

WorkForce Enterprise

WF-C20590 Series/WF-C17590 Series

Basic Guide

Explains the basic contents of this product,
preparing the software, and connecting with a computer.

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Important information

- Unauthorized copying of all or any part of the contents of this manual is prohibited.
- The contents of this manual is subject to change without notice.
- The specifications and appearance of this product may vary in the future without prior notice for product improvement.
- If you have any questions, find any mistakes, or missing descriptions in the manuals, contact Epson support.
- Epson cannot assume responsibility for any damage caused as a result of operations performed in this manual.
- Epson cannot assume responsibility for any damage caused by not following the instructions in the manual, or for any damage caused by repairs or modifications performed by third parties other than Epson or a certified Epson engineer.

About this Manual

Introduction to the Manuals

The following manuals are provided with the product.

- **Important Safety Instructions** (paper manual)
Provides instructions to ensure the safe use of this product. Read the instructions before using the product.
- **Basic Guide** (this manual)
Explains the basic contents of this product, preparing the software, and connecting with a computer.
- **User's Guide** (digital manual)
Provides information for general use of the printer, maintenance, solving problems, and product specifications.
- **Administrator's Guide** (digital manual)
Provides network administrators with information on management and printer settings.

The latest manuals and useful information in each language are available from the site.

<http://epson.sn/>

- **Paper manual**
Visit the Epson Europe support website at <http://www.epson.eu/Support>, or the Epson worldwide support website at <http://support.epson.net/>.
- **Digital manual**
Start EPSON Software Updater on your computer. EPSON Software Updater checks for available updates for Epson software applications and digital manuals, and allows you to download the latest versions.
See the User's Guide for EPSON Software Updater.

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 additional and reference information.

Related Information

Links to related sections.

Descriptions Used in this Manual

- Screenshots may vary depending on your computer's environment (such as OS or settings).
- Screens and procedures that appear in this manual are from Windows 10 or OS X El Capitan unless otherwise specified.
- Screens and menu items on the control panel may vary depending on the settings and situations.

Operating System References

Windows

In this manual, terms such as "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Vista", "Windows XP", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", "Windows Server 2008", "Windows Server 2003 R2", and "Windows Server 2003" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

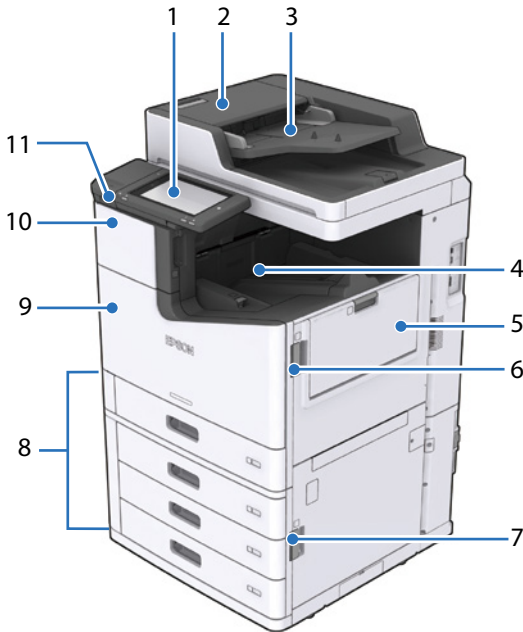
- Microsoft® Windows® 10 operating system
- Microsoft® Windows® 8.1 operating system
- Microsoft® Windows® 8 operating system
- Microsoft® Windows® 7 operating system
- Microsoft® Windows Vista® operating system
- Microsoft® Windows® XP operating system
- Microsoft® Windows® XP Professional x64 Edition operating system
- Microsoft® Windows Server® 2016 operating system
- Microsoft® Windows Server® 2012 R2 operating system
- Microsoft® Windows Server® 2012 operating system
- Microsoft® Windows Server® 2008 R2 operating system
- Microsoft® Windows Server® 2008 operating system
- Microsoft® Windows Server® 2003 R2 operating system
- Microsoft® Windows Server® 2003 operating system

Mac OS

In this manual, "Mac OS" is used to refer to macOS Sierra, OS X El Capitan, OS X Yosemite, OS X Mavericks, OS X Mountain Lion, Mac OS X v10.7.x, and Mac OS X v10.6.8.

