

Where to Find Information

Setup Guide (this manual)

Contains information on how to place the printer, how to assemble the printer, and how to install the printer driver.

User Guides



The CD-ROM shipped with your printer includes the following guides as well as the printer driver.

Note:

Adobe® Acrobat Reader 4.0 or later must be installed in your computer to view the Reference Guide and the Administrator's Guide.

Reference Guide (PDF)

- How to use the printer
- How to solve problems
- How to keep your printer in good condition
- Safety information and technical specifications

Administrator®s Guide (PDF)

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

Color Laser Printer

EPSON AcuLaser™ C4000

Setup Guide

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Warnings, Cautions, and Notes



Warnings

must be followed carefully to avoid bodily injury.



Cautions

must be observed to avoid damage to your equipment.

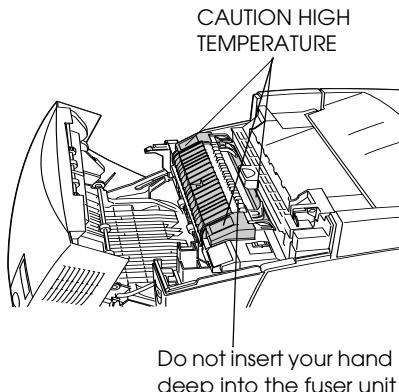
Notes contain important information and useful tips on the operation of your printer.

Safety Instructions

Laser Printer Precautions

This printer uses laser technology. Follow the precautions below carefully to ensure safe, efficient operation.

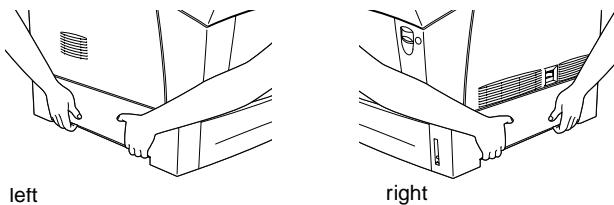
- ❑ Be careful not to touch the fuser, which is marked CAUTION HIGH TEMPERATURE, or the surrounding areas. If the printer has been in use, these areas may be very hot.
- ❑ Do not attempt to modify or take the toner cartridge apart. It cannot be refilled.
- ❑ Do not touch the toner and avoid getting toner in your eyes.
- ❑ Do not dispose of used toner cartridges, photoconductor unit, fuser unit, or transfer unit in fire, as they can explode and cause injury. Dispose of them according to local regulations.



Important Safety Instructions

Read all of the following instructions before operating your printer:

- The printer weighs about 29.2 kg (64.3 lb) without consumable products installed. One person should not attempt to lift or carry the printer. Two people should carry it, lifting it by the correct positions as shown below.



- Follow all warnings and instructions marked on the printer.
- Unplug the printer from the electrical outlet before cleaning. Use a damp cloth for cleaning and do not use liquid or aerosol cleaners.
- Avoid touching the components inside the printer unless instructed to do so in this guide.
- Never force printer components into place. Although the printer is designed to be sturdy, rough handling can damage it.
- Be sure to keep consumables out of the reach of children.
- Do not leave jammed paper inside of the printer. This can cause the printer to overheat.
- Do not use the printer near water.
- Do not place the printer on an unstable surface.

- Do not put your printer where the cord will be stepped on.
- Avoid using outlets that other appliances are plugged into.
- Slots and openings, located on the sides of the printer, are provided for ventilation. Keep these slots and openings clear to allow proper ventilation. Avoid placing the printer on a soft surface like a bed or a sofa, or in a small enclosed area, as this restricts ventilation.
- The interface connector for this printer is Non-LPS (non-limited power source).
- When using an extension cord, be careful not to exceed its recommended amperage limit. Also, be sure that all items plugged into the electrical outlet do not exceed a total of 15 amperes.
- Never push objects of any kind through cabinet slots as they may touch dangerous voltage points or short out parts that could result in fire or electric shock.
- Never spill liquid on the printer.
- Unless specifically instructed in this guide, do not attempt to service this product yourself. Opening or removing covers that are marked Do Not Remove exposes you to dangerous voltage points and other risks. Refer all servicing in those compartments to a qualified service representative.
- Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and may require repairs by a qualified service representative.
- Unplug the printer and refer servicing to a qualified service representative under the following conditions:
 - A. If liquid has entered the printer.
 - B. If the printer has been exposed to rain or water.

- C. If the printer does not operate normally or exhibits a distinct change in performance.
 - D. If the printer has been dropped or the cabinet damaged.
 - E. When the power cord or plug is damaged or frayed.
- If you plan to use the printer in Germany, observe the following:

To provide adequate short-circuit protection and over-current protection for this printer, the building installation must be protected by 10 or 16 ampere circuit breaker.

Safety Information

Power cord



Caution:

Be sure the AC power cord meets the relevant local safety standards.

Laser safety labels



Warning:

The use of controls, or the performance of procedures and adjustments other than those specified in this guide may result in hazardous radiation exposure.



Your printer is a Class 1 laser product as defined in the IEC60825 specifications. The label shown below is attached in countries where required.

Internal laser radiation

Max. Radiation Power 10 mW (for 1 Beam)

Wave Length 775 to 799 nm

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

CDRH regulations

For information about the Center for Devices and Radiological Health of the U.S. Food and Drug Administration, see the *Reference Guide* on the CD-ROM.

Ozone safety

Ozone emission

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

Ozone exposure limit

The recommended exposure limit for ozone is 0.1 parts per million (ppm) expressed as an average time-weighted concentration over an eight (8) hour period.

The EPSON AcuLaser C4000 laser printer generates less than 0.1 ppm for eight (8) hours of continuous printing.

Minimize the risk

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

- Use of multiple laser printers in a confined area
- Operation in conditions of extremely low humidity
- Poor room ventilation
- Long, continuous printing together with any of the above

Printer location

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

- Not blown directly into the user's face
- Vented directly out of the building whenever possible

For United Kingdom Users

The EPSON AcuLaser C4000 is a page printer which utilizes a semiconductor laser.

