EPSON
EXCEED YOUR VISION

ET-3850 Series L6270 Series ET-3800 Series L6260 Series

# User's Guide


Printing

Copying

Scanning

Maintaining the Printer

Solving Problems


NPD6439-00 EN

# Contents


## Guide to This Manual

Introduction to the Manuals. . . . . 6
Searching for Information. . . . . 6
Printing Only the Pages You Need. . . . . 7
About This Manual. . . . . 7
Marks and Symbols. . . . . 7
Notes on Screenshots and Illustrations. . . . . 8
Operating System References. . . . . 8
Trademarks. . . . . 9
Copyright. . . . . 9

## Important Instructions

Safety Instructions. . . . . 12
Safety Instructions for Ink. . . . . 12
Printer Advisories and Warnings. . . . . 13
Advisories and Warnings for Setting Up the Printer. . . . . 13
Advisories and Warnings for Using the Printer. . 13
Advisories and Warnings for Using the LCD Screen. . . . . 14
Advisories and Warnings for Using the Printer with a Wireless Connection. . . . . 14
Advisories and Warnings for Transporting or Storing the Printer. . . . . 14
Protecting Your Personal Information. . . . . 14

## Part Names and Functions

Part Names and Functions. . . . . 16

## Guide to the Control Panel

Control Panel. . . . . 20
Home Screen Configuration. . . . . 21
Guide to the Network Icon. . . . . 22
Menu Screen Configuration. . . . . 22
Basic Operations. . . . . 23
Entering Characters. . . . . 24
Viewing Animations. . . . . 25

## Loading Paper

Paper Handling Precautions. . . . . 27
Paper Size and Type Settings. . . . . 27
List of Paper Type. . . . . 28
Loading Paper. . . . . 29
Precautions when Loading Letterhead Paper. . . . 29

## Placing Originals

Placing Originals. . . . . 31
Originals that are not Supported by the ADF. . . . . 32

## Printing

Printing Documents. . . . . 34
Printing from a Computer - Windows. . . . . 34
Printing from a Computer - Mac OS. . . . . 52
Printing Documents from Smart Devices (iOS). . 58
Printing Documents from Smart Devices (Android). . . . . 59
Printing on Envelopes. . . . . 61
Printing on Envelopes from a Computer (Windows). . . . . 61
Printing on Envelopes from a Computer (Mac OS). . . . . 61
Printing Web Pages. . . . . 62
Printing Web Pages from a Computer. . . . . 62
Printing Web Pages from Smart Devices. . . . . 62
Printing Using a Cloud Service. . . . . 63
Registering to Epson Connect Service from the Control Panel. . . . . 63

## Copying

Available Copying Methods. . . . . 66
Copying Originals. . . . . 66
Copying on 2-Sides. . . . . 67
Copying by Enlarging or Reducing. . . . . 68
Copying Multiple Originals onto One Sheet. . . . 68
Copying Originals Using Good Quality. . . . . 69
Copying ID card. . . . . 70
Copying Without Margins. . . . . 70
Basic Menu Options for Copying. . . . . 71
B&W:. . . . . 71

Color:. . . . . 71

(2-Sided):. . . . . 71

(Density):. . . . . 71
Advanced Menu Options for Copying. . . . . 71
Paper Setting:. . . . . 71
Reduce/Enlarge:. . . . . 71
Original Size:. . . . . 72
Multi-Page:. . . . . 72
Quality:. . . . . 72
Original Orientation:. . . . . 72
Remove Shadow:. . . . . 72
Remove Punch Holes:. . . . . 72
ID Card Copy:. . . . . 72
Borderless Copy:. . . . . 73
Clear All Settings:. . . . . 73

## Scanning

Basic Information on Scanning. . . . . 75
What is a "Scan"?. . . . . 75
Scanning Uses. . . . . 75
Available Scanning Methods. . . . . 75
Recommended File Formats to Suit Your Purpose. . . . . 77
Recommended Resolutions to Suit Your Purpose. . . . . 77
Scanning Originals to a Computer. . . . . 78
Scanning from the Control Panel. . . . . 78
Scanning from a Computer. . . . . 79
Scanning Originals to the Cloud. . . . . 80
Basic Menu Options for Scanning to the Cloud. . 80
Advanced Menu Options for Scanning to the Cloud. . . . . 81
Scanning Using WSD. . . . . 81
Setting Up a WSD Port. . . . . 82
Scanning Originals to a Smart Device. . . . . 84
Advanced Scanning. . . . . 84
Scanning Multiple Photos at the Same Time. . . . 84

## Maintaining the Printer

Checking the Status of Consumable. . . . . 87
Cleaning the Paper Path for Paper Feeding Problems. . . . . 87
Improving Print, Copy, and Scan Quality. . . . . 90
Checking and Cleaning the Print Head. . . . . 90
Running Power Cleaning. . . . . 92
Preventing nozzle clogging. . . . . 93
Aligning the Print Head. . . . . 93
Cleaning the Paper Path for Ink Smears. . . . . 94
Cleaning the Scanner Glass. . . . . 95
Cleaning the ADF. . . . . 95
Cleaning the Translucent Film. . . . . 98
Cleaning the Printer. . . . . 101
Cleaning Spilled ink. . . . . 102
Checking the Total Number of Pages Fed Through the Printer. . . . . 102
Saving Power. . . . . 103
Saving Power (Control Panel). . . . . 103
Installing or Uninstalling Applications Separately. 103
Installing the Applications Separately. . . . . 103
Adding the Printer (for Mac OS Only). . . . . 106
Uninstalling Applications. . . . . 106
Updating Applications and Firmware. . . . . 108
Transporting and Storing the Printer. . . . . 109

## Solving Problems

The Printer Does Not Work as Expected. . . . . 114
The Printer Does Not Turn On or Off. . . . . 114
Power Turns Off Automatically. . . . . 114
Paper Does Not Feed Properly. . . . . 114
Cannot Print. . . . . 119
Cannot Start Scanning. . . . . 136
Cannot Operate the Printer as Expected. . . . . 147
A Message is Displayed on the LCD Screen. . . . . 150
Paper Gets Jammed. . . . . 151
Removing Jammed Paper. . . . . 151
Removing Jammed Paper from the ADF. . . . . 154
Preventing Paper Jams. . . . . 155
It is Time to Refill the Ink. . . . . 156
Ink Bottle Handling Precautions. . . . . 156
Refilling the Ink Tanks. . . . . 157
It is Time to Replace the Maintenance Box. . . . . 163
Maintenance Box Handling Precautions. . . . . 163
Replacing a Maintenance Box. . . . . 163
Printing, Copying, and Scanning Quality is Poor. . 164
Print Quality is Poor. . . . . 164
Copy Quality is Poor. . . . . 172
Scanned Image Problems. . . . . 179
Cannot Solve Problem. . . . . 182
Cannot Solve Printing or Copying Problems. . . 182

## Adding or Replacing the Computer or Devices


Connecting to a Printer that has been Connected to the Network. . . . . 185
- Using a Network Printer from a Second Computer. . . . . 185
- Using a Network Printer from a Smart Device. . 186

Re-setting the Network Connection. . . . . 186
- When Replacing the Wireless Router. . . . . .186
- When Changing the Computer. . . . . .187
- Changing the Connection Method to the Computer. . . . . 187
- Making Wi-Fi Settings from the Control Panel. .188

Connecting a Smart Device and Printer Directly (Wi-Fi Direct). . . . . 193
- About Wi-Fi Direct. . . . . 193
- Connecting to Devices using Wi-Fi Direct. . . . .194
- Disconnecting Wi-Fi Direct (Simple AP) Connection. . . . . 196
- Changing the Wi-Fi Direct (Simple AP) Settings Such as the SSID. . . . . 196

Checking the Network Connection Status. . . . . 197
- Checking the Network Connection Status from the Control Panel. . . . . .197
- Printing a Network Connection Report. . . . . .198
- Printing a Network Status Sheet. . . . . 204
- Checking the Network of the Computer (Windows only). . . . . .204


## Product Information


Paper Information. . . . . 207
- Available Paper and Capacities. . . . . 207
- Unavailable Paper Types. . . . . .210

Consumable Products Information. . . . . 210
- Ink Bottle Codes. . . . . 210
- Maintenance Box Code. . . . . .211

Software Information. . . . . .211
- Software for Printing. . . . . 211
- Software for Scanning. . . . . .215
- Software for Package Creation. . . . . .216
- Software for Making Settings. . . . . 216
- Software for Updating. . . . . 218

Settings Menu List. . . . . 219
- General Settings. . . . . .219
- Maintenance. . . . . 223
- Print Status Sheet. . . . . .224
- Print Counter. . . . . .225
- User Settings. . . . . 225
- Customer Research. . . . . 225
- Restore Default Settings. . . . . 225
- Firmware Update. . . . . .226

Product Specifications. . . . . 226
- Printer Specifications. . . . . 226
- Scanner Specifications. . . . . 227
- ADF Specifications. . . . . .228
- Using Port for the Printer. . . . . .228
- Interface Specifications. . . . . .229
- Network Specifications. . . . . .229
- Supported Third Party Services. . . . . .231
- Dimensions. . . . . .231
- Electrical Specifications. . . . . 232
- Environmental Specifications. . . . . 233
- System Requirements. . . . . .234

Regulatory Information. . . . . 234
- Standards and Approvals. . . . . 234
- Restrictions on Copying. . . . . .235


## Administrator Information


Connecting the Printer to the Network. . . . . 238
- Before Making Network Connection. . . . . .238
- Connecting to the Network from the Control Panel. . . . . .240

Settings to Use the Printer. . . . . .242
- Problems when Making Settings. . . . . 242


## Where to Get Help


Technical Support Web Site. . . . . .246

Contacting Epson Support. . . . . 246
- Before Contacting Epson. . . . . 246
- Help for Users in Europe. . . . . .246
- Help for Users in Taiwan. . . . . .246
- Help for Users in Australia. . . . . 247
- Help for Users in New Zealand. . . . . 247
- Help for Users in Singapore. . . . . 248
- Help for Users in Thailand. . . . . 248
- Help for Users in Vietnam. . . . . 249
- Help for Users in Indonesia. . . . . .249
- Help for Users in Malaysia. . . . . 252
- Help for Users in India. . . . . .253
- Help for Users in the Philippines. . . . . .253

# Guide to This Manual

Introduction to the Manuals. . . . . 6

Searching for Information. . . . . 6

Printing Only the Pages You Need. . . . . 7

About This Manual. . . . . 7

Trademarks. . . . . 9

Copyright. . . . . 9

# Introduction to the Manuals

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

❏ Important Safety Instructions (paper manual)

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

❏ Start Here (paper manual)

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

❏ User's Guide (digital manual)

This manual. This manual is available as PDF and Web manuals. Provides overall information and instructions on using the printer, on network settings when using the printer on a network, and on solving problems.

This manual is used for the ET-3850 Series/L6270 Series and ET-3800 Series/L6260 Series. However, the ADF (Automatic Document Feeder) is only available on the ET-3850 Series/L6270 Series.

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

❏ Paper manual

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

❏ Digital manual

To view the Web manual, visit the following website, enter the product name, and then go to **Support**.

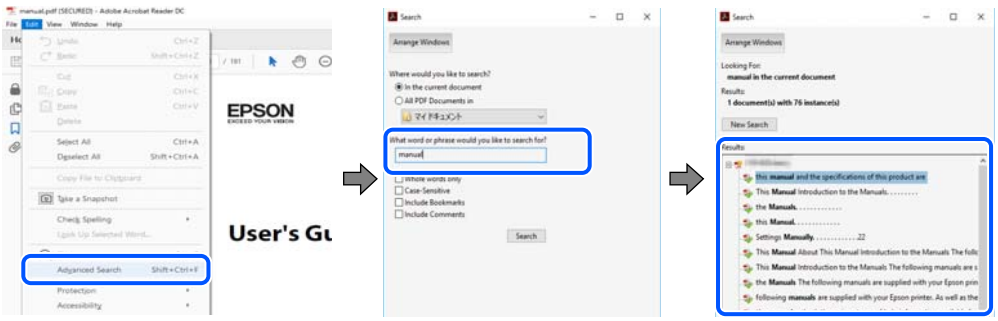
http://epson.sn

# Searching for Information

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

### Searching by keyword

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

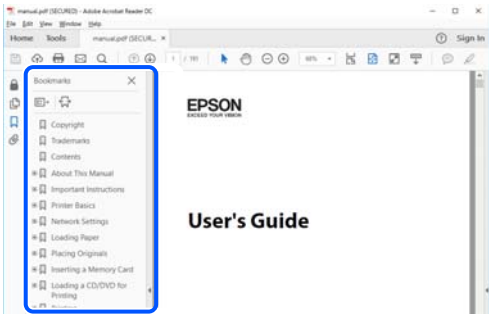



### Jumping directly from bookmarks

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

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

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




# Printing Only the Pages You Need

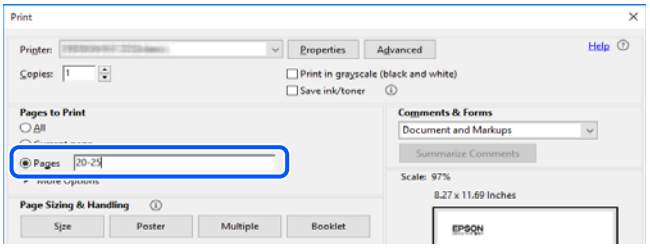
You can extract and print only the pages you need. Click **Print** in the **File** menu, and then specify the pages you want to print in **Pages** in **Pages to Print**.

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

Example: 20-25

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

Example: 5, 10, 15




# About This Manual

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

## Marks and Symbols

***Caution:***

*Instructions that must be followed carefully to avoid bodily injury.*

***Important:***

*Instructions that must be observed to avoid damage to your equipment.*

***Note:***
*Provides complementary and reference information.*

**Related Information**

➡ Links to related sections.

# Notes on Screenshots and Illustrations

❏ Screenshots of the printer driver are from Windows 10 or macOS High Sierra. The content displayed on the screens varies depending on the model and situation.

❏ Illustrations used in this manual are examples only. Although there may be slight differences depending on the model, the method of operation is the same.

❏ Some of the menu items on the LCD screen vary depending on the model and settings.

❏ You can read the QR code using dedicated app.

# Operating System References

**Windows**

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

❏ Microsoft® Windows® 10 operating system

❏ Microsoft® Windows® 8.1 operating system

❏ Microsoft® Windows® 8 operating system

❏ Microsoft® Windows® 7 operating system

❏ Microsoft® Windows Vista® operating system

❏ Microsoft® Windows® XP operating system

❏ Microsoft® Windows® XP Professional x64 Edition operating system

❏ Microsoft® Windows Server® 2019 operating system

❏ Microsoft® Windows Server® 2016 operating system

❏ Microsoft® Windows Server® 2012 R2 operating system

❏ Microsoft® Windows Server® 2012 operating system

❏ Microsoft® Windows Server® 2008 R2 operating system

❏ Microsoft® Windows Server® 2008 operating system

❏ Microsoft® Windows Server® 2003 R2 operating system

❏ Microsoft® Windows Server® 2003 operating system

**Mac OS**

In this manual, "Mac OS" is used to refer to Mac OS X v10.6.8 or later.

# Trademarks

- ❏ EPSON® is a registered trademark, and EPSON EXCEED YOUR VISION or EXCEED YOUR VISION is a trademark of Seiko Epson Corporation.
- ❏ Epson Scan 2 software is based in part on the work of the Independent JPEG Group.
- ❏ libtiff

  Copyright © 1988-1997 Sam Leffler

  Copyright © 1991-1997 Silicon Graphics, Inc.

  Permission to use, copy, modify, distribute, and sell this software and its documentation for any purpose is hereby granted without fee, provided that (i) the above copyright notices and this permission notice appear in all copies of the software and related documentation, and (ii) the names of Sam Leffler and Silicon Graphics may not be used in any advertising or publicity relating to the software without the specific, prior written permission of Sam Leffler and Silicon Graphics.

  THE SOFTWARE IS PROVIDED "AS-IS" AND WITHOUT WARRANTY OF ANY KIND, EXPRESS, IMPLIED OR OTHERWISE, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

  IN NO EVENT SHALL SAM LEFFLER OR SILICON GRAPHICS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR ANY DAMAGES WHATSOEVER RESULTING FROM LOSS OF USE, DATA OR PROFITS, WHETHER OR NOT ADVISED OF THE POSSIBILITY OF DAMAGE, AND ON ANY THEORY OF LIABILITY, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THIS SOFTWARE.
- ❏ QR Code is a registered trademark of DENSO WAVE INCORPORATED in Japan and other countries.
- ❏ Microsoft®, Windows®, Windows Server®, and Windows Vista® are registered trademarks of Microsoft Corporation.
- ❏ Apple, Mac, macOS, OS X, Bonjour, Safari, AirPrint, iPad, iPhone, iPod touch, and iTunes are trademarks of Apple Inc., registered in the U.S. and other countries.
- ❏ Use of the Works with Apple badge means that an accessory has been designed to work specifically with the technology identified in the badge and has been certified by the developer to meet Apple performance standards.
- ❏ Chrome, Google Play, and Android are trademarks of Google LLC.
- ❏ Adobe and Adobe Reader are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.
- ❏ Firefox is a trademark of the Mozilla Foundation in the U.S. and other countries.
- ❏ Mopria® and the Mopria® Logo are registered and/or unregistered trademarks and service marks of Mopria Alliance, Inc. in the United States and other countries. Unauthorized use is strictly prohibited.
- ❏ General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.

# Copyright

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Seiko Epson Corporation. No patent liability is assumed with respect to the use of the information contained herein. Neither is any liability assumed for damages resulting from the use of the information herein. The

information contained herein is designed only for use with this Epson product. Epson is not responsible for any use of this information as applied to other products.

Neither Seiko Epson Corporation nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by the purchaser or third parties as a result of accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with Seiko Epson Corporation's operating and maintenance instructions.

Seiko Epson Corporation and its affiliates shall not be liable for any damages or problems arising from the use of any options or any consumable products other than those designated as Original Epson Products or Epson Approved Products by Seiko Epson Corporation.

Seiko Epson Corporation shall not be held liable for any damage resulting from electromagnetic interference that occurs from the use of any interface cables other than those designated as Epson Approved Products by Seiko Epson Corporation.

© 2020 Seiko Epson Corporation

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

# Important Instructions

Safety Instructions. . . . . 12

Printer Advisories and Warnings. . . . . 13

Protecting Your Personal Information. . . . . 14

# Safety Instructions

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

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

http://support.epson.net/symbols

❏ Use only the power cord supplied with the printer and do not use the cord with any other equipment. Use of other cords with this printer or the use of the supplied power cord with other equipment may result in fire or electric shock.

❏ Be sure your AC power cord meets the relevant local safety standard.

❏ Never disassemble, modify, or attempt to repair the power cord, plug, printer unit, scanner unit, or options by yourself, except as specifically explained in the printer's manuals.

❏ Unplug the printer and refer servicing to qualified service personnel under the following conditions:

The power cord or plug is damaged; liquid has entered the printer; the printer has been dropped or the casing damaged; the printer does not operate normally or exhibits a distinct change in performance. Do not adjust controls that are not covered by the operating instructions.

❏ Place the printer near a wall outlet where the plug can be easily unplugged.

❏ Do not place or store the printer outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity.

❏ Take care not to spill liquid on the printer and not to handle the printer with wet hands.

❏ Keep the printer at least 22 cm away from cardiac pacemakers. Radio waves from this printer may adversely affect the operation of cardiac pacemakers.

❏ If the LCD screen is damaged, contact your dealer. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

## Safety Instructions for Ink

❏ Be careful not to touch 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 the area thoroughly with soap and water.
- ❏ If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems continue after a thorough flushing, see a doctor immediately.
- ❏ If ink gets into your mouth, see a doctor right away.

❏ Do not disassemble the maintenance box; otherwise ink may get into your eyes or on your skin.

❏ Do not shake an ink bottle too vigorously or subject it to strong impacts as this can cause ink to leak.

❏ Keep ink bottles and maintenance box out of the reach of children. Do not allow children to drink from the ink bottles.

# Printer Advisories and Warnings

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

## Advisories and Warnings for Setting Up the Printer

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

## Advisories and Warnings for Using the Printer

- ❏ Do not insert objects through the slots in the printer.
- ❏ Do not put your hand inside the printer during printing.
- ❏ Do not touch the white flat cable and ink tubes inside the printer.
- ❏ Do not use aerosol products that contain flammable gases inside or around the printer. Doing so may cause fire.
- ❏ Do not move the print head by hand; otherwise, you may damage the printer.
- ❏ Be careful not to trap your fingers when closing the scanner unit.
- ❏ Do not press too hard on the scanner glass when placing the originals.

- ❏ Prolonged use of the printer when the ink level is below the lower line could damage the printer. Fill the ink tank to the upper line while the printer is not operating. To display the correct ink level estimates, reset the ink level after filling the tank.
- ❏ Always turn the printer off using the ⏻ button. Do not unplug the printer or turn off the power at the outlet until the ⏻ light stops flashing.
- ❏ If you are not going to use the printer for a long period, be sure to unplug the power cord from the electrical outlet.

## Advisories and Warnings for Using the LCD Screen

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

## Advisories and Warnings for Using the Printer with a Wireless Connection

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

## Advisories and Warnings for Transporting or Storing the Printer

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

# Protecting Your Personal Information

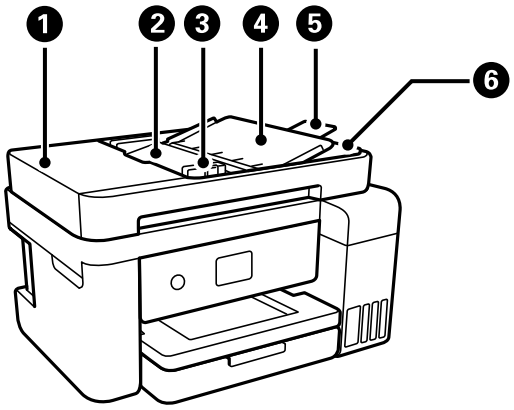
When you give the printer to someone else or dispose of it, erase all the personal information stored in the printer's memory by selecting **Settings** > **Restore Default Settings** > **Clear All Data and Settings** on the control panel.

# Part Names and Functions

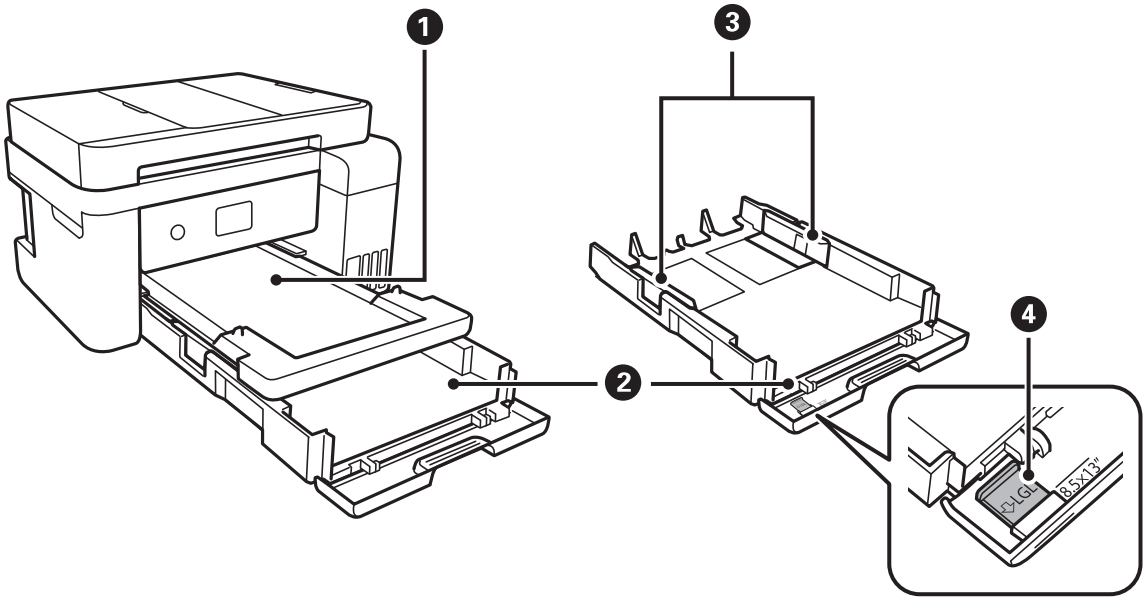
Part Names and Functions. . . . . .16

# Part Names and Functions

Only for ET-3850 Series/L6270 Series

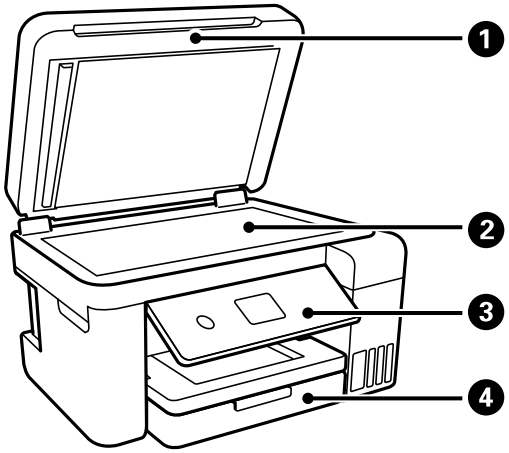



| | | |
|---|---|---|
| 1 | ADF (Automatic Document Feeder) cover | Open when removing jammed originals in the ADF. |
| 2 | ADF input tray | Feeds originals automatically. |
| 3 | ADF edge guide | Feeds originals straight into the printer. Slide to the edge of the originals. |
| 4 | ADF document support | Supports originals. |
| 5 | ADF output tray extension | Holds legal size originals ejected from the ADF. Make sure you extend this when scanning legal size originals using the ADF. |
| 6 | ADF output tray | Holds originals ejected from the ADF. |

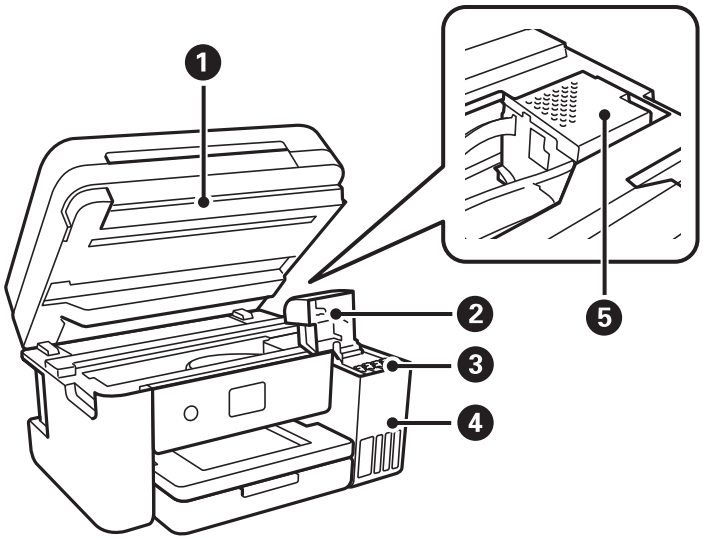



| | | |
|---|---|---|
| 1 | Output tray | Holds the ejected paper. |
| 2 | Paper cassette | Loads paper. |

| | | |
|---|---|---|
| ❸ | Edge guide | Feeds the paper straight into the printer. Slide to the edges of the paper. |
| ❹ | Paper guide extension | Slide out to load larger than A4 size. |

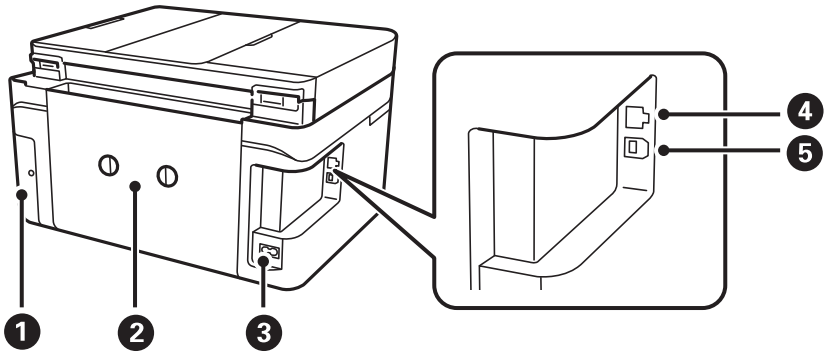



| | | |
|---|---|---|
| ❶ | Document cover | Blocks external light while scanning. |
| ❷ | Scanner glass | Place the originals. |
| ❸ | Control panel | Allows you to make settings and perform operations on the printer. |
| ❹ | Front cover | Open to load paper in the paper cassette. |




| | | |
|---|---|---|
| ❶ | Scanner unit | Scans placed originals. Open to refill the ink tank or to remove jammed paper. This unit should usually be kept closed. |
| ❷ | Ink tank cover | Open to refill the ink tank. |
| ❸ | Ink reservoir tank (Ink tank) | Supplies ink to the print head. |
| ❹ | Ink tank unit | Contains the ink tanks. |

| | | |
|---|---|---|
| ❺ | Print head | Ink is ejected from the print head nozzles underneath. |




| | | |
|---|---|---|
| ❶ | Maintenance box cover | Remove when replacing the maintenance box. The maintenance box is a container that collects a very small amount of surplus ink during cleaning or printing. |
| ❷ | Rear cover | Remove when removing jammed paper. |
| ❸ | AC inlet | Connects the power cord. |
| ❹ | LAN port | Connects a LAN cable. |
| ❺ | USB port | Connects a USB cable to connect with a computer. |

# Guide to the Control Panel

Control Panel. . . . . 20

Home Screen Configuration. . . . . 21

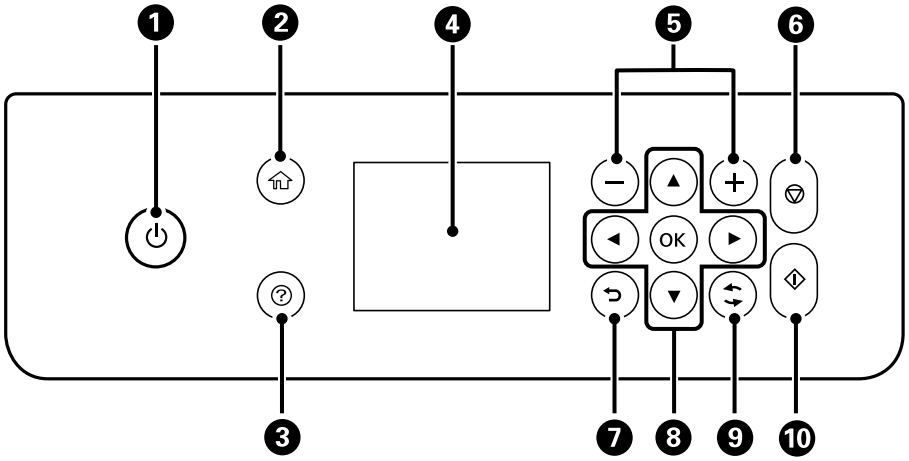
Menu Screen Configuration. . . . . .22

Basic Operations. . . . . .23

Entering Characters. . . . . 24

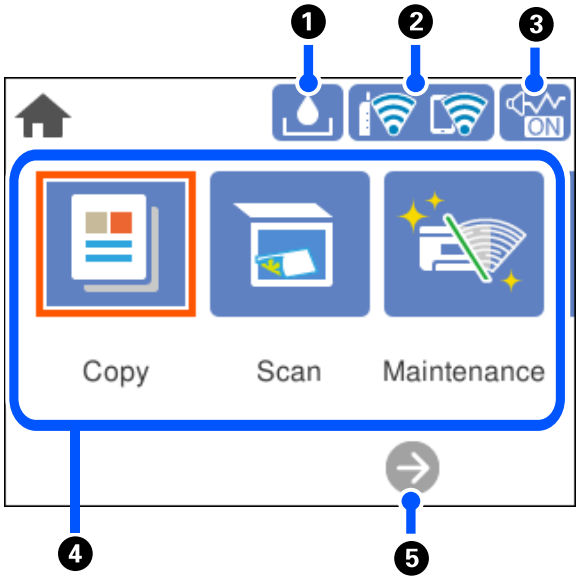
Viewing Animations. . . . . 25

# Control Panel




| | |
|---|---|
| ❶ | Turns the printer on or off.<br>Unplug the power cord after checking that the power light is off. |
| ❷ | Displays the home screen. |
| ❸ | Displays the solutions when you are in trouble. |
| ❹ | Displays menus and messages. Use buttons on the control panel to select a menu or to make settings. |
| ❺ | Selects the number of pages to print. |
| ❻ | Stops the current operation. |
| ❼ | Returns to the previous screen. |
| ❽ | Use the ▲▼◀▶ buttons to move the focus to the target, and then press the OK button to open the selected menu or to make settings. |
| ❾ | Applies to a variety of functions depending on the situation. |
| ❿ | Starts an operation such as printing or copying. |

# Home Screen Configuration

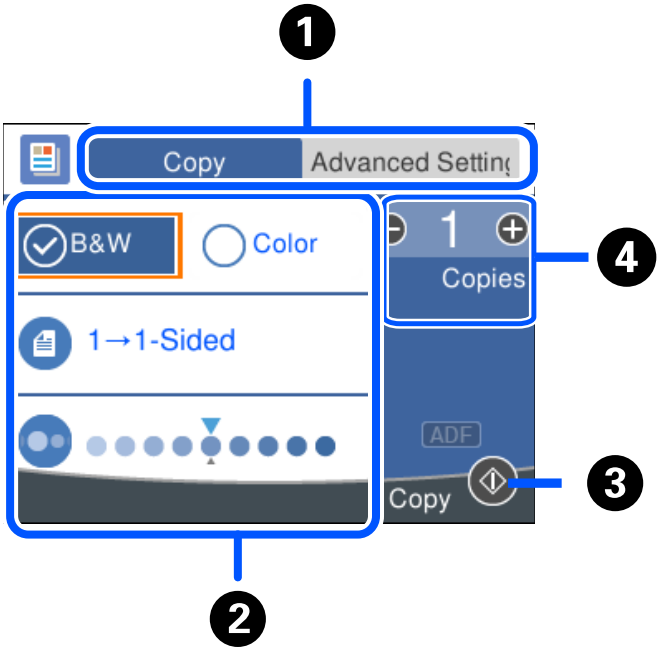



| | | |
|---|---|---|
| 1 |  | Displays the Remaining capacity of Maintenance box screen. You can check the approximate service life of maintenance box. |
| 2 |  | Displays the network connection status. See the following for more details.<br>"Guide to the Network Icon" on page 22 |
| 3 |  | Indicates that **Quiet Mode** is set for the printer. When this feature is enabled, the noise made by printer operations is reduced, but print speed may slow down. However, noises may not be reduced depending on the selected paper type and print quality. Select to change the setting. You can also make this setting from the **Settings** menu.<br>**Settings** > **General Settings** > **Printer Settings** > **Quiet Mode** |
| 4 | Displays each menu.<br>❏ Copy<br>Allows you to copy documents.<br>❏ Scan<br>Allows you to scan documents and save them to a computer.<br>❏ Maintenance<br>Displays the menus recommended to improve the quality of your printouts such as unclogging nozzles by printing a nozzle check pattern and performing head cleaning, and improving blurring or banding in your printouts by aligning the print head. You can also make this setting from the **Settings** menu.<br>**Settings** > **Maintenance**<br>❏ Settings<br>Allows you to make settings related to maintenance, printer settings, and operations. | |
| 5 |  | Scrolls the screen to the right. |

## Guide to the Network Icon

| | |
|---|---|
|  | The printer is not connected to a wired (Ethernet) network or unset it. |
|  | The printer is connected to a wired (Ethernet) network. |
|  | The printer is not connected to a wireless (Wi-Fi) network. |
|  | The printer is searching for SSID, unset IP address, or having a problem with a wireless (Wi-Fi) network. |
|  | The printer is connected to a wireless (Wi-Fi) network.<br>The number of bars indicates the signal strength of the connection. The more bars there are, the stronger the connection. |
|  | The printer is not connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode. |
|  | The printer is connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode. |

# Menu Screen Configuration

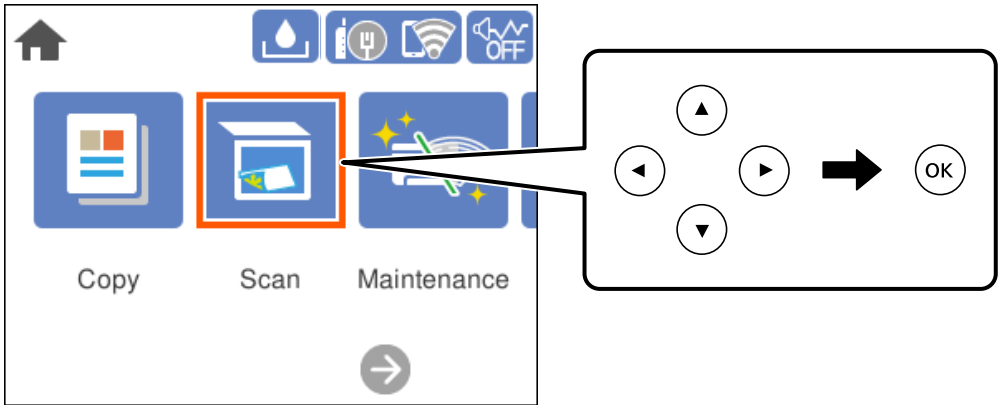



| | |
|---|---|
| ❶ | Switches the list of settings using the tabs. The **Advanced Settings** tab displays other items that you can set as necessary. |

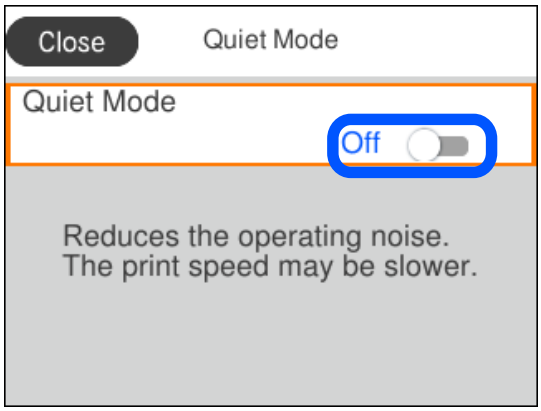
| | |
|---|---|
| ❷ | Displays the list of setting items. When  is displayed, you view additional information by selecting the icon. Make settings by selecting the item or adding a check mark.<br>Grayed out items are not available. Select the item to check why it is unavailable.<br>If any problems occur,  is displayed on the item. Select the icon to check how to solve the problem. |
| ❸ | Available buttons are displayed. |
| ❹ | Displays the on-screen keypad allowing you to enter the number of copies. |

# Basic Operations

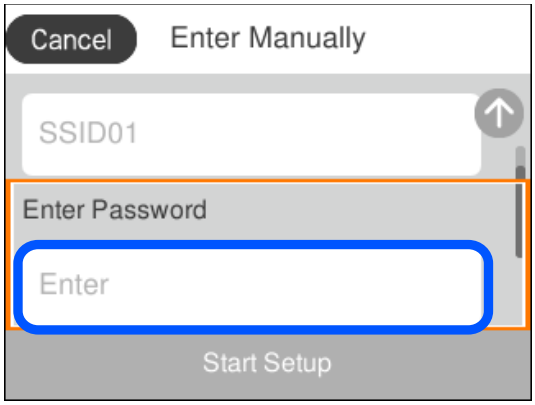
Move the focus using the ▲▼◀▶ buttons to select the items, and then press the OK button to confirm your selection or run the selected feature.




Move the focus to the setting item using the ▲▼◀▶ buttons, and then press the OK button to switch the item on or off.

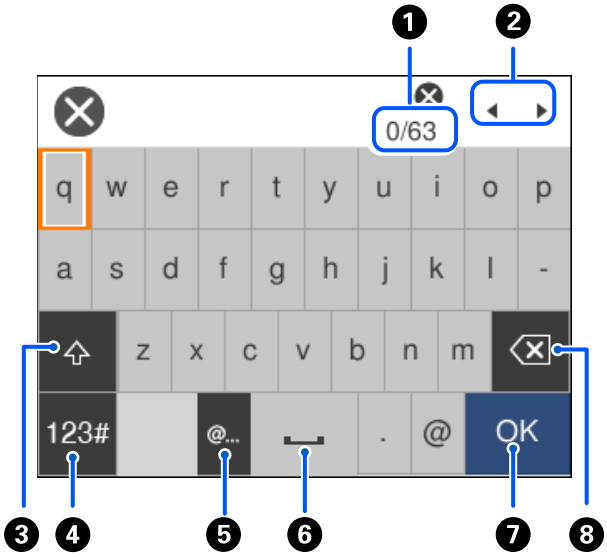


To enter the value, name, address, and so on, move the focus to the input field using the ▲▼◀▶ buttons, and then press the OK button to display the on-screen keyboard.




# Entering Characters

You can enter characters and symbols by using on-screen keyboard when you make network settings and so on.




| | |
|---|---|
| ❶ | Indicates the character count. |
| ❷ | Moves the cursor to the input position. |
| ❸ | Switches between upper case and lower case. |
| ❹ | Switches the character type.<br>ABC: Alphabet<br>123#: Numbers and symbols |
| ❺ | Enters frequently used email domain addresses or URLs by simply selecting the item. |
| ❻ | Enters a space. |
| ❼ | Enters character. |

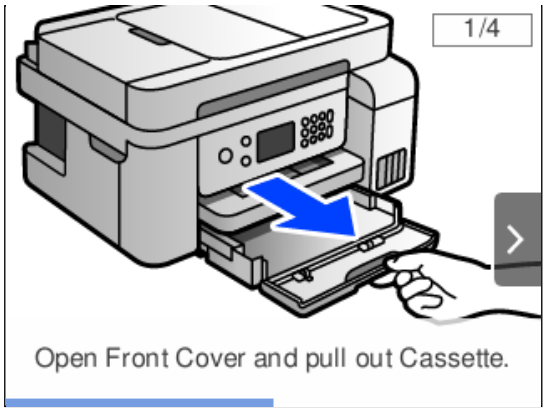
| | |
|---|---|
| ❽ | Deletes a character to the left. Deletes a character to the right when the cursor is at the start of the line and there are no characters to the left. |

# Viewing Animations

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

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

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



# Loading Paper

Paper Handling Precautions. . . . . 27

Paper Size and Type Settings. . . . . 27

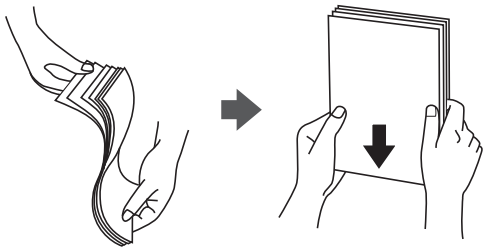
Loading Paper. . . . . 29

# Paper Handling Precautions

❏ Read the instruction sheets supplied with the paper.

❏ To achieve high-quality printouts with genuine Epson paper, use the paper in the environment stated on the sheets supplied with the paper.

❏ Fan and align the edges of the paper before loading. Do not fan or curl photo paper. Doing so may damage the printable side.



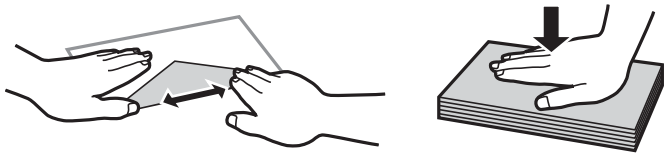
❏ If the paper is curled, flatten it or curl it slightly in the opposite direction before loading. Printing on curled paper may cause paper jams and smears on the printout.



❏ Paper feed problems may occur frequently for manual 2-sided printing when printing on one side of pre-printed paper. Reduce the number of sheets to half or less, or load one sheet of paper at a time if paper jams continue.

❏ Make sure you are using long-grain paper. If you are not sure what type of paper you are using, check the paper packaging or contact the manufacturer to confirm the paper specifications.

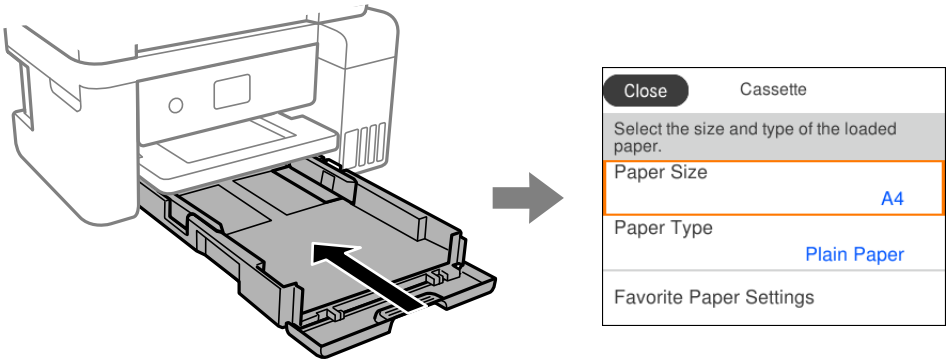
❏ Fan and align the edges of the envelopes before loading. When the stacked envelopes are puffed up with air, press them down to flatten them before loading.



# Paper Size and Type Settings

If you register the paper size and type on the screen displayed when you load paper, the printer informs you when the registered information and print settings differ. This prevents you from wasting paper and ink by making sure you are not printing on the wrong paper size or printing in the wrong color due to using settings that do not match the paper type.

This screen is not displayed if you have disabled **Paper Setup Auto Display**. If you disable this feature, you cannot print from an iPhone, iPad, or iPod touch using AirPrint.




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

***Note:***
*You can also display the paper size and paper type settings screen by selecting* ***Settings*** > ***General Settings*** > ***Printer Settings*** > ***Paper Source Settings*** > ***Paper Setting****.*

### Related Information

➡ "Paper Setup Auto Display:" on page 220

## List of Paper Type

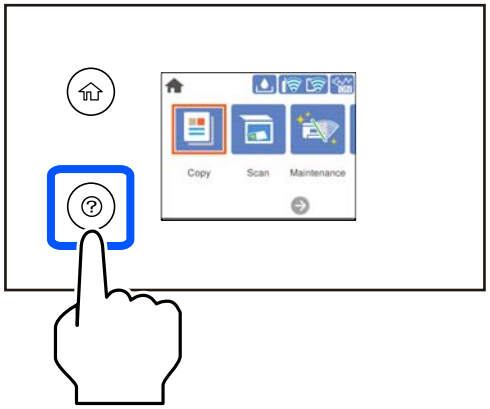
To obtain optimum printing results, select the paper type that suits the paper.

| Media Name | Media Type | |
|---|---|---|
| | Control Panel | Printer Driver |
| Epson Bright White Ink Jet Paper | Plain paper | Plain paper |
| Epson Ultra Glossy Photo Paper | Ultra Glossy | Epson Ultra Glossy |
| Epson Premium Glossy Photo Paper<br>Epson Value Glossy Photo Paper | Prem. Glossy | Epson Premium Glossy |
| Epson Premium Semigloss Photo Paper | Prem. Semigloss | Epson Premium Semigloss |
| Epson Photo Paper Glossy | Glossy | Photo Paper Glossy |
| Epson Matte Paper-Heavyweight<br>Epson Double-Sided Matte Paper | Matte | Epson Matte |
| Epson Photo Quality Ink Jet Paper<br>Epson Double-sided Photo Quality Ink Jet Paper<br>Epson Photo Quality Self Adhesive Sheets | Photo Quality Ink Jet | Epson Photo Quality Ink Jet |

# Loading Paper

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

Select ⓘ, and then select **How To** > **Load paper**.




If you want to stop viewing the animation, close the screen.

### Related Information

➡ "Paper Size and Type Settings" on page 27

## Precautions when Loading Letterhead Paper

- ❏ For letterhead paper, select **Letterhead** as the paper type.
- ❏ For letterhead paper, 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 which 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.
- ❏ 2-sided printing and borderless printing are not available for letterhead paper. Also, the print speed may be slower.

# Placing Originals

Placing Originals. . . . . 31

Originals that are not Supported by the ADF. . . . . 32

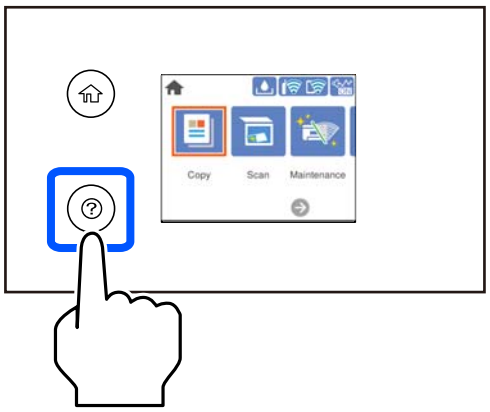
# Placing Originals

Place originals on the scanner glass or the ADF.

You can place multiple originals in the ADF.

Follow the steps below to view the animations for placing originals.

Select ⓘ, and then select **How To** > **Place Originals**. Select the method of placing originals that you want to view. Select **Finish** to close the animation screen.



