

# EPSON

## PRODUCT INFORMATION GUIDE

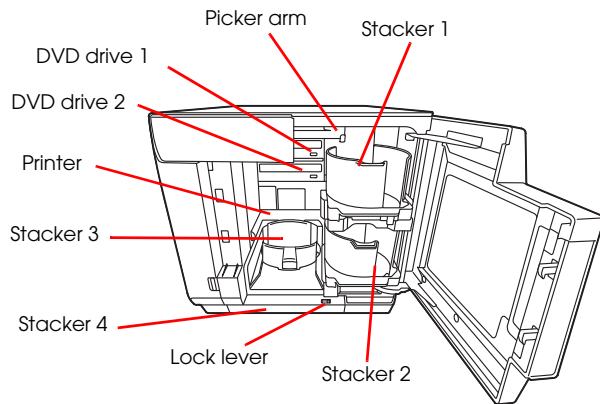
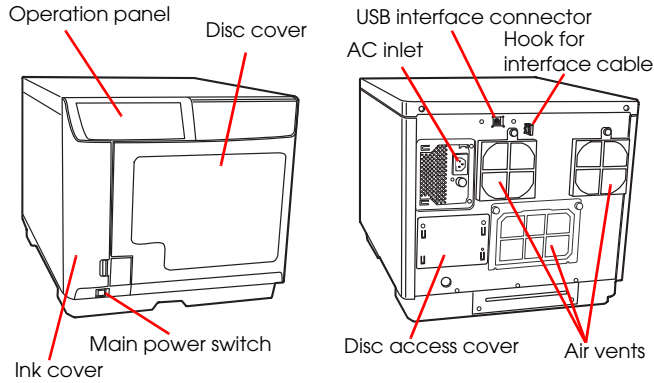
### UPDATE FOR SD PRODUCTS

8/09

This package provides a product section to be added to the *EPSON System Device Product Information Guide*. The table of contents of this section is listed below.

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## Operating Environment

Discproducer supports the following operating systems:

- Microsoft Windows 2000 SP4 or higher
- Microsoft Windows XP SP2 or higher
- Microsoft Windows Vista™ SPI or later

Computer requirements: Pentium 4 1.4 GHz or higher  
 Interface: USB 2.0  
 RAM: ≥ 512MB (≥ 1GB for Vista)  
 HDD disk space free: ≥ 10GB (≥ 25GB for Vista)  
 HDD rotational speed: ≥ 7200 rpm  
 Display: ≥ XGA resolution, 65536 colors  
 Sound (for music media): sound device and supported driver must be installed



**Note:** If your file system is FAT, you may not be able to write on DVDs.

This device cannot be used by a computer with a USB port that contains a specific chip set made by ATI. This is because the ATI's chip set does not support USB 2.0. Some ATI chip sets using the Southbridge IXP SB460 or lower are listed below:

- Radeon Xpress 200M /IXP SB450 /IXP SB460
- Radeon Xpress 1100 /IXP SB450 /IXP SB460
- Radeon Xpress 1150 /IXP SB460
- Radeon Xpress 1250 /IXP SB460
- Radeon 9100 IGP /IXY 150

## Accessories

### Ink cartridges

#### Part number / Description

- C13S020447 = Cyan
- C13S020448 = Light Cyan
- C13S020449 = Light Magenta
- C13S020450 = Magenta
- C13S020451 = Yellow
- C13S020452 = Black

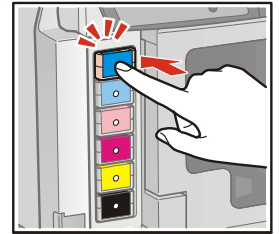
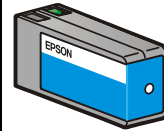
Dye-based ink

