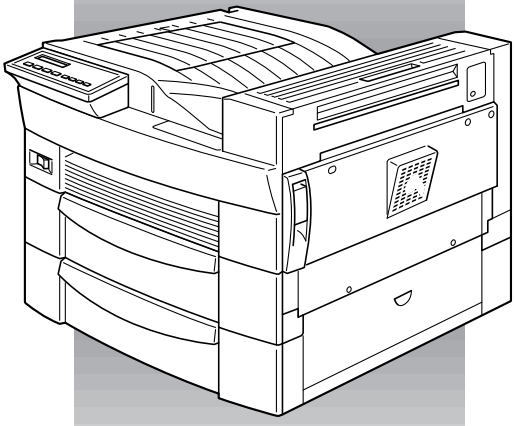
EPSON

Page Printer

EPL-N2700



Quick Reference Guide

4010652
XXX-00

Preventing Paper Feed and Paper Jam Problems

To prevent frequent paper feed or paper jam problems, use this checklist of corrective measures.

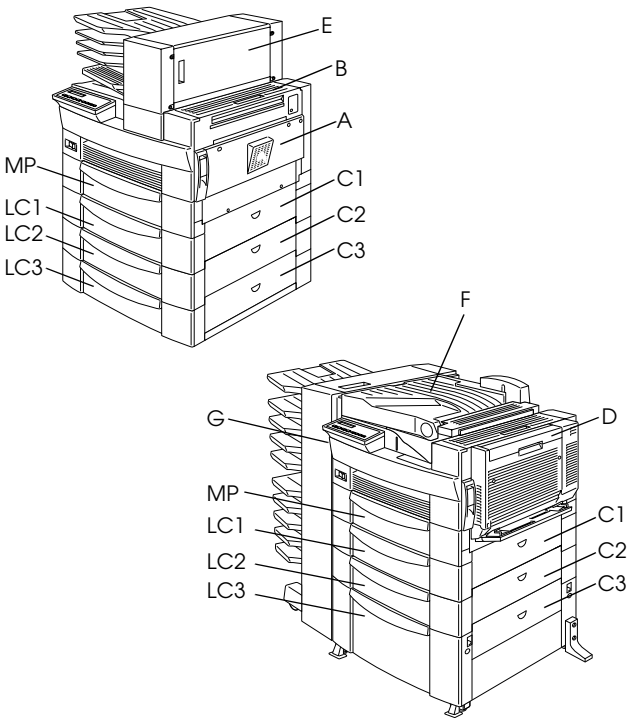
- ❏ Use a higher-quality paper—one that is not too thin or rough.
- ❏ Fan the stack of paper and then tap its edges to align it before you load it.
- ❏ Be sure that you do not load too much paper in the tray.
- ❏ Be sure to adjust the paper guides so that the paper can slide in and out freely.
- ❏ Never let more than 500 sheets accumulate in the output tray on top of the printer.
- ❏ Try turning over the stack of paper in the tray. Most packages of paper indicate the top side of the paper with an arrow at the side of the package.

Clearing paper jams

When a paper jam occurs, a Jam xxx xxx xxx xxx message appears on the LCD panel. Xxx indicates areas where jams may be occurring, such as LC1(Lower Cassette 1) or A (cover A). See the messages in this section for instructions on clearing paper jams.

Note:

- ❏ *Check for jams at all paper sources or paths indicated on the LCD panel. The printer cannot resume printing until all the jams are cleared.*
- ❏ *The LCD panel displays up to four paper sources or paths at the same time. Other areas where jams may be occurring will be shown on the LCD panel after you have checked all indicated jams.*



Jam LC2, Jam LC3

This message indicates that paper has jammed in one of the Lower Cassettes. The standard Lower Cassette, located directly beneath the MP Tray, is always numbered LC1, and any optional 500-Sheet Lower Cassette Units and the Large Capacity Paper Unit are numbered LC2, LC3, and so on from top to bottom.

1. Pull out the cassette indicated on the LCD panel.
2. Carefully remove any paper you find jammed inside the cassette or printer.
3. Remove the stack of paper from the cassette. Even its edges by tapping the paper on a flat surface. Then reinsert the stack into the cassette, making sure the paper is evenly aligned and rests below the maximum paper mark.

   Make sure you are using the correct paper size and that your paper meets the specifications for this printer.
4. Close the cassette.
5. Clear other paper jams that are indicated on the LCD panel, until all error messages disappear.

