EPSON
EXCEED YOUR VISION

B-300 / B-500DN
User's Guide

NPD3349-00

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Operating System Versions

In this manual, the following abbreviations are used.

Windows refers to Windows Vista, XP, XP x64 and 2000.

- ❏ Windows Vista refers to Windows Vista Home Basic Edition, Windows Vista Home Premium Edition, Windows Vista Business Edition, Windows Vista Enterprise Edition, and Windows Vista Ultimate Edition.
- ❏ Windows XP refers to Windows XP Home Edition, Windows XP Professional x64 Edition, and Windows XP Professional.
- ❏ Windows 2000 refers to Windows 2000 Professional.

Safety Instructions

Important Safety Instructions

Read all of the instructions in this section before using the printer. Also, be sure to follow all warnings and instructions marked on the printer.

Setting up the printer

Observe the following when 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.
- ❏ Use only the power cord that comes with the printer. Use of another cord may result in fire or electric shock.
- ❏ The printer's power cord is for use with the printer only. Use with other equipment may result in fire or electric shock.
- ❏ Be sure your AC power cord meets the relevant local safety standard.
- ❏ 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.
- ❏ Do not use a damaged or frayed power cord.
- ❏ 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.
- ❏ Do not attempt to service the printer yourself.

- ❏ 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.
- ❏ 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.
- ❏ If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- ❏ Do not hold the duplex unit when you lift the printer to prevent the duplex unit from becoming detached. Also, make sure that the duplex unit is attached correctly after setting up the printer.

Choosing a place for the printer

Observe the following when choosing a place for the printer:

- ❏ Place the printer on a flat, stable surface that extends beyond the base of the printer in all directions. If you place the printer by the wall, leave more than 10 cm between the back of the printer and the wall. The printer will not operate properly if it is tilted at an angle.
- ❏ When storing or transporting the printer, do not tilt it, stand it on its side, or turn it upside down. Otherwise, ink may leak from the ink packs.
- ❏ 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.
- ❏ Avoid places subject to dust, shocks, or vibrations.
- ❏ Leave enough room around the printer to allow for sufficient ventilation.
- ❏ Place the printer near a wall outlet where the plug can be easily unplugged.

Using the printer

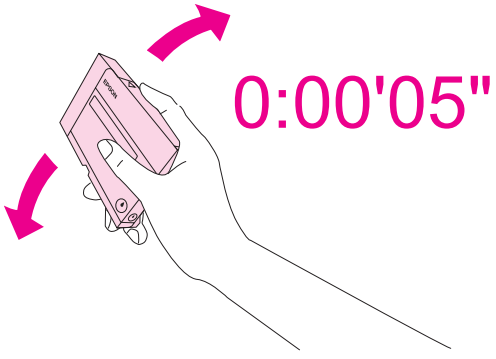
Observe the following when using the printer:

- ❏ Avoid touching the components inside the printer unless instructed to do so in this guide.
- ❏ Do not insert objects through the slots in the printer.
- ❏ Take care not to spill liquid on the printer.
- ❏ Do not touch the white flat cable inside the printer.
- ❏ Do not put your hand inside the printer during printing.
- ❏ Do not use aerosol products that contain flammable gases inside or around this product. Doing so may cause fire.
- ❏ Do not move the print head by hand; otherwise, you may damage the printer.
- ❏ Always turn off the printer using the ⏻ Power button. When this button is pressed, the ⏻ Power light flashes. Do not unplug the printer or turn off the power to the outlet until the ⏻ Power light stops flashing.
- ❏ Before transporting the printer, make sure that the print head is in the home (far right) position.
- ❏ Be careful not to trap your fingers when closing the printer cover.

Handling ink cartridges

Observe the following when handling ink cartridges:

- ❏ Keep ink cartridges out of the reach of children and do not drink the ink.
- ❏ If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water.
- ❏ Shake the ink cartridge well before installing it for best results.



Caution:
Do not shake cartridges (that have been installed previously) with too much force.

- ❏ Do not use an ink cartridge beyond the date printed on the cartridge carton.
- ❏ Use up the ink cartridge within six months of installation for best results.
- ❏ Do not dismantle the ink cartridges. This could damage the print head.
- ❏ Store ink cartridges in a cool, dark place.
- ❏ After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- ❏ Do not touch the green IC chip on the side of the cartridge. This may affect normal operation and printing.The IC chip on this ink cartridge retains a variety of cartridge related-information, such as the ink cartridge status, so that the cartridge may be removed and reinserted freely. However, each time the cartridge is inserted, some ink is consumed because the printer automatically performs a reliability check. If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust, and store it in the same environment as this product. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink supply port or surrounding area.

Warnings, Cautions, and Notes

Warnings, Cautions, and Notes in this User's Guide are indicated as below and have the following meaning.

Warnings
must be followed carefully to avoid bodily injury.

Cautions
must be observed to avoid damage to your equipment.

Notes
contain important information and useful tips on the operation of the printer.

Chapter 1

Using Your Software

Overview of Printer Driver and Status Monitor

The printer driver lets you choose from a wide variety of settings to get the best printing results. Status Monitor and the printer utilities help you check the printer and keep it in top operating condition.

Accessing the printer driver for Windows

You can access the printer driver from most Windows applications, the Windows Start menu, or the taskbar.

To make settings that apply only to the application you are using, access the printer driver from that application.

To make settings that apply to all of your Windows applications, access the printer driver from the Start menu or the taskbar.

Refer to the following sections to access the printer driver.

Note:
Screen shots of the printer driver windows in this User's Guide are from Windows XP.

From Windows applications

1. Click **Print** or **Print Setup** on the File menu.

2. In the window that appears, click **Printer**, **Setup**, **Options**, **Preferences**, or **Properties**. (Depending on your application, you may need to click one or a combination of these buttons.)

From the Start menu

1. **Windows Vista:**
   Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category. (If the Control Panel is in Classic View, click **Printers**.)

   Windows XP:
   Click **Start**, **Control Panel**, then click **Printers and Faxes**. (If the Control Panel is in Category View, click **Printers and Other Hardware**, then click **Printers and Faxes**.)

   Windows 2000:
   Click **Start**, point to **Settings**, then click **Printers**.

2. **Windows Vista:**
   Select the printer and then click **Select printing preferences**.

   Windows XP and 2000:
   Select the printer, then click **Printing Preferences** on the File menu.

From the shortcut icon on the taskbar

Right-click the printer icon on the taskbar, then select **Printer Settings**.

To add a short cut icon to the Windows taskbar, first access the printer driver from the Start menu as described above. Next, click the **Maintenance** tab, the **Speed & Progress** button, and then the **Monitoring Preferences** button. In the Monitoring Preferences window, select the **Select Shortcut Icon** check box.

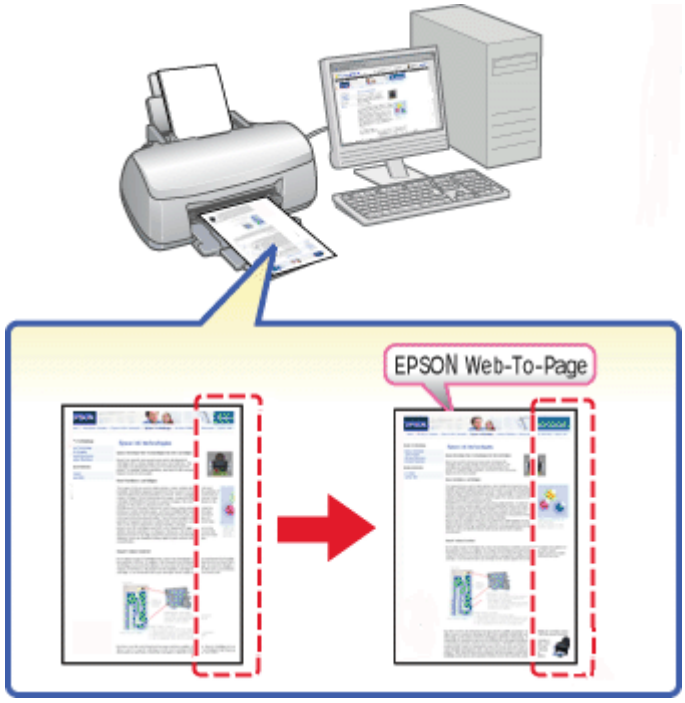
Getting information through online help

You can access online help for items in the printer driver from your application or the Windows Start menu.
➡ See "Accessing the printer driver for Windows" on page 14.

In the printer driver window, try one of the following procedures.

- ❏ Right-click the item, then click **Help**.
- ❏ Click the button at the top right of the window, then click the item (for Windows XP and 2000 only).

Printing Web Pages to Fit to Your Paper Size



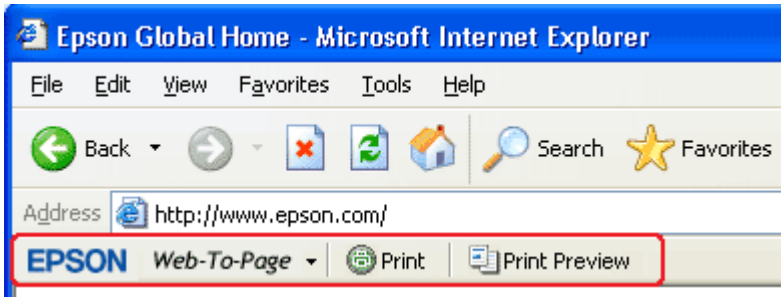
EPSON Web-To-Page lets you make Web pages fit to your paper size when printing. You can also see a preview before printing.

Note:
This software is not available for Windows Vista and XP x64.

Note for Windows Internet Explorer 7 users:
Printing web pages to fit to your paper size is a standard feature in Windows Internet Explorer 7.

Accessing EPSON Web-To-Page

After you install EPSON Web-To-Page, the menu bar is displayed on the Windows Internet Explorer Toolbar. If it does not appear, select **Toolbars** from the View menu of Internet Explorer, and then select **EPSON Web-To-Page**.



Uninstalling the Printer Software

Uninstalling the printer driver

You may need to uninstall your printer driver if you:

- ❏ Upgrade your computer's operating system.
- ❏ Update your printer driver with a newer version.
- ❏ Have a problem with the printer driver.

If you are upgrading your operating system or updating the printer driver version, be sure to uninstall the current printer driver *before* upgrading or installing the new driver. Otherwise, the driver update will not work.

For Windows

Note:

- ❏ *To uninstall programs in Windows Vista, you need an administrator account and the password if you log on as a standard user.*
- ❏ *To uninstall programs in Windows XP, you must log on to a Computer Administrator account.*
- ❏ *To uninstall programs in Windows 2000, you must log on as a user with administrative privileges (belonging to the Administrators group).*

1. Turn off the printer and disconnect its interface cable.

2. **Windows Vista:**
   Click the start button and select **Control Panel**.

   Windows XP:
   Click **Start** and select **Control Panel**.

   Windows 2000:
   Click **Start**, point to **Settings**, and select **Control Panel**.

3. **Windows Vista:**
   Click **Uninstall a program** from the **Programs** category, and then select **EPSON Printer Software** from the list.

   Windows XP and 2000:
   Double-click the **Add/Remove Programs** icon and select **EPSON Printer Software** from the list.

4. **Windows Vista:**
   Click **Uninstall/Change**.

   Windows XP and 2000:
   Click **Change/Remove**.

5. Select the icon for your printer and click **OK**.

6. Click **OK** to uninstall the printer driver.

Uninstalling the User's Guide

For Windows

Note:

- ❏ *To uninstall programs in Windows Vista, you need an administrator account and the password if you log on as a standard user.*
- ❏ *To uninstall programs in Windows XP, you must log on to a Computer Administrator account.*
- ❏ *To uninstall programs in Windows 2000, you must log on as a user with administrative privileges (belonging to the Administrators group).*

1. Turn off the printer and disconnect its interface cable.
2. **Windows Vista:**
   Click the start button and select **Control Panel**.

   Windows XP:
   Click **Start**, then select **Control Panel**.

   Windows 2000:
   Click **Start**, point to **Settings**, and select **Control Panel**.
3. **Windows Vista:**
   Click **Uninstall a program** from the **Programs** category.

   Windows XP and 2000:
   Double-click the **Add or Remove Programs** icon.
4. Select this printer's **Manual** from the list.
5. **Windows Vista:**
   Click **Uninstall/Change**.

   Windows XP and 2000:
   Click **Change/Remove**.
6. Click **OK**.

Chapter 2

Paper Handling

Using Special Paper

You can achieve good results with most types of plain bond paper. However, coated papers provide superior printouts because they absorb less ink.

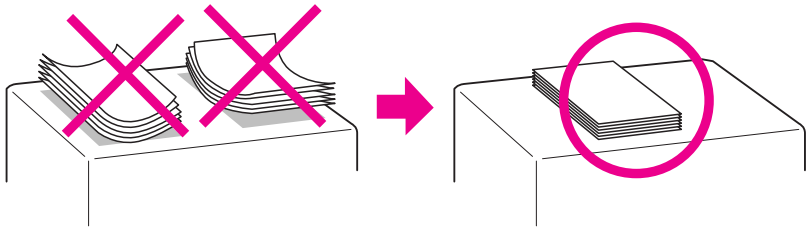
Epson provides special papers that are formulated for the ink used in Epson ink jet printers, and recommends these papers to ensure high-quality results.

➡ See "Paper, Consumables, and Option" on page 156.

When loading special paper distributed by Epson, read the instruction sheets packed with the paper first and keep the following points in mind.

Note:

- ❏ *Load the paper into the rear sheet feeder printable side up. The printable side is usually whiter or glossier. See the instruction sheets packed with the paper for more information. Some types of paper have cut corners to help identify the correct loading direction.*
- ❏ *If the paper is curled, flatten it or curl it slightly in the opposite direction before loading. Printing on curled paper may cause ink to smear on your printout.*



Note for Professional Flyer Paper:

- ❏ *If water gets on the printable side, wipe off the water. Be careful not to scuff or scratch the printable side.*
- ❏ *Do not touch the printable side. Moisture and oils from your skin can affect print quality.*
- ❏ *Professional Flyer Paper supports double-sided printing. When you use the double-sided printing function, feed the paper manually.*
- ❏ *When you use the double-sided printing function, let the printed side dry for about 20 minutes before printing the back side.*

❏ *When you use the double-sided printing function, printing the low print duty side first is recommended.*

Depending on the print pattern, marks made by the rollers may appear on the printed side. Print one test copy and examine the results before printing many sheets.

❏ *Depending on the printing environment, the output paper cannot be stacked. In this case, use the output support tray.*

Output support tray stacks 50 sheets of one-sided printing and 25 sheets of double-sided printing.

➡ *See "Setting output support tray for Epson Professional Flyer Paper" on page 28.*

Loading capacities for Epson special media

Refer to the table below for the loading capacities of Epson special paper and other media.

Front paper cassette:

Media Type	Loading Capacity
Epson Bright White Ink Jet Paper	Up to 400 sheets

Rear sheet feeder:

Media Type	Loading Capacity	
	Single-sided Printing	Manual Double-sided Printing
Epson Bright White Ink Jet Paper	Up to 100 sheets	Up to 70 sheets
Epson Professional Flyer Paper	Up to 70 sheets	Up to 50 sheets
Epson Photo Paper	Up to 60 sheets	-
Epson Matte Paper-Heavyweight	Up to 20 sheets	-
Epson Double-Sided Matte Paper	Up to 1 sheet	Up to 1 sheet
Epson Photo Quality Ink Jet Paper	Up to 100 sheets	-
Envelopes	Up to 15 sheets	-

Note:
If the paper is curled, flatten it or curl it slightly in the opposite direction. Make sure the paper stack fits under the ≦ arrow mark inside the edge guide.

Storing Epson photo paper

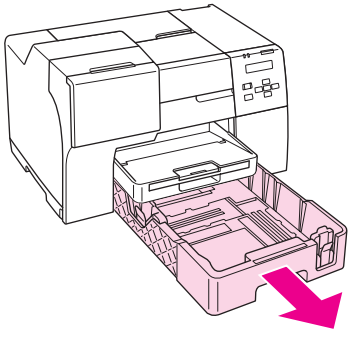
Return unused paper to the original package as soon as you finish printing. Epson recommends storing your printouts in a resealable plastic bag. Keep them away from high temperature, humidity, and direct sunlight.

Loading Paper

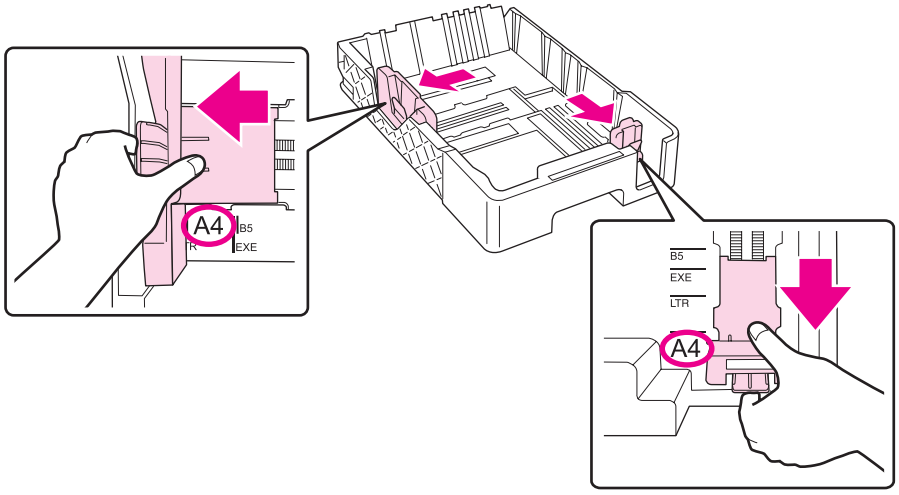
Follow these steps to load paper:

Into the front paper cassette

1. Pull out the front paper cassette.

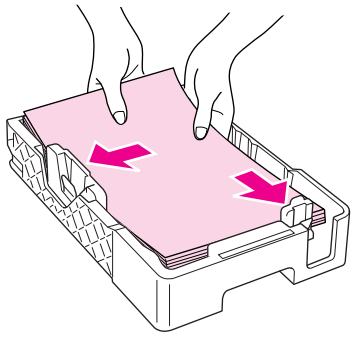


2. Slide the edge guides while pinching their knob to accommodate the paper you are loading.



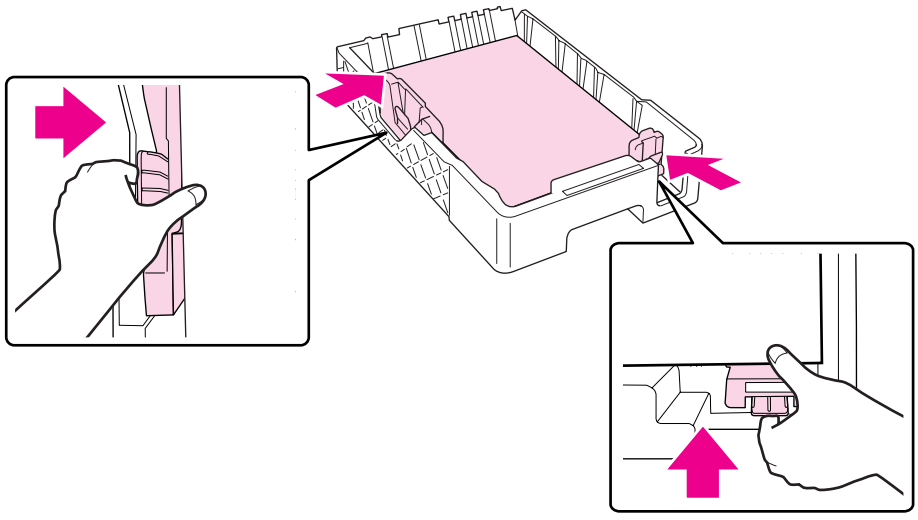
3. Fan a stack of paper, then tap it on a flat surface to even the edges.

4. Load the paper with the printable side down.

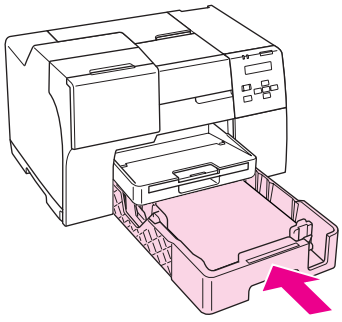


Note:
Avoid adding paper before running out of paper. Doing so may prevent the paper from feeding smoothly.

5. Slide the edge guides while pinching their knob to fit the paper you are loading.



6. Reinsert the cassette into the printer.

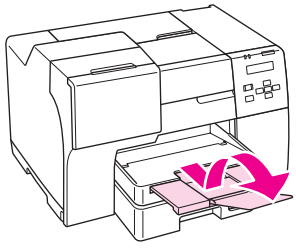


Note:

❏ *Do not insert the front paper cassette with force. Doing so may cause the paper to jam.*

❏ *Do not move the edge guides after reinserting the front paper cassette. Doing so may cause the paper to jam.*

7. Slide out and extend the extension tray.



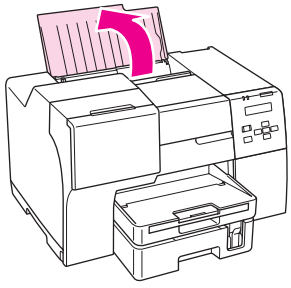
Note:

❏ *Leave enough space in front of the printer for the paper to be fully ejected.*

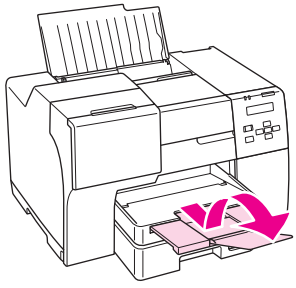
❏ *Make sure the paper stack fits under the ≦ arrow mark inside the left edge guide.*

Into the rear sheet feeder

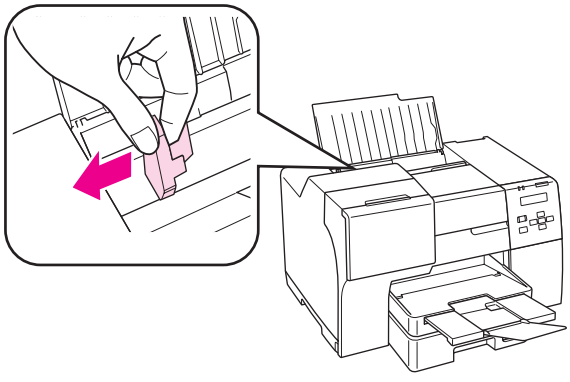
1. Open the paper support.



2. Slide out and extend the extension tray.

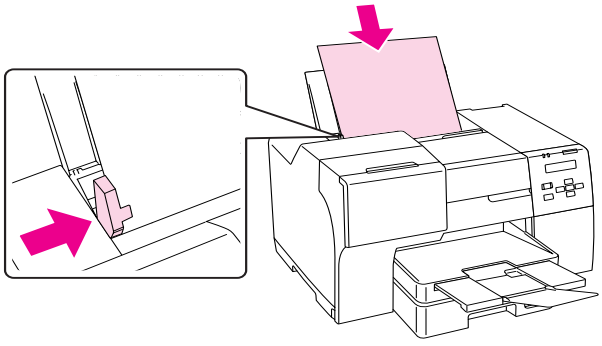


3. Slide the left edge guide to the left.



4. Fan a stack of paper, then tap it on a flat surface to even the edges.

5. Load the paper with the printable side up, against the right side of the rear sheet feeder. Then slide the left edge guide against the left edge of the paper.



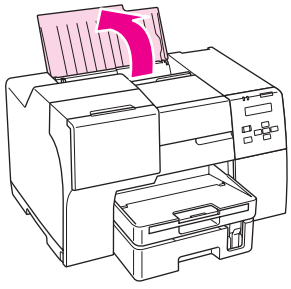
Note:

- ❏ *Leave enough space in front of the printer for the paper to be fully ejected.*
- ❏ *Always load paper into the rear sheet feeder short edge first, even when you are printing landscape-oriented pictures.*
- ❏ *Avoid adding paper before running out of paper. Doing so may prevent the paper from feeding smoothly.*
- ❏ *Make sure the paper stack fits under the ≚ arrow mark inside the left edge guide.*

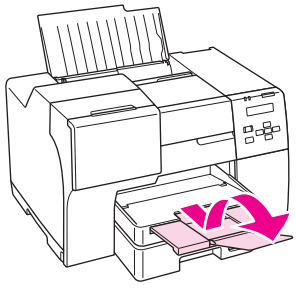
Loading Envelopes

Follow these steps to load envelopes:

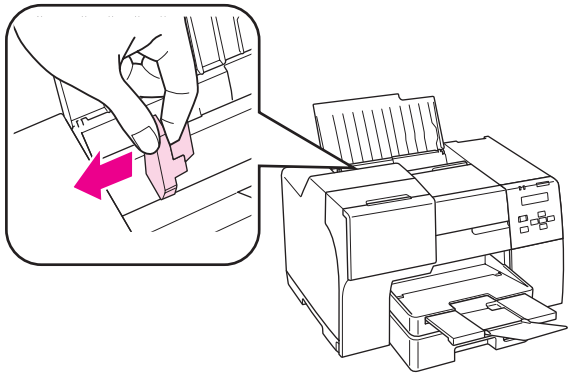
1. Open the paper support.



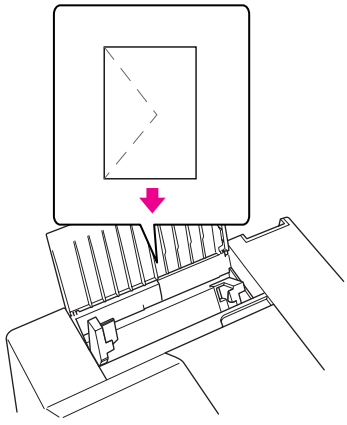
2. Slide out and extend the extension tray.



3. Slide the left edge guide to the left.



4. Load envelopes short edge first with the flap facing down and to the left. Then slide the left edge guide against the left edge of the envelopes.



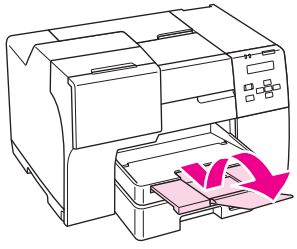
Note:

- ❏ *The thickness of envelopes and their ability to fold vary widely. If the total thickness of the stack of envelopes exceeds 15 mm, press down on the envelopes to flatten them before loading. If print quality declines when a stack of envelopes is loaded, load one envelope at a time.*
- ❏ *You can load up to 15 envelopes at a time in the rear sheet feeder.*
- ❏ *Do not use envelopes that are curled or folded.*
- ❏ *Flatten the envelope flaps before loading.*
- ❏ *Flatten the leading edge of the envelope before loading.*
- ❏ *Avoid using envelopes that are too thin, as they may curl during printing.*

For printing instructions, see the following instructions.
➡ See "Printing on Envelopes" on page 38.

Setting Output Tray

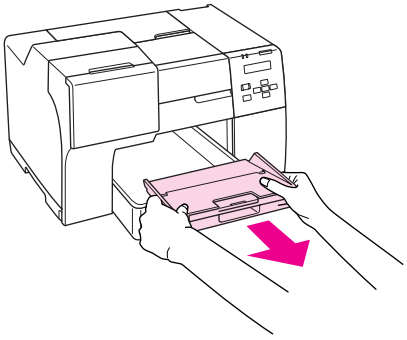
The output tray is located on the front paper cassette. Slide out the extension tray and then open the flap on the extension tray to prevent your prints from slipping off the printer.



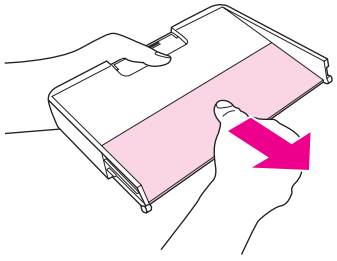
Setting output support tray for Epson Professional Flyer Paper

When you print on the Epson Professional Flyer Paper, set the output support tray. The use of the output support tray is recommended especially when the output paper is curled and cannot be stacked. Follow these steps to set the output support tray.

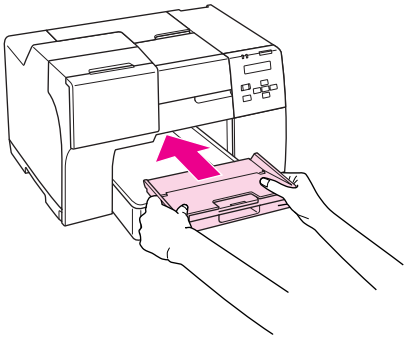
1. Pull out the output tray.



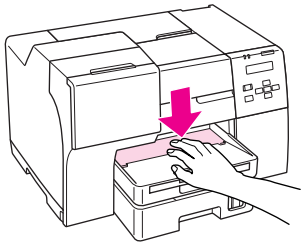
2. Slide the output support tray until it clicks. The output support tray is lifted slightly.



3. Reinsert the output tray into the printer.



Note:
After printing on the Epson Professional Flyer Paper, push the output support tray to move it to its original position.



Selecting the Correct Paper Type

The printer automatically adjusts itself for the type of paper you select in your print settings. That is why the paper type setting is so important. It tells your printer what kind of paper you are using and adjusts the ink coverage accordingly. The table below lists the settings you should choose for your paper.