There is no possibility of danger from the laser, provided that the printer is operated according to the instructions in the guides provided.

Since radiation emitted by the laser is completely confined within protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation.



Warning:

The use of controls, or the performance of procedures and adjustments other than those specified in this guide may result in hazardous radiation exposure.

This is a semiconductor laser. The maximum power of the laser diode is 10 mW and the wavelength is 775 to 799 nm.

Use of options

Epson (UK) Limited shall not be liable against any damages or problems arising from the use of any options or consumable products other than those designated as Original EPSON Products or EPSON Approved Products by Epson (UK) Limited.

Safety information

Warning: *This appliance must be earthed. Refer to the rating plate for voltage and check that the appliance voltage corresponds to the supply voltage.*

Important: *The wires in the mains lead fitted to this appliance are coloured in accordance with the following code:*

*Green and yellow—Earth
Blue—Neutral
Brown—Live*

If you need to fit a plug:

As the colours of the mains lead of this appliance may not match any coloured markings used to identify the terminals in a plug, please proceed as follows:

- The green and yellow wire must be connected to the terminal in the plug which is marked with the letter *E* or the Earth symbol ($\frac{1}{2}$).
- The blue wire must be connected to the terminal in the plug marked with the letter *N*.
- The brown wire must be connected to the terminal in the plug marked with the letter *L*.

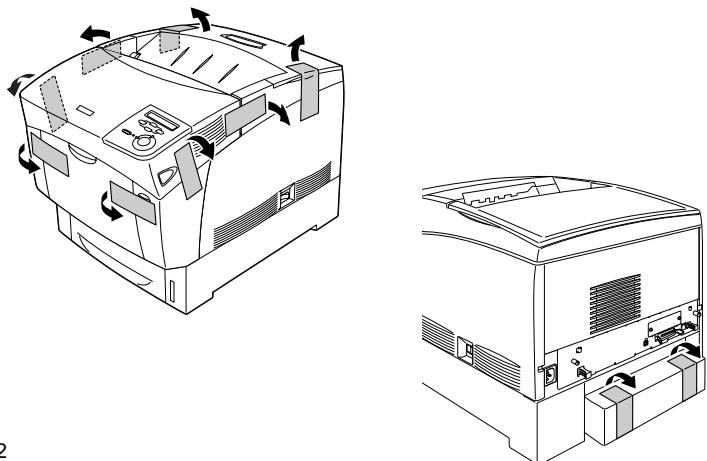
If damage occurs to the plug, replace the cord set or consult a qualified electrician.

Replace fuses only with a fuse of the correct size and rating.

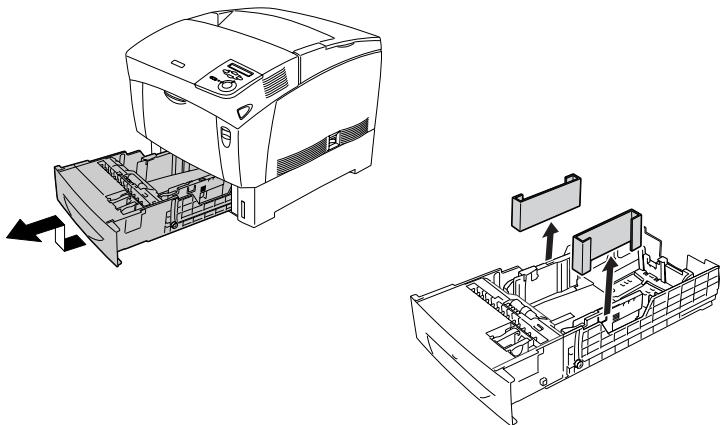
1 *Removing the Protective Materials*

Remove all protective materials as shown in the illustrations below.

1

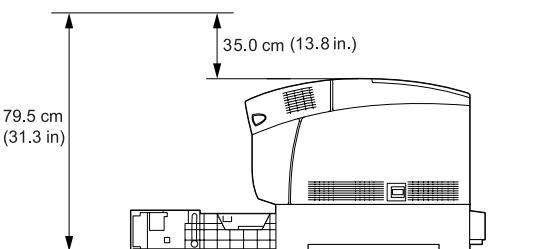
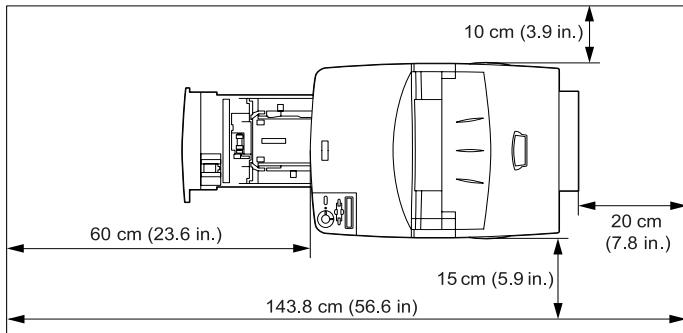


2



2 Finding a Place for the Printer

Place the printer with adequate space for easy operation and maintenance. The adequate space is as shown below.



To install and use the optional Large Capacity Paper Unit, you will need an additional 35.2 cm (14.3 in.) to install the unit beneath the printer.

Always follow the precautions below when finding a place to locate the printer:

- Place the printer where you can easily unplug the power cord.

