



Epson C3500

Shipment Content:

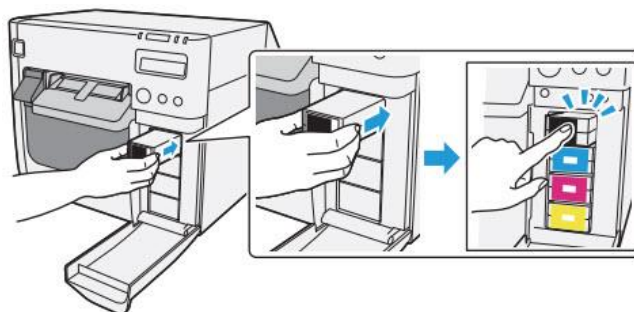
- 1 x Printer
- 1 x Ethernet Cable
- 1 x USB cable
- 1 x Power Adapter (2 parts)
- 1 x Maintenance Box
- 1 x Cleaning Kit



Quick Setup:

1. **Connect the Power Adapter to the Power Cable and the other end to the printer.**
2. **Option A: (Network) Plug in an Ethernet Cable** from the router's LAN port  into the ethernet port behind the printer. *Careful not to insert the cable into the USB port.*
3. **Option B: (Direct) Plug the USB-B cable**  into back of printer and the USB-A end into the computer USB port. *Driver compatible only with Windows computers.*
4. **Push the Power Button** by the top left corner. The printer will take 20sec to 5min to boot up and the LCD screen will display "Ready".
5. **Installing Ink cartridges**, the printer comes with Ink installed. Follow these steps to replace **empty** Ink cartridges. *Only while printer is not being used and in "ready" state.*
 - a. Open the **front right** panel of the printer. *Do not send any commands or turn off the printer.*
 - b. Push-release the empty cartridge softly to release it from the printer then pull it out.
 - c. Shake the **new** Ink cartridge a few times before removing it from its packaging. *Do not touch the IC chip in the cartridge.*

- d. Insert the cartridge into the designated slot. (KCMY) Push to secure. Close the ink door. *The printer will proceed to run the ink.*



Setup Video Guide:

Scan this QR code with your phone camera for video.



Contact our Support Team:

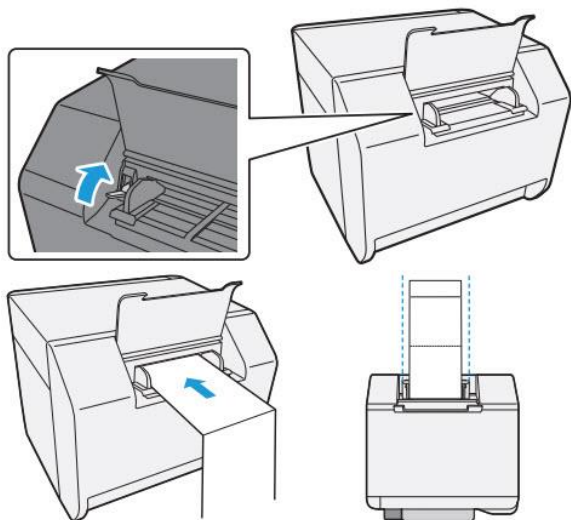
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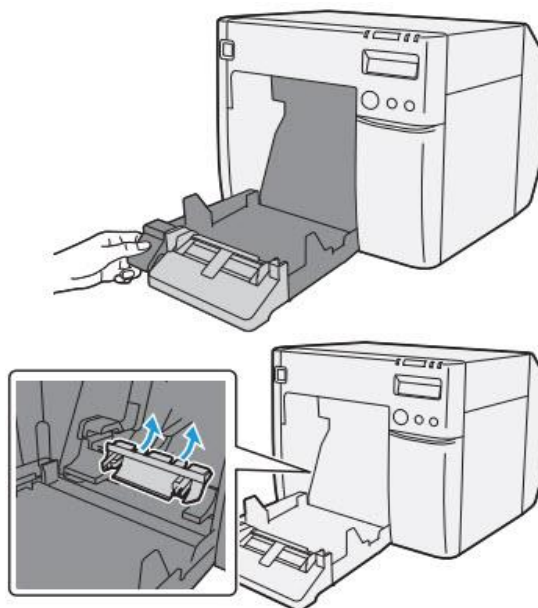
6. Installing Media

You must set the PC printer driver settings to your badge specifications before the next steps.

- a. **For Fanfold Badge Stock**, lift the back lid of the printer (and if needed lift the blue lever to adjust for the media with.) *See next page.*
- b. Making sure the orientation is correct. *e.g., Black timing mark facing down, leading first with arrows facing towards the printer.* **Carefully feed** the badge stock into the back of the printer until it comes to a stop and then printer pulls it through. *Do Not push the badge stock too hard.*



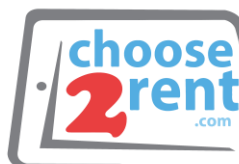
- a. **For Roll Badge Stock**, open the front door by pulling the dark grey latch. Now remove the "Paper Feed Guide" as shown below. **(clear grey plastic piece)**



- b. **Lift the blue latch on the inside** of the printer (left side) and adjust the width of the Roll Guide.
- c. **Insert the Roll to have it feed paper over its top, not the bottom.** Pull some badge stock out and **push the blue latch down to lock it in place.**
- d. **Close the front panel leaving a bit of paper sticking out to begin auto calibration.**

