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ET-2650 User's Guide

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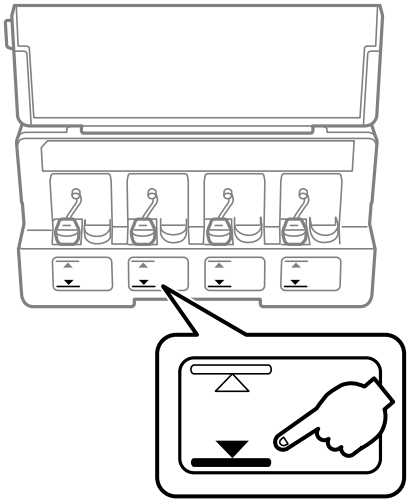
ET-2650 User's Guide

Welcome to the ET-2650 *User's Guide*.

For a printable PDF copy of this guide, click here.

Your Ink Tank System

You should visually check the ink levels in the product's ink tanks regularly.



Note: The product has a low ink alert system. The accuracy of this system depends on the user refilling the ink tanks correctly. The product cannot directly measure the ink levels in the tanks; instead it estimates the amount of ink remaining by internally monitoring ink usage. The low ink alert system may generate inaccurate messages if the ink tanks are not refilled according to these instructions.

As a precaution, perform regular visual inspections of the ink tanks to ensure ink levels do no fall below the lower line. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

To refill the ink tanks and reset the ink levels, click the link below.

Related topics

Refilling Ink

Product Basics

See these sections to learn about the basic features of your product.

Using the Control Panel
Product Parts Locations
The Power Off and Sleep Timers
Epson Connect Solutions for Smartphones, Tablets, and More
Using AirPrint
Using Google Cloud Print
Using the Mopria Print Service
Using Fire OS Printing
Using Windows 10 Mobile Printing
Android Printing Using the Epson Print Enabler
Using the Epson Creative Print Mobile App
Using Epson Print and Scan App with Windows Tablets

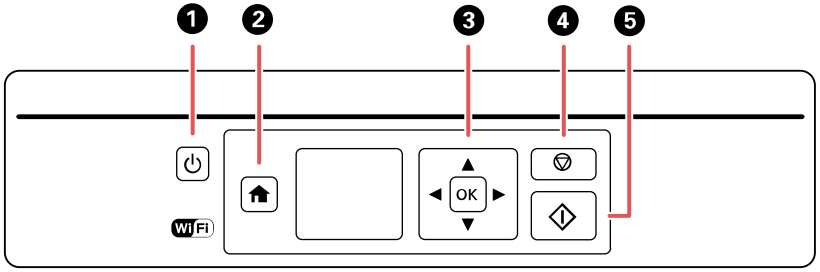
Using the Control Panel

See these sections to learn about the control panel and select control panel settings.

Control Panel Buttons and Lights
Adjusting Control Panel Position
Changing LCD Screen Language

Parent topic: Product Basics

Control Panel Buttons and Lights



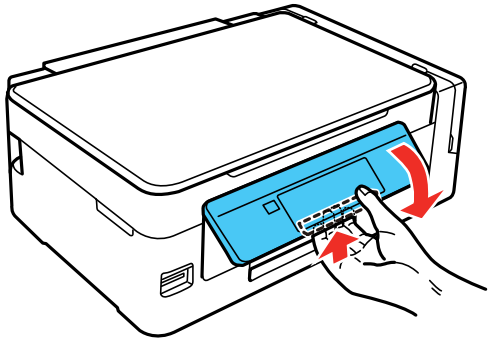
1 The power button and the power light
2 The home button
3 The arrow buttons and the **OK** button
4 The stop button
5 The start button

Parent topic: Using the Control Panel

Adjusting Control Panel Position

You can adjust the position of the control panel to make it easier to use.

- To raise the control panel, lift it up from the bottom.
- To lower the control panel, squeeze the release bar and gently push the panel down.



Caution: Do not lower the control panel without first squeezing the release bar or you may damage your product.

Parent topic: Using the Control Panel

Changing LCD Screen Language

You can change the language used on the LCD screen.

1. Press the home button, if necessary.
2. Press the arrow buttons to select **Setup** and press the **OK** button.

3. Press the arrow buttons to select **Printer Setup** and press the **OK** button.

   You see this screen:

4. Press the arrow buttons to select **Language** and press the **OK** button.
5. Press the arrow buttons to select a language and press the **OK** button.
6. Press the home button to exit.

Parent topic: Using the Control Panel

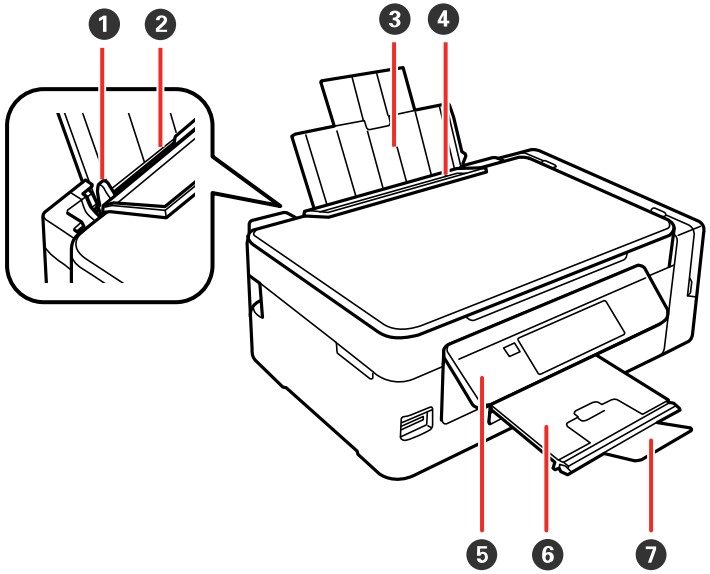
Product Parts Locations

See these sections to identify the parts on your product.

Product Parts - Top
Product Parts - Inside
Product Parts - Back

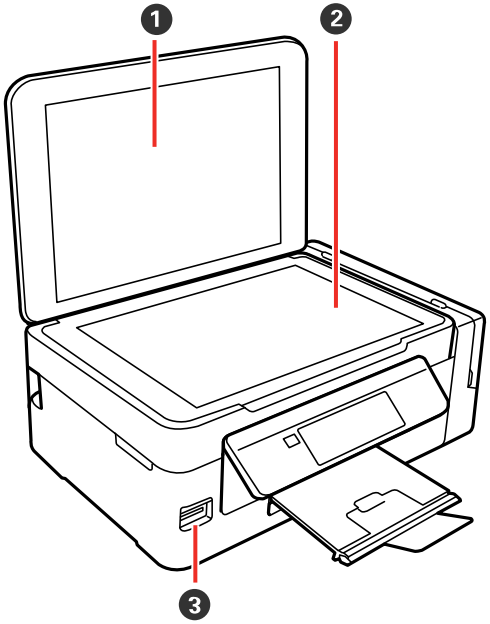
Parent topic: Product Basics

Product Parts - Top



1 Edge guide
2 Sheet feeder
3 Paper support
4 Feeder guard
5 Control panel
6 Output tray

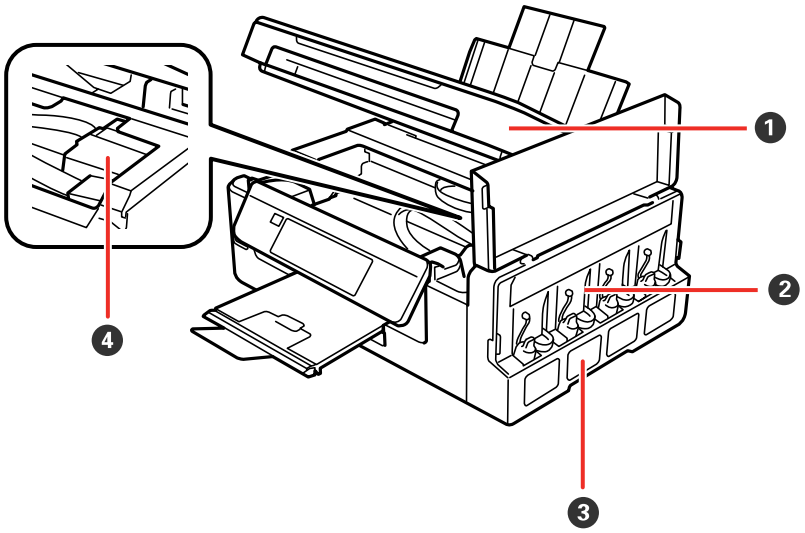
7 Paper stopper



1 Document cover
2 Scanner glass
3 Memory card slot

Parent topic: Product Parts Locations

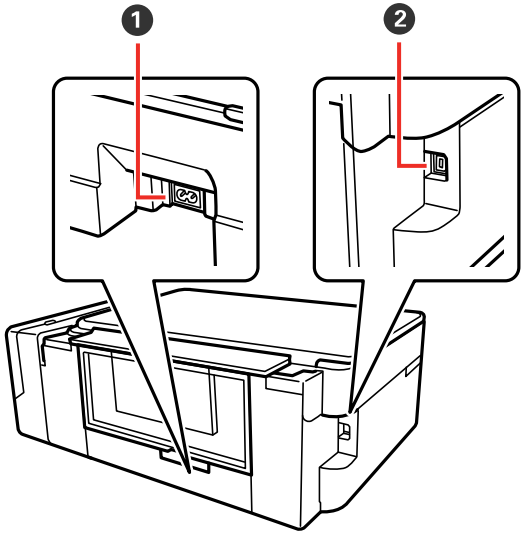
Product Parts - Inside



1 Scanner unit
2 Ink tanks
3 Ink tank unit
4 Print head in home position

Parent topic: Product Parts Locations

Product Parts - Back



1 AC inlet

2 USB port

Parent topic: Product Parts Locations

The Power Off and Sleep Timers

The product enters sleep mode or turns off automatically if it is not used for a period of time. You can adjust the time period before power management begins, but increasing the time reduces the product's energy efficiency.

Changing the Power Off Timer Setting From the Control Panel

Changing the Power and Sleep Timer Settings - Windows

Changing the Power and Sleep Timer Settings - Mac

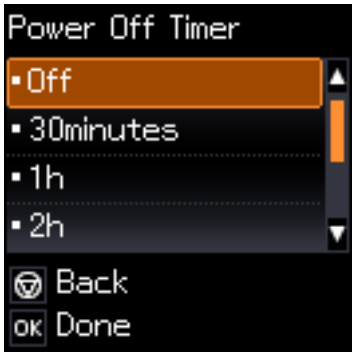
Parent topic: Product Basics

Changing the Power Off Timer Setting From the Control Panel

You can use the product's control panel to change the time period before the printer turns off automatically.

1. Press the home button, if necessary.
2. Press the left or right arrow buttons to select **Setup** and press the **OK** button.
3. Press the left or right arrow buttons to select **Printer Setup** and press the **OK** button.
4. Press left or right arrow buttons to select **Power Off Timer** and press the **OK** button.

   You see this screen:



5. Press the up or down arrow buttons to select the length of time after which you want the product to automatically turn off when it is not in use. Then press the **OK** button.
6. Press the home button to exit.

Parent topic: The Power Off and Sleep Timers

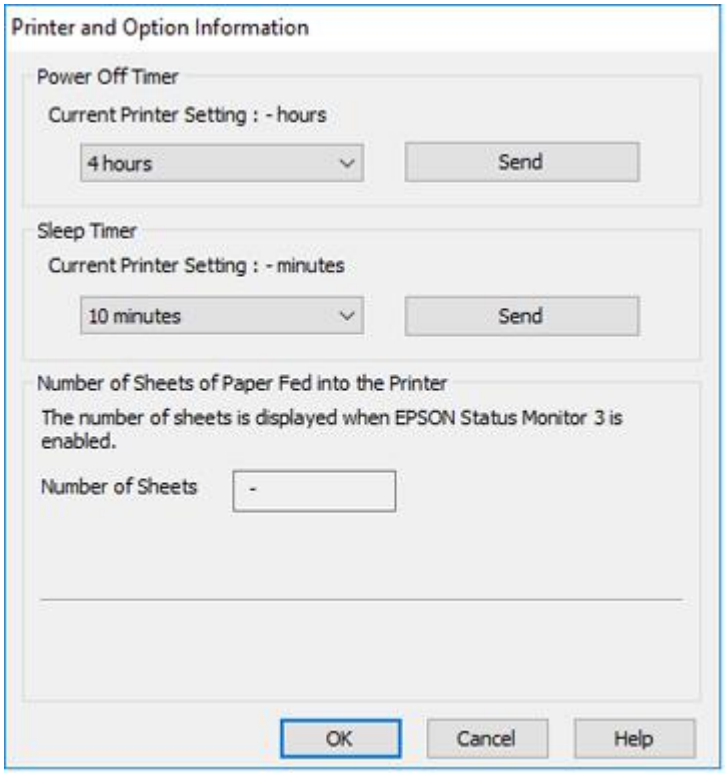
Changing the Power and Sleep Timer Settings - Windows

You can use the printer software to change the time period before the product enters sleep mode or turns off automatically.

1. Make sure your product is turned on.
2. Access the Windows Desktop and right-click the product icon in the Windows taskbar.
3. Select **Printer Settings**.
4. Click the **Maintenance** tab.

5. Click the **Printer and Option Information** button.

   You see this screen:



6. Select the length of time after which you want the product to automatically turn off when it is not in use as the **Power Off Timer** setting.
7. Click **Send**.
8. Select the time period you want before the product goes to sleep as the **Sleep Timer** setting.
9. Click **Send**.
10. Click **OK** to close the open program windows.

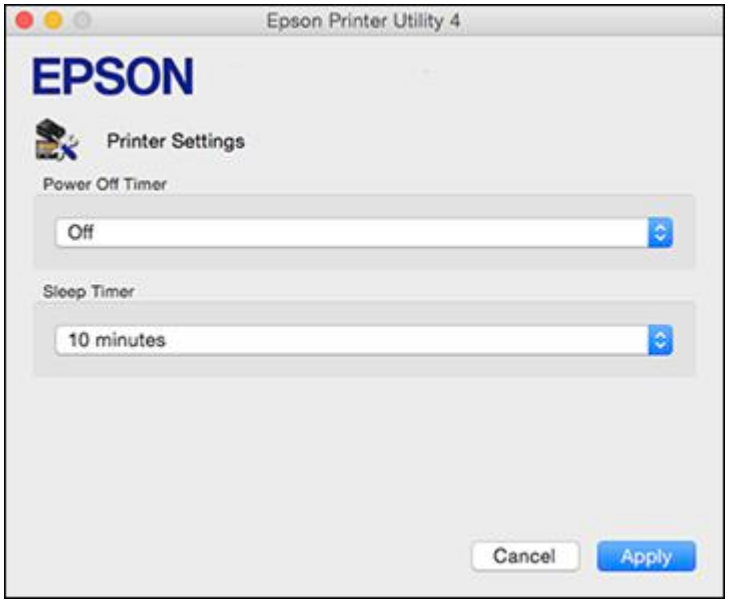
Parent topic: The Power Off and Sleep Timers

Changing the Power and Sleep Timer Settings - Mac

You can use the printer software to change the time period before the product enters sleep mode or turns off automatically.

1. Make sure your product is turned on.
2. In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
3. Select **Printer Settings**.

   You see this window:



4. Select the length of time after which you want the product to automatically turn off when it is not in use as the **Power Off Timer** setting.
5. Select the time period you want before the product goes to sleep as the **Sleep Timer** setting.
6. Click **Apply**.
7. Close the Printer Settings window.

Parent topic: The Power Off and Sleep Timers

Epson Connect Solutions for Smartphones, Tablets, and More

Use your smartphone, tablet, or computer to print and scan documents, photos, emails, and web pages from your home, office, or even across the globe.

Print from anywhere with these Epson Connect solutions:

- Epson Email Print
- Epson iPrint Mobile App
- Epson Remote Print

Scan and send a file as an email or upload it to an online service directly from your Epson product with the Epson iPrint Mobile App.

Setting Up Epson Connect Services
Using Epson Email Print
Using the Epson iPrint Mobile App
Using Epson Remote Print

Parent topic: Product Basics

Setting Up Epson Connect Services

If you did not activate your product's email address for use with Epson Connect when you set up your product, you can activate it using the product control panel.

1. Press the home button, if necessary.
2. Press the left or right arrow button to select **Setup** and press the **OK** button.
3. Press the left or right arrow button to select **Epson Connect Services** and press the **OK** button.

4. Press the **OK** button to select **Register/Delete**.

5. Press the **OK** button to select **Yes**.
6. Follow the instructions on your screen to activate your product's email address.

Parent topic: Epson Connect Solutions for Smartphones, Tablets, and More

Using Epson Email Print

With Epson Email Print, you can print from any device that can send email, such as your smartphone, tablet, or laptop. Just activate your product's unique email address. When you want to print, attach a PDF, Microsoft Office document, or photo to an email and send it to your product. Both the email and the attachments will print automatically.

