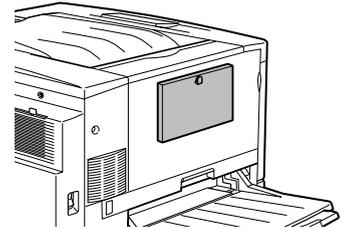


# EPSON

Color Laser Printer



You can hang this guide on the printer using the hook provided.

EPSON AcuLaser™ C8500

*Quick Reference*

## Replacing Consumable Products

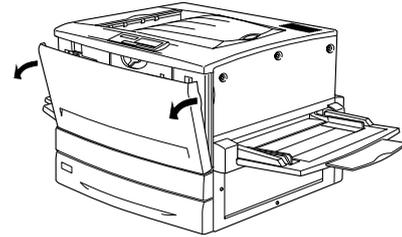
You need to replace the following consumable products when a notice message is displayed on the LCD panel or the window of the EPSON Status Monitor 3 utility

|   |         |
|---|---------|
| Toner Cartridge (Black)                                     | S050038 |
| Toner Cartridge (Yellow)                                    | S050039 |
| Toner Cartridge (Magenta)                                   | S050040 |
| Toner Cartridge (Cyan)                                      | S050041 |
| Photoconductor Unit<br>(includes the waste toner collector) | S051073 |
| Waste Toner Collector                                       | S050020 |

## Replacing a toner cartridge

Follow these steps to replace a toner cartridge:

1. Confirm the color of the toner cartridge that needs to be replaced by checking the LCD panel.
2. Open the front cover.

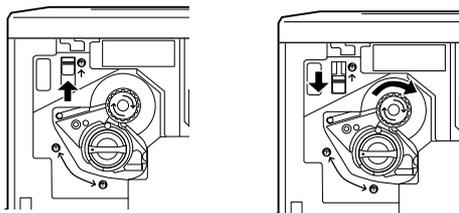


3. Check the color of the toner cartridge that appears in the cartridge installment window.

If you see the color that you need to replace, go to step 5.

If you see a different color, go to the next step.

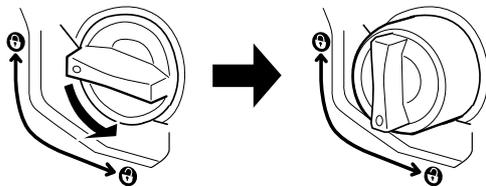
4. Push up the switch located on the top left, then release it. Turn the upper knob located just above the cartridge installation window clockwise until it stops. The switch automatically drops down to the lower position and the next toner cartridge appears in the installation window. Repeat this step until you see the color that you need to replace.



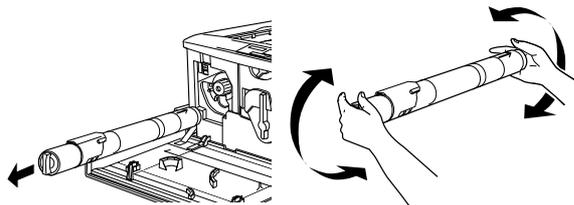
**Note:**

*If the knob cannot be moved, first check that the switch is in the upper position. Do not turn the knob by force.*

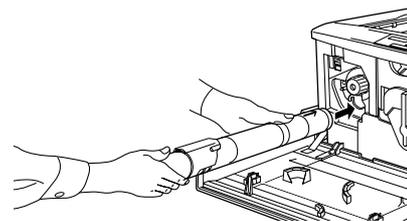
5. Turn the toner cartridge knob 90 degrees counterclockwise so that the  $\circ$  symbol on the knob is in the release position shown below. By turning the knob, the toner cartridge protrudes slightly.



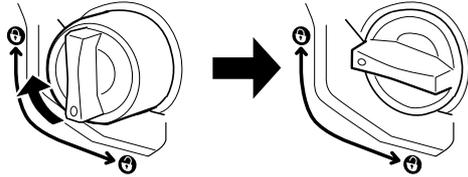
6. Pull the toner cartridge out of the slot.
7. Take the new toner cartridge out of its package, and gently shake it from side to side and front to back to distribute the toner evenly.



8. Hold the toner cartridge as shown below, and insert it all the way into the slot until it stops.



- Turn the toner cartridge knob 90 degrees clockwise so that the ○ symbol on the knob is in the position shown below. By turning the knob, the cartridge is pressed into the slot and installed completely.