For this paper	Select this paper type setting
Plain paper	plain papers
Epson Bright White Ink Jet Plain Paper	
Epson Professional Flyer Paper	Epson Professional Flyer
Epson Photo Paper	Epson Photo
Epson Matte Paper - Heavyweight	Epson Matte
Epson Double-Sided Matte Paper	
Epson Photo Quality Ink Jet Paper	Epson Photo Quality Ink Jet
Envelopes	Envelope

Note:
The availability of special media varies by location. For the latest information on media available in your area, contact Epson customer support.
➡ *See "Technical Support Web Site" on page 144.*

Chapter 3

Basic Printing

Introduction

This section guides you through the procedures for different kinds of printing.

Printing Photos

Explains how to print photos on various types of paper.
➡ See "Printing Photos" on page 32.

Printing Web Pages

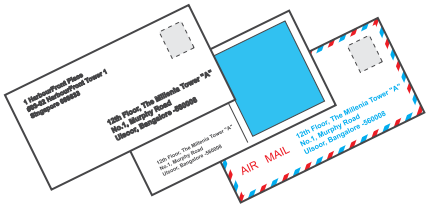
Explains how to print Web pages so that they fit on a sheet of paper without getting cut off on the right side.
➡ See "Printing Web Pages" on page 34.

Printing Documents

Explains how to print documents on various types of paper.
➡ See "Printing Documents" on page 36.

Printing on Envelopes

Explains how to print on envelopes.
➡ See "Printing on Envelopes" on page 38.



Printing Photos

Preparing the print file

You need to adjust the image file to the size of the paper. If your application has margin settings, make sure that the margins are within the printable area of the page.
➡ See "Printable area" on page 159.

Loading paper

Refer to the section below for details on loading paper.

➡ See "Loading Paper" on page 22.

When using special Epson paper, refer to the section below.

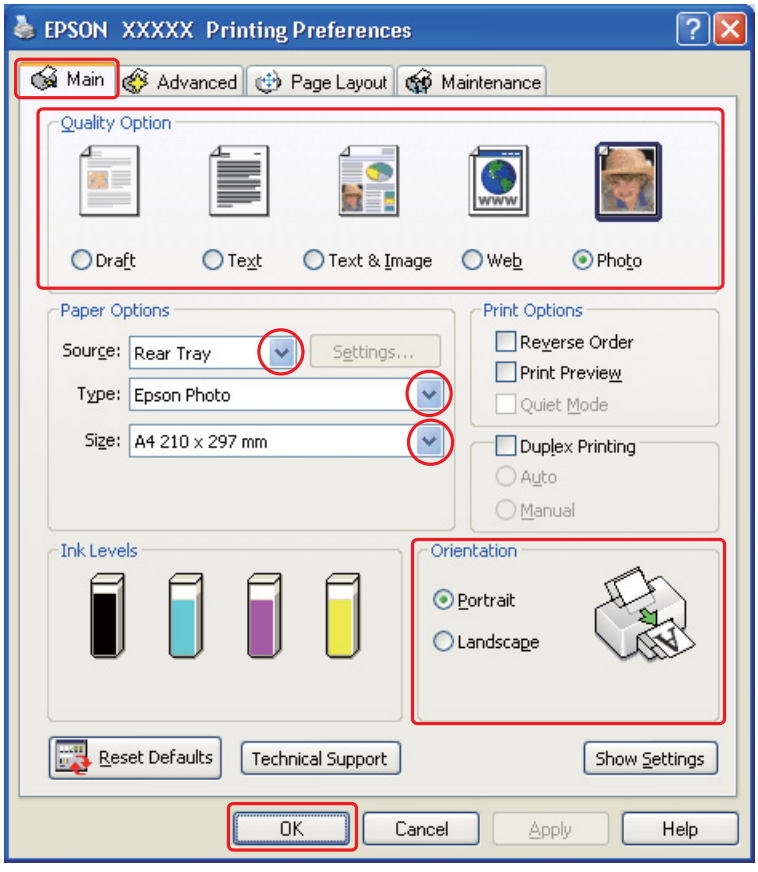
➡ See "Using Special Paper" on page 20.

Printer settings for Windows

Follow these steps to adjust your printer settings.

1. Access the printer settings.

   ➡ See "Accessing the printer driver for Windows" on page 14.



2. Click the **Main** tab, then select **Photo** in the Quality Option settings:
3. Select the paper source as the Source setting.
4. Select the appropriate Type setting.

   ➡ See "Selecting the Correct Paper Type" on page 30.
5. Select the appropriate Size setting. You can also define a custom paper size. For details, see the online help.
6. Select **Portrait** (tall) or **Landscape** (wide) to change the orientation of your printout.
7. Click **OK** to close the printer settings window.

After completing the steps above, print one test copy and examine the results before printing an entire job.

Printing Web Pages

Loading paper

Refer to the section below for details on loading paper.

➡ See "Loading Paper" on page 22.

When using special Epson paper, refer to the section below.

➡ See "Using Special Paper" on page 20.

Using EPSON Web-To-Page

The EPSON Web-To-Page software lets you print Web pages so that they fit within the width of your selected paper.

Note:
This software is not available for Windows Vista and XP x64.

Note for Windows Internet Explorer 7 users:
Printing web pages to fit to your paper size is a standard feature in Windows Internet Explorer 7.

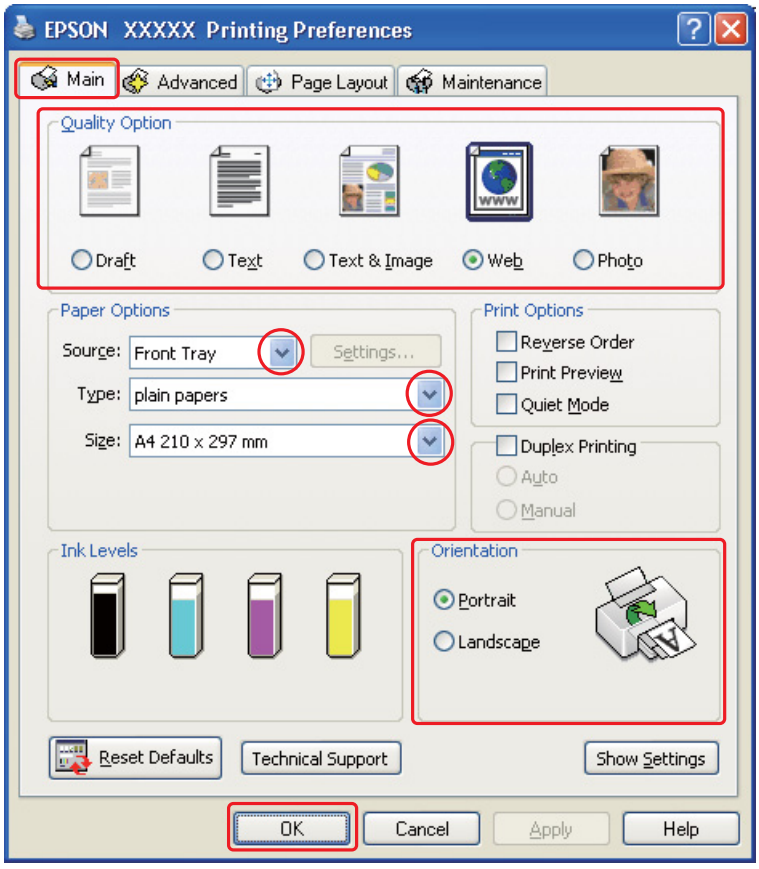
1. In Internet Explorer, go to the Web page you want to print.

   If you have installed EPSON Web-To-Page, the EPSON Web-To-Page toolbar appears on the Internet Explorer window.

2. Click the **Print** button on the toolbar. The Print window appears.

   Note:
   If you want to preview the layout of your printout, click the ***Preview*** *button on the toolbar.*

3. Right-click the printer icon and choose **Printing Preferences** in Windows XP and 2000.



4. Click the **Main** tab, then select **Web** as the Quality Option settings:

5. Select the paper source as the Source setting.

6. Select the appropriate Type setting.

   ➡ See "Selecting the Correct Paper Type" on page 30.

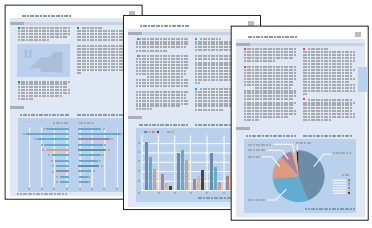
7. Select the appropriate Size setting. You can also define a custom paper size. For details, see the online help.

8. Select **Portrait** (tall) or **Landscape** (wide) to change the orientation of your printout.

9. Click **OK** to close the printer settings window.

10. Print your page.

Printing Documents



Loading paper

Refer to the section below for details on loading paper.

➡ See "Loading Paper" on page 22.

When using special Epson paper, refer to the section below.

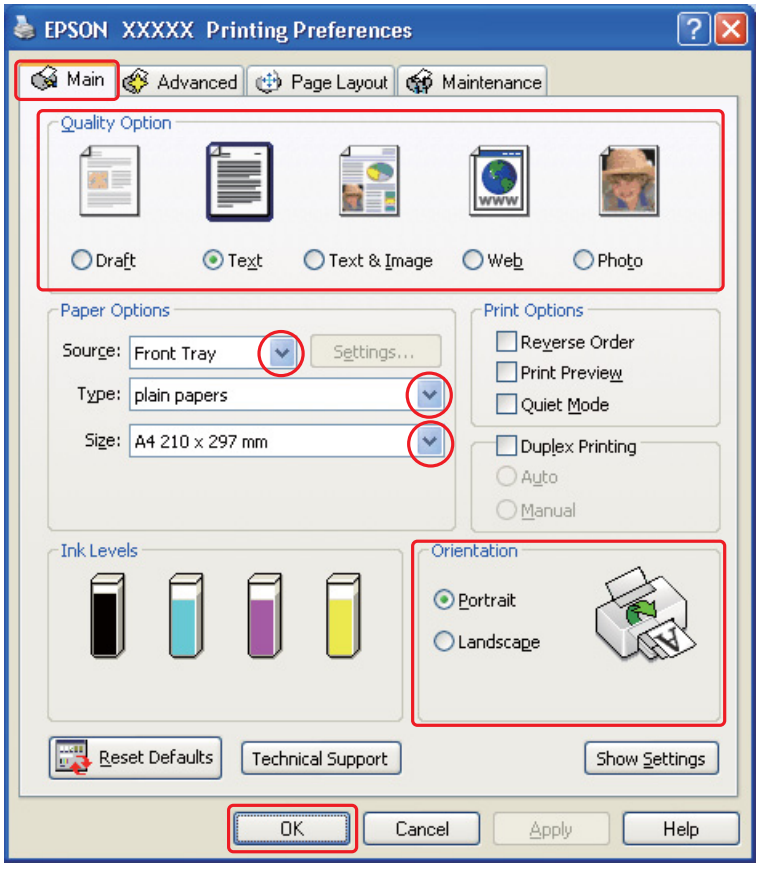
➡ See "Using Special Paper" on page 20.

Printer settings for Windows

1. Open the file you want to print.

2. Access the printer settings.

➡ See "Accessing the printer driver for Windows" on page 14.



3. Click the **Main** tab, then select one of the following Quality Option settings:

   ❏ **Draft** for rough drafts with reduced print quality

   ❏ **Text** for text-only documents with higher text quality

   ❏ **Text & Image** for higher quality documents with text and images

4. Select the paper source as the Source setting.

5. Select the appropriate Type setting.

   ➡ See "Selecting the Correct Paper Type" on page 30.

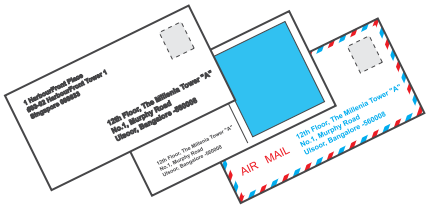
6. Select the appropriate Size setting. You can also define a custom paper size. For details, see the online help.

7. Select **Portrait** (tall) or **Landscape** (wide) to change the orientation of your printout.

8. Click **OK** to close the printer settings window.

9. Print your file.

Printing on Envelopes



Loading envelopes

Refer to the section below for loading envelopes.

➡ See "Loading Envelopes" on page 26.

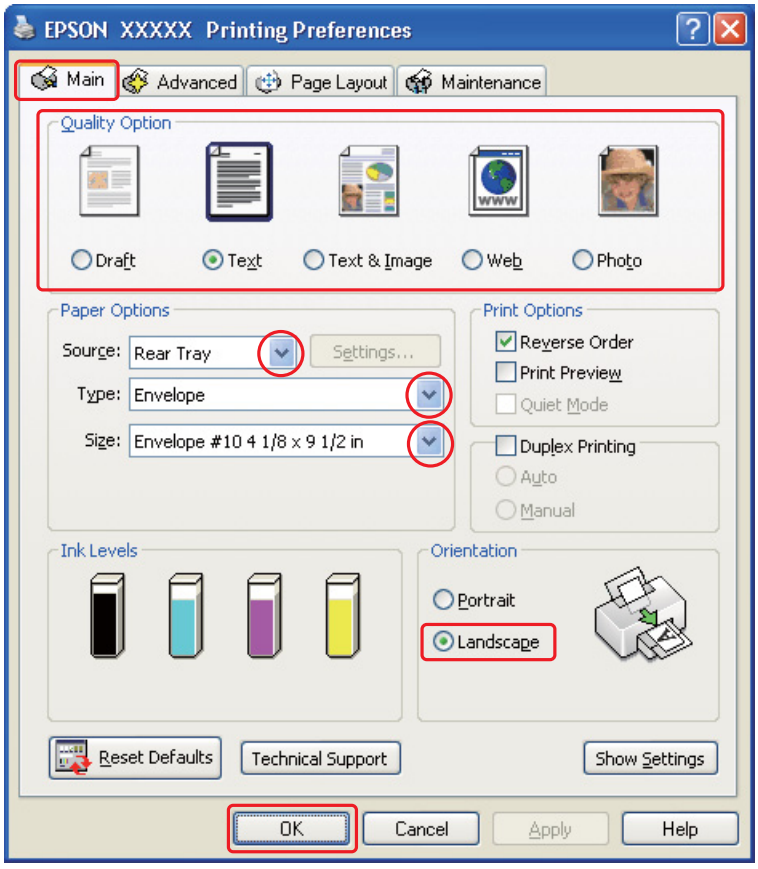
Refer to the section below for the printable area.

➡ See "Printable area" on page 159.

Printer settings for Windows

1. Access the printer settings.

➡ See "Accessing the printer driver for Windows" on page 14.



2. Click the **Main** tab, then select one of the following Quality Option settings:

   ❏ **Text** for most envelopes

   ❏ **Text & Image** to print images on the envelope

3. Select **Rear Tray** as the Source setting.

4. Select **Envelope** as the Type setting.

5. Select the appropriate envelope size from the available Size settings. You can also define a custom size. For details, see the online help.

6. Select **Landscape** as the Orientation setting.

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

8. Print your envelope.

Canceling Printing

If you need to cancel printing, follow the instructions in the appropriate section below.

Using the printer button

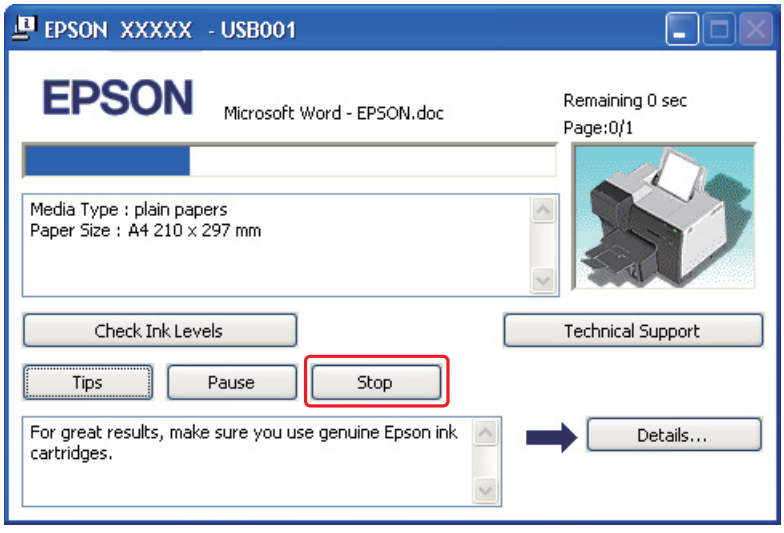
For B-500DN users
Press the **Cancel** button to cancel a print job in progress.

For B-300 users
Press the **Paper/Cancel** button to cancel a print job in progress.

For Windows

When you start printing, the progress meter appears on your computer screen.

Click the **Stop** button to cancel printing.



Chapter 4

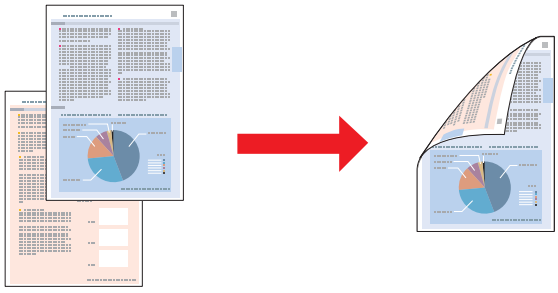
Printing with Special Layout Options

Introduction

You can print with a variety of layouts for special projects, such as booklets and posters.

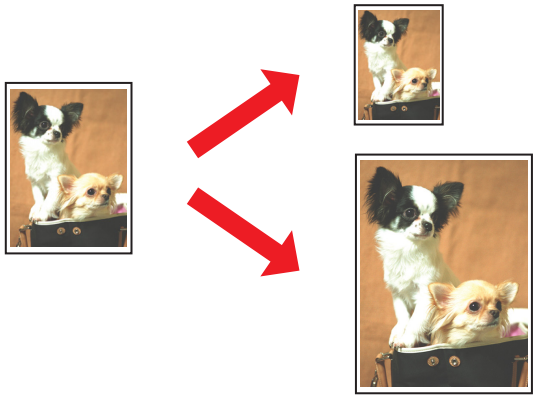
Double-Sided Printing (for Windows only)

Lets you print on both sides of the paper.
➡ See "Double-Sided Printing" on page 43.



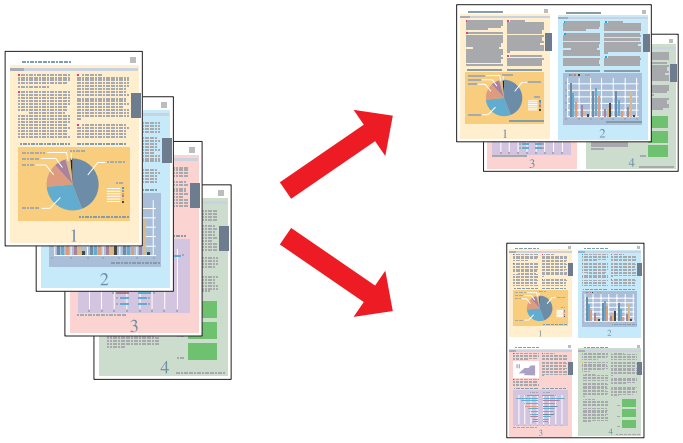
Fit to Page Printing

Lets you automatically enlarge or reduce the size of your document to fit the paper size selected in the printer driver.
➡ See "Fit to Page Printing" on page 56.



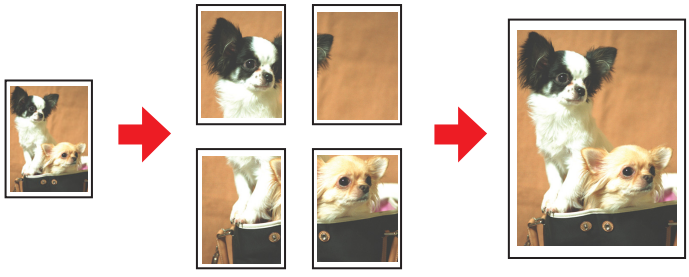
Pages Per Sheet Printing

Lets you print two or four pages on a single sheet of paper.
➡ See "Pages Per Sheet Printing" on page 59.



Poster Printing (for Windows only)

Lets you enlarge material on a single document page to cover 4, 9, or 16 printed sheets of paper, and then make a poster.
➡ See "Poster Printing" on page 62.



Watermark Printing (for Windows only)

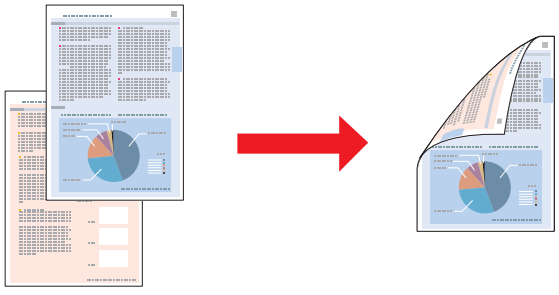
Lets you print text or an image as a watermark on each page of your printout.
➡ See "Watermark Printing" on page 68.

For example, you can put "Confidential" on an important document.

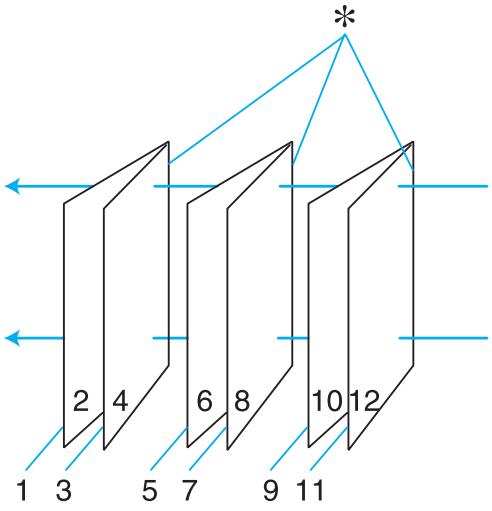
Double-Sided Printing

Two types of double-sided printing are available: standard and folded booklet.

Standard double-sided printing allows you to print the odd-numbered pages first. Once these pages are printed, you can reload them to print the even-numbered pages onto the opposite side of the paper.



Folded booklet double-sided printing allows you to make single-fold booklets. The pages that will appear on the outside (after the page is folded) are printed first. The pages that will appear inside the booklet can then be printed after you reload the paper into the printer as shown in the illustration below.



Single-fold booklet

✻: Binding edge

You can create a booklet by printing pages 1 and 4 on the first sheet of paper, pages 5 and 8 on the second sheet, and pages 9 and 12 on the third sheet.

After you reload these sheets into the rear sheet feeder, you can then print pages 2 and 3 on the back of the first sheet of paper, pages 6 and 7 on the back of the second sheet, and pages 10 and 11 on the back of the third sheet.

The resulting pages can then be folded and bound together into a booklet.

Note:

- ❏ *Depending on the paper, stacks of up to 30 sheets can be loaded into the rear sheet feeder during double-sided printing.*
- ❏ *Only use papers that are suitable for double-sided printing. Otherwise, the printout quality may deteriorate.*
- ❏ *Depending on the paper and the amount of ink used to print text and images, ink may bleed through to the other side of the paper.*
- ❏ *The surface of the paper may be smeared during double-sided printing.*

Standard double-sided printing

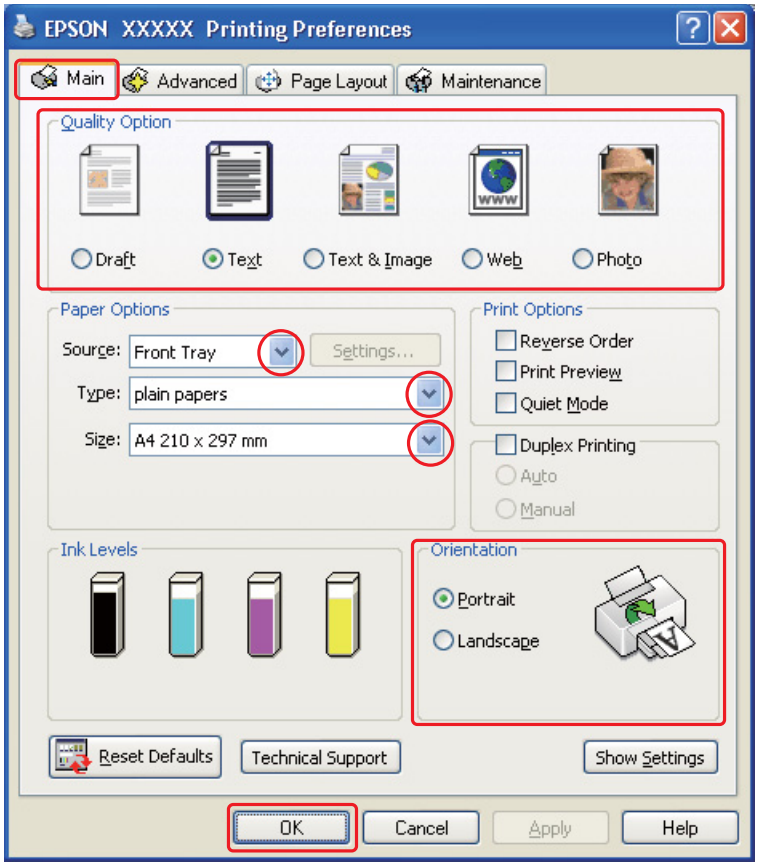
Automatic double-sided printing (using the duplex unit)

Follow the steps below to print odd- and even-numbered pages onto opposite sides of the sheet using the duplex unit.

Note:
Automatic double-sided printing supports plain paper only.

1. Access the printer settings.

➡ See "Accessing the printer driver for Windows" on page 14.



2. Click the **Main** tab, then select one of the following Quality Option settings:

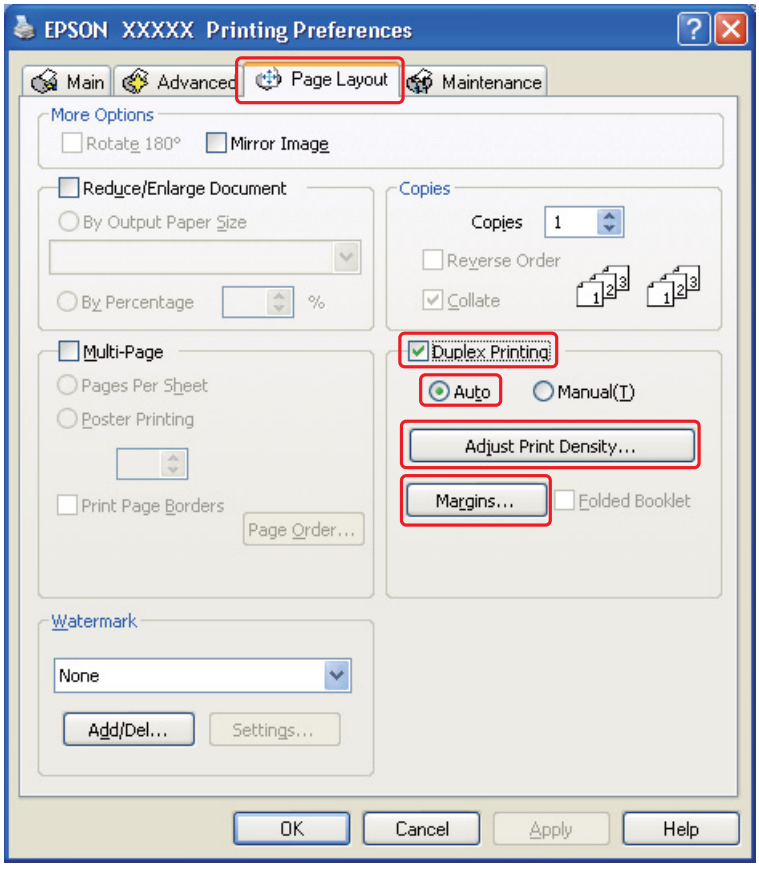
   - ❏ **Draft** for rough drafts with reduced print quality
   - ❏ **Text** for text-only pages
   - ❏ **Text & Image** for higher quality pages with text and images
   - ❏ **Web** for web pages
   - ❏ **Photo** for good quality and speed

3. Select the paper source as the Source setting.
4. Select **plain papers** as the Type setting.

   ➡ See "Selecting the Correct Paper Type" on page 30.

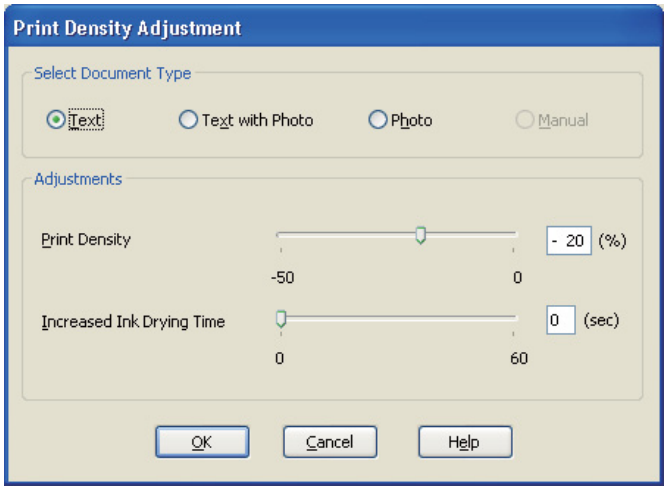
5. Select the appropriate Size setting.
6. Select **Portrait** (tall) or **Landscape** (wide) to change the orientation of your printout.

