

# User's Guide

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## Contents

### Copyright and Trademarks

Copyright and Trademarks. . . . . 2

### Introduction

Where to Find Information. . . . . 5

Caution, Important and Note. . . . . 5

Operating System Versions. . . . . 5

### Important Instructions

Safety Instructions. . . . . 7

Product Advisories and Warnings. . . . . 7

    Setting up/using the product. . . . . 7

    Handling ink. . . . . 8

### Getting to Know Your Product

Product Parts. . . . . 10

Guide to the Control Panel. . . . . 12

    Buttons. . . . . 12

    Lights. . . . . 12

### Paper Handling

Introduction to Using, Loading, and Storing  
Media. . . . . 13

    Storing paper. . . . . 13

Selecting Paper. . . . . 13

    Paper type settings from the printer driver. . . . . 14

Loading Paper. . . . . 15

Loading Envelopes. . . . . 17

### Printing

Printer Driver and Status Monitor. . . . . 20

    Accessing the printer driver for Windows. . . . . 20

    Accessing the printer driver for Mac OS X. . . . . 21

Basic Operations. . . . . 22

    Basic printing. . . . . 22

    Canceling printing. . . . . 25

Other Options. . . . . 27

    Product presets (for Windows only). . . . . 27

    2-sided printing (for Windows only). . . . . 27

    Fit to page printing. . . . . 29

    Pages per sheet printing. . . . . 30

Sharing the Product for Printing. . . . . 31

    Setup for Windows. . . . . 31

    Setup for Mac OS X. . . . . 34

### Ink Bottle Information

#### Refilling Ink

Ink Bottle Safety Instructions, Precautions, and  
Specifications. . . . . 36

    Safety instructions. . . . . 36

    Precautions on refilling ink. . . . . 36

    Ink bottle specifications. . . . . 37

Checking the Ink Levels. . . . . 37

Refilling the Ink Tanks. . . . . 38

### Maintaining Your Product and Software

Checking the Print Head Nozzles. . . . . 42

    Using the Nozzle Check utility for Windows  
    . . . . . 42

    Using the Nozzle Check utility for Mac OS X  
    . . . . . 42

    Using the control panel. . . . . 43

Cleaning the Print Head. . . . . 43

    Using the Head Cleaning utility for Windows  
    . . . . . 44

    Using the Head Cleaning utility for Mac OS X  
    . . . . . 44

    Using the control panel. . . . . 45

Aligning the Print Head. . . . . 45

    Using the Print Head Alignment utility for  
    Windows. . . . . 45

    Using the Print Head Alignment utility for  
    Mac OS X. . . . . 46

Replacing Ink inside the Ink Tubes. . . . . 46

    Using the Power Ink Flushing utility for  
    Windows. . . . . 46

    Using the Power Ink Flushing utility for Mac  
    OS X. . . . . 47

Saving Power. . . . . 47

    For Windows. . . . . 47

    For Mac OS X. . . . . 48

Quieter Printer Operations. . . . . 48

## Contents

For Windows. . . . .	48
For Mac OS X. . . . .	48
Checking the Number of Sheets of Paper Fed. . . . .	49
Cleaning the Product. . . . .	49
Cleaning the exterior of the product. . . . .	49
Cleaning the interior of the product. . . . .	49
Transporting the Product. . . . .	50
Checking and Installing Your Software. . . . .	52
Checking the software installed on your computer. . . . .	52
Installing the software. . . . .	53
Uninstalling Your Software. . . . .	53
For Windows. . . . .	53
For Mac OS X. . . . .	54

### Error Indicators

#### Troubleshooting for Printing

Diagnosing the Problem. . . . .	58
Checking product status. . . . .	58
Paper Jams. . . . .	60
Removing jammed paper from inside the product. . . . .	60
Preventing paper jams. . . . .	62
Print Quality Help. . . . .	62
Horizontal banding. . . . .	63
Vertical banding or misalignment. . . . .	64
Incorrect or missing colors. . . . .	64
Blurry or smeared print. . . . .	64
Miscellaneous Printout Problems. . . . .	65
Incorrect or garbled characters. . . . .	65
Incorrect margins. . . . .	65
Printout has a slight slant. . . . .	66
Inverted image. . . . .	66
Blank pages print. . . . .	66
Printed side is smeared or scuffed. . . . .	67
Printing is too slow. . . . .	67
Paper Does Not Feed Correctly. . . . .	67
Paper does not feed. . . . .	67
Multiple pages feed. . . . .	68
Paper is improperly loaded. . . . .	68
Paper is not ejected fully or is wrinkled. . . . .	68
The Product Does Not Print. . . . .	69
All lights are off. . . . .	69
Lights came on and then went out. . . . .	69
Only the power light is on. . . . .	69

### Product Information

System Requirements. . . . .	70
For Windows. . . . .	70
For Mac OS X. . . . .	70
Technical Specifications. . . . .	70
Printer specifications. . . . .	70
Mechanical. . . . .	73
Electrical. . . . .	73
Environmental. . . . .	73
Standards and approvals. . . . .	74
Interface. . . . .	74

### Where To Get Help

Technical Support Web Site. . . . .	75
Contacting Epson Support. . . . .	75
Before Contacting Epson. . . . .	75
Help for Users in Europe. . . . .	76
Help for Users in Taiwan. . . . .	76
Help for Users in Singapore. . . . .	77
Help for Users in Thailand. . . . .	77
Help for Users in Vietnam. . . . .	78
Help for Users in Indonesia. . . . .	78
Help for Users in Hong Kong. . . . .	78
Help for Users in Malaysia. . . . .	79
Help for Users in India. . . . .	79
Help for Users in the Philippines. . . . .	80

### Index

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## Introduction

# Where to Find Information

The latest version of the following manuals are available on the Epson support website.

<http://www.epson.eu/Support> (Europe)

<http://support.epson.net/> (other than Europe)

**Start Here (paper):**

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

**User's Guide (PDF):**

Provides you with detailed operating, safety, and troubleshooting instructions. See this guide when using this product with a computer.

To view the PDF manual, you need Adobe Acrobat Reader 5.0 or later, or Adobe Reader.

## 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 refers to Windows 8, Windows 8 Pro and Windows 8.1.
- 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

- ❑ In this manual, Mac OS X 10.9.x refers to OS X Mavericks and Mac OS X 10.8.x refers to OS X Mountain Lion. Additionally, Mac OS X refers to Mac OS X 10.9.x, Mac OS X 10.8.x, Mac OS X 10.7.x, Mac OS X 10.6.x, and Mac OS X 10.5.8.

## Important Instructions

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### ***Important Instructions***

## **Safety Instructions**

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

- Use only the power cord supplied with the product and do not use the cord with any other equipment. Use of other cords with this product or the use of the supplied power cord with other equipment may result in fire or electric shock.
- Be sure your AC power cord meets the relevant local safety standard.
- Never disassemble, modify, or attempt to repair the power cord, plug, printer unit, or options by yourself, except as specifically explained in the product's guides.
- Unplug the 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 casing damaged; the product does not operate normally or exhibits a distinct change in performance. Do not adjust controls that are not covered by the operating instructions.
- Place the product near a wall outlet where the plug can be easily unplugged.
- Do not place or store the product outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity.
- Take care not to spill liquid on the product and not to handle the product with wet hands.

## **Product Advisories and Warnings**

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

---

### **Setting up/using the product**

- Do not block or cover the vents and openings in the product.
- Use only the type of power source indicated on the product's label.
- Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- Avoid electrical outlets controlled by wall switches or automatic timers.
- Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.

## Important Instructions

- ❑ The power-supply cords should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the power-supply cords and do not allow the power-supply cords to be stepped on or run over. Be particularly careful to keep all the power-supply cords straight at the ends and the points where they enter and leave the transformer.
- ❑ If you use an extension cord with the product, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❑ If you plan to use the product in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for the product.
- ❑ When connecting the product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- ❑ Place the product on a flat, stable surface that extends beyond the base of the product in all directions. If you place the product by the wall, leave more than 10 cm between the back of the product and the wall. The product will not operate properly if it is tilted at an angle.
- ❑ When storing or transporting the product, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.
- ❑ Allow spaces behind the product for the cables, and space above the product so that you can fully raise the printer cover.
- ❑ Avoid places subject to rapid changes in temperature and humidity. Also, keep the product away from direct sunlight, strong light, or heat sources.
- ❑ Do not insert objects through the slots in the product.
- ❑ Do not put your hand inside the product during printing.
- ❑ Do not touch the white flat cable and ink tubes inside the product.
- ❑ Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.
- ❑ Do not move the print head by hand; otherwise, you may damage the product.
- ❑ Always turn the product off using the ⏻ button. Do not unplug the product or turn off the power at the outlet until the ⏻ light stops flashing.
- ❑ Before transporting the product, make sure that the print head is in the home (far right) position.
- ❑ If any of the ink tanks are not filled up to the lower line, refill the ink soon. Continued use of the product when the ink level is below the lower line on the tanks could damage the product.
- ❑ If you are not going to use the product for a long period, be sure to unplug the power cord from the electrical outlet.

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## Handling ink

We will provide ink-related safety instructions and product advice/warnings in the linked section.



## Important Instructions

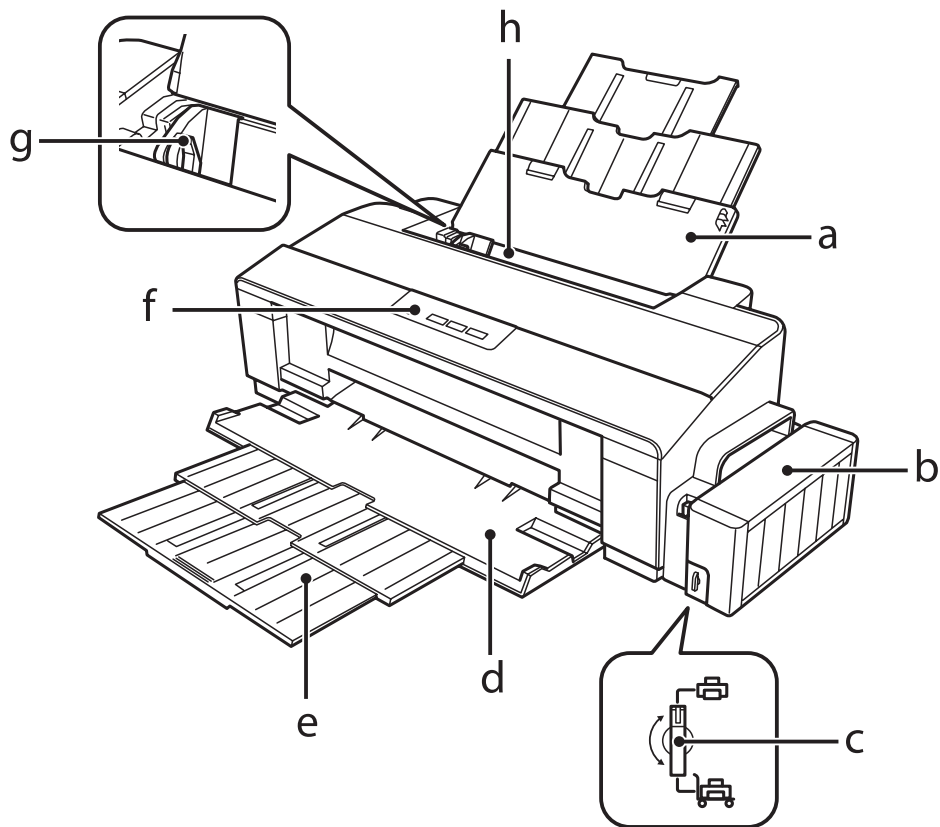
➔ [“Refilling Ink” on page 36](#)

# Getting to Know Your Product

## Product Parts

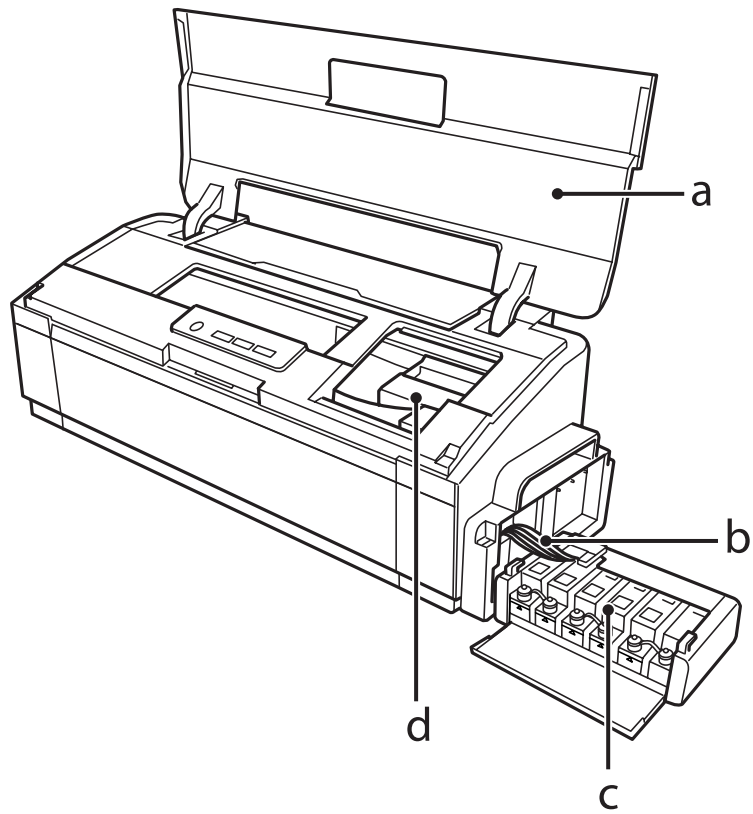
**Note:**

The illustrations in this manual are from a similar product model. Although they may differ from your actual product, the method of operation is the same.

