

XP-8700 Series User's Guide



Printing

Copying

Scanning

Maintaining the Printer

Solving Problems

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Introduction to the Manuals

The following manuals are supplied with your Epson printer. As well as the manuals, check the various types of help information available from the printer itself or from the Epson software applications.

Start Here (paper manual)

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

User's Guide (digital manual)

This manual. Available as a PDF and Web manual. Provides detailed information and instructions on using the printer and solving problems.

Information on the Latest Manuals

☐ 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

Visit the following website, enter the product name, and then go to **Support**.

<https://epson.sn>

Guide to Web Movie Manuals

You can watch Web Movie Manuals to learn how to use the printer. Access the following website. The contents of the Web Movie Manuals are subject to change without prior notice.



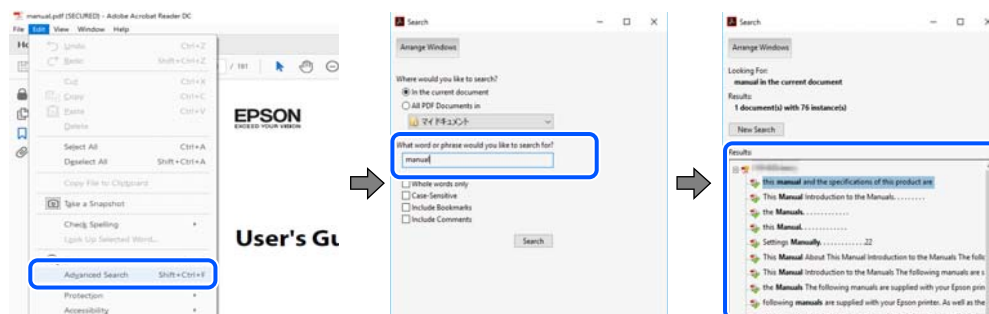
https://support.epson.net/publist/video.php?model=xp-8700_series

Searching for Information

The PDF manual allows you to search for information you are looking for by keyword, or jump directly to specific sections using the bookmarks. This section explains how to use a PDF manual that has been opened in Adobe Acrobat Reader DC on your computer.

Searching by keyword

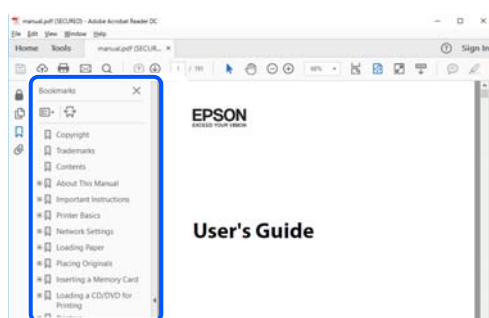
Click **Edit > Advanced Search**. Enter the keyword (text) for information you want to find in the search window, and then click **Search**. Hits are displayed as a list. Click one of the displayed hits to jump to that page.



Jumping directly from bookmarks

Click a title to jump to that page. Click + or > to view the lower level titles in that section. To return to the previous page, perform the following operation on your keyboard.

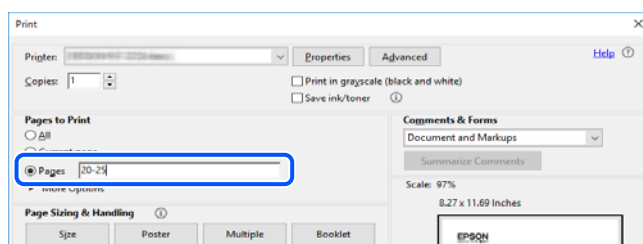
- ❑ Windows: Hold down **Alt**. and then press **←**.
- ❑ Mac OS: Hold down the command key, and then press **←**.



Printing Only the Pages You Need

You can extract and print only the pages you need. Click **Print** in the **File** menu, and then specify the pages you want to print in **Pages in Pages to Print**.

- ❑ To specify a series of pages, enter a hyphen between the start page and the end page.
Example: 20-25
- ❑ To specify pages that are not in series, divide the pages with commas.
Example: 5, 10, 15



About This Manual

This section explains the meaning of marks and symbols, notes on descriptions, and operating system reference information used in this manual.

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.



Provides Web Movie Manuals of the operating instructions. See the related information link.

Notes on Screenshots and Illustrations

- ☐ Screenshots of the printer driver are from Windows 10 or macOS High Sierra (10.13). The content displayed on the screens varies depending on the model and situation.
- ☐ Illustrations used in this manual are examples only. Although there may be slight differences depending on the model, the method of operation is the same.
- ☐ Some of the menu items on the LCD screen vary depending on the model and settings.
- ☐ You can read the QR code using dedicated app.

Operating System References

Windows

In this manual, terms such as "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Vista", "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

In this manual, "Mac OS" is used to refer to Mac OS X 10.9.5 or later as well as macOS 11 or later.

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The contents of this manual and the specifications of this product are subject to change without notice.



Important Instructions

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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.
- ☐ Keep the printer at least 22 cm away from cardiac pacemakers. Radio waves from this printer may adversely affect the operation of cardiac pacemakers.
- ☐ If the LCD screen is damaged, contact your dealer. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

Safety Instructions for Ink

- ☐ Be careful when you handle used ink cartridges, as there may be some ink around the ink supply port.
 - ☐ 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 disassemble the ink cartridge and the maintenance box; otherwise ink may get into your eyes or on your skin.
- ☐ Do not shake ink cartridges too vigorously and do not drop them. Also, be careful not to squeeze them or tear their labels. Doing so may cause ink leakage.
- ☐ Keep ink cartridges and maintenance box out of the reach of children.

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 the Printer

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

Advisories and Warnings for Using the Printer

- ☐ 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 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.

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

Advisories and Warnings for Using the Touchscreen

- ❑ The LCD screen may contain a few small bright or dark spots, and because of its features it may have an uneven brightness. These are normal and do not indicate that it is damaged in any way.
- ❑ Only use a dry, soft cloth for cleaning. Do not use liquid or chemical cleaners.
- ❑ The exterior cover of the touchscreen could break if it receives a heavy impact. Contact your dealer if the panel surface chips or cracks, and do not touch or attempt to remove the broken pieces.
- ❑ Press the touchscreen gently with your finger. Do not press force or operate with your nails.
- ❑ Do not use sharp objects such as ball point pens or sharp pencils to perform operations.
- ❑ Condensation inside the touchscreen due to abrupt changes in temperature or humidity may cause performance to deteriorate.

Advisories and Warnings for Connecting to the Internet

Do not connect this product to the Internet directly. Connect it in a network protected by a router or firewall.

Advisories and Warnings for Using the Printer with a Wireless Connection

- ❑ Radio waves from this printer may negatively affect the operation of medical electronic equipment, causing them to malfunction. When using this printer inside medical facilities or near medical equipment, follow directions from the authorized personnel representing the medical facilities, and follow all posted warnings and directions on the medical equipment.
- ❑ Radio waves from this printer may negatively affect the operation of automatically controlled devices such as automatic doors or fire alarms, and could lead to accidents due to malfunction. When using this printer near automatically controlled devices, follow all posted warnings and directions on these devices.

Advisories and Warnings for Using Memory Cards

- ❑ Do not remove a memory card or turn off the printer while the memory card light is flashing.
- ❑ The methods for using memory cards vary according to card type. Be sure to refer to the manual packaged with your memory card for details.
- ❑ Use only memory cards compatible with the printer.

Advisories and Warnings for Transporting or Storing the Printer

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

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

Protecting Your Personal Information

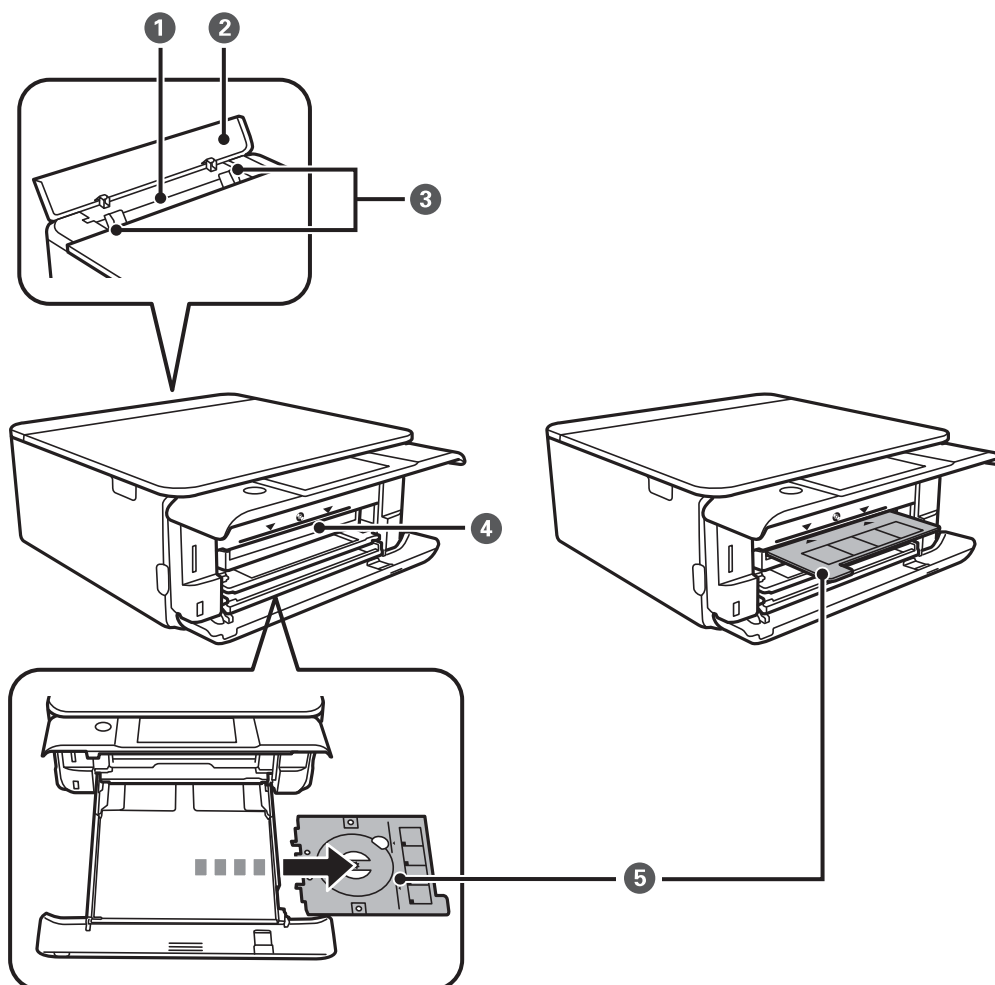
When you give the printer to someone else or dispose of it, erase all the personal information stored in the printer's memory by selecting **Settings > Restore Default Settings > All Settings** on the control panel.




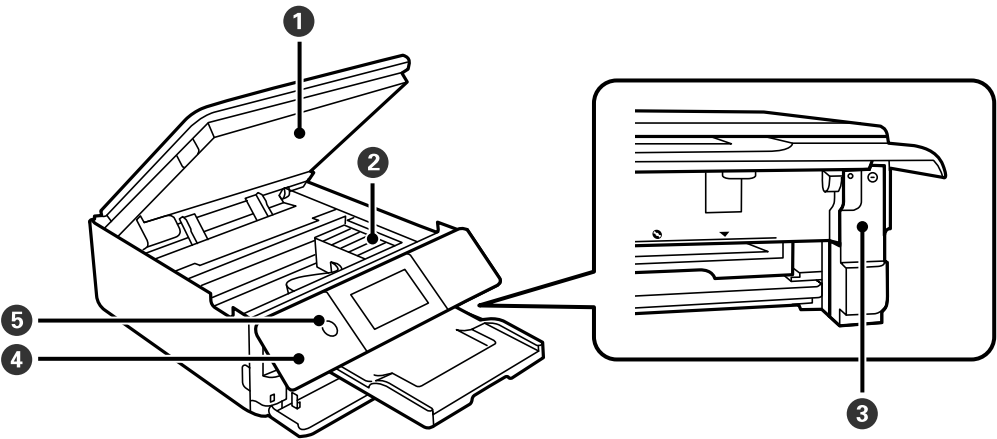
Part Names and Functions


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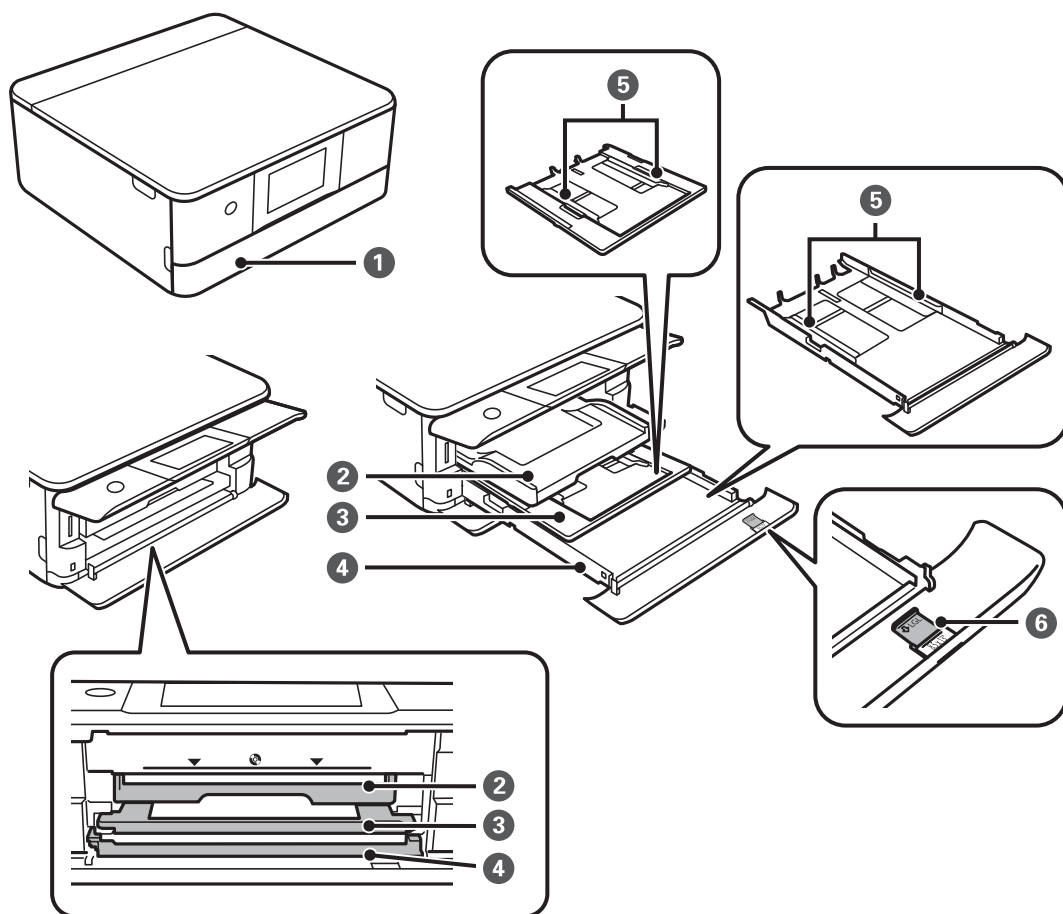
Part Names and Functions




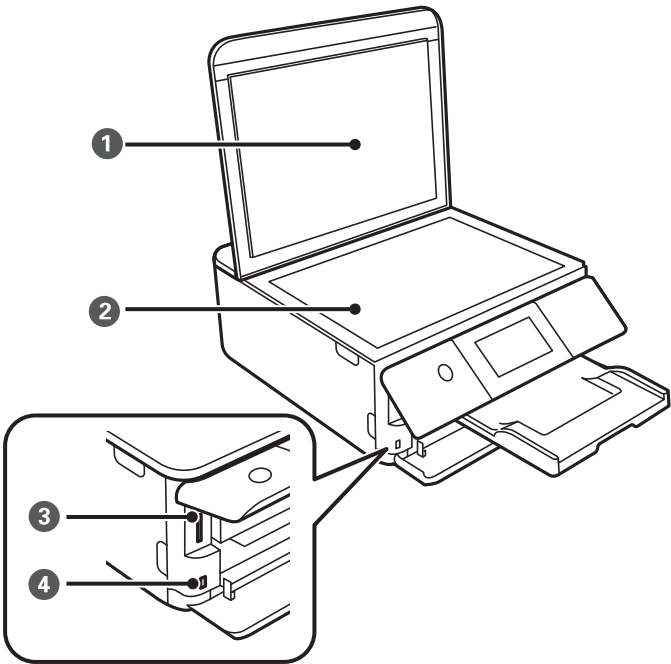
❶	Rear paper feed slot	Load one sheet of paper at a time by hand.
❷	Rear paper feed slot cover	Prevents foreign substances from entering the printer. This cover should usually be closed.
❸	Edge guide	Feeds the paper straight into the printer. Slide to the edges of the paper.
❹	CD/DVD tray slot	Insert the CD/DVD tray with a printable CD/DVD placed on it into this slot. The slot is located between the  and the output tray.
❺	CD/DVD tray	<p>When printing on a CD/DVD, remove this from the bottom of the paper cassette 2, place a CD/DVD, and insert it into the CD/DVD tray slot.</p> <p>When not printing on a CD/DVD, store it in the bottom of the paper cassette 2 without placing a CD/DVD.</p>



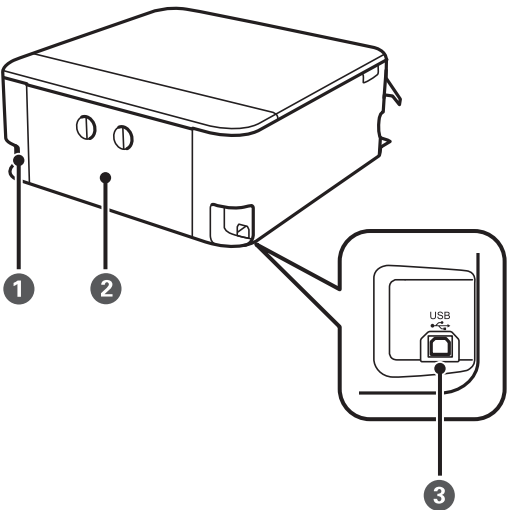
1	Scanner unit	Scans placed originals. Open to replace the ink cartridges or to remove jammed paper. This unit should usually be kept closed.
2	Ink cartridge holder	Install the ink cartridges. Ink is ejected from the print head nozzles underneath.
3	Maintenance box cover	Remove when replacing the maintenance box. The maintenance box is a container that collects a very small amount of surplus ink during cleaning or printing.
4	Control panel	Indicates the printer's status and allows you to make print settings. You can change the angle of the control panel.
5	 (Power button/light)	Turns the printer on or off. Unplug the power cord after checking that the power light is off.



❶	Front cover	Open to load paper in the paper cassette.
❷	Output tray	Holds the ejected paper. When you start printing, this tray is ejected automatically. If you tap Yes on the screen displayed when the printer is turned off, it is stored automatically. To store the tray manually, tap  on the home screen.
❸	Paper cassette 1	Loads paper.
❹	Paper cassette 2	
❺	Edge guide	Feeds the paper straight into the printer. Slide to the edges of the paper.
❻	Paper guide extension	Slide out to load paper larger than A4 size.



❶	Document cover	Blocks external light while scanning.
❷	Scanner glass	Place the originals.
❸	SD card slot	Insert a memory card.
❹	External interface USB port	Connects an external storage device or a PictBridge capable device.



❶	AC inlet	Connects the power cord.
❷	Rear cover	Remove when removing jammed paper.
❸	USB port	Connects a USB cable to connect with a computer.


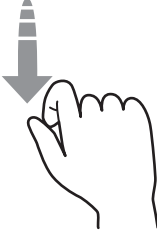
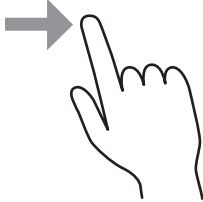
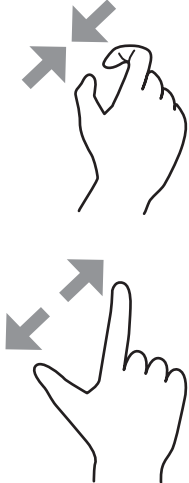


Guide to the Control Panel

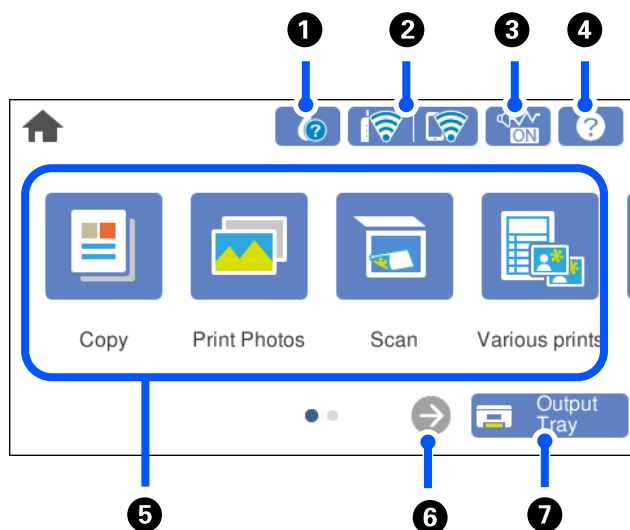
Touch Screen Operations.	23
Home Screen Configuration.	24

Touch Screen Operations

The touchscreen is compatible with the following operations.

Tap		Press or select the items or the icons.
Flick		Scroll the screen swiftly.
Slide		Hold and move the items around.
Pinch in Pinch out		Zoom in or zoom out of the preview image on the control panel when printing photos.






Home Screen Configuration



1		You can check the approximate ink levels and the approximate service life of the maintenance box. You can also replace the ink cartridges or print the supply status sheet.
2		Displays the network connection status. "Guide to the Network Icon" on page 25
3		Indicates that Quiet Mode is set for the printer. When this feature is enabled, the noise made by printer operations is reduced, but print speed may slow down. However, noises may not be reduced depending on the selected paper type and print quality. Tap to change the setting.
4		Displays the Help screen. You can view the operating instructions or the solutions to problems.
5	<p>Displays each menu.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Copy Allows you to copy documents and photos. <input type="checkbox"/> Print Photos Allows you to print photos on a memory device such as a memory card or a USB flash drive. <input type="checkbox"/> Scan Allows you to scan documents or photos and save them to a memory device or a computer. <input type="checkbox"/> Various Prints Allows you to make various copies and to print design paper or a wide variety of original items. <input type="checkbox"/> Settings Allows you to make settings related to maintenance, printer settings, and operations. <input type="checkbox"/> Maintenance Displays the menus recommended to improve the quality of your printouts such as unclogging nozzles by printing a nozzle check pattern and performing head cleaning, and improving blurring or banding in your printouts by aligning the print head. <input type="checkbox"/> Smartphone connect Displays the menu to connect the printer to your smart device or tablet. 	
6		Scrolls the screen to the right.

7	 Output Tray	Stores the output tray.
---	---	-------------------------

Guide to the Network Icon

	The printer is not connected to a wireless (Wi-Fi) network.
	The printer is searching for SSID, unset IP address, or having a problem with a wireless (Wi-Fi) network.
	The printer is connected to a wireless (Wi-Fi) network. The number of bars indicates the signal strength of the connection. The more bars there are, the stronger the connection.
	The printer is not connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.
	The printer is connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.



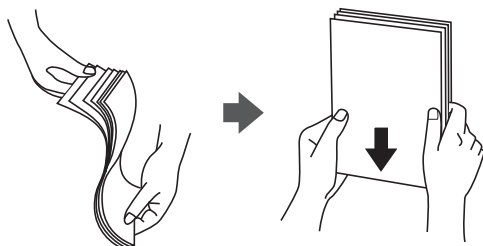
Loading Papers and CD/DVDs

Loading Paper.	27
Loading a CD/DVD.	42

Loading Paper

Paper Handling Precautions

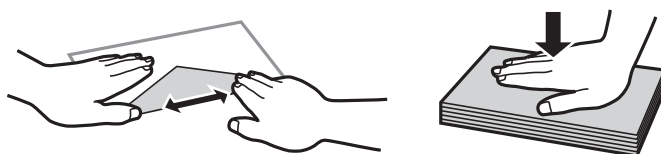
- ❑ Read the instruction sheets supplied with the paper.
- ❑ Fan and align the edges of the paper before loading. Do not fan or curl photo paper. Doing so may damage the printable side.



- ❑ 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.



- ❑ Paper feed problems may occur frequently for manual 2-sided printing when printing on one side of pre-printed paper. Reduce the number of sheets to half or less, or load one sheet of paper at a time if paper jams continue.
- ❑ 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.

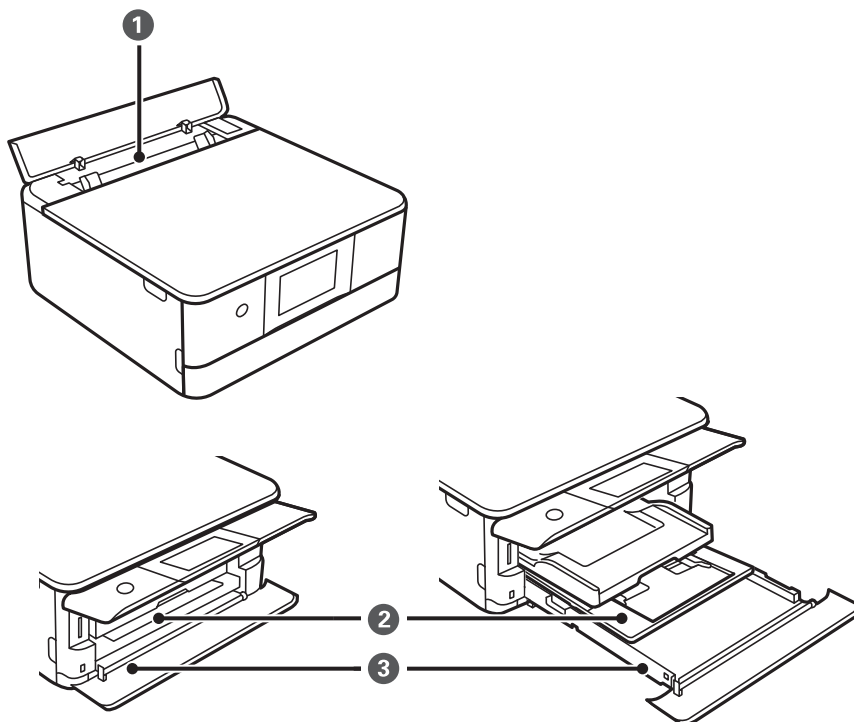


Related Information

- ➔ [“Available Paper and Capacities” on page 193](#)
- ➔ [“Unavailable Paper Types” on page 196](#)

Notes on Loading Paper

This printer has three paper sources. Load paper of the appropriate size and type to suit your printing needs.

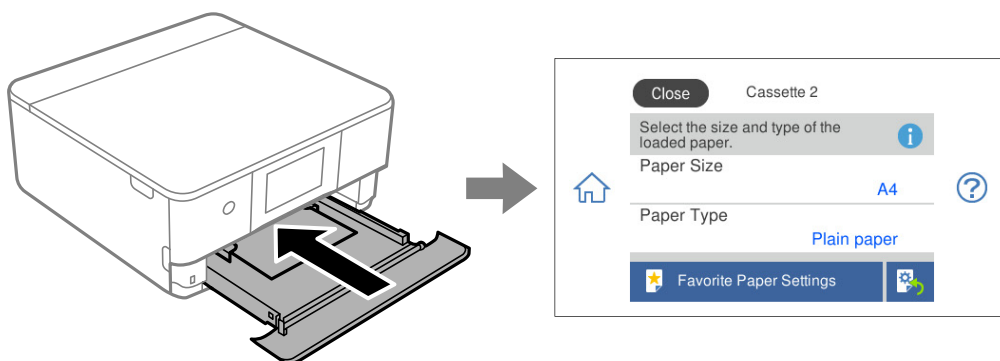


①	Rear paper feed slot	<ul style="list-style-type: none"> ❑ You can load a single sheet of all types of supported paper. ❑ You can also load thick paper (up to 0.6 mm thick), small size paper such as business cards, and pre-punched paper, which cannot be loaded in the paper cassette.
②	Paper cassette 1	<ul style="list-style-type: none"> ❑ You can load multiple sheets of small size photo paper. ❑ If you load the same paper in paper cassette 1 and paper cassette 2 and select Cassette 1→2 as the paper source, the printer automatically feeds paper from paper cassette 2 when paper runs out in paper cassette 1.
③	Paper cassette 2	We recommend loading A4 size plain paper as this is used frequently.

Paper Size and Type Settings

Make sure that you register the paper size and type on the screen displayed when you insert the paper cassette. The printer informs you when the registered information and print settings differ. This prevents you from wasting

paper and ink by making sure you are not printing on the wrong paper size or printing in the wrong color due to using settings that do not match the paper type.



If the paper size and type displayed differ from the loaded paper, select the item you want to change. If the settings match the loaded paper, close the screen.

Note:

- ❑ You can make settings easily by registering frequently used combinations of paper size and type as a favorite. You can make paper settings just by selecting the registered preset. To register a preset, select **Favorite Paper Settings**, select > on the next screen and then specify the paper size and paper type.
- ❑ If you do not want to display the paper setting screen automatically when you insert the paper cassette, on the home screen select **Settings > Printer Settings > Paper Source Setting > Paper Configuration**, and then select **Off**.

Related Information

➔ [“Paper Configuration:” on page 203](#)

List of Paper Types

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

Media Name	Media Type	
	Control Panel	Printer Driver, Smart device*
Epson Business Paper	Plain paper	Plain paper
Epson Bright White Ink Jet Paper	Plain paper	Plain paper
Epson Ultra Glossy Photo Paper	Ultra Glossy	Epson Ultra Glossy
Epson Premium Glossy Photo Paper	Prem. Glossy	Epson Premium Glossy
Epson Premium Semigloss Photo Paper	Prem. Semigloss	Epson Premium Semigloss
Epson Photo Paper Glossy	Glossy	Photo Paper Glossy
Epson Matte Paper-Heavyweight Epson Double-Sided Matte Paper	Matte	Epson Matte
Epson Photo Quality Ink Jet Paper Epson Double-sided Photo Quality Ink Jet Paper	Photo Quality Ink Jet	Epson Photo Quality Ink Jet

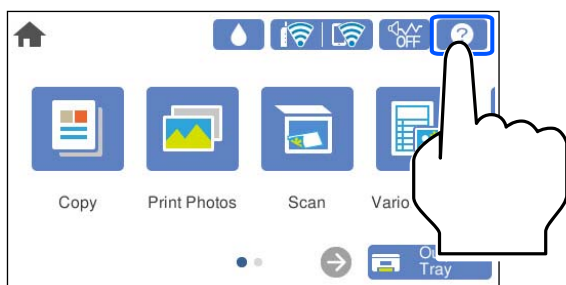
Media Name	Media Type	
	Control Panel	Printer Driver, Smart device*
Epson Photo Stickers	Photo Stickers	Epson Photo Stickers
Epson Iron-On Cool Peel Transfer Paper	Plain paper	Plain paper
Plain paper	Plain paper	Plain paper
Envelope	Envelope	Envelope

* For smart devices, these media types can be selected when printing using Epson Smart Panel.


Loading Papers

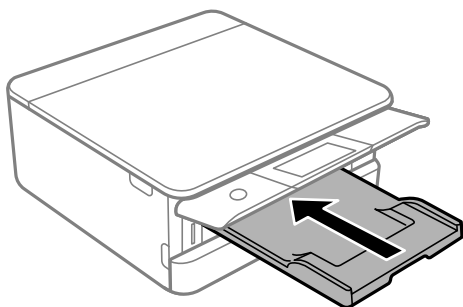
You can also load paper by referring to the animations displayed on the printer's LCD screen.

?-How To-Load paper

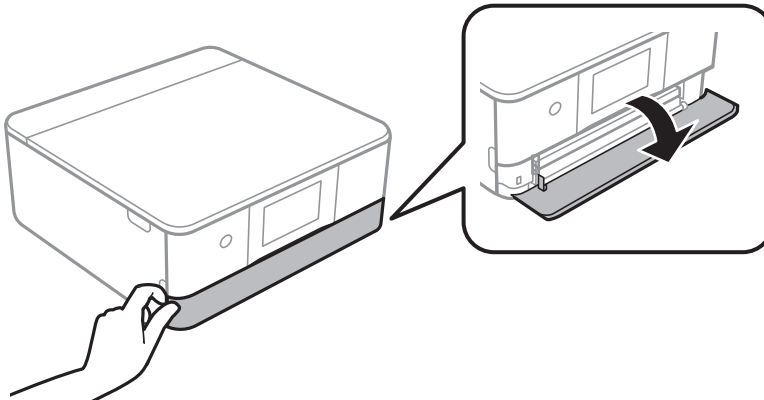


Loading Paper in the Paper Cassette 1

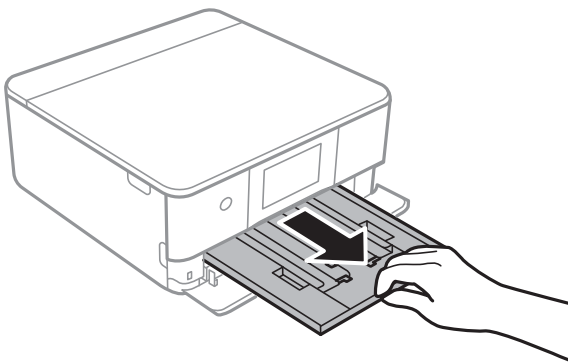
1. If the output tray is extended, select  to close it.



2. Open the front cover until it clicks.



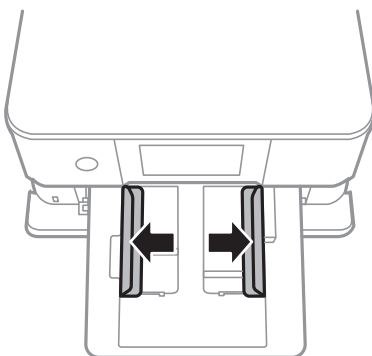
3. Check that the printer is not operating, and then slide out the paper cassette 1.



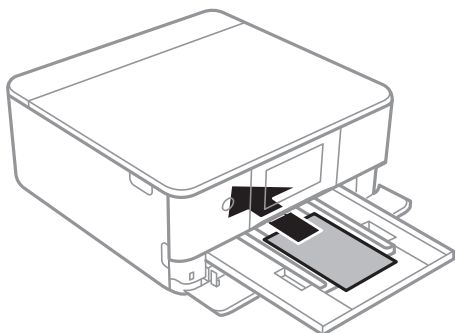
Note:

- ☐ If paper cassette 1 is at the back and cannot be slid out, you can slide it out by turning the printer off and back on again.
- ☐ You can load paper even if you pull out paper cassette 1 completely. Lift up paper cassette 1 slightly, and then pull it out.

4. Slide the edge guides to their maximum position.



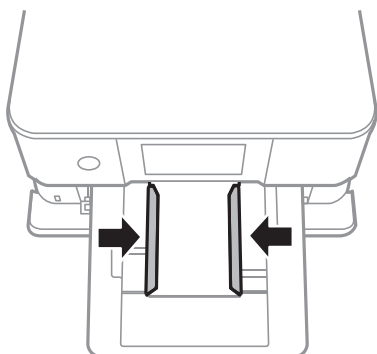
5. With the printable side facing down, load paper until it touches the back of the paper cassette 1.



Important:

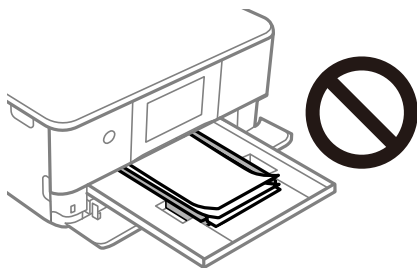
Do not load different types of paper in the paper cassette.

6. Slide the edge guides to the edges of the paper.

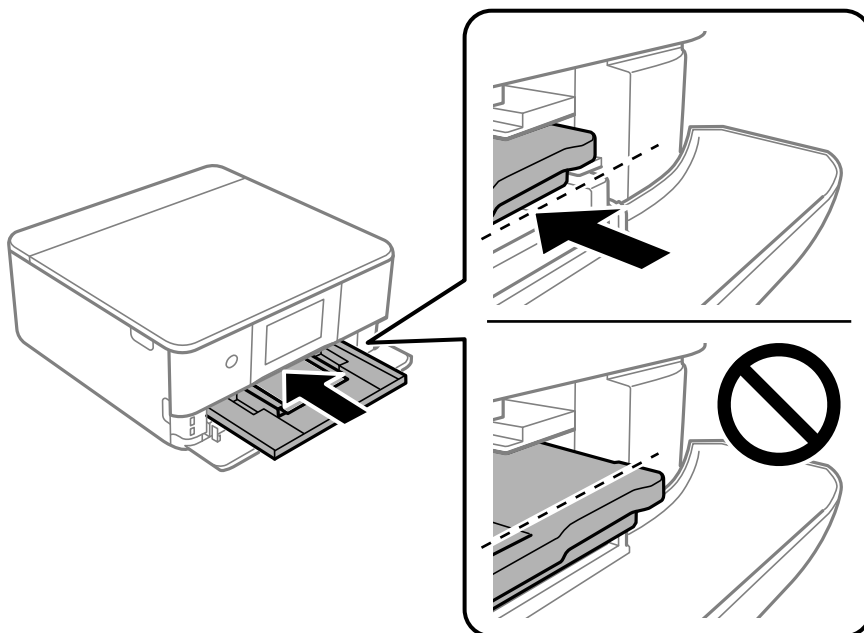


Important:

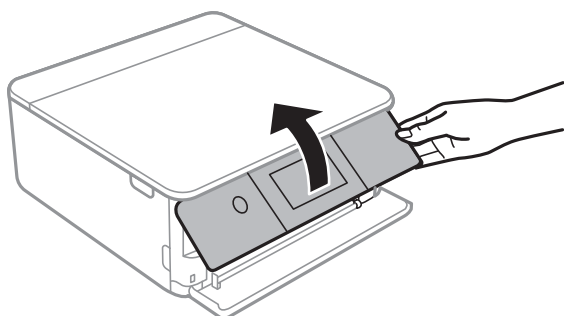
Do not load more than the maximum number of sheets specified for the paper.



7. Insert the paper cassette 1 gently.



8. Raise the control panel.



9. Select the paper size and paper type.
10. Check the settings, and then select **Close**.


Note:

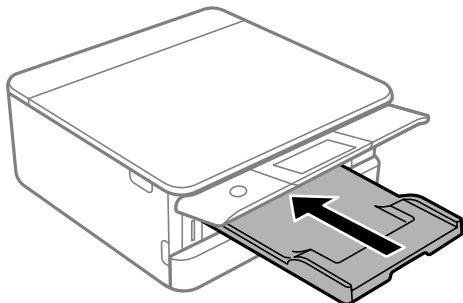
The output tray slides out automatically when printing starts. You can slide it out manually before printing starts.

Related Information

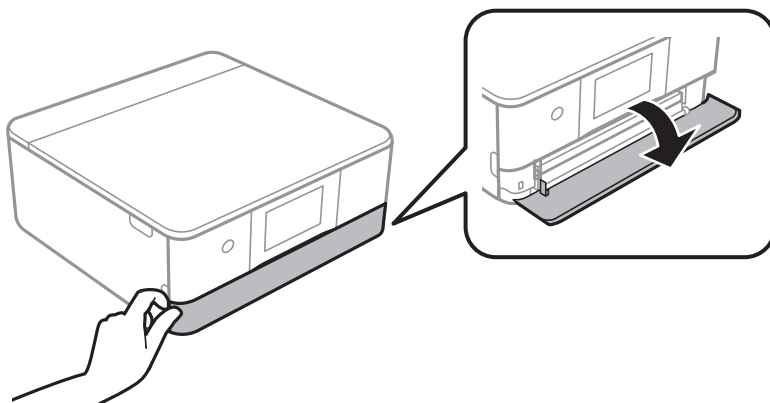
- ➔ [“Available Paper and Capacities” on page 193](#)
- ➔ [“Paper Size and Type Settings” on page 28](#)

Loading Paper in the Paper Cassette 2

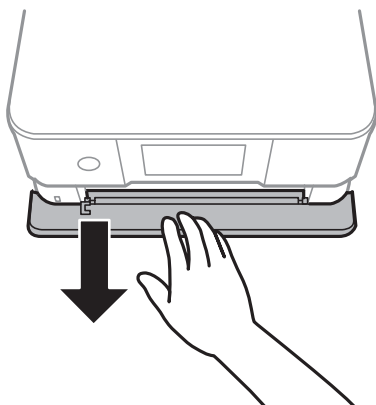
1. If the output tray is extended, select  Output Tray to close it.



2. Open the front cover until it clicks.



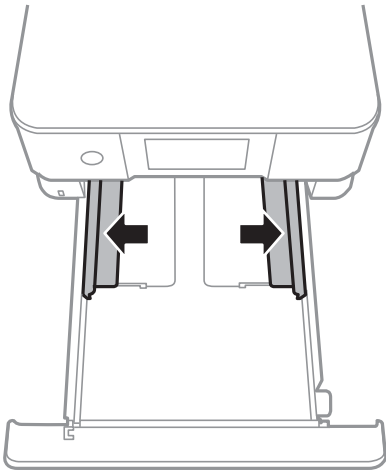
3. Check that the printer is not operating, and then slide out the paper cassette 2.



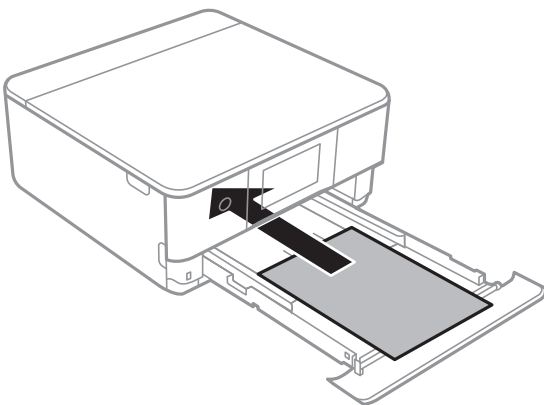
Note:

You can load paper even if you pull out paper cassette 2 completely. Lift up paper cassette 2 slightly, and then pull it out.

4. Slide the edge guides to their maximum position.



5. With the printable side facing down, load paper until it touches the back of the paper cassette 2.



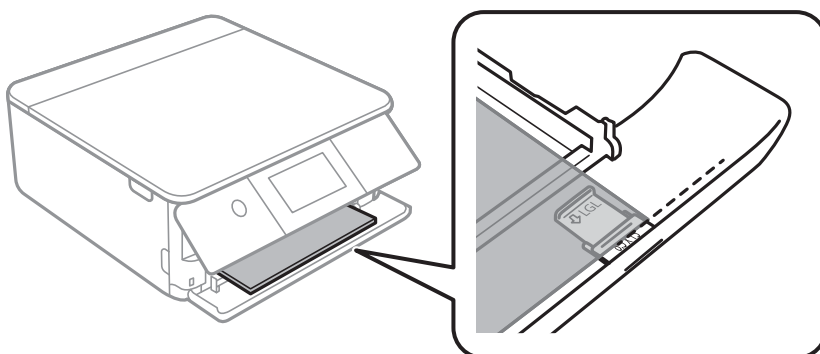
Important:

Do not load different types of paper in the paper cassette.

Load paper longer than A4 size as indicated in the following illustration.