When the paper jam is cleared completely, the jammed page's print data is automatically reprinted.

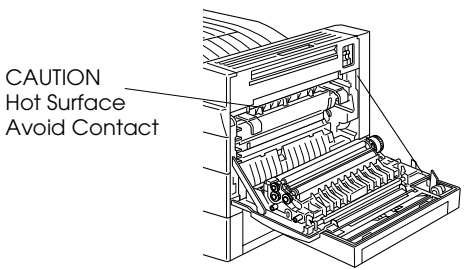
Jam A

This message indicates that there may be a paper jam inside cover A or cover B on the right side of the printer.

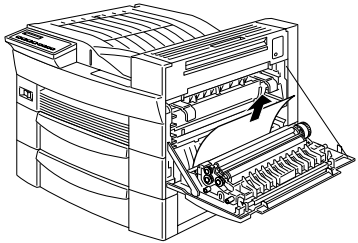
1. Open cover A gently.

Caution:
Because the toner on the paper inside the printer may not have been fixed on the page, toner may come off on your hands when you remove the paper. If you spill toner on your clothing, rinse it off with cold water. Using hot water may leave a permanent stain.

Warning:
When opening the printer, do not touch the hot areas indicated on the caution labels inside cover A.

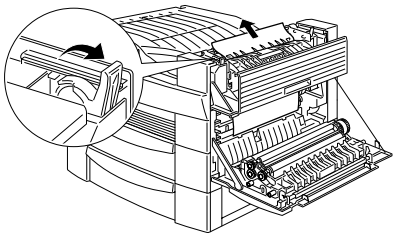


2. Remove any paper you find jammed inside the printer.



3. If you do not see any paper inside cover A, open cover B.

4. Remove the paper inside cover B. If the paper is difficult to remove, use the gear lever inside cover A shown below. Push the lever in and up repeatedly to feed the jammed paper back out through cover B.



5. Close covers B and A.

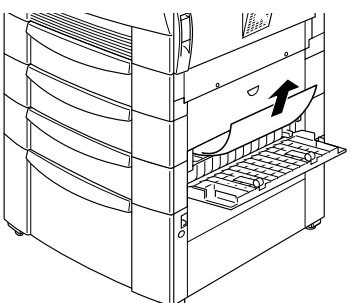
When the paper jam is cleared completely, the jammed page's print data is automatically reprinted.

This message indicates that there may be a paper jam inside cover C1, C2, or C3 on the right side of the Lower Cassettes.

1. Open the cover indicated on the LCD panel. The names of the cassettes are indicated on each cassette.

   Caution:
   Because the toner on the paper inside the printer may not have been fixed on the page, toner may come off on your hands when you remove the paper. If you spill toner on your clothing, rinse it off with cold water. Using hot water may leave a permanent stain.

2. Remove the paper inside the cover.



Note:
If the paper jam is in the Large Capacity Paper Unit, you may find it easier to remove the jammed paper if you open both the cover and the cassette.

When the paper jam is cleared completely, the jammed page's print data is automatically reprinted.

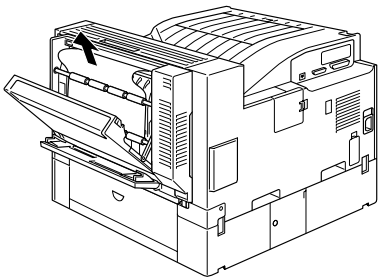
Jam D

This message indicates that there may be a paper jam inside cover D on the Duplex Unit.

1. Open cover D.

   Caution:
   Because the toner on the paper inside the printer may not have been fixed on the page, toner may come off on your hands when you remove the paper. If you spill toner on your clothing, rinse it off with cold water. Using hot water may leave a permanent stain.

2. Remove the paper inside the cover.



When the paper jam is cleared completely, the jammed page's print data is automatically reprinted.

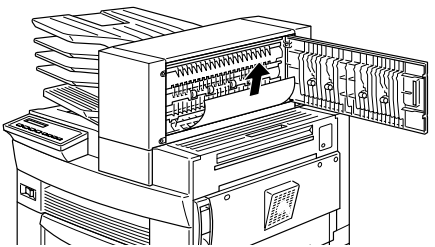
Jam E

This message indicates that there may be a paper jam inside cover E on the back of the 5-Bin Multi-Purpose Unit.

