ Provide enough space for the replacement procedure. You will have to open some parts (such as the printer cover) of the printer when you are replacing consumables or maintenance parts.

❏ Do not install used consumable products or maintenance parts that reach end of service life into the printer.

For details about the handling precautions, see

If a consumable product or maintenance part reaches the end of its service life, the printer displays the following message on the LCD panel or the window of EPSON Status Monitor.

LCD Panel Message
Replace Toner uuuu*
Replace Photocon uuuu*
Replace Waste Toner Box
Replace Fuser

* The letters C, M, Y, or K appear in place of uuuu and indicate the colors Cyan, Magenta, Yellow, and Black respectively.

Note:
Messages appear for one consumable product or maintenance part at a time. After replacing a consumable product or maintenance part, check the LCD panel for replacement messages for other consumable products or maintenance parts.

Cleaning the Printer

The printer needs only minimal cleaning to keep it in good condition.

If the printer's outer case is dirty or dusty, turn off the printer and clean it with a soft, clean cloth moistened with a mild detergent.
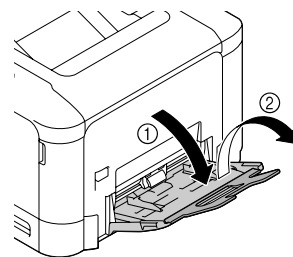
❗ **Important:**
Never use alcohol or paint thinner to clean the printer cover. These chemicals can damage the components and the case. Be careful not to get water onto the printer mechanism or any electrical components.
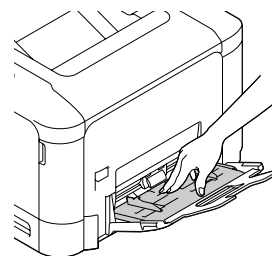
Cleaning the roller
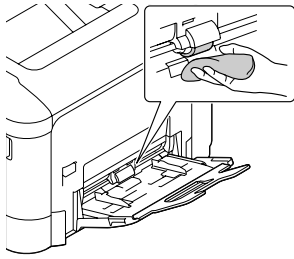
Pickup roller on the MP tray

1 Open the MP tray.

2 Press down on the center of the paper lifting plate until the left and right locking tabs (white) lock into place.
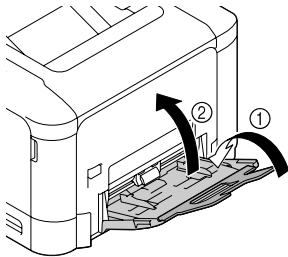
C Gently wipe the rubber parts of the pickup roller with a well-wrung wet cloth.
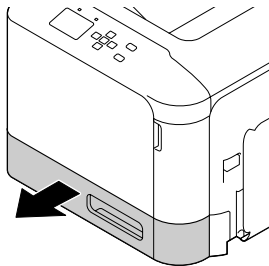
D Close the MP Tray.
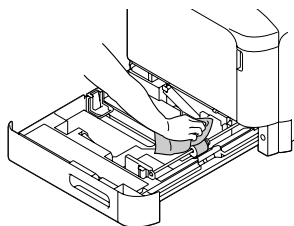
Pickup roller in the paper cassette

Note:
This section explains the procedure for the standard paper cassette. Use the same procedure for the optional paper cassette.
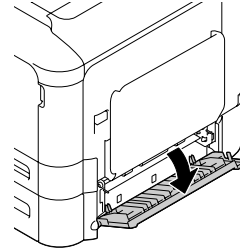
A Slide open the paper cassette.

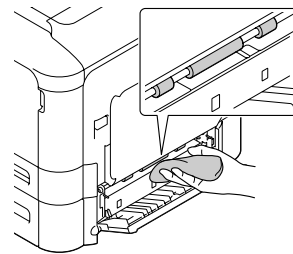**B** Gently wipe the rubber parts of the pickup roller with a well-wrung wet cloth.

C Close the paper cassette into the printer.

Paper transfer roller on the optional paper cassette

A Close the MP tray, then oven cover E.

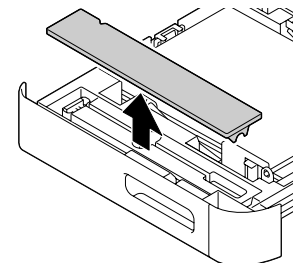**B** Gently wipe the rubber parts of the roller with a well-wrung wet cloth.

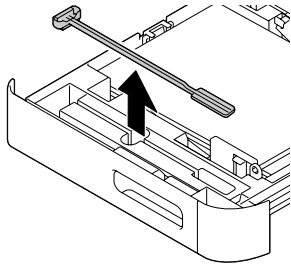**C** Close cover E.

Cleaning the exposure window

This printer is constructed with four exposure windows. Clean all windows as described below. The cleaning tool should be attached to the inside of the standard paper cassette.

