

# Where to Find Information

## ***Setup Guide (this manual)***

Provides you with information on how to place the printer, assembling the printer's parts and installing the printer's driver.

## ***Reference Guide (online guide)***

Provides you with detailed information on the printer's functions, optional products, maintenance, troubleshooting, and technical specifications.

## ***Administrator's Guide (online guide)***

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

## ***Quick Reference***

Provides you with a list of LCD panel messages and information on replacing consumables and clearing jammed paper. This guide can be hung on the printer with the hook provided.

## ***Online Help***

Provides you with detailed information and instructions on the printer software that controls your printer. Online help is automatically installed when you install the printer's software.

Color Laser Printer

# EPSON AcuLaser™ C2000

<b>1</b>	<b><i>Safety Instructions . . . . .</i></b>	<b>1</b>
<b>2</b>	<b><i>Removing the Protective Materials . . .</i></b>	<b>8</b>
<b>3</b>	<b><i>Finding a Place for the Printer . . . . .</i></b>	<b>10</b>
<b>4</b>	<b><i>Assembling the Printer . . . . .</i></b>	<b>12</b>
<b>5</b>	<b><i>Installing the Options . . . . .</i></b>	<b>22</b>
<b>6</b>	<b><i>Testing and Connecting the Printer . . .</i></b>	<b>33</b>
<b>7</b>	<b><i>Installing the Printer Driver . . . . .</i></b>	<b>36</b>
<b>8</b>	<b><i>To Know More About Your Printer . . .</i></b>	<b>40</b>



Printed on Recycled Paper.

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, mechanical, photocopying, recording, or otherwise, without the prior written permission of SEIKO EPSON CORPORATION. No patent liability is assumed with respect to the use of the information contained herein. Neither is any liability assumed for damages resulting from the use of the information contained herein.

Neither SEIKO EPSON CORPORATION nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by purchaser or third parties as a result of: accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with SEIKO EPSON CORPORATION's operating and maintenance instructions.

SEIKO EPSON CORPORATION and its affiliates shall not be liable against any damages or problems arising from the use of any options or any consumable products other than those designated as Original EPSON Products or EPSON Approved Products by SEIKO EPSON CORPORATION.

EPSON and EPSON ESC/P are registered trademarks and EPSON ESC/P2 is a trademark of SEIKO EPSON CORPORATION.

Adobe and PostScript are trademarks of Adobe Systems Incorporated, which may be registered in certain jurisdictions.

Apple and Macintosh are registered trademarks of Apple Computer, Inc.

**General Notice:** Other product names used herein are for identification purposes only and may be trademarks of their respective owners. EPSON disclaims any and all rights in those marks.

Copyright © 2000 by SEIKO EPSON CORPORATION, Nagano, Japan.

---

# 1 Safety Instructions

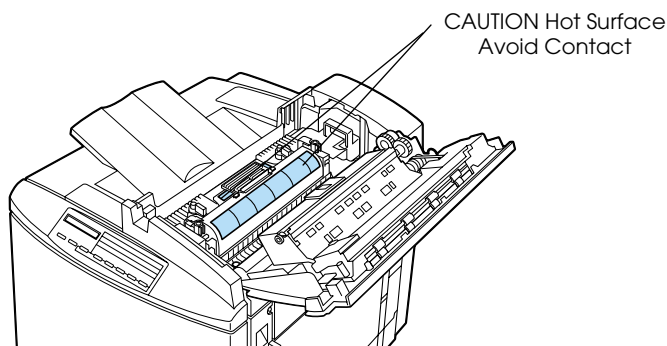
---

---

## 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 Hot Surface Avoid Contact**, 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 developer cartridge apart. It cannot be refilled.
- ❑ Do not touch the toner and avoid all toner contact with your eyes.
- ❑ Do not dispose of used developer cartridges, photoconductor units, fuser oil rolls, or waste toner collectors in fire, as they can explode and cause injury. Dispose of them according to local regulations.

### **Hinweis:**

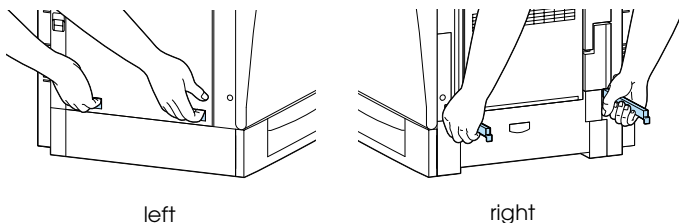
*Die Geräteanschlußleitung muß den einschlägigen Normen genügen. Es muß eine dreiadrige Leitung verwendet werden. Die Anschlußleitung darf nicht leichter als H05VV-F oder H05VVH2-F sein.*

---

## ***Important Safety Instructions***

Read all of the following instructions before operating your printer:

- ❑ The printer weighs about 39.5 kg (87 lb) without consumables installed. Always have two or more people lift the printer using the correct lifting positions.



- ❑ 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.
- ❑ 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 amp circuit breaker.

## Safety Information

### 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 1.16 mW

Wave Length 775 to 795 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 online guide.

## ***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 C2000 laser printer generates less than 0.1 ppm for 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 (see above)
- 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 C2000 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 15 mW and the wavelength is 775 to 795 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 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 ( $\perp$ ).
- 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.