1. Connect your product to your network. See the link below.
2. If you did not already set up Email Print when you installed your product software, see the link below to use your product control panel to activate your unique email address. Or visit epson.com/connect (U.S), epson.ca/connect (Canada), or epson.com.jm/connect (Caribbean) to learn more about Email Print, create your Epson Connect account, and register your product to the Epson Connect service.
3. Now you are ready to send and print emails to your product's Email Print address.

Note: Go to epsonconnect.com and log into your Epson Connect account to personalize your product's email, adjust print settings, and set up other Epson Connect services.

Parent topic: Epson Connect Solutions for Smartphones, Tablets, and More

Related tasks

Setting Up Epson Connect Services

Related topics

Wi-Fi Networking

Using the Epson iPrint Mobile App

Use this free Apple and Android app to print and scan with networked Epson products. Epson iPrint lets you print PDFs, Microsoft Office documents, photos, and web pages over a wireless network. You can scan and save a file on your device, send it as an email, or upload it to an online service such as Box, Dropbox, Evernote, or Google Drive.

1. Connect your product to your wireless network. See the link below.
2. Visit epson.com/connect (U.S), epson.ca/connect (Canada), or epson.com.jm/connect (Caribbean) to learn more about Epson iPrint and check the compatibility of your mobile device.
3. Download Epson iPrint from the Apple App Store or Google Play.
4. Connect your mobile device to the same wireless network as your product.
5. Open Epson iPrint and select your Epson product.

Now you are ready to print or scan with your mobile device and your Epson product.

Parent topic: Epson Connect Solutions for Smartphones, Tablets, and More

Related topics

Wi-Fi Networking

Using Epson Remote Print

With Epson Remote Print software, you can print from your laptop or desktop computer to an Epson Email-enabled product anywhere in the world.

1. Connect your Epson product to your wireless network. See the link below.
2. If you did not already set up an Epson Connect account when you installed your product software, visit epsonconnect.com to create your account and register your product to the Epson Connect service.

   Note: Make a note of your product's email address.

3. Visit epsonconnect.com to learn more about Remote Print and how to download the Remote Print Driver software.
4. Download and install the Remote Print software.
5. Enter the email address and optional access key of your Epson product during Remote Print setup.

6. Now you are ready to print remotely. Select the print command in your laptop or desktop computer application and choose the Remote Print option for your Epson product.

Parent topic: Epson Connect Solutions for Smartphones, Tablets, and More

Related topics

Wi-Fi Networking

Using AirPrint

AirPrint enables instant wireless printing from iPhone, iPad, and iPod touch with the latest version of iOS, and Mac with the latest version of OS X or macOS.

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 your product.
2. Set up your product for wireless printing. See the link below.
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.

Parent topic: Product Basics

Related tasks

Selecting the Paper Source Settings - Control Panel

Related topics

Wi-Fi Networking

Using Google Cloud Print

With a Google Account, you can print from your Apple or Android device to your Epson product. You can also print from Chromebooks and the Google Chrome browser without drivers or cables.

1. Connect your Epson product to your wireless network. See the link below.
2. Note your product's IP address by checking your network status. See the link below.
3. Connect your computer or your Apple or Android device to the same wireless network as your Epson product.
4. Enter your product's IP address into the address bar of a web browser.
5. Select the **Google Cloud Print Services** option.

   Note: If you don't see the **Google Cloud Print Services** option, turn your product off and back on. If the option still doesn't appear, select the **Firmware Update** option and follow the on-screen instructions to update your product.

6. Click **Register**.
7. Select the checkbox to agree to the Usage Advisory and click **Next**.
8. Click **OK** to launch the sign-in page.

   A separate browser window opens.
9. Enter your Google Account username and password and click **Sign in**, or, if you don't have an account, click **Sign up for a new Google Account** and follow the on-screen instructions.
10. Click **Finish printer registration** to complete setup and print a test page.

Your product is now linked to your Google Account and can be accessed from any Chromebook, computer, Apple or Android device with Internet access. Visit Epson Support for Google Cloud Print (U.S) or Epson Support for Google Cloud Print (Canada) for more information on using Google Cloud Print, or the Google Cloud Print website for a list of supported apps.

Setting Up Google Cloud Print on a Chromebook

Parent topic: Product Basics

Related tasks

Printing a Network Status Sheet

Related topics

Wi-Fi Networking

Setting Up Google Cloud Print on a Chromebook

With a Google Account, you can print from a Chromebook without drivers or cables.

1. Connect your Epson product to your wireless network. See the link below.

2. Turn on your Chromebook and connect it to the same wireless network as your product.

   Note: See your Chromebook's documentation for details on connecting to a network.

3. Do one of the following:
   - Click **Add to Cloud Print** in the notification that appears in the corner of your Chromebook screen.

     Note: If you do not see a notification, check to see if a number appears in the status area at the lower-right corner of the screen. Click this number to open the notifications menu, then click **Add to Cloud Print**.

   - Open a web browser and enter **chrome://devices** in the address bar. Skip to step 4.
   - If you see a registration confirmation screen instead, click **Register**.
4. Click **Add Device**.
5. Click the **Register** button that appears next to your product.
6. Click **Register** on the confirmation screen. Your product's LCD screen displays a confirmation message.
7. Select **OK** or press the **OK** button on your product to confirm the Google Cloud Print connection and print a test page.

Your product is now linked to your Google Account and can be accessed from any Chromebook, iPhone, or Android phone with Internet access. Visit Epson Support for Google Cloud Print (U.S) or Epson Support for Google Cloud Print (Canada) for more information on using Google Cloud Print, or the Google Cloud Print website for a list of supported apps.

Parent topic: Using Google Cloud Print

Related topics

Wi-Fi Networking

Using the Mopria Print Service

You can use the Mopria Print Service to print from your Android phone or tablet (Android v4.4 or later) to your Epson product or any Mopria-certified product from other manufacturers. You can download the Mopria Print Service from Google Play.

Note: For details on the Mopria Print Service, click here (U.S) or click here (Canada).

1. Connect your Epson product to your wireless network. See the link below.
2. On your Android device, download the Mopria Print Service from Google Play.
3. Go to **Settings** on your Android device, select **Printing**, and enable the Mopria Print Service.
4. Connect your Android device to the same wireless network as your product.
5. Now you are ready to print. From an Android application such as Chrome or Gmail, tap the menu icon and select **Print**. Then select **All printers**, select your Epson product, adjust your print settings, and print.

Parent topic: Product Basics

Related topics

Wi-Fi Networking

Using Fire OS Printing

You can wirelessly print from Amazon Fire tablets and phones to your nearby networked Epson product. There is no software to download, no drivers to install, and no cables to connect. With just a few taps in Email, Calendar, Contacts, and WPS Office, you can send whatever is on the screen to an Epson product.

1. Connect your Epson product to your wireless network. See the link below.
2. Connect your Amazon device to the same wireless network as your product.
3. Now you are ready to print. From your Amazon application, tap the print option and select your product to print whatever is on the screen.

   Note: If you see a message telling you that a plug-in is required, tap **OK** and tap **Download**. If your Amazon Fire product uses Fire OS 5 and above, your device automatically uses the built-in Mopria Print Service app to print.

Visit epson.com/connect (U.S), epson.ca/connect (Canada), or epson.com.jm/connect (Caribbean) to learn more about Fire OS Printing (one of many Epson Connect Partner Solutions) and check the compatibility of your mobile device.

Parent topic: Product Basics

Related topics

Wi-Fi Networking

Using Windows 10 Mobile Printing

You can wirelessly print from Windows 10 Mobile tablets and phones to your nearby networked Epson product. There is no software to download, no drivers to install, and no cables to connect. Look for the print option in your Windows 10 application to send whatever is on the screen to an Epson product.

1. Connect your Epson product to your wireless network. See the link below.
2. Connect your Windows 10 Mobile device to the same wireless network as your product.
3. Now you are ready to print. From your Windows 10 application, tap the print option and select your product to print whatever is on the screen.

Visit epson.com/connect (U.S), epson.ca/connect (Canada), or epson.com.jm/connect (Caribbean) to learn more about Windows 10 Mobile Printing (one of many Epson Connect Partner Solutions) and check the compatibility of your mobile device.

Parent topic: Product Basics

Related topics
Wi-Fi Networking

Android Printing Using the 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 your nearby Epson product and print.

1. Connect your Epson product to your wireless network. See the link below.
2. On your Android device, download the Epson Print Enabler plug-in from Google Play.
3. Go to **Settings** on your Android device, select **Printing**, and enable the Epson plug-in.
4. Connect your Android device to the same wireless network as your product.
5. Now you are ready to print. From an Android application such as Chrome or Gmail, tap the menu icon and print whatever is on the screen.

   Note: If you do not see your product, tap **All Printers** and select your product.

Parent topic: Product Basics

Related topics
Wi-Fi Networking

Using the Epson Creative Print Mobile App

Use this free Apple and Android app to do the following:

- Access and print your Facebook photos
- Create custom greeting cards and stationery
- Print onto CD/DVDs
- Turn photos into coloring book templates

1. Connect your product to your wireless network. See the link below.
2. Visit epson.com/connect (U.S), epson.ca/connect (Canada), or epson.com.jm/connect (Caribbean) to learn more about Epson Creative Print and check the compatibility of your mobile device and your Epson product.
3. Download Epson Creative Print from the Apple App Store or Google Play.
4. Connect your mobile device to the same wireless network that your product is using.
5. Open Epson Creative Print.

Now you are ready to get creative with your mobile device and your Epson product.

Parent topic: Product Basics

Related topics
Wi-Fi Networking

Using Epson Print and Scan App with Windows Tablets

You can use this free app to print photos and scan from your Windows (Windows 8 or higher) Surface RT or Pro tablet with networked Epson products. Epson Print and Scan App allows you to scan and capture images right to your tablet or to Microsoft OneDrive.

Note: The Epson Print and Scan App does not support Windows 10 Mobile printing.

1. Connect your Epson product to your wireless network. See the link below.
2. Download Epson Print and Scan App from the Microsoft Windows Store.
3. Connect your Windows tablet to the same wireless network as your product.
4. Open Epson Print and Scan App and select your Epson product.

   Now you are ready to print photos or scan.

Visit epson.com/connect (U.S), epson.ca/connect (Canada), or epson.com.jm/connect (Caribbean) to learn more about Epson Print and Scan App.

Parent topic: Product Basics

Related topics

Wi-Fi Networking

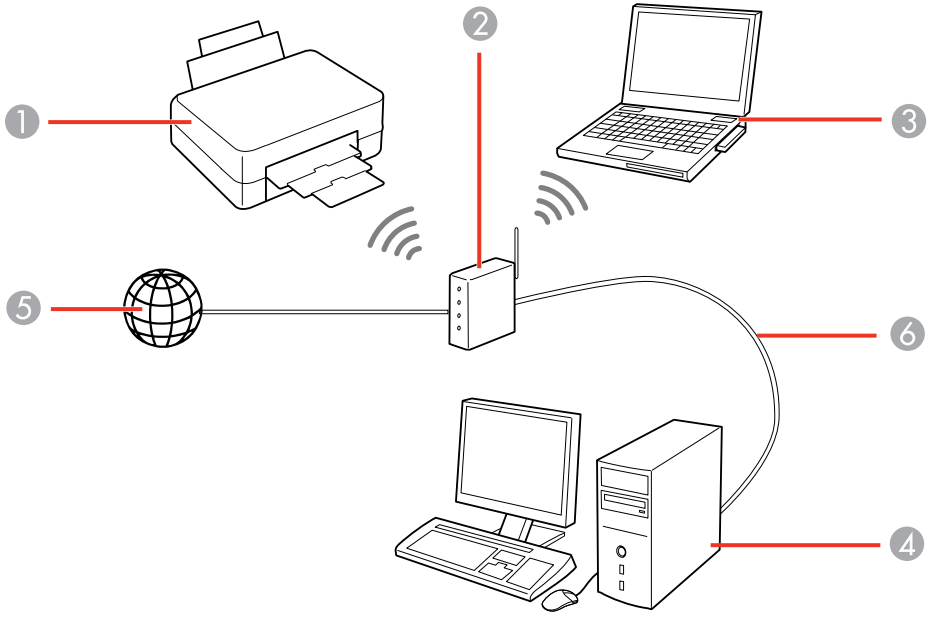
Wi-Fi Networking

See these sections to use your product on a Wi-Fi network.

Wi-Fi Infrastructure Mode Setup
Wi-Fi Direct Mode Setup
Wi-Fi Protected Setup (WPS)
Printing a Network Status Sheet
Changing or Updating Network Connections

Wi-Fi Infrastructure Mode Setup

You can set up your product to communicate with your computer using a wireless router or access point. The wireless router or access point can be connected to your computer over a wireless or wired network.



1 Epson product
2 Wireless router or access point

3 Computer with a wireless interface

4 Computer

5 Internet

6 Ethernet cable (used only for wired connection to the wireless router or access point)

Selecting Wireless Network Settings from the Control Panel

Parent topic: Wi-Fi Networking

Selecting Wireless Network Settings from the Control Panel

You can select or change wireless network settings using your product control panel.

To install your product on a wireless network, follow the instructions on the *Start Here* sheet and install the necessary software. The installer program guides you through network setup.

Note: Breakdown or repair of this product may cause loss of network data and settings. Epson is not responsible for backing up or recovering data and settings during or after the warranty period. We recommend that you make your own backup or print out your network data and settings.

1. Press the home button, if necessary.
2. Press the arrow buttons to select **Wi-Fi Setup** and press the **OK** button.
3. Press the **OK** button to select **Wi-Fi (Recommended)**.
4. Press the **OK** button.

   You see this screen:

5. Press the **OK** button to select **Wi-Fi Setup Wizard**
6. Press the arrow buttons to select the name of your wireless network and press the **OK** button. If you do not see your wireless network's name, you can enter it manually.

   Note: To enter the wireless network name manually, select **Other SSIDs** and press the **OK** button. Enter your network name as described in the next step.

7. Enter your wireless password (or network name and then password).

   - Press the up and down arrow buttons to scroll through characters. Then press the right arrow button to move to the next character.
   - To switch between **ABC** (uppercase), **abc** (lowercase), or **123** (numbers and symbols), press the home button.
   - To delete characters, press the left arrow.
   - When you finish entering characters, press the **OK** button.
8. If you want to print a network setup report, press the start button. (Otherwise, press the stop button.)
9. Press the home button to exit.

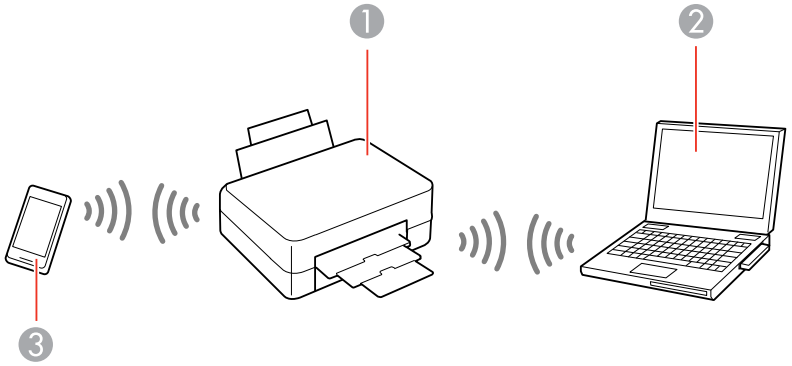
   The WiFi symbol on the LCD screen should now be lit.

   Note: If the WiFi symbol isn't lit on the LCD screen, you may have selected the wrong network name or entered the password incorrectly. Repeat these steps to try again.

Parent topic: Wi-Fi Infrastructure Mode Setup

Wi-Fi Direct Mode Setup

You can set up your product to communicate directly with your computer or another device without requiring a wireless router or access point.



1 Epson product

2 Computer with a wireless interface

3 Other wireless device

You can select one of these modes to communicate with your computer or device:

Access point mode

The product itself acts as the network access point for up to 4 devices. When operating in this mode, your product displays an **AP** connection symbol on the LCD screen.

Peer-to-peer mode

The product communicates one-to-one with another Wi-Fi Direct capable device. When operating in this mode, your product displays a **Direct** or **D** connection symbol on the LCD screen.

To disconnect a peer-to-peer mode connection, release the connection to your product from your computer or other device.

To enable peer-to-peer mode, you must select it from the Web Config Utility, under **WiFi/Network Settings** > **Services** > **Wi-Fi Direct**.

Enabling Wi-Fi Direct Mode

Parent topic: Wi-Fi Networking

Enabling Wi-Fi Direct Mode

You can enable Wi-Fi Direct mode to allow direct communication between your product and computer or other devices without a wireless router or access point.

1. Press the home button, if necessary.
2. Press the arrow buttons to select **Wi-Fi Setup** and press the **OK** button.
3. Press the right arrow button to select **Wi-Fi Direct** and press the **OK** button.
4. Press the **OK** button three more times.

   You see this screen:

5. Press the **OK** button to complete setup.

   You see the icon on the LCD screen and should be able to connect to your product directly from your computer or device, and then print. If you are printing from a computer, make sure you installed the network software as described on the *Start Here* sheet.

   Note: Make a note of the SSID and password that appear. If you want to change the password, see the link below.

If the icon is displayed on the LCD screen, Wi-Fi Direct mode is not enabled. Repeat these steps to try again.