7. Click the **Page Layout** tab, then select the **Duplex Printing** check box.



8. Select **Auto** to use automatic double-sided printing function.

9. Click **Adjust Print Density** to open the Print Density Adjustment window.



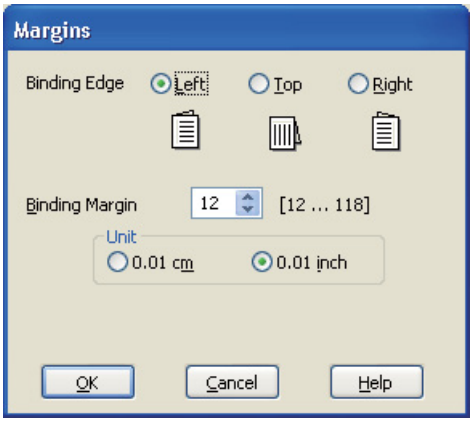
10. Select the appropriate document type as the Select Document Type setting.

11. Specify the Print Density and Increased Ink Drying Time as the Adjustments setting.

    Note:
    When you print data with dense photo on both sides of paper, reduce the print density and increase the drying time to print finely.

12. Click **OK** to return to the Page Layout window.

13. Click **Margins** to open the Margins window.



14. Specify the edge of the paper where the binding will be placed. You can choose **Left**, **Top**, or **Right**.

15. Choose **cm** or **inch** as the Unit setting. Then specify the width of the binding margin. You can enter any width from 0.3 cm to 3.0 cm, or from 0.12 inches to 1.18 inches.

    Note:
    The actual binding margin may be different from the specified settings depending on your application. Experiment with a few sheets to examine actual results before printing the entire job.

16. Click **OK** to return to the Page Layout window. Then click **OK** to save your settings.

17. Load paper into the printer, then send the print job from your application.

    ➡ See "Loading Paper" on page 22.

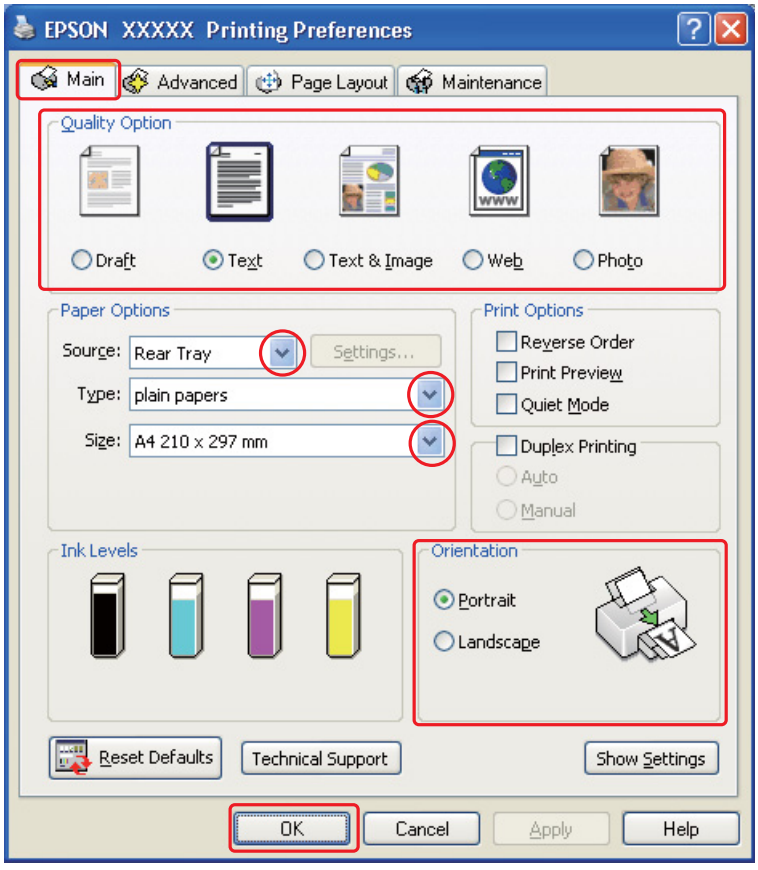
Note:
Do not pull out the paper with force when the printer ejects paper after printing on one side.

Manual double-sided printing

Follow the steps below to print odd- and even-numbered pages onto opposite sides of the sheet.

1. Access the printer settings.

   ➡ See "Accessing the printer driver for Windows" on page 14.



2. Click the **Main** tab, then select one of the following Quality Option settings:

   - ❏ **Draft** for rough drafts with reduced print quality
   - ❏ **Text** for text-only pages
   - ❏ **Text & Image** for higher quality pages with text and images
   - ❏ **Web** for web pages
   - ❏ **Photo** for good quality and speed

3. Select **Rear Tray** as the Source setting.

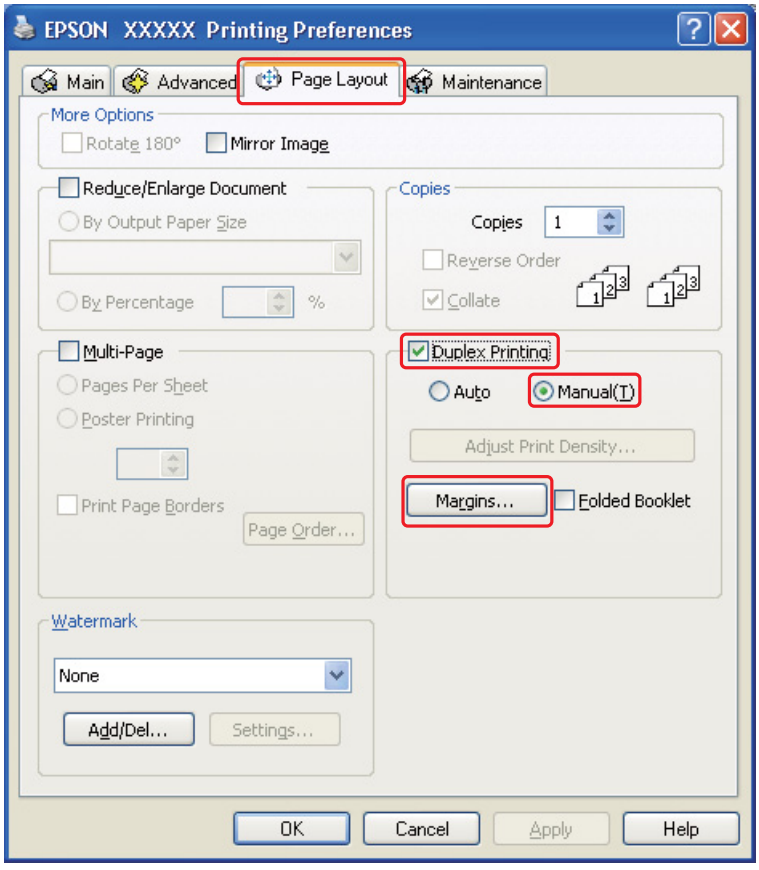
4. Select the appropriate Type setting.

   ➡ See "Selecting the Correct Paper Type" on page 30.

5. Select the appropriate Size setting.

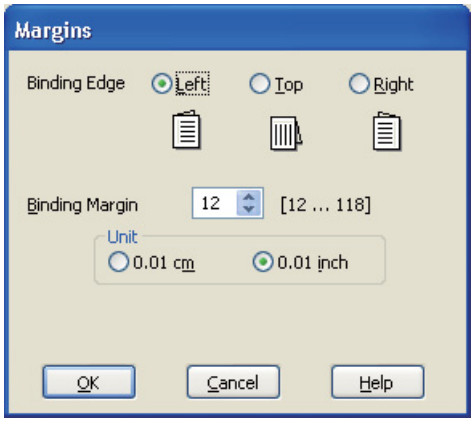
6. Select **Portrait** (tall) or **Landscape** (wide) to change the orientation of your printout.

7. Click the **Page Layout** tab, then select the **Duplex Printing** check box.



8. Select **Manual** to use manual double-sided printing function.

9. Click **Margins** to open the Margins window.



10. Specify the edge of the paper where the binding will be placed. You can choose **Left**, **Top**, or **Right**.

11. Choose **cm** or **inch** as the Unit setting. Then specify the width of the binding margin. You can enter any width from 0.3 cm to 3.0 cm, or from 0.12 inches to 1.18 inches.

    Note:
    The actual binding margin may be different from the specified settings depending on your application. Experiment with a few sheets to examine actual results before printing the entire job.

12. Click **OK** to return to the Page Layout window. Then click **OK** to save your settings.

13. Load paper into the rear sheet feeder, then send the print job from your application. Instructions for generating the even-numbered pages will be displayed while the odd-numbered pages are printed.

    ➡ See "Loading Paper" on page 22.

14. Follow the on-screen instructions to reload the paper.

    Note:
    - ❏ *The paper may curl during printing due to the amount of ink used. Should this occur, slightly curl the sheets in the opposite direction before reloading them.*
    - ❏ *Align the sheet stack by tapping its edges against a hard, flat surface before reloading the stack.*
    - ❏ *Follow the instructions provided when reloading the printouts. Otherwise, paper may jam or the binding margins may be incorrect.*
    - ❏ *If a paper jam occurs, refer to the following.*
      ➡ See "The Paper Jams" on page 128.

15. Once the paper is reloaded, click **Resume** to print the even-numbered pages.

Folded booklet double-sided printing

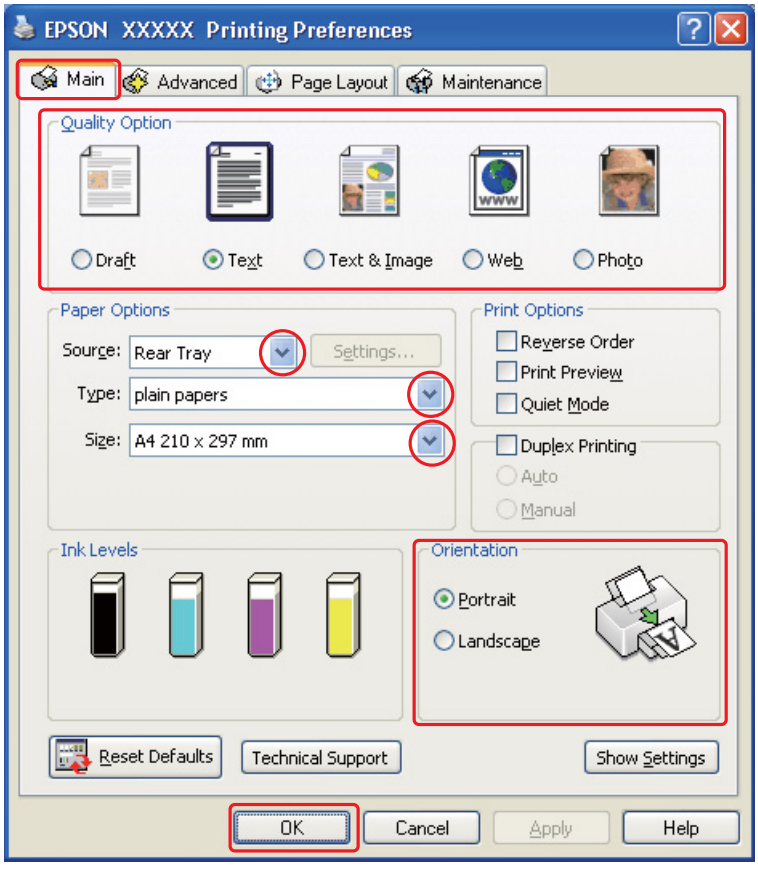
Manual double-sided printing

Use the following steps to create a folded booklet.

Note:
Folded booklet double-sided printing function is available only when manual double-sided printing is set.

1. Access the printer settings.

➡ See "Accessing the printer driver for Windows" on page 14.



2. Click the **Main** tab, then select one of the following Quality Option settings:

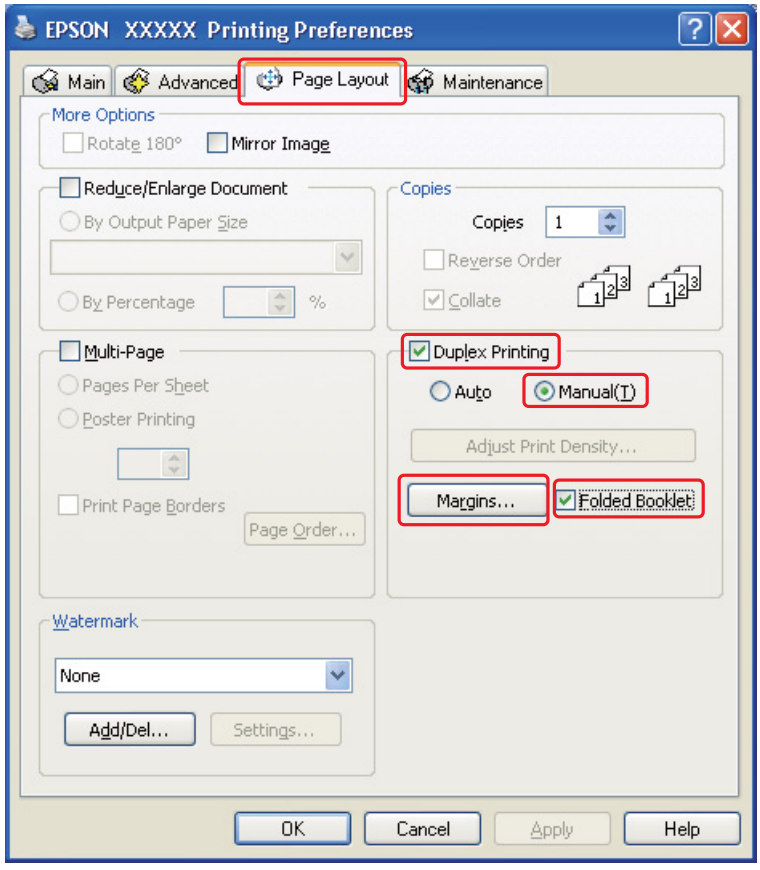
   - ❏ **Draft** for rough drafts with reduced print quality
   - ❏ **Text** for text-only pages
   - ❏ **Text & Image** for higher quality pages with text and images
   - ❏ **Web** for web pages
   - ❏ **Photo** for good quality and speed

3. Select **Rear Tray** as the Source setting.
4. Select the appropriate Type setting.

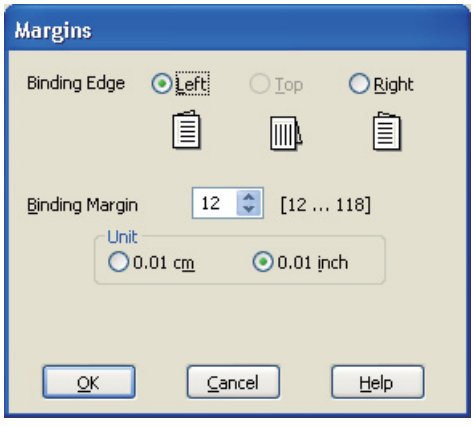
   ➡ See "Selecting the Correct Paper Type" on page 30.

5. Select the appropriate Size setting.
6. Select **Portrait** (tall) or **Landscape** (wide) to change the orientation of your printout.

7. Click the **Page Layout** tab and select the **Duplex Printing** check box. Then select **Manual** and select the **Folded Booklet** check box.



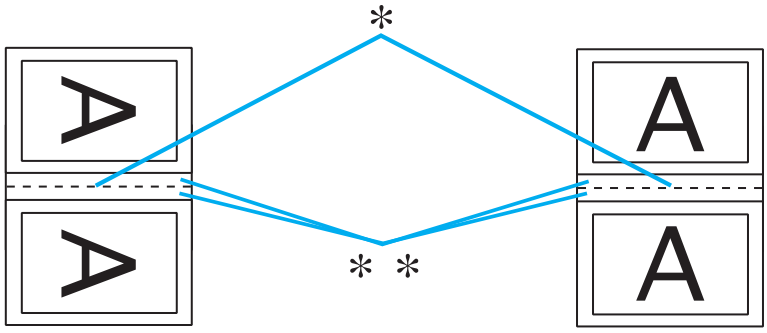
8. Click **Margins** to open the Margins window.



9. Specify the edge of the paper where the binding will be placed. You can choose **Left**, **Top**, or **Right**.

   Note:
   *When you select **Portrait** as the Orientation setting, the **Left** or **Right** binding positions are available. The **Top** binding position is available when you select **Landscape** as the Orientation setting.*

10. Choose **cm** or **inch** as the Unit setting. Specify the width of the binding margin.



Portrait Landscape

* : Folding edge
** : Margin

You can enter any width from 0.3 cm to 3.0 cm, or from 0.12 inches to 1.18 inches. The specified margin width will be used on both sides of the fold. For example, if you specify a 1 cm margin, you will get a 2 cm margin (a margin of 1 cm will be placed on each side of the fold).

11. Click **OK** to return to the Page Layout window. Then click **OK** to save your settings.

12. Load paper into the rear sheet feeder, then send the print job from your application. Instructions for printing the inside pages will be displayed while the outside pages are printed.

➡ See "Loading Paper" on page 22.

13. Follow the on-screen instructions to reload the paper.

Note:

❏ *The paper may curl during printing due to the amount of ink used. Should this occur, slightly curl the sheets in the opposite direction before reloading them.*

❏ *Align the sheet stack by tapping its edges against a hard, flat surface before reloading it in the printer.*

❏ *Follow the instructions provided when reloading the printouts. Otherwise, paper may jam or the binding margins may be incorrect.*

❏ *If a paper jam occurs, refer to the following.*
➡ *See "The Paper Jams" on page 128.*

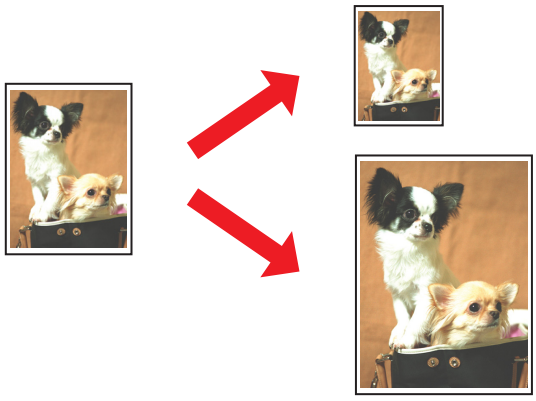
14. Once the paper is reloaded, click **Resume** to print the inside pages.

15. Once printing is complete, fold the sheets and bind them together using a stapler or other binding method.

Fit to Page Printing

You can use the Fit to Page printing function when you want to print, for example, an A4 size document on another size paper.

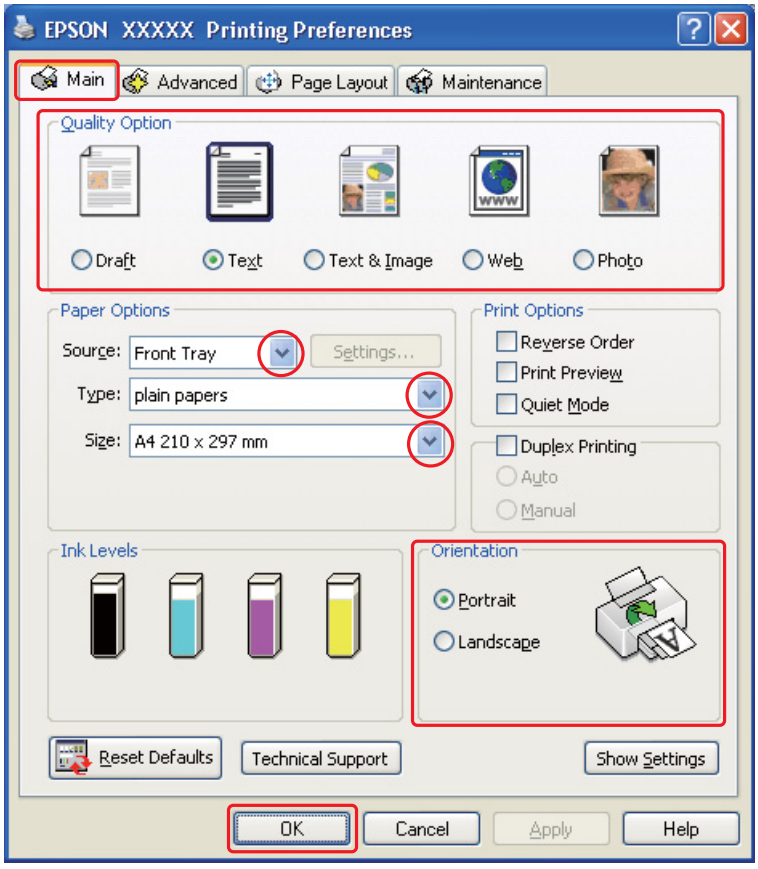
Fit to Page printing automatically resizes your page to the paper size you select. You can also resize your page manually.



Printer settings for Windows

1. Access the printer settings.

➡ See "Accessing the printer driver for Windows" on page 14.



2. Click the **Main** tab, then select one of the following Quality Option settings:

   ❏ **Draft** for rough drafts with reduced print quality

   ❏ **Text** for text-only pages

   ❏ **Text & Image** for higher quality pages with text and images

   ❏ **Web** for web pages

   ❏ **Photo** for good quality and speed

3. Select the paper source as the Source setting.

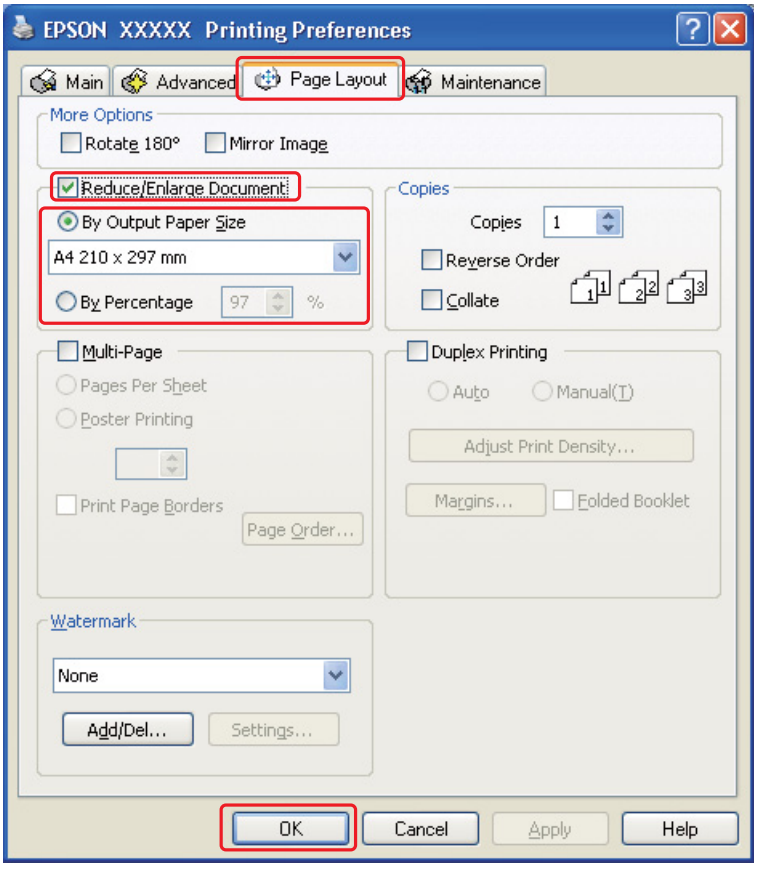
4. Select the appropriate Type setting.

   ➡ See "Selecting the Correct Paper Type" on page 30.

5. Select the appropriate Size setting.

6. Select **Portrait** (tall) or **Landscape** (wide) to change the orientation of your printout.

7. Click the **Page Layout** tab, then select the **Reduce/Enlarge Document** check box.



8. Do one of the following:

   ❏ If you selected **By Output Paper Size**, select the size of the paper you are using from the drop-down list.

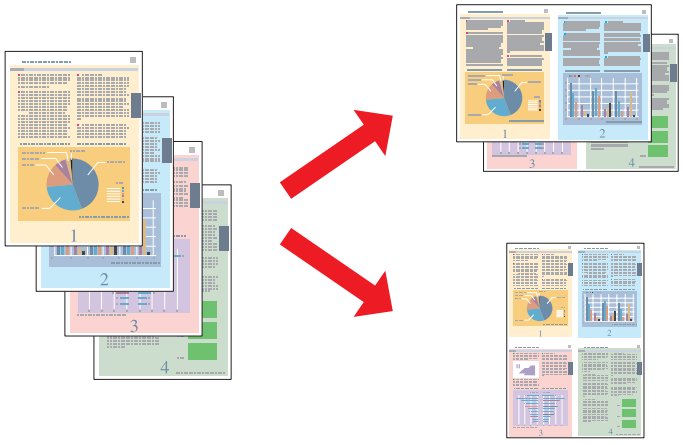
   ❏ If you selected **By Percentage**, use the arrows to choose a percentage.

9. Click **OK** to close the printer settings window.

After completing the steps above, print one test copy and examine the results before printing an entire job.

Pages Per Sheet Printing

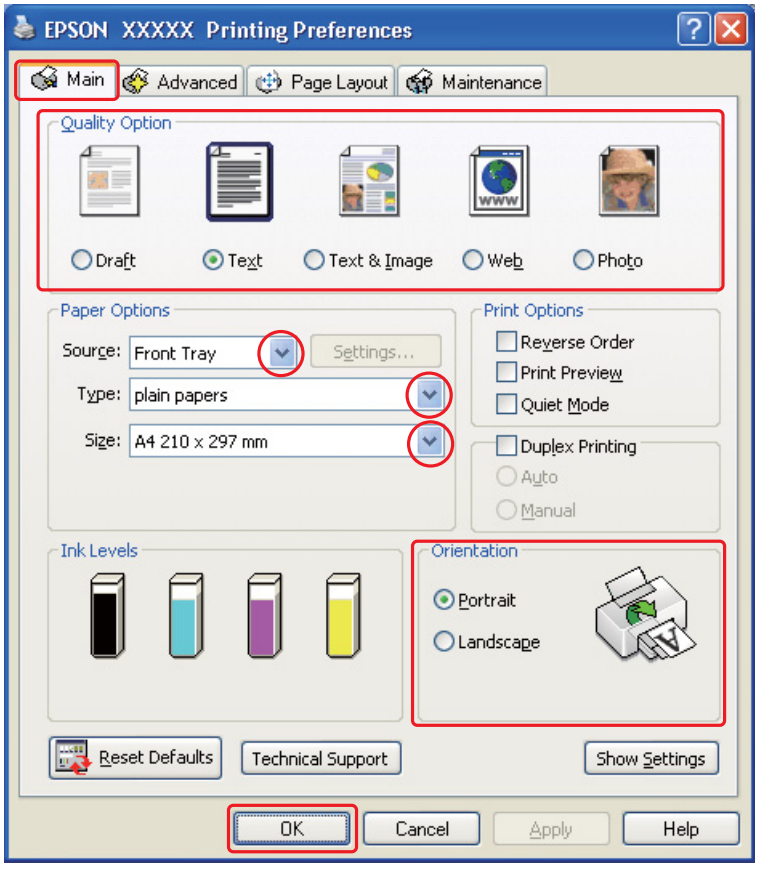
Pages Per Sheet printing allows you to print two or four pages on single sheets of paper.



Printer settings for Windows

1. Access the printer settings.

➡ See "Accessing the printer driver for Windows" on page 14.



2. Click the **Main** tab, then select one of the following Quality Option settings:

   ❏ **Draft** for rough drafts with reduced print quality

   ❏ **Text** for text-only pages

   ❏ **Text & Image** for higher quality pages with text and images

   ❏ **Web** for web pages

   ❏ **Photo** for good quality and speed

3. Select the paper source as the Source setting.

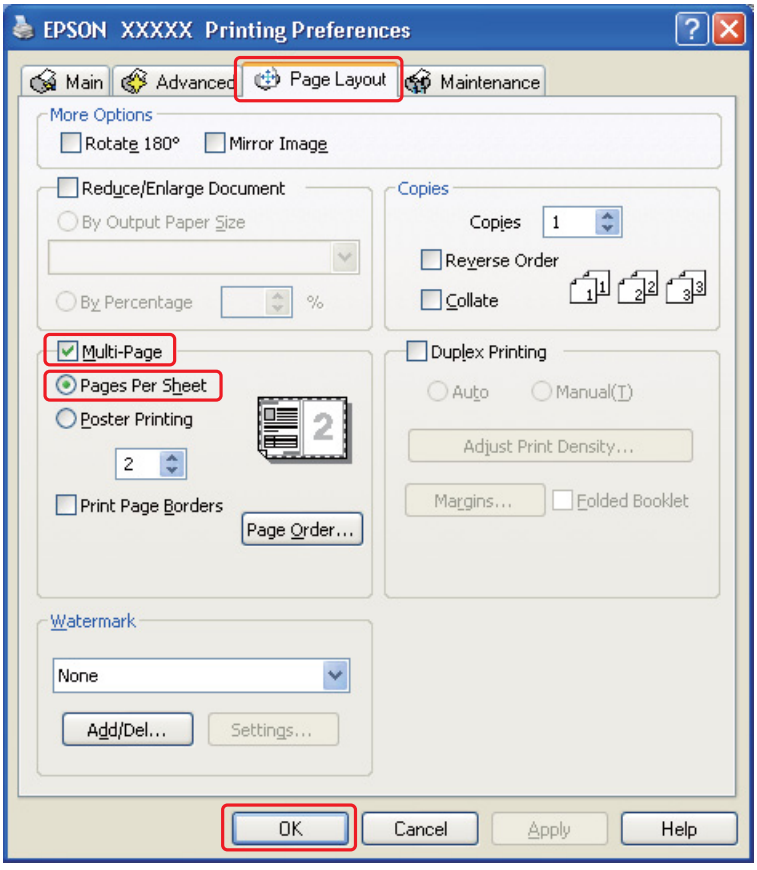
4. Select the appropriate Type setting.