1. Open cover E.

> ***Caution:***
> *Because the toner on the paper inside the printer may not have been fixed on the page, toner may come off on your hands when you remove the paper. If you spill toner on your clothing, rinse it off with cold water. Using hot water may leave a permanent stain.*

2. Remove the paper inside the cover.



When the paper jam is cleared completely, the jammed page's print data is automatically reprinted.

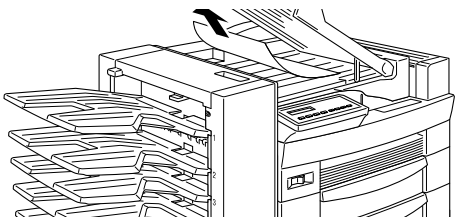
Jam F

This message indicates that there may be a paper jam inside cover F on the paper guide of the 10-Bin Multi-Purpose Unit.

1. Open cover F.

> ***Caution:***
> *Because the toner on the paper inside the printer may not have been fixed on the page, toner may come off on your hands when you remove the paper. If you spill toner on your clothing, rinse it off with cold water. Using hot water may leave a permanent stain.*

2. Remove the paper inside the cover.



When the paper jam is cleared completely, the jammed page's print data is automatically reprinted.

Jam G

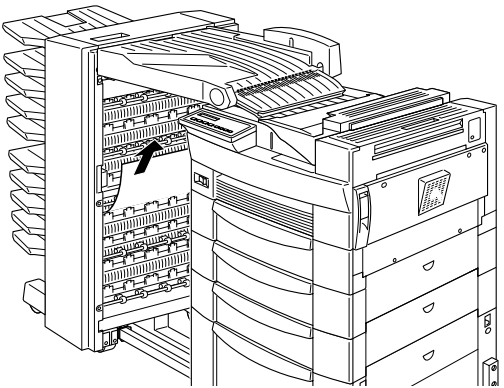
This message indicates that there may be a paper jam inside the upper or lower portion of cover G on the back of the 10-Bin Multi-Purpose Unit.

1. Move the 10-Bin Multi-Purpose Unit away from the printer.

2. Open cover G on the back of the 10-Bin Multi-Purpose Unit.

> ***Caution:***
> *Because the toner on the paper inside the printer may not have been fixed on the page, toner may come off on your hands when you remove the paper. If you spill toner on your clothing, rinse it off with cold water. Using hot water may leave a permanent stain.*

3. Remove the paper inside the cover.



4. Close cover G and reattach the 10-Bin Multi-Purpose Unit to the printer.

When the paper jam is cleared completely, the jammed page's print data is automatically reprinted.

Status and Error Messages

This section contains an alphabetical list of status, error, and warning messages that appear on the LCD panel.

Can't Print Duplex

In your printer driver, select Duplex Print Unit on the Option menu, then select Duplex Print on the Layout menu. Press the Continue button on the control panel to clear the message. If this doesn't solve the problem, one of the conditions below has occurred and needs to be fixed.

- ❏ Paper Size is incorrectly set to C̲TM, MON, C10, DL, or C5; set this option to a supported paper size.
- ❏ Paper Type is set to something other than Normal; set this to Normal.
- ❏ The Duplex Unit is not installed properly; reinstall the Duplex Unit.

To clear the error message, (1) press Continue or (2) reset the printer by pressing ALT and Reset at the same time.

Check Duplex-P Size

This message appears when the paper you loaded differs from the paper size selected on the printer driver's Basic Settings menu or SelecType. Load the correct paper size, or change the paper size setting, then open the Duplex Unit cover and remove the paper. The printer resumes printing.

Check Paper Size

The paper size setting on the printer driver's Basic Settings menu, or in SelecType, is different from the size of paper loaded in the printer. Make sure the correct size of paper is loaded in the printer; then press the Continue button to clear the message.

Check Paper Type

The paper type setting on the printer driver's Basic Settings menu, or in SelecType, is different from the type of paper loaded in the printer. Make sure the correct type of paper is loaded in the printer; then press the Continue button to clear the message.

Collate was disabled

The printer does not have sufficient memory to collate print jobs. Only one set of copies will be printed. Reduce the contents of print jobs or add more memory in your printer.

Press the Continue button to clear the message.

Cover A Open

Cover A, on the right side of the MP Tray, is open. Pull up the latch on cover A, then close the cover firmly.

Warning:
Do not touch the hot areas indicated on the caution labels inside cover A.

