

Network Guide

NPD5040-00 EN

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Introduction

Notices

About this manual

This Network Guide is a common manual for products equipped with network functions. Note the following when using this manual.

- ❑ Available functions and devices, such as an LCD screen, Wi-Fi/Ethernet functions, and scanner functions may differ depending on your product.
- ❑ The screenshots of the LCD screen and software used in this manual are general examples. The menus, button names, and screenshots may differ depending on your product.
- ❑ The contents of this manual and the product's specifications are subject to change without notice.

Caution, Important and Note

Caution, Important, and Note in this manual are indicated as below and have the following meaning.

**Caution**

must be followed carefully to avoid bodily injury.

**Important**

must be observed to avoid damage to your equipment.

Note

contain useful tips and restrictions on product operation.

Operating System Versions

In this manual, the following abbreviations are used.

- ❑ Windows 8.1 refers to Windows 8.1 and Windows 8.1 Pro.
- ❑ Windows 8 refers to Windows 8 and Windows 8 Pro.
- ❑ 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.

Introduction

- ❑ Windows XP refers to Windows XP Home Edition, Windows XP Professional x64 Edition, and Windows XP Professional.
- ❑ Mac OS X v10.9.x refers to OS X Mavericks and Mac OS X v10.8.x refers to OS X Mountain Lion. Additionally, Mac OS X refers to Mac OS X v10.9.x, Mac OS X v10.8.x, Mac OS X v10.7.x, and Mac OS X v10.6.x.

Network Basics

The types of network connections mentioned in this manual are defined as follows. Not all connection types may be available depending on your product.

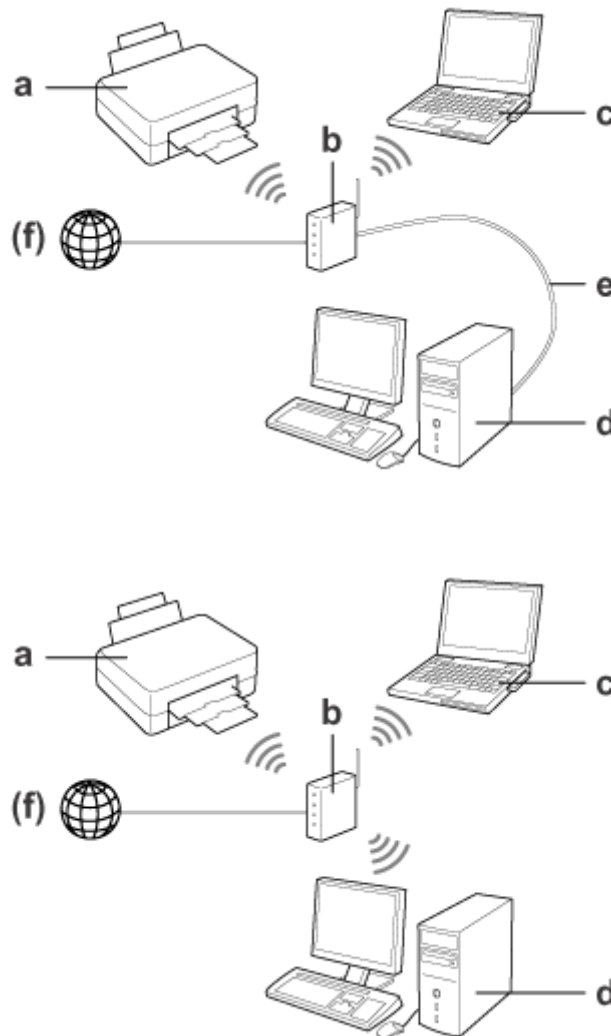
Wi-Fi (wireless) network

There are three types of Wi-Fi connection; Infrastructure mode (communicating through a router or access point), Wi-Fi Direct (communicating directly with devices without using an access point), and Ad Hoc.

Introduction

Infrastructure mode (To communicate through the access point)

In the Infrastructure mode, both wireless and wired computers can communicate through an access point (such as wireless router) to send data to the network interface.



- a. product
- b. Wireless router (or access point)
- c. Computer with Wi-Fi interface (built-in or added via USB/PC card and so on)
- d. Computer with LAN port or Wi-Fi interface
- e. Ethernet cable (if you connect the computer and the wireless router directly)
- (f. Internet access)

Wi-Fi Direct (To communicate without using an access point)

To use the product in a wireless environment without an access point is to use a Wi-Fi Direct connection.

Introduction

If the product has a Wi-Fi Direct function, you can connect the product wirelessly without using an access point.

For more details, see [“Wi-Fi Direct” on page 13](#).



a. product (built-in Wi-Fi Direct function)

b. Computer (with a Wi-Fi interface) or a Wi-Fi device

Ad Hoc mode (To communicate without using an access point)

The other way to use the product in a wireless environment without an access point (wireless router, etc.), you can use Ad Hoc mode. For more details, see [“Ad Hoc mode” on page 15](#).

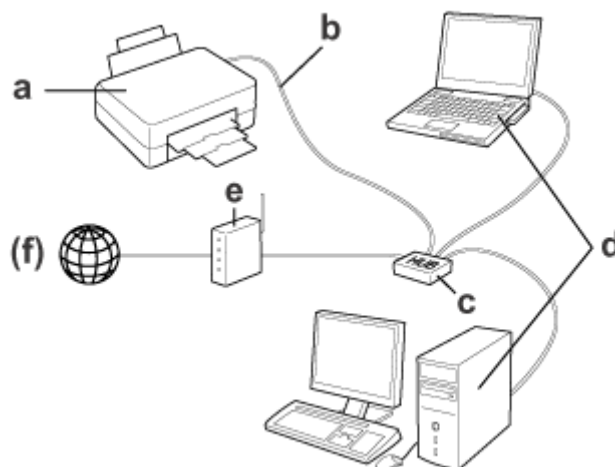


a. product

b. Computer with a Wi-Fi interface (built-in or added via USB/PC card and so on)

Ethernet (wired) network

For a wired network connection, connect the hub/router to the product using the Ethernet cable.



Introduction

Hardware necessary for a wired network

- a. product
- b. Ethernet cable
- c. Ethernet HUB
- d. Computer with LAN port
- e. Router
- (f. Internet access)

Using the Product over a Network

This section describes how to use the product over a network and how to change the product's connection method from devices running Windows, Mac OS X, iOS, and Android. For details on setting up the product for the first time, see the product's [Start Here](#).

