EPSON®

ET-3930/ET-3940/ET-3950 Series User's Guide

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ET-3930/ET-3940/ET-3950 Series User's Guide

Welcome to the ET-3930/ET-3940/ET-3950 Series *User's Guide*.

For a printable PDF copy of this guide, click here.

Product Basics

See these sections to learn about the basic features of your product.

Note: Your product may differ from the images in this guide, but the instructions are the same unless otherwise noted.

Product Parts Locations
Using the Control Panel
Using Power Saving Settings
Using the Epson Smart Panel Mobile App
Epson Connect Solutions for Smartphones, Tablets, and More
Using AirPrint
Using the Mopria Print Service
Using Mopria Scan
Setting Up Printing on a Chromebook
Android Printing Using the Epson Print Enabler

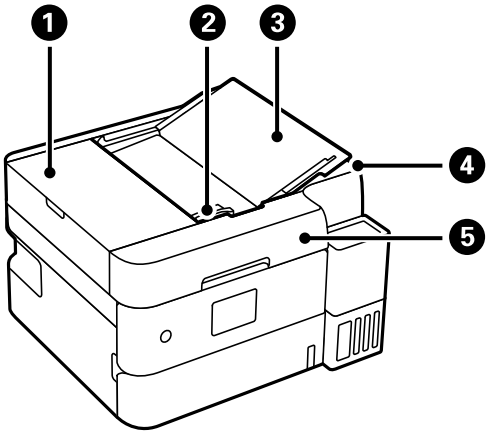
Product Parts Locations

See these sections to identify the parts on your product.

Product Parts - Front
Product Parts - Inside
Product Parts - Back

Parent topic: Product Basics

Product Parts - Front

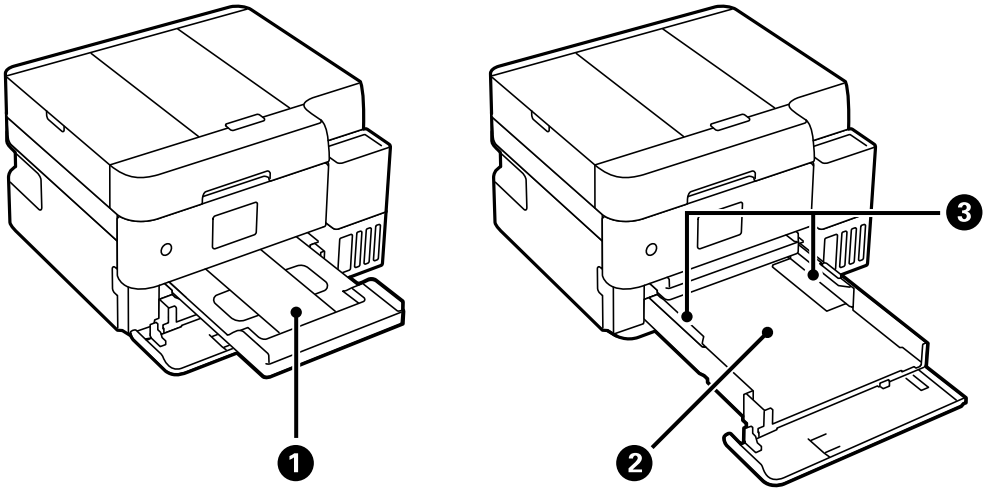


Automatic Document Feeder (ADF)

Note: The ADF is not available on the ET-3930 Series. All images show the ET-3940 and ET-3950 Series models.

1 ADF cover (F)
2 ADF edge guide
3 ADF document support
4 ADF output tray
5 ADF

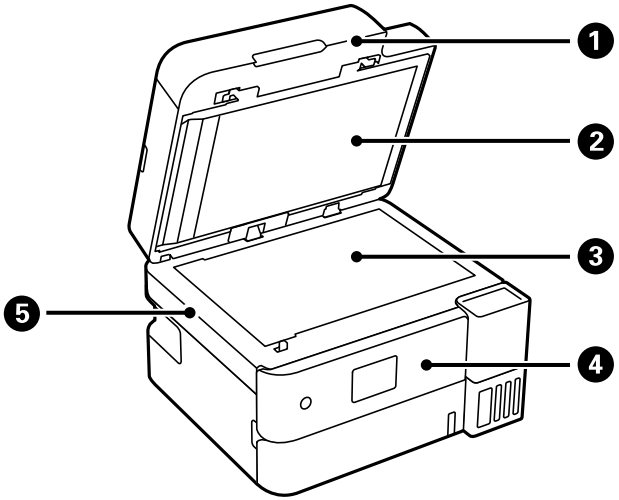
Paper Handling



1 Output tray (G)
2 Paper cassette
3 Paper cassette edge guides

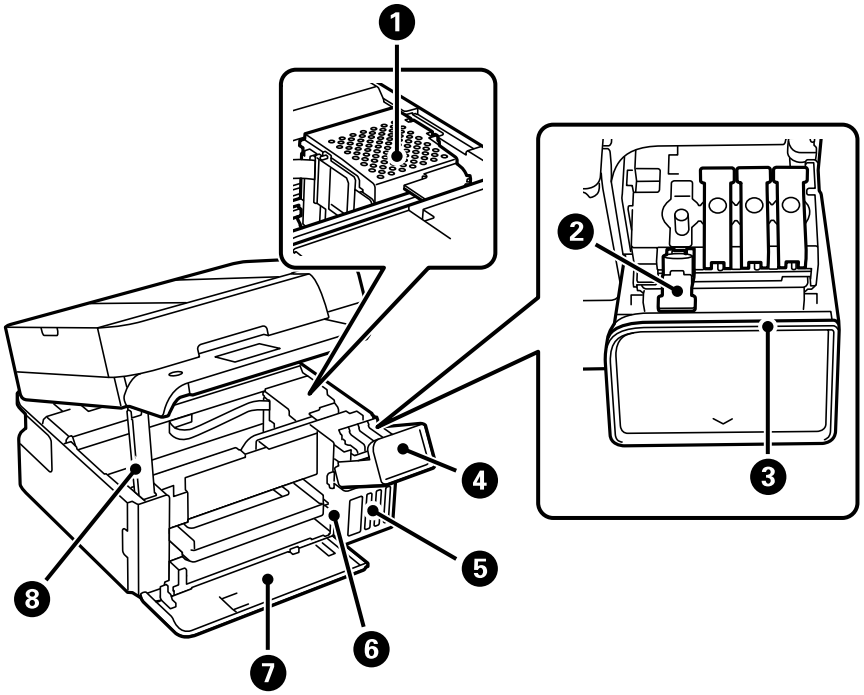
Parent topic: Product Parts Locations

Product Parts - Inside



1 Document cover
2 Document mat (M) (ET-3940/ET-3950 Series only)
3 Scanner glass
4 Control panel

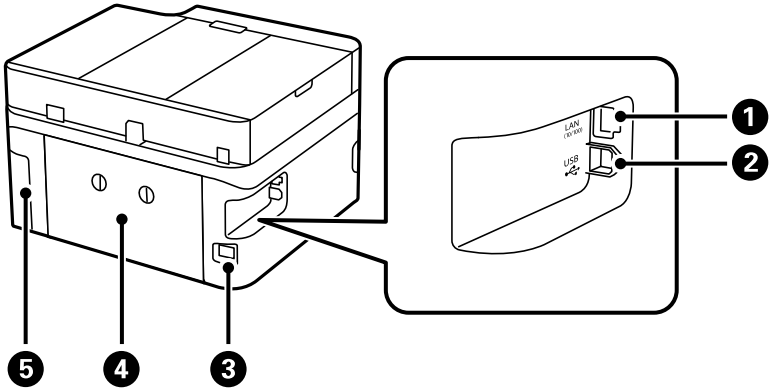
5 Scanner unit



1 Printhead
2 Ink tank cap
3 Status light
4 Ink tank cover
5 Ink tanks
6 Ink tank unit
7 Front cover (C)
8 Scanner unit support

Parent topic: Product Parts Locations

Product Parts - Back



1 **LAN** port
2 **USB** port
3 AC inlet
4 Rear cover (duplexer)
5 Maintenance box cover

Parent topic: Product Parts Locations

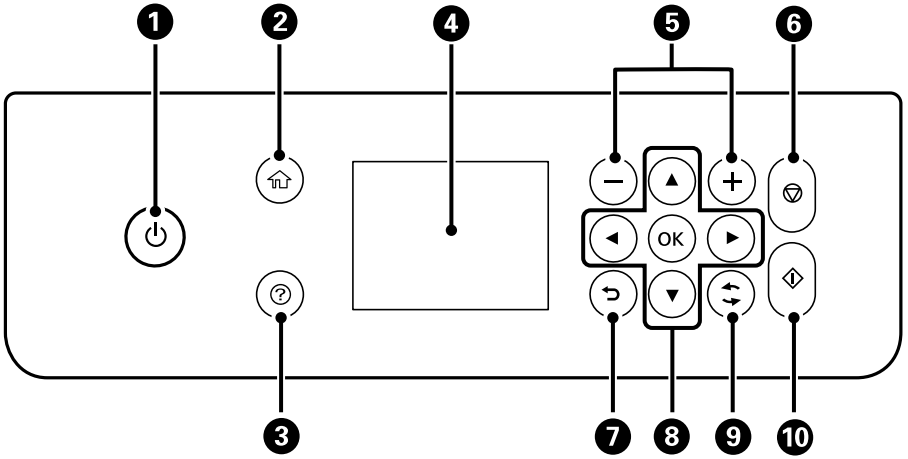
Using the Control Panel

See these sections to learn about the control panel and select control panel settings.

Control Panel Buttons and Lights
Entering Characters on the LCD Screen
Changing LCD Screen Language
Viewing Animations
Adjusting the Screen Brightness
Turning Off the Operation Time Out Setting

Parent topic: Product Basics

Control Panel Buttons and Lights

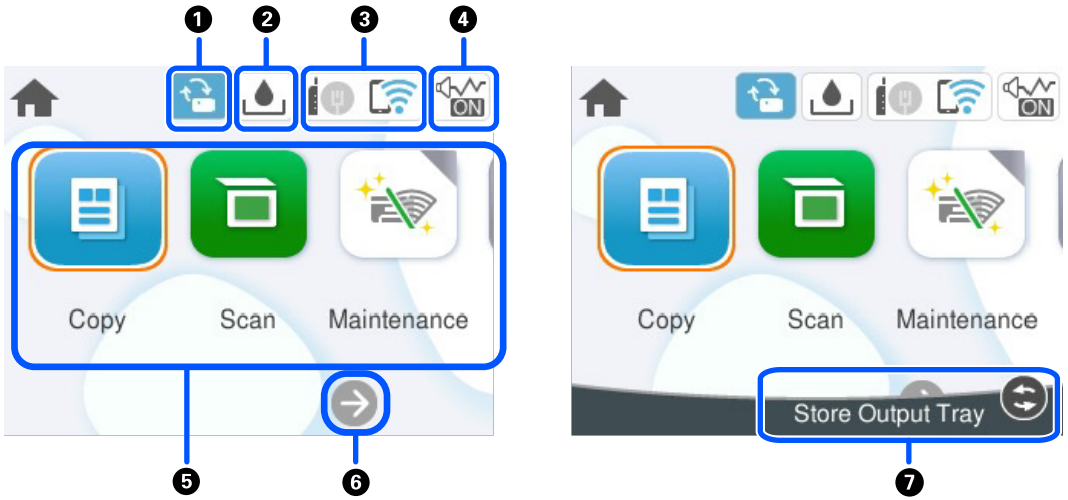


1 power button and light
2 home button
3 help button
4 LCD screen
5 **+** and **–** buttons
6 stop button
7 back button
8 Arrow buttons and **OK** button
9 reset button
10 start button

The LCD Screen
Status Icon Information

Parent topic: Using the Control Panel

The LCD Screen



1 Firmware update notification
2 Displays the maintenance box status
3 Displays the network connection status
4 Displays the **Quiet Mode** screen
5 Menu options
6 Scrolls the screen to the right
6 Select a tab to view different options and settings
7 Press the ↻ reset button to store the output tray

Parent topic: Control Panel Buttons and Lights

Status Icon Information

Your product displays status icons on the LCD screen for certain product status conditions.

Icons	Description
	A firmware update is available.

Icons	Description
	Displays the Printer Status screen
	Quiet Mode is enabled. Noise is reduced during printing, but the print speed may be reduced. Press this icon to change the settings.
	Quiet Mode is disabled. Press this icon to change the settings.
	The Mute setting is enabled. The printer does not make any sound when you press buttons on the control panel.
	Scrolls the screen to the right.
	No Ethernet connection.
	An Ethernet connection is established.
	A Wi-Fi network error has occurred or the product is searching for a connection.
	A Wi-Fi connection is established. The number of bars indicates the connection's signal strength.
	No Wi-Fi Direct connection.
	A Wi-Fi Direct connection is established.
	Access to the product's functions are restricted to authorized users. Press the icon to log in to the printer using a user name and password. Contact your administrator if you do not know the login information.
	Access to the product's functions are restricted to authorized users and a user is currently logged in. Press the icon to log out of the current user account.

Parent topic: Control Panel Buttons and Lights

Entering Characters on the LCD Screen

Follow these guidelines to enter characters for passwords and other settings.

- To move the cursor, select the left or right arrows.

- To change the case of letters, select .
- To delete the previous character, select .
- To enter numbers or symbols, select .
- To enter a commonly used domain name, select .
- To enter a space, select .

Parent topic: Using the Control Panel

Changing LCD Screen Language

You can change the language used on the LCD screen.

1. Press the home button, if necessary.
2. Select **Settings** > **General Settings** > **Basic Settings** > **Language**.
3. Select a language.

Parent topic: Using the Control Panel

Viewing Animations

You can view animations on the LCD screen to help guide you with a procedure or to troubleshoot a problem.

1. Press the help button.
2. Select **Troubleshooting** if you are experiencing a problem or **How To** to view instructions on common procedures.
3. Select a topic from the list of available topics and follow the on-screen instructions.

Parent topic: Using the Control Panel

Adjusting the Screen Brightness

You can adjust the brightness of the LCD screen.

1. Press the home button, if necessary.
2. Select **Settings** > **General Settings** > **Basic Settings** > **LCD Brightness**.

3. Press the **–** or **+** buttons to decrease or increase the brightness.
4. Select **Done** to exit.

Parent topic: Using the Control Panel

Turning Off the Operation Time Out Setting

The Operation Time Out setting causes the LCD screen to return to the Home screen after a few minutes of inactivity. This feature is enabled by default, but you can turn it off.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **General Settings** > **Basic Settings**.
3. Scroll down and set **Operation Time Out** to **Off**.

Parent topic: Using the Control Panel

Using Power Saving Settings

Your product enters sleep mode automatically and turns off the LCD screen if it is not used for a period of time. You can make the time period shorter and select other options to save energy and resources.

Changing the Sleep Timer Settings
Changing the Power Off Timer Settings

Parent topic: Product Basics

Changing the Sleep Timer Settings

You can adjust the time period before your product enters sleep mode and turns off the LCD screen.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **General Settings** > **Basic Settings** > **Sleep Timer**.
3. Do one of the following:
   - Press the **+** or **–** button to increase or decrease the number of minutes.
   - Press the **OK** button to display the on-screen keypad, select the number of minutes, and select **OK**.
4. Select **Done**.

Parent topic: Using Power Saving Settings

Changing the Power Off Timer Settings

You can have the product turn off automatically if it is not used for a specified period of time.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **General Settings** > **Basic Settings**.
3. Select **Power Off Timer**, then select a time period between **30minutes** and **12h** (12 hours).

Parent topic: Using Power Saving Settings

Using the Epson Smart Panel Mobile App

Use this free Apple and Android app to set up and control your Epson product. Epson Smart Panel also lets you check product status.

Note: App features may vary depending on your Epson product.

1. Visit epson.com/connect (U.S.) or epson.ca/connect (Canada) to learn more about Epson Smart Panel and check the compatibility of your mobile device.
2. Download Epson Smart Panel from the Apple App Store or Google Play.
3. Do one of the following:
   - If your Epson product is already connected to a wireless network, connect your mobile device to the same network. Then open Epson Smart Panel and select your Epson product, if necessary.
   - If your Epson product is not connected to a wireless network, connect your mobile device to the network you want to use, then open Epson Smart Panel and follow the instructions to set up your Epson product.

Now you are ready to control your Epson product with your mobile device.

Parent topic: Product Basics

Epson Connect Solutions for Smartphones, Tablets, and More

Use your smartphone, tablet, or computer to print and scan documents, photos, emails, and web pages from your home, office, or even across the globe.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

Print from anywhere with these Epson Connect solutions:

- Epson Email Print
- Epson Remote Print

Scan and send a file as an email or upload it to an online service directly from your Epson product with Epson Scan to Cloud.

Setting Up Epson Connect Services
Using Epson Email Print
Using Epson Remote Print
Using Epson Scan to Cloud

Parent topic: Product Basics

Related tasks

Using AirPrint
Setting Up Printing on a Chromebook
Android Printing Using the Epson Print Enabler
Using the Mopria Print Service

Related topics

Wi-Fi or Wired Networking

Setting Up Epson Connect Services

If you did not activate your product's email address for use with Epson Connect when you set up your product, you can activate it using the product control panel.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **General Settings** > **Web Service Settings** > **Epson Connect Services**.
3. Select **Register**.
4. Follow the instructions on the screen to activate your product's email address.

Parent topic: Epson Connect Solutions for Smartphones, Tablets, and More

Related topics

Wi-Fi or Wired Networking

Using Epson Email Print

With Epson Email Print, you can print from any device that can send email, such as your smartphone, tablet, or laptop. Just activate your product's unique email address. When you want to print, attach a PDF, Microsoft Office document, or photo to an email and send it to your product. Both the email and the attachments will print automatically.

1. Connect your product to your network. See the link below.
2. If you did not already set up Email Print when you installed your product software, see the link below to use your product control panel to activate your unique email address. Or visit epson.com/connect (U.S.) or epson.ca/connect (Canada) to learn more about Email Print, create your Epson Connect account, and register your product to the Epson Connect service.
3. Now you are ready to send and print emails to your product's Email Print address.

Note: Go to epsonconnect.com and log into your Epson Connect account to personalize your product's email, adjust print settings, and set up other Epson Connect services.

Parent topic: Epson Connect Solutions for Smartphones, Tablets, and More

Related tasks

Setting Up Epson Connect Services

Related topics

Wi-Fi or Wired Networking

Using Epson Remote Print

With Epson Remote Print software, you can print from your laptop or desktop computer to an Epson Email-enabled product anywhere in the world.

1. Connect your Epson product to your wireless network. See the link below.
2. If you did not already set up an Epson Connect account when you installed your product software, visit epsonconnect.com to create your account and register your product to the Epson Connect service.

   Note: Make a note of your product's email address.

3. Visit epsonconnect.com to learn more about Remote Print and how to download the Remote Print Driver software.
4. Download and install the Remote Print software.

5. Enter the email address and optional access key of your Epson product during Remote Print setup.
6. Now you are ready to print remotely. Select the print command in your laptop or desktop computer application and choose the Remote Print option for your Epson product.

Parent topic: Epson Connect Solutions for Smartphones, Tablets, and More

Related tasks

Setting Up Epson Connect Services

Related topics

Wi-Fi or Wired Networking

Using Epson Scan to Cloud

The Epson Scan to Cloud service allows you to scan and send a file as an email or upload it to an online service directly from your Epson product. Register an email address or online services such as Box, DropBox, Evernote, or Google Drive with your Epson Connect account.

1. Connect your Epson product to your network. See the link below.
2. If you did not already set up an Epson Connect account when you installed your product software, visit epsonconnect.com to create your account and register your product to the Epson Connect service.

   Note: Make a note of your product's email address and password.

3. Visit epsonconnect.com to sign into your account with the email address and password you selected.
4. Select your product, select **Scan to Cloud**, and select **Destination List**.
5. Click **Add**, then follow the instructions on the screen to create your destination list.
6. Now you are ready to use Scan to Cloud. Select the setting for scanning to Scan to Cloud on your Epson product control panel.

Parent topic: Epson Connect Solutions for Smartphones, Tablets, and More

Related tasks

Setting Up Epson Connect Services

Scanning to the Cloud

Related topics

Wi-Fi or Wired Networking

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

Parent topic: Product Basics

Related references

Paper Source Settings Options

Related topics

Wi-Fi or Wired Networking

Using the 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.

Note: For details and support on the Mopria Print Service, visit https://mopria.org.

Parent topic: Product Basics

Related topics

Wi-Fi or Wired Networking

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.

Note: For details and support on Mopria Scan, visit https://mopria.org.

Parent topic: Product Basics

Related topics

Wi-Fi or Wired Networking

Setting Up Printing on a Chromebook

Your Epson printer supports native printing on Chromebook, allowing you to print from a Chromebook without drivers or cables.

For directions on setting up your printer, visit Setting Up Your Epson Printer on Your Chromebook (U.S.) or Setting Up Your Epson Printer on Your Chromebook (Canada).

For Latin America, visit Setting Up Your Epson Printer on Your Chromebook.

Parent topic: Product Basics

Related topics

Wi-Fi or Wired Networking

Android Printing Using the Epson Print Enabler

You can wirelessly print your documents, emails, photos, and web pages right from your Android phone or tablet. With a few taps, your Android device will discover your nearby Epson product and print.

Note: Operations may differ depending on the device.

1. Connect your Epson product to your wireless network. See the link below.
2. On your Android device, download the Epson Print Enabler plug-in from Google Play.
3. Go to **Settings** on your Android device, select **Printing**, and enable the Epson plug-in, if necessary.
4. Connect your Android device to the same wireless network as your product.
5. Now you are ready to print. From an Android application such as Chrome or Gmail, tap the menu icon and print whatever is on the screen.

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

Parent topic: Product Basics

Related topics

Wi-Fi or Wired Networking

Wi-Fi or Wired Networking

See these sections to use your product on a Wi-Fi or wired network.

Network Security Recommendations
Wi-Fi Infrastructure Mode Setup
Setting Up Wireless Printing from a Smartphone or Tablet
Wi-Fi Direct Mode Setup
Wi-Fi Protected Setup (WPS)
Printing a Network Status Sheet
Printing a Network Connection Report
Changing or Updating Network Connections

Network Security Recommendations

To help deter unauthorized access to your product over a network, you should protect your network environment using appropriate security measures.

Security measures such as these can help deter threats such as loss of user data, use of telephone and fax lines, and other intrusions:

- **Enable security on your wireless LAN**

  Enable the appropriate security on the wireless LAN you plan to use with your product. Network security such as a network password can deter interception of traffic over the wireless LAN. Your router may already have a default password enabled by your Internet service provider (ISP). See your ISP and router documentation for instructions on how to change the default password and better secure your network.

- **Connect your product only to a network protected by a firewall**

  Connecting your product directly to the Internet may leave it vulnerable to security threats. Instead, connect it to a router or other network connection protected by a firewall. Your router may already have a firewall set up by your Internet service provider; check with your ISP for confirmation. For best results, set up and use a private IP address for your network connection.

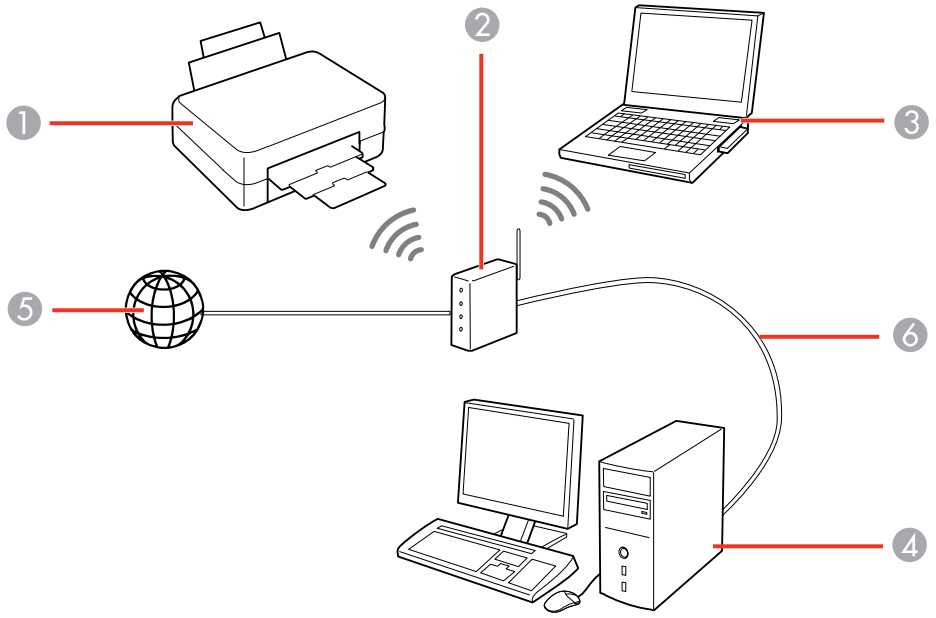
- **Change the default administrator password on your product**

  If your product has the option to set an administrator password, change the default administrator password to deter access by unauthorized users to personal data stored on your product, such as IDs, passwords, and contact lists.

Parent topic: Wi-Fi or Wired Networking

Wi-Fi Infrastructure Mode Setup

You can set up your product to communicate with your computer using a wireless router or access point. The wireless router or access point can be connected to your computer over a wireless or wired network.



1 Epson product
2 Wireless router or access point
3 Computer with a wireless interface
4 Computer
5 Internet
6 Ethernet cable (used only for wired connection to the wireless router or access point)

Selecting Wireless Network Settings from the Control Panel

Parent topic: Wi-Fi or Wired Networking

Selecting Wireless Network Settings from the Control Panel

You can select or change wireless network settings using your product control panel.

To install your product on a wireless network, follow the instructions on the *Start Here* sheet and install the necessary software by downloading it from the Epson website. The installer program guides you through network setup.

Note: Breakdown or repair of this product may cause loss of network data and settings. Epson is not responsible for backing up or recovering data and settings during or after the warranty period. We recommend that you make your own backup or print out your network data and settings.

1. Press the ⌂ home button, if necessary.
2. Select the  icon and press the **OK** button.
3. Select **Wi-Fi (Recommended)**.
4. Select **Start Setup** or **Change Settings**.
5. Select **Wi-Fi Setup Wizard**.
6. Select the name of your wireless network and press the **OK** button, or press the **+** button and select **Enter Manually** to enter the name manually. Use the displayed keypad to enter your network name, then press the **OK** button.

   Note: The network name and password are case sensitive. Be sure to correctly enter uppercase and lowercase letters, and numeric or special characters.

   - To move the cursor, select the left or right arrows.
   - To change the case of letters, select .
   - To delete the previous character, select .
   - To enter numbers and symbols, select .
   - To enter a space, select .
7. Press the **OK** button to enter your password using the on-screen keypad and select **OK**.
8. Confirm the displayed network settings and select **Start Setup** to save them.

9. Do one of the following:
   - If setup was successful, select **Close** to exit.
   - If setup was unsuccessful, select **Print Check Report** to print a network setup report or select **Re-enter** to re-enter your network name and password.
10. Press the home button to exit.

    The Wi-Fi icon displayed on the LCD screen indicates your wireless connection status. If the product is not connected to the network, you may have selected the wrong network name (SSID) or entered the password incorrectly. Repeat these steps to try again.

    If you are printing from a computer, make sure you installed the network software as described on the *Start Here* sheet.

Parent topic: Wi-Fi Infrastructure Mode Setup

Related references

Status Icon Information

Related tasks

Entering Characters on the LCD Screen

Setting Up Wireless Printing from a Smartphone or Tablet

You can use the Epson Smart Panel app to connect your Epson product to a wireless network or connect your device directly to the product. Epson Smart Panel is available on iOS and Android devices.

Make sure you have the following:

- A Bluetooth-enabled device that is connected to a wireless network
- The Epson Smart Panel app installed on the device
- The wireless network name (SSID) and password

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

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

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

2. Open the Epson Smart Panel app on your device.

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 and continue with the next step.
4. On the next screen, select the option to set up a new product and follow the on-screen instructions.

   Note: If your product is not listed, move closer to the product and try again. If the product is still not shown, use the control panel to connect it to the wireless network. Once connected, in the Epson Smart Panel app, select the option to connect to a product that is already on a wireless network and follow the on-screen instructions. See the link below for wireless setup instructions.

Your product is now connected to a wireless network and set up for use with the Epson Smart Panel app.

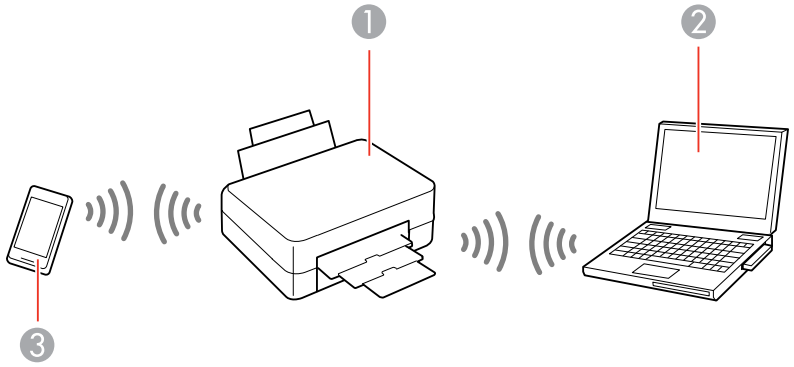
Parent topic: Wi-Fi or Wired Networking

Related tasks

Using the Epson Smart Panel Mobile App

Wi-Fi Direct Mode Setup

You can set up your product to communicate directly with your computer or another device without requiring a wireless router or access point. In Wi-Fi Direct Mode, the product itself acts as a network access point for up to 8 devices.



1 Epson product

2 Computer with a wireless interface

3 Other wireless device

Enabling Wi-Fi Direct (Simple AP) Mode

Parent topic: Wi-Fi or Wired Networking

Enabling Wi-Fi Direct (Simple AP) Mode

You can enable Wi-Fi Direct mode to allow direct communication between your product and computer, mobile devices, or other devices (up to 8) without a wireless router or access point.

Note: Make sure the Epson Smart Panel app or another compatible Epson printing app is installed on your mobile device before connecting to the product.

1. Press the ⌂ home button, if necessary.
2. Select the  icon and press the **OK** button.
3. Select **Wi-Fi Direct**.
4. Scroll down and select **Start Setup**.
5. Do one of the following:
   - Open the Epson Smart Panel app on your device and use the information on the LCD screen to select your product. Skip to step 7.
   - To connect without using the Epson Smart Panel app, select **Other Methods** and go to the next step.
6. Do one of the following:
   - For iOS devices, select **iOS**. Scan the QR code with the camera app on your device and follow the instructions on your device.
   - For Android devices, select **Android** and press the **OK** button. Follow the on-screen instructions.
   - For other types of devices, select **Other OS Devices**. Use your device to select the Wi-Fi network name (SSID) displayed on the LCD screen, then enter the password shown.
7. Select **Complete** on the LCD screen.

The blue  Wi-Fi Direct icon is displayed on the LCD screen and indicates if Wi-Fi Direct is enabled on the product.

Note: If the  Wi-Fi Direct icon is displayed on the LCD screen, Wi-Fi Direct is not enabled. Repeat these steps to try again.

Parent topic: Wi-Fi Direct Mode Setup

Related references

Status Icon Information

Related tasks

Using the Epson Smart Panel Mobile App

Wi-Fi Protected Setup (WPS)

If your network uses a WPS-enabled wireless router or access point, you can quickly connect your product to the network using Wi-Fi Protected Setup (WPS).

Note: To check if your router is WPS-enabled, look for a button labeled **WPS** on your router or access point. If there is no hardware button, there may be a virtual WPS button in the device's software. Check your network product documentation for details.

Using WPS to Connect to a Network

Parent topic: Wi-Fi or Wired Networking

Using WPS to Connect to a Network

If you have a WPS-enabled wireless router or access point, you can use Wi-Fi Protected Setup (WPS) to connect your product to the network.

1. Press the ⌂ home button, if necessary.
2. Select the  icon and press the **OK** button.
3. Select **Wi-Fi (Recommended)**.
4. Select **Start Setup** or **Change Settings**.
5. Select **Push Button Setup (WPS)**.

6. Follow the instructions on the LCD screen to complete WPS setup.

   Note: Make sure you select **Start Setup** within two minutes of activating WPS on your router.

7. Press the home button to exit.

   You see the  icon on the LCD screen and should be able to connect to your product directly from your computer or device, and then print. If you are printing from a computer, make sure you installed the network software as described on the *Start Here* sheet.

   Note: If you don't see the  icon, repeat these steps to try again.

Parent topic: Wi-Fi Protected Setup (WPS)

Printing a Network Status Sheet

You can print a network status sheet to help you determine the causes of any problems you may have using your product on a network.

1. Press the home button, if necessary.
2. Select **Settings** > **General Settings** > **Network Settings** > **Network Status**.
3. Select **Print Status Sheet**.
4. Press the start button to print the status sheet.

Examine the settings shown on the network status sheet to diagnose any problems you have.

Parent topic: Wi-Fi or Wired Networking

Printing a Network Connection Report

You can print a network connection report to view solutions to any problems you may have using your product on a network.

1. Press the home button, if necessary.
2. Select **Settings** > **General Settings** > **Network Settings** > **Connection Check**.
3. Select **Print Check Report**.
4. Press the start button to print the network connection report.

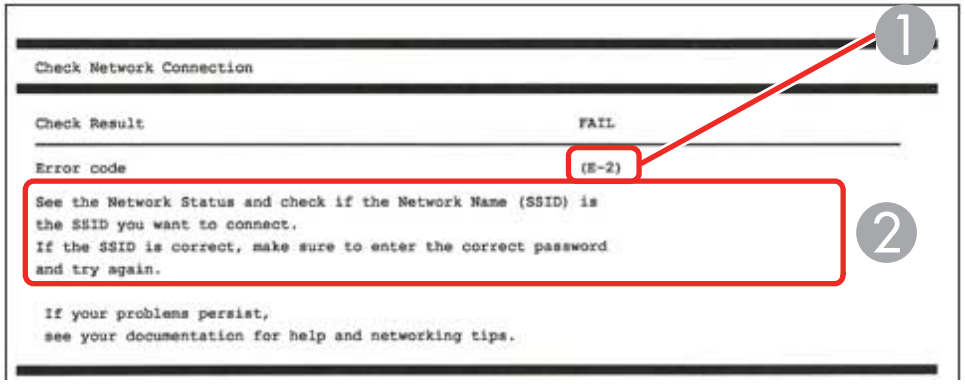
Examine the error codes and solutions shown on the network connection report.

Network Connection Report Codes and Messages

Parent topic: Wi-Fi or Wired Networking

Network Connection Report Codes and Messages

Check the error codes and messages on the network connection report to solve problems you may encounter with network connections. The tables here list solutions to problems based on the error codes and messages that may appear at the top of the report.



1 Error code

2 Message

Note: Error codes and messages listed here may not all apply to your product.

Error Codes and Messages

Error code and message	Solution
E-1 Confirm that the network cable is connected and network devices such as a hub, router, or access point are turned on.	Make sure your router, access point, and/or hub are turned on, and the network cable is securely connected to your device and your product. If you are trying to set up Wi-Fi, remove the network cable and set up Wi-Fi again. Ethernet and Wi-Fi cannot be connected at the same time.

Error code and message	Solution
E-2, E-3, or E-7 No wireless network names (SSID) found. Confirm that the router/access point is turned on and the wireless network (SSID) is set up correctly. Contact your network administrator for assistance. No wireless network names (SSID) found. Confirm that the wireless network name (SSID) of the PC you wish to connect is set up correctly. Contact your network administrator for assistance. Entered security key/password does not match the one set for your router/access point. Confirm security key/password. Contact your network administrator for assistance.	Check the following: • Make sure your router or access point is turned on and is correctly connected to your computer or network device. • Turn off the router or access point, wait about 10 seconds, and turn it on again. • Move your product closer to your router or access point, and remove any obstacles between them. Also move your product away from devices such as wireless phones or microwaves. • Confirm that the SSID shown on the network connection report matches the label on your router or access point. Also make sure your SSID uses only ASCII characters and symbols, or your product cannot display the SSID correctly. • If you are trying to connect using the WPS push button method, make sure your router or access point supports it. • If you are using a network password, check the label on your router or access point to confirm that you are using the correct password, or check with your network administrator or router/access point documentation. • If you are connecting to a smart device that generates an SSID, check the device documentation for the SSID and password you should use. • If your wireless connection suddenly disconnects, and another smart device was added to the network using a WPS push button method, or your network was set up using a non-WPS push button method, try downloading and installing your product software again.

Error code and message	Solution
E-5 Security mode (e.g. WEP, WPA) does not match the current setting of the printer. Confirm security mode, and contact the network administrator for assistance.	If the security on your router or access point is not one of the following types, change the type of security on your router or access point and reset your product's network settings. • WEP-64 bit (40 bit) • WEP-128 bit (104 bit) • WPA PSK (TKIP/AES); also known as WPA Personal • WPA2 PSK (TKIP/AES); also known as WPA2 Personal • WPA3-SAE (AES)
E-6 MAC address of your printer may be filtered. Check whether your router/access point has restrictions such as MAC address filtering. See the documentation of the router/access point or contact your network administrator for assistance.	If your router or access point has MAC address filtering enabled, register your product's MAC address so it is not filtered. Locate the MAC address on the network connection report and check your router or access point documentation for instructions. If your router or access point is using shared authentication with WEP security, confirm that you are using the correct authentication key and index. If your router or access point limits the number of connected devices, raise the connection limit. See your router or access point documentation for instructions.
E-8 Incorrect IP address is assigned to the printer. Confirm IP address setup of the network device (hub, router, or access point). Contact your network administrator for assistance.	If your product's **Obtain IP Address** setting is set to **Auto**, enable DHCP on your router or access point. If it is set to **Manual**, the IP address may be out of range or on a different network segment; set a valid IP address using your product control panel or the Web Config utility. You can also try turning off your product and the router or access point, waiting about 10 seconds, and turning them on again.

Error code and message	Solution
E-9 Confirm the connection and network setup of the PC or other device. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.	Make sure your computer or network device are turned on. Also make sure that you can access the Internet and other devices on the same network from the devices you are trying to connect to your product. If you still cannot connect to your product, turn off your router or access point, wait about 10 seconds, and turn it on again. Download and install your product software again to reset your network settings.
E-10 Confirm IP address, subnet mask, and default gateway setup. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.	Make sure other devices on the network are turned on and do the following: • If your product's **Obtain IP Address** setting is set to **Manual**, check the IP address, subnet mask, and default gateway addresses on the network connection report to see if they are correct. If not, correct the settings. • If DHCP is enabled, set your product's **Obtain IP Address** setting to **Auto**. If you want to use the DHCP-assigned address as a static address, set the **Obtain IP Address** setting to **Manual**, enter the product's IP address as listed on the network connection report, and set the subnet mask to 255.255.255.0. If you still cannot connect to your product, turn off your router or access point, wait about 10 seconds, and turn it on again.
E-11 Setup is incomplete. Confirm default gateway setup. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.	If you set your product's **TCP/IP Setup** setting to **Manual**, check that the default gateway address listed on the network connection report is correct. Also turn on the device that is set as the default gateway.

Error code and message	Solution
E-12 Confirm the following: -Entered security key/password is correct -Index of the security key/password is set to the first number -IP address, subnet mask, or default gateway setup is correct Contact your network administrator for assistance.	Make sure other devices on the network are turned on and do the following: • Make sure the IP address, subnet mask, and default gateway addresses are correct, if you are entering them manually. • Confirm that the subnet mask and default gateway addresses for other devices are the same. • Make sure the IP address does not conflict with other devices. If you still cannot connect to your product, do the following: • Turn off your router or access point, wait about 10 seconds, and turn it on again. • Download and install your product software again to reset your network settings. • If your router or access point uses WEP security with several registered passwords, make sure that the first registered password is set on your product.
E-13 Confirm the following: -Entered security key/password is correct -Index of the security key/password is set to the first number -Connection and network setup of the PC or other device is correct Contact your network administrator for assistance.	Make sure your router, access point, and/or hub are turned on. Also make sure the TCP/IP setup on your router, access point, and/or hub is not set manually; this may cause your product's network settings to differ from the manually set up devices. If you still cannot connect to your product, do the following: • Turn off your router or access point, wait about 10 seconds, and turn it on again. • Download and install your product software again to reset your network settings. • If your router or access point uses WEP security with several registered passwords, make sure that the first registered password is set on your product.

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.	Move your product closer to your router or access point, and remove any obstacles between them. Then turn off your router or access point, wait about 10 seconds, and turn it back on again. If you still cannot connect to your product, check the documentation that came with your router or access point for solutions.
*No more devices can be connected. Disconnect one of the connected devices if you want to add another one.	You can connect up to 8 computers or other devices to your product using a Wi-Fi Direct (Simple AP) connection. If you want to add another device, disconnect an existing connected device first.
The same SSID as Wi-Fi Direct exists in the environment. Change the Wi-Fi Direct SSID if you cannot connect a smart device to the printer.	Change the Wi-Fi Direct SSID. You can change the network name after "DIRECT-XX-". The custom name must be 22 characters or less.

Parent topic: Printing a Network Connection Report

Changing or Updating Network Connections

See these sections to change or update how your product connects to a network.

Accessing the Web Config Utility
Changing a USB Connection to a Wi-Fi Connection
Changing a Wi-Fi Connection to a Wired Network Connection
Connecting to a New Wi-Fi Router
Disabling Wi-Fi Features

Parent topic: Wi-Fi or Wired Networking

Related tasks

Selecting Wireless Network Settings from the Control Panel

Accessing the Web Config Utility

You can select your product's network settings and confirm its operating status using a web browser. You do this by accessing your product's built-in Web Config utility from a computer or other device that is connected to the same network as your product.

Note: You can also access the Web Config utility from the product information area in the Epson Smart Panel app.

1. Print a network status sheet.
2. Locate the IP address for your product that is listed on the network status sheet.
3. On a computer or other device connected to the same network as your product, open a web browser.
4. Enter your product's IP address into the address bar.
5. On the first visit to the Web Config utility, you will be prompted to set an administrator password. The administrator password is required to access the full capabilities of the Web Config utility. The default password is the product's serial number. Check the label on your product to locate the serial number.

You see the available Web Config utility options.

Parent topic: Changing or Updating Network Connections

Related tasks

Printing a Network Status Sheet

Changing a USB Connection to a Wi-Fi Connection

If you have already connected your product to your computer using a USB connection, you can change to a Wi-Fi connection.

