EPSON
EXCEED YOUR VISION

ET-M2120 / M2120 Series

User's Guide

Printing

Copying

Scanning

Maintaining the Printer

Solving Problems

NPD6205-02 EN

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Introduction to the Manuals

The following manuals are supplied with your Epson printer. As well as the manuals, check the various types of help information available from the printer itself or from the Epson software applications.

❏ Start Here (paper manual)

Provides you with information on setting up the printer, installing the software, using the printer, solving problems, and so on.

❏ User's Guide (digital manual)

This manual. Provides overall information and instructions on using the printer, on network settings when using the printer on a network, and on solving problems.

You can obtain the latest versions of the above manuals with the following methods.

❏ Paper manual

Visit the Epson Europe support website at http://www.epson.eu/Support, or the Epson worldwide support website at http://support.epson.net/.

❏ Digital manual

This manual is available in PDF and HTML versions. You can view the HTML version from the epson.sn support page. Start EPSON Software Updater on your computer to view the PDF version. EPSON Software Updater checks for available updates of Epson software applications and the digital manuals, and allows you to download the latest ones.

http://epson.sn

Related Information

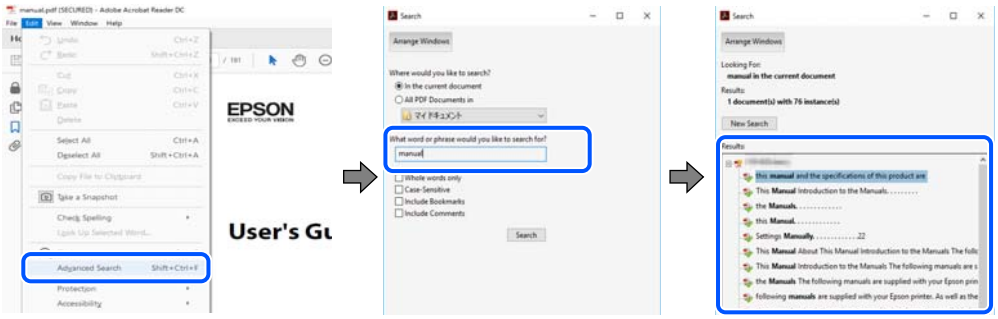
➡ "Application for Updating Software and Firmware (EPSON Software Updater)" on page 216

Searching for Information

The PDF manual allows you to search for information you are looking for by keyword, or jump directly to specific ections using the bookmarks. This section explains how to use a PDF manual that has been opened in Adobe Reader X on your computer.

Searching by keyword

Click **Edit** > **Advanced Search**. Enter the keyword (text) for information you want to find in the search window, and then click **Search**. Hits are displayed as a list. Click one of the displayed hits to jump to that page.

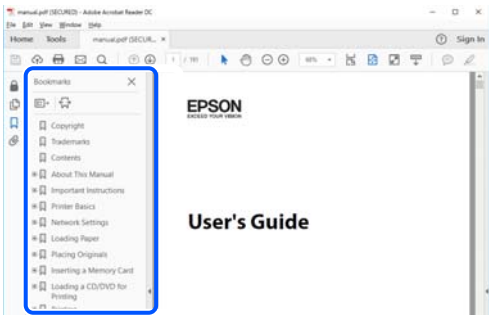


Jumping directly from bookmarks

Click a title to jump to that page. Click + or > to view the lower level titles in that section. To return to the previous page, perform the following operation on your keyboard.

❏ Windows: Hold down **Alt**. and then press ←.

❏ Mac OS: Hold down the command key, and then press ←.



Printing Only the Pages You Need

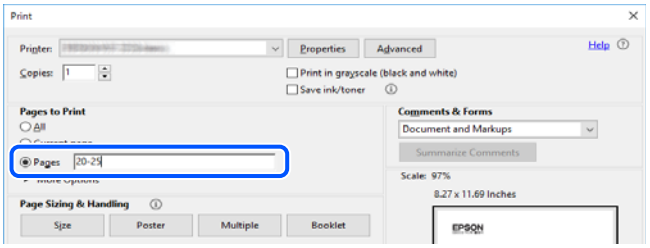
You can extract and print only the pages you need. Click **Print** in the **File** menu, and then specify the pages you want to print in **Pages** in **Pages to Print**.

❏ To specify a series of pages, enter a hyphen between the start page and the end page.

Example: 20-25

❏ To specify pages that are not in series, divide the pages with commas.

Example: 5, 10, 15



About This Manual

This section explains the meaning of marks and symbols, notes on descriptions, and operating system reference information used in this manual.

Marks and Symbols

> ⚠ ***Caution:***
>
> *Instructions that must be followed carefully to avoid bodily injury.*

Important:
Instructions that must be observed to avoid damage to your equipment.

Note:
Provides complementary and reference information.

Related Information

➡ Links to related sections.

Notes on Screenshots and Illustrations

- ❏ Screenshots of the printer driver are from Windows 10 or macOS High Sierra. The content displayed on the screens varies depending on the model and situation.
- ❏ Illustrations used in this manual are examples only. Although there may be slight differences depending on themodel, the method of operation is the same.
- ❏ Some of the menu items on the LCD screen vary depending on the model and settings.
- ❏ You can read the QR code using dedicated app.

Operating System References

Windows

In this manual, terms such as "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Vista", "Windows XP", "Windows Server 2019", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", "Windows Server 2008", "Windows Server 2003 R2", and "Windows Server 2003" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

- ❏ Microsoft® Windows® 10 operating system
- ❏ Microsoft® Windows® 8.1 operating system
- ❏ Microsoft® Windows® 8 operating system
- ❏ Microsoft® Windows® 7 operating system
- ❏ Microsoft® Windows Vista® operating system
- ❏ Microsoft® Windows® XP operating system
- ❏ Microsoft® Windows® XP Professional x64 Edition operating system
- ❏ Microsoft® Windows Server® 2019 operating system
- ❏ Microsoft® Windows Server® 2016 operating system
- ❏ Microsoft® Windows Server® 2012 R2 operating system
- ❏ Microsoft® Windows Server® 2012 operating system
- ❏ Microsoft® Windows Server® 2008 R2 operating system
- ❏ Microsoft® Windows Server® 2008 operating system
- ❏ Microsoft® Windows Server® 2003 R2 operating system
- ❏ Microsoft® Windows Server® 2003 operating system

Mac OS

In this manual, "Mac OS" is used to refer to macOS Mojave, macOS High Sierra, macOS Sierra, OS X El Capitan, OS X Yosemite, OS X Mavericks, OS X Mountain Lion, Mac OS X v10.7.x, and Mac OS X v10.6.8.

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- ❏ Epson Scan 2 software is based in part on the work of the Independent JPEG Group.
- ❏ libtiff

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The contents of this manual and the specifications of this product are subject to change without notice.

Important Instructions

Safety Instructions. 12

Printer Advisories and Warnings. 12

Protecting Your Personal Information. 14

Safety Instructions

Read and follow these instructions to ensure safe use of this printer. Make sure you keep this manual for future reference. Also, be sure to follow all warnings and instructions marked on the printer.

- ❏ Some of the symbols used on your printer are to ensure safety and proper use of the printer. Visit the following Web site to learn the meaning of the symbols.

  http://support.epson.net/symbols

- ❏ Use only the power cord supplied with the printer and do not use the cord with any other equipment. Use of other cords with this printer or the use of the supplied power cord with other equipment may result in fire or electric shock.
- ❏ Be sure your AC power cord meets the relevant local safety standard.
- ❏ Never disassemble, modify, or attempt to repair the power cord, plug, printer unit, scanner unit, or options by yourself, except as specifically explained in the printer's manuals.
- ❏ Unplug the printer and refer servicing to qualified service personnel under the following conditions:

  The power cord or plug is damaged; liquid has entered the printer; the printer has been dropped or the casing damaged; the printer does not operate normally or exhibits a distinct change in performance. Do not adjust controls that are not covered by the operating instructions.
- ❏ Place the printer near a wall outlet where the plug can be easily unplugged.
- ❏ Do not place or store the printer outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity.
- ❏ Take care not to spill liquid on the printer and not to handle the printer with wet hands.
- ❏ Keep the printer at least 22 cm away from cardiac pacemakers. Radio waves from this printer may adversely affect the operation of cardiac pacemakers.
- ❏ If the LCD screen is damaged, contact your dealer. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

Safety Instructions for Ink

- ❏ Be careful not to touch ink when you handle the ink tank, ink tank cap, and opened ink bottle or ink bottle cap.
  - ❏ If ink gets on your skin, wash the area thoroughly with soap and water.
  - ❏ If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems continue after a thorough flushing, see a doctor immediately.
  - ❏ If ink gets into your mouth, see a doctor right away.
- ❏ Do not shake an ink bottle too vigorously or subject it to strong impacts as this can cause ink to leak.
- ❏ Keep ink bottle and the ink tank unit out of the reach of children. Do not allow children to drink from or handle the ink bottle and ink bottle cap.

Printer Advisories and Warnings

Read and follow these instructions to avoid damaging the printer or your property. Make sure you keep this manual for future reference.

Advisories and Warnings for Setting Up the Printer

- ❏ Do not block or cover the vents and openings in the printer.
- ❏ Use only the type of power source indicated on the printer's label.
- ❏ Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- ❏ Avoid electrical outlets controlled by wall switches or automatic timers.
- ❏ Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- ❏ The power-supply cords should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the power-supply cords and do not allow the power-supply cords to be stepped on or run over. Be particularly careful to keep all the power-supply cords straight at the ends and the points where they enter and leave the transformer.
- ❏ If you use an extension cord with the printer, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❏ If you plan to use the printer in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for the printer.
- ❏ When connecting the printer to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- ❏ Place the printer on a flat, stable surface that extends beyond the base of the printer in all directions. The printer will not operate properly if it is tilted at an angle.
- ❏ Allow space above the printer so that you can fully raise the document cover.
- ❏ Leave enough space in front of the printer for the paper to be fully ejected.
- ❏ Avoid places subject to rapid changes in temperature and humidity. Also, keep the printer away from direct sunlight, strong light, or heat sources.

Advisories and Warnings for Using the Printer

- ❏ Do not insert objects through the slots in the printer.
- ❏ Do not put your hand inside the printer during printing.
- ❏ Do not touch the white flat cable inside the printer.
- ❏ Do not use aerosol products that contain flammable gases inside or around the printer. Doing so may cause fire.
- ❏ Do not move the print head by hand if not instructed to do so; otherwise, you may damage the printer.
- ❏ Be careful not to trap your fingers when closing the scanner unit.
- ❏ Do not press too hard on the scanner glass when placing the originals.
- ❏ If the ink tank is not filled up to the lower line, refill the ink soon. Continued use of the printer when the ink level is below the lower line on the tank could damage the printer.
- ❏ Always turn the printer off using the ⏻ button. Do not unplug the printer or turn off the power at the outlet until the ⏻ light stops flashing.
- ❏ If you are not going to use the printer for a long period, be sure to unplug the power cord from the electrical outlet.

Advisories and Warnings for Using the LCD Screen

- ❏ The LCD screen may contain a few small bright or dark spots, and because of its features it may have an uneven brightness. These are normal and do not indicate that it is damaged in any way.
- ❏ Only use a dry, soft cloth for cleaning. Do not use liquid or chemical cleaners.
- ❏ The exterior cover of the LCD screen could break if it receives a heavy impact. Contact your dealer if the screen's surface chips or cracks, and do not touch or attempt to remove the broken pieces.

Advisories and Warnings for Using the Printer with a Wireless Connection

- ❏ Radio waves from this printer may negatively affect the operation of medical electronic equipment, causing them to malfunction. When using this printer inside medical facilities or near medical equipment, follow directions from the authorized personnel representing the medical facilities, and follow all posted warnings and directions on the medical equipment.
- ❏ Radio waves from this printer may negatively affect the operation of automatically controlled devices such as automatic doors or fire alarms, and could lead to accidents due to malfunction. When using this printer near automatically controlled devices, follow all posted warnings and directions on these devices.

Advisories and Warnings for Transporting or Storing the Printer

- ❏ When storing or transporting the printer, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.
- ❏ Before transporting the printer, make sure that the print head is in the home (far right) position.

Protecting Your Personal Information

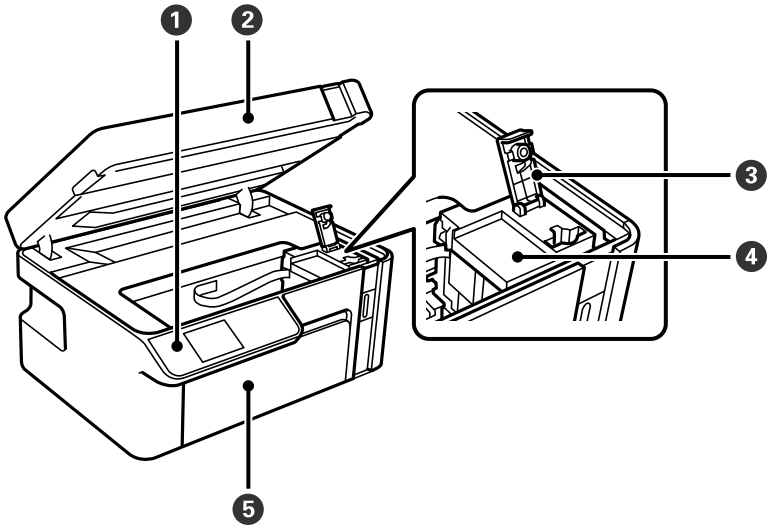
When you give the printer to someone else or dispose of it, erase all the personal information stored in the printer's memory by selecting **Settings** > **Restore Default Settings** > **Clear All Data and Settings** on the control panel.

Part Names and Functions

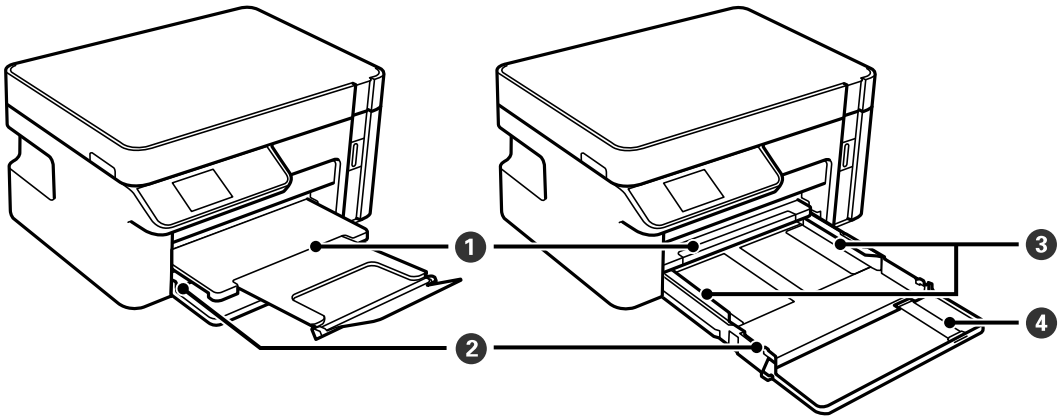
Front. 16

Rear. 17

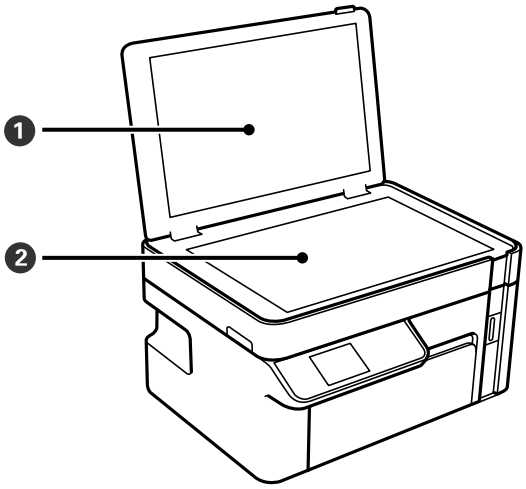
Front



1	Control panel	Allows you to make settings and perform operations on the printer. Also displays the printer's status.
2	Scanner unit	Scans placed originals. Open to refill the ink tank or to remove jammed paper. This unit should usually be kept closed.
3	Ink tank cap	Open to refill the ink tank.
4	Ink tank	Contains black ink and is located on the print head.
5	Front cover	Open to load paper in the paper cassette.

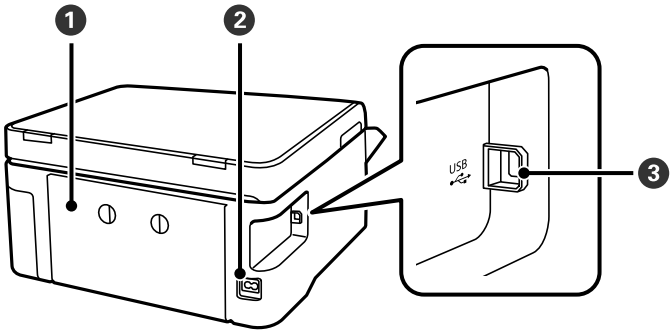


1	Output tray	Holds the ejected paper.
2	Paper cassette	Loads paper.
3	Edge guide	Feeds the paper straight into the printer. Slide to the edges of the paper.
4	Paper guide extension	Slide out to load paper larger than A4 size.



1	Document cover	Blocks external light while scanning.
2	Scanner glass	Place the originals.

Rear



1	Rear cover	Remove when removing jammed paper.
2	AC inlet	Connects the power cord.
3	USB port	Connects a USB cable to connect with a computer.

Guide to the Control Panel

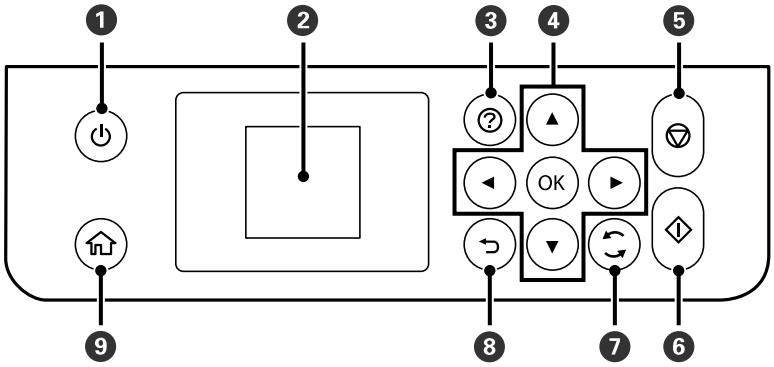
Control Panel. 19

Home Screen Configuration. 19

Entering Characters. 20

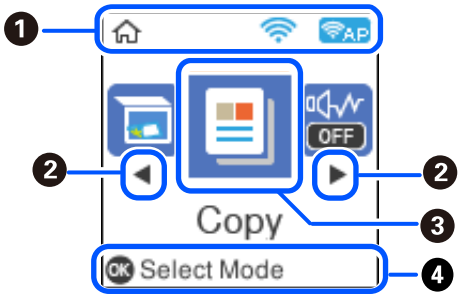
Viewing Animations. 21

Control Panel



1	Turns the printer on or off. Unplug the power cord after checking that the power light is off.
2	Displays menus and messages. Use buttons on the control panel to select a menu or to make settings.
3	Displays the solutions when you are in trouble.
4	Use the ▲▼◀▶ buttons to select a menu, and then press the OK button to enter the selected menu.
5	Stops the current operation.
6	Starts an operation such as printing or copying.
7	Applies to a variety of functions depending on the situation.
8	Returns to the previous screen.
9	Displays the home screen.

Home Screen Configuration



1		Displays the network connection status. See the following for more details. "Guide to the Network Icon" on page 20
2	◀▶	When ◀ and ▶ are displayed, you can scroll right or left by pressing the ◀ or ▶ button.

❸	Displays each menu. ❏ Scan Allows you to scan documents or photos and save them to a computer. ❏ Copy Allows you to copy documents. ❏ Quiet Mode Displays **Quiet Mode** setting that allows you to reduce the noise the printer makes. However, enabling this may reduce print speed. Depending on the paper type and print quality settings you selected, there may be no dierence in the printer's noise level. You can also make this setting from the **Settings** menu. **Settings** > **Printer Setup** > **Quiet Mode** ❏ Settings Allows you to make settings related to maintenance, printer settings, and operations. ❏ Maintenance Displays the menus recommended to improve the quality of your printouts such as unclogging nozzles by printing a nozzle check pattern and performing head cleaning, and improving blurring or banding in your printouts by aligning the print head. You can also make this setting from the **Settings** menu. **Settings** > **Maintenance** ❏ Wi-Fi Setup Displays menus that allow you to set up the printer for use on a wireless network. You can also make this setting from the **Settings** menu. **Settings** > **Network Settings** > **Wi-Fi Setup**
❹	Avaiable buttons are displayed. In this example, you can proceed to the selected menu by pressing the OK button.

Guide to the Network Icon

	Wireless (Wi-Fi) network is disabled or the printer is processing a wireless network connection.
	There is a problem with the printer's wireless (Wi-Fi) network connection or the printer is searching for a wireless (Wi-Fi) network connection.
	The printer is connected to a wireless (Wi-Fi) network. The number of bars indicates the signal strength of the connection. The more bars there are, the stronger the connection.
	The printer is connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.
	The printer is not connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.

Entering Characters

To enter characters and symbols for network settings from the control panel, use the ▲, ▼, ◀, and ▶ buttons and the software keyboard on the LCD screen. Press the ▲, ▼, ◀, or ▶ button to select a character or function button

on the keyboard, and then press the OK button. When you have finished entering characters, select **OK**, and then press the OK button.



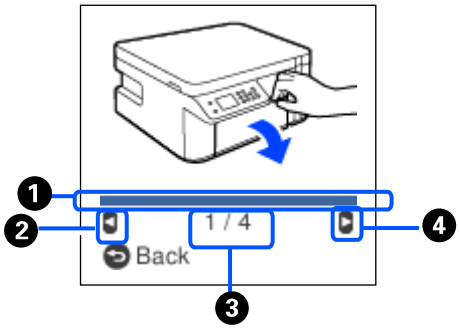
Function button	Descriptions
◀▶	Moves the cursor to the left or right.
A 1 #	Switches the character type. You can enter alphanumerics or symbols. You can also switch them by using the ↻ button.
␣	Enters a space.
⌫	Deletes a character to the left (backspace).
OK	Enters the selected characters.

Viewing Animations

You can view animations of operating instructions such as loading paper or removing jammed paper on the LCD screen.

❏ Press ⓘ button: Displays the help screen. Select **How To** and then select the items that you want to view.

❏ Select **How to** at the bottom of the operation screen: Displays the context-sensitive animation.



❶	Indicates your progress through the current step. The animation repeats when the progress bar reaches the end.
❷	Press ◀ button to return to the previous step.

❸	Indicates the total number of steps and the current step number. In the example above, it shows step 1 from 4 steps.
❹	Press ▶ button to move to the next step.

Loading Paper

Paper Handling Precautions. 24

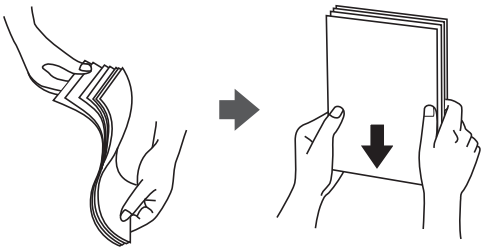
Paper Size and Type Settings. 24

Loading Paper in the Paper Cassette. 26

Loading Envelopes in the Paper Cassette. 29

Paper Handling Precautions

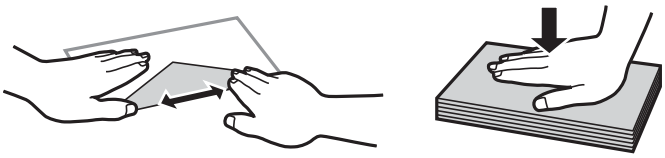
- ❏ Read the instruction sheets supplied with the paper.
- ❏ To achieve high-quality printouts with genuine Epson paper, use the paper in the environment stated on the sheets supplied with the paper.
- ❏ Fan and align the edges of the paper before loading. Do not fan or curl photo paper. Doing so may damage the printable side.



- ❏ If the paper is curled, flatten it or curl it slightly in the opposite direction before loading. Printing on curled paper may cause paper jams and smears on the printout.



- ❏ Paper feed problems may occur frequently for manual 2-sided printing when printing on one side of pre-printed paper. Reduce the number of sheets to half or less, or load one sheet of paper at a time if paper jams continue.
- ❏ Make sure you are using long-grain paper. If you are not sure what type of paper you are using, check the paper packaging or contact the manufacturer to confirm the paper specifications.
- ❏ Fan and align the edges of the envelopes before loading. When the stacked envelopes are puffed up with air, press them down to flatten them before loading.



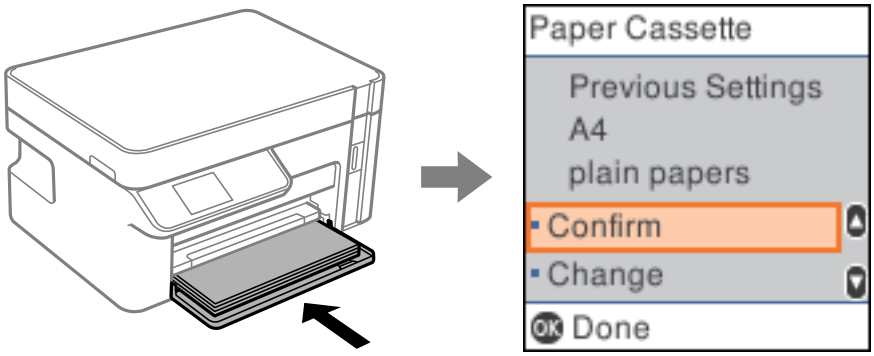
Related Information

➡ "Unavailable Paper Types" on page 205

Paper Size and Type Settings

You can check or change the paper size and type on the screen displayed when you insert the paper cassette. If you register the paper size and type, the printer informs you when the registered information and print settings differ.

This prevents you from wasting paper and ink by making sure you are not printing on the wrong paper size or printing using poor print quality due to settings that do not match the paper type.



If displayed paper size and type differ from the loaded paper, select **Change** to make changes. Select the paper size and paper type, check the settings, and then press the OK button. If the settings match the loaded paper, select **Confirm**.

Note:
If you do not want to display the paper setting screen automatically when you insert the paper cassette, on the home screen select ***Settings*** *>* ***Printer Setup*** *>* ***Paper Source Settings*** *>* ***Paper Setup Auto Display****, and then select* ***Off****.*

List of Paper Types

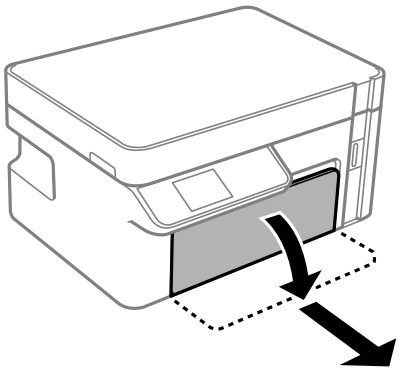
To obtain optimum printing results, select the paper type that suits the paper.

Media Name	Media Type	
	Control Panel	Printer Driver, Smart device*
Epson Bright White Ink Jet Paper	Plain paper	Plain paper
Epson Matte Paper-Heavyweight Epson Double-Sided Matte Paper	Matte	Epson Matte
Epson Photo Quality Ink Jet Paper	Photo Quality Ink Jet	Epson Photo Quality Ink Jet

* For smart devices, these media types can be selected when printing using Epson iPrint.

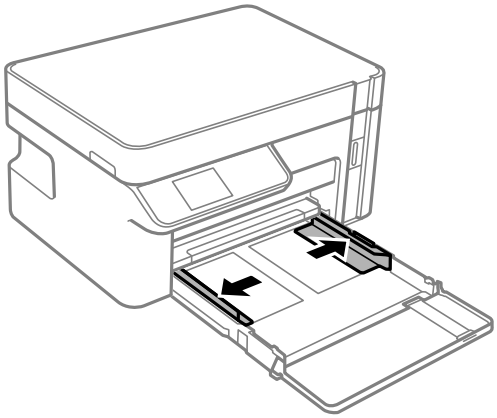
Loading Paper in the Paper Cassette

1. Open the front cover until it clicks, and then slide out the paper cassette until it stops.

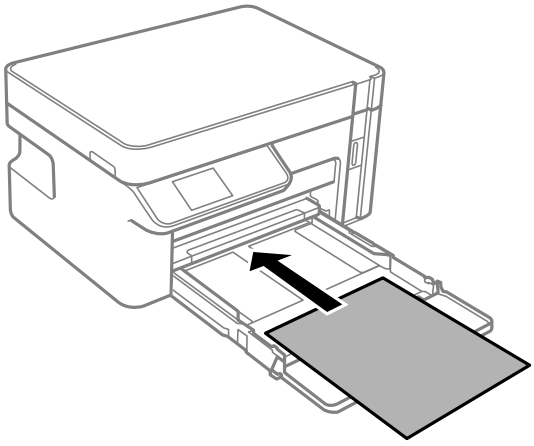


> ***Important:***
> *The paper cassette cannot be removed.*

2. Slide the edge guides to their maximum position.



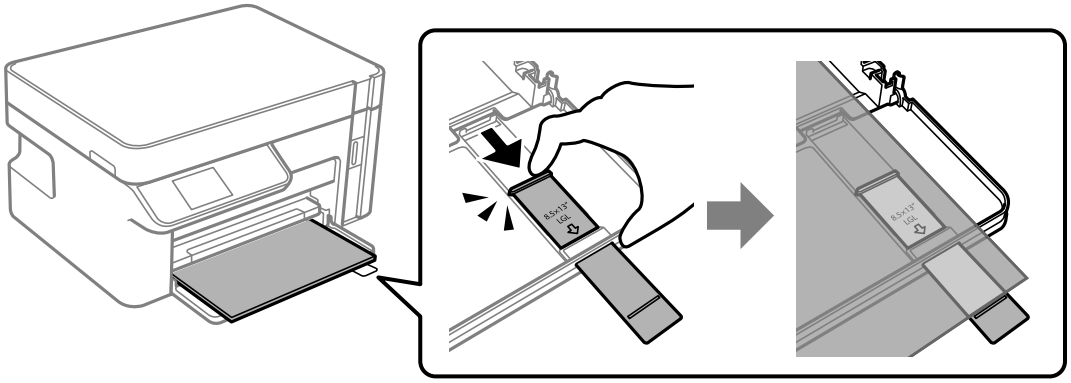
3. With the printable side facing down, load paper until it touches the back of the paper cassette.



> ***Important:***
> *Do not load more than the maximum number of sheets specified for the paper.*

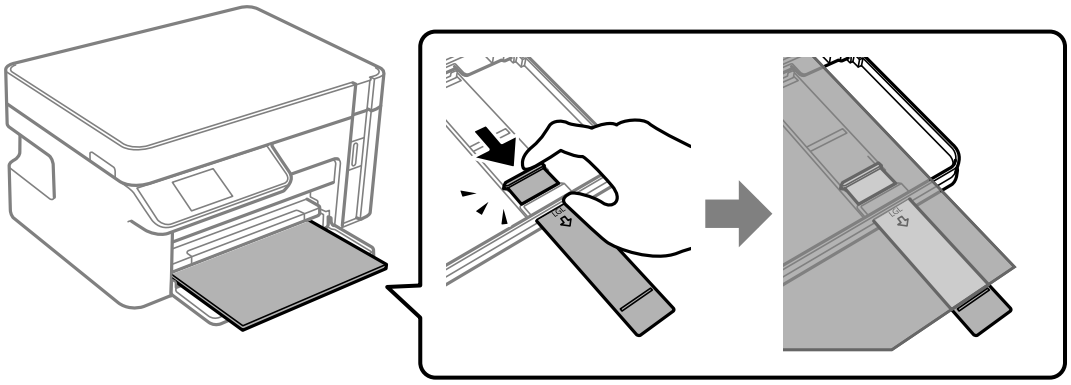
❏ 8.5×13 in.

Load paper using the line.

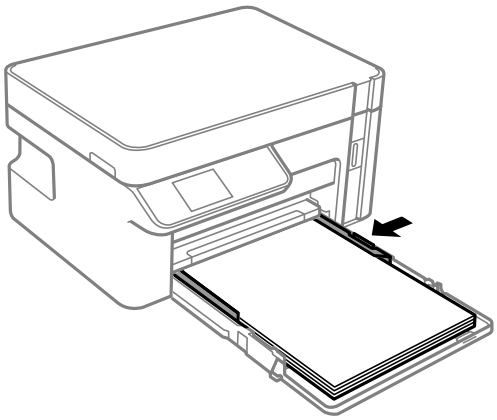


❏ Legal

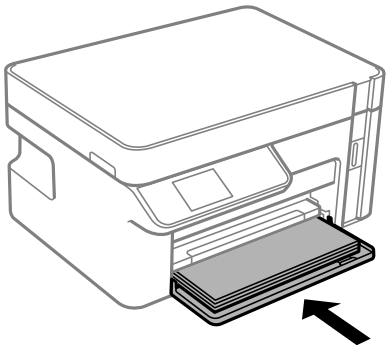
Pull out the paper guide extension and load paper using the line.

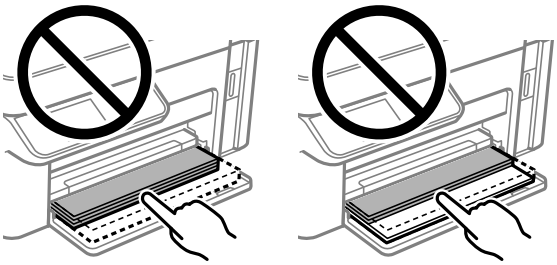


4. Slide the edge guides to the edges of the paper.



5. Insert the paper cassette as far as it will go.

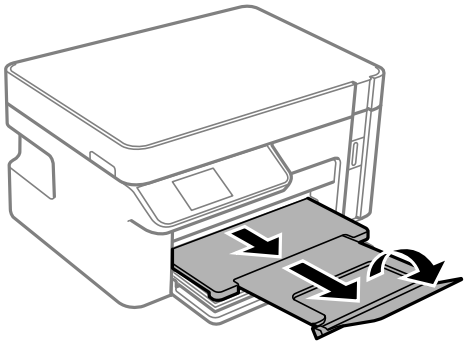


> ***Important:***
>
> *Do not push in the paper after inserting the paper cassette. It may cause a paper feed problem. If the paper is pushed in, align the paper to the paper size line.*
>
> 

6. Select the paper size and paper type.

"Paper Size and Type Settings" on page 24

7. Slide out the output tray.

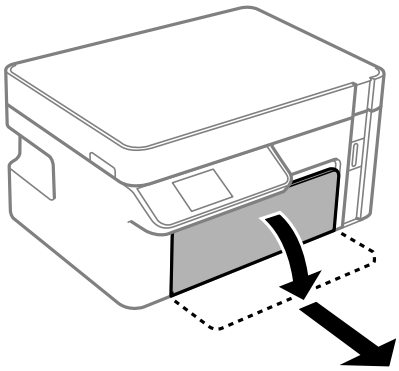


Related Information

➡ "Available Paper and Capacities" on page 204

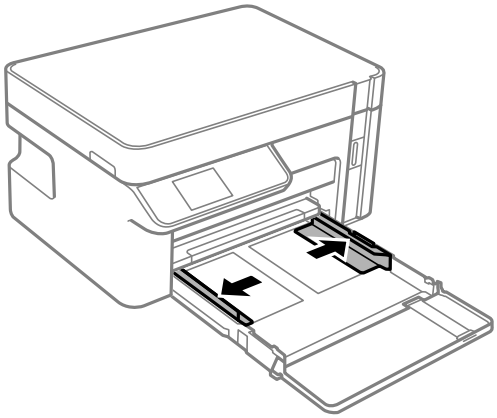
Loading Envelopes in the Paper Cassette

1. Open the front cover until it clicks, and then slide out the paper cassette until it stops.

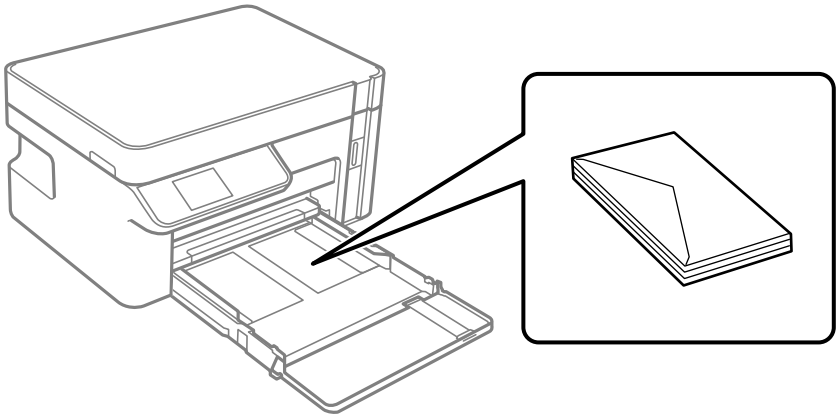


> ***Important:***
> *The paper cassette cannot be removed.*

2. Slide the edge guides to their maximum position.

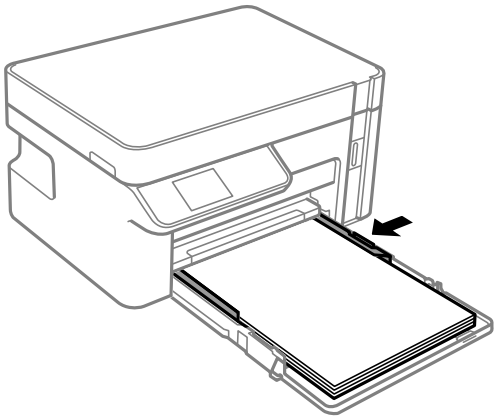


3. With the flap facing up, load envelopes until they touch the back of the paper cassette.

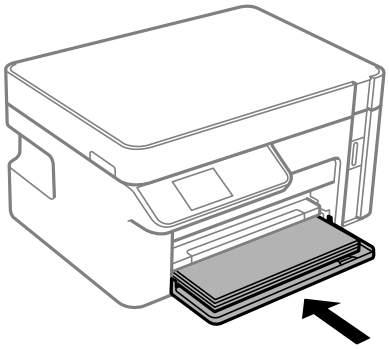


> ***Important:***
> *Do not load more than the maximum number of sheets specified for envelopes.*

4. Slide the edge guides to the edges of the envelopes.

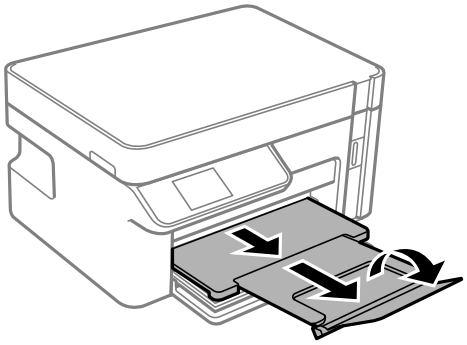


5. Insert the paper cassette as far as it will go.



6. Select the paper size and paper type.
"Paper Size and Type Settings" on page 24

7. Slide out the output tray.



Related Information

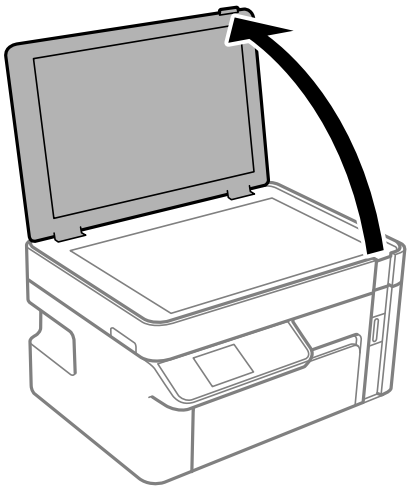
➡ "Available Paper and Capacities" on page 204

Placing Originals

Placing Originals on the Scanner Glass. 32

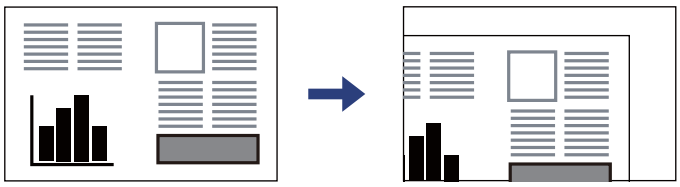
Placing Originals on the Scanner Glass

1. Open the document cover.

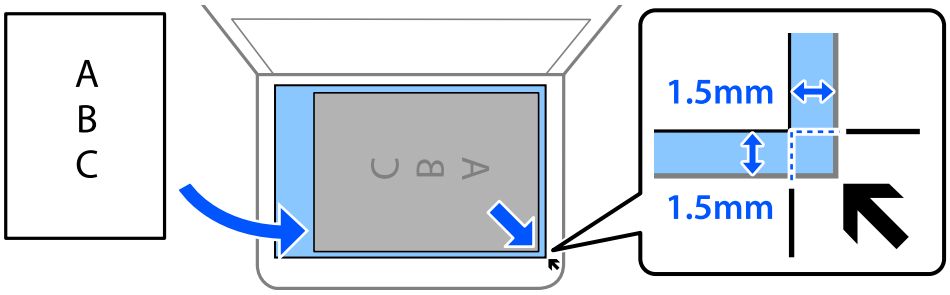


2. Remove any dust or stains on the surface of the scanner glass using a soft, dry, clean cloth.

   Note:
   If there is any trash or dirt on the scanner glass, the scanning range may expand to include it, so the image of the original may be displaced or reduced.



3. Place the original face-down and slide it to the corner mark.



   Note:
   A range of 1.5 mm from the corner of the scanner glass is not scanned.

4. Close the cover gently.

> ***Important:***
>
> ❏ *When placing bulky originals such as books, prevent exterior light from shining directly onto the scanner glass.*
>
> ❏ *Do not apply too much force to the scanner glass or the document cover. Otherwise, they may be damaged.*

5. Remove the originals after scanning.

Note:
If you leave the originals on the scanner glass for a long time, they may stick to the surface of the glass.

Printing

Printing Documents. 35

Printing on Envelopes. 71

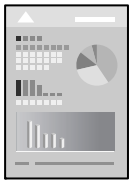
Printing Web Pages. 71

Printing Using a Cloud Service. 73

Printing Documents

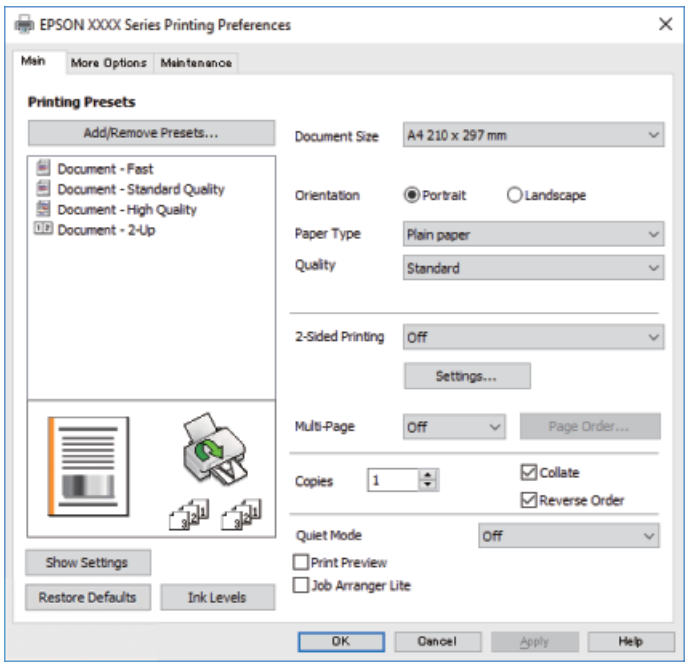
Printing from a Computer - Windows

Printing Using Easy Settings



Note:
Operations may differ depending on the application. See the application's help for details.

1. Load paper in the printer .
   "Loading Paper in the Paper Cassette" on page 26
2. Open the file you want to print.
3. Select **Print** or **Print Setup** from the **File** menu.
4. Select your printer.
5. Select **Preferences** or **Properties** to access the printer driver window.



6. Change the settings as necessary.

   See the menu options for the printer driver for details.

   Note:
   - ❏ *You can also see the online help for explanations of the setting items. Right-clicking an item displays **Help**.*
   - ❏ *When you select **Print Preview**, you can see a preview of your document before printing.*

7. Click **OK** to close the printer driver window.

8. Click **Print**.

   Note:
   - ❏ *When you select **Print Preview**, a preview window is displayed. To change the settings, click **Cancel**, and then repeat the procedure from step 2.*
   - ❏ *If you want to cancel printing, on your computer right-click on your printer in **Devices and Printers**, **Printer**, or in **Printers and Faxes**. Click **See what's printing**, right-click on the job you want to cancel, and then select **Cancel**. However, you cannot cancel a print job from the computer once it has been completely sent to the printer. In this case, cancel the print job by using the printer's control panel.*

Related Information

- ➡ "Available Paper and Capacities" on page 204
- ➡ "List of Paper Types" on page 25
- ➡ "Menu Options for the Printer Driver" on page 36

Menu Options for the Printer Driver

Open the print window in an application, select the printer, and then access the printer driver window.

Note:
Menus vary depending on the option you selected.

Main Tab

Printing Presets:

Add/Remove Presets:

You can add or remove your own presets for frequently used print settings. Select the preset you want to use from the list.

Document Size:

Select the paper size on which you want to print. If you select **User-Defined**, enter the paper width and height.

Orientation:

Select the orientation you want to use to print.

Paper Type:

Select the type of paper on which you print.

Quality:

Select the pint quality you want to use for printing. Available settings depend on the paper type you select. Selecting **High** provides higher quality printing, but the printing speed may be slower.

2-Sided Printing:

Allows you to perform 2-sided printing.

Settings:

You can specify the binding edge and the binding margins.

Multi-Page:

Allows you to print several pages on one sheet or perform poster printing. Click **Layout Order** to specify the order in which pages are printed.

Copies:

Set the number of copies you want to print.

Collate:

Prints multi-page documents collated in order and sorted into sets.

Reverse Order:

Allows you to print from the last page so that the pages are stacked in the correct order after printing.

Quiet Mode:

Reduces the noise the printer makes. However, enabling this may reduce print speed.

