

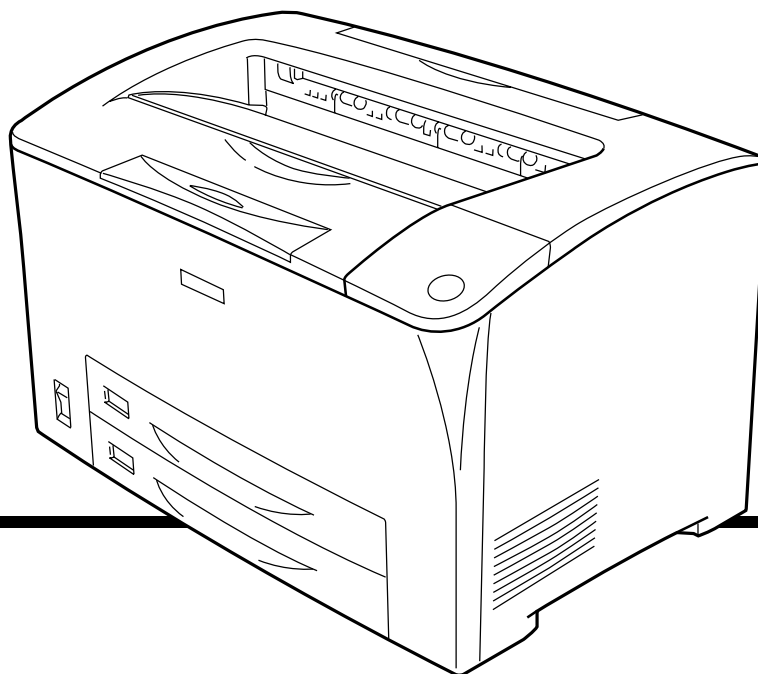
# EPSON

Laser Printer

## EPSON EPL-N2500

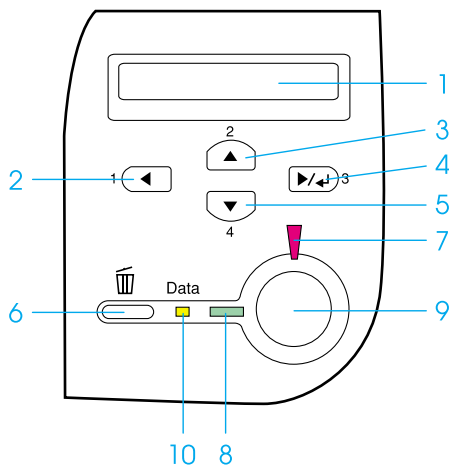
### *Quick Reference Guide*

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## Control Panel Operation

The control panel is made up of three elements: a liquid crystal display (LCD) panel, indicator lights, and buttons. The LCD panel and indicator lights tell you the current status of the printer, and you can use the control panel buttons to make printer settings, check consumable products, and print status sheets. However, settings made in your application and in the printer driver usually override settings made at the control panel.



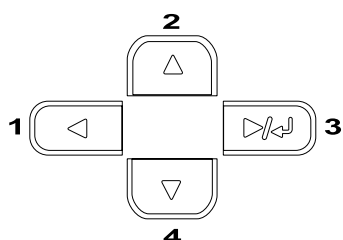
1. LCD panel Displays printer status messages and control panel menu settings.
2. Back button Use these buttons to access the control panel menus, where
3. Up button you can make printer settings
4. Enter button and check the status of consumable products. For instructions on how to use these buttons, see "How to access the control panel menus."
5. Down button

6. Cancel Job button Press once to cancel the current print job. Press and hold for more than two seconds to delete all jobs from the printer memory, including jobs the printer is currently receiving, saving to the Hard Disk Drive, or printing.
7. Error light (Red) On or flashes when an error has occurred.
8. Ready light (Green) On when the printer is ready, indicating that the printer is ready to receive and print data. Off when the printer is not ready.
9. Start/Stop button When the printer is printing, pressing this button stops the printing. When the error light is flashing, pressing this button clears the error and switches the printer to ready status.
10. Data light (Yellow) On when print data is stored in the print buffer (the section of printer memory reserved for receiving data) but not yet printed. Flashes when the printer is processing data. Off when no data remains in the print buffer.