1. Disconnect the USB cable from your product.
2. Uninstall your product software.
3. Download and install your product software from the Epson website using the instructions on the *Start Here* sheet.

Parent topic: Changing or Updating Network Connections

Related concepts

Uninstall Your Product Software

Changing a Wi-Fi Connection to a Wired Network Connection

If you have already connected your product to your computer wirelessly, you can change to a wired network connection if necessary.

1. Connect one end of an Ethernet network cable to the product's **LAN** port.

2. Connect the other end to any available LAN port on your router or access point.
3. Uninstall your product software.
4. Download and install your product software from the Epson website.
5. Follow the on-screen instructions to install the software.
6. When you see the Select Your Connection screen, select **Wired network connection**.
7. If you see a Select Setup Option screen, select **Set up printer for the first time**.
8. Continue following the rest of the on-screen instructions.

Parent topic: Changing or Updating Network Connections

Related concepts

Uninstall Your Product Software

Related tasks

Disabling Wi-Fi Features

Connecting to a New Wi-Fi Router

If you change the wireless router you have been using on your network, you need to update your product's Wi-Fi connection to the new router.

Note: If you switch to a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation for instructions.

1. Do one of the following:
   - **Windows**: Uninstall your product software.
   - **Mac**: Go to the next step.
2. Download and install your product software from the Epson website using the instructions on the *Start Here* sheet.

Parent topic: Changing or Updating Network Connections

Related concepts

Uninstall Your Product Software

Disabling Wi-Fi Features

You may need to disable your product's Wi-Fi features if you change your network connection type or need to solve a problem with your network connection.

Note: Before disabling Wi-Fi features, make a note of your product's SSID (network name) and password, and any network settings selected for the Epson Connect services you may use.

1. Press the home button, if necessary.
2. Select the  icon and press the **OK** button.
3. Select **Wi-Fi (Recommended)**.
4. Select **Change Settings**.
5. Select **Others**.
6. Select **Disable Wi-Fi**.
7. Select **Start Setup** to disable Wi-Fi.

Parent topic: Changing or Updating Network Connections

Related tasks

Printing a Network Status Sheet

Loading Paper

Before you print, load paper for the type of printing you will do.

Note: Your product may differ from the images in this guide, but the instructions are the same unless otherwise noted.

Loading Paper in the Cassette
Paper Loading Capacity
Double-sided Printing Capacity
Borderless Paper Type Compatibility
Compatible Epson Papers
Selecting the Paper Settings - Control Panel
Paper or Media Type Settings - Printing Software
Selecting the Default Paper Source Settings
Selecting the Universal Print Settings

Loading Paper in the Cassette

You can load paper or envelopes by referring to the animations displayed on the printer's LCD screen.

Note: Before loading paper, make sure your product is not currently printing, scanning, or copying.

1. Press the ⓘ help button.
2. Select **How to** > **Load paper**.
3. When loading letterhead paper, note the following:
   - Select Letterhead as the paper type.
   - Two-sided printing and borderless printing are not available for letterhead paper. Also, the print speed may be slower.

Parent topic: Loading Paper

Related references

Double-sided Printing Capacity
Paper Loading Capacity

Related tasks

Loading Paper in the Cassette

Selecting the Paper Settings - Control Panel

Paper Loading Capacity

See the table here for the loading capacity of the paper cassette.

Paper type	Loading capacity
Plain paper Copy paper Letterhead paper*1	Letter (8.5 × 11 inches [216 × 279 mm]), Legal (8.5 × 14 inches [216 × 356 mm]), or A4 (8.3 × 11.7 inches [210 × 297 mm]): 250 sheets
	Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm]), 8.5 × 13 inches (216 × 330 mm), Oficio 9 (8.46 × 12.4 inches [215 × 315 mm]), Executive (7.25 × 10.5 inches [184 × 267 mm]), Half Letter (5.5 × 8.5 inches [140 × 216 mm]), or A6 (4.1 × 5.8 inches [105 × 148 mm]): 50 sheets
	User-defined*2 (7.17 × 10.12 inches to 8.5 × 11.69 inches [182 × 257 mm to 215.9 × 297 mm]) or user-defined (3.5 × 5 inches to 8.5 × 87.24 inches [89 × 127 mm to 215.9 × 1200 mm]) size: 1 sheet
Epson EcoTank Premium Paper Epson Bright White Pro Paper Epson Bright White Premium Paper Epson Multipurpose Plus Paper	200 sheets
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]): 100 sheets
Epson Premium Presentation Paper Matte Epson Photo Paper Glossy Epson Premium Photo Paper Glossy Epson Ultra Premium Photo Paper Glossy Epson Premium Photo Paper Semi-gloss	20 sheets If paper feeds incorrectly, or printing is uneven or smeared, load 1 sheet at a time.

Paper type	Loading capacity
Epson Premium Presentation Paper Matte Double-sided	1 sheet
Envelopes	10 envelopes

*1 When using Letterhead:

- Letterhead is not available in user-defined sizes.
- Borderless printing and 2-sided printing are not available

*2 When using user-defined sizes:

- Printing is available only from a computer.
- Copying and printing from the control panel are not available.

Parent topic: Loading Paper

Related references

Double-sided Printing Capacity
Paper Specifications

Double-sided Printing Capacity

You can print double-sided using Auto or Manual mode on the following paper types and sizes.

Paper type	Size	Double-sided printing capacity	
		Auto	Manual
Plain paper Copier paper Letterhead paper[*1]	Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm])	250 sheets	30 sheets
	Legal (8.5 × 14 inches [216 × 356 mm]), Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm]), 8.5 × 13 inches (216 × 330 mm), Oficio 9 (8.46 × 12.4 inches [215 × 315 mm]), Executive (7.25 × 10.5 inches [184 × 267 mm]), Half Letter (5.5 × 8.5 inches [140 × 216 mm]), or A6 (4.1 × 5.8 inches [105 × 148 mm])	—	30 sheets
	User-defined (7.17 × 10.12 inches to 8.5 × 11.69 inches [182 × 257 mm to 215.9 × 297 mm])[*2]	1 sheet	1 sheet
	User-defined (3.5 × 5 inches to 8.5 × 87.24 inches [89 × 127 mm to 215.9 × 1200 mm])[*2]	—	1 sheet
Epson EcoTank Premium Paper Epson Bright White Pro Paper Epson Bright White Premium Paper Epson Multipurpose Plus Paper	Letter (8.5 × 11 inches [216 × 279 mm])	200 sheets	30 sheets

Paper type	Size	Double-sided printing capacity	
		Auto	Manual
Epson Premium Presentation Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	—	1 sheet

*1 Letterhead paper only supports manual double-sided printing.

*2 Printing from computer only.

You cannot print double-sided on the following paper types:

- Epson Presentation Paper Matte
- Epson Photo Paper Glossy
- Epson Premium Photo Paper Glossy
- Epson Premium Photo Paper Semi-gloss
- Epson Ultra Premium Photo Paper Glossy
- Epson Premium Presentation Paper Matte
- Envelopes

Parent topic: Loading Paper

Related references

Paper Loading Capacity

Borderless Paper Type Compatibility

You can print borderless photos on compatible paper types in compatible sizes:

Borderless Paper Types

- Epson EcoTank Premium Paper
- Epson Bright White Pro Paper
- Epson Photo Paper Glossy
- Epson Premium Photo Paper Glossy
- Epson Ultra Premium Photo Paper Glossy
- Epson Premium Photo Paper Semi-gloss

- Epson Premium Presentation Paper Matte
- Epson Premium Presentation Paper Matte Double-sided
- Epson Presentation Paper Matte

Borderless Paper Sizes

- 3.5 × 5 inches (89 × 127 mm)
- 4 × 6 inches (102 × 152 mm)
- 5 × 7 inches (127 × 178 mm)
- 8 × 10 inches (203 × 254 mm)
- A4 (8.3 × 11.7 inches [210 × 297 mm])
- Letter (8.5 × 11 inches [216 × 279 mm])

Note: You can use borderless printing with plain paper or copy paper in Letter and A4 sizes.

Parent topic: Loading Paper

Related references

Printable Area Specifications

Compatible Epson Papers

You can purchase genuine Epson ink, maintenance boxes, and paper at epson.com (U.S. sales) or 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.

Note: Paper/media availability varies by country.

Paper Type	Size	Part number	Sheet count
Epson EcoTank Premium Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586-ET	500
Epson Bright White Pro Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
Epson Bright White Premium Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S450218-4	500

Paper Type	Size	Part number	Sheet count
Epson Multipurpose Plus Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S450217-4	500
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
Epson Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257 S042180	50 100
Epson Premium Presentation Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S041568	50
Epson Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041809 S042038	50 100
	Letter (8.5 × 11 inches [216 × 279 mm])	S041141 S041649 S041271	20 50 100
	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041140	20
Epson Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041727	100
	5 × 7 inches (127 × 178 mm)	S041464	20
	8 × 10 inches (203 × 254 mm)	S041465	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042183 S041667	25 50
Epson Ultra Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S042181 S042174	60 100
	5 × 7 inches (127 × 178 mm)	S041945	20
	8 × 10 inches (203 × 254 mm)	S041946	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042182 S042175	25 50

Paper Type	Size	Part number	Sheet count
Epson Premium Photo Paper Semi-gloss	4 × 6 inches (102 × 152 mm)	S041982	40
	Letter (8.5 × 11 inches [216 × 279 mm])	S041331	20

Parent topic: Loading Paper

Selecting the Paper Settings - Control Panel

You can change the default paper size and paper type for the cassette using the control panel on the product.

Note: If you print on paper that is smaller than the setting in the printer driver, the printer may print beyond the edges of the paper. This can lead to ink smears on your printouts and excess ink building up inside the printer. Make sure you select the correct paper size setting.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **General Settings** > **Printer Settings** > **Paper Source Settings** > **Paper Setting**.
3. Select **Paper Size**.
4. Select the paper size you loaded.
5. Select **Paper Type**.
6. Select the paper type you loaded.
7. Select **Favorite Paper Settings** to choose from a list of commonly used paper settings.
8. Press the ⌂ home button to exit.

Paper or Media Type Settings - Control Panel

Parent topic: Loading Paper

Paper or Media Type Settings - Control Panel

For this paper	Select this paper Type or Media Type setting
Plain paper Epson EcoTank Premium Paper Epson Bright White Pro Paper Epson Bright White Premium Paper Epson Multipurpose Plus Paper	Plain Paper
Letterhead paper	Letterhead
Envelopes	Envelope
Epson Ultra Premium Photo Paper Glossy	Ultra Glossy
Epson Premium Photo Paper Glossy	Prem. Glossy
Epson Photo Paper Glossy	Glossy
Epson Premium Photo Paper Semi-gloss	Prem. Semi-Gloss
Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided	Prem. Matte
Epson Presentation Paper Matte	Presentation Matte

Parent topic: Selecting the Paper Settings - Control Panel

Paper or Media Type Settings - Printing Software

For this paper	Select this paper Type or Media Type setting
Plain paper Epson EcoTank Premium Paper Epson Bright White Pro Paper Epson Bright White Premium Paper Epson Multipurpose Plus Paper	Plain Paper / Bright White Paper
Letterhead paper	Letterhead

For this paper	Select this paper Type or Media Type setting
Envelopes	Envelope
Epson Ultra Premium Photo Paper Glossy	Ultra Premium Photo Paper Glossy
Epson Premium Photo Paper Glossy	Premium Photo Paper Glossy
Epson Photo Paper Glossy	Photo Paper Glossy
Epson Premium Photo Paper Semi-gloss	Premium Photo Paper Semi-Gloss
Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided	Premium Presentation Paper Matte
Epson Presentation Paper Matte	Presentation Paper Matte

Note: The settings listed here are available only when printing from your computer; they do not apply to your product's control panel settings.

Parent topic: Loading Paper

Selecting the Default Paper Source Settings

You can change default paper source settings using the control panel on the product.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **General Settings** > **Printer Settings**.
3. Select one of these **Auto Error Solver** options:
   - Turn on this setting to display a warning and print single-sided when a 2-sided printing error occurs, or to print only what the printer could process when a memory full error occurs.
   - Turn off this setting to display an error message and stop printing if an error occurs.
4. Select the **Paper Source Settings** options you want to use.
5. When you are finished, press the ⌂ home button to exit.

Paper Source Settings Options

Parent topic: Loading Paper

Paper Source Settings Options

Select the paper source options you want to use for your print jobs.

Paper Source Settings option	Available settings	Description
Paper Setting	Various	Select the paper size and type for each paper source
A4/Letter Auto Switching	**On**	Select **On** to switch the selected paper size to match the loaded paper (Letter or A4) if the wrong size is selected
	Off	
Error Notice	**Paper Size Notice**	Select **On** for either of these settings to display an error message when the selected paper type or size does not match the loaded paper
	Paper Type Notice	
Paper Setup Auto Display	**On**	Select **On** to automatically display a menu that lets you select the paper size and type when you load paper in the product **Note:** If this setting is disabled, you cannot print using AirPrint.
	Off	

Parent topic: Selecting the Default Paper Source Settings

Selecting the Universal Print Settings

You can change the default universal print settings using the control panel on the product.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **General Settings** > **Printer Settings** > **Universal Print Settings**.
3. Adjust the settings as necessary.
4. When you are finished, press the ⌂ home button to exit.

Universal Print Settings Options

Parent topic: Loading Paper

Universal Print Settings Options

Select the universal print setting options you want to use for your print jobs.

Universal Print Settings option	Available settings	Description
Top Offset	—	Adjust the top or left margin
Left Offset		
Top Offset in Back	—	Adjust the top or left margin of the back page when printing double-sided.
Left Offset in Back		
Check Paper Width	**On**	Select **On** to check the paper width before printing. This prevents printing beyond the edges of the paper when the paper size settings are incorrect, but may reduce the printing speed.
	Off	
Skip Blank Page	**On**	Select **On** to skip printing of blank pages automatically
	Off	

Parent topic: Selecting the Universal Print Settings

Placing Originals on the Product

Follow the instructions here to place your original documents or photos on the product.

Caution: Do not place anything on top of your product or use its cover as a writing surface to avoid damaging it.

Note: Your product may differ from the images in this guide, but the instructions are the same unless otherwise noted.

Placing Originals on the Scanner Glass
Placing Originals in the Automatic Document Feeder
ADF Original Document Specifications

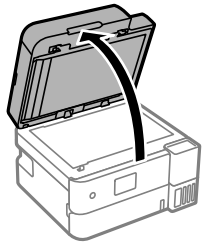
Placing Originals on the Scanner Glass

You can place originals up to this size on the scanner glass: Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]).

Note: To view animated instructions on how to place originals on the scanner glass, press the ⓘ help button and select **How To** > **Place Originals** > **Scanner Glass**.

Note: When originals are placed in the ADF and on the scanner glass, priority is given to the originals in the ADF. (ET-3943 and ET-3950 Series only)

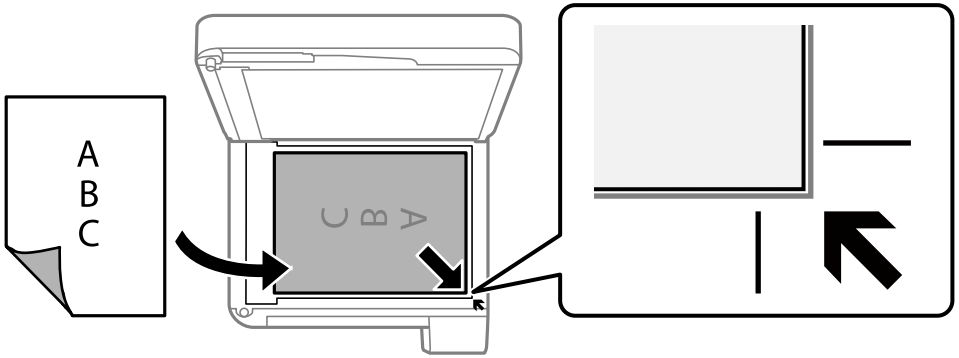
1. Open the document cover.



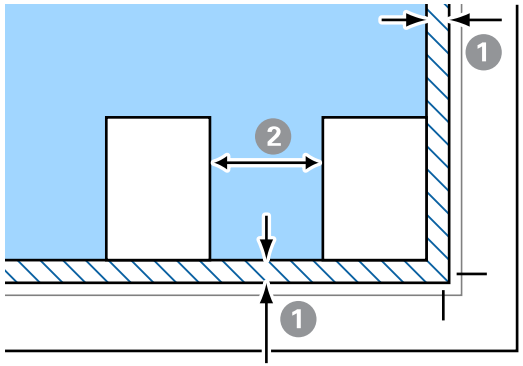
Caution: Be careful not to trap your hands or fingers when opening or closing the document cover.

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

2. Place your original facedown on the scanner glass with the top facing into the corner. Slide the original to the edges of the indicated corner.



Note: If you are using Epson ScanSmart to scan multiple photos at once, just make sure they are at least 0.2 inch (4.5 mm) away from the edge of the scanner glass and at least 0.8 inch (20 mm) away from each other.



1	0.2 in (4.5 mm)
2	0.8 in (20 mm)

Note: The edges of your original may be cropped by 0.06 inch (1.5 mm) from the edge of the scanner glass. Manually position your original away from the edges to prevent cropping.

3. Close the document cover gently to keep your original in place.

   Caution: Do not push down on the document cover or scanner glass or you may damage the product.

   Warning: Be careful not to trap your hands or fingers when closing the document cover or you may be injured.

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

Parent topic: Placing Originals on the Product

Related topics

Copying

Scanning

Placing Originals in the Automatic Document Feeder

You can place single- or multi-page original documents in the Automatic Document Feeder (ADF). (ET-3940/ET-3950 Series only) Make sure the originals meet the Automatic Document Feeder specifications before loading them.

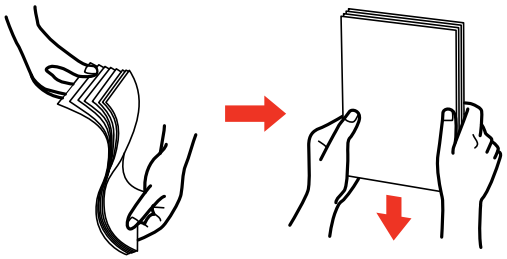
Caution: Make sure your originals are not creased or folded and do not contain holes, staples, tape, or other materials that could obstruct the feeder.

Caution: Do not place photographs or valuable artwork in the ADF. Place fragile or valuable originals on the scanner glass to avoid wrinkling or damaging them.

Note: To view animated instructions on how to place originals in the ADF, press the ⓘ help button and select **How To** > **Place Originals** > **ADF**.

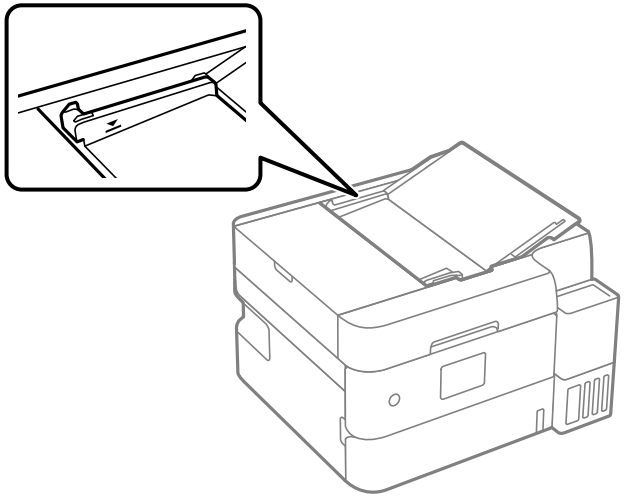
Note: When originals are placed in the ADF and on the scanner glass, priority is given to the originals in the ADF. Make sure the original on the scanner glass is placed in the correct position, or you may not be able to scan from the ADF.

1. Open the ADF input tray.
2. Slide the ADF edge guide outward.
3. Fan your stack of originals and tap them gently on a flat surface to even the edges.



4. Insert the originals into the ADF faceup and short edge first.

   Note: Do not load originals above the arrow mark on the ADF edge guide.



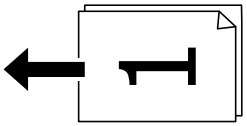
   The **ADF** icon on the Copy and Scan screens lights up.

5. Slide the ADF edge guide against the originals, but not too tightly.

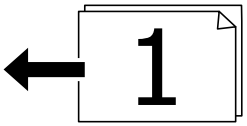
   Note: Do not add originals while scanning.

   Note: If you are copying two originals onto one sheet, make sure the originals are loaded as shown. Select the link below to select the copy orientation setting that matches how you loaded your original.

   Portrait



   Landscape



Parent topic: Placing Originals on the Product

Related references

Copying Options

Related tasks

Placing Originals on the Scanner Glass

Related topics

Copying

Scanning

ADF Original Document Specifications

You can load original documents that meet these specifications in the ADF. (ET-3943 and ET-3950 Series only)

Paper type	Paper size	Paper weight	Loading capacity
Plain paper	Letter (8.5 × 11 inches [216 × 279 mm])	17 to 24 lb (64 to 95 g/m²)	Approximately 30 sheets
	A4 (8.3 × 11.7 inches [210 × 297 mm])		
	Legal (8.5 × 14 inches [216 × 356 mm])		10 sheets
	8.5 × 13 inches (216 × 330 mm) size		

Legal (8.5 × 14 inches [216 × 356 mm]) and 8.5 × 13 inches (216 × 330 mm) size paper only supports single-sided scanning.

Caution: Do not load the following types of originals in the ADF, or they may be damaged or may damage the scanner. Use the scanner glass for these types of originals:

- Photos
- Thermal paper
- Fabric or other non-paper originals
- Originals with uneven surfaces, such as embossed documents
- Originals containing staples or paper clips
- Originals with carbon paper backing
- Originals with wet ink
- Originals that are bound
- Originals with labels, stickers, or sticky notes
- Ripped, curled, folded, deteriorated, or wrinkled originals
- Originals with holes
- Transparencies
- Carbon-less paper
- Originals that are cut in an irregular shape or with corners that are not right angles

Parent topic: Placing Originals on the Product

Copying

See the information here to copy documents or photos using your product.

Note: Copies may not be exactly the same size as your originals.

Note: Your product may differ from the images in this guide, but the instructions are the same unless otherwise noted.

Copying Documents or Photos
Copying Options

Copying Documents or Photos

You can copy documents or photos onto various sizes and types of paper, including Epson special papers.

1. Load the paper you want to print on.
2. Press the home button, if necessary.
3. Select **Copy**.
4. To print more than one copy, use the **+** or **-** button to increase or decrease the number of copies, or select **Copies**, use the displayed keypad to enter the number of copies, and select **OK**.
5. Change any of the displayed settings as necessary.
6. Select **Advanced Settings** to view and change additional copy settings, if necessary.
7. When you are ready to copy, press the start button.

   Note: To cancel printing, press the stop button.

Parent topic: Copying

Related references

Copying Options
Compatible Epson Papers

Related topics

Loading Paper
Placing Originals on the Product

Copying Options

Select the copying options you want to use for your copies.

Note: Not all options or settings may be available, depending on other copying settings.

Copy

Copying option	Available settings	Description
B&W	—	Copies the document in black and white
Color	—	Copies the document in color
2-Sided	**1>1-Sided**	Select to make 2-sided copies. When you select **1>2-Sided**, also select the orientation and binding edge for your originals or copies.
	1>2-Sided	
Density selector	Varying levels	Adjusts the lightness or darkness of copies

Advanced Settings

Copying option	Available settings	Description
Paper Setting	Various settings	Selects the paper size and paper type
Reduce/Enlarge	**100%/Actual Size**	Copies the original at its full size
	Auto Fit Page	Automatically sizes the image to fit the paper size you selected
	45%->195% and other conversions	Automatically converts from one size to another
Original Size	Various sizes	Select the document size of your original
Multi-Page	**Single Page**	Copies each page of the original onto an individual sheet
	2-up	Copies two pages onto one sheet. Scroll down and select the document orientation and layout order settings as necessary.
Quality	**Standard**	Adjusts the quality of your copies
	High	

Copying option	Available settings	Description
Original Orientation	**Portrait**	Specifies the orientation of your originals
	Landscape	
Remove Shadow	**Off**	Select **On** to erase the shadows that appear in the center of a document when copying a book or that appear around a document when copying thick paper
	On	
Remove Punch Holes	**Off**	Select **On** to erase the binding holes on a document
	On	
ID Card Copy	**Off**	Select **On** to copy both sides of an ID card onto one side of a sheet of paper
	On	
Borderless Copy	**Off**	Adjusts the amount to expand the original photo when printing borderless photos
	On	
	Standard	
	Medium	
	Minimum	

Parent topic: Copying

Printing from a Computer

Before printing from your computer, make sure you have set up your product and installed its software as described on the *Start Here* sheet.

Note: If you have an Internet connection, it is a good idea to check for updates to your product software on Epson's support website. If you see a Software Update screen, select **Enable automatic checking** and click **OK**. The update scans your system to see if you have the latest product software. Follow the on-screen instructions.

Note: Your product may differ from the images in this guide, but the instructions are the same unless otherwise noted.

Printing with Windows
Printing on a Mac
Printing from a Smartphone or Tablet
Printing with Epson Photo+
Cancelling Printing Using the Product

Printing with Windows

You can print with your product using any Windows application, as described in these sections.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

Selecting Basic Print Settings - Windows
Selecting Double-sided Printing Settings - Windows
Selecting Additional Layout and Print Options - Windows
Selecting a Printing Preset - Windows
Selecting Extended Settings - Windows
Printing Your Document or Photo - Windows
Selecting Default Print Settings - Windows
Changing Automatic Update Options

Parent topic: Printing from a Computer

Selecting Basic Print Settings - Windows

Select the basic settings for the document or photo you want to print.

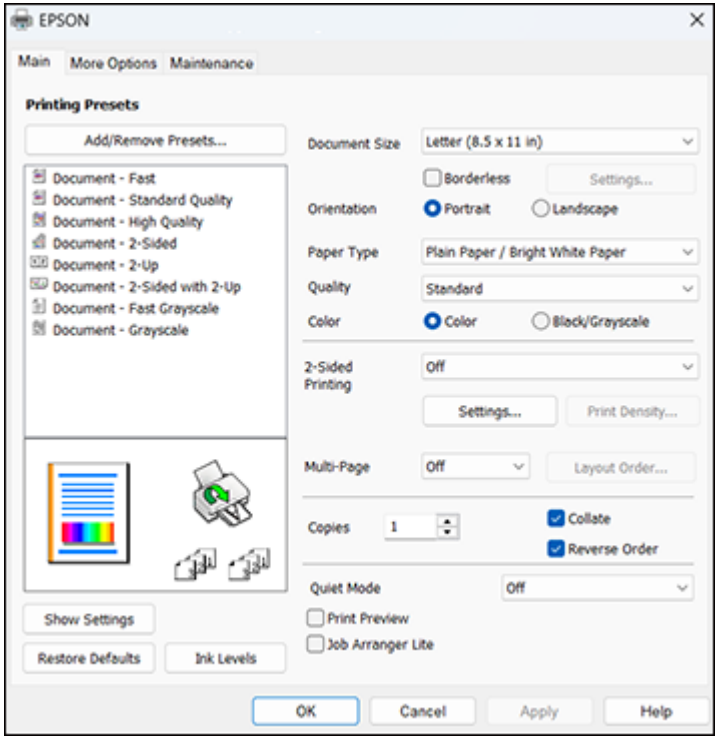
1. Open a photo or document for printing.
2. Select the print command in your application.

   Note: You may need to select a print icon on your screen, the **Print** option in the **File** menu, or another command. See your application's help utility for details.

3. If necessary, select your product name as the printer you want to use.

   Note: You may also need to select **Properties** or **Preferences** to view your print settings.

   You see the Main tab of your printer settings window:



4. Select the size of the paper you loaded as the **Document Size** setting.

   Note: You can also select the **User-Defined** setting to create a custom paper size, but you cannot use the **Borderless** setting.

5. If you are printing a borderless photo, select **Borderless**. You can click **Settings** to access additional options for borderless printing.

   Note: You must select a compatible borderless paper type and size to print without borders. Check the borderless paper compatibility list for details.

6. Select the orientation of your document.

   Note: If you are printing an envelope, select **Landscape**.

7. Select the type of paper you loaded as the **Paper Type** setting.

   Note: The setting may not exactly match the name of your paper. Check the paper type settings list for details.

8. Select the **Quality** setting that matches the print quality you want to use.
9. Select a Color option:
   - To print a color document or photo, select the **Color** setting.
   - To print text and graphics in black or shades of gray, select the **Black/Grayscale** setting.
10. To print on both sides of the paper, select a **2-Sided Printing** option.
11. To print multiple pages on one sheet of paper, or print one image on multiple sheets of paper, select one of the settings in the **Multi-Page** menu and select the printing options you want.
12. To print multiple copies and arrange their print order, select the **Copies** options.
13. To reduce noise during printing, turn on **Quiet Mode** (printing will be slower).
14. To preview your job before printing, select **Print Preview**.
15. To save your print job as a project that can be modified and combined with other print jobs, select **Job Arranger Lite**.

Print Quality Options - Windows
Multi-Page Printing Options - Windows

Parent topic: Printing with Windows

Related references

Double-sided Printing Capacity

Borderless Paper Type Compatibility

Paper or Media Type Settings - Printing Software

Related tasks

Selecting Double-sided Printing Settings - Windows

Printing Your Document or Photo - Windows

Print Quality Options - Windows

You can select any of the available Quality options to fine-tune the quality of your print. Some settings may be unavailable, depending on the paper type and border setting you have chosen.

Draft
For draft printing on plain paper.

Draft - Vivid
For draft printing on plain paper with good quality and print speed.

Standard
For everyday text and image printing.

Standard - Vivid
For text and graphics with good quality and print speed.

High
For photos and graphics with high print quality.

More Settings
Opens a window that lets you choose among levels of speed and quality.

Parent topic: Selecting Basic Print Settings - Windows

Multi-Page Printing Options - Windows

You can select any of the available options in the Multi-Page menu to set up your multi-page print job.

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

2-Up and 4-Up
Prints 2 or 4 pages on one sheet of paper. Click the **Page Order** button to select page layout and border options.

2-Up, 4-Up, 6-Up, 8-Up, 9-Up, and 16-Up
Prints several pages on one sheet of paper. Click the **Layout Order** button to select page layout and border options.

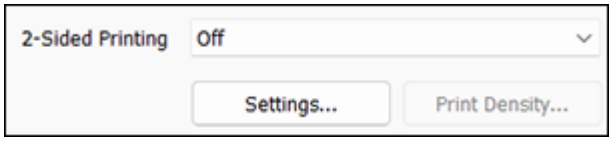
2×1 Poster, 2×2 Poster, 3×3 Poster, 4×4 Poster
Prints one image on multiple sheets of paper to create a larger poster. Click the **Settings** button to select image layout and guideline options.

Parent topic: Selecting Basic Print Settings - Windows

Selecting Double-sided Printing Settings - Windows

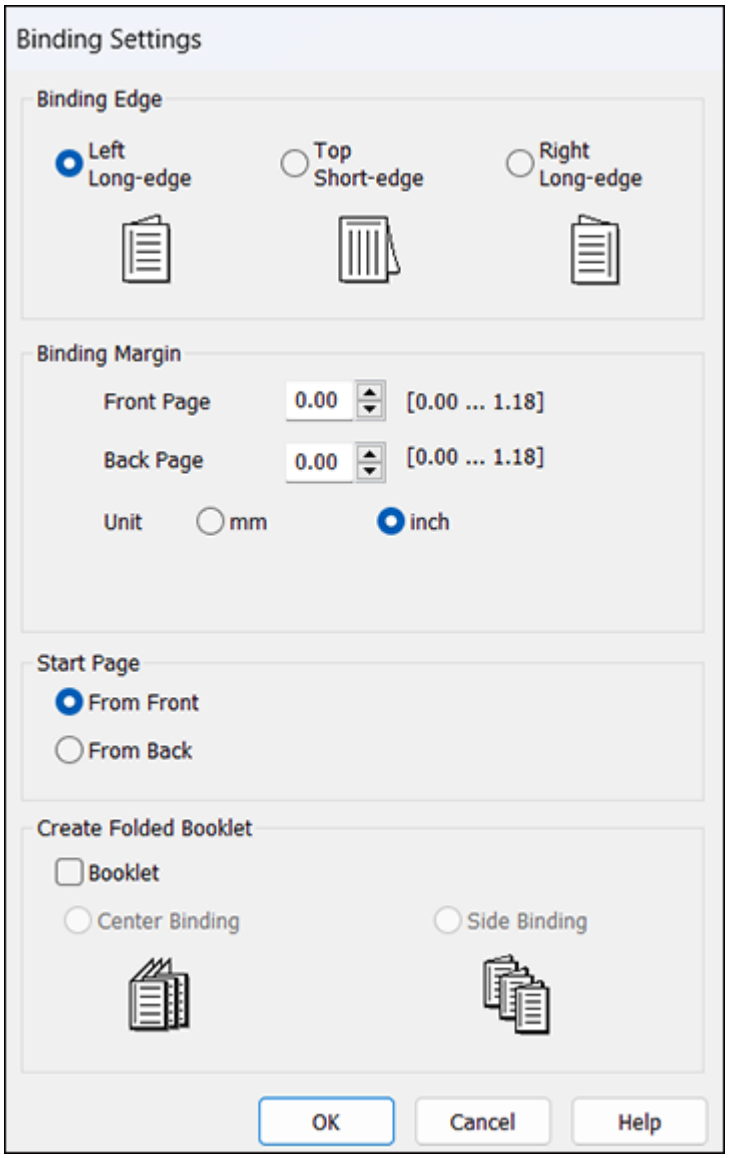
You can print on both sides of the paper by selecting one of the 2-Sided Printing options on the Main tab.

Note: Some options may be pre-selected or unavailable, depending on other settings you have chosen or if you are accessing the product over a network.



1. Select one of the following options for **2-Sided Printing**:
   - **Auto (Long-edge binding)** to print your double-sided print job by automatically flipping the paper on the long edge.
   - **Auto (Short-edge binding)** to print your double-sided print job by automatically flipping the paper on the short edge.
   - **Manual (Long-edge binding)** to print your double-sided print job by printing one side and prompting you to flip the paper over on the long edge to print the other side (recommended for paper types that do not support automatic duplexing).
   - **Manual (Short-edge binding)** to print your double-sided print job by printing one side and prompting you to flip the paper over on the short edge to print the other side (recommended for paper types that do not support automatic duplexing).
2. Click the **Settings** button.

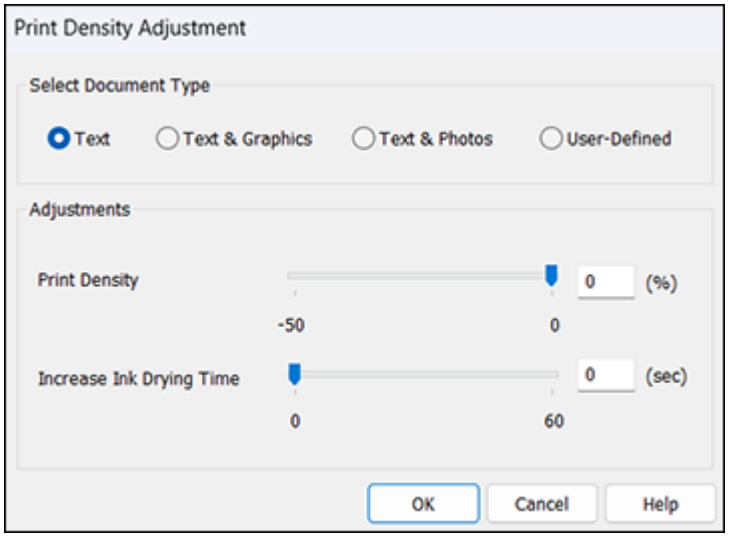
You see a window like this:



3. Select the double-sided printing options you want to use.

4. Click **OK** to return to the Main tab.
5. Click the **Print Density** button.

   You see this window:



6. Select the type of document you are printing as the Document Type setting. The software automatically sets the Adjustments options for that document type.
7. If necessary, select the Adjustments options you want to use.
8. Click **OK** to return to the Main tab.
9. Print a test copy of your double-sided document to test the selected settings.
10. Follow any instructions displayed on the screen during printing.

Double-sided Printing Options - Windows
Print Density Adjustments - Windows

Parent topic: Printing with Windows

Related references

Double-sided Printing Capacity

Related tasks

Selecting Basic Print Settings - Windows

Double-sided Printing Options - Windows

You can select any of the available options on the Binding Settings window to set up your double-sided print job.

You can right-click a setting in the dialog and select **Help** for additional information on each setting.

Binding Edge Options
Select a setting that orients double-sided print binding in the desired direction.

Binding Margin Options
Select options that define a wider margin to allow for binding.

Start Page
Selects whether printing starts on the front or back page.

Create Folded Booklet Options
Select the **Booklet** checkbox and a binding option to print double-sided pages as a booklet.

Parent topic: Selecting Double-sided Printing Settings - Windows

Print Density Adjustments - Windows

You can select any of the available options on the Print Density Adjustment window to adjust the print quality of your double-sided print job.

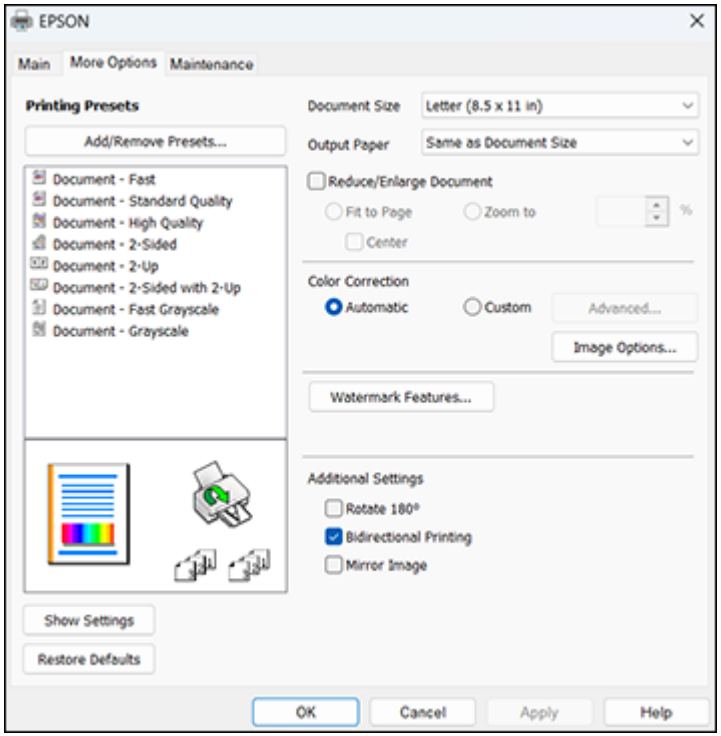
Print Density
Sets the level of ink coverage for double-sided printing.

Increase Ink Drying Time
Sets the amount of time required for drying ink after printing on one side of the paper before printing the other side in double-sided printing to prevent ink smearing.

Parent topic: Selecting Double-sided Printing Settings - Windows

Selecting Additional Layout and Print Options - Windows

You can select a variety of additional layout and printing options for your document or photo on the **More Options** tab.



1. To change the size of your printed document or photo, select the **Reduce/Enlarge Document** checkbox and select one of these sizing options:
   - Select the **Fit to Page** option to size your image to fit the paper you loaded. Select the size of your document or photo as the Document Size setting, and the size of your paper as the Output Paper setting. If you want to center your image on the paper, select the **Center** option.
   - Select the **Zoom to** option to reduce or enlarge your document or photo by a specific percentage. Select the percentage in the **%** menu.

2. Select one of the following Color Correction options:
   - Select **Automatic** to automatically adjust the sharpness, brightness, contrast, and color saturation for your image.
   - Select **Custom** and click the **Advanced** button to manually adjust the color correction settings or turn off color management in your printer software.
   - Select **Image Options** to access additional settings for improving printed images.

     Note: You can also select **Color Universal Print** settings.

3. To add the following features, click the **Watermark Features** button:
   - **Anti-Copy Pattern**: adds a watermark that only appears when your printout is copied

     Note: This setting is not available for all types of printing. Click the **Add/Delete** button to create your own pattern, and click the **Settings** button to customize the pattern.

   - **Watermark**: adds a visible watermark to your printout

     Note: Click the **Add/Delete** button to create your own watermark, and click the **Settings** button to customize the watermark.

   - **Header/Footer**: adds information such as the date and time to the top or bottom of your printout

     Note: Click the **Settings** button to customize the text and location of the header or footer.

4. Select any of the Additional Settings options to customize your print.

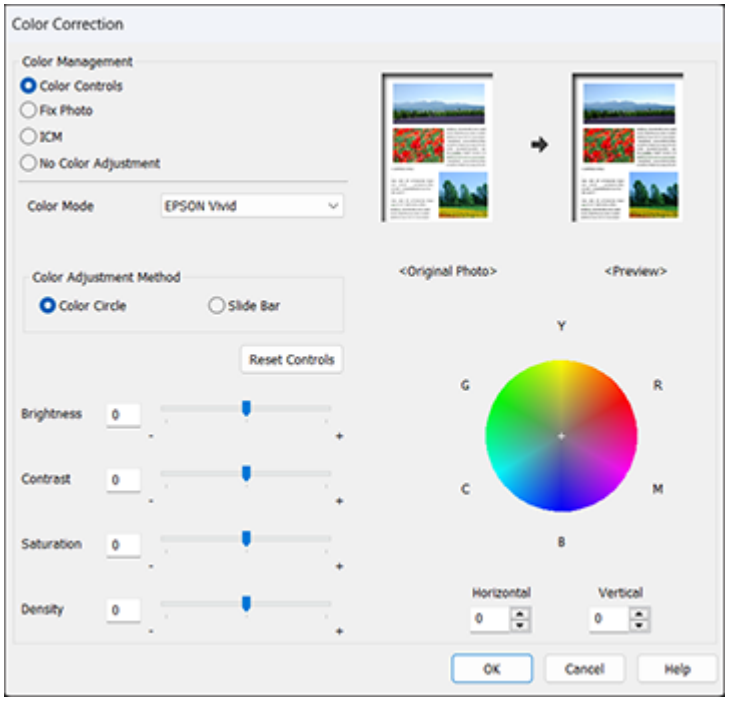
Custom Color Correction Options - Windows
Image Options and Additional Settings - Windows
Header/Footer Settings - Windows

Parent topic: Printing with Windows

Related tasks
Printing Your Document or Photo - Windows

Custom Color Correction Options - Windows

You can select any of the available options in the Color Correction window to customize the image colors for your print job.