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



Caution:

- ❑ *Leave adequate room around the printer to allow for sufficient ventilation.*
- ❑ *Avoid locations that are subject to direct sunlight, excessive heat, moisture, or dust.*

3 Assembling the Printer

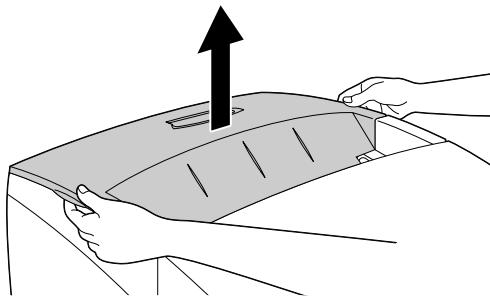
Installing the Toner Cartridges

Handling precautions:

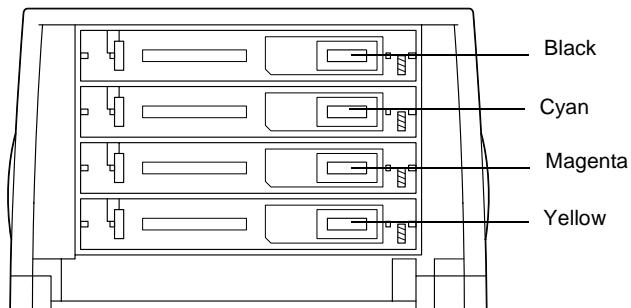
- When handling the toner cartridges, always place them on a clean, smooth surface.
- If toner gets onto your skin or clothes, wash it off with soap and water immediately.
- Wait for at least one hour before installing a toner cartridge after moving it from a cool to a warm environment to prevent damage from condensation.

To install the toner cartridges, follow the instructions below.

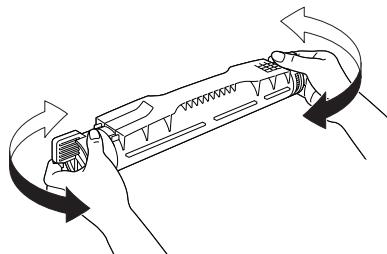
1. Remove the top cover.



2. Identify the slot that corresponds to the color of the cartridge.



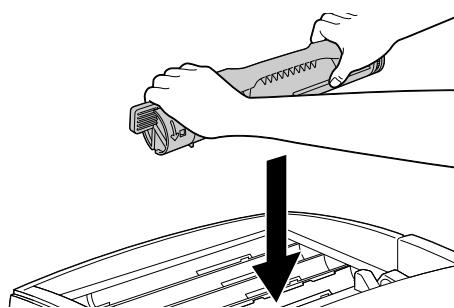
3. Shake the toner cartridge well.



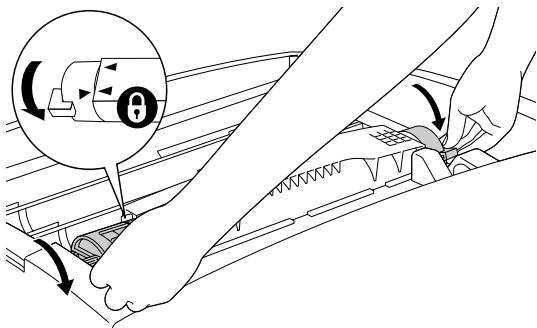
Note:

Do not remove the protective tape yet.

4. Hold the toner cartridge as shown below, and lower it into the appropriate slot.



5. Turn the toner cartridge knobs to the locked position.



Note:

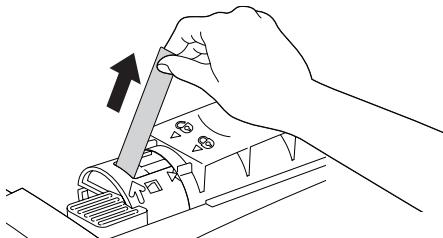
Hold the knobs with both hands and turn them until they click.



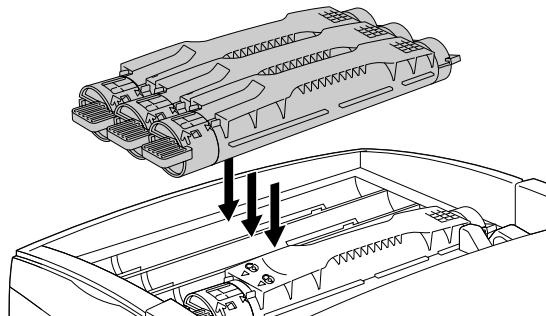
Caution:

*Be sure to turn the knob all the way to the locked position.
Otherwise, you may have toner problems or leakage.*

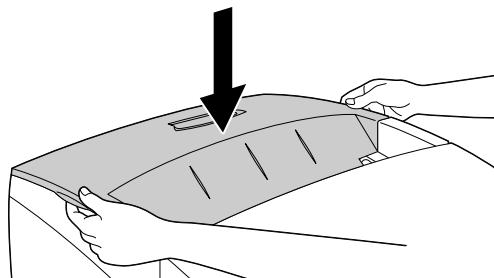
6. Remove the protective tape.



7. Install the remaining toner cartridges in the same way.



8. Replace the top cover.



Installing the Photoconductor Unit

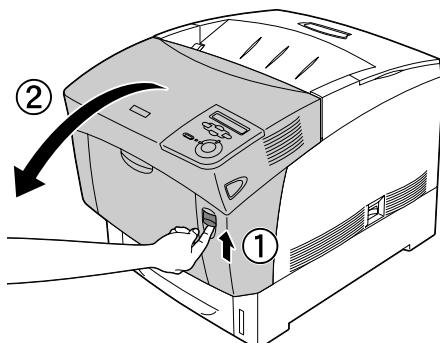
Handling precautions:

- The photoconductor unit weighs 4.5 kg (9.9 lb). Be sure to hold it firmly by the handle when carrying it.

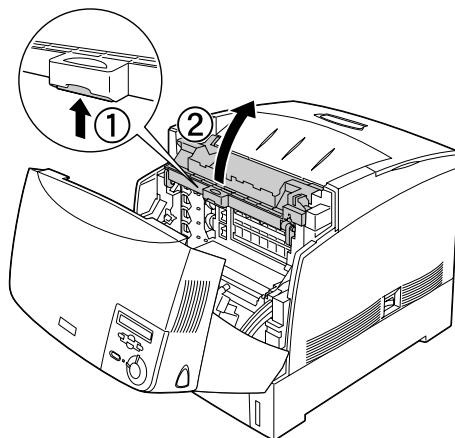
- ❑ When installing the photoconductor unit, avoid exposing it to room light more than five minutes. The unit contains a light-sensitive drum. Exposure to light can damage the drum, causing dark or light areas to appear on printouts and reducing the service life of the drum. If you need to keep the unit out of the printer for long periods, cover it with an opaque cloth.
- ❑ To get the best print quality, do not store the photoconductor unit in an area subject to direct sunlight, dust, salty air, or corrosive gases (such as ammonia). Avoid locations subject to extreme or rapid changes in temperature or humidity.
- ❑ Keep the photoconductor unit out of the reach of children.
- ❑ Do not tilt the photoconductor unit. Otherwise, the toner will spill out and may reduce the print quality.