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

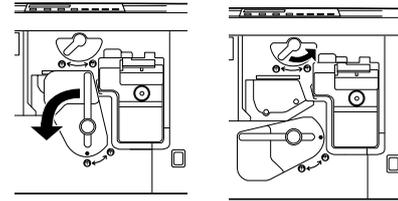
- If you need to replace another toner cartridge, repeat steps 3 to 9.
- Close the front cover.

## **Replacing the photoconductor unit**

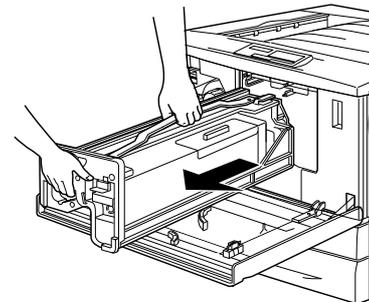
When you purchase a photoconductor unit, it always comes with a waste toner collector because it usually needs replacement at the same time as the photoconductor unit. However, the waste toner collector is also sold individually as you may need to replace it separately depending on use.

Follow these steps to replace the photoconductor unit:

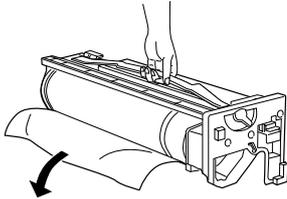
- Turn off the printer.
- Open the front cover.
- Turn the large lever 90 degrees counterclockwise.
- Turn the small lever to the right.



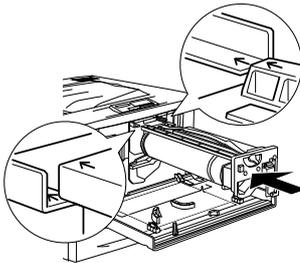
- Pull the photoconductor unit about 20 cm out of the printer.
- Hold the handle at the top of the photoconductor unit and gently pull it all the way out.



7. Take the new photoconductor unit out of its package and unwrap the protective sheet while holding the handle as shown below.

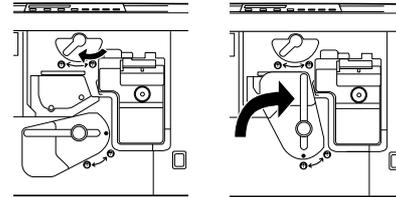


8. Holding the photoconductor unit by its handle, place the unit on the guide rails and push it all the way into the printer.



9. Turn the small lever to the left.

10. Turn the large lever 90 degrees clockwise.



11. Close the front cover.

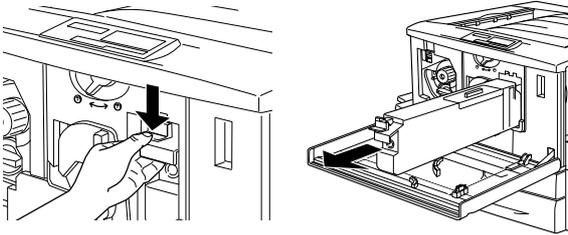
### ***Replacing the waste toner collector***

The waste toner collector is sold as part of the photoconductor unit because it usually needs replacement at the same time as the photoconductor unit. However, the waste toner collector is also sold individually as sometimes you may need to replace the waste toner collector separately depending on use.

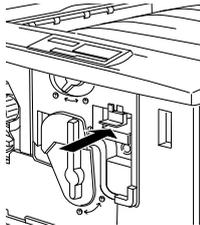
Follow these steps to replace the waste toner collector:

1. Open the front cover.
2. Hold the handle of the waste toner collector and push the tab down to release the lock.

3. Pull out the waste toner collector.



4. Take the new waste toner collector out of its package.
5. Insert the new waste toner collector firmly into the slot until the tab clicks into place.



6. Close the front cover.

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## ***Clearing Jammed Paper***

