



SC-F6000 Series

User's Guide

CMP0005-00 EN

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Introduction

Important Safety Instructions

Read all of these instructions before using the printer. Also be sure to follow all warnings and instructions marked on the printer.

When choosing a place for this product

- ❑ Place this product on a flat, stable surface that is larger than this product. This product will not operate properly if it is tilted or at an angle.
- ❑ Avoid places subject to rapid changes in temperature and humidity. Also keep it away from direct sunlight, strong light, or heat sources.
- ❑ Avoid places subject to shocks and vibrations.
- ❑ Keep this product away from dusty areas.
- ❑ Place this product near a wall outlet where the plug can be easily unplugged.

When setting up this product

- ❑ Do not block or cover the openings in this product's cabinet.
- ❑ Do not insert objects through the slots. Take care not to spill liquid on this product.
- ❑ This product's power cord is for use with this product only. Use with other equipment may result in fire or electric shock.
- ❑ Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as copiers 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.
- ❑ Use only the type of power source indicated on the product's label.
- ❑ Use only the power cord that comes with this product. Use of another cord may result in fire or electric shock.
- ❑ Do not use a damaged or frayed power cord.
- ❑ If you use an extension cord with this product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❑ Do not attempt to service this product yourself.
- ❑ Unplug this product and refer servicing to qualified service personnel under the following conditions:

The power cord or plug is damaged; liquid has entered the product; the product has been dropped or the cabinet damaged; the product does not operate normally or exhibits a distinct change in performance.

- ❑ If you plan to use the printer in Germany, observe the following:

To provide adequate short-circuit protection and over-current protection for this printer, the building installation must be protected by a 10 or 16 amp circuit breaker.

- ❑ 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.

When using this product

- ❑ Do not put your hand inside this product.
- ❑ Do not move the print heads by hand; otherwise you may damage this product.

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- ❑ Always turn the product off using the Power button on the control panel. When this button is pressed, the Power light flashes briefly then goes off. Do not unplug the power cord or turn off the product until the Power light stops flashing.

When handling the ink packs




- ❑ Keep ink packs out of the reach of children and do not drink.
- ❑ Wear protective eyewear and gloves when refilling ink tanks.

Should ink contact your skin or enter your eyes or mouth, immediately take the following actions:

- ❑ If fluid adheres to your skin, immediately wash it off using large volumes of soapy water. Consult a physician if the skin appears irritated or is discolored.
- ❑ If fluid enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation.
- ❑ If swallowed, induce vomiting and consult a physician immediately.

Note on this Guide

Meaning of Symbols

 Warning:	Warnings must be followed to avoid serious bodily injury.
 Caution:	Cautions must be followed to avoid damage to this product or bodily injury.
 Important:	Important must be followed to avoid damage to this product.

Note:

Notes contain useful or additional information on the operation of this product.

Illustrations

The illustrations in this manual may differ slightly from the actual objects they are intended to represent.

Operating System Versions

In this documentation, the following abbreviations are used.

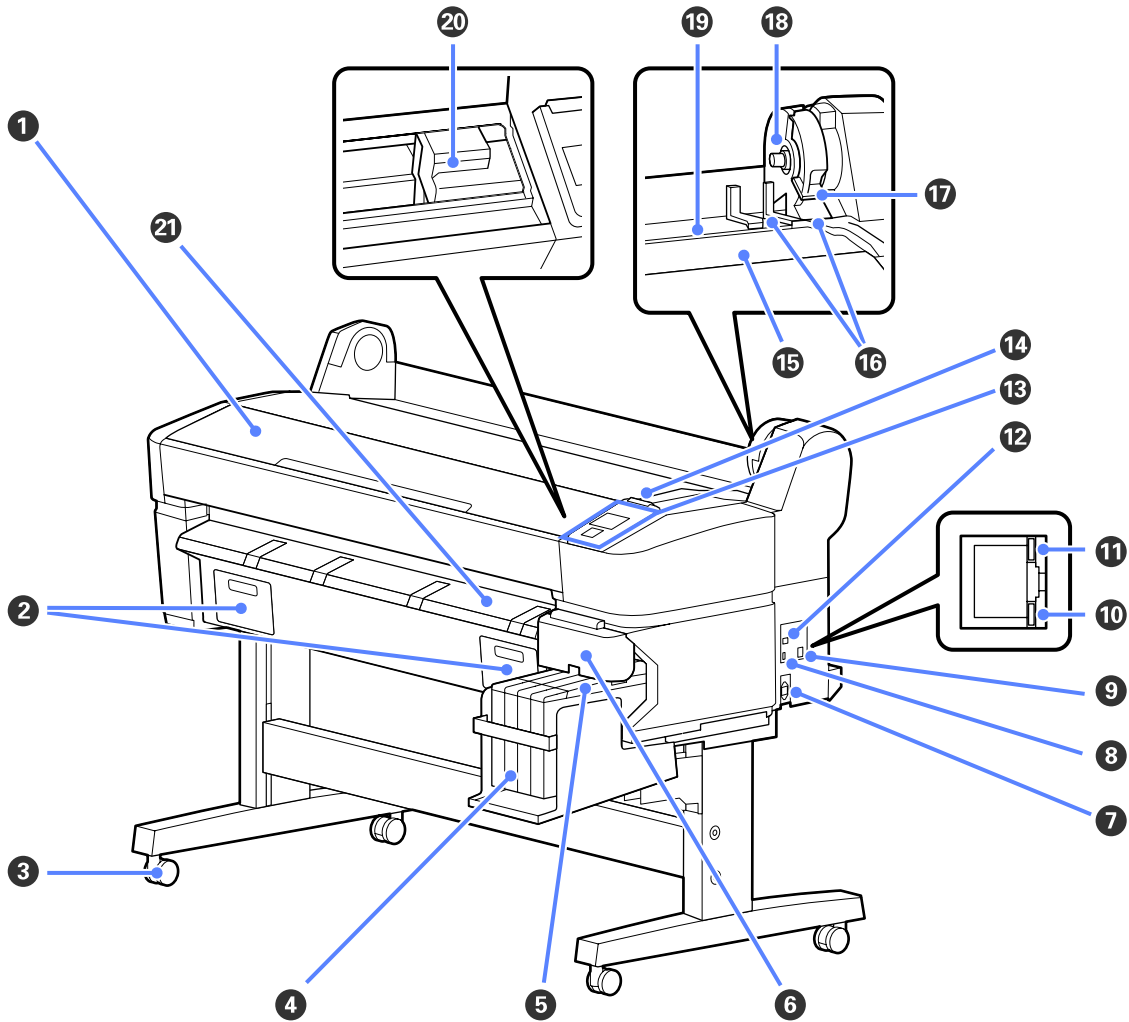
Windows refers to Windows 8, 7, Vista, XP.

- ❑ Windows 8 refers to Windows 8, Windows 8 Pro, and Windows 8 Enterprise.
- ❑ Windows 7 refers to Windows 7 Home Basic, Windows 7 Home Premium, Windows 7 Professional, and Windows 7 Ultimate.
- ❑ 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.

Introduction

Printer Parts

Front section



1 Printer cover

Open this cover when cleaning the printer or clearing jams.

2 Maintenance box covers

Open these covers when replacing the Maintenance Box.

 [“Replacing Maintenance Boxes” on page 51](#)

3 Casters

There are two casters on each leg. The casters are normally kept locked once the printer is in place.

4 Ink tank

Holds ink used for printing.

5 Slider

 [“Slider” on page 10](#)

Introduction

⑥ Side cover

Open the side cover to remove the slider for chip unit replacement. Always close the side cover securely after inserting the slider.

⑦ AC inlet

Connect the supplied power cable here.

⑧ Option port

There is no option that can connect to the printer.

⑨ LAN port

Connects the LAN cable.

⑩ Data light

The network connection status and data reception are indicated by a lit or flashing light.

On : Connected.

Flashing : Receiving data.

⑪ Status light

The color indicates the network transmission speed.

Red : 100Base-T

Green : 1000Base-T

⑫ USB port

Connect the USB cable here.

⑬ Control panel

 [“Control panel” on page 11](#)

⑭ Alert lamp

This lamp lights or flashes when an error occurs.

Lights or flashes : An error has occurred. How the lamp lights or flashes varies with the type of error. The control panel displays a description of the error.

Off : No error.

⑮ Roll rest

When loading roll paper, place it on this rest and attach the roll paper adapters.

 [“Loading Roll Paper” on page 21](#)

⑯ Adapter guides

Guides for attaching roll paper. Move the roll along these guides to attach it to the adapter holder.

 [“Loading Roll Paper” on page 21](#)

⑰ Roll lock lever

A lever that locks roll paper in place after the roll is attached to the adapter holder.

Introduction

18 Adapter holder

The roll paper adapter is placed in this holder after the roll paper is attached.

19 Paper slot

Paper slot used when printing with roll paper.

20 Print head

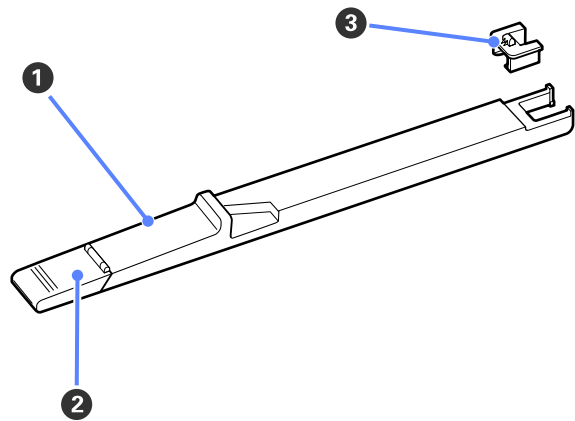
Fires ink via high density nozzles while moving left and right to print.

21 Paper eject guide

Guides the paper so that it is ejected smoothly.

Introduction

Slider



1 Slider

Attach the chip unit included with the ink pack before refilling ink.

[“Replacing and Refilling Consumables” on page 48](#)

2 Ink inlet cover

Open this cover to refill the ink tank with ink.

3 Chip unit

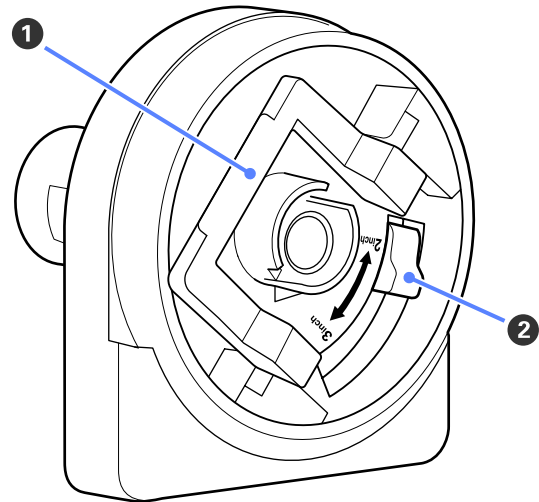
A unit that includes an IC chip.

This is included with the ink pack.

Roll paper adapter

Use the supplied roll paper adapter when loading roll paper onto the printer.

[“Loading Roll Paper” on page 21](#)



1 Adapter lock lever

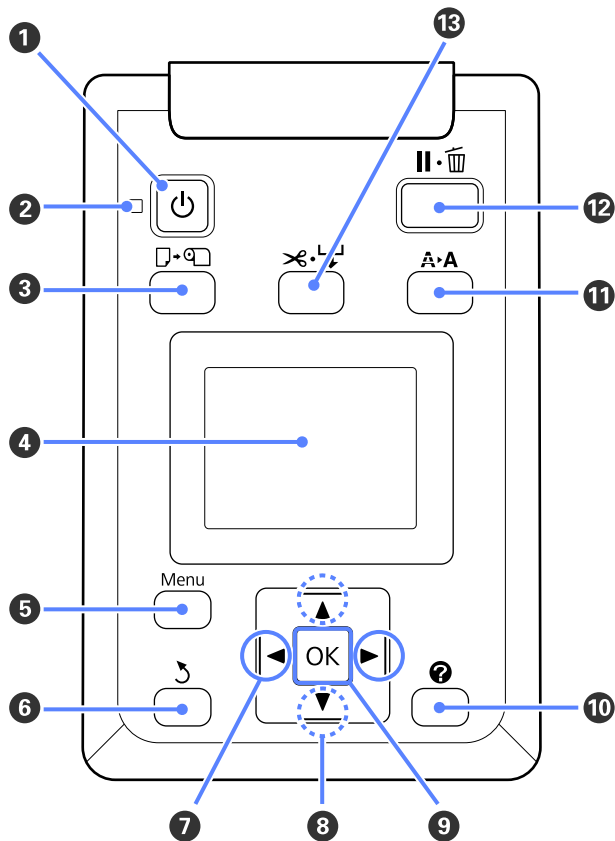
Lift to unlock, lower to lock. Unlock when attaching roll paper to the adapter, lock once the roll is attached.

2 Size lever

Position according to the size of the roll core.

Introduction

Control panel



- 1** **button (Power button)**
Turns the power on and off.

- 2** **light (Power light)**
The printer's operational status is indicated by a lit or flashing light.

 On : The power is on.

 Flashing : The printer is receiving data or cleaning the print head or performing other operations in the course of being shut down.

 Off : The power is off.

- 3** **button (Load/Remove Paper button)**
Pressing this button displays the Load/Remove Paper menu. Instructions for loading or removing the paper can be displayed by highlighting either **Remove Paper** or the type of paper currently loaded and then pressing the OK button. Follow the on-screen instructions to load or remove the paper.

- 4** **Screen**
Displays the printer's status, menus, error messages, and so on. [↗ "Screen View" on page 12](#)

- 5** **Menu button**
Displays the menu for the tab currently selected in the display. [↗ "Using the Control Panel Menu" on page 33](#)

- 6** **Back button (Back button)**
If menus are displayed, pressing this button takes you up one level in the menu hierarchy. [↗ "Menu Operations" on page 33](#)

- 7** **Left/Right buttons (Left/Right buttons)**
 - Use these buttons to select tabs. The selected tab is highlighted and the content of the info display area updated for the selected tab. [↗ "Screen View" on page 12](#)
 - If menus are displayed, these buttons can be used to position the cursor or to delete characters when entering text for items such as **Setting Name** or **IP Address**.

- 8** **Up/Down buttons (Up/Down buttons)**
When menus are displayed, these buttons can be used to highlight items or options. [↗ "Menu Operations" on page 33](#)

- 9** **OK button**
 - Displays the menu for the tab currently selected in the display. (This button cannot be used to display menus when the is selected.) [↗ "Using the Control Panel Menu" on page 33](#)
 - When menus are displayed and an item is highlighted, pressing this button displays the sub-menu for the highlighted item.
 - If pressed while a parameter is selected from the Menu, the parameter is set or executed.

- 10** **Help button**
Displays the information area in the tab.

- 11** **A>A button (Maintenance button)**

Introduction

Displays the Maintenance menu, which is used for nozzle checks and head cleaning.

[“Adjusting the Print Head” on page 45](#)

12 button (Pause/Cancel button)

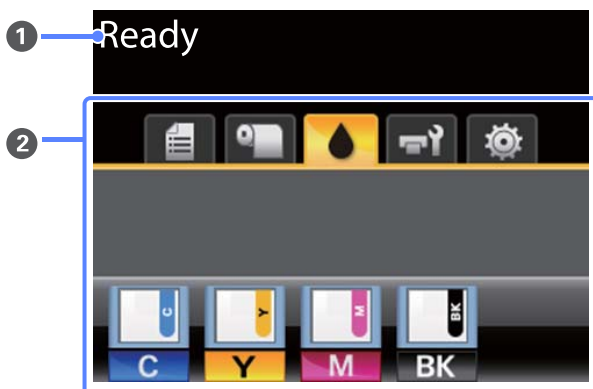
- ❑ The printer enters pause status if this is pressed while printing. To release the pause status, press the button again, or select **Pause Cancel** on the screen and then press the OK button. To cancel print jobs being processed, select **Job Cancel** on the screen and then press the OK button.
- ❑ Pressing this button while a menu is displayed closes the menu and returns the printer to ready status.

13 button (Feed/Cut Media button)

- ❑ This button is used with roll paper only.
 - ❑ It is used to manually cut roll paper using the built-in cutter.
- [“Manual cut method” on page 23](#)
- ❑ If printing is not currently in progress and the printer is loaded with roll paper, you can feed paper ahead by pressing first this button and then the button. Press the button to rewind. Keep the button pressed to feed the paper up to 3 m. Keep the button pressed to rewind the paper up to 20 cm.

When the button is used to rewind roll paper, the paper will pause when the end of the roll reaches the starting print position. Release the button and then press it again to resume.

Screen View



1 Message

Displays the printer's status, operation, and error messages.

[“What to Do When a Message Is Displayed” on page 57](#)

2 **Tabs/Info Display Area**

The following 5 tabs are displayed in this area.

Use the buttons to select a tab.

Information on the selected tab appears in the info display area.

: **The Print Queues Tab**

This tab displays print job status and can be used to access the Print Queues menu.

The Info Display Area

The print queues tab info display area shows the name of the current print job.

Pressing the OK or Menu button when this tab is selected displays the Print Queues menu.

: **The Paper Tab**

This tab shows the type of paper in the printer and can be used to access the Paper menu.

The Info Display Area

This tab displays information about the paper that is currently loaded. When roll paper is used, it also shows the roll width. In addition, when **On** is selected for **Roll Paper Remaining**, it shows the amount of roll paper remaining. When the length remaining drops below the value selected for **Remaining Alert**, a icon appears above the tab icon and an alert like that shown below is displayed to warn that the printer is nearing the end of the roll.



Pressing the OK or Menu button when this tab is selected displays the Paper menu.

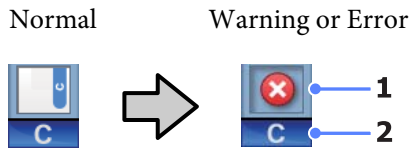
[“Paper menu” on page 37](#)

Introduction

📍 : The Ink Tab
 This tab displays the status of the chip unit.