## How to access the control panel menus

For a complete description of the items and settings available in the control panel menus, see the *Reference Guide*.

1. When the printer's Ready light is on, press any of the control panel buttons shown below accesses the control panel menus.



2. Use the ▲ Up and ▼ Down buttons to scroll through the menus.
3. Press the Enter button to view the items in a menu. Depending on the menu, the LCD panel displays an item and the current setting separated (YYYY=ZZZZ), or only an item (YYYY).
4. Use the ▲ Up and ▼ Down buttons to scroll through the items, or press the ◀ Back button to return to the previous level.
5. Press the Enter button to carry out the operation indicated by an item, such as printing a status sheet or resetting the printer, or to view the settings available for an item, such as paper sizes or emulation modes.




Use the ▲ Up and ▼ Down buttons to scroll through available settings, and press the Enter button to select a setting and return to the previous level. Press the ◀ Back button to return to the previous level without changing the setting.

### Note:


*You need to turn the printer off and then on to activate some settings. For details, see the Reference Guide.*

6. Press the ○ Start/Stop button to exit the control panel menus.


## Status and Error Messages

This section contains a list of error messages shown on the LCD panel, giving a brief description of each message and suggestions for correcting the problem. Note that not every message shown on the LCD panel indicates a problem. When the  mark is displayed at the left of the warning message, multiple warnings occur. To confirm all warnings that occur, press the  Down button to display the Status Menu, then press the  Enter button.

### Cancel All Print Job

The printer is canceling all print jobs in the printer memory, including jobs the printer is currently receiving or printing. This message appears when the  Cancel Job button has been pressed down for more than 2 seconds.

### Cancel Print Job



The printer is canceling the current print job. This message appears when the  Cancel Job button has been pressed and released within 2 seconds.

### Can't Print

The print data is deleted because it is incorrect.

Make sure that the appropriate paper size is set and a printer driver for EPSON EPL-N2500 is used.

### Can't Print 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  Start/Stop button will print the rest of the print job on only one side of the paper. Press the  Cancel Job button to cancel the print job.


### Cart Near Expiry

The imaging cartridge is nearing the end of its functional life.

Replacing it with a new imaging cartridge is strongly recommended. See the *Reference Guide* for instructions.

### Check Duplex P-Size

The paper size loaded in the printer is not appropriate for the optional Duplex Unit.

Load correct the paper size and press  Start/Stop button to resume 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.

To clear this error, select **Clear Warning** from the control panel's Reset Menu. See "How to access the control panel menus" for instructions.

### *Check Paper Type*

The media loaded in the printer does not match the paper type setting in the printer driver. Media that matches only the paper size setting will be used for printing.

To clear this error, select **Clear Warning** from the control panel's Reset Menu. See "How to access the control panel menus" for instructions.

### *Collate 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 at a time.

To clear this error, select **Clear Warning** from the control panel's Reset Menu. See "How to access the control panel menus" for instructions.

### *Cooling Down*

The printer lowers its temperature to optimize for the fixing toner. Wait for a moment for **Ready** to appear in the LCD panel.

### *DM Error 001*

The Duplex Unit has become separated from the printer. Turn the printer off, reinstall the Duplex Unit and turn the printer on again.

### *Duplex Mem Overflow*

There is not enough memory for duplex printing. The printer prints only on the front and ejects the paper. To clear this error, follow the instructions below.

If **Off** is selected as the Auto Cont setting on the control panel's Setup Menu, press the **Start/Stop** button to print on the back of the next sheet, or press the **Cancel Job** button to cancel the print job.

If **On** is selected as the Auto Cont setting on the control panel's Setup Menu, printing continues automatically after a certain period of time.

### *Duplex Unit Open*

The Duplex Unit's cover is open.

