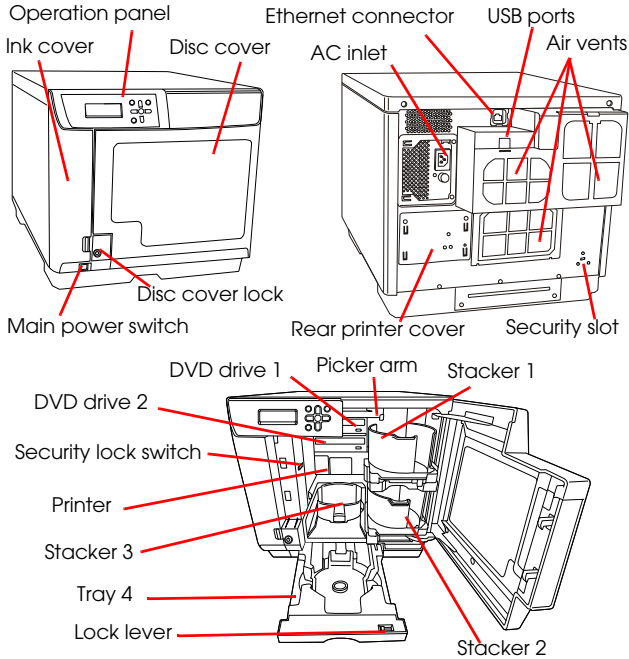# EPSON

PRODUCT INFORMATION GUIDE

UPDATE FOR SD PRODUCTS

1/10

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.

Epson Discproducer PP-100N/PP-100N Security Version

Operation panel
Ethernet connector
USB ports
Ink cover
Disc cover
AC inlet
Air vents

Disc cover lock
Main power switch
Rear printer cover
Security slot

DVD drive 1
Picker arm
Stacker 1
DVD drive 2
Security lock switch
Printer
Stacker 3
Tray 4
Lock lever
Stacker 2

Note: The Security Model has a keypad attached to the USB port on the back of the unit.

Operating Environment

Discproducer supports the following operating systems:

- ❏ Microsoft Windows 2000 SP4 or higher
- ❏ Microsoft Windows XP (32bit, SP2 or higher)
- ❏ Microsoft Windows Vista™ (32bit, SP1 or later)
- ❏ Microsoft Windows 7 (32bit)

Computer requirements	Pentium 4 or compatible 1.4 GHz or higher (≥ 2.4 GHz recommended)
Ethernet interface	1000Base-T or 100Base-TX
RAM	2000/XP ≥ 512MB (≥ 1GB recommended)
	Vista/Windows 7 ≥ 1GB
HDD space	2000/XP ≥ 10GB
	Vista ≥ 25GB
	Windows 7 ≥ 26GB
HDD rotational speed	≥ 7200 rpm
Display	≥ XGA resolution, 65536 colors
Software preinstalled	Windows Media Player ≥ 6.4 Windows Internet Explorer 6 or 7
Sound (for music media)	sound device and supported driver must be installed

✎ **Note:** Product may not function properly with third-party writing software or anti-virus software installed.

Source drive should use MMC4-compliant or higher commands and operations and be capable of reading sub-channels.

Accessories

Ink cartridges

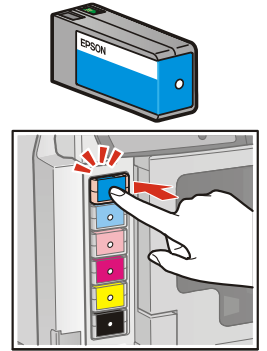| Part number / Description	
C13S020447 = Cyan C13S020448 = Light Cyan C13S020449 = Light Magenta C13S020450 = Magenta C13S020451 = Yellow C13S020452 = Black	
Dye-based ink	
Reliability ≥ 1000 prints at 16.7% coverage per color	
Life = 2 years after production (date printed on label) or 6 months after 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}	

Purchase from your Discproducer dealer or visit: http://www.discproducer.epson.com (U.S. and Canada).