Reliability ≥ 1000 prints at 16.7% coverage per color

Life = 2 years after production or 6 months after installation

Dimensions =  
 1.65 x 3.27 x 104" (W x D x H)  
 {42 x 83 x 26.4 mm}

Weight = 0.14 lb {64 g}



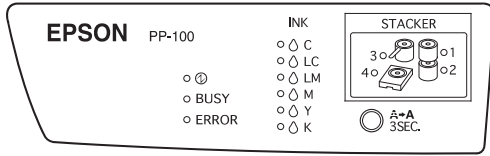
### CD/DVD Specifications

CD/DVD	Description						
Type	CD-R, DVD-R, DVD+R, DVD-R DL, DVD+R DL						
Outer diameter	4.72" ± 0.012" {120 mm ± 0.3 mm}						
Inner diameter	0.59" + 0.004/-0" {15 mm + 0.1/- 0 mm}						
Thickness	0.047" + 0.012"/-0.004" {1.2 mm + 0.3/- 0.1 mm}						
Label side	Must be ink jet printable (thermal not supported). The specified disc has a moisture-adhesive ink receptor layer on the label surface. Discs may stick to each other if stacked in high humidity or high temperatures. Glossy labels other than the specified type are not supported. After printing, allow the disc to dry naturally. Touching or splashing with water immediately after printing may cause blurring or stickiness.						
Printable area	<table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">Standard</td> <td style="text-align: center;">Wide</td> </tr> <tr> <td style="text-align: center;"> </td> <td style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">{4.57"} 116 mm</td> <td style="text-align: center;">{4.57"} 116 mm</td> </tr> </table>	Standard	Wide			{4.57"} 116 mm	{4.57"} 116 mm
Standard	Wide						
{4.57"} 116 mm	{4.57"} 116 mm						

### Connections

Connection	Description								
USB	USB 2.0 high-speed 480 Mbps transfer rate (high-speed device) <b>Note:</b> You must use the USB cable supplied.								
Power	<table border="0"> <tr> <td>Input voltage</td> <td>100 - 240 V (rated)</td> </tr> <tr> <td>Frequency</td> <td>50 - 60 Hz (rated)</td> </tr> <tr> <td>Current</td> <td>1 A (rated)</td> </tr> <tr> <td>Power consumption (approximate)</td> <td>41 W (operating) 24 W (idle)</td> </tr> </table>	Input voltage	100 - 240 V (rated)	Frequency	50 - 60 Hz (rated)	Current	1 A (rated)	Power consumption (approximate)	41 W (operating) 24 W (idle)
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Power consumption (approximate)	41 W (operating) 24 W (idle)								

## Control Panel



Button	Function
Power	Turns power on and off. <b>Caution:</b> If product is to be stored or not used for 6 months or more, turn power OFF and disconnect power cord.
Cleaning	Press and hold for 3 seconds to clean print head.

Light	Color	Description
Power	Green	<b>On</b> when product is on. <b>Flashes</b> during initializing, ink cartridge replacement, ink charging, or print head cleaning.
Busy	Green	<b>Flashes</b> when jobs are processed.
Error	Orange	<b>On</b> for an error, such as disc cover or ink cartridge cover open, arm failure to pick up disc, arm loading multiple discs into drive, disc error, or writing error. <b>Flashes</b> when disc errors occur.
Ink (Cyan)	Orange	<b>On</b> when an ink cartridge is out or is not correctly installed. <b>Flashes</b> if an ink cartridge is nearly empty.
Ink (Light cyan)	Orange	
Ink (Light magenta)	Orange	
Ink (Magenta)	Orange	
Ink (Yellow)	Orange	
Ink (Black)	Orange	
Stacker 1 (50 discs)	Green	<b>On</b> when stacker is too full or when Stacker 3 is not removed for Standard and External Output mode. <b>Flashes</b> when stacker is not installed correctly or stacker is out of discs. <b>Caution:</b> When Busy and Stacker 4 LEDs flash rapidly, do not try to remove Stacker 4.
Stacker 2 (50 discs)	Green	
Stacker 3 (50 discs)	Green	
Stacker 4 (5 discs)	Green	