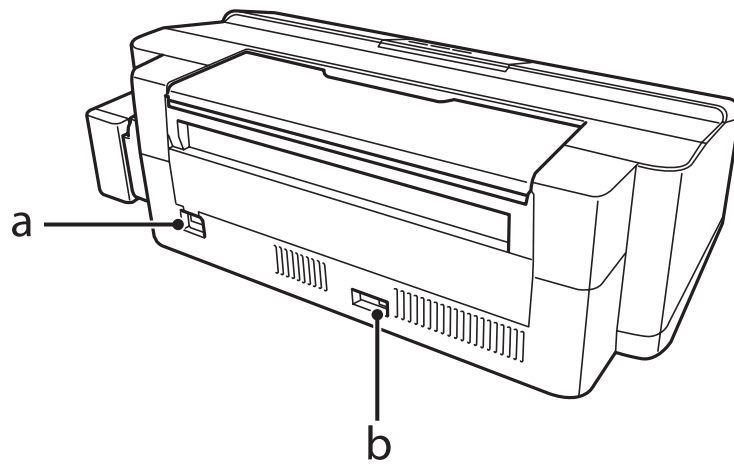


a.	Paper support
b.	Ink tank unit
c.	Transportation lock
d.	Output tray
e.	Output tray extension
f.	Control panel
g.	Edge guide
h.	Rear paper feed

Getting to Know Your Product

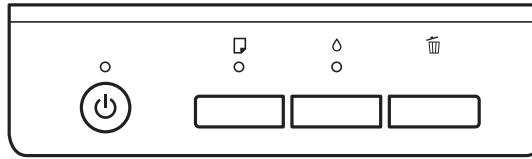


a.	Printer cover
b.	Ink tubes
c.	Ink reservoir tanks (Ink tanks)
d.	Print head (under this section)



a.	AC inlet
b.	USB port

## Guide to the Control Panel



### Buttons

Buttons	Functions
⏻	Turn the product on or off.
📄*	Feeds paper into the product and then ejects it to clean. ➔ <a href="#">"Cleaning the interior of the product" on page 49</a>
💧	To perform print head cleaning, press for three seconds until the ⏻ light starts flashing. ➔ <a href="#">"Cleaning the Print Head" on page 43</a>
🗑️	Cancels a print job or stops printing.

\* While pressing the 📄 button, turn on the product to print the nozzle check.  
➔ ["Checking the Print Head Nozzles" on page 42](#)

### Lights

Lights	Functions
⏻	On when the product is on. Flashes when the product is starting up, shutting down, receiving data, printing, charging ink, loading and ejecting paper, or cleaning the print head.
📄	➔ <a href="#">"Error Indicators" on page 56</a>
💧	➔ <a href="#">"Error Indicators" on page 56</a>

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# Paper Handling

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## Introduction to Using, Loading, and Storing Media

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

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

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

**Note:**

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



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## Storing paper

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

## Selecting Paper

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

## Paper Handling

Media Type	Size	Loading capacity (sheets)
Plain paper*1	Letter*2	Up to 12mm
	A3*2	Up to 5mm
	B4*2	Up to 5mm
	A4*2	Up to 12mm
	B5*2	Up to 12mm
	A5*2	Up to 12mm
	A6*2	Up to 12mm
	Legal*2	One sheet at a time
	User Defined Size*3	One sheet at a time
Envelope	#10	10
	DL	10
	C4	10
	C6	10
Epson Bright White Ink Jet Paper	A4*3	Up to 80 sheets
Epson Matte Paper - Heavyweight	A3+	Up to 10 sheets
	A3	Up to 10 sheets
	A4	Up to 30 sheets
Epson Premium Glossy Photo Paper	A3+	Up to 10 sheets
	A3	Up to 10 sheets
	A4	Up to 30 sheets
	10 × 15 cm (4 × 6 in.)	Up to 30 sheets
	13 × 18 cm (5 × 7 in.)	Up to 20 sheets
	16:9 wide size	Up to 20 sheets

\*1 Paper with a weight of 64 g/m<sup>2</sup> (17 lb) to 90 g/m<sup>2</sup> (24 lb).

\*2 The loading capacity for manual 2-sided printing is 30 sheets.

\*3 The loading capacity for manual 2-sided printing is 1 sheet.

---

## Paper type settings from the printer driver

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

## Paper Handling

For this paper	Printer driver paper type
Plain paper*	plain papers
Epson Bright White Ink Jet Paper*	plain papers
Epson Iron-On Cool Peel Transfer Paper	plain papers
Epson Ultra Glossy Photo Paper	Epson Ultra Glossy
Epson Premium Glossy Photo Paper*	Epson Premium Glossy
Epson Premium Semigloss Photo Paper	Epson Premium Semigloss
Epson Photo Paper Glossy	Photo Paper Glossy
Epson Matte Paper – Heavyweight*	Epson Matte
Epson Double-Sided Matte Paper	Epson Matte
Epson Photo Quality Ink Jet Paper*	Epson Photo Quality Ink Jet
Photo Stickers 16	Epson Photo Stickers
Envelopes	Envelope

\* These paper types are compatible with Exif Print and PRINT Image Matching. For more information, refer to the documentation that came with the Exif Print or PRINT Image Matching compatible digital camera.

**Note:**

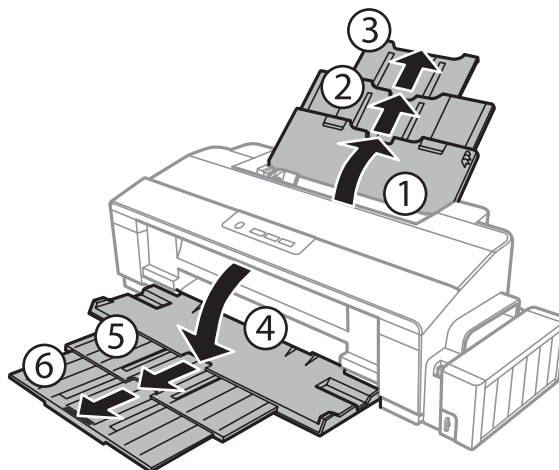
The availability of special media varies by location. For the latest information on media available in your area, contact Epson support.

➔ [“Technical Support Web Site” on page 75](#)

## Loading Paper

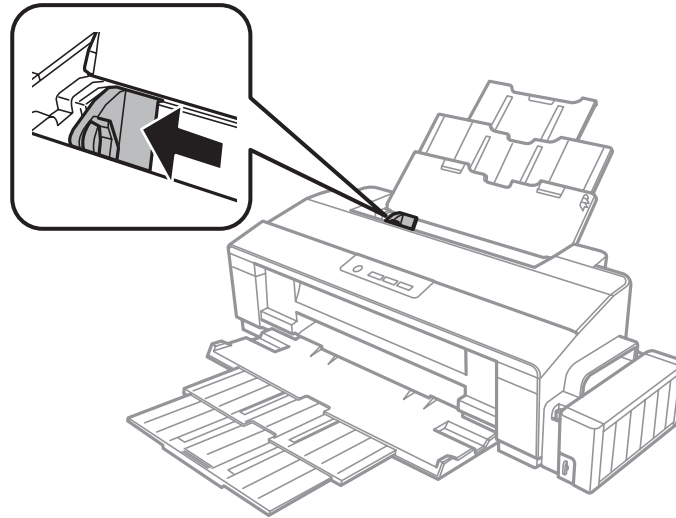
Follow these steps to load paper:

- 1 Slide out the paper support and the output tray.



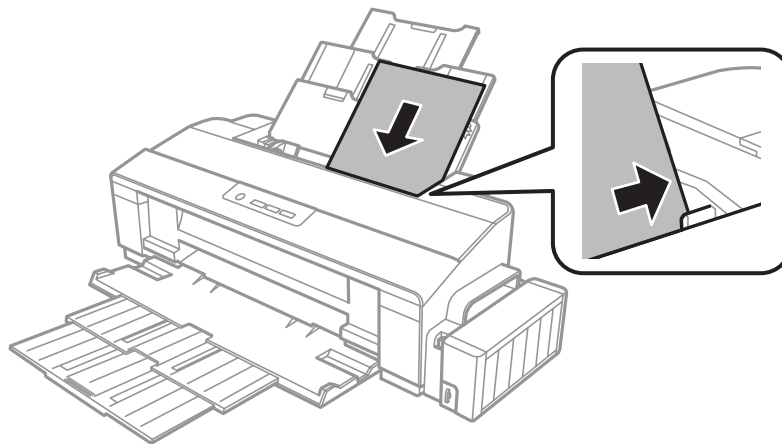
## Paper Handling

- 2 Slide the edge guide to the left.



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

- 4 Load the paper with the printable side up, against the right side of the rear paper feed. The printable side is usually whiter or glossier than the other side.



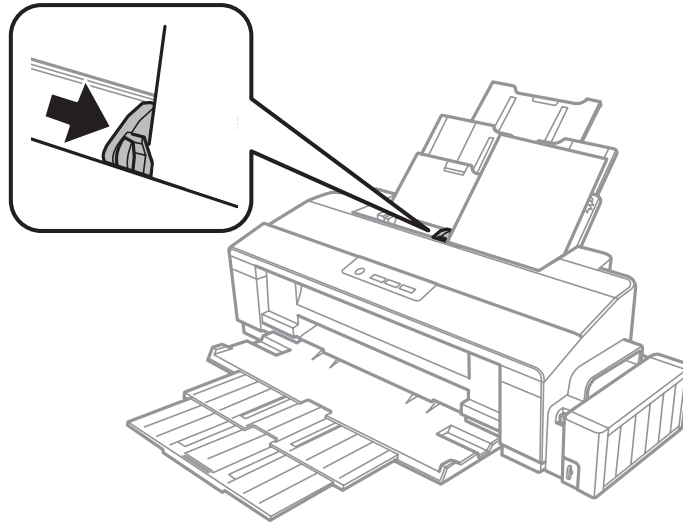
**Note:**

*Always load paper into the rear paper feed short edge first, even when you are printing landscape-oriented pictures.*




## Paper Handling

- 5** Slide the edge guide against the left edge of the paper, but not too tightly.



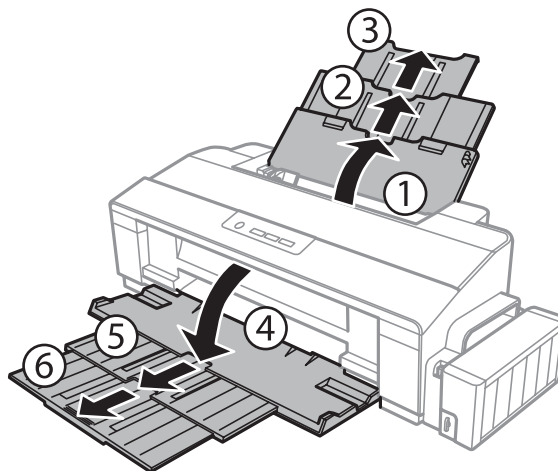
**Note:**

- ❑ Leave enough space in front of the product for the paper to be fully ejected.
  - ❑ For plain paper, do not load paper above the  arrow mark inside the edge guide.  
For Epson special media, make sure the number of sheets is less than the limit specified for the media.
- ➔ [“Selecting Paper” on page 13](#)

## Loading Envelopes

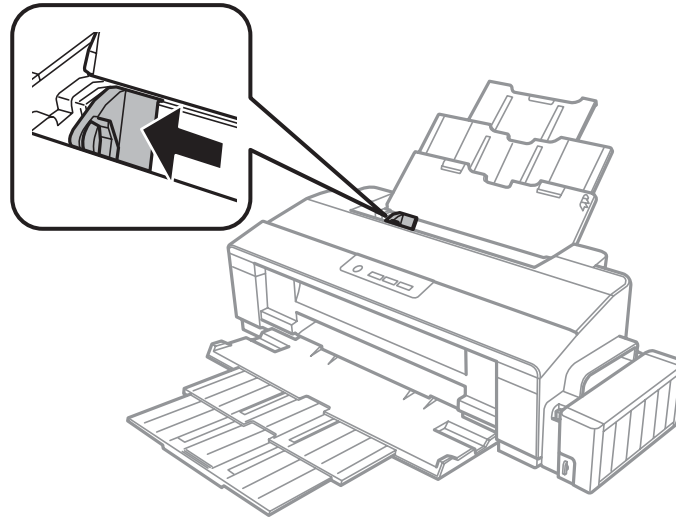
Follow these steps to load envelopes:

- 1** Slide out the paper support and the output tray.

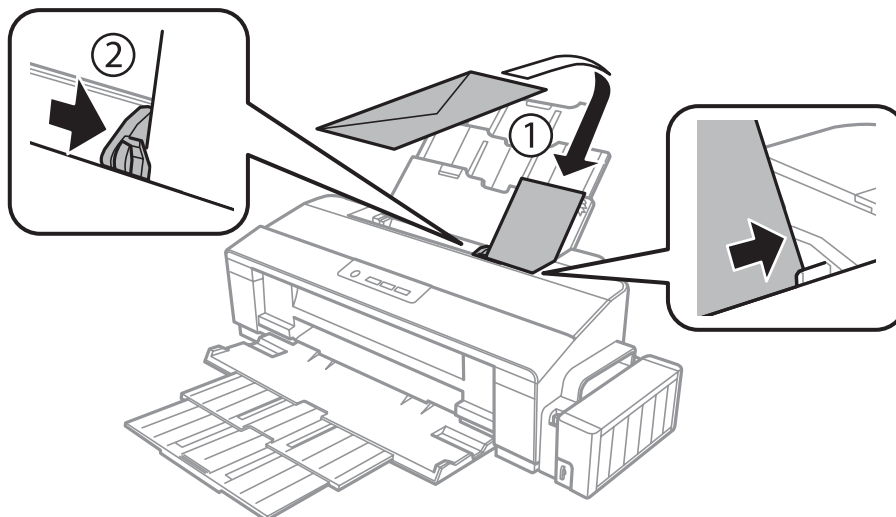


## Paper Handling

- 2** Slide the edge guide to the left.



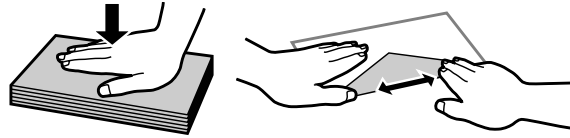
- 3** Load envelopes short edge first with the flap facing down, against the right side of the rear paper feed. Then slide the edge guide against the left edge of the envelopes, but not too tightly.



## Paper Handling

**Note:**

- The thickness of envelopes and their ability to fold vary widely. If the total thickness of the stack of envelopes exceeds the limit for plain paper, press down on the envelopes to flatten them before loading. If print quality declines when a stack of envelopes is loaded, load one envelope at a time.*
- Do not use envelopes that are curled or folded.*
- Flatten the envelope and the flaps before loading.*



- Flatten the leading edge of the envelope before loading.*
- Avoid using envelopes that are too thin, as they may curl during printing.*
- Align the edges of the envelopes before loading.*

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# Printing

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## Printer Driver and Status Monitor

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

**Note for Windows users:**

- ❑ Your printer driver automatically finds and installs the latest version of the printer driver from Epson's Web site. Click the **Software Update** button in your printer driver's **Maintenance** window, and then follow the on-screen instructions. If the button does not appear in the **Maintenance** window, point at **All Programs** or **Programs** in the Windows Start menu, and check in the **EPSON** folder.
- ❑ If you want to change the language of the driver, select the language you want to use from the **Language** setting in your printer driver's **Maintenance** window. Depending on the location, this function may not be available.

---

## Accessing the printer driver for Windows

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

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

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

Refer to the following sections to access the printer driver.

**Note:**

Screen shots of the printer driver windows in this User's Guide are from Windows 7.