To install the photoconductor unit, follow the instructions below.

1. Press the latch on cover A and open the cover.



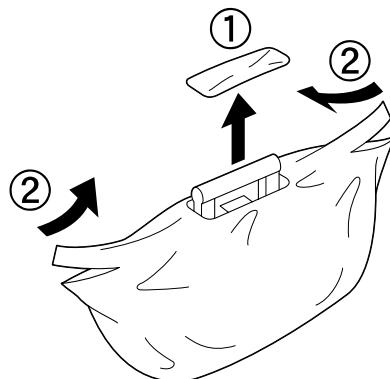
2. Raise cover D.



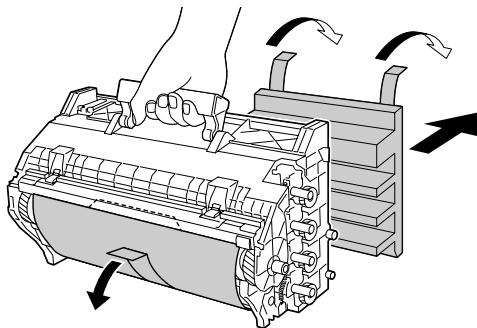
3. Take the new photoconductor unit and tear away the top portion of the bag along the dotted line to expose the handle. Then, grab the handle and remove the styrofoam insert and tear open the bag along the dotted line.

Note:

Always keep the cartridge positioned as shown in the illustration.



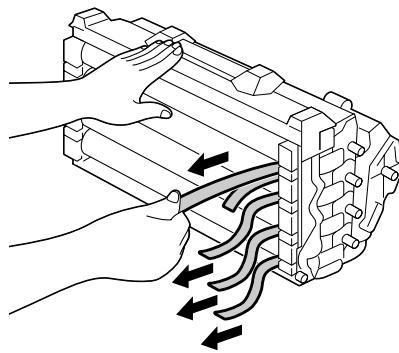
4. Unwrap the protective sheet and material while holding the handle as shown below.



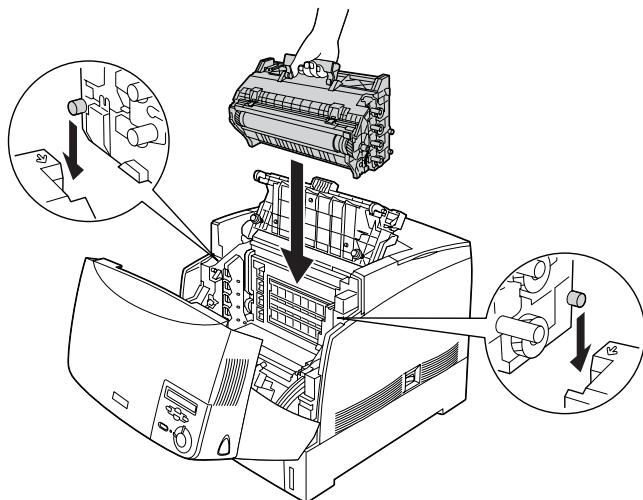
Caution:

- Be careful not to touch or scratch the surface of the drum.
- Avoid touching the drum, since oil from your skin may permanently damage its surface and affect print quality.

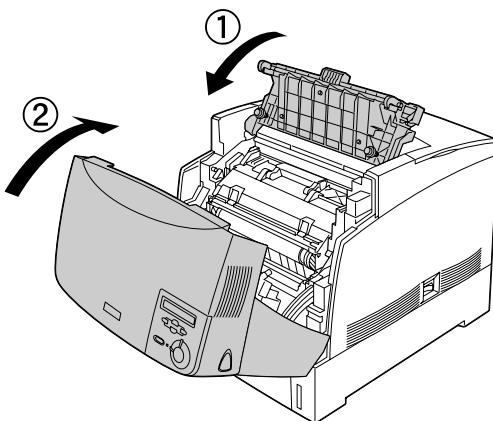
5. Remove the protective tapes.



6. Holding the handle firmly, lower the photoconductor unit into the printer, making sure the posts on the sides of the unit slide into the slots.



7. Close covers D and A.



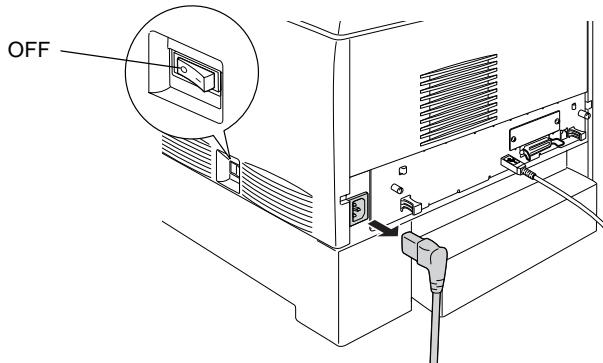
4 *Installing Options*

If you purchased any options with the printer, install them before plugging in the printer. To install the Large Capacity Paper Unit, see the *Reference Guide* on the printer software CD-ROM.

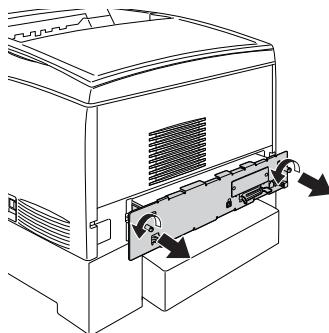
This chapter explains how to install the Hard Disk Drive, memory modules, ROM module, and optional interface card.

