

**EPSON®**

# **WorkForce® Enterprise**

**AM Series**

**Mid-Volume A3 and A4 Color and Monochrome Multifunction Printers**



# WorkForce Enterprise AM Series

The WorkForce Enterprise AM Series features A3 and A4 multifunction color and monochrome printer models designed to offer reliability, fast printing, intuitive operation and impressive image quality—all in a compact, space-saving design. Boasting the lowest power consumption in each of their classes<sup>1-6</sup>, the WorkForce Enterprise AM Series models are engineered for efficiency, helping you maximize your productivity, so you can take on virtually any task with confidence.

Printers shown with optional accessories.



AM-C5000

## A3 Color MFP Models

*Supports printing up to Letter/Legal/11" x 17"/12" x 18" (Bypass tray)*

### WorkForce Enterprise AM-C4000



Recommended  
Monthly Print Volume  
6,000 – 60,000 pages

### WorkForce Enterprise AM-C5000



Recommended  
Monthly Print Volume  
8,000 – 60,000 pages

### WorkForce Enterprise AM-C6000



Recommended  
Monthly Print Volume  
10,000 – 60,000 pages

## A3 Mono MFP Model

*Supports printing up to Letter/Legal/11" x 17"/12" x 18" (Bypass tray)*

### WorkForce Enterprise AM-M5500



Recommended  
Monthly Print Volume  
8,000 – 60,000 pages



AM-C550

AM-C550z

## A4 Color MFP Models

*Supports printing up to Letter/Legal*

### WorkForce Enterprise AM-C400



Recommended  
Monthly Print Volume  
3,500 – 30,000 pages

### WorkForce Enterprise AM-C550



Recommended  
Monthly Print Volume  
4,500 – 30,000 pages

### WorkForce Enterprise AM-C550z with inner finisher



Recommended  
Monthly Print Volume  
4,500 – 30,000 pages

## Additional WorkForce Enterprise Models:



### WF-C20750

- Color and monochrome printing
- 75 ISO ppm<sup>†</sup> Color/Black print speed
- Recommended monthly print volume: 15,000 – 100,000 pages

### WF-C21000

- Color and monochrome printing
- 100 ISO ppm<sup>†</sup> Color/Black print speed
- Recommended monthly print volume: 20,000 – 100,000 pages

### WF-M21000

- Monochrome printing
- 100 ISO ppm<sup>††</sup> Black print speed
- Recommended monthly print volume: 50,000 – 100,000 pages

# There's a Better Way to Print

Our PrecisionCore® Heat-Free technology is one of the most advanced technologies we have ever created. Embodying our “less is more” philosophy, its **simple, smart and clean** design allows for fewer maintenance parts and typically less energy use than comparable color laser printers.

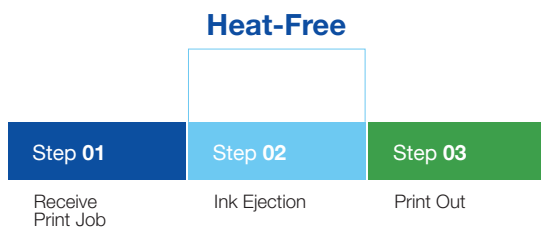
The all-in-one chip replaces bulky, complex maintenance parts—which can result in reduced waste and fewer service visits. And by eliminating the need for heat, this innovative technology minimizes the number of steps needed to print while supporting low power consumption.



Printers shown with optional accessories.



## Epson Inkjet Printers



### Benefits Include:



Fewer Steps  
& Parts



Faster First  
Page Out



Heat-Free  
Technology

## Laser Printers



# Cutting-Edge Productivity and Performance



## Powerful Business Productivity

To help increase productivity, the WorkForce Enterprise AM Series offers fast print speeds up to 60 ISO ppm<sup>†</sup>, a wide range of supported media types, up to six paper sources and a total capacity of up to 5,150 sheets<sup>7</sup>, and a flexible build to meet your unique needs. Plus, increase your business efficiency with fast first-page output and zero warmup wait time.



## Engineered for Reliable Performance

With fewer moving parts than typical laser printers, the compact and simplified design of the WorkForce Enterprise AM Series may result in less standard maintenance. Designed for less downtime and high reliability, these models also have an impressive recommended monthly print volume of up to 60,000 pages.



## Space-Saving Design

WorkForce Enterprise AM Series A3 printers use the least amount of floor space in each of their classes<sup>8-11</sup>, and can be paired with the available inner finishing option to provide finishing capabilities without adding to the main unit's footprint. The A4 models can be configured as either a desktop or floor-standing unit for added flexibility.

# Built for Intuitive Operation and Peace of Mind



## Large Touchscreen Operation

Each WorkForce Enterprise AM Series model comes standard with a user-friendly 10.1" color touchscreen. With capacitive touch technology, similar to that used in many smartphones, the intuitive touchscreen supports familiar motions, such as swiping to change screens and scroll lists. Plus, the screen is tiltable to accommodate a variety of user needs and features eye-catching color icons to help identify key functions.