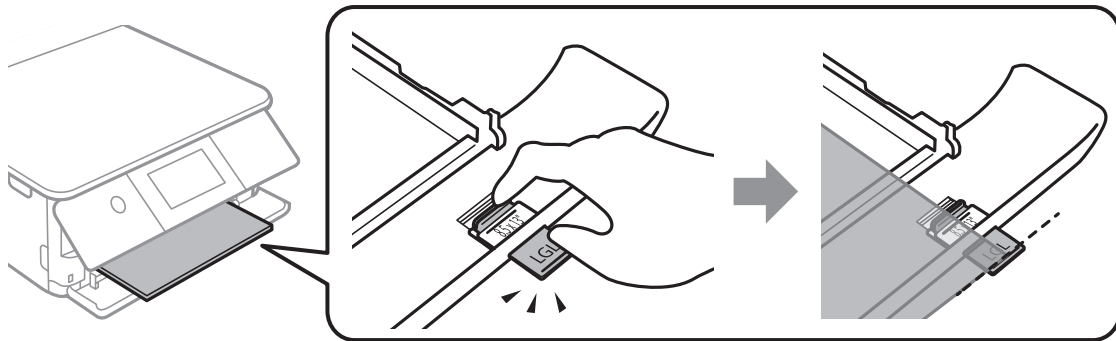
❑ 8.5 x 13 in.

Load paper using the line.



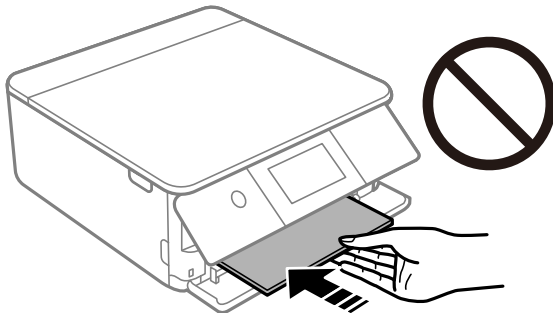
❑ Legal

Pull out the paper guide extension and load paper using the line.

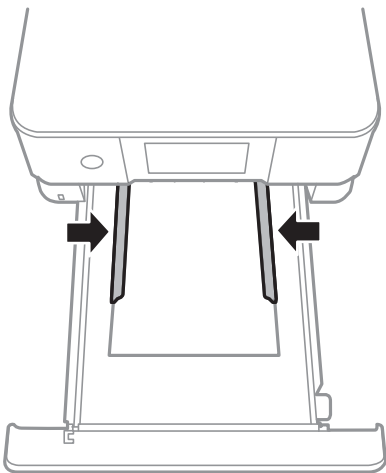


! Important:

Do not push paper that protrudes from the cassette.

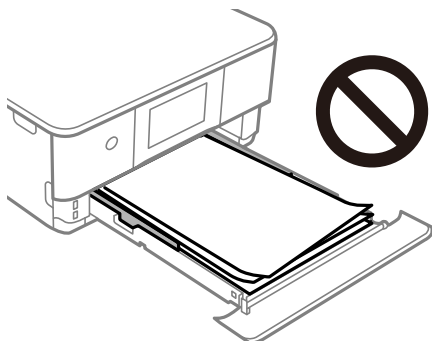


6. Slide the edge guides to the edges of the paper.

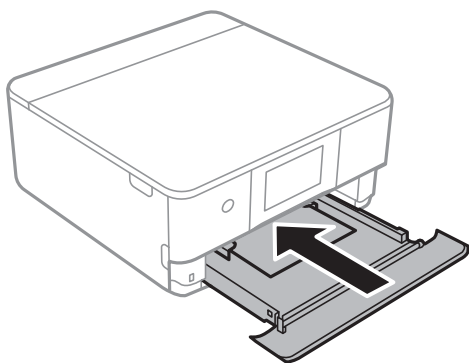


! **Important:**

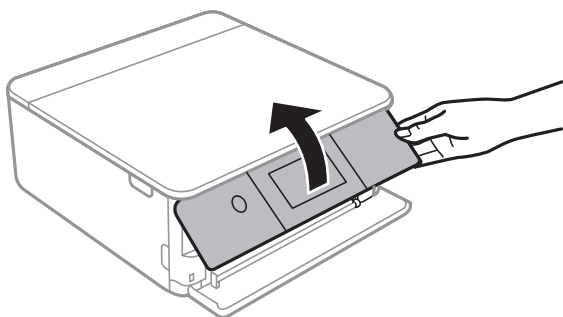
Do not load more than the maximum number of sheets specified for the paper.



7. Insert paper cassette 2 as far as it will go.



8. Raise the control panel.



9. Select the paper size and paper type.
10. Check the settings, and then select **Close**.

Note:

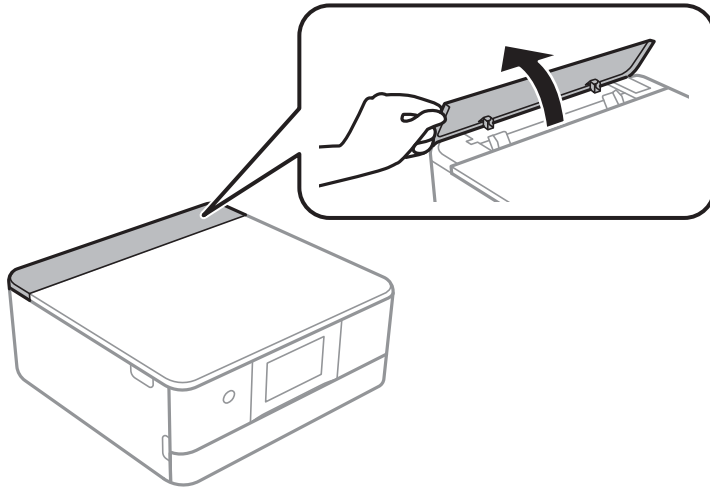
The output tray slides out automatically when printing starts. You can slide it out manually before printing starts.

Related Information

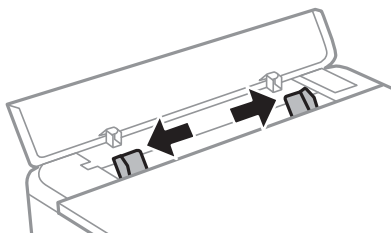
- ➡ [“Available Paper and Capacities” on page 193](#)
- ➡ [“Paper Size and Type Settings” on page 28](#)

Loading Paper in the Rear Paper Feed Slot

1. Open the rear paper feed slot cover.



2. Slide out the edge guides.

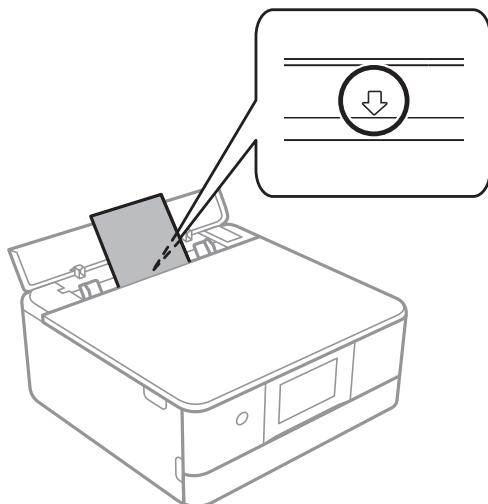


3. Load paper at the center arrow mark of the rear paper feed slot with the printable side facing up.

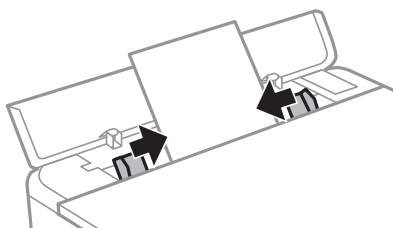


Important:

Load paper in the portrait direction.



4. Slide the edge guides to the edges of the paper.



Note:

The output tray automatically extends when you start printing. You can also slide it out manually in advance.

Related Information

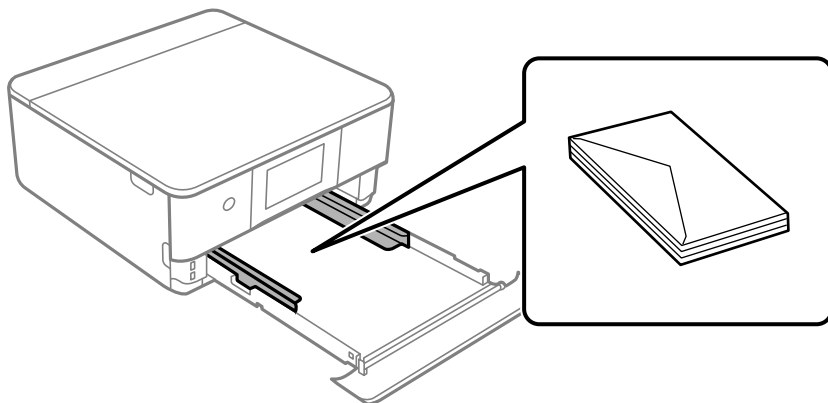
➡ [“Available Paper and Capacities” on page 193](#)

Loading Various Paper

Loading Envelopes

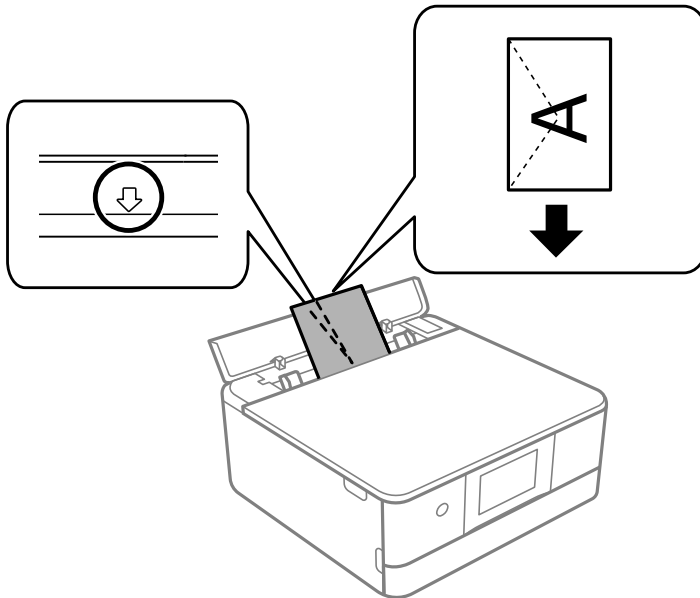
Paper Cassette 2

With the printable side facing down, load envelopes until they touch the back of the paper cassette 2. Slide the edge guides to the edges of the envelopes.



Rear Paper Feed Slot

Load an envelope at the center of the rear paper feed slot with the printable side facing up, and then slide the edge guides to the edges of the envelope.



Related Information

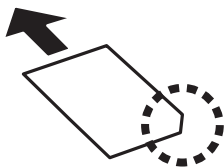
➔ [“Available Paper and Capacities” on page 193](#)

Loading Photo Stickers

Follow the instructions supplied with the stickers to load one sheet of Epson Photo Stickers. Do not load the loading support sheets into this product.

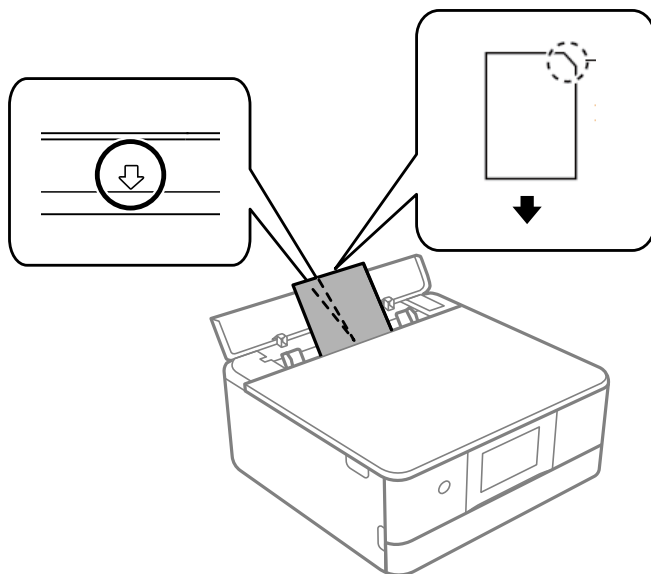
☐ Paper cassette 1 or Paper cassette 2

With the printable side facing down, load a sticker until it touches the back of the paper cassette 1 or paper cassette 2.



❑ Rear paper feed slot

Load a sticker at the center arrow mark of the rear paper feed slot with the printable side facing up.



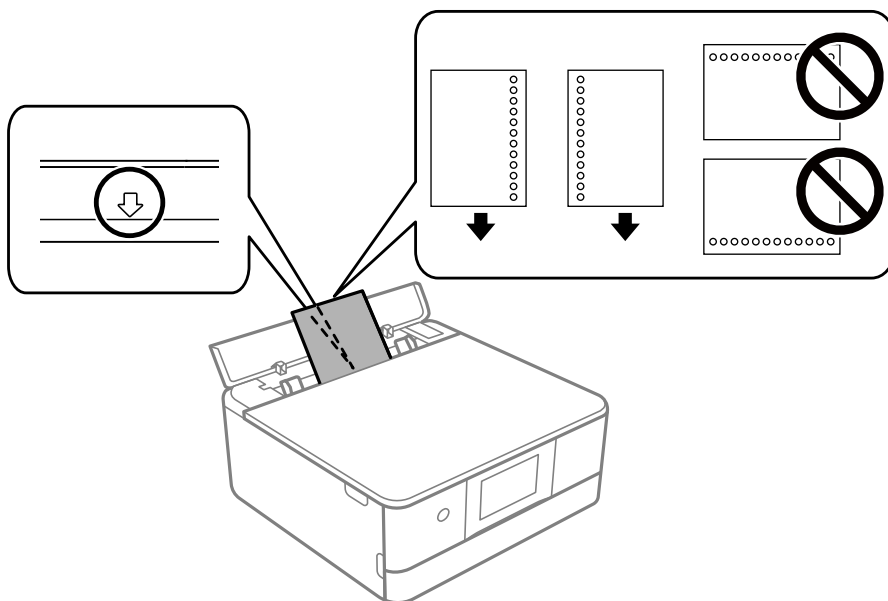
Related Information

➡ [“Available Paper and Capacities” on page 193](#)

Loading Pre-punched Paper

Load paper at the center arrow mark of the rear paper feed slot with the printable side facing up.

Load a single sheet of defined size plain paper with binding holes at the left or right. Adjust the print position of your file to avoid printing over the holes.

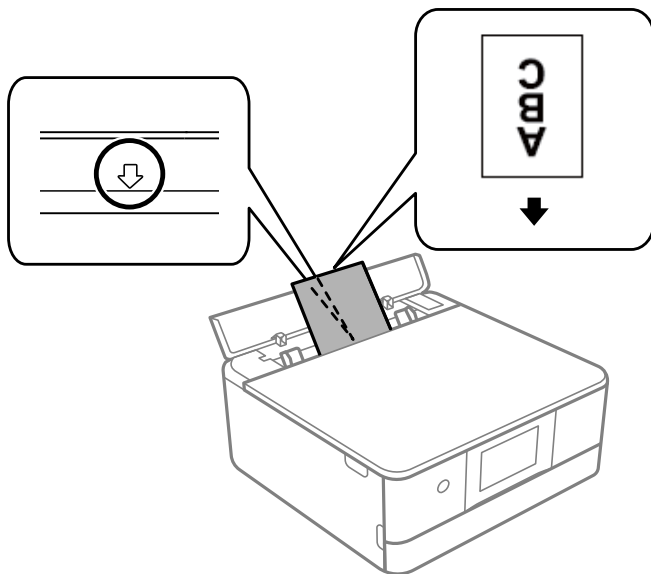


Related Information

➡ [“Available Paper and Capacities” on page 193](#)

Loading Business Card Size Paper

Load paper at the center arrow mark of the rear paper feed slot with the printable side facing up.



Important:

Load business card size paper in the portrait direction. If it is loaded horizontally, you may not be able to remove it.

Related Information

➔ [“Available Paper and Capacities” on page 193](#)

Loading a CD/DVD

Printable CD/DVDs

You can print on a circular 12-cm CD/DVD labelled as suitable for printing, for example "printable on the label surface" or "printable with ink jet printers."

You can also print on Blu-ray Discs™.

CD/DVD Handling Precautions

- ☐ See the documentation provided with your CD/DVD for more information on handling the CD/DVD or writing data.
- ☐ Do not print on the CD/DVD before writing your data to it. If you do, fingerprints, dirt, or scratches on the surface may cause errors while writing data.
- ☐ Depending on the CD/DVD type or printing data, smearing may occur. Try making a test print on a spare CD/DVD. Check the printed surface after waiting for one full day.

- ❑ Compared to printing on genuine Epson paper, the print density is lowered to prevent ink from smearing on the CD/DVD. Adjust the print density as necessary.
- ❑ Allow the printed CD/DVDs at least 24 hours to dry avoiding direct sunlight. Do not stack or insert the CD/DVDs into your device until they are completely dry.
- ❑ If the printed surface is sticky even after it has dried, lower the print density.
- ❑ Reprinting on the same CD/DVD may not improve the print quality.
- ❑ If the CD/DVD tray or the internal transparent compartment are accidentally printed on, immediately wipe off the ink.
- ❑ Depending on the print area setting, the CD/DVD or CD/DVD tray may get dirty. Make settings to print on the printable area.
- ❑ You can set the print range for the CD/DVD to a minimum of 18 mm for the inner diameter, and a maximum of 120 mm for the outer diameter. Depending on the settings, the CD/DVD or tray may be smeared. Set within the print range for the CD/DVD you want to print.

Loading and Removing a CD/DVD

When printing on or copying a CD/DVD, instructions are displayed on the control panel informing you when to load the CD/DVD. Follow the on-screen instructions.

Related Information

- ➡ [“Printing Photos onto a CD/DVD Label” on page 70](#)
- ➡ [“Copying on a CD/DVD Label” on page 83](#)



Placing Originals

Precautions When Placing Originals on the Scanner Glass.	45
Placing Originals.	45

Precautions When Placing Originals on the Scanner Glass

Read the following instructions before placing originals.

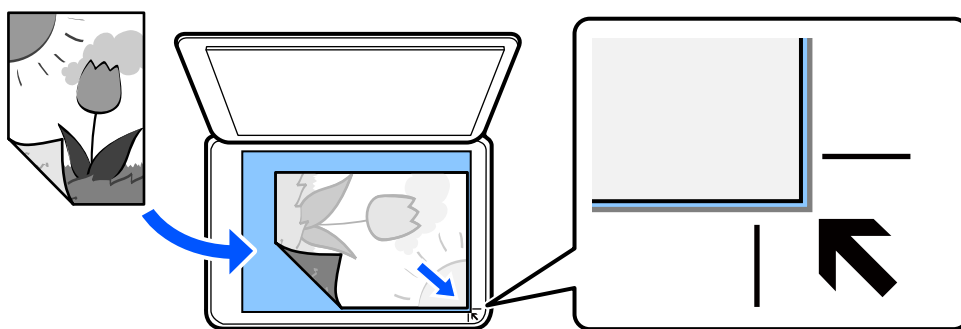
- ❑ When placing bulky originals such as books, prevent exterior light from shining directly onto the scanner glass.
- ❑ If there is any trash or dirt on the scanner glass, the scanning range may expand to include it, so the image of the original may be displaced or reduced.



- ❑ Do not apply too much force to the scanner glass or the document cover. Otherwise, they may be damaged.
- ❑ Remove the originals after scanning. If you leave the originals on the scanner glass for a long time, they may stick to the surface of the glass.

Placing Originals

Place the original on the scanner glass. Place the original face-down and slide it to the corner mark.



You can also place originals by referring to the animations displayed on the printer's LCD screen.

[? - How To - Place Originals](#)

Printing

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Printing Documents.	55
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Printing Various Items.	73
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Printing Photos

Printing Photos from a Memory Device


You can print data from a memory device such as memory card or external USB device.



Printing Selected Photos



1. Load paper in the printer.
“Loading Paper in the Paper Cassette 1” on page 30
“Loading Paper in the Paper Cassette 2” on page 34
“Loading Paper in the Rear Paper Feed Slot” on page 38
2. Insert a memory device into the SD card slot or the external interface USB port of the printer.
If **Auto Selection Mode** in **Guide Functions** is turned on, a message is displayed. Check the message and select **to function index**.
3. Select **Print Photos** on the control panel.
4. Select **Print**.
5. When a message telling you that loading photos is complete is displayed, select **OK**.
6. Select a photo you want to print from the screen displaying a thumbnail view.
The selected photo has a check mark and the number of prints (1 initially) on it.

Note:

- ☐ Select  at the top right of the screen to display the **Select Photo Menu**. If you specify a date by using **Browse**, only photos of the specified date are displayed.
“Menu Options for Selecting Photos” on page 49
- ☐ To change the number of prints, Select **Single View**, and then use - or +. If the icons are not displayed, tap anywhere on the screen.

7. Select **Single View**, and then select  to edit the photo if necessary.
[“Menu Options for Editing Photos” on page 51](#)
8. Select **Next**, make settings on the **Basic Settings** tab, and then set the number of copies.
[“Menu Options for Paper and Print Settings” on page 50](#)
9. Select **Advanced Settings** tab, and then change the settings as necessary.
10. Select **Basic Settings** tab, and then tap .
11. Confirm that printing is complete, and then select **Close**.
If you notice print quality problems such as banding, unexpected colors, or blurry images, select **Troubleshooting** to see the solutions.

Printing Collages of Photos and Background Patterns

You can print photos on a memory device by creating a layout and adding a background design.



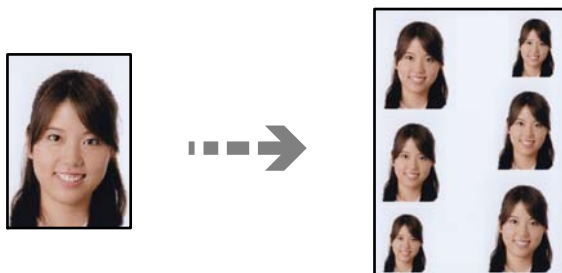
Print Photos > Collage > Photo Collage

Related Information

➡ [“Menu Options for Printing from the Control Panel” on page 49](#)

Printing at ID Photo Size

You can print ID photos using data on a memory device. Two copies of one photo are printed at two different sizes, 50.8×50.8 mm and 45.0×35.0 mm, on 10×15 cm (4×6 in.) size photo paper.



Print Photos > Collage > Print Photo ID

Related Information

➔ [“Menu Options for Printing from the Control Panel” on page 49](#)

Printing Photos with Handwritten Notes

You can print a photo on a memory device with handwritten text or drawings. This allows you to create original cards such as New Year's cards or birthday cards.

First select a photo and print a template on plain paper. Write or draw on the template and then scan it with the printer. You can then print the photo with your own personal notes and drawings.



Various Prints > Greeting Card > Select Photo and Print Template



Important:

- ☐ Do not remove the memory device until you have finished printing.
- ☐ Make sure that the text on the template is completely dry before placing it on the scanner glass. If there are stains on the scanner glass, the stains are also printed on the photo.

Related Information

➔ [“Menu Options for Printing from the Control Panel” on page 49](#)

Menu Options for Printing from the Control Panel

Menu Options for Selecting Photos

Browse:

Displays the photos on the memory device sorted using specified conditions. Available options depend on the features being used.

☐ Cancel Browse:

Cancels sorting photos and displays all the photos.

☐ yyyy:

Select the year of the photos you want to display.

☐ yyyy/mm:

Select the year and month of the photos you want to display.

☐ yyyy/mm/dd:

Select the year, month, and date of the photos you want to display.

Display Order:

Changes the display order of photos in ascending or descending order.

Select All Photos:

Selects all the photos and sets the number of prints.

Deselect All Photos:


Returns the number of prints of all photos to 0 (zero).

Select Memory device:

Select the device from which you want to load photos.

Menu Options for Paper and Print Settings

Paper Setting:

Select the paper source that you want to use. Select  to select the paper size and type.

Border Setting

☐ **Borderless:**

Prints without margins around the edges. Enlarges the print data slightly more than the paper size so that no margins are printed around the edges of the paper.

☐ **With Border:**

Prints with white margins around the edges.

Expansion:

With borderless printing, the image is enlarged a little to remove borders from the edges of the paper. Select how much to enlarge the image.

Fit Frame:

If the aspect ratio of the image data and the paper size is different, the image is automatically enlarged or reduced so that the short sides match the short sides of the paper. The long side of the image is cropped if it extends beyond the long side of the paper. This feature may not work for panorama photos.

Quality:

Select the print quality. Selecting **High** provides higher quality printing, but the printing speed may be slower. If you want to print on plain paper using a much higher quality, select **Best**. Note that the printing speed may slow down considerably.

Date:

Select the format used to print the date on photos for photos that include the date the photos were taken or the date they were saved. The date is not printed for some layouts.

Print Info On Photos

☐ **Off:**

Prints without any information.

☐ Camera Settings:

Prints with some Exif information, such as shutter speed, f-ratio, or ISO sensitivity. Unrecorded information is not printed.

☐ Camera Text:

Prints text set on the digital camera. For information on the text settings, see the documentation provided with your camera. The information can only be printed in borderless printing on 10×15 cm, 13×18 cm, or 16:9 wide size.

☐ Landmark:

Prints the name of the place or landmark where the photo was taken for digital cameras that have the landmark feature. See the website of the manufacturer of your camera for more details. The information can only be printed in borderless printing on 10×15 cm, 13×18 cm, or 16:9 wide size.

Clear All Settings:

Resets the paper and print settings to their defaults.

CD Density:

For CD/DVD printing. Set the density to use when printing onto a CD/DVD.

Density:


For coloring book printing. Select the level of density for the outlines on the coloring sheet.

Line Detection:

For coloring book printing. Select the sensitivity used to detect outlines in the photo.

Menu Options for Editing Photos

Zoom/Rotate:

Adjusts the cropping area. You can move the frame to the area you want to crop, or change the size of the frame by sliding  at the corners. You can also rotate the frame.

Filter:

Prints in sepia or monochrome.

Enhance:

Select one of the image adjustment options. **Auto**, **People**, **Landscape**, or **Night Scene** produces sharper images and more vivid colors by automatically adjusting the contrast, saturation, and brightness of the original image data.

☐ Auto:

The printer detects the image content and automatically enhances the image according to the detected content.

☐ People:

Recommended for images of people.

☐ Landscape:

Recommended for images of landscape or scenery.

☐ Night Scene:

Recommended for images of night scenes.

☐ Enhance Off:

Turns off the **Enhance** feature.

Fix Red-Eye:

Fixes red-eye in photos. Corrections are not applied to the original file, only to the printouts. Depending on the type of photo, parts of the image other than the eyes may be corrected.

Brightness:

Adjusts the brightness of the image.

Contrast:

Adjusts the difference between the brightness and darkness.

Sharpness:

Enhances or defocuses the outline of the image.

Saturation:

Adjusts the vividness of the image.

Printing Photos from a Computer

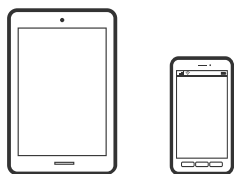
Epson Photo+ allows you to print photos easily and finely in various layouts on photo paper or CD/DVD labels (CD/DVD label printing is only supported by some models.). See the application's help for details.

 You can watch the procedure in the Web Movie Manuals. Access the following website.

<https://support.epson.net/publist/vlink.php?code=VC00018>

Printing Photos from Smart Devices

You can print photos from a smart device such as a smartphone or tablet.



Printing Using Epson Smart Panel

Epson Smart Panel is an application that allows you to perform printer operations easily including printing, copying, or scanning from a smart device such as a smartphone or tablet. You can connect the printer and smart

device over a wireless network, check the ink levels and printer status, and check for solutions if an error occurs. You can also copy easily by registering a copy favorite.



Install Epson Smart Panel from the following URL or QR code.

<https://support.epson.net/smpdl/>



Start Epson Smart Panel, and then select the print menu on the home screen.

Printing Photos Using AirPrint

AirPrint enables instant wireless printing from iPhone, iPad, iPod touch, and Mac without the need to install drivers or download software.



Note:

If you disabled paper configuration messages on your product control panel, you cannot use AirPrint. See the link below to enable the messages, if necessary.

1. Load paper in the printer.
 [“Loading Paper in the Paper Cassette 1” on page 30](#)
 [“Loading Paper in the Paper Cassette 2” on page 34](#)
 [“Loading Paper in the Rear Paper Feed Slot” on page 38](#)
2. Set up your printer for wireless printing. See the link below.
 <https://epson.sn>
3. Connect your Apple device to the same wireless network that your product is using.
4. Print from your device to your product.

Note:

For details, see the AirPrint page on the Apple website.

Related Information

➔ [“Cannot Print Even Though a Connection has been Established \(iOS\)” on page 135](#)

Printing Using Epson Print Enabler

You can wirelessly print your documents, emails, photos, and web pages right from your Android phone or tablet (Android v4.4 or later). With a few taps, your Android device will discover an Epson printer that is connected to the same wireless network.

Search for and install Epson Print Enabler from Google Play.

Go to **Settings** on your Android device, select **Printing**, and then enable Epson Print Enabler. From an Android application such as Chrome, tap the menu icon and print whatever is on the screen.

Note:

*If you do not see your printer, tap **All Printers** and select your printer.*

Printing Using Mopria Print Service

Mopria Print Service enables instant wireless printing from Android smart phones or tablets.

Install Mopria Print Service from Google Play.



For more details, access the Mopria Web site at <https://mopria.org>.

Printing on Envelopes

Printing on Envelopes from a Computer (Windows)

1. Load envelopes in the printer.
[“Loading Envelopes” on page 39](#)
2. Open the file you want to print.
3. Access the printer driver window.
4. Select the envelope size from **Document Size** on the **Main** tab, and then select **Envelope** from **Paper Type**.
5. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
6. Click **Print**.

Printing on Envelopes from a Computer (Mac OS)

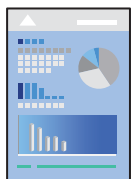
1. Load envelopes in the printer.
[“Loading Envelopes” on page 39](#)
2. Open the file you want to print.
3. Select **Print** from the **File** menu or another command to access the print dialog.
4. Select the size as the **Paper Size** setting.
5. Select **Print Settings** from the pop-up menu.
6. Select **Envelope** as the **Media Type** setting.
7. Set the other items as necessary.
8. Click **Print**.

Printing Documents

Printing from a Computer

This section explains how to print a document from your computer using Windows as an example. On Mac OS, the procedure may be different or some features may not be supported.

Printing Using Easy Settings

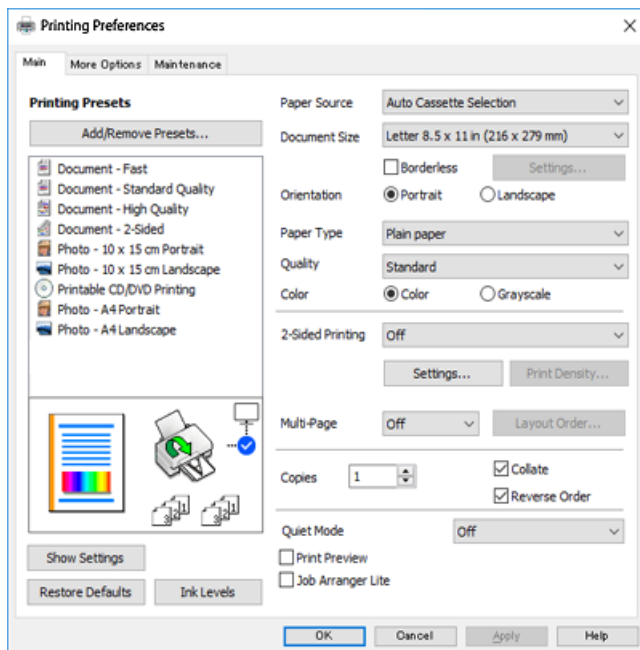


Note:

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

1. Load paper in the printer.
[“Loading Papers” on page 30](#)
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.



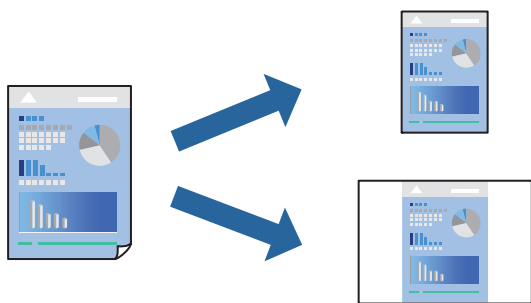
6. Change the settings as necessary.
You can see the online help for explanations of the setting items. Right-clicking an item displays **Help**.
7. Click **OK** to close the printer driver window.
8. Click **Print**.

Related Information

- ➡ [“List of Paper Types” on page 29](#)
- ➡ [“Available Paper and Capacities” on page 193](#)

Adding Printing Presets for Easy Printing

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.



1. On the printer driver's **Main** or **More Options** tab, set each item (such as **Document Size** and **Paper Type**).

2. Click **Add/Remove Presets** in **Printing Presets**.
3. Enter a **Name** and, if necessary, enter a comment.
4. Click **Save**.

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.

5. Click **Print**.

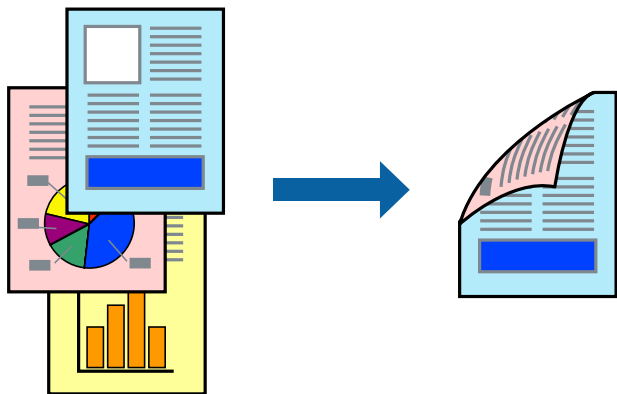
The next time you want to print using the same settings, select the registered setting name from **Printing Presets**, and click **OK**.

Printing on 2-Sides

You can use either of the following methods to print on both sides of the paper.

- ☐ Automatic 2-sided printing
- ☐ Manual 2-sided printing

When the printer has finished printing the first side, flip the paper over to print on the other side.



Note:

This feature is not available for borderless printing.

Access the printer driver, and then make the following settings.

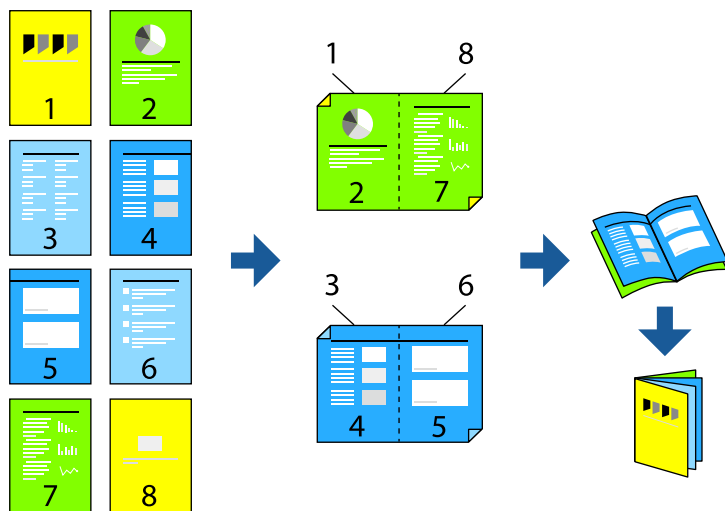
Main tab > 2-Sided Printing

Related Information

- ➡ [“Paper for 2-Sided Printing” on page 196](#)
- ➡ [“Cannot Perform Manual 2-sided Printing \(Windows\)” on page 189](#)

Printing a Booklet

You can also print a booklet that can be created by re-ordering the pages and folding the printout.



Note:

This feature is not available with borderless printing.

Access the printer driver, and then make the following settings.

On the **Main** tab, select the 2-side printing method from **2-Sided Printing**, and then select **Settings > Booklet**.

Related Information

- ➔ [“Paper for 2-Sided Printing” on page 196](#)
- ➔ [“Cannot Perform Manual 2-sided Printing \(Windows\)” on page 189](#)

Printing Several Pages on One Sheet

You can print several pages of data on a single sheet of paper.



Note:

This feature is not available with borderless printing.

Access the printer driver, and then make the following settings.

Main tab > **Multi-Page** > **2-Up**, etc.

Printing to Fit the Paper Size

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



Note:

This feature is not available with borderless printing.

Access the printer driver, and then make the following settings.

On the **More Options** tab > **Output Paper**, select the size of the loaded paper.

Printing a Reduced or Enlarged Document at any Magnification

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



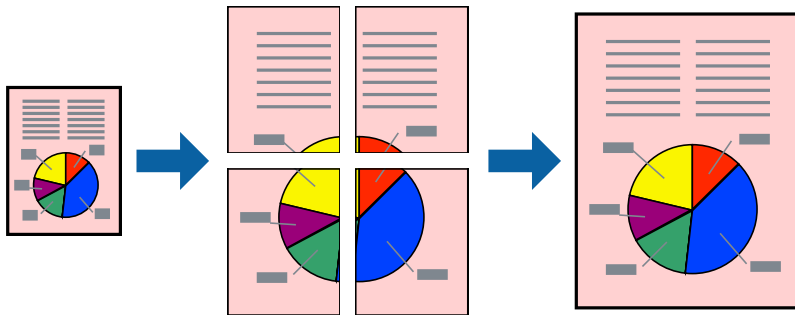
Note:

This feature is not available with borderless printing.

1. On the printer driver's **More Options** tab, select the document size from the **Document Size** setting.
2. Select the paper size you want to print on from the **Output Paper** setting.
3. Select **Reduce/Enlarge Document**, **Zoom to**, and then enter a percentage.

Printing One Image on Multiple Sheets for Enlargement (Creating a Poster)

This feature allows you to print one image on multiple sheets of paper. You can create a larger poster by taping them together.



Note:

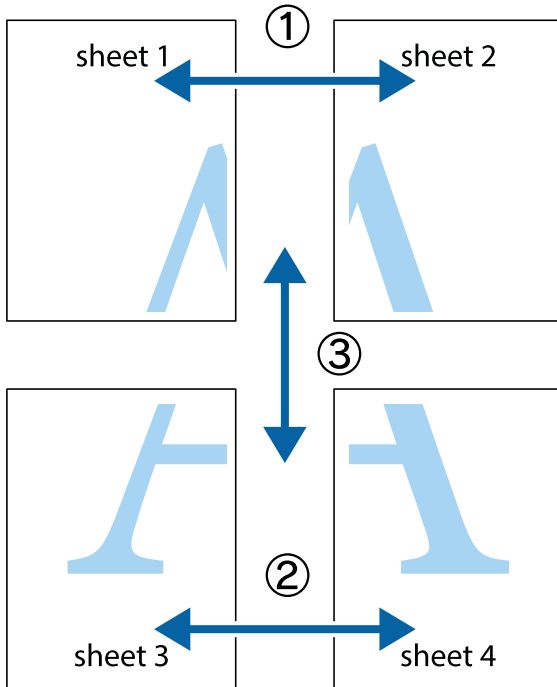
This feature is not available with 2-sided printing.

Access the printer driver, and then make the following settings.

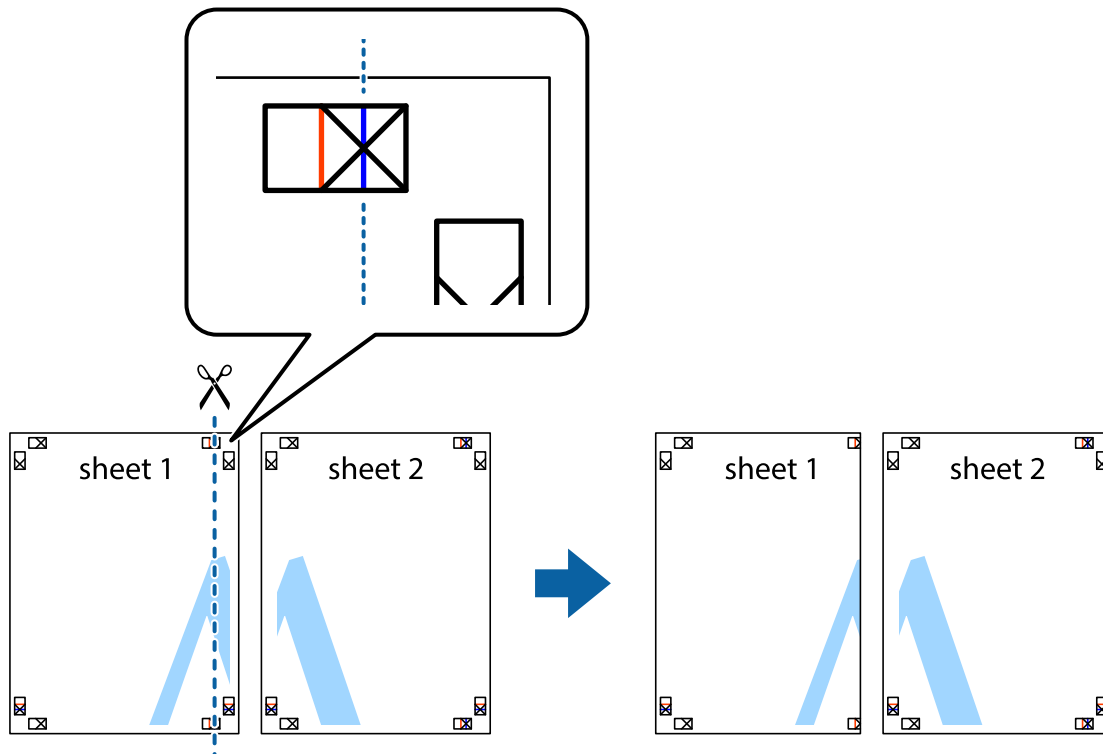
Main tab > **Multi-Page** > **2x2 Poster**, etc.

Making Posters Using Overlapping Alignment Marks

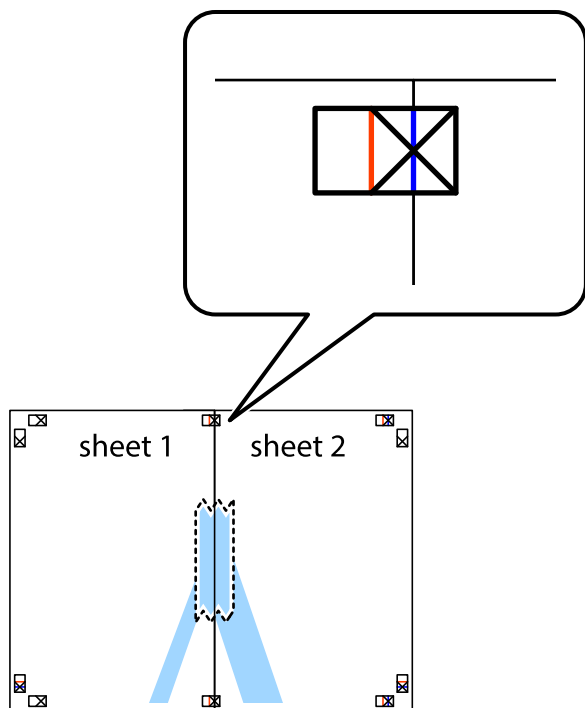
Here is an example of how to make a poster when **2x2 Poster** is selected, and **Overlapping Alignment Marks** is selected in **Print Cutting Guides**.