The Info Display Area


The display changes as follows whenever an error is detected in an installed chip unit:





1 Status indicators


The chip unit status is indicated as follows.


 : No error. Ready to print.

 : An error occurred. Check the message on the screen, and clear the error.

 : The chip unit could not be recognized or it is not compatible with the printer. Or, the slider is not locked.


Check the message on the screen.

 : The chip unit requires replacement. Replace the chip unit with one from a new ink pack.

As it gets closer to time to replace the chip unit, a  icon will begin to flash.

2 Ink color codes

BK : Black

Y : Yellow

M : Magenta

C : Cyan

🔧 : The Maintenance Tab
 The maintenance tab shows the status of the Maintenance Box and is used to display the Maintenance menu.


The Info Display Area


The maintenance tab info display area shows Maintenance Box status and the approximate amount of space remaining in the Maintenance Box. The icons change as follows to show errors or to warn when the Maintenance Box is nearing the end of its service life.




1 Status indicators

Maintenance Box status is shown as follows.

 : No error. The height of the indicator corresponds to the amount of space remaining.

 : The Maintenance Box is nearing the end of its service life.

 : You need to prepare a new Maintenance Box. Replace the Maintenance Box with a new one.

Pressing the OK or Menu button when this tab is selected displays the Maintenance menu.

 [“Maintenance menu” on page 40](#)

⚙️ : The Setup Tab
 The setup tab displays the IP address and menus for various settings.

The Info Display Area

The setup tab info display area shows the IP address currently assigned, if any.

Pressing the OK or Menu button when this tab is selected displays the Setup menu.

 [“Setup menu” on page 40](#)

Features

The main features of this printer are described below.

Realizing High Productivity

High-speed printing

The speed of the print head and paper feed have been increased for faster printing.

The printer is equipped with a high-speed rotary cutter for quick cutting, significantly increasing productivity.

Improved operability with an easy to see and use color screen

Designed for intuitive operation, the large, brightly-lit, color LCD display is easy to understand and easy to use.

The large display offers detailed, easy-to-understand error messages and illustrated guides to loading paper.

 [“Screen View” on page 12](#)

Checking current operating status even from afar thanks to an alert lamp

Errors are immediately obvious even at a distance, thanks to the large, highly visible alert lamp. This helps prevent any wasted time when printing has stopped due to running out of ink or paper.

High-capacity ink tank included

The printer includes a high-capacity ink tank for high productivity. We also offer 1000 ml high-capacity ink packs for ink refill. This eliminates the need for frequent troublesome ink cartridge replacements.

Insistence on Ease-of-Use

Spindle-free roll paper adapter makes loading roll paper a snap

The lack of a spindle makes it possible to load and remove roll paper even in environments where space is at a premium.

To load roll paper, simply place it on the roll rest and attach roll paper adapters to both ends. The roll rest is low, making it easy even for short workers to load paper.

 [“Loading Roll Paper” on page 21](#)

Easy maintenance

Roll paper and all replacements, including ink refills, Maintenance Boxes, and cutters, are installed from the front, allowing the printer to be placed against a wall. The printer does not have to be moved to allow rear access.

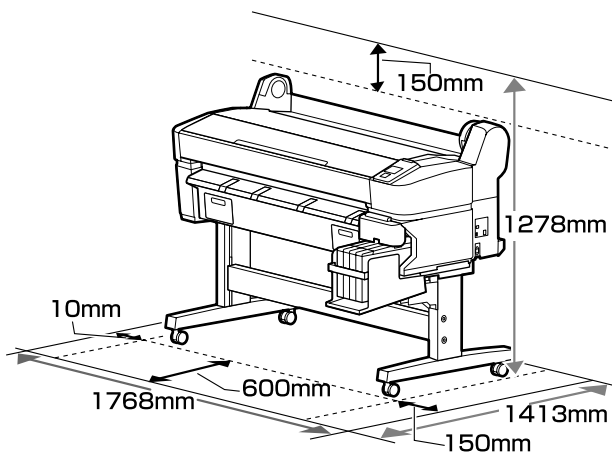
Notes on Usage and Storage

Installation space

Make sure that you secure the following space, clear of any other objects, so that paper ejection and consumable replacement are not obstructed.


See the "Specifications Table" for the external dimensions of the printer.

 ["Specifications Table" on page 67](#)



Notes when using the printer

Note the following points when using this printer to avoid breakdowns, malfunctions, and print quality decline.

- ❑ When using the printer, observe the operating temperature and humidity range described in the "Specifications Table".  ["Specifications Table" on page 67](#)

Even when the conditions above are met, you may not be able to print properly if the environmental conditions are not suitable for the paper. Be sure to use the printer in an environment where the paper's requirements are met. For more details, see the documentation supplied with the paper.

Also, when operating in dry areas, air conditioned environment, or under direct sunlight, maintain the appropriate humidity.

- ❑ Do not install the printer next to heat sources or directly in the path of air from a ventilator or air conditioner. Failure to observe this precaution could result in the print head nozzles drying and clogging.
- ❑ The print head may not be capped (i.e., may not move to the right-hand side) if an error occurs and the printer is turned off without first resolving the error. Capping is a function for automatically covering the print head with a cap (lid) to prevent the print head from drying out. In this case, turn on the power and wait a while until capping is performed automatically.
- ❑ When the power is on, do not remove the power plug or cut the power at the breaker. The print head may not be capped properly. In this case, turn on the power and wait a while until capping is performed automatically.
- ❑ Even when the printer is not in use, some ink will be consumed by head cleaning and other maintenance operations needed to keep the print head in good condition.

Notes when not using the printer

If you are not using it, note the following points when storing the printer. If it is not stored correctly, you may not be able to print properly the next time it is used.

- ❑ If you do not print for a long time, the print head nozzles may become clogged. Turn the printer on at least once every two weeks to prevent the print head clogging.

When the printer is turned on, head cleaning is performed automatically. Do not turn the printer off until cleaning is complete.

Leaving the printer for too long without turning it on may result in a malfunction. Repair work for such malfunction will be charged.

- ❑ If you will not be using the printer for more than 2 weeks, maintenance must be performed by a service engineer before and after this period. This maintenance work will be charged.

Note that even if proper maintenance has been done before leaving the printer for a long time, repair may be necessary when doing maintenance for reusing the printer, depending on the period

Introduction

and conditions of storage. In such a case, the repair work will also be charged.

Contact your dealer or Epson Support.

- ❑ The roller may leave an impression on paper that is left in the printer. This can also cause wavy or curled paper resulting in paper feeding problems or the print head could be scratched. Remove any paper when storing.
- ❑ Store the printer after confirming that the print head has been capped (the print head is positioned at the far right). If the print head is left uncapped for a long time, the print quality may decline.

Note:

If the print head is not capped, turn the printer on, and then turn it off.

- ❑ To prevent the accumulation of dust and other foreign matter in the printer, close all covers before placing it in storage.

If the printer will be not be used for an extended period, protect it with an anti-static cloth or other cover.

The print head nozzles are very small, and they can become clogged easily if fine dust gets on the print head, and you may not be able to print properly.

- ❑ When turned on after an extended period of disuse, the printer may automatically perform head cleaning to ensure print quality.

Head cleaning will end after about 10 to 15 minutes.

Notes on Handling Ink Packs and Ink Tanks

Note the following points when handling ink packs and ink tanks.

- ❑ Do not remove the ink tanks.

Ink tanks are calibrated when installed. Removing them can harm quality and functionality.

- ❑ Store ink packs at room temperature out of direct sunlight.

- ❑ To ensure print quality, use all the ink in the ink pack before the earlier of the following dates:
 - ❑ The date printed on the ink pack
 - ❑ 25 days from the day that the ink tank was refilled from the ink pack
- ❑ If the ink pack has been stored in a cold location for a long period of time, keep at room temperature for at least 4 hours before using.
- ❑ When refilling the ink in an ink tank, be sure to use all the ink in the ink pack at once.
- ❑ Refill the ink tank as soon as possible after opening the ink pack.
- ❑ Do not place any objects on top of the ink tank.

Notes on handling paper

Note the following points when handling and storing the paper. If the paper is not in good condition, print quality may decline.

Check the documentation supplied with each paper.

Notes on Handling

- ❑ Do not fold the paper or scratch the surface of the paper.
- ❑ Avoid touching the printable surface of the paper with your bare hands. Moisture and oils from your hands can affect print quality.
- ❑ Handle paper by the edges. We recommend wearing cotton gloves.
- ❑ Do not wet the paper.
- ❑ Do not throw away the paper packaging as you can use it for storing the paper.
- ❑ Avoid locations that are subject to direct sunlight, excessive heat, or humidity.
- ❑ Remove roll paper that is not in use from the printer. Rewind it correctly and then store it in the original packaging that came with the roll paper. If you leave the roll paper in the printer for a long time, its quality may decline.

Notes on handling printed paper

To maintain long lasting, high quality print results, note the following points.

- ❑ Do not rub or scratch the printed surface. If they are rubbed or scratched, the ink may peel off.
- ❑ Do not touch the printed surface; Failure to observe this precaution may cause ink to rub off.
- ❑ Make sure the print outs are completely dry before folding or stacking; otherwise, the color may change where they touch (leaves a mark). These marks will disappear if they are separated immediately and dried; however, they will remain if not separated.
- ❑ If you put the print outs in an album before they are completely dry, they may be blurred.
- ❑ Do not use a dryer to dry the print outs.
- ❑ Avoid direct sunlight.
- ❑ Prevent color distortion while displaying or storing the print outs by following the instructions in the paper's documentation.

Note:

Typically, print outs and photos fade over time (color distortion) due to the effects of light and various constituents in the air. But, if care is taken in how these items are stored, you can help reduce discoloration.

The colors of photos, posters, and other printed materials appear different under different lighting conditions (light sources). The colors of print outs from this printer may also appear different under different light sources.*

** Light sources include sunlight, fluorescent light, incandescent light, and other types.*

Introduction

Introducing the Supplied Software

Contents of the Software Disc

The supplied Software Disc contains the following software. Install as required.

More information be found in the *Network Guide* (pdf) or via online help for the application in question.

Note:

- ❑ The included software disc does not contain any printer drivers. A software RIP is required to print.
- ❑ Download the latest version of the software from EPSON's website.

Software Name	Overview
Epson Driver and Utilities	Installs the EPSON communications driver (EPSON SC-F6000 Series Comm Driver). The Epson communications driver is required if the EPSON LFP Remote Panel 2 is to be used to copy paper settings. It is not a printer driver. In addition, the software RIP may not display printer status if the Epson communications driver is not installed when the printer is connected to a computer via USB. See the software RIP documentation for more information on the status display.
EPSON LFP Remote Panel 2	EPSON LFP Remote Panel 2 is used to update firmware from a computer and copy paper settings bank created in the printer's setup menu to a computer. ☞ "Starting EPSON LFP Remote Panel 2" on page 19 ☞ "Exiting EPSON LFP Remote Panel 2" on page 19
Epson Network Utilities	Select this option during installation if the printer and computer are connected via a network. Installing this utility allows a wizard to be used to simplify the process of setting the addresses needed for network connections.
EpsonNet Config	With this software, you can configure various network settings for the printer from your computer. This is useful as it allows you to enter addresses and names using the keyboard. The documentation is installed with the application.

Introduction

Starting EPSON LFP Remote Panel 2

Launch EPSON LFP Remote Panel 2 after confirming that the printer displays **Ready**.

- 1 The application can be launched using either of the following two methods.
 - ❑ Double-click the **EPSON LFP Remote Panel 2** icon on the desktop. The **EPSON LFP Remote Panel 2** icon is created when the application is installed.
 - ❑ Click **Start > All Programs (or Programs) > EPSON LFP Remote Panel 2 > EPSON LFP Remote Panel 2**.

- 2 Click the desired item in the EPSON LFP Remote Panel 2 main window.

See EPSON LFP Remote Panel 2 help for more information.

Exiting EPSON LFP Remote Panel 2

Click **Exit** in the EPSON LFP Remote Panel 2 main window.

Uninstalling Software

To remove the EPSON LFP Remote Panel 2 or EPSON communications driver, follow the procedure below.



Important:

- ❑ You must log in with an Administrators group.
- ❑ Enter the Administrator password when prompted and then proceed with the remainder of the operation.
- ❑ Exit any other applications that may be running.

- 1 Turn off the printer, and unplug the interface cable.

- 2 Go to the **Control Panel** and click **Uninstall a program** from the **Programs** category.

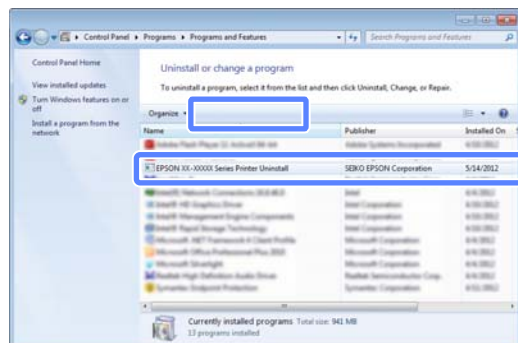


- 3 Select the software you want to remove and then click **Uninstall/Change** (or **Change/Remove** or **Add/Remove**).

Selecting the following deletes the Epson communications drivers.

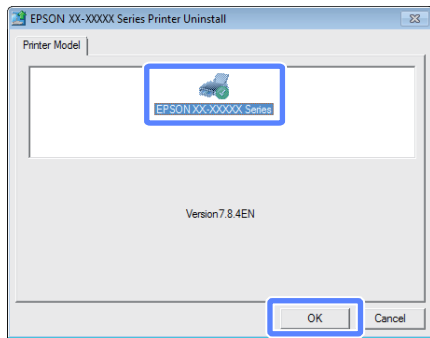
EPSON SC-F6000 Series Comm Driver Printer Uninstall

Select **EPSON LFP Remote Panel 2** to remove EPSON LFP Remote Panel 2.



Introduction

- 4** Select the target printer icon, and then click **OK**.



- 5** Follow the on-screen instructions to continue.
When the delete confirmation message appears, click **Yes**.

Restart the computer if you are reinstalling the EPSON communications driver.

Basic Operations

Loading and Removing the Roll Paper


Loading Roll Paper

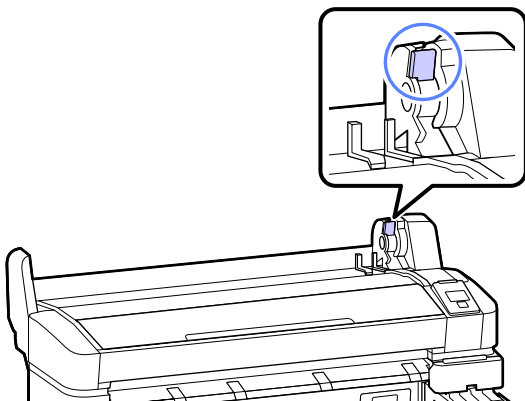
Load roll paper after attaching the supplied roll paper adapters.

! Important:
 Insert the paper just before printing. The roller may leave an impression on paper that is left in the printer.

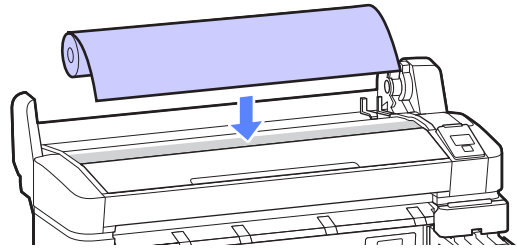
Note:
 The paper that can be used in the printer is detailed in the following section.

 "Supported Media" on page 65

- 1 Turn on the printer by pressing the  button.
- 2 Confirm that the adapter holder lock lever is raised.

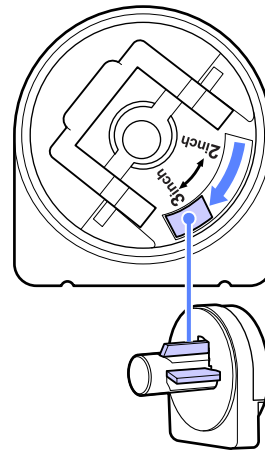


- 3 Place roll paper on the roll rest on top of the printer.

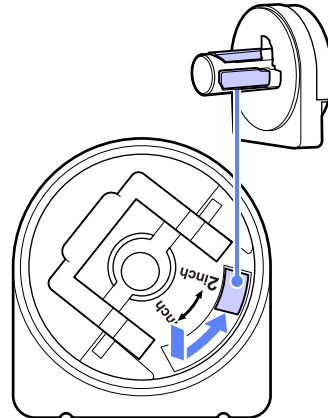


- 4 Size the two supplied roll paper adapters to the roll core.

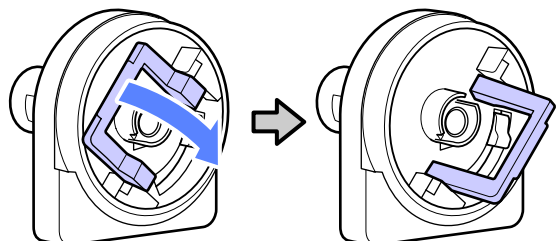
3-inch core



2-inch core



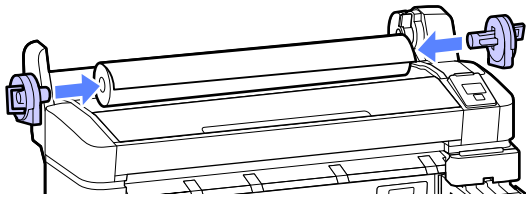
- 5 Raise the adapter lock lever to release the lock on each of the two roll paper adapters.



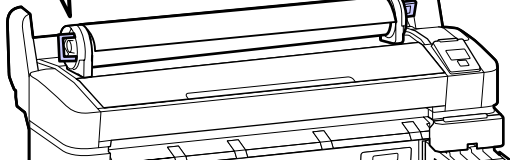
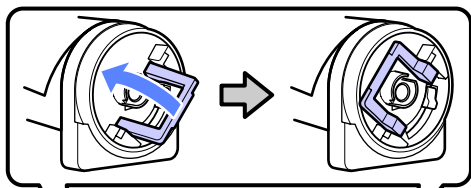
Basic Operations

- 6** Raise the adapter lock lever to release the lock on each of the two roll paper adapters.