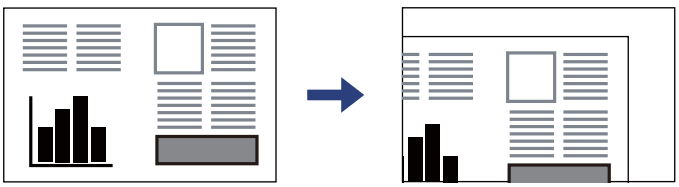

### When using the scanner glass

> ⚠ ***Caution:***
>
> *Be careful not to trap your fingers when closing the document cover. Otherwise you may be injured.*

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

***Note:***

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



❏ *A range of 1.5 mm from the corner of the scanner glass is not scanned.*

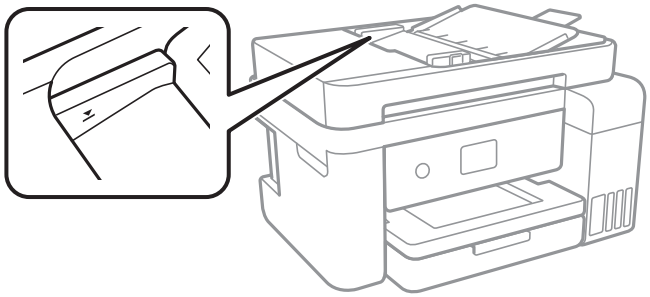
❏ *When originals are placed in the ADF and on the scanner glass, priority is given to the originals in the ADF.*

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

### When using the ADF

***Important:***

❏ *Do not load originals above the line just under the triangle symbol inside the ADF edge guide.*



❏ *Do not add originals while scanning.*

### Related Information

➡ "Originals that are not Supported by the ADF" on page 32

# Originals that are not Supported by the ADF

***Important:***

*Do not feed photographs or valuable original artwork into the ADF. Misfeeding may wrinkle or damage the original. Scan these documents on the scanner glass instead.*

To prevent paper jams, avoid placing the following originals in the ADF. For these types, use the scanner glass.

❏ Originals that are torn, folded, wrinkled, deteriorated, or curled

❏ Originals with binder holes

❏ Originals held together with tape, staples, paper clips etc.

❏ Originals that have stickers or labels stuck to them

❏ Originals that are cut irregularly or not right angled

❏ Originals that are bound

❏ OHPs, thermal transfer paper, or carbon backs

# Printing

Printing Documents. . . . . 34

Printing on Envelopes. . . . . 61

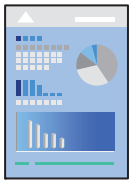
Printing Web Pages. . . . . 62

Printing Using a Cloud Service. . . . . 63

# Printing Documents

## Printing from a Computer - Windows

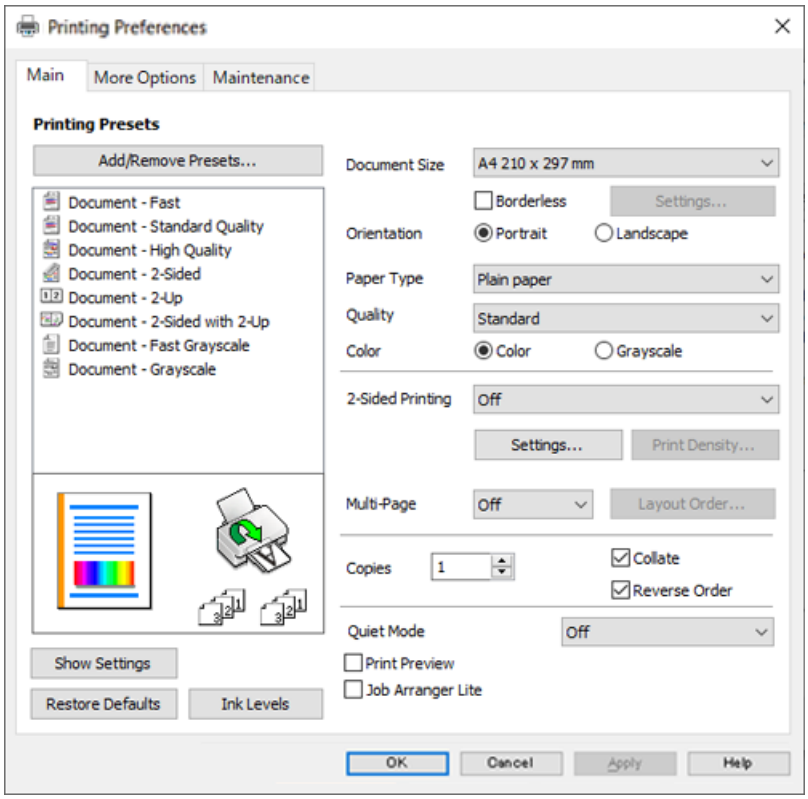
### Printing Using Easy Settings



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

1. Load paper in the printer.
   "Loading Paper" on page 29
2. Open the file you want to print.
3. Select **Print** or **Print Setup** from the **File** menu.
4. Select your printer.

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




6. Change the settings as necessary.

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

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

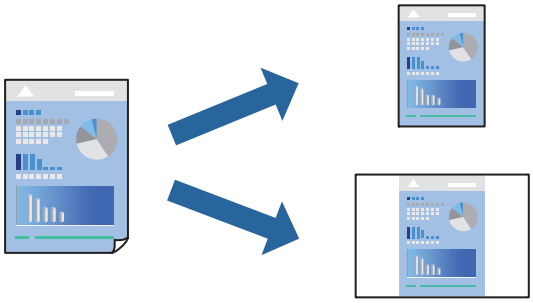
8. Click **Print**.

### Related Information

➡ "Available Paper and Capacities" on page 207
➡ "List of Paper Type" on page 28

## Adding Printing Presets for Easy Printing

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



1. On the printer driver's **Main** or **More Options** tab, set each item (such as **Document Size** and **Paper Type**).
2. Click **Add/Remove Presets** in **Printing Presets**.
3. Enter a **Name** and, if necessary, enter a comment.
4. Click **Save**.

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

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

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 34

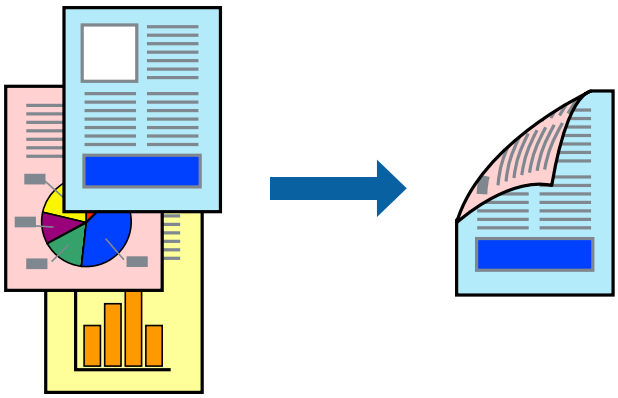
## Printing on 2-Sides

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

❏ Automatic 2-sided printing

❏ Manual 2-sided printing

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



***Note:***

❏ *This feature is not available for borderless printing.*

❏ *If you do not use paper that is suitable for 2-sided printing, the print quality may decline and paper jams may occur.*

*"Paper for 2-Sided Printing" on page 209*

❏ *Depending on the paper and the data, ink may bleed through to the other side of the paper.*

❏ *You cannot perform manual 2-sided printing unless **EPSON Status Monitor 3** is enabled. If **EPSON Status Monitor 3** is disabled, access the printer driver window, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.*

❏ *However, it may not be available when the printer is accessed over a network or is used as a shared printer.*

1. On the printer driver's **Main** tab, select the method of **2-Sided Printing**.

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

3. Click **Print Density**, make the appropriate settings, and then click **OK**.

   When setting **Print Density**, you can adjust print density according to the document type.

   ***Note:***

   ❏ *This setting is not available when you select manual 2-sided printing.*

   ❏ *Printing may be slow depending on the combination of options selected for **Print Density** in the **Select Document Type** window and for **Quality** on the **Main** tab.*

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

5. Click **Print**.

   For manual 2-sided printing, when the first side has finished printing, a pop-up window is displayed on the computer. Follow the on-screen instructions.

### Related Information

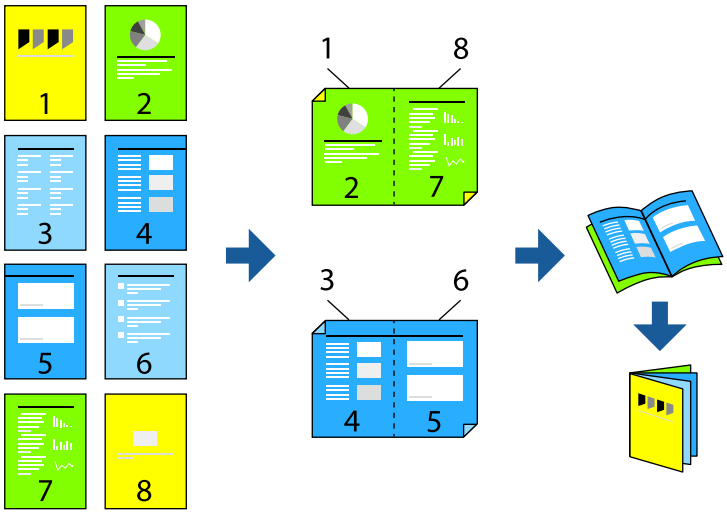
➡ "Available Paper and Capacities" on page 207

➡ "Loading Paper" on page 29

➡ "Printing Using Easy Settings" on page 34

## Printing a Booklet

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




***Note:***

- ❏ *This feature is not available with borderless printing.*
- ❏ *If you do not use paper that is suitable for 2-sided printing, the print quality may decline and paper jams may occur.*
  *"Paper for 2-Sided Printing" on page 209*
- ❏ *Depending on the paper and the data, ink may bleed through to the other side of the paper.*
- ❏ *You cannot perform manual 2-sided printing unless **EPSON Status Monitor 3** is enabled. If **EPSON Status Monitor 3** is disabled, access the printer driver window, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.*
- ❏ *However, it may not be available when the printer is accessed over a network or is used as a shared printer.*

1. On the printer driver's **Main** tab, select the type of long-edge binding you want to use from **2-Sided Printing**.
2. Click **Settings**, select **Booklet**, and then select **Center Binding** or **Side Binding**.
   - ❏ Center Binding: Use this method when printing a small number of pages that can be stacked and easily folded in half.
   - ❏ Side Binding. Use this method when printing one sheet (four pages) at a time, folding each in half, and then putting them together in one volume.
3. Click **OK**.
4. When printing data that has a lot of photos and images, click **Print Density**, and then make the appropriate settings, and then click **OK**.

   When setting **Print Density**, you can adjust print density according to the document type.

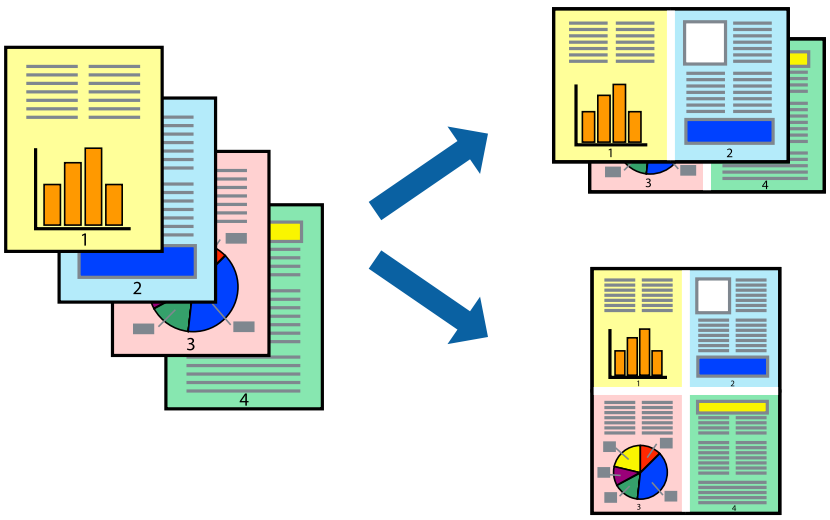
   ***Note:***
   *Printing may be slow depending on the combination of options selected for **Select Document Type** in the Print Density Adjustment window and for **Quality** on the **Main** tab.*
5. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
6. Click **Print**.

### Related Information


➡ "Available Paper and Capacities" on page 207
➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 34


## Printing Several Pages on One Sheet

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




***Note:***
*This feature is not available with borderless printing.*

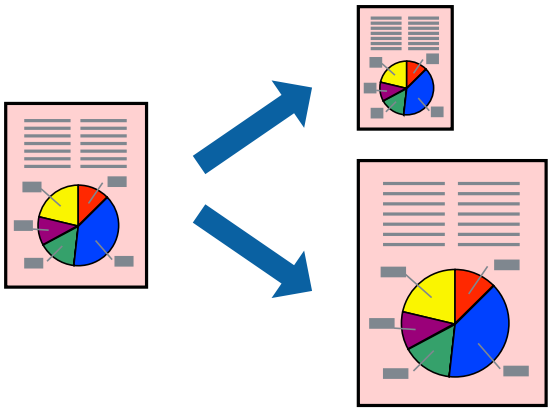
1. On the printer driver's **Main** tab, select **2-Up**, **4-Up**, **6-Up**, **8-Up**, **9-Up**, or **16-Up** as the **Multi-Page** setting.
2. Click **Layout Order**, make the appropriate settings, and then click **OK**.
3. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
4. Click **Print**.

### Related Information


➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 34

## Printing to Fit the Paper Size

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



***Note:***
*This feature is not available with borderless printing.*

1. On the printer driver's **More Options** tab, make the following settings.
   - ❏ Document Size: Select the size of the paper you set in the application setting.
   - ❏ Output Paper: Select the paper size you loaded in the printer.
     **Fit to Page** is automatically selected.

   ***Note:***
   *Click **Center** to print the reduced image in the middle of the paper.*

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

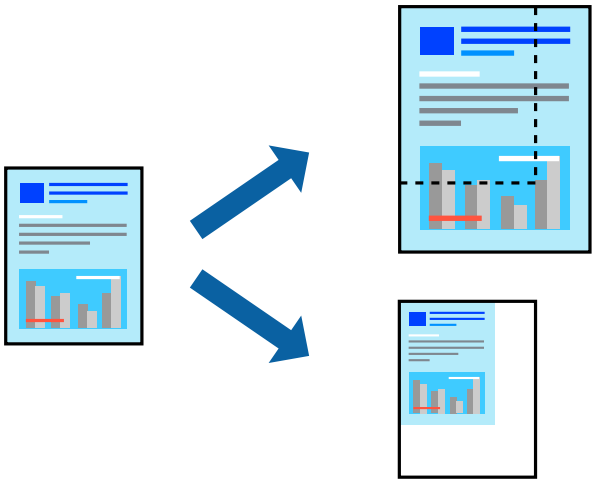
3. Click **Print**.

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 34

## Printing a Reduced or Enlarged Document at any Magnification

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



***Note:***
*This feature is not available with borderless printing.*

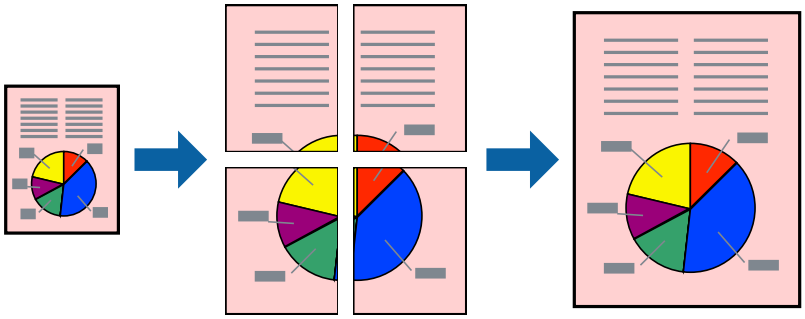
1. On the printer driver's **More Options** tab, select the document size from the **Document Size** setting.
2. Select the paper size you want to print on from the **Output Paper** setting.
3. Select **Reduce/Enlarge Document**, **Zoom to**, and then enter a percentage.
4. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
5. Click **Print**.

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 34

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

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



1. On the printer driver's **Main** tab, select **2x1 Poster**, **2x2 Poster**, **3x3 Poster**, or **4x4 Poster** as the **Multi-Page** setting.

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

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

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

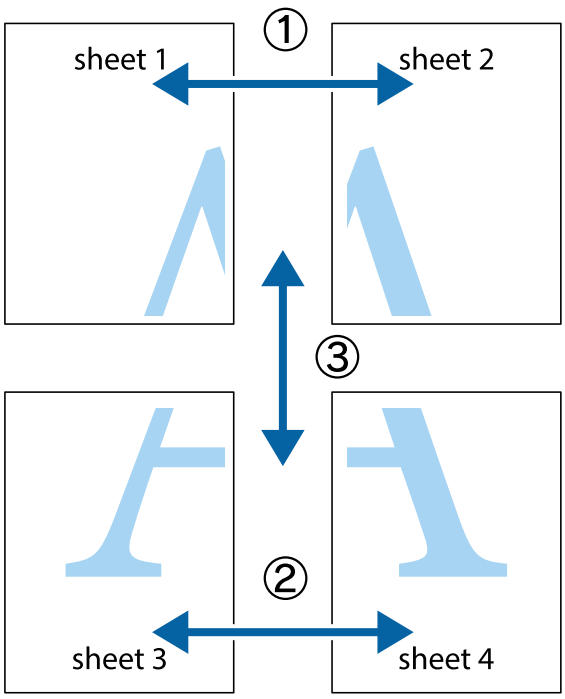
4. Click **Print**.

### Related Information

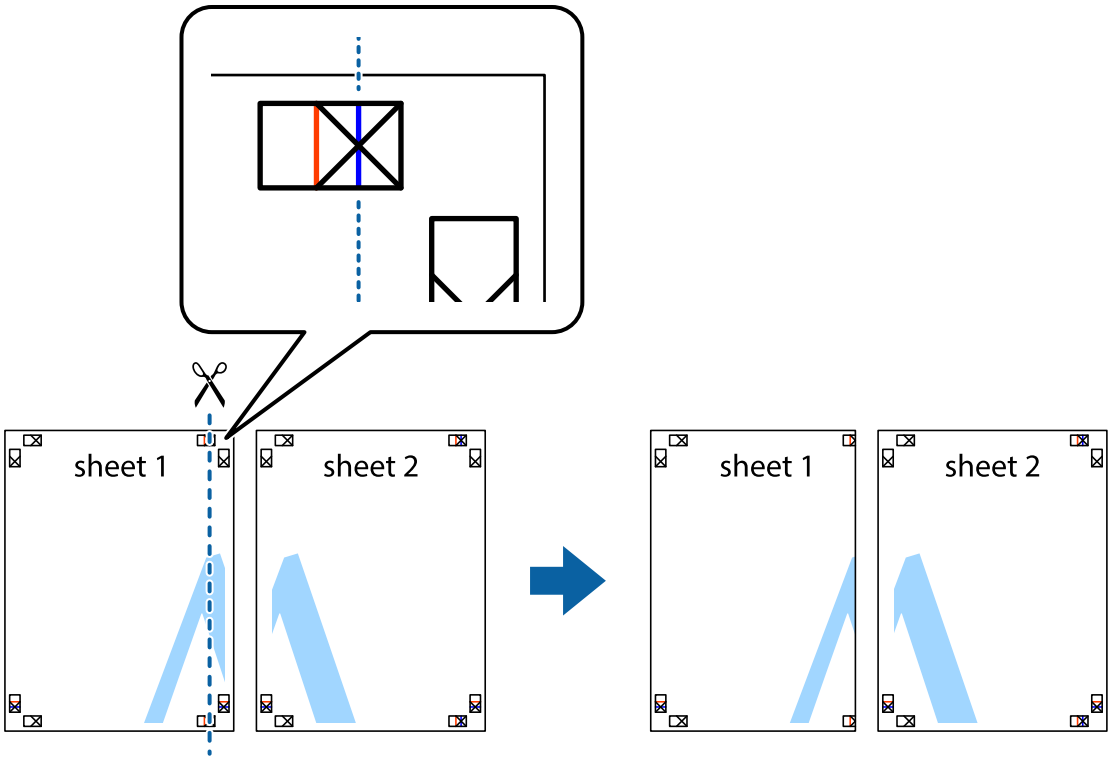
➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 34

### *Making Posters Using Overlapping Alignment Marks*

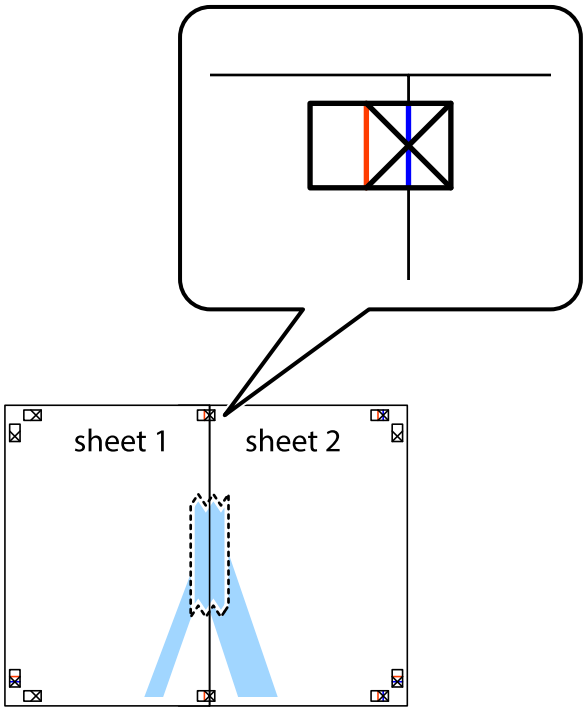
Here is an example of how to make a poster when **2x2 Poster** is selected, and **Overlapping Alignment Marks** is selected in **Print Cutting Guides**.



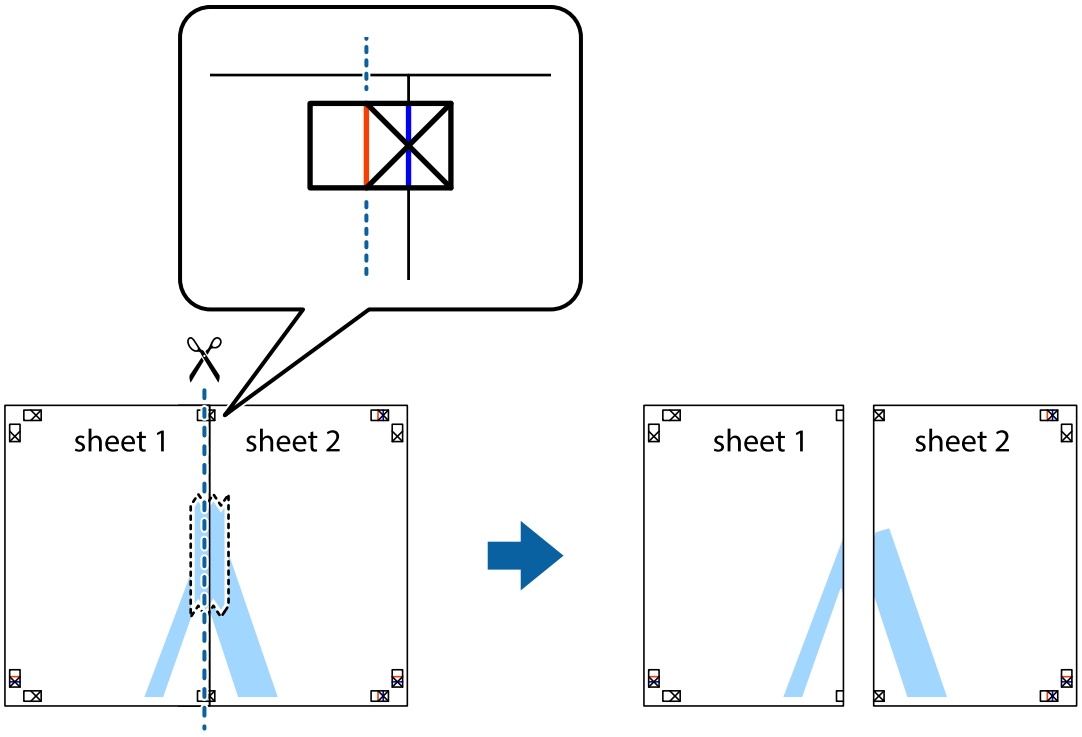
1. Prepare Sheet 1 and Sheet 2. Cut off the margins of Sheet 1 along the vertical blue line through the center of the top and bottom cross marks.



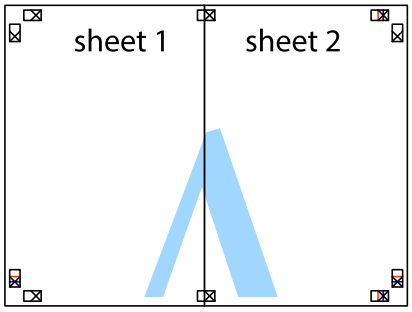

2. Place the edge of Sheet 1 on top of Sheet 2 and align the cross marks, then temporarily tape the two sheets together from the back.



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

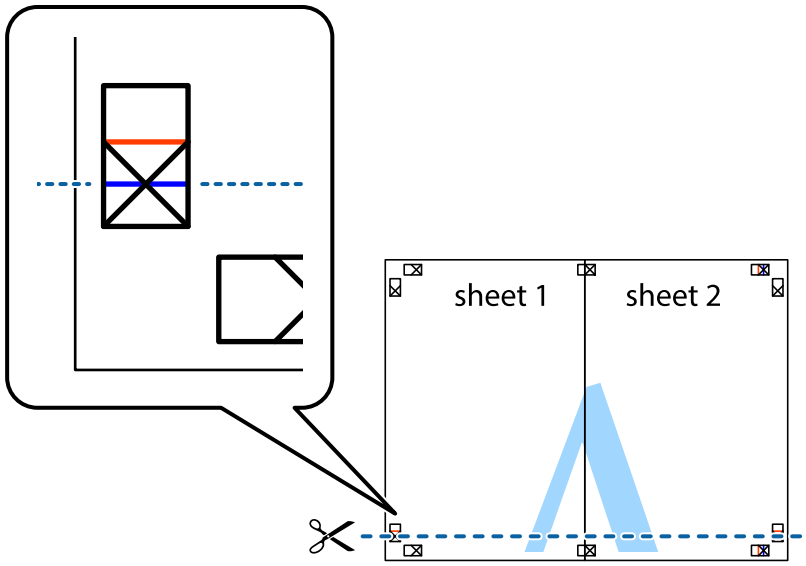



4. Tape the sheets together from the back.

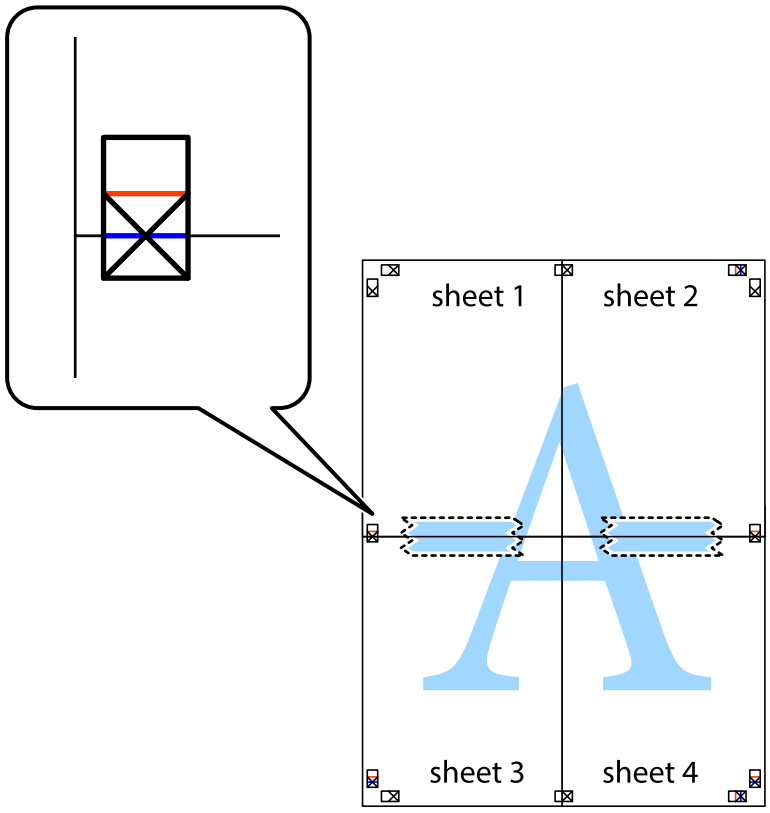



5. Repeat steps 1 to 4 to tape Sheet 3 and Sheet 4 together.

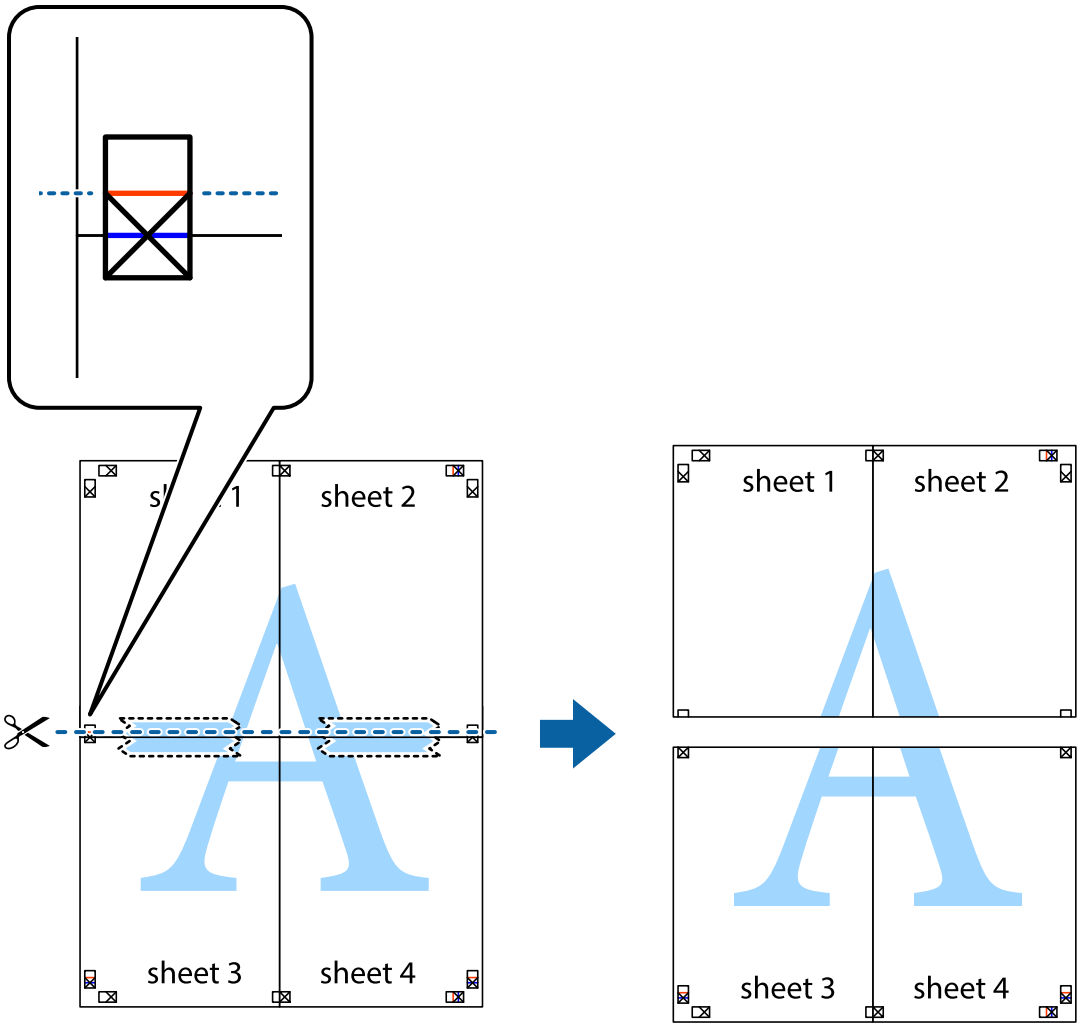
6. Cut off the margins of Sheet 1 and Sheet 2 along the horizontal blue line through the center of the left and right side cross marks.



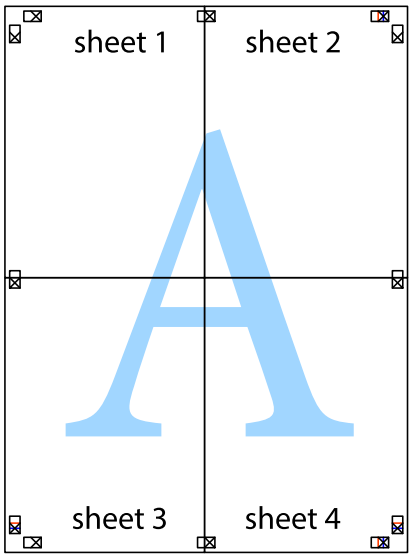

7. Place the edge of Sheet 1 and Sheet 2 on top of Sheet 3 and Sheet 4 and align the cross marks, and then temporarily tape them together from the back.



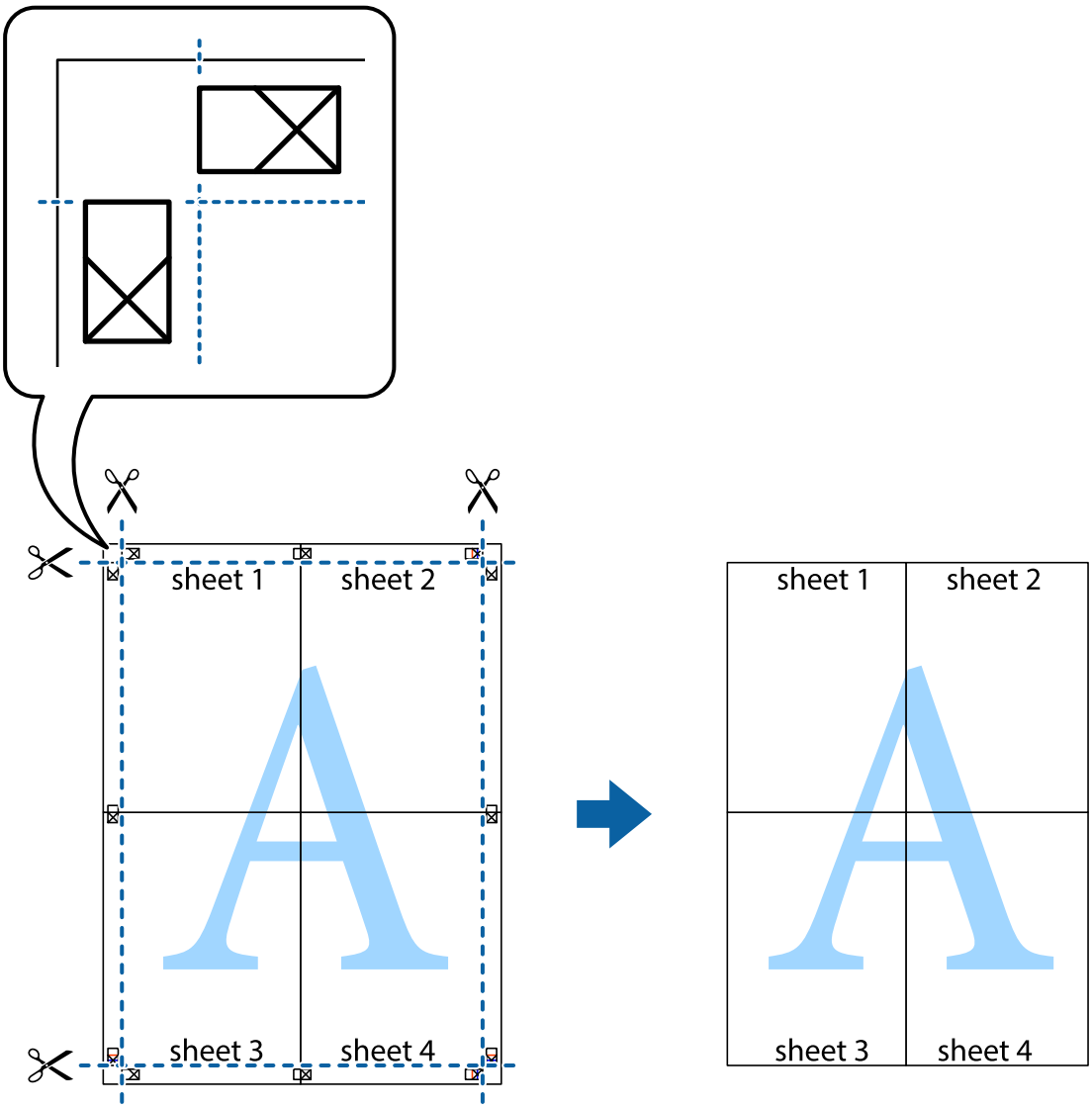
8. Cut the taped sheets in two along the horizontal red line through the alignment markers (this time, the line above the cross marks).




9. Tape the sheets together from the back.

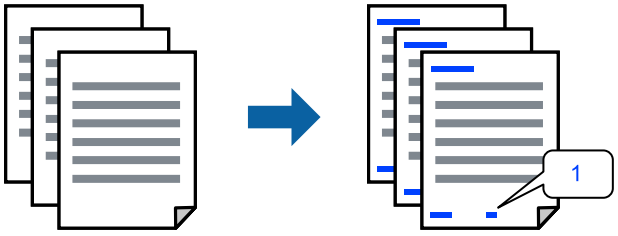


10. Cut off the remaining margins along the outer guide.




## Printing with a Header and Footer

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




1. On the printer driver's **More Options** tab, click **Watermark Features**, and then select **Header/Footer**.

2. **Settings**, and then select the items you want to print and then click OK.

   ***Note:***
   - ❏ *To specify the first page number, select **Page Number** from the position you want to print in the header or footer, and then select the number in **Starting number**.*
   - ❏ *If you want to print text in the header or footer, select the position you want to print, and then select **Text**. Enter the text you want to print in the text input field.*

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

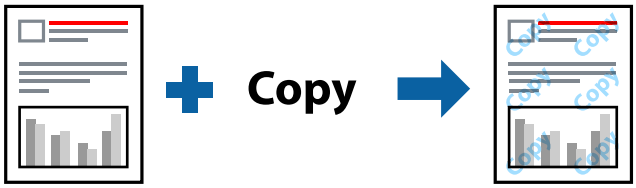
4. Click **Print**.

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 34

## Printing a Watermark

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




Anti-Copy Pattern is available under the following conditions:

- ❏ Paper Type: Plain paper, Letterhead
- ❏ Borderless: Not selected
- ❏ Quality: Standard
- ❏ 2-Sided Printing: Off, Manual (Long-edge binding), or Manual (Short-edge binding)
- ❏ Color Correction: Automatic
- ❏ Short Grain Paper: Not selected

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

1. On the printer driver's **More Options** tab, click **Watermark Features**, and then select Anti-Copy Pattern or Watermark.

2. Click **Settings** to change details such as the size, density, or position of the pattern or the mark.

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

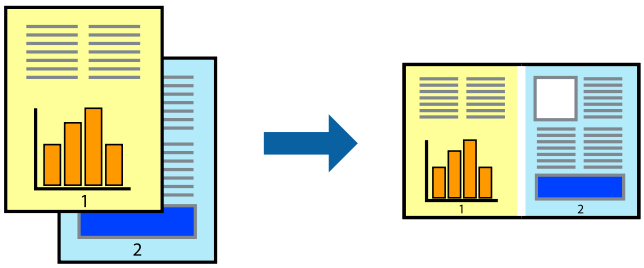
4. Click **Print**.

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 34

## Printing Multiple Files Together

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




1. On the printer driver's **Main** tab, select **Job Arranger Lite**.
2. Click **Print**.

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

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

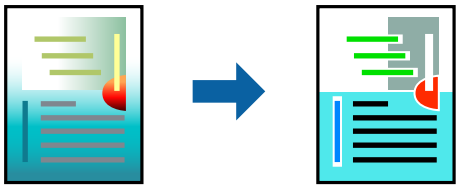
   *To open a Print Project, click **Job Arranger Lite** on the printer driver's **Maintenance** tab to open the Job Arranger Lite window. Next, select **Open** from the **File** menu to select the file.*

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 34

## Printing Using the Color Universal Print Feature

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



Color Universal Print is only available when the following settings are selected.

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

1. On the printer driver's **More Options** tab, click **Image Options** in the **Color Correction** setting.
2. Select an option from the **Color Universal Print** setting.
3. **Enhancement Options** to make further settings.
4. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
5. Click **Print**.

***Note:***

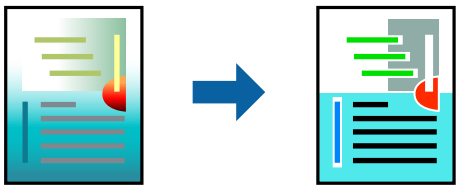
- ❏ *Certain characters may be altered by patterns, such as "+" appearing as "±".*
- ❏ *Application-specific patterns and underlines may alter content printed using these settings.*
- ❏ *Print quality may decrease in photos and other images when using Color Universal Print settings.*
- ❏ *Printing is slower when using Color Universal Print settings.*

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 34

## Adjusting the Print Color

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



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

***Note:***
***PhotoEnhance*** *adjusts the color by analyzing the location of the subject. Therefore, if you have changed the location of the subject by reducing, enlarging, cropping, or rotating the image, the color may change unexpectedly. Selecting the borderless setting also changes the location of the subject resulting in changes in color. If the image is out of focus, the tone may be unnatural. If the color is changed or becomes unnatural, print in a mode other than* ***PhotoEnhance****.*

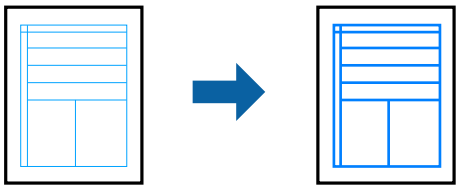
1. On the printer driver's **More Options** tab, select the method of color correction from the **Color Correction** setting.
   - ❏ Automatic: This setting automatically adjusts the tone to match the paper type and print quality settings.
   - ❏ Custom: Click **Advanced**, you can make your own settings.
2. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
3. Click **Print**.

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 34

## Printing to Emphasize Thin Lines

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



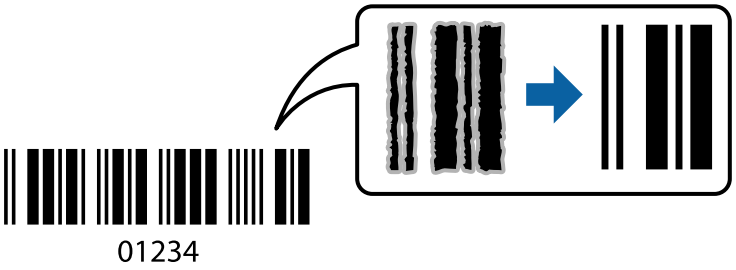
1. On the printer driver's **More Options** tab, click **Image Options** in the **Color Correction** setting.
2. Select **Emphasize Thin Lines**.
3. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
4. Click **Print**.

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 34

## Printing Clear Bar Codes

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




You can use this feature under the following conditions.

❏ Paper Type: Plain paper, Letterhead, or Envelope

❏ Quality: **Standard**

1. On the printer driver's **Maintenance** tab, click **Extended Settings**, and then select **Barcode mode**.
2. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
3. Click **Print**.

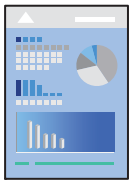
   ***Note:***
   *Deblurring may not always be possible depending on the circumstances.*

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 34

# Printing from a Computer - Mac OS

## Printing Using Easy Settings



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

1. Load paper in the printer .

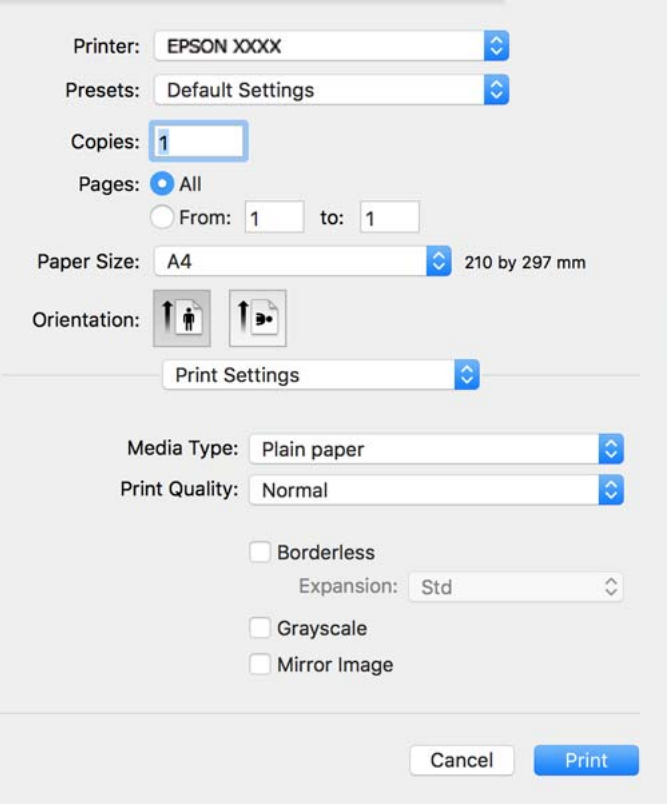
   "Loading Paper" on page 29
2. Open the file you want to print.

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

   If necessary, click **Show Details** or ▼ to expand the print window.

4. Select your printer.

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




6. Change the settings as necessary.

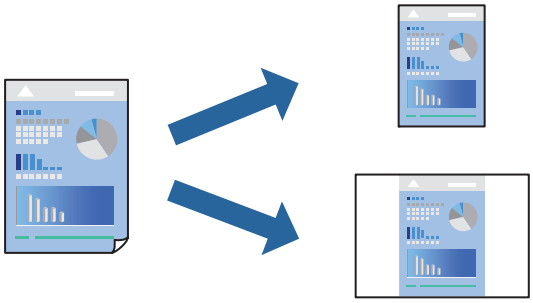
7. Click **Print**.

### Related Information

➡ "Available Paper and Capacities" on page 207
➡ "List of Paper Type" on page 28

## Adding Printing Presets for Easy Printing

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



1. Set each item such as **Print Settings** and **Layout** (**Paper Size**, **Media Type**, and so on).
2. Click **Presets** to save the current settings as a preset.
3. Click **OK**.

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

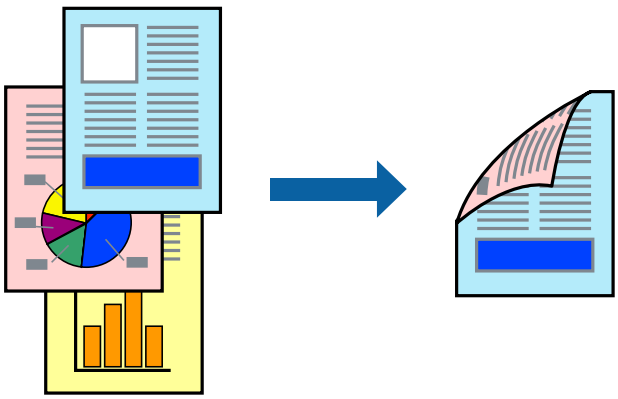
The next time you want to print using the same settings, select the registered preset name from the **Presets**.

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 52

## Printing on 2-Sides

You can print on both sides of the paper.



***Note:***

❏ *This feature is not available with borderless printing.*

❏ *If you do not use paper that is suitable for 2-sided printing, the print quality may decline and paper jams may occur.*
*"Paper for 2-Sided Printing" on page 209*

❏ *Depending on the paper and the data, ink may bleed through to the other side of the paper.*

1. Select **Two-sided Printing Settings** from the pop-up menu.
2. Select the bindings in **Two-sided Printing**.
3. Select the type of original in **Document Type**.

   ***Note:***

   ❏ *Printing may be slow depending on the **Document Type** setting.*

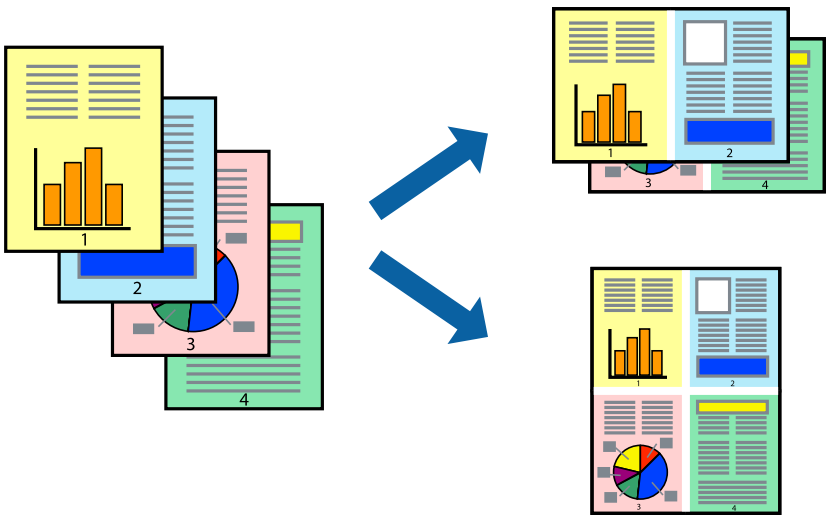
   ❏ *If you are printing high-density data such as photos or graphs, select **Text & Photos** or **Text & Graphics** as the **Document Type** setting. If scuffing occurs or the image bleeds through to the reverse side, adjust the print density and ink drying time by clicking the arrow mark next to **Adjustments**.*
4. Set the other items as necessary.
5. Click **Print**.

