



Epson AcuLaser C3900 Series

User's Guide

NPD4732-00 EN

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ICC Profile for TOYO INK Standard Color on Coated paper (TOYO Offset Coated 2.1)

This ICC Profile (TOYO Offset Coated 2.1) characterizes Japanese offset press on Coated paper and is fully compatible with ICC profile format.

About “TOYO INK Standard Color on Coated paper”

This is the standard for color reproduction of sheet-fed offset press on Coated paper made by TOYO INK MFG.CO., LTD. ("TOYO INK").

This standard is made from printing test with using TOYO INK's sheet-fed offset printing inks and TOYO INK's own printing conditions.

"TOYO INK Standard Color on Coated paper" is compatible with "JAPAN COLOR".

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Chapter 1

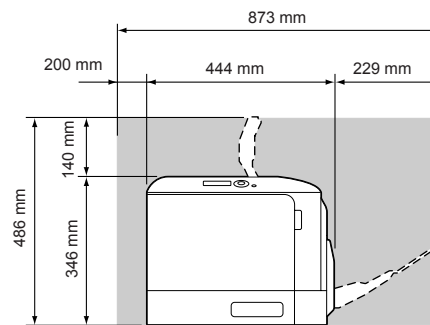
Introduction

Getting Acquainted with Your Printer

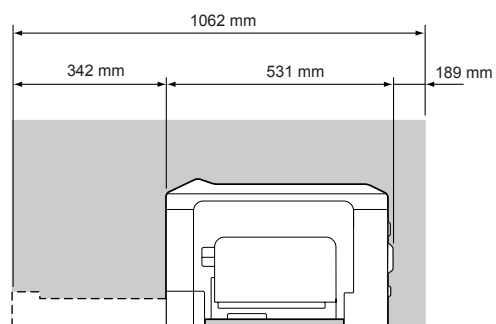
Space Requirements

To ensure easy operation, consumable replacement and maintenance, adhere to the recommended space requirements detailed below.

Front View

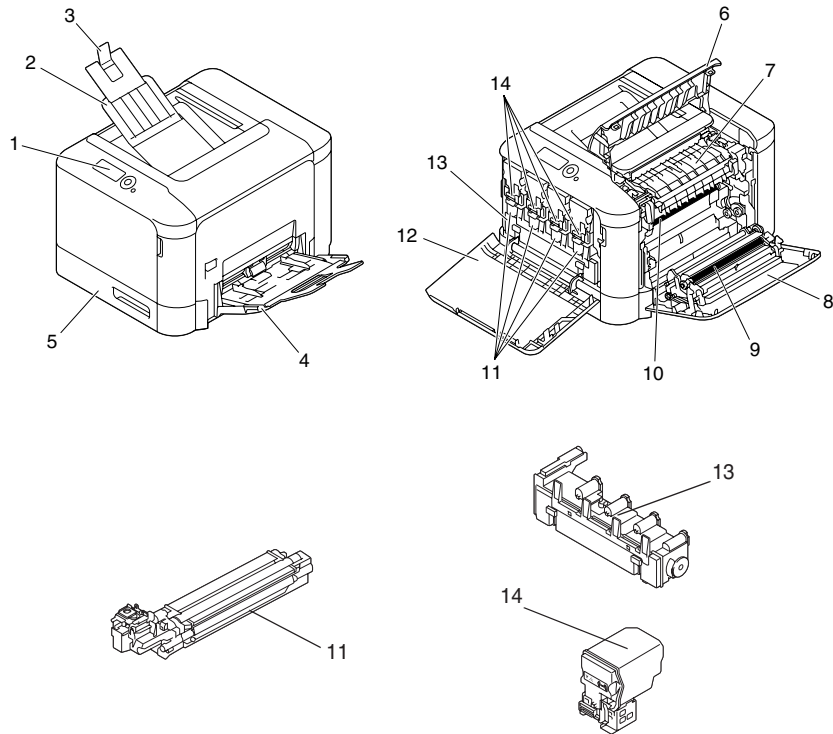


Side View



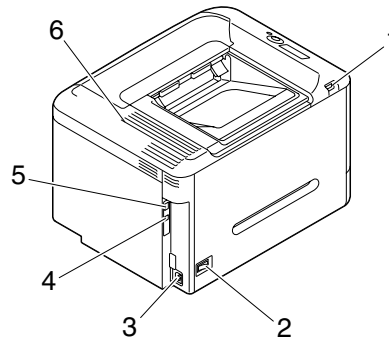
Printer Parts

Front View



1. Control panel
2. Output tray
3. Paper stopper
4. Tray 1 (Manual feed tray)
5. Tray 2
6. Eject cover
7. Fuser unit
8. Right side cover
9. Transfer roller
10. Transfer belt unit
11. Photoconductor unit(s)
12. Front cover
13. Waste toner bottle
14. Toner cartridge(s)

Rear View



- 1. USB memory port
- 2. Power switch
- 3. Power connection
- 4. USB port
- 5. 10Base-T/100Base-TX/1000Base-T Ethernet Interface port
- 6. Ventilation grilles

Software Disc

PostScript Drivers/PCL Drivers

Operating System	Use/Benefit
Windows 7/Vista/Server 2008/XP/Server 2003/2000	These drivers give you access to all of the printer features, including finishing and advanced layout. See also "Using the PostScript and PCL Printer Driver" on page 21.
Windows 7/Vista/Server 2008/XP/Server 2003 for 64bit	

Note:

A specific PPD file has been prepared for applications (such as PageMaker and Corel Draw) that require that a PPD file be specified when printing.

When specifying a PPD file while printing on Windows 7, Vista, Server 2008, XP, Server 2003 and 2000, use the specific PPD file provided on the Software Disc.

PPD Files

Operating System	Use/Benefit
Macintosh OS X (10.3.9/10.4/10.5/10.6) Macintosh OS X Server (10.3.9/10.4/10.5/10.6)	These files are required in order to use the printer driver for each operating system. For details of the Linux printer drivers, refer to the Reference Guide.
RedHat Enterprise Linux 5 Desktop SUSE Linux Enterprise Desktop 10	

Documentation

Documentation	Use/Benefit
Setup Guide	This manual provides details on the initial operations that must be performed in order to use this printer, such as setting up the printer and installing the drivers.
User's Guide (this manual)	This manual provides details on general daily operations, such as using the drivers and control panel and replacing consumables.
Reference Guide	This manual provides details on installing the Linux drivers and on specifying settings for the network, and the printer management utility.

System Requirements

- Personal computer
 - Pentium 2: 400 MHz (Pentium 3: 500 MHz or higher is recommended)
 - PowerPC G3 or later (G4 or later is recommended)
 - Macintosh equipped with an Intel processor
- Operating System
 - Microsoft Windows

Windows 7	Home Basic/Home Premium/Professional/Ultimate Edition
Windows Vista	Home Basic/Home Premium/Ultimate/Business/Enterprise Edition Home Basic/Home Premium/Ultimate/Business/Enterprise x64 Edition

Windows XP	Home/Professional (Service Pack 2 or later) Edition Professional x64 Edition
Windows 2000	(Service Pack 4 or later)
Windows Server 2008 R2	Standard/Enterprise Edition
Windows Server 2008	Standard/Enterprise Edition Standard/Enterprise x64 Edition
Windows Server 2003 R2	Standard/Enterprise Edition Standard/Enterprise x64 Edition
Windows Server 2003	Standard/Enterprise Edition Standard/Enterprise x64 Edition

- Mac OS X (10.3.9 or later; We recommend installing the newest patch), Mac OS X Server (10.3.9 or later)
- RedHat Enterprise Linux 5 Desktop, SUSE Linux Enterprise Desktop 10
- Free hard disk space
 - Approximately 20 MB of free hard disk space for printer driver
 - Approximately 128 MB of free hard disk space for image processing
- RAM
Capacity recommended for the operating system
- CD/DVD-ROM drive
- I/O interface
 - 10Base-T/100Base-TX/1000Base-T Ethernet interface port
 - USB 2.0 High-Speed compliant port

Note:

For details of the Linux printer driver, refer to the Reference Guide.

Chapter 2

Using the Printer Driver

Selecting Driver Options/Defaults (for Windows)

Before you start working with your printer, you are advised to verify/change the default driver settings. Also, in case you have options installed, you should “declare” the options in the driver.

1. Choose the driver's properties.
2. If you have installed options, proceed with the next step. Otherwise, skip to step 9.
3. Select the **Configure** tab.
4. Check that the installed options are correctly listed. If not, proceed with the next step. Otherwise, continue with step 8.
5. Click the **Refresh** to automatically configure installed options.

Note:

The Refresh is available only if bi-directional communication is available with the printer; otherwise it is grayed out.

*If Windows Vista or Server 2008 is being used, **Refresh** can also be clicked when the machine is connected via USB.*

6. From the **Device Options** list, select an option, one at a time, and then select **Enable** or **Disable** from the **Settings** menu.

Note:

For models with a embedded duplex unit (Epson AcuLaser C3900DN), select **EPSONAL-C3900** for **Model** in the **Device Options** list.

If **Printer Memory** is selected, select **256MB** or **768MB** according to the installed memory. The factory default setting is **256MB**.

This printer does not support CompactFlash cards.

7. Click **Apply**.

Note:

Depending on the version of the operating system, Apply may not appear. If this is the case, continue with the next step.

8. Select the **General** tab.
9. Click **Printing Preferences**.
Printing Preferences dialog box appears.
10. Select the default settings for your printer, such as the default media format you use, in the appropriate tabs.
11. Click **Apply**.
12. Click **OK** to exit from the Printing Preferences dialog box.
13. Click **OK** to exit from the Properties dialog box.

Uninstalling the Printer Driver (for Windows)

1. Close all applications.
2. Choose the uninstall program.
3. When the Uninstall dialog box appears, select the printer to be deleted, and then click **Uninstall** button.
4. Click **Uninstall**.
5. Click **OK**, and restart your computer.
6. The printer driver will be uninstalled from your computer.

Using the PostScript and PCL Printer Driver

Common Buttons

The buttons described below appear on each tab.

OK

Click to exit the Properties dialog box, saving any changes made.

Cancel

Click to exit the Properties dialog box without saving any changes made.

Apply

Click to save all changes without exiting the Properties dialog box.

Help

Click to view the help.

Favorite Setting

This allows the current settings to be saved. To save the current settings, specify the desired settings, and then click **Add**. Specify the settings described below, and then click **OK**.

- Name:** Type in the name of the settings to be saved.
- Icon:** Select an icon from the icon list to easily identify the settings. The selected icon appears in the drop-down list.
- Sharing:** Specify whether or not the settings to be saved can be used by other users logged onto the computer.
- Comment:** Add a simple comment to the settings to be saved.

Afterward, the saved settings can be selected from the drop-down list. To change the registered setting, click **Edit**.

In addition, predefined settings can be selected. The predefined settings are those for “2-up”, “Photo” and “Grayscale”.

Select **Defaults** from the drop-down list to reset the functions in all tabs to their default values.

- Printer View

Click the button to display an image of the printer in the figure area. When this button is clicked, it changes to the **Paper View** button (when a tab other than the **Quality** tab is selected) or the **Quality View** button (when the **Quality** tab is selected).

Note:

This button does not appear on the Advanced tab.

 Paper View

Click the button to display a sample of the page layout in the figure area. When this button is clicked, it changes to the **Printer View** button.

Note:

*This button does not appear on the **Quality** tab.*

 Quality View

Click the button to display a sample of the settings selected in the **Quality** tab. When this button is clicked, it changes to the **Printer View** button.

Note:

*This button appears only when the **Quality** tab is selected.*

 Printer Information

Click this button to start up Web-Based EpsonNet Config.

Note:

This button is available only if a network connection has been established.

 Default

Click the button to reset the settings to their defaults.

Note:

This button does not appear on the Advanced tab.

When this button is clicked, the settings in the displayed dialog box are reset to their defaults. The settings on other tabs are not changed.

Advanced Tab (PostScript Printer Driver Only)

The Advanced tab allows you to

- Select whether to enable or disable the settings for advanced printing functions (such as booklet printing)

- Specify the PostScript output method
- Specify whether or not the error messages of a print job are printed
- Print a mirror image
- Specify whether or not the application can directly output PostScript data

My Tab

My Tab allows you to

- Display the most frequently used functions (from each tab) whose settings are often changed
- Add or remove displayed functions by clicking **Edit My Tab**. In addition, functions can be added to My Tab by right-clicking them on their original tabs.

Basic Tab

The Basic tab allows you to

- Specify the orientation of the media
- Specify the size of the original document
- Select the output media size
- Zoom (expand/reduce) documents
- Specify the paper source
- Specify the type of media
- Specify the number of copies
- Turn on/off job collation
- Save a print job on the printer and print it later (Job Retention)
- Save a confidential job on the printer and protect it with a password
- Print a single copy for proofing
- Specify user authentication and account track settings

- Print on the back side of paper that has already been printed on

Note:

- Use paper that has been printed on with this printer.
In addition, the page printed with this setting is not guaranteed.*
- Do not use the following types of paper.*
 - *Paper that has been printed on with an inkjet printer*
 - *Paper that has been printed on with a monochrome/color laser printer/copier*
 - *Paper that has been printed on with any other printer or fax machine*

Layout Tab

The Layout tab allows you to

- Print several pages of a document on the same page (N-up printing)
- Print a single copy for enlargement and print several pages (PCL printer driver only)
- Specify booklet printing (Epson AcuLaser C3900DN only)
- Rotate the print image 180 degrees
- Specify duplex (double-sided) printing (Epson AcuLaser C3900DN only)
- Specify whether or not blank pages are printed (PCL printer driver only)
- Adjust the binding margin
- Adjust the printing position (PCL printer driver only)
- Specify the position on the paper where the document is to be printed

Cover Page Tab

The Cover Page tab allows you to

- Print front and back cover pages and separator pages
- Specify the tray that contains the paper for the front and back cover pages and separator pages

Watermark/Overlay Tab

Note:

Be sure to use overlays with print jobs with a media size and orientation that matches the overlay form. In addition, if settings have been specified for “N-up” or “Booklet” in the printer driver, the overlay form cannot be adjusted to match the specified settings.

The settings in the “Watermark” function of the Watermark/Overlay tab allows you to

- Select the watermark to be used
- Create, edit or delete watermarks
- Adjust the watermark position
- Print a frame around watermarks
- Print transparent (shaded) watermarks
- Print the watermark on only the first page
- Print the watermark repeatedly throughout the all pages

The settings in the “Overlay” function of the Watermark/Overlay tab allows you to

- Select the form to use
- Add or delete overlay files
- Create a form (PCL printer driver only)
- Specify that the document and form are printed overlapping (PCL printer driver only)
- Display the form information (PCL printer driver only)
- Print the form on All Pages, First Page, Even Pages and Odd Pages
- Place the form in back of the document or in front on the printed document (PCL printer driver only)

Quality Tab

The Quality tab allows you to

- Specify whether to print in color or black and white

- Control the darkness of an image (Brightness)
- Specify the printer color settings (Quick Color)
- Perform color separation
- Select whether or not economy printing is used
- Set the edge strength to Low, Middle or High
- Specify the amount of details in graphic patterns (PCL printer driver only)
- Specify the format of fonts that are to be downloaded (PCL and Postscript printer driver only)
- Print using the printer's fonts (PCL and Postscript printer driver only)
- Control the tones of an image (Contrast) (PCL printer driver only)
- Specify the image compression method (PCL printer driver only)
- Select whether or not Auto Trapping function is used (Postscript printer driver only)
- Specify the Black Over Print function (Postscript printer driver only)

Other Tab

The Other tab allows you to

- Select that Microsoft Excel sheets are not to be divided when printing
- Select that the white background of Microsoft PowerPoint data does not hide overlay files (PCL printer driver only)
- Send a notification by e-mail when printing is finished
- Shows the version information for the printer driver
- Prevent loss when printing fine lines (PCL printer driver only)

Limitations on printer driver functions installed with Point and Print

If Point and Print is performed with the following server and client combinations, there are limitations on some printer driver functions.

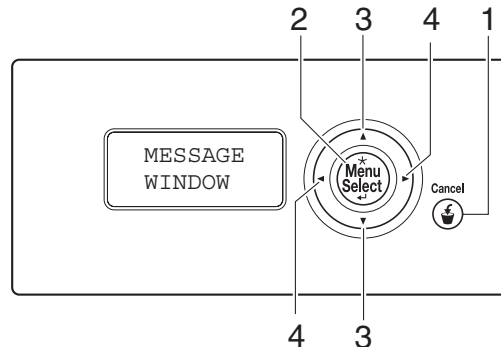
- ❑ Server and client combinations
Server: Windows Server 2003/XP/2000/Server 2008/Vista
Client: Windows Server 2003/XP/2000/Server 2008/Vista

- ❑ Functions with limitations applied
Booklet, Skip Blank Pages, Front Cover Page, Back Cover Page, Separator Page, Create Overlay,
Print in Overlay, Watermark
*JOBNAME, USERNAME, and HOSTNAME output of PDL








Chapter 3





Printer Control Panel and Configuration Menu

About the Control Panel

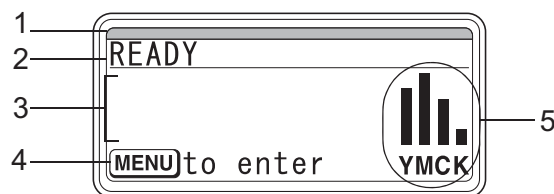







Control Panel Indicators and Keys

No.	Key	Function
1	<p>Cancel</p> 	<ul style="list-style-type: none"> <input type="checkbox"/> Press to cancel the setting that is currently displayed <input type="checkbox"/> Cancels one or all print jobs that are currently being printed or processed: <ol style="list-style-type: none"> 1. Press the Cancel key. 2. Press the \triangle or ∇ keys to select either CURRENT JOB or ALL JOBS. 3. Press the Menu/Select key.
2	<p>* Menu Select</p> 	<ul style="list-style-type: none"> <input type="checkbox"/> Enters the menu system <input type="checkbox"/> Moves down in the menu structure <input type="checkbox"/> Applies the selected setting <input type="checkbox"/> MENU appears in the message window
3		<ul style="list-style-type: none"> <input type="checkbox"/> Moves up and down through menus, options, or choices <input type="checkbox"/> , , ,  appears in the message window

No.	Key	Function
4	 	<ul style="list-style-type: none"> <input type="checkbox"/> Moves left and right through menus, options, or choices <input type="checkbox"/>  ,  appears in the message window

Message Window



No.	Details
1	<p>The printer status is indicated by the color of the indicator and lighting/flashing of the message window.</p> <ul style="list-style-type: none"> <input type="checkbox"/> READY: Indicator lit up in blue and window lit up <input type="checkbox"/> PROCESSING or PRINTING: Indicator flashing and window lit up <input type="checkbox"/> ENERGY SAVER: Indicator lit up in blue and window goes off <input type="checkbox"/> ERROR: Indicator lit up in red and window lit up
2	<p>The current status of the printer is displayed.</p> <ul style="list-style-type: none"> <input type="checkbox"/> If the operator or service representative must be called, the symbol  and the error status are displayed. <input type="checkbox"/> If a warning occurs, the symbol  appears. <input type="checkbox"/> When a USB memory device is plugged into the USB memory port, the symbol  appears on the right side of the message window. <input type="checkbox"/> While a print job is being received, the symbol  appears on the right side of the message window. While a memory direct print job is being received, the symbol  appears.
3	<ul style="list-style-type: none"> <input type="checkbox"/> Error messages are displayed. <input type="checkbox"/> While a print job is being received, the user name and the print progress are displayed.
4	Key information is displayed.
5	The approximate amount of toner remaining is displayed.

Help Screens

The help screens appear when the ▽ key is pressed after an error occurred, such as a media misfeed, so that the error can be corrected.

Configuration Menu Overview

PROOF/PRINT MENU

Note:

This menu appears only if an optional hard disk drive is installed.

With this menu, print jobs that were set to be saved on the hard disk by using Job Retention on the Basic tab of the printer driver can be printed or deleted.

Note:

If SYS DEFAULT MENU/SECURITY/LOCK PANEL is set to ON, the password must be entered in order for the contents of PROOF/PRINT MENU to be displayed. For details on LOCK PANEL, refer to "SYS DEFAULT MENU" on page 46.

Printing a Stored Job

1. Press the **Menu/Select** key.
2. Select PROOF/PRINT MENU, and then press the **Menu/Select** key.
3. Select the desired user name, and then press the **Menu/Select** key.
4. Select the desired job name, and then press the **Menu/Select** key.
5. Select PRINT, and then press the **Menu/Select** key.
6. Press the △ and ▽ keys to specify the number of copies to be printed.
7. Press the **Menu/Select** key.

Printing begins.

Deleting a Stored Job

1. Follow the step 1 to 3 of “Printing a Stored Job” on page 31.
2. Select `DELETE`, and then press the **Menu/Select** key.
3. Select `YES` or `NO`, and then press the **Menu/Select** key.

Entering the Password

If the print job selected in the `PROOF/PRINT MENU` is a secured job, a screen for entering the password appears. Follow the procedure described below to type in the four-digit password specified from the printer driver.

1. Press the Δ to increase or the ∇ to decrease the first digit of the password.
2. Press the \triangleright key to move the cursor to the next digit.
3. Press the Δ to increase or the ∇ to decrease the second digit of the password.
4. Continue these steps until all four digits of the password are specified.
5. Press the **Menu/Select** key.

The `PRINT/DELETE` selection screen appears.

Note:

If an incorrect password is entered, `INVALID ENTRY` appears and the screen for entering the password appears again.

PRINT MENU

With this menu, printer information, such as the configuration page, can be printed.

Note:

- ❑ *If `SYS DEFAULT MENU/SECURITY/LOCK PANEL` is set to `ON`, the password must be entered in order for the contents of `PRINT MENU` to be displayed. For details on `LOCK PANEL`, refer to “`SYS DEFAULT MENU`” on page 46.*

- ❑ *If the report is printed right after the power is turned on or the settings are changed, the setting information may not be printed correctly. If this happens, wait several tens of seconds, and then print the report.*

Items		Settings (default in bold)/Description
CONFIGURATION PG		PRINT /CANCEL
STATISTICS PAGE		PRINT /CANCEL
		Prints the statistics page such as the number of pages printed.
FONT LIST	POSTSCRIPT	PRINT /CANCEL
	PCL	PRINT /CANCEL
MENU MAP		PRINT /CANCEL
DIRECTORY LIST* ¹		PRINT /CANCEL
		Prints the directory list of the hard disk.

*¹ This item appears only if an optional hard disk drive is installed.

PAPER MENU

With this menu, the paper used for printing can be managed.

Note:

If SYS DEFAULT MENU/SECURITY/LOCK PANEL is set to ON, the password must be entered in order for the contents of PAPER MENU to be displayed. For details on LOCK PANEL, refer to "SYS DEFAULT MENU" on page 46.

Items		Settings (default in bold)/Description	
PAPER SOURCE	DEFAULT TRAY		TRAY1/ TRAY2 /TRAY3*1
			Select the setting for the default tray.
	TRAY 1	PAPER SIZE	ANY, LETTER, LEGAL, EXECUTIVE, A4 , A5, A6, B5(JIS), B6(JIS), GOVT LETTER, STATEMENT, FOLIO, SP FOLIO, UK QUARTO, FOOLSCAP, GOVTLEGAL, 16K, PHOTO 4x6*2, KAI 16, KAI 32, ENV C6, ENV DL, ENV MONARCH, ENV CHOU#3, ENV CHOU#4, B5(ISO), ENV #10, JPOST, JPOST-D, 8 1/8x13 1/4, 8 1/2x13 1/2, CUSTOM
			Select the setting for the size of paper loaded into Tray 1.
		CUSTOM SIZE*3	Specify the paper size when custom-sized paper is loaded into Tray 1. The setting units can be switched between millimeters and inches with the SYS DEFAULT MENU/PAPER/UNIT OF MEASURE setting. The setting range for WIDTH is 92 to 216 mm. The default setting is 210 mm. The setting range for LENGTH is 148 to 356 mm. The default setting is 297 mm.
		PAPER TYPE	ANY/ PLAIN PAPER /RECYCLED/THICK 1/THICK 2/LABEL/ ENVELOPE/POSTCARD/LETTERHEAD/GLOSSY 1/GLOSSY 2/SGL SIDE ONLY/SPECIAL PAPER
			Select the setting for the type of paper loaded into Tray 1.
	TRAY 2	PAPER SIZE	ANY/LETTER/EXECUTIVE/ A4 /A5/A6/B5(JIS)/B6(JIS)/GOVT LETTER/ STATEMENT/UK QUARTO/16K/PHOTO 4x6*2/KAI 16/KAI 32/ CUSTOM
Select the setting for the size of paper loaded into Tray 2.			
CUSTOM SIZE*3		Specify the paper size when custom-sized paper is loaded into Tray 2. The setting units can be switched between millimeters and inches with the SYS DEFAULT MENU/PAPER/UNIT OF MEASURE setting. The setting range for WIDTH is 92 to 216 mm. The default setting is 210 mm. The setting range for LENGTH is 148 to 356 mm. The default setting is 297 mm.	