Color Controls

Lets you select a **Color Mode** setting, individual settings for **Brightness**, **Contrast**, **Saturation**, and **Density**, and individual color tones. Depending on the selected color mode, you can also adjust the midtone density using the **Gamma** setting.

Fix Photo

Improves the color, contrast, and sharpness of flawed photos.

Note: Fix Photo uses a sophisticated face recognition technology to optimize photos that include faces. For this to work, both eyes and the nose must be visible in the subject's face. If your photo includes a face with an intentional color cast, such as a statue, you may want to turn off **Fix Photo** to retain the special color effects.

ICM
Lets you manage color using installed color printing profiles.

No Color Adjustment
Turns off color management in your printer software so you can manage color using only your application software.

Parent topic: Selecting Additional Layout and Print Options - Windows

Image Options and Additional Settings - Windows

You can select any of the Image Options and Additional Settings to customize your print. Some options may be pre-selected or unavailable, depending on other settings you have chosen.

Image Options

Emphasize Text
Adjusts the weight of printed text to increase readability.

Emphasize Thin Lines
Adjusts the weight of printed lines to increase visibility.

Edge Smoothing
Smooths jagged edges in low-resolution images such as screen captures or images from the Web.

Fix Red-Eye
Reduces or removes red-eye in photos.

Additional Settings Options

Rotate 180º
Prints the image rotated 180º from its original orientation.

Bidirectional Printing
Prints in both directions (right-to-left and left-to-right), speeding up printing, but may reduce print quality.

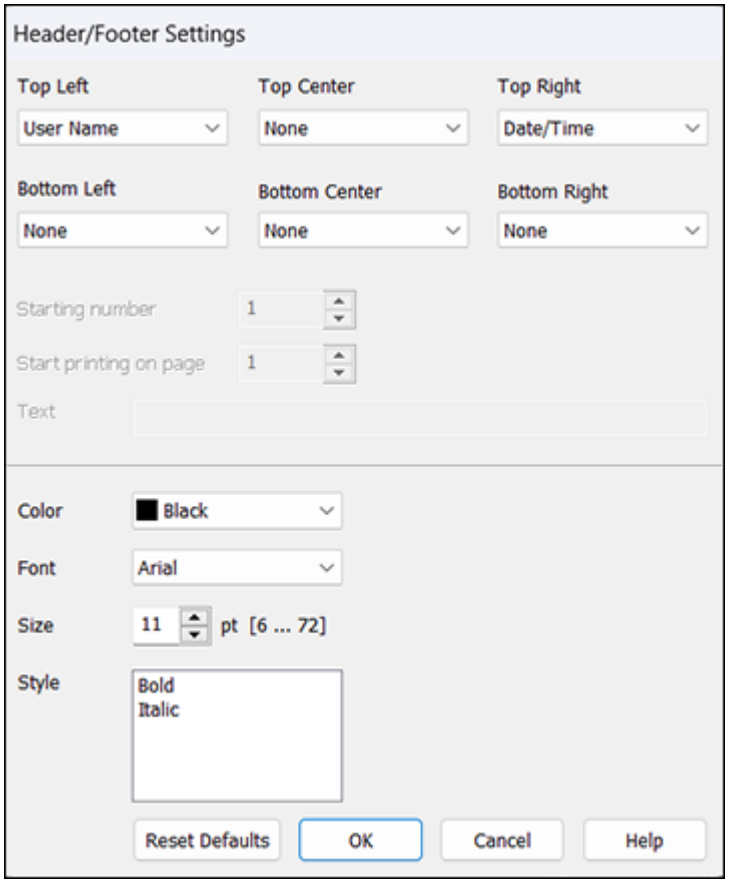
Mirror Image
Flips the printed image left to right.

Parent topic: Selecting Additional Layout and Print Options - Windows

Header/Footer Settings - Windows

You can select any of the Header/Footer Settings options to add headers or footers when you print. The items are available to print at the top or bottom of your pages, in either the left, right, or center of the page.

Note: These settings are not saved with your document.



You can select to print the following information:

- User Name
- Computer Name
- Date
- Date/Time
- Document Name

- Collate Number
- Page Number

  Note: To specify the first page number, select **Page Number** from the position you want to print in the header or footer, then select the number in Starting number.

- Text

You can also adjust the text settings for the printed information.

Note: The user name, computer name, date, and time come from the Windows Control Panel on your computer.

Parent topic: Selecting Additional Layout and Print Options - Windows

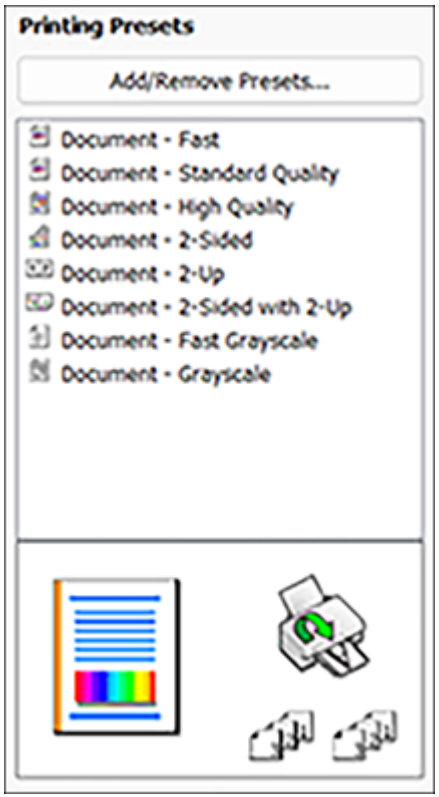
Selecting a Printing Preset - Windows

For quick access to common groups of print settings, you can select a printing preset on the **Main** or **More Options** tab.

Note: You can create your own preset by clicking the **Add/Remove Presets** button.

1. Click the **Main** or **More Options** tab.

You see the available **Printing Presets** on the left:



2. Place your cursor over one of the **Printing Presets** to view its list of settings.
3. Click on a preset to change its settings or delete it, or use any of the available options on the screen to control your printing presets.
4. To choose a preset for printing, select it.
5. Click **OK**.

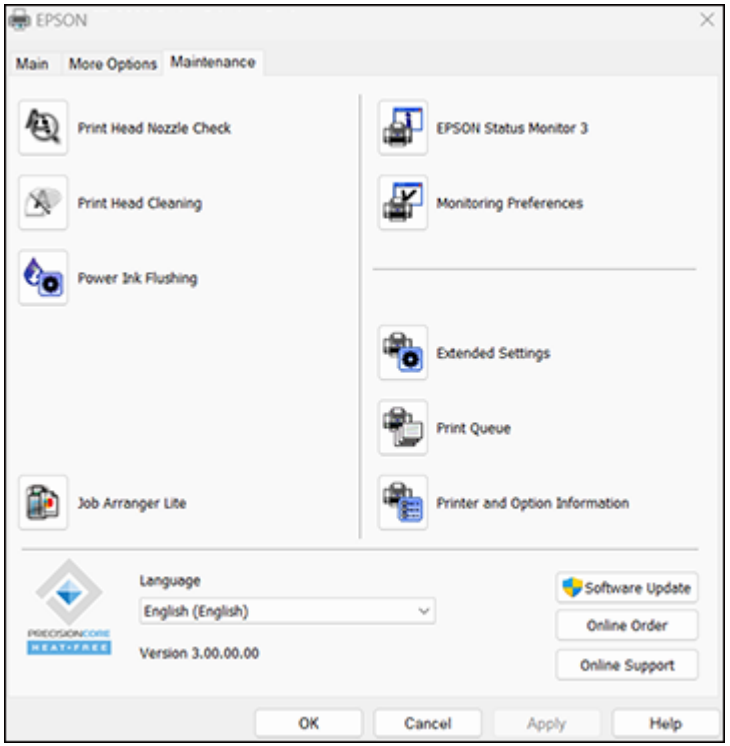
Parent topic: Printing with Windows

Selecting Extended Settings - Windows

You can select additional settings that apply to all the print jobs you send to your product.

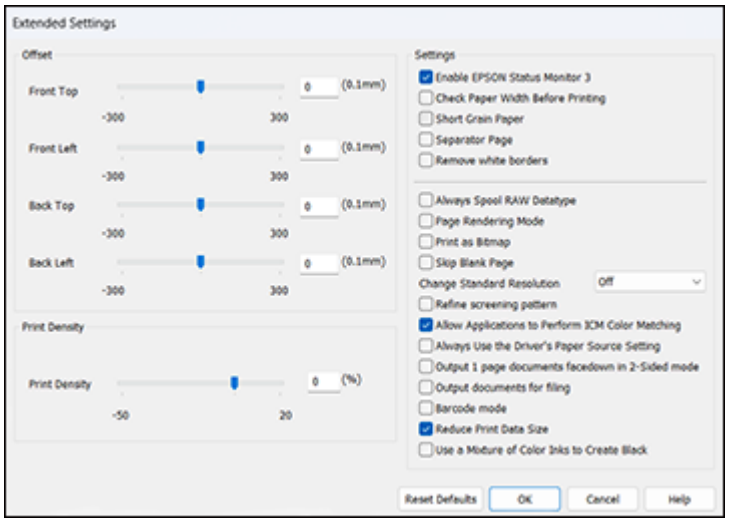
1. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Printer Settings**.
3. Click the **Maintenance** tab.

   You see the maintenance options:



4. Click the **Extended Settings** button.

You see this window:



5. Select any of the extended settings to customize your print.
6. Click **OK** to close the Extended Settings window.
7. Click **OK** to close the printer software window.

Extended Settings - Windows

Parent topic: Printing with Windows

Extended Settings - Windows

You can select these settings on the Extended Settings window.

Enable EPSON Status Monitor 3
Enables product monitoring for ink and paper supplies and other issues.

Check Paper Width Before Printing
Prevents printing beyond the edges of the paper if the paper size setting is incorrect; may reduce print speed.

Short Grain Paper
Prevents ink from smearing when you print on envelopes or other thick paper.

Separator Page
Before each document, prints a separator page containing the title, user, date, and time.

Remove white borders
Removes white margins that may appear when you print borderless photos.

Always Spool RAW Datatype
Increases print speed and may solve other printing problems.

Page Rendering Mode
Increases print speed when printing is extremely slow or the print head stops during printing.

Print as Bitmap
Increases print speed when printing is extremely slow or the print head stops during printing, and other settings do not help.

Skip Blank Page
Ensures that your product does not print pages that contain no text or images.

Change Standard Resolution
Reduces the resolution of print data to correct printing problems.

Refine screening pattern
Prints graphics with a finer screening pattern.

Allow Applications to Perform ICM Color Matching
Allows applications to perform ICM color matching.

Always Use the Driver's Paper Source Setting
Prints using the paper source setting in the printer driver, rather than the setting in your application.

Output 1 page documents facedown in 2-Sided mode
Outputs single-sided pages in a 2-sided print job facedown instead of faceup.

Output documents for filing
Outputs all landscape, portrait, 1-sided, and 2-sided documents in the same orientation for easier filing.

Barcode mode
Reduces bleeding when printing barcodes on plain paper, letterhead paper, recycled paper, preprinted paper, envelopes, and thick paper.

Reduce Print Data Size
Increases print data compression to improve print speed. Not recommended when printing fine patterns.

Use a Mixture of Color Inks to Create Black
Mixes color inks to create composite black when printing at standard quality on plain paper or envelopes.

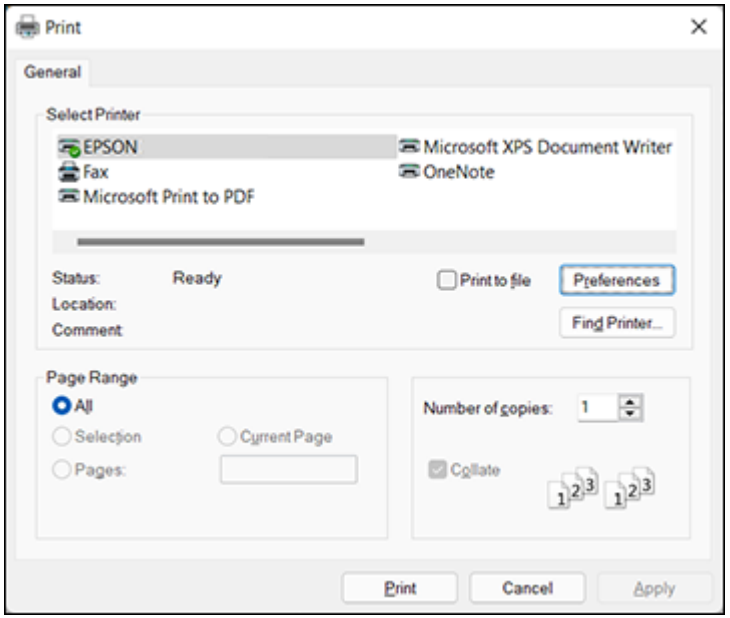
Parent topic: Selecting Extended Settings - Windows

Printing Your Document or Photo - Windows

Once you have selected your print settings, you are ready to save your settings and print.

1. Click **OK** to save your settings.

   You see your application's Print window, such as this one:



2. Click **OK** or **Print** to start printing.

Checking Print Status - Windows

Parent topic: Printing with Windows

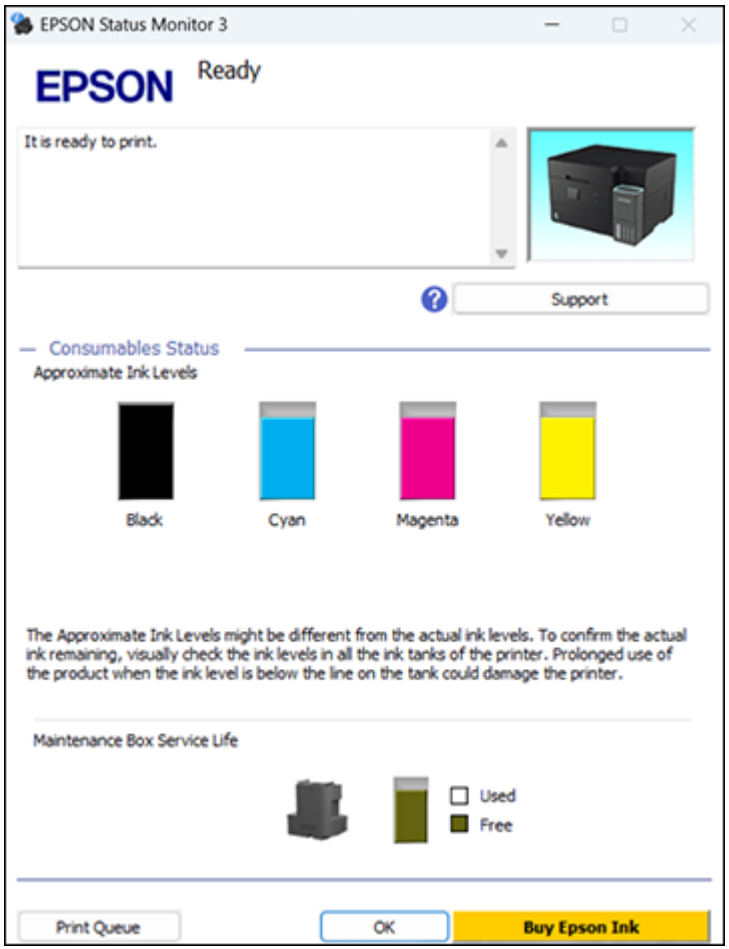
Related tasks

Selecting Basic Print Settings - Windows

Checking Print Status - Windows

During printing, you see this window showing the progress of your print job. It allows you to control printing and check ink status.

You see a screen like this:



- To cancel printing, click **Cancel**.
- To see print jobs lined up for printing, click **Print Queue**.
- To close the status window, click **OK**.
- To check ink status, click **Consumables Status**.

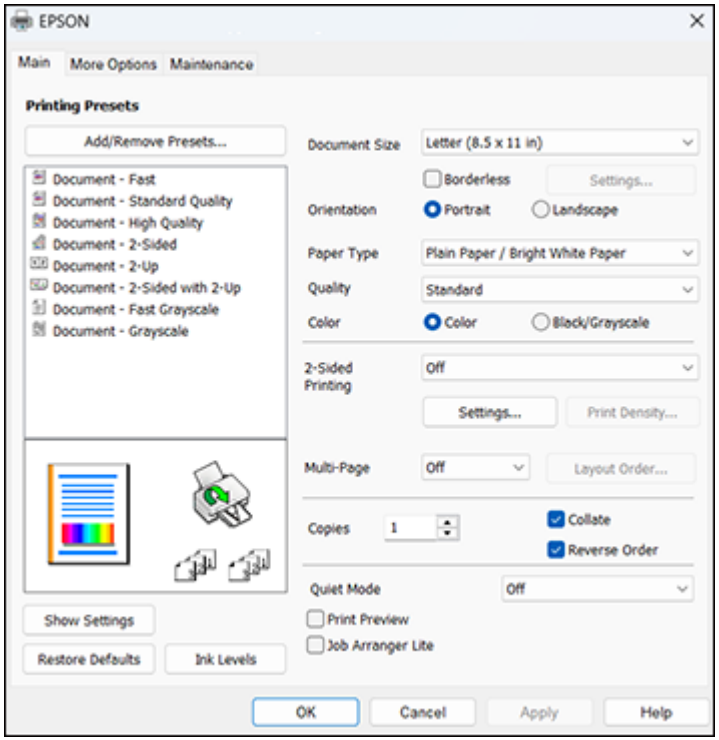
Parent topic: Printing Your Document or Photo - Windows

Selecting Default Print Settings - Windows

When you change your print settings in a program, the changes apply only while you are printing in that program session. If you want to change the print settings you use in all your Windows programs, you can select new default print settings.

1. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Printer Settings**.

   You see a printer settings window like this:



3. Select the print settings you want to use as defaults in all your Windows programs.
4. Click **OK**.

These settings are now the defaults selected for printing. You can still change them as needed for printing in any program session.

Changing the Language of the Printer Software Screens

Parent topic: Printing with Windows

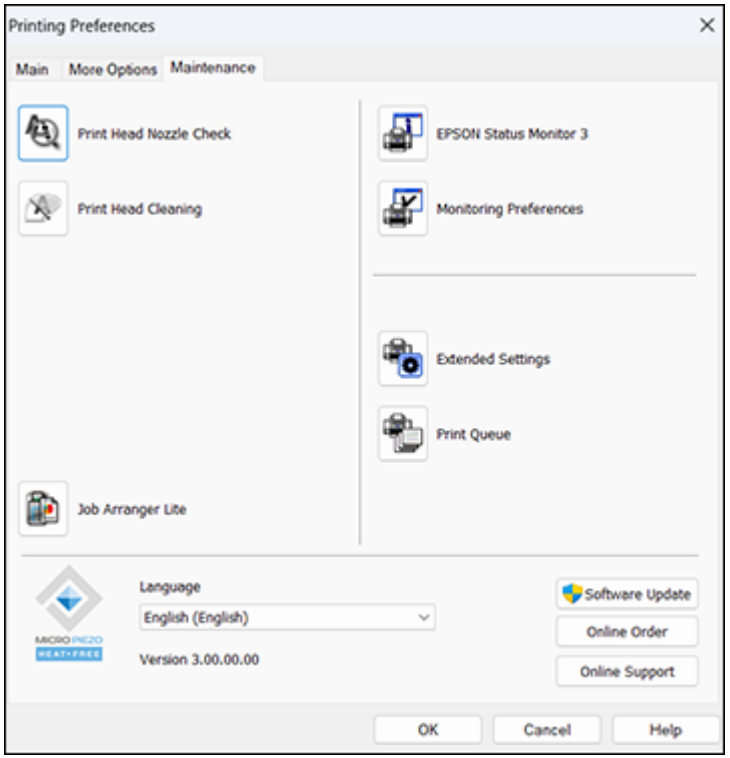
Changing the Language of the Printer Software Screens

You can change the language used on the Windows printer software screens.

1. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Printer Settings**.

   You see the printer settings window.
3. Click the **Maintenance** tab.

   You see the maintenance options:



4. Select the language you want to use as the **Language** setting.
5. Click **OK** to close the printer software window.

The printer software screens appear in the language you selected the next time you access them.

Parent topic: Selecting Default Print Settings - Windows

Changing Automatic Update Options

Your printer software for Windows automatically checks for updates to the product software. You can change how often the software checks for updates or disable this feature.

1. Do one of the following:
   - **Windows 11:** Click the up arrow on the right side of the Windows taskbar, click the  icon, then click on your product.
   - **Windows (other versions):** Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Software Update**.
3. Once the software update check is complete, select **Auto Update Settings**.
4. Do one of the following:
   - To change how often the software checks for updates, select a setting in the **Interval to Check** menu.
   - To disable the automatic update feature, select the **Never** option.
5. Click **OK** to exit.

Note: If you choose to disable the automatic update feature, you can check for updates manually.

Parent topic: Printing with Windows

Related tasks

Checking for Software Updates

Printing on a Mac

You can print with your product using any Mac printing program, as described in these sections.

Note: If you have an Internet connection, it is a good idea to check for updates to your product software on Epson's support website.

Selecting Basic Print Settings - Mac
Selecting Page Setup Settings - Mac
Selecting Print Layout Options - Mac
Selecting Double-sided Printing Settings - Mac
Managing Color - Mac
Selecting Printing Preferences - Mac
Printing Your Document or Photo - Mac

Parent topic: Printing from a Computer

Selecting Basic Print Settings - Mac

Select the basic settings for the document or photo you want to print.

1. Open a photo or document for printing.
2. Select the print command in your application.

   Note: You may need to select a print icon on your screen, the **Print** option in the File menu, or another command. See your application's help utility for details.

3. Select your product as the **Printer** setting.



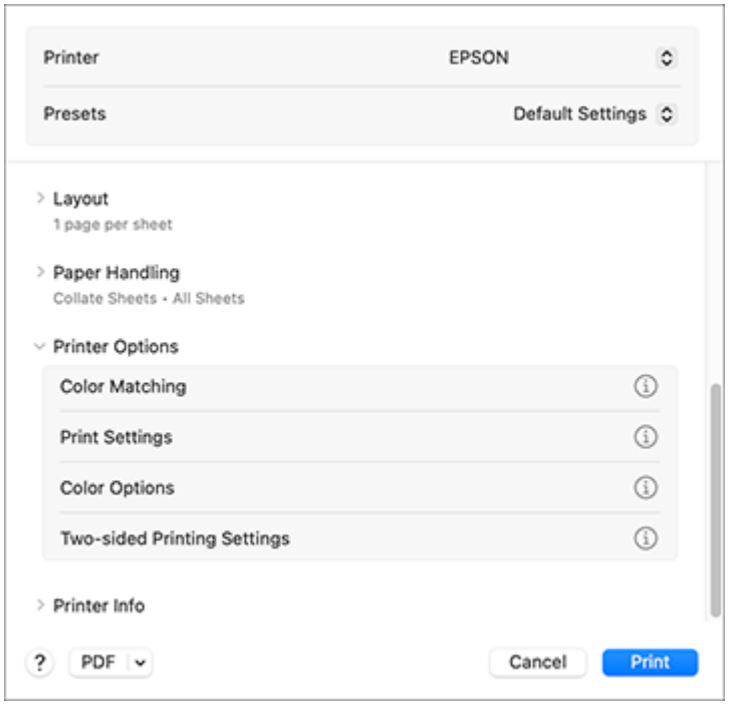
4. Select the **Copies** and **Pages** settings as necessary.

   Note: If you do not see these settings in the print window, check for them in your application before printing.

5. Select the page setup options: **Paper Size** and **Orientation**.

   Note: If you do not see these settings in the print window, check for them in your application before printing. They may be accessible by selecting **Page Setup** from the File menu.

6. Select any application-specific settings that appear on the screen, such as those shown in the image above for the Preview application.
7. Select **Print Settings** from the Printer Options drop-down menu.



Note: The print window may look different, depending on your version of the Mac operating system and the application you are using.

You see these settings:



Note: The available print settings and appearance of the print window may be different than those covered here, depending on the Mac OS version and the application you are using.

8. Select the type of paper you loaded as the **Media Type** setting.

   Note: The setting may not exactly match the name of your paper. Check the paper type settings list for details.

9. Select the **Print Quality** setting you want to use.
10. Select the **Borderless** checkbox if you want to print a borderless photo. If the option is grayed out, change the **Media Type** setting to a paper type that supports borderless printing.
11. Select any of the other available print options.

Print Quality Options - Mac
Print Options - Mac

Parent topic: Printing on a Mac

Related tasks

Selecting Page Setup Settings - Mac
Printing Your Document or Photo - Mac

Print Quality Options - Mac

You can select any of the available Print Quality options to fine-tune the quality of your print. Some settings may be unavailable, depending on the paper type setting you have chosen.

Draft
For draft printing on plain paper.

Draft-Vivid
For draft printing on plain paper with good quality and print speed.

Normal
For everyday text and image printing.

Normal - Vivid
For everyday text and image printing with good quality and print speed.

Fine
For text and graphics with good quality and print speed.

Quality
For text and graphics with increased quality and print speed.

Parent topic: Selecting Basic Print Settings - Mac

Print Options - Mac

You can select any of the print options to customize your print. Some options may be unavailable, depending on other settings you have chosen.

Expansion
If you selected a borderless paper size setting, this option adjusts the image expansion settings to control printing at the edges of borderless prints.

Grayscale
Prints text and graphics in black or shades of gray.

Mirror Image
Lets you flip the printed image horizontally.

Note: If you select the **Min** option for the Expansion setting, you may see white borders on your printed photo.

Parent topic: Selecting Basic Print Settings - Mac

Selecting Page Setup Settings - Mac

Depending on your application, you may be able to select the paper size and orientation settings from the print window.



Note: If you do not see these settings in the print window, check for them in your application before printing. They may be accessible by selecting **Page Setup** from the File menu.

1. Select the size of the paper you loaded as the **Paper Size** setting. If you are printing a borderless photo, select the **Borderless** checkbox or a paper size with a **Borderless** option. You can also select a custom setting to create a custom paper size.

   Note: You must select a compatible borderless paper type and size to print without borders. Check the borderless paper compatibility list for details.

2. Select the orientation of your document or photo as shown in the print window.

   Note: If you are printing an envelope, select the  icon or **Landscape** setting.

Note: You can reduce or enlarge the size of the printed image by selecting a scaling option from the **Paper Handling** drop-down menu.

Parent topic: Printing on a Mac

Selecting Print Layout Options - Mac

You can select a variety of layout options for your document or photo by selecting **Layout** from the pop-up menu or expanding it on the print window.



- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.
- To print on both sides of each page, select a setting from the **Two Sided Print Settings** pop-up menu.
- To invert or flip the printed image, select the **Reverse page orientation** or **Flip horizontally** settings.

Parent topic: Printing on a Mac

Selecting Double-sided Printing Settings - Mac

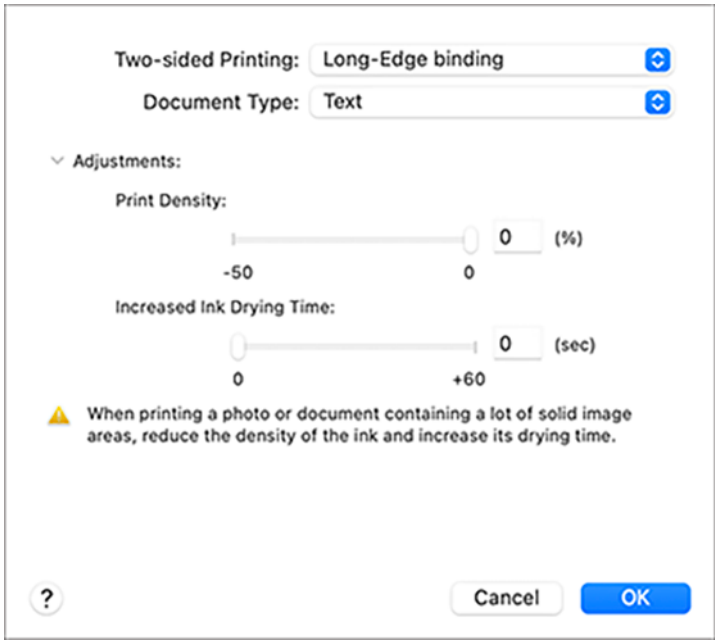
You can print on both sides of the paper by selecting **Two-sided Printing Settings** from the pop-up menu on the print window.



Note: Some options may be pre-selected or unavailable, depending on other settings you have chosen or if you are accessing the product over a network. This screen may be different, depending on the Mac OS version you are using.

1. Select one of the **Two-sided Printing** options.

2. Select the type of document you are printing as the **Document Type** setting. The software automatically sets the Adjustments options for that document type.



3. If necessary, customize the Adjustments settings as instructed on the screen.
4. Print a test copy of your double-sided document to test the selected settings.
5. Follow any instructions displayed on the screen during printing.

Double-sided Printing Options and Adjustments - Mac

Parent topic: Printing on a Mac

Related references

Double-sided Printing Capacity

Double-sided Printing Options and Adjustments - Mac

You can select any of the available options in the **Two-sided Printing Settings** or **Output Settings** pop-up menu to set up your double-sided print job.

Two-sided Printing Options

Long-Edge binding
Orients double-sided printed pages to be bound on the long edge of the paper.

Short-Edge binding
Orients double-sided printed pages to be bound on the short edge of the paper.

Adjustments

Print Density
Sets the level of ink coverage for double-sided printing.

Increased Ink Drying Time
Sets the amount of time required for drying ink after printing on one side of the paper before printing the other side in double-sided printing.

Parent topic: Selecting Double-sided Printing Settings - Mac

Managing Color - Mac

You can adjust the Color Matching and Color Options settings to fine-tune the colors in your printout or turn off color management in your printer software.

1. Select **Color Matching** from the pop-up menu in the print window.

   Note: For macOS 13 and later, select **Printer Options** then select **Color Matching**.



2. Select one of the available options.

3. Select **Color Options** from the pop-up menu in the print window.

   Note: For macOS 13 and later, select **Printer Options** then select **Color Options**.



   Note: The available settings on the Color Options menu depend on the option you selected on the Color Matching menu.

4. Select one of the available options.

Color Matching and Color Options - Mac

Parent topic: Printing on a Mac

Color Matching and Color Options - Mac

You can select these settings on the **Color Matching** and **Color Options** menus.

Color Matching Settings

EPSON Color Controls
Lets you manage color using controls in your printer driver or turn off color management.

ColorSync
Prints using standard color profiles for your product and paper to help match image colors. You can customize the conversion method and filter settings on the ColorSync pop-up menu in the print window.

Color Options Settings

Note: These options may be located under Color Options in the Printer Options menu.

EPSON Vivid
Processes colors to create standard hues. Click the **Advanced Color Settings** tab to use advanced color controls.

Adobe RGB
Matches image colors to the Adobe RGB color standard. Use this setting if your source file was captured in Adobe RGB. Click the **Advanced Color Settings** tab to use advanced color controls.

Manual Settings
Lets you select manual color adjustments. Click the arrow next to **Advanced Settings** and select settings for **Brightness**, **Contrast**, **Saturation**, and individual color tones. You can also select a color **Mode** setting for printing photos and graphics and the **Fix Red-Eye** setting to reduce or remove red-eye in photos. Depending on the selected color mode, you can also adjust the midtone density using the **Gamma** setting.

Fix Photo
Improves the color, contrast, and sharpness of flawed photos. Click the arrow next to **Advanced Settings** and select the **Fix Red-Eye** setting to reduce or remove red-eye in photos.

Note: Fix Photo uses a sophisticated face recognition technology to optimize photos that include faces. For this to work, both eyes and the nose must be visible in the subject's face. If your photo includes a face with an intentional color cast, such as a statue, you may want to turn off **Fix Photo** to retain the special color effects.

Off (No Color Adjustment)
Turns off color management in your printer software so you can manage color using only your application software.

Note: An ICC profile is required if color management is turned off.

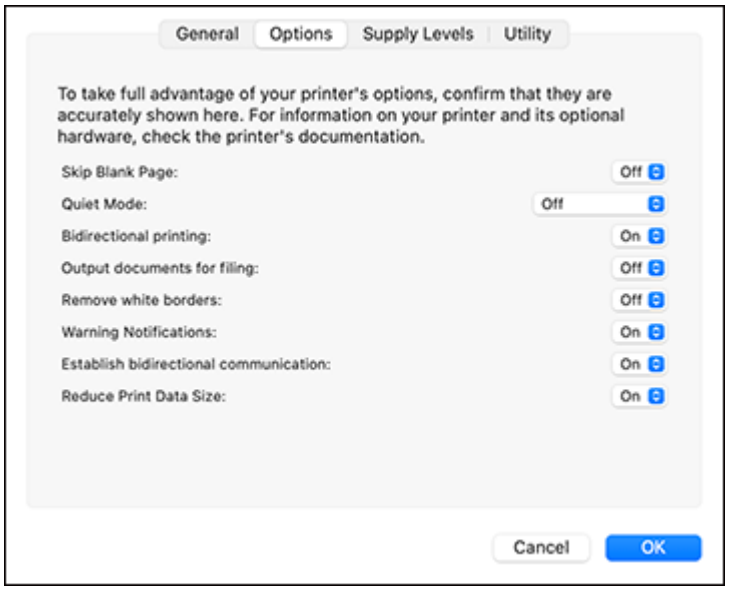
Parent topic: Managing Color - Mac

Selecting Printing Preferences - Mac

You can select printing preferences that apply to all the print jobs you send to your product.

1. In the Apple menu or the Dock, select **System Preferences** or **System Settings**.
2. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**.
3. Select **Driver** or **Options**.

You see a screen like this:



Note: The available settings and appearance of the options window may be different than those covered here, depending on the Mac OS version and the application you are using.

4. Select any of the available printing preferences.
5. Click **OK**.

Printing Preferences - Mac

Parent topic: Printing on a Mac

Printing Preferences - Mac

You can select these settings on the **Options** or **Driver** tab.

Skip Blank Page
Ensures that your product does not print pages that contain no text or images.

Quiet Mode
Lessens noise during printing but may decrease print speed.

Bidirectional printing
Prints in both directions (right-to-left and left-to-right), speeding up printing, but may reduce print quality.

Output documents for filing
Outputs all landscape, portrait, 1-sided, and 2-sided documents in the same orientation for easier filing.

Remove white borders
Removes white margins that may appear when you print borderless photos.

Warning Notifications
Lets you choose whether or not to receive warning notifications from the printer software for various operating conditions.

Establish bidirectional communication
Allows the product to communicate with the computer. Do not change the default setting unless you experience issues when using a shared printing pool.

Reduce Print Data Size
Increases print data compression to improve print speed. Not recommended when printing fine patterns.

Parent topic: Selecting Printing Preferences - Mac

Printing Your Document or Photo - Mac

Once you have selected your print settings, you are ready to print.

Click **Print** at the bottom of the print window.



Checking Print Status - Mac

Parent topic: Printing on a Mac

Related tasks

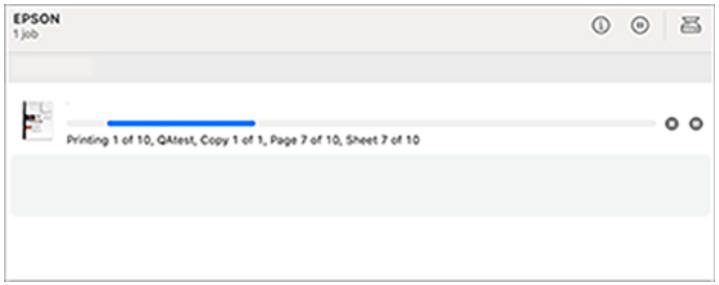
Selecting Print Layout Options - Mac
Selecting Double-sided Printing Settings - Mac
Managing Color - Mac
Selecting Printing Preferences - Mac
Selecting Page Setup Settings - Mac
Selecting Basic Print Settings - Mac

Checking Print Status - Mac

During printing, you can view the progress of your print job, control printing, and check ink status.

1. Click the printer icon when it appears in the Dock.

   You see the print status window:



2. Select the following options as necessary for your Mac OS version:

   - To cancel printing, click the print job and click or **Delete**.
   - To pause a print job, click the print job and click or **Hold**. To resume a print job, click the paused print job and click or **Resume**.
   - To pause printing for all queued print jobs, click **Pause** or **Pause Printer**.
   - To display other printer information, click **Settings** or **Supply Levels**.

Parent topic: Printing Your Document or Photo - Mac

Printing from a Smartphone or Tablet

You can print from a smartphone or tablet running iOS or Android using the Epson Smart Panel app.

Note: Your device must be connected to the same wireless network as your Epson product, and Epson Smart Panel must be configured for use with your product.

1. Download the Epson Smart Panel app from your device's app store or from Epson's website.
2. Open the Epson Smart Panel app and select a print menu on the home screen.
3. Follow the on-screen instructions to begin printing.

Parent topic: Printing from a Computer

Related tasks

Using the Epson Smart Panel Mobile App

Printing with Epson Photo+

You can print photos, CD/DVD labels, and more using a variety of layouts and templates with Epson Photo+. Features include image corrections and adjustments, and adding text and stamps to photos. We recommend printing on genuine Epson photo paper for the best results. Make sure you have set up your product as described on the *Start Here* sheet and installed the Epson Photo+ software. See the Epson Photo+ help utility for more information.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use Epson Photo+. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

Parent topic: Printing from a Computer

Cancelling Printing Using the Product

If you need to cancel printing, press the ⊘ stop button.

Parent topic: Printing from a Computer

Scanning

You can scan your originals and save them as digital files.

Starting a Scan
Scanning a Document in Epson ScanSmart
Selecting Epson ScanSmart Settings
Scanning in Epson Scan 2

Starting a Scan

After placing your originals on your product for scanning, start scanning using one of these methods.

Starting a Scan Using the Product Control Panel
Starting a Scan Using Epson ScanSmart
Starting a Scan Using the Epson Scan 2 Icon
Starting a Scan from a Scanning Program
Starting a Scan from a Smartphone or Tablet

Parent topic: Scanning

Related topics

Placing Originals on the Product

Starting a Scan Using the Product Control Panel

You can scan an image to a variety of destinations using your product's control panel.

1. Make sure you installed the product software and connected the product to your computer or network.

   Note: Restart your computer after installing the product software to enable scanning from the control panel.

2. Place your original on the product for scanning.
3. Press the ⌂ home button, if necessary.
4. Select **Scan**.
5. Select one of the following **Scan to** options:
   - **Computer** lets you scan to a connected computer using your saved scan settings.

- **Cloud** sends your scanned files to a destination that you have registered with Epson Connect.
- **WSD** lets you manage network scanning in Windows 11, Windows 10, Windows 8.x, or Windows 7 (English only). To use this feature, you must first set up a WSD (Web Services for Devices) port on your Windows 7 machine (the port is set up automatically on Windows 11, Windows 10, and Windows 8.x).

6. Follow the instructions in the links below to complete your scan.

Scanning to a Connected Computer
Scanning to the Cloud
Setting Up a WSD Port (Windows 7)
Control Panel Scanning Options
Changing Default Scan Job Settings

Parent topic: Starting a Scan

Related topics

Placing Originals on the Product

Scanning to a Connected Computer

You can scan an original and save it to a connected computer using your product's control panel. The computer must be connected using a USB cable or connected to the same network as your product.

You can save the scanned file as a JPEG or PDF file. You can also set up custom scan settings using Event Manager and automatically scan using those settings on your product control panel.

Note: Be sure you have installed Epson ScanSmart, Epson Scan 2, and Event Manager on your computer before scanning to your computer.

1. Place your original on the product for scanning.
2. Press the ⌂ home button, if necessary.
3. Select **Scan**.
4. Select **Computer**.

   Note: Select **Dismiss** on the information screen, if necessary.

5. Select **Select a computer** and choose one of the following options:
   - If your computer is connected to your product over a network, select a connected computer from the displayed list. (If the computer is not listed, select **Search Again**.)

- If you computer is connected to your product using a USB cable, select **USB Connection**.

6. Select **Preview on Computer** and choose one of the following options:
   - **Preview on Computer** to preview the scanned image on a computer before saving. (Windows 7 or later or OS X 10.11.x or later)
   - **Save as JPEG** to save the scanned image as a JPEG file.
   - **Save as PDF** to save the scanned document or image as a PDF file.

   Note: You can customize the settings for each of these options using Event Manager.

7. Select **Send** to start scanning.

Parent topic: Starting a Scan Using the Product Control Panel

Related tasks

Changing Default Scan Job Settings

Related topics

Placing Originals on the Product

Scanning to the Cloud

You can use the control panel to send your scanned files to a destination that you have registered with Epson Connect.

Note: Make sure to set up your product using Epson Connect before using this feature.

1. Place your original on the product for scanning.
2. Press the ⌂ home button, if necessary.
3. Select **Scan**.
4. Select **Cloud**.
5. Select **Select Destination** to select a destination.

   Note: You must register your product with Epson Connect to select a destination.

6. Change any of the displayed settings on the **Scan** tab as necessary.
7. Select the **Advanced Settings** tab to view and change additional scan settings, if necessary.
8. Press the ◇ start button to start scanning.

Your product scans your original and saves the scanned file to the selected destination.

Parent topic: Starting a Scan Using the Product Control Panel

Related tasks

Setting Up Epson Connect Services

Related topics

Placing Originals on the Product

Setting Up a WSD Port (Windows 7)

You can scan to a networked Windows computer using WSD (Web Services for Devices). You must first set up a WSD port on your Windows 7 system (the port is set up automatically on Windows 11, Windows 10, and Windows 8.x).

Before you set up a WSD port, make sure you installed your product software, and connected your product and computer to the same network.

1. Turn on your product.
2. Click  and select **Computer**.
3. On the left side of the window, select **Network**.
4. Locate your product on the Network screen, right-click it, and select **Install**.
5. When you see the User Account Control screen, click **Continue**.

   Note: If you see an Uninstall screen, click **Uninstall** and repeat these steps as necessary.

6. When you see the message **Your device is ready to use** in the Windows taskbar, click the message.
7. On the Driver Software Installation screen, make sure your product is listed as **Ready to use**. Then click **Close**.
8. Click  and select **Devices and Printers**.
9. Make sure that an icon appears for your product's name on the network.

When you use WSD, select your product name to scan over the network.

Parent topic: Starting a Scan Using the Product Control Panel

Related tasks

Printing a Network Status Sheet

Control Panel Scanning Options

Select the options you want to use for scanning.

Note: Not all options or settings may be available, depending on the **Scan to** option selected.