Print Preview:

Displays a preview of your document before printing.

Job Arranger Lite:

Job Arranger Lite allows you to combine several files created by different applications and print them as a single print job.

Show Settings/Hide Settings:

Displays a list of items currently set on the **Main** and **More Options** tabs. You can show or hide the current setting list screen.

Restore Defaults:

Return all settings to their factory default values. The settings on the **More Options** tab are also reset to their defaults.

Ink Levels:

Displays the approximate ink level.

More Options Tab

Printing Presets:

Add/Remove Presets:

You can add or remove your own presets for frequently used print settings. Select the preset you want to use from the list.

Document Size:

Select the paper size on which you want to print. If you select **User-Defined**, enter the paper width and height.

Output Paper:

Select the paper size on which you want to print. If the **Document Size** differs from the **Output Paper**, **Reduce/Enlarge Document** is selected automatically. You do not have to select it when printing without reducing or enlarging the size of a document.

Reduce/Enlarge Document:

Allows you to reduce or enlarge the size of a document.

Fit to Page:

Automatically reduce or enlarge the document to fit to the paper size selected in **Output Paper**.

Zoom to:

Prints with a specific percentage.

Center:

Prints images in the center of the paper.

Tone Correction:

Automatic:

Adjusts the tone of images automatically.

Custom:

Allows you to perform manual tone correction. Click **Advanced** for further settings.

Image Options:

Enables print quality options such as Emphasize Text. You can also thicken thin lines to make them visible on the printouts.

Watermark Features:

Allows you to make settings for anti-copy patterns, watermarks, or headers and footers.

Add/Delete:

Allows you to add or remove any anti-copy patterns or watermarks that you want to use.

Settings:

Allows you to set the printing method for anti-copy patterns or watermarks.

Header/Footer:

You can print information such as a user name and printing date in headers or footers.

Additional Settings:

Rotate 180°:

Rotates pages 180 degrees before printing. Select this item when printing on paper such as envelopes that are loaded in fixed direction in the printer.

Bidirectional Printing:

Prints when the print head moves in both directions. The print speed is faster, but the quality may decline.

Mirror Image:

Inverts the image so that it prints as it would appear in a mirror.

Show Settings/Hide Settings:

Displays a list of items currently set on the **Main** and **More Options** tabs. You can show or hide the current setting list screen.

Restore Defaults:

Return all settings to their factory default values. The settings on the **Main** tab are also reset to their defaults.

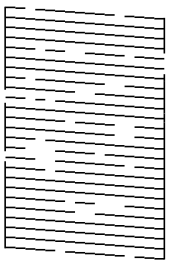
Maintenance Tab

Print Head Nozzle Check:

Prints a nozzle check pattern to check if the print head nozzles are clogged.

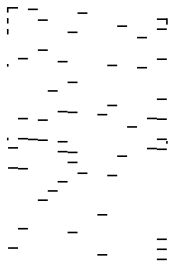
Print Head Cleaning:

Cleans the clogged nozzles in the print head. Because this feature uses some ink, clean the print head only if some nozzles are clogged as shown in the illustration of the nozzle check pattern.



Power Cleaning:

Runs power cleaning to clean the clogged nozzles in the print head. Because this feature uses more ink than head cleaning, run power cleaning only if most nozzles are clogged as shown in the illustration of the nozzle check pattern.



Job Arranger Lite:

Opens the Job Arranger Lite window. Here you can open and edit previously saved data.

EPSON Status Monitor 3:

Opens the EPSON Status Monitor 3 window. Here you can confirm the status of the printer and the consumables.

Monitoring Preferences:

Allows you to make settings for items on the EPSON Status Monitor 3 window.

Extended Settings:

Allows you to make a variety of settings. Right-click each item to view the Help for more details.

Print Queue:

Displays the jobs waiting to be printed. You can check, pause, or resume print jobs.

Printer and Option Information:

Displays the number of sheets of paper fed into the printer.

Language:

Changes the language to be used on the printer driver window. To apply the settings, close the printer driver, and then open it again.

Software Update:

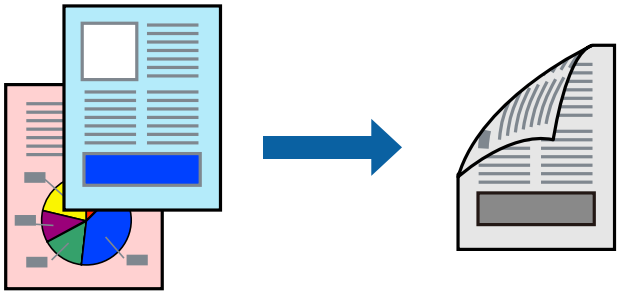
Starts EPSON Software Updater to check for the latest version of applications on the Internet.

Technical Support:

If the manual is installed on your computer, the manual is displayed. If it is not installed, you can connect to the Epson Web site to check the manual and available technical support.

Printing on 2-Sides

The printer driver will automatically print odd pages and even pages separately. When the odd pages have been printed, turn over the paper according to the instructions and print the even pages.



Note:

- ❏ *If you do not use paper that is suitable for 2-sided printing, the print quality may decline and paper jams may occur.*
  "Paper for 2-Sided Printing" on page 205
- ❏ *Depending on the paper and the data, ink may bleed through to the other side of the paper.*
- ❏ *If **EPSON Status Monitor 3** is disabled, access the printer driver window, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.*
- ❏ *However, it may not be available when the printer is accessed over a network or is used as a shared printer.*

1. Load paper in the printer .
   "Loading Paper in the Paper Cassette" on page 26
2. Open the file you want to print.
3. Select **Print** or **Print Setup** from the **File** menu.
4. Select your printer.
5. Select **Preferences** or **Properties** to access the printer driver window.
6. On the printer driver's **Main** tab, select an option from **2-Sided Printing**.
7. Click **Settings**, make the appropriate settings, and then click **OK**.
8. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
   "Main Tab" on page 36

   "More Options Tab" on page 38
9. Click **Print**.

   When the first side has finished printing, a pop-up window is displayed on the computer. Follow the on-screen instructions.

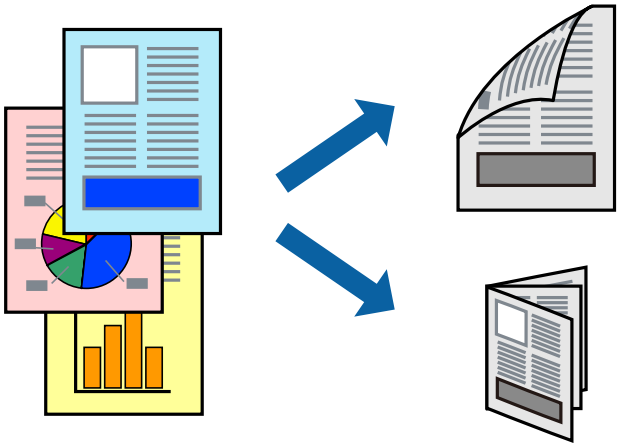
Related Information

➡ "Available Paper and Capacities" on page 204

➡ "Printing Using Easy Settings" on page 35

Printing a Booklet

You can also print a booklet that can be created by re-ordering the pages and folding the printout.



Note:

- ❏ *If you do not use paper that is suitable for 2-sided printing, the print quality may decline and paper jams may occur.*
  "Paper for 2-Sided Printing" on page 205
- ❏ *Depending on the paper and the data, ink may bleed through to the other side of the paper.*
- ❏ *If **EPSON Status Monitor 3** is disabled, access the printer driver window, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.*
- ❏ *However, it may not be available when the printer is accessed over a network or is used as a shared printer.*

1. Load paper in the printer .
   "Loading Paper in the Paper Cassette" on page 26
2. Open the file you want to print.
3. Select **Print** or **Print Setup** from the **File** menu.
4. Select your printer.
5. Select **Preferences** or **Properties** to access the printer driver window.
6. Select the method of **2-Sided Printing** on the **Main** tab.
7. On the printer driver's **Settings** tab, select **Booklet**.
8. Click **OK**.
   - ❏ Center Binding: Use this method when printing a small number of pages that can be stacked and easily folded in half.
   - ❏ Side Binding. Use this method when printing one sheet (four pages) at a time, folding each in half, and then putting them together in one volume.
9. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
   "Main Tab" on page 36

"More Options Tab" on page 38

10. Click **Print**.

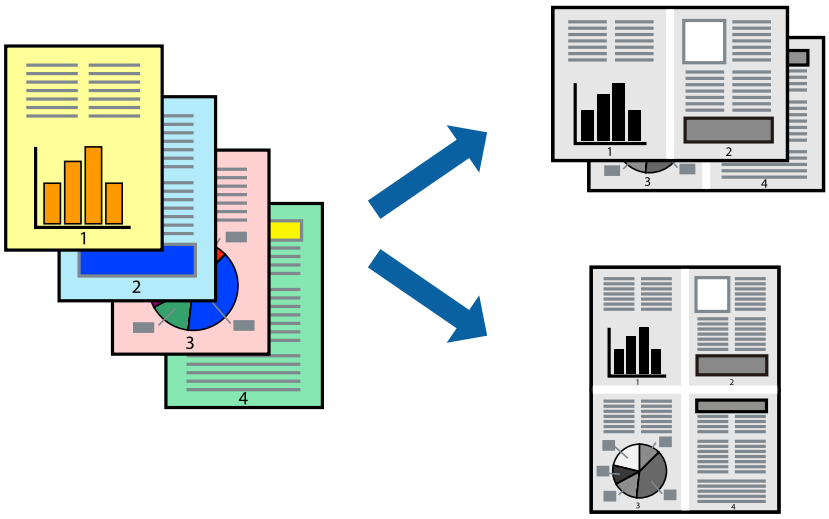
    When the first side has finished printing, a pop-up window is displayed on the computer. Follow the on-screen instructions.

Related Information

➡ "Available Paper and Capacities" on page 204
➡ "Printing Using Easy Settings" on page 35

Printing Several Pages on One Sheet

You can print several pages of data on a single sheet of paper.



1. Load paper in the printer .

   "Loading Paper in the Paper Cassette" on page 26

2. Open the file you want to print.

3. Select **Print** or **Print Setup** from the **File** menu.

4. Select your printer.

5. Select **Preferences** or **Properties** to access the printer driver window.

6. On the printer driver's **Main** tab, select **2-Up** or **4-Up**, **6-Up**, **8-Up**, **9-Up**, or **16-Up** as the **Multi-Page** setting.

7. Click **Layout Order**, make the appropriate settings, and then click **OK**.

8. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.

   "Main Tab" on page 36
   "More Options Tab" on page 38

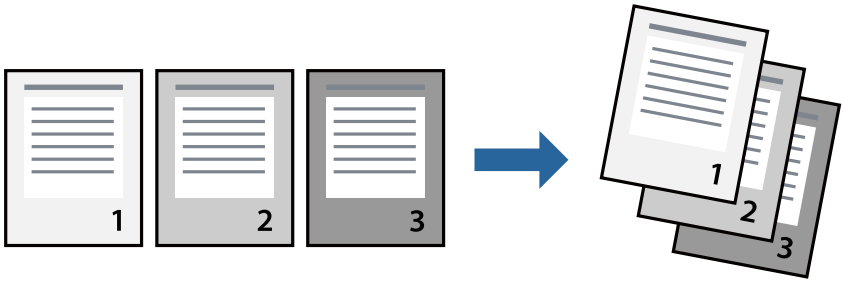
9. Click **Print**.

Related Information

➡ "Printing Using Easy Settings" on page 35

Printing and Stacking in Page Order (Reverse Order Printing)

You can print from the last page so that documents are stacked in page order when they are ejected.



1. Load paper in the printer .
   "Loading Paper in the Paper Cassette" on page 26
2. Open the file you want to print.
3. Select **Print** or **Print Setup** from the **File** menu.
4. Select your printer.
5. Select **Preferences** or **Properties** to access the printer driver window.
6. On the printer driver's **Main** tab, select **Reverse Order**
7. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
   "Main Tab" on page 36
   "More Options Tab" on page 38
8. Click **Print**.

Related Information

➡ "Printing Using Easy Settings" on page 35

Printing to Fit the Paper Size

Select the paper size you loaded in the printer as the Destination Paper Size setting.



1. Load paper in the printer .
   "Loading Paper in the Paper Cassette" on page 26
2. Open the file you want to print.
3. Select **Print** or **Print Setup** from the **File** menu.
4. Select your printer.
5. Select **Preferences** or **Properties** to access the printer driver window.
6. Make the following settings on the **More Options** tab.
   - ❏ Document Size: Select the size of the paper you set in the application setting.
   - ❏ Output Paper: Select the paper size you loaded in the printer.
     Fit to Page is automatically selected.

   Note:
   *Click **Center** to print the reduced image in the middle of the paper.*
7. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
   "Main Tab" on page 36
   "More Options Tab" on page 38
8. Click **Print**.

Related Information

➡ "Printing Using Easy Settings" on page 35

Printing a Reduced or Enlarged Document at any Magnification

You can reduce or enlarge the size of a document by a specific percentage.



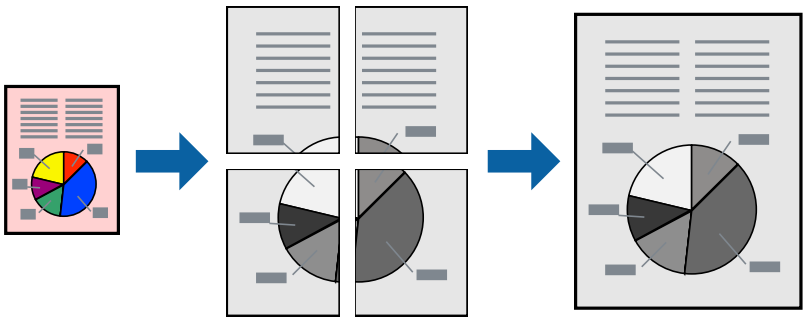
1. Load paper in the printer .
   "Loading Paper in the Paper Cassette" on page 26
2. Open the file you want to print.
3. Select **Print** or **Print Setup** from the **File** menu.
4. Select your printer.
5. Select **Preferences** or **Properties** to access the printer driver window.
6. On the printer driver's **More Options** tab, select the document size from the **Document Size** setting.
7. Select the paper size you want to print on from the **Output Paper** setting.
8. Select **Reduce/Enlarge Document**, **Zoom to**, and then enter a percentage.
9. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
   "Main Tab" on page 36
   "More Options Tab" on page 38
10. Click **Print**.

Related Information

➡ "Printing Using Easy Settings" on page 35

Printing One Image on Multiple Sheets for Enlargement (Creating a Poster)

This feature allows you to print one image on multiple sheets of paper. You can create a larger poster by taping them together.



1. Load paper in the printer .

   "Loading Paper in the Paper Cassette" on page 26

2. Open the file you want to print.

3. Select **Print** or **Print Setup** from the **File** menu.

4. Select your printer.

5. Select **Preferences** or **Properties** to access the printer driver window.

6. Select **2x1 Poster**, **2x2 Poster**, **3x3 Poster**, or **4x4 Poster** from **Multi-Page** on the **Main** tab.

7. Click **Settings**, make the appropriate settings, and then click **OK**.

   Note:
   Print Cutting Guides *allows you to print a cutting guide.*

8. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.

   "Main Tab" on page 36

   "More Options Tab" on page 38

9. Click **Print**.

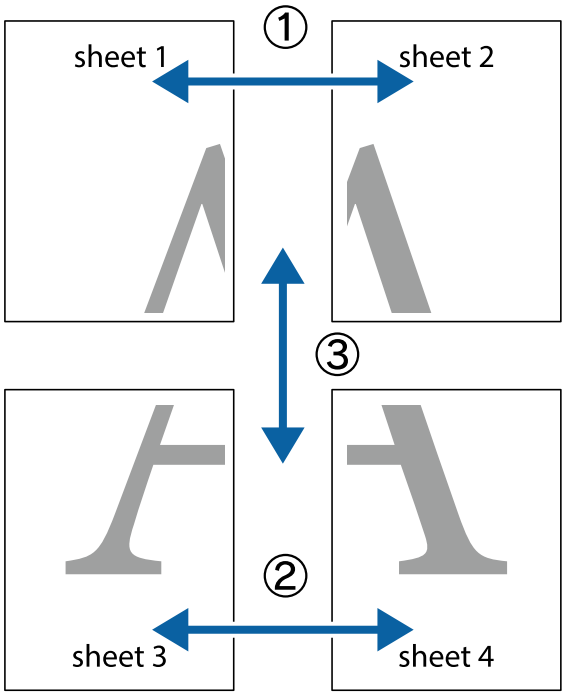
Related Information

➡ "Printing Using Easy Settings" on page 35

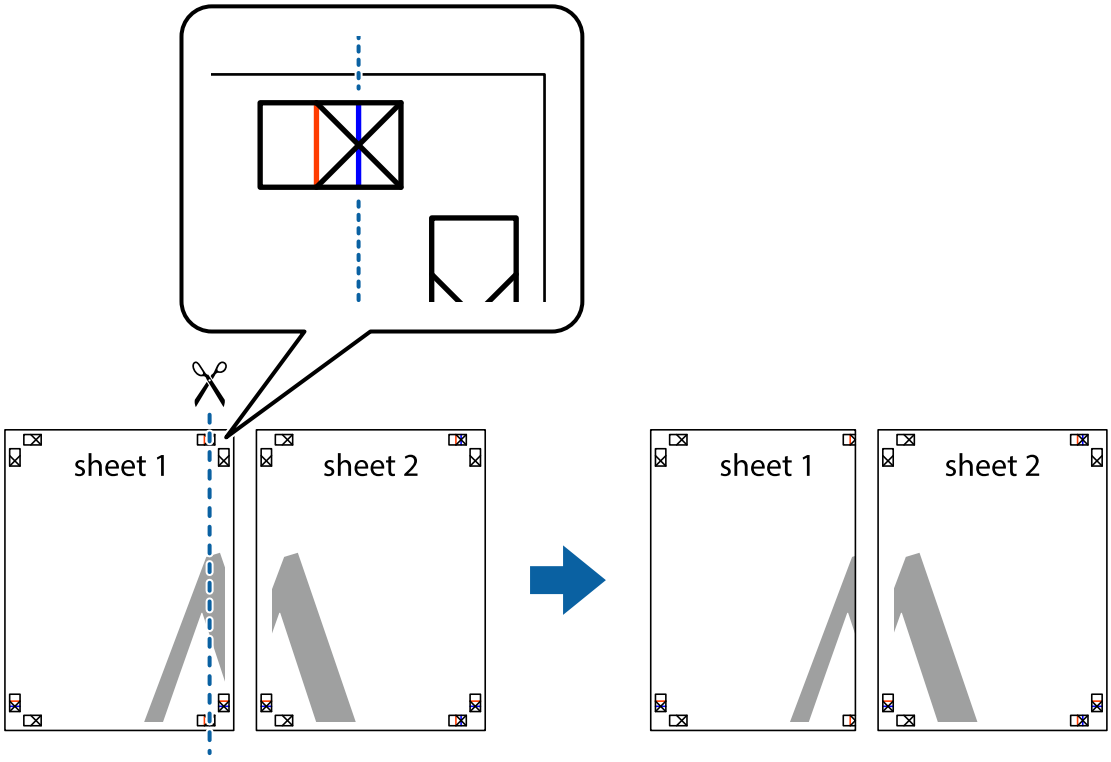
Making Posters Using Overlapping Alignment Marks

Here is an example of how to make a poster when **2x2 Poster** is selected, and **Overlapping Alignment Marks** is selected in **Print Cutting Guides**.

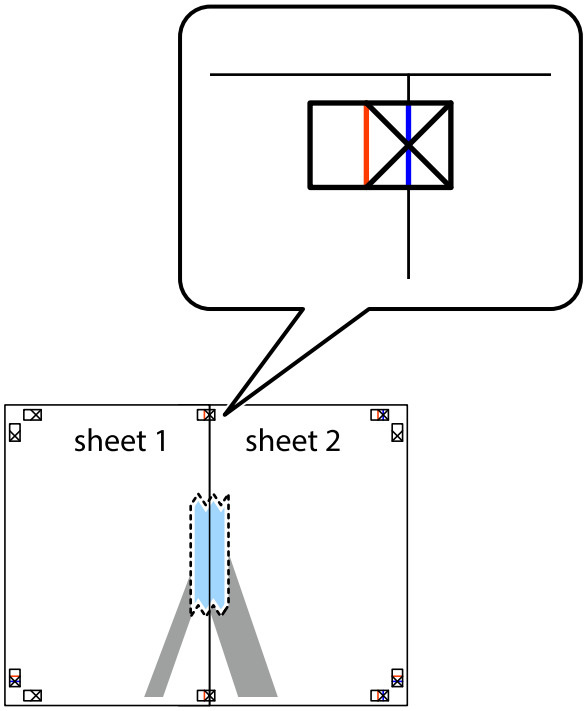
The actual guides are printed in monochrome, but for this explanation they are shown as blue and red lines.



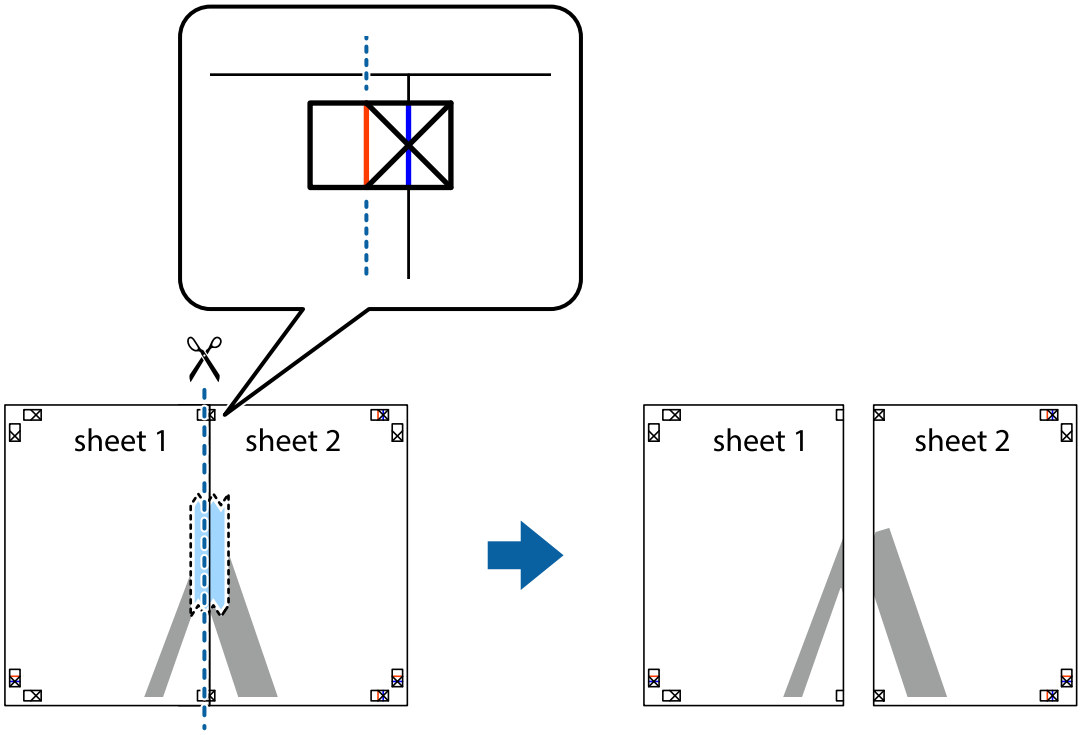
1. Prepare Sheet 1 and Sheet 2. Cut off the margins of Sheet 1 along the vertical blue line through the center of the top and bottom cross marks.



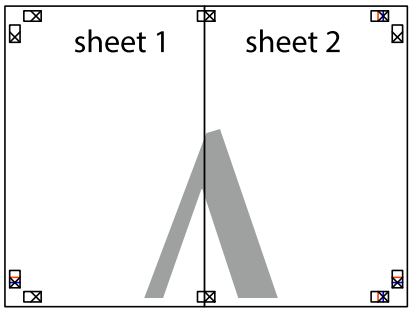
2. Place the edge of Sheet 1 on top of Sheet 2 and align the cross marks, then temporarily tape the two sheets together from the back.



3. Cut the taped sheets in two along the vertical red line through the alignment markers (this time, the line to the left of the cross marks).

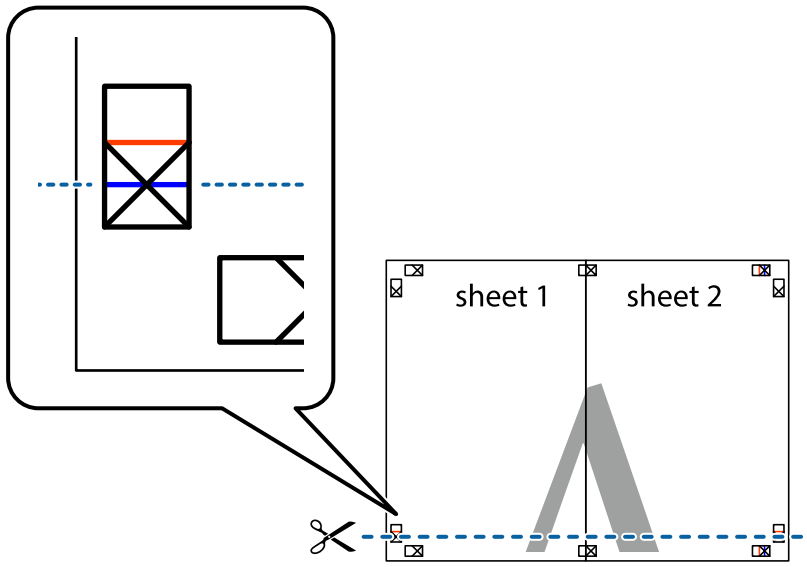


4. Tape the sheets together from the back.

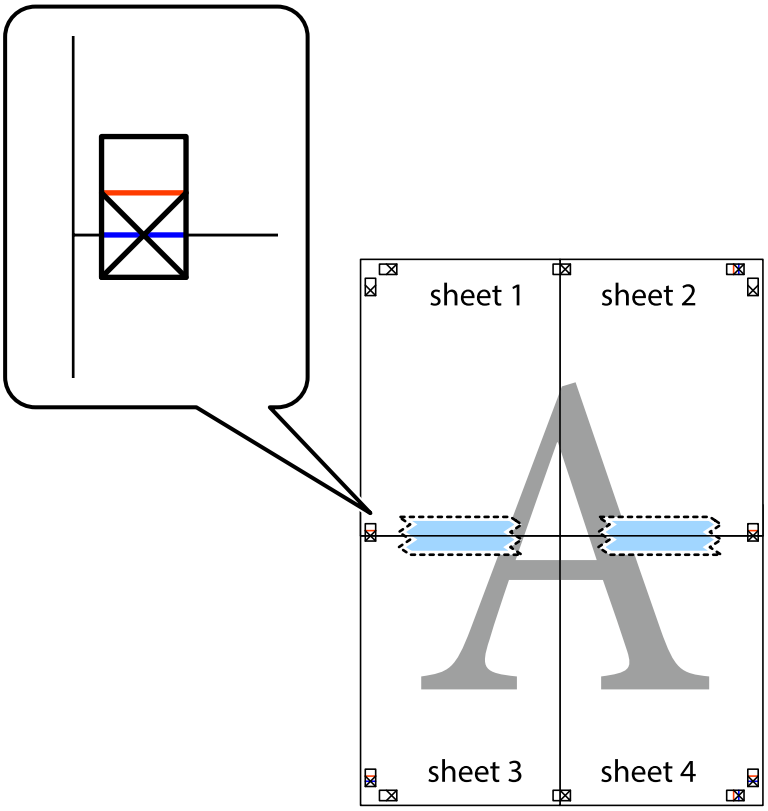


5. Repeat steps 1 to 4 to tape Sheet 3 and Sheet 4 together.

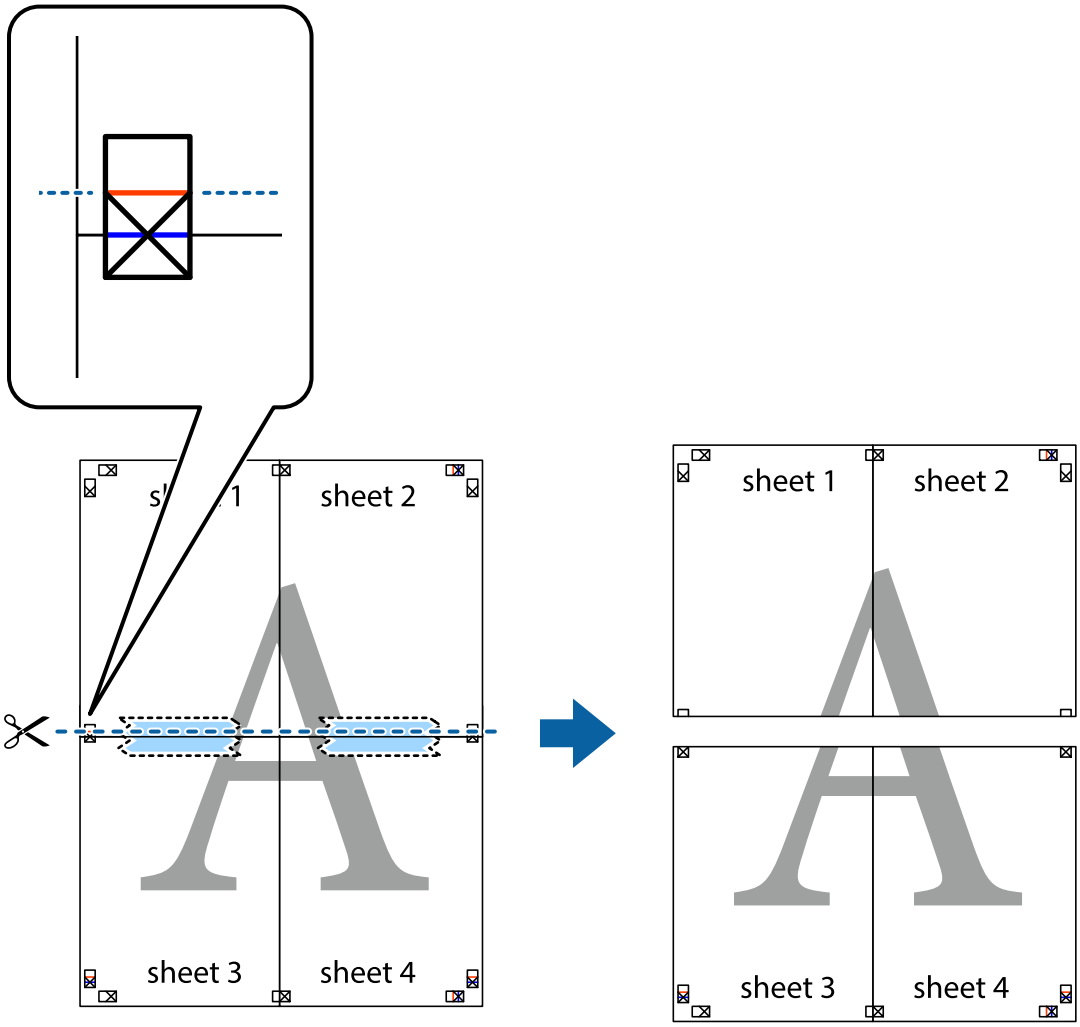
6. Cut off the margins of Sheet 1 and Sheet 2 along the horizontal blue line through the center of the left and right side cross marks.



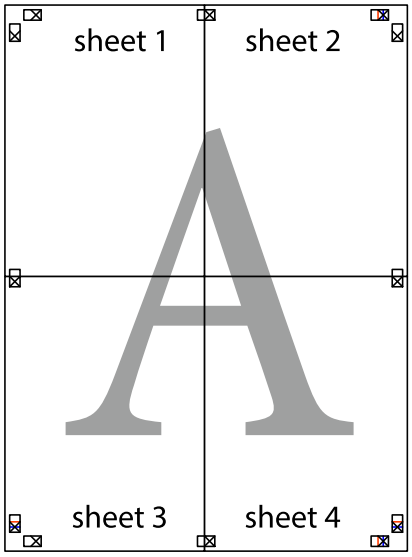
7. Place the edge of Sheet 1 and Sheet 2 on top of Sheet 3 and Sheet 4 and align the cross marks, and then temporarily tape them together from the back.



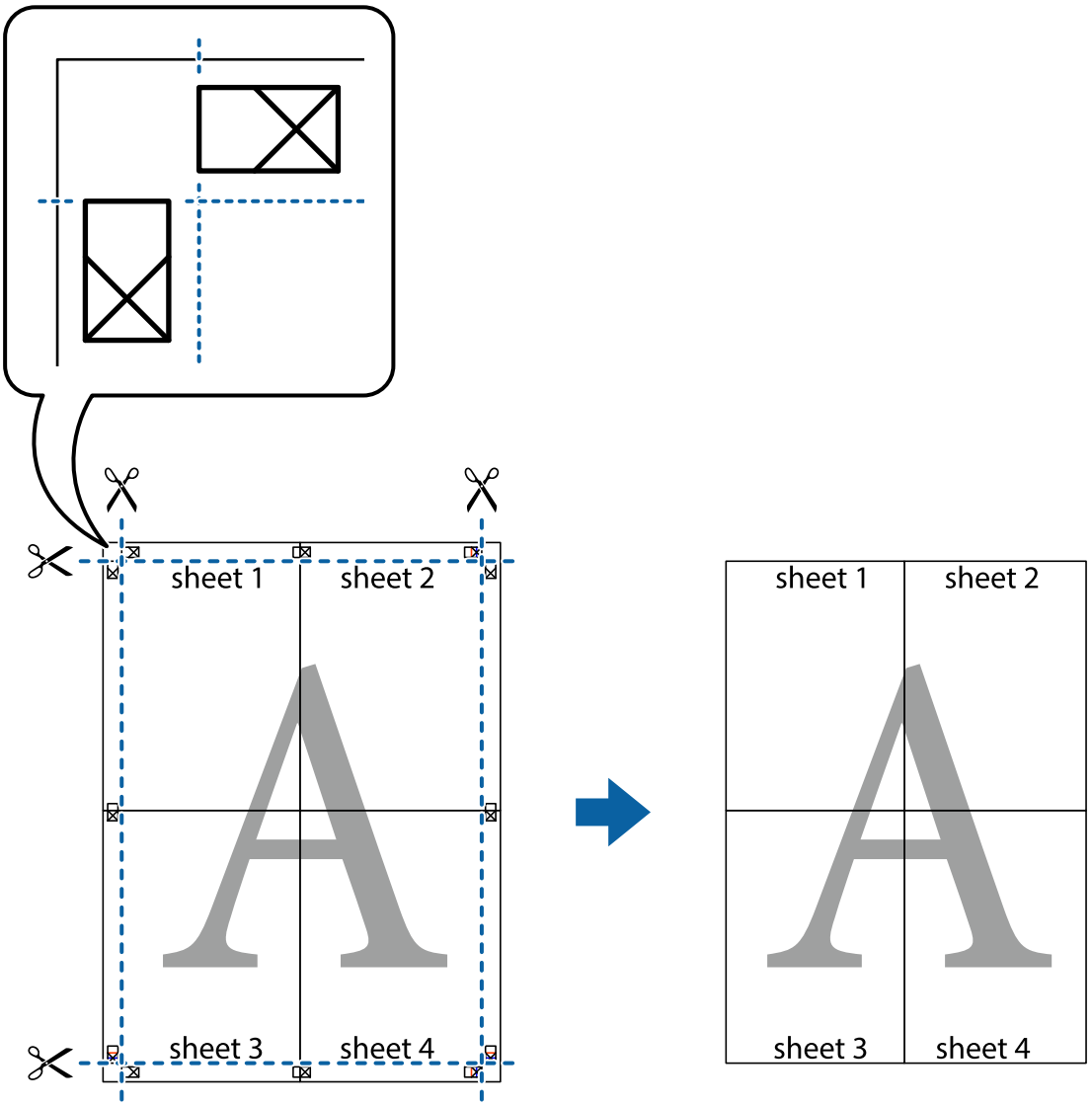
8. Cut the taped sheets in two along the horizontal red line through the alignment markers (this time, the line above the cross marks).



9. Tape the sheets together from the back.

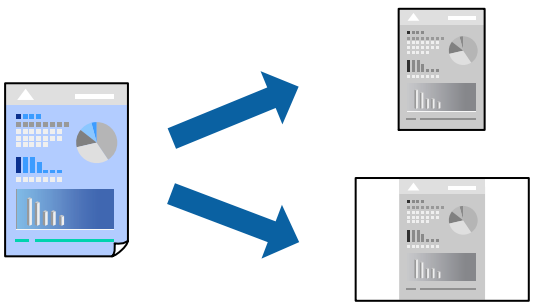


10. Cut off the remaining margins along the outer guide.



Adding Printing Presets for Easy Printing

If you create your own preset of frequently used print settings on the printer driver, you can print easily by selecting the preset from the list.



1. Load paper in the printer .

   "Loading Paper in the Paper Cassette" on page 26

2. Open the file you want to print.

3. Select **Print** or **Print Setup** from the **File** menu.

4. Select your printer.

5. Select **Preferences** or **Properties** to access the printer driver window.

6. Set each item (such as **Document Size** and **Paper Type**) in **Main** or **More Options**.

7. Click **Add/Remove Presets** in **Printing Presets**.

8. Enter a **Name** and, if necessary, enter a comment.

9. Click **Save**.

   Note:
   *To delete an added preset, click **Add/Remove Presets**, select the preset name you want to delete from the list, and then delete it.*

   "Main Tab" on page 36

   "More Options Tab" on page 38

10. Click **Print**.

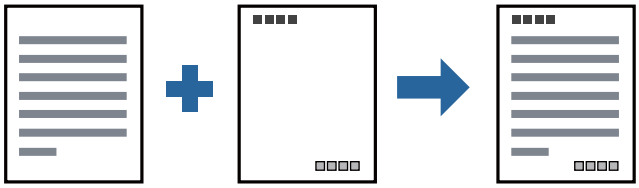
The next time you want to print using the same settings, select the registered setting name from **Printing Presets**, and click **OK**.

Related Information

➡ "Printing Using Easy Settings" on page 35

Printing with a Header and Footer

You can print information such as a user name and printing date in headers or footers.



1. Load paper in the printer .

   "Loading Paper in the Paper Cassette" on page 26

2. Open the file you want to print.

3. Select **Print** or **Print Setup** from the **File** menu.

4. Select your printer.
5. Select **Preferences** or **Properties** to access the printer driver window.
6. On the printer driver's **More Options** tab, click **Watermark Features**, and then select **Header/Footer**.
7. **Settings**, and then select the items you want to print.
8. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.

   "Main Tab" on page 36

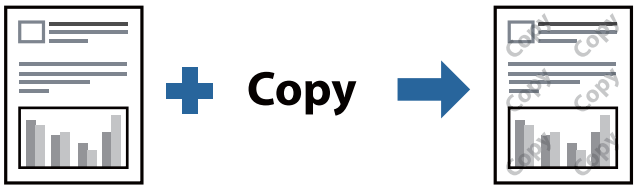
   "More Options Tab" on page 38
9. Click **Print**.

Related Information

➡ "Printing Using Easy Settings" on page 35

Printing a Watermark

You can print a watermark such as "Confidential" or an anti-copy pattern on your printouts. If you print with an anti-copy pattern, the hidden letters appear when photocopied in order to distinguish the original from the copies.



Anti-Copy Pattern is available under the following conditions:

- ❏ Paper: Plain paper, Copy paper, Letterhead, or High quality plain paper
- ❏ Quality: Standard
- ❏ Tone Correction: Automatic

Note:
You can also add your own watermark or anti-copy pattern.

1. Load paper in the printer .

   "Loading Paper in the Paper Cassette" on page 26
2. Open the file you want to print.
3. Access the printer driver window.
4. Click **Watermark Features** on the **More Options** tab and select the type of anti-copy pattern or watermark you want to use.
5. Click **Settings** to change details such as the size, density, or position of the pattern or the mark.

6. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.

   "Main Tab" on page 36

   "More Options Tab" on page 38

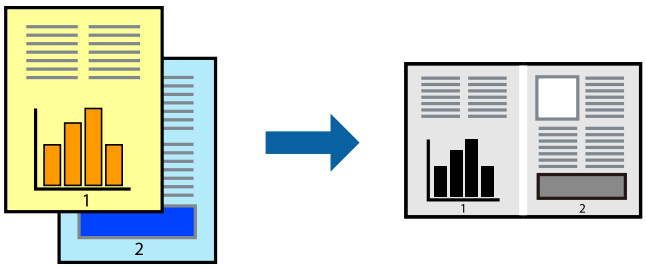
7. Click **Print**.

Related Information

➡ "Printing Using Easy Settings" on page 35

Printing Multiple Files Together

Job Arranger Lite allows you to combine several files created by different applications and print them as a single print job. You can specify the print settings for combined files, such as multi-page layout, and 2-sided printing.



1. Load paper in the printer .

   "Loading Paper in the Paper Cassette" on page 26

2. Open the file you want to print.

3. Select **Print** or **Print Setup** from the **File** menu.

4. Select your printer.

5. Select **Preferences** or **Properties** to access the printer driver window.

6. Select **Job Arranger Lite** on the **Main** tab, and then click **OK**.

   "Main Tab" on page 36

7. Click **Print**.

   When you start printing, the Job Arranger Lite window is displayed.

8. With the Job Arranger Lite window opened, open the file that you want to combine with the current file, and then repeat the above steps.

9. When you select a print job added to Print Project Lite in the Job Arranger Lite window, you can edit the page layout.

10. Click **Print** from the **File** menu to start printing.

    Note:
    *If you close the Job Arranger Lite window before adding all the print data to the Print Project, the print job you are currently working on is canceled. Click **Save** from the **File** menu to save the current job. The extension of the saved files is "ecl".*

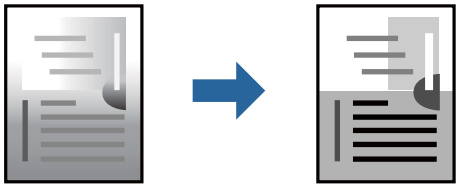
    *To open a Print Project, click **Job Arranger Lite** on the printer driver's **Maintenance** tab to open the Job Arranger Lite window. Next, select **Open** from the **File** menu to select the file.*

Related Information

➡ "Printing Using Easy Settings" on page 35

Adjusting the Print Tone

You can adjust the tone used in the print job. These adjustments are not applied to the original data.



1. Load paper in the printer .

   "Loading Paper in the Paper Cassette" on page 26

2. Open the file you want to print.

3. Access the printer driver window.

4. Select the method of color correction from **Tone Correction** on the **More Options** tab.

   ❏ AutomaticThis setting automatically adjusts the tone to match the paper type and print quality settings.

   ❏ If you select Custom and click **Advanced**, you can make your own settings.

5. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.

   "Main Tab" on page 36

   "More Options Tab" on page 38

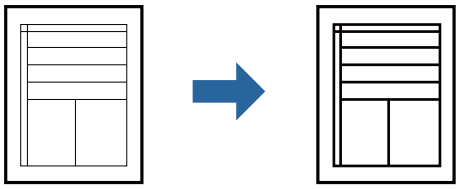
6. Click **Print**.

Related Information

➡ "Printing Using Easy Settings" on page 35

Printing to Emphasize Thin Lines

You can thicken thin lines that are too thin to print.



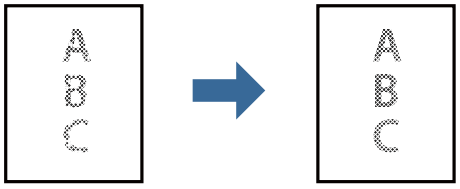
1. Load paper in the printer .
   "Loading Paper in the Paper Cassette" on page 26
2. Open the file you want to print.
3. Access the printer driver window.
4. Click **Image Options** from **Tone Correction** on the **More Options** tab.
5. Select **Emphasize Thin Lines**.
6. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
   "Main Tab" on page 36
   "More Options Tab" on page 38
7. Click **Print**.

Related Information

➡ "Printing Using Easy Settings" on page 35

Printing to Enhance Light Text and Lines

Printing to Enhance Light Text and Lines



1. Load paper in the printer .
   "Loading Paper in the Paper Cassette" on page 26
2. Open the file you want to print.
3. Access the printer driver window.

4. Click **Image Options** from **Tone Correction** on the **More Options** tab.
5. Select **Enhance Light Text and Lines**.
6. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.

   "Main Tab" on page 36

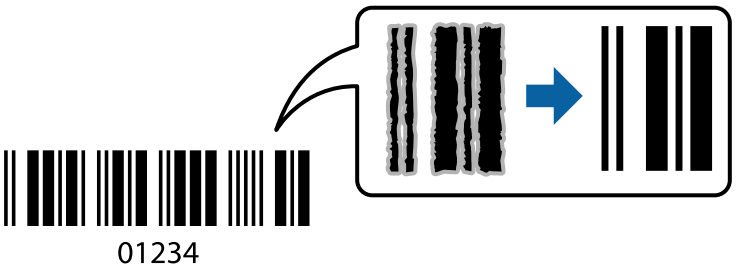
   "More Options Tab" on page 38
7. Click **Print**.

Related Information

➡ "Printing Using Easy Settings" on page 35

Printing Clear Bar Codes

You can print a bar code clearly and make it easy to scan. Only enable this feature if the bar code you printed cannot be scanned.



You can use this feature under the following conditions.

❏ Paper: Plain paper, Copy paper, High quality plain paper, or Envelope

❏ Quality: **Standard**

1. Load paper in the printer .

   "Loading Paper in the Paper Cassette" on page 26
2. Open the file you want to print.
3. Access the printer driver window.
4. Click **Extended Settings** on the **Maintenance** tab, and then select **Barcode mode**.
5. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.

   "Main Tab" on page 36

   "More Options Tab" on page 38
6. Click **Print**.

   Note:
   Deblurring may not always be possible depending on the circumstances.