## Print/Write Speed

CD (max.)	30 CD-R discs/hour writing/printing
DVD (max.)	15 DVD-R discs/hour writing/printing
Drive speed	40x CD write speed (data = 600MB) 12x DVD write speed (data = 3.8GB)
Print only	60 discs/hour maximum speed 40 discs/hour in quality mode

## Reliability

Life	
Printing	30,000 discs (dpi resolution = 1440 × 720 uni-d/bi-d or 1440 × 1440 bi-d) 15,000 discs (dpi resolution = 1440 × 1440 uni-di)

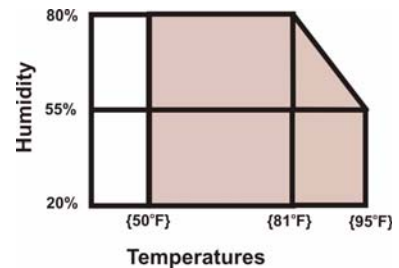
Product age	5 years at normal room temperature
Drive life	30,000 cycles — opening/closing operations 1000 hours — CD write time 1000 hours — DVD write time 16,000 - 40,000 discs — burner life*
Ink pad	30,000 discs (at 2000 discs per month)

\* Approximate combined life of both burners.  
16,000 = DVDs only.  
40,000 = CDs only.

## Environmental Conditions

Temperature	Operating	50 to 95° F {10 to 35° C}
	Storage	-4 to 140° F {-20 to 60° C} ≤ 1 month at 104° F {40° C} ≤ 20 hours at 140° F {60° C}

Humidity (no condensation)	Operating	20 to 80% RH
	Storage	5 to 85% RH

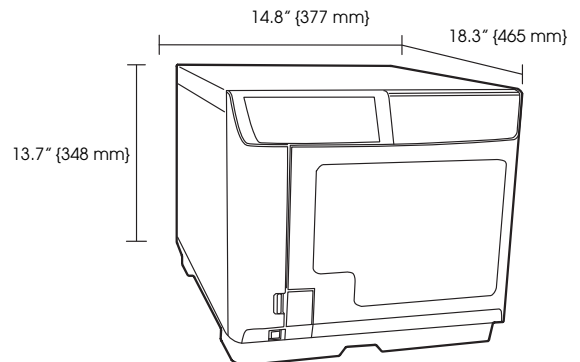


## Safety

EMI	FCC Part 15 Subpart B Class B CAN/CSA-CEI/IEC CISPR 22 Class B
Safety standards	UL60950-1/ CAN/CSA-C22.2 No. 60950-1

## Size and Weight

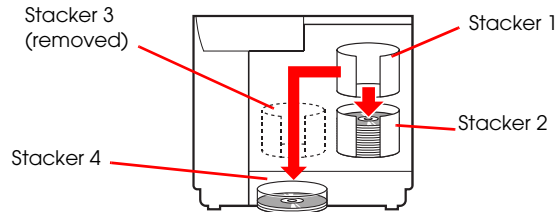
(W × D × H)	14.8 × 10.63 × 10.04" {377 × 465 × 348 mm}
Weight	52.9 lb {24 kg}



## Loading Discs

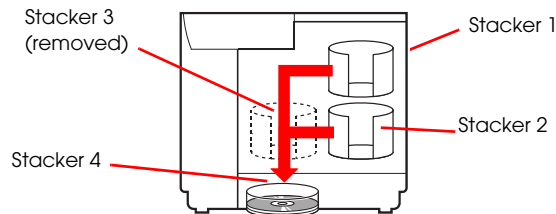
There are three Discproducer modes — standard mode, external output mode, and batch mode — and for each mode, the stackers are loaded a different way.