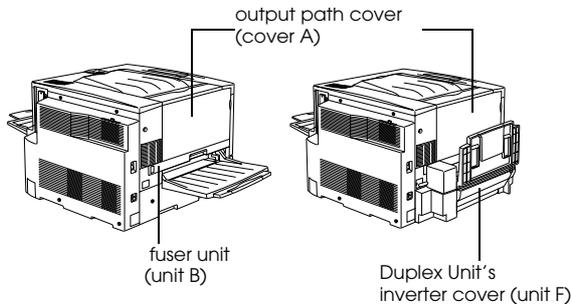
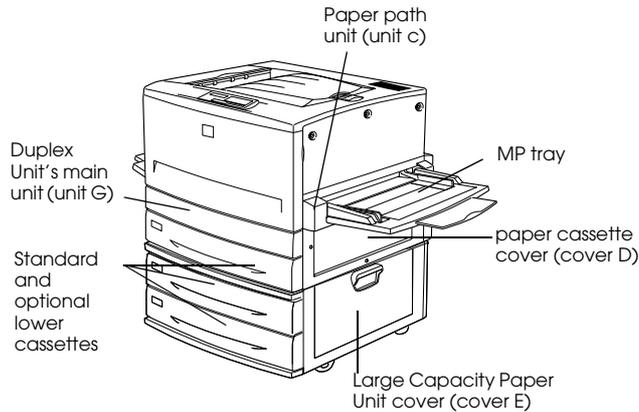
When paper is jammed in the printer, the printer's LCD panel and the EPSON Status Monitor 3 utility provide alert messages.

### ***Error messages for paper jams***

If the following messages appears on the LCD panel, you must clear all jammed paper.

## Jam xxxx

The location where the paper jam occurred is displayed at xxxx. xxxx represents an alphabet that indicates the location of the paper jam. Use the illustrations below as a guide for the printer parts represented by alphabets.



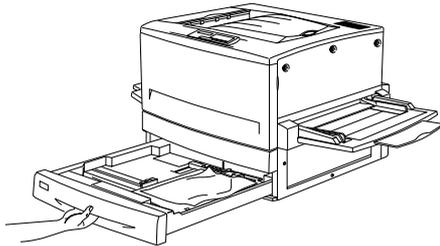
If a paper jam occurs at two or more locations simultaneously, the corresponding multiple locations are displayed.

- Jam A Paper is jammed inside the output path cover (cover A).
- Jam B Paper is jammed inside the fuser unit (unit B).
- Jam C Paper is jammed inside the paper path unit (unit C).
- Jam D Paper is jammed inside the paper cassette cover on the right side of the printer (cover D). If you cannot find any jammed paper in this cover, check the optional Duplex Unit's inverter cover (cover F), then its main unit (unit G).
- Jam E Paper is jammed at the side cover of the optional Large Capacity Paper Unit (cover E).
- Jam F Paper is jammed at the optional Duplex Unit's inverter cover (cover F). If you cannot find any jammed paper in this cover, check the paper cassette cover (cover D), then optional Duplex Unit's main unit (unit G).
- Jam G Paper is jammed inside the optional Duplex Unit's main unit (unit G). Be sure to check if the jammed paper is not in the paper cassette cover (cover D) or the Duplex Unit's inverter cover (cover F) before checking the main unit of the Duplex Unit.

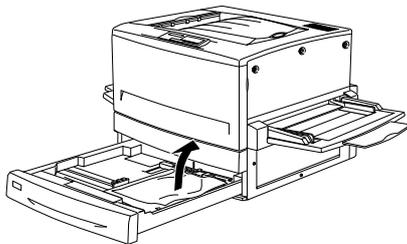
## Clearing the lower cassette

Follow these steps to clear paper jams in the lower cassettes. The illustrations show the standard lower cassette.

1. Pull the lower cassette out slowly until it stops. Be careful not to tear the jammed paper.



2. Remove any jammed or crumpled paper.



### Note:

*If paper is torn, be sure to remove all torn pieces.*

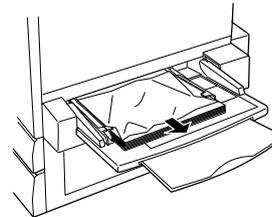
3. Remove the stack of paper from the cassette.
4. Tap the stack of paper on a flat surface to even out the edges, then reinsert it into the lower cassette. Be sure the paper is evenly aligned and the top of the stack is below the metal retaining clip and the maximum paper mark.
5. Push the lower cassette back into the printer.

When the paper jam is cleared completely and the lower cassette is pushed back into the printer, the jammed page's print data is automatically reprinted.

## Clearing the MP tray

Follow these steps to clear paper jams at the MP tray:

1. Pull the jammed paper out gently.



### Caution:

*If the jammed paper is visible deep inside the MP tray, do not pull the paper by force. Pull out the paper path unit to remove the jammed paper.*

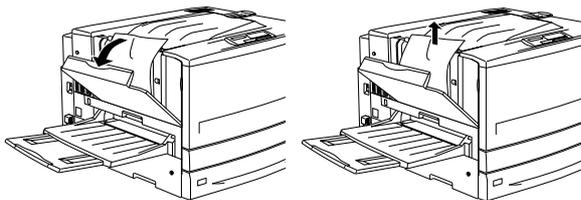
2. Remove and tap the remaining paper stack on a flat surface to even out the edges before reloading it into the MP tray.