Changing the Wi-Fi Direct Mode Password

Parent topic: Wi-Fi Direct Mode Setup

Changing the Wi-Fi Direct Mode Password

You can change the Wi-Fi Direct Mode password from the product's control panel.

1. Press the home button, if necessary.
2. Press the arrow buttons to select **Wi-Fi Setup** and press the **OK** button.
3. Press the right arrow button to select **Wi-Fi Direct** and press the **OK** button.
4. Press the **OK** button three more times.

   You see this screen:

5. Press the down arrow button to select **Modify**.
6. Press the **OK** button.
7. Enter a new wireless password.

Note: Your password must be at least 8 and no more than 22 characters long.

- Press the up and down arrow buttons to scroll through characters. Then press the right arrow button to move to the next character.
- To switch between **ABC** (uppercase), **abc** (lowercase), or **123** (numbers and symbols), press the home button.
- To delete characters, press the left arrow.

8. When you finish entering the new password, press the **OK** button.
9. To view the SSID and new password, press the **OK** button.
10. Press the **OK** button again to exit.

Parent topic: Enabling Wi-Fi Direct Mode

Wi-Fi Protected Setup (WPS)

If your network uses a WPS-enabled wireless router or access point, you can quickly connect your product to the network using Wi-Fi Protected Setup (WPS).

Note: To check if your router is WPS-enabled, look for a button labeled **WPS** on your router or access point. If there is no hardware button, there may be a virtual WPS button in the software for the device. Check your network product documentation for details.

Using WPS to Connect to a Network

Parent topic: Wi-Fi Networking

Using WPS to Connect to a Network

If you have a WPS-enabled router or access point, you can use Wi-Fi Protected Setup (WPS) to connect your product to the network.

1. Press the **WPS** button on your router.
2. On the product, press the home button, if necessary.
3. Press the arrow buttons to select **Wi-Fi Setup** and press the **OK** button.
4. Press the **OK** button to select **Wi-Fi (Recommended)**.
5. Press the **OK** button.
6. Press the arrow buttons to select **Push Button Setup (WPS)** and press the **OK** button.

You see this screen:

7. Follow the instructions on the LCD screen to complete WPS setup.

Parent topic: Wi-Fi Protected Setup (WPS)

Printing a Network Status Sheet

You can print a network status sheet to help you determine the causes of any problems you may have using your product on a network.

1. Press the home button, if necessary.
2. Press the arrow buttons to select **Setup** and press the **OK** button.
3. Press the arrow buttons to select **Network Settings** and press the **OK** button.
4. Press the **OK** button to select **Print Status Sheet**.

You see this screen:

5. Press the ◇ start button to print the network status sheet.

   (Press the ⊗ stop button if you want to cancel the operation.)

Examine the settings shown on the network status sheet to diagnose any problems you have.

Parent topic: Wi-Fi Networking

Changing or Updating Network Connections

See these sections to change or update how your product connects to a network.

Accessing the Web Config Utility
Changing a USB Connection to a Wi-Fi Connection
Connecting to a New Wi-Fi Router
Disabling Wi-Fi Features

Parent topic: Wi-Fi Networking

Related tasks

Selecting Wireless Network Settings from the Control Panel

Accessing the Web Config Utility

You can select your product's network settings and confirm its operating status using a web browser. You do this by accessing your product's built-in Web Config utility from a computer or other device that is connected to the same network as your product.

1. Print a network status sheet.

2. Locate the IP address for your product that is listed on the network status sheet.
3. On a computer or other device connected to the same network as your product, open a web browser.
4. Enter your product's IP address into the address bar.

   You see the available Web Config utility options.

Parent topic: Changing or Updating Network Connections

Related tasks

Printing a Network Status Sheet

Changing a USB Connection to a Wi-Fi Connection

If you have already connected your product to your computer using a USB connection, you can change to a Wi-Fi connection.

1. Disconnect the USB cable from your product.
2. Uninstall your product software.
3. Download and install your product software from the Epson website using the instructions on the *Start Here* sheet.

Parent topic: Changing or Updating Network Connections

Related concepts

Uninstall Your Product Software

Connecting to a New Wi-Fi Router

If you change the wireless router you have been using on your network, you need to update your product's Wi-Fi connection to the new router.

Note: If you switch to a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. See your router documentation for instructions.

1. Do one of the following:
   - **Windows**: Uninstall your product software.
   - **Mac**: Go to the next step.
2. Download and install your product software from the Epson website using the instructions on the *Start Here* sheet.

Parent topic: Changing or Updating Network Connections

Related concepts

Uninstall Your Product Software

Disabling Wi-Fi Features

You may need to disable your product's Wi-Fi features if you change your network connection type or need to solve a problem with your network connection.

Note: Before disabling Wi-Fi features, make a note of your product's SSID (network name) and password, and any network settings selected for the Epson Connect services you may use.

1. Press the home button, if necessary.
2. Press the arrow buttons to select **Setup** and press the **OK** button.
3. Press the arrow buttons to select **Network Settings** and press the **OK** button.
4. Press the arrow buttons to select **Wi-Fi Setup** and press the **OK** button.
5. Press the arrow buttons to select **Disable Wi-Fi** and press the **OK** button.

6. Press the **OK** button to disable Wi-Fi.

Parent topic: Changing or Updating Network Connections

Loading Paper

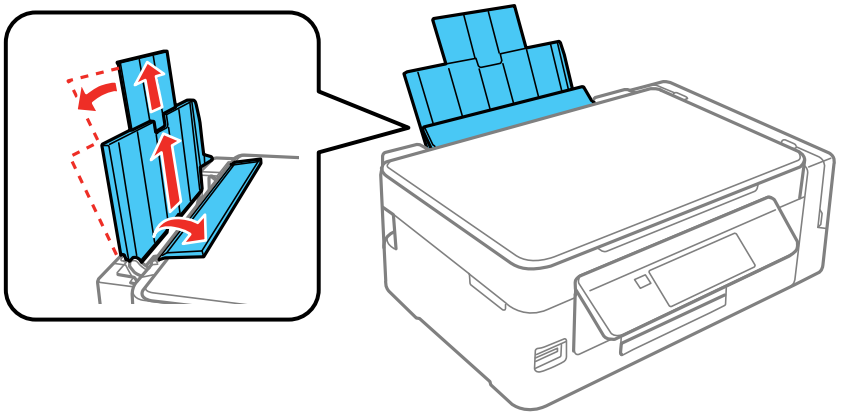
Before you print, load paper for the type of printing you will do.

Loading Paper in the Sheet Feeder
Paper Loading Capacity
Available Epson Papers
Paper Type Settings - Control Panel
Paper or Media Type Settings - Product Software
Selecting the Paper Source Settings - Control Panel

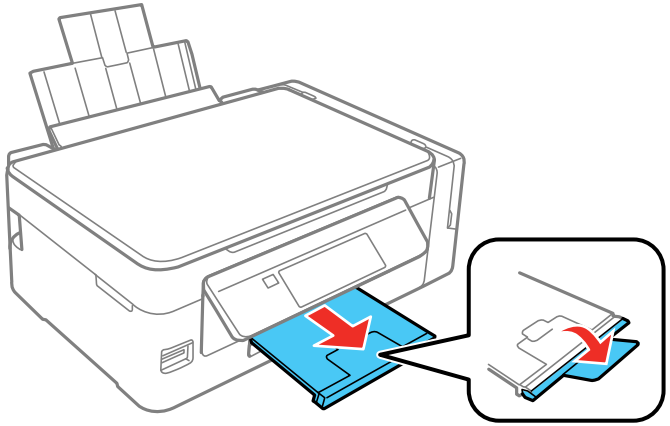
Loading Paper in the Sheet Feeder

You can print documents and photos on a variety of paper types and sizes.

1. Flip the feeder guard forward, then raise the paper support and its extension.

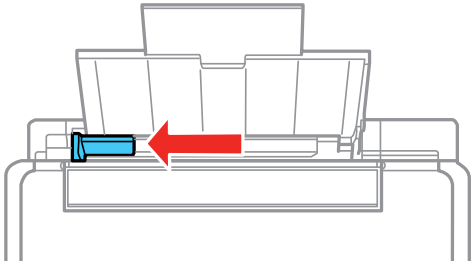


2. Pull out the output tray and open the paper stopper on the end.

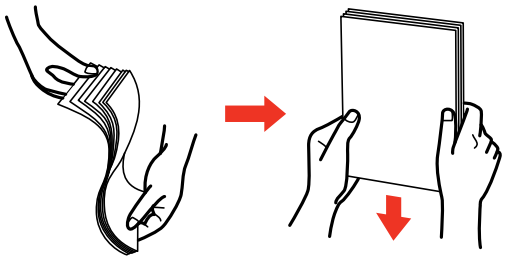


Note: If you print on legal-size or longer paper, leave the paper stopper closed.

3. Slide the edge guide to the left.



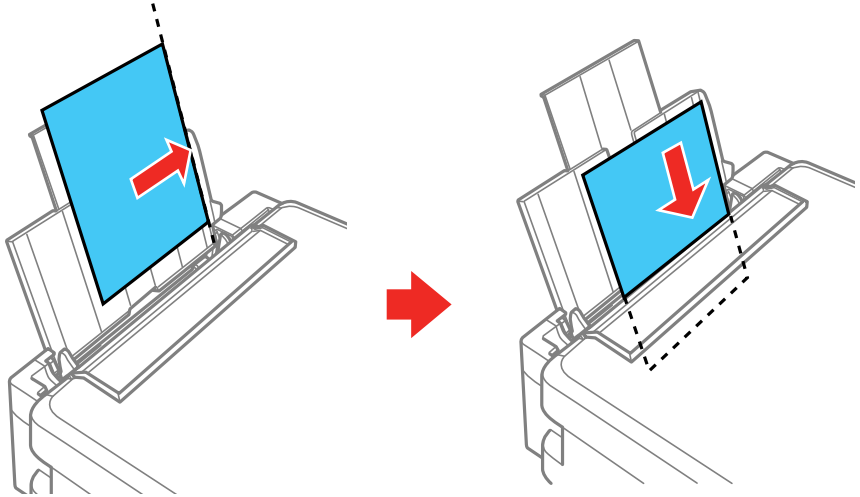
4. If you are inserting a stack of paper, fan the sheets first and tap the stack on a flat surface to even the edges.



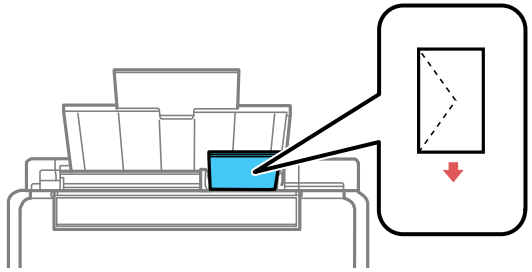
Note: Do not fan or curl photo paper.

5. Do one of the following:

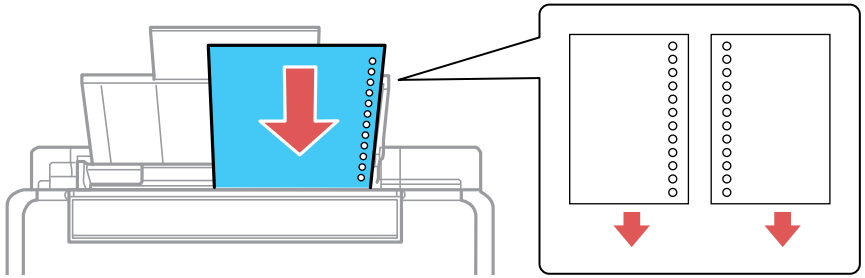
- Insert paper, glossy or printable side up and short edge first, against the right side and beneath the line on the left edge guide.



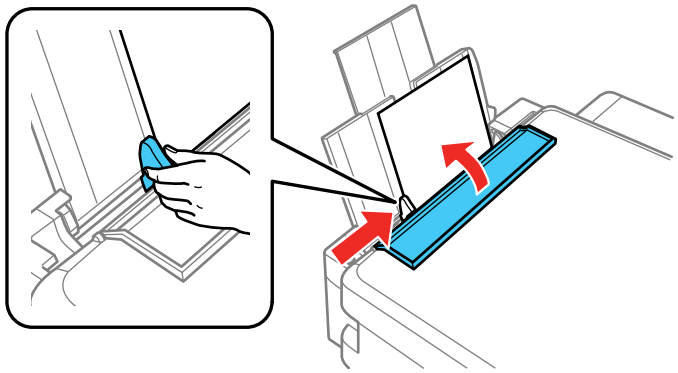
- Load up to 10 envelopes against the right side. Load them printable side up and flap edge left.



- Load a sheet of loose-leaf or other paper with holes facing as shown.



6. Slide the edge guide against the paper, but not too tightly. Then flip the feeder guard back.



7. If prompted by the product's LCD screen, select the size and type of the paper you loaded and press the **OK** button.

Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first, no matter which way your document faces.
- Load letterhead or pre-printed paper top edge first.
- Do not load paper above the arrow mark inside the edge guide.
- If you have trouble loading a stack of envelopes, press each envelope flat before loading it or load one envelope at a time.
- Do not load envelopes that are curled, folded, or too thin, or that have plastic windows.
- Check the paper package for any additional loading instructions.
- If you use paper with binder holes, load only one sheet at a time in only these sizes: Letter (8.5 × 11 inches [216 × 279 mm]), A4 (8.3 × 11.7 inches [210 × 297 mm]), or Legal (8.5 × 14 inches [216 × 356 mm]).

Parent topic: Loading Paper

Related references

Paper Loading Capacity
Paper Specifications

Paper Loading Capacity

Paper type	Paper size	Load up to this many sheets
Plain paper*	Letter (8.5 × 11 inches [216 × 279 mm])	Up to the arrow mark on the edge guide
	A4 (8.3 × 11.7 inches [210 × 297 mm])	
	A6 (4.1 × 5.8 inches [105 × 148 mm])	
	Half Letter (5.5 × 8.5 inches [140 × 216 mm])	
	Legal (8.5 × 14 inches [216 × 356 mm])	1 sheet

Paper type	Paper size	Load up to this many sheets
Epson Bright White Paper*	Letter (8.5 × 11 inches [216 × 279 mm])	80 sheets
Epson Premium Photo Paper Glossy	Letter (8.5 × 11 inches [216 × 279 mm])	20 sheets
	8 × 10 inches (203 × 254 mm)	
	5 × 7 inches (127 × 178 mm)	
	4 × 6 inches (102 × 152 mm)	
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	80 sheets
Epson Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	20 sheets
	8 × 10 inches (203 × 254 mm)	
Envelopes	No. 10 (4.1 × 9.5 inches [105 × 241 mm])	10 envelopes

*Load up to 30 Letter (8.5 × 11 inches [216 × 279 mm]) or smaller sized sheets for manual 2-sided print jobs.

Parent topic: Loading Paper

Available Epson Papers

You can purchase genuine Epson ink and paper at epson.com (U.S. sales) or epson.ca (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Note: Paper/media availability varies by country.

Paper Type	Size	Part number	Sheet count
Epson Bright White Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500

Paper Type	Size	Part number	Sheet count
Epson Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257 S042180	50 100
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
	Legal (8.5 × 14 inches [216 × 356 mm])	S041067	100
Epson Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041727	100
	5 × 7 inches (127 × 178 mm)	S041464	20
	8 × 10 inches (203 × 254 mm)	S041465	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042183 S041667	25 50

Parent topic: Loading Paper

Paper Type Settings - Control Panel

For this paper	Select this Paper Type setting
Plain paper Epson Bright White Paper	Plain Paper
Epson Premium Photo Paper Glossy	Prem. Glossy
Epson Presentation Paper Matte Epson Premium Presentation Paper Matte	Prem. Matte
Envelope	Envelope

Parent topic: Loading Paper

Paper or Media Type Settings - Product Software

For this paper	Select this Paper Type or Media Type setting
Plain paper Epson Bright White Paper	Plain Paper/Bright White Paper
Epson Premium Photo Paper Glossy	Premium Photo Paper Glossy
Epson Presentation Paper Matte Epson Premium Presentation Paper Matte	Premium Presentation Paper Matte
Envelope	Envelope

Parent topic: Loading Paper

Selecting the Paper Source Settings - Control Panel

You can change the default paper settings using the control panel on the product.

1. Press the home button, if necessary.
2. Press the left or right arrow button to select **Setup** and press the **OK** button.
3. Press the left or right arrow button to select **Printer Setup** and press the **OK** button.
4. Press the **OK** button to select **Paper Source Settings**.

   You see this screen:

5. You can select from the following options:
   - **Paper Setup** to change the product's paper size and paper type settings.
   - **Paper Setting Alert** to turn on or off the alert that appears when a print job's paper settings are different from the product's default paper settings.
   - **Paper Configuration** to turn on or off the automatic display of the paper settings selection screen after paper is loaded in the product.

     Note: If this setting is disabled, you cannot print from an iPhone or iPad using AirPrint.

6. Press the home button to exit.

Parent topic: Loading Paper

Related tasks

Using AirPrint

Placing Originals on the Product

Follow the instructions here to place your original documents or photos on the product.