Items			Settings (default in bold)/Description	
		PAPER TYPE	ANY/ PLAIN PAPER /RECYCLED/THICK 1/THICK 2/LABEL/ POSTCARD/LETTERHEAD/GLOSSY 1/GLOSSY 2/SGL SIDE ONLY/ SPECIAL PAPER Select the setting for the type of paper loaded into Tray 2.	
		TRAY 3*1	PAPER SIZE	The size of paper (LETTER, LEGAL, GOVT LEGAL, EXECUTIVE, A4 or B5(JIS)) loaded in Tray 3 is indicated. This item only shows the current setting. This setting cannot be changed.
		PAPER TYPE	Select the setting for the type of paper loaded into Tray 3.	
	TRAY CHAINING		ON/OFF If ON is selected and the specified tray runs out of paper during printing, a tray loaded with paper of the same size is automatically selected so printing can continue. If OFF is selected and the specified tray runs out of paper, printing stops.	
	TRAY MAPPING	TRAY MAPPING MODE	ON/OFF Select whether or not the TRAY MAPPING function is used.	
		LOGICAL TRAY0-9	PHYSICAL TRAY1/PHYSICAL TRAY2/PHYSICAL TRAY3*1 Select the tray that is used for printing when a print job is received from another manufacturer's printer driver. The default setting for LOGICAL TRAY1 is PHYSICAL TRAY1. The default setting for all other trays is PHYSICAL TRAY2.	
	DUPLEX*4			OFF/LONG EDGE/SHORT EDGE If LONG EDGE is selected, the pages will be printed on both sides of the paper for long-edge binding. If SHORT EDGE is selected, the pages will be printed on both sides of the paper for short-edge binding. The setting specified in the printer driver will override this menu setting.
	COPIES			1-9999 Specify the number of copies to be printed. The setting specified in the printer driver will override this menu setting.

Items	Settings (default in bold)/Description
COLLATE* ⁵	ON/ OFF
	If ON is selected, all pages of the document are printed before the next copy is printed.
	If OFF is selected, all copies of the document are not printed separately. The setting specified in the printer driver will override this menu setting.

*¹ These items appear only if the optional 500-sheet paper cassette unit is installed.

*² Depending on the setting selected for **SYS DEFAULT MENU/PAPER/UNIT OF MEASURE**, **PHOTO 4×6** may change to **PHOTO 10×15**.

*³ These items appear only if **PAPER SIZE** is set to **CUSTOM**.

*⁴ This item appears only Epson AcuLaser C3900DN.

*⁵ This item appears only if an optional hard disk drive is installed.

QUALITY MENU

With this menu, settings for the print quality can be specified.

Note:

If **SYS DEFAULT MENU/SECURITY/LOCK PANEL** is set to **ON**, the password must be entered in order for the contents of **QUALITY MENU** to be displayed. For details on **LOCK PANEL**, refer to “**SYS DEFAULT MENU**” on page 46.

Items	Settings (default in bold)/Description
COLOR MODE	COLOR /GRAYSCALE
	If COLOR is selected, the pages are printed in full color. If GRAYSCALE is selected, the pages are printed in black and white.
	Note: The color mode setting specified from the printer driver has priority over the setting specified for this menu.
BRIGHTNESS	-15%/-10%/-5%/0%/+5%/+10%/+15%
	The brightness of the printed image can be adjusted.

Items		Settings (default in bold)/Description
HALFTONE	IMAGE PRINTING/TEXT PRINTING/ GRAPHICS PRINTING	LINE ART/ DETAIL /SMOOTH (for image) LINE ART /DETAIL/SMOOTH (for text/graphic)
		Select how halftones in image/text/graphic are reproduced. If LINE ART is selected, halftones are reproduced with high precision. If DETAIL is selected, halftones are reproduced with detail. If SMOOTH is selected, halftones are reproduced with smoothness.
EDGE ENHANCEMENT*1	IMAGE PRINTING/TEXT PRINTING/ GRAPHICS PRINTING	ON/ OFF (for image) ON /OFF (for text/graphic)
		Select whether image/text/graphic edges are emphasized. If ON is selected, the edges are emphasized. If OFF is selected, the edges are not emphasized.
EDGE STRENGTH		OFF*1/LOW/ MIDDLE /HIGH
		Select the desired amount that edges are emphasized.
ECONOMY PRINT		ON*1/ OFF
		Select whether to print graphics with a reduced density by reducing the amount of toner that is used.

Items		Settings (default in bold)/Description	
PCL SETTING	CONTRAST	-15%/-10%/-5%/ 0% /+5%/+10%/+15%	
		The contrast of the image can be adjusted.	
	IMAGE PRINTING/ TEXT PRINTING/ GRAPHICS PRINTING	RGB SOURCE	DEVICE COLOR/sRGB
			Specify the color space for RGB image/text/graphics data. If DEVICE COLOR is selected, no color space is specified.
		RGB INTENT	VIVID/PHOTOGRAPHIC (for image) VIVID/PHOTOGRAPHIC (for text/graphic)
			Specify the characteristic applied when converting RGB image/text/graphics data to CMYK data. If VIVID is selected, a vivid output is produced. If PHOTOGRAPHIC is selected, a brighter output is produced.
RGB GRAY	COMPOSITE BLACK/BLACK AND GRAY/BLACK ONLY (for image) COMPOSITE BLACK/BLACK AND GRAY/BLACK ONLY (for text/graphic)		
	Specify how black and grays are reproduced in RGB image/text/graphics data. If COMPOSITE BLACK is selected, black is reproduced using the CMYK colors. If BLACK AND GRAY is selected, black and gray are reproduced using black only. If BLACK ONLY is selected, black is reproduced using only black.		

Items		Settings (default in bold)/Description	
PS SETTING	IMAGE PRINTING/ TEXT PRINTING/ GRAPHICS PRINTING	RGB SOURCE	DEVICE COLOR/ sRGB /Apple RGB/Adobe RGB (1998)/ColorMatch RGB/Blue Adjust RGB
			Specify the color space for RGB image/text/graphics data. If DEVICE COLOR is selected, no color space is specified. RGB source profiles downloaded with the Web-Based EpsonNet Config are available as RGB SOURCE.
		RGB INTENT	VIVID/ PHOTOGRAPHIC /RELATIVE COLOR/ABSOLUTE COLOR (for image) VIVID /PHOTOGRAPHIC/RELATIVE COLOR/ABSOLUTE COLOR (for text/graphic)
			Specify the characteristic applied when converting RGB image/text/graphics data to CMYK data. If VIVID is selected, a vivid output is produced. If PHOTOGRAPHIC is selected, a brighter output is produced. If RELATIVE COLOR is selected, relative color is applied to the RGB source profile. If ABSOLUTE COLOR is selected, absolute color is applied to the RGB source profile.
		RGB GRAY	COMPOSITE BLACK /BLACK AND GRAY/BLACK ONLY (for image) COMPOSITE BLACK/ BLACK AND GRAY /BLACK ONLY (for text/graphic)
Specify how black and grays are reproduced in RGB image/text/graphics data. If COMPOSITE BLACK is selected, black is reproduced using the CMYK colors. If BLACK AND GRAY is selected, black and gray are reproduced using black only. If BLACK ONLY is selected, black is reproduced using only black.			

Items		Settings (default in bold)/Description	
		DESTINATION PROF	<p>AUTO</p> <p>Specify the destination profile.</p> <p>If AUTO is selected, a destination profile that the printer automatically adapts is selected based on a combination of the specified color matching, halftones and other profiles.</p> <p>Destination profiles downloaded with the Web-Based EpsonNet Config are available as DESTINATION PROF.</p>
		SIMULATI ON	<p>NONE/SWOP/Euroscale/Commercial Press/Japan Color/ TOYO/DIC</p> <p>Specify the simulation profile.</p> <p>If NONE is selected, nosimulation profile is specified.</p> <p>Simulation profiles downloaded with the Web-Based EpsonNet Config are available as SIMULATION PROF.</p>
		SIMULATION INTENT	<p>RELATIVE COLOR/ABSOLUTE COLOR</p> <p>Specify the characteristic of the simulation profile.</p>
		CMYK GRAY	<p>COMPOSITE BLACK/BLACK AND GRAY/BLACK ONLY</p> <p>Specify how black and grays are reproduced using the four CMYK colors.</p> <p>If COMPOSITE BLACK is selected, black is reproduced using the CMYK colors.</p> <p>If BLACK AND GRAY is selected, black and gray are reproduced using black only.</p> <p>If BLACK ONLY is selected, black is reproduced using only black.</p>

Items				Settings (default in bold)/Description
CALIBRATION	TONE CALIBRATION			ON/OFF If ON is selected, image adjustments are applied. If OFF is selected, image adjustments are not applied.
	AIDC PROCESS			EXECUTE/CANCEL If EXECUTE is selected, image adjustments are performed immediately. If CANCEL is selected, image adjustments are not performed. Note: The AIDC PROCESS function consumes toner.
	CMYK DENSITY	CYAN/MAGENTA/YELLOW/BLACK	HIGHLIGHT/MIDDLE/SHADOW	-3/-2/-1/ 0 /+1/+2/+3 The density of the highlight/middle/shadow color in images can be adjusted.
COLOR SEPARATION				ON/OFF If ON is selected, color separation are performed. The contents of a color page is separated into the color pages for yellow, magenta, cyan and black, and each is printed with black gradations as individual pages. The printing order is yellow, magenta, cyan, then black.

*1 If **EDGE STRENGTH** is set to **OFF**, or **ECONOMY PRINT** is set to **ON**, the edges cannot be emphasized.

MEMORY DIRECT

With this menu, settings for “memory direct” function can be specified.

For details on memory direct, refer to “Memory Direct” on page 57.

Note:

- This menu appears when an optional hard disk drive is installed, and **INTERFACE MENU/MEMORY DIRECT** is set to **ENABLE**.
- This menu does not appear if public user access has not been permitted through authentication settings. For details on the authentication settings, refer to the Reference Guide.
- If **SYS DEFAULT MENU/SECURITY/LOCK PANEL** is set to **ON**, the password must be entered in order for the contents of **MEMORY DIRECT** to be displayed. For details on **LOCK PANEL**, refer to “**SYS DEFAULT MENU**” on page 46.

Items	Settings (default in bold)/Description	
LIST OF FILES* ¹	<p>Select the file that you wish to output, and then press the Menu/Select key.</p> <p>If the file to be printed is in a folder, select the folder, and then press the Menu/Select key.</p> <p>Note: A maximum of 99 folders and files can be displayed. Empty folders are not displayed.</p>	
	LETTER/A4* ²	LETTER, LEGAL, EXECUTIVE, A4 , A5, A6, B5(JIS), B6(JIS), GOVT LETTER, STATEMENT, FOLIO, SP FOLIO, UK QUARTO, FOOLSCAP, GOVT LEGAL, 16K, PHOTO 4×6* ³ , KAI 16, KAI 32, ENV C6, ENV DL, ENV MONARCH, ENV CHOU#3, ENV CHOU#4, B5(ISO), ENV #10, JPOST, JPOST-D, 8 1/8×13 1/4, 8 1/2×13 1/2, CUSTOM
		Change the size of the paper.
	DUPLEX* ⁴	OFF /LONG EDGE/SHORT EDGE Select whether to perform duplex printing. If OFF is selected, duplex printing is not performed. If LONG EDGE is selected, the page will be printed on both sides of the paper for long edge binding. If SHORT EDGE is selected, the page will be printed on both sides of the paper for short edge binding.
	COPIES	1-9999 Specify the number of copies to be printed.
	COLLATE* ⁵	ON/OFF
		Select whether to collate the copies.
TYPE OF FILES	PDF,XPS,JPEG,TIFF/ PDF,XPS	
	Select the type of files to be displayed.	

*¹ This item appears when a USB memory device is plugged into the USB memory port.

*² This item does not appear if the selected file is PDF and XPS file.

*³ Depending on the setting selected for SYS DEFAULT MENU/PAPER/UNIT OF MEASURE, PHOTO 4×6 may change to PHOTO 10×15.

*⁴ This item appears only Epson AcuLaser C3900DN.

*⁵ This item appears only if the optional hard disk drive is installed.

INTERFACE MENU

With this menu, interface settings can be specified.

Note:

- ❑ Restart the printer after changing settings in the `ETHERNET` menu.
- ❑ If `SYS DEFAULT MENU/SECURITY/LOCK PANEL` is set to `ON`, the password must be entered in order for the contents of `INTERFACE MENU` to be displayed. For details on `LOCK PANEL`, refer to “`SYS DEFAULT MENU`” on page 46.

Items			Settings (default in bold)/Description	
JOB TIMEOUT			5 seconds- 15 seconds -300 seconds	
			Specify the timeout interval for a print job being received.	
ETHERNET	TCP/IP	ENABLE	YES/NO	
		IP ADDRESS* ¹	000.000.000.000	
				Set the IP address for this printer on the network. If the IP address is manually specified, <code>DHCP</code> , <code>BOOTP</code> and <code>ARP/PING</code> are automatically set to <code>OFF</code> .
		SUBNET MASK* ¹	000.000.000.000	
				Specify the subnet mask for the network.
		DEFAULT GATEWAY* ¹	000.000.000.000	
				Specify the IP address of the router if one is on the network.
	DHCP* ¹	ON/OFF		
		Select whether or not the IP address is automatically acquired.		
	BOOTP* ¹	ON/OFF		
		Select whether or not the IP address is automatically acquired.		

Items		Settings (default in bold)/Description
	ARP/PING* ¹	ON/ OFF Select whether or not the IP address is automatically acquired.
	HTTP* ¹	ENABLE YES/NO
	FTP* ¹	ENABLE YES/ NO
	TELNET* ¹	ENABLE/ DISABLE Select whether to enable or disable Telnet transmissions.
	BONJOUR* ₁	ENABLE YES/NO
	DYNAMIC DNS* ¹	ENABLE YES/ NO
	IPP* ¹ * ²	ENABLE YES/NO
	RAW PORT* ¹	ENABLE YES/NO
		BIDIRECTIONAL* ³ If ON is selected, Raw port transmissions are enabled. If OFF is selected, Raw port transmissions are disabled.
	SLP* ¹	ENABLE YES/NO
	SMTP* ¹	ENABLE YES/NO
	SNMP* ¹	ENABLE YES/NO
	WSD PRINT* ¹	ENABLE YES/NO
	IPSEC* ¹	ENABLE YES/ NO

Items			Settings (default in bold)/Description
	IP ADDRESS FILTER*1	ACCESS PERMISSION	ENABLE/DISABLE Select whether to enable or disable access granting.
		ACCESS REFUSE	ENABLE/DISABLE Select whether to enable or disable access blocking.
	IPv6*1	ENABLE	YES/NO
		AUTO SETTING*4	YES/NO If YES is selected, auto configuration of IPv6 is enabled.
		LINK LOCAL *4	Displays the Link-Local address.
		GLOBAL ADDRESS*4	Displays the global address.
		GATEWAY ADDRESS*4	Displays the gateway address.
	NETWARE	ENABLE	YES/NO
	APPLETALK	ENABLE	YES/NO
	SPEED/DUPLEX		AUTO/10BASE FULL/10BASE HALF/100BASE FULL/100BASE HALF/1000BASE FULL Specify the transmission speed for the network and the transmission method for bi-directional transmission.
	IEEE802.1X	ENABLE	YES/NO
MEMORY DIRECT*5			ENABLE/DISABLE Select whether to enable or disable memory direct printing.

*1 These items appear when INTERFACE MENU/ETHERNET/TCP/IP/ENABLE is set to YES.

*2 If HTTP/ENABLE is set to NO, IPP cannot be set.

*3 This item appears when INTERFACE MENU/ETHERNET/TCP/IP/RAW PORT/ENABLE is set to YES.

*4 These items appear when INTERFACE MENU/ETHERNET/TCP/IP/IPv6/ENABLE is set to YES.

*5 This item appears only if an optional hard disk drive is installed.

SYS DEFAULT MENU

With this menu, settings can be specified to adjust the operation of the printer, such as the display language of the message window and the time until the machine enters Energy Saver mode.

Note:

If `SYS DEFAULT MENU/SECURITY/LOCK PANEL` is set to `ON`, the password must be entered in order for the contents of `SYS DEFAULT MENU` to be displayed. For details on `LOCK PANEL`, refer to “`SYS DEFAULT MENU`” on page 46.

Items		Settings (default in bold)/Description	
LANGUAGE		ENGLISH /FRANÇAIS/DEUTSCH/ESPAÑOL/ ITALIANO/PORTUGUÊS/ČEŠTINA/한국어/繁體中文/ NEDERLANDS/РУССКИЙ/POLSKI/TÜRKÇE Select the language of the menus and messages that appear in the message window.	
EMULATION	DEF. EMULATION	AUTO /POSTSCRIPT/PCL Specify the printer emulation language. If AUTO is selected, the printer automatically selects the printer emulation language from the data stream.	
	POSTSCRIPT	WAIT TIMEOUT	0-300 Specify the time until an error is determined to be a PostScript error. If 0 is selected, no timeout is performed.
		PS ERROR PAGE	ON/OFF Select whether or not an error page is printed when a Postscript error occurs.
	PS PROTOCOL	AUTO /NORMAL/BINARY Specify the protocol for data transmissions with a PostScript data stream. If AUTO is selected, the printer automatically selects an applicable protocol from the data stream.	
	AUTO TRAPPING	ON/OFF Select whether or not neighboring colors are printed superimposed in order to prevent white space around images.	

Items		Settings (default in bold)/Description		
		BLACK OVERPRINT	<p>TEXT/GRAPHIC, TEXT/OFF</p> <p>Specify whether black objects are printed (superimposed) on a neighboring color in order to prevent white space around black characters or figures.</p> <p>If TEXT/GRAPHIC is selected, superimposed printing is applied to text and graphics.</p> <p>If TEXT is selected, superimposed printing is applied to text.</p>	
PCL	CR/LF MAPPING	CR=CR LF=LF/CR=CRLF LF=LF/CR=CR LF=LFCR/CR=CRLF LF=LFCR		
		Select the definitions of the CR/LF codes in the PCL language.		
	LINES PER PAGE	5-60-128		
		Specify the number of lines per page in the PCL language.		
	FONT SOURCE	FONT NUMBER	0-102	
			Specify the default font in the PCL language.	
		The font numbers that appear correspond to the PCL font list. For details on printing the font list, refer to "PRINT MENU" on page 32.		
	PITCH SIZE (POINT SIZE)	0.44- 10.00 -99.99(4.00- 12.00 -999.75)		
		Specify the font size in the PCL language.		
		If the selected FONT NUMBER is for a bitmap font, PITCH SIZE appears. If the selected FONT NUMBER is for an outline font, POINT SIZE appears.		
		SYMBOL SET	Specify the symbol set used with the PCL language.	
			The default setting is PC8.	
XPS*1	DIGITAL SIGNATURE		ENABLE/DISABLE	
			Select whether to enable or disable XPS digital signatures.	
	XPS ERROR PAGE		ON/OFF	
			Select whether or not an error report is printed after an XPS error has occurred.	

Items			Settings (default in bold)/Description
PAPER	DEFAULT PAPER	PAPER SIZE	LETTER, LEGAL, EXECUTIVE, A4 , A5, A6, B5(JIS), B6(JIS), GOVT LETTER, STATEMENT, FOLIO, SP FOLIO, UK QUARTO, FOOLSCAP, GOVT LEGAL, 16K, PHOTO 4×6 ⁺ 2, KAI 16, KAI 32, ENV C6, ENV DL, ENV MONARCH, ENV CHOU#3, ENV CHOU#4, B5(ISO), ENV #10, JPOST, JPOST-D, 8 1/8×13 1/4, 8 1/2×13 1/2, CUSTOM Select the size of media that is normally used.
		CUSTOM SIZE	Specify the media size when PAPER SIZE is set to CUSTOM. The setting units can be switched between millimeters and inches with the SYS DEFAULT MENU/ PAPER/UNIT OF MEASURE setting. The setting range for WIDTH is 92 to 216 mm. The default setting is 210 mm. The setting range for LENGTH is 148 to 356 mm. The default setting is 297 mm.
		PAPER TYPE	PLAIN PAPER /RECYCLED/THICK 1/THICK 2/LABEL/ ENVELOPE/POSTCARD/LETTERHEAD/GLOSSY 1/ GLOSSY 2/SGL SIDE ONLY/SPECIAL PAPER Select the type of media that is normally used.
	UNIT OF MEASURE	INCHES/MILLIMETERS The units for specifying the size of custom media can be switched between inches and millimeters.	
	GRAYSCALE PAGE		AUTO /GRAYSCALE PRINT/COLOR PRINT Specify the operation to be performed for black-and-white pages in a job specified for color printing. If AUTO is selected, the printer determines whether the data is color or black-and-white before printing it. If GRAYSCALE PRINT is selected, black-and-white printing is automatically performed depending on each page. It may decrease the printing speed in some cases, but it reduces the consumption of the color toner cartridges and photoconductor unit. If COLOR PRINT is selected, color printing is performed, even for a black-and-white page.

Items		Settings (default in bold)/Description
STARTUP OPTIONS	DO STARTUP PAGE	ON/OFF
		Select whether or not a startup page is printed when the printer is turned on.
AUTO CONTINUE		ON/OFF
		<p>Select whether or not printing continues if the size or type of media in the selected tray is different from the size or type of media for the print job.</p> <p>If AUTO CONTINUE is set to ON, printing automatically continues after about 10 seconds under the following conditions. At this time, printing will be performed even if the media size is different.</p> <p>No media: PAPER EMPTY/TRAY EMPTY ("Error Messages (Operator Call)" on page 144)</p> <p>Different media size/type: PAPER ERROR/TRAY X PAPER ERR ("Error Messages (Operator Call)" on page 144)</p>
HOLD JOB TIMEOUT		DISABLE /1 hour/4 hours/1 day/1 week
		Specify the length of time until print jobs saved on the hard disk are deleted. If DISABLE is selected, print jobs are not deleted at a specific time.
ENERGY SAVER TIME		5 minutes/6 minutes/7 minutes/8 minutes/9 minutes/10 minutes/11 minutes/12 minutes/13 minutes/14 minutes/ 15 minutes /30 minutes/1 hour/3 hours
		Specify the length of time until the machine enters Energy Saver mode.
AUTO POWER OFF (Epson AcuLaser C3900 Series for EMEAR* ³ only)		ON/OFF
		Select whether or not to automatically turn off the machine's main power at the time specified in AUTOPOWEROFF TIME .

Items		Settings (default in bold)/Description
AUTOPOWEROFF TIME (Epson AcuLaser C3900 Series for EMEAR* ³ only)		00:00- 20:00 -23:59
		<p>Enter the time to automatically turn off the machine's main power.</p> <p>Note:</p> <ul style="list-style-type: none"> <input type="checkbox"/> 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. <input type="checkbox"/> If the machine is updating its firmware or there is an error that requires a reboot, the power is not turned off even when the time specified in AUTOPOWEROFF TIME comes. <input type="checkbox"/> If the machine is receiving or sending data or there is an error, the main power is turned off a few minutes after receiving or sending data is finished and the error is cleared.
MENU TIMEOUT		OFF/1 minute/ 2 minutes
		Specify the length of time until the status screen is displayed when no operation is performed while a menu or help screen is displayed in the message window. If OFF is selected, no timeout occurs.
LCD CONTRAST		-3/-2/-1/ 0 /+1/+2/+3
		<p>Adjust the contrast of the message window.</p> <p>The darkest level setting is -3 and the brightest level setting is +3.</p>
SECURITY	CHANGE PASSWORD	<p>Specify the password for locking the control panel.</p> <p>If the password is set to 0000 (default), the control panel is not locked. In order to lock the control panel, be sure to specify a password other than 0000.</p>
	LOCK PANEL	<p>OFF/MINIMUM/ON</p> <p>Specify how the control panel is locked.</p> <p>If OFF is selected, the control panel is not locked.</p> <p>If MINIMUM is selected, the INTERFACE MENU and SYS DEFAULT MENU are protected with a password.</p> <p>If ON is selected, all menus are protected with a password.</p> <p>In order to lock the control panel, be sure to specify a password other than 0000.</p>

Items		Settings (default in bold)/Description
CLOCK	DATE (DD.MM.YY)	Specify the date for the printer's internal clock.
	TIME	Specify the time for the printer's internal clock.
	TIME ZONE	-12:00- 00:00 +13:00
HDD FORMAT* 4	USER AREA ONLY	Initialize the user area of the hard disk. When this menu is selected, the printer is automatically restarted.
	ALL	Initialize the hard disk. When this menu is selected, the printer is automatically restarted.
RESTORE DEFAULT S	RESTORE NETWORK	Reset the network settings to their defaults. When this menu is selected, the printer is automatically restarted.
	RESTORE PRINTER	Reset the printer settings to their defaults. When this menu is selected, the printer is automatically restarted.
	RESTORE ALL	Reset all settings to their defaults. When this menu is selected, the printer is automatically restarted.