Press the adapters in until they are fully inserted in the roll, with no gaps.

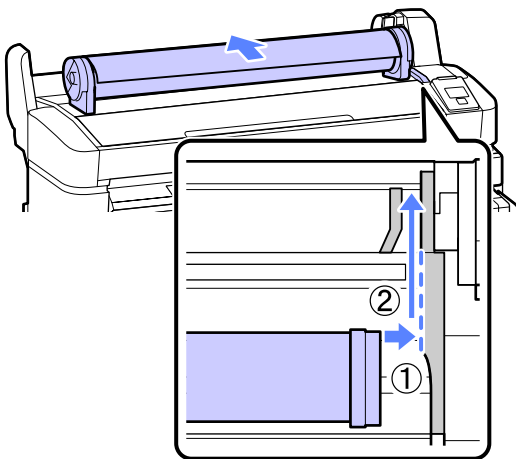



- 7** Lower the adapter lock levers to lock the adapters in place.

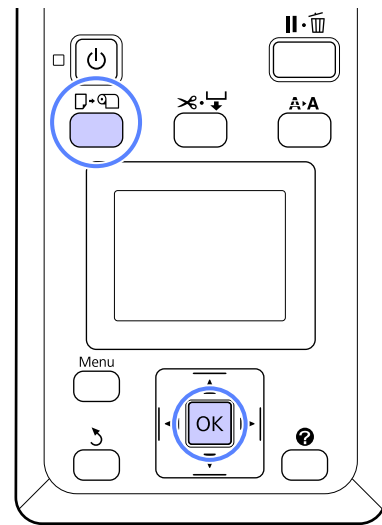


- 8** Slide the roll paper right until it contacts the adapter guides.

Following the adapter guide, slide the roll slowly to the opposite side.

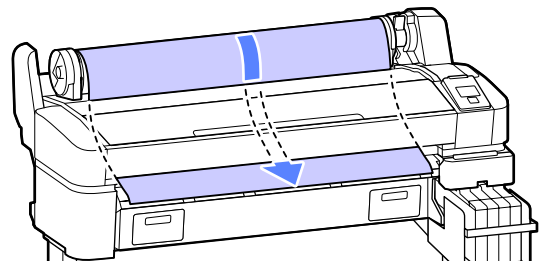


- 9** Press the  button on the control panel. Confirm that **Roll Paper** is highlighted in the display and press the OK button.



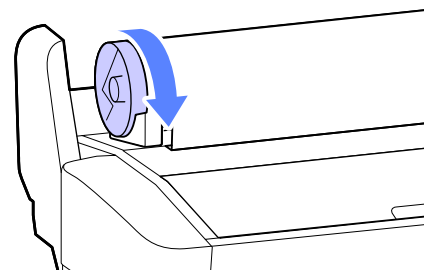
- 10** Insert the roll paper in the paper slot and pull it through.

Make sure that the paper is free of slack and that the end is not folded.



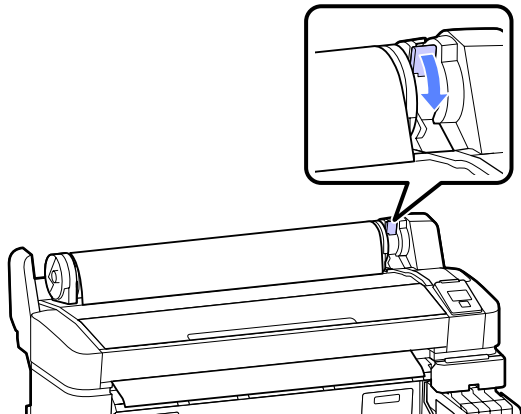
Note:

Do not touch the paper where it will be printed. After loading the roll paper, rotate the roll paper adapters as shown to feed the paper through.



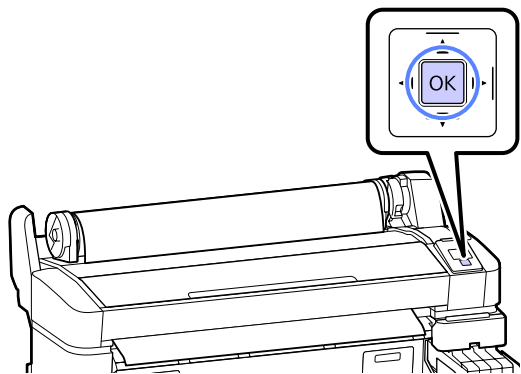
Basic Operations

- 11** Lower the roll lock lever.



- 12** Following the on-screen instructions, press the OK button.

The paper will be fed into the printer.



- 13** Check the media type.

The printer will display the Paper Type and Roll Paper Remaining settings for the paper currently selected with the printer. To print at current settings, press the ▼/▲ buttons to highlight **Keep Settings Above** and press the OK button. To change settings, highlight **Change Settings** and press the OK button. [☞ “Viewing and Changing Media Settings” on page 25](#)

Cutting the roll paper

Either of the following two methods can be used to cut roll paper after printing.

- Auto Cut:

Cut the roll paper after printing each page automatically using the built-in cutter.

- Manual cut:

Press the ⌘+↵ button to cut the paper using the built-in cutter. A cutline is printed for manual cutting and can be used as a guide when cutting paper using the built-in cutter.

Note:

- It may take a while to cut the roll paper.
- Some of the roll paper may not be cut using the built-in cutter. Use a cutter sold at a store to cut the paper.

Follow the steps below when using a third-party cutter.

Press the ⌘+↵ button. Keep the ▼ button pressed to feed the paper so that the cut location is below the paper eject guide. Cut the paper using scissors or a third-party cutter.

Setting methods

Use the ◀▶ buttons in the control panel to select the ⚙ tab and press the OK or Menu button. The Setup menu will be displayed; select **Printer Setup > Roll Paper Setup > Auto Cut > On** and press the OK button. For manual cutting, select **Off**. The default setting is **On**.

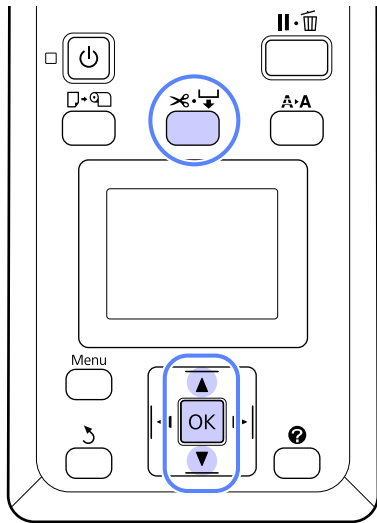
[☞ “Setup menu” on page 40](#)

Manual cut method

If **Auto Cut** is turned **Off**, you can cut at any position via the following procedure after printing is complete.

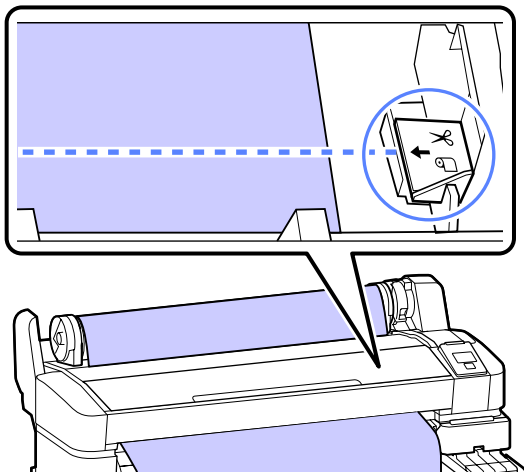
Basic Operations

Buttons that are used in the following settings



Cutting paper manually using the built-in cutter

- 1 Press the scissors icon button. Viewing the interior of the printer without opening the printer cover, press the ▼ button to align the cut location with the ← mark on the right side of the printer's interior.



Note:

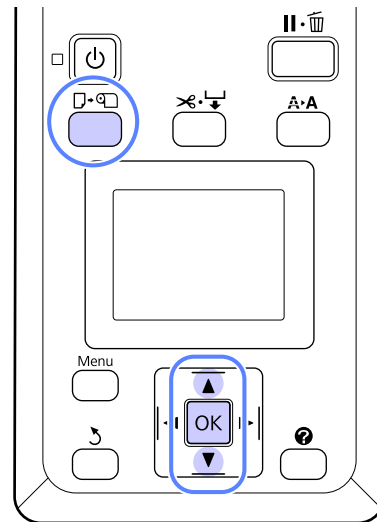
The minimum length of paper that can be cut with the built-in cutter is fixed at 60 to 127 mm and cannot be changed. If the cutting position is shorter than the shortest length above, the paper has to be automatically fed to that length thus a margin will have to be left. Cut off the margin with a cutter sold at a store.

- 2 Press the OK button.
The paper is cut by the built-in cutter.

Removing the roll paper

This section describes how to remove and store roll paper after printing. The pressure rollers may leave impressions on paper that is left in the printer.

Buttons that are used in the following settings



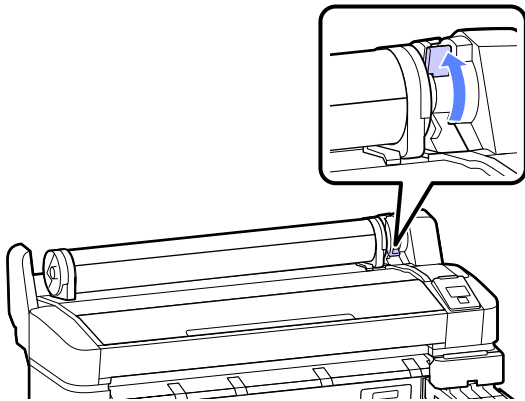
- 1 Confirm that the printer is ready and press the Load/Remove Paper button.
The Load/Remove Paper menu will be displayed.
 - 2 Press the ▼/▲ buttons to highlight **Remove Paper** and press the OK button.
- Note:**
To perform **Roll Paper Remaining**, you must enter the length of the roll paper when the roll paper is set. In order to perform accurate remaining roll paper management, we recommend opening the **Roll Paper Remaining** tab and recording the amount of roll paper remaining when you replace the roll paper.
- 3 The paper will automatically be rewound.
Once the paper is rewound, the printer will display **Press Load/Remove Paper**.

Note:

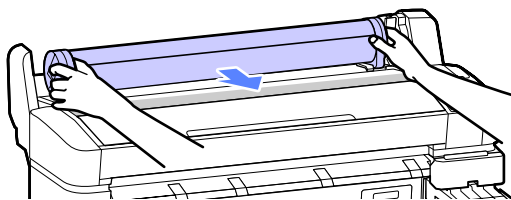
When the display shows **Turn roll paper adapter to wind up roll paper.**, rewind the paper by hand.

Basic Operations

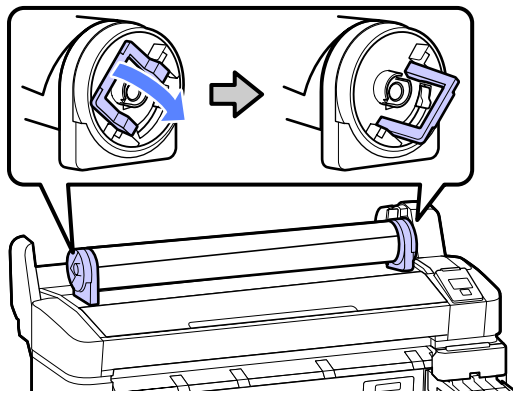
4 Raise the roll lock lever.



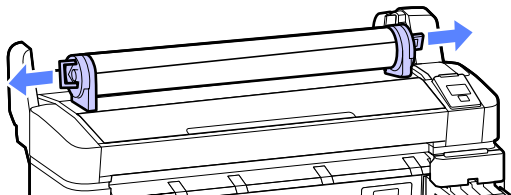
5 Holding the paper by the roll paper adapters, move the roll to the roll rest.



6 Lift the adapter lock levers to release the roll paper adapters.



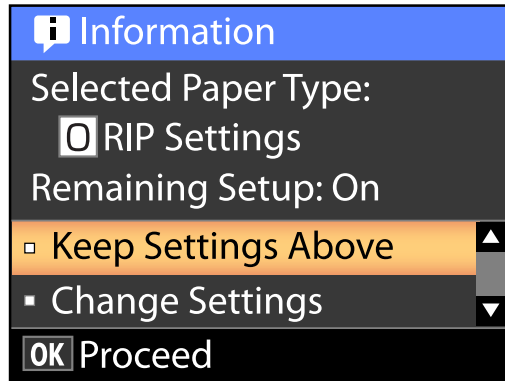
7 Remove the roll paper adapters.



After rewinding the roll paper carefully, store it in the original package.

Viewing and Changing Media Settings

The following is displayed in the control panel after paper is loaded.



Checking Media Settings

The dialog displays the following options for the paper currently loaded in the printer.

Select Paper Type

The following display indicates what is used as the basis for paper settings.

RIP settings: Printing is performed based on the RIP settings.

XXXXXXXXXXXXXXXXXXXX: Printing is performed based on paper settings #1 saved in the printer.

This printer allows you to configure and save various paper settings depending on the characteristics of the paper used. You can save up to 10 different settings in setting slots 1 through 10.

[“Saving Settings” on page 27](#)

Remaining Setup

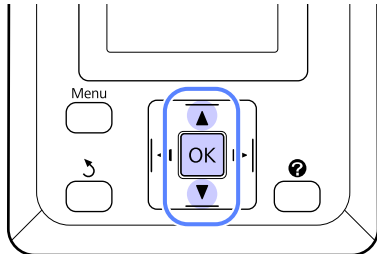
When this option is turned **On**, the approximate amount of paper remaining is calculated based on the set paper length and the amount used in printing, and this value is displayed in the information display area of the **Information** tab. This allows you to check the amount of paper remaining on-screen before printing, which helps you to determine when you need to replace the paper. You can also set a threshold value which, when the amount of paper remaining decreases below this level, will display a warning message.

Basic Operations

Adjusting Settings

Follow the steps below to change the settings displayed.

Buttons that are used in the following settings



- 1 Select an option.

To print at current settings

Press the ▼/▲ buttons to highlight **Keep Settings Above** and press the OK button.

Proceed to Step 6.

To change settings

Press the ▼/▲ buttons to highlight **Change Settings** and press the OK button.

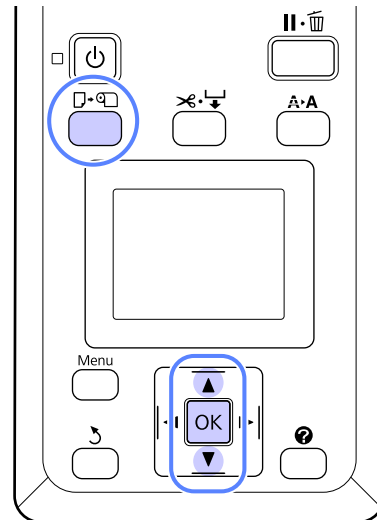
- 2 Highlight a setting you wish to change and press the OK button.
- 3 Highlight an option and press the OK button.
- 4 Press the ↻ button to return to the dialog shown in Step 2.
- 5 When settings are complete, highlight **Exit** and press the OK button.
- 6 If **On** is selected for **Remaining Setup**, you will be prompted to enter the length of the roll. Press the ▼/▲ buttons to choose a value between 5.0 and 999.5m and press the OK button. Paper length is set in increments of 0.5 m.

After a short pause the printer will show **Ready**, indicating that it is ready to print. Transmit the data to be printed from a computer.

Replacing Paper

This section describes how to replace paper. The procedure is displayed on the control panel screen. Follow these instructions.

Buttons that are used in the following settings



- 1 Confirm that the printer is ready and press the □·□ button.
The Load/Remove Paper menu will be displayed.
- 2 Press the ▼/▲ buttons to select roll paper, and then press the OK button.

Note:

To perform **Roll Paper Remaining**, you must enter the length of the roll paper when the roll paper is set. In order to perform accurate remaining roll paper management, we recommend opening the ■ tab and recording the amount of roll paper remaining when you replace the roll paper.

- 3 The roll rewinds automatically.

Note:

When the display shows **Turn roll paper adapter to wind up roll paper.**, rewind the paper by hand.

- 4 Follow the on-screen instructions to load the roll paper for the next job.

Basic Operations

Before Printing

Before printing, set the paper settings for the characteristics of the paper you are going to use. Settings are adjusted as follows.

- ❑ Select **Custom Paper Setting** in the printer Paper menu.

 [“Paper menu” on page 37](#)

- ❑ LFP Remote Panel 2 can be used to copy from the computer the paper settings you configured in the printer settings menu.

Note:

- ❑ *Be sure to check the paper characteristics such as paper tension, ink fixating, or paper thickness before setting the custom paper. For the paper's characteristics, check the paper's documentation or with your local dealer.*
- ❑ *Test the print quality with this printer before purchasing a large amount of paper.*

Saving Optimal Settings for the Current paper (Print Paper Settings)

A variety of paper settings can be optimized for the current paper and stored in the printer.

Once frequently used settings have been stored in a paper setting bank, it can be recalled to instantly optimize multiple parameters.

The printer offers a total of 10 paper setting banks.

This section describes how to create paper setting banks and the settings that can be stored.

Custom Paper Setting Details

The following items can be configured in the custom paper settings:

- ❑ Select Reference Paper

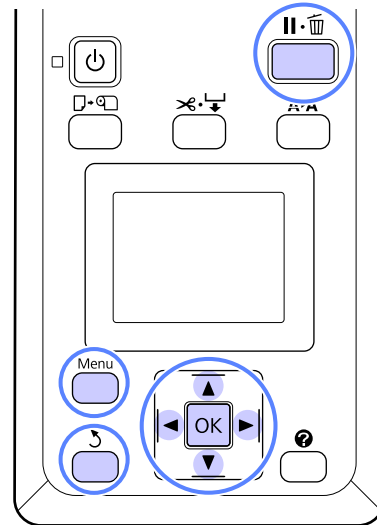
- ❑ Platen Gap
- ❑ Detect Paper Thickness
- ❑ Paper Feed Adjust
- ❑ Paper Suction
- ❑ Roll Paper Tension
- ❑ Remove Skew
- ❑ Setting Name

Setting Item Details  [“Paper menu” on page 37](#)


Saving Settings

Use the following procedure to save paper settings.