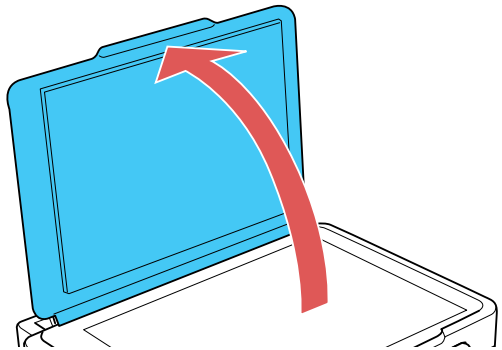
Caution: Do not place anything on top of your product or use its cover as a writing surface to avoid damaging it.

Placing Originals on the Scanner Glass

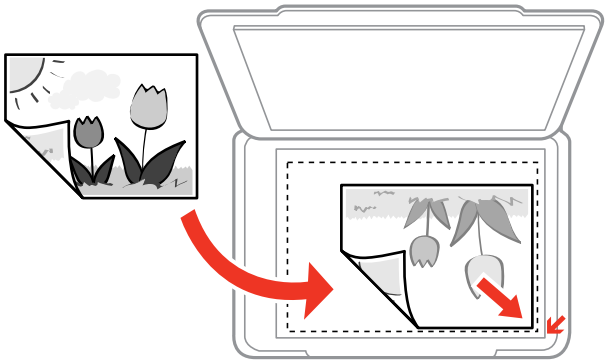
Placing Originals on the Scanner Glass

You can place originals up to this size on the scanner glass: Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]).

1. Open the document cover.



2. Place your original facedown on the scanner glass with the top facing into the corner. Slide the original to the edges of the indicated corner.



Note: You can place multiple originals on the scanner glass. Just make sure they are at least 0.8 inch (20 mm) away from each other.

Note: The edges of your original may be cropped by 0.06 inch (1.5 mm) from the edge of the scanner glass. If you are using Thumbnail preview in Photo Mode in Epson Scan 2, the edges of your original may be cropped by about 0.2 inch (4.5 mm) from the top and side edges. Manually position your original away from the edges to prevent cropping.

3. Close the document cover gently to keep your original in place.

Parent topic: Placing Originals on the Product

Related topics

Copying

Scanning

Copying

See the information here to copy documents or photos using your product.

Note: Copies may not be exactly the same size as your originals.

Copying Documents or Photos
Selecting Print Settings for Copies

Copying Documents or Photos

You can copy color or black-and-white documents or photos onto various sizes and types of paper, including Epson special papers.

1. Place your original document or photo on the scanner glass.
2. Load the paper you want to print on in the product.
3. Press the home button, if necessary.
4. Press the **OK** button to select **Copy**.

   You see this screen:

5. To print more than one copy, press the up or down arrow button to select the number (up to 99).
6. Press the left or right arrow button to select one of the following:
   - **Color**: for color copies
   - **B&W**: for black-and-white copies

7. To view the print settings for the copies, press the **OK** button.

   You see the current settings:

8. To change the print settings, press the down arrow button and select the necessary settings.
9. When you are ready to copy, press the ◇ start button.

   Note: To cancel copying, press the ▽ stop button.

Parent topic: Copying

Related references

Available Epson Papers
Paper Loading Capacity
Paper Size Settings - Copying
Copying Options

Related tasks

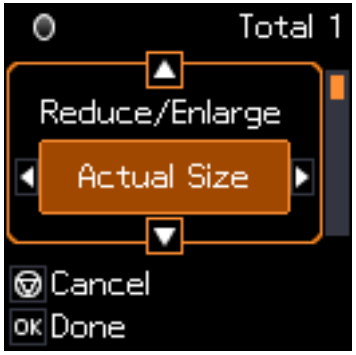
Loading Paper in the Sheet Feeder
Placing Originals on the Scanner Glass

Selecting Print Settings for Copies

You can change the settings used for printing copies.

1. Press the down arrow button to select print settings.

You see this screen:



2. Do the following as necessary to select settings:
   - To change the selected option for the current print setting, press the left or right arrow button and select the option you want.
   - To select a different print setting, press the up or down arrow button, select the setting you want, and press the left or right arrow button to select the option you want for the setting.
3. When you finish selecting settings, press the **OK** button.

Paper Size Settings - Copying
Copying Options

Parent topic: Copying

Paper Size Settings - Copying

Select the **Paper Size** setting that matches the paper you loaded.

Note: You can copy on these paper sizes.

- Letter (8.5 × 11 inches [216 × 279 mm])
- A4 (8.3 × 11.7 inches [210 × 297 mm])
- 4 × 6 inches (102 × 152 mm)
- 5 × 7 inches (127 × 178 mm)

Parent topic: Selecting Print Settings for Copies

Copying Options

Select the copying options you want to use for your copies.

Note: Not all options or settings may be available, depending on other copying settings.

Copying option	Available settings	Description
Reduce/Enlarge	**Actual Size**	Copies at 100% size, unless you select a different percentage as the **Custom Size** setting
	Auto Fit	Automatically sizes the image to fit the selected paper size setting
	Custom	Automatically sizes the image by the percentage you select as the **Custom Size** setting
Custom Size	**25%** to **400%**	Sizes the copy at the selected percentage, unless you select **Auto Fit** as the **Reduce/Enlarge** setting
Paper Size	Various sizes	Selects the paper size for the copy printout
Paper Type	**Plain Paper**	Adjusts printer settings for the selected paper type; see the list of control panel paper types
	Prem. Glossy	
Quality	**Standard**	Provides good quality for most copies
	Draft	

Parent topic: Selecting Print Settings for Copies

Printing from a Computer

Before printing from your computer, make sure you have set up your product and installed its software as described on the *Start Here* sheet.

Note: If you have an Internet connection, it is a good idea to check for updates to your product software on Epson's support website. If you see a Software Update screen, select **Enable automatic checking** and click **OK**. The update scans your system to see if you have the latest product software. Follow the on-screen instructions.

Printing with Windows
Printing on a Mac
Cancelling Printing Using a Product Button

Printing with Windows

You can print with your product using any Windows application, as described in these sections.

Selecting Basic Print Settings - Windows
Selecting Double-sided Printing Settings - Windows
Selecting Additional Layout and Print Options - Windows
Selecting a Printing Preset - Windows
Selecting Extended Settings - Windows
Printing Your Document or Photo - Windows
Selecting Default Print Settings - Windows
Changing Automatic Update Options

Parent topic: Printing from a Computer

Selecting Basic Print Settings - Windows

Select the basic settings for the document or photo you want to print.

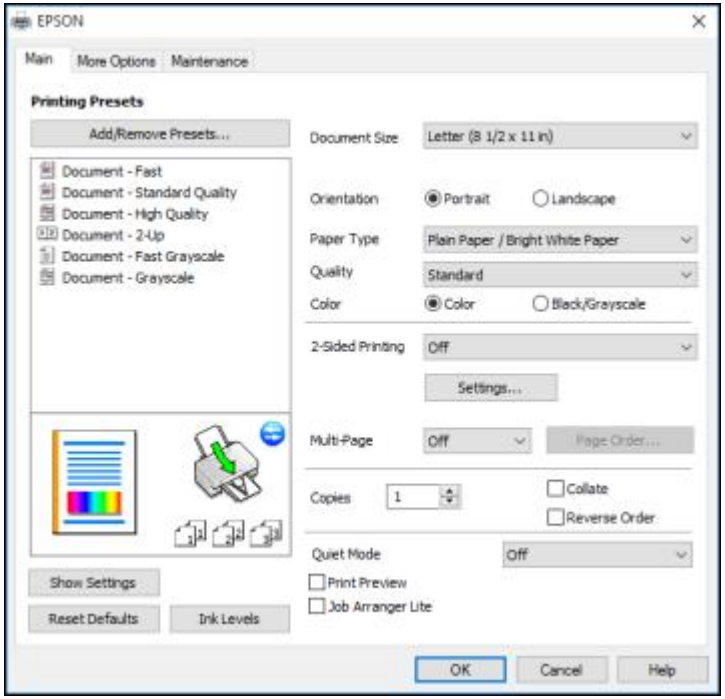
1. Open a photo or document for printing.
2. Select the print command in your application.

   Note: You may need to select a print icon on your screen, the **Print** option in the **File** menu, or another command. See your application's help utility for details.

3. If necessary, select your product name as the printer you want to use.

   Note: You may also need to select **Properties** or **Preferences** to view your print settings.

   You see the Main tab of your printer settings window:



4. Select the size of the paper you loaded as the **Document Size** setting.

   Note: You can also select the **User-Defined** setting to create a custom paper size.

5. Select the orientation of your document.

   Note: If you are printing an envelope, select **Landscape**.

6. Select the type of paper you loaded as the **Paper Type** setting.

   Note: The setting may not exactly match the name of your paper. Check the paper type settings list for details.

7. Select the **Quality** setting that matches the print quality you want to use.
8. Select a Color option:
   - To print a color document or photo, select the **Color** setting.
   - To print text and graphics in black or shades of gray, select the **Black/Grayscale** setting.
9. To print on both sides of the paper, select a **2-Sided Printing** option.
10. To print multiple pages on one sheet of paper, or print one image on multiple sheets of paper, select one of the settings in the **Multi-Page** menu and select the printing options you want.
11. To print multiple copies and arrange their print order, select the **Copies** options.
12. To reduce noise during printing when you select **Plain Paper/Bright White Paper**, select **Quiet Mode** (printing will be slower).
13. To preview your job before printing, select **Print Preview**.
14. To save your print job as a project that can be modified and combined with other print jobs, select **Job Arranger Lite**.

Print Quality Options - Windows

Multi-Page Printing Options - Windows

Parent topic: Printing with Windows

Related references

Paper or Media Type Settings - Product Software

Related tasks

Selecting Double-sided Printing Settings - Windows

Print Quality Options - Windows

You can select any of the available Quality options to fine-tune the quality of your print. Some settings may be unavailable, depending on the paper type setting you have chosen.

Draft
For draft printing on plain paper.

Standard
For everyday text and image printing.

High
For text and graphics with high print quality.

More Settings
Opens a window that lets you choose among levels of speed and quality.

Parent topic: Selecting Basic Print Settings - Windows

Multi-Page Printing Options - Windows

You can select any of the available options in the Multi-Page menu to set up your multi-page print job.

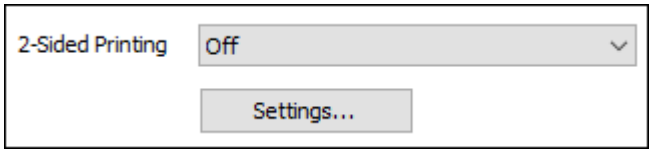
2-Up and 4-Up
Prints 2 or 4 pages on one sheet of paper. Click the **Page Order** button to select page layout and border options.

2×1 Poster, 2×2 Poster, 3×3 Poster, 4×4 Poster
Prints one image on multiple sheets of paper to create a larger poster. Click the **Settings** button to select image layout and guideline options.

Parent topic: Selecting Basic Print Settings - Windows

Selecting Double-sided Printing Settings - Windows

You can print on both sides of the paper by selecting one of the **2-Sided Printing** options on the Main tab.



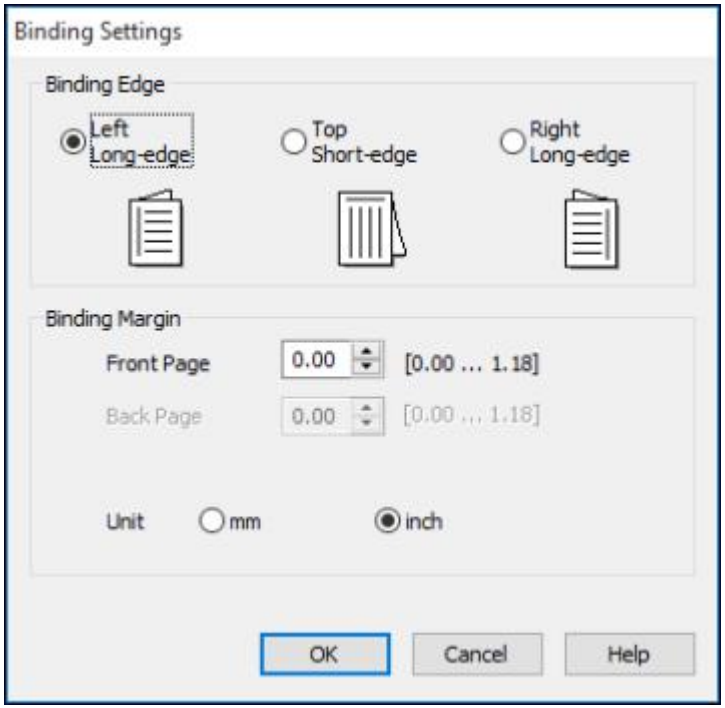
Note: You will need to print one side and flip the paper over manually to print the other side.

Note: Some options may be pre-selected or unavailable, depending on other settings you have chosen or if you are accessing the product over a network.

1. Select one of the following options for **2-Sided Printing**:
   - **Manual (Long-edge binding)** to print your double-sided print job by printing one side and prompting you to flip the paper over on the long edge to print the other side.
   - **Manual (Short-edge binding)** to print your double-sided print job by printing one side and prompting you to flip the paper over on the short edge to print the other side.

2. Click the **Settings** button.

   You see a window like this:



3. Select the double-sided printing options you want to use.
4. Click **OK** to return to the Main tab.
5. Print a test copy of your double-sided document to test the selected settings.
6. Follow any instructions displayed on the screen during printing.

Note: The surface of the paper may smear during double-sided printing. Make sure the ink has dried before reloading the paper.

Double-sided Printing Options - Windows

Parent topic: Printing with Windows

Related tasks

Selecting Basic Print Settings - Windows

Double-sided Printing Options - Windows

You can select any of the available options on the Binding Settings window to set up your double-sided print job.

Binding Edge Options

Select a setting that orients double-sided print binding in the desired direction.

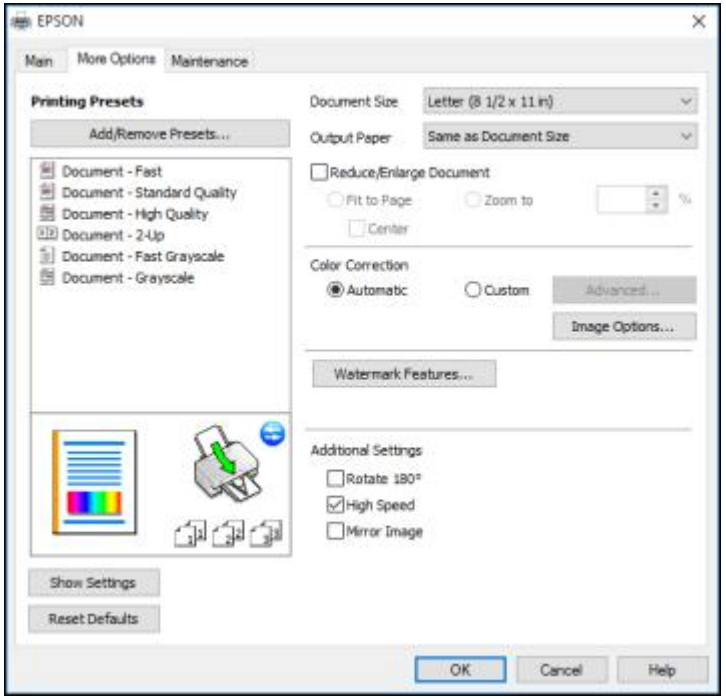
Binding Margin Options

Select options that define a wider margin to allow for binding.

Parent topic: Selecting Double-sided Printing Settings - Windows

Selecting Additional Layout and Print Options - Windows

You can select a variety of additional layout and printing options for your document or photo on the More Options tab.



1. To change the size of your printed document or photo, select the **Reduce/Enlarge Document** checkbox and select one of these sizing options:
   - Select the **Fit to Page** option to size your image to fit the paper you loaded. Select the size of your document or photo as the **Document Size** setting, and the size of your paper as the **Output Paper** setting. If you want to center your image on the paper, select the **Center** option.
   - Select the **Zoom to** option to reduce or enlarge your document or photo by a specific percentage. Select the percentage in the **%** menu.
2. Select one of the following Color Correction options:
   - Select **Automatic** to automatically adjust the sharpness, brightness, contrast, and color saturation for your image.
   - Select **Custom** and click the **Advanced** button to manually adjust the color correction settings or turn off color management in your printer software.
   - Select **Image Options** to access additional settings for improving printed images.

