EPSON
EXCEED YOUR VISION

L382 Series
User's Guide

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About This Manual

Introduction to the Manuals

The latest versions of the following manuals are available from the Epson support website.

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

http://support.epson.net/ (outside Europe)

❏ Start Here (paper manual)

Provides you with information on setting up the printer, installing the software, using the printer basically, solving problems, and so on.

❏ User's Guide (PDF manual)

This manual. Provides overall information and instructions on using the printer, and on solving problems.

As well as the manuals above, see the help included in the various Epson software applications.

Marks and Symbols

> ⚠ *Caution:*
>
> *Instructions that must be followed carefully to avoid bodily injury.*

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

Note:
Provides complementary and reference information.

➡ Related Information

Links to related sections.

Descriptions Used in this Manual

❏ Screenshots of the printer driver and the Epson Scan 2 (scanner driver) screens are from Windows 10 or Mac OS X v10.11.x. The content displayed on the screens varies depending on the model and situation.

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

About This Manual

Operating System References

Windows

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

❏ Microsoft® Windows® 10 operating system

❏ Microsoft® Windows® 8.1 operating system

❏ Microsoft® Windows® 8 operating system

❏ Microsoft® Windows® 7 operating system

❏ Microsoft® Windows Vista® operating system

❏ Microsoft® Windows® XP operating system

❏ Microsoft® Windows® XP Professional x64 Edition operating system

Mac OS X

In this manual, "Mac OS X v10.11.x" refers to OS X El Capitan, "Mac OS X v10.10.x" refers to OS X Yosemite, "Mac OS X v10.9.x" refers to OS X Mavericks, and "Mac OS X v10.8.x" refers to OS X Mountain Lion. Additionally, "Mac OS X" is used to refer to "Mac OS X v10.11.x", "Mac OS X v10.10.x", "Mac OS X v10.9.x", "Mac OS X v10.8.x", "Mac OS X v10.7.x", and "Mac OS X v10.6.8".

Important Instructions

Safety Instructions

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

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

http://support.epson.net/symbols

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

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

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

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

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

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

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

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

❏ Be careful not to touch any ink when you handle the ink tanks, ink tank caps, and opened ink bottles or ink bottle caps.

  ❏ If ink gets on your skin, wash the area thoroughly with soap and water.

  ❏ If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems continue after a thorough flushing, see a doctor immediately.

  ❏ If ink gets into your mouth, see a doctor right away.

❏ Do not tilt or shake an ink bottle after removing its seal; this can cause leakage.

❏ 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.

Printer Advisories and Warnings

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

Advisories and Warnings for Setting Up/Using the Printer

❏ Do not block or cover the vents and openings in the printer.

Important Instructions

❏ Use only the type of power source indicated on the printer's label.

❏ Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.

❏ Avoid electrical outlets controlled by wall switches or automatic timers.

❏ Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.

❏ The power-supply cords should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the power-supply cords and do not allow the power-supply cords to be stepped on or run over. Be particularly careful to keep all the power-supply cords straight at the ends and the points where they enter and leave the transformer.

❏ If you use an extension cord with the printer, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.

❏ If you plan to use the printer in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for the printer.

❏ When connecting the printer to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.

❏ Place the printer on a flat, stable surface that extends beyond the base of the printer in all directions. The printer will not operate properly if it is tilted at an angle.

❏ When storing or transporting the printer, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.

❏ Allow space above the printer so that you can fully raise the document cover.

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

❏ Avoid places subject to rapid changes in temperature and humidity. Also, keep the printer away from direct sunlight, strong light, or heat sources.

❏ Do not insert objects through the slots in the printer.

❏ Do not put your hand inside the printer during printing.

❏ Do not touch the white flat cable and ink tubes inside the printer.

❏ Do not use aerosol products that contain flammable gases inside or around the printer. Doing so may cause fire.

❏ Do not move the print head by hand; otherwise, you may damage the printer.

❏ Be careful not to trap your fingers when closing the scanner unit.

❏ Do not press too hard on the scanner glass when placing the originals.

❏ If any of the ink tanks are not filled up to the lower line, refill the ink soon. Continued use of the printer when the ink level is below the lower line on the tanks could damage the printer.

❏ Always turn the printer off using the ⏻ button. Do not unplug the printer or turn off the power at the outlet until the ⏻ light stops flashing.

❏ Before transporting the printer, make sure that the print head is in the home (far right) position.

❏ If you are not going to use the printer for a long period, be sure to unplug the power cord from the electrical outlet.

Printer Basics

Part Names and Functions
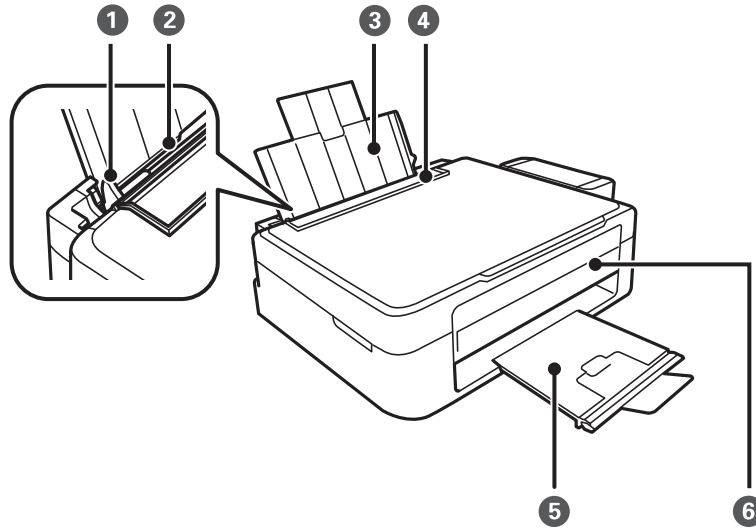
❶	Edge guide	Feeds the paper straight into the printer. Slide to the edges of the paper.
❷	Rear paper feed	Loads paper.
❸	Paper support	Supports loaded paper.
❹	Feeder guard	Prevents foreign substance from entering the printer. Usually keep this guard closed.
❺	Output tray	Holds the ejected paper. Before printing, raise the stopper to prevent the ejected paper from falling off the tray.
❻	Control panel	Operates the printer.

Printer Basics
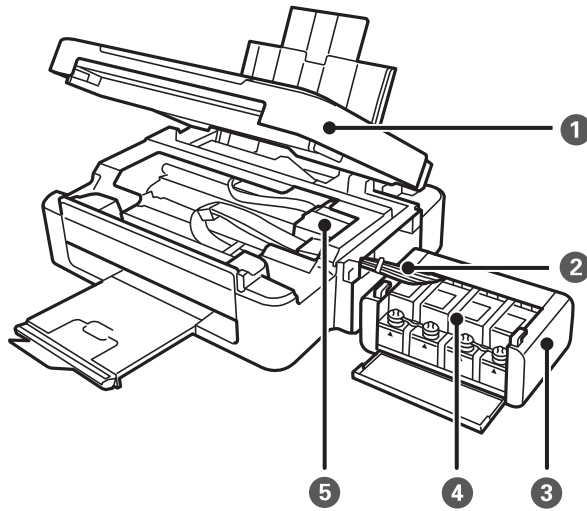
❶	Scanner unit	Scans placed originals. Open when removing jammed paper inside the printer.
❷	Ink tube	Supplies ink to the print head.
❸	Ink tank unit	Contains the ink tanks.
❹	Ink reservoir tanks (Ink tanks)	Supplies ink to the ink tubes.
❺	Print head	Fires ink.
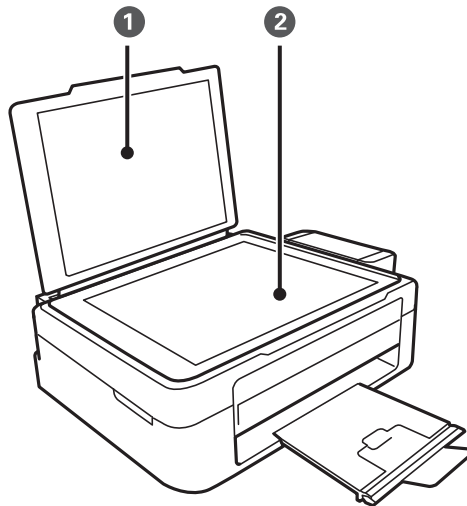
❶	Document cover	Blocks external light while scanning.
❷	Scanner glass	Place the originals.
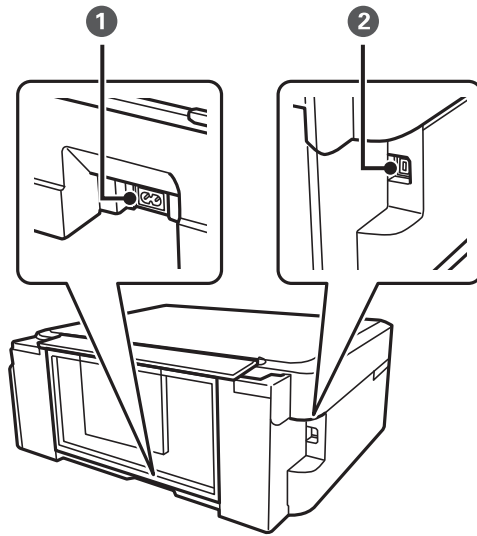
❶	AC inlet	Connects the power cord.
❷	USB port	Connects a USB cable.

Buttons and Lights
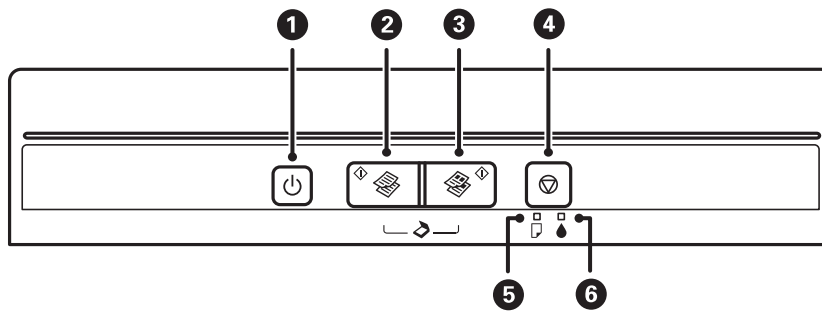
❶	⏻	Turns the printer on or off.
		Do not turn off while the power light is flashing (while the printer is operating or processing data).
		Unplug the power cord when the power light is off.
❷		Starts monochrome copying on A4 size plain paper. To increase the number of copies (by up to 20 copies), press this button within one second intervals.
❸		Starts color copying on A4 size plain paper. To increase the number of copies (by up to 20 copies), press this button within one second intervals.
❹		Stops the current operation.
		Hold this button down for three seconds until the ⏻ button flashes to run print head cleaning.
❺		Turns on or flashes when paper is out or a paper jam occurs.

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Printer Basics

⑥	□ ⬤	Indicates the status of the initial ink charging.

Additional functions are available with different combinations of buttons.

⬙🗇 + 🗇⬙	Press the ⬙🗇 and 🗇⬙ buttons simultaneously to run software on a USB-connected computer and scan as a PDF file.
⊘ + ⬙🗇 or 🗇⬙	Press the ⊘ and the ⬙🗇 or 🗇⬙ buttons simultaneously to copy in draft mode.
⊘ + ⏻	Turn the printer on while holding down the ⊘ button to print the nozzle check pattern.

Related Information

➡

Loading Paper

Paper Handling Precautions

❏ Read the instruction sheets supplied with the paper.

❏ Fan and align the edges of the paper before loading. Do not fan or curl photo paper. Doing so may damage the printable side.
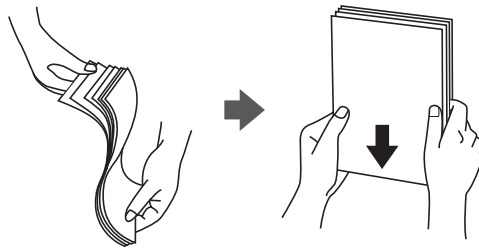
❏ If the paper is curled, flatten it or curl it slightly in the opposite direction before loading. Printing on curled paper may cause paper jams and smears on the printout.
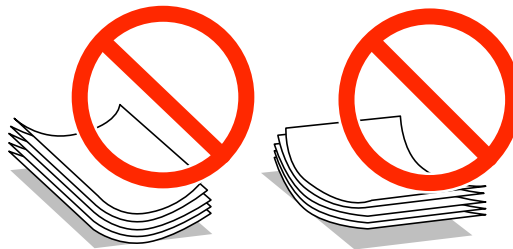
❏ Do not use paper that is wavy, torn, cut, folded, damp, too thick, too thin, or paper that has stickers stuck to it. Using these types of paper causes paper jams and smears on the printout.

❏ Fan and align the edges of the envelopes before loading. When the stacked envelopes are puffed up with air, press them down to flatten them before loading.
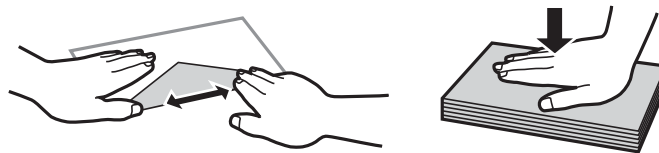
❏ Do not use envelopes that are curled or folded. Using these envelopes causes paper jams and smears on the printout.

❏ Do not use envelopes with adhesive surfaces on the flaps or window envelopes.

❏ Avoid using envelopes that are too thin, as they may curl during printing.

Related Information

➡ "Printer Specifications" on page 90

Available Paper and Capacities

Epson recommends using genuine Epson paper to ensure high-quality printouts.

Genuine Epson Paper

Media Name	Size	Loading Capacity (Sheets)	Manual 2-Sided Printing
Epson Bright White Ink Jet Paper	A4	80[*1]	✓
Epson Premium Glossy Photo Paper[*2]	A4, 13×18 cm (5×7 in.), 16:9 wide size (102×181 mm), 10×15 cm (4×6 in.)	20	-
Epson Matte Paper-Heavyweight[*2]	A4	20	-
Epson Photo Quality Ink Jet Paper[*2]	A4	80	-

*1   For manual 2-sided printing, you can load up to 30 sheets for paper with one side already printed.

*2   Only printing from computer is available.

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

Commercially Available Paper

Media Name	Size	Loading Capacity (Sheets)	Manual 2-Sided Printing
Plain paper	Letter[*1], A4, B5[*1], A5[*1], A6[*1]	Up to the line indicated by the triangle symbol on the edge guide.[*2]	✓
	Legal[*1], User Defined[*1]	1	
Envelope[*1]	Envelope #10, Envelope DL, Envelope C6	10	-

*1   Only printing from computer is available.

*2   For manual 2-sided printing, you can load up to 30 sheets for paper with one side already printed.

Related Information

➡

List of Paper Types

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

Loading Paper

Media Name	Media Type
Epson Bright White Ink Jet Paper[*]	plain papers
Epson Premium Glossy Photo Paper[*]	Epson Premium Glossy
Epson Matte Paper-Heavyweight[*]	Epson Matte
Epson Photo Quality Ink Jet Paper[*]	Epson Matte
Plain paper[*]	plain papers
Envelope	Envelope

*   These paper types are compatible with Exif Print and PRINT Image Matching when printed by the printer driver. For more information, see the documentation that came with the Exif Print or PRINT Image Matching compatible digital camera.

Loading Paper in the Rear Paper Feed

1. Open the feeder guard, extend the paper support, and then tilt it backwards.
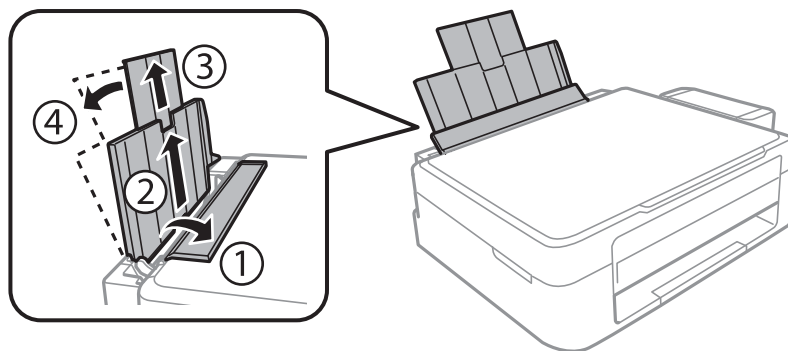
2. Slide the edge guide to the left.
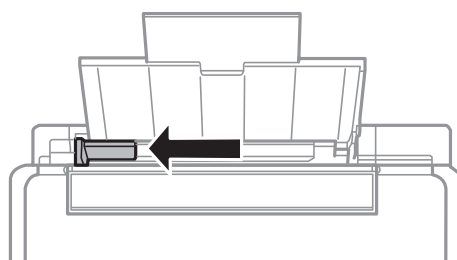
Loading Paper

3. Load paper vertically along the right side of the rear paper feed with the printable side facing up.
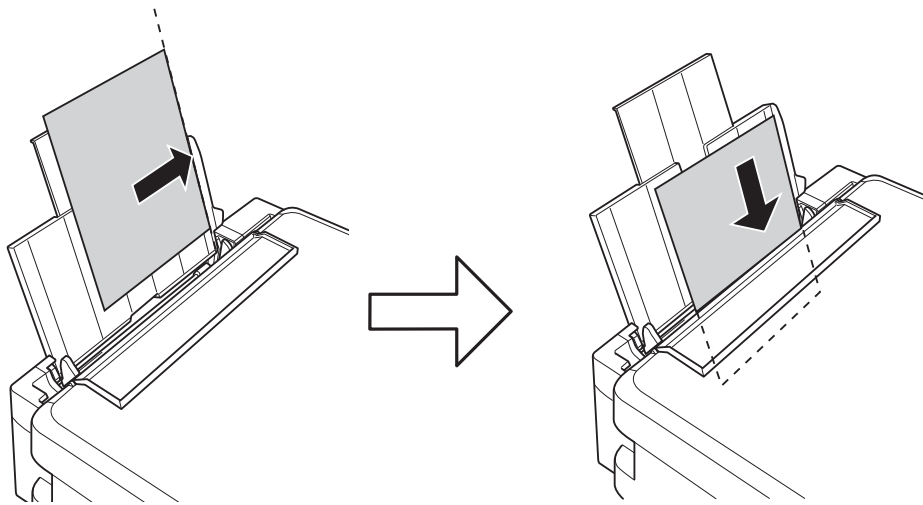
> ❗ **Important:**
>
> *Do not load more than the maximum number of sheets specified for the paper. For plain paper, do not load above the line indicated by the triangle symbol on the edge guide.*

❏ Envelopes
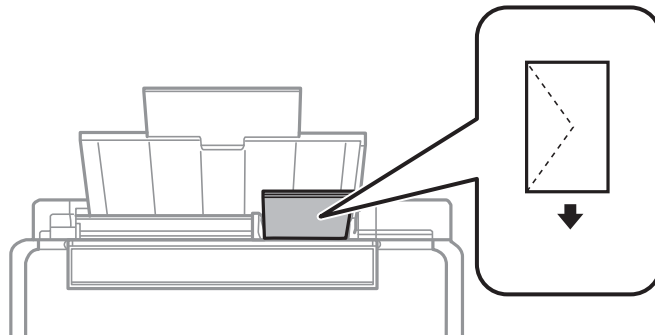
❏ Pre-punched paper
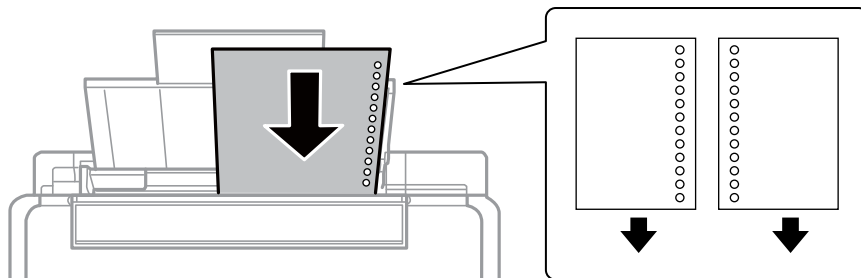
Note:
❏ *Load a single sheet of paper without binding holes at the top or the bottom.*

❏ *Adjust the print position of your file to avoid printing over the holes.*

4. Slide the edge guide to the edge of the paper, and then close the feeder guard.
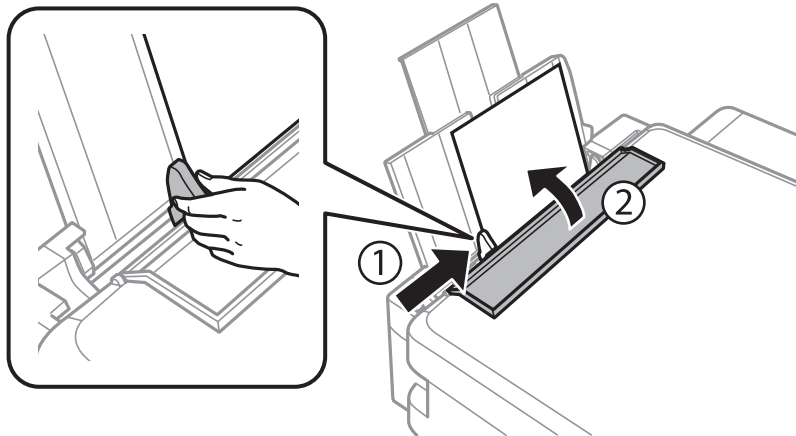
5. Slide out the output tray.
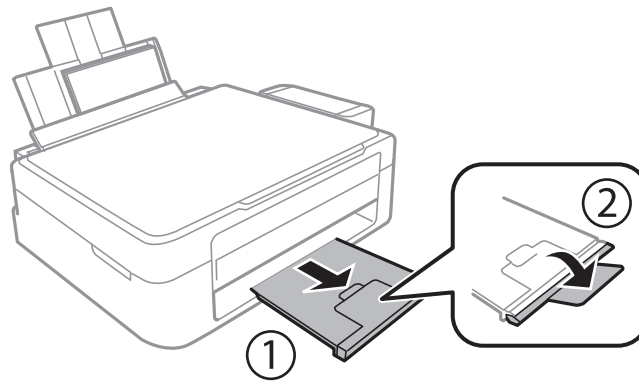
Note:
Return the remaining paper to its package. If you leave it in the printer, the paper may curl or the print quality may decline.