   ➡ See "Selecting the Correct Paper Type" on page 30.

5. Select the appropriate Size setting.

6. Select **Portrait** (tall) or **Landscape** (wide) to change the orientation of your printout.

7. Click the **Page Layout** tab, select **Multi-Page**, then select **Pages Per Sheet**.



8. Select from the following settings for Pages Per Sheet printing:

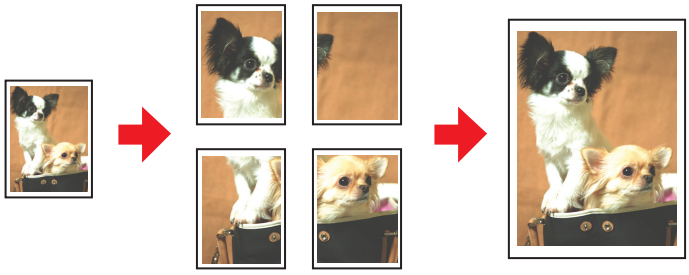
2, 4	Prints two or four pages of your document on a single piece of paper.
Print Page Borders	Prints frames around the pages printed on each sheet.
Page Order	Allows you to specify the order in which the pages will be printed on the sheet of paper. Some settings may be unavailable, depending on the Orientation setting on the Main window.

9. Click **OK** to close the printer settings window.

After completing the steps above, print one test copy and examine the results before printing an entire job.

Poster Printing

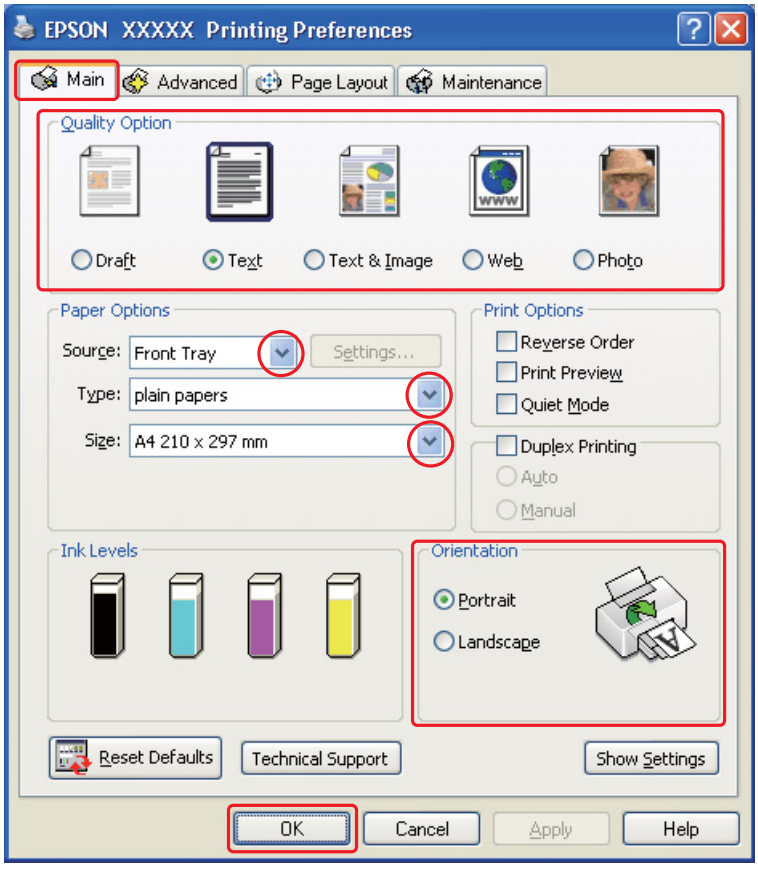
Poster printing allows you to print poster-size images by enlarging one page to cover several sheets of paper.



Printer settings

1. Access the printer settings.

➡ See "Accessing the printer driver for Windows" on page 14.



2. Click the **Main** tab, then select one of the following Quality Option settings:

   ❏ **Draft** for rough drafts with reduced print quality

   ❏ **Text** for text-only documents

   ❏ **Text & Image** for higher quality pages with text and images

   ❏ **Web** for web pages

   ❏ **Photo** for good quality and speed

3. Select the paper source as the Source setting.

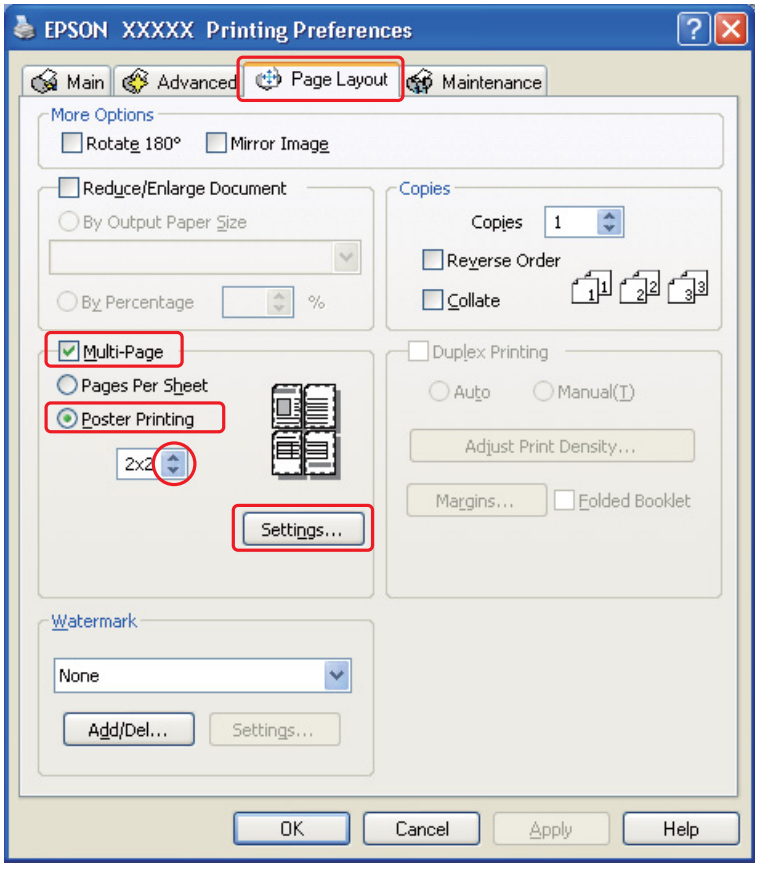
4. Select the appropriate Type setting.

   ➡ See "Selecting the Correct Paper Type" on page 30.

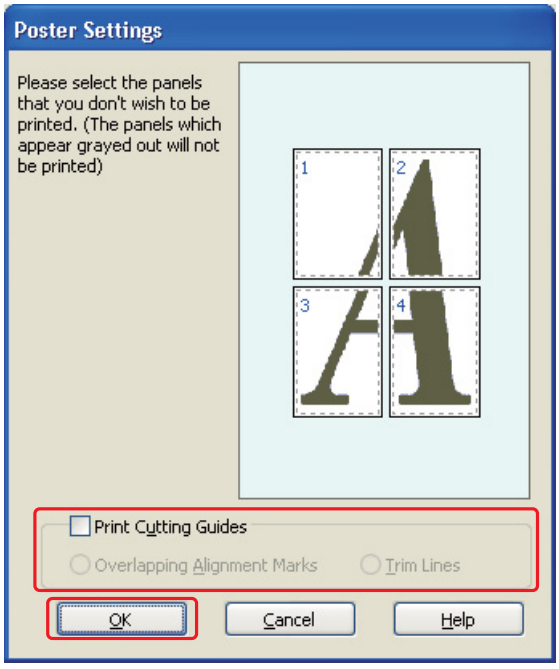
5. Select the appropriate Size setting.

6. Select **Portrait** (tall) or **Landscape** (wide) to change the orientation of your printout.

7. Click the **Page Layout** tab and select **Multi-Page**, then select **Poster Printing**. Click the up or down arrow to select **2x1**, **2x2**, **3x3**, or **4x4**.



8. Click **Settings** to adjust the way your poster will be printed. The Poster Settings window opens.



9. Make the following settings:

Print Cutting Guides	Prints guide lines for cutting.
Overlapping Alignment Marks	Slightly overlaps the panels and prints alignment markers so that the panels can be aligned more precisely.
Trim Lines	Prints border lines on the panels to guide you when trimming the pages.

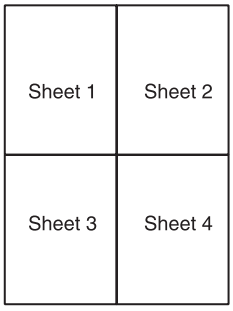
Note:
If you want to print only a few of the panels without printing the entire poster, click the panels that you do not want to print.

10. Click **OK** to close the Poster Settings window.

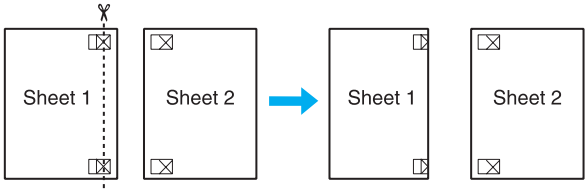
After completing the steps above, print one test copy and examine the results before printing an entire job. Then follow the instructions.
➡ See "How to make a poster from your printouts" on page 66.

How to make a poster from your printouts

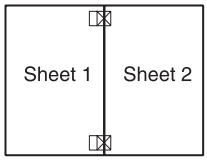
Here is an example of how to make a poster with **2x2** selected under Poster Printing and **Overlapping Alignment Marks** selected as the Print Cutting Guides.



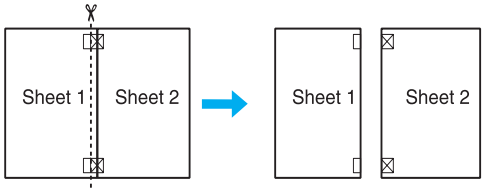
1. Cut off the margin of Sheet 1 along a vertical line through the center of the top and bottom cross marks:



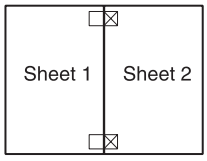
2. Place the edge of Sheet 1 on top of Sheet 2 and align the cross marks, then temporarily tape the two sheets together from the back:



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

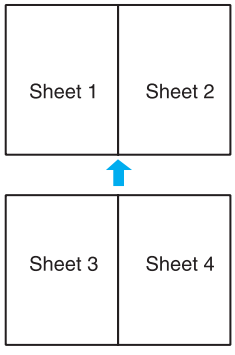


4. Align the edges of the paper using the alignment markers and tape them together from the back:



5. Repeat the instructions from step 1 to step 4 to tape Sheets 3 and 4 together.

6. Repeat the instructions from step 1 to step 4 to tape the top and bottom edges of the paper:



7. Cut off the remaining margins.

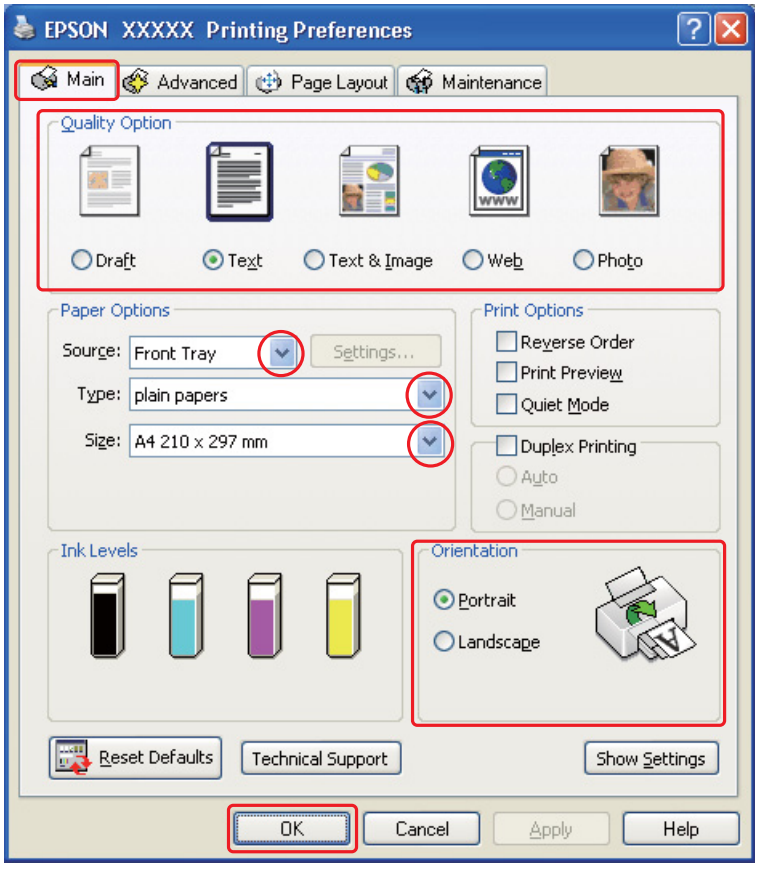
Watermark Printing

Watermark printing allows you to print a text-based or image-based watermark on your document.

Printing the watermark

1. Access the printer settings.

➡ See "Accessing the printer driver for Windows" on page 14.



2. Click the **Main** tab, then select one of the following Quality Option settings:

   ❏ **Draft** for rough drafts with reduced print quality

   ❏ **Text** for text-only documents with higher text quality

   ❏ **Text & Image** for higher quality documents with text and images

3. Select the paper source as the Source setting.

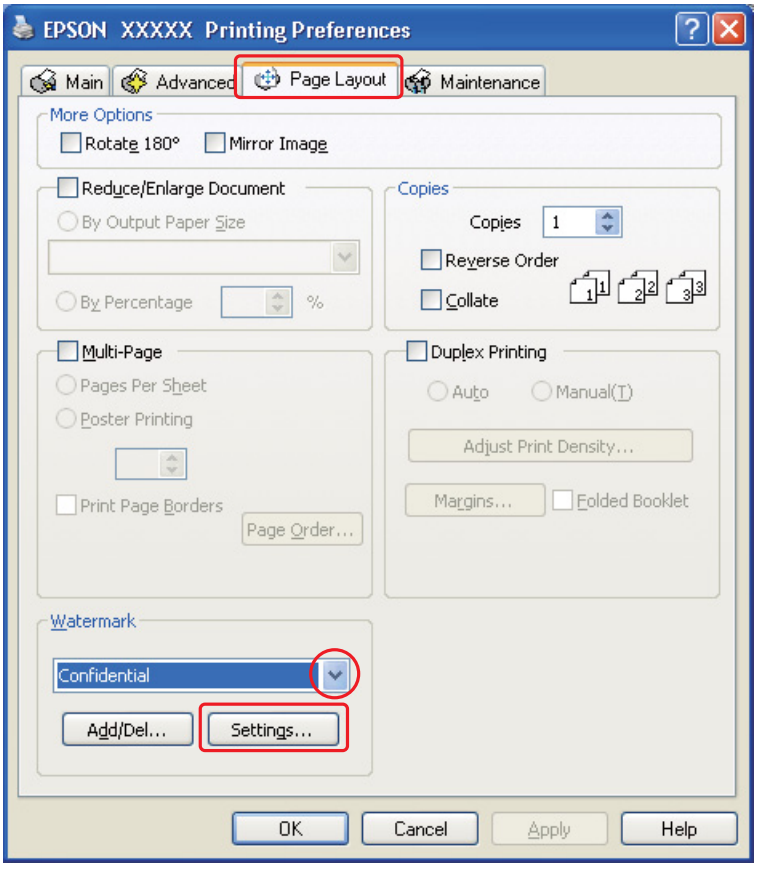
4. Select the appropriate Type setting.

   ➡ See "Selecting the Correct Paper Type" on page 30.

5. Select the appropriate Size setting.

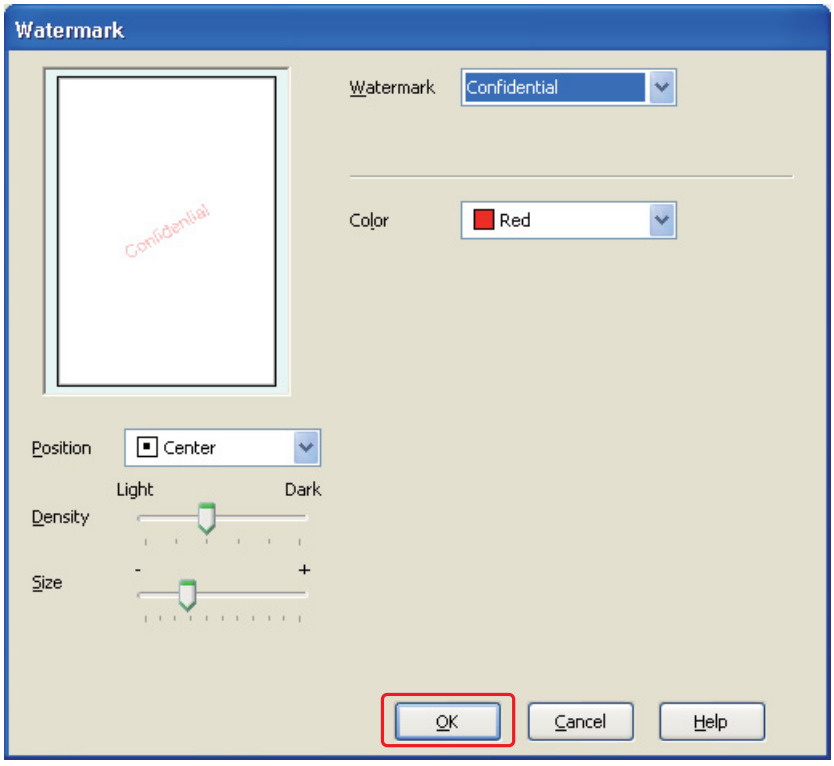
6. Select **Portrait** (tall) or **Landscape** (wide) to change the orientation of your printout.

7. Click the **Page Layout** tab, choose the desired watermark from the Watermark list, then click **Settings**.



If you want to create your own watermark, see the following instructions.
➡ See "Creating your own watermark" on page 71.

8. Specify the settings you want for the watermark. You can change the position and size of the watermark by dragging the image within the preview window.



9. Click **OK** to return to the Page Layout window.

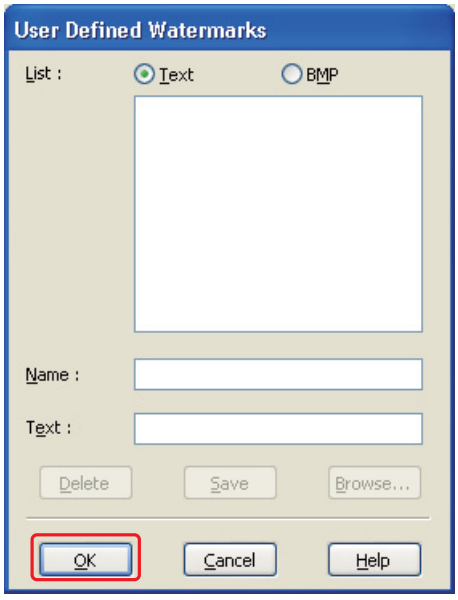
10. Click **OK** to close the printer settings window.

After completing the steps above, print one test copy and examine the results before printing an entire job.

Creating your own watermark

You can add your own text-based or image-based watermarks to the Watermark list.

1. Click **Add/Del** under Watermark on the Page Layout window. The following window appears.



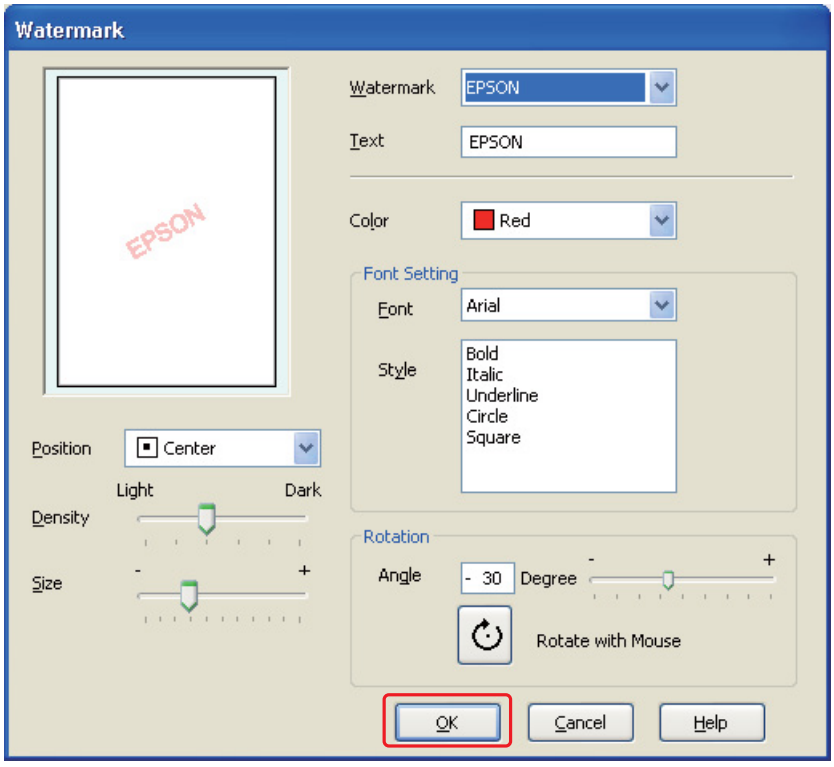
2. Do one of the following:

   ❏ To use an image file as a watermark, select **BMP**. Click **Browse** to locate the bitmap file you want to use, then click **Open**. Type a name for your watermark in the Name text box, then click **Save**.

   ❏ To create a text-based watermark, select **Text**. Type your text in the Text box. This text will also be used as the watermark name. If you want to change the watermark name, type a new name in the Name text box, then click **Save**.

3. Click **OK** to return to the Page Layout window.

4. Click **Settings**. The following window appears:



5. Make sure that the appropriate watermark is selected in the Watermark list, then select Color, Position, Density, Size, Font, Style, and Angle settings. (For details, see the online help.) Your settings are reflected in the preview window.

6. When you finish making settings, click **OK**.

Chapter 5

Using the Control Panel

Introduction

You can use the printer's control panel to access a variety of menus that allow you to check the status of consumable products, print status sheets, and make printer settings. This section describes how to use the control panel.

For B-500DN users

Explains how to use the control panel for B-500DN.

- ❏ "Buttons and lights" on page 75
- ❏ "Icons on the LCD" on page 77
- ❏ "How to access the control panel menus" on page 78
- ❏ "Control panel menu list" on page 78
- ❏ "Status and error messages" on page 82
- ❏ "Printing the status sheet" on page 84

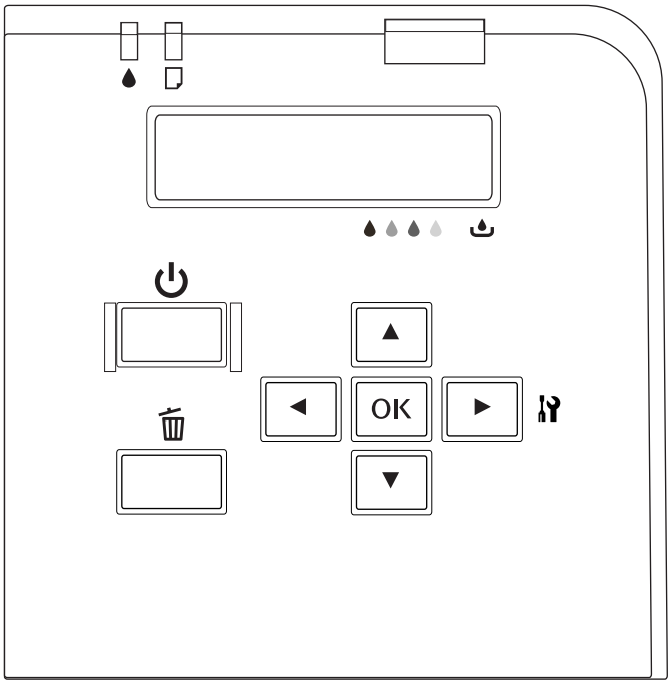
For B-300 users

Explains how to use the control panel for B-300.

- ❏ "Buttons and lights" on page 85
- ❏ "Status and error lights" on page 87
- ❏ "Printing the status sheet" on page 90

For B-500DN users

The control panel of the printer consists of 7 buttons, 3 lights, and a liquid crystal display (LCD).



Buttons and lights

The table below describes the functions of the buttons on the control panel.

Button	Description
Power button	Turns the printer on or off.
Cancel button	Cancels the print job if pressed during printing. Returns to the Ready status when pressed in Menu mode.

◀ Left button	Returns to the previous level when pressed in Menu mode.
▲ Up button	Changes the parameter in the reverse order when selecting a desired parameter in Menu mode.
▼ Down button	Changes the parameters in forward order when selecting a desired parameter in Menu mode.
▶ Right button	Enters Menu mode when pressed in the Ready status. Selects a desired menu when pressed in Menu mode.
OK OK button	Sets the selected parameter in the selected item in Menu mode. Executes the item if the selected item is for execution only. Feeds the paper when paper feed failed.

The table below describes the meanings of the lights on the control panel. The lights let you know the status of the printer and the type of an error when it occurs.

Light	**Description**
Ink status light (orange)	On: The installed ink cartridge is expended. The ink cartridge is not installed. The installed ink cartridges cannot be used with the printer. The cartridge lock lever is in the unlocked position. The installed maintenance box is at the end of its service life. The maintenance box is not installed. The installed maintenance box cannot be used with the printer. The maintenance box cover is open. Flashing: The installed ink cartridge is nearly expended. The maintenance box is nearing the end of its service life.
Paper status light (orange)	On: No paper is loaded in the paper source. The printer loads more than one sheet of paper at a time. Flashing: Paper is jammed.

Power light (green)	On: The printer is in the Ready status. Flashing: The printer is starting. The printer is printing. The printer is cleaning the print head. The printer is charging the ink. The printer is canceling printing. Off: The printer is off.

Icons on the LCD

This section describes the meaning of icons displayed on the LCD screen.

The table below describes the meaning of ink cartridge status icon.

Icon	Description
	The icon gives a rough estimate of the useable ink remaining in the ink cartridge.
	The installed ink cartridge is nearly expended.
	The installed ink cartridge is expended.
	The ink cartridge is not installed. The installed ink cartridges cannot be used with the printer.

The table below describes the meaning of maintenance box status icon.

Icon	Description
	The icon gives a rough estimate of the remaining capacity of the maintenance box.
	The installed maintenance box is nearing the end of its service life.

	The installed maintenance box is at the end of its service life.
	The maintenance box is not installed. The installed maintenance box cannot be used with the printer.

How to access the control panel menus

This section describes how to enter Menu mode and make settings with the buttons on the control panel.

Note:

❏ *Press the* 🗑 ***Cancel*** *button whenever you want to exit Menu mode and return to the Ready status.*

❏ *Press the* ◀ ***Left*** *button to return to the previous step.*

1. Make sure that READY appears on the LCD screen, and then press the ▶ **Right** button. The first menu appears on the LCD screen.
2. Press the ▼ **Down** or ▲ **Up** button to scroll through the menus.
3. Press the **OK** or ▶ **Right** button to select the desired menu. The first item appears on the LCD screen.
4. Press the ▼ **Down** or ▲ **Up** button to scroll through the items.
5. Press the **OK** or ▶ **Right** button to select the desired item. The first parameter appears on the LCD screen.
6. Press the ▼ **Down** or ▲ **Up** button to scroll through the parameters.
7. Press the **OK** button to store the selected parameter. If the parameter is for execution only, press the **OK** button to execute the function for the item.

   After execution, the printer returns to the previous menu.
8. Press the 🗑 **Cancel** button. The printer returns to the Ready status.

Control panel menu list

This section describes the parameter for each item in the menu.

Printer setting menu

This menu allows you to configure the basic printer setting.

Item	Parameter
Language	English, French, Italian, German, Spanish, Portuguese, Dutch, Japanese

Language

You can select the language displayed on the LCD screen.

Test print menu

This menu allows you to make settings related to test print.

Item	Parameter
Nozzle check	-
Status sheet	-
Network sheet	-

Nozzle check

You can print a print head nozzle check pattern for each ink cartridge. From the printing results, you can check whether the nozzles are delivering ink properly.

➡ See "Checking the Print Head Nozzles" on page 107.

Status sheet

You can print the current printer status.

➡ See "Printing the status sheet" on page 84.

Network sheet

You can print the current settings of the network interface.

Printer status menu

This menu allows you to check the current printer status.

Item	Parameter
Version	SH xxxx, xxxxx
Maintenance box	xx%

Version

You can check the firmware version.

Maintenance box

You can get a rough estimate of the remaining capacity of the maintenance box.

Maintenance menu

This menu allows you to make settings related to maintenance.

Item	Parameter
Head alignment	-
Cleaning	-
Cleaning sheet	-
Contrast adj.	-10 - 10

Head alignment

You can print a head alignment test pattern. From the printing results, you can adjust the head alignment.

Cleaning

You can clean the print head. You can also print nozzle check pattern before cleaning.

Cleaning sheet

You can clean up the rollers inside the printer.

Contrast adj.

You can adjust the contrast of the LCD screen. Press the ▲ **Up** or ▼ **Down** button to adjust contrast.

Network setting menu

This menu allows you to make network settings.