     Note: You can also select **Color Universal Print** settings.
3. To add the following features, click the **Watermark Features** button:
   - **Watermark**: adds a visible watermark to your printout

     Note: Click the **Add/Delete** button to create your own watermark, and click the **Settings** button to customize the watermark.
   - **Header/Footer**: adds information such as the date and time to the top or bottom of your printout

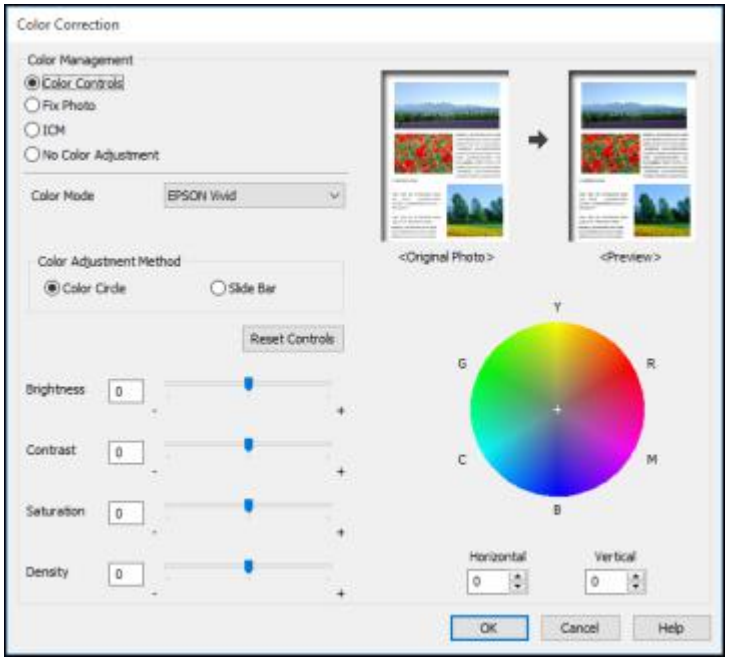
     Note: Click the **Settings** button to customize the text and location of the header or footer.
4. Select any of the Additional Settings options to customize your print.

Custom Color Correction Options - Windows
Image Options and Additional Settings - Windows
Header/Footer Settings - Windows

Parent topic: Printing with Windows

Custom Color Correction Options - Windows

You can select any of the available options in the Color Correction window to customize the image colors for your print job.



Color Controls

Lets you select a **Color Mode** setting, individual settings for **Brightness**, **Contrast**, **Saturation**, and **Density**, and individual color tones. Depending on the selected color mode, you can also adjust the midtone density using the **Gamma** setting.

Fix Photo

Improves the color, contrast, and sharpness of flawed photos.

Note: Fix Photo uses a sophisticated face recognition technology to optimize photos that include faces. For this to work, both eyes and the nose must be visible in the subject's face. If your photo includes a face with an intentional color cast, such as a statue, you may want to turn off **Fix Photo** to retain the special color effects.

ICM
Lets you manage color using installed color printing profiles.

No Color Adjustment
Turns off color management in your printer software so you can manage color using only your application software.

Parent topic: Selecting Additional Layout and Print Options - Windows

Image Options and Additional Settings - Windows

You can select any of the Image Options and Additional Settings to customize your print. Some options may be pre-selected or unavailable, depending on other settings you have chosen.

Image Options

Emphasize Text
Adjusts the weight of printed text to increase readability.

Emphasize Thin Lines
Adjusts the weight of printed lines to increase visibility.

Edge Smoothing
Smooths jagged edges in low-resolution images such as screen captures or images from the Web.

Fix Red-Eye
Reduces or removes red-eye in photos.

Print Text in Black
Prints colored text in black.

For Color Text
Prints colored text on a background pattern or underlined.

For Color Graphs and Images
Prints colored graphics and images with overlay patterns.

For Color Text, Graphs, and Images
Prints colored text, graphics, and images with overlay patterns.

Enhancement Options
Specifies Color Universal Print enhancement settings for text, graphics, and images.

Additional Settings Options

Rotate 180º
Prints the image rotated 180º from its original orientation.

High Speed
Speeds up printing but may reduce print quality.

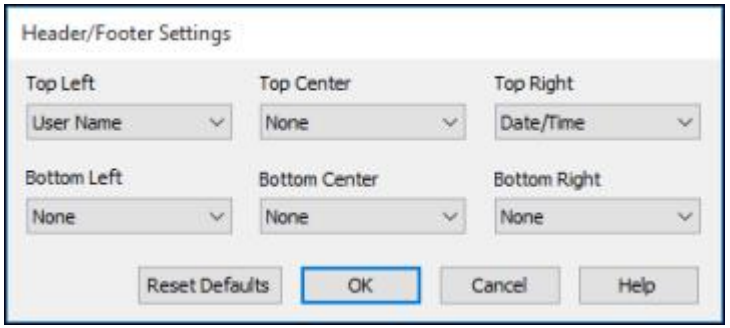
Mirror Image
Flips the printed image left to right.

Parent topic: Selecting Additional Layout and Print Options - Windows

Header/Footer Settings - Windows

You can select any of the Header/Footer Settings options to add headers or footers when you print. The items are available to print at the top or bottom of your pages, in either the left, right, or center of the page.

Note: These settings are not saved with your document.



You can select to print the following information:

- User Name
- Computer Name
- Date
- Date/Time
- Collate Number (copy number)

Note: The user name, computer name, date, and time come from the Windows Control Panel on your computer.

Parent topic: Selecting Additional Layout and Print Options - Windows

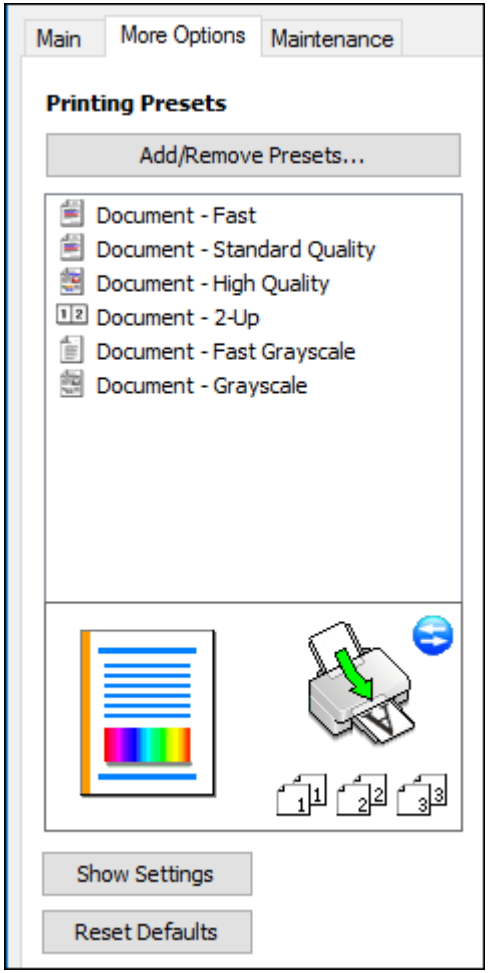
Selecting a Printing Preset - Windows

For quick access to common groups of print settings, you can select a printing preset on the Main or More Options tab.

Note: You can create your own preset by clicking the **Add/Remove Presets** button.

1. Click the **Main** or **More Options** tab.

   You see the available **Printing Presets** on the left:



2. Place your cursor over one of the **Printing Presets** to view its list of settings.
3. Click on a preset to change its settings, or use any of the available options on the screen to control your printing presets.
4. To choose a preset for printing, select it.
5. Click **OK**.

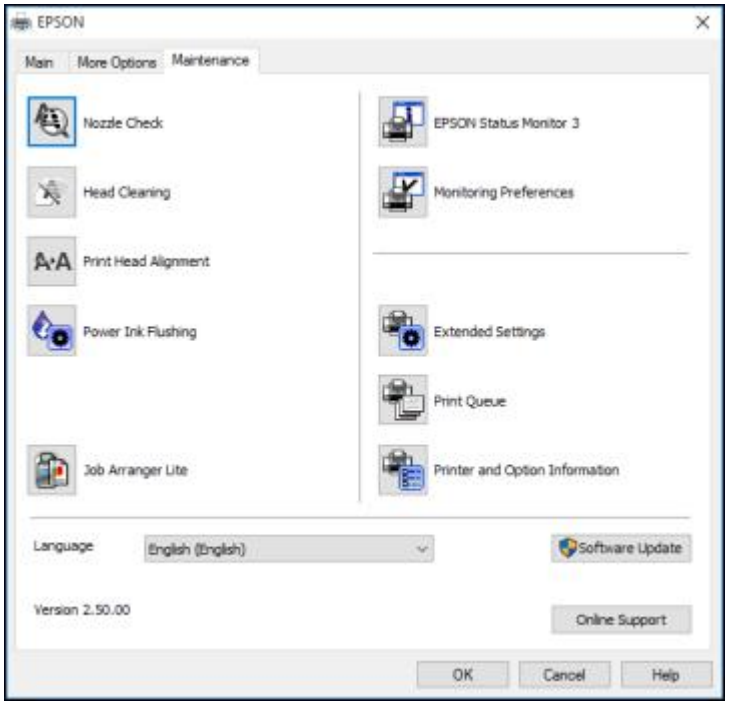
Parent topic: Printing with Windows

Selecting Extended Settings - Windows

You can select additional settings that apply to all the print jobs you send to your product.

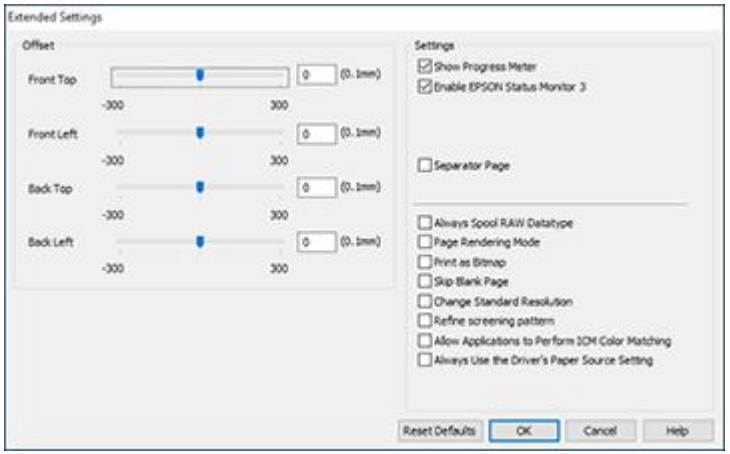
1. Access the Windows Desktop and right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.
3. Click the **Maintenance** tab.

   You see the maintenance options:



4. Click the **Extended Settings** button.

   You see this window:



5. Select any of the extended settings to customize your print.
6. Click **OK** to close the Extended Settings window.
7. Click **OK** to close the printer software window.

Extended Settings - Windows

Parent topic: Printing with Windows

Extended Settings - Windows

You can select from these settings on the Extended Settings window.

Show Progress Meter
Displays the progress of print jobs as they are being printed.

Enable EPSON Status Monitor 3
Enables product monitoring for ink and paper supplies and other issues.

Separator Page
Before each document, prints a separator page containing the title, user, date, and time.

Always Spool RAW Datatype
Increases print speed and may solve other printing problems.

Page Rendering Mode
Increases print speed when printing is extremely slow or the print head stops during printing.

Print as Bitmap
Increases print speed when printing is extremely slow or the print head stops during printing, and other settings do not help.

Skip Blank Page
Ensures that your product does not print pages that contain no text or images.

Change Standard Resolution
Reduces the resolution of print data to correct printing problems.

Refine screening pattern
Prints graphics with a finer screening pattern.

Allow Applications to Perform ICM Color Matching
Allows applications to perform ICM color matching.

Always Use the Driver's Paper Source Setting
Prints using the paper source setting in the printer driver, rather than the setting in your application.

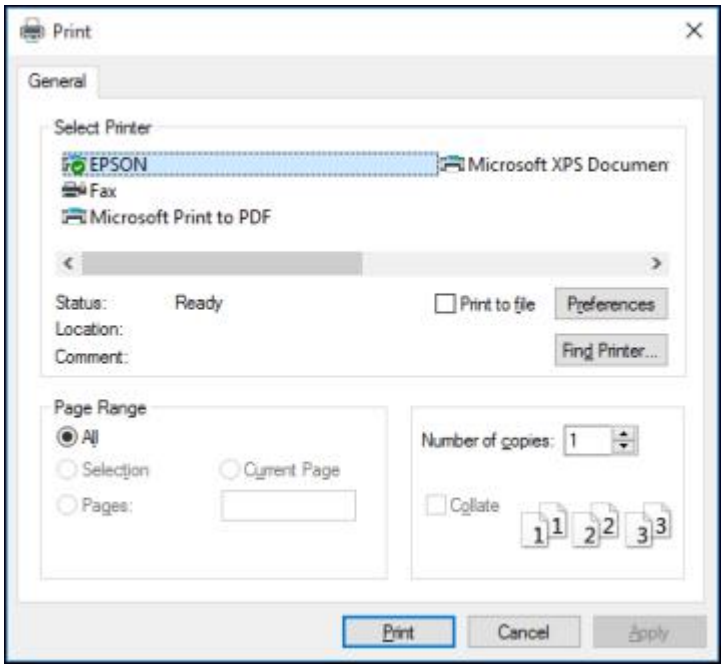
Parent topic: Selecting Extended Settings - Windows

Printing Your Document or Photo - Windows

Once you have selected your print settings, you are ready to save your settings and print.

1. Click **OK** to save your settings.

You see your application's Print window, such as this one:



2. Click **OK** or **Print** to start printing.

Checking Print Status - Windows

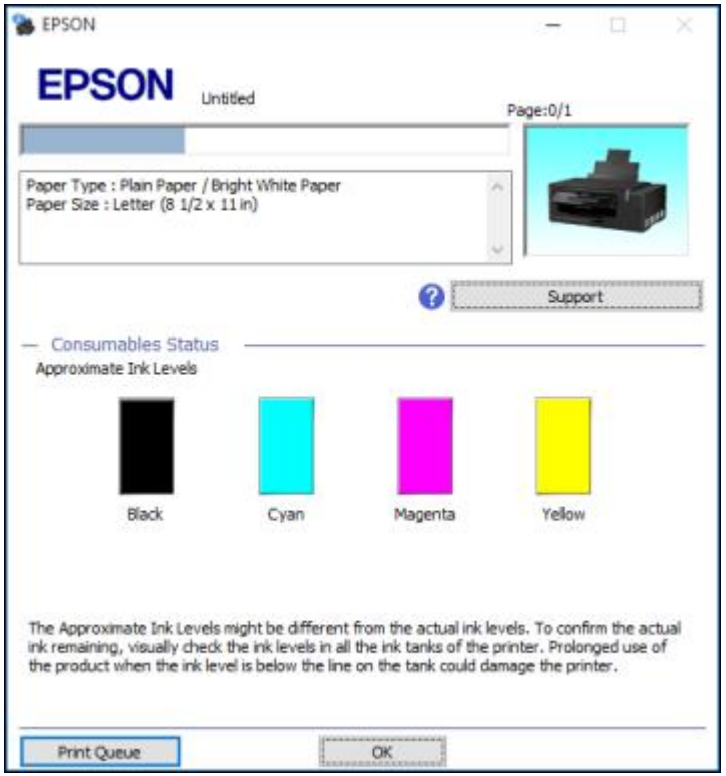
Parent topic: Printing with Windows

Related tasks

Selecting Basic Print Settings - Windows

Checking Print Status - Windows

During printing, you see this window showing the progress of your print job. It allows you to control printing and check ink status.



- To cancel printing, click **Cancel**.
- To see print jobs lined up for printing, click **Print Queue**.

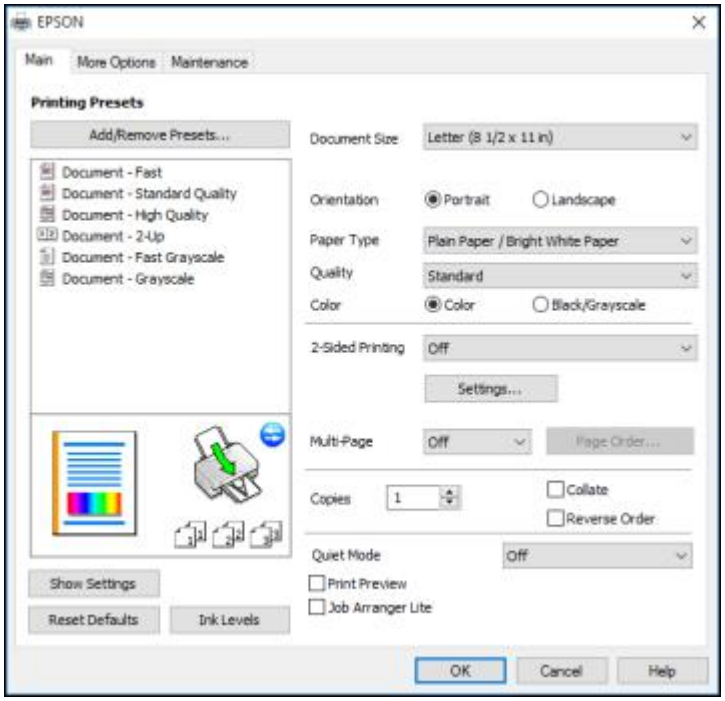
Parent topic: Printing Your Document or Photo - Windows

Selecting Default Print Settings - Windows

When you change your print settings in a program, the changes apply only while you are printing in that program session. If you want to change the print settings you use in all your Windows programs, you can select new default print settings.

1. Access the Windows Desktop and right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.

   You see the printer settings window:



3. Select the print settings you want to use as defaults in all your Windows programs.
4. Click **OK**.

These settings are now the defaults selected for printing. You can still change them as needed for printing in any program session.