CD/DVD Specifications

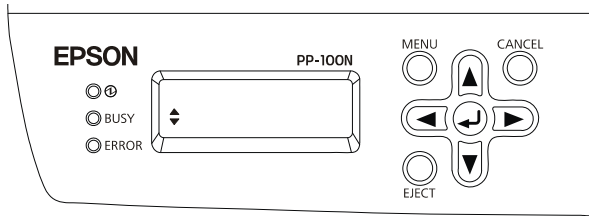| CD/DVD	Description
Type	CD-R, DVD-R, DVD+R, DVD-R DL, DVD+R DL
Outer diameter	4.72" ± 0.012" {120 mm ± 0.3 mm}
Inner diameter	0.59" + 0.004/-0" {15 mm + 0.1/- 0 mm}
Thickness	0.047" + 0.012"/-0.004" {1.2 mm + 0.3/- 0.1 mm}
Label side	Must be ink jet printable (thermal not supported). Specified disc 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 specified type not supported. After printing, let disc dry naturally. Touching or splashing with water immediately after printing may cause blurring or stickiness.
Printable area	Standard {1.77"} 45 mm {4.57"} 116 mm Wide {1"} 25.5 mm {4.57"} 116 mm

Connections

Connection	Description	
Ethernet	1000Base-T or 100Base-TX	
Power	Input voltage	100 - 240 V (rated)
	Frequency	50 - 60 Hz (rated)
	Current	1.5 A (rated)
	Power consumption (ave.)	86 W (operating), 55 W (idle)

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

Control Panel

Light	Color	Description
Power ⏻	Green	**On** when product is on. **Flashes** during initialization, shut down, ink cartridge replacement, ink charging, or print head cleaning.
Busy	Green	**Flashes** when jobs are processed. Flashes quickly during disc ejection. Do not pull out tray 4 during this time.
Error	Orange	**On** for error, such as disc cover or ink cartridge cover open, arm failure to pick up disc, arm loading multiple discs, disc error, or writing error. **Flashes** when disc errors occur.

LCD	Function
	Shows menus and messages.

Button	Function
EJECT	Do not use this button in Standard, External Output, or Batch mode.
↵	Confirms setting and runs processing.
▼ / ▲	Moves to different menus.
CANCEL	Cancels the selection.
◄ / ►	Moves to a different digit when you change the IP address.
MENU	Displays the top menu

Print/Write Speed

CD (max.)   30 CD-R discs/hour writing/printing (Epson-specified CD-Rs at 40x drive speed for 600MB of data with speed/bidirectional printing)

DVD (max.)   15 DVD-R discs/hour writing/printing (Epson-specified DVD-Rs at 12x drive speed for 3.8GB of data with speed/bidirectional printing)

Print only   60 discs/hour maximum speed
40 discs/hour in quality mode

✎ **Note:** Excluding time to transfer job via network.
Write speed may become slower, depending on operating environment and and disc used.

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)

PP-100N   5 years at normal temperature
    HDD = 5 years or 50,000 × on/off
    Electrolytic capacitor ≥ 5 years
    Lithium battery = 5 years (approx)

Drive life   30,000 cycles — opening/closing operations
1000 hours — CD write time
1000 hours — DVD write time

8,000 - 30,000 discs — burner life*

* Approximate combined life of both burners.
8,000 = DVDs only.   30,000 = CDs only.

Ink pad   30,000 discs (at 2000 discs per month)
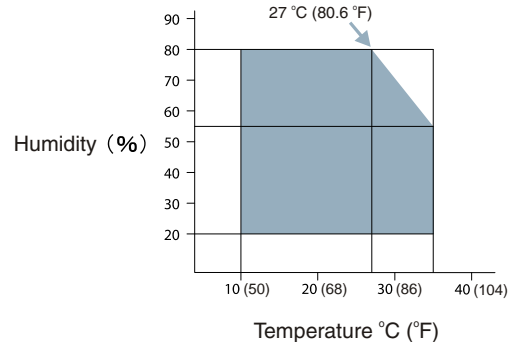
Environmental Conditions

Temperature   Operating   50 to 95° F {10 to 35° C}
    Storage   –4 to 104° F {–20 to 40° C}
    Transport   –4 to 140° F {–20 to 60° C}
        ≦1 month at 104° F {40° C}
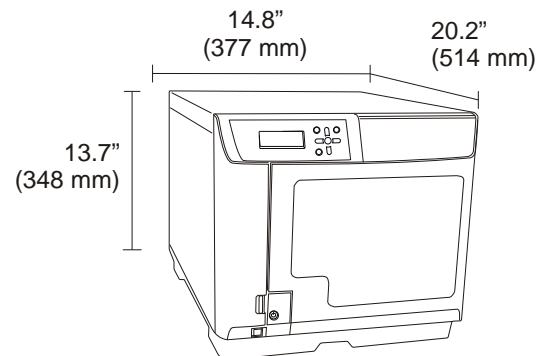   ≦120 hours at 140° F {60° C}