If you still cannot close the cover, the imaging cartridge may not be installed correctly. Reinstall the imaging cartridge as described in "Replacing the Imaging Cartridge" on page 24.

Cover C1, C2, C3 Open

The cover on the right side of the Lower Cassette, an optional 500-Sheet Lower Cassette Unit, or Large Capacity Paper Unit is open. Pull the latch on the cover indicated by the number and then close the cover firmly. (The numbers indicate the order in which the cassettes are stacked from top to bottom).

Cover D Open

Cover D, on the back of the Duplex Unit, is open. Pull the latch on cover D and then close the cover firmly.

Cover E Open

Cover E, on the back of the 5-Bin Multi-Purpose Unit, is open. Pull the latch on cover E and then close the cover firmly.

Cover F Open

Cover F, on the paper guide of the 10-Bin Multi-Purpose Unit, is open. Pull the latch on cover F and then close the cover firmly.

Cover G Open

Cover G, on the back of the 10-Bin Multi-Purpose Unit, is open. Move the 10-Bin Multi-Purpose Unit away from the printer. Then pull the latch on cover G and close the cover firmly.

Duplex Mem Overflow

There is not enough memory for duplex printing. The printer prints only on the top side and ejects the paper. To correct this error, follow the directions below.

If Auto Cont is off in the SelecType Config menu, (1) press the Continue button or (2) reset the printer by pressing the ALT and Reset buttons at the same time.

If Auto Cont is on in the SelecType Config menu, the error is corrected automatically.

Face-down Full

The Face-down Tray is full of printed sheets. Remove the sheets from the Face-down Tray and press Continue.

Format Error ROM A

A ROM module which is not formatted is inserted in slot A. If the ROM had been written to, it is possible that the writing was not completed. Also, the ROM's memory may be no longer accessible, in which case you should replace it.

To correct this error, (1) press the Continue button, or (2) turn off the printer, then remove the ROM from slot A.

Format Error ROM B

A ROM module which is not formatted is inserted in slot B. If the ROM had been written to, it is possible that the writing was not completed. Also, the ROM's memory may be no longer accessible, in which case you should replace it.

To correct this error, (1) press the Continue button, or (2) turn off the printer, then remove the ROM from slot B.

Form Feed

When the printer is off line and data remains in the printer's memory, press the Form Feed button to print out the data and clear the buffer. After printing, Ready appears on the LCD panel.

Image Optimum

The printer cannot print at the requested quality level because of insufficient memory, and the printer reduces the quality automatically so that it can continue printing. Check to see if the printout is acceptable. If not, add more memory (for a permanent solution) or temporarily set Device Resolution to Low (300 dpi) and Page Protect to Auto in the driver.

Insert Imaging Crtg

The imaging cartridge is not correctly installed. See "Replacing the Imaging Cartridge" on page 24 to reinstall it.

Invalid AUX I/F Card

An interface card not supported by this printer is installed. Turn off the printer, then remove the card.

Invalid Option

An option not supported by this printer is installed, or a supported option is installed incorrectly. See "Handling Options" in the *Reference Guide* to make sure you are using options made for this printer or to reinstall the options.

Invalid PS3

A PostScript3 ROM module not supported by this printer is installed, or a supported module is installed incorrectly. See "Adobe PostScript3 ROM Module" in the *Reference Guide* to make sure you are using the correct PostScript3 module, or to reinstall the module.

Invalid ROM A

The ROM module in slot A is not supported by this printer, or a supported module is installed incorrectly. See "Adobe PostScript3 ROM Module" in the *Reference Guide* to make sure you are using a suitable ROM for this printer or to reinstall the ROM.

Invalid ROM B

The ROM module in slot B is not supported by this printer, or a supported module is installed incorrectly. See "Adobe PostScript3 ROM Module" in the *Reference Guide* to make sure you are using a suitable ROM for this printer or to reinstall the ROM.

Jam xxx xxx xxx xxx

Paper is jammed in the tray, cassettes, covers, or other devices indicated by xxx. Remove the jammed paper. See "Clearing paper jams" on page 1 for help with clearing the jam. See "Preventing Paper Feed and Paper Jam Problems" on page 1 for advice on preventing this problem.

Job Cancel

The print job sent to your printer is canceled.

Manual Feed xxx yyy

Manual Feed mode is specified for the current print job. Make sure the indicated paper size (xxx) is loaded in the indicated paper source (yyy), then press On Line.