---

## **Warnings, Cautions, and Notes**



*Warnings must be followed carefully to avoid bodily injury.*



*Cautions must be observed to avoid damage to your equipment.*

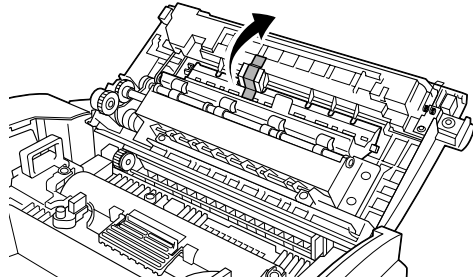
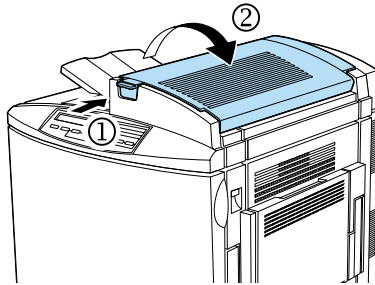
*Notes contain important information and useful tips on the operation of your printer.*

# 2

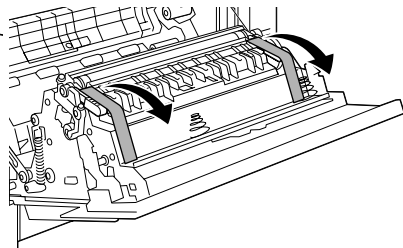
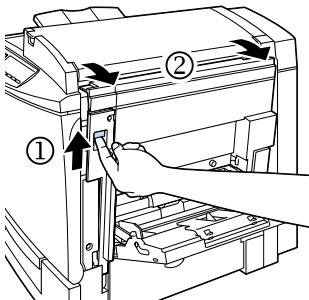
## Removing the Protective Materials

Before you start the printer, remove all protective materials as shown in the illustrations below.

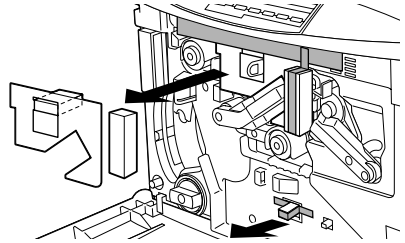
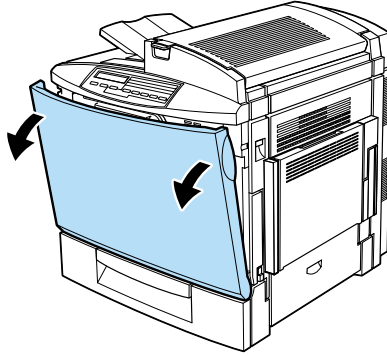
1



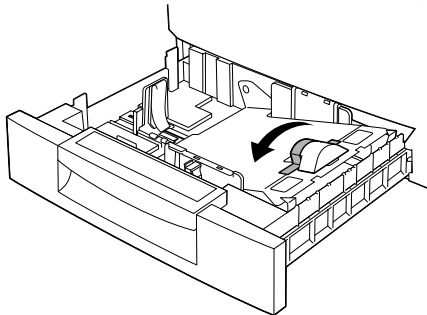
2



3



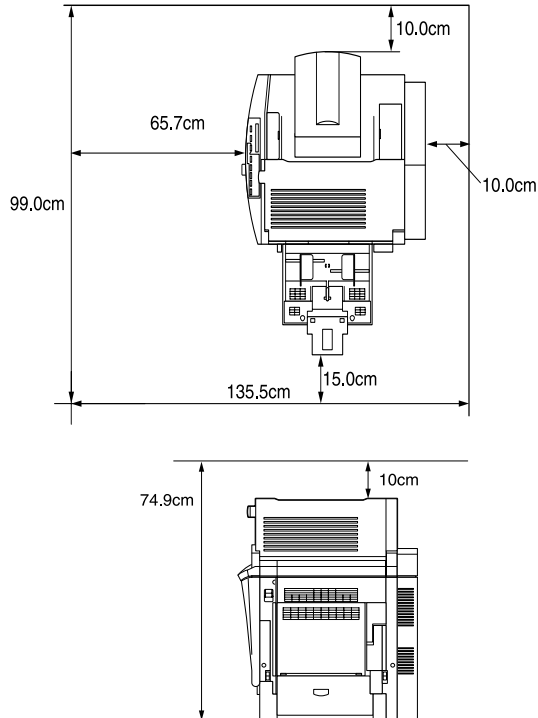
4



# 3

## Finding a Place for the Printer

Allow adequate space for easy operation and maintenance as shown below.



Additional space needed for options;

500-Sheet Paper Cassette Unit 11.4 cm (4.9 in.) to the bottom of the printer

Duplex Unit 3.3 cm (1.3 in.) to the right side of 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.*

# 4

---

## Assembling the Printer

---

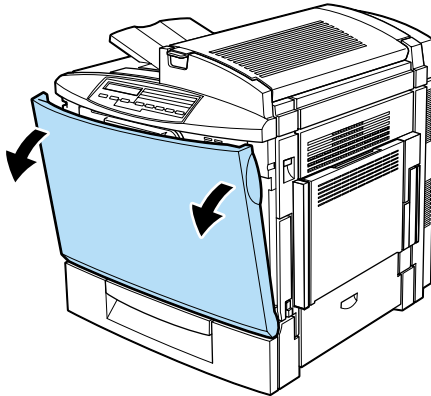
---

### Installing the Developer Cartridges

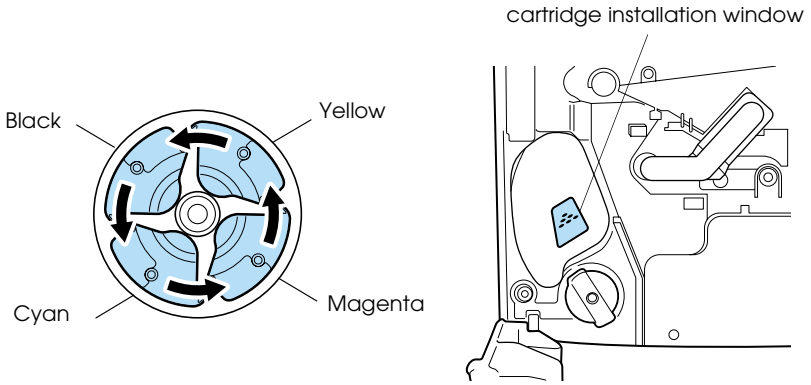
---

*Handling precautions:*

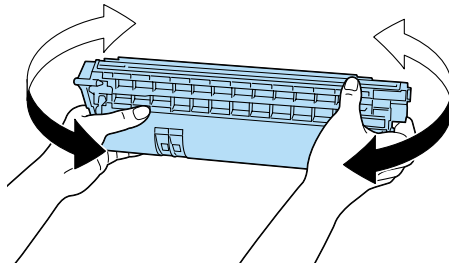
- ❑ When handling the developer cartridges, always place them on a clean, smooth surface.
  - ❑ If toner gets onto your skin or clothes, wash it off with soap and water immediately.
  - ❑ Wait for at least one hour before installing a developer cartridge after moving it from a cool to a warm environment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