### Clearing the output path cover (Jam A)

When there is paper jammed at the output path cover, the LCD panel displays the  $\text{Jam A}$  error message.

Follow these steps to clear paper jams in the output path cover:

1. Open the output path cover on the left side of the printer.
2. Remove any jammed paper gently with both hands. Be careful not to tear the jammed paper.



**Note:**

- Always try to remove jammed paper with both hands to avoid tearing it.
  - If paper is torn, be sure to remove all torn pieces.
3. Close the output path cover.

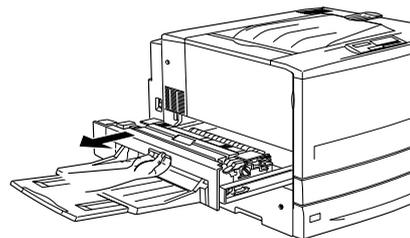
When the paper jam is cleared completely and the output path cover (cover A) is closed, the jammed page's print data is automatically reprinted.

### Clearing the fuser unit (Jam B)

When there is paper jammed at the fuser unit, the LCD panel displays the  $\text{Jam B}$  error message.

Follow these steps to clear paper jams in the fuser unit:

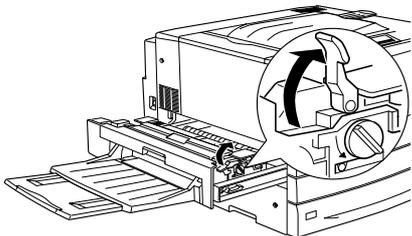
1. Pull the fuser unit out gently until it stops. Be careful not to tear the jammed paper.



**Warning:**

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

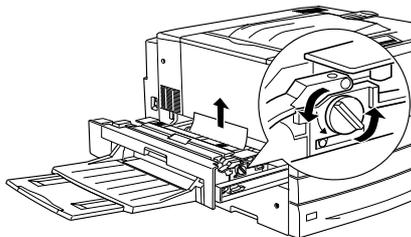
2. Pull the lever up to release the paper path.



**Warning:**

Do not touch the fuser, which is marked CAUTION! HIGH TEMPERATURE, or the surrounding areas. If the printer has been in use, the fuser and the surrounding areas may be very hot.

3. Turn the knob in the fuser unit to eject the jammed paper.



4. Gently remove the jammed paper with both hands. Be careful not to tear the jammed paper.

**Note:**

- ❑ Be sure to remove the jammed paper by pulling it upward.
- ❑ If paper is torn, be sure to remove all torn pieces.

5. Push the fuser unit back into the printer firmly.

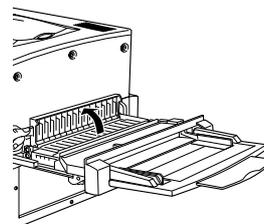
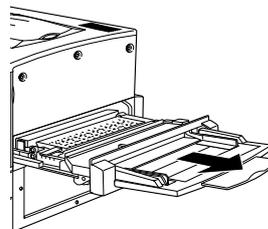
When the paper jam is cleared completely and the fuser unit (unit B) is pushed back into the printer, the jammed page's print data is automatically reprinted.

### Clearing the paper path unit (Jam C)

When there is paper jammed at the paper path unit, the LCD panel displays the Jam C error message.

Follow these steps to clear paper jams in the paper path unit:

1. Pull the paper path unit out until it stops.
2. Lift the cover inside the paper path unit by its handle.

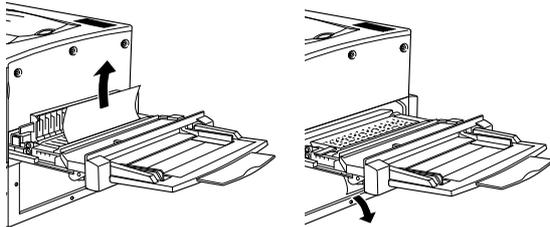


3. Gently remove the jammed paper with both hands.

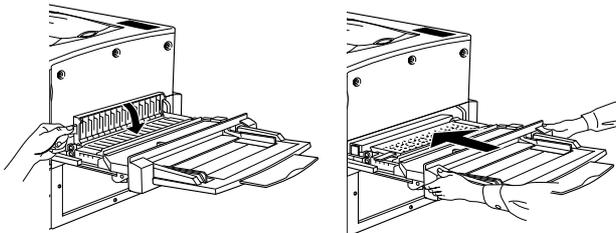
**Note:**

*If paper is torn, be sure to remove all torn pieces.*

4. Check if jammed paper is left at the bottom of the paper path unit. If you find any jammed paper, gently remove it with both hands.