### Standard mode



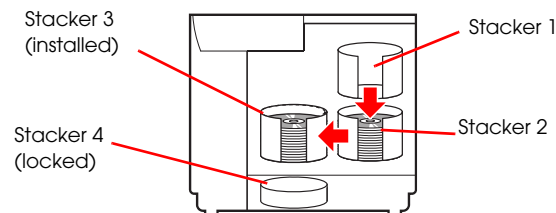
Standard mode uses Stacker 1 as the input source, and you can select either Stacker 2 or Stacker 4 as the output destination. Although Stacker 4 only holds 5 discs, you can keep unloading it while the job is running until all discs have been published. Up to 1000 discs can be processed by adding blank discs and removing published ones as needed.

### External output mode




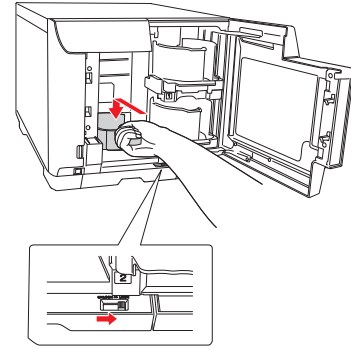
External output mode uses Stacker 1 and Stacker 2 as the input sources. Stacker 4 is the output destination. The job is interrupted each time Stacker 4 fills to let you empty it. Up to 100 discs can be processed in this way. If automatic stacker is selected, the maximum number of discs per job is 50.

### Batch mode



In Batch mode, Stacker 1 and Stacker 2 are used for blank discs. Stacker 2 and Stacker 3 are both used for the output discs. For instance, if 100 discs are to be published, first the 50 blank discs in Stacker 2 are published and sent to Stacker 3 for output. Then the 50 discs in Stacker 1 are published and sent to Stacker 2 for output. Stacker 3 is installed in this mode, and Stacker 4 is not used at all and is locked.

 **Note:** When you install Stacker 3, you must lock Stacker 4. See the illustration below.

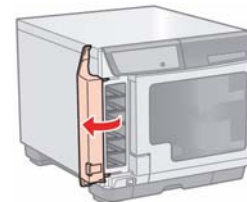


## Loading Ink

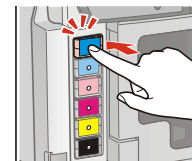


**CAUTION:** Do not open package until ready to install ink cartridge. The ink cartridge has a green IC chip. Do not touch it. Use only Epson ink cartridges. Others may damage the unit and void the warranty. To avoid leaks, do not drop the ink cartridge. Keep ink cartridges out of the reach of children. After installing ink cartridge(s), do not shut off power or reopen ink cartridge cover. This can cause damage. The first time ink is loaded, the printer charges the system with ink. This uses more ink. Unnecessarily turning the unit on and off and frequent cleanings use ink faster. Ink cartridges remain installed during transport. Remove cartridges only if empty or when necessary. After removal, do not leave the cartridge holder empty, because the nozzles may clog. After removing a cartridge, do not touch the ink supply hole or orient it downward, because ink may leak. If ink gets on your skin, wash with soap and water. If ink gets in your eyes, flush with water immediately. If you have vision problems or discomfort, see a doctor. Follow regulations to dispose of used cartridges.

1. The **Power** light must be on, but not flashing.
2. Open the ink cartridge cover, as shown below.



3. If a cartridge is out of ink (indicated by control panel LED), push it in until it pops out. If no cartridges are installed, insert them in the order shown by cartridge holder colors.



4. Close the ink cartridge door.

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## Running the Nozzle Check

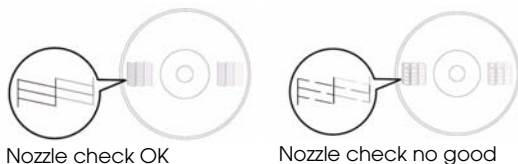
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If printing is faint or dots are missing in printout, run the nozzle check to identify problems. Follow the steps below.

1. Place an unprinted disc in Stacker 1.
2. Make sure no lights indicate errors and disc cover is closed.
3. Access printer driver from the **Start** menu in the bottom left of the Windows screen. Select **Settings** or **Control Panel** and then **Printers** or **Printers and Faxes**.