Related Information

➡ "Paper Handling Precautions" on page 15
➡ "Available Paper and Capacities" on page 16

Placing Originals on the Scanner Glass

> **❗ Important:**
>
> *When placing bulky originals such as books, prevent exterior light from shining directly onto the scanner glass.*

1. Open the document cover.
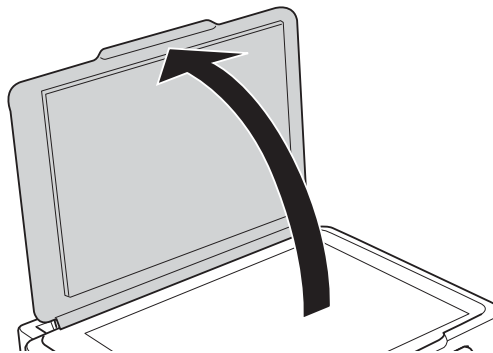
2. Remove any dust or stains on the scanner glass.

3. Place the original face-down and slide it to the corner mark.
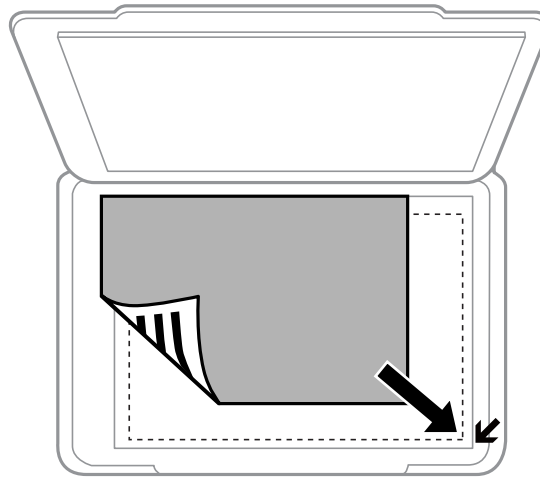
   Note:
   A range of 1.5 mm from the edges of the scanner glass is not scanned.

4. Close the cover gently.

5. Remove the originals after scanning.

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

Placing Multiple Photos for Scanning at the Same Time

You can scan multiple photos at the same time and save each image in **Photo Mode** in Epson Scan 2 when you select **Thumbnail** from the list at the top of the preview window. Place the photos 4.5 mm away from the horizontal and vertical edges of the scanner glass, and place them at least 20 mm apart from each other. The photos should be larger than 15×15 mm.
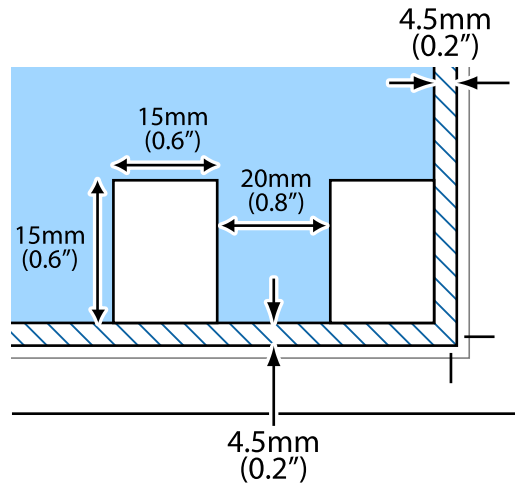
Printing

Printing from a Computer

Printing Basics - Windows

Note:
❏ *See the online help for explanations of the setting items. Right-click an item, and then click* **Help**.
❏ *Operations differ depending on the application. See the application's help for details.*

1. Load paper in the printer.

2. Open the file you want to print.

3. Select **Print** or **Print Setup** from the **File** menu.

4. Select your printer.

5. Select **Preferences** or **Properties** to access the printer driver window.
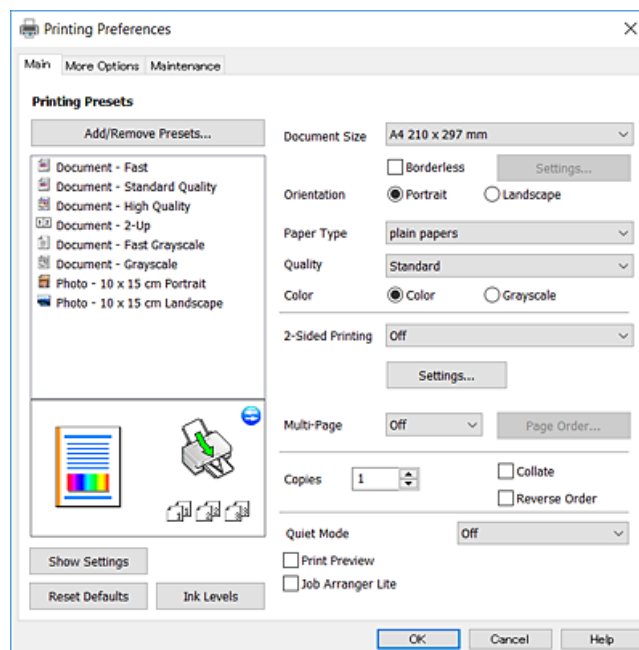
6. Make the following settings.

    ❏ Document Size: Select the paper size you loaded in the printer.

    ❏ Borderless: Select to print with no margins around the image.

    In borderless printing, the print data is enlarged slightly more than the paper size so that no margins are printed around the edges of the paper. Click **Settings** to select the amount of enlargement.

    ❏ Orientation: Select the orientation you set in the application.

    ❏ Paper Type: Select the type of paper you loaded.

❏ Quality: Select the print quality.

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

❏ Color: Select **Grayscale** when you want to print in black or shades of gray.

Note:
*When printing on envelopes, select **Landscape** as the **Orientation** setting.*

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

8. Click **Print**.

Related Information

➡ "Available Paper and Capacities" on page 16

➡ "Loading Paper in the Rear Paper Feed" on page 17

➡ "Guide to Windows Printer Driver" on page 61

➡ "List of Paper Types" on page 16

Printing Basics - Mac OS X

Note:
Explanations in the section use TextEdit as an example. Operations and screens differ depending on the application. See the application's help for details.

1. Load paper in the printer.

2. Open the file you want to print.

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

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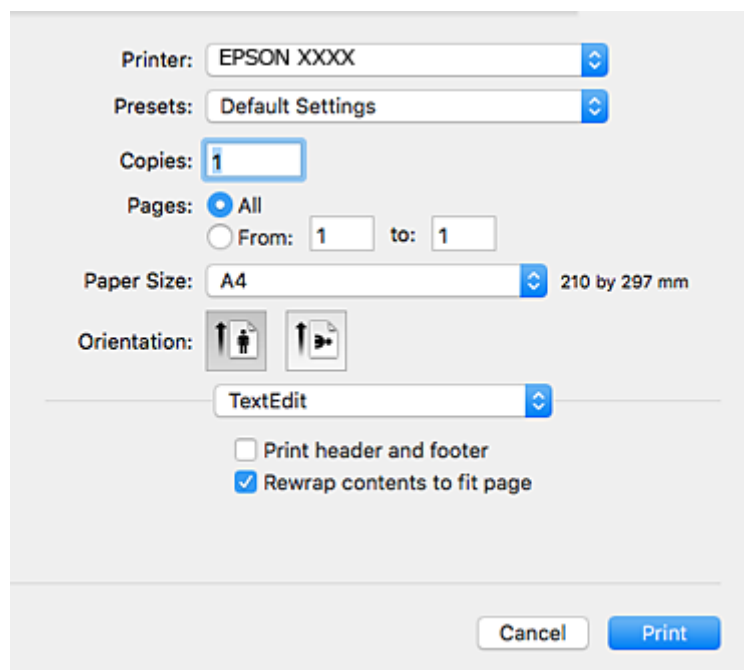
Printing

4. Make the following settings.

❏ Printer: Select your printer.

❏ Presets: Select when you want to use the registered settings.

❏ Paper Size: Select the paper size you loaded in the printer.

When printing with no margins, select a "borderless" paper size.

❏ Orientation: Select the orientation you set in the application.

Note:
❏ *If the above setting menus are not displayed, close the print window, select **Page Setup** from the **File** menu, and then make settings.*

❏ *When printing on envelopes, select landscape orientation.*

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

Printer:	EPSON XXXX
Presets:	Default Settings
Copies:	1
Pages:	● All
	○ From: 1 to: 1
Paper Size:	A4 210 by 297 mm
Orientation:	
	Print Settings
Media Type:	plain papers
Print Quality:	Normal
	☐ Borderless
	Expansion: Max
	☐ Grayscale
	☐ Mirror Image
	Cancel Print
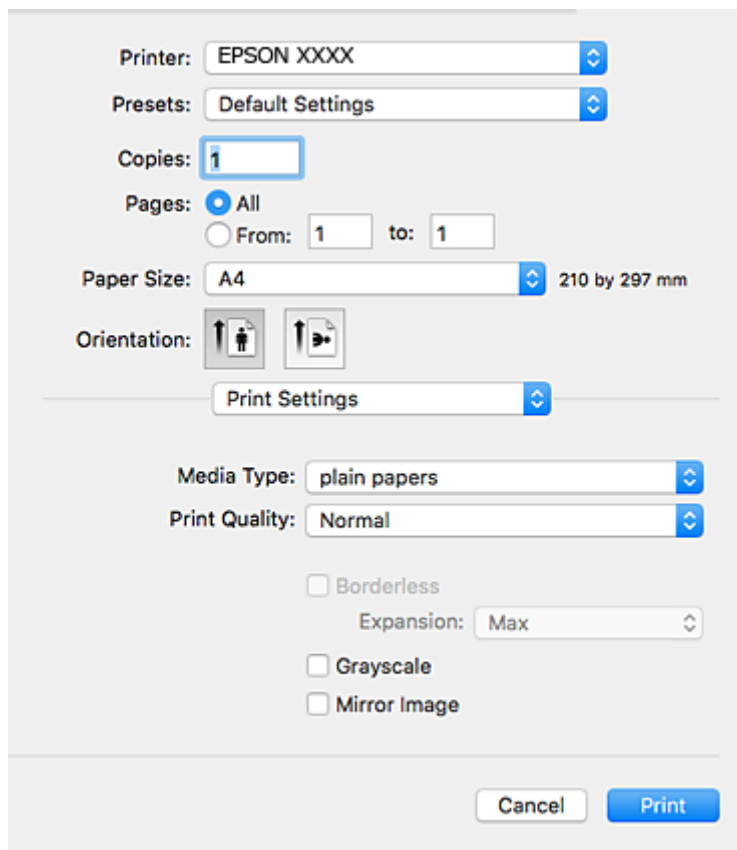
Note:
*On Mac OS X v10.8.x or later, if the **Print Settings** menu is not displayed, the Epson printer driver has not been installed correctly.*

*Select **System Preferences** from the ⬛ menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), remove the printer, and then add the printer again. See the following to add a printer.*

http://epson.sn

6. Make the following settings.

❏ Media Type: Select the type of paper you loaded.

❏ Print Quality: Select the print quality.

Selecting **Fine** provides higher quality printing, but the printing speed may be slower.

❏ Expansion: Available when selecting a borderless paper size.

In borderless printing, the print data is enlarged slightly more than the paper size so that no margins are printed around the edges of the paper. Select the amount of enlargement.

❏ Grayscale: Select to print in black or shades of gray.

7. Click **Print**.

Related Information

➡ "Available Paper and Capacities" on page 16
➡ "Loading Paper in the Rear Paper Feed" on page 17
➡ "Guide to Mac OS X Printer Driver" on page 64
➡ "List of Paper Types" on page 16

Printing on 2-Sides (for Windows only)

The printer driver prints automatically separating even pages and odd pages. When the printer has finished printing the odd pages, flip the paper over following the instructions to print the even pages. You can also print a booklet that can be created by folding the printout.
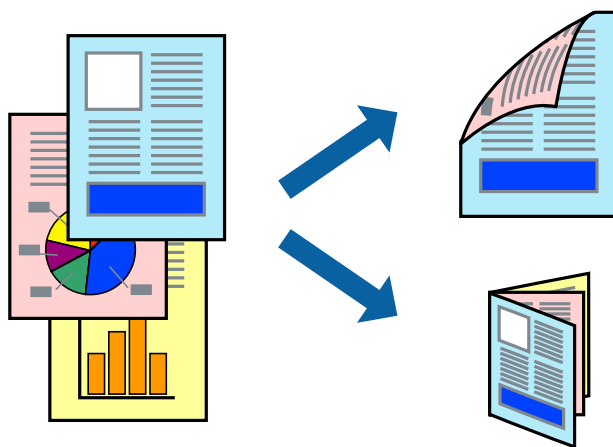
Note:
❏ *This feature is not available for borderless printing.*

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

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

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

❏ *2-sided printing may not be available when the printer is accessed over a network or is used as a shared printer.*

1. Load paper in the printer.

2. Open the file you want to print.

3. Access the printer driver window.

4. Select **Manual (Long-edge binding)** or **Manual (Short-edge binding)** from **2-Sided Printing** on the **Main** tab.

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

   Note:
   *To print as a booklet, select **Booklet**.*

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

7. Click **Print**.

   When the first side has finished printing, a pop-up window is displayed on the computer. Follow the on-screen instructions.

Related Information

➡ "Available Paper and Capacities" on page 16

➡ "Loading Paper in the Rear Paper Feed" on page 17

➡ "Printing Basics - Windows" on page 22

Printing Several Pages on One Sheet

You can print two or four pages of data on a single sheet of paper.
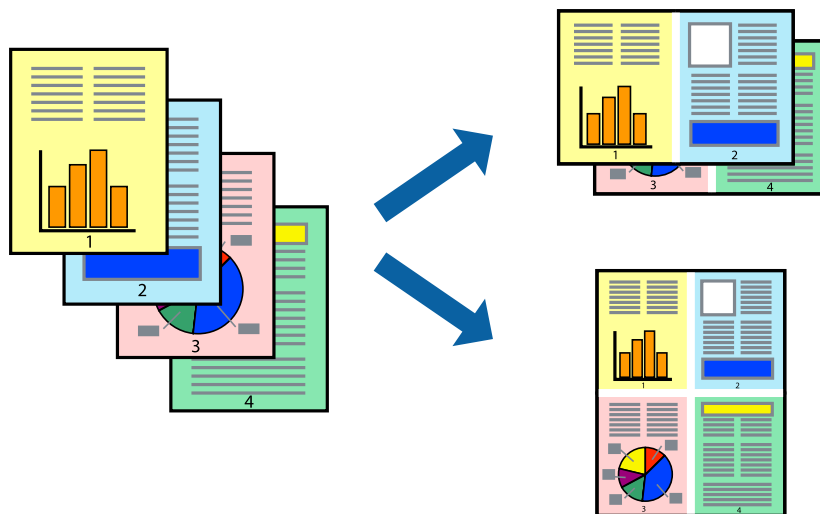
Printing Several Pages on One Sheet - Windows

Note:
This feature is not available for borderless printing.

1. Load paper in the printer.

2. Open the file you want to print.

3. Access the printer driver window.

4. Select **2-Up** or **4-Up** as the **Multi-Page** setting on the **Main** tab.

5. Click **Page Order**, make the appropriate settings, and then click **OK** to close the window.

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

7. Click **Print**.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17
➡ "Printing Basics - Windows" on page 22

Printing Several Pages on One Sheet - Mac OS X

1. Load paper in the printer.

2. Open the file you want to print.

3. Access the print dialog.

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

5. Set the number of pages in **Pages per Sheet**, the **Layout Direction** (page order), and **Border**.

6. Set the other items as necessary.

7. Click **Print**.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17
➡ "Printing Basics - Mac OS X" on page 23

Printing to Fit the Paper Size

You can print to fit the paper size you loaded in the printer.

Printing to Fit the Paper Size - Windows

Note:
This feature is not available for borderless printing.

1. Load paper in the printer.

2. Open the file you want to print.

3. Access the printer driver window.

4. Make the following settings on the **More Options** tab.

   ❏ Document Size: Select the paper size you set in the application.

   ❏ Output Paper: Select the paper size you loaded in the printer.

     Fit to Page is selected automatically.

   Note:
   If you want to print a reduced image at the center of the page, select **Center**.

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

6. Click **Print**.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17
➡ "Printing Basics - Windows" on page 22

Printing to Fit the Paper Size - Mac OS X

1. Load paper in the printer.

2. Open the file you want to print.

3. Access the print dialog.

4. Select the size of the paper you set in the application as the **Paper Size** setting.

5. Select **Paper Handling** from the pop-up menu.

6. Select **Scale to fit paper size**.

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

8. Set the other items as necessary.

9. Click **Print**.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17
➡ "Printing Basics - Mac OS X" on page 23

Printing Multiple Files Together (for Windows Only)

Job Arranger Lite allows you to combine several files created by different applications and print them as a single print job. You can specify the print settings for combined files, such as layout, print order, and orientation.
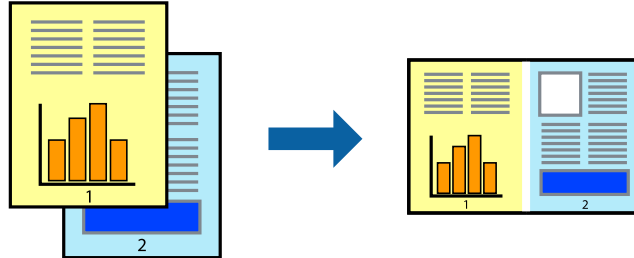
1. Load paper in the printer.