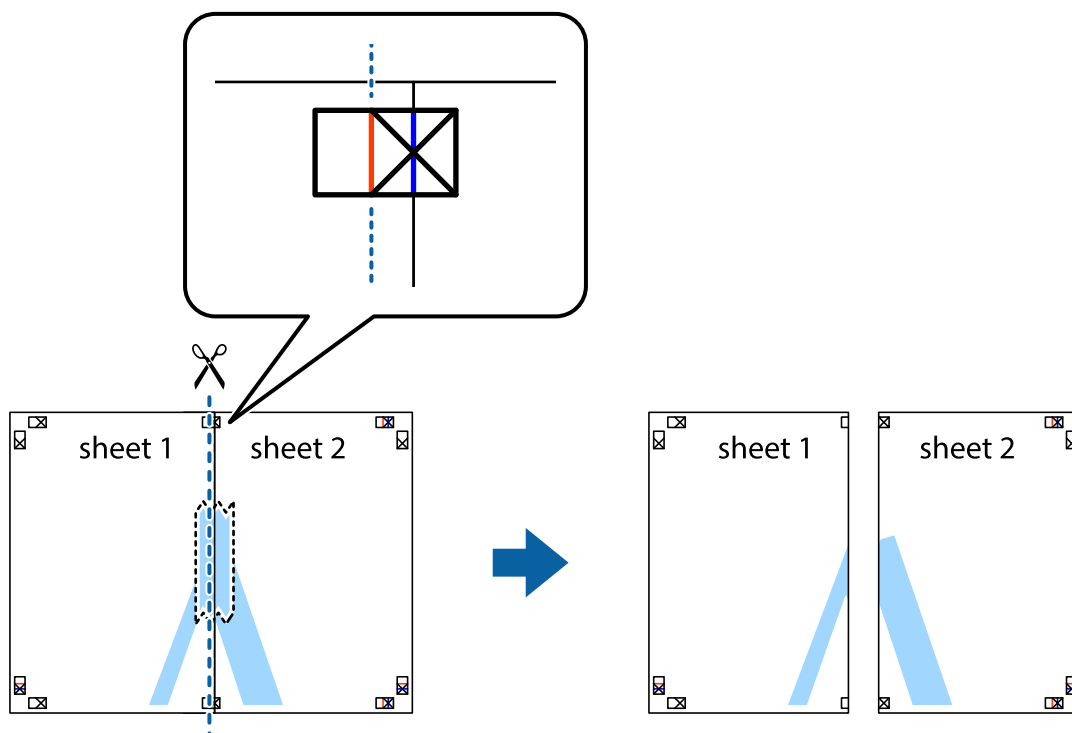
1. Prepare Sheet 1 and Sheet 2. Cut off the margins of Sheet 1 along the vertical blue line through the center of the top and bottom cross marks.



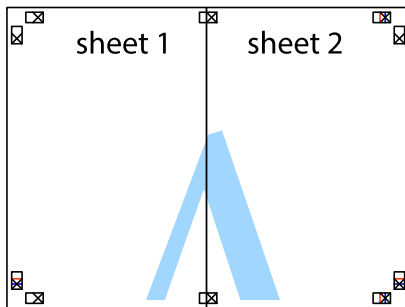
2. Place the edge of Sheet 1 on top of Sheet 2 and align the cross marks, then temporarily tape the two sheets together from the back.



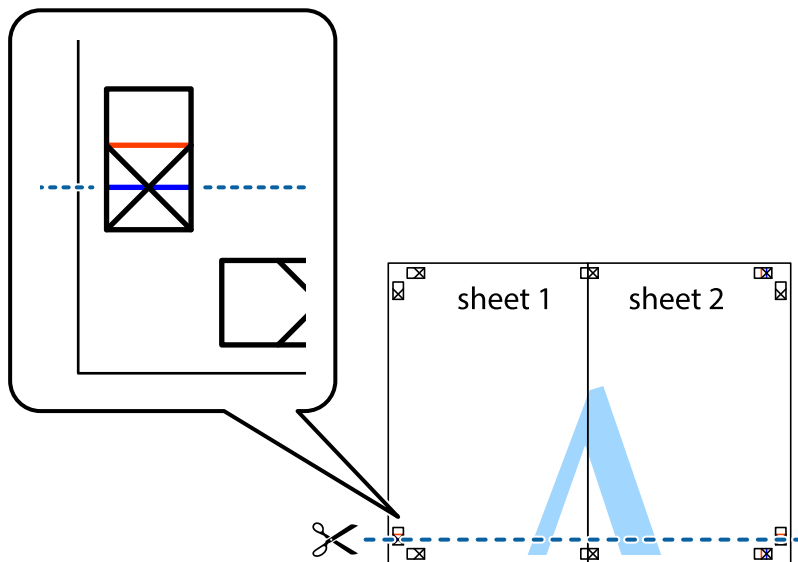
3. Cut the taped sheets in two along the vertical red line through the alignment markers (this time, the line to the left of the cross marks).



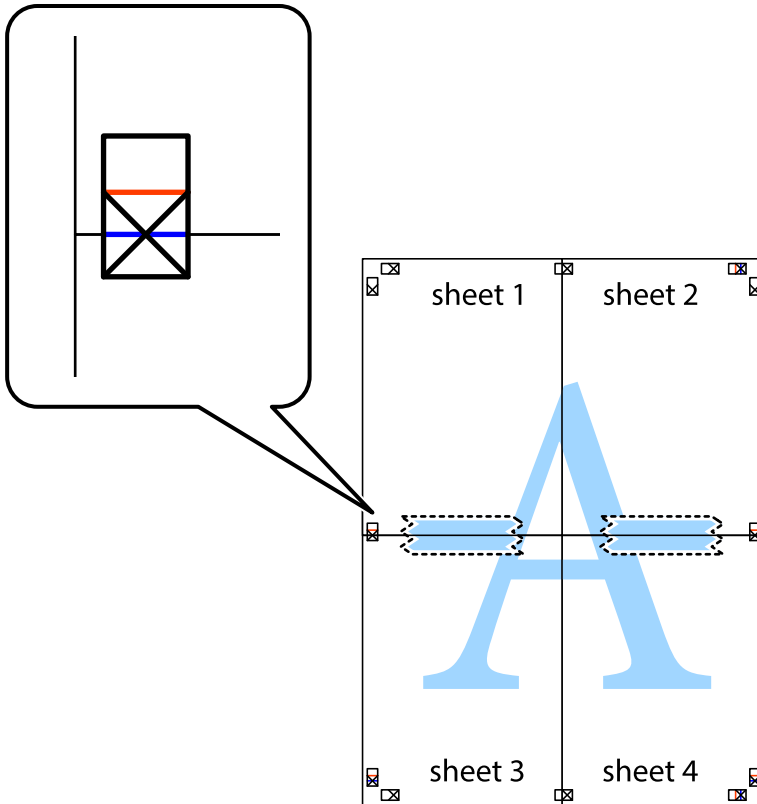
4. Tape the sheets together from the back.



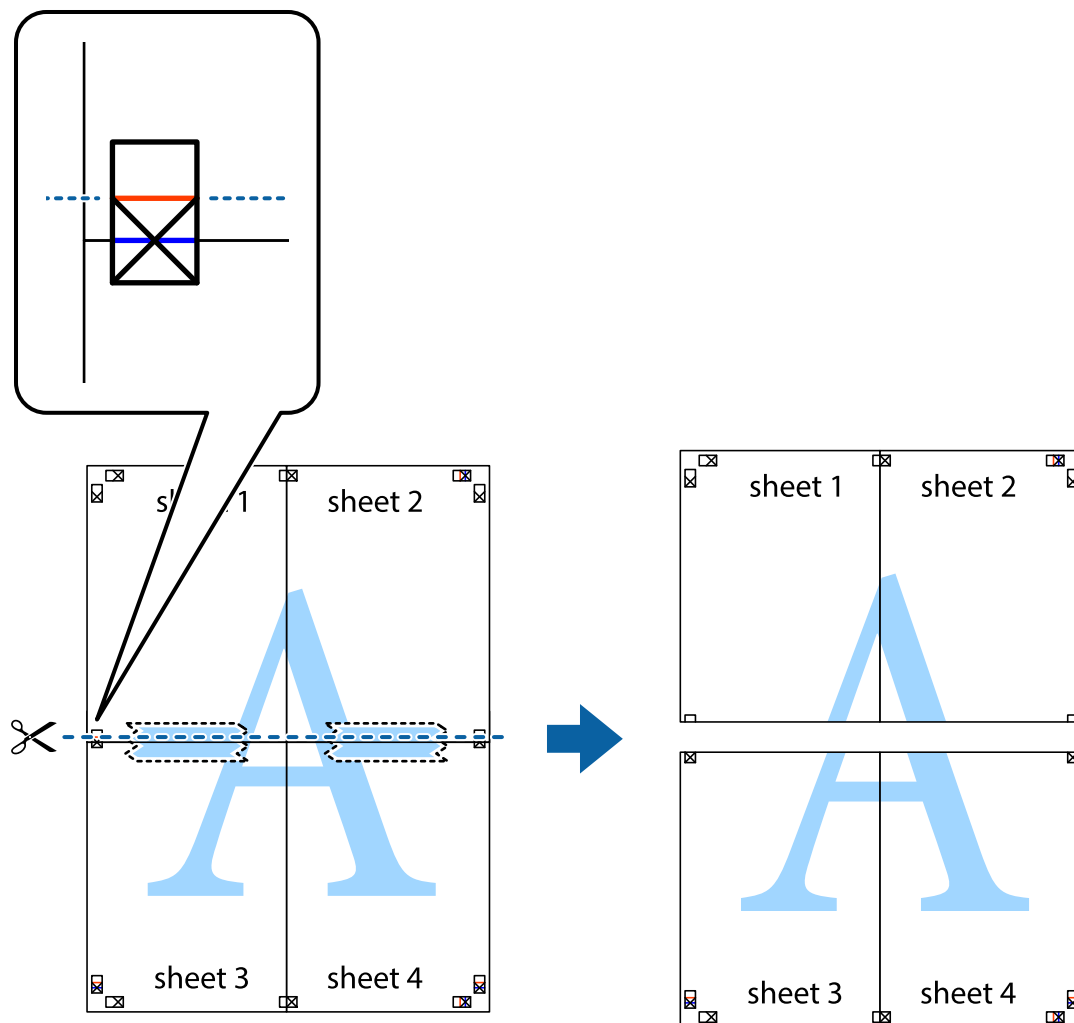
5. Repeat steps 1 to 4 to tape Sheet 3 and Sheet 4 together.
6. Cut off the margins of Sheet 1 and Sheet 2 along the horizontal blue line through the center of the left and right side cross marks.



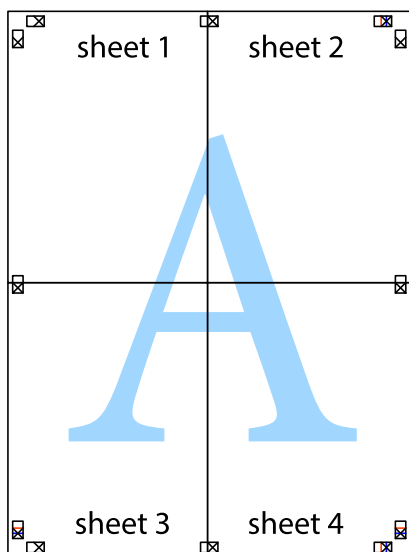
7. Place the edge of Sheet 1 and Sheet 2 on top of Sheet 3 and Sheet 4 and align the cross marks, and then temporarily tape them together from the back.



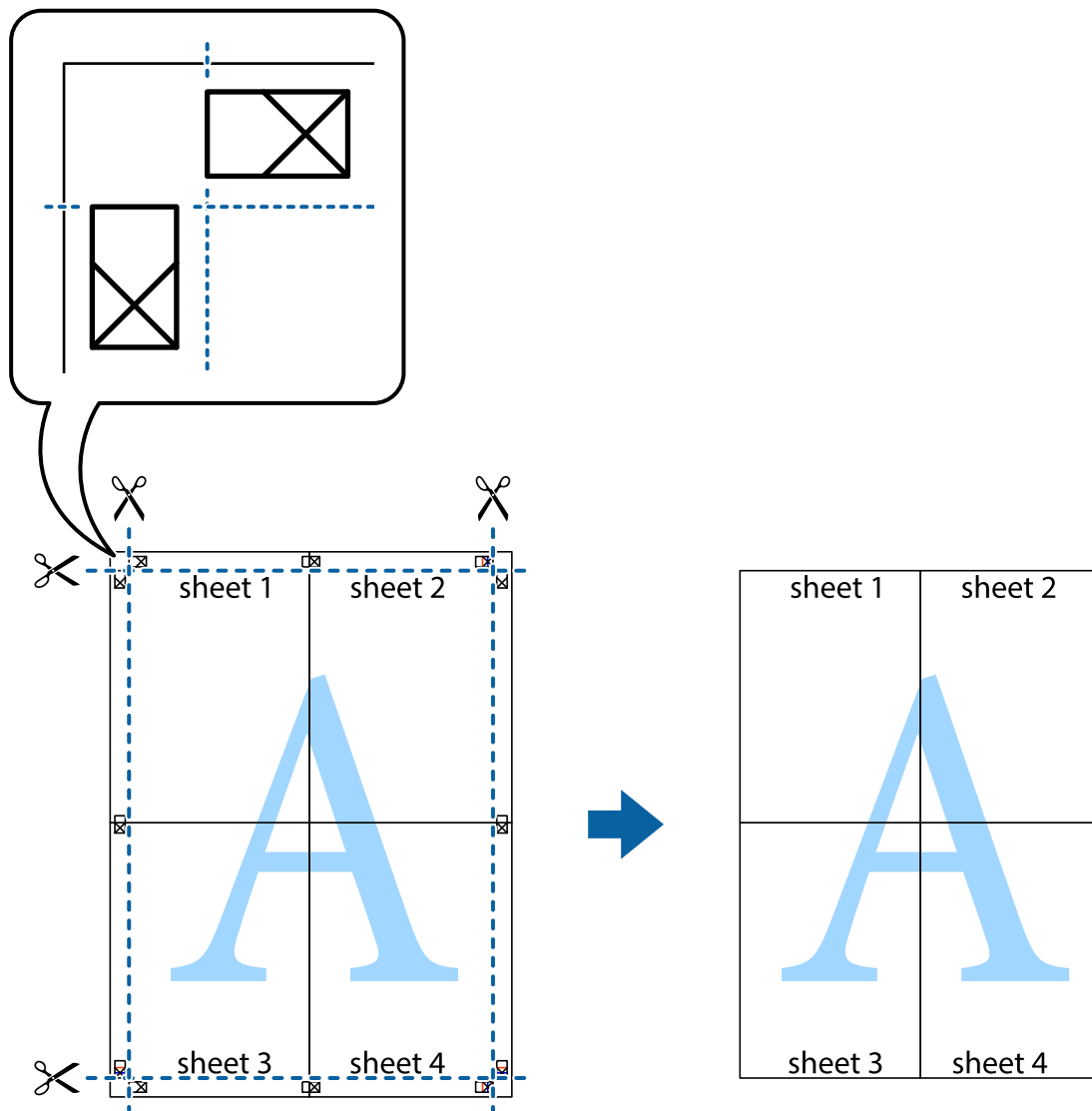
8. Cut the taped sheets in two along the horizontal red line through the alignment markers (this time, the line above the cross marks).



9. Tape the sheets together from the back.

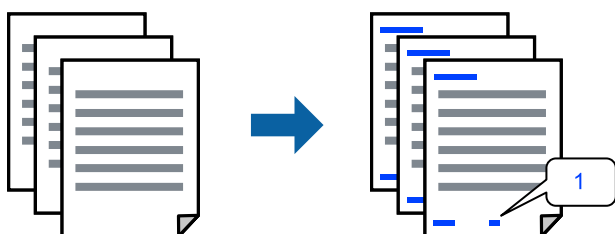


10. Cut off the remaining margins along the outer guide.



Printing with a Header and Footer

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

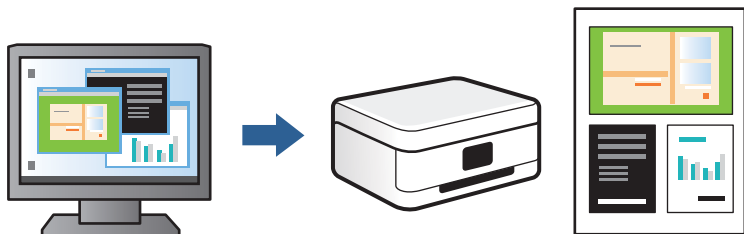


Access the printer driver, and then make the following settings.

More Options tab > **Watermark Features** > **Header/Footer**

Printing Multiple Files Together

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 multi-page layout, and 2-sided printing.



1. On the printer driver's **Main** tab, select **Job Arranger Lite**, and then click **OK**.
2. Click **Print**.
When you start printing, the Job Arranger Lite window is displayed.
3. With the Job Arranger Lite window opened, open the file that you want to combine with the current file, and then repeat the above steps.
4. When you select a print job added to Print Project in the Job Arranger Lite window, you can edit the page layout.
5. Click **Print** from the **File** menu to start printing.

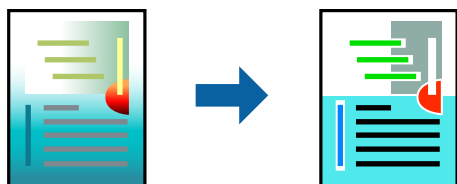
Note:

*If you close the Job Arranger Lite window before adding all the print data to the Print Project, the print job you are currently working on is canceled. Click **Save** from the **File** menu to save the current job. The extension of the saved files is ".ecl".*

*To open a Print Project, click **Job Arranger Lite** on the printer driver's **Maintenance** tab to open the Job Arranger Lite window. Next, select **Open** from the **File** menu to select the file.*

Adjusting the Print Color

You can adjust the colors used in the print job. These adjustments are not applied to the original data.

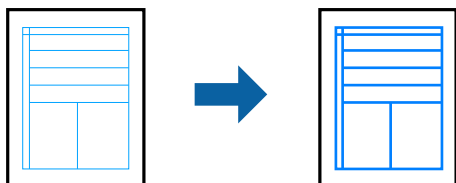


Access the printer driver, and then make the following settings.

More Options tab > **Color Correction** > **Custom** > **Advanced**, etc.

Printing to Emphasize Thin Lines

You can thicken thin lines that are too thin to print.

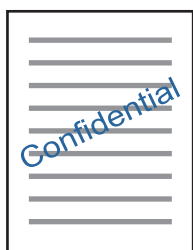


Access the printer driver, and then make the following settings.

More Options tab > **Color Correction** > **Image Options** > **Emphasize Thin Lines**

Printing a Watermark

You can print a watermark such as "Confidential" on your printouts. You can also add your own watermark.



Note:

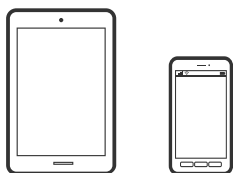
This feature is not available with borderless printing.

Access the printer driver, and then make the following settings.

More Options tab > **Watermark Features** > **Watermark**

Printing Documents from Smart Devices

You can print documents from a smart device such as a smartphone or tablet.



Printing Using Epson Smart Panel

Epson Smart Panel is an application that allows you to perform printer operations easily including printing, copying, or scanning from a smart device such as a smartphone or tablet. You can connect the printer and smart

device over a wireless network, check the ink levels and printer status, and check for solutions if an error occurs. You can also copy easily by registering a copy favorite.



Install Epson Smart Panel from the following URL or QR code.

<https://support.epson.net/smpdl/>



Start Epson Smart Panel, and then select the print menu on the home screen.

Printing Documents Using AirPrint

AirPrint enables instant wireless printing from iPhone, iPad, iPod touch, and Mac without the need to install drivers or download software.



Note:

If you disabled paper configuration messages on your printer control panel, you cannot use AirPrint. See the link below to enable the messages, if necessary.

1. Load paper in the printer.
 [“Loading Paper in the Paper Cassette 1” on page 30](#)
 [“Loading Paper in the Paper Cassette 2” on page 34](#)
 [“Loading Paper in the Rear Paper Feed Slot” on page 38](#)
2. Set up your printer for wireless printing. See the link below.
 <https://epson.sn>
3. Connect your Apple device to the same wireless network that your printer is using.
4. Print from your device to your printer.

Note:

For details, see the AirPrint page on the Apple website.

Related Information

➔ “Cannot Print Even Though a Connection has been Established (iOS)” on page 135

Printing Using Epson Print Enabler

You can wirelessly print your documents, emails, photos, and web pages right from your Android phone or tablet (Android v4.4 or later). With a few taps, your Android device will discover an Epson printer that is connected to the same wireless network.

Search for and install Epson Print Enabler from Google Play.

Go to **Settings** on your Android device, select **Printing**, and then enable Epson Print Enabler. From an Android application such as Chrome, tap the menu icon and print whatever is on the screen.

Note:

*If you do not see your printer, tap **All Printers** and select your printer.*

Printing Using Mopria Print Service

Mopria Print Service enables instant wireless printing from Android smart phones or tablets.

Install Mopria Print Service from Google Play.



For more details, access the Mopria Web site at <https://mopria.org>.

Printing onto a CD/DVD Label

Printing Photos onto a CD/DVD Label

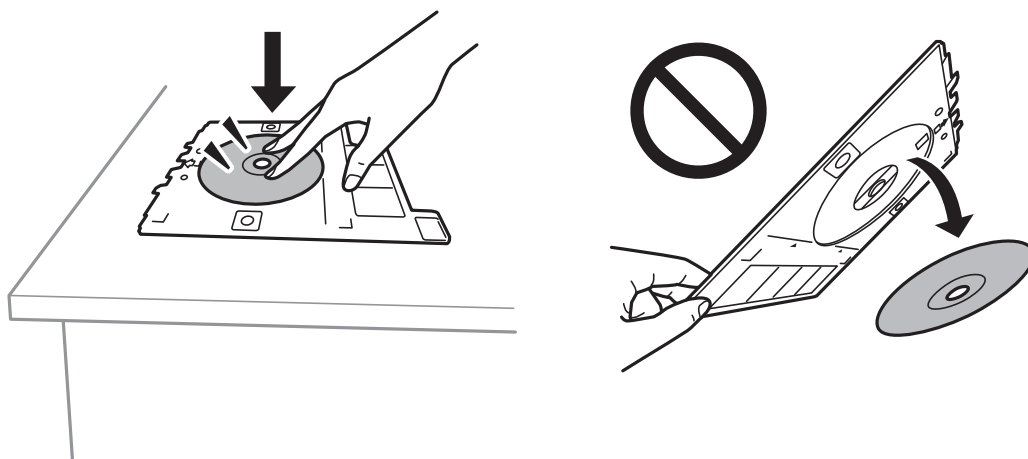
You can select photos stored on a memory device to print onto a CD/DVD label.



Various Prints > Copy to CD/DVD > Print on CD/DVD




! Important:

- ❑ Before printing on the CD/DVD, see the CD/DVD handling precautions.
- ❑ Do not insert the CD/DVD tray while the printer is operating. This may damage the printer.
- ❑ Start printing and insert the CD/DVD tray when you are instructed to do so. Otherwise, an error occurs and the CD/DVD is ejected.
- ❑ Place a CD/DVD on the CD/DVD tray with the printable side facing up. Press the center of the CD/DVD to securely set it on the CD/DVD tray. Otherwise, the CD/DVD may fall off the tray. Turn over the tray to check that the CD/DVD is firmly secured in the tray.



- ❑ After printing is finished, make sure you remove the CD/DVD tray. If you do not remove the tray and turn the printer on or off, or run head cleaning, the CD/DVD tray will strike the print head and may cause the printer to malfunction.

Note:

- ❑ When you change the outer and inner diameter, select  at the upper-right of the screen, and then select **CD Inner/Outer**. Set the outer and inner diameter using  , and then select **OK**. You can also set the diameter by selecting the value in the frame and using the on-screen keypad.
You can set 114 to 120 mm as the outer diameter, and 18 to 46 mm as the inner diameter in 1 mm increments.
- ❑ The inner diameter and the outer diameter you set are restored to their defaults after printing the disc label. You can change the defaults in **Settings > Printer Settings > CD Inner/Outer**.
- ❑ You may feel slight friction when inserting the tray into the printer. This is normal and you should continue to insert it horizontally.

Related Information

- ➡ [“Menu Options for Printing from the Control Panel” on page 49](#)
- ➡ [“CD/DVD Handling Precautions” on page 42](#)

Printing Photos onto a Jewel Case Jacket

You can easily print photos onto a jewel case jacket using a photo on your memory device. Print the jacket on A4-size paper, and then cut it to fit in the jewel case.



Various Prints > Copy to CD/DVD > Print on Jewel Case

Related Information

➔ [“Menu Options for Printing from the Control Panel” on page 49](#)

Printing Photos onto a CD/DVD Label Using Epson Photo+

Epson Photo+ allows you to easily print high quality photos in various layouts on CD/DVD labels or jewel case jackets. See the application's help for details.

After you start printing, follow the on-screen instructions to load a CD/DVD.

Printing Web Pages

Printing Web Pages from a Computer

Epson Photo+ allows you to display web pages, crop the specified area, and then edit and print them. See the application's help for details.

Printing Web Pages from Smart Devices

Install Epson Smart Panel from the following URL or QR code.

<https://support.epson.net/smpdl/>



Open the web page you want to print in your web browser app. Tap **Share** from the menu of the web browser application, select **Smart Panel**, and then start printing.

Printing Various Items

Printing Paper with Patterns (Design Paper)

You can print a variety of design paper by using the patterns stored in the printer, such as borders and polka dots. You can also print original patterns with a photo from a memory device. This allows you to use the paper in a variety of ways, such as creating homemade book covers, wrapping paper, and so on. Visit the following website for details on how you can create your own items.

<https://epson.sn>



Various Prints > Personal Stationery > Design Paper

Note:

Epson Creative Print allows you to print design paper with a variety of patterns.

You can install it from the home screen of Epson Smart Panel.

Related Information

➡ [“Menu Options for Printing from the Control Panel” on page 49](#)

Printing Lined Paper

You can print some types of lined paper, graph paper, or music paper and create your own, original notebook or loose-leaf.



Various Prints > Personal Stationery > Ruled Paper

Related Information

➡ [“Menu Options for Printing from the Control Panel” on page 49](#)

Printing Writing Paper

You can easily print original writing paper with a photo from a memory device set as the background. The photo is printed lightly so that it can be easily written on.



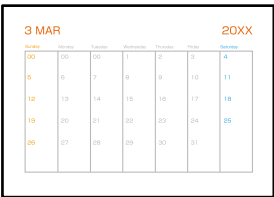
Various Prints > Personal Stationery > Writing Papers

Related Information

➡ [“Menu Options for Printing from the Control Panel” on page 49](#)

Printing a Schedule

You can easily print a Monthly, Weekly, or Daily schedule.



Various Prints > Personal Stationery > Schedule

Related Information

➡ [“Menu Options for Printing from the Control Panel” on page 49](#)

Printing Original Calendars with a Photo

You can easily print original calendars with a photo from a memory device.



Various Prints > Personal Stationery > Calendar

Related Information

➔ [“Menu Options for Printing from the Control Panel” on page 49](#)

Printing a Message Card

You can easily print original message cards using a photo on your memory device.



Various Prints > Personal Stationery > Message Card

Related Information

➔ [“Menu Options for Printing from the Control Panel” on page 49](#)

Printing a Coloring Book Using Photos

You can print pictures by extracting only the outline of photos or illustrations. This allows you to create unique coloring books.



Various Prints > Coloring Book

Note:

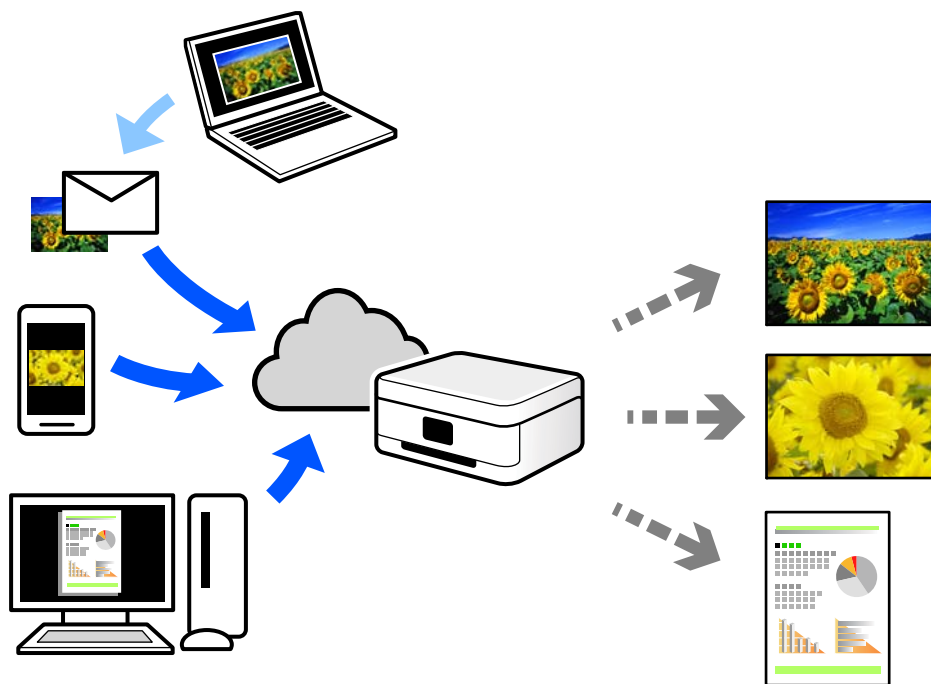
Unless they are being used for personal use (at home or other restricted areas), you need permission from the copyright holder when using copyright protected originals to create a coloring book.

Related Information

➔ [“Menu Options for Printing from the Control Panel” on page 49](#)

Printing Using a Cloud Service

By using Epson Connect service available on the Internet, you can print from your smartphone, tablet PC, or laptop, anytime and practically anywhere. To use this service, you need to register the user and the printer in Epson Connect.



The features available on the Internet are as follows.

☐ Email Print

When you send an email with attachments such as documents or images to an email address assigned to the printer, you can print that email and the attachments from remote locations such as your home or office printer.

☐ Epson iPrint

This Application is for iOS and Android, and allows you to print or scan from a smartphone or tablet. You can print documents, images, and web sites by sending them directly to a printer on the same wireless LAN.

☐ Remote Print Driver

This is a shared driver supported by Remote Print Driver. When printing using a printer in a remote location, you can print by changing the printer on the usual applications window.

See the Epson Connect web portal for details on how to setup or print.

<https://www.epsonconnect.com/>

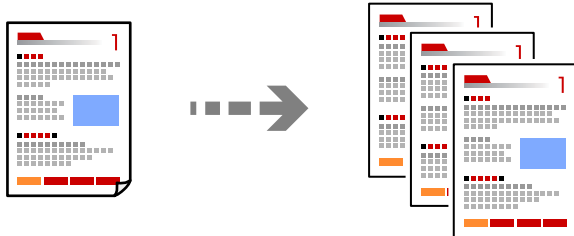
<http://www.epsonconnect.eu> (Europe only)


Copying

Copying Using Easy Settings.	78
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Copying Using Easy Settings

This section explains how to use the **Copy** menu on the control panel to copy originals.



1. Load paper in the printer.
[“Loading Paper in the Paper Cassette 1” on page 30](#)
[“Loading Paper in the Paper Cassette 2” on page 34](#)
[“Loading Paper in the Rear Paper Feed Slot” on page 38](#)
2. Place the originals.
[“Placing Originals” on page 45](#)
3. Select **Copy** on the control panel.
4. Select color copy or monochrome copy.
5. Set the number of copies.
6. Tap .

Note:

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


Related Information

➔ [“Menu Options for Copying” on page 85](#)

Copying on 2-Sides

Copy multiple originals on both sides of the paper.



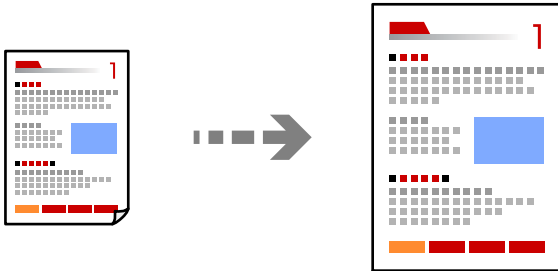
Copy >  (1→2-Sided)

Related Information

➔ [“Menu Options for Copying” on page 85](#)

Copying by Enlarging or Reducing

You can copy originals at a specified magnification.



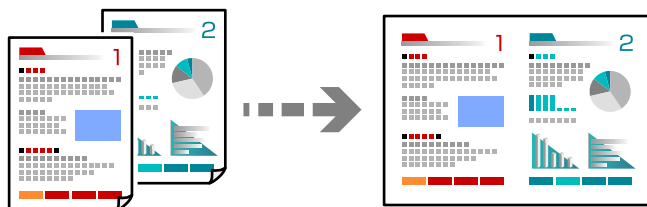
Copy > Advanced Settings tab > Reduce/Enlarge

Related Information

➔ [“Menu Options for Copying” on page 85](#)

Copying Multiple Originals onto One Sheet

Copies two single-sided originals onto a single sheet in 2-up layout.



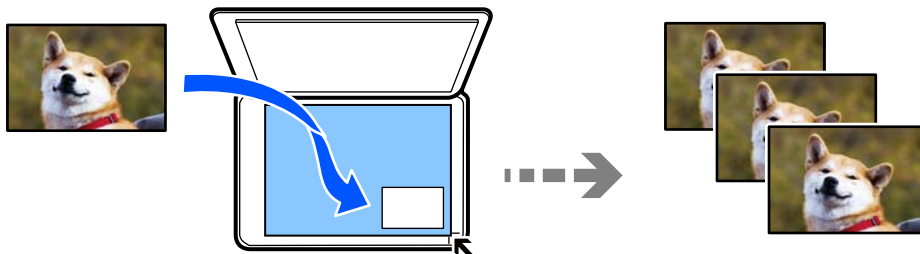
Copy > Advanced Settings tab > Multi-Page

Related Information

➔ [“Menu Options for Copying” on page 85](#)

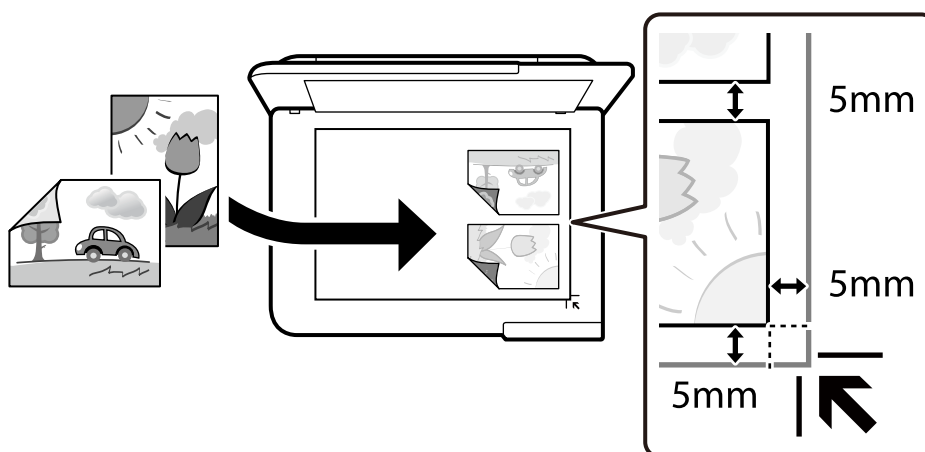
Copying Photos

You can copy photos easily. You can also restore the color of faded photos.



Various Prints > Various copies > Copy/Restore Photos

- ☐ The smallest size of original you can copy is 30×40 mm.
 - ☐ Place the photos 5 mm away from the corner mark of the scanner glass. You can place multiple photos and photos of different sizes.
 - ☐ When placing multiple photos, leave a gap of at least 5 mm between the photos.
- Maximum size: 10×15 cm (4×6 in.)



Menu Options for Paper and Print Settings for Copying Photos

Restore Color:

Restores the color of faded photos.

Paper Setting:

Select the paper source that you want to use. Select  to select the paper size and the paper type you loaded.

Border Setting:

- ☐ Borderless

Copies without margins around the edges. The image is enlarged a little to remove margins from the edges of the paper. Select how much to enlarge in the Expansion setting.

☐ With Border

Copies with margins around the edges.

Clear All Settings:

Resets the copy settings to their defaults.

Menu Options for Photo Adjustments for Copying Photos

Photo Adjustments:

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

Filter:

Copies in monochrome.

Crop/Zoom:

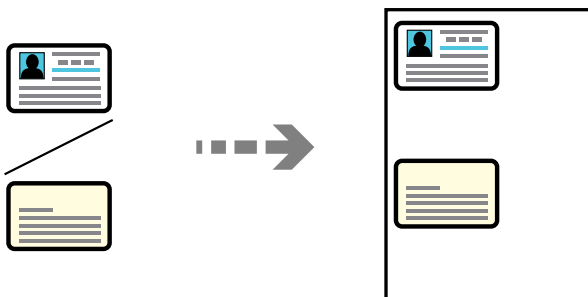
Enlarges a part of the photo to be copied.

Clear Edit.:

Clear photo edit.

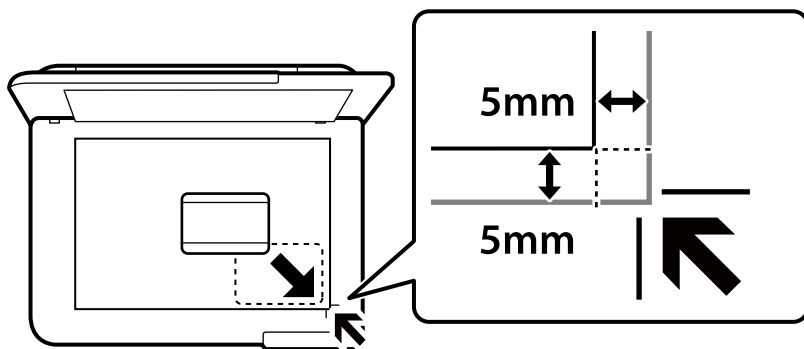
Copying ID card

Scans both sides of an ID card and copies onto one side of A4 size paper.



Various Prints > Various copies > ID Card

Place the original face-down and slide it to the corner mark. Place an ID card 5 mm away from the corner mark of the scanner glass.

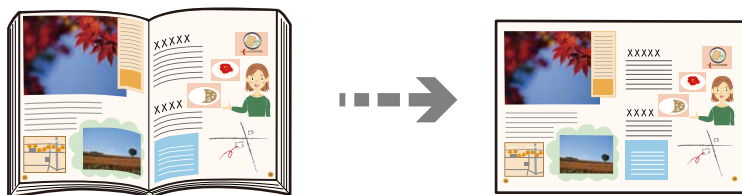


Related Information

➔ [“Menu Options for Copying” on page 85](#)

Copying Books

Copies two A4 facing pages of a book and so on onto a single sheet of paper.



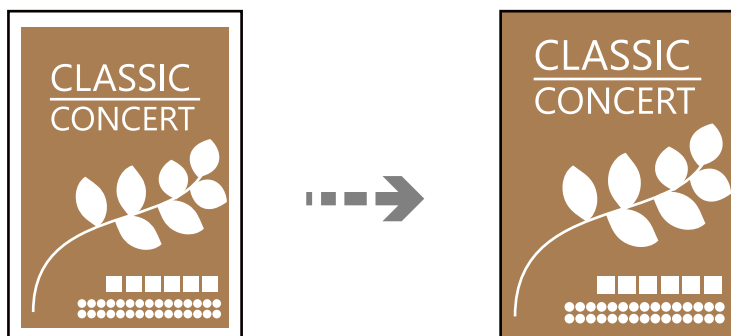
Various Prints > Various copies > Book Copy

Related Information

➔ [“Menu Options for Copying” on page 85](#)

Copying Without Margins

Copies without margins around the edges. The image is enlarged a little to remove margins from the edges of the paper.



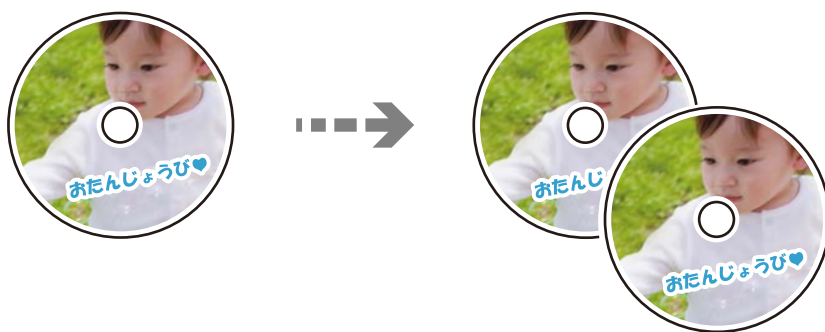
Various Prints > Various copies > Borderless Copy

Related Information

➡ [“Menu Options for Copying” on page 85](#)

Copying on a CD/DVD Label

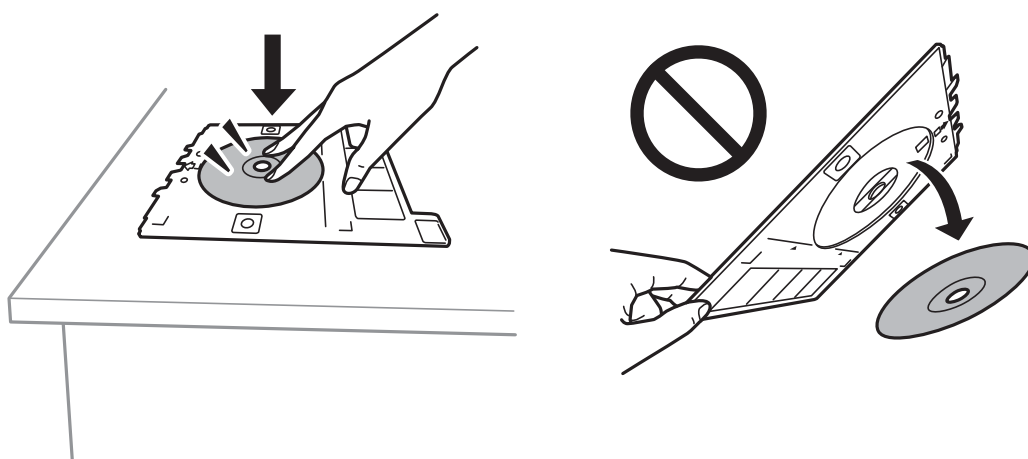
You can copy a disc label or a square original such as a photo onto a CD/DVD label.



Various Prints > Copy to CD/DVD > Copy to CD/DVD


Important:

- ❑ Before printing on the CD/DVD, see the CD/DVD handling precautions.
[“CD/DVD Handling Precautions” on page 42](#)
- ❑ Do not insert the CD/DVD tray while the printer is operating. This may damage the printer.
- ❑ Do not insert the CD/DVD tray until you are instructed to do so. Otherwise, an error occurs and the CD/DVD is ejected.
- ❑ Place a CD/DVD on the CD/DVD tray with the printable side facing up. Press the center of the CD/DVD to securely set it on the CD/DVD tray. Otherwise, the CD/DVD may fall off the tray. Turn over the tray to check that the CD/DVD is firmly secured in the tray.



- ❑ After printing is finished, make sure you remove the CD/DVD tray. If you do not remove the tray and turn the printer on or off, or run head cleaning, the CD/DVD tray will strike the print head and may cause the printer to malfunction.

Note:

- ❑ You can set 114 to 120 mm as the outer diameter, and 18 to 46 mm as the inner diameter in 1 mm increments.
- ❑ The outer diameter and the inner diameter you set are restored to their defaults after printing the disc label. You need to set these diameters every time you print.
[“Menu Options for Copy to CD/DVD” on page 84](#)
- ❑ To make a test print, select **Test print on A4 paper**, and then load A4 plain paper in the paper cassette. You can check the printout image before printing on a CD/DVD label.
- ❑ You may feel slight friction when inserting the tray into the printer. This is normal and you should continue to insert it horizontally.
- ❑ Select  to view the scanned image. You can adjust the printing position on the preview screen.