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

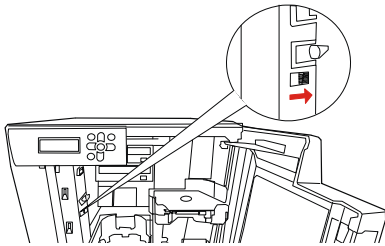Based on the following conditions

Size and Weight

(W × D × H)   14.8 × 20.2 × 13.7"
    {377 × 514 × 348 mm})
Weight   55.1 lb {25 kg}
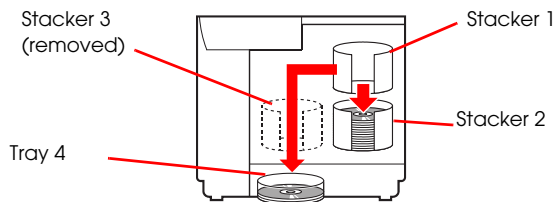
Locking the Disc Cover

You can set the disc cover so that it opens only with one of the keys provided with the unit. The shipment position is unlocked. To lock the disc cover, see the illustration below.
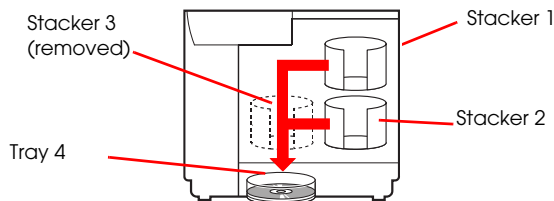

Loading Discs

There are 3 modes — standard, external output, and batch — and stackers for each mode are loaded a different way.

Standard mode

Standard mode uses stacker 1 as input source, and you can select either stacker 2 or 4 for output. Tray 4 only holds 5 discs, but you can keep unloading it while a job runs until all discs are published. Up to 1000 discs can be processed by adding blank discs and removing published ones.

External output mode

External output mode uses stacker 1 and 2 as input sources. Tray 4 is for output. A job is interrupted when tray 4 fills to let you empty it. Up to 1000 discs can be processed by empting tray 4 and reloading the stackers. If automatic stacker is selected, maximum discs per job is 50.

Batch mode
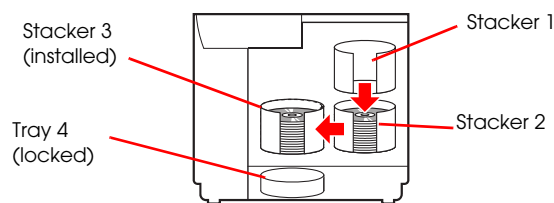
In batch mode, stacker 1 and 2 are used for blank discs. Stacker 2 and 3 are both for output discs. For instance, if 100 discs are to be published, first the 50 blank discs in stacker 2 are published and output to stacker 3. Then the 50 discs in stacker 1 are published and output to stacker 2. Stacker 3 is installed, and tray 4 is not used at all and is locked.
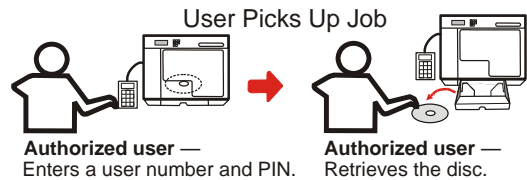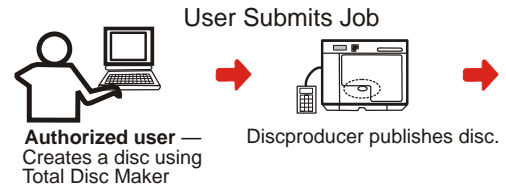
✎ **Note:** When you install stacker 3, you must lock tray 4. See the illustration below.
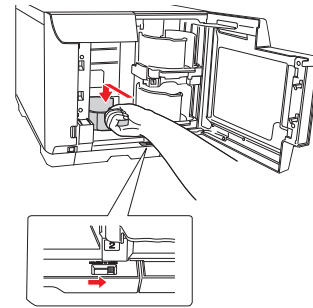
Security Model Modes

There are 2 modes for the Discproducer Security model — pin-controlled and security. The basic operations are shown below. For further information, see the PP-100N Security Administrator's Guide.