2. Open the file you want to print.

3. Access the printer driver window.

4. Select **Job Arranger Lite** on the **Main** tab.

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

6. Click **Print**.

    The **Job Arranger Lite** window is displayed and the print job is added to the **Print Project**.

7. With the **Job Arranger Lite** window opened, open the file that you want to combine with the current file, and then repeat steps 3 to 6.

    Note:
    ❏ *If you close the **Job Arranger Lite** window, the unsaved **Print Project** is deleted. To print later, select **Save** from the **File** menu.*

    ❏ *To open a **Print Project** saved in **Job Arranger Lite**, click **Job Arranger Lite** on the printer driver's **Maintenance** tab. Next, select **Open** from the **File** menu to select the file. The extension of the saved files is "ecl".*

8. Select the **Layout** and **Edit** menus in **Job Arranger Lite** to edit the **Print Project** as necessary. See the help of Job Arranger Lite for details.

9. Select **Print** from the **File** menu.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17
➡ "Printing Basics - Windows" on page 22

Printing One Image on Multiple Sheets to Create a Poster (for Windows Only)

This feature allows you to print one image on multiple sheets of paper. You can create a larger poster by taping them together.
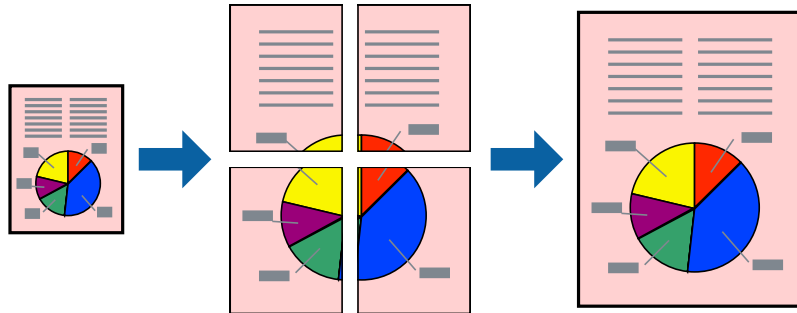
Note:
This feature is not available for borderless printing.

1. Load paper in the printer.

2. Open the file you want to print.

3. Access the printer driver window.

4. Select **2x1 Poster**, **2x2 Poster**, **3x3 Poster**, or **4x4 Poster** from **Multi-Page** on the **Main** tab.

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

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

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

7. Click **Print**.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17
➡ "Printing Basics - Windows" on page 22

Making Posters Using Overlapping Alignment Marks

Here is an example of how to make a poster when **2x2 Poster** is selected, and **Overlapping Alignment Marks** is selected in **Print Cutting Guides**.
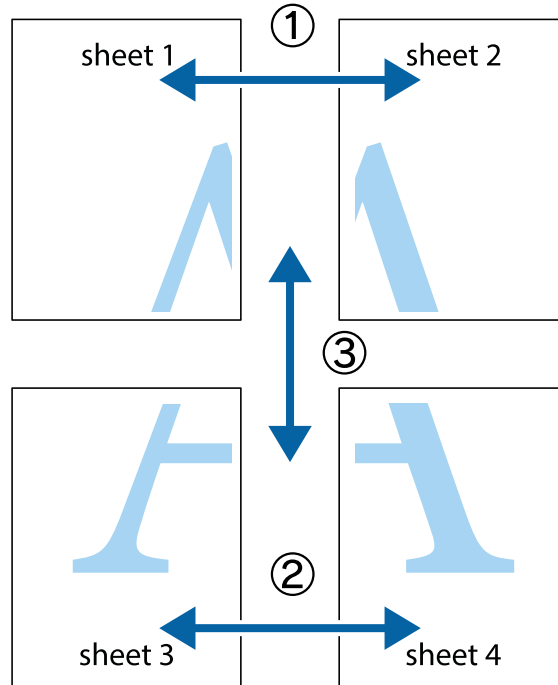
1. Prepare Sheet 1 and Sheet 2. Cut off the margins of Sheet 1 along the vertical blue line through the center of the top and bottom cross marks.
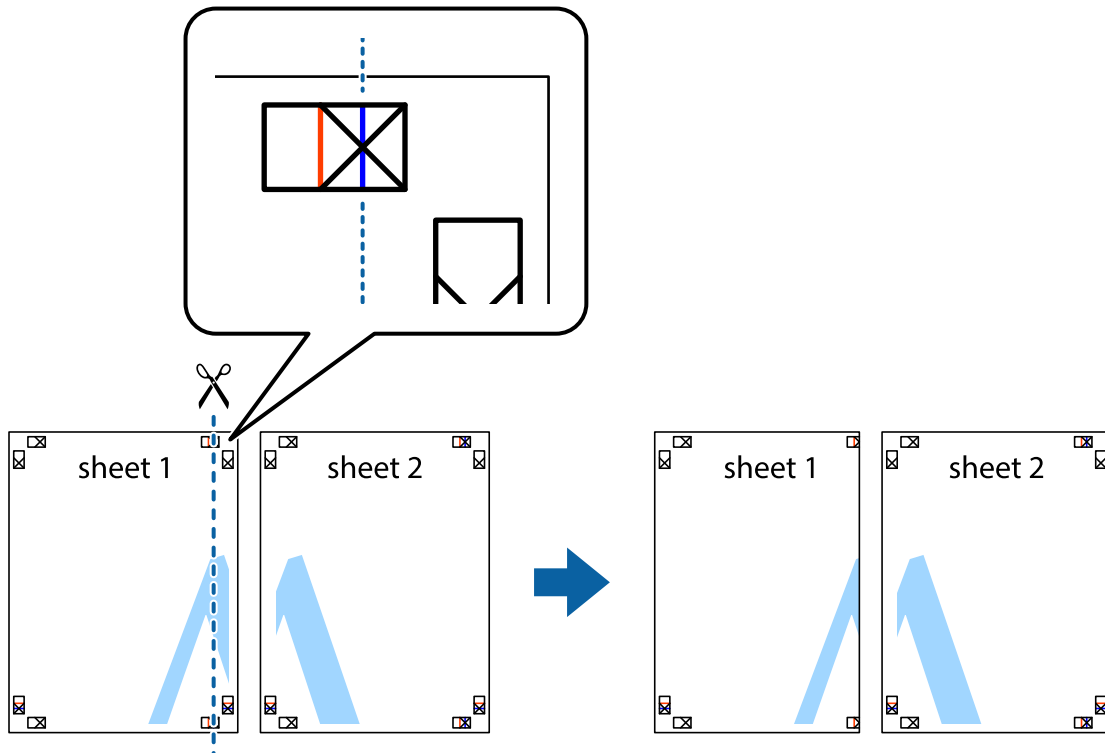
Printing

2. Place the edge of Sheet 1 on top of Sheet 2 and align the cross marks, then temporarily tape the two sheets together from the back.
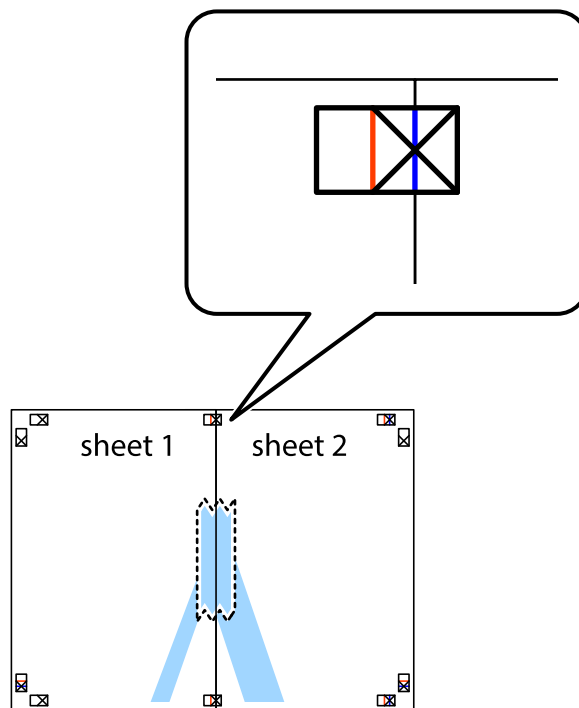
3. Cut the taped sheets in two along the vertical red line through the alignment markers (this time, the line to the left of the cross marks).
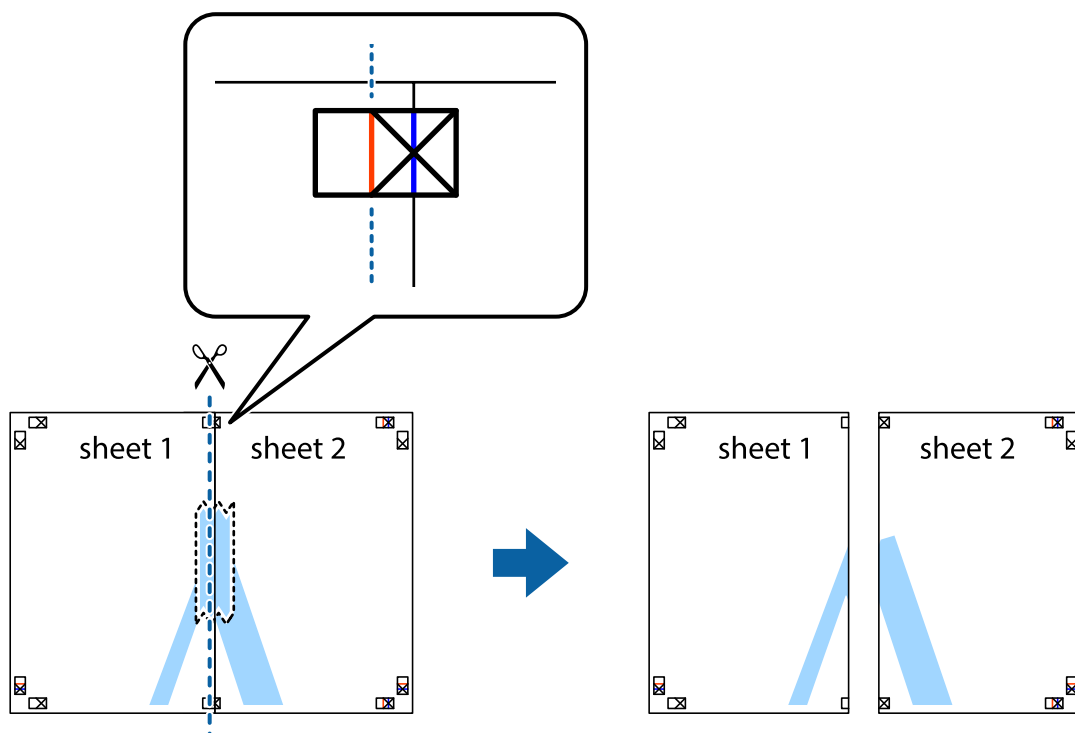
Printing

4. Tape the sheets together from the back.
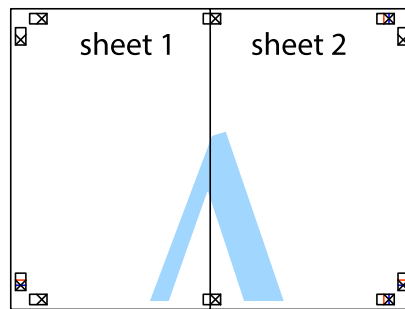
5. Repeat steps 1 to 4 to tape Sheet 3 and Sheet 4 together.

6. Cut off the margins of Sheet 1 and Sheet 2 along the horizontal blue line through the center of the left and right side cross marks.
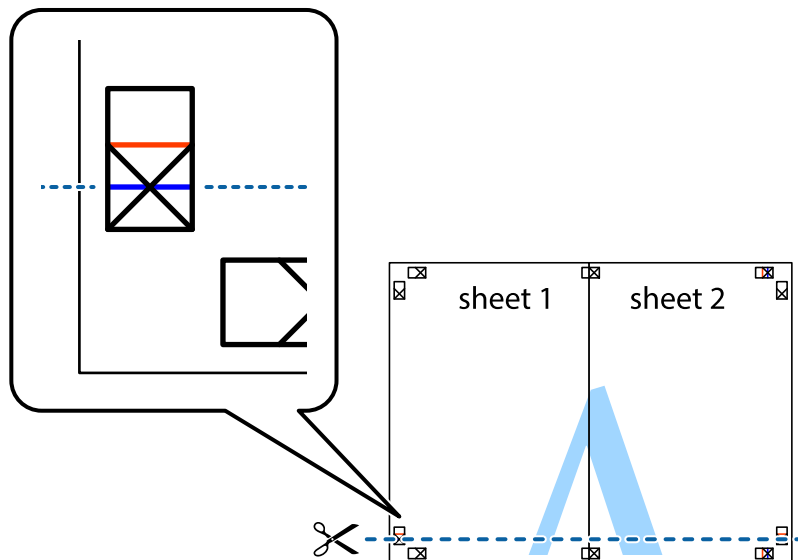
7. Place the edge of Sheet 1 and Sheet 2 on top of Sheet 3 and Sheet 4 and align the cross marks, and then temporarily tape them together from the back.
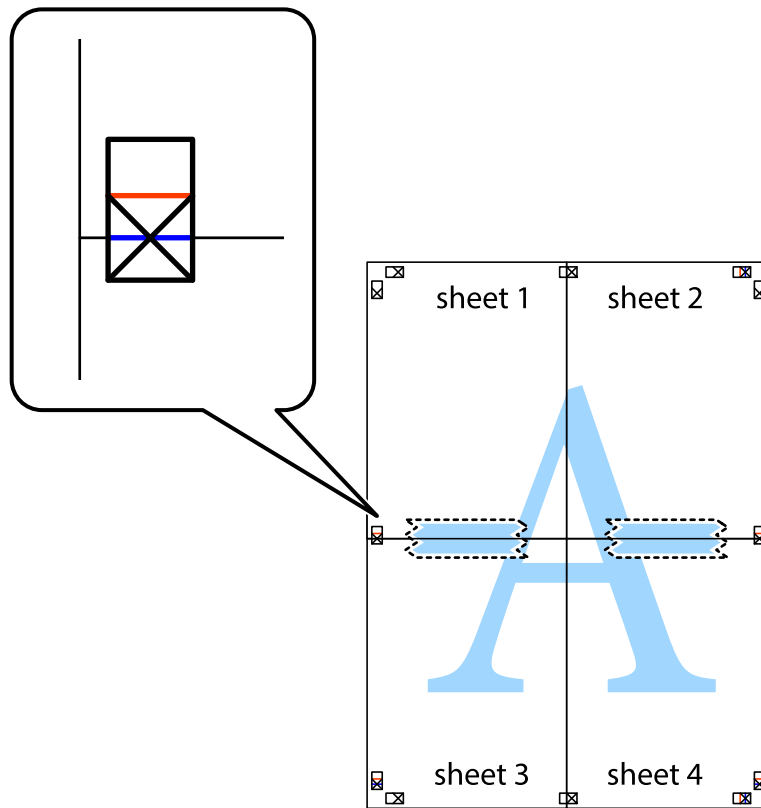
8. Cut the taped sheets in two along the horizontal red line through the alignment markers (this time, the line above the cross marks).
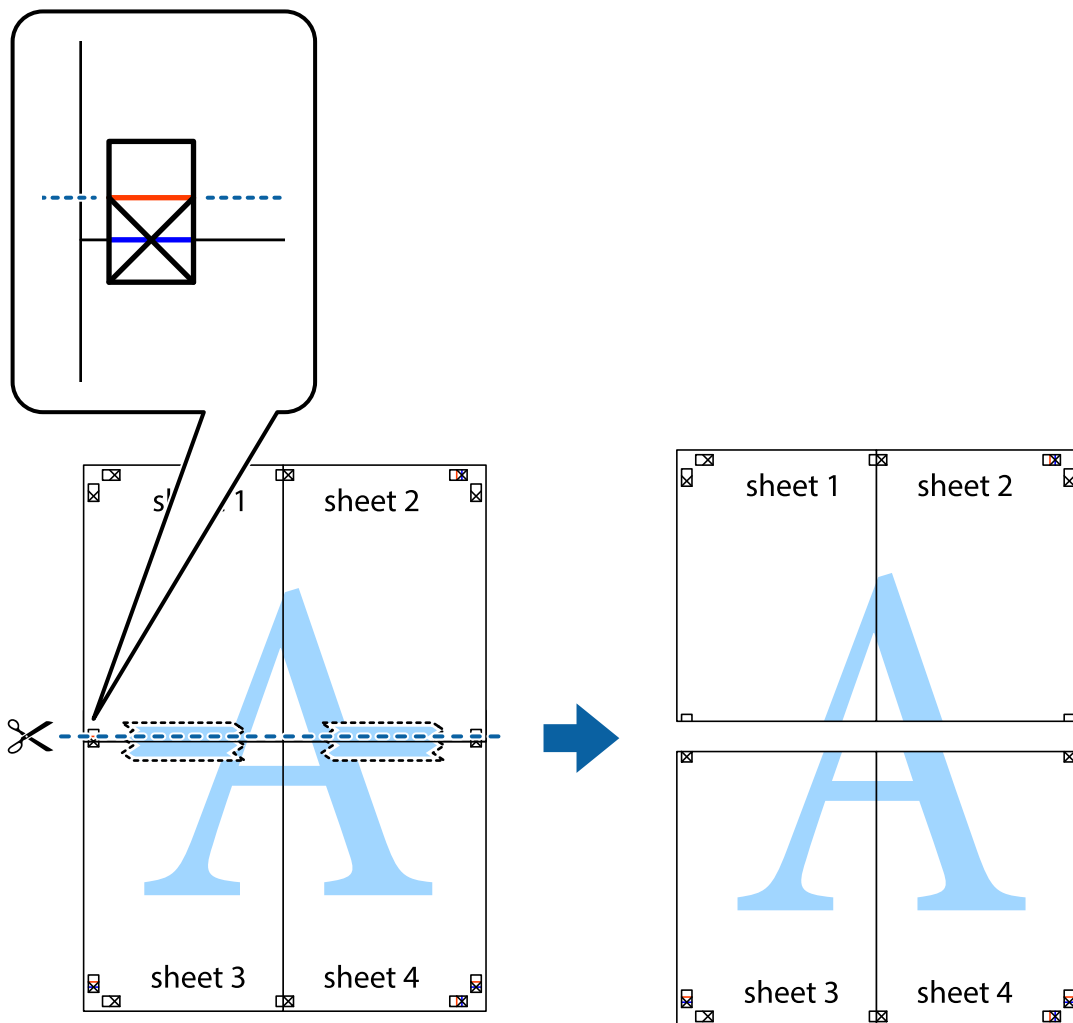
9. Tape the sheets together from the back.
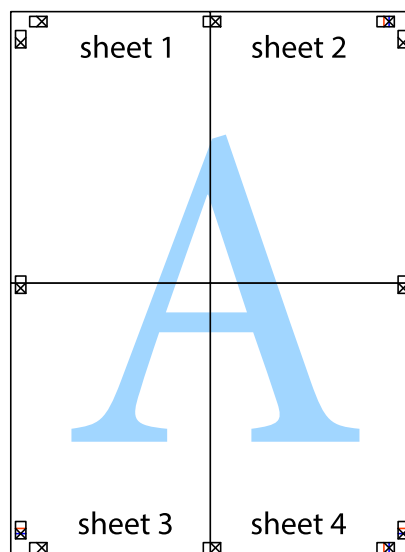
10. Cut off the remaining margins along the outer guide.
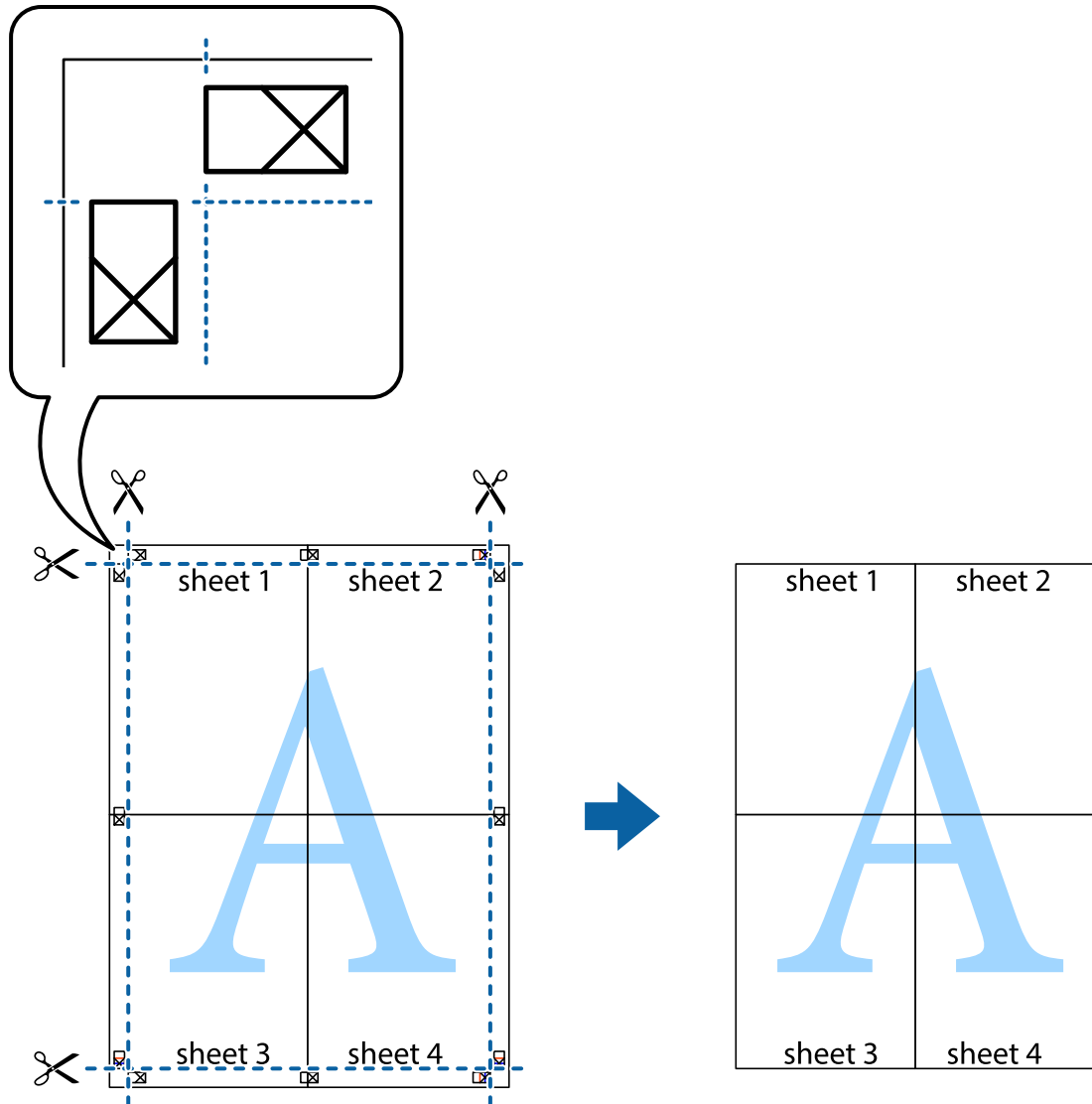
Printing Using Advanced Features