Items			Settings (default in bold)/Description
ENABLE WARNING	PAPER EMPTY	TRAY1	ON/OFF Select whether or not a warning appears when Tray 1 runs out of media.
		TRAY2	ON/OFF Select whether or not a warning appears when Tray 2 runs out of media.
		TRAY3*5	ON/OFF Select whether or not a warning appears when Tray 3 runs out of media.
	TONER LOW		ON/OFF Select whether or not a warning appears when the toner is about to run out.
	P/U LOW		ON/OFF Select whether or not a warning appears when the photoconductor unit is about to reach the end of its life.

*1 This item appears only if an optional hard disk drive is installed.

*2 Depending on the setting selected for `SYS DEFAULT MENU/PAPER/UNIT OF MEASURE`, `PHOTO 4×6` may change to `PHOTO 10×15`.

*3 EMEAR stands for Euro, Middle East, Africa, and Russia.

*4 These items appear only if an optional hard disk drive is installed.

*5 This item appears only if the optional 500-sheet paper cassette unit is installed.

MAINTENANCE MENU

With this menu, maintenance on this printer can be performed.

In order to use this menu, the administrator password must be entered.

Items			Settings (default in bold)/Description
PRINT MENU	EVENT LOG		PRINT/CANCEL Prints the event log.
	HALFTONE 64	CYAN 64/MAGENTA 64/YELLOW 64/BLACK 64	PRINT/CANCEL Prints the halftone pattern using a 25% density for each CMYK color.
	HALFTONE 128	CYAN 128/MAGENTA 128/YELLOW 128/BLACK 128	PRINT/CANCEL Prints the halftone pattern using a 50% density for each CMYK color.
	HALFTONE 256	CYAN 256/MAGENTA 256/YELLOW 256/BLACK 256	PRINT/CANCEL Prints the halftone pattern using a 100% density for each CMYK color.
	GRADATION		PRINT/CANCEL Prints the gradation pattern.
	ALIGNMENT	TOP ADJUSTMENT	PLAIN PAPER/THICK/THICK 2/ ENVELOPE
LEFT ADJUSTMENT		LEFT ADJ TRAY1/LEFT ADJ TRAY2/LEFT ADJ TRAY3	-15-15 Adjusts the left margin of media fed from Tray 1/2/3 for simplex (single-sided) printing.
LEFT ADJ DUPLEX*1		LEFT ADJ TRAY1/LEFT ADJ TRAY2/LEFT ADJ TRAY3	-15-15 Adjusts the left margin of media fed from Tray 1/2/3 for duplex (double-sided) printing.

Items				Settings (default in bold)/Description
	TRANSFER POWER	SIMPLEX PASS	PLAIN PAPER/ THICK 1/ THICK 2/ POSTCARD/ ENVELOPE/ LABEL/ GLOSSY 1/ GLOSSY 2	-8-7
				Adjusts the 2nd image transfer output (ATVC) for simplex (single-sided) printing of plain paper/thick 1 paper/thick 2 paper/ postcards/envelopes/ labels/glossy 1 media/glossy 2 media.
		MANUAL DUPLEX	PLAIN PAPER/ THICK 1/ THICK 2/ POSTCARD/ ENVELOPE/ LABEL/ GLOSSY 1/ GLOSSY 2	-8-7
				Adjusts the 2nd image transfer output (ATVC) for duplex (double-sided) printing of plain paper/ thick 1 paper/thick 2 paper/ postcards/envelopes/ labels/glossy 1 media/glossy 2 media.
IMG ADJ THICK	CYAN/MAGENTA/YELLOW/ BLACK		-5- 0 -5	
			Finely adjusts the density of cyan/magenta/ yellow/black for images printed on thick paper.	
IMG ADJ BLACK			-2- 0 -2	
			Finely adjusts the density of printed images for grayscale printing.	

Items			Settings (default in bold)/Description
	FINE LINE ADJ		-3- 0 -2
			Adjust how fine lines are reproduced by changing the applied voltage (VC) to the electrostatic roller.
	AIDC MODE		MODE 1/ MODE 2
			Select the AIDC operation mode. MODE 1: Standard mode MODE 2: Low mode
	THICK MODE		QUALITY MODE/SPEED MODE
			In order to prevent toner from clogging within the developer unit as a result of it being driven at half-speed, select the timing for driving the developer unit at full speed for a fixed length of time when thick paper is being fed. QUALITY MODE: While printing on thick paper, printing is periodically paused, and the developer unit is driven at full speed for a fixed length of time. Since printing is paused, the quality is not affected; however, a standby time of approximately 70 seconds occurs every 400 seconds or so of half-speed operation. SPEED MODE: While printing on thick paper, only the drive of the developer unit periodically switches to full speed for a fixed length of time. Since printing continues during full-speed drive, the print quality is slightly affected, however the standby time is short.
MAIN SCAN ADJUST	MAIN SCAN PAGE		PRINT/CANCEL
			Print the test pattern for fine adjustment of the color ratios in the main scanning direction.
	SCAN ADJUST VALUE	YELLOW/MAGENTA/CYAN	42 - 0 - -42
			Finely adjust the ratio of yellow/magenta/cyan in the main scanning direction.
SUPPLIES	REPLACE	FUSER UNIT	YES/NO
			Resets the fuser unit counter.

Items		Settings (default in bold)/Description
QUICK SETTING*2	UPDATE SETTING	EXECUTE /CANCEL
		Update printer settings according to the printer setting definition file stored in the USB memory device. If EXECUTE is selected, the printer settings are updated. If CANCEL is selected, the settings are not updated.
	BACKUP SETTING	EXECUTE /CANCEL
		Store, as a definition file, the current printer setting information in the USB memory device. If EXECUTE is selected, the printer settings are saved on a USB memory device. If CANCEL is selected, the settings are not saved.
	BACKUP TYPE	ALL /NETWORK/PRINTER
		Select the settings to be saved on a USB memory device. If ALL is selected, the printer settings and network settings are saved on the USB memory device. If NETWORK is selected, the network settings are saved on the USB memory device. If PRINTER is selected, the printer settings are saved on the USB memory device.

*1 This item appears only Epson AcuLaser C3900DN.

*2 This item appears when a USB memory device is plugged into the USB memory port.

Chapter 4

Memory Direct

Memory Direct

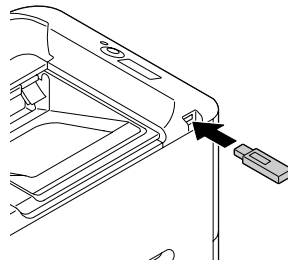
PDF, XPS, JPEG and TIFF files saved on USB memory devices can be printed by plugging the USB memory device into the printer.

Note:

- ❑ *Memory direct can be used only if the optional hard disk drive is installed.*
- ❑ *Encrypted USB memory devices are not supported.*
- ❑ *For details on specifying settings with the control panel, refer to “MEMORY DIRECT” on page 41.*

Printing From a Connected USB Memory Device

1. Plug the USB memory device into the USB memory port.
The USB icon appears in the upper-right corner of the message window, and the MEMORY DIRECT menu appears.



Note:

Even if SYS DEFAULT MENU/SECURITY/LOCK PANEL is set to ON, a password is not required for the menu that appears when the USB memory device is inserted.

2. Select LIST OF FILES, and then press the **Menu/Select** key.

Note:

*When all files (PDF, XPS, JPEG and TIFF) are displayed, select TYPE OF FILES, and then press the **Menu/Select** key.*

3. From the file list, select the file that you wish to print, and then press the **Menu/Select** key. If the file to be printed is in a folder, select the folder, and then press the **Menu/Select** key.

Note:

- A maximum of 99 folders and files can be displayed.*
- Up to 8 folder levels can be displayed.*

4. Select **PRINT**, and then press the **Menu/Select** key. When printing is finished, the status screen appears again.

Note:

- Settings can be specified for the paper size, duplex printing (C3900DN only), number of copies and collating.*
- Do not unplug the USB memory device from the USB memory port during memory direct printing.*

Chapter 5

Media Handling

Print Media

Specifications

Media	Media Size		Tray*1	Duplex*2 (double-sided)
	Inch	Millimeter		
Letter	8.5 x 11.0	215.9 x 279.4	1/2/3	Yes
Legal	8.5 x 14.0	215.9 x 355.6	1/3	Yes
Statement	5.5 x 8.5	139.7 x 215.9	1/2	No
Executive	7.25 x 10.5	184.2 x 266.7	1/2/3	Yes
A4	8.2 x 11.7	210.0 x 297.0	1/2/3	Yes
A5	5.9 x 8.3	148.0 x 210.0	1/2	No
A6	4.1 x 5.8	105.0 x 148.0	1/2	No
B5 (JIS)	7.2 x 10.1	182.0 x 257.0	1/2/3	Yes
B6	5.0 x 7.2	128.0 x 182.0	1/2	No
Folio	8.25 x 13.0	210.0 x 330.0	1	Yes
SP Folio	8.5 x 12.69	215.9 x 322.3	1	Yes
Foolscap	8.0 x 13.0	203.2 x 330.2	1	Yes
UK Quarto	8.0 x 10.0	203.2 x 254.0	1/2	Yes
Government Letter	8.0 x 10.5	203.2 x 266.7	1/2	Yes
Government Legal	8.5 x 13.0	215.9 x 330.2	1/3	Yes
Photo Size 4" x 6"/10 x 15	4.0 x 6.0	101.6 x 152.4	1/2	No
16 K	7.7 x 10.6	195.0 x 270.0	1/2	Yes
Kai 16	7.3 x 10.2	185.0 x 260.0	1/2	Yes

Media	Media Size		Tray ^{*1}	Duplex ^{*2} (double-sided)
	Inch	Millimeter		
Kai 32	5.1 x 7.3	130.0 x 185.0	1/2	No
8 1/2 x 13 1/2	8.5 x 13.5	215.9 x 342.9	1	Yes
8 1/8 x 13 1/4	8.125 x 13.25	206.4 x 336.6	1	Yes
Japanese Postcard	3.9 x 5.8	100.0 x 148.0	1	No
Japanese Postcard-D	5.8 x 7.9	148.0 x 200.0	1	No
B5 (ISO)	6.9 x 9.8	176.0 x 250.0	1	No
Envelope #10	4.125 x 9.5	104.8 x 241.3	1	No
Envelope DL	8.7 x 4.3	220.0 x 110.0	1	No
Envelope C6	6.4 x 4.5	162.0 x 114.0	1	No
Envelope Monarch	7.5 x 3.875	190.5 x 98.4	1	No
Envelope Chou #3	4.7 x 9.2	120.0 x 235.0	1	No
Envelope Chou #4	3.5 x 8.1	90.0 x 205.0	1	No
Custom Size	3.6-8.5 x 5.8-14.0	92.0-216.0 x 148.0-356.0	1 ^{*3}	Yes ^{*4}
Custom Size	3.6-8.5 x 5.8-11.7	92.0-216.0 x 148.0-297.0	2	Yes ^{*5}

*1 Tray 1 = Manual feed tray
Tray 3 = 500-sheet paper cassette unit (optional)

*2 Epson AcuLaser C3900DN only

*3 Although the maximum supported width is 216.0 mm (8.5"), the Envelope DL size (width: 220 mm (8.7")) can be fed.

*4 The minimum possible size for duplex (double-sided) printing is 182.0 x 254.0mm (7.2" x 10.0").
The maximum possible size for duplex (double-sided) printing is 216.0 x 356.0mm (8.5" x 14.0").

*5 The minimum possible size for duplex (double-sided) printing is 182.0 x 254.0mm (7.2" x 10.0").
The maximum possible size for duplex (double-sided) printing is 216.0 x 297.0mm (8.5" x 11.69").

Note:

For custom sizes, use the printer driver to specify the settings within the ranges shown in the table on previous page.

Media Types

Keep media on a flat, level surface in its original wrapper until it is time to load it.

Note:

Before printing a large number of copies on special paper (other than plain paper), perform a trial print to check the quality of the print result.

Plain Paper (Recycled Paper)

Capacity	Tray 1	Up to 100 sheets, depending on the paper weight.
	Tray 2	Up to 250 sheets, depending on the paper weight.
	Tray 3	Up to 500 sheets, depending on the paper weight.
Orientation	Tray 1	Face down
	Tray 2/3	Face up
Driver Media Type	Plain Paper (Recycled)	
Weight	60–90 g/m ²	
Duplexing	See "Print Media" on page 59 for supported sizes.	

Use plain paper that is

Suitable for plain paper laser printers, such as standard or recycled office paper.

DO NOT use media that is

- Coated with a processed surface (such as carbon paper, and colored paper that has been treated)
- Unapproved iron-on transfer media (such as heat-pressure paper, and heat-press transfer paper)
- Cold-water-transfer paper
- Pressure sensitive
- Designed specifically for inkjet printers (such as superfine paper, glossy paper, glossy film, and postcards)
- Paper that has already been printed on
 - Paper that has been printed on with an inkjet printer

- Paper that has been printed on with a monochrome/color laser printer/copier
- Paper that has been printed on with a heat-transfer printer
- Paper that has been printed on with any other printer or fax machine
- Dusty
- Wet (or damp)

Note:

Keep media between 35% and 85% relative humidity. Toner does not adhere well to moist or wet paper.

- Layered
- Adhesive
- Folded, creased, curled, embossed, warped, or wrinkled
- Perforated, three-hole punched, or torn
- Too slick, too coarse, or too textured
- Different in texture (roughness) on the front and back
- Too thin or too thick
- Stuck together with static electricity
- Composed of foil or gilt; too luminous
- Heat sensitive or cannot withstand the fusing temperature (205°C [401°F])
- Irregularly shaped (not rectangular or not cut at right angles)
- Attached with glue, tape, paper clips, staples, ribbons, hooks, or buttons
- Acidic
- Any other media that is not approved

Thick Stock

Paper thicker than 90 g/m² is referred to as thick stock. You can print continuously with thick stock. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Capacity	Tray 1/2	Up to 20 sheets, depending on their thickness.
	Tray 3	Not supported
Orientation	Tray 1	Face down
	Tray 2	Face up
Driver Media Type	Thick 1 (91–150 g/m ²) Thick 2 (151–210 g/m ²)	
Weight	91–210 g/m ²	
Duplexing	See “Specifications” on page 59 for supported sizes	

Envelope

Print on the front (address) side only. Some parts of the envelope consist of three layers of paper—the front, back, and flap. Anything printed in these layered regions may be lost or faded.

You can print continuously with envelope. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Capacity	Tray 1	Up to 10 sheets, depending on their thickness
	Tray 2/3	Not supported
Orientation	Face down	
Driver Media Type	Envelope	
Duplexing	Not supported	

Use envelopes that are

- Common office envelopes approved for laser printing with diagonal joints, sharp folds and edges, and ordinary gummed flaps

Note:

Because the envelopes pass through heated rollers, the gummed area on the flaps may seal. Using envelopes with emulsion-based glue avoids this problem.

- Approved for laser printing
- Dry

DO NOT use envelopes that have

- Sticky flaps
- Tape seals, metal clasps, paper clips, fasteners, or peel-off strips for sealing
- Transparent windows
- Too rough of a surface
- Material that will melt, vaporize, offset, discolor, or emit dangerous fumes
- Been presealed

Label

A sheet of labels consists of a face sheet (the printing surface), adhesive, and a carrier sheet:

- The face sheet must follow the plain paper specification.
- The face sheet surface must cover the entire carrier sheet, and no adhesive should come through on the surface.

You can print continuously with label sheets. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Check your application documentation for more information on printing labels.

Capacity	Tray 1/2	Up to 20 sheets, depending on their thickness
	Tray 3	Not supported
Orientation	Tray 1	Face down
	Tray 2	Face up
Driver Media Type	Label	
Duplexing	Not supported	

Use label sheets that are

- Recommended for laser printers

DO NOT use label sheets that

- Have labels that easily peel off or have parts of the label already removed
- Have backing sheets that have peeled away or have exposed adhesive

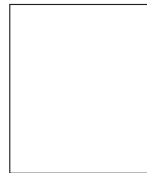
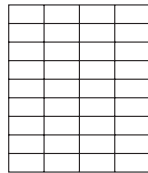
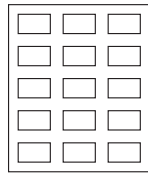
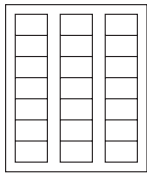
Note:

Labels may stick to the fuser, causing them to peel off and media misfeeds to occur.

- Are precut or perforated

Do not use

OK to use



Shiny backed paper

Full-page labels (uncut)

Letterhead

You can print continuously with letterhead. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Try printing your data on a sheet of plain paper first to check placement.

Capacity	Tray 1/2	Up to 20 sheets, depending on their size and thickness
	Tray 3	Not supported
Orientation	Tray 1	Face down
	Tray 2	Face up
Driver Media Type	Letterhead	
Duplexing	Not supported	

Postcard

You can print continuously with postcards. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Try printing your data on a sheet of plain paper first to check placement.

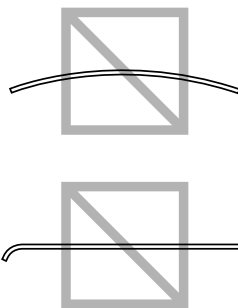
Capacity	Tray 1/2	Up to 20 sheets, depending on their thickness
	Tray 3	Not supported
Orientation	Tray 1	Face down
	Tray 2	Face up
Driver Media Type	Postcard	
Duplexing	Not supported	

Use postcards that are

- Approved for laser printers

DO NOT use postcards that are

- Coated
- Designed for inkjet printers
- Precut or perforated
- Preprinted or multicolored
- Folded or wrinkled



Note:

If the postcard is warped, press on the warped area before putting it in the tray.

**Glossy Media**

You can print continuously with glossy media. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Check your application documentation for more information on printing glossy media.

Capacity	Tray 1/2	Up to 20 sheets, depending on their thickness.
	Tray 3	Not supported
Orientation	Tray 1	Face down
	Tray 2	Face up
Driver Media Type	Glossy1 (100–128 g/m ²) Glossy2 (129–158 g/m ²)	
Weight	100–158 g/m ²	
Duplexing	Not supported	

Single Side Only

Print on the single side only.

You can print continuously with single side only paper. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Select this setting when paper that should not be used with double sided copying (for example, when one side has already been printed on) is loaded as plain paper with a weight of 60–90 g/m².

Capacity	Tray 1	Up to 100 sheets, depending on the paper weight.
	Tray 2	Up to 250 sheets, depending on the paper weight.
	Tray 3	Up to 500 sheets, depending on the paper weight.
Orientation	Tray 1	Face down
	Tray 2/3	Face up
Driver Media Type	Single Side Only (60–90 g/m ²)	
Weight	60–90 g/m ²	
Duplexing	Not supported	

Use single side only paper that is

- Suitable for plain paper laser printers, such as standard or recycled office paper
- Plain paper that has been printed on with same printer

DO NOT use single side only paper that is

- Not approved for use as plain paper

Special Paper

You can print continuously with special paper. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Select this setting when special paper, for example, high-quality paper, is loaded as plain paper with a weight of 60–90 g/m².

Capacity	Tray 1	Up to 100 sheets, depending on the paper weight.
	Tray 2	Up to 250 sheets, depending on the paper weight.
	Tray 3	Up to 500 sheets, depending on the paper weight.
Orientation	Tray 1	Face down
	Tray 2/3	Face up
Driver Media Type	Special Paper (60–90 g/m ²)	

Weight	60–90 g/m ²
Duplexing	See "Print Media" on page 59 for supported sizes.

Use special paper that is

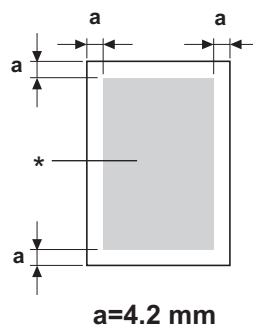
- Approved for laser printers

DO NOT use special paper that is

- Not approved for use as plain paper

Printable Area

The printable area on all media sizes is up to 4.2 mm from the edges of the media.



* Printable Area

Each media size has a specific printable area (the maximum area on which the printer can print clearly and without distortion).

This area is subject to both hardware limits (the physical media size and the margins required by the printer) and software constraints (the amount of memory available for the full-page frame buffer). The printable area for all media sizes is the page size minus 4.2 mm from all edges of the media.

Note:

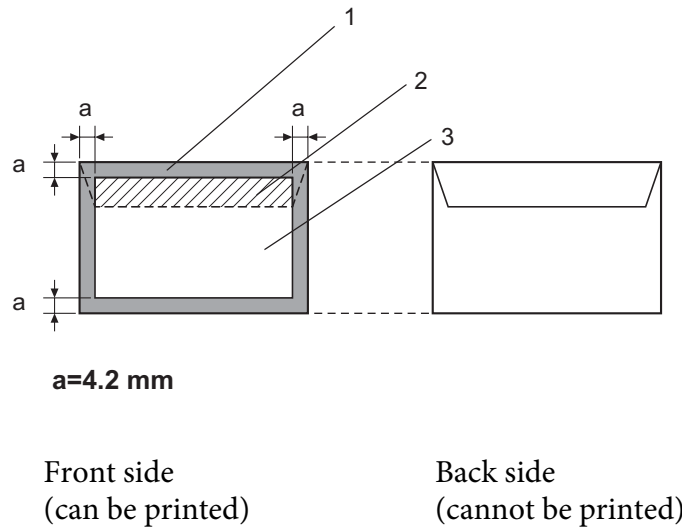
When printing in color on legal-size media, the following limitations apply.

- The printable area is 347.2 mm from the leading edge of the paper. (However, there is a non-printable area up to 4.2 mm from the leading edge.)

- ❑ The bottom margin is 14.2 mm.

Envelopes

Envelopes can only be printed on their front sides (side where the recipient's address is written). In addition, printing on the front side in the area overlapping the back flap cannot be guaranteed. The location of this area differs depending on the envelope type.



1. Non-printable area
2. Non-guaranteed printable area
3. Guaranteed printable area

Note:

The envelope print orientation is determined by your application.

Page Margins

Margins are set through your application. Some applications allow you to set custom page sizes and margins while others have only standard page sizes and margins from which to choose. If you choose a standard format, you may lose part of your image (due to printable area constraints). If you can custom-size your page in your application, use those sizes given for the printable area for optimum results.

Loading Media

Note:

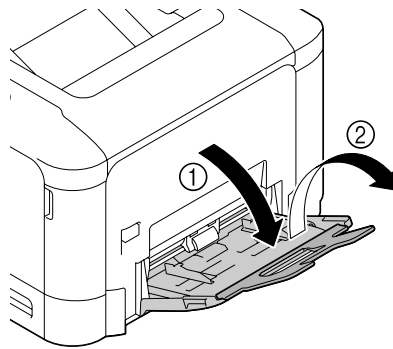
- ❑ Do not mix media of different types and sizes, as this will cause media misfeeds or machine trouble.
- ❑ Paper edges are sharp and may cause injuries.

When refilling media, first remove any media remaining in the tray. Stack it with the new media, even the edges, then reload it.

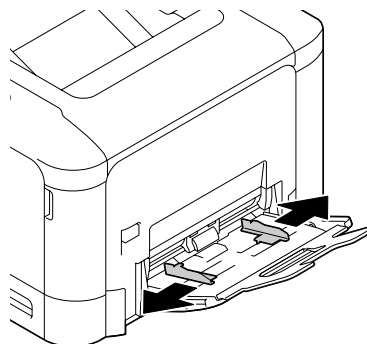
Tray 1 (Manual Feed Tray)

For details on the types and sizes of media that can be printed from Tray 1, refer to “Print Media” on page 59.

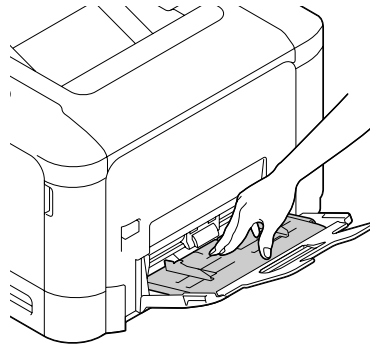
1. Open Tray 1.