Item			Parameter
Network setup	Auto		-
	Panel	IP address	000.000.000.000–255.255.255.255
		Subnet mask	000.000.000.000–255.255.255.255
		Default gateway	000.000.000.000–255.255.255.255
		Bonjour	On, Off
	Init N/W set		-

Network setup

You can select the method to configure the network settings.

When Auto is selected, the printer obtains the IP address, Subnet mask and Default gateway automatically. When Panel is selected, you can specify the IP address, Subnet mask, Default gateway and Bonjour settings using the control panel. When Init N/W set is selected, you can revert the network settings of the printer to the factory default value.

IP address, Subnet mask, Default gateway

You can set the IP address, Subnet Mask, and Default Gateway to the printer. To change the parameter, press the ◀ **Left** or ▶ **Right** button to move cursor and the ▲ **Up** or ▼ **Down** button to change number.

Bonjour

You can set the Bonjour settings of the printer.

Status and error messages

This section describes the meaning of messages displayed on the LCD screen.

The table below describes the status messages.

Message	Description
Cancel	The print job is canceled.
Charging ink	The printer is charging the ink.
Cleaning	The printer is cleaning the print head.
Please wait	The printer is starting.
	The printer is initializing the settings.
Printing	The printer is processing data.
Ready	The printer is ready to print.
Power save	The printer is in the power save mode.
Power off	The printer is shutting down.

The table below contains error messages, a brief description of each message and suggestions for correcting the problem.

Message	Problem	Solutions
Service call see guide	Service call error occurs.	Turn off the printer and then back on. If the error does not clear, contact Epson Service Center. ➡ See "Epson Service Center" on page 147.
Printer near end of service life	Parts inside the printer are at the end of their service life.	Contact Epson Service Center to replace them. ➡ See "Epson Service Center" on page 147.
Nozzle maint error see guide	Print head nozzles are clogged or misaligned.	Perform the nozzle check and print head cleaning. ➡ See "Checking the Print Head Nozzles" on page 107. ➡ See "Cleaning the Print Head" on page 109. Press the **OK** button to recover from error status.

Printer error restart printer	Printer error occurs.	Turn off the printer and then back on. If the error does not clear, turn off the printer and make sure no paper is jammed in the printer, then turn back on the printer. ➡ See "The Paper Jams" on page 128. If the error does not clear again, turn off the printer again and contact Epson Service Center. ➡ See "Epson Service Center" on page 147.
Close maint box cover	The maintenance box cover is open.	Close the maintenance box cover.
Set maint box	The maintenance box is not installed.	Install the maintenance box.
	The maintenance box cannot be used with the printer.	Install the genuine maintenance box.
Replace maint box	The maintenance box is at the end of its service life.	Replace the maintenance box. ➡ See "Replacing a maintenance box" on page 104.
Move ink lever down	The cartridge lever is in the unlocked position.	Move the cartridge lever to the locked position.
Set ink cartridge	The ink cartridge is not installed.	Install the ink cartridge.
Replace ink cartridge	The ink cartridge cannot be used with the printer.	Install the genuine ink cartridge.
	The ink cartridge is expended.	Replace the ink cartridge. ➡ See "Replacing an ink cartridge" on page 98.
Set paper in cassette	Paper is not loaded in the front paper cassette.	Load the paper in the front paper cassette.
Set paper in auto feeder	Paper is not loaded in the rear sheet feeder.	Load the paper in the rear sheet feeder.
Remove jammed paper	Paper is jammed in front paper cassette or rear sheet feeder.	Remove the jammed paper. ➡ See "The Paper Jams" on page 128.
Double feed jam remove paper	The printer feeds more than one sheet of paper at a time.	Remove the jammed paper, and then press the **OK** button.
Close printer cover	The printer cover is open during printing.	Close the printer cover.
Set duplex unit	The duplex unit is removed.	Attach the duplex unit.
Duplex unit jam remove paper	Paper is jammed in duplex unit.	Remove the jammed paper. ➡ See "The Paper Jams" on page 128.

Printing the status sheet

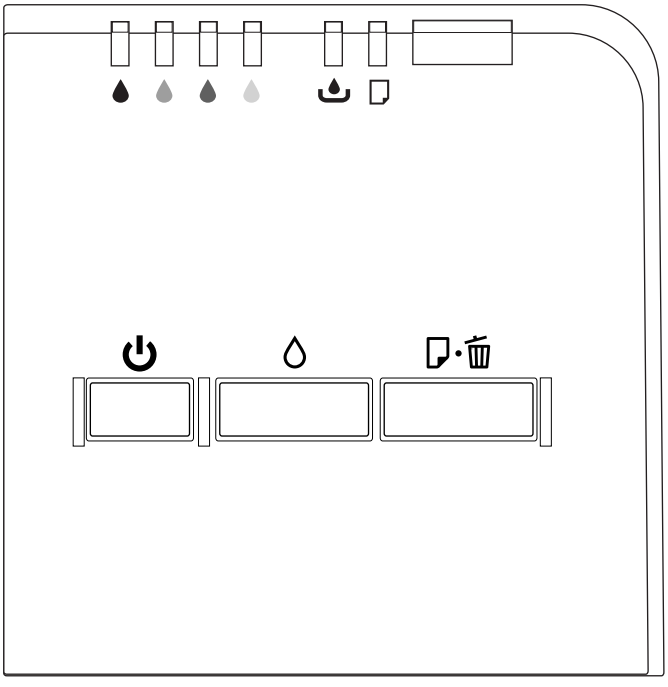
While in Menu mode, you can print a status sheet to see the current default values. To print a status sheet, follow the steps below.

1. Make sure that A4 size paper is loaded in the front paper cassette.
2. Press the ▶ **Right** button to enter Menu mode.
3. Press the ▼ **Down** or ▲ **Up** button to display `TEST PRINT`, and then press the **OK** or ▶ **Right** button.
4. Press the ▼ **Down** or ▲ **Up** button to display `STATUS SHEET`, and then press the **OK** or ▶ **Right** button.
5. Press the **OK** button to start printing a status sheet.

After printing is finished, the printer returns to the Test print menu.

For B-300 users

The control panel of the printer consists of 3 buttons and 7 lights.



Buttons and lights

The table below describes the functions of the buttons on the control panel.

Button	Description
Power button	Turns the printer on or off.
Ink button	Cleans the print head if pressed and held for 3 seconds. Prints a status sheet if the ⏻ **Power** button is pressed while holding down the ◊ **Ink** button.
Paper/Cancel button	Feeds and ejects the paper. Restart printing when a double feed error is detected. Feeds the paper when paper feed failed. Ejects the paper when the paper is jammed. Cancels the print job if pressed during printing. Prints the firmware version and the print head nozzle check pattern for each ink cartridge if the ⏻ **Power** button is pressed while holding down the **Paper/Cancel** button.

The table below describes the functions of the lights on the control panel. The lights let you know the status of the printer and the type of an error when it occurs.

Light	Description
 Ink status light (orange)	On: The installed ink cartridge is expended.* The ink cartridge is not installed.* The installed ink cartridges cannot be used with the printer.* Flashing: The installed ink cartridge is nearly expended.**
 Maintenance box status light (orange)	On: The installed maintenance box is at the end of its service life. The maintenance box is not installed. The installed maintenance box cannot be used with the printer. The maintenance box cover is open. The cartridge lever is in the unlocked position. Flashing: The maintenance box is nearing the end of its service life.
 Paper status light (orange)	On: No paper is loaded in the paper source. The printer loads more than one sheet of paper at a time. Flashing: Paper is jammed. The duplex unit is not installed.
Power light (green)	On: The printer is in the Ready status. Flashing: The printer is starting. The printer is printing. The printer is cleaning the print head. The printer is charging the ink. The printer is canceling printing. Off: The printer is off.

* Maintenance box status light is also on for these errors.

** Maintenance box status light also flashes for this error.

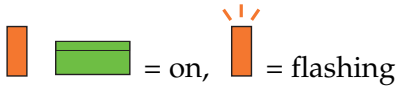
Status and error lights

This section describes the meaning of lights on the control panel.

The table below describes the lights showing the printer status.

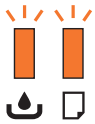
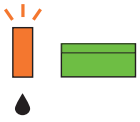
Light	Description
	The printer is ready to print.
	The printer is starting. The printer is printing. The printer is cleaning the print head. The printer is charging the ink. The print job is canceled.

The table below contains the lights showing the errors, a brief description and suggestions for correcting the problem.



Lights	Problem and solution	
	Ink end	
	The installed ink cartridge is expended.	Replace the ink cartridge.
	Ink cartridge error	
	The ink cartridge is not installed.	Install the ink cartridge.
	The ink cartridge is not detected.	Install the ink cartridge again.
	The installed ink cartridge cannot be used with the printer.	Install the genuine ink cartridge.
	Ink low	
	The ink cartridge is nearly expended.	Obtain the new ink cartridge.

	Maintenance box at the end of its service life	
	The maintenance box is at the end of its service life.	Replace the maintenance box.
	Maintenance box error	
	The maintenance box is not installed.	Install the maintenance box.
	The maintenance box is not detected.	Install the maintenance box again.
	The maintenance box cannot be used with the printer.	Install the genuine maintenance box.
	The maintenance box cover is open.	Close the maintenance box cover.
	Cartridge lever unlocked	
	The cartridge lever is in the unlocked position.	Move the cartridge lever to the locked position.
	Maintenance box nearing the end of its service life	
	The maintenance box is nearing the end of its service life.	Obtain the new maintenance box.
	Paper out	
	Paper is not loaded.	Load the paper, and then press the **Paper/Cancel** button.
	Double feed error	
	The printer feeds more than one sheet of paper at a time.	Remove the jammed paper, and then press the **Paper/Cancel** button.
	Paper jam	
	The paper is jammed.	Remove the jammed paper. ➡ See "The Paper Jams" on page 128.
	Paper size error	
	The paper size set in the printer driver and the size of loaded paper differ.	Match the paper size setting.
	Duplex unit error	
	The duplex unit is not installed.	Install the duplex unit.

	**Printer cover open** (both lights continuously blink for 0.5 second twice and then go out for 1 second)	
	The printer cover is open during printing.	Close the printer cover.
	Printer error restart printer (both lights blink every 0.5 second)	
	Printer error occurs.	Turn off the printer and then back on. If the error does not clear, turn off the printer and make sure no paper is jammed in the printer, then turn back on the printer. ➔ See "The Paper Jams" on page 128. If the error does not clear again, turn off the printer again and contact Epson Service Center. ➔ See "Epson Service Center" on page 147.
	Service required (each light blinks alternatively)	
	Parts inside the printer are at the end of their service life.	Contact Epson Service Center to replace them. ➔ See "Epson Service Center" on page 147.
	**Nozzle maintenance required**	
	Print head nozzles are clogged or misaligned.	Perform the nozzle check and print head cleaning. ➔ See "Checking the Print Head Nozzles" on page 107. ➔ See "Cleaning the Print Head" on page 109. Press the ◊ **Ink** button to recover from error status.
 All lights	**Unknown printer error**	
	An unknown printer error has occurred.	Turn off the printer and then back on. If the error does not clear, contact Epson Service Center. ➔ See "Epson Service Center" on page 147.

Printing the status sheet

You can print a status sheet to see the current default values. To print a status sheet, follow the steps below.

1. Make sure that A4 size paper is loaded in the front paper cassette.

2. Turn off the printer.

3. Turn on the printer while holding down the ◊ **Ink** button.

   The printer prints the status sheet.

Chapter 6

Installing Option

Duplex Unit (B-300 only)

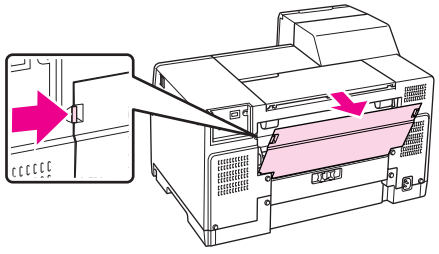
Installing the duplex unit

Follow the steps below to install the duplex unit.

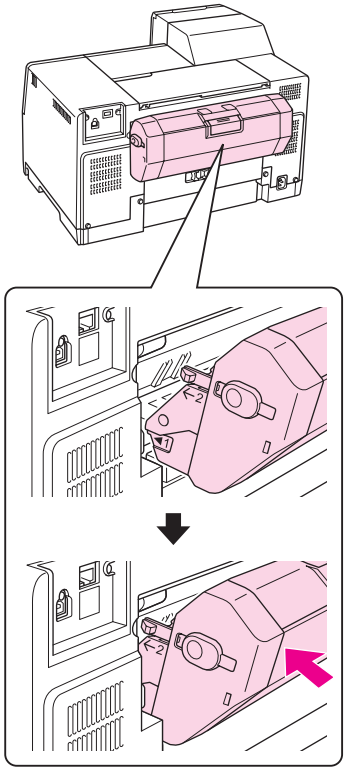
1. Turn off the printer

2. Press the hooks on both sides of the upper rear printer cover, and then remove the upper rear printer cover.

   Note:
   The removed upper rear printer cover should be retained since it will be necessary when you remove the duplex unit.



3. Insert the bottom side of the duplex unit first, and then attach the duplex unit.

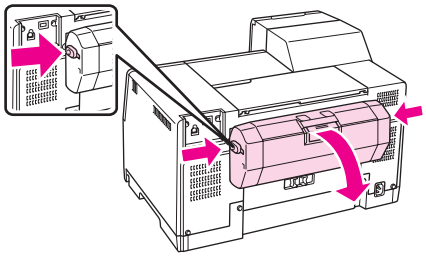


Uninstalling the duplex unit

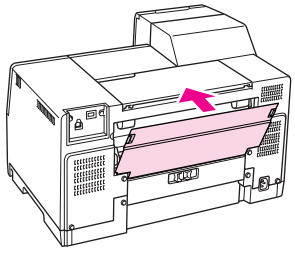
Follow the steps below to uninstall the duplex unit.

1. Turn off the printer.

2. Remove the duplex unit by pulling it while holding down the buttons on both sides of the duplex unit.



3. Attach the upper rear printer cover.



Chapter 7

Replacing Consumables

Ink Cartridges

Checking the ink cartridge status

Using the control panel (B-500DN)

To check the ink cartridge status, see "Icons on the LCD" on page 77.

Using the printer lights (B-300)

To check the ink cartridge status, see the ♦ Ink status light for each color. The ♦ Ink status lights let you know the status of the ink cartridge.

Ink status light	Status
Off	The ink cartridge remains enough for printing.
Flashing	The ink cartridge is nearly expended.
On	The ink cartridge is expended.

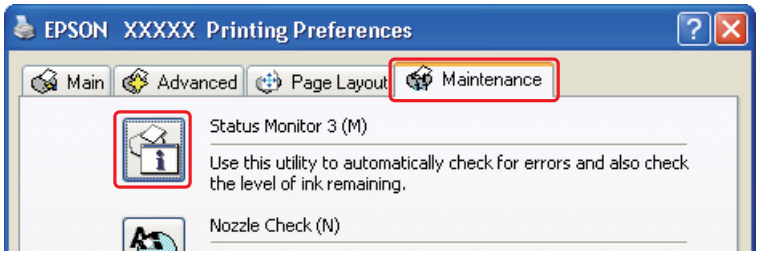
For Windows

Note:
Epson cannot guarantee the quality or reliability of non-genuine ink. If non-genuine ink cartridges are installed, the ink cartridge status will not be displayed.

To check the ink cartridge status, do one of the following:

❏ Double-click the printer shortcut icon on your Windows taskbar. To add a shortcut icon to the taskbar, refer to the following section.
➡ See "From the shortcut icon on the taskbar" on page 15.

❏ Open the printer driver, click the **Maintenance** tab, then click the **EPSON Status Monitor 3** button.

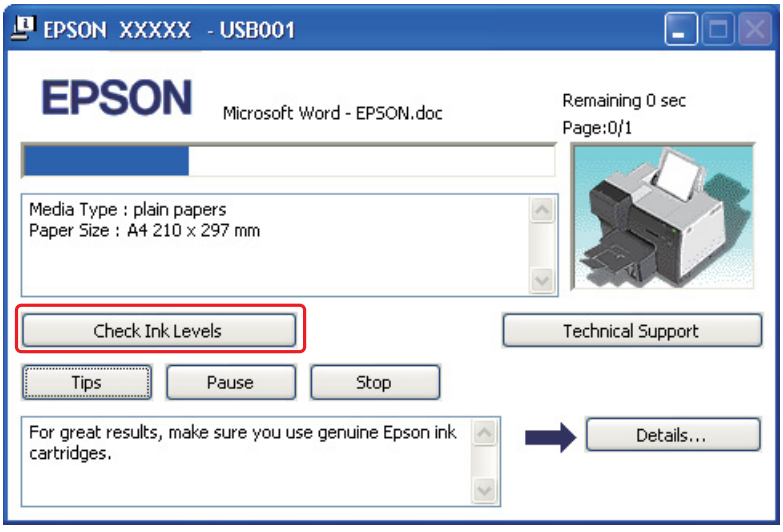


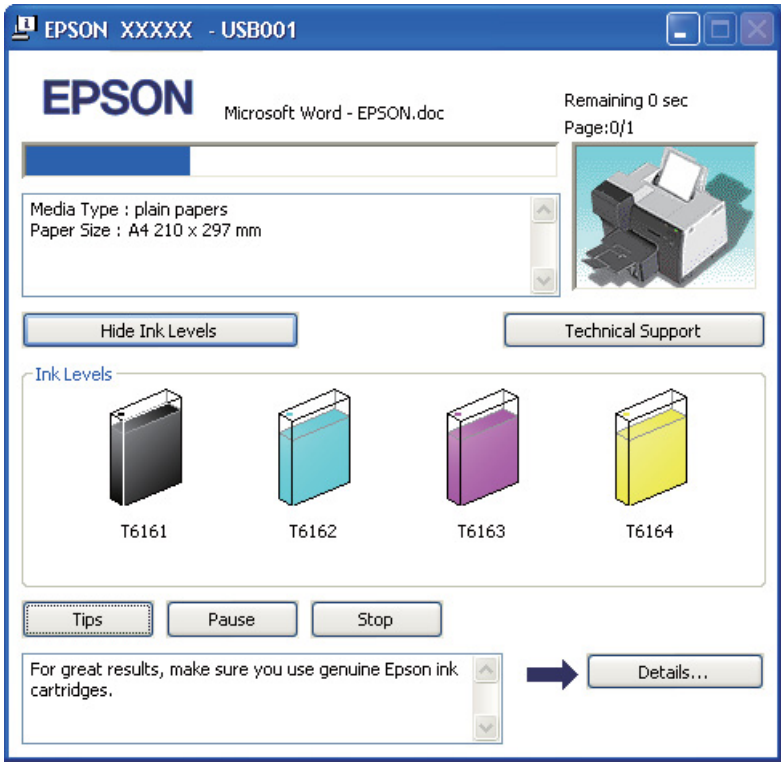
A graphic displays the ink cartridge status.

Note:
If any of the ink cartridges installed in the printer is broken, incompatible with the printer model, or improperly installed, EPSON Status Monitor 3 will not display an accurate calculation of the ink cartridge status. Be sure to replace or reinstall any ink cartridge indicated by EPSON Status Monitor 3.

❏ The progress meter appears automatically when you start a print job. Click the Check Ink Levels button, and then you can check the ink cartridge status from this window.

Note:
To display the progress meter automatically, click the ***Maintenance*** *tab in the printer driver window, click* ***Speed & Progress****, and then select the* ***Show Progress Meter*** *check box.*





Handling precautions

Read all of the instructions in this section before replacing the ink cartridges.

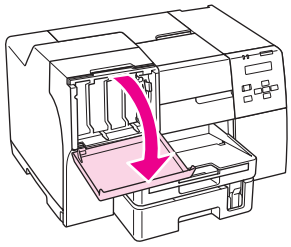
- ❏ This printer uses ink cartridges equipped with an IC chip that monitors the amount of ink used by each cartridge. Cartridges are usable even if they are removed and reinserted.
- ❏ If you need to remove an ink cartridge temporarily, be sure to protect the ink supply area from dirt and dust. Store the ink cartridge in the same environment as the printer. When storing the cartridge, be sure that its label identifying the color of the ink cartridge is facing upward. Do not store ink cartridges upside down.
- ❏ The valve in the ink supply port is designed to contain any excess ink that may be released. However, careful handling is recommended. Do not touch the supply port of the ink cartridge or its surrounding area.
- ❏ Ink is consumed during the following operations: print head cleaning, initial ink charging, and nozzle maintaining.
- ❏ Never turn off the printer during initial ink charging. The ink may fail to be filled up and the printer may become unavailable to print.
- ❏ If you change the ink cartridge to Extra High Capacity Ink Cartridge, retain the default ink cartridge or Standard Capacity Ink Cartridge, or High Capacity Ink Cartridge. One of these cartridges is needed when you transport the printer.
- ❏ 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.
- ❏ Keep ink cartridges out of the reach of children. Do not allow children to drink the ink or handle the cartridges.
- ❏ Be careful when you handle used ink cartridges, as there may be some ink around the ink supply port or surrounding area. 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.
- ❏ Epson recommends the use of genuine Epson ink cartridges. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior. Epson cannot guarantee the quality or reliability of non-genuine ink. The ink cartridge status is not displayed when non-genuine ink is used.
- ❏ Leave the old cartridge installed in the printer until you have obtained a replacement; otherwise, ink remaining in the print head nozzles may dry out.
- ❏ You cannot continue printing with one ink cartridge expended, even if the other cartridges still contain ink. Before printing, replace the expended cartridge.

- ❏ Never turn off the printer while replacing the ink cartridge. Doing so may damage the IC chip on the ink cartridge and the printer may not print properly.
- ❏ To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the cartridge when your printer indicates to replace the cartridge. The yields quoted for you do not include this reserve.

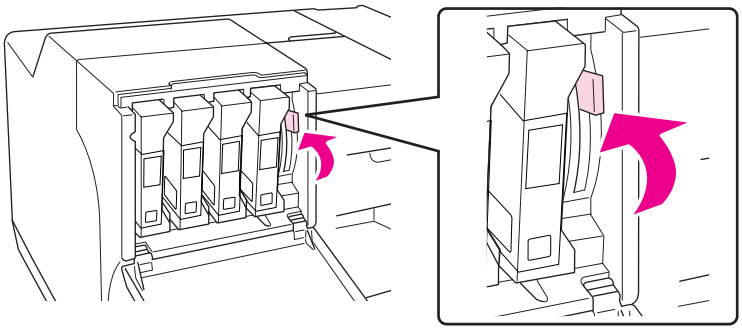
Replacing an ink cartridge

To replace the ink cartridge, follow the steps below.

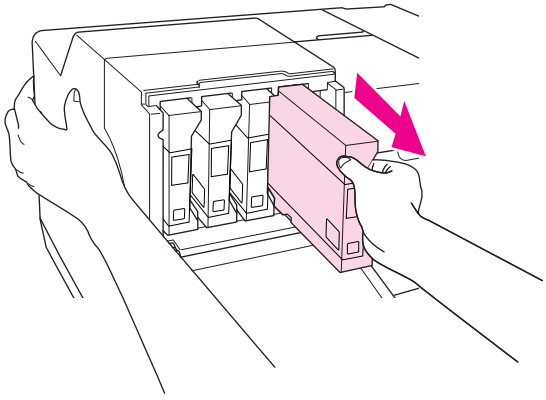
1. Open the cartridge cover.



2. Move the cartridge lever to the unlocked position.

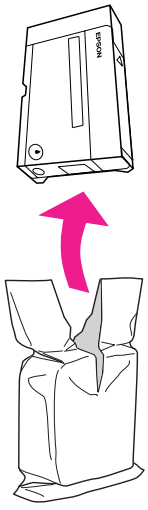


3. Remove the expended installed ink cartridge.



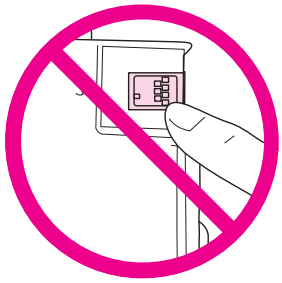
Note:
Hold the printer with your hand when you remove the ink cartridge.

4. Remove the new ink cartridge from the package.



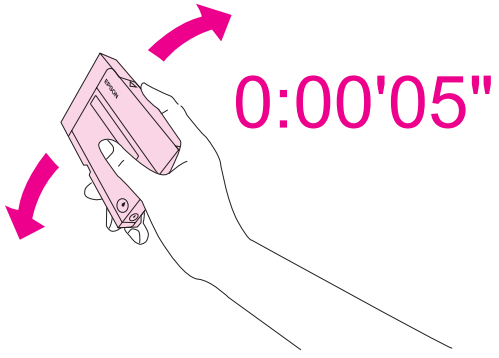
Caution:

❏ *Do not touch the green IC chip on the side of the cartridge. This can damage the ink cartridge.*

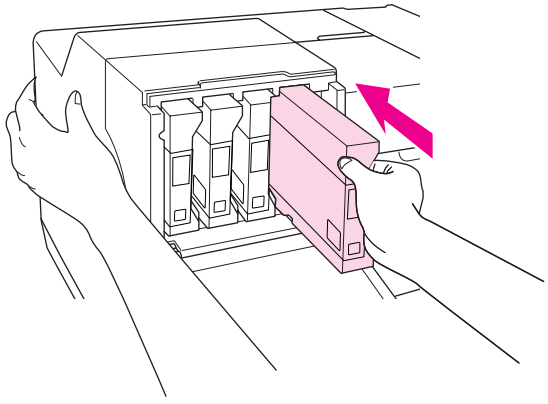


❏ *Always install an ink cartridge immediately after removing the old cartridge. If the cartridge is not installed promptly, the print head may dry out and be unable to print.*

5. For best results, shake the ink cartridge for about five seconds.



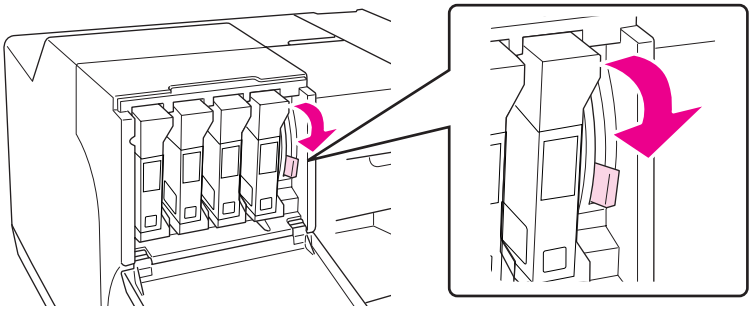
6. Hold the ink cartridge with the arrow mark facing up and pointing to the rear of the printer, and then insert it into the slot.



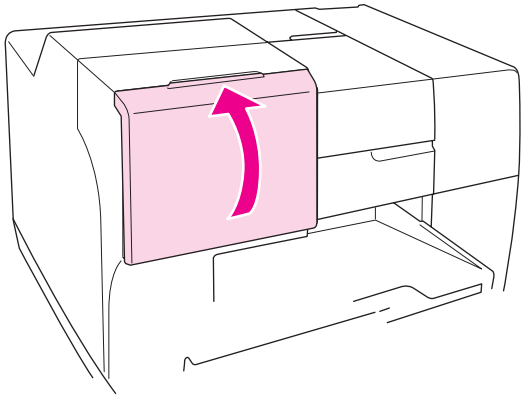
Note:
Hold the printer with your hand when you install the ink cartridge.

Caution:
Do not remove and reinsert cartridges more often than necessary. Doing so can compromise the needle valve seal and allow air to enter the ink tubes, causing nozzle loss.

7. Move the cartridge lever to the locked position.



8. Close the cartridge cover.



Note:
When you install the Extra High Capacity Ink Cartridge, use the printer with the cartridge cover opened.

Maintenance Box

Checking the maintenance box status

Using the control panel (B-500DN)

To check the maintenance box status using the control panel, follow the steps below.

1. Make sure that READY appears on the LCD screen, and then press the ▶ **Right** button. Menu appears on the LCD screen.

2. Press the ▼ **Down** or ▲ **Up** button to select PRINTER STATUS, and then press the **OK** or ▶ **Right** button.

3. Press the ▼ **Down** or ▲ **Up** button to select MAINTENANCE BOX, and then press the **OK** or ▶ **Right** button

4. A rough estimate of the remaining capacity of the maintenance box appears on the LCD screen.

Note:
You can check the maintenance box status by the icon displayed on the lower right of the LCD screen as well.
➡ *See "Icons on the LCD" on page 77.*

Using the printer lights (B-300)

To check the maintenance box status, see the Maintenance box status light. The Maintenance box status lights let you know the remaining free capacity of the maintenance box.

Maintenance box status light	Status
Off	The maintenance box has enough free capacity.
Flashing	The maintenance box is nearing the end of its service life.
On	The maintenance box is at the end of its service life.

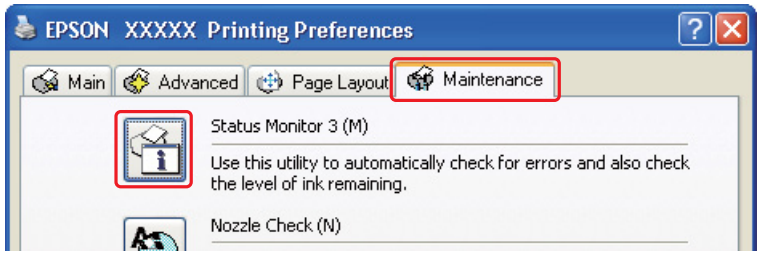
For Windows

Note:
Epson cannot guarantee the quality or reliability of non-genuine maintenance box. If non-genuine maintenance box are installed, the maintenance box status will not be displayed.