If you are running a program, select **Print** from **File** menu; then select **Printer, Setup, Options, Preferences, or Properties** (depending on the application).

4. Click the **Utility** tab and then the **Nozzle Check** button.
5. Follow the instructions on the screen.
6. See the example printouts below.




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## Cleaning the Print Head


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If print is faint or dots are missing, clean print head. Use printer driver's head cleaning utility or the button on the unit.


-  **CAUTION:** Do not open the ink cartridge cover during cleaning. Frequent cleanings use ink faster. You may not be able to clean print head if ink is low. You must replace the ink cartridge first.


### Using the utility

1. Make sure printer is on, no lights indicate errors, and disc cover is closed.
2. See step 3 under "Running the Nozzle Check" to access the printer driver. Then click the **Utility** tab and **Head Cleaning**.
3. Follow instructions on the screen.
4. The  **POWER LED** flashes during cleaning. When cleaning finishes, the light stays on steadily.

-  **CAUTION:** While **POWER LED** flashes, never open covers, and never reset or turn off the printer. This may damage the unit.

### Using the button on the unit

1. Make sure PC and printer are on, no lights indicate errors, and disc cover is closed.
2. Hold down the **Cleaning** button on the unit for 3 seconds.
3. The  **POWER LED** flashes during cleaning. When cleaning finishes, the light stays on steadily.


-  **CAUTION:** While **POWER LED** flashes, never open covers, and never reset or turn off the printer. This may damage the printer.

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## Aligning the Print Head

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If you notice misalignment of vertical lines or horizontal banding, you may be able to solve the problem using the Print Head Alignment utility in the printer driver.

-  **Note:** Discs vary in thickness, and using discs of different thicknesses may result in print head misalignment. Use the same disc type throughout a single publishing job.

1. Place an unprinted disc in Stacker 1.
2. Make sure no lights indicate errors and disc cover is closed.
3. See step 3 under "Running the Nozzle Check" to access the printer driver. Then click the **Utility** tab and **Print Head Alignment**.
4. Follow the instructions on the screen.
5. The utility adds the value you enter in the confirmation screen to the initial value for the adjustment. To clear the adjustment value, select **Reset** and click **Exit**.
6. After alignment, if the label print surface is not aligned with the center of the disc, print will appear off center. See "Correcting the Print Position" below.

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## Correcting the Print Position

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If you notice misalignment of vertical print position, you may be able to solve the problem using the Correcting the Printing Position utility in the printer driver.


1. Place an unprinted disc in Stacker 1.
2. Make sure no lights indicate errors and disc cover is closed.
3. Refer to step 3 under "Running the Nozzle Check" to access the printer driver. Then click the **Utility** tab and **Correcting the Print Position**.
4. Follow the instructions on the screen.

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## Cleaning the Discproducer Exterior

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1. Make sure the unit is turned off and all lights are off. Then unplug the unit.
2. Use a soft clean cloth to remove any dust or dirt.
3. If dirt does not come off, dampen a cloth with a mild detergent, and then wipe the unit dry with a soft cloth.

-  **CAUTION:** Do not apply alcohol, benzene, paint thinner, toluene, or ketone-based solvents on the printer, because these may damage the plastic. Prevent water from getting in the case. Moisture, dirt, or foreign material can cause a short circuit.

## Cleaning the Discproducer Interior

1. Make sure the unit is turned off and all lights are off. Then unplug the unit.
2. Open the disc cover and remove the stackers.
3. Use a soft clean cloth to remove any dust or dirt.
4. Place the stackers back into position.

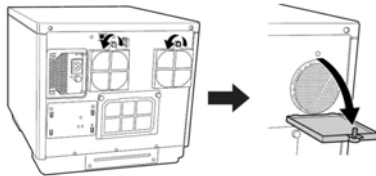


**CAUTION:** Keep water away from electronic components.  
Do not spray the inside of the unit with lubricants.  
If dirty, wipe stacker 3 or 4 clean with a soft cloth moistened with a neutral detergent.

