EPSON

XP-980 Series

User's Guide

Printing

Copying

Scanning

Maintaining the Printer

Solving Problems

NPD7690-02 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. The availability of manuals varies by location.

Important Safety Instructions (paper manual)

Provides you with instructions to ensure the safe use of this printer.

Start Here (paper manual)

Provides you with information on setting up the printer and installing the software.

User's Guide (digital manual)

This manual. Available as a PDF and Web manual. Provides detailed information and instructions on using the printer and solving problems.

Information on the Latest Manuals

U.S. and Canada

To view the latest manuals, visit https://support.epson.com and search for your product.

Other Regions

❏ Paper manual

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

❏ Digital manual

Visit the following website, enter the product name, and then go to **Support**.

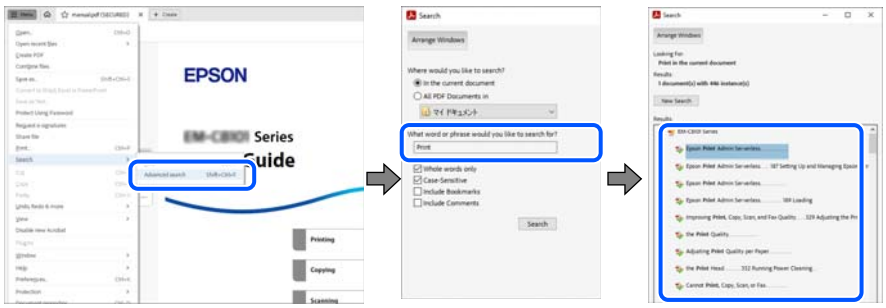
https://epson.sn

Searching for Information

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

Searching by keyword

Click **Menu** > **Search** > **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.

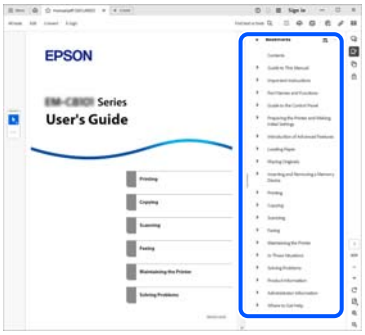


Jumping directly from bookmarks

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

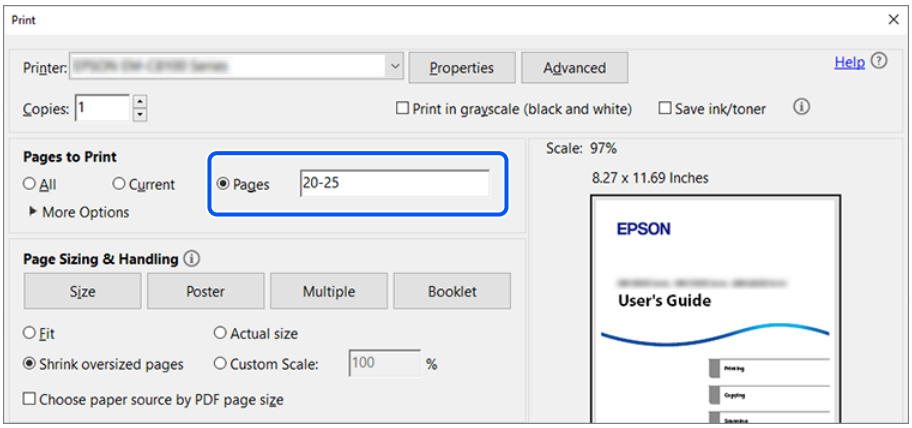
You can extract and print only the pages you need. Click **Print** in the **File** menu, and then specify the pages you want to print in **Pages** in **Pages to Print**.

❏ 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

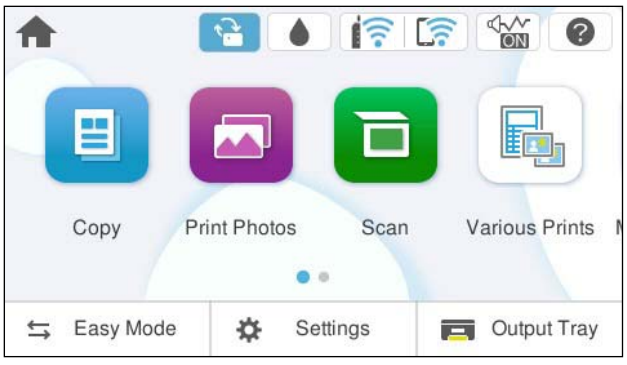
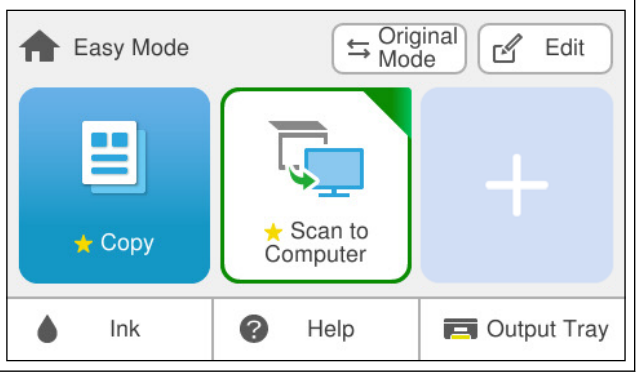
➡ A link to a related section

Provides Web Video Manuals of the operating instructions. See the related information link.

Operating Procedure

The home screen for this product is available in two modes: "Original Mode" and "Easy Mode".

"Easy Mode" is a function that allows you to select frequently used items and display them on the home screen so that they are immediately available whenever you want to use them.

Original Mode	Easy Mode
	

This guide explains how to do procedures using Original Mode.

If the home screen is in Easy Mode, select Original Mode to switch to Original Mode before starting the procedure.

Notes on Screenshots and Illustrations

❏ Screenshots of the printer driver are from Windows 11 or macOS High Sierra (10.13). The content displayed on the screens varies depending on the model, situation, and region.

- ❏ Illustrations used in this manual are examples only. Although there may be slight differences depending on the model, the instructions are the same.
- ❏ Some of the menu items on the LCD screen vary depending on the model, settings, and region.
- ❏ You can read any QR codes in this guide with a QR code reader app.

Operating System References

Windows

In this manual, terms such as "Windows 11", "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Server 2025", "Windows Server 2022", "Windows Server 2019", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", and "Windows Server 2008" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

- ❏ Microsoft® Windows® 11 operating system
- ❏ Microsoft® Windows® 10 operating system
- ❏ Microsoft® Windows® 8.1 operating system
- ❏ Microsoft® Windows® 8 operating system
- ❏ Microsoft® Windows® 7 operating system
- ❏ Microsoft® Windows Server® 2025 operating system
- ❏ Microsoft® Windows Server® 2022 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

Mac OS

In this manual, "Mac OS" is used to refer to Mac OS X 10.9.5 or later as well as macOS 10.12 or later.

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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. 13

Printer Advisories and Warnings. 14

Notes on the Administrator Password. 16

Protecting Your Personal Information. 17

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.

- ❏ 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.
- ❏ If the power cord that comes with your printer has a grounding pin, connect the printer to a grounded outlet. Failure to follow this instruction may result in fire or electric shock.
- ❏ Be sure your 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.
- ❏ Do not spill liquid on the printer or handle the printer with wet hands.
- ❏ Keep the printer at least 22 cm (8.7 in.) away from cardiac pacemakers. Radio waves from this printer may adversely affect the operation of cardiac pacemakers.
- ❏ If the LCD screen is damaged, contact Epson support (U.S. and Canada) or your dealer (other regions). 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 when you handle used ink cartridges, as there may be some ink around the ink supply ports.
  - ❏ 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 disassemble the ink cartridges or the maintenance box; otherwise ink may get into your eyes or on your skin.
- ❏ Do not shake ink cartridges too vigorously and do not drop them. Also, be careful not to squeeze them or tear their labels. Doing so may cause ink leakage.
- ❏ Keep ink cartridges and maintenance box out of the reach of children. Do not drink the ink.

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 cord should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the power cord and do not allow the power cord to be stepped on or run over. Be particularly careful to keep all the power cord straight at the ends.
- ❏ 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; 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 originals.
- ❏ 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 Touchscreen

❏ The LCD screen may contain a few small bright or dark spots, and because of its features it may have an uneven brightness. These conditions 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 touchscreen could break if it receives a heavy impact. If the screen's surface chips or cracks, contact Epson support (U.S. and Canada) or your dealer (other regions), and do not touch or attempt to remove the broken pieces.

❏ Press the touchscreen gently with your finger.

❏ Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen.

❏ Condensation inside the touchscreen due to abrupt changes in temperature or humidity may cause performance to deteriorate.

Advisories and Warnings for Connecting to the Internet

Do not connect this product to the Internet directly. Connect it to a network protected by a router or firewall.

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 it 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 for Using Memory Devices

When you connect a memory device to the printer, any device that is on the same network as the printer might be able to access the data on the memory device.

To prevent access, you need to disable the following setting in Web Config.

Advanced Settings > **Network** tab > **MS Network** > **Use Microsoft network sharing**

Advisories and Warnings for Using Memory Cards

❏ Do not remove a memory card or turn off the printer while the memory card light is flashing.

❏ The methods for using memory cards vary according to card type. Be sure to refer to the manual packaged with your memory card for details.

❏ Use only memory cards compatible with the printer.

Related Information

➡ "Memory Device Specifications" on page 226

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.

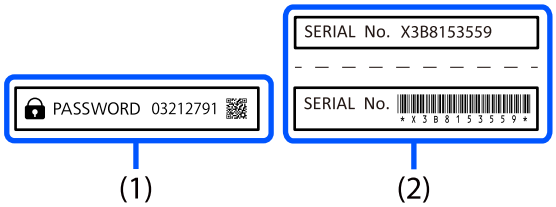
❏ Before transporting the printer, make sure that the print head is in the home (far right) position.

Notes on the Administrator Password

This printer allows you to set an administrator password to prevent unauthorized access or changes to its settings when the product is connected to a network.

Default Value of the Administrator Password

The default value of the administrator password is printed on a label on the product, such as one of the labels shown below.



If both labels (1) and (2) are attached, the value next to PASSWORD written on the label in (1) is the default value. In this example, the default value is 03212791.

Note:
As the label (1) may be attached in a location that is difficult to see, check the information in the link to confirm the location.

https://support.epson.net/manu/adminpw/index.html

If you cannot find the label (1), the serial number printed on the label in (2) is the default value. In this example, the default value is X3B8153559.

Changing the Administrator Password

For security reasons, we recommend changing the default password.

It can be changed from Web Config. When changing the password, make sure the new password has at least 8 single-byte alphanumerical characters and symbols.

Related Information

➡ "Running Web Config on a Web Browser" on page 211

Operations that Require You to Enter the Administrator Password

If you are prompted to enter the administrator password when performing the following operations, enter the administrator password set on the printer.

❏ When updating the firmware of the printer from a computer or mobile device

❏ When accessing the advanced settings in Web Config

❏ When setting using an application that can change the printer's settings

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 211

Initializing the Administrator Password

You can return the administrator password to its default setting by initializing the network settings.

Related Information

➡ "Restore Default Settings" on page 220

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** > **All Settings** on the control panel.

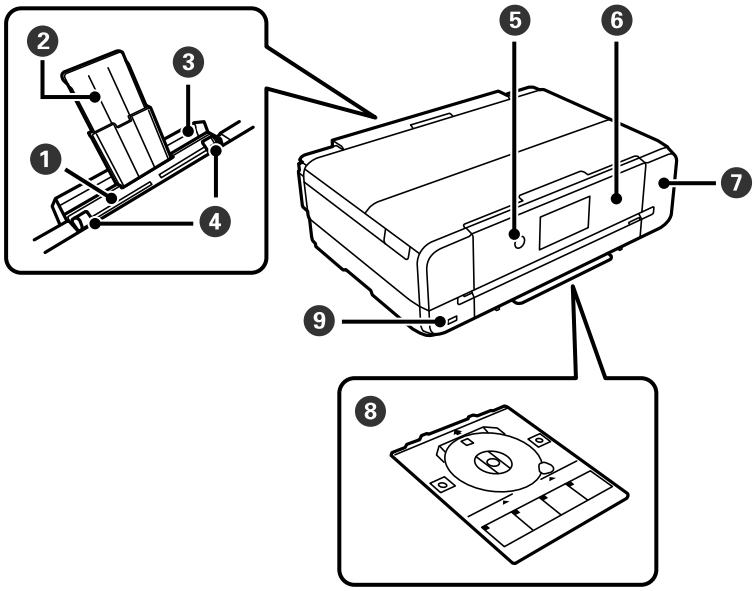
Part Names and Functions

Front. 19

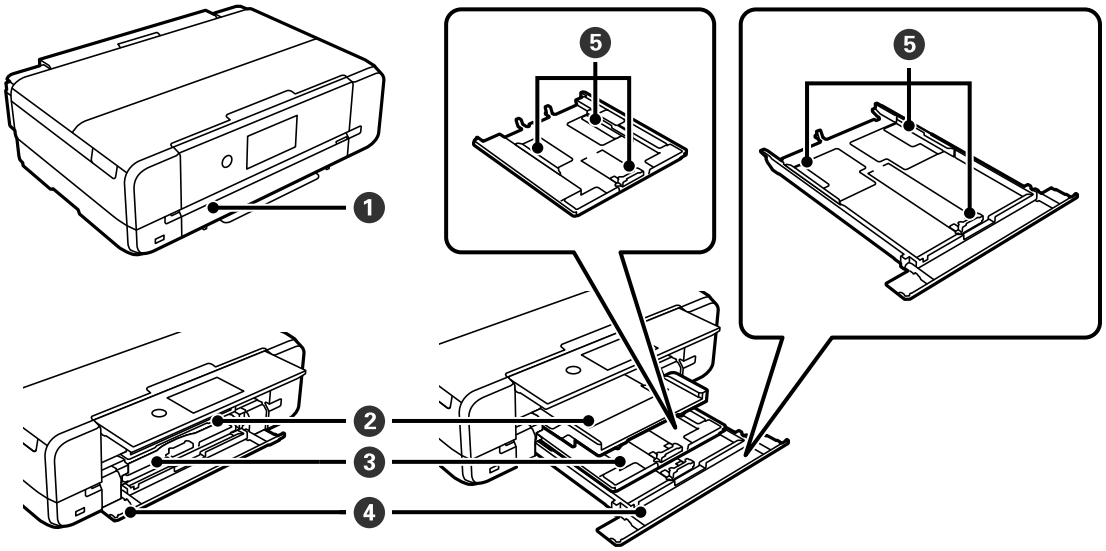
Inside. 21

Rear. 22

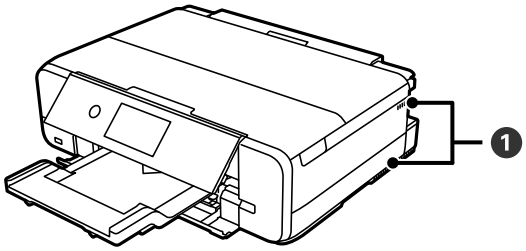
Front



❶	Rear paper feed slot	Load one sheet of paper at a time by hand.
❷	Paper support	Supports loaded paper.
❸	Rear paper feed slot cover	Prevents foreign substances from entering the printer. This should normally be kept closed.
❹	Edge guides	Slide to the edges of the paper so that it feeds straight into the printer.
❺	⏻ (Power button/light)	Turns the printer on or off. Make sure the power light is off before you unplug the power cord.
❻	Control panel	Indicates the printer's status and allows you to perform maintenance or select settings. You can change the angle of the control panel.
❼	Maintenance box cover	Remove when replacing the maintenance box. The maintenance box is a container that collects a very small amount of surplus ink during cleaning or printing.
❽	Disc tray	When printing on a disc, remove this from the bottom of the printer, attach a disc, and insert the disc tray into the disc tray slot. When not printing on a disc, remove any disc from the tray and store the tray under the lower paper cassette.
❾	External interface USB port	Connect an external storage device.

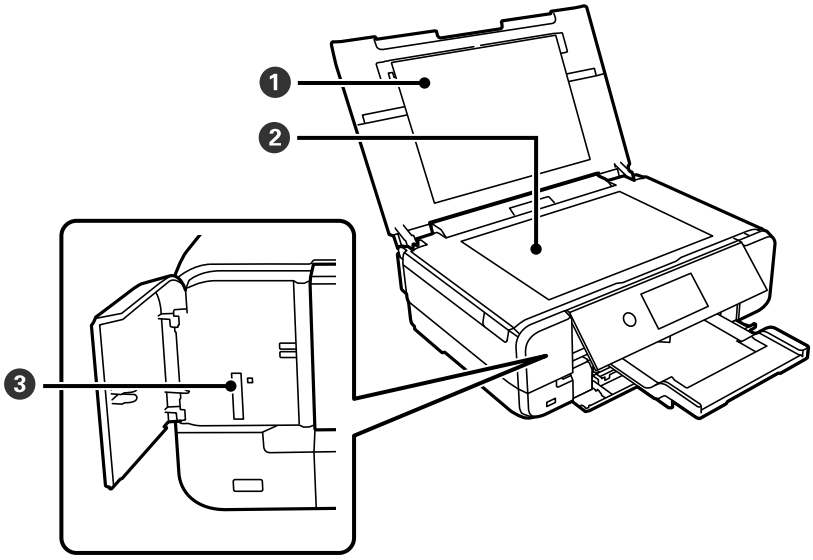


❶	Front cover	Open to load paper in the paper cassette.
❷	Output tray	Holds the ejected paper. When you start printing, this tray extends to fit the paper size automatically. If you select **Yes** on the screen displayed when you turn the printer off, the tray closes automatically. To close the tray manually, tap Output Tray on the home screen.
❸	Paper cassette 1	Load paper.
❹	Paper cassette 2	
❺	Edge guides	Slide to the edges of the paper so that it feeds straight into the printer.

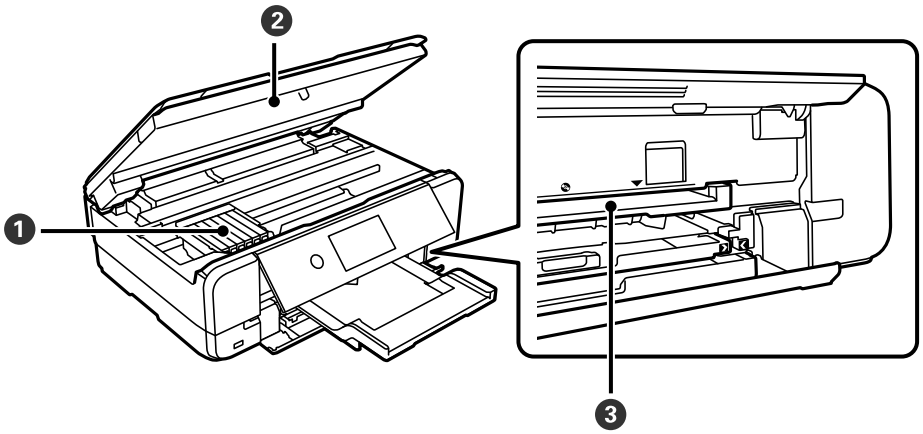


❶	Vents	Releases heat from the inside of the printer. Vents are on the bottom right, bottom left, and on the right-hand side. Do not cover the vents when placing the printer.

Inside

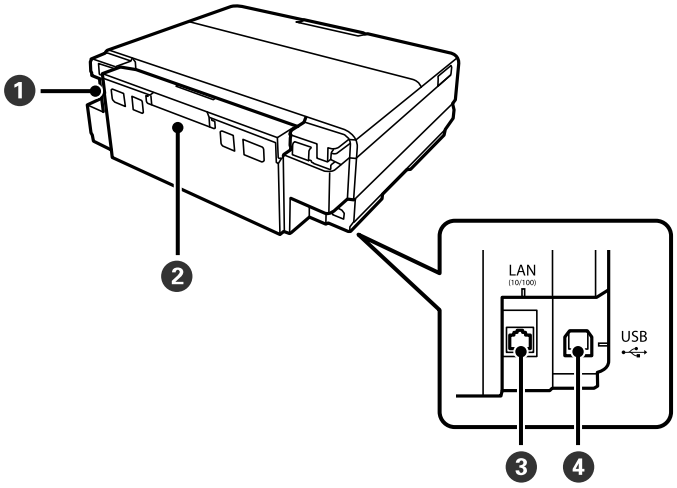


1	Document cover	Blocks external light while scanning.
2	Scanner glass	Place the originals.
3	SD card slot	Insert a memory card.



1	Ink cartridge holder	Install the ink cartridges. Ink is ejected from the print head nozzles underneath.
2	Scanner unit	Scans placed originals. Open to replace the ink cartridges or to remove jammed paper. This should normally be kept closed.
3	Disc tray slot	Insert the disc tray with the disc you want to print on attached.

Rear



❶	AC inlet	Connect the power cord.
❷	Rear cover	Remove when removing jammed paper.
❸	LAN port	Connect a LAN cable.
❹	USB port	Connect a USB cable to connect with a computer.

Guide to the Control Panel

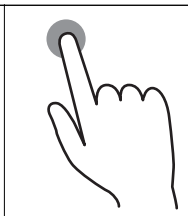
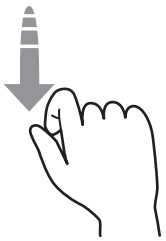
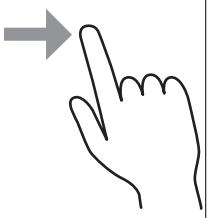
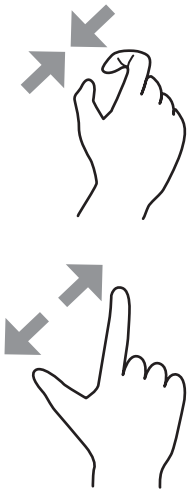
Touch Screen Operations. 24

Home Screen Configuration. 24

Switching to Easy Mode. 26

Touch Screen Operations

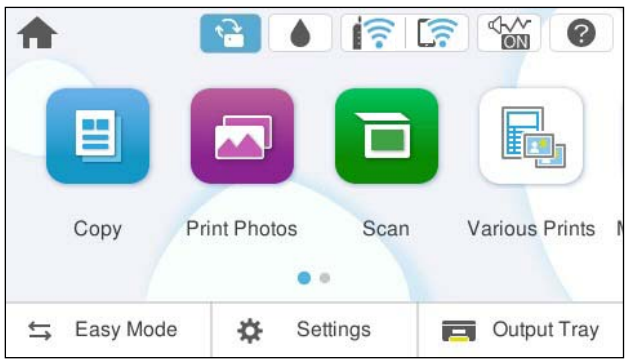
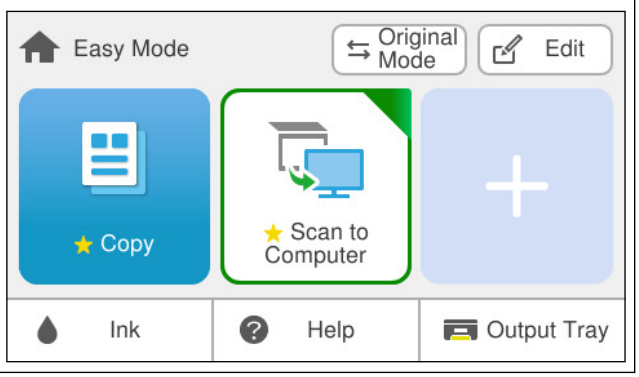
The touchscreen is compatible with the following operations.

Tap		Press or select the items or the icons.
Flick		Scroll the screen swiftly.
Slide		Hold and move the items around.
Pinch in Pinch out		Zoom in or zoom out of the preview image on the control panel when printing photos.

Home Screen Configuration

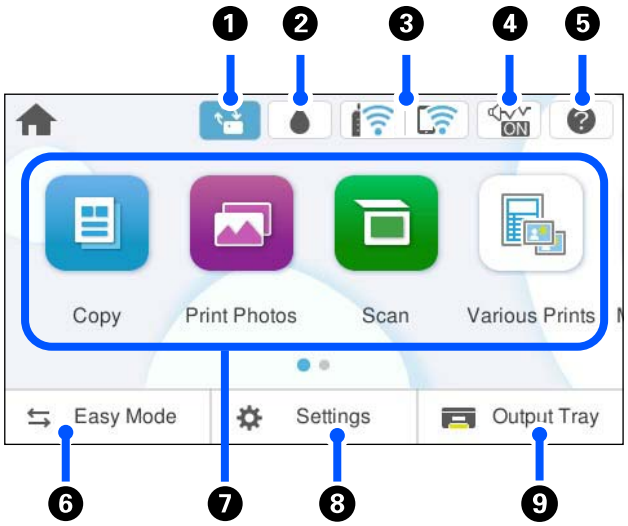
The home screen is available in two modes: "Original Mode" and "Easy Mode".

This guide explains how to do procedures using Original Mode.

Original Mode	Easy Mode
	

Note:
"Easy Mode" is a function that allows you to select frequently used items and display them on the home screen so that they are immediately available whenever you want to use them. See the following link for more details on Easy Mode.

"Easy Mode Screen Configuration" on page 27



❶		This is displayed when a firmware update is available. Tap it to update the firmware and improve the printer's features. We recommend using the latest version of the firmware.
❷		Tap this to check the approximate ink levels and the approximate service life of the maintenance box. You can also replace the ink cartridges or print a supply status sheet.
❸		Tap this to display the network connection status. "Guide to the Network Icons" on page 26
❹		Indicates that **Quiet Mode** is enabled. When this feature is enabled, the noise made by printer may be reduced depending on the selected paper type and print quality, but print speed may decrease. Tap to change the setting.
❺		Tap this to display the **Help** screen. You can view operating instructions or solutions to problems.
❻		Tap this to switch to **Easy Mode**.

❼	Allows you to access the following menus: ❑ Copy Allows you to copy documents and photos. ❑ Print Photos Allows you to print photos on a memory device such as a memory card or a USB flash drive. ❑ Scan Allows you to scan documents or photos and save them to a memory device or a computer. ❑ Various Prints Allows you to make various copies and to print design paper or a wide variety of original items. ❑ Maintenance Access these menus to improve the quality of your printouts. You can unclog nozzles by printing a nozzle check pattern and performing head cleaning, and improve blurring or banding in your printouts by aligning the print head. ❑ Smartphone connect Displays the menu to connect the printer to your mobile devices.	
❽	Settings	Tap this to select various printer settings.
❾	Output Tray	Tap this to close the output tray.

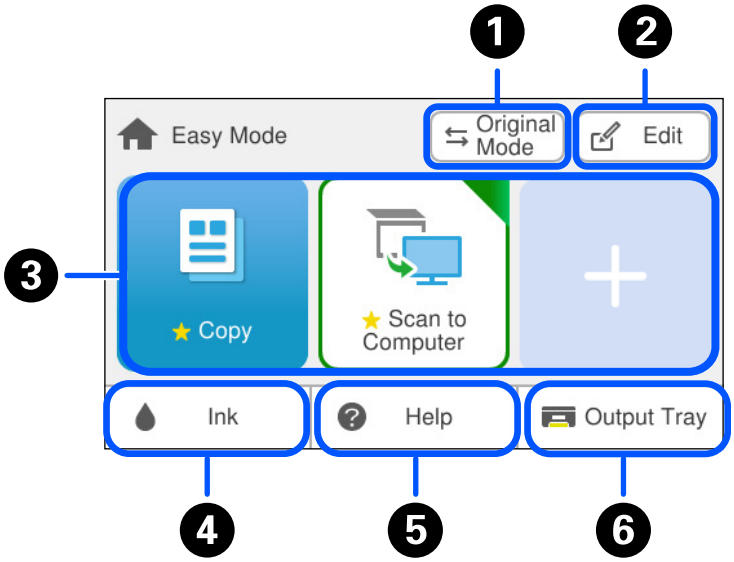
Guide to the Network Icons

	The printer is not connected to a wired (Ethernet) network or a wireless (Wi-Fi) network.
	The printer is connected to a wired (Ethernet) network.
	The printer is searching for an SSID or unset IP address, or having a problem with a wireless (Wi-Fi) network.
	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 not connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.
	The printer is connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.

Switching to Easy Mode

To switch to **Easy Mode**, select Easy Mode on the "Original Mode" home screen.

Easy Mode Screen Configuration



1	Original Mode	Tap this to switch to **Original Mode**.
2	Edit	Tap this to select the menus you want to add to **Easy Mode**.
3	You can add up to three of your most frequently used menus. The following two menus are added at the time of purchase. ❏ **Copy** ❏ **Scan to Computer** Press + to add a third menu.	
4	Ink	Tap this to check the approximate ink levels and the approximate service life of the maintenance box. You can also replace the ink cartridges or print a supply status sheet.
5	Help	Tap this to display the **Help** screen. You can view operating instructions or solutions to problems.
6	Output Tray	Tap this to close the output tray.

Adding Menus to Easy Mode

You can add frequently used menus to "Easy Mode".

1. Select Edit on the printer's home screen.

   Note:

   *If the home screen is in **Original Mode**, select Easy Mode to switch to **Easy Mode**, and then select Edit.*

2. Select the items you want to replace.

3. Follow the on-screen instructions to select the category for the menu you want to add, and then select the function for the menu.

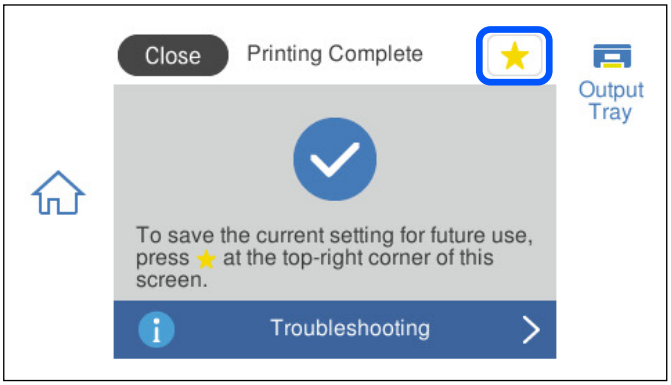
   The selected function is added as an icon on the **Easy Mode** screen.

4. Select Done to finish editing.

Note:

❏ *Select the appropriate icon from the **Easy Mode** screen to access a menu you have added.*

❏ *When you select ★ at the top-right corner a message, the current settings (such as paper settings or zoom) replace the current **Easy Mode** settings. The next time you select the appropriate icon from **Easy Mode**, the function is performed using the settings you entered.*



Loading Paper and CD/DVDs

Loading Paper. 30

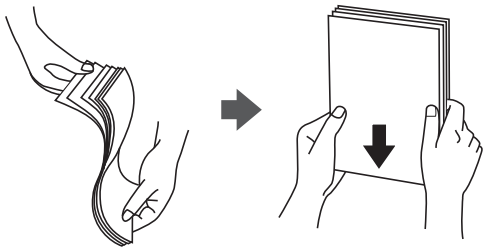
Loading a CD/DVD. 45

Loading Paper

Paper Handling Precautions

❏ Read the instruction 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.



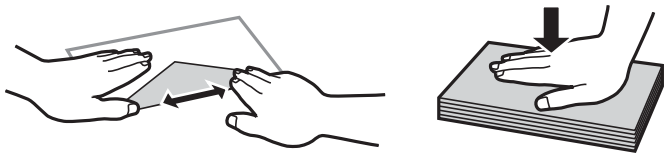
❏ If the paper is curled or folded, flatten it or curl it slightly in the opposite direction before loading. Printing on curled or folded paper may cause paper feeding problems and smears on the printouts.



❏ Paper feed problems may occur 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 envelopes before loading. When stacked envelopes are puffed up with air, press them down to flatten them before loading.



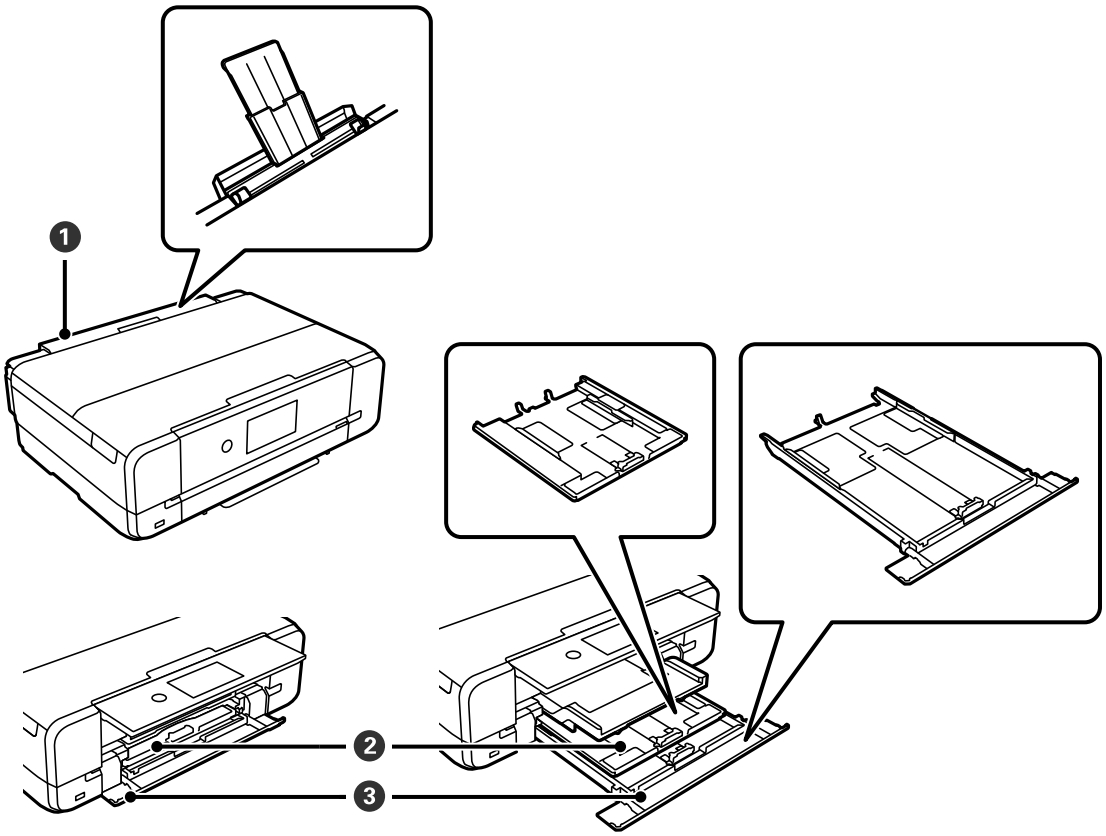
Related Information

➡ "Available Paper and Capacities" on page 200

➡ "Unavailable Paper Types" on page 207

Notes on Loading Paper

This printer has three paper sources. Load paper of the appropriate size and type to suit your printing needs.

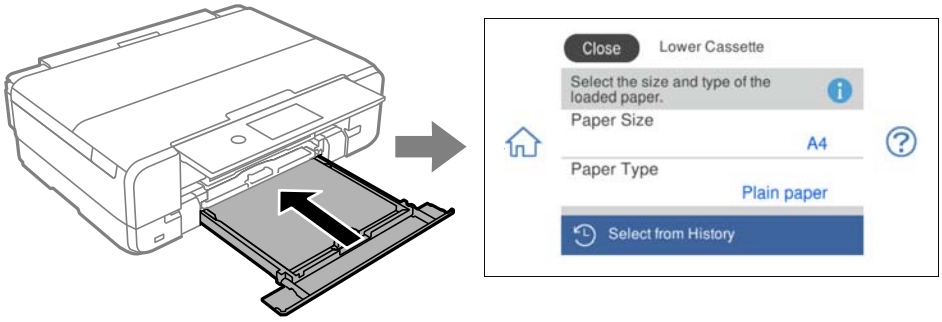


❶	Rear paper feed slot	❏ You can load a single sheet of all types of supported paper. ❏ You can also load A3 size paper, thick paper (up to 0.6 mm thick), and pre-punched paper, which cannot be loaded in the paper cassettes. ❏ Load paper when a message is displayed on the control panel telling you to load paper.
❷	Paper cassette 1	❏ You can load multiple sheets of small size photo paper. ❏ If you load the same paper in paper cassette 1 and paper cassette 2 and select **Cassette 1→2** as the paper source, the printer automatically feeds paper from paper cassette 1 when paper runs out in paper cassette 2.
❸	Paper cassette 2	We recommend loading Letter or A4 size plain paper as this is used frequently.

Paper Size and Type Settings

If you register the paper size and type on the screen displayed when you load paper, 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 seeing unexpected colors due to using settings that do not match the paper type.



If the displayed paper size and type differ from the loaded paper, select the item to change. If the settings match the loaded paper, close the screen.

Note:

- *You can easily make paper size and type settings from your history. You can also lock frequently used paper combinations so that they remain in your history. Tap* ***Select from History****, select the paper size and paper type on the next screen, and then tap the lock icon ( ) for the paper setting you want to lock ( ).*
- *The paper setting screen is not displayed if you have disabled* ***Paper Setup Auto Display*** *in the following menus. In this situation, you cannot print from an iPhone, iPad, or iPod touch using AirPrint.*

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

Related Information

➡ "Paper Setup Auto Display:" on page 215

List of Paper Types

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

U.S. and Canada

Media Name	Media Type	
	Control Panel	Printer Driver, Mobile Devices*
Epson Bright White Paper Epson Bright White Pro Paper Epson Photo Quality Self Adhesive Sheets Epson Ultra Premium Photo Paper Luster Epson Iron-On Cool Peel Transfer Epson Bright White Premium Paper Epson Multipurpose Plus Paper	Plain paper	Plain paper
Epson Premium Photo Paper Glossy Epson Ultra Premium Photo Paper Glossy	Prem. Glossy	Epson Premium Glossy

Media Name	Media Type	
	Control Panel	**Printer Driver, Mobile Devices***
Epson Premium Photo Paper Semi-gloss	Prem. Semigloss	Epson Premium Semigloss
Epson Photo Paper Glossy	Glossy	Photo Paper Glossy
Epson Presentation Paper Matte Epson High Quality Ink Jet Paper Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided Epson Brochure & Flyer Paper Matte Double-sided Epson Velvet Fine Art Paper	Matte	Epson Matte

Other Regions

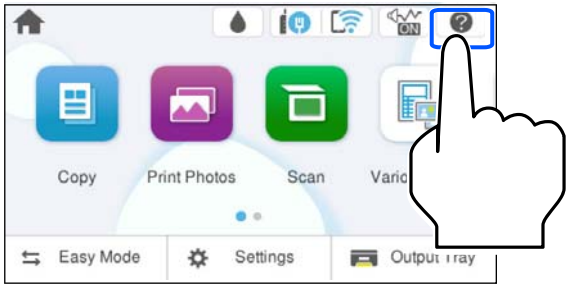
Media Name	Media Type	
	Control Panel	**Printer Driver, Mobile Devices***
Epson Bright White Ink Jet Paper	Plain paper	Plain paper
Epson Ultra Glossy Photo Paper	Ultra Glossy	Epson Ultra Glossy
Epson Premium Glossy Photo Paper	Prem. Glossy	Epson Premium Glossy
Epson Premium Semigloss Photo Paper	Prem. Semigloss	Epson Premium Semigloss
Epson Photo Paper Glossy	Glossy	Photo Paper Glossy
Epson Matte Paper-Heavyweight Epson Double-Sided Matte Paper	Matte	Epson Matte
Epson Photo Quality Ink Jet Paper Epson Double-sided Photo Quality Ink Jet Paper	Photo Quality Ink Jet	Epson Photo Quality Ink Jet
Epson Photo Stickers	Photo Stickers	Epson Photo Stickers
Epson Iron-On Cool Peel Transfer Paper	Plain paper	Plain paper
Plain paper	Plain paper	Plain paper
Envelope	Envelope	Envelope

* For mobile devices, these media types can be selected when printing using Epson Smart Panel.

Loading Paper Using Instructions on the LCD screen

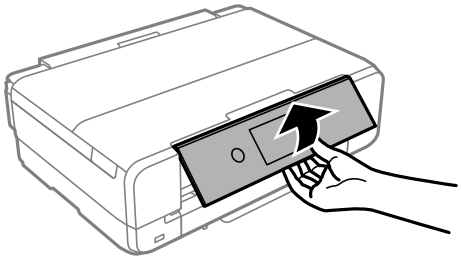
You can also load paper by referring to the animated instructions displayed on the printer's LCD screen.

-How To-Load paper

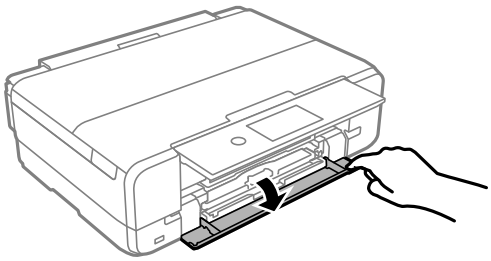


Loading Paper in Paper Cassette 1

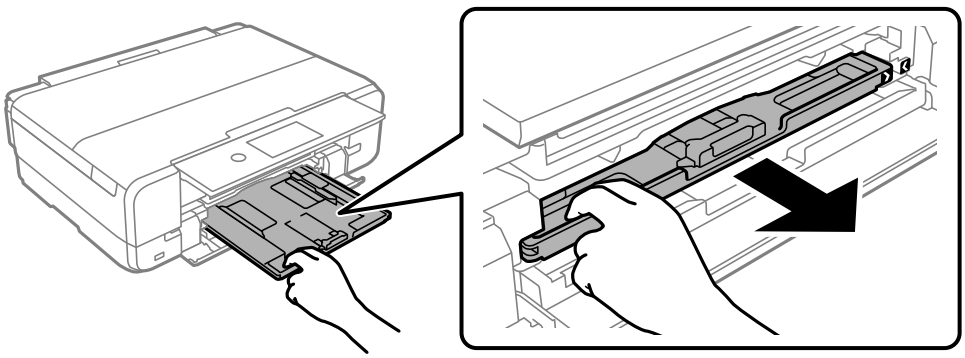
1. When the output tray is extended, check that there is no paper on the tray, and then close it by selecting Output Tray or pushing it with your hand.
2. Raise the control panel.