### *Form Feed*

The printer is ejecting paper due to a user request. This message appears when pressing the **Start/Stop** button once to make the printer offline, and then holding down the **Start/Stop** button for more than 2 seconds in order not to receive form feed command.

### *Image Cart ID Error*

The wrong imaging cartridge has been installed. Replace it with the correct imaging cartridge for this printer. See the *Reference Guide* for instructions.

### *Image Optimum*

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.

To clear this error, select **Clear Warning** from the control panel's Reset Menu. See "How to access the control panel menus" for instructions.

Turn the **Image Optimum** setting off on the control panel's Printing 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. For more information on adding memory, see the *Reference Guide*.

### *Install Imaging Cart*

The imaging cartridge is not installed or not installed correctly. Make sure that the imaging cartridge is installed correctly.

### *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 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*

The printer cannot read the installed optional ROM module. Turn off the printer and remove the ROM module.

### *Jam XXX*

The location where the paper jam occurred is displayed at **xxx.xxx** indicates the location of the error.

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

Jam A	Paper is jammed at the Cover A. For instructions on how to remove jammed paper at the Cover A, see "Jam A (Cover A)."
Jam A B	Paper is jammed inside the output path cover (cover A or B) or fuser unit. For instructions on how to remove jammed paper at the output path cover or fuser unit, see "Jam A B (Cover A or B)."
Jam MP A Jam C1 A Jam C2 A Jam C3 A	Paper is jammed inside the optional lower cassette. For instructions on how to remove jammed paper in the optional lower cassette, see "Jam MP A, Jam C1 A, Jam C2 A, Jam C3 A (All paper cassettes and Cover A)."
Jam DM	Paper is jammed inside the optional Duplex Unit's paper path or cover (cover DM). For instructions on how to remove jammed paper at the Duplex Unit, see "Jam DM (Cover DM)."

### *Manual Feed xxx*

The manual feed mode is specified for the current print job. Make sure the paper size indicated by **xxx** is loaded, then press the **Start/Stop** button.


If you do not want to print this job in manual mode, press the **Cancel Job** button.

For details on the manual feed mode, see the *Reference Guide*.

### *Mem Overflow*

The printer has insufficient memory to execute the current task. Press the **Start/Stop** button on the control panel to resume printing. Or press the **Cancel Job** button to cancel the print job.


### *Need Memory*

The printer has insufficient memory to complete the current print job. Cancel printing by deleting it from the print queue on your computer, or by pressing the  Cancel Job button on the printer.

To clear this error message, select **Clear Warning** from the control panel's **Reset Menu**. See "How to access the control panel menus" for instructions.

To prevent this problem from happening again, add more memory to your printer as described in the *Reference Guide*.

### *Offline*

The printer is not ready to print. Press the  Start/Stop button.



### *Optional RAM Error*


The optional memory module may be corrupted or incorrect. Replace it with a new one.

### *Paper Out XXXXX YYYY*

There is no paper in the specified paper source (XXXXX). Load paper of the indicated size (YYYY) into the paper source.

### *Paper Set XXXXX YYYY*



The paper loaded in the specified paper source (XXXXX) does not match the required paper size (YYYY). Replace the loaded paper with the correct size paper and press the  Start/Stop button to resume printing. Or press the  Cancel Job button to cancel the print job.

If you press the  Start/Stop button without replacing the paper, the printer will print on the loaded paper even though it does not match the required size.

### *Printer Open*

One or more of the following covers are open; Cover A or Cover B.

### *Print Overrun*

The required time to process the print data exceeded the print engine speed because the current page is too complex. Press the  Start/Stop button to resume printing. Or press the  Cancel Job button to cancel the print job. If this message appears again, select **On** as the **Page Protect** setting in the control panel's **Setup Menu**.

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.

You can also add more memory to the printer as described in the *Reference Guide*.

### *RAM Check*

The printer is checking the RAM.

### *Ready*

The printer is ready to receive data and print.