Changing the Language of the Printer Software Screens

Parent topic: Printing with Windows

Changing the Language of the Printer Software Screens

You can change the language used on the Windows printer software screens.

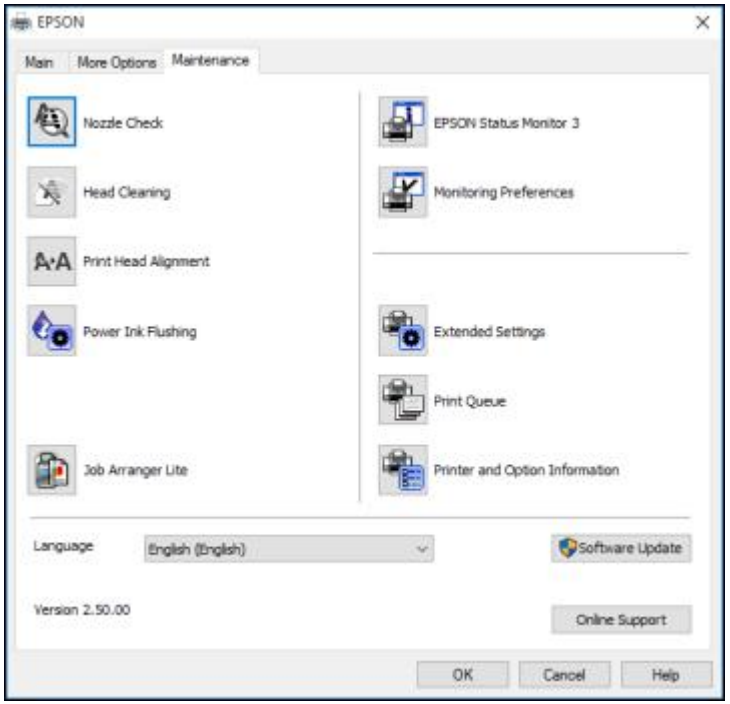
1. Access the Windows Desktop and right-click the product icon in the Windows taskbar.

2. Select **Printer Settings**.

   You see the printer settings window.

3. Click the **Maintenance** tab.

   You see the maintenance options:



4. Select the language you want to use as the **Language** setting.
5. Click **OK** to close the printer software window.

The printer software screens appear in the language you selected the next time you access them.

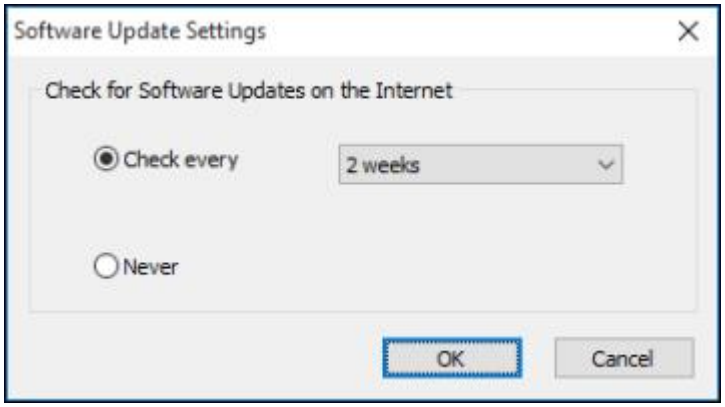
Parent topic: Selecting Default Print Settings - Windows

Changing Automatic Update Options

Your printer software for Windows automatically checks for updates to the product software. You can change how often the software checks for updates or disable this feature.

1. Access the Windows Desktop and right-click the product icon in the Windows taskbar.
2. Select **Software Update Settings**.

   You see this window:



3. Do one of the following:
   - To change how often the software checks for updates, select a setting in the **Check every** menu.
   - To disable the automatic update feature, select the **Never** option.
4. Click **OK** to exit.

Note: If you choose to disable the automatic update feature, you can check for updates manually.

Parent topic: Printing with Windows

Related tasks

Checking for Software Updates

Printing on a Mac

You can print with your product using any Mac printing program, as described in these sections.

Note: If you have an Internet connection, it is a good idea to check for updates to your product software on Epson's support website.

Selecting Basic Print Settings - Mac

Selecting Page Setup Settings - Mac
Selecting Print Layout Options - Mac
Sizing Printed Images - Mac
Managing Color - Mac
Selecting Printing Preferences - Mac
Printing Your Document or Photo - Mac

Parent topic: Printing from a Computer

Selecting Basic Print Settings - Mac

Select the basic settings for the document or photo you want to print.

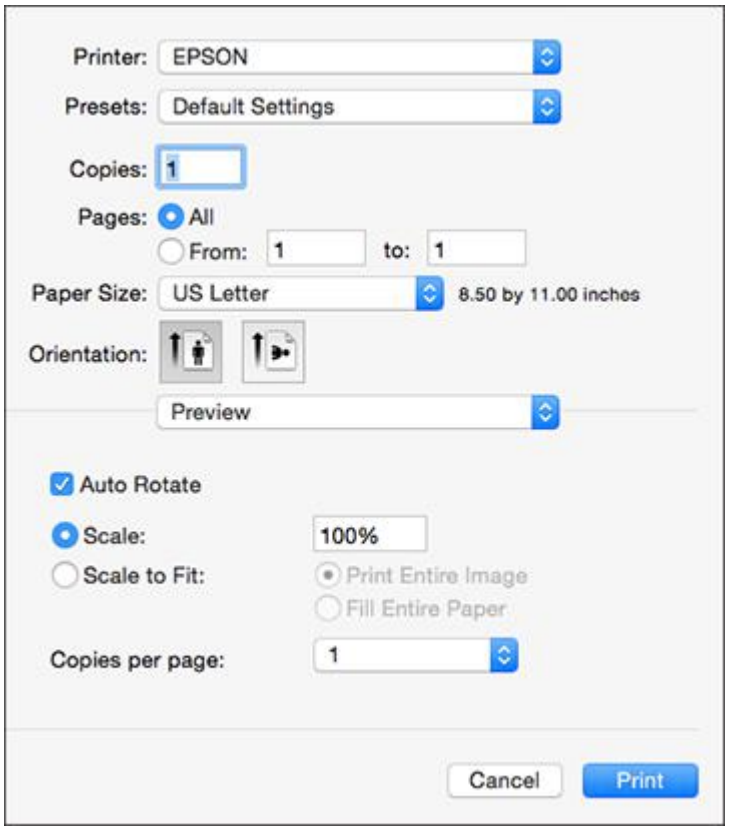
1. Open a photo or document for printing.
2. Select the print command in your application.

   Note: You may need to select a print icon on your screen, the **Print** option in the File menu, or another command. See your application's help utility for details.

3. Select your product as the **Printer** setting.

4. If necessary, click the arrow next to the Printer setting or the **Show Details** button to expand the print window.

You see the expanded printer settings window for your product:



Note: The print window may look different, depending on your version of the Mac operating system and the application you are using.

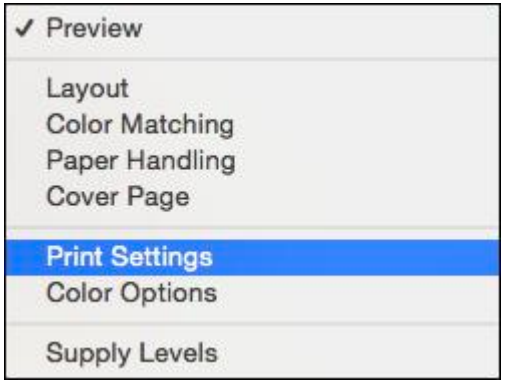
5. Select the **Copies** and **Pages** settings as necessary.

   Note: If you do not see these settings in the print window, check for them in your application before printing.

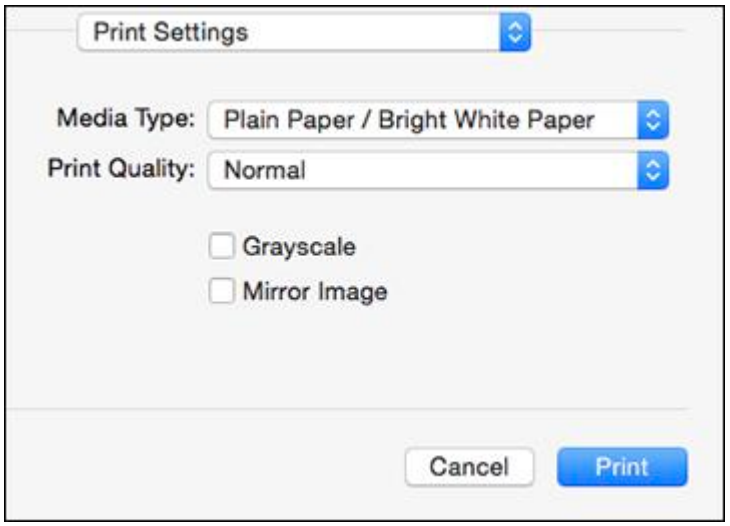
6. Select the page setup options: **Paper Size** and **Orientation**.

   Note: If you do not see these settings in the print window, check for them in your application before printing. They may be accessible by selecting **Page Setup** from the File menu.

7. Select any application-specific settings that appear on the screen, such as those shown in the image above for the Preview application.
8. Select **Print Settings** from the pop-up menu.



You see these settings:



9. Select the type of paper you loaded as the **Media Type** setting.

   Note: The setting may not exactly match the name of your paper. Check the paper type settings list for details.

10. Select the **Print Quality** setting you want to use.
11. Select any of the available print options.

Print Quality Options - Mac
Print Options - Mac

Parent topic: Printing on a Mac

Related references

Paper or Media Type Settings - Product Software

Related tasks

Selecting Page Setup Settings - Mac

Print Quality Options - Mac

You can select any of the available Print Quality options to fine-tune the quality of your print. Some settings may be unavailable, depending on the paper type and border setting you have chosen.

Fast Economy
For the fastest printing with draft quality.

Economy
For fast printing with reduced quality.

Normal
For everyday text and image printing.

Fine
For text and graphics with good quality and print speed.

Quality
For photos and graphics with good quality and print speed.

High Quality
For photos and graphics with high print quality.

Parent topic: Selecting Basic Print Settings - Mac

Print Options - Mac

You can select any of the print options to customize your print. Some options may be unavailable, depending on other settings you have chosen.

Grayscale
Prints text and graphics in black or shades of gray.

Mirror Image
Lets you flip the printed image horizontally.

Parent topic: Selecting Basic Print Settings - Mac

Selecting Page Setup Settings - Mac

Depending on your application, you may be able to select the paper size and orientation settings from the print window.

Note: If you do not see these settings in the print window, check for them in your application before printing. They may be accessible by selecting **Page Setup** from the File menu.

1. Select the size of the paper you loaded as the **Paper Size** setting. You can also select a custom setting to create a custom paper size.
2. Select the orientation of your document or photo as shown in the print window.

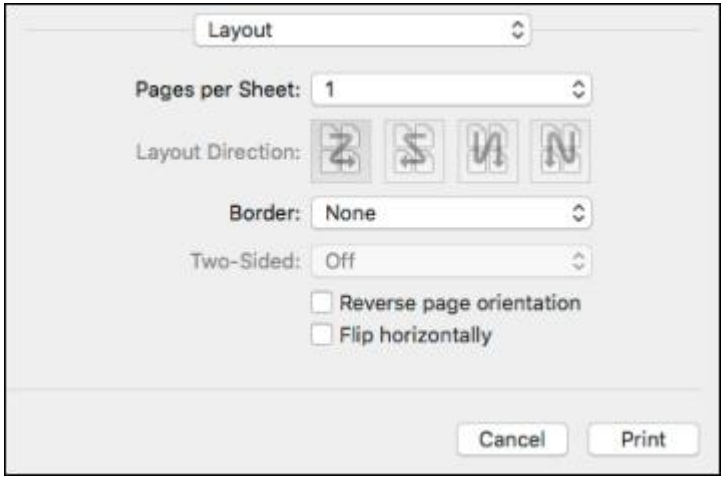
   Note: If you are printing an envelope, select the icon.

Note: You can reduce or enlarge the size of the printed image by selecting **Paper Handling** from the pop-up menu and selecting a scaling option.

Parent topic: Printing on a Mac

Selecting Print Layout Options - Mac

You can select a variety of layout options for your document or photo by selecting **Layout** from the pop-up menu on the print window.



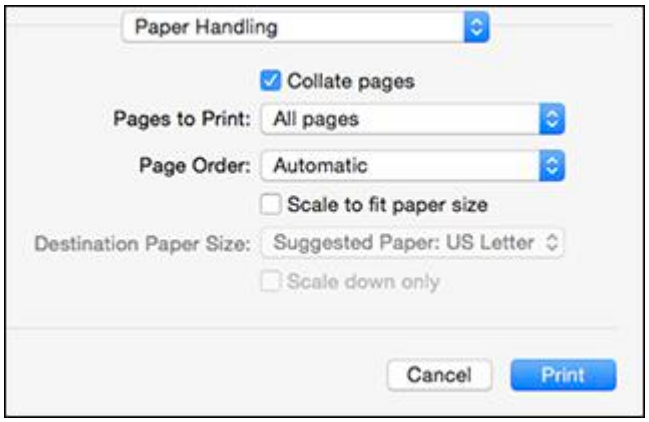
- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.

- To invert or flip the printed image, select the **Reverse page orientation** or **Flip horizontally** settings.

Parent topic: Printing on a Mac

Sizing Printed Images - Mac

You can adjust print order and the size of the image as you print it by selecting **Paper Handling** from the pop-up menu on the Print window.



- To print only selected pages in a multi-page document, select an option from the **Pages to Print** pop-up menu.
- To adjust the order in which pages are printed, select an option from the **Page Order** pop-up menu.
- To scale the image to fit on a specific paper size, select the **Scale to fit paper size** checkbox and select a paper size from the **Destination Paper Size** pop-up menu.

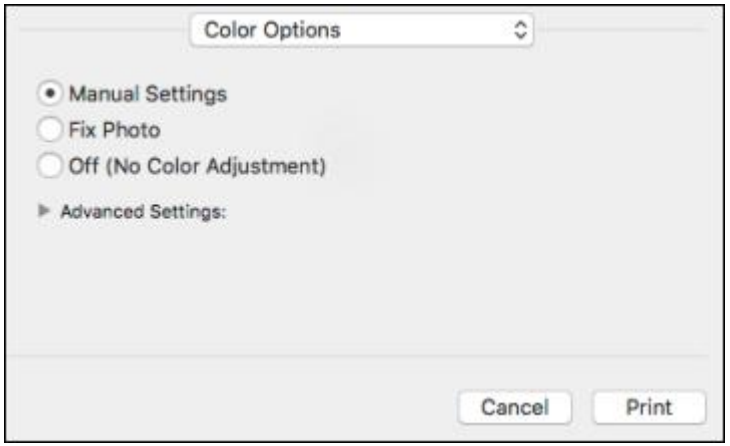
Parent topic: Printing on a Mac

Managing Color - Mac

You can adjust the Color Matching and Color Options settings to fine-tune the colors in your printout, or turn off color management in your printer software.

1. Select **Color Matching** from the pop-up menu in the print window.

2. Select one of the available options.
3. Select **Color Options** from the pop-up menu in the print window.



Note: The available settings on the Color Options menu depend on the option you selected on the Color Matching menu.

4. Select one of the available options.

Color Matching and Color Options - Mac

Parent topic: Printing on a Mac

Color Matching and Color Options - Mac

You can select from these settings on the **Color Matching** and **Color Options** menus.

Color Matching Settings

EPSON Color Controls
Lets you manage color using controls in your printer software or turn off color management.

ColorSync
Prints using standard color profiles for your product and paper to help match image colors. You can customize the conversion method and filter settings on the ColorSync pop-up menu in the print window.

Color Options Settings

Manual Settings
Lets you select manual color adjustments. Click the arrow next to **Advanced Settings** and select settings for **Brightness**, **Contrast**, **Saturation**, and individual color tones. You can also select a color **Mode** setting for printing photos and graphics and the **Fix Red-Eye** setting to reduce or remove red-eye in photos. Depending on the selected color mode, you can also adjust the midtone density using the **Gamma** setting.

Fix Photo
Improves the color, contrast, and sharpness of flawed photos. Click the arrow next to **Advanced Settings** and select the **Fix Red-Eye** setting to reduce or remove red-eye in photos.

Note: Fix Photo uses a sophisticated face recognition technology to optimize photos that include faces. For this to work, both eyes and the nose must be visible in the subject's face. If your photo includes a face with an intentional color cast, such as a statue, you may want to turn off **Fix Photo** to retain the special color effects.

Off (No Color Adjustment)
Turns off color management in your printer software so you can manage color using only your application software.

Note: An ICC profile is required if color management is turned off.

