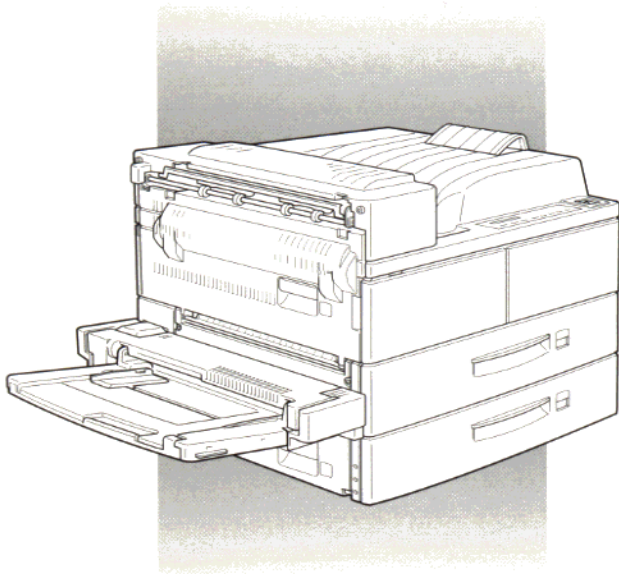


# EPSON

Page Printer

# EPL-N4000

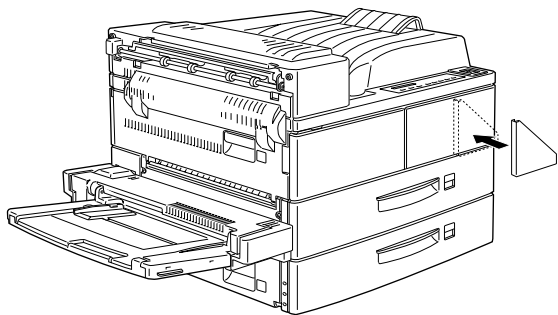


**Quick Reference Guide**

4009349  
S01-00

This *Quick Reference Guide* contains information on clearing paper jams, understanding printer error messages and changing the imaging cartridge.

Attach the included quick reference box to the front of your printer as shown below as a convenient place to keep this guide.



For more details on the items covered in this guide and about your printer in general, see the *Reference Guide*.

---

## ***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 a stack of paper and tap it on a flat surface to even its edges before you load it.
- ❑ Be sure that you do not load too much paper in the paper sources.
- ❑ Be sure to adjust the paper guides so that the paper can slide in and out freely.
- ❑ Never let the amount of accumulated sheets exceed the total output capacity of any output tray or bin.
- ❑ Make sure you load paper with the correct side up. Most packages of paper indicate the top side of the paper with an arrow at the side of the package.

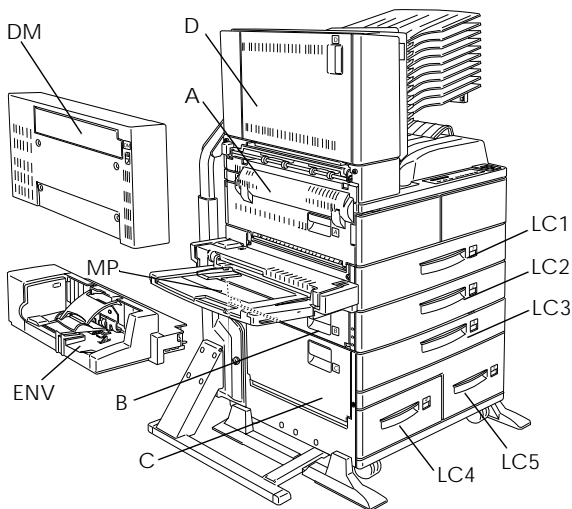
---

## Clearing Paper Jams

When a paper jam occurs, Jam xxx xxx xxx xxx message appears on the control panel. Xxx indicates areas where jams may be occurring, such as LC1 (lower cassette 1). See the messages below for instructions on clearing paper jams in each area.