Part Names and Functions

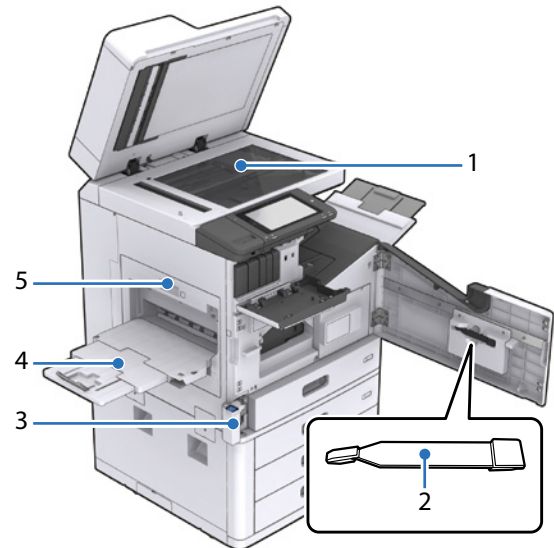
Front/Right side



1	Control panel Allows you to make settings and perform operations on the printer. Also displays the printer's status. → "Control Panel" on page 7
2	ADF cover F Open when paper is jammed in the ADF (Automatic Document Feeder).
3	ADF (Automatic Document Feeder) Device that automatically loads documents.
4	Face down tray Holds the print outs.
5	MP tray Loads the paper. You can load all types of paper (thick paper and envelopes) that can be used in this printer. See the User's Guide for details.
6	Cover J Open when paper is jammed.
7	Cover E Open when paper is jammed.
8	Paper cassette 1,2,3,4 (C1,C2,C3,C4) Loads the paper. See the User's Guide for the types of paper that can be loaded in the printer.

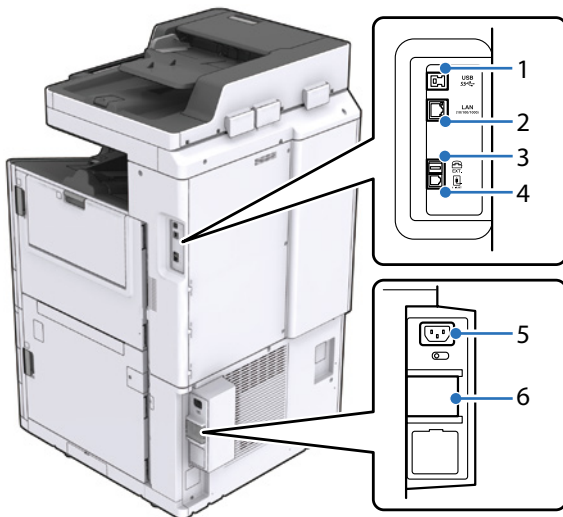
9	Front cover L Open when paper is jammed or when replacing the maintenance box.
10	Ink cartridge cover A Open when replacing the ink cartridge.
11	External interface USB port Connects memory devices.

Front/Left side



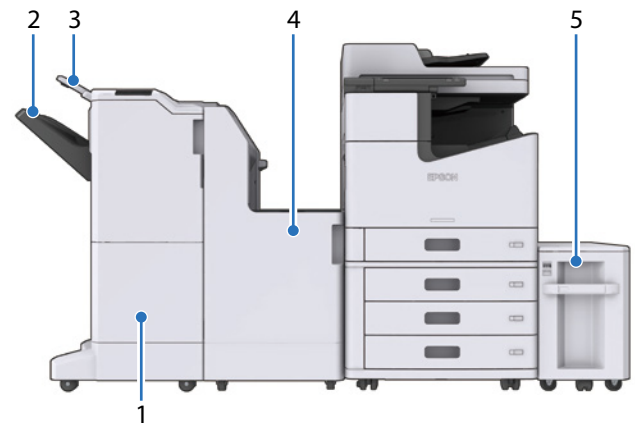
1	Scanner glass Place the document face-down on the scanner glass.
2	Cleaner This is a service part for cleaning the inside of the printer. (It can also be used as a substitute for a soft cloth when wiping the scanner glass surface.)
3	Maintenance box cover H Open when replacing the maintenance box. You need to open front cover L first.
4	Face up tray Holds the print outs.
5	Duplexing unit D1 Open when paper is jammed.