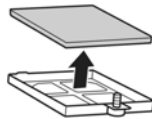
## Cleaning the Filters

Clean the filters in the back of the unit every 6 months.

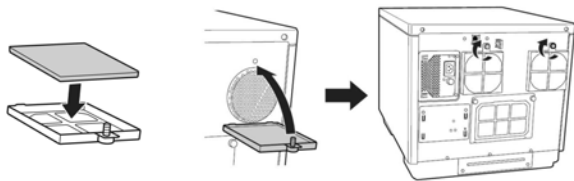
1. Make sure the unit is turned off and all lights are off. Then unplug the unit.
2. Remove the screws from the filter covers to open them.



3. Remove the filters from the filter covers.



4. Use a vacuum cleaner to remove dust and dirt from the filters.
5. Place them back into position.



## Transporting the Discproducer

Before transporting the printer, repack it in the original box with the original packing materials.



**WARNING:** The unit is heavy. You must use 2 people to lift it.



**CAUTION:** When storing or transporting the unit, do not tilt, set vertically, or turn upside down.  
To keep the print head nozzles from drying out, leave ink cartridges installed during transport.

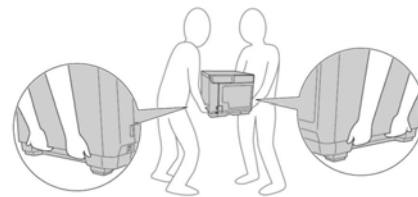
1. Make sure the unit is turned off and all lights are off. Then unplug the unit.
2. Disconnect the interface cable.
3. Open the disc cover and remove all discs from the stackers.
4. Open the ink cartridge cover. Secure the ink cartridges with tape, then close the ink cartridge cover.
5. Close disc cover and Stacker 4 tray. Secure them with tape.
6. Attach protective materials to both sides of product.
7. Repack product and accessory materials in the original box.



**Note:** Keep product level during transport.

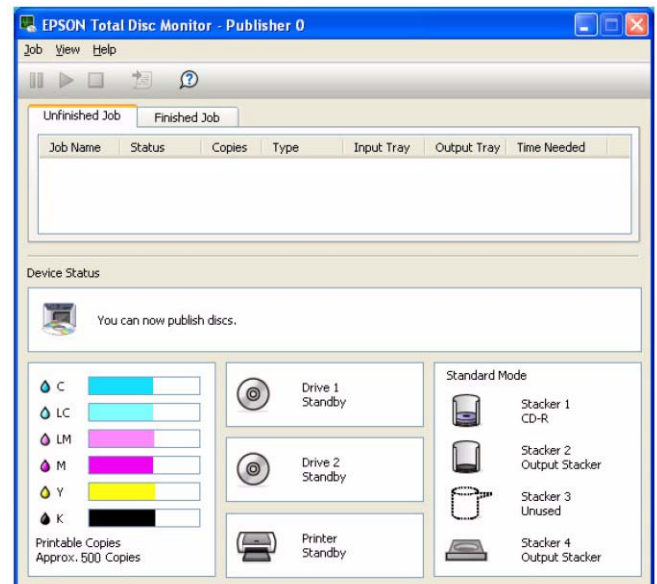
Lift the product by the correct positions shown below.

Before using the product again, be sure to remove all packing materials.



## Checking Status

Epson Total Disc Monitor displays the screen below to let you check the status of ink cartridges, drives, mode, stackers, disc type, and job queue. See the illustration below.



## Discproducer Control Panel Lights

Lights indicate conditions and errors in the table below. If a problem persists after corrective action, contact your dealer.