## Remarkable Image Quality

PrecisionCore Heat-Free technology produces up to 40 million precise dots per second with astonishing ink placement accuracy to deliver professional image quality and color consistency, even for large jobs. In addition, DURABrite® Pro fast-drying, water-resistant pigment ink produces vivid color and crisp black text for high-quality printing every time.



## Robust Security Features

The WorkForce Enterprise AM Series includes a full suite of advanced security features, helping to protect your documents, devices and data with data encryption, malware detection, and access controls like user authentication and function restrictions. These features will help prevent information leaks, protect confidential documents and secure device communications for added peace of mind.

# Designed with Environmental Benefits in Mind



## Energy Efficient

The WorkForce Enterprise AM Series models boast the lowest power consumption in each of their classes<sup>1-6</sup>. Our color models use up to 65% less power than other color laser printers<sup>3</sup> and our monochrome model uses up to 60% less power than monochrome laser printers<sup>4</sup>. This impressively low power consumption helps reduce running costs and allows adaptable placement options with no constrictive electrical requirements.



## Designed to Reduce Waste

PrecisionCore Heat-Free technology utilizes a printhead designed to last the life of the printer and requires a minimal number of parts to produce printed output. With a simplified design, fewer maintenance parts and high-yield consumables (replacement cartridge ISO yields: 50,000 pages black/30,000 pages color—A3 models)<sup>12</sup>, the WorkForce Enterprise AM Series is designed to reduce waste, electricity use and service calls.



## EPEAT® Rated and ENERGY STAR® Qualified

WorkForce Enterprise AM Series printers are designed to help reduce supply chain greenhouse gas emissions, increase circularity and product longevity, and conserve energy, helping to earn them an EPEAT Silver rating. Plus, with low Typical Electricity Consumption (TEC), the WorkForce Enterprise AM Series can help you achieve your company's environmental and cost-saving goals.

# Features – A3 Models | AM-C4000, AM-C5000, AM-C6000, AM-M5500

Wide range of optional finishing accessories for stapling, booklet-making, folding and hole-punching.

DURABrite Pro Ink is engineered for high-quality results.



Replacement cartridge • ISO yields: 50,000 pages black/30,000 pages color (AM-C4000, AM-C5000, AM-C6000)<sup>12</sup>.



Replacement cartridge ISO yields: 69,000 pages black (AM-M5500)<sup>13</sup>.

Lowest power • consumption in each of their classes<sup>1-4</sup>, which can help companies achieve their environmental and cost-saving goals.

Supports up to four cassettes, each holding up to 500 sheets. Total paper capacity can be expanded to up to 5,150 sheets with the optional high-capacity tray.

Single-pass duplexing, 150-sheet-capacity automatic document feeder simultaneously scans both sides of 2-sided documents at up to 100 ipm (duplex)<sup>14</sup>.



Intuitive, tiltable 10.1" touchscreen for easy navigation—scan to email, the cloud<sup>15</sup> and more.



Compatible with third-party software solutions for managing usage limitations, user authentication and more.



Robust security features deliver a host of data encryption tools, ideal for implementing corporate security measures.

Takes up the least amount of floor space in each of their classes<sup>8-11</sup>.



# Optional Accessories

## Paper Handling



### Optional Dual Cassette

- Adds two additional 500-sheet cassettes to the main unit



### High-Capacity Tray

- Adds capacity for up to 3,000 letter-size sheets

## Finishing Options



Shown with color model

### Inner Finisher

- Corner stapling (up to 50 sheets) and offset stacking
- 500-sheet output capacity
- Supports optional hole-punching unit



### Staple Finisher

- Corner stapling (up to 50 sheets) and offset stacking
- 4,000-sheet output capacity
- Supports optional hole-punching unit



### Booklet Finisher

- Modular addition to Staple Finisher
- Adds: Saddle stitch (up to 20 sheets), half-fold (up to 3 sheets) and tri-/C-fold (up to 3 sheets)
- 3,000-sheet output capacity

## Additional Accessories

- Cabinet\*
- Paper Cassette Lock
- Wireless LAN Interface
- Optional Gigabit Ethernet Card
- Super G3 Fax Board
- Optical Character Recognition (OCR) Unit
- Authentication Device Table
- Inner Tray
- Hard Drive (HDD) for Mirroring



Shown with Booklet Finisher and High-Capacity Tray



Monochrome model shown with Staple Finisher

Some accessories may not be supported by others. Reference the User's Guide or inquire with your Epson Sales Representative for more information on possible configurations.

\* Not supported with Staple Finisher, Saddle Unit or High-Capacity Tray.

# Features – A4 AM Series Models | AM-C400, AM-C550, AM-C550z

**DURABrite Pro Ink** is engineered for high-quality results.



Replacement cartridge  
ISO yields: 31,500 pages  
black/28,000 pages color<sup>12</sup>.

**Lowest power** consumption in each of their classes<sup>5-6</sup>, which can help companies achieve their environmental and cost-saving goals.

Supports up to four cassettes, each holding up to 500 sheets. Total paper capacity can be expanded to up to 2,100 sheets with the optional high-capacity tray.



Single-pass duplexing, 100-sheet-capacity automatic document feeder simultaneously scans both sides of 2-sided documents at up to 100 ipm (duplex)<sup>14</sup>.