5. Lower the cover inside the paper path unit.
6. Push the paper path unit back into the printer firmly.



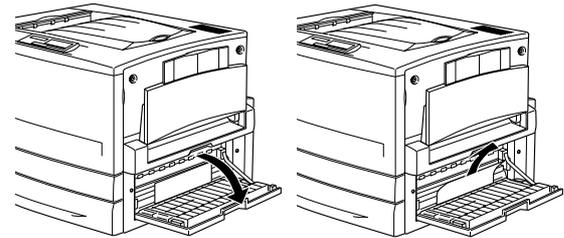
When the paper jam is cleared completely and the paper path unit (unit C) is pushed back into the printer, the jammed page's print data is automatically reprinted.

### **Clearing the paper cassette cover (Jam D)**

When there is paper jammed at the paper cassette cover, the LCD panel displays the **Jam D** error message.

Follow these steps to clear paper jams in the paper cassette cover:

1. Open the paper cassette cover (cover D).
2. Gently remove the jammed paper with both hands. Be careful not to tear the jammed paper.



3. Close the paper cassette cover.

When the paper jam is cleared completely and the paper cassette cover (cover D) is closed, the jammed page's print data is automatically reprinted.

**Note:**

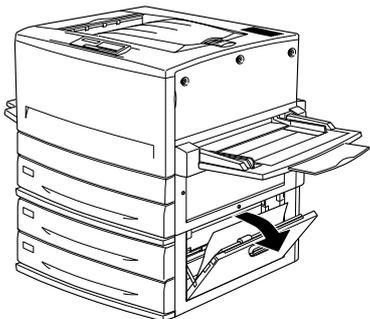
If you cannot find any jammed paper in this cover, check the optional Duplex Unit's inverter cover (cover F), then its main unit (unit G).

## Clearing the optional Large Capacity Paper Unit cover (Jam E)

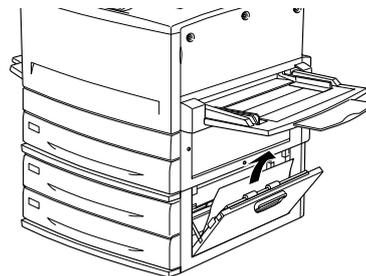
When there is paper jammed at the side cover of the optional Large Capacity Paper Unit, the LCD panel displays the **JAM E** error message.

Follow these steps to clear paper jams in the optional Large Capacity Paper Unit:

1. Open the cover (cover E) on the right side of the optional Large Capacity Paper Unit.



2. Gently remove the jammed paper with both hands. Be careful not to tear the jammed paper.



3. Close the cover.

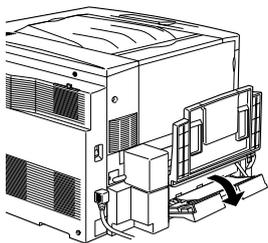
When the paper jam is cleared completely and the cover on the right side of the Large Capacity Paper Unit (cover E) is pushed back into the printer, the jammed page's print data is automatically reprinted.

## Clearing the optional Duplex Unit's inverter cover (Jam F)

When there is paper jammed at the optional Duplex Unit's inverter cover, the LCD panel displays the **JAM F** error message.

Follow these steps to clear paper jams in the Duplex Unit's inverter cover:

1. Open the Duplex Unit's inverter cover (cover F) on the left side of the printer.



2. Gently remove the jammed paper inside the inverter cover.

**Note:**

*If paper is torn, be sure to remove all torn pieces.*

3. Close the inverter cover.

When the paper jam is cleared completely and the Duplex Unit's inverter cover (cover F) is closed, the jammed page's print data is automatically reprinted.

**Note:**

*If you cannot find any jammed paper in this cover, check the paper cassette cover (cover D) or the optional Duplex Unit's main unit (unit G).*

## **Clearing the optional Duplex Unit's main unit (Jam G)**

When there is paper jammed at the optional Duplex Unit's main unit, the LCD panel displays the **JAM G** error message.