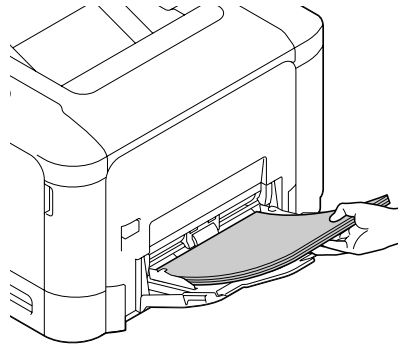
2. Slide the media guides to provide more space between them.



3. Press down on the center of the paper-lifting plate until the left and right locking tabs (white) lock into place.

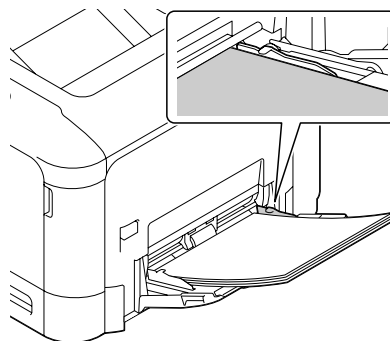


4. Load the paper face down in the tray.

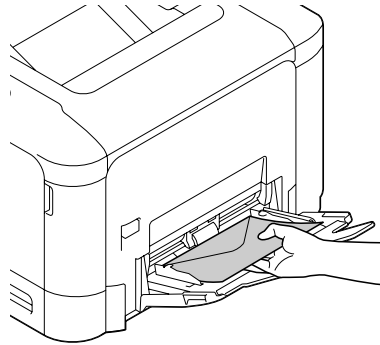


Note:

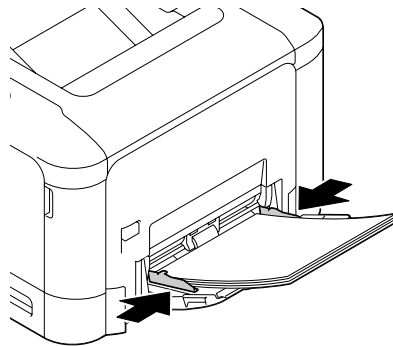
- ❑ Do not load so much paper that the top of the stack is higher than the maximum limit guide. Up to 100 sheets (80 g/m² [22 lb]) of plain paper can be loaded into the tray at one time.



- ❑ For the maximum paper capacity for each paper source, see “Media Types” on page 61.
- ❑ Before loading envelopes, press them down to make sure that all air is removed, and make sure that the folds of the flaps are firmly pressed; otherwise the envelopes may become wrinkled or a media misfeed may occur.
- ❑ For envelopes with the flap along the long edge (Envelope C6, Envelope Monarch, and Envelope DL), load the envelopes with the flap side up.



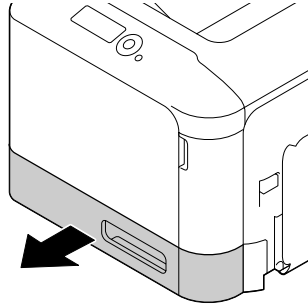
5. Slide the media guides against the edges of the paper.



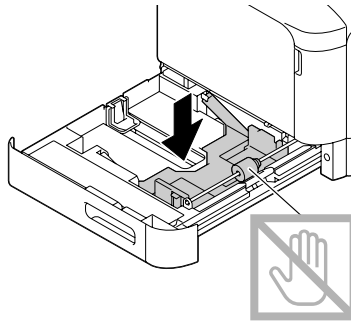
6. Select PAPER MENU/PAPER SOURCE/TRAY 1/PAPER SIZE and PAPER TYPE in the configuration menu, and then select the setting for the size and type of paper that are loaded. See also “PAPER MENU” on page 33.

Tray 2

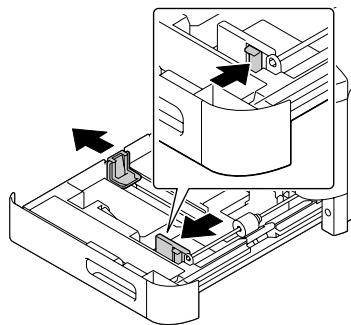
1. Pull out Tray 2.



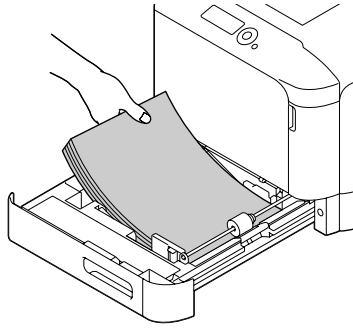
2. Press down the media pressure plate to lock it into place.



3. Slide the media guides to provide more space between them.

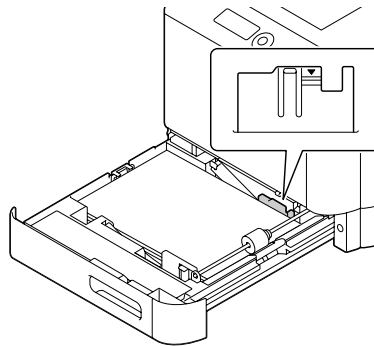


4. Load the paper face up in the tray.



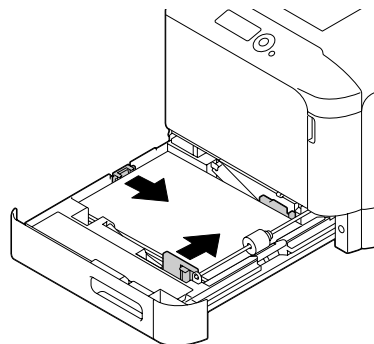
Note:

- ❑ Do not load above the ▼ mark. Up to 250 sheets (80 g/m² [22 lb]) of plain paper can be loaded into the tray at one time.

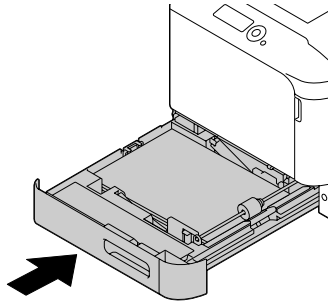


- ❑ For the maximum paper capacity for each paper source, see “Media Types” on page 61.

5. Slide the media guides against the edges of the paper.



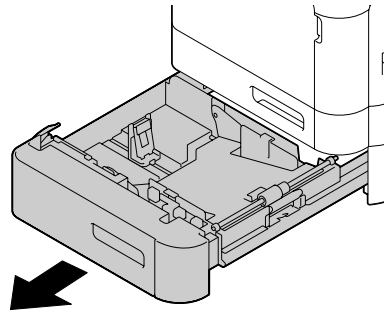
6. Close Tray 2.



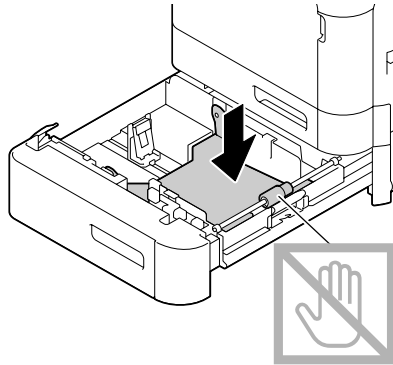
7. Select PAPER MENU/PAPER SOURCE/TRAY 2/PAPER SIZE and PAPER TYPE in the configuration menu, and then select the setting for the size and type of paper that are loaded. See also “PAPER MENU” on page 33.

500-Sheet Paper Cassette Unit (Tray 3)

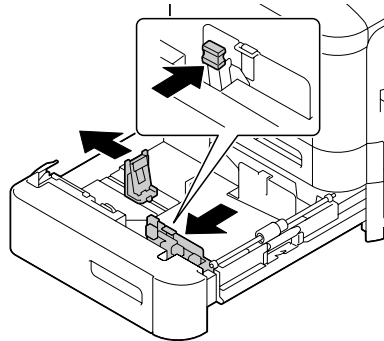
1. Pull out Tray 3.



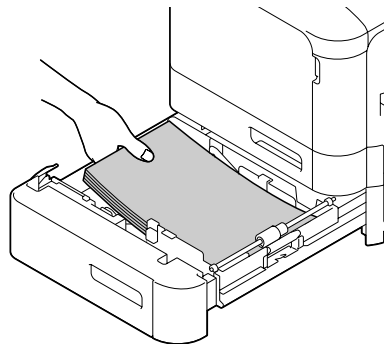
2. Press down the media pressure plate to lock it into place.



3. Slide the media guides to provide more space between them.

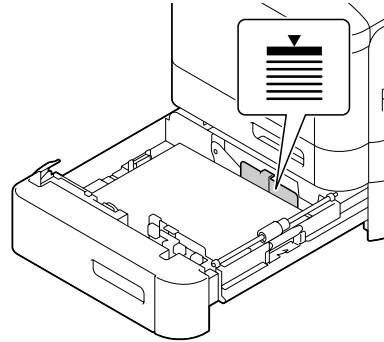


4. Load the paper face up in the tray.

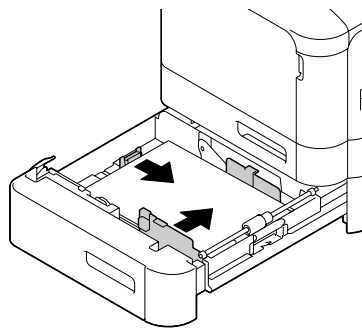


Note:

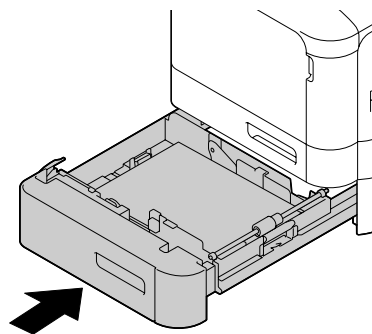
Do not load above the ▼ mark. Up to 500 sheets (80 g/m² [22 lb]) of plain paper can be loaded into the tray at one time.



5. Slide the media guides against the edges of the paper.



6. Close Tray 3.



7. Select PAPER MENU/PAPER SOURCE/TRAY 3/PAPER TYPE in the configuration menu, and then select the setting for the type of paper that is loaded. See also “PAPER MENU” on page 33.

Duplexing (Epson AcuLaser C3900DN only)

Select paper with high opacity for duplex (double-sided) printing. Opacity refers to how effectively paper blocks out what is written on the opposite side of the page. If the paper has low opacity (high translucency), then the printed data from one side of the page will show through to the other side. Check your application for margin information. For best results, print a small quantity to make sure the opacity is acceptable.

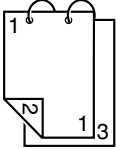
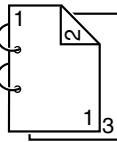
Note:

Only plain paper, special paper and thick stock, 60–210 g/m² can be autoduplexed. See “Print Media” on page 59.

Duplexing envelopes, letterhead, labels, postcards, glossy media or single side only papers is not supported.

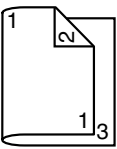
Check your application to determine how to set your margins for duplex (double-sided) printing.

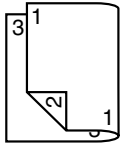
The following Binding Position settings are available.

	<p>If “Short Edge” is selected, the pages will be laid out to flip at the top.</p>
	<p>If “Long Edge” is selected, the pages will be laid out to flip at the side.</p>

In addition, if “N-up” has been set to “Booklet”, autoduplex printing is performed.

The following Order settings are available when “Booklet” is selected.

	<p>If “Left Binding” is selected, the pages can be folded as a left-bound booklet.</p>
---	--



If "Right Binding" is selected, the pages can be folded as a right-bound booklet.

1. Load plain paper into the tray.
2. From the printer driver, specify duplex (double-sided) printing (Layout tab in Windows).
3. Click **OK**.

Note:

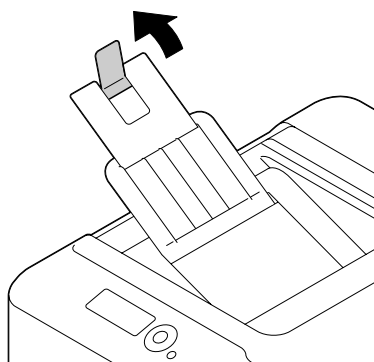
With autoduplexing, the back side is printed first, and then the front side is printed.

Output Tray

All printed media is output to the face-down output tray on top of the printer. This tray has a capacity of approximately 200 sheets (A4/Letter) of 80 g/m² paper.

Note:

- If the media is stacked too high in the output tray, your printer may experience media misfeeds, excessive media curl, or static buildup.*
- If the paper curls and falls out of the output tray when printing thick paper, extend the paper stopper at the end of the tray extension before printing.*



Media Storage

- ❑ Keep media on a flat, level surface in its original wrapper until it is time to load it.

Media that has been stored for a long time out of its packaging may dry up too much and cause misfeeding.

- ❑ If media has been removed from its wrapper, place it in its original packaging and store in a cool, dark place on a level surface.
- ❑ Avoid moisture, excessive humidity, direct sunlight, excessive heat (above 35°C [95°F]), and dust.
- ❑ Avoid leaning media against other objects or placing it in an upright position.

Before using stored media, do a trial print to check print quality.

Chapter 6

Replacing Consumables and Maintenance Parts

Note:

- ❑ Failure to follow instructions as outlined in this manual could result in voiding your warranty.
- ❑ If an error message (REPLACE TONER, FUSER UNIT END OF LIFE, etc.) appears, print out the configuration page, and then check the status of the other consumables. For details on the error messages, refer to “Error Messages (Warning)” on page 142. For details on printing the configuration page, refer to “Printing a Configuration Page” on page 116.

About Toner Cartridges

Your printer uses four toner cartridges: black, yellow, magenta, and cyan. Handle the toner cartridges carefully to avoid spilling toner inside the printer or on yourself.

Note:

- ❑ When replacing the toner cartridges, install only new cartridges. If a used toner cartridge is installed, the amount of remaining toner may not appear correctly.
- ❑ Do not open the toner cartridge unnecessarily. If toner is spilled, avoid inhaling it or allowing it to come in contact with your skin.
- ❑ If toner gets on your hands or clothes, immediately wash them with soap and water.
- ❑ If toner was inhaled, move to an area with fresh air, and gargle thoroughly with a large quantity of water. If conditions such as coughing appear, seek professional medical attention.
- ❑ If toner gets in your eyes, immediately flush them with water for at least 15 minutes. If any irritation persists, seek professional medical attention.
- ❑ If toner gets in your mouth, thoroughly rinse it, and then drink 1 to 2 cups of water. If necessary, seek professional medical attention.
- ❑ Store toner cartridges out of the reach of children.

Note:

The use of non-genuine toner cartridges may result in unstable performance. In addition, any damage caused by the use of non-genuine toner cartridges is not covered by the warranty, even if it occurs during the warranty period. (Although damage is not certain to result from using non-genuine toner cartridges, we strongly recommend that you use genuine toner cartridges.)

Type	Parts Number
Toner Cartridge (Yellow)	0590
Toner Cartridge (Magenta)	0591
Toner Cartridge (Cyan)	0592
Toner Cartridge (Black)	0593
Double Toner Cartridge (Black)	0594

Note:

For optimum print quality and performance, use only the corresponded TYPE genuine Epson toner cartridges.

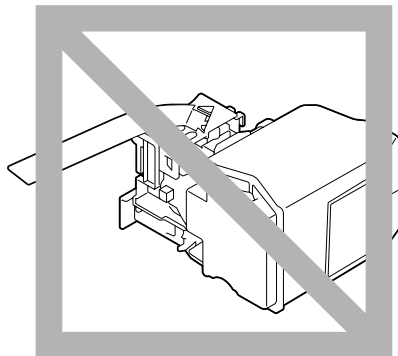
Keep toner cartridges:

- In their packaging until you're ready to install them.
- In a cool, dry location away from sunlight (due to heat).

The maximum storage temperature is 35°C (95°F) and the maximum storage humidity is 85% (noncondensing). If the toner cartridge is moved from a cold place to a warm, humid place, condensation may occur, degrading print quality. Allow the toner to adapt to the environment for about one hour before use.

- Level during handling and storage.

Do not turn cartridges upside down; the toner inside the cartridges may become caked or unequally distributed.



- Away from salty air and corrosive gases such as aerosols.

Replacing a Toner Cartridge

Note:

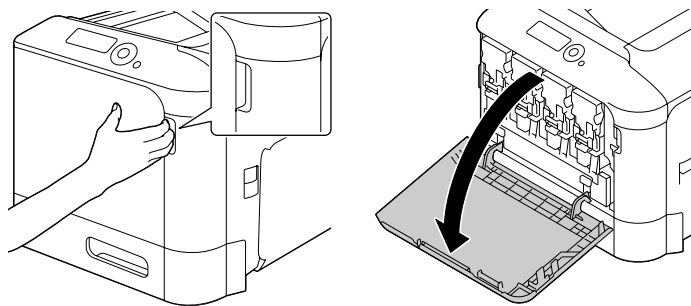
Be careful not to spill toner while replacing a toner cartridge. If toner spills, immediately wipe it off with a soft, dry cloth.

If TONER LOW on the SYS DEFAULT MENU/ENABLE WARNING is set to ON, the message TONER LOW X (where "X" represents the color of the toner) appears when toner cartridge becomes near empty. Follow the steps below to replace the toner cartridge.

Note:

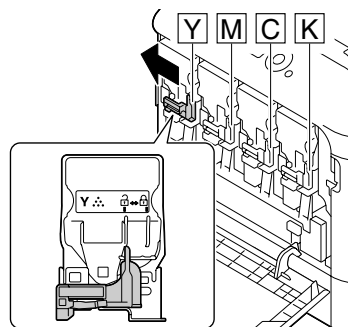
If TONER LOW on the SYS DEFAULT MENU/ENABLE WARNING is set to OFF, you are advised to replace the indicated toner cartridge when the message REPLACE TONER X appear.

1. Open the printer's front cover.

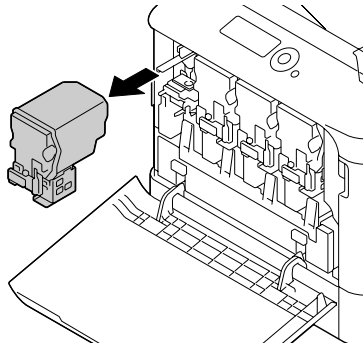


2. Pull the front lever of the color toner cartridge indicated to the left.

The replacement procedure for the toner cartridge is the same for all colors (yellow: Y, magenta: M, cyan: C, and black: K). The following instructions show the procedure to replace the toner cartridge (Y).



- Grab the handle of the toner cartridge to be replaced, and then pull out the cartridge. The following instructions show the procedure to replace the toner cartridge(Y).

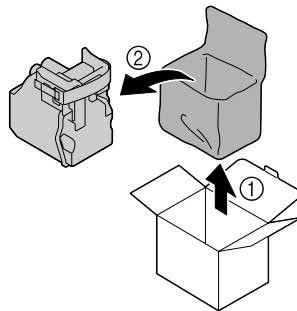


Note:

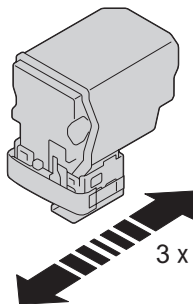
Dispose of the used toner cartridge according to your local regulations. Do not burn the toner cartridge.

For details, refer to “About Toner Cartridges” on page 82.

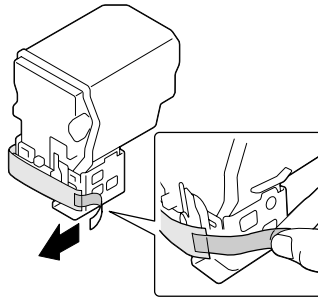
- Check the color of the new toner cartridge to be installed.
- Remove the toner cartridge from the bag.



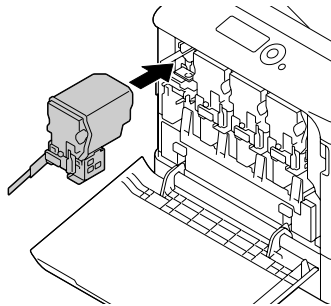
- Shake the cartridge to distribute the toner.



7. Peel off the protective film from the right side of the toner cartridge.

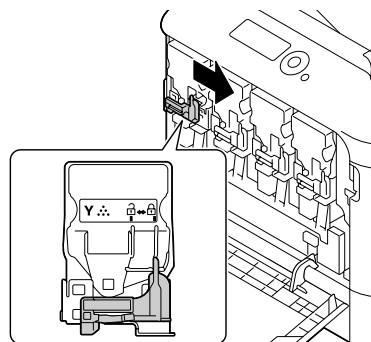


8. Make sure that the toner cartridge is the same color as the printer compartment, and then insert the toner cartridge into the printer.



Note:
Fully insert the toner cartridge.

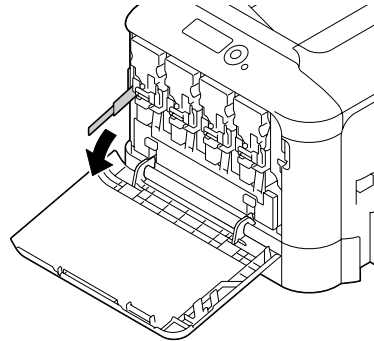
9. Pull the lever to the right to lock it in place.



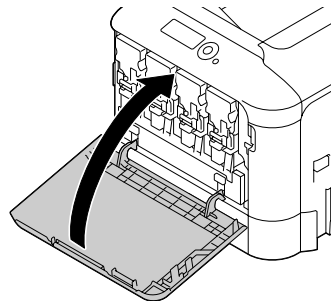
Note:

- ❑ *The front lever should be securely returned to its original position; otherwise, the front cover of the printer cannot be closed.*
- ❑ *If it is difficult to operate the lever, push it in.*

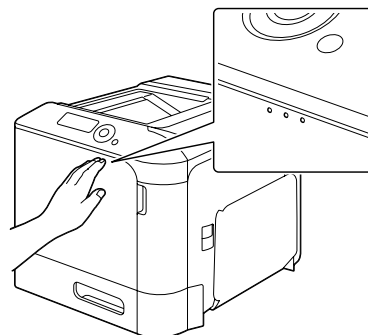
10. Make sure that the toner cartridge is securely installed, and then peel off the protective film.



11. Close the front cover.

**Note:**

When closing the front cover, press the area of the cover with small projections.

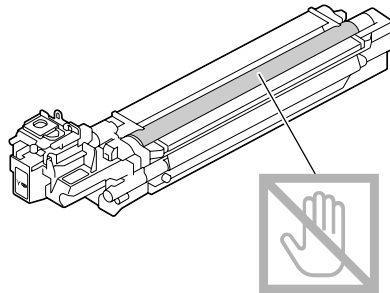


Replacing a Photoconductor Unit

Type	Parts Number
Photoconductor Unit (Yellow)	1201
Photoconductor Unit (Magenta)	1202
Photoconductor Unit (Cyan)	1203
Photoconductor Unit (Black)	1204

Note:

Do not touch the OPC drum surface. This could lower image quality.

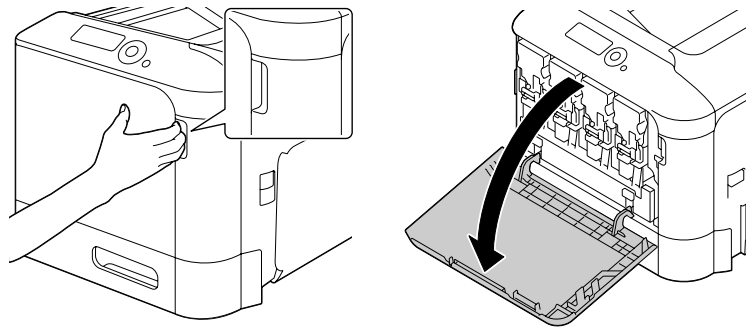


If `P/U LOW` on the `SYS DEFAULT MENU/ENABLE WARNING` is set to `ON`, the message `P/U LOW X` (where “X” represents the color of the toner) appears when a photoconductor unit becomes near empty. Follow the steps below to replace the photoconductor unit.

Note:

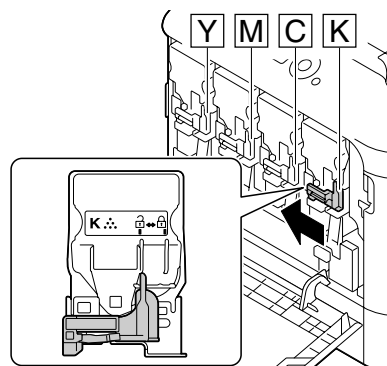
You are advised to replace the indicated photoconductor unit when the message `P/U LIFE X` appears.