Parent topic: Managing Color - Mac

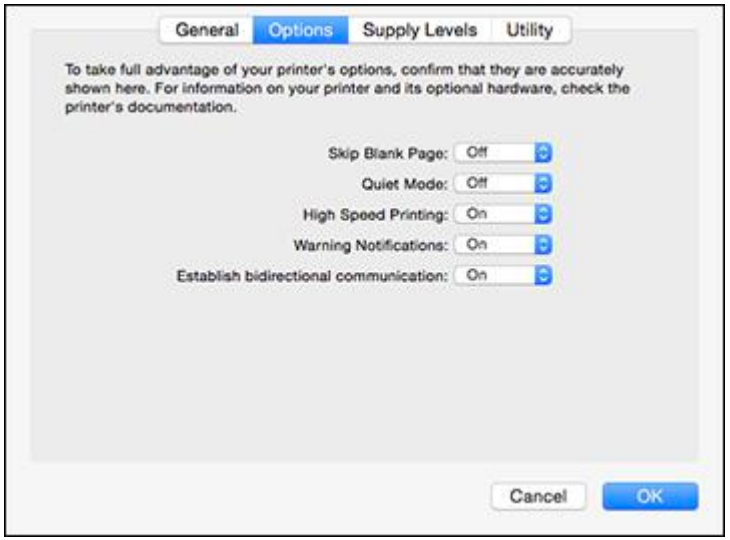
Selecting Printing Preferences - Mac

You can select printing preferences that apply to all the print jobs you send to your product.

1. In the Apple menu or the Dock, select **System Preferences**.
2. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**.

3. Select **Driver** or **Options**.

   You see a screen like this:



4. Select any of the available printing preferences.
5. Click **OK**.

Printing Preferences - Mac

Parent topic: Printing on a Mac

Printing Preferences - Mac

You can select from these settings on the **Options** or **Driver** tab.

Skip Blank Page
Ensures that your product does not print pages that contain no text or images.

Quiet Mode
Lessens noise during printing when you select **Plain Paper/Bright White Paper** as the paper Type or Media Type setting.

High Speed Printing
Speeds up printing but may reduce print quality.

Warning Notifications
Lets you choose whether or not to receive warning notifications from the printer software for various operating conditions.

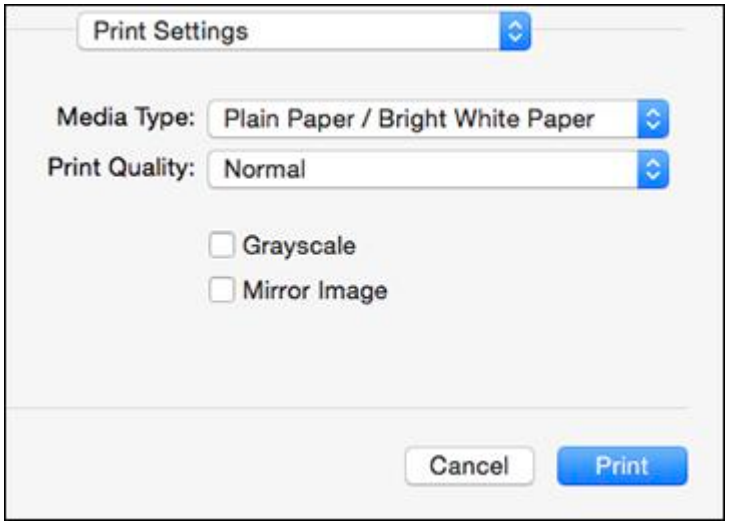
Establish bidirectional communication
Allows the product to communicate with the computer. Do not change the default setting unless you experience issues when using a shared printing pool.

Parent topic: Selecting Printing Preferences - Mac

Printing Your Document or Photo - Mac

Once you have selected your print settings, you are ready to print.

Click **Print** at the bottom of the print window.



Checking Print Status - Mac

Parent topic: Printing on a Mac

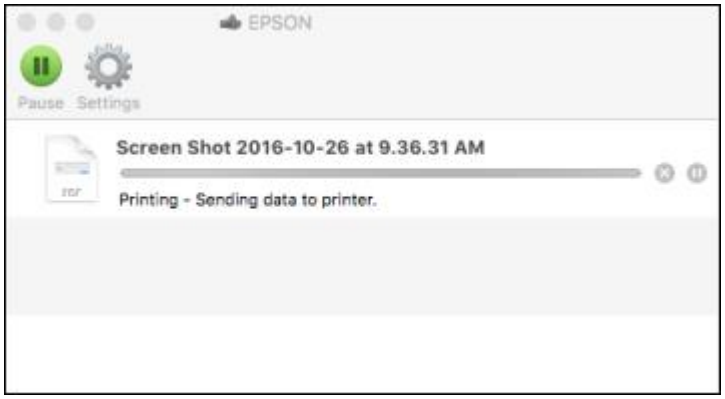
Related tasks
Selecting Basic Print Settings - Mac
Selecting Page Setup Settings - Mac

Checking Print Status - Mac

During printing, you can view the progress of your print job and control printing.

1. Click the printer icon when it appears in the Dock.

   You see the print status window:



2. Select the following options as necessary:

   - To cancel printing, click the print job and click or **Delete**.
   - To pause a print job, click the print job and click or **Hold**. To resume a print job, click the paused print job and click or **Resume**.
   - To pause printing for all queued print jobs, click **Pause** or **Pause Printer**.
   - To display other printer information, click **Settings**.

Parent topic: Printing Your Document or Photo - Mac

Cancelling Printing Using a Product Button

If you need to cancel printing, press the stop button on your product.

Parent topic: Printing from a Computer

Scanning

You can scan original documents or photos and save them as digital files.

Starting a Scan
Scanning in Epson Scan 2

Starting a Scan

After placing your original documents or photos on your product for scanning, start scanning using one of these methods.

Starting a Scan Using the Product Control Panel
Starting a Scan Using the Epson Scan 2 Icon
Starting a Scan from a Scanning Program

Parent topic: Scanning

Related tasks
Placing Originals on the Scanner Glass

Starting a Scan Using the Product Control Panel

You can scan an image to your computer using your product's control panel buttons.

Your product automatically selects suitable default scan settings, but you can view or change them as necessary.

1. Make sure you installed the product software and connected the product to your computer or network.

   Note: Restart your computer after installing the product software to enable scanning from the control panel. Also make sure the Event Manager program is not being blocked by your firewall or security software.

2. Press the home button, if necessary.
3. Press the left or right arrow button to select **Scan** and press the **OK** button.

The scan options are displayed:

4. Press the arrow buttons to select a scan option and press the **OK** button.
   - **To Computer (JPEG)** saves your scan file directly to your computer or as an image capture on a Mac.
   - **To Computer (PDF)** saves your scan as a PDF file to your computer or as an image capture on a Mac.
   - **To Computer (Email)** scans your original and attaches it to a message in your e-mail program. You can select the e-mail program you want to use and resize your image, if necessary, from an option screen on your computer.

     Note: This works with MAPI-type email such as Microsoft Outlook, Windows Live Mail, Mac Mail, and Entourage, but not web-based email such as Gmail.

   - **To Computer (WSD)** lets you manage network scanning in Windows 10, Windows 8.x, Windows 7, or Windows Vista (English only).

     Note: To use this feature, you must first set up WSD (Web Services for Devices) on the computer you want to scan to.

5. Press the arrow buttons to select how you connected your product to your computer:
   - If your product is connected directly to your computer with a USB cable, select **USB Connection**.
   - If your product is connected to your computer over a network, select the computer name from the list.

6. Press the ◇ start button to start scanning.

Changing Default Scan Button Settings

Parent topic: Starting a Scan

Changing Default Scan Button Settings

You can view or change the default scan settings your product uses when you scan to your computer using the product buttons. You do this using the Event Manager program.

1. Do one of the following to open Event Manager:
   - **Windows 10:** Click , select **All apps**, select **EPSON Software**, and select **Event Manager**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Event Manager**.
   - **Windows (other versions)**: Click or **Start** > **All Programs** or **Programs** > **EPSON Software** > **Event Manager**.
   - **Mac**: Open the **Applications** folder, click **Epson Software**, and select **Event Manager**.
2. Open the **Scanner** (Windows) or **Select Scanner** (Mac) drop-down list and select your product, if necessary.
3. Click **Make Job Settings**.
4. Open the **Edit Job Settings** drop-down list and select the scan button settings you want to view or change.
5. Change the settings as necessary.
6. Click **OK**.
7. Click **Close** to close the Event Manager window.

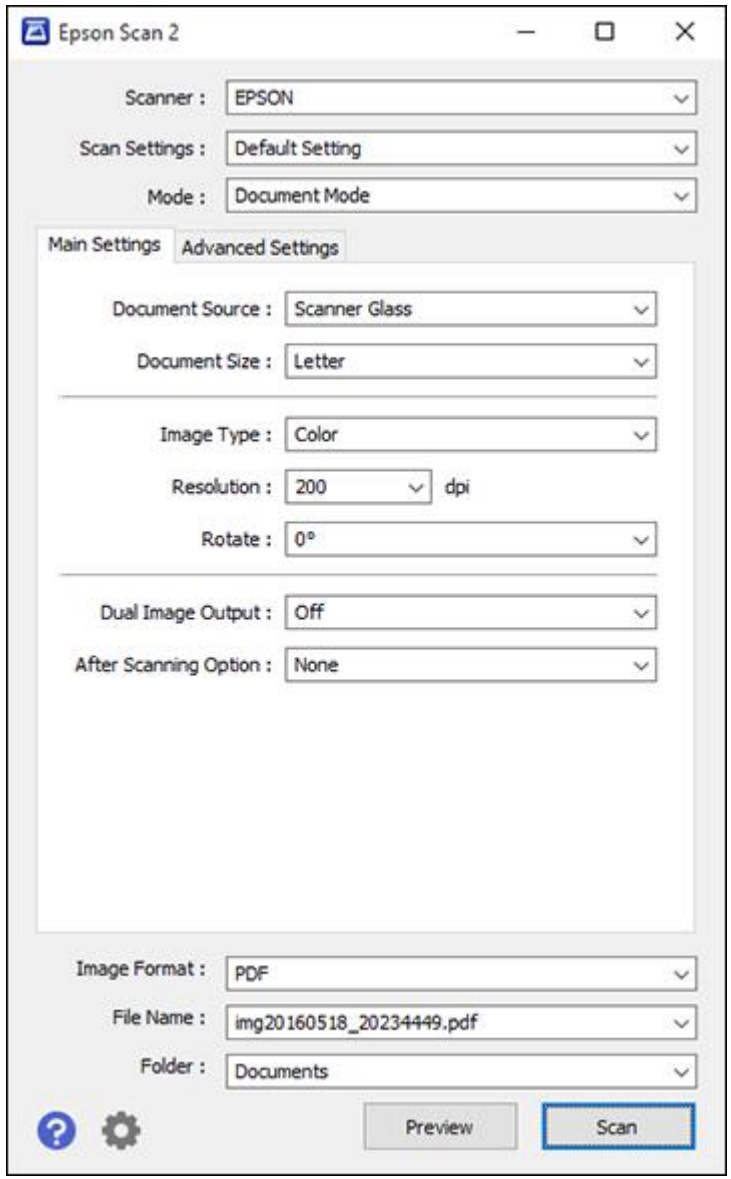
Parent topic: Starting a Scan Using the Product Control Panel

Starting a Scan Using the Epson Scan 2 Icon

You can start the Epson Scan 2 program to select scan settings, scan, and save the scanned image to a file.

- **Windows 10:** Click and select **All apps** > **EPSON** > **Epson Scan 2**.
- **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2**.
- **Windows (other versions)**: Click or **Start**, and select **All Programs** or **Programs**. Select **EPSON** > **Epson Scan 2** > **Epson Scan 2**.
- **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2**.

You see an Epson Scan 2 window like this:



Parent topic: Starting a Scan

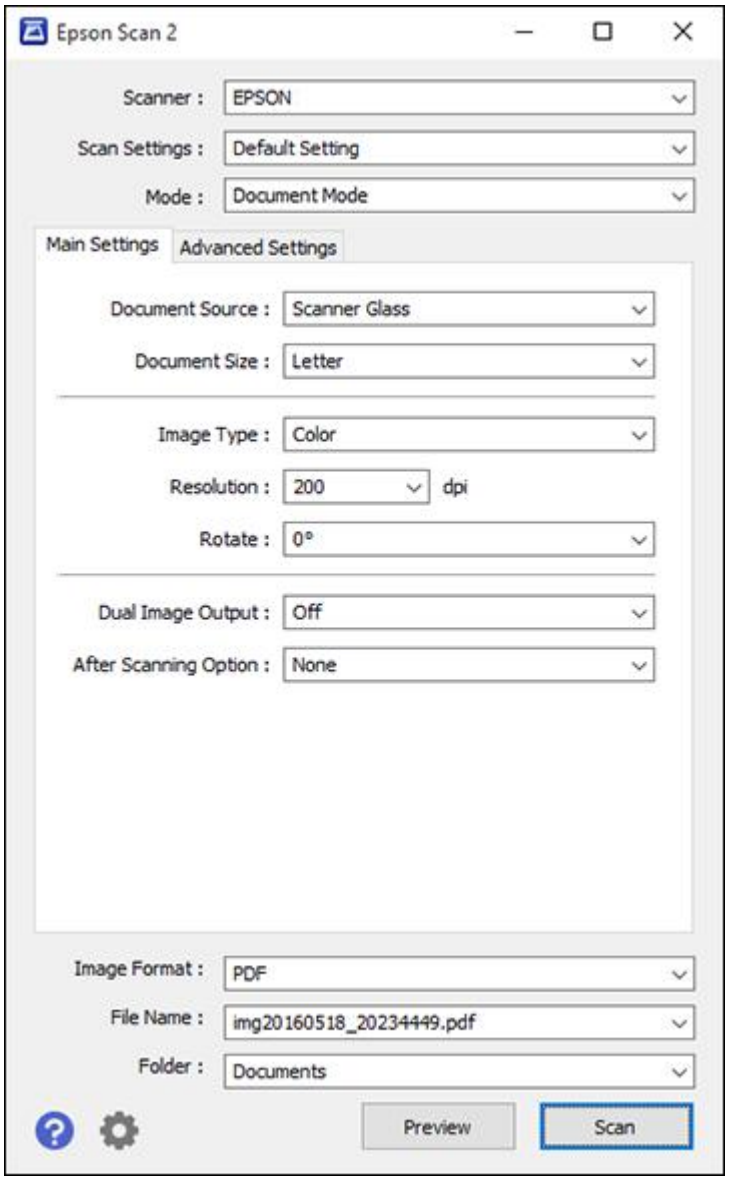
Starting a Scan from a Scanning Program

You can start Epson Scan 2 from a TWAIN-compliant scanning program to select scan settings, scan, and open the scanned image in the program.

1. Open your scanning program and select its scanning option. (See your scanning program help for instructions.)
2. Select your product.

   Note: In certain programs, you may need to select your product as the "source" first. If you see a **Select Source** option, choose it and select your product. With Windows, do not select a **WIA** option for your product; it will not work correctly.

You see an Epson Scan 2 window like this:



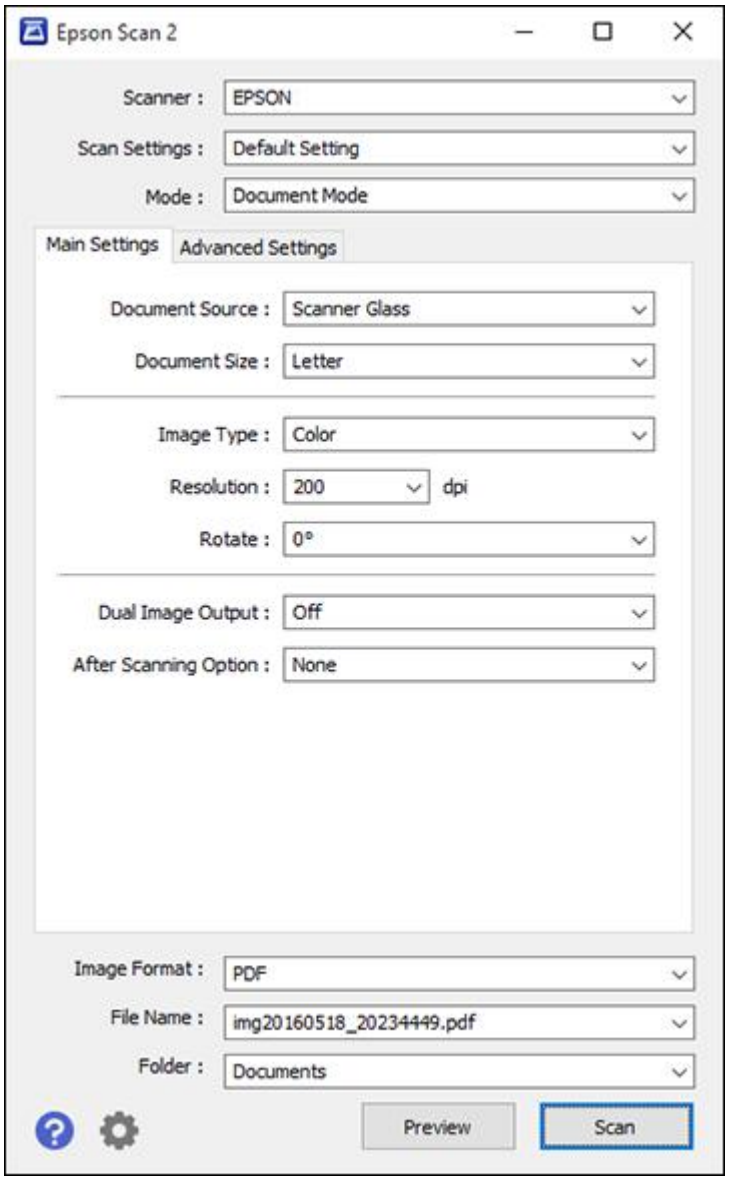
Parent topic: Starting a Scan

Scanning in Epson Scan 2

Epson Scan 2 automatically scans your document and saves the scanned file in PDF format in your operating system's Documents or My Documents folder, or opens it in your scanning program. You can select settings, preview, and change the scanned file settings as necessary.