If you do not want to print this job in manual mode, press Continue. The printer feeds paper according to the Paper Source setting.

Mem Overflow

The printer has insufficient memory available for the current task. To correct the error, press Continue. If the message remains, press Reset.

You can also clear this error by turning the printer off and back on again. However, it may be necessary to reduce the number or size of fonts, reduce the number or size of graphics, lower the resolution, or add more memory to the printer.

Menus Locked

The printer's control panel is not responding. Consult your printer's administrator.

Multibin <N> Full

The bin indicated by <N> (1 to 10) on an optional multibin unit is full. Remove the sheets from the bin and press Continue.

Multibin is Removed

The 10-Bin Multi-Purpose Unit is not installed properly, or is not firmly attached to the printer. Install the unit as instructed in "Installing the 10-Bin Multi-Purpose Unit" in the *Reference Guide*, and press Continue.

Need Memory

Your printer lacks the printer memory required to print your print job. Reduce the amount of images or text in the print job, or install an optional DIMM memory module. See "Memory Modules" in the *Reference Guide*.

Offline

The printer is not ready to print.

Outbin Select Error

The printer cannot feed paper to the output tray you selected, because of a paper size discrepancy. The printed sheet is fed to the Face-down Tray.

Paper Out *xxx yyy*

There is no paper in the specified paper source (xxx). Load paper of the indicated size (yyy) into the source. See "Daily Printing Operations" in the *Reference Guide* for instructions on loading paper.

Paper Set xxx yyy

The paper loaded in the indicated tray (xxx) does not match the indicated paper size (yyy). Replace the paper with the correct size of paper and press Continue.

Print Overrun

The time required to process data exceeds the print engine speed because the volume of data is too great. Press Continue to resume printing. If this message appears again, change the Page Protect setting in the SelecType Config Menu.

Ready

The printer is ready to receive data and print.

Remove Output Paper

This messages appears when the Multibin Mode setting has been changed and paper remains in an optional multibin unit. Remove all the paper in the multibin unit.

Reset

The printer's current interface has been reset and the buffer is cleared. However, other interfaces are still active and retain their settings and data.

Reset All

All printer settings have been reset to the user default configuration, or to the last settings that were saved.

Reset to Save

You have changed the SelecType setting but the new setting was not activated immediately after exiting SelecType. To activate the new setting, do one of the following: 1) exit SelecType by pressing Continue or On Line (the new setting is activated after the current print job is finished), or 2) reset the printer by pressing ALT and Reset at the same time.

ROM Check

The printer is checking the ROM.

RAM check

The printer is checking the RAM.

Self Test

The printer is performing a quick internal check.

Service Req xyyy

A controller error or a print engine error has been detected. Write down the error number listed on the LCD panel (xyyy) and turn off the printer. Wait at least five seconds and then turn it back on. If the error message still appears, turn off the printer, unplug the power cord, and contact a qualified service person.

Standby

The printer is in its low power state; however, it is still on line if the On Line light is on.

Toner Low

The printer is almost out of toner. Prepare a new imaging cartridge to replace the current one.

Toner Out

You must replace the imaging cartridge. See "Replacing the Imaging Cartridge" on page 24.

Press Continue to print one more page.

Warming Up

The printer is warming up. When the printer is ready, this message will change to Ready.

Write Error ROM A

The ROM is not installed in slot A, or cannot be written to. It is also possible that writing to the ROM in slot A was not completed.

To correct this error, do one of the following: 1) turn off the printer and remove the ROM, then turn on the printer, 2) remove the card while the printer is on, then press the Continue button, or 3) reset the printer by pressing the ALT and Reset buttons at the same time.

Write Error ROM P

The program ROM cannot be written to. It is also possible that writing to the ROM was not completed.

To correct this error, do one of the following: 1) turn off the printer, then turn on the printer, 2) press the Continue button, or 3) reset the printer by pressing the ALT and Reset buttons at the same time.

Writing ROM A

The printer is writing data into the ROM in slot A.

Writing ROM P

The printer is writing data in the ROM in the program ROM.

Replacing the Imaging Cartridge

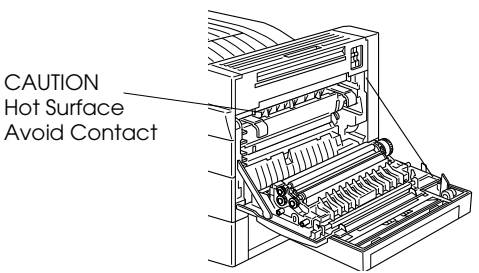
The imaging cartridge prints up to 15,000 pages depending upon the complexity of your print jobs.