### *Replace Toner*

The toner has run out.

Install a new imaging cartridge. See the *Reference Guide* for instructions.

This error is not displayed when the **Toner Out** setting is set to **Continue** in the control panel setting. When the **Toner Out** setting is set to **Continue**, replace the imaging cartridge if the printout is light or faint.

***Reset***

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

***Reset All***

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

***Reset to Save***

A control panel menu setting was changed while the printer was printing. Press the **O** Start/Stop button to clear this message. The setting will become effective after printing has finished.

***ROM Check***

The printer is checking the ROM.

***Self Test***

The printer is performing a quick internal check.

***Service Req xyyyy***

A controller error or a print engine error has been detected. Turn off the printer. Wait at least 5 seconds and then turn it back on. If the error message still appears, write down the error number listed on the LCD panel (yyyyy) and turn off the printer, unplug the power cord, and contact a qualified service representative.

***Sleep***

The printer is in sleep mode.

***Toner Low***

The imaging cartridge is running out of toner. If the printout is too light or faint, replace the imaging cartridge as described in the *Reference Guide*.

You can continue to print until the **Replace Toner** error message appears. Waiting until this message appears before replacing the toner is recommended as toner may spill during replacement if toner remains in the cartridge. When printouts become faint, see the *Reference Guide* for instructions.

To clear this error, select **Clear Warning** from the control panel's Reset Menu. See "How to access the control panel menus" for instructions.

***Turn Paper XX***

The direction of the paper loaded in the specified paper source (XX) does not match the required paper direction. Turn the paper direction to landscape.

***Unable Clear Error***

The printer cannot clear an error message because the error status still remains. Try solving the problem again.

***Warming Up***

The printer is warming up.

***Write Error ROM A/Write Error ROM P***

This message indicates an internal error in the printer. Reset the printer. If this error persists, consult your dealer.

***Writing ROM A/Writing ROM P***

This message indicates that a ROM module in slot is being written. Please wait until this message disappears.



## Clearing Jammed Paper

If paper becomes jammed in the printer, the printer's LCD panel and EPSON Status Monitor 3 provide alert messages.

### Precautions for clearing jammed paper

Be sure to observe the following points when you clear jammed paper.

- ❑ Do not remove jammed paper by force. Torn paper can be difficult to remove and might cause other paper jams. Pull it gently in order to avoid tearing.
- ❑ Always try to remove jammed paper with both hands to avoid tearing it.
- ❑ If jammed paper is torn and remains in the printer, or if paper is jammed in a place not mentioned in this section, contact your dealer.

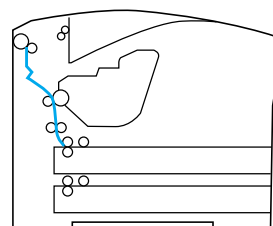


#### **Warning:**

*Unless specifically instructed in this guide, be careful not to touch the fuser, which is marked CAUTION HOT SURFACE, or the surrounding areas. If the printer has been in use, the fuser and the surrounding areas may be very hot. If you must touch one of these areas, wait 40 minutes to allow the heat to subside before doing so.*

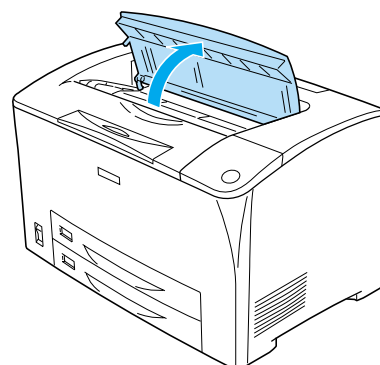
### Jam A (Cover A)

When a paper jam occurs in the location shown in the illustration below, the **Jam A** message appears on the printer's LCD panel.