### Related Information

➡ "Available Paper and Capacities" on page 207
➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 52

## Printing Several Pages on One Sheet

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




1. Select **Layout** from the pop-up menu.

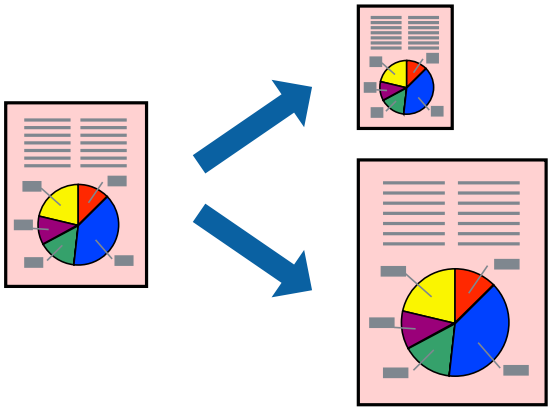
2. Set the number of pages in **Pages per Sheet**, the **Layout Direction** (page order), and **Border**.
3. Set the other items as necessary.
4. Click **Print**.

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 52

## Printing to Fit the Paper Size

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



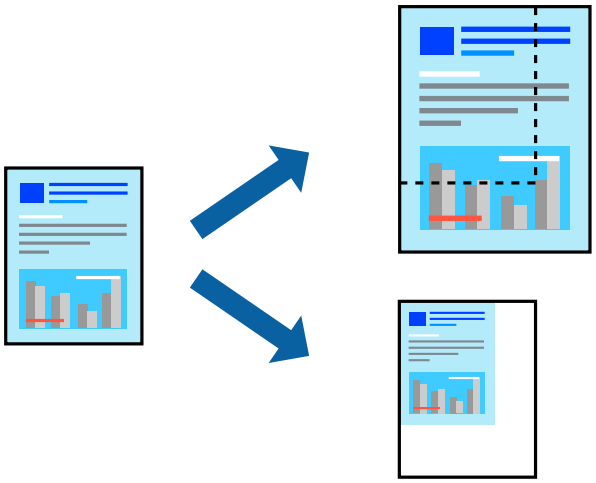
1. Select the size of the paper you set in the application as the **Paper Size** setting.
2. Select **Paper Handling** from the pop-up menu.
3. Select **Scale to fit paper size**.
4. Select the paper size you loaded in the printer as the **Destination Paper Size** setting.
5. Set the other items as necessary.
6. Click **Print**.

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 52

## Printing a Reduced or Enlarged Document at any Magnification

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



1. Select **Print** from the **File** menu or another command to access the print dialog.
2. Select **Page Setup** from the **File** menu of the application.
3. Select **Printer**, **Paper Size**, enter percentage in **Scale**, and then click **OK**.

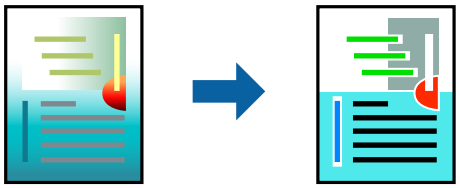
   ***Note:***
   *Select the paper size you set in the application as the **Paper Size** setting.*
4. Set the other items as necessary.
5. Click **Print**.

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 52

## Adjusting the Print Color

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



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

***Note:***
***PhotoEnhance*** *adjusts the color by analyzing the location of the subject. Therefore, if you have changed the location of the subject by reducing, enlarging, cropping, or rotating the image, the color may change unexpectedly. Selecting the borderless setting also changes the location of the subject resulting in changes in color. If the image is out of focus, the tone may be unnatural. If the color is changed or becomes unnatural, print in a mode other than* ***PhotoEnhance****.*

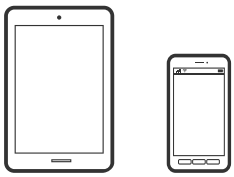
1. Select **Color Matching** from the pop-up menu, and then select **EPSON Color Controls**.
2. Select **Color Options** from the pop-up menu, and then select one of the available options.
3. Click the arrow next to **Advanced Settings** and make the appropriate settings.
4. Set the other items as necessary.
5. Click **Print**.

### Related Information

➡ "Loading Paper" on page 29
➡ "Printing Using Easy Settings" on page 52

# Printing Documents from Smart Devices (iOS)

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



## Printing Documents Using Epson Smart Panel

***Note:***
*Operations may differ depending on the device.*

1. Set up your printer for wireless printing.
2. If Epson Smart Panel is not installed, install it.
   "Application for Easily Operating the Printer from a Smart device (Epson Smart Panel)" on page 215
3. Connect your smart device to the wireless router.
4. Start Epson Smart Panel.
5. Select the print document menu on the home screen.
6. Select the document you want to print.

7. Start printing.

## Printing Documents Using AirPrint

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

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

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

   http://epson.sn

2. Connect your Apple device to the same wireless network that your printer is using.

3. Print from your device to your printer.

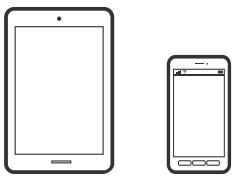
   ***Note:***
   *For details, see the AirPrint page on the Apple website.*

### Related Information

➡ "Cannot Print Even Though a Connection has been Established (iOS)" on page 135

# Printing Documents from Smart Devices (Android)

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



## Printing Documents Using Epson Smart Panel

***Note:***
*Operations may differ depending on the device.*

1. Set up your printer for wireless printing.

2. If Epson Smart Panel is not installed, install it.

   "Application for Easily Operating the Printer from a Smart device (Epson Smart Panel)" on page 215

3. Connect your smart device to the wireless router.
4. Start Epson Smart Panel.
5. Select the print document menu on the home screen.
6. Select the document you want to print.
7. Start printing.

## Printing Documents Using Epson Print Enabler

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

***Note:***
*Operations may differ depending on the device.*

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

   http://epson.sn
2. Install the Epson Print Enabler plug-in from Google Play.
3. Connect your Android device to the same wireless network that your printer is using.
4. Go to **Settings** on your Android device, select **Printing**, and then enable Epson Print Enabler.
5. From an Android application such as Chrome, tap the menu icon and print whatever is on the screen.

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

## Printing Using Mopria Print Service

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

1. Install Mopria Print Service from Google Play.
2. Load paper in the printer.
3. Set up your printer for wireless printing. See the link below.

   http://epson.sn

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

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

**Related Information**

➡ "Loading Paper" on page 29

# Printing on Envelopes

## Printing on Envelopes from a Computer (Windows)

1. Load envelopes in the printer.

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

## Printing on Envelopes from a Computer (Mac OS)

1. Load envelopes in the printer.

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

# Printing Web Pages

## Printing Web Pages from a Computer

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

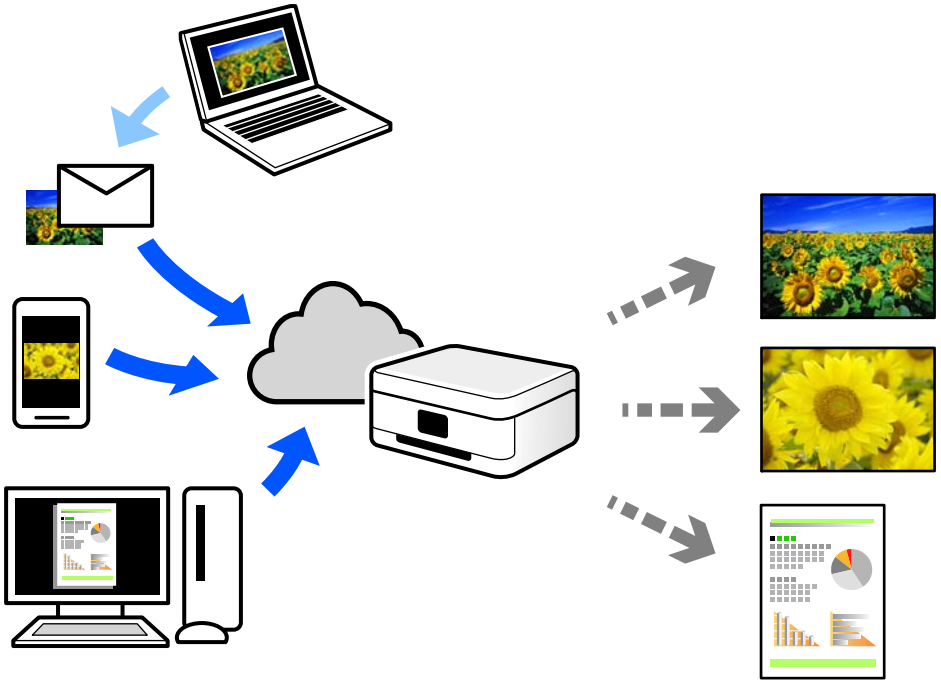
## Printing Web Pages from Smart Devices

***Note:***
*Operations may differ depending on the device.*

1. Set up your printer for wireless printing.
2. If Epson Smart Panel is not installed, install it.
   "Application for Easily Operating the Printer from a Smart device (Epson Smart Panel)" on page 215
3. Connect your smart device to the same wireless network as your printer.
4. Open the web page you want to print in your web browser app.
5. Tap **Share** from the menu of the web browser application.
6. Select **Smart Panel**.
7. Tap **Print**.

# Printing Using a Cloud Service

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



The features available on the Internet are as follows.

❏ Email Print

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

❏ Epson iPrint

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

❏ Remote Print Driver

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

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

https://www.epsonconnect.com/

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

## Registering to Epson Connect Service from the Control Panel

Follow the steps below to register the printer.

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

2. Select **General Settings** > **Web Service Settings** > **Epson Connect Services** > **Unregister** to print the registration sheet.

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

# Copying

Available Copying Methods. . . . . 66

Basic Menu Options for Copying. . . . . 71

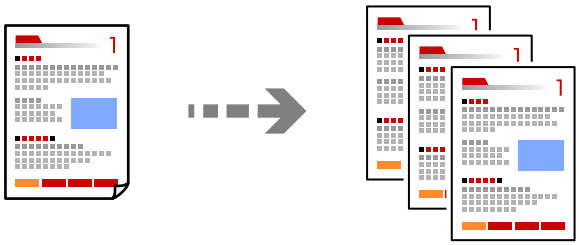
Advanced Menu Options for Copying. . . . . 71

# Available Copying Methods

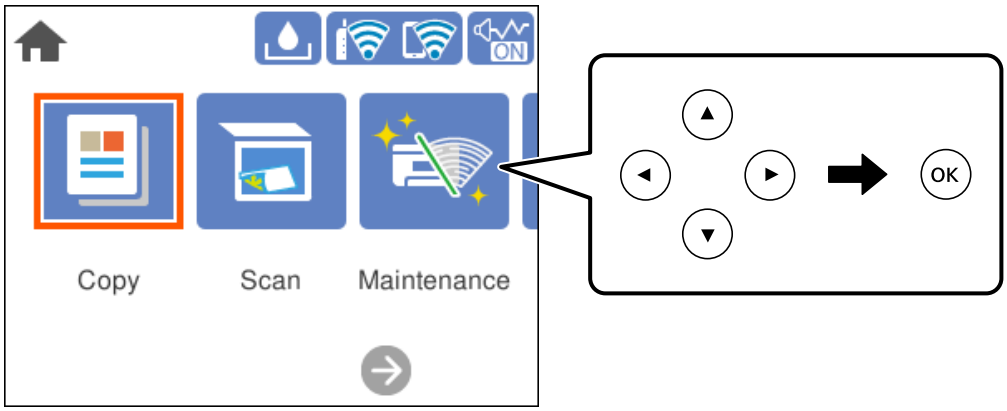
Place the originals on the scanner glass or the ADF, and then select the **Copy** menu on the home screen.

## Copying Originals

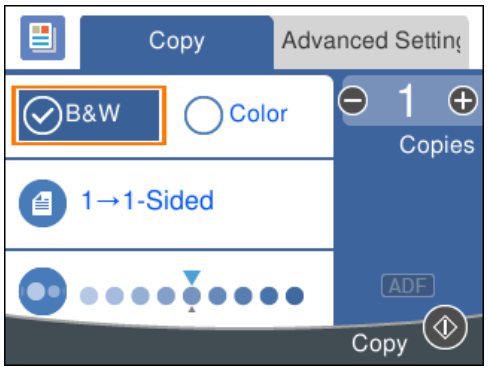
You can copy the originals of fixed size or custom size by color or monochrome.



1. Load paper in the printer.
   "Loading Paper" on page 29
2. Place the originals.
   If you want to copy multiple originals, place all of the originals on the ADF.
   "Placing Originals" on page 31
3. Select **Copy** on the home screen.
   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.



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




5. Press the ◇ button.

## Copying on 2-Sides

Copy multiple originals on both sides of the paper.



1. Place all originals face up in the ADF.

   "Placing Originals" on page 31

   > ***Important:***
   > *If you want to copy originals that are not supported by the ADF, use the scanner glass.*
   > *"Originals that are not Supported by the ADF" on page 32*

   ***Note:***
   *You can also place the originals on the scanner glass.*
   *"Placing Originals" on page 31*

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

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

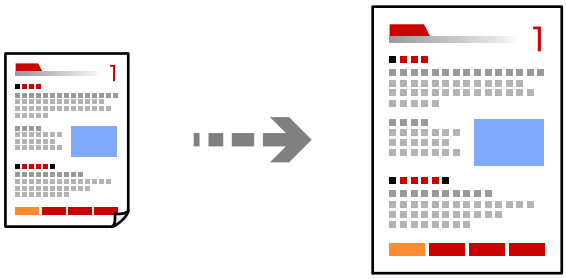
3. Select the **Copy** tab, and then select (**2-Sided**) > **1→2-Sided**.

4. Specify the original orientation and the binding position, and then select **OK**.

5. Press the ◇ button.

## Copying by Enlarging or Reducing

You can copy originals at a specified magnification.



1. Place the originals.

   If you want to copy multiple originals, place all of the originals on the ADF.

   "Placing Originals" on page 31

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

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

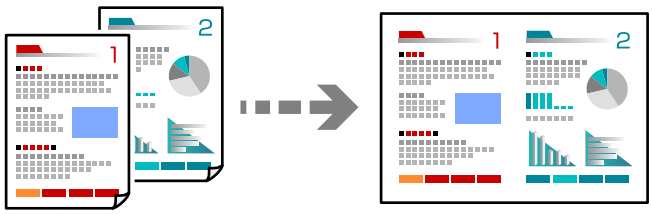
3. Select the **Advanced Settings** tab, select **Reduce/Enlarge**.

4. Specify the amount of enlargement or reduction, and then select **OK**.

5. Press the ⓘ button.

## Copying Multiple Originals onto One Sheet

You can copy the multiple originals onto a single sheet.

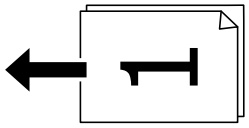


1. Place all originals face up in the ADF.

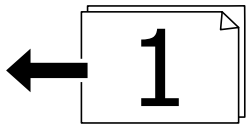
   "Placing Originals" on page 31

   Place them in the direction shown in the illustration.

   ❏ Portrait Originals



❏ Landscape Originals



***Important:***
*If you want to copy originals that are not supported by the ADF, use the scanner glass.*
*"Originals that are not Supported by the ADF" on page 32*

***Note:***
*You can also place the originals on the scanner glass.*
*"Placing Originals" on page 31*

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

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

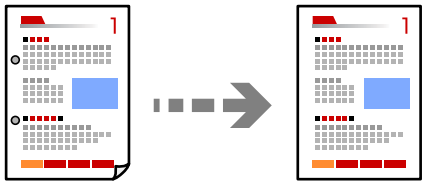
3. Select the **Advanced Settings** tab, and then select **Multi-Page** > **2-up**.

4. Specify the layout order and the original orientation, and then select **OK**.

5. Press the ⊙ button.

## Copying Originals Using Good Quality

You can copy originals without shadows and punched holes.



1. Place the originals.

   If you want to copy multiple originals, place all of the originals on the ADF.

   "Placing Originals" on page 31

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

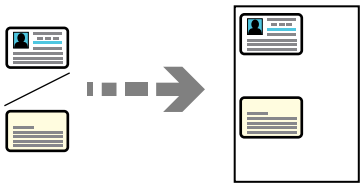
   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

3. Select the **Advanced Settings** tab, select **Remove Shadow** or **Remove Punch Holes**, and then enable the setting.

4. Press the ⊙ button.

## Copying ID card

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



1. Place the original on the scanner glass.

   "Placing Originals" on page 31

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

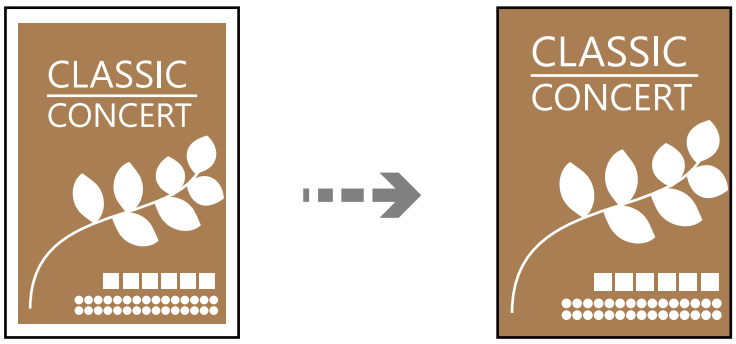
   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

3. Select the **Advanced Settings** tab, and then enable **ID Card Copy**.

4. Press the ⊙ button.

## Copying Without Margins

Copies without margins around the edges. The image is enlarged a little to remove margins from the edges of the paper.




1. Place the original on the scanner glass.

   "Placing Originals" on page 31

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

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

3. Select the **Advanced Settings** tab, and then enable **Borderless Copy**.

4. Specify the **Expansion**.

5. Press the ⊙ button.

# Basic Menu Options for Copying

***Note:***
*The items may not be available depending on other settings you made.*

B&W:

Copies the original in black and white (monochrome).

Color:

Copies the original in color.

(2-Sided):

Select 2-sided layout.

❏ 1→1-Sided

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

❏ 1→2-Sided

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

(Density):

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

# Advanced Menu Options for Copying

***Note:***
*The items may not be available depending on other settings you made.*

Paper Setting:

Select the paper size and the paper type you loaded.

Reduce/Enlarge:

Configures the magnification ratio of the enlargement or reduction. If you want to reduce or enlarge the original by a specific percentage, select the value, and then enter a percentage within a range of 25 to 400%.

❏ Actual Size

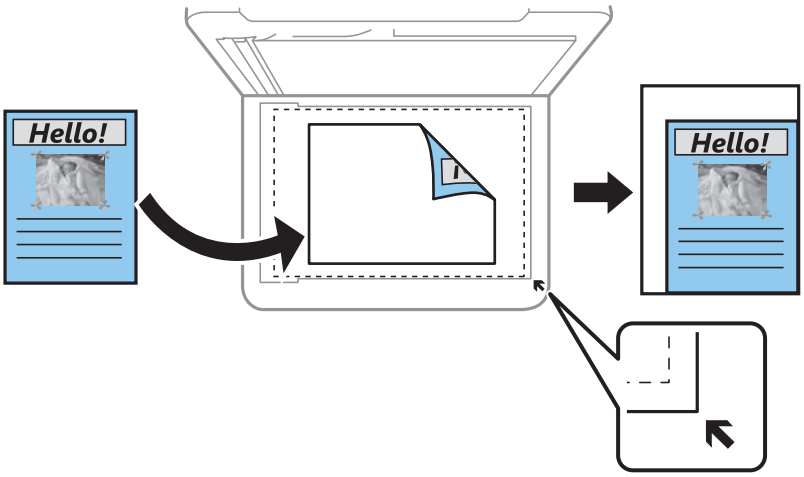
Copies at 100 % magnification.

❏ A4→A5 and others

Automatically enlarges or reduces the original to fit to a specific paper size.

❏ Auto Fit Page

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




Original Size:

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

Multi-Page:

Select the copy layout.

❏ Single Page

Copies a single-sided original onto a single sheet.

❏ 2-up

Copies two single-sided originals onto a single sheet in 2-up layout. Select the layout order and the orientation of your original.

Quality:

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

Original Orientation:

Select the orientation of your original.

Remove Shadow:

Removes shadows that appear around copies when copying thick paper or that appear in the center of copies when copying a booklet.

Remove Punch Holes:

Removes the binding holes when copying.

ID Card Copy:

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

Borderless Copy:

Copies without margins around the edges. The image is enlarged a little to remove margins from the edges of the paper. Select how much to enlarge in the **Expansion** setting.

Clear All Settings:

Resets the copy settings to their defaults.

# Scanning

Basic Information on Scanning. . . . . 75

Scanning Originals to a Computer. . . . . 78

Scanning Originals to the Cloud. . . . . 80

Scanning Using WSD. . . . . 81

Scanning Originals to a Smart Device. . . . . .84

Advanced Scanning. . . . . .84

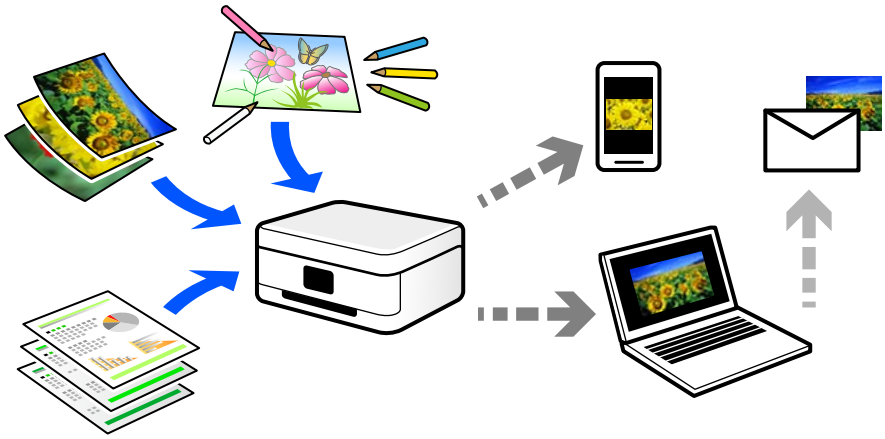
# Basic Information on Scanning

## What is a "Scan"?

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

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

You can then print the image, send it by email, and so on.



## Scanning Uses

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

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

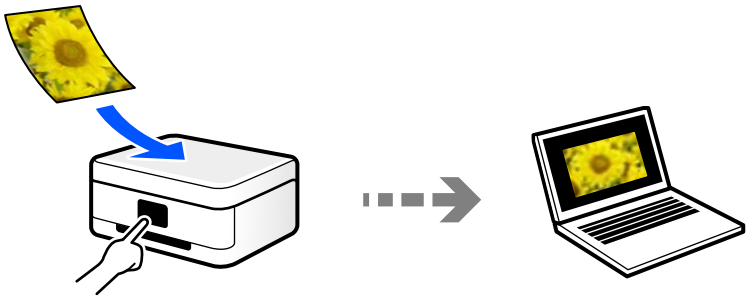
## Available Scanning Methods

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

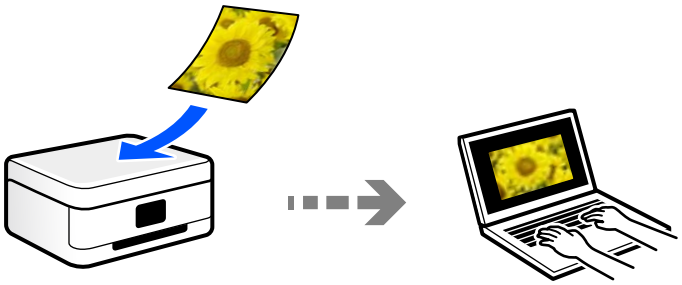
### Scanning to a Computer

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

You can scan easily from the control panel.

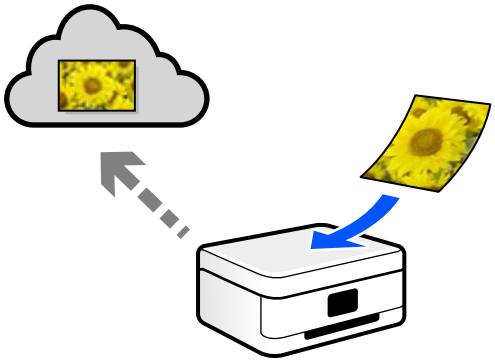


Use the scanning application Epson ScanSmart to scan from the computer. You can edit images after scanning.



## Sending to a Cloud Service

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



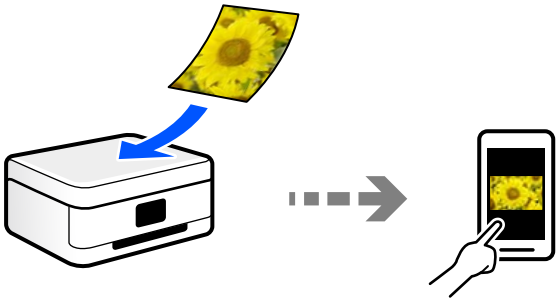
## Scanning Using WSD

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

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

## Scanning Directly from Smart Devices

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



# Recommended File Formats to Suit Your Purpose

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

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

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

# Recommended Resolutions to Suit Your Purpose

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

❏ The file size becomes large

(When you double the resolution, the file size becomes about four times larger.)

❏ Scanning, saving, and reading the image takes a long time

❏ The image becomes too large to fit the display or print on the paper

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

| Purpose | Resolution (Reference) |
|---|---|
| Displaying on a computer<br>Sending by email | Up to 200 dpi |

| Purpose | Resolution (Reference) |
|---|---|
| Printing using a printer | 200 to 300 dpi |

# Scanning Originals to a Computer

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

## Scanning from the Control Panel

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

- ❏ *Epson ScanSmart (Windows 7 or later, or OS X El Capitan or later)*
- ❏ *Epson Event Manager (Windows Vista/Windows XP, or OS X Yosemite/OS X Mavericks/OS X Mountain Lion/Mac OS X v10.7.x/Mac OS X v10.6.8)*
- ❏ *Epson Scan 2 (application required to use the scanner feature)*

*See the following to check for installed applications.*

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

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

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

*Windows XP: Click the start button, and then select **Control Panel-Add or Remove Programs**.*

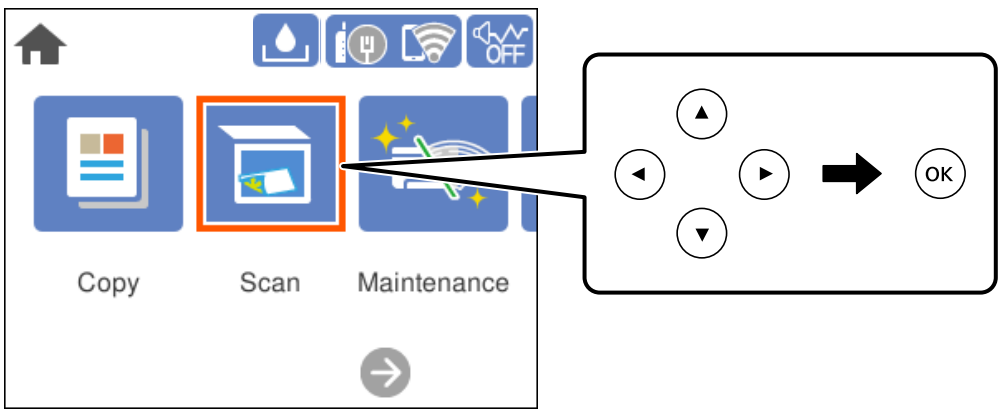
*Mac OS: Select **Go** > **Applications** > **Epson Software**.*

1. Place the originals.

   "Placing Originals" on page 31

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

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



3. Select a computer on which to save the scanned images.
   - ❏ If the **Select Computer** screen is displayed, select the computer from the screen.
   - ❏ If the **Scan to Computer** screen is displayed and the computer is already selected, make sure the selected computer is correct. If you want to change the computer, select , and then select another computer.

4. Select to select how to save the scanned image to a computer.
   - ❏ Preview on Computer (Windows 7 or later, or OS X El Capitan or later): Previews the scanned image on a computer before saving images.
   - ❏ Save as JPEG: Saves the scanned image in JPEG format.
   - ❏ Save as PDF: Saves the scanned image in PDF format.

5. Press the ⧫ button.

When using Windows 7 or later, or OS X El Capitan or later: Epson ScanSmart automatically starts on your computer, and scanning starts.

***Note:***
*See the Epson ScanSmart help for detailed operation information for the software. Click **Help** on the Epson ScanSmart screen to open the help.*

## Scanning from a Computer

You can scan from a computer by using Epson ScanSmart.

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

1. Place the originals.

   "Placing Originals" on page 31

2. Start Epson ScanSmart.
   - ❏ Windows 10

     Click the start button, and then select **Epson Software** > **Epson ScanSmart**.
   - ❏ Windows 8.1/Windows 8

     Enter the application name in the search charm, and then select the displayed icon.
   - ❏ Windows 7

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

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

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

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

# Scanning Originals to the Cloud

Before using this feature, make settings using Epson Connect. See the following Epson Connect portal website for details.

https://www.epsonconnect.com/

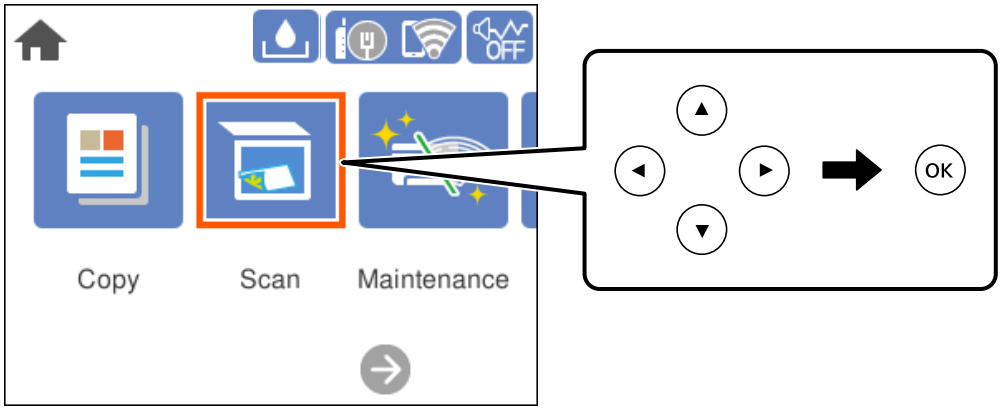
http://www.epsonconnect.eu (Europe only)

1. Place the originals.

   "Placing Originals" on page 31

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

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




3. Select ⊕ on the top of the screen, and then select a destination.

4. Make the scan settings.

   "Basic Menu Options for Scanning to the Cloud" on page 80

   "Advanced Menu Options for Scanning to the Cloud" on page 81

5. Press the ◇ button.

## Basic Menu Options for Scanning to the Cloud

***Note:***
*The items may not be available depending on other settings you made.*

B&W/Color

Select whether to scan in monochrome or in color.

File Format:

Select the format in which to save the scanned image.

When you want to save as PDF, select whether to save all originals as one file (multi-page) or save each original separately (single page).

## Advanced Menu Options for Scanning to the Cloud

***Note:***
*The items may not be available depending on other settings you made.*

Scan Area:

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

❏ Original Orientation:

Select the orientation of the original.

Original Type:

Select the type of your original.

Density:

Select the contrast of the scanned image.

Remove Shadow:

Remove the shadows of the original that appear in the scanned image.

❏ Surround:

Remove the shadows at the edge of the original.

❏ Center:

Remove the shadows of the binding margin of the booklet.

Remove Punch Holes:

Remove the punch holes that appear in the scanned image. You can specify the area to erase the punch holes by entering a value in the box on the right.

❏ Erasing Position:

Select the position to remove the punch holes.

❏ Original Orientation:

Select the orientation of the original.

Clear All Settings

Resets the scan settings to their defaults.

# Scanning Using WSD

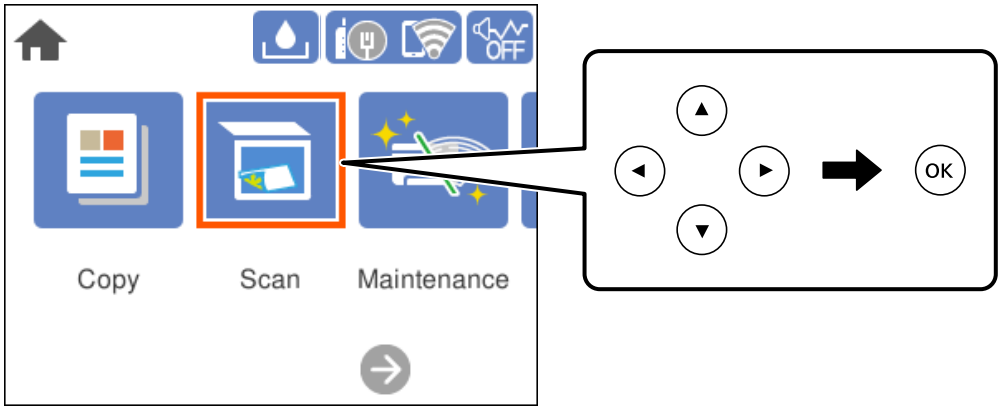
***Note:***
❏ *This feature is only available for computers running Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista.*

❏ *If you are using Windows 7/Windows Vista, you need to setup your computer in advance using this feature.*
*"Setting Up a WSD Port" on page 82*

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

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

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




3. Select a computer.

4. Press the ⓘ button.

## Setting Up a WSD Port

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

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

The following is necessary to set up a WSD port.

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

❏ The printer driver is installed on the computer.

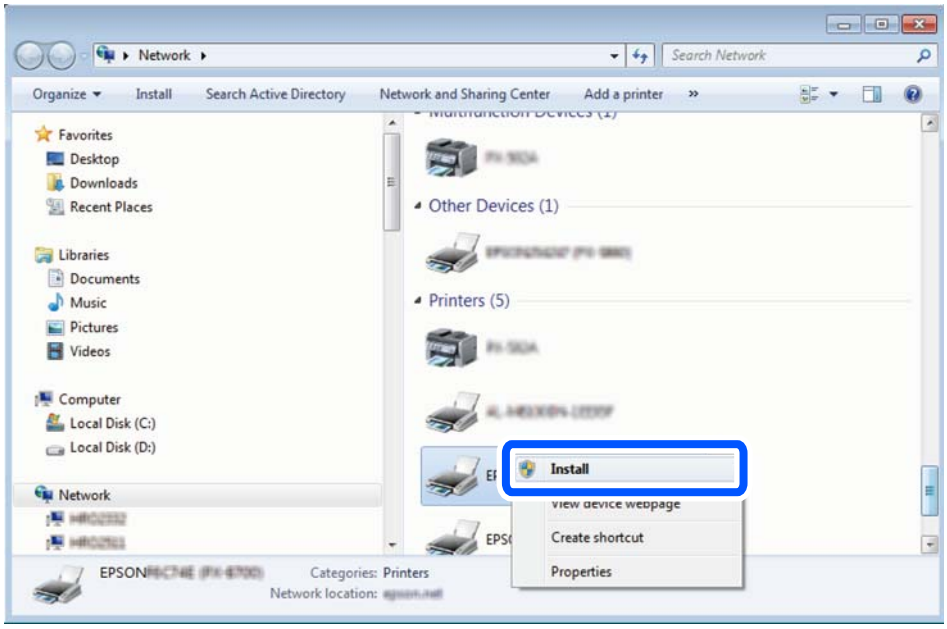
1. Turn the printer on.

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

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

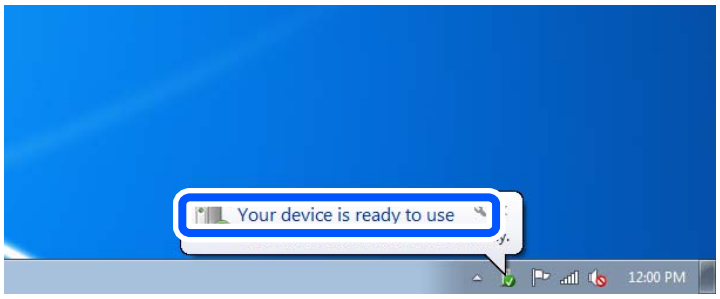
   Click **Continue** when the **User Account Control** screen is displayed.

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

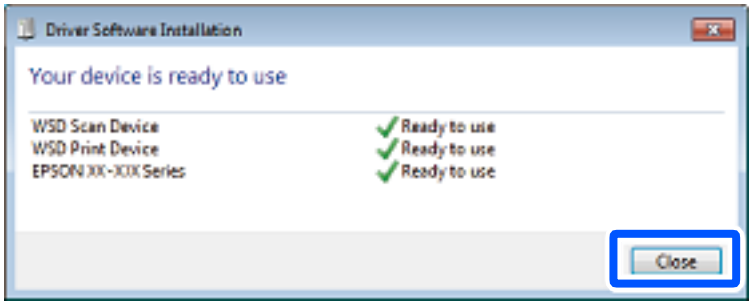



***Note:***
*The printer name you set on the network and model name (EPSON XXXXXX (XX-XXXX)) are displayed on the network screen. You can check the printer's name set on the network from the printer's control panel or by printing a network status sheet.*

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




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



6. Open the **Devices and Printers** screen.
   - ❏ Windows 7
     Click start > **Control Panel** > **Hardware and Sound** (or **Hardware**) > **Devices and Printers**.
   - ❏ Windows Vista
     Click start > **Control Panel** > **Hardware and Sound** > **Printers**.
7. Check that an icon with the printer's name on the network is displayed.
   Select the printer name when using with WSD.

# Scanning Originals to a Smart Device

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

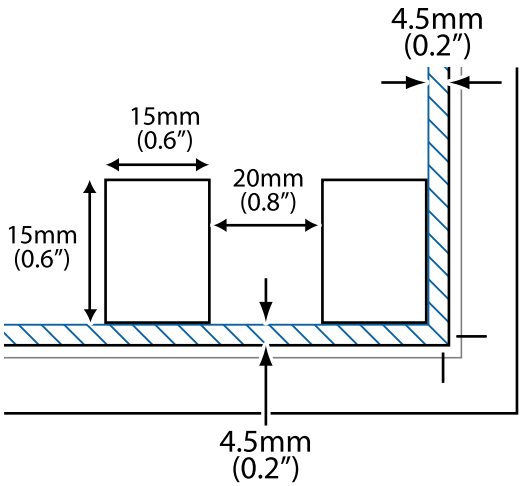
1. Place the originals.
   "Placing Originals" on page 31
2. Start Epson Smart Panel on your smart device.
3. Select scan menu on the home screen.
4. Follow the on-screen instructions to scan and save the images.

# Advanced Scanning

## Scanning Multiple Photos at the Same Time

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

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




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

2. Start Epson ScanSmart.

   ❏ Windows 10

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

   ❏ Windows 8.1/Windows 8

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

   ❏ Windows 7

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

   ❏ Mac OS

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

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

Scanned photos are saved as individual images.

# Maintaining the Printer

Checking the Status of Consumable. . . . . 87

Cleaning the Paper Path for Paper Feeding Problems. . . . . 87

Improving Print, Copy, and Scan Quality. . . . . 90

Cleaning the Printer. . . . . 101

Cleaning Spilled ink. . . . . 102

Checking the Total Number of Pages Fed Through the Printer. . . . . 102

Saving Power. . . . . 103

Installing or Uninstalling Applications Separately. . . . . 103

Transporting and Storing the Printer. . . . . 109

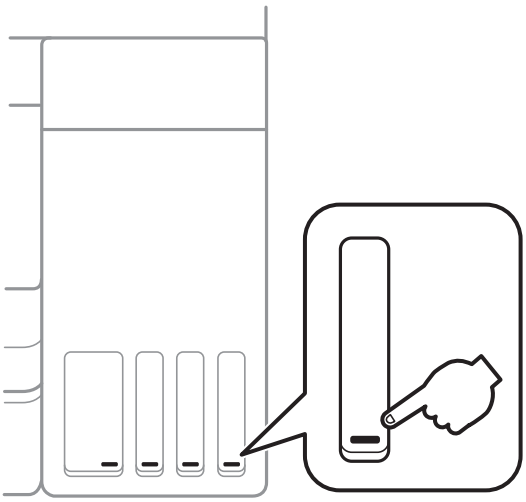
# Checking the Status of Consumable

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

To confirm the actual ink remaining, visually check the ink levels in all of the printer's tanks.

***Important:***

*Prolonged use of the printer when the ink level is below the lower line could damage the printer.*



***Note:***

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

❏ *Windows*

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

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

❏ *Mac OS*

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

### Related Information

➡ "Refilling the Ink Tanks" on page 157

➡ "Replacing a Maintenance Box" on page 163

# Cleaning the Paper Path for Paper Feeding Problems

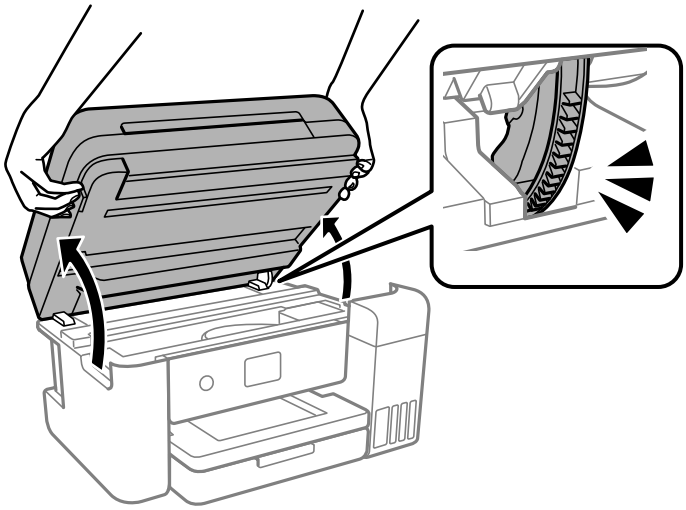
When paper is not fed from paper cassette correctly, clean the roller inside.

1. Turn off the printer by pressing the button.

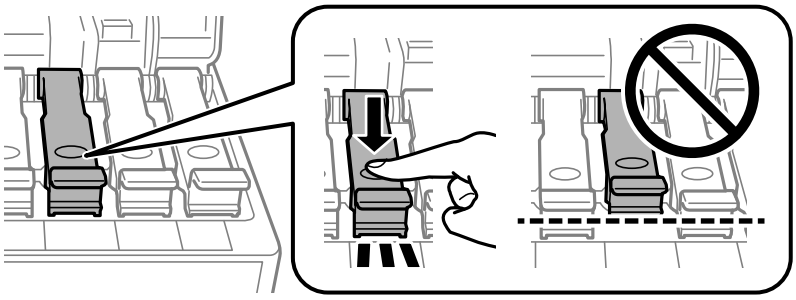
2. Unplug the power cord, and then disconnect the power cord.

3. Close the document cover if it is open.

4. Open the scanner unit with both hands until it locks.



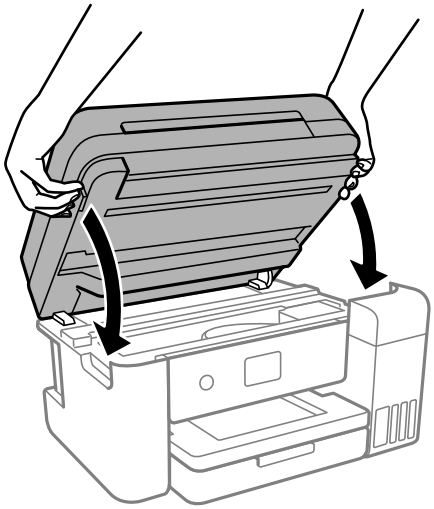
5. Make sure that the ink tank cap is securely closed.



***Important:***

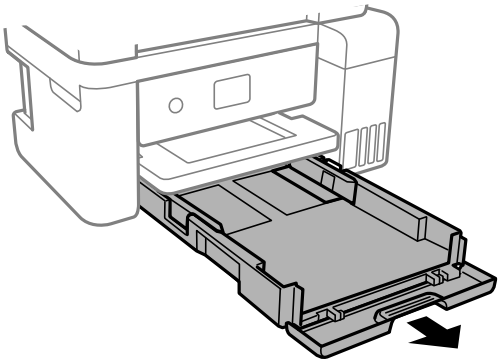
*If ink tank cap is not securely closed, ink may leak.*

6. Close the scanner unit.

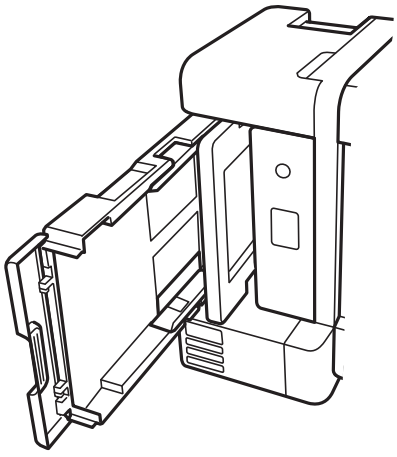


***Note:***
*The scanner unit is designed to close slowly and resist a little as a precaution against catching fingers. Continue to close even if you feel some resistance.*

7. Slide out the paper cassette, and then remove the paper.



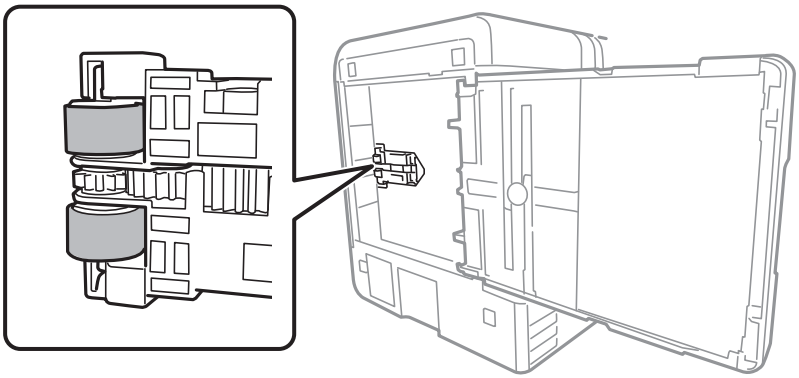
8. Stand the printer on its side with the printer's ink tank at the bottom.



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

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

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



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

11. Connect the power cord.

# Improving Print, Copy, and Scan Quality

## Checking and Cleaning the Print Head

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

> ***Important:***
>
> - *Do not open the scanner unit or turn off the printer during head cleaning. If the head cleaning is incomplete, you may not be able to print.*
> - *Head cleaning consumes ink and should not be performed more than necessary.*
> - *When ink is low, you may not be able to clean the print head.*
> - *If print quality has not improved after repeating nozzle check and head cleaning 3 times, wait for at least 12 hours without printing, and then run the nozzle check again and repeat the head cleaning if necessary. We recommend turning off the printer by using the ⏻ button. If print quality has still not improved, run Power Cleaning.*
> - *To prevent the print head from drying out, do not unplug the printer while the power is on.*

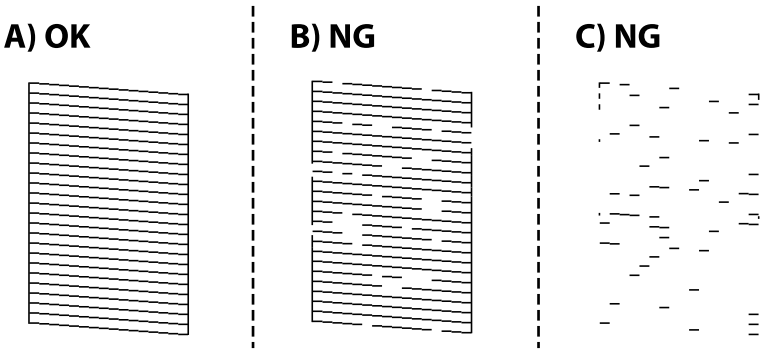
1. Select **Maintenance** on the printer's control panel.

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

2. Select **Print Head Nozzle Check**.

3. Follow the on-screen instructions to load paper and print the nozzle check pattern.

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




   ❏ A:

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

   ❏ B or close to B

   Some nozzles are clogged. Select X, and then follow the on-screen instructions to clean the print head. When cleaning is finished, the nozzle check pattern is printed automatically.

   ❏ C or close to C

   If most lines are missing or not printed, this indicates most nozzles are clogged. Select O to exit the nozzle check feature, and then run Power Cleaning. For details, see "Related information" below.

5. Repeat cleaning and printing the pattern until all lines are printed completely.

> ***Important:***
> *If print quality has not improved after repeating nozzle check and head cleaning 3 times, wait for at least 12 hours without printing, and then run the nozzle check again and repeat the head cleaning if necessary. We recommend turning off the printer by using the ⏻ button. If print quality has still not improved, run Power Cleaning.*

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

❏ *Windows*

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

❏ *Mac OS*

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

**Related Information**

➡ "Running Power Cleaning" on page 92

# Running Power Cleaning

The **Power Cleaning** utility allows you to replace all of the ink inside the ink tubes. In the following situations, you may need to use this feature to improve the print quality.

❏ You printed or performed head cleaning when the ink levels were too low to be seen in the ink tank windows.