Back/Right side



1	USB port Connects a USB cable. Make sure that you check the direction on the label stuck to the printer, and then connect in the right direction.
2	LAN port Connects a LAN cable.
3	EXT. port Connects external phone devices.
4	LINE port Connects a phone line.
5	AC inlet Connects the power cord.
6	Circuit breaker If a short-circuit occurs within the printer, the power supply circuit shuts off automatically. This only needs to be operated during periodic inspections. Some printers do not have circuit breakers.

When Optional Extras are Installed

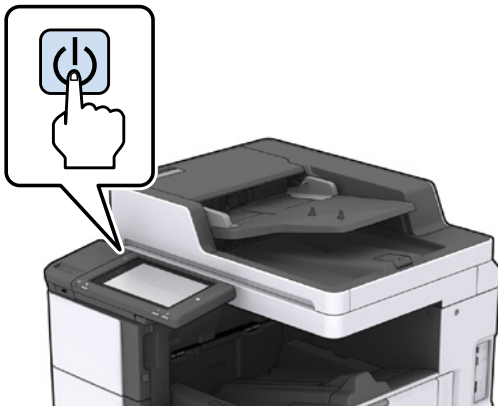


1	Finisher Unit Outputs sorted or stapled documents.
2	Finisher tray Holds sorted or stapled documents.
3	Output tray Holds received faxes.
4	Finisher Bridge Unit Connects the main unit and the finisher.
5	High Capacity Tray Loads the paper. See the User's Guide for the types of paper that can be loaded in the printer.

Turning the Power On/Off

Turning the Power On

Press the power button on the control panel to turn on the power. Hold down the power button until the LCD screen is displayed. The Home screen is displayed when startup is complete.

**Note:**

Make sure that the circuit breaker is on before turning on the power.

Turning the Power Off

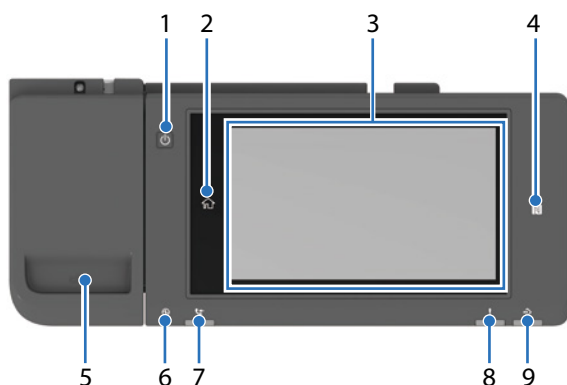
Press the power button, and then follow the on-screen instructions to turn off the power.



⚠ Important:

- *Do not unplug the power cord directly or turn off the power using the circuit breaker.*
- *When unplugging the power cord, wait until the power light is off and the control panel has disappeared.*

Control Panel


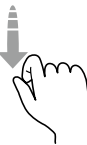
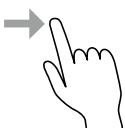
Control Panel Part Names



1	Power Button
2	 Returns you to the Home screen.
3	Touch Screen Displays setting items and messages. When no operations are performed for a specific length of time (the default setting is one minute), the printer enters sleep mode and the display turns off. Tap anywhere on the touch screen to turn on the display. → "Touch Screen Operations" on page 7
4	 Print or scan by holding devices such as smartphones and tablets that support NFC over this tag.
5	Paper clip holder
6	Power Light Flashes or turns on after turning on the printer. Turns off when the printer turns off.
7	Fax reception Light Turns on when documents have not yet been processed.
8	Error Light Turns on or flashes when an error occurs.
9	Data Light Flashes when the printer is processing data, and turns on when there are jobs in the queue.