1. Check the message window to see which color photoconductor unit needs replacing.
2. Open the printer's front cover.

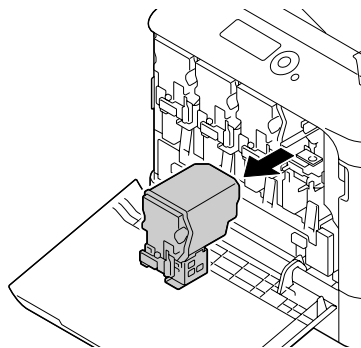


3. Pull the front lever of the color toner cartridge indicated to the left.

The replacement procedure for the photoconductor unit is the same for all colors (yellow: Y, magenta: M, cyan: C, and black: K). The following instructions show the procedure to replace the toner cartridge (K).



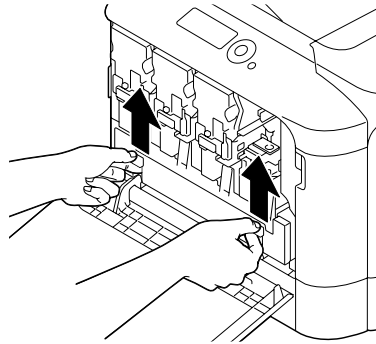
4. Grab the handle of the toner cartridge to be removed, and then pull out the cartridge.



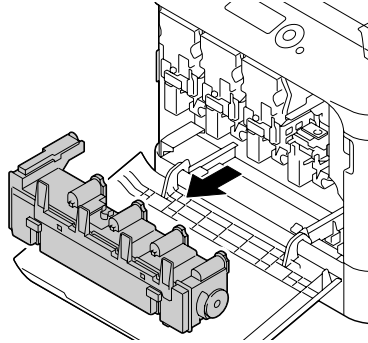
Note:

Do not tilt removed toner cartridge, otherwise toner may spill.

5. Pull up the waste toner bottle to unlock it.



6. Grab the left and right handles of the waste toner bottle, and then slowly pull out the bottle.

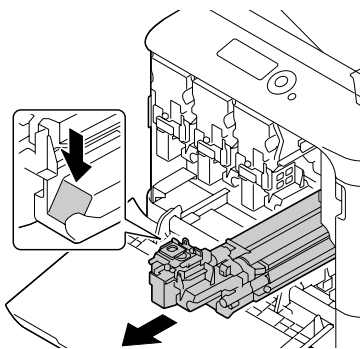


Note:

Do not tilt removed waste toner box, otherwise waste toner may spill.

7. While pressing down the area marked “Push” on the photoconductor unit to be replaced, slide the unit completely out of the printer.

The following instructions show the procedure to replace the photoconductor unit (Black).



Note:

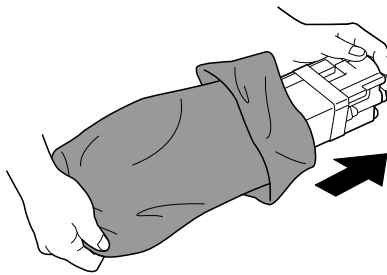
Dispose of the used photoconductor unit according to your local regulations.
Do not burn the photoconductor unit.

8. Check the color of the new photoconductor unit to be installed.

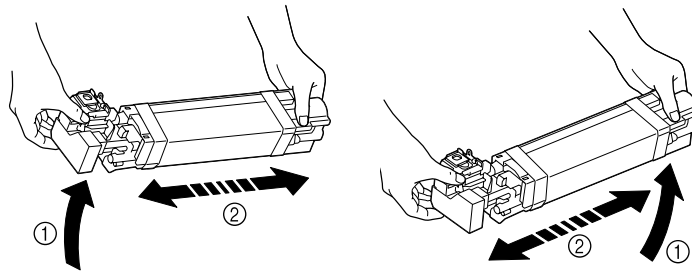
Note:

In order to prevent toner from spilling, leave the photoconductor unit in the bag until step 7 is being performed.

9. Remove the photoconductor unit from the bag.

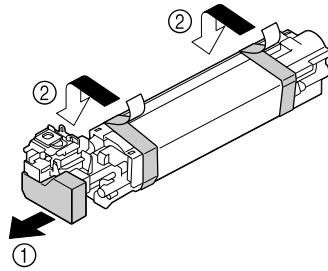


10. Hold the photoconductor unit with both hands, and then shake it twice as shown in the illustration.

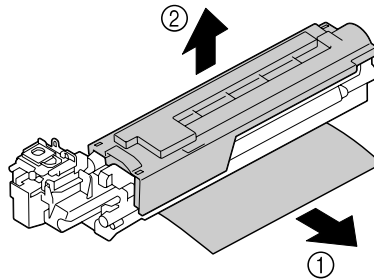
**Note:**

Do not grab the bottom of the bag; otherwise, the photoconductor unit may be damaged, resulting in decreased print quality.

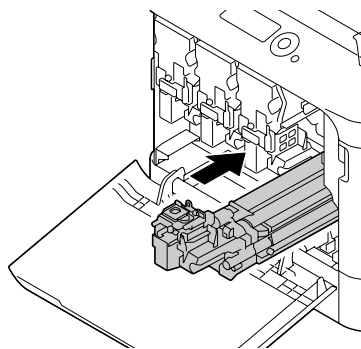
11. Remove the protective cover from the photoconductor unit.
Remove all packing tape from the photoconductor unit.



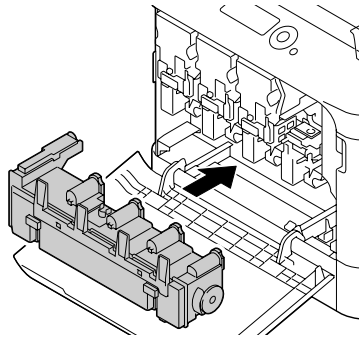
12. Remove the paper from the photoconductor unit.
Remove the protective cover from the photoconductor unit.



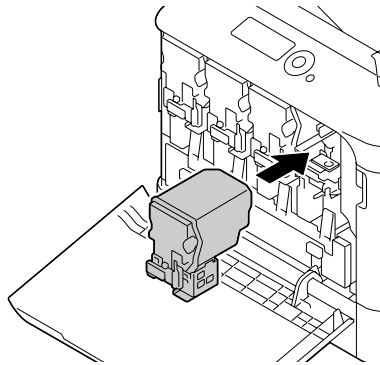
13. Make sure that the new photoconductor unit to be installed is the same color as the printer compartment, and then insert the photoconductor unit into the printer so it locks.



14. Press in on the waste toner bottle until it locks into place.

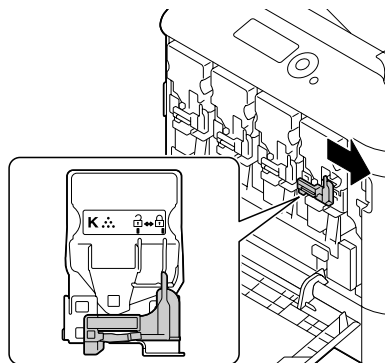


15. Make sure that the toner cartridge is the same color as the printer compartment, and then insert the toner cartridge into the printer.



Note:
Fully insert the toner cartridge.

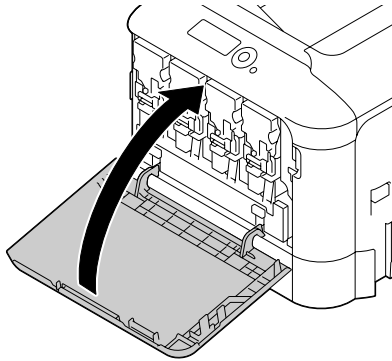
16. Pull the lever to the right to lock it in place.



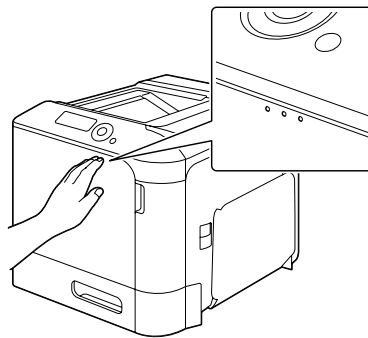
Note:

- ❑ *The front lever should be securely returned to its original position; otherwise, the front cover of the printer cannot be closed.*
- ❑ *If it is difficult to operate the lever, push it in.*

17. Close the front cover.

**Note:**

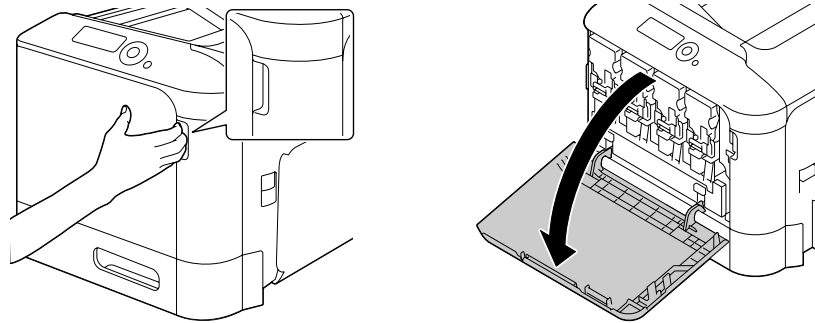
When closing the front cover, press the area of the cover with small projections.



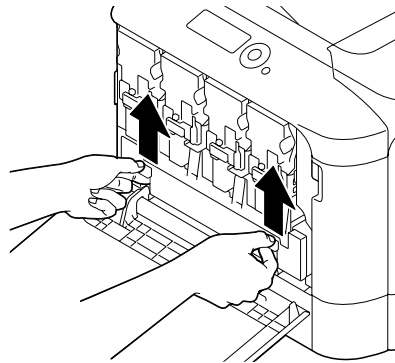
Replacing the Waste Toner Bottle (0595)

When the waste toner bottle becomes full, the message `WASTE TONER FULL/REPLACE BOTTLE` appears in the message window. The printer stops and will not start again until the waste toner bottle is replaced.

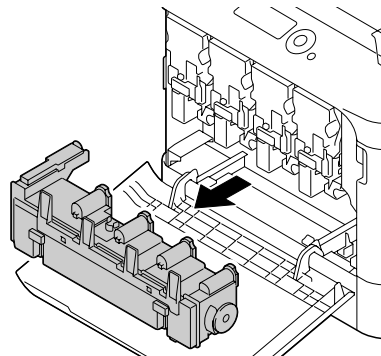
1. Open the printer's front cover.



2. Pull up the waste toner bottle to unlock it.



3. Grab the left and right handles of the waste toner bottle, and then slowly pull out the bottle.



Note:

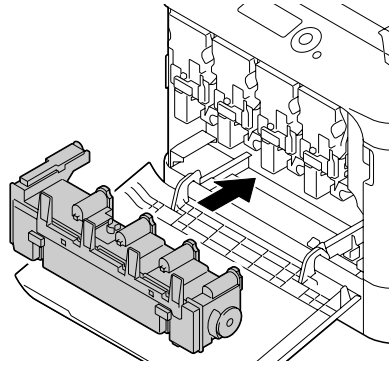
Do not tilt removed waste toner box, otherwise waste toner may spill.

4. Remove the new waste toner bottle from its packaging. Insert the used waste toner bottle into the plastic bag included in the box, and then box it up.

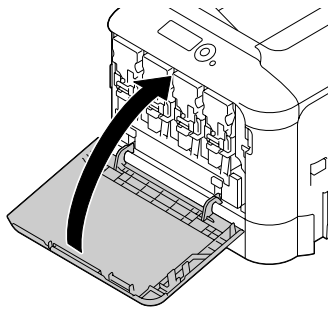
Note:

Dispose of the used waste toner bottle according to your local regulations. Do not burn the waste toner bottle.

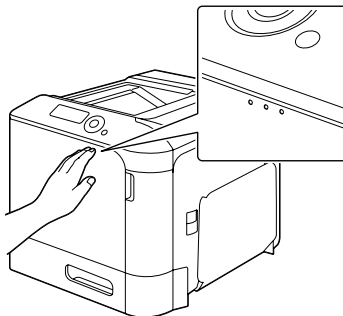
5. Press in on the waste toner bottle until it locks into place.



6. Close the front cover.

**Note:**

- ❑ When closing the front cover, press the area of the cover with small projections.



- ❑ If the waste toner bottle is not fully inserted, the front cover cannot be closed.

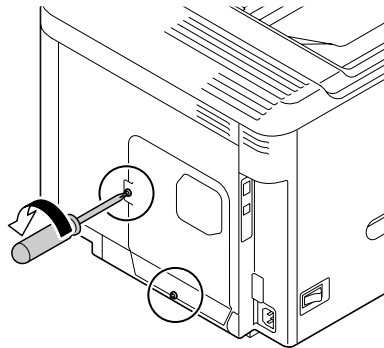
Replacing the Backup Battery

When the backup battery is at its end of life, the printer's date and time cannot be retained. Follow the procedure described below to replace the backup battery.

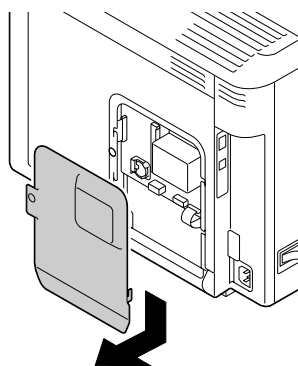
Note:

Only use the coin-shaped 3V lithium battery CR2032. It's very important to protect the printer controller board and any associated circuit boards from electrostatic damage. Before performing this procedure, review the antistatic caution on "Antistatic Protection" on page 148. In addition, always handle circuit boards by the edges only.

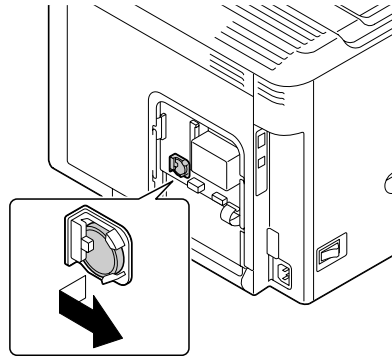
1. Turn off the printer and disconnect the power cord and interface cables.
2. Using a screwdriver, remove two screws.



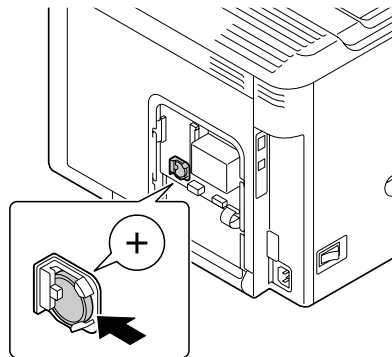
3. Slide the panel slightly to the down and lift it off the printer.



4. Remove the backup battery.



5. Insert a new backup battery.



Note:

- When inserting the new backup battery, be sure that the + side faces front.
 - Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to your local regulations.
Do not burn the backup battery.
6. Reinstall the panel and tighten two screws.
 7. Reconnect all interface cables.
 8. Reconnect the power cord, and turn on the printer.
 9. Use `DATE` on the `SYS DEFAULT MENU/CLOCK` menu to set the date, and use `TIME` on the `SYS DEFAULT MENU/CLOCK` menu to set the time.

Replacing the Fuser Unit (3041/3042)

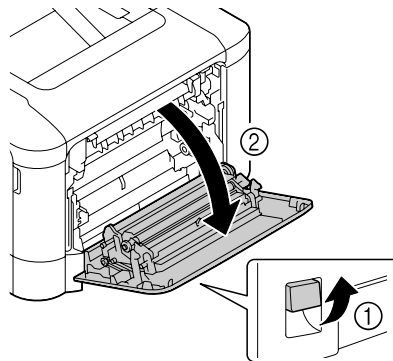
When the time to replace the fuser unit is reached, the message `FUSER UNIT/END OF LIFE` appears. Printing can continue even after this message appears; however, since the print quality is reduced, the fuser unit should be replaced immediately.

1. Turn off the printer.

Note:

There are extremely hot parts within the machine. Before replacing the fuser unit, wait about 40 minutes after turning off the machine, and then check that the fusing section has reached room temperature, otherwise, you may get burnt.

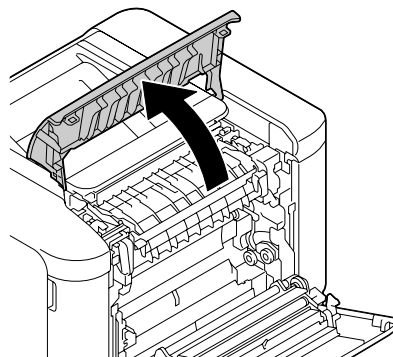
2. Pull the lever, and then open the right side cover.



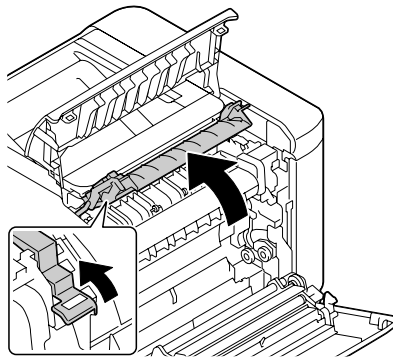
Note:

Before opening the right side cover, fold up Tray 1.

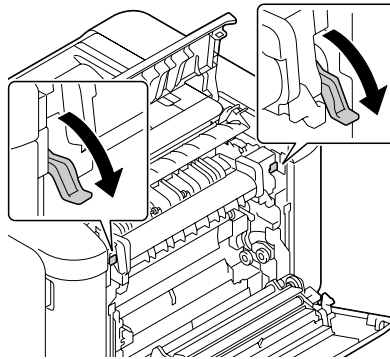
3. Open the eject cover.



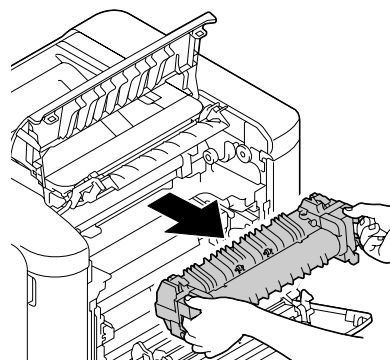
4. Open the fuser unit cover.



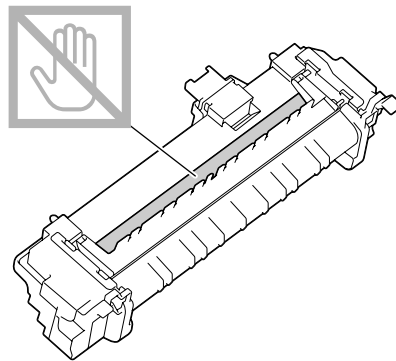
5. Pull down the 2 levers.



6. Remove the fuser unit.

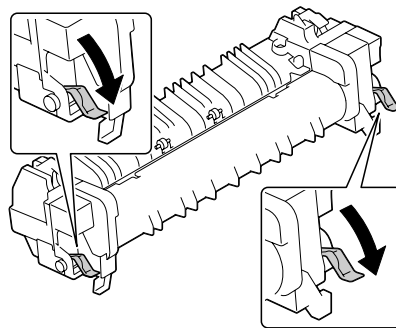


7. Prepare a new fuser unit.

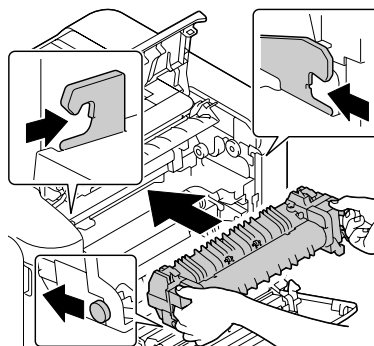


Note:
Be careful not to touch the surface of the fuser roller.

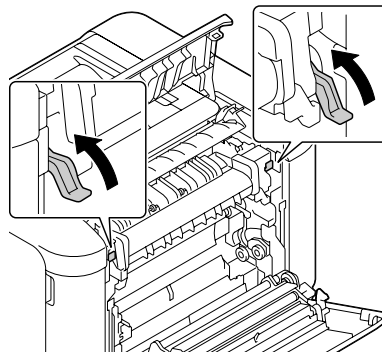
8. Pull down the 2 levers of a new fuser unit.



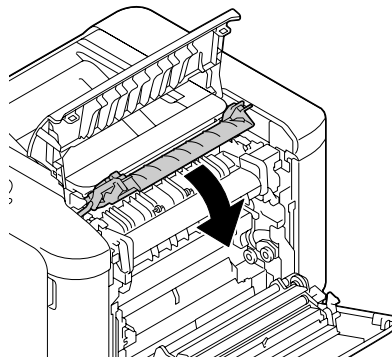
9. Insert the fuser unit until it locks into place.



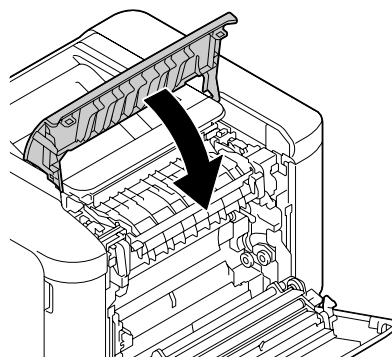
10. Lift up the two levers.



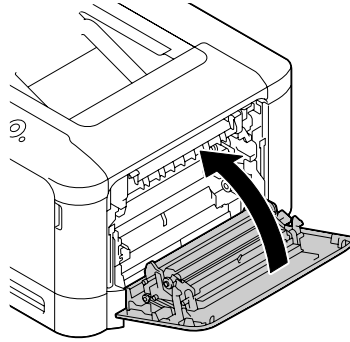
11. Close the fuser unit cover.



12. Close the eject cover.



13. Close the right side cover.



14. Reset the counter in the MAINTENANCE MENU/SUPPLIES/REPLACE/FUSER UNIT menu.

Chapter 7

Maintaining the Printer

Maintaining the Printer

**Caution:**

Read all caution and warning labels carefully, making sure to follow any instructions contained in them. These labels are located on the inside of the printer's covers and the interior of the printer body.

Handle the printer with care to preserve its life. Abuse handling may cause damage and void your warranty. If dust and paper scraps remain on the inside or outside of the printer, printer performance and print quality will suffer, so the printer should be cleaned periodically. Keep the following guidelines in mind.

**Warning:**

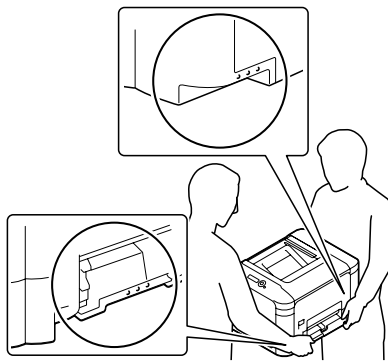
Turn off the printer, unplug the power cord, and disconnect all interface cables before cleaning. Do not spill water or detergent into the printer; otherwise the printer will be damaged and an electric shock may occur.

**Caution:**

The fuser unit is hot. When the right side cover is opened, the fuser unit temperature drops gradually (40 minutes wait time).

- Be careful when cleaning the inside of the printer or removing media misfeeds, as the fuser unit and other internal parts may be very hot.
- Do not place anything on top of the printer.
- Use a soft cloth to clean the printer.
- Never spray cleaning solutions directly on the printer's surface; the spray could penetrate through the air vents of the printer and damage the internal circuits.
- Avoid using abrasive or corrosive solutions or solutions that contain solvents (such as alcohol and benzene) to clean the printer.
- Always test any cleaning solution (such as mild detergent) on a small inconspicuous area of your printer to check the solution's performance.
- Never use sharp or rough implements, such as wire or plastic cleaning pads.

- ❑ Always close the printer's covers gently. Never subject the printer to vibration.
- ❑ Do not cover the printer immediately after using it. Turn it off and wait until it cools down.
- ❑ Do not leave the printer's covers open for any length of time, especially in well-lit places; light may damage the photoconductor units.
- ❑ Do not open the printer during printing.
- ❑ Do not tap media stacks on the printer.
- ❑ Do not lubricate or disassemble the printer.
- ❑ Do not tilt the printer.
- ❑ Do not touch the electrical contacts, gears, or laser devices. Doing so may damage the printer and cause the print quality to deteriorate.
- ❑ Keep media in the output tray at a minimum level. If the media is stocked too high, your printer may experience media misfeeds and excessive media curl.
- ❑ Make sure two people are available to lift the printer when moving it. Keep the printer level to avoid toner spillage.



- ❑ When lifting the printer, fold up Tray 1, and then lift the printer as shown in the illustration at the right.

If the optional 500-sheet paper cassette unit is installed, move it and the printer separately. Do not grasp the grip of Tray 3, or the right side cover; otherwise, the 500-sheet paper cassette unit may be damaged.

- ❑ If you get toner on your skin, wash it off with cool water and a mild soap.

**Caution:**

If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

- Make sure any parts removed during cleaning are replaced before you plug in the printer.