Power	Busy	Error	Ink	Stacker	Corrective actions
ON	—	ON	—	—	Cover error 1. Disc or ink cartridge cover open. Close. 2. Job paused when cover was opened. Wait for job to resume. Disc pickup error 1. Open disc cover and fan discs. Close cover. Multiple feed error 1. Open disc cover and remove all discs. 2. Fan discs. 3. Or, use other discs. 4. Close cover and resume. Writing error (after retries) 1. Disc problem. Replace discs and resume. 2. Drive problem. Run Epson Total Disc Setup and resume. Invalid disc 1. Disc may not be blank or not have enough space. 2. Disc in stacker may be different from disc type in Epson Total Disc Setup. 3. Disc may be damaged. 4. Replace disc and resume.
Flash	—	Flash	—	—	Disc transfer error 1. Turn off and remove disc. Arm failed to release disc 1. Turn off and remove disc. 2. If arm is picking up disc, do not remove from arm. Turn back on; initialization will remove disc. Internal error 1. Turn off, unplug, and check inside for foreign objects. 2. Turn back on. (Leaving off after error may clog nozzles.) 3. If arm is picking up disc, do not remove from arm. Turn back on; initialization will remove disc. 4. When resuming after error, run nozzle check. 5. If publishing does not restart, check if print job remains in print spooler. Delete all jobs. Drive tray open/close error 1. Turn off, unplug, and check inside for foreign objects. 2. Start publishing again. Internal drive error 1. Turn off, unplug, and check inside drive. Improper status error 1. Turn off and back on.
ON	—	ON	—	3 = ON	Stacker 3 inserted for standard or external output mode. 1. Remove Stacker 3.
ON	—	ON	—	1 = Flash	Stacker 1 not inserted correctly. 1. Insert correctly.
ON	—	ON	—	2 = Flash	Stacker 2 not inserted correctly. 1. Insert correctly.
ON	—	ON	—	3 = Flash	Stacker 3 not inserted correctly for batch mode. 1. Insert correctly.

Power	Busy	Error	Ink	Stacker	Corrective actions
ON	—	—	—	1 = Flash	Stacker 1 is empty. 1. Load discs. <b>Note:</b> Source stacker out, but flash timing may not match stacker empty.
ON	—	—	—	2 = Flash	Stacker 2 is empty. 1. Load discs. <b>Note:</b> Source stacker out, but flash timing may not match stacker empty.
ON	—	ON	—	1 = ON	Stacker 1 overloaded. 1. Remove discs to below red line.
ON	—	ON	—	2 = ON	Stacker 2 overloaded. 1. Remove discs to below red line.
ON	—	ON	—	3 = ON	Stacker 3 overloaded. 1. Remove all discs in Stacker 3.
ON	—	—	—	2 = ON	Stacker 2 is full. 1. Remove published discs from Stacker 2.
ON	—	—	—	3 = ON	Stacker 3 is full. 1. Remove published discs from Stacker 3.
ON	—	—	—	4 = Flash	Stacker 4 is full. 1. Remove published discs from Stacker 4.
—	—	—	—	4 = Flash	Stacker 4 is open. 1. Close Stacker 4.
ON	—	—	Flash	—	Ink low. 1. Replace ink cartridge. (See screen in Epson Total Disc Monitor on previous page to check ink status.)
ON	—	—	ON	—	Ink out. 1. Replace ink cartridge, or reinstall it correctly. 2. If cartridge is still not recognized, wipe green circuit board with soft dry cloth and reinstall. 3. Unit stops printing before cartridge is dry to keep head nozzles from drying out. 4. Use only genuine Epson ink cartridges.
ON	—	—	ON	—	Cartridge not fully inserted. 1. All ink lights are on. 2. Check that cartridges are fully inserted.
On	ON	ON	ON	All ON	Ink pad full. 1. Have authorized Epson service center replace. Unit cannot function if pad is full. 2. Nearly full message displayed by software, not lights. Have authorized Epson service center replace immediately.

## Related Documentation

Epson Discproducer PP-100 Setup Guide

Epson Discproducer PP-100 User's Manual

Epson Discproducer PP-100 Service Manual

Epson Discproducer PP-100 Specification

Epson Discproducer PP-100 Parts Price List