Intuitive, tiltable 10.1" touchscreen for easy navigation—scan to email, the cloud<sup>15</sup> and more.

Compatible with third-party software solutions for managing usage limitations, user authentication and more.



Robust security features deliver a host of data encryption tools, ideal for implementing corporate security measures.

# Optional Accessories

## Paper Handling



### Optional Single Cassette

Adds an additional 500-sheet cassette to the main unit



### Optional Dual Cassette

Adds two additional 500-sheet cassettes to the main unit and optional single cassette

## Additional Accessories

- Large Cabinet (AM-C400 and AM-C550 only)
- Riser Cabinet (AM-C400 and AM-C550 only)
- Paper Cassette Lock
- Wireless LAN Interface
- Super G3 Fax Board
- Optical Character Recognition (OCR) Unit
- Authentication Device Table

Some accessories may not be supported by others. Reference the User's Guide or inquire with your Epson Sales Representative for more information on possible configurations.



# AM-C550z with Inner Finisher

Versatile finishing capabilities with a space-saving inner finisher; supports stacking, sorting and stapling.



## Corner Stapling up to 50 Sheets (LTR)

- Simple/offset stacking
- Up to 300 sheets



Left Corner



Top Edge (2)



Right Corner



Printer shown with optional accessories.



Printers shown with optional accessories.

## Optional Accessories – A3 and A4 Models

### OCR

- Automatically rotate scanned documents
- Make PDF files more usable and searchable

### IP-Fax

- Fax over IP for efficiency and cost savings
- Enhanced security with data encryption

### Print Set

- Enhancement to Storage function
- Preset settings for a group of documents

### Erase Red Color

- Enhancement to Copy and Scan function
- Erase red text and shapes

# WorkForce Enterprise AM-C4000, AM-C5000, AM-C6000, AM-M5500 MFP Specifications

## Print

**Printing Technology** PrecisionCore 4-color (CMYK) drop-on-demand linehead inkjet technology  
**Maximum Print Resolution** 600 x 2400 dpi  
**Print Speed†**  
**AM-C6000:**  
60 ISO ppm (black/color) simplex,  
60 ipm (black/color) duplex  
**AM-C5000:**  
50 ISO ppm (black/color) simplex,  
50 ipm (black/color) duplex  
**AM-C4000:**  
40 ISO ppm (black/color) simplex,  
40 ipm (black/color) duplex  
**AM-M5500†:**  
55 ISO ppm (black) simplex,  
55 ipm (black) duplex  
**Print Features** Simplex, Duplex, Collating, Secure Printing, Watermark, Poster Printing

## Mobile Printing and Scanning<sup>16</sup>

**Epson Connect™ Solutions<sup>16</sup>** Epson Email Print, Epson Remote Print, Epson Smart Panel® app<sup>17</sup>  
**Other** AirPrint®, Mopria® Print Service, Mopria Scan, Scan to Cloud<sup>15</sup>

## Copy

**AM-C6000 speed†††**  
60 ISO cpm (black/color)  
**AM-C5000 speed†††**  
50 ISO cpm (black/color)  
**AM-C4000 speed†††**  
40 ISO cpm (black/color)  
**AM-M5500 speed†††**  
55 ISO cpm (black)  
**Copy Quantity** 1 – 9,999  
**Maximum Copy Size** 11.7" x 17"  
**Input Copy Resolution (dpi)** Maximum 600 x 600  
**Copy Features** Automatic 1-Sided to 2-Sided; Fit to Page; Automatic Reduction and Enlargement (25% – 400%); Free-Form Magnification; ID Copy; Adjustable Copy Density; Collate 100 Sheets; Page Numbering; Message Stamp; Date Stamp; 1-Sided to 2-Sided; 2-Sided to 1-Sided; 2-Sided to 2-Sided; Adjustments: Density, Contrast, Color, Sharpness, Text Enhancement, Mixed Size Originals

## Scan

**Scanner Type** Color flatbed/Auto 2-sided ADF  
**Scanner Sensor** Color CIS  
**Optical Resolution** 600 dpi  
**Hardware Resolution** Maximum 600 x 1200 dpi  
**Maximum Resolution** 9600 dpi interpolated  
**Scanner Speed<sup>14</sup>** ADF Simplex 60 ipm/Duplex 120 ipm  
**Maximum Scan** Bed Size 11.7" x 17"  
**Scan Features** Scan to PC (USB and network), Scan to Cloud<sup>15</sup>, Scan to Email (SSL), Scan to Network Folder, LDAP Support, Scan to Memory Card/Flash Drive, TWAIN Output Format (PDF, JPEG, TIFF, Multi-TIFF, BMP [Win], PNG), Skip Blank Pages, Remove Shadows/Punch Holes, Density Adjustment, Optical Character Recognition (optional)

## Fax (Optional)

**Type** Walk-up black-and-white and color  
**Transmission Types** Super G3 Fax (up to 3 lines), IP (T.38) Fax  
**Receive Memory** 6MB  
**Speed Dial Numbers** Up to 2,000  
**Fax Features** Send, Receive, Fax to Email, Fax to Folder, Inbox, Password-Delayed Send, Sharpness, Copy Ratio, PC Fax, Group Dial (up to 200 groups)