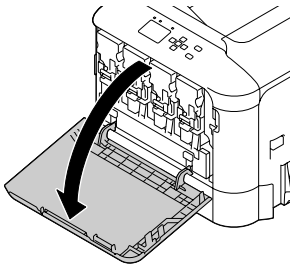**A** Slide open the standard paper cassette, and remove the cover.

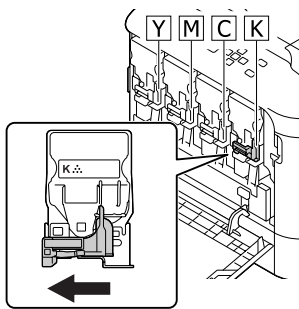**2** Remove the cleaning tool from the standard paper cassette.

3 Close the standard paper cassette into the printer.

Note:
Do not return the cover removed in step1 to its original position, because the cover will be used later.
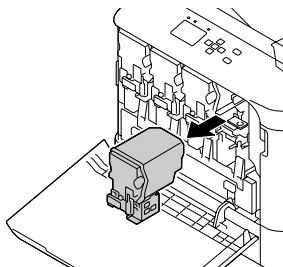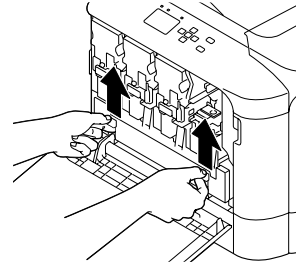
4 Open cover A.

5 Pinch the lever on the toner cartridge of the color of window you want to clean, then slide the lever to the left to unlock it.
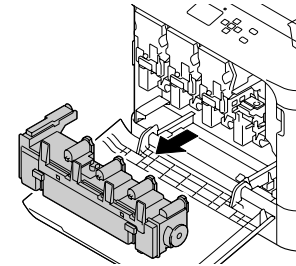
Y M C K

6 Pinch the dents on the cartridge and remove it.

7 Lift the waste toner box (waste toner bottle) to unlock it.

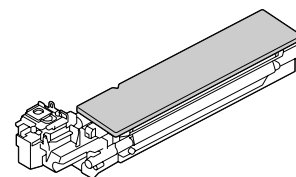**8** Grab both sides of the waste toner box (waste toner bottle) and pull it out.

9 Press "PUSH" on the photoconductor to unlock it and pull it out.
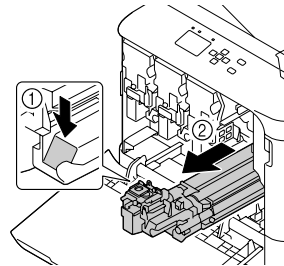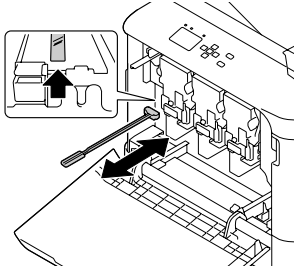
10 Attach the cover that was removed in step 1.

⚠ Important:
Keep the photoconductor unit covered until you reinstall it. Do not expose it to direct sunlight at all and avoid exposing it to room light for more than three minutes.

11 Insert the window cleaning tool into the photoconductor unit opening, pull it out, and then repeat this back and forth movement 2 or 3 times.

12 Remove the cover attached in step 10 from the photoconductor unit.

13 Insert the photoconductor unit until it locks.
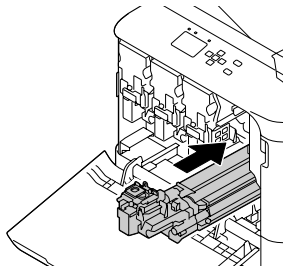
14 Repeat step 5 to 13 to clean the windows for other colors.

15 Insert the waste toner bottle (waste toner box) until it locks.
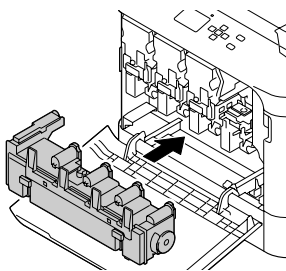
16 Insert the toner cartridges.
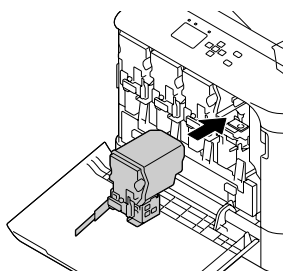
17 Close cover A.

18 Slide open the standard paper cassette, and return the window cleaning tool to its holder.
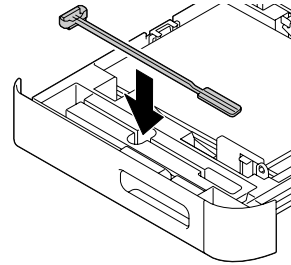
19 Attach the cover.
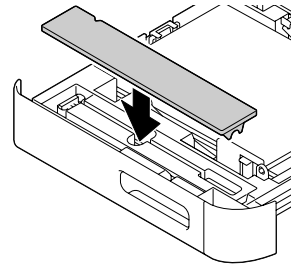
20 Close the standard paper cassette into the printer.