### From Windows applications

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

### From the desktop

- ❑ **Windows 8:**  
Select **Desktop**, **Settings** charm, and **Control Panel**. Then select **Devices and Printers** from the **Hardware and Sound** category. Right-click on the product, or press and hold the product, and select **Printing preferences**.
- ❑ **Windows 7:**  
Click the start button, select **Devices and Printers**. Then right-click the product and select **Printing preferences**.

## Printing

- ❑ **Windows Vista:**  
Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category. Then select the product and then click **Select printing preferences**.
- ❑ **Windows XP:**  
Click **Start, Control Panel, (Printers and Other Hardware,)** then **Printers and Faxes**. Select the product, then click **Printing Preferences** on the File menu.


### From the shortcut icon on the taskbar

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

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

### Getting information through online help

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

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

---

## Accessing the printer driver for Mac OS X

The table below describes how to access the printer driver dialog.

Dialog Box	How to Access It
Page Setup	Click <b>Page Setup</b> on the File menu of your application. <i>Note:</i> <i>Depending on your application, the Page Setup menu may not appear in the File menu.</i>
Print	Click <b>Print</b> on the File menu of your application.
Epson Printer Utility 4	For <b>Mac OS X 10.9, 10.8</b> or <b>10.7</b> , click <b>System Preferences</b> on the Apple menu and then click <b>Printers &amp; Scanners</b> (for Mac OS X 10.9) or <b>Print &amp; Scan</b> (for Mac OS X 10.8 or 10.7). Select your product from the Printers list box, click <b>Options &amp; Supplies, Utility</b> , and then click <b>Open Printer Utility</b> .  For Mac OS X 10.6, click <b>System Preferences</b> on the Apple menu and then click <b>Print &amp; Fax</b> . Select your product from the Printers list box, click <b>Options &amp; Supplies, Utility</b> , and then click <b>Open Printer Utility</b> .  For Mac OS X 10.5, click <b>System Preferences</b> on the Apple menu and then click <b>Print &amp; Fax</b> . Select your product from the Printers list box, click <b>Open Print Queue</b> and then click <b>Utility</b> button.

## Basic Operations

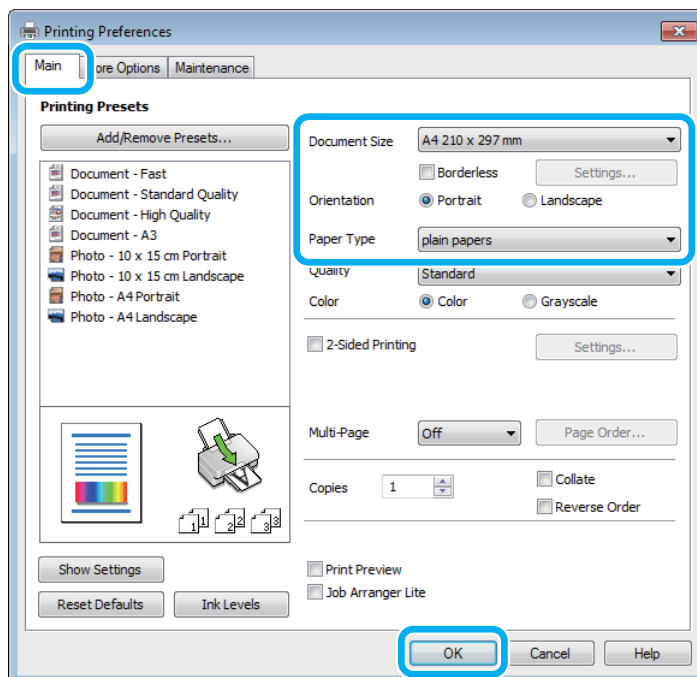
### Basic printing

**Note:**

- The screen shots in this manual may vary depending on the model.
- Before you print, load paper properly.
  - ➔ [“Loading Paper” on page 15](#)
  - ➔ [“Loading Envelopes” on page 17](#)
- Refer to the section below for the printable area.
  - ➔ [“Printable area” on page 71](#)
- After completing the settings, print one test copy and examine the results before printing an entire job.

### Basic product settings for Windows

- 1 Open the file you want to print.
- 2 Access the printer settings.
  - ➔ [“Accessing the printer driver for Windows” on page 20](#)



**Note:**

*Borderless printing is not available for this printer.*

- 3 Click the **Main** tab.

## Printing

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

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

**Note:**  
Select **Landscape** when printing on envelopes.

**6** Select the appropriate Paper Type setting.  
➔ [“Paper type settings from the printer driver” on page 14](#)

**Note:**  
Print quality is automatically adjusted for the selected Paper Type.

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

**Note:**  
To make changes to advanced settings, refer to the relevant section.

**8** Print your file.

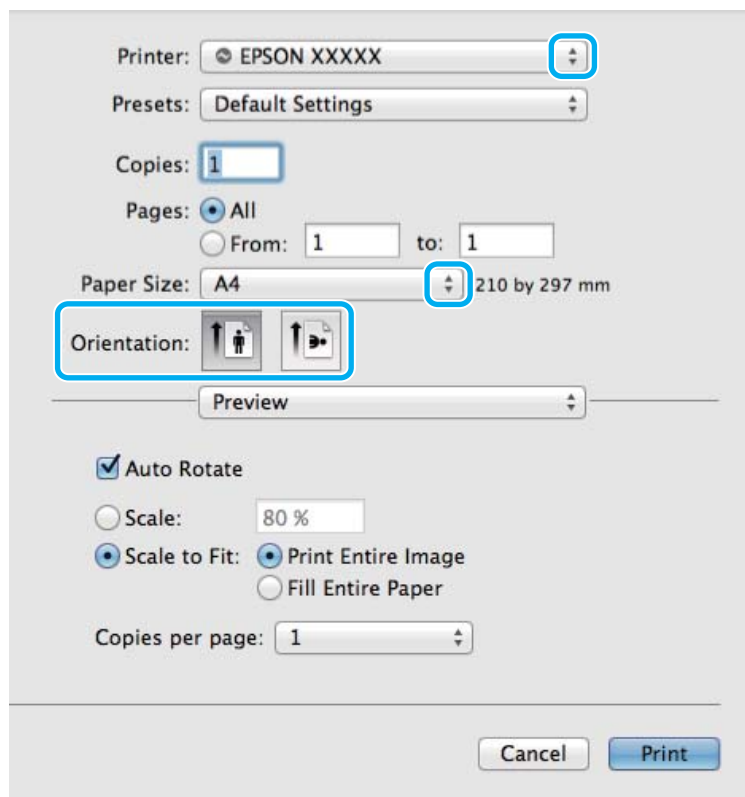
## Basic product settings for Mac OS X

**Note:**  
Screen shots of the printer driver windows in this section are from Mac OS X 10.7.

**1** Open the file you want to print.

## Printing

- 2 Access the Print dialog box.  
 ➔ “Accessing the printer driver for Mac OS X” on page 21



**Note:**

If the simplified dialog box is displayed, click the **Show Details** button (for Mac OS X 10.9, 10.8 or 10.7) or the ▼ button (for Mac OS X 10.6 or 10.5) to extend this dialog box.

- 3 Select the product you are using as the Printer setting.

**Note:**

Depending on your application, you may not be able to select some of the items in this dialog box. If so, click **Page Setup** on the File menu of your application, and then make suitable settings.

- 4 Select the appropriate Paper Size setting.

- 5 Select the appropriate Orientation setting.

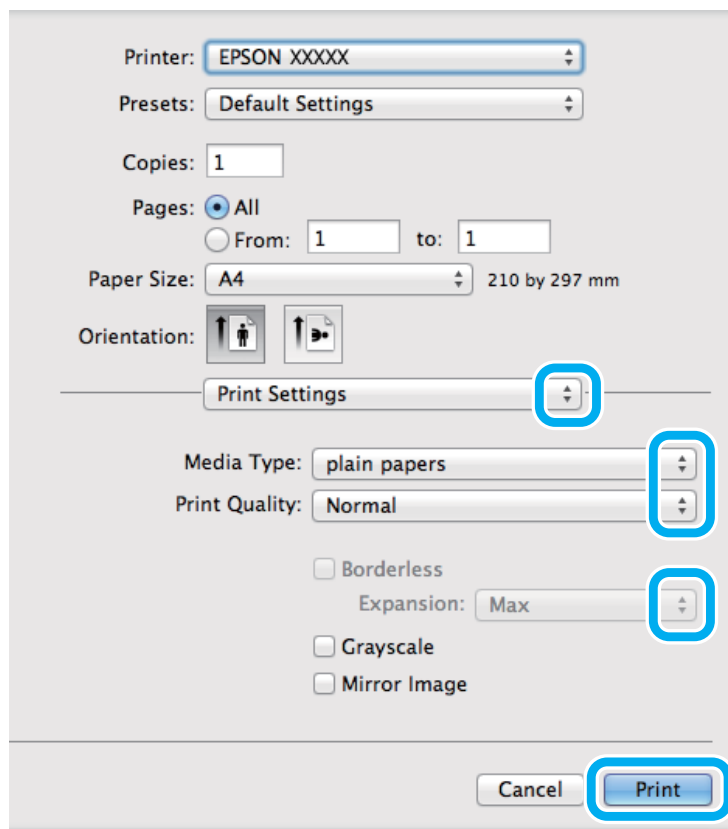
**Note:**

Select landscape orientation when printing envelopes.



## Printing

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



**Note:**  
Borderless printing is not available for this printer.


- 7** Select the appropriate Media Type setting.  
➔ [“Paper type settings from the printer driver” on page 14](#)

- 8** Click **Print** to start printing.

## Canceling printing

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

### Using the product button

Press the  button to cancel a print job in progress.

### For Windows

**Note:**  
You cannot cancel a print job that has been completely sent to the product. In this case, cancel the print job by using the product.

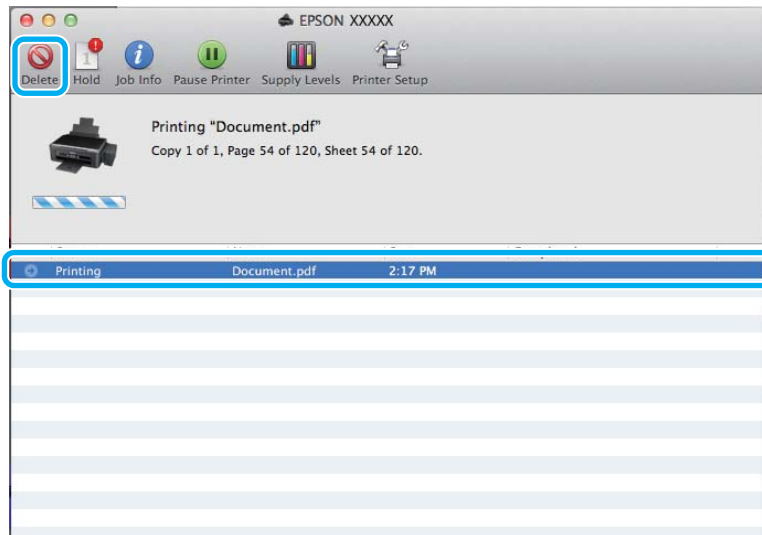
## Printing

- 1 Access the EPSON Status Monitor 3.  
➔ “For Windows” on page 58
- 2 Click the **Print Queue** button. The Windows Spooler appears.
- 3 Right-click on the job you want to cancel and then select **Cancel**.


### For Mac OS X

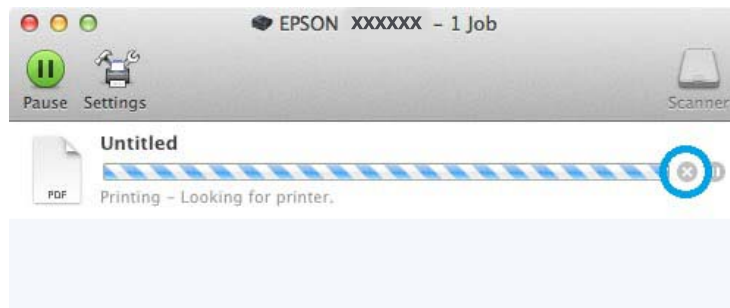
Follow the steps below to cancel a print job.

- 1 Click your product icon in the Dock.
- 2 In the Document Name list, select the document which is printing.
- 3 Click the **Delete** button to cancel the print job.



For Mac OS X 10.9 or 10.8:

Click the  button to cancel the print job.



## Other Options

---

### Product presets (for Windows only)

Printer driver presets make printing a snap. You can also create presets of your own.

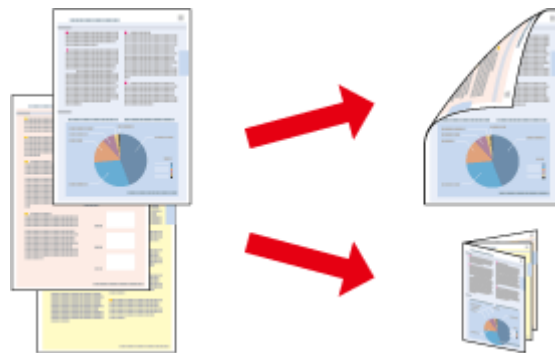
#### Product settings for Windows

- 1 Access the printer settings.  
→ [“Accessing the printer driver for Windows” on page 20](#)
- 2 Select a Printing Presets in the Main tab. Product settings are automatically set to the values displayed in the pop-up window.

---

### 2-sided printing (for Windows only)

Use the printer driver to print on both sides of the paper.



Two types of 2-sided printing are available: standard and folded booklet.

2-sided printing is only available for the following papers and sizes.

Paper	Size
Plain paper	Legal, Letter, A3, A4, B4, B5, A5, A6, User Defined Size
Epson Bright White Ink Jet Paper	A4
Epson Double-Sided Matte Paper	A4

## Printing

**Note:**

- This feature is not available for Mac OS X.
- This feature may not be available at some settings.
- This feature may not be available when the product is accessed over a network or is used as a shared printer.
- The loading capacity differs during 2-sided printing.  
➔ [“Selecting Paper” on page 13](#)
- Only use papers that are suitable for 2-sided printing. Otherwise, the printout quality may deteriorate.
- Depending on the paper and the amount of ink used to print text and images, ink may bleed through to the other side of the paper.
- The surface of the paper may be smeared during 2-sided printing.
- This feature is available only when EPSON Status Monitor 3 is enabled. To enable the status monitor, access the printer driver and click the **Maintenance** tab followed by the **Extended Settings** button. In the Extended Settings window, check the **Enable EPSON Status Monitor 3** check box.

## Product settings for Windows

- 1** Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 20](#)

- 2** Select **2-Sided Printing** check box.

- 3** Click **Settings**, and make the appropriate settings.

**Note:**

If you want to print a folded booklet, select **Booklet**.

- 4** Check the other settings and print.