Changing the Connection Method

The method for changing the way the product is connected varies depending on the previous connection.

- ☐ **USB, Ethernet, and direct connection to Wi-Fi:**
See the descriptions for each operating system in next section.
- ☐ **Wi-Fi to Ethernet:**
Before changing the connection method, switch the setting to Ethernet, or disable Wi-Fi from the product's control panel. See the instructions for Windows or Mac OS X in the next section.

From Network Devices

Windows

Setting up using the product's software disc

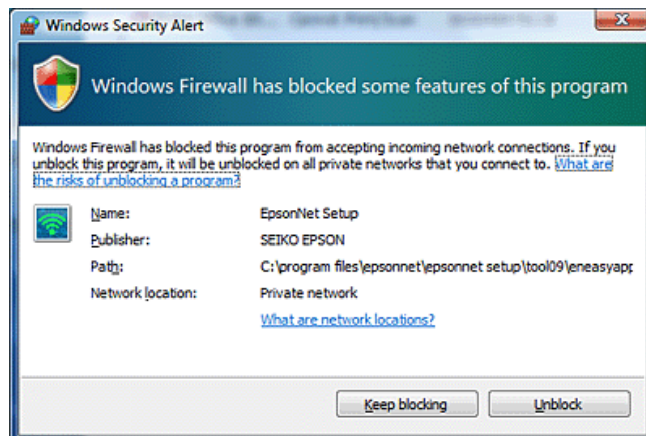
To use your product from a Windows computer, set up using the product's software disc. You can also use the software disc if you want to use the product from a second computer or change the product from a USB connection to a network connection.

If your computer does not have a CD/DVD drive, you can download the installer from your regional Epson Web site.

Using the Product over a Network

Note:

- ❑ Before beginning setup for a computer, check that your network devices such as the router, wireless adapter, or hub are working properly and remove the memory card from the product.
- ❑ If the security alert screen for your OS or the application appears, click **Unblock** or **Allow** to create a Firewall exception. Do not click **Keep Blocking**, **Block**, or similar command on commercially available security software screen. Depending on the commercially available security software used, the above procedure may not establish a connection. In this case, temporarily exit the security software and then use the product's software.



1 Turn on the product and make sure that your Wi-Fi/Ethernet is working normally.

2 Insert the software disc into the CD-ROM/DVD drive.

Note:

If the installation screen does not automatically appear in Windows, double-click the Disk icon in **Computer** (or **My Computer**).

3 Follow the on-screen instructions.

Setting up using WSD (for Windows 8.1/8/7/Vista)

The product supports Web Services on Devices (WSD). WSD is useful when you want to add a second computer to the network to which the product is connected, or to set up multiple computers at the same time.

Note:

- ❑ To set up a printer/scanner with WSD, the computer and product must be connected to the network. For details on setting up a network connection from a product's control panel, see ["Connecting the Product to a Wi-Fi Network Manually" on page 12](#).
- ❑ You must install the driver before setting up the printer/scanner with WSD.

1 Verify that the product is turned on.

Note:

Since Windows 8.1/8 installs the WSD driver automatically, you can skip steps 2 to 5.

Using the Product over a Network

2 For Windows 7: Click **Start**, **Computer**, and then **Network**.

For Windows Vista: Click **Start** and then **Network**.

3 Right-click the product icon, then click **Install**.

Click **Continue** in the **User Account Control** dialog box.

Note:

- ☐ The icon shows the network product name (e.g., EPSONXXXXXX (your product name)). The product name can be confirmed on the product's control panel or a network status sheet. For details on confirming on the control panel or printing a network status sheet, see ["Displaying the network status and printing a network status sheet" on page 20](#).
- ☐ If **Uninstall** appears instead of **Install**, click **Uninstall** once and retry (for Windows 7 and Vista).

4 Click **Your devices are ready to use** (Your device is ready to use).

Note:

Note for Windows 7 users: Skip steps 4 and 5.

5 Check the screen and click **Close**.

6 For Windows 8: Select **Desktop** > **Settings** charm > **Control Panel**, and then select **View devices and printers**.
For Windows 7: Click **Start** and then **Devices and Printers**.
For Windows Vista: Click the **Start** button, and then **Network**.

Note for Windows 8 users:

Follow the steps below if you cannot find the product icon.

1. Select **Add a device**.
2. Select your product, and then select **Next**.
3. Follow the on-screen instructions.

7 Verify that an icon with the network product name (e.g., EPSONXXXXXX (your product name)) is added.

To print using WSD, select the product by its network product name.

Note:

- ☐ To use the scanner function with WSD, use **Windows Fax and Scan** or **Paint** in Windows 8.1/8/7/Vista.
- ☐ The scanner name selected with **Windows Fax and Scan** or **Paint** in Windows 8.1/8/7/Vista is the same as the network product name.
- ☐ When using commercially available software, see the User's Guide that came with the software for the scanning procedure.

Mac OS X

Connecting the product to a network

For Mac OS X, download the software from the Epson Web site.

Note:

- ☐ Complete initial settings such as charging ink cartridges and setting the language before starting the network setup.
- ☐ Check that your network devices such as the router, wireless adapter, or hub are working properly and remove memory cards from the product before starting the computer setup.

1

If you want to connect to an Ethernet network, connect the product to a hub using a LAN cable.

2

Click the following link and follow the on-screen instructions.

<http://epson.sn> or <http://support.epson.net/setupnavi/>

Smartphone or tablet (iOS/Android)

Epson iPrint allows you to wirelessly print and scan to your product from your smartphone or tablet (iOS/Android). If your product is not connected to a Wi-Fi network, connect the product to a Wi-Fi network manually by using the product's control panel. For details on manual setup, see “[Connecting the Product to a Wi-Fi Network Manually](#)” on [page 12](#).

Note:

- ☐ Check that your smartphone or tablet is connected to the network before connecting to the product.
- ☐ If you want to use a product that only has an Ethernet function from a smartphone or tablet, connect the product to the wireless router (access point) using a LAN cable.

Using Epson iPrint

1

Download “Epson iPrint” from the App Store (iOS) or Google Play (Android) to your smartphone or tablet. You can also download Epson iPrint from the following Epson Web site.



<http://ipr.to>

Using the Product over a Network

2

Launch Epson iPrint, and then search for and set up the product you want to use.

Note:

For more information on Epson iPrint settings, see the Help provided with Epson iPrint, or the Epson Connect portal Web site.