If your printed images become faint, enter the SelecType Setup menus and use the Toner function to find out approximately how much toner remains in the imaging cartridge. For instructions, see "SelecType Settings" in your *Reference Guide*.

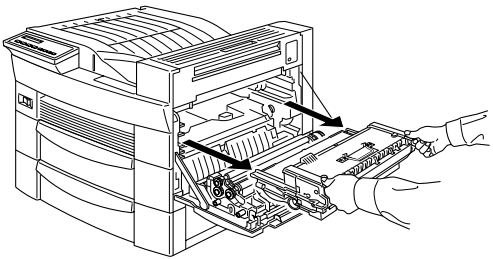
Once the toner level is displayed on the LCD panel, simply count the asterisks between the E (empty) and the F (full). Each asterisk represents about 25% of the total toner capacity. If you see only one asterisk on the LCD panel, prepare a replacement imaging cartridge.

Replace the cartridge with the S051068 imaging cartridge even if the cartridge you remove has a different part number. The S051068 cartridge is specially designed for your high-quality 600-dpi printer.

Warning:
When opening the printer, do not touch the hot areas indicated on the caution labels inside cover A.



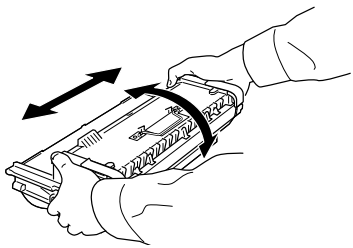
1. Make sure the printer is turned on.
2. Gently open the printer cover and remove the imaging cartridge by pulling the handles on the front of the cartridge toward you.



3. Dispose of the used imaging cartridge as a nonburnable item.

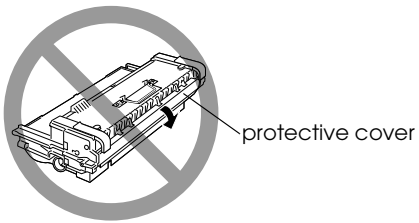
Warning:
Do not dispose of used imaging cartridges in fire, as they can explode and cause injury. Dispose of them according to local regulations.

4. While holding the new imaging cartridge horizontally, gently shake it a few times to distribute the toner evenly.



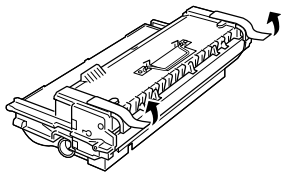
Caution:

- ❏ *Do not turn the imaging cartridge upside down.*
- ❏ *Do not expose the imaging cartridge to room light any longer than necessary. Overexposing the cartridge may cause abnormally dark or light areas to appear on the printed page and reduce the life of the cartridge.*

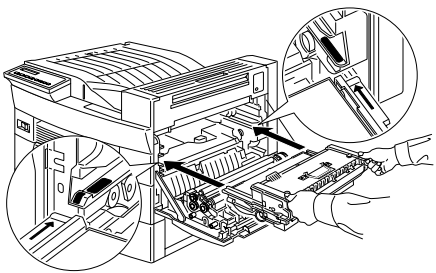


5. To release the spring-loaded carrying handles on the sides of the cartridge, hold down each handle with your hand and remove the tape, then take your hand away slowly.

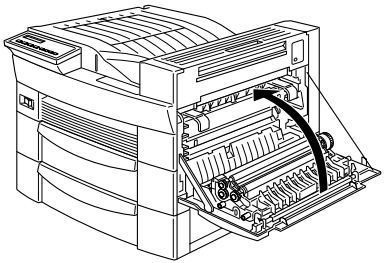
> ***Warning:***
> *When you remove the tape, the handle may spring out quickly enough to hurt your fingers. To avoid this, hold the handle firmly while peeling off the tape.*



6. Pick up the imaging cartridge by the carrying handles and insert the cartridge all the way into the printer.



7. Close cover A by pushing it up and into the printer.



Warning:
Do not touch the hot areas indicated on the caution labels inside cover A.

Caution:
Never transport the printer with the imaging cartridge installed.