## Optional Finishing

**Inner Tray** Additional 100-sheet output tray exclusively for faxes  
**Inner Finisher** Finishing capabilities: Simple Stacking, Shifting, Stapling (1 or 2 points), 2/3/4 Hole-Punching (requires additional option)  
**Staple Finisher** Finishing capabilities: Simple Stacking, Shifting, Stapling (1 or 2 points), 2/3/4 Hole-Punching (requires Optional Dual Cassette)  
**Booklet Finisher (Requires Staple Finisher and Saddle Unit)** Finishing capabilities: Simple Stacking, Shifting, Stapling (1 or 2 points), 2/3/4 Hole-Punching (requires additional option), Folding (half-fold, trifold), Saddle Stitching

## Auto Document Feeder

**Support Paper Thickness** 52 g/m<sup>2</sup> – 128 g/m<sup>2</sup>, 14 lb – 34 lb  
**Paper Capacity/Number of Originals** 150 sheets, 80 g/m<sup>2</sup>, 21 lb  
**Automatic 2-Sided Scan/Copy/Fax** Yes  
**Box Function**  
**Number of Shared Boxes** 1 – 199  
**Max. Number of Personal Boxes** Unlimited  
**Max. Storable Number of Documents** 3,000  
**Max. Storable Number of Pages** 9,000

## Connectivity

**Standard Connectivity**  
SuperSpeed USB 3.0, Ethernet — 1000Base-T/100Base-TX/10Base-T, Wireless LAN (optional), Wi-Fi Direct®<sup>18</sup>  
**Operating Systems** Windows® 11 (64-bit), Windows 10 (32-bit, 64-bit), Windows 8, 8.1 (32-bit, 64-bit), Windows 7 (32-bit, 64-bit), Windows Server® 2008<sup>19</sup> – Windows Server 2025<sup>19</sup>, Mac® OS X® 10.9.5 or later<sup>20</sup>, Print/Scan Chromebook® OS ver. 89 or later  
**Extended Connectivity**  
Up to 2 Ethernet ports supported (1 standard included)  
Up to 3 Super G3 Fax cards supported

## Paper Handling

**Maximum Paper Size**  
Standard cassettes: Up to 11" x 17"  
Multipurpose tray: 11.7" x 47.2"  
**Paper Types** Plain, Thin, Thick, Recycled, Preprinted, Letterhead, Color, Envelope (Monarch, #10, DL, C6, C4)  
**Number of Paper Trays** 2 standard cassette trays and 1 multipurpose tray; optional high-capacity input tray  
**Input Paper Capacity** 2,150 sheets (500 x 2 standard trays, 500 x 2 optional dual cassette trays, 150 x 1 multipurpose tray); optional high-capacity input tray: 3,000 sheets  
**Supported Paper Weights**  
Cassette trays/Multipurpose tray: Up to 300 g/m<sup>2</sup>  
Automatic duplexing: Up to 250 g/m<sup>2</sup>

## General

**Display** 10.1" color touchscreen  
**Memory<sup>21</sup>** 8,192MB  
**Temperature**  
Operating: 50 °F to 95 °F (10 °C to 35 °C)  
Storage: -4 °F to 104 °F (-20 °C to 40 °C)  
**Relative Humidity**  
Operating: 15% – 85%  
Storage: 5% – 85% (no condensation)  
**Noise Level** Less than 55 dB  
**Rated Voltage** AC 100 V – 240 V  
**Rated Frequency** 50 Hz – 60 Hz  
**Rated Current** 9.0 A – 4.5 A  
**Power Consumption (Approximate)**  
Maximum: 190 W  
Standalone Copy Printing: 110 W (AM-C4000), 115 W (AM-C5000/AM-M5500/AM-C6000)  
Ready Mode: 46 W  
Sleep Mode: 0.9 W  
**TEC Rating** 0.22 kWh/week (AM-C4000), 0.23 kWh/week (AM-C5000/AM-M5500), 0.25 kWh/week (AM-C6000)

**Weight and Dimensions (W x D x H)**  
Main Unit with Optional Dual Cassette: 21.9" x 24.4" x 47.8"  
Weight (w/o supplies): 274.1 lb  
Weight (w/ supplies): 280.0 lb  
Main Unit with Optional Dual Cassette and Inner Finisher: 21.9" x 24.4" x 47.8", Weight: 316.5 lb  
Main Unit with Optional Dual Cassette and Staple Finisher: 49" x 24.4" x 47.8", Weight: 386.2 lb  
Main Unit with Optional Dual Cassette and Booklet Finisher: 49.8" x 24.4" x 47.8", Weight: 434.8 lb  
Optional High-Capacity Tray: 13.8" x 23.0" x 18.3", Weight: 55.2 lb  
**Software Available<sup>22</sup>** Epson printer driver, PCL 5 driver emulation<sup>23</sup>, PCL 6 driver emulation<sup>23</sup>, PostScript® 3, Document Capture Pro