Related Information

➡ "Printing Using Easy Settings" on page 35

Printing from a Computer - Mac OS

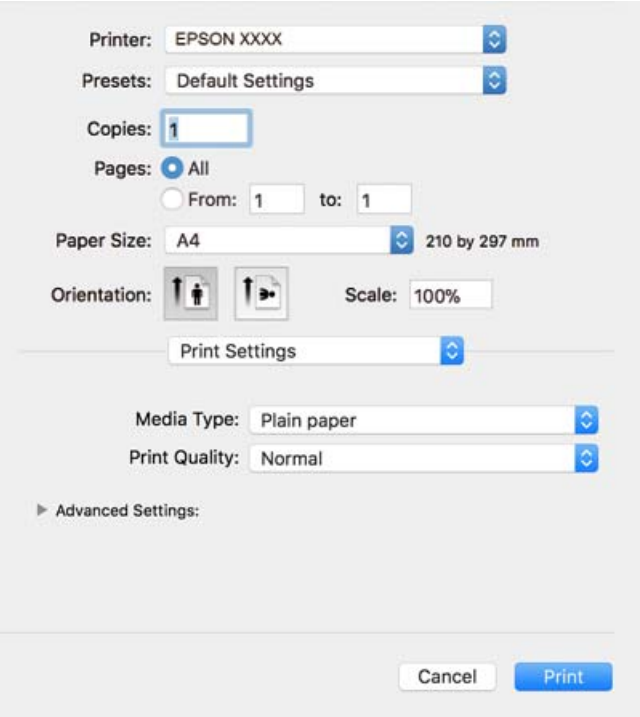
Printing Using Easy Settings



Note:
Operations and screens differ depending on the application. See the application's help for details.

1. Load paper in the printer .
   "Loading Paper in the Paper Cassette" on page 26
2. Open the file you want to print.
3. Select **Print** from the **File** menu or another command to access the print dialog.
   If necessary, click **Show Details** or▼ to expand the print window.
4. Select your printer.

5. Select **Print Settings** from the pop-up menu.



Note:
*If the **Print Settings** menu is not displayed on macOS High Sierra, macOS Sierra, OS X El Capitan, OS X Yosemite, OS X Mavericks, OS X Mountain Lion, the Epson printer driver has not been installed correctly. Enable it from the following menu. macOS Mojave cannot access **Print Settings** in applications made by Apple such as TextEdit.*

*Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), remove the printer, and then add the printer again. See the following to add a printer.*

"Adding the Printer (for Mac OS Only)" on page 112

6. Change the settings as necessary.

   See the menu options for the printer driver for details.

7. Click **Print**.

Note:
*If you want to cancel printing, on your computer click the printer icon in the **Dock**. Select the job you want to cancel, and then do one of the following. However, you cannot cancel a print job from the computer once it has been completely sent to the printer. In this case, cancel the print job by using the printer's control panel.*

- *OS X Mountain Lion or later*

  Click ⊗ *next to the progress meter.*

- *Mac OS X v10.6.8 to v10.7.x*

  *Click **Delete**.*

Related Information

- "Available Paper and Capacities" on page 204
- "Menu Options for Print Settings" on page 63

Menu Options for the Printer Driver

Open the print window in an application, select the printer, and then access the printer driver window.

Note:
Menus vary depending on the option you selected.

Menu Options for Layout

Pages per Sheet

Select the number of pages to be printed on one sheet.

Layout Direction

Specify the order in which the pages will be printed.

Border

Prints a border around the pages.

Reverse page orientation

Rotates pages 180 degrees before printing. Select this item when printing on paper such as envelopes that are loaded in fixed direction in the printer.

Flip horizontally

Inverts an image to print as it would appear in a mirror.

Menu Options for Color Matching

ColorSync/EPSON Color Controls

Select the method for color adjustment. These options adjusts colors between the printer and the computer display to minimize the difference in color.

Menu Options for Paper Handling

Collate pages

Prints multi-page documents collated in order and sorted into sets.

Pages to Print

Select to print only odd pages or even pages.

Page Order

Select to print from the top or the last page.

Scale to fit paper size

Prints to fit to the paper size you loaded.

❏ Destination Paper Size

Select the paper size to print on.

❏ Scale down only

Select when reducing the size of the document.

Menu Options for Cover Page

Print Cover Page

Select whether or not to print a cover page. When you want to add a back cover, select **After document**.

Cover Page Type

Select the contents of the cover page.

Menu Options for Print Settings

Media Type

Select the type of paper on which you print.

Print Quality

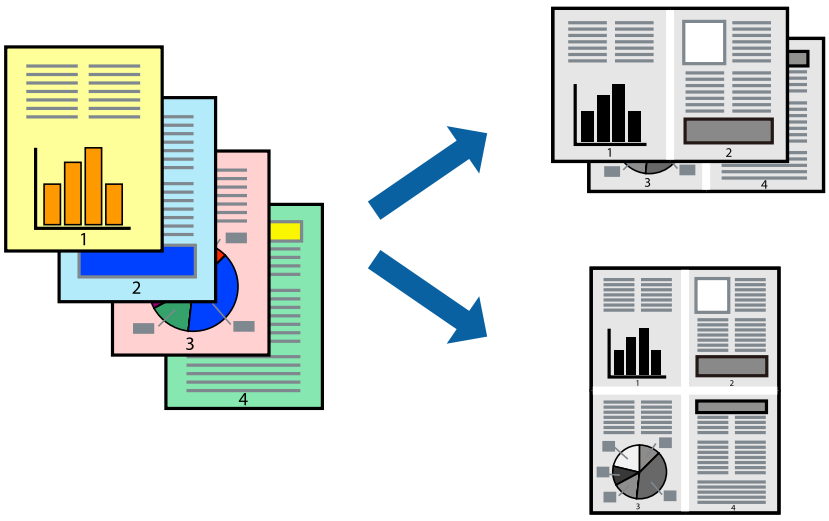
Select the pint quality you want to use for printing. The options vary depending on the paper type.

Advanced Settings

Adjusts the brightness and the contrast of images.

Printing Several Pages on One Sheet

You can print several pages of data on a single sheet of paper.



1. Load paper in the printer .

   "Loading Paper in the Paper Cassette" on page 26

2. Open the file you want to print.

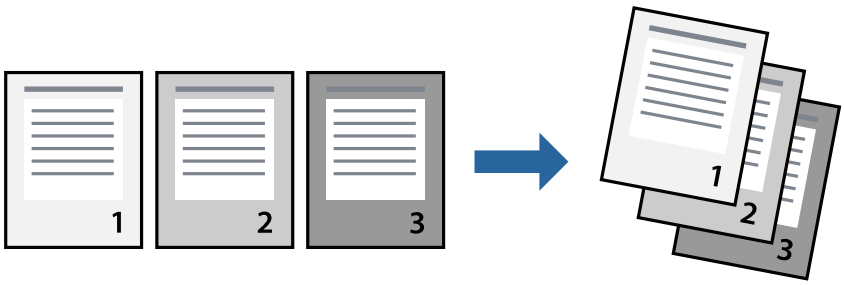
3. Select **Print** from the **File** menu or another command to access the print dialog.
4. Select **Layout** from the pop-up menu.
5. Set the number of pages in **Pages per Sheet**, the **Layout Direction** (page order), and **Border**.
   "Menu Options for Layout" on page 62
6. Set the other items as necessary.
7. Click **Print**.

Related Information

➡ "Printing Using Easy Settings" on page 60

Printing and Stacking in Page Order (Reverse Order Printing)

You can print from the last page so that documents are stacked in page order when they are ejected.



1. Load paper in the printer .
   "Loading Paper in the Paper Cassette" on page 26
2. Open the file you want to print.
3. Select **Print** from the **File** menu or another command to access the print dialog.
4. Select **Paper Handling** from the pop-up menu.
5. Select **Reverse** as the **Page Order** setting.
6. Set the other items as necessary.
7. Click **Print**.

Related Information

➡ "Printing Using Easy Settings" on page 60

Printing to Fit the Paper Size

Select the paper size you loaded in the printer as the Destination Paper Size setting.



1. Load paper in the printer .
   "Loading Paper in the Paper Cassette" on page 26
2. Open the file you want to print.
3. Select **Print** from the **File** menu or another command to access the print dialog.
4. Select the size of the paper you set in the application as the **Paper Size** setting.
5. Select **Paper Handling** from the pop-up menu.
6. Select **Scale to fit paper size**.
7. Select the paper size you loaded in the printer as the **Destination Paper Size** setting.
8. Set the other items as necessary.
9. Click **Print**.

Related Information

➡ "Printing Using Easy Settings" on page 60

Printing a Reduced or Enlarged Document at any Magnification

You can reduce or enlarge the size of a document by a specific percentage.



1. Load paper in the printer .

   "Loading Paper in the Paper Cassette" on page 26

2. Open the file you want to print.

3. Select **Print** from the **File** menu or another command to access the print dialog.

4. Select **Page Setup** from the **File** menu of the application.

5. Select **Printer**, **Paper Size**, enter percentage in **Scale**, and then click **OK**.

   Note:
   Select the paper size you set in the application as the ***Paper Size*** *setting.*

6. Set the other items as necessary.

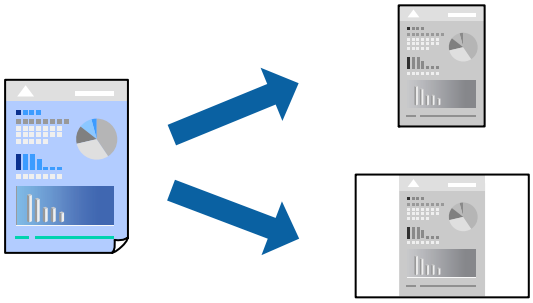
7. Click **Print**.

Related Information

➡ "Printing Using Easy Settings" on page 60

Adding Printing Presets for Easy Printing

If you create your own preset of frequently used print settings on the printer driver, you can print easily by selecting the preset from the list.



1. Load paper in the printer .

   "Loading Paper in the Paper Cassette" on page 26

2. Open the file you want to print.

3. Select **Print** from the **File** menu or another command to access the print dialog.

4. Set each item such as **Print Settings** and **Layout** (**Paper Size**, **Media Type**, and so on).

5. Click **Presets** to save the current settings as a preset.

6. Click **OK**.

   Note:
   *To delete an added preset, click **Presets** > **Show Presets**, select the preset name you want to delete from the list, and then delete it.*

7. Click **Print**.

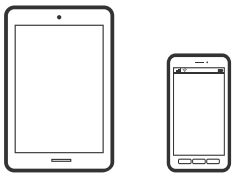
The next time you want to print using the same settings, select the registered preset name from the **Presets**.

Related Information

➡ "Printing Using Easy Settings" on page 60

Printing Documents from Smart Devices (iOS)

You can print documents from a smart device such as a smartphone or tablet.



Printing Documents Using Epson iPrint

Note:
Operations may differ depending on the device.

1. Load paper in the printer.
   "Loading Paper in the Paper Cassette" on page 26
2. Set up your printer for wireless printing.
3. If Epson iPrint is not installed, install it.
   "Installing Epson iPrint" on page 210
4. Connect your smart device to the same wireless network as your printer.
5. Start Epson iPrint.
6. Tap **Document** on the home screen.
7. Tap the location of the document you want to print.
8. Select the document, and then tap **Next**.
9. Tap **Print**.

Printing Documents Using AirPrint

AirPrint enables instant wireless printing from iPhone, iPad, iPod touch, and Mac without the need to install drivers or download software.

Works with Apple AirPrint

Note:
If you disabled paper configuration messages on your printer control panel, you cannot use AirPrint. See the link below to enable the messages, if necessary.

1. Load paper in the printer.
   "Loading Paper in the Paper Cassette" on page 26
2. Set up your printer for wireless printing. See the link below.
   http://epson.sn
3. Connect your Apple device to the same wireless network that your printer is using.
4. Print from your device to your printer.

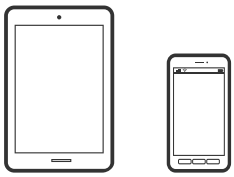
   Note:
   For details, see the AirPrint page on the Apple website.

Related Information

➡ "Cannot Print Even Though a Connection has been Established (iOS)" on page 138

Printing Documents from Smart Devices (Android)

You can print documents from a smart device such as a smartphone or tablet.



Printing Documents Using Epson iPrint

Note:
Operations may differ depending on the device.

1. Load paper in the printer.
   "Loading Paper in the Paper Cassette" on page 26
2. Set up your printer for wireless printing.
3. If Epson iPrint is not installed, install it.
   "Installing Epson iPrint" on page 210
4. Connect your smart device to the same wireless network as your printer.
5. Start Epson iPrint.
6. Tap **Document** on the home screen.
7. Tap the location of the document you want to print.
8. Select the document, and then tap **Next**.
9. Tap **Print**.

Printing Documents Using Epson Print Enabler

You can wirelessly print your documents, emails, photos, and web pages right from your Android phone or tablet (Android v4.4 or later). With a few taps, your Android device will discover an Epson printer that is connected to the same wireless network.

Note:
Operations may differ depending on the device.

1. Load paper in the printer.

   "Loading Paper in the Paper Cassette" on page 26

2. Set up your printer for wireless printing.

3. On your Android device, install the Epson Print Enabler plug-in from Google Play.

4. Connect your Android device to the same wireless network as your printer.

5. Go to **Settings** on your Android device, select **Printing**, and then enable Epson Print Enabler.

6. From an Android application such as Chrome, tap the menu icon and print whatever is on the screen.

   Note:
   If you do not see your printer, tap ***All Printers*** *and select your printer.*

Printing Using Mopria Print Service

Mopria Print Service enables instant wireless printing from Android smart phones or tablets.

1. Install Mopria Print Service from Google Play.

2. Load paper in the printer.

3. Set up your printer for wireless printing. See the link below.

   http://epson.sn

4. Connect your Android device to the same wireless network that your printer is using.

5. Print from your device to your printer.

   Note:
   For more details, access the Mopria Web site at https://mopria.org.

Related Information

➡ "Loading Paper in the Paper Cassette" on page 26

Printing on Envelopes

Printing on Envelopes from a Computer (Windows)

1. Load envelopes in the printer.
   "Loading Envelopes in the Paper Cassette" on page 29
2. Open the file you want to print.
3. Access the printer driver window.
4. Select the envelope size from **Document Size** on the **Main** tab, and then select **Envelope** from **Paper Type**.
5. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
6. Click **Print**.

Printing on Envelopes from a Computer (Mac OS)

1. Load envelopes in the printer.
   "Loading Envelopes in the Paper Cassette" on page 29
2. Open the file you want to print.
3. Select **Print** from the **File** menu or another command to access the print dialog.
4. Select the size as the **Paper Size** setting.
5. Select **Print Settings** from the pop-up menu.
6. Select **Envelope** as the **Media Type** setting.
7. Set the other items as necessary.
8. Click **Print**.

Printing Web Pages

Printing Web Pages from a Computer

1. Load paper in the printer.
   "Loading Paper in the Paper Cassette" on page 26

2. Select the printing method from the **E-Web Print Toolbar**.
   - ❏ Print: Print the entire web page to fit on the paper.
   - ❏ Clip: Print only the area you selected.
3. Make the print settings, and then click **Print**.

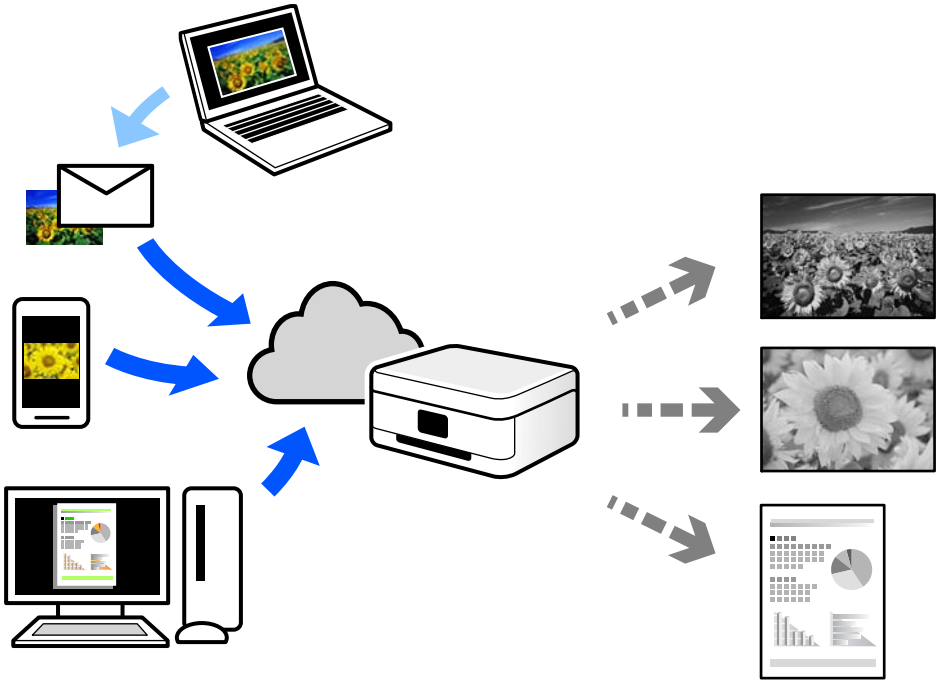
Printing Web Pages from Smart Devices

Note:
Operations may differ depending on the device.

1. Load paper in the printer.
   "Loading Paper in the Paper Cassette" on page 26
2. Set up your printer for wireless printing.
3. If Epson iPrint is not installed, install it.
   "Installing Epson iPrint" on page 210
4. Connect your smart device to the same wireless network as your printer.
5. Open the web page you want to print in your web browser app.
6. Tap **Share** from the menu of the web browser application.
7. Select **iPrint**.
8. Tap **Print**.

Printing Using a Cloud Service

By using Epson Connect service available on the Internet, you can print from your smartphone, tablet PC, or laptop, anytime and practically anywhere. To use this service, you need to register the user and the printer in Epson Connect.



The features available on the Internet are as follows.

❏ Email Print

When you send an email with attachments such as documents or images to an email address assigned to the printer, you can print that email and the attachments from remote locations such as your home or office printer.

❏ Epson iPrint

This Application is for iOS and Android, and allows you to print or scan from a smartphone or tablet. You can print documents, images, and web sites by sending them directly to a printer on the same wireless LAN.

❏ Remote Print Driver

This is a shared driver supported by Remote Print Driver. When printing using a printer in a remote location, you can print by changing the printer on the usual applications window.

See the Epson Connect web portal for details on how to setup or print.

https://www.epsonconnect.com/

http://www.epsonconnect.eu (Europe only)

Registering to Epson Connect Service from the Control Panel

Follow the steps below to register the printer.

1. Select **Settings** on the control panel.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Epson Connect Services** > **Register/Delete** to print the registration sheet.

3. Follow the instructions on the registration sheet to register the printer.

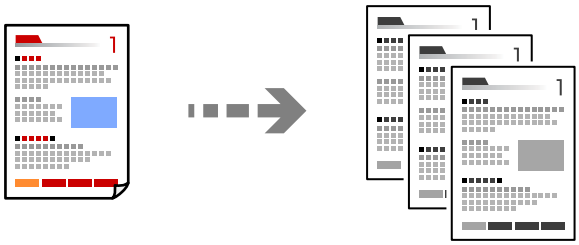
Copying

Copying Originals. 76

Copying ID card. 81

Copying Originals

This section explains how to use the **Copy** menu on the control panel to copy originals.



1. Load paper in the printer.

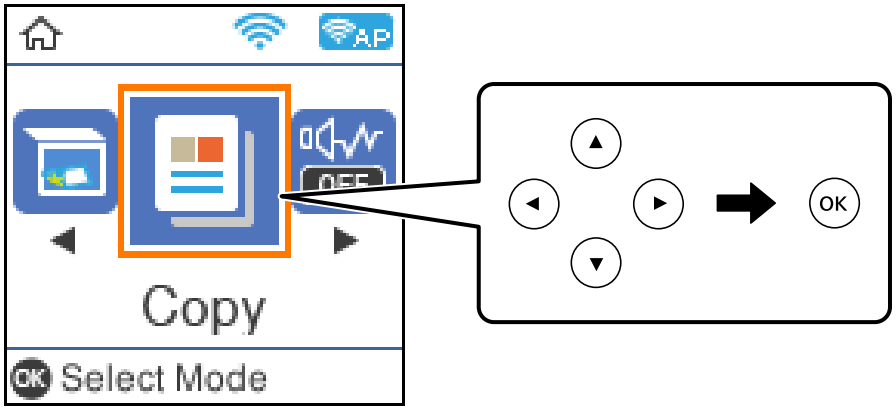
   "Loading Paper in the Paper Cassette" on page 26

2. Place the originals.

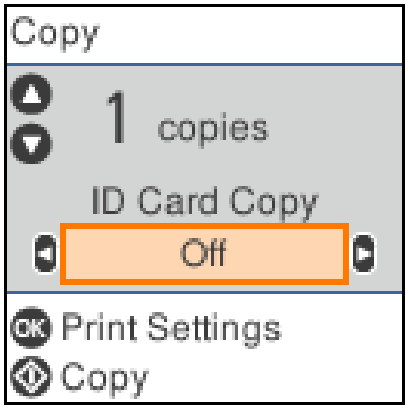
   "Placing Originals on the Scanner Glass" on page 32

3. Select **Copy** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

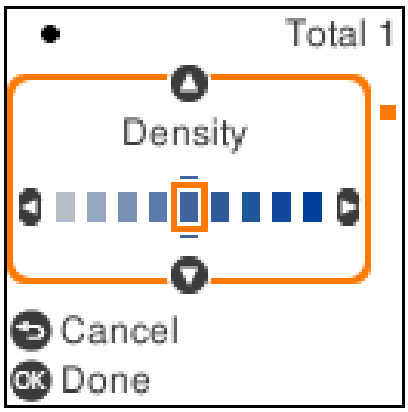


4. Set the number of copies using the ▲▼ button.



5. Press the OK button to display and check the print settings, and then change the settings as necessary.

   To change the settings, press the ▼ button, specify the setting menu using the ▲ ▼ buttons, and then change the settings using the ◀ ▶ buttons. When you have finished, press the OK button.



"Menu Options for Copying" on page 77

6. Press the ⓘ button.

   Note:
   The size and border of the copied image are slightly different from the original.

Menu Options for Copying

Available items vary depending on the menu you selected.

ID Card Copy:

Scans both sides of an ID card and copies onto one side of a paper.

Density:

Increase the level of density when the copying results are faint. Decrease the level of density when ink smears.

Paper Setting:

Select the paper size and the paper type you loaded.

Reduce/Enlarge:

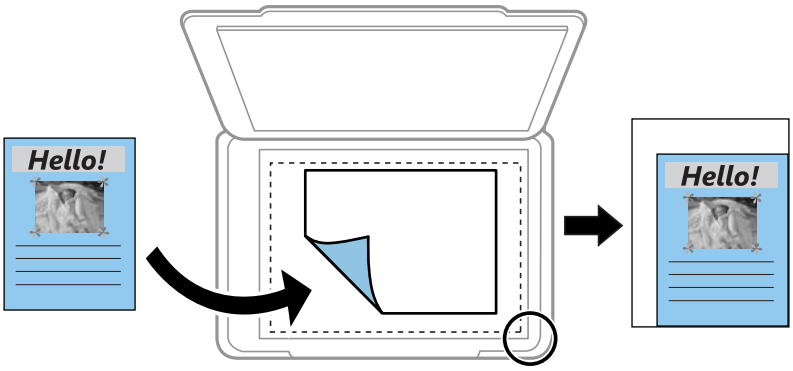
Enlarges or reduces the originals.

❏ Actual Size

Copies at 100 % magnification.

❏ Auto Fit

Detects the scan area and automatically enlarges or reduces the original to fit to the paper size you selected. When there are white margins around the original, the white margins from the corner mark of the scanner glass are detected as the scan area, but the margins at the opposite side may be cropped.



❏ Custom

Select to specify the magnification to enlarge or reduce the original.

Custom Size:

Specifies the magnification used to enlarge or reduce the original within a range of 25 to 400%.

Original Size:

Select the size of your original. When copying non-standard size originals, select the size closest to your original.

Multi-Page:

❏ Single Page

Copies a single-sided original onto a single sheet.

❏ 2-up

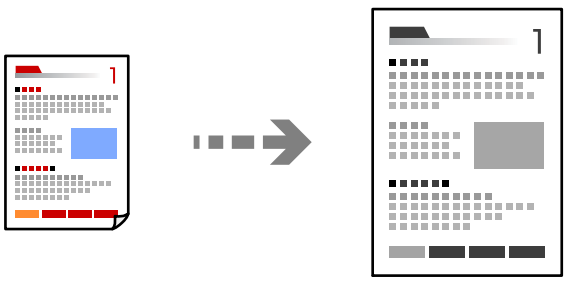
Copies two single-sided originals onto a single sheet in 2-up layout.

Quality:

Select the quality for copying. Selecting **Best** provides higher quality printing, but the printing speed may be slower.

Copying by Enlarging or Reducing

You can copy originals at a specified magnification.



1. Load paper in the printer.

   "Loading Paper in the Paper Cassette" on page 26

2. Place the originals.

   "Placing Originals on the Scanner Glass" on page 32

3. Select **Copy** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

4. Set the number of copies using the ▲▼ button.

5. Press the OK button, and then press the ▼ button.

6. Specify **Reduce/Enlarge** using the ▲▼ buttons, and then change the magnification using the ◀▶ buttons.

   Note:
   If you want to copy by reducing or enlarging the size of a document by a specific percentage, select ***Custom*** *as the* ***Reduce/Enlarge*** *setting, press the ▼ button, and then press the ◀▶ button to specify a percentage. You can change the percentage in increments of 10% by holding down the ◀▶ buttons.*

7. Change the other settings as necessary.

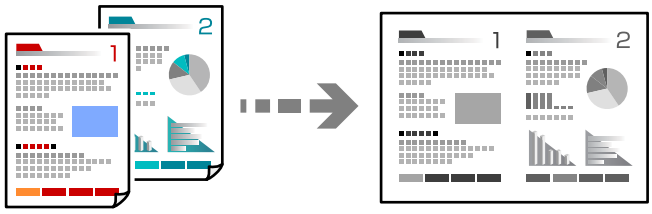
   "Menu Options for Copying" on page 77

8. Press the OK button, and then press the ⧫ button.

   Note:
   The size and border of the copied image are slightly different from the original.

Copying Multiple Originals onto One Sheet

Copies two single-sided originals onto a single sheet in 2-up layout.



1. Load paper in the printer.

   "Loading Paper in the Paper Cassette" on page 26

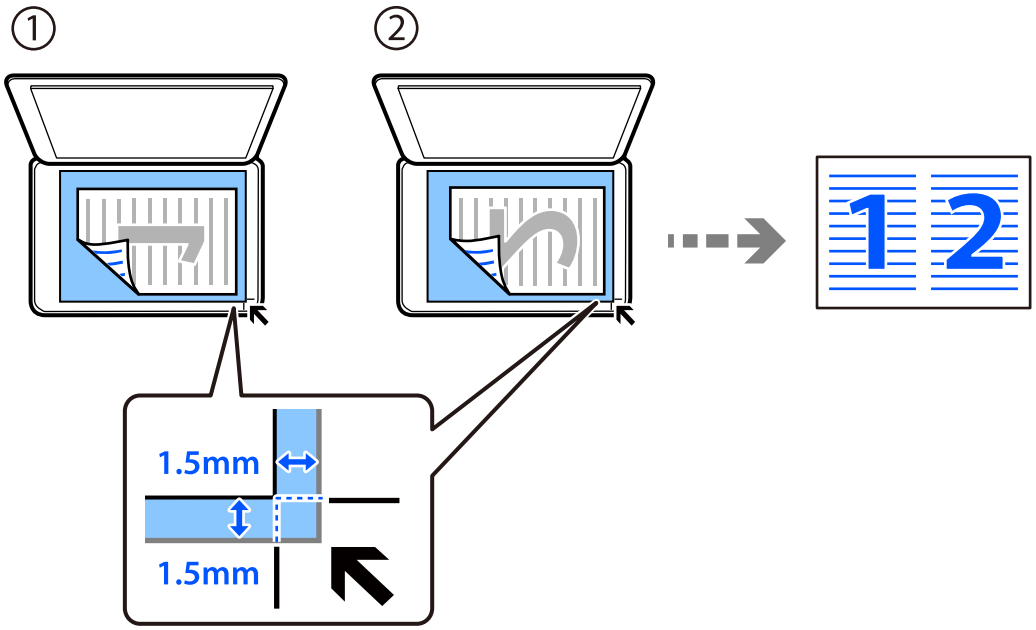
2. Select **Copy** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

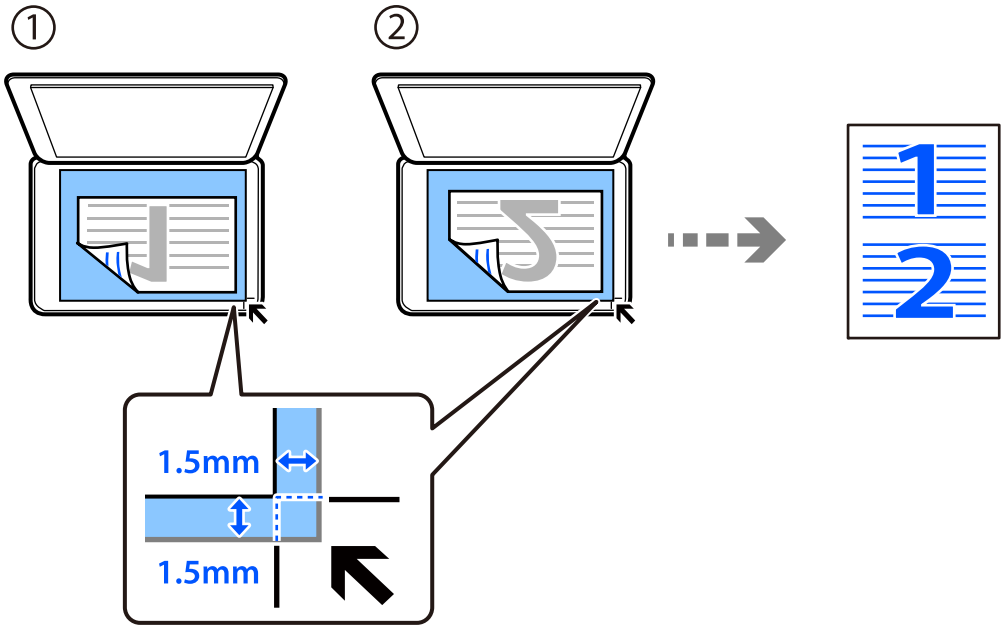
3. Set the number of copies using the ▲▼ button.

4. Press the OK button, and then press the ▼ button.
5. Select **2-up** as the **Multi-Page** setting, and then press the OK button.
6. Select the order of the layout for the **Layout Order** setting, and then press the OK button.
7. Select the orientation of the original for the **Original Orientation** setting, and then press the OK button.
8. Change the other settings as necessary.
   "Menu Options for Copying" on page 77
9. Place the first page of the original, and then press the ⊙ button.

❏ Portrait originals



❏ Landscape originals

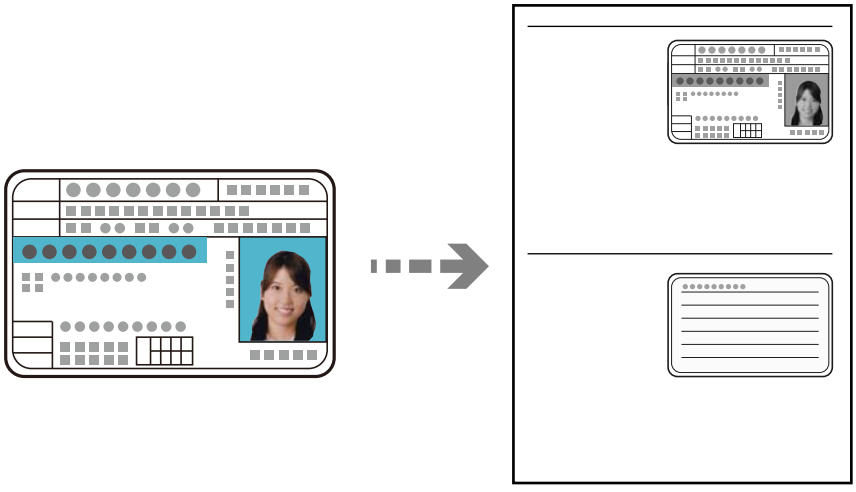


10. Place the second page of the original, and then press the ⊙ button.

Note:
The size and border of the copied image are slightly different from the original.

Copying ID card

Scans both sides of an ID card and copies onto one side of A4 size paper.



1. Load paper in the printer.

"Loading Paper in the Paper Cassette" on page 26

2. Select **Copy** on the home screen.

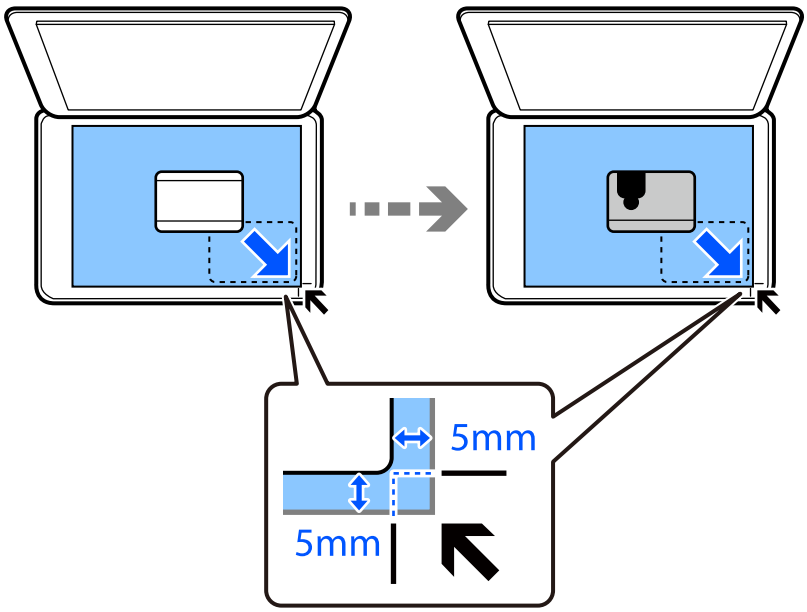
To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

3. Set the number of copies using the ▲▼ button.
4. Select **On** in **ID Card Copy**.
5. Check the print settings, and then change the settings as necessary.

   If you want to change the settings, press the ▼ button. When you finish it, press the OK button.

   "Menu Options for Copying" on page 77
6. Press the ⓘ button.
7. Place the original face-down and slide it to the corner mark.

   Place an ID card 5 mm away from the corner mark of the scanner glass.



8. Place the back of the original face down, slide it to the corner mark, and then press the ⓘ button.

   Note:
   The size and border of the copied image are slightly different from the original.

Scanning

Available Scanning Methods. 84

Basic Information on Scanning. 84

Scanning Originals to a Computer. 85

Scanning Originals Using WSD. 87

Scanning Originals to a Smart Device. 89

Advanced Scanning. 90

Available Scanning Methods

You can use any of the following methods to scan using this printer.

Scanning to a Computer

There are two methods of scanning originals to a computer; scanning using the printer's control panel, and scanning from the computer.

- ❏ You can scan easily from the control panel. Before scanning, install Epson Event Manager and Epson Scan 2 on your computer.
- ❏ Use the scanning application Epson ScanSmart to scan from the computer. You can edit images after scanning. Before scanning, install Epson ScanSmart on your computer.

Scanning Using WSD

You can save the scanned image to a computer connected to the printer, using WSD feature.

If you are using the Windows 7/Windows Vista, you need to make WSD settings on your computer before scanning.

Scanning Directly from Smart Devices

You can save scanned images directly to a smart device such as a smartphone or tablet by using the Epson iPrint application on the smart device.

Before scanning, install Epson iPrint on your smart device.

Related Information

➡ "Scanning Originals to a Computer" on page 85
➡ "Scanning Originals Using WSD" on page 87
➡ "Scanning Originals to a Smart Device" on page 89

Basic Information on Scanning

Recommended File Formats to Suit Your Purpose

Generally speaking, the JPEG format is suitable for photos while the PDF format is suitable for documents.

See the following descriptions to choose the best format for what you want to do.

File Format	Description
JPEG (.jpg)	A file format that allows you to compress the data to be saved. If the compression ratio is high, the image quality declines, and you cannot convert the image back to the original quality. This is the standard image format for digital cameras. This format is suitable for images that have many colors.
PDF (.pdf)	A general file format that can be used across different operating systems and provides the same level of screen display and print result. You can view PDF files using dedicated PDF reading software or in Web browsers.

Recommended Resolutions to Suit Your Purpose

Resolution indicates the number of pixels (smallest area of an image) for each inch (25.4 mm), and is measured in dpi (dots per inch). The advantage of increasing the resolution is that the details in the image become fine. However, it can also have the following disadvantages.

- ❏ The file size becomes large
  (When you double the resolution, the file size becomes about four times larger.)
- ❏ Scanning, saving, and reading the image takes a long time
- ❏ The image becomes too large to fit the display or print on the paper

See the table and set the appropriate resolution for the purpose of your scanned image.

Purpose	Resolution (Reference)
Displaying on a computer Sending by email	Up to 200 dpi
Printing using a printer	200 to 300 dpi

Scanning Originals to a Computer

There are two methods of scanning originals to a computer; scanning using the printer's control panel, and scanning from the computer.

Related Information

➡ "Scanning from the Control Panel" on page 85
➡ "Scanning from a Computer" on page 86

Scanning from the Control Panel

Note:
To use this feature, make sure the following applications are installed on your computer.

- ❏ *Epson Event Manager*
- ❏ *Epson Scan 2*

See the following to check for installed applications.

*Windows 10: Click on the start button, and then select **Windows System-Control Panel-Programs-Programs and Features**.*

*Windows 8.1/Windows 8: Select **Desktop-Settings-Control Panel-Programs-Programs and Features**.*

*Windows 7: Click the start button, and then select **Control Panel-Programs-Programs and Features***

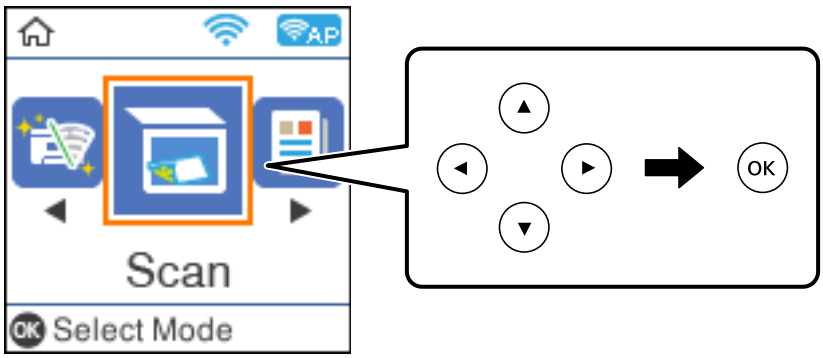
*Mac OS: Select **Go** > **Applications** > **Epson Software**.*

1. Place the originals.

   "Placing Originals on the Scanner Glass" on page 32

2. Select **Scan** on the control panel.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.



3. Select how to save the scanned image to a computer from the following menus, and then press the OK button.

   ❏ **To Computer (JPEG)**: Saves the scanned image in JPEG format.

   ❏ **To Computer (PDF)**: Saves the scanned image in PDF format.

   ❏ **To Computer (Email)**: Starts the email client on your computer, and then automatically attaches it to an email.

   ❏ **To Computer (Custom)**: Saves the scanned image using the settings on the Epson Event Manager. You can change the scan settings such as the scanning size, folder to save to, or save format.

   "Making Custom Settings for Scanning Using the Control Panel" on page 90

4. Select the computer to which you want to save the scanned images.

   Note:

   ❏ *When the printer is connected to a network, you can select the computer to which you want to save the scanned image. You can display up to 20 computers on the printer's control panel. If you set **Network Scan Name (Alphanumeric)** in Epson Event Manager, it is displayed on the control panel.*

5. Press the ⓘ button.

Scanning from a Computer

You can scan from a computer by using Epson ScanSmart.

This application allows you to scan documents easily, and then save the scanned images in simple steps.

1. Place the originals.

   "Placing Originals on the Scanner Glass" on page 32

2. Start Epson ScanSmart.

   ❏ Windows 10

   Click the start button, and then select **Epson Software** > **Epson ScanSmart**.

   ❏ Windows 8.1/Windows 8

   Enter the application name in the search charm, and then select the displayed icon.

❏ Windows 7

Click the start button, and then select **All Programs** > **Epson Software** > **Epson ScanSmart**.

❏ Mac OS

Select **Go** > **Applications** > **Epson Software** > **Epson ScanSmart**.

3. When the Epson ScanSmart screen is displayed, follow the on-screen instructions to scan.

Note:
*Click **Help** to view detailed operation information.*

Scanning Originals Using WSD

You can save the scanned image to a computer connected to the printer, using WSD feature.

Note:
❏ *This feature is only available for computers running Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista.*

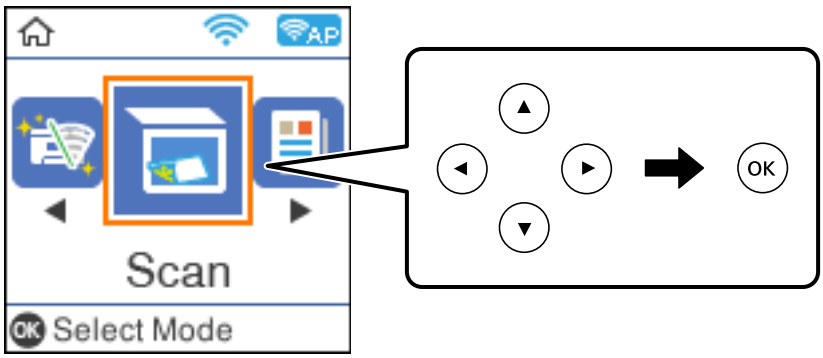
❏ *If you are using Windows 7/Windows Vista, you need to setup your computer in advance using this feature.*

1. Place the originals.

"Placing Originals on the Scanner Glass" on page 32

2. Select **Scan** on the control panel.

To select an item, use the ▲▼◀▶ buttons, and then press the OK button.



3. Select **To WSD**.

4. Select a computer.

5. Press the ⓕ button.

Setting Up a WSD Port

This section explains how to set up a WSD port for Windows 7/Windows Vista.

Note:
For Windows 10/Windows 8.1/Windows 8, the WSD port is set up automatically.

The following is necessary to set up a WSD port.

❏ The printer and the computer are connected to the network.

❏ The printer driver is installed on the computer.

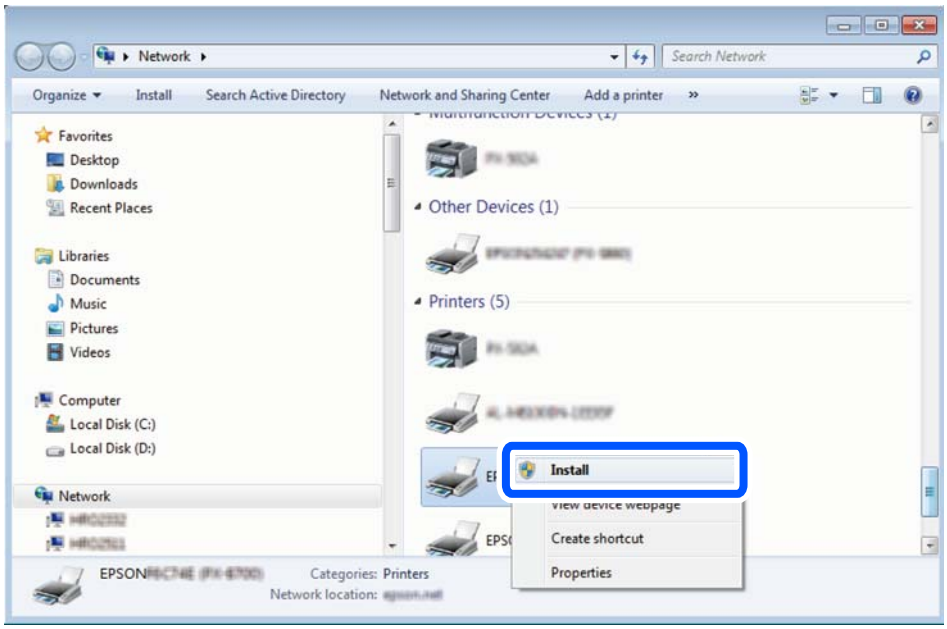
1. Turn the printer on.

2. Click start, and then click **Network** on the computer.

3. Right-click the printer, and then click **Install**.

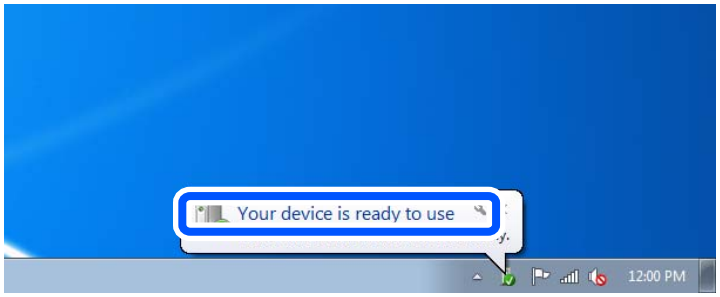
   Click **Continue** when the **User Account Control** screen is displayed.

   Click **Uninstall** and start again if the **Uninstall** screen is displayed.

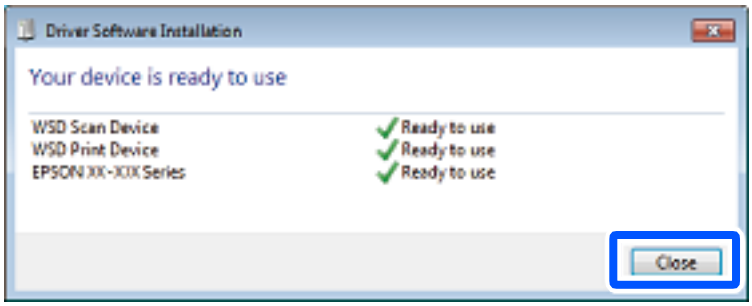


Note:
The printer name you set on the network and model name (EPSON XXXXXX (XX-XXXX)) are displayed on the network screen. You can check the printer's name set on the network from the printer's control panel or by printing a network status sheet.