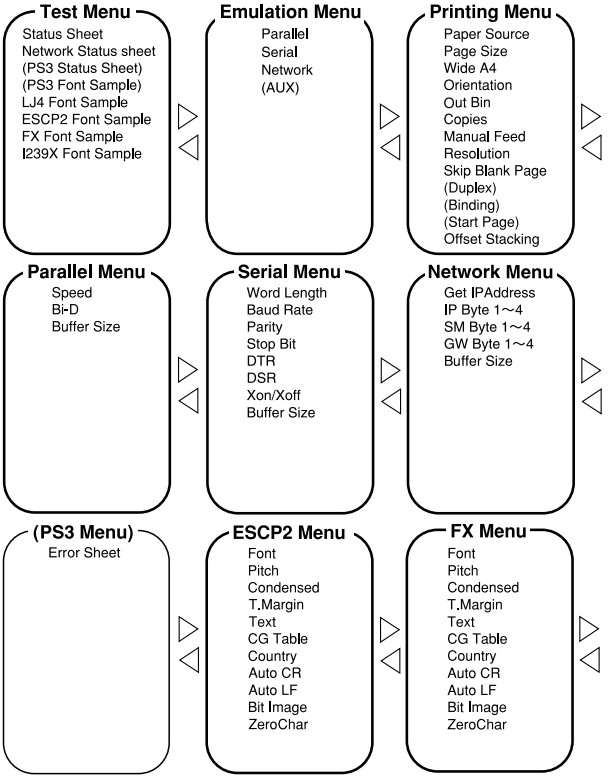
SelecType Map

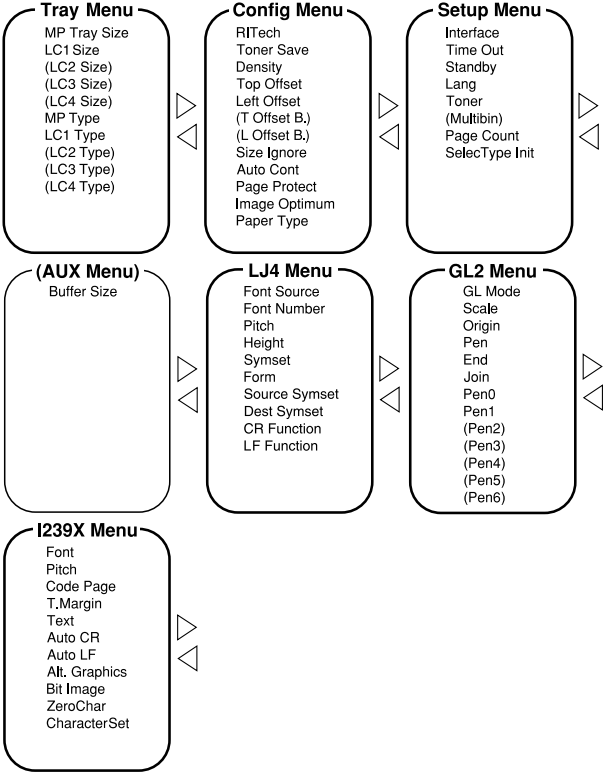
The maps in this section show the order in which SelecType menus and options appear on the LCD panel.

Press the Menu button to display the next menu.

Press the Alt + Menu buttons to display the previous menu.

Items in parentheses appear on the menu only when the corresponding option is installed.


Test Menu
Status Sheet
Network Status sheet
(PS3 Status Sheet)
(PS3 Font Sample)
LJ4 Font Sample
ESCP2 Font Sample
FX Font Sample
I239X Font Sample
Emulation Menu
Parallel
Serial
Network
(AUX)
Printing Menu
Paper Source
Page Size
Wide A4
Orientation
Out Bin
Copies
Manual Feed
Resolution
Skip Blank Page
(Duplex)
(Binding)
(Start Page)
Offset Stacking
Parallel Menu
Speed
Bi-D
Buffer Size
Serial Menu
Word Length
Baud Rate
Parity
Stop Bit
DTR
DSR
Xon/Xoff
Buffer Size
Network Menu
Get IPAddress
IP Byte 1~4
SM Byte 1~4
GW Byte 1~4
Buffer Size
(PS3 Menu)
Error Sheet
ESCP2 Menu
Font
Pitch
Condensed
T.Margin
Text
CG Table
Country
Auto CR
Auto LF
Bit Image
ZeroChar
FX Menu
Font
Pitch
Condensed
T.Margin
Text
CG Table
Country
Auto CR
Auto LF
Bit Image
ZeroChar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