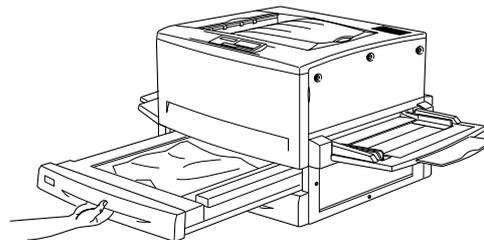
Follow these steps to clear paper jams in the optional Duplex Unit's main unit:



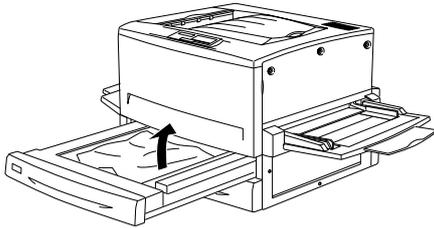
**Caution:**

*Be sure to pull out the Duplex Unit's main unit after checking if the jammed paper is in the paper cassette cover (cover D) or the Duplex Unit's inverter cover (cover F). If you pull out the main unit first, the paper jam may occur.*

1. Pull the main unit of the optional Duplex Unit out until it stops.



2. Gently remove the jammed paper with both hands. Be careful not to tear the jammed paper.



**Note:**

*If paper is torn, be sure to remove all torn pieces.*

3. Push the main unit of the Duplex Unit's main unit back into the printer.

When the paper jam is cleared completely and the Duplex Unit's main unit (unit G) is pushed back into the printer, the jammed page's print data is automatically reprinted

**Note:**

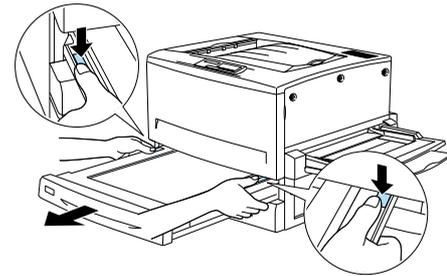
*If you cannot find any jammed paper in this unit, check the Duplex Unit's inverter cover (cover F) or the paper cassette cover (cover D).*

### **Removing the main unit**

Be sure to remove the Duplex Unit's main unit from the printer only when you cannot clear the jammed paper.

Follow these steps to remove the Duplex Unit's main unit.

1. Identify the jammed paper in the side of the main unit.
2. Push the main unit slightly backward, then remove the main unit by pulling it toward you while pushing down both levers.



## Error Messages

| Messages              | Description   |
|-----------------------|---|
| Can't Print<br>Duplex | The printer has encountered problems during duplex printing. Make sure you are using an appropriate type and size of paper for the Duplex Unit. The problem could also be a result of incorrect settings for the paper source you are using. Pressing the Continue button will resume single-side printing. |
| Check Paper Size      | The paper size setting is different from the size of paper loaded in the printer. Check to see if the correct size of paper is loaded in the specified paper source, then press the Continue button.  |
| Check Paper Type      | This message appears when Paper Type is specified with Paper Source set to Auto and there is no paper feed unit with paper that matches the Paper Size and Paper Type settings.   |
| Check Transparency    | You have loaded media other than transparencies when the Paper Type setting in the printer driver is Transparency. The printer stops loading to prevent printer damage. Load transparencies in the specified paper source, then press the Continue button.  |

| Messages             | Description   |
|----------------------|---|
| Collate was disabled | Printing by specifying the number of copies is no longer possible due to a lack of memory (RAM) or free disk space on the optional Hard Disk Drive. If this error occurs, print only one copy and end printing. |
| Cover A Open         | Cover A, the output path cover on the left side of the printer, is open. Close the cover and the error is automatically cleared.  |
| Cover D Open         | Cover D, the paper cassette cover on the right side of the printer, is open. Close the cover and the error is automatically cleared.  |
| Cover E Open         | Cover E, the cover on the right side of the optional Large Capacity Paper Unit, is open. Close the cover and the error is automatically cleared.  |
| Cover F Open         | Cover F, the optional Duplex Unit's inverter cover on the left side of the printer, is open. Close the cover and the error is automatically cleared.  |
| Depleted Battery     | The printer's battery needs to be replaced. Contact a qualified service representative in your area. You can continue printing despite this message.  |