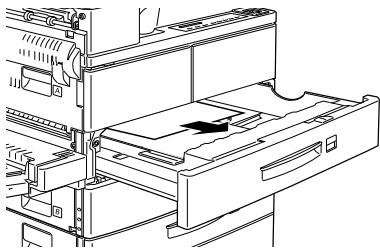
### Note:

- ❑ Check for jams at all paper sources or paths indicated on the control panel. The printer cannot resume printing if the jams are not cleared.
- ❑ The control panel shows up to four paper sources or paths at the same time. Other areas where jams may be occurring will be shown on the control panel after you have checked all indicated jams.



This message indicates that paper jam may be occurring in lower cassette 1, 2, or 3 (LC3 appears if the optional Large Capacity Paper Unit is installed).

1. Pull out the indicated cassette (lower cassette 1, 2, or 3).
2. Carefully remove any paper you find jammed inside the cassette or printer.

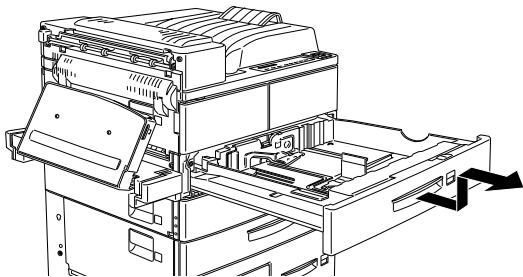


3. Remove the stack of paper from the cassette. Even its edges by tapping the paper on a flat surface. Then reinsert the stack into the cassette making sure the paper is evenly aligned and rests below the maximum paper mark.

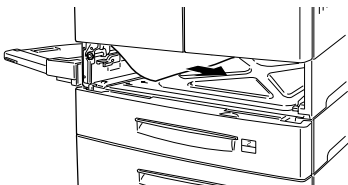
Make sure you are using the correct paper size and that your paper meets the specifications for this printer.

4. Reinstall the cassette.
5. Clear other paper jams that are indicated on the control panel.

6. After that, if the control panel still indicates LC1, LC2 or LC3, completely remove the indicated cassette.



7. Carefully remove any sheets that have fed part way into the printer.



8. Reinstall the removed cassette.



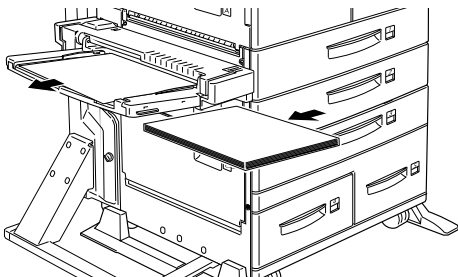
**Caution:**

*if you completely removed a cassette, be sure to put it back into its original position. Changing cassette 1 with cassette 2 (or cassette 3, if installed) causes improper paper feeding.*

9. The jammed page's print data is automatically reprinted.

This message indicates that there may be a paper jam in the MP (Multi Purpose) Tray.

1. Move the paper guide on the MP tray outwards.
2. Remove all the paper from the tray, and discard any wrinkled or folded sheets.

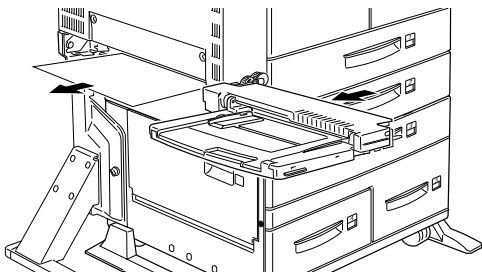


3. Tap the edges of the paper stack on a flat surface. Then reload the paper in the MP tray, making sure it is evenly aligned and rests below the maximum paper mark.

Make sure you are using the correct paper size and that your paper meets the specifications for this printer.