Scan to setting	Available options	Description
Color mode	**Color**	Select whether to scan images in color or black and white
	B&W	
File format	**JPEG**	Select for photos
	PDF	Select for documents. You can choose to save all scanned pages in a single file or create a separate file for each page.
Scan Area	Various sizes	Select the page size for documents, then select the orientation of the original
	Auto Cropping	Select for photos with dark edges
	Max Area	Select for most photos
Original Type	**Text**	Specifies the type of original you are scanning
	Text & Image	
	Photo	
Density	**–4** to **+4**	Adjusts the lightness or darkness of scanned images.
Remove Shadow	**On**	Erases the shadows that appear in the center of a document when copying a book or the shadows that appear around a document when copying thick paper
	Off	
Remove Punch Holes	**On**	Erases the binding holes on a document
	Off	

Parent topic: Starting a Scan Using the Product Control Panel

Changing Default Scan Job Settings

You can view or change the default scan job settings your product uses when you scan to your computer. You do this using the Event Manager program.

1. Do one of the following to open Event Manager:
   - **Windows 11:** Click , then search for **Event Manager** and select it.
   - **Windows 10:** Click  and select **Epson Software** > **Event Manager**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Event Manager**.
   - **Windows (other versions)**: Click  or **Start** > **All Programs** or **Programs** > **Epson Software** > **Event Manager**.
   - **Mac**: Open the **Applications** folder, click **Epson Software**, and select **Event Manager**.
2. Open the **Scanner** (Windows) or **Select Scanner** (Mac) drop-down list and select your product, if necessary.
3. Click **Make Job Settings**.
4. Open the **Edit Job Settings** drop-down list and select the scan job settings you want to view or change.
5. Change the settings as necessary.

   Note: If you create a new job, you can only assign it to the **Custom Action** setting. You can change the settings of the other assigned jobs, but you cannot rename them or select a different job.

6. Click **OK**.
7. Click **Close** to close the Event Manager window.

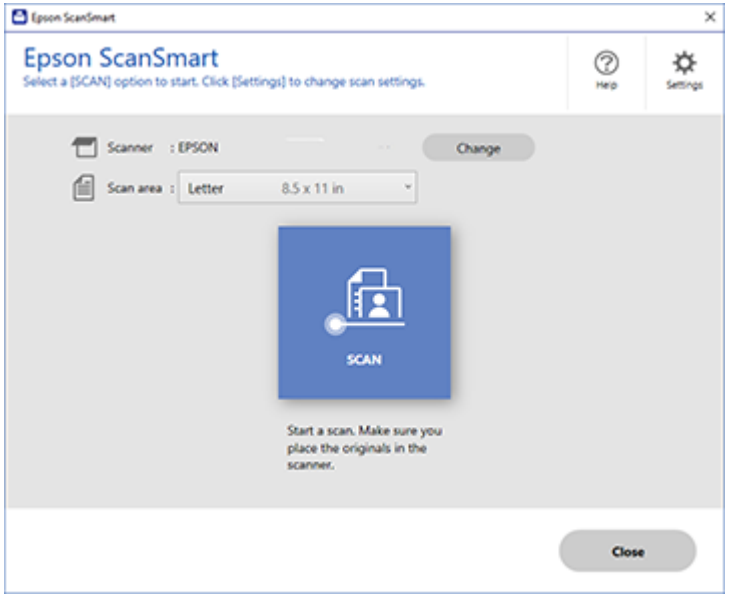
Parent topic: Starting a Scan Using the Product Control Panel

Starting a Scan Using Epson ScanSmart

You can start the Epson ScanSmart program to scan originals and easily review and edit scanned images. After that, you can save, print, or share them.

- **Windows 11:** Click , then search for **Epson ScanSmart** and select it.
- **Windows 10:** Click  > **Epson Software** > **Epson ScanSmart**.
- **Windows 8.x**: Navigate to the **Apps** screen and select **Epson ScanSmart**.
- **Windows (other versions)**: Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software** > **Epson ScanSmart**.
- **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson ScanSmart**.

You see a screen like this:



Parent topic: Starting a Scan

Starting a Scan Using the Epson Scan 2 Icon

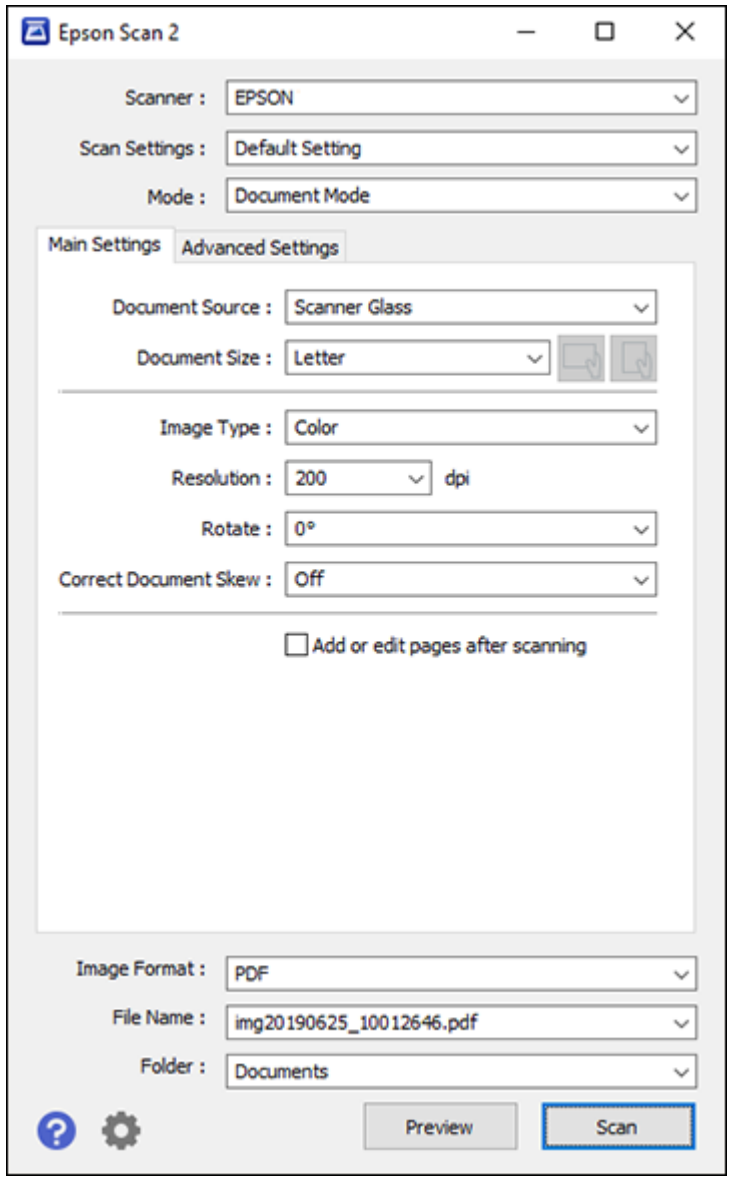
You can start the Epson Scan 2 program to select scan settings, scan, and save the scanned image to a file.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

- **Windows 11**: Click , then search for **Epson Scan 2** and select it.
- **Windows 10**: Click and select **EPSON** > **Epson Scan 2**.
- **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2**.

- **Windows (other versions)**: Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON** > **Epson Scan 2** > **Epson Scan 2**.
- **Mac**: Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2**.

You see an Epson Scan 2 window like this:



Parent topic: Starting a Scan

Starting a Scan from a Scanning Program

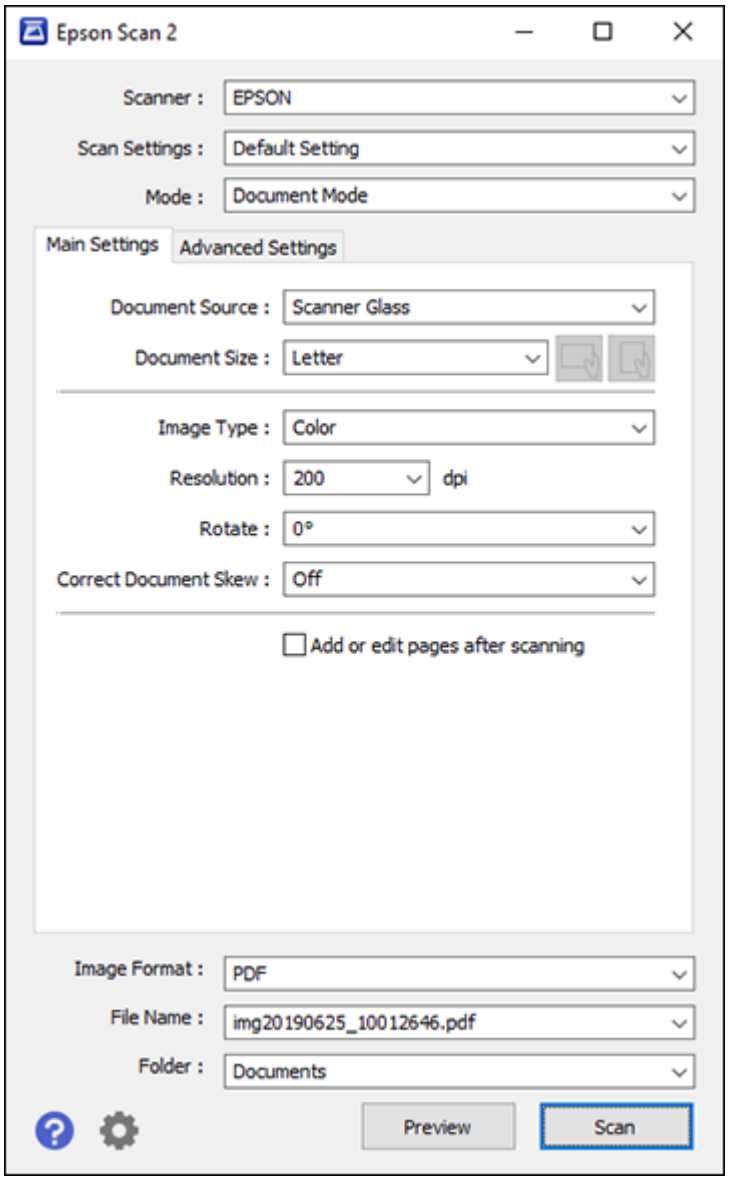
You can start Epson Scan 2 from a TWAIN-compliant scanning program to select scan settings, scan, and open the scanned image in the program.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

1. Open your scanning program and select its scanning option. (See your scanning program help for instructions.)
2. Select your product.

   Note: In certain programs, you may need to select your product as the "source" first. If you see a **Select Source** option, choose it and select your product. With Windows, do not select a **WIA** option for your product; not all scan functions will be available.

You see an Epson Scan 2 window like this:



Parent topic: Starting a Scan

Starting a Scan from a Smartphone or Tablet

You can use the Epson Smart Panel app to scan from a network scanner to an iOS or Android device over a direct Wi-Fi connection.

1. Download the Epson Smart Panel app from your device's app store or from Epson's website. See the link below.
2. Place your original on the product for scanning.
3. Open the Epson Smart Panel app and select a scan menu on the home screen.
4. Follow the on-screen instructions to scan and save your original.

Parent topic: Starting a Scan

Related tasks

Using the Epson Smart Panel Mobile App

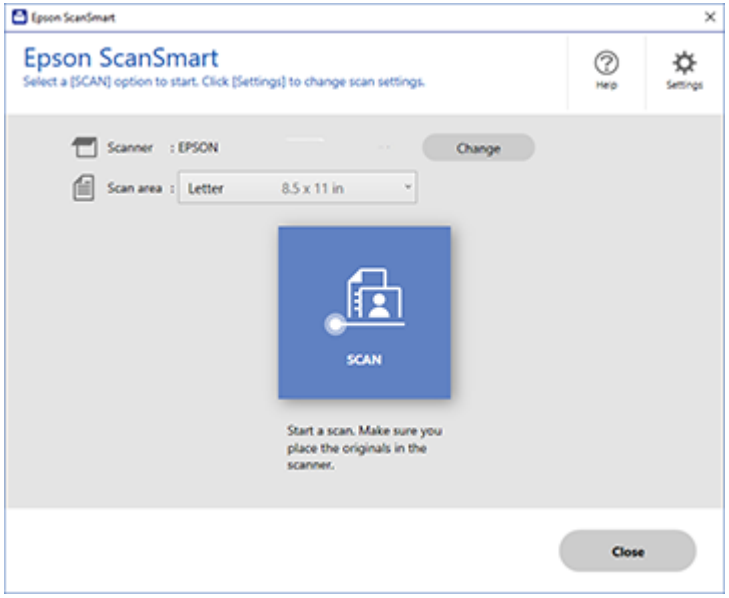
Scanning a Document in Epson ScanSmart

You can scan and review documents and photos in Epson ScanSmart.

Note: The images in this guide show Windows screens. Mac screens may be slightly different. Depending on your product model and software version, not all options may be available.

1. Load your original into the product.
2. Open Epson ScanSmart on your computer. Do one of the following:
   - **Windows 11:** Click , then search for **Epson ScanSmart** and select it.
   - **Windows 10:** Click  > **Epson Software** > **Epson ScanSmart**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Epson ScanSmart**.
   - **Windows (other versions)**: Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software** > **Epson ScanSmart**.
   - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson ScanSmart**.

You see a screen like this:

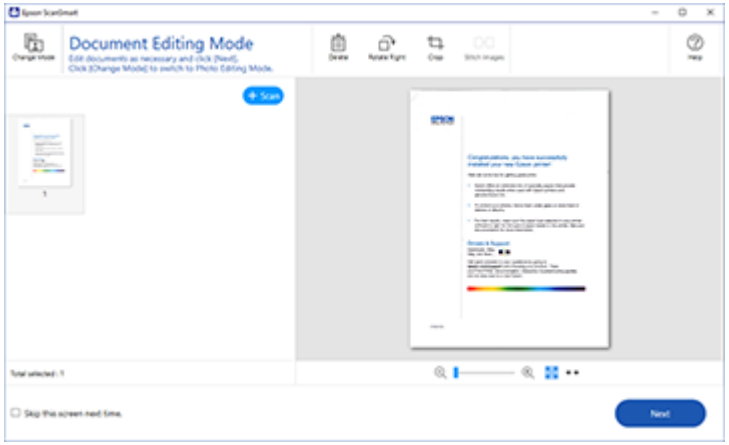


3. Select an option for the **Scan area** setting, if necessary.

   Note: The **Scan area** setting limits the scan area to a selected size starting at the placement arrow on the scanner bed. It does not scale the image to the selected size.

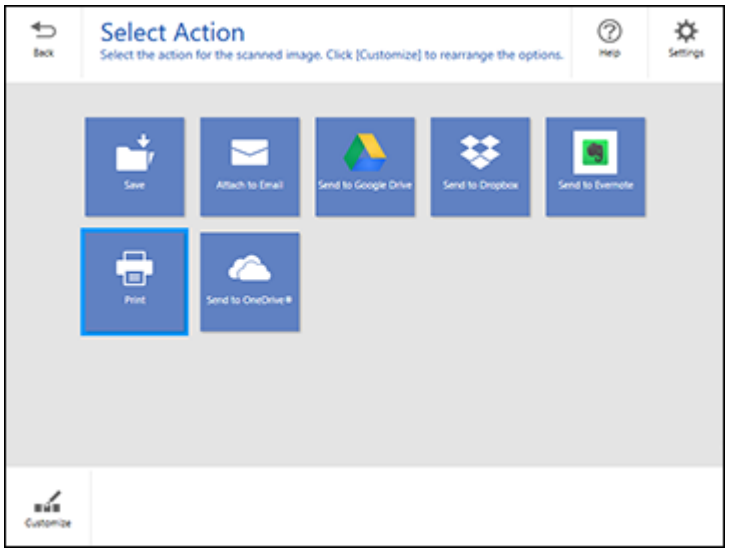
4. Select **SCAN**.

The original is scanned. When scanning is complete, you see a screen like this:



5. You can review, edit, or reorder the scanned images as follows:
   - Select **+ Scan** to scan more originals.
   - Select **Delete** to delete selected scanned images.
   - Select **Rotate Right** to rotate each scanned image.
   - Select **Crop** to crop the selected image.
   - Control-click two images, select **Stitch Images**, and follow the on-screen instructions to combine them into a single image.
6. If Photo Mode is automatically detected, the following enhancement options are available:
   - **Auto Color Enhancement**: automatically adjusts the brightness, contrast, and saturation of your photos
   - **Restore Faded Colors**: restores the colors in faded photos automatically
   - **Remove Red Eye**: automatically removes the red-eye effect from your photos
   - **Auto Cropping**: automatically crops the scanned image edges
7. When you finish reviewing and editing the scanned images, click **Next**.

You see a screen like this:



8. Select an option to save, send, or print the scanned images. See the links below.

Saving a Scan
Attaching a Scan to Email
Sending a Scan to a Cloud Service
Printing a Scan

Parent topic: Scanning

Related tasks

Saving a Scan
Attaching a Scan to Email
Sending a Scan to a Cloud Service
Printing a Scan

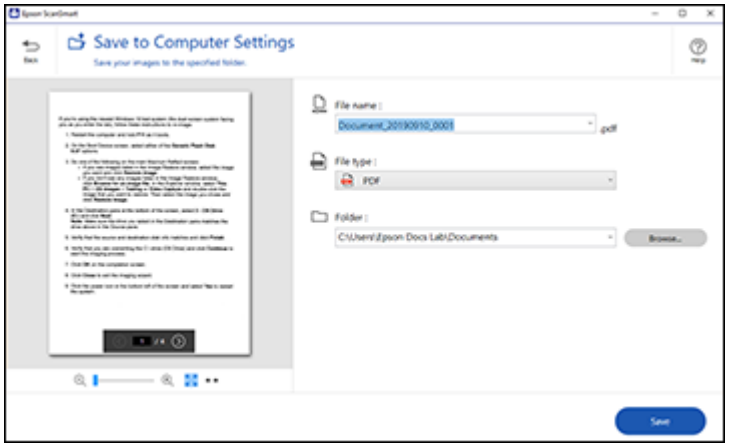
Saving a Scan

You can save a scanned image to your computer in a variety of formats.

1. Make sure your originals are scanned and reviewed. See the link at the end of this section.

2. In the **Select Action** window, click **Save**.

   You see a screen like this:



3. Change the settings as follows:
   - The document type and scan date for the file name are automatically detected. You can change them as necessary.
   - You can save the scanned image in a variety of formats.
   - Select the folder on your computer in which to save the file.
4. Click **Save**.

Parent topic: Scanning a Document in Epson ScanSmart

Attaching a Scan to Email

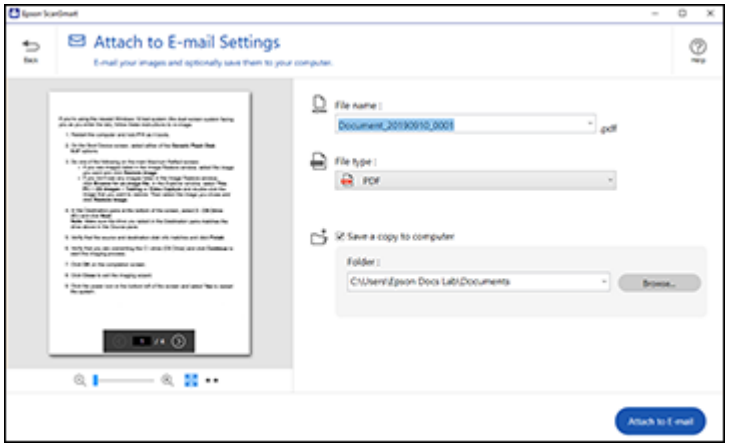
You can attach a scanned image to an email as a file attachment.

Note: Your email app and account settings should be configured before scanning. You must install a MAPI-type email program such as Entourage or Mac Mail. Attach to Email only supports 32-bit MAPI-compatible mail apps. Web-based email services such as Gmail are not supported. If you see an error message, your email app may not be compatible and you will need to save the scans and manually attach the file to an email.

1. Make sure your originals are scanned and reviewed. See the link at the end of this section.

2. In the **Select Action** window, click **Attach to Email**.

   You see a screen like this:



3. Change the settings as follows:
   - The document type and scan date for the file name are automatically detected. You can change them as necessary.
   - You can save the scanned image in a variety of formats.
   - If you also want to save a copy of the scanned image to your computer, make sure the checkbox is selected and select the folder on your computer in which to save the file.
4. Click **Attach to E-mail**.

   Your email program opens with the file attached to a new email.

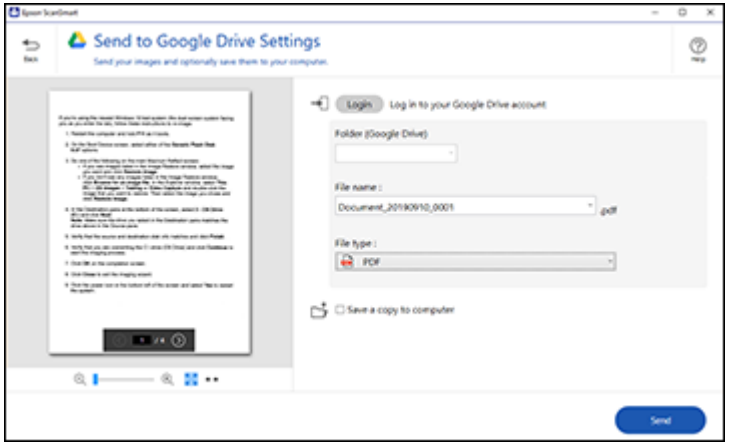
Parent topic: Scanning a Document in Epson ScanSmart

Sending a Scan to a Cloud Service

You can upload scanned images to a cloud service.

1. Make sure your originals are scanned and reviewed. See the link at the end of this section.
2. In the **Select Action** window, click one of the cloud service send options.

You see a screen like this:



3. Log in to your account.

   Note: You may need to allow Epson ScanSmart access to your account. The first time you log in, you may be prompted to enter an authentication code.

4. Change the settings as follows:
   - Select the folder in your account where you want to send the document. (Documents can be saved to top-level folders only.)
   - The document type and scan date for the file name are automatically detected. You can change them as necessary.
   - You can save the scanned image in a variety of formats.
   - If you also want to save a copy of the scanned image to your computer, click the checkbox.
5. Click **Send**.

Parent topic: Scanning a Document in Epson ScanSmart

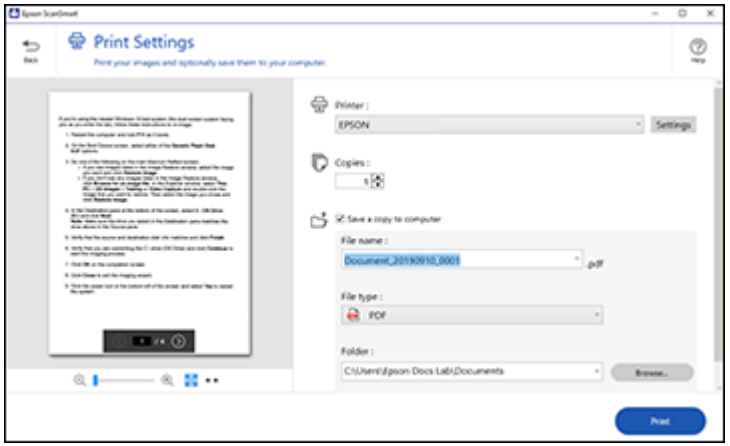
Printing a Scan

You can print your scanned image and save the scanned file to your computer.

1. Make sure your originals are scanned and reviewed. See the link at the end of this section.

2. In the **Select Action** window, click **Print**.

   You see a screen like this:



3. Change the settings as follows:
   - Select the Epson printer and change the print settings, if necessary.
   - Select the number of copies you want to print.
   - If you also want to save a copy of the scanned image to your computer, click the checkbox.
   - The document type and scan date for the file name are automatically detected. You can change them as necessary.
   - You can save the scanned image in a variety of formats.
   - Select the folder on your computer in which to save the file.
4. Click **Print**.

Parent topic: Scanning a Document in Epson ScanSmart

Selecting Epson ScanSmart Settings

After starting Epson ScanSmart, you can change various scanning settings.

Changing the Epson Product
Changing the Scan Settings
Changing the File Name Settings

Changing the Save Settings
Customizing Action Icons

Parent topic: Scanning

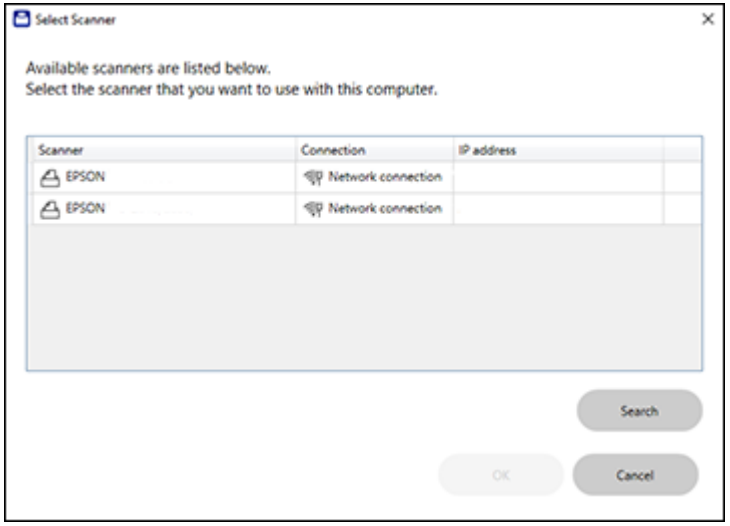
Changing the Epson Product

If you are using more than one Epson product with Epson ScanSmart, you can change the product that you are using with your computer.

Note: A product connected to your computer via USB takes priority over a product with a Wi-Fi connection.

1. On the main screen, click **Change**.

   You see a screen like this:



2. Select the Epson product you want to use with your computer and click **OK**.

Parent topic: Selecting Epson ScanSmart Settings

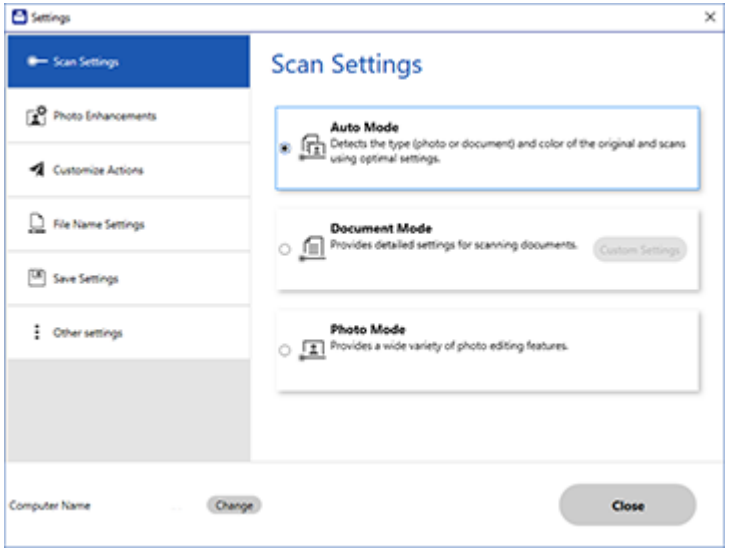
Changing the Scan Settings

You can change detailed scan settings such as the resolution, document size, and more.

Note: If you select **Auto Mode**, you cannot change the scan settings.

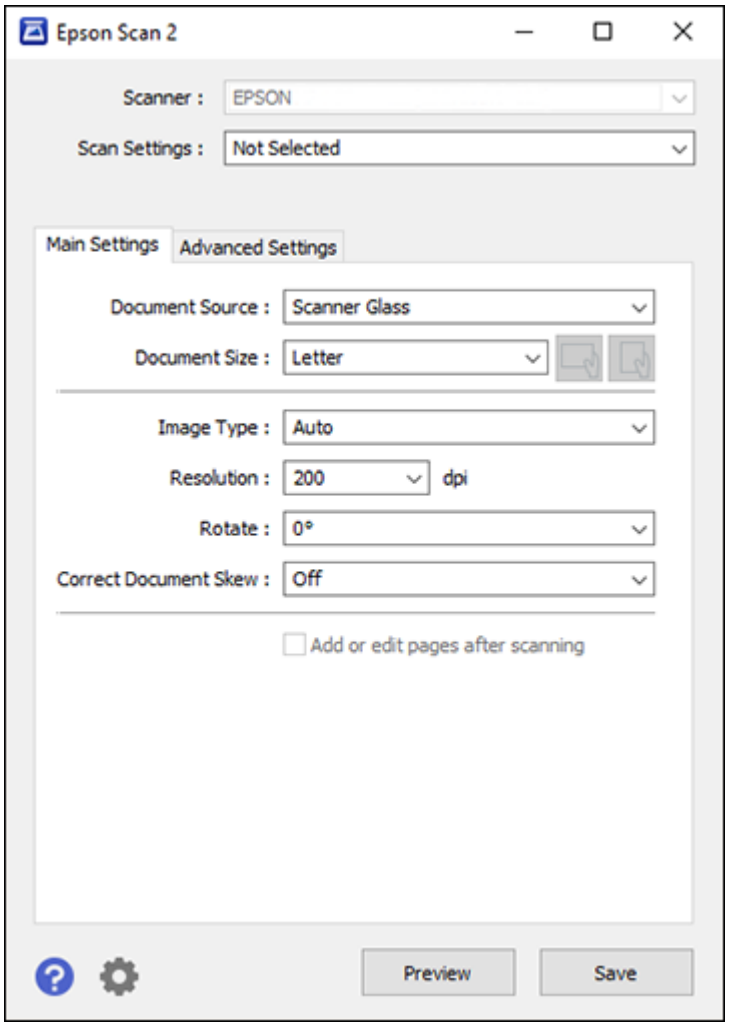
1. Click the **Settings** button.

   You see a screen like this:



2. Do one of the following:
   - To change Document Mode settings, select **Document Mode** > **Custom Settings**.
   - To change Photo Mode settings, select **Photo Mode** and click **Close**. When you start a scan, you will be prompted to select scan settings.

You see a screen like this:



3. Change the settings as necessary and click **Save**.

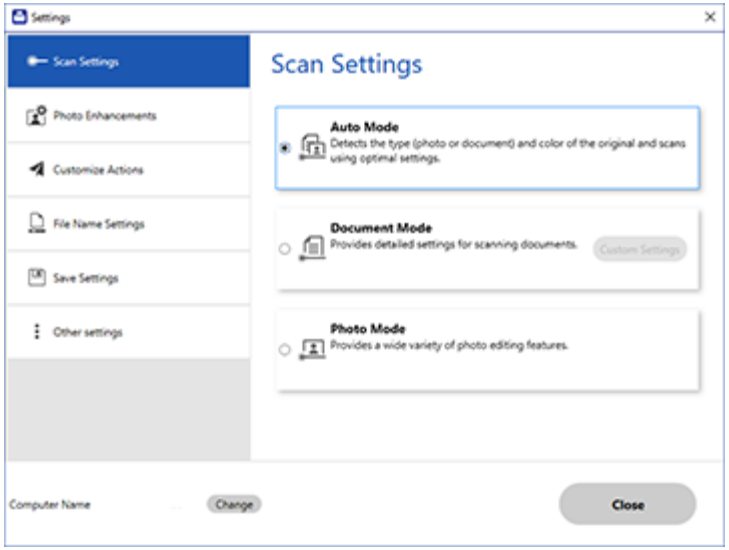
Parent topic: Selecting Epson ScanSmart Settings

Changing the File Name Settings

You can change the default file naming method for your scans.

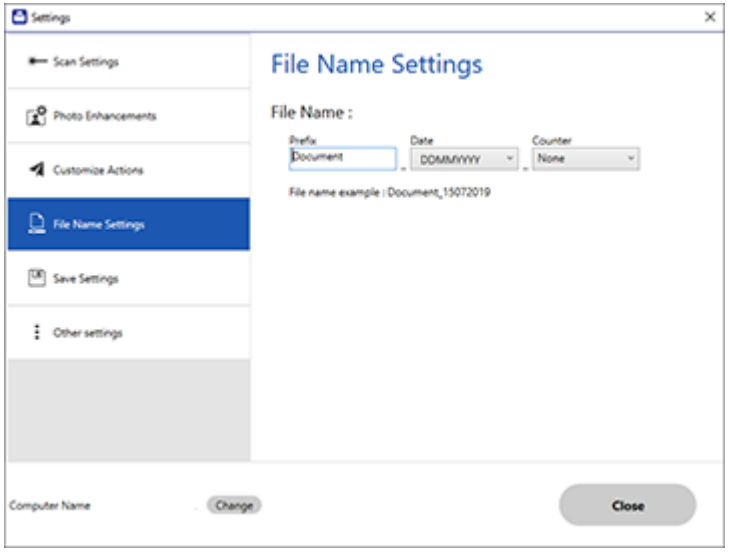
1. Click the **Settings** button.

   You see a screen like this:



2. Click the **File Name Settings** tab.

You see a screen like this:



3. Change the settings as necessary:
   - Enter a prefix for the file name.
   - Select the date format.
   - Select a numbering format as the counter format.
4. Click **Close**.

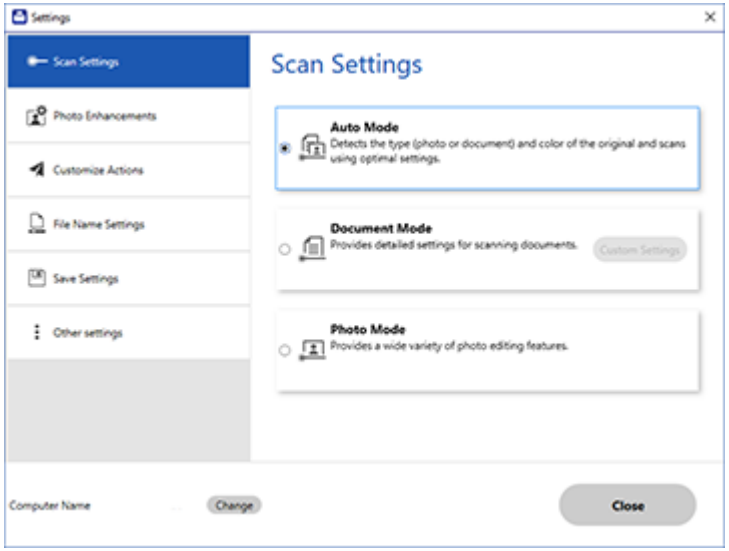
Parent topic: Selecting Epson ScanSmart Settings

Changing the Save Settings

You can change the file type options for saving your scans.

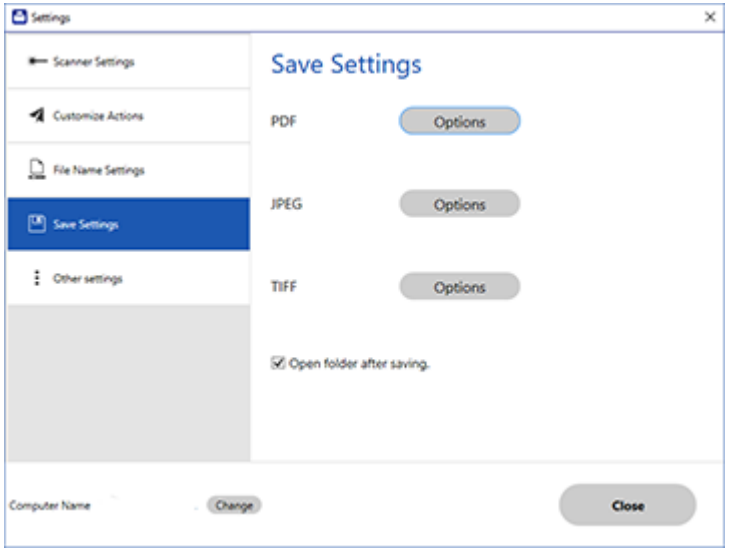
1. Click the **Settings** button.

You see a screen like this:



2. Click the **Save Settings** tab.

You see a screen like this:



3. Click **Options** for a file format and change the settings as necessary.
4. Click **Open folder after saving** to open the file folder after a file is saved.
5. Click **Close**.

Save Settings

Parent topic: Selecting Epson ScanSmart Settings

Save Settings

You can change the settings for how scanned images are saved.

PDF Options

Setting	Options	Description
General	**Generate PDF/A File**	Creates a PDF that conforms to PDF/A-1 standards
	Create file with all pages	Saves all pages as one file
	Compression Level	Selects the compression level for color or grayscale images

JPEG Options

Setting	Options	Description
Image Quality Options	—	Sets a compression level by moving a slider or entering a value. File size increases the higher the resolution is.
Encoding (Windows only)	**Standard**	Images load from top to bottom in a web browser. It takes longer to load the entire image.
	Progressive	Images first load completely at low resolution and then adjust to high resolution in a web browser
Embed ICC Profile (Windows only)	—	Allows you to add ICC profiles to the image

TIFF Options

Setting	Options	Description
Byte Order	**Windows** **Macintosh**	Specifies the operating system where the scanned image will be used
Compression (Windows only)	—	Specifies the compression format and level for Color/Grayscale and B&W images. File size increases with higher quality.
Embed ICC Profile (Windows only)	—	Allows you to add ICC profiles to the image

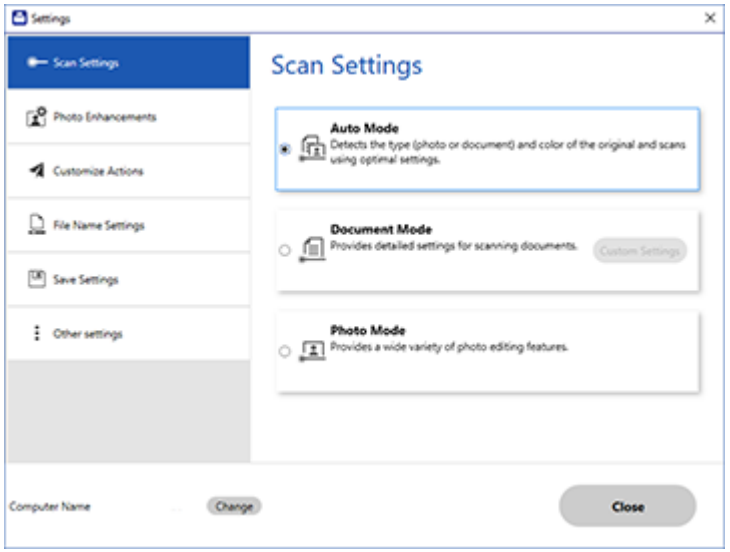
Parent topic: Changing the Save Settings

Customizing Action Icons

You can customize which scan action icons appear on the **Select Action** screen.

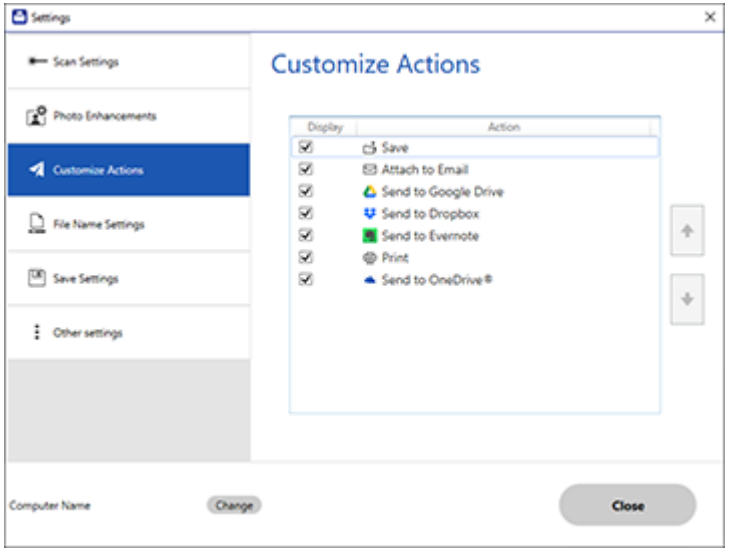
Note: You can also customize them by clicking the **Customize** icon on the **Select Action** screen.

1. Click the **Settings** button.
   You see a screen like this:



2. Click the **Customize Actions** tab.

You see a screen like this:



3. Choose which action icons to display by selecting or deselecting each checkbox. Click the arrow icons to move the icons up or down in the display order you want.
4. Click **Close**.

Parent topic: Selecting Epson ScanSmart Settings

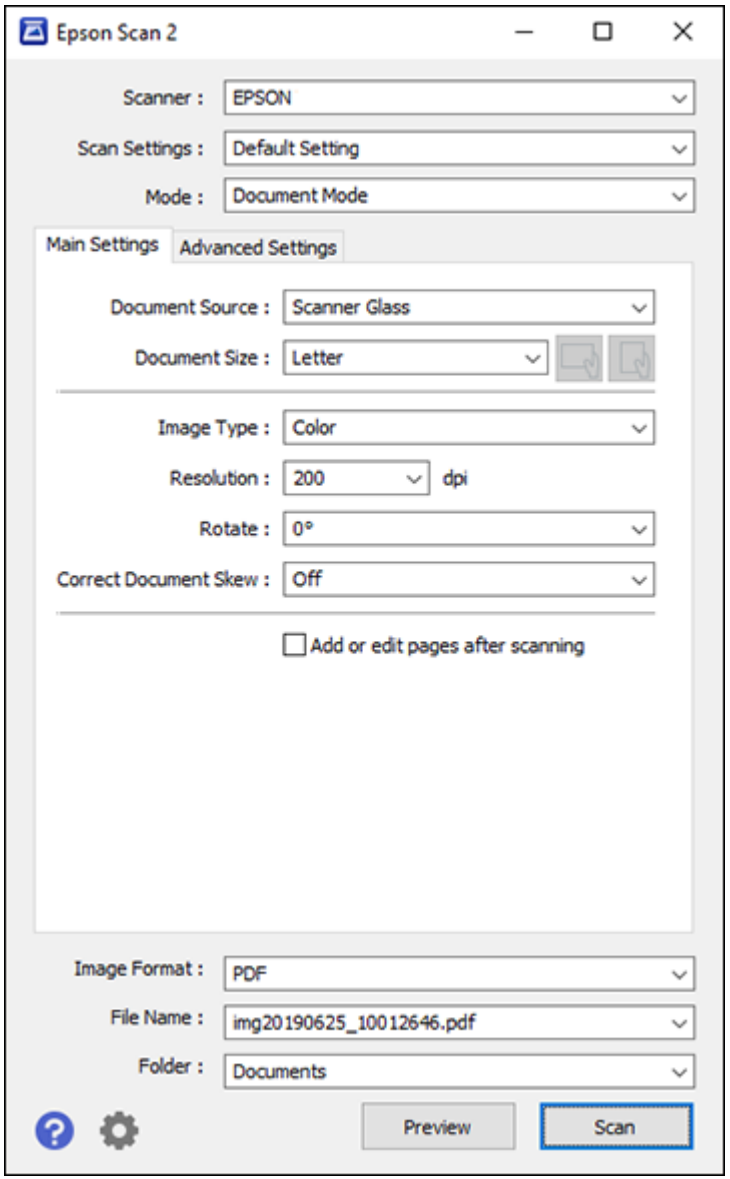
Scanning in Epson Scan 2

Epson Scan 2 gives you access to basic and advanced scanning features. You can scan your document and save the scanned image in various file formats in your operating system's Documents or My Documents folder, or open it in your scanning program. You can preview the scanned image and select or change settings as necessary.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

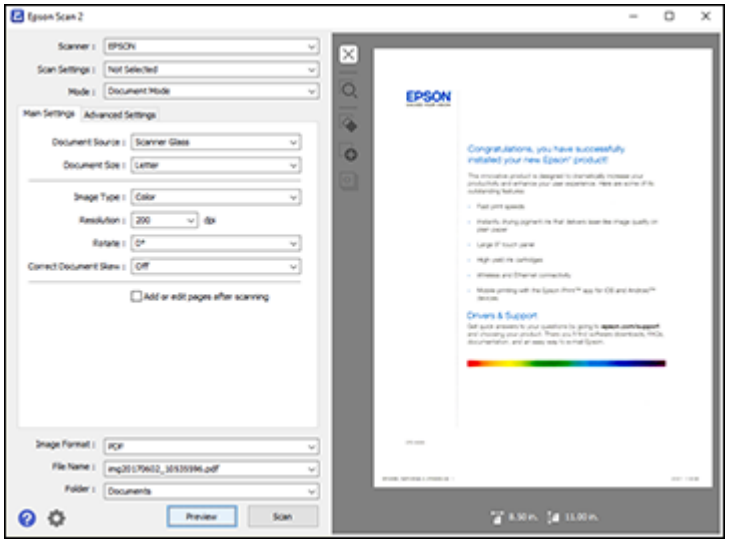
1. Start Epson Scan 2.