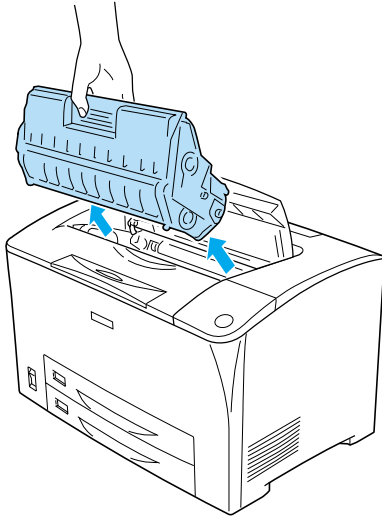


Follow these steps to clear paper jams from Cover A.

1. Open Cover A.



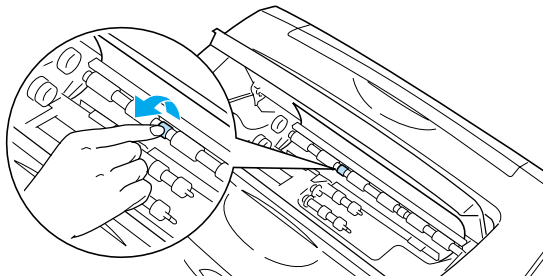
2. Hold the handle of the imaging cartridge and pull out.



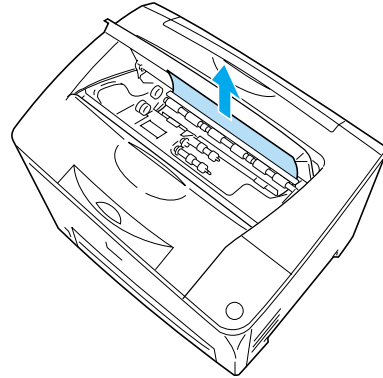
**Note:**

*Place the cartridge on a clean, flat surface.*

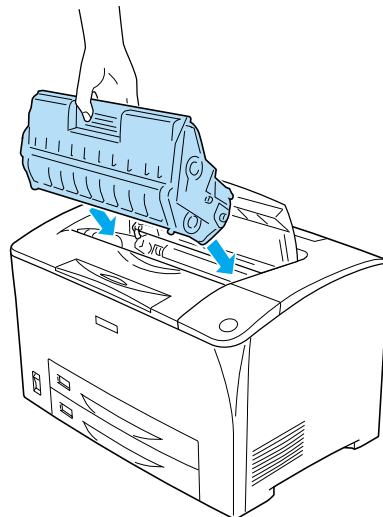
3. Spin the green part on the pickup roller to bring out jammed paper.



4. Gently pull out any sheets that have fed part way into the printer.



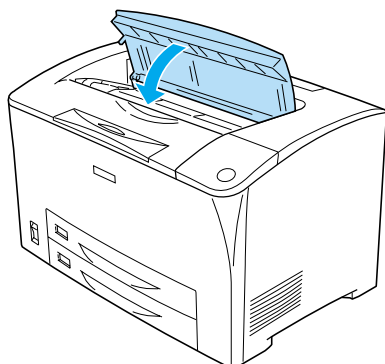
5. Reinstall the imaging cartridge.



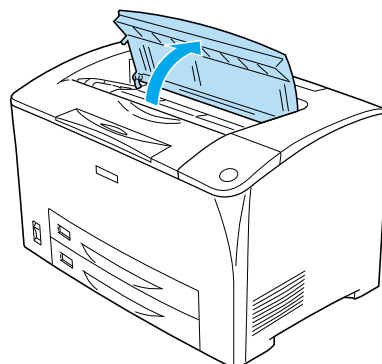
**Note:**

*Insert the cartridge with the arrow mark on the top of the imaging cartridge facing toward Cover A.*

6. Close Cover A until it clicks shut.

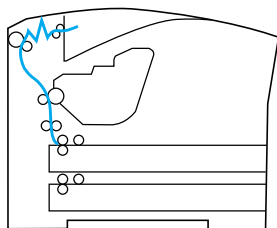


1. Open Cover A.



## Jam A B (Cover A or B)

When a paper jam occurs in the location shown in the illustration below, the Jam A B message appears on the printer's LCD panel.