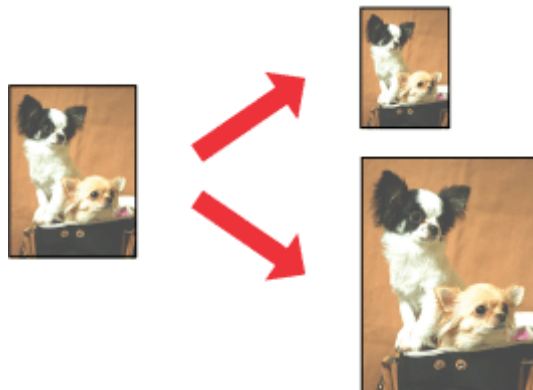
**Note:**

- The actual binding margin may be different from the specified settings depending on your application. Experiment with a few sheets to examine actual results before printing the entire job.
- Make sure that the ink is completely dry before reloading the paper.

---

## Fit to page printing

Lets you automatically enlarge or reduce the size of your document to fit the paper size selected in the printer driver.

**Note:**

*This feature may not be available at some settings.*

### Product settings for Windows

- 1 Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 20](#)
- 2 Select **Reduce/Enlarge Document** and **Fit to Page** in the More Options tab, and then select the size of the paper you are using from Output Paper.
- 3 Check the other settings and print.

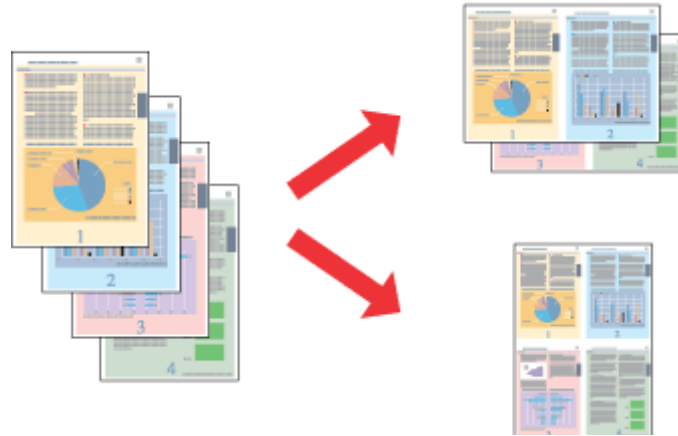
### Product settings for Mac OS X

- 1 Access the Print dialog box.  
➔ [“Accessing the printer driver for Mac OS X” on page 21](#)
- 2 Choose **Scale to fit paper size** for Destination Paper Size in the Paper Handling pane and select the desired paper size from the pop-up menu.
- 3 Check the other settings and print.

---

## Pages per sheet printing

Lets you use the printer driver to print two or four pages on a single sheet of paper.

**Note:**

*This feature may not be available at some settings.*

### Product settings for Windows

- 1 Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 20](#)
- 2 Select **2-Up** or **4-Up** as Multi-Page in the Main tab.
- 3 Click **Page Order**, and make the appropriate settings.
- 4 Check the other settings and print.

### Product settings for Mac OS X

- 1 Access the Print dialog box.  
➔ [“Accessing the printer driver for Mac OS X” on page 21](#)
- 2 Select the desired number of Pages per Sheet and the Layout Direction (page order) in the Layout pane.
- 3 Check the other settings and print.

# Sharing the Product for Printing

---

## Setup for Windows

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

First you will set up the product as a shared printer on the computer directly connected to it. Then you will add the product to each network computer that will access it.

**Note:**

- These instructions are for small networks only. To share the product on a large network, consult your network administrator.*
- The screen shots in the following section are from Windows 7.*

## Setting up the product as a shared printer

**Note:**

- To set up the product as a shared printer in Windows 8, 7 or Vista, you will need an account with administrator privileges and the password if you log on as a standard user.*
- To set up the product as a shared printer in Windows XP, you must log on to a Computer Administrator account.*

Follow the steps below on the computer that is connected directly to the product:

**1****Windows 8:**

Select **Desktop**, **Settings** charm, and **Control Panel**. Then select **Devices and Printers** from the **Hardware and Sound** category.

**Windows 7:**

Click the start button, select **Devices and Printers**.

**Windows Vista:**

Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category.

**Windows XP:**

Click **Start** and select **Control Panel**, and then select **Printers and Faxes**, from the **Printers and Other Hardware** category.

**2****Windows 8 and 7:**

Right-click on the product, or press and hold the product, and select **Printer properties**, and then select **Sharing**. Then select the **Change Sharing Options** button.

**Windows Vista:**

Right-click the icon for your product, and then click **Sharing**. Click the **Change sharing options** button and then click **Continue**.

**Windows XP:**

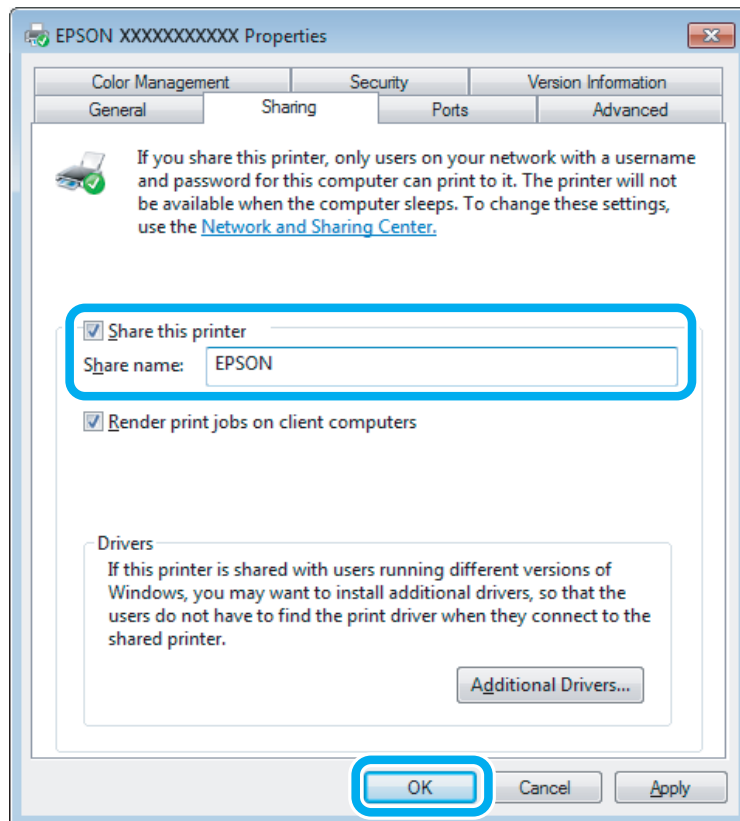
Right-click the icon for your product, then click **Sharing**.

## Printing

- 3** Select **Share this printer**, then type a Share name.

**Note:**

*Do not use spaces or hyphens in the share name.*



If you want to automatically download printer drivers for computers that are running different versions of Windows, click **Additional Drivers** and select the environment and the operating systems of the other computers. Click **OK**, then insert the product software disk.

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

## Adding the product to the other network computers

Follow these steps to add the product to each network computer that will access it.

**Note:**

*Your product must be set up as a shared printer on the computer to which it is connected before you can access it from another computer.*

➔ *"Setting up the product as a shared printer" on page 31.*



## Printing

**1****Windows 8:**

Select **Desktop**, **Settings** charm, and **Control Panel**. Then select **Devices and Printers** from the **Hardware and Sound** category.

**Windows 7:**

Click the start button, select **Devices and Printers**.

**Windows Vista:**

Click the start button, select **Control Panel**, and then select **Printer** from the **Hardware and Sound** category.

**Windows XP:**

Click **Start** and select **Control Panel**, and then select **Printers and Faxes**, from the **Printers and Other Hardware** category.

**2****Windows 8, 7 and Vista:**

Select the **Add a printer** button.

**Windows XP:**

Click the **Add a printer** button. The Add Printer Wizard appears. Click the **Next** button.

**3****Windows 8:**

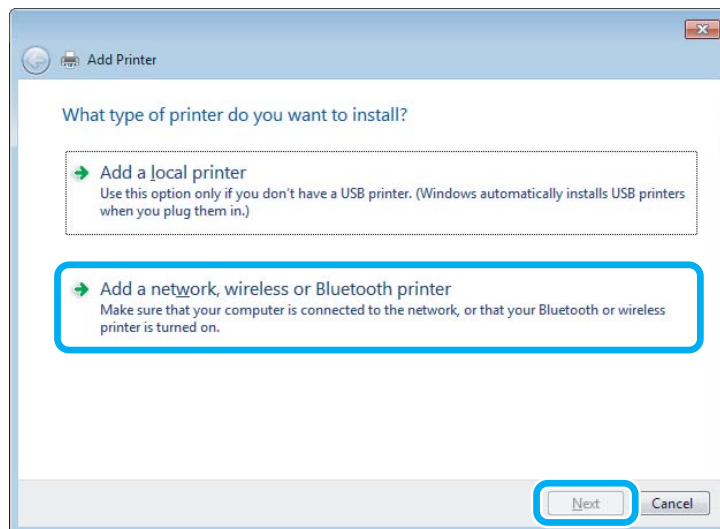
Go to Step 4.

**Windows 7 and Vista:**

Click **Add a network, wireless or Bluetooth printer**, and then click **Next**.

**Windows XP:**

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

**4**

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

**Note:**

Depending on the operating system and the configuration of the computer to which the product is connected, the Add Printer Wizard may prompt you to install the printer driver from the product software disk. Click the **Have Disk** button and follow the on-screen instructions.

---

## Setup for Mac OS X

To set up your product on a Mac OS X network, use the Printer Sharing setting. See your Macintosh documentation for details.

# Ink Bottle Information

You can use the following ink bottles with this product.

Ink bottles	Part numbers
Black	664
Cyan	664
Magenta	664
Yellow	664



**Important:**

*Use of genuine Epson ink other than specified could cause damage that is not covered by Epson's warranties.*

**Note:**

*Not all ink bottles are available in all regions.*

Color	Black, Magenta, Cyan, Yellow
Temperature	Storage: -20 to 40 °C (-4 to 104 °F) 1 month at 40 °C (104 °F) Freezing: * -16 °C (3.2 °F)

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

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# Refilling Ink

---

## Ink Bottle Safety Instructions, Precautions, and Specifications

---

### Safety instructions

Observe the following when handling the ink:

- Keep ink bottles and the ink tank unit out of the reach of children. Do not allow children to drink from or handle the ink bottles and ink bottle cap.
- Do not tilt or shake an ink bottle after removing its seal; this can cause leakage.
- Be careful not to touch any ink when you handle the ink tanks, ink tank caps, and opened ink bottles or ink bottle caps.  
If ink gets on your skin, wash the area thoroughly with soap and water.  
If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems continue after a thorough flushing, see a doctor immediately.  
If ink gets into your mouth, spit it out immediately and see a doctor right away.

---

### Precautions on refilling ink

Read all of the instructions in this section before refilling ink.

- Use ink bottles with the correct part number for this product.  
➔ [“Ink Bottle Information” on page 35](#)
- Epson recommends the use of genuine Epson ink bottles. 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 product behavior.
- Other products not manufactured by Epson may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic product behavior.
- This product requires careful handling of ink. Ink may splatter when the ink tanks are filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off.
- To maintain optimum print head performance, some ink is consumed from all ink tanks not only during printing but also during maintenance operation such as print head cleaning.
- Do not open the ink bottle package until you are ready to fill the ink tank. The ink bottle is vacuum packed to maintain its reliability. If you leave an ink bottle unpacked for a long time before using it, normal printing may not be possible.
- If any of the ink tanks are not filled up to the lower line, refill the ink soon. Continued use of the product when the ink level is below the lower line on the tanks could damage the product.

## Refilling Ink

- ❑ After bringing an ink bottle inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- ❑ Store ink bottles in a cool, dark place.
- ❑ Store the ink bottles in the same environment as the product. When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when you transport the bottle.

---

## Ink bottle specifications

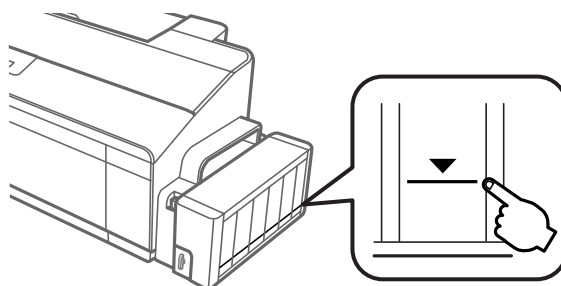
- ❑ Epson recommends using the ink bottle before the date printed on the package.
- ❑ The ink bottles packaged with your product are partly used during initial setup. In order to produce high quality printouts, the print head in your product will be fully charged with ink. This one-off process consumes a quantity of ink and therefore these bottles may print fewer pages compared to subsequent ink bottles.
- ❑ Quoted yields may vary depending on the images that you are printing, the paper type that you are using, the frequency of your prints and environmental conditions such as temperature.
- ❑ Although the ink bottles may contain recycled materials, this does not affect product function or performance.
- ❑ When printing in monochrome or grayscale, color inks instead of black ink may be used depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.

## Checking the Ink Levels

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

**!** **Important:**

- ❑ *If any of the ink tanks are not filled up to the lower line, fill them to the upper line on the ink tank. Continued use of the product when the ink level is below the lower line on the tanks could damage the product.*



- ❑ *This printer has two black ink tanks. Make sure the ink level for both ink tanks is above the lower line.*

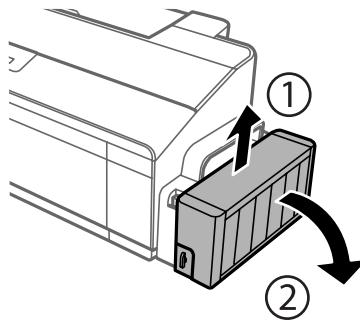
## Refilling the Ink Tanks

**Note:**

The illustrations show how to refill the ink tank at the far left. However, the instructions are the same for all of the inks.

Ink can be refilled at any time.

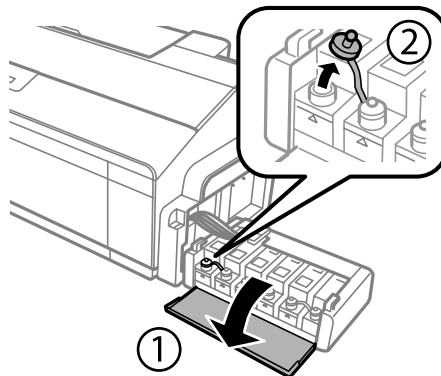
- 1 Unhook the ink tank unit from the product and lay it down.



**Note:**

Do not pull the tubes.

- 2 Open the ink tank unit cover, and then remove the cap of the ink tank.