2. Check the color that appears in the cartridge installation window.

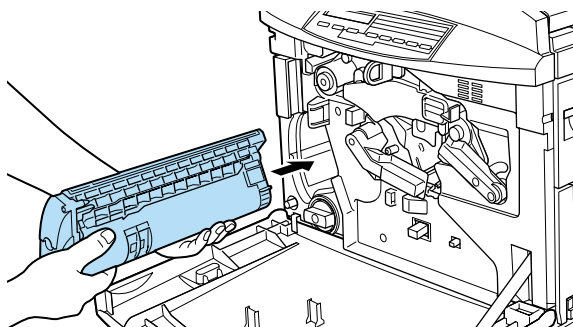


3. Shake well.

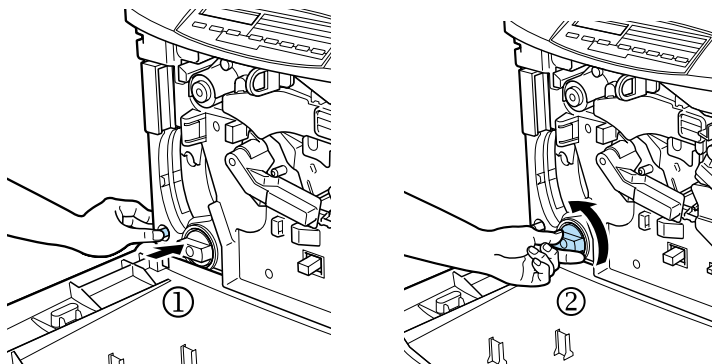




- Slide the developer cartridge in the slot until it clicks.



- Press the green button, then turn the knob counterclockwise until it stops. The next empty cartridge slot appears in the cartridge installation window.



**Note:**

*If the knob cannot be moved, first check that the green button has been pushed down. Do not force the knob.*

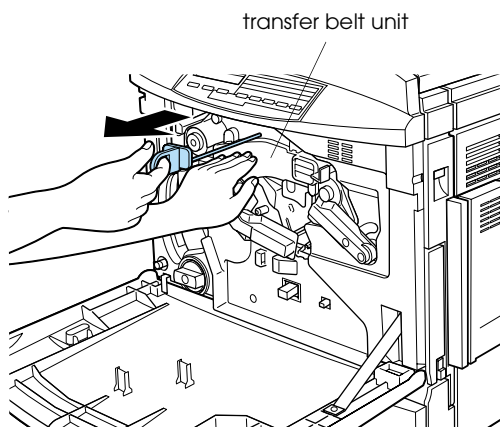
- Install the other cartridges as described in steps 2 to 5 (skip step 5 for the last cartridge).

---

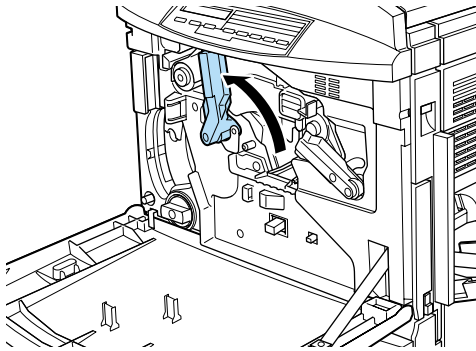
## **Installing the Photoconductor Unit and Waste Toner Collector**

### *Handling precautions:*

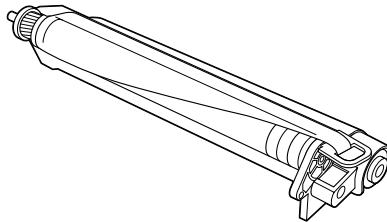
- ❑ When installing the photoconductor unit, avoid exposing it to room light any longer than necessary. The unit contains a light-sensitive drum. Exposure to light can damage the drum, causing dark or light areas to appear on printouts and reducing the service life of the drum. If you need to keep the 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 and waste toner collector out of the reach of children.
1. While keeping the transfer belt unit in place with your left hand, pull the ring toward you to remove the tension release rod.



2. Turn the large lever counterclockwise to an upright position.



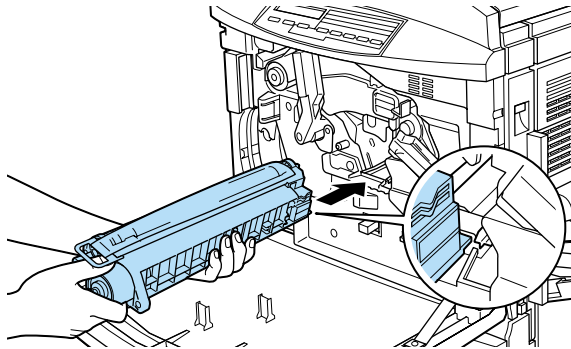
3. Take the photoconductor unit out of its package. Do not remove the protective sheet.



**Caution:**

- ❑ *Be sure 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.*

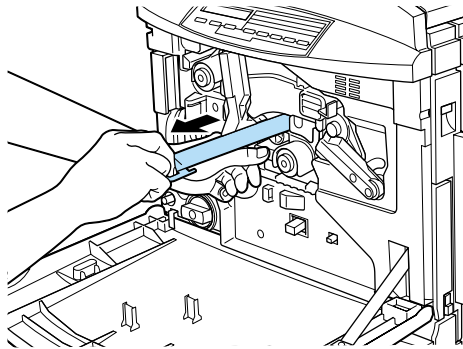
- Slide the unit into the slot making sure that the bottom of the unit slides onto the guide rails.