Installing the Hard Disk Drive, Memory Modules, or ROM Module

1. Make sure the printer is turned off and the power cord is unplugged.



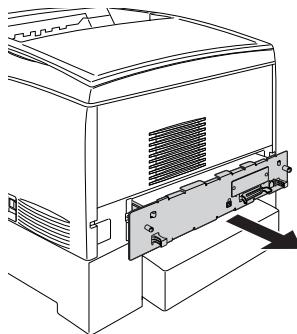
2. Loosen the two screws on the back of the printer.



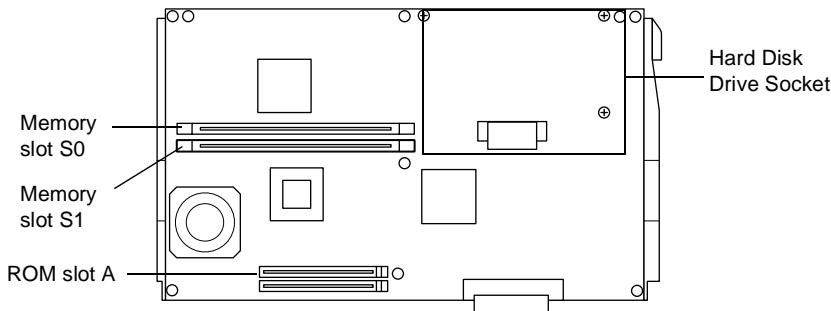
Warning:

Removing other screws and covers will expose high voltage areas.

3. Pull out the circuit board tray by holding the knobs on the right and left sides.



4. Identify the installation slots for the Hard Disk Drive, memory modules, and ROM module.



To install the Hard Disk Drive, proceed to the next section.

To install memory modules, skip to “Installing a memory module” on page 23.

To install a ROM module, skip to “Installing a ROM Module” on page 25.

Installing the Hard Disk Drive

The optional Hard Disk Drive allows you to expand the printer’s network buffer, giving you additional memory for graphics processing, and allowing faster multi-page, multi-output sorting. This option also allows you to use the following functions:

- Storing print jobs using the Reserve Job function.
- Storing form overlay data using the form Overlay function.



Caution:

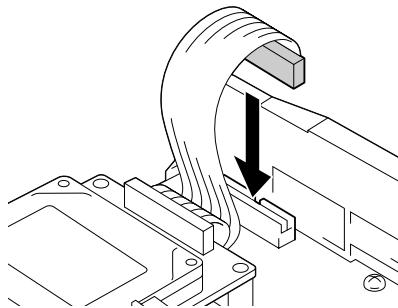
Before you install the Hard Disk Drive, be sure to discharge any static electricity by touching a grounded piece of metal. Otherwise, you may damage static-sensitive components.



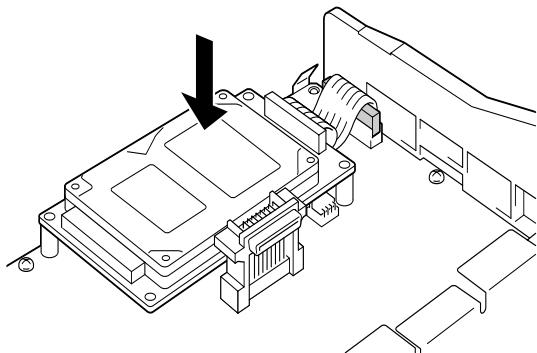
Warning:

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

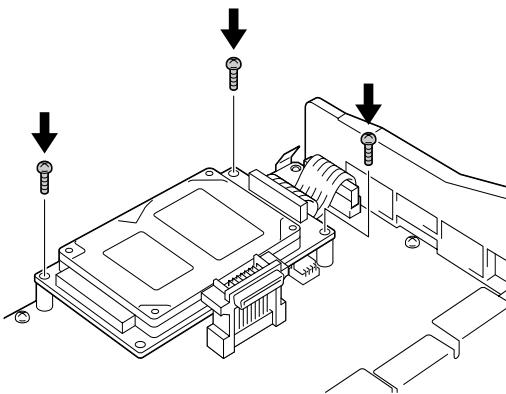
1. Connect the Hard Disk Drive cable to the circuit board.



2. Align the three screw holes on the Hard Disk Drive with the screw holes on the circuit board.



- Secure the drive with the screws provided.



Note:

Be careful not to damage the cable when tightening the screws.



Caution:

Do not remove any modules from the circuit board. Otherwise, the printer will not work.

If you do not install other options, skip to “Replacing the circuit board tray” on page 27.

Installing a memory module

Increasing the printer’s memory allows you to print complex and graphics-intensive documents. You can increase printer memory up to 1024 MB.

This printer has two Memory slots, but one slot has a 64 MB DIMM already installed in it at the time of manufacture. To increase printer memory to more than 576 MB, you have to remove the original 64 MB DIMM first and then install two optional DIMMs.

You can purchase DIMMs from various vendors. Be sure they meet the following requirements:

DRAM type	Synchronous Dynamic RAM Dual In-line Memory Module (SDRAM DIMM)
Memory size	32 MB, 64 MB, 128 MB, 256 MB, or 512 MB
CAS Latency	CL = 2
Type	168-pin type, 64 bit, 3.3 V with SPD* PC 100 compliant
Height	Less than 40 mm

* SPD stands for Serial Presence Detect, a chip residing on the memory module that contains information about the size, speed, and other specifications of the memory as well as manufacturer information that can be retrieved by the motherboard through electronic signals.



Caution:

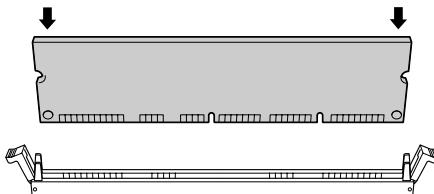
Before you install a memory module, be sure to discharge any static electricity by touching a grounded piece of metal. Otherwise, you may damage static-sensitive components.