To check the maintenance box status, do one of the following:

❏ Double-click the printer shortcut icon on your Windows taskbar. To add a shortcut icon to the taskbar, refer to the following section.
➡ See "From the shortcut icon on the taskbar" on page 15.

❏ Open the printer driver, click the **Maintenance** tab, then click the **EPSON Status Monitor 3** button.



A graphic displays the maintenance box status.

Note:
If the maintenance box installed in the printer is broken, incompatible with the printer model, or improperly installed, EPSON Status Monitor 3 will not display an accurate calculation of the maintenance box status. Be sure to replace or reinstall any ink cartridge indicated by EPSON Status Monitor 3.

Handling precautions

Read all of the instructions in this section before replacing the maintenance box.

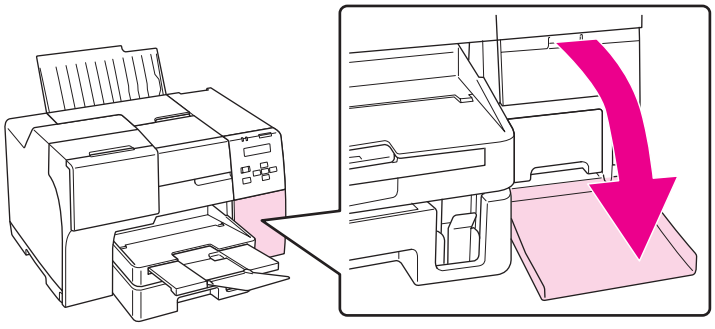
- ❏ Epson recommends the use of genuine Epson maintenance box. The use of non-genuine maintenance box may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior. Epson cannot guarantee the quality of reliability of non-genuine maintenance box. The maintenance box status is not displayed when non-genuine maintenance box is used.
- ❏ Do not dismantle the maintenance box.
- ❏ Do not touch the green IC chip on the side of the maintenance box.
- ❏ Keep out of reach of children, and do not drink the ink.
- ❏ Do not peel off the film covering the maintenance box.
- ❏ Do not tilt the used maintenance box until it is placed in the plastic bag provided.
- ❏ Do not reuse a maintenance box which has been removed and left detached for a long period.

Replacing a maintenance box

To replace the maintenance box, follow the steps below.

1. Confirm that the printer is not draining the ink.

2. Open the maintenance box cover.



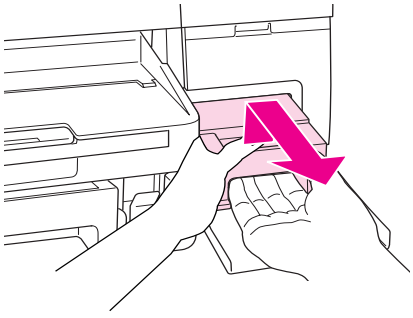
3. Remove the new maintenance box from the package.

4. Lift up and pull the installed maintenance box outward.

Note:

❏ *Do not tilt the maintenance box when you uninstall the maintenance box.*

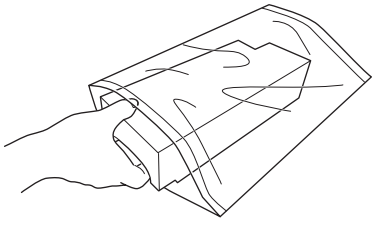
❏ *Hold the maintenance box with both hands when you handle the maintenance box.*



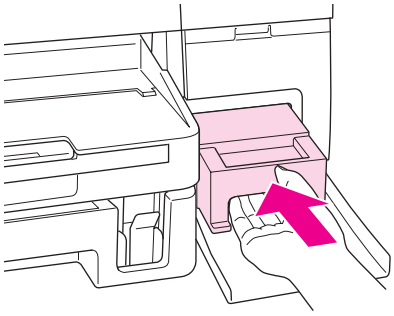
5. Put the used maintenance box into the plastic bag, and then seal off.

Note:

The plastic bag is provided with the new maintenance box.



6. Insert the new maintenance box into place as far as it will go.



7. Close the maintenance box cover.

Chapter 8

Maintaining Your Printer

Checking the Print Head Nozzles

If you find that the printout is unexpectedly faint or that dots are missing, you may be able to identify the problem by checking the print head nozzles.

You can check the print head nozzles from your computer by using the Nozzle Check utility or from the printer by using the control panel or buttons.

Note:
This printer checks the print head on a regular basis to keep the print head clean and to ensure you receive premium print quality. If the print head nozzles are clogged, the printer automatically cleans the print head. Normally, you do not need to perform the nozzle check and print head cleaning, however, the self-cleaning function cannot completely prevent the occurrence of missing dots.

Using the Nozzle Check utility for Windows

Follow the steps below to use the Nozzle Check utility.

1. Make sure that no lights are indicating errors.
2. Make sure that A4 size paper is loaded in the front paper cassette.
3. Right-click the printer icon on the taskbar, then select **Nozzle Check**.

   If the printer icon does not appear, refer to the following section to add the icon.

   ➡ See "From the shortcut icon on the taskbar" on page 15.
4. Follow the on-screen instructions.

Using the control panel (B-500DN)

Follow the steps below to check the print head nozzles using the control panel.

1. Make sure that A4 size paper is loaded in the front paper cassette.

2. Make sure that READY appears on the LCD screen, and then press the ▶ **Right** button. Menu appears on the LCD screen.

3. Press the ▼ **Down** or ▲ **Up** button to select TEST PRINT, and then press the **OK** or ▶ **Right** button.

4. Press the ▼ **Down** or ▲ **Up** button to select NOZZLE CHECK, and then press the **OK** or ▶ **Right** button.

5. Press the **OK** button to print nozzle check pattern.

   After printing, the cleaning menu appears. If you find a print quality problem, press the **OK** button to clean the print head.

Using the printer buttons (B-300)

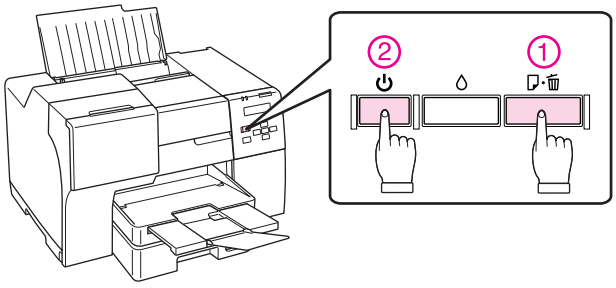
Follow the steps below to check the print head nozzles using the printer buttons.

1. Make sure that no lights are indicating errors.

2. Turn off the printer.

3. Make sure that A4 size paper is loaded in the front paper cassette.

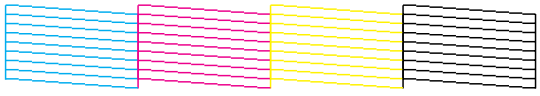
4. Hold down the **Paper/Cancel** button and press the **Power** button to turn on the printer.



5. When the printer turns on, release both the buttons.

   Below are two sample nozzle check patterns.

Compare the quality of the printed check page with the sample shown below. If there are no print quality problems, such as gaps or missing segments in the test lines, the print head is fine.



If any segment of the printed lines is missing, as shown below, this could mean a clogged ink nozzle or a misaligned print head.

➡ See "Cleaning the Print Head" on page 109.
➡ See "Aligning the Print Head" on page 112.

Cleaning the Print Head

If you find that the printout is unexpectedly faint or that dots are missing, you may be able to solve these problems by cleaning the print head, which ensures that the nozzles are delivering ink properly.

You can clean the print head from your computer using the Head Cleaning utility in the printer driver or from the printer by using the control panel or buttons.

Note:

- ❏ *Clean the print head only if print quality declines; for example, if the printout is blurry or the color is incorrect or missing.*
- ❏ *Use the Nozzle Check utility first to confirm that the print head needs to be cleaned. This saves ink.*
- ❏ *When ink is low you may not be able to clean the print head. When ink is expended you cannot clean the print head. Replace the appropriate ink cartridge first.*
  ➡ *See "Replacing an ink cartridge" on page 98.*

Using the Head Cleaning utility for Windows

Follow the steps below to clean the print head using the Head Cleaning utility.

1. Make sure the printer is turned on.

2. Make sure that no lights are indicating errors.

3. Make sure that A4 size paper is loaded in the front paper cassette.

4. Right-click the printer icon on the taskbar, then select **Head Cleaning**.

   If the printer icon does not appear, refer to the following section to add the icon.

   ➡ See "From the shortcut icon on the taskbar" on page 15.

5. Follow the on-screen instructions.

The ⏻ Power light flashes while the printer performs the cleaning cycle.

Caution:
Never turn off the printer while the ⏻ Power light is flashing. Doing so may damage the printer.

Note:
- ❏ *If print quality has not improved after repeating this procedure, turn off the printer and wait for at least six hours. Then run the nozzle check again and repeat the head cleaning if necessary.*
- ❏ *If print quality remains a problem, contact Epson Service Center.*
  ➡ See "Epson Service Center" on page 147.
- ❏ *To maintain print quality, we recommend printing a few pages on a regular basis.*

Using the control panel (B-500DN)

Follow the steps below to clean the print head using the control panel.

1. Make sure that A4 size paper is loaded in the front paper cassette.

2. Make sure that READY appears on the LCD screen, and then press the ▶ **Right** button. Menu appears on the LCD screen.

3. Press the ▼ **Down** or ▲ **Up** button to select MAINTENANCE, and then press the **OK** or ▶ **Right** button.

4. Press the ▼ **Down** or ▲ **Up** button to select CLEANING, and then press the **OK** or ▶ **Right** button.

5. Press the **OK** button to start cleaning and the ⏻ Power light begins flashing.

Caution:
Never turn off the printer while the ⏻ Power light is flashing. Doing so may damage the printer.

6. When the ⏻ Power light stops flashing, the printer returns to the nozzle check menu. Press the **OK** button to print a nozzle check pattern to confirm that the head is clean.
➡ See "Checking the Print Head Nozzles" on page 107.

Note:

❏ *If print quality has not improved after repeating this procedure, turn off the printer and wait for at least six hours. Then run the nozzle check again and repeat the head cleaning if necessary.*

❏ *If print quality remains a problem, contact Epson Service Center.*
➡ See "Epson Service Center" on page 147.

❏ *To maintain print quality, we recommend printing a few pages on a regular basis.*

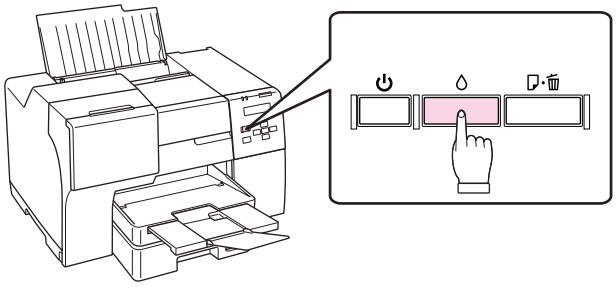
Using the printer buttons (B-300)

Follow the steps below to clean the print head using the printer buttons.

1. Make sure that no lights are indicating errors.

2. Make sure that A4 size paper is loaded in the front paper cassette.

3. Press and hold down the ◊ **Ink** button for three seconds.



The printer starts cleaning the print head and the ⏻ Power light begins flashing.

Caution:
Never turn off the printer while the ⏻ Power light is flashing. Doing so may damage the printer.

4. When the ⏻ Power light stops flashing, print a nozzle check pattern to confirm that the head is clean.
➡ See "Checking the Print Head Nozzles" on page 107.

Note:

❏ *If print quality has not improved after repeating this procedure, turn off the printer and wait for at least six hours. Then run the nozzle check again and repeat the head cleaning if necessary.*

❏ *If print quality remains a problem, contact Epson Service Center.*
➡ *See "Epson Service Center" on page 147.*

❏ *To maintain print quality, we recommend printing a few pages on a regular basis.*

Aligning the Print Head

If you notice a misalignment of vertical lines or horizontal banding, you may be able to solve this problem by using the Print Head Alignment utility in your printer driver or from the printer by using the buttons.

Refer to the appropriate section below.

Note:
Do not press the ***Cancel*** *button (B-500DN) or the* ***Paper/Cancel*** *button (B-300) to cancel printing while printing a test pattern with the Print Head Alignment utility.*

Using the Print Head Alignment utility for Windows

Follow the steps below to align the print head using the Print Head Alignment utility.

1. Make sure that no lights are indicating errors.
2. Make sure A4 size plain paper is loaded in the front paper cassette.
3. Right-click the printer icon on the taskbar, then select **Print Head Alignment**.

   If the printer icon does not appear, refer to the following section to add the icon.

   ➡ See "From the shortcut icon on the taskbar" on page 15.
4. Follow the on-screen instructions to align the print head.

Using the control panel (B-500DN)

Follow the steps below to align the print head using the control panel.

1. Make sure that A4 size plain paper is loaded in the front paper cassette.
2. Make sure that READY appears on the LCD screen, and then press the ▶ **Right** button. Menu appears on the LCD screen.

3. Press the ▼ **Down** or ▲ **Up** button to select MAINTENANCE, and then press the **OK** or ▶ **Right** button.

4. Press the ▼ **Down** or ▲ **Up** button to select HEAD ALIGNMENT, and then press the **OK** or ▶ **Right** button.

5. Press the **OK** button to print the alignment pattern.

6. Look at the alignment patterns and find the square without any visible bands in sets #1 through #4.

7. Press the ▼ **Down** or ▲ **Up** button to select the number that corresponds to the square for sets #1 through #4.

8. Press the **OK** button to register your selection.

Cleaning Your Printer

To keep your printer operating at its best, clean it thoroughly several times a year.

Warning:
Be careful not to touch the parts inside the printer.

Caution:
- ❏ *Never use alcohol or thinner to clean the printer. These chemicals can damage the printer.*
- ❏ *Do not apply grease to the metal parts under the print head.*
- ❏ *Be careful to keep water away from the electronic components.*
- ❏ *Do not spray the inside of the printer with lubricants.*
- ❏ *Unsuitable oils can damage the mechanism. Contact Epson Service Center or a qualified service person if lubrication is needed.*

Note:
After using the printer, close the paper support and the output tray to protect the printer from dust.

Cleaning Inside of Your Printer

Ink and paper build up from the rollers may affect the print quality or may prevent the paper from feeding smoothly. You can clean the inside of your printer using the control panel.

Caution:
Do not use cloths to wipe inside the printer. Little pieces of thread may be built up.

Using the control panel (B-500DN)

Follow the steps below to align the print head using the control panel.

1. Make sure that A4 size paper is loaded in the front paper cassette.
2. Make sure that READY appears on the LCD screen, and then press the ▶ **Right** button. Menu appears on the LCD screen.
3. Press the ▼ **Down** or ▲ **Up** button to select MAINTENANCE, and then press the **OK** or ▶ **Right** button.
4. Press the ▼ **Down** or ▲ **Up** button to select CLEANING SHEET, and then press the **OK** or ▶ **Right** button.
5. Press the **OK** button. The printer feeds and ejects paper.

   Repeat these steps until no ink gets on the paper.

Using the printer buttons (B-300)

Follow the steps below to align the print head using the printer button.

1. Make sure that A4 size paper is loaded in the front paper cassette.
2. Press the **Paper/Cancel** button to feed and eject paper.

   Repeat these steps until no ink gets on the paper.

Transporting Your Printer

If you need to transport your printer some distance, carefully prepare and repack it as described below. Use the original box and packing materials, or a similar box that holds the printer snugly.

Caution:
When storing or transporting the printer, do not tilt it, stand it up vertically, or turn it upside down. Otherwise, ink may leak inside the printer.

1. Plug in the printer and turn it on. Wait until the print head returns to the home position.
2. Turn off the printer and unplug its power cord.

   Caution:
   Do not unplug the power cord during the print head is moving since the print head does not return to the home position.

3. Disconnect the interface cable.
4. Remove all paper from the printer.
5. Confirm that the cartridge lever is in the locked position and the cartridge cover is closed.

   Caution:
   Leave the ink cartridges and maintenance box installed to prevent the ink from leaking.

   Note:
   If you use the Extra High Capacity Ink Cartridge, install the default ink cartridge or Standard Capacity Ink Cartridge, or High Capacity Ink Cartridge instead when you transport the printer.

6. Close the output tray and paper support.
7. Attach the protective materials to both sides of the printer.
8. Repack the printer and power cord in the original box.

Note:

- ❏ *Keep the printer level during transport.*
- ❏ *Be sure to remove the protective materials from the printer before using it again.*
- ❏ *Do not hold the duplex unit when you lift the printer to prevent the duplex unit from becoming detached. Also, make sure that the duplex unit is attached correctly after setting up the printer.*

Chapter 9

Using the Printer on a Network

Setting Up the Printer on a Network (for B-500DN Users only)

This printer can connect anywhere on your network using 10Base-T or 100Base-TX because it has a built-in Ethernet interface that supports the TCP/IP protocol.

You can make the network interface settings such as IP address by using the printer's control panel, or the applications for your computer.

Using the printer's control panel

➡ See "Network setting menu" on page 81.
➡ See also "How to access the control panel menus" on page 78.

Using the utilities for your computer

➡ See the network guide in the CD-ROM.

Note:

- ❏ *Since the network guide is common for Epson printers, some part of the descriptions are not for this printer. Depending on this printer's supported OS versions, protocols, utilities, and any other supported information, see appropriate descriptions in the network guide.*
- ❏ *To find the supported OS versions for the printer, see the following section.*
  ➡ *See "Operating System Versions" on page 9.*
- ❏ *Be aware that NetWare is not supported.*
- ❏ *Be aware that the protocols IPP, AppleTalk, NetBEUI, WSD, and LLTD are not supported.*
- ❏ *To find the bundled utilities, see the CD-ROM shipped with your printer.*
- ❏ *To get more information, see the following section.*
  ➡ *See "Where To Get Help" on page 144.*

Setting Up the Printer as the Shared Printer for Windows

These instructions tell you how to set up your printer so users on the network can share it.

First you will set up the printer as a shared printer on the computer directly connected to it. This computer is the print server. Then you will add the printer to each network computer that will access it. Then each computer is the print server's client.

Note:

- ❏ *These instructions are for small networks only. To share the printer on a large network, consult your network administrator.*
- ❏ *To uninstall programs in Windows Vista, you need an administrator account and the password if you log on as a standard user.*
- ❏ *You must log on to a Computer Administrator account to install software on Windows XP. After you install Windows XP, the user account is set as Computer Administrator.*
- ❏ *You must log on to Windows 2000 as a user with administrative privileges (belonging to the Administrators group) to install software.*
- ❏ *When you use your printer as a shared printer on a network with the following combinations of computers, the client operating systems are not able to communicate with the printer, so that some functions are not available for that particular client.*

Server	Client
Windows Vista/XP	Windows 2000
Windows 2000	Windows Vista/XP

- ❏ *The illustrations in the following section are from Windows XP.*

Setting up the print server

Follow the steps below on the print server computer that is connected directly to the printer:

1. **Windows Vista:**
   Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category. (If the Control Panel is in Classic View, click **Printers**.)

   Windows XP:
   Click **Start** and select **Control Panel**, then double-click **Printers and Faxes**. (If the Control Panel is in Category View, click **Printers and Other Hardware**, then click **Printers and Faxes**.)

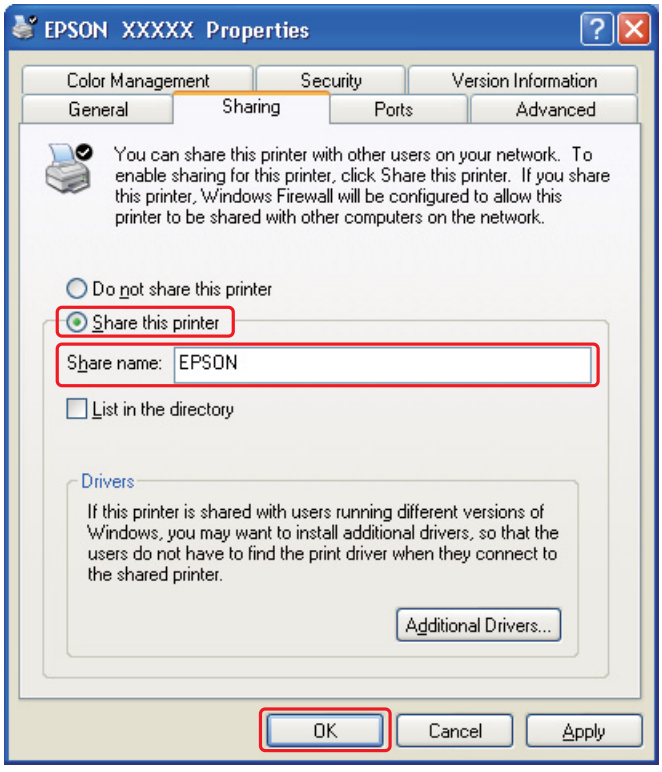
Windows 2000:
Click **Start**, point to **Settings**, and click **Printers**.

2. Right-click the icon for your printer, then click **Sharing**. For Windows Vista, click the **Change sharing options** button and then click **Continue**.

3. **Windows Vista and XP:**
Select **Share this printer**, then type a Share name.

Windows 2000:
Select **Shared as**, then type a name for the shared printer.

Note:
Do not use spaces or hyphens in the share name.



If you want Windows Vista, XP, and 2000 to automatically download printer drivers for computers that are running different versions of Windows, click **Additional Drivers** and select the environment and the operating systems of the other computers. Click **OK**, then insert the printer software CD into the CD-ROM drive.

4. Click **OK** or **Close** (if you installed additional drivers).

Setting up each client

Follow these steps for each client computer on the network.

Note:
Your printer must be set up as a shared printer on the computer to which it is connected before you can access it from another computer.
➡ *See "Setting up the print server" on page 117.*

1. **Windows Vista:**
   Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category. (If the Control Panel is in Classic View, click **Printers**.)

   Windows XP:
   Click **Start** and select **Control Panel**, then double-click **Printers and Faxes**. (If the Control Panel is in Category View, click **Printers and Other Hardware**, then click **Printers and Faxes**.)

   Windows 2000:
   Click **Start**, point to **Settings**, and click **Printers**.

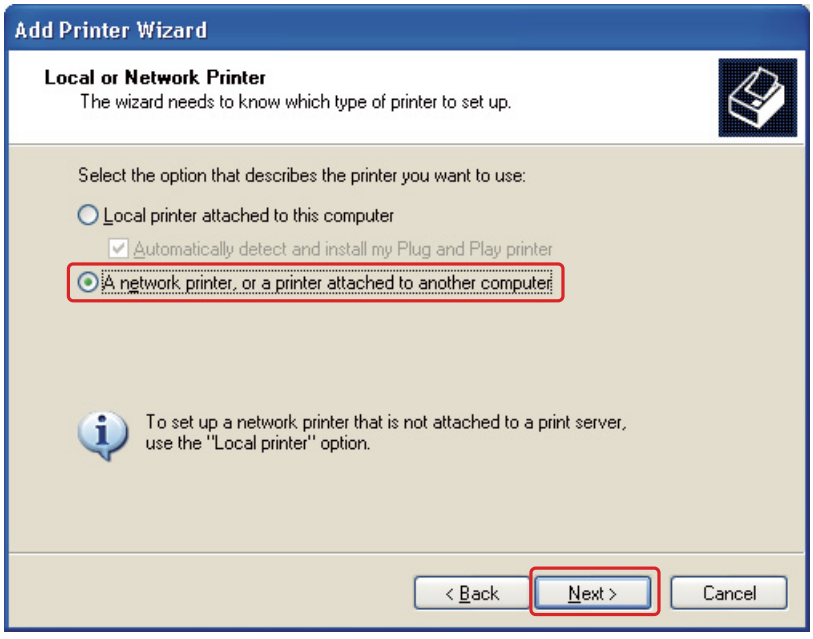
2. **Windows Vista:**
   Click the **Add a Printer** button.

   Windows XP and 2000:
   Double-click the **Add Printer** icon. The Add Printer Wizard appears. Click the **Next** button.

3. **Windows Vista:**
   Click **Add a network, wireless or Bluetooth printer**, and then click **Next**.

   Windows XP:
   Select **A network printer**, **or a printer attached to another computer**, then click **Next**.

Windows 2000:
Select **Network printer**, then click **Next**.



4. Follow the on-screen instructions to select the printer you want to use.

Note:

- ❏ *Depending on the operating system and the configuration of the computer to which the printer is connected, the Add Printer Wizard may prompt you to install the printer driver from the printer software CD-ROM. Click the **Have Disk** button and follow the on-screen instructions.*
- ❏ *To monitor the status of a shared printer, EPSON Status Monitor 3 must be installed on each computer. EPSON Status Monitor 3 is automatically installed when you install the printer software from the CD-ROM by using the **Easy Install** function.*

Chapter 10

Troubleshooting

Diagnosing the Problem

Troubleshooting printer problems is best handled in two steps: first diagnose the problem, then apply likely solutions until the problem is fixed.

The information that you need to diagnose and solve most common problems is provided by online problem solving, the control panel, the EPSON Status Monitor utility, or by running a printer operation check. Refer to the appropriate section below.

If you have a specific problem relating to print quality, a printout problem not related to print quality, or a paper feeding problem, or if the printer does not print at all, refer to the appropriate section.

To solve a problem, you may need to cancel printing.
➡ See "Canceling Printing" on page 40.

Error indicators

For B-500DN users
You can diagnose and solve most problems by checking the error messages on the LCD screen. If the printer stops working and displays a message on the LCD screen, refer to the section below to diagnose the problem, and then follow the recommended corrective measures.

➡ See "Status and error messages" on page 82.

For B-300 users
You can identify many common printer problems using the lights on your printer. If the printer stops working and the lights are on or flashing, refer to the section below to diagnose the problem, and then follow the recommended corrective measures.

➡ See "Status and error lights" on page 87.

EPSON Status Monitor (for Windows only)

If a problem occurs while printing, an error message will appear in the Status Monitor window.

Note:
When you use your printer as a shared printer on a network with the following combinations of computers, the client operating systems are not able to communicate with the printer, so that some functions are not available for that particular client.

Server	Client
Windows Vista/XP	Windows 2000
Windows 2000	Windows Vista/XP

Running a printer operation check (for B-500DN users)

If you are unable to determine the source of the problem, run a printer operation check to help you determine whether the problem comes from the printer or your computer.

To run a printer operation check, follow these steps.

1. Make sure both the printer and computer are turned off.
2. Disconnect the cable from the interface connector of the printer.
3. Make sure that A4 size paper is loaded in the front paper cassette.
4. Turn on the printer and make sure that READY appears on the LCD screen.
5. Press the ▶ **Right** button to enter Menu mode.
6. Press the ▼ **Down** or ▲ **Up** button to display TEST PRINT, and then press the **OK** or ▶ **Right** button.
7. Press the ▼ **Down** or ▲ **Up** button to display NOZZLE CHECK, and then press the **OK** or ▶ **Right** button.
8. Press the **OK** button to start printing a nozzle check pattern.

A test page prints showing a nozzle check pattern. If the pattern has gaps, you need to clean the print head.
➡ See "Cleaning the Print Head" on page 109.

❑ If the test page prints, the problem probably lies in your software settings, the cable, or your computer. It is also possible that your software may not be installed correctly. Try uninstalling your software and reinstalling it.
➡ See "Uninstalling the Printer Software" on page 17.

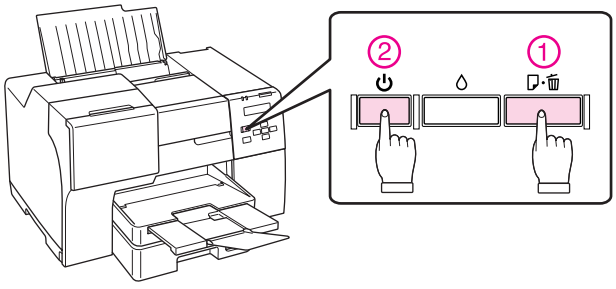
❏ If the test page does not print, you may have a problem with your printer. Try the suggestions in the following section.
➡ See "The Printer Does Not Print" on page 140.

Running a printer operation check (for B-300 users)

If you are unable to determine the source of the problem, run a printer operation check to help you determine whether the problem comes from the printer or your computer.

To run a printer operation check, follow these steps.

1. Make sure both the printer and computer are turned off.
2. Disconnect the cable from the interface connector of the printer.
3. Make sure that A4 size paper is loaded in the front paper cassette.
4. Hold down the **Paper/Cancel** button and press the **Power** button to turn on the printer. When the printer turns on, release both the buttons.



A test page prints showing a firmware version and a nozzle check pattern. If the pattern has gaps, you need to clean the print head.
➡ See "Cleaning the Print Head" on page 109.

❏ If the test page prints, the problem probably lies in your software settings, the cable, or your computer. It is also possible that your software may not be installed correctly. Try uninstalling your software and reinstalling it.
➡ See "Uninstalling the Printer Software" on page 17.

❏ If the test page does not print, you may have a problem with your printer. Try the suggestions in the following section.
➡ See "The Printer Does Not Print" on page 140.