**Note:**

*Make sure that the unit is completely inserted. Otherwise, the lever will block the waste toner collector.*

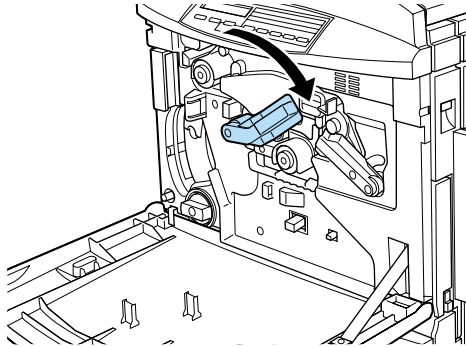
- While keeping the photoconductor unit in place with your left hand, pull the ring toward you to remove the protective sheet.



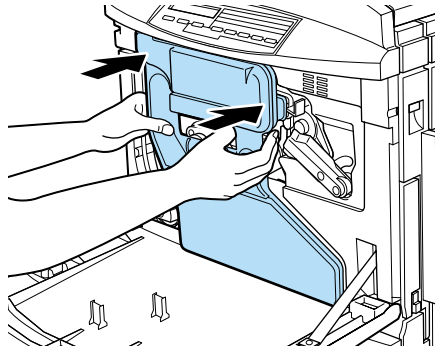
**Caution:**

*Failure to remove the protective sheet may damage your printer.*

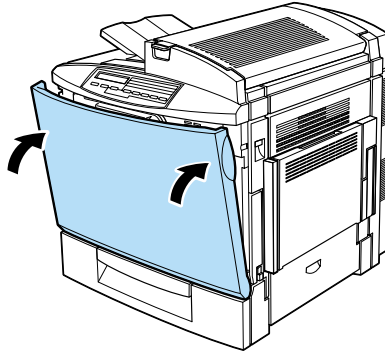
6. Turn the large lever clockwise, until the lever rests on the photoconductor unit.



7. Attach the waste toner collector.



8. Close the front cover.



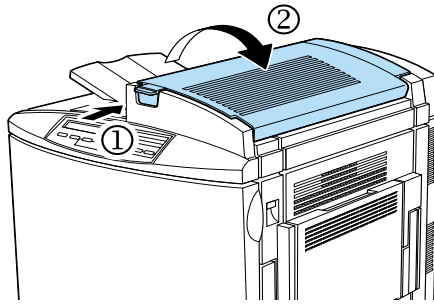
---

## ***Installing the Fuser Oil Roll***

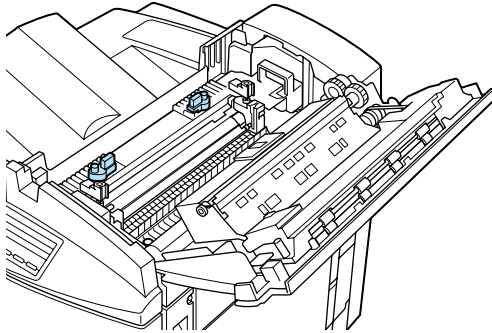
### *Handling precautions:*

- Do not touch the white roll surface.
- If oil gets on your skin or clothes, wash it off immediately.
- Keep the fuser oil roll out of the reach of children.
- The fuser oil roll should always be kept horizontally. Do not tilt or lean it against anything. Doing so can cause oil to leak and damage print quality.

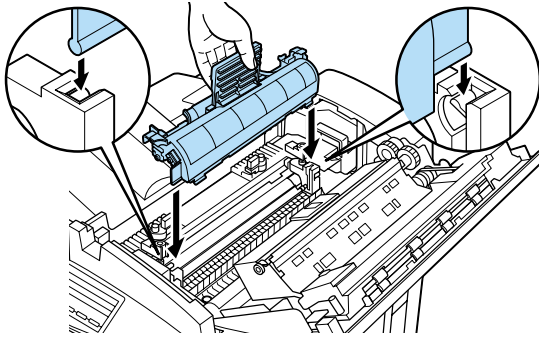
1. Push the lever and lift the printer's top cover.



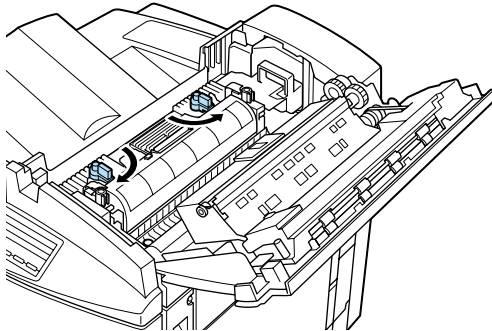
2. Make sure that the two fuser oil roll levers are in the position shown below.



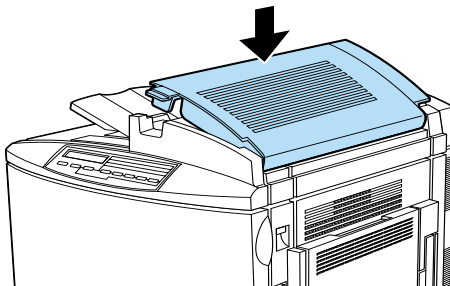
3. Install the fuser oil roll.



4. Turn the two levers out so that they rest on top of the roll.



5. Gently close the top cover until it clicks.





# 5

---

## Installing the Options

---

If you purchased any options with the printer, install them before plugging in the printer. To install the 500-Sheet Paper Cassette Unit and the Duplex Unit, refer to the manual for each option.

---

### Installing the Hard Disk Drive

The optional Hard Disk Drive allows you to expand the printer's network buffer, gives you additional memory for graphics, and allows faster multi-page, multi-output sorting.