Buttons that are used in the following settings



Choosing a Custom Paper Setting Bank

- 1 Confirm that the printer is ready to print. Press the ◀▶ buttons to open the  tab, then press the OK button.

The Paper menu will be displayed.

Basic Operations

- Press the ▼/▲ buttons to highlight **Custom Paper Setting** and press the OK button.


The Custom Paper Setting menu will be displayed.

- Press the ▼/▲ buttons to select the bank (1 to 10) where you want to save the custom paper settings, then press the OK button.

The custom paper settings menu for the selected number will be displayed.

Note that if you select a number for which settings have already been saved, the old settings will be overwritten.

Note:

Press the  button to close the settings menu.

Select Reference Paper

Select the paper type that is the closest in characteristics to the paper you are using.

- Select **Select Reference Paper** in the paper settings menu, then press the OK button.
- Press the ▼/▲ buttons to select reference paper, and then press the OK button.
- Press the ▼/▲ buttons to select the paper closest to the one you are using, then press the OK button.
- Press the ⏪ button twice to return to the paper settings menu.

Platen Gap

Select the platen gap which is the distance between the print head and the paper. Normally, select Standard. Select a wider setting if printed images are smeared. If, upon performing head alignment you feel that it is still not completely aligned, select Narrow.

- Press the ▼/▲ buttons on the paper settings menu to highlight **Platen Gap** and then press the OK button.
- Press the ▼/▲ buttons to select the target setting value, and then press the OK button.

- Press the ⏪ button to return to the paper settings menu.

Detect Paper Thickness

You can print out a paper thickness detection pattern to determine and set the optimal paper thickness based on the printout.

- Press the ▼/▲ buttons on the paper settings menu to highlight **Detect Paper Thickness** and then press the OK button.
- Press the OK button to print the paper thickness detection pattern.
- Press the ▼/▲ buttons to select the number of the pattern with the least amount of discrepancy between the lines in the printout, and then press the OK button to return the printer to the ready-to-print state.

Paper Feed Adjust

If the paper feed amount is not set correctly, banding (horizontal band patterns or discoloration) may occur. If the banding is not resolved after head cleaning or Head Alignment is performed, adjust the amount of paper feed correction. This value can be set in either of the following two ways:

Pattern

Visually check the printed pattern and enter the correction value.

Value

Change the value based on the banding observed. The correction value is set as the ratio in relation to 1 meter (-0.70 to +0.70%).

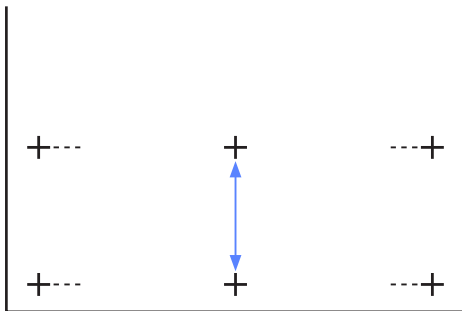
Printing an Alignment Pattern for Correction

- Select **Custom Paper Setting** from the paper menu.
- Press the ▼/▲ buttons to select the bank where you want to save the custom paper settings, then press the OK button.
- Press the ▼/▲ buttons to highlight **Paper Feed Adjust** and press the OK button.

Basic Operations

- 4 Select **Pattern**, and then press the OK button.
- 5 Press the OK button to print an adjustment pattern.
- 6 Measure the distances between the "+" symbols in the printed adjustment pattern.

Use only the distance between the center symbols or the average of the distances between the left, center, and right symbols.



- 7 Press the ▼/▲ buttons to enter the measured value and press the OK button to return the printer to the ready-to-print state.

Manually Changing the Value for Adjustment

- 1 Select **Custom Paper Setting** from the paper menu.
- 2 Press the ▼/▲ buttons to select the bank where you want to save the custom paper settings, then press the OK button.
- 3 Press the ▼/▲ buttons to highlight **Paper Feed Adjust** and press the OK button.
- 4 Select **Value**, and then press the OK button.
- 5 Press the ▼/▲ buttons to select the target value, and then press the OK button.
- 6 Press the ⏪ button twice to return to the paper settings menu.

Paper Suction

Choosing too high a value for thin paper will increase the distance between the paper and the print head, causing print quality to decline or preventing the paper feeding correctly. If this happens, lower the paper suction.

- 1 Press the ▼/▲ buttons on the paper settings menu to highlight **Paper Suction** and then press the OK button.
- 2 Press the ▼/▲ buttons to select the target value, and then press the OK button.
- 3 Press the ⏪ button to return to the paper settings menu.

Roll Paper Tension

Select High or Extra High if the paper wrinkles during printing.

- 1 Press the ▼/▲ buttons on the paper settings menu to highlight **Roll Paper Tension** and then press the OK button.
- 2 Press the ▼/▲ buttons to select the target setting value, and then press the OK button.
- 3 Press the ⏪ button to return to the paper settings menu.

Remove Skew

This sets the operation performed to prevent the paper from skewing when it is fed.

- 1 Press the ▼/▲ buttons on the paper settings menu to highlight **Remove Skew**, and then press the OK button.
- 2 Press the ▼/▲ buttons to select either **On** to reduce paper skew during feeding, or **Off** to disable this feature, then press the OK button.
- 3 Press the ⏪ button to return to the paper settings menu.

Basic Operations

Setting Name

You can assign a name to saved custom paper settings. Choose an easy-to-remember name for quick selection.

1 Press the ▼/▲ buttons on the paper settings menu to highlight Setting Name, and then press the OK button.

2 Enter the setting name.

You can cycle between different character types by pressing the Menu button. The order is as follows: Uppercase -> Lowercase -> Numbers/Symbols.

Press the ▼/▲ buttons to cycle through the characters for the selected character type.

Once the character you want is displayed, press the ► button to confirm.

The cursor will then move on to the next input area. Repeat this process until you are finished.

If you make a mistake, press the ◀ button to delete the previous character.

3 Once you are finished entering the name, press the OK button.

4 Press the ⏪ button to return to the paper settings menu.

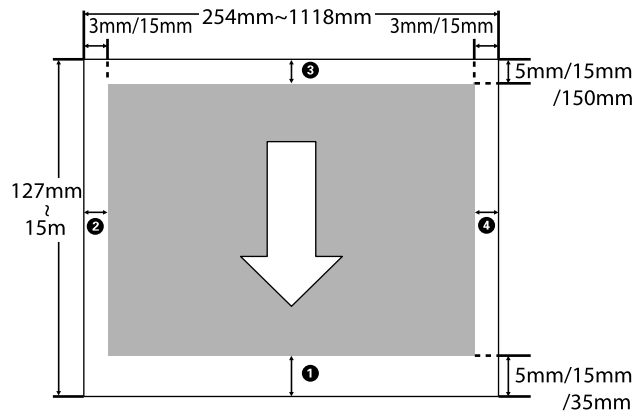
Printable area

This section describes the printable areas for the printer.

If the margin set in an application is larger than the following setting values, sections beyond the specified margins are not printed. For example, if 15 mm is selected for the left and right margins in the printer menus and the document fills the page, the 15 mm at the left and right sides of the page will not be printed.

The gray area in the illustration below shows the printable area.

The arrow in the illustration indicates the direction of the ejected paper.



Margins for roll paper depend on the option selected for **Roll Paper Margin** in the menus, as shown in the table below.

Roll Paper Margin Settings “Setup menu” on page 40

indicates factory default settings.

Roll Paper Margin Parameter	Margin Values
Normal	①, ③ = 15 mm*
	②, ④ = 3 mm
Top15mm/Bottom15mm	①, ③ = 15 mm
	②, ④ = 3 mm
Top35mm/Bottom15mm	① = 35 mm
	③ = 15 mm
	②, ④ = 3 mm

Basic Operations

Roll Paper Margin Parameter	Margin Values
Top15mm/Bottom150mm	① = 15 mm
	③ = 150 mm
	②, ④ = 3 mm
Top5mm/Bottom5mm	①, ③ = 5 mm
	②, ④ = 3 mm
15mm	①, ②, ③, ④ = 15 mm

- * If **Normal** is selected along with any of the following paper types under **Select Paper Type** in the Paper menu, the value of ① is 20 mm.

**Premium Glossy 250/Premium Semigloss 250/
Premium Luster 260/Premium Semimatte 260**

**Important:**


- ❑ *Printing is distorted when the trailing edge of the roll paper comes off the core. Make sure the trailing edge does not come inside the printing area.*
- ❑ *The print size does not change even when the margins are changed.*

Turning Off the Power Using Power Off Timer


The printer offers the following two power management options.

❑ Sleep mode

The printer enters sleep mode when there are no errors, no print jobs being received, and no control panel or other operations performed. When the printer enters sleep mode, the control panel's screen turns off and the internal motors and other parts switch off to consume less power.

Press the  button to exit sleep mode and return to the normal running state. The delay before the printer enters sleep mode can be selected from values between 5 and 240 minutes. At default settings, the printer enters sleep mode if no operations are performed for 15 minutes. The delay can be changed from the Setup menu. [☞ "Setup menu" on page 40](#)

Note:

When the printer enters sleep mode, the control panel's screen goes blank as if the power has been turned off, but the  light remains lit.

❑ Power Off Timer


The printer is equipped with a Power Off Timer option that automatically turns the printer off if no errors occur, no print jobs are received, and no control panel or other operations are performed for a set period of time. The delay before the printer turns off automatically can be selected from values between 1 and 24 hours in increments of 1 hour.

At default settings, the printer turns off automatically if no errors occur, no print jobs are received, and no control panel or other operations are performed for eight hours. Power Off Timer settings can be adjusted from the Setup menu. [☞ "Setup menu" on page 40](#)

About Power Management

You can adjust the time before Power Management is applied. Any increase will affect the printer's energy efficiency. Please consider the environment before making any change.

Canceling Printing

Press the  button on the printer, select **Job Cancel** on the screen, and then press the **OK** button.

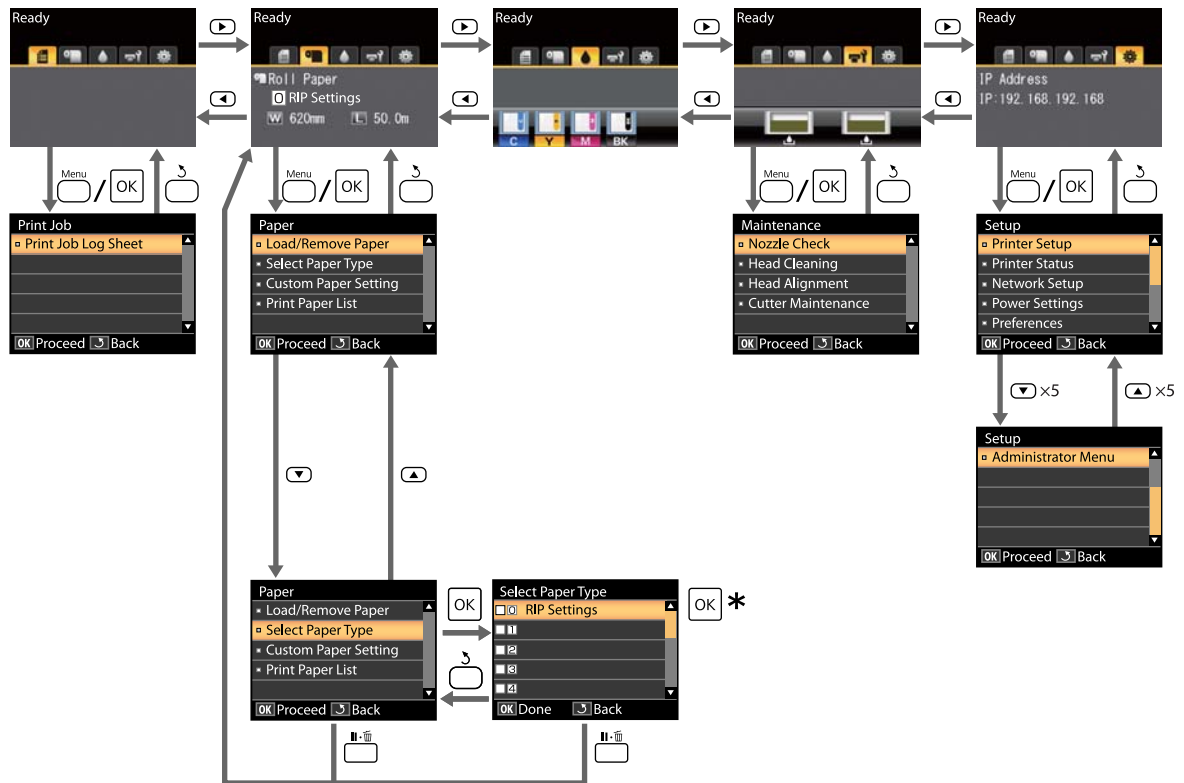
The print job is canceled even in the middle of printing. It may take a while before the printer returns to ready status after canceling a job.

Using the Control Panel Menu

Menu Operations

The steps for displaying the various menus are shown below.

The example below shows the steps for accessing the Paper menu.



* After pressing the OK button to select the highlighted option, press the \mathcal{D} button to return to the previous menu. Press the $\text{II} \cdot \text{III}$ button to exit.

Using the Control Panel Menu

Menu List

The items and options available in the menu are described below. See the reference pages for more details on each item.

Print Queues menu

 [“Print Queues menu” on page 37](#)


Menu item	Description
Print Job Log Sheet	Press OK to start printing.

Paper menu

 [“Paper menu” on page 37](#)

Menu item	Description			
Load/Remove Paper	Remove Paper	Displays instructions for removing the paper.		
	Roll Paper	Displays instructions for loading the paper.		
Select Paper Type	RIP Settings	-		
	1 to 10 (Paper Settings Number)	Lists the names of user-defined custom paper types.		
Custom Paper Setting	XXXXXXXXXXXX XXXXXXXXXX (name of custom paper type)	Select Reference Paper	Photo Paper	Displays the EPSON-unique paper name.
			Matte Paper	
			Plain Paper	
			Others	
			No Paper Selected	No Paper Selected
		Platen Gap	Narrow, Standard, Wide, Wider	
		Detect Paper Thickness	Press OK to start printing.	
		Paper Feed Adjust	Pattern	Press OK to start printing.
			Value	-0.70 to +0.70%
		Paper Suction	-4 to 0	
		Roll Paper Tension	Normal, High, Extra High	
		Remove Skew	On, Off	
		Setting Name	22 characters or less (letters, numbers, and symbols)	
	Restore Settings	Yes, No		
Print Paper List	Press OK to start printing.			

Maintenance menu

 [“Maintenance menu” on page 40](#)

Using the Control Panel Menu

Menu item		Description
Nozzle Check		Press OK to start printing.
Head Cleaning	All Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)
	Selected Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)
Head Alignment	Manual(Uni-D)	Press OK to start printing.
	Manual(Bi-D)	
Cutter Maintenance	Adjust Cut Position	-3 to 3 mm
	Replace Cutter	Press OK to start move.

Setup menu

 "Setup menu" on page 40

Menu item			Description
Printer Setup	Roll Paper Setup	Auto Cut	On, Off
		Refresh Margin	On, Off
		Page Line	On, Off
		Roll Paper Margin	Normal, Top15mm/Bottom15mm, Top35mm/Bottom15mm, Top15mm/Bottom150mm, Top5mm/Bottom5mm, 15mm
		Roll Paper Remaining	On, Off
		Remaining Alert	1 to 15 m (4 to 50 ft)
	Advanced Settings	Roll Paper Tension	Low, Normal, High, Extra High
		Less Head Scuffing	On, Off
		Drying Time Per Page	Off, 0.1 to 60 minutes
		Paper Size Check	On, Off
		Paper Skew Check	On, Off
		Cleaning Cycle	Off, every 1 to 10 pages
	Restore Settings		Yes, No
Printer Status	Firmware Version		xxxxxxx,x.xx,xxxx
	Option Status		Displays the options connected.
	Show Total Prints		XXXXXXX m ² (XXXXXXX ft ²)
	Print Status Sheet		Press OK to start printing.

Using the Control Panel Menu

Menu item		Description	
Network Setup	IP Address Setting	Auto	-
		Panel	IP Address, Subnet Mask, Default Gateway
	Print Status Sheet	Press OK to start printing.	
	Restore Settings	Yes, No	
Power Settings	Sleep Mode	5 to 240 minutes	
	Power Off Timer	Off, 1 to 24 hours	
	Restore Settings	Yes, No	
Preference	Language	Lists the supported languages.	
	Unit: Length	m, ft/in	
	Alert Lamp Setting	On, Off	
Administrator Menu	Date And Time	MM/DD/YY HH:MM	
	Time Zone	Enter the time difference between GMT and the current time zone.	
	Reset All Settings	Yes, No	


Using the Control Panel Menu

Menu Descriptions

Print Queues menu

Item	Description
Print Job Log Sheet	Press the OK button to print the print job log.

Paper menu

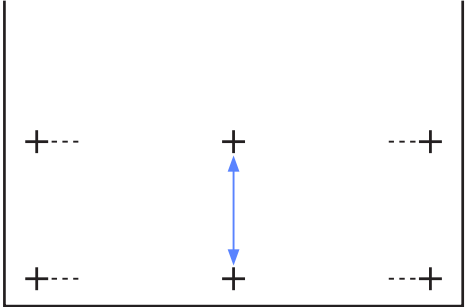
 indicates factory default settings.