Transporting the Printer

For short distances

Before you move the printer, prepare the location where you are going to place it.
See the following sections.

❏

❏

1 Turn off the printer and remove the following items:

❏ Power cord

❏ Interface cables

❏ Loaded paper

❏ Installed options

2 Be sure to lift the printer by the correct positions as shown below.
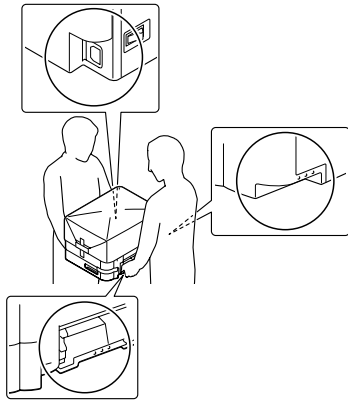
> **❶** *Important:*
> *When moving the printer, always keep it horizontal.*

For long distances

Before you move the printer, prepare the location where you are going to place it.
See the following sections.

❏ "Setting up the printer" on page 6

❏ "Finding the place for the printer" on page 7

Repacking the printer

If you need to transport your printer for long distances, carefully repack it using the original box and packing materials.

1 Turn off the printer and remove the following items:

❏ Power cord

❏ Interface cables

❏ Loaded paper

❏ Installed options

2 Attach the protective materials onto the printer, then repack the printer in its original box.

Be sure to immobilize the photoconductor units with the protective materials that were removed when the printer was set up. Do the installation procedure in reverse.

> **❶** *Important:*
> *When moving the printer, always keep it horizontal.*

Installing Options

Optional paper cassette unit

For details about the paper types and sizes that you can use with the optional paper cassette unit, see "Available Paper and Capacities" on page 37.

The available optional paper cassette units are as follows:

❏ 500-Sheet Paper Cassette Unit × 1

Handling precautions

Always pay attention to the following handling precautions before installing the option:

Be sure to lift the printer from the positions shown below.
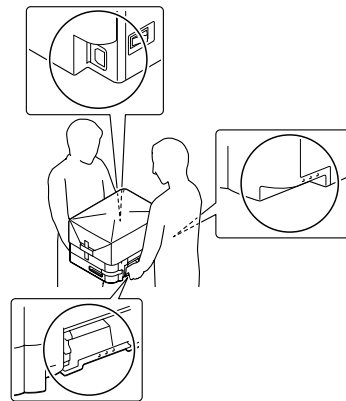
> **⚠** *Caution:*
> *If you lift the printer incorrectly, you could drop it and cause injury.*

Installing the optional paper cassette unit

1 Turn the printer off and unplug the power cord and interface cable.

> **❶** *Important:*
> *Make sure to unplug the power cord from the printer to prevent getting an electrical shock.*

2 Carefully take the optional paper cassette unit out from its carton and place it where you intend to set up the printer.

3 Open cover E on the right side of the optional paper cassette unit.
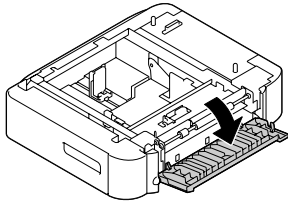
4 Place the printer onto the optional paper cassette unit. Align each of the printer's corners with those of the optional paper cassette unit. Then lower the printer until it rests securely on the optional paper cassette unit.
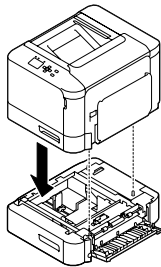
5 Close cover E.

6 Reconnect the interface cable and power cord, and then turn the printer on.

To confirm that the option is installed correctly, print a configuration status sheet. See "Printing a status sheet" on page 65.

Removing the optional paper cassette unit

Perform the installation procedure in reverse.

CompactFlash memory

Installing a CompactFlash memory

An optional CompactFlash memory enables you to store overlay forms, use Reserve Job function, and improve the collate printing environment.

⚠ **Caution:**
Be careful when working inside the printer as some components are sharp and may cause injury.

❗ **Important:**
Before you install a CompactFlash memory, be sure to discharge any static electricity by touching a grounded piece of metal. Otherwise, you may damage static-sensitive components.