## General (Continued)

**Epson Solutions Suite** Epson Device Admin, Epson Print Admin, Epson Print Admin Serverless, Epson Remote Services, Document Capture Pro  
**Warranty** 90-day limited warranty; additional service options available through your reseller  
**Country of Origin** Indonesia

## Ink

**Ink Type** DURABrite Pro pigment ink  
**Fade Resistance/Print Longevity<sup>24</sup>** Up to 400 years in dark storage  
**Replacement Ink Cartridges**  
**AM-C6000, AM-C5000<sup>12</sup>**  
T08C High-Capacity Ink Cartridges — Black, Cyan, Magenta, Yellow (Yield, ISO pages — Black: 50,000, Color: 30,000)  
**AM-C4000<sup>12</sup>**  
T08D High-Capacity Ink Cartridges — Black, Cyan, Magenta, Yellow (Yield, ISO pages — Black: 50,000, Color: 30,000)  
**AM-M5500<sup>13</sup>**  
T15K100 Estimated ISO Black Yield 69,000 pages  
Epson strongly recommends the use of genuine ink to ensure optimal print quality and performance.

## Eco Features

Lowest power consumption in their class<sup>1-4</sup>  
ENERGY STAR qualified  
Rated EPEAT Silver  
RoHS compliant  
End-of-life options available<sup>25</sup>  
Epson America, Inc. is a SmartWay® Transport Partner<sup>26</sup>

## Ordering Information

WorkForce Enterprise AM-C6000	C11CJ91201
WorkForce Enterprise AM-C5000	C11CJ42201
WorkForce Enterprise AM-C4000	C11CJ43201
WorkForce Enterprise AM-M5500	C11CL48201
Optional Dual Cassette	C12C936871
Optional Cabinet*	C12CFM70390
High-Capacity Tray (requires Optional Dual Cassette)	C12C936911
Inner Tray	C12C936781
Inner Finisher	C12C936961/C12C937421
2/3 Hole Punch for Inner Finisher	C12C936981
2/4 Hole Punch for Inner Finisher	C12C936971
Staple Finisher (requires Optional Dual Cassette)	C12C936751/C12C937401/C12C937881
Saddle Unit (requires Staple Finisher)	C12C938001
2/3 Hole Punch for Staple/Booklet Finisher	C12C936821
2/4 Hole Punch for Staple/Booklet Finisher	C12C936811
Staple Cartridge for Staple Finisher	C12C935401
Staple Cartridge for Booklet/Inner Finisher	C12C937001
Wireless LAN Interface	C12C936861
Optional Gigabit Ethernet Card	C12C934471
Super G3 Fax Board	C12C935251
IP Fax License	EDS0300001
OCR Expansion Board/License	C12C936801/EDS0200001
Print Set Feature License	EDS0100001
Red Erase Feature License	EDS0100002
Authentication Device Table	C12C937381
Paper Cassette Lock	C12C936771
Hard Drive (HDD) for Mirroring	C12C936791
Maintenance Box	C12C937181

\* Not supported with Staple Finisher, Saddle Unit or High-Capacity Tray.

# WorkForce Enterprise AM-C400, AM-C550, AM-C550z MFP Specifications

## Print

**Printing Technology** PrecisionCore Heat-Free 4-color (CMYK) drop-on-demand line head inkjet technology  
**Maximum Print Resolution** 600 x 2400 dpi  
**Print Speed†**  
**AM-C400**  
40 ISO ppm (black/color) simplex,  
40 ipm (black/color) duplex  
**AM-C550, AM-C550z**  
55 ISO ppm (black/color) simplex,  
55 ipm (black/color) duplex  
**Print Features** Simplex, Duplex, Collating, Secure Printing, Watermark

## Mobile Printing and Scanning<sup>16</sup>

**Epson Connect Solutions<sup>18</sup>** Epson Email Print, Epson Remote Print, Epson Smart Panel app<sup>17</sup>  
**Other** AirPrint, Mopria Print Service, Mopria Scan, Scan to Cloud<sup>15</sup>

## Copy

**AM-C400 speed<sup>†††</sup>**  
40 ISO cpm (black/color)  
**AM-C550, AM-C550z speed<sup>†††</sup>**  
55 ISO cpm (black/color)  
**Copy Quantity** 1 – 9,999  
**Maximum Copy Size** 8.5" x 14"  
**Input Copy Resolution (dpi)** Maximum 600 x 600  
**Copy Features** Automatic 1-Sided to 2-Sided, Fit to Page, Automatic Reduction and Enlargement (25% – 400%), Free-Form Magnification, ID Copy, Adjustable Copy Density, Collate, Page Numbering, Message Stamp, Date Stamp, 1-Sided to 2-Sided, 2-Sided to 1-Sided, 2-Sided to 2-Sided, Adjustments — Density, Contrast, Color, Sharpness, Text Enhancement, Mixed-Size Originals