Item	Description
Load/Remove Paper	Remove Paper Press the OK button to view instructions for removing the paper. Follow the on-screen instructions to remove the paper. Instructions are not displayed if no paper is loaded.
	Roll Paper After you make your selection, press the OK button. Follow the on-screen instructions to load the paper. If the roll paper is already loaded, the instructions for removing the loaded paper will be displayed before loading instructions are shown.
Select Paper Type RIP Settings 1 to 10 (Paper Settings Number)	Select the paper settings to use for printing. If RIP Settings is selected, the paper settings set in the software RIP are used. Set to a number between 1 and 10 to use the paper settings set in that slot for printing. To save a group of paper settings in this way, use Custom Paper Setting .

Using the Control Panel Menu

Item		Description		
Custom Paper Setting	XXXXXXXXXX (name of custom paper type)	Select Reference Paper	Photo Paper	You can select the media type that is the closest to the paper you are using.
			Matte Paper	
			Plain Paper	
			Others	
			No Paper Selected	
		Platen Gap	Narrow	Select the platen gap which is the distance between the print head and the paper. Normally, select Standard . Select a wider setting if printed images are smeared. If, upon performing head alignment you feel that it is still not completely aligned, select Narrow .
			Standard	
			Wide	
			Wider	
		Detect Paper Thickness	Press the OK button to print a pattern to determine the thickness of the current paper. Select the pattern number with the least misalignment from the print results.	








Using the Control Panel Menu

Item		Description	
	Paper Feed Adjust	Pattern	<p>Use this setting if you are unable to resolve banding issues (horizontal striped lines or uneven colors) in the standard print area even after head cleaning or head alignment.</p> <p>Pattern Selected</p> <p>Press the OK button to print an adjustment pattern. Measure the distances between the "+" symbols in the printed adjustment pattern.</p> <p>Use only the distance between the center symbols or the average of the distances between the left, center, and right symbols.</p> 
		Value	
	Paper Suction	-4 to 0	<p>It is important to choose the appropriate amount of suction for the paper used in order to maintain the correct distance between the paper and the print head. Choosing too high a value for thin or soft paper will increase the distance between the paper and the print head, causing print quality to decline or preventing the paper feeding correctly. If this happens, lower the paper suction. The suction power is weakened when the parameter is lowered.</p>
	Roll Paper Tension	Normal	<p>Select High or Extra High if the paper wrinkles during printing.</p>
		High	
		Extra High	
Remove Skew	On	<p>Select whether to enable (On) or disable (Off) paper skew reduction.</p>	
	Off		
Setting Name	<p>Enter a name of up to 22 characters for custom paper settings. Choose an easy-to-remember name for quick selection.</p>		
Restore Settings	Yes	<p>Restore the selected custom paper settings to default values.</p>	
	No		


Using the Control Panel Menu

Item	Description
Print Paper List	Press the OK button to print a list of custom paper settings.


Maintenance menu

Item	Description						
Nozzle Check	<p>Press the OK button to print a nozzle check pattern. Visually inspect the printed pattern and perform head cleaning if you notice faint or missing areas.</p> <p> "Checking for clogged nozzles" on page 45</p>						
Head Cleaning	<table border="1"> <tr> <td>All Nozzles</td> <td>Execute (Light), Execute (Medium), Execute (Heavy)</td> <td rowspan="2"> <p>Check the number of any patterns with faint or missing segments and specify whether you want to perform cleaning for all nozzles or only for the rows containing those numbers. All Nozzles performs head cleaning for all nozzles. Selected Nozzles allows you to specify a row or rows of nozzles to perform head cleaning for.</p> <p>You can choose between the following levels for head cleaning: Execute (Light), Execute (Medium), or Execute (Heavy). At first, use Execute (Light). If you still notice any faint or missing areas, then use Execute (Medium). If you still notice any faint or missing areas, then use Execute (Heavy).</p> <p> "Cleaning the print head" on page 46</p> </td> </tr> <tr> <td>Selected Nozzles</td> <td>Execute (Light), Execute (Medium), Execute (Heavy)</td> </tr> </table>	All Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)	<p>Check the number of any patterns with faint or missing segments and specify whether you want to perform cleaning for all nozzles or only for the rows containing those numbers. All Nozzles performs head cleaning for all nozzles. Selected Nozzles allows you to specify a row or rows of nozzles to perform head cleaning for.</p> <p>You can choose between the following levels for head cleaning: Execute (Light), Execute (Medium), or Execute (Heavy). At first, use Execute (Light). If you still notice any faint or missing areas, then use Execute (Medium). If you still notice any faint or missing areas, then use Execute (Heavy).</p> <p> "Cleaning the print head" on page 46</p>	Selected Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)	
	All Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)	<p>Check the number of any patterns with faint or missing segments and specify whether you want to perform cleaning for all nozzles or only for the rows containing those numbers. All Nozzles performs head cleaning for all nozzles. Selected Nozzles allows you to specify a row or rows of nozzles to perform head cleaning for.</p> <p>You can choose between the following levels for head cleaning: Execute (Light), Execute (Medium), or Execute (Heavy). At first, use Execute (Light). If you still notice any faint or missing areas, then use Execute (Medium). If you still notice any faint or missing areas, then use Execute (Heavy).</p> <p> "Cleaning the print head" on page 46</p>				
Selected Nozzles	Execute (Light), Execute (Medium), Execute (Heavy)						
Head Alignment	<table border="1"> <tr> <td>Manual(Uni-D)</td> <td rowspan="2"> <p>If print results are grainy or out of focus, perform head alignment to realign the print head.</p> <p> "Minimizing Print Misalignments (Head Alignment)" on page 46</p> </td> </tr> <tr> <td>Manual(Bi-D)</td> </tr> </table>	Manual(Uni-D)	<p>If print results are grainy or out of focus, perform head alignment to realign the print head.</p> <p> "Minimizing Print Misalignments (Head Alignment)" on page 46</p>	Manual(Bi-D)			
	Manual(Uni-D)	<p>If print results are grainy or out of focus, perform head alignment to realign the print head.</p> <p> "Minimizing Print Misalignments (Head Alignment)" on page 46</p>					
Manual(Bi-D)							
Cutter Maintenance	<table border="1"> <tr> <td>Adjust Cut Position</td> <td>-3 to 3 mm</td> <td>The cut position can be adjusted in increments of 0.1 mm.</td> </tr> <tr> <td>Replace Cutter</td> <td colspan="2"> <p>Moves the cutter to the replacement position so it can be replaced. Press the OK button to move the cutter to the replacement position. The paper must be removed before the cutter can be replaced. Remove the paper before proceeding.</p> </td> </tr> </table>	Adjust Cut Position	-3 to 3 mm	The cut position can be adjusted in increments of 0.1 mm.	Replace Cutter	<p>Moves the cutter to the replacement position so it can be replaced. Press the OK button to move the cutter to the replacement position. The paper must be removed before the cutter can be replaced. Remove the paper before proceeding.</p>	
	Adjust Cut Position	-3 to 3 mm	The cut position can be adjusted in increments of 0.1 mm.				
Replace Cutter	<p>Moves the cutter to the replacement position so it can be replaced. Press the OK button to move the cutter to the replacement position. The paper must be removed before the cutter can be replaced. Remove the paper before proceeding.</p>						

Setup menu

 indicates factory default settings.


Using the Control Panel Menu

Item			Description	
Printer Setup	Roll Paper Setup	Auto Cut	On	Choose On to automatically cut roll paper using the built-in cutter as each page is printed, Off to disable auto paper cutting.
			Off	
		Refresh Margin	On	If On is selected during borderless printing, the printer will automatically trim the leading edge to remove any ink stains that may have been left by the previous copy; to disable this feature, choose Off . However, borderless printing is not guaranteed on this printer.
			Off	
		Page Line	On	If Auto Cut is Off , you can choose to print (On) or not print (Off) cut lines on roll paper. Cut lines are not printed if Auto Cut is On .
			Off	
		Roll Paper Margin	Normal	When set to Normal , the top and bottom margins are 15 mm, and the left and right margins are 3 mm. Except for 15mm , the left and right margins for all other settings are 3 mm.  "Printable area" on page 30
			Top15mm/ Bottom15mm	
			Top35mm/ Bottom15mm	
			Top15mm/ Bottom150mm	
			Top5mm/ Bottom5mm	
			15mm	
Roll Paper Remaining	On	Select whether to display/record (On) or not to display/record (Off) the amount of remaining roll paper. Roll Paper Remaining can be enabled by selecting On and entering the length of the roll.		
	Off			
Remaining Alert	1 to 15 m (4 to 50 ft)	Displayed when On is selected for Roll Paper Remaining . Set within a range from 1 to 15 m (4 to 50 ft) to display a warning when the amount of remaining roll paper drops below that limit. You can set in 1 m (4 ft) increments.		

Using the Control Panel Menu

Item			Description	
	Advanced Settings	Roll Paper Tension	Low	<p>Select High or Extra High if the paper wrinkles during printing.</p> <p>Roll Paper Tension can be specified separately for each paper type using the Custom Paper Setting option in the Paper menu.</p> <p>When Custom Paper is chosen for Select Paper Type, the printer will use the value selected for Roll Paper Tension in the Custom Paper Setting.</p> <p>This setting takes effect if no custom roll paper tension is specified.</p>
			Normal	
			High	
			Extra High	
		Less Head Scuffing	On	<p>If the paper is thick, the print head may scuff the print surface. Choose On to prevent scuffing. This option can be used to temporarily change the value selected for Custom Paper Setting > Platen Gap in the Paper menu. Note, however, that On has no effect when Wider is selected for Platen Gap.</p>
			Off	
		Drying Time Per Page	Off, 0.1 to 60 minutes	<p>Specify how long the printer pauses to allow the ink to dry after printing each page; select Off or choose from values between 0.1 and 60 minutes. Depending on the ink density or paper type, the ink may take a while to dry. If the ink blurs on the paper, set a longer time for drying the ink.</p> <p>The longer the drying time, the more time required for printing.</p>
		Paper Size Check	On	<p>Choose whether the printer automatically detects (On) or does not detect (Off) the paper width. Try choosing Off if a paper setting error is displayed when the paper is correctly loaded. Note, however, that the printer may print outside the paper when Off is selected. If it prints beyond the edges of the paper, the inside of the printer becomes dirty with ink. We generally recommend to operate with this setting set to On.</p>
			Off	
	Paper Skew Check	On	<p>If On is selected, an error will be displayed in the control panel and printing will stop if the paper is skewed; select Off to disable this feature. On is recommended in most circumstances as skewed paper may cause the printer to jam.</p>	
Off				
Cleaning Cycle	Off	<p>Select when to perform scheduled head cleaning; you can select from Off or after every 1 to 10 pages. If Off is selected, no Cleaning Cycle is used. If you choose a number between 1 and 10 pages, head cleaning will be performed automatically before printing occurs after the set number of pages is printed.</p>		
	Every 1 to 10 pages			
Restore Settings	Yes	<p>Select Yes to restore all printer settings to default values.</p>		
	No			

Using the Control Panel Menu

Item		Description	
Printer Status	Firmware Version	xxxxxxx,x.xx,xxxx	You can see the firmware version.
	Option Status	The connection status is not indicated because there is no option that can connect to the printer.	
	Show Total Prints	XXXXXXX m ² (XXXXXXX ft ²)	View the total area printed (six-figure maximum).
	Print Status Sheet	Press the OK button to print a list of current printer settings. Choose this option to view settings at a glance.	
Network Setup	IP Address Setting	Auto	Select whether to use DHCP to set the IP address (Auto), or to set the address manually (Panel). Choose Panel to enter the IP address , Subnet Mask , and Default Gateway . Contact your system administrator for detailed information.
		Panel	
	Print Status Sheet	Press the OK button to print a list of network settings. Choose this option to view network settings at a glance.	
	Restore Settings	Yes	Select Yes to restore all network settings to default values.
No			
Power Settings	Sleep Mode	5 to 240 minutes	The printer enters sleep mode automatically when there are no errors, no print jobs being received, and no control panel or other operations are performed for the selected period. Use this option to choose the period before the printer enters sleep mode.  "Turning Off the Power Using Power Off Timer" on page 31
		Off	
	Power Off Timer	1 to 24 hours	The printer turns off automatically when there are no errors, no print jobs being received, and no control panel or other operations are performed for eight hours. The delay before the printer turns off can be selected from values between 1 and 24 hours in increments of 1 hour. Choose Off to prevent the printer turning off automatically.
		Off	
	Restore Settings	Yes	Select Yes to restore all Power Settings to default values.
No			

Using the Control Panel Menu

Item		Description	
Preference	Language	Japanese, English, French, Italian, German, Portuguese, Spanish, Dutch, Russian, Korean, Chinese	Select the language used on the control panel's screen.
	Unit: Length	m	Select the unit of length which is displayed on the control panel's screen or printed on the patterns.
		ft/in	
	Alert Lamp Setting	On	Choose whether the large alert lamp lights (On) or does not light (Off) when an error occurs.
		Off	
	Administrator Menu	Date And Time	MM/DD/YY HH:MM
Time Zone		Enter the difference between the current time zone and GMT. The selected time zone is used in e-mail notifications sent by Remote Manager when an error occurs.	
Reset All Settings		Yes	Select Yes to restore defaults for all settings except the Date And Time, Language, and Unit: Length options in the Setup menu.
	No		

Maintenance

Adjusting the Print Head

You need to adjust the print head if white lines appear in your print outs or if you notice the print quality has declined. You can perform the following printer maintenance functions for maintaining the print head in good condition to ensure the best print quality.

Carry out appropriate maintenance depending on the print results and situation.

Checking for clogged nozzles

Perform a nozzle check to check for clogs if the printer has not been used for an extended period or before important print jobs. Visually inspect the printed check pattern and clean the print head if you notice faint or missing areas.

Cleaning the print head

Clean the print head if you notice faint or missing areas in printed documents. Cleans the surface of the print head to improve the print quality. You can select between three different levels for head cleaning.

 [“Cleaning the print head” on page 46](#)

At first, use **Execute (Light)**. If you still notice any faint or missing areas, then use **Execute (Medium)** or **Execute (Heavy)**.

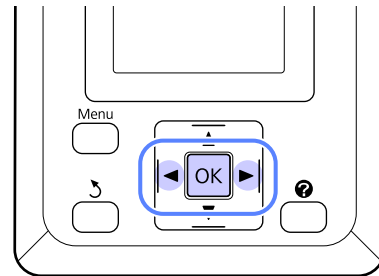
Adjusting the print head position (Print head alignment)

Perform Head Alignment if lines are misaligned or print results are grainy. The Head Alignment function corrects print misalignments.

 [“Minimizing Print Misalignments \(Head Alignment\)” on page 46](#)

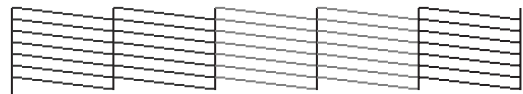
Checking for clogged nozzles

Buttons that are used in the following settings



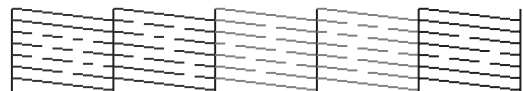
- 1** Load roll paper in the printer.
Choose a paper type that matches the paper in the printer.
- 2** Confirm that the printer is ready to print. Press the **↔A↔** button.
The Maintenance menu will be displayed.
- 3** Confirm that **Nozzle Check** is highlighted and press the **OK** button.
A confirmation dialog will be displayed.
- 4** Press the **OK** button to print a check pattern.
Review the printed check pattern while referring to the following section.


Example of clean nozzles



There are no gaps in the nozzle check pattern.

Example of clogged nozzles



If there are areas missing from the pattern, select **Head Cleaning** and clean the print head.  [“Cleaning the print head” on page 46](#)

Maintenance

Cleaning the print head

From the control panel you can clean all nozzles or select to clean only those nozzles for which the printed nozzle check pattern indicates a problem.

Notes on head cleaning

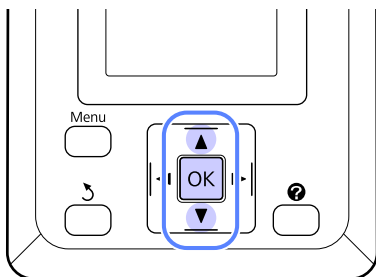
Note the following points when performing head cleaning.

- ❑ Clean the print head only if print quality declines; for example, if the printout is blurry or the color is incorrect or missing. Ink is consumed when head cleaning is performed.
- ❑ Cleaning all nozzles consumes some of each color of ink. Even if you are using only black inks for black and white printing, color inks are also consumed.
- ❑ When repeating head cleaning in a short time period, the Maintenance Box may fill up quickly due to a small amount of ink evaporation in the Maintenance Box. Prepare a spare Maintenance Box if there is not enough empty space in the box.
- ❑ If the nozzles are still clogged after performing head cleaning, turn off the printer and leave it overnight or longer. When left for some time, the clogged ink may dissolve.

If the nozzles are still clogged, contact your dealer or Epson Support.

Cleaning the print head

Buttons that are used in the following settings



- 1 Confirm that the printer is ready to print. Press the **A▶A** button.

The Maintenance menu will be displayed.

- 2 Press the **▼/▲** buttons to highlight **Head Cleaning** and press the OK button.

- 3 Select the method for specifying the nozzle rows for cleaning.

All Nozzles

Inspect the printed pattern and select this method if all patterns contain faint or missing areas. If you selected **All Nozzles**, skip ahead to Step 5.

Selected Nozzles

Inspect the printed pattern and select this method if only certain pattern numbers (nozzle rows) contain faint or missing areas. You can select multiple nozzle rows.

- 4 Select nozzle rows for cleaning.

- ❑ Press the **▼/▲** buttons to highlight numbers corresponding to check patterns with faint or missing segments and press the OK button to select.
- ❑ Once you have selected all the nozzle rows for head cleaning, highlight **Proceed** and press the OK button.

- 5 Select the cleaning level, then press the OK button.

- 6 Head cleaning will be performed.

Once head cleaning is finished, the settings menu will close. Review the printed check pattern to confirm that all heads have been cleaned.

