EPSON
Knowledge Base

Messages and status for Alc 4000

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-1-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 Job Cancel button has been pressed down for more than two seconds.

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

-3-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 Job Cancel button to cancel the print job.

-4-Check Transparency
You have loaded media other than transparencies when the Paper Type setting in the printer driver is Transparency, or transparencies are loaded when the Paper Setting in the printer driver is not set to Transparency. Paper is jammed at the MP tray.
Remove the paper from the MP tray and remove the jammed paper from the MP tray. Open and close cover A to clear the message on the LCD panel, then reload the paper. The printer resumes printing from the page that jammed.

-5-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.

-6-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.

-7-C Toner Cart Out
See "XXXX Toner Cart Out"

-8-Clean Sensor

Open cover A and remove the transfer unit temporarily. Wipe the transparent plastic window at the back of the transfer unit with a soft cloth, then reinstall the transfer unit. Close cover A to clear this error.
If the error still remains, replace the transfer unit with a new one.

-9-Collate was disabled

Printing by specifying the number of copies is no longer possible due to a lack of memory (RAM) or free disk space on the optional Hard Disk Drive. If this error occurs, print only one copy at a time.
To clear this error, select *Clear Warning* from the control panel's Reset Menu

-10-C Toner Low

See "XXXX Toner Low"

-11-C Toner Out

See "XXXX Toner Out'

-12-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 Start/Stop to print on the back of the next sheet, or press the Job Cancel 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.

-13-Face Down Full

The output tray is full of printouts, and the printer has stopped printing. Remove the printouts from the output tray, and press the Start/Stop button to continue printing. The output tray can hold up to 250 sheets.

-14-Form Data Canceled

Unable to store form overlay data on the printer's optional Hard Disk Drive. Either the drive is full, or the maximum number of form overlay files has been reached. Delete any form overlay files you no longer need, then try storing the new overlay again.
To clear this error, select Clear ijJarnin-Ei from the control panel's Reset Menu.

-15-Form Feed

Hold down the Start/Stop button for more than two seconds when the printer is offline to print the data that remains in the printer.

-16-Format Error ROM A

An unformatted ROM module has been inserted. If the ROM module has been formatted, but is still unreadable, format it again. If the ROM is still unreadable after reformatting, take the module to your dealer for repair or replacement.
To clear this error, either press the Start/Stop button or turn off the printer and remove the ROM module.

-17-Hard Disk Full

The optional Hard Disk Drive is full and you cannot save any data. Delete the unnecessary data from the Hard Disk Drive. To
 lear this error, select *Clear Warning* from the control panel's Reset Menu.

-18-HDD Check

The printer is checking the Hard Disk Drive.

-19-HDD Format *%**
The HDD is being formatted. The progress of the format is shown as ***%
.
-20-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.
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.

-21-Install Fuser
There is no fuser unit installed or the fuser unit is not installed properly. Turn off the printer and install the fuser unit if it is not installed.
If a fuser unit is already installed, turn off the printer, open cover
A, then open cover D. Then close cover A and open cover B.
Remove the fuser unit, then reinstall it properly. Close covers D
and B. The error clears automatically if the fuser unit is properly installed.
If the error is not cleared, the fuser unit is out of order.
Replace it with a new fuser unit.

-22-InstallLCl
The paper tray of the standard paper cassette is not installed, or not installed properly. Install the paper cassette correctly to clear this error.

-23-Install LC2
The paper trays of the optional Large Capacity Paper Unit are not installed, or not installed properly. Install the paper trays correctly to clear this error.

-24-Install Photoconductor
There is no photoconductor unit installed or the photoconductor unit is not installed properly. Turn off the printer and install the photoconductor unit if it is not installed.
If a photoconductor unit is already installed, turn off the printer, open cover A, then open cover D. Remove the photoconductor unit, then reinstall it properly. Close covers D and A.
The error clears automatically if the photoconductor unit is properly installed.

-25-Install TransferUnit
There is no transfer unit installed or the transfer unit is not installed properly. Turn off the printer and install the transfer unit if it is not installed.
If a transfer unit is already installed, turn off the printer, open cover A, and remove the transfer unit. Then reinstall the unit properly and close cover A. The error clears automatically if the transfer unit is properly installed.

-26-Invalid AUX 1/F Card
The printer cannot communicate with the installed optional interface card. Turn off the printer, remove the card, then reinstall it.

-27-Invalid HDD
Either the optional Hard Disk Drive is damaged or it cannot be used with this printer. Turn off the printer and remove the Hard Disk Drive.

-28-Invalid IPDS

Turn off the printer and replace the IPDS module.

-29-Service Req xyyy

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

-30-Standby

The printer is in the standby mode. The printer switches to the online mode automatically when the printing data is sent to the printer.

-31-Unable Clear Error

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

-32-Worn Fuser

This message indicates that the fuser unit has reached the end of its service life. Printing after this message appears is not guaranteed. Turn the printer off, then replace the fuser unit with a new one. The error clears automatically after you replace the unit and close all printer covers.

-33-Worn Photoconductor

This message indicates that the photoconductor unit has reached the end of its service life. Printing after this message appears is not guaranteed. Turn the printer off, then replace the photoconductor unit with a new one. The error clears automatically after you replace the unit and close the printer covers.

-34-Worn TransferUnit

This message warns you that the transfer unit is near the end of its service life. You can continue to print until the Replace TransferUni t error message appears, but early replacement is recommended to maintain high print quality.
To clear this warning message and continue printing, select *Clear Warning* from the control panel's Reset Menu.