## Scan

**Scanner Type** Color flatbed/Auto 2-sided ADF  
**Scanner Sensor** Mono CIS  
**Optical Resolution** 600 dpi  
**Hardware Resolution** Maximum 600 x 1200 dpi  
**Maximum Resolution** 9600 dpi interpolated  
**Scanner Speed<sup>14</sup>** ADF Simplex 50 ipm/Duplex 100 ipm  
**Maximum Scan Bed Size** 8.5" x 14"  
**Scan Features** Scan to PC (USB and network), Scan to Cloud<sup>15</sup>, Scan to Email (SSL), Scan to Network Folder, LDAP Support, Scan to Memory Card/Flash Drive, TWAIN Output Format (PDF, JPEG, TIFF, Multi-TIFF, BMP [Win], PNG), Skip Blank Pages, Remove Shadows/Punch Holes, Density Adjustment, Optical Character Recognition (optional)

## Fax (Optional)

**Type** Walk-up black-and-white and color  
**Transmission Types** Super G3 Fax (1 line), IP (T.38) Fax  
**Receive Memory** 6MB  
**Speed Dial Numbers** Up to 2,000  
**Fax Features** Send, Receive, Fax to Email, Fax to Folder, Inbox Password, Delayed Send, Sharpness, PC Fax, Group Dial (up to 200 groups)

## Auto Document Feeder

**Support Paper Thickness** 52 g/m<sup>2</sup> – 128 g/m<sup>2</sup>  
**Paper Capacity/Number of Originals** 100 sheets, 80 g/m<sup>2</sup>  
**Automatic 2-Sided Scan/Copy/Fax** Yes

## Box Function

**Number of Shared Boxes** 1 – 199  
**Maximum Number of Personal Boxes** Unlimited  
**Maximum Storable Number of Documents** 3,000  
**Maximum Storable Number of Pages** 9,000

Specifications and terms are subject to change without notice.

## Connectivity

**Standard Connectivity**  
SuperSpeed USB 3.0, Ethernet — 1000Base-T/100Base-TX/10Base-T, Wireless LAN (optional), Wi-Fi Direct<sup>18</sup> (optional)  
**Operating Systems** Windows 11 (64-bit), Windows 10 (32-bit, 64-bit), Windows 8, 8.1 (32-bit, 64-bit), Windows 7 (32-bit, 64-bit), Windows Server 2008<sup>19</sup> – Windows Server 2025<sup>19</sup>, Mac OS X 10.9.5 or later<sup>20</sup>, Print/Scan Chromebook OS ver. 89 or later  
**Extended Connectivity**  
1 Super G3 Fax card supported

## Paper Handling

**Maximum Paper Size**  
Standard Cassettes: Up to 8.5" x 11"  
Optional Cassettes: Up to 8.5" x 14"  
Multipurpose Tray: Up to 8.5" x 47.2"  
**Paper Types** Plain, Thin, Thick, Recycled, Preprinted, Letterhead, Color, Envelope (Monarch, #10, DL, C6, C4)  
**Number of Paper Trays** 1 standard cassette tray and 1 multipurpose tray; optional single cassette; optional dual cassette  
**Input Paper Capacity** 2,100 sheets (500 x 1 standard tray, 500 x 1 optional single cassette tray, 500 x 2 optional dual cassette trays, 100 x 1 multipurpose tray)  
**Supported Paper Weights**  
Cassette Trays/Multipurpose Tray: Up to 250 g/m<sup>2</sup>  
Automatic Duplexing: Cassette 1 (Standard): Up to 160 g/m<sup>2</sup>; Cassettes 2-4 (Optional): Up to 250 g/m<sup>2</sup>

## General

**Display** 10.1" color touchscreen  
**Memory<sup>21</sup>** 8,192MB  
**Temperature**  
Operating: 50 ° F to 95 ° F (10 ° C to 35 ° C)  
Storage: 7 ° F to 104 ° F (-14 ° C to 40 ° C)  
**Relative Humidity**  
Operating: 15% – 85%  
Storage: 5% – 85% (no condensation)  
**Rated Voltage** AC 100 V – 240 V  
**Rated Frequency** 50 Hz – 60 Hz  
**Rated Current** 3.0 A – 1.5 A  
**Power Consumption (Approximate)**  
Maximum: 160 W  
Standalone Copy Printing: 84 W  
Ready Mode: 36 W  
Sleep Mode: 0.8 W  
TEC Rating: 0.19 kWh/week (AM-C400), 0.21 kWh/week (AM-C550), 0.24 kWh/week (AM-C550z)  
**Weight and Dimensions (W x D x H)**  
Main Unit: 18.3" x 19.3" x 22.4"  
Weight (w/o Supplies): 124.2 lb  
Weight (w/ Supplies): 129.5 lb  
Main Unit with Optional Single Cassette: 18.3" x 19.3" x 26.4", Weight: 143.5 lb  
Main Unit with Optional Single Cassette and Optional Dual Cassette: 18.3" x 19.3" x 36.9", Weight: 188.1 lb  
**Software Available<sup>22</sup>** Epson printer driver, PCL 5 driver emulation<sup>23</sup>, PCL 6 driver emulation<sup>23</sup>, PostScript 3, Document Capture Pro  
**Epson Solutions Suite** Epson Device Admin, Epson Print Admin, Epson Print Admin Serverless, Epson Remote Services, Document Capture Pro  
**Warranty** 90-day limited warranty; additional service options available through your reseller  
**Country of Origin** Indonesia

## Ink

**Ink Type** DURABrite Pro pigment ink  
**Fade Resistance/Print Longevity<sup>24</sup>** Up to 400 years in dark storage  
**Replacement Ink Cartridges<sup>12</sup>**  
**AM-C400**  
T08K High-Capacity Ink Cartridges — Black, Cyan, Magenta, Yellow (Yield, ISO pages — Black: 31,500, Color: 28,000)  
**AM-C550, AM-C550z**  
T08M High-Capacity Ink Cartridges — Black, Cyan, Magenta, Yellow (Yield, ISO pages — Black: 31,500, Color: 28,000)  
Epson strongly recommends the use of genuine ink to ensure optimal print quality and performance.