Warning:

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

1. Hold the memory module above the Memory slot and insert it into the slot. Do not apply too much force.



- Push the DIMM straight into the slot, until the clips come up to hold the memory module securely in place.



Caution:

- Do not force the DIMM into the slot.*
- Be sure to insert the DIMM facing the correct way.*
- Do not remove any modules from the circuit board. Otherwise, the printer will not work.*
- Be sure that one module is installed in S0 slot.*

If you do not install other options, skip to “Replacing the circuit board tray” on page 27.

Installing a ROM Module

Depending on the country of purchase, optional ROM modules that expand your printer’s features may be available.



Caution:

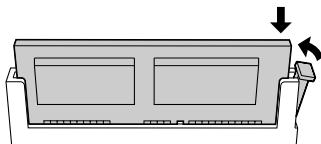
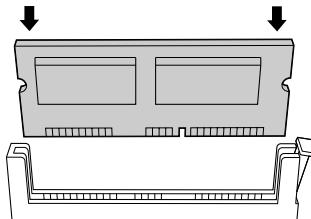
Before you install a ROM module, be sure to discharge any static electricity by touching a grounded piece of metal. Otherwise, you may damage static-sensitive components.



Warning:

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

1. Hold the ROM module above the slot and insert it into slot A in the orientation shown below, until the clip comes up to hold the ROM module securely in place.

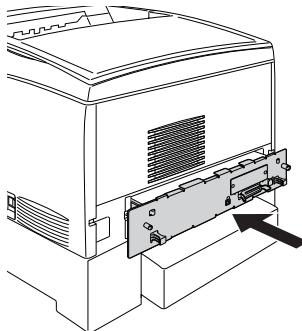


Caution:

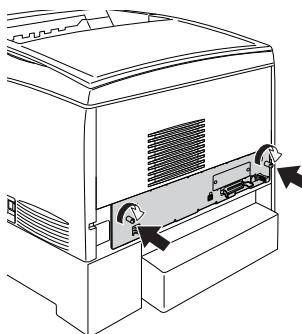
- Do not force the ROM module into the slot.*
 - Be sure to insert the ROM facing the correct way.*
 - Do not remove any modules from the circuit board.
Otherwise, the printer will not work.*
2. Replace the circuit board tray as explained in the next section.

Replacing the circuit board tray

1. Slide the circuit board tray into the printer.



2. Fasten the circuit board tray with the two screws.



To confirm that the options are installed correctly, print a status sheet. For instructions on how to print a status sheet, see “Printing a status sheet” on page 32.

Installing an Interface Card

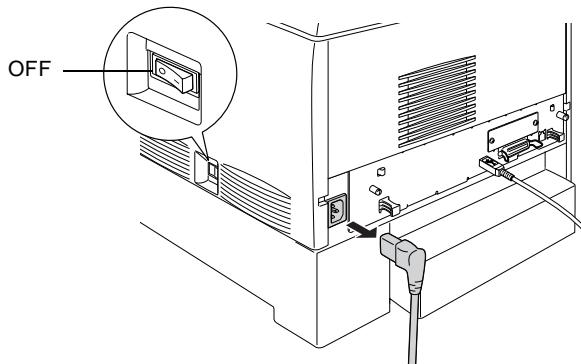
Your printer comes with a Type B interface slot. Various optional interface cards are available to expand your printer's interface options. See the *Reference Guide* on the printer software CD-ROM for more details on optional interface cards.



Caution:

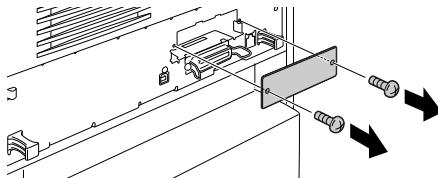
Before you install the interface card, be sure to discharge any static electricity by touching a grounded piece of metal. Otherwise, you may damage static-sensitive components.

1. Make sure the printer is turned off and the power cord is unplugged.



2. Make sure any switches and jumpers on the card are set as necessary. See the interface card's manual for specifications.

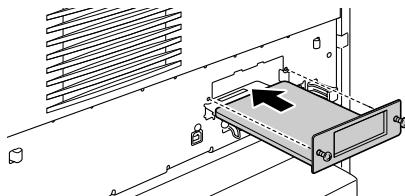
3. Remove the screws and the interface slot cover from the back of the printer.



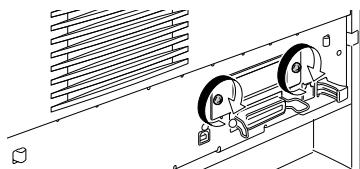
Note:

Keep the slot cover in a safe place. You will need to reattach it if you remove the interface card later.

-  **Warning:**
Removing other screws and covers will expose high voltage areas.
4. Slide and push the interface card into the slot firmly, making sure that the connector at the back of the interface card is fully inserted into the printer's internal socket.



5. Secure the interface card by fastening the retaining screws.



To confirm that the interface card is installed correctly, print a status sheet. For instructions on how to print a status sheet, see “Printing a status sheet” on page 32.

5 Testing and Connecting the Printer

Plugging in the Printer

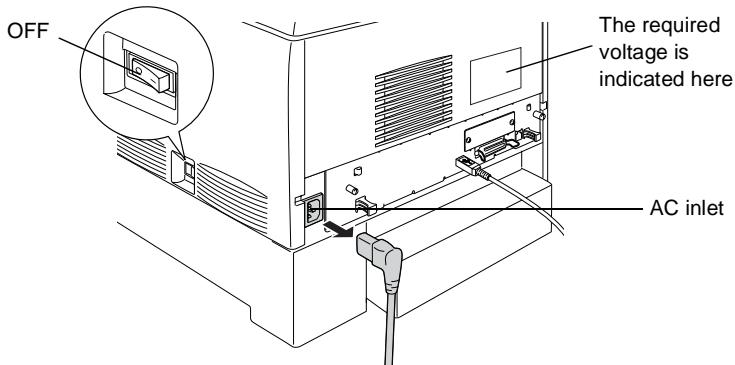
1. Make sure that you have the correct power cord for your power source.