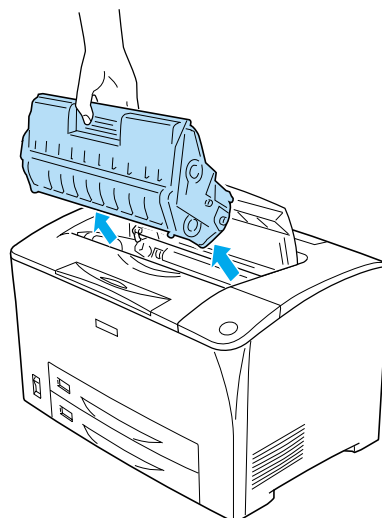
Follow these steps to clear paper jams from Cover A or B.



### Warning:

Unless specifically instructed in this guide, be careful not to touch the fuser, which is marked CAUTION HOT SURFACE, or the surrounding areas. If the printer has been in use, the fuser and the surrounding areas may be very hot. If you must touch one of these areas, wait 40 minutes to allow the heat to subside before doing so.

2. Hold the handle of the cartridge and pull it out.



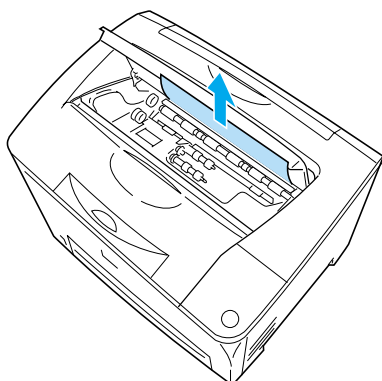
### Note:

Place the cartridge on a clean, flat surface.

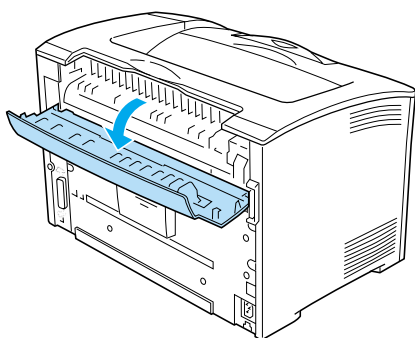
3. If there is any jammed paper, remove it gently with both hands. Be careful not to tear the jammed paper.

**Note:**

*When jammed paper cannot be removed easily, turn the roller to take tension off the paper, then pull it straight out.*



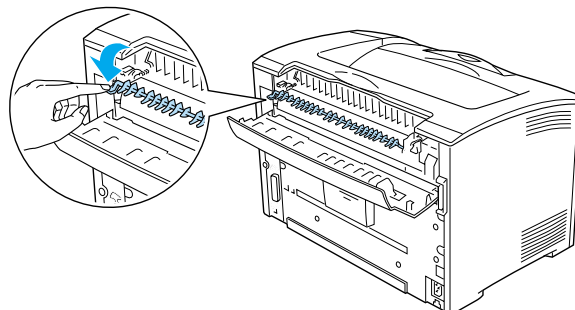
4. Open Cover B.



**Note:**

*When the optional Duplex Unit is installed, open the Duplex Unit's cover before opening Cover B.*

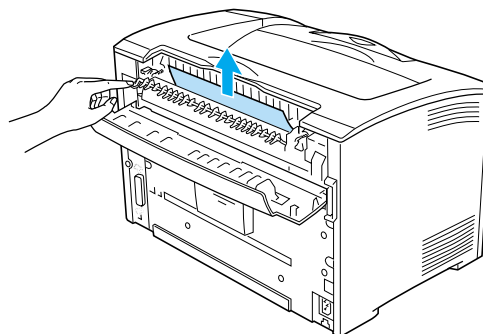
5. Open the paper holder by pulling down on the lever on which a green label is attached as shown below.