This section introduces a variety of additional layout and printing features available on the printer driver.

Related Information

➡ "Windows Printer Driver" on page 60
➡ "Mac OS X Printer Driver" on page 63

Adding a Printing Preset to Print Easily

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

Windows

To add your own preset, set items such as the **Document Size** and **Paper Type** on the **Main** or **More Options** tab, and then click **Add/Remove Presets** in **Printing Presets**.

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

Mac OS X

Access the print dialog. To add your own preset, set items such as the **Paper Size** and **Media Type**, and then save the current settings as the preset in the **Presets** setting.

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

Printing a Reduced or Enlarged Document

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

Windows

Note:
This feature is not available for borderless printing.

Set the **Document Size** on the **More Options** tab. Select **Reduce/Enlarge Document**, **Zoom to**, and then enter a percentage.

Mac OS X

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

Select **Page Setup** (or **Print**) from the **File** menu. Select the printer from **Format For**, select the paper size, and then enter a percentage in **Scale**. Close the window, and then print following the basic printing instructions.

Adjusting the Print Color

You can adjust the colors used in the print job.

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

Note:
❏ *These adjustments are not applied to the original data.*

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

Windows

Select the method of color correction from **Color Correction** on the **More Options** tab.

If you select **Automatic**, the colors are automatically adjusted to match the paper type and print quality settings. If you select **Custom** and click **Advanced**, you can make your own settings.

Mac OS X

Access the print dialog. Select **Color Matching** from the pop-up menu, and then select **EPSON Color Controls**. Select **Color Options** from the pop-up menu, and then select one of the available options. Click the arrow next to **Advanced Settings** and make the appropriate settings.

Printing a Watermark (for Windows Only)

You can print a watermark such as "Confidential" on your printouts. You can also add your own watermark.
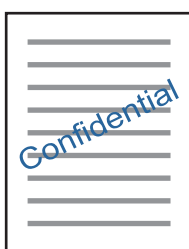
Note:
This feature is not available with borderless printing.

Click **Watermark Features** on the **More Options** tab, and then select a watermark. Click **Settings** to change details such as the density and position of the watermark.

Printing a Header and Footer (for Windows Only)

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

Click **Watermark Features** in the **More Options** tab, and then select **Header/Footer**. Click **Settings** and select necessary items from the drop-down list.

Printing Photos Using Epson Easy Photo Print

Epson Easy Photo Print lets you lay out and print photos easily on various types of paper. See the application's help for details.

Note:
❏ *By printing on genuine Epson photo paper, the ink quality is maximized and the printouts are vivid and clear.*

❏ *To perform borderless printing using a commercially available application, make the following settings.*

  ❏ *Create the image data to fully fit the paper size and if a margin setting is available in the application you are using, set the margin to 0 mm.*

  ❏ *Enable the borderless printing setting in the printer driver.*

Related Information

➡
➡

➡ "Epson Easy Photo Print" on page 67

➡ "Installing Applications" on page 69

Canceling Printing

Note:

❏ *In Windows, you cannot cancel a print job from the computer once it has been completely sent to the printer. In this case, cancel the print job by using the printer's control panel.*

❏ *When printing several pages from Mac OS X, you cannot cancel all of the jobs by using the control panel. In this case, cancel the print job from the computer.*

Canceling Printing - Printer Button

Press the ⊘ button to cancel the print job in progress.

Canceling Printing - Windows

1. Access the printer driver window.

2. Select the **Maintenance** tab.

3. Click **Print Queue**.

4. Right-click on the job you want to cancel and then select **Cancel**.

Related Information

➡ "Windows Printer Driver" on page 60

Canceling Printing - Mac OS X

1. Click the printer icon in the **Dock**.

2. Select the job you want to cancel.

3. Cancel the job.

   ❏ Mac OS X v10.8.x or later

      Click next to the progress meter.

   ❏ Mac OS X v10.6.8 to v10.7.x
      Click **Delete**.

Copying

Copying Basics

You can copy on A4-size paper at the same magnification. Margins with a width of 3 mm appear around the edges of the paper regardless of whether or not the original has margins around the edges of the paper. When copying originals smaller than A4-size, margins will be wider than 3 mm depending on the position where you place the original.

1. Load A4-size paper in the printer.

2. Place the originals.

3. Press the ◈ or ◈ button.

   Note:

   ❏ *Press the ▽ and the ◈ or ◈ buttons simultaneously to copy in draft mode, where you can use less ink and print at a lower density.*

   ❏ *The color, size, and border of the copied image are slightly different from the original.*

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17

➡ "Placing Originals on the Scanner Glass" on page 20

Making Multiple Copies

You can make multiple copies at a time. You can specify up to 20 copies. Margins with a width of 3 mm appear around the edges of the paper.

1. Load the same number of sheets of A4-size paper as the number of copies you want to copy.

2. Place the originals.

3. Press the ◈ or ◈ button the same number of times as the number of copies you want to make. For example, if you want to make 10 copies in color, press the ◈ button 10 times.

   Note:
   Press the button within one second to change the number of copies. If the button is pressed after one second, the number of copies is set and copying starts.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17

➡ "Placing Originals on the Scanner Glass" on page 20

Scanning

Scanning from the Control Panel

You can save the scanned image in PDF format to a computer which is connected to the printer with a USB cable.

> ❗ *Important:*
>
> *Make sure you have installed Epson Scan 2 and Epson Event Manager on your computer before using this feature.*

1. Place the originals.

2. Press the ◇ ≋ button and the ≋ ◇ button simultaneously.

   Note:
   ❏ *You can change the scan settings such as the scanning size, folder to save, or save format, by using Epson Event Manager.*

   ❏ *The color, size, and border of the scanned image will not be exactly the same as the original.*

Related Information

➡ "Placing Originals on the Scanner Glass" on page 20
➡ "Epson Event Manager" on page 66

Scanning from a Computer

Scanning Using Epson Scan 2

You can scan by using the scanner driver "Epson Scan 2". See the Epson Scan 2 help for an explanation of each setting item.

Related Information

➡ "Epson Scan 2 (Scanner Driver)" on page 66

Scanning Documents (Document Mode)

Using **Document Mode** in Epson Scan 2, you can scan originals using detailed settings that are suitable for text documents.

1. Place the originals.

2. Start Epson Scan 2.

3. Select **Document Mode** from the **Mode** list.

Scanning

4. Make the following settings on the **Main Settings** tab.
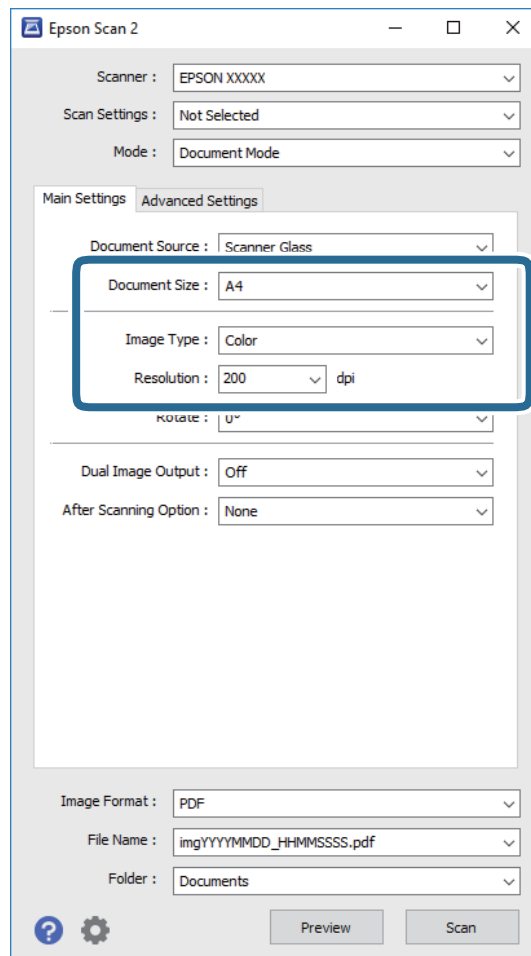
❏ **Document Size**: Select the size of the original you placed.

❏ **Image Type**: Select the color for saving the scanned image.

❏ **Resolution**: Select the resolution.

Note:
*The **Document Source** setting is fixed as **Scanner Glass**. You cannot change this setting.*

5. Make other scan settings if necessary.

❏ You can preview the scanned image by clicking the **Preview** button. The preview window opens, and the previewed image is displayed.

❏ On the **Advanced Settings** tab, you can make detailed image adjustment settings that are suitable for text documents, such as the following.

   ❏ **Unsharp Mask**: You can enhance and sharpen the outlines of the image.

   ❏ **Descreening**: You can remove moiré patterns (web-like shadows) that appear when scanning printed papers such as a magazine.

   ❏ **Text Enhancement**: You can make blurred letters in the original clear and sharp.

   ❏ **Auto Area Segmentation**: You can make letters clear and images smooth when performing black and white scanning for a document that contains images.

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

6. Set the file saving settings.
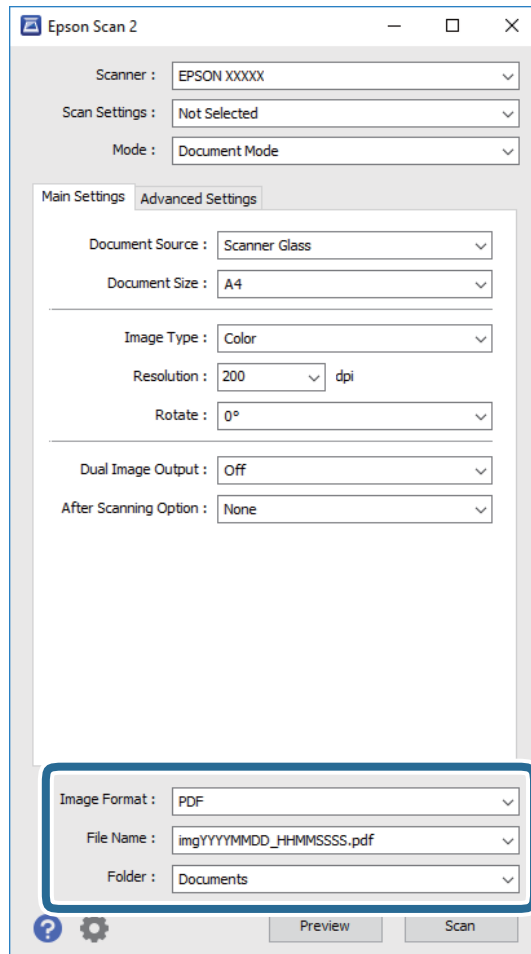
❏ **Image Format**: Select the save format from the list.

You can make detailed settings for each save format except BITMAP and PNG. Select **Options** from the list after selecting the save format.

❏ **File Name**: Confirm the save file name displayed.

You can change settings for the file name by selecting **Settings** from the list.

❏ **Folder**: Select the save folder for the scanned image from the list.

You can select another folder or create a new folder by selecting **Select** from the list.

7. Click **Scan**.

Related Information

➡ "Placing Originals on the Scanner Glass" on page 20

Scanning Photos or Pictures (Photo Mode)

Using **Photo Mode** in Epson Scan 2, you can scan originals with wide variety of image adjustment features that are suitable for photos or pictures.

Scanning

1. Place the originals.

   By placing multiple originals on the scanner glass, you can scan them all at the same time. Make sure there is a gap of at least 20 mm between the originals.

2. Start Epson Scan 2.

3. Select **Photo Mode** from the **Mode** list.

4. Make the following settings on the **Main Settings** tab.
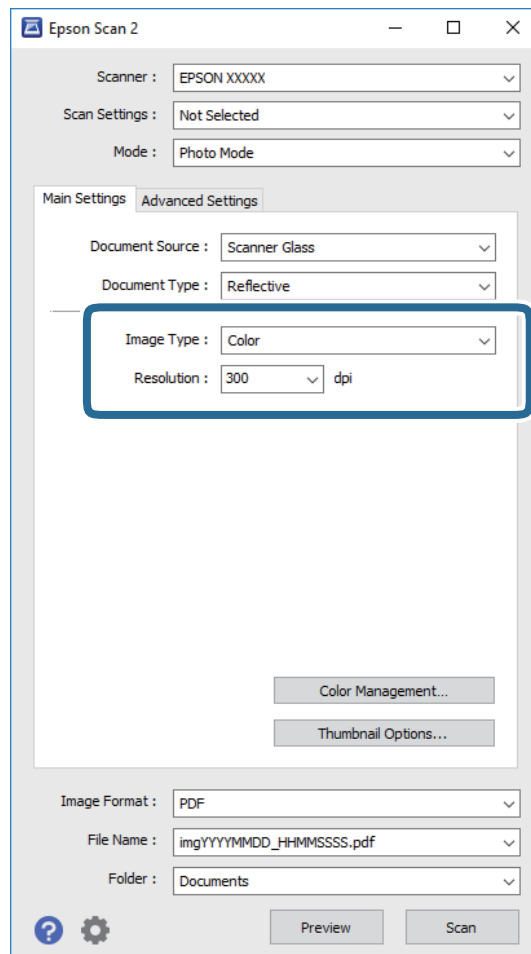
❑ **Image Type**: Select the color for saving the scanned image.

❑ **Resolution**: Select the resolution.

Note:
*The **Document Source** setting is fixed as **Scanner Glass**, and the **Document Type** setting is fixed as **Reflective**.*
*(**Reflective** means originals which are not transparent, for example ordinary papers or photos.) You cannot change these settings.*

5. Click **Preview**.

    The preview window opens, and the previewed images are displayed as thumbnails.
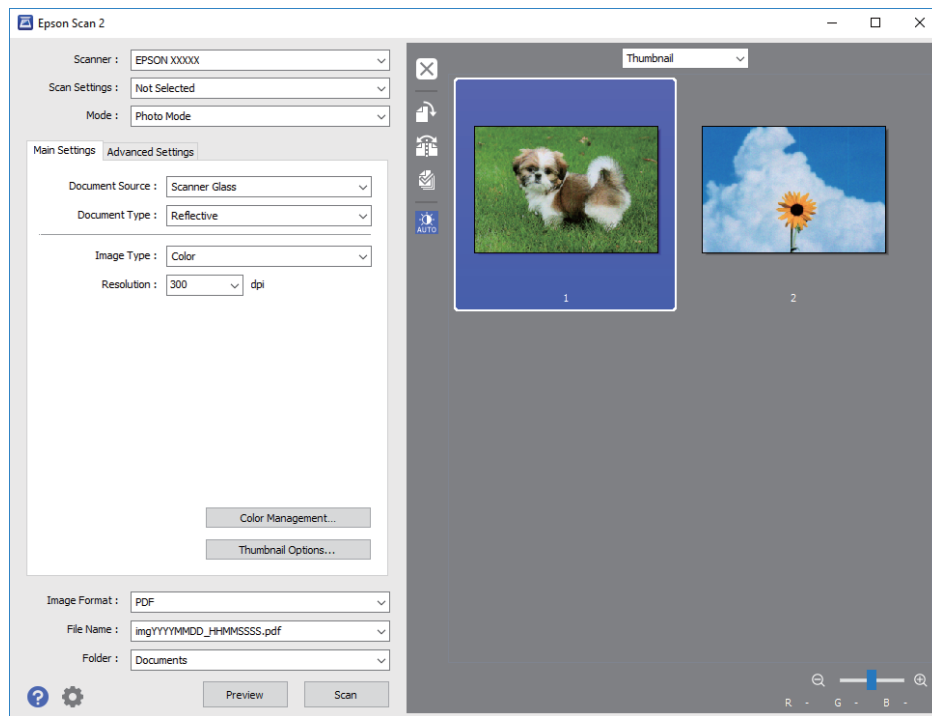
Note:
*To preview the entire scanned area, select **Normal** from the list at the top of the preview widow.*

6. Confirm the preview, and make image adjustment settings on the **Advanced Settings** tab if necessary.
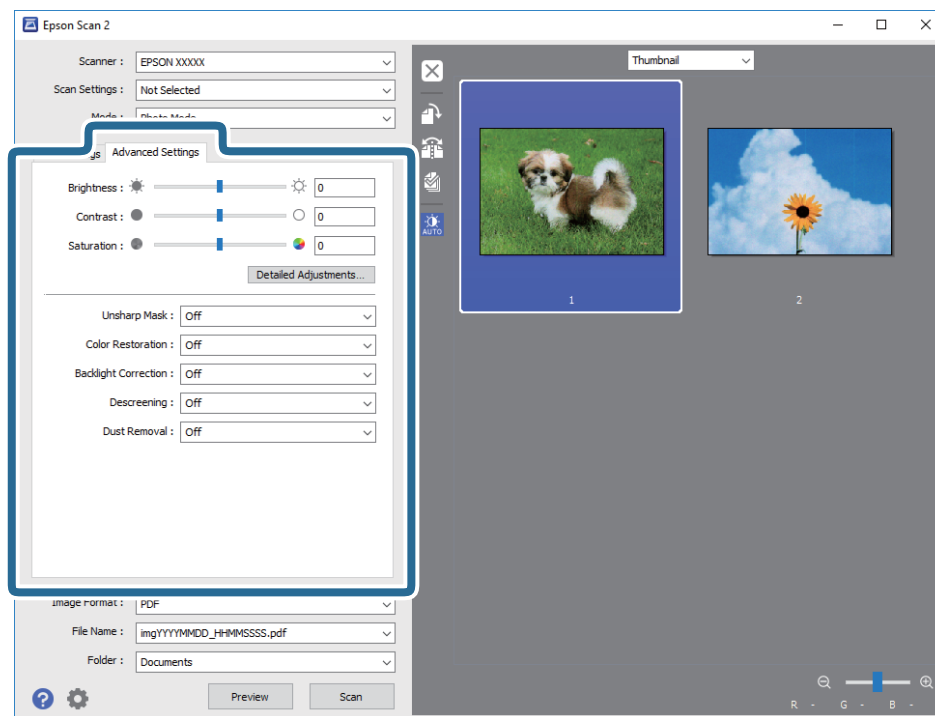
Scanning

You can adjust the scanned image using detailed settings that are suitable for photos or pictures, such as the following.