1 Turn the printer off and unplug the power cord and interface cable.

2 Open the rear cover by pinching the handle, and remove it.
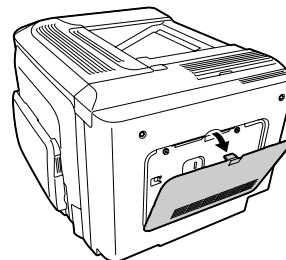
3 Loosen the two screws on the metal cover that appears, and remove it.
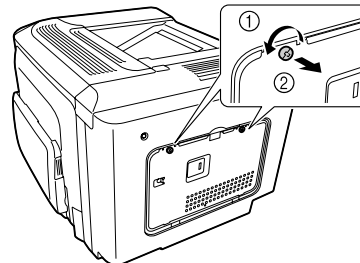
⚠ **Caution:**
If the printer has been in use, the heatsink inside the back cover may be very hot. Be careful not to touch the heatsink. See "Using the printer" on page 7.

4 Identify the installation slot for a CompactFlash memory.
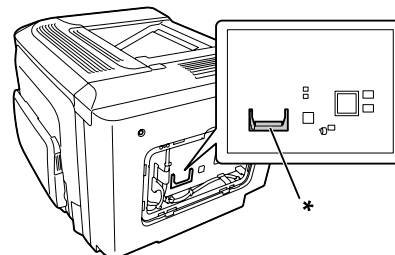
* CompactFlash memory slot

5 Insert a CompactFlash memory into the slot.
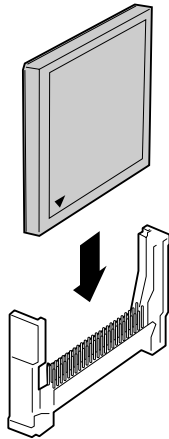
6 Reattach the metal cover to the printer as shown below.
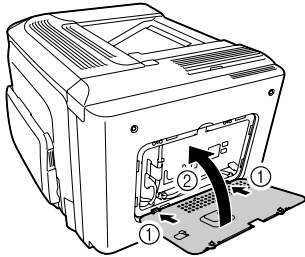
7 Tighten the screws on the back of the printer.
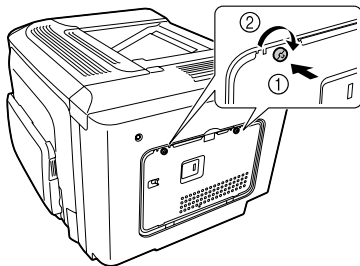
8 Reattach the rear cover to the printer as shown below.
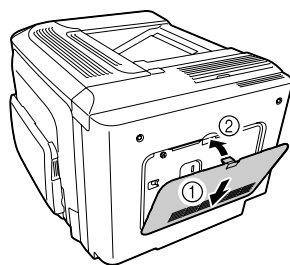
9 Reconnect the interface cable and power cord and turn the printer on.

10 Turn on the printer. If `Format Required` appears on the control panel, press the **OK** button to format the CompactFlash.

To confirm that the option is installed correctly, print a configuration status sheet. See "The Printer Does Not Print" on page 71.

Note for Windows users:
If EPSON Status Monitor is not installed, you have to make settings manually in the printer driver. See "Printing a status sheet" on page 65.

Removing a CompactFlash memory

⚠ **Caution:**
Be careful when working inside the printer as some components are sharp and may cause injury.

❗ **Important:**
Before you remove a CompactFlash memory, be sure to discharge any static electricity by touching a grounded piece of metal. Otherwise, you may damage static-sensitive components.

Perform the installation procedure in reverse.

Note:
❏ *Completely erase all data using specialized software or carry out* `Delete All CompactFlash Data` *on* `Support Menu` *before you give away or discard CompactFlash memory. See "Support Menu" on page 90.*

❏ *Deleting files or formatting the CompactFlash memory from the computer may not erase the data completely. Physically destroying the CompactFlash memory is also recommended when you discard CompactFlash memory.*

Appendix

Technical Specifications

General

Dimensions[1]	Height	350 mm (13.8 in.)
	Width	444 mm (17.5 in.)
	Depth	544 mm (21.5 in.)
Weight[2]	AL-C300N: Approx. 27.5 kg AL-C300DN: Approx. 28.3 kg	

[1] Figures in mm are rounded to the nearest decimal place, and the figures in in. are the conversions.

[2] Including consumable products and excluding options.

Printer

Printing method	Laser beam scanning and dry electrophotographic process
Resolution	600 × 600 dpi, 1200 × 1200 dpi
Continuous printing speed[1]	Up to 31 pages per minute on A4 size paper
Paper feed	Automatic or manual feed
Paper feed alignment	Center alignment for all sizes

[1] Printing speed varies by paper type or other conditions.