4. Click **Your device is ready to use**.



5. Check the message, and then click **Close**.



6. Open the **Devices and Printers** screen.
   - ❏ Windows 7
     Click start > **Control Panel** > **Hardware and Sound** (or **Hardware**) > **Devices and Printers**.
   - ❏ Windows Vista
     Click start > **Control Panel** > **Hardware and Sound** > **Printers**.

7. Check that an icon with the printer's name on the network is displayed.
   Select the printer name when using with WSD.

Scanning Originals to a Smart Device

Note:
- ❏ *Before scanning, install Epson iPrint on your smart device.*
- ❏ *Epson iPrint screens are subject to change without notice.*
- ❏ *Epson iPrint contents may vary depending on the product.*

1. Place the originals.
   "Placing Originals" on page 31

2. Start Epson iPrint.

3. Tap **Scan** on the home screen.

4. Tap **Scan**.
   Note:
   You can set the scan settings. Tap the icon at the top-right of the screen.
   Scanning starts.

5. Check the scanned image, and then select the saving method.
   - ❏ : Displays the screen where you can save the scanned images.
   - ❏ : Displays the screen where you can send scanned images by email.
   - ❏ : Displays the screen where you can print scanned images.

6. Finally, follow the on-screen instructions.

Advanced Scanning

Related Information

➡ "Making Custom Settings for Scanning Using the Control Panel" on page 90
➡ "Decreasing the File Size of the Scanned Image" on page 93

Making Custom Settings for Scanning Using the Control Panel

Using Epson Event Manager, you can set **To Computer (Custom)** for scanning to a computer using the control panel.

See the Epson Event Manager help for details.

1. Start Epson Event Manager.
   - ❏ Windows 10/Windows Server 2016

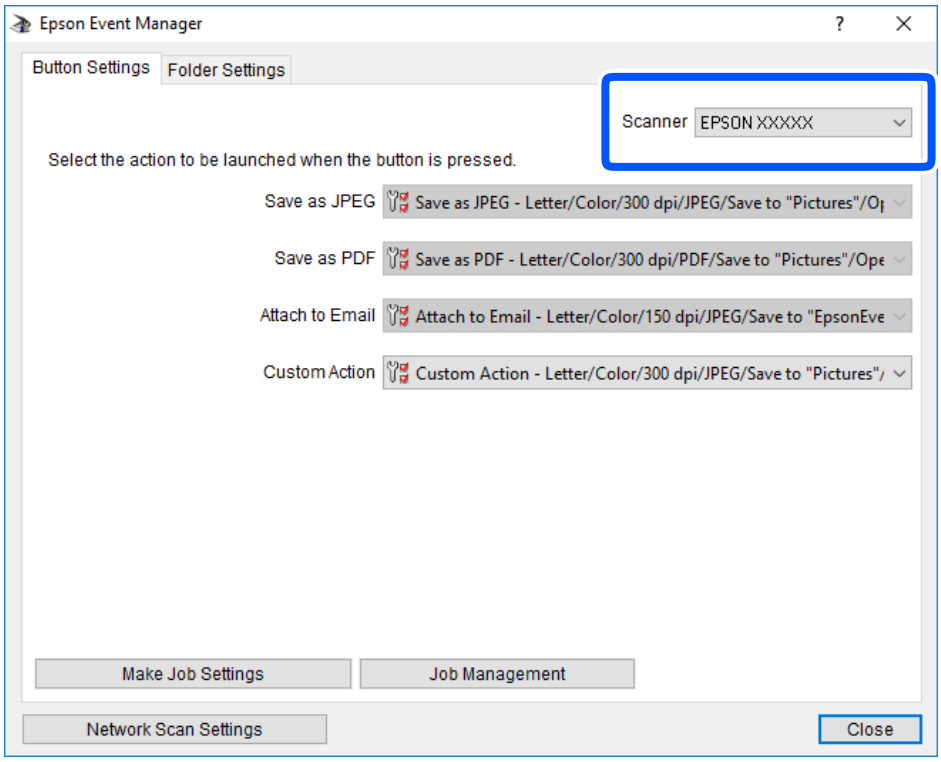
     Click the start button, and then select **Epson Software** > **Event Manager**.
   - ❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

     Enter the application name in the search charm, and then select the displayed icon.
   - ❏ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003

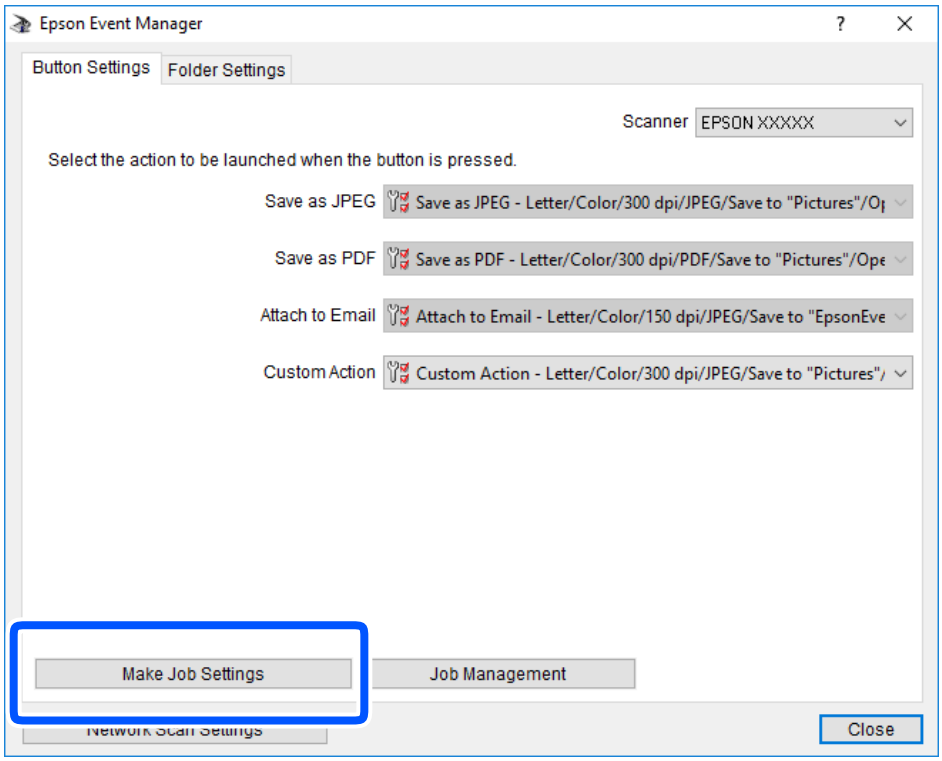
     Click the start button, and then select **All Programs** or **Programs** > **Epson Software** > **Event Manager**.
   - ❏ Mac OS

     Select **Go** > **Applications** > **Epson Software** > **Event Manager**.

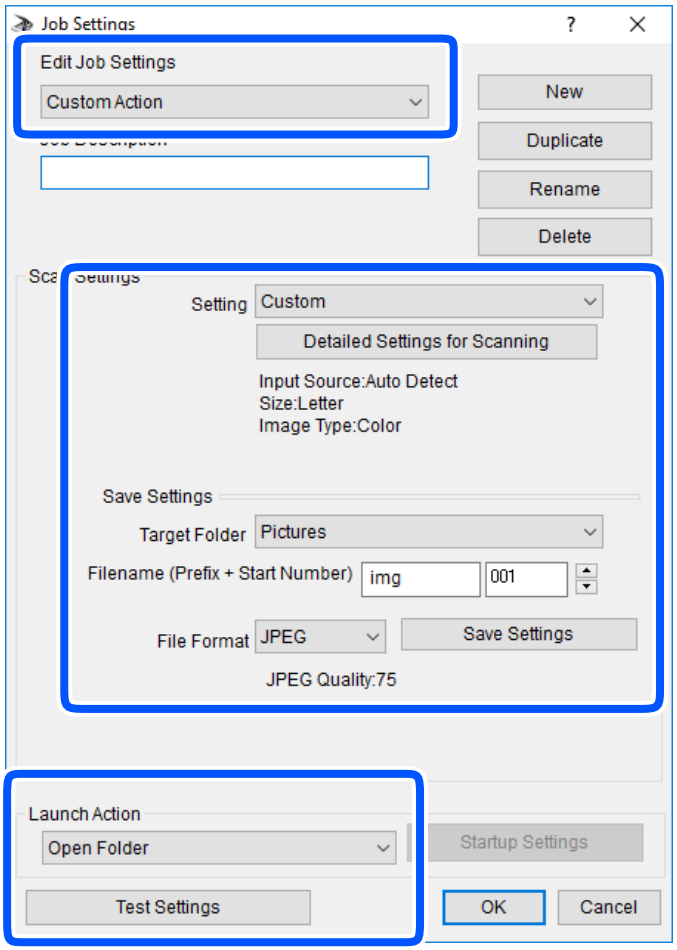
2. Make sure that your scanner is selected as the **Scanner** on the **Button Settings** tab on the main screen.



3. Click **Make Job Settings**.



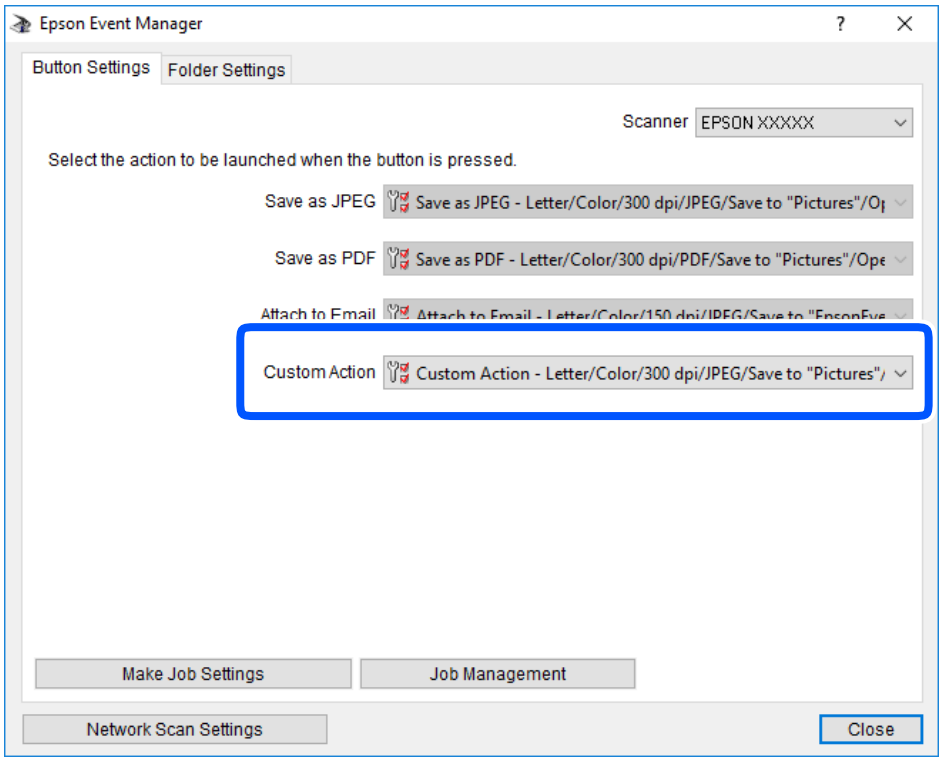
4. Make scan settings on the **Job Settings** screen.



- ❏ Edit Job Settings: Select **Custom Action**.
- ❏ Setting: Scan using the best settings for the selected type of original. Click **Detailed Settings for Scanning** to set the items such as the resolution or the color for saving the scanned image.
- ❏ Target Folder: Select the save folder for the scanned image.
- ❏ Filename (Prefix + Start Number): Change the settings for the file name you want to save.
- ❏ File Format: Select the save format.
- ❏ Launch Action: Select the action when scanning.
- ❏ Test Settings: Starts test scanning using current settings.

5. Click **OK** to return to the main screen.

6. Make sure that the **Custom Action** is selected on the **Custom Action** list.



7. Click **Close** to close Epson Event Manager.

Decreasing the File Size of the Scanned Image

Change the scan settings to decrease the file size of the scanned image.

Note:
The amount that can be decreased varies depending on the original.

❏ Change the file format:

Select PDF format to scan documents, and select JPEG format to scan photos or pictures.

❏ Lower the resolution:

200 dpi scanning provides sufficient quality when scanning documents.

Maintaining the Printer

Checking the Ink Levels. 95

Improving Paper Feeding Problems. 96

Improving Print, Copy, and Scan Quality. 98

Cleaning the Printer. 106

Cleaning Spilled ink. 107

Checking the Total Number of Pages Fed Through the Printer. 107

Saving Power. 108

Installing or Uninstalling Applications Separately. 109

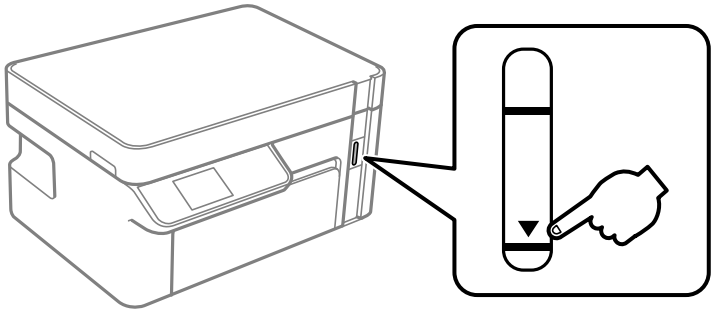
Transporting and Storing the Printer. 115

Checking the Ink Levels

To confirm the actual ink remaining, visually check the ink level in the printer's tank.

Important:

If the ink tank is not filled up to the lower line, fill it to the upper line on the ink tank. Continued use of the printer when the ink level is below the lower line on the tank could damage the printer.



You can check the approximate ink levels from the computer.

Related Information

➡ "It is Time to Refill the Ink" on page 155

Checking the Ink Levels (Windows)

1. Access the printer driver window.
2. Click **EPSON Status Monitor 3** on the **Maintenance** tab.

   Note:
   *If **EPSON Status Monitor 3** is disabled, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.*

Related Information

➡ "Application for Printing from a Computer (Windows Printer Driver)" on page 207
➡ "It is Time to Refill the Ink" on page 155

Checking the Ink Levels (Mac OS)

1. Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.
2. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.
3. Click **EPSON Status Monitor**.

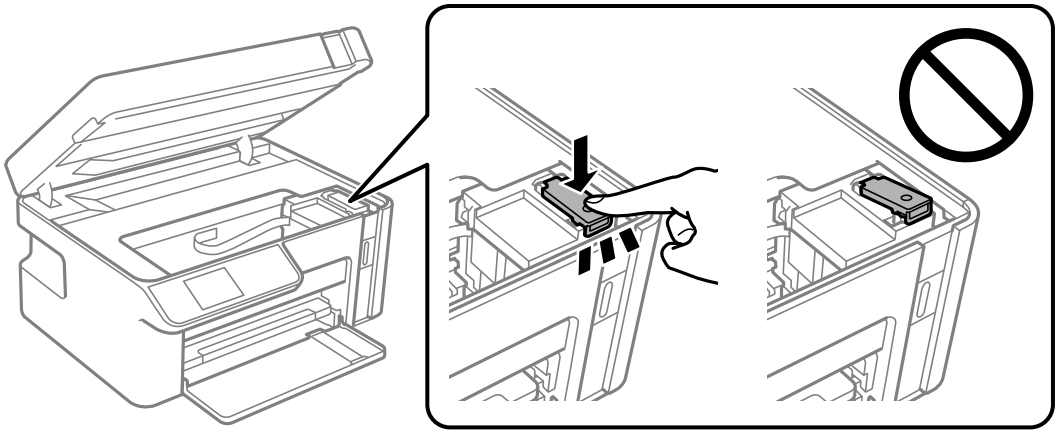
Related Information

➡ "It is Time to Refill the Ink" on page 155

Improving Paper Feeding Problems

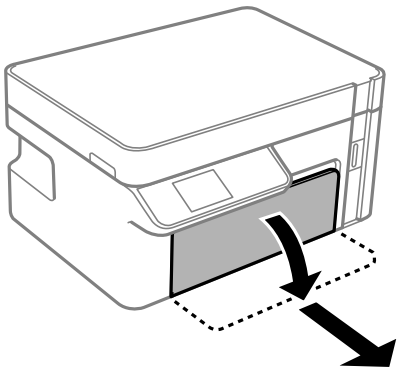
When paper is not fed from paper cassette correctly, clean the roller inside.

1. Turn off the printer by pressing the ⏻ button.
2. Unplug the power cord, and then disconnect the power cord.
3. Make sure that the ink tank cap is securely closed.

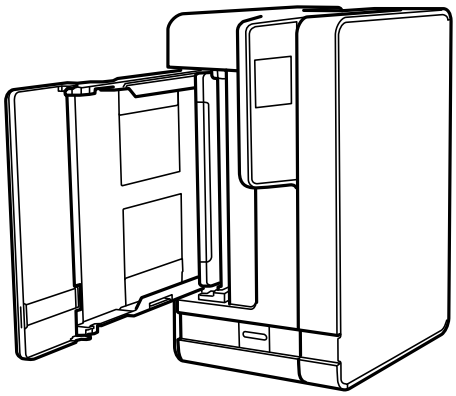


> ***Important:***
> *If the ink tank cap is not securely closed, ink may leak.*

4. Close the scanner unit.
5. Slide out the paper cassette, and then remove the paper.



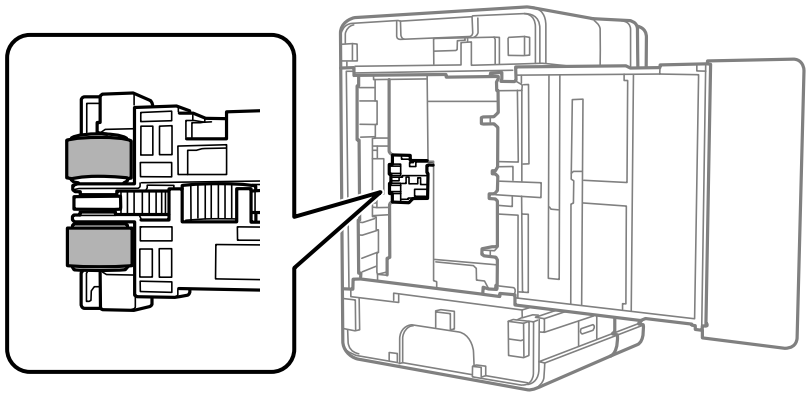
6. Stand the printer on its side with the printer's ink tank at the bottom.



> ***Caution:***
> *Be careful not to trap your hand or fingers when standing the printer. Otherwise you may be injured.*

> ***Important:***
> *Do not leave the printer standing for a long time.*

7. Dampen a soft cloth with water, wring it out thoroughly, and then wipe the roller while rotating it with the cloth.



8. Return the printer to its normal position, and then insert the paper cassette.

9. Connect the power cord.

Improving Print, Copy, and Scan Quality

Checking and Cleaning the Print Head

If the nozzles are clogged, the printouts become faint or there is visible banding. If the nozzles are severely clogged, a blank sheet will be printed. When print quality has declined, first use the nozzle check feature to check if the nozzles are clogged. If the nozzles are clogged, clean the print head.

Important:

- ❏ *Do not open the scanner unit or turn off the printer during head cleaning. If the head cleaning is incomplete, you may not be able to print.*
- ❏ *Head cleaning consumes ink and should not be performed more than necessary.*
- ❏ *When ink is low, you may not be able to clean the print head.*
- ❏ *If print quality has not improved after repeating nozzle check and head cleaning 3 times, wait for at least 6 hours without printing, and then run the nozzle check again and repeat the head cleaning if necessary. We recommend turning off the printer by using the ⏻ button. If print quality has still not improved, run Power Cleaning.*
- ❏ *To prevent the print head from drying out, do not unplug the printer while the power is on.*

Checking and Cleaning the Print Head (Control Panel)

1. Load A4-size plain paper in the printer.

   "Loading Paper in the Paper Cassette" on page 26

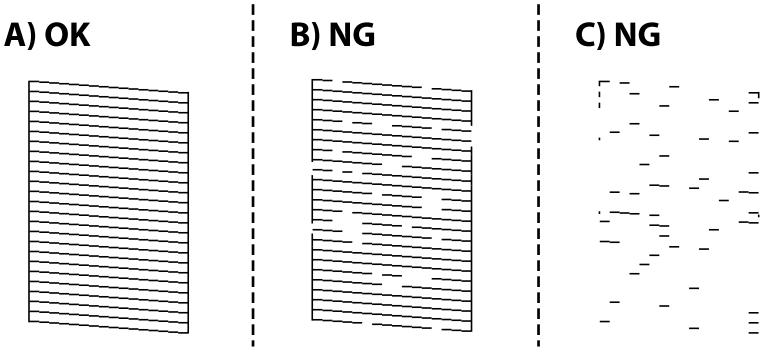
2. Select **Maintenance** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

3. Select **Nozzle Check**.

4. Follow the on-screen instructions to print the nozzle check pattern.

5. Check the printed pattern to see if the print head nozzles are clogged.



- ❏ A:

  All lines are printed. No further steps are needed.

❏ B or close to B

When some nozzles are clogged, select **Yes**, and then perform head cleaning.

You can still perform head cleaning even if you select **No**. For details, see the related information below.

❏ C or close to C

When most lines are broken or most segments are missing, select **No**, and then perform power cleaning. For details, see the related information below.

Important:

If print quality has not improved after repeating nozzle check and head cleaning 3 times, wait for at least 6 hours without printing, and then run the nozzle check again and repeat the head cleaning if necessary. We recommend turning off the printer by using the ⏻ button. If print quality has still not improved, run Power Cleaning.

Related Information

➡ "Running Power Cleaning (Control Panel)" on page 101

Checking and Cleaning the Print Head (Windows)

1. Load A4 -size plain paper in the printer.

   "Loading Paper in the Paper Cassette" on page 26

2. Access the printer driver window.

3. Click **Nozzle Check** on the **Maintenance** tab.

4. Follow the on-screen instructions.

   Important:

   If print quality has not improved after repeating nozzle check and head cleaning 3 times, wait for at least 6 hours without printing, and then run the nozzle check again and repeat the head cleaning if necessary. We recommend turning off the printer using the ⏻ button. If print quality has still not improved, run Power Cleaning.

Related Information

➡ "Application for Printing from a Computer (Windows Printer Driver)" on page 207
➡ "Running Power Cleaning (Windows)" on page 101

Checking and Cleaning the Print Head (Mac OS)

1. Load A4 -size plain paper in the printer.

   "Loading Paper in the Paper Cassette" on page 26

2. Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.

3. Click **Option & Supplies** > **Utility** > **Open Printer Utility**.
4. Click **Nozzle Check**.
5. Follow the on-screen instructions.

> ***Important:***
> *If print quality has not improved after repeating nozzle check and head cleaning 3 times, wait for at least 6 hours without printing, and then run the nozzle check again and repeat the head cleaning if necessary. We recommend turning off the printer using the ⏻ button. If print quality has still not improved, run Power Cleaning.*

Related Information

➡ "Running Power Cleaning (Mac OS)" on page 101

Running Power Cleaning

The Power Cleaning feature may improve print quality in the following cases.

- ❏ When most nozzles are clogged.
- ❏ When you have performed a nozzle check and head cleaning 3 times and waited for at least 6 hours without printing, but print quality still did not improve.

Before running this feature, use the nozzle check feature to check if the nozzles are clogged, read the following instructions, and then run Power Cleaning.

> ***Important:***
> *Make sure that there is enough ink in the ink tank.*
> *Visually check the ink tank is at least a third full. Low ink levels during Power Cleaning could damage the product.*

> ***Important:***
> *An interval of 12 hours is required between each Power Cleaning.*
> *Normally, a single Power Cleaning should resolve the print quality issue within 12 hours. Therefore, to avoid unnecessary ink usage, you must wait 12 hours before you try it again.*

> ***Important:***
> *This feature effects the service life of the ink pads. The ink pads reach their capacity earlier by running this feature. If the ink pads have reached the end of their service life, contact Epson Support to request replacement.*

Note:
When the ink levels are insufficient for Power Cleaning, you cannot run this feature. Even in this case, the levels for printing may remain.

Related Information

➡ "Checking and Cleaning the Print Head" on page 98

Running Power Cleaning (Control Panel)

Read the instructions for Power Cleaning before running this feature.

1. Press the ⏻ button to turn off the printer.
2. While holding down the ⓘ button, press the ⏻ power button until the power light flashes to display the confirmation screen.
3. Follow the on-screen instructions to run the Power Cleaning feature.

   Note:
   If you cannot run this feature, solve the problems that are displayed on the screen. Next, follow this procedure from step 1 to run this feature again.
4. After running this feature, run the nozzle check to make sure the nozzles are not clogged.

   For details on how to run the nozzle check, see the related information below.

> ***Important:***
> *If print quality has not improved after running Power Cleaning, wait for at least 6 hours without printing, and then print the nozzle check pattern again. Run Head Cleaning or Power Cleaning again depending on the printed pattern. If quality still does not improve, contact Epson support.*

Related Information

➡ "Running Power Cleaning" on page 100

Running Power Cleaning (Windows)

1. Access the printer driver window.
2. Click **Power Cleaning** on the **Maintenance** tab.
3. Follow the on-screen instructions.

   Note:
   If you cannot run this feature, solve the problems that are displayed on the printer's control panel. Next, follow this procedure from step 1 to run this feature again.

Running Power Cleaning (Mac OS)

1. Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**) and then select the printer.
2. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.
3. Click **Power Cleaning**.

4. Follow the on-screen instructions.

   Note:
   If you cannot run this feature, solve the problems that are displayed on the printer's control panel. Next, follow this procedure from step 1 to run this feature again.

Preventing nozzle clogging

Always use the power button when turning the printer on and off.

Check that the power light is off before you disconnect the power cord.

The ink itself can dry out if it is not covered. Just like placing a cap on a fountain pen or an oil pen to prevent it from drying, make sure the print head is capped properly to prevent the ink from drying.

When the power cord is unplugged or a power outage occurs while the printer is in operation, the print head may not be capped properly. If the print head is left as it is, it will dry out causing nozzles (ink outlets) to clog.

In these cases, turn the printer on and off again as soon as possible to cap the print head.

Aligning the Print Head

If you notice a misalignment of vertical lines or blurred images, align the print head.

Aligning the Print Head (Control Panel)

1. Load A4-size plain paper in the printer.

   "Loading Paper in the Paper Cassette" on page 26

2. Select **Maintenance** on the home screen.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

3. Select **Print Head Alignment**.

4. Select one of the alignment menus, and then follow the on-screen instructions to print an alignment pattern.

   ❏ Vertical Alignment: Select this if your printouts look blurry or vertical ruled lines appear misaligned.

   ❏ Horizontal Alignment: Select this if you see horizontal banding at regular intervals.

5. Follow the on-screen instructions.

Cleaning the Paper Path for Ink Smears

When the printouts are smeared or scuffed, clean the roller inside.

Important:
Do not use tissue paper to clean the inside of the printer. The print head nozzles may be clogged with lint.

1. Load A4-size plain paper in the printer.

   "Loading Paper in the Paper Cassette" on page 26

2. Select **Maintenance** on the home screen.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

3. Select **Paper Guide Cleaning**.

4. Follow the on-screen instructions to clean the paper path.

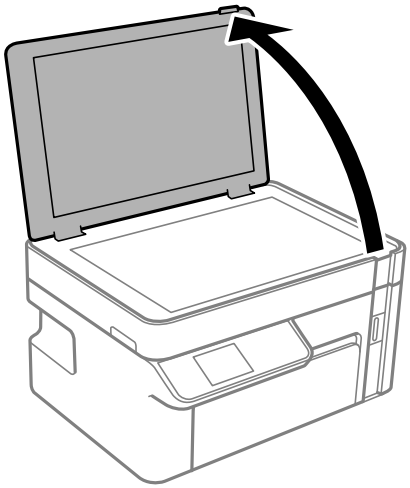
   Note:
   Repeat this procedure until the paper is not smeared with ink.

Cleaning the Scanner Glass

When the copies or scanned images are smeared, clean the scanner glass.

> ***Important:***
> *Never use alcohol or thinner to clean the printer. These chemicals can damage the printer.*

1. Open the document cover.



2. Use a soft, dry, clean cloth to clean the surface of the scanner glass.

   > ***Important:***
   > ❏ *If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner and a soft cloth to remove it. Wipe off all remaining liquid.*
   > ❏ *Do not press the glass surface too hard.*
   > ❏ *Be careful not to scratch or damage the surface of the glass. A damaged glass surface can decrease the scan quality.*

Cleaning the Translucent Film

When the printout is not improved after aligning the print head or cleaning the paper path, the translucent film inside the printer may be smeared.

Items required:

❏ Cotton swabs (several)

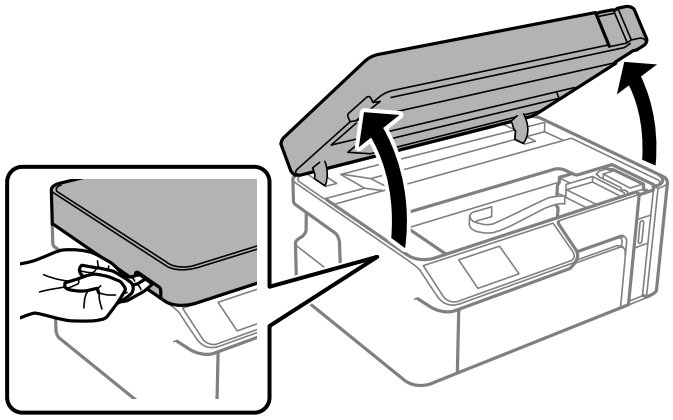
❏ Water with a few drops of detergent (2 to 3 drops of detergent in 1/4 cup of tap water)

❏ Light for checking smears

> ***Important:***
> *Do not use cleaning liquid other than water with a few drops of detergent.*

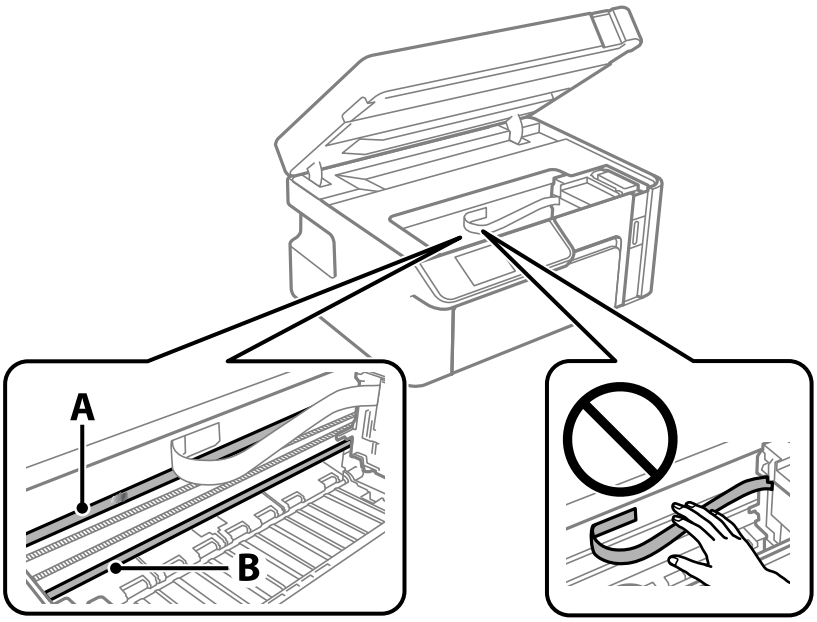
1. Turn off the printer by pressing the ⏻ button.

2. Open the scanner unit.



3. Check if the translucent film is smeared. Smears are easier to see if you use a light.

   If there are smears (such as finger marks or grease) on the translucent film (A), go to the next step.

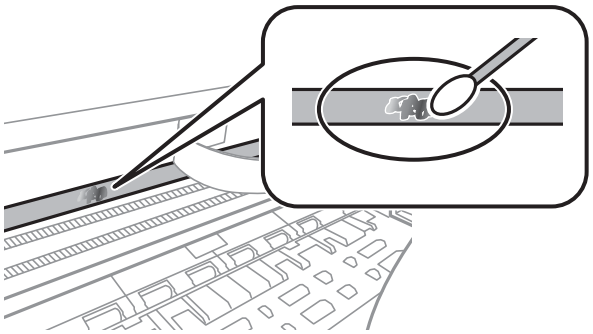


A: Translucent film

B: Rail

> ***Important:***
>
> *Be careful not to touch the rail (B). Otherwise, you may not be able to print. Do not wipe off the grease on the rail, because this is necessary for operations.*

4. Moisten a cotton swab with the water with a few drops of detergent so that it is not dripping water, and then wipe the smeared part.



> ***Important:***
>
> *Wipe off the smear gently. If you press the cotton swab too hard to the film, the springs of the film may be dislocated and the printer may be damaged.*

5. Use a new dry cotton swab to wipe the film.

> ***Important:***
> *Do not leave any fibers on the film.*

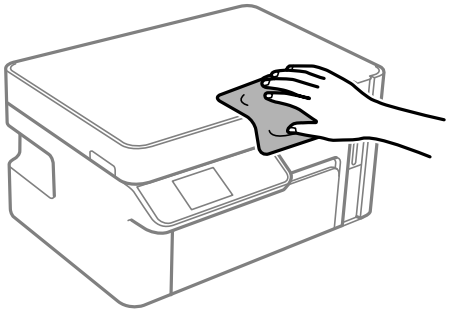
Note:
To prevent the smear from spreading, frequently replace the cotton swab with a new one.

6. Repeat steps 4 and 5 until the film is not smeared.

7. Visually check that the film is not smeared.

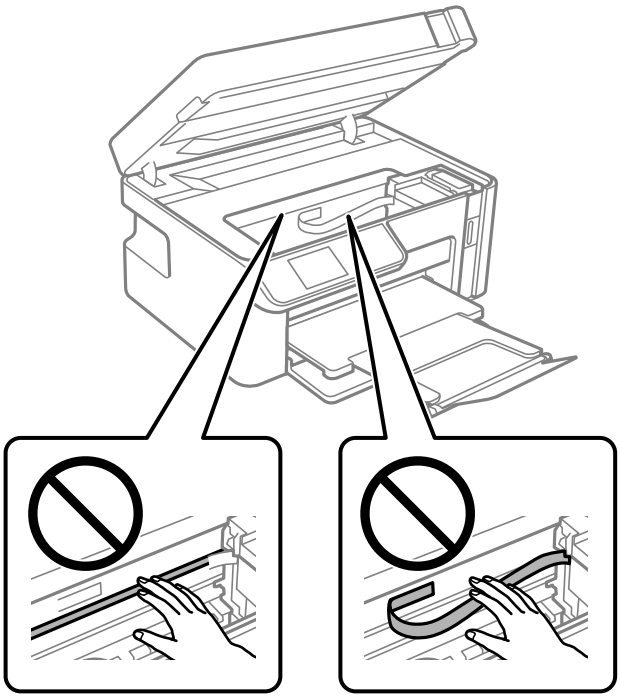
Cleaning the Printer

If the printer's outer case is dirty or dusty, turn off the printer and clean it with a soft, clean, and moist cloth. If you cannot remove the dirt, try cleaning with a soft, clean, and moist cloth moistened with a mild detergent.



Important:

- ❏ *Be careful not to get water onto the printer mechanism or any electrical components. Otherwise, the printer could be damaged.*
- ❏ *Never use alcohol or paint thinner to clean the components and the case. These chemicals can damage them.*
- ❏ *Do not touch the white, flat cable or the translucent film inside the printer. Doing so may cause a malfunction.*



Cleaning Spilled ink

If ink has been spilled, clean it up in the following ways.

- ❏ If ink adheres to the area around the tank, wipe it off using a napless, clean cloth or cotton swab.
- ❏ If ink spills on the desk or floor, wipe it off immediately. When ink is dried, it will be difficult to remove the smear. To prevent the smear from spreading, blot the ink with a dry cloth, and then wipe it with a moist cloth.
- ❏ If ink gets on your hands, wash them with water and soap.

Checking the Total Number of Pages Fed Through the Printer

You can check the total number of pages fed through the printer.

Checking the Total Number of Pages Fed Through the Printer (Control Panel)

The information is printed together with the nozzle check pattern.

1. Load A4-size plain paper in the printer.

   "Loading Paper in the Paper Cassette" on page 26

2. Select **Maintenance** on the home screen.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

3. Select **Nozzle Check**.

4. Follow the on-screen instructions to print the nozzle check pattern.

Checking the Total Number of Pages Fed Through the Printer (Windows)

1. Access the printer driver window.

2. Click **Printer and Option Information** on the **Maintenance** tab.

Related Information

➡ "Application for Printing from a Computer (Windows Printer Driver)" on page 207

Checking the Total Number of Pages Fed Through the Printer (Mac OS)

1. Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.

2. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.

3. Click **Printer and Option Information**.

Saving Power

The printer enters sleep mode or turns off automatically if no operations are performed for a set period. You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

Depending on the location of purchase, the printer may have a feature that turns it off automatically if it is not connected to the network for 30 minutes.

Saving Power - Control Panel

1. Select **Settings** on the home screen.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Printer Setup**.

3. Do one of the following.

   Note:
   *Your product may have the **Power Off Settings** or **Power Off Timer** feature depending on the location of purchase.*

   ❏ Select **Sleep Timer** or **Power Off Settings** > **Power Off If Inactive** or **Power Off If Disconnected**, and then make settings.

   ❏ Select **Sleep Timer** or **Power Off Timer**, and then make settings.

Installing or Uninstalling Applications Separately

Connect your computer to the network and install the latest version of applications from the website. Log in to your computer as an administrator. Enter the administrator password if the computer prompts you.

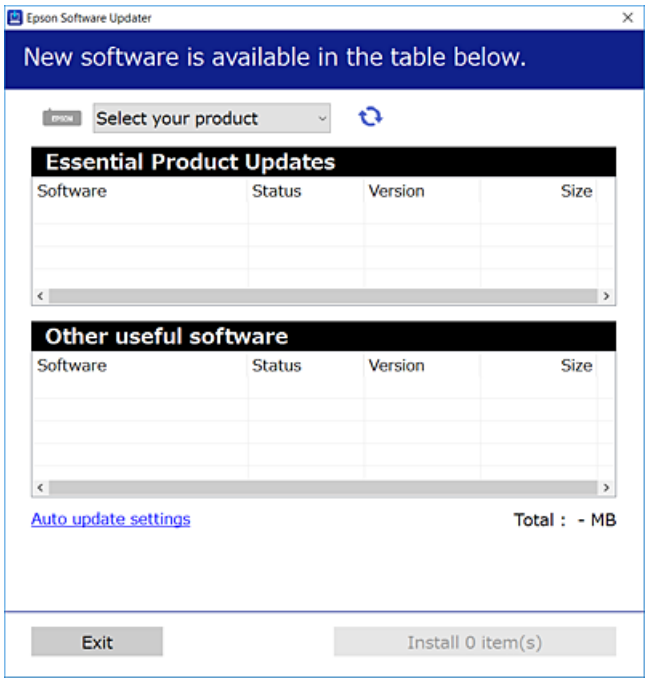
Installing the Applications Separately

Note:
When reinstalling an application, you need to uninstall it first.

1. Make sure the printer and the computer are available for communication, and the printer is connected to the Internet.

2. Start EPSON Software Updater.

   The screenshot is an example on Windows.



3. For Windows, select your printer, and then click to check for the latest available applications.

4. Select the items you want to install or update, and then click the install button.

> ***Important:***
> *Do not turn off or unplug the printer until the update is complete. Doing so may result in malfunction of the printer.*

Note:

- *You can download the latest applications from the Epson website.*
  http://www.epson.com
- *If you use Windows Server operating systems, you cannot use Epson Software Updater. Download the latest applications from the Epson website.*

Related Information

- "Application for Updating Software and Firmware (EPSON Software Updater)" on page 216
- "Uninstalling Applications" on page 112

Checking if a genuine Epson printer driver is installed - Windows

You can check if a genuine Epson printer driver is installed on your computer by using one of the following methods.

Select **Control Panel** > **View devices and printers** (**Printers**, **Printers and Faxes**), and then do the following to open the print server properties window.

❏ Windows Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Server 2019/Windows Server 2016/ Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2

Click the printer icon, and then click **Print server properties** at the top of the window.

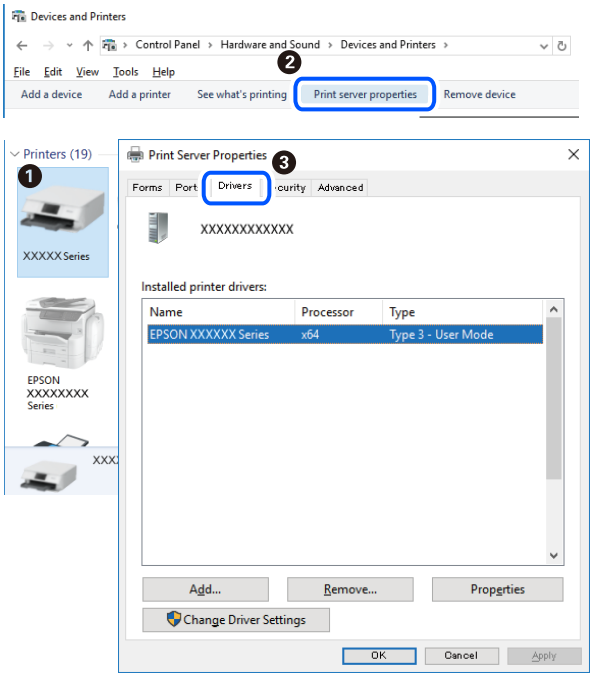
❏ Windows Vista/Windows Server 2008

Right-click on the **Printers** folder, and then click **Run as administrator** > **Server Properties**.

❏ Windows XP/Windows Server 2003 R2/Windows Server 2003

From the **File** menu, select **Server Properties**.

Click the **Driver** tab. If your printer name is displayed in the list, a genuine Epson printer driver is installed on your computer.



Related Information

➡ "Installing the Applications Separately" on page 109

Checking if a genuine Epson printer driver is installed - Mac OS

You can check if a genuine Epson printer driver is installed on your computer by using one of the following methods.

Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies**, and if the **Options** tab and **Utility** tab are displayed on the window, a genuine Epson printer driver is installed on your computer.



Related Information

➡ "Installing the Applications Separately" on page 109

Adding the Printer (for Mac OS Only)

1. Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**).
2. Click +, and then select **Add Other Printer or Scanner**.
3. Select your printer, and then click **Add**.

   Note:
   If your printer is not listed, check that it is correctly connected to the computer and that the printer is on.

Uninstalling Applications

Log in to your computer as an administrator. Enter the administrator password if the computer prompts you.

Uninstalling Applications - Windows

1. Press the ⏻ button to turn off the printer.
2. Quit all running applications.
3. Open **Control Panel**:

   ❏ Windows 10/Windows Server 2019/Windows Server 2016

   Click on the start button, and then select **Windows System** > **Control Panel**.

❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

Select **Desktop** > **Settings** > **Control Panel**.

❏ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003

Click the start button and select **Control Panel**.

4. Open **Uninstall a program** (or **Add or Remove Programs**):

❏ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008

Select **Uninstall a program** in **Programs**.

❏ Windows XP/Windows Server 2003 R2/Windows Server 2003

Click **Add or Remove Programs**.

5. Select the application you want to uninstall.

You cannot uninstall the printer driver if there is any print jobs. Delete or wait to be printed the jobs before uninstalling.

6. Uninstall the applications:

❏ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008

Click **Uninstall/Change** or **Uninstall**.

❏ Windows XP/Windows Server 2003 R2/Windows Server 2003

Click **Change/Remove** or **Remove**.

Note:
*If the **User Account Control** window is displayed, click **Continue**.*

7. Follow the on-screen instructions.

Uninstalling Applications - Mac OS

1. Download the Uninstaller using EPSON Software Updater.

Once you have downloaded the Uninstaller, you do not need to download it again each time you uninstall the application.

2. Press the ⏻ button to turn off the printer.

3. To uninstall the printer driver, select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then remove the printer from the enabled printers list.

4. Quit all running applications.

5. Select **Go** > **Applications** > **Epson Software** > **Uninstaller**.

6. Select the application you want to uninstall, and then click **Uninstall**.

> ***Important:***
> *The Uninstaller removes all drivers for Epson inkjet printers on the computer. If you use multiple Epson inkjet printers and you only want to delete some drivers, delete all of them first, and then install the necessary printer driver again.*

Note:
*If you cannot find the application you want to uninstall in the application list, you cannot uninstall using the Uninstaller. In this situation, select **Go** > **Applications** > **Epson Software**, select the application you want to uninstall, and then drag it to the trash icon.*

Related Information

➡ "Application for Updating Software and Firmware (EPSON Software Updater)" on page 216

Updating Applications and Firmware

You may be able to clear certain problems and improve or add functions by updating the applications and the firmware. Make sure you use the latest version of the applications and firmware.

1. Make sure that the printer and the computer are connected, and the computer is connected to the internet.

2. Start EPSON Software Updater, and update the applications or the firmware.

> ***Important:***
> *Do not turn off the computer or the printer until the update is complete; otherwise, the printer may malfunction.*

Note:
If you cannot find the application you want to update in the list, you cannot update using the EPSON Software Updater. Check for the latest versions of the applications from your local Epson website.

http://www.epson.com

Related Information

➡ "Application for Updating Software and Firmware (EPSON Software Updater)" on page 216

Updating the Printer's Firmware using the Control Panel

If the printer is connected to the Internet, you can update the printer's firmware using the control panel. By updating the firmware, the printer's performance may improve, or new functions may be added. You can also set the printer to regularly check for firmware updates and notify you if any are available.

1. Select **Settings** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

2. Select **Firmware Update** > **Update**.

   Note:
   *Enable **Notification** to set the printer to regularly check for available firmware updates.*

3. Check the message displayed on the screen and press the OK button to start searching for available updates.

4. If a message is displayed on the LCD screen informing you that a firmware update is available, follow the on-screen instructions to start the update.