❏ **Brightness**: You can adjust the brightness for the scanned image.

❏ **Contrast**: You can adjust the contrast for the scanned image.

❏ **Saturation**: You can adjust the saturation (color vividness) for the scanned image.

❏ **Unsharp Mask**: You can enhance and sharpen the outlines of the scanned image.

❏ **Color Restoration**: You can correct images that have faded to return them to their original colors.

❏ **Backlight Correction**: You can lighten scanned images that are dark due to backlight.

❏ **Descreening**: You can remove moiré patterns (web-like shadows) that appear when scanning printed papers such as a magazine.

❏ **Dust Removal**: You can remove dust on the scanned image.

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

❏ *Depending on the original, the scanned image may not be adjusted correctly.*

❏ *When multiple thumbnails are created, you can adjust the image quality for each thumbnail. Depending on the adjustment items, you can adjust the quality of scanned images all together by selecting multiple thumbnails.*

7. Set the file saving settings.

❏ **Image Format**: Select the save format from the list.

You can make detailed settings for each save format except BITMAP and PNG. Select **Options** from the list after selecting the save format.

❏ **File Name**: Confirm the save file name displayed.

You can change settings for the file name by selecting **Settings** from the list.

❏ **Folder**: Select the save folder for the scanned image from the list.

You can select another folder or create a new folder by selecting **Select** from the list.

8. Click **Scan**.

Related Information

➡
➡

Refilling Ink

Checking the Ink Levels

To confirm the actual ink remaining, visually check the ink levels in all of the printer'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 printer when the ink level is below the lower line on the tanks could damage the printer.*
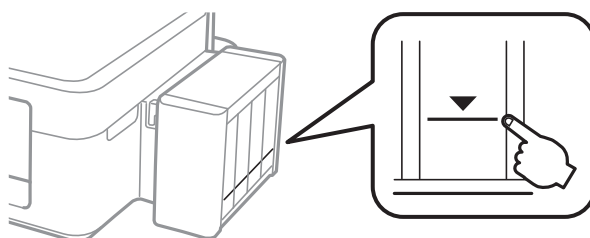
Ink Bottle Codes

Epson recommends the use of genuine Epson ink bottles. Epson warranty does not cover damage caused by inks other than those specified, including any genuine Epson ink not designed for this printer or any third party ink.

Other products not manufactured by Epson may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior.

The following are the codes for genuine Epson ink bottles.

BK: Black	C: Cyan	M: Magenta	Y: Yellow
664	664	664	664

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

Note:
- ❏ *Ink bottle codes may vary by location. For the correct codes in your area, contact Epson support.*
- ❏ *For users in Europe, visit the following website for information on Epson's ink bottle yields.*

  http://www.epson.eu/pageyield

Ink Bottle Handling Precautions

Read the following instructions before refilling ink.

Handling precautions

❏ Use ink bottles with the correct part code for this printer.

❏ This printer 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.

❏ Store ink bottles at normal room temperature and keep them away from direct sunlight.

❏ Epson recommends using the ink bottle before the date printed on the package.

❏ Store the ink bottles in the same environment as the printer.

❏ 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.

❏ After bringing an ink bottle inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.

❏ Do not open the ink bottle package until you are ready to fill the ink tank. The ink bottle is vacuum packed to maintain its reliability. If you leave an ink bottle unpacked for a long time before using it, normal printing may not be possible.

❏ If any of the ink tanks are not filled up to the lower line, refill the ink soon. Continued use of the printer when the ink level is below the lower line on the tanks could damage the printer.

❏ Although the ink bottles may contain recycled materials, this does not affect printer function or performance.

❏ Specifications and appearance of the ink bottle are subject to change without prior notice for improvement.

❏ 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.

Ink consumption

❏ 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.

❏ When printing in monochrome or grayscale, color inks instead of black ink may be used depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.

❏ The ink in the ink bottles supplied with your printer is partly used during initial setup. In order to produce high quality printouts, the print head in your printer will be fully charged with ink. This one-off process consumes a quantity of ink and therefore these bottles may print fewer pages compared to subsequent ink bottles.

Refilling the Ink Tanks

Ink can be refilled at any time.

Refilling Ink

1. Unhook the ink tank unit from the printer and lay it down.
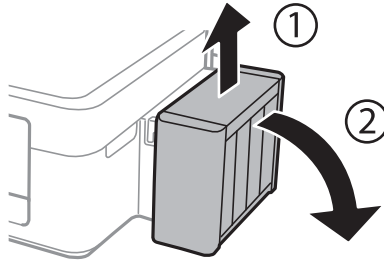
> **!Important:**
> *Do not pull the tubes.*

2. Open the ink tank unit cover, and then remove the cap of the ink tank.
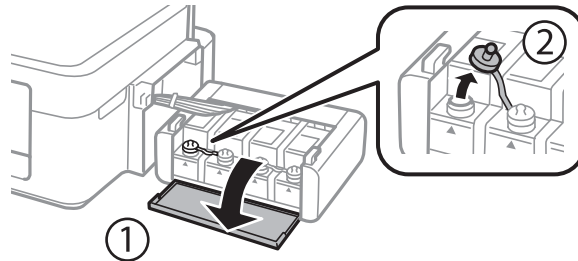
> **!Important:**
> ❑ *Be careful not to spill any ink.*
> ❑ *Make sure that the color of the ink tank matches the ink color that you want to refill.*
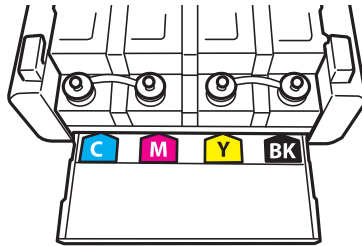
3. Snap off the top of the cap, remove the cap of the ink bottle, remove the seal from the bottle, and then install the cap.
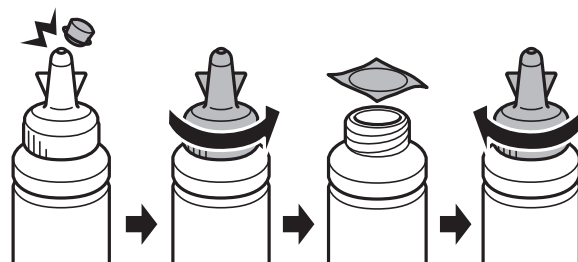
Refilling Ink

> **❗ Important:**
>
> *Close the ink bottle cap tightly; otherwise ink may leak.*
>
>
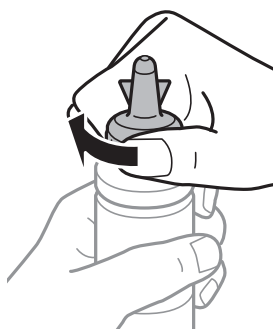
Note:
Do not dispose of the top of the cap. If any ink remains in the ink bottle after refilling the tank, use the top of the cap to seal the ink bottle cap.

4. Refill the ink tank with the correct colored ink up to the upper line on the ink tank.
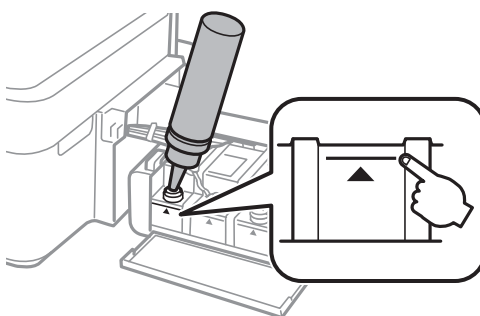
Note:
If any ink remains in the ink bottle after filling the ink tank up to the upper line, install the top of the cap securely and store the ink bottle upright for later use.
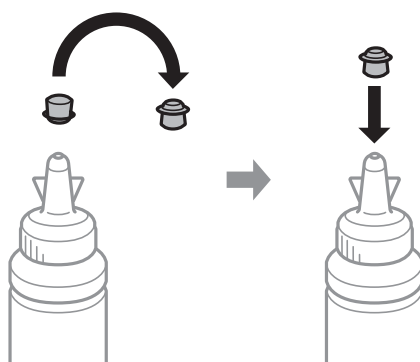
Refilling Ink

5. Close the cap onto the ink tank securely.
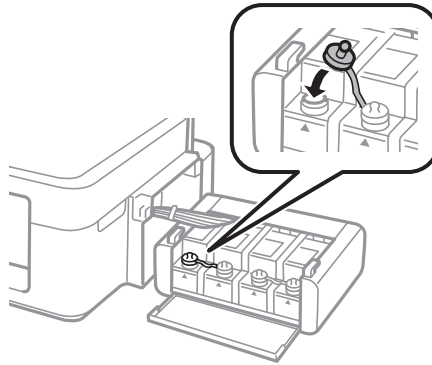
6. Close the ink tank unit cover.
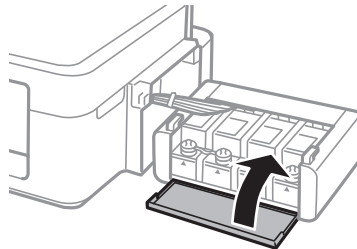
7. Hook the ink tank unit onto the printer.
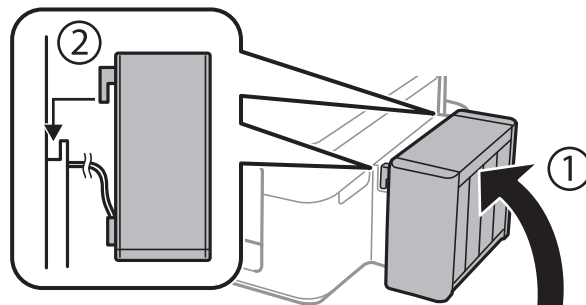
Related Information

➡ "Ink Bottle Codes" on page 48
➡ "Ink Bottle Handling Precautions" on page 48

Maintaining the Printer

Checking and Cleaning the Print Head

If the nozzles are clogged, the printouts become faint, there is visible banding, or unexpected colors appear. When print quality has declined, use the nozzle check feature and check if the nozzles are clogged. If the nozzles are clogged, clean the print head.

> ❗ *Important:*
>
> *Do not open the scanner unit or turn off the printer during head cleaning. If the head cleaning is incomplete, you may not be able to print.*

Note:
- ❏ *Because print head cleaning uses some ink, clean the print head only if quality declines.*
- ❏ *When ink is low, you may not be able to clean the print head. Prepare a new ink bottle.*
- ❏ *If print quality has not improved after repeating nozzle check and head cleaning three times, wait for at least 12 hours without printing, and then run the nozzle check again and repeat the head cleaning if necessary. We recommend to turn off the printer. If print quality has still not improved, contact Epson support.*
- ❏ *To prevent the print head from drying out, do not unplug the printer while the power is on.*
- ❏ *To keep the print head operating at its best, we recommend printing a few pages on a regular basis.*

Checking and Cleaning the Print Head - Printer Buttons

1. Load A4-size plain paper in the printer.

2. Press the ⏻ button to turn off the printer.

3. Turn the printer on while holding the ▽ button down, and then release the buttons when the power light flashes.

   The nozzle check pattern is printed.

4. Examine the printed pattern. If there are broken lines or missing segments as shown in the "NG" pattern, the print head nozzles may be clogged. Go to the next step. If you cannot see any broken lines or missing segments as in the following "OK" pattern, the nozzles are not clogged. Print head cleaning is not necessary.
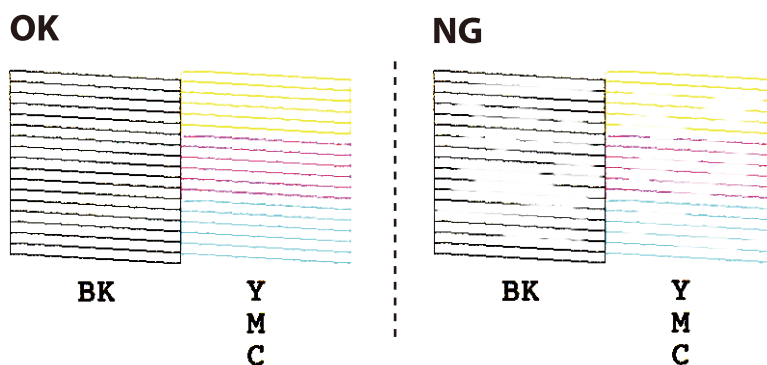
5. Hold the ⊘ button down for three seconds until the power light starts flashing.

   Print head cleaning starts.

6. When the power light stops flashing, print a nozzle check pattern again. Repeat cleaning and printing the pattern until all lines are printed completely.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17

Checking and Cleaning the Print Head - Windows

1. Load A4-size plain paper in the printer.

2. Access the printer driver window.

3. Click **Nozzle Check** on the **Maintenance** tab.

4. Follow the on-screen instructions.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17
➡ "Windows Printer Driver" on page 60

Checking and Cleaning the Print Head - Mac OS X

1. Load A4-size plain paper in the printer.

2. Select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.

3. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.

4. Click **Nozzle Check**.

5. Follow the on-screen instructions.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17

Replacing Ink inside the Ink Tubes

If you have not used the printer 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 feature consumes a lot of ink. Before using this feature, make sure there is enough ink in the printer's ink tanks. If there is not enough ink, refill the ink tanks.*
>
> ❏ *This feature effects the service life of the ink pad. Ink pad reaches its capacity earlier by running this feature. Contact Epson or an authorised Epson service provider to request replacement before the end of its service life. It is not a user-serviceable part.*
>
> ❏ *After using the Power Ink Flushing utility, turn the printer off and wait for at least 12 hours. Using this feature improves the print quality after 12 hours, however it cannot be used again within 12 hours of the last use. If you still cannot solve the problem after trying all of the methods above, contact Epson support.*

Replacing Ink inside the Ink Tubes - Windows

1. Access the printer driver window.

2. Click **Power Ink Flushing** on the **Maintenance** tab.

3. Follow the on-screen instructions.

Related Information

➡ "Windows Printer Driver" on page 60

Replacing Ink inside the Ink Tubes - Mac OS X

1. Select **System Preferences** from the ⬛ menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.

2. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.

3. Click **Power Ink Flushing**.

4. Follow the on-screen instructions.

Aligning the Print Head

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

Aligning the Print Head - Windows

1. Load A4-size plain paper in the printer.

2. Access the printer driver window.

3. Click **Print Head Alignment** on the **Maintenance** tab.

4. Follow the on-screen instructions.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17

➡ "Windows Printer Driver" on page 60

Aligning the Print Head - Mac OS X

1. Load A4-size plain paper in the printer.

2. Select **System Preferences** from the ▮ menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.

3. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.

4. Click **Print Head Alignment**.

5. Follow the on-screen instructions.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17

Cleaning the Paper Path

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

> **❗ Important:**
>
> *Do not use tissue paper to clean the inside of the printer. The print head nozzles may be clogged with lint.*

1. Make sure there is no dust or stains on the scanner glass and the document cover.

2. Load A4-size plain paper in the printer.

3. Start copying without placing an original on the scanner glass.

   The paper is ejected from the printer.

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

   Note:
   If you have a paper feed problem and if you have a cleaning sheet that came with Epson genuine paper, you may be able to solve the paper feed problem by using the cleaning sheet instead of using A4-size plain paper. When using the cleaning sheet, load the sheet in the printer following the instructions that came with the sheet. Repeat the procedure several times using the cleaning sheet.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17

Cleaning the Scanner Glass

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

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

1. Open the document cover.
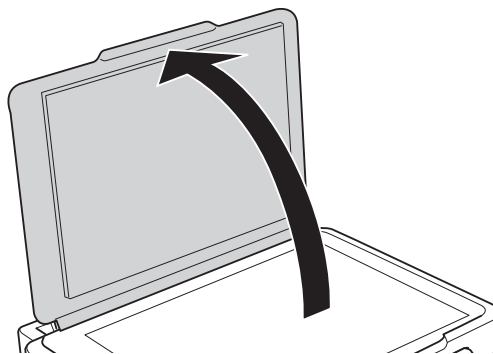
2. Use a soft, dry, clean cloth to clean the surface of the scanner glass.

   Note:
   - ❏ *If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner and a soft cloth to remove it. Wipe off all remaining liquid.*

   - ❏ *Do not press the glass surface too hard.*

   - ❏ *Be careful not to scratch or damage the surface of the glass. A damaged glass surface can decrease the scan quality.*

Checking the Total Number of Pages Fed Through the Printer

You can check the total number of pages fed through the printer.

Checking the Total Number of Pages Fed Through the Printer - Printer Buttons

The information is printed together with the nozzle check pattern.

1. Load A4-size plain paper in the printer.

2. Press the ⏻ button to turn off the printer.

3. Turn the printer on while holding the ⊘ button down, and then release the buttons when the power light flashes.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17

Checking the Total Number of Pages Fed Through the Printer - Windows

1. Access the printer driver window.

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

Related Information

➡ "Windows Printer Driver" on page 60

Checking the Total Number of Pages Fed Through the Printer - Mac OS X

1. Select **System Preferences** from the ⬛ menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.

2. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.

3. Click **Printer and Option Information**.

Saving Power

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

Saving Power - Windows

1. Access the printer driver window.

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

3. Select the time period before the printer enters sleep mode as the **Sleep Timer** setting, and click **Send**. To make the printer turn off automatically, select the time period as the **Power Off Timer** setting, and click **Send**.

4. Click **OK**.

Related Information

➡

Saving Power - Mac OS X

1. Select **System Preferences** from the ![menu icon] menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.

2. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.

3. Click **Printer Settings**.

4. Select the time period before the printer enters sleep mode as the **Sleep Timer** setting, and click **Apply**. To make the printer turn off automatically, select the time period as the **Power Off Timer** setting, and click **Apply**.