-35-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.

-36-Wrong Photoconductor

An inappropriate photoconductor unit is installed. Install only the photoconductor unit listed

-37-XXXX Toner Cart Out

The indicated toner cartridges are not installed in the printer. (The letters C, M, Y, or K appear in place of XXXX and indicate the colors Cyan, Magenta, Yellow, and Black respectively.)
Install the indicated cartridges.

-38-XXXX Toner Low

The indicated toner cartridges have less than 10% of toner remaining. (The letters C, M, Y, or K appear in place of XXXX and indicate the colors Cyan, Magenta, Yellow, and Black respectively.)
You can continue to print until the *XXXX Toner out* 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.
Note:

Do not replace the toner cartridge when the *XXXX Toner low* message appears. Toner remaining in the toner cartridge may spill out if yon remove the toner cartridge to replace it. Replace the toner cartridge wlien the *XXXX Toner Out* message appears.
IF you replace the toner cartridge before the *XXXX Toner Out* message appears, it is not detected as a new toner cartridge and the *XXXX Toner Low* warning nwy not be cleared. To clear this error, select *Clear warning* from the control panel's Reset Menu.

-39-XXXX Toner Out
The indicated toner cartridges are out of toner and need to be replaced. (The letters C, M, Y, or K appear in place of XXXX and indicate the colors Cyan, Magenta, Yellow, and Black respectively.)

-40-Y Toner Cart Out
See "XXXX Toner Cart Out"

-41-Invalid PS3
An optional PostScript 3 ROM module that cannot be used on this printer. Turn off the printer and remove the module.

-42- Invalid ROM A
The printer cannot read the installed optional ROM module. Turn off the printer and remove the ROM module. To clear this error, select *Clear warning* from the control panel's Reset Menu.

-43-Jam XXX
Paper is jammed at the location indicated by XXX.
If a paper jam occurs at two locations simultaneously, both locations are displayed. The following table shows the possible variations of this message.

Jam AB
Description
Paper is jammed at the fuser unit.
Jam A
Paper is jammed at cover A.

Jam Ac
Paper is jammed where it feeds into the printer, or at the paper cassettes.
Jam B
Paper is jammed inside the duplex unit.
Jam ABC
Paper is jammed where it feeds into the printer or at the paper cassettes, and inside the duplex unit

-44-K Toner Cart Out
See "XXXX Toner Cart Out

-45-K Toner Low
See "XXXX Toner Low".

-46-K Toner Out
See "XXXX Toner Out"

-47-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.

-48-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 Job Cancel button to cancel the print job.
To prevent this problem from happening again, decrease the printing resolution or add more memory to your

-49-Menus Locked
This message appears if you try to change the printer's settings through the control panel when the buttons are locked. You can unlock them by using the EPSON WinAssist or WebAssist utility.

-50-M Toner Cart Out
See "XXXX Toner Cart Out"

-51-M Toner Low
See "XXXX Toner Low"

-52-M Toner Out
See "XXXX Toner Out"

-53-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 Job Cancel button on the printer.To clear this error message, select *Clear warning* from the control panel's Reset Menu.
To prevent this problem from happening again, add more
memory to your printer

-54-Offline
The printer is not ready to print. Press the Start/Stop button.

-55-Optional RAM Error
The read/write error occurs when the printer is checking the optional memory module in the memory slot S 1. The access speed of the memory module is too slow or the memory module might be broken.
To clear this error, turn the printer off and remove the optional memory module, then turn the printer on.

-56-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.

-57-Paper Set XXX YYY
The paper loaded in the specified paper source (XXX) does not match the required paper size (YYY). Replace the loaded paper with the correct size paper and press the Start/Stop button to resume printing. Or press the Job Cancel button to cancel the print job.
If you press Start/Stop button without replacing the paper, the printer will print on the loaded paper even though it does not match the required size.

-58-Printer Open
Cover A, cover B, cover D, or some combination of these covers are open. To clear this error, close all covers.

-59-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

Job Cancel 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

-60-PS3 Hard Disk full
The memory allocated for writing PostScript 3 commands on the optional Hard Disk Drive is full.
To clear this error, select *Clear warning* from the control panel's Reset Menu.

-61-RAM Check
The printer is checking the RAM.

-62-Ready
The printer is ready to receive data and print.

-63-Replace Photoconductor
Printing has stopped to avoid damage to the engine. Turn off the printer, then replace the photoconductor unit with a new one.
The error clears automatically after you replace the unit and close all printer covers. The photoconductor service life counter is reset automatically.

-64-Replace TransferUnit
The transfer unit has reached the end of its service life. Turn off the printer, then replace the transfer unit with a new one
The error clears automatically after you replace the unit and close all printer covers. The transfer unit service life counter is reset automatically.

-65-Reserve Job Canceled
The printer cannot store the data of your print job using the Reserve Job function. The maximum number of print jobs stored in the printer's Hard Disk Drive has been reached, or the drive has no more memory available to store a new job. To store a new print job, delete a previously stored job. Also, if you have any Confidential Jobs stored, printing those jobs will make more memory available.
To clear this error, select *Clear warning* from the control panel's Reset Menu.

-66-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.

-67-Reset All
All printer settings have been reset to the default configuration, or to the last settings that were saved.

-68-Reset to Save
A control panel menu setting was changed while the printer was printing. Press the Start/Stop button to clear this message. The setting will become effective after printing has finished.

-69-ROM Check
The printer is checking the ROM.

-70-Self Test
The printer is performing a quick internal check.