**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.*

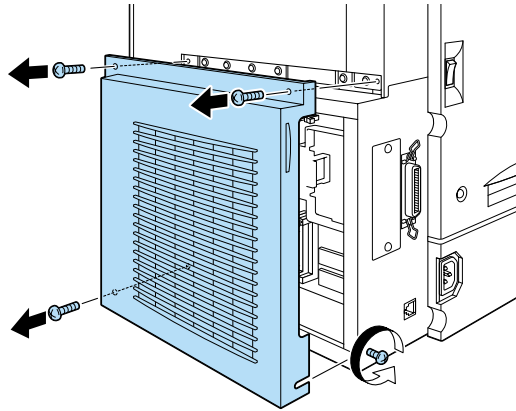


**Warning:**

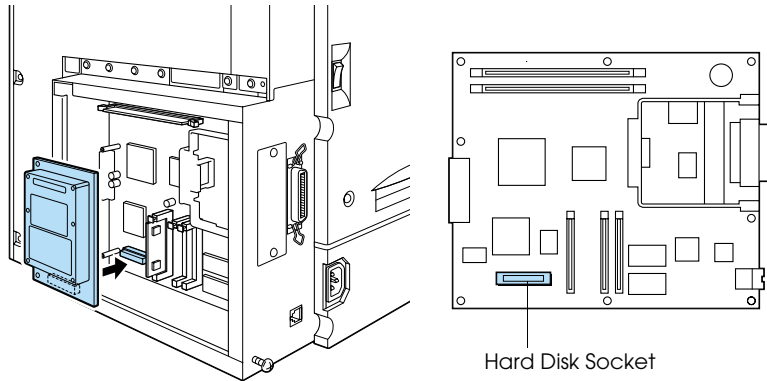
*Be careful when working inside the printer as some components are sharp and may cause injury.*

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

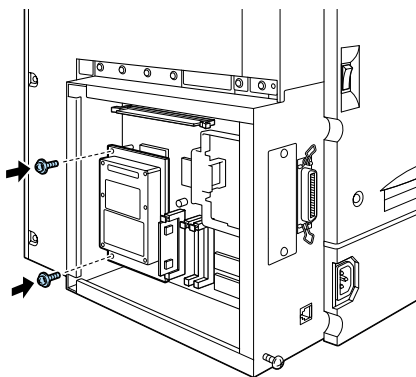
2. Remove the cover from the back of the printer, as shown.



3. Hold the Hard Disk Drive so that the electrical connector is on the same end as the Hard Disk Drive socket. Press the drive down until it is firmly connected to the socket.



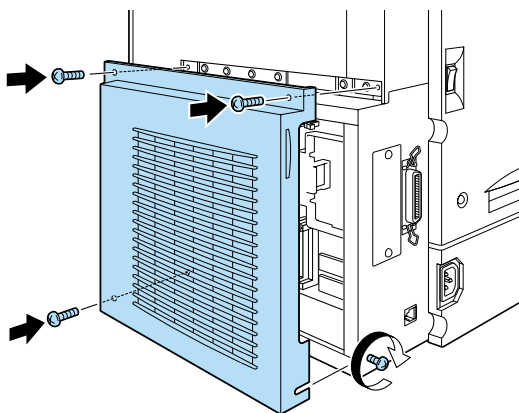
- Secure the drive with the screws provided.



**Caution:**

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

- Replace the cover.



To confirm that the Hard Disk Drive is installed correctly, print a status sheet. If the drive is not listed on the status sheet, try reinstalling. Make sure that the electronic connector on the Hard Disk Drive is securely connected to the socket on the circuit board. For instructions on how to print a status sheet, see “Printing a status sheet” on page 34.

---

## ***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 512 MB by installing optional Dual In-line Memory Modules (DIMMs).

This printer has two DIMM slots, but one slot has a 32 MB DIMM already installed in it at the time of manufacture. To increase printer memory to its maximum of 512 MB, you have to purchase two 256 MB DIMMs and remove the original 32 MB DIMM.

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, or 256 MB
Type	168-pin type, 64 bit, with SPD*
Access speed	66.66 MHz or higher (15 ns or less)
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:**

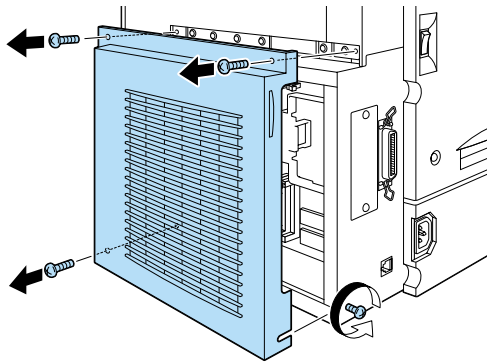
Before you install a memory module, be sure to discharge any static electricity by touching a grounded piece of metal. Otherwise, you may damage static-sensitive components.



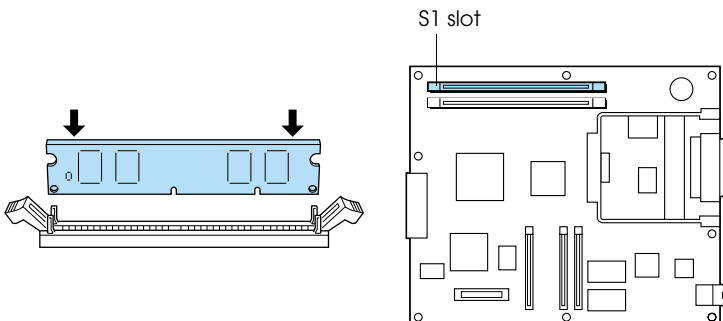
**Warning:**

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

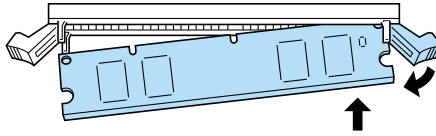
1. Make sure the printer is turned off and unplug the power cord.
2. Remove the cover from the back of the printer.