3. Open the front cover until it clicks.

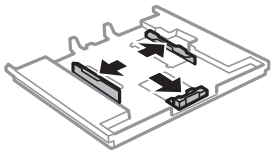


4. Make sure the printer is not performing any functions, and then pull out paper cassette 1. Paper cassette 1 has an alignment mark that allows you to locate it easily.

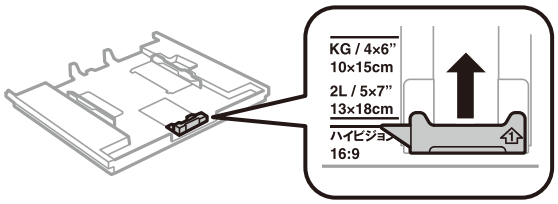


> ***Important:***
>
> *If paper cassette 1 is at the back and cannot be pulled out, turn the printer off and back on again to reposition the cassette so you can reach it.*

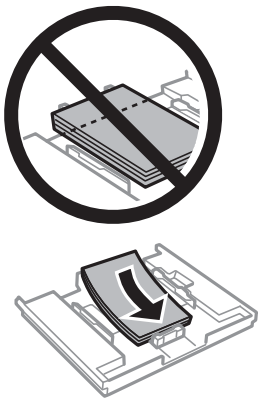
5. Slide the edge guides all the way out.



6. Slide the front edge guide all the way out.

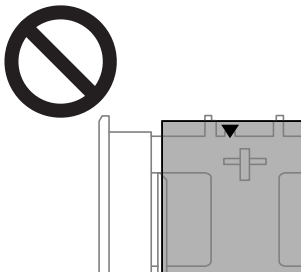


7. With the printable side facing down, load paper against the front edge guide.



Important:

❏ *Make sure the paper does not extend beyond the triangle symbol at the end of the cassette.*

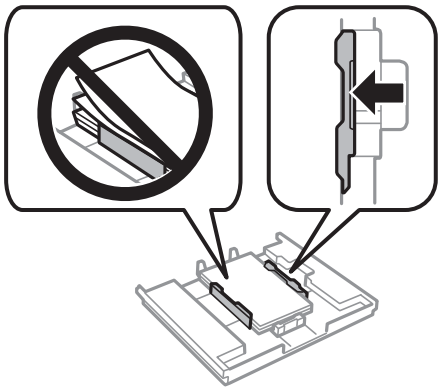


❏ *Do not load more than the maximum number of sheets specified for the paper. Do not load paper above the line indicated by the triangle symbol on the edge guide.*

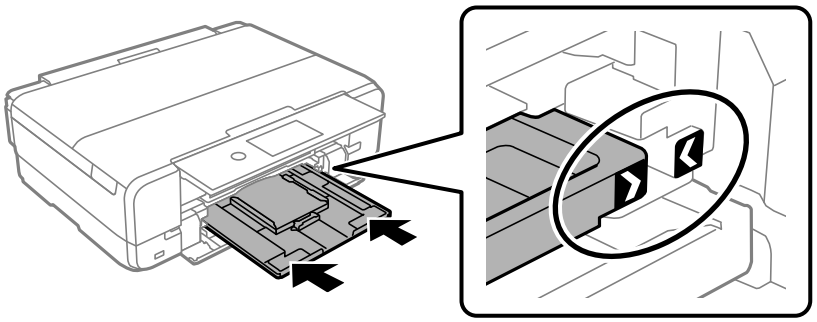


❏ *Do not load different types of paper in the cassette.*

8. Slide the edge guide to the edge of the paper.



9. Insert paper cassette 1. Align the marks on the printer and the tray.



10. Select the paper size and paper type.
11. Check the settings, and then select **Close**.

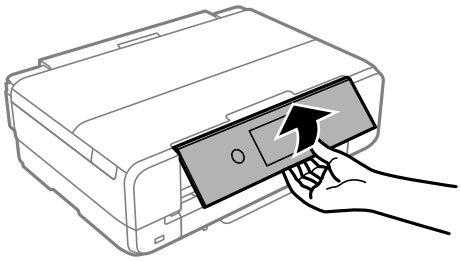
    Note:
    The output tray slides out automatically when printing starts.

Related Information

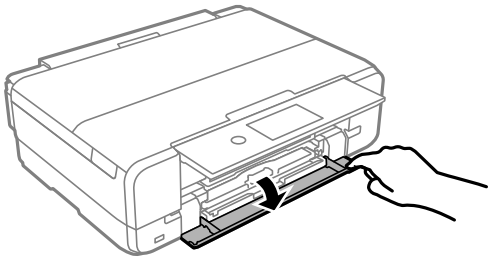
➡ "Available Paper and Capacities" on page 200
➡ "Paper Size and Type Settings" on page 31

Loading Paper in Paper Cassette 2

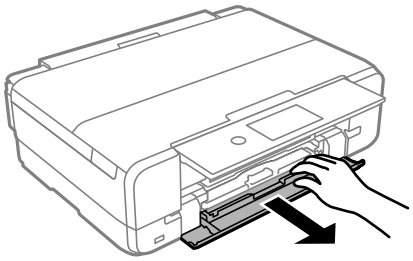
1. When the output tray is extended, check that there is no paper on the tray, and then close it by selecting Output Tray or pushing it with your hand.
2. Raise the control panel.



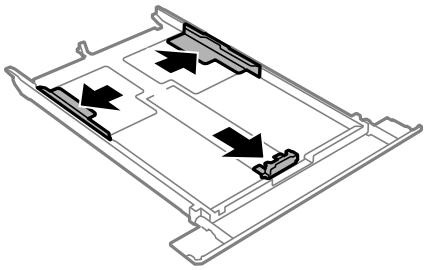
3. Open the front cover until it clicks.



4. Make sure the printer is not performing any functions and then pull out paper cassette 2.

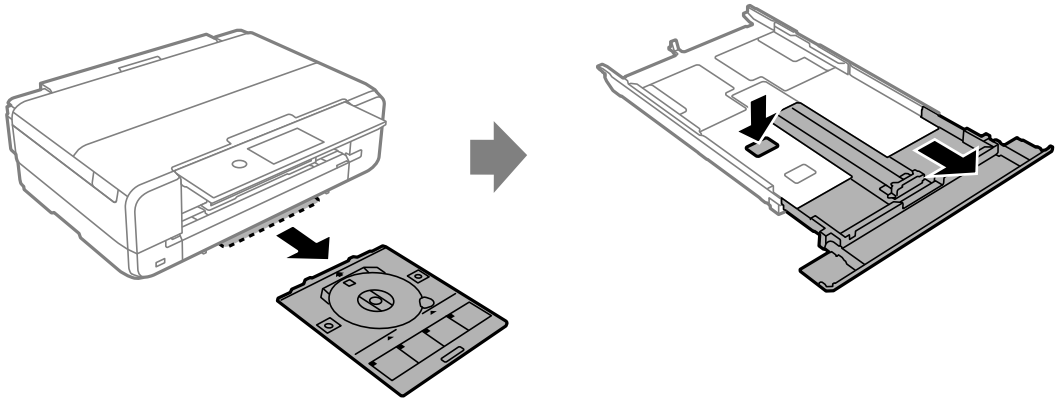


5. Slide the edge guides all the way out.

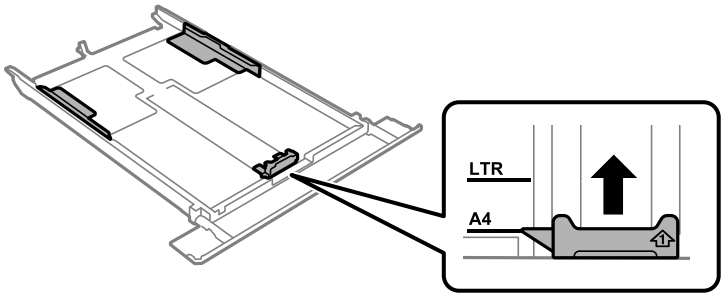


For U.S. and Canada only

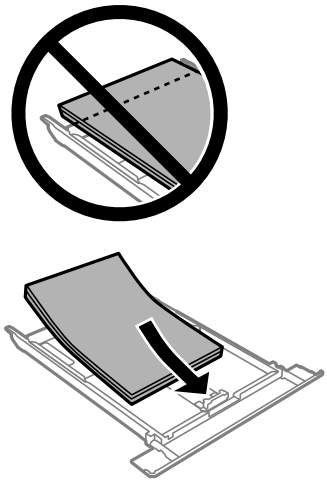
Note:
If you are using Legal size paper, remove the CD/DVD tray from under paper cassette 2. Then press the button on the cassette and extend it as shown.



6. Slide the front edge guide to the paper size you want to use.

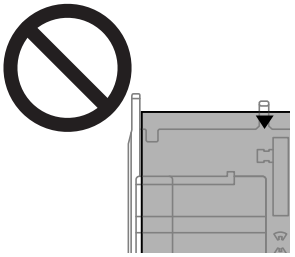


7. With the printable side facing down, load paper against the front edge guide.

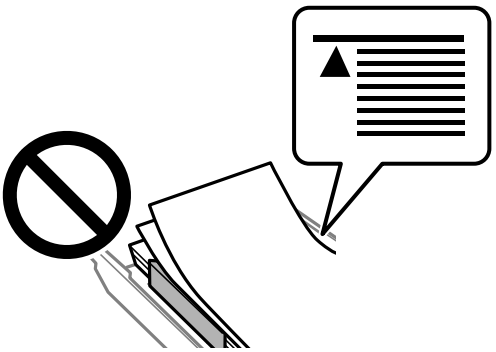


Important:

❏ *Make sure the paper does not extend beyond the triangle symbol at the end of the cassette.*

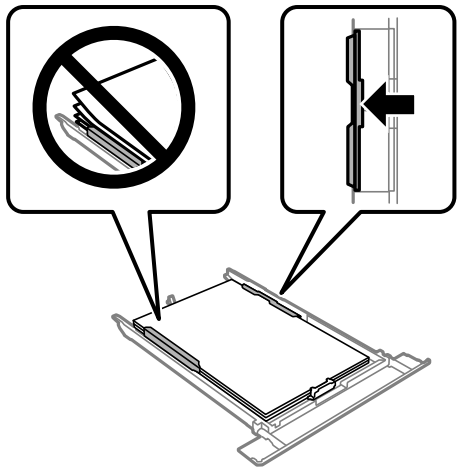


❏ *Do not load more than the maximum number of sheets specified for the paper. For plain paper, do not load above the line just under the triangle symbol inside the edge guide.*

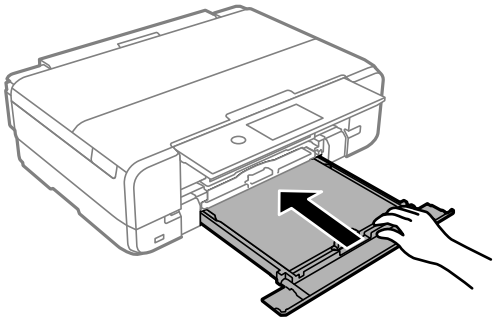


❏ *Do not load different types of paper in the cassette.*

8. Slide the edge guide to the edge of the paper.



9. Insert paper cassette 2.



10. Select the paper size and paper type.
11. Check the settings, and then select **Close**.

Note:
The output tray slides out automatically when printing starts.

Related Information

➡ "Available Paper and Capacities" on page 200
➡ "Paper Size and Type Settings" on page 31

Loading Paper in the Rear Paper Feed Slot

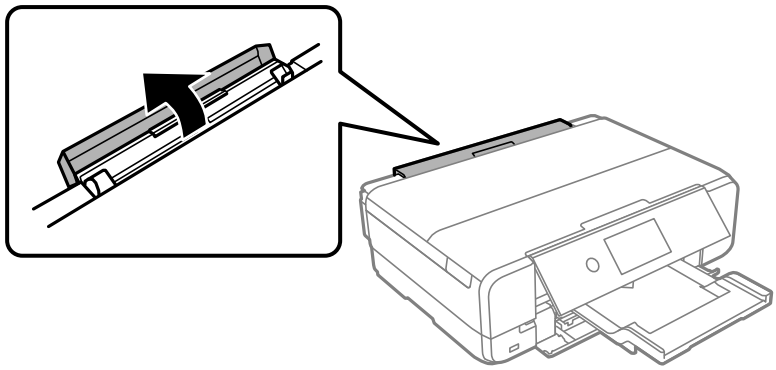
Important:
Do not load paper in the rear paper feed slot until the printer prompts you to do so. If you load paper too early, blank paper will be ejected.

1. Do one of the following.
   - ❏ When printing from the control panel: Select **Rear Paper Feed Slot** for the **Paper Setting**, select other print settings as needed, and then tap ◇.

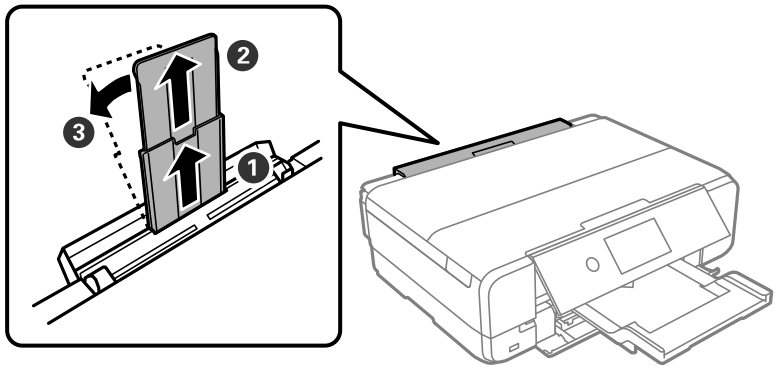
❏ When printing from a computer: Select **Rear Paper Feed Slot** as the **Paper Source** setting, select other print settings as needed, and then click **Print**.

2. A message is displayed on the control panel telling you that the printer is preparing, and then you are instructed to load paper.

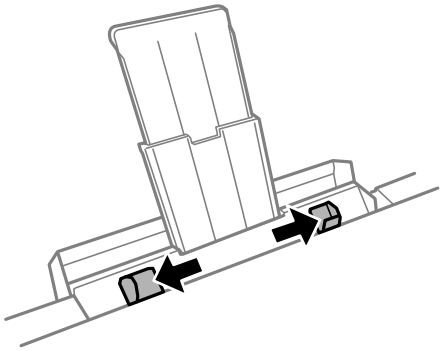
3. Open the rear paper feed slot cover.



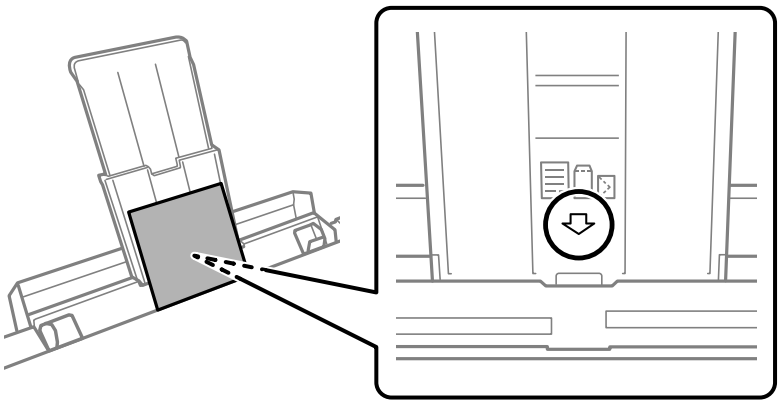
4. Extend the paper support and tilt it back until it is fixed in place.



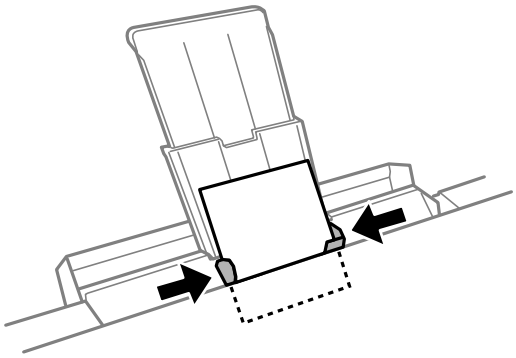
5. Slide out the edge guides.



6. Load a single sheet of paper at the center of the rear paper feed slot with the printable side facing up, and then insert it approximately 5 cm (2 in.) into the printer.



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



8. Tap ⓘ to start printing.

Related Information

➡ "Available Paper and Capacities" on page 200

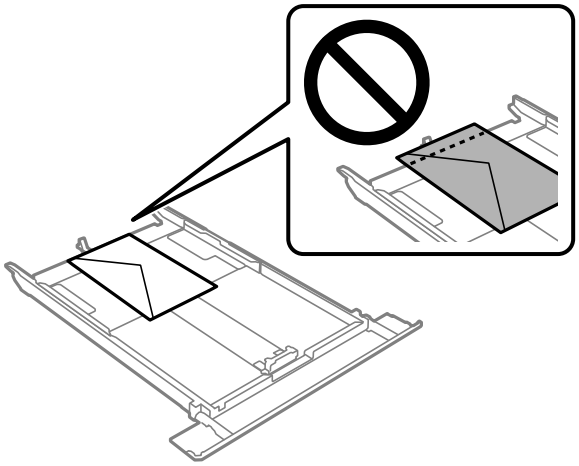
➡ "Paper Size and Type Settings" on page 31

Loading Various Paper

Loading Envelopes

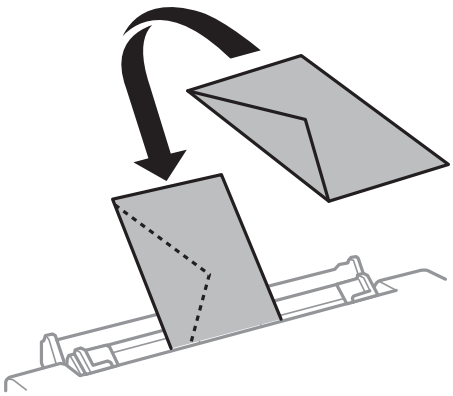
Paper Cassette 2

With the printable side facing down, load envelopes against the back of paper cassette 2. Slide the edge guides to the edges of the envelopes.



Rear Paper Feed Slot

Load an envelope at the center of the rear paper feed slot with the printable side facing up, and then slide the edge guides to the edges of the envelope.



Related Information

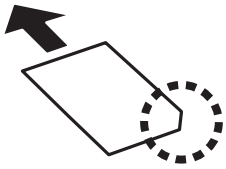
➡ "Available Paper and Capacities" on page 200

Loading Photo Stickers

Follow the instructions supplied with the stickers to load one sheet of Epson Photo Stickers. Do not load the loading support sheets into this product.

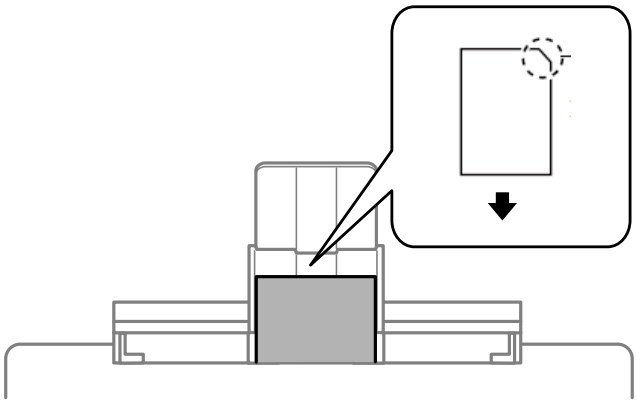
Paper cassette 1 or paper cassette 2

With the printable side facing down, load a sticker against the back of paper cassette 1 or paper cassette 2. Slide the edge guides to the edges of the sticker.



Rear paper feed slot

Load a sticker at the center of the rear paper feed slot with the printable side facing up. Slide the edge guides to the edges of the sticker.



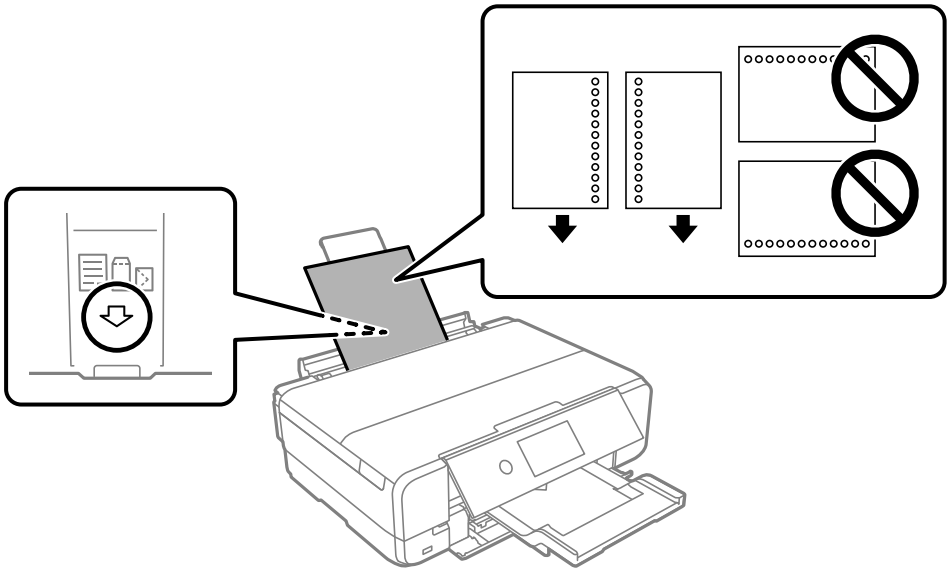
Related Information

➡ "Available Paper and Capacities" on page 200

Loading Pre-punched Paper

Load paper at the center of the rear paper feed slot with the printable side facing up. Slide the edge guides to the edges of the paper.

Load a single sheet of defined size plain paper with binding holes at the left or right. Adjust the print position of your file to avoid printing over the holes.



Related Information

➡ "Available Paper and Capacities" on page 200

Loading a CD/DVD

Printable CD/DVDs

You can print on a circular 12-cm CD/DVD labelled as suitable for printing, for example "printable on the label surface" or "printable with ink jet printers."

You can also print on Blu-ray Discs™.

CD/DVD Handling Precautions

- ❏ See the documentation provided with your CD/DVD for more information on handling the CD/DVD or writing data.
- ❏ Do not print on the CD/DVD before writing your data to it. If you do, fingerprints, dirt, or scratches on the surface may cause errors while writing data.
- ❏ Depending on the CD/DVD type or printing data, smearing may occur. Try making a test print on a spare CD/DVD. Check the printed surface after waiting for one full day.
- ❏ Compared to printing on genuine Epson paper, the print density is lowered to prevent ink from smearing on the CD/DVD. Adjust the print density as necessary.
- ❏ Let the printed CDs/DVDs dry for at least 24 hours, away from direct sunlight. Do not stack or insert the CD/DVDs into your device until they are completely dry.
- ❏ If the printed surface is sticky even after it has dried, lower the print density.
- ❏ Reprinting on the same CD/DVD may not improve the print quality.

- ❏ If the CD/DVD tray or the clear inner area of the CD/DVD are accidentally printed on, immediately wipe off the ink.
- ❏ Depending on the print area setting, the CD/DVD or CD/DVD tray may get dirty. Select accurate print range settings to make sure you print within the printable area.
- ❏ You can set the print range for the CD/DVD to a minimum of 18 mm for the inner diameter, and a maximum of 120 mm for the outer diameter. Depending on the settings, the CD/DVD or tray may be smeared. Select print range settings that match the CD/DVD you want to print on.

Loading and Removing a CD/DVD

When printing on or copying a CD/DVD, instructions are displayed on the control panel informing you when to load the CD/DVD. Follow the on-screen instructions.

Related Information

➡ "Printing Photos on a Disc Label" on page 74

➡ "Copying to a Disc Label" on page 89

Placing Originals

Precautions When Placing Originals on the Scanner Glass. 48

Placing Originals. 48

Precautions When Placing Originals on the Scanner Glass

Read the following instructions before placing originals.

❏ When placing bulky originals such as books, prevent exterior light from shining directly onto the scanner glass.

❏ If there is any dust or stains on the scanner glass, the scanning range may expand to include it, so the image of the original may be displaced or reduced.

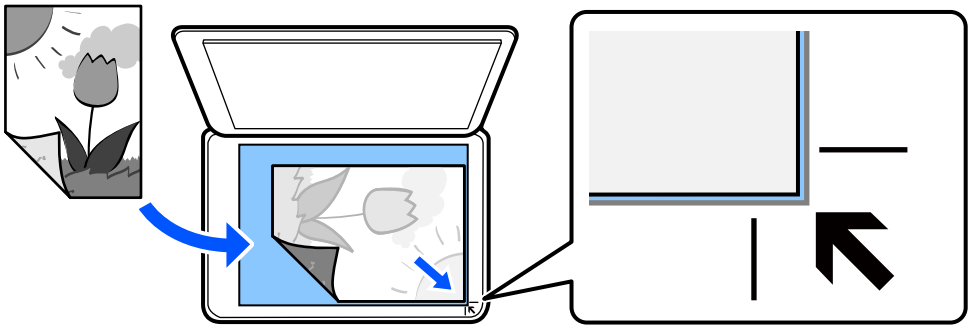


❏ Do not apply too much force to the scanner glass or the document cover. Otherwise, they may be damaged.

❏ Remove the originals after scanning. If you leave the originals on the scanner glass for a long time, they may stick to the surface of the glass.

Placing Originals

Place the original on the scanner glass. Place the original face-down and slide it to the corner mark.



You can also place originals by referring to the animated instructions displayed on the printer's LCD screen.

Select the following settings on the LCD screen.

- How To - Place Originals

Printing

Printing Photos. 50

Printing on Envelopes. 57

Printing Documents. 58

Printing on a Disc Label. 74

Printing Web Pages. 77

Printing Various Items. 77

Printing Using a Cloud Service. 81

Printing Photos

Printing Photos from a Memory Device

You can print data from a memory device such as a memory card or external USB device.

Printing Selected Photos



1. Load paper in the printer.

   "Loading Paper in Paper Cassette 1" on page 34

   "Loading Paper in Paper Cassette 2" on page 37

   "Loading Paper in the Rear Paper Feed Slot" on page 40

2. Insert a memory device into the SD card slot or the external interface USB port of the printer.

   If **Auto Selection Mode** in **Guide Functions** is turned on, a message is displayed. Check the message and select **to function index**.

3. Select **Print Photos** on the control panel.

4. Select **Print**.

5. When a message telling you that loading photos is complete is displayed, select **OK**.

6. Select the photo you want to print from the thumbnails on the screen.

   The selected photo has a check mark and the number of prints (1 initially) on it.

   Note:

   ❏ *Select Menu at the top right of the screen to display the **Select Photo Menu**. If you specify a date by using **Browse**, only photos of the specified date are displayed.*

   "Menu Options for Selecting Photos" on page 52

   ❏ *To change the number of prints, Select **Single View**, and then use - or +. If the icons are not displayed, tap anywhere on the screen.*

7. Select **Single View**, and then select to edit the photo if necessary.

   "Menu Options for Editing Photos" on page 54

8. Select **Next**, select settings on the **Basic Settings** tab as needed, and then select the number of prints.

   "Menu Options for Paper and Print Settings" on page 53

9. Select the **Advanced Settings** tab, and then change the settings as needed.

10. Select the **Basic Settings** tab, and then tap ⓘ.

11. Confirm that printing is complete.

    If you notice print quality problems such as banding, unexpected colors, or blurry images, select **Troubleshooting** to see the solutions.

Printing Collages of Photos and Background Patterns

You can print photos from a memory device by creating a layout and adding a background design.



Select the following settings on the LCD screen:

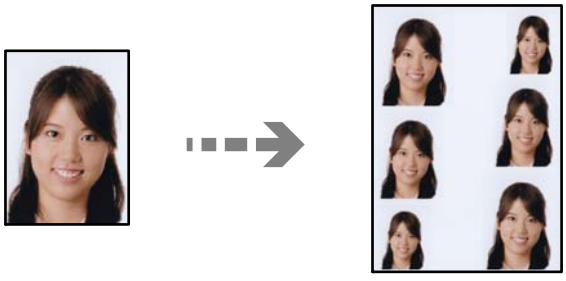
Print Photos > **Collage** > **Photo Collage**

Related Information

➡ "Menu Options for Printing from the Control Panel" on page 52

Printing at ID Photo Size

You can print ID photos using data from a memory device. Two copies of one photo are printed at two different sizes, 50.8×50.8 mm (2×2 in.) and 45.0×35.0 mm (1.8×1.4 in.), on 10×15 cm (4×6 in.) size photo paper.



Select the following settings on the LCD screen:

Print Photos > **Collage** > **Print Photo ID**

Related Information

➡ "Menu Options for Printing from the Control Panel" on page 52

Printing Photos with Handwritten Notes

You can print a photo from a memory device with handwritten text or drawings. This allows you to create original cards such as New Year's cards or birthday cards.

First select a photo and print a template on plain paper. Write or draw on the template and then scan it with the printer. You can then print the photo with your own personal notes and drawings.



Select the following settings on the LCD screen:

Various Prints > **Greeting Card** > **Select Photo and Print Template**

Important:

- ❏ *Do not remove the memory device until you have finished printing.*
- ❏ *Make sure that the text on the template is completely dry before placing it on the scanner glass. If there are stains on the scanner glass, the stains are also printed on the photo.*

Related Information

➡ "Menu Options for Printing from the Control Panel" on page 52

Menu Options for Printing from the Control Panel

Menu Options for Selecting Photos

Browse:

Display the photos on the memory device sorted using specified conditions. Available options depend on the features being used.

- ❏ Cancel Browse:

  Cancel sorting photos and display all the photos.

- ❏ yyyy:

  Select the year of the photos you want to display.

❏ yyyy/mm:

Select the year and month of the photos you want to display.

❏ yyyy/mm/dd:

Select the year, month, and date of the photos you want to display.

Display Order:

Select whether to display photos in ascending or descending order by date.

Select All Photos:

Select all photos and the number of prints.

Deselect All Photos:

Return the number of prints of all photos to 0 (zero).

Select Memory device:

Select the device from which you want to view photos.

Menu Options for Paper and Print Settings

Paper Setting:

Select the paper source that you want to use. Tap to display the paper size and paper type currently selected for the paper source. Tap to change the paper size and paper type settings.

Border Setting

❏ Borderless:

Prints without margins around the edges. Enlarges the print data slightly to remove margins from the edges of the paper. Select the amount of enlargement using the Expansion setting.

❏ With Border:

Prints with white margins around the edges.

Expansion:

With borderless printing, the image is enlarged slightly to remove margins from the edges of the paper. Select the amount of enlargement.

Fit Frame:

If the aspect ratio of the image data and the paper size is different, the image is automatically enlarged or reduced so that the short sides match the short sides of the paper. The long side of the image is cropped if it extends beyond the long side of the paper. This feature may not work for panorama photos.

Quality:

Select the print quality. Selecting **High** provides higher quality printing, but the printing speed may be slower. If you want to print on plain paper using a much higher quality, select **Best**. Note that the printing speed may slow down considerably.

Date:

Select the format used when printing dates on photos. This feature is available for photos whose data includes the date the photos were taken or saved, but it is not available for all layouts.

Print Info On Photos

- ❏ Off:

  Prints without any information.

- ❏ Camera Settings:

  Prints with some Exif information, such as shutter speed, f-ratio, or ISO sensitivity. Unrecorded information is not printed.

- ❏ Camera Text:

  Prints text set on the digital camera. For information on the text settings, see the documentation provided with your camera. This option is only available when printing borderlessly on 10×15 cm (4×6 in.), 13×18 cm (5×7 in.), or 16:9 wide (4x7 in.) paper sizes.

- ❏ Landmark:

  Prints the name of the place or landmark where the photo was taken for digital cameras that have the landmark feature. For information on the landmark feature, see the documentation provided with your camera. This option is only available when printing borderlessly on 10×15 cm (4×6 in.), 13×18 cm (5×7 in.), or 16:9 wide (4×7 in.) paper sizes.

Clear All Settings:

Resets the paper and print settings to their defaults.

Density:

For CD/DVD printing. Set the density to use when printing onto a CD/DVD.

Density:

For coloring book printing. Select the density of the outlines on the page.

Line Detection:

Select the sensitivity for detecting lines in photos when using the coloring book printing feature.

Menu Options for Editing Photos

Zoom/Rotate:

Adjusts the cropping area. You can move the frame to the area you want to crop, or change the size of the frame by sliding the ● marks at the corners. You can also rotate the frame.

Filter:

Prints in sepia or monochrome.

Enhance:

Select one of the image adjustment options. **Auto**, **People**, **Landscape**, or **Night Scene** produces sharper images and more vivid colors by automatically adjusting the contrast, saturation, and brightness of the original image data.

- ❏ Auto:

  The printer detects the image content and automatically enhances the image according to the detected content.

- ❏ People:

  Recommended for images of people.

- ❏ Landscape:

  Recommended for images of landscape or scenery.

- ❏ Night Scene:

  Recommended for images of night scenes.

- ❏ Enhance Off:

  Turns off the **Enhance** feature.

Fix Red-Eye:

Fixes red-eye in photos. Corrections are not applied to the original file, only to the printouts. Depending on the type of photo, parts of the image other than the eyes may be corrected.

Brightness:

Adjusts the brightness of the image.

Contrast:

Adjusts the difference between the brightness and darkness.

Sharpness:

Enhances or defocuses the outline of the image.

Saturation:

Adjusts the vividness of the image.

Printing Photos from a Computer

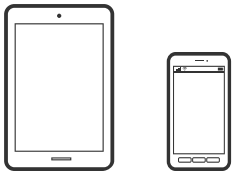
Epson Photo+ allows you to print photos easily and finely in various layouts on photo paper or disc labels (disc label printing is only supported by some models.). See the application's help for details.

Related Information

➡ "Software Information" on page 209

Printing Photos from Mobile Devices

You can print photos from a mobile device.



Printing Using Epson Smart Panel

Epson Smart Panel is an application that allows you to perform printer operations easily including printing, copying, or scanning from a mobile device. You can connect the printer and mobile device over a wireless network, check the ink levels and printer status, and check for solutions if an error occurs. You can also copy easily by registering a copy favorite.

Install Epson Smart Panel from the following URL or QR code.

https://support.epson.net/smpdl/

Start Epson Smart Panel, and then select the print menu on the home screen.

Printing Photos Using AirPrint

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

Note:
If you disabled paper configuration messages on your product 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 Paper Cassette 1" on page 34

   "Loading Paper in Paper Cassette 2" on page 37

   "Loading Paper in the Rear Paper Feed Slot" on page 40

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

   U.S. and Canada

   "Resetting the Network Connection" on page 126

   Other Regions

   https://epson.sn

3. Connect your Apple device to the same wireless network that your product is using.
4. Print from your device to your product.

   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 150

Printing Using Mopria Print Service

Mopria Print Service enables printing to Mopria certified printers and multifunction printers from many manufacturers. Mobile printing from your Android phone or tablet may be accomplished using the Mopria Print Service app in the Google Play Store.

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

Printing Using Epson Print Enabler

You can wirelessly print your documents, emails, photos, and web pages right from your Android smartphone or tablet (Android v7.0 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.

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

Printing on Envelopes from a Computer (Windows)

1. Load envelopes in the printer.

   "Loading Envelopes" on page 43
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. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.
6. Click **Print**.

Printing on Envelopes from a Computer (Mac OS)

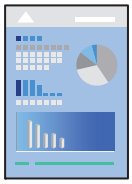
1. Load envelopes in the printer.
   "Loading Envelopes" on page 43
2. Open the file you want to print.
3. Select **Print** from the **File** menu or another command to access the print dialog.
4. Select the size as the **Paper Size** setting.
5. Select **Print Settings** from the pop-up menu.
6. Select **Envelope** as the **Media Type** setting.
7. Select other settings as necessary.
8. Click **Print**.

Printing Documents

Printing from a Computer

This section explains how to print a document from your computer using Windows as an example. On Mac OS, the procedure may be different or some features may not be supported.

Printing Using Easy Settings

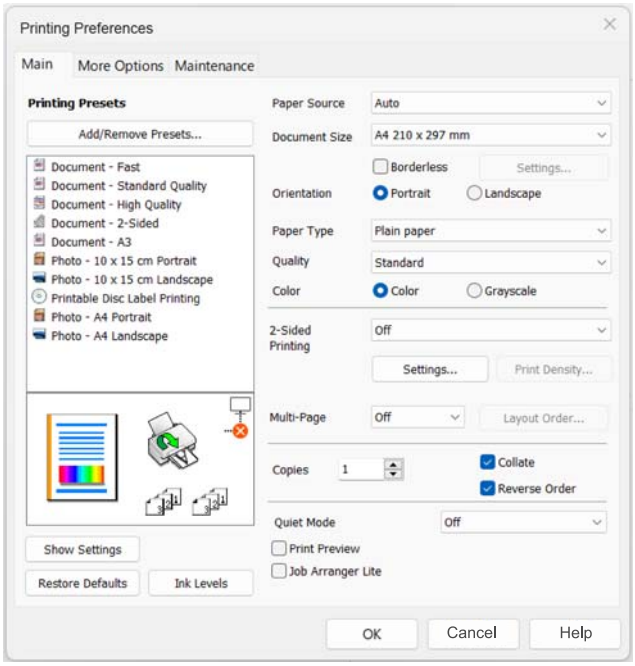


Note:
Operations may differ depending on the application. See the application's help for details.

1. Load paper in the printer.
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.

   You can see the online help for explanations of the settings. Right-clicking an item displays **Help**.

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

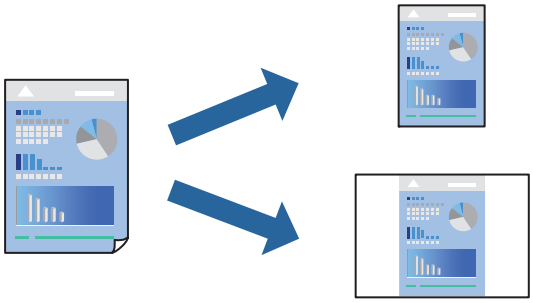
8. Click **Print**.

Related Information

➡ "List of Paper Types" on page 32
➡ "Available Paper and Capacities" on page 200

Adding Printing Presets for Easy Printing

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



1. On the printer driver's **Main** or **More Options** tab, select the settings you want to include in the preset (such as **Document Size** and **Paper Type**).
2. Click **Add/Remove Presets** in **Printing Presets**.
3. Enter a **Name** and, if necessary, enter a comment.
4. 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.*
5. Click **Print**.

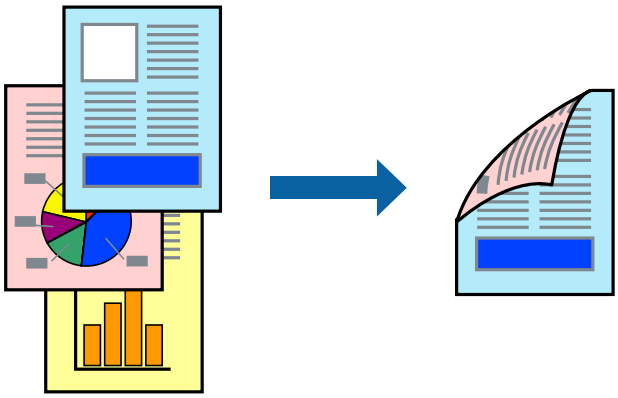
The next time you want to print using the same settings, select the registered setting name from **Printing Presets**, and click **OK**.

Printing on 2-Sides

You can use either of the following methods to print on both sides of the paper.

- ❏ Automatic 2-sided printing
- ❏ Manual 2-sided printing

  When the printer has finished printing the first side, flip the paper over to print on the other side.



Note:
This feature is not available for borderless printing.

Access the printer driver, and then select the following settings.

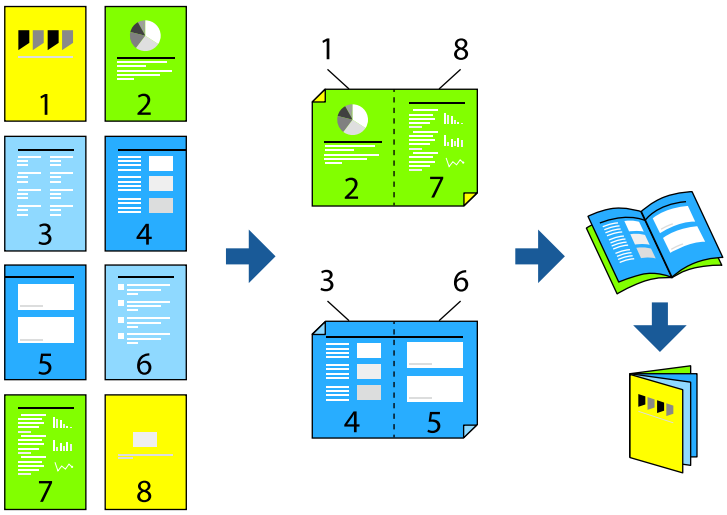
Main tab > **2-Sided Printing**

Related Information

➡ "Paper for 2-Sided Printing" on page 207
➡ "Cannot Perform Manual 2-sided Printing (Windows)" on page 196

Printing a Booklet

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



Note:
This feature is not available with borderless printing.

Access the printer driver, and then select the following settings.

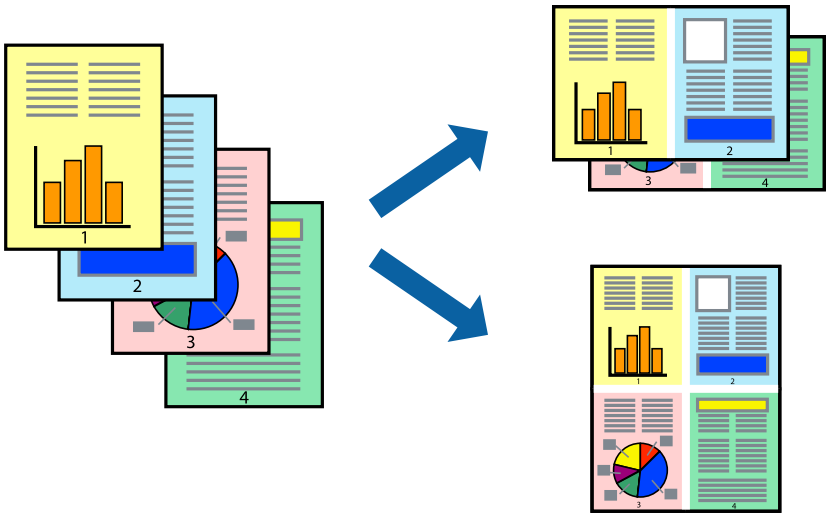
On the **Main** tab, select the 2-sided printing method from **2-Sided Printing**, and then select **Settings** > **Booklet**.