You see this window:



2. Select the **Mode** setting that matches the type of original you are scanning.
3. Select the **Document Source** setting that matches where you placed your original, or select **Auto Detect** to have Epson Scan 2 automatically detect the source.
4. Select the **Document Size** setting that matches the size of your original. You can select **Customize** to enter a custom size, if necessary.
5. Select the image type of your original and how you want it scanned as the **Image Type** setting.
6. Select the **Resolution** setting you want to use for your scan.
7. Select the **Rotate** setting to rotate the scanned image.
8. Select the **Correct Document Skew** setting to correct skewed originals, image contents, or both.
9. Click the **Preview** button.

   Epson Scan 2 previews your original and displays the results in the Epson Scan 2 window.



10. Reinsert your original into the ADF, if necessary. (ET-3943 and ET-3950 Series only)
11. Select any of the additional settings that you want to use on the Main Settings tab.
12. Do one of the following:
    - If you're scanning in Document Mode, select any of the additional settings that you want to use on the Main Settings tab.

- If you're scanning in Photo Mode, select the **Color Management** and **Thumbnail Options** settings as necessary.

13. Click the **Advanced Settings** tab and select any settings that you want to use.
14. Select the format in which you want to save your scanned file as the **Image Format** setting. If necessary, select **Options** and select any desired format options.
15. Enter the file name for your scanned file in the **File Name** field. If necessary, select **Settings** to modify the file name settings.
16. Select the location in which you want to save your scanned file as the **Folder** setting. If necessary, select **Select** to create a new folder.
17. Click **Scan**.

    The product scans your original and saves the scanned file in the location you specified.

Additional Scanning Settings - Main Settings Tab

Additional Scanning Settings - Advanced Settings Tab

Saving Scanned Documents as a Searchable PDF Using Epson Scan 2

Image Format Options

Scan Resolution Guidelines

Parent topic: Scanning

Additional Scanning Settings - Main Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Main Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

Rotate
Rotates the original image clockwise to the desired angle before scanning it. Select **Auto** to allow your product to automatically rotate the image based on the orientation of the text (may take longer to scan).

Correct Document Skew
Corrects skewed originals, image contents, or both.

Parent topic: Scanning in Epson Scan 2

Additional Scanning Settings - Advanced Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Advanced Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

Remove Background
Removes the background of the originals.

Text Enhancement
Sharpens the appearance of letters in text documents.

Auto Area Segmentation
Makes black and white images clearer and text recognition more accurate by separating the text from the graphics.

Threshold
Adjusts the level at which black areas in text and line art are delineated, improving text recognition in OCR (Optical Character Recognition) programs.

Color Enhance
Enhances the shades of the color you select in the scanned image. This setting is available only if you select **Grayscale** or **Black & White** as the Image Type setting.

Brightness
Adjusts the overall lightness and darkness of the scanned image.

Contrast
Adjusts the difference between the light and dark areas of the overall scanned image.

Gamma
Adjusts the midtone density of the scanned image.

Unsharp Mask
Makes the edges of certain image areas clearer. Turn off this option to leave softer edges.

Descreening
Removes the ripple pattern that might appear in subtly shaded image areas, such as skin tones. This option improves results when scanning magazines or newspapers. (The results of descreening do not appear in the preview image, only in your scanned image.)

Color Restoration
Corrects color in faded images (when scanning in Photo Mode).

Backlight Correction
Lightens darkly backlit images (when scanning in Photo Mode).

Dust Removal
Removes dust on scanned images (when scanning in Photo Mode).

Edge Fill
Corrects shadowing around the edges of the image by filling the shadows with black or white.

Dual Image Output
Scans the original image twice using different output settings (Windows only).

Watermark
Adds a watermark to a scanned image.

Parent topic: Scanning in Epson Scan 2

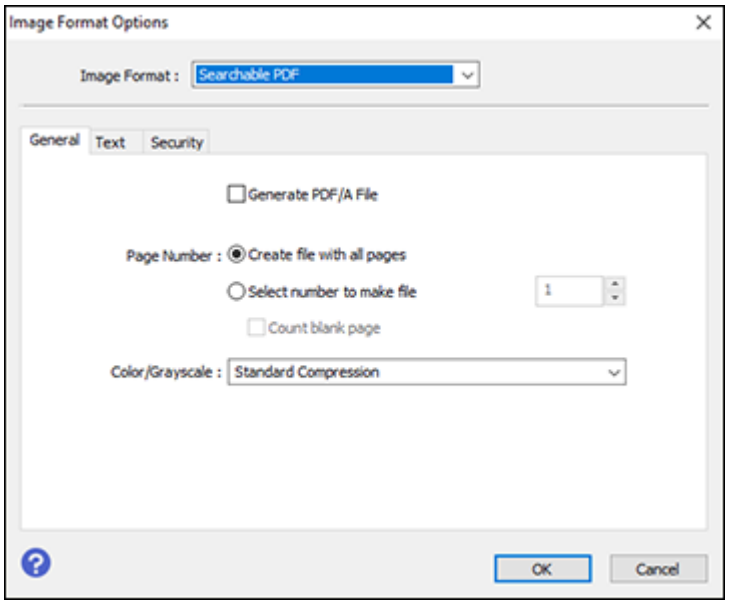
Saving Scanned Documents as a Searchable PDF Using Epson Scan 2

You can scan a document and save the text in a searchable PDF. In a searchable PDF, text is recognized using Optical Character Recognition (OCR) and then embedded in the scanned original.

Note: The required Epson Scan 2 OCR Component is installed automatically when you install your product software as instructed on the *Start Here* sheet. If you install your scanner software programs individually, be sure to also install this component if you want to perform OCR.

1. Load your original in the product for scanning.
2. Start Epson Scan 2.
3. Select your scan settings.
4. Click **Preview** and adjust the area you want to scan, if necessary.
5. If you are using the ADF, reload the ejected original.
6. Select **Searchable PDF** as the Image Format setting.
7. Select **Options** from the Image Format list.

You see this window:



8. Select any of the options on the General tab.
9. Select the **Text** tab.
10. Make sure the language used in the document text is selected as the **Text Language** setting.
11. Select the **Security** tab if you want to add a password to the PDF or protect printing or editing properties.
12. Click **OK**.
13. Confirm the **File Name** setting and select a **Folder** setting for your document.
14. Click **Scan**.

    The scanned image is saved as a searchable PDF.

Parent topic: Scanning in Epson Scan 2

Image Format Options

You can select different image formats and related options. For details on available options, click the **?** icon on the Epson Scan 2 Image Format Options window. Not all image formats have options.

BITMAP (*.bmp)
A standard image file format for most Windows programs.

JPEG (*.jpg)
An image format that lets you highly compress image data. However, the higher the compression, the lower the image quality. (The TIFF format is recommended when you need to modify or retouch your scanned image.)

PNG (*.png)
An image format that does not lose quality during editing.

TIFF (*.tif)
A file format created for exchanging data between many programs, such as graphic and DTP software.

Multi-TIFF (*.tif)
A TIFF file format when multiple pages are saved to the same file, allowing you to edit the images using a compatible program.

PDF (*.pdf)
A document format that is readable by Windows and Mac systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file.

Searchable PDF (*.pdf)
A document format that is readable by Windows and Mac systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file. Recognized text in the scanned document can be searched.

Parent topic: Scanning in Epson Scan 2

Scan Resolution Guidelines

The **Resolution** setting, measured in dpi (dots per inch), controls the amount of detail captured in your scans. Increasing the resolution raises the amount of detail captured but comes with the following disadvantages:

- Larger file sizes
- It takes longer to scan your originals, send/receive your scans by email or fax, and to print your scans
- The image may become too large to fit on your display or print on paper

If you plan to enlarge a scanned image so you can print it at a larger size, you may need to increase the resolution from the default resolution set by Epson Scan 2. Follow these guidelines to determine the resolution setting you need:

- You will scan the image at its original size but enlarge it later in an image-editing program.

Increase the Epson Scan 2 Resolution setting in your scan. Increase the resolution by the same amount you will increase the image size to retain a high image quality. For example, if the resolution is 300 dpi (dots per inch) and you will double the image size later, change the Resolution setting to 600 dpi.

- You will scan the image at 100% or a smaller size.

  Select the Epson Scan 2 Resolution setting based on how you will use the scanned image:

  - Email/view on a computer screen/post on the web: 96 to 200 dpi
  - Print/fax/convert to editable text (OCR)/create searchable PDF: 200 to 300 dpi

Parent topic: Scanning in Epson Scan 2

Refilling Ink and Replacing the Maintenance Box

When the ink level is below the lower line on an ink tank, you need to refill it.

Periodically check the ink tanks to see if they need to be refilled.

Before checking the ink levels or refilling an ink tank as described here, be sure to read the ink safety precautions.

Caution: If the ink level is below the lower line on the ink tank, fill it to the upper line on the ink tank. Continued use of the product when the ink level is below the lower line on a tank could damage the product.

Ink Safety Precautions
Checking the Ink and Maintenance Box Levels
Purchase Epson Ink and Maintenance Box
Refilling the Ink Tanks
Maintenance Box Replacement

Ink Safety Precautions

Note: Epson strongly recommends the use of genuine ink to ensure optimal print quality and performance.

Note: The product has a low ink alert system. The accuracy of this system depends on the user refilling the ink tanks correctly. The product cannot directly measure the ink levels in the tanks; instead it estimates the amount of ink remaining by internally monitoring ink usage. The low ink alert system may generate inaccurate messages if the ink tanks are not refilled according to these instructions.

As a precaution, perform regular visual inspections of the ink tanks to ensure ink levels do not fall below the lower line. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

Ink Handling Precautions

- Keep ink bottles and the ink tanks out of the reach of children. Do not allow children to drink from or handle the ink bottles and bottle caps.
- Do not tilt or shake an ink bottle after opening it; otherwise, ink may leak.

- Be careful not to touch any ink when you handle the ink tanks, ink tank caps, and opened ink bottles or ink bottle caps.
- If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems persist, see a doctor immediately. If ink gets into your mouth, spit it out and see a doctor right away.
- Do not disassemble the maintenance box; otherwise ink may get into your eyes or on your skin.
- Do not shake or squeeze the ink bottles.
- Do not shake an ink bottle too vigorously or subject it to strong impacts; otherwise, ink may leak.
- If ink spills, wipe it up immediately. To prevent the ink from spreading, blot the spill with a dry cloth, then wipe it with a damp cloth. The ink will be hard to remove once it has dried.

Ink Refilling Precautions

- Use ink bottles with the correct part number for this product.
- Do not open the ink bottle package until you are ready to fill an ink tank. Ink bottles are vacuum packed to maintain reliability. If you leave an ink bottle unpacked for a long time before using it, print quality may be affected.
- If the ink level is below the lower line on an ink tank, refill the ink. Continued use of the product when the ink level is below the lower line on an ink tank could damage the product.
- Visually check the ink levels in the product's ink tanks to confirm the actual ink levels. Continued use of the product when the ink is expended could damage the product.
- Do not maintain low ink levels for extended periods of time.
- Epson recommends filling all ink tanks to the upper line when the product is not operating to reset the ink levels.
- After bringing an ink bottle inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- Epson recommends using the ink bottle before the date printed on the package.
- After opening an ink bottle, Epson recommends using it as soon as possible.
- Store ink bottles in a cool, dark place. Keep them out of direct sunlight.
- Do not store the ink bottles in high or freezing temperatures.
- Store the ink bottles in the same environment as the product. When storing or transporting an opened ink bottle, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when you transport the bottle.

- Handle ink carefully. Ink may splatter when the ink tanks are being filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off. If ink adheres to the area around the tank, wipe it off using a lint-free, clean cloth or cotton swab.

Ink Bottle and Ink Tank Information

- To maintain optimum print head performance, some ink is consumed from all ink tanks during printing and when performing maintenance operations, such as cleaning the print head. Ink may also be consumed when the product is turned on.
- Quoted ink yields may vary depending on the images you are printing, the paper type you are using, how often you print, and environmental conditions such as temperature.
- The ink bottles may contain recycled materials, but this does not affect product function or performance.
- The specification and appearance of the ink bottles are subject to change without prior notice for improvement.
- When printing in monochrome or grayscale, color ink may be used instead of black ink, depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.
- A reserve amount of ink remains in the tank when your product indicates that a refill is necessary. The yields quoted for you do not include this reserve.

Parent topic: Refilling Ink and Replacing the Maintenance Box

Checking the Ink and Maintenance Box Levels

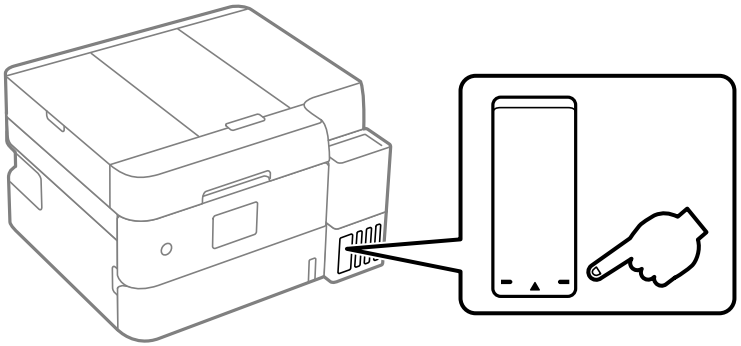
Your product and software will let you know when to refill an ink tank or replace the maintenance box.

Checking Ink Levels on Your Product
Checking Ink and Maintenance Box Levels - Windows
Checking Ink and Maintenance Box Levels - Mac
Disabling Special Offers with Windows

Parent topic: Refilling Ink and Replacing the Maintenance Box

Checking Ink Levels on Your Product

To confirm the actual ink levels, visually check the ink levels in the product's ink tanks.



Note: The product has a low ink alert system. The accuracy of this system depends on the user refilling the ink tanks correctly. The product cannot directly measure the ink levels in the tanks; instead it estimates the amount of ink remaining by internally monitoring ink usage. The low ink alert system may generate inaccurate messages if the ink tanks are not refilled according to these instructions.

As a precaution, perform regular visual inspections of the ink tanks to ensure ink levels do not fall below the lower line. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

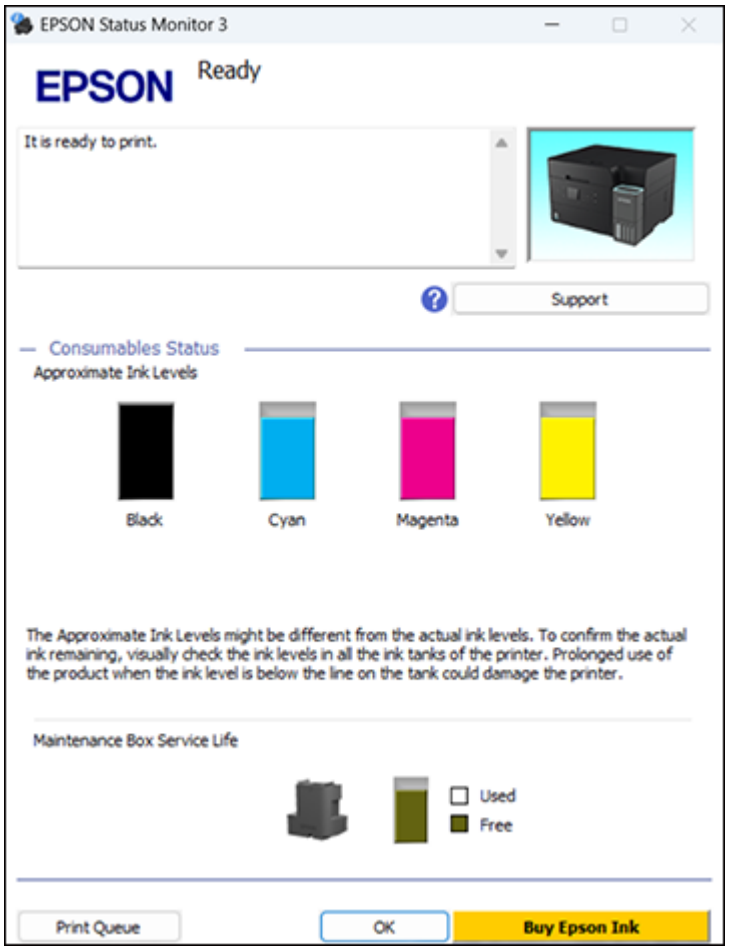
Parent topic: Checking the Ink and Maintenance Box Levels

Checking Ink and Maintenance Box Levels - Windows

A low ink reminder appears if you try to print when ink is low, and you can check your ink levels at any time using a utility on your Windows computer.

1. To check your ink and maintenance box levels, access the Windows Desktop and double-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and double-click .

You see a window like this:



2. Refill any ink tank or replace the maintenance box as needed.

   Note: The ink levels displayed are an estimate and may differ from the actual ink remaining in the ink tanks. To confirm the actual remaining ink, visually check the ink levels in the ink tanks. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

Parent topic: Checking the Ink and Maintenance Box Levels

Related tasks

Replacing the Maintenance Box

Refilling the Ink Tanks

Checking Ink and Maintenance Box Levels - Mac

You can check your ink and maintenance box levels using a utility on your Mac.

1. In the Apple menu or the Dock, select **System Preferences** or **System Settings**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
2. Select **EPSON Status Monitor**.

You see a window like this:



3. Refill any ink tank or replace the maintenance box as needed.

   Note: To update or refresh the displayed ink levels, click **Update**.

   Note: The ink levels displayed are an estimate and may differ from the actual ink remaining in the ink tanks. To confirm the actual remaining ink, visually check the ink levels in the ink tanks. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

Parent topic: Checking the Ink and Maintenance Box Levels

Related tasks

Replacing the Maintenance Box

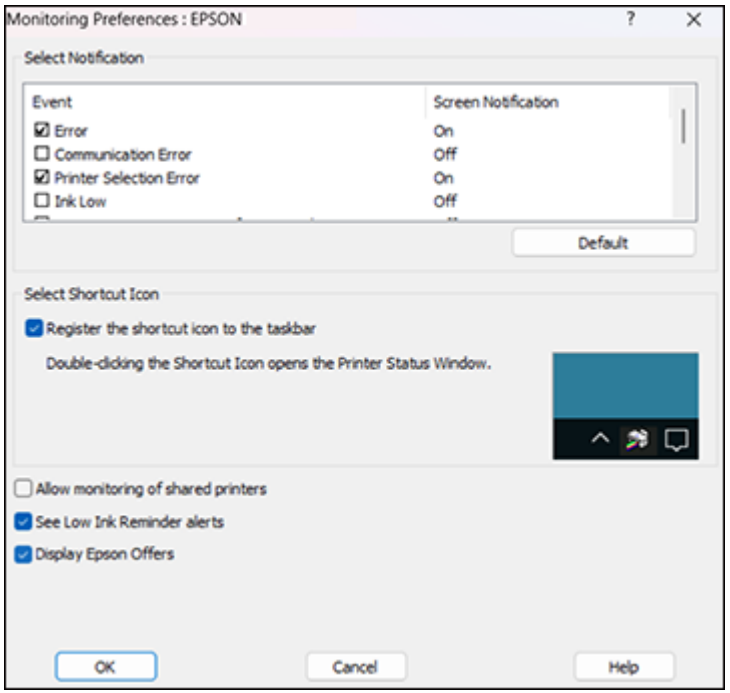
Refilling the Ink Tanks

Disabling Special Offers with Windows

You can disable special offers messages from Epson using a utility on your Windows computer.

1. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click . Select **Monitoring Preferences**.

   You see a window like this:



2. To disable promotional offers, deselect the **Display Epson Offers** checkbox.

Parent topic: Checking the Ink and Maintenance Box Levels

Purchase Epson Ink and Maintenance Box

You can purchase genuine Epson ink, maintenance boxes, and paper at epson.com (U.S. sales), epson.ca (Canadian sales), or latin.epson.com (Latin American 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.

Note: Epson's warranties do not extend to any damage caused by the use of third-party ink or ink not designed for your printer.

The included initial ink bottles must be used for printer setup and are not for resale. The printer ships with full ink bottles and part of the ink from the first bottles is used to charge the print head. Yields vary considerably based on images printed, print settings, paper type, frequency of use and temperature.

Ink Bottle and Maintenance Box Part Numbers

Parent topic: Refilling Ink and Replacing the Maintenance Box

Ink Bottle and Maintenance Box Part Numbers

Use these part numbers when you order or purchase new ink bottles, and use the ink by the date printed on the package.

Maintenance box part number: T04D100

Ink color	Part number
Black	502120
Cyan	502220
Magenta	502320
Yellow	502420

Parent topic: Purchase Epson Ink and Maintenance Box

Refilling the Ink Tanks

Make sure you have new ink bottles handy and have read the ink safety precautions before you begin.

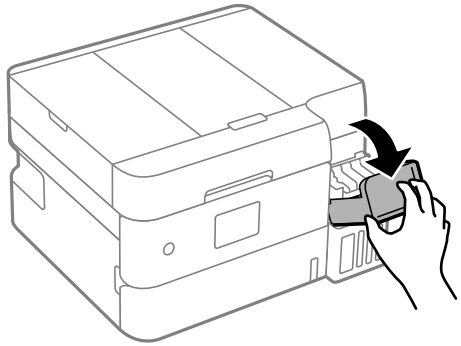
You can continue to use the product even if one or more ink tanks are not filled all the way. However, for the most accurate ink level monitoring, fill all the ink tanks up to the top line.

Note: The product has a low ink alert system. The accuracy of this system depends on the user refilling the ink tanks correctly. The product cannot directly measure the ink levels in the tanks; instead it estimates the amount of ink remaining by internally monitoring ink usage. The low ink alert system may generate inaccurate messages if the ink tanks are not refilled according to these instructions.

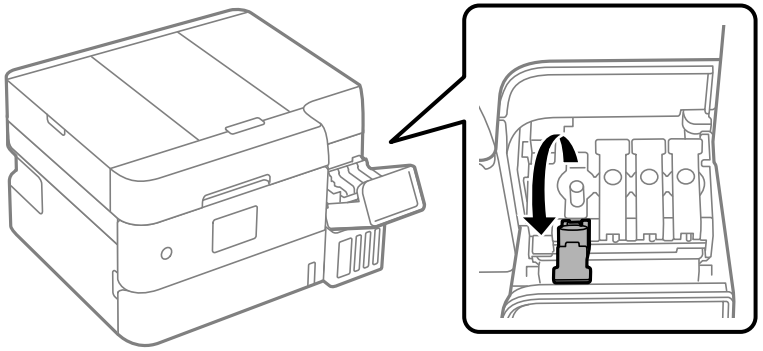
As a precaution, perform regular visual inspections of the ink tanks to ensure ink levels do not fall below the lower line. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

Caution: Wear disposable gloves while refilling the ink tanks to avoid staining your hands. If ink spills, wipe it off immediately with a damp towel to avoid permanent stains. If ink gets on your clothes or belongings, it may not come off.

1. Turn on your product.
2. Select **Maintenance** > **Fill Ink**.
3. Read all the on-screen safety and usage precautions for filling ink and press the **OK** button when done.
4. Close the document cover if it is open.
5. Open the ink tank cover.

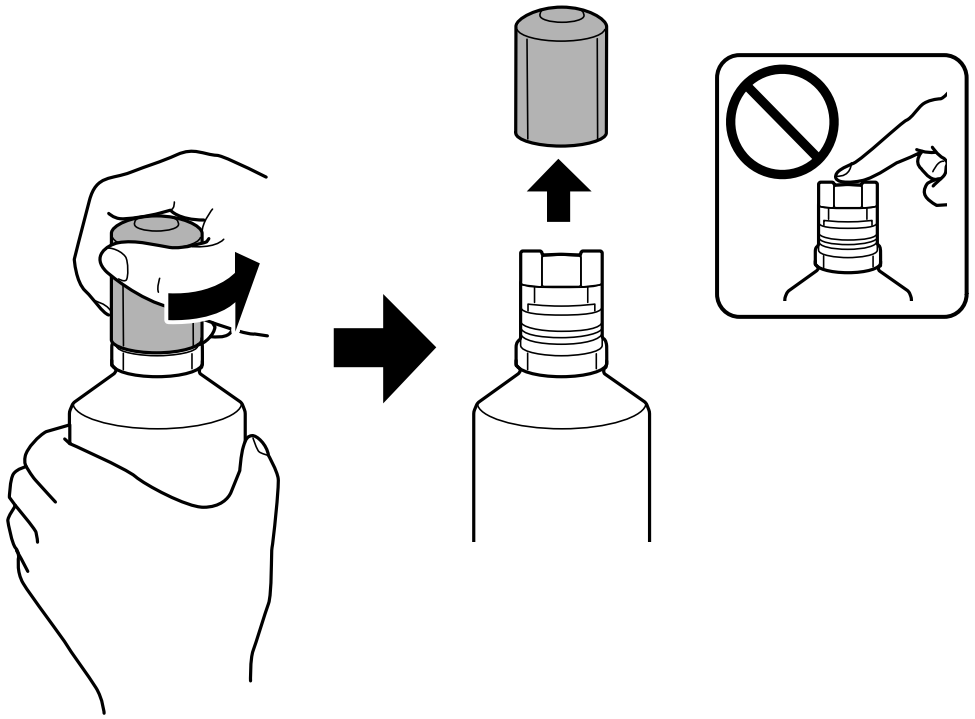


6. Open the cap for the ink tank you are going to fill.



Note: Make sure that the color of the ink tank matches the ink color that you want to refill.

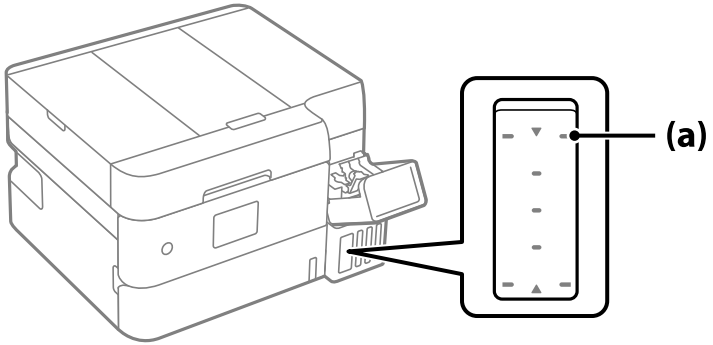
7. Hold the ink bottle upright and slowly turn the bottle cap to remove it.



Caution: Do not shake or squeeze the bottle. Do not touch the top of the bottle after its cap is removed.

Warning: If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out immediately. Seek medical advice if problems persist. Keep the ink bottles out of the reach of children and do not drink the ink.

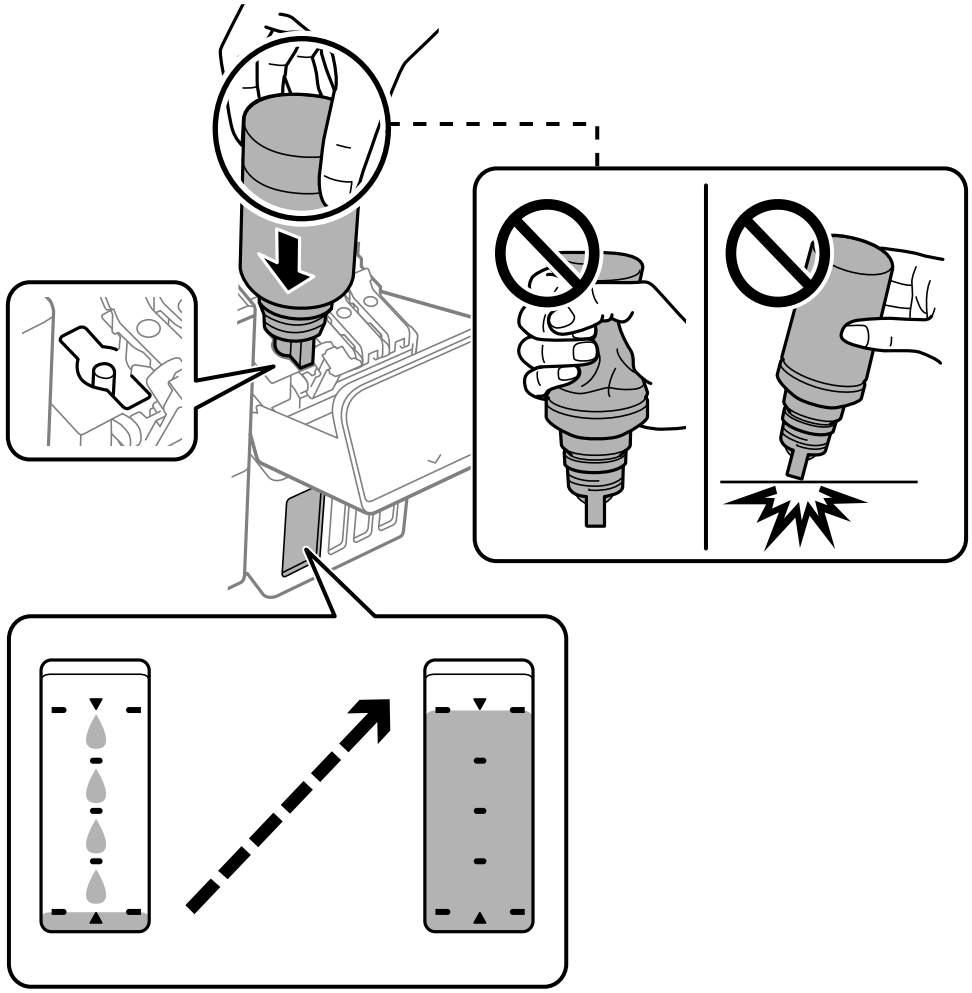
8. Check the upper line (a) in the ink tank.



9. Position the top of the ink bottle with the filling port and then insert the bottle straight onto the port. Ink flows into the tank.

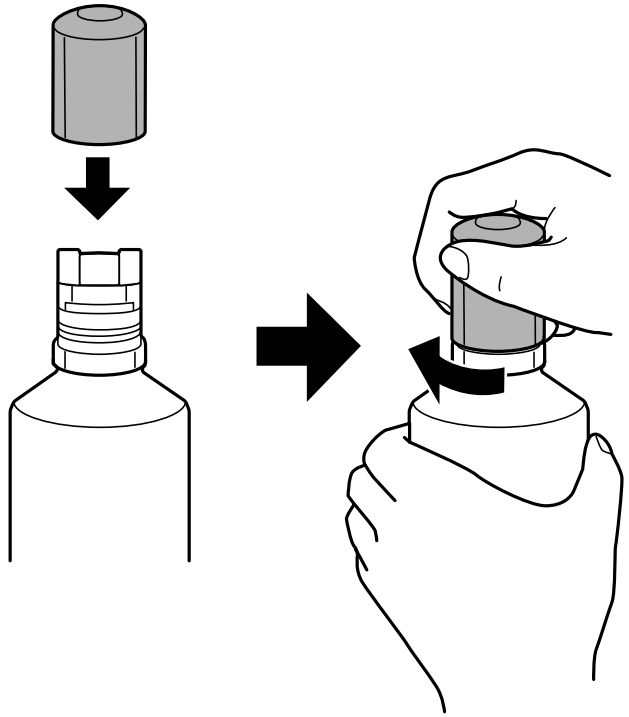
   Note: Refer to the color-coded sticker on the ink tank unit to identify the color of each tank. Do not force the bottles into position; they are keyed for each color.

10. Wait for the ink to fill the tank. Do not squeeze the bottle. Ink flows into the tank and stops automatically when the ink is filled to the upper line.



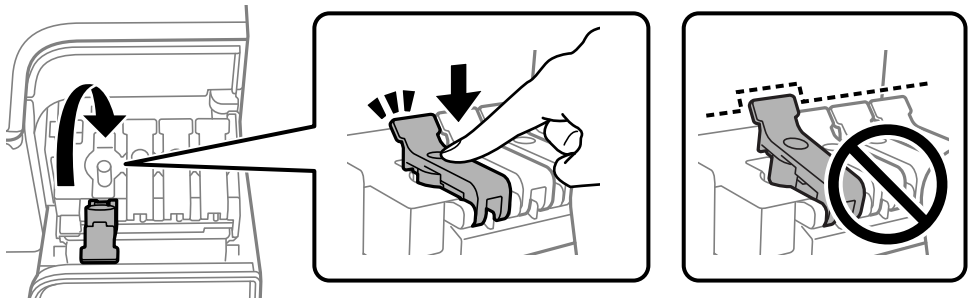
Note: If ink does not flow from the bottle, lift and reinsert the bottle. If the ink has reached the upper line of the tank, do not remove and reinsert the bottle or ink may leak.

11. When the ink tank is full, remove the ink bottle and securely close the ink bottle cap.

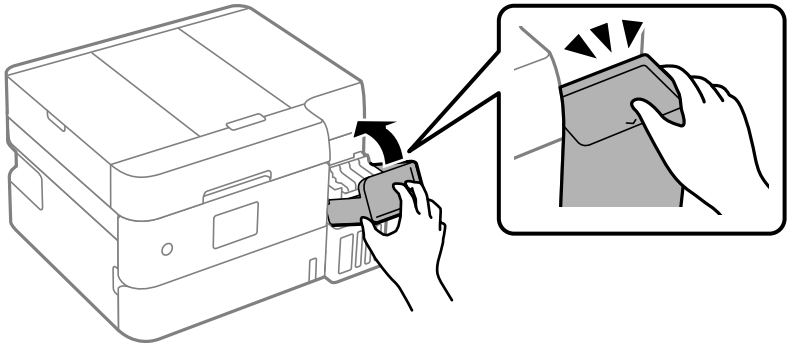


Note: Do not leave the ink bottle inserted. The bottle may be damaged or ink may leak. If any ink remains in the bottle, replace the bottle cap and tighten it. Store the bottle upright for later use.

12. Securely close the ink tank cap.



13. Repeat the previous steps as necessary for each ink tank you need to refill.
14. Close the ink tank cover, then close the scanner unit using both hands.



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

15. Press the ◇ start button , then follow the on-screen instructions to reset the ink level for the colors you refilled.

Even if you do not refill ink up to the upper line on the ink tank, you can continue using the product. To keep your product operating at its best, however, fill ink tank up to the upper line and reset the ink level immediately.

Parent topic: Refilling Ink and Replacing the Maintenance Box

Related concepts

Purchase Epson Ink and Maintenance Box

Related tasks

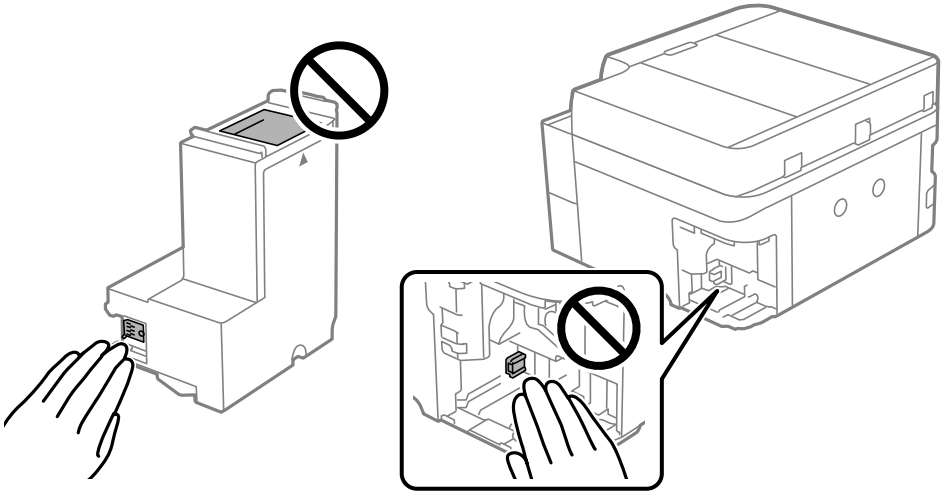
Checking Ink Levels on Your Product

Maintenance Box Replacement

The maintenance box stores surplus ink that gets collected during printing or print head cleaning. 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 on, and the number of cleaning cycles that the printer performs. When you see a message on the LCD screen, follow the on-screen instructions to replace the maintenance box.

Note the following precautions when replacing the maintenance box:

- Do not remove the maintenance box or its cover except when replacing the maintenance box; otherwise, ink may leak.
- Do not touch the areas of the maintenance box or inside the product as shown below.



- Do not tilt the maintenance box after removing it; otherwise, ink may leak.
- Do not touch the openings in the maintenance box or you may get ink on you.
- Do not drop the maintenance box or subject it to strong shocks and do not store it in high or freezing temperatures.
- If you cannot close the maintenance box cover, make sure the maintenance box is installed properly.
- Keep the maintenance box out of direct sunlight.
- Do not replace the maintenance box during printing; otherwise, ink may leak.
- Do not disassemble the maintenance box; otherwise ink may get into your eyes or on your skin.
- Do not reuse a maintenance box that has been removed and left uninstalled for a long period of time.
- If you cannot re-attach the cover, the maintenance box may not be installed correctly. Remove and re-install the maintenance box.

Note: The maintenance box is a user-replaceable part and is not covered by the product warranty.

Replacing the Maintenance Box

Parent topic: Refilling Ink and Replacing the Maintenance Box

Replacing the Maintenance Box

Make sure you have a new maintenance box before you begin.

Caution: Do not reuse a maintenance box that has been removed and left uninstalled for more than a week. Keep the maintenance box away from direct sunlight.

Note: You cannot print or clean the print head while the maintenance box is full, but you can perform tasks that do not require ink, such as scanning.

Follow the on-screen instructions to replace the maintenance box when prompted.

Parent topic: Maintenance Box Replacement

Related concepts

Purchase Epson Ink and Maintenance Box

Adjusting Print Quality

If your print quality declines, you may need to run a utility to clean or align the print head.

If running these utilities does not solve the problem, you may need to run a Power Cleaning or clean the paper or print head path.

Performing Print Quality Adjustment
Print Head Maintenance
Print Head Alignment
Cleaning the Paper Guide
Cleaning the Print Head Path
Cleaning the Paper Rollers
Checking the Number of Sheets Fed

Performing Print Quality Adjustment

You can adjust the print quality using the control panel on your product.

1. Make sure there are no errors on the LCD screen.
2. Load a few sheets of plain paper in the product.
3. Press the ⌂ button, if necessary.
4. Select **Maintenance** > **Print Quality Adjustment** .
5. Select **Start**.

   The print quality adjustment pattern prints.
6. Follow the on-screen instructions to scan the adjustment pattern.

   Note: If scanning fails, make sure the paper is properly aligned with the corner mark and not folded, then select **Scan Again**.

   Note: If scanning fails and the print quality adjustment printout was a blank sheet, select **Cancel** and follow the on-screen instructions.

If the print quality does not improve after performing the print quality adjustment, perform all available printhead adjustments. See the links below.

Parent topic: Adjusting Print Quality

Related concepts

Print Head Maintenance

Print Head Alignment

Print Head Maintenance

If your printouts become too light, or you see dark or light bands across them, you may need to clean the print head nozzles. Cleaning uses ink, so clean the nozzles only if print quality declines.

You can check for clogged nozzles before you clean them so you don't clean them unnecessarily.

Note: You cannot clean the print head if the ink level has reached the lower line on the ink tank, and may not be able to clean it when the ink level in any of the tanks is low. You must refill the ink tank first.

Print Head Nozzle Check and Cleaning

Power Cleaning

Power Ink Flushing

Parent topic: Adjusting Print Quality

Related tasks

Refilling the Ink Tanks

Print Head Nozzle Check and Cleaning

You can print a nozzle check pattern to check for clogged nozzles, and then clean the print head if necessary.

Checking the Nozzles and Cleaning the Print Head Using the Product Control Panel

Checking the Nozzles and Cleaning the Print Head Using a Computer Utility

Parent topic: Print Head Maintenance

Checking the Nozzles and Cleaning the Print Head Using the Product Control Panel

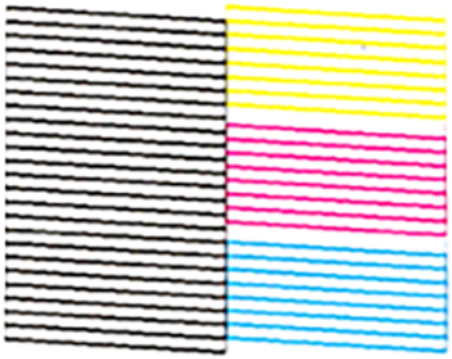
You can check the print head nozzles and clean the print head using the control panel on your product.

1. Make sure there are no errors on the LCD screen.
2. Load a few sheets of plain paper in the product.
3. Press the ⌂ home button, if necessary.
4. Select **Maintenance** > **Print Head Nozzle Check**.
5. Press the **OK** button to print.