Checking Printer Status

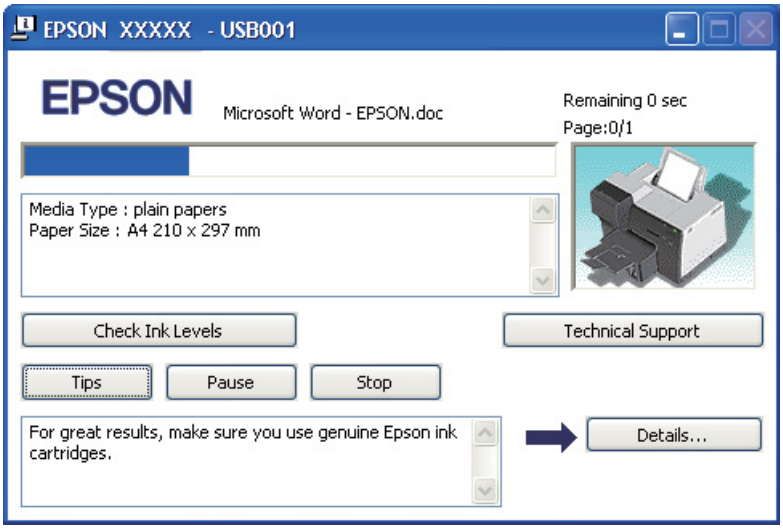
For Windows

Note:
When you use your printer as a shared printer on a network with the following combinations of computers, the client operating systems are not able to communicate with the printer, so that some functions are not available for that particular client.

Server	Client
Windows Vista/XP	Windows 2000
Windows 2000	Windows Vista/XP

Using the progress meter

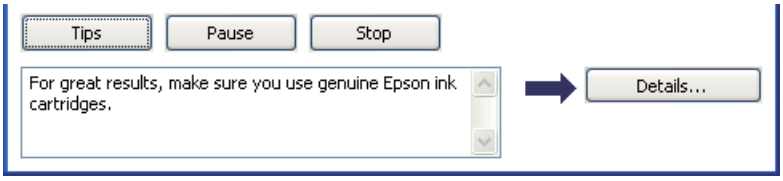
When you send a print job to the printer, the progress meter appears, as shown in the illustration below.



The progress meter indicates the progress of the current print job and provides printer status information. This window also displays error messages as well as helpful tips for better printing. Refer to the appropriate section below.

Tips

Tips for getting the most out of your Epson printer driver appear in the text box of the progress meter window. A new tip appears every 15 seconds. For more details on the tip displayed in the window, click the **Details** button.



Error messages

If a problem occurs during printing, an error message appears in the text box of the progress meter window. For more detailed information, click **Technical Support** to access the online User's Guide.

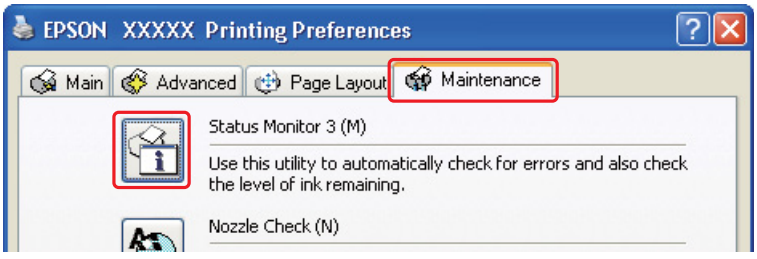
Using EPSON Status Monitor 3

EPSON Status Monitor 3 displays detailed information on the printer status.

There are two ways to access EPSON Status Monitor 3:

❏ Double-click the printer shortcut icon on the Windows taskbar. If the printer icon does not appear, refer to the following section to add the icon.
➡ See "From the shortcut icon on the taskbar" on page 15.

❏ Open the printer driver, click the **Maintenance** tab, then click the **Status Monitor 3** button.



When you access EPSON Status Monitor 3, the following window appears:

EPSON Status Monitor 3 provides the following information:

- **Ink Status:**
  EPSON Status Monitor 3 provides a graphic display of the ink status. To see the detailed information on ink cartridge, click **Information** in the Ink Levels.

- **Maintenance box Status:**
  EPSON Status Monitor 3 provides a graphic display of the maintenance box status.

- **Technical Support:**
  You can access the online User's Guide from EPSON Status Monitor 3. If you encounter a problem, click **Technical Support** in the EPSON Status Monitor 3 window.

The Paper Jams

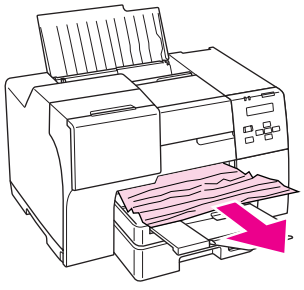
Caution:
Pull out the jammed paper gently. If you remove the jammed paper with force, torn pieces may stay inside the printer or the printer may be damaged.

1. **For B-500DN users**
   Press the **OK** button to eject the jammed paper.

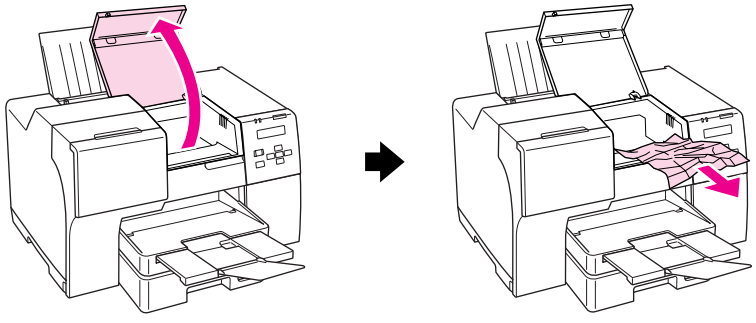
   For B-300 users
   Press the **Paper/Cancel** button to eject the jammed paper.

2. If the error does not clear, turn off the printer and remove all of the paper inside, including any torn pieces. Refer to the appropriate section below.

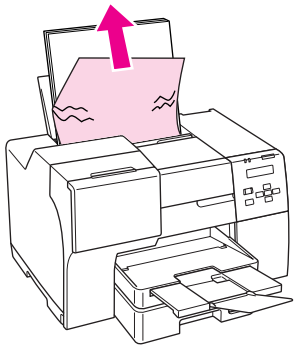
   In the output tray:
   Gently pull out the jammed paper forward.



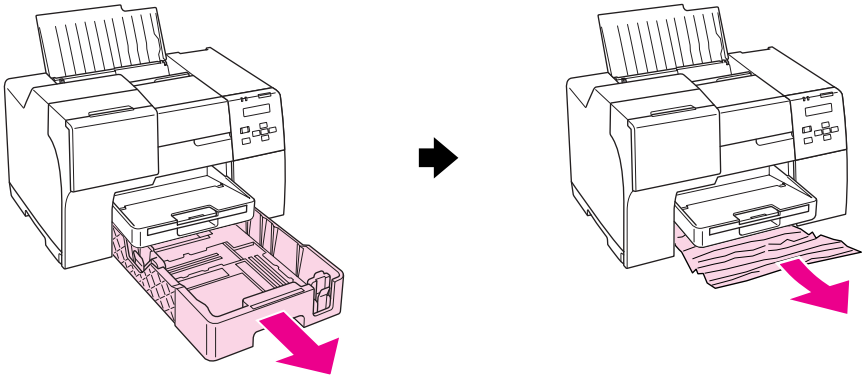
   Inside the printer:
   Open the front printer cover, and then gently pull out the jammed paper forward.



In the rear sheet feeder:
Gently pull out the jammed paper upward.

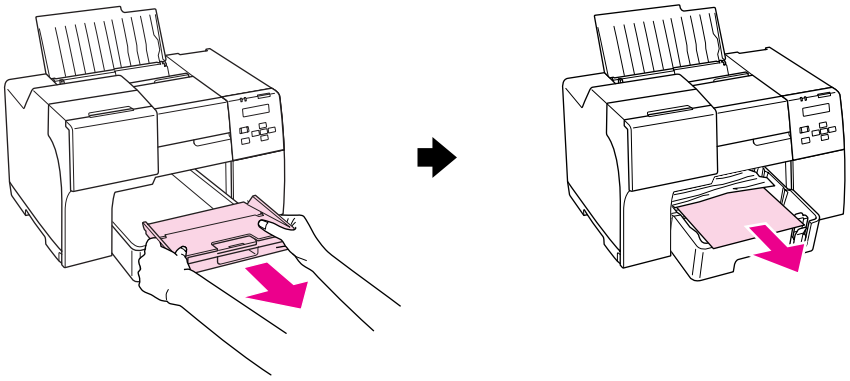


In the front paper cassette:
Close the output tray and pull out the front paper cassette. Then gently pull out the jammed paper forward.



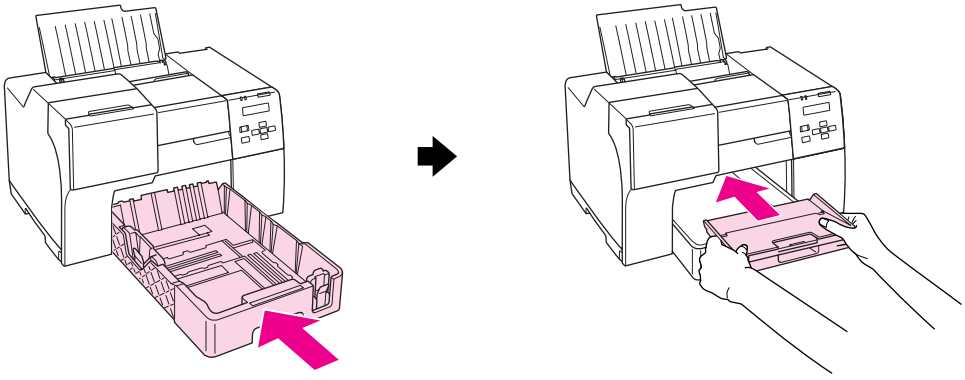
Note:

❏ *If you cannot pull out the front paper cassette, pull out the output tray first and remove all paper that is set in the front paper cassette.*

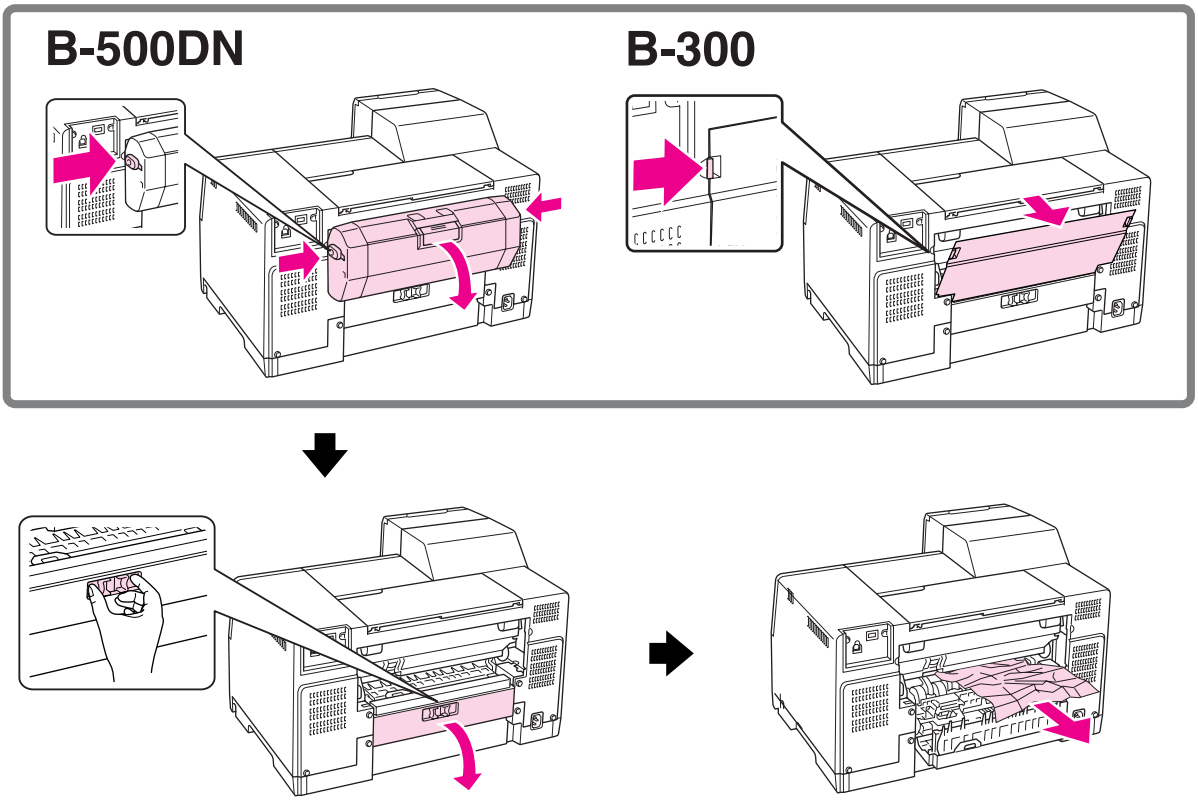


Then pull out the front paper cassette and gently pull out the jammed paper forward.

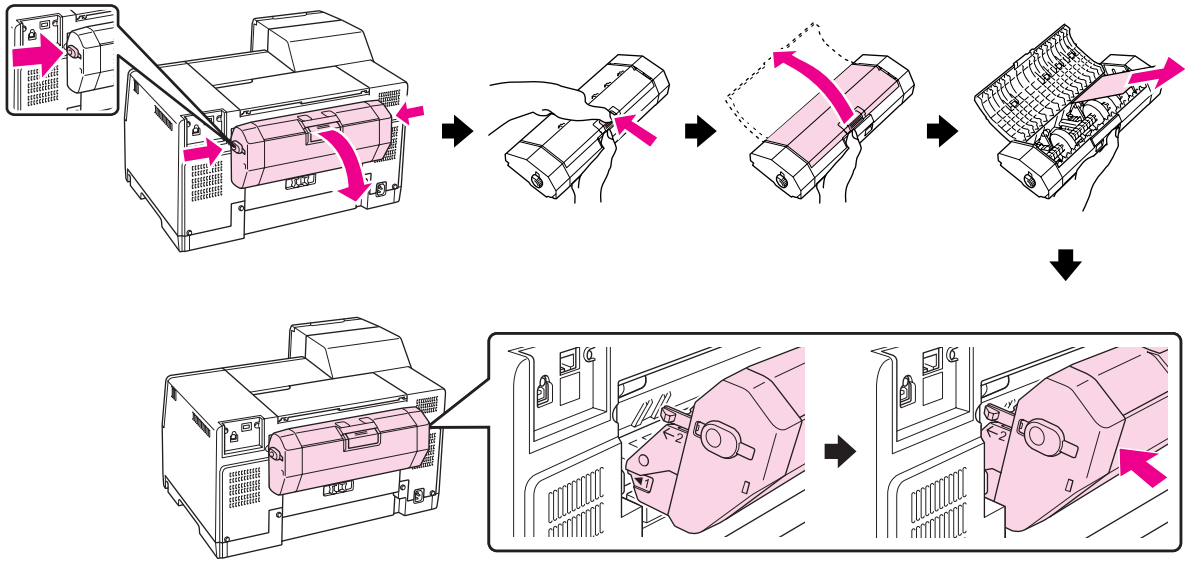
❏ *After you remove the jammed paper and insert the front paper cassette, reinsert the output tray into the printer.*



In the back of the printer:
Remove the duplex unit (B-500DN) or the upper rear printer cover (B-300) and open the lower rear printer cover. Then gently pull out the jammed paper.



In the duplex unit:
Remove the duplex unit and open the cover of the duplex unit. Then, gently remove the jammed paper.



3. Close the printer cover and turn on the printer.

4. **For B-500DN users**
   Reload the paper and press the **OK** button to resume printing.

   For B-300 users
   Reload the paper and press the **Paper/Cancel** button to resume printing.

Note:
If you cannot easily remove a foreign object, do not use force and do not disassemble the printer. Contact Epson Service Center for assistance.
➡ *See "Epson Service Center" on page 147.*

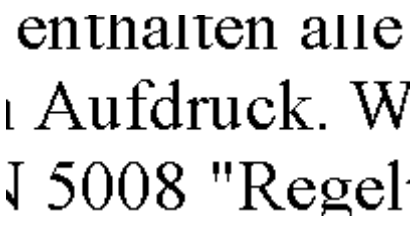
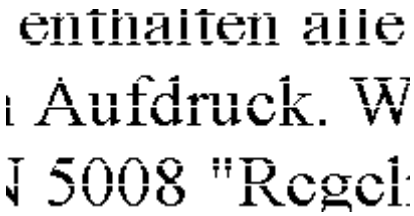
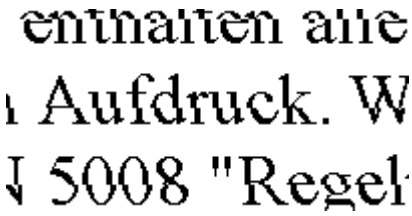
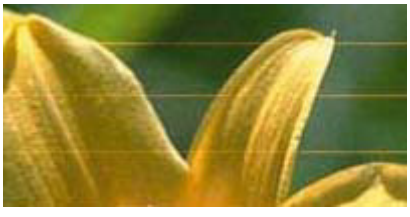
If your paper jams frequently, make sure of the following:

- ❏ The paper is smooth, not curled or wrinkled.
- ❏ You are using high quality paper.
- ❏ The printable side of the paper is face up in the rear sheet feeder and face down in the front paper cassette.
- ❏ The paper stack was fanned before loading.
- ❏ The paper is not loaded above the ≦ arrow mark inside the edge guide.

- ❏ The number of sheets in the paper stack does not exceed the limit specified for that paper.
  ➡ See "Loading capacities for Epson special media" on page 21.
- ❏ The left edge guide is snug against the left edge of the paper.
- ❏ The printer is on a flat, stable surface that extends beyond the base in all directions. The printer will not operate properly if it is tilted.

Print Quality Problems

If you are having print quality problems, then compare it with the illustrations below. Click the caption under the illustration that best resembles your printout.

<table>
<tr>
<td> 
Good sample</td>
<td>
Good sample</td>
</tr>
<tr>
<td> 
"Horizontal banding" on page 134</td>
<td> 
"Vertical misalignment or banding" on page 134</td>
</tr>
<tr>
<td> 
"Horizontal banding" on page 134</td>
<td>
"Vertical misalignment or banding" on page 134</td>
</tr>
</table>

"Incorrect or missing colors" on page 135	"Blurry or smeared printout" on page 135

Horizontal banding

- ❏ Make sure the printable side of the paper is face up in the rear sheet feeder and face down in the front paper cassette.
- ❏ Run the Head Cleaning utility to clear any clogged ink nozzles.
  ➡ See "Cleaning the Print Head" on page 109.
- ❏ Use up ink cartridges within six months of opening vacuum package.
- ❏ Try to use genuine Epson ink cartridges.
- ❏ Check the ink cartridge status.
  ➡ See "Checking the ink cartridge status" on page 94.

  If the graphic displays the ink is low or expended, replace the appropriate ink cartridge.
  ➡ See "Replacing an ink cartridge" on page 98.
- ❏ Make sure the paper type selected in the printer driver is appropriate for the type of paper loaded in the printer.
  ➡ See "Selecting the Correct Paper Type" on page 30.

Vertical misalignment or banding

- ❏ Make sure the printable side of the paper is face up in the rear sheet feeder and face down in the front paper cassette.
- ❏ Run the Head Cleaning utility to clear any clogged ink nozzles.
  ➡ See "Cleaning the Print Head" on page 109.
- ❏ Run the Print Head Alignment utility.
  ➡ See "Aligning the Print Head" on page 112.
- ❏ Clear the **High Speed** check box from the Advanced window in your printer driver (Windows). See the printer driver online help for details.

❏ Make sure the paper type selected in the printer driver is appropriate for the type of paper loaded in the printer.
➡ See "Selecting the Correct Paper Type" on page 30.

Incorrect or missing colors

❏ For Windows, clear the **Grayscale** setting in the Advanced window in your printer driver. See the printer driver online help for details.

❏ Adjust the color settings in your application or in your printer driver settings.
For Windows, check the Advanced window. See the online help for details.

❏ Run the Head Cleaning utility.
➡ See "Cleaning the Print Head" on page 109.

❏ Check the ink cartridge status.
➡ See "Checking the ink cartridge status" on page 94.

If the graphic displays the ink is low or expended, replace the appropriate ink cartridge.
➡ See "Replacing an ink cartridge" on page 98.

❏ If your paper runs out, replace it as soon as possible. If the printer is left without paper for a long period of time, the colors of your next print job may be incorrect.

Blurry or smeared printout

❏ Use only paper recommended by Epson.
➡ See "Paper, Consumables, and Option" on page 156.

❏ Make sure the printer is on a flat, stable surface that extends beyond the base in all directions. The printer will not operate properly if it is tilted.

❏ Make sure your paper is not damaged, dirty, or too old.

❏ Make sure your paper is dry and the printable side is facing up in the rear sheet feeder and facing down in the front paper cassette.

❏ If the paper is curled toward the printable side, flatten it or curl it slightly in the opposite direction.

❏ Make sure the paper type selected in the printer driver is appropriate for the type of paper loaded in the printer.
➡ See "Selecting the Correct Paper Type" on page 30.

❏ Remove each sheet from the output tray as it is printed.

- ❏ If you are printing on glossy media, place a support sheet (or a sheet of plain paper) beneath the stack, or load only one sheet at a time.
- ❏ Do not touch or allow anything to come into contact with the printed side of paper with a shiny finish. To dry your printouts, follow the instructions on the sheet packed with the paper.
- ❏ Run the Head Cleaning utility.
  ➡ See "Cleaning the Print Head" on page 109.

Miscellaneous Printout Problems

Incorrect or garbled characters

- ❏ Turn off the printer and computer. Make sure the printer's interface cable is securely plugged in.
- ❏ Uninstall the printer driver, then reinstall it.
  ➡ See "Uninstalling the Printer Software" on page 17.

Incorrect margins

- ❏ Check the margin settings in your application. Make sure that the margins are within the printable area of the page.
  ➡ See "Printable area" on page 159.
- ❏ Make sure the printer driver settings are appropriate for the paper size you are using. For Windows, check the Main window. See the printer driver online help for details.
- ❏ Uninstall the printer driver, then reinstall it.
  ➡ See "Uninstalling the Printer Software" on page 17.

Printout has a slight slant

Make sure that the paper is loaded into the front paper cassette or the rear sheet feeder correctly.
➡ See "Loading Paper" on page 22.

Inverted image

- ❏ For Windows, clear the **Mirror Image** check box from the Page Layout window of your printer driver, or turn off the "Mirror Image" setting in your application. For instructions, see the online help for your printer driver or for your application.
- ❏ Uninstall the printer driver, then reinstall it.
  ➡ See "Uninstalling the Printer Software" on page 17.

Blank pages print

- ❏ Make sure the printer driver settings are appropriate for the paper size you are using. For Windows, check the Main window. See the printer driver online help for details.
- ❏ For Windows, check the **Skip Blank Page** setting by clicking the **Speed & Progress** button on the Maintenance window of the printer driver.
- ❏ Uninstall the printer driver, then reinstall it.
  ➡ See "Uninstalling the Printer Software" on page 17.

After trying one or more of these solutions, run a printer operation check to check your results.
➡ See "Running a printer operation check (for B-500DN users)" on page 122.
➡ See "Running a printer operation check (for B-300 users)" on page 123.

Printed side is smeared or scuffed

- ❏ If the paper is curled toward the printable side, flatten it or curl it slightly in the opposite direction.
- ❏ Clear the **High Speed** check box in the settings from your printer driver. For Windows, check the Advanced window. See the printer driver online help for details.
- ❏ Uninstall the printer driver, then reinstall it.
  ➡ See "Uninstalling the Printer Software" on page 17.

Printing is too slow

- ❏ Make sure the paper type selected in the printer driver is appropriate for the type of paper loaded in the printer.
  ➡ See "Selecting the Correct Paper Type" on page 30.

- ❏ For Windows, clear all customized settings and select **Text** as the Quality Option from your printer driver's Main window. See the printer driver online help for details.
  ➡ See "Accessing the printer driver for Windows" on page 14.
- ❏ Close any unnecessary applications.
- ❏ If you print continuously for an extended period, the paper may temporarily stop feeding or the print head may pause for a while. This is to slow down the printing speed and prevent the printer mechanism from overheating and being damaged. If this happens, you can continue to print, but we recommend stopping and leaving the printer for about thirty minutes with the power on. (The printer does not recover with the power off.) After you restart, the printer will print at normal speed.
- ❏ This printer checks the print head on a regular basis to keep the print head clean and to ensure you receive premium print quality. If the print head nozzles are clogged, the printer automatically cleans the print head. During self-checking, and during self-cleaning operation, the print speed may decrease.
- ❏ Uninstall the printer driver, then reinstall it.
  ➡ See "Uninstalling the Printer Software" on page 17.

If you try all of the methods above and cannot solve the problem, see the following:
➡ See "Increasing the Print Speed" on page 141.

Paper Does Not Feed Correctly

Paper does not feed

Remove the stack of paper and make sure of the following:

- ❏ The paper is not curled or creased.
- ❏ The paper is not too old. See the instructions that came with the paper for more information.
- ❏ The paper fits under the ≦ arrow mark inside the edge guide.
- ❏ The number of sheets in the paper stack does not exceed the limit specified for the media.
  ➡ See "Loading capacities for Epson special media" on page 21.
- ❏ Paper is not jammed inside the printer. If it is, remove the jammed paper.
  ➡ See "The Paper Jams" on page 128.
- ❏ The ♦ Ink status light is not on.

❏ You have followed any special loading instructions that came with your paper. Load the paper again.
➡ See "Loading Paper" on page 22.

Multiple pages feed

❏ Make sure the paper stack fits under the ≦ arrow mark inside the edge guide.

❏ Make sure the left edge guide is snug against the left edge of the paper.

❏ Make sure the paper is not curled or folded. If so, flatten it or curl it slightly toward the opposite side before loading.

❏ Remove the stack of paper and make sure that the paper is not too thin.
➡ See "Paper" on page 158.

❏ Fan the edges of the stack to separate the sheets, then reload the paper.

❏ If too many copies of a file are being printed, check the Copies setting in your printer driver as follows, and also check in your application.
For Windows, check the Copies setting on the Page Layout window. See the printer driver online help for details.

Paper is improperly loaded

If you have loaded the paper too far into the printer, the printer cannot feed the paper correctly. Turn off the printer and gently remove the paper. Then turn on the printer and reload the paper correctly.

Paper is not ejected fully or is wrinkled

❏ Clear the jammed paper as explained in "The Paper Jams" on page 128. Also, check the Paper Size setting in your application or printer settings. See the online help for details.

❏ If the paper is wrinkled when it comes out, it may be damp or too thin. Load a new stack of paper.

Note:
Store any unused paper in its original packaging in a dry area.

The Printer Does Not Print

All lights are off

- ❏ Press the ⏻ **Power** button to make sure the printer is on.
- ❏ Turn off the printer and make sure that the power cord is securely plugged in.
- ❏ Make sure that your outlet works and is not controlled by a wall switch or timer.

Lights came on and then went out

The printer's voltage may not match the outlet rating. Turn off the printer and unplug it immediately. Then check the label on the back of the printer.

Caution:
If the voltage does not match, DO NOT PLUG YOUR PRINTER BACK IN. Contact Epson Service Center.
➡ *See "Epson Service Center" on page 147.*

The Power light is on

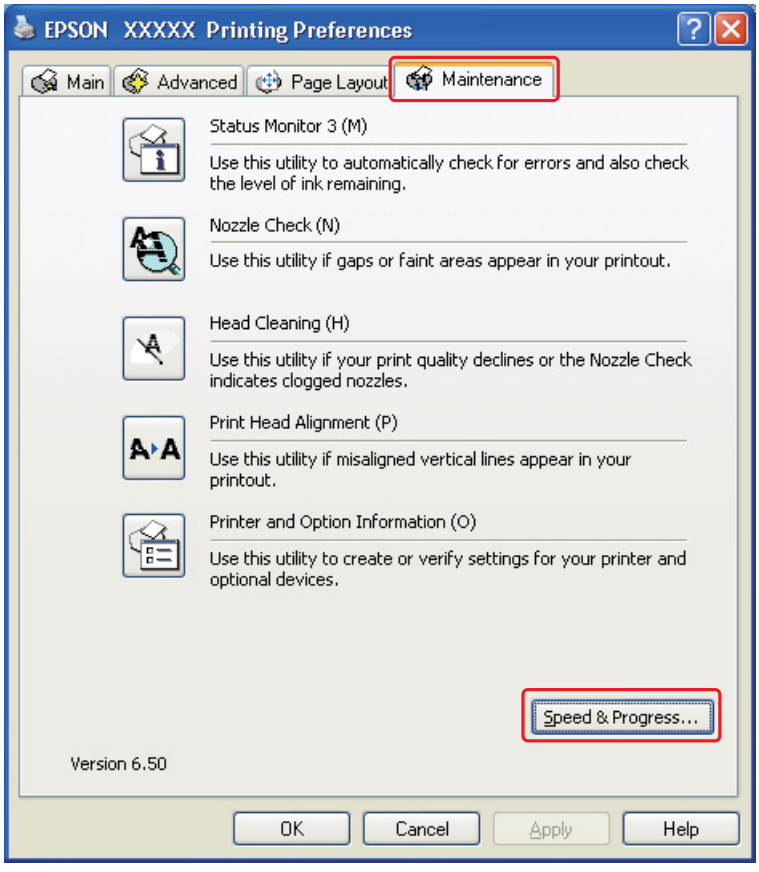
- ❏ If no buttons are pressed for 3 minutes, all lights other than the ⏻ Power light automatically turn off to save energy. Press any button (except the ⏻ Power button) to return the control panel to its previous state.
- ❏ Make sure the USB cable is securely connected to the printer and to your computer and check that the USB cable is not damaged nor badly crimped.
- ❏ If you are using the USB interface, make sure your cable meets the USB 1.1 or 2.0 standards.
- ❏ If you are connecting the printer to your computer via a USB hub, connect the printer to the first-tier hub from your computer. If the printer driver is still not recognized on your computer, try to directly connect the printer to your computer without the USB hub.
- ❏ If you are connecting the printer to your computer via a USB hub, make sure the USB hub device is recognized by your computer.
- ❏ Turn off the printer and the computer, disconnect the printer's interface cable, then print an operation check page.
  ➡ See "Running a printer operation check (for B-500DN users)" on page 122.
  ➡ See "Running a printer operation check (for B-300 users)" on page 123.