Related Information

➡ "Paper for 2-Sided Printing" on page 207
➡ "Cannot Perform Manual 2-sided Printing (Windows)" on page 196

Printing Several Pages on One Sheet

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



Note:
This feature is not available with borderless printing.

Access the printer driver, and then select the following settings.

Main tab > **Multi-Page** > **2-Up**, etc.

Printing to Fit the Paper Size

You can print to fit the paper size you loaded in the printer.



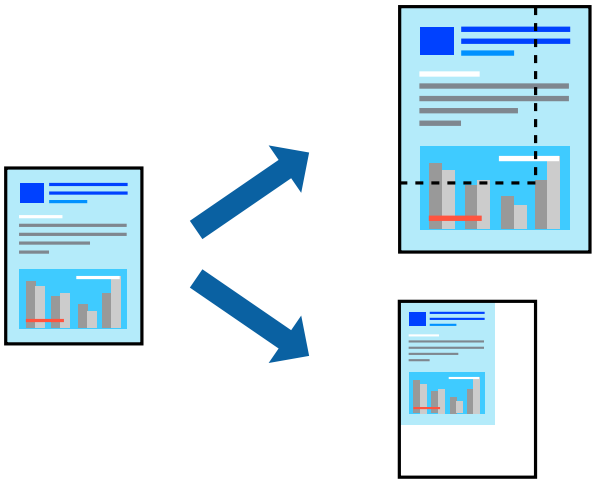
Note:
This feature is not available with borderless printing.

Access the printer driver, and then select the following settings.

On the **More Options** tab, select **Output Paper**, then select the size of the loaded paper.

Printing a Reduced or Enlarged Document at any Magnification

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

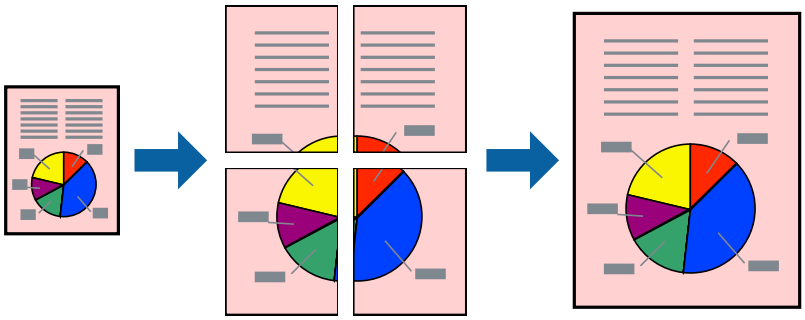


Note:
This feature is not available with borderless printing.

1. On the printer driver's **More Options** tab, select the document size from the **Document Size** setting.
2. Select the paper size you want to print on from the **Output Paper** setting.
3. Select **Reduce/Enlarge Document**, **Zoom to**, and then enter a percentage.

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.



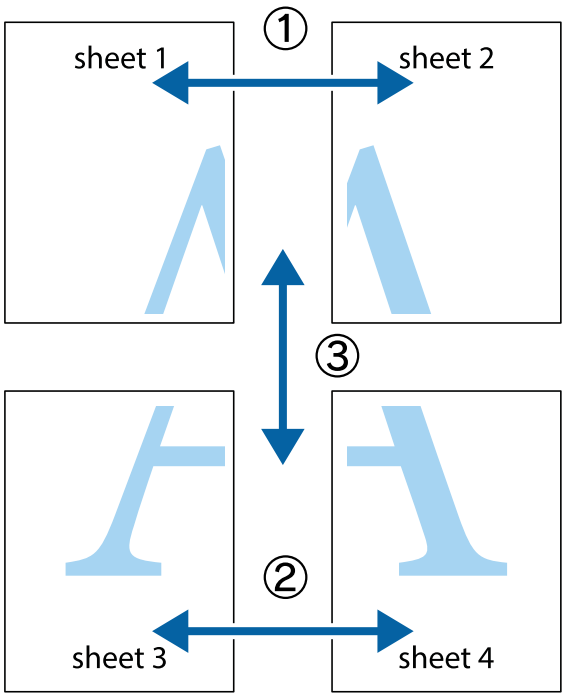
Note:
This feature is not available with 2-sided printing.

Access the printer driver, and then select the following settings.

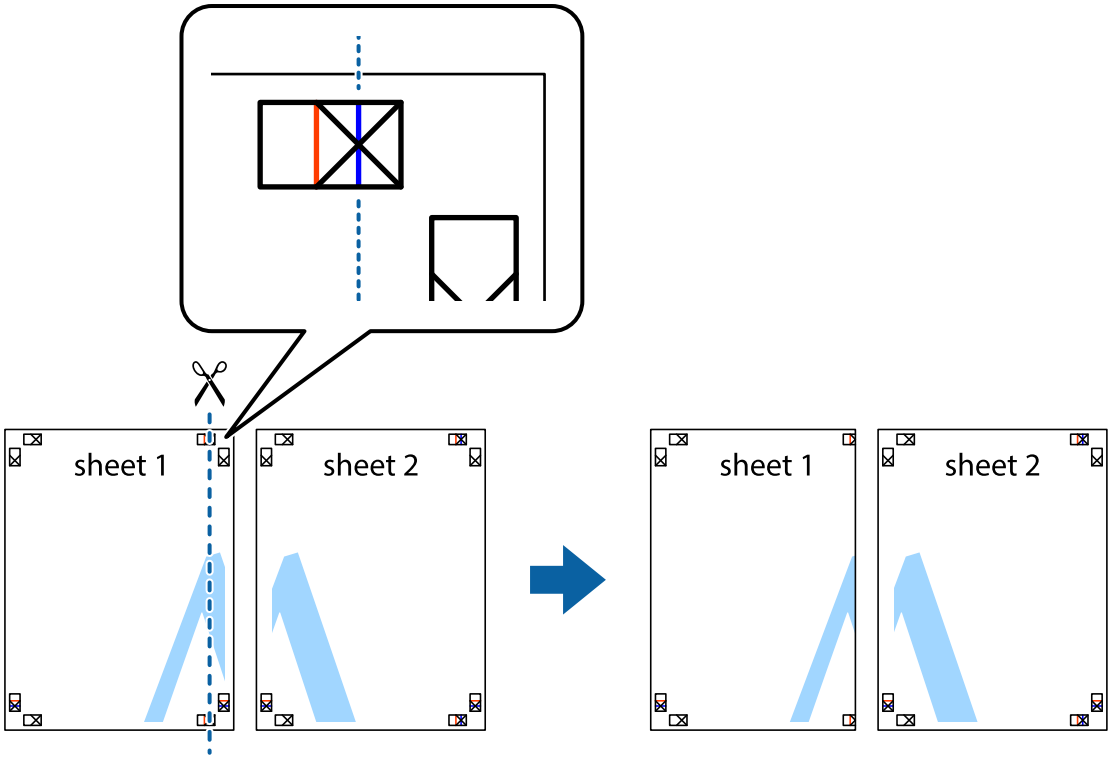
Main tab > **Multi-Page** > **2x2 Poster**, etc.

Making Posters Using Overlapping Alignment Marks

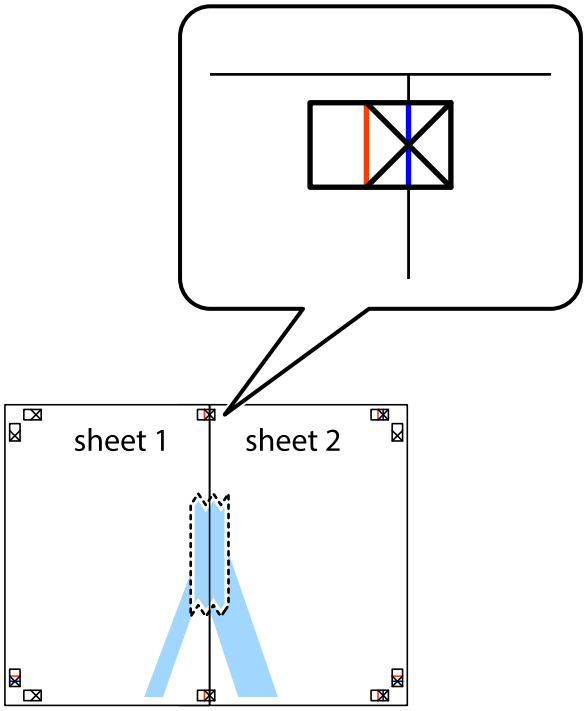
Here is an example of how to make a poster when **2x2 Poster** is selected, and **Overlapping Alignment Marks** is selected in **Print Cutting Guides**.



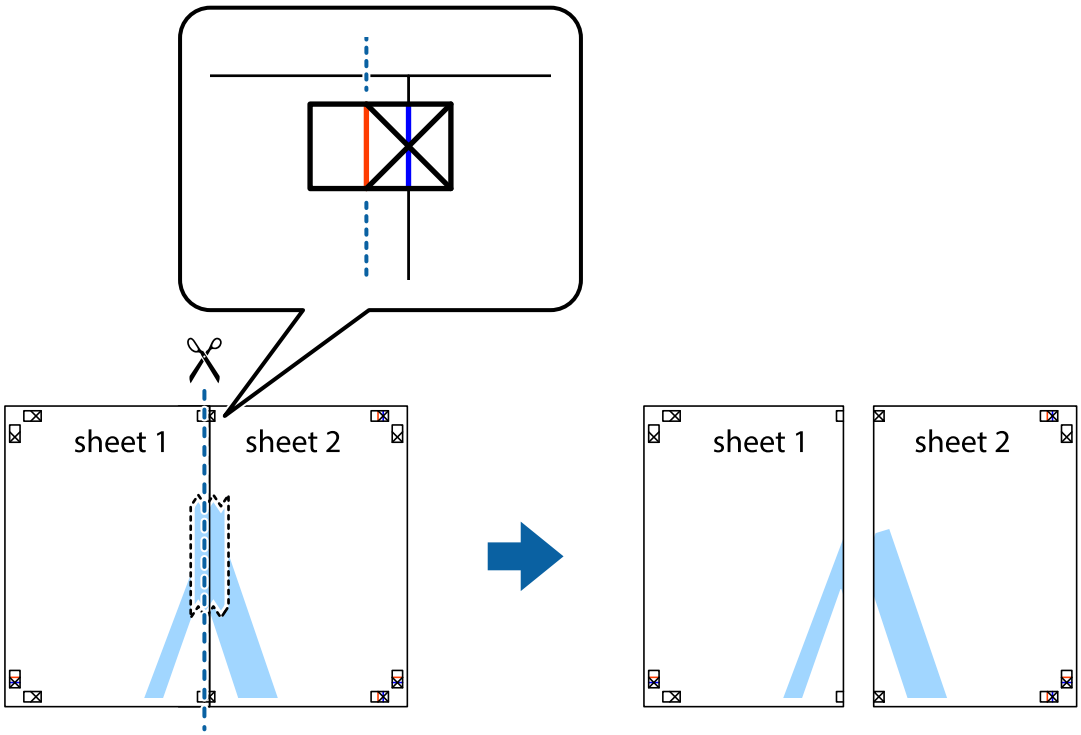
1. Prepare Sheet 1 and Sheet 2. Cut off the margins of Sheet 1 along the vertical blue line through the center of the top and bottom cross marks.



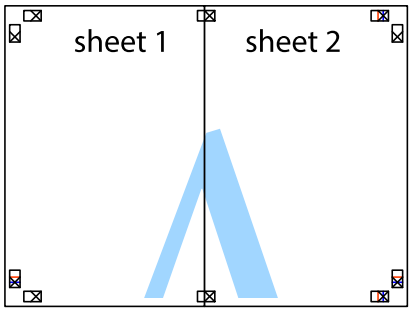
2. Place the edge of Sheet 1 on top of Sheet 2 and align the cross marks, then temporarily tape the two sheets together from the back.



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).

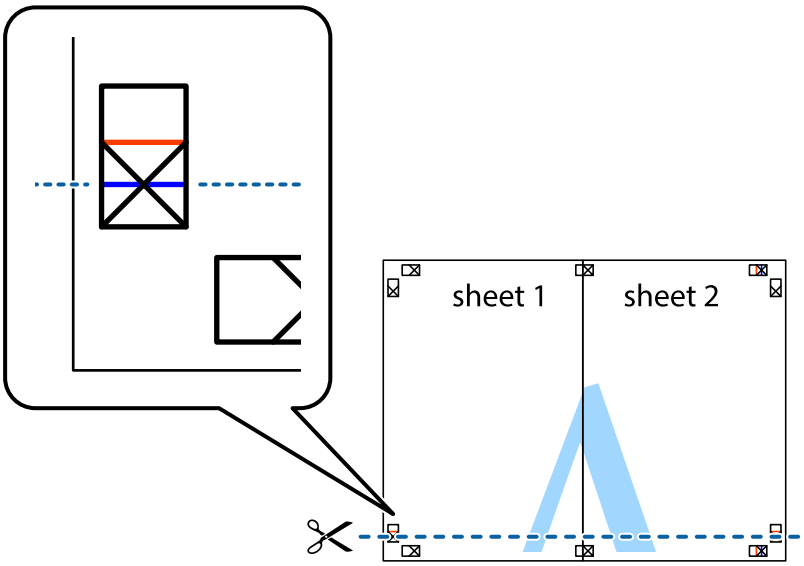


4. Tape the sheets together from the back.

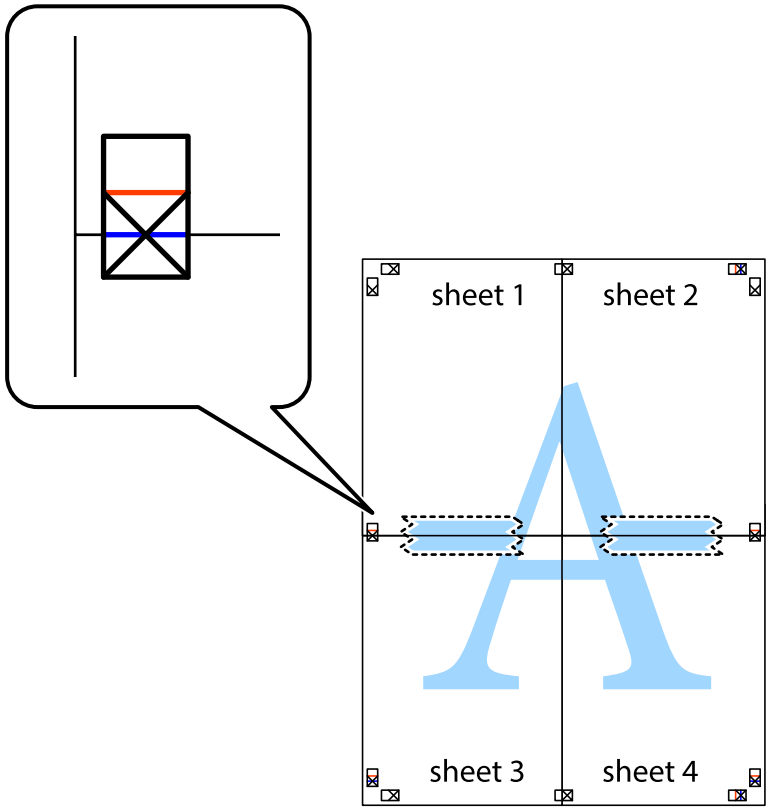


5. Repeat steps 1 to 4 to tape Sheet 3 and Sheet 4 together.

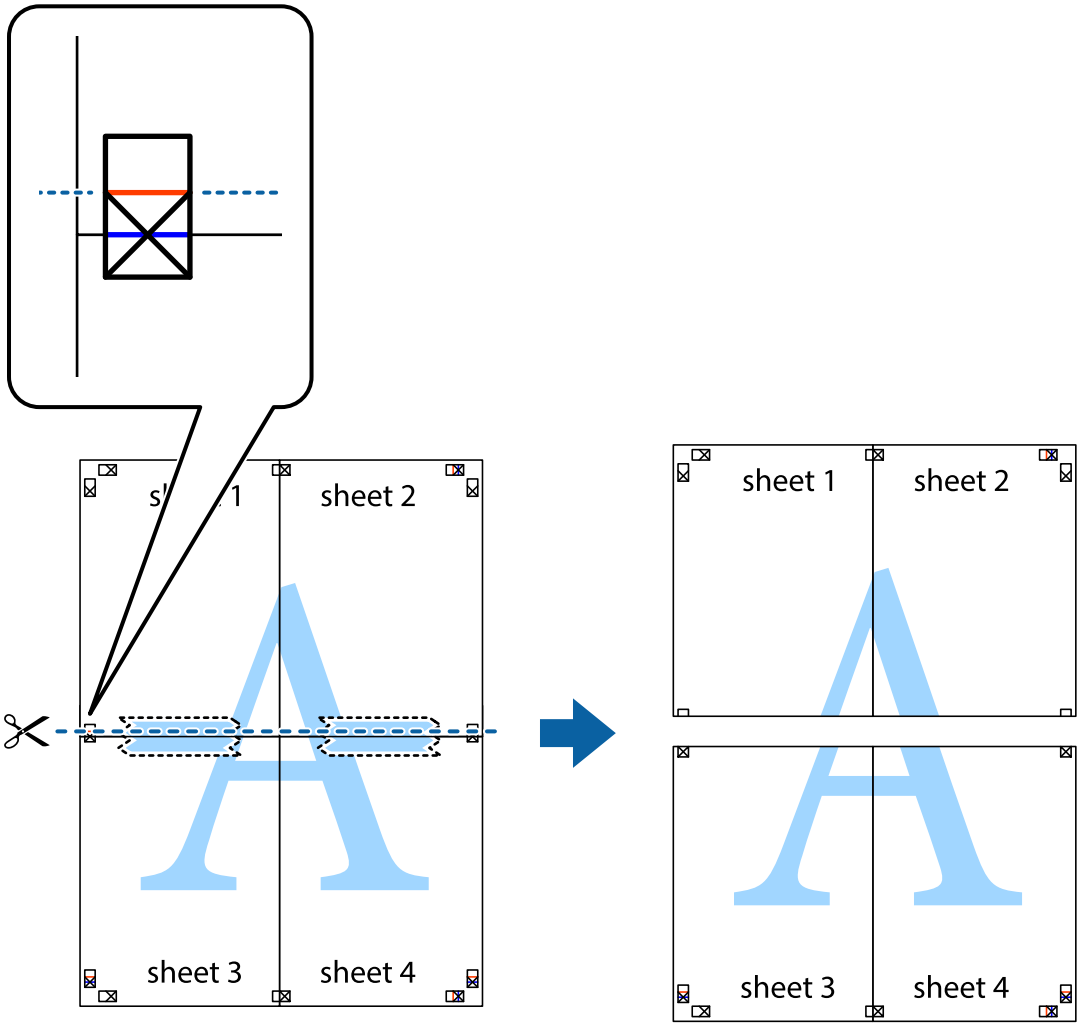
6. Cut off the margins of Sheet 1 and Sheet 2 along the horizontal blue line through the center of the left and right side cross marks.



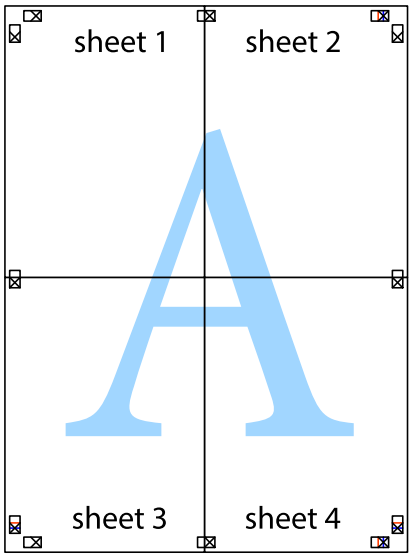
7. Place the edge of Sheet 1 and Sheet 2 on top of Sheet 3 and Sheet 4 and align the cross marks, and then temporarily tape them together from the back.



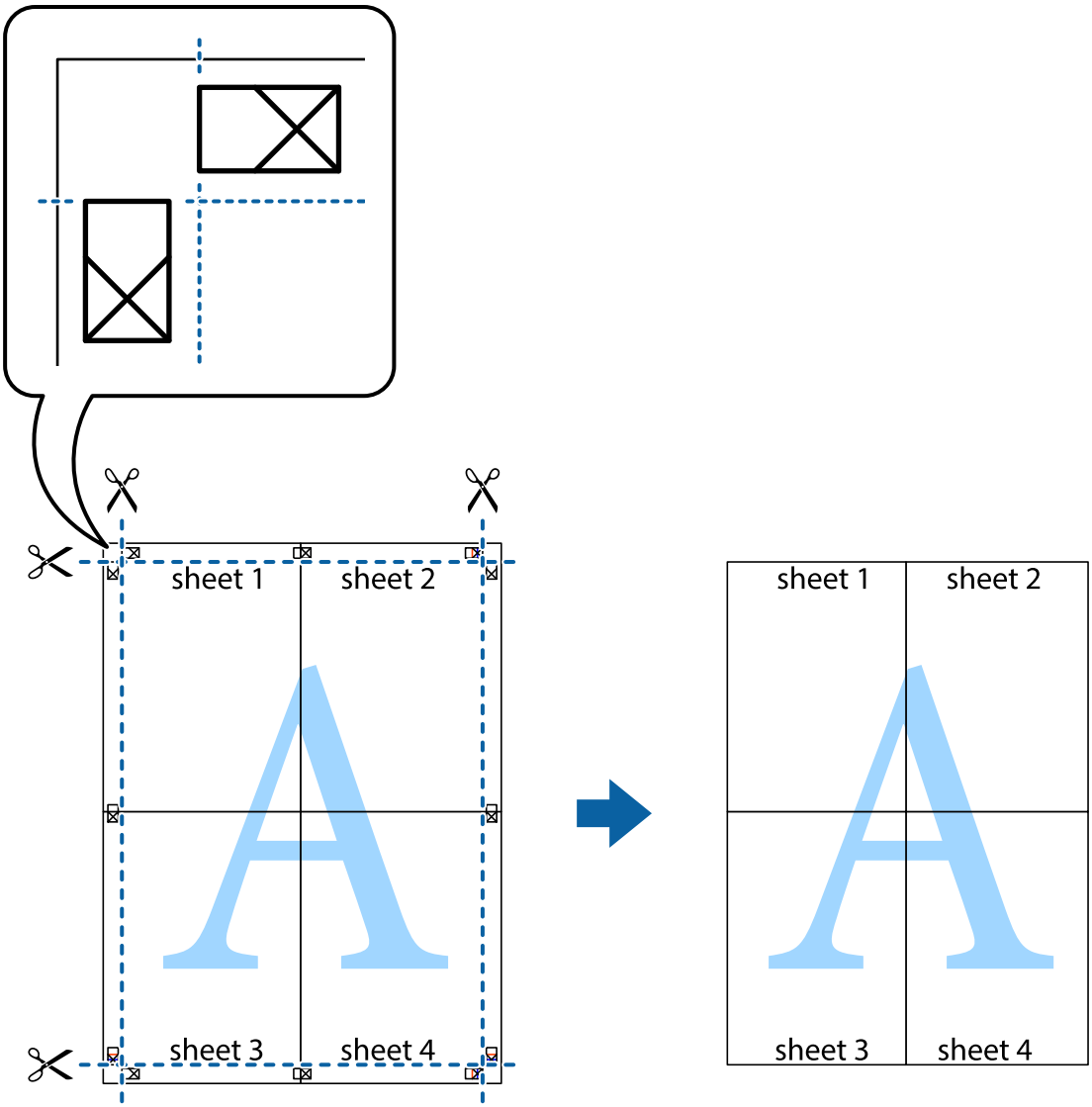
8. Cut the taped sheets in two along the horizontal red line through the alignment markers (this time, the line above the cross marks).



9. Tape the sheets together from the back.

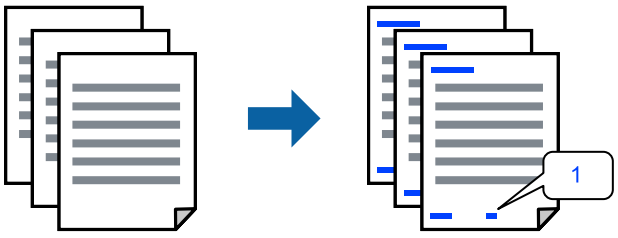


10. Cut off the remaining margins along the outer guide.



Printing with a Header and Footer

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

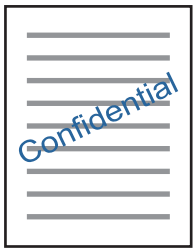


Access the printer driver, and then select the following settings.

More Options tab > **Watermark Features** > **Header/Footer**

Printing a Watermark

You can print a watermark such as "Confidential" on your printouts. You can also add your own watermark.



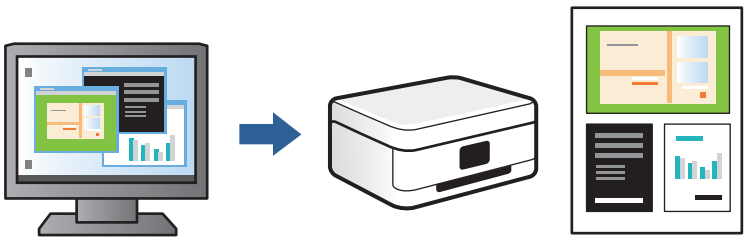
Note:
This feature is not available with borderless printing.

Access the printer driver, and then select the following settings.

More Options tab > **Watermark Features** > **Watermark**

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. On the printer driver's **Main** tab, select **Job Arranger Lite**, and then click **OK**.
2. Click **Print**.

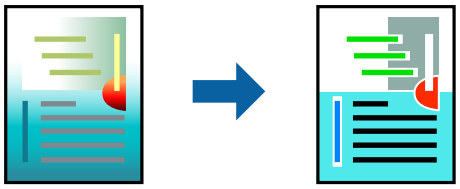
   When you start printing, the Job Arranger Lite window is displayed.
3. With the Job Arranger Lite window opened, open the file that you want to combine with the current file, and then repeat the above steps.
4. When you select a print job added to Print Project in the Job Arranger Lite window, you can edit the page layout.
5. 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.*

Printing Using the Color Universal Print Feature

You can enhance the visibility of texts and images in printouts.



Color Universal Print is only available when all of the following conditions are met.

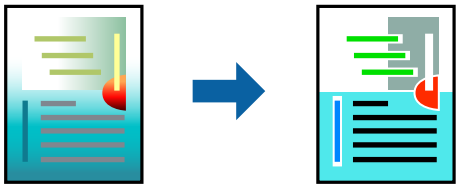
- ❏ Paper Type: Plain paper
- ❏ Quality: Standard or a higher quality
- ❏ Color: Color
- ❏ Applications: Microsoft® Office 2007 or later
- ❏ Text Size: 96 pts or smaller

Access the printer driver, and then select the following settings.

More Options tab > **Color Correction** > **Image Options** > **Color Universal Print**

Adjusting the Print Color

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

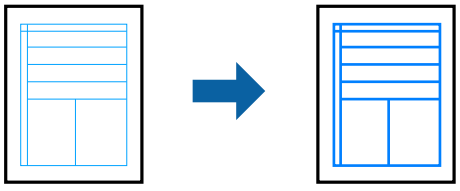


Access the printer driver, and then select the following settings.

More Options tab > **Color Correction** > **Custom** > **Advanced**, etc.

Printing to Emphasize Thin Lines

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

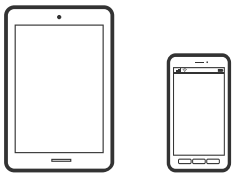


Access the printer driver, and then select the following settings.

More Options tab > **Color Correction** > **Image Options** > **Emphasize Thin Lines**

Printing Documents from Mobile Devices

You can print documents from a mobile device.



Printing Using Epson Smart Panel

Epson Smart Panel is an application that allows you to perform printer operations easily including printing, copying, or scanning from a mobile device. You can connect the printer and mobile device over a wireless network, check the ink levels and printer status, and check for solutions if an error occurs. You can also copy easily by registering a copy favorite.

Install Epson Smart Panel from the following URL or QR code.

https://support.epson.net/smpdl/

Start Epson Smart Panel, and then select the print menu on the home screen.

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.

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 Paper Cassette 1" on page 34

"Loading Paper in Paper Cassette 2" on page 37

"Loading Paper in the Rear Paper Feed Slot" on page 40

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

   U.S. and Canada

   "Resetting the Network Connection" on page 126

   Other Regions

   https://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 150

Printing Using Mopria Print Service

Mopria Print Service enables printing to Mopria certified printers and multifunction printers from many manufacturers. Mobile printing from your Android phone or tablet may be accomplished using the Mopria Print Service app in the Google Play Store.

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

Printing Using Epson Print Enabler

You can wirelessly print your documents, emails, photos, and web pages right from your Android smartphone or tablet (Android v7.0 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.

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

Printing Photos on a Disc Label

You can select photos stored on a memory device to print onto a printable CD, DVD, or Blu-ray Disc.

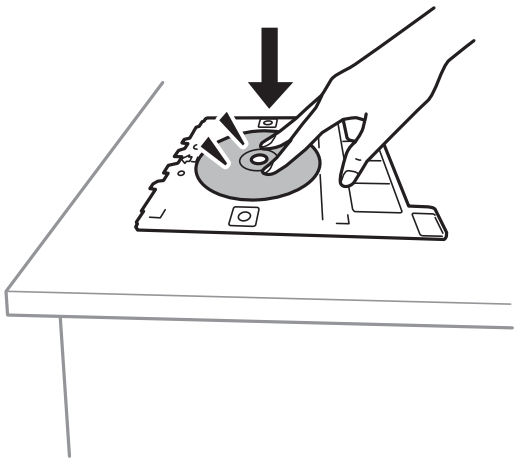


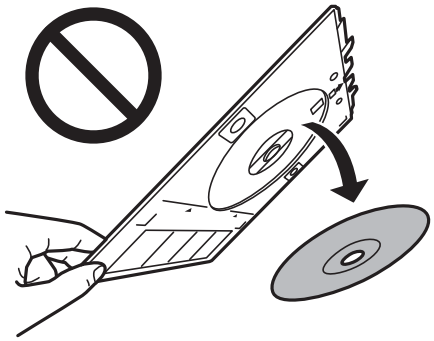
Select the following settings on the LCD screen:

Various Prints > **Disc label/Jewel case** > **Print on Disc label**

Important:

- *Before printing on the CD/DVD, see the CD/DVD handling precautions.*
  "CD/DVD Handling Precautions" on page 45
- *Do not insert the CD/DVD tray while the printer is operating. This may damage the printer.*
- *Place a CD/DVD on the CD/DVD tray with the printable side facing up. Press the center of the CD/DVD to securely attach it to the CD/DVD tray. Otherwise, the CD/DVD may fall off the tray. Turn the tray over to check that the CD/DVD is firmly secured in the tray.*





- *After printing is finished, make sure you remove the CD/DVD tray. If you do not remove the tray and turn the printer on or off, or run head cleaning, the print head will strike the tray and may cause the printer to malfunction.*

Note:

- *If you need to change the inner or outer diameter, select* Menu *in the upper-right of the screen, and then select* ***Disc label Inner/Outer****. Select the outer and inner diameter using* ↓↑*, and then select* ***OK****. You can also set the diameter by selecting the value in the frame and using the on-screen keypad.*

  You can set 114 to 120 mm as the outer diameter, and 18 to 46 mm as the inner diameter, in 1 mm increments.
- *The inner and outer diameters are restored to their defaults after printing the disc label. You can change the defaults in* ***Settings*** *>* ***Printer Settings*** *>* ***Disc label Inner/Outer****.*
- *To print a test label, select* ***Test print on A4 paper*** *or* ***Test Print on Letter/A4****, and then load A4 or Letter size plain paper in the paper cassette. You can check the printout image before printing on a disc label.*
- *You may feel slight friction when inserting the tray into the printer. This is normal and you should continue to insert it horizontally.*

Related Information

➡ "Menu Options for Printing from the Control Panel" on page 52

➡ "CD/DVD Handling Precautions" on page 45

Menu Options for Printing on a Disc Label

Select Layout:

Select the layout of your photos.

- 1-up

  Place one photo.

  You can select detailed settings in the following menus.

  Menu: You can browse your photos, change the display order, and select memory devices.

  Single View: You can check photo information with ⓘ, zoom in and out with ⊕, and edit images with ✎.
- 4-up

  Place 4 photos.

  Menu: You can browse your photos, change the display order, and select memory devices.

  Single View: You can check photo information with ⓘ, zoom in and out with ⊕, and edit images with ✎.
- Variety

  Place 10 photos.

  Menu: You can browse your photos, change the display order, and select memory devices.

  Single View: You can check photo information with ⓘ, zoom in and out with ⊕, and edit images with ✎.
- Menu

  You can use Disc label Inner/Outer to adjust the inner and outer diameters of the print area. You can specify a maximum of 120 mm for the outer diameter, and a minimum of 18 mm for the inner diameter. Depending on the setting, the disc or disc tray may get dirty. Select values that match the printable area of your disc.

Select type:

Select whether to print on a disc label or to print a test label.

❏ Print on Disc label

Print on the disc label.

❏ Test print on A4 paper or Test Print on Letter/A4

You can print a test on paper before printing on a disc.

Basic Settings:

Paper Setting

When you select **Test print on A4 paper** or **Test print on Letter/A4**, you can select the paper source.

Advanced Settings:

Density

Set the density to use when printing on a disc.

Printing Photos on a Jewel Case Jacket

You can easily print photos onto a jewel case jacket using a photo on your memory device. Print the jacket on A4-size paper, and then cut it to fit in the jewel case.



Select the following settings on the LCD screen:

Various Prints > **Disc label/Jewel case** > **Print on Jewel Case**

Related Information

➡ "Menu Options for Printing from the Control Panel" on page 52

Printing Photos on a Disc Label With Epson Photo+

Epson Photo+ allows you to easily print high quality photos in various layouts on disc labels or jewel case jackets. See the application's help for details.

After you start printing, follow the on-screen instructions to load a disc.

You can watch the procedure in the Web Video Manuals. Access the following website.

https://support.epson.net/publist/vlink.php?code=NPD7618

Printing Web Pages

Printing Web Pages from a Computer

Epson Photo+ allows you to display web pages, crop to a specified area, and then edit and print them. See the application's help for details.

Printing Web Pages from Mobile Devices

Install Epson Smart Panel from the following URL or QR code.

https://support.epson.net/smpdl/

Open the web page you want to print in your web browser app. Tap **Share** from the menu of the web browser application, select **Smart Panel**, and then start printing.

Printing Various Items

Printing Paper with Patterns (Design Paper)

You can print a variety of design paper by using the patterns stored in the printer, such as borders and polka dots. You can also print original patterns using a photo from a memory device. This allows you to make homemade book covers, wrapping paper, and other creative projects. Visit the following website for details on how you can create your own items.

U.S. and Canada

https://support.epson.net/fun

Other Regions

https://epson.sn



Select the following settings on the LCD screen:

Various Prints > **Personal Stationery** > **Design Paper**

Note:
If you are using a mobile device, you can use the Epson Creative Print app to print design paper with a variety of patterns.

You can install it from the home screen of Epson Smart Panel.

Related Information

➡ "Menu Options for Printing from the Control Panel" on page 52

Printing Lined Paper

You can print lined paper, graph paper, or music manuscript paper and use it to create your own original notebook or loose leaf.



Select the following settings on the LCD screen:

Various Prints > **Personal Stationery** > **Ruled Paper**

Related Information

➡ "Menu Options for Printing from the Control Panel" on page 52

Printing Writing Paper

You can easily print original writing paper with a photo from a memory device set as the background. The photo is printed lightly so that the lines can still be seen.



Select the following settings on the LCD screen:

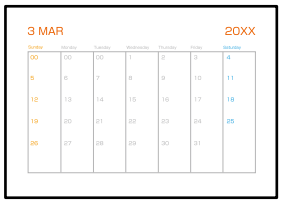
Various Prints > **Personal Stationery** > **Writing Papers**

Related Information

➡ "Menu Options for Printing from the Control Panel" on page 52

Printing a Schedule

You can easily print a Monthly, Weekly, or Daily schedule.



Select the following settings on the LCD screen:

Various Prints > **Personal Stationery** > **Schedule**

Related Information

➡ "Menu Options for Printing from the Control Panel" on page 52

Printing an Original Calendar

You can easily print an original calendar containing a photo from a memory device.



Select the following settings on the LCD screen:

Various Prints > **Personal Stationery** > **Calendar**

Related Information

➡ "Menu Options for Printing from the Control Panel" on page 52

Printing a Message Card

You can easily print an original message card containing a photo from a memory device.



Select the following settings on the LCD screen:

Various Prints > **Personal Stationery** > **Message Card**

Related Information

➡ "Menu Options for Printing from the Control Panel" on page 52

Printing a Coloring Book Using Photos

You can print coloring book pages by extracting only the outline of photos or illustrations.



Select the following settings on the LCD screen:

Various Prints > **Coloring Book**

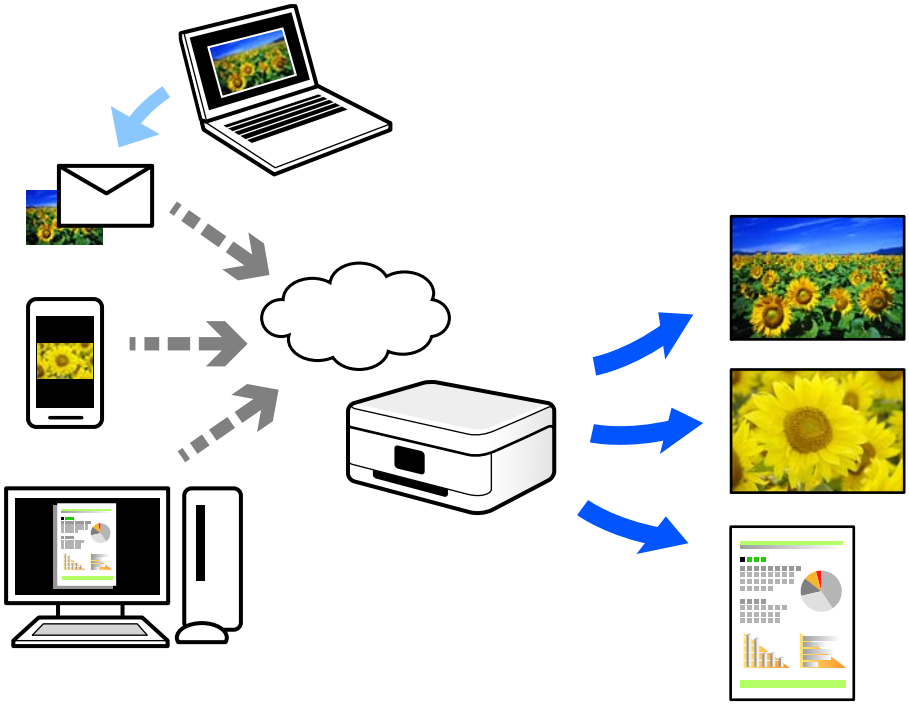
Note:
Unless they are being used for personal use (at home or other restricted areas), you need permission from the copyright holder when using copyright protected originals to create a coloring book.

Related Information

➡ "Menu Options for Printing from the Control Panel" on page 52

Printing Using a Cloud Service

By using the 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 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 Smart Panel

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

When you print 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://epson.com/connect (U.S.)

https://epson.ca/connect (Canada)

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

https://www.epsonconnect.ae (Middle East, Turkey, Africa, Central and West Asia)

https://www.epsonconnect.com (Other regions)

Copying

Copying Originals. 83

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Copying by Enlarging or Reducing. 84

Copying Multiple Originals onto One Sheet. 85

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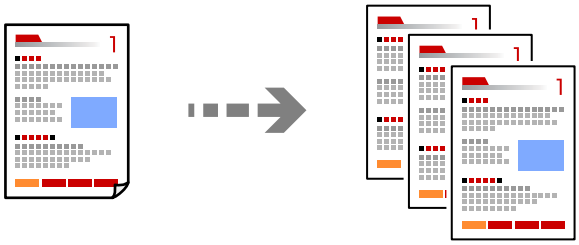
Copying to a Disc Label. 89

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Copying Originals

This section explains the steps for copying originals in color or monochrome.



1. Load paper in the printer.

   "Loading Paper Using Instructions on the LCD screen" on page 33

2. Place the originals.

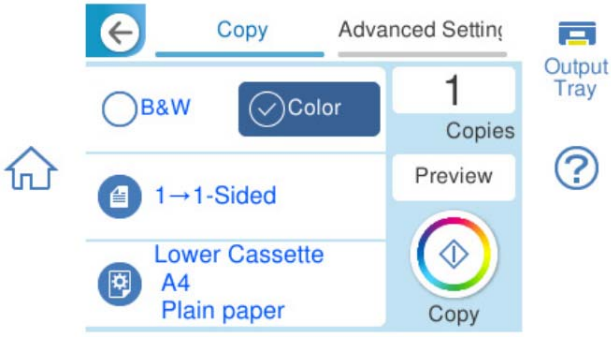
   "Placing Originals" on page 48

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

4. Select the **Copy** tab, and then select **B&W** or **Color**.



Note:
*When the output tray is extended, the **Output Tray** icon is displayed at the top right. Check that there is no paper on the tray, and then tap the icon to close the output tray. This is not limited to copying, but also applies to the display of other functions on the menu.*



5. Set the number of copies as necessary.

6. Tap ◇.

Related Information

➡ "Menu Options for Copying" on page 91

Copying on 2-Sides

Copy multiple originals on both sides of the paper.