Caution:

It is not possible to change the printer's voltage. If the required voltage and your outlet voltage do not match, contact your dealer for assistance. Do not plug in the power cord.

2. Attach the power cord as shown below.



Caution:

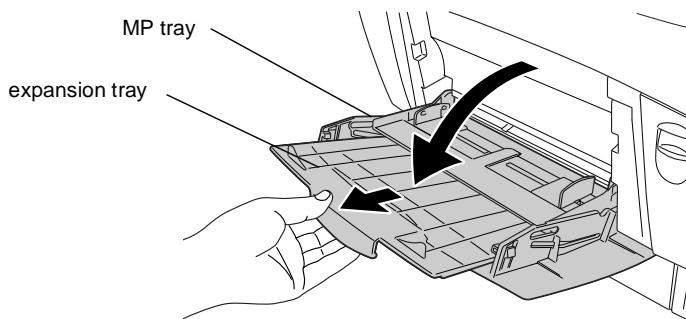
Avoid using an electrical outlet that is controlled by wall switches or automatic timers. Accidental disruption of power can erase valuable information in your computer's and printer's memories.

3. Plug the power cord into a properly grounded electrical outlet.

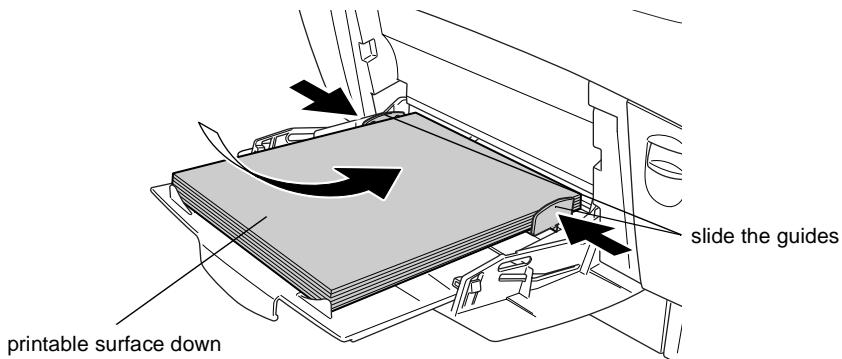
Testing the Printer

Loading paper

1. Open the MP tray, and pull out the expansion tray.



2. Fan a stack of A4 or Letter size paper, then tap it on a flat surface to even the edges. Load the paper in the MP tray.



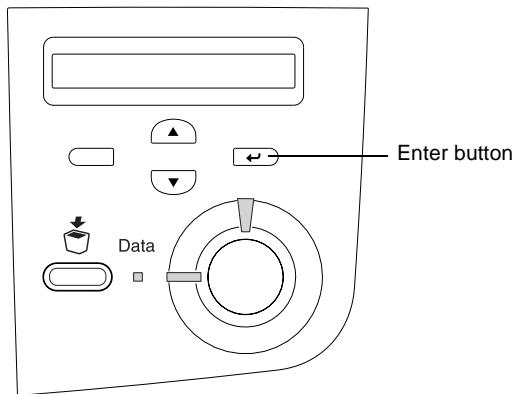
Printing a status sheet

1. Turn on the printer. After about 30 seconds, the display shows Ready.

Note:

The time may vary depending on the amount of memory installed.

2. Press the  Enter button three times. The printer starts printing a status sheet.



3. Check that information on the options installed in the printer is correct. If the printer properly recognizes an installed option, the option's name appears under Hardware Configurations. If not, try reinstalling the option.

If the printer cannot print a status sheet, or if you are unable to get the printer to print a correct status sheet, contact your dealer.

Checking color registration

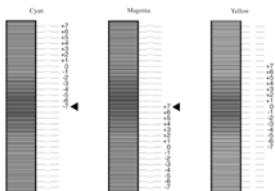
After assembling the printer, you need to check the color registration for possible misalignment.

Follow these steps to check the color registration.

1. Turn on the printer.
2. Load paper into the MP tray.
3. Make sure the LCD panel displays Ready or Standby, then press the  Enter button on the control panel twice.
4. Press the  Down button several times to display Color Resist Sheet.
5. Press the  Enter button. The printer prints a color registration sheet.
6. The arrow () point to the current settings. Check the patterns indicated by the arrows (). If the color segment of the line is in alignment with the black segments on either side to make one straight line, you do not need to adjust the registration for that color. If the line segments are not aligned, adjust the registration as explained below.

Color Registration Sheet

Check the patterns indicated by the arrows. If any of the color segments do not align with the black segments on either side, adjust the registration as explained in the printer's documentation.



Adjusting color registration alignment

1. Make sure the LCD panel displays Ready or Standby, then press the  Enter button to access the control panel menus.
2. Press the  Down button several times until the LCD panel displays Setup Menu, then press the  Enter button.
3. Press the  Up button several times until the LCD displays the XXXX Resist item for the color (Cyan, Magenta, or Yellow) you need to adjust, then press the  Enter button. For example, to adjust the cyan registration, scroll up to Cyan Resist, then press the  Enter button.
4. On the color registration sheet, find the line segments that are most closely aligned, then use the  Up or  Down button to display the number that corresponds to that pattern. Press the  Enter button to complete the adjustment.
5. If necessary, print the Color Registration Sheet for confirmation.

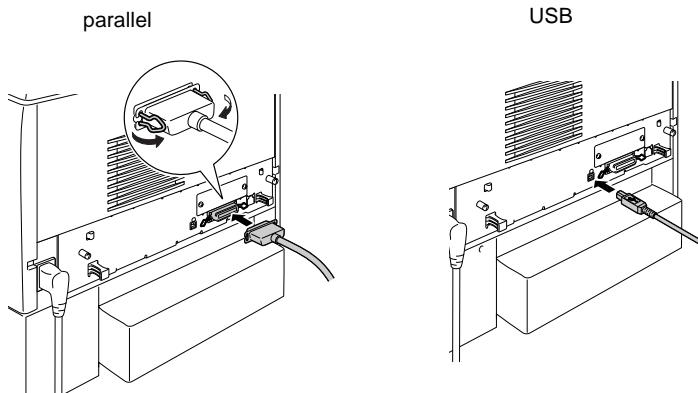
Connecting to the Computer

To connect your computer to the printer's built-in parallel interface, you need a shielded, twisted-pair parallel interface cable that is IEEE-1284 compatible.