<https://www.epsonconnect.com/> (Epson Connect portal site)

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

Connecting the Product to a Wi-Fi Network Manually

Follow the steps below to connect the product to a network by using the product's control panel.

Note:

- ☐ Complete initial settings such as charging ink cartridges and setting the language before starting the network setup.
- ☐ Check that your Wi-Fi network is enabled before connecting to the product.

Wi-Fi setup wizard

If your product has an LCD screen, you can use the Wi-Fi Setup Wizard to simplify manual setup. You can set up by entering the SSID and password of your Wi-Fi network to the product's LCD screen. This feature is only available for products that have an LCD screen.

Note:

- ☐ This setting is not available for all products or may not be enabled.
- ☐ Check the SSID and password for your network as these are required during Wi-Fi setup. If you do not know the SSID and password, check with your network administrator.

For information on setting up a Wi-Fi connection using the Wi-Fi Setup Wizard, click the following link. This feature is not available for all products or may not be enabled.



<html/wizard.htm>

Wi-Fi Protected Setup (WPS)

There are two types of Wi-Fi Protected Setup (WPS); the WPS push button method, and the WPS PIN code method. These methods are available for products that do not have an LCD screen.

Note:

- ☐ This setting is not available for all products or may not be enabled.
- ☐ Before connecting the product to the network, check that the access point supports the WPS function.
- ☐ If the access point (wireless router) is not discovered within approximately two minutes, an error message is displayed. In that case, make sure the access point is operating, and then make the WPS settings again from the beginning.
- ☐ For details on the access point WPS function or troubleshooting, see the access point's user's guide.

Using the Product over a Network

WPS push button

You can setup by pushing the WPS button on a wireless router (access point). Use this method if you have already connected other Wi-Fi enabled devices using WPS.

For information on setting up a Wi-Fi connection using the WPS setup, click the following link. This feature is not available for all products or may not be enabled.

 html/wps_b.htm

WPS PIN code

You can setup by entering eight numbers to a wireless router (access point). The eight numbers are displayed on the product's LCD screen or printed on the product's network status sheet.

For information on setting up a Wi-Fi connection using the WPS setup, click the following link. This feature is not available for all products or may not be enabled.

 html/wps_p.htm

Direct Connection

You can connect a product directly to a computer, smartphone, or tablet without a wireless router (access point). The following methods are available depending on your product and device.

Wi-Fi Direct connection:

You can connect directly to the product by using a device that supports Wi-Fi Direct or Wi-Fi. This method uses the WPA2-PSK(AES) security method which is the same as infrastructure mode.

[“Wi-Fi Direct” on page 13](#)

Ad Hoc connection:

You can connect directly to the product using Ad Hoc compatible devices. This method only uses the WEP security method.

[“Ad Hoc mode” on page 15](#)

Note:

- ☐ These features are not available for all products or the features may not be enabled.
- ☐ Windows computers can set up a direct connection by using the installer on the software disc. If the product supports Wi-Fi Direct, the product connects using Wi-Fi Direct.

Wi-Fi Direct

There are two connection modes for Wi-Fi Direct; an access point connection known as “Simple AP mode”, and a peer-to-peer connection known as “Wi-Fi Direct mode”. You can switch the connection mode by using the services settings in Web Config. For details on using Web Config, see the product's User's Guide.

Simple AP mode (access point connection):

In this mode, the product acts as an access point. Even if your device does not support Wi-Fi Direct, you can connect the product to a device. When in this mode, the product's default SSID is “DIRECT-xxxxxxx” (where xxxxxxxx is the product's MAC address).

Using the Product over a Network

Wi-Fi Direct mode (peer-to-peer connection):

In this mode, connection is established by identifying the product as a group owner or a client. If your device supports Wi-Fi Direct, you can use this mode.

Note:

- ❑ *If the product is working in Ad Hoc mode, you cannot use Wi-Fi Direct.*
- ❑ *When the product is connected in Wi-Fi Direct, you cannot update the product's firmware using Web Config.*
- ❑ *When operating Web Config from a Wi-Fi Direct connected device, you cannot setup Epson Connect, Google Cloud Print, and so on.*
- ❑ *Direct connection using Wi-Fi Direct feature of Windows is not supported.*

For more details on using Wi-Fi Direct, click the following link. This feature is not available for all products.



html/wifid.htm

Simple AP mode

In Simple AP mode, the product allows connections from up to four network devices. You can check how many devices are connected from the network connection report. You can use this mode even if the product is connected to an infrastructure or Ethernet.

When the product is running in Simple AP mode, the Simple AP mode icon is displayed on the product's screen. The shape and location of the icon varies depending on the model. For more details, see the product's User's Guide.

If you want to stop using Simple AP mode, disable Wi-Fi Direct from the printer's control panel or Web Config.

Note:

- ❑ *If you connect from a Simple AP mode connected device, you cannot join an infrastructure or Ethernet network even if the product is connected to these networks.*
- ❑ *The Simple AP mode does not provide a communication function between devices that are connected to the product using this feature.*
- ❑ *If you cannot connect to the product because the maximum number of connectable devices has been exceeded, disconnect one of the devices from your product's SSID (DIRECT-xxxxxxx). If you do not know which devices are currently connected, you can disconnect all devices from your product by deleting registered Wi-Fi devices from the product's control panel. Note that this will disconnect all devices. To reconnect a device that was disconnected using this procedure, make network settings again.*
- ❑ *If a Wi-Fi Direct compatible device does not connect to the product via Simple AP mode, connect it via Wi-Fi Direct mode.*
- ❑ *A computer running upgraded Windows OS may not be connected.*

Wi-Fi Direct mode

In the Wi-Fi Direct mode, you can connect one Wi-Fi Direct supported device to the product. While connecting to a network using Wi-Fi Direct mode, any other network connections are disconnected. As a result, Epson Connect and other functions to access the product using the Internet are disabled too.

When the product is running in Wi-Fi Direct mode, the Wi-Fi Direct mode icon is displayed on the product's screen. The shape and location of the icon varies depending on the model. For more details, see the product's User's Guide.

Using the Product over a Network

If you want to release connection, disconnect the product from your device. The product reconnects previous network.

Ad Hoc mode

In Ad Hoc mode, the product and computer communicate wirelessly without using an access point. First, set the computer's Ad Hoc settings (SSID) to connect using Ad Hoc mode.

For Windows:

Insert your product's software disc into your computer, and then follow the on-screen instructions.

[“Windows” on page 8.](#)

For Mac OS X:

Make the network settings using EpsonNet Setup.