Select the following settings on the LCD screen.

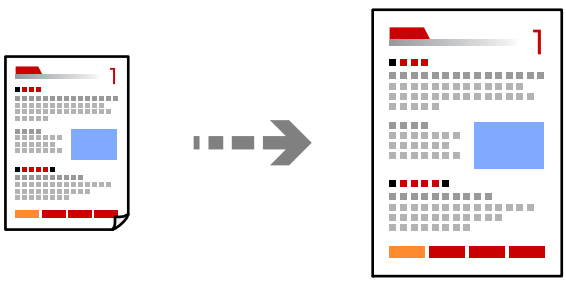
Copy > (1→2-Sided)

Related Information

➡ "Menu Options for Copying" on page 91

Copying by Enlarging or Reducing

You can copy originals at a specified magnification.



Select the following settings on the LCD screen.

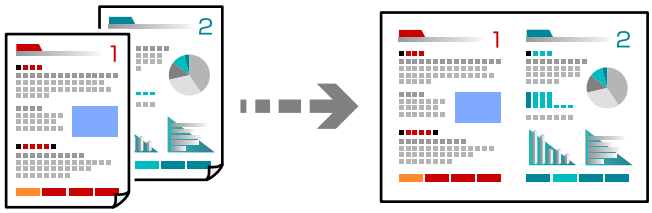
Copy > **Advanced Settings** tab > **Reduce/Enlarge**

Related Information

➡ "Menu Options for Copying" on page 91

Copying Multiple Originals onto One Sheet

You can copy two single-sided originals onto a single sheet in 2-up layout.



Select the following settings on the LCD screen.

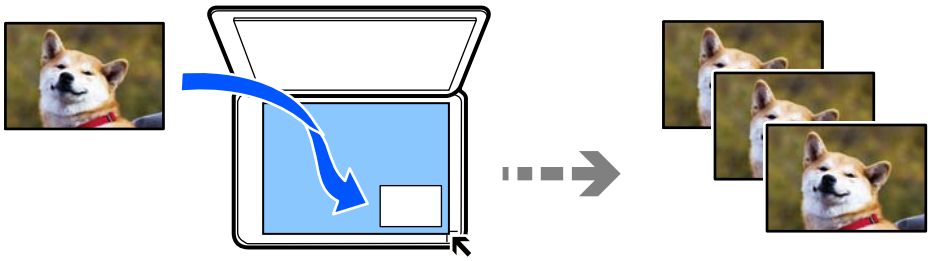
Copy > **Advanced Settings** tab > **Multi-Page**

Related Information

➡ "Menu Options for Copying" on page 91

Copying Photos

You can copy photos easily. You can also restore the color of faded photos.

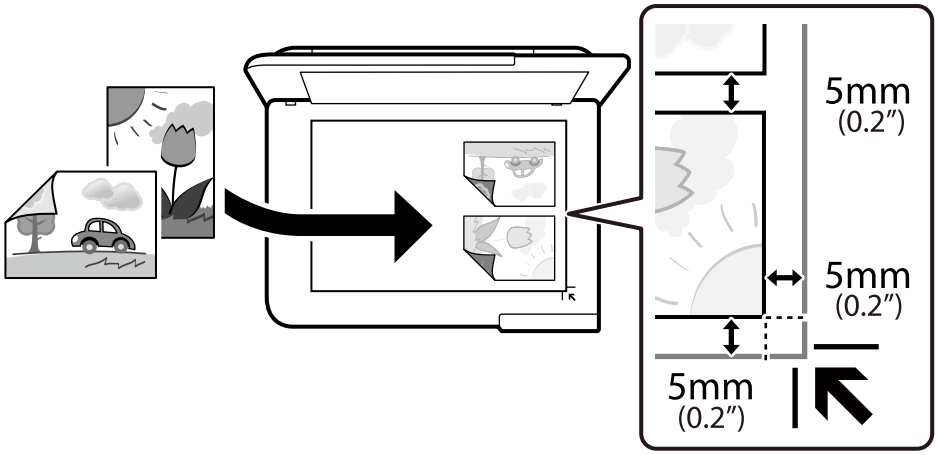


Select the following settings on the LCD screen.

Various Prints > **Various copies** > **Copy/Restore Photos**

- ❏ The smallest size original you can copy is 30×40 mm (1.2×1.6 in.).
- ❏ Place the photos 5 mm (0.2 in.) away from the corner mark of the scanner glass. You can place multiple photos and photos of different sizes.

❏ When placing multiple photos, leave a gap of at least 5 mm (0.2 in.) between the photos.
Maximum size: 10×15 cm (4×6 in.)



Menu Options for Paper and Print Settings When Copying Photos

Restore Color:

Restores the color of faded photos.

Paper Setting:

Select the paper source that you want to use. Tap to display the paper size and paper type currently selected for the paper source. Tap to change the paper size and paper type settings.

Border Setting:

❏ Borderless

Copies without margins around the edges. The image is enlarged slightly to remove margins from the edges of the paper. Select the amount of enlargement using the Expansion setting.

❏ Expansion

With borderless printing, the image is enlarged slightly to remove margins from the edges of the paper. Select the amount of enlargement.

❏ With Border

Copies with margins around the edges.

Clear All Settings:

Select to reset the copy settings to their defaults.

Menu Options for Photo Adjustments When Copying Photos

Photo Adjustments:

Selecting **PhotoEnhance** produces sharper images and more vivid colors by automatically adjusting the contrast, saturation, and brightness of the original image data.

Filter:

Copies in monochrome.

Crop/Zoom:

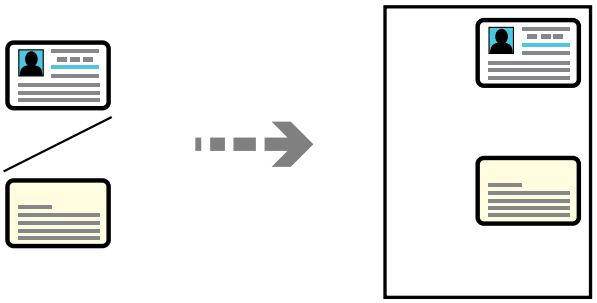
Enlarges a part of the photo to be copied.

Clear Edit.:

Select this option to undo all photo adjustments.

Copying ID card

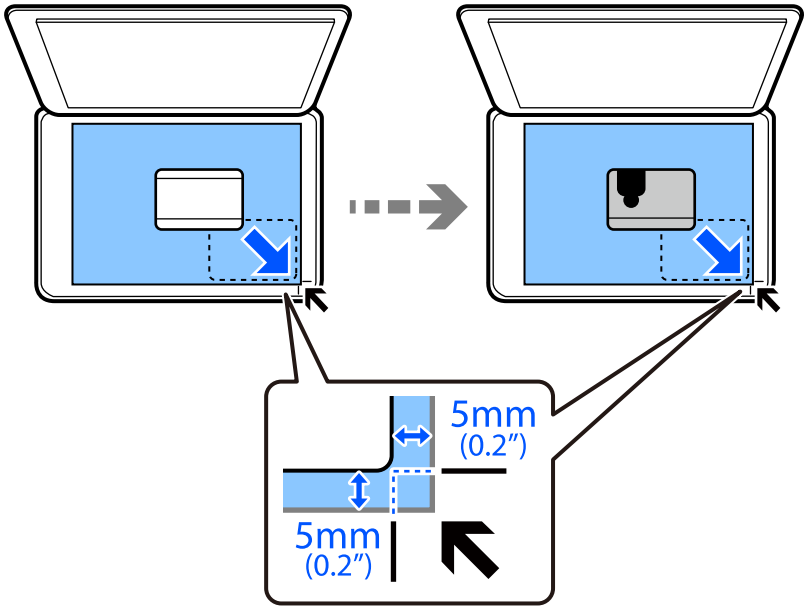
You can scan both sides of an ID card and copy it onto one side of Letter or A4 size paper.



Select the following settings on the LCD screen.

Various Prints > **Various copies** > **ID Card**

Place the original face-down and slide it to the corner mark. Place an ID card 5 mm (0.2 in.) away from the corner mark of the scanner glass.

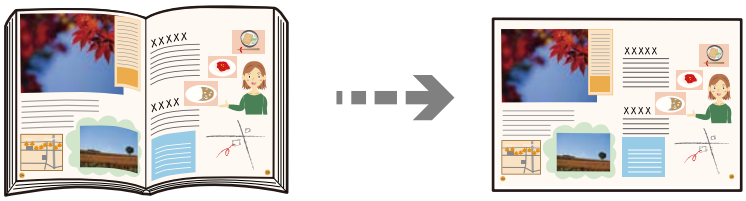


Related Information

➡ "Menu Options for Copying" on page 91

Copying Books

Copies two Letter or A4 pages of a book onto a single sheet of paper.



Select the following settings on the LCD screen.

Various Prints > **Various copies** > **Book Copy**

Related Information

➡ "Menu Options for Copying" on page 91

Copying Without Margins

Copies without margins around the edges.

The image is enlarged slightly to remove margins from the edges of the paper.



Select the following settings on the LCD screen.

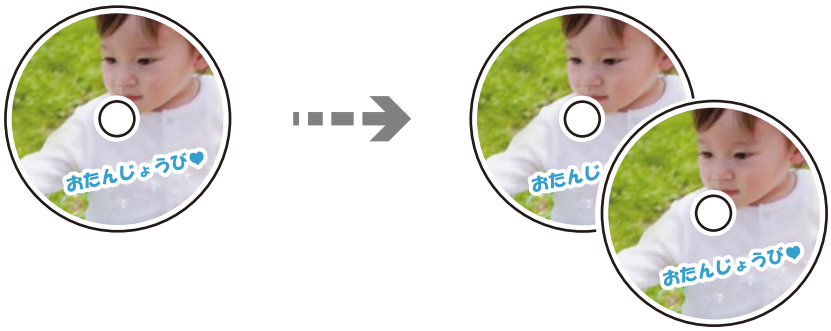
Various Prints > **Various copies** > **Borderless Copy**

Related Information

➡ "Menu Options for Copying" on page 91

Copying to a Disc Label

You can copy a disc label or a square original such as a photo onto a printable CD, DVD, or Blu-ray Disc.

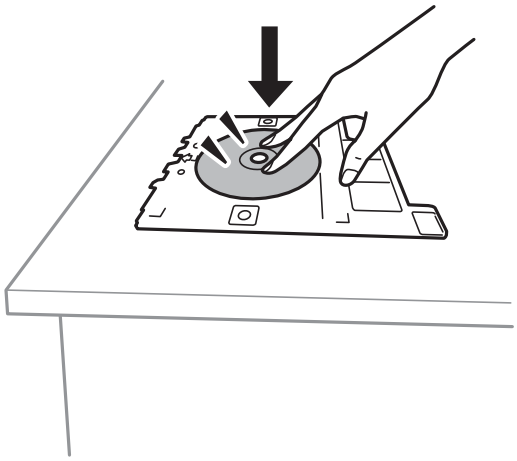


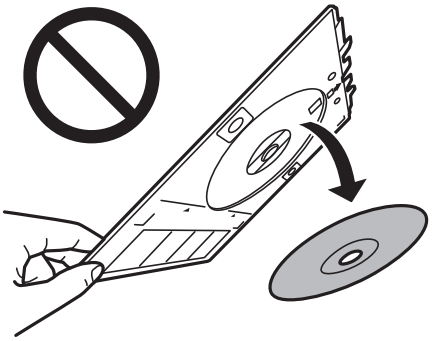
Select the following settings on the LCD screen.

Various Prints > **Disc label/Jewel case** > **Copy to Disc label** > **Select type** > **Print on Disc label**

Important:

- ❏ *Before printing on the CD/DVD, see the CD/DVD handling precautions.*
  "CD/DVD Handling Precautions" on page 45
- ❏ *Do not insert the CD/DVD tray while the printer is operating. This may damage the printer.*
- ❏ *Place a CD/DVD on the CD/DVD tray with the printable side facing up. Press the center of the CD/DVD to securely attach it to the CD/DVD tray. Otherwise, the CD/DVD may fall off the tray. Turn the tray over to check that the CD/DVD is firmly secured in the tray.*





- ❏ *After printing is finished, make sure you remove the CD/DVD tray. If you do not remove the tray and turn the printer on or off, or run head cleaning, the print head will strike the tray and may cause the printer to malfunction.*

Note:

- *You can select 114 to 120 mm as the outer diameter, and 18 to 46 mm as the inner diameter, in 1 mm increments.*
- *The inner and out diameters are restored to their defaults after printing the disc label. You need to set these diameters every time you print.*

  "Menu Options for Copying to a Disc label" on page 90
- *To print a test label, select **Test print on A4 paper** or **Test Print on Letter/A4**, and then load A4 or Letter size plain paper in the paper cassette. You can check the printout image before printing on a disc label.*
- *You may feel slight friction when inserting the tray into the printer. This is normal and you should continue to insert it horizontally.*
- *Select*  *to view the scanned image. You can adjust the printing position on the preview screen.*

Menu Options for Copying to a Disc label

Inner, Outer:

Select the print area. You can specify a maximum of 120 mm for the outer diameter and a minimum of 18 mm for the inner diameter. Depending on the setting, the disc or disc tray may get dirty. Select values that match the printable area of your disc.

Print on Disc label, Test print on A4 paper, Test Print on Letter/A4:

Select whether to print on a disc label or print a test label. When you select **Test print on A4 paper** or **Test Print on Letter/A4**, you can print a test label before printing on a disc label.

 (Print position adjustment):

After you start scanning the original and the scanned image is displayed, you can adjust the printing position on the preview screen.

Color:

Copies the original in color.

B&W:

Copies the original in black and white (monochrome).

(Density):

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

Quality:

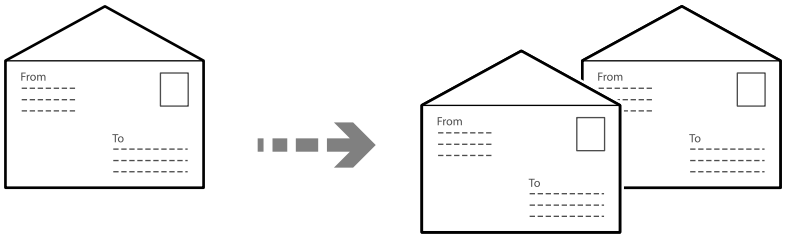
Select the quality for copying. Selecting **High** provides higher quality printing, but the printing speed may be slower. If you want to print on plain paper using a much higher quality, select **Best**. Note that the printing speed may slow down considerably.

Clear All Settings:

Select to reset the copy settings to their defaults.

Copying Envelopes

You can copy envelopes.



Make sure the envelopes are loaded in the correct orientation.

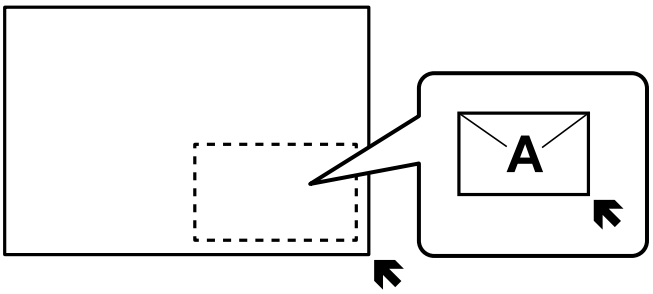
❏ Loading paper

See the related information.

"Loading Envelopes" on page 43

❏ Placing originals

Place the original on the scanner glass. When placing an envelope, place it in the orientation as shown in the illustration.



Menu Options for Copying

Available items on the **Copy** tab and **Advanced Settings** tab vary depending on the menu you selected.

Preview:

Shows a scanned image to preview the copy results.

B&W:

Copies the original in black and white (monochrome).

Color:

Copies the original in color.

(1→2-Sided):

❏ 1→1-Sided

Copies one side of an original onto a single side of paper.

❏ 1→2-Sided

Copies two single-sided originals onto both sides of a single sheet of paper. Select the orientation of your original and the binding position of the paper.

(Density):

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

Reduce/Enlarge:

Configures the magnification ratio for enlargement or reduction. Select the magnification from the menu according to the paper and original you want to print. When using irregularly sized paper, enter a numerical value to specify the magnification.

Auto Fit Page:

Detects the scan area and automatically enlarges or reduces the original to fit to the paper size you selected. If the document has margins, the margins on the side where scanning starts are included in the scanning range, but the margins on the opposite side may be cut off.

Paper Setting:

Select the paper source that you want to use. Tap to display the paper size and paper type currently selected for the paper source. Tap to change the paper size and paper type settings.

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.

❏ Off

Copies one page of a book onto a single side of paper. This menu is only displayed in the Book Copy menu.

❏ 2-up

Copies two pages of a book onto a single side of paper. This menu is only displayed in the Book Copy menu.

Quality:

Select the quality for copying. Selecting **High** provides higher quality printing, but the printing speed may be slower. If you want to print on plain paper using a much higher quality, select **Best**. Note that the printing speed may slow down considerably.

Remove Background:

Detects the paper color (background color) of the original document, and removes or lightens the color. Depending on the darkness and vividness of the color, it may not be possible to remove or lighten.

Expansion:

With borderless copying, the image is enlarged slightly to remove borders from the edges of the paper. Select how much to enlarge the image.

Clear All Settings:

Select to reset the copy settings to their defaults.

Scanning

Basic Information on Scanning. 95

Scanning Originals to a Memory Device. 98

Scanning Originals to a Computer. 99

Scanning Originals to the Cloud. 102

Menu Options for Scanning. 103

Scanning Originals Using WSD. 104

Scanning Using Mopria Scan. 106

Scanning Originals to a Mobile Device. 106

Advanced Scanning. 106

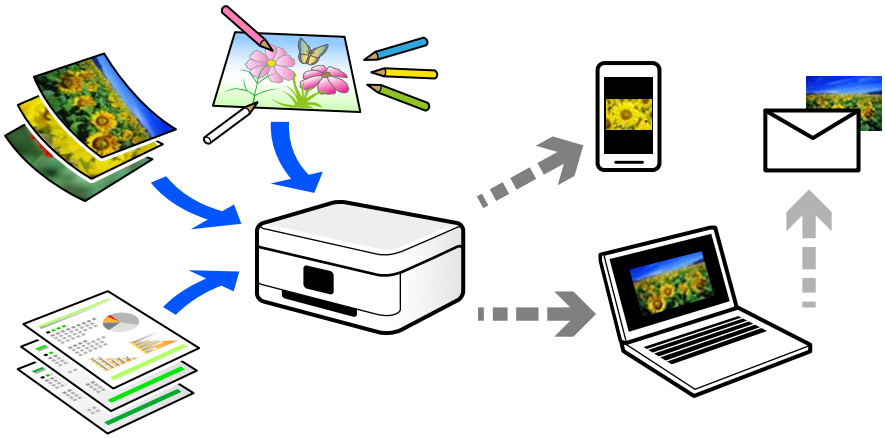
Basic Information on Scanning

What is a "Scan"?

A "scan" is the process of converting the optical information on paper (such as documents, magazine clippings, photos, and handwritten illustrations) into digital image data.

You can save scanned data as a digital image such as a JPEG or PDF.

You can then print the image, send it by email, or share the image in other ways.



Scanning Uses

You can use scanning in a variety of ways to make your life more convenient.

- ❏ By scanning a paper document and turning it into digital data, you can read it on a computer or a mobile device.
- ❏ By scanning tickets or flyers into digital data, you can dispose of the originals and reduce clutter.
- ❏ By scanning important documents, you can back them up to cloud services or another storage medium, just in case they get lost.
- ❏ You can send the scanned photos or documents to friends by email.
- ❏ By scanning hand-drawn illustrations, you can share them on social media at a much higher quality than by just taking a photo on your mobile device.
- ❏ By scanning your favorite pages from newspapers or magazines, you can save them and dispose of the originals.

Available Scanning Methods

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

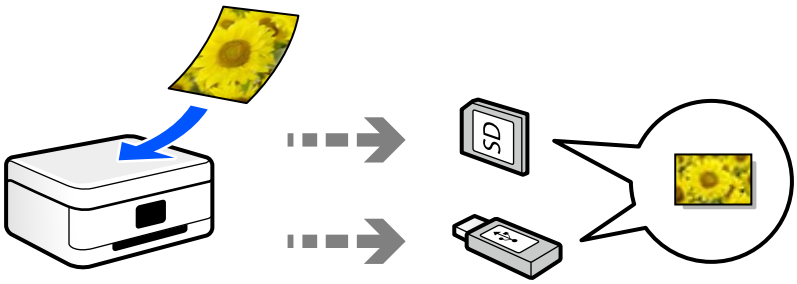
Related Information

- ➡ “Scanning to a Memory Device” on page 96
- ➡ “Scanning to a Computer” on page 96
- ➡ “Scanning to a Cloud Service” on page 97

➡ "Scanning Directly from Mobile Devices" on page 97

Scanning to a Memory Device

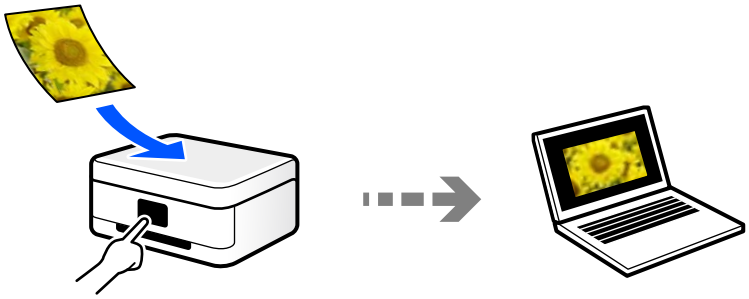
You can save scanned images directly to a memory device inserted into the printer.



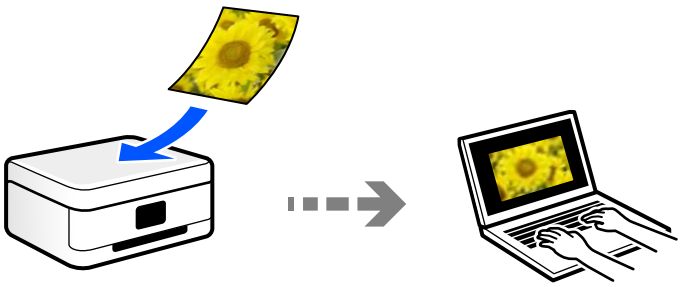
Scanning to a Computer

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.

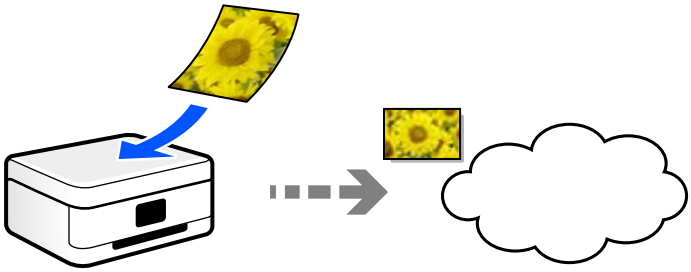


Use the scanning application Epson ScanSmart to scan from the computer. You can edit images after scanning.



Scanning to a Cloud Service

You can send scanned images from the printer's control panel to cloud services that have been registered in advance.



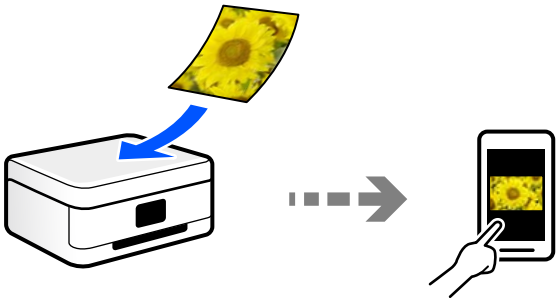
Scanning Using WSD

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

If you are using Windows 7, you need to select WSD settings on your computer before scanning.

Scanning Directly from Mobile Devices

You can save scanned images directly to a mobile device by using the Epson Smart Panel application.



Recommended File Formats

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. 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 appear the same when viewed on-screen or printed. You can view PDF files using dedicated PDF reading software or in web browsers.

Recommended Resolutions

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 improve. 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	200 to 300 dpi

Scanning Originals to a Memory Device

You can save the scanned image to a memory device.

1. Place the originals.

   "Placing Originals" on page 48

2. Insert a memory device into the printer.

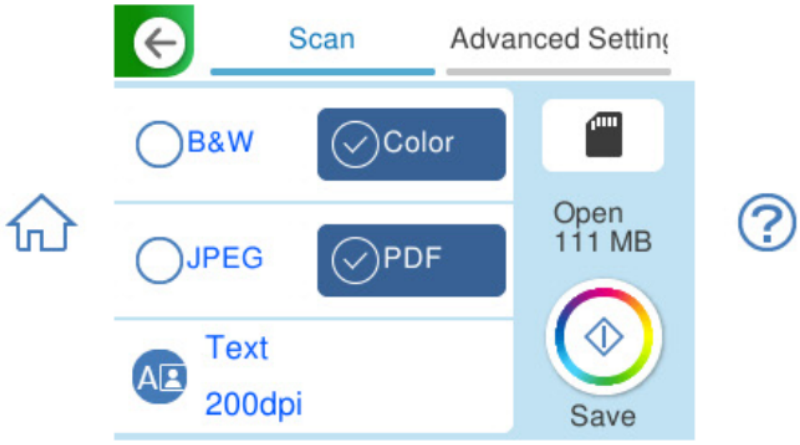
3. Select **Scan** on the control panel.

4. Select **Memory Device**.

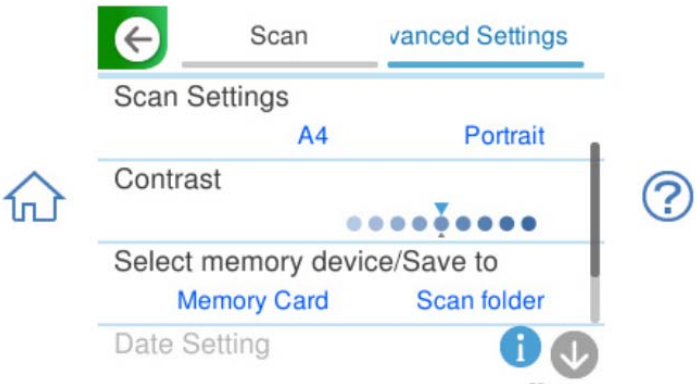
   If you attach multiple memory devices to the printer, select the memory device on which the scanned images are saved.

5. Select items on the **Scan** tab, such as the save format.

"Menu Options for Scanning" on page 103



6. Select the **Advanced Settings** tab and change settings as needed.



7. Select the **Scan** tab again, and then tap ⓥ.

Note:

❏ *Scanned images are saved in the "001" to "999" folders in the "EPSCAN" folder.*

❏ *The color, size, and border of the scanned images will not be exactly the same as the originals.*

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 100

➡ "Scanning from a Computer" on page 101

Scanning from the Control Panel

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

OS	Application Required for Use	Checking for Installed Applications
Windows 11	❏ Epson ScanSmart ❏ Epson Scan 2	Click the start button, and then check the **All apps** > **Epson Software** folder > **Epson ScanSmart**, and the **EPSON** folder > **Epson Scan 2**.
Windows 10	❏ Epson ScanSmart ❏ Epson Scan 2	Click the start button, and then check the **Epson Software** folder > **Epson ScanSmart**, and the **EPSON** folder > **Epson Scan 2**.
Windows 8.1 / Windows 8	❏ Epson ScanSmart ❏ Epson Scan 2	Enter the application name in the search charm, and then check the displayed icon.
Windows 7	❏ Epson ScanSmart ❏ Epson Scan 2	Click the start button, and then select **All Programs**. Next, check the **Epson Software** folder > **Epson ScanSmart**, and the **EPSON** folder > **Epson Scan 2**.
OS X El Capitan (10.11) or later	❏ Epson ScanSmart ❏ Epson Scan 2	Select **Go** > **Applications** > **Epson Software**.
OS X Yosemite (10.10) / OS X Mavericks (10.9.5)	❏ Epson Event Manager ❏ Epson Scan 2	Select **Go** > **Applications** > **Epson Software**.

If the application is not installed, download and install it from the Epson website.

https://epson.com

Note:
For Windows Server operating systems, you can not use this feature.

1. Place the originals.

   "Placing Originals" on page 48

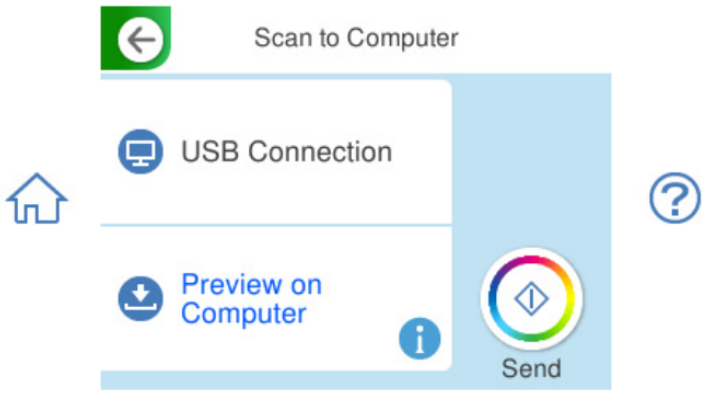
2. Select **Scan** on the control panel.

3. Select **Computer**.

4. Select a computer on which to save the scanned images.

   ❏ If the **Select Computer** screen is displayed, select the computer from the screen.

❏ If the **Scan to Computer** screen is displayed and the computer is already selected, make sure the selected computer is correct. If you want to change the computer, select , and then select another computer.



5. Select to choose how to save the scanned image to a computer.
   ❏ Preview on Computer (Windows, or OS X El Capitan (10.11) or later): Previews the scanned image on a computer before saving images.
   ❏ Save as JPEG: Saves the scanned image in JPEG format.
   ❏ Save as PDF: Saves the scanned image in PDF format.
6. Tap ◇.

When using Windows, or OS X El Capitan (10.11) or later: Epson ScanSmart automatically starts on your computer, and scanning starts.

Note:
❏ *See the Epson ScanSmart help for details on using the software. Click* ***Help*** *on the Epson ScanSmart screen to open the help.*
❏ *The color, size, and border of the scanned image will not be exactly the same as the original.*

Scanning from a Computer

You can scan from a computer by using Epson ScanSmart.

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

Note:
Windows Server operating systems are not supported.

1. Place the originals.
   "Placing Originals" on page 48
2. Start Epson ScanSmart.
   ❏ Windows 11
   Click the start button, and then select **All apps** > **Epson Software** > **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 to the Cloud

You can send scanned images to cloud services. Before using this feature, register the product with Epson Connect. See the following Epson Connect portal website for details.

https://epson.com/connect (U.S.)

https://epson.ca/connect (Canada)

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

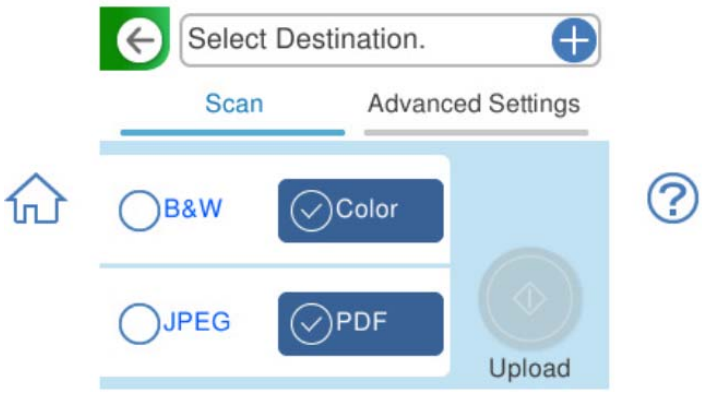
https://www.epsonconnect.ae (Middle East, Türkiye, Africa, Central and West Asia)

https://www.epsonconnect.com/ (Other regions)

1. Make sure you registered the product with Epson Connect.
2. Place the originals.

"Placing Originals" on page 48

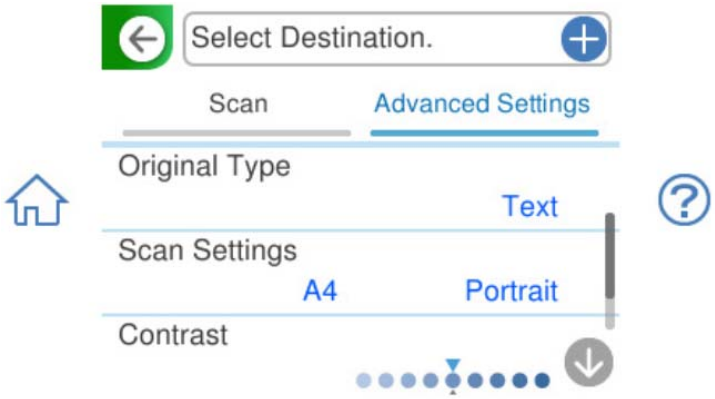
3. Select **Scan** on the control panel.
4. Select **Cloud**.
5. Select ⊕ on the top of the screen, and then select a destination.



6. Select items on the **Scan** tab, such as the save format.

"Menu Options for Scanning" on page 103

7. Select the **Advanced Settings** tab and change settings as needed.



8. Select the **Scan** tab again, and then tap ⓘ.

Note:
The color, size, and border of the scanned images will not be exactly the same as the originals.

Menu Options for Scanning

Some items may not be available depending on the scanning method you have selected or other settings you have made.

B&W/Color

Select whether to scan in monochrome or in color.

JPEG/PDF

Select the format in which to save the scanned image.

(Quality)

- ❏ Original Type:
  Select the type of your original.
- ❏ Resolution:
  Select the scanning resolution.

Original Type

Select the type of your original.

Scan Settings

- ❏ Scan Size:
  Select the scan size. To crop the white space around the text or image when scanning, select **Auto Cropping**. To scan at the maximum area of the scanner glass, select **Max Area**.

❏ Original Orientation:
Select the orientation of the original.

Contrast
Select the contrast of the scanned image.

Select memory device
Select the memory device on which you want to save the scanned image.

Clear All Settings
Resets the scan settings to their defaults.

Scanning Originals Using WSD

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

Note:
❏ *This feature is only available for computers running Windows 7 or later (English only).*
❏ *If you are using Windows 7, you need to setup your computer in advance using this feature.*

1. Place the originals.
"Placing Originals" on page 48
2. Select **Scan** on the control panel.
3. Select **WSD**.
4. Select a computer.
5. Tap ⓕ.

Note:
The color, size, and border of the scanned image will not be exactly the same as the original.

Setting Up a WSD Port

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

Note:
For Windows 8 or later, the WSD port is set up automatically.

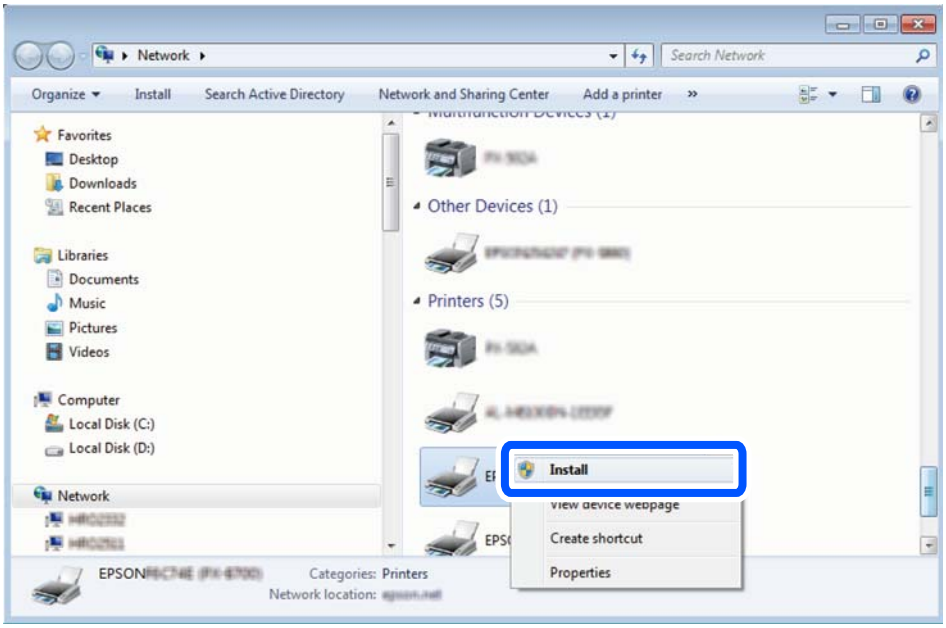
The following is necessary to set up a WSD port.
❏ The printer and the computer are connected to the network.
❏ The printer driver is installed on the computer.

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

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

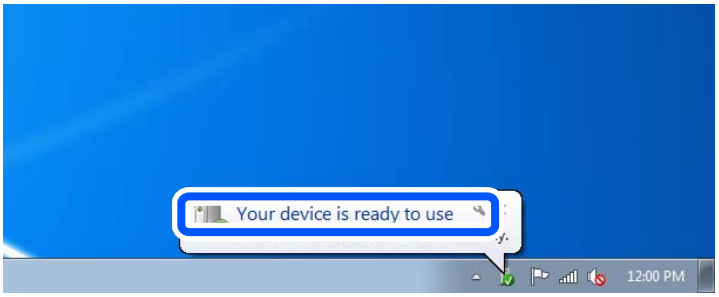
   Click **Continue** when the **User Account Control** screen is displayed.

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

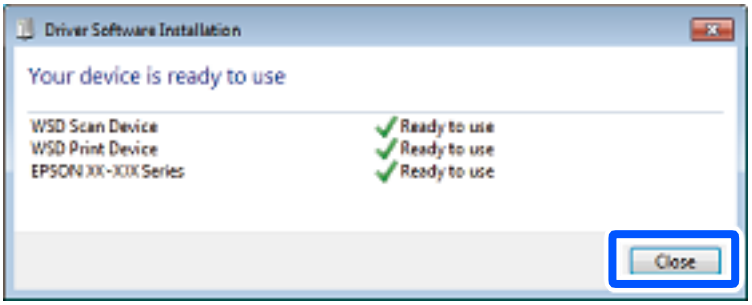


Note:
The printer name you set on the network and model name (EPSON XXXXXX (XX-XXXX)) are displayed on the network screen. You can check the printer's name set on the network from the printer's control panel or by printing a network status sheet.

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



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



6. Open the **Devices and Printers** screen.

   Click start > **Control Panel** > **Hardware and Sound** (or **Hardware**) > **Devices and 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 Using Mopria Scan

Mopria Scan enables scanning from Mopria certified multifunction printers and scanners from many manufacturers. Mobile scanning from your Android phone or tablet may be accomplished using the Mopria Scan app in the Google Play Store.

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

Scanning Originals to a Mobile Device

Note:
Before scanning, install Epson Smart Panel on your mobile device.

1. Place the originals.

   "Placing Originals" on page 48

2. Start Epson Smart Panel on your mobile device.

3. Select scan menu on the home screen.

4. Follow the on-screen instructions to scan and save the images.

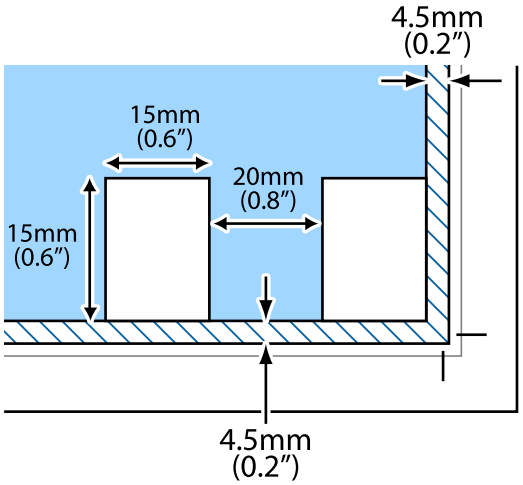
Advanced Scanning

Scanning Multiple Photos at the Same Time

Using Epson ScanSmart, you can scan multiple photos at the same time and save each image individually.

Note:
Windows Server operating systems are not supported.

1. Place the photos on the scanner glass. Place them 4.5 mm (0.2 in.) away from the horizontal and vertical edges of the scanner glass, and place them at least 20 mm (0.8 in.) away from each other.



Note:
The photos should be larger than 15×15 mm (0.6×0.6 in.).

2. Start Epson ScanSmart.
   - ❏ Windows 11
     Click the start button, and then select **All apps** > **Epson Software** > **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.

Scanned photos are saved as individual images.

Scanning A3 size Using Epson ScanSmart

You can scan larger sizes than A4 when using Epson ScanSmart.

You can watch the procedure in the Web Video Manuals. Access the following website.

https://support.epson.net/publist/vlink.php?code=NPD7621

Note:
Windows Server operating systems are not supported.

Maintaining the Printer

Checking the Status of Consumables. 109

Improving Paper Feeding Problems. 109

Improving Print, Copy, and Scan Quality. 111

Cleaning the Printer. 119

Checking the Status of Consumables

You can check the approximate ink levels and the approximate service life of the maintenance box from the printer's control panel. Select on the home screen.

Note:

❏ *You can also check the approximate ink levels and the approximate service life of the maintenance box from the status monitor in the printer driver.*

❏ Windows

Click **EPSON Status Monitor 3** on the **Maintenance** tab.