4. Clear any other paper jams indicated on the control panel.

5. After that, if the control panel still indicates Jam MP, completely remove the MP tray.
6. Carefully remove any sheets that have fed part way into the printer.



7. Reinstall the removed tray and reinsert the paper.

---

## Jam A

---

This message indicates that there may be a paper jam inside cover A.

1. Open cover A on the left side of the printer. If the optional Duplex Unit is installed, open cover DM first, then open cover A. If the optional Envelope Feeder is also installed, remove it before opening the Duplex Unit.



**Warning:**

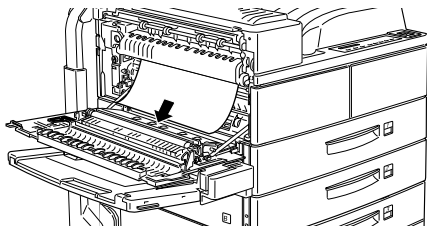
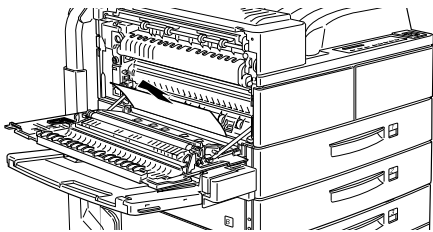
*When opening the printer, do not touch the hot areas indicated on the caution labels inside cover A.*



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

**Note:**

*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.*

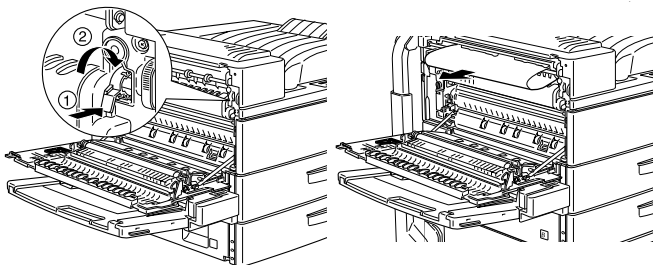


3. If the paper is difficult to remove, use the gear lever inside cover A shown below. Push the lever in and up repeatedly to feed the jammed paper back out cover A.



**Warning:**

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



4. If necessary, open the front cover to remove the imaging cartridge and any paper left in the paper feed path, and then reinsert the imaging cartridge.

If you do not find any jammed paper, it may be in another area.

5. Close the front cover, if opened, then close cover A. Close the Duplex Unit, then reinstall the Envelope Feeder, if you have these options.
6. When the paper jam is cleared completely, the jammed page's print data is automatically reprinted.

If the control panel indicates another area, check for paper jam there.

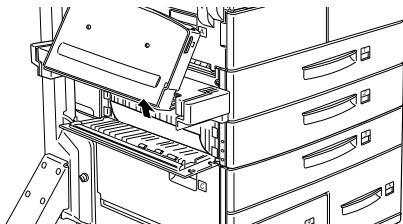
---

**Jam B or Jam C (C is part of an option)**

---

This message indicates that there may be a paper jam inside cover B or C.

1. Open the indicated cover (B or C on left side of the printer).
2. Carefully remove any paper you find jammed inside the cover. If you do not find any, paper may be jammed in another area.

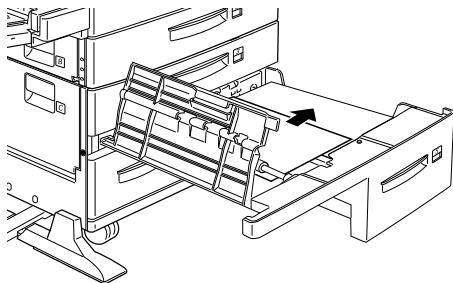
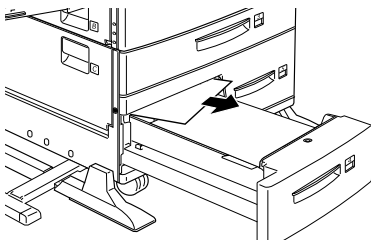


3. Close the cover.
4. When the paper jam is cleared completely, the jammed page's print data is automatically reprinted.