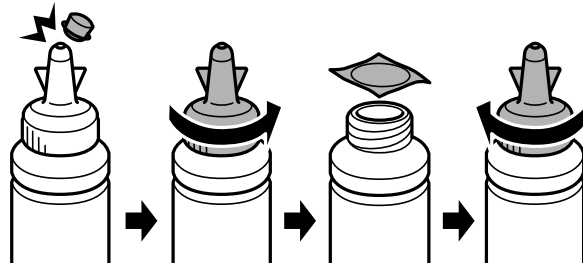


**Note:**

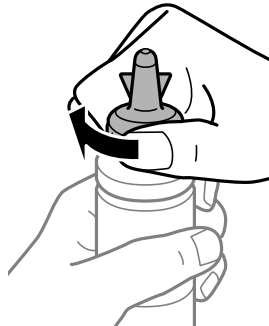
- Be careful not to spill any ink.
- Make sure that the color of the ink tank matches the ink color that you want to refill.

### Refilling Ink

- 3 Snap off the top of the cap, remove the cap of the ink bottle, remove the seal from the bottle, and then install the cap.

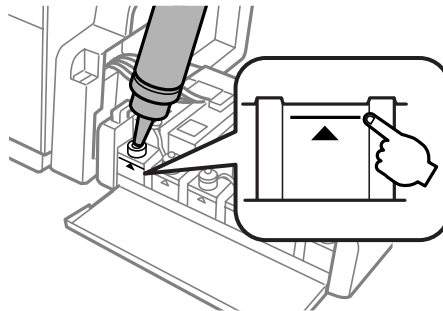


**!** **Important:**  
Close the ink bottle cap tightly; otherwise ink may leak.



**Note:**  
Do not dispose of the top of the cap. If any ink remains in the ink bottle after refilling the tank, use the top of the cap to seal the ink bottle cap.

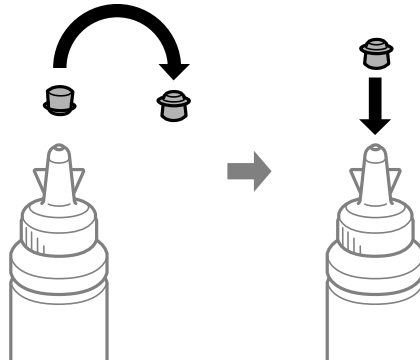
- 4 Refill the ink tank with the correct colored ink up to the upper line on the ink tank.



## Refilling Ink

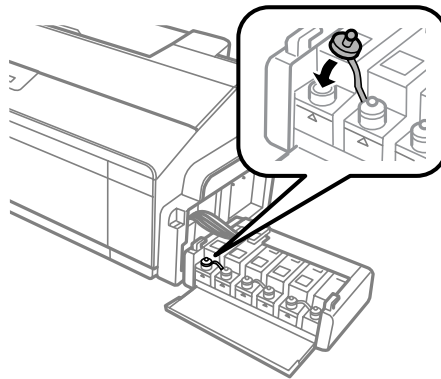
**Note:**

If any ink remains in the ink bottle after filling the ink tank up to the upper line, install the cap securely and store the ink bottle upright for later use.



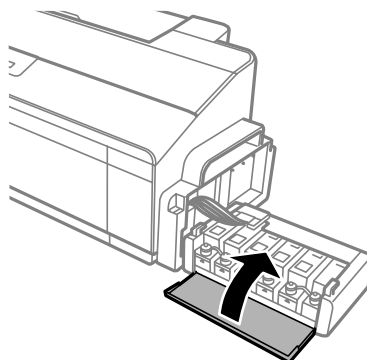
5

Close the cap onto the ink tank securely.



6

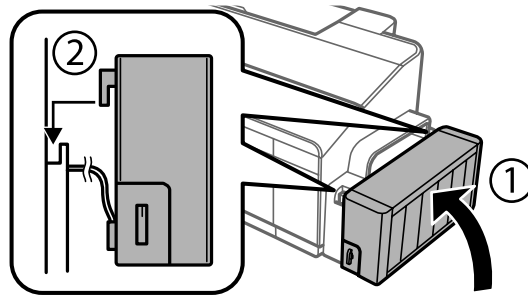
Close the ink tank unit cover.





## Refilling Ink

- 7 Hook the ink tank unit onto the product.



---

# Maintaining Your Product and Software

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## Checking the Print Head Nozzles

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

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

---

## Using the Nozzle Check utility for Windows

Follow the steps below to use the Nozzle Check utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure that A4-size paper is loaded in the rear paper feed.
- 3 Right-click the product icon on the taskbar, then select **Nozzle Check**.  
If the product icon does not appear, refer to the following section to add the icon.  
➔ [“From the shortcut icon on the taskbar” on page 21](#)
- 4 Follow the on-screen instructions.

---

## Using the Nozzle Check utility for Mac OS X



Follow the steps below to use the Nozzle Check utility.

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure that A4-size paper is loaded in the rear paper feed.
- 3 Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS X” on page 21](#)
- 4 Click the **Nozzle Check** icon.
- 5 Follow the on-screen instructions.

---

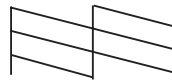
## Using the control panel

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

- 1 Make sure that no lights are indicating errors.
- 2 Turn off the product.
- 3 Make sure that A4 or Letter size paper is loaded in the rear paper feed.
- 4 While holding down the  button, press the  button to turn on the product.
- 5 When the product turns on, release both the buttons. The product prints the nozzle check pattern.

Below are two sample nozzle check patterns.

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



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



- ➔ [“Cleaning the Print Head” on page 43](#)
- ➔ [“Aligning the Print Head” on page 45](#)

## Cleaning the Print Head

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

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

## Maintaining Your Product and Software

**!** **Important:**

- ❑ Do not open the printer cover or turn off the product during head cleaning. If the head cleaning is incomplete, you may not be able to print.
- ❑ If print quality does not improve after repeating this procedure three times, turn the product off and wait for at least twelve hours. Then run the nozzle check again and repeat head cleaning if necessary. If print quality has still not improved, contact Epson support.


**Note:**

- ❑ Because print head cleaning uses some ink from all tanks, clean the print head only if quality declines; for example, if the printout is blurry or the color is incorrect or missing.
- ❑ Use the Nozzle Check utility first to confirm that the print head needs to be cleaned. This saves ink.
- ❑ When ink is low you may not be able to clean the print head. Prepare a new ink bottle.
- ❑ To maintain print quality, we recommend printing a few pages on a regular basis.

---

## Using the Head Cleaning utility for Windows


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

- 1 Make sure that the transportation lock is set to the unlocked  position.
- 2 Make sure that no warnings or errors are indicated in the control panel.
- 3 Right-click the product icon on the taskbar, then select **Head Cleaning**.  
If the product icon does not appear, refer to the following section to add the icon.  
➔ [“From the shortcut icon on the taskbar” on page 21](#)
- 4 Follow the on-screen instructions.

---

## Using the Head Cleaning utility for Mac OS X

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

- 1 Make sure that the transportation lock is set to the unlocked  position.
- 2 Make sure that no warnings or errors are indicated in the control panel.
- 3 Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS X” on page 21](#)
- 4 Click the **Head Cleaning** icon.





## Maintaining Your Product and Software

- 5 Follow the on-screen instructions.

---

### Using the control panel

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

- 1 Make sure that the transportation lock is set to the unlocked  position.
- 2 Make sure that no lights are indicating errors.
- 3 Hold down the  button for three seconds.  
The product starts cleaning the print head and the  light begins flashing.
- 4 When the  light stops flashing, print a nozzle check pattern to confirm that the head is clean.  
➔ [“Checking the Print Head Nozzles” on page 42](#)

### Aligning the Print Head

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

Refer to the appropriate section below.

**Note:**

*Do not press the  button to cancel printing while printing a test pattern with the Print Head Alignment utility.*

---

### Using the Print Head Alignment utility for Windows

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

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure A4-size paper is loaded in the rear paper feed.
- 3 Right-click the product icon on the taskbar, then select **Print Head Alignment**.  
If the product icon does not appear, refer to the following section to add the icon.  
➔ [“From the shortcut icon on the taskbar” on page 21](#)
- 4 Follow the on-screen instructions to align the print head.

---

## Using the Print Head Alignment utility for Mac OS X

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

- 1 Make sure that no warnings or errors are indicated in the control panel.
- 2 Make sure A4-size paper is loaded in the rear paper feed.
- 3 Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS X” on page 21](#)
- 4 Click the **Print Head Alignment** icon.
- 5 Follow the on-screen instructions to align the print head.

## Replacing Ink inside the Ink Tubes

If you have not used the product for a long time and notice banding or missing colors in the printouts, you may need to replace the ink inside the ink tubes to solve the problem.

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

**Important:**

*This function consumes a lot of ink. Before using this function, make sure there is enough ink in the product's ink tanks. If there is not enough ink, refill the ink tanks.*


**Note:**

- ❑ *This function effects the service life of the ink pads. Ink pads reach their capacity earlier by running this function. Contact Epson Support or an authorised Epson service provider to request replacement before the end of their service life. It is not a user-serviceable part.*
- ❑ *After using the Power Ink Flushing utility, turn the product off and wait for at least twelve hours. Using this function improves the print quality after twelve hours, however it cannot be used again within twelve hours of the last use. If you still cannot solve the problem after trying all of the methods above, contact Epson support.*

---

## Using the Power Ink Flushing utility for Windows

Follow the steps below to use the Power Ink Flushing utility.

- 1 Make sure that the transportation lock is set to the unlocked  position.
- 2 Make sure that no warnings or errors are indicated in the control panel.


## Maintaining Your Product and Software

- 3 Access the printer driver.  
➔ [“Accessing the printer driver for Windows” on page 20](#)
- 4 Click the **Maintenance** tab, then click the **Power Ink Flushing** button.
- 5 Follow the on-screen instructions.

---

## Using the Power Ink Flushing utility for Mac OS X

Follow the steps below to use the Power Ink Flushing utility.

- 1 Make sure that the transportation lock is set to the unlocked  position.
- 2 Make sure that no warnings or errors are indicated in the control panel.
- 3 Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS X” on page 21](#)
- 4 Click the **Power Ink Flushing** icon.
- 5 Follow the on-screen instructions.

## Saving Power

The product enters sleep mode or turns off automatically if no operations are performed for a set period.

You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

Follow the steps below to adjust the time.

---

## For Windows

- 1 Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 20](#)
- 2 Click the **Maintenance** tab, and then click the **Printer and Option Information** button.
- 3 Select **Off**, **30 minutes**, **1 hour**, **2 hours**, **4 hours**, **8 hours**, or **12 hours** as the Power Off Timer setting, and click the **Send** button.
- 4 Select **3 minutes**, **5 minutes**, **10 minutes**, or **15 minutes** as the Sleep Timer setting, and click the **Send** button.

## Maintaining Your Product and Software

- 5 Click the **OK** button.

---

### For Mac OS X

- 1 Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS X” on page 21](#)
- 2 Click the **Printer Settings** button. The Printer Settings screen appears.
- 3 Select **Off**, **30 minutes**, **1 hour**, **2 hours**, **4 hours**, **8 hours**, or **12 hours** as the Power Off Timer setting.
- 4 Select **3 minutes**, **5 minutes**, **10 minutes**, or **15 minutes** as the Sleep Timer setting.
- 5 Click the **Apply** button.

## Quieter Printer Operations

You can make printer operations quiet without changing the print quality. However, printing speed might be reduced.

---

### For Windows

- 1 Access the printer settings.  
➔ [“Accessing the printer driver for Windows” on page 20](#)
- 2 In the **Main** window, select **Off** or **On** as the **Quiet Mode**.

---

### For Mac OS X

- 1 Click **System Preferences** on the Apple menu.
- 2 Click **Printers & Scanners** (for Mac OS X 10.9), **Print & Scan** (for Mac OS X 10.8 or 10.7) or **Print & Fax** (for Mac OS X 10.6 or 10.5), and then select your product from the Printers list box.
- 3 Click **Options & Supplies**, and then **Driver**.
- 4 Select **Off** or **On** as the Quiet Mode.



# Checking the Number of Sheets of Paper Fed

You can check the number of sheets of paper fed from the printer driver.

Click the **Printer and Option Information** button on your printer driver's Maintenance window (for Windows) or on the Epson Printer Utility 4 (for Mac OS X).

## Cleaning the Product

---

### Cleaning the exterior of the product

To keep your product operating at its best, clean it thoroughly several times a year by using the following instructions.

**Important:**

*Never use alcohol or thinner to clean the product. These chemicals can damage the product.*

**Note:**

*Close the paper support and the output tray when you are not using the product to protect the product from dust.*

---

### Cleaning the interior of the product

**Caution:**

*Be careful not to touch the parts inside the product.*

**Important:**

- Be careful to keep water away from the electronic components.
- Do not spray the inside of the product with lubricants.
- Unsuitable oils can damage the mechanism. Contact your dealer or a qualified service person if lubrication is needed.


**1**

Make sure that no lights are indicating errors.

**2**

Load several sheets of A4/Letter size or larger paper.

**3**

Press the  button to feed and eject paper.

**4**

Repeat step 3 if needed.

## Transporting the Product

If you move the product some distance, you need to prepare it for transportation in its original box or one of a similar size.

**!** **Important:**

- ❑ When storing or transporting the product, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.
- ❑ When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when you transport the bottle.

- 1** Open the printer cover and make sure the print head is in the home position on the right.

**Note:**

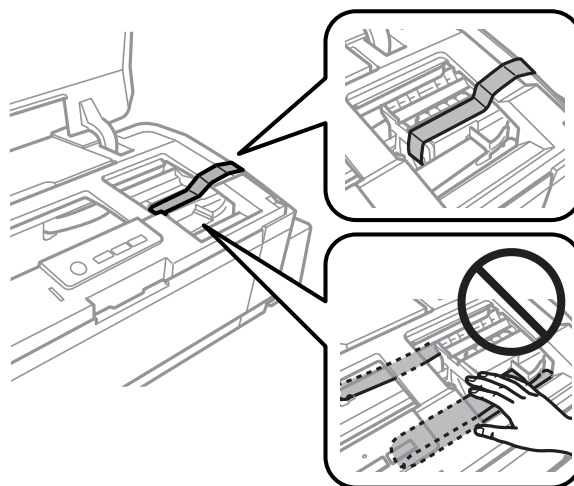
*If the print head is not in the home position, turn on the product and wait until the print head moves to the far right position. Then turn off the product.*

- 2** Turn off the product and unplug its power cord.

- 3** Disconnect the interface cable from the product.

- 4** Remove all paper from the rear paper feed.

- 5** Open the printer cover. Secure the print head with a tape, as shown below, then close the printer cover.