   Important:
   - ❏ *Do not turn off or unplug the printer until the update is complete; otherwise, the printer may malfunction.*
   - ❏ *If the firmware update is not completed or is unsuccessful, the printer does not start up normally and "Recovery Mode" is displayed on the LCD screen the next time the printer is turned on. In this situation, you need to update the firmware again using a computer. Connect the printer to the computer with a USB cable. While "Recovery Mode" is displayed on the printer, you cannot update the firmware over a network connection. On the computer, access your local Epson website, and then download the latest printer firmware. See the instructions on the website for the next steps.*

Transporting and Storing the Printer

When you need to store the printer or transport it when moving or for repairs, follow the steps below to pack the printer.

1. Turn off the printer by pressing the ⏻ button.

2. Make sure the power light turns off, and then unplug the power cord.

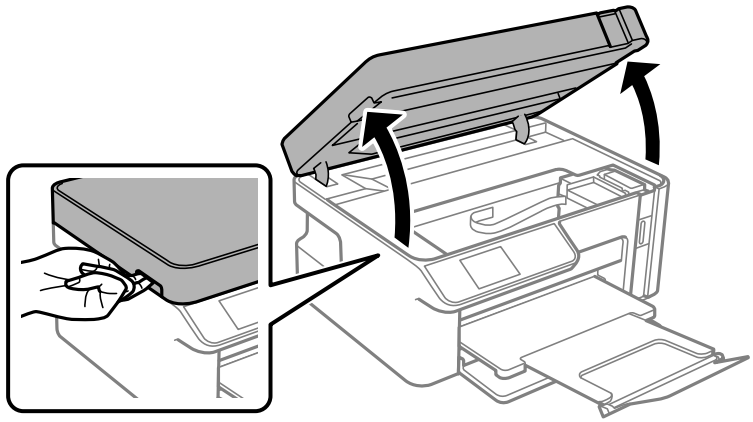
   Important:
   Unplug the power cord when the power light is off. Otherwise, the print head does not return to the home position causing the ink to dry, and printing may become impossible.

3. Disconnect all cables such as the power cord and USB cable.

4. Remove all of the paper from the printer.

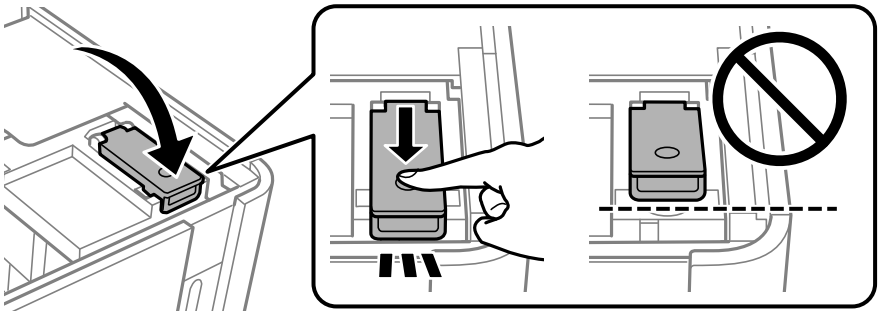
5. Make sure there are no originals on the printer.

6. Open the scanner unit with the document cover closed.



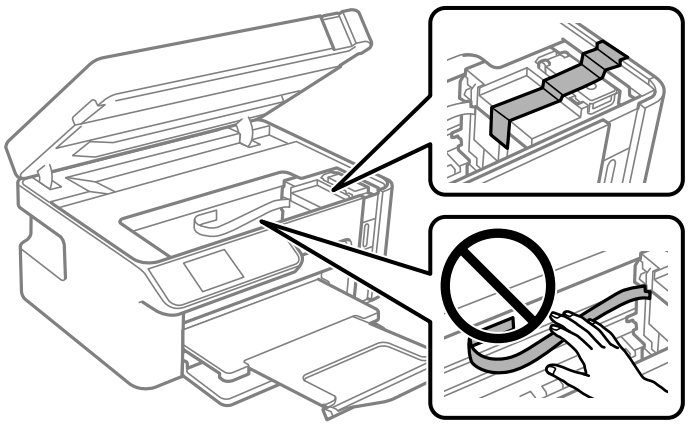
> ***Caution:***
> *Be careful not to trap your hand or fingers when opening or closing the scanner unit. Otherwise you may be injured.*

7. Make sure you install the ink tank cap securely onto the ink tank.



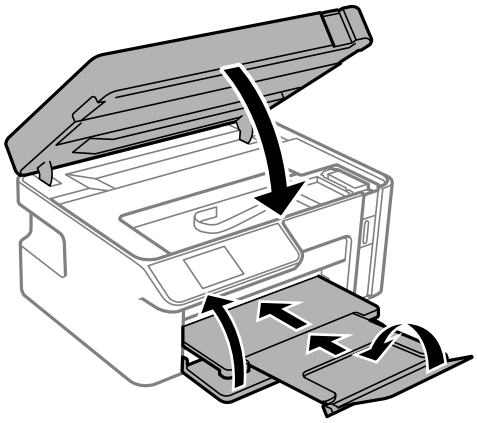
Note:
If the print head does not return to the home position after you turn off the printer, push the print head to the home position by hand.

8. Secure the ink tank with tape.



9. Close the scanner unit. Prepare to pack the printer as shown below.

   The scanner unit is designed to close slowly and resist a little as a precaution against catching fingers. Continue to close even if you feel some resistance.

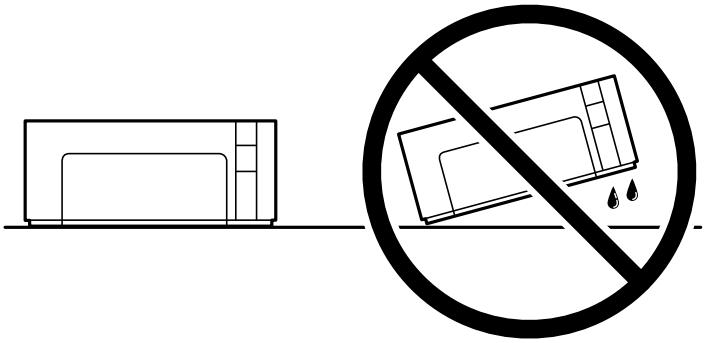


10. Place the printer in the plastic bag and fold it closed.

11. Pack the printer in its box using the protective materials.

Important:

❏ *When storing or transporting the printer, place the printer in the plastic bag and fold it closed. Avoid tilting the printer, placing it vertically, or turning it upside down; otherwise ink may leak.*



❏ *When storing or transporting an ink bottle, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take precautions to prevent ink from leaking when transporting the bottle, for example, putting the bottle in a bag.*

❏ *Do not put opened ink bottles in the box with printer.*



When you use the printer again, make sure you remove the tape securing the ink tank. If print quality has declined the next time you print, clean and align the print head.

Related Information

➡ "Checking and Cleaning the Print Head" on page 98

➡ "Aligning the Print Head" on page 102

Solving Problems

The Printer Does Not Work as Expected. 120

An Error Code is Displayed on the LCD Screen. 151

Paper Gets Jammed. 152

It is Time to Refill the Ink. 155

Printing, Copying, and Scanning Quality is Poor. 161

Cannot Solve Problem After Trying All Solutions. 174

The Printer Does Not Work as Expected

The Printer Does Not Turn On or Off

Power Does Not Turn On

The following causes can be considered.

The power cord is not plugged in properly to the electrical outlet.

Solutions

Make sure the power cord is securely plugged in.

The ⏻ button was not pressed for long enough.

Solutions

Hold down the ⏻ button for a little longer.

Power Does Not Turn Off

The ⏻ button was not pressed for long enough.

Solutions

Hold down the ⏻ button for a little longer. If you still cannot turn off the printer, unplug the power cord.

To prevent the print head from drying out, turn the printer back on and turn it off by pressing the ⏻ button.

Power Turns Off Automatically

The Power Off Settings or Power Off Timer feature is enabled.

Solutions

❏ Select **Settings** > **Printer Setup** > **Power Off Settings**, and then disable the **Power Off If Inactive** and **Power Off If Disconnected** settings.

❏ Select **Settings** > **Printer Setup**, and then disable the **Power Off Timer** Setting.

Note:
*Your product may have the **Power Off Settings** or **Power Off Timer** feature depending on the location of purchase.*

Paper Does Not Feed Properly

No Paper Feeds

The following causes can be considered.

The installation location is inappropriate.

Solutions

Place the printer on a flat surface and operate in the recommended environmental conditions.

➡ "Environmental Specifications" on page 227

Unsupported paper is being used.

Solutions

Use paper supported by this printer.

➡ "Available Paper and Capacities" on page 204
➡ "Unavailable Paper Types" on page 205

Paper handling is inappropriate.

Solutions

Follow paper handling precautions.

➡ "Paper Handling Precautions" on page 24

Too many sheets are loaded in the printer.

Solutions

Do not load more than the maximum number of sheets specified for the paper.

➡ "Available Paper and Capacities" on page 204

The paper settings on the printer are incorrect.

Solutions

Make sure the paper size and paper type settings match the actual paper size and paper type loaded in the printer.

➡ "Paper Size and Type Settings" on page 24

Paper slips when paper dust adheres to the roller.

Solutions

Clean the roller.

➡ "Improving Paper Feeding Problems" on page 96

Paper Feeds at a Slant

The following causes can be considered.

The installation location is inappropriate.

Solutions

Place the printer on a flat surface and operate in the recommended environmental conditions.

➡ "Environmental Specifications" on page 227

Unsupported paper is being used.

Solutions

Use paper supported by this printer.

➡ "Available Paper and Capacities" on page 204
➡ "Unavailable Paper Types" on page 205

Paper handling is inappropriate.

Solutions

Follow paper handling precautions.

➡ "Paper Handling Precautions" on page 24

The paper is loaded incorrectly.

Solutions

Load paper in the correct direction, and slide the edge guide against the edge of the paper.

➡ "Loading Paper in the Paper Cassette" on page 26

Too many sheets are loaded in the printer.

Solutions

Do not load more than the maximum number of sheets specified for the paper.

➡ "Available Paper and Capacities" on page 204

The paper settings on the printer are incorrect.

Solutions

Make sure the paper size and paper type settings match the actual paper size and paper type loaded in the printer.

➡ "Paper Size and Type Settings" on page 24

Paper slips when paper dust adheres to the roller.

Solutions

Clean the roller.

➡ "Improving Paper Feeding Problems" on page 96

Several Sheets of Paper are Fed at a Time

The following causes can be considered.

The installation location is inappropriate.

Solutions

Place the printer on a flat surface and operate in the recommended environmental conditions.

➡ "Environmental Specifications" on page 227

Unsupported paper is being used.

Solutions

Use paper supported by this printer.

➡ "Available Paper and Capacities" on page 204
➡ "Unavailable Paper Types" on page 205

Paper handling is inappropriate.

Solutions

Follow paper handling precautions.

➡ "Paper Handling Precautions" on page 24

The paper is moist or damp.

Solutions

Load new paper.

Static electricity is causing sheets of paper to stick to each other.

Solutions

Fan the paper before loading. If the paper still does not feed, load one sheet of paper at a time.

Too many sheets are loaded in the printer.

Solutions

Do not load more than the maximum number of sheets specified for the paper.

➡ "Available Paper and Capacities" on page 204

The paper settings on the printer are incorrect.

Solutions

Make sure the paper size and paper type settings match the actual paper size and paper type loaded in the printer.

➡ "Paper Size and Type Settings" on page 24

Paper slips when paper dust adheres to the roller.

Solutions

Clean the roller.

➡ "Improving Paper Feeding Problems" on page 96

Multiple sheets of paper feed at the same time during manual 2-sided printing.

Solutions

Remove any paper that is loaded in the paper source before you reload the paper.

The paper is pushed up inside the paper cassette.

Solutions

Align the paper to the paper size line on the paper cassette.

Cannot Print

Cannot Print from Windows

Make sure the computer and the printer are connected correctly.

The cause and solution to the problem differ depending on whether or not they are connected.

Checking the Connection Status

Use Epson Printer Connection Checker to check the connection status for the computer and the printer. You may be able to solve the problem depending on the results of the check.

1. Double-click the **Epson Printer Connection Checker** icon on the desktop.

   Epson Printer Connection Checker starts.

   If there is no icon on the desktop, follow the methods below to start Epson Printer Connection Checker.

   ❏ Windows 10

   Click the start button, and then select **Epson Software** > **Epson Printer Connection Checker**.

   ❏ Windows 8.1/Windows 8

   Enter the application name in the search charm, and then select the displayed icon.

   ❏ Windows 7

   Click the start button, and then select **All Programs** > **Epson Software** > **Epson Printer Connection Checker**.

2. Follow the on-screen instructions to check.

   Note:
   If the printer name is not displayed, install a genuine Epson printer driver.

   "Checking if a genuine Epson printer driver is installed - Windows" on page 110

When you have identified the problem, follow the solution displayed on the screen.

When you cannot solve the problem, check the following according to your situation.

❏ The printer is not recognized over a network connection

"Cannot connect to a Network" on page 125

❏ The printer is not recognized using a USB connection

"The Printer Cannot Connect by USB (Windows)" on page 127

❏ The printer is recognized, but printing cannot be performed.

"Cannot Print Even Though a Connection has been Established (Windows)" on page 127

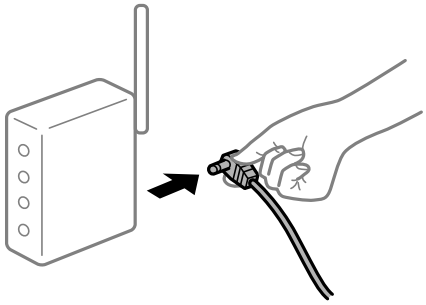
Cannot connect to a Network

The problem could be one of the following issues.

Something is wrong with the network devices for Wi-Fi connection.

Solutions

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then printer. Move the printer and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.



Devices cannot receive signals from the wireless router because they are too far apart.

Solutions

After moving the computer or the smart device and the printer closer to the wireless router, turn off the wireless router, and then turn it back on.

When changing the wireless router, the settings do not match the new router.

Solutions

Make the connection settings again so that they match the new wireless router.

➡ "When Replacing the Wireless Router" on page 178

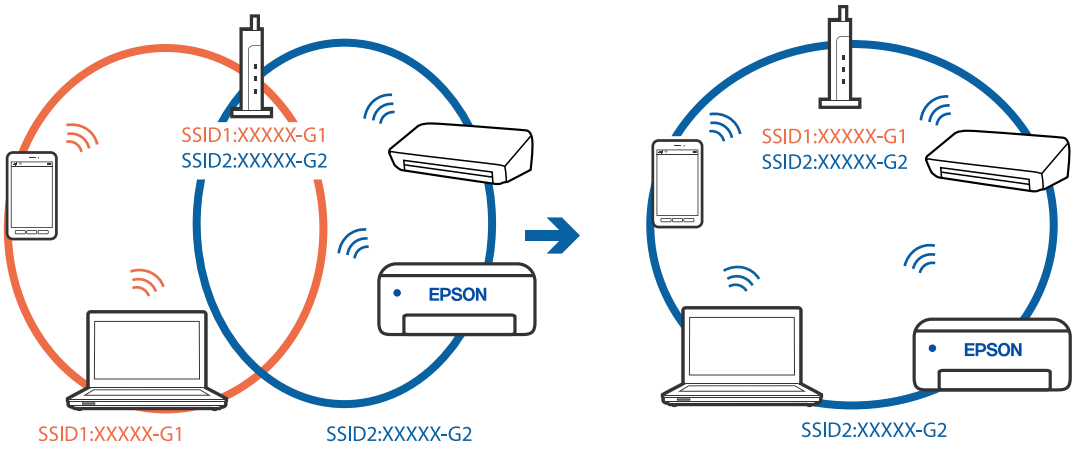
The SSIDs connected from the computer or smart device and computer are different.

Solutions

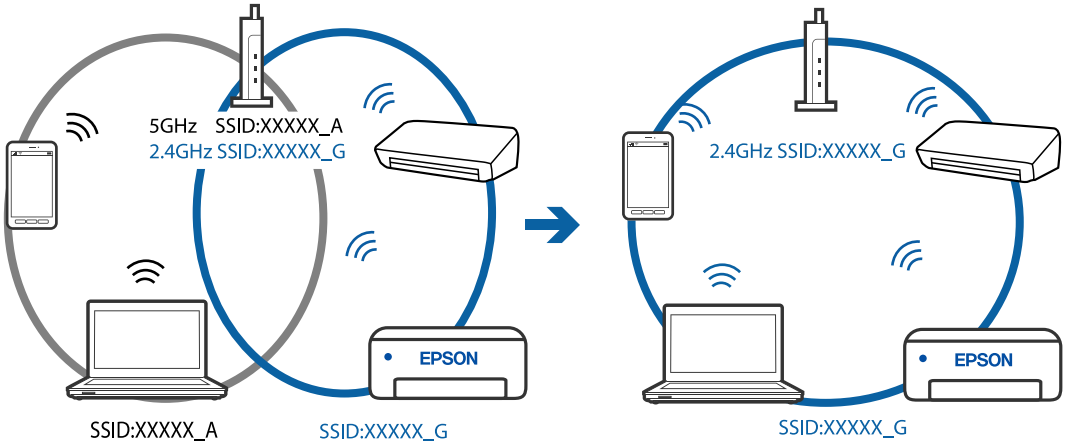
When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

Connect the computer or smart device to the same SSID as the printer.

❏ Example of connecting to different SSIDs



❏ Example of connecting to SSIDs with a different frequency range



A privacy separator on the wireless router is available.

Solutions

Most wireless routers have a privacy separator feature that blocks communication between connected devices. If you cannot communicate between the printer and the computer or smart device even if they are connected to the same network, disable the privacy separator on the wireless router. See the manual provided with the wireless router for details.

The IP address is incorrectly assigned.

Solutions

If the IP address assigned to the printer is 169.254.XXX.XXX, and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly.

Print the network connection report, and then check the IP address and the subnet mask assigned to the printer.

Restart the wireless router or reset the network settings for the printer.

➡ "Printing a Network Connection Report" on page 196
➡ "Re-setting the Network Connection" on page 178

There is a problem with the network settings on the computer.

Solutions

Try accessing any website from your computer to make sure that your computer's network settings are correct. If you cannot access any website, there is a problem on the computer.

Check the network connection of the computer. See the documentation provided with the computer for details.

The Printer Cannot Connect by USB (Windows)

The following causes can be considered.

The USB cable is not plugged into the electrical outlet correctly.

Solutions

Connect the USB cable securely to the printer and the computer.

There is a problem with the USB hub.

Solutions

If you are using a USB hub, try to connect the printer directly to the computer.

There is a problem with the USB cable or the USB inlet.

Solutions

If the USB cable cannot be recognized, change the port, or change the USB cable.

Cannot Print Even Though a Connection has been Established (Windows)

The following causes can be considered.

There is a problem with the software or data.

Solutions

- ❏ Make sure that a genuine Epson printer driver (EPSON XXXXX) is installed. If a genuine Epson printer driver is not installed, the available functions are limited. We recommend using a genuine Epson printer driver.
- ❏ If you are printing a large data size image, the computer may run out of memory. Print the image at a lower resolution or a smaller size.
- ❏ If you have tried all of the solutions and have not solved the problem, try uninstalling and then reinstalling the printer driver.
- ❏ You may be able to clear the problem by updating the software to the latest version. To check the software status, use the software update tool.

➡ “Checking if a genuine Epson printer driver is installed - Windows” on page 110
➡ “Checking if a genuine Epson printer driver is installed - Mac OS” on page 111
➡ “Installing or Uninstalling Applications Separately” on page 109
➡ “Updating Applications and Firmware” on page 114

There is a problem with the printer's status.

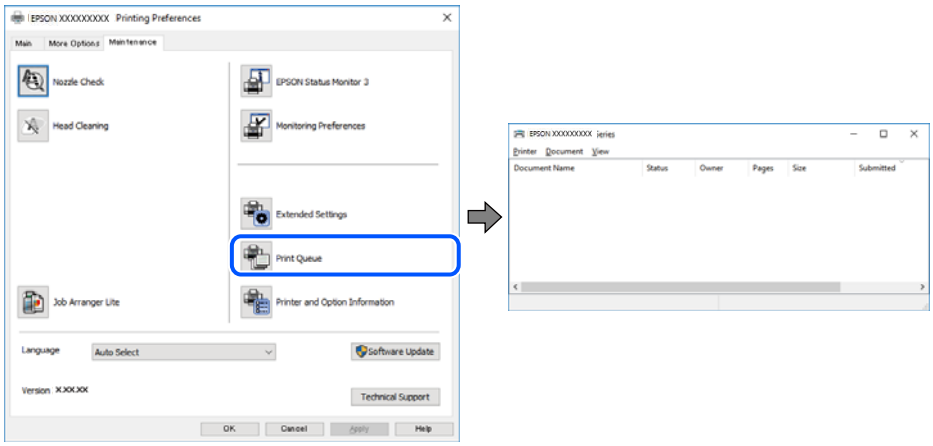
Solutions

Click **EPSON Status Monitor 3** on the printer driver's **Maintenance** tab, and then check the printer status. If **EPSON Status Monitor 3** is disabled, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.

There is still a job waiting to be printed.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab. If unnecessary data remains, select **Cancel all documents** from the **Printer** menu.

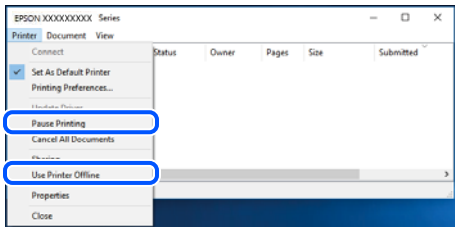


The printer is pending or offline.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab.

If the printer is offline or pending, clear the offline or pending setting from the **Printer** menu.



The printer is not selected as the default printer.

Solutions

Right-click the printer icon in **Control Panel** > **View devices and printers** (or **Printers**, **Printers and Faxes**) and click **Set as default printer**.

Note:
If there are multiple printer icons, see the following to select the correct printer.

Example)

USB connection: EPSON XXXX Series

Network connection: EPSON XXXX Series (network)

If you install the printer driver multiple times, copies of the printer driver may be created. If copies such as "EPSON XXXX Series (copy 1)" are created, right-click the copied driver icon, and then click **Remove Device**.

The printer port is not set correctly.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab.

Make sure the printer port is set correctly as shown below in **Property** > **Port** from the **Printer** menu.

USB connection: **USBXXX**, Network connection: **EpsonNet Print Port**

Suddenly the Printer Cannot Print over a Network Connection

The problem could be one of the following issues.

The network environment has been changed.

Solutions

When you have changed the network environment, such as the wireless router or provider, try making network settings for the printer again.

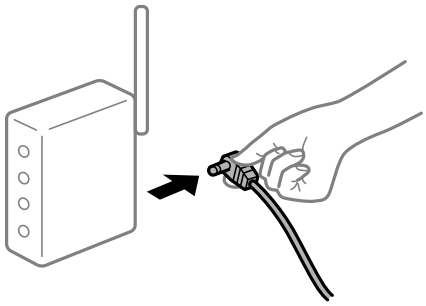
Connect the computer or smart device to the same SSID as the printer.

➡ "Re-setting the Network Connection" on page 178

Something is wrong with the network devices for Wi-Fi connection.

Solutions

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then printer. Move the printer and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.



The printer is not connected to the network.

Solutions

Select **Settings** > **Network Settings** > **Connection Check**, and then print the network connection report. If the report shows that the network connection failed, check the network connection report and then follow the printed solutions.

➡ "Printing a Network Connection Report" on page 196

There is a problem with the network settings on the computer.

Solutions

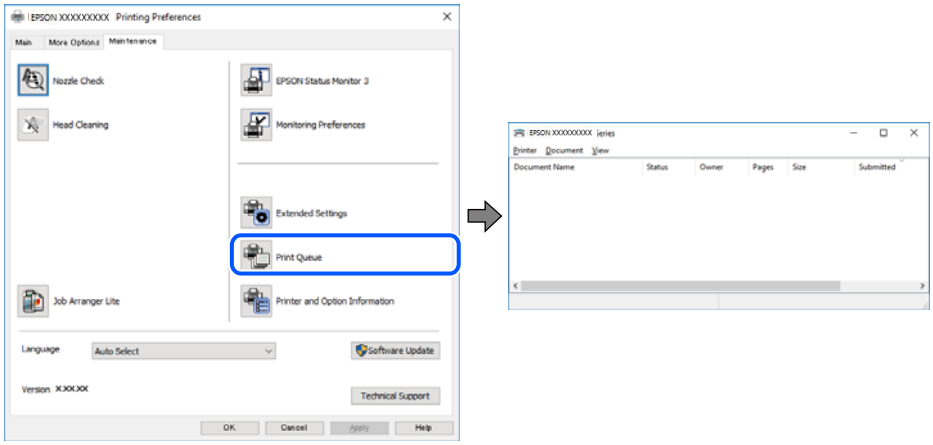
Try accessing any website from your computer to make sure that your computer's network settings are correct. If you cannot access any website, there is a problem on the computer.

Check the network connection of the computer. See the documentation provided with the computer for details.

There is still a job waiting to be printed.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab. If unnecessary data remains, select **Cancel all documents** from the **Printer** menu.

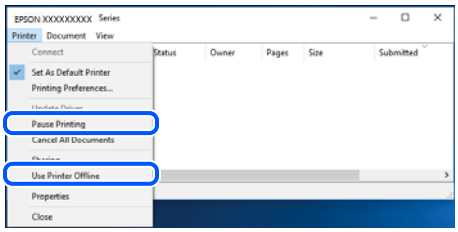


The printer is pending or offline.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab.

If the printer is offline or pending, clear the offline or pending setting from the **Printer** menu.



The printer is not selected as the default printer.

Solutions

Right-click the printer icon in **Control Panel** > **View devices and printers** (or **Printers**, **Printers and Faxes**) and click **Set as default printer**.

Note:
If there are multiple printer icons, see the following to select the correct printer.

Example)

USB connection: EPSON XXXX Series

Network connection: EPSON XXXX Series (network)

If you install the printer driver multiple times, copies of the printer driver may be created. If copies such as "EPSON XXXX Series (copy 1)" are created, right-click the copied driver icon, and then click **Remove Device**.

The printer port is not set correctly.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab.

Make sure the printer port is set correctly as shown below in **Property** > **Port** from the **Printer** menu.

USB connection: **USBXXX**, Network connection: **EpsonNet Print Port**

Cannot Print from Mac OS

Make sure the computer and the printer are connected correctly.

The cause and solution to the problem differ depending on whether or not they are connected.

Checking the Connection Status

Use EPSON Status Monitor to check the connection status for the computer and the printer.

1. Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.
2. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.
3. Click **EPSON Status Monitor**.

When the remaining ink levels are displayed, a connection has been successfully established between the computer and the printer.

Check the following if a connection has not been established.

❏ The printer is not recognized over a network connection

"Cannot connect to a Network" on page 131

❏ The printer is not recognized using a USB connection

"The Printer Cannot Connect by USB (Mac OS)" on page 134

Check the following if a connection has been established.

❏ The printer is recognized, but printing cannot be performed.

"Cannot Print Even Though a Connection has been Established (Mac OS)" on page 134

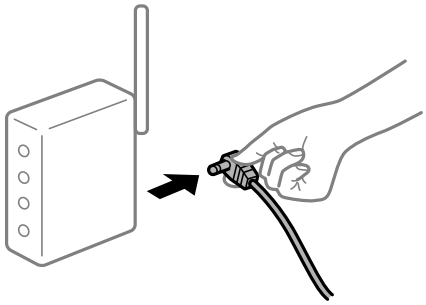
Cannot connect to a Network

The problem could be one of the following issues.

Something is wrong with the network devices for Wi-Fi connection.

Solutions

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then printer. Move the printer and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.



Devices cannot receive signals from the wireless router because they are too far apart.

Solutions

After moving the computer or the smart device and the printer closer to the wireless router, turn off the wireless router, and then turn it back on.

When changing the wireless router, the settings do not match the new router.

Solutions

Make the connection settings again so that they match the new wireless router.

➡ "When Replacing the Wireless Router" on page 178

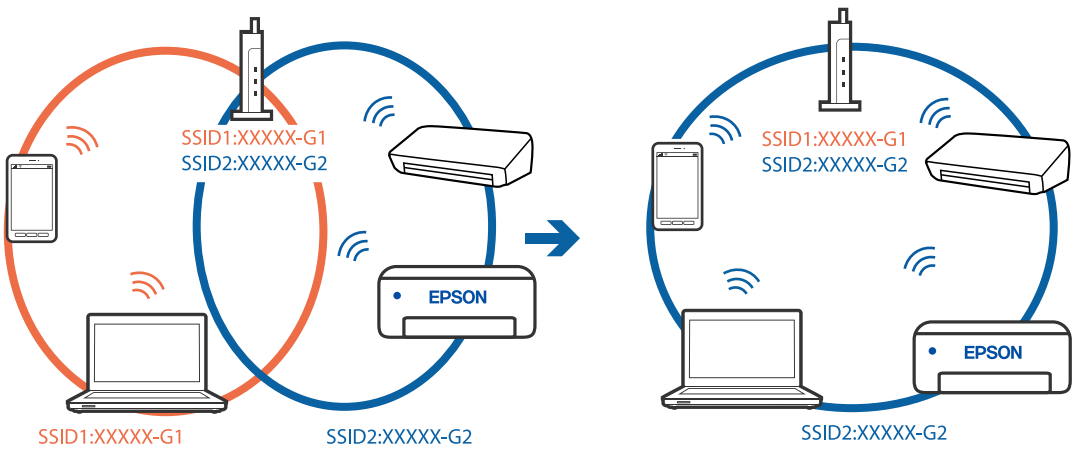
The SSIDs connected from the computer or smart device and computer are different.

Solutions

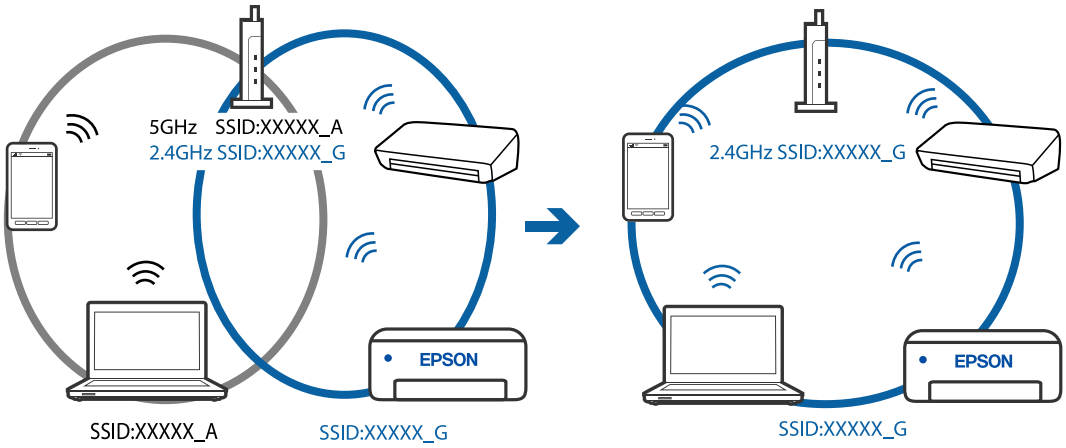
When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

Connect the computer or smart device to the same SSID as the printer.

❏ Example of connecting to different SSIDs



❏ Example of connecting to SSIDs with a different frequency range



A privacy separator on the wireless router is available.

Solutions

Most wireless routers have a privacy separator feature that blocks communication between connected devices. If you cannot communicate between the printer and the computer or smart device even if they are connected to the same network, disable the privacy separator on the wireless router. See the manual provided with the wireless router for details.

The IP address is incorrectly assigned.

Solutions

If the IP address assigned to the printer is 169.254.XXX.XXX, and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly.

Print the network connection report, and then check the IP address and the subnet mask assigned to the printer.

Restart the wireless router or reset the network settings for the printer.

➡ "Printing a Network Connection Report" on page 196
➡ "Re-setting the Network Connection" on page 178

There is a problem with the network settings on the computer.

Solutions

Try accessing any website from your computer to make sure that your computer's network settings are correct. If you cannot access any website, there is a problem on the computer.

Check the network connection of the computer. See the documentation provided with the computer for details.

The device connected to the USB 3.0 port causes radio frequency interference.

Solutions

When you connect a device to the USB 3.0 port on a Mac, radio frequency interference may occur. Try the following if you cannot connect to wireless LAN (Wi-Fi) or if operations become unstable.

❏ Place the device that is connected to the USB 3.0 port further away from the computer.

The Printer Cannot Connect by USB (Mac OS)

The following causes can be considered.

The USB cable is not plugged into the electrical outlet correctly.

Solutions

Connect the USB cable securely to the printer and the computer.

There is a problem with the USB hub.

Solutions

If you are using a USB hub, try to connect the printer directly to the computer.

There is a problem with the USB cable or the USB inlet.

Solutions

If the USB cable cannot be recognized, change the port, or change the USB cable.

Cannot Print Even Though a Connection has been Established (Mac OS)

The following causes can be considered.

There is a problem with the software or data.

Solutions

- ❏ Make sure that a genuine Epson printer driver (EPSON XXXXX) is installed. If a genuine Epson printer driver is not installed, the available functions are limited. We recommend using a genuine Epson printer driver.
- ❏ If you are printing a large data size image, the computer may run out of memory. Print the image at a lower resolution or a smaller size.
- ❏ If you have tried all of the solutions and have not solved the problem, try uninstalling and then reinstalling the printer driver.
- ❏ You may be able to clear the problem by updating the software to the latest version. To check the software status, use the software update tool.

➡ “Checking if a genuine Epson printer driver is installed - Windows” on page 110
➡ “Checking if a genuine Epson printer driver is installed - Mac OS” on page 111
➡ “Installing or Uninstalling Applications Separately” on page 109
➡ “Updating Applications and Firmware” on page 114

There is a problem with the status of the printer.

Solutions

Make sure the printer status is not **Pause**.

Select **System Preferences** from the **Apple** menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then double-click the printer. If the printer is paused, click **Resume**.

Suddenly the Printer Cannot Print over a Network Connection

The problem could be one of the following issues.

The network environment has been changed.

Solutions

When you have changed the network environment, such as the wireless router or provider, try making network settings for the printer again.

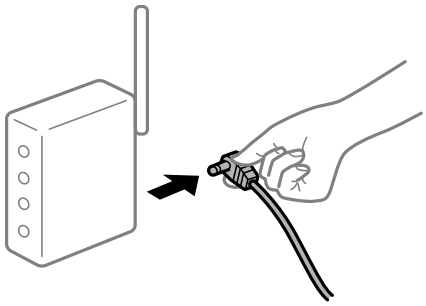
Connect the computer or smart device to the same SSID as the printer.

➡ "Re-setting the Network Connection" on page 178

Something is wrong with the network devices for Wi-Fi connection.

Solutions

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then printer. Move the printer and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.



The printer is not connected to the network.

Solutions

Select **Settings** > **Network Settings** > **Connection Check**, and then print the network connection report. If the report shows that the network connection failed, check the network connection report and then follow the printed solutions.

➡ "Printing a Network Connection Report" on page 196

There is a problem with the network settings on the computer.

Solutions

Try accessing any website from your computer to make sure that your computer's network settings are correct. If you cannot access any website, there is a problem on the computer.

Check the network connection of the computer. See the documentation provided with the computer for details.

Cannot Print from Smart Device

Make sure the smart device and the printer are connected correctly.

The cause and solution to the problem differ depending on whether or not they are connected.

Checking the Connection Status

Use Epson iPrint to check the connection status for the smart device and the printer.

See the following to install Epson iPrint if it is not already installed.

"Application for Printing Easily from a Smart Device (Epson iPrint)" on page 210

1. On the smart device, start Epson iPrint.

2. Check that the printer name is displayed on the home screen.

   When the printer name is displayed, a connection has been successfully established between the smart device and the printer.

   If the following are displayed, a connection has not been established between the smart device and the printer.

   ❏ Printer is not selected.

   ❏ Communication error.

Check the following if a connection has not been established.

❏ The printer is not recognized over a network connection

"Cannot connect to a Network" on page 136

Check the following if a connection has been established.

❏ The printer is recognized, but printing cannot be performed.

"Cannot Print Even Though a Connection has been Established (iOS)" on page 138

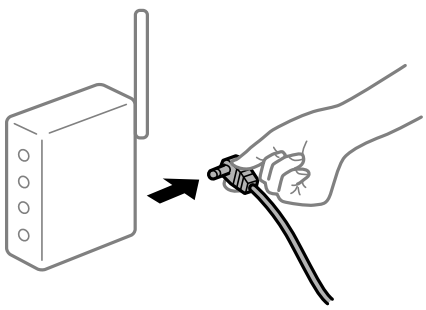
Cannot connect to a Network

The problem could be one of the following issues.

Something is wrong with the network devices for Wi-Fi connection.

Solutions

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then printer. Move the printer and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.



Devices cannot receive signals from the wireless router because they are too far apart.

Solutions

After moving the computer or the smart device and the printer closer to the wireless router, turn off the wireless router, and then turn it back on.

When changing the wireless router, the settings do not match the new router.

Solutions

Make the connection settings again so that they match the new wireless router.

➡ "When Replacing the Wireless Router" on page 178

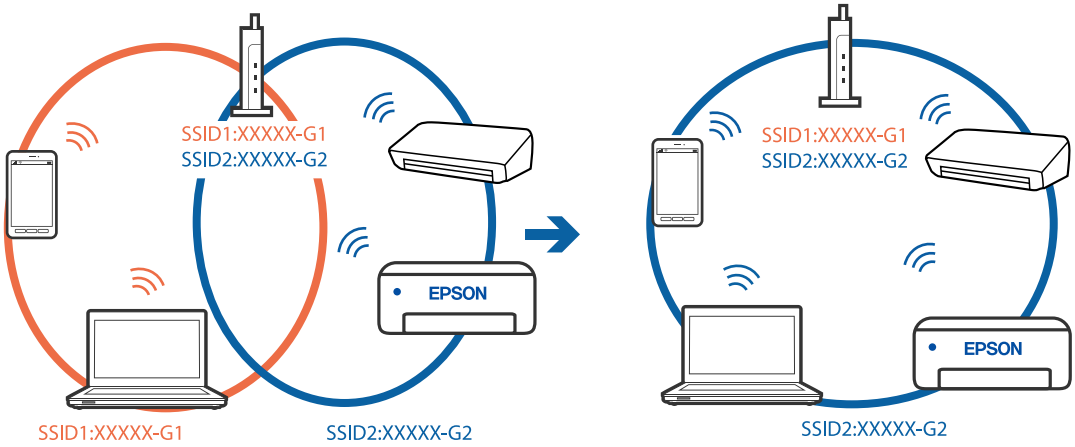
The SSIDs connected from the computer or smart device and computer are different.

Solutions

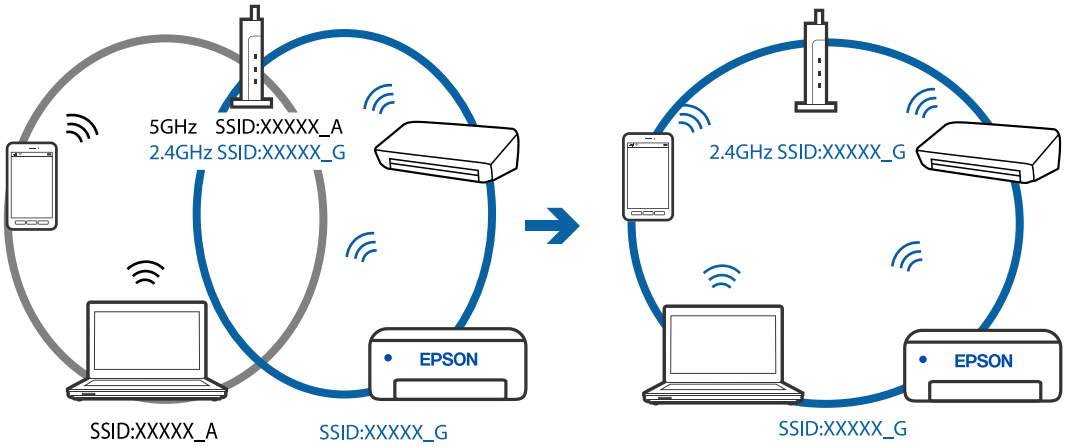
When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

Connect the computer or smart device to the same SSID as the printer.

❏ Example of connecting to different SSIDs



❏ Example of connecting to SSIDs with a different frequency range



A privacy separator on the wireless router is available.

Solutions

Most wireless routers have a privacy separator feature that blocks communication between connected devices. If you cannot communicate between the printer and the computer or smart device even if they are connected to the same network, disable the privacy separator on the wireless router. See the manual provided with the wireless router for details.

The IP address is incorrectly assigned.

Solutions

If the IP address assigned to the printer is 169.254.XXX.XXX, and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly.

Print the network connection report, and then check the IP address and the subnet mask assigned to the printer.

Restart the wireless router or reset the network settings for the printer.

➡ "Printing a Network Connection Report" on page 196
➡ "Re-setting the Network Connection" on page 178

There is a problem with the network settings on the smart device.

Solutions

Try accessing any website from your smart device to make sure that your smart device's network settings are correct. If you cannot access any website, there is a problem on the smart device.

Check the network connection of the computer. See the documentation provided with the smart device for details.

Cannot Print Even Though a Connection has been Established (iOS)

The following causes can be considered.

Paper Setup Auto Display is disabled.

Solutions

Enable **Paper Setup Auto Display** in the following menu.

Settings > **Printer Setup** > **Paper Source Settings** > **Paper Setup Auto Display**

AirPrint is disabled.

Solutions

Enable the AirPrint setting on Web Config.

➡ "Application for Configuring Printer Operations (Web Config)" on page 214

Suddenly the Printer Cannot Print over a Network Connection

The problem could be one of the following issues.

The network environment has been changed.

Solutions

When you have changed the network environment, such as the wireless router or provider, try making network settings for the printer again.

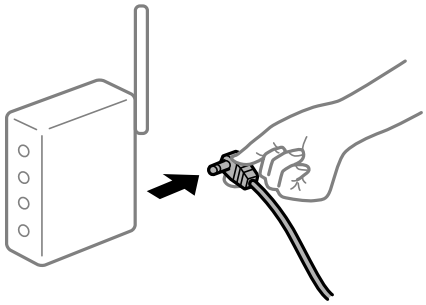
Connect the computer or smart device to the same SSID as the printer.

➡ "Re-setting the Network Connection" on page 178

Something is wrong with the network devices for Wi-Fi connection.

Solutions

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then printer. Move the printer and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.



The printer is not connected to the network.

Solutions

Select **Settings** > **Network Settings** > **Connection Check**, and then print the network connection report. If the report shows that the network connection failed, check the network connection report and then follow the printed solutions.

➡ "Printing a Network Connection Report" on page 196

There is a problem with the network settings on the smart device.

Solutions

Try accessing any website from your smart device to make sure that your smart device's network settings are correct. If you cannot access any website, there is a problem on the smart device.

Check the network connection of the computer. See the documentation provided with the smart device for details.

Cannot Start Scanning

Cannot Start Scanning from Windows

Make sure the computer and the printer are connected correctly.

The cause and solution to the problem differ depending on whether or not they are connected.

Checking the Connection Status

Use Epson Printer Connection Checker to check the connection status for the computer and the printer. You may be able to solve the problem depending on the results of the check.

1. Double-click the **Epson Printer Connection Checker** icon on the desktop.

   Epson Printer Connection Checker starts.

If there is no icon on the desktop, follow the methods below to start Epson Printer Connection Checker.

❏ Windows 10

Click the start button, and then select **Epson Software** > **Epson Printer Connection Checker**.

❏ Windows 8.1/Windows 8

Enter the application name in the search charm, and then select the displayed icon.

❏ Windows 7

Click the start button, and then select **All Programs** > **Epson Software** > **Epson Printer Connection Checker**.

2. Follow the on-screen instructions to check.

Note:
If the printer name is not displayed, install a genuine Epson printer driver.

"Checking if a genuine Epson printer driver is installed - Windows" on page 110

When you have identified the problem, follow the solution displayed on the screen.

When you cannot solve the problem, check the following according to your situation.

❏ The printer is not recognized over a network connection

"Cannot connect to a Network" on page 140

❏ The printer is not recognized using a USB connection

"The Printer Cannot Connect by USB (Windows)" on page 127

❏ The printer is recognized, but scanning cannot be performed.

"Cannot Scan Even Though a Connection has been Correctly Established (Windows)" on page 143

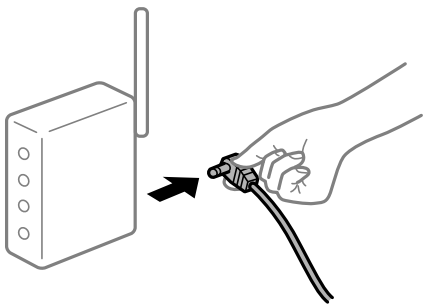
Cannot connect to a Network

The problem could be one of the following issues.

Something is wrong with the network devices for Wi-Fi connection.

Solutions

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then printer. Move the printer and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.



Devices cannot receive signals from the wireless router because they are too far apart.

Solutions

After moving the computer or the smart device and the printer closer to the wireless router, turn off the wireless router, and then turn it back on.

When changing the wireless router, the settings do not match the new router.

Solutions

Make the connection settings again so that they match the new wireless router.