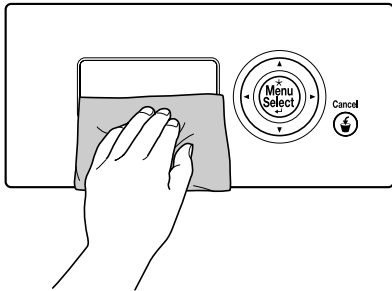
Cleaning the Printer

**Caution:**

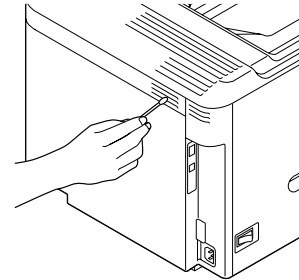
Be sure to turn off the printer and unplug the power cord before cleaning.

Exterior

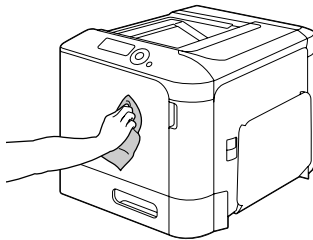
- Control Panel



- Ventilation Grill



- Printer Exterior

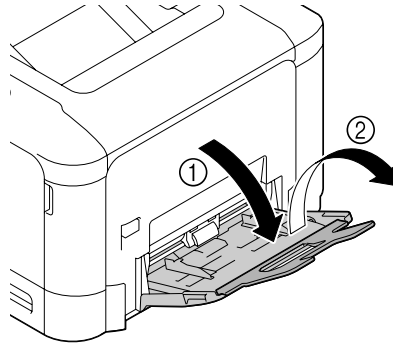


Media Rollers

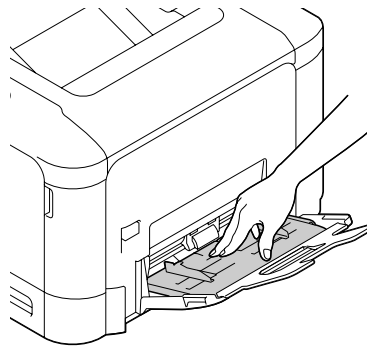
The accumulation of paper dust and other debris on the media rollers can cause media-feeding problems.

Cleaning the Media Feed Rollers (Manual Feed Tray)

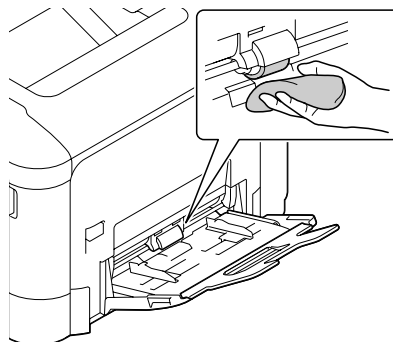
1. Open Tray 1.



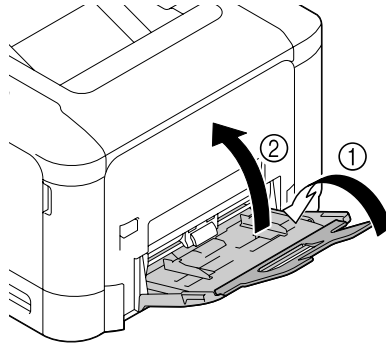
2. Press down on the center of the paper-lifting plate until the left and right locking tabs (white) lock into place.



3. Clean the media feed rollers by wiping them with a soft, dry cloth.

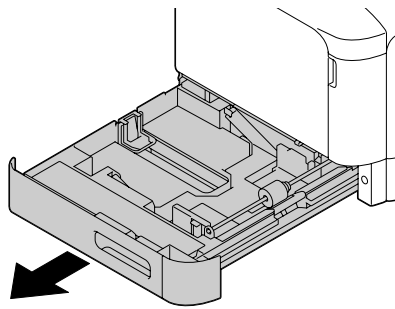


4. Close the tray.

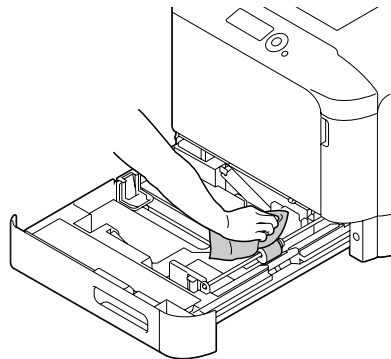


Cleaning the Media Feed Rollers (Tray 2/3)

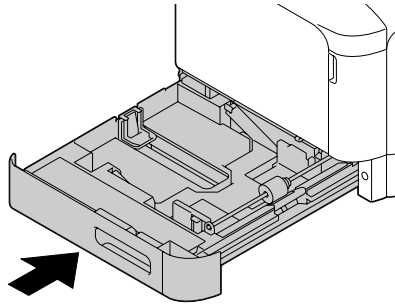
1. Pull out the tray.



2. Clean the media feed rollers by wiping them with a soft, dry cloth.

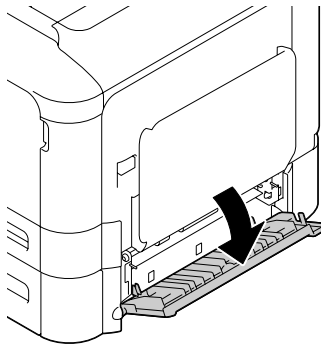


3. Close the tray.



Cleaning the Media Transfer Rollers for Tray 3

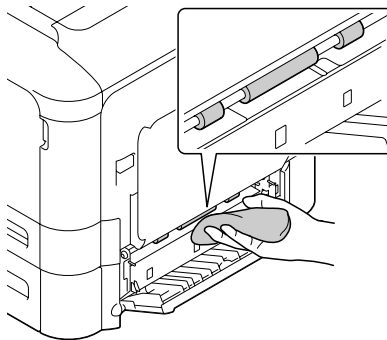
1. Open the right side cover of Tray 3.



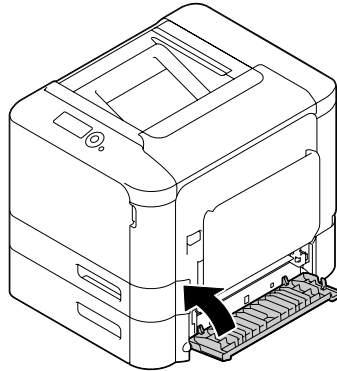
Note:

Before opening the right side cover of Tray 3, fold up Tray 1.

2. Clean the media transfer rollers by wiping them with a soft, dry cloth.



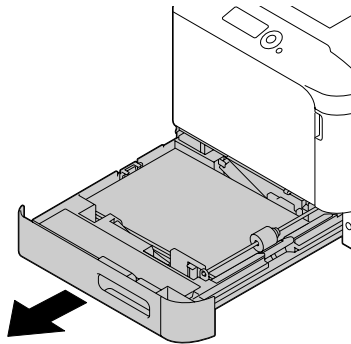
3. Close the right side cover of Tray 3.



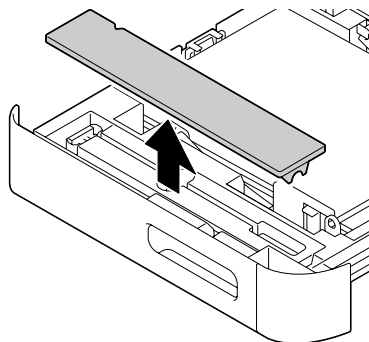
Cleaning the Laser Lens

This printer is constructed with four laser lenses. Clean all lenses as described below. The laser lens cleaning tool should be attached to the inside of the tray 2.

1. Pull out the tray 2.



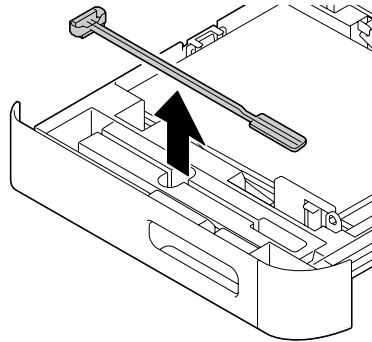
2. Remove the cover.



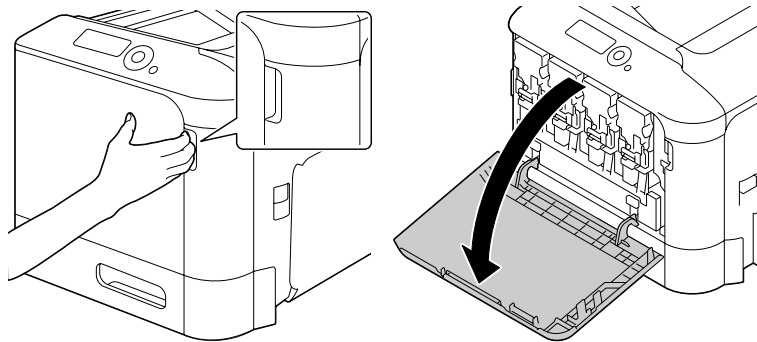
Note:

Since the cover will be used later, do not return it to its original position.

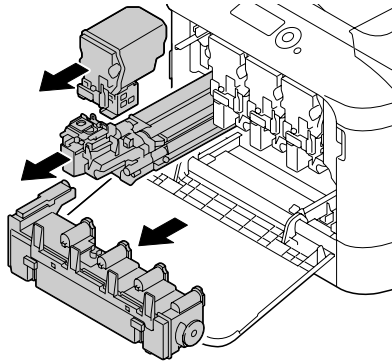
3. Remove the cleaning tool from the tray 2.



4. Close the tray 2.
5. Open the printer's front cover.

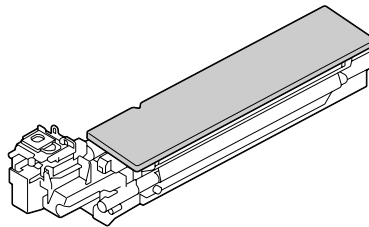


6. Remove the waste toner bottle and the toner cartridge and photoconductor unit for the color of laser lens to be cleaned.

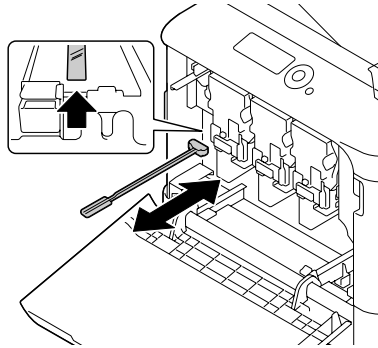


Note:

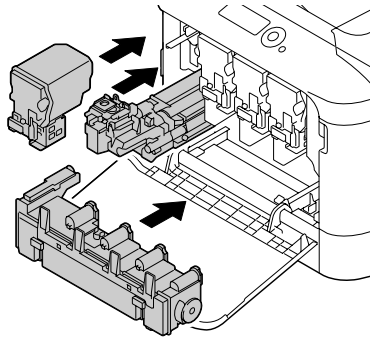
- For details on removing the toner cartridge, photoconductor unit or waste toner bottle, refer to “Replacing a Toner Cartridge” on page 84 or “Replacing a Photoconductor Unit” on page 88.
 - Do not tilt removed toner cartridge, otherwise toner may spill.
 - Do not tilt removed waste toner box, otherwise waste toner may spill.
7. Attach the cover removed in step 2 to the photoconductor unit.



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



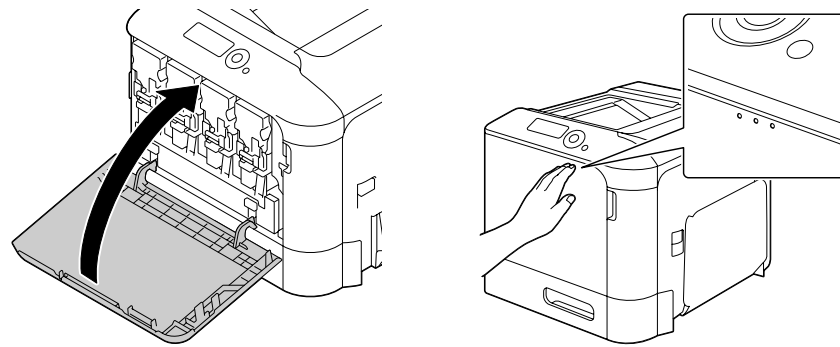
9. Install the removed toner cartridge, photoconductor unit and waste toner bottle.



Note:

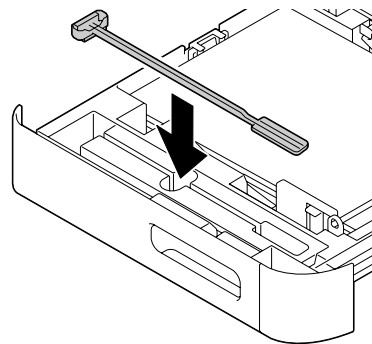
For details on installing the toner cartridge, photoconductor unit or waste toner bottle, refer to “Replacing a Toner Cartridge” on page 84 or “Replacing a Photoconductor Unit” on page 88.

10. Close the front cover.

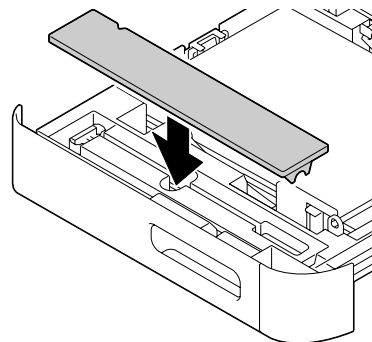


Note:
 When closing the front cover, press the area of the cover with small projections.

11. Pull out the tray 2.
12. Return the laser lens cleaning tool to its holder on the inside of the tray 2.



13. Close the cover.



14. Close the tray 2.
15. Clean between each of the laser lenses in the same way.

Note:

*The laser lens cleaning tool is included with the printer.
Safely store the laser lens cleaning tool so that it will not be lost.*

Chapter 8

Troubleshooting

Printing a Configuration Page

1. Press the **Menu/Select** key.
2. Select PRINT MENU, and then press the **Menu/Select** key.
3. Select CONFIGURATION PG, and then press the **Menu/Select** key.
4. Select PRINT, and then press the **Menu/Select** key.

Preventing Media Misfeeds

Make sure that...
Media matches the printer specifications.
Media is flat, especially on the leading edge.
The printer is on a hard, flat, level surface.
You store media in a dry location away from moisture and humidity.
You always adjust the media guides in the tray <i>after</i> inserting the media (<i>a guide that is not properly adjusted can cause poor print quality, media misfeeds, and printer damage</i>).
You load the media printing-side up in the tray (<i>many manufacturers place an arrow on the end of the wrapper to indicate the printing side</i>).
Avoid...
Media that is folded, wrinkled, or excessively curled.
Double feeding (<i>remove the media and fan the sheets—they may be sticking together</i>).
Loading more than one type/size/weight of media in a tray at the same time.
Overfilling the trays.

Avoid...

Allowing the output tray to overfill (*the output tray has a 200-sheet capacity—misfeeding may occur if you allow more than 200 sheets of media to accumulate at one time*).

Clearing Media Misfeeds

To avoid damage, always remove misfed media gently, without tearing it. Any piece of media left in the printer, whether large or small, can obstruct the media path and cause further misfeeds. Do not reload media that has misfed.

Note:

The image is not fixed on the media before the fusing process. If you touch the printed surface, the toner may stick to your hands, so be careful not to touch the printed face when removing the misfed media. Make sure not to spill any toner inside the printer.

**Caution:**

- Unfused toner can dirty your hands, clothes, or anything else it gets on. If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off. If toner gets on your skin, wash it off with cool water and a mild soap.*
- If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.*

If, after clearing the media misfeed, the misfeed message in the control panel window persists, open and close the printer's covers. This should clear the misfeed message.

Media Misfeed Messages and Clearing Procedures

Media Misfeed Message	Page Reference
PAPER JAM TRAY2	"Clearing a Media Misfeed in Tray 2" on page 118
PAPER JAM TRAY3	"Clearing a Media Misfeed in Tray 3" on page 121
PAPER JAM DUPLEX1	"Clearing a Media Misfeed from the Duplex (Epson AcuLaser C3900DN only)" on page 124
PAPER JAM DUPLEX2	"Clearing a Media Misfeed from the Duplex (Epson AcuLaser C3900DN only)" on page 124

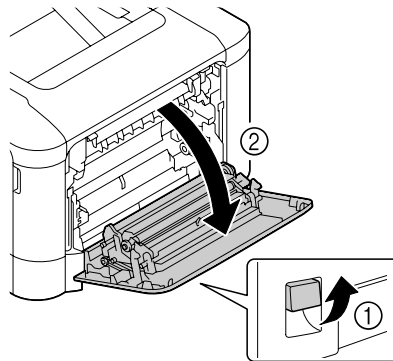
Media Misfeed Message	Page Reference
PAPER JAM FUSER/EXIT	"Clearing a Media Misfeed from the Fuser Unit" on page 125
PAPER JAM TRAY1	"Clearing a Media Misfeed from Tray 1 (Manual Feed Tray) and Transfer Roller" on page 129
PAPER JAM SECOND TRANS	"Clearing a Media Misfeed from Tray 1 (Manual Feed Tray) and Transfer Roller" on page 129
PAPER JAM VERTICAL TRANS	"Clearing a Media Misfeed in Tray 3" on page 121, "Clearing a Media Misfeed from Tray 1 (Manual Feed Tray) and Transfer Roller" on page 129

Note:

If the message PAPER JAM/VERTICAL TRANS appears, check for media misfeeds in the transfer roller section of the right side covers for Tray 3.

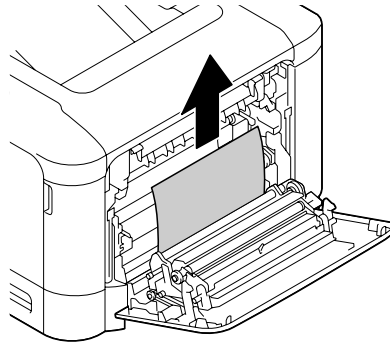
Clearing a Media Misfeed in Tray 2

1. Pull the lever, and then open the right side cover.

**Note:**

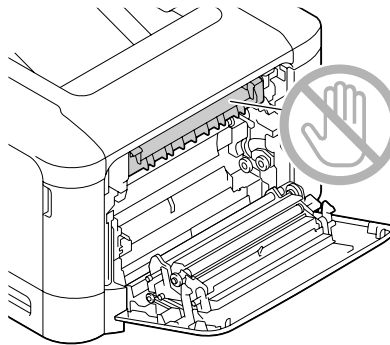
Before opening the right side cover, fold up Tray 1.

- Carefully pull out the misfed media.

**Caution:**

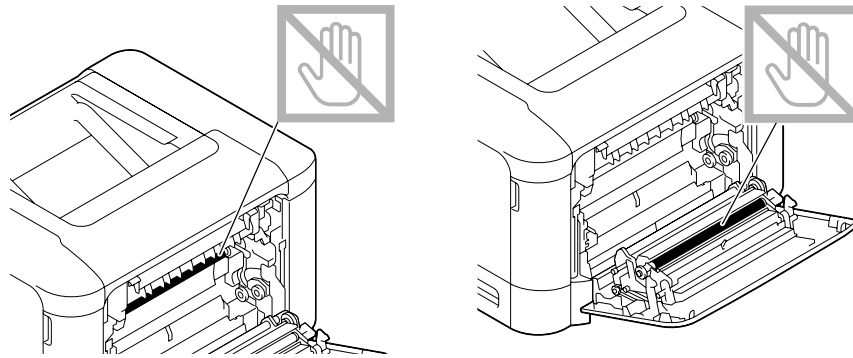
The area around the fuser unit is extremely hot.

Touching anything other than the indicated levers may result in burns. If you get burned, immediately cool the skin under cold water, and then seek professional medical attention.

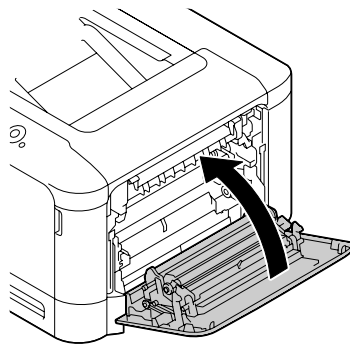
**Note:**

Decreased print quality may result if the surface of the image transfer belt or the transfer roller is touched.

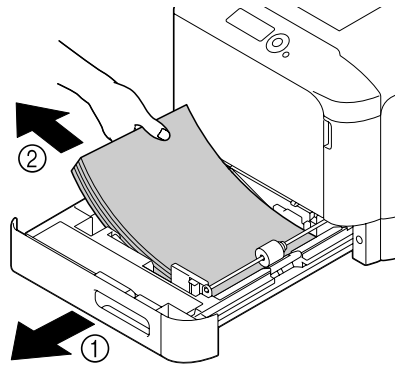
Be careful not to touch the surface of the image transfer belt or transfer roller.



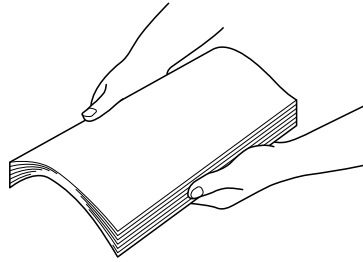
3. Close the right side cover.



4. Pull out Tray 2, and then remove all media from the tray.



5. Fan the media you removed and then align it well.

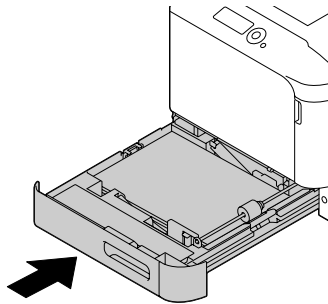


6. Load the media face up in Tray 2.

Note:

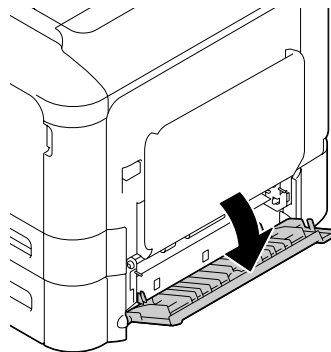
- ❑ Make sure that the media is flat.
- ❑ Do not load paper above the ▼ mark.

7. Close Tray 2.



Clearing a Media Misfeed in Tray 3

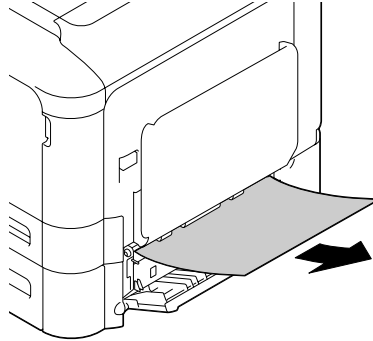
1. Open the right side cover of Tray 3.



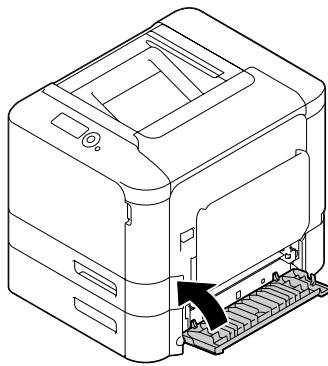
Note:

Before opening the right side cover of Tray 3, fold up Tray 1.

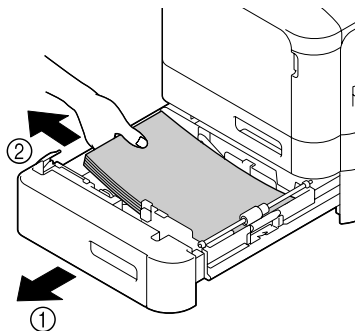
2. Carefully pull out the misfed media.



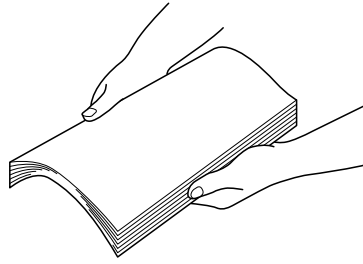
3. Close the right side cover of Tray 3.



4. Pull out Tray 3, and then remove all paper from the tray.



5. Fan the paper you removed and then align it well.

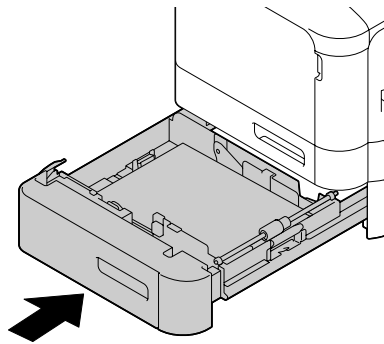


6. Load the paper face up in Tray 3.

Note:

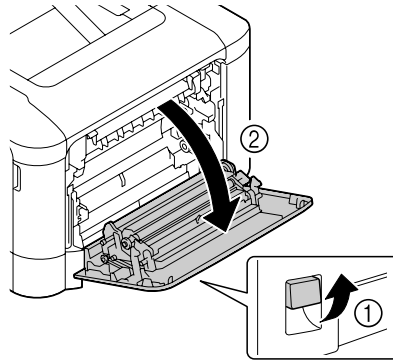
- Make sure that the paper is flat.
- Do not load paper above the ▼ mark.
- Slide the media guides against the edges of the paper.