PIN-Controlled Mode

User Submits Job

Authorized user — Creates a disc using Total Disc Maker

Discproducer publishes disc.

User Picks Up Job

Authorized user — Enters a user number and PIN.

Authorized user — Retrieves the disc.

Security Mode

User Submits Job   Job Released for Publishing

Authorized user — Creates disc using Total Disc Maker. Sends request to approve publishing disc.

Approver — Approves disc publishing. Notification of approval status is sent automatically.

Discproducer publishes disc.

User Picks Up Job

Authorized user — Enters a user number and PIN.

Authorized user — Retrieves the disc.

Loading Ink

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

1. **Power** light must be on, but not flashing.

2. Open ink cartridge cover as shown below.
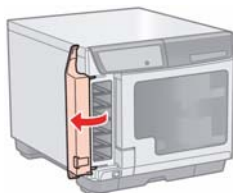
3. If cartridge is out of ink (indicated by LCD), push it in until it pops out. If no cartridges are installed, insert them in the order shown by cartridge holder colors.

4. Close the ink cartridge door.

Running the Nozzle Check

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

Using the utility

1. With unit on, place unprinted disc in stacker 1. Make sure LCD and lights do not indicate errors and covers are closed.

2. Access printer driver from **Start** menu, from Epson Total Disc Maker, or Epson Total Disc Setup.

3. Click **Utility** tab and then **Nozzle Check** button. Follow instructions on the screen.
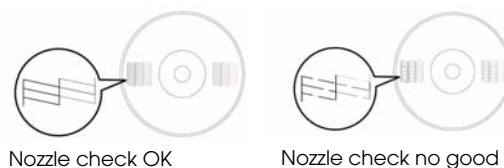
Using the control panel

1. Make sure PC and printer are on, LCD and lights do not indicate errors, and covers are closed.

2. Press **Menu** button. The top menu appears on LCD.

3. Use ▼ / ▲ to display **Maintenance** and then press ⏎.

4. Use ▼ / ▲ to display **Nozzle Check** and then press ⏎.

5. The ⏻ **POWER** LED flashes during checking. When check finishes, the light stays on steadily.

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

See the example printouts below.

Nozzle check OK   Nozzle check no good

Cleaning the Print Head

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

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

Using the utility

1. Make sure unit is on, LCD and lights do not indicate errors, and covers are closed.

2. Access printer driver from **Start** menu, from Epson Total Disc Maker, or Epson Total Disc Setup. Then, click **Utility** tab and **Head Cleaning**. Follow instructions on the screen.

3. The ⏻ **POWER** LED flashes during cleaning. When cleaning finishes, the light stays on steadily.

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

Using the control panel

1. Make sure PC and printer are on, LCD and lights do not indicate errors, and covers are closed.

2. Press the **Menu** button. The top menu appears on the LCD.

3. Use ▼ / ▲ to display **Maintenance** and then press ⏎.

4. Use ▼ / ▲ to display **Head Cleaning** and then press ⏎.

5. The ⏻ **POWER** LED flashes during cleaning. When cleaning finishes, the light stays on steadily.

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

Aligning the Print Head

If you notice misalignment of vertical lines or horizontal banding, you may 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. With unit on, place unprinted disc in stacker 1. Make sure LCD and lights do not indicate errors and covers are closed.

2. Access printer driver from **Start** menu, from Epson Total Disc Maker, or Epson Total Disc Setup. Then, click **Utility** tab and **Print Head Alignment**. Follow instructions on screen.

3. The utility adds the value you enter in confirmation screen to initial value for the adjustment. To clear adjustment value, select **Reset** and click **Exit**.

4. After alignment, if label print surface is not aligned with center of disc, print will appear off center. See "Correcting the Print Position" below.

Correcting the Print Position

For 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. With unit on, place unprinted disc in stacker 1. Make sure LCD and lights do not indicate errors and covers are closed.

2. Access printer driver from **Start** menu, from Epson Total Disc Maker, or Epson Total Disc Setup. Then, click the **Utility** tab and **Correcting the Print Position**.

3. Follow instructions on the screen.

Cleaning the Discproducer Exterior

1. Make sure unit is off and all lights are off. Unplug unit.

2. Use soft clean cloth to remove any dust or dirt.

3. If dirt does not come off, dampen cloth with mild detergent, and wipe 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 unit is off and all lights are off. Unplug 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 inside unit with lubricants.
If dirty, wipe stackers clean with a soft cloth moistened with a nutral detergent.