If the control panel indicates another area, clear the paper jam there.

This message indicates that there may be a paper jam in optional lower paper cassette 4 or 5.

1. Pull out the indicated cassette (lower paper cassette 4 or 5).
2. Remove any wrinkled or folded sheets.



3. Tap the edges of the paper stack on a flat surface. Then reload the paper in the lower cassette, making sure it 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.

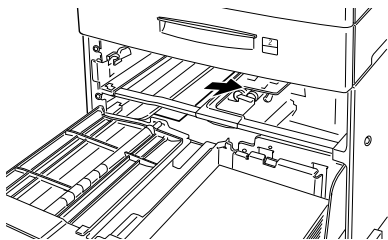
If you do not find any jammed paper, reinstall the tray into the cassette.

4. Clear other paper jams that are indicated on the control panel.
5. After that, if the control panel still indicates LC4 or LC5, completely remove lower cassette 3, and pull out both the lower cassette 4 and 5 as far as they will go.
6. Carefully remove any sheets that have fed part way into the printer.



**Warning:**

*Be careful not to touch any of the sharp parts inside the printer.*

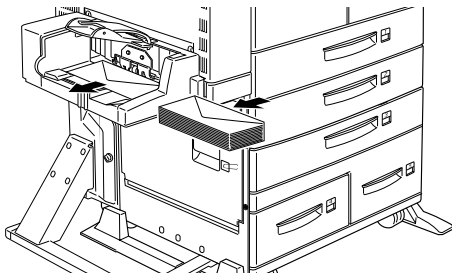


7. Reinstall lower cassette 3 and push all the cassettes back into the unit.

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 in the optional Envelope Feeder.

1. Carefully pull out the jammed paper, along with all the loaded envelopes.

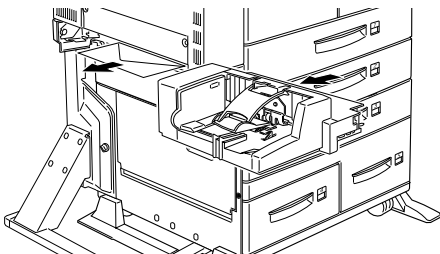


2. Tap the edges of the envelope stack on a flat surface. Then reload the envelopes in the envelope tray, making sure they are evenly aligned and rest below the maximum paper mark.

Make sure you are using the correct envelope size and that your envelopes meet the specifications for this printer.

3. Clear any other paper jams indicated on the control panel.
4. After that, if the control panel still indicates **Jam ENV**, completely remove the envelope feeder.

- Carefully remove any envelopes that have fed part way into the printer.



- Reinstall the removed feeder and reinsert the envelopes.

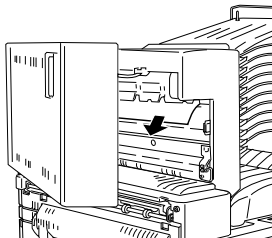
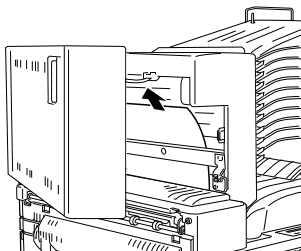
---

#### Jam D (D is part of an option)

---

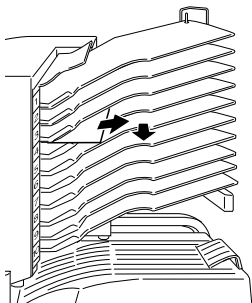
This message indicates that paper jam may be occurring inside of cover D, or the optional Multibin Unit.

- Open cover D on left side of the optional Multibin Unit.
- Carefully remove any paper you find jammed in cover D or the Multibin Unit.