## Eco Features

Lowest power consumption in their class<sup>5,6</sup>  
ENERGY STAR qualified  
Rated EPEAT Silver  
RoHS compliant  
End-of-life options available<sup>25</sup>  
Epson America, Inc. is a SmartWay Transport Partner<sup>26</sup>

## Ordering Information

WorkForce Enterprise AM-C400	C11CJ93201
WorkForce Enterprise AM-C550	C11CJ92201
WorkForce Enterprise AM-C550z (both SKUs must be purchased together)	C11CL29201/ C12C939551
Optional Single Cassette	C12C937441
Optional Dual Cassette (requires Optional Single Cassette)	C12C937461
Large Cabinet (not compatible with Optional Dual Cassette)	C12CFM7094
Riser Cabinet (requires Optional Dual Cassette)	C12CFM7093
Wireless LAN Interface	C12C936861
Super G3 Fax Board	C12C935251
IP Fax License	EDS0300001
OCR Expansion Board/License	C12C936801/EDS0200001
Print Set Feature License	EDS0100001
Red Erase Feature License	EDS0100002
Authentication Device Table	C12C937381
Paper Cassette Lock	C12C936771
Maintenance Box	C12C937201

# Streamlined configuration and management for your printer fleet.



## Epson Device Admin

A powerful device management solution, Epson Device Admin was designed to simplify the installation, configuration and management of networked Epson printers with alert notifications and usage reporting.



## Epson Print Admin

An affordable, entry-level, user-friendly print management solution, Epson Print Admin was engineered to work with Epson products to enhance document output security, reduce costs and improve productivity. It's available as an embedded version for the WorkForce Enterprise Series.



## Epson Remote Services

A cloud-based fleet management tool, Epson Remote Services was built to work with Epson devices to help dealers improve service efficiency, reduce operating costs and raise customer satisfaction.



## Document Capture Pro

A scanning software designed to help manage documents effortlessly, Document Capture Pro features functions such as Document Separation and Scan to Searchable PDF<sup>27</sup>. Users can scan to cloud<sup>15</sup> destinations like Dropbox®, Box®, OneDrive®, Google Drive™, SugarSync®, Evernote®, OneNote®, WebDAV and SharePoint®.

# Maximize your investment through integration with third-party applications.

Epson Open Platform (EOP) makes our revolutionary multifunction printers fully flexible and customizable, enabling them to adapt to meet specific and changing customer requirements as business goals and enterprise IT systems evolve. EOP supports applications for:

- Print management
- Document management
- ECM workflow

Designed to work seamlessly within existing environments, the printers are also SAP® compatible.

A photograph of a modern, two-story Epson corporate building at dusk. The building has a white upper section and a dark, textured lower section. The 'EPSON' logo is prominently displayed in blue on the white upper section. Large windows are visible, some of which are illuminated from within. The building is surrounded by a landscaped area with various plants, including tall grasses and shrubs, and several vertical light poles. The sky is a mix of blue and orange, suggesting sunset or sunrise.

**EPSON**

# Epson

**is a leading provider of innovative technology solutions that help businesses succeed.**

In fact, you'll find our projectors, scanners and printers—and even robots—hard at work in companies all over the globe.

## **A Legacy of Innovation**

Seiko Epson Corporation holds 1,620 U.S. patents (50,000 patents globally) in imaging and printing technology.

## **Market Leadership**

Epson is a worldwide leader in point-of-sale printers. But our leadership doesn't stop there. We are also the best-selling projector brand worldwide.

## **Global Presence**

Epson has 23 manufacturing locations around the world providing the infrastructure needed to reach a global marketplace.

## **Extensive Expertise**

Over 1,000 engineers are continually pioneering groundbreaking Epson technology.

## **Great Accountability**

Epson provides a single source for your business technology needs. And we give you added peace of mind with world-class service and support.



## Epson Business Solutions

Driven by a relentless pursuit of innovation and market leadership, Epson empowers organizations to achieve their unique goals through a wide breadth of precision-engineered solutions. With a full suite of efficient and compact products ranging from printers to projectors and robots to microdevices, Epson is uniquely positioned to provide enduring partnerships and world-class expertise to those we serve every step of the way.



Discover how Epson can support your business at [epson.com/forbusiness](https://epson.com/forbusiness)

Scan to learn more.