If the check page prints correctly, make sure the printer driver and your application are installed correctly.

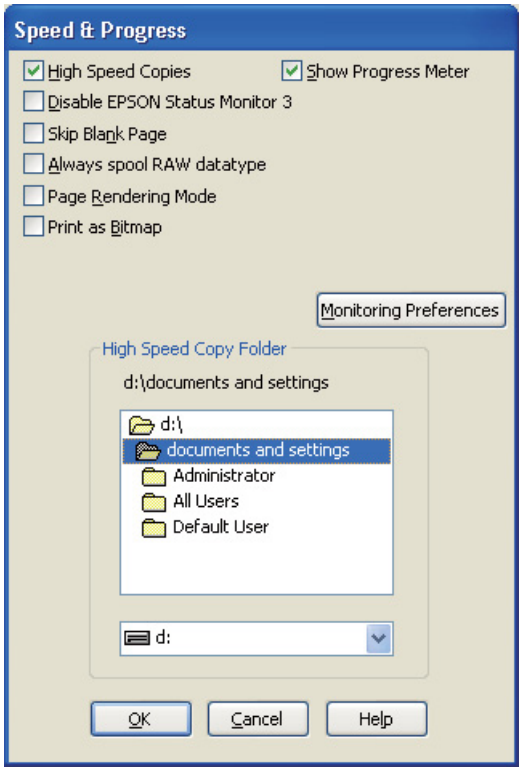
- ❏ If you are trying to print a large image, your computer may not have enough memory. Try reducing the resolution of your image or printing the image at a smaller size. You may need to install more memory in your computer.
- ❏ Uninstall the printer driver, then reinstall it.
  ➡ See "Uninstalling the Printer Software" on page 17.

Increasing the Print Speed

You can increase print speed by selecting certain settings in the Speed & Progress window. Click the **Speed & Progress** button on your printer driver's Maintenance window.



The following dialog box appears.



The table below lists the factors affecting print speed.

Print speed	**Faster**	**Slower**
High Speed Copies	On	Off
Always spool RAW datatype	On	Off
Page Rendering Mode	On	Off
Print as Bitmap	On	Off

For more details on each item, see the online help.

Other Problem

Print head cleaning does not start

- ❏ Make sure that no lights are indicating errors. If any error occurs, recover from the error status.
  ➡ See "Error indicators" on page 121.
- ❏ Make sure that sufficient ink remains for printing. If the ink cartridge is expended, replace the cartridge.
  ➡ See "Replacing an ink cartridge" on page 98.

The color ink is consumed even when printing in black ink only

Not only the black ink but also the color ink are consumed during the following operations: print head cleaning and self-cleaning.

Feel a slight electric shock when you touch the printer (short-circuit)

If you use the outlet on the same circuit as other peripheral devices, you may feel a slight electric shock when you touch the printer. In this case, it is recommended to ground from the computer that the printer connects to.

Appendix A

Where To Get Help

Technical Support Web Site

Epson's Technical Support Web Site provides help with problems that cannot be solved using the troubleshooting information in your product documentation. If you have a Web browser and can connect to the Internet, access the site at:

http://support.epson.net/

If you need the latest drivers, FAQ's, manuals, or other downloadables, access the site at:

http://www.epson.com

Then, select the support section of your local Epson Web site.

Contacting Customer 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 documentation, contact customer support services for assistance. If customer support for your area is not listed below, contact the dealer where you purchased your product.

Customer 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 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

Help for Users in Europe

Check your **Pan-European Warranty Document** for information on how to contact EPSON Customer support.

Help for Users in Australia

Epson Australia 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:

Your Dealer

Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advise on problems; they can often solve problems quickly and easily as well as give advise on the next step to take.

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

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.

The Helpdesk numbers are:

Phone: 1300 361 054

Fax: (02) 8899 3789

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.

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 (Phone: (65) 6586 3111)

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

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 Hotline (Phone: (66)2685-9899)

Our Hotline 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 Hotline (Phone): 84-8-823-9239

Service Center: 80 Truong Dinh Street, District 1, Hochiminh City Vietnam

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

- ❏ Sales enquiries and product information
- ❏ Technical support

Phone (62) 21-572 4350

Fax (62) 21-572 4357

Epson Service Center

Jakarta
Ruko Orion Dusit Lt.1
Jl. Arteri Mangga Dua
Jakarta
Phone: (62) 21-62301103
Fax: (62) 21-62301104

Surabaya
Hitech-Mall (THR Mall)
Lt.2 Blok D No. 20-21
Jl. Kusuma Bangsa 116-118
Surabaya
Phone: (62) 31-5355035
Fax: (62) 31-5477837

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- ❏ Product information
- ❏ Answers to Frequently Asked Questions (FAQs)
- ❏ Latest versions of Epson product drivers

Users can access our World Wide Web home page at:

http://www.epson.com.hk

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: (852) 2827-8911

Fax: (852) 2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web (http://www.epson.com.my)

- ❏ Information on product specifications, drivers for download
- ❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Trading (M) Sdn. Bhd.

Head Office.

Phone: 603-56288288

Fax: 603-56288388/399

Epson Helpdesk

- Sales enquiries and product information (Infoline)

  Phone: 603-56288222

- Enquiries on repair services & warranty, product usage and technical support (Techline)

  Phone: 603-56288333

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.

Epson India Head Office - Bangalore

Phone: 080-30515000

Fax: 30515005

Epson India Regional Offices:

Location	Telephone number	Fax number
Mumbai	022-28261515 /16/17	022-28257287
Delhi	011-30615000	011-30615005
Chennai	044-30277500	044-30277575
Kolkata	033-22831589 / 90	033-22831591
Hyderabad	040-66331738/ 39	040-66328633
Cochin	0484-2357950	0484-2357950
Coimbatore	0422-2380002	NA
Pune	020-30286000 /30286001/30286002	020-30286000
Ahmedabad	079-26407176 / 77	079-26407347

Helpline

For Service, Product info or to order a cartridge - 18004250011 (9AM - 9PM) - This is a Toll-free number.

For Service (CDMA & Mobile Users) - 3900 1600 (9AM - 6PM) Prefix local STD code

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 and fax numbers and e-mail address below:

Phone: (63) 2-813-6567

Fax: (63) 2-813-6545

E-mail: epchelpdesk@epc.epson.com.ph

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 Helpdesk (Phone: (63) 2-813-6567)

Our Hotline 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

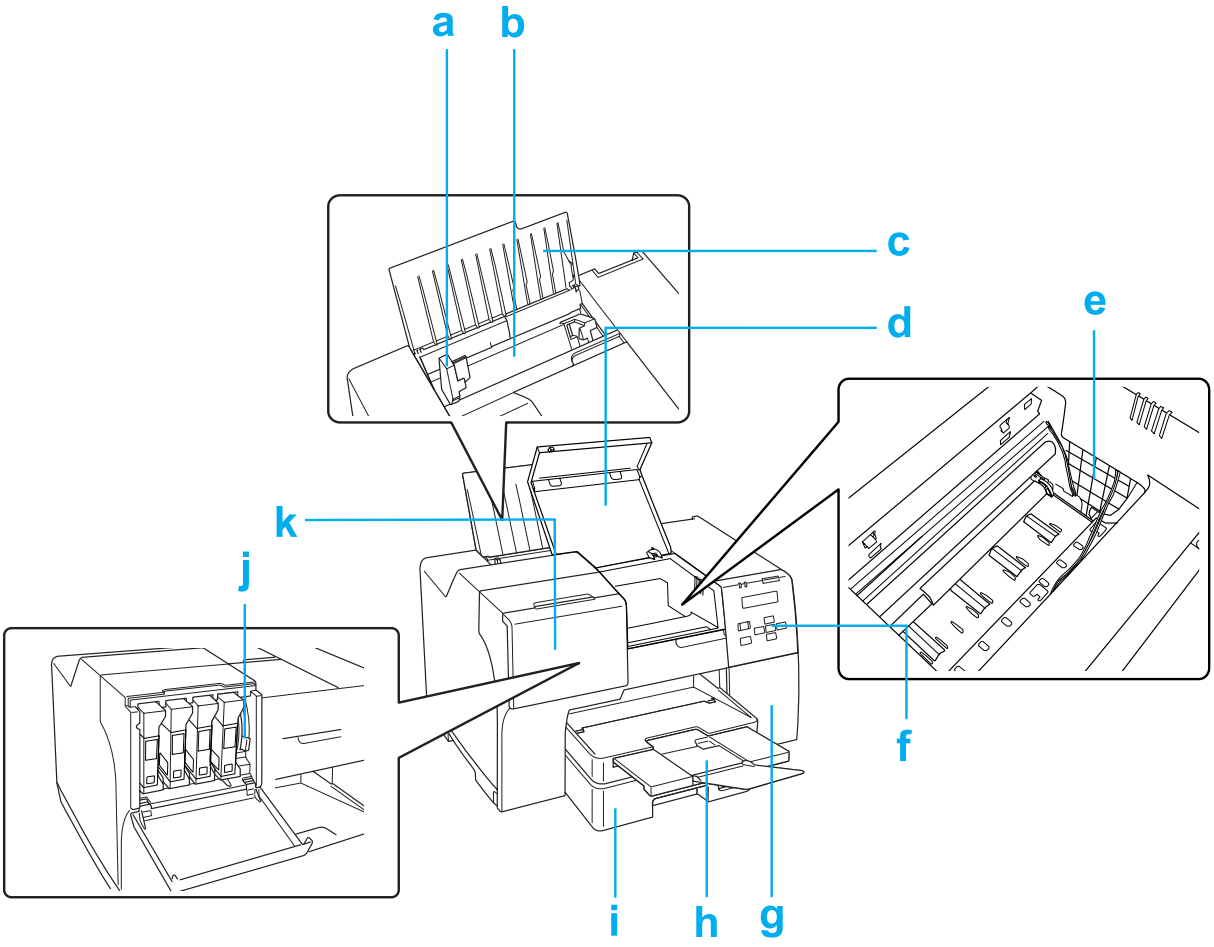
Appendix B

Product Information

Printer Parts

B-500DN

Front view



a. Edge guide: Holds your paper straight in the rear sheet feeder. Move it to the edge of your paper.

b. Rear sheet feeder: Holds your paper and feeds it for printing.

c. Paper support: Supports the paper loaded in the rear sheet feeder.

d. Front printer cover: Covers the printing mechanism. Open only when the paper jams.

e. Print Head: Prints ink on your paper.

f. Control panel: Use the buttons and monitor the LCD screen and lights to control your printer.
➡ See "Using the Control Panel" on page 74.

g. Maintenance box cover: Covers the maintenance box. Open only when replacing the maintenance box.

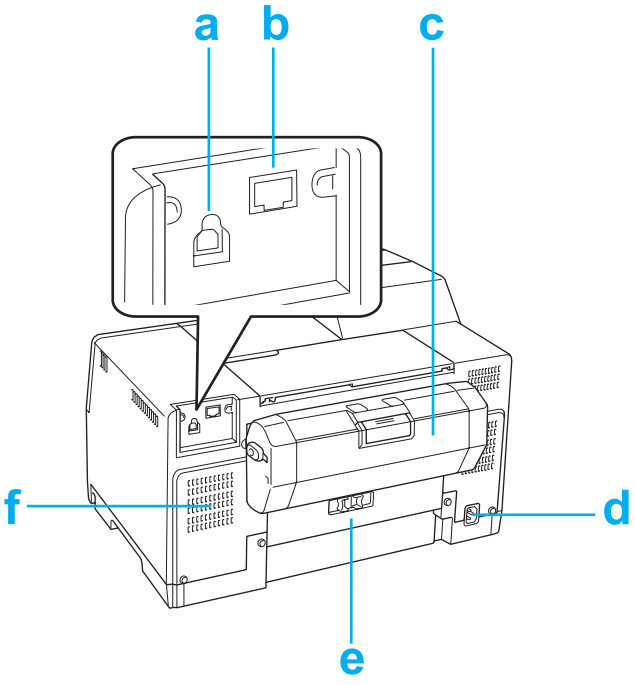
h. Output tray: Holds the ejected paper.

i. Front paper cassette: Holds your paper and feeds it for printing.

j. Cartridge lever: Locks the installed ink cartridges.

k. Cartridge cover: Covers the ink cartridges. Open when replacing the ink cartridges. When using the extra high capacity ink cartridge, leave opened.

Rear view



a. USB connector: Connects the USB cable from your computer to the printer.

b. Ethernet connector: Connects the 10Base-T/100Base-TX cable from your computer to the printer.

c. Duplex unit: Prints double-sided printing automatically.

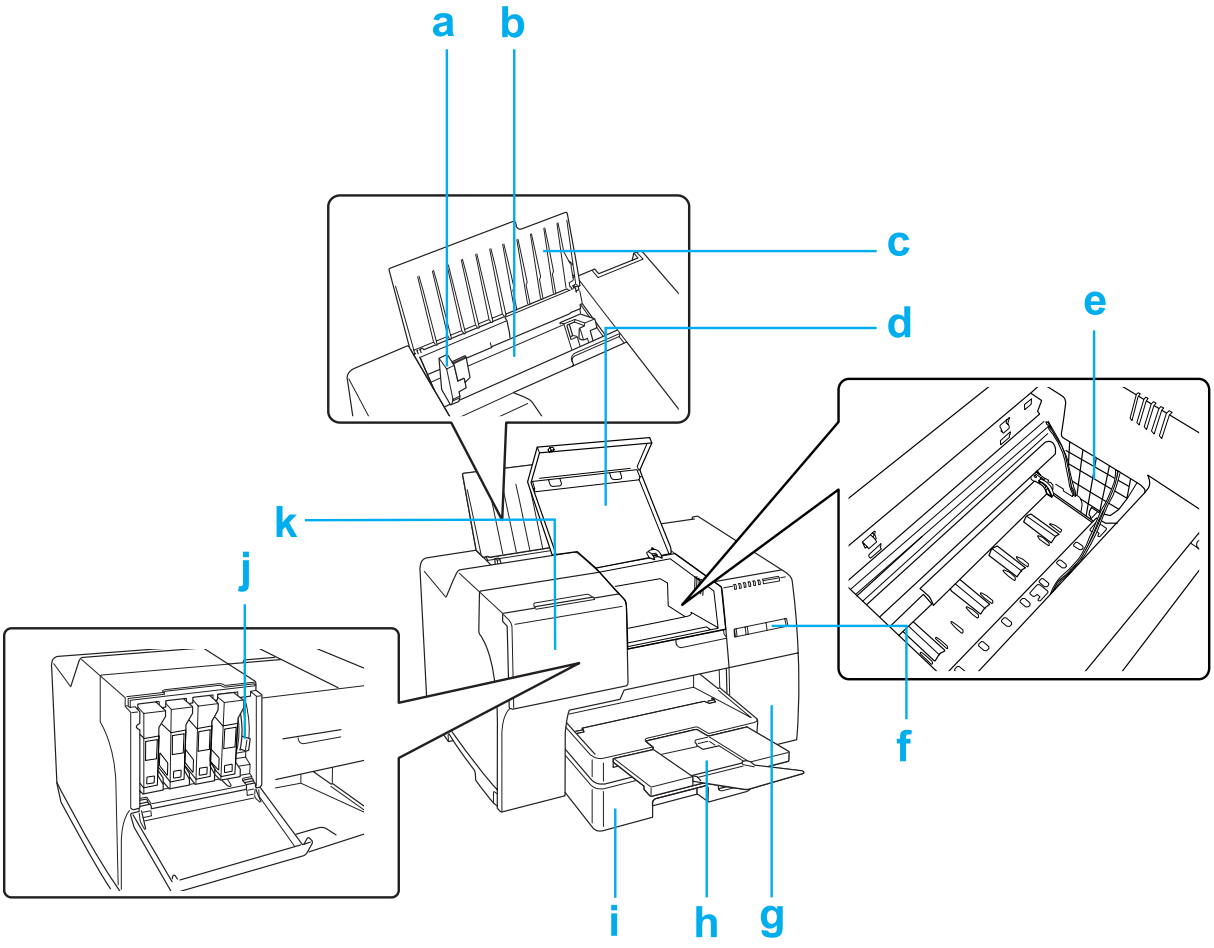
d. AC inlet: Connects the power cord.

e. Rear printer cover: Covers the printing mechanism. Open only when the paper jams.

f. Vent hole: Ejects the heated air from the printer.

B-300

Front view



a. Edge guide: Holds your paper straight in the rear sheet feeder. Move it to the edge of your paper.

b. Rear sheet feeder: Holds your paper and feeds it for printing.

c. Paper support: Supports the paper loaded in the rear sheet feeder.

d. Front printer cover: Covers the printing mechanism. Open only when the paper jams.

e. Print Head: Prints ink on your paper.

f. Control panel: Use the buttons and monitor the lights to control your printer.
➡ See "Using the Control Panel" on page 74.

g. Maintenance box cover: Covers the maintenance box. Open only when replacing the maintenance box.

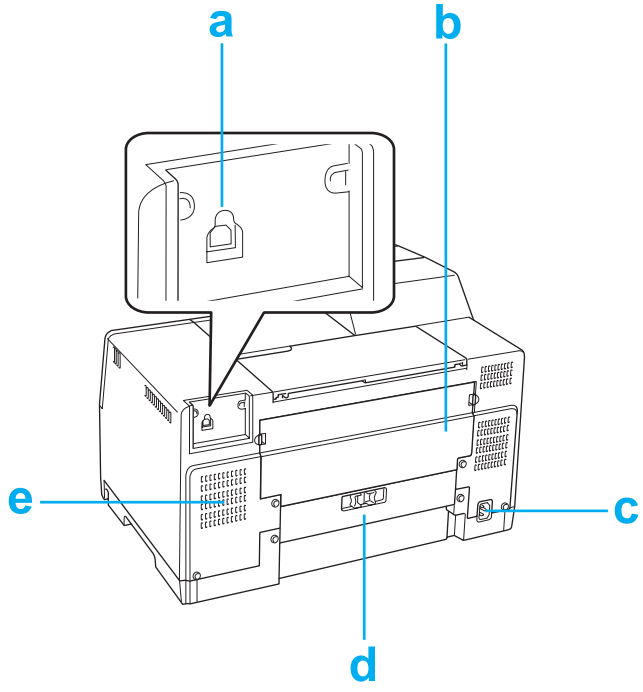
h. Output tray: Holds the ejected paper.

i. Front paper cassette: Holds your paper and feeds it for printing.

j. Cartridge lever: Locks the installed ink cartridges.

k. Cartridge cover: Covers the ink cartridges. Open only when replacing the ink cartridges.

Rear view



a. USB connector: Connects the USB cable from your computer to the printer.

b. Upper rear printer cover: Covers the printing mechanism. Open when attaching the duplex unit and when the paper jams in the back of the printer.

c. AC inlet: Connects the power cord.

d. Lower rear printer cover: Covers the printing mechanism. Open only when the paper jams.

e. Vent hole: Ejects the heated air from the printer.

Paper, Consumables, and Option

Paper

Epson offers specially-designed paper and other print media for all your printing needs.

Note:
You can find the part numbers for the following Epson special papers on the Epson support Web site.
➡ *See "Technical Support Web Site" on page 144.*

Paper	Size
Epson Bright White Ink Jet Paper	A4
Epson Matte Paper-Heavyweight	A4
Epson Double-Sided Matte Paper	A4
Epson Photo Quality Ink Jet Paper	A4
Epson Photo Quality Self Adhesive Sheet	A4
Epson Professional Flyer Paper	A4
Epson Photo Paper	A4

Note:
The availability of paper varies by location.

Ink cartridges

You can use the following ink cartridges with this printer:

Ink cartridge	Part numbers			
	B-500DN			B-300
	Standard capacity	High capacity	Extra High capacity	
Black	T6161	T6171	T6181	T6161
Cyan	T6162	T6172	–	T6162
Magenta	T6163	T6173	–	T6163
Yellow	T6164	T6174	–	T6164

Note:
Ink cartridge part numbers vary by location.

Maintenance box

You can use the following maintenance box with this printer:

	Part number
Maintenance Box	T6190

Duplex unit (B-300 users only)

You can use the following duplex unit with B-300.

	Part number
Duplex unit	C802531

System Requirements

For using the printer

Windows requirements

To use this printer, you must have any of the following Windows operating systems installed. For details on interfaces and operating systems, refer to the following table.

System	PC Interface
Windows Vista, Windows XP, and 2000 USB 2.0 Host Driver by Microsoft must be used.	USB 2.0 Ethernet 100Base-TX/10Base-T (B-500DN only)

Technical Specifications

Paper

Note:

- ❏ *Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, Epson cannot attest to the quality of any non-Epson brand or type of paper. Always test samples of paper stock before purchasing large quantities or printing large jobs.*
- ❏ *Poor quality paper may reduce print quality and cause paper jams or other problems. If you encounter problems, switch to a higher grade of paper.*
- ❏ *Use paper under normal conditions:*
  Temperature 15 to 25 °C (59 to 77 °F)
  Humidity 40 to 60% RH

Single sheets:

Size	A4 210 × 297 mm 10 × 15 cm (4 × 6 in.) A6 105 × 148 mm A5 148 × 210 mm B5 182 × 257 mm 13 × 20 cm (5 × 8 in.) 20 × 25 cm (8 × 10 in.) 16:9 wide size (102 × 181 mm) 100 × 148 mm Letter 8 1/2 × 11 in. Legal 8 1/2 × 14 in.
Paper types	Plain bond paper or special paper distributed by Epson
Thickness (for plain bond paper)	0.08 to 0.11 mm (0.003 to 0.005 in.)
Weight (for plain bond paper)	64 g/m² to 90 g/m²

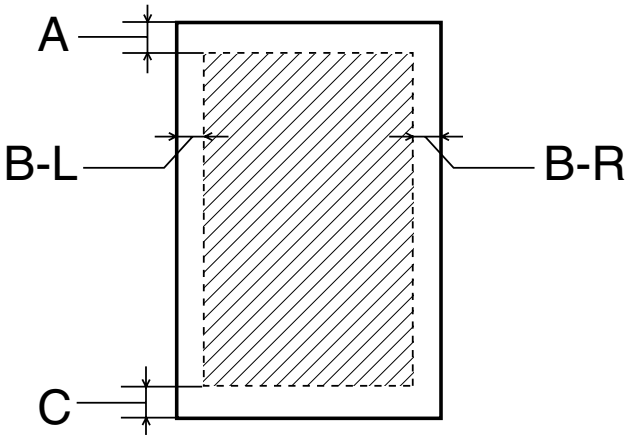
Envelopes:

Size	Envelope #10 4 1/8 × 9 1/2 in. Envelope DL 110 × 220 mm Envelope C6 114 × 162 mm
Paper types	Plain bond paper
Weight	75 g/m² to 100 g/m²

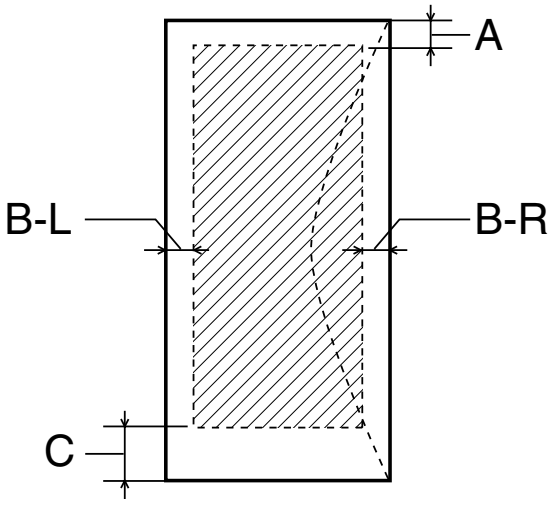
Printable area

Diagonal lines show printable area.

Single sheets:



Envelopes:



	Minimum margin	
Media type	Single sheets	Envelopes
A	3.0 mm (0.12 in.)	3.0 mm (0.12 in.)
B-L, B-R	3.0 mm (0.12 in.)	5.0 mm (0.20 in.)
C	3.0 mm (0.12 in.)	3.0 mm (0.12 in.)

Note:

❏ *Depending on the type of paper, print quality may decline in the top and bottom areas of the printout, or the area may be smeared.*

❏ *Automatic double-sided printing supports the plain paper only. Minimum margin for C is 16 mm (0.63 in.) when you use automatic double-sided printing.*

Ink cartridges

Color	Yellow, Magenta, Cyan, Black
Cartridge life	Use within 6 months of opening the package.
Temperature	Storage: -20 to 40 °C (-4 to 104 °F) 1 month at 40 °C (104 °F) Freezing:* -13 °C (8.6 °F)

* Ink thaws and is usable after approximately 3 hours at 25 °C (77 °F)

Caution:

- *Epson recommends the use of genuine Epson ink cartridges. 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.*
- *Use the ink cartridge before the date printed on its package.*

Note:

- *The ink cartridges packaged with your printer are partly used during initial setup. In order to produce high quality printouts, the print head in your printer will be fully charged with ink. This one-off process consumes a quantity of ink and therefore these cartridges print fewer pages compared to subsequent ink cartridges.*
- *Yields vary considerably based on images printed, print settings, paper type, frequency of use and temperature.*
- *To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the cartridge when your printer indicates to replace the cartridge. The yields quoted for you do not include this reserve.*

Mechanical

Paper path	Front paper cassette, rear sheet feeder
Loading capacity	Front paper cassette About 500 sheets at 75 g/m² paper * Rear sheet feeder About 100 sheets at 75 g/m² paper *
Dimensions	B-500DN Storage Width: 480 mm (18.9 in.) Depth: 489 mm (19.3 in.) Height: 312 mm (12.3 in.) Printing Width: 480 mm (18.9 in.) Depth: 656 mm (25.8 in.) Height: 372 mm (14.6 in.)
	B-300 Storage Width: 480 mm (18.9 in.) Depth: 420 mm (16.5 in.) Height: 312 mm (12.3 in.) Printing Width: 480 mm (18.9 in.) Depth: 624 mm (24.6 in.) Height: 372 mm (14.6 in.)
Weight	B-500DN Approx. 10.7 kg (23.6 lb) (without the ink cartridges) B-300 Approx. 9.9 kg (21.8 lb) (without the ink cartridges)

* Loading capacity may decrease if the paper is curled.

Electrical

B-500DN

		100-120 V Model	220-240 V Model
Input voltage range		AC 90 to 132 V	AC 198 to 264 V
Rated frequency range		50 to 60 Hz	
Input frequency range		49.5 to 60.5 Hz	
Rated current		0.7 A	0.4 A
Power consumption	**Printing**	Approx. 32.0 W (ISO/IEC10561 Letter Pattern)	Approx. 32.0 W (ISO/IEC10561 Letter Pattern)
	Ready mode	Approx. 8.0 W	Approx. 8.0 W
	Sleep mode	Approx. 4.5 W	Approx. 5.0 W
	Power off	Approx. 0.3 W	Approx. 0.6 W

Note:
Check the label on the back of the printer for its voltage.

B-300

		100-120 V Model	220-240 V Model
Input voltage range		AC 90 to 132 V	AC 198 to 264 V
Rated frequency range		50 to 60 Hz	
Input frequency range		49.5 to 60.5 Hz	
Rated current		0.7 A	0.4 A
Power consumption	**Printing**	Approx. 30.0 W (ISO/IEC10561 Letter Pattern)	Approx. 30.0 W (ISO/IEC10561 Letter Pattern)
	Ready mode	Approx. 6.0 W	Approx. 6.0 W
	Sleep mode	Approx. 3.0 W	Approx. 3.5 W
	Power off	Approx. 0.3 W	Approx. 0.6 W

Note:
Check the label on the back of the printer for its voltage.

Environmental

Temperature	Operation: 10 to 35 °C (50 to 95 °F) Storage: -20 to 40 °C (-4 to 104 °F) 1 month at 40 °C (104 °F)
Humidity	Operation:* 20 to 80% RH Storage:* 5 to 85% RH

* Without condensation

Standards and approvals

U.S. model:

Safety	UL60950-1 CAN/CSA-C22.2 No.60950-1
EMC	FCC Part 15 Subpart B Class B CAN/CSA-CEI/IEC CISPR 22 Class B

European model:

Low voltage directive 2006/95/EC	EN60950-1
EMC directive 2004/108/EC	EN55022 Class B EN61000-3-2 EN61000-3-3 EN55024

Australian model:

EMC	AS/NZS CISPR22 Class B

Interface

USB 2.0 Hi-Speed (Device Class for computers)
Ethernet 100BASE-TX/10 BASE-T (B-500DN only)

Option

Duplex unit (B-300 only)	Width: 313 mm (12.3 in.) Depth: 163 mm (6.4 in.) Height: 92 mm (3.6 in.) Weight: Approx. 0.9 kg (1.98 lb)

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