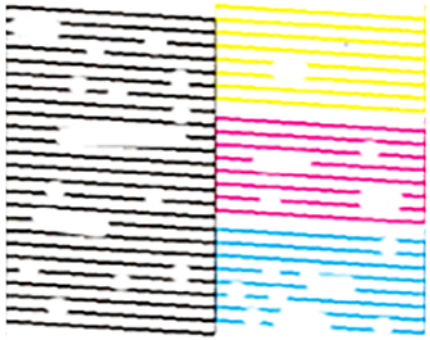
The nozzle check pattern is printed.

6. Check the printed pattern to see if there are gaps in the lines.

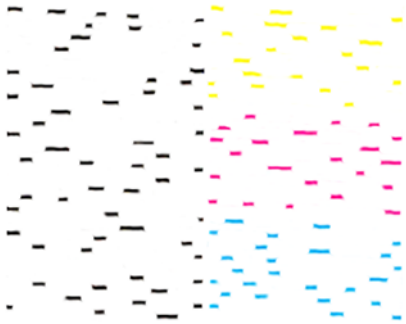
Print head is clean



Print head needs cleaning



Print head needs Power Cleaning



7. Do one of the following:
   - If there are no gaps, select **O**.
   - If there are gaps or the pattern is faint, select **X** and then select **Cleaning**.
   - If all or most of the lines are missing, select **X** and then select **Power Cleaning**.
8. Follow the on-screen instructions.

   Caution: Never turn off the product or open the scanner unit during a cleaning cycle or you may not be able to print.

If you still see gaps in the nozzle check pattern after running the nozzle check and Cleaning three times or a Power Cleaning once, turn the product off and wait for at least 12 hours. Then run the nozzle check again and repeat the Cleaning if necessary. If print quality does not improve, run a Power Ink Flushing. If print quality still does not improve, contact Epson support.

Parent topic: Print Head Nozzle Check and Cleaning

Related concepts

Power Ink Flushing

Related references

Where to Get Help

Related tasks

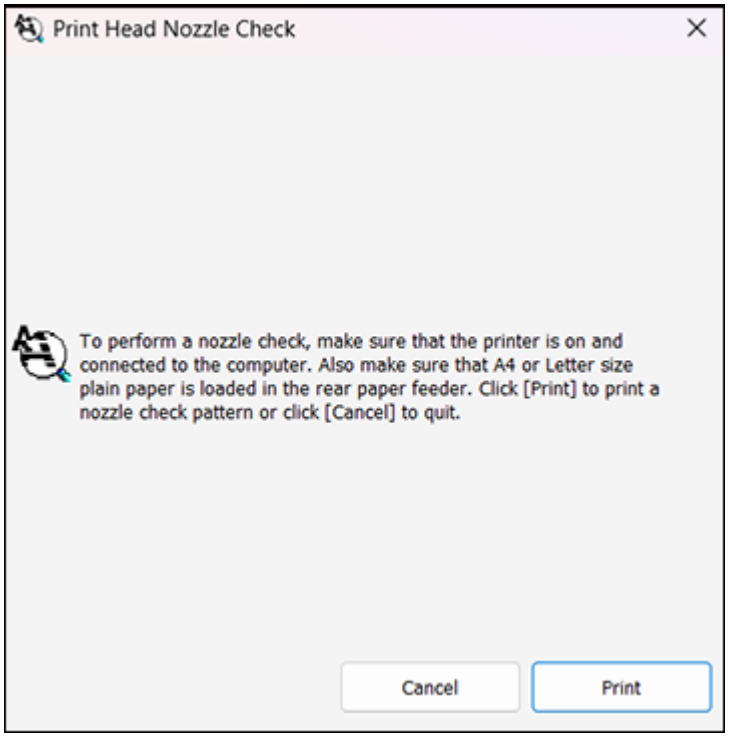
Loading Paper in the Cassette

Checking the Nozzles and Cleaning the Print Head Using a Computer Utility

You can check the print head nozzles and clean the print head using a utility on your Windows or Mac computer.

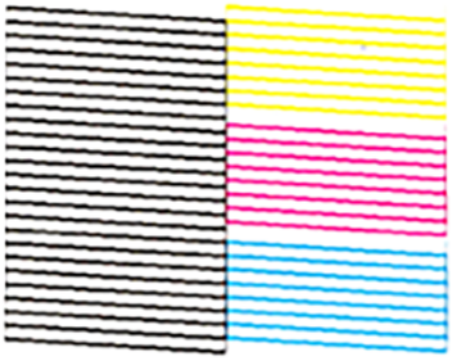
1. Make sure there are no errors on the LCD screen.
2. Load a few sheets of plain paper in the product.
3. Do one of the following:
   - **Windows:** Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
   - **Mac**: In the Apple menu or the Dock, select **System Preferences** or **System Settings**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
4. Select **Nozzle Check** or **Print Head Nozzle Check**.

   You see a window like this:

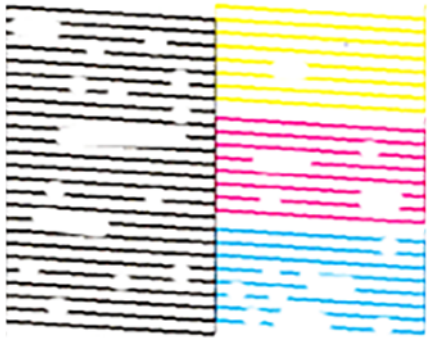


5. Click **Print**.
6. Check the printed pattern to see if there are gaps in the lines.

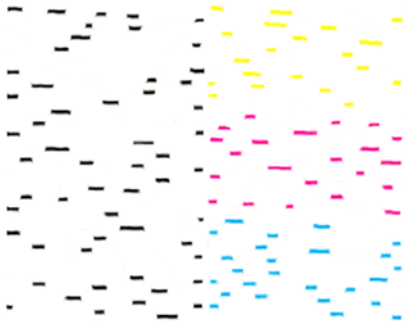
Print head is clean



Print head needs cleaning



Print head needs Power Cleaning



7. Do one of the following:
   - If there are no gaps, click **Finish**.
   - If there are gaps or the pattern is faint, clean the print head.
   - If almost the entire pattern is missing, click **Finish** and perform a Power Cleaning.

If you still see gaps in the nozzle check pattern after running the nozzle check and Cleaning three times or a Power Cleaning once, turn the product off and wait for at least 12 hours. Then run the nozzle check again and repeat the Cleaning if necessary. If print quality does not improve, run a Power Ink Flushing. If print quality still does not improve, contact Epson support.

Parent topic: Print Head Nozzle Check and Cleaning

Related concepts

Power Ink Flushing

Related references

Where to Get Help

Related tasks

Loading Paper in the Cassette

Power Cleaning

If most or all of the lines are missing when you print a nozzle check pattern, run a Power Cleaning.

Note: If most of the lines in the nozzle check appear, run a Cleaning instead.

If you still see gaps in the nozzle check pattern after running a Power Cleaning, turn the product off and wait for at least 12 hours. Then run the nozzle check again and run a Cleaning if necessary. If print quality does not improve, run a Power Ink Flushing. If print quality still does not improve, contact Epson support.

Note: Power Cleaning consumes more ink than Cleaning.

Power Cleaning Using the Product Control Panel
Power Cleaning Using a Computer Utility

Parent topic: Print Head Maintenance

Related concepts
Print Head Nozzle Check and Cleaning
Power Ink Flushing

Related references
Where to Get Help

Power Cleaning Using the Product Control Panel

You can run a Power Cleaning using the control panel on your product.

Note: After a Power Cleaning, you must turn off the product and wait at least 12 hours before running another print head cleaning.

1. Make sure there are no errors on the LCD screen.
2. Press the ⌂ home button, if necessary.
3. Select **Maintenance** > **Print Head Cleaning** > **Power Cleaning**.
4. Follow the instructions on the LCD screen to run the Power Cleaning.

   A confirmation is displayed when Power Cleaning is complete.
5. When the Power Cleaning is finished, a nozzle check pattern prints.

If you still see gaps in the nozzle check pattern after running a Power Cleaning, turn the product off and wait for at least 12 hours. Then run the nozzle check again and run a Cleaning if necessary. If print quality does not improve, run a Power Ink Flushing. If print quality still does not improve, contact Epson support.

Parent topic: Power Cleaning

Related concepts

Power Ink Flushing

Print Head Nozzle Check and Cleaning

Related references

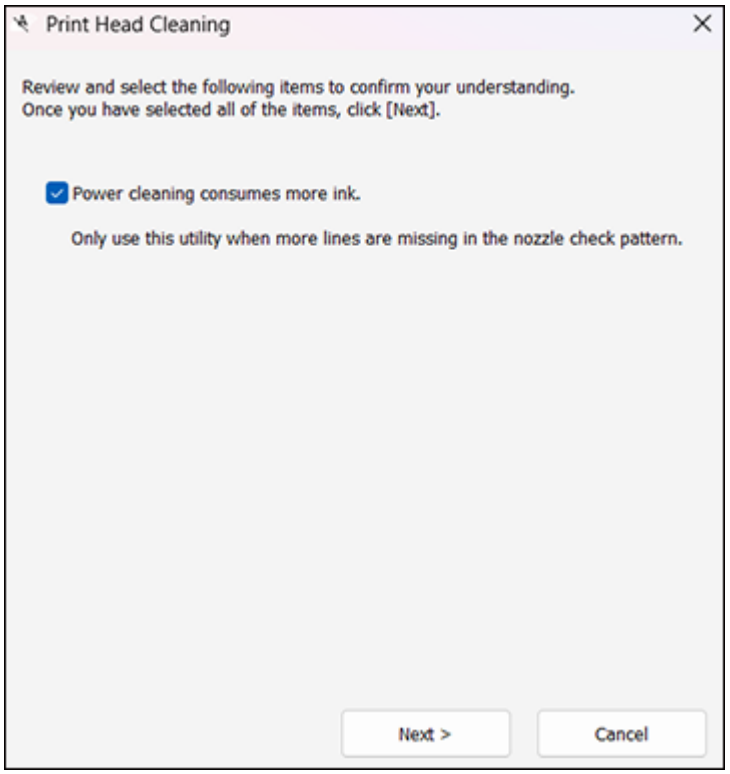
Where to Get Help

Power Cleaning Using a Computer Utility

You can run a Power Cleaning using a utility on your Windows or Mac computer.

1. Make sure there are no errors on the LCD screen.
2. Load a few sheets of plain paper in the product.
3. Do one of the following:
   - **Windows**: Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click . Select **Printer Settings** and click the **Maintenance** tab.
   - **Mac**: In the Apple menu or the Dock, select **System Preferences** or **System Settings**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
4. Select **Print Head Cleaning** > **Power Cleaning**.

You see a window like this:



5. Follow the on-screen instructions to run a Power Cleaning.
6. When Power Cleaning is finished, run a nozzle check.

If you still see gaps in the nozzle check pattern after running a Power Cleaning, turn the product off and wait for at least 12 hours. Then run the nozzle check again and run a Cleaning if necessary. If print quality does not improve, run a Power Ink Flushing. If print quality still does not improve, contact Epson support.

Parent topic: Power Cleaning

Related concepts

Power Ink Flushing

Print Head Nozzle Check and Cleaning

Related references

Where to Get Help

Related tasks

Loading Paper in the Cassette

Power Ink Flushing

Power Ink Flushing allows you replace all of the ink inside the ink tubes.

If you still see gaps in the nozzle check pattern after running the nozzle check and Cleaning three times or a Power Cleaning once, turn the product off and wait for at least 12 hours. Then run the nozzle check again and repeat the Cleaning if necessary. If print quality does not improve, run a Power Ink Flushing. If print quality still does not improve, contact Epson support.

Caution: Running a Power Ink Flushing consumes a lot of ink, so you should run it only if necessary. Make sure each ink tank is at least one-third full before running a Power Ink Flushing, or it may damage the product.

Caution: Power Ink Flushing may cause the maintenance box to reach its capacity sooner. When the maintenance box is full, you need to replace it to continue printing. If the ink levels or the free space in the maintenance box are insufficient for Power Ink Flushing, you cannot run this feature.

Note: Power Ink Flushing consumes more ink than Cleaning and Power Cleaning.

Flushing the Ink Tubes Using the Product Control Panel

Flushing the Ink Tubes Using a Computer Utility

Parent topic: Print Head Maintenance

Related concepts

Print Head Nozzle Check and Cleaning

Power Cleaning

Related references

Where to Get Help

Flushing the Ink Tubes Using the Product Control Panel

You can run Power Ink Flushing using the control panel on your product.

1. Make sure there are no errors on the LCD screen.

2. Visually check the ink levels and make sure each ink tank is at least one-third full.

   Caution: If you run Power Ink Flushing when the ink levels are low, you may damage the product.

3. Press the home button, if necessary.
4. Select **Maintenance** > **Power Ink Flushing**.
5. Follow the instructions on the LCD screen to run the Power Ink Flushing.

   A confirmation is displayed when Power Ink Flushing is complete.
6. Run a nozzle check and check the results. If there are gaps in the nozzle check pattern, contact Epson support.

Parent topic: Power Ink Flushing

Related concepts

Print Head Nozzle Check and Cleaning

Related references

Where to Get Help

Related tasks

Refilling the Ink Tanks

Flushing the Ink Tubes Using a Computer Utility

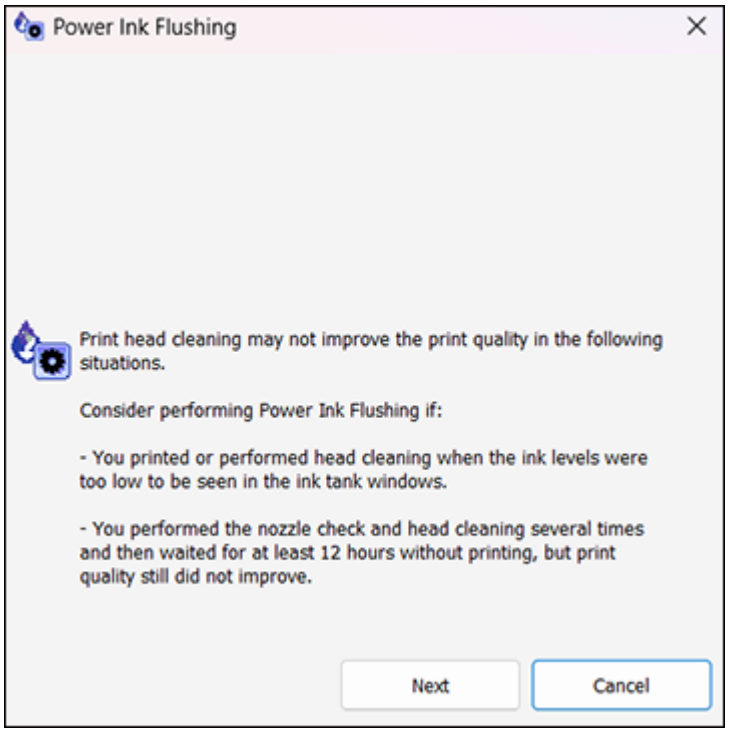
You can use the Power Ink Flushing utility to flush the ink tubes.

1. Make sure there are no errors on the LCD screen.
2. Visually check the ink levels and make sure each ink tank is at least one-third full.

   Caution: If you run Power Ink Flushing when the ink levels are low, you may damage the product.

3. Do one of the following:
   - **Windows**: Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click . Select **Printer Settings** and click the **Maintenance** tab.
   - **Mac**: In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
4. Click the **Power Ink Flushing** button.

You see a window like this:



5. Follow the on-screen instructions to flush the ink tubes.
6. When you finish flushing the ink tubes, run a nozzle check and check the results. If there are gaps in the nozzle check pattern, contact Epson support.

Parent topic: Power Ink Flushing

Related concepts

Print Head Nozzle Check and Cleaning

Related references

Where to Get Help

Related tasks

Refilling the Ink Tanks

Print Head Alignment

If your printouts become grainy or blurry, you notice misalignment of vertical lines, or you see dark or light horizontal bands, you may need to align the print head.

Note: Banding may also occur if your print head nozzles need cleaning.

Aligning the Print Head Using the Product Control Panel

Parent topic: Adjusting Print Quality

Aligning the Print Head Using the Product Control Panel

You can align the print head using the control panel on your product.

1. Make sure there are no errors on the LCD screen and the output tray is extended.
2. Load a few sheets of plain paper in the product.
3. Press the ⌂ home button, if necessary.
4. Select **Maintenance** > **Print Head Alignment**.
5. Do one of the following:
   - Select **Vertical Alignment** and press the **OK** button.
   - Select **Horizontal Alignment** and press the **OK** button.
6. Press the ◇ start button to print an alignment sheet.

   Note: Do not cancel printing while you are printing a head alignment pattern.

7. Follow the on-screen instructions.
8. Press the **OK** button when you are finished.

Parent topic: Print Head Alignment

Related concepts

Print Head Nozzle Check and Cleaning

Related tasks

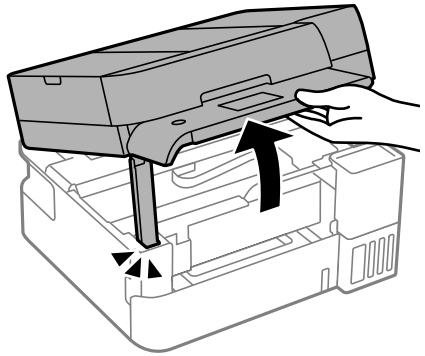
Loading Paper in the Cassette

Cleaning the Print Head Path

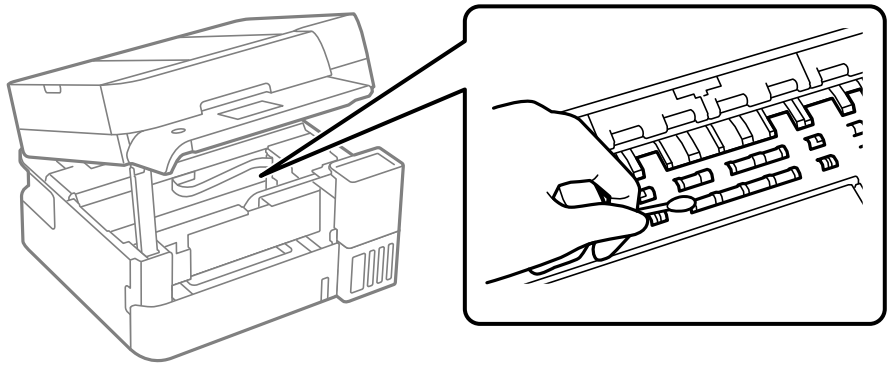
Cleaning the Paper Guide

If you see ink on the back of a printout, you can clean the paper guide rollers to remove any excess ink.

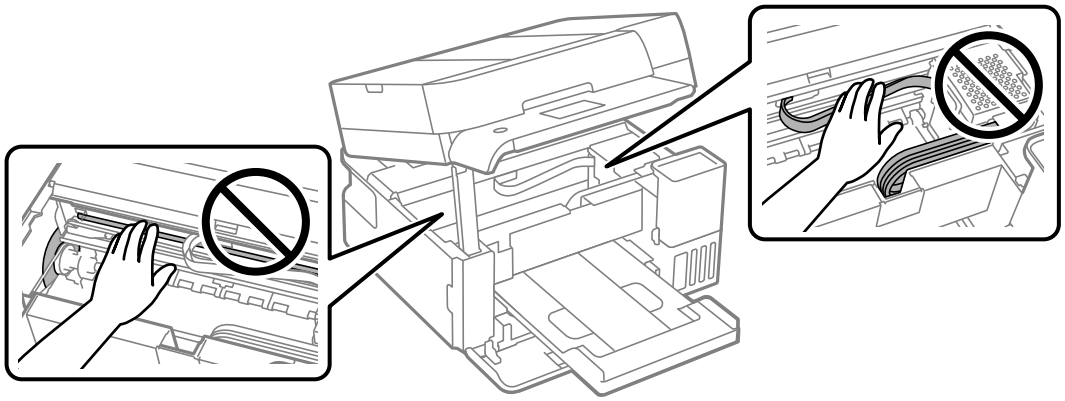
1. If printouts are smeared or scuffed, load plain paper in this size: Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]).
2. Select **Maintenance** > **Paper Guide Cleaning**.
3. Follow the on-screen instructions to clean the paper guide.
4. Repeat these steps as necessary until the paper comes out clean.
5. If the paper is still smeared with ink, turn off the product and lift up the scanner unit.



6. Using a cotton swab, wipe off any ink smears on the part shown in the illustration below.



Caution: Do not use tissue paper to clean the inside of the product as lint can clog the print head nozzles. Do not touch the flat white cable, the translucent film, or the ink tubes inside the product.



7. Close the scanner unit.

Note: The scanner unit is designed to close slowly with slight resistance to help prevent injury to your fingers. Continue to close the scanner unit even if you feel some resistance.

Parent topic: Adjusting Print Quality

Related tasks

Loading Paper in the Cassette

Cleaning the Print Head Path

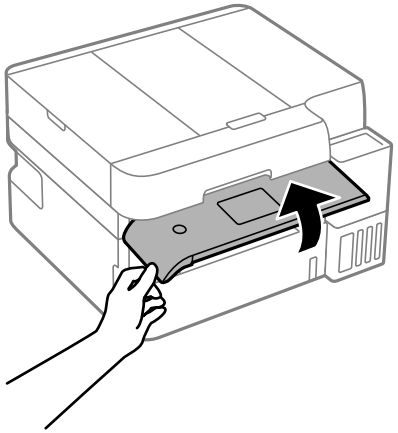
If the print quality has not improved after cleaning and aligning the print head and cleaning the paper path, the print head path inside the printer may be smeared with ink.

To clean the print head path, use the following:

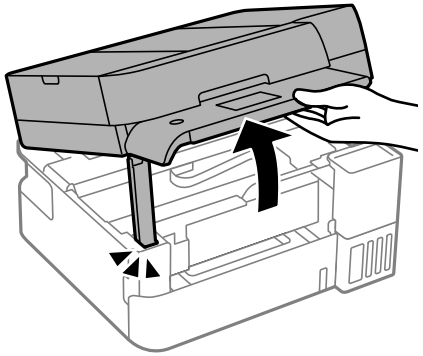
- Several cotton swabs
- ¼ cup (59 ml) water containing 2 to 3 drops of mild dish detergent
- A small flashlight

Caution: Do not use any other liquid to clean the print head path or you may damage your product. Do not use tissue paper to clean the inside of the product. The print head nozzles may become clogged with lint.

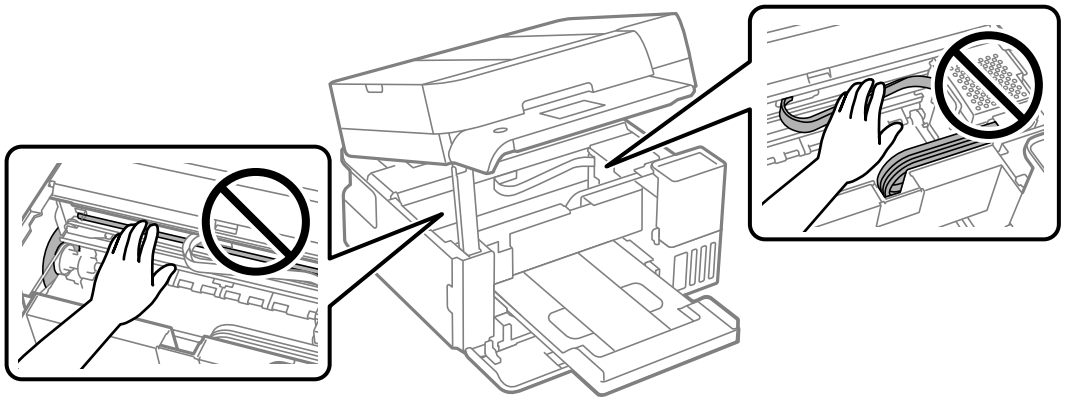
1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Close the document cover, if necessary.
5. Raise the control panel.



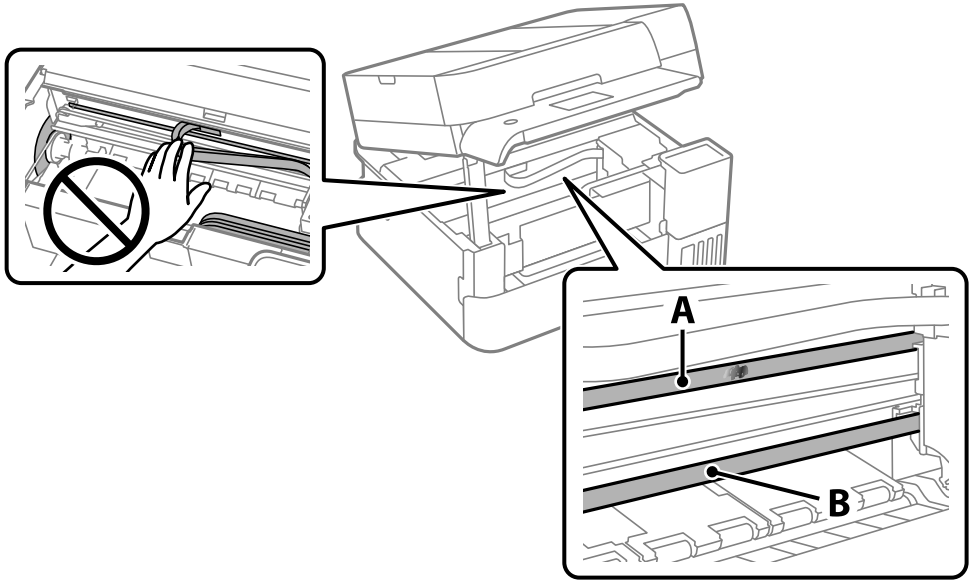
6. Lift up the scanner unit.



Caution: Do not touch the flat white cable, translucent film, or ink tubes inside the product. Doing so may cause a malfunction.



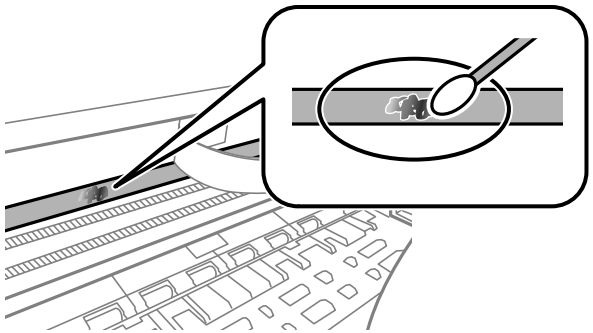
7. Using the flashlight, check the translucent film shown here for ink smears.



A	Translucent film
B	Print head rail

Caution: Do not touch the print head rail or wipe the grease off of it. You may not be able to print.

8. Moisten a cotton swab with the water and detergent mixture, and squeeze out any excess moisture. Lightly wipe the ink off the translucent film.



Caution: Do not press too hard on the film or you may dislocate the anchor springs and damage your product.

9. Use a new, dry cotton swab to dry the translucent film.
10. Repeat steps 7 and 8 as necessary to clean all ink smears.
11. When the translucent film is dry, close the scanner unit.

Note: The scanner unit is designed to close slowly with slight resistance to help prevent injury to your fingers. Continue to close the scanner unit even if you feel some resistance.

12. Reconnect any disconnected cables, plug in the power cord, and turn on the product.

Parent topic: Adjusting Print Quality

Related concepts

Power Cleaning
Print Head Alignment

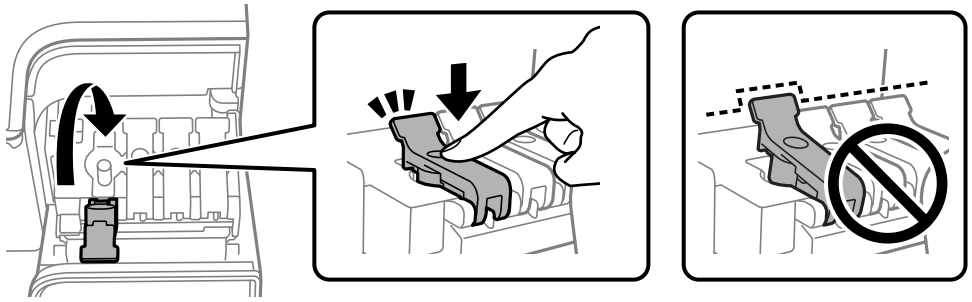
Related tasks

Cleaning the Paper Guide

Cleaning the Paper Rollers

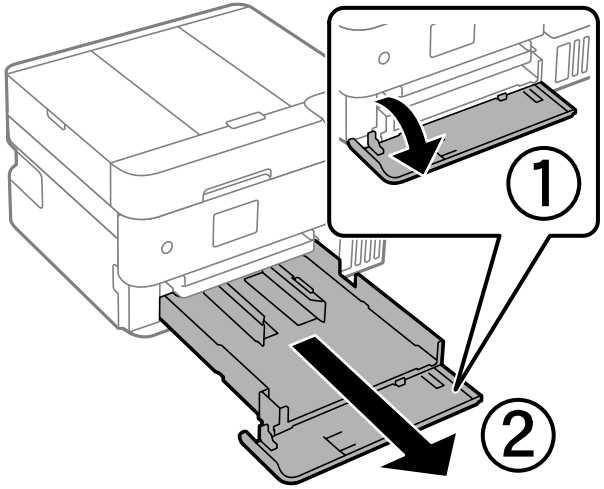
If you encounter repeated paper feed issues from the cassette, clean the paper rollers inside the product.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Close the document cover, if necessary.
5. Make sure the ink tank caps are securely closed.

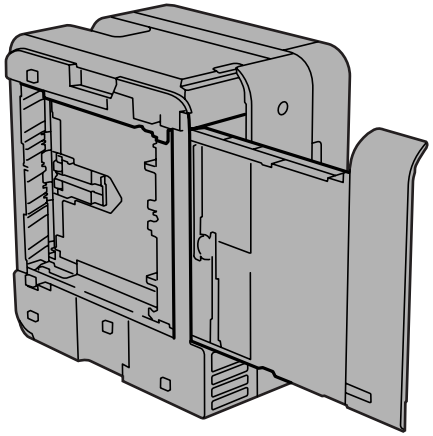


Note: If the ink tank caps are not securely closed, ink may leak.

6. Slide out the paper cassette and remove the paper.

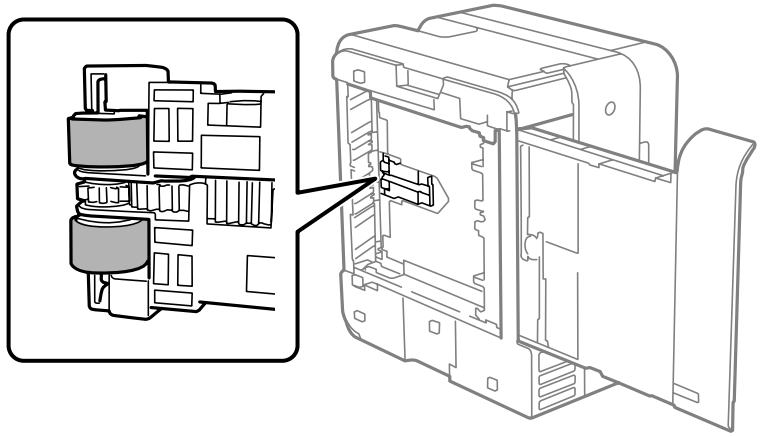


7. Place the product on its side with the ink tank on the bottom.



Warning: Be careful not to trap your fingers under the product.

8. Use a soft, moist cloth to clean the paper rollers, as shown. Rotate the rollers to clean them thoroughly.



9. Return the product to its normal position.

   Caution: Do not leave the printer on its side for an extended period of time.

10. Replace the paper, slide in the paper cassette, and connect the power cord.

Parent topic: Adjusting Print Quality

Checking the Number of Sheets Fed

You can view an option that displays the number of sheets of paper that have fed through the product.

Note: You can also view the number of sheets of paper fed through the product by printing a nozzle check.

Checking the Number of Sheets on the LCD Screen
Checking the Sheet Counter - Windows
Checking the Sheet Counter - Mac

Parent topic: Adjusting Print Quality

Related concepts

Print Head Nozzle Check and Cleaning

Checking the Number of Sheets on the LCD Screen

You can view the total number of prints, black-and-white prints, and color prints that have been printed.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **Print Counter** to view the number of prints.

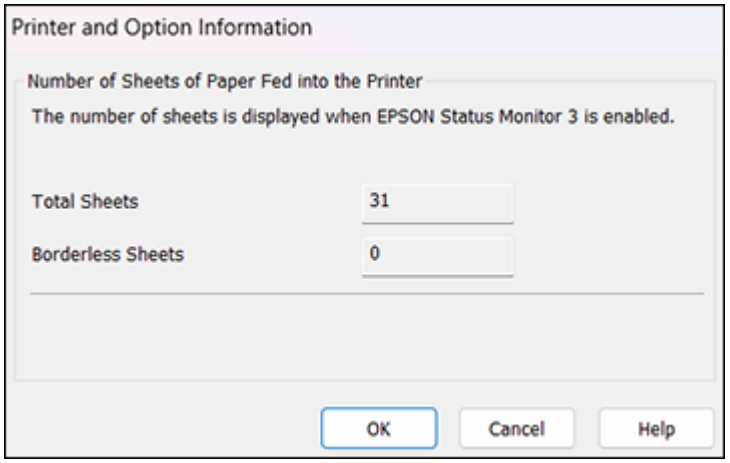
Parent topic: Checking the Number of Sheets Fed

Checking the Sheet Counter - Windows

You can check the number of sheets of paper that have fed through the product by checking the sheet counter.

1. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Printer Settings**.
3. Click the **Maintenance** tab.
4. Select **Printer and Option Information**.

   You see this window:



5. After checking the number of sheets fed into the printer, click **OK** to close the window.

Note: The number of sheets is displayed only when Epson Status Monitor 3 is enabled.

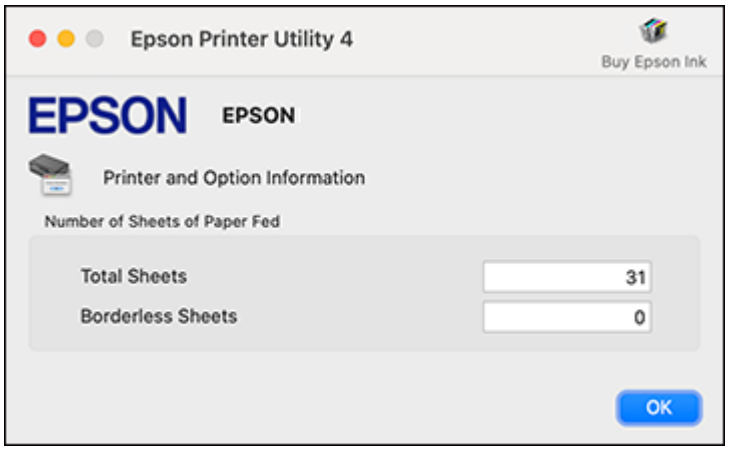
Parent topic: Checking the Number of Sheets Fed

Checking the Sheet Counter - Mac

You can check the number of sheets of paper that have fed through the product by checking the sheet counter.

1. In the Apple menu or the Dock, select **System Preferences** or **System Settings**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
2. Select **Printer and Option Information**.

   You see this window:



3. After checking the number of sheets fed into the printer, click **OK** to close the window.

Parent topic: Checking the Number of Sheets Fed

Cleaning and Transporting Your Product

See these sections if you need to clean or transport your product.

Note: Your product may differ from the images in this guide, but the instructions are the same unless otherwise noted.

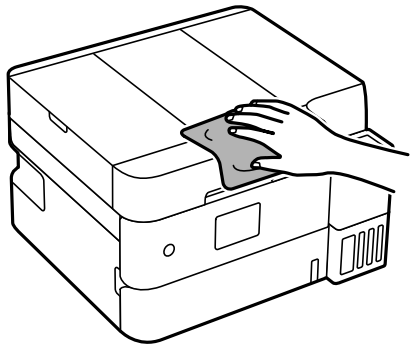
Cleaning Your Product
Transporting Your Product

Cleaning Your Product

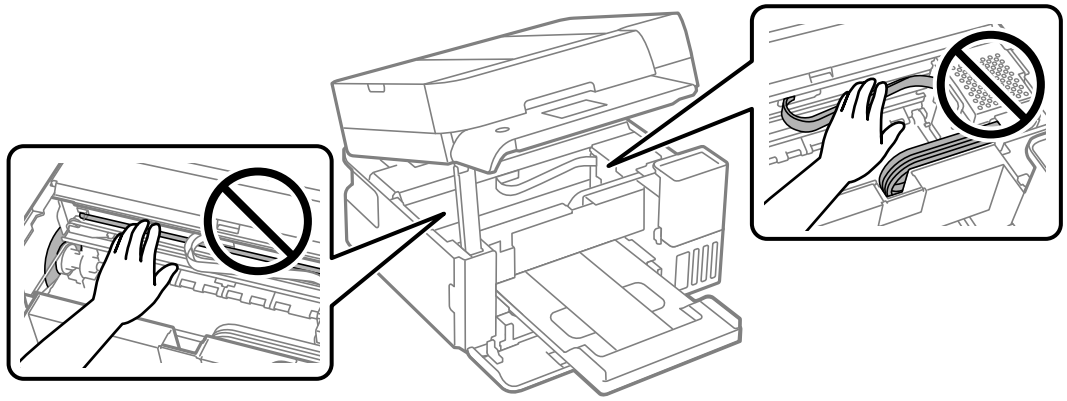
To keep your product working at its best, you should clean it several times a year.

Caution: Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it. Do not touch the flat white cable, translucent film, or ink tubes inside the product.

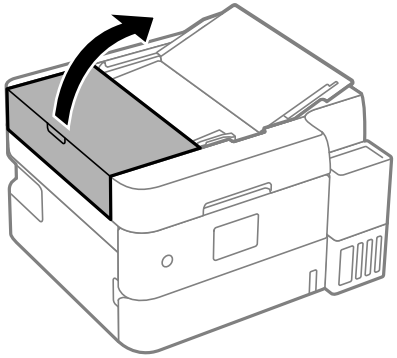
1. Turn off the product.
2. Clean the outer case and control panel with a soft, clean cloth moistened with a little water. If you cannot remove the dirt, try cleaning with a soft cloth moistened with a mild detergent.



Note: Do not touch the parts shown in the following illustration. Doing so may cause a malfunction.

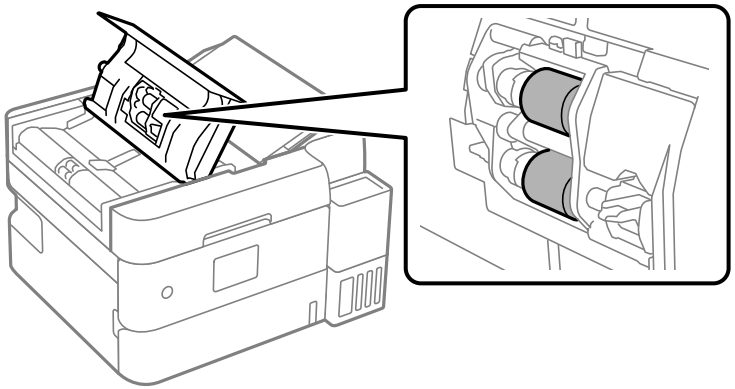


3. Open the ADF cover.

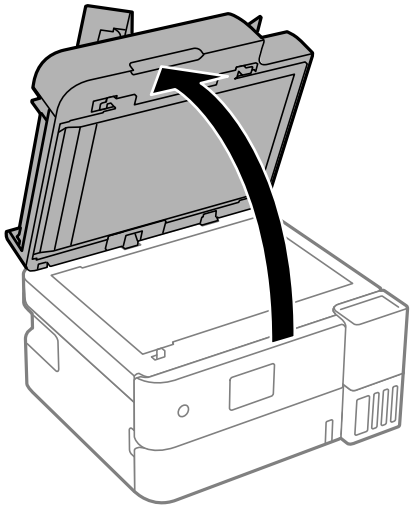


Note: The ET-3930 Series does not have an ADF.

4. Use a soft, moistened, lint-free cloth (microfiber is recommended) to clean the rollers and the interior of the ADF.



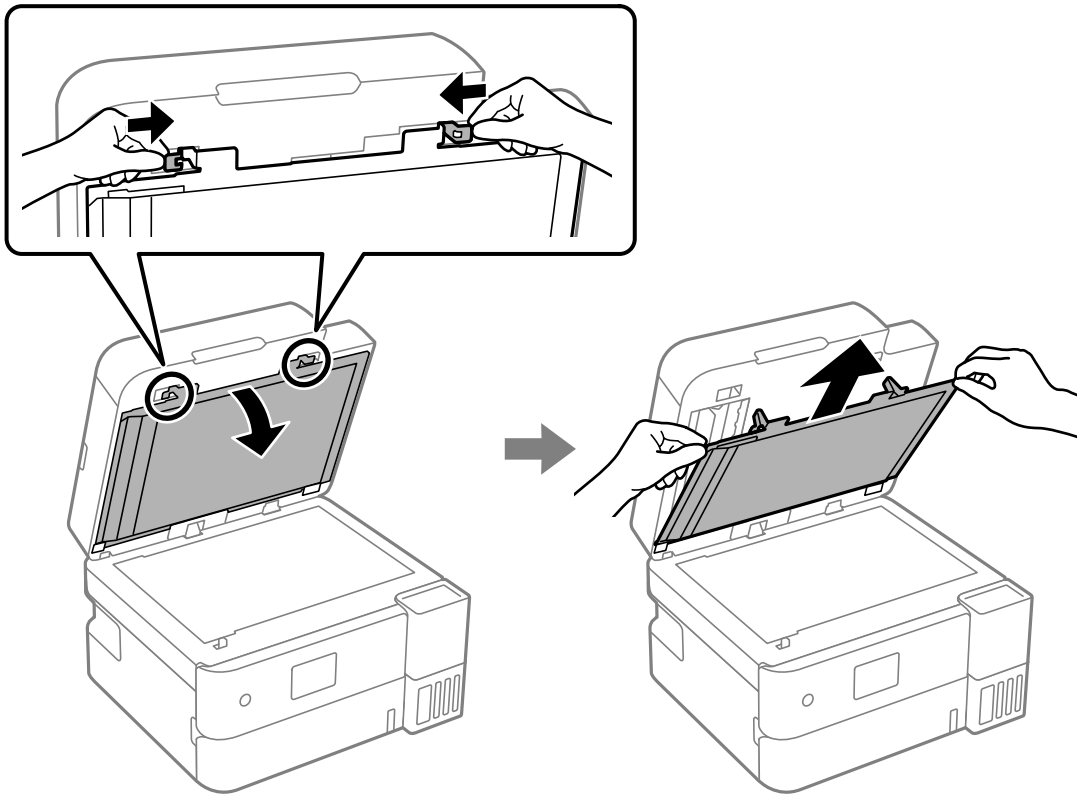
5. Open the document cover.