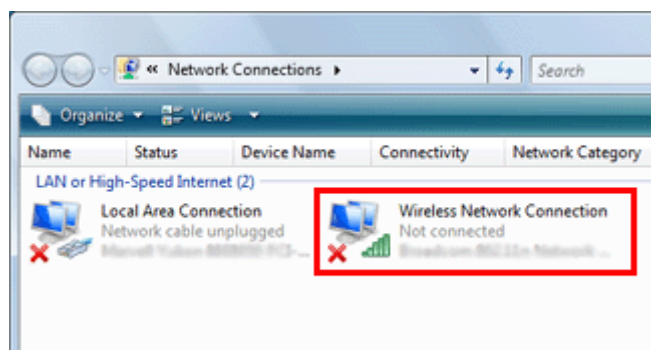
[“Mac OS X” on page 11](#)

Note:

- ❑ Even if you have a Wi-Fi connection, the product and the computer may not be able to communicate in your environment. You should still be able to set up an Ad Hoc connection. This is a direct connection between product and computer. This will allow only one PC to connect. Other PCs will not be able to make a Wi-Fi connection to the product.
- ❑ The procedure to set up Ad Hoc by computer depends on your OS, computer, and the manufacturer of your wireless devices. For details, refer to the documentation of the wireless devices or contact the manufacturer's customer support. The following section describes setup for Windows 7, Vista, XP or Mac OS X standard settings.

For Windows 7/Vista

- 1 Select **Start > Control Panel > View network status and tasks.**
- 2 Click **Change adapter settings** (for 7) or **Manage network connections** (for Vista).
- 3 Double-click the **Wireless Network Connection** icon.



- 4 For Windows 7: Click **Open Network and Sharing Center**, and then click **Set up a new connection or network.**

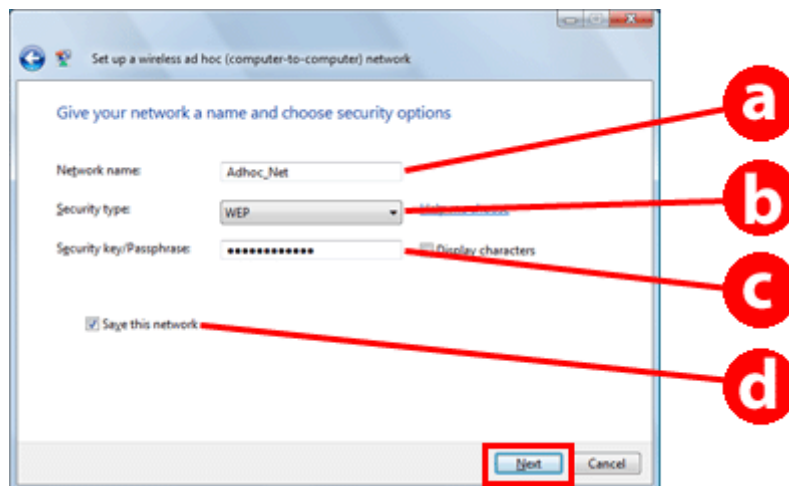
For Windows Vista: Click **Set up a connection or network.**

- 5 Select **Set up a wireless ad hoc (computer-to-computer) network**, and then click **Next.**

Using the Product over a Network

6 Click **Next**.

7 See the following table to make your settings, and then click **Next**.



a	Network name (SSID): enter a name using any of the following characters. 0123456789 !"#%&'()*+,-./:; ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz [\]^_`{ }~<=>?@
b	Security type: select WEP.
c	Security key: enter a word using 5 or 13 ASCII characters (e.g., epon), or 10 or 26 hexadecimal characters.
d	(Windows 7/Vista) Save this network: select this check box.

8 Click **Close**.

9 Double-click the **Wireless Network Connection** icon.

10 Make sure the Ad Hoc connection has been registered, and then click **appropriate place on the Desktop** (for 7) or **Cancel** (for Vista).

Note:

*If the **Connect** button is displayed when you select the network name (SSID), click **Connect**.*

For Windows XP

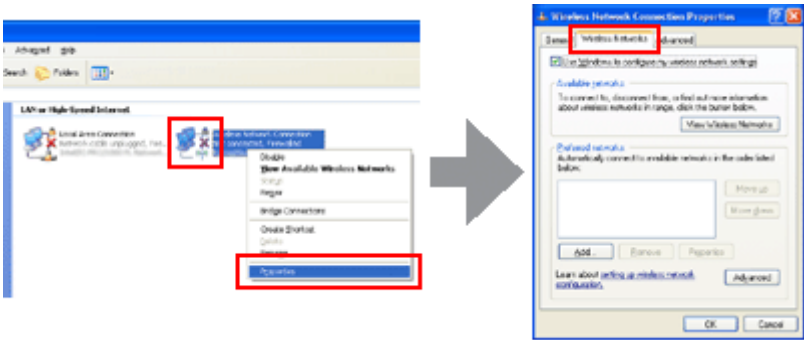
1 Select **Start > Control Panel > Network and Internet Connections**.

2 Click **Network Connections**.

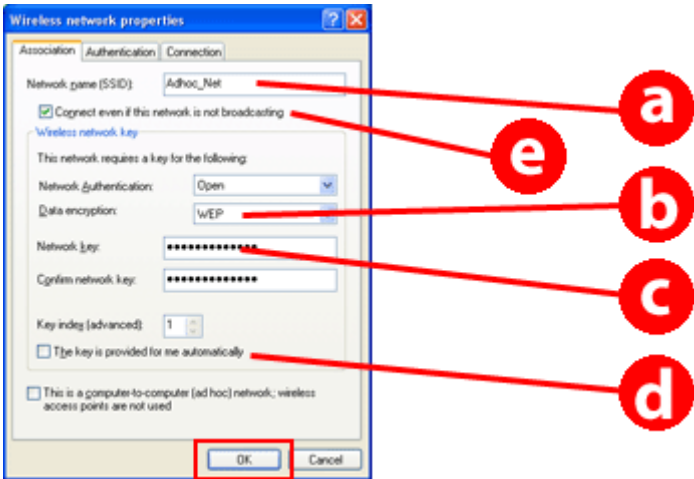
Using the Product over a Network

- 3
- Right-click **Wireless Network Connection**, select **Properties**, and then click the **Wireless Networks** tab.

Note:
If you are using a utility that was supplied with your wireless device, the **Wireless Networks** tab may not be displayed. For more details, see the documentation supplied with your wireless device.