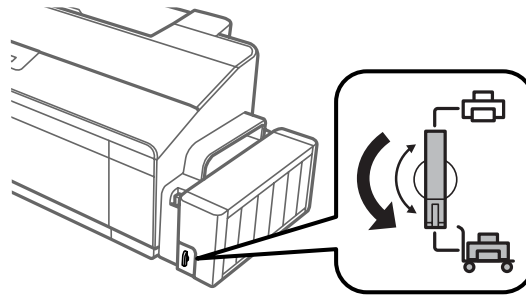


**Note:**

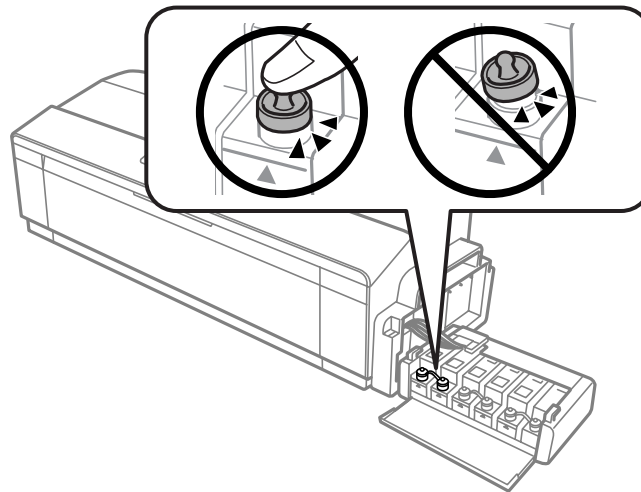
*Do not touch the white flat cable and ink tubes inside the product.*

### Maintaining Your Product and Software

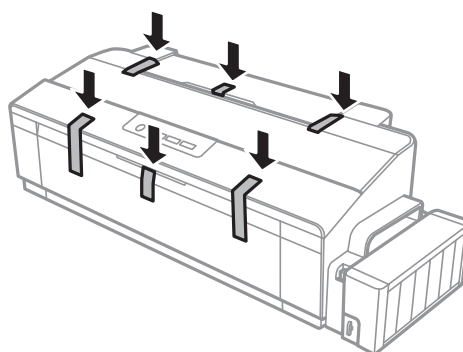
- 6 Set the transportation lock to the locked position.



- 7 Unhook the ink tank unit from the product and lay it down, and then make sure to close the cap onto the ink tank securely. Hook the ink tank unit onto the product.



- 8 If the output tray and the paper support are extended, close them. Secure both sides of the output tray and the paper support to the product's outer casing with tape as shown in the following illustration.




- 9 Repack the product in its box, using the protective materials that came with it.

## Maintaining Your Product and Software



### **Important:**

- ❑ *Keep the product level during transport. Otherwise, ink may leak.*
- ❑ *After you move it, remove the tape securing the print head and the covers of ink tanks, then set the transportation lock to the unlocked  position. If you notice a decline in print quality, run a cleaning cycle or align the print head.*
- ❑ *Do not put opened ink bottles in the box with product.*

# Checking and Installing Your Software

## Checking the software installed on your computer

To use the functions described in this User's Guide, you need to install the following software.

- ❑ Epson Driver and Utilities

Follow the steps below to check that the software is installed on your computer.

### For Windows

**1**

**Windows 8:** Select **Desktop**, **Settings** charm and **Control Panel**.

**Windows 7 and Vista:** Click the start button and select **Control Panel**.

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

**2**

**Windows 8, 7 and Vista:** Click **Uninstall a program** from the Programs category.

**Windows XP:** Double-click the **Add or Remove Programs** icon.

**3**

Check the list of currently installed programs.

### For Mac OS X

**1**

Double-click **Macintosh HD**.

**2**

Double-click the **Epson Software** folder in the Applications folder and check the contents.

### **Note:**

- ❑ *The Applications folder contains software provided by third parties.*
- ❑ *To check that the printer driver is installed, click **System Preferences** on the Apple menu and then click **Printers & Scanners** (for Mac OS X 10.9), **Print & Scan** (for Mac OS X 10.8 or 10.7) or **Print & Fax** (for Mac OS X 10.6 or 10.5). Then locate your product in the Printers list box.*

---

## Installing the software

Insert the product software disk that came with your product and select the software you want to install on the Software Select screen.

If you are using Mac OS X, or if your computer does not have a CD/DVD drive, go to the following Epson website to download and install the software.

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

## Uninstalling Your Software

You may need to uninstall and then reinstall your software to solve certain problems or if you upgrade your operating system.

See the following section for information on determining what applications are installed.

➔ [“Checking the software installed on your computer” on page 52](#)

---

## For Windows

**Note:**

- For Windows 8, 7 and Vista, you need an administrator account and password if you log on as a standard user.
- For Windows XP, you must log on to a Computer Administrator account.

- 1** Turn off the product.
- 2** Disconnect the product's interface cable from your computer.
- 3** Do one of the following.
  - Windows 8:** Select **Desktop, Settings** charm and **Control Panel**.
  - Windows 7 and Vista:** Click the start button and select **Control Panel**.
  - Windows XP:** Click **Start** and select **Control Panel**.
- 4** Do one of the following.
  - Windows 8, 7 and Vista:** Click **Uninstall a program** from the Programs category.
  - Windows XP:** Double-click the **Add or Remove Programs** icon.
- 5** Select the software you want to uninstall such as your product's driver and the application from the list displayed.
- 6** Do one of the following.
  - Windows 8 and 7:** Select **Uninstall/Change** or **Uninstall**.

## Maintaining Your Product and Software

**Windows Vista:** Click **Uninstall/Change** or **Uninstall**, and then click **Continue** in the User Account Control window.

**Windows XP:** Click **Change/Remove** or **Remove**.

**Note:**

*If you chose to uninstall your product's printer driver in step 5, select the icon for your product and then click **OK**.*

**7** When the confirmation window appears, click **Yes** or **Next**.

**8** Follow the on-screen instructions.

In some cases, a message may appear to prompt you to restart your computer. If so, make sure **I want to restart my computer now** is selected and click **Finish**.

---

## For Mac OS X

**Note:**

- To uninstall your software you need to download the Uninstaller.  
Access the site at:  
<http://www.epson.com>  
Next, select the support section of your local Epson Web site.*
- To uninstall applications, you must log on to a Computer Administrator account.  
You cannot uninstall programs if you log on as a limited account user.*
- Depending on the application, the Installer may be separated from the Uninstaller.*

**1** Quit all running applications.

**2** Double-click the **Uninstaller** icon in your Mac OS X hard drive.

**3** Select the check boxes for the software you want to uninstall, such as the printer driver and the application, from the list displayed.

**4** Click **Uninstall**.

**5** Follow the on-screen instructions.

If you cannot find the software you want to uninstall in the Uninstaller window, double-click the **Applications** folder in your Mac OS X hard drive, select the application you want to uninstall, and then drag it to the **Trash** icon.

## Maintaining Your Product and Software




















**Note:**

*If you uninstall the printer driver and the name of your product remains in the Printers & Scanners (for Mac OS X 10.9), Print & Scan (for Mac OS X 10.8 or 10.7) or Print & Fax (for Mac OS X 10.6 or 10.5) window, select the name of your product and click the - **remove** button.*

# Error Indicators


You can identify many common product problems using the lights on your product. If the product stops working and the lights are on or flashing, use the following table to diagnose the problem, then follow the recommended corrective measures.

● = on, ○ = off, ● (with 3 dots) = flashing slowly, ● (with 6 dots) = flashing fast

Lights	Problem and solution	
 	<b>Paper out</b>	
	No paper is loaded.	Load paper into the rear paper feed, and then press the  button. The product resumes printing and the light goes out.
	<b>Multiple-paper feed</b>	
	More than one sheet has been fed at a time.	Load paper in the rear paper feed correctly and press the  button. If the paper remains in the product, see <a href="#">"Paper Jams" on page 60</a> .
	<b>Paper jam</b>	
	Paper has jammed in the product.	➔ <a href="#">"Paper Jams" on page 60</a>
	<b>Cover Open</b>	
	When you start printing, the printer cover is open.	Close the printer cover. You can cancel your print job by pressing the  button.
      Flashing alternately	<b>Maintenance</b>	
	The product's ink pads are nearing or at the end of their service life. *1	Contact Epson or an authorised Epson service provider to replace the ink pad. If the ink pad has not reached the end of its service life, you can resume printing by pressing the  button. It is not a user-serviceable part.
     	<b>Fatal error</b>	
	An unknown product error has occurred.	Turn off the product. Then, remove the jammed paper. ➔ <a href="#">"Paper Jams" on page 60</a> Then turn the product back on. If the error does not clear, contact your dealer.



### Error Indicators

Lights	Problem and solution	
	<b>Waiting for initial ink to charge (Not ready to print)</b>	
	Initial ink charging may not be complete.	Fill the ink tanks using all of the ink bottles supplied. Next, turn on the product and press the $\Delta$ button for 3 seconds until the $\text{⏻}$ light starts flashing to start charging ink. Charging ink takes about 20 minutes. Wait until the $\text{⏻}$ light stays on.

\*1 In some print cycles a very small amount of surplus ink may be collected in the ink pad. To prevent ink leakage from the pad, the product is designed to stop printing when the pad has reached its limit. Whether and how often this is required will vary according to the number of pages you print, the type of material that you print and the number of cleaning cycles that the product performs. The need for replacement of the pad does not mean that your product has ceased to operate in accordance with its specifications. The product will advise you when the pad requires replacing and this can only be performed by an authorised Epson Service provider. The Epson warranty does not cover the cost of this replacement.

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# Troubleshooting for Printing

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## Diagnosing the Problem

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

The information that you need to diagnose and solve most common problems is provided by online problem solving, the control panel, or the status monitor. Refer to the appropriate section below.

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

To solve a problem, you may need to cancel printing.

➔ [“Canceling printing” on page 25](#)

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## Checking product status

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

If an error message appears indicating the product's ink pads are nearing the end of their service life, contact Epson support to replace them. The message will be displayed at regular intervals until the ink pads are replaced. When the product's ink pads are saturated, the product stops and Epson support is required to continue printing.

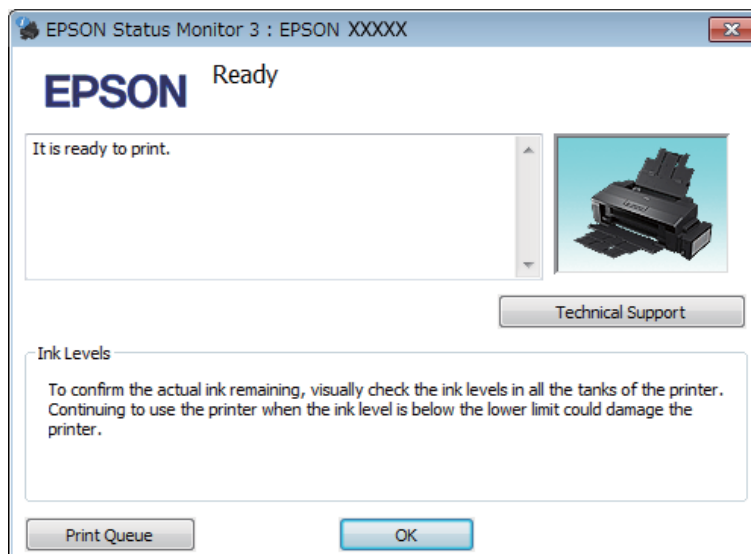
## For Windows

There are two ways to access EPSON Status Monitor 3:

- Double-click the product shortcut icon on your Windows taskbar. To add a shortcut icon to the taskbar, see the following section:
  - ➔ [“From the shortcut icon on the taskbar” on page 21](#)
- Open the printer driver, click the **Maintenance** tab, then click the **EPSON Status Monitor 3** button.

## Troubleshooting for Printing

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



**Note:**

If EPSON Status Monitor 3 does not appear, access the printer driver and click the **Maintenance** tab and then the **Extended Settings** button. In the Extended Settings window, check the **Enable EPSON Status Monitor 3** check box.

EPSON Status Monitor 3 provides the following information:

- Technical Support:**  
Click **Technical Support** to access the Epson technical support website.
- Print Queue:**  
You can view Windows Spooler by clicking **Print Queue**.

### For Mac OS X

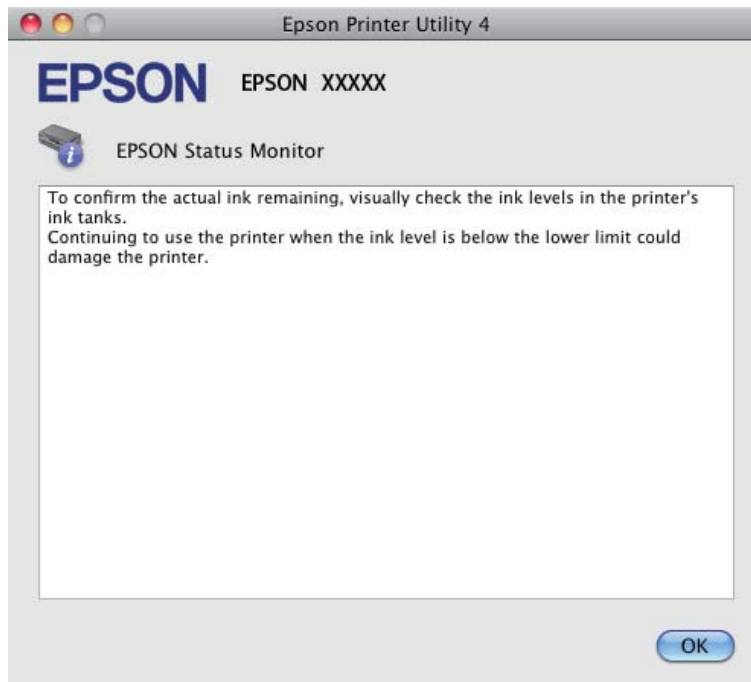
Follow these steps to access EPSON Status Monitor.

- 1** Access the Epson Printer Utility 4.  
➔ [“Accessing the printer driver for Mac OS X” on page 21](#)

## Troubleshooting for Printing

2

Click the **EPSON Status Monitor** icon. The EPSON Status Monitor appears.



## Paper Jams



**Caution:**






*Never touch the buttons on the control panel while your hand is inside the product.*



**Important:**

*Be careful not to pull the cables or ink tubes, or touch other components inside the product unnecessarily. Otherwise, ink may leak or the product may be damaged.*

**Note:**

- Cancel the print job if prompted by a message from the printer driver.
- If the  and  lights flash, press the  button to turn the product off and then back on. If only the  light flashes, press the  button.