Controller

Printer language	ECP/Page
	ESC/P 2 24-pin printer emulation (ESC/P 2 mode)
	ESC/P 9-pin printer emulation (FX mode)
	IBM Proprinter emulation (I239X mode)
	Adobe PostScript3 (PS3 mode)
	PCL6/PCL5 emulation (PCL mode)
	PDF 1.7
Memory	RAM: 1024 MB CompactFlash (option): 8GB or 16GB

Appendix

Interfaces	USB: Hi-Speed USB
	Ethernet: 1000BASE-T/100BASE-TX/10BASE-Te
	USB Host: Hi-Speed USB

Electrical

			110-120 V	220-240 V
Rated voltage			110 V-120 V	220 V-240 V
Rated frequency			50 Hz/60 Hz	50 Hz/60 Hz
Rated current			8.8 A	4.6 A
Power consumption	During printing	Average (color)	500 W	475 W
		Average (black-and-white)	445 W	428 W
		MAX	820 W	910 W
	During ready mode		67 W	69 W
	During sleep mode*		2.74 W	2.80 W
	During deep sleep mode		1.23 W	1.35 W
	During power off mode		0.25 W	0.25 W
	Power off		0 W	0 W

* Values represent power consumption while all operations are completely suspended. Power consumption varies depending on operating conditions.

Note for users in Taiwan:
Rated voltage of this printer in Taiwan is 110 V to 120 V.

Printable area

The assured printable area is an area 4 mm from all sides.
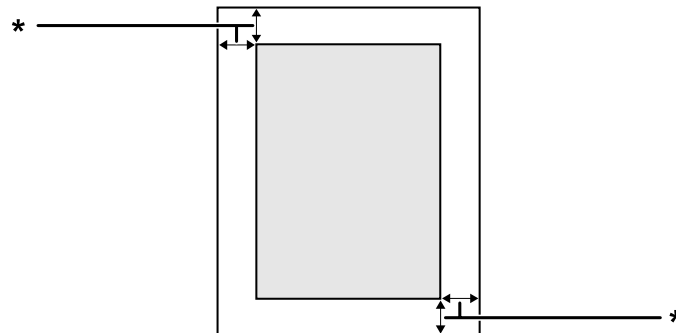
* 4 mm

Appendix

Note:
The printable area may be smaller depending on the application.

Fonts

Resident fonts	84 scalable fonts, and 7 bitmap fonts for ESC/Page 95 scalable fonts, and 5 bitmap for PCL5 80 scalable fonts, and 1 bitmap for PCL6 136 scalable fonts for PostScript3

Environmental

Temperature	In use	10 to 30˚C (50 to 86˚F)
	Not in use	0 to 35˚C (32 to 95˚F)
Humidity	In use	15 to 85% RH
	Not in use	30 to 85% RH
Altitude*	2,500 meters (8,202 feet) maximum	

*   If the printer is used at an altitude greater than 1000 m, adjust the value in the Highland setting of the Printer Adjust Menu. See for details.

Supported operating systems

Windows 8.1, Windows 8.1 x64 Windows 8.1 Pro, Windows 8.1 Pro x64 Windows 8.1 Enterprise, Windows 8.1 Enterprise x64
Windows 8, Windows 8 x64 Windows 8 Pro, Windows 8 Pro x64 Windows 8 Enterprise, Windows 8 Enterprise x64
Windows 7 Ultimate Edition, Windows 7 Ultimate x64 Edition Windows 7 Home Premium Edition, Windows 7 Home Premium x64 Edition Windows 7 Home Basic Edition, Windows 7 Home Basic x64 Edition Windows 7 Professional Edition, Windows 7 Professional x64 Edition
Windows Vista Ultimate Edition, Windows Vista Ultimate x64 Edition Windows Vista Home Premium Edition, Windows Vista Home Premium x64 Edition Windows Vista Home Basic Edition, Windows Vista Home Basic x64 Edition Windows Vista Enterprise Edition, Windows Vista Enterprise x64 Edition Windows Vista Business Edition, Windows Vista Business x64 Edition
Windows XP Home Edition Windows XP Professional, Windows XP Professional x64 Edition
Windows Server 2012 R2 Essentials Edition Windows Server 2012 R2 standard Edition
Windows Server 2012 Essentials Edition Windows Server 2012 standard Edition

Appendix

Windows Server 2008 R2 Enterprise Edition Windows Server 2008 R2 Standard Edition
Windows Server 2008 Standard Edition, Windows Server 2008 x64 Standard Edition Windows Server 2008 Enterprise Edition, Windows Server 2008 x64 Enterprise Edition
Windows Server 2003 Standard Edition, Windows Server 2003 x64 Standard Edition Windows Server 2003 Enterprise Edition, Windows Server 2003 x64 Enterprise Edition
Mac OS X v10.6.8 - v10.9.x

Support Mode Settings using the control panel

You can make special settings by using the control panel. Normally you do not need to change the settings.

The SUPPORT MODE is added in the control panel menu by pressing the ▼ **Down** button while turning the printer on.

> ❗ *Important:*
> *Remove interface cables before you enter the* SUPPORT MODE.