- 4
- Select **Use Windows to configure my wireless network settings** and then click **Advanced**.
- 5
- Select **Computer-to-computer (ad hoc) networks only**.
- 6
- Clear **Automatically connect to non-preferred networks** and then click **Close**.
- 7
- Click **Add**.
- 8
- See the following table to make your settings, and then click **OK**.

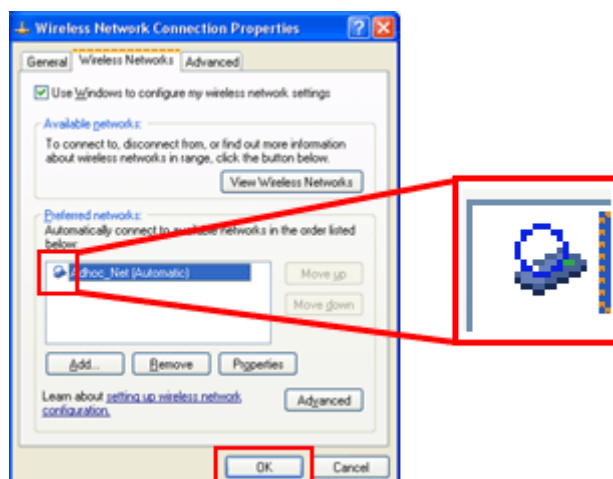


a	<p>Network name (SSID): enter a name using any of the following characters.</p> <p>0123456789 !"#\$%&'()*+,-./:; ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz [\]^_`{ }~<=>?@</p>
---	---

Using the Product over a Network

b	Security type: select WEP.
c	Security key: enter a word using 5 or 13 ASCII characters (e.g., epson), or 10 or 26 hexadecimal characters.
d	(Windows XP) The key is provided for me automatically: clear this box to enter the security key.
e	(Windows XP SP3) Connect even if this network is not broadcasting: select this check box.

- 9 Click the **Connection** tab.
- 10 Select **Connect when this network is in range**, and then click **OK**.
- 11 Right-click **Wireless Network Connection**, select **Properties..**, and then click the **Wireless Networks** tab again.
- 12 Check that the icon has a blue circle, and then click **OK**.

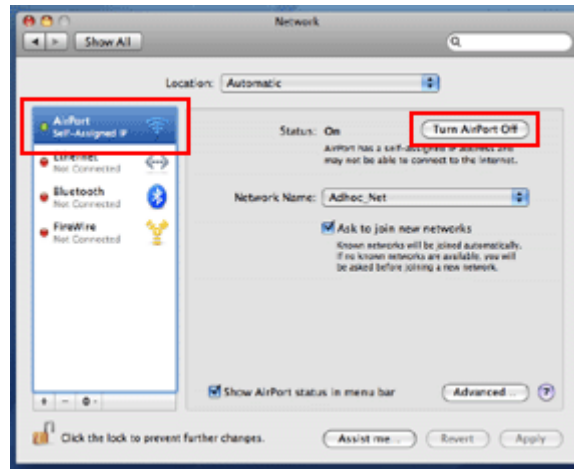


For Mac OS X

- 1 Select **System Preferences** from the Apple Menu.
- 2 Click **Network** icon.

Using the Product over a Network

- 3 Select **AirPort**, and then click **Turn AirPort On**.



- 4 From the **Network Name** list, select **Create Network**.
- 5 Enter a network name, and then select the **Require Password** check box.
- 6 Enter a password, and then click **OK**.
- 7 Click **Advanced**.
- 8 Click **TCP/IP**.
- 9 Check **Using DHCP** from the **Configure IPv4** list, and then click **OK**.
- 10 Click **Apply**.

Troubleshooting

Tips for Solving Network Problems

Network problems may be caused by the network environment, computer, and product. To help resolve problems, you can check and confirm the network status using the following methods.

Note:

*When changes are made to the network settings, it takes about 30 to 60 seconds to reflect the setup changes.
(The time until the changes are reflected varies depending on the setting method, wireless router, access point, and so on.)*

Printing a network connection check report

If you make changes to the network settings, such as changing the network environment, you can check the network connection and print a network connection check report.

If the network connection fails, the check report helps you to find a solution to the problem.

For more details about how to check the network connection and print the check report, refer to the documentation of your product.

Note:

This feature is not available for products that do not have an LCD panel.

For information on using the network connection check report, click the following link.

This feature is not available for all products or the feature may not be enabled.



html/_files/nwchk.htm

Displaying the network status and printing a network status sheet

You can display the network status on the LCD and print a network status sheet. In the network status, you can confirm information such as the connection method, connection speed (transmission speed), IP address, security method, and Epson Connect status.

If your product has an LCD panel, you can display simplified status information and print detailed status information. This feature is not available for all products.

If your product does not have an LCD panel, you can print detailed status information using the buttons on the control panel.

For more details about displaying the network status and printing the network status sheet, refer to the documentation of your product.

Disabling and initializing the Wi-Fi settings

Network problems may be resolved by disabling or initializing the Wi-Fi settings, and then making the settings again.

These operations vary depending on the model. For more details, refer to the documentation of your product.

Note:

Before you disable or initialize the Wi-Fi settings, it is recommended that you confirm and write down the SSID and password first.

Disabling the Wi-Fi function:

If your product has an LCD panel, you can disable the Wi-Fi function or switch to Ethernet using the LCD panel.

If your product does not have an LCD panel, you can disable the Wi-Fi function by connecting an Ethernet cable that is connected to an active network.

If your product does not have an LCD panel or an Ethernet interface, you can disable the Wi-Fi function by initializing the network settings using the buttons on the control panel.

Note:

If your product has the Ethernet and Wi-Fi function, the Ethernet function is enabled when the Wi-Fi function is disabled.

Initializing the network settings:

If your product has an LCD panel, you can initialize the network settings using the LCD panel.

If your product does not have an LCD panel, you can initialize the network settings using the buttons on the control panel.

Note:

If you initialize the network settings, the Epson Connect settings and the settings for the network print services provided by other companies will be initialized too.

Updating product firmware

Network problems may be resolved by updating the product firmware. Confirm that you are using the latest version of the product firmware.

Use a Web browser to open Web Config, and then update the firmware.

Note:

This feature is not available for all products or may not be enabled.

For more details about opening Web Config, see the product's User's Guide.

Checking the communication using the Ping command

If you cannot access the Web page embedded in the product, the product does not respond even though you sent a print job to the product, or other problems occur, you can use this feature to confirm whether communication is established between the computer and the product.