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

❏ Mac OS

Apple menu > **System Preferences** (or **System Settings**) > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**) > Epson(XXXX) > **Options & Supplies** > **Utility** > **Open Printer Utility** > **EPSON Status Monitor**

❏ *You can continue printing while the ink low message is displayed. Replace the ink cartridges when required.*

Related Information

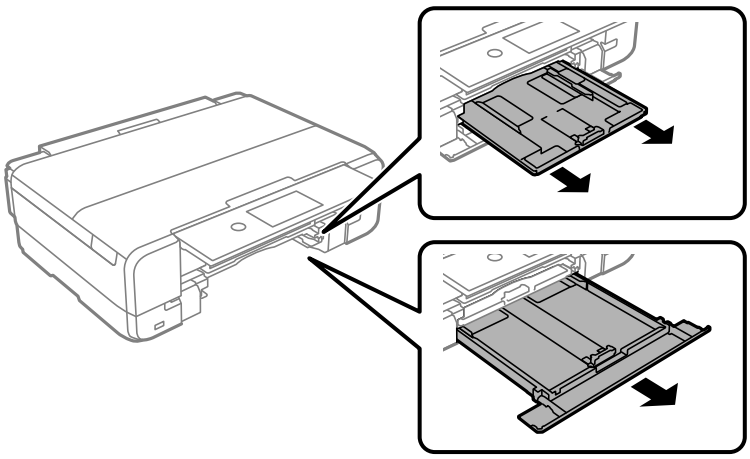
➡ "It is Time to Replace the Ink Cartridges" on page 187

➡ "It is Time to Replace the Maintenance Box" on page 190

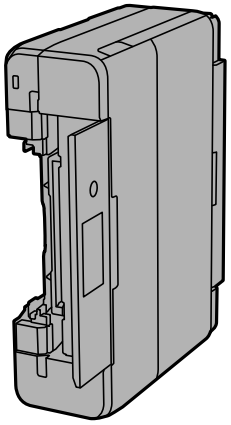
Improving Paper Feeding Problems

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

1. Turn off the printer by pressing the button.
2. Unplug the power cord, and then disconnect it.
3. Disconnect the USB cable, and then remove any memory card or external USB device.
4. Slide out the paper cassette.



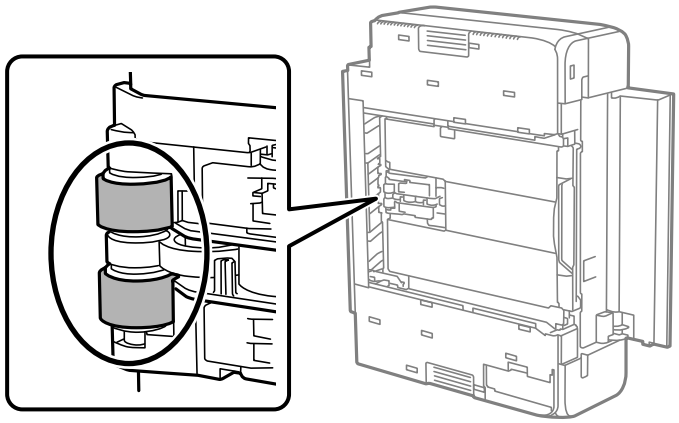
5. Stand the printer with the ⏻ button at the top.



> ⚠ ***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.*

6. Dampen a cloth with water, wring it out thoroughly, and then wipe the rollers while rotating them with the cloth.



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

8. Connect the power cord.

Note:
If you still have a paper feeding problem after completing the process, trying loading the paper in a different paper source. First try paper cassette 1, then paper cassette 2, and then the rear paper feed slot.

Paper cassette 1 > Paper cassette 2 > Rear paper feed slot

Improving Print, Copy, and Scan Quality

Adjusting the Print Quality

If you notice blank pages being ejected, misaligned vertical lines, blurred images, or horizontal banding, try **Print Quality Adjustment**.

> ***Important:***
> *Head cleaning may be necessary after performing **Print Quality Adjustment**. Check the following items when performing head cleaning.*
> - ❏ *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.*
> - ❏ *Do not turn off the printer during head cleaning. If the head cleaning is incomplete, you may not be able to print.*

1. Select **Maintenance** on the printer's control panel.
2. Select **Print Quality Adjustment**.
3. Follow the on-screen instructions to print the adjustment pattern and scan it.

   > ***Caution:***
   > *Close the document cover before scanning.*

   Adjustments are performed automatically.

   Note:
   - ❏ *If scanning fails, check the paper placed on the scanner glass and select **Start Scanning**. If the paper is folded or not properly aligned with the corner mark, it cannot be scanned.*
   - ❏ *Even if a blank sheet is ejected, follow the on-screen instructions to scan. If you scan a blank sheet of paper, scanning will fail. If this occurs, select **Cancel** and follow the on-screen instructions.*
   - ❏ *If the problem does not improve even after performing **Print Quality Adjustment**, go to **Maintenance** to perform all available print head adjustments (nozzle check, cleaning, Alignment adjustment). See Related Information for more details.*

Related Information

➡ "Checking and Cleaning the Print Head" on page 111
➡ "Aligning the Print Head" on page 114

Checking and Cleaning the Print Head

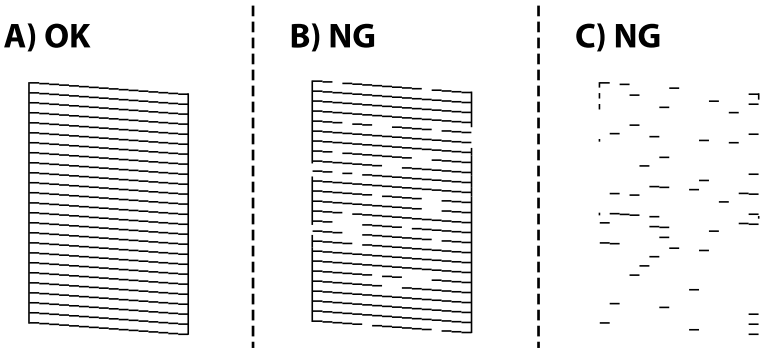
If the nozzles are clogged, the printouts become faint, there is visible banding, or unexpected colors appear. If the nozzles are severely clogged, a blank sheet will be printed. When print quality has declined, first use the nozzle check feature to check if the nozzles are clogged. If the nozzles are 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 running a nozzle check and Cleaning alternately 3 times or Power Cleaning once, wait for at least 12 hours without printing (we recommend turning off the printer), and then run a nozzle check. If print quality has still not improved, run Cleaning and a nozzle check again. If it has still not improved and you did not yet run Power Cleaning, run Power Cleaning and a nozzle check. If it has still not improved and you already run Power Cleaning, contact Epson support.*
- ❏ *To prevent the print head from drying out, do not unplug the printer while the power is on.*

You can check and clean the print head by using the printer's control panel.

1. Select **Maintenance** on the printer's control panel.
2. Select **Print Head Nozzle Check**.
3. Follow the on-screen instructions to load paper and print the nozzle check pattern.
4. Check the printed pattern to see if the print head nozzles are clogged.



- ❏ A:

  All lines are printed. Select . No further steps are needed.

- ❏ B or close to B

  Some nozzles are clogged. Select , and then select **Cleaning** on the next screen.

- ❏ C or close to C

  If most lines are missing or not printed, this indicates most of the nozzles are clogged. Select , and then select **Power Cleaning** on the next screen.

  "Running Power Cleaning" on page 113

5. Follow the on-screen instructions to perform print head cleaning or Power Cleaning.
6. When cleaning is finished, another nozzle check pattern is printed automatically. Repeat cleaning and printing the pattern until all lines are printed completely.

> ***Important:***
> *If all nozzle check lines are not printed completely after running a nozzle check and Cleaning alternately 3 times or Power Cleaning once, wait for at least 12 hours without printing (we recommend turning off the printer), and then run a nozzle check. If all nozzle check lines are not printed completely, run Cleaning and a nozzle check again. If all nozzle check lines are still not printed completely and you did not yet run Power Cleaning, run Power Cleaning and a nozzle check. If all nozzle check lines are still not printed completely and you already run Power Cleaning, contact Epson support..*

Note:
You can also check and clean the print head from the printer driver.

❏ *Windows*

*Click **Print Head Nozzle Check** on the **Maintenance** tab.*

❏ *Mac OS*

*Apple menu > **System Preferences** (or **System Settings**) > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**) > Epson(XXXX) > **Options & Supplies** > **Utility** > **Open Printer Utility** > **Print Head Nozzle Check***

Related Information

➡ "Running Power Cleaning" on page 113

Running Power Cleaning

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

❏ When most nozzles are clogged.

❏ When you have performed print head cleaning 3 times and waited for at least 12 hours without printing, and then performed a cleaning and a nozzle check, but the nozzles are still clogged.

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:***
> *The Power Cleaning uses more ink than the print head cleaning.*

1. Select **Maintenance** on the printer's control panel.
2. Select **Power Cleaning**.
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. When Power Cleaning is finished, a nozzle check is printed automatically so you can check whether any nozzles are still clogged.
5. If all nozzle check lines are not printed completely, wait for at least 12 hours without printing (we recommend turning off the printer), and then run a nozzle check. If all nozzle check lines are not printed completely, run Cleaning and a nozzle check again. If all nozzle check lines are still not printed completely, contact Epson support.

Note:
You can also run power cleaning from the printer driver.

❏ *Windows*

Maintenance** tab* > ***Print Head Cleaning > ***Power Cleaning***

❏ *Mac OS*

Apple menu > ***System Preferences** (or **System Settings**)* > ***Printers & Scanners** (or **Print & Scan**, **Print & Fax**)* > *Epson(XXXX)* > ***Options & Supplies*** > ***Utility*** > ***Open Printer Utility*** > ***Print Head Cleaning*** > ***Power Cleaning***

Related Information

➡ "Checking and Cleaning the Print Head" on page 111

Preventing nozzle clogging

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 and its nozzles (ink outlets) will clog.

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.

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 or horizontal lines, or blurred images, align the print head.

1. Select **Maintenance** on the printer's control panel.
2. Select **Print Head Alignment**.
3. Select one of the alignment menus.
   - ❏ If vertical lines look misaligned or the printouts look blurry, select **Vertical Alignment**.
   - ❏ If horizontal banding occurs at regular intervals, select **Horizontal Alignment**.
4. Follow the on-screen instructions.

Cleaning the Paper Path for Ink Smears

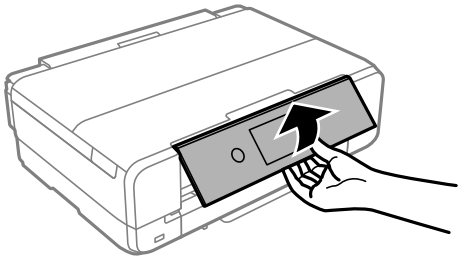
When the printouts are smeared or scuffed, clean the roller inside.

1. Select **Maintenance** on the printer's control panel.
2. Select **Paper Guide Cleaning**.

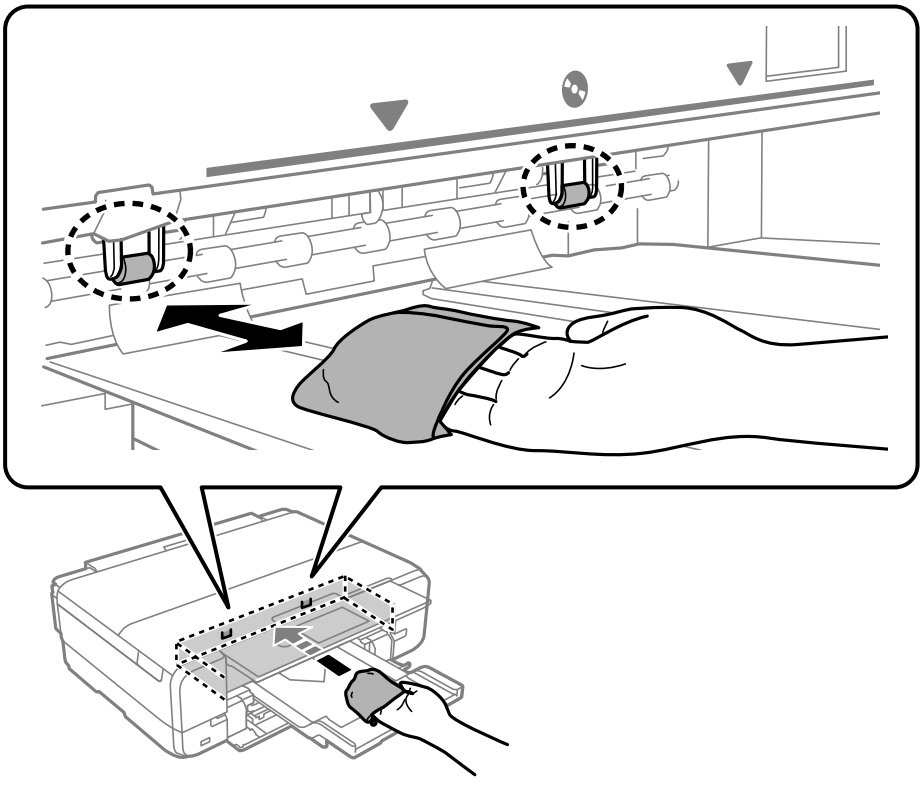
3. Follow the on-screen instructions to load paper and clean the paper path.

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

4. Repeat the above procedure until the paper is not smeared with ink.
   If the paper still gets dirty with ink even after cleaning several times, go to next step.
5. Turn off the printer by pressing the ⏻ button.
6. Unplug the power cord, and then disconnect it.
7. Raise the control panel as far as it will go so that it is horizontal.



8. Extend the output tray.
9. Gently wipe the two white rollers using a soft, damp cloth.



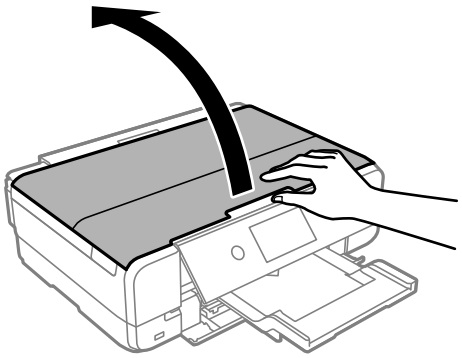
10. Connect the power cord.

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 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.

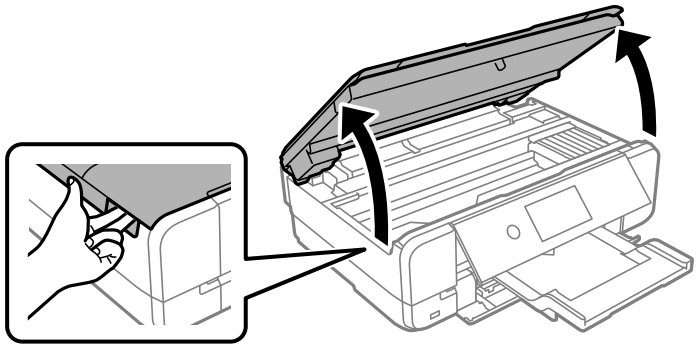
Items required:

- ❏ 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.*

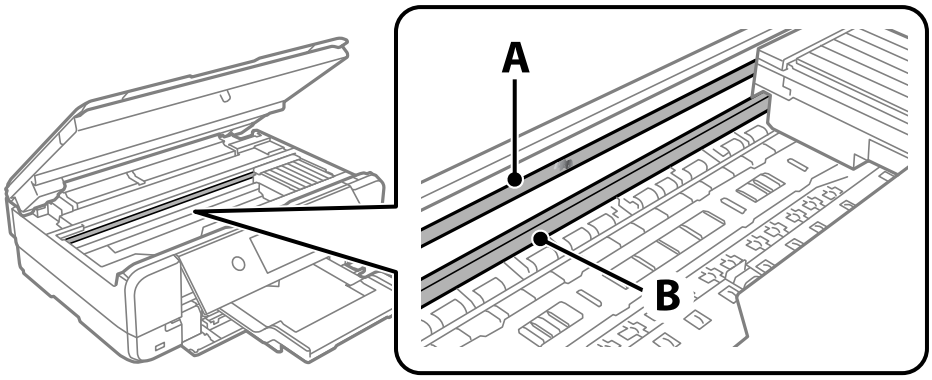
1. Turn off the printer by pressing the ⏻ button.

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.



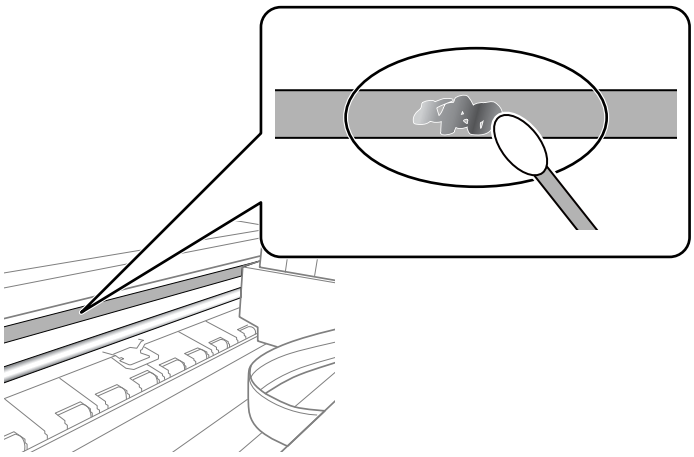
A: Translucent film

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 , make sure it is not dripping water, and then wipe the smeared area.

   Be careful not to touch any ink that has collected inside the printer.



> ***Important:***
>
> *Wipe off the smear gently. If you press the cotton swab against the film too hard, 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.

Menu Options for Maintenance

Select **Maintenance** on the printer's control panel.

Print Quality Adjustment:

Select this feature if there are any problems with your printouts. You can check for clogged nozzles and clean the print head if necessary, and then adjust some parameters to improve print quality.

Print Head Nozzle Check:

Select this feature to check if the print head nozzles are clogged. The printer prints a nozzle check pattern.

Print Head Cleaning:

Select this feature to clean clogged nozzles in the print head.

Power Cleaning:

Select this feature to perform power cleaning if the print head is severely clogged or is still clogged after repeating standard cleaning. More ink is consumed than in usual cleaning.

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.

Ink Cartridge Replacement:

Use this feature to replace the ink cartridges before the ink is expended.

Paper Guide Cleaning:

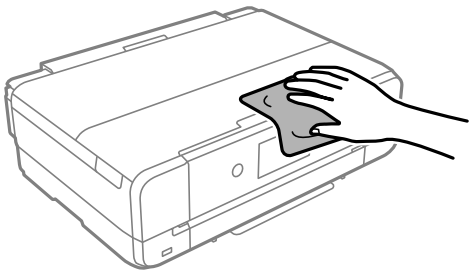
Select this feature if there are ink stains on the internal rollers. The printer feeds paper to clean the internal rollers.

Related Information

➡ "Adjusting the Print Quality" on page 111
➡ "Checking and Cleaning the Print Head" on page 111
➡ "Running Power Cleaning" on page 113
➡ "Aligning the Print Head" on page 114
➡ "Replacing Ink Cartridges" on page 189
➡ "Cleaning the Paper Path for Ink Smears" on page 114

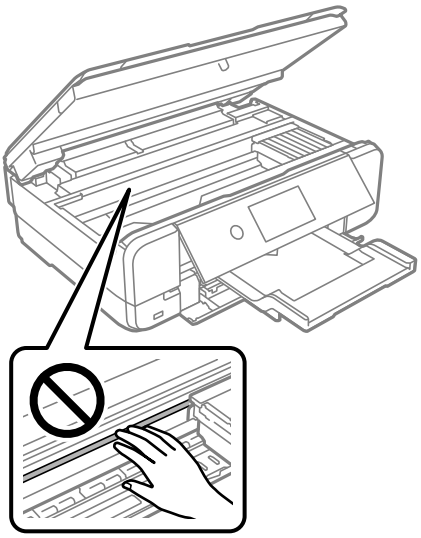
Cleaning the Printer

If the components and the case are dirty or dusty, turn off the printer and clean them using a soft, clean cloth that has been dampened with water. If you cannot remove the dirt, try adding a small amount of mild detergent to the damp cloth.



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 thinner to clean the printer. These chemicals can damage the printer.*
- ❏ *Do not touch the parts shown in the following illustration. Doing so may cause a malfunction.*



In These Situations

When Replacing a Computer. 122

Saving Power. 122

Disabling your Wi-Fi Connection. 122

Installing the Applications Separately. 123

Resetting the Network Connection. 126

Transporting and Storing the Printer. 142

When Replacing a Computer

You need to install the printer driver and other software on the new computer.

U.S. and Canada

Access the following website and search for your product. Download and run your product's software package, then follow the instructions on the computer screen to run the setup program.

https://support.epson.com

Other Regions

Access the following website, and then enter the product name. Go to **Setup**, and then start setting up. Follow the on-screen instructions.

https://epson.sn

Saving Power

The printer enters sleep mode or turns off automatically if no operations are performed for a specified 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.

1. Select **Settings** on the home screen.
2. Select **Basic Settings**.
3. Do one of the following.
   - ❏ Select **Sleep Timer** or **Power Off Settings** > **Power Off If Inactive** or **Power Off If Disconnected**.
   - ❏ Select **Sleep Timer** or **Power Off Timer**.

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

Disabling your Wi-Fi Connection

If you no longer need to use a Wi-Fi (wireless LAN) connection with your printer, you can disable it.

By removing unnecessary Wi-Fi signals, you can also reduce the load on your standby power.

1. Tap  on the printer's home screen.
2. Select **Wi-Fi**.
3. Select **Change Access Point**.
4. Select **Others**.

5. Select **Disable Wi-Fi**.

   Follow the on-screen instructions.

Installing the Applications Separately

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

Note:

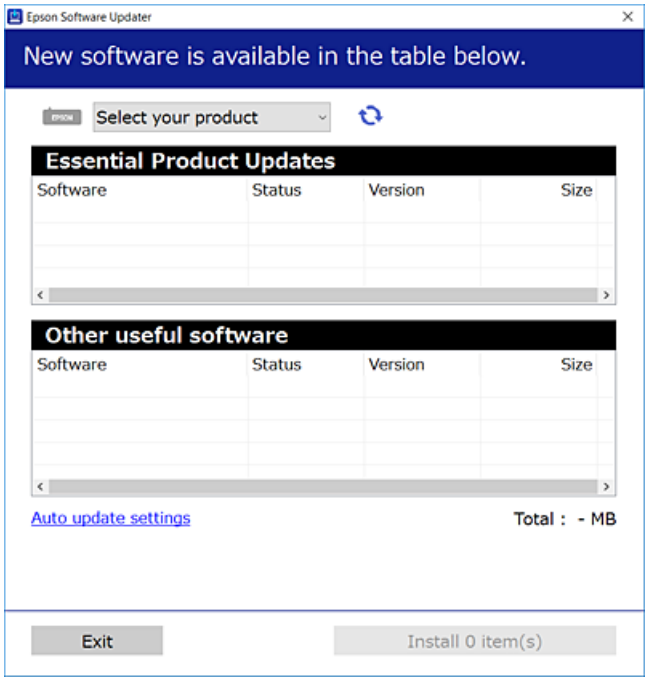
- ❏ *When reinstalling an application, you need to uninstall it first.*
- ❏ *You can download the latest applications from the Epson website.*

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

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 from Windows.



3. 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.*

Related Information

➡ "Installing the Applications Separately" on page 123

Checking if a genuine Epson printer driver is installed - Windows

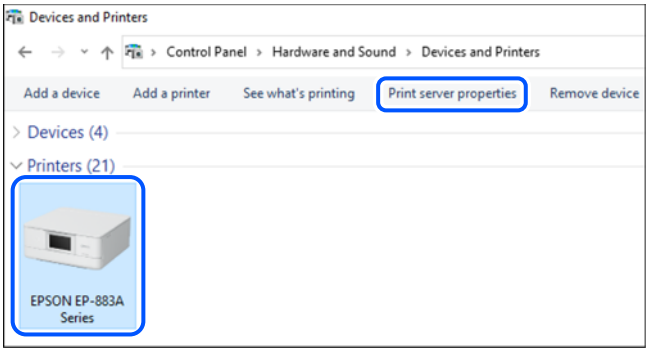
You can check if a genuine Epson printer driver is installed on your computer by using one of the following methods.

❏ Windows 11/Windows Server 2025

Click on the start button, select **Settings** > **Bluetooth & devices** > **Printers & scanners**, and then click **Print server properties** under **Related settings**.

❏ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Server 2022/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2

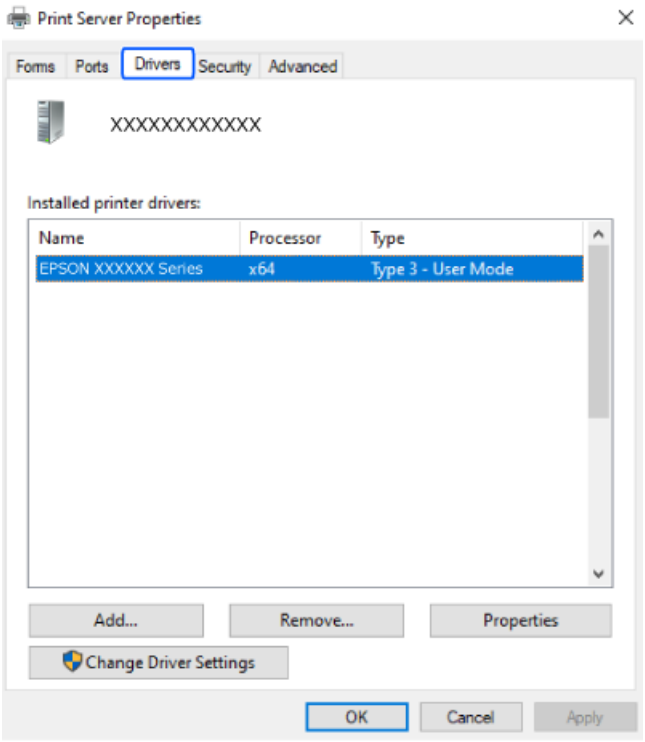
Select **Control Panel** > **View devices and printers** (**Printers**, **Printers and Faxes**) in **Hardware and Sound**, click the printer icon, and then click **Print server properties** at the top of the window.



❏ Windows Server 2008

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

Click the **Drivers** 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 123

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** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan** or **Print & Fax**), and then select the printer. If the **Options** and **Utility** tabs are displayed when you click **Options &**

Supplies, and an **Open Printer Utility** button is displayed when you click the **Utility** tab, then a genuine Epson printer driver is already installed on your computer.



Related Information

➡ "Installing the Applications Separately" on page 123

Resetting the Network Connection

The printer's network settings need to be adjusted in the following cases.

- ❏ When using a printer with a network connection
- ❏ Your network environment has changed
- ❏ You replaced the wireless router
- ❏ You changed the way the printer connects to the computer (for example, switching from a USB connection to a Wi-Fi connection)

Adjusting Settings When Connecting to a Computer

You can run the installer using one of the following methods.

Setting up from the website

U.S. and Canada

Access the following website and search for your product. Download and run your product's software package, then follow the instructions on the computer screen to run the setup program.

https://support.epson.com

Other Regions

Access the following website, and then enter the product name. Go to **Setup**, and then start setting up.

https://epson.sn

You can also watch the procedure in the Web Video Manuals. Access the following website.

https://support.epson.net/publist/vlink.php?code=NPD7415

Setting up using the software disc

If your printer came with a software disc and you are using a Windows computer with a disc drive, insert the disc into the computer, and then follow the on-screen instructions.

Adjusting Settings When Connecting to a Mobile Device

You can use the printer from your mobile device when they are connected to the same wireless network.

U.S. and Canada

Make sure you have the following.

❏ A mobile device that is connected to the wireless network, has Bluetooth enabled, and has the Epson Smart Panel app installed (Epson Smart Panel is available for iOS and Android devices.)

❏ The wireless network name (SSID) and password

Note:
Your mobile device must be close enough to the printer to create and maintain a Bluetooth connection.

1. Make sure the product is turned on and ready to print.

   Note:
   You must perform initial setup and ink installation before setting up wireless printing

2. Open the Epson Smart Panel app.

3. Do one of the following.

   ❏ If the app automatically recognizes the product, follow the on-screen instructions to set up the wireless connection.

   ❏ If the app does not automatically recognize the product, select the + icon, select the option to set up a new product, and follow the on-screen instructions.

Other Regions

To set up a new connection, access the following website from the mobile device that you want to connect to the printer. Enter the product name, go to Setup, and then start the setup.

https://epson.sn

You can watch the procedure in the Web Video Manuals. Access the following website.

https://support.epson.net/publist/vlink.php?code=VC00006

Note:
If you have already set up the connection between your mobile device and the printer but need to reconfigure it, you can do so from an app such as Epson Smart Panel.

Related Information

➡ "Printing Using Epson Smart Panel" on page 56

Configuring Wi-Fi Settings from the Control Panel

If you are not using a computer or mobile device to set up the printer connection, you can do so on the control panel.

You can select 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 SSID and password for your wireless router, you can set them manually.

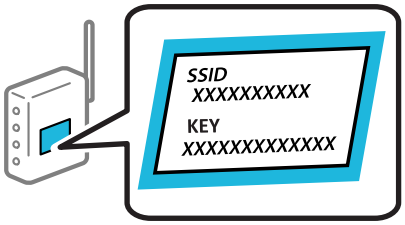
Related Information

- "Configuring Wi-Fi Settings by Entering the SSID and Password" on page 128
- "Configuring Wi-Fi Settings using Push Button Setup (WPS)" on page 129
- "Configuring Wi-Fi Settings Using PIN Code Setup (WPS)" on page 130

Configuring Wi-Fi Settings by Entering the SSID and Password

You can set up a Wi-Fi connection by entering the necessary information from the printer's control panel. To set up using this method, you need the SSID and password for your wireless router.

Note:
If you are using a 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. Tap  on the home screen.
2. Select **Wi-Fi**.
3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change Access Point** to change the settings.

   If the printer has already been connected by Ethernet, tap **Change to Wi-Fi connection.**, and then select **Yes** after checking the message.
4. Select **Wi-Fi Setup Wizard**.
5. Follow the on-screen instructions to select the SSID, enter the password for the wireless router, and start setup.

   If you want to check the network connection status for the printer after setup is complete, see the related information link below for details.

Note:

- ❏ *If you do not know the network name (SSID), check if the information is written on the label on 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.*
- ❏ *The password is case-sensitive.*
- ❏ *If you do not know the password, check if the information is written on the label of the wireless router. On the label, the password may be named "Network Key", "Wireless Password", or another similar name. If you are using the wireless router with its default settings, use the password written on the label.*
- ❏ *If the SSID you want to connect to is not displayed, configure Wi-Fi settings using software or apps on your computer or mobile device.*

  U.S. and Canada

  Access the following website and search for your product. Download and run your product's software package, then follow the instructions on the computer screen to run the setup program.

  https://support.epson.com

  Other Regions

  *Access the following website, and then enter the product name. Go to **Setup**, and then start setting up.*

  https://epson.sn

Related Information

➡ "Checking the Printer's Network Connection Status (Network Connection Report)" on page 130
➡ "Adjusting Settings When Connecting to a Computer" on page 126
➡ "Adjusting Settings When Connecting to a Mobile Device" on page 127

Configuring Wi-Fi Settings using Push Button Setup (WPS)

You can automatically set up a Wi-Fi network by pressing a button on the wireless router, if the following conditions are met.

- ❏ 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.

Note:
If you cannot find the button or you are setting up using the software, see the documentation provided with the wireless router.

1. Tap  on the home screen.
2. Select **Wi-Fi**.
3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change Access Point** to change the settings.

   If the printer has already been connected by Ethernet, tap **Change to Wi-Fi connection.**, and then select **Yes** after checking the message.
4. Select **Push Button Setup (WPS)**.

5. Follow the on-screen instructions.

   If you want to check the network connection status for the printer after setup is complete, see the related information link below for details.

   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 Printer's Network Connection Status (Network Connection Report)" on page 130

Configuring Wi-Fi Settings Using PIN Code Setup (WPS)

You can automatically connect to a wireless router by using a PIN code. You can use this method to set up if a wireless router is capable of WPS (Wi-Fi Protected Setup). Use a computer to enter a PIN code into the wireless router.

1. Tap  on the home screen.
2. Select **Wi-Fi**.
3. Tap **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change Access Point** to change the settings.

   If the printer has already been connected by Ethernet, tap **Change to Wi-Fi connection.**, and then select **Yes** after checking the message.
4. Select **Others** > **PIN Code Setup (WPS)**.
5. Follow the on-screen instructions.

   If you want to check the network connection status for the printer after setup is complete, see the related information link below for details.

   Note:
   See the documentation provided with your wireless router for details on entering a PIN code.

Related Information

➡ "Checking the Printer's Network Connection Status (Network Connection Report)" on page 130

Checking the Printer's Network Connection Status (Network Connection Report)

You can print a network connection report to check the status of the network connection between the printer and the router.

1. Load paper in the printer.
2. Select **Settings** on the home screen.

3. Select **Network Settings** > **Connection Check**.

   The connection check starts.

4. 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 review the possible causes and solutions.

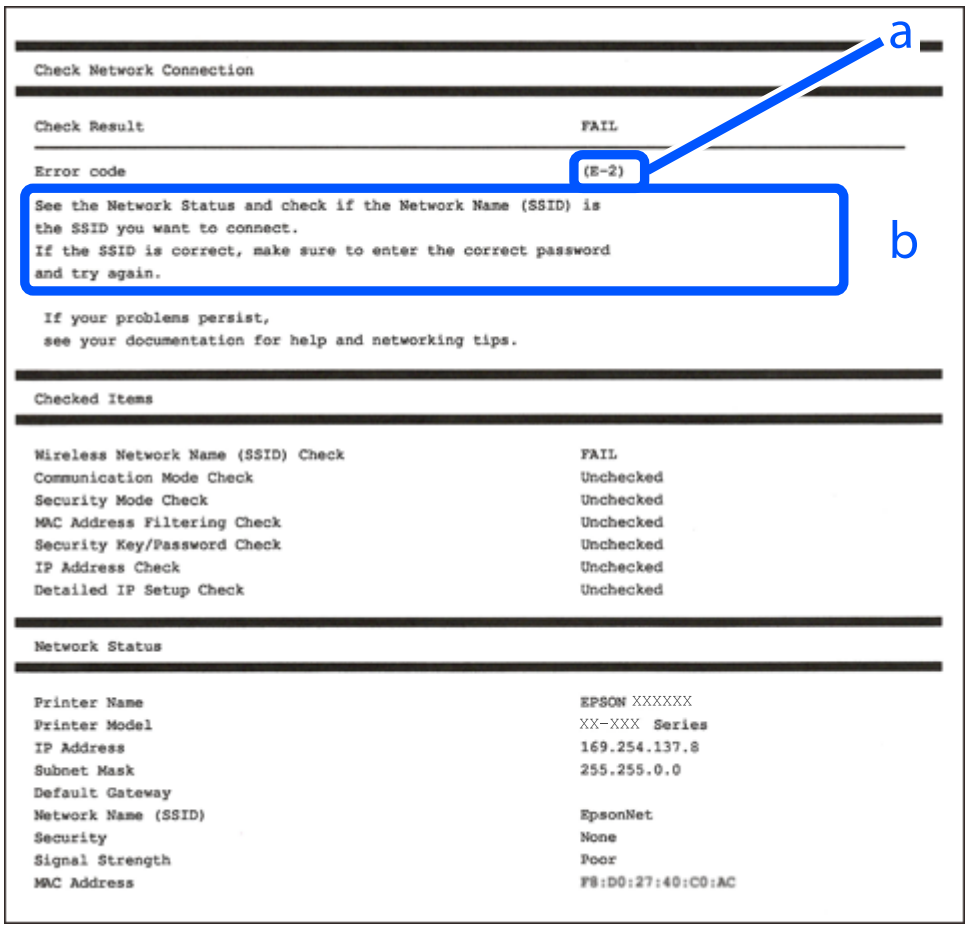
Related Information

➡ "Messages and Solutions on the Network Connection Report" on page 131

➡ "Loading Paper" on page 30

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. Network Environment Message

Related Information

➡ "E-1" on page 132

➡ "E-2, E-3, E-7" on page 132

➡ "E-5" on page 133
➡ "E-6" on page 133
➡ "E-8" on page 134
➡ "E-9" on page 134
➡ "E-10" on page 134
➡ "E-11" on page 135
➡ "E-12" on page 135
➡ "E-13" on page 136
➡ "Network Environment Messages" on page 137

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 set up a Wi-Fi connection, reselect the Wi-Fi settings because they are currently disabled.

Related Information

➡ "Configuring Wi-Fi Settings from the Control Panel" on page 128

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** section of the network connection report.

❏ If a wireless router has multiple SSIDs, select the SSID that is displayed. If the SSID is using a non-compliant frequency, the printer will not display it.

❏ 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.

❏ Make 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 mobile device, check for the SSID and password in the documentation provided with the mobile 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.

https://support.epson.com (U.S. and Canada)

https://epson.sn > **Setup** (Other regions)

- ❏ A mobile device was added to the network using push button setup.
- ❏ The printer was connected to the network using any method other than push button setup.
- ❏ The wireless router was replaced.

Related Information

➡ "Resetting the Network Connection" on page 126

➡ "Configuring Wi-Fi Settings from the Control Panel" on page 128

E-5

Solutions:

❏ Make sure the wireless router's security type is set to one of the options below. If it is set to anything else, change the security type on the wireless router.

- ❏ WEP-64 bit (40 bit)
- ❏ WEP-128 bit (104 bit)
- ❏ WPA PSK (TKIP/AES)*
- ❏ WPA2 PSK (TKIP/AES)*
- ❏ WPA3-SAE (AES)

* WPA PSK is also known as WPA Personal. WPA2 PSK is also known as WPA2 Personal.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Reconfigure the printer's network settings.

E-6

Solutions:

❏ If MAC address filtering 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** section of 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 connections allowed on the wireless router is less than the number of devices that you want to connect, reconfigure settings on the wireless router to increase the number of connections allowed. See the documentation provided with the wireless router for details.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Reconfigure the printer's network settings.

Related Information

➡ "Adjusting Settings When Connecting to a Computer" on page 126

E-8

Solutions:

❏ If the wireless router's DHCP is enabled, set the printer's TCP/IP settings to Auto.

❏ If the printer's Obtain IP Address setting is set to Manual, the IP address you manually set is invalid because it is out of range (for example: 0.0.0.0). Enter a valid IP address from the printer's control panel.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Reconfigure the printer's network settings.

Related Information

➡ "Setting a Static IP Address for the Printer" on page 142

E-9

Solutions:

Confirm the following:

❏ The 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 your printer and network devices still do not connect after confirming the above, try the following.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Configure network settings from a computer on the same network as the printer by downloading and running the software from the following website.

https://support.epson.com (U.S. and Canada)

https://epson.sn > **Setup** (Other regions)

If the problem continues to occur, check the IP address of the printer listed in the Network Connection Report and contact your router manufacturer.

Related Information

➡ "Adjusting Settings When Connecting to a Computer" on page 126

E-10

Solutions:

Confirm the following:

❏ Other devices on the network are turned on.

❏ The network addresses (IP address, subnet mask, and default gateway) are correct if you have set the printer's Obtain IP Address setting set to Manual.

Reset the network addresses if they are incorrect. You can check the IP address, subnet mask, and default gateway from the **Network Status** section 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** section of the network connection report, and then select Manual on the network settings screen. Set the subnet mask to [255.255.255.0].

If your printer and network devices still do not connect after confirming the above, try the following.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Configure network settings from a computer on the same network as the printer by downloading and running the software from the following website.

https://support.epson.com (U.S. and Canada)

https://epson.sn > **Setup** (Other regions)

Related Information

➡ "Setting a Static IP Address for the Printer" on page 142

E-11

Solutions:

Confirm 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** section on the network connection report.

If your printer and network devices still do not connect after confirming the above, try the following.

❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.

❏ Configure network settings from a computer on the same network as the printer by downloading and running the software from the following website.

https://support.epson.com (U.S. and Canada)

https://epson.sn > **Setup** (Other regions)

Related Information

➡ "Setting a Static IP Address for the Printer" on page 142

E-12

Solutions:

Confirm 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 your printer and network devices still do not connect after confirming the above, try the following.

- ❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ❏ Configure network settings again using the installer. You can run it from the following website.

  https://support.epson.com (U.S. and Canada)

  https://epson.sn > **Setup** (Other regions)
- ❏ 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 entered in the printer.

Related Information

➡ "Setting a Static IP Address for the Printer" on page 142

E-13

Solutions:

Confirm 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 done manually. (If the printer's TCP/IP Setup is done automatically while the TCP/IP Setup for other network devices is done 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.
- ❏ Configure network settings from a computer on the same network as the printer by downloading and running the software from the following website.

  https://support.epson.com (U.S. and Canada)

  https://epson.sn > **Setup** (Other regions)
- ❏ 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 entered in the printer.

Related Information

➡ "Setting a Static IP Address for the Printer" on page 142

➡ "Adjusting Settings When Connecting to a Computer" on page 126

Network Environment Messages

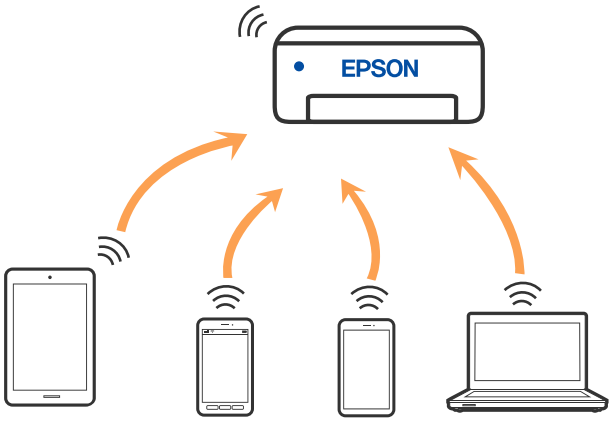
Message	Solution
The Wi-Fi environment needs to be improved. Turn the wireless router off and then turn it on. If the connection does not improve, see the documentation for the wireless router.	After moving the printer closer to the wireless router and removing any obstacles between them, turn off the 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.	You have connected the maximum number of devices allowed via the printer's Wi-Fi Direct (Simple AP) connection. To add another computer or mobile device, disconnect one of the connected devices. You can confirm the number of devices that 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 mobile device to the printer.	On the printer's control panel, go to the Wi-Fi Direct Setup screen and select the menu to change the setting. You can change the part of the network name that after DIRECT-XX-. The network name must be 22 characters or less.

Connecting a Device and Printer Directly (Wi-Fi Direct)

Wi-Fi Direct (Simple AP) allows you to connect a device directly to the printer without a wireless router and print from the 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 mobile devices or computers to the printer directly. In this mode, the printer acts as a wireless router and you can connect the devices to the printer without having to use a standard wireless router, but devices directly connected to the printer cannot communicate with each other.