Support Menu

Item	Explanation
1 Support StatusSheet	Prints a sheet showing information about settings of Support Menu and Printer Adjust Menu.
4 Format CompalcFlash	Formats the CompactFlash area in the printer except the area PostScript information is stored if a CompactFlash memory is installed.
5 Format PS3 CompactFlash	Formats the CompactFlash area where PostScript information is stored if a CompactFlash memory is installed.
6 Delete All CompactFlash Data	Deletes all data in the CompactFlash memory and removes any formatting if a CompactFlash memory is installed.
7 Extend Print Area	Makes the maximum print area larger according to the printed data.
9 Printer MIBv1 Mode	Uses MIBv1 as a policy rule definition reporting the printer information to SNMP manager.

Printer Adjust Menu

Note:
❑ *This menu is for special functions. You don't have to change it for ordinary use.*

❑ *The settings in this menu may affect the remaining service lives of consumable products or maintenance parts.*

Item	Explanation
010 Coated	Adjusts the print quality for coated paper according to paper type.
	Settings (default in bold): **0**: Coated paper 1 1: Coated paper 2

Appendix

Item	Explanation
020 Special	Adjusts the print quality for special paper according to the paper type.
	Settings (default in bold): **0**: Plain paper 1: Coated paper 1 2: Coated paper 2
051 Feed Offset	Do this adjustment after you have eliminated the variation between the paper sources by 055 Feed Reg1 MP/059 Feed Reg1 C1/063 Feed Reg1 C2. This function adjusts the vertical position at which to start printing. The position moves lower on the sheet of paper as the value increases. This setting is used when doing single-sided printing or printing on the back side of the sheet of paper for duplex printing.
	Settings (default in bold): -3.5 ... **0.0** ... 3.5 mm in 0.5 mm increments
052 Scan Offset	Do this adjustment after you have eliminated the variation between the paper sources by 056 Scan Reg1 MP/060 Scan Reg1 C1/064 Scan Reg1 C2. This function adjusts the horizontal position at which to start printing. The position moves to the right of the sheet of paper as the value increases. This setting is used when doing single-sided printing or printing on the back side of the sheet of paper for duplex printing.
	Settings (default in bold): -3.5 ... **0.0** ... 3.5 mm in 0.5 mm increments
053 Feed Offset2	Do this adjustment after you have eliminated the variation between the paper sources by 057 Feed Reg2 MP/061 Feed Reg2 C1/065 Feed Reg2 C2. This function adjusts the vertical position at which to start printing. The position moves lower on the sheet of paper as the value increases. This setting is used when printing on the front side of the sheet of paper for duplex printing.
	Settings (default in bold): -3.5 ... **0.0** ... 3.5 mm in 0.5 mm increments
054 Scan Offset2	Do this adjustment after you have eliminated the variation between the paper sources by 058 Scan Reg2 MP/062 Scan Reg2 C1/066 Scan Reg2 C2. This function adjusts the horizontal position at which to start printing. The position moves to the right of the sheet of paper as the value increases. This setting is used when printing on the front side of the sheet of paper for duplex printing.
	Settings (default in bold): -3.5 ... **0.0** ... 3.5 mm in 0.5 mm increments
055 Feed Reg1 MP 059 Feed Reg1 C1 063 Feed Reg1 C2	Adjusts the vertical position at which to start printing and eliminate the variation between the paper sources. The position moves lower on the sheet of paper as the value increases. This setting is used when feeding paper from the MP tray, C1, or C2 for single-sided printing or printing on the back side of the sheet of paper for duplex printing.
	Settings (default in bold): -3.5 ... **0.0** ... 3.5 mm in 0.5 mm increments
056 Scan Reg1 MP 060 Scan Reg1 C1 064 Scan Reg1 C2	Adjusts the horizontal position at which to start printing and eliminate the variation between the paper sources. The position moves to the right of the sheet of paper as the value increases. This setting is used when feeding paper from the MP tray, C1, or C2 for single-sided printing or printing the back side of the sheet of paper for duplex printing.
	Settings (default in bold): -3.5 ... **0.0** ... 3.5 mm in 0.5 mm increments