Troubleshooting

Before using the Ping command, you need to confirm the IP addresses set on the computer and product.

For more details about operating the computer, refer to [“Ping command” on page 22](#).

Ping command

In the TCP/IP network environment, confirm the IP addresses set on the computer and product, then check whether communication is established between the computer and product.

Confirming in Windows

1

Check the product's IP address.

The IP address can be checked on a network status sheet, check report, or LCD screen.

To check on a network status sheet, see [“Displaying the network status and printing a network status sheet” on page 20](#).

2

For Windows 8.1/8: Select **All apps**, and then select **Command Prompt**.

For Windows 7/Vista/XP: Click the Start button or **start**, **All Programs** or **Programs**, **Accessories**, and then **Command Prompt**.

3

Type 'ping', a space, and '<the product's IP address>', then press the Enter key.

4

If a communication is established, **Reply from <the product's IP address>** is displayed.

If communication is not established, **Destination host unreachable** or **Request timed out** is displayed. Check the device's network settings on the computer.

Confirming in Mac OS X

1

Confirm the product's IP address.

The IP address can be checked on a network status sheet. See [“Displaying the network status and printing a network status sheet” on page 20](#).

2

Double-click **Macintosh HD**, **Applications**, **Utilities**, and then **Network Utility**.

3

Click the **Ping** tab.

4

Enter the product's IP address in the network address field.

5

Click **Ping**.

6

If communication is established, all signals are returned and **0% packet loss** is displayed.

If communication is not established, no signal is returned, and **100% packet loss** is displayed. Check the device's network settings on the computer.

Setup Problems

Connecting to Wi-Fi

Cannot find SSID

- ☐ **Is the wireless router/access point connectable?**
Use your computer or other devices to confirm whether it can be connected wirelessly.
- ☐ **Is the product far from the access point, or is there an obstacle between them?**
Move the product close to the access point, or remove the obstacle.
- ☐ **Is the SSID (network name) hidden according to the access point settings?**
If the access point stealth function, etc. is turned on to hide the SSID, enter the SSID on the control panel. See [“Connecting the Product to a Wi-Fi Network Manually” on page 12](#).
- ☐ **Does the SSID (network name) contain Non-ASCII characters?**
Check if the SSID (network name) contains Non-ASCII characters. The product cannot display Non-ASCII characters.

Cannot connect to access point

- ☐ **Is the product far from the access point, or is there an obstacle between them?**
Move the product close to the access point, or remove the obstacle.
- ☐ **Is the password correct?**
The password is case-sensitive. Verify that the entered password is correct. A password may be called a “WEP key”, a “WPA passphrase”, a “Pre-Shared Key”, and so on according to the access point or security system being used.
- ☐ **Are access restrictions set on the access point?**
If access restrictions are set on the access point (wireless router, etc.), register the product’s MAC address or IP address on the access point to allow communication. For details, see the access point user’s guide.
- ☐ **Are usable wireless channels restricted on the WLAN-equipped computer?**
Usable wireless channels may be restricted on a wireless-equipped computer. See the computer’s or wireless card’s user’s guide to confirm usable wireless channels. Verify that wireless channels confirmed above include channels set to the access point. If not, change the access point wireless channels.
- ☐ **Is the network adapter compatible with this product’s standards?**
There are different standards such as 802.11a, 802.11b, 802.11g and 802.11n for Wi-Fi devices, and electromagnetic waves of different frequencies are also used.

Connecting to Wi-Fi Direct

Cannot access the internet when connecting a product to a computer which has multiple network interfaces by using Wi-Fi Direct

❑ **Is the network adapter connected to the Internet set to low priority?**

If you connect a computer to the product by using Wi-Fi Direct (Simple AP mode) while using a low-speed Internet connection, you may not be able to access the internet.

1

Display the Windows Network Connections screen.

For **Windows 8.1/8**: Select **Desktop** > **Settings** charm > **Control Panel**, and then select **View network status and tasks** > **Change adapter settings**

For **Windows 7**: Click **Start** > **Control Panel** > **Network and Internet** > **Network and Sharing Center** > **View network status and tasks** > **Change adapter settings**

For **Windows Vista**: Click **Start** > **Control Panel** > **Network and Internet** > **Network and Sharing Center** > **View network status and tasks** > **Manage network connections**

For **Windows XP**: **Start** > **Control Panel** > **Network and Internet Connections** > **Network Connections**

2

Right-click **Wireless Network Connection** (DIRECT-xxxxxxx), and then select **Properties**.

3

Select **Internet Protocol Version 4 (TCP/IPv4)**, and then click **Properties**.

4

Click **Advanced**.

5

Clear **Automatic metric**, enter "100" in **Internet metric**, and then click **OK**.

Note:

If you still cannot connect to the Internet, perform the same operations from step 3 for **Internet Protocol Version 6 (TCP/IPv6)**.

Wi-Fi Direct suddenly disconnects

❑ **Has the Wi-Fi Direct password (access point mode) been changed?**

Delete the connection settings in "DIRECT-xxxxxxx" registered to your device, select "DIRECT-xxxxxxx" again, and then enter a new password. For more details on deleting settings, see the documentation provided with your device.

❑ **Have the product's network settings been changed?**

Check the product's network settings. The network connection method may have been changed to a mode other than access point mode. To change the connection method back to access point mode from another mode, initialize the product's network settings, and then reconnect the device to the product using Wi-Fi Direct. You can check the product's network settings from the product's LCD screen or network status sheet.

Connecting to Ethernet

Cannot connect to Ethernet

☐ **Is Wi-Fi disabled on the control panel?**

If this is set to enabled, you cannot connect to an Ethernet network. Set this to disabled.

☐ **Are the hub, Ethernet cable, etc. working properly on an Ethernet network connection?**

Verify that the product is turned on, and that the link LED of the product-connected hub port lights/flashes. If the link LED is off, try the following.

1. Connect to another port.
2. Connect to another hub.
3. Replace the Ethernet cable.

☐ **Does the product's communication mode correspond to the hub or router?**

Confirm whether the product's communication mode is appropriate for the hub or router.

See the following table to appropriately match up the communication modes of the product and hub/router. (The product's default communication mode is Auto).

For the procedure on confirming/setting the communication mode of the hub/router, see the user's guide.

For details your product's compatible communication mode, see the user's guide.