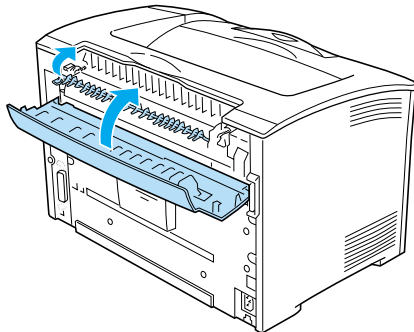
**Warning:**

*Be careful not to touch the rollers in the fuser unit, they may be very hot.*

6. If there is any jammed paper, remove it gently. Be careful not to tear the jammed paper.



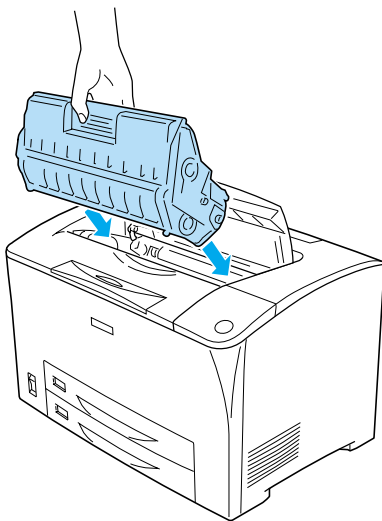
7. Close the paper holder and close Cover B.



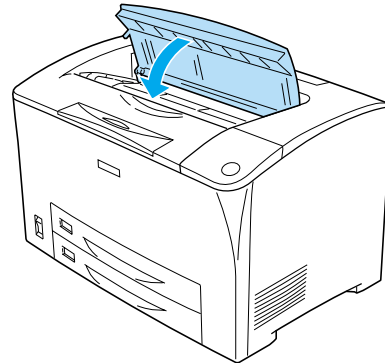
**Note:**

*If you installed the Duplex Unit, close the Duplex Unit's cover after closing Cover B.*

8. Reinstall the imaging cartridge.

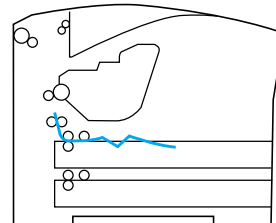


9. Close Cover A until it clicks.

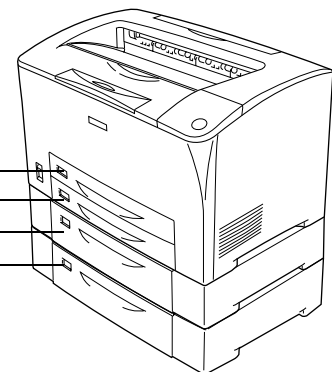


**Jam MP A, Jam C1 A, Jam C2 A, Jam C3 A (All paper cassettes and Cover A)**

When a paper jam occurs in the location shown in the illustration below, the Jam MP A, Jam C1 A, Jam C2 A, or Jam C3 A message appears on the printer's LCD panel.

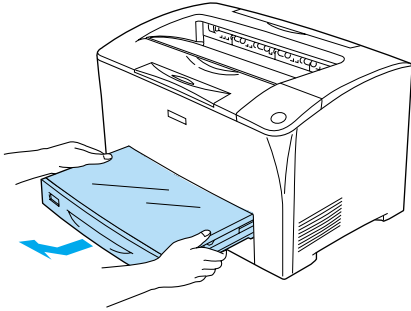


MP Tray —  
lower cassette 1 (C1)  
lower cassette 2 (C2)  
lower cassette 3 (C3)

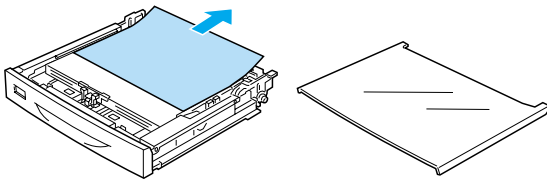


Follow these steps to clear paper jams in paper cassettes.