| Messages                              | Description   |
|---------------------------------------|---|
| Duplex Mem Overflow                   | <p>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 instructions below.</p> <p>If Auto Cont is set to Off in the SelectType Config Menu, either press Continue or reset the printer by pressing the ALT and Reset buttons at the same time.</p> <p>If Auto Cont is set to On in the SelectType Config Menu, the error is automatically corrected after a certain period of time.</p> |
| Format Error ROM A/Format Error ROM B | <p>An unformatted ROM module has been inserted. If the ROM module has been formatted, but is unreadable, format it again. If the ROM is still unreadable after reformatting, take it to your dealer for repair or replacement. To clear this error, either press the Continue button or turn off the printer and remove the ROM module.</p>   |
| Front Cover Open                      | <p>The front cover is open. Close the cover and the error is automatically cleared.</p>   |

| Messages            | Description  |
|---------------------|--|
| Image Optimum       | <p>There is insufficient memory to print the page at the specified print quality. The printer automatically lowers the print quality so that it can continue printing. If the quality of the printout is not acceptable, try simplifying the page by limiting the number of graphics or reducing the number and size of fonts.</p> <p>Press the Continue button or reset the printer to clear the message.</p> <p>Turn the Image Optimum setting off in the SelectType Config Menu if you do not want the printer to automatically lower the print quality to continue printing. You may need to increase the amount of printer memory to be able to print at the desired print quality for your document.</p> |
| Install Photoconctr | <p>The photoconductor unit is not installed, or is installed incorrectly. Install a photoconductor unit if it is not installed.</p> <p>If the photoconductor unit is already installed, try removing it and then reinstalling it into the printer.</p>   |

| Messages                    | Description  |
|-----------------------------|--|
| Install Waste T Box         | The waste toner collector is not installed, or is installed incorrectly. If there is no waste toner collector installed, install one into the printer. If there is a waste toner collector already installed, try removing it and reinstalling it. |
| Invalid AUX I/F Card        | This message means that the printer cannot communicate with the installed optional interface card. Turn off the printer, remove the card, then reinstall it.   |
| Invalid HDD                 | Either the optional Hard Disk Drive is damaged or it cannot be used with this printer. Turn off the printer and remove the Hard Disk Drive.  |
| Invalid PS3                 | An optional PostScript 3 ROM module that cannot be used on this printer is installed. Turn off the printer and remove the module.  |
| Invalid ROM A/Invalid ROM B | The printer cannot read the installed optional ROM module. Turn off the printer and remove the ROM module.   |
| Irregular Density           | If you try to print on media of overly high density, the printer stops loading the media to prevent printer damage. In this case, you need to clear any jammed media from the MP tray or the paper path unit.                                      |

| Messages            | Description   |
|---------------------|---|
| Jam xxxx            | The location where the paper jam occurred is displayed at xxxx. xxx represents an alphabet that indicates the location of the error. If a paper jam occurs at two or more locations simultaneously, the corresponding multiple locations are displayed.<br>For more information, See "Clearing Jammed Paper" on page 6. |
| Manual Feed XXX YYY | XXX: The selected paper source is indicated.<br>YYY: The selected paper size is indicated.<br>The printer is waiting for media to be inserted manually.   |
| Mem Overflow        | The printer has insufficient memory to execute the current task. To correct the error, press the Continue button on the control panel.  |
| Menus Locked        | This message appears if you try to change the printer's settings through the control panel when the buttons are locked. You can unlock them by using the EPSON WinAssist utility or WebAssist. Refer to the <b>Administrator's Guide</b> for information.   |

| Messages             | Description   |
|----------------------|---|
| Need Memory          | The printer has insufficient memory to execute the current task.  |
| Outbin Select Error  | Printouts are not output to the specified output tray but to another tray due to a printing restriction.  |
| Paper Out XXX<br>YYY | <p>XXX: The selected paper source is indicated.<br/>YYY: The selected paper size is indicated.</p> <p>There is no paper in the specified paper source (XXX). Load paper of the indicated size (YYY) into the paper source.</p>  |
| Paper Set XXX<br>YYY | <p>XXX: The selected paper source is indicated.<br/>YYY: The selected paper size is indicated.</p> <p>The paper loaded in the specified paper source (XXX) does not match the required paper size (YYY). Replace the loaded paper with the correct size paper and press Continue.</p> <p>If you press Continue without replacing the paper, the printer will print on the loaded paper even though it does not match the required size.</p> |