If you do not find any jammed paper, it may be in other area.

3. Close cover D.
4. Check the bins for any jammed paper and remove it.



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

If the control panel indicates another area, clear the paper jam there.

---

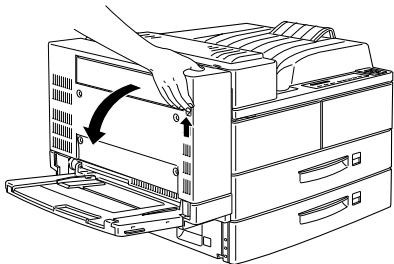
#### Jam DM (DM is part of an option)

---

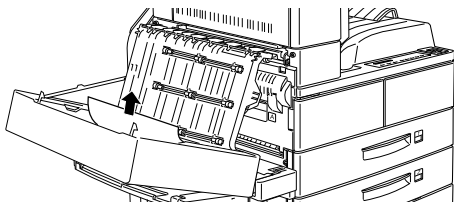
This message indicates that there may be a paper jam inside cover DM, or the optional Duplex Unit. If the optional Envelope Feeder is also installed, remove it before opening the Duplex Unit.



1. Open cover DM on left side of the Duplex Unit.



2. Open the transparent cover inside.
3. Carefully remove any paper you find jammed in cover DM. If you cannot find any jammed paper, it may be in another area.



4. Close cover DM. If you removed the Envelope Feeder, reinstall it.
5. When the paper jam is cleared completely, the jammed page's print data is automatically reprinted.

If the control panel indicates another area, check for a paper jam there.

---

## ***Status and Error Messages***

This section contains an alphabetical list of status, error, and warning messages that appear in the control panel display.

---

### **Can't Print Duplex**

---

The printer cannot work in double-printing feature. Make sure you are using an appropriate type and size paper for the Duplex Unit.

---

### **Check Paper Type**

---

The paper type setting in the printer driver, 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. Add more memory in your printer.

Press the Continue button to clear the message.

---

## Cover A Open

---

Cover A, on the left side of the printer, is open. Pull up the latch on cover A, then close the cover by pushing it into the printer.



**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 28.

---

## Cover B Open

---

Cover B, on the left side of the printer, is open. Pull up the latch on cover B, then close the cover by pushing it into the printer.

---

## Cover C Open

---

Cover C, on the left side of the optional Large Capacity Paper Unit, is open. Pull the latch on cover C, then close the cover by pushing it into the unit.

---

## Cover D Open

---

Cover D, on the left side of the optional Multibin Unit, is open. Pull the latch on cover D, then close the cover by pushing it into the unit.

---

## Cover DM Open

---

Cover DM, on the left side of the optional Duplex Unit, is open. Pull the latch on cover DM and push back to close.

---

## DM Error xxx

---

An error has occurred on the optional Duplex Unit. Turn off the printer, wait 5 seconds, then turn the printer back on.

If the message still appears, call your dealer or a qualified service person.

---

## 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 `Continue` or (2) reset the printer by pressing the `ALT` and `Reset` 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 with printed sheets. Remove the sheets from the face-down tray and press `Continue`.

---

## 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 display.

---

## Image Crtg ID Error

---

The printer recognizes that the imaging cartridge installed in your printer is not correct. Make sure you are using the proper EPSON imaging cartridge and replace it if needed. See "Replacing the Imaging Cartridge" on page 28.

---

## Image Crtg R/W Error

---

An error occurred with the imaging cartridge. Reinstall it correctly.

If the message still appears, replace it with a new cartridge. See "Replacing the Imaging Cartridge" on page 28.

---

## 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 28 to reinstall it.

---

## **Invalid Aux I/F Card**

---

The printer cannot read the installed optional interface card. Turn off the printer, then remove the card. Reinstall a proper card.