❏ You performed the nozzle check and head cleaning 3 times and then waited for at least 12 hours without printing, but print quality still did not improve.

Before running this feature, read the following instructions.

***Important:***

*Make sure that there is enough ink in the ink tanks.*

*Visually check all ink tanks are at least a third full. Low ink levels during Power Cleaning could damage the product.*

***Important:***

*An interval of 12 hours is required between each Power Cleaning.*

*Normally, a single Power Cleaning should resolve the print quality issue within 12 hours. Therefore, to avoid unnecessary ink usage, you must wait 12 hours before you try it again.*

***Important:***

*Maintenance box replacement may be required.*

*Ink will be deposited to the maintenance box. If it becomes full, you must prepare and install a replacement maintenance box to continue printing.*

***Note:***
*When the ink levels or the free space in the maintenance box are insufficient for Power Cleaning, you cannot run this feature. Even in this case, the levels and the free space for printing may remain.*

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

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

2. Select **Power Cleaning**.

3. Follow the on-screen instructions to run the Power Cleaning feature.

   ***Note:***
   *If you cannot run this feature, solve the problems that are displayed on the screen. Next, follow this procedure from step 1 to run this feature again.*

4. After running this feature, run the nozzle check to make sure the nozzles are not clogged.

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

> ***Important:***
> *If print quality has not improved after running Power Cleaning, wait for at least 12 hours without printing, and then print the nozzle check pattern again. Run Print Head Cleaning or Power Cleaning again depending on the printed pattern. If quality still does not improve, contact Epson support.*

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

❏ *Windows*

*Click **Power Cleaning** on the **Maintenance** tab.*

❏ *Mac OS*

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

### Related Information

➡ "Checking and Cleaning the Print Head" on page 90

## Preventing nozzle clogging

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

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

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

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

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

## Aligning the Print Head

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

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

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

2. Select **Print Head Alignment**.

3. Select one of the alignment menus.

   ❏ Vertical lines look misaligned or the printouts look blurry : Select **Vertical Alignment**.

   ❏ Horizontal banding occurs at regular intervals: Select **Horizontal Alignment**.

4. Follow the on-screen instructions to load paper and print the alignment pattern.

# Cleaning the Paper Path for Ink Smears

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

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

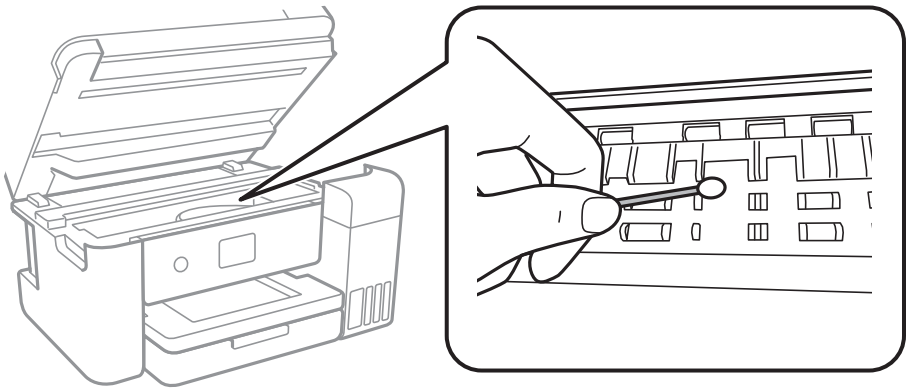
   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

2. Select **Paper Guide Cleaning**.

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

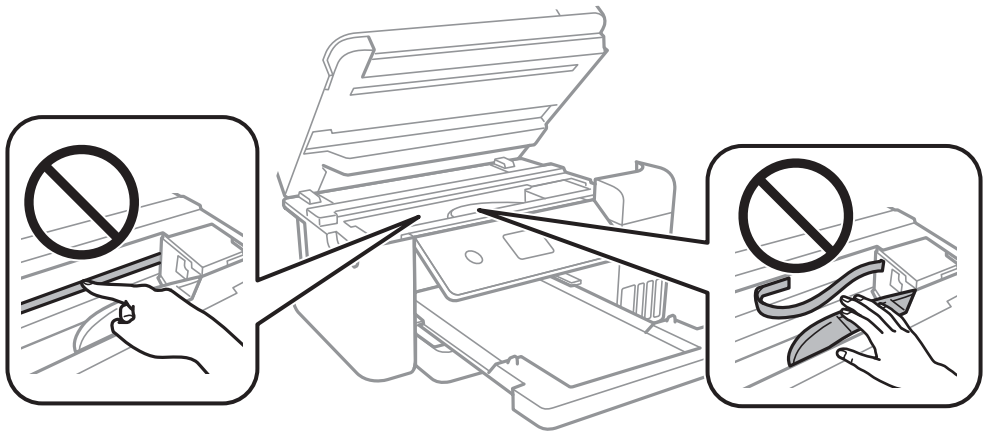
4. Repeat this procedure until the paper is not smeared with ink.

5. When the problem cannot be cleared after cleaning the paper path, the part inside the printer that is shown in the illustration is smeared. Turn off the printer, and then wipe off the ink using a cotton swab.



***Important:***

- ❏ *Do not use tissue paper to clean the inside of the printer. The print head nozzles may be clogged with lint.*
- ❏ *Do not touch the white flat cable, translucent film, and ink tubes inside the printer. Doing so may cause a malfunction.*



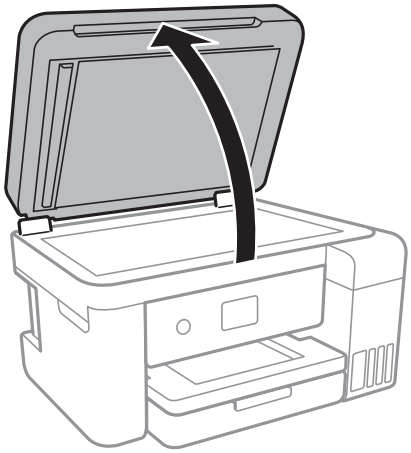
## Cleaning the Scanner Glass

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

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

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

1. Open the document cover.



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

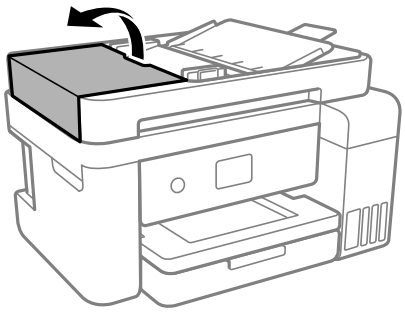
> ***Important:***
>
> - *If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner and a soft cloth to remove it. Wipe off all remaining liquid.*
> - *Do not press the glass surface too hard.*
> - *Be careful not to scratch or damage the surface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

## Cleaning the ADF

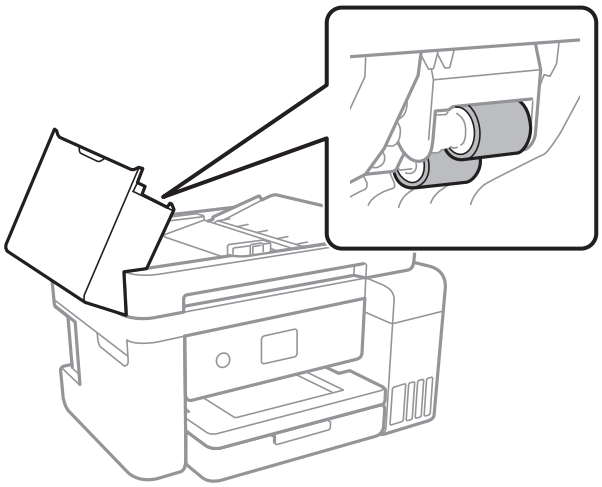
When the copied or scanned images from the ADF are smeared or the originals do not feed in the ADF correctly, clean the ADF.

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

1. Open the ADF cover.

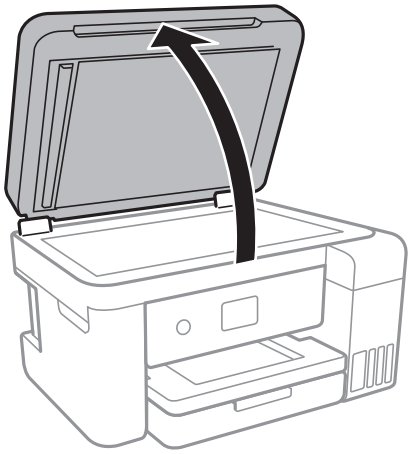


2. Use a soft, moist cloth to clean the roller and the interior of the ADF.

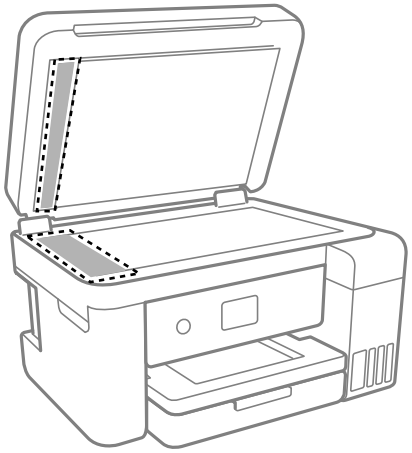


> ***Important:***
> *Using a dry cloth may damage the surface of the roller. Use the ADF after the roller has dried.*

3. Close the ADF cover, and then open the document cover.



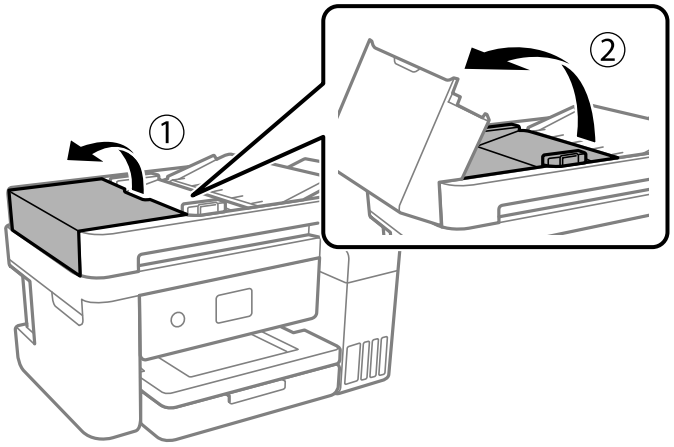
4. Clean the part that is shown in the illustration.



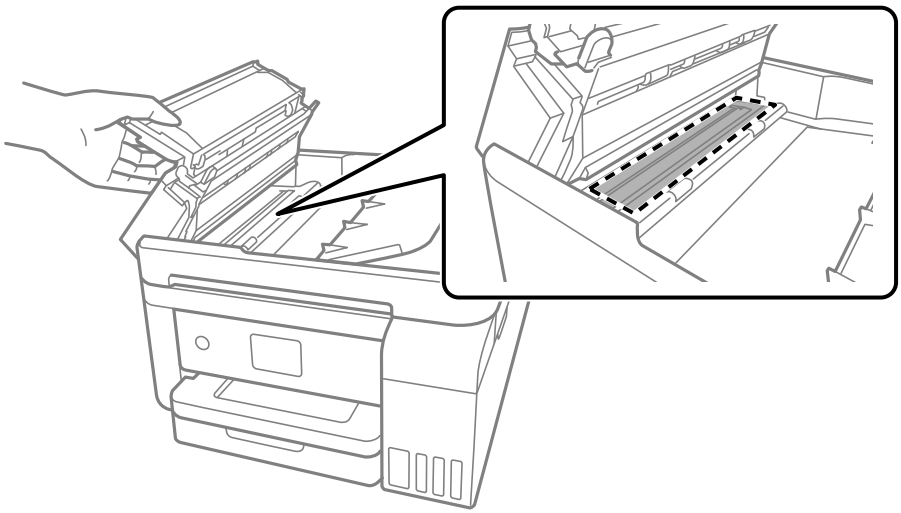
***Important:***

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

5. If the problem cannot be cleared, turn off the printer by pressing the ⏻ button, open the ADF cover, and then raise the ADF input tray.



6. Clean the part that is shown in the illustration.



## Cleaning the Translucent Film

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

Items required:

❏ Cotton swabs (several)

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

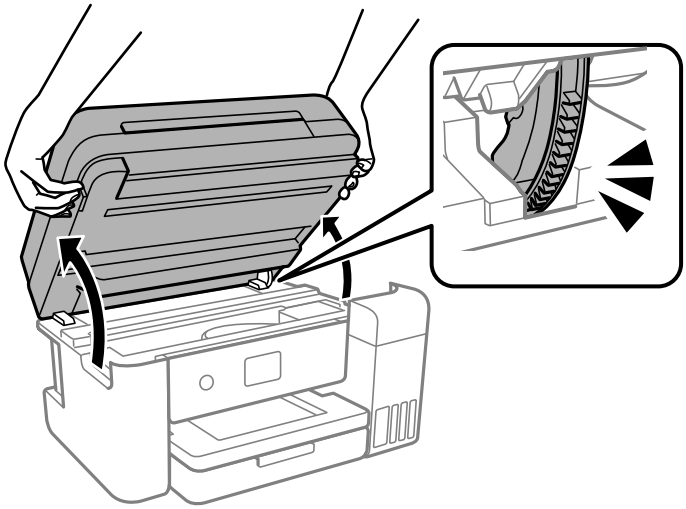
❏ Light for checking smears

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

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

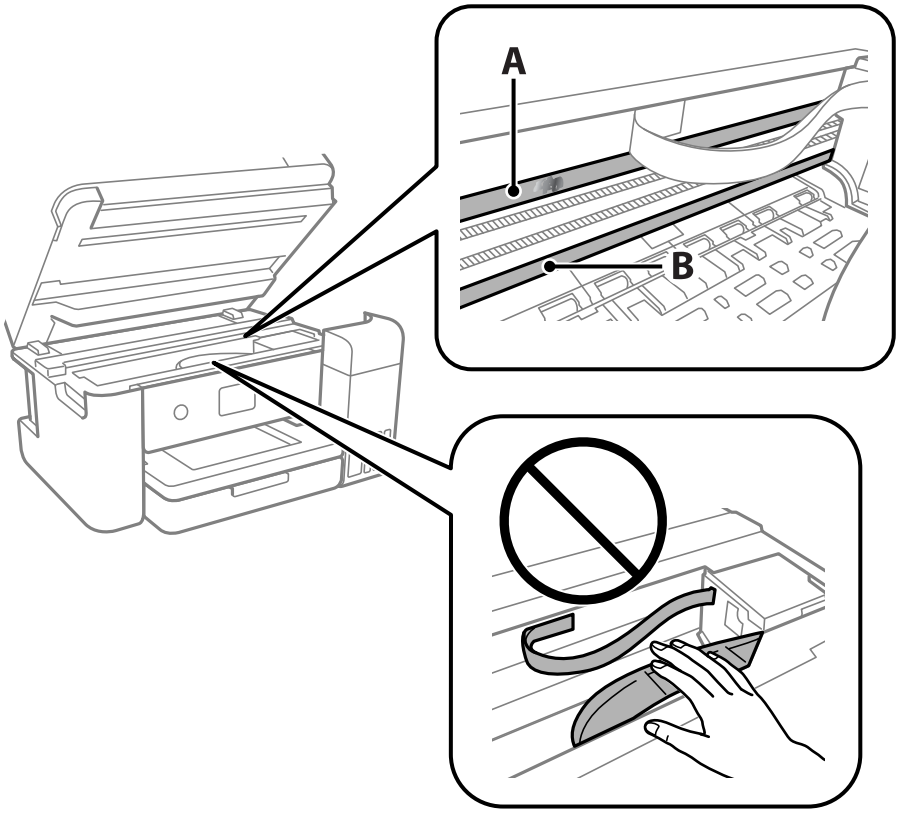
2. Close the document cover if it is open.

3. Open the scanner unit with both hands until it locks.



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

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

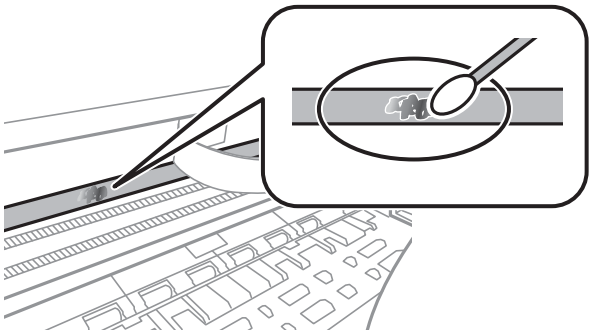



A: Translucent film

B: Rail

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

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



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

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

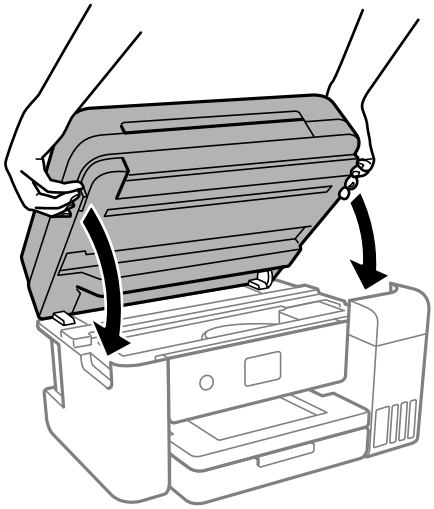
> ***Important:***
> *Do not leave any fibers on the film.*

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

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

8. Visually check that the film is not smeared.

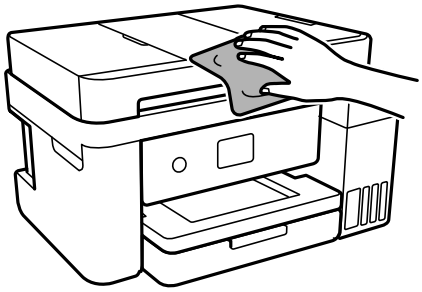
9. Close the scanner unit.



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

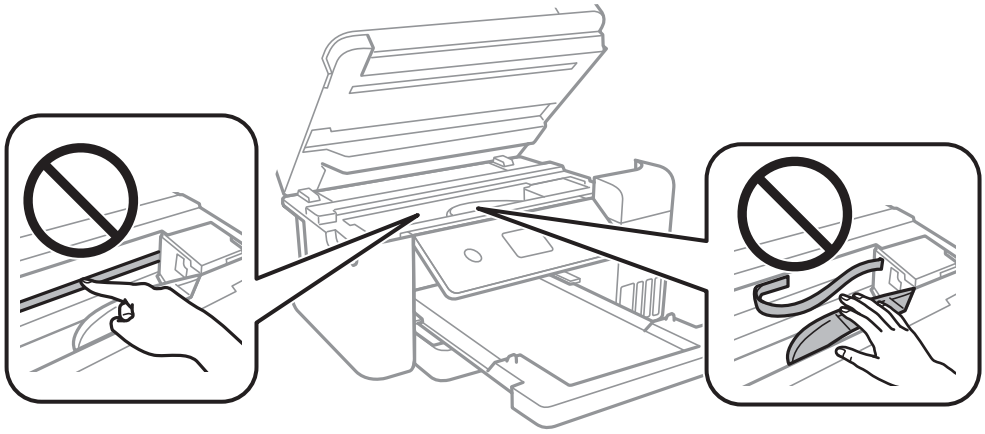
# Cleaning the Printer

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



***Important:***

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



# Cleaning Spilled ink

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

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

# Checking the Total Number of Pages Fed Through the Printer

You can check the total number of pages fed through the printer. The information is printed together with the nozzle check pattern.

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

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

2. Select **Print Head Nozzle Check**.

3. Follow the on-screen instructions to load paper and print the nozzle check pattern.

***Note:***
*You can also check the total number of pages fed from the printer driver.*

❏ *Windows*

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

❏ *Mac OS*

*Apple menu > **System Preferences** > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**) > Epson(XXXX) > **Options & Supplies** > **Utility** > **Open Printer Utility** > **Printer and Option Information***

# Saving Power

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

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

## Saving Power (Control Panel)

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

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

2. Select **General Settings** > **Basic Settings**.

3. Do one of the following.

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

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

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

# Installing or Uninstalling Applications Separately

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

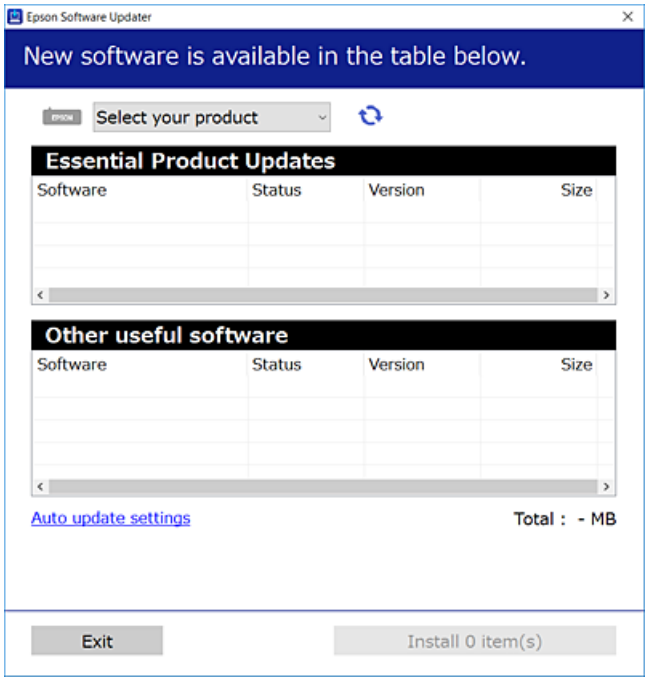
## Installing the Applications Separately

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

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

2. Start EPSON Software Updater.

   The screenshot is an example on Windows.




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

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

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

***Note:***

- *You can download the latest applications from the Epson website.*

  *http://www.epson.com*

- *If you use Windows Server operating systems, you cannot use Epson Software Updater. Download the latest applications from the Epson website.*

### Related Information


- "Application for Updating Software and Firmware (EPSON Software Updater)" on page 218
- "Uninstalling Applications" on page 106


## Checking if a genuine Epson printer driver is installed - Windows

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

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

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

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

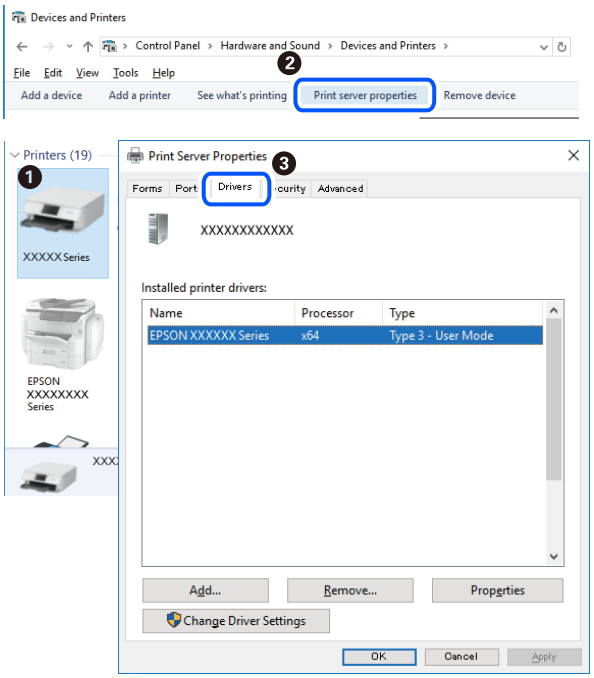
❏ Windows Vista/Windows Server 2008

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

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

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

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




### Related Information

➡ "Installing the Applications Separately" on page 103

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

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

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




**Related Information**

➡ "Installing the Applications Separately" on page 103

# Adding the Printer (for Mac OS Only)

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

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

# Uninstalling Applications

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

## Uninstalling Applications - Windows

1. Press the ⏻ button to turn off the printer.
2. Quit all running applications.

3. Open **Control Panel**:
   - ❏ Windows 10/Windows Server 2019/Windows Server 2016
     Click on the start button, and then select **Windows System** > **Control Panel**.
   - ❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
     Select **Desktop** > **Settings** > **Control Panel**.
   - ❏ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003
     Click the start button and select **Control Panel**.
4. Open **Uninstall a program** (or **Add or Remove Programs**):
   - ❏ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008
     Select **Uninstall a program** in **Programs**.
   - ❏ Windows XP/Windows Server 2003 R2/Windows Server 2003
     Click **Add or Remove Programs**.
5. Select the application you want to uninstall.
   You cannot uninstall the printer driver if there is any print jobs. Delete or wait to be printed the jobs before uninstalling.
6. Uninstall the applications:
   - ❏ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008
     Click **Uninstall/Change** or **Uninstall**.
   - ❏ Windows XP/Windows Server 2003 R2/Windows Server 2003
     Click **Change/Remove** or **Remove**.

   ***Note:***
   *If the **User Account Control** window is displayed, click **Continue**.*
7. Follow the on-screen instructions.

## Uninstalling Applications - Mac OS

1. Download the Uninstaller using EPSON Software Updater.
   Once you have downloaded the Uninstaller, you do not need to download it again each time you uninstall the application.
2. Press the ⏻ button to turn off the printer.
3. To uninstall the printer driver, select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then remove the printer from the enabled printers list.
4. Quit all running applications.

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

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

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

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

### Related Information

➡ "Application for Updating Software and Firmware (EPSON Software Updater)" on page 218

## Updating Applications and Firmware

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

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

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

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

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

*http://www.epson.com*

### Related Information

➡ "Application for Updating Software and Firmware (EPSON Software Updater)" on page 218

## Updating the Printer's Firmware Using the Control Panel

If the printer can be connected to the Internet, you can update the printer's firmware using the control panel. You can also set the printer to regularly check for firmware updates and notify you if any are available.

### Related Information

➡ "Firmware Update" on page 226

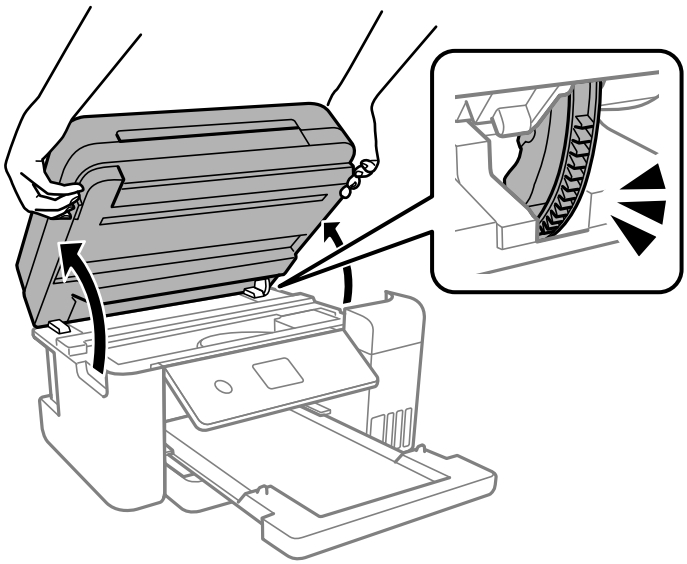
# Transporting and Storing the Printer

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

1. Turn off the printer by pressing the ⏻ button.
2. Make sure the power light turns off, and then unplug the power cord.

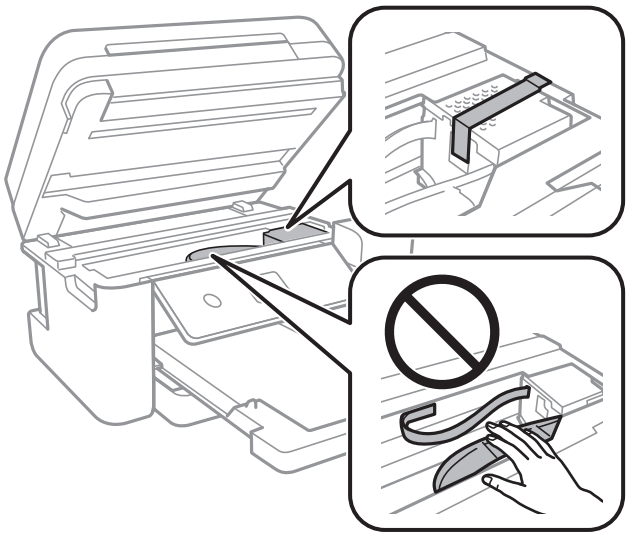
> ***Important:***
> *Unplug the power cord when the power light is off. Otherwise, the print head does not return to the home position causing the ink to dry, and printing may become impossible.*

3. Disconnect all cables such as the power cord and USB cable.
4. Remove all of the paper from the printer.
5. Make sure there are no originals on the printer.
6. Close the document cover if it is open.
7. Open the scanner unit with both hand until it locks.

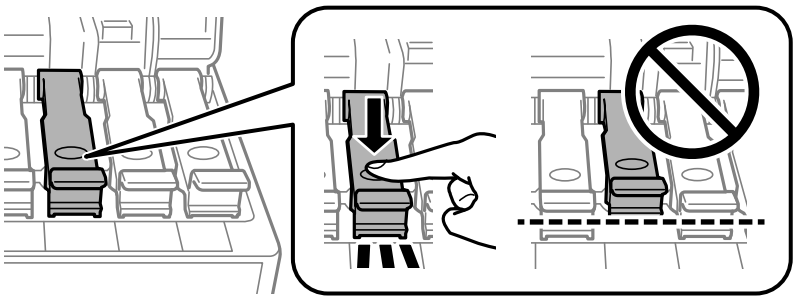


> ***Caution:***
> *Be careful not to trap your hand or fingers when opening or closing the scanner unit. Otherwise you may be injured.*

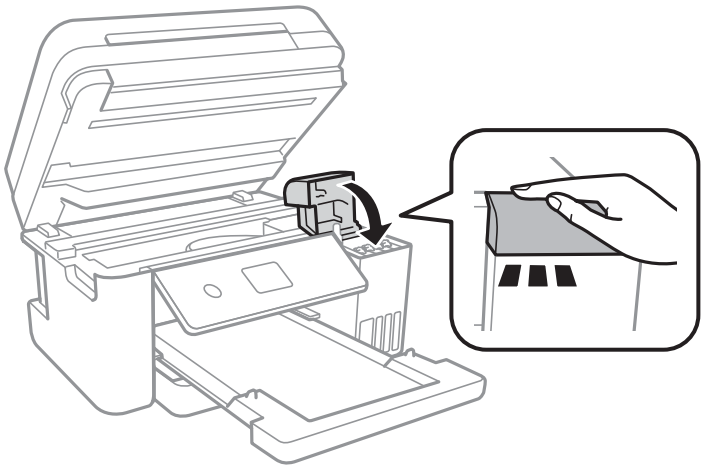
8. Secure the print head to the case with tape.



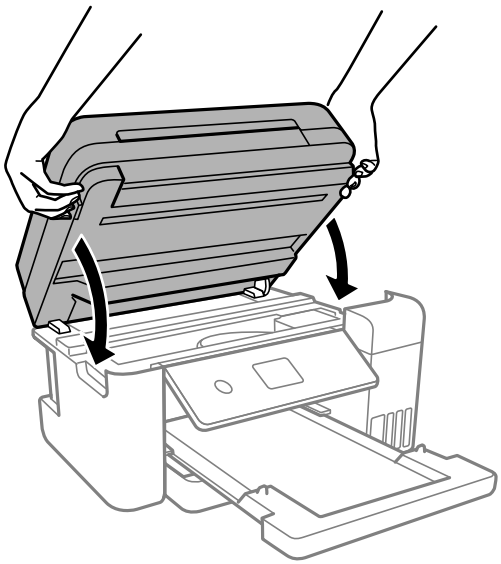
9. Make sure to install the cap onto the ink tank securely.



10. Close the ink tank cover securely.

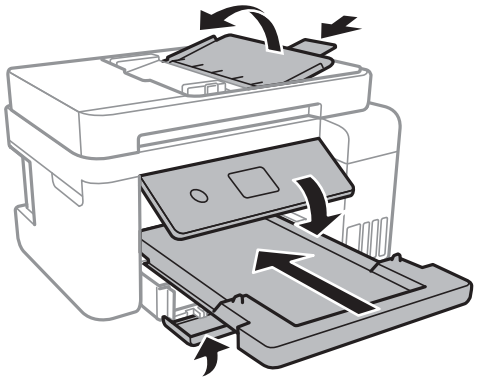


11. Close the scanner unit.



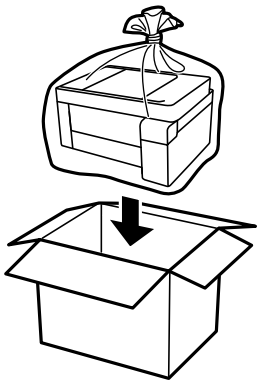
***Note:***
*The scanner unit is designed to close slowly and resist a little as a precaution against catching fingers. Continue to close even if you feel some resistance.*

12. Prepare to pack the printer as shown below.



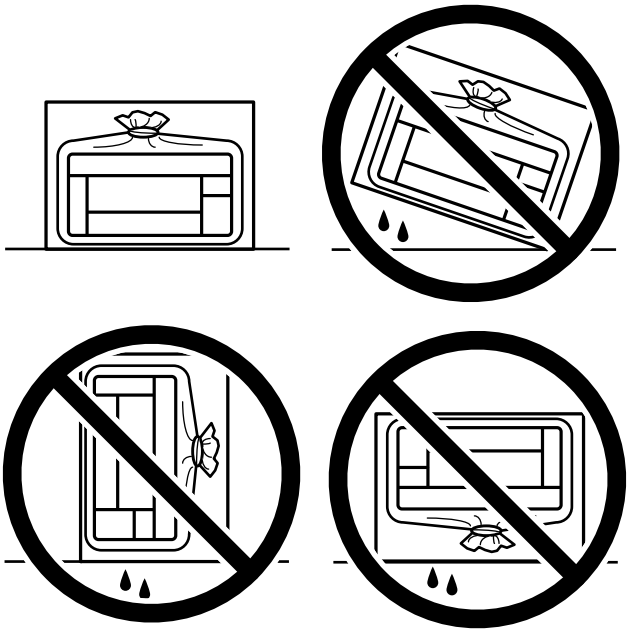
13. Place the printer in the plastic bag and fold it closed.

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



***Important:***

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



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

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



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

### Related Information

➡ "Checking and Cleaning the Print Head" on page 90

➡ "Aligning the Print Head" on page 93

# Solving Problems

The Printer Does Not Work as Expected. . . . . .114

A Message is Displayed on the LCD Screen. . . . . .150

Paper Gets Jammed. . . . . .151

It is Time to Refill the Ink. . . . . 156

It is Time to Replace the Maintenance Box. . . . . 163

Printing, Copying, and Scanning Quality is Poor. . . . . .164

Cannot Solve Problem. . . . . .182

# The Printer Does Not Work as Expected

## The Printer Does Not Turn On or Off

### Power Does Not Turn On

The following causes can be considered.

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

**Solutions**

Make sure the power cord is securely plugged in.

#### The ⏻ button was not pressed for long enough.

**Solutions**

Hold down the ⏻ button for a little longer.

### Power Does Not Turn Off

#### The ⏻ button was not pressed for long enough.

**Solutions**

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

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

### Power Turns Off Automatically

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

**Solutions**

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

❏ Select **Settings** > **General Settings** > **Basic Settings**, and then disable the **Power Off Timer** Setting.

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

## Paper Does Not Feed Properly

### No Paper Feeds

The following causes can be considered.

### The installation location is inappropriate.

**Solutions**

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

➡ "Environmental Specifications" on page 233

### Unsupported paper is being used.

**Solutions**

Use paper supported by this printer.

➡ "Available Paper and Capacities" on page 207
➡ "Unavailable Paper Types" on page 210

### Paper handling is inappropriate.

**Solutions**

Follow paper handling precautions.

➡ "Paper Handling Precautions" on page 27

### Too many sheets are loaded in the printer.

**Solutions**

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

➡ "Available Paper and Capacities" on page 207

### The paper settings on the printer are incorrect.

**Solutions**

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

➡ "Paper Size and Type Settings" on page 27

### Paper slips when paper dust adheres to the roller.

**Solutions**

Clean the roller.

➡ "Cleaning the Paper Path for Paper Feeding Problems" on page 87

## Paper Feeds at a Slant

The following causes can be considered.

### The installation location is inappropriate.

**Solutions**

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

➡ "Environmental Specifications" on page 233

### Unsupported paper is being used.

**Solutions**

Use paper supported by this printer.

➡ "Available Paper and Capacities" on page 207
➡ "Unavailable Paper Types" on page 210

### Paper handling is inappropriate.

**Solutions**

Follow paper handling precautions.

➡ "Paper Handling Precautions" on page 27

### The paper is loaded incorrectly.

**Solutions**

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

➡ "Loading Paper" on page 29

### Too many sheets are loaded in the printer.

**Solutions**

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

➡ "Available Paper and Capacities" on page 207

### The paper settings on the printer are incorrect.

**Solutions**

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

➡ "Paper Size and Type Settings" on page 27

### Paper slips when paper dust adheres to the roller.

**Solutions**

Clean the roller.

➡ "Cleaning the Paper Path for Paper Feeding Problems" on page 87

## Several Sheets of Paper are Fed at a Time

The following causes can be considered.

### The installation location is inappropriate.

**Solutions**

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

➡ "Environmental Specifications" on page 233

### Unsupported paper is being used.

**Solutions**

Use paper supported by this printer.

➡ "Available Paper and Capacities" on page 207
➡ "Unavailable Paper Types" on page 210

### Paper handling is inappropriate.

**Solutions**

Follow paper handling precautions.

➡ "Paper Handling Precautions" on page 27

### The paper is moist or damp.

**Solutions**

Load new paper.

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

**Solutions**

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

### Too many sheets are loaded in the printer.

**Solutions**

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

➡ "Available Paper and Capacities" on page 207

### The paper settings on the printer are incorrect.

**Solutions**

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

➡ "Paper Size and Type Settings" on page 27

### Paper slips when paper dust adheres to the roller.

**Solutions**

Clean the roller.

➡ "Cleaning the Paper Path for Paper Feeding Problems" on page 87

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

**Solutions**

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

## Paper is Ejected During Printing

### Letterhead is not selected as the paper type.

#### Solutions

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

## Original Does Not Feed in the ADF

The following causes can be considered.

### Originals that are not supported by the ADF are being used.

#### Solutions

Use originals supported by the ADF.

➡ "ADF Specifications" on page 228

### The originals are loaded incorrectly.

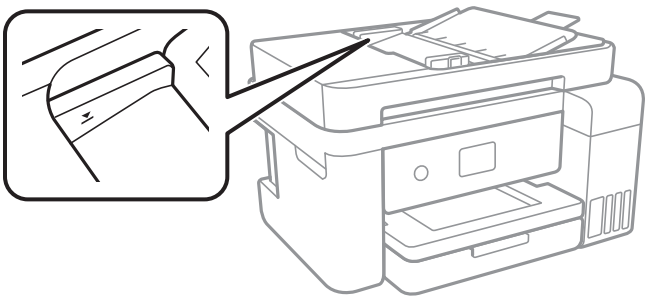
#### Solutions

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

### Too many originals are loaded in the ADF.

#### Solutions

Do not load originals above the line indicated by the triangle symbol on the ADF.



### The original slips when paper dust adheres to the roller.

#### Solutions

Clean the inside of the ADF.

➡ "Cleaning the ADF" on page 95

### Originals are not detected.

#### Solutions

On the screen for copy or scan, check that the ADF icon is on. If it is off, place the originals again.

# Cannot Print

## Cannot Print from Windows

Make sure the computer and the printer are connected correctly.

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

### *Checking the Connection Status*

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

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

   Epson Printer Connection Checker starts.

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

   ❏ Windows 10

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

   ❏ Windows 8.1/Windows 8

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

   ❏ Windows 7

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

2. Follow the on-screen instructions to check.

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

   *"Checking if a genuine Epson printer driver is installed - Windows" on page 104*

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

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

❏ The printer is not recognized over a network connection

"Cannot connect to a Network" on page 119

❏ The printer is not recognized using a USB connection

"The Printer Cannot Connect by USB (Windows)" on page 122

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

"Cannot Print Even Though a Connection has been Established (Windows)" on page 123

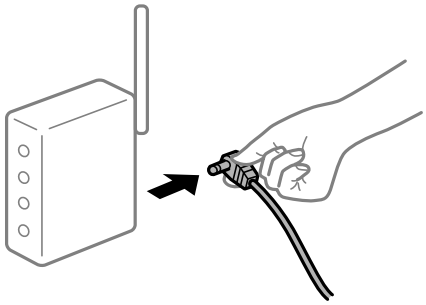
## Cannot connect to a Network

The problem could be one of the following issues.

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

### Solutions

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



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

### Solutions

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

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

### Solutions

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

➡ "When Replacing the Wireless Router" on page 186

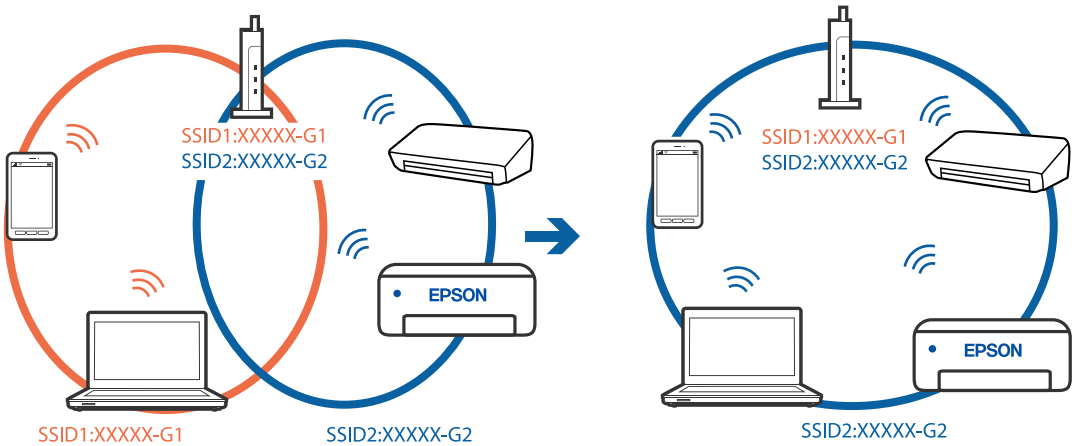
## The SSIDs connected from the computer or smart device and computer are different.

### Solutions

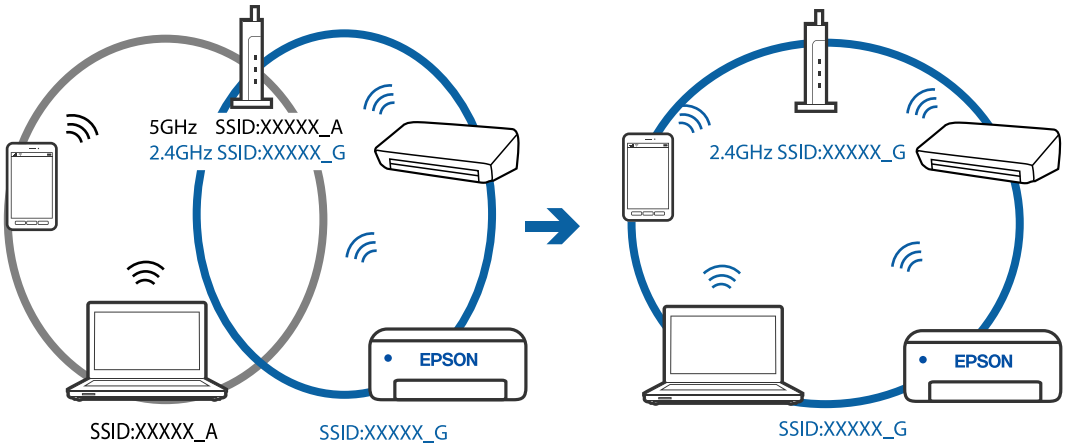
When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

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

❏ Example of connecting to different SSIDs



❏ Example of connecting to SSIDs with a different frequency range




## A privacy separator on the wireless router is available.

### Solutions

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

## The IP address is incorrectly assigned.

### Solutions

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

Select **Settings** > **General Settings** > **Network Settings** > **Advanced** on the printer's control panel, and then check the IP address and the subnet mask assigned to the printer.

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

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

### Solutions

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

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

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

### Solutions

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

❏ Connection becomes unstable, the printer is connected and disconnected again and again.

❏ Cannot connect to the printer.

❏ The communication speed becomes slow.

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

1. Remove the Ethernet cable connected to the computer and the printer.
2. When IEEE802.3az for the computer is enabled, disable it.
   See the documentation provided with the computer for details.
3. Connect the computer and the printer with an Ethernet cable directly.
4. On the printer, print a network connection report.
   "Printing a Network Connection Report" on page 198
5. Check the printer's IP address on the network connection report.
6. On the computer, access Web Config.
   Launch a Web browser, and then enter the printer's IP address.
   "Running Web Config on a Web Browser" on page 216
7. Select **Advanced Settings** from the list at the top right of the window.
8. Select **Network Settings** > **Wired LAN**.
9. Select **OFF** for **IEEE 802.3az**.
10. Click **Next**.
11. Click **OK**.
12. Remove the Ethernet cable connected to the computer and the printer.
13. If you disabled IEEE802.3az for the computer in step 2, enable it.
14. Connect the Ethernet cables that you removed in step 1 to the computer and the printer.

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

## The Printer Cannot Connect by USB (Windows)

The following causes can be considered.

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

#### Solutions

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

### There is a problem with the USB hub.

#### Solutions

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

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

#### Solutions

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

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

The following causes can be considered.

### There is a problem with the software or data.

#### Solutions

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

➡ "Checking if a genuine Epson printer driver is installed - Windows" on page 104
➡ "Checking if a genuine Epson printer driver is installed - Mac OS" on page 105
➡ "Installing or Uninstalling Applications Separately" on page 103
➡ "Updating Applications and Firmware" on page 108

### There is a problem with the printer's status.

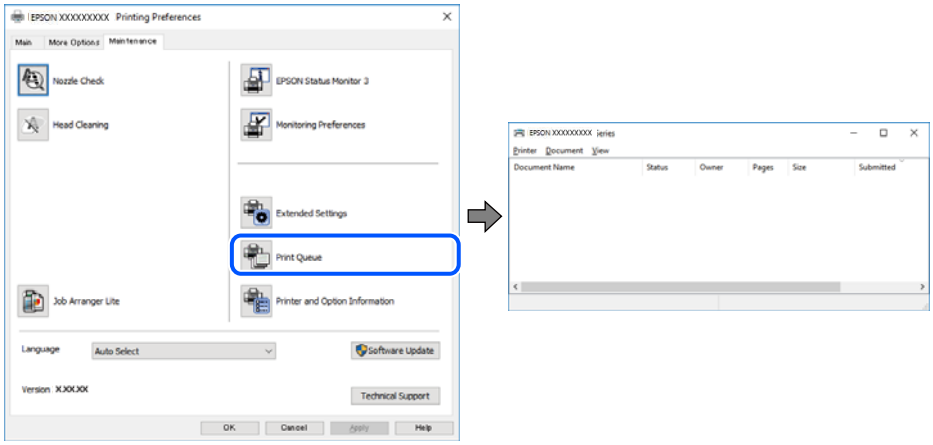
#### Solutions

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

## There is still a job waiting to be printed.

### Solutions

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

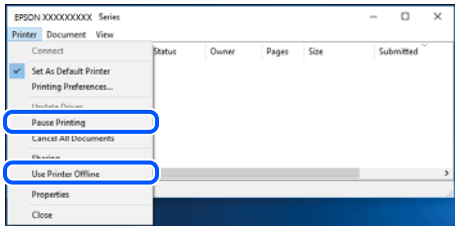



## The printer is pending or offline.

### Solutions

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

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




## The printer is not selected as the default printer.

### Solutions

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

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

Example)

USB connection: EPSON XXXX Series

Network connection: EPSON XXXX Series (network)

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

### The printer port is not set correctly.

#### Solutions

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

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

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

## Suddenly the Printer Cannot Print over a Network Connection

The problem could be one of the following issues.

### The network environment has been changed.

#### Solutions

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

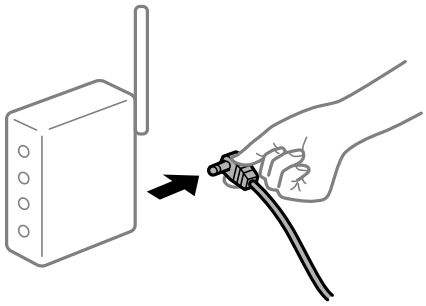
Connect the computer or smart device to the same SSID as the printer.

➡ "Re-setting the Network Connection" on page 186

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

#### Solutions

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



### The printer is not connected to the network.

#### Solutions

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

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

#### Solutions

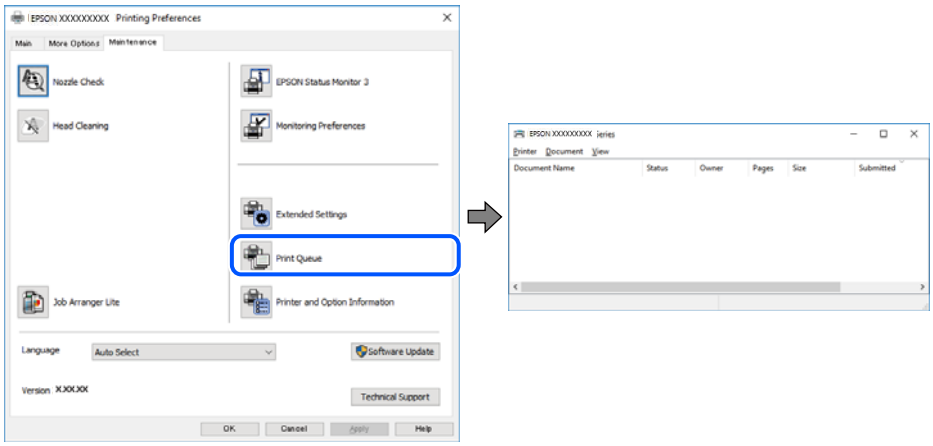
Try accessing any website from your computer to make sure that your computer's network settings are correct. If you cannot access any website, there is a problem on the computer.