Note:

If you want to connect the printer to your computer through an installed optional interface card, you need a different type of cable. See the optional interface card's manual.

1. Make sure that both the printer and the computer are turned off.
2. Attach the parallel or USB interface cable to the printer as shown.



3. Plug the other end of the cable into the computer's parallel or USB interface connector.

6 *Installing the Printer Software*

When you install the printer software, the following components are installed.

- Printer driver**
A printer driver for Microsoft® Windows® XP, Me, 98, 95, 2000, and Windows NT® 4.0, and for the Macintosh is provided. This software lets you make a variety of settings such as print quality and paper size.
- EPSON Status Monitor 3**
EPSON Status Monitor 3 allows you to view printer status information such as the amount of toner remaining and to check for any printer errors.

Note:

- To install other software, see the Reference Guide on the printer software CD-ROM.*
- EPSON Network Utility installation is for administrators.*

To install the printer software, follow the instructions for Windows or for Macintosh in this section.

For Windows Users

1. Turn on your computer.
2. Insert the CD-ROM that comes with your printer in your CD-ROM drive. The following screen appears.



Note:

If the EPSON Installation Program screen does not appear automatically, double-click the My Computer icon, right-click the CD-ROM icon, and click Open in the menu that appears. Then double-click Setup.exe.

3. Double-click Install Printer Driver / Utility.
4. Follow the on-screen instructions.

Note for Windows XP users:

While you install the printer driver, the following dialog box may appear. If this happens, click Continue Anyway to continue the installation.



About an additional driver

When the printer is shared with other computers (clients) on a network and the print server's OS is Windows 2000 or Windows 4.0, you can install the printer driver for the client's OS in the server as an additional driver. This allows the clients to download the appropriate printer driver from the printer server if necessary.

See "Using an Additional Driver" in the Reference Guide for details.

For Macintosh Users

Your Macintosh must meet the following requirement to use the driver included with the printer:

Mac OS 8.1 or later* (Except for Mac OS X)

- * To turn off QuickDraw GX, first make sure the Caps Lock key is unlocked. Then, while holding down the spacebar, restart your Macintosh. The Extensions Manager will open. Clear the QuickDraw GX check box, then close the Extensions Manager.



Caution:

Turn off any anti-virus software before installing the printer driver.

1. Make sure that the printer is turned off. Insert the CD-ROM that comes with your printer in your CD-ROM drive.
2. Double-click the **Install Software** folder.

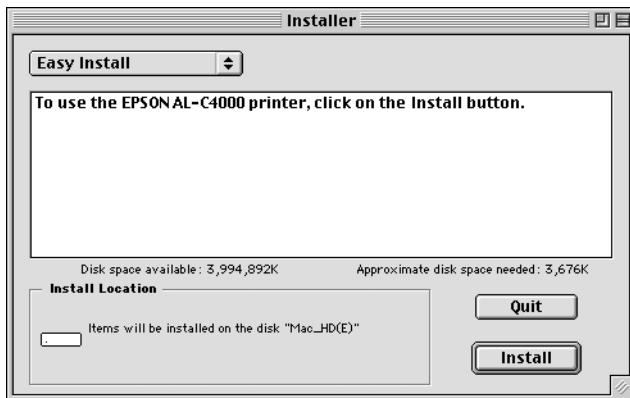


3. Double-click the **Installer** icon.



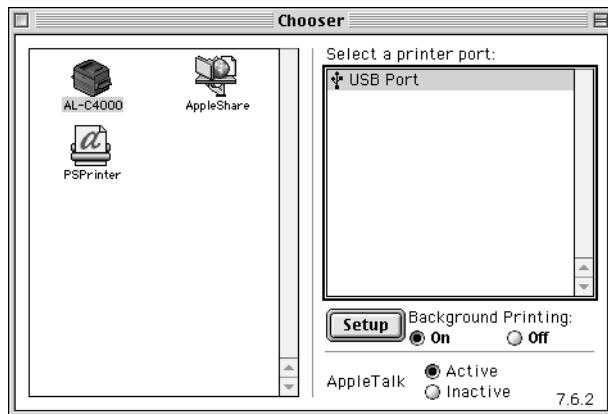
4. Click **Continue**. When the software license agreement screen appears, read the statement and then click **Accept**.

5. Click **Install** and follow the on-screen instructions.



Selecting your printer in the Chooser

After you have installed the printer driver, you need to open the Chooser to select your printer. This procedure is necessary the first time you use a printer and when you want to switch to another printer. Your Macintosh will always print using the last printer selected.



7 Printing your Online Guides

After you install the printer driver, you can print the Online Reference Guide included on the printer software CD-ROM.

For Windows users

1. Insert the CD-ROM that comes with your printer in the CD-ROM drive.

Note:

Acrobat Reader 4.0 or later must be installed in your computer to open and read the Online Reference Guide.

2. Double-click User Guides in the EPSON Installation Program screen.
3. Click the arrow next to View Reference Guide. The Online Reference Guide opens Acrobat Reader.
4. Select Print from the File menu and click OK. The Online Reference Guide is printed.
5. Store the printed Online Reference Guide near the printer to troubleshoot printer problems.

For Macintosh users

1. Insert the CD-ROM that comes with your printer in the CD-ROM drive.

Note:

Acrobat Reader 4.0 or later must be installed in your computer to open and read the Online Reference guide.

2. Double-click the User Guides folder.



3. Double-click the View Reference icon in the User Guides folder. The Reference Guide opens Acrobat Reader.
4. Select Print from the File menu.
5. Click Print. The Online Reference Guide is printed.
6. Store the printed Online Reference Guide near the printer to troubleshoot problems.