Software Information

This section introduces software products available for your printer from the supplied CD.

Windows Printer Driver

The printer driver controls the printer according to the commands from an application. Making settings on the printer driver provides the best printing results. You can also check the status of the printer or keep it in top operating condition using the printer driver utility.

Note:
*You can change the language of the printer driver. Select the language you want to use from the **Language** setting on the **Maintenance** tab.*

Accessing the printer driver from applications

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

Select **Print** or **Print Setup** from the **File** menu. Select your printer, and then click **Preferences** or **Properties**.

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

Accessing the printer driver from the control panel

To make settings that apply to all of the applications, access from the control panel.

❏ Windows 10

Right-click the start button or press and hold it, and then select **Control Panel** > **View devices and printers** in **Hardware and Sound**. Right-click on your printer, or press and hold it and then select **Printing preferences**.

❏ Windows 8.1/Windows 8

Select **Desktop** > **Settings** > **Control Panel** > **View devices and printers** in **Hardware and Sound**. Right-click on your printer, or press and hold it and then select **Printing preferences**.

❏ Windows 7

Click the start button, and select **Control Panel** > **View devices and printers** in **Hardware and Sound**. Right-click on your printer and select **Printing preferences**.

❏ Windows Vista

Click the start button, and select **Control Panel** > **Printers** in **Hardware and Sound**. Right-click on your printer and select **Select printing preferences**.

❏ Windows XP

Click the start button, and select **Control Panel** > **Printers and Other Hardware** > **Printers and Faxes**. Right-click on your printer and select **Printing preferences**.

Accessing the printer driver from the printer icon on the task bar

The printer icon on the desktop task bar is a shortcut icon allowing you to quickly access the printer driver.

If you click the printer icon and select **Printer Settings**, you can access the same printer settings window as the one displayed from the control panel. If you double-click this icon, you can check the status of the printer.

Software Information

Note:
*If the printer icon is not displayed on the task bar, access the printer driver window, click **Monitoring Preferences** on the*
***Maintenance** tab, and then select **Register the shortcut icon to the taskbar**.*

Starting the utility

Access the printer driver window. Click the **Maintenance** tab.

Guide to Windows Printer Driver

Help is available in the printer driver for Windows. To view explanations of the setting items, right-click on each
item, and then click **Help**.

Main Tab

You can make basic settings for printing, such as paper type or paper size.

You can also make settings for printing both sides of the paper or printing multiple pages on one sheet.
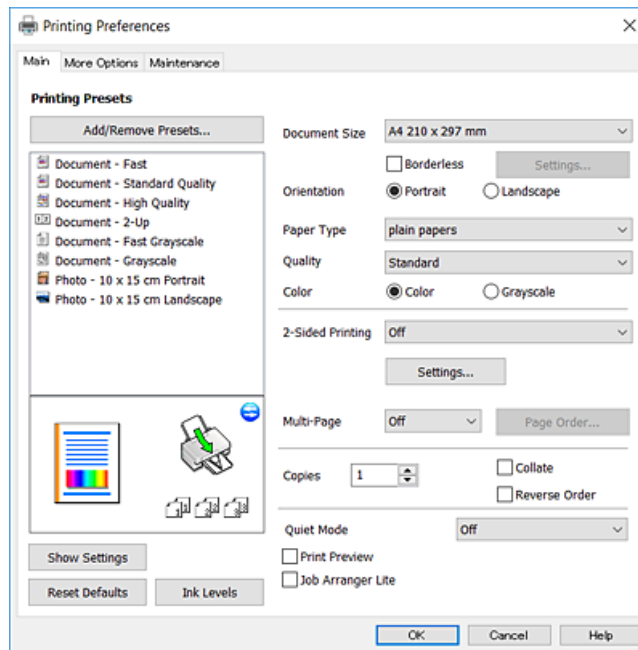
Software Information

More Options Tab

You can select additional layout and printing options such as changing the size of a printout or making color corrections.
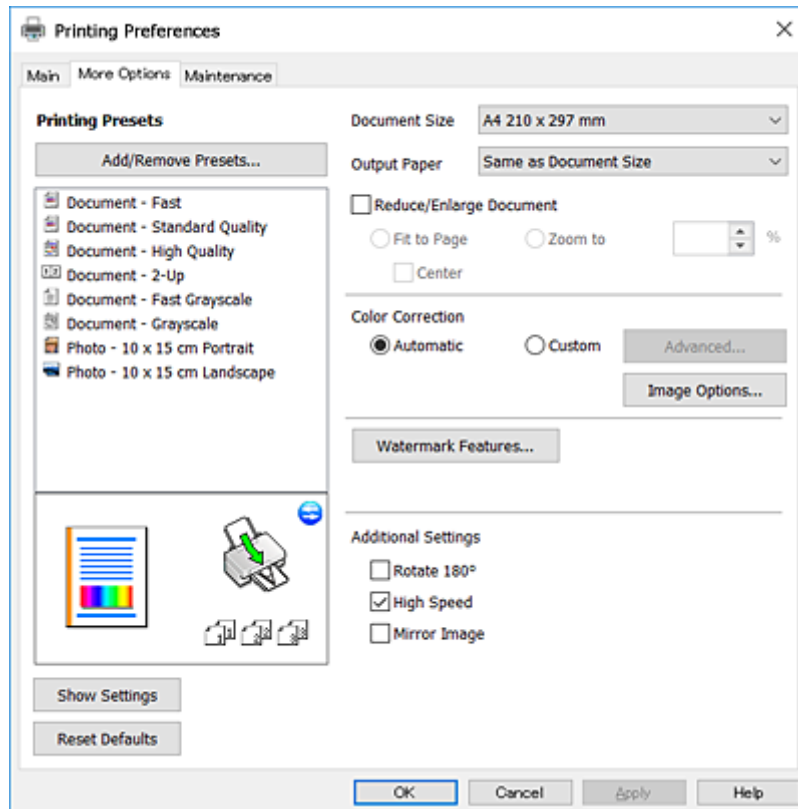
Maintenance Tab

You can run maintenance features such as nozzle check and print head cleaning, and by starting **EPSON Status Monitor 3**, you can check printer status and error information.
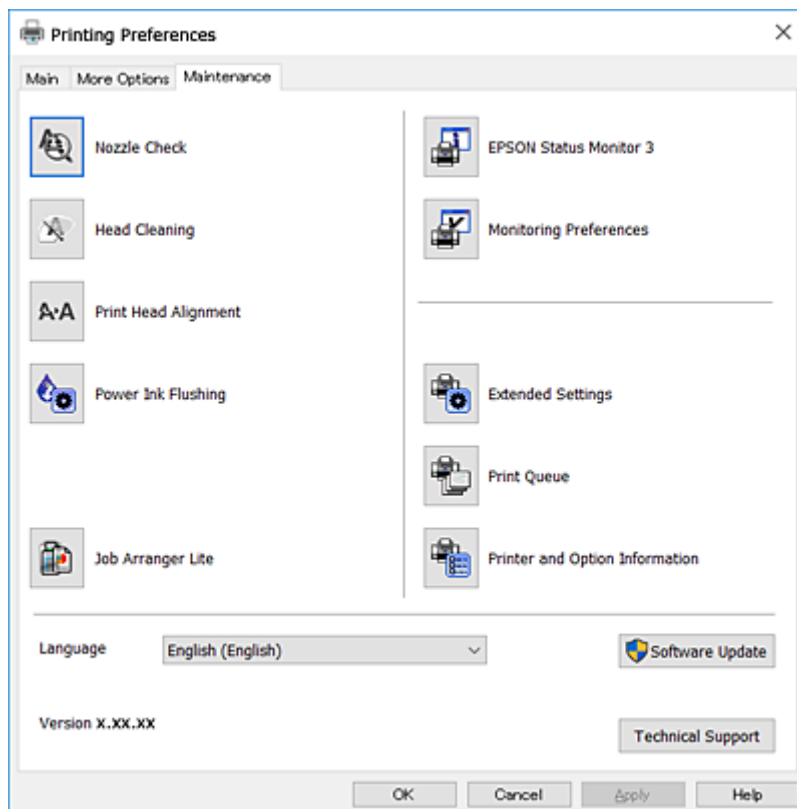
Making Operation Settings for the Windows Printer Driver

You can make settings such as enabling **EPSON Status Monitor 3**.

1. Access the printer driver window.

2. Click **Extended Settings** on the **Maintenance** tab.

3. Make the appropriate settings, and then click **OK**.

    See the online help for explanations of the setting items.

Related Information

➡

Mac OS X Printer Driver

The printer driver controls the printer according to the commands from an application. Making settings on the printer driver provides the best printing results. You can also check the status of the printer or keep it in top operating condition using the printer driver utility.

Accessing the printer driver from applications

Click **Page Setup** or **Print** on the **File** menu of your application. If necessary, click **Show Details** (or ▼) to expand the print window.

Note:
*Depending on the application being used, **Page Setup** may not be displayed in the **File** menu, and the operations for displaying the print screen may differ. See the application's help for details.*

Starting the utility

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

Guide to Mac OS X Printer Driver

Print dialog

Switch the pop-up menu on the center of the screen to show more items.
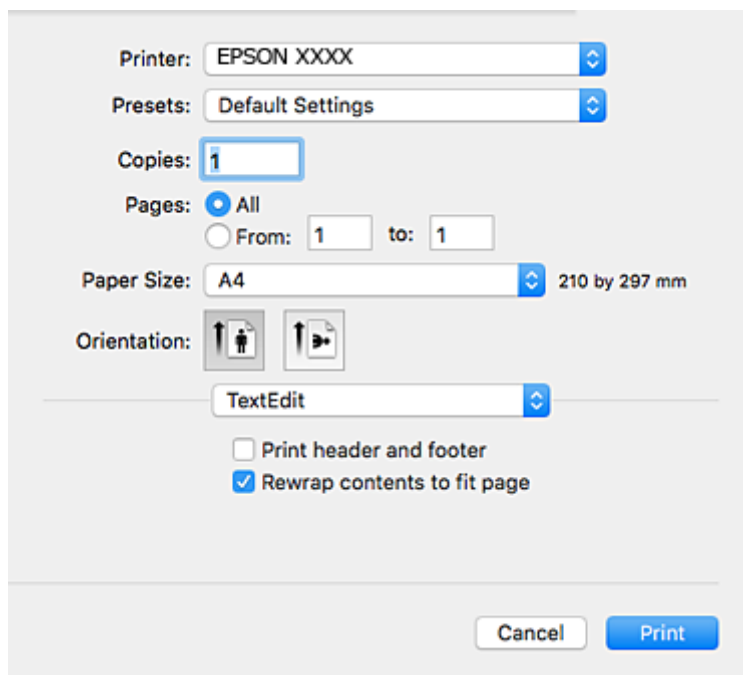
Pop-up Menu	Descriptions
Print Settings	You can make the basic print settings such as paper type and print quality.
Layout	You can select a layout for printing several pages on one sheet or select to print a border.
Paper Handling	You can reduce or enlarge the size of the print job to automatically fit the paper size you loaded.
Color Matching	You can adjust the colors.
Color Options	When you select **EPSON Color Controls** from the **Color Matching** menu, you can select a color correction method.

Note:
On Mac OS X v10.8.x or later, if **Print Settings** *menu is not displayed, Epson printer driver has not been installed correctly.*

Select **System Preferences** *from the* ▣ *menu >* **Printers & Scanners** *(or* **Print & Scan**, **Print & Fax**)*, remove the printer, and then add the printer again. See the following to add a printer.*

http://epson.sn

Epson Printer Utility

You can run a maintenance feature such as nozzle check and print head cleaning, and by starting **EPSON Status Monitor**, you can check printer status and error information.
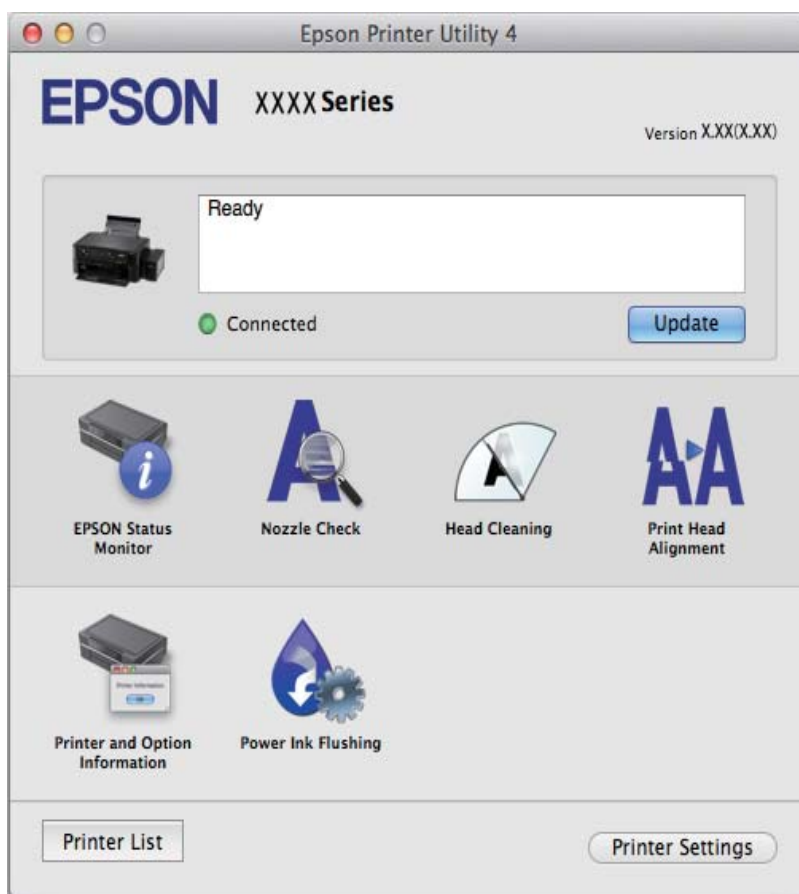
Making Operation Settings for the Mac OS X Printer Driver

Accessing the Operation Settings Window of the Mac OS X Printer Driver

Select **System Preferences** from the ▣ menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**).

Operation Settings for Mac OS X Printer Driver

❏ Skip Blank Page: Avoids printing blank pages.

❏ Quiet Mode: Reduces the noise the printer makes, however, may reduce print speed.

❏ High Speed Printing: Prints when the print head moves in both directions. The print speed is faster, but the quality may decline.

❏ Warning Notifications: Allows the printer driver to display warning notifications.

❏ Establish bidirectional communication: Usually, this should be set to **On**. Select **Off** when acquiring the printer information is impossible because the printer is shared with Windows computers on a network or for any other reason.

Epson Scan 2 (Scanner Driver)

Epson Scan 2 is an application for controlling scanning. You can adjust the size, resolution, brightness, contrast, and quality of the scanned image.

Note:
You can also start Epson Scan 2 from a TWAIN-compliant scanning application.

Starting on Windows

❏ Windows 10

Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2**.

❏ Windows 8.1/Windows 8

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

❏ Windows 7/Windows Vista/Windows XP

Click the start button, and then select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2**> **Epson Scan 2**.

Starting on Mac OS X

Note:
Epson Scan 2 does not support the Mac OS X fast user switching feature. Turn off fast user switching.

Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2**.

Related Information

Epson Event Manager

Epson Event Manager is an application that allows you to manage scanning from the control panel and save images to a computer. You can add your own settings as presets, such as the document type, the save folder location, and the image format. See the application's help for details.

Starting on Windows

❏ Windows 10

Click the start button, and then select **All apps** > **Epson Software** > **Event Manager**.

❏ Windows 8.1/Windows 8

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

❏ Windows 7/Windows Vista/Windows XP

   Click the start button, and then select **All Programs** or **Programs** > **Epson Software** > **Event Manager**.

Starting on Mac OS X

Select **Go** > **Applications** > **Epson Software** > **Event Manager**.

Related Information

➡

➡

Epson Easy Photo Print

Epson Easy Photo Print is an application that allows you to easily print photos with various layouts. You can preview the photo image and adjust the images or position. You can also print photos with a frame. See the application's help for details.

Note:
To use this application, the printer driver needs to be installed.

Starting on Windows

❏ Windows 10

   Click the start button, and then select **All apps** > **Epson Software** > **Epson Easy Photo Print**.

❏ Windows 8.1/Windows 8

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

❏ Windows 7/Windows Vista/Windows XP

   Click the start button, and then select **All Programs** or **Programs** > **Epson Software** > **Epson Easy Photo Print**.

Starting on Mac OS X

Select **Go** > **Applications** > **Epson Software** > **Epson Easy Photo Print**.

Related Information

➡

E-Web Print (for Windows Only)

E-Web Print is an application that allows you to easily print web pages with various layouts. See the application's help for details. You can access the help from the **E-Web Print** menu on the **E-Web Print** tool bar.

Note:
Check for supported browsers and the latest version from the download site.

Starting

When you install E-Web Print, it is displayed in your browser. Click **Print** or **Clip**.

Related Information

➡

EPSON Software Updater

EPSON Software Updater is an application that checks for new or updated software on the internet and installs it. You can also update the printer's firmware and manual.

Starting on Windows

❏ Windows 10

Click the start button, and then select **All apps** > **Epson Software** > **EPSON Software Updater**.

❏ Windows 8.1/Windows 8

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

❏ Windows 7/Windows Vista/Windows XP

Click the start button, and then select **All Programs** (or **Programs**) > **Epson Software** > **EPSON Software Updater**.

Note:
You can also start EPSON Software Updater by clicking the printer icon on the task bar on the desktop, and then selecting ***Software Update****.*

Starting on Mac OS X

Select **Go** > **Applications** > **Epson Software** > **EPSON Software Updater**.

Related Information

➡

Uninstalling Applications

Note:
Log on to your computer as an administrator. Enter the administrator password if the computer prompts you.

Uninstalling Applications - Windows

1. Press the ⏻ button to turn off the printer.

2. Quit all running applications.

3. Open **Control Panel**:

   ❏ Windows 10

   Right-click the start button or press and hold it, and then select **Control Panel**.

   ❏ Windows 8.1/Windows 8

   Select **Desktop** > **Settings** > **Control Panel**.

❏ Windows 7/Windows Vista/Windows XP

Click the start button and select **Control Panel**.

4. Open **Uninstall a program** (or **Add or Remove Programs**):

❏ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista

Select **Uninstall a program** in **Programs**.

❏ Windows XP

Click **Add or Remove Programs**.

5. Select the application you want to uninstall.

6. Uninstall the applications:

❏ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista

Click **Uninstall/Change** or **Uninstall**.

❏ Windows XP

Click **Change/Remove** or **Remove**.

Note:
*If the **User Account Control** window is displayed, click **Continue**.*

7. Follow the on-screen instructions.

Installing Applications

Connect your computer to the network and install the latest version of applications from the website.

Note:
❏ *Log on to your computer as an administrator. Enter the administrator password if the computer prompts you.*

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

1. Quit all running applications.

2. When installing the printer driver or Epson Scan 2, disconnect the printer and the computer temporarily.

   Note:
   Do not connect the printer and the computer until you are instructed to do so.

3. Access to the following website, and then enter the product name.

   http://epson.sn

4. Select **Setup**, and then click **Download**.

5. Click or double-click the downloaded file, and then follow the on-screen instructions.

Note:
If you are using a Windows computer and you cannot download applications from the website, install them from the software disc that came with the printer.

Related Information

➡ "Uninstalling Applications" on page 68

Updating Applications and Firmware

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

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

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

> **! Important:**
>
> *Do not turn off the computer or the printer while updating.*

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

http://www.epson.com

Related Information

➡ "EPSON Software Updater" on page 68

Solving Problems

Checking the Printer Status

Checking the Error Indicators on the Printer

When an error occurs, the light turns on or flashes. Details of the error are displayed on the computer screen.