Cleaning the Filter

Clean filter in back of unit every 6 months.

1. Make sure unit is off and all lights are off; then unplug it.

2. Open filter cover. Remove the filter from filter cover.

3. Vacuum to remove dust and dirt from filter.

4. Place it back into position.

Remove cover. Vacuum dust. Replace cover.
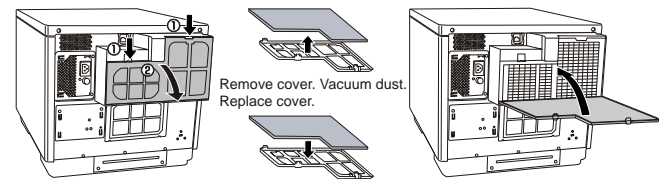
Transporting the Discproducer

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

⚠ **WARNING**: Unit is heavy. Use 2 people to lift it.

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

1. Make sure unit and all lights are off. Then unplug unit.

2. Disconnect interface cable.

3. Open disc cover and remove all discs from stackers.

4. Open ink cartridge cover. Secure ink cartridges with tape; then close ink cartridge cover.

5. Close tray 4 and the disc cover. 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 product by the correct positions shown below.
Before using product again, be sure to remove all packing materials.
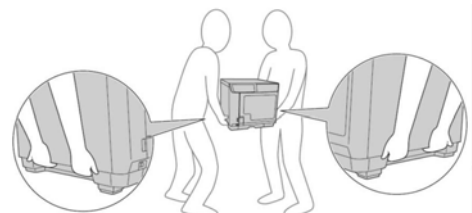
Discproducer LCD Messages

LCD screen indicates conditions and errors listed below. If a problem persists, contact customer support or check http://epsonexpert.com for information.

Error Message	Corrective actions	Sound
Arm move error	Arm cannot move. 1. Turn off power. 2. Open disc cover. Remove dust or obstruction. 3. Turn power back on. If error persists, contact customer support.	—
Cannot unlock disc cover	Press ⏎ or **Cancel** button. Try unlocking disc cover again after LCD displays, "Disc cover can be opened."	—
CMOS checksum error	Turn unit off and on. Product's internal clock may not be working correctly. Check with administrator. If message persists, contact customer support.	—
Disc cover open	Close cover. During unit operation: • Never open cover. • Never insert your hands. • Never move stacker if arm is operating.	🔊
Disc drop error	Arm dropped disc while transferring it. Remove dropped disc. Turn power off and on.	—
Disc feed error DRV1/2	Disc not transferred to drive correctly. 1. Remove discs from drive tray. 2. Separate each disc and reload in input stacker. 3. Close disc cover.	
Disc feed error PRN	Disc not transferred to printer correctly. 1. Remove discs from printer tray. 2. Separate each disc and reload in input stacker. 3. Close disc cover.	
Disc is not writable	Job is paused. 1. Open disc cover. 2. Remove unwritable disc from input stacker 1 or 2. 3. Load disc that can be written. 4. Close disc cover. Processing restarts automatically.	
Disc is wrong type	Job is paused. 1. Open disc cover, and remove disc from input stacker 1 or 2. 2. Load correct disc type. 3. Close disc cover. Processing restarts automatically.	
Disc pickup error (DRV1/2)	Arm cannot pick up disc in drive tray. Turn power off and on again. If message persists, contact customer support.	
Disc pickup error (PRN)	Arm cannot pick up disc in printer tray. Turn power off and on again. If message persists, contact customer support.	
Disc pickup error (ST1/2)	Arm cannot pick up disc in stacker. If stacker is an input stacker, remove discs, separate, and reload. If message persists, contact customer support.	
Disc release error	Arm cannot release disc. **Do not remove disc by hand.** Turn unit off and back on. Initialization releases arm. If error persists, contact customer support.	
Discs ejected from ST2?	1. Remove published discs from stacker 2. 2. Refill discs if necessary. Press ⏎ button. **Note:** In batch mode, if stacker 2 is removed during publishing, it is always recognized as input stacker if loaded again.	
Drive tray open/close error	If drive tray does not come out: 1. Turn power off and back on. 2. If tray still does not come out, see administrator. (Check *PP-100N Administrator's Guide.*) 3 If message persists, contact customer support. If drive tray does not close: 1. Remove remaining discs. 2. Turn power off and back on. 3 If message persists, contact customer support.	
Fan control error	Turn unit off and on. If message persists, contact customer support.	
Ink cartridge cover open error	Close ink cartridge cover.	🔊