		Hub/Router Settings						
		Auto	1000 Base-T Full Duplex	1000 Base-T Half Duplex	100 Base-TX Full Duplex	100 Base-TX Half Duplex	10Base -TX Full Duplex	10Base -TX Half Duplex
Product Settings	Auto	Y	Y	Y	N	Y	N	Y
	100Base-TX Full Duplex	N	N	N	Y	N	N	N
	100Base-TX Half Duplex	Y	N	N	N	Y	N	N
	10Base-TX Full Duplex	N	N	N	N	N	Y	N
	10Base-TX Half Duplex	Y	N	N	N	N	N	Y

Y: Enable N: Disable

Connecting to Wi-Fi or Ethernet

Cannot connect to network

☐ **Is the message “The combination of IP address and subnet mask is invalid.” displayed?**

Solution 1: If your broadband router (or access point) uses a DHCP function, set the TCP/IP setting so that the product acquires an IP address automatically.

Solution 2: If you want to set the product's IP address manually, see the following to set the IP address and subnet mask.

1. Check the IP address for the broadband router (or access point) connected to your computer. See the broadband router's (or access point's) user's guide.

2. All IP addresses are written in segments of four numerical values. In the final segment, set a unique numerical value for your product within a range of 1 to 254. (When the router is a DHCP server or when there is another DHCP server in the network, set a value that does not conflict with the ID address range allocated by the DHCP server.)

Setting example:

IP address for the broadband router: 192.168.1.1

Example setting on the product: 192.168.1.3

For the subnet mask, **255.255.255.0** is normally set for small-scale networks and all devices in the network use this value. Also, when a gateway value is set, use the same value as the IP address for the wireless router.

☐ **Does your computer have more than one network interface?**

The scanner may not be able to communicate with computers that have multiple network interfaces. To communicate with the scanner, disable all network interfaces on your computer except for the interface connected to the scanner.

☐ **When using TCP/IP, can the computer and product communicate?**

Verify that a connection is established. See [“Ping command” on page 22](#).

☐ **When using TCP/IP, is the IP address set correctly for your environment?**

The factory setting is not available as is. To use this IP address, delete it once and reenter the same address. Change the product's IP address as appropriate for your environment.

The IP address changes

☐ **Is the TCP/IP setting on the control panel set to acquire an IP address automatically?**

If the setting is auto, the IP address changes each time the router is turned on. When using the auto setting, determine the power-on order, or always keep the product turned on. The auto setting is available when setting the product port using EpsonNet Print (in Windows) or Bonjour printing (in Mac OS X).

Printing Problems

Computer Connected to Wi-Fi

Cannot perform network printing

☐ **Are the network connection settings correct?**

See [“Setup Problems” on page 23](#) for more details on problems with network connection settings.

Troubleshooting

- ❑ **Is the product correctly connected to the access point (wireless router, etc.)?**
If disconnected, check the following.
The access point (wireless router, etc.) is turned on.
The Wi-Fi settings correspond to those on the target access point (wireless router, etc.).
- ❑ **Is wireless communication interrupted or disconnected?**
If disconnected, restart the product. For details on the control panel, see [“Connecting the Product to a Wi-Fi Network Manually” on page 12.](#)
- ❑ **Is a Privacy Separator function enabled on your access point (or wireless router)?**
If a Privacy Separator function is enabled, you cannot print from a computer, smartphone, or tablet over a network because this function blocks communication with these devices. Disable the Privacy Separator function on the access point (or wireless router). For more information on making settings or checking the settings, see the manual supplied with your access point (or wireless router).

Computer Connected to Ethernet

Printing is slow or the data end is truncated

- ❑ **Do the communication modes (full duplex/half duplex) of the product and connected hub match?**
The product's factory default communication line speed mode is auto. If the hub's communication mode is fixed, a mismatch occurs between the communication modes of the product and hub, and the printing speed becomes extremely slow or the data end is truncated due to timeout.

Computer Connected to Wi-Fi or Ethernet

Printing is slow or the data end is truncated

- ❑ **Is the printer port setup correctly?**
Follow the steps below to check the printer port (for Windows).
1. Select **Desktop > Settings** charm > **Control Panel**, and then select **View devices and printers** (for Windows 8).
Click start - **Control Panel** - **Hardware and Sound** - **Devices and Printers** (for Windows 7).
Click start - **Control Panel** - **Hardware and Sound** - **Printers** (for Windows Vista).
Click **Start** - **Control Panel** - **Printers and Other Hardware** - **Printers and Faxes** (for Windows XP).
2. Right-click your product icon.
3. Select **Printer properties** (Windows 8/7) or **Properties** (Windows Vista/XP).
4. Select the **Ports** tab.
5. Check that the correct protocol is selected in the descriptions column for your product.

Smartphone or tablet

Even though the device sends a multiple-page print job using AirPrint, the printer prints only the last page

- ❑ **Is the device running iOS 4.x?**
AirPrint-compatible printers support devices running iOS 5.x or later. When using AirPrint to print, use iOS 5.x or later. The printer may not print normally with iOS 4.x. If you are using iOS 4.x, upgrade the operating system to iOS 5.x or later. To upgrade the operating system, visit the Apple Web site.

Scanning Problems

Connecting to Wi-Fi or Ethernet

Cannot start, set or scan with EPSON Scan

- ☐ **Was the connection test successful?**
If it fails, verify that there are no problems with the network.
- ☐ **Is the IP address set correctly on the computer?**
For details on network settings such as the IP address, see [“Setup Problems” on page 23](#).
- ☐ **Was the communication disconnected?**
If the communication was disconnected during EPSON Scan startup, exit EPSON Scan, and restart after a while. If EPSON Scan cannot restart, turn the product off and back on, then retry.
Check the **Timeout Setting** in **EPSON Scan Settings**. For details, see the EPSON Scan Help.
- ☐ **Is the Firewall function active in Windows XP or later, or commercially available security software?**
If the Firewall function is active, the search may not work in **EPSON Scan Settings**. In this case, click **EPSON Scan Settings - Add - Enter address**, and directly enter the IP address.
- ☐ **Are you scanning a wide range in high resolution?**
If a wide range is scanned in high resolution, a communication error may occur. If the scan did not work, lower the resolution.

Cannot operate Scan to PC (WSD)

- ☐ **Is a WSD compatible computer connected to the network?**
The Scan to PC (WSD) function is only available for Windows 8/7/Vista English version computers. Make sure that a computer running Windows 8/7/Vista English version is connected to the scanner on the same network.

Problems Specific to the Operating System

IPv4/IPv6 function table

Available functions differ depending on the computer's operating system. For more details, see the following table.

