Epson Technical Support for your Epson B-500DN

You should first visit the Epson's support website below for the Epson B-500DN for solutions to common problems. You can download drivers, manuals, documentation, get FAQs and troubleshooting advice or e-mail Epson with your questions.
(as listed on page 182 of the B-500DN manual available from this web site.)

http://www.epson.com/cgi-bin/Store/support/supDetail.jsp?BV_UseBVCookie=yes&infoType=Overview&oid=109645

If the web site troubleshooting info does not resolve your problem….
before you call Epson for support, please have the following information ready:
Product name (Epson B-500DN)
Product serial number (located on the back of the printer)
Date of purchase
Computer configuration
Description of the problem

Then call:
U.S.: (562) 276-7202, 6 AM to 6 PM, Pacific Time, Monday through Friday.

Canada: (905) 709-2567, 6 AM to 6 PM, Pacific Time, Monday through Friday.

The Epson Support Rep will ask you for all the info listed above and then several troubleshooting question to attempt to get your Epson running again.

If Epson cannot get you running and it is within the 1 year Epson warranty, during your phone call YOU MUST ASK EPSON FOR A "SERVICE CALL REFERENCE NUMBER."

If your 1 year Epson warranty has expired contact your Allen Datagraph sales rep to rush you out a new Epson B-500DN with the AXXIS Firmware, cost is $1200 + shipping.

DO NOT send Epson your printer that has experienced a problem.

DO NOT ask Epson to send you a replacement printer since only Allen Datagraph has the replacement B-500DN printers with the special AXXIS Firmware pre-installed.

You will then need to submit the Epson Service Call Reference Number to Allen Datagraph via our help URL (see below) - Along with a brief summary of request for the Epson B-500DN Warranty Replacement.

Also via the URL, add your phone number and best times to call you to arrange for us to ship you an Epson B-500DN direct from Allen Datagraph and how to ship the defective Epson Printer back to Allen Datagraph and not back to Epson.

For any and all AXXIS installation, training, help or service needs, please enter details into URL below, Include your name, company, serial number, phone number and brief description. List best times you are available with your ET, CT, MT or PT time zones. Your entry will expedite response since it broadcasts to entire team so the best and next available team member can contact you.
http://www.adsi-usa.com/techsupport/frmEmail.asp