Appendix

Item	Explanation
057 Feed Reg2 MP 061 Feed Reg2 C1 065 Feed Reg2 C2	Adjusts the vertical position at which to start printing and eliminate the variation between the paper sources. The position moves lower on the sheet of paper as the value increases. This setting is used when feeding paper from the MP tray, C1, or C2 for printing on the front side of the sheet of paper for duplex printing.
	Settings (default in bold): -3.5 ... **0.0** ... 3.5 mm in 0.5 mm increments
058 Scan Reg2 MP 062 Scan Reg2 C1 066 Scan Reg2 C2	Adjusts the horizontal position at which to start printing and eliminate the variation between the paper sources. The position moves to the right of the sheet of paper as the value increases. This setting is used when feeding paper from the MP tray, C1, or C2 for printing on the front side of the sheet of paper for duplex printing.
	Settings (default in bold): -3.5 ... **0.0** ... 3.5 mm in 0.5 mm increments
101 2nd TR Plain 102 2nd TR Labels 103 2nd TR Thick 104 2nd TRExtraThk 105 2nd TR Envelop 107 2nd TR Coated1 108 2nd TR Coated2 109 2nd TR 1200	Adjusts the density and image granularity for 600dpi printing (for plain paper, labels, thick paper, extra-thick paper, envelopes, coated 1 and coated 2), and 1200 dpi printing (for all paper types). The image becomes darker as the value increases. This setting is used when doing single-sided printing or printing on the back side of the sheet of paper for duplex printing.
	Settings (default in bold): -8 ... **0** ... 7 (step 1)
111 2ndTR Plain 2 113 2ndTR Thick 2 114 2ndTRExtraThk2 117 2ndTRCoated1 2 118 2ndTR Coated2 2 119 2ndTR 1200 2	Adjusts the density and image granularity for 600dpi printing (for plain paper, thick paper, extra-thick paper, coated 1 and coated 2), and 1200 dpi printing (for all paper types). The image becomes darker as the value increases. This setting is used when printing on the front side of a sheet of paper.
	Settings (default in bold): -8 ... **0** ... 7 (step 1)
151 Temp Plain 153 Temp Thick 155 Temp Envelope	Adjusts the temperature at which toner fixes to plain paper, thick paper and envelopes. The setting becomes cooler as the values decreases. Note that printouts may curl more as the value increases.
	Settings (default in bold): -10, -5, **0**
160 Fuser Control	Select 1 if the fluorescent light flickers when printing.
	Settings (default in bold): **0**: On (for 220-240V model), Off (for 110-120V model) 1: On 2: Off
201 Highland	Adjust this setting if black dots appear on the printed page when using the printer in locations at high altitudes. See the table below and select a suitable value according to the location in which the printer is being used. Increasing the value makes the printer more suited for higher altitudes. For the altitudes at which this printer can be operated, see "Environmental" on page 89.
	Settings (default in bold): **0** ... 6

Appendix

Item	Explanation
301 Noise Level	Adjusts the image gradation. As the value increases, the image gradation gets better, but the image granularity gets worse.
	Settings (default in bold): 0 ... **3** ... 7 (step 1)
302 Color DiagnosisSht	Prints a color diagnosis sheet that allows you to check for inaccurate colors, blurring or dirt on the printout.
303 Screen 25 304 Screen 50 305 Screen 100	Prints halftone or full pattern for each color; Y, M, C, and K, which allows you to check the unevenness of the density or pitch of the printout. 303 Screen 25 prints the pattern in a 25% density halftone. 304 Screen 50 prints the pattern in a 50 % density halftone. 305 Screen 100 prints the pattern at 100% density.
306 AdjustFineLine	Adjusts thin lines to be printed thicker, if visible. As the value increases, the line is printed thicker.
	Settings (default in bold): -3 ... **0** ... 2 (step 1)
307 Calibration 600 308 Calibration 1200	Calibrates the printer so colors are adjusted to print at 600 dpi or 1200 dpi.

Consumable Products, Maintenance Parts, and Options

Consumable products

Product name	Part number	Remark
Toner Cartridge (Black)	0750/0751	❏ Storage temperature: 0 to 35˚C (32 to 95˚F)
Toner Cartridge (Yellow)	0747	❏ Storage humidity: 30 to 85% RH
Toner Cartridge (Magenta)	0748	❏ These products comply with CE marking requirements in accordance with EMC Directive 2004/108/EC.
Toner Cartridge (Cyan)	0749	
Photoconductor Unit (Black)	1204	
Photoconductor Unit (Yellow)	1201	
Photoconductor Unit (Magenta)	1202	
Photoconductor Unit (Cyan)	1203	
Waste Toner Bottle	0595	

Appendix

Maintenance parts

Product name	Part number	Remark
Fuser unit	3061/3062	❑ Storage temperature: 0 to 35˚C (32 to 95˚F) ❑ Storage humidity: 30 to 85% RH ❑ These products comply with CE marking requirements in accordance with EMC Directive 2004/108/EC. ❑ Part number vary by location.

Options

Product name	Part number	Remark
500-Sheets Paper Cassette Unit	C12C802651	Height: 117 mm (4.6 in.) Width: 447 mm (17.6 in.) Depth: 520 mm (20.5 in.) Weight: 7.0 Kg This product complies with CE marking requirements in accordance with EMC Directive 2004/108/EC.
CompactFlash Memory	-	Contact the EPSON sales company for detail information.

Appendix

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Appendix

Standard and approvals

European model:

Low Voltage Directive 2006/95/EC	EN 60950-1 EN 60825-1
EMC Directive 2004/108/EC	EN 55022 Class B EN 55024 EN 61000-3-2 EN 61000-3-3

Software License Terms

Open source software licenses

This product contains a number of open-source software. The following table indicates the list of the open-source software which this product uses and these licenses.