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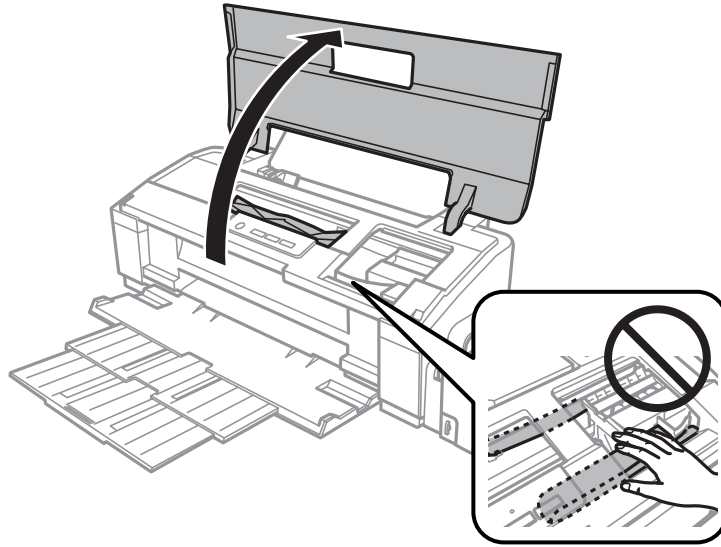
## Removing jammed paper from inside the product

1

Open the printer cover.

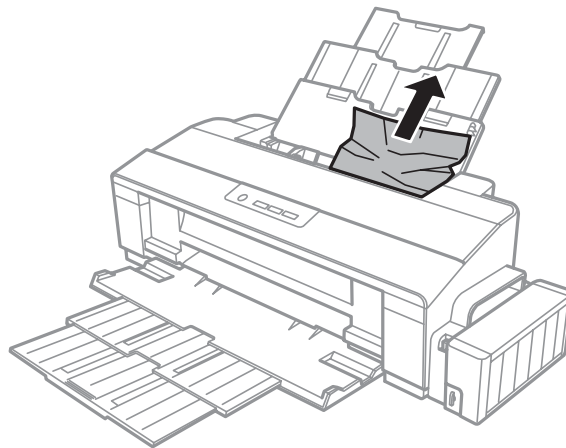
## Troubleshooting for Printing

- 2 Remove all of the paper inside, including any torn pieces.



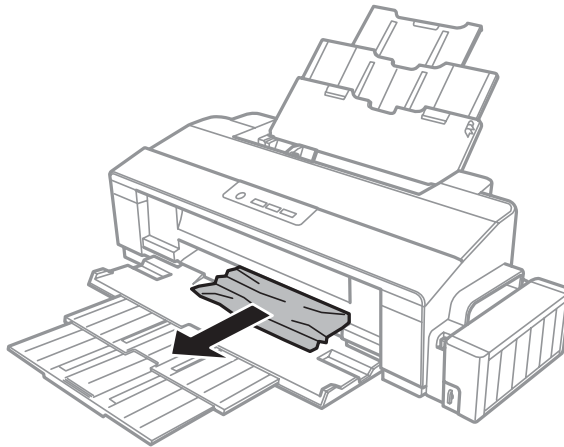
**Note:**  
*Do not touch the white flat cable and ink tubes inside the product.*

- 3 Close the printer cover. If the jammed paper remains near the rear paper feed, carefully remove the paper.



## Troubleshooting for Printing

- 4** If the jammed paper remains inside the output tray, carefully remove the paper.




- 5** Carefully reload paper and press the  button to resume printing.

---

## Preventing paper jams






If your paper jams frequently, check the following.

- The paper is smooth, not curled or wrinkled.
- You are using high-quality paper.
- The printable side of the paper is face up in the rear paper feed.
- The paper stack was fanned before loading.
- For plain paper, do not load paper above the line just under the  arrow mark inside the edge guide. For Epson special media, make sure the number of sheets is less than the limit specified for the media.  
➔ [“Selecting Paper” on page 13](#)
- The edge guide is snug against the left edge of the paper.
- The product is on a flat, stable surface that extends beyond the base in all directions. The product will not operate properly if it is tilted.

## Print Quality Help

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

## Troubleshooting for Printing

<p>enthalten alle Aufdruck. W 5008 "Regel</p> <p>Good sample</p>	 <p>Good sample</p>
<p>enthalten alle Aufdruck. W 5008 "Regel</p> <p>→ "Horizontal banding" on page 63</p>	<p>enthalten alle Aufdruck. W 5008 "Regel</p> <p>→ "Vertical banding or misalignment" on page 64</p>
 <p>→ "Horizontal banding" on page 63</p>	 <p>→ "Vertical banding or misalignment" on page 64</p>
 <p>→ "Incorrect or missing colors" on page 64</p>	 <p>→ "Blurry or smeared print" on page 64</p>

### Horizontal banding

- ❑ Make sure the printable side (the whiter or glossier side) of the paper is face up in the rear paper feed.
- ❑ Run the Head Cleaning utility to clear any clogged ink nozzles.
  - ➔ "Cleaning the Print Head" on page 43
- ❑ If you have not used the product for a long time, use the Power Ink Flushing utility of the printer driver.
  - ➔ "Replacing Ink inside the Ink Tubes" on page 46
- ❑ Try to use genuine Epson ink bottles.
- ❑ Make sure the paper type selected in printer driver is appropriate for the type of paper loaded in the product.
  - ➔ "Paper type settings from the printer driver" on page 14

## Troubleshooting for Printing

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### Vertical banding or misalignment

- Make sure the printable side (the whiter or glossier side) of the paper is face up in the rear paper feed.
- Run the Head Cleaning utility to clear any clogged ink nozzles.  
➔ [“Cleaning the Print Head” on page 43](#)
- If you have not used the product for a long time, use the Power Ink Flushing utility of the printer driver.  
➔ [“Replacing Ink inside the Ink Tubes” on page 46](#)
- Run the Print Head Alignment utility.  
➔ [“Aligning the Print Head” on page 45](#)
- For Windows, clear the **High Speed** check box from the More Options window in your printer driver. See the online help for details.  
For Mac OS X, select **Off** from the High Speed Printing. To display the High Speed Printing, click through the following menus: **System Preferences, Printers & Scanners** (for Mac OS X 10.9) or **Print & Scan** (for Mac OS X 10.8 or 10.7) or **Print & Fax** (for Mac OS X 10.6 or 10.5), your product (in the Printers list box), **Options & Supplies**, and then **Driver**.
- Make sure the paper type selected in the printer driver is appropriate for the type of paper loaded in the product.  
➔ [“Paper type settings from the printer driver” on page 14](#)

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### Incorrect or missing colors

- Make sure the initial ink charging is complete.
- Check the ink tank. If the tank is empty, refill the ink immediately and run the Head Cleaning utility.  
➔ [“Cleaning the Print Head” on page 43](#)
- Make sure the transportation lock is in the unlocked position.
- For Windows, clear the **Grayscale** setting in the Main window in your printer driver.  
For Mac OS X, clear the **Grayscale** setting in Print Settings in the Print dialog box in your printer driver.  
See the online help for details.
- Adjust the color settings in your application or in your printer driver settings.  
For Windows, check the More Options window.  
For Mac OS X, check the Color Options dialog box from the Print dialog box.  
See the online help for details.
- Run the Head Cleaning utility to clear any clogged ink nozzles.  
➔ [“Cleaning the Print Head” on page 43](#)
- If you have not used the product for a long time, use the Power Ink Flushing utility of the printer driver.  
➔ [“Replacing Ink inside the Ink Tubes” on page 46](#)
- Try to use genuine Epson ink bottles and paper recommended by Epson.

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### Blurry or smeared print

- Try to use genuine Epson ink bottles and paper recommended by Epson.



## Troubleshooting for Printing

- ❑ Make sure the product is on a flat, stable surface that extends beyond the base in all directions. The product will not operate properly if it is tilted.
- ❑ Make sure your paper is not damaged, dirty, or too old.
- ❑ Make sure your paper is dry and the printable side (the whiter or glossier side) is face up in the rear paper feed.
- ❑ If the paper is curled toward the printable side, flatten it or curl it slightly in the opposite direction.
- ❑ Make sure the paper type selected in the printer driver is appropriate for the type of paper loaded in the product.  
➔ [“Paper type settings from the printer driver” on page 14](#)
- ❑ Remove each sheet from the output tray as it is printed.
- ❑ Do not touch or allow anything to come into contact with the printed side of paper with a shiny finish. To handle your prints, follow the instructions of the paper.
- ❑ Run the Head Cleaning utility to clear any clogged ink nozzles.  
➔ [“Cleaning the Print Head” on page 43](#)
- ❑ If you have not used the product for a long time, use the Power Ink Flushing utility of the printer driver.  
➔ [“Replacing Ink inside the Ink Tubes” on page 46](#)
- ❑ Run the Print Head Alignment utility.  
➔ [“Aligning the Print Head” on page 45](#)
- ❑ If the paper is smeared with ink after printing, clean the interior of the product.  
➔ [“Cleaning the interior of the product” on page 49](#)

## Miscellaneous Printout Problems

---

### Incorrect or garbled characters

- ❑ Clear any stalled print jobs.  
➔ [“Canceling printing” on page 25](#)
- ❑ Turn off the product and computer. Make sure the product's interface cable is securely plugged in.
- ❑ Uninstall the printer driver, then reinstall it.  
➔ [“Uninstalling Your Software” on page 53](#)
- ❑ If you put your computer into Hibernate or Sleep mode manually while the computer is sending a print job, pages of garbled text may be printed the next time you start your computer.

### Incorrect margins

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- ❑ Make sure that the paper is loaded into the rear paper feed correctly.  
➔ [“Loading Paper” on page 15](#)  
➔ [“Loading Envelopes” on page 17](#)

## Troubleshooting for Printing

- ❑ Check the margin settings in your application. Make sure that the margins are within the printable area of the page.
    - ➔ [“Printable area” on page 71](#)
  - ❑ Make sure the printer driver settings are appropriate for the paper size you are using.  
For Windows, check the Main window.  
For Mac OS X, check the Page Setup dialog box or Print dialog box.
  - ❑ Uninstall the printer driver, then reinstall it.
    - ➔ [“Uninstalling Your Software” on page 53](#)
- 

### Printout has a slight slant

- ❑ Make sure that the paper is loaded into the rear paper feed correctly.
    - ➔ [“Loading Paper” on page 15](#)
    - ➔ [“Loading Envelopes” on page 17](#)
  - ❑ If **Draft** is selected in Quality in the Main window in your printer driver (for Windows), or **Fast Economy** is selected in Print Quality in Print Settings (for Mac OS X), select another setting.
- 

### Inverted image

- ❑ For Windows, clear the **Mirror Image** check box from the More Options window of your printer driver, or turn off the Mirror Image setting in your application.  
For Mac OS X, clear the **Mirror Image** check box in **Print Settings** in the Print dialog box of your printer driver, or turn off the Mirror Image setting in your application.  
For instructions, see the online help for your printer driver or for your application.
  - ❑ Uninstall the printer driver, then reinstall it.
    - ➔ [“Uninstalling Your Software” on page 53](#)
- 

### Blank pages print

- ❑ Check the ink tank. If the tank is empty, refill the ink immediately and run the Head Cleaning utility.
  - ➔ [“Cleaning the Print Head” on page 43](#)
- ❑ Make sure the printer driver settings are appropriate for the paper size you are using.  
For Windows, check the Main window.  
For Mac OS X, check the Page Setup dialog box or Print dialog box.
- ❑ For Windows, check the **Skip Blank Page** setting by clicking the **Extended Settings** button on the Maintenance window of the printer driver.  
For Mac OS X, select **On** from the Skip Blank Page. To display the Skip Blank Page, click through the following menus: **System Preferences**, **Printers & Scanners** (for Mac OS X 10.9) or **Print & Scan** (for Mac OS X 10.8 or 10.7) or **Print & Fax** (for Mac OS X 10.6 or 10.5), your product (in the Printers list box), **Options & Supplies**, and then **Driver**.
- ❑ Uninstall the printer driver, then reinstall it.
  - ➔ [“Uninstalling Your Software” on page 53](#)

## Troubleshooting for Printing

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### Printed side is smeared or scuffed

- ❑ If the paper is curled toward the printable side, flatten it or curl it slightly in the opposite direction.
- ❑ For Windows, select **Thick paper and envelopes** from Extended Settings in your printer driver's Maintenance tab.

For Mac OS X 10.5.8, select **On** from the Thick paper and envelopes. To display the Thick Paper and Envelopes, click through the following menus: **System Preferences, Printers & Scanners** (for Mac OS X 10.9) or **Print & Scan** (for Mac OS X 10.8 or 10.7) or **Print & Fax** (for Mac OS X 10.6 or 10.5.8), your product (in the Printers list box, **Options & Supplies**, and then **Driver**).

- ❑ Load and eject plain paper several times.
  - ➔ [“Cleaning the interior of the product” on page 49](#)
- ❑ Uninstall the printer driver, then reinstall it.
  - ➔ [“Uninstalling Your Software” on page 53](#)

---

### Printing is too slow

- ❑ Make sure the paper type selected in the printer driver is appropriate for the type of paper loaded in the product.
  - ➔ [“Paper type settings from the printer driver” on page 14](#)
- ❑ For Windows, choose a lower **Quality** in the printer driver Main window. For Mac OS X, choose a lower Print Quality in the Print Settings dialog box from your printer driver's Print dialog box.
  - ➔ [“Accessing the printer driver for Windows” on page 20](#)
  - ➔ [“Accessing the printer driver for Mac OS X” on page 21](#)
- ❑ Close any unnecessary applications.
- ❑ If you print continuously for an extended period, the printing may be extremely slow. This is to slow down the printing speed and prevent the product mechanism from overheating and being damaged. If this happens, you can continue to print, but we recommend stopping and leaving the product idle for at least 30 minutes with the power on. (The product does not recover with the power off.) After you restart, the product will print at normal speed.
- ❑ Uninstall the printer driver, then reinstall it.
  - ➔ [“Uninstalling Your Software” on page 53](#)

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### Paper Does Not Feed Correctly

---

#### Paper does not feed

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

- ❑ The paper is not curled or creased.
- ❑ The paper is not too old. See the instructions that came with the paper for more information.

## Troubleshooting for Printing

- ❑ For plain paper, do not load paper above the line just under the  $\cong$  arrow mark inside the edge guide. For Epson special media, make sure the number of sheets is less than the limit specified for the media.  
➔ [“Selecting Paper” on page 13](#)
- ❑ Paper is not jammed inside the product. If it is, remove the jammed paper.  
➔ [“Paper Jams” on page 60](#)
- ❑ You have followed any special loading instructions that came with your paper.
- ❑ The paper does not have any binder holes.

---

### Multiple pages feed

- ❑ For plain paper, do not load paper above the line just under the  $\cong$  arrow mark inside the edge guide. For Epson special media, make sure the number of sheets is less than the limit specified for the media.  
➔ [“Selecting Paper” on page 13](#)
- ❑ Make sure the edge guide is snug against the left edge of the paper.
- ❑ Make sure the paper is not curled or folded. If so, flatten it or curl it slightly toward the opposite side before loading.
- ❑ Remove the stack of paper and make sure that the paper is not too thin.  
➔ [“Paper” on page 70](#)
- ❑ Fan the edges of the stack to separate the sheets, then reload the paper.
- ❑ If too many copies of a file are being printed, check the Copies setting in your printer driver as follows, and also check in your application.  
For Windows, check the Copies setting on the Main window.  
Mac OS X, check the Copies setting in the Print dialog.