➡ "When Replacing the Wireless Router" on page 178

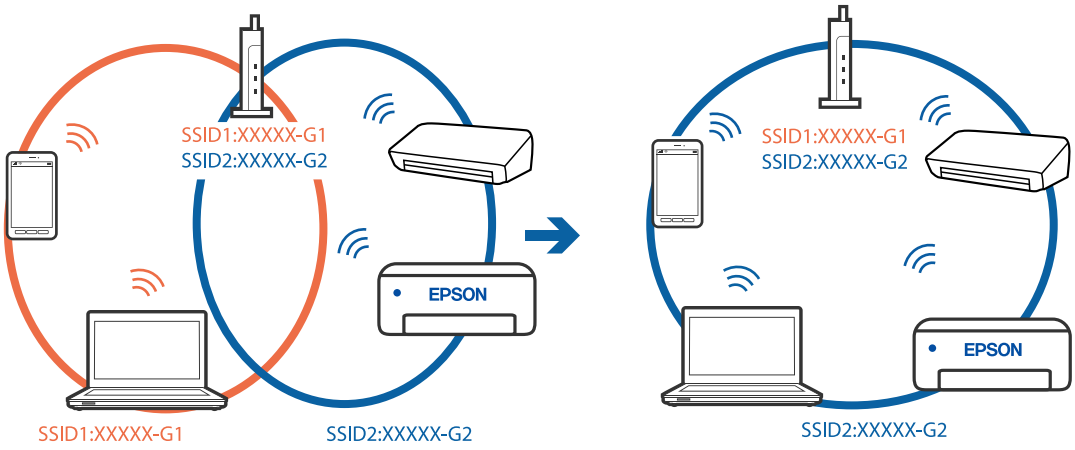
The SSIDs connected from the computer or smart device and computer are different.

Solutions

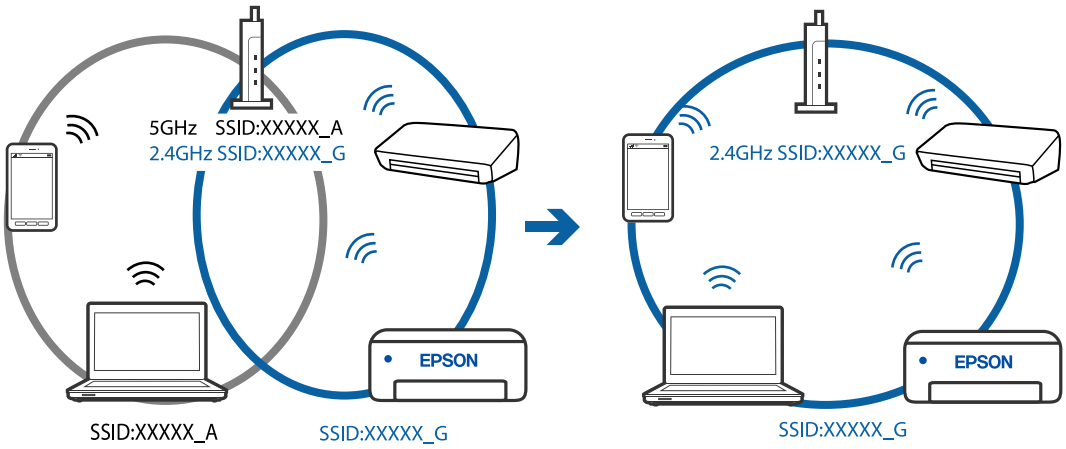
When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

Connect the computer or smart device to the same SSID as the printer.

❏ Example of connecting to different SSIDs



❏ Example of connecting to SSIDs with a different frequency range



A privacy separator on the wireless router is available.

Solutions

Most wireless routers have a privacy separator feature that blocks communication between connected devices. If you cannot communicate between the printer and the computer or smart device even if they are connected to the same network, disable the privacy separator on the wireless router. See the manual provided with the wireless router for details.

The IP address is incorrectly assigned.

Solutions

If the IP address assigned to the printer is 169.254.XXX.XXX, and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly.

Print the network connection report, and then check the IP address and the subnet mask assigned to the printer.

Restart the wireless router or reset the network settings for the printer.

➡ "Printing a Network Connection Report" on page 196
➡ "Re-setting the Network Connection" on page 178

There is a problem with the network settings on the computer.

Solutions

Try accessing any website from your computer to make sure that your computer's network settings are correct. If you cannot access any website, there is a problem on the computer.

Check the network connection of the computer. See the documentation provided with the computer for details.

The Printer Cannot Connect by USB (Windows)

The following causes can be considered.

The USB cable is not plugged into the electrical outlet correctly.

Solutions

Connect the USB cable securely to the printer and the computer.

There is a problem with the USB hub.

Solutions

If you are using a USB hub, try to connect the printer directly to the computer.

There is a problem with the USB cable or the USB inlet.

Solutions

If the USB cable cannot be recognized, change the port, or change the USB cable.

Cannot Scan Even Though a Connection has been Correctly Established (Windows)

Scanning at a high resolution over a network.

Solutions

Try scanning at a lower resolution.

Cannot Start Scanning from Mac OS

Make sure the computer and the printer are connected correctly.

The cause and solution to the problem differ depending on whether or not they are connected.

Checking the Connection Status

Use EPSON Status Monitor to check the connection status for the computer and the printer.

1. Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.
2. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.
3. Click **EPSON Status Monitor**.

When the remaining ink levels are displayed, a connection has been successfully established between the computer and the printer.

Check the following if a connection has not been established.

❏ The printer is not recognized over a network connection

"Cannot connect to a Network" on page 143

❏ The printer is not recognized using a USB connection

"The Printer Cannot Connect by USB (Mac OS)" on page 134

Check the following if a connection has been established.

❏ The printer is recognized, but scanning cannot be performed.

"Cannot Scan Even Though a Connection has been Correctly Established (Mac OS)" on page 146

Cannot connect to a Network

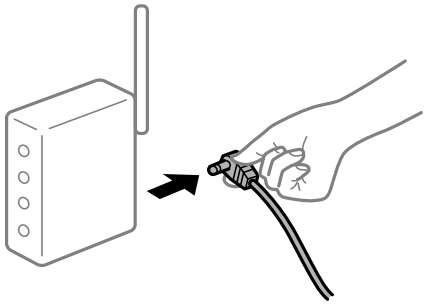
The problem could be one of the following issues.

Something is wrong with the network devices for Wi-Fi connection.

Solutions

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then printer. Move the

printer and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.



Devices cannot receive signals from the wireless router because they are too far apart.

Solutions

After moving the computer or the smart device and the printer closer to the wireless router, turn off the wireless router, and then turn it back on.

When changing the wireless router, the settings do not match the new router.

Solutions

Make the connection settings again so that they match the new wireless router.

➡ "When Replacing the Wireless Router" on page 178

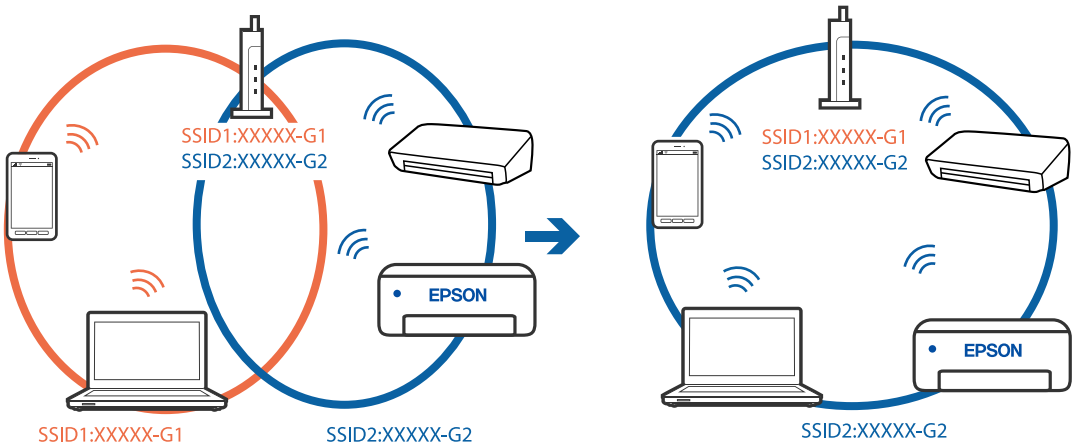
The SSIDs connected from the computer or smart device and computer are different.

Solutions

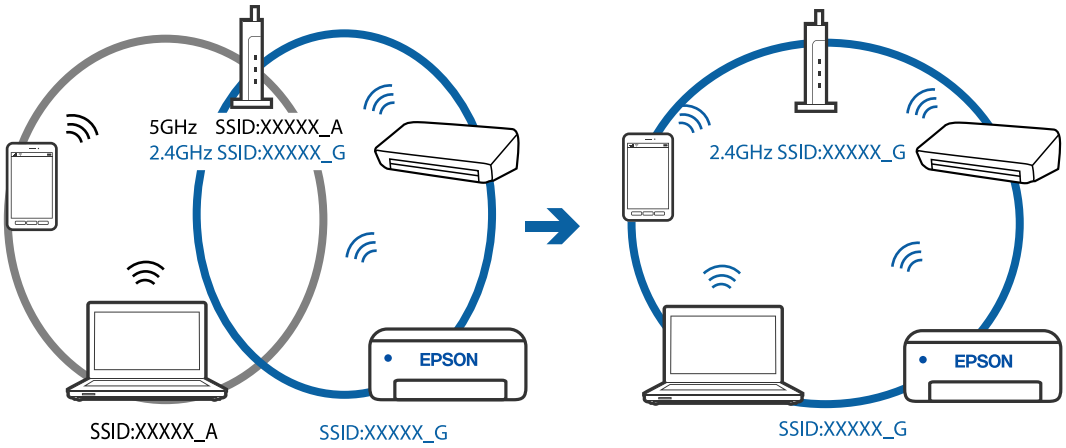
When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

Connect the computer or smart device to the same SSID as the printer.

❏ Example of connecting to different SSIDs



❏ Example of connecting to SSIDs with a different frequency range



A privacy separator on the wireless router is available.

Solutions

Most wireless routers have a privacy separator feature that blocks communication between connected devices. If you cannot communicate between the printer and the computer or smart device even if they are connected to the same network, disable the privacy separator on the wireless router. See the manual provided with the wireless router for details.

The IP address is incorrectly assigned.

Solutions

If the IP address assigned to the printer is 169.254.XXX.XXX, and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly.

Print the network connection report, and then check the IP address and the subnet mask assigned to the printer.

Restart the wireless router or reset the network settings for the printer.

➡ "Printing a Network Connection Report" on page 196
➡ "Re-setting the Network Connection" on page 178

There is a problem with the network settings on the computer.

Solutions

Try accessing any website from your computer to make sure that your computer's network settings are correct. If you cannot access any website, there is a problem on the computer.

Check the network connection of the computer. See the documentation provided with the computer for details.

The device connected to the USB 3.0 port causes radio frequency interference.

Solutions

When you connect a device to the USB 3.0 port on a Mac, radio frequency interference may occur. Try the following if you cannot connect to wireless LAN (Wi-Fi) or if operations become unstable.

❏ Place the device that is connected to the USB 3.0 port further away from the computer.

The Printer Cannot Connect by USB (Mac OS)

The following causes can be considered.

The USB cable is not plugged into the electrical outlet correctly.

Solutions

Connect the USB cable securely to the printer and the computer.

There is a problem with the USB hub.

Solutions

If you are using a USB hub, try to connect the printer directly to the computer.

There is a problem with the USB cable or the USB inlet.

Solutions

If the USB cable cannot be recognized, change the port, or change the USB cable.

Cannot Scan Even Though a Connection has been Correctly Established (Mac OS)

Scanning at a high resolution over a network.

Solutions

Try scanning at a lower resolution.

Cannot Start Scanning from Smart Device

Make sure the smart device and the printer are connected correctly.

The cause and solution to the problem differ depending on whether or not they are connected.

Checking the Connection Status

Use Epson iPrint to check the connection status for the smart device and the printer.

See the following to install Epson iPrint if it is not already installed.

"Application for Printing Easily from a Smart Device (Epson iPrint)" on page 210

1. On the smart device, start Epson iPrint.
2. Check that the printer name is displayed on the home screen.

   When the printer name is displayed, a connection has been successfully established between the smart device and the printer.

   If the following are displayed, a connection has not been established between the smart device and the printer.

   ❏ Printer is not selected.

   ❏ Communication error.

Check the following if a connection has not been established.

❏ The printer is not recognized over a network connection

"Cannot connect to a Network" on page 147

Check the following if a connection has been established.

❏ The printer is recognized, but scanning cannot be performed.

"Cannot Print Even Though a Connection has been Established (iOS)" on page 138

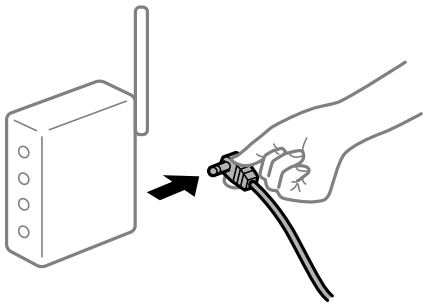
Cannot connect to a Network

The problem could be one of the following issues.

Something is wrong with the network devices for Wi-Fi connection.

Solutions

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then printer. Move the printer and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.



Devices cannot receive signals from the wireless router because they are too far apart.

Solutions

After moving the computer or the smart device and the printer closer to the wireless router, turn off the wireless router, and then turn it back on.

When changing the wireless router, the settings do not match the new router.

Solutions

Make the connection settings again so that they match the new wireless router.

➡ "When Replacing the Wireless Router" on page 178

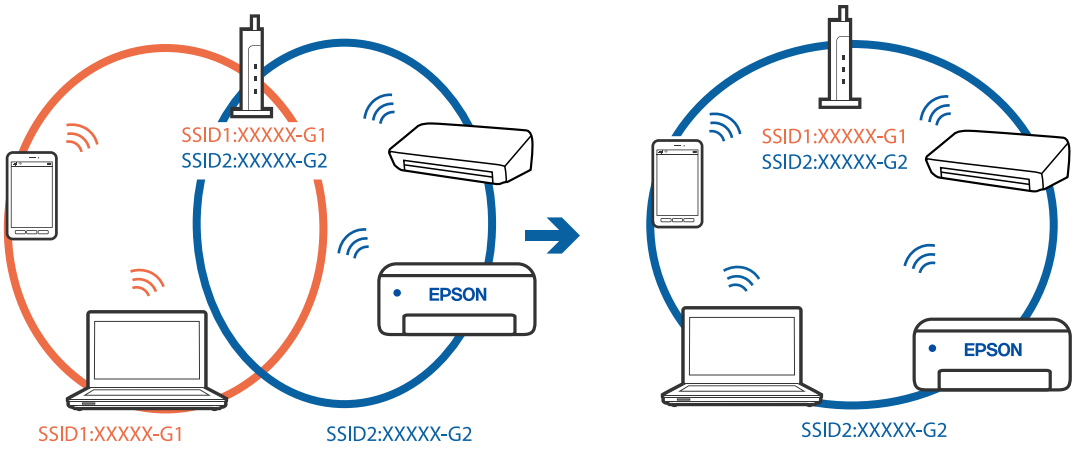
The SSIDs connected from the computer or smart device and computer are different.

Solutions

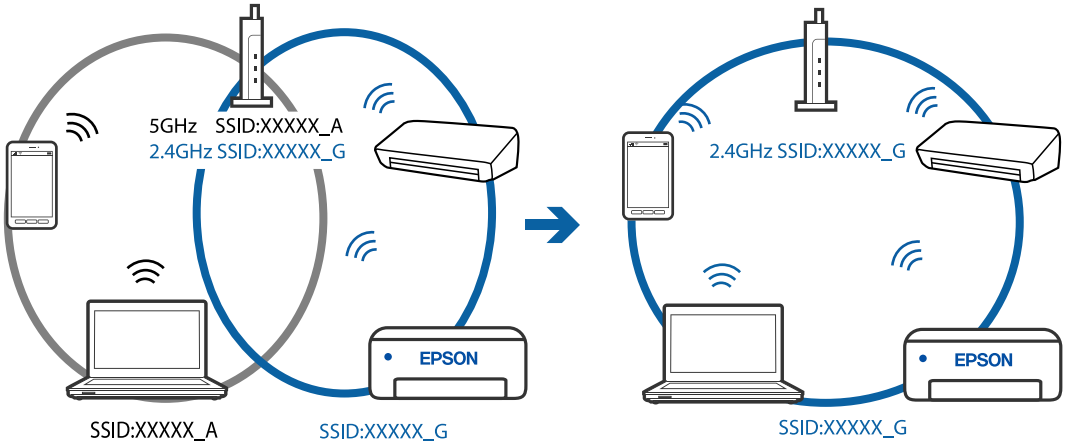
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Solutions

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The IP address is incorrectly assigned.

Solutions

If the IP address assigned to the printer is 169.254.XXX.XXX, and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly.

Print the network connection report, and then check the IP address and the subnet mask assigned to the printer.

Restart the wireless router or reset the network settings for the printer.

➡ "Printing a Network Connection Report" on page 196
➡ "Re-setting the Network Connection" on page 178

There is a problem with the network settings on the smart device.

Solutions

Try accessing any website from your smart device to make sure that your smart device's network settings are correct. If you cannot access any website, there is a problem on the smart device.

Check the network connection of the computer. See the documentation provided with the smart device for details.

Cannot Operate the Printer as Expected

Operations are Slow

Printing Is Too Slow

The following causes can be considered.

Unnecessary applications are running.

Solutions

Close any unnecessary applications on your computer or smart device.

The print quality is set to high.

Solutions

Lower the quality setting.

Bidirectional printing is disabled.

Solutions

Enable the bidirectional (or high speed) setting. When this setting is enabled, the print head prints while moving in both directions, and the printing speed increases.

❏ Windows

Select **Bidirectional Printing** on the printer driver's **More Options** tab.

❏ Mac OS

Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select On as the **High Speed Printing** setting.

Quiet Mode is enabled.

Solutions

Disable **Quiet Mode**. The printing speed slows down when the printer is running in **Quiet Mode**.

❏ Control panel

Select **Quiet Mode** on the home screen, and then select **Off**.

❏ Windows

Select **Off** as the **Quiet Mode** setting on the printer driver's **Main** tab.

❏ Mac OS

Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select Off as the **Quiet Mode** setting.

Printing Slows Down Dramatically During Continuous Printing

The function that prevents the printer mechanism from overheating and being damaged is operating.

Solutions

You can continue printing. To return to normal printing speed, leave the printer idle for at least 30 minutes. Printing speed does not return to normal if the power is off.

Scanning Speed Is Slow

Scanning at a high resolution.

Solutions

Try scanning at a lower resolution.

LCD Screen Gets Dark

The printer is in sleep mode.

Solutions

Press any button on the control panel to return the LCD screen to its former state.

Operation Sounds Are Loud

Quiet Mode is disabled on the printer.

Solutions

If operations sounds are too loud, enable **Quiet Mode**. Enabling this feature may reduce printing speed.

❏ Control panel

Select **Quiet Mode** on the home screen, and then select **On**.

❏ Windows

Select **On** as the **Quiet Mode** on the printer driver's **Main** tab.

❏ Mac OS

Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select On as the **Quiet Mode** setting.

The Root Certificate Needs to be Updated

The root certificate has expired.

Solutions

Run Web Config, and then update the root certificate.

Cannot Cancel Printing from a Computer Running Mac OS X v10.6.8

There is a problem with your AirPrint setup.

Solutions

Run Web Config, and then select **Port9100** as the **Top Priority Protocol** setting in **AirPrint Setup**. Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), remove the printer, and then add the printer again.

➡ "Application for Configuring Printer Operations (Web Config)" on page 214

An Error Code is Displayed on the LCD Screen

A code is displayed on the LCD screen if there is an error or information that requires your attention.

Code	Situation	Solutions
E-01	A printer error has occurred.	Open the scanner unit and remove any paper or protective material inside the printer. Turn the power off and on again.
E-02	A scanner error has occurred.	Turn the power off and on again.
E-11	An ink pad needs to be replaced.	Contact Epson or an authorised Epson service provider to replace the ink pad*. It is not a user-serviceable part. However, non-printing features such as scanning are available.
W-01	A paper jam has occurred.	Remove the paper from the printer and press the button displayed on the bottom of the LCD screen to clear the error. In some cases, you need to turn the power off and on again.
W-11	An ink pad is nearing the end of its service life.	Contact Epson or an authorised Epson service provider to replace the ink pad*. It is not a user-serviceable part. The message will be displayed until the ink pad is replaced. Press the ◇ button to resume printing.
I-22	Set Wi-Fi from the **Push Button (WPS)**.	Push the access point button. If there is no button on the access point, open the access point setting window, and then click the button displayed in the software.
I-23	Set Wi-Fi from the **PIN Code (WPS)**.	Enter the PIN code displayed on the LCD screen into the access point or computer within two minutes.
I-31	Set Wi-Fi from the **Wi-Fi Auto Connect**.	Install the software on your computer, and then press the OK button when Wi-Fi setup starts.

Code	Situation	Solutions
I-41	**Paper Setup Auto Display** is disabled. Some functions cannot be used.	If **Paper Setup Auto Display** is disabled, you cannot use AirPrint.
I-60	Your computer may not support WSD (Web Services for Devices).	The scan to computer (WSD) feature is only available for computers running English versions of Windows 10, Windows 8.1, Windows 8, Windows 7 or Windows Vista. Make sure that the printer is correctly connected to the computer.
Recovery Mode Update Firmware	The printer has started in recovery mode because the firmware update failed.	Follow the steps below to try to update the firmware again. 1. Connect the computer and the printer with a USB cable. 2. Visit your local Epson website for further instructions.

Related Information

➡ "Contacting Epson Support" on page 231
➡ "Installing the Applications Separately" on page 109
➡ "Updating the Printer's Firmware using the Control Panel" on page 114

Paper Gets Jammed

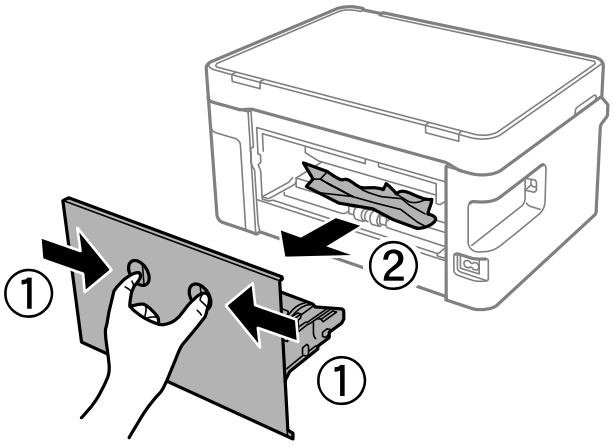
Check the error displayed on the control panel and follow the instructions to remove the jammed paper including any torn pieces. Next, clear the error.

Important:

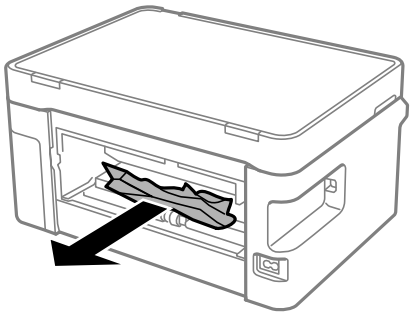
- ❏ *Remove the jammed paper carefully. Removing the paper vigorously may cause damage to the printer.*
- ❏ *When removing jammed paper, avoid tilting the printer, placing it vertically, or turning it upside down; otherwise ink may leak.*

Removing Jammed Paper

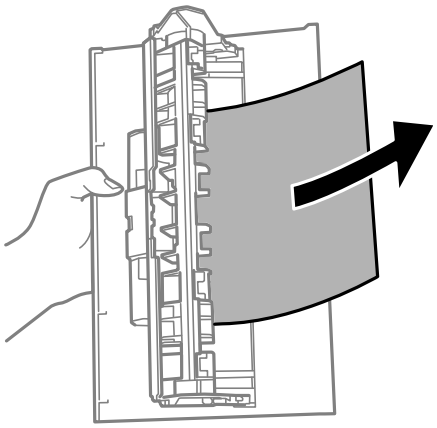
1. Remove the rear cover.



2. Remove the jammed paper.

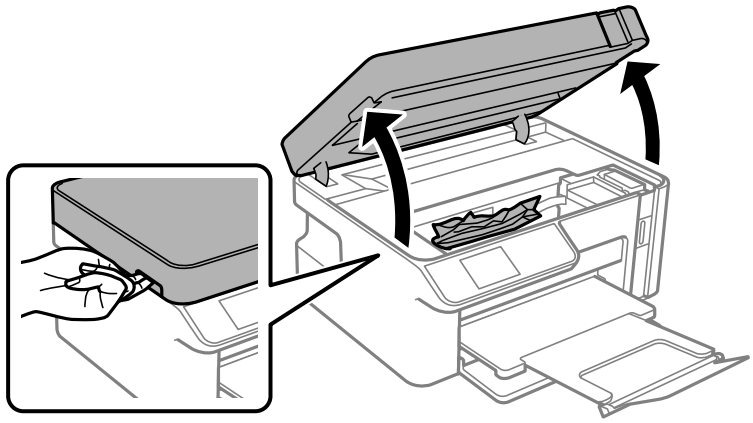


3. Remove jammed paper from the rear cover.

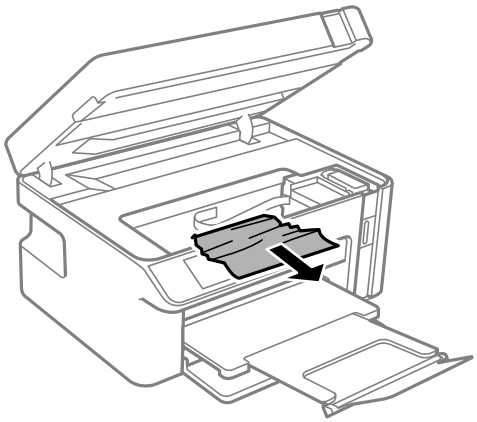


4. Insert the rear cover in the printer.

5. Open the scanner unit.

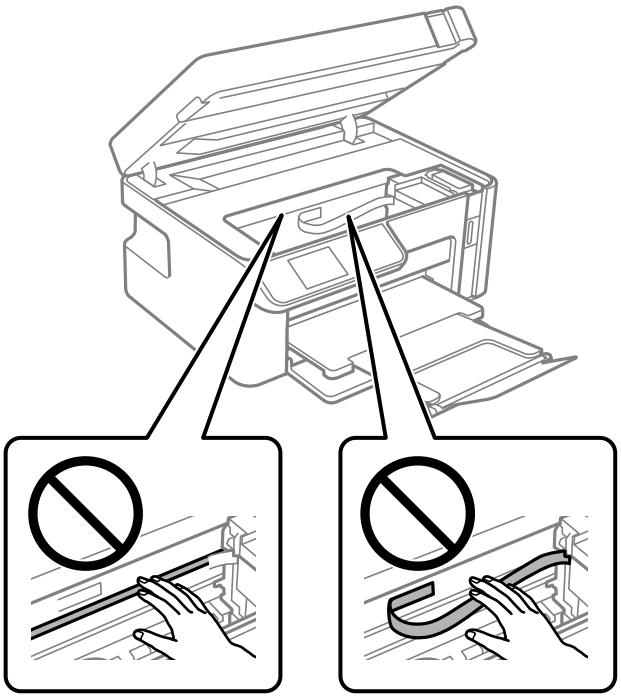


6. Remove the jammed paper.



> ***Caution:***
> *Never touch the buttons on the control panel while your hand is inside the printer. If the printer starts operating, it could cause an injury. Be careful not to touch the protruding parts to avoid injury.*

> ***Important:***
> *Do not touch the white flat cable or translucent film inside the printer. Doing so may cause a malfunction.*



7. Close the scanner unit.

Note:
The scanner unit is designed to close slowly and resist a little as a precaution against catching fingers. Continue to close even if you feel some resistance.

Preventing Paper Jams

Check the following if paper jams occur frequently.

❏ Place the printer on a flat surface and operate in the recommended environmental conditions.

"Environmental Specifications" on page 227

❏ Use the paper supported by this printer.

"Available Paper and Capacities" on page 204

❏ Follow paper handling precautions.

"Paper Handling Precautions" on page 24

❏ Load paper in the correct direction, and slide the edge guide against the edge of the paper.

"Loading Paper in the Paper Cassette" on page 26

❏ Do not load more than the maximum number of sheets specified for paper.

❏ Load one sheet of paper at a time if you have loaded several sheets of paper.

❏ Make sure the paper size and paper type settings match the actual paper size and paper type loaded in the printer.

"List of Paper Types" on page 25

❏ Clean the roller inside the printer.

"Improving Paper Feeding Problems" on page 96

It is Time to Refill the Ink

Ink Bottle Handling Precautions

Read the following instructions before refilling ink.

Storing precautions for ink

❏ Store ink bottles at normal room temperature and keep them away from direct sunlight.

❏ Do not store the ink bottles in high or freezing temperatures.

❏ Epson recommends using the ink bottle before the date printed on the package.

❏ When storing or transporting an ink bottle, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take precautions to prevent ink from leaking when transporting the bottle, for example, putting the bottle in a bag.

❏ After bringing an ink bottle inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.

❏ Do not open the ink bottle package until you are ready to fill the ink tank. The ink bottle is vacuum packed to maintain its reliability. If you leave an ink bottle unpacked for a long time before using it, normal printing may not be possible.

❏ Once you open an ink bottle, we recommend using it as soon as possible.

Handling precautions for refilling ink

- ❏ To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the ink tank when your printer indicates to refill ink. The yields quoted for you do not include this reserve.
- ❏ For optimum print results do not maintain low ink levels for extended periods of time.
- ❏ Use ink bottles with the correct part code for this printer.
- ❏ The ink for this printer must be handled carefully. Ink may splatter when the ink tank is being filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off.
- ❏ Do not shake too vigorously or squeeze the ink bottles.
- ❏ Do not continue printing when the ink level is below the lower line on the ink tank. Continued use of the printer when the ink level is below the lower line could damage the printer. Epson recommends filling the ink tank to the upper line when the printer is not operating to reset the ink level.
- ❏ To obtain optimum printing results, refill the ink tank to the upper line at least once every year.

Ink consumption

- ❏ To maintain optimum print head performance, some ink is consumed from the ink tank during maintenance operations such as print head cleaning. Ink may also be consumed when you turn the printer on.
- ❏ The ink in the ink bottle supplied with your printer is partly used during initial setup. In order to produce high quality printouts, the print head in your printer will be fully charged with ink. This one-off process consumes a quantity of ink and therefore this bottle may print fewer pages compared to subsequent ink bottles.
- ❏ Quoted yields may vary depending on the images that you are printing, the paper type that you are using, the frequency of your prints and environmental conditions such as temperature.
- ❏ Visually check ink levels in the actual ink tank. Continued use of the printer when the ink is expended could damage the printer. Epson recommends filling the ink tank to the upper line when the printer is not operating to reset the ink level.

Refilling the Ink Tank

1. Select **Maintenance** on the home screen.

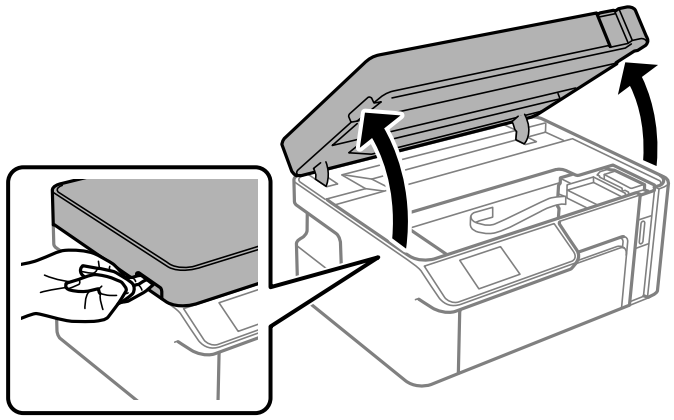
   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

2. Select **Fill Ink**.

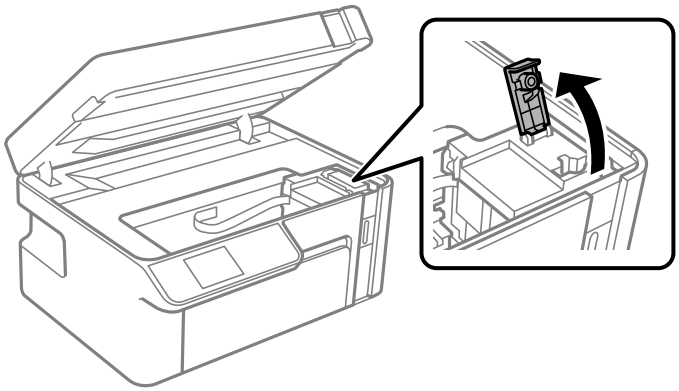
3. Press the ⓘ button to move the ink tank to the filling position.

4. Press the ▼ button to read all the safety and usage precautions for filling ink, and then press the OK button to continue.

5. Open the scanner unit with the document cover closed.



6. Open the ink tank cap.

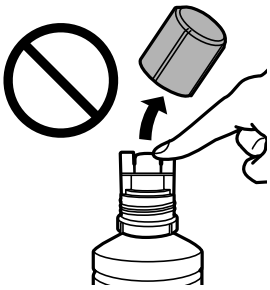


7. While holding the ink bottle upright, turn the cap slowly to remove it.

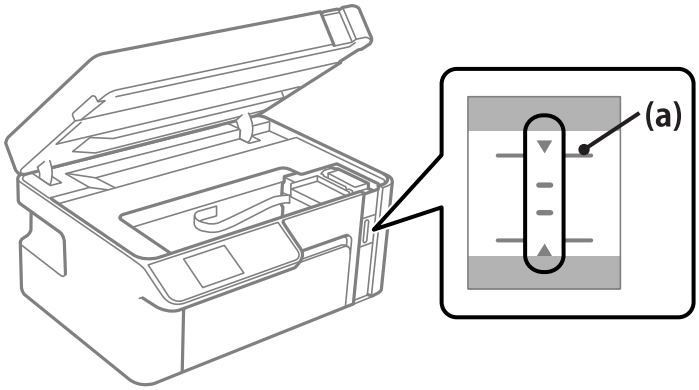


Important:

- ❏ *Epson recommends the use of genuine Epson ink bottles.*
- ❏ *Be careful not to spill any ink.*
- ❏ *Do not touch the top of the ink bottle after removing the cap; otherwise you may be smeared with ink.*



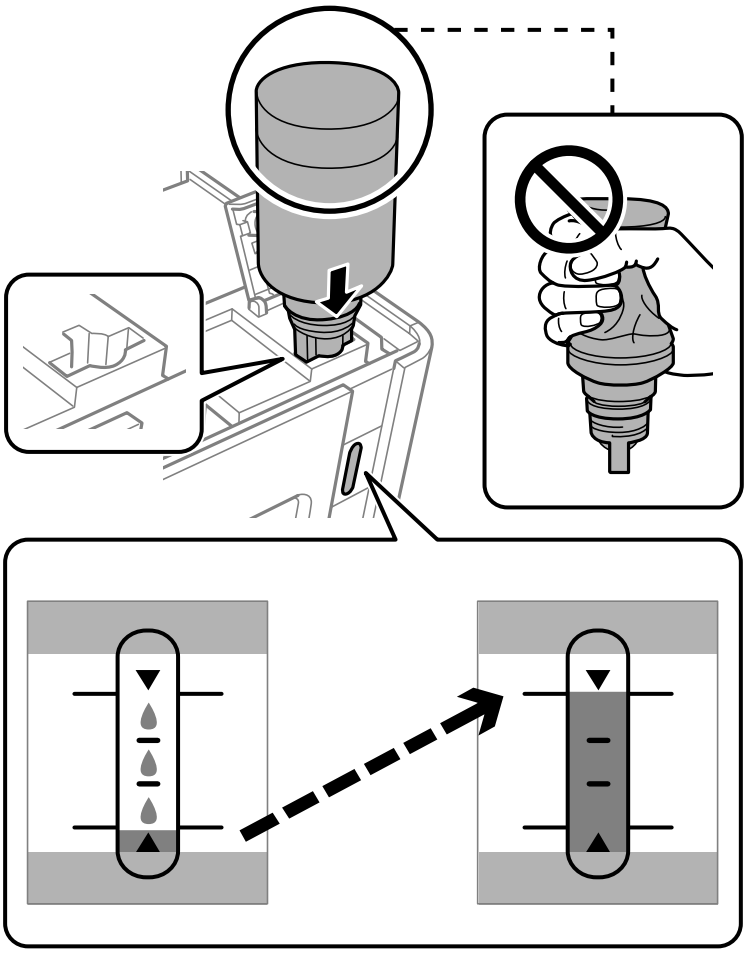
8. Check the upper line (a) in the ink tank.



9. Align the top of the ink bottle with the filling port, and then inert it straight into the port to fill ink to the upper line.

   Ink starts pouring and the flow stops automatically when the ink reaches the upper line.

If the ink does not start flowing into the tank, remove the ink bottle and reinsert it. However, do not reinsert the ink bottle when the ink has reached the top line; otherwise ink may leak.



> ***Important:***
> *Do not allow the top of the ink bottle to hit against any objects after removing its cap; otherwise ink may spill.*

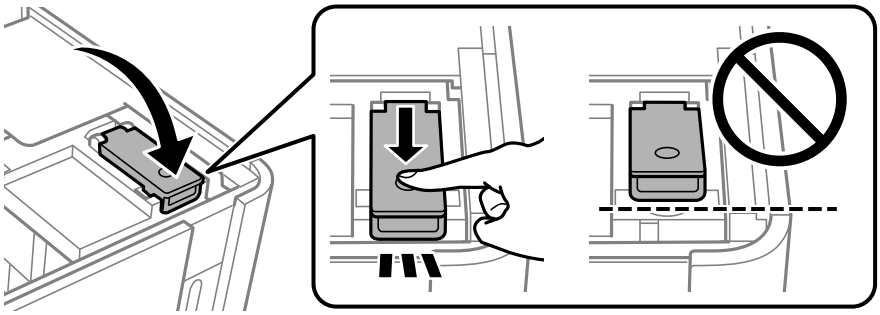
10. When you have finished filling the ink, remove the ink bottle.

> ***Important:***
> *Do not leave the ink bottle inserted; otherwise the bottle may be damaged or ink may leak.*

Note:
If any ink remains in the ink bottle, tighten the cap and store the bottle upright for later use.



11. Close the ink tank cap.



12. Press the ⓘ button, and then follow the on-screen instructions to set the ink level.

    Note:
    Even if you do not refill ink up to the upper line on the ink tank, you can continue using the printer. To keep your printer operating at its best, however, fill ink tank up to the upper line and reset the ink level immediately.

13. Close the scanner unit.

Related Information

- ➡ "Ink Bottle Codes" on page 206
- ➡ "Ink Bottle Handling Precautions" on page 155
- ➡ "Cleaning Spilled ink" on page 107

Printing, Copying, and Scanning Quality is Poor

Print Quality is Poor

Banding Appears in Printouts



The print head nozzles may be clogged.

Solutions

Perform a nozzle check to see if the print head nozzles are clogged. Perform a nozzle check, and then clean the print head if any of the print head nozzles are clogged. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.

➡ "Checking and Cleaning the Print Head" on page 98

Black or Gray Banding Appears at Intervals of Approximately 2.5 cm



The following causes can be considered.

The paper type setting does not match the paper loaded.

Solutions

Select the appropriate paper type setting for the type of paper loaded in the printer.

➡ "List of Paper Types" on page 25

The print quality is set to low.

Solutions

When printing on plain paper, print using a higher quality setting.

❏ Windows

Select **High** from **Quality** on the printer driver's **Main** tab.

❏ Mac OS

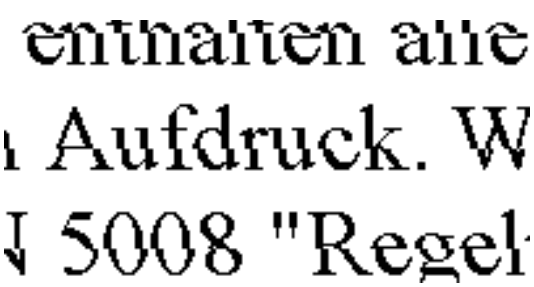
Select **Fine** as **Print Quality** from the print dialog's **Print Settings** menu.

The print head position is out of alignment.

Solutions

Select the **Maintenance** > **Print Head Alignment** > **Horizontal Alignment** menu on the control panel to align the print head.

Vertical Banding or Misalignment



The following causes can be considered.

The print head position is out of alignment.

Solutions

Select the **Maintenance** > **Print Head Alignment** > **Vertical Alignment** menu on the control panel to align the print head.

The print quality is set to low.

Solutions

If print quality does not improve even after aligning the print head, print using a higher quality setting.

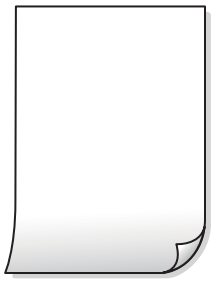
❏ Windows

Select **High** from **Quality** on the printer driver's **Main** tab.

❏ Mac OS

Select **Fine** as **Print Quality** from the print dialog's **Print Settings** menu.

Printout Comes Out as a Blank Sheet



The print head nozzles may be clogged.

Solutions

Try Power Cleaning.

➡ "Running Power Cleaning" on page 100

The print settings and the paper size loaded in the printer are different.

Solutions

Change the print settings according to the paper size loaded in the paper cassette. Load paper in the paper cassette that matches the print settings.

Multiple sheets of paper are fed into the printer at the same time.

Solutions

See the following to prevent multiple sheets of paper being fed into the printer at the same time.

➡ "Several Sheets of Paper are Fed at a Time" on page 122

Paper Is Smeared or Scuffed



The following causes can be considered.

Paper is loaded incorrectly.

Solutions

When horizontal banding (perpendicular to the printing direction) appears, or the top or bottom of the paper is smeared, load paper in the correct direction and slide the edge guides to the edges of the paper.

➡ "Loading Paper in the Paper Cassette" on page 26

The paper path is smeared.

Solutions

When vertical banding (horizontal to the printing direction) appears, or the paper is smeared, clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 102

The paper is curled.

Solutions

Place the paper on a flat surface to check if it is curled. If it is, flatten it.

The print head is rubbing the surface of the paper.

Solutions

When printing on thick paper, the print head is close to the printing surface and the paper may be scuffed. In this case, enable the reduce scuff setting. If you enable this setting, print quality may decline or printing may slow down.

Windows

Click **Extended Settings** on the printer driver's **Maintenance** tab, and then select **Short Grain Paper**.

The back of the paper was printed before the side that had already been printed was dry.

Solutions

When performing manual 2-sided printing, make sure that the ink is completely dry before reloading the paper.

Printed Photos are Sticky



The print was made on the wrong side of the photo paper.

Solutions

Make sure you are printing on the printable side. When printing on the wrong side of the photo paper, you need to clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 102

The Position, Size, or Margins of the Printout Are Incorrect



The following causes can be considered.

The paper is loaded incorrectly.

Solutions

Load paper in the correct direction, and slide the edge guide against the edge of the paper.

➡ "Loading Paper in the Paper Cassette" on page 26

The size of the paper is set incorrectly.

Solutions

Select the appropriate paper size setting.

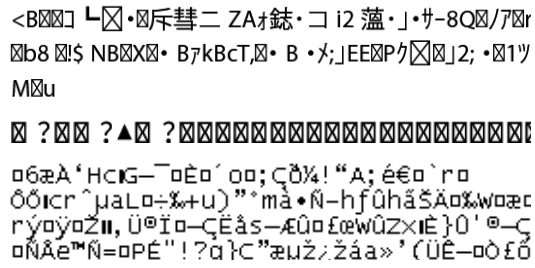
The margin setting in the application software is not within the print area.

Solutions

Adjust the margin setting in the application so that it falls within the printable area.

➡ "Printable Area" on page 223

Printed Characters Are Incorrect or Garbled



The following causes can be considered.

The USB cable is not connected correctly.

Solutions

Connect the USB cable securely to the printer and the computer.

There is a job waiting to be printed.

Solutions

Cancel any paused print jobs.

The computer has been manually put into the Hibernate mode or the Sleep mode while printing.

Solutions

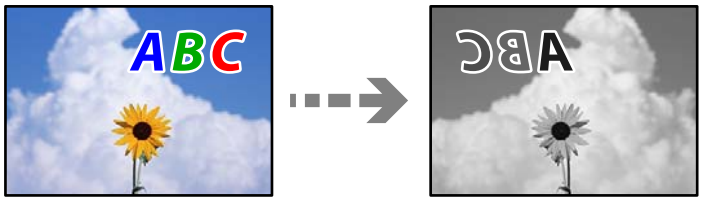
Do not put the computer manually into the **Hibernate** mode or the **Sleep** mode while printing. Pages of garbled text may be printed next time you start the computer.

You are using the printer driver for a different printer.

Solutions

Make sure that the printer driver you are using is for this printer. Check the printer name on the top of the printer driver window.

The Printed Image Is Inverted



The image is set to invert horizontally in the print settings.

Solutions

Clear any mirror image settings in the printer driver or the application.

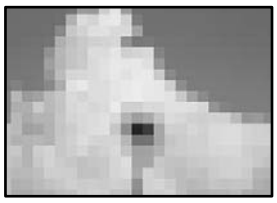
❏ Windows

Clear **Mirror Image** on the printer driver's **More Options** tab.

❏ Mac OS

Clear **Mirror Image** from the print dialog's **Print Settings** menu.

Mosaic-Like Patterns in the Prints



Images or photos with a low resolution were printed.

Solutions

When printing images or photos, print using high-resolution data. Images on web sites are often low resolution although they look good enough on the display, and so print quality may decline.

Copy Quality is Poor

Banding Appears in Copies



The print head nozzles may be clogged.

Solutions

Perform a nozzle check to see if the print head nozzles are clogged. Perform a nozzle check, and then clean the print head if any of the print head nozzles are clogged. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.

➡ "Checking and Cleaning the Print Head" on page 98

Black or Gray Banding Appears at Intervals of Approximately 2.5 cm



The following causes can be considered.

The paper type setting does not match the paper loaded.

Solutions

Select the appropriate paper type setting for the type of paper loaded in the printer.

➡ "List of Paper Types" on page 25

The print head position is out of alignment.

Solutions

Select the **Maintenance** > **Print Head Alignment** > **Horizontal Alignment** menu on the control panel to align the print head.

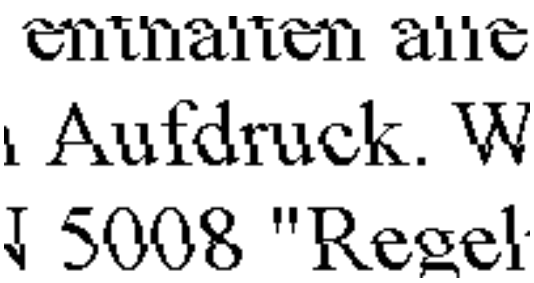
The print quality is set to low.