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

## There is still a job waiting to be printed.

### Solutions

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

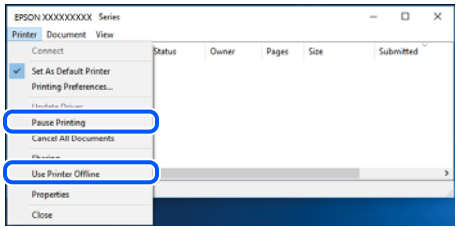



## The printer is pending or offline.

### Solutions

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

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




## The printer is not selected as the default printer.

### Solutions

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

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

Example)

USB connection: EPSON XXXX Series

Network connection: EPSON XXXX Series (network)

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

### The printer port is not set correctly.

#### Solutions

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

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

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

## Cannot Print from Mac OS

Make sure the computer and the printer are connected correctly.

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

### *Checking the Connection Status*

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

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

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

Check the following if a connection has not been established.

❏ The printer is not recognized over a network connection

"Cannot connect to a Network" on page 127

❏ The printer is not recognized using a USB connection

"The Printer Cannot Connect by USB (Mac OS)" on page 130

Check the following if a connection has been established.

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

"Cannot Print Even Though a Connection has been Established (Mac OS)" on page 131

## Cannot connect to a Network

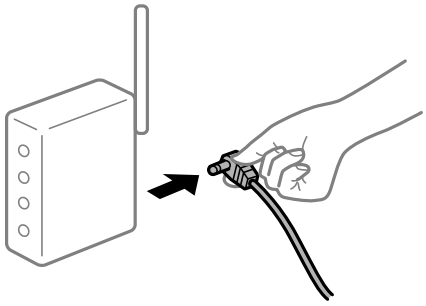
The problem could be one of the following issues.

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

#### Solutions

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then printer. Move the

printer and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.



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

### Solutions

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

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

### Solutions

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

➡ "When Replacing the Wireless Router" on page 186

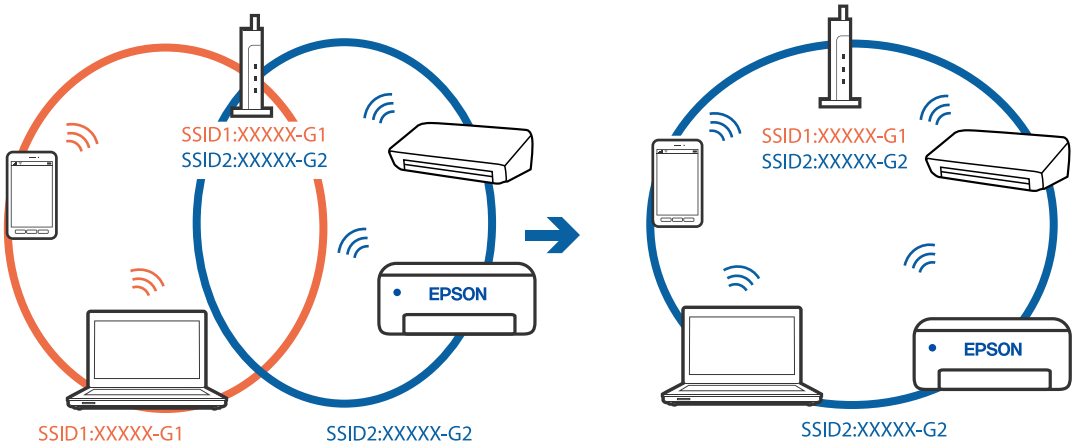
## The SSIDs connected from the computer or smart device and computer are different.

### Solutions

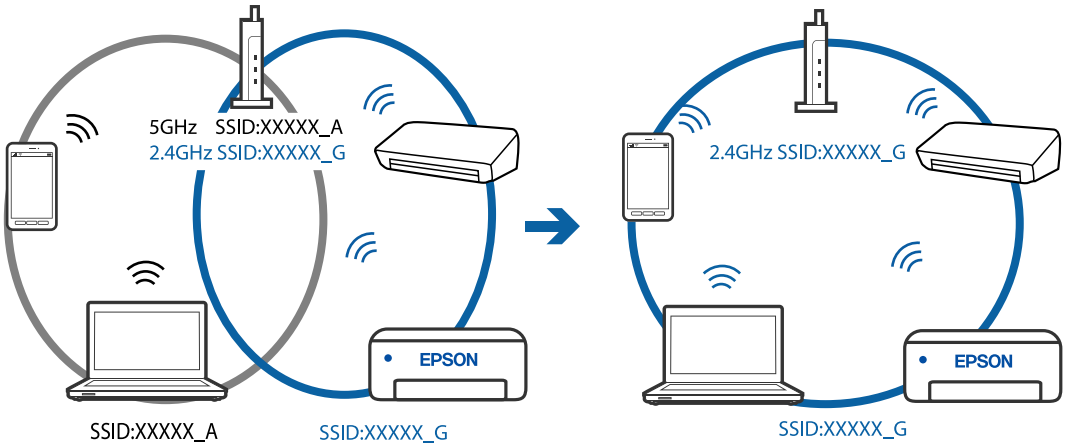
When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

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

❏ Example of connecting to different SSIDs



❏ Example of connecting to SSIDs with a different frequency range




## A privacy separator on the wireless router is available.

### Solutions

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

## The IP address is incorrectly assigned.

### Solutions

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

Select **Settings** > **General Settings** > **Network Settings** > **Advanced** on the printer's control panel, and then check the IP address and the subnet mask assigned to the printer.

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

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

### Solutions

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

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

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

### Solutions

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

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

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

#### Solutions

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

- ❏ Connection becomes unstable, the printer is connected and disconnected again and again.
- ❏ Cannot connect to the printer.
- ❏ The communication speed becomes slow.

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

1. Remove the Ethernet cable connected to the computer and the printer.
2. When IEEE802.3az for the computer is enabled, disable it.
   See the documentation provided with the computer for details.
3. Connect the computer and the printer with an Ethernet cable directly.
4. On the printer, print a network connection report.
   "Printing a Network Connection Report" on page 198
5. Check the printer's IP address on the network connection report.
6. On the computer, access Web Config.
   Launch a Web browser, and then enter the printer's IP address.
   "Running Web Config on a Web Browser" on page 216
7. Select **Advanced Settings** from the list at the top right of the window.
8. Select **Network Settings** > **Wired LAN**.
9. Select **OFF** for **IEEE 802.3az**.
10. Click **Next**.
11. Click **OK**.
12. Remove the Ethernet cable connected to the computer and the printer.
13. If you disabled IEEE802.3az for the computer in step 2, enable it.
14. Connect the Ethernet cables that you removed in step 1 to the computer and the printer.

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

## The Printer Cannot Connect by USB (Mac OS)

The following causes can be considered.

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

**Solutions**

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

### There is a problem with the USB hub.

**Solutions**

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

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

**Solutions**

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

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

The following causes can be considered.

### There is a problem with the software or data.

**Solutions**

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

➡ "Checking if a genuine Epson printer driver is installed - Windows" on page 104
➡ "Checking if a genuine Epson printer driver is installed - Mac OS" on page 105
➡ "Installing or Uninstalling Applications Separately" on page 103
➡ "Updating Applications and Firmware" on page 108

### There is a problem with the status of the printer.

**Solutions**

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

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

### User feature restrictions are enabled for the printer.

**Solutions**

The printer may not print when the user feature restriction is enabled. Contact your printer administrator.

## Suddenly the Printer Cannot Print over a Network Connection

The problem could be one of the following issues.

### The network environment has been changed.

#### Solutions

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

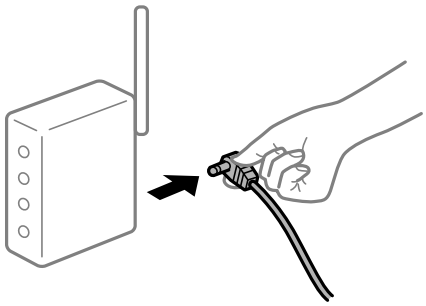
Connect the computer or smart device to the same SSID as the printer.

➡ "Re-setting the Network Connection" on page 186

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

#### Solutions

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



### The printer is not connected to the network.

#### Solutions

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

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

#### Solutions

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

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

## The Print Settings Menu is Not Displayed.

The following causes can be considered.

### The Epson Printer Driver has Not been Installed Correctly

#### Solutions

If the **Print Settings** menu is not displayed on macOS Catalina (10.15) or later, macOS High Sierra (10.13), macOS Sierra (10.12), OS X El Capitan (10.11), OS X Yosemite (10.10), OS X Mavericks (10.9), OS X Mountain Lion (10.8), the Epson printer driver has not been installed correctly. Enable it from the following menu.

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

"Adding the Printer (for Mac OS Only)" on page 106

macOS Mojave (10.14) cannot access **Print Settings** in applications made by Apple such as TextEdit.

## Cannot Print from Smart Device

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

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

#### *Check the connection with the smart device*

Use Epson Smart Panel to check the connection between the smart device and the printer.

Open the Epson Smart Panel. If you cannot connect to the printer, tap [+] at the top of the screen to reset.

If you are not using Epson Smart Panel, see the link below.

http://epson.sn

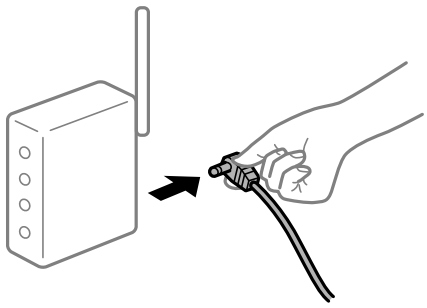
## Cannot connect to a Network

The problem could be one of the following issues.

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

#### Solutions

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



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

### Solutions

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

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

### Solutions

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

➡ "When Replacing the Wireless Router" on page 186

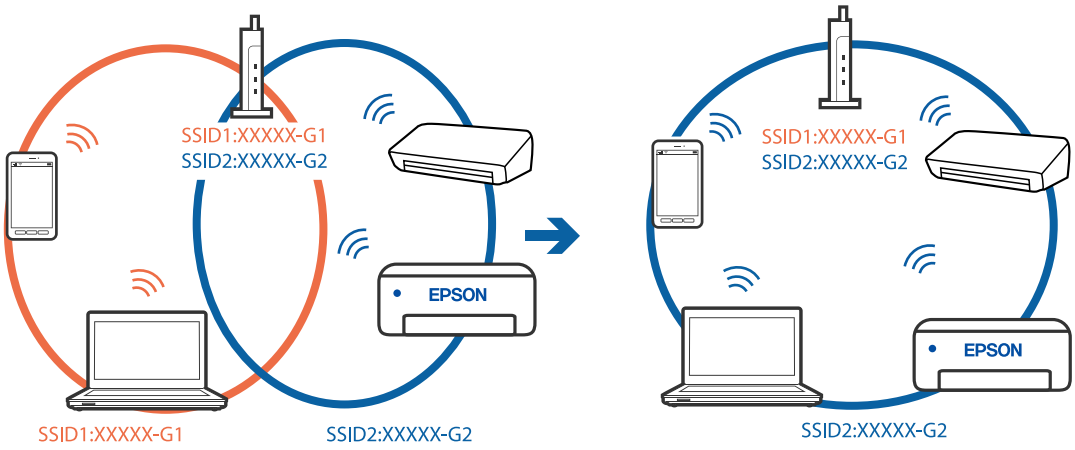
## The SSIDs connected from the computer or smart device and computer are different.

### Solutions

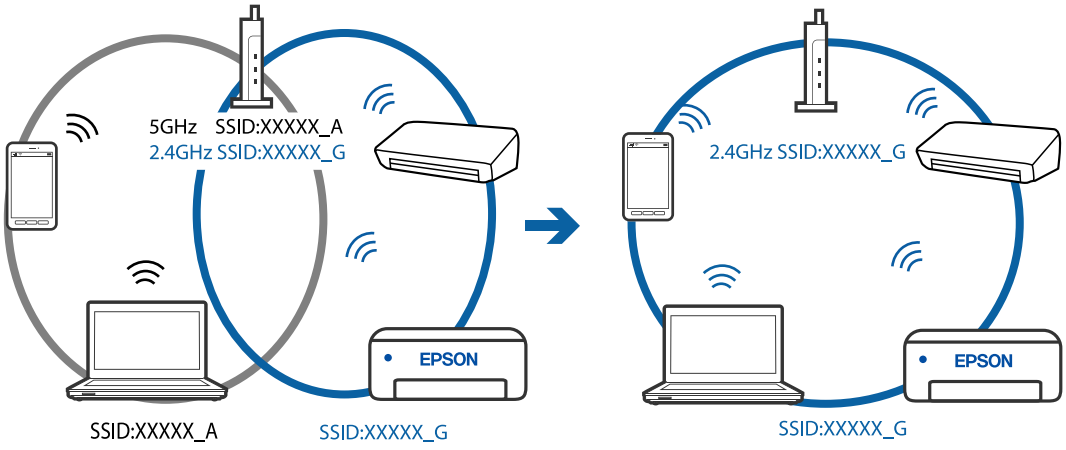
When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

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

❏ Example of connecting to different SSIDs




❏ Example of connecting to SSIDs with a different frequency range



### A privacy separator on the wireless router is available.

**Solutions**

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

### The IP address is incorrectly assigned.

**Solutions**

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

Select **Settings** > **General Settings** > **Network Settings** > **Advanced** on the printer's control panel, and then check the IP address and the subnet mask assigned to the printer.

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

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

**Solutions**

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

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

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

The following causes can be considered.

### Paper Setup Auto Display is disabled.

**Solutions**

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

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

### AirPrint is disabled.

**Solutions**

Enable the AirPrint setting on Web Config.

➡ "Application for Configuring Printer Operations (Web Config)" on page 216

## Suddenly the Printer Cannot Print over a Network Connection

The problem could be one of the following issues.

### The network environment has been changed.

**Solutions**

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

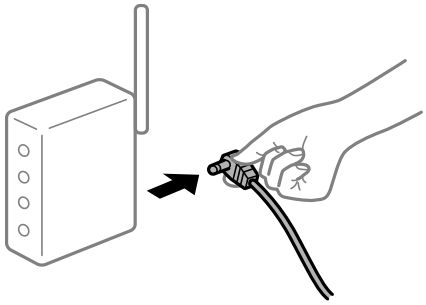
Connect the computer or smart device to the same SSID as the printer.

➡ "Re-setting the Network Connection" on page 186

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

#### Solutions

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



### The printer is not connected to the network.

#### Solutions

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

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

#### Solutions

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

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

# Cannot Start Scanning

## Cannot Start Scanning from Windows

Make sure the computer and the printer are connected correctly.

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

### *Checking the Connection Status*

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

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

   Epson Printer Connection Checker starts.

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

   ❏ Windows 10

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

   ❏ Windows 8.1/Windows 8

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

   ❏ Windows 7

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

2. Follow the on-screen instructions to check.

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

   *"Checking if a genuine Epson printer driver is installed - Windows" on page 104*

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

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

❏ The printer is not recognized over a network connection

"Cannot connect to a Network" on page 137

❏ The printer is not recognized using a USB connection

"The Printer Cannot Connect by USB (Windows)" on page 122

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

"Cannot Scan Even Though a Connection has been Correctly Established (Windows)" on page 140

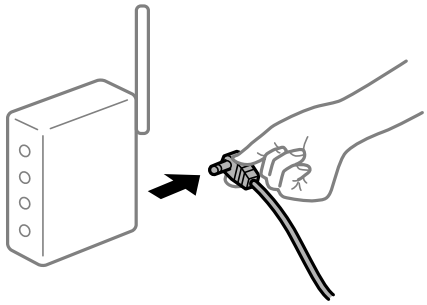
## Cannot connect to a Network

The problem could be one of the following issues.

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

#### Solutions

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



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

### Solutions

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

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

### Solutions

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

➡ "When Replacing the Wireless Router" on page 186

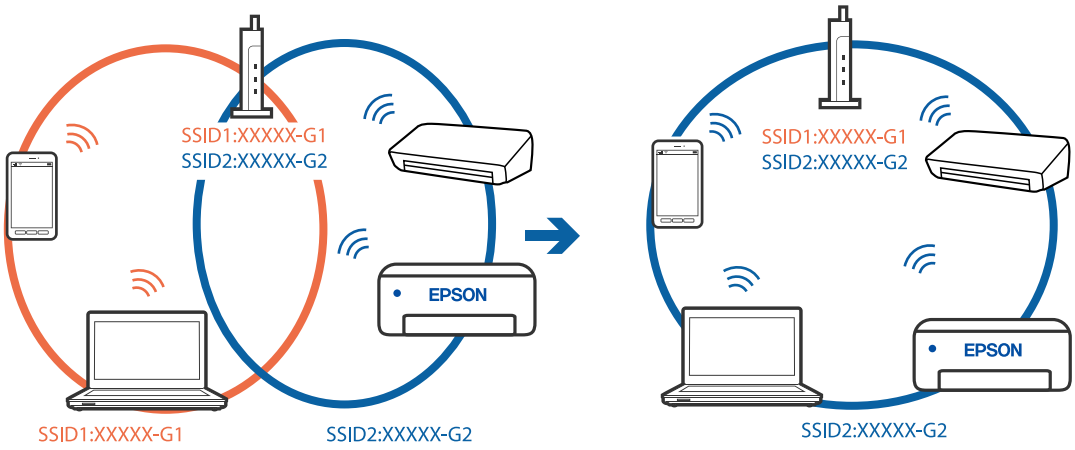
## The SSIDs connected from the computer or smart device and computer are different.

### Solutions

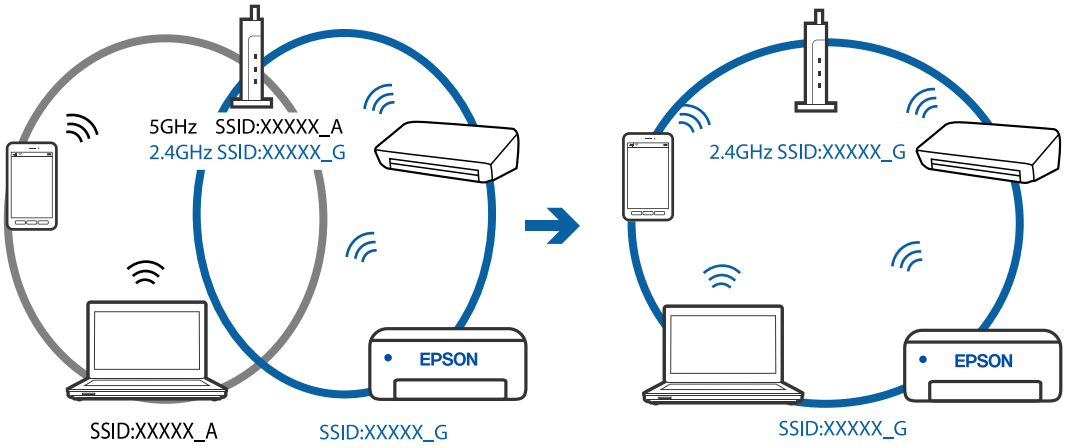
When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

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

❏ Example of connecting to different SSIDs




❏ Example of connecting to SSIDs with a different frequency range



## A privacy separator on the wireless router is available.

### Solutions

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

## The IP address is incorrectly assigned.

### Solutions

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

Select **Settings** > **General Settings** > **Network Settings** > **Advanced** on the printer's control panel, and then check the IP address and the subnet mask assigned to the printer.

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

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

### Solutions

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

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

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

### Solutions

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

- ❏ Connection becomes unstable, the printer is connected and disconnected again and again.
- ❏ Cannot connect to the printer.
- ❏ The communication speed becomes slow.

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

1. Remove the Ethernet cable connected to the computer and the printer.
2. When IEEE802.3az for the computer is enabled, disable it.

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

   "Printing a Network Connection Report" on page 198
5. Check the printer's IP address on the network connection report.

6. On the computer, access Web Config.
   Launch a Web browser, and then enter the printer's IP address.
   "Running Web Config on a Web Browser" on page 216
7. Select **Advanced Settings** from the list at the top right of the window.
8. Select **Network Settings** > **Wired LAN**.
9. Select **OFF** for **IEEE 802.3az**.
10. Click **Next**.
11. Click **OK**.
12. Remove the Ethernet cable connected to the computer and the printer.
13. If you disabled IEEE802.3az for the computer in step 2, enable it.
14. Connect the Ethernet cables that you removed in step 1 to the computer and the printer.

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

## The Printer Cannot Connect by USB (Windows)

The following causes can be considered.

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

#### Solutions

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

### There is a problem with the USB hub.

#### Solutions

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

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

#### Solutions

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

## Cannot Scan Even Though a Connection has been Correctly Established (Windows)

### Scanning at a high resolution over a network.

#### Solutions

Try scanning at a lower resolution.

## Cannot Start Scanning from Mac OS

Make sure the computer and the printer are connected correctly.

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

### *Checking the Connection Status*

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

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

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

Check the following if a connection has not been established.

❏ The printer is not recognized over a network connection

"Cannot connect to a Network" on page 141

❏ The printer is not recognized using a USB connection

"The Printer Cannot Connect by USB (Mac OS)" on page 130

Check the following if a connection has been established.

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

"Cannot Scan Even Though a Connection has been Correctly Established (Mac OS)" on page 145

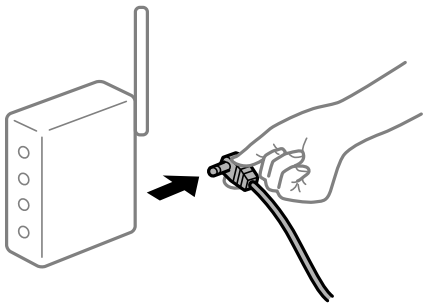
## Cannot connect to a Network

The problem could be one of the following issues.

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

#### Solutions

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



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

### Solutions

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

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

### Solutions

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

➡ "When Replacing the Wireless Router" on page 186

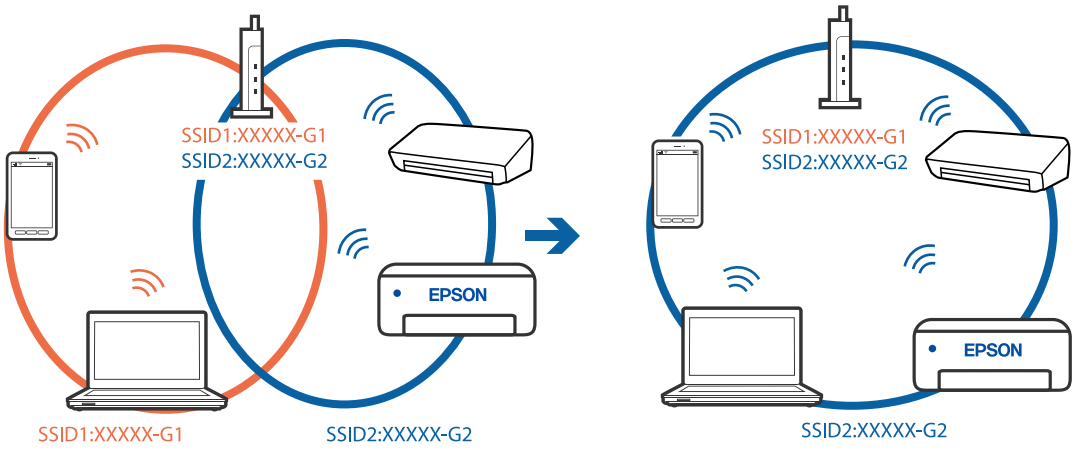
## The SSIDs connected from the computer or smart device and computer are different.

### Solutions

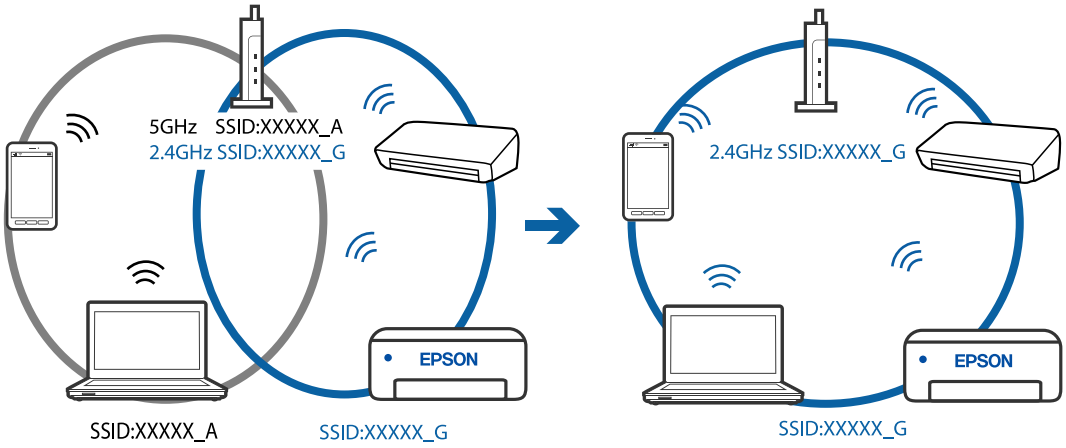
When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

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

❏ Example of connecting to different SSIDs




❏ Example of connecting to SSIDs with a different frequency range



## A privacy separator on the wireless router is available.

### Solutions

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

## The IP address is incorrectly assigned.

### Solutions

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

Select **Settings** > **General Settings** > **Network Settings** > **Advanced** on the printer's control panel, and then check the IP address and the subnet mask assigned to the printer.

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

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

### Solutions

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

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

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

### Solutions

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

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

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

### Solutions

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

❏ Connection becomes unstable, the printer is connected and disconnected again and again.

❏ Cannot connect to the printer.

❏ The communication speed becomes slow.

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

1. Remove the Ethernet cable connected to the computer and the printer.
2. When IEEE802.3az for the computer is enabled, disable it.

   See the documentation provided with the computer for details.
3. Connect the computer and the printer with an Ethernet cable directly.

4. On the printer, print a network connection report.
   "Printing a Network Connection Report" on page 198
5. Check the printer's IP address on the network connection report.
6. On the computer, access Web Config.
   Launch a Web browser, and then enter the printer's IP address.
   "Running Web Config on a Web Browser" on page 216
7. Select **Advanced Settings** from the list at the top right of the window.
8. Select **Network Settings** > **Wired LAN**.
9. Select **OFF** for **IEEE 802.3az**.
10. Click **Next**.
11. Click **OK**.
12. Remove the Ethernet cable connected to the computer and the printer.
13. If you disabled IEEE802.3az for the computer in step 2, enable it.
14. Connect the Ethernet cables that you removed in step 1 to the computer and the printer.

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

## The Printer Cannot Connect by USB (Mac OS)

The following causes can be considered.

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

#### Solutions

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

### There is a problem with the USB hub.

#### Solutions

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

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

#### Solutions

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

## Cannot Scan Even Though a Connection has been Correctly Established (Mac OS)

### Scanning at a high resolution over a network.

#### Solutions

Try scanning at a lower resolution.

## Cannot Start Scanning from Smart Device

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

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

#### *Check the connection with the smart device*

Use Epson Smart Panel to check the connection between the smart device and the printer.

Open the Epson Smart Panel. If you cannot connect to the printer, tap [+] at the top of the screen to reset.

If you are not using Epson Smart Panel, see the link below.

http://epson.sn

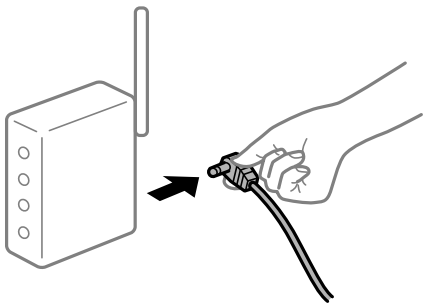
## Cannot connect to a Network

The problem could be one of the following issues.

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

#### Solutions

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



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

#### Solutions

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

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

### Solutions

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

➡ "When Replacing the Wireless Router" on page 186

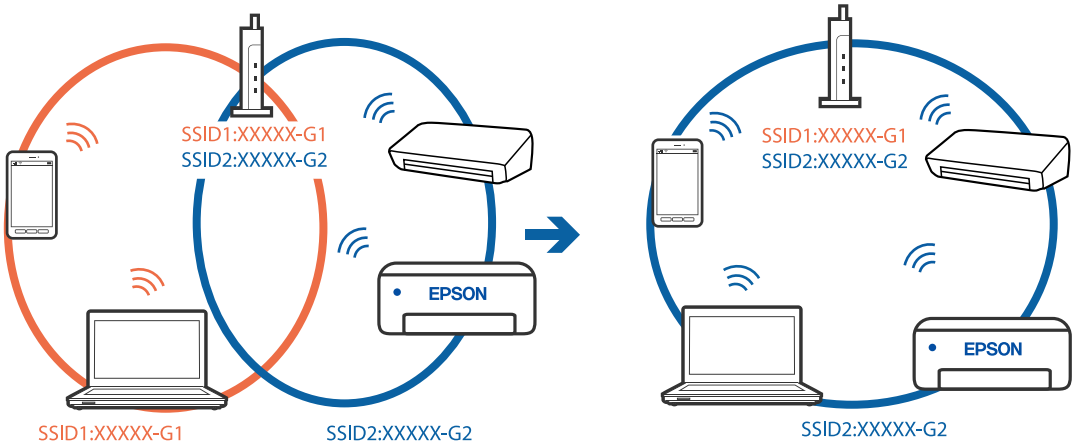
## The SSIDs connected from the computer or smart device and computer are different.

### Solutions

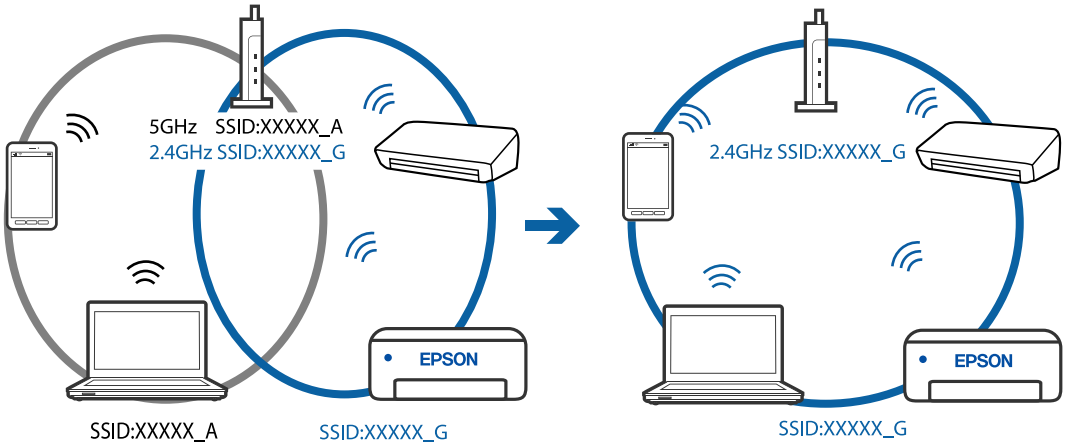
When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

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

❏ Example of connecting to different SSIDs




❏ Example of connecting to SSIDs with a different frequency range




## A privacy separator on the wireless router is available.

### Solutions

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

### The IP address is incorrectly assigned.

#### Solutions

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

Select **Settings** > **General Settings** > **Network Settings** > **Advanced** on the printer's control panel, and then check the IP address and the subnet mask assigned to the printer.

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

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

#### Solutions

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

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

# Cannot Operate the Printer as Expected

## Operations are Slow

### Printing Is Too Slow

The following causes can be considered.

### Unnecessary applications are running.

#### Solutions

Close any unnecessary applications on your computer or smart device.

### The print quality is set to high.

#### Solutions

Lower the quality setting.

### Bidirectional printing is disabled.

#### Solutions

Enable the bidirectional (or high speed) setting. When this setting is enabled, the print head prints while moving in both directions, and the printing speed increases.

❏ Windows

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

❏ Mac OS

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

### Quiet Mode is enabled.

#### Solutions

Disable **Quiet Mode**. The printing speed slows down when the printer is running in **Quiet Mode**.

❏ Control panel

Select  on the home screen, and then select **Off**.

❏ Windows

Select **Off** as the **Quiet Mode** setting on the printer driver's **Main** tab.

❏ Mac OS

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

## Printing Slows Down Dramatically During Continuous Printing

### The function that prevents the printer mechanism from overheating and being damaged is operating.

#### Solutions

You can continue printing. To return to normal printing speed, leave the printer idle for at least 30 minutes. Printing speed does not return to normal if the power is off.

## Scanning Speed Is Slow

### Scanning at a high resolution.

#### Solutions

Try scanning at a lower resolution.

## LCD Screen Gets Dark

### The printer is in sleep mode.

#### Solutions

Press any button on the control panel to return the LCD screen to its former state.

## Operation Sounds Are Loud

### Quiet Mode is disabled.

#### Solutions

If operations sounds are too loud, enable **Quiet Mode**. Enabling this feature may reduce printing speed.

❏ Control panel

Select  on the home screen, and then enable **Quiet Mode**.

❏ Windows printer driver

Enable **Quiet Mode** on the **Main** tab.

❏ Mac OS printer driver

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

## The Root Certificate Needs to be Updated

### The root certificate has expired.

#### Solutions

Run Web Config, and then update the root certificate.

## Cannot Cancel Printing from a Computer Running Mac OS X v10.6.8

### There is a problem with your AirPrint setup.

#### Solutions

Run Web Config, and then select **Port9100** as the **Top Priority Protocol** setting in **AirPrint Setup**. Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), remove the printer, and then add the printer again.

➡ "Application for Configuring Printer Operations (Web Config)" on page 216

## A Message Prompting You to Reset the Ink Level is Displayed Even After Refilling the Ink

### Ink level was not reset.

#### Solutions

After refilling the ink, follow the on-screen instructions to reset the ink level.

➡ "Notes on Resetting the Ink Level" on page 162

## The Ink Level Display does not Change Even After Refilling the Ink

### Ink level was not reset.

#### Solutions

After refilling the ink, follow the on-screen instructions to reset the ink level.

➡ "Notes on Resetting the Ink Level" on page 162

# A Message is Displayed on the LCD Screen

If an error message is displayed on the LCD screen, follow the on-screen instructions or the solutions below to solve the problem.

| Error Messages | Solutions |
|---|---|
| Printer Error<br>Turn on the printer again. See your documentation for more details. | Remove any paper or protective material in the printer. If the error message is still displayed, contact Epson support. |
| Paper out in XX. | Load paper, and then insert the paper cassette all the way. |
| The printer's borderless printing ink pad is nearing the end of its service life. It is not a user-replaceable part. Please contact Epson support. | Contact Epson or an authorised Epson service provider to replace the borderless printing ink pad*. It is not a user-serviceable part.<br>Select **Dismiss** to resume printing. |
| The printer's borderless printing ink pad has reached the end of its service life. It is not a user-replaceable part. Please contact Epson support. | Contact Epson or an authorised Epson service provider to replace the borderless printing ink pad*. It is not a user-serviceable part.<br>However, you can 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. | If **Paper Setup Auto Display** is disabled, you cannot use AirPrint. |
| The combination of the IP address and the subnet mask is invalid. See your documentation for more details. | Enter the correct IP address or default gateway. Contact the person who setup the network for assistance. |
| To use cloud services, update the root certificate from the Epson Web Config utility. | Run Web Config, and then update the root certificate. |
| 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.<br>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<br>Update Firmware | The printer has started in recovery mode because the firmware update failed. Follow the steps below to try to update the firmware again.<br>1. Connect the computer and the printer with a USB cable. (During recovery mode, you cannot update the firmware over a network connection.)<br>2. Visit your local Epson website for further instructions. |

*In some print cycles a very small amount of surplus ink may be collected in the borderless printing ink pad. To prevent ink leakage from the pad, the product is designed to stop borderless printing when the pad has reached its limit. Whether and how often this is required will vary according to the number of pages you print using the borderless print option. The need for replacement of the pad does not mean that your printer has ceased to operate in accordance with its specifications. The printer will advise you when the pad requires replacing and this can only be performed by an authorised Epson Service provider. The Epson warranty does not cover the cost of this replacement.

# Paper Gets Jammed

Check the error displayed on the control panel and follow the instructions to remove the jammed paper including any torn pieces. Next, clear the error.

***Important:***

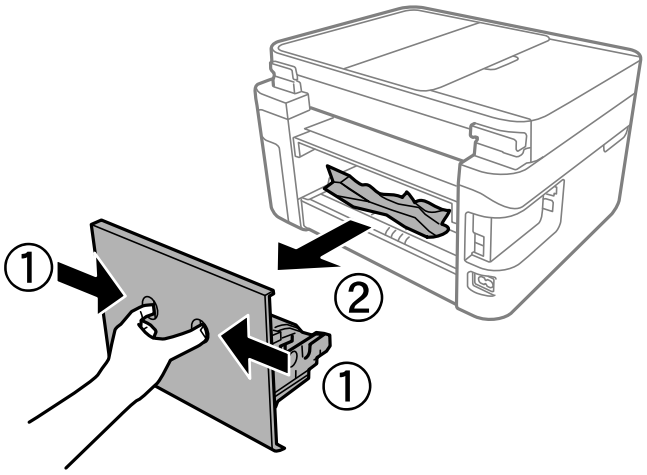
- ❏ *Remove the jammed paper carefully. Removing the paper vigorously may cause damage to the printer.*
- ❏ *When removing jammed paper, avoid tilting the printer, placing it vertically, or turning it upside down; otherwise ink may leak.*

## Removing Jammed Paper

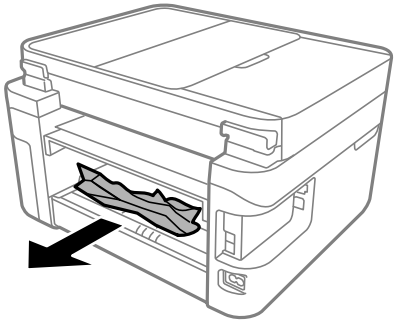
***Caution:***

- ❏ *Be careful not to trap your hand or fingers when opening or closing the scanner unit. Otherwise you may be injured.*
- ❏ *Never touch the buttons on the control panel while your hand is inside the printer. If the printer starts operating, it could cause an injury. Be careful not to touch the protruding parts to avoid injury.*

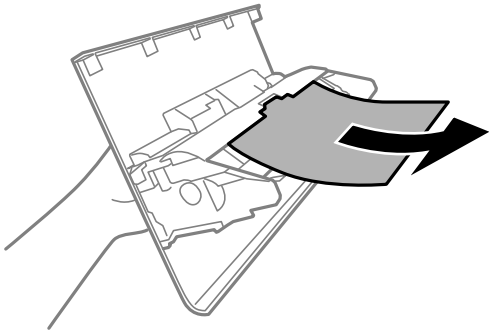
1. Remove the rear cover.




2. Remove the jammed paper.



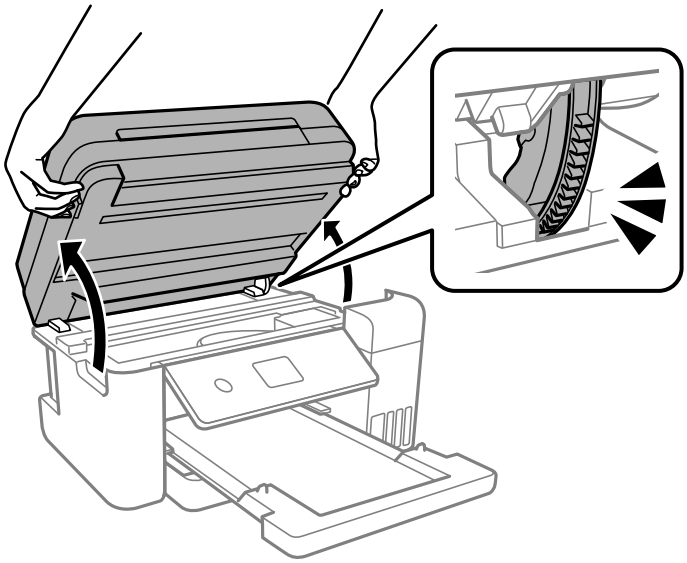
3. Remove jammed paper from the rear cover.



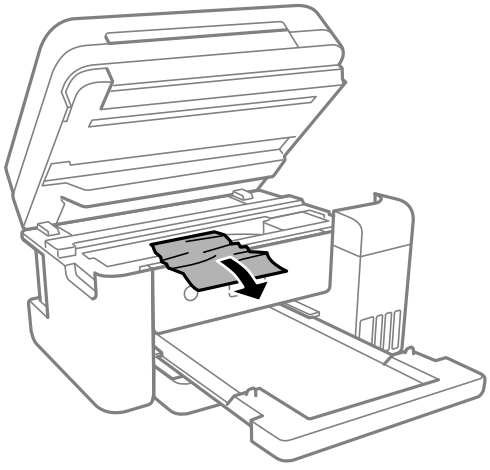
4. Insert the rear cover in the printer.

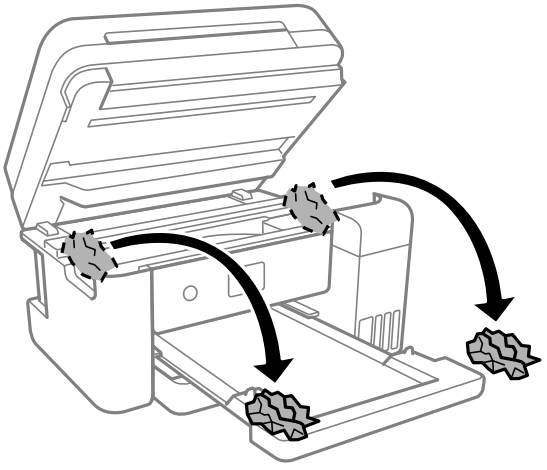
5. Close the document cover if it is open.

6. Open the scanner unit with both hand until it locks.



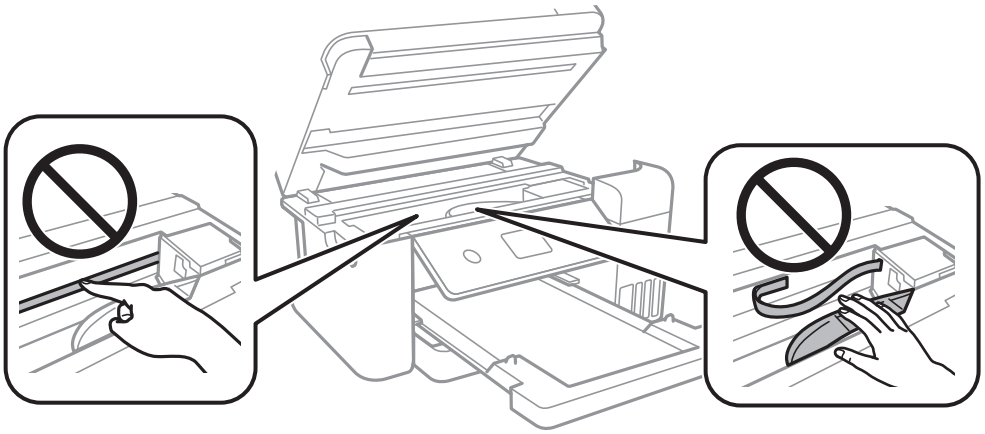
7. Remove the jammed paper.



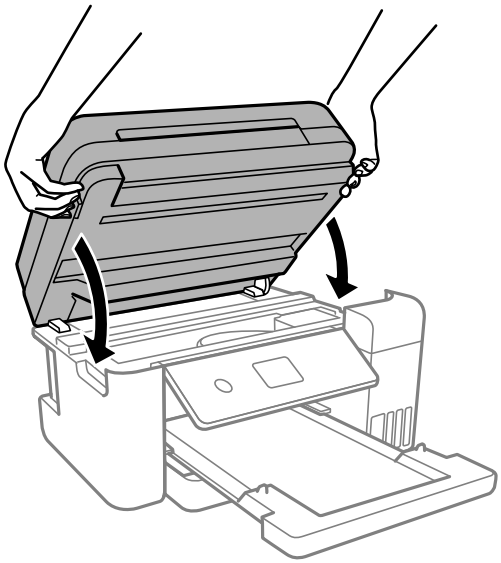


***Important:***

*Do not touch the white flat cable, translucent film, and ink tubes inside the printer. Doing so may cause a malfunction.*



8. Close the scanner unit.

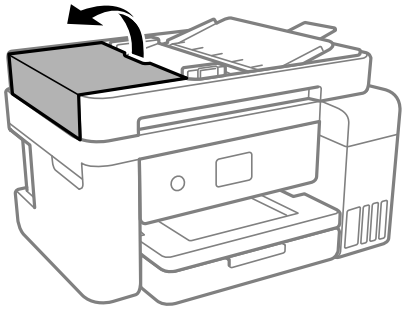


***Note:***

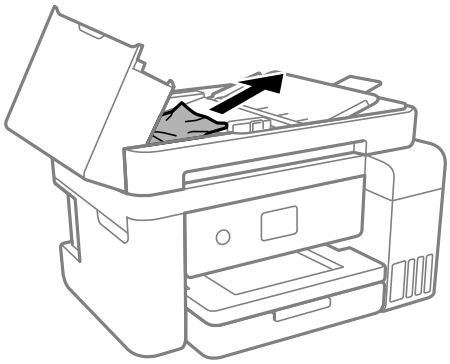
*The scanner unit is designed to close slowly and resist a little as a precaution against catching fingers. Continue to close even if you feel some resistance.*

# Removing Jammed Paper from the ADF

1. Open the ADF cover.

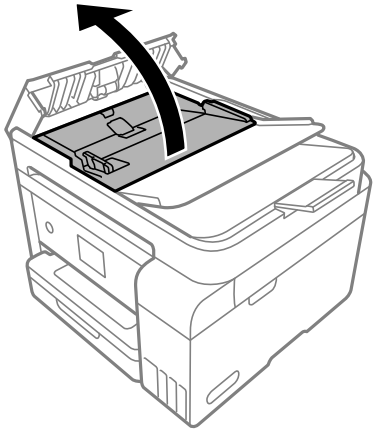


2. Remove the jammed paper.

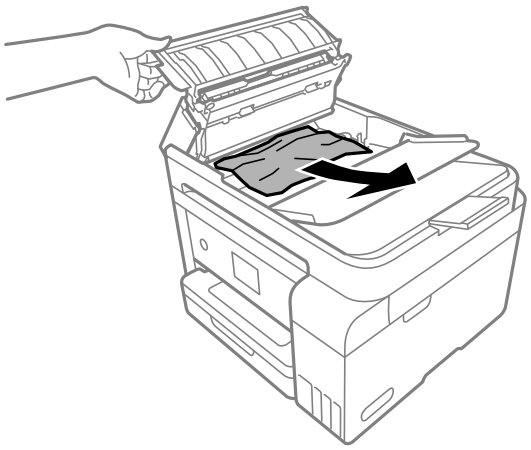


3. Raise the ADF input tray.

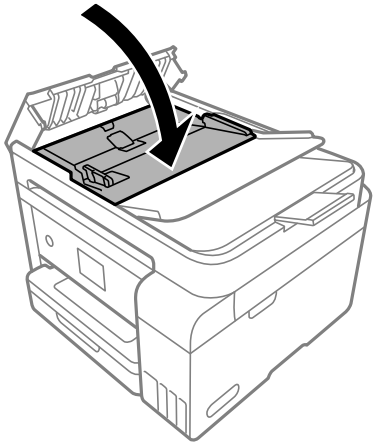
> ***Important:***
>
> *Make sure that you open the ADF cover before raising the ADF input tray. Otherwise, the ADF may be damaged.*



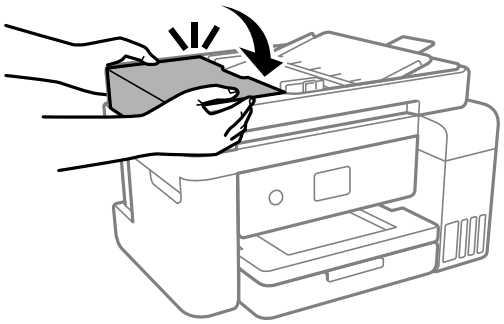
4. Remove the jammed paper.



5. Lower the ADF input tray.



6. Close the ADF cover until it clicks.



## Preventing Paper Jams

Check the following if paper jams occur frequently.

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

"Environmental Specifications" on page 233

❏ Use the paper supported by this printer.

"Available Paper and Capacities" on page 207

❏ Follow paper handling precautions.

"Paper Handling Precautions" on page 27

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

"Loading Paper" on page 29

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

❏ Load one sheet of paper at a time if you have loaded several sheets of paper.

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

"List of Paper Type" on page 28

❏ Clean the roller inside the printer.