Menu Options for Copy to CD/DVD

Inner, Outer:

Specify the print range. Up to 120 mm for the outer diameter, and a minimum of 18 mm for the inner diameter can be specified. Depending on the setting, the CD/DVD or CD/DVD tray may get dirty. Set the range to fit the printable area of your CD/DVD.

Print on CD/DVD, Test print on A4 paper:

Select whether to print on a CD/DVD or make a test print on A4 size plain paper. When you select **Test print on A4 paper** you can check the print result before printing on a CD/DVD.



(Print position adjustment):

Start scanning the original and displays the scanned image. You can adjust the printing position on the preview screen.

Color:

Copies the original in color.

B&W:

Copies the original in black and white (monochrome).



(Density):

Increase the level of density when the copying results are faint. Decrease the level of density when ink smears.

Quality:

Select the quality for copying. Selecting **High** provides higher quality printing, but the printing speed may be slower. If you want to print on plain paper using a much higher quality, select **Best**. Note that the printing speed may slow down considerably.

Clear All Settings:

Resets the copy settings to their defaults.

Menu Options for Copying

Available items on the **Copy** tab and **Advanced Settings** tab vary depending on the menu you selected.

Preview:

Shows a scanned image to preview the copy results.

B&W:

Copies the original in black and white (monochrome).

Color:

Copies the original in color.



(1→2-Sided):

☐ 1→1-Sided

Copies one side of an original onto a single side of paper.

☐ 1→2-Sided

Copies two single-sided originals onto both sides of a single sheet of paper. Select the orientation of your original and the binding position of the paper.



(Density):

Increase the level of density when the copying results are faint. Decrease the level of density when ink smears.



(Reduce/Enlarge):

Configures the magnification ratio for enlargement or reduction. Select the magnification from the menu according to the paper and original you want to print. When using irregularly sized paper, enter a numerical value to specify the magnification.



(Paper Setting):

Select the paper source that you want to use. Select  to select the paper size and the paper type you loaded.

Multi-Page:

☐ Single Page

Copies a single-sided original onto a single sheet.

☐ 2-up

Copies two single-sided originals onto a single sheet in 2-up layout.

☐ Off

Copies one facing page of a book onto a single side of paper. This menu is only displayed in the Book Copy menu.

☐ 2-up

Copies two facing pages of a book onto a single side of paper. This menu is only displayed in the Book Copy menu.

Quality:

Select the quality for copying. Selecting **High** provides higher quality printing, but the printing speed may be slower. If you want to print on plain paper using a much higher quality, select **Best**. Note that the printing speed may slow down considerably.

Remove Background:

Detects the paper color (background color) of the original document, and removes or lightens the color. Depending on the darkness and vividness of the color, it may not be removed or lightened.

Expansion:

With borderless copying, the image is enlarged a little to remove borders from the edges of the paper. Select how much to enlarge the image.

Clear All Settings:

Resets the copy settings to their defaults.

Scanning

Basic Information on Scanning.	88
Scanning Originals to a Memory Device.	91
Scanning Originals to a Computer.	92
Scanning Originals to the Cloud.	94
Scanning Originals Using WSD.	95
Menu Options for Scanning.	98
Scanning Originals to a Smart Device.	99
Advanced Scanning.	99

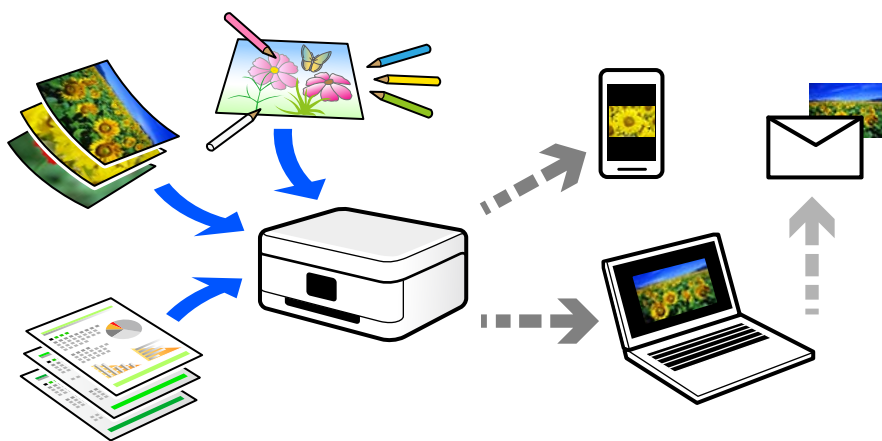
Basic Information on Scanning

What is a "Scan"?

A "scan" is the process of converting the optical information of paper data (such as documents, magazine clippings, photos, handwritten illustrations, and so on) into digital image data.

You can save scanned data as a digital image such as a JPEG or PDF.

You can then print the image, send it by email, and so on.



Scanning Uses

You can use scanning in a variety of ways to make your life more convenient.

- ☐ By scanning a paper document and turning it into digital data, you can read it on a computer or a smart device.
- ☐ By scanning tickets or flyers into digital data, you can dispose of the originals and reduce clutter.
- ☐ By scanning important documents, you can back them up to cloud services or another storage medium, just in case they get lost.
- ☐ You can send the scanned photos or documents to friends by email.
- ☐ By scanning hand-drawn illustrations and so on, you can share them on social media at a much higher quality than by just taking a photo on your smart device.
- ☐ By scanning your favorite pages from newspapers or magazines, you can save them and dispose of the originals.

Available Scanning Methods

You can use any of the following methods to scan using this printer.

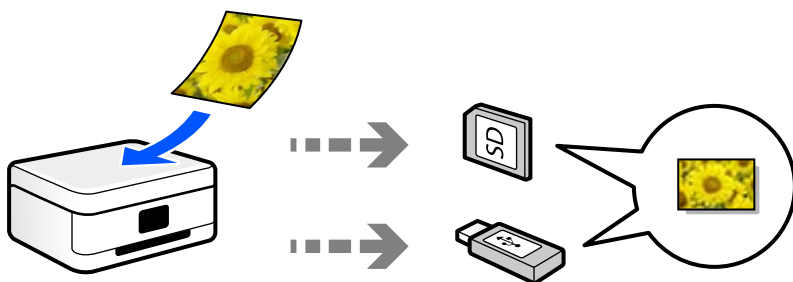
Related Information

- ➔ ["Scanning to a Memory Device" on page 89](#)
- ➔ ["Scanning to a Computer" on page 89](#)
- ➔ ["Sending to a Cloud Service" on page 90](#)
- ➔ ["Scanning Using WSD" on page 90](#)

➔ [“Scanning Directly from Smart Devices” on page 90](#)

Scanning to a Memory Device

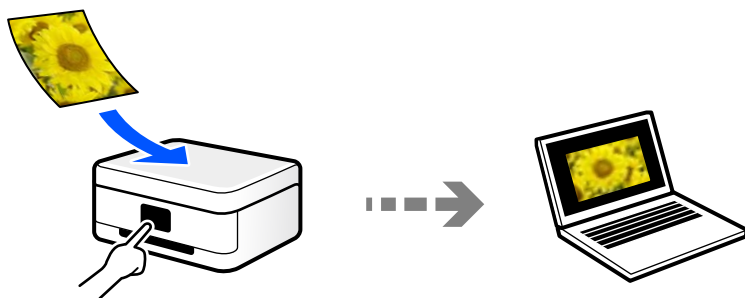
You can save scanned images directly to a memory device inserted into the printer.



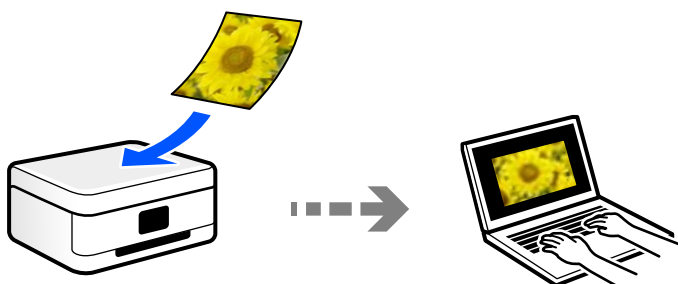
Scanning to a Computer

There are two methods of scanning originals to a computer; scanning using the printer's control panel, and scanning from the computer.

You can scan easily from the control panel.

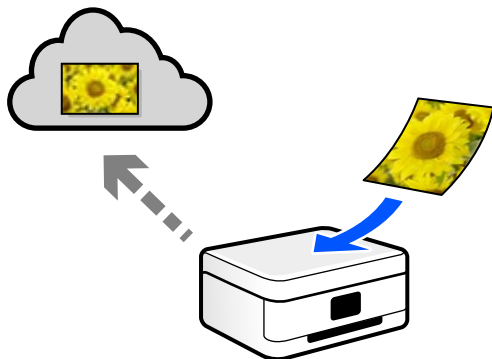


Use the scanning application Epson ScanSmart to scan from the computer. You can edit images after scanning.



Sending to a Cloud Service

You can send scanned images from the printer's control panel to cloud services that have been registered in advance.



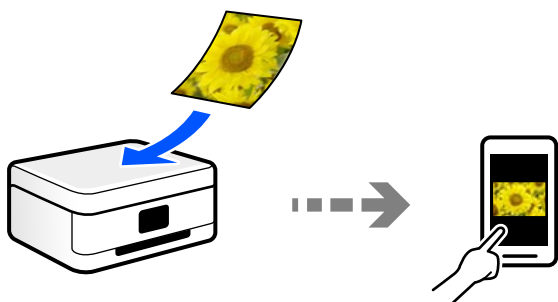
Scanning Using WSD

You can save the scanned image to a computer connected to the printer, using WSD feature.

If you are using the Windows 7/Windows Vista, you need to make WSD settings on your computer before scanning.

Scanning Directly from Smart Devices

You can save scanned images directly to a smart device such as a smart phone or tablet by using the Epson Smart Panel application on the smart device.



Recommended File Formats to Suit Your Purpose

Generally speaking, the JPEG format is suitable for photos while the PDF format is suitable for documents.

See the following descriptions to choose the best format for what you want to do.

File Format	Description
JPEG (.jpg)	<p>A file format that allows you to compress the data to be saved. If the compression ratio is high, the image quality declines, and you cannot convert the image back to the original quality.</p> <p>This is the standard image format for digital cameras. This format is suitable for images that have many colors.</p>

File Format	Description
PDF (.pdf)	<p>A general file format that can be used across different operating systems and provides the same level of screen display and print result.</p> <p>You can view PDF files using dedicated PDF reading software or in Web browsers.</p>

Recommended Resolutions to Suit Your Purpose

Resolution indicates the number of pixels (smallest area of an image) for each inch (25.4 mm), and is measured in dpi (dots per inch). The advantage of increasing the resolution is that the details in the image become fine. However, it can also have the following disadvantages.

- ☐ The file size becomes large
(When you double the resolution, the file size becomes about four times larger.)
- ☐ Scanning, saving, and reading the image takes a long time
- ☐ The image becomes too large to fit the display or print on the paper

See the table and set the appropriate resolution for the purpose of your scanned image.

Purpose	Resolution (Reference)
Displaying on a computer Sending by email	Up to 200 dpi
Printing using a printer	200 to 300 dpi

Scanning Originals to a Memory Device

You can save the scanned image to a memory device.

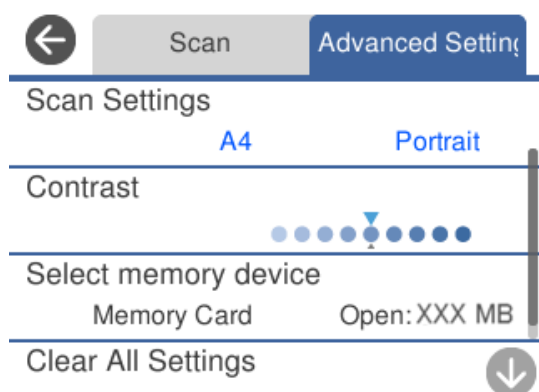
1. Place the originals.
[“Placing Originals” on page 45](#)
2. Insert a memory device into the printer.
3. Select **Scan** on the control panel.
4. Select **Memory Device**.
 If you attach multiple memory devices to the printer, select the memory device to which the scanned images are saved.


5. Set items on **Scan** tab, such as the save format.

[“Menu Options for Scanning” on page 98](#)



6. Select **Advanced Settings** tab, and then check settings, and change them if necessary.



7. Select **Scan** tab again, and then tap .

Note:

- ❑ Scanned images are saved in the "001" to "999" folders in "EPSCAN" folder.
- ❑ The color, size, and border of the scanned image will not be exactly the same as the original.

Scanning Originals to a Computer

There are two methods of scanning originals to a computer; scanning using the printer's control panel, and scanning from the computer.

Related Information

- ➡ [“Scanning from the Control Panel” on page 93](#)
- ➡ [“Scanning from a Computer” on page 94](#)

Scanning from the Control Panel

Note:

To use this feature, make sure the following applications are installed on your computer.

- ☐ Epson ScanSmart (Windows 7 or later, or OS X El Capitan (10.11) or later)
- ☐ Epson Event Manager (Windows Vista/Windows XP, or OS X Yosemite (10.10)/OS X Mavericks (10.9.5))
- ☐ Epson Scan 2 (application required to use the scanner feature)

See the following to check for installed applications.


Windows 10: Click the start button, and then check the **Epson Software** folder > **Epson ScanSmart**, and the **EPSON** folder > **Epson Scan 2**.

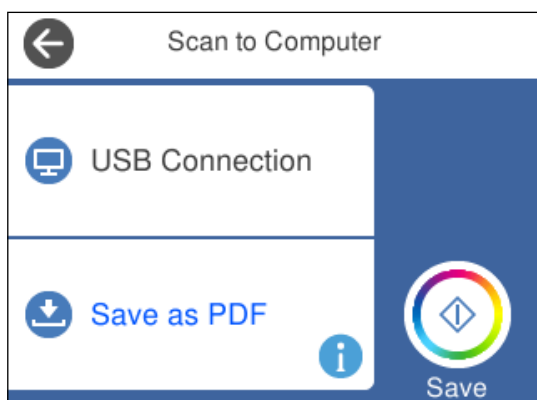
Windows 8.1/Windows 8: Enter the application name in the search charm, and then check the displayed icon.


Windows 7: Click the start button, and then select **All Programs**. Next, check the **Epson Software** folder > **Epson ScanSmart**, and the **EPSON** folder > **Epson Scan 2**.

Windows Vista/Windows XP: Click the start button, and then select **All Programs** or **Programs**. Next, check the **Epson Software** folder > **Epson Event Manager**, and the **EPSON** folder > **Epson Scan 2**.

Mac OS: Select **Go** > **Applications** > **Epson Software**.

1. Place the originals.
[“Placing Originals” on page 45](#)
2. Select **Scan** on the control panel.
3. Select **Computer**.
4. Select a computer on which to save the scanned images.
 - ☐ If the **Select Computer** screen is displayed, select the computer from the screen.
 - ☐ If the **Scan to Computer** screen is displayed and the computer is already selected, make sure the selected computer is correct. If you want to change the computer, select , and then select another computer.



5. Select  to select how to save the scanned image to a computer.
 - ☐ Preview on Computer (Windows 7 or later, or OS X El Capitan (10.11) or later): Previews the scanned image on a computer before saving images.
 - ☐ Save as JPEG: Saves the scanned image in JPEG format.

- ☐ Save as PDF: Saves the scanned image in PDF format.

6. Tap .

When using Windows 7 or later, or OS X El Capitan (10.11) or later: Epson ScanSmart automatically starts on your computer, and scanning starts.

Note:

- ☐ See the *Epson ScanSmart help* for detailed operation information for the software. Click **Help** on the *Epson ScanSmart* screen to open the help.
- ☐ The color, size, and border of the scanned image will not be exactly the same as the original.

Scanning from a Computer

You can scan from a computer by using Epson ScanSmart.

This application allows you to scan documents and photos easily, and then save the scanned images in simple steps.

1. Place the originals.

[“Placing Originals” on page 45](#)

2. Start Epson ScanSmart.

- ☐ Windows 10

Click the start button, and then select **Epson Software > Epson ScanSmart**.

- ☐ Windows 8.1/Windows 8

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

- ☐ Windows 7

Click the start button, and then select **All Programs > Epson Software > Epson ScanSmart**.

- ☐ Mac OS

Select **Go > Applications > Epson Software > Epson ScanSmart**.

3. When the Epson ScanSmart screen is displayed, follow the on-screen instructions to scan.

Note:

Click **Help** to view detailed operation information.

Scanning Originals to the Cloud

You can send scanned images to cloud services. Before using this feature, make settings using Epson Connect. See the following Epson Connect portal website for details.


<https://www.epsonconnect.com/>

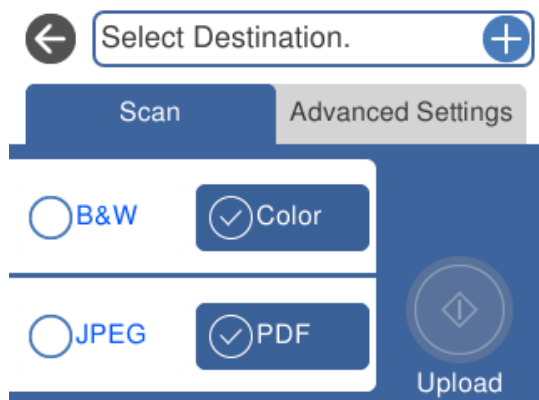
<http://www.epsonconnect.eu> (Europe only)

1. Make sure that you have made settings using Epson Connect.

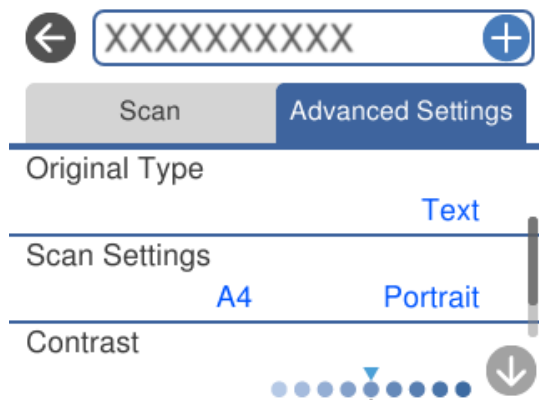
2. Place the original.


[“Placing Originals” on page 45](#)

3. Select **Scan** on the control panel.
4. Select **Cloud**.
5. Select  on the top of the screen, and then select a destination.



6. Set items on **Scan** tab, such as the save format.
[“Menu Options for Scanning” on page 98](#)
7. Select **Advanced Settings** tab, and then check settings, and change them if necessary.



8. Select **Scan** tab again, and then tap .

Note:


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

Scanning Originals Using WSD

You can save the scanned image to a computer connected to the printer, using WSD feature.

Note:

- ☐ This feature is only available for computers running Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista.
- ☐ If you are using Windows 7/Windows Vista, you need to setup your computer in advance using this feature.

1. Place the originals.
 [“Placing Originals” on page 45](#)
2. Select **Scan** on the control panel.
3. Select **WSD**.
4. Select a computer.
5. Tap .

Note:

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

Setting Up a WSD Port

This section explains how to set up a WSD port for Windows 7/Windows Vista.

Note:

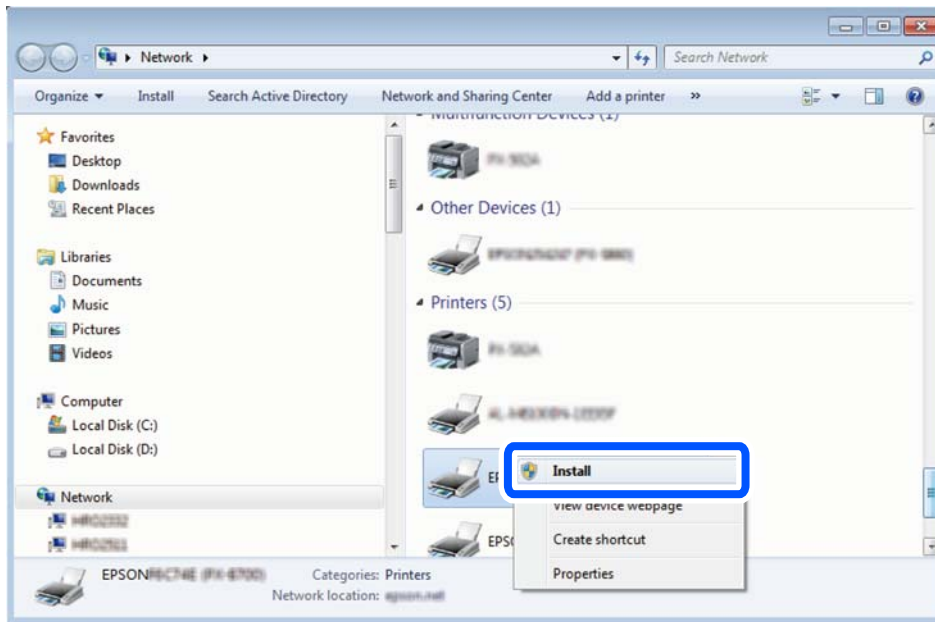
For Windows 10/Windows 8.1/Windows 8, the WSD port is set up automatically.

The following is necessary to set up a WSD port.

- ☐ The printer and the computer are connected to the network.
- ☐ The printer driver is installed on the computer.

1. Turn the printer on.
2. Click start, and then click **Network** on the computer.
3. Right-click the printer, and then click **Install**.
 Click **Continue** when the **User Account Control** screen is displayed.

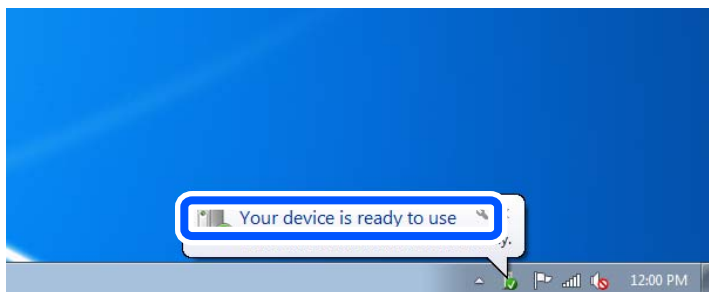
Click **Uninstall** and start again if the **Uninstall** screen is displayed.



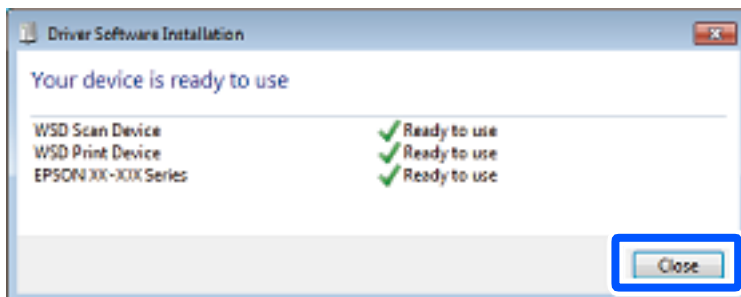
Note:

The printer name you set on the network and model name (EPSON XXXXXX (XX-XXXX)) are displayed on the network screen. You can check the printer's name set on the network from the printer's control panel or by printing a network status sheet.

4. Click **Your device is ready to use**.



5. Check the message, and then click **Close**.



6. Open the **Devices and Printers** screen.
 - ☐ Windows 7
Click start > **Control Panel** > **Hardware and Sound** (or **Hardware**) > **Devices and Printers**.
 - ☐ Windows Vista
Click start > **Control Panel** > **Hardware and Sound** > **Printers**.
7. Check that an icon with the printer's name on the network is displayed.
Select the printer name when using with WSD.

Menu Options for Scanning

Some items may not be available depending on the scanning method you have selected or other settings you have made.

B&W/Color

Select whether to scan in monochrome or in color.

JPEG/PDF

Select the format in which to save the scanned image.



(Quality)

- ☐ Original Type:
Select the type of your original.
- ☐ Resolution:
Select the scanning resolution.

Original Type

Select the type of your original.

Scan Settings

- ☐ Scan Size:
Select the scan size. To crop the white space around the text or image when scanning, select **Auto Cropping**. To scan at the maximum area of the scanner glass, select **Max Area**.
- ☐ Original Orientation:
Select the orientation of the original.

Contrast

Select the contrast of the scanned image.

Select memory device

Select the memory device to which you want to save the scanned image.

Clear All Settings

Resets the scan settings to their defaults.

Scanning Originals to a Smart Device

Note:

Before scanning, install Epson Smart Panel on your smart device.

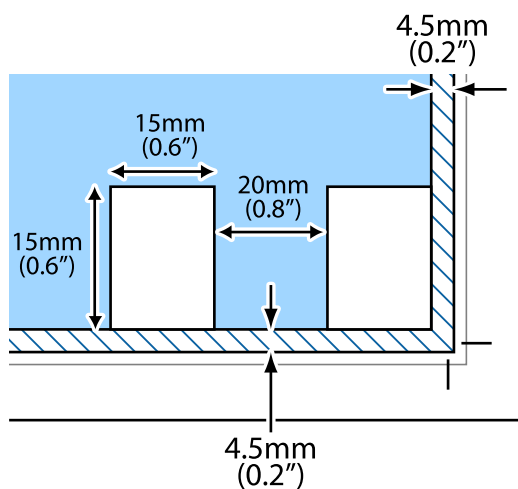
1. Place the originals.
[“Placing Originals” on page 45](#)
2. Start Epson Smart Panel on your smart device.
3. Select scan menu on the home screen.
4. Follow the on-screen instructions to scan and save the images.

Advanced Scanning

Scanning Multiple Photos at the Same Time

Using Epson ScanSmart, you can scan multiple photos at the same time and save each image individually.

1. Place the photos on the scanner glass. Place them 4.5 mm (0.2 in.) away from the horizontal and vertical edges of the scanner glass, and place them at least 20 mm (0.8 in.) away from each other.



Note:

The photos should be larger than 15×15 mm (0.6×0.6 in.).

2. Start Epson ScanSmart.
 - ☐ Windows 10
Click the start button, and then select **Epson Software > Epson ScanSmart**.
 - ☐ Windows 8.1/Windows 8
Enter the application name in the search charm, and then select the displayed icon.

❑ Windows 7

Click the start button, and then select **All Programs > Epson Software > Epson ScanSmart**.

❑ Mac OS

Select **Go > Applications > Epson Software > Epson ScanSmart**.

3. When the Epson ScanSmart screen is displayed, follow the on-screen instructions to scan.


Scanned photos are saved as individual images.



Maintaining the Printer

Checking the Status of Consumables.	102
Improving Paper Feeding Problems.	102
Improving Print, Copy, and Scan Quality.	104
Cleaning the Printer.	112

Checking the Status of Consumables

You can check the approximate ink levels and the approximate service life of the maintenance box from the printer's control panel. Select  on the home screen.

Note:

☐ You can also check the approximate ink levels and the approximate service life of the maintenance box from the status monitor on the printer driver.

☐ Windows

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

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

☐ Mac OS

Apple menu > **System Preferences** > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**) > Epson(XXXX) > **Options & Supplies** > **Utility** > **Open Printer Utility** > **EPSON Status Monitor**


☐ You can continue printing while the ink low message is displayed. Replace the ink cartridges when required.

Related Information

- ➔ [“It is Time to Replace the Ink Cartridges” on page 176](#)
- ➔ [“It is Time to Replace the Maintenance Box” on page 182](#)

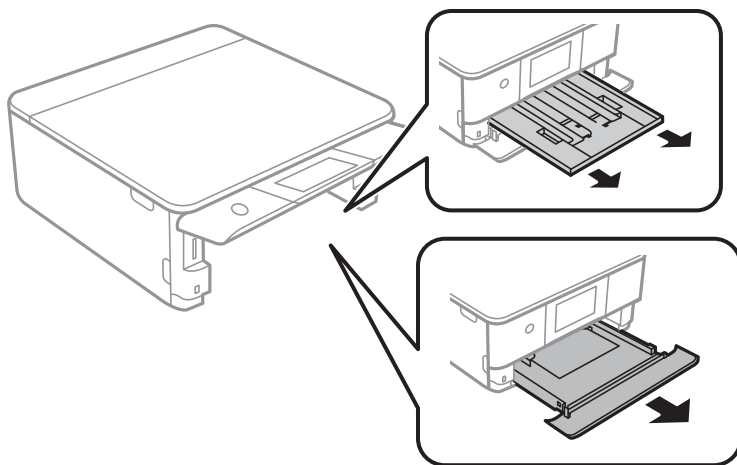
Improving Paper Feeding Problems

When paper is not fed from the paper cassette correctly, clean the roller inside.

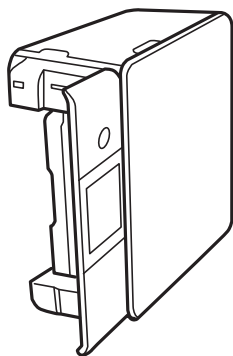
1. Turn off the printer by pressing the  button.
2. Unplug the power cord, and then disconnect the power cord.
3. Disconnect the USB cable, and then remove the memory card and external USB device.

4. Pull out the paper cassettes.

For paper cassette 2, lift it up slightly, and then pull it out.



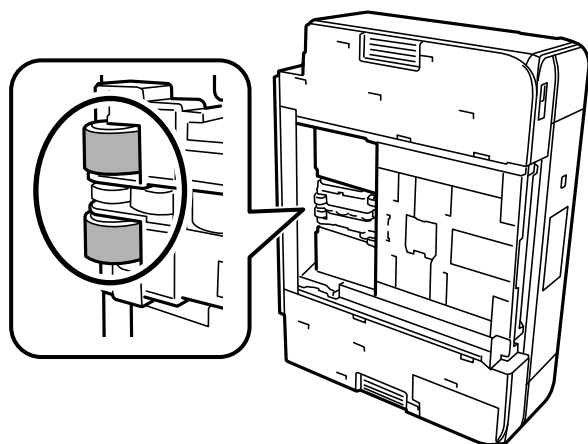
5. Stand the printer with the control panel's  button at the top.



Caution:

Be careful not to trap your hand or fingers when standing the printer. Otherwise you may be injured.

6. Dampen a cloth with water, wring it out thoroughly, and then wipe the roller while rotating it with the cloth.



7. Return the printer to its normal position, and then insert the paper cassettes.



Important:

Do not leave the printer standing for a long time.

8. Connect the power cord.


Improving Print, Copy, and Scan Quality

Checking and Cleaning the Print Head

If the nozzles are clogged, the printouts become faint, there is visible banding, or unexpected colors appear. If the nozzles are severely clogged, a blank sheet will be printed. When print quality has declined, first use the nozzle check feature to check if the nozzles are clogged. If the nozzles are clogged, clean the print head.



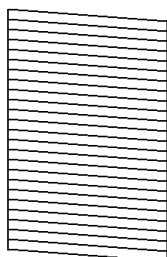
Important:

- ☐ 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.
- ☐ Head cleaning consumes ink and should not be performed more than necessary.
- ☐ When ink is low, you may not be able to clean the print head.
- ☐ If print quality has not improved after repeating nozzle check and head cleaning 3 times, wait for at least 12 hours without printing, run the nozzle check once again, and then repeat head cleaning if necessary. We recommend turning off the printer by using the  button. If print quality has still not improved, run Power Cleaning.
- ☐ To prevent the print head from drying out, do not unplug the printer while the power is on.

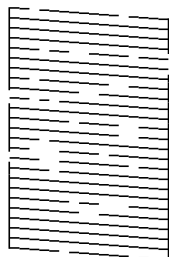
You can check and clean the print head by using the printer's control panel.

1. Select **Maintenance** on the printer's control panel.
2. Select **Print Head Nozzle Check**.
3. Follow the on-screen instructions to load paper and print the nozzle check pattern.
4. Check the printed pattern to see if the print head nozzles are clogged.

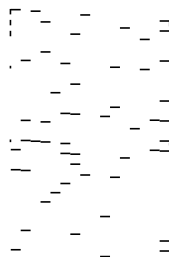
A) OK



B) NG




C) NG




☐ A:

All lines are printed. Select . No further steps are needed.

☐ B or close to B

Some nozzles are clogged. Select , and then select **Cleaning** on the next screen.


☐ C or close to C

If most lines are missing or not printed, this indicates most nozzles are clogged. Select , and then select **Power Cleaning** on the next screen.

5. Follow the on-screen instructions to perform print head cleaning or Power Cleaning.
6. When cleaning is finished, the nozzle check pattern is printed automatically. Repeat cleaning and printing the pattern until all lines are printed completely.



Important:

If print quality has not improved after repeating nozzle check and head cleaning 3 times, wait for at least 12 hours without printing, run the nozzle check once again, and then repeat head cleaning if necessary. We recommend turning off the printer by using the  button. If print quality has still not improved, run Power Cleaning.

Note:

You can also check and clean the print head from the printer driver.

☐ Windows

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

☐ Mac OS

Apple menu > **System Preferences** > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**) > **Epson(XXXX)** > **Options & Supplies** > **Utility** > **Open Printer Utility** > **Nozzle Check**

Related Information

➔ [“Running Power Cleaning” on page 105](#)

Running Power Cleaning

The Power Cleaning feature may improve print quality in the following cases.

- ☐ When most nozzles are clogged.
- ☐ When you have performed a nozzle check and head cleaning 3 times and waited for at least 12 hours without printing, but print quality still did not improve.

Before running this feature, use the nozzle check feature to check if the nozzles are clogged, read the following instructions, and then run Power Cleaning.



Important:

The Power Cleaning uses more ink than the print head cleaning.

1. Select **Maintenance** on the printer's control panel.

2. Select **Power Cleaning**.
3. Follow the on-screen instructions to run the Power Cleaning feature.
4. After running this feature, run the nozzle check to make sure the nozzles are not clogged.

For details on how to run the nozzle check, see the related information link below.



Important:

If print quality has not improved after running Power Cleaning, wait for at least 12 hours without printing, and then print the nozzle check pattern again. Run Print Head Cleaning or Power Cleaning again depending on the printed pattern. If quality still does not improve, contact Epson support.

Note:

You can also run power cleaning from the printer driver.

☐ Windows

Maintenance tab > Head Cleaning > Power Cleaning

☐ Mac OS

Apple menu > System Preferences > Printers & Scanners (or Print & Scan, Print & Fax) > Epson(XXXX) > Options & Supplies > Utility > Open Printer Utility > Head Cleaning > Power Cleaning

Related Information

➔ [“Checking and Cleaning the Print Head” on page 104](#)

Preventing nozzle clogging

Always use the power button when turning the printer on and off.

Check that the power light is off before you disconnect the power cord.

The ink itself can dry out if it is not covered. Just like placing a cap on a fountain pen or an oil pen to prevent it from drying, make sure the print head is capped properly to prevent the ink from drying.

When the power cord is unplugged or a power outage occurs while the printer is in operation, the print head may not be capped properly. If the print head is left as it is, it will dry out causing nozzles (ink outlets) to clog.

In these cases, turn the printer on and off again as soon as possible to cap the print head.

Aligning the Print Head

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

1. Select **Maintenance** on the printer's control panel.
2. Select **Print Head Alignment**.
3. Select one of the alignment menus.
 - ☐ Vertical Alignment: Select this if your printouts look blurry or vertical ruled lines appear misaligned.
 - ☐ Horizontal Alignment: Select this if you see horizontal banding at regular intervals.

4. Follow the on-screen instructions to load paper and print the alignment pattern.

Cleaning the Paper Path for Ink Smears


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

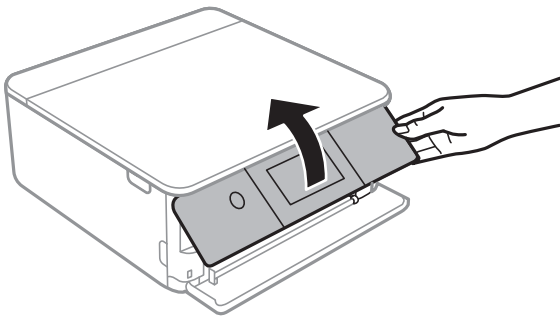
1. Select **Maintenance** on the printer's control panel.
2. Select **Paper Guide Cleaning**.
3. Follow the on-screen instructions to load paper and clean the paper path.



Important:

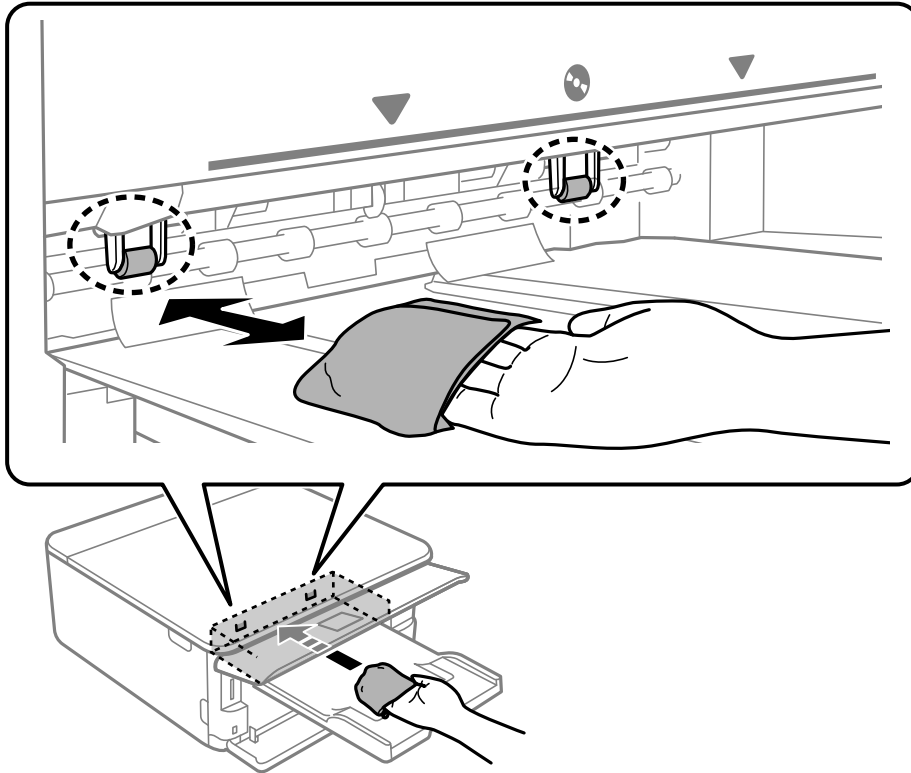
Do not use tissue paper to clean the inside of the printer. The print head nozzles may be clogged with lint.

4. Repeat the above procedure until the paper is not smeared with ink.
If the paper still gets dirty with ink even after cleaning several times, go to next step.
5. Turn off the printer by pressing the  button.
6. Unplug the power cord, and then disconnect the power cord.
7. Raise the control panel as far as it will go so that it is horizontal.



8. Slide out the output tray.

9. Gently wipe the two white rollers using a soft, moist cloth.



10. Connect the power cord.

Cleaning the Scanner Glass

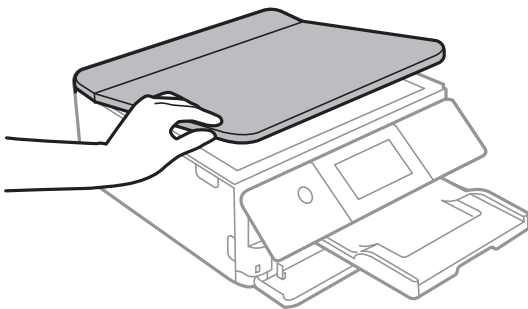
When the copies or scanned images are smeared, clean the scanner glass.



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.



Important:

- ☐ 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.

Cleaning the Translucent Film

When the printout is not improved after aligning the print head or cleaning the paper path, the translucent film inside the printer may be smeared.


Items required:

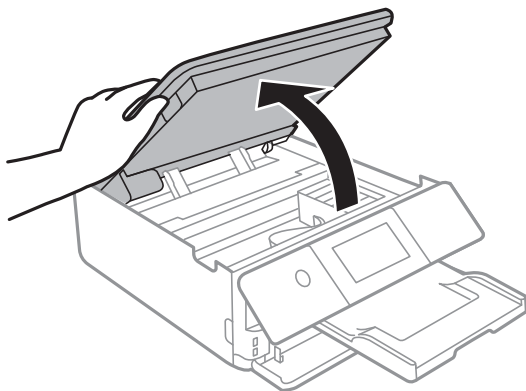
- ☐ Cotton swabs (several)
- ☐ Water with a few drops of detergent (2 to 3 drops of detergent in 1/4 cup of tap water)
- ☐ Light for checking smears



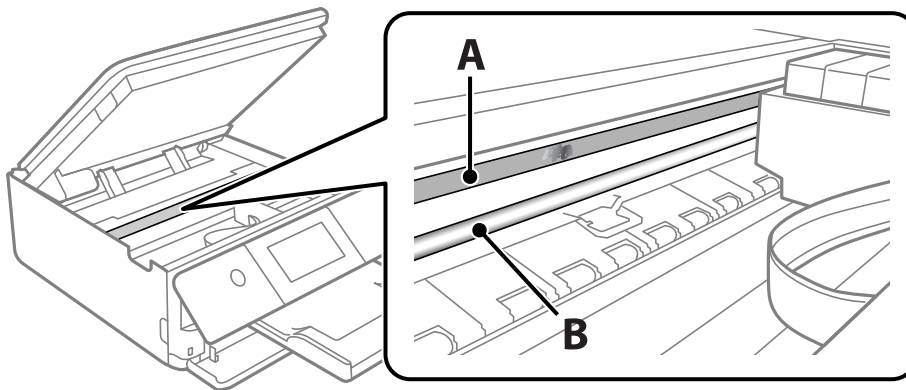
Important:

Do not use cleaning liquid other than water with a few drops of detergent.

1. Turn off the printer by pressing the  button.
2. Open the scanner unit.



3. Check if the translucent film is smeared. Smears are easier to see if you use a light.
If there are smears (such as finger marks or grease) on the translucent film (A), go to the next step.



A: Translucent film

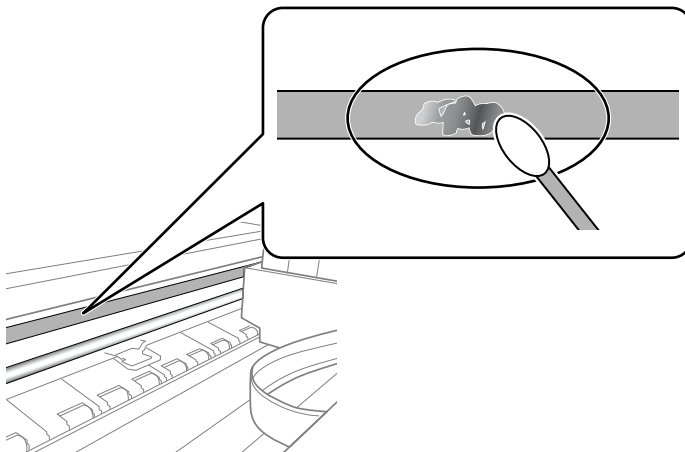
B: Rail



Important:

Be careful not to touch the rail (B). Otherwise, you may not be able to print. Do not wipe off the grease on the rail, because this is necessary for operations.

4. Moisten a cotton swab with the water with a few drops of detergent so that it is not dripping water, and then wipe the smeared part.
Be careful not to touch the ink that has adhered inside the printer.



Important:

Wipe off the smear gently. If you press the cotton swab too hard to the film, the springs of the film may be dislocated and the printer may be damaged.

5. Use a new dry cotton swab to wipe the film.



Important:

Do not leave any fibers on the film.

Note:

To prevent the smear from spreading, frequently replace the cotton swab with a new one.

6. Repeat steps 4 and 5 until the film is not smeared.
7. Visually check that the film is not smeared.

Menu Options for Maintenance

Select **Maintenance** on the printer's control panel.

Print Head Nozzle Check:

Select this feature to check if the print head nozzles are clogged. The printer prints a nozzle check pattern.

Print Head Cleaning:

Select this feature to clean clogged nozzles in the print head.