 [“Checking for clogged nozzles” on page 45](#)

Minimizing Print Misalignments (Head Alignment)

Because there is a small distance between the print head and paper, misalignment may occur due to humidity or temperature, the inertial force of the print head's movements, or by moving the print head bidirectionally. This may result in grainy prints or lines that are incorrectly placed. When this happens, perform Head Alignment to correct the print misalignment.

For head alignment, you need to check the pattern and enter the optimum adjustment value for alignment.

Maintenance

Printing the pattern for head alignment takes from 7 to 11 minutes. The time required varies with the size of the pattern printed.

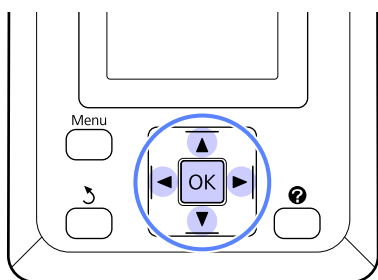
You can select between Uni-D and Bi-D head alignment. Bi-D is recommended in most circumstances. Choose Uni-D if Bi-D head alignment does not completely fix the problem.


Note:

Head Alignment is adjusted according to the paper currently loaded in the printer. Load the paper for which head alignment is required.

Head Alignment may also fail to produce the desired results if nozzles are clogged. Perform head cleaning to clear any clogs before proceeding.

Buttons that are used in the following settings



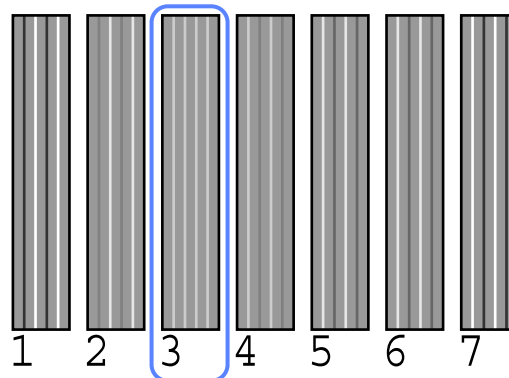
- 1 Load roll paper in the printer.
Choose a paper type that matches the paper in the printer.
- 2 Confirm that the printer is ready to print. Press the ◀/▶ buttons to highlight  and press the OK button.

The Maintenance menu will be displayed.
- 3 Press the ▼/▲ buttons to select **Head Alignment**, and then press the OK button.
- 4 Press the ▼/▲ buttons to highlight a head alignment option.
- 5 Press the OK button to print an adjustment pattern.

- 6 Note the numbers of the patterns with the fewest white lines or in which the white lines are most evenly spaced.

This would be pattern 3 the case of the example shown in the illustration.

C1




- 7 After confirming that C1 is displayed in the control panel's screen, press the ▼/▲ buttons to select the number noted in Step 6 and press the OK button.
- 8 Repeat for all colors from C1 to BK2, pressing the OK button each time.
- 9 The printer will return to its ready-to-print state once the last color has been set.

Replacing and Refilling Consumables

Time Period for Chip Unit Replacements and Ink Refills

If the message **Chip unit expended.** is displayed on the control panel, this means that the chip unit needs to be replaced soon. Obtain an ink pack of the appropriate color as soon as possible.

You will be unable to print if the chip unit for even one color needs to be replaced. If the **Chip unit expended.** message is displayed during a print job, you can replace the chip unit and refill the ink while printing continues.

Ink Packs Compatible with this Printer  [“Options and Consumable Products” on page 64](#)

Important:

This printer has a remaining ink warning system. Use the following procedure for replacement and ink refills to replace the chip unit and refill the ink correctly.

When you are using the ink of initial filling after the service engineer attaches the ink tank, replace the chip unit and refill the ink when remaining ink is about 70 mm from the bottom of the ink tank.

This system does not directly detect the amount of ink remaining in the ink tank. Instead, the amount of ink remaining is estimated based on the ink usage conditions and displayed as a message. To maintain the accuracy of this system, you must replace the chip unit and refill the ink as soon as possible once the remaining ink is 70 mm or less from the bottom of the ink tank.

Procedure for Replacement and Ink Refills

You can use the same procedure to replace chip units for all colors.

Caution:

- Store ink packs in a location out of reach of children.
- Wear protective eyewear and gloves when refilling ink.

Be sure to read the Material Safety Data Sheet (MSDS) before using ink packs. You can download it at your local Epson Web site.

Should ink contact your skin or enter your eyes or mouth, immediately take the following actions:

- If fluid adheres to your skin, immediately wash it off using large volumes of soapy water. Consult a physician if the skin appears irritated or is discolored.
- If fluid enters your eyes, rinse immediately with water. Failure to observe this precaution could result in bloodshot eyes or mild inflammation. If problems persist, consult with a physician.
- If swallowed, induce vomiting immediately and consult with a physician as soon as possible.
- Note the following points when refilling ink.
- Gently tear off the ink pack spout opening.
If you cut the nozzle too quickly, ink may splatter.
- Do not squeeze open ink packs. Ink may spill.
- Gently tilt the ink pack when pouring ink into the ink tank.

Important:

- Epson recommends the use of genuine Epson ink packs.

Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior.

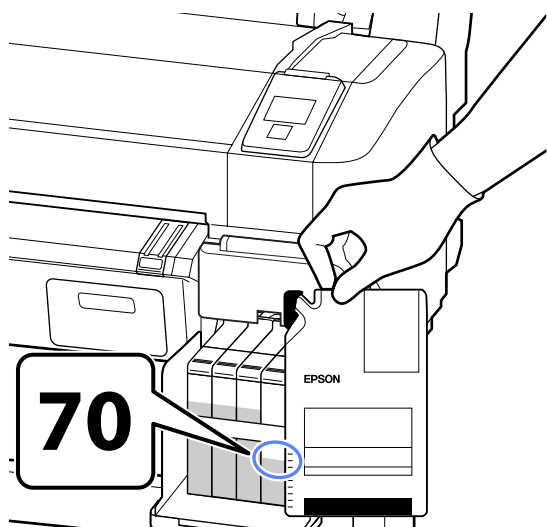
Information about non-genuine chip unit status may not be displayed, and use of non-genuine ink is recorded for possible use in service support.

- Genuine Epson ink packs, other than those specified in this manual, could cause damage that is not covered by Epson's warranties.

 [“Options and Consumable Products” on page 64](#)

Maintenance

- 1 If the message **Chip unit expended.** is displayed on the control panel screen, check the remaining ink in the ink tank via the scale on the ink pack.



If the remaining ink level is greater than 70 mm from the base of the ink tank:

We recommend continuing to use the printer until the remaining ink level is 70 mm from the base of the ink tank so that you can use all the ink in a new ink pack to refill the ink tank.

If the remaining ink level is 70 mm or less:

Proceed to Step 2.

! Important:

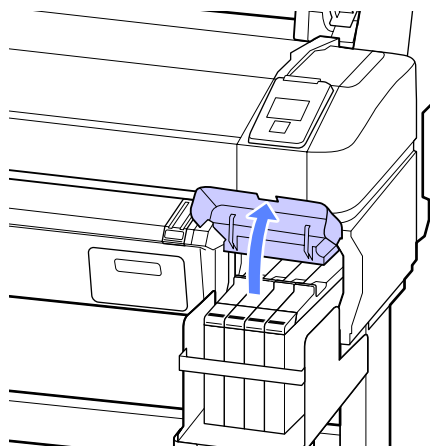
When the remaining ink is 70 mm or more from the bottom of the ink tank and a message appears stating, **Refill Ink Tank**, it is time to replace the ink tank. We recommend replacing the ink tank at this time. Replacements and repairs will be provided for a fee.

During replacements and repairs, the ink in the ink tank is discarded. This is necessary because fine dirt, dust and other foreign bodies mixed the ink in the ink tank cause the ink tank to malfunction.

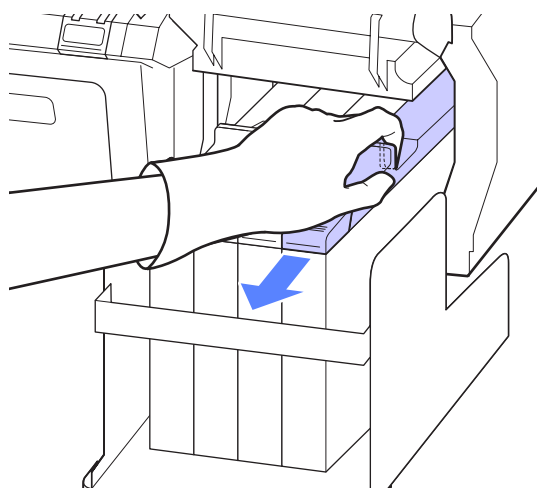
The ink tank replacement interval depends on the usage environment and conditions.

Contact your dealer or Epson Support.

- 2 Open the side cover.



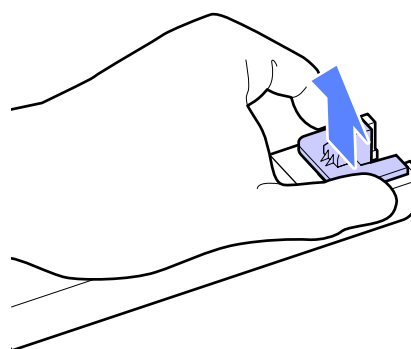
- 3 Insert a finger into the depression on the top of the slider and pull straight outward.



! Important:

Do not tilt the slider. If the chip unit is dropped it may break.

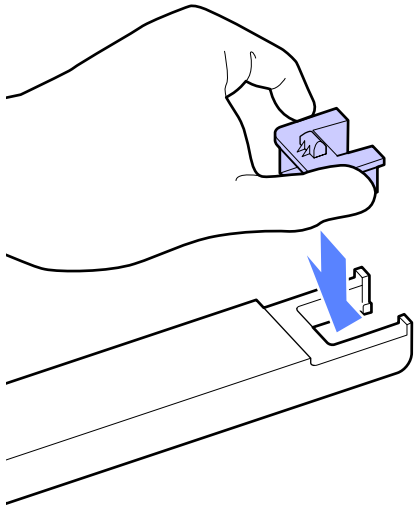
- 4 Remove the chip unit from the slider.



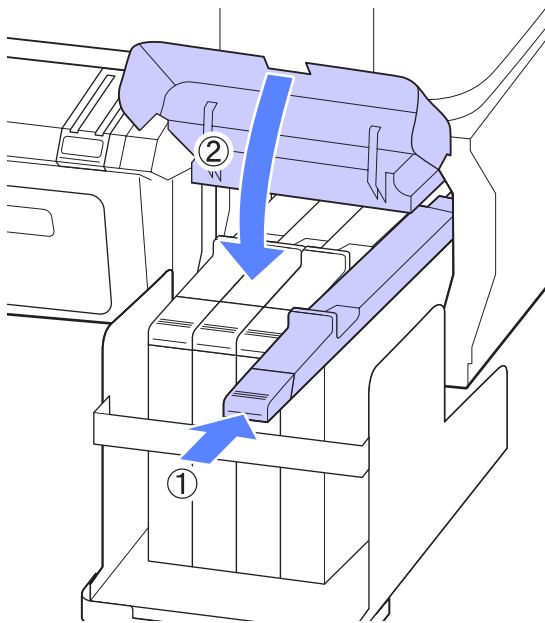
Maintenance

- 5** Attach the chip unit supplied with the new ink pack to the slider.

Check to confirm that the color of the label on the slider matches the color of the label on the chip unit when installing.



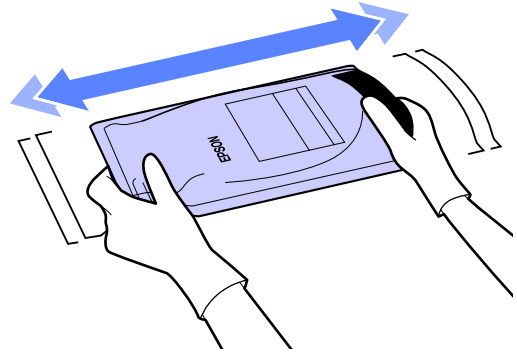
- 6** Hold the slider level horizontally and insert it. Close the side cover.



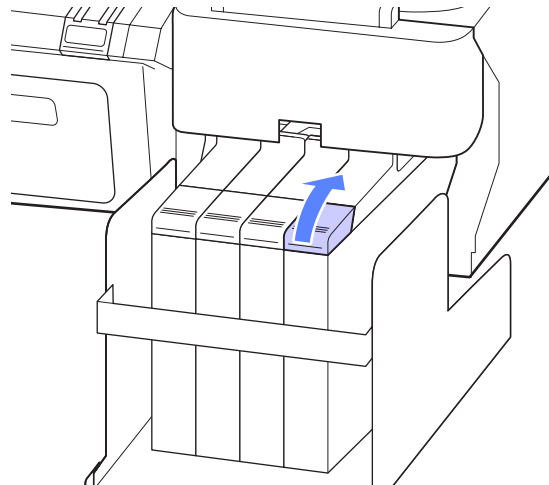
Important:

Do not push the slider in with too much force. Failure to observe this precaution could damage the printer.

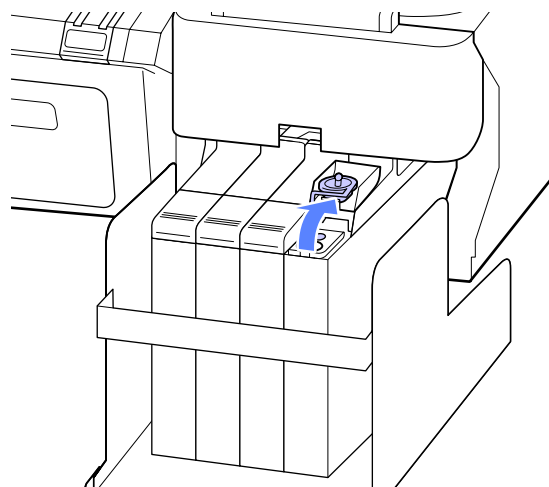
- 7** Shake the new ink pack as shown in the illustration horizontally for approximately 5 cm left and right for 5 seconds approximately 15 times.



- 8** Open the slider ink inlet cover.

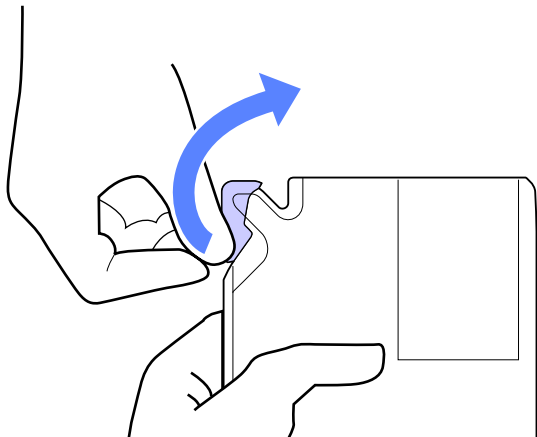


- 9** Remove the ink inlet cap from the ink tank.



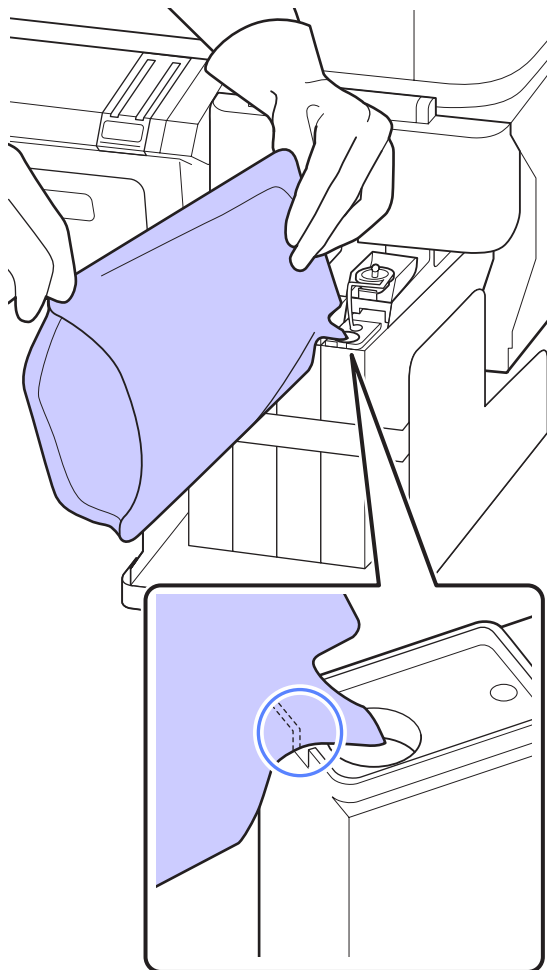
Maintenance

- 10** Tear off the ink pack spout opening.



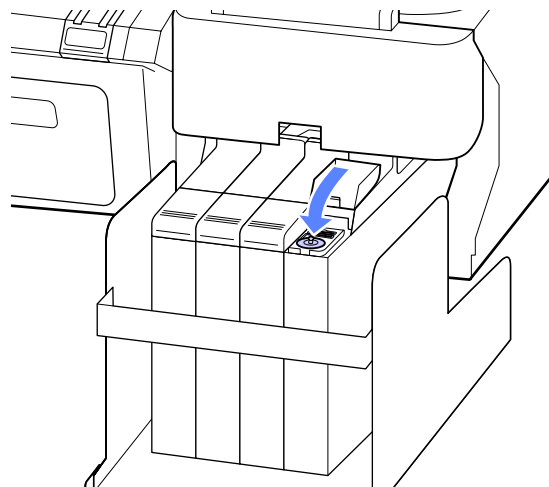
- 11** Fill the ink tank with the ink from the ink pack.

Insert the spout of the ink pack into the ink tank ink inlet groove and slowly tilt to pour out the ink.