7. Close Tray 3.



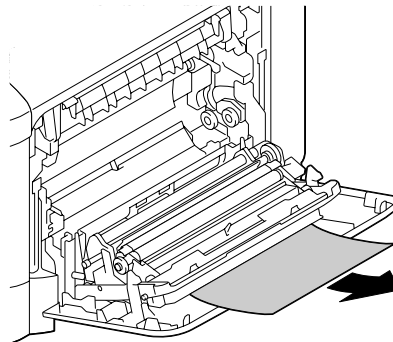
Clearing a Media Misfeed from the Duplex (Epson AcuLaser C3900DN only)

1. Pull the lever, and then open the right side cover.

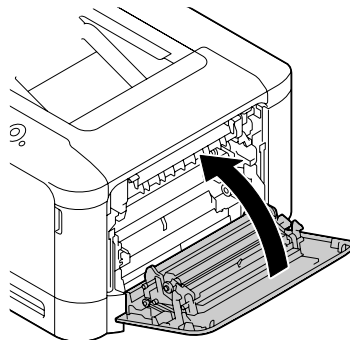


Note:
Before opening the right side cover, fold up Tray 1.

2. Carefully pull out the misfed media.

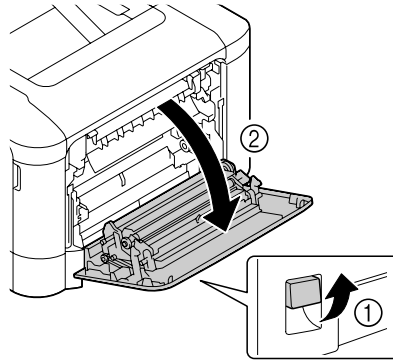


3. Close the right side cover.



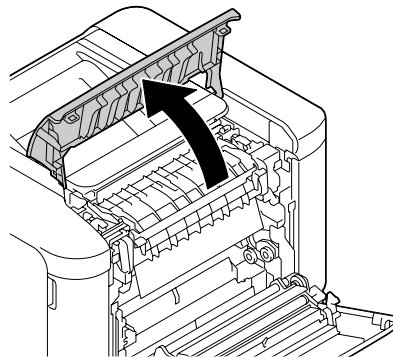
Clearing a Media Misfeed from the Fuser Unit

1. Pull the lever, and then open the right side cover.

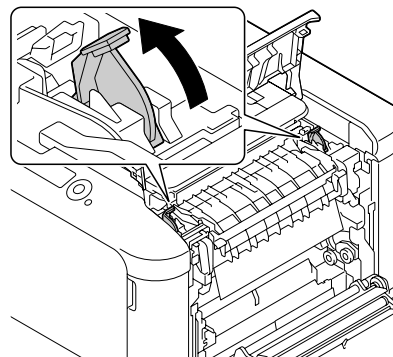


Note:
Before opening the right side cover, fold up Tray 1.

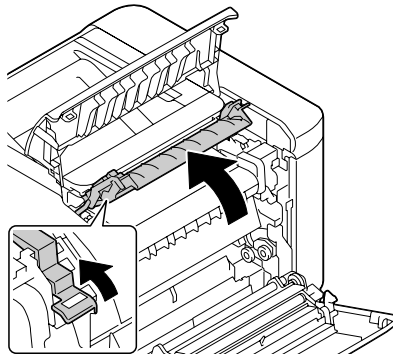
2. Open the eject cover.



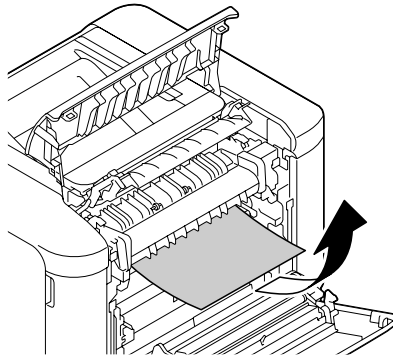
3. Lift up the 2 levers.



4. Open the fuser unit cover.

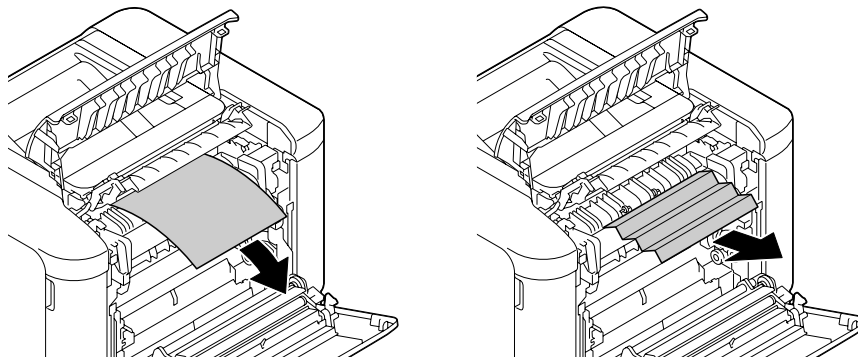


5. Carefully pull out the misfed media.



Note:

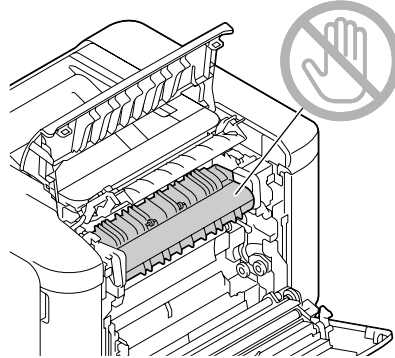
If the misfed media cannot be removed by pulling it down, pull it from the top of the fuser unit.



**Caution:**

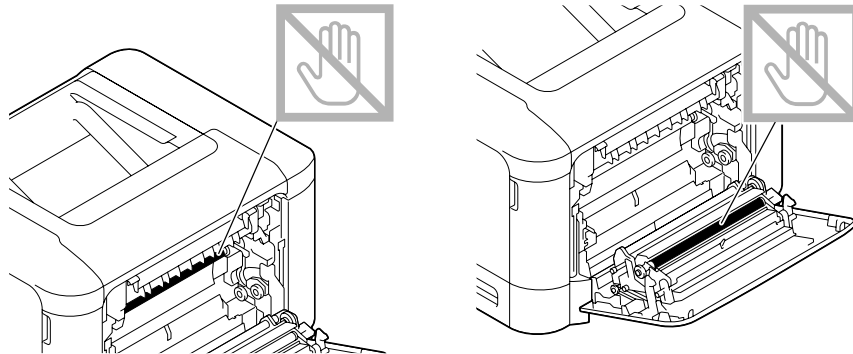
The area around the fuser unit is extremely hot.

Touching anything other than the indicated levers may result in burns. If you get burned, immediately cool the skin under cold water, and then seek professional medical attention.

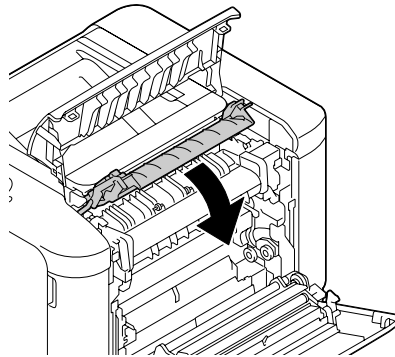
**Note:**

Decreased print quality may result if the surface of the image transfer belt or the transfer roller is touched.

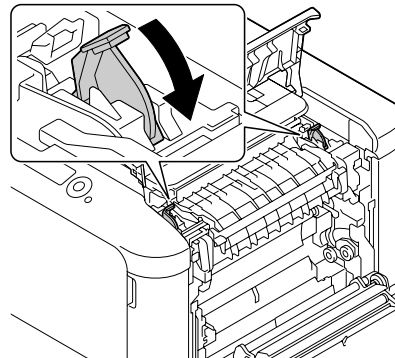
Be careful not to touch the surface of the image transfer belt or transfer roller.



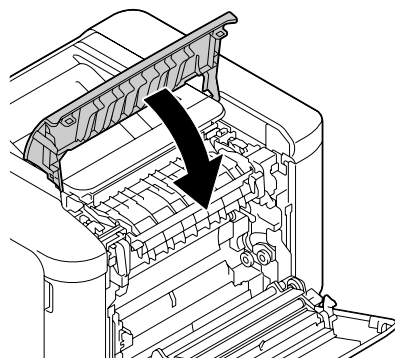
6. Close the fuser unit cover.



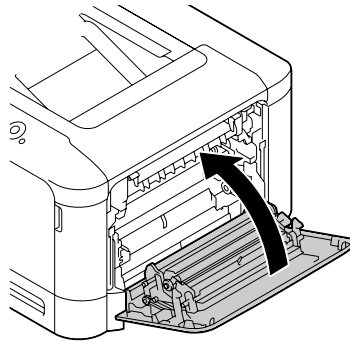
7. Push down the 2 levers.



8. Close the eject cover.

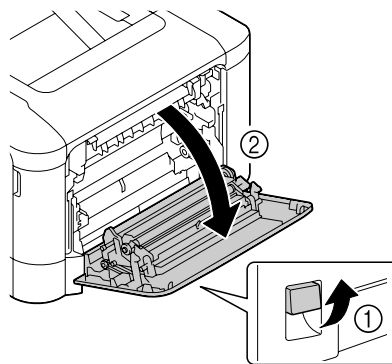


9. Close the right side cover.



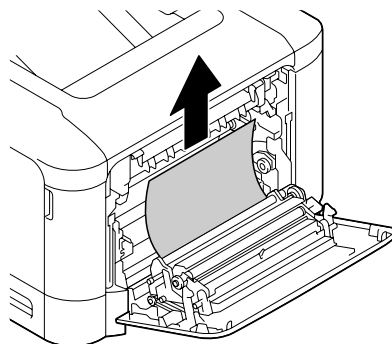
Clearing a Media Misfeed from Tray 1 (Manual Feed Tray) and Transfer Roller

1. Pull the lever, and then open the right side cover.



Note:
Before opening the right side cover, fold up Tray 1.

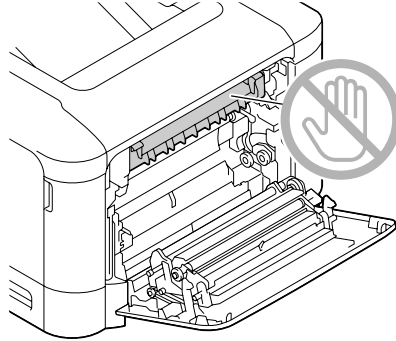
2. Carefully pull out the misfed media.



**Caution:**

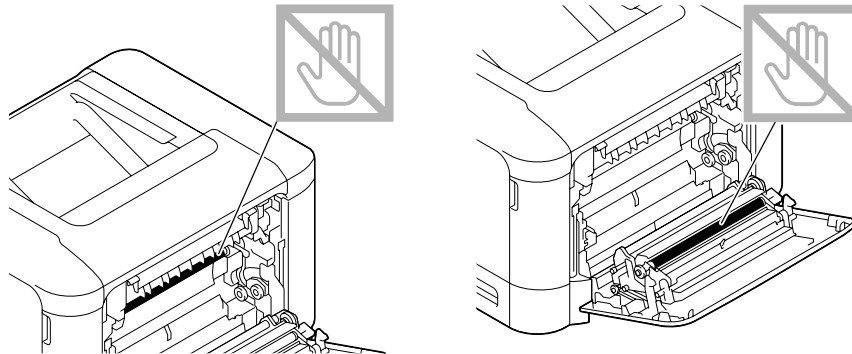
The area around the fuser unit is extremely hot.

Touching anything other than the indicated levers may result in burns. If you get burned, immediately cool the skin under cold water, and then seek professional medical attention.

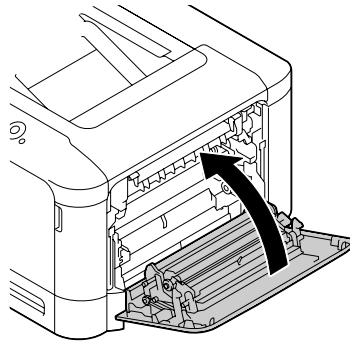
**Note:**

Decreased print quality may result if the surface of the image transfer belt or the transfer roller is touched.

Be careful not to touch the surface of the image transfer belt or transfer roller.



3. Close the right side cover.



Solving Problems with Media Misfeeds

Note:

Frequent misfeeds in any area indicate that area should be checked, repaired, or cleaned. Repeated misfeeds may also happen if you're using unsupported print media.

Symptom	Cause	Solution
Several sheets go through the printer together.	The front edges of the media are not even.	Remove the media and even up the front edges, then reload it.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
Media misfeed message stays on.	Right side cover needs to be opened and closed again to reset the printer.	Open and close the right side cover of the printer again.
	Some media remains misfed in the printer.	Recheck the media path and make sure that you have removed all of the misfed media.

Symptom	Cause	Solution
Duplex misfeeds.	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use Epson-approved media. See "Print Media" on page 59.
		Only plain paper, special paper and thick stock, 60–210 g/m ² (16–55.9 lb) can be autoduplexed. See "Print Media" on page 59.
		Make sure that you have not mixed media types in Tray 1 or 2.
		Do not duplex (double-sided) envelopes, labels, letterhead, postcards, glossy or single side only paper.
	Media is still being misfed.	Recheck the media path inside the duplex option and make sure that you have removed all of the misfed media.
Media is misfeeding.	The media is not correctly positioned in the tray.	Remove the misfed media and reposition the media properly in the tray.
	The number of sheets in the tray exceeds the maximum allowed.	Remove the excess media and reload the correct number of sheets in the tray.
	The media guides are not correctly adjusted to the media size.	Adjust the media guides in the tray to match the size of the media.
	Warped or wrinkled media is loaded in the tray.	Remove the media, smooth it out, and reload it. If it still misfeeds, do not use that media.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	Envelopes are loaded in Tray 2, 3.	Envelope must be loaded in Tray 1 only.
	Labels, letterhead, postcards, thick stock, or glossy are loaded in Tray 3.	Labels, letterhead, postcards, thick stock, or glossy must be loaded in Tray 1 or 2.
	Custom-sized media is loaded in Tray 3.	Custom-sized media can be loaded in Tray 1 or 2. See "Print Media" on page 59.
	The recommended label sheet is facing the wrong way in Tray 1 or 2.	Load the label sheets according to the manufacturer's instructions.
	Envelopes are facing the wrong way in Tray 1.	Load the envelopes in Tray 1 so the flaps are facing up.

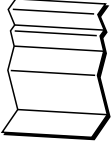
Symptom	Cause	Solution
Media is misfeeding.	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use Epson-approved media. See "Print Media" on page 59.
	The media roller is dirty.	Clean the media supply roller. For more details, refer to "Media Rollers" on page 106.

Solving Other Problems



Symptom	Cause	Solution
Printer power is not on.	The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is correctly plugged into the outlet, and then turn on the printer.
	Something is wrong with the outlet connected to the printer.	Plug another electrical appliance into the outlet and see whether it operates properly.
	The power switch is not correctly turned on (I position).	Turn the power switch off (O position), then turn it back to the on (I position).
	The printer is connected to an outlet with a voltage or frequency that does not match the printer specifications.	Use a power source with the specifications listed in appendix A, "Technical Specifications."
Data was sent to the printer, but it doesn't print.	An error message is displayed in the message window.	Handle according to the message displayed.
	A job may be cancelled if user authentication or account track settings are specified.	Click the User Authentication/Account Track button in the printer driver, and then type in the necessary information before printing.
The control panel displays TONER LOW much sooner than expected.	One of the cartridges may be defective.	Remove the toner cartridges and check them for damage. If one is damaged, replace it.
	You printed with heavy toner coverage.	See the specifications in Appendix A.
You can't print the configuration page.	The tray is empty.	Check that at least Tray 1 is loaded with media, in place, and secure.
	There is a media misfeed.	Clear the media misfeed.





Symptom	Cause	Solution
Printing from a USB memory device is not possible.	The file format (file extension) is not one that can be printed.	Only files with the format (extension) for JPEG, TIFF, XPS or PDF can be printed.
	MEMORY DIRECT for the printer is set to DISABLE.	Change the setting for INTERFACE MENU/MEMORY DIRECT to ENABLE.
	A public user is not specified for user authentication.	Contact the printer administrator.
	Encrypted USB memory devices are used.	Encrypted USB memory devices are not supported.
Printing takes too much time.	The printer is set to a slow printing mode (for example thick stock).	It takes more time to print on special media. When using regular paper, make sure that the media type is set properly in the driver.
	The job is very complex.	Wait. No action needed.
	The printer memory is insufficient.	Add more memory.
	A toner cartridge for a different region or an unapproved genuine toner cartridge is installed (NONGENUINE TONER X is displayed in the message window).	Install a correct Epson toner cartridge approved for your specific printer.
Blank pages come out during printing.	One or more of the toner cartridges are defective or empty.	Check the toner cartridges. The image will not print if one or more cartridges are empty.
	The wrong media is being used.	Check that the media type set in the driver matches the media loaded in the printer.
Not all pages print.	The printer has the wrong kind of cable, or the printer is not configured for the correct cable and port.	Check your cable.
	The Cancel key was pressed.	Make sure no one pressed the Cancel key while your job was printing.
	The tray is empty.	Check that the trays are loaded with media, in place, and secure.
	A document is printed with an overlay file which has been created by an unsuitable driver.	Print the overlay file using a suitable driver.





Symptom	Cause	Solution
Printer resets or turns off frequently.	The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is correctly plugged into the outlet, and then turn on the printer.
	A system error occurred.	Contact Technical Support with the error information.
The message <code>PORT AUTH ACTIVE</code> remains displayed in the message window.	IEEE 802.1X authentication failed.	Change the setting for <code>INTERFACE MENU/ETHERNET/IEEE802.1X/ENABLE</code> to <code>NO</code> , and then check all settings concerning IEEE 802.1X.
You are experiencing duplex (double-sided) problems. (Epson AcuLaser C3900DN only)	Media or settings are not correct.	Make sure that you are using correct media. <ul style="list-style-type: none"> <input type="checkbox"/> See "Print Media" on page 59. <input type="checkbox"/> Do not duplex (double-sided) envelopes, labels, letterhead, postcards, glossy or single side only paper. <input type="checkbox"/> Make sure that you have not mixed media types in Tray 1 or 2.
		Make sure that your document has more than one page.
		Make sure that "EPSON AL-C3900" is selected in the "Model" box under "Device Options" of the Windows printer driver (Properties/Configure tab).
		In the Windows printer driver (Layout/Print Type), choose "Double-Sided."
		For N-up on duplexed pages, choose Collate only in the Windows driver's Basic tab. Do not set collation in the application.
With N-up on multiple copies, the output is incorrect.	Both the driver and the application have been set for collation.	For N-up on multiple copies, choose Collate only in the Windows driver's Basic tab. Do not set collation in the application.
You hear unusual noises.	There is a foreign object stuck inside the printer.	Turn off the printer and remove the object. If you cannot remove it, contact Technical Support.
The web-based utility cannot be accessed.	The Web-Based EpsonNet Config Administrator's password is incorrect.	The Web-Based EpsonNet Config Administrator password has a 0-character minimum and a 16-character maximum. For details of the Web-Based EpsonNet Config administrator password, refer to the Reference Guide.

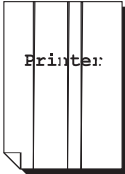

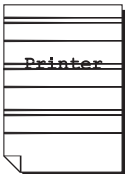
Symptom	Cause	Solution
Media is wrinkled. 	The media is moist from humidity or having water spilled on it.	Remove the moist media and replace it with new, dry media.
	The transfer roller or fuser unit is defective.	Check them for damage. If necessary, contact Technical Support with the error information.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use Epson-approved media. See "Print Media" on page 59.
The date and time is not correctly maintained on the printer.	The backup battery has reached the end of its life.	Replace the backup battery. For details, see "Replacing the Backup Battery" on page 97.
The pages that were fed out were not uniformly loaded.	There are large curls in the paper.	Remove the paper from the paper tray, turn it over, and then load it again.
	There are gaps between the media guides of the paper tray and the sides of the paper.	Slide the media guides of the paper tray against the sides of the paper so that there are no gaps.
The hard disk was automatically formatted.	The hard disk was full.	When the control panel displays <code>HDD NEAR FULL</code> , delete print jobs and resources (fonts, forms, etc.) which were saved on the hard disk using Web-Based EpsonNet Config.


Solving Problems with Printing Quality

Symptom	Cause	Solution
<p>Nothing is printed, or there are blank spots on the printed page.</p> 	One or more of the photoconductor units may be installed incorrectly.	Remove the photoconductor units and reinstall them.
	One or more of the photoconductor units may be defective.	Remove the photoconductor units and check it for damage. If it is damaged, replace it.
	The media is moist from humidity.	Adjust the humidity for media storage. Remove the moist media and replace it with new, dry media.
	The media set in the printer driver mismatches the media loaded in the printer.	Load the correct media in the printer.
	The power source does not match the printer specifications.	Use a power source with the proper specifications.
	Several sheets are being fed at the same time.	Remove the media from the tray and check it for static electricity. Fan plain paper or other media, and replace it in the tray.
	Media is not set properly in the tray(s).	Remove the media, tap it to straighten it out, return it to the tray, and realign the media guides.
<p>Entire sheet is printed in black or color.</p> 	One or more of the photoconductor units may be defective.	Remove the photoconductor units and check it for damage. If it is damaged, replace it.

Symptom	Cause	Solution
<p>Image is too light; there is low image density.</p> 	Laser lens is dirty.	Clean the laser lens.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	There is not much toner left in the cartridge.	Replace the toner cartridge.
	One or more of the photoconductor units may be defective.	Remove the photoconductor units and check them for damage. If one is damaged, replace it.
	The media type is set incorrectly.	When printing envelopes, labels, letterhead, postcards, thick stock, glossy, single side only paper or special paper, specify the appropriate media type in the printer driver.
<p>Image is too dark.</p> 	One or more of the photoconductor units may be defective.	Remove the photoconductor units and check them for damage. If one is damaged, replace it.
<p>Image is blurred; background is lightly stained; there is insufficient gloss of the printed image.</p> 	One or more of the photoconductor units may be defective.	Remove the photoconductor units and check them for damage. If one is damaged, replace it.
<p>The print or color density is uneven.</p> 	One or more of the toner cartridges may be defective or low.	Remove the toner cartridges and check them for damage. If one is damaged, replace it.
	The printer is not level.	Place the printer on a flat, hard, level surface.

Symptom	Cause	Solution
<p>Irregular print or mottled image appears.</p> 	<p>The media is moist from humidity.</p> <p>Unsupported media (wrong size, thickness, type, etc.) is being used.</p> <p>One or more of the photoconductor units may be defective.</p>	<p>Adjust the humidity in the media storage area. Remove the moist media and replace it with new, dry media.</p> <p>Use Epson-approved media. See "Print Media" on page 59.</p> <p>Remove the photoconductor units and check it for damage. If it is damaged, replace it.</p>
<p>There is insufficient fusing or the image comes off when rubbed.</p> 	<p>The media is moist from humidity.</p> <p>Unsupported media (wrong size, thickness, type, etc.) is being used.</p> <p>Media type is set incorrectly.</p>	<p>Remove the moist media and replace it with new, dry media.</p> <p>Use Epson-approved media. See "Print Media" on page 59.</p> <p>When printing envelopes, labels, letterhead, postcards, thick stock, glossy, single side only paper or special paper, specify the appropriate media type in the printer driver.</p>
<p>There are toner smudges or residual images.</p> 	<p>One or more of the photoconductor units may be defective or installed incorrectly.</p>	<p>Remove the photoconductor units and check them for damage. If one is damaged, replace it.</p>
<p>There are toner smudges on the back side of the page (whether or not it has been duplexed).</p> 	<p>The media path is dirty with toner.</p> <p>One or more of the photoconductor units may be defective.</p>	<p>Print several blank sheets and the excess toner should disappear.</p> <p>Remove the photoconductor units and check it for damage. If it is damaged, replace it.</p>

Symptom	Cause	Solution
Abnormal areas (white, black, or color) appear in a regular pattern. 	The laser lens is dirty.	Clean the laser lens.
	A photoconductor unit may be defective.	Remove the photoconductor unit with the color causing the abnormal image. Replace it with a new photoconductor unit.
Image defects. 	The laser lens is dirty.	Clean the laser lens.
	A toner cartridge may be leaking.	Remove the toner cartridges and check them for damage. If one is damaged, replace it.
	A photoconductor unit may be defective.	Remove the photoconductor unit with the color causing the abnormal image. Replace it with a new photoconductor unit.
Lateral lines or bands appear on image. 	The printer is not level.	Place the printer on a flat, hard, level surface.
	The media path is dirty with toner.	Print several sheets and the excess toner should disappear.
	One or more of the photoconductor units may be defective.	Remove the photoconductor units and check them for damage. If one is damaged, replace it.
Colors look drastically wrong.	One or more of the photoconductor units may be installed incorrectly.	Remove the photoconductor units and reinstall them.
	One or more of the photoconductor units may be defective.	Remove the photoconductor units and check them for damage. If one is damaged, replace it.
	One or more of the toner cartridges may be low or empty.	Check the control panel for an TONER LOW X or REPLACE TONER X message. If necessary, replace the specified toner cartridge.