"Cleaning the Paper Path for Paper Feeding Problems" on page 87

# It is Time to Refill the Ink

## Ink Bottle Handling Precautions

Read the following instructions before refilling ink.

### Storing precautions for ink

❏ Keep the ink bottles out of direct sunlight.

❏ Do not store the ink bottles in high or freezing temperatures.

❏ Epson recommends using the ink bottle before the date printed on the package.

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

❏ After bringing an ink bottle inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.

❏ Do not open the ink bottle package until you are ready to fill the ink tank. The ink bottle is vacuum packed to maintain its reliability. If you leave an ink bottle unpacked for a long time before using it, normal printing may not be possible.

❏ Once you open an ink bottle, we recommend using it as soon as possible.

### Handling precautions for refilling ink

❏ To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the ink tank when your printer indicates to refill ink. The yields quoted for you do not include this reserve.

❏ For optimum print results do not maintain low ink levels for extended periods of time.

❏ Use ink bottles with the correct part code for this printer.

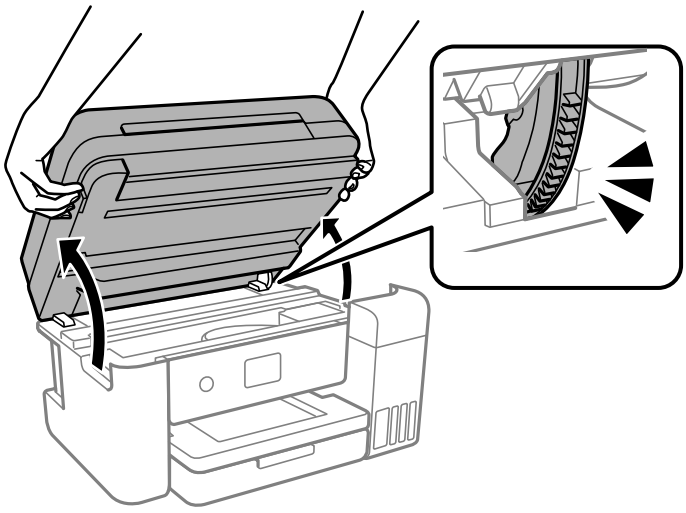
- ❏ The ink for this printer must be handled carefully. Ink may splatter when the ink tanks are being filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off.
- ❏ Do not shake too vigorously or squeeze the ink bottles.
- ❏ Prolonged use of the printer when the ink level is below the lower line could damage the printer. Fill the ink tank to the upper line while the printer is not operating. To display the correct ink level estimates, reset the ink level after filling the tank.
- ❏ To obtain optimum printing results, refill the ink tanks to the upper line at least once every year.

**Ink consumption**

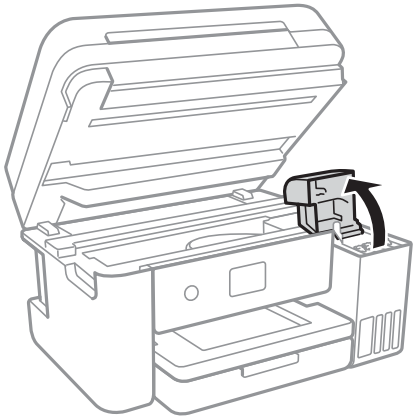
- ❏ To maintain optimum print head performance, some ink is consumed from all ink tanks during maintenance operations such as print head cleaning. Ink may also be consumed when you turn the printer on.
- ❏ When printing in monochrome or grayscale, color inks instead of black ink may be used depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.
- ❏ The ink in the ink bottles supplied with your printer is partly used during initial setup. In order to produce high quality printouts, the print head in your printer will be fully charged with ink. This one-off process consumes a quantity of ink and therefore these bottles may print fewer pages compared to subsequent ink bottles.
- ❏ Quoted yields may vary depending on the images that you are printing, the paper type that you are using, the frequency of your prints and environmental conditions such as temperature.
- ❏ Visually check ink levels in the actual ink tanks. Prolonged use of the printer when the ink is expended could damage the printer. Epson recommends filling the ink tank to the upper line when the printer is not operating to reset the ink level.

## Refilling the Ink Tanks

1. Close the document cover if it is open.
2. Open the scanner unit with both hands until it locks.

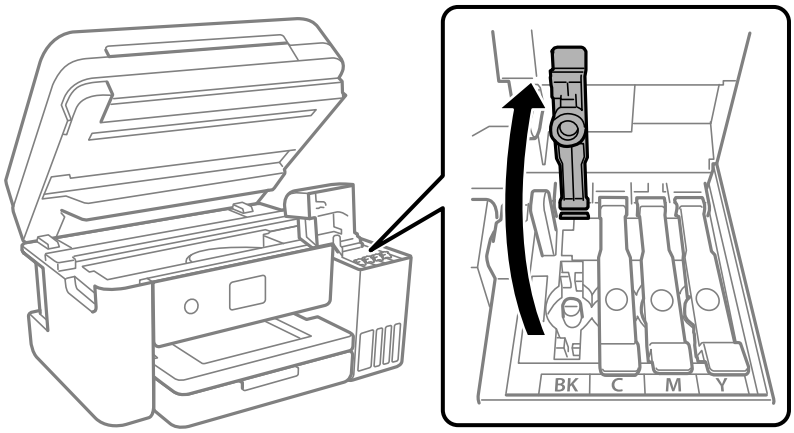


3. Open the ink tank cover.



Read all of the usage precautions for filling ink on the screen, and then proceed to the next screen.

4. Open the cap of the ink tank.




> ***Important:***
> *Make sure that the color of the ink tank matches the ink color that you want to refill.*

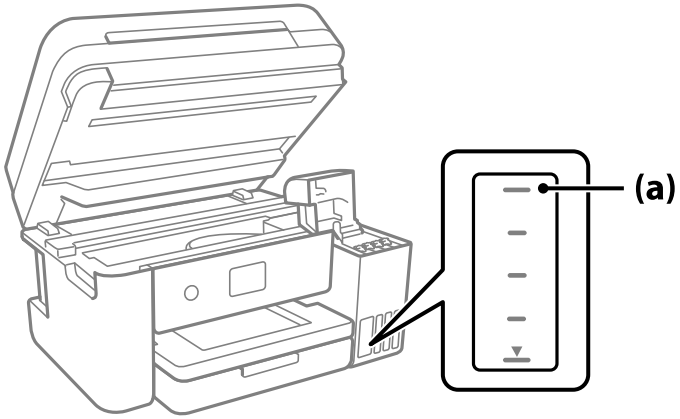
5. While holding the ink bottle upright, turn the cap slowly to remove it.



***Important:***

- ❏ *Epson recommends the use of genuine Epson ink bottles.*
- ❏ *Be careful not to spill any ink.*

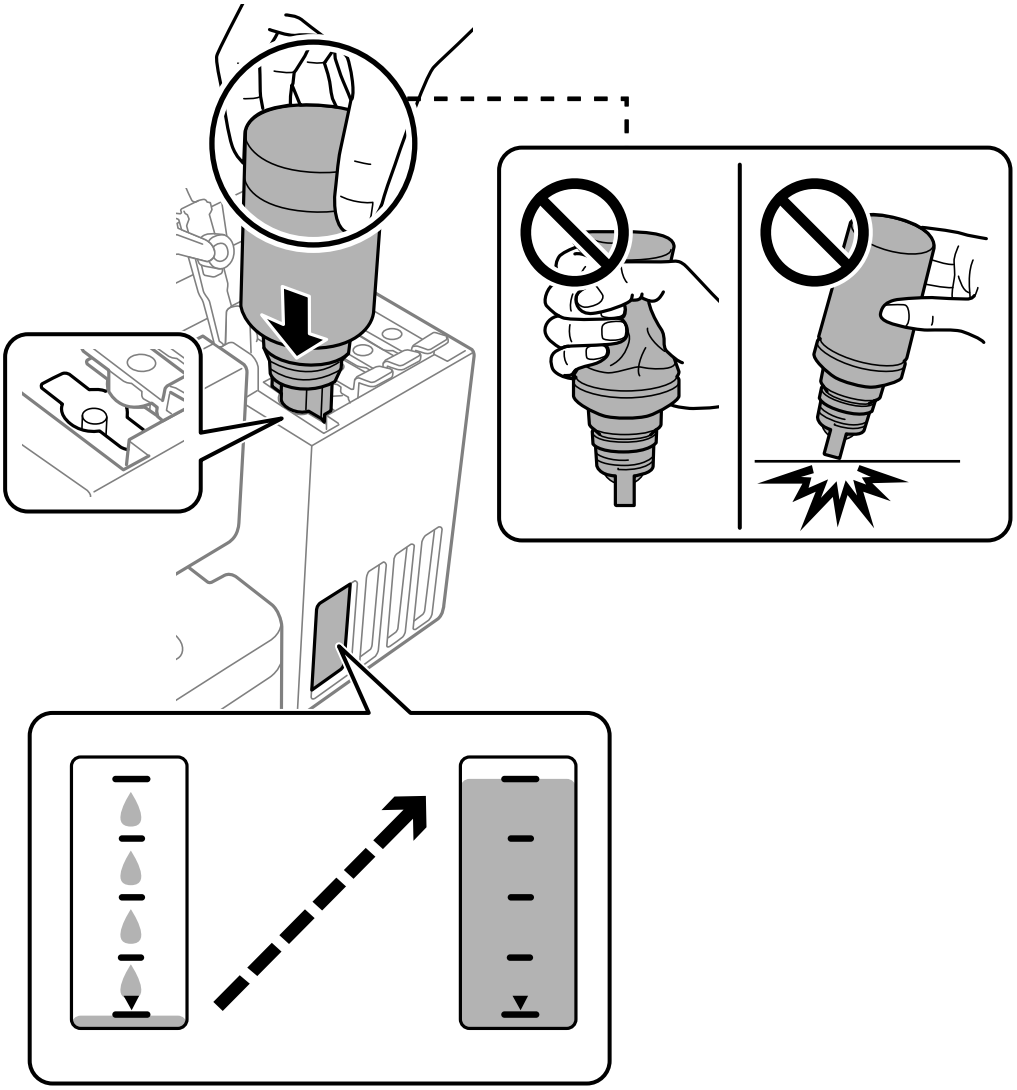
6. Check the upper line (a) in the ink tank.




7. Align the top of the ink bottle with the filling port, and then insert it straight into the port to fill ink until it stops automatically at the upper line.

   When you insert the ink bottle into the filling port for the correct color, ink starts pouring and the flow stops automatically when the ink reaches the upper line.

If the ink does not start flowing into the tank, remove the ink bottle and reinsert it. However, do not remove and reinsert the ink bottle when the ink has reached the upper line; otherwise ink may leak.



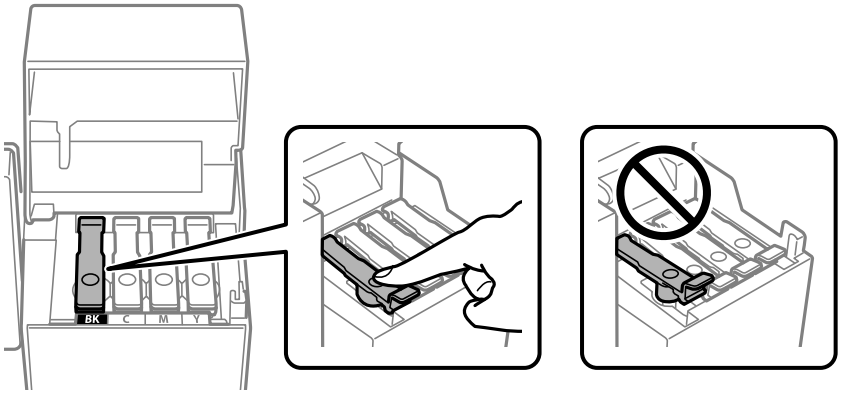
8. When you have finished filling the ink, remove the ink bottle.

> ***Important:***
>
> *Do not leave the ink bottle inserted; otherwise the bottle may be damaged or ink may leak.*

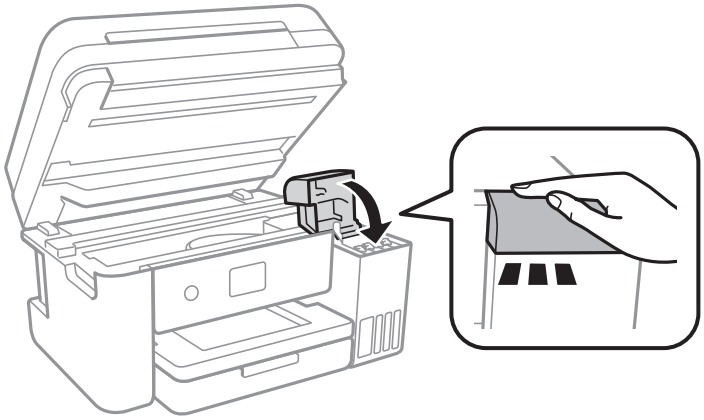
***Note:***
*If any ink remains in the ink bottle, tighten the cap and store the bottle upright for later use.*



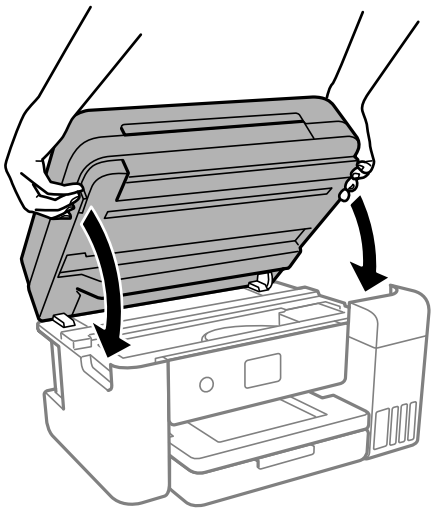
9. Close the ink tank cap securely.




10. Close the ink tank cover firmly.



11. Close the scanner unit.



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

12. Follow the on-screen instructions to set the ink level of the color of the ink you refilled.

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

### Related Information


➡ "Ink Bottle Codes" on page 210
➡ "Ink Bottle Handling Precautions" on page 156
➡ "Cleaning Spilled ink" on page 102


## Notes on Resetting the Ink Level

Be sure to reset the ink level after refilling the ink.

If you refilled two or more colors, you need to select all of the colors that you refilled and reset the ink level.

Unless you reset the ink level, the ink level displayed does not change even after refilling the ink.

### Related Information


➡ "Checking the Status of Consumable" on page 87

# It is Time to Replace the Maintenance Box

## Maintenance Box Handling Precautions

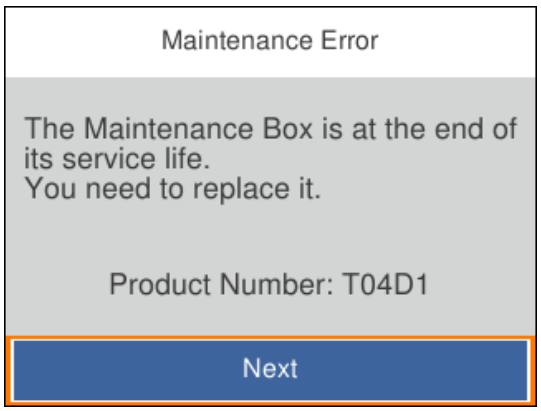
Read the following instructions before replacing the maintenance box.

- ❏ Do not touch the green chip on the side of the maintenance box. Doing so may prevent normal operation and printing.
- ❏ Do not drop the maintenance box or subject it to strong shocks.
- ❏ Do not replace the maintenance box during printing; otherwise, ink may leak.
- ❏ Do not remove the maintenance box and its cover except when replacing the maintenance box; otherwise ink may leak.
- ❏ When the cover cannot be reattached, the maintenance box may not be installed correctly. Remove the maintenance box, and re-install it.
- ❏ Do not tilt the used maintenance box until after it is sealed in the plastic bag; otherwise ink may leak.
- ❏ Do not touch the openings in the maintenance box as you may get smeared with ink.
- ❏ Do not reuse a maintenance box which has been removed and left detached for a long period. Ink inside the box will have solidified and no more ink can be absorbed.
- ❏ Keep the maintenance box out of direct sunlight.
- ❏ Do not store the maintenance box in high or freezing temperatures.

## Replacing a Maintenance Box

In some print cycles a very small amount of surplus ink may be collected in the maintenance box. To prevent ink leakage from the maintenance box, the printer is designed to stop printing when the absorbing capacity of the maintenance box has reached its limit. Whether and how often this is required will vary according to the number of pages you print, the type of material that you print and the number of cleaning cycles that the printer performs.

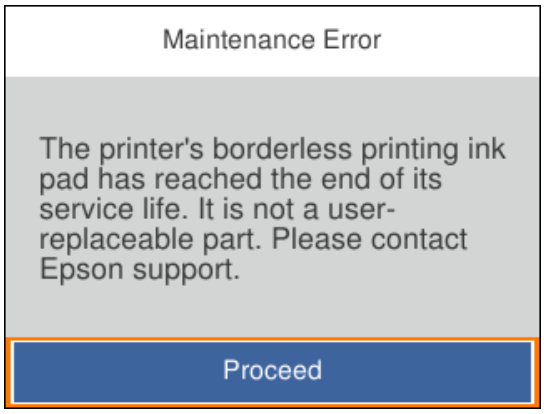
When a message is displayed prompting you to replace the maintenance box, refer to the animations displayed on the control panel. The need for replacement of the box does not mean that your printer has ceased to operate in accordance with its specifications. The Epson warranty does not cover the cost of this replacement. It is a user-serviceable part.



***Note:***

❏ *When the maintenance box is full, you cannot print and clean the print head until it is replaced to avoid ink leakage. However, you can perform operations that do not use ink such as scanning.*

❏ *When the following screen is displayed, the part cannot be replaced by users. Contact Epson support.*




**Related Information**

➡ "Maintenance Box Code" on page 211

➡ "Maintenance Box Handling Precautions" on page 163

# Printing, Copying, and Scanning Quality is Poor

## Print Quality is Poor

### Color Missing, Banding, or Unexpected Colors Appear in Printout





#### The print head nozzles may be clogged.

**Solutions**

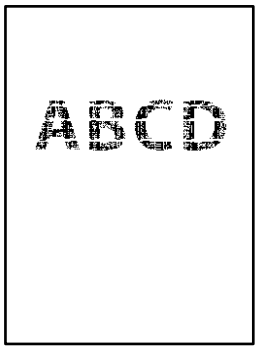
❏ Perform a nozzle check to see if the print head nozzles are clogged. Perform a nozzle check, and then clean the print head if any of the print head nozzles are clogged. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.

❏ 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 then use the **Power Cleaning** utility to replace the ink inside the ink tubes. After you use the utility, perform a nozzle check to see if print quality has improved.

➡ "Checking and Cleaning the Print Head" on page 90

➡ "Running Power Cleaning" on page 92

## Print Quality is Poor with Black Ink




### The print head nozzles may be clogged.

#### Solutions

❏ Perform a nozzle check to see if the print head nozzles are clogged. Perform a nozzle check, and then clean the print head if any of the print head nozzles are clogged. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.

"Checking and Cleaning the Print Head" on page 90

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

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

Note that this feature cannot solve nozzle clogging. To solve nozzle clogging, we recommend contacting Epson support for repairs.

## Colored Banding Appears at Intervals of Approximately 3.3 cm



The following causes can be considered.

### The paper type setting does not match the paper loaded.

#### Solutions

Select the appropriate paper type setting for the type of paper loaded in the printer.

➡ "List of Paper Type" on page 28

### The print quality is set to low.

#### Solutions

When printing on plain paper, print using a higher quality setting.

❏ Windows

Select **High** from **Quality** on the printer driver's **Main** tab.

❏ Mac OS

Select **Fine** as **Print Quality** from the print dialog's **Print Settings** menu.

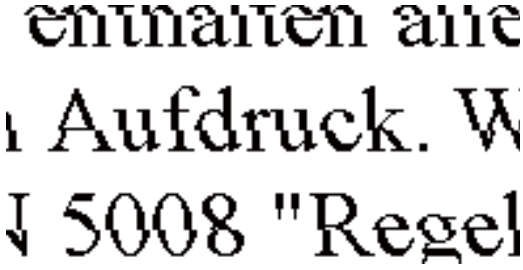
### The print head position is out of alignment.

#### Solutions

Select the **Maintenance** > **Print Head Alignment** > **Horizontal Alignment** menu on the control panel to align the print head.

## Blurry Prints, Vertical Banding, or Misalignment





The following causes can be considered.

### The print head position is out of alignment.

#### Solutions

Select the **Maintenance** > **Print Head Alignment** > **Vertical Alignment** menu on the control panel to align the print head.

### The bidirectional printing setting is enabled.

#### Solutions

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

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

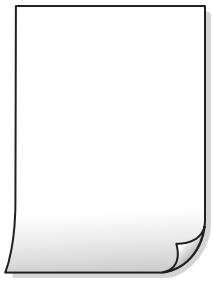
❏ Windows

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

❏ Mac OS

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

## Printout Comes Out as a Blank Sheet



### The print head nozzles may be clogged.

#### Solutions

Perform the nozzle check, and then try Power Cleaning if the print head nozzles are clogged.

➡ "Checking and Cleaning the Print Head" on page 90

➡ "Running Power Cleaning" on page 92

### The print settings and the paper size loaded in the printer are different.

#### Solutions

Change the print settings according to the paper size loaded in the printer. Load paper in the printer that matches the print settings.

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

#### Solutions

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

➡ "Several Sheets of Paper are Fed at a Time" on page 116

## Paper Is Smeared or Scuffed



The following causes can be considered.

### Paper is loaded incorrectly.

#### Solutions

When horizontal banding (perpendicular to the printing direction) appears, or the top or bottom of the paper is smeared, load paper in the correct direction and slide the edge guides to the edges of the paper.

➡ "Loading Paper" on page 29

### The paper path is smeared.

#### Solutions

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

➡ "Cleaning the Paper Path for Ink Smears" on page 94

### The paper is curled.

#### Solutions

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

### The print head is rubbing the surface of the paper.

#### Solutions

When printing on thick paper, the print head is close to the printing surface and the paper may be scuffed. In this case, enable the reduce scuff setting. If you enable this setting, print quality may decline or printing may slow down.

Windows

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

### The back of the paper was printed before the side that had already been printed was dry.

#### Solutions

When performing manual 2-sided printing, make sure that the ink is completely dry before reloading the paper.

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

#### Solutions

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

➡ "Printing on 2-Sides" on page 36
➡ "Printing on 2-Sides" on page 54

## Printed Photos are Sticky



### The print was made on the wrong side of the photo paper.

**Solutions**

Make sure you are printing on the printable side. When printing on the wrong side of the photo paper, you need to clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 94

## Images or Photos are Printed in Unexpected Colors



The following causes can be considered.

### The print head nozzles may be clogged.

**Solutions**

Perform a nozzle check to see if the print head nozzles are clogged. Perform a nozzle check, and then clean the print head if any of the print head nozzles are clogged. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.

### Color correction has been applied.

**Solutions**

When printing from the Windows printer driver, the Epson auto photo adjustment setting is applied by default depending on the paper type. Try change the setting.

On the **More Options** tab, select **Custom** in **Color Correction**, and then click **Advanced**. Change the **Scene Correction** setting from **Automatic** to any other option. If changing the setting does not work, use any color correction method other than **PhotoEnhance** in **Color Management**.

➡ "Adjusting the Print Color" on page 50

## Cannot Print Without Margins



### Borderless is not set in the print settings.

**Solutions**

Make borderless setting in the print settings. If you select a paper type that does not support borderless printing, you cannot select **Borderless**. Select a paper type that supports borderless printing.

❏ Windows

Select **Borderless** on the printer driver's **Main** tab.

❏ Mac OS

Select a borderless paper size from **Paper Size**.

➡ "Paper for Borderless Printing" on page 209

## Edges of the Image are Cropped During Borderless Printing



### Because the image is slightly enlarged, the protruding area is cropped.

#### Solutions

Select a smaller enlargement setting.

❏ Windows

Click **Settings** next to the **Borderless** checkbox on the printer driver's **Main** tab, and then change the settings.

❏ Mac OS

Change the **Expansion** setting from the print dialog's **Print Settings** menu.

## The Position, Size, or Margins of the Printout Are Incorrect



The following causes can be considered.

### The paper is loaded incorrectly.

#### Solutions

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

➡ "Loading Paper" on page 29

### The size of the paper is set incorrectly.

**Solutions**

Select the appropriate paper size setting.

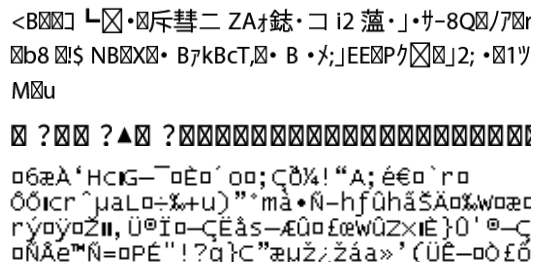
### The margin setting in the application software is not within the print area.

**Solutions**

Adjust the margin setting in the application so that it falls within the printable area.

➡ "Printable Area" on page 226

## Printed Characters Are Incorrect or Garbled



The following causes can be considered.

### The USB cable is not connected correctly.

**Solutions**

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

### There is a job waiting to be printed.

**Solutions**

Cancel any paused print jobs.

### The computer has been manually put into the Hibernate mode or the Sleep mode while printing.

**Solutions**

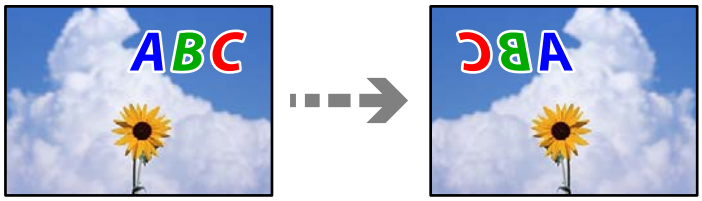
Do not put the computer manually into the **Hibernate** mode or the **Sleep** mode while printing. Pages of garbled text may be printed next time you start the computer.

### You are using the printer driver for a different printer.

**Solutions**

Make sure that the printer driver you are using is for this printer. Check the printer name on the top of the printer driver window.

### The Printed Image Is Inverted




#### The image is set to invert horizontally in the print settings.

**Solutions**

Clear any mirror image settings in the printer driver or the application.

❏ Windows

Clear **Mirror Image** on the printer driver's **More Options** tab.

❏ Mac OS

Clear **Mirror Image** from the print dialog's **Print Settings** menu.

### Mosaic-Like Patterns in the Prints



#### Images or photos with a low resolution were printed.

**Solutions**

When printing images or photos, print using high-resolution data. Images on web sites are often low resolution although they look good enough on the display, and so print quality may decline.

## Copy Quality is Poor

### Color Missing, Banding, or Unexpected Colors Appear in Copies




### The print head nozzles may be clogged.

**Solutions**

- ❏ Perform a nozzle check to see if the print head nozzles are clogged. Perform a nozzle check, and then clean the print head if any of the print head nozzles are clogged. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.
- ❏ 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 then use the **Power Cleaning** utility to replace the ink inside the ink tubes. After you use the utility, perform a nozzle check to see if print quality has improved.

➡ "Checking and Cleaning the Print Head" on page 90

➡ "Running Power Cleaning" on page 92

## Colored Banding Appears at Intervals of Approximately 3.3 cm



The following causes can be considered.

### The paper type setting does not match the paper loaded.

**Solutions**

Select the appropriate paper type setting for the type of paper loaded in the printer.

➡ "List of Paper Type" on page 28

### The print quality is set to low.

**Solutions**

When printing on plain paper, print using a higher quality setting.

Select **High** in **Quality**.

### The print head position is out of alignment.

**Solutions**

Select the **Maintenance** > **Print Head Alignment** > **Horizontal Alignment** menu on the control panel to align the print head.

## Blurry Copies, Vertical Banding, or Misalignment



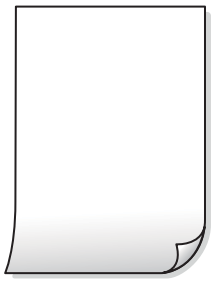
The following causes can be considered.

### The print head position is out of alignment.

#### Solutions

Select the **Maintenance** > **Print Head Alignment** > **Vertical Alignment** menu on the control panel to align the print head.

## Printout Comes Out as a Blank Sheet



### The print head nozzles may be clogged.

#### Solutions

Perform the nozzle check, and then try Power Cleaning if the print head nozzles are clogged.

➡ "Checking and Cleaning the Print Head" on page 90

➡ "Running Power Cleaning" on page 92

### The print settings and the paper size loaded in the printer are different.

#### Solutions

Change the print settings according to the paper size loaded in the paper cassette. Load paper in the paper cassette that matches the print settings.

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

#### Solutions

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

➡ "Several Sheets of Paper are Fed at a Time" on page 116

## Paper Is Smeared or Scuffed



The following causes can be considered.

### Paper is loaded incorrectly.

#### Solutions

When horizontal banding (perpendicular to the printing direction) appears, or the top or bottom of the paper is smeared, load paper in the correct direction and slide the edge guides to the edges of the paper.

➡ "Loading Paper" on page 29

### The paper path is smeared.

#### Solutions

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

➡ "Cleaning the Paper Path for Ink Smears" on page 94

### The paper is curled.

#### Solutions

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

## Cannot Copy Without Margins



### Borderless is not set in the print settings.

#### Solutions

Select **Copy** > **Advanced Settings** > **Borderless Copy**, and then enable the setting . If you select a paper that does not support borderless printing, you cannot enable borderless settings. Select a paper type that supports borderless printing.

➡ "Paper for Borderless Printing" on page 209

## Edges of the Image are Cropped During Borderless Copying



### Because the image is slightly enlarged, the protruding area is cropped.

#### Solutions

Select a smaller enlargement setting.

Select **Copy** > **Advanced Settings** > **Borderless Copy** > **Expansion** on the control panel, and then change the setting.

## The Position, Size, or Margins of the Copies are Incorrect



The following causes can be considered.

### The paper is loaded incorrectly.

#### Solutions

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

➡ "Loading Paper" on page 29

### The size of the paper is set incorrectly.

#### Solutions

Select the appropriate paper size setting.

### The originals are not placed correctly.

#### Solutions

❏ Make sure the original is placed correctly against the alignment marks.

❏ If the edge of the scanned image is missing, move the original slightly away from the edge of the scanner glass. You cannot scan the area within approximately 1.5 mm (0.06 in.) from the edge of the scanner glass.

➡ "Placing Originals" on page 31

### There is dust or dirt on the scanner glass.

#### Solutions

When placing the originals on the scanner glass, remove any dust or dirt that has stuck to the originals, and clean the scanner glass. If there is dust or stains on the glass, the copy area may extend to include the dust or stains, resulting in the wrong copying position or small images.

➡ "Cleaning the Scanner Glass" on page 95

## Uneven Colors, Smears, Dots, or Straight Lines Appear in the Copied Image



The following causes can be considered.

### The paper path is dirty.

#### Solutions

Load and eject paper without printing to clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 94

### There is dust or dirt on the originals or the scanner glass.

#### Solutions

Remove any dust or dirt that adheres to the originals, and clean the scanner glass.

➡ "Cleaning the Scanner Glass" on page 95

### There is dust or dirt on the ADF or originals.

#### Solutions

Clean the ADF, and remove any dust or dirt that adheres to the originals.

➡ "Cleaning the ADF" on page 95

### The original was pressed with too much force.

#### Solutions

If you press with too much force, blurring, smudges, and spots may occur.

Do not press with too much force on the original or the document cover.

➡ "Placing Originals" on page 31

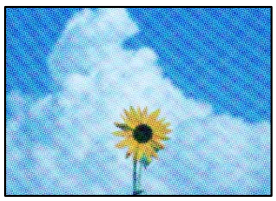
### The copy density setting is too high.

**Solutions**

Lower the copy density setting.

➡ "Basic Menu Options for Copying" on page 71

## Moiré (Cross-Hatch) Patterns Appear in the Copied Image



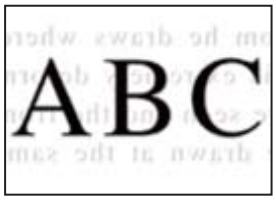
### If the original is a printed document such as a magazine or a catalog, a dotted moiré pattern appears.

**Solutions**

Change the reduce and enlarge setting. If a moiré pattern still appears, place the original at a slightly different angle.

➡ "Advanced Menu Options for Copying" on page 71

## An Image of the Reverse Side of the Original Appears in the Copied Image




The following causes can be considered.

### When scanning thin originals, images on the back may be scanned at the same time.

**Solutions**

Place the original on the scanner glass and then place a piece of black paper over it.

➡ "Placing Originals" on page 31

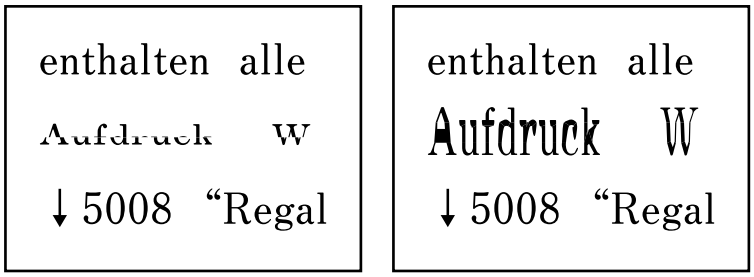
### The copy density setting is too high.

**Solutions**

Lower the copy density setting.

➡ "Basic Menu Options for Copying" on page 71

### The Text or Image Copied from the ADF is Squeezed or Stretched




#### Some originals may not be scanned properly from the ADF.

**Solutions**

Place originals on the scanner glass.

Select ⓘ, and then select **How To** > **Place Originals** > **Scanner Glass**. Select **Finish** to close the animation screen.

## Scanned Image Problems

### Uneven Colors, Dirt, Spots, and so on Appear when Scanning from the Scanner Glass



#### There is dust or dirt on the originals or the scanner glass.

**Solutions**

Remove any dust or dirt that adheres to the originals, and clean the scanner glass.

➡ “Cleaning the Scanner Glass” on page 95

#### The original was pressed with too much force.

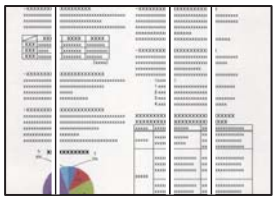
**Solutions**

If you press with too much force, blurring, smudges, and spots may occur.

Do not press with too much force on the original or the document cover.

➡ “Placing Originals” on page 31

## Straight Lines Appear when Scanning from ADF



### There is dust or dirt on the ADF or originals.

**Solutions**

Clean the ADF, and remove any dust or dirt that adheres to the originals.

➡ "Cleaning the ADF" on page 95

## Offset Appears in the Background of Scanned Images




### When scanning thin originals, images on the back may be scanned at the same time.

**Solutions**

When scanning from the scanner glass, place black paper or a desk pad over the original.

➡ "Placing Originals" on page 31

## Cannot Scan the Correct Area on the Scanner Glass



### The originals are not placed correctly.

**Solutions**

- ❏ Make sure the original is placed correctly against the alignment marks.
- ❏ If the edge of the scanned image is missing, move the original slightly away from the edge of the scanner glass. You cannot scan the area within approximately 1.5 mm (0.06 in.) from the edge of the scanner glass.

➡ "Placing Originals" on page 31

### There is dust or dirt on the scanner glass.

#### Solutions

Remove any trash or dirt from the scanner glass and document cover. If there is any trash or dirt around the original, the scanning range expands to include it.

➡ "Cleaning the Scanner Glass" on page 95

### When scanning multiple originals using Epson ScanSmart, there is not enough of a gap between the originals.

#### Solutions

When placing multiple originals on the scanner glass, make sure there is a gap of at least 20 mm (0.8 in.) between the originals.

## Cannot Solve Problems in the Scanned Image

Check the following if you have tried all of the solutions and have not solved the problem.

### There are problems with the scanning software settings.

#### Solutions

Use Epson Scan 2 Utility to initialize the settings for the scanner software.

***Note:***
*Epson Scan 2 Utility is an application supplied with the scanner software.*

1. Start the Epson Scan 2 Utility.

   ❏ Windows 10

   Click the start button, and then select **EPSON** > **Epson Scan 2 Utility**.

   ❏ Windows 8.1/Windows 8

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

   ❏ Windows 7/Windows Vista/Windows XP

   Click the start button, and then select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.

   ❏ Mac OS

   Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2 Utility**.

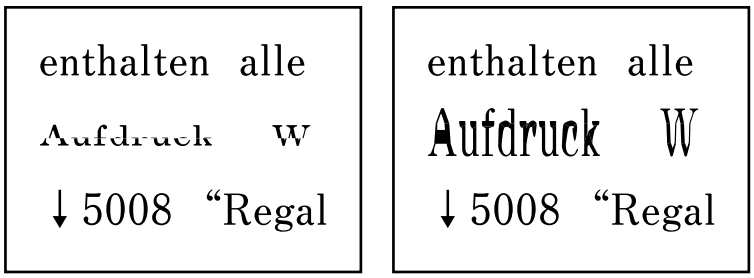
2. Select the **Other** tab.

3. Click **Reset**.

If initialization does not solve the problem, uninstall and re-install the scanner software.

➡ "Installing or Uninstalling Applications Separately" on page 103

### The Text or Image Scanned from the ADF is Squeezed or Stretched




***Some originals may not be scanned properly from the ADF.***

Place originals on the scanner glass.

Select ⓘ, and then select **How To** > **Place Originals** > **Scanner Glass**. Select **Finish** to close the animation screen.

# Cannot Solve Problem

If you cannot solve the problem after trying all of the solutions, contact Epson support.

If you cannot solve printing or copying problems, see the following related information.

#### Related Information

➡ “Cannot Solve Printing or Copying Problems” on page 182

## Cannot Solve Printing or Copying Problems

Try the following problems in order starting at the top until you solve the problem.

❏ Make sure you match the paper type loaded in the printer and the paper type set on the printer to the paper type settings in the printer driver.

“Paper Size and Type Settings” on page 27

❏ Use a higher quality setting on the control panel or the printer driver.

❏ Align the print head.

“Aligning the Print Head” on page 93

❏ Run a nozzle check to see if the print head nozzles are clogged.

If there are missing segments in the nozzle check pattern, the nozzles may be clogged. Repeat head cleaning and the nozzle check alternately 3 times and check if the clogging has cleared.

Note that print head cleaning uses some ink.

“Checking and Cleaning the Print Head” on page 90

❏ Turn off the printer, wait for at least 12 hours, and then check if the clogging has cleared.

If the problem is clogging, leaving the printer for a while without printing may solve the problem.

You can check the following items while the printer is off.

❏ Check that you are using genuine Epson ink bottles.

Try to use genuine Epson ink bottles. The use of non-genuine ink bottles may cause print quality to decline.

❏ Check if the translucent film is smeared.

If there are smears on the translucent film, carefully wipe off the smear.

"Cleaning the Translucent Film" on page 98

❏ Make sure that there are no paper fragments left inside the printer.

When you remove the paper, do not touch the translucent film with your hand or the paper.

❏ Check the paper.

Check if the paper is curled or loaded with the printable side facing up.

"Paper Handling Precautions" on page 27

"Available Paper and Capacities" on page 207

"Unavailable Paper Types" on page 210

❏ If you turn off the printer, wait for at least 12 hours, and if print quality has still not improved, run Power Cleaning.

"Running Power Cleaning" on page 92

If you cannot solve the problem by checking the solutions above, you may need to request repairs. Contact Epson support.

### Related Information

➡ "Before Contacting Epson" on page 246

➡ "Contacting Epson Support" on page 246

# Adding or Replacing the Computer or Devices

Connecting to a Printer that has been Connected to the Network. . . . . .185

Re-setting the Network Connection. . . . . 186

Connecting a Smart Device and Printer Directly (Wi-Fi Direct). . . . . .193

Checking the Network Connection Status. . . . . .197

# Connecting to a Printer that has been Connected to the Network

When the printer has already been connected to the network, you can connect a computer or a smart device to the printer over the network.

## Using a Network Printer from a Second Computer

We recommend using the installer to connect the printer to a computer. You can run the installer using one of the following methods.

❏ Setting up from the website

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

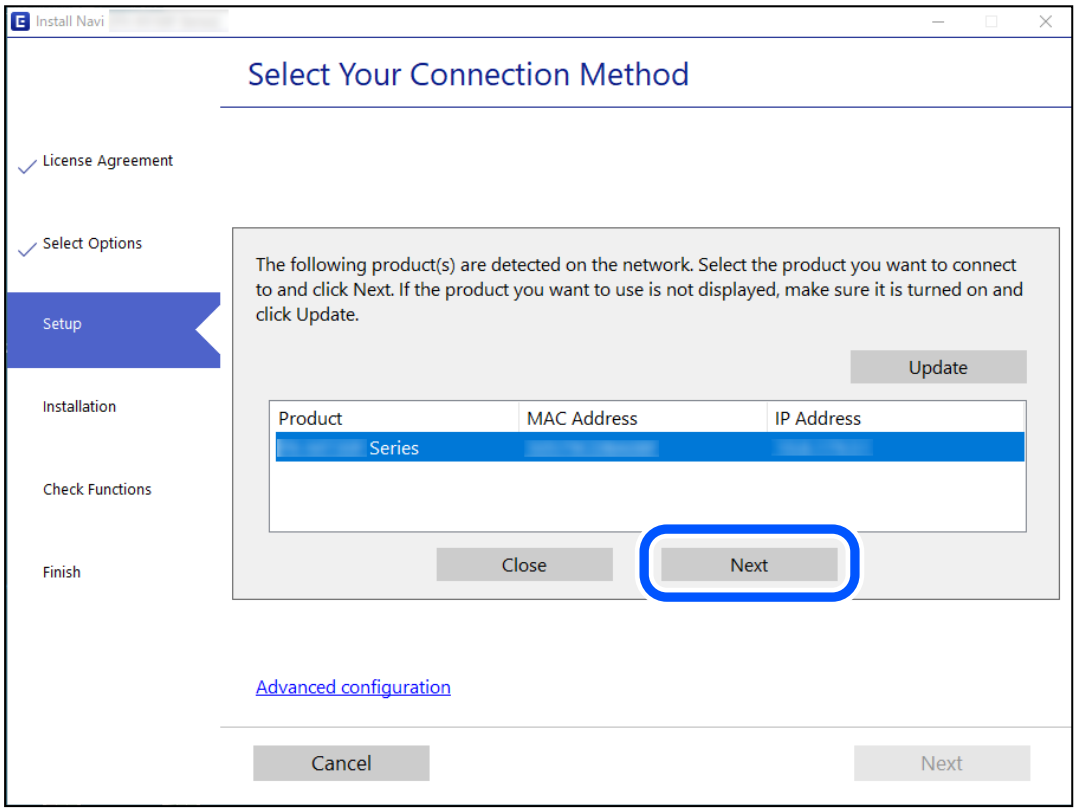
http://epson.sn

❏ Setting up using the software disc (only for the models that come with a software disc and users with Windows computers with disc drives.)

Insert the software disc into the computer, and then follow the on-screen instructions.

### Selecting the Printer

Follow the on-screen instructions until the following screen is displayed, select the printer name you want to connect to, and then click **Next**.




Follow the on-screen instructions.

## Using a Network Printer from a Smart Device

You can connect a smart device to the printer using one of the following methods.

#### Connecting over a wireless router

Connect the smart device to the same Wi-Fi network (SSID) as the printer.

See the following for more details.

"Making Settings for Connecting to the Smart Device" on page 186

#### Connecting by Wi-Fi Direct

Connect the smart device to the printer directly without a wireless router.

See the following for more details.

"Connecting a Smart Device and Printer Directly (Wi-Fi Direct)" on page 193

# Re-setting the Network Connection

This section explains how to make the network connection settings and change the connection method when replacing the wireless router or the computer.

## When Replacing the Wireless Router

When you replace the wireless router, make settings for the connection between the computer or the smart device and the printer.

You need to make these settings if you change your Internet service provider and so on.

### Making Settings for Connecting to the Computer

We recommend using the installer to connect the printer to a computer. You can run the installer using one of the following methods.

❏ Setting up from the website

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

http://epson.sn

❏ Setting up using the software disc (only for the models that come with a software disc and users with Windows computers with disc drives.)

Insert the software disc into the computer, and then follow the on-screen instructions.

### Making Settings for Connecting to the Smart Device

You can use the printer from a smart device when you connect the printer to the same Wi-Fi network (SSID) as the smart device. To use the printer from a smart device, set up from the following website. Access to the website from the smart device that you want to connect to the printer.

http://epson.sn > **Setup**

# When Changing the Computer

When changing the computer, make connection settings between the computer and the printer.

## Making Settings for Connecting to the Computer

We recommend using the installer to connect the printer to a computer. You can run the installer using one of the following methods.

❏ Setting up from the website

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

http://epson.sn

❏ Setting up using the software disc (only for the models that come with a software disc and users with Windows computers with disc drives.)

Insert the software disc into the computer, and then follow the on-screen instructions.

Follow the on-screen instructions.

# Changing the Connection Method to the Computer

This section explains how to change the connection method when the computer and the printer have been connected.

## Changing the Network Connection from Ethernet to Wi-Fi

Change the Ethernet connection to Wi-Fi connection from the printer's control panel. The changing connection method is basically the same as the Wi-Fi connection settings.

### Related Information

➡ "Making Wi-Fi Settings from the Control Panel" on page 188

## Changing the Network Connection from Wi-Fi to Ethernet

Follow the steps below to change from a Wi-Fi connection to an Ethernet connection.

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

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

2. Select **General Settings** > **Network Settings** > **Wired LAN Setup**.

3. Follow the on-screen instructions.

## Changing from USB to a Network Connection

Using the installer and re-set up in a different connection method.

❏ Setting up from the website

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

http://epson.sn

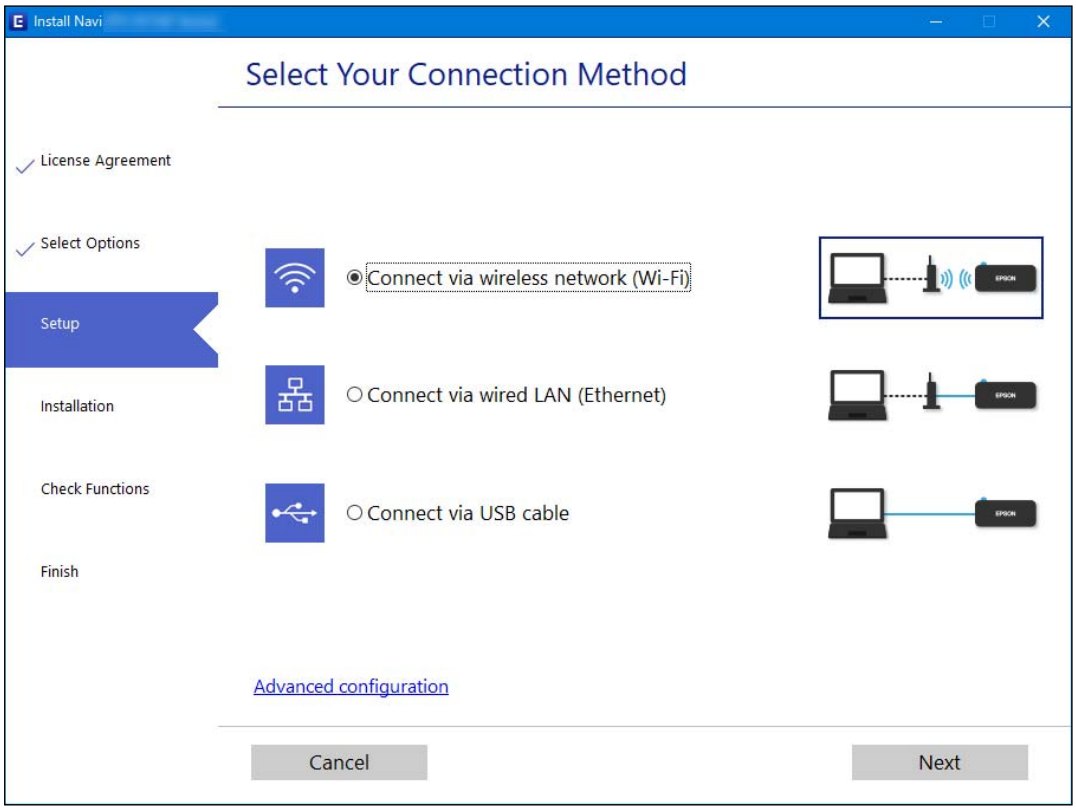
❏ Setting up using the software disc (only for the models that come with a software disc and users with Windows computers with disc drives.)

Insert the software disc into the computer, and then follow the on-screen instructions.

### Selecting Change the Connection Methods

Follow the on-screen instructions until the following screen is displayed.

Select the network connection that you want to use, **Connect via wireless network (Wi-Fi)** or **Connect via wired LAN (Ethernet)**, and then click **Next**.




***Note:***
*The displayed connection method differs depending on the model.*

Follow the on-screen instructions.

## Making Wi-Fi Settings from the Control Panel

You can make network settings from the printer's control panel in several ways. Choose the connection method that matches the environment and conditions that you are using.

If you know the information for the wireless router such as SSID and password, you can make settings manually.

If the wireless router supports WPS, you can make settings by using push button setup.

After connecting the printer to the network, connect to the printer from the device that you want to use (computer, smart device, tablet, and so on.)