The printer can be connected via a Wi-Fi Direct (Simple AP) connection and either a Wi-Fi(Infrastructure) or Ethernet connection simultaneously.

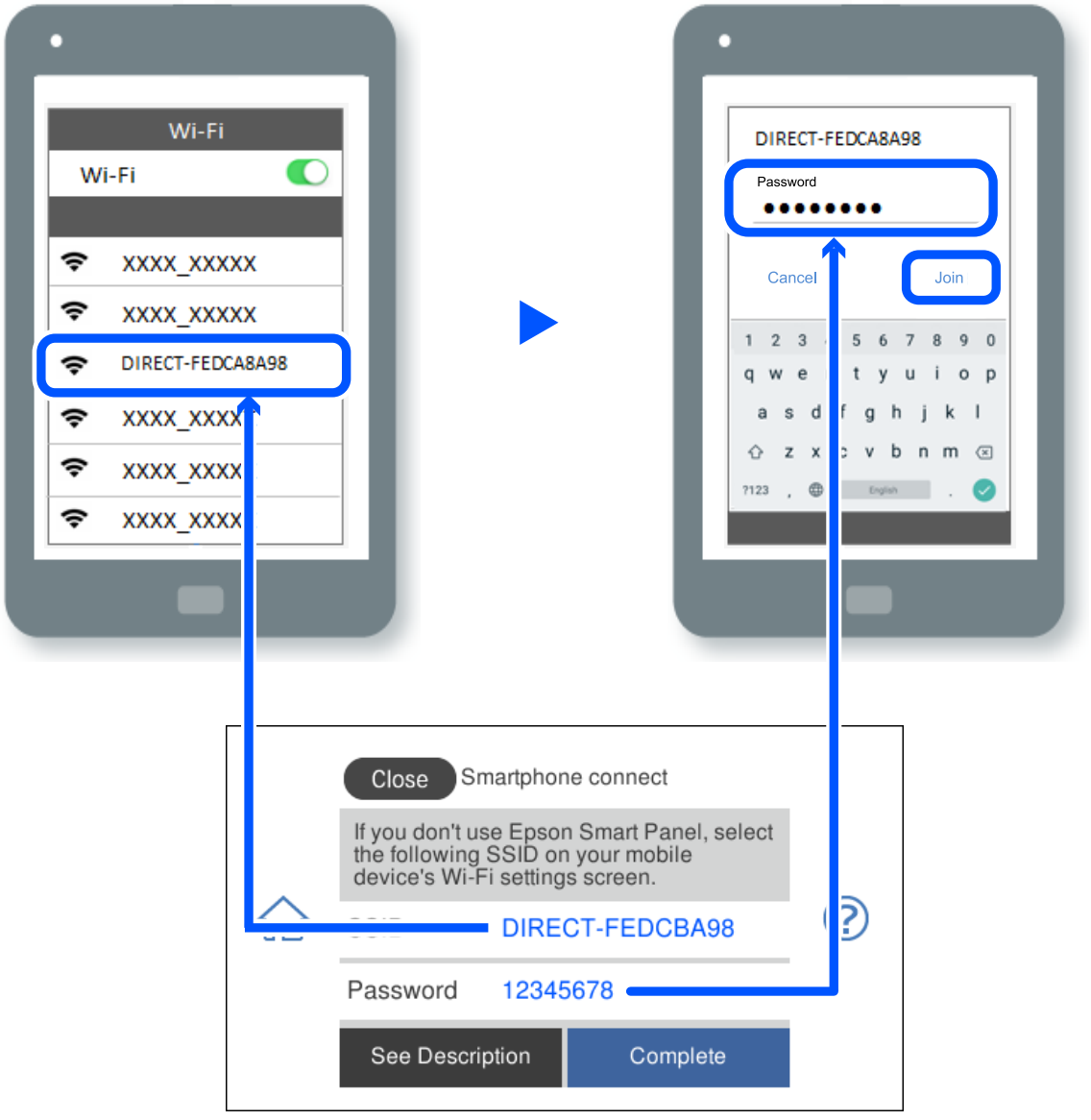
Connecting to Devices using Wi-Fi Direct

This method allows you to connect the printer directly to devices without a wireless router.

Note:
For iOS or Android users, it is convenient to set up from Epson Smart Panel.

You only need to configure these settings for the printer and the 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 configure these settings again.

1. Tap  on the home screen.
2. Tap **Wi-Fi Direct**.
3. Tap **Start Setup**.
4. Scroll down the printer screen to display the SSID and password required to set up the connection. On your device, select the same SSID and enter the password.



5. On the device's printing app screen, select the printer that you want to connect to.
6. On the printer's control panel, select **Complete**.

For devices that have been connected to the printer before, select the network name (SSID) on the device's Wi-Fi screen to connect them again.

Disconnecting a Wi-Fi Direct (Simple AP) Connection

Note:
When Wi-Fi Direct (Simple AP) is disabled, all computers and mobile devices connected to the printer in Wi-Fi Direct (Simple AP) connection are disconnected. If you want to disconnect a specific device, disconnect from the device instead of the printer.

1. Tap  on the printer's home screen.
2. Select **Wi-Fi Direct**.

   The Wi-Fi Direct information is displayed.
3. Tap **Start Setup**.
4. Tap .
5. Select **Disable Wi-Fi Direct**.
6. Tap the **Disable the settings**.
7. Follow the on-screen instructions.

Changing Wi-Fi Direct (Simple AP) Settings

When Wi-Fi Direct (simple AP) is enabled, you can change the settings from  > **Wi-Fi Direct** > **Start Setup** > , and then the following menu items are displayed.

Change Network Name

Change the Wi-Fi Direct (simple AP) network name (SSID) to a name of your choice. You can enter the network name (SSID) using ASCII characters 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 reconnect the devices.

Change Password

Change the Wi-Fi Direct (simple AP) password to a password of your choice. You can enter the password using ASCII characters 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 reconnect the devices.

Change Frequency Range

Change the Wi-Fi Direct frequency range. You can select 2.4 GHz or 5 GHz.

When changing the frequency range, all connected devices are disconnected. Reconnect the devices.

Note that you can only reconnect devices that support the 5 GHz frequency range when changing to 5 GHz.

Disable Wi-Fi Direct

Disable the printer's Wi-Fi Direct (simple AP) feature. When you do this, 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.

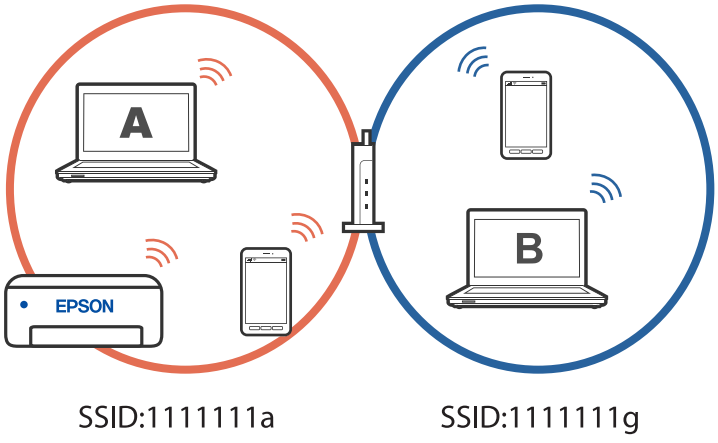
Any saved Wi-Fi Direct (simple AP) connection information about connected devices is deleted.

Adding or Changing the Printer's Connection

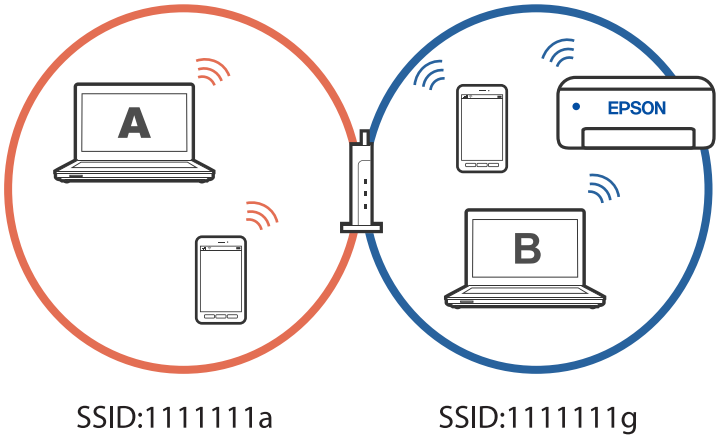
To Set Up a Printer on Multiple Computers

Although several computers can be connected to the same wireless router, each computer may be assigned a different SSID.

If the SSIDs assigned by the wireless router are not handled as the same network, then each computer is effectively connected to a different network. When you start setting up the printer from computer A, the printer is added to the same network as computer A allowing computer A to print from it.



Furthermore, if you start setting up the printer from computer B in the configuration shown above, the printer is set up on computer B's network allowing computer B to print but not computer A.



To prevent this from happening, when you want to connect the printer to a second computer, make sure the second computer is on the same network as the printer before you begin setup.

Changing the Connection from Wi-Fi to Wired (Ethernet)

Follow the steps below if the Wi-Fi you are using is unstable, or if you want to change to a more stable wired (Ethernet) connection.

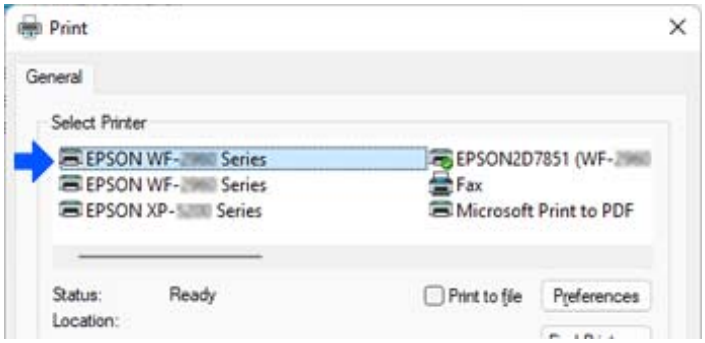
1. Select **Settings** on the home screen.
2. Select **Network Settings** > **Connection Settings** > **Ethernet**.
3. Follow the guide to connect the LAN cable.

Changing the Connection from Wi-Fi to USB

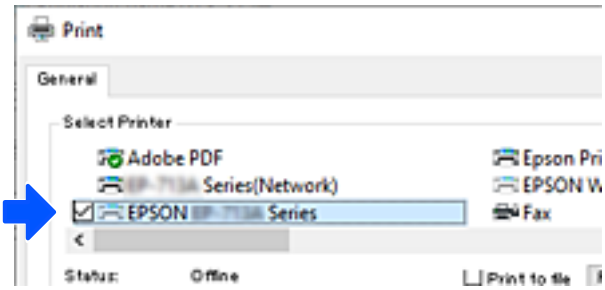
Follow the steps below if the Wi-Fi you are using is unstable, or if you want to change to a more stable USB connection.

1. Connect the printer to a computer using a USB cable.
2. When you print, select the printer whose name does not end with "(Network)" or the printer name in parentheses.

   Example of Windows 11



Example of Windows 10



Related Information

➡ "Rear" on page 22

Setting a Static IP Address for the Printer

This section describes how to configure settings from the printer's control panel.

1. Select **Settings** on the printer's home screen.
2. Select **Network Settings** > **Advanced** > **TCP/IP**.
3. Select **Obtain IP Address**, and then select **Manual**.
4. Enter the IP address.

   Select the ◀ or ▶ icon to move the focus between the IP address segments.
5. Enter the **Subnet Mask** and **Default Gateway**.

   Important:
   If the combination of the IP Address, Subnet Mask and Default Gateway is incorrect, you cannot proceed with setup. Make sure there are no errors in the entries.
6. Enter the IP address for the primary DNS server.

   Note:
   *When you select **Auto** for the IP address assignment settings, you can select the DNS server settings from **Manual** or **Auto**. If you cannot obtain the DNS server address automatically, select **Manual** and enter the DNS server address. Then, enter the secondary DNS server address directly. If you select **Auto**, go to step 8.*
7. Enter the IP address for the secondary DNS server.
8. Tap **Start Setup**.

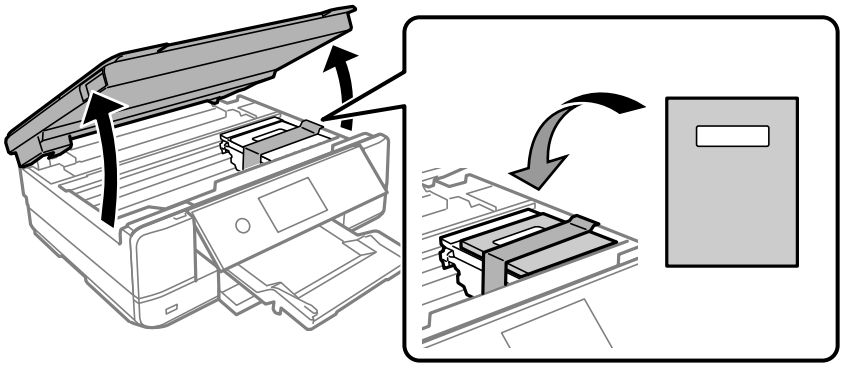
Transporting and Storing the Printer

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 will not return to the home position , which can cause the ink to dry and make printing impossible.*

3. Disconnect all cables such as the power cord and USB cable.
4. Make sure there is no memory device inserted.
5. Remove all of the paper from the printer.
6. Make sure there are no originals on the printer.
7. Open the scanner unit with the document cover closed. Secure the ink cartridge holder to the case by taping the protective piece that came with the printer to the top of the holder.

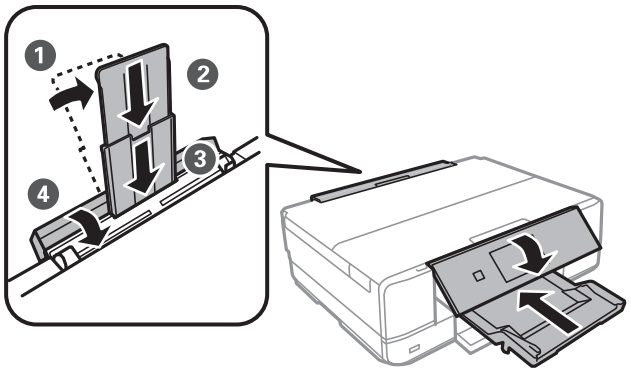


> ***Important:***
> *Leave the ink cartridges installed. Removing the cartridges can dry out the print head and may prevent the printer from printing.*

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

8. Close the scanner unit.

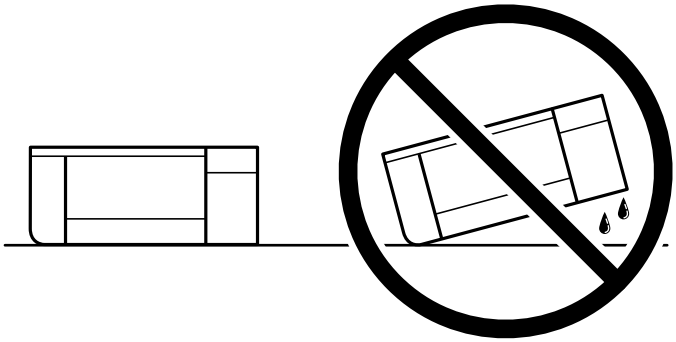
9. Prepare the printer for transport as shown below.



10. Pack the printer in its box, using protective materials.

Important:

When storing or transporting the printer, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.



When you use the printer again, make sure you remove the tape securing the ink cartridge holder. If print quality has declined the next time you print, run **Print Quality Adjustment**.

Related Information

➡ "Adjusting the Print Quality" on page 111

Solving Problems

Cannot Print or Scan. 146

Printing, Copying, and Scanning Quality is Poor. 158

Cannot Select Paper Type or Paper Source in Printer Driver. 178

A Message is Displayed on the LCD Screen. 178

Paper Gets Jammed. 182

It is Time to Replace the Ink Cartridges. 187

It is Time to Replace the Maintenance Box. 190

Cannot Operate the Printer as Expected. 192

Cannot Solve Problem. 197

Cannot Print or Scan

Problem Solving

Read this section if you cannot print or scan as expected or if there are problems when printing. See the following for solutions to some common problems.

Is the printer on?

Solutions

- ❏ Make sure the printer is turned on.
- ❏ Make sure the power cord is correctly connected.

➡ "Power Does Not Turn On" on page 192
➡ "Cannot Solve Problem" on page 197

Is the printer itself working properly?

Solutions

- ❏ If an error message is displayed on the LCD screen, check the error.
- ❏ Print a status sheet and use it to check if the printer itself can print properly.

➡ "Print Status Sheet:" on page 218

Is any paper jammed in the printer?

Solutions

If paper is jammed in the printer, it cannot start printing. Remove the jammed paper from the printer.

➡ "Paper Gets Jammed" on page 182

Has print data been sent correctly?

Solutions

- ❏ Make sure there is no print data standing by from a previous job.
- ❏ Check the printer driver to make sure the printer is not offline.

➡ "There is still a job waiting to be printed." on page 148
➡ "The printer is paused or offline." on page 148
➡ "Cannot Print Even Though a Connection has been Established (Windows)" on page 147
➡ "Cannot Print Even Though a Connection has been Established (Mac OS)" on page 149
➡ "Use the Epson Printer Connection Checker to improve the connection to the computer. (Windows)" on page 151

Are you having connection problems?

Solutions

- ❏ Make sure the cables are properly connected for all connections.
- ❏ Make sure that any network device (router, hub) or USB hub that you use is operating normally.

❏ If you have a Wi-Fi connection, make sure that the Wi-Fi connection settings are correct.

❏ If you have a network connection, check the network that your computer and printer are connected to, and make sure that the names of the networks match.

➡ "Use the Epson Printer Connection Checker to improve the connection to the computer. (Windows)" on page 151

➡ "The Printer Cannot Connect by USB" on page 150

➡ "Resetting the Network Connection" on page 126

➡ "Main causes and solutions for network connection problems" on page 151

The Application or Printer Driver do not Work Properly

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

One of the following situations may be the cause.

A genuine Epson printer driver has not been installed.

Solutions

If a genuine Epson printer driver (EPSON XXXXX) has not been installed, the available functions are limited. We recommend using a genuine Epson printer driver.

➡ "Checking if a genuine Epson printer driver is installed - Windows" on page 124

➡ "Checking if a genuine Epson printer driver is installed - Mac OS" on page 125

There is a problem with the software or data.

Solutions

❏ Make sure 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 image, the computer may run out of memory. Print the image at a lower resolution or a smaller size.

❏ 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.

❏ If you have tried all of the solutions and have not solved the problem, try uninstalling and then reinstalling the printer driver.

➡ "Installing the Applications Separately" on page 123

There is a problem with the printer's status.

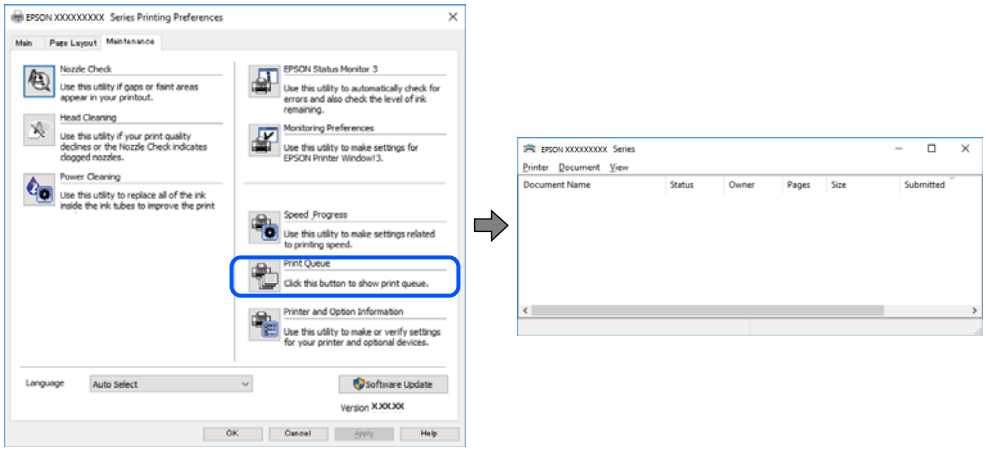
Solutions

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.

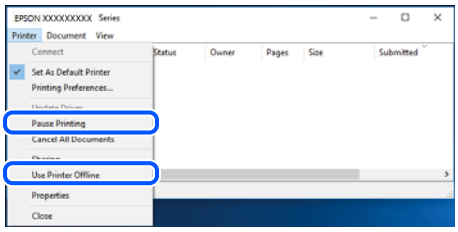


The printer is paused or offline.

Solutions

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

If the printer is paused or offline, clear the related 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**, or **Printers and Faxes**) and click **Set as default printer**.

Note:
If there are multiple printer icons, select the correct one based on the connection type, as described below.

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**.

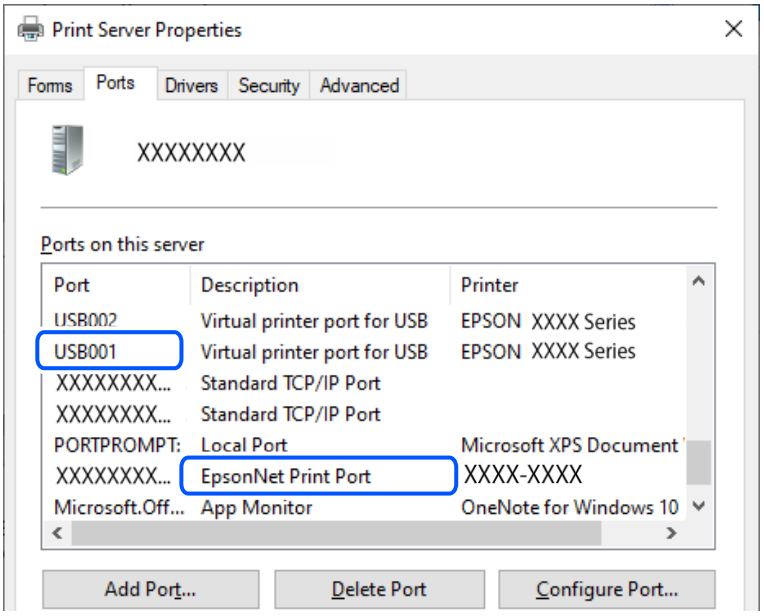
The printer port is not set correctly.

Solutions

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

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

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



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

One of the following situations may be the cause.

A genuine Epson printer driver has not been installed.

Solutions

If a genuine Epson printer driver (EPSON XXXXX) has not been installed, the available functions are limited. We recommend using a genuine Epson printer driver.

➡ "Checking if a genuine Epson printer driver is installed - Windows" on page 124

➡ "Checking if a genuine Epson printer driver is installed - Mac OS" on page 125

There is a problem with the software or data.

Solutions

- ❏ Make sure 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 image, the computer may run out of memory. Print the image at a lower resolution or a smaller size.
- ❏ 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.
- ❏ If you have tried all of the solutions and have not solved the problem, try uninstalling and then reinstalling the printer driver.

➡ "Installing the Applications Separately" on page 123

There is a problem with the printer's status.

Solutions

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

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

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

One of the following situations may be the cause.

Paper Configuration is disabled.

Solutions

Enable **Paper Configuration** in the following menu on the LCD screen.

Settings > **Printer Settings** > **Paper Source Setting** > **Paper Configuration**

AirPrint is disabled.

Solutions

Enable the AirPrint setting in Web Config.

➡ "Application for Configuring Printer Operations (Web Config)" on page 211

Cannot Scan Even Though a Connection has been Correctly Established

Scanning at a high resolution over a network.

Solutions

Try scanning at a lower resolution.

The Printer Cannot Connect by USB

One of the following situations may be the cause.

The USB cable is not plugged into the USB inlet 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

Connect the USB cable to a different port, or change the USB cable.

The printer is connected to a SuperSpeed USB port.

Solutions

If you connect the printer to a SuperSpeed USB port using a USB 2.0 cable, a communication error may occur on some computers. In this case, reconnect the printer using one of the following methods:

- ❏ Use a USB 3.0 cable (supported models only).
- ❏ Connect to a Hi-Speed USB port on the computer.
- ❏ Connect to a SuperSpeed USB port other than the port that generated the communication error.

➡ "Interface Specifications" on page 223

The Printer Cannot Connect to the Network

Main causes and solutions for network connection problems

Check the following to see if there is a problem with the operation or settings for the connected device.

Check the cause of the printer network connection failure.

Solutions

Print out the network connection check report to see the issue and check the recommended solutions.

See the following related information for details on reading the network connection check report.

Note:
If you want to check more information on the network settings, print a network status sheet.

➡ "Checking the Printer's Network Connection Status (Network Connection Report)" on page 130

Use the Epson Printer Connection Checker to improve the connection to the computer. (Windows)

Solutions

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 11

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

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 124

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

If you cannot solve the problem, see the information at the links below based on your situation.

❏ The printer is not recognized over a network connection

"Checking the Printer's Network Connection Status (Network Connection Report)" on page 130

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

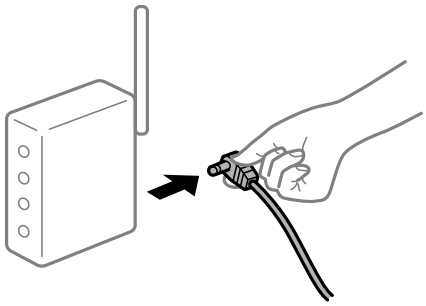
"Cannot Print Even Though a Connection has been Established (Windows)" on page 147

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

Solutions

Try the following if you can reset the wireless LAN router in your environment:

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 mobile devices, and then printer. Move the printer and computer or mobile devices closer to the wireless router to help with radio wave communication, and then try to configure network settings again.



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

Solutions

After moving the computer or the mobile devices 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

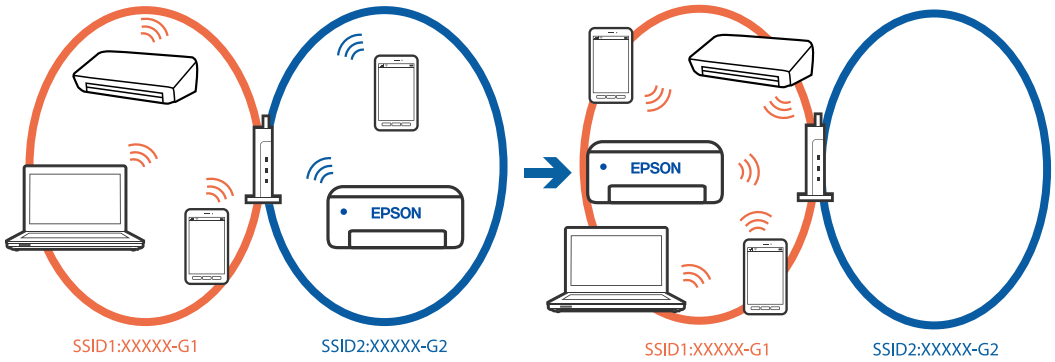
Reconfigure the settings so that they match the new wireless router.

➡ "Resetting the Network Connection" on page 126

The SSIDs connected from the computer or mobile devices 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 mobile devices to the same SSID as the printer.

- ❏ Check the SSID that the printer is connected to by printing out the network connection check report.
- ❏ On all of the computers and mobile devices you want to connect to the printer, check the name of the Wi-Fi or network you are connected to.
- ❏ If the printer and your computer or mobile devices are connected to different networks, reconnect the devices to the SSID that the printer is connected to.

A privacy separator on the wireless router is enabled.

Solutions

Most wireless routers have a separator function that blocks communication between devices within the same SSID. If you cannot communicate between the printer and the computer or mobile devices even if they are connected to the same network, disable the separator function 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.

Select **Settings** > **Network Settings** > **Advanced** > **TCP/IP** on the printer's control panel, 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.

➡ "Setting a Static IP Address for the Printer" on page 142

A 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.
- ❏ Connect to the SSID with the 5 GHz range.

There is a problem with the network settings on the computer or mobile devices.

Solutions

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

Check the network connection for the computer or mobile devices. See the documentation provided with the computer or mobile devices for details.

The printer has been connected via Ethernet using devices that support IEEE802.3az (Energy Efficient Ethernet).

Solutions

When you connect the printer via Ethernet using devices that support IEEE802.3az (Energy Efficient Ethernet), the following problems may occur depending on the hub or router that you are using.

This setting is only available on models with wired LAN functionality.

- ❏ The printer connection is unstable, and continuously connects and disconnects.
- ❏ You cannot connect to the printer.
- ❏ The communication speed is slow.

Follow the steps below to disable IEEE802.3az for the printer and then reconnect.

1. Remove the Ethernet cables connected to the computer and the printer.
2. If IEEE802.3az is enabled on the computer, disable it.

   See the documentation provided with the computer for details.
3. Connect the computer and the printer directly with an Ethernet cable.
4. On the printer, print a network connection report.

   "Checking the Printer's Network Connection Status (Network Connection Report)" on page 130
5. Check the printer's IP address on the network connection report.
6. On the computer, access Web Config.

   Launch a Web browser, and then enter the printer's IP address.

   "Application for Configuring Printer Operations (Web Config)" on page 211
7. Log on as an administrator from **Advanced Settings**.

   Note:
   The administrator password is set in advance for the advanced settings in Web Config. See the link below for details on the administrator password.
8. Select **Network** tab > **Wired LAN**.
9. Select **OFF** for **IEEE 802.3az**.
10. Click **Next**.
11. Click **OK**.

12. Remove the Ethernet cable connected to the computer and the printer.
13. If you disabled IEEE802.3az for the computer in step 2, enable it.
14. Connect the Ethernet cables that you removed in step 1 to the computer and the printer.

If the problem still occurs, devices other than the printer may be causing the problem.

➡ "Application for Configuring Printer Operations (Web Config)" on page 211
➡ "Default Value of the Administrator Password" on page 16

Paper Does Not Feed Properly

Points to Check

One of the following situations may be the cause.

The installation location is inappropriate.

Solutions

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

➡ "Environmental Specifications" on page 228

Unsupported paper is being used.

Solutions

Use paper supported by this printer.

➡ "Available Paper and Capacities" on page 200
➡ "Unavailable Paper Types" on page 207

Paper handling is inappropriate.

Solutions

Follow paper handling precautions.

➡ "Paper Handling Precautions" on page 30

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 200

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 31

The paper settings in the printer driver are incorrect.

Solutions

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

Paper slips when paper dust adheres to the roller.

Solutions

Paper dust may have adhered to the roller. Clean the roller.

➡ "Improving Paper Feeding Problems" on page 109

Cannot feed paper used for the first time.

Solutions

Commercially available paper may not be fed correctly depending on the characteristics of the paper. Trying loading the paper in a different paper source. First try paper cassette 1, then paper cassette 2, and then the rear paper feed slot.

Paper Feeds at a Slant

One of the following situations may be the cause.

The paper is curled.

Solutions

If the paper is curled or the edges of the paper are folded, it may touch the print head and be fed at an angle.

Place the paper on a flat surface to check if it is curled. If it is, flatten it.

The paper is loaded incorrectly.

Solutions

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

➡ "Loading Paper in Paper Cassette 1" on page 34
➡ "Loading Paper in Paper Cassette 2" on page 37
➡ "Loading Paper in the Rear Paper Feed Slot" on page 40

Several Sheets of Paper are Fed at a Time

One of the following situations may be the cause.

The paper is moist or damp.

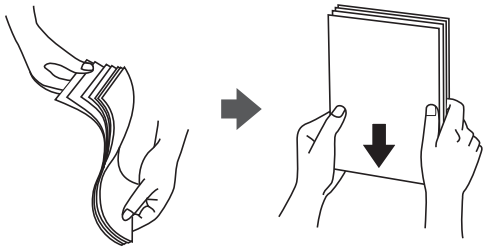
Solutions

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.



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.

Paper is Ejected from the Rear Paper Feed Slot Without Being Printed

Paper was loaded before the rear paper feed slot was ready.

Solutions

Send the print job first, and then load paper when the printer prompts you to do so.

The CD/DVD Tray is Ejected when You Try to Load It

The disc has not been attached properly.

Solutions

Reattach the disc properly.

➡ "Printing Photos on a Disc Label" on page 74
➡ "Copying to a Disc Label" on page 89

Paper is Ejected During Printing

Letterhead is not selected as the paper type.

Solutions

When you load letterhead paper (paper on which information such as the sender's name or corporation name are pre-printed in the header), select **Letterhead** as the paper type setting.

Printing, Copying, and Scanning Quality is Poor

Print Quality is Poor

Color Missing, Banding, or Unexpected Colors Appear in Printout



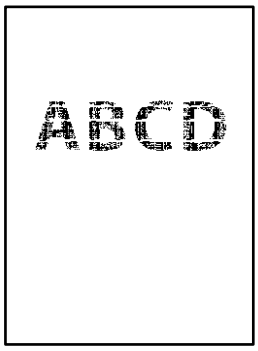

The print head nozzles may be clogged.

Solutions

Use the **Print Quality Adjustment** feature. 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.

➡ "Adjusting the Print Quality" on page 111

Print Quality is Poor with Black Ink



The print head nozzles may be clogged.

Solutions

❏ Use the **Print Quality Adjustment** feature. 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.

"Adjusting the Print Quality" on page 111

❏ If you cannot solve the problem using head cleaning, you can print immediately with a mixture of color inks to create composite black by changing the following settings in Windows.

Click **Extended Settings** on the printer driver's **Maintenance** tab. If you select **Use a Mixture of Color Inks to Create Black**, you can print at **Standard** print quality when the **Paper Type** is **Plain paper**, **Letterhead**, or **Envelope**.

Note that this feature cannot solve nozzle clogging. To solve nozzle clogging, contact Epson support.

➡ "Contacting Epson Support" on page 233

Colored Banding Appears at Intervals of Approximately 2.5 cm (1.0 in.)



One of the following situations may be the cause.

The paper type in the printer settings is incorrect.

Solutions

Make sure the paper type in the printer settings matches the actual paper type.

➡ "List of Paper Types" on page 32

The print quality is set too low.

Solutions

When printing on plain paper, use a higher quality setting.

❏ Control panel

Select **High** as the **Quality** setting.

"Menu Options for Paper and Print Settings" on page 53

❏ 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 is out of alignment.

Solutions

Align the print head using the **Print Quality Adjustment** feature.

➡ "Adjusting the Print Quality" on page 111

Blurry Prints, Vertical Banding, or Misalignment



One of the following situations may be the cause. Try the solutions in the order shown.

The print head is out of alignment.

Solutions

Align the print head using the **Print Quality Adjustment** feature.

➡ "Adjusting the Print Quality" on page 111

The bidirectional printing setting is enabled.

Solutions

If print quality does not improve even after aligning the print head, disable the bidirectional setting.

During bidirectional (or high speed) printing, the print head prints while moving in both directions, and vertical lines may be misaligned. Disabling this setting may slow down printing speed but improve print quality.

❏ Control panel

Disable **Bidirectional** in **Settings** > **Printer Settings**.

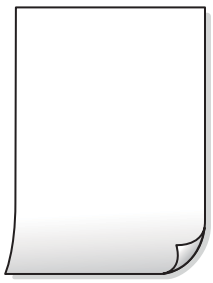
❏ Windows

Clear **Bidirectional Printing** on the printer driver's **More Options** tab.

❏ Mac OS

Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan** or **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **Off** as the **Bidirectional Printing** setting.

The Printout Comes Out as a Blank Sheet



The print head nozzles may be clogged.

Solutions

Use the **Print Quality Adjustment** feature. 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.

➡ "Adjusting the Print Quality" on page 111

The paper size in the print settings is incorrect.

Solutions

Make sure the paper size in the print settings matches the actual paper size.

Multiple sheets of paper are fed into the printer at the same time.

Solutions

See the following to prevent multiple sheets of paper from being fed into the printer at the same time.

➡ "Several Sheets of Paper are Fed at a Time" on page 156

Printed at an Angle



The paper is curled.

Solutions

If the paper is curled or the edges of the paper are folded, it may touch the print head and be fed at an angle.

Place the paper on a flat surface to check if it is curled. If it is, flatten it.

The paper is loaded incorrectly.

Solutions

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

➡ "Loading Paper in Paper Cassette 1" on page 34
➡ "Loading Paper in Paper Cassette 2" on page 37
➡ "Loading Paper in the Rear Paper Feed Slot" on page 40

Paper Is Smeared or Scuffed



One of the following situations may be the cause.

The 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 Paper Cassette 1" on page 34
➡ "Loading Paper in Paper Cassette 2" on page 37
➡ "Loading Paper in the Rear Paper Feed Slot" on page 40

The paper path is smeared.

Solutions

When vertical banding (parallel to the printing direction) appears, or the paper is smeared, clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 114

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.

❏ Control panel

Select **Settings** > **Printer Settings**, and then enable **Thick Paper**.

❏ Windows

Click **Extended Settings** on the printer driver's **Maintenance** tab, and then select **Thick Paper and Envelopes**.

❏ 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 **Thick paper and envelopes** setting.

When **Thick Paper** is selected and the printed surface is smeared, select **Settings** > **Printer Settings**, and then enable **Short Grain Paper**. This does not apply to borderless printing.

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.

When printing using automatic 2-sided printing, the print density is too high and the drying time is too short.

Solutions

When using the automatic 2-sided printing feature and printing high density data such as images and graphs, lower the print density and increase the drying time.

Printed Photos are Sticky



The wrong side of the photo paper was used.

Solutions

Make sure the paper size in the printer settings matches the actual paper size. If you print on the wrong side of the photo paper, you need to clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 114

Images or Photos Contain Unexpected Colors



One of the following situations may be the cause.

The print head nozzles may be clogged.

Solutions

Use the **Print Quality Adjustment** feature. 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.

➡ "Adjusting the Print Quality" on page 111

Color correction has been applied.

Solutions

When printing from the control panel or from the Windows printer driver, the Epson auto photo adjustment setting (PhotoEnhance) is applied by default depending on the paper type. Try changing the setting.

❏ Control Panel

Change the **Enhance** setting from **Auto** to **People**, **Night Scene**, or **Landscape**. If changing the setting does not work, turn off **PhotoEnhance** by selecting **Enhance Off**.

❏ Windows printer driver

On the **More Options** tab, select **Custom** in **Color Correction**, and then click **Advanced**. Change the **Scene Correction** setting from **Automatic** to any other option. If changing the setting does not work, use any color correction method other than **PhotoEnhance** in **Color Management**.

➡ "Menu Options for Editing Photos" on page 54

➡ "Adjusting the Print Color" on page 71

Colors in the Printout Differ from Those on the Display



The color properties for the display device you are using have not been adjusted correctly.

Solutions

Display devices such as computer screens have their own display properties. If the display is unbalanced, the image is not displayed with proper brightness and colors. Adjust the properties of the display device, then perform the following.

❏ Windows

Access the printer driver window, select **Custom** as the **Color Correction** setting on the **More Options** tab, and then click **Advanced**. Select **EPSON Standard** as the **Color Mode** setting.

❏ Mac OS

Access the print dialog. Select **Color Options** from the pop-up menu, and then click the arrow next to **Advanced Settings**. Select **EPSON Standard** as the **Mode** setting.

The display device is reflecting external light.

Solutions

Avoid direct sunlight and view the image in an environment where the appropriate lighting is assured.

The display device has a high resolution.

Solutions

Colors may differ from what you see on mobile devices with high-resolution displays.

The display device and the printer have a different process of producing colors.

Solutions

Colors on a display are not quite identical to those on paper because the display device and the printer have a different process of producing colors. Adjust the color properties so that the colors match more closely.

Cannot Print Without Margins



The borderless feature is not enabled in the print settings.

Solutions

Enable the borderless feature in the print settings. If you select a paper type that does not support borderless printing, you cannot select **Borderless**. Select a paper type that supports borderless printing.

❏ Control panel

Select **Borderless** as **Border Setting**.

❏ Windows

Select **Borderless** on the printer driver's **Main** tab.

❏ Mac OS

Select a borderless paper size from **Paper Size**.

➡ "Menu Options for Paper and Print Settings" on page 53

➡ "Paper for Borderless Printing" on page 205

The Edges of the Image are Cropped During Borderless Printing



Because the image is slightly enlarged, the area beyond the paper size boundaries is cropped.

Solutions

Select a smaller enlargement setting.

❏ Control panel

Change the **Expansion** setting.

❏ Windows

Click **Settings** next to the **Borderless** checkbox on the printer driver's **Main** tab, and then change the setting.

❏ Mac OS

Change the **Expansion** setting from the print dialog's **Print Settings** menu.

➡ "Menu Options for Paper and Print Settings" on page 53

Aspect ratios of the image data and paper size are different.

Solutions

If the aspect ratios of the image data and paper size are different, the long side of the image is cropped if it extends beyond the long side of the paper.

The Position, Size, or Margins of the Printout Are Incorrect



One of the following situations may be the cause.

The paper is loaded incorrectly.

Solutions

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

➡ "Loading Paper in Paper Cassette 1" on page 34
➡ "Loading Paper in Paper Cassette 2" on page 37
➡ "Loading Paper in the Rear Paper Feed Slot" on page 40

The paper size in the printer settings is incorrect.

Solutions

Make sure the paper size in the printer settings matches the actual paper size.

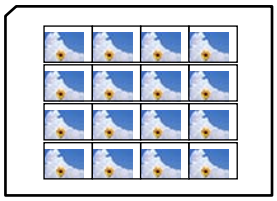
The margin setting in the application software is not within the printable area.

Solutions

Adjust the margin setting in the application so that it falls within the printable area.

➡ "Printable Area" on page 221

The Printing Position of Photo Stickers is Incorrect



The printing position needs to be adjusted.

Solutions

Adjust the printing position in the **Settings** > **Printer Settings** > **Stickers** menu on the control panel.

The Printing Position on a CD/DVD is Incorrect

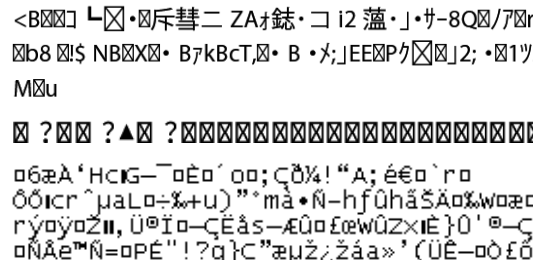


The printing position needs to be adjusted.