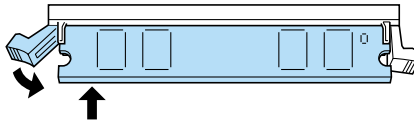
3. Hold the memory module above the DIMM slot and insert it into the S1 slot. Do not apply too much force.



4. Push one end of the DIMM into the slot until the clip comes up.



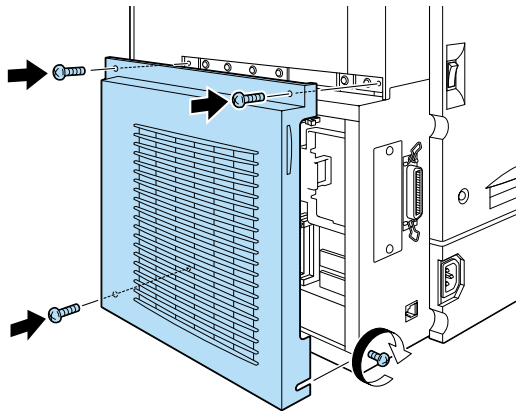
5. Push the other end of the DIMM into the slot until the clip comes up to hold the memory module securely in place.



**Caution:**

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

6. Replace the cover.



To confirm that the memory module is installed correctly, print a status sheet. If the total amount of memory listed does not include the size of the optional memory module, try reinstalling. Make sure that the module is securely attached to the DIMM slot. For instructions on how to print a status sheet, see “Printing a status sheet” on page 34.

---

## ***Installing a ROM Module***

The availability of optional ROM modules that expand your printer’s features differ, depending on the country of purchase.



***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.*

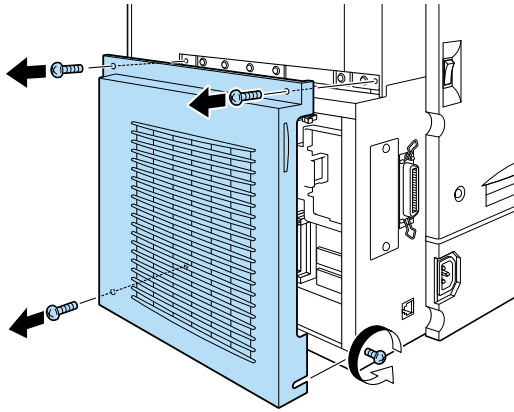


***Warning:***

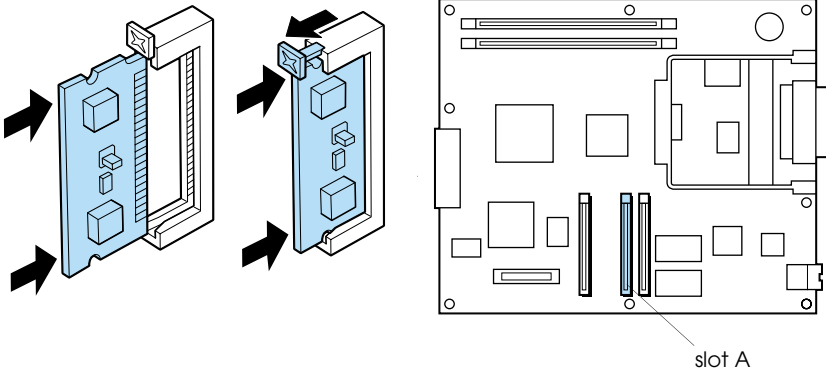
*Be careful when working inside the printer as some components are sharp and may cause injury.*

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

2. Remove the cover from the back of the printer.



3. Insert the module all the way into slot A in the orientation shown below. The X tab at the top of the slot will jut out when the module is inserted correctly.

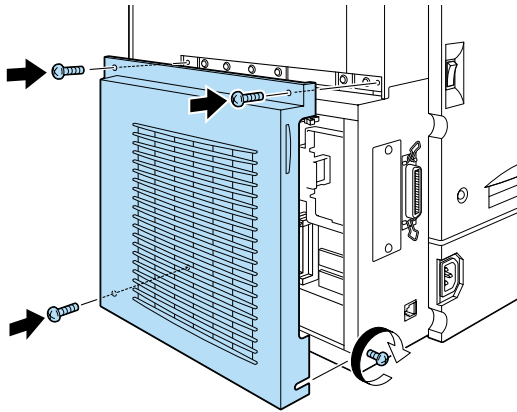


**Caution:**

- ❑ Do not remove any modules from the circuit board. Otherwise, the printer will not work.
- ❑ Do not force the ROM module into the slot.



4. Replace the cover.



To confirm that the ROM module is installed correctly, print a status sheet. If the module is not listed on the status sheet, try reinstalling. Make sure that it is securely fastened to the ROM slot on the printer. For instructions on how to print a status sheet, see “Printing a status sheet” on page 34.

---

## 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* for more details on optional interface cards.

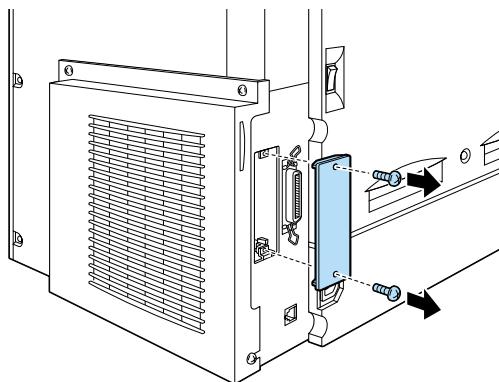


### **Caution:**

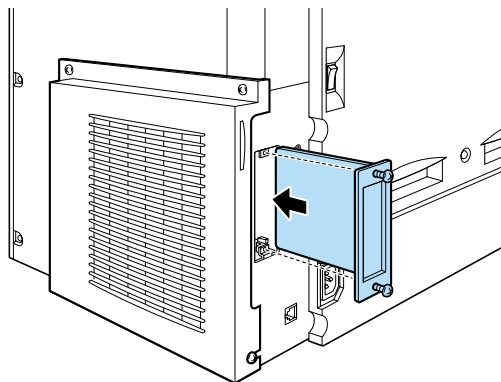
*Before you install the interface card, be sure to discharge any static electricity by touching a grounded piece of metal.*