Power Cleaning:

Select this feature to perform power cleaning if the print head is severely clogged or is still clogged after repeating standard cleaning. More ink is consumed than in usual cleaning.

Print Head Alignment:

Select this feature to adjust the print head to improve print quality.

☐ Vertical Alignment

Select this feature if your printouts look blurry or text and lines are misaligned.

☐ Horizontal Alignment

Select this feature if horizontal banding appears at regular intervals in your printouts.

Ink Cartridge Replacement:

Use this feature to replace the ink cartridges before the ink is expended.

Paper Guide Cleaning:

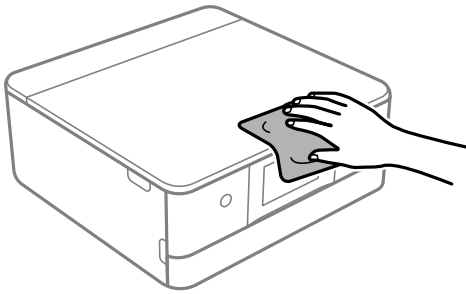
Select this feature if there are ink stains on the internal rollers. The printer feeds paper to clean the internal rollers.

Related Information

- ➔ [“Checking and Cleaning the Print Head” on page 104](#)
- ➔ [“Running Power Cleaning” on page 105](#)
- ➔ [“Aligning the Print Head” on page 106](#)
- ➔ [“Replacing Ink Cartridges” on page 178](#)

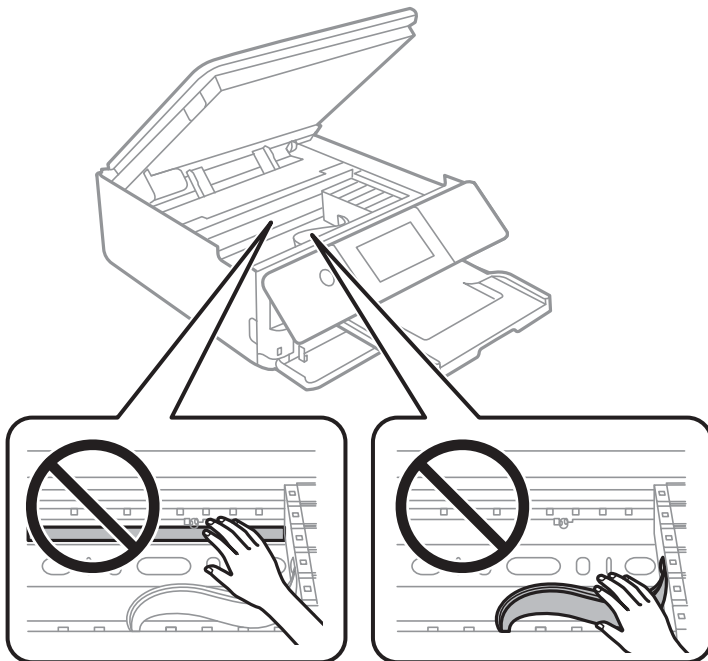
Cleaning the Printer

If the components and the case are dirty or dusty, turn off the printer and clean them using a soft, clean cloth that has been dampened with water. If you cannot remove the dirt, try adding a small amount of mild detergent to the damp cloth.



! **Important:**

- ❑ Be careful not to get water onto the printer mechanism or any electrical components. Otherwise, the printer could be damaged.
- ❑ Never use alcohol or paint thinner to clean the components and the case. These chemicals can damage them.
- ❑ Do not touch the parts shown in the following illustration. Doing so may cause a malfunction.



In These Situations

When Replacing a Computer.	114
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Saving Power.	114
Disabling your Wi-Fi Connection.	114
Installing the Applications Separately.	115
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When Replacing a Computer

You need to install the printer driver and other software on the new computer.

Access the following website, and then enter the product name. Go to **Setup**, and then start setting up. Follow the on-screen instructions.

<https://epson.sn>

When the Software Disk is not Available

You can download the same contents as found on the software disk from the Internet.

This is useful if your computer does not have a CD/DVD drive, or if you have lost the software disc that was supplied with the product.

Access the following website, and then enter the product name. Go to **Setup**, and then start setting up. Follow the on-screen instructions.

<https://epson.sn>

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.

1. Select **Settings** on the home screen.
2. Select **Basic Settings**.
3. Do one of the following.
 - ☐ Select **Sleep Timer** or **Power Off Settings** > **Power Off If Inactive** or **Power Off If Disconnected**.
 - ☐ Select **Sleep Timer** or **Power Off Timer**.

Note:


*Your product may have the **Power Off Settings** or **Power Off Timer** feature depending on the location of purchase.*

4. Select the setting.

Disabling your Wi-Fi Connection

If you used to use Wi-Fi (wireless LAN) but no longer need to do so due to a change in connection mode and so on, you can disable your Wi-Fi connection.

By removing unnecessary Wi-Fi signals, you can also reduce the load on your standby power.

1. Tap  on the printer's home screen.

2. Select **Wi-Fi (Recommended)**.

3. Select **Change Settings**.

4. Select **Others**.

5. Select **Disable Wi-Fi**.

Follow the on-screen instructions.

Installing the Applications Separately

Connect your computer to the network and install the latest version of applications from the website. Log in to your computer as an administrator. Enter the administrator password if the computer prompts you.

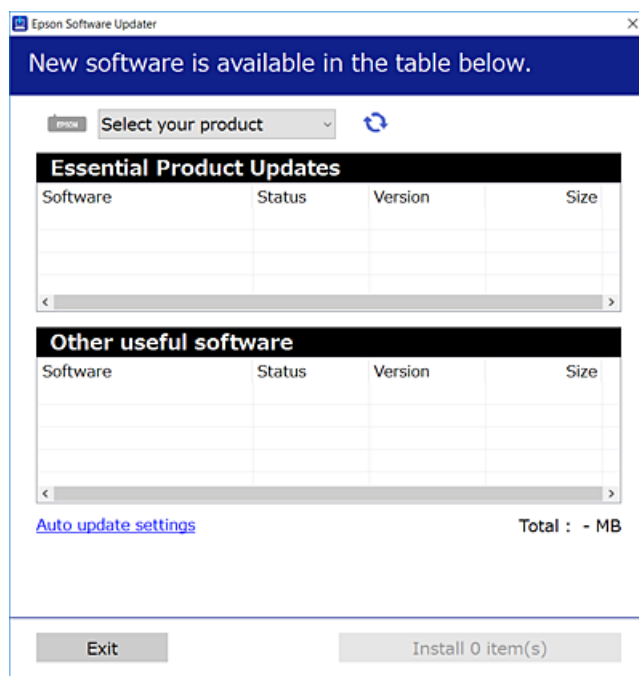
Note:

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

1. Make sure the printer and the computer are available for communication, and the printer is connected to the Internet.

2. Start Epson Software Updater.

The screenshot is an example on Windows.



3. For Windows, select your printer, and then click  to check for the latest available applications.

4. Select the items you want to install or update, and then click the install button.



Important:

Do not turn off or unplug the printer until the update is complete. Doing so may result in malfunction of the printer.

Note:

You can download the latest applications from the Epson website.

<http://www.epson.com>

Related Information

➡ “Application for Updating Software and Firmware (Epson Software Updater)” on page 200

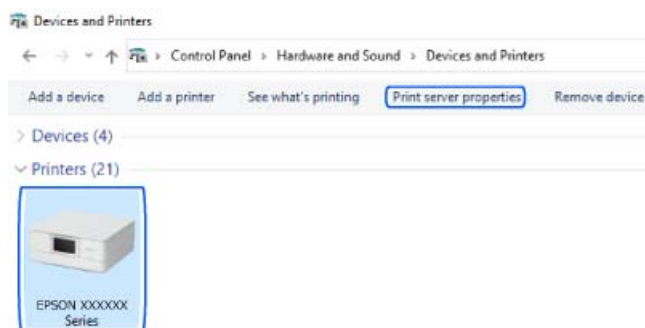
Checking if a genuine Epson printer driver is installed - Windows

You can check if a genuine Epson printer driver is installed on your computer by using one of the following methods.

Select **Control Panel > View devices and printers (Printers, Printers and Faxes)**, and then do the following to open the print server properties window.

- ☐ Windows 10/Windows 8.1/Windows 8/Windows 7

Click the printer icon, and then click **Print server properties** at the top of the window.



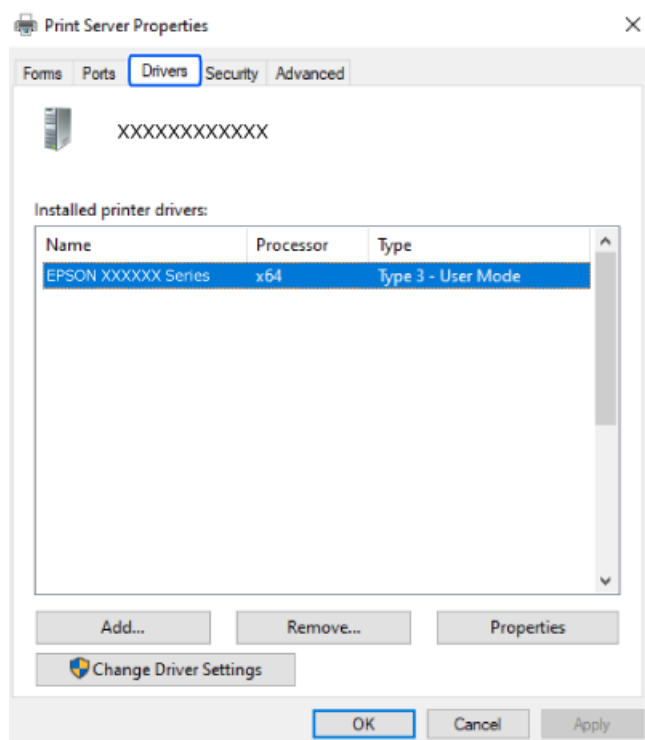
- ☐ Windows Vista

Right-click on the **Printers** folder, and then click **Run as administrator > Server Properties**.

- ☐ Windows XP

From the **File** menu, select **Server Properties**.

Click the **Driver** tab. If your printer name is displayed in the list, a genuine Epson printer driver is installed on your computer.



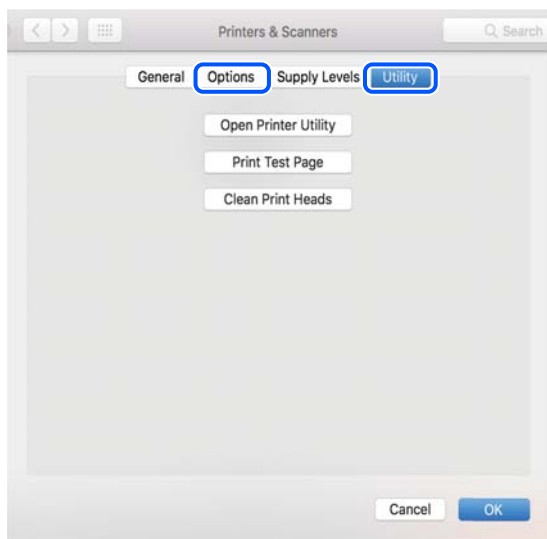
Related Information

➡ [“Installing the Applications Separately” on page 115](#)

Checking if a genuine Epson printer driver is installed - Mac OS

You can check if a genuine Epson printer driver is installed on your computer by using one of the following methods.

Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan, Print & Fax**), and then select the printer. Click **Options & Supplies**, and if the **Options** tab and **Utility** tab are displayed on the window, a genuine Epson printer driver is installed on your computer.



Related Information

➔ [“Installing the Applications Separately” on page 115](#)

Re-Setting the Network Connection

The printer network needs to be configured in the following cases.

- ☐ When using a printer with a network connection
- ☐ When your network environment has changed
- ☐ When replacing the wireless router
- ☐ Changing the connection method to the computer

Making Settings for Connecting to the Computer

You can run the installer using one of the following methods.

Setting up from the website

Access the following website, and then enter the product name. Go to **Setup**, and then start setting up.

<https://epson.sn>



You can also watch the procedure in the Web Movie Manuals. Access the following website.

<https://support.epson.net/publist/vlink.php?code=VC00004>

Setting up using the software disc

If your printer came with a software disc and you are using a Windows computer with a disc drive, insert the disc into the computer, and then follow the on-screen instructions.

Making Settings for Connecting to the Smart Device

You can use the printer via the wireless router from your smart device when you connect the printer to the same network as the wireless router.

To set up a new connection, access the following website from the smart device that you want to connect to the printer. Enter the product name, go to Setup, and then start the setup.

<https://epson.sn>

 You can watch the procedure in the Web Movie Manuals. Access the following website.

<https://support.epson.net/publist/vlink.php?code=VC00006>

Note:

If you have already set up the connection between your smart device and the printer but need to reconfigure it, you can do so from an app such as Epson Smart Panel.

Related Information

➔ [“Printing Using Epson Smart Panel” on page 52](#)

Making Wi-Fi Settings from the Control Panel

If you are not using a computer or smart device to set up the printer connection, you can do so on the control panel.

You can make network settings from the printer's control panel in several ways. Choose the connection method that matches the environment and conditions that you are using.

If you know the SSID and password for your wireless router, you can set them manually.

Related Information

➔ [“Making Wi-Fi Settings by Entering the SSID and Password” on page 119](#)

➔ [“Making Wi-Fi Settings by Push Button Setup \(WPS\)” on page 120](#)

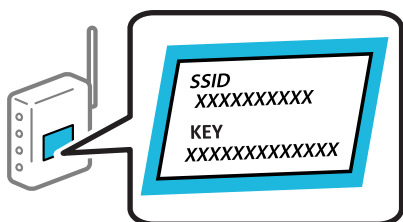
➔ [“Making Wi-Fi Settings by PIN Code Setup \(WPS\)” on page 121](#)


Making Wi-Fi Settings by Entering the SSID and Password

You can set up a Wi-Fi network by entering the information necessary to connect to a wireless router from the printer's control panel. To set up using this method, you need the SSID and password for a wireless router.

Note:

If you are using a wireless router with its default settings, the SSID and password are on the label. If you do not know the SSID and password, see the documentation provided with the wireless router.



1. Tap  on the home screen.
2. Select **Wi-Fi (Recommended)**.
3. Tap **Start Setup**.
If the network connection is already set up, the connection details are displayed. Tap **Change Settings** to change the settings.
4. Select **Wi-Fi Setup Wizard**.
5. Follow the on-screen instructions to select the SSID, enter the password for the wireless router, and start setup.
If you want to check the network connection status for the printer after setup is complete, see the related information link below for details.

Note:

- ☐ If you do not know the SSID, check if it is written on the label of the wireless router. If you are using the wireless router with its default settings, use the SSID written on the label. If you cannot find any information, see the documentation provided with the wireless router.
- ☐ The password is case-sensitive.
- ☐ If you do not know the password, check if the information is written on the label of the wireless router. On the label, the password may be written "Network Key", "Wireless Password", and so on. If you are using the wireless router with its default settings, use the password written on the label.

Related Information

➔ [“Checking the Printer's Network Connection Status \(Network Connection Report\)” on page 126](#)


Making Wi-Fi Settings by Push Button Setup (WPS)

You can automatically set up a Wi-Fi network by pressing a button on the wireless router. If the following conditions are met, you can set up by using this method.

- ☐ The wireless router is compatible with WPS (Wi-Fi Protected Setup).
- ☐ The current Wi-Fi connection was established by pressing a button on the wireless router.

Note:

If you cannot find the button or you are setting up using the software, see the documentation provided with the wireless router.

1. Tap  on the home screen.
2. Select **Wi-Fi (Recommended)**.
3. Tap **Start Setup**.
If the network connection is already set up, the connection details are displayed. Tap **Change Settings** to change the settings.
4. Select **Push Button Setup (WPS)**.

5. Follow the on-screen instructions.

If you want to check the network connection status for the printer after setup is complete, see the related information link below for details.

Note:

If connection fails, restart the wireless router, move it closer to the printer, and try again. If it still does not work, print a network connection report and check the solution.

Related Information

➔ [“Checking the Printer's Network Connection Status \(Network Connection Report\)” on page 126](#)

Making Wi-Fi Settings by PIN Code Setup (WPS)

You can automatically connect to a wireless router by using a PIN code. You can use this method to set up if a wireless router is capable of WPS (Wi-Fi Protected Setup). Use a computer to enter a PIN code into the wireless router.

1. Tap  on the home screen.

2. Select **Wi-Fi (Recommended)**.

3. Tap **Start Setup**.

If the network connection is already set up, the connection details are displayed. Tap **Change Settings** to change the settings.

4. Select **Others > PIN Code Setup (WPS)**.

5. Follow the on-screen instructions.

If you want to check the network connection status for the printer after setup is complete, see the related information link below for details.

Note:

See the documentation provided with your wireless router for details on entering a PIN code.

Related Information

➔ [“Checking the Printer's Network Connection Status \(Network Connection Report\)” on page 126](#)

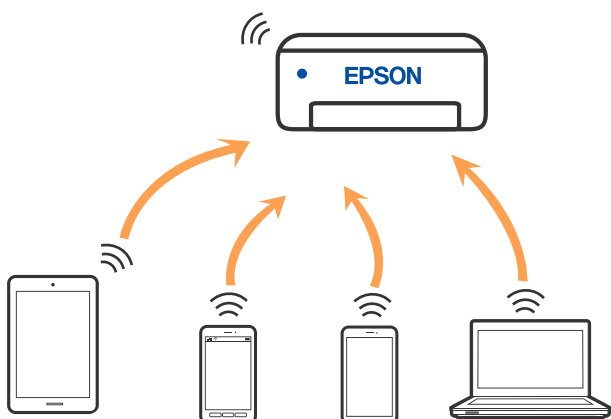
Connecting a Smart Device and Printer Directly (Wi-Fi Direct)

Wi-Fi Direct (Simple AP) allows you to connect a smart device directly to the printer without a wireless router and print from the smart device.

About Wi-Fi Direct

Use this connection method when you are not using Wi-Fi at home or at the office, or when you want to connect the printer and the computer or smart device directly. In this mode, the printer acts as an wireless router and you

can connect the devices to the printer without having to use a standard wireless router. However, devices directly connected to the printer cannot communicate with each other through the printer.



The printer can be connected by Wi-Fi and Wi-Fi Direct (Simple AP) connection simultaneously. However, if you start a network connection in Wi-Fi Direct (Simple AP) connection when the printer is connected by Wi-Fi, the Wi-Fi is temporarily disconnected.

Connecting to Devices using Wi-Fi Direct

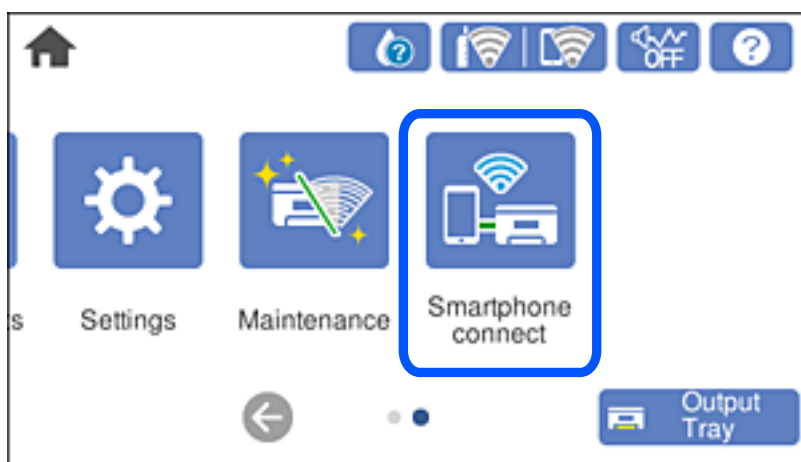
This method allows you to connect the printer directly to devices without a wireless router.

Note:

For iOS or Android users, it is convenient to set up from Epson Smart Panel.

You only need to make these settings for the printer and the device that you want to connect to once. Unless you disable Wi-Fi Direct or restore the network settings to their defaults, you do not need to make these settings again.

1. Select **Smartphone connect** on the printer's home screen.

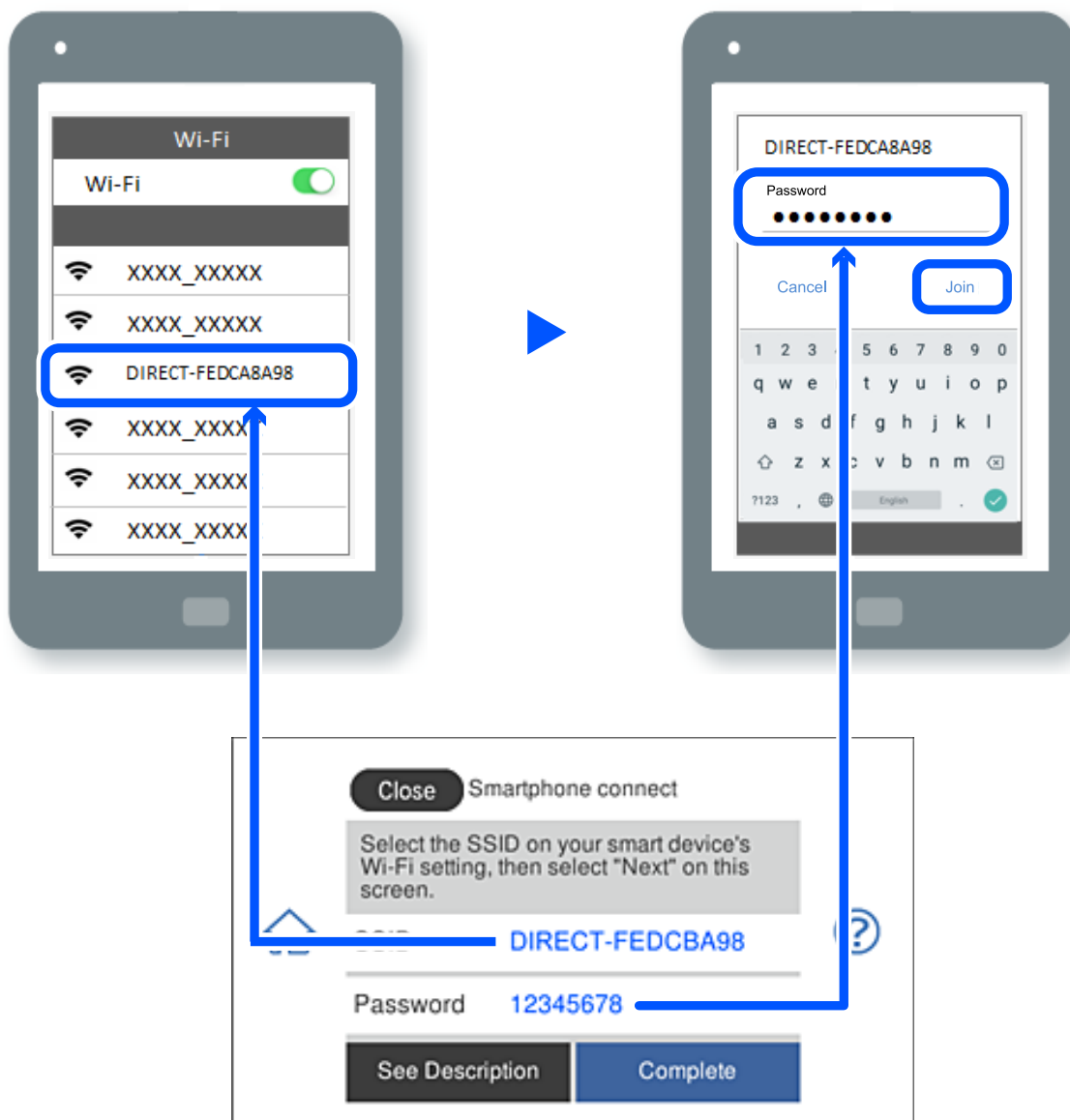


Note:

*If a Wi-Fi connection has already been set up, select **Other Methods**.*

2. Tap **Start Setup**.
3. Select **Other Methods**.

4. Select **Other OS Devices**.
5. On the device's Wi-Fi screen, select the SSID shown on the printer's control panel, and then enter the password.



6. On the printing app screen for the device, select the printer that you want to connect to.
7. On the printer's control panel, select **Complete**.

For devices that have been connected to the printer before, select the network name (SSID) on the device's Wi-Fi screen to connect them again.

Note:



If you are using an iOS device, you can also connect by scanning the QR code with the standard iOS camera. See the link below.

<https://epson.sn>



Disconnecting Wi-Fi Direct (Simple AP) Connection

Note:

When Wi-Fi Direct (Simple AP) connection disabled, all computers and smart devices connected to the printer in Wi-Fi Direct (Simple AP) connection are disconnected. If you want to disconnect a specific device, disconnect from the device instead of the printer.

1. Tap  on the printer's home screen.
2. Select **Wi-Fi Direct**.
The Wi-Fi Direct information is displayed.
3. Tap **Start Setup**.
4. Tap .
5. Select **Disable Wi-Fi Direct**.
6. Tap the **Disable the settings**.
7. Follow the on-screen instructions.

Changing the Wi-Fi Direct (Simple AP) Settings Such as the SSID

When Wi-Fi Direct (simple AP) connection is enabled, you can change the settings from  > **Wi-Fi Direct** > **Start Setup** > , and then the following menu items are displayed.

Change Network Name

Change the Wi-Fi Direct (simple AP) network name (SSID) used for connecting to the printer to your arbitrary name. You can set the network name (SSID) in ASCII characters that is displayed on the software keyboard on the control panel. You can enter up to 22 characters.

When changing the network name (SSID), all connected devices are disconnected. Use the new network name (SSID) if you want to re-connect the device.

Change Password

Change the Wi-Fi Direct (simple AP) password for connecting to the printer to your arbitrary value. You can set the password in ASCII characters that is displayed on the software keyboard on the control panel. You can enter 8 to 22 characters.

When changing the password, all connected devices are disconnected. Use the new password if you want to re-connect the device.

Disable Wi-Fi Direct

Disable Wi-Fi Direct (simple AP) settings of the printer. When disabling it, all devices connected to the printer in Wi-Fi Direct (Simple AP) connection are disconnected.

Restore Default Settings

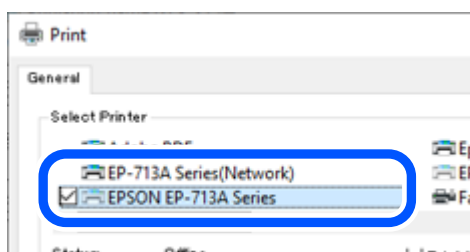
Restore all Wi-Fi Direct (simple AP) settings to their defaults.

The Wi-Fi Direct (simple AP) connection information of the smart device saved to the printer is deleted.

Changing the Connection from Wi-Fi to USB

Follow the steps below if the Wi-Fi you are using is unstable, or if you want to change to a more stable USB connection.

1. Connect the printer to a computer using a USB cable.
2. Select a printer that is not labeled (Network) when printing using a USB connection.



Related Information

➡ [“Part Names and Functions” on page 18](#)

Setting a Static IP Address for the Printer

This section describes how to make settings from the printer's control panel.

1. Select **Settings** on the printer's home screen.
2. Select **Network Settings** > **Advanced** > **TCP/IP**.
3. Select **Obtain IP Address**, and then select **Manual**.
4. Enter the IP address.

Focus moves to the forward segment or the back segment separated by a period if you select ◀ and ▶.
Confirm the value reflected on the previous screen.

5. Set up the **Subnet Mask** and **Default Gateway**.
Confirm the value reflected on the previous screen.



Important:

If the combination of the IP Address, Subnet Mask and Default Gateway is incorrect, you cannot proceed with the settings. Confirm that there is no error in the entry.

6. Enter the IP address for the primary DNS server.
Confirm the value reflected on the previous screen.

Note:

When you select **Auto** for the IP address assignment settings, you can select the DNS server settings from **Manual** or **Auto**. If you cannot obtain the DNS server address automatically, select **Manual** and enter the DNS server address. Then, enter the secondary DNS server address directly. If you select **Auto**, go to step 8.

7. Enter the IP address for the secondary DNS server.
Confirm the value reflected on the previous screen.
8. Tap **Start Setup**.

Checking the Printer's Network Connection Status (Network Connection Report)

You can print a network connection report to check the status between the printer and the wireless router.

1. Load papers.
2. Select **Settings** on the home screen.
3. Select **Network Settings** > **Connection Check**.
The connection check starts.
4. Follow the instructions on the printer's screen to print the network connection report.
If an error has occurred, check the network connection report, and then follow the printed solutions.

Related Information

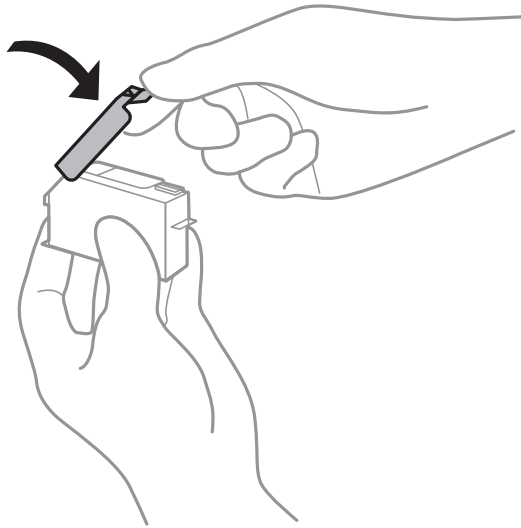
➡ [“Messages and Solutions on the Network Connection Report” on page 136](#)


Transporting and Storing the Printer

When you need to store the printer or transport it when moving or for repairs, follow the steps below to pack the printer.

! **Important:**

- ❑ *In the unlikely event that you need to remove the cartridge from the printer, make sure you put the cap on the cartridge's ink supply port; otherwise, the port will dry out and become unusable when you insert it back into the printer.*



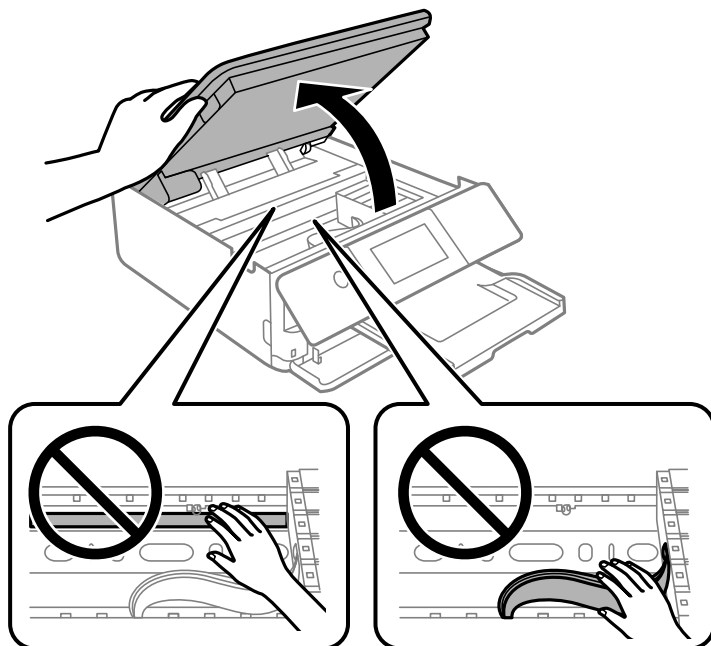
1. Turn off the printer by pressing the  button.
2. Make sure the power light turns off, and then unplug the power cord.

! **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. Make sure there is no memory card or external USB device inserted.
5. Remove all of the paper from the printer.
6. Make sure there are no originals on the printer.

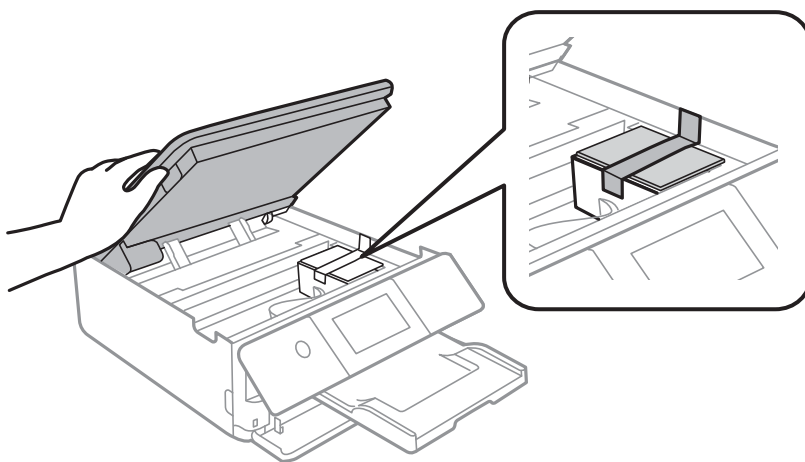
7. Open the scanner unit with the document cover closed.



Caution:

Be careful not to trap your hand or fingers when opening or closing the scanner unit. Otherwise you may be injured.

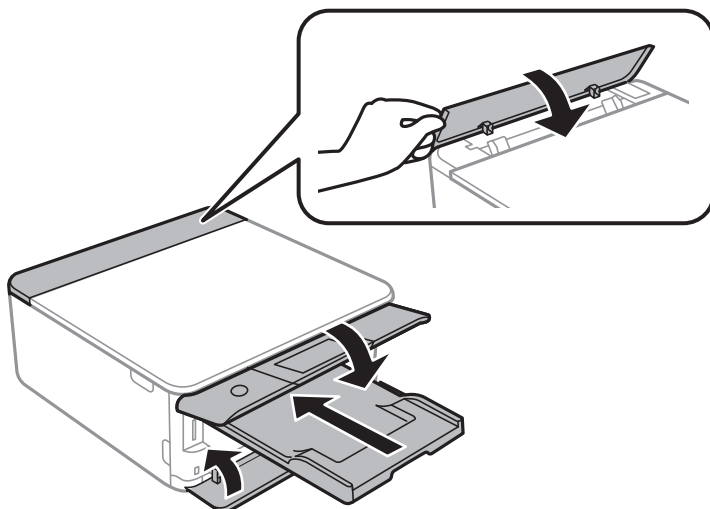
8. Secure the ink cartridge holder to the case by attaching the supplied protective material on top with tape.



9. Close the scanner unit.

The scanner unit is designed to close slowly and resist a little as a precaution against catching fingers. Continue to close even if you feel some resistance.

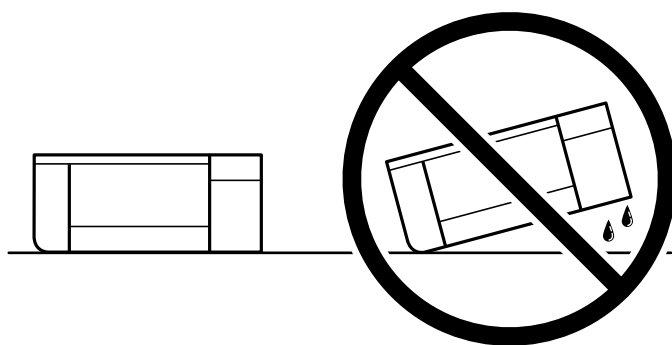
10. Prepare to pack the printer as shown below.



11. Pack the printer in its box, using the protective materials.

! Important:

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



- ☐ Leave the ink cartridges installed. Removing the cartridges can dry out the print head and may prevent the printer from printing.

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

Related Information

- ➔ [“Checking and Cleaning the Print Head” on page 104](#)
- ➔ [“Aligning the Print Head” on page 106](#)

Solving Problems

Cannot Print or Scan.	131
Printing, Copying, and Scanning Quality is Poor.	149
Cannot Select Paper Type or Paper Source in Printer Driver.	168
A Message is Displayed on the LCD Screen.	168
Paper Gets Jammed.	172
It is Time to Replace the Ink Cartridges.	176
It is Time to Replace the Maintenance Box.	182
Cannot Operate the Printer as Expected.	184
Cannot Solve Problem.	189

Cannot Print or Scan

Problem Solving

Read this section if you cannot print or scan as expected or if there are problems when printing. See the following for solutions to some common problems.

Is the printer turned on?

- ☐ Make sure that the printer is turned on.
- ☐ Make sure that the power cord is correctly connected.

Related Information

- ➔ [“Power Does Not Turn On” on page 184](#)
- ➔ [“Cannot Solve Problem” on page 189](#)

Is the printer itself working properly?

- ☐ If an error message is displayed on the LCD screen, check the error.
- ☐ Print a status sheet and use it to check if the printer itself can print properly.

Related Information

- ➔ [“A Message is Displayed on the LCD Screen” on page 168](#)

Is any paper jammed in the printer?

If paper is jammed in the printer, it cannot start printing. Remove the jammed paper from the printer.

Related Information

- ➔ [“Paper Gets Jammed” on page 172](#)

Has print data been sent correctly?

- ☐ Make sure there is no print data standing by from a previous job.
- ☐ Check the printer driver to make sure the printer is not offline.

Related Information

- ➔ [“There is still a job waiting to be printed.” on page 133](#)
- ➔ [“The printer is pending or offline.” on page 133](#)

Are you having connection problems?

- ☐ Make sure that the cables are properly connected for all connections.
- ☐ Make sure that the network device and USB hub are operating normally.
- ☐ If you have a Wi-Fi connection, make sure that the Wi-Fi connection settings are correct.

Related Information

- ➔ [“Checking the Connection Status” on page 144](#)
- ➔ [“The Printer Cannot Connect by USB” on page 135](#)
- ➔ [“Re-Setting the Network Connection” on page 118](#)
- ➔ [“Main causes and solutions for network connection problems” on page 145](#)

The Application or Printer Driver do not Work Properly

Cannot Print Even Though a Connection has been Established (Windows)

The following causes can be considered.

■ A genuine Epson printer driver has not been installed.

Solutions

If a genuine Epson printer driver (EPSON XXXXX) has not been installed, the available functions are limited. We recommend using a genuine Epson printer driver.

- ➔ [“Checking if a genuine Epson printer driver is installed - Windows” on page 116](#)
- ➔ [“Checking if a genuine Epson printer driver is installed - Mac OS” on page 117](#)

■ There is a problem with the software or data.

Solutions

- ☐ 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.
 - ☐ If you have tried all of the solutions and have not solved the problem, try uninstalling and then reinstalling the printer driver
- ➔ [“Installing the Applications Separately” on page 115](#)

■ There is a problem with the printer's status.

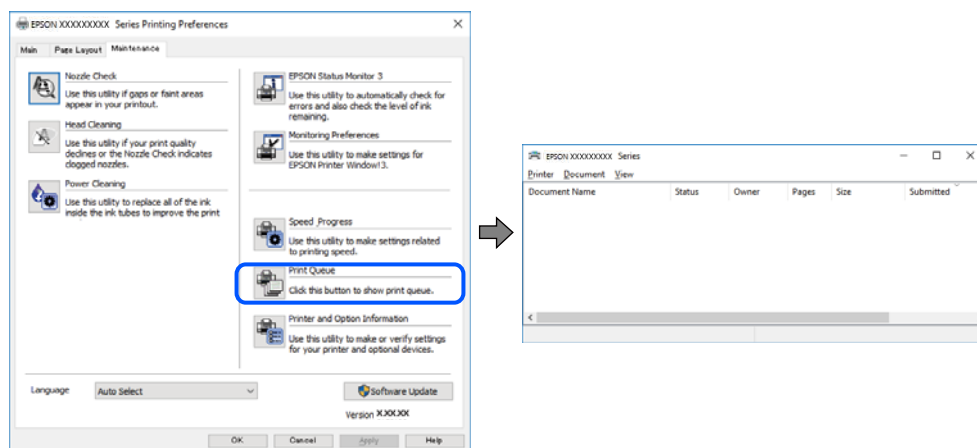
Solutions

Click **EPSON Status Monitor 3** on the printer driver's **Maintenance** tab, and then check the printer status. If **EPSON Status Monitor 3** is disabled, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.

There is still a job waiting to be printed.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab. If unnecessary data remains, select **Cancel all documents** from the **Printer** menu.

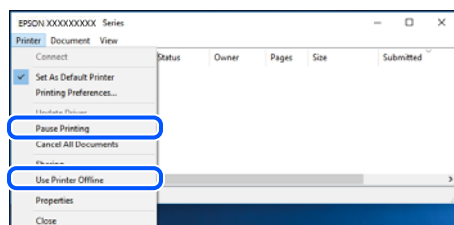


The printer is pending or offline.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab.

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



The printer is not selected as the default printer.

Solutions

Right-click the printer icon in **Control Panel** > **View devices and printers** (or **Printers**, **Printers and Faxes**) and click **Set as default printer**.

Note:

If there are multiple printer icons, see the following to select the correct printer.

Example)

USB connection: EPSON XXXX Series

Network connection: EPSON XXXX Series (network)

If you install the printer driver multiple times, copies of the printer driver may be created. If copies such as "EPSON XXXX Series (copy 1)" are created, right-click the copied driver icon, and then click **Remove Device**.

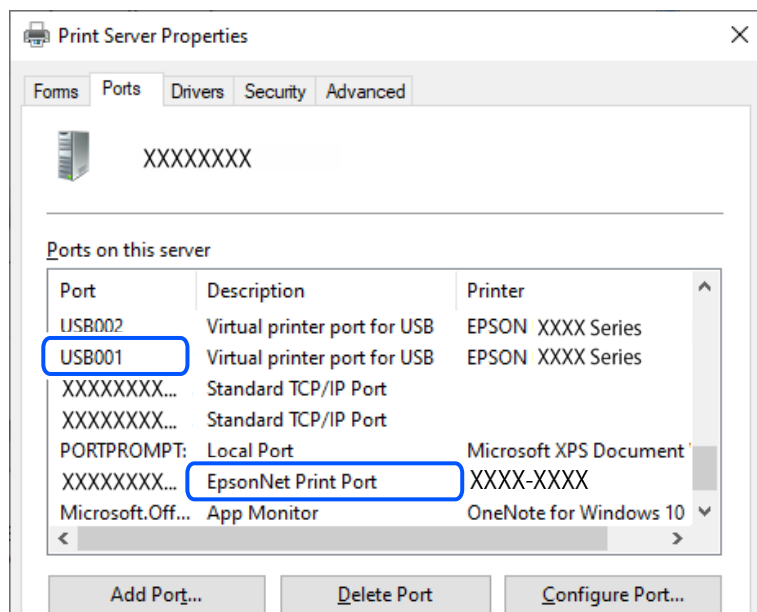
■ The printer port is not set correctly.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab.

Make sure the printer port is set correctly as shown below in **Property > Port** from the **Printer** menu.

USB connection: **USBXXX**, Network connection: **EpsonNet Print Port**



Cannot Print Even Though a Connection has been Established (Mac OS)

The following causes can be considered.

■ A genuine Epson printer driver has not been installed.

Solutions

If a genuine Epson printer driver (EPSON XXXXX) has not been installed, the available functions are limited. We recommend using a genuine Epson printer driver.

➔ [“Checking if a genuine Epson printer driver is installed - Windows” on page 116](#)

➔ [“Checking if a genuine Epson printer driver is installed - Mac OS” on page 117](#)

■ There is a problem with the software or data.

Solutions

☐ 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.

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

➔ [“Installing the Applications Separately” on page 115](#)

■ There is a problem with the status of the printer.

Solutions

Make sure the printer status is not **Pause**.

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

Cannot Print Even Though a Connection has been Established (iOS)

The following causes can be considered.

■ Paper Configuration is disabled.

Solutions

Enable **Paper Configuration** in the following menu.

Settings > Printer Settings > Paper Source Setting > Paper Configuration

■ AirPrint is disabled.

Solutions

Enable the AirPrint setting on Web Config.

➔ [“Application for Configuring Printer Operations \(Web Config\)” on page 199](#)

■ Cannot Scan Even Though a Connection has been Correctly Established

■ Scanning at a high resolution over a network.

Solutions

Try scanning at a lower resolution.