† Black and color print speeds are measured in accordance with ISO/IEC 24734. Actual print times will vary based on factors including system configuration, software and page complexity. For more information, visit [epson.com/printspeed](https://epson.com/printspeed) | †† Black print speeds are measured in accordance with ISO/IEC 24734. Actual print times will vary based on factors including system configuration, software, and page complexity. For more information, visit [epson.com/printspeed](https://epson.com/printspeed) | ††† Black and color copy speeds are determined in accordance with ISO/IEC 29183. Actual copy times will vary based on factors including system configuration and page complexity. For more information, visit [epson.com/copyspeed](https://epson.com/copyspeed) | **1** For AM-C4000, compared to similarly featured A3 color laser printers and copiers at 31–40 ppm based on manufacturers' specifications and industry available data as of July 2025. Actual power savings will vary by product model and usage. | **2** For AM-C5000, compared to similarly featured A3 color laser printers and copiers at 41–50 ppm based on manufacturers' specifications and industry available data as of July 2025. Actual power savings will vary by product model and usage. | **3** For AM-C6000, compared to similarly featured A3 color laser printers and copiers at 51–60 ppm based on manufacturers' specifications and industry available data as of July 2025. Actual power savings will vary by product model and usage. | **4** For AM-M5500, compared to similarly featured A3 mono laser printers and copiers at 45–60 ppm. Competitive information based on manufacturers' specifications and industry available data as of November 2024. Actual power savings will vary by product model and usage. | **5** For AM-C400, compared to similarly featured A4 color laser printers and copiers with speeds of 31–40 ppm per industry available data as of August 2025. Actual power savings will vary by product model and usage. | **6** For AM-C550 and AM-C550z, compared to similarly featured A4 color laser printers and copiers with speeds of 51–60 ppm per industry available data as of February 2025. Actual power savings will vary by product model and usage. | **7** Applicable to A3 models only. | **8** Floor space defined as width x depth of main unit base, compared to similarly featured A3 color laser printers and copiers at 31–40 ppm based on manufacturers' specifications and industry available data as of August 2025. | **9** Floor space defined as width x depth of main unit base, compared to similarly featured A3 color laser printers and copiers at 41–50 ppm based on manufacturers' specifications and industry available data as of August 2025. | **10** Floor space defined as width x depth of main unit base, compared to similarly featured A3 color laser printers and copiers at 51–60 ppm based on manufacturers' specifications and industry available data as of August 2025. | **11** Floor space defined as width x depth of main unit base. Compared to similarly featured A3 mono laser printers and copiers at 45–60 ppm. Competitive information based on manufacturers' specifications and industry available data as of November 2024. | **12** Replacement cartridge yields are based on ISO/IEC 24711 tests in Default Mode printing continuously. Cartridge yields vary considerably for reasons including images printed, print settings, temperature and humidity. Yields may be lower when printing infrequently or predominantly with one ink color. All ink colors are used for printing and printer maintenance, and all colors have to be installed for printing. For print quality, part of the ink from the included cartridges is used for printer startup and a variable amount of ink remains in the cartridges after the "replace cartridge" signal. For details, see [epson.com/inkinfo](https://epson.com/inkinfo) | **13** Replacement ink cartridge yields are based on the ISO/IEC 24711 standard using the ISO/IEC 19752 pattern in Default Mode printing continuously. Yields vary considerably for reasons including images printed, print settings, temperature, humidity, and frequency of use. Yields may be lower when printing infrequently. Ink is used for printing and printer maintenance. For print quality, part of the ink from the included ink cartridges is used for printer startup and a variable amount of ink remains in the ink cartridge after the "replace cartridge" signal. For details, see [epson.com/inkinfo](https://epson.com/inkinfo) | **14** Based on 200 dpi, letter-size, in black-and-white or color. | **15** Requires an Internet connection, a free Epson Connect account and a destination email address or cloud storage account. For a list of supported cloud services, visit [epson.com/connect](https://epson.com/connect) | **16** Most features require an Internet connection to the printer, as well as an Internet- and/or email-enabled device. For a list of Epson Connect enabled printers and compatible devices and apps, visit [epson.com/connect](https://epson.com/connect) | **17** Requires Epson Smart Panel app download. Data usage fees may apply. | **18** Wi-Fi CERTIFIED®; level of performance subject to the range of the router being used. Wi-Fi Direct may require printer software. | **19** Only printing and scanning are supported under Windows Server OS. | **20** Some applications and/or functions may not be supported under Mac OS X. | **21** RAM size definition is the total amount of RAM memory capacity inside the device, regardless of memory use. | **22** Internet access is required to install OS drivers and software. | **23** Not all media types are supported for PCL printing. | **24** Display permanence based on accelerated testing of prints displayed under glass in indoor display conditions; album permanence based on accelerated testing of prints in dark storage conditions. Actual print stability will vary according to media, printed image, display conditions, light intensity, temperature, humidity and atmospheric conditions. Epson does not guarantee the longevity of prints. For maximum print life, display all prints under glass or UV filter or properly store them. | **25** For convenient and reasonable recycling options, visit [epson.com/recycle](https://epson.com/recycle) | **26** SmartWay is an innovative partnership of the U.S. Environmental Protection Agency that reduces greenhouse gases and other air pollutants and improves fuel efficiency. | **27** Windows only.

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