*Otherwise, you may damage static-sensitive components.*

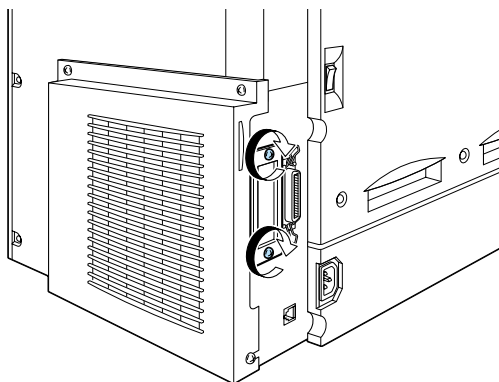
1. Make sure the printer is turned off and unplug the power cord.
2. Remove the interface slot cover on the far left side of the printer.



- Slide 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.



- Secure by fastening the retaining screws.



To confirm that the interface card is installed correctly, print a status sheet. If the AUX interface is not listed on the status sheet, try reinstalling making sure the card is securely fastened to the socket on the printer. For instructions on how to print a status sheet, see "Printing a status sheet" on page 34.

# 6

## Testing and Connecting the Printer

### Plugging in the Printer

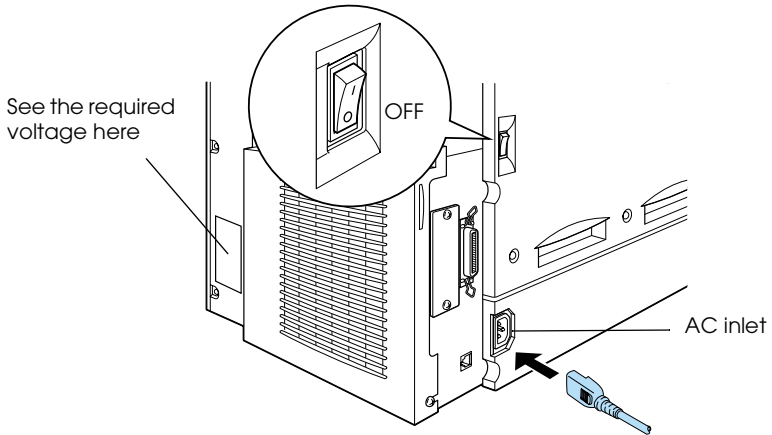
1. Make sure that you have the correct power cord for your power source.



**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 memory.*

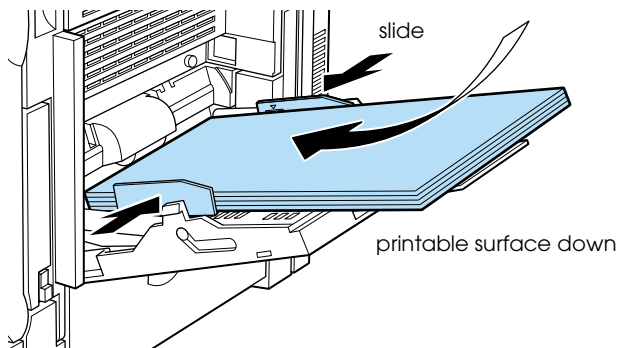
3. Plug the power cord into a properly grounded electrical outlet.

---

## ***For Testing the Printer***

### ***Loading paper***

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 three minutes, the display shows `Ready`.
2. Press the Enter button twice. 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 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.

---

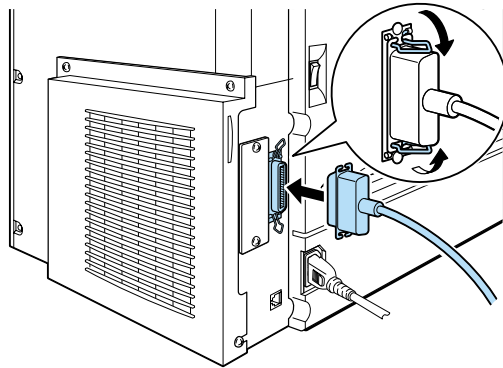
## Connecting to the Computer

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 interface cable to the printer as shown.



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

# 7

---

## *Installing the Printer Driver*

---

When you install the printer driver, the following are installed.

- ❑ **Printer driver**  
The printer driver gives you complete control settings over your printer with the Microsoft® Windows® Me/98/95/2000, Windows NT® 4.0, or Mac® OS 7.5 or later operating systems. With it, you can make various settings such as print quality and paper size.
- ❑ **EPSON Status Monitor 3**  
The EPSON Status Monitor 3 utility allows you to view printer status information such as the amount of toner remaining and check for any printer errors.
- ❑ **Online help**  
Online help provides on-screen access to detailed information and instructions about printer settings. You can access online help by clicking the **HELP** button in the printer driver.

---

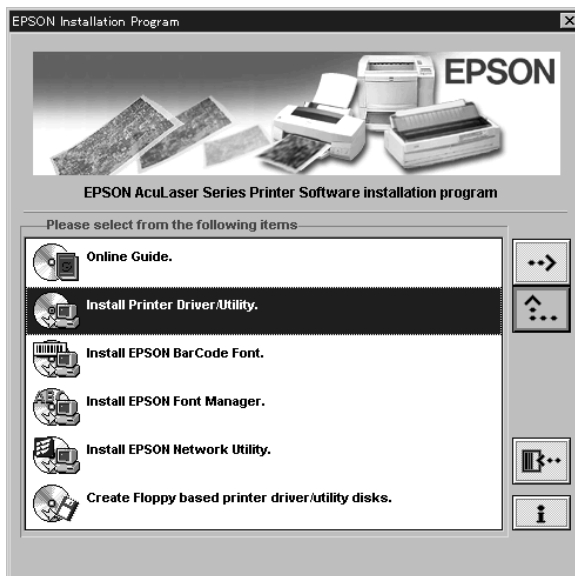
## For Windows Users

Insert the CD-ROM that comes with your printer into your CD-ROM drive. Then follow the on-screen instructions.