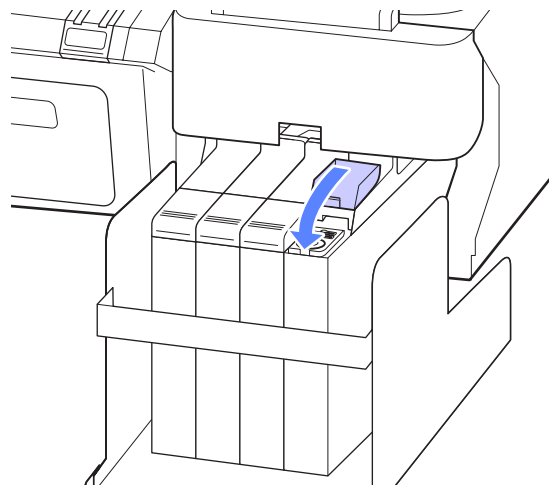


! Important:
 Get all the ink out of the ink pack so that there is none remaining.
 Do not use the ink in an ink pack to refill multiple different ink tanks.
 This can cause messages from the remaining ink warning system to not be displayed properly.

- 12** Put the ink inlet cap back on the ink tank.



- 13** Close the slider ink inlet cover.



Replacing Maintenance Boxes

If the message **No Enough Space** is displayed, replace the specified Maintenance Box.

Supported Maintenance Boxes

[“Options and Consumable Products” on page 64](#)

Maintenance

! **Important:**

Do not reuse maintenance boxes that have been removed and left out in the open for a long period of time. The ink on the inside will be dry and hard and will be unable to absorb enough ink.

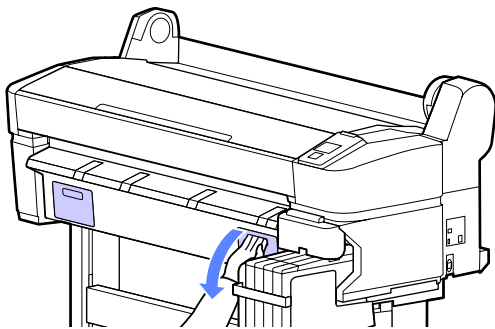
How to replace Maintenance Boxes

Maintenance Boxes are located on both the left and right sides of the printer, but the procedure for replacing the boxes is the same in all cases.

! **Important:**

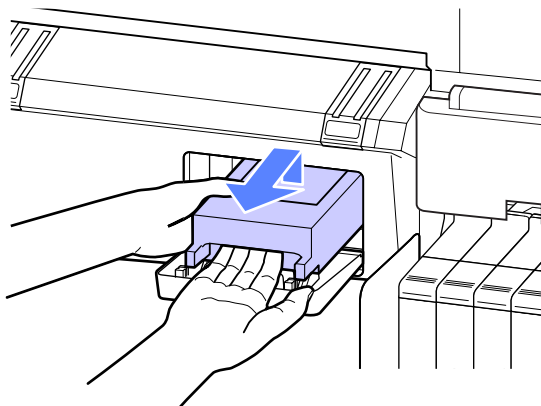
Do not replace Maintenance Box while printing. Waste ink may leak.

- 1 Open the maintenance box cover.

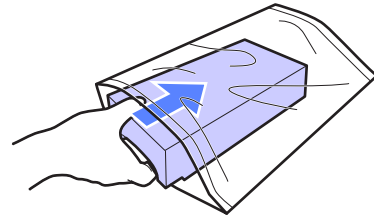


- 2 Pull the Maintenance Box out.

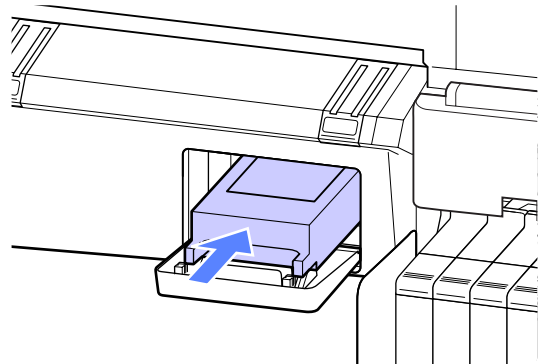
Lifting the Maintenance Box up releases the lock, and you can simply pull it straight out.



- 3 Place the used Maintenance Box in the clear bag included with your new Maintenance Box, and make sure that the zipper is closed tight.



- 4 Install the new Maintenance Box.



! **Important:**

Do not touch the IC chip on the side of Maintenance Box.

Doing so may prevent normal operation and printing.

- 5 Close the maintenance box cover.

Replacing the Cutter

Replace the cutter when it is not cutting paper cleanly.

Supported cutter

 [“Options and Consumable Products” on page 64](#)

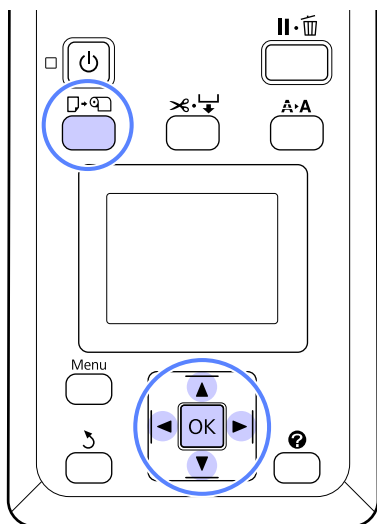
Use a cross-head screwdriver to replace the cutter. Make sure you have a cross-head screwdriver with you before replacing the cutter.


Maintenance

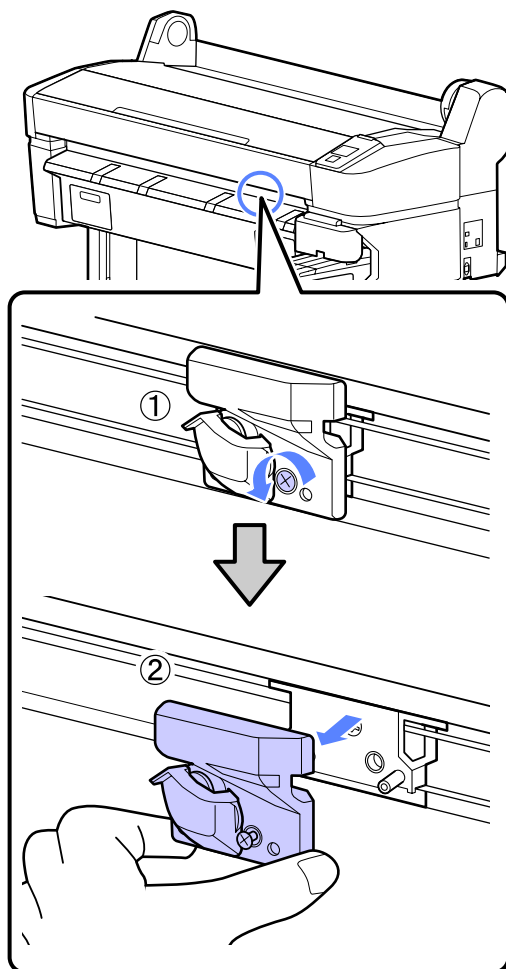
! Important:
Take care not to damage the cutter blade. Dropping it or knocking it against hard objects may chip the blade.

! Caution:
Do not store the cutter within the reach of children. The cutter's blade could cause an injury. Pay careful attention when replacing the cutter.

Buttons that are used in the following settings



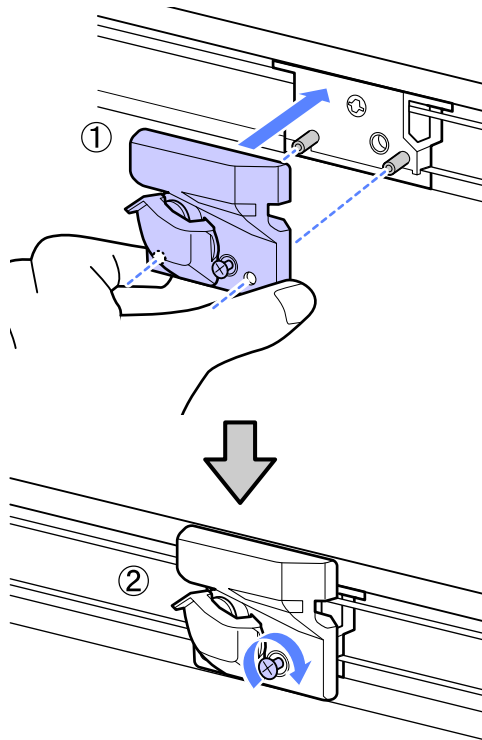
- 1** Remove any paper from the printer.
 ➔ [“Removing the roll paper” on page 24](#)
- 2** Confirm that the printer is ready to print. Press the ◀/▶ buttons to highlight  and press the OK button.
 The Maintenance menu will be displayed.
- 3** Press the ▼/▲ buttons to select **Cutter Maintenance**, and then press the OK button.
- 4** Press the ▼/▲ buttons to highlight **Replace Cutter** and press the OK button.
- 5** The cutter will move to the replacement position.
- 6** Remove the old cutter from the printer.
 Loosen the screw holding the cutter in place using a cross-head screwdriver and pull the cutter straight out.



- 7** Install the new cutter.
 Insert the cutter so that the pin on the printer matches up with the hole on the cutter. Use a cross-head screwdriver to tighten down the screw to hold the cutter in place.

! Important:
Screw up the cutter firmly, otherwise the cut position may be slightly shifted or skewed.

Maintenance



8 After replacing the cutter, press the OK button.

The cutter will return to its original position.

Ready is displayed in the control panel when the process is complete.

Disposal of Used Consumables

Dispose of used ink packs and chip units, as well as printed paper following local laws and regulations, for example by consigning waste to industrial waste disposer.

Parts That Are Periodically Replaced

The following parts require periodic replacement.

The time until the following parts need to be replaced depends on the conditions of use.

- Print head
- Carriage encoder

- Ink holder
- Damper kit
- Pump cap
- Ink supply tank

The part life varies with operating conditions. Base the decision to replace the print head on the quality of the print results.

Maintenance

Cleaning the Printer

To keep your printer in optimum operating condition, clean it (about once a month).

Cleaning the outside

- 1 Remove any paper from the printer.
- 2 Make sure the printer is turned off and the screen has turned off, and then unplug the power cable from the electrical outlet.
- 3 Use a soft, clean cloth to carefully remove any dust or dirt.

If there is a serious dirt problem, clean it using a soft, clean cloth dampened with a mild detergent. Then wipe off with a dry, soft cloth.



Important:

Never use benzene, thinners, or alcohol to clean the printer. They could cause discoloration and deformities.

Cleaning the inside

Clean the pressure rollers if prints are smudged or soiled.

Ink and particles of paper adhering to the platen should be removed, as they may otherwise soil the paper.



Important:




Failure to remove dust and particles of paper from the platen could result in clogged nozzles or damage to the print head.

Cleaning the roller

Follow the steps below to clean the roller by feeding plain paper.

- 1 Turn on the printer, and load it with widest available roll paper.

 [“Loading and Removing the Roll Paper” on page 21](#)

- 2 Press the  button followed by the  button.
Paper is fed while the  button is pressed. If the paper is not soiled, cleaning is complete.

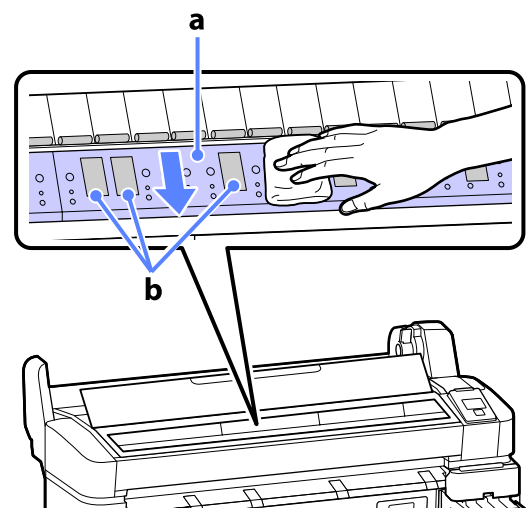
Cut the paper after cleaning is done.

 [“Manual cut method” on page 23](#)

Cleaning inside

- 1 Make sure the printer is turned off and the screen has turned off, and then unplug the power cable from the electrical outlet.
- 2 Leave the printer for a minute.
- 3 Open the printer cover and use a soft, clean cloth to carefully clean away any dust or dirt inside the printer.

Thoroughly clean area (a), shown in blue in the illustration below. To avoid spreading the dirt, wipe from the inside to the outside. If there is a serious dirt problem, clean it using a soft, clean cloth dampened with a mild detergent. Then, wipe the inside of the printer with a dry, soft cloth.

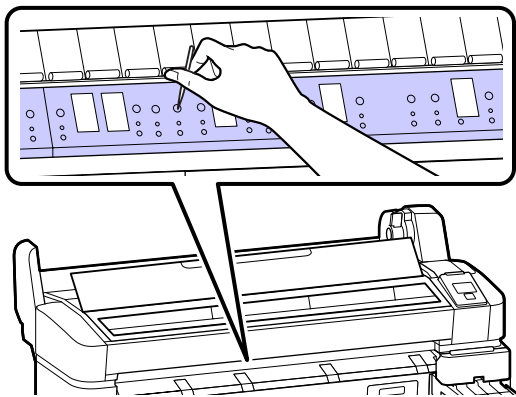


Maintenance**Important:**

- ❑ *Be sure not to touch the roller or the ink absorbing areas (b, shown in gray) during cleaning; otherwise, prints may be soiled.*
- ❑ *Be careful not to touch the ink tubes inside the printer, otherwise, the printer may be damaged.*

4

If any paper particles (that looks like white powder) accumulates on the platen, use something like a cocktail stick to push it in.


**5**

When you have finished cleaning, close the printer cover.

Problem Solver

What to Do When a Message Is Displayed

If the printer displays one of the messages shown below, refer to the solution listed and take the necessary steps.

Message	What to do
Chip Unit Error Chip unit not recognized. Reattach or replace.	<ul style="list-style-type: none"> ❑ Reattach the chip unit. If the message persists, replace with a new chip unit. ☞ "Replacing and Refilling Consumables" on page 48 ❑ Condensation may have formed inside the tank. Store at room temperature for at least 4 hours. ☞ "Notes on Handling Ink Packs and Ink Tanks" on page 16
Chip Unit Error Chip unit not recognized. Refill after matching ink pack with label?	<p>Attach the chip unit included with the specified genuine Epson ink pack. You cannot use any genuine Epson ink packs other than the one specified.</p> <p>☞ "Options and Consumable Products" on page 64</p>
Chip unit expended. Replace chip unit.	<p>The chip unit is nearing the end of its lifetime and needs to be replaced. Obtain a replacement ink pack for the appropriate color as soon as possible.</p> <p>☞ "Options and Consumable Products" on page 64</p> <p>☞ "Notes on Handling Ink Packs and Ink Tanks" on page 16</p>
F/W Install Error Firmware update failed. Restart the printer.	<p>Turn the printer off, wait for a few minutes, and then turn on the printer again. Use EPSON LFP Remote Panel 2 to re-attempt the update. If this message appears on the LCD panel again, contact your dealer or Epson Support.</p>
Command Error Check print settings on RIP.	<p>Press the  button and select Job Cancel to stop printing. Check to confirm that the installed software RIP is compatible with your printer.</p>
Paper Cut Error Remove uncut paper.	<p>After pressing the OK button, pull out the paper and cut along the line of the failed cut using scissors or a third-party cutter. Pull out the end of the paper from the printer, and then press OK.</p>
Paper Size Error Loaded paper is not supported size.	<p>The loaded paper width is not supported. Press the OK button and remove the paper. Paper for use in the printer must be at least 254 mm wide. Use paper that is at least 254 mm wide.</p> <p>Should this message be displayed with paper of a width that can be used in the printer, you may be able to print if you select Off for Paper Size Check in the Setup menu.</p> <p>☞ "Setup menu" on page 40</p>

Problem Solver

When a Maintenance Call/Service Call Occurs

Error message	What to do
Maintenance Request Replace Part Now/Replace Part Soon XXXXXXXX	<p>A part used in the printer is nearing the end of its service life.</p> <p>Contact your dealer or Epson Support and tell them the maintenance request code.</p> <p>You cannot clear the maintenance request until the part is replaced. A service call occurs if you continue to use the printer.</p>
Call For Service XXXX Error XXXX Power off and then on. If this doesn't work, note the code and call for service.	<p>A call for service occurs when:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The power cable is not connected securely <input type="checkbox"/> An error that cannot be cleared occurs <p>When a call for service has occurred, the printer automatically stops printing. Turn off the printer, disconnect the power cable from the outlet and from the AC inlet on the printer, and then reconnect. Turn on the printer again multiple times.</p> <p>If the same call for service is displayed on the LCD panel, contact your dealer or Epson Support for assistance. Tell them the call for service code is "XXXX".</p>

Troubleshooting

You cannot print (because the printer does not work)

The printer does not turn on.

■ **Is the power cable plugged into the electrical outlet or the printer?**

Make sure the power cable is securely plugged into the printer.

■ **Is there a problem with the power outlet?**

Make sure your outlet works by connecting the power cable for another electric product.

The printer turns off automatically.

■ **Is Power Off Timer enabled?**

To prevent the printer turning off automatically, select **Off**.

 ["Setup menu" on page 40](#)

The printer is not communicating with the computer.

■ **Is the cable plugged in properly?**

Confirm that the interface cable is securely connected to both the printer port and the computer. Also, make sure the cable is not broken nor bent. If you have a spare cable, try connecting with the spare cable.

■ **Does the interface cable specification match the specifications for the computer?**

Make sure the interface cable specifications match the specifications for the printer and the computer.

 ["System Requirements" on page 66](#)

■ **When using a USB hub, is it being used correctly?**

In the USB specification, daisy-chains of up to five USB hubs are possible. However, we recommend that you connect the printer to the first hub connected directly to the computer. Depending on the hub you are using, the operation of the printer may become unstable. If this should occur, plug the USB cable directly into your computer's USB port.