---

### Paper is improperly loaded

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

---

### Paper is not ejected fully or is wrinkled

- ❑ If the paper does not eject fully, press the  $\square$  button to eject the paper. If the paper is jammed inside the product, remove it by referring to the following section.  
➔ [“Paper Jams” on page 60](#)
- ❑ If the paper is wrinkled when it comes out, it may be damp or too thin. Load a new stack of paper.


**Note:**

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

## The Product Does Not Print

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### All lights are off

- Press the  button to make sure the product is on.
- Make sure that the power cord is securely plugged in.
- Make sure that your outlet works and is not controlled by a wall switch or timer.

---

### Lights came on and then went out

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

**Caution:**

*If the voltage does not match, DO NOT PLUG YOUR PRODUCT BACK IN. Contact your dealer.*

---

### Only the power light is on

- Turn off the product and computer. Make sure the product's interface cable is securely plugged in.
- If you are using the USB interface, make sure your cable meets the USB standards.
- If you are connecting the product to your computer via a USB hub, connect the product to the first-tier hub from your computer. If the printer driver is still not recognized on your computer, try to directly connect the product to your computer without the USB hub.
- If you are connecting the product to your computer via a USB hub, make sure the USB hub device is recognized by your computer.
- If you are trying to print a large image, your computer may not have enough memory. Try reducing the resolution of your image or printing the image at a smaller size. You may need to install more memory in your computer.
- Users of Windows can clear any stalled print jobs from the Windows Spooler.
  - ➔ [“Canceling printing” on page 25](#)
- Uninstall the printer driver, then reinstall it.
  - ➔ [“Uninstalling Your Software” on page 53](#)

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# Product Information

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## System Requirements

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### For Windows

System	PC Interface
Windows 8.1 (32-bit, 64-bit), Windows 8 (32-bit, 64-bit), 7 (32-bit, 64-bit), Vista (32-bit, 64-bit), XP SP1 or higher(32-bit), or XP Professional x64 Edition	USB

### For Mac OS X

System	PC Interface
Mac OS X 10.5.8, 10.6.x, 10.7.x, 10.8.x, 10.9.x	USB

**Note:**

*The UNIX File System (UFS) for Mac OS X is not supported.*

## Technical Specifications

**Note:**

*Specifications are subject to change without notice.*

### Printer specifications

<b>Paper path</b>	Rear paper feed, top entry
<b>Capacity</b>	12 mm (0.5 in.)

### Paper

**Note:**

- Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, Epson cannot attest to the quality of any non-Epson brand or type of paper. Always test samples of paper stock before purchasing large quantities or printing large jobs.*
- Poor quality paper may reduce print quality and cause paper jams or other problems. If you encounter problems, switch to a higher grade of paper.*

## Product Information

### Single sheets:

<b>Size</b>	A3 297 × 420 mm A4 210 × 297 mm 10 × 15 cm (4 × 6 in.) 13 × 18 cm (5 × 7 in.) A6 105 × 148 mm A5 148 × 210 mm B5 182 × 257 mm 9 × 13 cm (3.5 × 5 in.) 13 × 20 cm (5 × 8 in.) 20 × 25 cm (8 × 10 in.) 16:9 wide size (102 × 181 mm) 100 × 148 mm Letter 8 1/2 × 11 in. Legal 8 1/2 × 14 in.
<b>Paper types</b>	Plain paper or special paper distributed by Epson
<b>Thickness (for plain paper)</b>	0.08 to 0.11 mm (0.003 to 0.004 in.)
<b>Weight (for plain paper)</b>	64 g/m <sup>2</sup> (17 lb) to 90 g/m <sup>2</sup> (24 lb)

### Envelopes:

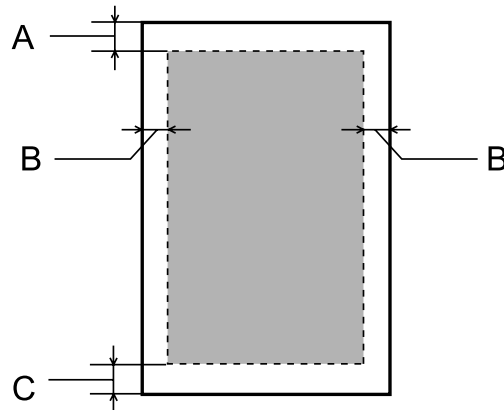
<b>Size</b>	Envelope #10 4 1/8 × 9 1/2 in. Envelope DL 110 × 220 mm Envelope C4 229 × 324 mm Envelope C6 114 × 162 mm
<b>Paper types</b>	Plain paper
<b>Weight</b>	75 g/m <sup>2</sup> (20 lb) to 90 g/m <sup>2</sup> (24 lb)

## Printable area

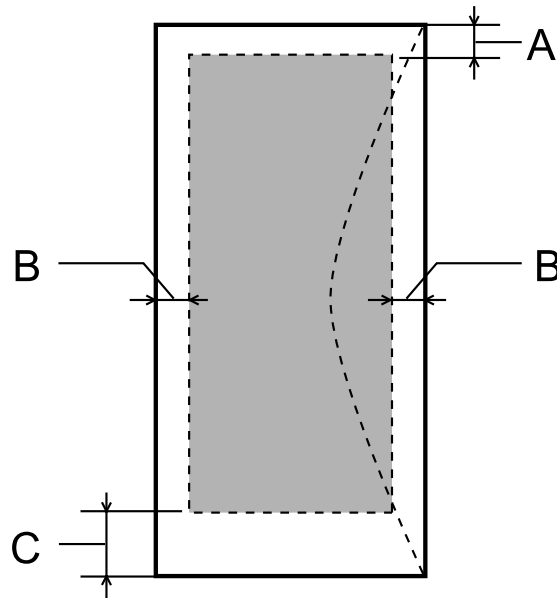
Highlighted portions show printable area.

**Product Information**

*Single sheets:*



*Envelopes:*



Media type	Minimum margin	
	Single sheets	Envelopes
A	3.0 mm (0.12 in.)	3.0 mm (0.12 in.)
B	3.0 mm (0.12 in.)	5.0 mm (0.20 in.)
C	3.0 mm (0.12 in.)	20 mm (0.78 in.)

**Note:**

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



## Product Information

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**Mechanical**

<b>Dimensions</b>	Storage Width: 705 mm (27.8 inches) Depth: 322 mm (12.7 inches) Height: 215 mm (8.5 inches)
	Printing* Width: 705 mm (27.8 inches) Depth: 798 mm (31.4 inches) Height: 415 mm (16.3 inches)
<b>Weight</b>	Approx. 12.2 kg (26.9 lb) without the ink and the power cord.

\* With the output tray, output tray extension, and the paper support extended.

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**Electrical**

		<b>100-120V Model</b>	<b>220-240 V Model</b>
<b>Input voltage range</b>		90 to 132V	198 to 264V
<b>Rated frequency range</b>		50 to 60 Hz	50 to 60 Hz
<b>Input frequency range</b>		49.5 to 60.5 Hz	49.5 to 60.5 Hz
<b>Rated current</b>		0.7 A	0.4 A
<b>Power consumption</b>	<b>Printing</b>	Approx. 19W (ISO/IEC24712)	Approx. 20W (ISO/IEC24712)
	<b>Ready mode</b>	Approx. 6.4W	Approx. 6.9W
	<b>Sleep mode</b>	Approx. 1.4W	Approx. 1.6W
	<b>Power off</b>	Approx. 0.4W	Approx. 0.4W

**Note:**

Check the label on the back of the product for its voltage.

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**Environmental**

<b>Temperature</b>	Operation: 10 to 35 °C (50 to 95 °F) Storage: -20 to 40 °C (-4 to 104 °F) 1 month at 40 °C (104 °F)
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## Product Information

<b>Humidity</b>	Operation:* 20 to 80% RH  Storage:* 5 to 85% RH
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\* Without condensation

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## Standards and approvals

European model:

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

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## Interface

USB - Compatible with the USB 2.0 Specification
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# Where To Get Help

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## 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/>  
<http://www.epson.eu/Support> (Europe)

If you need the latest drivers, FAQs, manuals, or other downloadables, access the site at:

<http://www.epson.com>  
<http://www.epson.eu/Support> (Europe)

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

## Contacting Epson Support

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### 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
- Number of sheets of paper fed
  - ➔ [“Checking the Number of Sheets of Paper Fed” on page 49](#)

## Where To Get Help

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### Help for Users in Europe

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

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### Help for Users in Taiwan

Contacts for information, support, and services are:

#### World Wide Web (<http://www.epson.com.tw>)

Information on product specifications, drivers for download, and products enquiry are available.

#### Epson HelpDesk (Phone: +02-80242008)

Our HelpDesk team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

#### Repair service center:

Telephone number	Fax number	Address
02-23416969	02-23417070	No.20, Beiping E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan
02-27491234	02-27495955	1F., No.16, Sec. 5, Nanjing E. Rd., Songshan Dist., Taipei City 105, Taiwan
02-32340688	02-32345299	No.1, Ln. 359, Sec. 2, Zhongshan Rd., Zhonghe City, Taipei County 235, Taiwan
039-605007	039-600969	No.342-1, Guangrong Rd., Luodong Township, Yilan County 265, Taiwan
038-312966	038-312977	No.87, Guolian 2nd Rd., Hualien City, Hualien County 970, Taiwan
03-2810606	03-2810707	No.413, Huannan Rd., Pingzhen City, Taoyuan County 324, Taiwan
03-5325077	03-5320092	1F., No.9, Ln. 379, Sec. 1, Jingguo Rd., North Dist., Hsinchu City 300, Taiwan
04-23291388	04-23291338	3F., No.510, Yingcai Rd., West Dist., Taichung City 403, Taiwan
04-2338-0879	04-2338-6639	No.209, Xinxing Rd., Wuri Dist., Taichung City 414, Taiwan (R.O.C.)
05-2784222	05-2784555	No.463, Zhongxiao Rd., East Dist., Chiayi City 600, Taiwan
06-2221666	06-2112555	No.141, Gongyuan N. Rd., North Dist., Tainan City 704, Taiwan

## Where To Get Help

Telephone number	Fax number	Address
07-5520918	07-5540926	1F., No.337, Minghua Rd., Gushan Dist., Kaohsiung City 804, Taiwan
07-3222445	07-3218085	No.51, Shandong St., Sanmin Dist., Kaohsiung City 807, Taiwan
08-7344771	08-7344802	1F., No.113, Shengli Rd., Pingtung City, Pingtung County 900, Taiwan

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## 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

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## 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

## Where To Get Help

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### Help for Users in Vietnam

Contacts for information, support, and services are:

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

Service Center: 59, Truong Dinh Street, District 1, Hochiminh City,  
Vietnam

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### 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 4151

Fax (62) 21-572 4357

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### 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>

## Where To Get Help

### 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

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### 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: 603-55-215 888

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

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### Help for Users in India

Contacts for information, support, and services are:

#### World Wide Web (<http://www.epson.co.in>)

Information on product specifications, drivers for download, and products enquiry are available.

**Where To Get Help****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 an ink bottle - 18004250011 (9AM - 9PM) - This is a Toll-free number.

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

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**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)**



## Where To Get Help

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

**Index****2**

2-sided printing.....27

**A**

Aligning print head.....45

**B**

Banding.....63, 64

Blank pages.....66

Blurry prints.....64

Buttons

control panel.....12

**C**

Canceling printing.....25

Mac OS X.....26

Windows.....25

Cleaning

print head.....43

Color problems.....64

Contacting Epson.....75

Control panel.....12

Copyright.....2

**D**

Documents

printing.....22

Driver

accessing for Mac OS X.....21

accessing for Windows.....20

uninstalling.....53

**E**

Enlarging pages.....29

Envelopes

loading.....17

printable area.....72

Epson

paper.....13

Errors

print.....58

**F**

Fit to page printing.....29

**H**

Head cleaning

Mac OS X.....44

product buttons.....45

Windows.....44

Help

Epson.....75

Horizontal banding.....63

**I**

Incorrect characters.....65

Ink

precaution.....36

Interface cables.....74

**L**

Lights

control panel.....12

Loading

envelopes.....17

paper.....13, 15

**M**

Mac OS X

accessing product settings.....21

checking product status.....59

Managing print jobs

Windows.....58

Margins

problems.....65

Mirror image.....66

Misalignment.....64

Multiple pages per sheet.....30

**N**

Nozzle check.....42

Mac OS X.....42

product buttons.....43

Windows.....42

**P**

Pages per sheet printing.....30

Paper

Epson special paper.....13

feeding problems.....67

jams.....60

loading.....15

loading capacity.....13

## Index

printable area.....	71	Smearred prints.....	64, 67
specifications.....	70	Software	
wrinkling.....	68	uninstalling.....	53
Print head		Specifications	
aligning.....	45	mechanical.....	73
checking.....	42	paper.....	70
cleaning.....	43	printer.....	70
Print quality		standards and approvals.....	74
improving.....	62	Speed	
Print speed		increasing.....	67
increasing.....	67	Status Monitor	
Printable area specifications.....	72	Mac OS X.....	59
Printing		System requirements.....	70
2-sided.....	27		
canceling.....	25		
fit to page.....	29		
multiple pages per sheet.....	30		
preset.....	27		
shortcut.....	27		
text.....	22		
Problems			
banding.....	63, 64		
blank pages.....	66		
blurry prints.....	64		
contacting Epson.....	75		
diagnosing.....	58		
incorrect characters.....	65		
incorrect colors.....	64		
margins.....	65		
mirror image.....	66		
paper feeding.....	67		
paper jams.....	60		
print.....	58		
print speed.....	67		
product does not print.....	69		
smearred prints.....	64, 67		
solving.....	75		
Product			
checking status.....	58		
cleaning.....	49		
parts.....	10		
transporting.....	50		
Product settings			
accessing for Mac OS X.....	21		
accessing for Windows.....	20		
Power Off Timer.....	47		
<b>R</b>			
Reducing page size.....	29		
Refilling the ink tanks.....	38		
Resizing pages.....	29		
<b>S</b>			
Safety information.....	7		
Service.....	75		
Sharing printer			
Mac OS X.....	34		
Windows.....	31		
Shipping product.....	50		
		<b>T</b>	
		Technical support.....	75
		Text	
		printing documents.....	22
		Trademarks.....	2
		Transporting product.....	50
		<b>U</b>	
		USB	
		connector.....	74
		<b>W</b>	
		Windows	
		accessing product settings.....	20
		checking product status.....	58
		managing print jobs.....	58