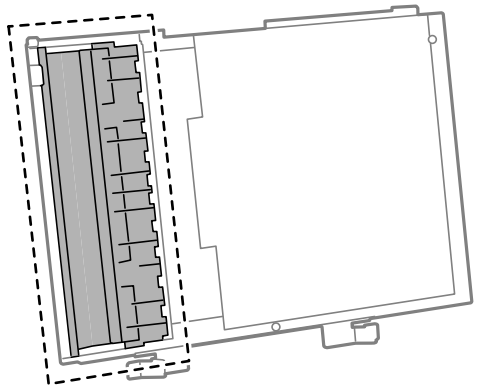
6. Clean the scanner glass with a soft, lint-free cloth (microfiber is recommended) moistened with a little glass cleaner.

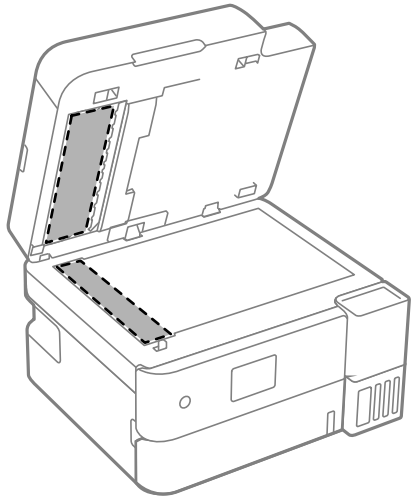
   Caution: Do not spray glass cleaner directly on the glass and do not press the glass surface with any force. Be careful not to scratch or damage the surface of the glass.

7. Release both tabs and remove the document mat.



8. Clean the parts shown in the illustrations.

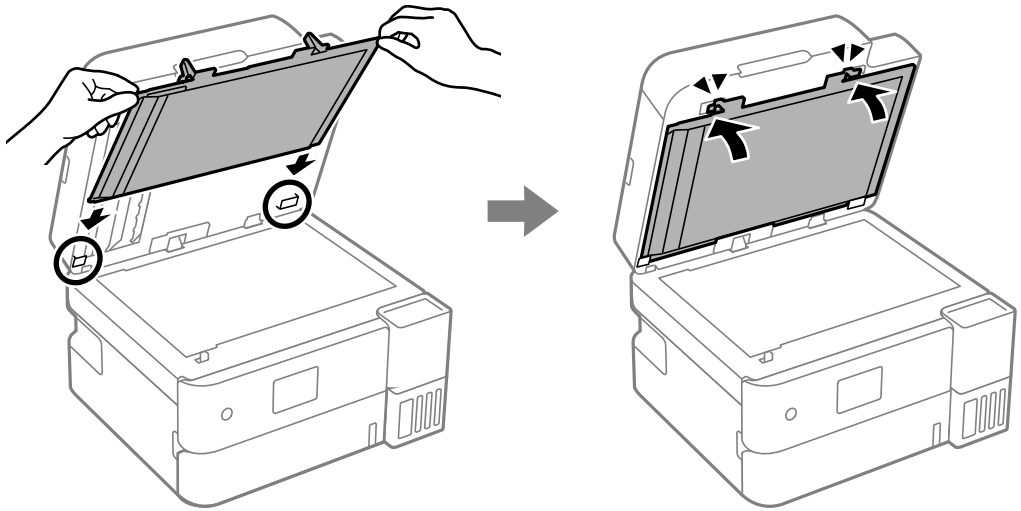




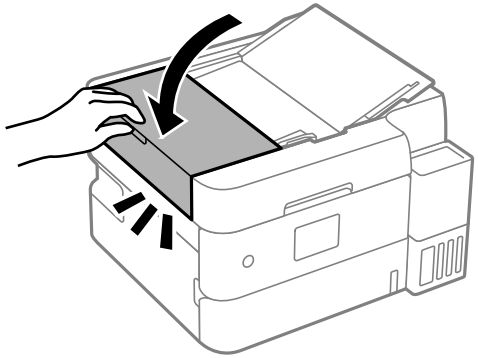
9. Clean the glass surface with a soft, lint-free cloth (microfiber is recommended) moistened with a little glass cleaner.

   Caution: Do not spray glass cleaner directly on the glass and do not press the glass surface with any force. Be careful not to scratch or damage the surface of the glass.

10. Reattach the document mat.



11. Close the document cover.
12. Close the ADF cover until it clicks.



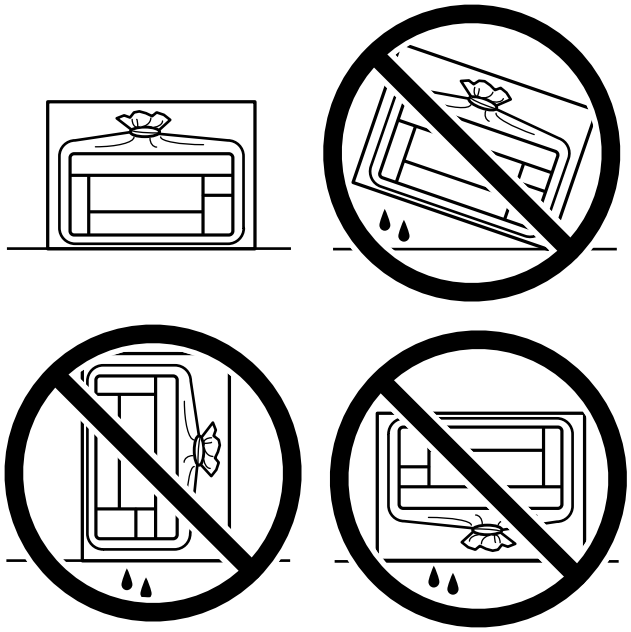
Parent topic: Cleaning and Transporting Your Product

Transporting Your Product

If you need to store your product or transport it some distance, prepare it for transportation as described here.

Caution: During transportation and storage, follow these guidelines:

- Avoid tilting the product, placing it vertically, or turning it upside down; otherwise ink may leak.



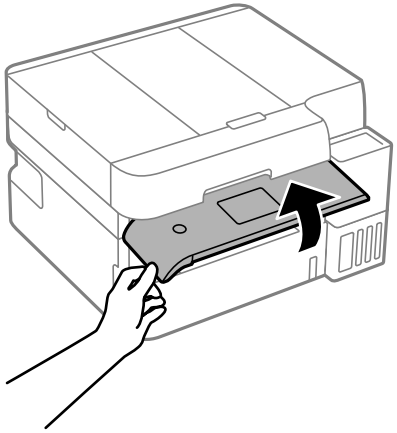
- When storing or transporting an ink bottle after it has been opened, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when transporting the ink bottles.
- Do not put opened ink bottles in the box with the product.
- Do not carry the product by its control panel; this may damage the product.

1. Turn off the product.

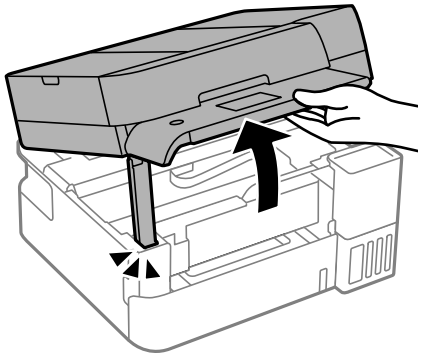
2. Wait until the power light turns off and then unplug the power cable.

   Caution: Wait until the power light is off before you unplug the power cable to allow the print head to return to the home position. If the print head does not return to the home position, the ink can dry out and your product can be damaged.

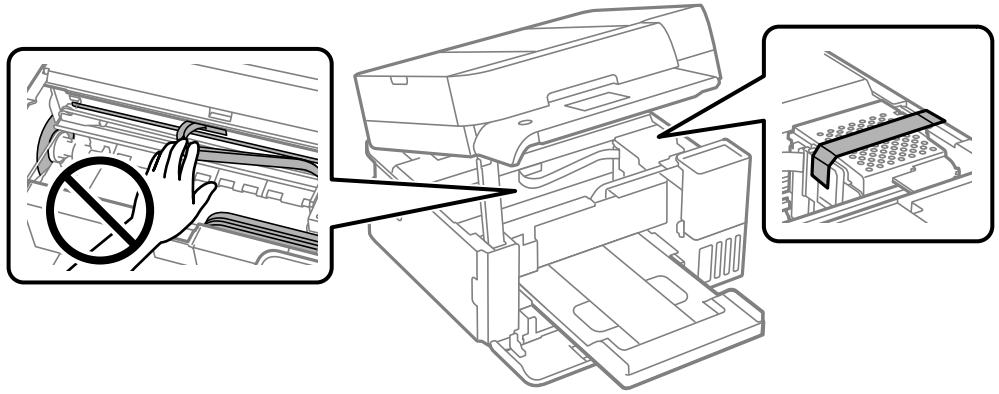
3. Disconnect any connected cables.
4. Remove all the paper from the product.
5. Make sure there are no originals on the scanner.
6. Close the document cover, if necessary.
7. Raise the control panel.



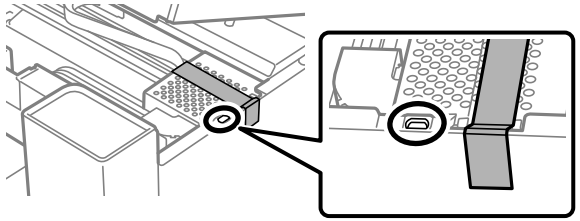
8. Lift up the scanner unit until it locks.



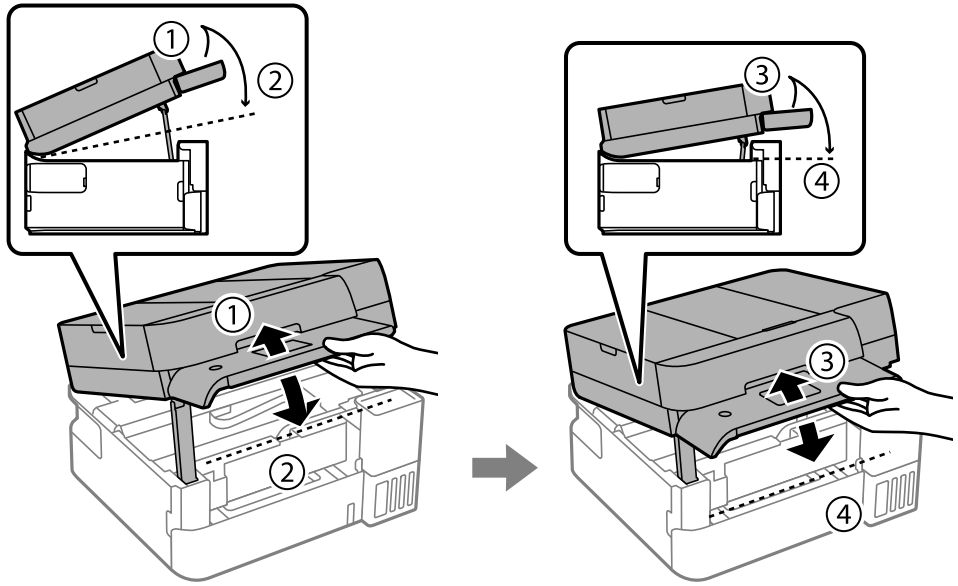
9. Secure the print head to the case with tape.



Note: Be sure to apply the tape as shown below, without covering the holes, or you will not be able to close the scanner unit.

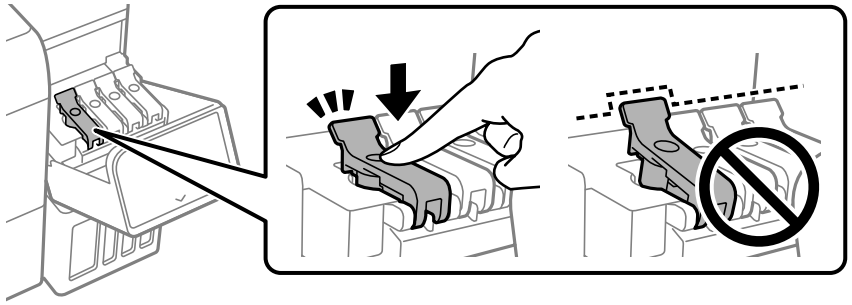


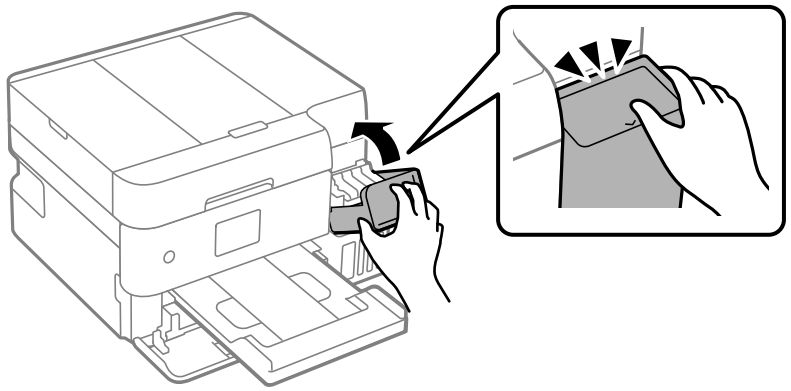
10. Close the scanner unit. For safety, the scanner unit is closed in two steps:



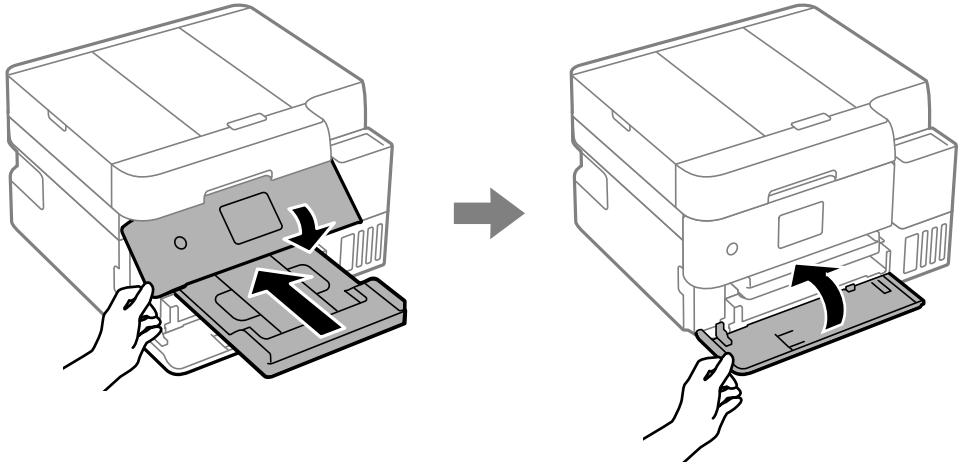
Note: The scanner unit must be closed completely before it can be opened again.

11. Make sure the ink tank caps are securely closed and close the ink tank cover.

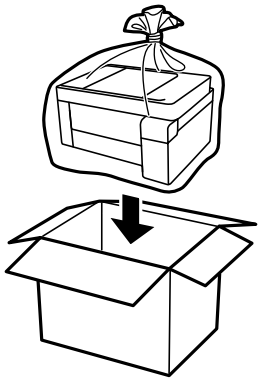




12. Prepare to pack the product as shown below.



13. Place the product in its original packaging materials, if possible, or use equivalent cushioning around the product.



Be sure to remove the tape from the print head before turning on your product. If print quality has declined when you print again, clean and align the print head.

Parent topic: Cleaning and Transporting Your Product

Related concepts

Print Head Nozzle Check and Cleaning

Print Head Alignment

Solving Problems

Check these sections for solutions to problems you may have using your product.

Checking for Software Updates
Viewing the Help Screen
Product Status Messages
Message Appears Prompting You to Reset Ink Levels
Running a Product Check
Resetting Control Panel Defaults
Solving Setup Problems
Solving Network Problems
Solving Copying Problems
Solving Paper Problems
Solving Problems Printing from a Computer
Solving Page Layout and Content Problems
Solving Print Quality Problems
Solving Scanning Problems
Solving Scanned Image Quality Problems
Uninstall Your Product Software
Where to Get Help

Checking for Software Updates

It's a good idea to check Epson's support website occasionally for free updates to your product software. Visit epson.com/support (U.S.) or epson.ca/support (Canada) and select your product.

- **Windows**: Your printer software automatically checks for updates. You can also manually update the software by selecting **Software Update** here:
  - Accessing the Windows Desktop and right-clicking the  icon for your product in the right side of the Windows taskbar, or clicking the up arrow and right-clicking .
  - On the **Maintenance** tab in the printer settings window.

  You can also update the software by selecting **EPSON Software Updater** in the **EPSON** or **Epson Software** program group, accessible by the **Start** button, or on the **Start** or **Apps** screens, depending on your version of Windows.

- **OS X**: You can manually update the software by opening the **Applications** > **Epson Software** folder and selecting **EPSON Software Updater**.
- **macOS 10.12.x to 15.x**: You can manually update the software by opening the **App Store**, selecting **Updates**, searching for a software update option for Epson Software, and selecting **Update**.

Parent topic: Solving Problems

Related tasks

Changing Automatic Update Options

Viewing the Help Screen

You can view troubleshooting or how-to topics on the LCD screen at any time.

1. Press the ⓘ help button.
2. Select an option to view instructional images or animations.

Parent topic: Solving Problems

Product Status Messages

You can often diagnose problems with your product by checking the messages on its LCD screen. You can also see help information and how-to instructions on the screen. Press the ⌂ home button, if necessary, then press the ⓘ help button.

LCD screen message	Condition/solution
Printer error. Turn on the printer again. See your documentation for more details.	Turn the product off and then back on again. If the error continues, check for a paper jam. If there is no paper jam, contact Epson for support.
Paper out in XX.	Load paper in the specified cassette.
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.	The ink pad is near the end of its service life and the message will be displayed until the ink pad is replaced. Contact Epson for support. (To resume printing, select **Dismiss**.)

LCD screen message	Condition/solution
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.	The ink pad is at the end of its service life. Turn off the product and contact Epson for support. You can still perform operations that do not use ink, such as scanning.
Paper Setup Auto Display is set to Off. Some features may not be available. For details, see your documentation.	The **Paper Setup Auto Display** setting must be turned on to use AirPrint.
The combination of the IP address and the subnet mask is invalid. See your documentation for more details.	There is a problem with the network connection to your product. Check the solutions in this guide.
To use cloud services, update the root certificate from the Epson Web Config utility.	Access your product's built-in Web Config utility and update the root certificate for your product.
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 Property > Port from the Printer menu as follows: Select **USBXXX** for a USB connection or **EpsonNet Print Port** for a network connection.
Check that the printer driver is installed on the computer and that the USB port settings for the printer are correct.	
Recovery mode Update Firmware	An error has occurred during firmware updating. Connect your product using a USB cable and try updating the firmware again. If you still receive this error message, contact Epson for support.

Note: 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

Parent topic: Solving Problems

Related concepts

Uninstall Your Product Software

Related references

Paper Source Settings Options
Where to Get Help

Related tasks

Replacing the Maintenance Box
Refilling the Ink Tanks
Loading Paper in the Cassette
Checking for Software Updates
Using AirPrint

Related topics

Solving Network Problems
Solving Paper Problems
Solving Problems Printing from a Computer

Message Appears Prompting You to Reset Ink Levels

If you see a message on the LCD screen prompting you to reset the ink levels, do the following:

1. Refill all of the ink tanks or the ink tanks indicated on the LCD screen all the way to the top.

   Note: Depending on the operating conditions, you may see the ink reset message even when there is still ink in the tanks.

2. Select the colors that you refilled on the LCD screen.

3. Press the ◇ start button, and follow the instructions on the LCD screen to reset the ink levels.

Note: The product has a low ink alert system. The accuracy of this system depends on the user refilling the ink tanks correctly. The product cannot directly measure the ink levels in the tanks; instead it estimates the amount of ink remaining by internally monitoring ink usage. The low ink alert system may generate inaccurate messages if the ink tanks are not refilled according to these instructions.

Visually check the ink levels in the product's ink tanks to confirm the actual ink levels. Continued use of the product when the ink is expended could damage the product.

Parent topic: Solving Problems

Running a Product Check

Running a product check helps you determine if your product is operating properly.

1. Disconnect any interface cables connected to your product.
2. Load plain paper in the product.
3. Press the ⌂ home button, if necessary.
4. Select **Maintenance** > **Print Head Nozzle Check**.
5. Follow the onscreen instructions to load paper.

   The nozzle check pattern is printed.
6. Do one of the following, depending on the results of the product check:
   - If the page prints and the nozzle check pattern is complete, the product is operating properly. Any operation problem you may have could be caused by your computer, cable, software, or selected settings. Check other solutions or try uninstalling and reinstalling your printer software.
   - If the page prints but the nozzle check pattern has gaps, clean or align the print head.
   - If the page does not print, the product may have a problem. Check the other solutions in this manual. If they do not work, contact Epson.

Parent topic: Solving Problems

Related concepts

Uninstall Your Product Software

Related references

Where to Get Help

Related tasks

Loading Paper in the Cassette

Aligning the Print Head Using the Product Control Panel

Resetting Control Panel Defaults

If you have a problem with settings on the product control panel, you can reset them to their factory defaults. You can choose which settings to reset or reset them all.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** > **Restore Default Settings**.
3. Select one of these options:
   - **Network Settings**: Resets all network settings.
   - **Copy Settings**: Resets all copy settings.
   - **Scan Settings**: Resets all scan settings.
   - **Clear All Data and Settings**: Resets all control panel settings and any stored information.

   You see a confirmation screen.
4. Select **Yes** to reset the selected settings. (Select **No** if you want to cancel the operation.)

Parent topic: Solving Problems

Solving Setup Problems

Check these sections if you have problems while setting up your product.

Product Does Not Turn On or Off

Noise After Filling the Ink

Software Installation Problems

Parent topic: Solving Problems

Product Does Not Turn On or Off

If you cannot turn the product on or off, try these solutions:

- If you cannot turn on your product, make sure the power cord is securely connected and hold down the power button a little longer.
- Make sure the ⏻ power light is off before you turn on the power.

- If you cannot turn off your product, hold down the power button a little longer. If you still cannot turn off your product, unplug the power cord, plug the power cord back in, then turn your product on and off again using the power button.

  Note: If Auto Power On is enabled, it may take longer to turn off the power.

Parent topic: Solving Setup Problems

Noise After Filling the Ink

If you hear noises from your product after filling the ink tanks with ink, check these explanations:

- The first time you fill the tanks with ink, the product must charge its print head. Wait until charging finishes before you turn off the product, or it may charge improperly and use excess ink the next time you turn it on. Your product is finished charging the print head when the ⏻ power light stops flashing.
- If the product's print head stops moving or making noise, and the charging process has not finished after approximately 20 minutes, turn off your product. Turn it back on and check to see if charging is still in progress. If it is still in progress, contact Epson for help.

Parent topic: Solving Setup Problems

Related references

Where to Get Help

Software Installation Problems

If you have problems while installing your product software, try these solutions:

- Make sure your product is turned on and any necessary cables are securely connected at both ends. If you still have problems installing software, disconnect the cable and carefully follow the instructions on the *Start Here* sheet. Also make sure your system meets the requirements for your operating system.
- Close any other programs, including screen savers and virus protection software, and install your product software again.
- In Windows, make sure your product is selected as the default printer and the correct port is shown in the printer properties.
- For Mac, make sure your product is shown in the printer list. Click **System Preferences** or **System Settings** > **Printers & Scanners** or **Print & Fax**. If the printer name is not displayed, add the printer.
- If you see any error message or your software does not install correctly in Windows, you may not have software installation privileges. Contact your system administrator.
- If you are printing over a network, make sure your product is set up properly on the network.

- If the USB cable is not recognized, try using a different USB cable.

Parent topic: Solving Setup Problems

Related concepts

Uninstall Your Product Software

Related references

Windows System Requirements

Mac System Requirements

Solving Network Problems

Check these solutions if you have problems setting up or using your product on a network.

Note: Breakdown or repair of this product may cause loss of fax and network data and settings. Epson is not responsible for backing up or recovering data and settings during or after the warranty period. We recommend that you make your own backup or print out your fax and network data and settings.

Product Cannot Connect to a Wireless Router or Access Point

Network Software Cannot Find Product on a Network

Product Does Not Appear in Mac Printer Window

Wireless Network Connection is Unstable on a Mac

Wired Network Connection Becomes Unstable

Cannot Print Over a Network

Cannot Scan Over a Network

Parent topic: Solving Problems

Product Cannot Connect to a Wireless Router or Access Point

If your product has trouble finding or connecting to a wireless router or access point, try these solutions:

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi icon on your product's LCD screen is not lit or does not appear, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.
- Make sure to place your product within contact range of your 2.4 GHz router or access point. Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.
- Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.
- Try restarting your router following the instructions in your router documentation.

  Note: If you are reading these instructions online, you will lose your Internet connection when you restart your router.

- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To obtain your product's MAC address, print a network status sheet. Then follow the instructions in your router or access point documentation to add the address to the list.
- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.
- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.
- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.
- Turn off the devices you want to connect to the network. Wait for about 10 seconds and then turn on the devices in the following order: wireless router, computer or smart device, and then your product. Move your product and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.
- If you cannot connect your product to a device using Wi-Fi Direct, you may have exceeded the maximum number of devices connected to your product (8). Print a network status sheet or access Web Config on the browser for your device and check the number of connected devices. If 8 devices are already connected, disconnect a device by deleting the product's SSID from the Wi-Fi screen of

that device. If fewer than 8 devices are connected, check the accuracy of your other network settings, move your device closer to your product, and try connecting again.

- If you are using a Wi-Fi Direct connection that suddenly disconnects, the Wi-Fi Direct password on your device may have been changed. If necessary, delete the existing **DIRECT-xxxxxxxx** connection settings from your device and enter a new password. See your device documentation for instructions.

Parent topic: Solving Network Problems

Related concepts

Wi-Fi Direct Mode Setup

Related tasks

Printing a Network Status Sheet

Printing a Network Connection Report

Selecting Wireless Network Settings from the Control Panel

Related topics

Wi-Fi or Wired Networking

Network Software Cannot Find Product on a Network

If EpsonNet Setup cannot find your product on a network, try these solutions:

- Make sure your product is turned on and connected to your network. Verify the connection using your product control panel.
- Check if your network name (SSID) contains non-ASCII characters. Your product cannot display non-ASCII characters.
- Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.
- Make sure your product is not connected to a guest network.
- If necessary, reinstall your product software and try running EpsonNet Setup again:
  1. Reset your product's network settings to their factory defaults.
  2. **Windows only:** Uninstall your product software.
  3. Restart your router following the instructions in your router documentation.

     Note: If you are reading these instructions online, you will lose your Internet connection when you restart your router, so note the next step before restarting it.

4. Download your product software from the Epson website using the instructions on the *Start Here* sheet.

- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing detection of your device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.

Parent topic: Solving Network Problems

Related concepts

Uninstall Your Product Software

Related tasks

Printing a Network Connection Report

Related topics

Wi-Fi or Wired Networking

Product Does Not Appear in Mac Printer Window

If your product does not appear in the Mac printer window, try these solutions:

- Turn your product off, wait 30 seconds, then turn it back on again.
- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi icon on your product's LCD screen is not lit, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.
- If you are connecting the product wirelessly via EpsonNet Setup and the Wi-Fi icon does not appear lit on your LCD screen, make sure your product software was installed correctly. If necessary, reinstall your software.

Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

Parent topic: Solving Network Problems

Related concepts

Uninstall Your Product Software

Wireless Network Connection is Unstable on a Mac

If you connected a device to a USB 3.0 port on your Mac, you may experience wireless network interference between your product and your Mac.

If you cannot connect to your product over the wireless network or the connection becomes unstable, move the device connected to your Mac USB 3.0 port further away from your Mac.

Parent topic: Solving Network Problems

Wired Network Connection Becomes Unstable

When you connect the product to a wired network using a router or access point that supports IEEE 802.3az (Energy Efficient Ethernet), the connection may become unstable, you may be unable to connect to the product, and the communication speed may become slow. If you experience any of these issues, follow the steps below to disable IEEE 802.3az and then connect your product again.

1. Disconnect the Ethernet cables connected to the computer and your product.
2. Disable IEEE 802.3az for the computer's network adapter if it is enabled (check your operating system's Ethernet connection settings).
3. Connect the computer and your product directly with an Ethernet cable.
4. Print a network connection report from your product.
5. Check the printer's IP address on the network connection report.
6. On the computer, open a web browser and enter your product's IP address from the network connection report.
7. Select **Network** > **Wired LAN**.
8. Select **OFF** for IEEE 802.3az. and click **Next**.
9. Click **OK** and remove the Ethernet cable connecting the computer and your product.
10. If you disabled IEEE 802.3az for your computer's network adapter, enable it.
11. Reconnect the Ethernet cables from the router or access point to your computer and product.

    If problems still occur, other devices on the network may be causing them.

Parent topic: Solving Network Problems

Related tasks

Printing a Network Connection Report

Cannot Print Over a Network

If you cannot print over a network, try these solutions:

- Make sure that your product is turned on.
- Make sure you install your product's network software as described in your product documentation.
- Make sure that the latest version of your product's Epson printer driver is installed. If a genuine Epson printer driver is not installed, the available functions are limited.
- Print a network status sheet and verify that the network settings are correct. If the network status is **Disconnected**, check any cable connections and turn your product off and then on again.
- Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.
- If you are using TCP/IP, make sure the product's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, set the IP address manually.
- Make sure your computer and product are both using the same wireless network.
- If network printing is slow, print a network status sheet and check the signal strength. If it is poor, place your product closer to your router or access point. Avoid placing your product near a microwave oven, cordless phone, or large metal object, such as a filing cabinet.

  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Try restarting your router following the instructions in your router documentation.

  Note: If you are reading these instructions online, you will lose your Internet connection when you restart your router.

- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing printing from a device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.
- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi icon on your product's LCD screen is not lit, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.

- If you are connecting the product wirelessly via EpsonNet Setup and the Wi-Fi connection icon is not lit or does not appear on the product's LCD screen, make sure your product software was installed correctly. If necessary, reinstall your software.
- Check your product's connection status by opening the EPSON Status Monitor 3 (Windows) or EPSON Status Monitor (Mac) on your computer. If the remaining ink levels are displayed, a connection has been successfully established between your computer and your product.
- If you are printing a large data size image, the computer may run out of memory. Print the image at a lower resolution or a smaller size.

Parent topic: Solving Network Problems

Related concepts

Uninstall Your Product Software

Related references

Cannot Scan Over a Network

Related tasks

Printing a Network Status Sheet

Printing a Network Connection Report

Related topics

Wi-Fi or Wired Networking

Cannot Scan Over a Network

If you have problems scanning over a network, try these solutions:

- If you cannot scan from your product control panel, make sure you restarted your computer after installing the product software. Make sure the Event Manager program is not being blocked by your firewall or security software.

  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- If you are scanning a large original at a high resolution, a network communication error may occur. Try scanning again at a lower resolution.

- If network communication was interrupted while starting Epson Scan 2, exit Epson Scan 2, wait a few seconds, and restart it. If Epson Scan 2 cannot restart, turn off your product, turn it back on, and try restarting Epson Scan 2 again.
- Check the scanner setting and reset the connection if necessary using Epson Scan 2 Utility:

  Windows 11: Click , then search for **Epson Scan 2 Utility** and select it. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

  Windows 10: Click  and select **EPSON** > **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

  Windows 8.x: Navigate to the **Apps** screen, select **EPSON**, and select **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

  Windows (other versions): Click  or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

  Mac: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.

Parent topic: Solving Network Problems

Related concepts

Scan Resolution Guidelines

Related tasks

Starting a Scan Using the Product Control Panel
Starting a Scan Using Epson ScanSmart
Starting a Scan Using the Epson Scan 2 Icon
Starting a Scan from a Scanning Program
Starting a Scan from a Smartphone or Tablet

Solving Copying Problems

Check these solutions if you have problems copying with your product.

Product Makes Noise, But Nothing Copies
Product Makes Noise When It Sits for a While
Copies Have Incorrect or Faint Colors

Position, Size, or Margins of Copies are Incorrect

Parent topic: Solving Problems

Product Makes Noise, But Nothing Copies

If your product makes a noise, but nothing copies, try these solutions:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- If the nozzle check page does not print, but the product's power is on, make sure your product software is installed correctly.
- Make sure your product is level (not tilted).

Parent topic: Solving Copying Problems

Related concepts

Print Head Nozzle Check and Cleaning

Product Makes Noise When It Sits for a While

Your product is performing routine maintenance. This is normal.

Parent topic: Solving Copying Problems

Copies Have Incorrect or Faint Colors

If your copies have incorrect, uneven, smeared, or faint colors, try these solutions:

- Run a print head nozzle check to see if any of the nozzles are clogged. Then clean the print head, if necessary.
- Do not press too hard on the original when you copy from the scanner glass.
- Clean the scanner glass with a soft, dry, lint-free cloth or use a small amount of glass cleaner on the cloth, if necessary. Paper towels are not recommended.

  Caution: Do not spray glass cleaner directly on the scanner glass.

- Clean the ADF.
- Make sure your paper is not curled.
- When vertical banding appears or the paper is smeared, clean the paper path.

- When horizontal banding 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.
- If you see a ripple pattern in your printout and your original is a printed document, such as a magazine or catalog, change the **Reduce/Enlarge** setting. If the ripple pattern still appears, place the original at a slightly different angle.
- If the back of the original appears in your printout, place a piece of black paper on the back of the original and copy it again. You can also try lowering the **Density** setting.

Parent topic: Solving Copying Problems

Position, Size, or Margins of Copies are Incorrect

If the position, size, or margins of your copies are incorrect, try these solutions:

- When placing originals in the ADF, make sure the edge guides are against the edges of the paper.
- When placing originals on the scanner glass, make sure the original is placed correctly for scanning. Align the corner of the original with the corner indicated by the symbol on the scanner glass. If necessary, move the original away from the edges of the scanner glass slightly.
- Clean the scanner glass and ADF.
- Make sure the paper is loaded in the correct direction.
- Select the appropriate **Original Size** in the copy settings on the LCD screen.

Parent topic: Solving Copying Problems

Solving Paper Problems

Check these sections if you have problems using paper with your product.

Paper Feeding Problems
Originals Do Not Feed From the Automatic Document Feeder
Paper Jams Inside the Product
Paper Ejection Problems

Parent topic: Solving Problems

Paper Feeding Problems

If you have problems feeding paper, try these solutions:

- Make sure the paper cassette is inserted all the way in the printer.

- If paper does not feed correctly, remove and reload it in the cassette and adjust the edge guides. Make sure the paper stack is not above the tab on the edge guides inside the cassette.
- If multiple pages feed at once, remove the paper, fan the edges to separate the sheets, and reload it.
- Do not load more than the recommended number of sheets.
- Make sure your paper meets the specifications for your product.
- If paper jams when you print on both sides of the paper, try loading fewer sheets.
- For best results, follow these guidelines:
  - Use new, smooth, high-quality paper that is not curled, creased, old, too thin, or too thick.
  - Load paper in the cassette printable side down.
  - Follow any special loading instructions that came with the paper.

Parent topic: Solving Paper Problems

Related references

Paper Jams Inside the Product
Paper Loading Capacity
Paper Specifications

Related tasks

Cleaning the Paper Guide

Originals Do Not Feed From the Automatic Document Feeder

If your originals do not feed when placed in the ADF, try these solutions:

- Make sure the size, weight, and number of your originals are supported by the ADF.
- Make sure the originals are loaded correctly.
- Make sure the document is not curled or creased.
- Try cleaning the inside of the ADF.

Parent topic: Solving Paper Problems

Related references

Automatic Document Feeder (ADF) Specifications

Related topics

Placing Originals on the Product

Paper Jams Inside the Product

If you see a message that paper has jammed in the product, follow the on-screen instructions to locate and remove the jammed paper.

Take the following precautions when removing jammed paper from the product:

- Remove the jammed paper carefully. Using too much force may damage the product.
- Unless specifically instructed, avoid tilting the product, placing it on its side, or turning it upside down, as ink may spill.

Warning: Never touch the buttons on the control panel while your hand is inside the product. If the product starts operating, it may cause an injury. Do not touch any protruding parts inside the product.

Parent topic: Solving Paper Problems

Related references

Paper Specifications

Related tasks

Loading Paper in the Cassette

Cancelling Printing Using the Product

Paper Ejection Problems

If you have problems with paper ejecting properly, try these solutions:

- If paper does not eject fully, you may have set the wrong paper size. Cancel printing to eject the paper. Select the correct paper size when you reprint.
- If paper is wrinkled when it ejects, it may be damp or too thin. Load new paper and be sure to select the correct paper type setting when you reprint.
- If you are using letterhead paper, select the appropriate paper type setting.
- Clean the roller inside the printer to remove any dust on the paper path.

Parent topic: Solving Paper Problems

Related references

Paper Jams Inside the Product

Paper Specifications

Paper or Media Type Settings - Printing Software

Related tasks

Loading Paper in the Cassette

Cancelling Printing Using the Product

Related topics

Loading Paper

Solving Problems Printing from a Computer

Check these sections if you have problems while printing from your computer.

Note: When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

Nothing Prints

Product Icon Does Not Appear in Windows Taskbar

Printing is Slow

Parent topic: Solving Problems

Nothing Prints

If you have sent a print job and nothing prints, try these solutions:

- Make sure your product is turned on and connected to your computer.
- Make sure any interface cables are connected securely at both ends.
- If you connected your product to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your product directly to your computer instead of the hub.
- Make sure the printer status is not offline or pending.
- Make sure you are using the Epson printer driver for your product or the available functions are limited.
- Run a product check to see if a test page prints. If the test page prints, check to see if your product software is installed correctly.
- Make sure your system meets the requirements for your operating system. If you are printing a high-resolution image, you may need more than the minimum requirements. Print the image at a lower resolution or if necessary, increase your system's memory.
- In Windows, make sure your product is selected as the default printer and the printer port setting matches the printer connection port.

- In Windows, delete all jobs from the Windows Spooler. Click **Print Queue** on the Maintenance tab in the printer settings window, and cancel any stalled print jobs.
- In Windows, do one of the following to open the Epson Printer Connection Checker and follow the on-screen instructions to check the connection status:
  - **Windows 11**: Click , then search for **Epson Printer Connection Checker** and select it.
  - **Windows 10**: Click  and select **Epson Software** > **Epson Printer Connection Checker**.
  - **Windows 8.x**: Navigate to the **Apps** screen and select the **Epson Printer Connection Checker** icon.
  - **Windows 7**: Click  and select **All Programs** > **Epson Software** > **Epson Printer Connection Checker**.
- On a Mac, make sure the printer is added to the printer list and the printer is not paused.
- Make sure your product is selected as the printer in your printing program.

Parent topic: Solving Problems Printing from a Computer

Related references

Product Status Messages

Related tasks

Running a Product Check

Product Icon Does Not Appear in Windows Taskbar

If you do not see your product icon in the Windows taskbar, first try restarting your computer. If that does not work, try this solution:

1. Do one of the following:
   - **Windows 11:** Click , search for **Settings** and select it. Select **Bluetooth & devices** > **Printers & scanners**. Select your product name and select **Printing preferences**.
   - **Windows 10:** Click  and select  (Settings) > **Devices** > **Printers & scanners**. Select your product name and select **Manage** > **Printing preferences**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Hardware and Sound** > **Devices and Printers**. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.
   - **Windows 7**: Click  and select **Devices and Printers**. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.

2. Click the **Maintenance** tab.
3. Click the **Extended Settings** button.
4. Select **Enable EPSON Status Monitor 3** and click **OK**.
5. Click the **Monitoring Preferences** button.
6. Click the checkbox for the option that adds the shortcut icon to the taskbar.
7. Click **OK** to close the open program windows.

Parent topic: Solving Problems Printing from a Computer

Printing is Slow

If printing becomes slow, try these solutions:

- Make sure your system meets the requirements for your operating system. If you are printing a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory.
- If you are using Windows 7, close the **Devices and Printers** window before you print.
- On a Mac, make sure you download and install the Epson printer driver.
- Make sure **Quiet Mode** is turned off.
- Clear space on your hard drive or run a defragmentation utility to free up existing space.
- Close any programs you are not using when you print.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If printing becomes slower after printing continuously for a long time, the product may have automatically slowed down to protect the print mechanism from overheating or becoming damaged. Let the product rest with the power on for 30 minutes, then try printing again.
- If you are printing over a wireless network, factors such as interference, network traffic, or weak signal strength may affect your printing speed.

  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

For the fastest printing, select the following settings in your product software:

- Make sure the paper type setting matches the type of paper you loaded.
- Turn on any high speed settings in your product software.
- Select a lower print quality setting.
- **Windows**: Click the **Maintenance** or **Utility** tab, select **Extended Settings** or **Speed and Progress**, and select the following settings:
  - **Always Spool RAW Datatype**
  - **Page Rendering Mode**
  - **Print as Bitmap**
- **Windows**: Select **Printing preferences**, click the **More Options** tab, and make sure the **Bidirectional printing** setting is enabled.
- **Mac**: Select **System Preferences** or **System Settings**, select **Printers & Scanners**, and select your product. Select **Options & Supplies**, select **Options** (or **Driver**), and enable the **Bidirectional printing** setting.

If printing is still slow and you are using Windows 7 or Windows Vista, try the following:

1. Click  and select **Computer** or **My Computer**. Double-click the **C:** drive and open these folders: **ProgramData > EPSON > PRINTER**.

   Note: If you do not see the ProgramData folder, open the **Organize** menu and select **Folder and search options**. In the window that appears, click the **View** tab, select **Show hidden files, folders, and drives** in the Advanced settings list, and click **OK**.

2. Right-click the **EPAUDF01.AUD** file and select **Delete**.
3. Restart your computer and try printing again.

Parent topic: Solving Problems Printing from a Computer

Related references

Windows System Requirements

Mac System Requirements

Paper or Media Type Settings - Printing Software

Related tasks

Selecting Basic Print Settings - Windows

Selecting Extended Settings - Windows

Selecting Printing Preferences - Mac
Selecting Basic Print Settings - Mac

Solving Page Layout and Content Problems

Check these sections if you have problems with the layout or content of your printed pages.