■: On

■ : Flashing slowly

■ : Flashing fast

Light	Situation	Solutions
	No paper is loaded or more than one sheet has been fed at a time.	Load paper and press the ⬛ or ⬛ button.
	A paper jam has occurred.	Remove the paper and press the ⬛ or ⬛ button.
	Initial ink charging may not be complete.	See the *Start Here* poster to complete initial ink charging.
	The 🗋 light and 🖤 light flash alternately. An ink pad is nearing or at the end of its service life.	The ink pads need to be replaced. Contact Epson or an authorised Epson service provider to replace the ink pad*. It is not a user-serviceable part. When a message saying that you can continue printing is displayed on the computer, press the ⬛ or ⬛ button to continue printing. The lights stop flashing for the time being, however, they will continue to flash at regular intervals until the ink pad is replaced.
	A printer error has occurred.	Open the scanner unit and remove any paper or protective material inside the printer. Turn the power off and on again. If the error continues to occur after turning the power off and on again, contact Epson support.
	The printer has started in recovery mode because the firmware update failed.	Follow the steps below to try to update the firmware again. 1. Connect the computer and the printer with a USB cable. 2. Visit your local Epson website for further instructions.

* In some print cycles a very small amount of surplus ink may be collected in the ink pad. To prevent ink leakage from the pad, the printer 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 printer performs. The need for replacement of the pad does not mean that your printer has ceased to operate in accordance with its specifications. The printer will advise you when the pad requires replacing and this can only be performed by an authorised Epson Service provider. The Epson warranty does not cover the cost of this replacement.

Related Information

➡ "Contacting Epson Support" on page 97

➡ "Installing Applications" on page 69

➡ "Updating Applications and Firmware" on page 70

Checking the Printer Status - Windows

1. Access the printer driver window.

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

   Note:
   ❏ *You can also check the printer status by double-clicking the printer icon on the taskbar. If the printer icon is not added to the taskbar, click **Monitoring Preferences** on the **Maintenance** tab, and then select **Register the shortcut icon to the taskbar**.*

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

Related Information

➡ "Windows Printer Driver" on page 60

Checking Printer Status - Mac OS X

1. Select **System Preferences** from the ▇ menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.

2. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.

3. Click **EPSON Status Monitor**.

Removing Jammed Paper

Check the error displayed on the control panel and follow the instructions to remove the jammed paper including any torn pieces. Next, clear the error.

> ❗ *Important:*
>
> *Remove the jammed paper carefully. Removing the paper vigorously may cause damage to the printer.*

Related Information

Removing Jammed Paper from the Rear Paper Feed

Remove the jammed paper.
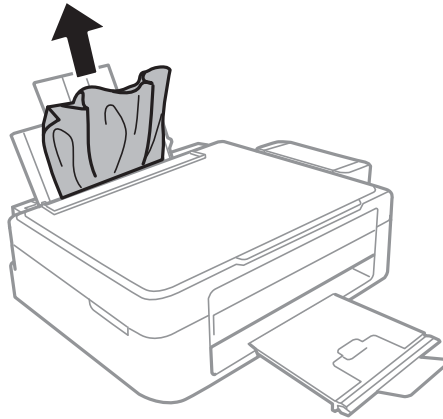
Removing Jammed Paper from Inside the Printer

> ⚠️ *Caution:*
> ❑ *Be careful not to trap your hand or fingers when opening or closing the scanner unit. Otherwise you may be injured.*
>
> ❑ *Never touch the buttons on the control panel while your hand is inside the printer. If the printer starts operating, it could cause an injury. Be careful not to touch the protruding parts to avoid injury.*

1. Open the scanner unit with the document cover closed.
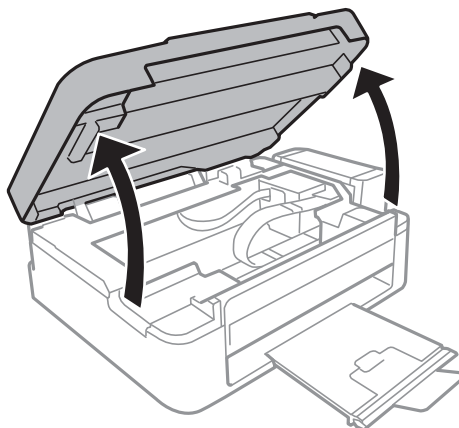
Solving Problems

2. Remove the jammed paper.
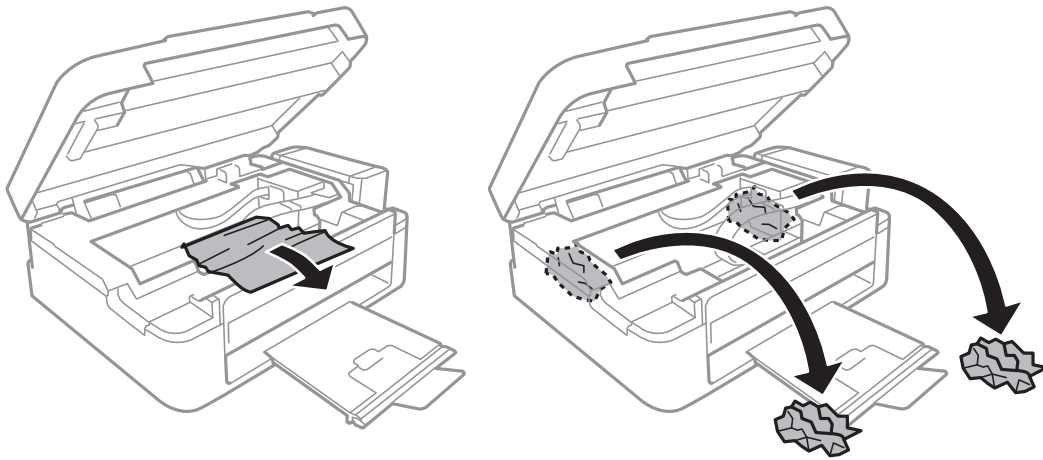
> **Important:**
>
> *Do not touch the white flat cable, translucent part, and ink tubes inside the printer. Doing so may cause a malfunction.*
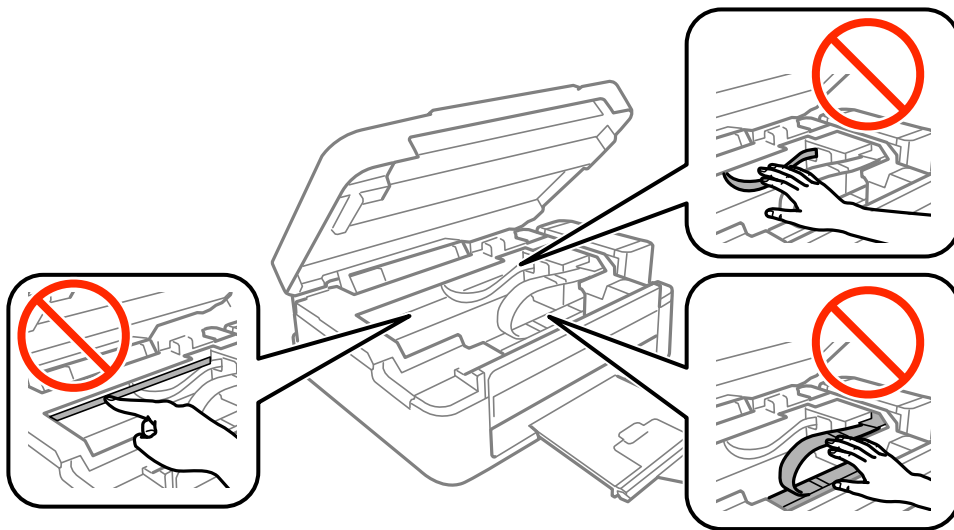
3. Close the scanner unit.
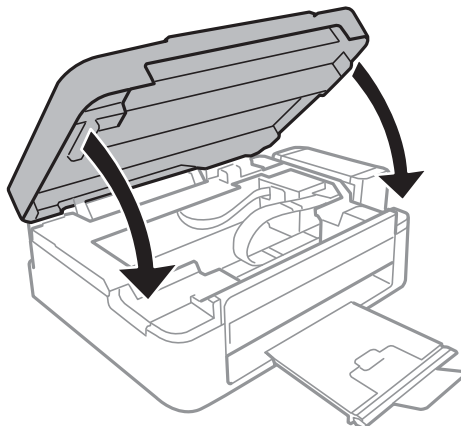
Paper Does Not Feed Correctly

Check the following points, and then take the appropriate actions to solve the problem.

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

❏ Use paper supported by this printer.

❏ Follow the paper handling precautions.

Related Information

➡ "Environmental Specifications" on page 92

➡ "Paper Handling Precautions" on page 15

➡ "Available Paper and Capacities" on page 16

➡ "List of Paper Types" on page 16

Paper Jams

❏ Load paper in the correct direction, and slide the edge guides against the edges of the paper.

❏ Load one sheet of paper at a time if you have loaded several sheets of paper.

Related Information

➡ "Removing Jammed Paper" on page 72

➡ "Loading Paper in the Rear Paper Feed" on page 17

Paper Feeds at a Slant

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

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17

Several Sheets of Paper are Fed at a Time

❏ Load one sheet of paper at a time.

❏ When several sheets of paper are fed at a time during manual 2-sided printing, remove any paper which is loaded in the printer before you reload the paper.

No Paper Feeds

❏ Do not load more than the maximum number of sheets specified for the paper. For plain paper, do not load above the line indicated by the triangle symbol on the edge guide.

❏ If you have the cleaning sheet that came with Epson genuine paper, use it to clean the roller inside the printer.

Related Information

➡

Power and Control Panel Problems

Power Does Not Turn On

❏ Make sure the power cord is securely plugged in.

❏ Hold down the ⏻ button for a little longer.

Power Does Not Turn Off

Hold down the ⏻ button for a little longer. If you still cannot turn off the printer, unplug the power cord. To prevent the print head from drying out, turn the printer back on and turn it off by pressing the ⏻ button.

Cannot Print from a Computer

❏ Install the printer driver.

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

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

❏ If you are printing a large data size image, the computer may run out of memory. Print the image at a lower resolution or a smaller size.

❏ In Windows, click **Print Queue** on the printer driver's **Maintenance** tab, and then check the following.

  ❏ Check if there are any paused print jobs.

    Cancel printing if necessary.

  ❏ Make sure the printer is not offline or pending.

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

  ❏ Make sure the printer is selected as the default printer from the **Printer** menu (there should be a check mark on the menu item).

    If the printer is not selected as the default printer, set it as the default printer.

  ❏ Make sure the printer port is selected correctly in **Property** > **Port** from the **Printer** menu as follows.

    Select "**USBXXX**" for a USB connection.

❏ In Mac OS X, make sure the printer status is not **Pause**.

  Select **System Preferences** from the ◼ menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then double-click the printer. If the printer is paused, click **Resume** (or **Resume Printer**).

Related Information

➡

➡

Printout Problems

Printout is Scuffed or Color is Missing

If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged. Perform a nozzle check, and then clean the print head if any of the print head nozzles are clogged.

Related Information

➡

Banding or Unexpected Colors Appear
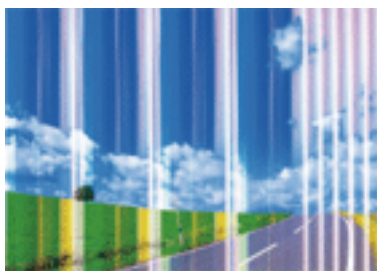
The print head nozzles may be clogged. Perform a nozzle check to check if the print head nozzles are clogged. Clean the print head if any of the print head nozzles are clogged.

Related Information

➡

Colored Banding Appears at Intervals of Approximately 2.5 cm
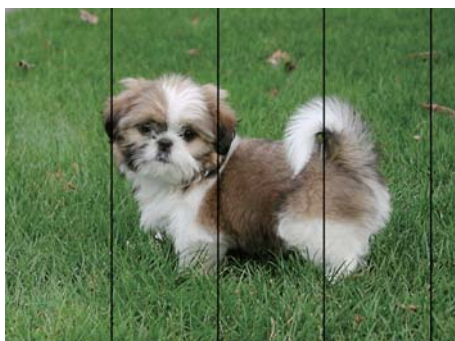
❑ Select the appropriate paper type setting for the type of paper loaded in the printer.

❑ Align the print head.

Solving Problems

❏ When printing on plain paper, print using a higher quality setting.

Related Information

➡

➡

Blurry Prints, Vertical Banding, or Misalignment

Align the print head.

Related Information

➡

Print Quality Does Not Improve Even After Aligning the Print Head

During bidirectional (or high speed) printing, the print head prints while moving in both directions, and vertical lines may be misaligned. If print quality does not improve, disable the bidirectional (or high speed) setting. Disabling this setting may slow down printing speed.

❏ Windows

Clear **High Speed** on the printer driver's **More Options** tab.

❏ Mac OS X

Select **System Preferences** from the ![apple] menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **Off** as the **High Speed Printing** setting.

Print Quality is Poor

Check the following if the print quality is poor due to blurry prints, banding, missing colors, faded colors, and misalignment in the prints.

❏ Make sure the initial ink charging is complete.

❏ Refill the ink tank if the ink level is below the lower line.

❏ Perform a nozzle check, and then clean the print head if any of the print head nozzles are clogged.

❏ If you have not used the printer for a long time, replace the ink inside the ink tubes.

❏ Align the print head.

❏ Use paper supported by this printer.

❏ Select the appropriate paper type setting for the type of paper loaded in the printer.

❏ Do not print on paper that is damp, damaged, or too old.

❏ If the paper is curled or the envelope is puffed up, flatten it.

❏ Print using a higher quality setting.

❏ Do not stack the paper immediately after printing.

❏ Dry the printouts completely before filing or displaying them. When drying the printouts, avoid direct sun light, do not use a dryer, and do not touch the printed side of paper.

❏ When printing images or photos, Epson recommends using genuine Epson paper rather than plain paper. Print on the printable side of the genuine Epson paper.

❏ Try to use genuine Epson ink bottles. This product is designed to adjust colors based on the use of genuine Epson ink bottles. The use of non-genuine ink bottles may cause print quality to decline.

❏ Use ink bottles with the correct part code for this printer.

❏ Epson recommends using the ink bottle before the date printed on the package.

Related Information

➡ "Refilling the Ink Tanks" on page 49

➡ "Checking and Cleaning the Print Head" on page 53

➡ "Replacing Ink inside the Ink Tubes" on page 54

➡ "Aligning the Print Head" on page 55

➡ "Paper Handling Precautions" on page 15

➡ "Available Paper and Capacities" on page 16

➡ "List of Paper Types" on page 16

Paper Is Smeared or Scuffed

❏ When horizontal banding appears or the top or bottom of the paper is smeared, load paper in the correct direction and slide the edge guides to the edges of the paper.
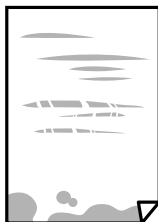
❏ When vertical banding appears or the paper is smeared, clean the paper path.

Solving Problems

❏ Place the paper on a flat surface to check if it is curled. If it is, flatten it.

❏ When performing manual 2-sided printing, make sure that the ink is completely dry before reloading the paper.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17

➡ "Cleaning the Paper Path" on page 56

Printed Photos are Sticky

You may be printing on the wrong side of the photo paper. Make sure you are printing on the printable side.

When printing on the wrong side of the photo paper, you need to clean the paper path.

Related Information

➡ "Cleaning the Paper Path" on page 56

Images or Photos are Printed in Unexpected Colors

When printing from the Windows printer driver, the Epson auto photo adjustment setting is applied by default depending on the paper type. Try change the setting.

On the **More Options** tab, select **Custom** in **Color Correction**, and then click **Advanced**. Change the **Scene Correction** setting from **Auto Correct** to any other option. If changing the setting does not work, use any color correction method other than **PhotoEnhance** in **Color Management**.

Related Information

➡ "Adjusting the Print Color" on page 37

Colors Differ from What You See on the Display

❏ Display devices such as computer screens have their own display properties. If the display is unbalanced, the image are not displayed with proper brightness and colors. Adjust the properties of the device.

❏ Light shining into the display has an effect on how the image is seen on the display. Avoid direct sunlight and confirm the image where an appropriate illuminance is assured.

❏ Colors may differ from what you see on smart devices such as smart phones or tablets with high-resolution displays.

❏ Colors on a display are not quite identical to those on paper because the display device and the printer have a different process of producing colors.

Cannot Print Without Margins

Make borderless setting in the print settings. If you select a paper type that does not support borderless printing, you cannot select **Borderless**. Select a paper type that supports borderless printing.

Related Information

➡ "Printing Basics - Windows" on page 22

➡ "Printing Basics - Mac OS X" on page 23

Edges of the Image are Cropped During Borderless Printing

During borderless printing, the image is slightly enlarged and the protruding area is cropped. Select a smaller enlargement setting.

❏ Windows

Click **Settings** next to the **Borderless** checkbox on the printer driver's **Main** tab, and then change the settings.

❏ Mac OS X

Change the **Expansion** setting from the print dialog's **Print Settings** menu.

The Position, Size, or Margins of the Printout Are Incorrect

❏ Load paper in the correct direction, and slide the edge guides against the edges of the paper.

❏ When placing the originals on the scanner glass, align the corner of the original with the corner indicated by a symbol on the frame of the scanner glass. If the edges of the copy are cropped off, move the original slightly away from the corner.

❏ When placing the originals on the scanner glass, clean the scanner glass and the document cover. If there is dust or stains on the glass, the copy area may extend to include the dust or stains, resulting in the wrong copying position or small images.

❏ Select the appropriate paper size setting.

❏ Adjust the margin setting in the application so that it falls within the printable area.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 17

➡ "Placing Originals on the Scanner Glass" on page 20

➡ "Cleaning the Scanner Glass" on page 57

➡ "Printable Area" on page 90

Printed Characters Are Incorrect or Garbled

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

❏ Cancel any paused print jobs.

❏ Do not put the computer manually into the **Hibernate** mode or the **Sleep** mode while printing. Pages of garbled text may be printed next time you start the computer.

Related Information

➡ "Canceling Printing" on page 39

The Printed Image Is Inverted

Clear any mirror image settings in the printer driver or the application.

❏ Windows

Clear **Mirror Image** on the printer driver's **More Options** tab.

❏ Mac OS X

Clear **Mirror Image** from the print dialog's **Print Settings** menu.

Mosaic-Like Patterns in the Prints

When printing images or photos, print using high-resolution data. Images on websites are often low resolution although they look good enough on the display, and so print quality may decline.

Uneven Colors, Smears, Dots, or Straight Lines Appear in the Copied Image

❏ Clean the paper path.

❏ Clean the scanner glass.

❏ Do not press too hard on the original or the document cover when you are placing the originals on the scanner glass.

Related Information

➡ "Cleaning the Paper Path" on page 56

➡ "Cleaning the Scanner Glass" on page 57

Moiré (Cross-Hatch) Patterns Appear in the Copied Image

Place the original at a slightly different angle.

An Image of the Reverse Side of the Original Appears in the Copied Image

For a thin original, place the original on the scanner glass and then place a piece of black paper over it.

The Printout Problem Could Not be Cleared

If you have tried all of the solutions and have not solved the problem, try uninstalling and then reinstalling the printer driver.

Related Information

➡ "Uninstalling Applications" on page 68

➡

Other Printing Problems

Printing Is Too Slow

❑ Close any unnecessary applications.

❑ Lower the quality setting. High quality printing slows down the printing speed.

❑ Enable the bidirectional (or high speed) setting. When this setting is enabled, the print head prints while moving in both directions, and the printing speed increases.

  ❑ Windows

  Select **High Speed** on the printer driver's **More Options** tab.