Solutions

Adjust the printing position in the **Settings** > **Printer Settings** > **Disc label** menu on the control panel.

Printed Characters Are Incorrect or Garbled



One of the following situations may be the cause.

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 Hibernate or Sleep mode while printing.

Solutions

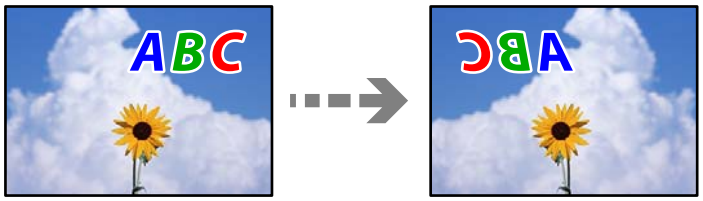
Do not put the computer manually into **Hibernate** or **Sleep** mode while printing. Pages of garbled text may be printed the next time you start the computer.

You are using the wrong printer driver.

Solutions

Make sure 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 invert option is enabled 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 Appear in the Printout



Low resolution images or photos were printed.

Solutions

When printing images or photos, print using high-resolution data. Images on web sites are often low resolution even if they look good enough on the display, and so print quality may be poor.

Copy Quality is Poor

Banding or Unexpected Colors Appear, or Colors Are Missing




The print head nozzles may be clogged.

Solutions

Use the **Print Quality Adjustment** feature. 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.

➡ "Adjusting the Print Quality" on page 111

Colored Banding Appears at Intervals of Approximately 2.5 cm (1.0 in.)



One of the following situations may be the cause.

The paper type in the printer settings is incorrect.

Solutions

Make sure the paper type in the printer settings matches the actual paper type.

➡ "List of Paper Types" on page 32

The print quality is set too low.

Solutions

When copying on plain paper, use a higher quality setting.

Select **Advanced Settings** > **Quality** and then select **High** in each copy menu.

➡ "Quality:" on page 90

The print head is out of alignment.

Solutions

Align the print head using the **Print Quality Adjustment** feature.

➡ "Adjusting the Print Quality" on page 111

Blurry Copies, Vertical Banding, or Misalignment



One of the following situations may be the cause.

The print head is out of alignment.

Solutions

Align the print head using the **Print Quality Adjustment** feature.

➡ "Adjusting the Print Quality" on page 111

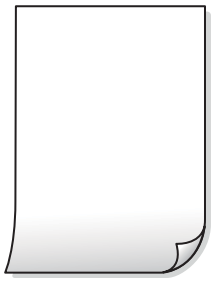
Bidirectional printing is enabled.

Solutions

If the print quality does not improve even after aligning the print head, select **Settings** > **Printer Settings** on the control panel and then disable **Bidirectional**.

During bidirectional (or high speed) printing, the print head prints while moving in both directions, and vertical lines may be misaligned. Disabling this setting may slow down printing speed.

The Printout Comes Out as a Blank Sheet



The print head nozzles may be clogged.

Solutions

Use the **Print Quality Adjustment** feature. 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.

➡ "Adjusting the Print Quality" on page 111

The paper size in the print settings is incorrect.

Solutions

Make sure the paper size in the print settings matches the actual paper size.

Multiple sheets of paper are fed into the printer at the same time.

Solutions

See the following to prevent multiple sheets of paper from being fed into the printer at the same time.

➡ "Several Sheets of Paper are Fed at a Time" on page 156

Paper Is Smeared or Scuffed



One of the following situations may be the cause.

The 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 Paper Cassette 1" on page 34
➡ "Loading Paper in Paper Cassette 2" on page 37
➡ "Loading Paper in the Rear Paper Feed Slot" on page 40

The paper path is smeared.

Solutions

When vertical banding (parallel to the printing direction) appears, or the paper is smeared, clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 114

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

If the printouts are dirty when copying thick paper, enable **Thick Paper** in the **Settings** > **Printer Settings** menu on the control panel. If you enable this setting, copy quality may decline or may slow down.

Copied Photos are Sticky



The copy was made on the wrong side of the photo paper.

Solutions

Make sure you are copying on the printable side. If you copy on the wrong side of the photo paper, you need to clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 114

Cannot Copy Without Margins



The borderless feature is not enabled.

Solutions

Select **Various Prints** > **Various copies** > **Copy/Restore Photos** > **Border Setting** > **Borderless** on the control panel. If you select a paper that does not support borderless printing, you cannot enable borderless settings. Select a paper type that supports borderless printing.

➡ "Paper for Borderless Printing" on page 205

The edges of the Image are Cropped During Borderless Copying



Because the image is slightly enlarged, the area beyond the paper size boundaries is cropped.

Solutions

Select a smaller enlargement setting.

❏ Copying Photos

Select **Various Prints** > **Various copies** > **Copy/Restore Photos** > **Border Setting** > **Borderless** on the control panel and then change **Expansion** setting.

❏ Borderless Copying

Select **Various Prints** > **Various copies** > **Borderless Copy** > **Advanced Settings** > **Expansion** on the control panel, and then change the setting.

The Position, Size, or Margins of the Copies are Incorrect



One of the following situations may be the cause.

The paper is loaded incorrectly.

Solutions

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

➡ "Loading Paper in Paper Cassette 1" on page 34
➡ "Loading Paper in Paper Cassette 2" on page 37
➡ "Loading Paper in the Rear Paper Feed Slot" on page 40

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.

➡ "Placing Originals" on page 47

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.

➡ "Cleaning the Scanner Glass" on page 116

The paper size in the printer settings is incorrect.

Solutions

Make sure the paper size in the printer settings matches the actual paper size.

The Copying Position on a CD/DVD is Incorrect



One of the following situations may be the cause.

The printing position needs to be adjusted.

Solutions

Select **Settings** > **Printer Settings** > **Disc label** menu on the control panel and adjust the printing position.

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.

➡ "Cleaning the Scanner Glass" on page 116

Uneven Colors, Smears, Dots, or Straight Lines Appear in the Copied Image



One of the following situations may be the cause.

The paper path is dirty.

Solutions

Clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 114

There is dust or dirt on the originals or the scanner glass.

Solutions

Remove any dust or dirt from the originals, and clean the scanner glass.

➡ "Cleaning the Scanner Glass" on page 116

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.

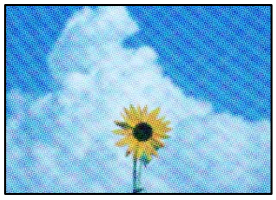
The copy density setting is too high.

Solutions

Lower the copy density setting.

➡ "Menu Options for Copying" on page 91

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 91

An Image of the Reverse Side of the Original Appears in the Copied Image



One of the following situations may be the cause.

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.

The copy density setting is too high.

Solutions

Lower the copy density setting.

➡ "Menu Options for Copying" on page 91

Multiple Originals are Copied onto a Single Sheet



The gap between originals is too small.

Solutions

When you place multiple originals on the scanner glass to copy them separately, but they are copied onto a single sheet, reposition the originals so that they are at least 5 mm (0.2 in.) apart. If the problem continues, place one original at a time.

Scanned Image Problems

Uneven Colors, Dirt, or Spots Appear in the Scanned Image



There is dust or dirt on the originals or the scanner glass.

Solutions

Remove any dust or dirt from the originals, and clean the scanner glass.

➡ "Cleaning the Scanner Glass" on page 116

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.

An Image of the Reverse Side of the Original Appears in the Scanned Image



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.

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.

➡ "Placing Originals" on page 47

There is dust or dirt on the scanner glass.

Solutions

Remove any dust or dirt from the scanner glass and document cover. If there is any dust or dirt around the original, the scanning range expands to include it.

➡ "Cleaning the Scanner Glass" on page 116

When scanning multiple originals using Epson ScanSmart, there is not enough of a gap between the originals.

Solutions

When placing multiple originals on the scanner glass, make sure there is a gap of at least 20 mm (0.8 in.) between the originals.

➡ "Scanning Multiple Photos at the Same Time" on page 106

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 software.

Note:
Epson Scan 2 Utility is an application supplied with the scanner software.

Note:
*For Windows Server operating systems, make sure the **Desktop Experience** feature is installed.*

1. Start the Epson Scan 2 Utility.
   - ❏ Windows 11
     Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2 Utility**.
   - ❏ Windows 10/Windows Server 2022/Windows Server 2019/Windows Server 2016
     Click the start button, and then select **EPSON** > **Epson Scan 2 Utility**.
   - ❏ 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 Server 2008 R2/Windows Server 2008
     Click the start button, and then select **All 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 reinstall the scanner software.

➡ "Installing the Applications Separately" on page 123

Cannot Select Paper Type or Paper Source in Printer Driver

A genuine Epson printer driver has not been installed.

Solutions

If a genuine Epson printer driver (EPSON XXXXX) has not been installed, the available functions are limited. We recommend using a genuine Epson printer driver.

➡ "Checking if a genuine Epson printer driver is installed - Windows" on page 124
➡ "Checking if a genuine Epson printer driver is installed - Mac OS" on page 125

A Message is Displayed on the LCD Screen

If a error message is displayed on the LCD screen, follow the on-screen instructions or the solutions below to solve the problem.

Error Messages	Solution
The combination of the IP address and the subnet mask is invalid. See your documentation for more details.	Enter the correct IP address or default gateway. Contact the person who setup the network for assistance.
Ink is low.	You can continue printing until you are prompted to replace the ink cartridges. However, note that the printer cannot print if any one of the ink cartridges is expended. Obtain new cartridges as soon as possible. When black ink is running low and there is enough color ink remaining, see the following. "Continue Printing to Conserve Black Ink (for Windows Only)" on page 189
Ink cartridge(s) are low. Print job may not print completely.	Select **Continue printing** or **Replace before printing**. When you select **Continue printing**, the printer may stop printing indicating that it is time to replace the ink cartridge. In this case, follow the solutions below. ❏ When printing fails and paper is ejected Select **No, cancel printing**, and then replace the cartridge. If you select **Yes, replace now**, printing continues after you replace the cartridge and more paper is wasted. ❏ When paper is not ejected Select **Yes, replace now**, and then replace the cartridge. Printing is resumed after you replace the cartridge, but the color may differ slightly. To avoid this, select **No, cancel printing**. When the printer stops during copying indicating it is time to replace the cartridge, the original on the scanner glass may move when you open and close the scanner unit to replace the cartridge. Realign the original with the corner mark on the scanner glass, and then start copying.
You need to replace the following ink cartridge(s).	To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the cartridge when your printer indicates it is time to replace the cartridge. Replace the cartridge when you are prompted to do so. "Replacing Ink Cartridges" on page 189 When color ink is expended and black ink still remains, see the following. "Continue Printing Temporarily with Only Black Ink (for Windows Only)" on page 189
Print Head Adjustment Canceled. There is a problem with the print head. Contact Epson Support.	Make sure all lines in the nozzle check are printing completely. "Checking and Cleaning the Print Head" on page 111
Access the following or see documentation for details. Select [Dismiss] after confirming it.	If you cannot scan the QR code, see the following for details on connecting to the printer with a mobile device. "Adjusting Settings When Connecting to a Mobile Device" on page 127

Error Messages	Solution
Cannot recognize Ink Cartridge. Select "Next" to clear the error.	❏ An ink cartridge is not installed correctly. Press down each of the ink cartridges gently. Make sure they click into place. ❏ An installed ink cartridge is cannot be used with this printer. Replace the cartridge with one compatible with this printer. "Ink Cartridge Codes" on page 208
Communication error. Check if the computer is connected.	Connect the computer and the printer correctly. If you are connecting over a network, reconfigure your settings from the computer. "Adjusting Settings When Connecting to a Computer" on page 126 If the error message is displayed during scanning, make sure that Epson ScanSmart is installed on the computer.
To use cloud services, update the root certificate from the Epson Web Config utility.	Run Web Config, and then update the root certificate. "Running Web Config on a Web Browser" on page 211
Install the Epson Event Manager software on the computer to use this feature. See your documentation for more details.	Install Epson ScanSmart on the computer. "Installing the Applications Separately" on page 123
Check the following if a computer is not found. - Connection between the printer and the computer (USB or network) - Installation of the necessary software - Power supply to the computer - Firewall and security software settings - Search again See your documentation for more details.	Make sure the computer is connected correctly. "Main causes and solutions for network connection problems" on page 151 Make sure that Epson ScanSmart is installed on the computer. "Installing the Applications Separately" on page 123
Check that the printer driver is installed on the computer and that the port settings for the printer are correct.	Click **Print Queue** on the printer driver's **Maintenance** tab. Make sure the printer port is selected correctly in **Properties** > **Ports** from the **Printer** menu as follows. Select "**USBXXX**" for a USB connection, or "**EpsonNet Print Port** for a check that the printer driver is installed on the network connection.
Check that the printer driver is installed on the computer and that the USB port settings for the printer are correct.	
Printing is suspended to avoid printing on mismatched paper. Paper settings don't match the paper loaded in XX.	Change the print settings, or load paper that matches the print settings in the paper cassette and then change the paper settings. If you do not want this message to appear, select **Settings** > **Guide Functions**, and then set **Paper Mismatch** to **Off**.
Have you loaded the following paper in the XX?	
Paper Setup Auto Display is set to Off. Some features may not be available. For details, see your documentation.	If the **Paper Setup Auto Display** is disabled, you cannot use AirPrint.
Cannot use the inserted Memory Device. See your documentation for details.	Use a memory device supported by the product. "Memory Device Specifications" on page 226
The printer's borderless printing ink pad has reached the end of its service life. It is not a user-replaceable part. Please contact Epson support.	Contact Epson or an authorized Epson service provider to replace the borderless printing ink pad*1*2. It is not a user-serviceable part. Borderless printing is not available, but printing with a border is available.
The printer's borderless printing ink pad is nearing the end of its service life. It is not a user-replaceable part. Please contact Epson support.	Contact Epson or an authorized Epson service provider to replace the borderless printing ink pad*1*2. It is not a user-serviceable part. Tap **OK** to resume printing.

Error Messages	Solution
Printer Error Turn the power off and on again. If the problem persists, press "Proceed".	Do the following. 1. Open the scanner unit and remove any paper or protective material inside the printer. Clean the translucent film if it is smeared. "Removing Jammed Paper" on page 182 "Cleaning the Translucent Film" on page 116 2. Close the scanner unit and turn the power off and on again. If the error message is still displayed after turning the power off and on again, contact Epson support.
An error occurred while saving. Check and if necessary, change the memory device.	The external storage device, such as a memory card, may be damaged. Make sure the external storage device is working properly and change it if necessary. "Memory Device Specifications" on page 226
Cannot recognize the media. See your documentation for more details about the media	Use a memory device supported by the product. "Memory Device Specifications" on page 226
Recovery Mode	Follow the steps below to retry the firmware update. 1. Connect the computer and the printer with a USB cable. ***Important:*** ❏ *During recovery mode, you cannot update the firmware over a network connection. You can only use a USB connection.* ❏ *Use a USB 2.0 type A-B cable.* 2. Download the latest firmware from your local Epson website to your computer, and then start the update.

Note:
Note for users in the U.S. and Canada: *Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.*

The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All cartridges must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced cartridges.

*1 **Note for users in the U.S. and Canada:** In some print cycles a very small amount of surplus ink may be collected in the borderless printing ink pad. To prevent ink leakage from the pad, the product is designed to stop borderless printing when the pad has reached its limit. Whether and how often this is required will vary according to the number of pages you print using the borderless print option. The need for replacement of the pad does not mean that your printer has ceased to operate in accordance with its specifications. The printer will advise you when the pad requires replacing and this can only be performed by an authorized Epson Service provider. If this happens during the standard warranty of the product, the replacement of borderless printing ink pads is covered under the standard warranty.

*2 **Note for users in regions other than the U.S. and Canada:** In some print cycles a very small amount of surplus ink may be collected in the borderless printing ink pad. To prevent ink leakage from the pad, the product is designed to stop borderless printing when the pad has reached its limit. Whether and how often this is required will vary according to the number of pages you print using the borderless print option. The need for replacement of the pad does not mean that your printer has ceased to operate in accordance with its specifications. The printer will advise you when the pad requires replacing and this can only be performed by an authorised Epson Service provider. The Epson warranty does not cover the cost of this replacement.

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.

The LCD screen displays animated instructions that show you how to remove jammed paper.

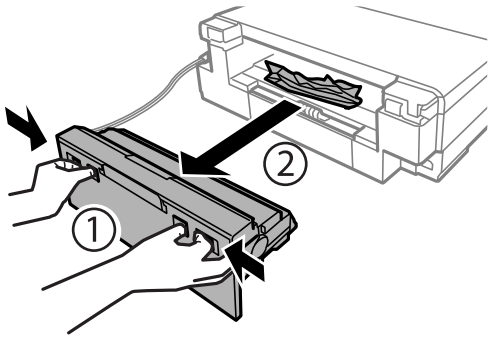
> ***Caution:***
>
> *Never touch the buttons on the control panel while your hand is inside the printer. If the printer starts operating, it could cause an injury. To avoid injury, be careful not to touch any protruding parts.*

> ***Important:***
>
> *Remove the jammed paper carefully. Removing the paper with too much force may cause damage to the printer.*

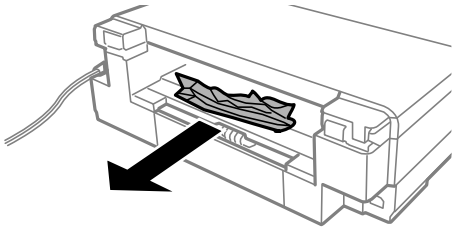
Removing Jammed Paper

> ***Caution:***
>
> ❏ *Be careful not to trap your hand or fingers when opening or closing the scanner unit. Otherwise you may be injured.*
>
> ❏ *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. To avoid injury, be careful not to touch any protruding parts.*

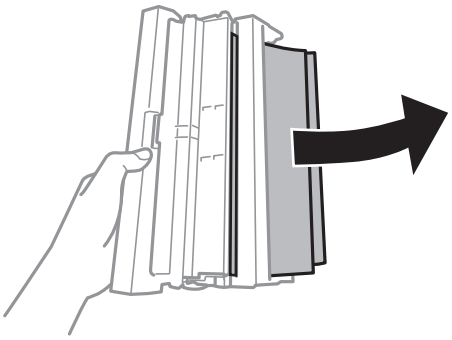
1. Remove the rear cover.



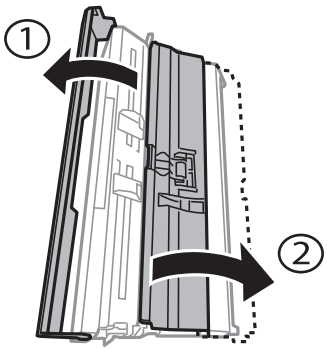
2. Remove the jammed paper.



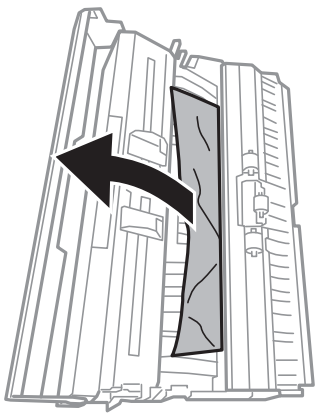
3. Remove the jammed paper from the rear cover.



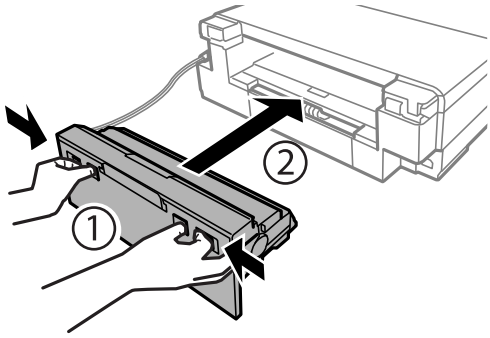
4. Open the rear cover.



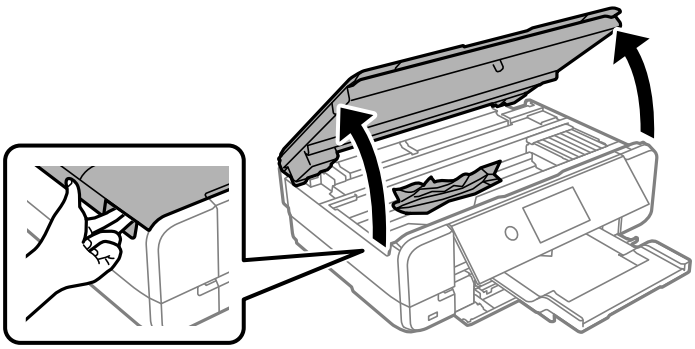
5. Remove the jammed paper.



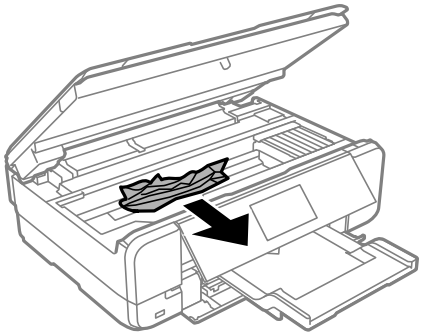
6. Close the rear cover, and then reinsert it into in the printer.



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

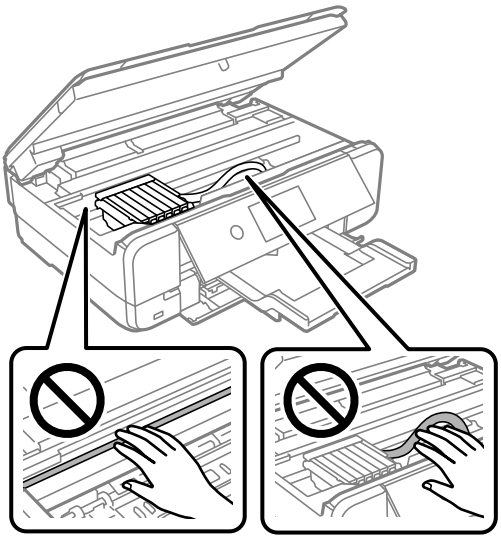


8. Remove the jammed paper.

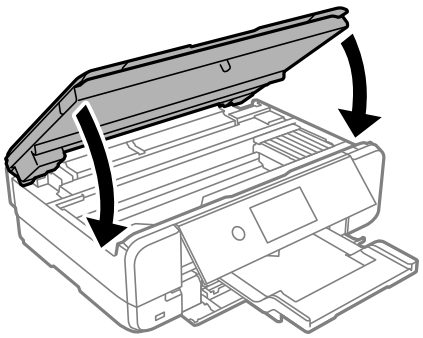


Important:

Do not touch the white flat cable or translucent film inside the printer. Doing so may cause a malfunction.

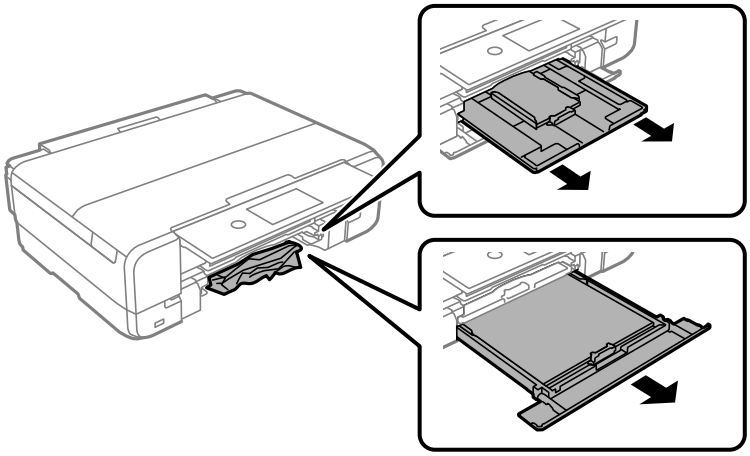


9. Close the scanner unit.

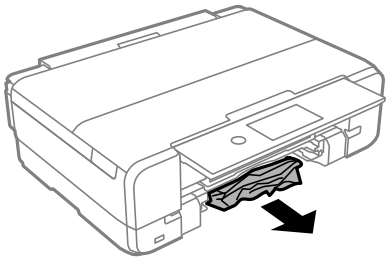


10. Close the output tray.

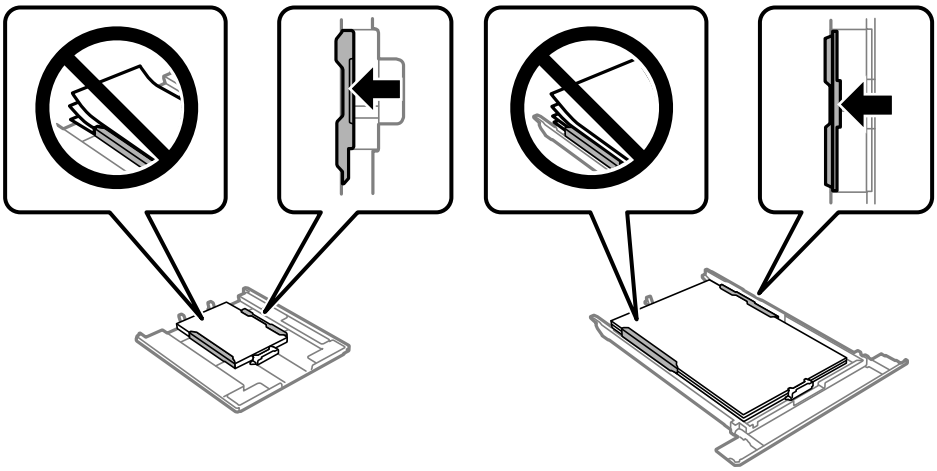
11. Pull out the paper cassettes.



12. Remove the jammed paper.



13. Align the edges of the paper and slide the edge guides to the edges of the paper.



14. Insert the paper cassettes in the printer.

Preventing Paper Jams

Check the following if paper jams occur frequently.

❏ Place the printer on a flat surface and use it in the recommended environment.
"Environmental Specifications" on page 228

❏ Use paper supported by this printer.
"Available Paper and Capacities" on page 200

❏ Follow paper handling precautions.
"Paper Handling Precautions" on page 30

❏ Load paper in the correct direction, and slide the edge guides against the edges of the paper.
"Loading Paper in Paper Cassette 1" on page 34
"Loading Paper in Paper Cassette 2" on page 37
"Loading Paper in the Rear Paper Feed Slot" on page 40

❏ Do not load more than the maximum number of sheets specified for the paper.
"Available Paper and Capacities" on page 200

❏ If a paper jam occurs when you load several sheets of paper, load one sheet at the time.

❏ 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 32

❏ Clean the roller inside the printer.

"Improving Paper Feeding Problems" on page 109

It is Time to Replace the Ink Cartridges

Ink Cartridge Handling Precautions

Storing precautions for ink

❏ Keep the ink cartridges out of direct sunlight.

❏ Do not store the ink cartridges in high or freezing temperatures.

❏ For best results, Epson recommends using up ink cartridges before the best before date printed on the package, or within six months of opening the package, whichever is earlier.

❏ For best results, store ink cartridge packages with their bottoms down.

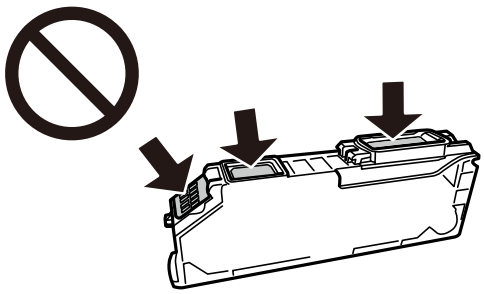
❏ After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.

❏ Do not open the ink cartridge package until you are ready to install it in the printer. The cartridge is vacuum packed to maintain its reliability. If you leave a cartridge unpacked for a long time before using it, normal printing may not be possible.

Handling precautions for replacing ink cartridges

❏ Do not shake cartridges after opening the package, as they may leak.

❏ Do not touch the sections shown in the illustration. Doing so may prevent normal operation and printing.



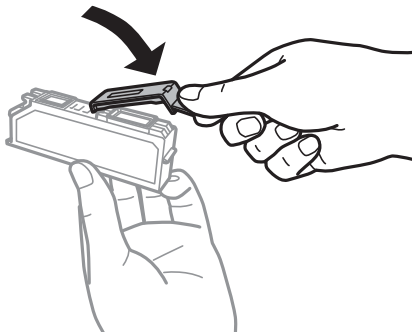
❏ Install all ink cartridges; otherwise you cannot print.

❏ Do not replace ink cartridges with the power off. Do not move the print head by hand; otherwise, you may damage the printer.

❏ After installing the ink cartridge, the power light continues to flash while the printer is charging ink. Do not turn off the printer during ink charging. If the ink charging is incomplete, you may not be able to print.

❏ Do not leave the printer with the ink cartridges removed and do not turn off the printer during cartridge replacement. Otherwise, ink remaining in the print head nozzles will dry out and you may not be able to print.

- ❏ Be careful not to let dust or any objects get inside the ink cartridge holder. Anything inside the holder may adversely affect print quality or result in an inability to print. If anything gets inside the holder, remove it carefully.
- ❏ If you remove the cartridge from the printer for later use or to dispose of it, make sure you put the cap back on the cartridge's ink supply port to prevent ink from drying out and to prevent surrounding areas from getting smeared by ink.



- ❏ If you remove an ink cartridge from the printer for later use, Epson recommends using it as soon as possible.
- ❏ This printer uses ink cartridges equipped with green chips that monitor information such as the amount of remaining ink for each cartridge. This means that even if a cartridge is removed from the printer before it is expended, you can still use the cartridge after reinserting it back into the printer. However, when reinserting a cartridge, some ink may be consumed to guarantee printer performance.
- ❏ For maximum ink efficiency, only remove an ink cartridge when you are ready to replace it. Ink cartridges with low ink status may not be used when reinserted.
- ❏ To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the cartridge when your printer indicates to replace the cartridge. The yields quoted for you do not include this reserve.
- ❏ Do not disassemble or remodel the ink cartridge, otherwise you may not be able to print normally.
- ❏ You cannot use the cartridges that came with the printer for the replacement.
- ❏ Replace ink cartridges one after another as soon as possible. If you replace two or more cartridges at a time or if replacement takes time, some ink may be consumed to guarantee printer performance. Do not leave the printer with the ink cartridges removed.

Consumption of ink

- ❏ To maintain optimum print head performance, some ink is consumed from all cartridges during maintenance operations. Ink may also be consumed when you replace ink cartridges or turn the printer on.
- ❏ When printing in monochrome or grayscale, color inks instead of black ink may be used depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.
- ❏ The ink in the ink cartridges 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 these cartridges may print fewer pages compared to subsequent ink cartridges.
- ❏ 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.

Replacing Ink Cartridges

When a message is displayed prompting you to replace the ink cartridges, select **How To** and then view the animated instructions on the LCD screen to learn how to replace the ink cartridges.

If you need to replace the ink cartridges before they are expended, select **Maintenance** > **Ink Cartridge Replacement** on the home screen, and then follow the on-screen instructions. Select **How To** for details.

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

See the following related information before replacing ink cartridges.

Note:
For users in the U.S. and Canada: *Please dispose of your used Epson branded ink cartridges responsibly and in accordance with local requirements. If you would like to return your used ink cartridges to Epson for proper disposal, please go to https://epson.com/recycle (U.S.) or https://epson.ca/recycle (Canada) for more information.*

Related Information

➡ "Ink Cartridge Codes" on page 208
➡ "Ink Cartridge Handling Precautions" on page 187

Continue Printing Temporarily without Replacing Ink Cartridges

Continue Printing Temporarily with Only Black Ink (for Windows Only)

When color ink is expended but black ink still remains and you are printing from a computer, you can use the following settings to continue printing for a short time using only black ink.

❏ Paper type: Plain paper, Envelope

❏ Color: **Grayscale**

❏ Borderless: Not selected

❏ EPSON Status Monitor 3: Enabled

Because this feature is only available for approximately five days, replace any expended ink cartridge as soon as possible.

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

❏ *The available period varies depending on the usage conditions.*

Continue Printing to Conserve Black Ink (for Windows Only)

When black ink is running low and there is enough color ink remaining, you can use a mixture of color inks to create black. You can continue printing while preparing a replacement black ink cartridge.

This feature is only available when you select the following settings in the printer driver.

❏ Paper Type: Plain paper, Letterhead

❏ Quality: **Standard**

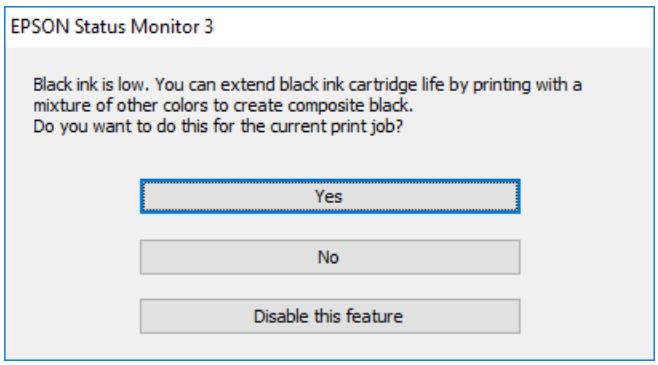
❏ EPSON Status Monitor 3: Enabled

Note:

❏ *If **EPSON Status Monitor 3** is disabled, access the printer driver, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.*

❏ *Composite black looks slightly different from pure black. In addition, the print speed is reduced.*

❏ *To maintain the quality of the print head, black ink is also consumed.*



Options	Description
Yes	Select to use a mixture of color inks to create black. This window is displayed the next time you print a similar job.
No	Select to continue using the remaining black ink. This window is displayed the next time you print a similar job.
Disable this feature	Select to continue using the remaining black ink. This window is not displayed until you replace the black ink cartridge and it runs low again.

It is Time to Replace the Maintenance Box

Maintenance Box Handling Precautions

Read the following instructions before replacing the maintenance box.

❏ Do not touch the green chip on the side of the maintenance box. Doing so may prevent normal operation and printing.

❏ Do not replace the maintenance box during printing; otherwise, ink may leak.

❏ Do not remove the maintenance box or its cover except when replacing the maintenance box; otherwise ink may leak.

❏ If you cannot reattach the cover, the maintenance box may not be installed correctly. Remove the maintenance box and reinstall it.

❏ Do not reuse a maintenance box which has been removed and left detached for a long period. Ink inside the box will solidify and prevent the box from absorbing any more ink.

❏ Do not tilt the used maintenance box until after it is sealed in the plastic bag; otherwise ink may leak.

❏ Do not store the maintenance box in high or freezing temperatures.

❏ Keep the maintenance box out of direct sunlight.

❏ Do not drop the maintenance box or subject it to strong shocks.

❏ Do not touch the openings in the maintenance box as you may get smeared with ink.

Replacing a Maintenance Box

In some print cycles a very small amount of surplus ink may be collected in the maintenance box. To prevent ink leakage from the maintenance box, the printer is designed to stop printing when the absorbing capacity of the maintenance box has reached its limit. Whether and how often this is required will vary according to the number of pages you print, the type of material that you print and the number of cleaning cycles that the printer performs.

When a message is displayed prompting you to replace the maintenance box, refer to the animated instructions displayed on the control panel. The need for replacement of the box does not mean that your printer has ceased to operate in accordance with its specifications. The Epson warranty does not cover the cost of this replacement. It is a user-serviceable part.



Note:

❏ *When the maintenance box is full, you cannot print or clean the print head until the maintenance box is replaced, in order to avoid ink leakage. However, you can perform operations that do not use ink, such as scanning.*

❏ *When the following screen is displayed, the part cannot be replaced by users. Contact Epson support.*

Borderless printing is not available, but printing with a border is available.



Note for users in the U.S. and Canada: Please dispose of your used Epson branded maintenance boxes responsibly and in accordance with local requirements. If you would like to return your used maintenance boxes to Epson for proper disposal, please go to https://epson.com/recycle (U.S.) or https://epson.ca/recycle (Canada) for more information.

Related Information

➡ "Maintenance Box Code" on page 209
➡ "Maintenance Box Handling Precautions" on page 190

Cannot Operate the Printer as Expected

The Printer Does Not Turn On or Off

Power Does Not Turn On

One of the following situations may be the cause.

The power cord is not properly plugged into 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.

The printer is operating.

Solutions

Check that the power light is off before you turn on the power.

The Printer Does Not Turn On Automatically

Auto Power On is disabled.

Solutions

- ❏ Select **Settings** > **Basic Settings**, and then enable the **Auto Power On** Setting.
- ❏ When connecting using the USB cable, make sure you connect it securely to the printer and the computer.
- ❏ When connecting over a network, make sure the printer's home screen shows that the printer is properly connected to a network.

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. Then plug the power cord back in and turn the printer back on and off by pressing the ⏻ button, in order avoid drying out the print head.

It may take some time to turn off the power.

Solutions

When Auto Power On is enabled, it takes longer to turn off the power. See the related information for details.

➡ "Auto Power On:" on page 214

Power Turns Off Automatically

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

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

❏ Select **Settings** > **Basic Settings**, 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.*

Operations are Slow

Printing Is Too Slow

One of the following situations may be the cause.

Unnecessary applications are running.

Solutions

Close any unnecessary applications on your computer or mobile device.

The print quality setting is too 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.

❏ Control panel

Enable **Bidirectional** in **Settings** > **Printer Settings**.

❏ Windows

Select **Bidirectional Printing** on the printer driver's **More Options** tab.

❏ Mac OS

Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan** or **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  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** (or **System Settings**) 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.

There may be network connection problems with the wireless router.

Solutions

Reboot the wireless router while taking into consideration other users connected to the network. If this does not solve the problem, place the printer closer to your wireless router or see the documentation provided with the router.

The printer is printing high-density data such as photos on plain paper.

Solutions

If you are printing high-density data such as photos on plain paper, printing may take some time in order to maintain print quality. This is not a malfunction.

Printing Slows Down Dramatically During Continuous Printing

The printer has slowed down to prevent the printer mechanism from overheating and being damaged.

Solutions

You can continue printing. To return to normal printing speed, leave the printer idle for at least 30 minutes with the power turned on.

Scanning Speed Is Slow

The scanning resolution setting is too high.

Solutions

Try scanning at a lower resolution.

LCD Screen Gets Dark

The printer is in sleep mode.

Solutions

Tap anywhere on the LCD screen to turn it back on.

"!" is Displayed on the Screen and you Cannot Select Photos

The image file is not supported.

Solutions

"!" is displayed on the LCD screen when the image file is not supported by the product. Use files supported by the product.

➡ "Supported Data Specifications" on page 227

The file name is too long to be recognized by the printer.

Solutions

You can print the photo by saving it to your computer or mobile device instead. With a mobile device, you can print using Epson Smart Panel.

Cannot Pinch in or Pinch out

Not enough pressure is being used when pressing on the screen.

Solutions

If you cannot pinch in or pinch out, press on the screen with slightly more pressure.

Cannot Close the Scanner Unit

The scanner unit is designed to close slowly and with some resistance to avoid trapping fingers.

Solutions

Continue to close even if you feel some resistance.

Cannot Save Data to a Memory Device

One of the following situations may be the cause.

A non-supported memory device is being used.

Solutions

Use a memory device supported by the product.

➡ "Supported Memory Device Specifications" on page 226

The memory device is write-protected.

Solutions

Disable write protection on the memory device.

There is not enough free space on the memory device.

Solutions

Delete unnesesary data or insert another memory device.

The Printer Is Loud

Quiet Mode is disabled on the printer.

Solutions

If the printer is too loud, enable **Quiet Mode**. Enabling this feature may reduce print speed.

❏ Control panel

Select  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** (or **System Settings**) 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.

➡ "Application for Configuring Printer Operations (Web Config)" on page 211

Cannot Perform Manual 2-sided Printing (Windows)

EPSON Status Monitor 3 is disabled.

Solutions

On the printer driver's **Maintenance** tab, click **Extended Settings**, and then select **Enable EPSON Status Monitor 3**.

Manual 2-sided printing may not be available when the printer is accessed over a network or is used as a shared printer.

The Print Settings Menu is Not Displayed (Mac OS)

The Epson Printer Driver has Not been Installed Correctly.

Solutions

If the **Print Settings** menu is not displayed on macOS Catalina (10.15) or later, macOS High Sierra (10.13), macOS Sierra (10.12), OS X El Capitan (10.11), OS X Yosemite (10.10), OS X Mavericks (10.9), the Epson printer driver has not been installed correctly. Enable it from the following menu.

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

In macOS Mojave (10.14), you cannot access **Print Settings** in applications made by Apple such as TextEdit.

Cannot Solve Problem

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.

Cannot Solve Printing or Copying Problems

Try the solutions in the order shown, until you solve the problem.

- ❏ Make sure you match the paper type loaded in the printer and the paper type selected on the printer to the paper type setting in the printer driver.

  "Paper Size and Type Settings" on page 31

- ❏ Use a higher quality setting on the control panel or in the printer driver.
- ❏ Align the print head.

  "Aligning the Print Head" on page 114

- ❏ Make sure the print head nozzles are not clogged.

  "Checking and Cleaning the Print Head" on page 111

- ❏ 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.

- ❏ Make sure you are using genuine Epson ink cartridges.

  This product is designed to adjust colors based on the use of genuine Epson ink cartridges. The use of non-genuine ink cartridges may cause print quality to decline.

  "Ink Cartridge Codes" on page 208

- ❏ Check if the translucent film is smeared.

  If there are smears on the translucent film, carefully wipe them off.

  "Cleaning the Translucent Film" on page 116

❏ Make sure 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.

❏ Make sure the paper is loaded with the printable side facing up and not curled.

"Paper Handling Precautions" on page 30

"Available Paper and Capacities" on page 200

"Unavailable Paper Types" on page 207

❏ Make sure that you are not using an old ink cartridge.

For best results, Epson recommends using up ink cartridges before the best before date printed on the package, or within six months of opening the package, whichever is earlier.

❏ Reinstall the ink cartridges already installed in the printer.

Reinstalling the ink cartridges may clear clogging in the print head nozzles and allow the ink to flow smoothly.