Note: When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

Inverted Image
Too Many Copies Print
Blank Pages Print
Incorrect Margins on Printout
Border Appears on Borderless Prints
Incorrect Characters Print
Incorrect Image Size or Position
Slanted Printout

Parent topic: Solving Problems

Inverted Image

If your printed image is inverted unexpectedly, try these solutions:

- Turn off any mirror or inversion settings in your printing application.
- Turn off the **Mirror Image**, **Flip horizontally**, or **Reverse page orientation** settings in your printer software. (This option has different names, depending on your operating system version.)

Parent topic: Solving Page Layout and Content Problems

Related tasks

Selecting Additional Layout and Print Options - Windows
Selecting Basic Print Settings - Mac
Selecting Print Layout Options - Mac

Too Many Copies Print

Make sure that the **Copies** setting in your printing program or printer software is not set for multiple copies.

Parent topic: Solving Page Layout and Content Problems

Related tasks

Selecting Basic Print Settings - Windows

Selecting Basic Print Settings - Mac

Blank Pages Print

If blank pages print unexpectedly, try these solutions:

- Make sure you selected the correct paper size settings in your printing program and printer software.
- If a blank page exists in a document you are printing and you want to skip printing it, select the **Skip Blank Page** setting in your printer software, if available.
- Run a print head nozzle check to see if any of the nozzles are clogged. Then clean the print head, if necessary.
- Make sure your product is selected as the printer in your printing program.
- You may need to refill the ink. Visually check the ink levels.
- Make sure your product is on a flat surface and operating in the recommended environmental conditions or multiple sheets of paper may be fed at the same time. If the paper is moist or damp, load new paper. Fan the paper before loading it. If paper still does not feed correctly, load one sheet at a time.

Parent topic: Solving Page Layout and Content Problems

Related concepts

Print Head Nozzle Check and Cleaning

Checking the Ink and Maintenance Box Levels

Related tasks

Selecting Basic Print Settings - Windows

Selecting Basic Print Settings - Mac

Selecting Printing Preferences - Mac

Selecting Extended Settings - Windows

Printing Your Document or Photo - Windows

Printing Your Document or Photo - Mac

Related topics

Loading Paper

Incorrect Margins on Printout

If your printed page has incorrect margins, try these solutions:

- Make sure you selected the correct paper size settings in your printing program and printer software.
- Make sure you selected the correct margins for your paper size in your printing program.
- Make sure your paper is positioned correctly for feeding into the product.
- When placing originals on the scanner glass, align the corner of the original with the corner indicated by the arrow. If the edges of the copy are cropped, move the original slightly away from the corner.
- Clean the scanner glass and the document cover. If there is dust or stains on the glass, the copy area may extend to include the dust or stains.
- Load paper in the correct direction and slide the edge guides against the edges of the paper.
- Select the appropriate original size in the copy settings.

You can use the preview option in your printer software to check your margins before you print.

Parent topic: Solving Page Layout and Content Problems

Related tasks

Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Page Setup Settings - Mac

Related topics

Placing Originals on the Product
Loading Paper

Border Appears on Borderless Prints

If you see a border on borderless prints, try these solutions:

- Make sure you are printing on a compatible borderless paper type and size.

  Note: For custom paper sizes, make sure you select a supported borderless page width.

- **Windows**: Make sure you selected the **Borderless** setting in your printer software.
- **Mac**: Make sure you selected the **Borderless** checkbox or a paper size with a **Borderless** option in your printer software.

- Adjust the **Expansion** setting to adjust the amount of image expansion on the edges of borderless prints.
- Make sure the image size and the paper size are set correctly; if the image is small, the enlargement may not be enough to cover the paper.
- Make sure you have stored the paper correctly. Paper can expand or contract if it is not stored properly. See the instructions that came with your paper for storage instructions.

Parent topic: Solving Page Layout and Content Problems

Related references

Borderless Paper Type Compatibility

Related tasks

Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Page Setup Settings - Mac
Selecting Extended Settings - Windows
Selecting Printing Preferences - Mac
Selecting Print Layout Options - Mac

Incorrect Characters Print

If incorrect characters appear in your prints, try these solutions before reprinting:

- Make sure any cables are securely connected at both ends.
- In Windows, delete all jobs from the Windows Spooler. Click **Print Queue** on the Maintenance tab in the printer settings window, and cancel any stalled print jobs.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If incorrect characters still appear in your prints, try connecting your product using a different cable.
- If your computer entered sleep mode the last time you printed, the next print job after your computer exits sleep mode may contain garbled characters. Print your document again.
- Make sure you are using the printer software for this product. Check the product name at the top of the driver window.

Parent topic: Solving Page Layout and Content Problems

Related tasks

Selecting Basic Print Settings - Windows

Incorrect Image Size or Position

If your printed image is the wrong size or in the wrong position, try these solutions:

- Make sure you selected the correct paper size and layout settings in your printing program and printer software.
- Make sure you selected the correct paper size on the control panel.
- Make sure your paper is positioned correctly for feeding into the printer.
- Slide the edge guides against the edges of the paper.
- Clean the scanner glass and document cover.
- If the edges of a copy are cropped, slightly move the original away from the edges of the scanner glass.
- Make sure you selected the correct margins for your paper size in your printing program.
- Be sure to select the appropriate original size setting for your original in the copy settings.
- If the image is slightly enlarged and cropped during borderless printing, change the **Expansion** setting.

You can use the preview option in your printer software to check your margins before you print.

Parent topic: Solving Page Layout and Content Problems

Related tasks

Selecting Basic Print Settings - Windows
Cleaning Your Product
Selecting Basic Print Settings - Mac
Selecting Page Setup Settings - Mac

Related topics

Placing Originals on the Product
Loading Paper

Slanted Printout

If your printouts are slanted, try these solutions:

- Make sure the paper is loaded in the correct direction.
- Make sure your paper meets the specifications for your product.
- Do not load more than the recommended number of sheets.

- Slide the edge guides against the edges of the paper.
- Make sure the paper type setting matches the type of paper you loaded.
- Select a higher print quality setting in your printer software.
- Turn off any high speed settings in your product software.
- Align the print head.
- Make sure the product is not printing while tilted or at an angle.

Parent topic: Solving Page Layout and Content Problems

Related tasks

Selecting Basic Print Settings - Windows
Aligning the Print Head Using the Product Control Panel
Selecting Basic Print Settings - Mac

Related topics

Loading Paper

Solving Print Quality Problems

Check these sections if your printouts have problems with print quality, but your image looks fine on your computer screen.

Note: When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

White or Dark Lines in Printout
Blurry or Smeared Printout
Faint Printout or Printout Has Gaps
Grainy Printout
Incorrect Colors

Parent topic: Solving Problems

Related tasks

Refilling the Ink Tanks

Related topics

Solving Scanned Image Quality Problems

White or Dark Lines in Printout

If you notice white or dark lines in your prints (also called banding), try these solutions before you reprint:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Make sure the paper type setting matches the type of paper you loaded.
- Make sure you loaded the printable side of the paper correctly for your product.
- Turn off any high speed settings in your product software.
- Align the print head.
- Adjust the print quality in the product software.
- When horizontal banding 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.
- You may need to refill the ink. Visually check the ink levels.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check and Cleaning
Power Cleaning
Power Ink Flushing
Print Head Alignment
Checking the Ink and Maintenance Box Levels

Related references

Paper or Media Type Settings - Control Panel
Paper or Media Type Settings - Printing Software

Related tasks

Refilling the Ink Tanks
Selecting Basic Print Settings - Windows
Aligning the Print Head Using the Product Control Panel
Selecting Printing Preferences - Mac
Selecting Additional Layout and Print Options - Windows
Selecting Basic Print Settings - Mac

Related topics

Loading Paper

Blurry or Smeared Printout

If your printouts are blurry or smeared, try these solutions:

- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
- Slide the edge guides to the edges of the paper.
- Use a support sheet with special paper, or load special paper one sheet at a time.
- Make sure your paper meets the specifications for your product.
- Use Epson papers to ensure proper saturation and absorption of genuine Epson inks.
- Make sure the paper type setting in your product software matches the type of paper you loaded.
- Make sure you loaded the printable side of the paper correctly for your product.
- If you are printing on thick paper or envelopes, make sure you select the appropriate settings. In Windows, you can also try selecting **Short Grain Paper** in Extended Settings.
- Remove each sheet from the output tray as it is printed.
- Avoid handling printouts on glossy paper right after printing to allow the ink to set.
- Turn off any high speed settings in your product software.
- When vertical banding appears or the paper is smeared, clean the paper path.
- When horizontal banding 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.
- If you print on both sides of a sheet of paper, smudges may appear on the reverse side of heavily saturated or dark images. If one side of a sheet will contain a lighter image or text, print that side first. Adjust the density and/or ink drying time settings.
- Lower the copy density setting on the product control panel.
- The ink levels may be low and you may need to refill the ink. Visually check the ink levels.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- Adjust the print quality in the product software.
- Clean the paper path.
- Do not press too hard on the original or the document cover when you are scanning originals on the scanner glass.
- Clean the scanner glass.

- Clean the ADF.
- If you printed when the ink levels were too low to be seen in the ink tank windows, refill the ink tanks to the upper lines and run the Power Ink Flushing utility. Then run a nozzle check to see if print quality has improved.
- If you have not used the product for a long time, run the Power Ink Flushing utility.

  Note: Flushing the ink tubes replaces all the ink inside the tubes, so flush the ink only if you cannot improve print quality by other means.

Note: Your product will not operate properly while tilted at an angle. Place it on a flat, stable surface that extends beyond the base of the product in all directions.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check and Cleaning
Power Cleaning
Print Head Alignment
Checking the Ink and Maintenance Box Levels

Related references

Paper Specifications

Related tasks

Cleaning the Paper Guide
Selecting Additional Layout and Print Options - Windows
Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Printing Preferences - Mac
Selecting Double-sided Printing Settings - Mac
Selecting Extended Settings - Windows
Aligning the Print Head Using the Product Control Panel

Faint Printout or Printout Has Gaps

If your printouts are faint or have gaps, try these solutions:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.

- Make sure the initial ink charging is complete.
- The ink levels may be low. Visually check the ink levels.
- Make sure the paper type setting matches the type of paper you loaded.
- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
- Align the print head.
- Adjust the print quality in the product software.
- Clean the paper path.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check and Cleaning
Power Cleaning
Print Head Alignment
Checking the Ink and Maintenance Box Levels

Related tasks

Refilling the Ink Tanks
Aligning the Print Head Using the Product Control Panel
Cleaning the Paper Guide
Cleaning the Print Head Path

Related topics

Loading Paper

Grainy Printout

If your printouts are grainy, try these solutions:

- Make sure you loaded the printable side of the paper correctly for your product.
- Select a higher print quality setting and turn off any high speed settings in your product software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- Adjust the print quality in the product software.
- You may need to increase the image resolution or print a smaller size; see your software documentation.

Note: Images from the Internet may be low resolution and not result in a high quality printout.

- If you enlarged the image size in an image-editing program, you need to increase the image resolution setting to retain a high image quality. Increase the image resolution by the same amount you increase the image size. For example, if the image resolution is 300 dpi (dots per inch) and you will double the image size for printing, change the resolution setting to 600 dpi.

  Note: Higher resolution settings result in larger file sizes, which take longer to process and print. Consider the limitations of your computer system when selecting a resolution, and select the lowest possible resolution that produces acceptable quality to keep file sizes manageable.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check and Cleaning
Power Cleaning
Print Head Alignment

Related tasks

Refilling the Ink Tanks
Loading Paper in the Cassette
Selecting Additional Layout and Print Options - Windows
Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Printing Preferences - Mac

Incorrect Colors

If your printouts have incorrect colors, try these solutions:

- Make sure the paper type setting matches the paper you loaded.
- Make sure the **Grayscale** setting is not selected in your printer software.
- Select **EPSON Standard** as the **Color Mode** (Windows) or **Mode** (Mac) setting in the printer software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- The ink levels may be low and you may need to refill the ink. Visually check the ink levels.

- After you print, the colors in your printout need time to set as the ink dries. During this time, the colors may look different than you expect. To speed up drying time, do not stack your printouts on top of each other.
- Your printed colors can never exactly match your on-screen colors. However, you can use a color management system to get as close as possible. Try using the color management options in your printer software.
- Select **Custom** as the **Color Correction** setting on the More Options tab of the printer software, then click **Advanced**. Try changing the **Scene Correction** setting to something other than **Automatic**. If changing that setting does not work, change the **Color Management** setting to any color correction method other than **PhotoEnhance**.
- For best results, use genuine Epson paper.
- Remove any dust or dirt on the originals and clean the scanner glass.
- Do not press with too much force on the original or the document cover.
- If you have not used the product for a long time, run the Power Ink Flushing utility.

  Note: Flushing the ink tubes replaces all the ink inside the tubes, so flush the ink only if you cannot improve print quality by other means.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check and Cleaning
Power Cleaning
Checking the Ink and Maintenance Box Levels

Related references

Compatible Epson Papers

Related tasks

Refilling the Ink Tanks
Selecting Basic Print Settings - Windows
Selecting Additional Layout and Print Options - Windows
Managing Color - Mac

Solving Scanning Problems

Check these solutions if you have problems scanning with your product.

Note: For solutions when using the Epson ScanSmart software, see the Epson ScanSmart help utility.

Scanning Software Does Not Operate Correctly
Cannot Start Epson Scan 2
Scanning is Slow
Cannot Send Scans to a Cloud Service

Parent topic: Solving Problems

Scanning Software Does Not Operate Correctly

If your scanning software does not operate correctly, try these solutions:

- Make sure your computer has adequate memory and meets the system requirements for your operating system.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart your scanning software.
- If you upgraded your operating system but did not reinstall your scanning software, try reinstalling it.
- In Windows, make sure your product is listed as a valid device in the **Scanners and Cameras** control panel.
- Make sure the power cord is connected and the product is turned on.
- If you are scanning with the ADF, make sure the ADF and document covers are closed.
- Try scanning at a lower resolution or increase the free space on the computer's hard disk. Scanning stops if the total data size reaches the limit.
- Use the Epson Scan 2 Utility on your computer to reset the scanner software settings. If resetting the settings does not solve the problem, uninstall and reinstall the scanner software.

Parent topic: Solving Scanning Problems

Related concepts

Uninstall Your Product Software

Related references

Windows System Requirements
Mac System Requirements

Cannot Start Epson Scan 2

If you cannot start Epson Scan 2, try these solutions:

- Make sure your product is turned on and any interface cables are securely connected at both ends.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- Make sure Epson Scan 2 is selected as your scanning program.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart Epson Scan 2.
- Check the connection setting and test the connection using Epson Scan 2 Utility:

  Windows 11: Click , search for **Epson Scan 2 Utility** and select it. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

  Windows 10: Click  and select **EPSON** > **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

  Windows 8.x: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

  Windows (other versions): Click  or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

  Mac: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.
- Make sure you do not have multiple versions of Epson Scan 2 installed. If you do, uninstall both versions and install one version.
- If you upgraded your operating system but did not reinstall Epson Scan 2, try reinstalling it.

Parent topic: Solving Scanning Problems

Related concepts

Uninstall Your Product Software
Scan Resolution Guidelines

Related references

Additional Scanning Settings - Advanced Settings Tab

Related tasks

Starting a Scan Using the Epson Scan 2 Icon

Starting a Scan from a Scanning Program

Related topics

Starting a Scan

Scanning is Slow

If scanning becomes slow, try these solutions:

- Scan your original at a lower resolution, if possible.
- Make sure your system meets the requirements for your operating system. If you are scanning a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory or reduce the resolution.

Parent topic: Solving Scanning Problems

Related concepts

Scan Resolution Guidelines

Cannot Send Scans to a Cloud Service

If you cannot send a scan to a cloud service, try these solutions:

- Make sure your computer is connected to the internet.
- Make sure the login information you entered for the cloud service is correct.
- Make sure the cloud service is not down for system maintenance. Check the cloud service website for more information.

Parent topic: Solving Scanning Problems

Solving Scanned Image Quality Problems

Check these sections if a scanned image on your computer screen has a quality problem.

Note: For solutions when using the Epson ScanSmart software, see the Epson ScanSmart help utility.

Image Consists of a Few Dots Only
Line of Dots Appears in All Scanned Images
Straight Lines in an Image Appear Crooked
Scanned Image Quality Problems
Characters are Not Recognized During Conversion to Editable Text (OCR)
Image Colors are Patchy at the Edges

Ripple Patterns Appear in an Image
Scanned Image Edges are Cropped
Resetting the Epson Scan 2 Settings

Parent topic: Solving Problems

Image Consists of a Few Dots Only

If your scanned image consists only of a few dots, try these solutions:

- Make sure you placed your original for scanning facing the correct way.
- Remove any lint or dirt from your original.
- Clean the scanner glass.
- Do not press on the original or the document cover with too much force.

Parent topic: Solving Scanned Image Quality Problems

Related tasks
Cleaning Your Product

Related topics
Placing Originals on the Product

Line of Dots Appears in All Scanned Images

If a line of dots appears in all your scanned images, try these solutions:

- Clean the scanner glass with a soft, dry, lint-free cloth or use a small amount of glass cleaner on the cloth, if necessary. Paper towels are not recommended.

  Caution: Do not spray glass cleaner directly on the scanner glass.

- Make sure any interface cables are securely connected at both ends.
- Remove any dust or dirt that may have adhered to your original.
- Do not press with too much force on the original or the document cover.

If you are scanning from the ADF, make sure the ADF edge guides fit against the loaded originals. You can also try cleaning the ADF and scanning again.

Parent topic: Solving Scanned Image Quality Problems

Related tasks
Cleaning Your Product

Straight Lines in an Image Appear Crooked

If straight lines in an original appear crooked in a scanned image, make sure to place your original straight when you scan it.

If you are scanning from the ADF, make sure the ADF edge guides fit against the loaded originals. You can also try cleaning the ADF and scanning again.

Parent topic: Solving Scanned Image Quality Problems

Related topics

Placing Originals on the Product

Scanned Image Quality Problems

If you encounter quality problems with your scanned image, try these solutions:

Image is Distorted or Blurry

- Make sure your original is not wrinkled or warped. This may prevent the original from laying flat on the scanner glass.
- Do not move your original or your product during scanning.
- Clean the scanner glass and the ADF and remove any dirt or dust on your originals.
- Do not press on the document cover or the original with too much force.
- If you are scanning from the ADF, place your originals on the scanner glass. Some originals may not be scanned properly from the ADF.
- Your product will not operate properly while tilted at an angle. Place your product on a flat, stable surface that extends beyond its base in all directions.
- Adjust these Epson Scan 2 or Epson ScanSmart settings (if available) and try scanning again:
  - Make sure you select the correct **Image Type** for your original.
  - Increase the **Resolution** setting.
  - If the **Image Type** setting is **Black & White**, adjust the **Threshold** setting.
  - If the **Image Type** setting is **Color** or **Grayscale**, select the **Unsharp Mask** setting.
  - If the **Image Type** setting is **Black & White**, select **Text Enhancement**. If the **Image Type** setting is **Color** or **Grayscale**, change the **Text Enhancement** setting to **High**.

Image is Too Dark

- Make sure you select the correct **Image Type** for your original.

- If the **Image Type** is set to **Color** or **Grayscale**, adjust the **Brightness** setting.
- Check the brightness and contrast settings of your computer monitor.

Back of Original Image Appears in Scanned Image

- Place a piece of black paper on the back of the original and scan it again.
- Lower the copy density setting.
- Adjust these Epson Scan 2 or Epson ScanSmart settings (if available) and try scanning again:
  - Make sure you select the correct **Image Type** for your original.
  - Select the **Advanced Settings** tab and adjust the **Brightness** setting.
  - If the **Image Type** is set to **Black & White**, select **Text Enhancement**. If the **Image Type** is set to **Color** or **Grayscale**, change the **Text Enhancement** setting to **High**.

Scanned Image Colors Do Not Match Original Colors

Printed colors can never exactly match the colors on your computer monitor because printers and monitors use different color systems: monitors use RGB (red, green, and blue) and printers typically use CMYK (cyan, magenta, yellow, and black).

Check the color matching and color management capabilities of your computer, display adapter, and the software you are using to see if they are affecting the palette of colors you see on your screen.

Remove any dust or dirt from your originals and clean the scanner glass. Do not press with too much force on the original or document cover.

To adjust the colors in your scanned image, adjust these Epson Scan 2 or Epson ScanSmart settings (if available) and try scanning again:

- Make sure you select the correct **Image Type** for your original.
- If the **Image Type** setting is **Color** or **Grayscale**, adjust the **Contrast** setting.
- If the **Image Type** setting is **Black & White** or **Grayscale**, adjust the **Color Enhance** setting.

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Advanced Settings Tab
Additional Scanning Settings - Main Settings Tab

Related tasks

Scanning in Epson Scan 2
Scanning a Document in Epson ScanSmart

Characters are Not Recognized During Conversion to Editable Text (OCR)

If characters in your scanned images are not recognized during OCR conversion, try these solutions:

- Make sure your original is loaded straight on your product.
- Use an original with clear text.
- When saving scanned images as Searchable PDFs, make sure the correct OCR language is selected.
- Adjust the following Epson Scan 2 or Epson ScanSmart settings if available, and try scanning again:
  - On the **Main Settings** tab, make sure you select the correct **Image Type** for your original.
  - On the **Main Settings** tab, set the **Resolution** between 200 and 600 dpi.
  - On the **Advanced Settings** tab, select **Text Enhancement** and choose a setting.

    Note: The **Text Enhancement** setting depends on the selected **Image Type**.

  - If the **Image Type** is set to **Black & White**, adjust the **Threshold** setting on the **Advanced Settings** tab. (The **Image Option** must be set to **None**.)

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Advanced Settings Tab
Additional Scanning Settings - Main Settings Tab

Image Colors are Patchy at the Edges

If you are scanning a thick or warped original, cover its edges with paper to block external light as you scan it.

Parent topic: Solving Scanned Image Quality Problems

Ripple Patterns Appear in an Image

You may see a ripple pattern (called a moiré) in scanned images of printed documents. This is caused by interference from differing pitches in the scanner's screen and your original's halftone screen. To reduce this effect, adjust these Epson Scan 2 settings (if available) and try scanning again:

- Select the **Descreening** setting.
- Select a lower **Resolution** setting.
- Place the original at a slightly different angle.

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Advanced Settings Tab

Additional Scanning Settings - Main Settings Tab

Related tasks

Scanning in Epson Scan 2

Scanning a Document in Epson ScanSmart

Scanned Image Edges are Cropped

If the edges of a scanned image are cropped, make sure your original is placed correctly for scanning. If necessary, move your original away from the edges of the scanner glass slightly.

In the Epson Scan 2 or Epson ScanSmart settings, set the **Edge Fill** setting to **None**.

When scanning using Epson ScanSmart and placing multiple originals on the scanner glass, make sure there is a gap of at least 0.8 in. (20 mm) between the originals.

Parent topic: Solving Scanned Image Quality Problems

Related tasks

Placing Originals on the Scanner Glass

Resetting the Epson Scan 2 Settings

If you continue to experience image quality problems after trying all possible solutions, you may need to reset the Epson Scan 2 settings using the Epson Scan 2 Utility.

1. Do one of the following to start the Epson Scan 2 Utility:
   - **Windows 11**: Click , then search for **Epson Scan 2 Utility** and select it.
   - **Windows 10**: Click  > **EPSON** > **Epson Scan 2 Utility**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
   - **Windows (other versions)**: Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
   - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2 Utility**.
2. Click the **Other** tab.
3. Click **Reset** and confirm your choice.

Note: If resetting the Epson Scan 2 settings does not solve your problem, uninstall Epson Scan 2 and re-install it.

Parent topic: Solving Scanned Image Quality Problems

Uninstall Your Product Software

If you have a problem that requires you to uninstall and re-install your software, follow the instructions for your operating system.

Uninstalling Product Software - Windows

Uninstalling Product Software - Mac

Parent topic: Solving Problems

Uninstalling Product Software - Windows

You can uninstall and then re-install your product software to solve certain problems.

1. Turn off the product.
2. Close any open programs or applications.
3. Disconnect any interface cables.
4. Do one of the following:

   - **Windows 11**: Click , then search for **Settings** and select it. Select **Apps** or **System** > **Apps & features**. Then select the program you want to uninstall and select **Uninstall**.
   - **Windows 10**: Click  and select  (Settings) > **Apps** or **System** > **Apps & features**. Then select the program you want to uninstall and select **Uninstall**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

     Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

     Select your product again, if necessary, then select **OK**, and click **Yes** to confirm the uninstallation.
   - **Windows (other versions)**: Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON**, select your product, then click **EPSON Printer Software Uninstall**.

     Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

In the next window, select your product and click **OK**. Then follow any on-screen instructions.

5. Do one of the following to uninstall Epson Event Manager, then follow any on-screen instructions:
   - **Windows 11/Windows 10/8.x**: Select **Epson Event Manager** and click **Uninstall**.
   - **Windows 7**: Open the Windows **Control Panel** utility. Select **Programs and Features**. (In Classic view, select **Programs** and click **Uninstall a program**.) Select **Epson Event Manager** and click **Uninstall/Change**.
6. Do one of the following to uninstall Epson Scan 2, then follow any on-screen instructions:
   - **Windows 11/Windows 10**: Select **Epson Scan 2** and click **Uninstall**.
   - **Windows 8.x/Windows 7:** Select **Epson Scan 2** and click **Uninstall/Change**.
7. Do one of the following to uninstall Epson ScanSmart, then follow any on-screen instructions:
   - **Windows 11/Windows 10**: Select **Epson ScanSmart** and click **Uninstall**.
   - **Windows 8.x/Windows 7:** Select **Epson ScanSmart** and click **Uninstall/Change**.
8. Restart your computer, then see the *Start Here* sheet to re-install your software.

Note: If you find that re-installing your product software does not solve a problem, contact Epson.

Parent topic: Uninstall Your Product Software

Related references

Where to Get Help

Uninstalling Product Software - Mac

In most cases, you do not need to uninstall your product software before re-installing it. However, you can download the Uninstaller utility from the Epson support website to uninstall your product software as described here.

Note: If you find that re-installing your product software does not solve a problem, contact Epson.

1. To download the Uninstaller utility, visit epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.
2. Click **Downloads**.
3. Select your operating system, click **Utilities**, locate the Uninstaller utility, and click **Download**.
4. Run the file you downloaded.

5. Double-click the **Uninstaller** icon.
6. In the Epson Uninstaller screen, select the checkbox for each software program you want to uninstall.
7. Click **Uninstall**.
8. Follow the on-screen instructions to uninstall the software.
9. Reinstall your product software.

Note: If you uninstall the printer driver and your product name remains in the **Print & Fax**, **Print & Scan**, or **Printers & Scanners** window, select your product name and click the **–** (remove) icon to remove it.

Parent topic: Uninstall Your Product Software

Related references

Where to Get Help

Where to Get Help

If you need to contact Epson for technical support services, use the following support options.

Internet Support

Visit Epson's support website at epson.com/support (U.S.) or epson.ca/support (Canada) 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 epson.com (U.S. sales) or 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.

Parent topic: Solving Problems

Technical Specifications

These sections list the technical specifications for your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Windows System Requirements
Mac System Requirements
Paper Specifications
Printable Area Specifications
Automatic Document Feeder (ADF) Specifications
Scanning Specifications
Ink Specifications
Dimension Specifications
Electrical Specifications
Environmental Specifications
Network Interface Specifications
Safety and Approvals Specifications

Windows System Requirements

To use your product and its software, your computer should use one of these Microsoft operating systems:

- Windows 11
- Windows 10
- Windows 8.x
- 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

Windows Server supports only the printer driver and Epson Scan 2; any additional included software is not supported.

Parent topic: Technical Specifications

Mac System Requirements

To use your product and its software, your Mac should use one of these operating systems:

- macOS 14.x
- macOS 13.x
- macOS 12.x
- macOS 11.x
- macOS 10.15.x
- macOS 10.14.x
- macOS 10.13.x
- macOS 10.12.x
- OS X 10.11.x
- OS X 10.10.x
- OS X 10.9.5.x

Note: Mac OS may not support some applications and features; the UNIX File System (UFS) for Mac OS is not supported.

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America), select your product, and select **Downloads**.

Parent topic: Technical Specifications

Paper Specifications

Note: Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, Epson cannot guarantee the quality of any non-Epson brand or type of paper. Always test a sample of paper stock before purchasing large quantities or printing large jobs.

Single-sheets

Size	A6 (4.1 × 5.8 inches [105 × 148 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm]) Half Letter (5.5 × 8.5 inches [140 × 216 mm]) Executive (7.25 × 10.5 inches [184 × 267 mm]) Oficio 9 (8.46 × 12.4 inches [215 × 315 mm]) Letter (8.5 × 11 inches [216 × 279 mm]) 8.5 × 13 inches (216 × 330 mm) Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm]) Legal (8.5 × 14 inches [216 × 356 mm]) 4 × 6 inches (102 × 152 mm) 5 × 7 inches (127 × 178 mm) 8 × 10 inches (203 × 254 mm) 16:9 wide (4 × 7.1 inches [102 × 181 mm])
Paper types	Plain paper and compatible papers distributed by Epson. See the link at the end of this topic for a list of compatible Epson papers. **Note:** Your product also supports compatible papers distributed by Epson. See the link at the end of this topic for a list of compatible Epson papers.
Weight	Plain paper: 17 lb (64 g/m^2) to 24 lb (90 g/m^2)

Envelopes

Size	No. 10 (4.1 × 9.5 inches [105 × 241 mm])

Paper types	Plain paper
Weight	20 lb (75 g/m^2) to 27 lb (100 g/m^2)

Parent topic: Technical Specifications

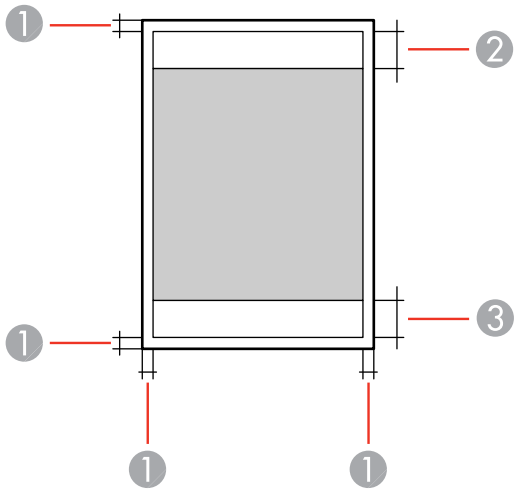
Related references

Compatible Epson Papers

Printable Area Specifications

Note: When printing borderless, quality may decline in the expanded printable area.

Single sheets - borders

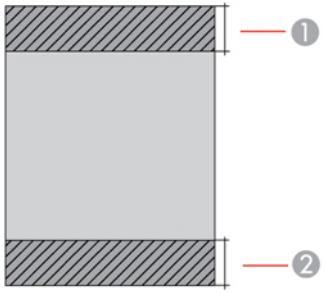


1 Top/bottom/left/right margins: 0.12 inch (3.0 mm) minimum

2 Reduced print quality area/top: 1.61 inches (41.0 mm) minimum

3 Reduced print quality area/bottom: 1.46 inches (37.0 mm) minimum

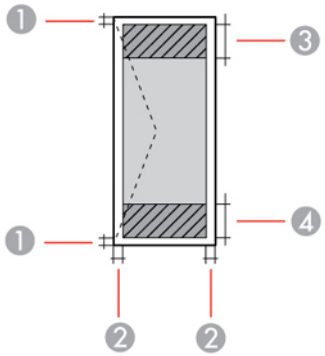
Single sheets - borderless



1 Reduced print quality area/top: 1.73 inches (44.0 mm) minimum

2 Reduced print quality area/bottom: 1.57 inches (40.0 mm) minimum

Envelopes



1 Right/left margins: 0.12 inch (3.0 mm) minimum

2 Top/bottom margins: 0.12 inch (3.0 mm) minimum

3 Reduced print quality area/right: 0.71 inch (18.0 mm) minimum

4 Reduced print quality area/left: 1.61 inches (41.0 mm) minimum

Parent topic: Technical Specifications

Automatic Document Feeder (ADF) Specifications

ADF type	Auto duplex scanning
Paper size	Letter, A4, Legal*, or 8.5 × 13 inches (216 × 330 mm) size*
Paper type	Plain paper
Paper weight	17 lb (64 g/m^2) to 25 lb (95 g/m^2)
Loading capacity	Approximately 30 sheets: Letter, A4 size, or 8.5 × 13 inches (216 × 330 mm) size 10 sheets: Legal

* Single-sided scanning only

Parent topic: Technical Specifications

Scanning Specifications

Scanner type	Flatbed, color
Photoelectric device	CIS
Effective pixels	10200 × 14040 pixels at 1200 dpi
Document size	Maximum: 8.5 × 11.7 inches (216 × 297 mm) Scanner glass: US Letter or A4
Scanning resolution	1200 dpi (main scan) 2400 dpi (sub scan)
Output resolution	50 to 9600 dpi in 1 dpi increments
Image data	Color: 48 bits per pixel internal (16 bits per pixel per color internal) 24 bits per pixel external (8 bits per pixel per color internal) Grayscale: 16 bits per pixel internal 8 bits per pixel external
Light source	LED

Parent topic: Technical Specifications

Ink Specifications

Note: Epson's warranties do not extend to any damage caused by the use of third-party ink or ink not designed for your printer.

The included initial ink bottles must be used for printer setup and are not for resale. The printer ships with full ink bottles and part of the ink from the first bottles is used to charge the print head. Yields vary considerably based on images printed, print settings, paper type, frequency of use and temperature.

Color	Black, Cyan, Magenta, Yellow
Ink life	Opened package: Use as soon as possible
	Unopened package: Use before the date on the package has expired
Temperature	Storage: –4 to 104 °F (–20 to 40 °C)
	1 month at 104 °F (40 °C)
	Ink freezes at 5 °F (–15 °C)
	Ink thaws and is usable after approximately 2 hours at 77 °F (25 °C)

Parent topic: Technical Specifications

Related references

Ink Bottle and Maintenance Box Part Numbers

Dimension Specifications

Height	**ET-3940/ET-3950 Series**
	Stored: 9.4 inches (240 mm)
	Printing: 10.6 inches (269 mm)
	ET-3930 Series
	Stored: 7.4 inches (187 mm)
	Printing: 7.4 inches (187 mm)

Width	Stored: 14.8 inches (375 mm) Printing: 14.8 inches (375 mm)
Depth	Stored: 13.7 inches (347 mm) Printing: 19.9 inches (506 mm)
Weight (without ink or power cord)	**ET-3940/ET-3950 Series** 15.9 lb (7.2 kg) **ET-3930 Series** 12.6 lb (5.7 kg)

Parent topic: Technical Specifications

Electrical Specifications

Power supply rating	100 to 240 V
Input voltage range	90 to 264 V
Rated frequency range	50/60 Hz
Input frequency range	49.5 to 60.5 Hz
Rated current	0.4 to 0.2 A
Power consumption (with USB connection)	Standalone copying: Approx. 15.0 W (ISO/IEC24712) **ET-3940/ET-3950 Series** Ready mode: Approx. 6.9 W **ET-3930 Series** Ready mode: Approx. 6.4 W Sleep mode: Approx. 0.6 W Power off mode: Approx. 0.1 W

Parent topic: Technical Specifications

Environmental Specifications

Temperature	Operating: 50 to 95 °F (10 to 35 °C) Storage: • Before initial ink charge: –4 to 104 °F (–20 to 40 °C)[1] • After initial ink charge: –5 to 104 °F (–15 to 40 °C)[1]
Humidity (without condensation)	Operating: 20 to 80% RH Storage: 5 to 85% RH

[1] Can store for one month at 104 °F (40 °C)

Parent topic: Technical Specifications

Network Interface Specifications

Wi-Fi

Standard	IEEE 802.11 b/g/n/a/ac/k/v/r (Wi-Fi 5)
Frequency Range	2.4 GHz, 5 GHz
Coordination Modes	Infrastructure mode Wi-Fi Direct (Simple AP); not supported for IEEE802.11b **Note:** Infrastructure and Wi-Fi Direct modes can be used simultaneously.
Security Protocols	WEP (64/128 bit) WPA2-PSK (AES); complies with WPA2 with support for WPA/WPA2 Personal WPA3-SAE (AES)

Network Functions and IPv4/IPv6

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 5 or later, Mac OS)[1]: IPv4, IPv6
Network Scanning	Epson Scan 2: IPv4, IPv6 Epson ScanSmart: IPv4 Epson Event Manager (Mac OS)[2]: IPv4 Epson Connect (Scan to Cloud): IPv4 AirPrint (Scan)[1]: IPv4, IPv6

[1] OS X Mavericks (10.9.5) or later

[2] OS X Mavericks (10.9.5) or OS X Yosemite (10.10)

Note: It is recommended to use 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*

* (disabled by default)

Note: SNMPv3 can be enabled with the listed security protocols.

Parent topic: Technical Specifications

Safety and Approvals Specifications

United States	Safety: UL60950-1
	EMC: FCC Part 15 Subpart B Class B
Canada	Safety: CAN/CSA C22.2 No. 60950-1-07
	EMC: CAN ICES-3 (B)/NMB-3 (B)

This equipment contains the following wireless module:

- Manufacturer: Seiko Epson Corporation
- Type: J26H005

This product conforms to Part 15 of the FCC Rules and RSS 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).

Parent topic: Technical Specifications

Notices

Check these sections for important notices about your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Important Safety Instructions
FCC Compliance Statement
Binding Arbitration and Class Waiver
Trademarks
Copyright Notice

Important Safety Instructions

Before using your Epson product, read and follow these safety instructions.

General Product Safety Instructions
Wireless Connection Safety Instructions
LCD Screen Safety Instructions

Parent topic: Notices

General Product Safety Instructions

- Be sure to follow all warnings and instructions marked on the product.
- Use only the type of power source indicated on the product's label.
- Use only the power cord that comes with the product. Do not use the cord with any other equipment. Using another cord or using the provided cord with other equipment may cause fires or shock.
- Make sure the AC power cord meets the relevant local safety standard.
- Place the product near a wall outlet where the plug can be easily unplugged.
- Avoid plugging the product into an outlet on the same circuit as a photo copier or air control system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.
- Do not let the power cord become damaged or frayed. Place it to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of it and do not allow it to be stepped on or run over. Be careful to keep the cord straight at each end.

- If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Always turn off the product using the power button, and wait until the power light stops flashing before unplugging the product or cutting off power to the electrical outlet.
- If you will not be using the product for a long period, unplug the power cord from the electrical outlet.
- Place the product on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Allow space behind the product for the cables, and space above the product so that you can fully raise the document cover.
- Leave enough space in front of the product for the paper to be fully ejected.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Do not place or store the product outdoors.
- Do not place the product near excessive heat sources or in direct sunlight.
- Leave enough room around the product for sufficient ventilation. Do not block or cover openings in the case or insert objects through the slots.
- Keep the product away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- When connecting the product 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.
- Do not sit or lean on the product. Do not place heavy objects on the product.
- Do not touch the flat white cable, translucent film, or ink tubes inside the product.
- Do not move the printhead by hand; this may damage the product.
- Do not put your hands inside the product while it is printing.
- Do not spill liquid on the product or use the product with wet hands.
- Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.
- Do not press too hard on the scanner glass when placing originals.
- Do not open the scanner section while the product is copying, printing, scanning, or performing any other functions.

- Be careful not to trap your fingers when closing the document cover or scanner unit.
- Except as specifically explained in your documentation, do not attempt to service or disassemble the product yourself.
- Unplug the product and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the case damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- Prolonged use of the product when the ink level is below the lower line could damage the product. Fill the ink tank to the upper line while the product is not operating. To display the correct ink level estimates, reset the ink level after filling the tank.
- Before transporting the product, make sure that the printhead is in the home (far right) position.
- When storing or transporting the product, do not tilt it, stand it on its side, or turn it upside down; otherwise, ink may leak.

Parent topic: Important Safety Instructions

Wireless Connection Safety Instructions

Radio waves from this product may adversely affect the operation of medical equipment or automatically controlled devices, such as pacemakers, automatic doors or fire alarms. When using this product near such devices or inside a medical facility, follow the directions from authorized staff members at the facility, and follow all posted warnings and directions on the device to avoid causing an accident.

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

Parent topic: Important Safety Instructions

LCD Screen Safety Instructions

- Use only a dry, soft cloth to clean the LCD screen. Do not use liquid or chemical cleansers.
- If the LCD screen is damaged, contact Epson. 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.
- Do not press too hard on the LCD screen or subject it to heavy impacts.
- If the LCD screen chips or cracks, do not touch or attempt to remove the broken pieces; contact Epson for support.

- The LCD screen may contain a few small bright or dark spots, and may display uneven brightness. These are normal and do not indicate that the screen is damaged in any way.

Parent topic: Important Safety Instructions

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 harmful 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-3(B)/NMB-3(B)

Parent topic: Notices

Binding Arbitration and Class Waiver

1. DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS

1.1 **Disputes**. The terms of this Section 1 shall apply to all Disputes between you and Epson. The term "Dispute" is meant to have the broadest meaning permissible under law and includes any dispute, claim, controversy or action between you and Epson arising out of or relating to this Agreement, Epson branded products (hardware and including any related software), or other transaction involving you and Epson, whether in contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis. "DISPUTE" DOES NOT INCLUDE IP CLAIMS, or more specifically, a claim or cause of action for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and Epson also agree, notwithstanding Section 1.6,that a court, not an arbitrator, may decide if a claim or cause of action is for an IP Claim.

1.2 **Binding Arbitration**. You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. **ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED**. Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 **Pre-Arbitration Steps and Notice**. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days), you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3131 Katella Ave., Los Alamitos, CA 90720 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILegal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

1.4 **Small Claims Court**. Notwithstanding the foregoing, you may bring an individual action in the small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.

1.5 **WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.**

1.6 **Arbitration Procedure**. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at http://www.jamsadr.com or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 1.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at http://www.jamsadr.com ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.

c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

d) Award in Your Favor. For Disputes in which you or Epson seeks $75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you $1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 1.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 1.6d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

1.7 **Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.**

1.8 **Amendments to Section 1**. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 1 (or resolve disputes as provided for in Section 1.7, if you timely elected to opt-out when you first assented to this Agreement).

1.9 **Severability**. If any provision in this Section 1 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. **The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 1.5. This means that if Section 1.5 is found to be unenforceable, the entire Section 1 (but only Section 1) shall be null and void.**

Parent topic: Notices

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Parent topic: Notices

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A Note Concerning Responsible Use of Copyrighted Materials
Default Delay Times for Power Management for Epson Products
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Default Delay Times for Power Management for Epson Products

This product will enter sleep mode after a period of nonuse. This is to ensure that the product meets Energy Star standards of energy efficiency. More energy savings can be achieved by setting the time to sleep to a shorter interval.

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