**Note:**

*If the EPSON Installation Program screen does not appear automatically, click Start and choose Run. Then enter D:\EPSETUP.EXE and click OK (substitute the appropriate drive letter, if necessary).*

EPSON Installation Program Screen



- To install other software, please see the Reference Guide.
- EPSON Network Utility installation is for administrators.



---

## For Macintosh Users

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

Mac OS 7.5 or later\*

- \* 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.

**Note:**

*Mac OS 8.6 and higher support the Type B IEEE 1394 (FireWire) Interface Card (C82372\*). The Windows and Adobe Postscript printer driver for the EPSON AcuLaser C2000 do not support the Type B IEEE 1394 Interface.*



**Caution:**

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

1. Insert the printer software CD-ROM.
2. Double-click the Installer icon.
3. Click Install and follow the on-screen instructions.

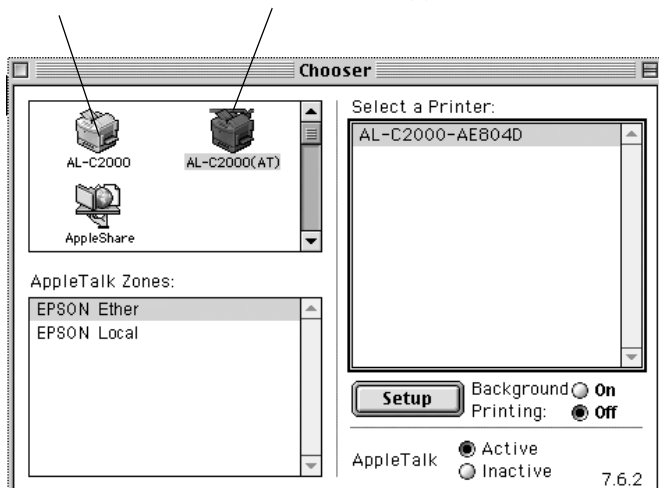


## Selecting your printer in the Chooser

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.

Select this for IEEE 1394 users

Select this for AppleTalk users



## Accessing EPSON Status Monitor 3

EPSON Status Monitor 3 monitors the printer during printing and while the EPSON Status Monitor 3 dialog box is open. You can access the EPSON Status Monitor 3 utility on the Apple menu.

---

# 8

---

## To Know More About Your Printer

---

### Online guides



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

Microsoft Internet Explorer 4.0 or later, or Netscape Navigator 4.0 or later, must be installed in your computer to read the online guide.

### Reference Guide

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

### Administrator's Guide

- How to use the printer on a network
- Information about utilities
- How to solve network-related problems

### Online Help for each printer software

Click Help or the ? icon for detailed information and instructions on the printer software that controls your printer. Online help is automatically installed when you install the printer software.

## EPSON OVERSEAS MARKETING LOCATIONS

---

**Epson America, Inc.**

3840 Kilroy Airport Way  
Long Beach, CA 90806  
Phone: (562) 981-3840  
Fax: (562) 290-5220

**EPSON UK LTD.**

Campus 100, Maylands Avenue,  
Hemel Hempstead, Herts,  
HP2 7TJ, U.K.  
Phone: (+44) 01442 261144  
Fax: (+44) 01442 227227

---

**EPSON DEUTSCHLAND GmbH**

Zülpicher Straße 6,  
40549 Düsseldorf Germany  
Phone: (0211) 56030  
Fax: (0211) 5047787

**EPSON FRANCE S.A.**

68 bis, rue Marjolin  
92300, Levallois-Perret, France  
Phone: 33.1.40.87.3737  
Telex: 610657

---

**EPSON AUSTRALIA PTY. LTD.**

70 GIBBES STREET,  
CHATSWOOD 2067 NSW.  
Phone: 2-9903-9000  
Fax: 2-9903-9177

**EPSON SINGAPORE PTE. LTD.**

No. 1 Temasek Avenue #36-00  
Millenia Tower, Singapore 039192  
Phone: (065) 33 77 911  
Fax: (065) 33 41 185

---

**EPSON HONG KONG LTD.**

Rooms 4706-10, 47/F,  
China Resources Bldg.,  
26 Harbour Road, Wanchai, Hong Kong  
Phone: 2585-4300  
Fax: 2827-7083

**EPSON TAIWAN TECHNOLOGY & TRADING LTD.**

10F, No. 287 Nanking E. Road, Sec. 3,  
Taipei, Taiwan, R.O.C.  
Phone: (02) 717-7360  
Fax: (02) 712-9164

---

**EPSON ITALIA S.p.A.**

V.le F.lli Casiraghi 427  
20099 Sesto S.Giovanni  
MI, Italy  
Phone: +3902262331  
Fax: +39022440750

**EPSON IBERICA S.A.**

Av. de Roma, 18-26  
08290 Cerdanyola del Valles  
Barcelona, Spain  
Phone: 582. 15.00  
Fax: 582. 15.55

---

**SEIKO EPSON CORPORATION  
(Hirooka Office)**

80 Harashinden, Hirooka  
Shiojiri-shi, Nagano-ken  
399-0785 Japan

**EPSON PORTUGAL, S.A.**

R. do Progresso, 471, 1° Perafita  
4460 Matosinhos, Portugal  
Phone: (02) 996 14 02  
Fax: (02) 996 14 11