The Printer Cannot Connect by USB

The following causes can be considered.

■ The USB cable is not plugged into the electrical outlet correctly.

Solutions

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

■ There is a problem with the USB hub.

Solutions

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

■ There is a problem with the USB cable or the USB inlet.

Solutions

If the USB cable cannot be recognized, change the port, or change the USB cable.

The Printer Cannot Connect to the Network

Connection Check

If you want to check the details of the connection status, print a network connection check report.

Note:

If you want to check information on the network settings, print a network status sheet.

Related Information

➔ [“Checking the Printer's Network Connection Status \(Network Connection Report\)” on page 126](#)

Messages and Solutions on the Network Connection Report

Check the messages and error codes on the network connection report, and then follow the solutions.

Check Network Connection

Check Result: FAIL

Error code: (E-2)

See the Network Status and check if the Network Name (SSID) is the SSID you want to connect.
If the SSID is correct, make sure to enter the correct password and try again.

If your problems persist,
see your documentation for help and networking tips.

Checked Items

Wireless Network Name (SSID) Check	FAIL
Communication Mode Check	Unchecked
Security Mode Check	Unchecked
MAC Address Filtering Check	Unchecked
Security Key/Password Check	Unchecked
IP Address Check	Unchecked
Detailed IP Setup Check	Unchecked

Network Status

Printer Name	EPSON XXXXXX
Printer Model	XX-XXX Series
IP Address	169.254.137.8
Subnet Mask	255.255.0.0
Default Gateway	
Network Name (SSID)	EpsonNet
Security	None
Signal Strength	Poor
MAC Address	F8:D0:27:40:C0:AC

a. Error code

b. Messages on the Network Environment

Related Information

➔ [“E-1” on page 137](#)

- ➔ [“E-2, E-3, E-7” on page 137](#)
- ➔ [“E-5” on page 138](#)
- ➔ [“E-6” on page 138](#)
- ➔ [“E-8” on page 139](#)
- ➔ [“E-9” on page 139](#)
- ➔ [“E-10” on page 139](#)
- ➔ [“E-11” on page 140](#)
- ➔ [“E-12” on page 140](#)
- ➔ [“E-13” on page 140](#)
- ➔ [“Message on the Network Environment” on page 141](#)

E-1

Solutions:

- ☐ Make sure your hub or other network device is turned on.
- ☐ If you want to connect the printer by Wi-Fi, make Wi-Fi settings for the printer again because it is disabled.

Related Information

- ➔ [“Making Wi-Fi Settings from the Control Panel” on page 119](#)

E-2, E-3, E-7

Solutions:

- ☐ Make sure your wireless router is turned on.
- ☐ Confirm that your computer or device is connected correctly to the wireless router.
- ☐ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ☐ Place the printer closer to your wireless router and remove any obstacles between them.
- ☐ If you have entered the SSID manually, check if it is correct. Check the SSID from the **Network Status** part on the network connection report.
- ☐ If an wireless router has multiple SSIDs, select the SSID that is displayed. When the SSID is using a non-compliant frequency, the printer does not display them.
- ☐ If you are using push button setup to establish a network connection, make sure your wireless router supports WPS. You cannot use push button setup if your wireless router does not support WPS.
- ☐ Make sure your SSID uses only ASCII characters (alphanumeric characters and symbols). The printer cannot display an SSID that contains non-ASCII characters.
- ☐ Make sure you know your SSID and password before connecting to the wireless router. If you are using a wireless router with its default settings, the SSID and password are located on a label on the wireless router. If you do not know your SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.
- ☐ If you are connecting to an SSID generated from a tethering smart device, check for the SSID and password in the documentation provided with the smart device.

- ☐ If your Wi-Fi connection suddenly disconnects, check for the conditions below. If any of these conditions are applicable, reset your network settings by downloading and running the software from the following website.
<https://epson.sn> > **Setup**
- ☐ Another smart device was added to the network using push button setup.
- ☐ The Wi-Fi network was set up using any method other than push button setup.

Related Information

- ➔ [“Re-Setting the Network Connection” on page 118](#)
- ➔ [“Making Wi-Fi Settings from the Control Panel” on page 119](#)

E-5

Solutions:

Make sure the wireless router's security type is set to one of the following. If it is not, change the security type on the wireless router, and then reset the printer's network settings.

- ☐ WEP-64 bit (40 bit)
- ☐ WEP-128 bit (104 bit)
- ☐ WPA PSK (TKIP/AES)*
- ☐ WPA2 PSK (TKIP/AES)*
- ☐ WPA (TKIP/AES)
- ☐ WPA2 (TKIP/AES)
- ☐ WPA3-SAE (AES)

* WPA PSK is also known as WPA Personal. WPA2 PSK is also known as WPA2 Personal.

E-6

Solutions:

- ☐ Check if MAC address filtering is disabled. If it is enabled, register the printer's MAC address so that it is not filtered. See the documentation provided with the wireless router for details. You can check the printer's MAC address from the **Network Status** part on the network connection report.
- ☐ If your wireless router is using shared authentication with WEP security, make sure the authentication key and index are correct.
- ☐ If the number of connectable devices on the wireless router is less than the number of network devices that you want to connect, make settings on the wireless router to increase the number of connectable devices. See the documentation provided with the wireless router to make settings.

Related Information

- ➔ [“Making Settings for Connecting to the Computer” on page 118](#)

E-8

Solutions:

- ☐ Enable DHCP on the wireless router if the printer's Obtain IP Address setting is set to Auto.
- ☐ If the printer's Obtain IP Address setting is set to Manual, the IP address you manually set is invalid due to out of range (for example: 0.0.0.0). Set a valid IP address from the printer's control panel.

Related Information

➔ [“Setting a Static IP Address for the Printer” on page 125](#)

E-9

Solutions:

Check the following.

- ☐ Devices are turned on.
- ☐ You can access the Internet and other computers or network devices on the same network from the devices you want to connect to the printer.

If still does not connect your printer and network devices after confirming the above, turn off the wireless router. Wait for about 10 seconds, and then turn it on. Then reset your network settings by downloading and running the installer from the following website.

<https://epson.sn> > Setup

Related Information

➔ [“Making Settings for Connecting to the Computer” on page 118](#)

E-10

Solutions:

Check the following.

- ☐ Other devices on the network are turned on.
- ☐ Network addresses (IP address, subnet mask, and default gateway) are correct if you have set the printer's Obtain IP Address to Manual.

Reset the network address if they are incorrect. You can check the IP address, subnet mask, and default gateway from the **Network Status** part on the network connection report.

If DHCP is enabled, change the printer's Obtain IP Address setting to Auto. If you want to set the IP address manually, check the printer's IP address from the **Network Status** part on the network connection report, and then select Manual on the network settings screen. Set the subnet mask to [255.255.255.0].

If still does not connect your printer and network devices, turn off the wireless router. Wait for about 10 seconds, and then turn it on.

Related Information

➔ [“Setting a Static IP Address for the Printer” on page 125](#)

E-11

Solutions:

Check the following.

- ☐ The default gateway address is correct if you set the printer's TCP/IP Setup setting to Manual.
- ☐ The device that is set as the default gateway is turned on.

Set the correct default gateway address. You can check the default gateway address from the **Network Status** part on the network connection report.

Related Information

➔ [“Setting a Static IP Address for the Printer” on page 125](#)

E-12

Solutions:

Check the following.

- ☐ Other devices on the network are turned on.
- ☐ The network addresses (IP address, subnet mask, and default gateway) are correct if you are entering them manually.
- ☐ The network addresses for other devices (subnet mask and default gateway) are the same.
- ☐ The IP address does not conflict with other devices.

If still does not connect your printer and network devices after confirming the above, try the following.

- ☐ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ☐ Make network settings again using the installer. You can run it from the following website.
<https://epson.sn> > **Setup**
- ☐ You can register several passwords on a wireless router that uses WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

Related Information

➔ [“Setting a Static IP Address for the Printer” on page 125](#)

E-13

Solutions:

Check the following.

- ☐ Network devices such as a wireless router, hub, and router are turned on.
- ☐ The TCP/IP Setup for network devices has not been set up manually. (If the printer's TCP/IP Setup is set automatically while the TCP/IP Setup for other network devices is performed manually, the printer's network may differ from the network for other devices.)

If it still does not work after checking the above, try the following.

- ❑ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ❑ Make network settings on the computer that is on the same network as the printer using the installer. You can run it from the following website.
<https://epson.sn> > **Setup**
- ❑ You can register several passwords on a wireless router that uses the WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

Related Information

- ➔ “Setting a Static IP Address for the Printer” on page 125
- ➔ “Making Settings for Connecting to the Computer” on page 118

Message on the Network Environment

Message	Solution
The Wi-Fi environment needs to be improved. Turn the wireless router off and then turn it on. If the connection does not improve, see the documentation for the wireless router.	After moving the printer closer to the wireless router and removing any obstacles between them, turn off the wireless router. Wait for about 10 seconds, and then turn it on. If it still does not connect, see the documentation supplied with the wireless router.
*No more devices can be connected. Disconnect one of the connected devices if you want to add another one.	Computer and smart devices that can be connected simultaneously are connected in full in the Wi-Fi Direct (Simple AP) connection. To add another computer or smart device, disconnect one of the connected devices or connect it to the other network first. You can confirm the number of wireless devices which can be connected simultaneously and the number of connected devices by checking the network status sheet or the printer's control panel.
The same SSID as Wi-Fi Direct exists in the environment. Change the Wi-Fi Direct SSID if you cannot connect a smart device to the printer.	On the printer's control panel, go to Wi-Fi Direct Setup screen and select the menu to change the setting. You can change the network name following after DIRECT-XX-. Enter within 22 characters.

Cannot Find the Printer from the Computer

Checking the Communication Using a Ping Command - Windows

You can use a Ping command to make sure the computer is connected to the printer. Follow the steps below to check the communication using a Ping command.

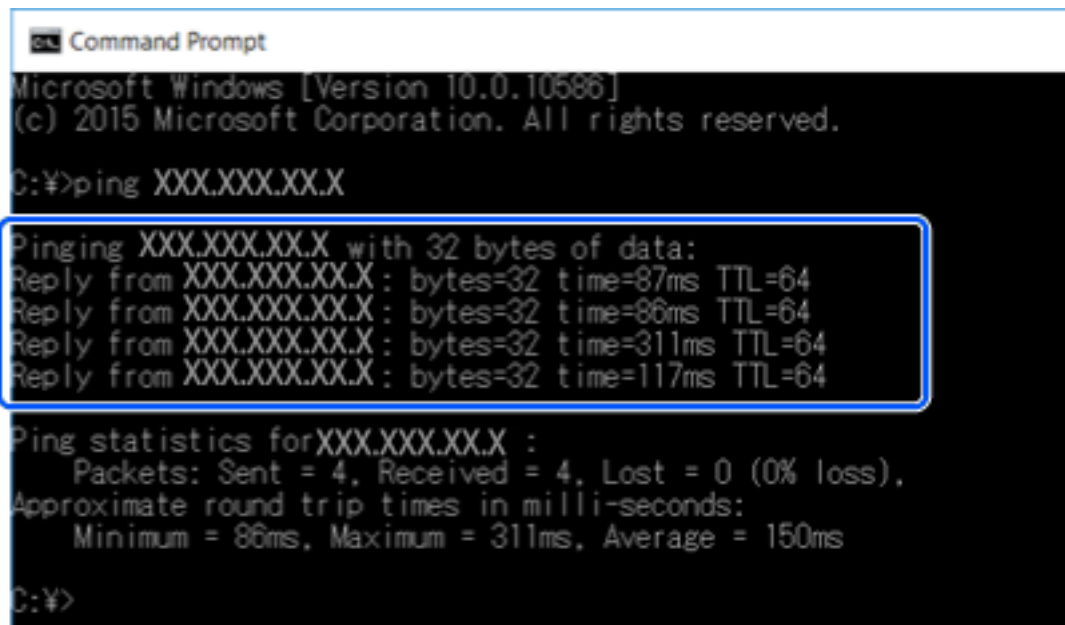
1. Check the printer's IP address for the communication that you want to check.
You can check this from the Network Status screen on the printer's control panel, a connection report, or the **IP Address** column of a network status sheet.
2. Display the computer's command prompt screen.
Display the application screen, and then select **Command Prompt**.

3. Enter 'ping xxx.xxx.xxx.xxx', and then press the Enter key.

Enter the printer's IP address for xxx.xxx.xxx.xxx.

4. Check the communication status.

If the printer and the computer are communicating, the following message is displayed.



```
Command Prompt
Microsoft Windows [Version 10.0.10586]
(c) 2015 Microsoft Corporation. All rights reserved.

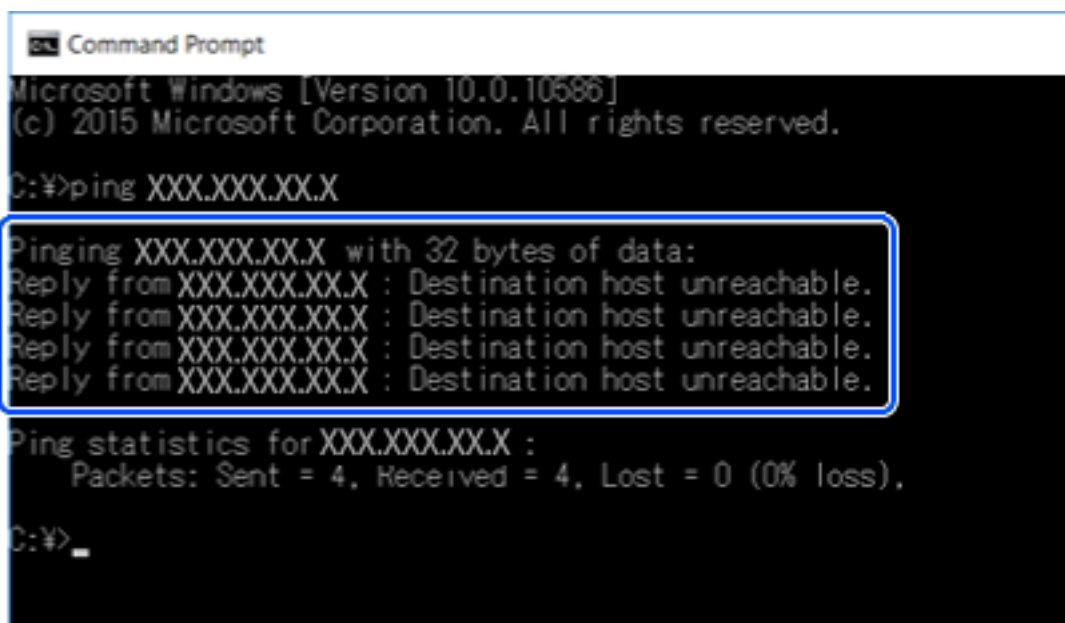
C:\>ping XXX.XXX.XX.X

Pinging XXX.XXX.XX.X with 32 bytes of data:
Reply from XXX.XXX.XX.X: bytes=32 time=87ms TTL=64
Reply from XXX.XXX.XX.X: bytes=32 time=86ms TTL=64
Reply from XXX.XXX.XX.X: bytes=32 time=311ms TTL=64
Reply from XXX.XXX.XX.X: bytes=32 time=117ms TTL=64

Ping statistics for XXX.XXX.XX.X :
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 86ms, Maximum = 311ms, Average = 150ms

C:\>
```

If the printer and the computer are not communicating, the following message is displayed.



```
Command Prompt
Microsoft Windows [Version 10.0.10586]
(c) 2015 Microsoft Corporation. All rights reserved.

C:\>ping XXX.XXX.XX.X

Pinging XXX.XXX.XX.X with 32 bytes of data:
Reply from XXX.XXX.XX.X : Destination host unreachable.
Reply from XXX.XXX.XX.X : Destination host unreachable.
Reply from XXX.XXX.XX.X : Destination host unreachable.
Reply from XXX.XXX.XX.X : Destination host unreachable.

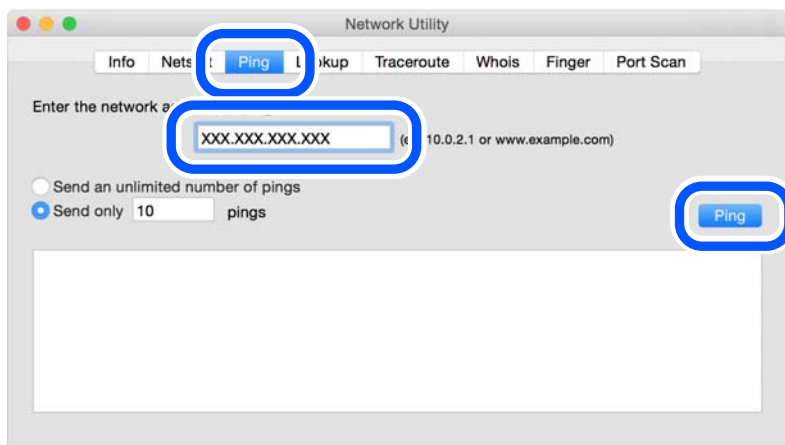
Ping statistics for XXX.XXX.XX.X :
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),

C:\>_
```

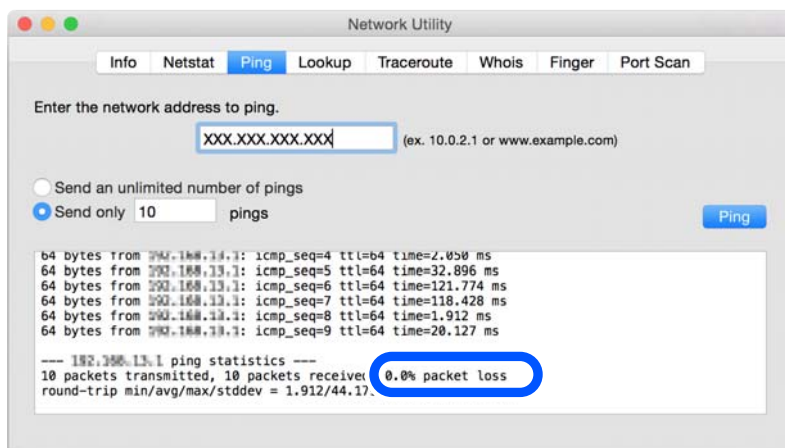
Checking the Communication Using a Ping Command - Mac OS

You can use a Ping command to make sure the computer is connected to the printer. Follow the steps below to check the communication using a Ping command.

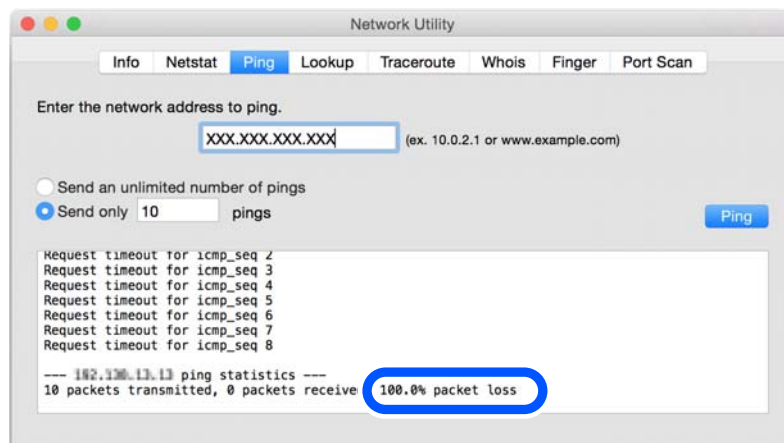
1. Check the printer's IP address for the communication that you want to check.
You can check this from the Network Status screen on the printer's control panel, a connection report, or the **IP Address** column of a network status sheet.
2. Run Network Utility.
Enter "Network Utility" in **Spotlight**.
3. Click the **Ping** tab, enter the IP address that you checked in step 1, and then click **Ping**.



4. Check the communication status.
If the printer and the computer are communicating, the following message is displayed.



If the printer and the computer are not communicating, the following message is displayed.



Checking the Connection Status

If you are using Windows, use the Epson Printer Connection Checker to check the connection status for the computer and the printer. You may be able to solve the problem depending on the results of the check.

1. Double-click the **Epson Printer Connection Checker** icon on the desktop.

Epson Printer Connection Checker starts.

If there is no icon on the desktop, follow the methods below to start Epson Printer Connection Checker.

- ☐ Windows 10

Click the start button, and then select **Epson Software > Epson Printer Connection Checker**.

- ☐ Windows 8.1/Windows 8

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

- ☐ Windows 7

Click the start button, and then select **All Programs > Epson Software > Epson Printer Connection Checker**.

2. Follow the on-screen instructions to check.

Note:

If the printer name is not displayed, install a genuine Epson printer driver.

[“Checking if a genuine Epson printer driver is installed - Windows” on page 116](#)

When you have identified the problem, follow the solution displayed on the screen.

When you cannot solve the problem, check the following according to your situation.

- ☐ The printer is not recognized over a network connection

[“Main causes and solutions for network connection problems” on page 145](#)

- ☐ The printer is not recognized using a USB connection

[“The Printer Cannot Connect by USB” on page 135](#)

- ☐ The printer is recognized, but printing cannot be performed.

[“Cannot Print Even Though a Connection has been Established \(Windows\)” on page 132](#)

Main causes and solutions for network connection problems

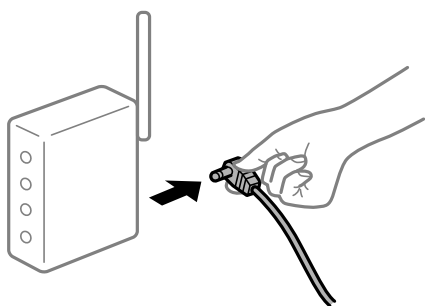
If the Wi-Fi connection fails, check the following to see if there is a problem with the operation or settings for the connected device.

Something is wrong with the network devices for Wi-Fi connection.

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then printer. Move the printer and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.

 You can also watch the procedure in the Web Movie Manuals. Access the following website.

<https://support.epson.net/publist/vlink.php?code=VC00017>



Devices cannot receive signals from the wireless router because they are too far apart.

After moving the computer or the smart device and the printer closer to the wireless router, turn off the wireless router, and then turn it back on.

When changing the wireless router, the settings do not match the new router.

Make the connection settings again so that they match the new wireless router.

Related Information

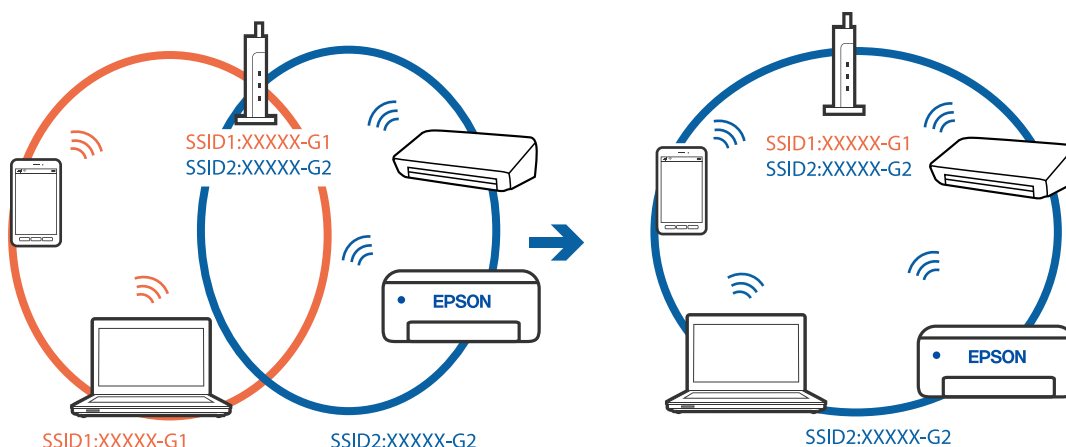
➡ [“Re-Setting the Network Connection” on page 118](#)

The SSIDs connected from the computer or smart device and computer are different.

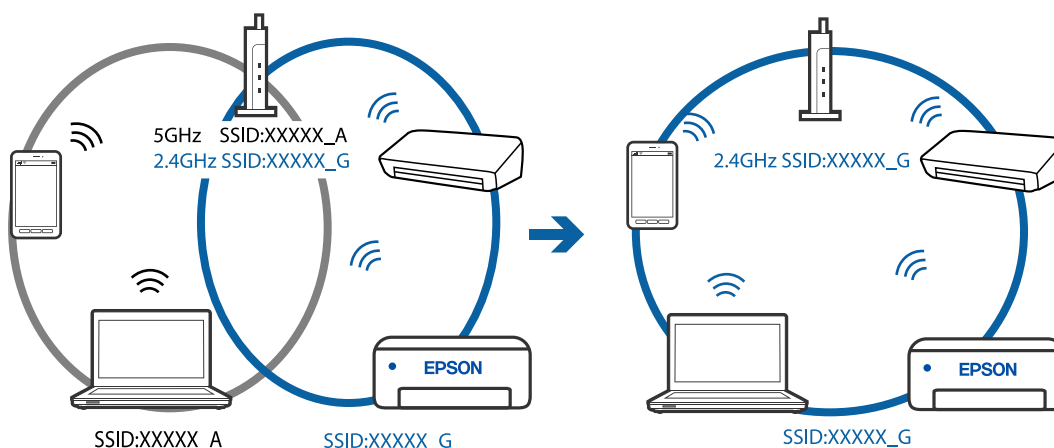
When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

Connect the computer or smart device to the same SSID as the printer.

❑ Example of connecting to different SSIDs



❑ Example of connecting to SSIDs with a different frequency range



A privacy separator on the wireless router is available.

Most wireless routers have a separator function that blocks communication between devices within the same SSID. If you cannot communicate between the printer and the computer or smart device even if they are connected to the same network, disable the separator function on the wireless router. See the manual provided with the wireless router for details.

The IP address is incorrectly assigned.

If the IP address assigned to the printer is 169.254.XXX.XXX, and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly.

Select **Settings > Network Settings > Advanced > TCP/IP** on the printer's control panel, and then check the IP address and the subnet mask assigned to the printer.

Restart the wireless router or reset the network settings for the printer.

Related Information

➔ [“Setting a Static IP Address for the Printer” on page 125](#)

The device connected to the USB 3.0 port causes radio frequency interference.

When you connect a device to the USB 3.0 port on a Mac, radio frequency interference may occur. Try the following if you cannot connect to wireless LAN (Wi-Fi) or if operations become unstable.

- ❑ Place the device that is connected to the USB 3.0 port further away from the computer.

There is a problem with the network settings on the computer or smart device.

Try accessing any website from your computer or smart device to make sure that your device's network settings are correct. If you cannot access any websites, there is a problem on the computer or smart device.

Check the network connection for the computer or smart device. See the documentation provided with the computer or smart device for details.

Paper Does Not Feed Properly

Points to Check

Check the following items, and then try the solutions according to the problems.

■ **The installation location is inappropriate.**

Solutions

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

➔ [“Environmental Specifications” on page 214](#)

■ **Unsupported paper is being used.**

Solutions

Use paper supported by this printer.

➔ [“Available Paper and Capacities” on page 193](#)

➔ [“Unavailable Paper Types” on page 196](#)

■ **Paper handling is inappropriate.**

Solutions

Follow paper handling precautions.

➔ [“Paper Handling Precautions” on page 27](#)

■ **Too many sheets are loaded in the printer.**

Solutions

Do not load more than the maximum number of sheets specified for the paper.

➔ [“Available Paper and Capacities” on page 193](#)

■ **The paper settings on the printer are incorrect.**

Solutions

Make sure the paper size and paper type settings match the actual paper size and paper type loaded in the printer.

➔ [“Paper Size and Type Settings” on page 28](#)

■ **Paper slips when paper dust adheres to the roller.**

Solutions

Clean the roller.

➔ [“Improving Paper Feeding Problems” on page 102](#)

■ **Cannot feed the paper after trying the solutions above.**

Solutions

If you cannot feed paper from paper cassette 1, try loading the paper in paper cassette 2.

Paper Feeds at a Slant

The following causes can be considered.

■ **The paper is loaded incorrectly.**

Solutions

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

➔ [“Loading Paper in the Paper Cassette 1” on page 30](#)

➔ [“Loading Paper in the Paper Cassette 2” on page 34](#)

➔ [“Loading Paper in the Rear Paper Feed Slot” on page 38](#)

Several Sheets of Paper are Fed at a Time

The following causes can be considered.

■ **The paper is moist or damp.**

Solutions

Load new paper.

■ **Static electricity is causing sheets of paper to stick to each other.**

Solutions

Fan the paper before loading. If the paper still does not feed, load one sheet of paper at a time.

■ **Multiple sheets of paper feed at the same time during manual 2-sided printing.**

Solutions

Remove any paper that is loaded in the paper source before you reload the paper.

CD/DVD Tray is Ejected when You Try to Load It

■ The disc has not been placed properly.

Solutions

Place the disc again properly.

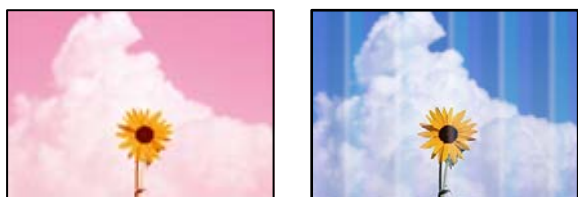
➔ [“Printing Photos onto a CD/DVD Label” on page 70](#)

➔ [“Copying on a CD/DVD Label” on page 83](#)

Printing, Copying, and Scanning Quality is Poor

Print Quality is Poor

Color Missing, Banding, or Unexpected Colors Appear in Printout



■ The print head nozzles may be clogged.

Solutions

Perform a nozzle check to see if the print head nozzles are clogged. 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, the print head nozzles may be clogged and ink drops may not be discharged.

➔ [“Checking and Cleaning the Print Head” on page 104](#)

Colored Banding Appears at Intervals of Approximately 2.5 cm



The following causes can be considered.

■ The paper type setting does not match the paper loaded.

Solutions

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

➔ [“List of Paper Types” on page 29](#)

■ The print quality is set to low.

Solutions

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

❑ Control panel

Select **High** as the **Quality** setting.

[“Menu Options for Paper and Print Settings” on page 50](#)

❑ Windows

Select **High** from **Quality** on the printer driver's **Main** tab.

❑ Mac OS

Select **Fine** as **Print Quality** from the print dialog's **Print Settings** menu.

■ The print head position is out of alignment.

Solutions

Select the **Maintenance** > **Print Head Alignment** > **Horizontal Alignment** menu on the control panel to align the print head.

Blurry Prints, Vertical Banding, or Misalignment



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The following causes can be considered.

■ The print head position is out of alignment.

Solutions

Select the **Maintenance** > **Print Head Alignment** > **Vertical Alignment** menu on the control panel to align the print head.

■ The bidirectional printing setting is enabled.

Solutions

If print quality does not improve even after aligning the print head, disable the bidirectional setting.

During bidirectional (or high speed) printing, the print head prints while moving in both directions, and vertical lines may be misaligned. Disabling this setting may slow down printing speed but improve print quality.

☐ Control panel

Disable **Bidirectional** in **Settings > Printer Settings**.

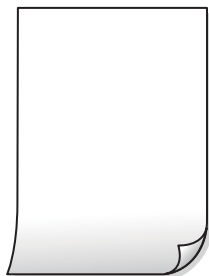
☐ Windows

Clear **Bidirectional Printing** on the printer driver's **More Options** tab.

☐ Mac OS

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.

Printout Comes Out as a Blank Sheet



■ The print head nozzles may be clogged.

Solutions

Perform the nozzle check, and then try Power Cleaning if the print head nozzles are clogged.

➔ [“Running Power Cleaning” on page 105](#)

■ The print settings and the paper size loaded in the printer are different.

Solutions

Change the print settings according to the paper size loaded in the paper cassette. Load paper in the paper cassette that matches the print settings.

■ Multiple sheets of paper are fed into the printer at the same time.

Solutions

See the following to prevent multiple sheets of paper being fed into the printer at the same time.

➔ [“Several Sheets of Paper are Fed at a Time” on page 148](#)

Paper Is Smeared or Scuffed



The following causes can be considered.

■ Paper is loaded incorrectly.

Solutions

When horizontal banding (perpendicular to the printing direction) 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.

- ➔ [“Loading Paper in the Paper Cassette 1” on page 30](#)
- ➔ [“Loading Paper in the Paper Cassette 2” on page 34](#)
- ➔ [“Loading Paper in the Rear Paper Feed Slot” on page 38](#)

■ The paper path is smeared.

Solutions

When vertical banding (horizontal to the printing direction) appears, or the paper is smeared, clean the paper path.

- ➔ [“Cleaning the Paper Path for Ink Smears” on page 107](#)

■ The paper is curled.

Solutions

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

■ The print head is rubbing the surface of the paper.

Solutions

When printing on thick paper, the print head is close to the printing surface and the paper may be scuffed. In this case, enable the reduce scuff setting. If you enable this setting, print quality may decline or printing may slow down.

☐ Control panel

Select **Settings** > **Printer Settings** from the home screen, and then enable **Thick Paper**.

☐ Windows

Click **Extended Settings** on the printer driver's **Maintenance** tab, and then select **Thick Paper and Envelopes**.

☐ Mac OS

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 **On** as the **Thick paper and envelopes** setting.

■ **The back of the paper was printed before the side that had already been printed was dry.**

Solutions

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

■ **When printing using automatic 2-sided printing, the print density is too high and the drying time is too short.**

Solutions

When using the automatic 2-sided printing feature and printing high density data such as images and graphs, set the print density to lower and the drying time to longer.

Printed Photos are Sticky



■ **The print was made on the wrong side of the photo paper.**

Solutions

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.

➔ [“Cleaning the Paper Path for Ink Smears” on page 107](#)

Images or Photos are Printed in Unexpected Colors



The following causes can be considered.

■ **The print head nozzles may be clogged.**

Solutions

Perform a nozzle check to see if the print head nozzles are clogged. 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, the print head nozzles may be clogged and ink drops may not be discharged.

➔ [“Checking and Cleaning the Print Head” on page 104](#)

■ Color correction has been applied.

Solutions

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

❑ Control Panel

Change the **Enhance** setting from **Auto** to **People**, **Night Scene**, or **Landscape**. If changing the setting does not work, turn off **PhotoEnhance** by selecting **Enhance Off**.

❑ Windows printer driver

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

➔ [“Menu Options for Editing Photos” on page 51](#)

➔ [“Adjusting the Print Color” on page 67](#)

Colors in the Printout Differ from Those on the Display



■ The color properties for the display device you are using have not been adjusted correctly.

Solutions

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. Next, perform the following.

❑ Windows

Access the printer driver window, select **Custom** as the **Color Correction** setting on the **More Options** tab, and then click **Advanced**. Select **EPSON Standard** as the **Color Mode** setting.

❑ Mac OS

Access the print dialog. Select **Color Options** from the pop-up menu, and then click the arrow next to **Advanced Settings**. Select **EPSON Standard** as the **Mode** setting.

■ The display device is reflecting external light.

Solutions

Avoid direct sunlight and confirm the image where an appropriate illuminance is assured.

■ The display device has a high resolution.

Solutions

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

■ The display device and the printer have a different process of producing colors.

Solutions

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. Adjust the color properties so that the colors are identical.

Cannot Print Without Margins



■ Borderless is not set in the print settings.

Solutions

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.

☐ Control panel

Select **Borderless** as **Border Setting**.

☐ Windows

Select **Borderless** on the printer driver's **Main** tab.

☐ Mac OS

Select a borderless paper size from **Paper Size**.

➔ [“Menu Options for Paper and Print Settings” on page 50](#)

➔ [“Paper for Borderless Printing” on page 195](#)

Edges of the Image are Cropped During Borderless Printing



■ **Because the image is slightly enlarged, the protruding area is cropped.**

Solutions

Select a smaller enlargement setting.

❑ Control panel

Change the **Expansion** setting.

❑ Windows

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

❑ Mac OS

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

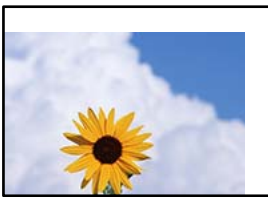
➔ [“Menu Options for Paper and Print Settings” on page 50](#)

■ **Aspect ratio of the image data and the paper size is different.**

Solutions

If the aspect ratio of the image data and the paper size is different, the long side of the image is cropped if it extends beyond the long side of the paper.

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



The following causes can be considered.

■ **The paper is loaded incorrectly.**

Solutions

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

➔ [“Loading Paper in the Paper Cassette 1” on page 30](#)

➔ [“Loading Paper in the Paper Cassette 2” on page 34](#)

➔ [“Loading Paper in the Rear Paper Feed Slot” on page 38](#)

■ **The size of the paper is set incorrectly.**

Solutions

Select the appropriate paper size setting.

■ **The USB cable is not connected correctly.**

Solutions

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

■ **There is a job waiting to be printed.**

Solutions

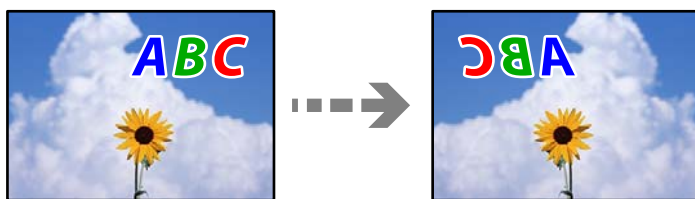
Cancel any paused print jobs.

■ **The computer has been manually put into the Hibernate mode or the Sleep mode while printing.**

Solutions

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.

The Printed Image Is Inverted



■ **The image is set to invert horizontally in the print settings.**

Solutions

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

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

Mosaic-Like Patterns in the Prints



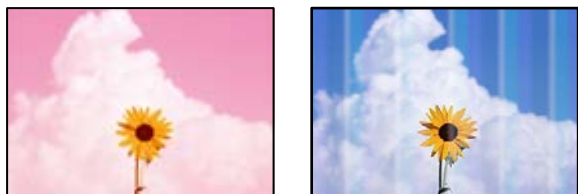
■ **Images or photos with a low resolution were printed.**

Solutions

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

Copy Quality is Poor

Color Missing, Banding, or Unexpected Colors Appear in Copies



■ The print head nozzles may be clogged.

Solutions

Perform a nozzle check to see if the print head nozzles are clogged. 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, the print head nozzles may be clogged and ink drops may not be discharged.

➔ [“Checking and Cleaning the Print Head” on page 104](#)

Colored Banding Appears at Intervals of Approximately 2.5 cm



The following causes can be considered.

■ The paper type setting does not match the paper loaded.

Solutions

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

➔ [“List of Paper Types” on page 29](#)

■ The print quality is set to low.

Solutions

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

Select **Advanced Settings** > **Quality** and then select **High** in each copy menu.

■ The print head position is out of alignment.

Solutions

Select the **Maintenance** > **Print Head Alignment** > **Horizontal Alignment** menu on the control panel to align the print head.

Blurry Copies, Vertical Banding, or Misalignment



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The following causes can be considered.

■ The print head position is out of alignment.

Solutions

Select the **Maintenance > Print Head Alignment > Vertical Alignment** menu on the control panel to align the print head.

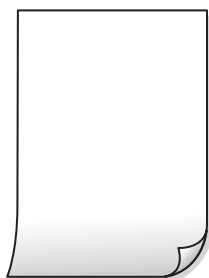
■ Bidirectional printing is enabled.

Solutions

If the print quality does not improve even after aligning the print head, select **Settings > Printer Settings** on the control panel and then disable **Bidirectional**.

During bidirectional (or high speed) printing, the print head prints while moving in both directions, and vertical lines may be misaligned. Disabling this setting may slow down printing speed.

Printout Comes Out as a Blank Sheet



■ The print head nozzles may be clogged.

Solutions

Perform the nozzle check, and then try Power Cleaning if the print head nozzles are clogged.

➔ [“Running Power Cleaning” on page 105](#)

■ The print settings and the paper size loaded in the printer are different.

Solutions

Change the print settings according to the paper size loaded in the paper cassette. Load paper in the paper cassette that matches the print settings.

■ Multiple sheets of paper are fed into the printer at the same time.

Solutions

See the following to prevent multiple sheets of paper being fed into the printer at the same time.

➔ [“Several Sheets of Paper are Fed at a Time” on page 148](#)

Paper Is Smeared or Scuffed



The following causes can be considered.

■ Paper is loaded incorrectly.

Solutions

When horizontal banding (perpendicular to the printing direction) 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.

➔ [“Loading Paper in the Paper Cassette 1” on page 30](#)

➔ [“Loading Paper in the Paper Cassette 2” on page 34](#)

➔ [“Loading Paper in the Rear Paper Feed Slot” on page 38](#)

■ The paper path is smeared.

Solutions

When vertical banding (horizontal to the printing direction) appears, or the paper is smeared, clean the paper path.

➔ [“Cleaning the Paper Path for Ink Smears” on page 107](#)

■ The paper is curled.

Solutions

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

■ The printhead is rubbing the surface of the paper.

Solutions

If the printouts are dirty when copying thick paper, enable **Thick Paper** in the **Settings > Printer Settings** menu on the control panel. If you enable this setting, copy quality may decline or may slow down.

Copied Photos are Sticky



■ **The copy was made on the wrong side of the photo paper.**

Solutions

Make sure you are copying on the printable side. If you have accidentally copied on the wrong side of the photo paper, you need to clean the paper path.

➔ [“Cleaning the Paper Path for Ink Smears” on page 107](#)

Cannot Copy Without Margins



■ **Borderless is not set in the print settings.**

Solutions

Select **Various Prints** > **Various copies** > **Copy/Restore Photos** > **Border Setting** > **Borderless** on the control panel. If you select a paper that does not support borderless printing, you cannot enable borderless settings. Select a paper type that supports borderless printing.

➔ [“Paper for Borderless Printing” on page 195](#)

Edges of the Image are Cropped During Borderless Copying



■ **Because the image is slightly enlarged, the protruding area is cropped.**

Solutions

Select a smaller enlargement setting.

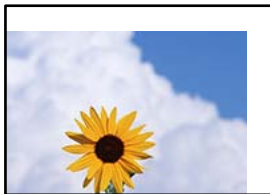
☐ Copying Photos

Select **Various Prints** > **Various copies** > **Copy/Restore Photos** > **Border Setting** > **Borderless** on the control panel and then change **Expansion** setting.

☐ Borderless Copying

Select **Various Prints** > **Various copies** > **Borderless Copy** > **Advanced Settings** > **Expansion** on the control panel, and then change the setting.

The Position, Size, or Margins of the Copies are Incorrect



The following causes can be considered.

■ The paper is loaded incorrectly.

Solutions

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

- ➔ [“Loading Paper in the Paper Cassette 1” on page 30](#)
- ➔ [“Loading Paper in the Paper Cassette 2” on page 34](#)
- ➔ [“Loading Paper in the Rear Paper Feed Slot” on page 38](#)

■ The originals are not placed correctly.

Solutions

- ☐ 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.
- ➔ [“Placing Originals” on page 44](#)

■ There is some dust or stains on the scanner glass.

Solutions

Clean the scanner glass and the document cover using a dry, soft, clean cloth. If there is dust or stains around the originals on the glass, the copy area may extend to include the dust or stains, resulting in the wrong copying position or small images.

- ➔ [“Cleaning the Scanner Glass” on page 108](#)

■ The size of the paper is set incorrectly.

Solutions

Select the appropriate paper size setting.

The Copying Position on a CD/DVD is Incorrect



The following causes can be considered.

■ The printing position needs to be adjusted.

Solutions

Select **Settings** > **Printer Settings** > **CD/DVD** menu on the control panel and adjust the printing position.

■ There is some dust or stains on the scanner glass.

Solutions

Clean the scanner glass and the document cover using a dry, soft, clean cloth. If there is dust or stains around the originals on the glass, the copy area may extend to include the dust or stains, resulting in the wrong copying position or small images.