Solutions

When printing on plain paper, print using a higher quality setting.

Select **Best** in **Quality**.

Vertical Banding or Misalignment



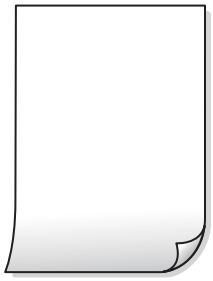
The following causes can be considered.

The print head position is out of alignment.

Solutions

Select the **Maintenance** > **Print Head Alignment** > **Vertical Alignment** menu on the control panel to align the print head.

Printout Comes Out as a Blank Sheet



The print settings and the paper size loaded in the printer are different.

Solutions

Change the print settings according to the paper size loaded in the paper cassette. Load paper in the paper cassette that matches the print settings.

Multiple sheets of paper are fed into the printer at the same time.

Solutions

See the following to prevent multiple sheets of paper being fed into the printer at the same time.

➡ "Several Sheets of Paper are Fed at a Time" on page 122

The print head nozzles may be clogged.

Solutions

Try Power Cleaning.

➡ "Running Power Cleaning" on page 100

Paper Is Smeared or Scuffed



The following causes can be considered.

Paper is loaded incorrectly.

Solutions

When horizontal banding (perpendicular to the printing direction) appears, or the top or bottom of the paper is smeared, load paper in the correct direction and slide the edge guides to the edges of the paper.

➡ "Loading Paper in the Paper Cassette" on page 26

The paper path is smeared.

Solutions

When vertical banding (horizontal to the printing direction) appears, or the paper is smeared, clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 102

The paper is curled.

Solutions

Place the paper on a flat surface to check if it is curled. If it is, flatten it.

The Position, Size, or Margins of the Copies are Incorrect



The following causes can be considered.

The paper is loaded incorrectly.

Solutions

Load paper in the correct direction, and slide the edge guide against the edge of the paper.

➡ "Loading Paper in the Paper Cassette" on page 26

The originals are not placed correctly.

Solutions

- ❏ Make sure the original is placed correctly against the alignment marks.
- ❏ If the edge of the scanned image is missing, move the original slightly away from the edge of the scanner glass. You cannot scan the area within approximately 1.5 mm (0.06 in.) from the edge of the scanner glass.

➡ "Placing Originals on the Scanner Glass" on page 32

There is some dust or stains on the scanner glass.

Solutions

Clean the scanner glass and the document cover using a dry, soft, clean cloth. If there is dust or stains around the originals on the glass, the copy area may extend to include the dust or stains, resulting in the wrong copying position or small images.

The size of the paper is set incorrectly.

Solutions

Select the appropriate paper size setting.

Smears, Dots, or Straight Lines Appear in the Copied Image



The following causes can be considered.

The paper path is dirty.

Solutions

Load and eject paper without printing to clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 102

There is dust or dirt on the originals or the scanner glass.

Solutions

Remove any dust or dirt that adheres to the originals, and clean the scanner glass.

➡ "Cleaning the Scanner Glass" on page 103

The original was pressed with too much force.

Solutions

If you press with too much force, blurring, smudges, and spots may occur.

Do not press with too much force on the original or the document cover.

➡ "Placing Originals on the Scanner Glass" on page 32

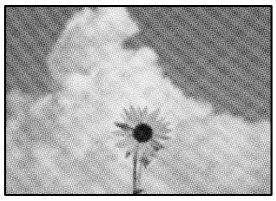
The copy density setting is too high.

Solutions

Lower the copy density setting.

➡ "Menu Options for Copying" on page 77

Moiré (Cross-Hatch) Patterns Appear in the Copied Image



If the original is a printed document such as a magazine or a catalog, a dotted moiré pattern appears.

Solutions

Change the reduce and enlarge setting. If a moiré pattern still appears, place the original at a slightly different angle.

➡ "Menu Options for Copying" on page 77

An Image of the Reverse Side of the Original Appears in the Copied Image



The following causes can be considered.

When scanning thin originals, images on the back may be scanned at the same time.

Solutions

Place the original on the scanner glass and then place a piece of black paper over it.

➡ "Placing Originals on the Scanner Glass" on page 32

The copy density setting is too high.

Solutions

Lower the copy density setting.

➡ "Menu Options for Copying" on page 77

Scanned Image Problems

Uneven Colors, Dirt, Spots, and so on Appear in the Scanned Image



There is dust or dirt on the originals or the scanner glass.

Solutions

Remove any dust or dirt that adheres to the originals, and clean the scanner glass.

➡ "Cleaning the Scanner Glass" on page 103

The original was pressed with too much force.

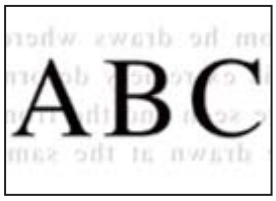
Solutions

If you press with too much force, blurring, smudges, and spots may occur.

Do not press with too much force on the original or the document cover.

➡ "Placing Originals on the Scanner Glass" on page 32

Offset Appears in the Background of Scanned Images



When scanning thin originals, images on the back may be scanned at the same time.

Solutions

When scanning from the scanner glass, place black paper or a desk pad over the original.

➡ "Placing Originals on the Scanner Glass" on page 32

Cannot Scan the Correct Area



The originals are not placed correctly.

Solutions

❏ Make sure the original is placed correctly against the alignment marks.

❏ If the edge of the scanned image is missing, move the original slightly away from the edge of the scanner glass. You cannot scan the area within approximately 1.5 mm (0.06 in.) from the edge of the scanner glass.

➡ "Placing Originals on the Scanner Glass" on page 32

There is dust or dirt on the scanner glass.

Solutions

When scanning from the control panel and selecting auto scan area cropping function, remove any trash or dirt from the scanner glass and document cover. If there is any trash or dirt around the original, the scanning range expands to include it.

➡ "Cleaning the Scanner Glass" on page 103

Cannot Solve Problems in the Scanned Image

Check the following if you have tried all of the solutions and have not solved the problem.

There are problems with the scanning software settings.

Solutions

Use Epson Scan 2 Utility to initialize the settings for the scanner driver "Epson Scan 2".

Note:
Epson Scan 2 Utility is an application that comes with Epson Scan 2.

1. Start the Epson Scan 2 Utility.

   ❏ Windows 10

   Click the start button, and then select **EPSON** > **Epson Scan 2 Utility**.

   ❏ Windows 8.1/Windows 8

   Enter the application name in the search charm, and then select the displayed icon.

   ❏ Windows 7/Windows Vista/Windows XP

   Click the start button, and then select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.

   ❏ Mac OS

   Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2 Utility**.

2. Select the **Other** tab.

3. Click **Reset**.

If initialization does not solve the problem, uninstall and re-install Epson Scan 2.

➡ "Installing or Uninstalling Applications Separately" on page 109

Cannot Solve Problem After Trying All Solutions

If you cannot solve the problem after trying all of the solutions, contact Epson support.

If you cannot solve printing or copying problems, see the following related information.

Related Information

➡ "Cannot Solve Printing or Copying Problems" on page 174

Cannot Solve Printing or Copying Problems

Try the following problems in order starting at the top until you solve the problem.

❏ Make sure you match the paper type loaded in the printer and the paper type set on the printer to the paper type settings in the printer driver.

"Paper Size and Type Settings" on page 24

❏ Use a higher quality setting on the control panel or the printer driver.

❏ To check the actual ink remaining, visually check the ink level in the printer's tank. Refill the ink tank if the ink level is below the lower line.

❏ Align the print head.

"Aligning the Print Head" on page 102

❏ Run a nozzle check to see if the print head nozzles are clogged.

If there are missing segments in the nozzle check pattern, the nozzles may be clogged. Repeat head cleaning and the nozzle check alternately 3 times and check if the clogging has cleared.

Note that print head cleaning uses some ink.

"Checking and Cleaning the Print Head" on page 98

❏ Turn off the printer, wait for at least 6 hours, and then check if the clogging has cleared.

If the problem is clogging, leaving the printer for a while without printing may solve the problem.

You can check the following items while the printer is off.

❏ Check that you are using genuine Epson ink bottles.

Try to use genuine Epson ink bottles. The use of non-genuine ink bottles may cause print quality to decline.

❏ Check if the translucent film is smeared.

If there are smears on the translucent film, carefully wipe off the smear.

"Cleaning the Translucent Film" on page 104

❏ Make sure that there are no paper fragments left inside the printer.

When you remove the paper, do not touch the translucent film with your hand or the paper.

❏ Check the paper.

Check if the paper is curled or loaded with the printable side facing up.

"Paper Handling Precautions" on page 24

"Available Paper and Capacities" on page 204

"Unavailable Paper Types" on page 205

❏ If you turn off the printer, wait for at least 6 hours, and if print quality has still not improved, run Power Cleaning.

"Running Power Cleaning" on page 100

❏ During bidirectional (or high speed) printing, the print head prints while moving in both directions, and vertical lines may be misaligned. If print quality does not improve, disable the bidirectional (or high speed) setting. Disabling this setting may slow down printing speed.

❏ Windows

Clear **Bidirectional Printing** on the printer driver's **More Options** tab.

❏ Mac OS

Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **Off** as the **High Speed Printing** setting.

If you cannot solve the problem by checking the solutions above, you may need to request repairs. Contact Epson support.

Related Information

➡ "Before Contacting Epson" on page 231
➡ "Contacting Epson Support" on page 231

Adding or Replacing the Computer or Devices

Connecting to a Printer that has been Connected to the Network. 177

Re-setting the Network Connection. 178

Connecting a Smart Device and Printer Directly (Wi-Fi Direct). 184

Checking the Network Connection Status. 195

Connecting to a Printer that has been Connected to the Network

When the printer has already been connected to the network, you can connect a computer or a smart device to the printer over the network.

Using a Network Printer from a Second Computer

We recommend using the installer to connect the printer to a computer. You can run the installer using one of the following methods.

❏ Setting up from the website

Access the following website, and then enter the product name. Go to **Setup**, and then start setting up.

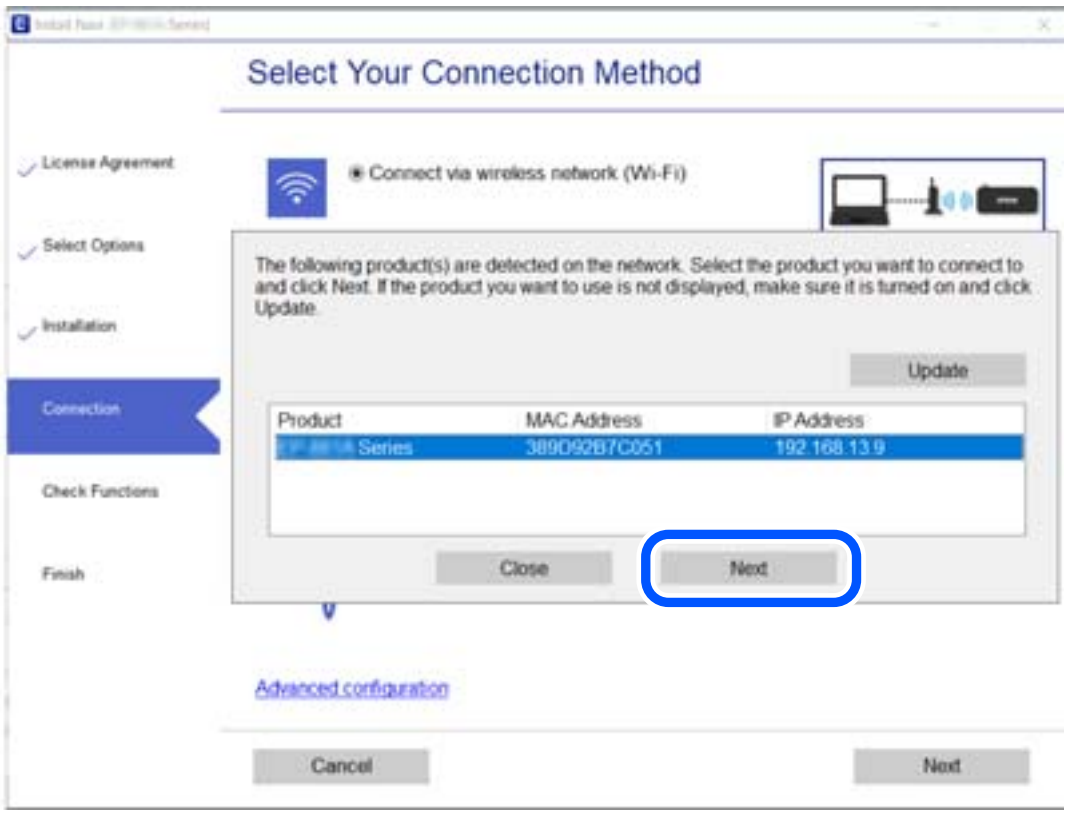
http://epson.sn

❏ Setting up using the software disc (only for the models that come with a software disc and users with Windows computers with disc drives.)

Insert the software disc into the computer, and then follow the on-screen instructions.

Selecting the Printer

Follow the on-screen instructions until the following screen is displayed, select the printer name you want to connect to, and then click **Next**.



Follow the on-screen instructions.

Using a Network Printer from a Smart Device

You can connect a smart device to the printer using one of the following methods.

Connecting over a wireless router

Connect the smart device to the same Wi-Fi network (SSID) as the printer.

See the following for more details.

"Making Settings for Connecting to the Smart Device" on page 179

Connecting by Wi-Fi Direct

Connect the smart device to the printer directly without a wireless router.

See the following for more details.

"Connecting a Smart Device and Printer Directly (Wi-Fi Direct)" on page 184

Re-setting the Network Connection

This section explains how to make the network connection settings and change the connection method when replacing the wireless router or the computer.

When Replacing the Wireless Router

When you replace the wireless router, make settings for the connection between the computer or the smart device and the printer.

You need to make these settings if you change your Internet service provider and so on.

Making Settings for Connecting to the Computer

We recommend using the installer to connect the printer to a computer. You can run the installer using one of the following methods.

❏ Setting up from the website

Access the following website, and then enter the product name. Go to **Setup**, and then start setting up.

http://epson.sn

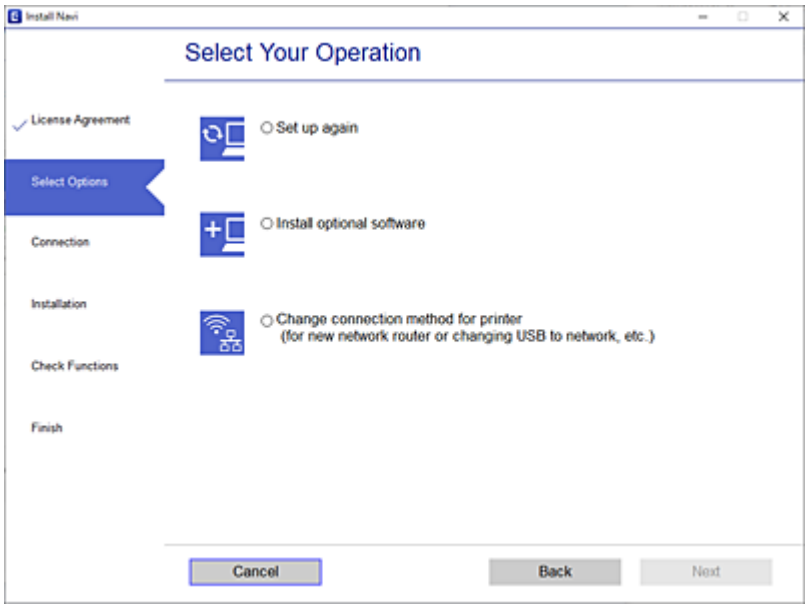
❏ Setting up using the software disc (only for the models that come with a software disc and users with Windows computers with disc drives.)

Insert the software disc into the computer, and then follow the on-screen instructions.

Selecting the Connection Methods

Follow the on-screen instructions until the following screen is displayed.

Select **Change connection method for printer (for new network router or changing USB to network, etc.)** on the Select Your Operation screen, and then click **Next**.



Follow the on-screen instructions.

If you cannot connect, see the following to try to solve the problem.

❏ Windows: "Cannot connect to a Network" on page 125

❏ Mac OS: "Cannot connect to a Network" on page 131

Making Settings for Connecting to the Smart Device

You can use the printer from a smart device when you connect the printer to the same Wi-Fi network (SSID) as the smart device. To use the printer from a smart device, set up from the following website. Access to the website from the smart device that you want to connect to the printer.

http://epson.sn > **Setup**

When Changing the Computer

When changing the computer, make connection settings between the computer and the printer.

Making Settings for Connecting to the Computer

We recommend using the installer to connect the printer to a computer. You can run the installer using one of the following methods.

❏ Setting up from the website

Access the following website, and then enter the product name. Go to **Setup**, and then start setting up.

http://epson.sn

❏ Setting up using the software disc (only for the models that come with a software disc and users with Windows computers with disc drives.)

Insert the software disc into the computer, and then follow the on-screen instructions.

Follow the on-screen instructions.

Changing the Connection Method to the Computer

This section explains how to change the connection method when the computer and the printer have been connected.

Changing from USB to a Network Connection

Using the installer and re-set up in a different connection method.

❏ Setting up from the website

Access the following website, and then enter the product name. Go to **Setup**, and then start setting up.

http://epson.sn

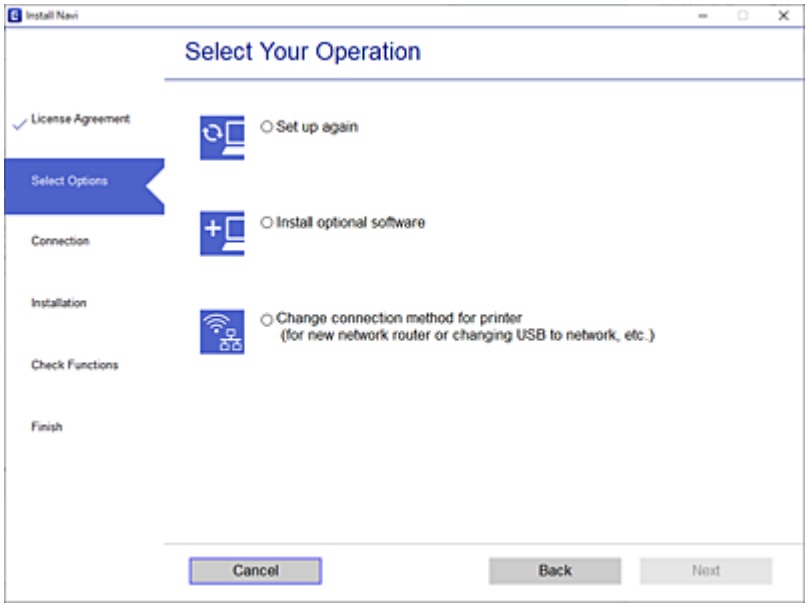
❏ Setting up using the software disc (only for the models that come with a software disc and users with Windows computers with disc drives.)

Insert the software disc into the computer, and then follow the on-screen instructions.

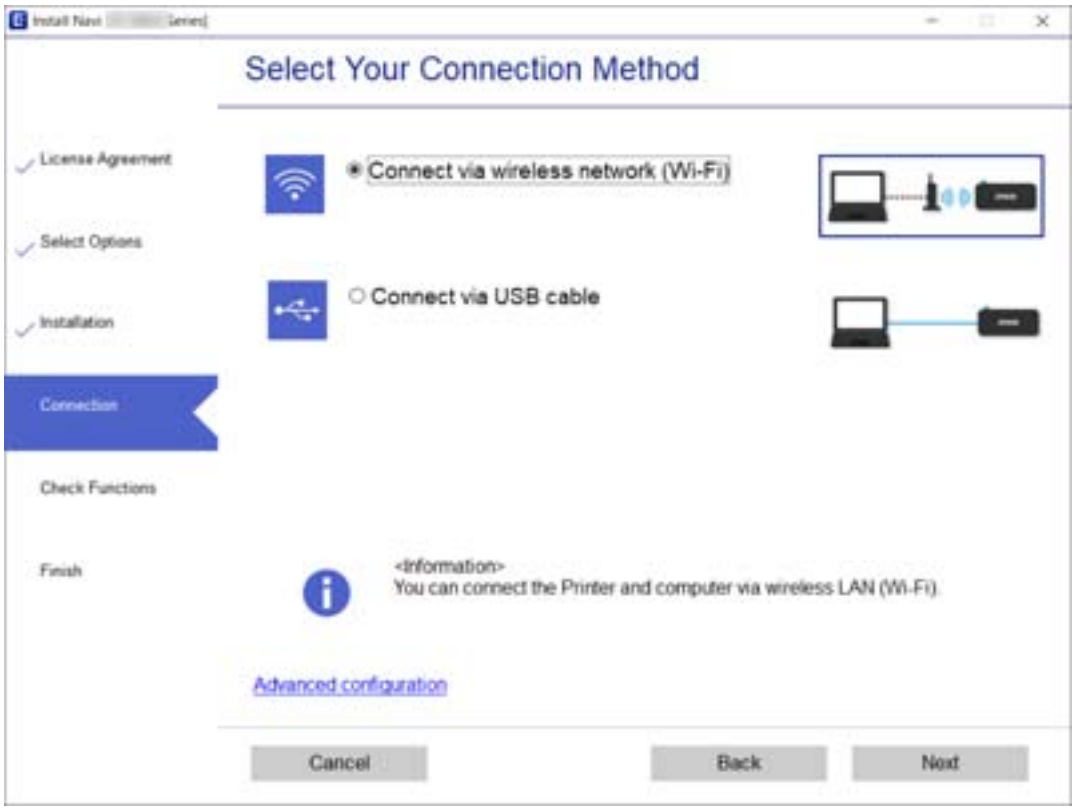
Selecting Change the Connection Methods

Follow the on-screen instructions until the following screen is displayed.

Select **Change connection method for printer (for new network router or changing USB to network, etc.)** on the Select Your Operation screen, and then click **Next**.



Select **Connect via wireless network (Wi-Fi)**, and then click **Next**.



Follow the on-screen instructions.

Making Wi-Fi Settings from the Control Panel

You can make network settings from the printer's control panel in several ways. Choose the connection method that matches the environment and conditions that you are using.

If you know the information for the wireless router such as SSID and password, you can make settings manually.

If the wireless router supports WPS, you can make settings by using push button setup.

After connecting the printer to the network, connect to the printer from the device that you want to use (computer, smart device, tablet, and so on.)

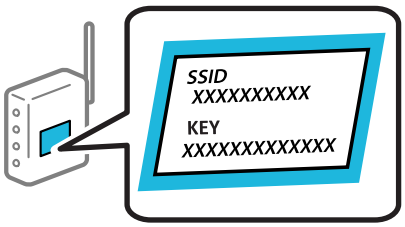
Related Information

- "Making Wi-Fi Settings by Entering the SSID and Password" on page 181
- "Making Wi-Fi Settings by Push Button Setup" on page 183
- "Making Wi-Fi Settings by PIN Code Setup (WPS)" on page 183

Making Wi-Fi Settings by Entering the SSID and Password

You can set up a Wi-Fi network by entering the information necessary to connect to a wireless router from the printer's control panel. To set up using this method, you need the SSID and password for a wireless router.

Note:
If you are using an wireless router with its default settings, the SSID and password are on the label. If you do not know the SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.



1. Select **Wi-Fi Setup** on the home screen.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Wi-Fi (Recommended)**.

3. Press the OK button to proceed.

4. Select **Wi-Fi Setup Wizard**.

5. Select the SSID for the wireless router from printer's control panel, and then press the OK button.

   Note:

   ❏ *If the SSID you want to connect to is not displayed on the printer's control panel, press the ↻ button to update the list. If it is still not displayed, select **Other SSIDs**, and then enter the SSID directly.*

   ❏ *If you do not know the SSID, check if it is written on the label of the wireless router. If you are using the wireless router with its default settings, use the SSID written on the label.*

6. Enter the password.

   Select whether or not you print a network connection report after finishing the settings.

   Note:

   ❏ *The password is case-sensitive.*

   ❏ *If you do not know the network name (SSID) check if the information is written on the label of the wireless router. If you are using the wireless router with its default settings, use the SSID on the label. If you cannot find any information, see the documentation provided with the wireless router.*

7. When you have setup finished, and then press the ⓧ button.

   Note:

   If you fail to connect, load paper, and then press the ⓘ button to print a network connection report.

Related Information

➡ "Entering Characters" on page 20
➡ "Checking the Network Connection Status" on page 195

Making Wi-Fi Settings by Push Button Setup

You can automatically set up a Wi-Fi network by pressing a button on the wireless router. If the following conditions are met, you can set up by using this method.

❏ The wireless router is compatible with WPS (Wi-Fi Protected Setup).

❏ The current Wi-Fi connection was established by pressing a button on the wireless router.

1. Select **Wi-Fi Setup** on the home screen.

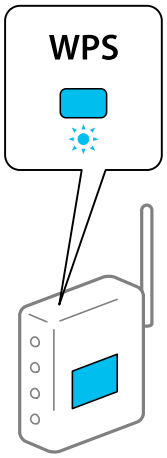
   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

2. Select **Wi-Fi (Recommended)**.

3. Press the OK button to proceed.

4. Select **Push Button Setup (WPS)**.

5. Hold down the [WPS] button on the wireless router until the security light flashes.



   If you do not know where the [WPS] button is, or there are no buttons on the wireless router, see the documentation provided with your wireless router for details.

6. Press the OK button on the printer's control panel. Follow the on-screen instruction hereafter.

   Note:
   If connection fails, restart the wireless router, move it closer to the printer, and try again. If it still does not work, print a network connection report and check the solution.

Related Information

➡ "Checking the Network Connection Status" on page 195

Making Wi-Fi Settings by PIN Code Setup (WPS)

You can automatically connect to an wireless router by using a PIN code. You can use this method to set up if an wireless router is capable of WPS (Wi-Fi Protected Setup). Use a computer to enter a PIN code into the wireless router.

1. Select **Wi-Fi Setup** on the home screen.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Wi-Fi (Recommended)**.

3. Press the OK button to proceed.

4. Select **Others**.

5. Select **PIN Code (WPS)**.

6. Use your computer to enter the PIN code (an eight digit number) displayed on the printer's control panel into the wireless router within two minutes.

   Note:
   See the documentation provided with your wireless router for details on entering a PIN code.

7. Press the OK button on the printer.

   Setup is complete when the setup completion message is displayed.

   Note:
   If connection fails, restart the wireless router, move it closer to the printer, and try again. If it still does not work, print a connection report and check the solution.

Related Information

➡ "Checking the Network Connection Status" on page 195

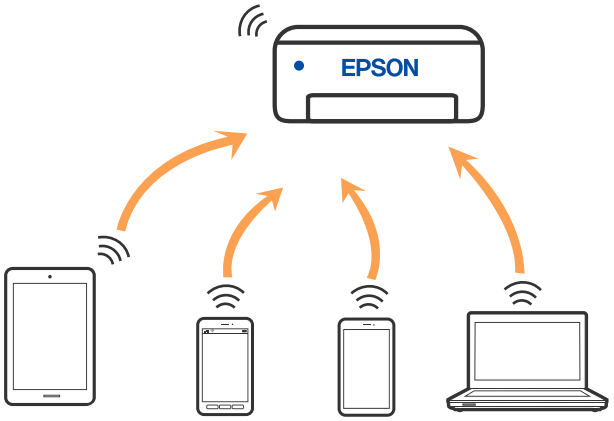
Connecting a Smart Device and Printer Directly (Wi-Fi Direct)

Wi-Fi Direct (Simple AP) allows you to connect a smart device directly to the printer without a wireless router and print from the smart device.

About Wi-Fi Direct

Use this connection method when you are not using Wi-Fi at home or at the office, or when you want to connect the printer and the computer or smart device directly. In this mode, the printer acts as an wireless router and you

can connect the devices to the printer without having to use a standard wireless router. However, devices directly connected to the printer cannot communicate with each other through the printer.



The printer can be connected by Wi-Fi and Wi-Fi Direct (Simple AP) connection simultaneously. However, if you start a network connection in Wi-Fi Direct (Simple AP) connection when the printer is connected by Wi-Fi, the Wi-Fi is temporarily disconnected.

Connecting to an iPhone, iPad, or iPod touch using Wi-Fi Direct

This method allows you to connect the printer directly to an iPhone, iPad, or iPod touch without a wireless router. The following conditions are required to connect using this method. If your environment does not match these conditions, you can connect by selecting **Other OS Devices**. See "Related Information" below for details on connecting.

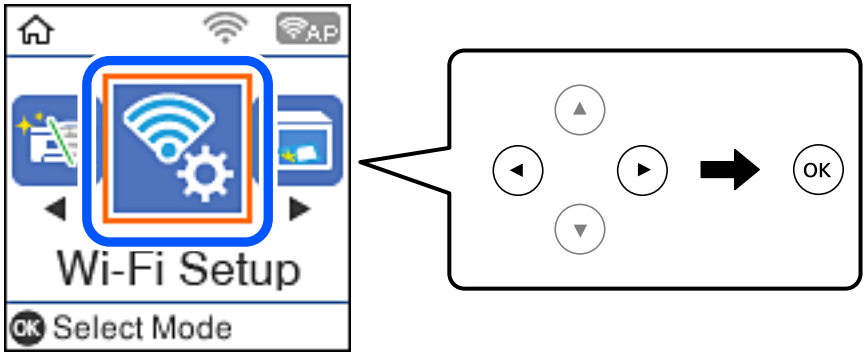
- ❏ iOS 11 or later
- ❏ Using the standard camera application to scan the QR code
- ❏ Epson iPrint version 7.0 or later

Epson iPrint is used to print from a smart device. Install Epson iPrint on the smart device in advance.

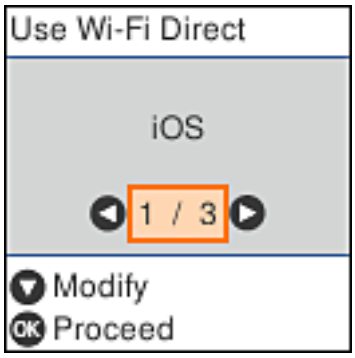
Note:
You only need to make these settings for the printer and the smart device that you want to connect to once. Unless you disable Wi-Fi Direct or restore the network settings to their defaults, you do not need to make these settings again.

1. Select **Wi-Fi Setup** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

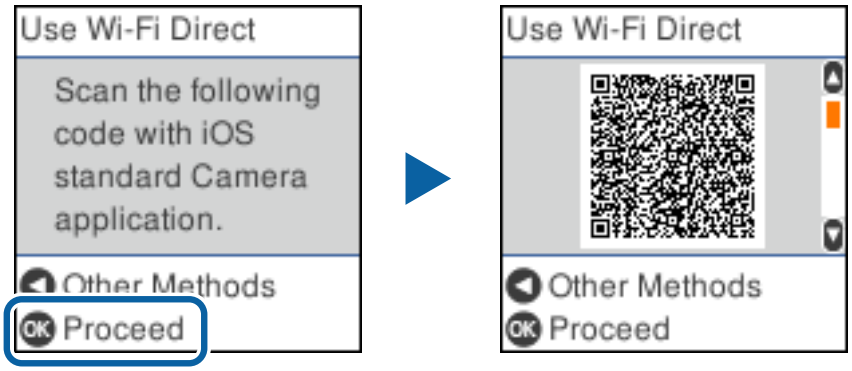


2. Select **Wi-Fi Direct**.
3. Check the message, and then press the OK button to proceed.
4. Check the message, and then press the OK button to proceed.
5. Select **iOS**.



6. Check the message, and then press the OK button to proceed.

   The QR code is displayed on the printer's control panel.

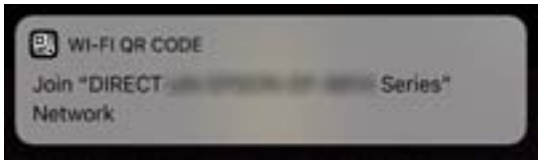


7. On your iPhone, iPad, or iPod touch, start the standard Camera app, and then scan the QR code displayed on the printer's control panel in PHOTO mode.

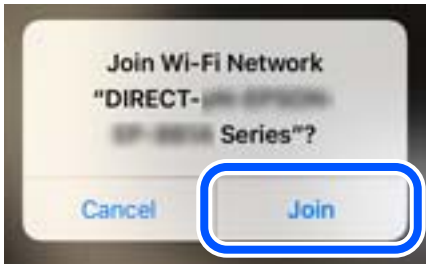


Use the Camera app for iOS 11 or later. You cannot connect to the printer using the Camera app for iOS 10 or earlier. Also, you cannot connect using an app for scanning QR codes. If you cannot connect, press the ◀ button. See "Related Information" below for details on connecting.

8. Tap the notification displayed on the screen of the iPhone, iPad, or iPod touch.



9. Tap **Join**.



10. On the printer's control panel, press the OK button.

11. On the iPhone, iPad, or iPod touch, start Epson printing app.

Examples of Epson printing apps



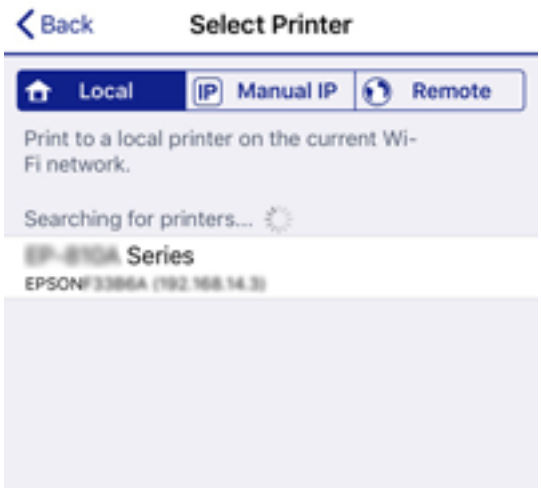
Epson iPrint



Epson Creative Print

12. On the Epson printing app screen, tap **Printer is not selected.**.

13. Select the printer that you want to connect to.



See the information displayed on the printer's control panel to select the printer.



14. On the printer's control panel, press the OK button.

For smart devices that have been connected to the printer before, select the network name (SSID) on the smart device's Wi-Fi screen to connect them again.

Related Information

➡ "Application for Printing Easily from a Smart Device (Epson iPrint)" on page 210
➡ "Connecting to Devices other than iOS and Android using Wi-Fi Direct" on page 190

Connecting to Android Devices using Wi-Fi Direct

This method allows you to connect the printer directly to your Android device without a wireless router. The following conditions are required to use this function.

❏ Android 4.4 or later

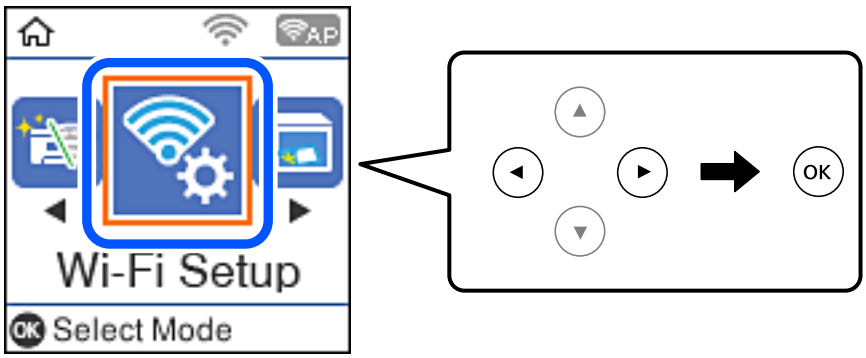
❏ Epson iPrint version 7.0 or later

Epson iPrint is used to print from a smart device. Install Epson iPrint on the smart device in advance.

Note:
You only need to make these settings for the printer and the smart device that you want to connect to once. Unless you disable Wi-Fi Direct or restore the network settings to their defaults, you do not need to make these settings again.

1. Select **Wi-Fi Setup** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.



2. Select **Wi-Fi Direct**.
3. Check the message, and then press the OK button to proceed.
4. Check the message, and then press the OK button to proceed.
5. Select **Android**.

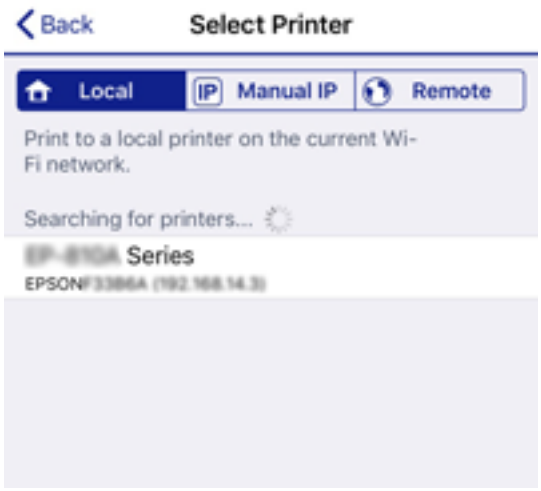


6. On the smart device, start Epson iPrint.



7. On the Epson iPrint screen, tap **Printer is not selected.**.

8. Select the printer that you want to connect to.



See the information displayed on the printer's control panel to select the printer.



Note:
Printers may not been displayed depending on the Android device. If printers are not displayed, connect by selecting ***Other OS Devices****. See "Related Information" below for connecting.*

9. When the device connection approval screen is displayed, select **Approve**.

10. On the printer's control panel, press the OK button.

For smart devices that have been connected to the printer before, select the network name (SSID) on the smart device's Wi-Fi screen to connect them again.

Related Information

➡ "Application for Printing Easily from a Smart Device (Epson iPrint)" on page 210
➡ "Connecting to Devices other than iOS and Android using Wi-Fi Direct" on page 190

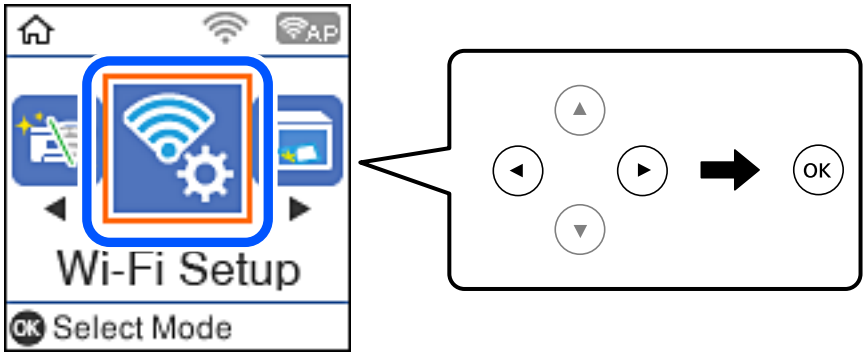
Connecting to Devices other than iOS and Android using Wi-Fi Direct

This method allows you to connect the printer directly to smart devices without a wireless router.

Note:
You only need to make these settings for the printer and the smart device that you want to connect to once. Unless you disable Wi-Fi Direct or restore the network settings to their defaults, you do not need to make these settings again.

1. Select **Wi-Fi Setup** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

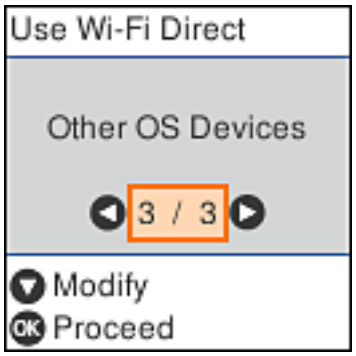


2. Select **Wi-Fi Direct**.

3. Check the message, and then press the OK button to proceed.

4. Check the message, and then press the OK button to proceed.

5. Select **Other OS Devices**.



   The Network Name and Password for Wi-Fi Direct for the printer are displayed.

6. On the smart device's Wi-Fi screen, select the SSID shown on the printer's control panel, and then enter the password.

   The screenshot is an example on iPhone.



7. On the printer's control panel, press the OK button.

8. On the smart device, start Epson printing app.

   Examples of Epson printing apps



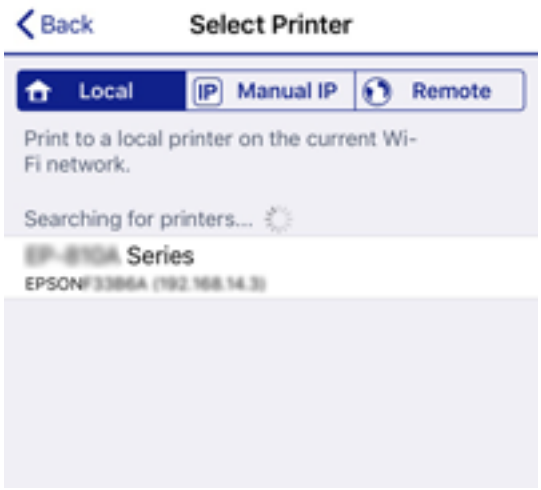
Epson iPrint



Epson Creative Print

9. On the Epson printing app screen, tap **Printer is not selected.**.

10. Select the printer that you want to connect to.



   See the information displayed on the printer's control panel to select the printer.



11. On the printer's control panel, press the OK button.

For smart devices that have been connected to the printer before, select the network name (SSID) on the smart device's Wi-Fi screen to connect them again.

Related Information

➡ "Application for Printing Easily from a Smart Device (Epson iPrint)" on page 210

Disconnecting Wi-Fi Direct (Simple AP) Connection

There are two methods available to disable a Wi-Fi Direct (Simple AP) connection; you can disable all connections by using the printer's control panel, or disable each connection from the computer or the smart device. This section explains how to disable all connections.

> ***Important:***
> *When Wi-Fi Direct (Simple AP) connection disabled, all computers and smart devices connected to the printer in Wi-Fi Direct (Simple AP) connection are disconnected.*

Note:
If you want to disconnect a specific device, disconnect from the device instead of the printer. Use one of the following methods to disconnect the Wi-Fi Direct (Simple AP) connection from the device.

- ❏ *Disconnect the Wi-Fi connection to the printer's network name (SSID).*
- ❏ *Connect to another network name (SSID).*

1. Select **Wi-Fi Setup** on the home screen.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Wi-Fi Direct**.
3. Press the OK button to proceed.
4. Press the OK button to proceed.
5. Press the ▼ button to display the setting screen.
6. Select **Disable Wi-Fi Direct**.
7. Check the message, and then press the OK button.

Changing the Wi-Fi Direct (Simple AP) Settings Such as the SSID

When a Wi-Fi Direct (Simple AP) connection is enabled, you can change the Wi-Fi Direct settings such as the network name and the password.

1. Select **Wi-Fi Setup** on the home screen.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Wi-Fi Direct**.
3. Press the OK button to proceed.
4. Press the OK button to proceed.
5. Press the ▼ button to display the setting screen.

6. Select the menu item that you want to change.

   You can select the following menu items.

   ❏ **Change Network Name**

   Change the Wi-Fi Direct (simple AP) network name (SSID) used for connecting to the printer to your arbitrary name. You can set the network name (SSID) in ASCII characters that is displayed on the software keyboard on the control panel.

   When changing the network name (SSID), all connected devices are disconnected. Use the new network name (SSID) if you want to re-connect the device.

   ❏ **Change Password**

   Change the Wi-Fi Direct (simple AP) password for connecting to the printer to your arbitrary value. You can set the password in ASCII characters that is displayed on the software keyboard on the control panel.

   When changing the password, all connected devices are disconnected. Use the new password if you want to re-connect the device.

   ❏ **Disable Wi-Fi Direct**

   Disable Wi-Fi Direct (simple AP) settings of the printer. When disabling it, all devices connected to the printer in Wi-Fi Direct (Simple AP) connection are disconnected.

   ❏ **Restore Default Settings**

   Restore all Wi-Fi Direct (simple AP) settings to their defaults.

   The Wi-Fi Direct (simple AP) connection information of the smart device saved to the printer is deleted.

7. Follow the on-screen instruction.

Checking the Network Connection Status

You can check the network connection status in the following way.

Related Information

➡ "Checking the Network Connection Status from the Control Panel" on page 195
➡ "Printing a Network Connection Report" on page 196

Checking the Network Connection Status from the Control Panel

You can check the network connection status using the network icon or the network information on the printer's control panel.

Checking the Network Connection Status using the Network Icon

You can check the network connection status and strength of the radio wave using the network icon on the printer's home screen.



Related Information

➡ "Guide to the Network Icon" on page 20

Printing a Network Connection Report

You can print a network connection report to check the status between the printer and the wireless router.

1. Load papers.
2. Select **Settings** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.
3. Select **Reports** > **Network**.

   The connection check starts.
4. Press the ⓘ button.
5. Follow the instructions on the printer's screen to print the network connection report.