Software license	Software version	Application software package
Info-ZIP	version 2004-May-22	-
Libtiff	3.7.4	-
Arcfour	April 29, 1997	-
GNU GPL	GNU General Public License Version 2, June 1991 or later	linux-2.6.35-arm1-epson12
		ethtool-2.6.35
		busybox-1.17.4
GNU LGPL	GNU Lesser General Public License Version 2, June 1991 or later	uclibc-0.9.32
BSD license	-	busybox-1.17.4
Sun RPC license	-	busybox-1.17.4
Net-SNMP license	-	Net-SNMP
ncftp license	-	ncftp-3.2.4
wpa supplicant	-	wpa supplicant 0.7.3
Apache Licence	the Apache License Version 2.0	mDNSResponder-107.6
NICTA Licence	NICTA Public Source Licence version 1.0	mDNSResponder-107.6

For the detailed explanation about open-source software licenses, see the OSS.pdf.

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: +886-2-800212873

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:

http://www.tekcare.com.tw/branchMap.page

TekCare corporation is an authorized service center for Epson Taiwan Technology & Trading Ltd.

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

Phone: +62 1500-766

Fax: +62-21 808 66-799

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

❏   Sales enquiries and product information

❏   Technical support

Epson Service Center

Province	Company Name	Address	Phone E-mail
DKI JAKARTA	ESS Jakarta MG. DUA	RUKO MANGGA DUA MALL NO. 48 JL. ARTERI MANGGA DUA - JAKARTA UTARA- DKI	(+6221)62301104 jkt-technical1@epson-indonesia.co.id
NORTH SUMATERA	ESC Medan	Kompleks Graha Niaga, Jl. Bambu II No. A-4, Medan- 20114	(+6261)42066090/42066091 mdn-technical@epson-indonesia.co.id

Where To Get Help

Province	Company Name	Address	Phone / E-mail
WEST JAWA	ESC Bandung	JL. CIHAMPELAS NO. 48A-BANDUNG JABAR 40116	(+6222)4207033 / bdg-technical@epson-indonesia.co.id
DI YOGYAKARTA	ESC Yogyakarta	YAP Square, Blok A No.6 Jl. C Simanjutak YOGYAKARTA - DIY	(+62274)581065 / ygy-technical@epson-indonesia.co.id
EAST JAWA	ESC Surabaya	HITECH MALL LT.2 BLOK A NO. 24 JL. KUSUMA BANGSA NO. 116 -118 - SURABAYA JATIM	(+6231)5355035 / sby-technical@epson-indonesia.co.id
SOUTH SULAWESI	ESC Makassar	JL. GUNUNG BAWAKARAENG NO. 68E - MAKASSAR SULSEL	(+62411)328212 / mksr-technical@epson-indonesia.co.id
WEST KALIMANTAN	ESC Pontianak	JL. NUSA INDAH I NO. 40A PONTIANAK KALBAR 78117	(+62561)735507 / pontianak-technical@epson-indonesia.co.id
PEKANBARU	ESC PEKANBARU	JL. TUANKU TAMBUSAI NO. 353 - PEKANBARU RIAU	(+62761)21420 / pkb-technical@epson-indonesia.co.id
DKI JAKARTA	ESS JAKARTA KEIAI	WISMA KEIAI LT. 1 JL. JEND. SUDIRMAN KAV. 3 JAKPUS DKI JAKARTA	(+6221)5724335 / ess.support@epson-indonesia.co.id
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BANTEN	ESS SERPONG	Ruko mall WTC MATAHARI no. 953 SERPONG - Banten	(+6221)53167051 / esstag.support@epson-indonesia.co.id
CENTRAL JAWA	ESS SEMARANG	Komplek Ruko Metro Plaza Blok C20 , Jl. MT Haryono No 970 Semarang - Jawa tengah	(+6224)8313807 / esssmg.support@epson-indonesia.co.id
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Where To Get Help

Province	Company Name	Address	Phone
			E-mail
NORTH SULAWESI	ESC MANADO	Tekno @Megamall, Megamall LG TK-21 Jl. Piere Tendean Kawasan Megamas Boulevard Manado 95111	(+62431)7210033 MND-ADMIN@EPSON-INDONESIA.CO.ID

For other cities not listed here, call the Hot Line: 08071137766.

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

http://www.epson.com.hk

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:

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 Helpdesk

❏ Sales enquiries and product information (Infoline)

Phone: 603-56288222

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

Phone: 603-56288333

Head Office

Phone: 603-56288288

Fax: 603-5628 8388

Help for Users in the Philippines

World Wide Web

https://www.epson.com.ph

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

Technical support

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

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

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❏ Product usage questions or problems

❏ Enquiries on repair service and warranty