Error Message	Corrective actions	Sound
Ink problem (C/LC/LM/M/Y/K)	Invalid cartridge installed. 1. Replace indicated cartridge.	
Internal autoloader error	1. Turn power off. 2. Open disc cover and check for dust or foreign objects inside. 3. Turn power back on. If message persists, contact customer support.	
Internal drive error	Turn unit off and on. If message persists, contact customer support.	
Internal printer error	Turn unit off and on. If message persists, contact customer support.	
Invalid state error	Turn unit off and on. If message persists, contact customer support.	
No disc (ST1/2)	Load discs into input stacker (stacker 1 or 2)	
No ink cartridge (C/LC/LM/M/Y/K)	Indicated cartridge not installed or incorrectly installed. Install correctly.	
No stacker (ST1/ST2/ST3)	Load indicated stacker and close disc cover.	
Non-standard ink Continue?	To use cartridge, press ⏎ button. To change to Epson ink, press **Cancel**. Use of non-Epson ink is not recommended and can result in: • Problems not covered by warranty • Quality and colors not guaranteed • Damage not covered by warranty	
Print tray open/close error	If printer tray does not come out: • See administrator. (Check *PP-100N Administrator's Guide.*) If printer tray does not close: • Turn power off and back on. If message persists, contact customer support.	
Printer maint. error	Contact customer support.	
Replace ink (C/LC/LM/M/Y/K)	Indicated ink cartridge out. Replace.	
Replace ink pad	Contact customer support.	
Stacker 3 installed	Remove stacker 3 and close disc cover.	
Stacker 3 not installed	Load stacker 3 and close disc cover.	
Stacker 4 full	Initialization cannot be performed, because tray 4 is full. Remove discs from tray 4.	
Stacker 4 open	Close tray 4.	
Stacker full (ST2/ST3/ST4)	Disc could not be ejected because output stacker full. Remove discs from filled stacker.	
Too many discs (ST1/ST2/ST3)	Remove discs to keep height of discs below red line. Close disc cover.	
Transferred disc detection error	Disc could not be detected after transfer to drive or printer. Turn power off and then on. If message persists, contact customer support.	
Wait a moment and try again	Press ⏎ or **Cancel** button. Do not unlock disc cover repeatedly in a short time period. Wait a moment before unlocking.	
Write error	Job paused. Make sure disc is not dirty or scratched. Try another disc.	

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.
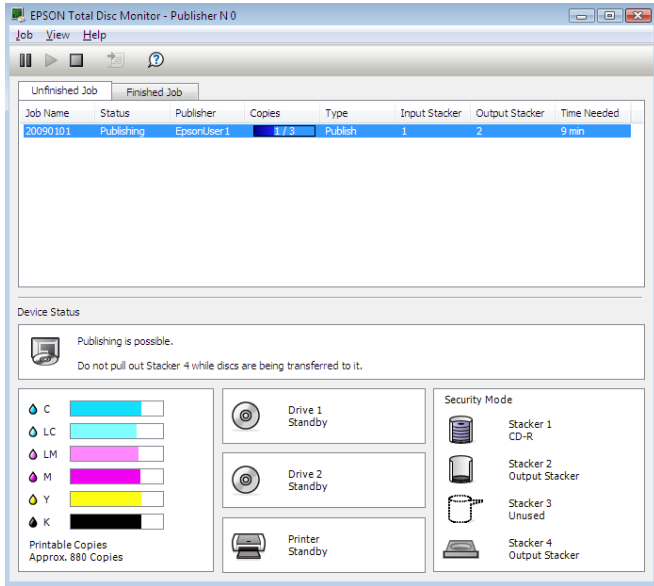
Related Documentation

Epson Discproducer PP-100N/PP-100N Security
Setup Guide

Epson Discproducer PP-100N/PP-100N Security
User's Manual

Epson Discproducer PP-100N/PP-100N Security
Service Manual

Epson Discproducer PP-100N/PP-100N Security
Specification

Epson Discproducer PP-100N/PP-100N Security
Parts Price List