| Messages                  | Description  |
|---------------------------|--|
| Photoconductor<br>Trouble | The installed photoconductor unit has a problem. Turn off the printer, remove the photoconductor unit and install a new photoconductor unit.   |
| Print Overrun             | <p>The required time to process the print data exceeds the print engine speed because the current page is too complex. Press the Continue button to resume printing. If this message appears again, turn on Page Protect in the Selectype Config Menu.</p> <p>If you continue to receive this message when printing a particular page, try simplifying the page by limiting the number of graphics or reducing the number and size of fonts.</p> |
| PS3 Hard Disk<br>full     | The writing of PostScript 3 commands on the optional Hard Disk Drive is no longer possible as the amount of space allocated to PostScript 3 on the Hard Disk Drive is used up.   |

| Messages                      | Description   |
|-------------------------------|---|
| Replace Photoconductor        | <p>The photoconductor unit has reached the end of its service life. Turn off the printer, then remove the photoconductor unit and install the new photoconductor unit.</p> <p>The error clears itself once you have replaced all the items and close all printer covers. The photoconductor level counter is automatically reset.</p> |
| Replace Waste T Box           | <p>The waste toner collector is full of toner. Replace it with a new waste toner collector.</p> <p>The error clears itself after you have replaced the waste toner collector and close the front cover.</p>   |
| Time Exceeded                 | <p>Paper was forcibly output (blank sheet printing) as the print data did not arrive in time even though paper was pre-fed.</p>   |
| Turn Paper LC1                | <p>Paper is loaded in the wrong orientation in the standard lower cassette. Remove the paper stack from the standard lower cassette, turn it by 90 degrees, and reload it with the long edge first.</p>   |
| Turn Paper LC2/Turn Paper LC3 | <p>Paper is loaded in the wrong orientation in the optional 500-Sheet Paper Cassette Unit or the Large Capacity Paper Unit. Remove the paper stack from the cassette, turn it by 90 degrees, and reload it with the long edge first.</p>  |

| Messages             | Description  |
|----------------------|--|
| Unit B Open          | <p>The fuser unit is open. The error automatically clears itself when the fuser unit is closed properly.</p>   |
| Unit C Open          | <p>The paper path unit is open. The error automatically clears itself when the paper path unit is closed properly.</p>   |
| Unit G Open          | <p>The optional Duplex Unit's main unit is open. The error automatically clears itself when the Duplex Unit's main unit is closed properly.</p>  |
| Waste T Box Nearfull | <p>The waste toner collector is nearly full of toner. You can continue to print until the Replace Waste T Box error message appears, but early replacement is recommended to maintain high print quality.</p>  |
| Warn Photoconductor  | <p>This message warns you that the photoconductor unit is near the end of its service life. You can continue to print until the Replace Photoconductor error message appears, but early replacement is recommended to maintain high print quality.</p> <p>You can clear this warning by performing one of the following:</p> <ul style="list-style-type: none"> <li>• Pressing the Continue button.</li> <li>• Resetting the printer.</li> <li>• Replacing the photoconductor unit.</li> </ul> |

| Messages                                  | Description   |
|---|---|
| Write Error ROM<br>A/Write Error<br>ROM P | This message indicates an internal error in the printer. Reset the printer. If this error persists, consult your dealer.  |
| Wrong<br>Photoconductor                   | You have installed a photoconductor unit that has not been designed for this printer. Turn off the printer, remove the incorrect photoconductor unit and install one designed for this printer (S051073).   |
| XXXX Toner Crtg<br>Out                    | XXXX: The letters C, M, Y, or K appear in place of XXXX. C, M, Y, and K stand for Cyan, Magenta, Yellow, and Black respectively.<br><br>The indicated toner cartridge(s) is not installed in the printer. Install the appropriate toner cartridge.  |
| XXXX Toner Low                            | XXXX: The letters C, M, Y, or K appear in place of XXXX. C, M, Y, and K stand for Cyan, Magenta, Yellow, and Black respectively.<br><br>The amount of remaining toner in the indicated toner cartridge(s) is very small. You can continue to print until the XXXX Toner Out error message appears, but early replacement is recommended to maintain high print quality. |

| Messages       | Description  |
|----------------|--|
| XXXX Toner Out | XXXX: The letters C, M, Y, or K appear in place of XXXX. C, M, Y, and K stand for Cyan, Magenta, Yellow, and Black respectively.<br><br>No toner is left in the indicated toner cartridge(s). Replace it with a new toner cartridge. |