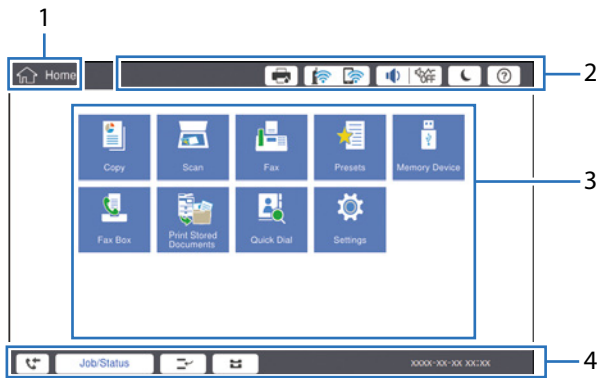
Touch Screen Operations



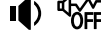



You can perform the following operations on the touch screen.




Tap		Start or select the items or icons on the screen.
Flick		Scroll the screen swiftly (up/down/right/left).
Slide		Hold to scroll (up/down/right/left).

Home Screen

Key features on the Home screen.

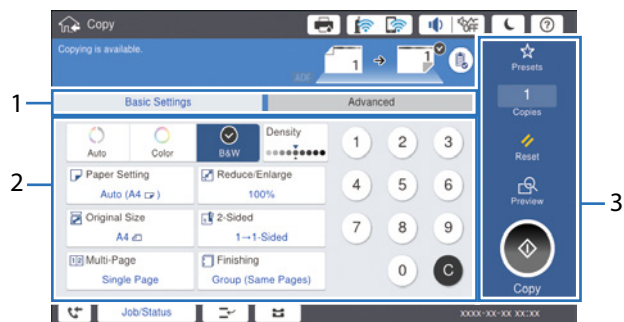


1	Title Displays the current screen.
2	Displays information on each item. Grayed out items are not available.
	 Displays the Printer Status.
	 Displays the network connection status. Tap to display the Information screen for Network Connection.
	 Displays the Volume Settings screen.
	 Enters the printer into sleep mode.
	 Displays the Help screen (operating methods and Troubleshooting).
3	 Displays the log in screen. Tap it again to log out. For details, contact your printer administrator.
	Menu selection Screen. Tap to display each Menu Screen. You can also change the position and order of the menu icons.

4	Displays information on jobs and the printer's status. The contents of the display changes depending on the printer's status.
	 Displays the number of faxes that have not yet been processed. Tap to display the Fax list.
	Job Status Displays the number of running or queued jobs.
	 Tap to pause the current print job and interrupt an another job to print.
	 Tap to set the paper type and paper size for the paper cassettes and MP tray.
	Interrupted information/Error information/ Job Name/ Unread Fax Displays the printer's status such as the Interrupt status, Error status, current job, and unprocessed faxes.
	Stop Button Tap to pause the current job.
	Clock Displays the current time when there is no specific printer status to display.

Menu Screen

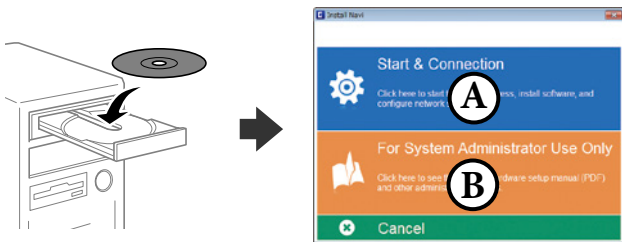
General layout of typical menu screens.



1	Tap to switch the tab. The content of each tab differs depending on each menu.
2	Displays the content of each tab. Tap on each item to change the setting.
3	<p>Displays common operation buttons.</p> <ul style="list-style-type: none"> • Preset: Tap to display the preset list. Select a preset or save the current settings as a preset. • Reset: Tap to cancel changes you have made and return to the original settings. • Preview: Tap to confirm the scanned image on the screen before copying or sending a fax. • Start: Tap to execute Copy/Scan/Fax jobs.

Preparing Software/ Connecting to a Computer

Windows



Insert the CD, and then select A or B.

Note:

If a firewall alert is displayed, allow access for Epson applications.

No CD/DVD drive Mac OS



Visit the website to start the setup process, install software, and configure network settings.

iOS/Android



Visit the website to start the setup process, install software, and configure network settings.

Epson Connect

Using your mobile device, you can print from any location worldwide to your Epson Connect compatible printer. Visit the website for more information.



➔ <https://www.epsonconnect.com/>



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