  ❑ Mac OS X

  Select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **On** as the **High Speed Printing** setting.

❑ Disable **Quiet Mode**.

  ❑ Windows

  Disable the **Quiet Mode** setting on the printer driver's **Main** tab.

  ❑ Mac OS X

  Select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **Off** as the **Quiet Mode** setting.

Printing Slows Down Dramatically During Continuous Printing

Printing slows down to prevent the printer mechanism from overheating and being damaged. However, you can continue printing. To return to normal printing speed, leave the printer idle for at least 30 minutes. Printing speed does not return to normal if the power is off.

Cannot Start Scanning

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

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

❑ Make sure you select the correct printer (scanner) if a scanner list is displayed when you start Epson Scan 2.

❑ Make sure that the correct printer (scanner) is selected on Epson Scan 2.

❑ If you are using any TWAIN-compliant applications, select the printer (scanner) you are using.

❏ In Windows, make sure the printer (scanner) is displayed in **Scanner and Camera**. The printer (scanner) should be displayed as "EPSON XXXXX (printer name)". If the printer (scanner) is not displayed, uninstall and then re-install Epson Scan 2. See the following to access **Scanner and Camera**.

❏ Windows 10

Right-click the start button or press and hold it, select **Control Panel**, enter "Scanner and Camera" in the search charm, click **View scanners and cameras**, and then check if the printer is displayed.

❏ Windows 8.1/Windows 8

Select **Desktop** > **Settings** > **Control Panel**, enter "Scanner and Camera" in the search charm, click **Show Scanner and Camera**, and then check if the printer is displayed.

❏ Windows 7

Click the start button and select **Control Panel**, enter "Scanner and Camera" in the search charm, click **View scanners and cameras**, and then check if the printer is displayed.

❏ Windows Vista

Click the start button, select **Control Panel** > **Hardware and Sound** > **Scanners and Cameras**, and then check if the printer is displayed.

❏ Windows XP

Click the start button, select **Control Panel** > **Printers and Other Hardware** > **Scanner and Cameras**, and then check if the printer is displayed.

❏ If you cannot scan using any TWAIN-compliant applications, uninstall and then reinstall the TWAIN-compliant application.

Related Information

➡ "Uninstalling Applications" on page 68

➡ "Installing Applications" on page 69

Cannot Start Scanning when Using the Control Panel

❏ Make sure Epson Scan 2 and Epson Event Manager are installed correctly.

❏ Check the scanning setting assigned in Epson Event Manager.

Related Information

➡ "Epson Scan 2 (Scanner Driver)" on page 66

➡ "Epson Event Manager" on page 66

Scanned Image Problems

Uneven Colors, Dirt, Spots, and so on Appear when Scanning from the Scanner Glass

❏ Clean the scanner glass.

❏ Remove any trash or dirt that adheres to the original.

❏ Do not press with too much force on the original or the document cover. If you press with too much force, blurring, smudges, and spots may occur.

Related Information

➡ "Cleaning the Scanner Glass" on page 57

The Image Quality Is Rough

❏ Set the **Mode** in Epson Scan 2 according to the original you want to scan. Scan using the settings for documents in **Document Mode**, and the settings for photos in **Photo Mode**.

❏ In Epson Scan 2, adjust the image using items on the **Advanced Settings** tab, and then scan.

❏ If the resolution is low, try increasing the resolution and then scanning.

Related Information

➡ "Scanning Using Epson Scan 2" on page 41

Offset Appears in the Background of Images

Images on the back of the original may appear in the scanned image.

❏ In Epson Scan 2, select the **Advanced Settings** tab, and then adjust the **Brightness**.

This feature may not be available depending on the settings on the **Main Settings** tab > **Image Type** or other settings on the **Advanced Settings** tab.

❏ In **Document Mode** in Epson Scan 2, select the **Advanced Settings** tab, and then **Image Option** > **Text Enhancement**.

❏ When scanning from the scanner glass, place black paper or a desk pad over the original.

Related Information

➡ "Placing Originals on the Scanner Glass" on page 20
➡ "Scanning Using Epson Scan 2" on page 41

Text is Blurred

❏ In **Document Mode** in Epson Scan 2, select the **Advanced Settings** tab, and then **Image Option** > **Text Enhancement**.

❏ Select **Document Mode** as the **Mode** in Epson Scan 2. Scan using the settings for documents in **Document Mode**.

❏ In **Document Mode** in Epson Scan 2, when **Image Type** on the **Main Settings** tab is set to **Black & White**, adjust **Threshold** on the **Advanced Settings** tab. When you increase the **Threshold**, the black color area becomes larger.

❏ If the resolution is low, try increasing the resolution and then scanning.

Related Information

➡

Moiré Patterns (Web-Like Shadows) Appear

If the original is a printed document, moiré patterns (web-like shadows) may appear in the scanned image.

❏ On the **Advanced Settings** tab in Epson Scan 2, set **Descreening**.

❏ Change the resolution, and then scan again.

Related Information

➡

Cannot Scan the Correct Area on the Scanner Glass

❏ Make sure the original is placed correctly against the alignment marks.

❏ If the edge of the scanned image is missing, move the original slightly away from the edge of the scanner glass.

❏ When placing multiple originals on the scanner glass, make sure there is a gap of at least 20 mm (0.79 in.) between the originals.

Related Information

➡

Cannot Preview in Thumbnail

❏ When placing multiple originals on the scanner glass, make sure there is a gap of at least 20 mm (0.79 in.) between the originals.

❏ Check that the original is placed straight.

❏ Depending on the original, previewing may not be performed in **Thumbnail**. In this situation, scan in **Normal** preview, and then create marquees manually.

Related Information

➡

Text is Not Recognized Correctly when Saving as a Searchable PDF

❑ On the **Image Format Options** window in Epson Scan 2, check that **Text Language** is set correctly on the **Text** tab.

❑ Check that the original is placed straight.

❑ Use an original with clear text. Text recognition may decline for the following types of originals.

  ❑ Originals that have been copied a number of times

  ❑ Originals received by fax (at low resolutions)

  ❑ Originals on which the letter spacing or line spacing is too small

  ❑ Originals with ruled lines or underlining over the text

  ❑ Originals with hand-written text

  ❑ Originals with creases or wrinkles

❑ In **Document Mode** in Epson Scan 2, when **Image Type** on the **Main Settings** tab is set to **Black & White**, adjust **Threshold** on the **Advanced Settings** tab. When you increase the **Threshold**, black becomes stronger.

❑ In **Document Mode** in Epson Scan 2, select the **Advanced Settings** tab, and then **Image Option** > **Text Enhancement**.

Related Information

➡

Cannot Solve Problems in the Scanned Image

If you have tried all of the solutions and have not solved the problem, initialize the Epson Scan 2 settings using Epson Scan 2 Utility.

Note:
Epson Scan 2 Utility is an application that comes with Epson Scan 2.

1. Start Epson Scan 2 Utility.

    ❑ Windows 10

      Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2 Utility**.

    ❑ Windows 8.1/Windows 8

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

    ❑ Windows 7/Windows Vista/Windows XP

      Click the start button, and then select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.

    ❑ Mac OS X

      Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2 Utility**.

2. Select the **Other** tab.

3. Click **Reset**.

    Note:
    If initialization does not solve the problem, uninstall and re-install Epson Scan 2.

Related Information

➡

➡

Other Scanning Problems

Scanning Speed Is Slow

❏ Lower the resolution, and then scan again. When the resolution is high, scanning may take some time.

❏ The scanning speed may be reduced depending on the image adjustment features in Epson Scan 2.

Related Information

➡

Scanning Stops when Scanning to PDF/Multi-TIFF

❏ When scanning using Epson Scan 2, you can continuously scan up to 999 pages in PDF format and up to 200 pages in Multi-TIFF format.

❏ When scanning large volumes, we recommend scanning in grayscale.

❏ Increase the free space on the computer's hard disk. Scanning may stop if there is not enough free space.

❏ Try scanning at a lower resolution. Scanning stops if the total data size reaches the limit.

Related Information

➡

Other Problems

Slight Electric Shock when Touching the Printer

If many peripherals are connected to the computer, you may feel a slight electric shock when touching the printer. Install a ground wire to the computer that is connected to the printer.

Operation Sounds Are Loud

If operations sounds are too loud, enable **Quiet Mode**. Enabling this feature may reduce printing speed.

❏ Windows printer driver

Enable **Quiet Mode** on the **Main** tab in the printer driver.

❏ Mac OS X printer driver

Select **System Preferences** from the ▇ menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **On** as the **Quiet Mode** setting.

Application Is Blocked by a Firewall (for Windows Only)

Add the application to the Windows Firewall allowed program in security settings on the **Control Panel**.

Appendix

Technical Specifications

Printer Specifications
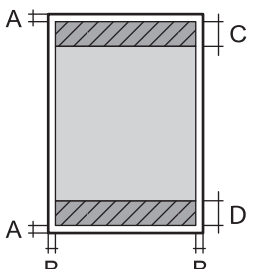
Print Head Nozzle Placement		Black ink nozzles: 180
		Color ink nozzles: 59 for each color
Weight of Paper	Plain Paper	64 to 90 g/m^2(17 to 24lb)
	Envelopes	Envelope #10, DL, C6: 75 to 90 g/m^2 (20 to 24 lb)

Printable Area
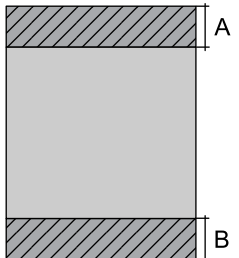
Printable Area for Single Sheets

Print quality may decline in the shaded areas due to the printer's mechanism.

Printing with borders

A	3.0 mm (0.12 in.)
B	3.0 mm (0.12 in.)
C	40.0 mm (1.57 in.)
D	32.0 mm (1.26 in.)

Borderless printing

A	43.0 mm (1.69 in.)
B	35.0 mm (1.38 in.)

Printable Area for Envelopes

Print quality may decline in the shaded areas due to the printer's mechanism.

Appendix

	A	3.0 mm (0.12 in.)	
	B	5.0 mm (0.20 in.)	
	C	18.0 mm (0.71 in.)	
	D	40.0 mm (1.57 in.)	

Scanner Specifications

Scanner Type	Flatbed
Photoelectric Device	CIS
Maximum Document Size	216×297 mm (8.5×11.7 in.) A4, Letter
Resolution	600 dpi (main scan) 1200 dpi (sub scan)
Color Depth	Color ❏ 48 bits per pixel internal (16 bits per pixel per color internal) ❏ 24 bits per pixel external (8 bits per pixel per color external) Grayscale ❏ 16 bits per pixel internal ❏ 8 bits per pixel external Black and white ❏ 16 bits per pixel internal ❏ 1 bits per pixel external
Light Source	LED

Interface Specifications

For Computer	USB

Appendix

Dimensions

Dimensions	Storage
	❑ Width: 482 mm (19.0 in.)
	❑ Depth: 300 mm (11.8 in.)
	❑ Height: 145 mm (5.7 in.)
	Printing
	❑ Width: 482 mm (19.0 in.)
	❑ Depth: 528 mm (20.8 in.)
	❑ Height: 279 mm (11.0 in.)
Weight*	Approx. 4.4 kg (9.7 lb)

*   Without the ink and the power cord.

Electrical Specifications

Model	100 to 240 V Model	220 to 240 V Model
Rated Frequency Range	50 to 60 Hz	50 to 60 Hz
Rated Current	0.5 to 0.3 A	0.3 A
Power Consumption (with USB Connection)	Standalone copying: Approx. 13 W (ISO/IEC24712) Ready mode: Approx. 3.8 W Sleep mode: Approx. 0.8 W Power off: Approx. 0.3 W	Standalone copying: Approx. 13 W (ISO/IEC24712) Ready mode: Approx. 3.8 W Sleep mode: Approx. 0.8 W Power off: Approx. 0.3 W

Note:
❑ *Check the label on the printer for its voltage.*

Environmental Specifications

Operation	Use the printer within the range shown in the following graph.
	Temperature: 10 to 35℃ (50 to 95℉)
	Humidity: 20 to 80% RH (without condensation)

Appendix

Storage	Temperature: -20 to 40°C (-4 to 104°F)*
	Humidity: 5 to 85% RH (without condensation)

* You can store for one month at 40°C (104°F).

Environmental Specifications for Ink Bottles

Storage Temperature	-20 to 40 °C (-4 to 104 °F)*
Freezing Temperature	-15 °C (5 °F)
	Ink thaws and is usable after approximately 2 hours at 25 °C (77 °F).

* You can store for one month at 40 °C (104 °F).

System Requirements

❏ Windows 10 (32-bit, 64-bit)/Windows 8.1 (32-bit, 64-bit)/Windows 8 (32-bit, 64-bit)/Windows 7 (32-bit, 64-bit)/Windows Vista (32-bit, 64-bit)/Windows XP SP3 or later (32-bit)/Windows XP Professional x64 Edition SP2 or later

❏ Mac OS X v10.11.x/Mac OS X v10.10.x/Mac OS X v10.9.x/Mac OS X v10.8.x/Mac OS X v10.7.x/Mac OS X v10.6.8

Note:
❏ *Mac OS X may not support some applications and features.*

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

Regulatory Information

Standards and Approvals

Standards and Approvals for European Model

The following model is CE marked and in compliance with all the applicable EU Directives. For further details, visit the following website to access the full declaration of conformities containing reference to the Directives and harmonized standards used to declare conformity.

http://:www.epson.eu/conformity

C462H

Restrictions on Copying

Observe the following restrictions to ensure the responsible and legal use of the printer.

Copying of the following items is prohibited by law:

Appendix

❏ Bank bills, coins, government-issued marketable securities, government bond securities, and municipal securities

❏ Unused postage stamps, pre-stamped postcards, and other official postal items bearing valid postage

❏ Government-issued revenue stamps, and securities issued according to legal procedure

Exercise caution when copying the following items:

❏ Private marketable securities (stock certificates, negotiable notes, checks, etc.), monthly passes, concession tickets, etc.

❏ Passports, driver's licenses, warrants of fitness, road passes, food stamps, tickets, etc.

Note:
Copying these items may also be prohibited by law.
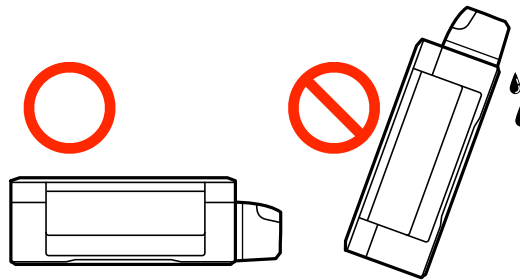
Responsible use of copyrighted materials:

Printers can be misused by improperly copying copyrighted materials. Unless acting on the advice of a knowledgeable attorney, be responsible and respectful by obtaining the permission of the copyright holder before copying published material.

Transporting the Printer

When you need to transport the printer to move or for repairs, follow the steps below to pack the printer.

> ***Important:***
>
> ❏ *When storing or transporting the printer, 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.*
>
> ❏ *Do not put opened ink bottles in the box with printer.*
>
>
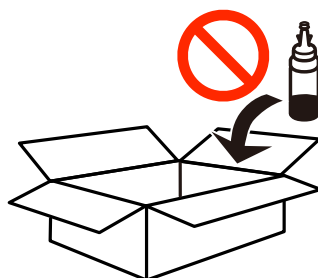
Appendix

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

2. Make sure the power light turns off, and then unplug the power cord.

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

3. Disconnect all cables such as the power cord and USB cable.

4. Remove all of the paper from the printer.

5. Make sure there are no originals on the printer.

6. Open the scanner unit with the document cover closed. Secure the print head to the case with tape.
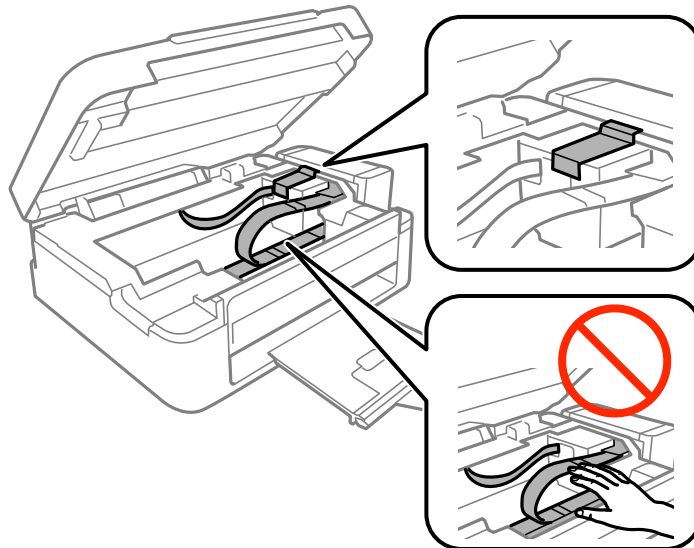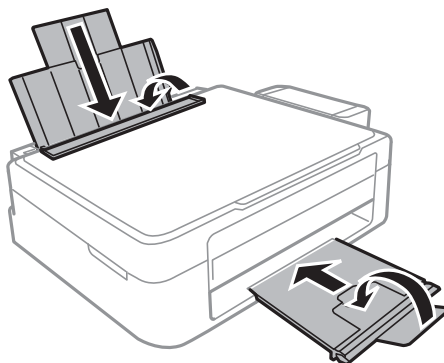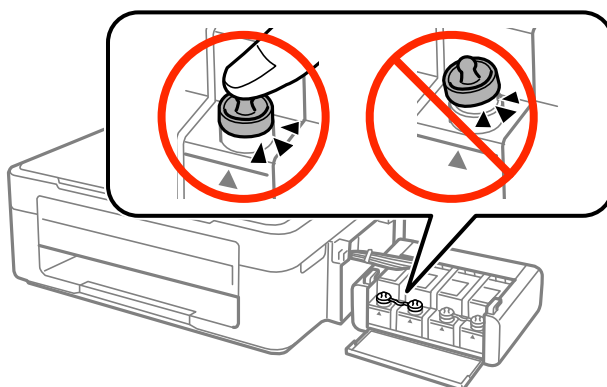

7. Close the scanner unit.
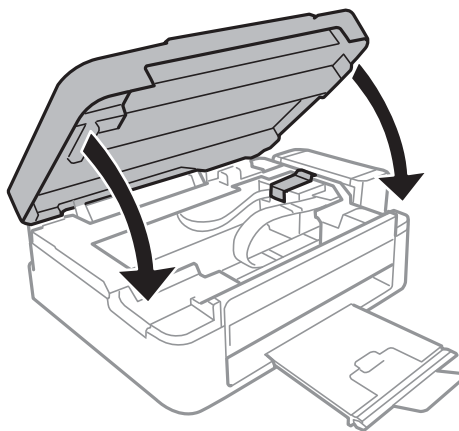
Appendix

8.   Prepare to pack the printer as shown below.

9.   Unhook the ink tank unit from the printer and lay it down, and then make sure to install the cap onto the ink tank securely.

10. Hook the ink tank unit onto the printer.

11. Pack the printer in its box using the protective materials to prevent the ink tank from being unhooked.

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

Related Information

➡ "Part Names and Functions" on page 11

➡ "Checking and Cleaning the Print Head" on page 53

➡ "Aligning the Print Head" on page 55

Where to Get Help

Technical Support Web Site

If you need further help, visit the Epson support website shown below. Select your country or region and go to the support section of your local Epson website. The latest drivers, FAQs, manuals, or other downloadables are also available from the site.

http://support.epson.net/

Appendix

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

If your Epson product is not operating properly and you cannot solve the problem, contact Epson support services for assistance.

Contacting Epson Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product manuals, contact Epson support services for assistance. 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

Help for Users in Europe

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