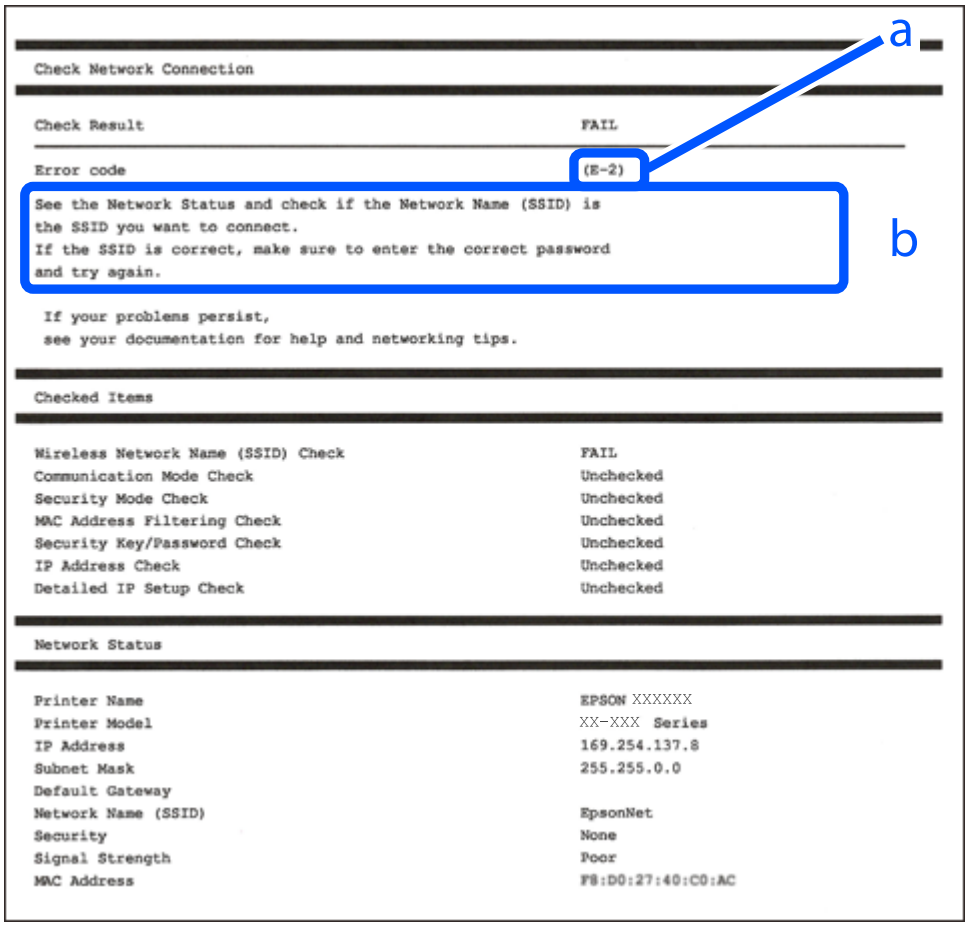
   If an error has occurred, check the network connection report, and then follow the printed solutions.
6. Press the OK button.

Related Information

➡ "Messages and Solutions on the Network Connection Report" on page 197

Messages and Solutions on the Network Connection Report

Check the messages and error codes on the network connection report, and then follow the solutions.



a. Error code

b. Messages on the Network Environment

Related Information

- “E-1” on page 198
- “E-2, E-3, E-7” on page 198
- “E-5” on page 199
- “E-6” on page 199
- “E-8” on page 199
- “E-9” on page 200
- “E-10” on page 200
- “E-11” on page 200
- “E-12” on page 201
- “E-13” on page 201
- “Message on the Network Environment” on page 202

E-1

Solutions:

- ❏ Make sure the Ethernet cable is securely connected to your printer and to your hub or other network device.
- ❏ Make sure your hub or other network device is turned on.
- ❏ If you want to connect the printer by Wi-Fi, make Wi-Fi settings for the printer again because it is disabled.

E-2, E-3, E-7

Solutions:

- ❏ Make sure your wireless router is turned on.
- ❏ Confirm that your computer or device is connected correctly to the wireless router.
- ❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ❏ Place the printer closer to your wireless router and remove any obstacles between them.
- ❏ If you have entered the SSID manually, check if it is correct. Check the SSID from the **Network Status** part on the network connection report.
- ❏ If an wireless router has multiple SSIDs, select the SSID that is displayed. When the SSID is using a non-compliant frequency, the printer does not display them.
- ❏ If you are using push button setup to establish a network connection, make sure your wireless router supports WPS. You cannot use push button setup if your wireless router does not support WPS.
- ❏ Makes sure your SSID uses only ASCII characters (alphanumeric characters and symbols). The printer cannot display an SSID that contains non-ASCII characters.
- ❏ Makes sure you know your SSID and password before connecting to the wireless router. If you are using a wireless router with its default settings, the SSID and password are located on a label on the wireless router. If you do not know your SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.
- ❏ If you are connecting to an SSID generated from a tethering smart device, check for the SSID and password in the documentation provided with the smart device.
- ❏ If your Wi-Fi connection suddenly disconnects, check for the conditions below. If any of these conditions are applicable, reset your network settings by downloading and running the software from the following website.

  http://epson.sn > **Setup**

  - ❏ Another smart device was added to the network using push button setup.
  - ❏ The Wi-Fi network was set up using any method other than push button setup.

Related Information

➡ "Making Settings for Connecting to the Computer" on page 179
➡ "Making Wi-Fi Settings from the Control Panel" on page 181

E-5

Solutions:

Make sure the wireless router's security type is set to one of the following. If it is not, change the security type on the wireless router, and then reset the printer's network settings.

- ❏ WEP-64 bit (40 bit)
- ❏ WEP-128 bit (104 bit)
- ❏ WPA PSK (TKIP/AES)*
- ❏ WPA2 PSK (TKIP/AES)*
- ❏ WPA (TKIP/AES)
- ❏ WPA2 (TKIP/AES)
- ❏ WPA3-SAE (AES)

* WPA PSK is also known as WPA Personal. WPA2 PSK is also known as WPA2 Personal.

E-6

Solutions:

- ❏ Check if MAC address filtering is disabled. If it is enabled, register the printer's MAC address so that it is not filtered. See the documentation provided with the wireless router for details. You can check the printer's MAC address from the **Network Status** part on the network connection report.
- ❏ If your wireless router is using shared authentication with WEP security, make sure the authentication key and index are correct.
- ❏ If the number of connectable devices on the wireless router is less than the number of network devices that you want to connect, make settings on the wireless router to increase the number of connectable devices. See the documentation provided with the wireless router to make settings.

Related Information

➡ "Making Settings for Connecting to the Computer" on page 179

E-8

Solutions:

- ❏ Enable DHCP on the wireless router if the printer's Obtain IP Address setting is set to Auto.
- ❏ If the printer's Obtain IP Address setting is set to Manual, the IP address you manually set is invalid due to out of range (for example: 0.0.0.0). Set a valid IP address from the printer's control panel.

Related Information

➡ "Printing a Network Status Sheet" on page 202

E-9

Solutions:

Check the following.

❏ Devices are turned on.

❏ You can access the Internet and other computers or network devices on the same network from the devices you want to connect to the printer.

If still does not connect your printer and network devices after confirming the above, turn off the wireless router. Wait for about 10 seconds, and then turn it on. Then reset your network settings by downloading and running the installer from the following website.

http://epson.sn > **Setup**

Related Information

➡ "Making Settings for Connecting to the Computer" on page 179

E-10

Solutions:

Check the following.

❏ Other devices on the network are turned on.

❏ Network addresses (IP address, subnet mask, and default gateway) are correct if you have set the printer's Obtain IP Address to Manual.

Reset the network address if they are incorrect. You can check the IP address, subnet mask, and default gateway from the **Network Status** part on the network connection report.

If DHCP is enabled, change the printer's Obtain IP Address setting to Auto. If you want to set the IP address manually, check the printer's IP address from the **Network Status** part on the network connection report, and then select Manual on the network settings screen. Set the subnet mask to [255.255.255.0].

If still does not connect your printer and network devices, turn off the wireless router. Wait for about 10 seconds, and then turn it on.

Related Information

➡ "Printing a Network Status Sheet" on page 202

E-11

Solutions:

Check the following.

❏ The default gateway address is correct if you set the printer's TCP/IP Setup setting to Manual.

❏ The device that is set as the default gateway is turned on.

Set the correct default gateway address. You can check the default gateway address from the **Network Status** part on the network connection report.

Related Information

➡ "Printing a Network Status Sheet" on page 202

E-12

Solutions:

Check the following.

❏ Other devices on the network are turned on.

❏ The network addresses (IP address, subnet mask, and default gateway) are correct if you are entering them manually.

❏ The network addresses for other devices (subnet mask and default gateway) are the same.

❏ The IP address does not conflict with other devices.

If still does not connect your printer and network devices after confirming the above, try the following.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Make network settings again using the installer. You can run it from the following website.

http://epson.sn > **Setup**

❏ You can register several passwords on a wireless router that uses WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

Related Information

➡ "Printing a Network Status Sheet" on page 202
➡ "Making Settings for Connecting to the Computer" on page 179

E-13

Solutions:

Check the following.

❏ Network devices such as a wireless router, hub, and router are turned on.

❏ The TCP/IP Setup for network devices has not been set up manually. (If the printer's TCP/IP Setup is set automatically while the TCP/IP Setup for other network devices is performed manually, the printer's network may differ from the network for other devices.)

If it still does not work after checking the above, try the following.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Make network settings on the computer that is on the same network as the printer using the installer. You can run it from the following website.

http://epson.sn > **Setup**

❏ You can register several passwords on a wireless router that uses the WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

Related Information

➡ "Printing a Network Status Sheet" on page 202
➡ "Making Settings for Connecting to the Computer" on page 179

Message on the Network Environment

Message	Solution
The Wi-Fi environment needs to be improved. Turn the wireless router off and then turn it on. If the connection does not improve, see the documentation for the wireless router.	After moving the printer closer to the wireless router and removing any obstacles between them, turn off the wireless router. Wait for about 10 seconds, and then turn it on. If it still does not connect, see the documentation supplied with the wireless router.
*No more devices can be connected. Disconnect one of the connected devices if you want to add another one.	Computer and smart devices that can be connected simultaneously are connected in full in the Wi-Fi Direct (Simple AP) connection. To add another computer or smart device, disconnect one of the connected devices or connect it to the other network first. You can confirm the number of wireless devices which can be connected simultaneously and the number of connected devices by checking the network status sheet or the printer's control panel.
The same SSID as Wi-Fi Direct exists in the environment. Change the Wi-Fi Direct SSID if you cannot connect a smart device to the printer.	On the printer's control panel, go to Wi-Fi Direct Setup screen and select the menu to change the setting. You can change the network name following after DIRECT-XX-. Enter within 22 characters.

Printing a Network Status Sheet

You can check the detailed network information by printing it.

1. Load papers.
2. Select **Settings** on the home screen.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.
3. Select **Network Settings** > **Print Status Sheet**.
4. Press the ⓘ button.

   The network status sheet is printed.

Product Information

Paper Information. 204

Consumable Products Information. 206

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Product Specifications. 222

Regulatory Information. 228

Paper Information

Available Paper and Capacities

Genuine Epson Paper

Epson recommends using genuine Epson paper to ensure high-quality printouts.

Note:

❏ *The availability of paper varies by location. For the latest information on paper available in your area, contact Epson support.*

❏ *See the following for information on available paper types for 2-sided printing.*

"Paper for 2-Sided Printing" on page 205

Paper suitable for printing documents 

Media Name	Size	Loading Capacity (Sheets)
Epson Bright White Ink Jet Paper	A4	120

Paper suitable for printing documents and photos 

Media Name	Size	Loading Capacity (Sheets)
Epson Photo Quality Ink Jet Paper	A4	100
Epson Matte Paper-Heavyweight	A4	20
Epson Double-Sided Matte Paper	A4	1

Commercially Available Paper

Note:

See the following for information on available paper types for 2-sided printing.

"Paper for 2-Sided Printing" on page 205

Plain papers

Media Name	Size	Loading Capacity (Sheets)
Plain paper Copy paper High quality plain paper	Letter, A4, B5, 16K (195×270 mm), A5, A6, B6	150
	Legal, Indian-Legal, 8.5×13 in.	1
	User Defined (mm) 89×127 to 215.9×1200	1

Envelopes

Media Name	Size	Loading Capacity (Envelopes)
Envelope	Envelope #10, Envelope DL, Envelope C6	10

Paper for 2-Sided Printing

Genuine Epson Paper

❏ Epson Bright White Ink Jet Paper

❏ Epson Double-Sided Matte Paper

Related Information

➡ "Available Paper and Capacities" on page 204

Commercially Available Paper

❏ Copy paper, Plain paper, High quality plain paper

❏ Envelope

Related Information

➡ "Available Paper and Capacities" on page 204

Unavailable Paper Types

Do not use the following papers. Using these types of paper causes paper jams and smears on the printout.

❏ Papers that are wavy

❏ Papers that are torn or cut

❏ Papers that are folded

❏ Papers that are damp

❏ Papers that are too thick or too thin

❏ Papers that have stickers

Do not use the following envelopes. Using these types of envelope causes paper jams and smears on the printout.

❏ Envelopes that are curled or folded

❏ Envelopes with adhesive surfaces on the flaps or window envelopes

❏ Envelopes that are too thin

They may curl during printing.

Consumable Products Information

Ink Bottle Codes

Epson recommends the use of genuine Epson ink bottles.

The following are the codes for genuine Epson ink bottles.

Important:

- ❏ *Epson warranty does not cover damage caused by inks other than those specified, including any genuine Epson ink not designed for this printer or any third party ink.*
- ❏ *Other products not manufactured by Epson may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior.*

Note:

- ❏ *Ink bottle codes may vary by location. For the correct codes in your area, contact Epson support.*
- ❏ *Although the ink bottles may contain recycled materials, this does not affect printer function or performance.*
- ❏ *Specifications and appearance of the ink bottle are subject to change without prior notice for improvement.*

For Europe

Product	BK: Black
ET-M2120	111
M2120	110*1 110S*2

*1 High capacity

*2 Standard capacity

Note:

For users in Europe, visit the following website for information on Epson's ink bottle yields.

http://www.epson.eu/pageyield

For Asian countries except for China

BK: Black
005*1 005S *2

*1 High capacity

*2 Standard capacity

Related Information

➡ "Technical Support Web Site" on page 231

Software Information

This section introduces the network services and software products available for your printer from the Epson website or the supplied software disc.

Software for Printing

Application for Printing from a Computer (Windows Printer Driver)

The printer driver controls the printer according to the commands from an application. Making settings on the printer driver provides the best printing results. You can also check the status of the printer or keep it in top operating condition using the printer driver utility.

Note:
*You can change the language of the printer driver. Select the language you want to use from the **Language** setting on the **Maintenance** tab.*

Accessing the printer driver from applications

To make settings that apply only to the application you are using, access from that application.

Select **Print** or **Print Setup** from the **File** menu. Select your printer, and then click **Preferences** or **Properties**.

Note:
Operations differ depending on the application. See the application's help for details.

Accessing the printer driver from the control panel

To make settings that apply to all of the applications, access from the control panel.

❏ Windows 10/Windows Server 2019/Windows Server 2016

Click on the start button, and then select **Windows System** > **Control Panel** > **View devices and printers** in **Hardware and Sound**. Right-click on your printer, or press and hold it and then select **Printing preferences**

❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

Select **Desktop** > **Settings** > **Control Panel** > **View devices and printers** in **Hardware and Sound**. Right-click on your printer, or press and hold it and then select **Printing preferences**

❏ Windows 7/Windows Server 2008 R2

Click the start button, and select **Control Panel** > **View devices and printers** in **Hardware and Sound**. Right-click on your printer and select **Printing preferences**.

❏ Windows Vista/Windows Server 2008

Click the start button, and select **Control Panel** > **Printers** in **Hardware and Sound**. Right-click on your printer and select **Printing preferences**.

❏ Windows XP/Windows Server 2003 R2/Windows Server 2003

Click the start button, and select **Control Panel** > **Printers and Other Hardware** > **Printers and Faxes**. Right-click on your printer and select **Printing preferences**.

Accessing the printer driver from the printer icon on the task bar

The printer icon on the desktop task bar is a shortcut icon allowing you to quickly access the printer driver.

If you click the printer icon and select **Printer Settings**, you can access the same printer settings window as the one displayed from the control panel. If you double-click this icon, you can check the status of the printer.

Note:
*If the printer icon is not displayed on the task bar, access the printer driver window, click **Monitoring Preferences** on the **Maintenance** tab, and then select **Register the shortcut icon to the taskbar**.*

Starting the utility

Access the printer driver window. Click the **Maintenance** tab.

Related Information

➡ "Menu Options for the Printer Driver" on page 36

Making Operation Settings for the Windows Printer Driver

You can make settings such as enabling **EPSON Status Monitor 3**.

1. Access the printer driver window.
2. Click **Extended Settings** on the **Maintenance** tab.
3. Make the appropriate settings, and then click **OK**.

   See the online help for explanations of the setting items.

Related Information

➡ "Application for Printing from a Computer (Windows Printer Driver)" on page 207

Application for Printing from a Computer (Mac OS Printer Driver)

The printer driver controls the printer according to the commands from an application. Making settings on the printer driver provides the best printing results. You can also check the status of the printer or keep it in top operating condition using the printer driver utility.

Accessing the printer driver from applications

Click **Page Setup** or **Print** on the **File** menu of your application. If necessary, click **Show Details** (or ▼) to expand the print window.

Note:
*Depending on the application being used, **Page Setup** may not be displayed in the **File** menu, and the operations for displaying the print screen may differ.See the application's help for details.*

Starting the utility

Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.

Related Information

➡ "Menu Options for the Printer Driver" on page 62

Guide to Mac OS Printer Driver

Epson Printer Utility

You can run a maintenance feature such as nozzle check and print head cleaning, and by starting **EPSON Status Monitor**, you can check printer status and error information.



Making Operation Settings for the Mac OS Printer Driver

Accessing the Operation Settings Window of the Mac OS Printer Driver

Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**).

Operation Settings for Mac OS Printer Driver

- ❏ Skip Blank Page: Avoids printing blank pages.
- ❏ Quiet Mode: Reduces the noise the printer makes, however, may reduce print speed.
- ❏ High Speed Printing: Prints when the print head moves in both directions. The print speed is faster, but the quality may decline.
- ❏ Warning Notifications: Allows the printer driver to display warning notifications.

❏ Establish bidirectional communication: Usually, this should be set to **On**. Select **Off** when acquiring the printer information is impossible because the printer is shared with Windows computers on a network or for any other reason.

Application for Printing Web Pages (E-Web Print)

E-Web Print is an application that allows you to easily print web pages with various layouts. See the application's help for details. You can access the help from the **E-Web Print** menu on the **E-Web Print** tool bar.

Note:

❏ *Windows Server operating systems are not supported.*

❏ *Mac OS is not supported.*

❏ *Check for supported browsers and the latest version from the download site.*

Starting

When you install E-Web Print, it is displayed in your browser. Click **Print** or **Clip**.

Related Information

➡ "Installing the Applications Separately" on page 109

Application for Printing Easily from a Smart Device (Epson iPrint)

Epson iPrint is an application that allows you to print photos, documents, and web pages from a smart device such as a smartphone or tablet. You can use local print, printing from a smart device that is connected to the same wireless network as your printer, or remote print, printing from a remote location over the Internet. To use remote print, register your printer in the Epson Connect service.

Installing Epson iPrint

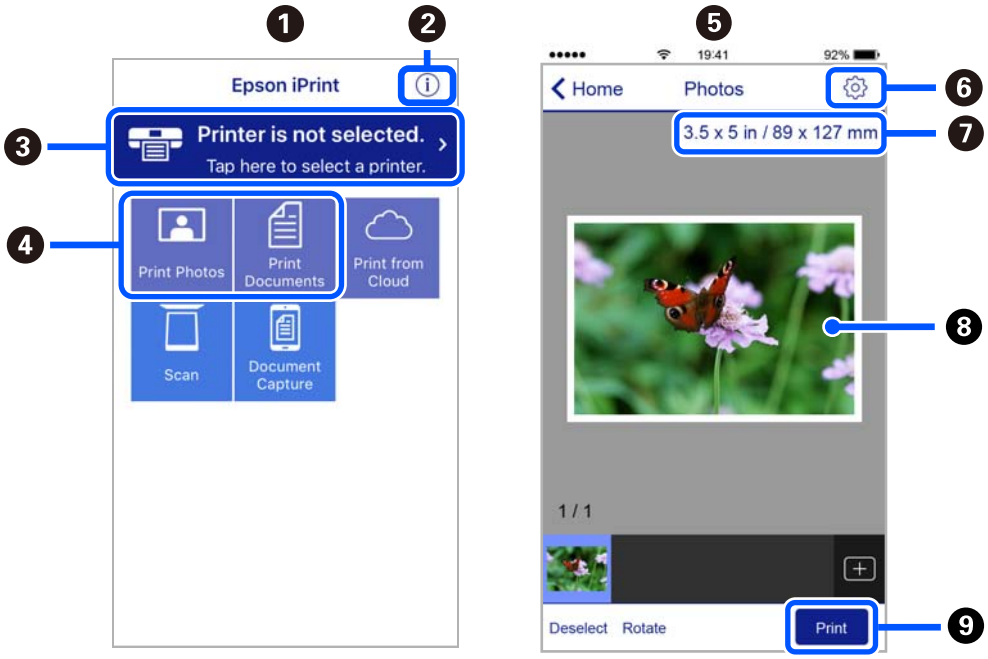
You can install Epson iPrint on your smart device from the following URL or QR code.

http://ipr.to/c

Guide to the Epson iPrint Screen

Start Epson iPrint from your smart device and select the item you want to use from the home screen.

The following screens are subject to change without notice. The contents may vary depending on the product.



❶	Home screen displayed when the application is started.
❷	Displays information on how to setup the printer and a FAQ.
❸	Displays the screen where you can select the printer and make printer settings. Once you have selected the printer, you do not need to select it again from the next time.
❹	Select what you want to print such as photos and documents.
❺	The print photos screen displayed when the photo menu is selected.
❻	Displays the screen to make print settings such as paper size and paper type.
❼	Displays the paper size. When this is displayed as a button, tap it to display the paper settings currently set on the printer.
❽	Displays photos and documents you selected.
❾	Starts printing.

Note:
To print from the document menu using iPhone, iPad, and iPod touch running iOS, start Epson iPrint after transferring the document you want to print using the file sharing function in iTunes.

Application for Printing Easily from an Android Application (Epson Print Enabler)

Epson Print Enabler is an application that allows you to wirelessly print your documents, emails, photos, and web pages right from your Android phone or tablet (Android v4.4 or later). With a few taps, your Android device will discover an Epson printer that is connected to the same wireless network.

Search for and install Epson Print Enabler from Google Play.

Software for Scanning

Application for Scanning from a Computer (Epson ScanSmart)

This application allows you to scan documents easily, and then save the scanned images in simple steps.

See the Epson ScanSmart help for details on using the features.

Starting on Windows

❏ Windows 10

Click the start button, and then select **Epson Software** > **Epson ScanSmart**.

❏ Windows 8.1/Windows 8

Enter the application name in the search charm, and then select the displayed icon.

❏ Windows 7

Click the start button, and then select **All Programs** > **Epson Software** > **Epson ScanSmart**.

Starting on Mac OS

Select **Go** > **Applications** > **Epson Software** > **Epson ScanSmart**.

Application for Controlling the Scanner (Epson Scan 2)

Epson Scan 2 is a scanner driver that allows you to control the scanner. You can adjust the size, resolution, brightness, contrast, and quality of the scanned image. You can also start this application from a TWAIN-compliant scanning application. See the software help for details on using the features.

Starting on Windows

Note:
*For Windows Server operating systems, make sure the **Desktop Experience** feature is installed.*

❏ Windows 10/Windows Server 2016

Click the start button, and then select **EPSON** > **Epson Scan 2**.

❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

Enter the application name in the search charm, and then select the displayed icon.

❏ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003

Click the start button, and then select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2**.

Starting on Mac OS

Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2**.

Adding the Network Scanner

To use the network scanner, add the scanner by using the scanner driver "Epson Scan 2".

1. Start Epson Scan 2.
   - ❏ Windows 10/Windows Server 2016
     Click the start button, and then select **EPSON** > **Epson Scan 2**.
   - ❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
     Enter the application name in the search charm, and then select the displayed icon.
   - ❏ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003
     Click the start button, and then select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2**.
   - ❏ Mac OS
     Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2**.
2. On the **Scanner Settings** screen, click **Add**.

   Note:
   - ❏ *If **Add** is grayed out, click **Enable Editing**.*
   - ❏ *If the main screen of Epson Scan 2 is displayed, it has already been connected to the scanner. If you want to connect to another network, select **Scanner** > **Settings** to open the **Scanner Settings** screen.*
3. Add the network scanner. Enter the following items, and then click **Add**.
   - ❏ **Model**: Select the scanner you want to connect to.
   - ❏ **Name**: Enter the scanner name. You can enter up to 32 characters.
   - ❏ **Search for Network**: When the computer and the scanner are on the same network, the IP address is displayed. If it is not displayed, click the button. If the IP address is still not displayed, click **Enter address**, and then enter the IP address directly.
4. Select the scanner on the **Scanner Settings** screen, and then click **OK**.

Application for Managing the Scanning Settings on the Control Panel (Epson Event Manager)

Epson Event Manager is an application that allows you to manage scanning from the control panel and save imagesto a computer. You can add your own settings as presets, such as the document type, the save folder location, and the image format. See the software help for details on using the features.

Note:
Windows Server operating systems are not supported.

Starting on Windows

- ❏ Windows 10
  Click the start button, and then select **Epson Software** > **Event Manager**.
- ❏ Windows 8.1/Windows 8
  Enter the application name in the search charm, and then select the displayed icon.
- ❏ Windows 7/Windows Vista/Windows XP
  Click the start button, and then select **All Programs** or **Programs** > **Epson Software** > **Event Manager**.

Starting on Mac OS

Select **Go** > **Applications** > **Epson Software** > **Event Manager**.

Software for Making Settings

Application for Configuring Printer Operations (Web Config)

Web Config is an application that runs in a web browser, such as Internet Explorer and Safari, on a computer or smart device. You can confirm the printer status or change the network service and printer settings. To use the Web Config, connect the printer and the computer or device to the same network.

The following browsers are supported.

Microsoft Edge, Internet Explorer 8 or later, Firefox*, Chrome*, Safari*

* Use the latest version.

Running Web Config on a Web Browser

1. Check the printer's IP address.

   Select **Settings** > **Network Settings** > **Connection Check** from the control panel. Press the ◇ button or the OK button to print the network connection report. Check the printer's IP address on the printed network connection report.

2. Launch a Web browser from a computer or smart device, and then enter the printer's IP address.

   Format:

   IPv4: http://the printer's IP address/

   IPv6: http://[the printer's IP address]/

   Examples:

   IPv4: http://192.168.100.201/

   IPv6: http://[2001:db8::1000:1]/

   Note:
   Using the smart device, you can also run Web Config from the maintenance screen of Epson iPrint.

   Since the printer uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored.

Related Information

➡ "Application for Printing Easily from a Smart Device (Epson iPrint)" on page 210
➡ "Printing a Network Connection Report" on page 196

Running Web Config on Windows

When connecting a computer to the printer using WSD, follow the steps below to run Web Config.

1. Open the printer list on the computer.

   ❏ Windows 10

   Click on the start button, and then select **Windows System** > **Control Panel** > **View devices and printers** in **Hardware and Sound**.

   ❏ Windows 8.1/Windows 8

   Select **Desktop** > **Settings** > **Control Panel** > **View devices and printers** in **Hardware and Sound** (or **Hardware**).

   ❏ Windows 7

   Click the start button, and select **Control Panel** > **View devices and printers** in **Hardware and Sound**.

   ❏ Windows Vista

   Click the start button, and select **Control Panel** > **Printers** in **Hardware and Sound**.

2. Right-click on your printer and select **Properties**.

3. Select the **Web Service** tab and click the URL.

   Since the printer uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored.

Running Web Config on Mac OS

1. Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.

2. Click **Options & Supplies**> **Show Printer Webpage**.

   Since the printer uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored.

Software for Configuring the Device on a Network (EpsonNet Config)

EpsonNet Config is an application that allows you to set the network interface addresses and protocols. See the operations guide for EpsonNet Config or the application's help for more details.

Starting on Windows

❏ Windows 10/Windows Server 2019/Windows Server 2016

Click the start button, and then select **EpsonNet** > **EpsonNet Config**.

❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

Enter the application name in the search charm, and then select the displayed icon.

❏ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003

Click the start button, and select **All Programs** or **Programs** > **EpsonNet** > **EpsonNet Config SE** > **EpsonNet Config**.

Starting on Mac OS

Go > **Applications** > **Epson Software** > **EpsonNet** > **EpsonNet Config SE** > **EpsonNet Config**.

Software for Updating

Application for Updating Software and Firmware (EPSON Software Updater)

EPSON Software Updater is an application that installs new software, and updates firmware and manuals over the Internet.

Note:
Windows Server operating systems are not supported.

Starting on Windows

❏ Windows 10

Click the start button, and then select **Epson Software** > **EPSON Software Updater**.

❏ Windows 8.1/Windows 8

Enter the application name in the search charm, and then select the displayed icon.

❏ Windows 7/Windows Vista/Windows XP

Click the start button, and then select **All Programs** (or **Programs**) > **Epson Software** > **EPSON Software Updater**.

Note:
You can also start EPSON Software Updater by clicking the printer icon on the task bar on the desktop, and then selecting ***Software Update****.*

Starting on Mac OS

Select **Go** > **Applications** > **Epson Software** > **EPSON Software Updater**.

Related Information

➡ "Installing the Applications Separately" on page 109

Settings Menu List

Select **Settings** on the home screen of the printer to make various settings.

Maintenance

Select the menus on the control panel as described below.

Settings > **Maintenance**

Nozzle Check:

Select this feature to check if the print head nozzles are clogged. The printer prints a nozzle check pattern.

Head Cleaning:

Select this feature to clean clogged nozzles in the print head.

Power Cleaning:

Select this feature to power cleaning to clean the clogged nozzles in the print head. More ink is consumed than in usual cleaning. See the "Related Information" below for details on using this feature.

Print Head Alignment:

Select this feature to adjust the print head to improve print quality.

❏ Vertical Alignment

Select this feature if your printouts look blurry or text and lines are misaligned.

❏ Horizontal Alignment

Select this feature if horizontal banding appears at regular intervals in your printouts.

Fill Ink:

Select this feature to reset the ink level to 100% when filling the ink tank.

Set Ink Level:

Select this feature to set the ink level according to the actual ink remaining.

Paper Guide Cleaning:

Select this feature if there are ink stains on the internal rollers. The printer feeds paper to clean the internal rollers.

Related Information

➡ "Checking and Cleaning the Print Head" on page 98
➡ "Running Power Cleaning" on page 100
➡ "Aligning the Print Head" on page 102
➡ "Refilling the Ink Tank" on page 156
➡ "Cleaning the Paper Path for Ink Smears" on page 102

Printer Setup

Select the menus on the control panel as described below.

Settings > **Printer Setup**

Paper Source Settings:

Paper Setting:

Select the paper size and paper type you loaded in the paper source.

A4/Letter Auto Switching:

Select **On** to feed paper from the paper source set as A4 size when there is no paper source set as Letter, or feed from the paper source set as Letter size when there is no paper source set as A4.

Error Notice:

Select **On** to display an error message when the selected paper size or type does not match the loaded paper.

Paper Setup Auto Display:

Select **On** to display the **Paper Setting** screen when loading paper in the paper cassette. If you disable this feature, you cannot print from an iPhone, iPad, or iPod touch using AirPrint.

Quiet Mode:

Select **On** to reduce noise during printing, however, this may lower the print speed. Depending on the paper type and print quality settings you selected, there may be no difference in the printer's noise level.

Power Off Timer:

Your product may have this feature or the **Power Off Settings** feature depending on the location of purchase.

Select this setting to turn the printer off automatically when it is not used for a specified period of time. You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

Power Off Settings:

Your product may have this feature or the **Power Off Timer** feature depending on the location of purchase.

❏ Power Off If Inactive

Select this setting to turn the printer off automatically if it is not used for a specified period of time. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

❏ Power Off If Disconnected

Select this setting to turn the printer off after 30 minutes when all ports including the USB port are disconnected. This feature may not be available depending on your region.

Language:

Select the language used on the LCD screen.

Keyboard:

Change the layout of the keyboard on the LCD screen.

Sleep Timer:

Adjust the time period to enter a sleep mode (energy saving mode) when the printer has not performed any operations. The LCD screen turns black when the setting time passes.

Ink Drying Time:

Select the ink drying time you want to use when performing 2-sided printing. The printer prints the other side after printing one side. If your printout is smeared, increase the time setting.

PC Connection via USB:

Select **Enable** to allow a computer to access the printer when connected by USB. When **Disable** is selected, printing and scanning that is not sent over a network connection is restricted.

Related Information

➡ "Saving Power" on page 108

Network Settings

Select the menus on the control panel as described below.

Settings > **Network Settings**

Print Status Sheet:

Prints a network status sheet.

Wi-Fi Setup:

Set up or change wireless network settings. Choose the connection method from following and then follow the instructions on the control panel.

Wi-Fi (Recommended):

- ❏ Wi-Fi Setup Wizard
- ❏ Push Button (WPS)
- ❏ Others
  - ❏ PIN Code (WPS)
  - ❏ Wi-Fi Auto Connect
  - ❏ Disable Wi-Fi

    You may be able to resolve network problems by disabling the Wi-Fi settings or making the Wi-Fi settings again. Select **Wi-Fi Setup** > **Wi-Fi (Recommended)** > **Others** > **Disable Wi-Fi** > **OK**.

Wi-Fi Direct:

- ❏ iOS
- ❏ Android
- ❏ Other OS Devices
- ❏ Modify
  - ❏ Change Network Name
  - ❏ Change Password
  - ❏ Disable Wi-Fi Direct
  - ❏ Restore Default Settings

Connection Check:

Checks the current network connection and prints a report. If there are any problems with the connection, see the report to solve the problem.

Related Information

➡ "Making Wi-Fi Settings by Entering the SSID and Password" on page 181

➡ "Making Wi-Fi Settings by Push Button Setup" on page 183
➡ "Making Wi-Fi Settings by PIN Code Setup (WPS)" on page 183
➡ "Printing a Network Connection Report" on page 196
➡ "Checking the Network Connection Status" on page 195

Epson Connect Services

Select the menus on the control panel as described below.

Settings > **Epson Connect Services**

Register/Delete:

Register or delete the printer to or from the Epson Connect services.

For usage guides, see the following portal website.

https://www.epsonconnect.com/

http://www.epsonconnect.eu (Europe only)

Suspend/Resume:

Select whether to suspend or resume Epson Connect services.

Email Address:

Check the printer's email address that is registered to the Epson Connect services.

Status:

Check whether or not the printer is registered and connected to the Epson Connect services.

Related Information

➡ "Printing Using a Cloud Service" on page 73

Google Cloud Print Services

Select the menus on the control panel as described below.

Settings > **Google Cloud Print Services**

Suspend/Resume:

Select whether to suspend or resume the Google Cloud Print services.

Unregister:

Unregister the Google Cloud Print services.

Status:

Check whether or not the printer is registered and connected to the Google Cloud Print services.

For registration and usage guides, see the following portal website.

https://www.epsonconnect.com/

http://www.epsonconnect.eu (Europe only)

Print Status Sheet

Select the menus on the control panel as described below.

Settings > **Print Status Sheet**

Configuration Status Sheet:

Print information sheets showing the current printer status and settings.

Supply Status Sheet:

Print information sheets showing the status of consumables.

Usage History Sheet:

Print information sheets showing the usage history of the printer.

Print Counter

Select the menus on the control panel as described below.

Settings > **Print Counter**

Displays the total number of prints including items such as the status sheet from the time you purchased the printer.

Reports

Select the menus on the control panel as described below.

Settings > **Reports**

Checks the current network connection and prints a report.

Customer Research

Select the menus on the control panel as described below.

Settings > **Customer Research**

Select **Approve** to provide product usage information such as the number of prints to Seiko Epson Corporation.

Restore Default Settings

Select the menus on the control panel as described below.

Settings > **Restore Default Settings**

Resets the following menus to their defaults.

❏ Network Settings

❏ Copy Settings

❏ Scan Settings

❏ Clear All Data and Settings

Firmware Update

Select the menus on the control panel as described below.

Settings > **Firmware Update**

Update:

Check if the latest version of the firmware has been uploaded to the network server. The firmware is updated when new firmware is found. Once the update has started, it cannot be interrupted.

Current Version:

Displays the current firmware version of your printer.

Notification:

Select **On** to receive a notification if a firmware update is available.

Related Information

➡ "Updating the Printer's Firmware using the Control Panel" on page 114

Product Specifications

Printer Specifications

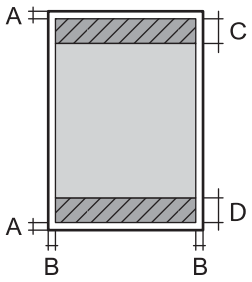
Print Head Nozzle Placement		Black ink nozzles: 180×2 rows
Weight of Paper*	Plain Paper	64 to 90 g/m²(17 to 24lb)
	Envelopes	Envelope #10, DL, C6: 75 to 90 g/m² (20 to 24 lb)

* Even when the paper thickness is within this range, the paper may not feed in the printer or the print quality may decline depending on the paper properties or quality.

Printable Area

Printable Area for Single Sheets

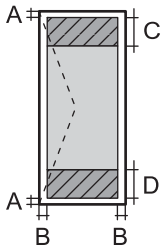
Print quality may decline in the shaded areas due to the printer's mechanism.



A	3.0 mm (0.12 in.)
B	3.0 mm (0.12 in.)
C	41.0 mm (1.61 in.)
D	37.0 mm (1.46 in.)

Printable Area for Envelopes

Print quality may decline in the shaded areas due to the printer's mechanism.



A	3.0 mm (0.12 in.)
B	3.0 mm (0.12 in.)
C	18.0 mm (0.71 in.)
D	41.0 mm (1.61 in.)

Scanner Specifications

Scanner Type	Flatbed
Photoelectric Device	CIS
Effective Pixels	10200×14040 pixels (1200 dpi)
Maximum Document Size	216×297 mm (8.5×11.7 in.) A4, Letter
Scanning Resolution	1200 dpi (main scan) 2400 dpi (sub scan)
Output Resolution	50 to 9600 dpi in 1 dpi increments

Color Depth	Color ❏ 48 bits per pixel internal (16 bits per pixel per color internal) ❏ 24 bits per pixel external (8 bits per pixel per color external) Grayscale ❏ 16 bits per pixel internal ❏ 8 bits per pixel external Black and white ❏ 16 bits per pixel internal ❏ 1 bits per pixel external
Light Source	LED

Interface Specifications

For Computer	Hi-Speed USB*

* USB 3.0 cables are not supported.

Network Specifications

Wi-Fi Specifications

Standards	IEEE802.11b/g/n*1
Frequency Range	2.4 GHz
Coordination Modes	Infrastructure, Wi-Fi Direct (Simple AP)*2*3
Wireless Securities*4	WEP (64/128bit), WPA2-PSK (AES)*5, WPA3-SAE (AES)

*1 IEEE802.11n is only available for the HT20.

*2 Not supported for IEEE 802.11b.

*3 Simple AP mode is compatible with a Wi-Fi connection (infrastructure).

*4 Wi-Fi Direct supports WPA2-PSK (AES) only.

*5 Complies with WPA2 standards with support for WPA/WPA2 Personal.

Network Functions and IPv4/IPv6

Functions			Supported	Remarks
Network Printing	EpsonNet Print (Windows)	IPv4	✓	-
	Standard TCP/IP (Windows)	IPv4, IPv6	✓	-
	WSD Printing (Windows)	IPv4, IPv6	✓	Windows Vista or later
	Bonjour Printing (Mac OS)	IPv4, IPv6	✓	-
	IPP Printing (Windows, Mac OS)	IPv4, IPv6	✓	-
	PictBridge Printing (Wi-Fi)	IPv4	-	Digital camera
	Epson Connect (Email Print, Remote Print)	IPv4	✓	-
	AirPrint (iOS, Mac OS)	IPv4, IPv6	✓	iOS 5 or later, Mac OS X v10.7 or later
	Google Cloud Print	IPv4, IPv6	✓	-
Network Scanning	Epson Scan 2	IPv4, IPv6	✓	-
	Event Manager	IPv4	✓	-
	Epson Connect (Scan to Cloud)	IPv4	-	-
	AirPrint (Scan)	IPv4, IPv6	✓	OS X Mavericks or later
Fax	Send a fax	IPv4	-	-
	Receive a fax	IPv4	-	-
	AirPrint (Faxout)	IPv4, IPv6	-	-

Security Protocol

SSL/TLS	HTTPS Server/Client, IPPS
SNMPv3	

Supported Third Party Services

AirPrint	Print	iOS 5 or later/Mac OS X v10.7.x or later
	Scan	OS X Mavericks or later
Google Cloud Print		

Dimensions

Dimensions	Storage ❏ Width: 375 mm (14.8 in.) ❏ Depth: 318 mm (12.5 in.) ❏ Height: 200 mm (7.9 in.) Printing ❏ Width: 375 mm (14.8 in.) ❏ Depth: 511 mm (20.1 in.) ❏ Height: 200 mm (7.9 in.)
Weight*	Approx. 5.0 kg (11.0 lb)

* Without the ink and the power cord.

Electrical Specifications

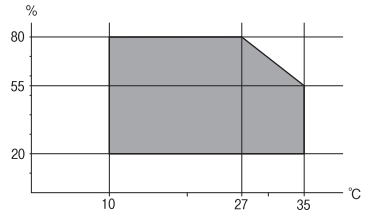
Model	100 to 240 V Model	220 to 240 V Model
Rated Frequency Range	50 to 60 Hz	50 to 60 Hz
Rated Current	0.4 to 0.2 A	0.2 A
Power Consumption (with USB Connection)	Standalone copying: Approx. 15.0 W (ISO/IEC24712) Ready mode: Approx. 4.3 W Sleep mode: Approx. 0.7 W Power off: Approx. 0.2 W	Standalone copying: Approx. 15.0 W (ISO/IEC24712) Ready mode: Approx. 4.3 W Sleep mode: Approx. 0.7 W Power off: Approx. 0.3 W

Note:

❏ *Check the label on the printer for its voltage.*

❏ *For European users, see the following Website for details on power consumption.*
http://www.epson.eu/energy-consumption

Environmental Specifications

Operation	Use the printer within the range shown in the following graph.  Temperature: 10 to 35°C (50 to 95°F) Humidity: 20 to 80% RH (without condensation)
Storage	Temperature: -20 to 40°C (-4 to 104°F)* Humidity: 5 to 85% RH (without condensation)

* You can store for one month at 40°C (104°F).

Environmental Specifications for Ink Bottles

Storage Temperature	-20 to 40 °C (-4 to 104 °F)*
Freezing Temperature	-15 °C (5 °F) Ink thaws and is usable after approximately 2 hours at 25 °C (77 °F).

* You can store for one month at 40 °C (104 °F).

System Requirements

❏ Windows 10 (32-bit, 64-bit)/Windows 8.1 (32-bit, 64-bit)/Windows 8 (32-bit, 64-bit)/Windows 7 (32-bit, 64-bit)/Windows Vista (32-bit, 64-bit)/Windows XP SP3 or later (32-bit)/Windows XP Professional x64 Edition SP2 or later/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003 SP2 or later

❏ macOS Mojave/macOS High Sierra/macOS Sierra/OS X El Capitan/OS X Yosemite/OS X Mavericks/OS X Mountain Lion/Mac OS X v10.7.x/Mac OS X v10.6.8

Note:

❏ *Mac OS may not support some applications and features.*

❏ *The UNIX File System (UFS) for Mac OS is not supported.*

Regulatory Information

Standards and Approvals

Standards and Approvals for European Model

For European users

Hereby, Seiko Epson Corporation declares that the following radio equipment model is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following website.

http://www.epson.eu/conformity

C652A

For use only in Ireland, UK, Austria, Germany, Liechtenstein, Switzerland, France, Belgium, Luxemburg, Netherlands, Italy, Portugal, Spain, Denmark, Finland, Norway, Sweden, Iceland, Croatia, Cyprus, Greece, Slovenia, Malta, Bulgaria, Czech, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, and Slovakia.

Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the products.

Frequency	Maximum Radio-Frequency Power Transmitted
2400-2483.5 MHz	20 dBm (EIRP)

CE

Restrictions on Copying

Observe the following restrictions to ensure the responsible and legal use of the printer.

Copying of the following items is prohibited by law:

- ❏ Bank bills, coins, government-issued marketable securities, government bond securities, and municipal securities
- ❏ Unused postage stamps, pre-stamped postcards, and other official postal items bearing valid postage
- ❏ Government-issued revenue stamps, and securities issued according to legal procedure

Exercise caution when copying the following items:

- ❏ Private marketable securities (stock certificates, negotiable notes, checks, etc.), monthly passes, concession tickets, etc.
- ❏ Passports, driver's licenses, warrants of fitness, road passes, food stamps, tickets, etc.

Note:
Copying these items may also be prohibited by law.

Responsible use of copyrighted materials:

Printers can be misused by improperly copying copyrighted materials. Unless acting on the advice of a knowledgeable attorney, be responsible and respectful by obtaining the permission of the copyright holder before copying published material.

Where to Get Help

Technical Support Web Site. 231

Contacting Epson Support. 231

Technical Support Web Site

If you need further help, visit the Epson support website shown below. Select your country or region and go to the support section of your local Epson website. The latest drivers, FAQs, manuals, or other downloadables are also available from the site.

http://support.epson.net/

http://www.epson.eu/Support (Europe)

If your Epson product is not operating properly and you cannot solve the problem, contact Epson support services for assistance.

Contacting Epson Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product manuals, contact Epson support services for assistance. If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- ❏ Product serial number

  (The serial number label is usually on the back of the product.)
- ❏ Product model
- ❏ Product software version

  (Click **About**, **Version Info**, or a similar button in the product software.)
- ❏ Brand and model of your computer
- ❏ Your computer operating system name and version
- ❏ Names and versions of the software applications you normally use with your product

Note:
Depending on the product, network settings may be stored in the product's memory. Due to breakdown or repair of a product, settings may be lost. Epson shall not be responsible for the loss of any data, for backing up or recovering settings even during a warranty period. We recommend that you make your own backup data or take notes.

Help for Users in Europe

Check your Pan-European Warranty Document for information on how to contact Epson support.

Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web

http://www.epson.com.tw

Information on product specifications, drivers for download, and products enquiry are available.

Epson HelpDesk

Phone: +886-2-80242008

Our HelpDesk team can help you with the following over the phone:

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair service and warranty

Repair service center:

http://www.tekcare.com.tw/branchMap.page

TekCare corporation is an authorized service center for Epson Taiwan Technology & Trading Ltd.

Help for Users in India

Contacts for information, support, and services are:

World Wide Web

http://www.epson.co.in

Information on product specifications, drivers for download, and products enquiry are available.

Helpline

❏ Service, product information, and ordering consumables (BSNL Lines)

Toll-free number: 18004250011

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

❏ Service (CDMA & Mobile Users)

Toll-free number: 186030001600

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

http://www.epson.com.hk

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

❏ Product information

❏ Answers to Frequently Asked Questions (FAQs)

❏ Latest versions of Epson product drivers

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: 852-2827-8911

Fax: 852-2827-4383