	Function	Windows				Mac
		8.1/8	7	Vista	XP	OS X
Compatible						
	IPv4	Y	Y	Y	Y	Y
	IPv6	Y	Y	Y	-	Y
Print port						

Troubleshooting

	Standard TCP/IP Port	v4/v6	v4/v6	v4/v6	v4	-
	EpsonNet Print Port	v4	v4	v4	v4	-
	WSD Port	v4/v6	v4/v6	v4/v6	-	-
	Bonjour Printing	-	-	-	-	v4/v6
	AirPrint Printing	-	-	-	-	v4/v6
Scanning						
	EPSON Scan	v4	v4	v4	v4	v4
	Event Manager	v4	v4	v4	v4	v4
	WSD Scan	v4/v6	v4/v6	v4/v6	-	-
	AirPrint Scanning	-	-	-	-	v4/v6
File shared (Memory card, external device)						
		v4	v4	v4	v4	v4
Sending/receiving Fax						
		v4	v4	v4	v4	v4
	AirPrint Faxing	-	-	-	-	v4/v6
Network services						
	Epson Connect	v4	v4	v4	v4	v4
	Google Cloud Print	v4/v6	v4/v6	v4/v6	v4	v4/v6

v4=IPv4, v6=IPv6

Mac OS X


The printer does not appear in Add Printer

☐ **Is the printer driver installed?**

Install the printer driver. For details about software setup, see [“Mac OS X” on page 11](#).

☐ **Is the network service at the top of the network list?**

If both wired and wireless network services are enabled on your computer, it may not be able to find the printer. In this case, follow the instructions below to set the network service you want to use at the top of the list.

1. Open **System Preferences - Network**.
2. Click the  icon to select **Set Service Order**.
3. Drag the network service type that you use the most to the top of the list.
4. Click **OK**.
5. Click **Apply** to apply the settings.

☐ **Are the network settings configured on the computer?**

The settings vary depending on the protocol. Try the following:

EPSON TCP/IP: Open **System Preferences - Network - Advanced - TCP/IP** and check whether the addresses are set or if the correct IP address different from the factory setting is set on the product's network interface. See [“Setup Problems” on page 23](#).

Troubleshooting

Cannot stop printing even though the print job was cancelled from the computer

☐ **Was the print job sent from a network computer running Mac OS X v10.6.x?**

If all of the following conditions apply to your environment, you cannot stop printing from the computer.

- The product supports AirPrint.
- The print job was sent from a connected network computer running Mac OS X v10.6.x.
- In the Bonjour settings for Web Config, set the Top Priority Protocol to **IPP**.

In this case, press the cancel button on the product's control panel to stop printing.

If you want to be able to stop printing using the computer, make the following settings.

1. Open Web Config.
 2. Click **AirPrint Setup**.
 3. Select **Port9100** in the Top Priority Protocol pull-down menu, and then click **OK**.
 4. If Top Priority Protocol:Port9100 is displayed, click **OK**.
 5. Close the browser.
 6. Select **System Preferences** from the Apple Menu.
 7. Click the **Print & Fax** icon.
 8. Select the product that you want to set from the product list, and then click - to delete the product.
 9. Click + under the **Printers** list, and then select the product that you want to set from the network printer list.
 10. When your product name is displayed in the Name box, click the **Add** button.
- If you print from the re-registered product, you can stop printing from the computer.

Cannot print a CD/DVD label from Epson application

☐ **Did you select an Epson product name on the Use menu?**

If you connect your product to a network using the Bonjour protocol, select your Epson product name on the **Use** menu in the driver. Otherwise some functions in Epson applications will not be available.

iOS

Even though the device sends a multiple-page print job using AirPrint, the printer prints only the last page

☐ **Is the device running iOS 4.x?**

AirPrint-compatible printers support devices running iOS 5.x or later. When using AirPrint to print, use iOS 5.x or later. The printer may not print normally with iOS 4.x. If you are using iOS 4.x, upgrade the operating system to iOS 5.x or later. To upgrade the operating system, visit the Apple Web site.

Android

Cannot access the internet when connecting to a product using the Wi-Fi Direct access point mode

☐ **Are you using an older version of Epson iPrint?**

When printing from an Android device using the Wi-Fi Direct access point mode, use the latest version of Epson iPrint.

Software Problems

A dial-up connection dialog box appears when printing with EpsonNet Print

❑ **Is the Internet connection set to dial-up connection?**

Printing ends normally after you close this dialog box, but the message appears every time you print after starting Windows. Connect to the Internet using a LAN or start a dial-up network manually.

Unblocking Epson software

❑ **Did you click the Keep Blocking button on the Firewall screen?**

If you clicked the **Keep Blocking** button on the Windows Security Alert window during or after installation of the Epson software, follow the steps below to unblock Epson software.

- 1** For Windows 8: Select **Desktop** > **Settings** charm > **Control Panel**, and then select **System and Security**.
For Windows 7: Click **Start** > **Control Panel**, and then click **System and Security**.
For Windows Vista: Click **Start** > **Control Panel**, and then click **Security**.
For Windows XP: Click **start** > **Control Panel**, and then click **Security Center**.

- 2** For Windows 8: Select **Allow an app through Windows Firewall**.
For Windows 7: Click **Allow a program through Windows Firewall**.
For Windows Vista: Click **Allow a program through Windows Firewall**.
For Windows XP: Click **Windows Firewall**.

- 3** For Windows 8: Select **Change settings**, and then select **Allow another app**.
For Windows 7: Click **Allow another program**.
For Windows Vista: Click the **Exceptions** tab, and then click **Add Program**.
For Windows XP: Click the **Exceptions** tab, and then click **Add Program**.

Note for Windows Vista users:

*Click **Change settings** if you cannot find the **Exceptions** tab.*

- 4** Select Epson software from the list, and then select **Add** (for 8/7) or **OK** (for Vista/XP).

- 5** Confirm that the Epson software check box is selected in **Allow apps and features** (for 8), **Allowed programs and features** (for 7), **Programs or port** (for Vista), or **Programs and Services** (for XP), and then select **OK**.

Other Problems

The product cannot set up network services or suddenly cannot use network services

☐ **Has the product's root certificate expired?**

If the product's root certificate has expired, a message indicating that you need to renew the root certificate is displayed in Web Config or on the product's screen. Use a browser to access the product's Web Config from your computer or smartphone on the same network as the product, and then update the root certificate.

For details of how to access the product's Web Config, see the product's User's Guide.

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