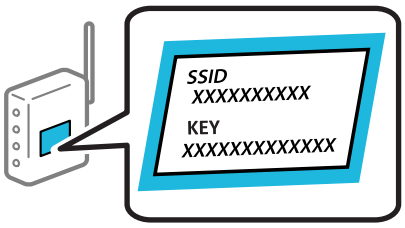
### Related Information


- "Making Wi-Fi Settings by Entering the SSID and Password" on page 189
- "Making Wi-Fi Settings by Push Button Setup (WPS)" on page 190
- "Making Wi-Fi Settings by PIN Code Setup (WPS)" on page 192


## Making Wi-Fi Settings by Entering the SSID and Password

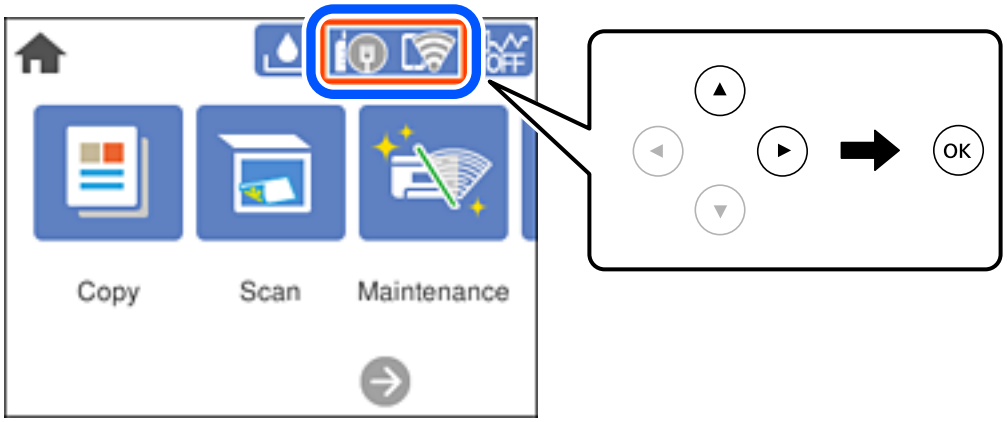
You can set up a Wi-Fi network by entering the information necessary to connect to a wireless router from the printer's control panel. To set up using this method, you need the SSID and password for a wireless router.

***Note:***
*If you are using a wireless router with its default settings, the SSID and password are on the label. If you do not know the SSID and password, see the documentation provided with the wireless router.*




1. Select  on the home screen.

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




2. Select **Wi-Fi (Recommended)**.

   If the printer has already been connected by Ethernet, select **Router**.

3. Press the OK button to display the next screen.

   If the network connection is already set up, the connection details are displayed. Select **Change Settings** to change the settings.

If the printer has already been connected by Ethernet, select **Change to Wi-Fi connection.**, and then select **Yes** after checking the message.

4. Select **Wi-Fi Setup Wizard**.

5. Select the SSID for the wireless router.

   ***Note:***

   ❏ *If the SSID you want to connect to is not displayed on the printer's control panel, press the ↻ button to update the list. If it is still not displayed, press the + button, and then enter the SSID directly.*

   ❏ *If you do not know the network name (SSID) check if the information is written on the label of the wireless router. If you are using the wireless router with its default settings, use the SSID on the label. If you cannot find any information, see the documentation provided with the wireless router.*

6. Press the OK button, and then enter the password.

   ***Note:***

   ❏ *The password is case-sensitive.*

   ❏ *If you do not know the password, check if the information is written on the label of the wireless router. On the label, the password may be written "Network Key", "Wireless Password", and so on. If you are using the wireless router with its default settings, use the password written on the label.*

7. When you have finished, select **OK**.

8. Check the settings, and then select **Start Setup**.

9. Close the screen.

   The screen automatically closes after a specific length of time.

   ***Note:***

   *If you fail to connect, load A4 size plain paper, and then select **Print Check Report** to print a connection report.*

10. Press the ⌂ button.

#### Related Information

➡ "Entering Characters" on page 24

➡ "Checking the Network Connection Status" on page 197

## Making Wi-Fi Settings by Push Button Setup (WPS)

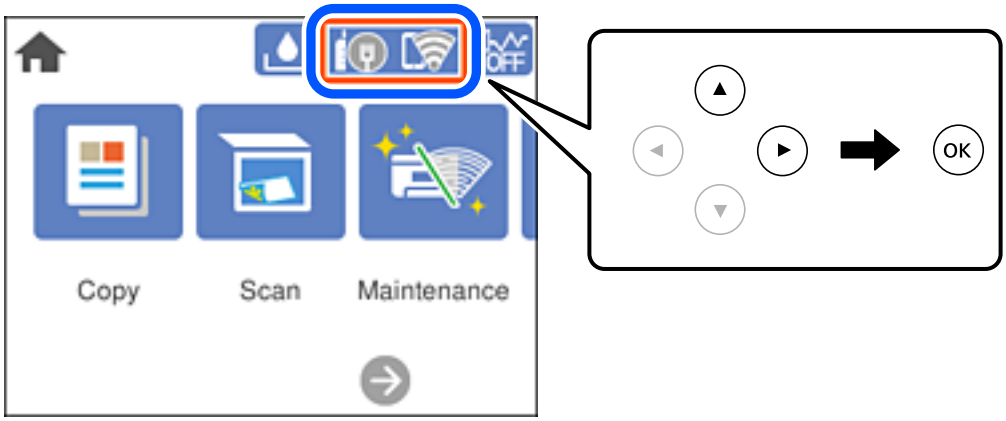
You can automatically set up a Wi-Fi network by pressing a button on the wireless routor. If the following conditions are met, you can set up by using this method.

❏ The wireless router is compatible with WPS (Wi-Fi Protected Setup).

❏ The current Wi-Fi connection was established by pressing a button on the wireless router.

1. Select  on the home screen.

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




2. Select **Wi-Fi (Recommended)**.

   If the printer has already been connected by Ethernet, select **Router**.

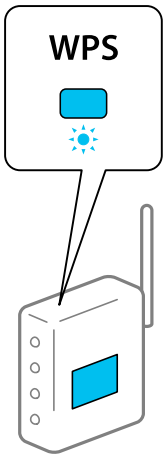
3. Press the OK button.

   If the network connection is already set up, the connection details are displayed. Select **Change Settings** to change the settings.

   If the printer has already been connected by Ethernet, select **Change to Wi-Fi connection.**, and then select **Yes** after checking the message.

4. Select **Push Button Setup (WPS)**.

5. Hold down the [WPS] button on the wireless router until the security light flashes.




   If you do not know where the [WPS] button is, or there are no buttons on the wireless router, see the documentation provided with your wireless router for details.

6. Press the OK button on the printer.

7. Close the screen.

   The screen automatically closes after a specific length of time.

   ***Note:***
   *If connection fails, restart the wireless router, move it closer to the printer, and try again. If it still does not work, print a network connection report and check the solution.*

8. Press the home button.

**Related Information**

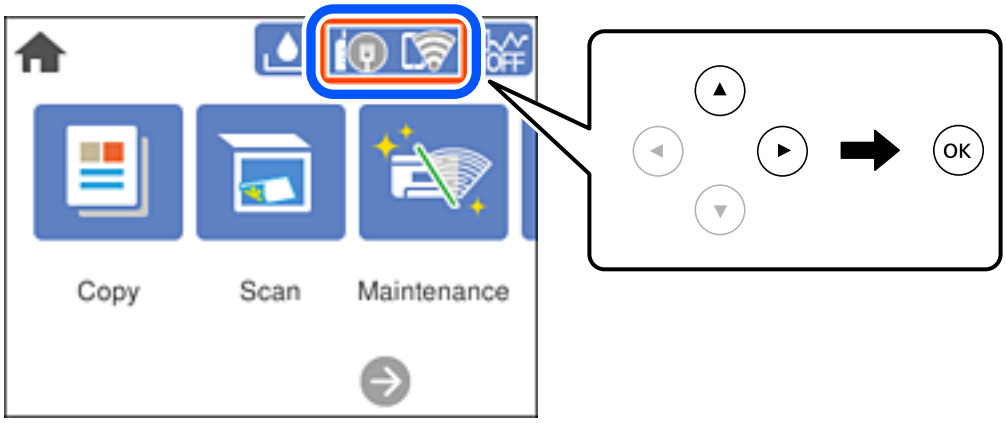
➡ "Checking the Network Connection Status" on page 197

## Making Wi-Fi Settings by PIN Code Setup (WPS)

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

1. Select  on the home screen.

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




2. Select **Wi-Fi (Recommended)**.

   If the printer has already been connected by Ethernet, select **Router**.

3. Press the OK button.

   If the network connection is already set up, the connection details are displayed. Select **Change Settings** to change the settings.

   If the printer has already been connected by Ethernet, select **Change to Wi-Fi connection.**, and then select **Yes** after checking the message.

4. Select **Others** > **PIN Code Setup (WPS)**.

5. Use your computer to enter the PIN code (an eight digit number) displayed on the printer's control panel into the wireless router within two minutes.

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

6. Press the OK button on the printer.

7. Close the screen.

   The screen automatically closes after a specific length of time.

   ***Note:***
   *If connection fails, restart the wireless router, move it closer to the printer, and try again. If it still does not work, print a connection report and check the solution.*

8. Press the ⌂ button.

**Related Information**

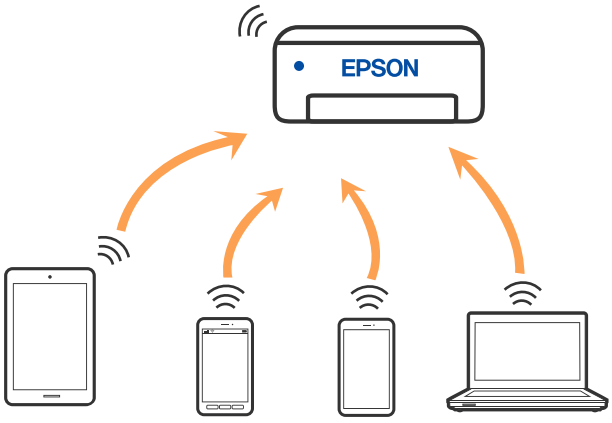
➡ "Checking the Network Connection Status" on page 197

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

Wi-Fi Direct (Simple AP) allows you to connect a smart device directly to the printer without a wireless router and print from the smart device.

## About Wi-Fi Direct

Use this connection method when you are not using Wi-Fi at home or at the office, or when you want to connect the printer and the computer or smart device directly. In this mode, the printer acts as an wireless router and you can connect the devices to the printer without having to use a standard wireless router. However, devices directly connected to the printer cannot communicate with each other through the printer.




The printer can be connected by Wi-Fi or Ethernet, and Wi-Fi Direct (Simple AP) connection simultaneously. However, if you start a network connection in Wi-Fi Direct (Simple AP) connection when the printer is connected by Wi-Fi, the Wi-Fi is temporarily disconnected.

# Connecting to Devices using Wi-Fi Direct

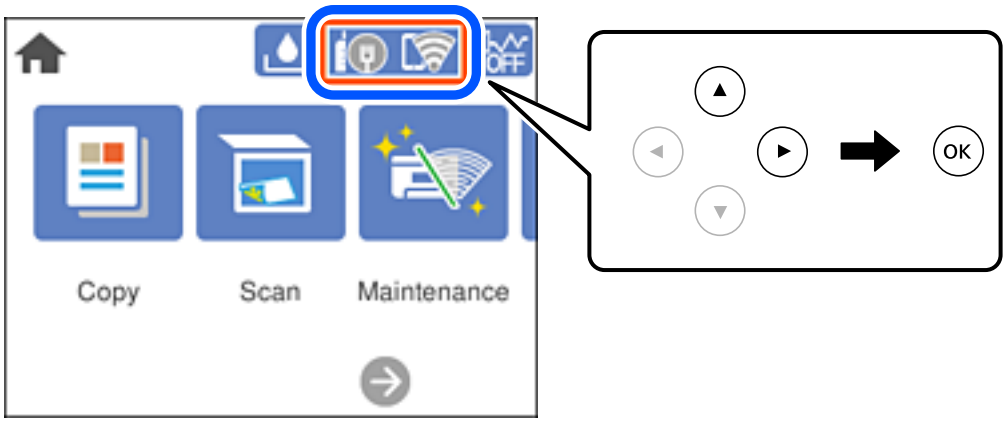
This method allows you to connect the printer directly to devices without a wireless router.

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

*You only need to make these settings for the printer and the device that you want to connect to once. Unless you disable Wi-Fi Direct or restore the network settings to their defaults, you do not need to make these settings again.*

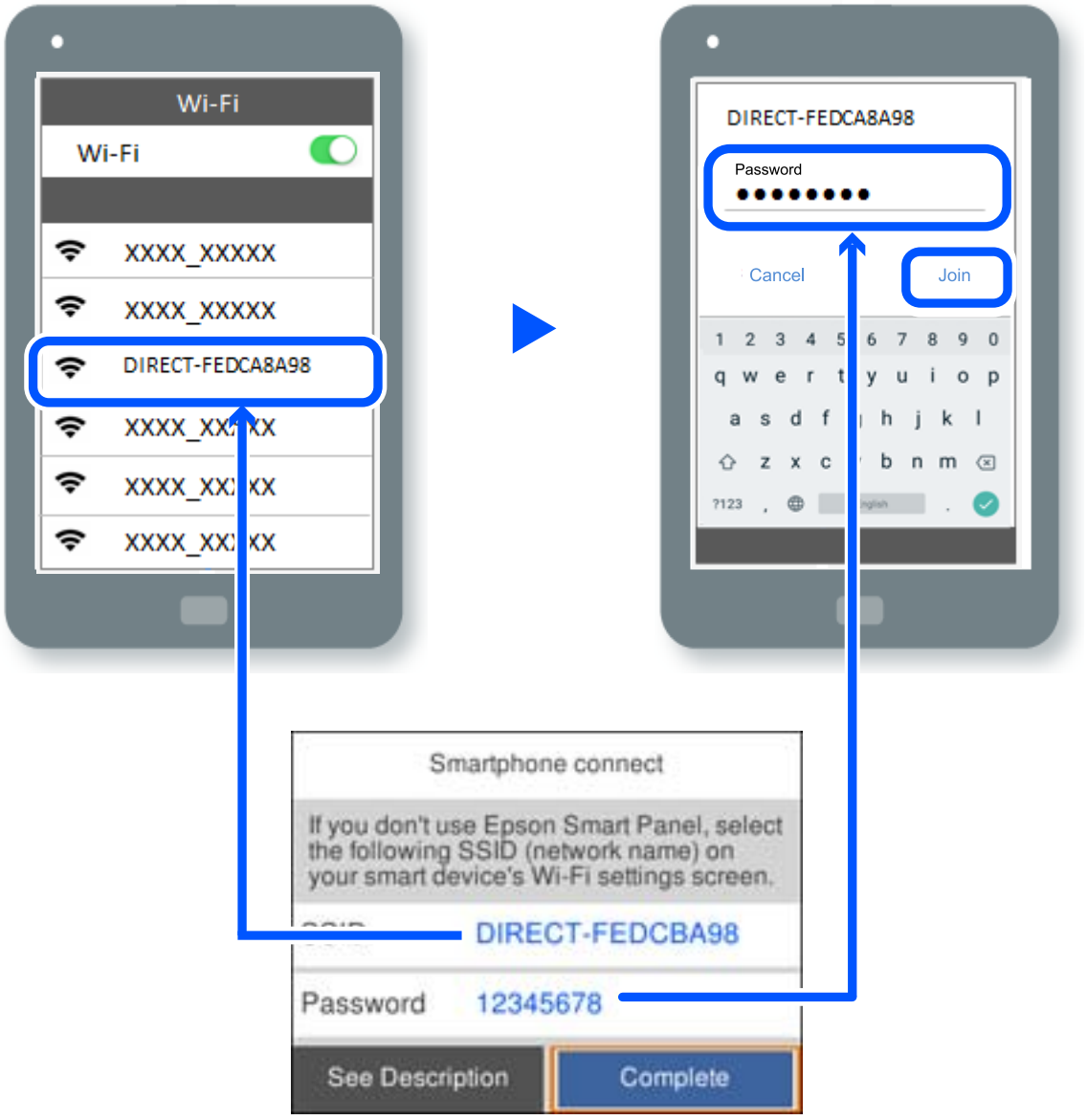
1. Select  on the home screen.

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




2. Select **Wi-Fi Direct**.
3. Press the OK button.
4. Select **Other Methods**.
5. Select **Other OS Devices**.

6. On the device's Wi-Fi screen, select the SSID shown on the printer's control panel, and then enter the password.




7. On the printing app screen for the device, select the printer that you want to connect to.

8. On the printer's control panel, select **Complete**.

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

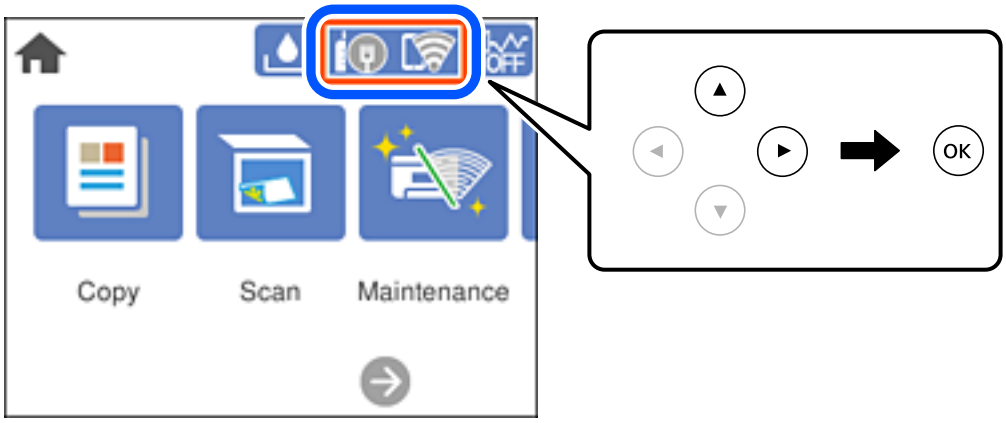
***Note:***
*If you are using an iOS device, you can also connect by scanning the QR code with the standard iOS camera. See the link below http://epson.sn.*

## Disconnecting Wi-Fi Direct (Simple AP) Connection

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

1. Select  on the home screen.

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




2. Select **Wi-Fi Direct**.

   The Wi-Fi Direct information is displayed.

3. Select **Start Setup**.

4. Select .

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

6. Press the OK button.

7. When a completion message is displayed, close the screen.

   The screen automatically closes after a specific length of time.

8. Press the ⌂ button.

## Changing the Wi-Fi Direct (Simple AP) Settings Such as the SSID

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

#### Change Network Name

Change the Wi-Fi Direct (simple AP) network name (SSID) used for connecting to the printer to your arbitrary name. You can set the network name (SSID) in ASCII characters that is displayed on the software keyboard on the control panel. You can enter up to 22 characters.

When changing the network name (SSID), all connected devices are disconnected. Use the new network name (SSID) if you want to re-connect the device.

#### Change Password

Change the Wi-Fi Direct (simple AP) password for connecting to the printer to your arbitrary value. You can set the password in ASCII characters that is displayed on the software keyboard on the control panel. You can enter 8 to 22 characters.

When changing the password, all connected devices are disconnected. Use the new password if you want to re-connect the device.

#### Disable Wi-Fi Direct

Disable Wi-Fi Direct (simple AP) settings of the printer. When disabling it, all devices connected to the printer in Wi-Fi Direct (Simple AP) connection are disconnected.

#### Restore Default Settings

Restore all Wi-Fi Direct (simple AP) settings to their defaults.

The Wi-Fi Direct (simple AP) connection information of the smart device saved to the printer is deleted.

# Checking the Network Connection Status

You can check the network connection status in the following way.

#### Related Information

➡ "Checking the Network Connection Status from the Control Panel" on page 197

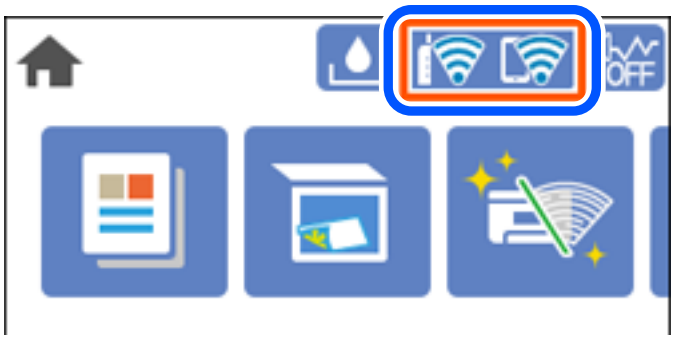
➡ "Printing a Network Connection Report" on page 198

## Checking the Network Connection Status from the Control Panel

You can check the network connection status using the network icon or the network information on the printer's control panel.

## Checking the Network Connection Status using the Network Icon

You can check the network connection status and strength of the radio wave using the network icon on the printer's home screen.



## Displaying Detailed Network Information on the Control Panel

When your printer is connected to the network, you can also view other network-related information by selecting the network menus you want to check.

1. Select **Settings** on the home screen.
2. Select **General Settings** > **Network Settings** > **Network Status**.
3. To check the information, select the menus that you want to check.
   - ❏ Wired LAN/Wi-Fi Status

     Displays the network information (device name, connection, signal strength, and so on) for Ethernet or Wi-Fi connections.
   - ❏ Wi-Fi Direct Status

     Displays whether Wi-Fi Direct is enabled or disabled, and the SSID, password and so on for Wi-Fi Direct connections.
   - ❏ Print Status Sheet

     Prints a network status sheet. The information for Ethernet, Wi-Fi, Wi-Fi Direct, and so on is printed on two or more pages.

# Printing a Network Connection Report

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

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

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.
2. Select **General Settings** > **Network Settings** > **Connection Check**.

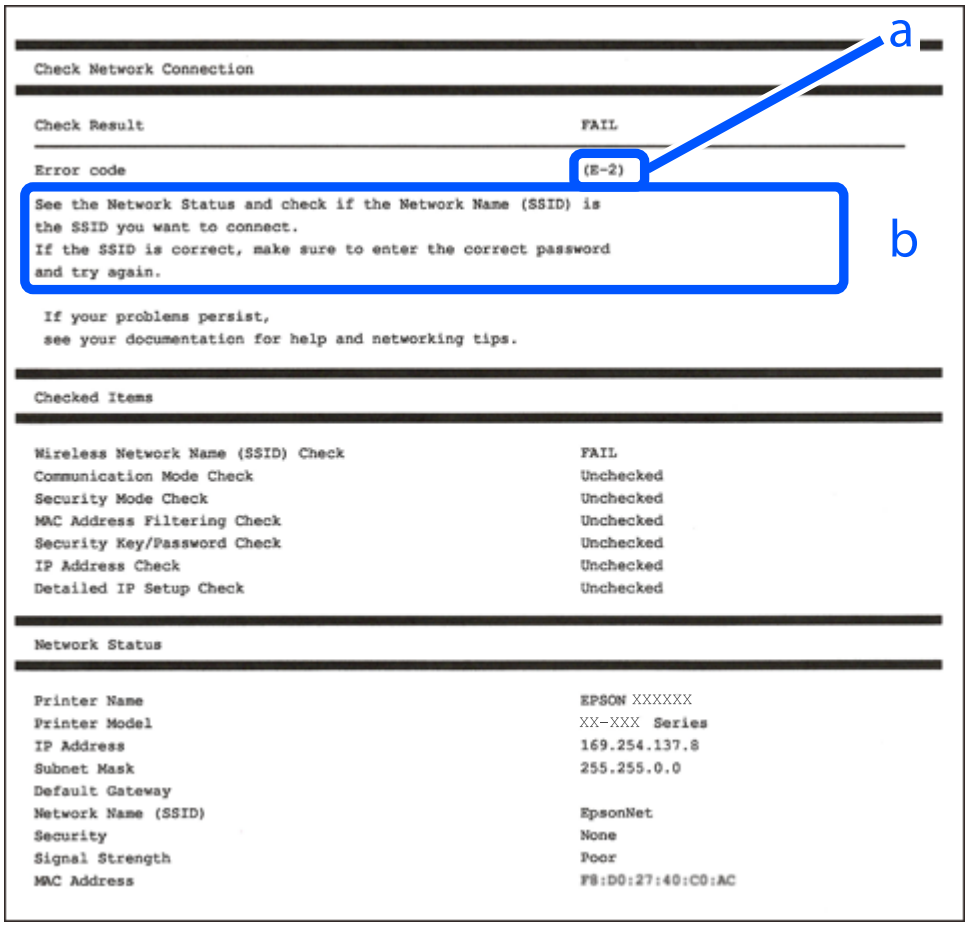
   The connection check starts.
3. Select **Print Check Report**.

4. Print the network connection report.

   If an error has occurred, check the network connection report, and then follow the printed solutions.

## Messages and Solutions on the Network Connection Report

Check the messages and error codes on the network connection report, and then follow the solutions.




a. Error code

b. Messages on the Network Environment

### Related Information


- ➡ "E-1" on page 200
- ➡ "E-2, E-3, E-7" on page 200
- ➡ "E-5" on page 201
- ➡ "E-6" on page 201
- ➡ "E-8" on page 201
- ➡ "E-9" on page 202
- ➡ "E-10" on page 202
- ➡ "E-11" on page 202
- ➡ "E-12" on page 203

➡ "E-13" on page 203
➡ "Message on the Network Environment" on page 204

## E-1

**Solutions:**

❏ Make sure the Ethernet cable is securely connected to your printer and to your hub or other network device.

❏ Make sure your hub or other network device is turned on.

❏ If you want to connect the printer by Wi-Fi, make Wi-Fi settings for the printer again because it is disabled.

## E-2, E-3, E-7

**Solutions:**

❏ Make sure your wireless router is turned on.

❏ Confirm that your computer or device is connected correctly to the wireless router.

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

❏ Place the printer closer to your wireless router and remove any obstacles between them.

❏ If you have entered the SSID manually, check if it is correct. Check the SSID from the **Network Status** part on the network connection report.

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

❏ If you are using push button setup to establish a network connection, make sure your wireless router supports WPS. You cannot use push button setup if your wireless router does not support WPS.

❏ Makes sure your SSID uses only ASCII characters (alphanumeric characters and symbols). The printer cannot display an SSID that contains non-ASCII characters.

❏ Makes sure you know your SSID and password before connecting to the wireless router. If you are using a wireless router with its default settings, the SSID and password are located on a label on the wireless router. If you do not know your SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.

❏ If you are connecting to an SSID generated from a tethering smart device, check for the SSID and password in the documentation provided with the smart device.

❏ If your Wi-Fi connection suddenly disconnects, check for the conditions below. If any of these conditions are applicable, reset your network settings by downloading and running the software from the following website.

http://epson.sn > **Setup**

- ❏ Another smart device was added to the network using push button setup.
- ❏ The Wi-Fi network was set up using any method other than push button setup.

**Related Information**

➡ "Making Settings for Connecting to the Computer" on page 187
➡ "Making Wi-Fi Settings from the Control Panel" on page 188

## E-5

**Solutions:**

Make sure the wireless router's security type is set to one of the following. If it is not, change the security type on the wireless router, and then reset the printer's network settings.

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

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

## E-6

**Solutions:**

- ❏ Check if MAC address filtering is disabled. If it is enabled, register the printer's MAC address so that it is not filtered. See the documentation provided with the wireless router for details. You can check the printer's MAC address from the **Network Status** part on the network connection report.
- ❏ If your wireless router is using shared authentication with WEP security, make sure the authentication key and index are correct.
- ❏ If the number of connectable devices on the wireless router is less than the number of network devices that you want to connect, make settings on the wireless router to increase the number of connectable devices. See the documentation provided with the wireless router to make settings.

**Related Information**

➡ "Making Settings for Connecting to the Computer" on page 187

## E-8

**Solutions:**

- ❏ Enable DHCP on the wireless router if the printer's Obtain IP Address setting is set to Auto.
- ❏ If the printer's Obtain IP Address setting is set to Manual, the IP address you manually set is invalid due to out of range (for example: 0.0.0.0). Set a valid IP address from the printer's control panel.

**Related Information**

➡ "Network Settings" on page 222

## E-9

**Solutions:**

Check the following.

❏ Devices are turned on.

❏ You can access the Internet and other computers or network devices on the same network from the devices you want to connect to the printer.

If still does not connect your printer and network devices after confirming the above, turn off the wireless router. Wait for about 10 seconds, and then turn it on. Then reset your network settings by downloading and running the installer from the following website.

http://epson.sn > **Setup**

**Related Information**

➡ "Making Settings for Connecting to the Computer" on page 187

## E-10

**Solutions:**

Check the following.

❏ Other devices on the network are turned on.

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

Reset the network address if they are incorrect. You can check the IP address, subnet mask, and default gateway from the **Network Status** part on the network connection report.

If DHCP is enabled, change the printer's Obtain IP Address setting to Auto. If you want to set the IP address manually, check the printer's IP address from the **Network Status** part on the network connection report, and then select Manual on the network settings screen. Set the subnet mask to [255.255.255.0].

If still does not connect your printer and network devices, turn off the wireless router. Wait for about 10 seconds, and then turn it on.

**Related Information**

➡ "Network Settings" on page 222

## E-11

**Solutions:**

Check the following.

❏ The default gateway address is correct if you set the printer's TCP/IP Setup setting to Manual.

❏ The device that is set as the default gateway is turned on.

Set the correct default gateway address. You can check the default gateway address from the **Network Status** part on the network connection report.

### Related Information

➡ "Network Settings" on page 222

## E-12

### Solutions:

Check the following.

❏ Other devices on the network are turned on.

❏ The network addresses (IP address, subnet mask, and default gateway) are correct if you are entering them manually.

❏ The network addresses for other devices (subnet mask and default gateway) are the same.

❏ The IP address does not conflict with other devices.

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

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

❏ Make network settings again using the installer. You can run it from the following website.

http://epson.sn > **Setup**

❏ You can register several passwords on a wireless router that uses WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

### Related Information

➡ "Network Settings" on page 222

➡ "Making Settings for Connecting to the Computer" on page 187

## E-13

### Solutions:

Check the following.

❏ Network devices such as a wireless router, hub, and router are turned on.

❏ The TCP/IP Setup for network devices has not been set up manually. (If the printer's TCP/IP Setup is set automatically while the TCP/IP Setup for other network devices is performed manually, the printer's network may differ from the network for other devices.)

If it still does not work after checking the above, try the following.

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

❏ Make network settings on the computer that is on the same network as the printer using the installer. You can run it from the following website.

http://epson.sn > **Setup**

❏ You can register several passwords on a wireless router that uses the WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

## Message on the Network Environment

| Message | Solution |
|---|---|
| The Wi-Fi environment needs to be improved. Turn the wireless router off and then turn it on. If the connection does not improve, see the documentation for the wireless router. | After moving the printer closer to the wireless router and removing any obstacles between them, turn off the wireless router. Wait for about 10 seconds, and then turn it on. If it still does not connect, see the documentation supplied with the wireless router. |
| *No more devices can be connected. Disconnect one of the connected devices if you want to add another one. | Computer and smart devices that can be connected simultaneously are connected in full in the Wi-Fi Direct (Simple AP) connection. To add another computer or smart device, disconnect one of the connected devices or connect it to the other network first.<br>You can confirm the number of wireless devices which can be connected simultaneously and the number of connected devices by checking the network status sheet or the printer's control panel. |
| The same SSID as Wi-Fi Direct exists in the environment. Change the Wi-Fi Direct SSID if you cannot connect a smart device to the printer. | On the printer's control panel, go to Wi-Fi Direct Setup screen and select the menu to change the setting. You can change the network name following after DIRECT-XX-. Enter within 22 characters. |

# Printing a Network Status Sheet

You can check the detailed network information by printing it.

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

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

2. Select **General Settings** > **Network Settings** > **Network Status**.

3. Select **Print Status Sheet**.

4. Check the message, and then print the network status sheet.

# Checking the Network of the Computer (Windows only)

By using the command prompt, check the connection status of the computer and the connection path to the printer. This will lead you to solve the problems.

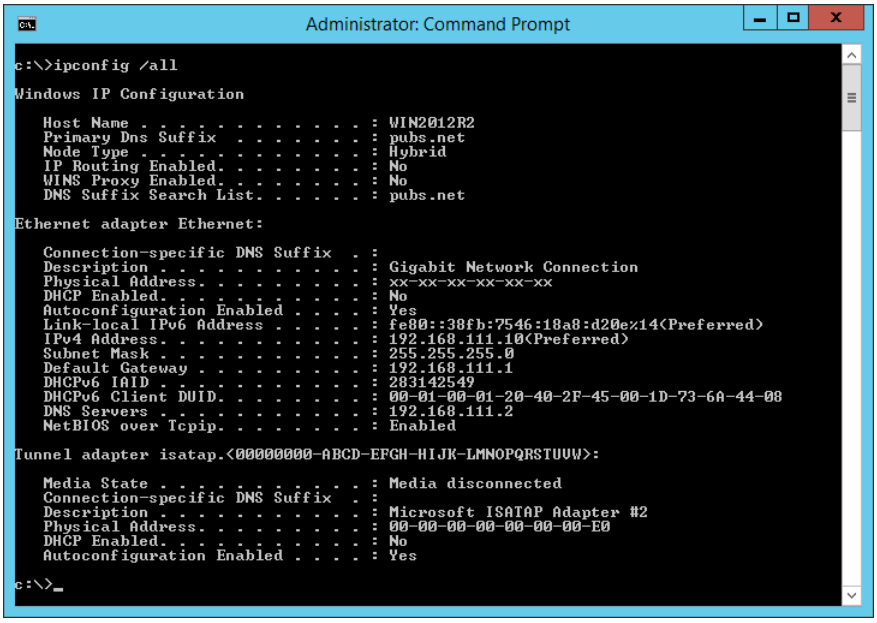
❏ ipconfig command

Display the connection status of the network interface that is currently used by the computer.

By comparing the setting information with actual communication, you can check whether the connection is correct. In case there are multiple DHCP servers on the same network, you can find out the actual address assigned to the computer, the referred DNS server, etc.

❏ Format : ipconfig /all

❏ Examples :

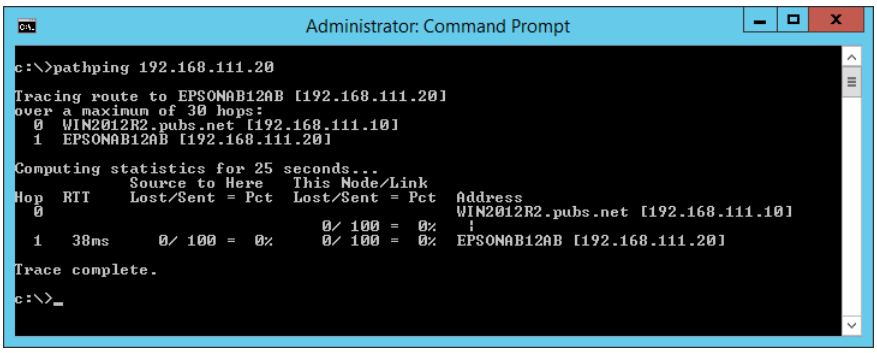



❏ pathping command

You can confirm the list of routers passing through the destination host and the routing of communication.

❏ Format : pathping xxx.xxx.xxx.xxx

❏ Examples : pathping 192.0.2.222



# Product Information

Paper Information. . . . . .207

Consumable Products Information. . . . . .210

Software Information. . . . . 211

Settings Menu List. . . . . .219

Product Specifications. . . . . .226

Regulatory Information. . . . . .234

# Paper Information

## Available Paper and Capacities

### Genuine Epson Paper

Epson recommends using genuine Epson paper to ensure high-quality printouts.

***Note:***

❏ *The availability of paper varies by location. For the latest information on paper available in your area, contact Epson support.*

❏ *See the following for information on available paper types for borderless and 2-sided printing.*

*"Paper for Borderless Printing" on page 209*

*"Paper for 2-Sided Printing" on page 209*

❏ *When printing on genuine Epson paper at a user defined size, only **Standard** or **Normal** print quality settings are available. Although some printer drivers allow you to select a better print quality, the printouts are printed using **Standard** or **Normal**.*

#### Paper suitable for printing documents 

| Media Name | Size | Loading Capacity (Sheets) |
|---|---|---|
| Epson Bright White Ink Jet Paper | A4 | 200 |

#### Paper suitable for printing documents and photos 

| Media Name | Size | Loading Capacity (Sheets) |
|---|---|---|
| Epson Photo Quality Ink Jet Paper | A4 | 100 |
| Epson Double-sided Photo Quality Ink Jet Paper | A4 | 80 |
| Epson Matte Paper-Heavyweight | A4 | 20 |
| Epson Double-Sided Matte Paper | A4 | 1 |

#### Paper suitable for printing photos 

| Media Name | Size | Loading Capacity (Sheets) |
|---|---|---|
| Epson Ultra Glossy Photo Paper | A4, 13x18 cm (5x7 in.), 10x15 cm (4x6 in.) | 20 |
| Epson Premium Glossy Photo Paper | A4, 13x18 cm (5x7 in.), 16:9 wide size(102x181 mm), 10x15 cm (4x6 in.) | 20 |

| Media Name | Size | Loading Capacity (Sheets) |
|---|---|---|
| Epson Premium Semigloss Photo Paper | A4, 13x18 cm (5x7 in.), 10x15 cm (4x6 in.) | 20 |
| Epson Photo Paper Glossy | A4, 13x18 cm (5x7 in.), 10x15 cm (4x6 in.) | 20 |

### Various other paper types

| Media Name | Size | Loading Capacity (Sheets) |
|---|---|---|
| Epson Photo Quality Self Adhesive Sheets | A4 | 1 |

## Commercially Available Paper

***Note:***
*See the following for information on available paper types for borderless and 2-sided printing.*

*"Paper for Borderless Printing" on page 209*

*"Paper for 2-Sided Printing" on page 209*

### Plain papers

Plain paper includes copy paper and letterhead*1.

| Size | Loading Capacity (Sheets) |
|---|---|
| Letter, A4, B5, A5, A6, B6, 16K (195×270 mm) | 250 |
| Legal, Indian-Legal, 8.5×13 in. | 50 |
| User Defined*2(mm)<br>89x127 to 215.9x1200 | 1 |

*1 Paper on which information such as the sender's name or corporation name are pre-printed in the header. There must be a margin of 3 mm or more at the top of the paper. 2-sided printing and borderless printing are not available for letterhead paper.

*2 Only printing from computer is available.

### Envelope

| Size | Loading Capacity (Envelopes) |
|---|---|
| Envelope #10, Envelope DL, Envelope C6 | 10 |

## Paper for Borderless Printing

### *Genuine Epson Paper*

- ❏ Epson Bright White Ink Jet Paper
- ❏ Epson Photo Quality Ink Jet Paper
- ❏ Epson Double-sided Photo Quality Ink Jet Paper
- ❏ Epson Matte Paper-Heavyweight
- ❏ Epson Double-Sided Matte Paper
- ❏ Epson Ultra Glossy Photo Paper
- ❏ Epson Premium Glossy Photo Paper
- ❏ Epson Premium Semigloss Photo Paper
- ❏ Epson Photo Paper Glossy

#### Related Information

➡ "Available Paper and Capacities" on page 207

### *Commercially Available Paper*

Plain paper, Copy paper (Letter, A4)

#### Related Information

➡ "Available Paper and Capacities" on page 207

## Paper for 2-Sided Printing

### *Genuine Epson Paper*

- ❏ Epson Bright White Ink Jet Paper
- ❏ Epson Double-sided Photo Quality Ink Jet Paper (Manual 2-sided printing only.)
- ❏ Epson Double-Sided Matte Paper (Manual 2-sided printing only.)

#### Related Information

➡ "Available Paper and Capacities" on page 207

### *Commercially Available Paper*

- ❏ Plain paper, Copy paper*

* Letter, A4, B5, 16K, and user-defined size (182x257 to 215.9x297 mm) paper is supported for automatic 2-sided printing.

**Related Information**

➡ "Available Paper and Capacities" on page 207

## Unavailable Paper Types

Do not use the following papers. Using these types of paper causes paper jams and smears on the printout.

❏ Papers that are wavy

❏ Papers that are torn or cut

❏ Papers that are folded

❏ Papers that are damp

❏ Papers that are too thick or too thin

❏ Papers that have stickers

Do not use the following envelopes. Using these types of envelope causes paper jams and smears on the printout.

❏ Envelopes that are curled or folded

❏ Envelopes with adhesive surfaces on the flaps or window envelopes

❏ Envelopes that are too thin

They may curl during printing.

# Consumable Products Information

## Ink Bottle Codes

Epson recommends the use of genuine Epson ink bottles.

The following are the codes for genuine Epson ink bottles.

***Important:***

❏ *Epson warranty does not cover damage caused by inks other than those specified, including any genuine Epson ink not designed for this printer or any third party ink.*

❏ *Other products not manufactured by Epson may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior.*

***Note:***

❏ *Ink bottle codes may vary by location. For the correct codes in your area, contact Epson support.*

❏ *Although the ink bottles may contain recycled materials, this does not affect printer function or performance.*

❏ *Specifications and appearance of the ink bottle are subject to change without prior notice for improvement.*

**For Europe**

| Product | BK: Black | C: Cyan | M: Magenta | Y: Yellow |
|---|---|---|---|---|
| ET-3850 Series | 102 | 102 | 102 | 102 |

| Product | BK: Black | C: Cyan | M: Magenta | Y: Yellow |
|---|---|---|---|---|
| L6270 Series/L6260 Series | 101 | 101 | 101 | 101 |

***Note:***
*Visit the following website for information on Epson's ink bottle yields.*

*http://www.epson.eu/pageyield*

**For Australia and New Zealand**

| BK: Black | C: Cyan | M: Magenta | Y: Yellow |
|---|---|---|---|
| 502 | 502 | 502 | 502 |

**For Asia**

| BK: Black | C: Cyan | M: Magenta | Y: Yellow |
|---|---|---|---|
| 001 | 001 | 001 | 001 |

## Maintenance Box Code

The maintenance box can be purchased and replaced by the user.

Epson recommends the use of a genuine Epson maintenance box.

The following is the code for the genuine Epson maintenance box.

T04D1

***Important:***
*Once a maintenance box has been installed in a printer it cannot be used with other printers.*

# Software Information

This section introduces the network services and software products available for your printer from the Epson website.

## Software for Printing

### Application for Printing from a Computer (Windows Printer Driver)

The printer driver controls the printer according to the commands from an application. Making settings on the printer driver provides the best printing results. You can also check the status of the printer or keep it in top operating condition using the printer driver utility.

***Note:***
*You can change the language of the printer driver. Select the language you want to use from the **Language** setting on the **Maintenance** tab.*

#### Accessing the printer driver from applications

To make settings that apply only to the application you are using, access from that application.

Select **Print** or **Print Setup** from the **File** menu. Select your printer, and then click **Preferences** or **Properties**.

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

#### Accessing the printer driver from the control panel

To make settings that apply to all of the applications, access from the control panel.

❏ Windows 10/Windows Server 2019/Windows Server 2016

Click on the start button, and then select **Windows System** > **Control Pane**l > **View devices and printers** in **Hardware and Sound**. Right-click on your printer, or press and hold it and then select **Printing preferences**

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

Select **Desktop** > **Settings** > **Control Panel** > **View devices and printers** in **Hardware and Sound**. Right-click on your printer, or press and hold it and then select **Printing preferences**

❏ Windows 7/Windows Server 2008 R2

Click the start button, and select **Control Panel** > **View devices and printers** in **Hardware and Sound**. Right-click on your printer and select **Printing preferences**.

❏ Windows Vista/Windows Server 2008

Click the start button, and select **Control Panel** > **Printers** in **Hardware and Sound**. Right-click on your printer and select **Printing preferences**.

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

Click the start button, and select **Control Panel** > **Printers and Other Hardware** > **Printers and Faxes**. Right-click on your printer and select **Printing preferences**.

#### Accessing the printer driver from the printer icon on the task bar

The printer icon on the desktop task bar is a shortcut icon allowing you to quickly access the printer driver.

If you click the printer icon and select **Printer Settings**, you can access the same printer settings window as the one displayed from the control panel. If you double-click this icon, you can check the status of the printer.

***Note:***
*If the printer icon is not displayed on the task bar, access the printer driver window, click **Monitoring Preferences** on the **Maintenance** tab, and then select **Register the shortcut icon to the taskbar**.*

#### Starting the utility

Access the printer driver window. Click the **Maintenance** tab.

### *Making Operation Settings for the Windows Printer Driver*

You can make settings such as enabling **EPSON Status Monitor 3**.

1. Access the printer driver window.

2. Click **Extended Settings** on the **Maintenance** tab.

3. Make the appropriate settings, and then click **OK**.

   See the online help for explanations of the setting items.

### Related Information

➡ "Application for Printing from a Computer (Windows Printer Driver)" on page 211

## Application for Printing from a Computer (Mac OS Printer Driver)

The printer driver controls the printer according to the commands from an application. Making settings on the printer driver provides the best printing results. You can also check the status of the printer or keep it in top operating condition using the printer driver utility.

### Accessing the printer driver from applications

Click **Page Setup** or **Print** on the **File** menu of your application. If necessary, click **Show Details** (or ▼) to expand the print window.

***Note:***
*Depending on the application being used,* ***Page Setup*** *may not be displayed in the* ***File*** *menu, and the operations for displaying the print screen may differ.See the application's help for details.*

### Starting the utility

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

### *Guide to Mac OS Printer Driver*

#### Epson Printer Utility

You can run a maintenance feature such as nozzle check and print head cleaning, and by starting **EPSON Status Monitor**, you can check printer status and error information.




### *Accessing the Operation Settings Window of the Mac OS Printer Driver*

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

## Application for Quick and Fun Printing from a Computer (Epson Photo+)

Epson Photo+ is an application that allows you to easily print images with a variety of layouts. You can also perform image correction and adjust the position while viewing a preview of your document. You can also brighten up your images by adding text and stamps wherever you like. When printing on genuine Epson photo paper, the ink performance is maximized creating a beautiful finish with excellent coloring.

See the application's help for details.

***Note:***

❏ *Windows Server operating systems are not supported.*

❏ *To use this application the printer driver for this printer must be installed.*

#### Starting on Windows

❏ Windows 10

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

❏ Windows 8.1/Windows 8

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

❏ Windows 7/Windows Vista/Windows XP

Click the start button, and select **All Programs** or **Programs** > **Epson Software** > **Epson Photo+**.

#### Starting on Mac OS

Select **Go** > **Applications** > **Epson Software** > **Epson Photo+**.

#### Related Information

➡ "Installing the Applications Separately" on page 103

### Application for Easily Operating the Printer from a Smart device (Epson Smart Panel)

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

Search for and install Epson Smart Panel from App Store or Google Play.

### Application for Printing Easily from an Android Application (Epson Print Enabler)

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

Search for and install Epson Print Enabler from Google Play.

## Software for Scanning

### Application for Scanning from a Computer (Epson ScanSmart)

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

See the Epson ScanSmart help for details on using the features.

#### Starting on Windows

❏ Windows 10

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

❏ Windows 8.1/Windows 8

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

❏ Windows 7

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

#### Starting on Mac OS

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

# Software for Package Creation

## Application for Creating Driver Packages (EpsonNet SetupManager)

EpsonNet SetupManager is a software to create a package for a simple printer installation, such as installing the printer driver, installing EPSON Status Monitor and creating a printer port. This software allows the administrator to create unique software packages and distribute them among groups.

For more information, visit your regional Epson website.

http://www.epson.com

# Software for Making Settings

## Application for Configuring Printer Operations (Web Config)

Web Config is an application that runs in a web browser, such as Internet Explorer and Safari, on a computer or smart device. You can confirm the printer status or change the network service and printer settings. To use the Web Config, connect the printer and the computer or device to the same network.

The following browsers are supported.

Microsoft Edge, Internet Explorer 8 or later, Firefox*, Chrome*, Safari*

* Use the latest version.

***Note:***
*The initial value of the Web Config administrator password is the product serial number. Check the product serial number on the label on the printer.*

### *Running Web Config on a Web Browser*

1. Check the printer's IP address.

   Select the network icon on the printer's home screen, and then select the active connection method to confirm the printer's IP address.

   ***Note:***
   *You can also check the IP address by printing the network connection report.*

2. Launch a Web browser from a computer or smart device, and then enter the printer's IP address.

   Format:

   IPv4: http://the printer's IP address/

IPv6: http://[the printer's IP address]/

Examples:

IPv4: http://192.168.100.201/

IPv6: http://[2001:db8::1000:1]/

***Note:***
*Using the smart device, you can also run Web Config from the product information screen of the Epson Smart Panel.*

Since the printer uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored.

#### Related Information

➡ "Printing a Network Connection Report" on page 198

### *Running Web Config on Windows*

When connecting a computer to the printer using WSD, follow the steps below to run Web Config.