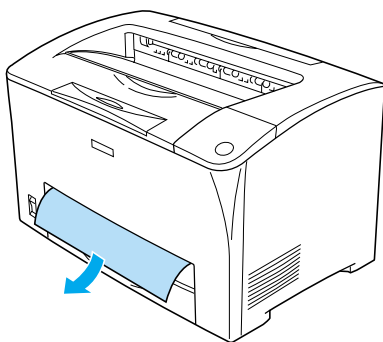
1. Pull out the cassette from the printer.



2. Remove the cassette's cover and discard any crumpled paper. Then, reattach the cover.



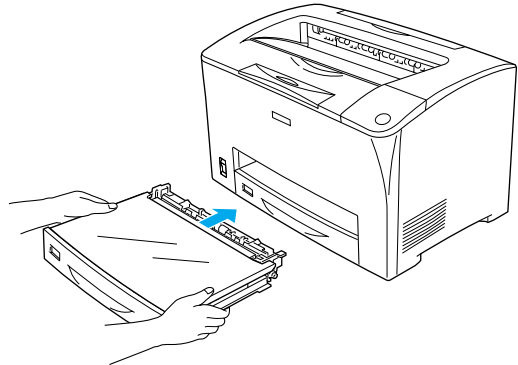
3. Gently remove the jammed paper with both hands. Be careful not to tear the jammed paper.



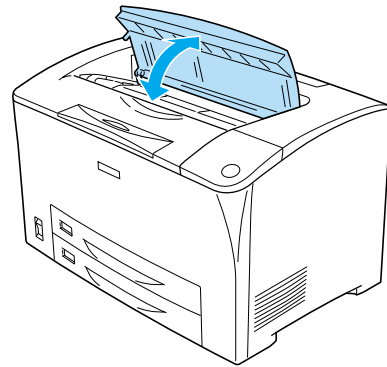
**Note:**

Confirm that the jammed paper is not still deep inside the printer.

4. Reinsert the paper cassette.



5. Open Cover A and then close Cover A again.

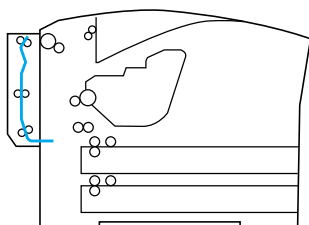


**Note:**

After opening and closing Cover A, the error message is cleared.

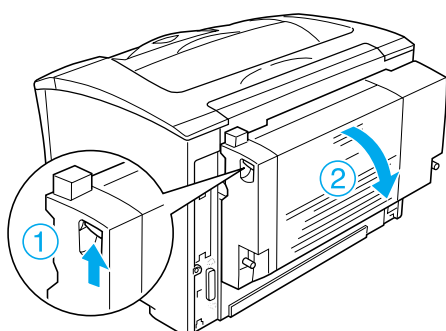
## Jam DM (Cover DM)

When a paper jam occurs in the location shown in the illustration below, the Jam DM message appears on the printer's LCD panel.

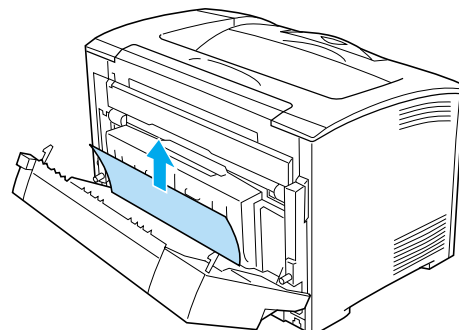


Follow these steps to clear paper jams in the Duplex Unit's cover.

1. Press the unlock button to unlock the hooks. Then open the cover of the Duplex Unit.



2. Gently remove the jammed paper inside the cover. Be careful not to tear the paper.



### Note:

- ❑ If paper is torn, be sure to remove all torn pieces.
- ❑ When you cannot remove jammed paper by this procedure, open Cover A or Cover B and remove the jammed paper as described in "Jam A B (Cover A or B)."

3. Close the Duplex Unit's cover.

### Note:

When the error is not cleared after doing the procedure above, remove the Duplex Unit from the printer and check if the paper jam occurs at the opening on the lower part of the printer's rear.

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