---

## **Invalid Option**

---

An option is installed incorrectly or is invalid for this printer. See “Printer Options” on page 3-2 of your *Reference Guide* to make sure you are using options made for this printer, or see “Installing and Removing Options” on page 3-3 of your *Reference Guide* to reinstall the options.

---

## **Invalid ROM x**

---

The ROM module in slot A or B is not installed correctly or is invalid for this printer. Make sure you are using a proper ROM module or reinstall the module. See “Installing a memory module” on page 3-48 of your *Reference Guide* for installation instructions.

---

**Invalid Size LC x**

---

You selected a paper size which is unavailable in lower cassette x (1 to 5). Change the paper size or paper source to continue the print job.

---

**Jam xxx xxx xxx xxx**

---

Paper is jammed in the tray, cassettes, covers, or other devices indicated by xxx. Check for and remove the jammed paper. See “Clearing Paper Jams” on page 2 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 printer job sent to your printer is canceled.

---

**LC x Error yyy**

---

An error occurred with the lower cassette x (1 to 5).

Reset the printer by pressing the Continue and SelecType buttons simultaneously, or by turning off the printer, waiting 5 seconds, then turning it back on.

If the message still appears, contact your dealer or a qualified service person.

---

## Manual Feed xxx yyy

---

Manual Feed mode is specified for the current print job. Make sure the paper size indicated by yyy is loaded in xxx paper source, 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.

For detailed information on the Manual Feed mode, see “Printing one sheet at a time” on page 1-12 of your *Reference Guide*.

---

## 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

---

SelectType, which is usually accessible from the printer's control panel, has been disabled. This message can be cleared in the Remote Control Panel utility by clearing the PanelLock check box on the Panel menu. To change this setting, consult your printer's administrator.



---

## Multibin Error xxx

---

An error occurred with the optional Multibin Unit. Turn off the printer, wait 5 seconds, then turn it back on.

If the message still appears, contact your dealer or a qualified service person.

---

## Multibin x Full

---

The bin x (1 to 10) on the optional Multibin Unit is full with printed sheets. Remove the sheets from bin x and press Continue.

---

## Need Memory

---

Your printer lacks the amount of the printer memory required to print your print job. Reduce the images or texts on the print job, or install an optional memory module. See “Memory modules” on page 3-47 of your *Reference Guide*.

---

## Offline

---

The printer is not ready to print. Press the On Line button.

---

## Outbin Select Error

---

The printer cannot feed paper to the output tray you selected, because of a paper size discrepancy or other problem. 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 paper source. See “Basic Printing Operations” on page 1-4 of your *Reference Guide* or “Using the Options” on page 3-57 of your *Reference Guide* for instructions on loading paper.

---

## **Paper Set xxx yyy**

---

The paper loaded in the paper source (xxx) does not match the required 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 SelecType Config Menu.

---

## **Ready**

---

The printer is ready to receive data and print.

---

## **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 the last settings that were saved.

---

**Reset to Save**

---

You have changed the SelecType setting but the new setting is 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.

---

**RAM Check**

---

The printer is checking the RAM.

---

**ROM Check**

---

The printer is checking the ROM.

---

**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 display 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.

---

## Set ENV Tray

---

The optional Envelope Feeder, is not installed or is installed incorrectly. Install or reinstall the optional Envelope Feeder. See “Installing the Envelope Feeder” on page 3-29 of your *Reference Guide*. Then turn off the printer, wait 5 seconds, and turn the printer back on.

---

## Set MP Tray

---

The MP tray is not installed or is installed incorrectly. Install or reinstall the MP tray. See “Removing the Envelope Feeder” on page 3-30 of your *Reference Guide*. Then turn off the printer, wait 5 seconds, and turn the printer back on.

---

## 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 with.

---

**Toner Out**

---

You must replace the imaging cartridge. See “Replacing the Imaging Cartridge” on page 28.

Press Continue to print one more page.