However, because the ink is consumed when the ink cartridge is reinstalled, a message asking you to replace the ink cartridge may be displayed depending on the amount of ink remaining.

"It is Time to Replace the Ink Cartridges" on page 187

If you cannot solve the problem by checking the solutions above, contact Epson support.

Related Information

➡ "Before Contacting Epson" on page 233

➡ "Contacting Epson Support" on page 233

Product Information

Paper Information. 200

Consumable Products Information. 208

Software Information. 209

Settings Menu List. 213

Product Specifications. 221

Regulatory Information. 229

Paper Information

Available Paper and Capacities

Genuine Epson Paper for the U.S. and Canada

Epson recommends using genuine Epson paper to ensure high-quality printouts.

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

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 borderless and 2-sided printing.*

"Paper for Borderless Printing" on page 205

"Paper for 2-Sided Printing" on page 207

Paper suitable for printing documents

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Epson Bright White Premium Paper	Letter 8.5×11 in.	-	100	1
Epson Multipurpose Plus Paper	Letter 8.5×11 in.	-	100	1
Epson Bright White Paper	Letter 8.5×11 in.	-	80	1
Epson Bright White Pro Paper	Letter 8.5×11 in.	-	80	1

Paper suitable for printing documents and photos

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Epson Presentation Paper Matte	Letter 8.5×11 in.	-	80	1
	Legal 8.5×14 in., Tabloid (11×17 in.)	-	-	1
Epson High Quality Ink Jet Paper	A4, Letter 8.5×11 in.	-	80	1
Epson Premium Presentation Paper Matte	Letter 8.5×11 in., 8×10 in.	-	20	1
	A3, 11×14 in.	-	-	1
Epson Premium Presentation Paper Matte Double-sided	Letter 8.5×11 in.	-	1	1

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Epson Brochure & Flyer Paper Matte Double-sided	Letter 8.5×11 in.	-	1	1

Paper suitable for printing photos

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Epson Ultra Premium Photo Paper Glossy	4×6 in., 5×7 in.	20	20	1
	Letter 8.5×11 in., 8×10 in.	-	20	1
Epson Premium Photo Paper Glossy	4×6 in., 16:9 wide (4×7 in.), 5×7 in.	20	20	1
	Letter 8.5×11 in., 8×10 in.	-	20	1
	A3, Tabloid (11×17 in.), 11×14 in.	-	-	1
Epson Premium Photo Paper Semi-gloss	4×6 in.	20	20	1
	Letter 8.5×11 in.	-	20	1
Epson Photo Paper Glossy	4×6 in.	20	20	1
	A4, Letter 8.5×11 in.	-	20	1
	Tabloid (11×17 in.)	-	-	1
Epson Ultra Premium Photo Paper Luster	Letter 8.5×11 in.	-	20	1
	A3	-	-	1
Epson Velvet Fine Art Paper	Letter 8.5×11 in.	-	-	1

Various other paper types

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Epson Photo Quality Self Adhesive Sheets	A4	-	1	1
Epson Iron-On Cool Peel Transfer	Letter 8.5×11 in.	-	1	1

Genuine Epson Paper for Other Regions

Epson recommends using genuine Epson paper to ensure high-quality printouts.

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

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 borderless and 2-sided printing.*

"Paper for Borderless Printing" on page 205

"Paper for 2-Sided Printing" on page 207

Paper suitable for printing documents

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Epson Bright White Ink Jet Paper	A4	-	80	1
Epson Bright White Paper	A3	-	-	1

Paper suitable for printing documents and photos

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Epson Photo Quality Ink Jet Paper	A4	-	80	1
	A3	-	-	1
Epson Double-sided Photo Quality Ink Jet Paper	A4	-	50	1
Epson Matte Paper-Heavyweight	A4	-	20	1
	A3	-	-	1
Epson Double-Sided Matte Paper	A4	-	1	1

Paper suitable for printing photos

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Epson Ultra Glossy Photo Paper	10×15 cm (4×6 in.) , 13×18 cm (5×7 in.)	20	20	1
	A4	-	20	1

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Epson Premium Glossy Photo Paper	10×15 cm (4×6 in.) , 13×18 cm (5×7 in.)	20	20	1
	A4	-	20	1
	A3	-	-	1
Epson Premium Semigloss Photo Paper	10×15 cm (4×6 in.)	20	20	1
	A4	-	20	1
	A3	-	-	1
Epson Photo Paper Glossy	10×15 cm (4×6 in.) , 13×18 cm (5×7 in.)	20	20	1
	A4	-	20	1
	A3	-	-	1
Epson Handmade Photo Book	A5	-	-	1

Various other paper types

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Epson Photo Quality Self Adhesive Sheets	A4	-	1	1
Epson Iron-On Cool Peel Transfer Paper	A4	-	1	1

Commercially Available Paper for the U.S. and Canada

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

Note:
See the following for information on available paper types for borderless and 2-sided printing.

"Paper for Borderless Printing" on page 205

"Paper for 2-Sided Printing" on page 207

Plain papers

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Copy paper*1 Plain paper*1 Letter head*1*2*3	A4, Half Letter 5.5×8.5 in., Letter 8.5×11 in.	–	100	1
	8.5×13 in., Legal 8.5×14 in.	–	50	1
	A6	20	20	1
	A3, US B 11×17 in.	–	–	1
	User Defined *4 (89×127 to 215.9×1,200mm: 3.5×5 to 8.5×47.24 in.)	–	1	–
	User Defined (89×127 to 297×1,200mm: 3.5×5 to 11.7×47.24 in.)	–	–	1

*1: Use the rear paper feed slot to load pre-punched paper.

*2: Paper on which information such as the sender's name or corporation name are pre-printed in the header. There must be a margin of 5 mm (0.2 in.) or more at the top of the paper

*3: Borderless printing and 2-sided printing are not available for letterhead paper.

*4: For automatic 2-sided printing, the User Defined range is 101.6×152.4 to 215.9×297mm (4×6 to 8.5×11.7 in.)

Envelope

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Envelope*	Envelope #10	-	10	1

* Only the address side is available.

Commercially Available Paper for Other Regions

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

Note:
See the following for information on available paper types for borderless and 2-sided printing.

"Paper for Borderless Printing" on page 205

"Paper for 2-Sided Printing" on page 207

Plain papers

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Copy paper*1 Plain paper*1 Letter head*1*2*3	A4, A5, B5, Letter 8.5×11 in., 16K	–	100	1
	A6, B6	20	20	1
	A3, B4, 8K	–	–	1
	Legal 8.5×14 in., 8.5×13 in.	–	1	1
	User Defined *4 (89×127 to 215.9×1,200mm: 3.5×5 to 8.5×47.24 in.)	–	1	–
	User Defined (89×127 to 297×1,200mm: 3.5×5 to 11.7×47.24 in.)	–	–	1

*1: Use the rear paper feed slot to load pre-punched paper.

*2: Paper on which information such as the sender's name or corporation name are pre-printed in the header. There must be a margin of 5 mm (0.2 in.) or more at the top of the paper

*3: Borderless printing and 2-sided printing are not available for letterhead paper.

*4: For automatic 2-sided printing, the User Defined range is 101.6×152.4 to 215.9×297mm (4×6 to 8.5×11.7 in.)

Envelope

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Envelope*	Envelope #10, Envelope DL, Envelope C6	-	10	1

* Only the address side is available.

Paper for Borderless Printing

Genuine Epson Paper

U.S. and Canada

Borderless printing is not available when performing 2-sided printing.

❏ Epson Ultra Premium Photo Paper Glossy

- ❏ Epson Premium Photo Paper Glossy
- ❏ Epson Photo Paper Glossy
- ❏ Epson Premium Photo Paper Semi-gloss
- ❏ Epson Premium Presentation Paper Matte Double-sided
- ❏ Epson Brochure & Flyer Paper Matte Double-sided
- ❏ Epson Premium Presentation Paper Matte
- ❏ Epson Presentation Paper Matte
- ❏ Epson High Quality Ink Jet Paper
- ❏ Epson Ultra Premium Photo Paper Luster
- ❏ Epson Velvet Fine Art Paper

Other Regions

Borderless printing is not available when performing 2-sided printing.

- ❏ Epson Ultra Glossy Photo Paper
- ❏ Epson Premium Glossy Photo Paper
- ❏ Epson Premium Semigloss Photo Paper
- ❏ Epson Photo Paper Glossy
- ❏ Epson Double-Sided Matte Paper
- ❏ Epson Matte Paper-Heavyweight (A4)
- ❏ Epson Photo Quality Ink Jet Paper*
- ❏ Epson Double-sided Photo Quality Ink Jet Paper*

* These may scuff the print head causing printouts to be smeared.

Related Information

➡ "Available Paper and Capacities" on page 200

Commercially Available Paper

Borderless printing is not available for 2-sided printing.

- ❏ Copy paper, Plain paper (A4, Letter, User Defined)

Related Information

➡ "Available Paper and Capacities" on page 200

Paper for 2-Sided Printing

Genuine Epson Paper

U.S. and Canada

The 2-sided printing feature is not available when using the rear paper feed slot.

- ❏ Epson Bright White Paper
- ❏ Epson Bright White Pro Paper
- ❏ Epson Multipurpose Plus Paper
- ❏ Epson Premium Presentation Paper Matte Double-sided
- ❏ Epson Brochure & Flyer Paper Matte Double-sided

Other Regions

The 2-sided printing feature is not available when using the rear paper feed slot.

- ❏ Epson Bright White Ink Jet Paper
- ❏ Epson Double-Sided Matte Paper
- ❏ Epson Photo Quality Ink Jet Paper (A4)
- ❏ Epson Double-sided Photo Quality Ink Jet Paper

Related Information

➡ "Available Paper and Capacities" on page 200

Commercially Available Paper

The 2-sided printing feature is not available for the rear paper feed slot.

- ❏ Copy paper, Plain paper (except for A3, B4)*1
- ❏ Letter head (except for A3, B4)*2

*1: For automatic 2-sided printing, you can use A4, B5, 16K, Letter, User Defined (101.6×152.4 to 215.9×297mm: 4×6 to 8.5×11.7 in.) paper sizes.

*2: Manual 2-sided printing only.

Related Information

➡ "Available Paper and Capacities" on page 200

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 Cartridge Codes

The following are the codes for genuine Epson ink cartridges.

Note:

❏ *Ink cartridge codes may vary by location. For the correct codes in your area,contact Epson support.*

❏ *Not all cartridges are available in all regions.*

❏ *Although the ink cartridges may contain recycled materials, this does not affect printer function or performance.*

❏ *Specifications and appearance of the ink cartridges are subject to change for improvement without prior notice.*

For the U.S. and Canada

BK (Black)	C (Cyan)	M (Magenta)	Y (Yellow)	LC (Light Cyan)	LM (Light Magenta)
279 279XL*	279 279XL*	279 279XL*	279 279XL*	279 279XL*	279 279XL*

* "XL" indicates a large cartridge.

Note:

Visit the following website for information on Epson's ink cartridge yields.

https://epson.com/ink-yield-cartridge-info (U.S.)

https://epson.ca/ink-yield-cartridge-info (Canada)

Note: Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.

The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All cartridges must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced cartridges.

For Europe

Icon	BK (Black)	C (Cyan)	M (Magenta)	Y (Yellow)	LC (Light Cyan)	LM (Light Magenta)
Violin 	250 250XL*	250 250XL*	250 250XL*	250 250XL*	250 250XL*	250 250XL*

* "XL" indicates a large cartridge.

For users in Europe, visit the following website for information on Epson's ink cartridge yields.

https://www.epson.eu/pageyield

For Australia and New Zealand

BK (Black)	C (Cyan)	M (Magenta)	Y (Yellow)	LC (Light Cyan)	LM (Light Magenta)
279XL	279XL	279XL	279XL	279XL	279XL

Epson recommends the use of genuine Epson ink cartridges. Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior. Information about non-genuine ink levels may not be displayed.

Maintenance Box Code

The maintenance box can be purchased and replaced by the user.

Epson recommends the use of a genuine Epson maintenance box.

The following is the code for the genuine Epson maintenance box.

T3661

> ***Important:***
> *Once a maintenance box has been installed in a printer it cannot be used with other printers.*

Software Information

This section introduces some of the applications available for your printer. For a list of supported software, see the following Epson website or launch Epson Software Updater for confirmation. You can download the latest applications.

https://www.epson.com

Related Information

➡ "Application for Updating Software and Firmware (Epson Software Updater)" on page 212

Application for Printing from a Computer (Windows Printer Driver)

The printer driver controls the printer based on the commands from an application. Selecting settings in 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 select settings that apply only to the application you are using, access the driver 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 select settings that apply to all of the applications, follow the steps below.

❏ Windows 11/Windows Server 2025

Click on the start button, and then select **Settings** > **Bluetooth & devices** > **Printers & scanners**. Click your printer, and then select **Printing preferences**.

❏ Windows 10/Windows Server 2022/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 Server 2008

Click the start button, and select **Control Panel** > **Printers** in **Hardware and Sound**. 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.

Application for Printing from a Computer (Mac OS Printer Driver)

The printer driver controls the printer based on the commands from an application. Selecting settings in 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** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan** or **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.

Application for Configuring Printer Operations (Web Config)

Web Config is an application that runs in a web browser, such as Microsoft Edge or Safari, on a computer or mobile device. You can confirm the printer status or change the network service and printer settings. To use Web Config, connect the printer and the computer or device to the same network.

The following browsers are supported. Use the latest version.

Microsoft Edge, Firefox, Chrome, Safari

Note:
You may be asked to enter the administrator password while using Web Config. See the related information below for more details.

Related Information

➡ "Default Value of the Administrator Password" on page 16

Running Web Config on a Web Browser

1. Check the printer's IP address.

   Select the network icon on the printer's home screen, and then select the active connection method to confirm the printer's IP address.

   Note:
   You can also check the IP address by printing the Network Connection Report.

2. Launch a Web browser from a computer or mobile 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:
If you are using a the mobile devices, you can also run Web Config from the product information screen of the Epson Smart Panel app.

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.

Application for Updating Software and Firmware (Epson Software Updater)

Epson Software Updater is an application that installs new software, and updates firmware over the Internet. If you want to check for update information regularly, you can set the interval for checking for updates in Epson Software Updater's Auto Update Settings.

Note:

- *Windows Server operating systems are not supported.*
- ***For users in the U.S. and Canada:*** *Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.*

Starting on Windows

- Windows 11

  Click the start button, and then select **All apps** > **EPSON Software** > **Epson Software Updater**.

- 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

  Click the start button, and then select **All 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 123

Settings Menu List

Select **Settings** on the home screen of the printer to select various settings.

Feature names and settings may change depending on the firmware version.

Supply Status

Select the menus on the control panel as described below.

Settings > **Supply Status**

Displays the approximate level of the ink and service life of the maintenance box.

When  is displayed, ink is running low or the maintenance box is nearly full. When  mark is displayed, you need to replace the item as ink is expended or the maintenance box is full.

You can replace ink cartridges or print supply status information from this screen.

Related Information

➡ "Replacing Ink Cartridges" on page 189

Paper Setup

Select the paper size and paper type you loaded in the paper source.

Basic Settings

Select the menus on the control panel as described below.

Settings > **Basic Settings**

Sound:

Normal Mode:

Select the volume for sounds such as those emitted when pressing buttons on the control panel.

Button Press:

Set the volume for the sound emitted when tapping the items on the screen on the control panel.

Error Tone:

Set the volume for the sound emitted when an error occurs.

Quiet Mode:

Select the volume for sounds when using Quiet Mode.

Button Press:

Set the volume for the sound emitted when tapping the items on the screen on the control panel.

Error Tone:

Set the volume for the sound emitted when an error occurs.

Screen Saver:

Select **Memory Device Photos** to display photos as a slideshow when no operations are performed for about three minutes.

LCD Brightness:

Adjust the brightness of the LCD screen.

Auto Power On:

Select **On** to turn on the printer automatically when it receives a print or scan job over a USB-connection or a network connection.

Enabling **Auto Power On** increases power consumption slightly in standby status compared to turning the printer off completely. Also, it takes longer to turn off the power. Leave the power cord plugged in when using this feature. If you unplug the power cord, make sure the power light is off.

Use the **Power Off Timer** setting if you want the printer to automatically turn off when it is not used for a specified period of time. This is useful when printing from a remote location such as over the Internet.

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. 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 If Disconnected:

Select this setting to turn the printer off after a specified period of time when all ports including the USB port are disconnected. This feature may not be available depending on your region.

For users in Europe, see the following website for the specified period of time.

https://www.epson.eu/energy-consumption

For Middle East, Turkey, Africa, Central and West Asia users, see the following Website for details on power consumption.

https://www.epson.com/eme

Sleep Timer:

Speciify how long the printer waits to enter sleep mode (energy saving mode) if it has not been used. The LCD screen turns black during sleep mode.

Language:

Select the language used on the LCD screen.

Clear All Settings:

Resets the **Basic Settings** to their defaults.

Related Information

➡ "Saving Power" on page 122

Printer Settings

Select the menus on the control panel as described below.

Settings > **Printer Settings**

Paper Source Setting:

Paper Setup Auto Display:

Enable this setting to automatically display the paper size and type selection screen after when loading paper. If you disable this feature, you cannot print from an iPhone, iPad or iPod touch using AirPrint.

Disc label:

Adjust the printing position of a disc.

Disc label Inner/Outer:

Adjusts the inner and outer diameters of a the print area when printing on disc. You can specify a maximum value of 120 mm for the outer diameter and a minimum value of 18 mm for the inner diameter. Depending on the setting, the disc or disc tray may be smeared with ink. Select values that match the printable area of your disc. The values selected here are the default values when printing photos from a memory device onto a disc.

Stickers:

Adjust the printing position of a photo sticker.

Thick Paper:

Select **On** to prevent ink from smearing on your printouts. Enabling this setting may reduce print speed.

Short Grain Paper:

Select **On** to reduce ink smearing caused by ink adhesion during printing. When this setting is enabled, the borders (paper margins) are expanded to reduce the amount of smearing. This does not apply to borderless printing. Disable this setting if you want to retain borders while printing.

Quiet Mode:

Select **On** to reduce noise during printing, depending on the selected paper type and quality. Enabling this setting may reduce print speed.

Ink Drying Time:

Select the ink drying time you want to use when performing 2-sided printing. The printer prints on the second side of the paper after the specified time has elapsed. If your printout is smeared, increase the time.

Bidirectional:

Select **On** to change the print direction; Prints while the print head moves to the left and to the right. If vertical or horizontal ruled lines on your printout look blurred or misaligned, disabling this feature may solve the problem; however, doing so may reduce print speed.

Clear All Settings

Resets the **Printer Settings** to their defaults.

Network Settings

Select the menus on the control panel as described below.

Settings > **Network Settings**

Connection Settings:

Connect the printer to the network over a wireless LAN. Select your connection method and follow the on-screen instructions.

Wi-Fi:

Wi-Fi Setup Wizard:

Configures Wi-Fi settings by having you enter the SSID and password.

Push Button Setup (WPS):

Configures Wi-Fi settings via Push Button Setup (WPS).

Others:

PIN Code Setup (WPS):

Configures Wi-Fi settings via PIN Code Setup (WPS).

Disable Wi-Fi:

Disconnects the connection to the Wi-Fi router.

Ethernet:

Set up or change to a network connection that uses a LAN cable and hub. When this setting is used, any Wi-Fi (Infrastructure) connection is disabled.

Wi-Fi Direct:

(Menu) :

Change Network Name:

Changes the Wi-Fi Direct SSID (network name).

Change Password:

Changes the password for the Wi-Fi Direct connection.

Change Frequency Range:

Select the frequency band for Wi-Fi Direct connection. Changing the frequency disconnects the connected device.

The availability of these channels and use of the product outdoors over these channels varies by location.

https://support.epson.net/wifi5ghz/

Disable Wi-Fi Direct:

Disables the Wi-Fi Direct function.

Restore Default Settings:

Resets the Wi-Fi Direct settings.

Other Methods:

iOS:

Displays a QR code to connect a mobile device using Wi-Fi Direct.

Android:

Displays a QR code to connect a mobile device using Wi-Fi Direct.

Other OS Devices:

Displays the SSID and password to connect using Wi-Fi Direct.

Easy Connect with App:

Establish a wireless LAN connection using the wireless LAN information for your computer or mobile device.

Network Status:

Wired LAN/Wi-Fi Status:

Displays the printer's network information.

Wi-Fi Direct Status:

Displays the Wi-Fi Direct setting information.

Print Status Sheet:

Prints a network status sheet.

Information about Ethernet, Wi-Fi, Wi-Fi Direct, and other network parameters is printed on two or more pages.

Connection Check:

Checks the current network connection and prints a report. If there are any problems with the connection, see the report for solutions.

Advanced:

Device Name:

Changes the device name to any name from 2 to 53 characters long.

TCP/IP:

Configures the IP settings, if the IP address is static.

For automatic configuration, use the IP address assigned by DHCP.

To set manually, switch to "Manual" and then enter the IP address you want to assign.

Proxy Server:

Set this if you are using a proxy server in your network environment and want to set it for the printer as well.

Related Information

➡ "Configuring Wi-Fi Settings by Entering the SSID and Password" on page 128
➡ "Configuring Wi-Fi Settings using Push Button Setup (WPS)" on page 129
➡ "Configuring Wi-Fi Settings Using PIN Code Setup (WPS)" on page 130
➡ "Messages and Solutions on the Network Connection Report" on page 131

Web Service Settings

Select the menus on the control panel as described below.

Settings > **Web Service Settings**

Epson Connect Services:

Displays whether the printer is registered and connected to Epson Connect.

You can register with the service by selecting **Register** and following the instructions.

https://epson.com/connect (U.S.)

https://epson.ca/connect (Canada)

https://latin.epson.com/connect (Latin America)

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

https://www.epsonconnect.ae (Middle East, Türkiye, Africa, Central and West Asia)

https://www.epsonconnect.com/ (Other regions)

When you have registered, you can change the following settings.

Suspend/Resume:

Select to suspend or resume Epson Connect services.

Unregister:

Unregisters the printer from Epson Connect services.

Related Information

➡ "Printing Using a Cloud Service" on page 81

File Sharing Setup

Select the menus on the control panel as described below.

Settings > **File Sharing Setup**

Select the connection between the printer and a computer that will have write access to a memory device inserted in the printer. Read and write access is given to the computer with the priority connection. Read only access is given to other computers.

Guide Functions

Select the menus on the control panel as described below.

Settings > **Guide Functions**

Paper Mismatch:

Displays a warning if the paper settings (print settings) for the print job do not match the paper settings you selected on the printer's control panel when you loaded the paper. This setting prevents misprinting.

Document Alert:

Displays a warning when an original has been left on the scanner glass after copying or scanning from the printer's control panel is complete and the document cover is closed. This function may not work correctly depending on the thickness of the original.

Auto Selection Mode:

When any of the following operations are performed, the menus appropriate to the operation are displayed.

- ❏ A memory card is inserted.
- ❏ An external USB device is inserted.
- ❏ An original is placed on the scanner glass.

Print Complete Notification:

Notifies you when printing is complete.

All settings:

Enables or disables all guide functions.

Clear All Settings:

Resets the **Guide Functions** settings to their defaults.

Customer Research

Select the menus on the control panel as described below.

Settings > **Customer Research**

If you agree to provide customer usage information, product usage information such as the number of prints will be provided to Seiko Epson Corporation.

The information collected is used to improve our products and services.

Provide usage data:

Displays whether or not you have agreed to provide your customer usage information.

Country/Region:

Displays the country or region where you are using the product if you have agreed to provide your customer usage information.

Firmware Update

Select the menus on the control panel as described below.

Settings > **Firmware Update**

Update:

Check if a later version of the firmware has been uploaded to the network server. If an update is available, you can select whether or not to start updating.

Notification:

Select **On** to receive a notification if a firmware update is available.

Restore Default Settings

Select the menus on the control panel as described below.

Settings > **Restore Default Settings**

Network Settings:

Resets the network settings to their defaults.

All Except Network Settings:

Resets all settings except for network settings to their defaults.

All Settings:

Resets all settings to their defaults.

Product Specifications

Printer Specifications

Print Head Nozzle Placement		Black ink nozzles: 180×1 rows Color ink nozzles: 180×5 rows for each color
Weight of Paper*	Plain Paper	0.08 to 0.11 mm (64 to 90 g/m²)
	Envelopes	75 to 100 g/m²

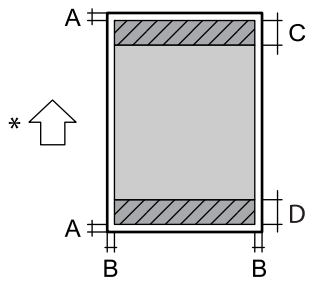
* Even when the paper thickness is within this range, the paper may not feed in the printer or the print quality may decline depending on the paper properties or quality.

Printable Area

Printable Area for Single Sheets

Print quality may decline in the darker shaded areas due to the printer's mechanism.

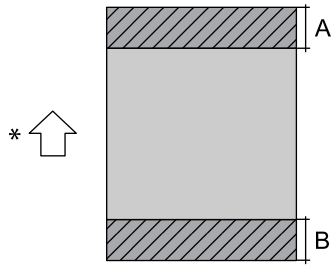
Printing with borders



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.)

*Direction of paper being fed.

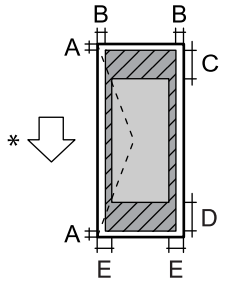
Borderless printing

	A	44.0 mm (1.73 in.)
	B	40.0 mm (1.57 in.)

*Paper feed direction.

Printable Area for Envelopes

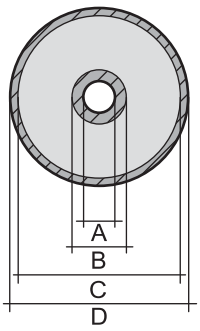
Print quality may decline in the shaded areas due to the printer's mechanism.

	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.)
	E	5.0 mm (0.20 in.)

*Direction of paper being fed.

Printable Area for CD/DVD

Print quality may decline in the shaded areas due to the printer's mechanism.

	A	18 mm (0.71 in.)
	B	43 mm (1.69 in.)
	C	116 mm (4.57 in.)
	D	120 mm (4.72 in.)

Scanner Specifications

Scanner Type	Flatbed
Photoelectric Device	CIS
Maximum Document Size	216×297 mm (8.5×11.7 in.) A4, Letter

Resolution	1200 dpi (main scan) 4800 dpi (sub scan)
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
Light Source	LED

Interface Specifications

For Computer	Hi-Speed USB*
For External USB Device	Hi-Speed USB

* USB 3.0 cables are not supported.

Network Specifications

Wi-Fi Specifications

Standards	IEEE802.11a/b/g/n*1/ac/k/v/r		
Frequency Ranges	IEEE802.11b/g/n: 2.4 GHz, IEEE802.11a/n/ac: 5 GHz		
Channels	Wi-Fi	2.4 GHz	1/2/3/4/5/6/7/8/9/10/11/12*2/13*2
		5 GHz*3	W52 (36/40/44/48), W53 (52/56/60/64), W56 (100/104/108/112/116/120/124/128/132/136/140/144), W58 (149/153/157/161/165)
	Wi-Fi Direct	2.4 GHz	1/2/3/4/5/6/7/8/9/10/11/12*2/13*2
		5 GHz*3	W52 (36/40/44/48), W58 (149/153/157/161/165)
Connection Modes	Infrastructure, Wi-Fi Direct (Simple AP) *4*5		
Security Protocols*6	WEP (64/128bit), WPA2-PSK (AES)*7, WPA3-SAE (AES)		

*1 Only available for the HT20.

*2 Not available in Taiwan.

*3 The availability of these channels and use of the product outdoors over these channels varies by location. For more information, see the following website.

https://support.epson.net/wifi5ghz/

*4 Not supported for IEEE 802.11b.

*5 The printer can be connected via a Wi-Fi Direct (Simple AP) connection and either a Wi-Fi (Infrastructure) or Ethernet connection simultaneously.

*6 Wi-Fi Direct only supports WPA2-PSK (AES) .

*7 Complies with WPA2 standards with support for WPA/WPA2 Personal

Ethernet Specifications

Standards	IEEE802.3i (10BASE-T)*1 IEEE802.3u (100BASE-TX) IEEE802.3az (Energy Efficient Ethernet)*2
Communication Mode	Auto, 10Mbps Full duplex, 10Mbps Half duplex, 100Mbps Full duplex, 100Mbps Half duplex
Connector	RJ-45

*1 Use a category 5e or higher STP (Shielded twisted pair) cable to prevent risk of radio interference.

*2 The connected device should comply with IEEE802.3az standards.

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	✓	-
	Bonjour Printing (Mac OS)	IPv4, IPv6	✓	-
	IPP Printing (Windows, Mac OS)	IPv4, IPv6	✓	-
	Epson Connect (Email Print, Remote Print)	IPv4	✓	-
	AirPrint (iOS, Mac OS)	IPv4, IPv6	✓	iOS 5 or later, OS X Mavericks (10.9.5) or later*
	Mopria Print	IPv4, IPv6	✓	-
	Chromebook Print (ChromeOS)	IPv4, IPv6	✓	-
	Microsoft IPP Class Driver (Windows)	IPv4, IPv6	✓	-

Functions			Supported	Remarks
Network Scanning	Epson Scan 2	IPv4, IPv6	✓	-
	Epson ScanSmart	IPv4	✓	Windows 7 or later, or OS X El Capitan (10.11) or later
	Epson Event Manager (Mac OS)	IPv4	✓	OS X Yosemite (10.10)/OS X Mavericks (10.9.5)
	Epson Connect (Scan to Cloud)	IPv4	✓	-
	AirPrint (Scan)	IPv4, IPv6	✓	OS X Mavericks (10.9.5) or later*
	Mopria Scan	IPv4, IPv6	✓	-
	Chromebook Scan (ChromeOS)	IPv4, IPv6	✓	-
Fax	Send a fax	IPv4	-	-
	Receive a fax	IPv4	-	-
	AirPrint (Faxout)	IPv4, IPv6	-	-

* We recommend using the latest version of iOS or Mac OS.

Security Protocol

SSL/TLS	HTTPS Server/Client, IPPS
TLS Version	1.3, 1.2, 1.1*, 1.0*
SNMP (Simple Network Management Protocol)	SNMPv3

* Disabled by default.

Supported Third Party Services

Services		Supported	Remarks
AirPrint	Print	✓	iOS 5 or later/OS X Mavericks (10.9.5) or later*1
	Scan	✓	OS X Mavericks (10.9.5) or later*1
	Fax	-	-

Services		Supported	Remarks
Mopria	Print	✓	Android 8.0 or later, Windows 10 or later*2
	Scan	✓	Android 12.0 or later, Windows 10 or later*2, ChromeOS 89 or later*3
Chromebook	Print	✓	ChromeOS 89 or later*3
	Scan	✓	ChromeOS 89 or later*3

*1 We recommend using the latest version of iOS or Mac OS.

*2 We recommend using the latest version of Windows.

*3 We recommend using the latest version of ChromeOS.

Memory Device Specifications

Supported Memory Card Specifications

Compatible Memory Cards	Maximum Capacities
miniSD*	2 GB
miniSDHC*	32 GB
microSD*	2 GB
microSDHC*	32 GB
microSDXC*	64 GB
SD	2 GB
SDHC	32 GB
SDXC	64 GB

* Attach an adapter to fit the memory card slot. Otherwise, the card may get stuck.

Supported Memory Device Specifications

Compatible Memory Devices	Maximum Capacities
CD-R Drive*1*2 DVD-R Drive*1*2 Blu-ray™ Drive*1*2	CD-ROM/CD-R: 700 MB DVD-ROM/DVD-R: 4.7 GB (CD-RW, DVD+R, DVD±RW, DVD-RAM, and Blu-ray Disc™ are not supported.)
HDD*1 USB Flash Drive	2 TB (formatted in FAT, FAT32, or exFAT)

Compatible Memory Devices	Maximum Capacities
Multi-card reader*3	2 TB (formatted in FAT, FAT32, or exFAT)

*1 We do not recommend using memory devices that are powered by USB. Use only memory devices with independent AC power supplies.

*2 Read only.

*3 Only insert one memory card into the multi-card reader. Multi-card readers with more than two memory cards inserted are not supported.

You cannot use the following devices:

❏ A device that requires a dedicated driver

❏ A device with security settings (such as a password or encryption)

❏ A device with a built-in USB hub

Epson cannot guarantee functionality for all externally connected devices.

Supported Data Specifications

File Format	JPEGs (*.JPG) with the Exif Version 2.31 standard taken by digital cameras DCF*1Version 1.0 or 2.0*2 compliant
Image Size	Horizontal: 80 to 10200 pixels Vertical: 80 to 10200 pixels
File Size	Less than 2 GB
Maximum Number of Files	9990

*1 Design rule for Camera File system.

*2 Photo data stored in the built-in memory of a digital camera is not supported.

Note:
"!" is displayed on the LCD screen when the printer cannot recognize the image file. In this situation, if you select a multiple image layout, blank sections will be printed.

Dimensions

Dimensions	Storage ❏ Width: 479 mm (18.9 in.) ❏ Depth: 356 mm (14.0 in.) ❏ Height: 148 mm (5.8 in.) Printing ❏ Width: 479 mm (18.9 in.) ❏ Depth: 668 mm (26.3 in.) ❏ Height: 295 mm (11.6 in.)

Weight*	U.S. and Canada: Approx. 8.70 kg (19.2 lb) Other Regions: Approx. 8.50 kg (18.7 lb)

* Without the ink cartridges, power cord, and the CD/DVD tray.

Electrical Specifications

Power Supply Rating	AC 100-120 V	AC 220-240 V
Rated Frequency Range	50-60 Hz	50-60 Hz
Rated Current	0.7 A	0.35 A
Power Consumption (with USB Connection)	Standalone copying: Approx. 17.0 W (ISO/IEC24712) Ready mode: Approx. 8.2 W Sleep mode: Approx. 0.7 W* Power off: Approx. 0.2 W	Standalone copying: Approx. 17.0 W (ISO/IEC24712) Ready mode: Approx. 8.2 W Sleep mode: Approx. 0.8 W* Power off: Approx. 0.3 W

* This is a reference value. Actual power consumption may vary depending on your environment.

Note:

❏ *Check the label on the printer for its voltage.*

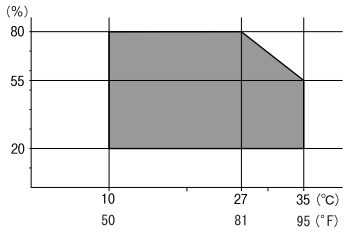
❏ *For European users, see the following Website for details on power consumption.*

https://www.epson.eu/energy-consumption

❏ *For Middle East, Turkey, Africa, Central and West Asia users, see the following Website for details on power consumption.*

https://www.epson.com/eme

Environmental Specifications

Operation	Use the printer within the temperature (°C or °F) and humidity (%) ranges shown in the graph, and in an environment without condensation. 
Storage	Temperature: -20 to 40°C (-4 to 104°F)* Humidity: 5 to 85% RH (without condensation)

* You can store the printer for one month at 40°C (104°F).

Environmental Specifications for Ink Cartridges

Storage Temperature	-20 to 40 °C (-4 to 104 °F)*
Freezing Temperature	Ink may freeze if it is stored below -16 °C (3.2 °F). Ink thaws and is usable after approximately 3 hours at 25 °C (77 °F).

* You can store ink cartridges for one month at 40 °C (104 °F).

Note for users in the U.S. and Canada:

Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.

The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All cartridges must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced cartridges.

System Requirements

❏ Windows

Windows 7, Windows 8/8.1, Windows 10, Windows 11 or later

Windows Server 2008 or later

❏ Mac OS

Mac OS X 10.9.5 or later, macOS 11 or later

❏ ChromeOS

Note:
Only supports the standard OS features.

Regulatory Information

Standards and Approvals

Standards and Approvals for the U.S. and Canadian Models

Safety	UL60950-1
EMC	FCC Part 15 Subpart B Class B CAN ICES (B)/NMB (B)

This equipment contains the following wireless module.

Manufacturer: Seiko Epson Corporation

Type: J26H005

This product conforms to Part 15 of FCC Rules and RSS-210 of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated so that the radiator is kept at least 7.9 inches (20 cm) or more away from a person's body (excluding extremities: hands, wrists, feet and ankles).

FCC Compliance Statement

For United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- ❏ Reorient or relocate the receiving antenna.
- ❏ Increase the separation between the equipment and receiver.
- ❏ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- ❏ Consult the dealer or an experienced radio/TV technician for help.

WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification or Declaration of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

For Canadian Users

CAN ICES (B)/NMB (B)

Standards and Approvals for European Model

The following model is CE/UKCA marked and in compliance with the relevant statutory requirements.

The full text of the declaration of conformity is available at the following website:

https://www.epson.eu/conformity

C493F

CE

This product meets international guidelines (ICNIRP) for exposure to radio frequency radiation.

If it incorporates a radio transmitting and receiving device that in normal use, a separation distance of 20 cm ensures that radio frequency exposure levels comply with EU requirements.

Standards and Approvals for Australian Model

EMC	AS/NZS CISPR32 Class B

Epson hereby declares that the following equipment Models are in compliance with the essential requirements and other relevant provisions of AS/NZS4268:

C493F

Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the products.

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. 233

Contacting Epson Support. 233

Technical Support Web Site

If you need further help, visit the Epson support website shown below. The latest drivers, FAQs, manuals, or other downloadables are also available from the site.

https://support.epson.net/

https://support.epson.com (U.S. and Canada)

https://www.epson.eu/support (Europe)

If your Epson product is not operating properly and you cannot solve the problem, contact Epson support.

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.

The following Epson support list is based on the country of sale. Some products may not be sold in your current location, so be sure to contact Epson support for the area in which you purchased your product.

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 label attachment position depends on the product; it may be on the back, the open side of the cover, or the bottom.)

- ❏ 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 the U.S. and Canada

If you need to contact Epson for technical support services, use the following support options.

Internet Support

Visit Epson's support website at https://support.epson.com and select your product for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

Before you call Epson for support, please have the following information ready:

❏ Product name

❏ Product serial number (located on a label on the product)

❏ Proof of purchase (such as a store receipt) and date of purchase

❏ Computer configuration

❏ Description of the problem

Then call:

❏ U.S.: (562) 276-4382, 7 a.m. to 4 p.m., Pacific Time, Monday through Friday

❏ Canada: (905) 709-3839, 7 a.m. to 4 p.m., Pacific Time, Monday through Friday

Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Purchase Supplies and Accessories

You can purchase genuine Epson ink and paper at https://epson.com (U.S. sales) or https://epson.ca (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

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

https://www.epson.com.tw

Information on product specifications, drivers for download, and products enquiry are available.

Epson HelpDesk

Phone: +886-2-2165-3138

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:

https://www.tekcare.com.tw/branchMap.page

TekCare corporation is an authorized service center for Epson Taiwan Technology & Trading Ltd.

Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product manuals, we provide the following sources for obtaining information:

Internet URL

https://www.epson.com.au

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Phone: 1300-361-054

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product manuals, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product

Epson recommends retaining product packaging for future transportation.

Help for Users in New Zealand

Epson New Zealand wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

Internet URL

https://www.epson.co.nz

Access the Epson New Zealand World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Phone: 0800 237 766

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product documentation, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product

Epson recommends retaining product packaging for future transportation.

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web

https://www.epson.com.sg

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk

Toll Free: 800-120-5564

Our HelpDesk team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problem troubleshooting
- ❏ Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web

https://www.epson.co.th

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

Epson Call Centre

Phone: 66-2460-9699

Email: support@eth.epson.co.th

Our Call Centre 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

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Service Center

27 Yen Lang, Trung Liet Ward, Dong Da District, Ha Noi City. Tel: +84 24 7300 0911

38 Le Dinh Ly, Thac Gian Ward, Thanh Khe District, Da Nang. Tel: +84 23 6356 2666

194/3 Nguyen Trong Tuyen, Ward 8, Phu Nhuan Dist., HCMC. Tel: +84 28 7300 0911

31 Phan Boi Chau, Ward 14, Binh Thanh District, HCMC. Tel: +84 28 35100818

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web

https://www.epson.co.id

❏ Information on product specifications, drivers for download

❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

Phone: 1500-766 (Indonesia Only)

Email: customer.care@ein.epson.co.id

Our Hotline team can help you with the following over the phone or email:

❏ Sales enquiries and product information

❏ Technical support

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

https://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

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web

https://www.epson.com.my

❏ Information on product specifications, drivers for download

❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Call Centre

Phone: 1800-81-7349 (Toll Free)

Email: websupport@emsb.epson.com.my

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair services and warranty

Epson Malaysia Sdn Bhd (Head Office)

Phone: 603-56288288

Fax: 603-5628 8388/603-5621 2088

Help for Users in India

Contacts for information, support, and services are:

World Wide Web

https://www.epson.co.in/

Information on product specifications, drivers for download, and products enquiry are available.

Toll Free Helpline

For Service, Product information or to order consumables -

18004250011 / 186030001600 / 1800123001600 (9AM – 6PM)

Email

calllog@epson–india.in

WhatsApp

+91 96400 00333

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone, fax numbers and e-mail address below:

World Wide Web

https://www.epson.com.ph

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Epson Philippines Customer Care

Toll Free: (PLDT) 1-800-1069-37766

Toll Free: (Digitel) 1-800-3-0037766

Metro Manila: +632-8441-9030

Web Site: https://www.epson.com.ph/contact

E-mail: customercare@epc.epson.com.ph

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Our Customer Care 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

Epson Philippines Corporation

Trunk Line: +632-8706-2609

Fax: +632-8706-2663 / +632-8706-2665

Help for Users in South Korea

Customer Support Website

https://www.epson.co.kr/sl/s

Without area code

1566-3515

Printer, Projector, Label Printer (for Home Use)

1588-3515

Large Printer, Large Multifunction Printer, Scanner, Laser Printer, Dot Matrix Printer, Label Printer (for Business Use)