Symptom	Cause	Solution
Colors are not registering properly; colors are mixed or have page-to-page variation.	Gradations are not adjusted correctly.	Set CALIBRATION/AIDC PROCESS in the QUALITY MENU to EXECUTE. For details, refer to "QUALITY MENU" on page 36.
	The front cover is opened during the calibration.	
	One or more of the photoconductor units may be defective.	Remove the photoconductor units and check them for damage. If one is damaged, replace it.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
The color has a poor reproduction or has poor color density. 	One or more of the photoconductor units may be defective.	Remove the photoconductor units and check them for damage. If one is damaged, replace it.

Status, Error, and Service Messages

Status, error, and service messages are displayed in the control panel message window. They provide information about your printer and help you locate many problems. When the condition associated with a displayed message has changed, the message is cleared from the window.

Standard Status Messages

This message...	means...	do this...
CALIBRATING	After replacing a toner cartridge or a photoconductor unit, or after rebooting your printer after environmental changes, your printer automatically pauses to do an Auto-Image Density Control (AIDC) cycle. This process is provided to make reliable printer operation with optimum output quality possible.	No action needed.

This message...	means...	do this...
CANCELLING JOB	The job is being cancelled.	No action needed.
COPYING	The printer is printing with the collating function.	No action needed.
ENERGY SAVER	The printer is in Energy Saver mode to reduce power consumption during periods of inactivity. When a print job is received, the printer returns to normal power.	No action needed.
FIRMWARE UPDATE	The firmware is being updated.	No action needed.
INITIALIZING	The printer is being initialized.	No action needed.
PRINTING	The printer is printing.	No action needed.
PROCESSING	The printer is processing data.	No action needed.
READY	The printer is on and ready to receive data.	No action needed.
REBOOTING	The printer is being restarted.	No action needed.
WARMING UP	The printer is warming up.	No action needed.
OFFLINE	The printer is offline.	To print on a network, change the TELNET setting so it is online.

Error Messages (Warning)

This message...	means...	do this...
AUTH TIMEOUT	The user is automatically logged off due to IEEE802.1X port authentication.	Reauthorize the IEEE802.1X port, and then log on.
DEVICE NOT SUPPORTED	An incompatible device is connected.	Do not connect an incompatible device.
FUSER UNIT END OF LIFE	The fuser unit has reached the end of its life.	Replace the fuser unit and reset the counter in the MAINTENANCE MENU/SUPPLIES/REPLACE/FUSER UNIT menu. Note: Printing can continue, however, the printing result are not guaranteed.

This message...	means...	do this...
HDD NEAR FULL	The hard disk is full.	Delete print jobs saved on the hard disk.
HUBS NOT SUPPORTED	A USB hub is connected.	Do not connect a USB hub.
INCORRECT HDD	Since the hard disk drive was formatted with a different machine, the hard disk drive could not be used.	Replace the hard disk drive with one compatible with this machine, or select HDD FORMAT from SYS DEFAULT MENU and format the hard disk.
INCORRECT P/U X	The X photoconductor unit is an unapproved type.	Install a Epson photoconductor unit of the appropriate type. See "Replacing a Photoconductor Unit" on page 88.
NONGENUINE TONER X	The installed toner cartridge is not a genuine Epson product.	Installing a genuine toner cartridge is recommended.
P/U END X	The X photoconductor unit has reached the end of its life.	Replace the photoconductor unit.
P/U LIFE X	The X photoconductor unit has reached the end of its life.	Replace the photoconductor unit. Printing continues until the message "P/U END" appears.
P/U LOW X	The X photoconductor unit is nearly empty. (Appears when SYS DEFAULT MENU/ENABLE WARNING/P/U LOW is set to ON.)	Prepare the specified color photoconductor unit.
PAPER EMPTY TRAY X	Tray X (Tray 1, 2 or 3) is empty. (Appears when SYS DEFAULT MENU/ENABLE WARNING/PAPER EMPTY/TRAY X is set to ON.)	Load media into the specified tray.
	Tray X (Tray 2 or 3) is not correctly installed. (Appears when SYS DEFAULT MENU/ENABLE WARNING/PAPER EMPTY/TRAY X is set to ON.)	Correctly install the specified tray.
PORT AUTH ACTIVE	IEEE802.1X port is processing.	Please wait until authentication processing is completed.
REPLACE TONER X	The indicated toner cartridge has become empty.	Replace the indicated toner cartridge.

This message...	means...	do this...
TONER LOW X	The indicated toner cartridge is nearly empty. (Appears when SYS DEFAULT MENU/ENABLE WARNING/TONER LOW is set to ON.)	Prepare the indicated toner cartridge.
TRANS. BELT END OF LIFE	The transfer belt unit has reached the end of its life.	Contact your vendor or authorized service provider.
TRANS. ROLLER END OF LIFE	The transfer roller has reached the end of its life.	Contact your vendor or authorized service provider.
UNABLE TO COLLATE JOB	The hard disk is full. Print jobs over 10,000 pages cannot be collated.	Print one copy of the file at a time.
WASTE TONER NEAR FULL	The waste toner bottle is nearly full.	Prepare a new waste toner bottle.

Error Messages (Operator Call)

This message...	means...	do this...
CONFIGURATION ERR	The printer configuration was changed when the printer power was on.	Reboot the printer
COVER OPEN FRONT COVER	The printer's front cover is open.	Close the front cover.
COVER OPEN SIDE COVER	The printer's right side cover is open.	Close the right side cover.
COVER OPEN TRAY3 COVER	The right side cover of Tray 3 is open.	Close the right side cover of the tray.
HOLD JOB ERROR UNABLE TO STORE JOB	The specified print job saved on the hard disk is sent while the hard disk is not installed.	Print jobs can be saved only if a hard disk is installed. If desired, install a hard disk.
HOLD JOB ERROR "OPTIONAL" PRESS CANCEL	When printing a stored job, the printer configuration was changed since the job was stored.	Change the printer configuration to that when the job was stored.
MANUAL EMPTY "SIZE" "MEDIA"	Tray 1 was specified with the printer driver as Manual Feed for printing, but Tray 1 is empty.	Load the correct media into Tray 1.

This message...	means...	do this...
MANUAL FEED "SIZE" "MEDIA"	The Paper Source in the printer driver is set to Tray 1 (Manual Feed), but there is already media in the tray when printing begins.	Press the \triangle key to print, or remove and reload the media in Tray 1.
MEMORY FULL PRESS CANCEL	The printer has received more data than can be processed with its internal memory.	Press the Cancel key to cancel the print job. Decrease the amount of data to be printed, and then try printing again. If that doesn't solve the problem, install an optional memory module.
NONGENUINE TONER X	The installed toner cartridge is not a genuine Epson product.	Installing a genuine toner cartridge is recommended.
P/U END REPLACE X	The X photoconductor unit has completely reached the end of its life.	Replace the photoconductor unit.
P/U MISSING CHECK X	The X photoconductor unit is not installed, or an unapproved photoconductor unit is installed.	Install a correct Epson photoconductor unit.
PAPER EMPTY "SIZE" "MEDIA"	The specified tray is empty. (Appears when PAPER MENU/ PAPER SOURCE/TRAY CHAINING is set.)	Load the correct media into the specified tray.
PAPER ERROR "SIZE" "MEDIA"	The media size/type set in the printer driver is different from the size/type of media loaded (Appears when PAPER MENU/ PAPER SOURCE/TRAY CHAINING is set.)	Load the correct media size and type.

This message...	means...	do this...
PAPER JAM DUPLEX1	Media has misfed in the duplex.	Press the ∇ key to display the help screen. Follow the instructions in the help screen to remove the misfed media.
PAPER JAM DUPLEX2	Media has misfed in the duplex.	
PAPER JAM SECOND TRANS	Media has misfed in the transfer roller area. This type of misfeed means that the media did not make it to the media exit area.	
PAPER JAM TRAY1	Media has misfed in Tray 1.	
PAPER JAM TRAY X	Media has misfed while being pulled from the specified tray (Tray 2 or 3).	
PAPER JAM VERTICAL TRANS	Media has misfed in the vertical transfer area.	
PAPER JAM FUSER/EXIT	Media has misfed leaving the fuser area.	Press the ∇ key to display the help screen. Follow the instructions in the help screen to remove misfed media.
	The enclosed toner cartridges and photoconductor units are not installed.	Be sure to install the enclosed toner cartridges and photoconductor units.
REPLACE TONER X	The X toner cartridge is completely empty.	Replace the toner cartridge.
TONER MISSING CHECK X	The X toner cartridge is not installed, or an unapproved toner cartridge is installed.	Install a correct Epson toner cartridge.
TRAYX EMPTY "SIZE" "MEDIA"	The X (Tray 1, 2 or 3) was specified with the printer driver for printing, but Tray X is empty. This message appears when the PAPER MENU/PAPER SOURCE/TRAY CHAINING menu is set to OFF.	Load the correct media into the specified tray.
TRAYX PAPER ERR "SIZE" "MEDIA"	The media size/type set in the printer driver is different from the size/type of media loaded. This message appears when the PAPER MENU/PAPER SOURCE/TRAY CHAINING menu is set to OFF.	Load the correct media size and type.

This message...	means...	do this...
TRAYX SIZE ERR ADD "SIZE"	The media size set in the printer driver is different from the size of media loaded.	Load the correct media size into the specified tray.
WASTE TONER FULL REPLACE BOTTLE	The waste toner bottle is full.	Install a new waste toner bottle.

Service Messages

These messages indicate a more serious error that can only be corrected by a customer service engineer. If one of these messages appears, turn the printer off, then turn it on again. If the problem persists, contact your local vendor or authorized service provider.

This service message...	means...	do this...
SERVICE CALL XXXX "Error"	An error has been detected with the item indicated "XXXX" in the service message. Information about errors appears at the bottom of the message window.	Reboot the printer. This often clears the service message, and printer operation can resume. If the problem persists, contact Technical Support.

Chapter 9

Installing Accessories

Introduction

Note:

Use of accessories not manufactured or supported by Epson will void your warranty.

Dual In-Line Memory Module (DIMM)	512 MB DIMM
500-Sheet Paper Cassette Unit (Tray 3)	500-sheet tray included
Hard Disk Drive	SATA Hard Disk

Note:

- Installing accessories always requires that the printer and accessories are turned off and unplugged during installation.*
- This printer does not support CompactFlash card.*

Antistatic Protection

Note:

It's very important to protect the printer controller board from electrostatic damage while performing any task involving the controller board.

Turn off all power switches first. If an antistatic wrist strap is provided in your printer option kit, attach one end of it to your wrist and the other end to the bare metal chassis on the back of your printer. Never attach the wrist strap to any piece of equipment with an electrical current present. Plastic, rubber, wood, painted metal surfaces, and telephones are not acceptable grounding points.

If you don't have an antistatic wrist strap, discharge your body's static electric charge by touching a grounded surface before you handle any printer boards or components. Also avoid walking around after grounding yourself.

Dual In-Line Memory Module (DIMM)

Note:

You may need additional memory (DIMM) for complex graphics and for duplex (double-sided) printing.

This machine detects only half of the amount of the installed memory.

Dual in-line memory module (or DIMM) is compact circuit board with surface-mount memory chips.

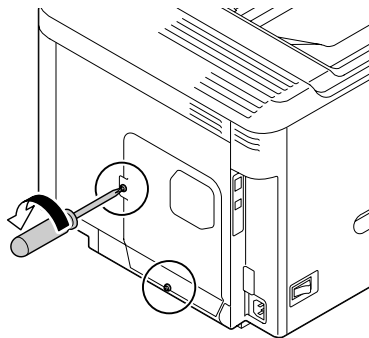
There is 256 MB of onboard memory and one available memory expansion slot. The memory can be expanded to a maximum of 768 MB (256 MB + 512 MB).

Installing a DIMM

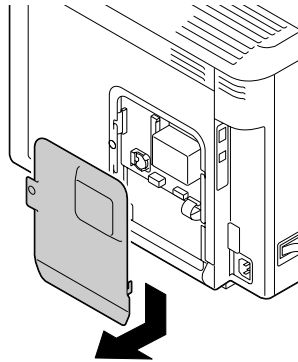
Note:

It's very important to protect the printer controller board and any associated circuit boards from electrostatic damage. Before performing this procedure, review the antistatic caution on "Antistatic Protection" on page 148. In addition, always handle circuit boards by the edges only.

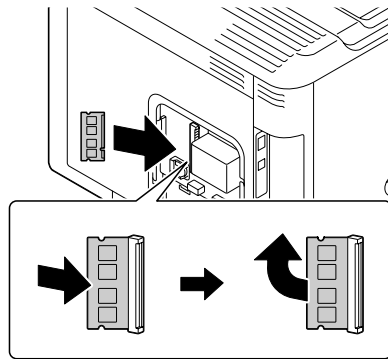
1. Turn off the printer and disconnect the power cord and interface cables.
2. Using a screwdriver, remove two screws.



3. Slide the panel slightly to the down and lift it off the printer.



4. Insert the DIMM at an angle (about 45°) into the connector, making sure that the notch on the unit aligns with the tab on connector, and then press down carefully until it clicks into place.



Note:

- Be sure to handle the DIMM by the edges only.
 - You will hear a click when the DIMM is properly placed.
5. Reinstall the panel and tighten two screws.
 6. Reconnect all interface cables.
 7. Reconnect the power cord, and turn on the printer.
 8. Declare the additional Printer Memory in the Windows printer driver (Properties/Configure tab).
 9. Print a configuration page (PRINT MENU/CONFIGURATION PG) and verify that the total amount of the RAM installed in your printer is listed.

Hard Disk Drive (C12C824511)

If you install a Hard Disk Drive, the followings can be performed:

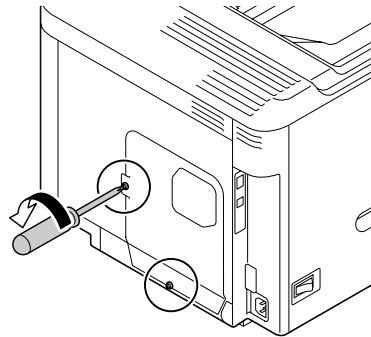
- Collate printing
- Job printing/saving
- Fonts/forms download
- User Authentication/Account Track
- Direct printing

Installing the Hard Disk Drive

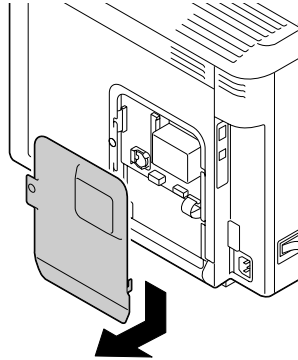
Note:

It's very important to protect the printer controller board and any associated circuit boards from electrostatic damage. Before performing this procedure, review the antistatic caution on "Antistatic Protection" on page 148. In addition, always handle circuit boards by the edges only.

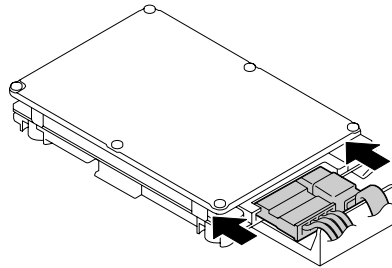
1. Turn off the printer and disconnect the power cord and interface cables.
2. Using a screwdriver, remove two screws.



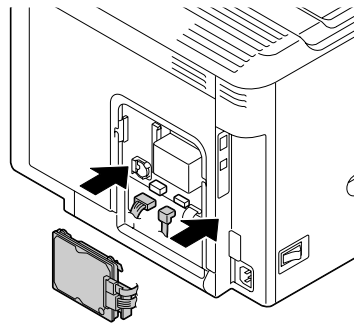
3. Slide the panel slightly to the down and lift it off the printer.



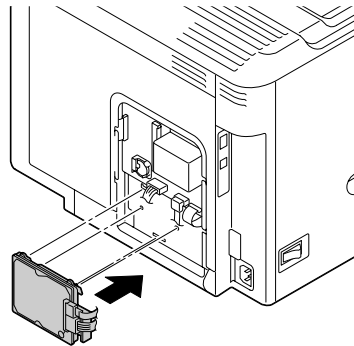
4. Attach the two cables to the hard disk drive.



5. Plug the two cables on the hard disk drive into the connector.



6. Insert the four mounting pins on the hard disk drive into the holes to mount the hard disk drive.



7. Reinstall the panel and tighten two screws.
8. Reconnect all interface cables.
9. Reconnect the power cord, and turn on the printer.
10. Declare the Hard Disk in the Windows printer driver (Properties/Configure tab).

500-Sheet Paper Cassette Unit (C12C802651)

You can install up to one optional 500-sheet paper cassette unit (Tray 3).

Installing a 500-Sheet Paper Cassette Unit

Note:

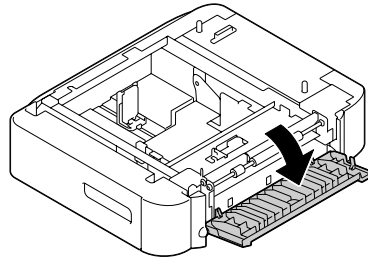
Since consumables are installed in the printer, be sure to keep the printer level when moving it in order to prevent accidental spills.

1. Turn off the printer and disconnect the power cord and interface cables.
2. Prepare the 500-sheet paper cassette unit.

Note:

Be sure to place the 500-sheet paper cassette unit on a level surface.

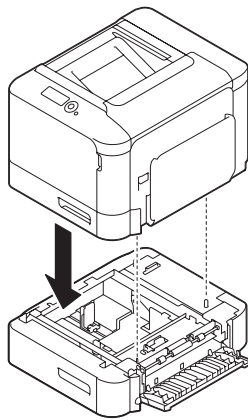
3. Open the right side cover of the 500-sheet paper cassette unit.



Note:

The right side cover of the 500-sheet paper cassette unit must be opened before the feeder can be installed onto the printer.

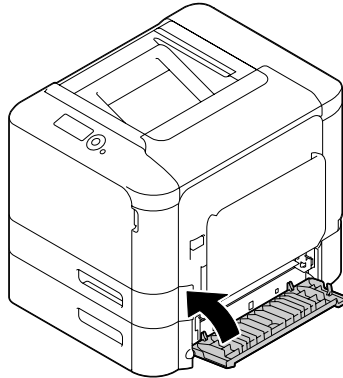
4. With another person's help, place the printer on top of the 500-sheet paper cassette unit, making sure that the positioning pins on the 500-sheet paper cassette unit correctly fit into the holes on the bottom of the printer.



Warning:

This printer weighs approximately 27 kg (60 lb) when it is fully loaded with consumables. The printer must be lifted by two people.

5. Close the right side cover of the 500-sheet paper cassette unit.



6. Reconnect all interface cables.
7. Reconnect the power cord, and turn on the printer.
8. Declare Paper Source Unit 3 in the Windows printer driver (Properties/Configure tab).

Appendix A

Appendix

Technical Specifications

Printer

Type	Desktop Tandem Full Color A4 laser beam printer	
Print system	Electro photographic Printing System	
Exposure system	4 laser diode and 1 polygon mirror	
Developing system	Mono-component SMT	
Resolution	600 dpi × 600 dpi × 3 bits	
Media sizes	Tray 1	Paper width: 92 to 216 mm Paper length: 148 to 356 mm
	Tray 2	Paper width: 92 to 216 mm Paper length: 148 to 297 mm
	Tray 3	B5 (JIS) - Legal
Paper/Media	<input type="checkbox"/> Plain paper (60 to 90 g/m ²) <input type="checkbox"/> Recycled (60 to 90 g/m ²) <input type="checkbox"/> Envelopes <input type="checkbox"/> Letterhead <input type="checkbox"/> Label <input type="checkbox"/> Thick 1 (91 to 150 g/m ²) <input type="checkbox"/> Thick 2 (151 to 210 g/m ²) <input type="checkbox"/> Postcard <input type="checkbox"/> Glossy 1 (100-128 g/m ²) <input type="checkbox"/> Glossy 2 (129-158 g/m ²) <input type="checkbox"/> Single side only (60 to 90 g/m ²) <input type="checkbox"/> Special paper (60 to 90 g/m ²)	

Input capacity	Tray1	Plain/Recycled/Single side only/Special paper: 100 sheets Envelope: 10 envelopes Label/Postcard/Thick 1/Thick 2/Glossy 1/Glossy 2/Letterhead: 20 sheets
	Tray2	Plain/Recycled/Single side only/Special paper: 250 sheets Label/Postcard/Thick 1/Thick 2/Glossy 1/Glossy 2/Letterhead: 20 sheets
	Tray3	Plain/Recycled/Single side only/Special paper: 500 sheets
Output capacity	Output tray	200 sheets (Plain paper:80 g/m ²)
Operating temperature	10 to 30°C (50 to 86°F) Note: Fluctuations of no more than 10°C (18°F) within an hour.	
Operating humidity	15 to 85% Note: Fluctuations of no more than 10% within an hour.	
Power supply	AC 120 V, 60 Hz AC 220 to 240 V, 50 to 60 Hz	
Power consumption	AC 120 V: 1100 W or less AC 220 to 240 V: 1200 W or less Energy Saver Mode: 15 W or less	
Amperage	AC 120 V: 8.8 A or less AC 220 to 240 V: 4.6 A or less	
Acoustic Noise	Printing: 54 dB or less Standby: 39 dB or less	
External dimensions	Height: 330 mm (13.0") Width: 444 mm (17.5") Depth: 531 mm (20.9") Note: Excluding some protruding parts and the manual feed tray.	

Weight	Epson AcuLaser C3900N: approximately 22 kg (49 lb) (without consumables) approximately 27 kg (60 lb) (with consumables) Epson AcuLaser C3900DN: approximately 23 kg (51 lb) (without consumables) approximately 27 kg (60 lb) (with consumables)
Interface	USB 2.0 (High Speed) compliant, 10Base-T/100Base-TX/1000Base-T Ethernet, Host USB (USB Device Printing)
Standard memory	256 MB

Appendix B

Where To Get Help

Contacting Epson Support

Before Contacting Epson

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

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

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

Help for Users in North America

Epson provides the technical support services listed below.

Internet Support

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

Speak to a Support Representative

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

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

Purchase Supplies and Accessories

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

Help for Users in Latin America

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

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

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

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

Help for Users in Europe

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

Help for Users in Taiwan

Contacts for information, support, and services are:

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

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

Epson HelpDesk (Phone: +0280242008)

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

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

Repair service center:

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

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

Help for Users in Australia

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

Your Dealer

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

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

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

Epson Helpdesk

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

The Helpdesk numbers are:

Phone: 1300 361 054

Fax: (02) 8899 3789

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

Help for Users in Singapore

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

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

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

Epson HelpDesk (Phone: (65) 6586 3111)

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

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

Help for Users in Thailand

Contacts for information, support, and services are:

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

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

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

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

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

Help for Users in Vietnam

Contacts for information, support, and services are:

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

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

Help for Users in Indonesia

Contacts for information, support, and services are:

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

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

Epson Hotline

- Sales enquiries and product information
- Technical support

Phone (62) 21-572 4350

Fax (62) 21-572 4357

Epson Service Center

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

Phone/Fax: (62) 21-62301104

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

Phone/Fax: (62) 22-7303766

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

Phone: (62) 31-5355035

Fax: (62)31-5477837

Yogyakarta Hotel Natour Garuda
Jl. Malioboro No. 60
Yogyakarta

Phone: (62) 274-565478

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

Phone/Fax: (62) 61-4516173

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

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

Help for Users in Hong Kong

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

Internet Home Page

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

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

Users can access our World Wide Web home page at:

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

Technical Support Hotline

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

Phone: (852) 2827-8911

Fax: (852) 2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

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

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

Epson Trading (M) Sdn. Bhd.

Head Office.

Phone: 603-56288288

Fax: 603-56288388/399

Epson Helpdesk

- Sales enquiries and product information (Infoline)

Phone: 603-56288222

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

Phone: 603-56288333

Help for Users in India

Contacts for information, support, and services are:

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

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

Epson India Head Office - Bangalore

Phone: 080-30515000

Fax: 30515005

Epson India Regional Offices:

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

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

Helpline

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

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

Help for Users in the Philippines

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

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

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

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

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

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

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

- ❑ Enquiries on repair service and warranty

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