---

**Turn Paper LC x**

---

The paper in the indicated lower cassette has been loaded incorrectly. See “Loading paper in the lower cassettes” on page 1-6 of your *Reference Guide*, and reinsert the paper correctly.

---

**Warming Up**

---

The printer is warming up.

---

## Replacing the Imaging Cartridge

If your printed images become faint, enter the SelecType Setup menu and use the Toner function to find out approximately how much toner remains in the imaging cartridge.

Simply count the asterisks between the E (empty) and the F (full) on the display. Each asterisk represents about 25% of the total toner capacity. If you see only one asterisk on the display indicating that there is less than 25% toner left, prepare a replacement imaging cartridge.

Replace the cartridge with the S051060 imaging cartridge even if the cartridge you remove has a different part number. Order the S051060 cartridge that is specially designed for your high-quality 600-dpi printer.

1. Make sure the printer is turned off.
2. Gently open the printer cover. Remove the imaging cartridge by pulling the tab on the front of the cartridge up and toward you.
3. Dispose of the used imaging cartridge as a nonburnable item.



**Warning:**

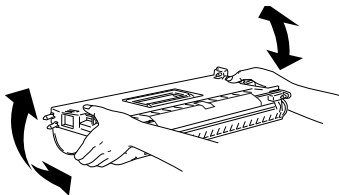
*Do not dispose of used imaging cartridges in fire, as they can explode and cause injury. Dispose of them according to local regulations.*



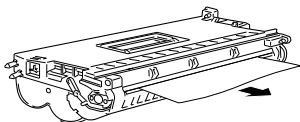
**Caution:**

*Do not turn the imaging cartridge upside down. Do not expose the imaging cartridge to light any longer than necessary.*

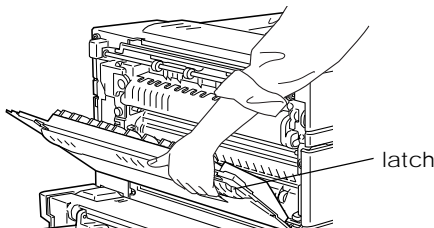
4. While holding the new imaging cartridge horizontally, gently shake it a few times to distribute the toner evenly.



5. Remove the attached sheet.



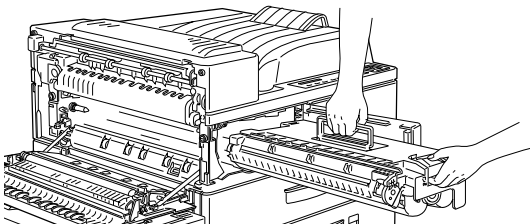
6. Open cover A by pulling the latch, then open the front cover.



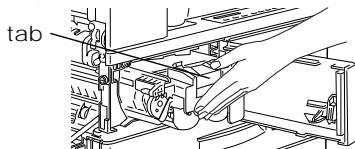
**Warning:**

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

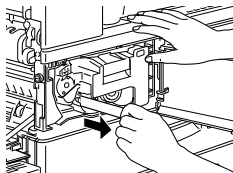
7. Holding the grip and the tab on the imaging cartridge, insert it into the printer until it is housed completely.



8. Make sure the tab is pushed down and flush with the imaging cartridge. Otherwise, you cannot close the front cover or cover A.

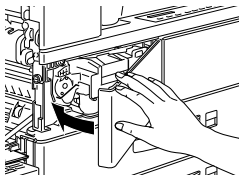


9. Slowly pull the clear seal all the way out with firm, even force.

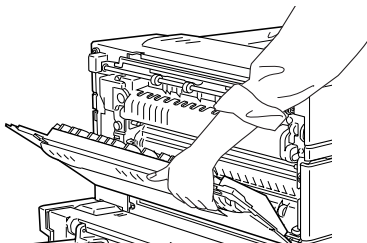




10. Release the front cover; it will close automatically.



11. 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.*



**EPSON**

Page Printer

**EPL-N4000**

**Quick Reference Guide**