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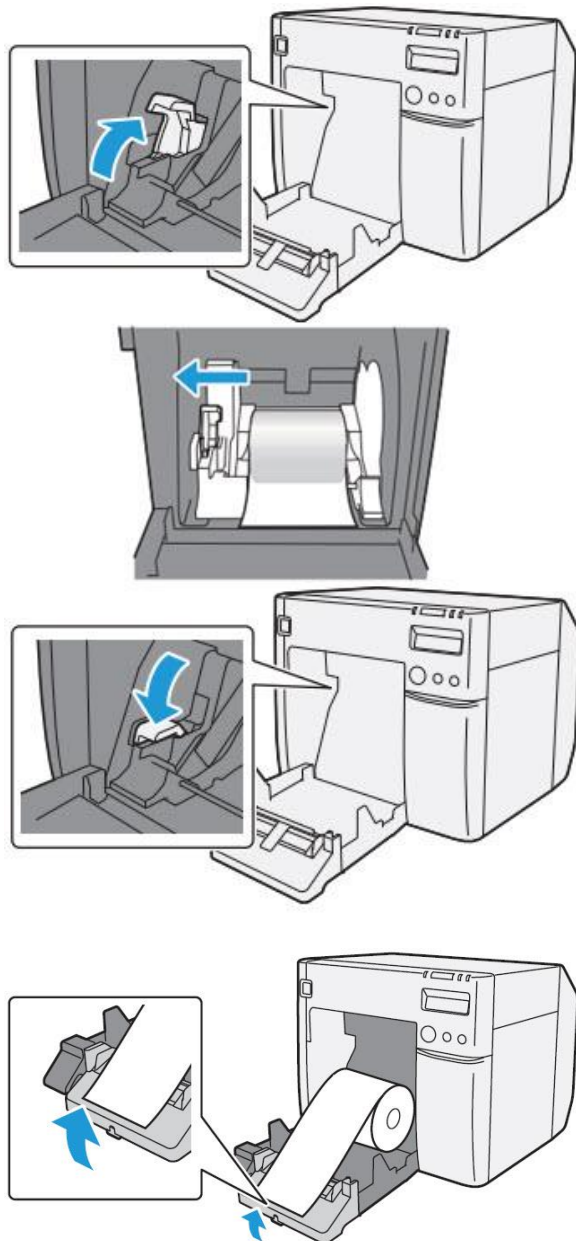


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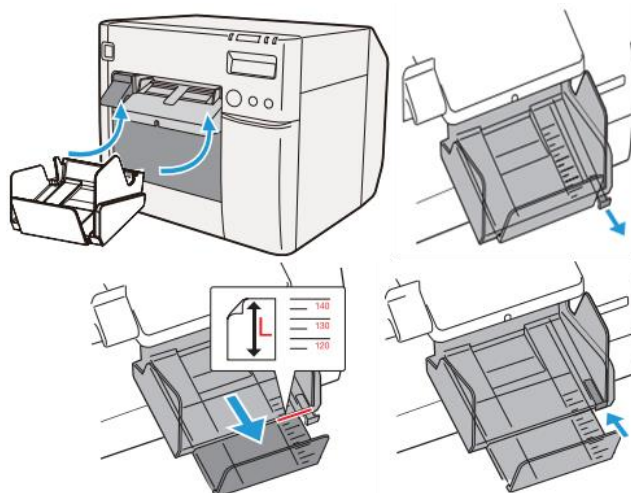
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7. **Install the Dispense Tray** beneath the media dispenser and snap the left & right notches into the setting.



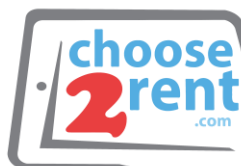
8. **Adjust the Dispense Tray length** by pulling out the dark grey lever on the right of the Dispense Tray. Once in the desired length push the lever back in.



Please DO NOT Return the printer without INK cartridges installed to avoid physical damages to the unit. INK Cartridges should be always inside the printer.

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Troubleshooting:

What if...

...**the Status light blinks Orange**, and the display shows a **Paper Out** Message.

The Printer has run out of badge stock, please follow the steps above to reload more badge stock.

... **the Status light blinks Orange**, and the display shows a **Media Box Full** message?

The Media Box needs to be replaced. This can be easily done by opening the thin, tall door on the left side of the printer. Pull out the full Media Box and insert the new one in the same manner.

...**the Status light is Yellow** but the **INK light is Orange**?

One or more of the INK cartridges is low on INK, it is usually marked with an **!** in the printer's display. You can still get a few more prints before replacing it as shown in the first page of the guide.

...**the Status light is blinking Orange** and the **INK light is also Orange**?

One or more of the INK cartridges is completely empty and needs to be replaced as shown in the first page of the guide.

...I need an **IP address to connect** to my printer?

With the printer already fully set-up, connected to the network via Ethernet and with badge stock installed correctly. Find a very small button in the back of the printer between the USB & Ethernet Ports. Push and hold the button for 3 seconds to print a status page with the IP address.

...the badges are painting **misaligned**?

Make sure to adjust the back paper guides by lifting the blue level and closing the guides to the paper with. Align the paper evenly with the printer. Next, push feed once to get one badge out and adjust the front guides by pushing down the middle latch on the feed lip.

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