1. Open the printer list on the computer.
   - ❏ Windows 10

     Click on the start button, and then select **Windows System** > **Control Panel** > **View devices and printers** in **Hardware and Sound**.
   - ❏ Windows 8.1/Windows 8

     Select **Desktop** > **Settings** > **Control Panel** > **View devices and printers** in **Hardware and Sound** (or **Hardware**).
   - ❏ Windows 7

     Click the start button, and select **Control Panel** > **View devices and printers** in **Hardware and Sound**.
   - ❏ Windows Vista

     Click the start button, and select **Control Panel** > **Printers** in **Hardware and Sound**.
2. Right-click on your printer and select **Properties**.
3. Select the **Web Service** tab and click the URL.

   Since the printer uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored.

### *Running Web Config on Mac OS*

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

   Since the printer uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored.

## Application for Setting up the Device on a Network (EpsonNet Config)

EpsonNet Config is an application that allows you to set the network interface addresses and protocols. See the operations guide for EpsonNet Config or the application's help for more details.

### Starting on Windows

❏ Windows 10/Windows Server 2019/Windows Server 2016

Click the start button, and then select **EpsonNet** > **EpsonNet Config**.

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

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

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

Click the start button, and select **All Programs** or **Programs** > **EpsonNet** > **EpsonNet Config SE** > **EpsonNet Config**.

### Starting on Mac OS

**Go** > **Applications** > **Epson Software** > **EpsonNet** > **EpsonNet Config SE** > **EpsonNet Config**.

### Related Information

➡ "Installing the Applications Separately" on page 103

# Software for Updating

## Application for Updating Software and Firmware (EPSON Software Updater)

EPSON Software Updater is an application that installs new software, and updates firmware over the Internet. If you want to check for update information regularly, you can set the interval for checking for updates in EPSON Software Updater's Auto Update Settings.

***Note:***
*Windows Server operating systems are not supported.*

### Starting on Windows

❏ Windows 10

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

❏ Windows 8.1/Windows 8

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

❏ Windows 7/Windows Vista/Windows XP

Click the start button, and then select **All Programs** (or **Programs**) > **Epson Software** > **EPSON Software Updater**.

***Note:***
*You can also start EPSON Software Updater by clicking the printer icon on the task bar on the desktop, and then selecting **Software Update**.*

#### Starting on Mac OS

Select **Go** > **Applications** > **Epson Software** > **EPSON Software Updater**.

#### Related Information

➡ "Installing the Applications Separately" on page 103

# Settings Menu List

Select **Settings** on the home screen of the printer to make various settings.

## General Settings

Select the menus on the control panel as described below.

**Settings** > **General Settings**

### Basic Settings

Select the menus on the control panel as described below.

**Settings** > **General Settings** > **Basic Settings**

LCD Brightness:

Adjust the brightness of the LCD screen.

Sleep Timer:

Adjust the time period to enter a sleep mode (energy saving mode) when the printer has not performed any operations. The LCD screen turns black when the setting time passes.

Power Off Timer:

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

Select this setting to turn the printer off automatically when it is not used for a specified period of time. You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

Power Off Settings:

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

❏ Power Off If Inactive

Select this setting to turn the printer off automatically if it is not used for a specified period of time. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

❏ Power Off If Disconnected

Select this setting to turn the printer off after 30 minutes when all ports including the USB port are disconnected. This feature may not be available depending on your region.

Language:

Select the language used on the LCD screen.

Wall Paper:

Change the background color of the home screen.

Operation Time Out:

Select **On** to return to the initial screen when no operations have been performed for the specified time.

Keyboard:

Change the layout of the keyboard on the LCD screen.

**Related Information**

➡ "Saving Power" on page 103

➡ "Entering Characters" on page 24

## Printer Settings

Select the menus on the control panel as described below.

**Settings** > **General Settings** > **Printer Settings**

Paper Source Settings:

Paper Setting:

Select the paper size and paper type you loaded in the paper source. You can make **Favorite Paper Settings** in paper size and paper type.

A4/Letter Auto Switching:

Select **On** to feed paper from the paper source set as A4 size when there is no paper source set as Letter, or feed from the paper source set as Letter size when there is no paper source set as A4.

Error Notice:

Select **On** to display an error message when the selected paper size or type does not match the loaded paper.

Paper Setup Auto Display:

Select **On** to display the **Paper Setting** screen when loading paper in the paper cassette. If you disable this feature, you cannot print from an iPhone, iPad, or iPod touch using AirPrint.

Universal Print Settings:

These print settings are applied when you print by an external device without using the printer driver. The offset settings are applied when you print using the printer driver.

Top Offset:

Adjust the top margin of the paper.

Left Offset:

Adjust the left margin of the paper.

Top Offset in Back:

Adjust the top margin for the back of the page when performing 2-sided printing.

Left Offset in Back:

Adjust the left margin for the back of the page when performing 2-sided printing.

Check Paper Width:

Select **On** to check the paper width before printing. This prevents printing beyond the edges of the paper when the paper size setting is incorrect, but this may lower the print speed.

Skip Blank Page:

Skips blank pages in the print data automatically.

Auto Error Solver:

Select an action to perform when a 2-sided printing error or a memory full error occurs.

❏ On

Displays a warning and prints in single-sided mode when a 2-sided printing error occurs, or prints only what the printer could process when a memory full error occurs.

❏ Off

Displays an error message and cancels printing.

Quiet Mode:

Select **On** to reduce noise during printing, however, this may lower the print speed. Depending on the paper type and print quality settings you selected, there may be no difference in the printer's noise level.

Ink Drying Time:

Select the ink drying time you want to use when performing 2-sided printing. The printer prints the other side after printing one side. If your printout is smeared, increase the time setting.

PC Connection via USB:

Select **Enable** to allow a computer to access the printer when connected by USB. When **Disable** is selected, printing and scanning that is not sent over a network connection is restricted.

**Related Information**

➡ "Loading Paper" on page 29

## Network Settings

Select the menus on the control panel as described below.

**Settings** > **General Settings** > **Network Settings**

Wi-Fi Setup:

Set up or change wireless network settings. Choose the connection method from following and then follow the instructions on the control panel.

Wi-Fi (Recommended):

- ❏ Wi-Fi Setup Wizard
- ❏ Push Button Setup (WPS)
- ❏ Others
  - ❏ PIN Code Setup (WPS)
  - ❏ Wi-Fi Auto Connect
  - ❏ Disable Wi-Fi

    You may be able to resolve network problems by disabling the Wi-Fi settings or making the Wi-Fi settings again. Select  > **Wi-Fi (Recommended)** > **Change Settings** > **Others** > **Disable Wi-Fi** > **Start Setup**.

Wi-Fi Direct:

- ❏ iOS
- ❏ Other OS Devices
- ❏ Menu
  - ❏ Change Network Name
  - ❏ Change Password
  - ❏ Disable Wi-Fi Direct
  - ❏ Restore Default Settings

Wired LAN Setup:

Set up or change a network connection that uses a LAN cable and router. When this is being used, Wi-Fi connections are disabled.

Network Status:

Displays or prints the current network settings.

- ❏ Wired LAN/Wi-Fi Status
- ❏ Wi-Fi Direct Status
- ❏ Print Status Sheet

Connection Check:

Checks the current network connection and prints a report. If there are any problems with the connection, see the report to solve the problem.

Advanced:

Make the following detailed settings.

❏ Device Name

❏ TCP/IP

❏ Proxy Server

❏ IPv6 Address

❏ Link Speed & Duplex

**Related Information**

➡ "Making Wi-Fi Settings from the Control Panel" on page 188

➡ "Connecting a Smart Device and Printer Directly (Wi-Fi Direct)" on page 193

➡ "Checking the Network Connection Status" on page 197

## Web Service Settings

Select the menus on the control panel as described below.

**Settings** > **General Settings** > **Web Service Settings**

Epson Connect Services:

Displays whether the printer is registered and connected to Epson Connect.

You can register to the service by selecting **Register** and follow the instructions.

When you have registered, you can change the following settings.

❏ Suspend/Resume

❏ Unregister

For details, see the following web site.

https://www.epsonconnect.com/

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

**Related Information**

➡ "Printing Using a Cloud Service" on page 63

# Maintenance

Select the menus on the control panel as described below.

**Settings** > **Maintenance**

Print Head Nozzle Check:

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

Print Head Cleaning:

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

Power Cleaning:

Select this feature to replace all of the ink inside the ink tubes. More ink is consumed than in usual cleaning. See the "Related Information" below for details on using this feature.

Print Head Alignment:

Select this feature to adjust the print head to improve print quality.

❏ Vertical Alignment

Select this feature if your printouts look blurry or text and lines are misaligned.

❏ Horizontal Alignment

Select this feature if horizontal banding appears at regular intervals in your printouts.

Fill Ink:

Select this feature to reset the ink level to 100% when filling the ink tank.

Ink Level Setting:

Select this feature to set the ink level according to the actual ink remaining.

Remaining capacity of Maintenance box:

Displays the approximate service life of the maintenance box. When  is displayed, the maintenance box is nearly full. When  is displayed, the maintenance box is full.

Paper Guide Cleaning:

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

**Related Information**

➡ "Checking and Cleaning the Print Head" on page 90
➡ "Running Power Cleaning" on page 92
➡ "Refilling the Ink Tanks" on page 157
➡ "Cleaning the Paper Path for Ink Smears" on page 94

# Print Status Sheet

Select the menus on the control panel as described below.

**Settings** > **Print Status Sheet**

Configuration Status Sheet:

Print information sheets showing the current printer status and settings.

Supply Status Sheet:

Print information sheets showing the status of consumables.

Usage History Sheet:

Print information sheets showing the usage history of the printer.

## Print Counter

Select the menus on the control panel as described below.

**Settings** > **Print Counter**

Displays the total number of prints, B&W prints, color prints, and the total number of pages fed through the printer including items such as the status sheet, from the time you purchased the printer.

## User Settings

Select the menus on the control panel as described below.

**Settings** > **User Settings**

You can change the default settings for your frequently used scanning and copying settings. See the following related information for details.

❏ Copy

❏ Scan to Computer

❏ Scan to Cloud

## Customer Research

Select the menus on the control panel as described below.

**Settings** > **Customer Research**

Select **Approve** to provide product usage information such as the number of prints to Seiko Epson Corporation.

## Restore Default Settings

Select the menus on the control panel as described below.

**Settings** > **Restore Default Settings**

Resets the following menus to their defaults.

❏ Network Settings

❏ Copy Settings

❏ Scan Settings

❏ Clear All Data and Settings

## Firmware Update

Select the menus on the control panel as described below.

**Settings** > **Firmware Update**

Update:

Check if the latest version of the firmware has been uploaded to the network server. The firmware is updated when new firmware is found. Once the update has started, it cannot be interrupted.

Notification:

Select **On** to receive a notification if a firmware update is available.

### Related Information

➡ "Updating the Printer's Firmware Using the Control Panel" on page 108

# Product Specifications

## Printer Specifications

| | | |
|---|---|---|
| Print Head Nozzle Placement | | Black ink nozzles: 400<br>Color ink nozzles: 128 for each color |
| Weight of Paper* | Plain Paper | 64 to 90 g/m²(17 to 24lb) |
| | Envelopes | Envelope #10, DL, C6: 75 to 100 g/m² (20 to 27 lb) |

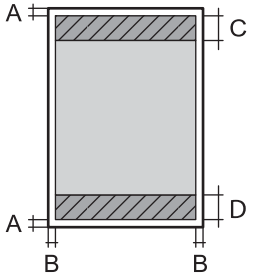
* Even when the paper thickness is within this range, the paper may not feed in the printer or the print quality may decline depending on the paper properties or quality.

## Printable Area

### *Printable Area for Single Sheets*

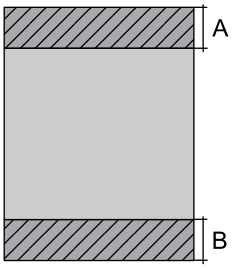
Print quality may decline in the shaded areas due to the printer's mechanism.

#### Printing with borders



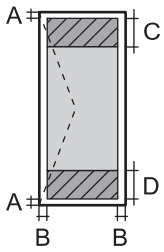

| | |
|---|---|
| A | 3.0 mm (0.12 in.) |
| B | 3.0 mm (0.12 in.) |
| C | 41.0 mm (1.61 in.) |
| D | 37.0 mm (1.46 in.) |

### Borderless printing

| | | |
|---|---|---|
|  | A | 44.0 mm (1.73 in.) |
| | B | 40.0 mm (1.57 in.) |

### *Printable Area for Envelopes*

Print quality may decline in the shaded areas due to the printer's mechanism.

| | | |
|---|---|---|
|  | A | 3.0 mm (0.12 in.) |
| | B | 3.0 mm (0.12 in.) |
| | C | 18.0 mm (0.71 in.) |
| | D | 41.0 mm (1.61 in.) |

# Scanner Specifications

| | |
|---|---|
| Scanner Type | Flatbed |
| Photoelectric Device | CIS |
| Effective Pixels | 10200×14040 pixels (1200 dpi) |
| Maximum Document Size | 216×297 mm (8.5×11.7 in.)<br>A4, Letter |
| Scanning Resolution | 1200 dpi (main scan)<br>2400 dpi (sub scan) |
| Output Resolution | 50 to 9600 dpi in 1 dpi increments |
| Color Depth | Color<br>❏ 48 bits per pixel internal (16 bits per pixel per color internal)<br>❏ 24 bits per pixel external (8 bits per pixel per color external)<br>Grayscale<br>❏ 16 bits per pixel internal<br>❏ 8 bits per pixel external<br>Black and white<br>❏ 16 bits per pixel internal<br>❏ 1 bits per pixel external |

| | |
|---|---|
| Light Source | LED |

## ADF Specifications

ET-3850 Series/L6270 Series Only

| | |
|---|---|
| Available Paper Sizes | A4, Letter, 8.5×13 in, Indian-Legal, Legal |
| Paper Type | Plain Paper |
| Weight of Paper | 64 to 95 g/m$^2$ |
| Loading Capacity | A4, Letter: 30 sheets or 3.3 mm<br>Legal, Indian-Legal, 8.5×13 in: 10 sheets |
| Auto duplex scanning | Not supported |

Even when the original meets the specifications for media that can be placed in the ADF, it may not feed from the ADF or the scan quality may decline depending on the paper properties or quality.

## Using Port for the Printer

The printer uses the following port. These ports should be allowed to become available by the network administrator as necessary.

| Sender (Client) | Use | Destination (Server) | Protocol | Port Number |
|---|---|---|---|---|
| Printer | When Epson Connect is used | Epson Connect Server | HTTPS | 443 |
| | | | XMPP | 5222 |
| | Control WSD | Client computer | WSD (TCP) | 5357 |
| | Search the computer when push scanning from Epson ScanSmart | Client computer | Network Push Scan Discovery | 2968 |

| Sender (Client) | Use | Destination (Server) | Protocol | Port Number |
|---|---|---|---|---|
| Client computer | Discover the printer from an application such as EpsonNet Config, printer driver, and scanner driver. | Printer | ENPC (UDP) | 3289 |
| | Collect and set up the MIB information from an application such as EpsonNet Config, printer driver, and scanner driver. | Printer | SNMP (UDP) | 161 |
| | Forwarding LPR data | Printer | LPR (TCP) | 515 |
| | Forwarding RAW data | Printer | RAW (Port9100) (TCP) | 9100 |
| | Forwarding AirPrint (IPP/IPPS printing) data | Printer | IPP/IPPS (TCP) | 631 |
| | Searching WSD printer | Printer | WS-Discovery (UDP) | 3702 |
| | Forwarding the scan data from Epson ScanSmart | Printer | Network Scan (TCP) | 1865 |
| | Collecting the job information when push scanning from Epson ScanSmart | Printer | Network Push Scan | 2968 |

# Interface Specifications

| | |
|---|---|
| For Computer | Hi-Speed USB* |

* USB 3.0 cables are not supported.

# Network Specifications

## Wi-Fi Specifications

| | |
|---|---|
| Standards | IEEE802.11b/g/n*1 |
| Frequency Range | 2.4 GHz |
| Coordination Modes | Infrastructure, Wi-Fi Direct (Simple AP)*2*3 |
| Wireless Securities*4 | WEP (64/128bit), WPA2-PSK (AES)*5, WPA3-SAE (AES) |

*1 IEEE802.11n is only available for the HT20.

*2 Not supported for IEEE 802.11b.

*3 Simple AP mode is compatible with a Wi-Fi connection (infrastructure) or an Ethernet connection.

*4 Wi-Fi Direct supports WPA2-PSK (AES) only.

*5 Complies with WPA2 standards with support for WPA/WPA2 Personal.

## Ethernet Specifications

| | |
|---|---|
| Standards | IEEE802.3i (10BASE-T)*1<br>IEEE802.3u (100BASE-TX)<br>IEEE802.3az (Energy Efficient Ethernet)*2 |
| Communication Mode | Auto, 10Mbps Full duplex, 10Mbps Half duplex, 100Mbps Full duplex, 100Mbps Half duplex |
| Connector | RJ-45 |

*1 Use a category 5e or higher STP (Shielded twisted pair) cable to prevent risk of radio interference.

*2 The connected device should comply with IEEE802.3az standards.

## Network Functions and IPv4/IPv6

| Functions | | | Supported | Remarks |
|---|---|---|---|---|
| Network Printing | EpsonNet Print (Windows) | IPv4 | ✓ | - |
| | Standard TCP/IP (Windows) | IPv4, IPv6 | ✓ | - |
| | WSD Printing (Windows) | IPv4, IPv6 | ✓ | Windows Vista or later |
| | Bonjour Printing (Mac OS) | IPv4, IPv6 | ✓ | - |
| | IPP Printing (Windows, Mac OS) | IPv4, IPv6 | ✓ | - |
| | PictBridge Printing (Wi-Fi) | IPv4 | - | Digital camera |
| | Epson Connect (Email Print, Remote Print) | IPv4 | ✓ | - |
| | AirPrint (iOS, Mac OS) | IPv4, IPv6 | ✓ | iOS 5 or later, Mac OS X v10.7 or later |
| Network Scanning | Epson Scan 2 | IPv4, IPv6 | ✓ | - |
| | Epson ScanSmart | IPv4 | ✓ | Windows 7 or later, Mac OS X El Capitan or later |
| | Event Manager | IPv4 | ✓ | Windows XP, Vista, Mac OS X v10.6 to Yosemite |
| | Epson Connect (Scan to Cloud) | IPv4 | ✓ | - |
| | AirPrint (Scan) | IPv4, IPv6 | ✓ | OS X Mavericks or later |

| Functions | | | Supported | Remarks |
|---|---|---|---|---|
| Fax | Send a fax | IPv4 | - | - |
| | Receive a fax | IPv4 | - | - |
| | AirPrint (Faxout) | IPv4, IPv6 | - | - |

## Security Protocol

| | |
|---|---|
| SSL/TLS | HTTPS Server/Client, IPPS |
| SNMPv3 | |

# Supported Third Party Services

| | | |
|---|---|---|
| AirPrint | Print | iOS 5 or later/Mac OS X v10.7.x or later |
| | Scan | OS X Mavericks or later |

# Dimensions

### ET-3850 Series/L6270 Series

| | |
|---|---|
| Dimensions | Storage<br>❏ Width: 375 mm (14.8 in.)<br>❏ Depth: 347 mm (13.7 in.)<br>❏ Height: 231 mm (9.1 in.)<br>Printing<br>❏ Width: 417 mm (16.4 in.)<br>❏ Depth: 503 mm (19.8 in.)<br>❏ Height: 255 mm (10.0 in.) |
| Weight* | Approx. 6.7 kg (14.8 lb) |

* Without the ink and the power cord.

### ET-3800 Series/L6260 Series

| | |
|---|---|
| Dimensions | Storage<br>❏ Width: 375 mm (14.8 in.)<br>❏ Depth: 347 mm (13.7 in.)<br>❏ Height: 187 mm (7.4 in.)<br>Printing<br>❏ Width: 375 mm (14.8 in.)<br>❏ Depth: 503 mm (19.8 in.)<br>❏ Height: 187 mm (7.4 in.) |
| Weight* | Approx. 5.7 kg (12.6 lb) |

* Without the ink and the power cord.

# Electrical Specifications

### ET-3850 Series/L6270 Series

| | | |
|---|---|---|
| Power Supply Rating | AC 100-240 V | AC 220-240 V |
| Rated Frequency Range | 50-60 Hz | 50-60 Hz |
| Rated Current | 0.4-0.2 A | 0.2 A |
| Power Consumption (with USB Connection) | Standalone copying: Approx. 12.0 W (ISO/IEC24712)<br>Ready mode: Approx. 5.3 W<br>Sleep mode: Approx. 0.9 W<br>Power off: Approx. 0.2 W | Standalone copying: Approx. 12.0 W (ISO/IEC24712)<br>Ready mode: Approx. 5.3 W<br>Sleep mode: Approx. 0.9 W<br>Power off: Approx. 0.2 W |

***Note:***

❏ *Check the label on the printer for its voltage.*

❏ *For European users, see the following Website for details on power consumption.*

*http://www.epson.eu/energy-consumption*

### ET-3800 Series/L6260 Series

| | | |
|---|---|---|
| Power Supply Rating | AC 100-240 V | AC 220-240 V |
| Rated Frequency Range | 50-60 Hz | 50-60 Hz |
| Rated Current | 0.4-0.2 A | 0.2 A |

| | | |
|---|---|---|
| Power Consumption (with USB Connection) | Standalone copying: Approx. 12.0 W (ISO/IEC24712)<br>Ready mode: Approx. 5.3 W<br>Sleep mode: Approx. 0.7 W<br>Power off: Approx. 0.2 W | Standalone copying: Approx. 12.0 W (ISO/IEC24712)<br>Ready mode: Approx. 5.3 W<br>Sleep mode: Approx. 0.7 W<br>Power off: Approx. 0.2 W |

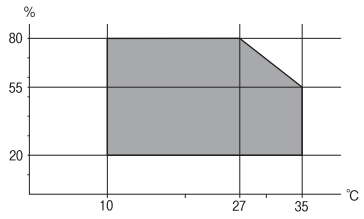
***Note:***

❏ *Check the label on the printer for its voltage.*

❏ *For European users, see the following Website for details on power consumption.*

*http://www.epson.eu/energy-consumption*

# Environmental Specifications

| | |
|---|---|
| Operation | Use the printer within the range shown in the following graph.<br><br><br>Temperature: 10 to 35°C (50 to 95°F)<br>Humidity: 20 to 80% RH (without condensation) |
| Storage | Temperature after initial ink charging: -15 to 40°C (5 to 104°F)*<br>Temperature before initial ink charging: -20 to 40°C (-4 to 104°F)*<br>Humidity: 5 to 85% RH (without condensation) |

* You can store for one month at 40°C (104°F).

## Environmental Specifications for Ink Bottles

| | |
|---|---|
| Storage Temperature | -20 to 40 °C (-4 to 104 °F)* |
| Freezing Temperature | -15 °C (5 °F)<br>Ink thaws and is usable after approximately 2 hours at 25 °C (77 °F). |

* You can store for one month at 40 °C (104 °F).

## System Requirements

❏ Windows

Windows Vista, Windows 7, Windows 8/8.1, Windows 10 or later (32-bit, 64-bit)

Windows XP SP3 (32-bit)

Windows XP Professional x64 Edition SP2

Windows Server 2003 (SP2) or later

❏ Mac OS

Mac OS X v10.6.8 or later

***Note:***

❏ *Mac OS may not support some applications and features.*

❏ *The UNIX File System (UFS) for Mac OS is not supported.*

# Regulatory Information

## Standards and Approvals

### Standards and Approvals for U.S. Model

| | |
|---|---|
| Safety | UL60950-1<br>CAN/CSA-C22.2 No.60950-1 |
| EMC | FCC Part 15 Subpart B Class B<br>CAN ICES-3 (B)/NMB-3 (B) |

This equipment contains the following wireless module.

Manufacturer: Seiko Epson Corporation

Type: J26H006

This product conforms to Part 15 of the FCC Rules and RSS-210 of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated so that the radiator is kept at least 7.9 inches (20 cm) or more away from a person's body (excluding extremities: hands, wrists, feet and ankles).

## Standards and Approvals for European Model

For European users

Hereby, Seiko Epson Corporation declares that the following radio equipment model is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following website.

http://www.epson.eu/conformity

C631B, C633B

For use only in Ireland, UK, Austria, Germany, Liechtenstein, Switzerland, France, Belgium, Luxemburg, Netherlands, Italy, Portugal, Spain, Denmark, Finland, Norway, Sweden, Iceland, Croatia, Cyprus, Greece, Slovenia, Malta, Bulgaria, Czech, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, and Slovakia.

Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the products.

| Frequency | Maximum Radio-Frequency Power Transmitted |
|---|---|
| 2400-2483.5 MHz | 20 dBm (EIRP) |

CE

## Standards and Approvals for Australian Model

| EMC | AS/NZS CISPR32 Class B |
|---|---|

Epson hereby declares that the following equipment Models are in compliance with the essential requirements and other relevant provisions of AS/NZS4268:

C631B, C633B

Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the products.

# Restrictions on Copying

Observe the following restrictions to ensure the responsible and legal use of the printer.

Copying of the following items is prohibited by law:

- ❏ Bank bills, coins, government-issued marketable securities, government bond securities, and municipal securities
- ❏ Unused postage stamps, pre-stamped postcards, and other official postal items bearing valid postage
- ❏ Government-issued revenue stamps, and securities issued according to legal procedure

Exercise caution when copying the following items:

- ❏ Private marketable securities (stock certificates, negotiable notes, checks, etc.), monthly passes, concession tickets, etc.
- ❏ Passports, driver's licenses, warrants of fitness, road passes, food stamps, tickets, etc.

***Note:***
*Copying these items may also be prohibited by law.*

Responsible use of copyrighted materials:

Printers can be misused by improperly copying copyrighted materials. Unless acting on the advice of a knowledgeable attorney, be responsible and respectful by obtaining the permission of the copyright holder before copying published material.

# Administrator Information

Connecting the Printer to the Network. . . . . .238

Settings to Use the Printer. . . . . 242

# Connecting the Printer to the Network

You can connect the printer to the network in several ways.

❏ Connect by using advanced settings on the control panel.

❏ Connect by using the installer on the website or on the software disc.

This section explains the procedure to connect the printer to the network using the printer's control panel.

## Before Making Network Connection

To connect to the network, check the connection method and setting information for connection in advance.

### Gathering Information on the Connection Setting

Prepare the necessary setting information to connect. Check the following information in advance.

| Divisions | Items | Note |
|---|---|---|
| Device connection method | ❏ Ethernet<br>❏ Wi-Fi | Decide how to connect the printer to the network.<br>For Wired LAN, connects to the LAN switch.<br>For Wi-Fi, connects to the network (SSID) of the access point. |
| LAN connection information | ❏ IP address<br>❏ Subnet mask<br>❏ Default gateway | Decide the IP address to assign to the printer.<br>When you assign the IP address statically, all values are required.<br>When you assign the IP address dynamically using the DHCP function, this information is not required because it is set automatically. |
| Wi-Fi connection information | ❏ SSID<br>❏ Password | These are the SSID (network name) and the password of the access point that the printer connects to.<br>If MAC address filtering has been set, register the MAC address of the printer in advance to register the printer.<br>See the following for the supported standards.<br>"Wi-Fi Specifications" on page 229 |
| DNS server information | ❏ IP address for primary DNS<br>❏ IP address for secondary DNS | These are required when specifying DNS servers. The secondary DNS is set when the system has a redundant configuration and there is a secondary DNS server.<br>If you are in a small organization and do not set the DNS server, set the IP address of the router. |
| Proxy server information | ❏ Proxy server name | Set this when your network environment uses the proxy server to access the internet from the intranet, and you use the function that the printer directly accesses to the internet.<br>For the following functions, the printer directly connects to the internet .<br>❏ Epson Connect Services<br>❏ Cloud services of other companies<br>❏ Firmware updating |

| Divisions | Items | Note |
|---|---|---|
| Port number information | ❏ Port number to release | Check the port number used by the printer and computer, then release the port that is blocked by a firewall, if necessary.<br>See the following for the port number used by the printer.<br>"Using Port for the Printer" on page 228 |

## IP Address Assignment

These are the following types of IP address assignment.

**Static IP address:**

Assign the predetermined IP address to the printer (host) manually.

The information to connect to the network (subnet mask, default gateway, DNS server and so on) need to be set manually.

The IP address does not change even when the device is turned off, so this is useful when you want to manage devices with an environment where you cannot change the IP address or you want to manage devices using the IP address. We recommend settings to the printer, server, etc. that many computers access.

**Automatic assignment by using DHCP function (dynamic IP address):**

Assign the IP address automatically to the printer (host) by using the DHCP function of the DHCP server or router.

The information to connect to the network (subnet mask, default gateway, DNS server and so on) is set automatically, so you can easily connect the device to the network.

If the device or the router is turned off, or depending on the DHCP server settings, IP address may change when re-connecting.

We recommend managing devices other than the IP address and communicating with protocols that can follow the IP address.

***Note:***
*When you use the IP address reservation function of the DHCP, you can assign the same IP address to the devices at any time.*

## DNS Server and Proxy Server

The DNS server has a host name, domain name of the email address, etc. in association with the IP address information.

Communication is impossible if the other party is described by host name, domain name, etc. when the computer or the printer performs IP communication.

Queries the DNS server for that information and gets the IP address of the other party. This process is called name resolution.

Therefore, the devices such as computers and printers can communicate using the IP address.

Name resolution is necessary for the printer to communicate using the email function or Internet connection function.

When you use those functions, make the DNS server settings.

When you assign the printer's IP address by using the DHCP function of the DHCP server or router, it is automatically set.

The proxy server is placed at the gateway between the network and the Internet, and it communicates to the computer, printer, and Internet (opposite server) on behalf of each of them. The opposite server communicates only to the proxy server. Therefore, printer information such as the IP address and port number cannot be read and increased security is expected.

When you connect to the Internet via a proxy server, configure the proxy server on the printer.

# Connecting to the Network from the Control Panel

Connect the printer to the network by using the printer's control panel.

## Assigning the IP Address

Set up the basic items such as Host Address, Subnet Mask, Default Gateway.

This section explains the procedure for setting a static IP address.

1. Turn on the printer.

2. Select **Settings** on the home screen on the printer's control panel.

3. Select **General Settings** > **Network Settings** > **Advanced** > **TCP/IP**.

4. Select **Manual** for **Obtain IP Address**.

   When you set the IP address automatically by using the DHCP function of router, select **Auto**. In that case, the **IP Address**, **Subnet Mask**, and **Default Gateway** on step 5 to 6 are also set automatically, so go to step 7.

5. Enter the IP address.

   Focus moves to the forward segment or the back segment separated by a period if you select ◀ and ▶.

   Confirm the value reflected on the previous screen.

6. Set up the **Subnet Mask** and **Default Gateway**.

   Confirm the value reflected on the previous screen.

   > ***Important:***
   > *If the combination of the IP Address, Subnet Mask and Default Gateway is incorrect, **Start Setup** is inactive and cannot proceed with the settings. Confirm that there is no error in the entry.*

7. Enter the IP address for the primary DNS server.

   Confirm the value reflected on the previous screen.

   ***Note:***
   *When you select **Auto** for the IP address assignment settings, you can select the DNS server settings from **Manual** or **Auto**. If you cannot obtain the DNS server address automatically, select **Manual** and enter the DNS server address. Then, enter the secondary DNS server address directly. If you select **Auto**, go to step 9.*

8. Enter the IP address for the secondary DNS server.

   Confirm the value reflected on the previous screen.

9. Select **Start Setup**.

### *Setting the Proxy Server*

Set up the proxy server if both of the following are true.

❏ The proxy server is built for Internet connection.

❏ When using a function in which a printer directly connects to the Internet, such as Epson Connect service or another company's cloud services.

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

   When making settings after IP address setting, the **Advanced** screen is displayed. Go to step 3.

2. Select **General Settings** > **Network Settings** > **Advanced**.

3. Select **Proxy Server**.

4. Select **Use** for **Proxy Server Settings**.

5. Enter the address for the proxy server by IPv4 or FQDN format.

   Confirm the value reflected on the previous screen.

6. Enter the port number for the proxy server.

   Confirm the value reflected on the previous screen.

7. Select **Start Setup**.

## Connecting to LAN

Connect the printer to the network by Ethernet or Wi-Fi.

### *Connecting to Ethernet*

Connect the printer to the network by using the Ethernet cable, and check the connection.

1. Connect the printer and hub (LAN switch) by Ethernet cable.

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

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

   The connection diagnosis result is displayed. Confirm the connection is correct.

4. Select **Dismiss** to finish.

   When you select **Print Check Report**, you can print the diagnosis result. Follow the on-screen instructions to print it.

#### Related Information

➡ "Changing the Network Connection from Wi-Fi to Ethernet" on page 187

### *Connecting to the Wireless LAN (Wi-Fi)*

You can connect the printer to the wireless LAN (Wi-Fi) in several ways. Choose the connection method that matches the environment and conditions that you are using.

If you know the information for the wireless router such as SSID and password, you can make settings manually.

If the wireless router supports WPS, you can make settings by using push button setup.

After connecting the printer to the network, connect to the printer from the device that you want to use (computer, smart device, tablet, and so on.)

#### Related Information

➡ "Making Wi-Fi Settings by Entering the SSID and Password" on page 189
➡ "Making Wi-Fi Settings by Push Button Setup (WPS)" on page 190
➡ "Making Wi-Fi Settings by PIN Code Setup (WPS)" on page 192

# Settings to Use the Printer

## Problems when Making Settings

### Hints to Solving Problems

❏ Checking the error message

When trouble has occurred, first check whether there are any messages on the printer's control panel or driver screen. If you have the notification email set when the events occur, you can promptly learn the status.

❏ Network connection report

Diagnose the network and the printer status, and then print the result.

You can find the diagnosed error from the printer side.

❏ Checking the communication status

Check the communication status of server computer or client computer by using the command such as ping and ipconfig.

❏ Connection test

For checking the connection between the printer to the mail server, perform the connection test from the printer. Also, check the connection from the client computer to the server to check the communication status.

❏ Initializing the settings

If the settings and communication status show no problem, the problems may be solved by disabling or initializing the network settings of the printer, and then setting up again.

## Cannot Access Web Config

### The IP address is not assigned to the printer.

A valid IP address may not be assigned to the printer. Configure the IP address using the printer's control panel. You can confirm the current setting information with a network status sheet or from the printer's control panel.

### Web browser does not support the Encryption Strength for SSL/TLS.

SSL/TLS has the Encryption Strength. You can open Web Config by using a web browser that supports bulk encryptions as indicated below. Check you are using the a supported browser.

❏ 80bit: AES256/AES128/3DES

❏ 112bit: AES256/AES128/3DES

❏ 128bit: AES256/AES128

❏ 192bit: AES256

❏ 256bit: AES256

### CA-signed Certificate is expired.

If there is a problem with the expiration date of the certificate, "The certificate has expired" is displayed when connecting to Web Config with SSL/TLS communication (https). If the message appears before its expiration date, make sure that the printer's date is configured correctly.

### The common name of the certificate and the printer do not match.

If the common name of the certificate and the printer do not match, the message "The name of the security certificate does not match…" is displayed when accessing Web Config using SSL/TLS communication (https). This happens because the following IP addresses do not match.

❏ The printer's IP address entered to common name for creating a Self-signed Certificate or CSR

❏ IP address entered to web browser when running Web Config

For Self-signed Certificate, update the certificate.

For CA-signed Certificate, take the certificate again for the printer.

### The proxy server setting of local address is not set to web browser.

When the printer is set to use a proxy server, configure the web browser not to connect to the local address via the proxy server.

❏ Windows:

Select **Control Panel** > **Network and Internet** > **Internet Options** > **Connections** > **LAN settings** > **Proxy server**, and then configure not to use the proxy server for LAN (local addresses).

❏ Mac OS:

Select **System Preferences** > **Network** > **Advanced** > **Proxies**, and then register the local address for **Bypass proxy settings for these Hosts & Domains**.

Example:

192.168.1.*: Local address 192.168.1.XXX, subnet mask 255.255.255.0

192.168.*.*: Local address 192.168.XXX.XXX, subnet mask 255.255.0.0

# Where to Get Help

Technical Support Web Site. . . . . 246

Contacting Epson Support. . . . . 246

# Technical Support Web Site

If you need further help, visit the Epson support website shown below. Select your country or region and go to the support section of your local Epson website. The latest drivers, FAQs, manuals, or other downloadables are also available from the site.

http://support.epson.net/

http://www.epson.eu/support (Europe)

If your Epson product is not operating properly and you cannot solve the problem, contact Epson support services for assistance.

# Contacting Epson Support

## Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product manuals, contact Epson support services for assistance.

The following Epson support list is based on the country of sale. Some products may not be sold in your current location, so be sure to contact Epson support for the area in which you purchased your product.

If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- ❏ Product serial number
  (The serial number label is usually on the back of the product.)
- ❏ Product model
- ❏ Product software version
  (Click **About**, **Version Info**, or a similar button in the product software.)
- ❏ Brand and model of your computer
- ❏ Your computer operating system name and version
- ❏ Names and versions of the software applications you normally use with your product

***Note:***
*Depending on the product, network settings may be stored in the product's memory. Due to breakdown or repair of a product, settings may be lost. Epson shall not be responsible for the loss of any data, for backing up or recovering settings even during a warranty period. We recommend that you make your own backup data or take notes.*

## Help for Users in Europe

Check your Pan-European Warranty Document for information on how to contact Epson support.

## Help for Users in Taiwan

Contacts for information, support, and services are:

#### World Wide Web

http://www.epson.com.tw

Information on product specifications, drivers for download, and products enquiry are available.

#### Epson HelpDesk

Phone: +886-2-80242008

Our HelpDesk team can help you with the following over the phone:

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair service and warranty

#### Repair service center:

http://www.tekcare.com.tw/branchMap.page

TekCare corporation is an authorized service center for Epson Taiwan Technology & Trading Ltd.

## Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product manuals, we provide the following sources for obtaining information:

#### Internet URL

http://www.epson.com.au

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

#### Epson Helpdesk

Phone: 1300-361-054

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product manuals, type of computer, operating system, application programs, and any information you feel is required.

#### Transportation of Product

Epson recommends retaining product packaging for future transportation. Securing the ink tank with tape and keeping the product upright is also recommended.

## Help for Users in New Zealand

Epson New Zealand wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

### Internet URL

http://www.epson.co.nz

Access the Epson New Zealand World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

### Epson Helpdesk

Phone: 0800 237 766

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product documentation, type of computer, operating system, application programs, and any information you feel is required.

### Transportation of Product

Epson recommends retaining product packaging for future transportation. Securing the ink tank with tape and keeping the product upright is also recommended.

## Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

### World Wide Web

http://www.epson.com.sg

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

### Epson HelpDesk

Toll Free: 800-120-5564

Our HelpDesk team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problem troubleshooting
- ❏ Enquiries on repair service and warranty

## Help for Users in Thailand

Contacts for information, support, and services are:

### World Wide Web

http://www.epson.co.th

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

#### Epson Call Centre

Phone: 66-2685-9899

Email: support@eth.epson.co.th

Our Call Centre team can help you with the following over the phone:

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair service and warranty

## Help for Users in Vietnam

Contacts for information, support, and services are:

#### Epson Service Center

65 Truong Dinh Street, District 1, Ho Chi Minh City, Vietnam.

Phone(Ho Chi Minh City): 84-8-3823-9239, 84-8-3825-6234

29 Tue Tinh, Quan Hai Ba Trung, Hanoi City, Vietnam

Phone(Hanoi City): 84-4-3978-4785, 84-4-3978-4775

## Help for Users in Indonesia

Contacts for information, support, and services are:

#### World Wide Web

http://www.epson.co.id

❏ Information on product specifications, drivers for download

❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

#### Epson Hotline

Phone: +62-1500-766

Fax: +62-21-808-66-799

Our Hotline team can help you with the following over the phone or fax:

❏ Sales enquiries and product information

❏ Technical support

### Epson Service Center

| Province | Company Name | Address | Phone<br>E-mail |
|---|---|---|---|
| JAKARTA | Epson Sales and Service Jakarta (SUDIRMAN) | Wisma Keiai Lt. 1 Jl. Jenderal Sudirman Kav. 3 Jakarta Pusat - DKI JAKARTA 10220 | 021-5724335<br>ess@epson-indonesia.co.id<br>ess.support@epson-indonesia.co.id |
| SERPONG | Epson Sales and Service Serpong | Ruko Melati Mas Square Blok A2 No.17 Serpong-Banten | 082120090084 / 082120090085<br>esstag@epson-indonesia.co.id<br>esstag.support@epson-indonesia.co.id |
| SEMARANG | Epson Sales and Service Semarang | Komplek Ruko Metro Plaza Block C20 Jl. MT Haryono No. 970 Semarang -JAWA TENGAH | 024 8313807 / 024 8417935<br>esssmg@epson-indonesia.co.id<br>esssmg.support@epson-indonesia.co.id |
| JAKARTA | Epson Sales and Service Jakarta (MANGGA DUA) | Ruko Mall Mangga Dua No. 48 Jl. Arteri Mangga Dua, Jakarta Utara - DKI JAKARTA | 021 623 01104<br>jkt-technical1@epson-indonesia.co.id<br>jkt-admin@epson-indonesia.co.id |
| BANDUNG | Epson Sales and Service Bandung | Jl. Cihampelas No. 48 A Bandung Jawa Barat 40116 | 022 420 7033<br>bdg-technical@epson-indonesia.co.id<br>bdg-admin@epson-indonesia.co.id |
| MAKASSAR | Epson Sales and Service Makassar | Jl. Cendrawasih NO. 3A, kunjung mae, mariso, MAKASSAR - SULSEL 90125 | 0411- 8911071<br>mksr-technical@epson-indonesia.co.id<br>mksr-admin@epson-indonesia.co.id |
| MEDAN | Epson Service Center Medan | Jl. Bambu 2 Komplek Graha Niaga Nomor A-4, Medan - SUMUT | 061- 42066090 / 42066091<br>mdn-technical@epson-indonesia.co.id<br>mdn-adm@epson-indonesia.co.id |
| PALEMBANG | Epson Service Center Palembang | Jl. H.M Rasyid Nawawi No. 249 Kelurahan 9 Ilir Palembang Sumatera Selatan | 0711 311 330<br>escplg.support@epson-indonesia.co.id |
| PEKANBARU | Epson Service Center PekanBaru | Jl. Tuanku Tambusai No. 459 A Kel. Tangkerang barat Kec Marpoyan damai Pekanbaru - Riau 28282 | 0761- 8524695<br>pkb-technical@epson-indonesia.co.id<br>pkb-admin@epson-indonesia.co.id |
| PONTIANAK | Epson Service Center Pontianak | Komp. A yani Sentra Bisnis G33, Jl. Ahmad Yani - Pontianak Kalimantan Barat | 0561- 735507 / 767049<br>pontianak-technical@epson-indonesia.co.id<br>pontianak-admin@epson-indonesia.co.id |
| SAMARINDA | Epson Service Center Samarinda | Jl. KH. Wahid Hasyim (M. Yamin) Kelurahan Sempaja Selatan Kecamatan Samarinda UTARA - SAMARINDA - KALTIM | 0541 7272 904<br>escsmd@epson-indonesia.co.id<br>escsmd.support@epson-indonesia.co.id |

| Province | Company Name | Address | Phone<br>E-mail |
|---|---|---|---|
| SURABAYA | Epson Sales & Service Surabaya (barat) | Jl. Haji Abdul Wahab Saimin, Ruko Villa Bukit Mas RM-11, Kec. Dukuh Pakis, Surabaya - 60225 | 031- 5120994<br>sby-technical@epson-indonesia.co.id<br>sby-admin@epson-indonesia.co.id |
| YOGYAKARTA | Epson Service Center Yogyakarta | YAP Square, Block A No. 6 Jl. C Simanjutak Yogyakarta - DIY | 0274 581 065<br>ygy-technical@epson-indonesia.co.id<br>ygy-admin@epson-indonesia.co.id |
| JEMBER | Epson Service Center Jember | JL. Panglima Besar Sudirman Ruko no.1D Jember-Jawa Timur (Depan Balai Penelitian & Pengolahan Kakao) | 0331- 488373 / 486468<br>jmr-admin@epson-indonesia.co.id<br>jmr-technical@epson-indonesia.co.id |
| MANADO | EPSON SALES AND SERVICE Manado | Jl. Piere Tendean Blok D No 4 Kawasan Mega Mas Boulevard - Manado 95111 | 0431- 8805896<br>MND-ADMIN@EPSON-INDONESIA.CO.ID<br>MND-TECHNICAL@EPSON-INDONESIA.CO.ID |
| CIREBON | EPSON SERVICE CENTER Cirebon | Jl. Tuparev No. 04 ( Depan Hotel Apita ) Cirebon, JAWA BARAT | 0231– 8800846<br>cbn-technical@epson-indonesia.co.id |
| CIKARANG | EPSON SALES AND SERVICE CIKARANG | Ruko Metro Boulevard B1 Jababeka cikarang - Jawa Barat, | 021- 89844301 / 29082424<br>ckg-admin@epson-indonesia.co.id<br>ckg-technical@epson-indonesia.co.id |
| MADIUN | EPSON SERVICE CENTER MADIUN | Jl. Diponegoro No.56, MADIUN - JAWA TIMUR | 0351- 4770248<br>mun-admin@epson-indonesia.co.id<br>mun-technical@epson-indonesia.co.id |
| PURWOKERTO | EPSON SALES AND SERVICE Purwokerto | Jl. Jendral Sudirman No. 4 Kranji Purwokerto - JAWA TENGAH | 0281- 6512213<br>pwt-admin@epson-indonesia.co.id<br>pwt-technical@epson-indonesia.co.id |
| BOGOR | EPSON SALES AND SERVICE Bogor | Jl.Pajajaran No 15B Kel Bantarjati Kec Bogor Utara - JAWA BARAT 16153 | 0251- 8310026<br>bgr-admin@epson-indonesia.co.id<br>bgr-technical@epson-indonesia.co.id |
| SERANG | EPSON SERVICE CENTER Serang | Jl. Ahmad Yani No.45C, SERANG - BANTEN | 0254- 7912503<br>srg-admin@epson-indonesia.co.id<br>srg-technical@epson-indonesia.co.id |
| PALU | EPSON SALES AND SERVICE Palu | Jl. Juanda No. 58, Palu - Sulteng | 0451- 4012 881<br>plw-admin@epson-indonesia.co.id<br>plw-technical@epson-indonesia.co.id |

| Province | Company Name | Address | Phone<br>E-mail |
|---|---|---|---|
| BANJARMASIN | EPSON SERVICE CENTER BANJARMASIN | Jl. Gatot Soebroto NO. 153 BANJARMASIN - KALSEL 70235 | 0511- 6744135 (TEKNISI) / 3266321(ADMIN)<br>bdj-admin@epson-indonesia.co.id<br>bdj-technical@epson-indonesia.co.id |
| DENPASAR | EPSON SALES AND SERVICE Denpasar | JL. MAHENDRADATA NO. 18, DENPASAR - BALI | 0361- 3446699 / 9348428<br>dps-admin@epson-indonesia.co.id<br>dps-technical@epson-indonesia.co.id |
| JAKARTA | EPSON SALES AND SERVICE CILANDAK | CIBIS Business Park Tower 9 LT. MEZZANINE, Jalan TB Simatupang No.2, Jakarta Selatan - DKI JAKARTA 12560 | 021- 80866777<br>esscibis.support1@epson-indonesia.co.id<br>esscibis.support2@epson-indonesia.co.id<br>esscibis.admin@epson-indonesia.co.id<br>esscibis.sales@epson-indonesia.co.id |
| SURABAYA | EPSON SALES AND SERVICE SURABAYA (GUBENG) | JL. RAYA GUBENG NO. 62, SURABAYA - JAWA TIMUR | 031- 99444940 / 99446299 / 99446377<br>esssby@epson-indonesia.co.id<br>esssby.support@epson-indonesia.co.id |
| AMBON | EPSON SERVICE CENTER AMBON | Jl. Diponegoro No.37 (Samping Bank Mandiri Syariah) Kel.Ahusen, Kec.Sirimau - Ambon 97127 | - |

For other cities not listed here, call the Hot Line: 08071137766.

# Help for Users in Malaysia

Contacts for information, support, and services are:

### World Wide Web

http://www.epson.com.my

❏ Information on product specifications, drivers for download

❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

### Epson Call Centre

Phone: 1800-81-7349 (Toll Free)

Email: websupport@emsb.epson.com.my

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair services and warranty

### Head Office

Phone: 603-56288288

Fax: 603-5628 8388/603-5621 2088

# Help for Users in India

Contacts for information, support, and services are:

### World Wide Web

http://www.epson.co.in

Information on product specifications, drivers for download, and products enquiry are available.

### Helpline

❏ Service, product information, and ordering consumables (BSNL Lines)

Toll-free number: 18004250011

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

❏ Service (CDMA & Mobile Users)

Toll-free number: 186030001600

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

# Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone, fax numbers and e-mail address below:

### World Wide Web

http://www.epson.com.ph

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

### Epson Philippines Customer Care

Toll Free: (PLDT) 1-800-1069-37766

Toll Free: (Digital) 1-800-3-0037766

Metro Manila: (632) 8441 9030

Web Site: https://www.epson.com.ph/contact

E-mail: customercare@epc.epson.com.ph

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Our Customer Care team can help you with the following over the phone:

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair service and warranty

**Epson Philippines Corporation**

Trunk Line: +632-706-2609

Fax: +632-706-2663