➔ [“Cleaning the Scanner Glass” on page 108](#)

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



The following causes can be considered.

■ The paper path is dirty.

Solutions

Load and eject paper without printing to clean the paper path.

➔ [“Cleaning the Paper Path for Ink Smears” on page 107](#)

■ There is dust or dirt on the originals or the scanner glass.

Solutions

Remove any dust or dirt that adheres to the originals, and clean the scanner glass.

➔ [“Cleaning the Scanner Glass” on page 108](#)

■ **The original was pressed with too much force.**

Solutions

If you press with too much force, blurring, smudges, and spots may occur.

Do not press with too much force on the original or the document cover.

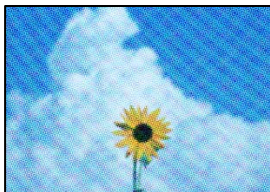
■ **The copy density setting is too high.**

Solutions

Lower the copy density setting.

➔ [“Menu Options for Copying” on page 85](#)

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



■ **If the original is a printed document such as a magazine or a catalog, a dotted moiré pattern appears.**

Solutions

Change the reduce and enlarge setting. If a moiré pattern still appears, place the original at a slightly different angle.

➔ [“Menu Options for Copying” on page 85](#)

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



The following causes can be considered.

■ **When scanning thin originals, images on the back may be scanned at the same time.**

Solutions

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

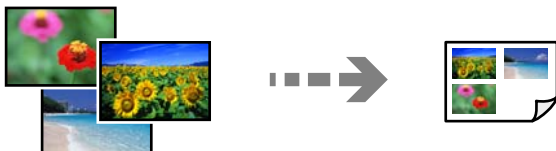
■ **The copy density setting is too high.**

Solutions

Lower the copy density setting.

➔ [“Menu Options for Copying” on page 85](#)

Multiple Originals are Copied onto a Single Sheet



■ **The gap between originals is too small.**

Solutions

When you place multiple originals on the scanner glass to copy them separately, but they are copied onto a single sheet, place the originals at least 5 mm apart. If the problem continues, place one original at a time.

Scanned Image Problems

Uneven Colors, Dirt, Spots, and so on Appear in the Scanned Image



■ **There is dust or dirt on the originals or the scanner glass.**

Solutions

Remove any dust or dirt that adheres to the originals, and clean the scanner glass.

➔ [“Cleaning the Scanner Glass” on page 108](#)

■ **The original was pressed with too much force.**

Solutions

If you press with too much force, blurring, smudges, and spots may occur.

Do not press with too much force on the original or the document cover.

Offset Appears in the Background of Scanned Images

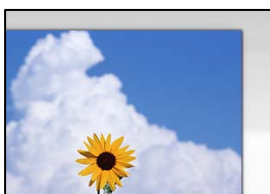


- **When scanning thin originals, images on the back may be scanned at the same time.**

Solutions

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

Cannot Scan the Correct Area



- **The originals are not placed correctly.**

Solutions

- ☐ 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.

➔ [“Placing Originals” on page 44](#)

- **There is dust or dirt on the scanner glass.**

Solutions

Remove any trash or dirt from the scanner glass and document cover. If there is any trash or dirt around the original, the scanning range expands to include it.

➔ [“Cleaning the Scanner Glass” on page 108](#)

- **When scanning multiple originals using Epson ScanSmart, there is not enough of a gap between the originals.**

Solutions

When placing multiple originals on the scanner glass, make sure there is a gap of at least 20 mm (0.8 in.) between the originals.

➔ [“Scanning Multiple Photos at the Same Time” on page 99](#)

Cannot Solve Problems in the Scanned Image

Check the following if you have tried all of the solutions and have not solved the problem.

■ There are problems with the scanning software settings.

Solutions

Use Epson Scan 2 Utility to initialize the settings for the scanner software.

Note:

Epson Scan 2 Utility is an application supplied with the scanner software.

1. Start the Epson Scan 2 Utility.
 - ❑ Windows 10
Click the start button, and then select **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
Select **Go > Applications > Epson Software > Epson Scan 2 Utility**.
2. Select the **Other** tab.
3. Click **Reset**.

If initialization does not solve the problem, uninstall and re-install the scanner software.

➔ [“Installing the Applications Separately” on page 115](#)

Cannot Select Paper Type or Paper Source in Printer Driver

A genuine Epson printer driver has not been installed.


If a genuine Epson printer driver (EPSON XXXXX) has not been installed, the available functions are limited. We recommend using a genuine Epson printer driver.

Related Information

- ➔ [“Checking if a genuine Epson printer driver is installed - Windows” on page 116](#)
- ➔ [“Checking if a genuine Epson printer driver is installed - Mac OS” on page 117](#)

A Message is Displayed on the LCD Screen

If an error message is displayed on the LCD screen, follow the on-screen instructions or the solutions below to solve the problem.

Error Messages	Solution
The combination of the IP address and the subnet mask is invalid. See your documentation for more details.	Enter the correct IP address or default gateway. Contact the person who setup the network for assistance.
Ink is low.	<p>You can continue printing until you are prompted to replace the ink cartridges. However, note that the printer cannot print if any one of the ink cartridges is expended. Prepare new cartridges as soon as possible.</p> <p>When black ink is running low and there is enough color ink remaining, see the following.</p> <p>“Continue Printing to Conserve Black Ink (for Windows Only)” on page 181</p>
Ink cartridge(s) are low. Print job may not print completely.	<p>Select Continue printing or Replace before printing.</p> <p>When you select Continue printing, the printer may stop printing indicating that it is time to replace the ink cartridge. In this case, follow the solutions below.</p> <ul style="list-style-type: none"> <input type="checkbox"/> When printing fails and paper is ejected Select No, cancel printing, and then replace the cartridge. If you select Yes, replace now, printing continues after you replace the cartridge and more paper is wasted. <input type="checkbox"/> When paper is not ejected Select Yes, replace now, and then replace the cartridge. Printing is resumed after you replace the cartridge, but the color may differ slightly. To avoid this, select No, cancel printing. <p>When the printer stops during copying indicating it is time to replace the cartridge, the original on the scanner glass may move when you open and close the scanner unit to replace the cartridge. Place the original by aligning it with the corner mark on the scanner glass, and then start copying.</p>
You need to replace the following ink cartridge(s).	<p>To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the cartridge when your printer indicates it is time to replace the cartridge. Replace the cartridge when you are prompted to do so.</p> <p>“Replacing Ink Cartridges” on page 178</p> <p>When color ink is expended and black ink still remains, see the following.</p> <p>“Temporarily Printing with Black Ink” on page 179</p>
Print Head Adjustment Canceled. There is a problem with the print head. Contact Epson Support.	<p>If print quality has not improved after repeating nozzle check and head cleaning 3 times, wait for at least 12 hours without printing, run the nozzle check once again, and then repeat head cleaning if necessary. We recommend turning off the printer by using the  button. If print quality has still not improved, run Power Cleaning.</p> <p>If print quality has not improved after running Power Cleaning, wait for at least 12 hours without printing, and then print the nozzle check pattern again. Run Cleaning or Power Cleaning again depending on the printed pattern. If quality still does not improve, contact Epson support.</p>

Error Messages	Solution
Access the following or see documentation for details. Select [Dismiss] after confirming it.	<p>If you cannot scan the QR code, connect with a smart device. See the following for more details.</p> <p>“Making Settings for Connecting to the Smart Device” on page 119</p>
Cannot recognize Ink Cartridge. Select "Next" to clear the error.	<ul style="list-style-type: none"> <input type="checkbox"/> Ink cartridge is not installed correctly. Press down each of the ink cartridges gently. Make sure they click into place. <input type="checkbox"/> Installed ink cartridge is cannot be used with this printer. Replace the ink cartridges with the ones compatible with this printer. <p>“Ink Cartridge Codes” on page 197</p>
Communication error. Check if the computer is connected.	<p>Connect the computer and the printer correctly. If you are connecting over a network, see the page that describes the network connection method from the computer.</p> <p>If the error message is displayed during scanning, make sure that Epson ScanSmart is installed on the computer.</p> <p>“Making Settings for Connecting to the Computer” on page 118</p>
To use cloud services, update the root certificate from the Epson Web Config utility.	<p>Run Web Config, and then update the root certificate.</p> <p>“Running Web Config on a Web Browser” on page 200</p>
Install the Epson Event Manager software on the computer to use this feature. See your documentation for more details.	<p>Install Epson ScanSmart on the computer.</p> <p>“Installing the Applications Separately” on page 115</p>
Check the following if a computer is not found. - Connection between the printer and the computer (USB or network) - Installation of the necessary software - Power supply to the computer - Firewall and security software settings - Search again See your documentation for more details.	<p>Make sure the computer is connected correctly.</p> <p>“Checking the Connection Status” on page 144</p> <p>Make sure that Epson ScanSmart is installed on the computer.</p> <p>“Installing the Applications Separately” on page 115</p>
Check that the printer driver is installed on the computer and that the port settings for the printer are correct.	<p>Click Print Queue on the printer driver's Maintenance tab. Make sure the printer port is selected correctly in Property > Port from the Printer menu as follows.</p> <p>Select “USBXXX” for a USB connection, or “EpsonNet Print Port” for a Check that the printer driver is installed on the network connection.</p>
Check that the printer driver is installed on the computer and that the USB port settings for the printer are correct.	
Paper Configuration is set to Off. Some features may not be available. For details, see your documentation.	<p>If the Paper Configuration is disabled, you cannot use AirPrint.</p>
Cannot use the inserted Memory Device. See your documentation for details.	<p>Use a memory device supported by the product.</p> <p>“Memory Device Specifications” on page 211</p>
The printer's borderless printing ink pad has reached the end of its service life. It is not a user-replaceable part. Please contact Epson support.	<p>Contact Epson or an authorised Epson service provider to replace the borderless printing ink pad*. It is not a user-serviceable part.</p> <p>Borderless printing is not available, but printing with a border is available.</p> <p>“Where to Get Help” on page 217</p>

Error Messages	Solution
The printer's borderless printing ink pad is nearing the end of its service life. It is not a user-replaceable part. Please contact Epson support.	Contact Epson or an authorised Epson service provider to replace the borderless printing ink pad*. It is not a user-serviceable part. Tap OK to resume printing. "Where to Get Help" on page 217
Printer Error Turn the power off and on again. If the problem persists, press "Proceed".	Do the following. 1. Open the scanner unit and remove any paper or protective material inside the printer. Clean the translucent film if it is smeared. "Removing Jammed Paper" on page 172 "Cleaning the Translucent Film" on page 109 2. Close the scanner unit and turn the power off and on again. If the error message is still displayed after turning the power off and on again, contact Epson support. "Where to Get Help" on page 217
An error occurred while saving. Check and if necessary, change the memory device.	The external storage device, such as a memory card, may be damaged. Check if the device is available. "Memory Device Specifications" on page 211
Cannot recognize the media. See your documentation for more details about the media	Use a memory device supported by the product. "Memory Device Specifications" on page 211
Paper remains inside because it is placed sideways. Place XX size of paper in the XX. Press "Complete" to remove the paper inside.	Load A4 size paper in the rear paper feed slot, and then tap Done . Load the removed paper again in the portrait direction aligning it with the arrow mark at the center of the rear paper feed slot.
Have you loaded the following paper in the XX?	Change the print settings or load paper that matches the print settings in the paper cassette, and then change the paper settings. If you do not want to display this message from the next time, select Settings > Guide Functions , and then set Paper Mismatch to Off .
Recovery Mode	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. (During recovery mode, you cannot update the firmware over a network connection.) 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 borderless printing ink pad. To prevent ink leakage from the pad, the product is designed to stop borderless 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 using the borderless print option. 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.

Paper Gets Jammed

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. The LCD screen displays an animation that shows you how to remove jammed paper.



Caution:

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.



Important:

Remove the jammed paper carefully. Removing the paper vigorously may cause damage to the printer.

Removing Jammed Paper



You can also watch the procedure in the Web Movie Manuals. Access the following website.

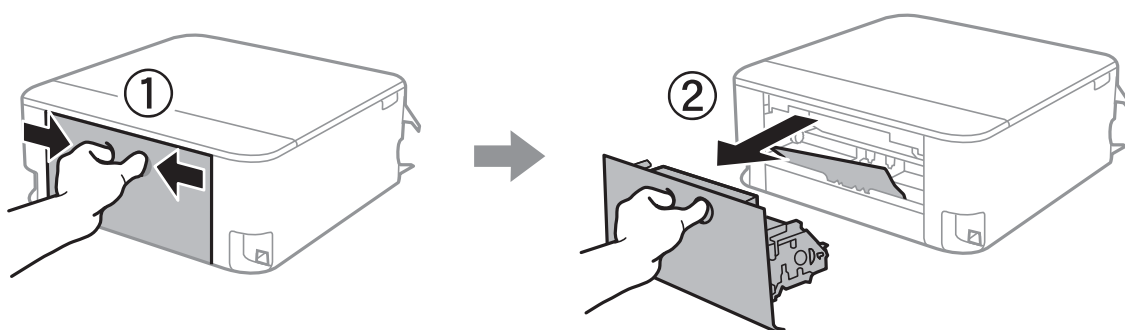
<https://support.epson.net/publist/vlink.php?code=VC00014>



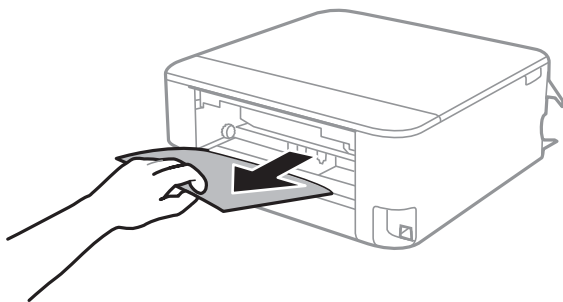
Caution:

- ☐ 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.

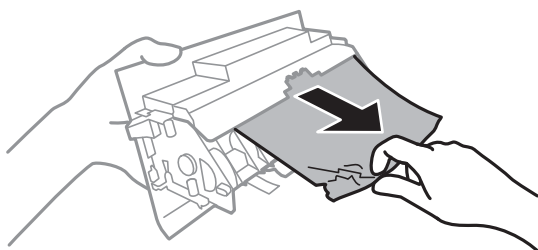
1. Remove the rear cover.



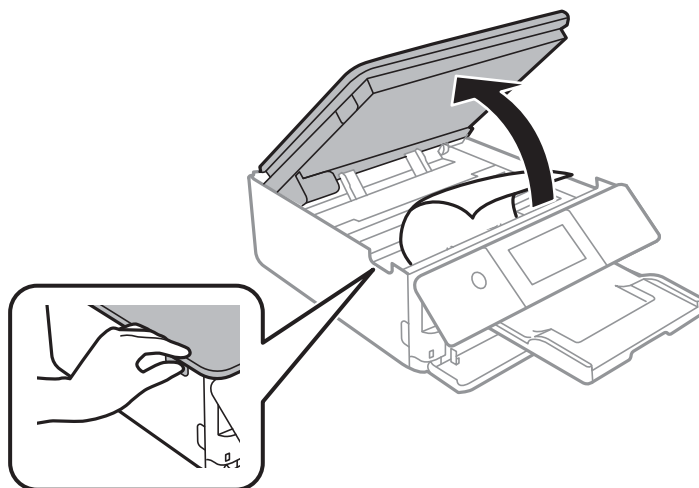
2. Remove the jammed paper.



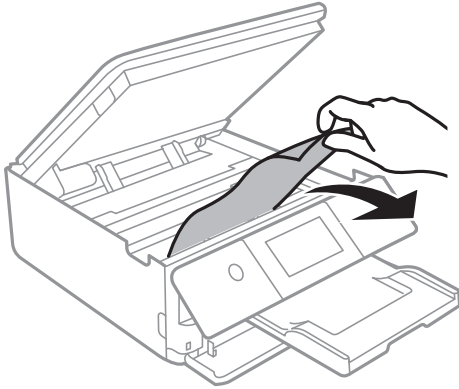
3. Remove jammed paper from the rear cover.



4. Insert the rear cover in the printer.
5. Open the scanner unit with the document cover closed.

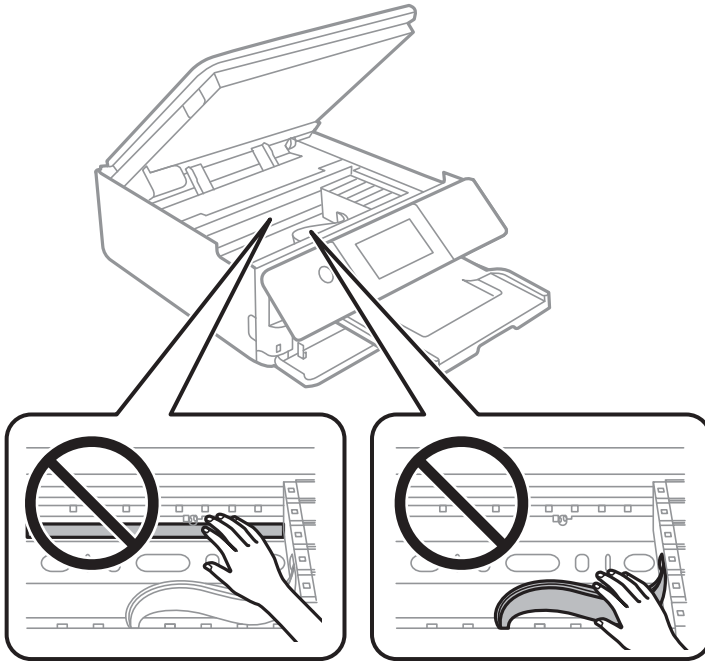


6. Remove the jammed paper.

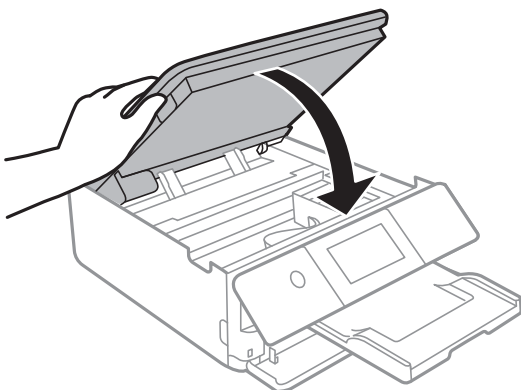


Important:

Do not touch the white flat cable and translucent film inside the printer. Doing so may cause a malfunction.



7. Close the scanner unit.



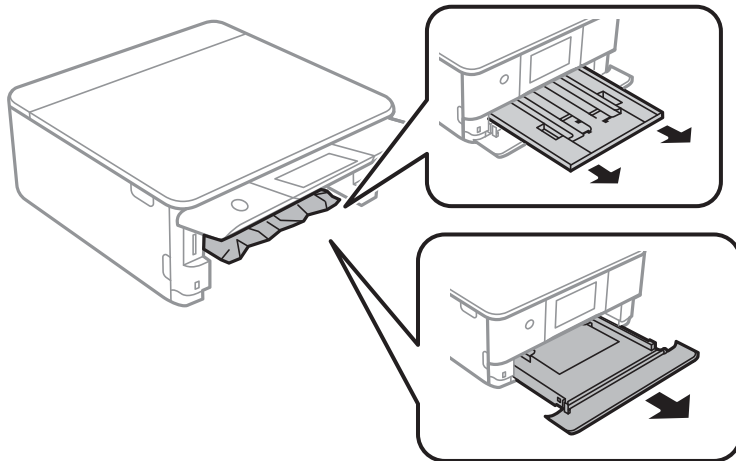
Note:

The scanner unit is designed to close slowly and resist a little as a precaution against catching fingers. Continue to close even if you feel some resistance.

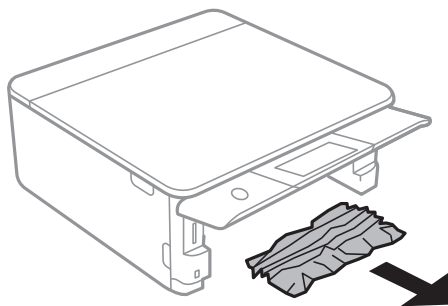
8. Close the output tray.

9. Pull out the paper cassette.

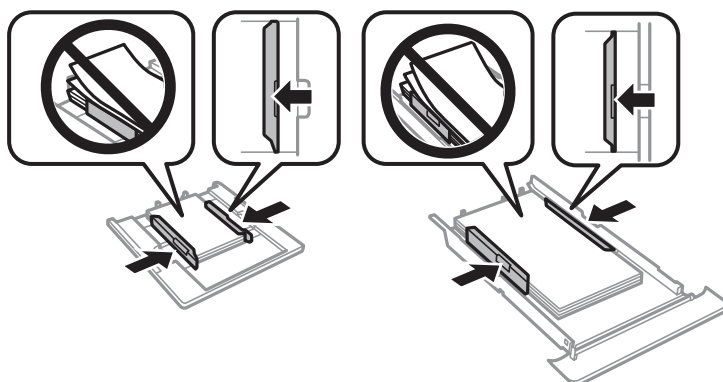
For paper cassette 2, lift it up slightly, and then pull it out.



10. Remove the jammed paper.



11. Align the edges of the paper and slide the edge guides to the edges of the paper.



12. Insert the paper cassette in the printer.

Business Card Size Paper Gets Jammed

Paper is loaded horizontally.

Solutions

When business card size paper is not ejected and remains inside the printer, load A4 size paper in the rear paper feed slot to remove it. Start copying without placing an original, and the paper is ejected with the A4 size paper. Load the business card size paper again in the portrait direction aligning it with the arrow mark on the center of the rear paper feed slot.

Preventing Paper Jams

Check the following if paper jams occur frequently.

- ☐ Place the printer on a flat surface and operate in the recommended environmental conditions.
[“Environmental Specifications” on page 214](#)
- ☐ Use the paper supported by this printer.
[“Available Paper and Capacities” on page 193](#)
- ☐ Follow paper handling precautions.
[“Paper Handling Precautions” on page 27](#)
- ☐ Load paper in the correct direction, and slide the edge guide against the edge of the paper.
[“Loading Paper in the Paper Cassette 1” on page 30](#)
[“Loading Paper in the Paper Cassette 2” on page 34](#)
[“Loading Paper in the Rear Paper Feed Slot” on page 38](#)
- ☐ Do not load more than the maximum number of sheets specified for paper.
- ☐ Load one sheet of paper at a time if you have loaded several sheets of paper.
- ☐ Make sure the paper size and paper type settings match the actual paper size and paper type loaded in the printer.
[“List of Paper Types” on page 29](#)
- ☐ Clean the roller inside the printer.
[“Improving Paper Feeding Problems” on page 102](#)

It is Time to Replace the Ink Cartridges

Ink Cartridge Handling Precautions

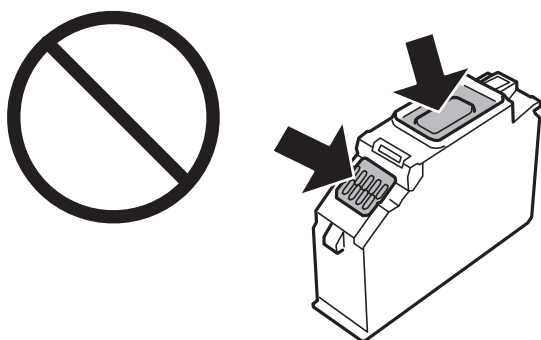
Storing precautions for ink

- ☐ Keep the ink cartridges out of direct sunlight.
- ☐ Do not store the ink cartridges in high or freezing temperatures.
- ☐ For best results, Epson recommends using up ink cartridges before the best before date printed on the package, or within six months of opening the package, whichever is earlier.
- ☐ For best results, store ink cartridge packages with their bottom down.

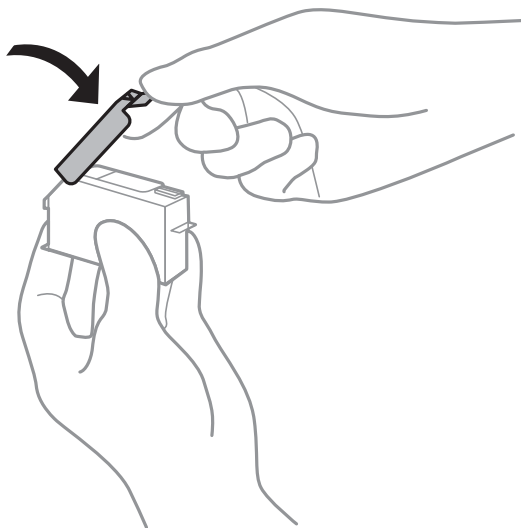
- ❑ After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- ❑ Do not open the ink cartridge package until you are ready to install it in the printer. The cartridge is vacuum packed to maintain its reliability. If you leave a cartridge unpacked for a long time before using it, normal printing may not be possible.

Handling precautions for replacing ink cartridges

- ❑ Do not shake cartridges after opening the package, as they may leak.
- ❑ Do not touch the sections shown in the illustration. Doing so may prevent normal operation and printing.



- ❑ Install all ink cartridges; otherwise you cannot print.
- ❑ Do not replace ink cartridges with the power off. Do not move the print head by hand; otherwise, you may damage the printer.
- ❑ After installing the ink cartridge, the power light continues to flash while the printer is charging ink. Do not turn off the printer during ink charging. If the ink charging is incomplete, you may not be able to print.
- ❑ Do not leave the printer with the ink cartridges removed or do not turn off the printer during cartridge replacement. Otherwise, ink remaining in the print head nozzles will dry out and you may not be able to print.
- ❑ Be careful not to let dust or any objects get inside the ink cartridge holder. Anything inside the holder may adversely affect the printing results or result in an inability to print. If anything gets inside the holder, remove it carefully.
- ❑ If you remove the cartridge from the printer for later use or to dispose of it, make sure you put the cap back on the cartridge's ink supply port to prevent ink from drying out or to prevent surrounding areas from getting smeared by ink. Place the cap securely until it clicks into place.



- ❑ If you remove an ink cartridge from the printer for later use, Epson recommends using it up as soon as possible.
- ❑ This printer uses ink cartridges equipped with a green chip that monitors information such as the amount of remaining ink for each cartridge. This means that even if the cartridge is removed from the printer before it is expended, you can still use the cartridge after reinserting it back into the printer. However, when reinserting a cartridge, some ink may be consumed to guarantee printer performance.
- ❑ For maximum ink efficiency, only remove an ink cartridge when you are ready to replace it. Ink cartridges with low ink status may not be used when reinserted.
- ❑ To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the cartridge when your printer indicates to replace the cartridge. The yields quoted for you do not include this reserve.
- ❑ Do not disassemble or remodel the ink cartridge, otherwise you may not be able to print normally.
- ❑ You cannot use the cartridges that came with the printer for the replacement.
- ❑ Replace ink cartridges one after another as soon as possible. If you replace two or more cartridges at a time or if replacement takes time, some ink may be consumed to guarantee printer performance. Do not leave the printer with the ink cartridges removed.

Consumption of Ink

- ❑ To maintain optimum print head performance, some ink is consumed from all cartridges during maintenance operations. Ink may also be consumed when you replace ink cartridges or turn the printer on.
- ❑ 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 cartridges 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 cartridges may print fewer pages compared to subsequent ink cartridges.
- ❑ 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.

Replacing Ink Cartridges

When a message is displayed prompting you to replace the ink cartridges, select **How To** and then view the animations displayed on the control panel to learn how to replace the ink cartridges.

If you need to replace the ink cartridges before they are expended, select **Maintenance > Ink Cartridge Replacement** on the home screen, and then follow the on-screen instructions. Select **Next** for details.



Caution:

Be careful not to trap your hand or fingers when opening or closing the scanner unit. Otherwise you may be injured.

See the following related information before replacing ink cartridges.

Related Information

- ➡ [“Ink Cartridge Codes” on page 197](#)
- ➡ [“Ink Cartridge Handling Precautions” on page 176](#)

Continue Printing Temporarily without Replacing Ink Cartridges

Temporarily Printing with Black Ink

When color ink is expended and black ink still remains, you can use the following settings to continue printing for a short time using only black ink.

- ☐ Type of paper: plain papers, Envelope
- ☐ Color: B&W or Grayscale
- ☐ Borderless: Not selected
- ☐ EPSON Status Monitor 3: Enabled (When printing from the printer driver on Windows.)

Because this feature is only available for approximately five days, replace the expended ink cartridge as soon as possible.

Note:

- ☐ *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**.*
- ☐ *The available period varies depending on the usage conditions.*

Temporarily Printing with Black Ink - Control Panel

1. When a message is displayed prompting you to replace the ink cartridges, select **Next**.
A message is displayed telling you that you can temporarily print with black ink.
2. Check the message, and then select **Dismiss**.
3. If you want to print in monochrome, select **No, remind me later**.
The ongoing job is canceled.
4. Now you can copy originals on plain paper in monochrome. Select the feature you want to use on the home screen.

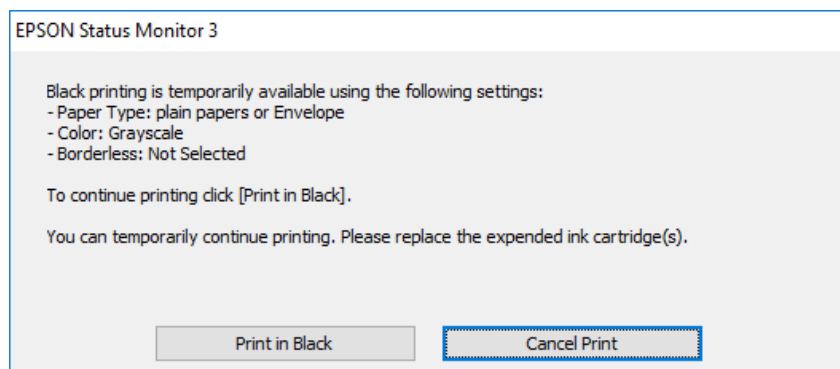
Note:

Borderless copying is not available.

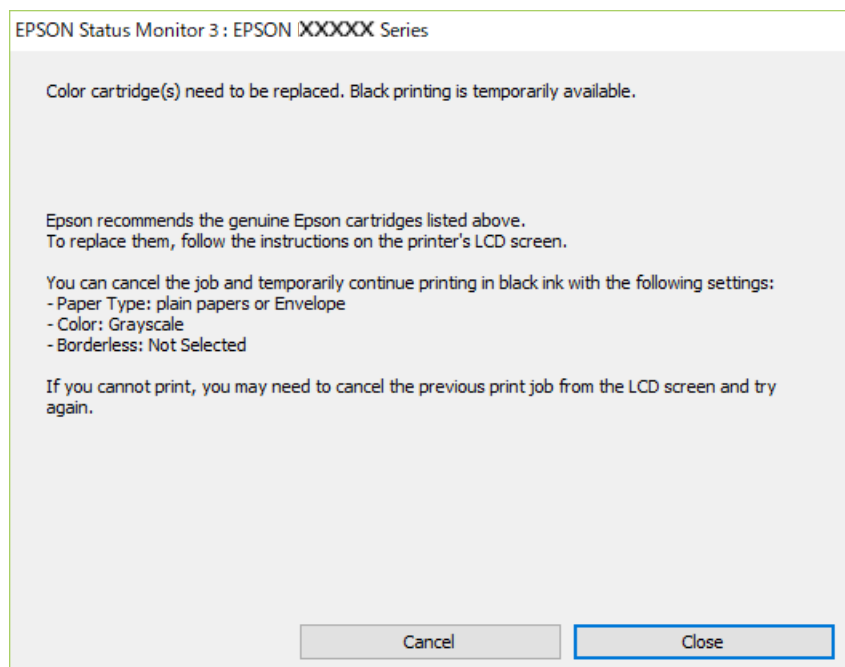
Continue Printing Temporarily with Only Black Ink (Windows)

Do one of the following.

- ❑ When the following window is displayed, select **Print in Black**.



- ❑ When the following window is displayed, cancel printing. And then, printing again.



Note:

If you cannot cancel printing from the computer, cancel using the printer's control panel.

Follow the steps below when printing again.

1. Access the printer driver window.
2. Clear **Borderless** on the **Main** tab.
3. Select a **Paper Type** that supports Print in Black.
4. Select **Grayscale**.
5. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
6. Click **Print**.

7. Click **Print in Black** in the window displayed.

Continue Printing Temporarily with Only Black Ink (Mac OS)

Note:

*To use this feature through a network, connect with **Bonjour**.*

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

2. Cancel the job.

Note:

If you cannot cancel printing from the computer, cancel using the printer's control panel.

3. 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**).
4. Select **On** as the **Permit temporary black printing** setting.
5. Access the print dialog.
6. Select **Print Settings** from the pop-up menu.
7. Select any paper size except for a borderless size as the **Paper Size** setting.
8. Select a paper type that supports **Permit temporary black printing** as the **Media Type** setting.
9. Select **Grayscale**.
10. Set the other items as necessary.
11. Click **Print**.

Continue Printing to Conserve Black Ink (for Windows Only)

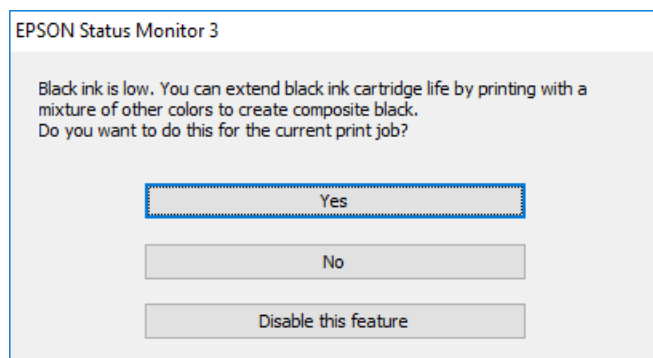
When black ink is running low and there is enough color ink remaining, you can use a mixture of color inks to create black. You can continue printing while preparing a replacement black ink cartridge.

This feature is only available when you select the following settings in the printer driver.

- ☐ Paper Type: **plain papers**
- ☐ Quality: **Standard**
- ☐ EPSON Status Monitor 3: Enabled

Note:

- ❑ 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**.
- ❑ Composite black looks slightly different from pure black. In addition, the print speed is reduced.
- ❑ To maintain the quality of the print head, black ink is also consumed.



Options	Description
Yes	Select to use a mixture of color inks to create black. This window is displayed the next time you print a similar job.
No	Select to continue using the remaining black ink. This window is displayed the next time you print a similar job.
Disable this feature	Select to continue using the remaining black ink. This window is not displayed until you replace the black ink cartridge and it runs low again.

It is Time to Replace the Maintenance Box

Maintenance Box Handling Precautions

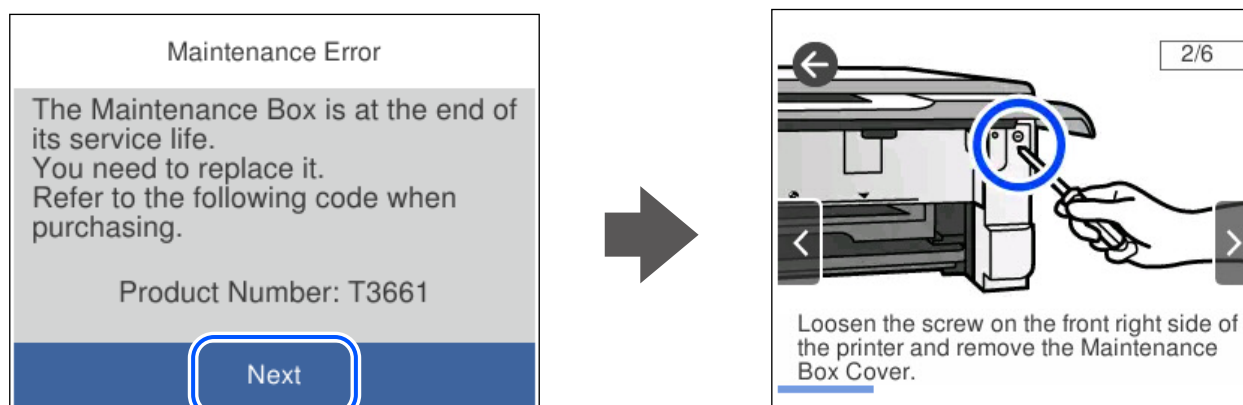
Read the following instructions before replacing the maintenance box.

- ❑ Do not touch the green chip on the side of the maintenance box. Doing so may prevent normal operation and printing.
- ❑ Do not replace the maintenance box during printing; otherwise, ink may leak.
- ❑ Do not remove the maintenance box and its cover except when replacing the maintenance box; otherwise ink may leak.
- ❑ Do not reuse a maintenance box which has been removed and left detached for a long period. Ink inside the box will have solidified and no more ink can be absorbed.
- ❑ Do not tilt the used maintenance box until after it is sealed in the plastic bag; otherwise ink may leak.
- ❑ Do not store the maintenance box in high or freezing temperatures.
- ❑ Keep the maintenance box out of direct sunlight.
- ❑ Do not drop the maintenance box or subject it to strong shocks.
- ❑ Do not touch the openings in the maintenance box as you may get smeared with ink.

Replacing a Maintenance Box

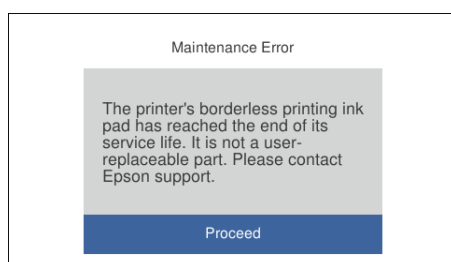
In some print cycles a very small amount of surplus ink may be collected in the maintenance box. To prevent ink leakage from the maintenance box, the printer is designed to stop printing when the absorbing capacity of the maintenance box has reached its limit. Whether and how often this is required will 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.

When a message is displayed prompting you to replace the maintenance box, refer to the animations displayed on the control panel. The need for replacement of the box does not mean that your printer has ceased to operate in accordance with its specifications. The Epson warranty does not cover the cost of this replacement. It is a user-serviceable part.



Note:

- ❑ When the maintenance box is full, you cannot print and clean the print head until it is replaced to avoid ink leakage. However, you can perform operations that do not use ink such as scanning.
- ❑ When the following screen is displayed, the part cannot be replaced by users. Contact Epson support.



Related Information

- ➡ [“Maintenance Box Code” on page 197](#)
- ➡ [“Maintenance Box Handling Precautions” on page 182](#)

Cannot Operate the Printer as Expected

The Printer Does Not Turn On or Off

Power Does Not Turn On

The following causes can be considered.

■ The power cord is not plugged in properly to the electrical outlet.

Solutions

Make sure the power cord is securely plugged in.

■ The button was not pressed for long enough.

Solutions

Hold down the  button for a little longer.

The Printer Does Not Turn On Automatically

■ Auto Power On is disabled.



Solutions

- ☐ Select **Settings** > **Basic Settings**, and then enable the **Auto Power On** Setting.
- ☐ When connecting using the USB cable, make sure you connect the USB cable securely to the printer and the computer.
- ☐ When connecting over a network, make sure that the printer is properly connected to a network on the printer's home screen.

Power Does Not Turn Off

■ The button was not pressed for long enough.

Solutions

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.

Power Turns Off Automatically

The Power Off Settings or Power Off Timer feature is enabled.

- ☐ Select **Settings > Basic Settings > Power Off Settings**, and then disable the **Power Off If Inactive** and **Power Off If Disconnected** settings.
- ☐ Select **Settings > Basic Settings**, and then disable the **Power Off Timer** Setting.

Note:

*Your product may have the **Power Off Settings** or **Power Off Timer** feature depending on the location of purchase.*

Operations are Slow

Printing Is Too Slow

The following causes can be considered.

■ Unnecessary applications are running.

Solutions

Close any unnecessary applications on your computer or smart device.

■ The print quality is set to high.

Solutions

Lower the quality setting.

■ Bidirectional printing is disabled.

Solutions

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.

- ☐ Control panel

Enable **Bidirectional** in **Settings > Printer Settings**.

- ☐ Windows

Select **Bidirectional Printing** on the printer driver's **More Options** tab.

- ☐ Mac OS


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 **On** as the **High Speed Printing** setting.

■ Quiet Mode is enabled.

Solutions

Disable **Quiet Mode**. The printing speed slows down when the printer is running in **Quiet Mode**.

☐ Control panel

Select  on the home screen, and then select **Off**.

☐ Windows

Select **Off** as the **Quiet Mode** setting on the printer driver's **Main** tab.

☐ Mac OS

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 **Quiet Mode** setting.

There may be network connection problems with the wireless router.

Solutions

Reboot the wireless router while taking into consideration other users connected to the network. If this does not solve the problem, place the printer closer to your wireless router or see the documentation provided with the access point.

The printer is printing high density data such as photos on plain paper.

Solutions

If you are printing high-density data such as photos on plain paper, printing may take some time to maintain print quality. This is not a malfunction.

Printing Slows Down Dramatically During Continuous Printing

The function that prevents the printer mechanism from overheating and being damaged is operating.

Solutions

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.

Scanning Speed Is Slow

Scanning at a high resolution.

Solutions

Try scanning at a lower resolution.

LCD Screen Gets Dark

The printer is in sleep mode.

Solutions

Tap anywhere on the LCD screen to return it to its former state.

"!" is Displayed on the Screen and you Cannot Select Photos

■ The image file is not supported.

Solutions

"!" is displayed on the LCD screen when the image file is not supported by the product. Use files supported by the product.

➔ [“Supported Data Specifications” on page 212](#)

■ The file name is too long to be recognized by the printer.

Solutions

You can print photos by saving the image files on the memory device to your computer or smart device. For smart devices, you can print using Epson Smart Panel.

Cannot Pinch in or Pinch out

■ Not enough pressure is being used when pressing on the screen.


Solutions

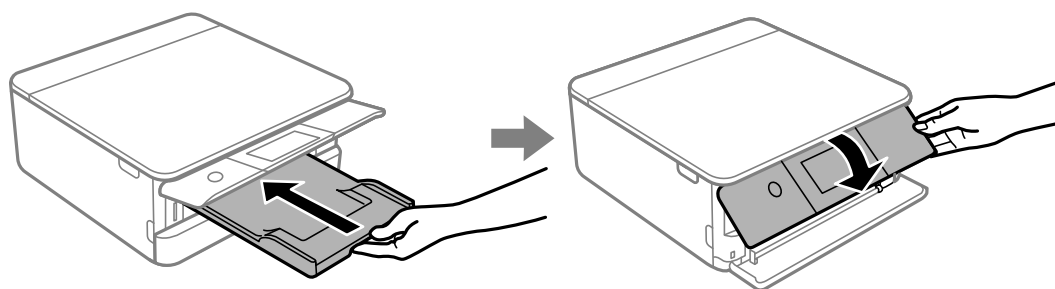
If you cannot pinch in or pinch out correctly, perform operations while pressing lightly on the screen.

Cannot Close the Control Panel

■ The output tray is not fully stored.

Solutions

Select  or push the output tray fully into the printer with your hand until it touches the back of the slot, and then close the control panel.



Cannot Close the Scanner Unit

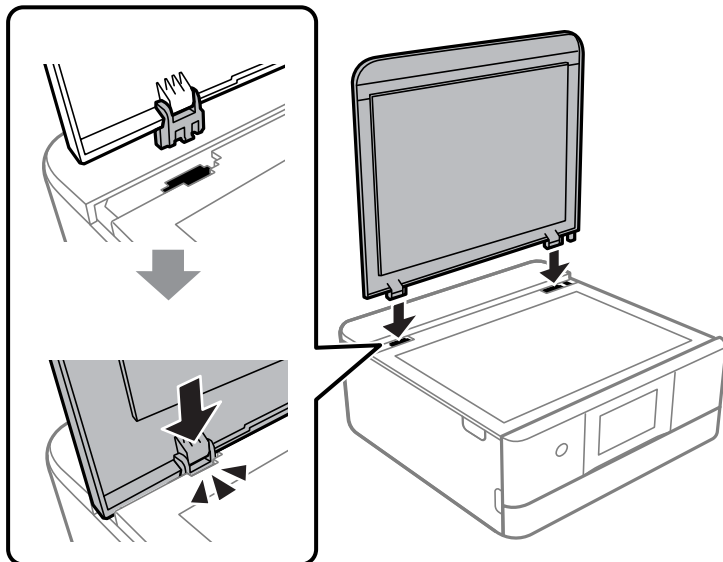
■ The scanner unit is designed to close slowly and resist a little as a precaution against catching fingers.