■ **Is the USB hub recognized correctly?**

Make sure the USB hub is recognized correctly on the computer. If the computer correctly detects the USB hub, disconnect all USB hubs from the computer and connect the printer directly to the computer USB port. Ask the USB hub manufacturer about USB hub operation.

You cannot print under the network environment.

■ **Are the network settings correct?**

Ask your network administrator for the network settings.


■ **Connect the printer directly to the computer using a USB cable, and then try to print.**

If you are able to print via USB, there is a problem with network settings. Ask your system administrator, or refer to the documentation for your network system. If you cannot print via USB, see the appropriate section in this User's Guide.

The printer has an error.

■ **View the message displayed in the control panel.**


 ["Control panel" on page 11](#)

 ["What to Do When a Message Is Displayed" on page 57](#)

The printer sounds like it is printing, but nothing prints

The print head moves, but nothing prints.

■ **Confirm the printer operation**

Print a nozzle check pattern. Because a nozzle check pattern can be printed without connecting to a computer, you can check the operations and print status for the printer.  ["Checking for clogged nozzles" on page 45](#)

Check the next section if the nozzle check pattern is not printed correctly.

Problem Solver

- **Is the message Motor Self Adjustment displayed on the control panel's screen?**
The printer adjusts the internal motor. Wait for a while without turning off the printer.

The nozzle check pattern is not printed correctly.

- **Perform head cleaning.**
The nozzles may be clogged. Print a nozzle check pattern again after performing head cleaning.

 ["Cleaning the print head" on page 46](#)

- **Has the printer been left unused for a long time?**
If the printer has not been used for a long time, the nozzles may have dried up and have been clogged.

The prints are not what you expected

Print quality is poor, uneven, too light, or too dark.

- **Are the print head nozzles clogged?**
If the nozzles are clogged, specific nozzles do not fire ink and the print quality declines. Print a nozzle check pattern.

 ["Checking for clogged nozzles" on page 45](#)

- **Was Head Alignment performed?**
With bidirectional printing, the print head prints while moving left and right. If the print head is misaligned, ruled lines may be misaligned accordingly. If vertical ruled lines are misaligned with bidirectional printing, perform Head Alignment.

 ["Minimizing Print Misalignments \(Head Alignment\)" on page 46](#)

- **Are you using a genuine Epson ink pack?**
This printer is designed for use with Epson ink packs. The print quality may decline if any inks other than the specified ink packs are used.

We recommend using the genuine ink packs specified in this manual.

- **Are you using an old ink pack?**
The print quality declines when an old ink pack is used. Always use new ink packs. Use the ink before the recommended usage date on the ink pack.

- **Are the paper type settings correct?**
Print quality may be adversely affected if the software RIP settings or **Select Paper Type** setting on the printer does not match that of the paper actually used for printing. Be sure to match the paper type setting with the paper that is loaded in the printer.

- **Have you compared the printing result with the image on the display monitor?**
Since monitors and printers produce colors differently, printed colors will not always match on-screen colors perfectly.

- **Did you open the printer cover while printing?**
If the printer cover is opened while printing, the print head stops suddenly causing unevenness in the color. Do not open the printer cover while printing.

The print is not positioned properly on the paper.

- **Have you specified the print area?**
Check the print area in the settings of the application and the printer.

- **Is the paper skewed?**
If **Off** is selected for **Paper Skew Check** in the Setup menu, printing will continue even if the paper is skewed, resulting in data being printed off the paper. Select **On** for **Paper Skew Check** in the Setup menu.

 ["Setup menu" on page 40](#)

- **Does the print data fit within the paper width?**
Although under normal circumstances printing stops if the print image is wider than the paper, the printer may print outside the bounds of the paper when **Off** is selected for **Paper Size Check** in the Setup menu. Select **On** for **Paper Size Check** in the Setup menu.

 ["Setup menu" on page 40](#)

Problem Solver

- **Is the roll paper margin set to 15 mm or 35 mm?**
If the value selected for **Roll Paper Margin** in the Setup menu is wider than the margins selected in the application, priority will be given to the value selected for **Roll Paper Margin**. For example, if 15 mm is selected for the left and right margins in the printer menus and the document fills the page, the 15 mm at the left and right sides of the page will not be printed.

 ["Printable area" on page 30](#)

Vertical ruled lines are misaligned.

- **Is the print head misaligned? (in bidirectional printing)**
With bidirectional printing, the print head prints while moving left and right. If the print head is misaligned, ruled lines may be misaligned accordingly. If vertical ruled lines are misaligned with bidirectional printing, perform Head Alignment.

 ["Minimizing Print Misalignments \(Head Alignment\)" on page 46](#)

The printed surface is scuffed or soiled.

- **Is the paper too thick or too thin?**
Check that the paper specifications are compatible with this printer. For information about the paper types and appropriate settings for printing when using RIP software, contact the manufacturer of the RIP.

- **Is the paper creased or folded?**
Do not use old paper or paper with folds in it. Always use new paper.

- **Is the print head scuffing the printed surface?**
If the surface of the paper is scuffed, select a **Platen Gap** option between **Wide** and **Wider** in the Paper menu.

 ["Paper menu" on page 37](#)

- **Is the print head scuffing the edge of the paper?**
Select **Top35mm/Bottom15mm** for the **Roll Paper Margin** option in the Setup menu.

 ["Setup menu" on page 40](#)

- **Widen the bottom margin**
Depending on the content of the print data, the bottom edge may be scuffed when printing. In this situation it is best to create your data with a bottom margin of 150 mm.

- **Does the interior of the printer need cleaning?**
The rollers may need cleaning. Clean the rollers by feeding and ejecting paper.

 ["Cleaning the inside" on page 55](#)

The reverse side of the printed paper is soiled.

- **Select On for Paper Size Check in the menus.**
Although printing normally stops if the print image is wider than the paper, when **Off** is selected for **Paper Size Check** in the Setup menu, the printer may print outside the bounds of the paper, getting ink on the inside of the printer in the process. This can be prevented by selecting **On** for **Paper Size Check** in the Setup menu.

 ["Setup menu" on page 40](#)

- **Is ink dry on the printed surface?**
Depending on the printing density and media type, the ink may take a while to dry. Do not stack the paper until the printed surface is dry.

 ["Cleaning the inside" on page 55](#)

Feeding or ejecting problems

Unable to feed or eject paper.

- **Is the paper loaded in the correct position?**
See the following for the correct paper loading positions.

 ["Loading Roll Paper" on page 21](#)


If the paper is loaded correctly, check the condition of the paper that you are using.

- **Is the paper creased or folded?**
Do not use old paper or paper with folds in it. Always use new paper.

Problem Solver

■ **Is the paper too thick or too thin?**
 Check that the paper specifications are compatible with this printer. For information about the paper types and appropriate settings, see the documentation supplied with the paper, or contact the dealer of the paper or the manufacturer of the RIP.

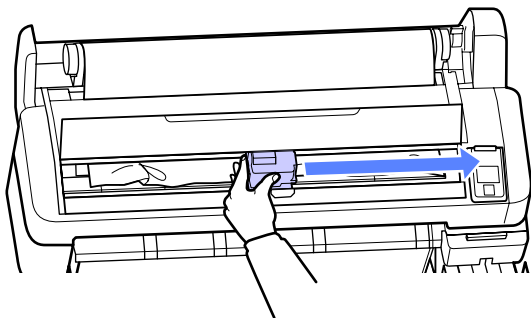
■ **Is paper jammed in the printer?**
 Open the printer cover of the printer and check that there are no paper jams or foreign objects in the printer. If paper is jammed, see "Paper jams" below and clear the jammed paper.

■ **Is the paper suction too strong?**
 If you continue to have problems with ejected paper, try lowering the Paper Suction (the amount of suction used to keep the paper on the paper feed path).  ["Paper menu" on page 37](#)

Roll paper jam

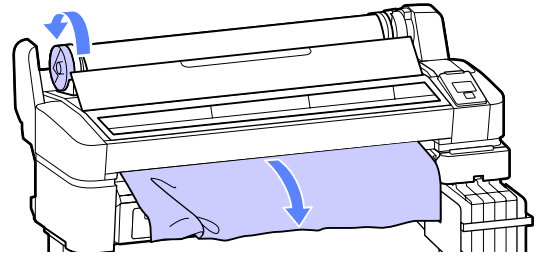
To remove jammed paper, follow the steps below:

- 1 Turn off the printer.
- 2 Turn the printer on.
 After a pause, the message **Open printer cover and remove jammed Paper.** will appear in the display.
- 3 Open the printer cover and move the print head away from the jam.



- 4 Pull the paper over any torn or crinkled areas and cut it using scissors or a third-party cutter.

- 5 Remove the paper via the paper feed slot or the eject slot.



- 6 After removing the paper, close the printer cover and press the OK button.

- 7 Perform a nozzle check.

Inspect the printed pattern and perform head cleaning if necessary.


 ["Checking for clogged nozzles" on page 45](#)

Reload the paper and resume printing.

 ["Loading Roll Paper" on page 21](#)

Others

The control panel display keeps turning off.

■ **Is the printer in sleep mode?**
 Press the  button to exit sleep mode and return to the normal running state. The delay before the printer enters sleep mode can be selected in the Setup menu.


 ["Setup menu" on page 40](#)

Color ink runs out quickly even when printing black data.

■ **Color ink is consumed during the head cleaning process.**
 If all nozzles are selected when you perform **Head Cleaning**, inks of all colors will be used.

 ["Cleaning the print head" on page 46](#)

The paper is not cut cleanly.

- **Replace the cutter.**
If the paper is not cut cleanly, replace the cutter.
 ["Replacing the Cutter" on page 52](#)

A light is visible inside the printer.

- **This is not a failure.**
The light is a light inside the printer.

The administrator password has been lost.

- Should you forget the administrator password, contact your dealer or Epson Support.

Head cleaning starts when the printer is turned on.

- When turned on after an extended period of disuse, the printer may automatically perform head cleaning to ensure print quality.
Head cleaning will end after about 10 to 15 minutes.

Appendix

Options and Consumable Products

The following options and consumable products are available for use with your printer. (As of November, 2012)

For the latest information, see the Epson Web site.



Important:


Using ink from an undesignated ink pack may result in a malfunction.

Epson shall not be held responsible for any damages or problems with the printer that may occur when using undesignated, non-genuine ink packs.



Ink packs

Printer model number	Product name	Product number	Explanation
SC-F6000/ SC-F6070	Ink packs	Black	T7411
		Cyan	T7412
		Magenta	T7413
		Yellow	T7414
SC-F6080	Ink packs	Black	T7421
		Cyan	T7422
		Magenta	T7423
		Yellow	T7424

Epson recommends the use of genuine Epson ink packs. Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior. Information about non-genuine chip unit status may not be displayed, and use of non-genuine ink is recorded for possible use in service support.

 ["Replacing and Refilling Consumables" on page 48](#)

Others

Product name	Product number	Explanation
Maintenance Box	T6193	Replacement Maintenance Box for Maintenance Box which is at the end of its service life.  "Replacing Maintenance Boxes" on page 51
Auto Cutter Spare Blade	S902006	See the following section to replace the cutter.  "Replacing the Cutter" on page 52
Roll Adapter	C12C811391	This is the same as the roll adapter supplied with the printer.

Supported Media

This printer supports the following paper specifications. The type and quality of the paper will greatly affect print quality. Be sure to use the correct paper for your needs. Refer to the manual included with your paper or contact the manufacturer for details regarding any precautions or warnings that must be taken into consideration when using that paper. Test the print quality first before purchasing a large amount of paper.



Important:

Do not use paper that is wrinkled, scuffed, torn, or dirty.

Roll Paper

Paper core size	2 inch and 3 inch
Roll paper outer diameter	150 mm or less
Width	254 mm (10 inches) to 1,118 mm (44 inches)
Paper Thickness	0.08 to 0.5 mm

Moving and Transporting the Printer

This section describes how to move and transport the product.

Moving the Printer

This section assumes that the product is being moved to another location on the same floor without traversing stairs, ramps, or lifts. See below for information on moving the printer between floors, to another building, or between non-level floors.

 [“Transport” on page 66](#)



Caution:

Do not tilt the product more than 10 degrees forward or back while moving it. Failure to observe this precaution could result in the printer falling over, causing accidents.



Getting Ready

Make the following preparations in advance before moving the printer.

- Turn off the printer and remove all cables.
- Remove any paper.
- Remove any optional components if they are installed.
- Unlock the stand locks.

Post-Move Setup

After you move the printer, configure the following settings to get the printer ready for use.

- Check that the new location is appropriate.
 -  [Setup Guide \(Booklet\)](#)
- Plug in the power cables and turn the printer on.
 -  [Setup Guide \(Booklet\)](#)
- Perform a nozzle check to check for clogged nozzles.

 [“Checking for clogged nozzles” on page 45](#)

- ❑ Perform Head Alignment and check the print quality.

 [“Minimizing Print Misalignments \(Head Alignment\)” on page 46](#)

Transport

Before transporting the printer, contact your dealer or Epson Support.

System Requirements

Refer to the software RIP manual.

Appendix

Specifications Table

Printer Specifications	
Printing method	On-demand ink jet
Nozzle configuration	360 nozzles × 2 rows × 4 colors (Black, Cyan, Magenta, Yellow)
Resolution (maximum)	720 × 1440 dpi
Control code	ESC/P raster (undisclosed command)
Paperfeed method	Friction feed
Built-in memory	512 MB for Main 128 MB for Network
Interface	Hi-Speed USB-Compatible with the USB 2.0 Specification. 100Base-TX/1000Base-T*1
Rated voltage	AC 100 to 240 V
Rated frequency range	50 to 60 Hz
Rated current	1.0 to 0.5 A
Power consumption	
In use	Approximately 65 W
Sleep mode	3.0 W or less
Power off	0.4 W or less
Temperature	Operating: 15 to 35°C (59 to 95°F) Storage (before unpacking): -20 to 60°C (-4 to 140°F) (within 120 hours at 60°C (140°F), within a month at 40°C (104°F) Storage (after unpacking): -20 to 40°C (-4 to 104°F) (within a month at 40°C (104°F))
Humidity	Operating: 20 to 80% (without condensation) Storage (before unpacking): 5 to 85% (without condensation) Storage (after unpacking): 5 to 85% (without condensation)

Printer Specifications	
Operating temperature/humidity	
External dimensions	(W) 1608 × (D) 917 × (H) 1,128mm
Weight*2	90 kg

*1 Use a shielded twisted-pair cable (Category 5 or higher).

*2 Ink not included.

Ink Specifications	
Type	Dedicated ink pack
Sublimation transfer ink	Black, Cyan, Magenta, Yellow
Use by date	See the date printed on the ink pack (at normal temperature)
Print quality guarantee expiry	25 days (from the day that the ink tank was refilled from the ink pack)
Storage temperature	Uninstalled: -20 to 40°C (within a month at 40°C) Installed: -20 to 35°C (within a month at 40°C) Transporting: -20 to 60°C (within a month at 40°C, within 72 hours at 60°C)
Capacity	1000 ml

! Important:
The ink will freeze if stored for a long period of time at -20°C or below. If the ink is frozen, store for at least 4 hours at room temperature (25°C) before using. (With no condensation.)

Standards and Approvals

Safety	UL 60950-1	
	CAN/CSA C22.2 No.60950-1	
	Low Voltage Directive 2006/95/EC	EN 60950-1
EMC	FCC part 15 subpart B Class A	
	CAN/CSA-CEI/IEC CISPR 22 Class A	
	AS/NZS CISPR 22 Class A	
	EMC Directive 2004/108/EC	EN 55022 Class A
		EN 55024
		EN 61000-3-2
		EN 61000-3-3



Warning:

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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, FAQs, manuals, or other downloadables, access the site at:

<http://www.epson.com>

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

Contacting Epson Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product documentation, contact Epson support services for assistance. If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- Product serial number
(The serial number label is usually on the back of the product.)
- Product model
- Product software version
(Click **About**, **Version Info**, or 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

Where To Get Help

Help for Users in North America

Epson provides the technical support services listed below.

Internet Support

Visit Epson's support website at <http://epson.com/support> and select your product for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

Dial: (562) 276-1300 (U.S.), or (905) 709-9475 (Canada), 6 am to 6 pm, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Before you call Epson for support, please have the following information ready:

- Product name
- Product serial number
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Note:

For help using any other software on your system, see the documentation for that software for technical support information.

Purchase Supplies and Accessories

You can purchase genuine Epson ink cartridges, ribbon cartridges, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766). Or you can purchase online at <http://www.epsonstore.com> (U.S. sales) or <http://www.epson.ca> (Canadian sales).

Help for Users in Europe

Check your **Pan-European Warranty Document** for information on how to contact Epson 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 advice on problems; they can often solve problems quickly and easily as well as give advice 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

Where To Get Help

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 Mangga Dua Mall 3rd floor No 3A/B
Jl. Arteri Mangga Dua,
Jakarta

Phone/Fax: (62) 21-62301104

Where To Get Help

Bandung	Lippo Center 8th floor Jl. Gatot Subroto No.2 Bandung Phone/Fax: (62) 22-7303766
Surabaya	Hitech Mall It IIB No. 12 Jl. Kusuma Bangsa 116 – 118 Surabaya Phone: (62) 31-5355035 Fax: (62)31-5477837
Yogyakarta	Hotel Natour Garuda Jl. Malioboro No. 60 Yogyakarta Phone: (62) 274-565478
Medan	Wisma HSBC 4th floor Jl. Diponegoro No. 11 Medan Phone/Fax: (62) 61-4516173
Makassar	MTC Karebosi Lt. III Kav. P7-8 Jl. Ahmad Yani No.49 Makassar Phone: (62)411-350147/411-350148

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:

Where To Get Help

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:

Trunk Line: (63-2) 706 2609

Fax: (63-2) 706 2665

Helpdesk Direct Line: (63-2) 706 2625

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.

Toll-Free No. 1800-1069-EPSON(37766)

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

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udhcp 0.9.8cvs20050124-5
ethtool-2.6.35
e2fsprogs-1.41.14
scrub-2.4
smartmontools-5.40

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