Solutions

Continue to close even if you feel some resistance.

The Document Cover Came Off

Open the feeder guard, and then insert the document cover vertically with the tabs straight.



Cannot Save Data to a Memory Device

The following causes can be considered.

■ A non-supported memory device is being used.

Solutions

Use a memory device supported by the product.

➔ [“Supported Memory Device Specifications” on page 211](#)

■ The memory device is write-protected.

Solutions

Disable write protection on the memory device.

■ There is not enough free space on the memory device.

Solutions

Delete unnecessary data or insert another memory device.


Operation Sounds Are Loud

■ Quiet Mode is disabled on the printer.

Solutions

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

☐ Control panel

Select  OFF on the home screen, and then select **On**.

☐ Windows

Select **On** as the **Quiet Mode** on the printer driver's **Main** tab.

☐ Mac OS

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 **On** as the **Quiet Mode** setting.

The Root Certificate Needs to be Updated

■ The root certificate has expired.

Solutions

Run Web Config, and then update the root certificate.

➔ [“Application for Configuring Printer Operations \(Web Config\)” on page 199](#)

Cannot Perform Manual 2-sided Printing (Windows)

■ EPSON Status Monitor 3 is disabled.

Solutions

On the printer driver's **Maintenance** tab, click **Extended Settings**, and then select **Enable EPSON Status Monitor 3**.

However, it may not be available when the printer is accessed over a network or is used as a shared printer.

The Print Settings Menu is Not Displayed (Mac OS)

■ The Epson Printer Driver has Not been Installed Correctly.

Solutions

If the **Print Settings** menu is not displayed on macOS Catalina (10.15) or later, macOS High Sierra (10.13), macOS Sierra (10.12), OS X El Capitan (10.11), OS X Yosemite (10.10), OS X Mavericks (10.9), the Epson printer driver has not been installed correctly. Enable it from the following menu.

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

macOS Mojave (10.14) cannot access **Print Settings** in applications made by Apple such as TextEdit.

Cannot Solve Problem

If you cannot solve the problem after trying all of the solutions, contact Epson support.

If you cannot solve printing or copying problems, see the following related information.

Related Information

➔ [“Cannot Solve Printing or Copying Problems” on page 190](#)

Cannot Solve Printing or Copying Problems

Try the following problems in order starting at the top until you solve the problem.

- ☐ Make sure you match the paper type loaded in the printer and the paper type set on the printer to the paper type settings in the printer driver.
[“Paper Size and Type Settings” on page 28](#)
- ☐ Use a higher quality setting on the control panel or the printer driver.
- ☐ Reinstall the ink cartridges already installed in the printer.
Reinstalling the ink cartridges may clear clogging in the print head nozzles and allow the ink to flow smoothly. However, because the ink is consumed when the ink cartridge is reinstalled, a message asking you to replace the ink cartridge may be displayed depending on the amount of ink remaining.
[“It is Time to Replace the Ink Cartridges” on page 176](#)
- ☐ Align the print head.
[“Aligning the Print Head” on page 106](#)
- ☐ Run a nozzle check to see if the print head nozzles are clogged.
If there are missing segments in the nozzle check pattern, the nozzles may be clogged. Repeat head cleaning and the nozzle check alternately 3 times and check if the clogging has cleared.
Note that print head cleaning uses some ink.
[“Checking and Cleaning the Print Head” on page 104](#)
- ☐ Turn off the printer, wait for at least 12 hours, and then check if the clogging has cleared.
If the problem is clogging, leaving the printer for a while without printing may solve the problem.
You can check the following items while the printer is off.
- ☐ Check that you are using genuine Epson ink cartridges.
Try to use genuine Epson ink cartridges. This product is designed to adjust colors based on the use of genuine Epson ink cartridges. The use of non-genuine ink cartridges may cause print quality to decline.
[“Ink Cartridge Codes” on page 197](#)
- ☐ Check if the translucent film is smeared.
If there are smears on the translucent film, carefully wipe off the smear.
[“Cleaning the Translucent Film” on page 109](#)
- ☐ Make sure that there are no paper fragments left inside the printer.
When you remove the paper, do not touch the translucent film with your hand or the paper.
- ☐ Check the paper.
Check if the paper is curled or loaded with the printable side facing up.
[“Paper Handling Precautions” on page 27](#)
[“Available Paper and Capacities” on page 193](#)
[“Unavailable Paper Types” on page 196](#)
- ☐ Make sure that you are not using an old ink cartridge.
For best results, Epson recommends using up ink cartridges before the best before date printed on the package, or within six months of opening the package, whichever is earlier.
- ☐ If you turn off the printer, wait for at least 12 hours, and if print quality has still not improved, run Power Cleaning.
[“Running Power Cleaning” on page 105](#)

If you cannot solve the problem by checking the solutions above, you may need to request repairs. Contact Epson support.

Related Information

- ➡ [“Before Contacting Epson” on page 218](#)
- ➡ [“Contacting Epson Support” on page 218](#)

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Paper Information

Available Paper and Capacities

Genuine Epson Paper

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

Note:

- ❑ The availability of paper varies by location. For the latest information on paper available in your area, contact Epson support.
- ❑ See the following for information on available paper types for borderless and 2-sided printing.
 - [“Paper for Borderless Printing” on page 195](#)
 - [“Paper for 2-Sided Printing” on page 196](#)

Paper suitable for printing documents

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Epson Business Paper	A4	-	100	1
Epson Bright White Ink Jet Paper	A4	-	80	1

Paper suitable for printing documents and photos

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Epson Photo Quality Ink Jet Paper	A4	-	80	1
Epson Double-sided Photo Quality Ink Jet Paper	A4	-	50	1
Epson Matte Paper-Heavyweight	A4	-	20	1
Epson Double-Sided Matte Paper	A4	-	1	1

Paper suitable for printing photos

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Epson Ultra Glossy Photo Paper	A4, Letter	-	20	1
	13x18 cm (5x7in.), 10x15 cm(4x6 in.)	20	20	1
Epson Premium Glossy Photo Paper	A4, Letter	-	20	1
	13x18 cm (5x7in.), 16:9 wide size(102x181 mm), 10x15 cm (4x6 in.)	20	20	1
Epson Premium Semigloss Photo Paper	A4, Letter	-	20	1
	13x18 cm (5x7in.), 10x15 cm(4x6 in.)	20	20	1
Epson Photo Paper Glossy	A4, Letter	-	20	1
	13x18 cm (5x7in.), 10x15 cm(4x6 in.)	20	20	1

Various other paper types

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Epson Photo Stickers*	A6	1	1	1
Epson Iron-On Cool Peel Transfer Paper*	A4	-	1	1

* Only printing from computer is available.

Commercially Available Paper

Note:

See the following for information on available paper types for borderless and 2-sided printing.

[“Paper for Borderless Printing” on page 195](#)

[“Paper for 2-Sided Printing” on page 196](#)

Plain papers

Media Name	Size	Loading Capacity (Sheets)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Copy paper Plain paper ^{*1}	A4, Letter, B5, 16K (195×270 mm), A5	–	100	1
	A6, B6	20	20	1
	Legal ^{*2} , 8.5×13 in.	–	1	1
	User Defined ^{*2} (mm) 89×127 to 215.9×1200	–	1 ^{*3}	–
	User Defined ^{*2} (mm) 54×86 to 215.9×1200	–	–	1

*1 Use the rear paper feed slot to load pre-punched paper.

*2 Only printing from computer is available.

*3 Use the rear paper feed slot to load paper longer than legal size.

Envelope

Media Name	Size	Loading Capacity (Envelopes)		
		Paper Cassette 1	Paper Cassette 2	Rear Paper Feed Slot
Envelope	Envelope #10, Envelope DL, Envelope C6	–	10	1

Paper for Borderless Printing

Genuine Epson Paper

Borderless printing is not available for 2-sided printing.

- ☐ Epson Bright White Ink Jet Paper
- ☐ Epson Photo Quality Ink Jet Paper
- ☐ Epson Double-sided Photo Quality Ink Jet Paper
- ☐ Epson Matte Paper-Heavyweight
- ☐ Epson Double-Sided Matte Paper
- ☐ Epson Ultra Glossy Photo Paper
- ☐ Epson Premium Glossy Photo Paper
- ☐ Epson Premium Semigloss Photo Paper
- ☐ Epson Photo Paper Glossy

Related Information

➔ [“Available Paper and Capacities” on page 193](#)

Paper for 2-Sided Printing

Genuine Epson Paper

The 2-sided printing feature is not available for the rear paper feed slot.

- ☐ Epson Business Paper
- ☐ Epson Bright White Ink Jet Paper
- ☐ Epson Double-sided Photo Quality Ink Jet Paper
- ☐ Epson Double-Sided Matte Paper

Related Information

➔ [“Available Paper and Capacities” on page 193](#)

Commercially Available Paper

The 2-sided printing feature is not available for the rear paper feed slot.

- ☐ Copy paper, Plain paper*

* For automatic 2-sided printing, you can use A4, Letter, B5, 16K, and User Defined (102 x 152 to 215.9 x 297 mm) paper sizes.

Related Information

➔ [“Available Paper and Capacities” on page 193](#)

Unavailable Paper Types

Do not use the following papers. Using these types of paper causes paper jams and smears on the printout.

- ☐ Papers that are wavy
- ☐ Papers that are torn or cut
- ☐ Papers that are folded
- ☐ Papers that are damp
- ☐ Papers that are too thick or too thin
- ☐ Papers that have stickers

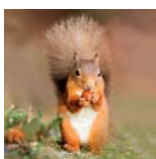
Do not use the following envelopes. Using these types of envelope causes paper jams and smears on the printout.

- ☐ Envelopes that are curled or folded
- ☐ Envelopes with adhesive surfaces on the flaps or window envelopes
- ☐ Envelopes that are too thin
They may curl during printing.

Consumable Products Information

Ink Cartridge Codes

The following are the codes for genuine Epson ink cartridges.

Icon	BK (Black)	C (Cyan)	M (Magenta)	Y (Yellow)	LC (Light Cyan)	LM (Light Magenta)
Squirrel 	378 378XL*	378 378XL*	378 378XL*	378 378XL*	378 378XL*	378 378XL*

* "XL" indicates a large cartridge.

For Australia and New Zealand

BK (Black)	C (Cyan)	M (Magenta)	Y (Yellow)	LC (Light Cyan)	LM (Light Magenta)
312 312XL* ¹	312 312XL*	312 312XL*	312 312XL*	312 312XL*	312 312XL*

* "XL" indicates a large cartridge.

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

Note:

- ☐ Ink cartridge codes may vary by location. For the correct codes in your area, contact Epson support.
- ☐ Not all cartridges are available in all regions.
- ☐ For users in Europe, visit the following website for information on Epson's ink cartridge yields.
<http://www.epson.eu/pageyield>
- ☐ Although the ink cartridges may contain recycled materials, this does not affect printer function or performance.
- ☐ Specifications and appearance of the ink cartridge are subject to change without prior notice for improvement.

Maintenance Box Code

The maintenance box can be purchased and replaced by the user. Epson recommends the use of a genuine Epson maintenance box.

The following is the code for the genuine Epson maintenance box.

T3661



Important:

Once a maintenance box has been installed in a printer it cannot be used with other printers.

Software Information

This section introduces some of the applications available for your printer. For a list of supported software, see the following Epson website or launch Epson Software Updater for confirmation. You can download the latest applications.

<http://www.epson.com>

Related Information

➔ [“Application for Updating Software and Firmware \(Epson Software Updater\)” on page 200](#)

Application for Printing from a Computer (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

Click on the start button, and then select **Windows System > 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 **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.

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.

Application for Printing from a Computer (Mac OS 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 Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies > Utility > Open Printer Utility**.

Application for Configuring Printer Operations (Web Config)

Web Config is an application that runs in a web browser, such as Internet Explorer and Safari, on a computer or smart device. You can confirm the printer status or change the network service and printer settings. To use the Web Config, connect the printer and the computer or device to the same network.

The following browsers are supported.

Microsoft Edge, Internet Explorer 8 or later, Firefox*, Chrome*, Safari*

* Use the latest version.

Note:

The initial value of the Web Config administrator password is the serial number of the printer. Check the label attached to the printer.

The label attachment position depends on the product; it may be on the back, the open side of the cover, or the bottom.

Running Web Config on a Web Browser

1. Check the printer's IP address.

Select the network icon on the printer's home screen, and then select the active connection method to confirm the printer's IP address.

Note:

You can also check the IP address by printing the network connection report.

2. Launch a Web browser from a computer or smart device, and then enter the printer's IP address.

Format:

IPv4: http://the printer's IP address/

IPv6: http://[the printer's IP address]/

Examples:

IPv4: http://192.168.100.201/

IPv6: http://[2001:db8::1000:1]/

Note:

Using the smart device, you can also run Web Config from the product information screen of the Epson Smart Panel.

Since the printer uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored.

Application for Updating Software and Firmware (Epson Software Updater)

Epson Software Updater is an application that installs new software, and updates firmware over the Internet. If you want to check for update information regularly, you can set the interval for checking for updates in Epson Software Updater's Auto Update Settings.

Starting on Windows

- ☐ Windows 10

Click the start button, and then select **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

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

Related Information

➡ [“Installing the Applications Separately” on page 115](#)

Settings Menu List



Select **Settings** on the home screen of the printer to make various settings.

Supply Status

Select the menus on the control panel as described below.

Settings > Supply Status

Displays the approximate level of the ink and service life of the maintenance box.

When  is displayed, ink is running low or the maintenance box is nearly full. When  mark is displayed, you need to replace the item as ink is expended or the maintenance box is full.

You can replace ink cartridges or print supply status information from this screen.

Related Information

➡ [“Replacing Ink Cartridges” on page 178](#)

Basic Settings

Select the menus on the control panel as described below.

Settings > Basic Settings

Sound:

Adjust the volume.

Screen Saver:

Select **Memory Card Data** to display photos as a slideshow when no operations are performed for about three minutes.

LCD Brightness:

Adjust the brightness of the LCD screen.

Auto Power On:

Select **On** to turn on the printer automatically when it receives a print or scan job over a USB-connection or a network connection. It increases power consumption slightly in standby status when compared to turning the printer off completely.

Use the **Power Off Timer** setting if you want the printer to automatically turn off when the print or scan job is finished and a set time period has passed with no operations performed. This is useful when printing from a remote location such as over the Internet.

Power Off Timer:

Your product may have this feature or the **Power Off Settings** feature depending on the location of purchase.

Select this setting to turn the printer off automatically when it is not used for a specified period of time. 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.

Power Off Settings:

Your product may have this feature or the **Power Off Timer** feature depending on the location of purchase.

☐ Power Off If Inactive

Select this setting to turn the printer off automatically if it is not used for a specified period of time. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

☐ Power Off If Disconnected

Select this setting to turn the printer off after 30 minutes when all ports including the USB port are disconnected. This feature may not be available depending on your region.

Sleep Timer:

Adjust the time period to enter a sleep mode (energy saving mode) when the printer has not performed any operations. The LCD screen turns black when the setting time passes.

Language:

Select the language used on the LCD screen.

Background Color:

Change the background color of the LCD screen.

Clear All Settings:

Resets the **Basic Settings** to their defaults.

Related Information

➔ [“Saving Power” on page 114](#)

Printer Settings

Select the menus on the control panel as described below.

Settings > Printer Settings

Paper Source Setting:

Paper Setup:

Select the paper size and paper type you loaded in the paper source. You can make **Favorite Paper Settings** in paper size and paper type.

Paper Configuration:

Select **On** to display the paper settings screen automatically by referring to **Settings > Printer Settings > Paper Source Setting > Paper Setup** when paper is loaded in the paper source. If you disable this feature, you cannot print from an iPhone, iPad or iPod touch using AirPrint.

CD/DVD:

Adjusts the printing position of a CD/DVD by moving up, down, left, or right to fit.

CD Inner/Outer:

Adjusts the printing position of the inner and outer diameters of a CD/DVD. Up to 120 mm for the outer diameter, and a minimum of 18 mm for the inner diameter can be specified. Depending on the setting, the CD/DVD or CD/DVD tray may get dirty. Set the range to fit the printable area of your CD/DVD. The print area set here is the initial value when printing photos from a memory card onto a CD/DVD.

Stickers:

Adjusts the printing position of a photo sticker by moving up, down, left, or right to fit.

Thick Paper:

Select **On** to prevent ink from smearing on your printouts, however, this may lower the print speed.

Quiet Mode:

Select **On** to reduce noise during printing, however, this may lower the print speed. Depending on the paper type and print quality settings you selected, there may be no difference in the printer's noise level.

Ink Drying Time:

Select the ink drying time you want to use when performing 2-sided printing. The printer prints the other side after printing one side. If your printout is smeared, increase the time setting.

Bidirectional:

Select **On** to change the print direction; Prints while the print head moves to the left and to the right. If vertical or horizontal ruled lines on your printout look blurred or misaligned, disabling this feature may solve the problem; however, doing so may reduce print speed.

Clear All Settings

Resets the **Printer Settings** to their defaults.

Network Settings

Select the menus on the control panel as described below.

Settings > Network Settings

Wi-Fi Setup:

Set up or change wireless network settings. Choose the connection method from following and then follow the instructions on the control panel.

Wi-Fi (Recommended):

- ☐ Wi-Fi Setup Wizard
- ☐ Push Button Setup (WPS)
- ☐ Others
 - ☐ PIN Code Setup (WPS)
 - ☐ Wi-Fi Auto Connect
 - ☐ Disable Wi-Fi

Wi-Fi Direct:

- ☐ Other Methods
 - ☐ iOS
 - ☐ Other OS Devices
- ☐ Menu
 - ☐ Change Network Name
 - ☐ Change Password
 - ☐ Disable Wi-Fi Direct
 - ☐ Restore Default Settings

Network Status:

Displays or prints the current network settings.

- ☐ Wi-Fi Status

Displays the network information (device name, connection, signal strength, and so on) for Wi-Fi connections.
- ☐ Wi-Fi Direct Status

Displays whether Wi-Fi Direct is enabled or disabled, and the SSID, password and so on for Wi-Fi Direct connections.
- ☐ Print Status Sheet

Prints a network status sheet. The information for Wi-Fi, Wi-Fi Direct, and so on is printed on two or more pages.

Connection Check:

Checks the current network connection and prints a report. If there are any problems with the connection, see the report to solve the problem.

Advanced:

Make the following detailed settings.

- ☐ Device Name
- ☐ TCP/IP
- ☐ Proxy Server

Related Information

- ➡ “Making Wi-Fi Settings by Entering the SSID and Password” on page 119
- ➡ “Making Wi-Fi Settings by Push Button Setup (WPS)” on page 120
- ➡ “Making Wi-Fi Settings by PIN Code Setup (WPS)” on page 121
- ➡ “Messages and Solutions on the Network Connection Report” on page 136

Web Service Settings

Select the menus on the control panel as described below.

Settings > Web Service Settings

Epson Connect Services:

Displays whether the printer is registered and connected to Epson Connect. You can register to the service by selecting **Register** and follow the instructions. When you have registered, you can change the following settings.

- ☐ Suspend/Resume
- ☐ Unregister

For details, see the following web site.

<https://www.epsonconnect.com/>

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

Related Information

- ➡ “Printing Using a Cloud Service” on page 76

File Sharing Setup

Select the menus on the control panel as described below.

Settings > File Sharing Setup

Select the connection method between the printer and a computer that will have write access to the memory device inserted in the printer. Read and write access is given to the computer with the priority connection. Only read access is given to other computers.

Camera Print Settings

Select the menus on the control panel as described below.

Settings > Camera Print Settings

Make settings when printing from a digital camera.

Related Information

- ➔ [“Menu Options for Paper and Print Settings” on page 50](#)
- ➔ [“Menu Options for Editing Photos” on page 51](#)

Guide Functions

Select the menus on the control panel as described below.

Settings > Guide Functions

Paper Mismatch:

Displays a warning if the paper settings (print settings) for the print job do not match the printer's paper settings made when you loaded the paper. This setting prevents misprinting.

Document Alert:

Displays a warning when an original has been left on the scanner glass when the document cover is not open even though copying and scanning using the control panel is complete. This function may not work correctly depending on the thickness of the original.

Auto Selection Mode:

When any of the following operations are performed, the menus appropriate to the operation are displayed.

- ☐ A memory card is inserted.
- ☐ An external USB device is inserted.
- ☐ An original is placed on the scanner glass.

All settings:

Enables or disables all guidance functions.

Clear All Settings:

Resets the **Guide Functions** settings to their defaults.

Customer Research

Select the menus on the control panel as described below.

Settings > Customer Research

Select **Approve** to provide product usage information such as the number of prints to Seiko Epson Corporation.

Firmware Update

Select the menus on the control panel as described below.

Settings > Firmware Update

Update:

Check if the latest version of the firmware has been uploaded to the network server. If an update is available, you can select whether or not to start updating.

Notification:

Select **On** to receive a notification if a firmware update is available.

Restore Default Settings

Select the menus on the control panel as described below.

Settings > Restore Default Settings

Network Settings

Resets the network settings to the default.

All Except Network Settings

Resets all settings except for network settings to their defaults.

All Settings

Resets all settings to the default.

Product Specifications

Printer Specifications

Print Head Nozzle Placement		Black ink nozzles: 180 Color ink nozzles: 180 for each color
Weight of Paper *	Plain Paper	64 to 90 g/m ²
	Envelopes	75 to 100 g/m ²

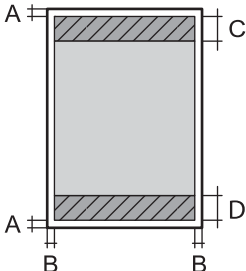
* Even when the paper thickness is within this range, the paper may not feed in the printer or the print quality may decline depending on the paper properties or quality.

Printable Area

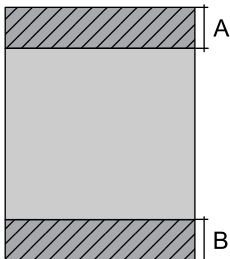
Printable Area for Single Sheets

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

Printing with borders

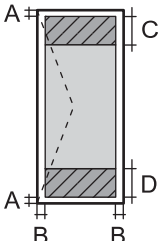
	A	3.0 mm (0.12 in.)
	B	3.0 mm (0.12 in.)
	C	41.0 mm (1.61 in.)
	D	37.0 mm (1.46 in.)

Borderless printing

	A	44.0 mm (1.73 in.)
	B	40.0 mm (1.57 in.)

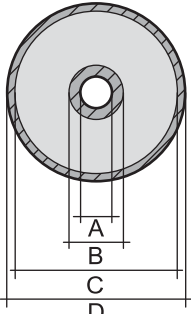
Printable Area for Envelopes

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

	A	3.0 mm (0.12 in.)
	B	3.0 mm (0.12 in.)
	C	18.0 mm (0.71 in.)
	D	41.0 mm (1.61 in.)

Printable Area for CD/DVD

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

	A	18 mm (0.71 in.)
	B	43 mm (1.69 in.)
	C	116 mm (4.57 in.)
	D	120 mm (4.72 in.)

Scanner Specifications

Scanner Type	Flatbed
Photoelectric Device	CIS
Maximum Document Size	216×297 mm (8.5×11.7 in.) A4, Letter
Resolution	1200 dpi (main scan) 4800 dpi (sub scan)
Color Depth	Color <input type="checkbox"/> 48 bits per pixel internal (16 bits per pixel per color internal) <input type="checkbox"/> 24 bits per pixel external (8 bits per pixel per color external) Grayscale <input type="checkbox"/> 16 bits per pixel internal <input type="checkbox"/> 8 bits per pixel external Black and white <input type="checkbox"/> 16 bits per pixel internal <input type="checkbox"/> 1 bits per pixel external
Light Source	LED

Interface Specifications

For Computer	Hi-Speed USB*
For External USB Devices and PictBridge	Hi-Speed USB

* USB 3.0 cables are not supported.

Network Specifications

Wi-Fi Specifications

Standards	IEEE802.11b/g/n* ¹
Frequency Range	2.4 GHz
Coordination Modes	Infrastructure, Wi-Fi Direct (Simple AP)* ^{2*3}
Wireless Securities* ⁴	WEP (64/128bit), WPA2-PSK (AES)* ⁵ , WPA3-SAE (AES)

*¹ IEEE802.11n is only available for the HT20.

- *2 Not supported for IEEE 802.11b.
- *3 Simple AP mode is compatible with a Wi-Fi connection (infrastructure).
- *4 Wi-Fi Direct supports WPA2-PSK (AES) only.
- *5 Complies with WPA2 standards with support for WPA/WPA2 Personal.

Network Functions and IPv4/IPv6

Functions			Supported	Remarks
Network Printing	EpsonNet Print (Windows)	IPv4	✓	-
	Standard TCP/IP (Windows)	IPv4, IPv6	✓	-
	WSD Printing (Windows)	IPv4, IPv6	✓	Windows Vista or later
	Bonjour Printing (Mac OS)	IPv4, IPv6	✓	-
	IPP Printing (Windows, Mac OS)	IPv4, IPv6	✓	-
	PictBridge Printing (Wi-Fi)	IPv4	✓	Digital camera
	Epson Connect (Email Print, Remote Print)	IPv4	✓	-
	AirPrint (iOS, Mac OS)	IPv4, IPv6	✓	iOS 5 or later, Mac OS X v10.7 or later*
Network Scanning	Epson Scan 2	IPv4, IPv6	✓	-
	Epson ScanSmart	IPv4	✓	Windows 7 or later, Mac OS X El Capitan or later *
	Event Manager	IPv4	✓	Windows XP, Vista, Mac OS X v10.6 to Yosemite*
	Epson Connect (Scan to Cloud)	IPv4	✓	-
	AirPrint (Scan)	IPv4, IPv6	✓	OS X Mavericks or later*
Fax	Send a fax	IPv4	-	-
	Receive a fax	IPv4	-	-
	AirPrint (Faxout)	IPv4, IPv6	-	-

* We recommend using the latest version of iOS or Mac OS.

Security Protocol

SSL/TLS	HTTPS Server/Client, IPPS
---------	---------------------------

SNMPv3

Supported Third Party Services

Services		Supported	Remarks
AirPrint	Print	✓	iOS 5 or later/Mac OS X v10.7.x or later*
	Scan	✓	OS X Mavericks or later*
	Fax	-	-

* We recommend using the latest version of iOS or Mac OS.

Memory Device Specifications

Supported Memory Card Specifications

Compatible Memory Cards	Maximum Capacities
miniSD*	2 GB
miniSDHC*	32 GB
microSD*	2 GB
microSDHC*	32 GB
microSDXC*	64 GB
SD	2 GB
SDHC	32 GB
SDXC	64 GB

* Attach an adapter to fit the memory card slot. Otherwise, the card may get stuck.

Supported Memory Device Specifications

Compatible Memory Devices	Maximum Capacities
CD-R Drive *1*2 DVD-R Drive *1*2 Blu-ray™ Drive *1*2	CD-ROM/CD-R: 700 MB DVD-ROM/DVD-R: 4.7 GB (CD-RW, DVD+R, DVD±RW, DVD-RAM, and Blu-ray Disc™ are not supported.)

Compatible Memory Devices	Maximum Capacities
HDD* ¹ USB Flash Drive	2 TB (formatted in FAT, FAT32, or exFAT)
Multi-card reader* ³	2 TB (formatted in FAT, FAT32, or exFAT)

*1 We do not recommend using memory devices that are powered by USB. Use only memory devices with independent AC power supplies.

*2 Read only.

*3 Only insert one memory card into the multi-card reader. Multi-card readers with more than two memory cards inserted are not supported.

You cannot use the following devices:

- ☐ A device that requires a dedicated driver
- ☐ A device with security settings (password, encryption, and so on)
- ☐ A device with a built-in USB hub

Epson cannot guarantee operations for all externally connected devices.

Supported Data Specifications

File Format	JPEGs (*.JPG) with the Exif Version 2.31 standard taken by digital cameras DCF* ¹ Version 1.0 or 2.0* ² compliant
Image Size	Horizontal: 80 to 10200pixels Vertical: 80 to 10200pixels
File Size	Less than 2 GB
Maximum Number of Files	9990

*1 Design rule for Camera File system.

*2 Photo data stored in the built-in memory of a digital camera is not supported.

Note:

"!" is displayed on the LCD screen when the printer cannot recognize the image file. In this situation, if you select a multiple image layout, blank sections will be printed.

Dimensions

Dimensions	<p>Storage</p> <ul style="list-style-type: none"> ❑ Width: 349 mm (13.7 in.) ❑ Depth: 340 mm (13.4 in.) ❑ Height: 143 mm (5.6 in.) <p>Printing</p> <ul style="list-style-type: none"> ❑ Width: 349 mm (13.7 in.) ❑ Depth: 527 mm (20.7 in.) ❑ Height: 184 mm (7.2 in.)
Weight*	Approx. 6.7 kg (14.8 lb)

* : Without the ink cartridges, power cord, and the CD/DVD tray.

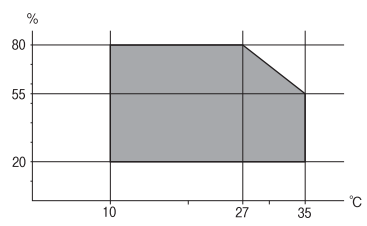
Electrical Specifications

Power Supply Rating	AC 100-240 V
Rated Frequency Range	50-60 Hz
Rated Current	0.6-0.3 A
Power Consumption (with USB Connection)	<p>Standalone copying: Approx. 20.0 W (ISO/IEC24712)</p> <p>Ready mode: Approx. 7.2 W</p> <p>Sleep mode: Approx. 0.7 W</p> <p>Power off: Approx. 0.2 W</p>

Note:

- ❑ Check the label on the printer for its voltage.
- ❑ For European users, see the following Website for details on power consumption.
<http://www.epson.eu/energy-consumption>

Environmental Specifications

Operation	<p>Use the printer within the range shown in the following graph.</p>  <p>Temperature: 10 to 35°C (50 to 95°F) Humidity: 20 to 80% RH (without condensation)</p>
Storage	<p>Temperature: -20 to 40°C (-4 to 104°F)* Humidity: 5 to 85% RH (without condensation)</p>

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

Environmental Specifications for Ink Cartridges

Storage Temperature	-30 to 40 °C (-22 to 104 °F)*
Freezing Temperature	<p>-16 °C (3.2 °F) Ink thaws and is usable after approximately 3 hours at 25 °C (77 °F).</p>

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

System Requirements

☐ Windows

Windows Vista, Windows 7, Windows 8/8.1, Windows 10 or later (32-bit, 64-bit)

Windows XP SP3 (32-bit)

Windows XP Professional x64 Edition SP2

☐ Mac OS

Mac OS X 10.9.5 or later, macOS 11 or later

Note:

☐ Mac OS may not support some applications and features.

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

Regulatory Information

Standards and Approvals

Standards and Approvals for U.S. Model

Safety	UL60950-1 CAN/CSA-C22.2 No.60950-1
EMC	FCC Part 15 Subpart B Class B CAN ICES-3 (B)/NMB-3 (B)

This equipment contains the following wireless module.

Manufacturer: Seiko Epson Corporation

Type: J26H006

This product conforms to Part 15 of the FCC Rules and RSS-210 of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated so that the radiator is kept at least 7.9 inches (20 cm) or more away from a person's body (excluding extremities: hands, wrists, feet and ankles).

Standards and Approvals for European Model

For European users

Hereby, Seiko Epson Corporation declares that the following radio equipment model is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following website.

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

C561F

For use only in Ireland, UK, Austria, Germany, Liechtenstein, Switzerland, France, Belgium, Luxemburg, Netherlands, Italy, Portugal, Spain, Denmark, Finland, Norway, Sweden, Iceland, Croatia, Cyprus, Greece, Slovenia, Malta, Bulgaria, Czech, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, and Slovakia.

Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the products.

Frequency	Maximum Radio-Frequency Power Transmitted
2400-2483.5 MHz	20 dBm (EIRP)



Standards and Approvals for Australian Model

EMC	AS/NZS CISPR32 Class B
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Epson hereby declares that the following equipment Models are in compliance with the essential requirements and other relevant provisions of AS/NZS4268:

C561F

Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the products.

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:

- ☐ 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.



Where to Get Help

Technical Support Web Site.	218
Contacting Epson Support.	218

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/>

<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.

The following Epson support list is based on the country of sale. Some products may not be sold in your current location, so be sure to contact Epson support for the area in which you purchased your product.

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 a 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

Note:

Depending on the product, network settings may be stored in the product's memory. Due to breakdown or repair of a product, settings may be lost. Epson shall not be responsible for the loss of any data, for backing up or recovering settings even during a warranty period. We recommend that you make your own backup data or take notes.

Help for Users in Europe

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

Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.com.tw>

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

Epson HelpDesk

Phone: +886-2-80242008

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

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

Repair service center:

<http://www.tekcare.com.tw/branchMap.page>

TekCare corporation is an authorized service center for Epson Taiwan Technology & Trading Ltd.

Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product manuals, we provide the following sources for obtaining information:

Internet URL

<http://www.epson.com.au>

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Phone: 1300-361-054

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product manuals, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product

Epson recommends retaining product packaging for future transportation.

Help for Users in New Zealand

Epson New Zealand wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

Internet URL

<http://www.epson.co.nz>

Access the Epson New Zealand World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Phone: 0800 237 766

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product documentation, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product

Epson recommends retaining product packaging for future transportation.

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web

<http://www.epson.com.sg>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk

Toll Free: 800-120-5564

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

- ☐ Sales enquiries and product information
- ☐ Product usage questions or problem troubleshooting
- ☐ Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.th>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

Epson Call Centre

Phone: 66-2685-9899

Email: support@eth.epson.co.th

Our Call Centre team can help you with the following over the phone:

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

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Service Center

65 Truong Dinh Street, District 1, Ho Chi Minh City, Vietnam.

Phone(Ho Chi Minh City): 84-8-3823-9239, 84-8-3825-6234

29 Tue Tinh, Quan Hai Ba Trung, Hanoi City, Vietnam

Phone(Hanoi City): 84-4-3978-4785, 84-4-3978-4775

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.id>

- ☐ Information on product specifications, drivers for download
- ☐ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

Phone: +62-1500-766

Fax: +62-21-808-66-799

Our Hotline team can help you with the following over the phone or fax:

- ☐ Sales enquiries and product information
- ☐ Technical support

Epson Service Center

Province	Company Name	Address	Phone E-mail
JAKARTA	Epson Sales and Service Jakarta (SUDIRMAN)	Wisma Keiai Lt. 1 Jl. Jenderal Sudirman Kav. 3 Jakarta Pusat - DKI JAKARTA 10220	021-5724335 ess@epson-indonesia.co.id ess.support@epson-indonesia.co.id
SERPONG	Epson Sales and Service Serpong	Ruko Melati Mas Square Blok A2 No.17 Serpong-Banten	082120090084 / 082120090085 esstag@epson-indonesia.co.id esstag.support@epson-indonesia.co.id
SEMARANG	Epson Sales and Service Semarang	Komplek Ruko Metro Plaza Block C20 Jl. MT Haryono No. 970 Semarang -JAWA TENGAH	024 8313807 / 024 8417935 esssmg@epson-indonesia.co.id esssmg.support@epson-indonesia.co.id
JAKARTA	Epson Sales and Service Jakarta (MANGGA DUA)	Ruko Mall Mangga Dua No. 48 Jl. Arteri Mangga Dua, Jakarta Utara - DKI JAKARTA	021 623 01104 jkt-technical1@epson-indonesia.co.id jkt-admin@epson-indonesia.co.id
BANDUNG	Epson Sales and Service Bandung	Jl. Cihampelas No. 48 A Bandung Jawa Barat 40116	022 420 7033 bdg-technical@epson-indonesia.co.id bdg-admin@epson-indonesia.co.id
MAKASSAR	Epson Sales and Service Makassar	Jl. Cendrawasih NO. 3A, kunjung mae, mariso, MAKASSAR - SULSEL 90125	0411- 8911071 mksr-technical@epson-indonesia.co.id mksr-admin@epson-indonesia.co.id
MEDAN	Epson Service Center Medan	Jl. Bambu 2 Komplek Graha Niaga Nomor A-4, Medan - SUMUT	061- 42066090 / 42066091 mdn-technical@epson-indonesia.co.id mdn-adm@epson-indonesia.co.id
PALEMBANG	Epson Service Center Palembang	Jl. H.M Rasyid Nawawi No. 249 Kelurahan 9 Ilir Palembang Sumatera Selatan	0711 311 330 escplg.support@epson-indonesia.co.id
PEKANBARU	Epson Service Center Pekanbaru	Jl. Tuanku Tambusai No. 459 A Kel. Tangkerang barat Kec Marpoyan damai Pekanbaru - Riau 28282	0761- 8524695 pkb-technical@epson-indonesia.co.id pkb-admin@epson-indonesia.co.id
PONTIANAK	Epson Service Center Pontianak	Komp. A yani Sentra Bisnis G33, Jl. Ahmad Yani - Pontianak Kalimantan Barat	0561- 735507 / 767049 pontianak-technical@epson-indonesia.co.id pontianak-admin@epson-indonesia.co.id
SAMARINDA	Epson Service Center Samarinda	Jl. KH. Wahid Hasyim (M. Yamin) Kelurahan Sempaja Selatan Kecamatan Samarinda UTARA - SAMARINDA - KALTIM	0541 7272 904 escsmd@epson-indonesia.co.id escsmd.support@epson-indonesia.co.id

Province	Company Name	Address	Phone E-mail
SURABAYA	Epson Sales & Service Surabaya (barat)	Jl. Haji Abdul Wahab Saimin, Ruko Villa Bukit Mas RM-11, Kec. Dukuh Pakis, Surabaya - 60225	031- 5120994 sby-technical@epson-indonesia.co.id sby-admin@epson-indonesia.co.id
YOGYAKARTA	Epson Service Center Yogyakarta	YAP Square, Block A No. 6 Jl. C Simanjutak Yogyakarta - DIY	0274 581 065 ygy-technical@epson-indonesia.co.id ygy-admin@epson-indonesia.co.id
JEMBER	Epson Service Center Jember	Jl. Panglima Besar Sudirman Ruko no.1D Jember-Jawa Timur (Depan Balai Penelitian & Pengolahan Kakao)	0331- 488373 / 486468 jmr-admin@epson-indonesia.co.id jmr-technical@epson-indonesia.co.id
MANADO	EPSON SALES AND SERVICE Manado	Jl. Piere Tendean Blok D No 4 Kawasan Mega Mas Boulevard - Manado 95111	0431- 8805896 MND-ADMIN@EPSON-INDONESIA.CO.ID MND-TECHNICAL@EPSON-INDONESIA.CO.ID
CIREBON	EPSON SERVICE CENTER Cirebon	Jl. Tuparev No. 04 (Depan Hotel Apita) Cirebon, JAWA BARAT	0231– 8800846 cbn-technical@epson-indonesia.co.id
CIKARANG	EPSON SALES AND SERVICE CIKARANG	Ruko Metro Boulevard B1 Jababeka cikarang - Jawa Barat,	021- 89844301 / 29082424 ckg-admin@epson-indonesia.co.id ckg-technical@epson-indonesia.co.id
MADIUN	EPSON SERVICE CENTER MADIUN	Jl. Diponegoro No.56, MADIUN - JAWA TIMUR	0351- 4770248 mun-admin@epson-indonesia.co.id mun-technical@epson-indonesia.co.id
PURWOKERTO	EPSON SALES AND SERVICE Purwokerto	Jl. Jendral Sudirman No. 4 Kranji Purwokerto - JAWA TENGAH	0281- 6512213 pwt-admin@epson-indonesia.co.id pwt-technical@epson-indonesia.co.id
BOGOR	EPSON SALES AND SERVICE Bogor	Jl.Pajajaran No 15B Kel Bantarjati Kec Bogor Utara - JAWA BARAT 16153	0251- 8310026 bgr-admin@epson-indonesia.co.id bgr-technical@epson-indonesia.co.id
SERANG	EPSON SERVICE CENTER Serang	Jl. Ahmad Yani No.45C, SERANG - BANTEN	0254- 7912503 srg-admin@epson-indonesia.co.id srg-technical@epson-indonesia.co.id
PALU	EPSON SALES AND SERVICE Palu	Jl. Juanda No. 58, Palu - Sulteng	0451- 4012 881 plw-admin@epson-indonesia.co.id plw-technical@epson-indonesia.co.id

Province	Company Name	Address	Phone E-mail
BANJARMASIN	EPSON SERVICE CENTER BANJARMASIN	Jl. Gatot Soebroto NO. 153 BANJARMASIN - KALSEL 70235	0511- 6744135 (TEKNISI) / 3266321(ADMIN) bdj-admin@epson-indonesia.co.id bdj-technical@epson-indonesia.co.id
DENPASAR	EPSON SALES AND SERVICE Denpasar	JL. MAHENDRADATA NO. 18, DENPASAR - BALI	0361- 3446699 / 9348428 dps-admin@epson-indonesia.co.id dps-technical@epson-indonesia.co.id
JAKARTA	EPSON SALES AND SERVICE CILANDAK	CIBIS Business Park Tower 9 LT. MEZZANINE, Jalan TB Simatupang No.2, Jakarta Selatan - DKI JAKARTA 12560	021- 80866777 esscibis.support1@epson-indonesia.co.id esscibis.support2@epson-indonesia.co.id esscibis.admin@epson-indonesia.co.id esscibis.sales@epson-indonesia.co.id
SURABAYA	EPSON SALES AND SERVICE SURABAYA (GUBENG)	JL. RAYA GUBENG NO. 62, SURABAYA - JAWA TIMUR	031- 99444940 / 99446299 / 99446377 esssby@epson-indonesia.co.id esssby.support@epson-indonesia.co.id
AMBON	EPSON SERVICE CENTER AMBON	Jl. Diponegoro No.37 (Samping Bank Mandiri Syariah) Kel.Ahusen, Kec.Sirima - Ambon 97127	-

For other cities not listed here, call the Hot Line: 08071137766.

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

<http://www.epson.com.hk>

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- ☐ Product information
- ☐ Answers to Frequently Asked Questions (FAQs)
- ☐ Latest versions of Epson product drivers

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: 852-2827-8911

Fax: 852-2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.com.my>

- ☐ Information on product specifications, drivers for download
- ☐ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Call Centre

Phone: 1800-81-7349 (Toll Free)

Email: websupport@emsb.epson.com.my

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

Head Office

Phone: 603-56288288

Fax: 603-5628 8388/603-5621 2088

Help for Users in India

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.in>

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

Helpline

- ☐ Service, product information, and ordering consumables (BSNL Lines)
 - Toll-free number: 18004250011
 - Accessible 9am to 6pm, Monday through Saturday (Except public holidays)
- ☐ Service (CDMA & Mobile Users)
 - Toll-free number: 186030001600
 - Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone, fax numbers and e-mail address below:

World Wide Web

<http://www.epson.com.ph>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Epson Philippines Customer Care

Toll Free: (PLDT) 1-800-1069-37766

Toll Free: (Digital) 1-800-3-0037766

Metro Manila: (632) 8441 9030

Web Site: <https://www.epson.com.ph/contact>

E-mail: customercare@epc.epson.com.ph

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Our Customer Care team can help you with the following over the phone:

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

Epson Philippines Corporation

Trunk Line: +632-706-2609

Fax: +632-706-2663