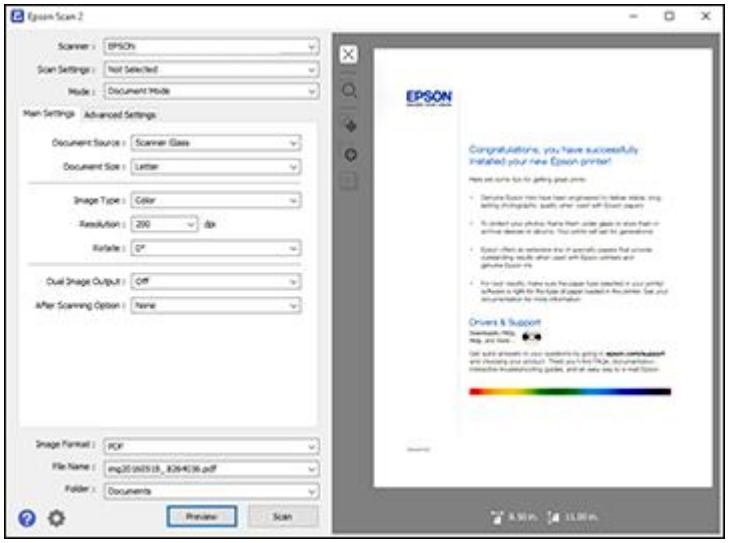
1. Start Epson Scan 2.

You see this window:



2. Select the **Mode** setting that matches the type of original you are scanning.
3. Select the **Document Source** setting that matches where you placed your original.
4. Select the **Document Size** setting that matches the size of your original. You can select **Customize** to enter a custom size, if necessary.
5. Select your original image type and how you want it scanned as the **Image Type** setting.
6. Select the **Resolution** setting you want to use for your scan.
7. Click the **Preview** button.

   Epson Scan 2 previews your original and displays the results in the Epson Scan 2 window.



8. Do one of the following:
   - If you're scanning in Document Mode, select any of the additional settings that you want to use on the Main Settings tab.
   - If you're scanning in Photo Mode, select the **Color Management** and **Thumbnail Options** settings as necessary.
9. Click the **Advanced Settings** tab and select any settings that you want to use.
10. Select the format in which you want to save your scanned file as the **Image Format** setting. If necessary, select **Options** and select any desired format options.

11. Enter the file name for your scanned file in the **File Name** field. If necessary, select **Settings** to modify the file name settings.
12. Select the location in which you want to save your scanned file as the **Folder** setting. If necessary, select **Select** to create a new folder.
13. Click **Scan**.

    The product scans your original and saves the scanned file in the location you specified.

Additional Scanning Settings - Main Settings Tab

Additional Scanning Settings - Advanced Settings Tab

Image Format Options

Parent topic: Scanning

Additional Scanning Settings - Main Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Main Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

Dual Image Output
Scans the original image twice using different output settings (Windows only).

After Scanning Option
When scanning multi-page originals, lets you add additional pages or add and edit the pages in a job and save all of the scanned pages as one file.

Note: You must select a file format that supports multi-page such as **PDF** or **Multi-TIFF**.

Parent topic: Scanning in Epson Scan 2

Additional Scanning Settings - Advanced Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Advanced Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

Unsharp Mask
Makes the edges of certain image areas clearer. Turn off this option to leave softer edges.

Descreening
Removes the ripple pattern that might appear in subtly shaded image areas, such as skin tones. This option improves results when scanning magazines or newspapers. (The results of descreening do not appear in the preview image, only in your scanned image.)

Text Enhancement
Sharpens the appearance of letters in text documents.

Auto Area Segmentation
Makes black and white images clearer and text recognition more accurate by separating the text from the graphics.

Threshold
Adjusts the level at which black areas in text and line art are delineated, improving text recognition in OCR (Optical Character Recognition) programs.

Color Enhance
Enhances the shades of the color you select in the scanned image. This setting is available only if you select **Grayscale** or **Black & White** as the Image Type setting.

Brightness
Adjusts the overall lightness and darkness of the scanned image.

Contrast
Adjusts the difference between the light and dark areas of the overall scanned image.

Gamma
Adjusts the midtone density of the scanned image.

Edge Fill
Corrects shadowing around the edges of the image by filling the shadows with black or white.

Correct Document Skew
Corrects skewed originals, image contents, or both.

Parent topic: Scanning in Epson Scan 2

Image Format Options

You can select different image formats and related options. For details on available options, click the **?** icon on the Epson Scan 2 Image Format Options window. Not all image formats have options.

Bitmap (*.bmp)
A standard image file format for most Windows programs.

JPEG (*.jpg)
An image format that lets you highly compress image data. However, the higher the compression, the lower the image quality. (The TIFF format is recommended when you need to modify or retouch your scanned image.)

PNG (*.png)
An image format that does not lose quality during editing.

TIFF (*.tif)

A file format created for exchanging data between many programs, such as graphic and DTP software.

Multi-TIFF (*.tif)

A TIFF file format when multiple pages are saved to the same file, allowing you to edit the images using a compatible program.

PDF (*.pdf)

A document format that is readable by Windows and Mac systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file.

Searchable PDF (*.pdf)

A document format that is readable by Windows and Mac systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file. Recognized text in the scanned document can be searched.

Parent topic: Scanning in Epson Scan 2

Using Memory Cards with Your Product

Follow the instructions here to work with a memory card inserted into your product.

Inserting a Memory Card
Printing from a Memory Card
Transferring Photos on a Memory Card

Inserting a Memory Card

Insert only one memory card at a time into a memory card slot on your product.

1. Make sure the memory card and the files on it are compatible with your product before inserting the card.
2. Insert your memory card into the correct slot, making sure the card is oriented correctly.

Note: Do not force the card all the way into the slot. Insert it only until it meets resistance.

The memory card access light flashes and then stays lit.

Caution: Do not remove a memory card or turn off your product while the memory card access light is flashing or you may lose data from the memory card.

Memory Card Types
Memory Card File Specifications
Removing a Memory Card

Parent topic: Using Memory Cards with Your Product

Memory Card Types

You can insert these types of memory cards in your product.

Note: Cards marked with an asterisk (*) require an adapter; consult your adapter documentation for details on using it.

- SDXC
- SDHC
- SD
- miniSDHC*
- miniSD*
- microSDXC*
- microSDHC*
- microSD*

Parent topic: Inserting a Memory Card

Memory Card File Specifications

You can insert memory cards in your product containing files that meet these specifications.

File format	JPEG with the Exif version 2.3 standard
Image size	80 × 80 pixels to 10200 × 10200 pixels
Number of files	Up to 2000

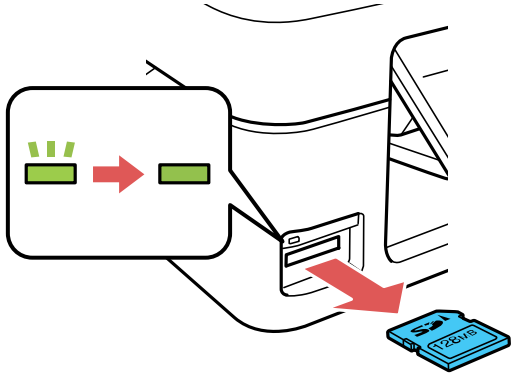
Parent topic: Inserting a Memory Card

Removing a Memory Card

After you finish working with a memory card, check to make sure it is safe to remove it from your product.

Caution: Do not remove a memory card or turn off your product while the memory card access light is flashing or you may lose data from the memory card.

1. Make sure the memory card access light is not flashing.



2. If your product is connected to your computer using a USB cable, do one of the following:
   - **Windows**: Open the **My Computer**, **Computer**, **Windows Explorer**, or **File Explorer** utility. Then right-click the name of your memory card (listed as a removable disk) and select **Eject**.
   - **Mac**: Drag the removable disk icon for your memory card from the desktop or computer window into the trash.
3. Pull the memory card straight out of its slot.

Parent topic: Inserting a Memory Card

Printing from a Memory Card

See these sections to print photos from a memory card inserted into your product:

Viewing and Printing Individual Photos

Print Setting Options - Photo Mode

Parent topic: Using Memory Cards with Your Product

Viewing and Printing Individual Photos

You can select individual photos for printing as you view them on the LCD screen.

1. Press the ⌂ home button, if necessary.
2. Press the left or right arrow button to select **Print Photos** and press the **OK** button.

The first photo on your memory card is displayed:

3. Press the left or right arrow button to scroll through your photos to display one that you want to view or print.
4. Press the up or down arrow button to select one or more copies of the photo (up to 99).
5. To view additional photos and select others for printing, press the left or right arrow button and repeat the selections above.
6. To view the print settings for the photos, press the **OK** button.

   You see the current settings:

7. To change the print settings, press the down arrow button. Then press the up or down arrow button to select a setting, and press the left or right arrow button to select the option you want for the setting.

8. When you are ready to print, press the ◇ start button.

Note: To cancel printing, press the ⊽ stop button.

Parent topic: Printing from a Memory Card

Related references

Print Setting Options - Photo Mode

Print Setting Options - Photo Mode

Select these print settings options when printing photos displayed on the LCD screen.

Print settings	Available options	Description
Paper Size	Various paper sizes	Indicates the size of paper you have loaded; see the list of control panel paper types
Paper Type	Various paper types	Indicates the type of paper you have loaded; see the list of control panel paper types
Quality	**Standard**	Provides good quality for most copies

Parent topic: Printing from a Memory Card

Transferring Photos on a Memory Card

You can transfer photos to and from a memory card inserted into a memory card slot on your product.

Setting Up File Sharing for Photo Transfers from Your Computer

Transferring Photos from a Memory Card to Your Computer

Parent topic: Using Memory Cards with Your Product

Setting Up File Sharing for Photo Transfers from Your Computer

Before you transfer photos from a computer to a memory card inserted into the memory card slot on your product, you may need to set up your product's file sharing settings.

Caution: Remove the memory card before you change this setting or you may lose data from the memory card. Do not remove a memory card or turn off your product while the memory card access light is flashing or you may lose data from the memory card.

1. Press the left or right arrow buttons to select **Setup** and press the **OK** button.
2. Press the left or right arrow buttons to select **File Sharing** and press the **OK** button.
3. Press the arrow buttons to select your connection type and press the **OK** button.

Parent topic: Transferring Photos on a Memory Card

Related tasks

Inserting a Memory Card

Transferring Photos from a Memory Card to Your Computer

You can transfer photos to and from a memory card inserted into a memory card slot on your product and a computer connected to your product.

Note: Do not transfer photos to and from a memory card while you are printing from the memory card.

1. Make sure your product is connected to a computer.
2. Insert a memory card into a memory card slot on your product.
3. Do one of the following to access your memory card files from your computer:
   - **Windows**: Open the **Computer**, **My Computer**, **Windows Explorer**, or **File Explorer** utility, then select the removable disk icon.
   - **Mac with a USB connection**: Look for the removable disk icon on your desktop or computer window, then select it.
   - **Mac with a network connection**: Select the hard drive icon on your desktop or computer window, select your product in the **SHARED** section of the sidebar (you may need to widen the sidebar to see the name), then select the **MEMORYCARD** icon.
4. Select the folder that contains your photos.
5. Drag the photos you want to transfer to the desired folder on your computer or on your memory card.

Note: Your product's LCD screen does not update to display new photos transferred to the memory card. Wait until the memory card access light stops flashing, then remove and insert the memory card to update the photos displayed.

Parent topic: Transferring Photos on a Memory Card

Related tasks

Inserting a Memory Card

Printing Personalized Projects

You can print calendars, lined paper, graph paper, or stationery with a photo background.

Printing Lined Paper and Graph Paper
Printing Personalized Note Paper
Printing Calendar Pages

Printing Lined Paper and Graph Paper

You can print wide-rule or narrow-rule notebook paper and graph paper.

1. Load plain paper in either Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) size.
2. Press the home button, if necessary.
3. Press the left or right arrow buttons to select **Personal Stationery** and press the **OK** button.
4. Press the **OK** button to select **Lined Papers**.

   You see this screen:

5. Press the left or right arrow button, and press the **OK** button to select one of the following settings:
   - **Wide Rule**
   - **Thin Rule**

- **Graph Paper**
- **Music Paper**

Note: View the images for each option to preview the design layout.

6. If you see a message asking you to load paper, press the **OK** button.
7. To print more than one sheet, press the up or down arrow buttons to select the number (up to 99).
8. To change the paper size, press the **OK** button, select the paper size, and press the **OK** button again.
9. When you are ready to print, press the ◇ start button.

Note: To cancel printing, press the ⊽ stop button.

Parent topic: Printing Personalized Projects

Printing Personalized Note Paper

You can print lined or unlined note paper with one of your own photos in the background.

1. Load plain paper in either Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) size.
2. Insert a memory card into your product's memory card slot.
3. Press the ⌂ home button, if necessary.
4. Press the left or right arrow button to select **Personal Stationery** and press the **OK** button.
5. Press the left or right arrow button to select **Writing Papers** and press the **OK** button.

You see this screen:

6. Press the left or right arrow button, and press the **OK** button to select one of the following settings:
   - **Without Rule**
   - **Horizontal Rule**
   - **Vertical Rule**

   Note: View the images for each option to preview the design layout.
7. Select the photo you want to use for your note paper and press the **OK** button.

   Note: To rotate the layout for your note paper, press the down arrow.
8. If you see a message asking you to load paper, press the **OK** button.
9. To print more than one sheet, press the up or down arrow to select the number (up to 99).
10. To change the paper size, press the **OK** button, select the paper size, and press the **OK** button again.
11. When you are ready to print, press the ◇ start button.

    Note: To cancel printing, press the ▽ stop button.

Parent topic: Printing Personalized Projects

Printing Calendar Pages

You can create and print a weekly or monthly calendar page from your product.

1. Load one of these types of paper in either Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) size:
   - Plain paper
   - Epson Bright White Paper
   - Epson Presentation Paper Matte
   - Epson Premium Presentation Paper Matte
2. Press the home button, if necessary.
3. Press the left or right arrow buttons to select **Personal Stationery** and press the **OK** button.
4. Press the left or right arrow button to select **Calendar** and press the **OK** button.

   You see this screen:

5. Press the left or right arrow button, and press the **OK** button to select one of the following settings:
   - **Weekly:** prints a Sunday to Saturday week-long calendar with hourly divisions.
   - **Monthly:** prints a monthly calendar for a chosen month and year.

   Note: View the images for each option to preview the design layout.

6. If you chose **Monthly**, select the year and month, and press the **OK** button.

7. To change the paper type, press the **OK** button, select the paper type, and press the **OK** button again.
8. If you see a message asking you to load paper, press the **OK** button.
9. To print more than one sheet, press the up or down arrows to select the number (up to 99).
10. When you are ready to print, press the ◇ start button.

    Note: To cancel printing, press the ⊽ stop button.

Parent topic: Printing Personalized Projects

Refilling Ink

When the ink level is below the lower line on an ink tank, you need to refill it.

Before checking the ink level or refilling an ink tank as described here, be sure to read the ink safety precautions.

Caution: If the ink level is below the lower line on the ink tank, fill it to the upper line on the ink tank. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

Ink Safety Precautions
Check Ink Levels
Purchase Epson Ink
Refilling the Ink Tanks

Ink Safety Precautions

Note: The product has a low ink alert system. The accuracy of this system depends on the user refilling the ink tanks correctly. The product cannot directly measure the ink levels in the tanks; instead it estimates the amount of ink remaining by internally monitoring ink usage. The low ink alert system may generate inaccurate messages if the ink tanks are not refilled according to these instructions.

As a precaution, perform regular visual inspections of the ink tanks to ensure ink levels do no fall below the lower line. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

Ink Handling Precautions

- Keep ink bottles and the ink tank unit out of the reach of children. Do not allow children to drink from or handle the ink bottles and bottle caps.
- Do not tilt or shake an ink bottle after removing its seal; otherwise, ink may leak.
- If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out immediately. Seek medical advice if problems persist.

Ink Refilling Precautions

- Use ink bottles with the correct part number for this product.

- Do not mix with other Epson ink types.
- The use of non-Epson ink may cause damage that is not covered by Epson's warranty, and under certain circumstances, may cause erratic product behavior.
- This product requires careful handling of ink. Ink may splatter when the ink tanks are filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off.
- Do not open the ink bottle package until you are ready to fill an ink tank. Ink bottles are vacuum packed to maintain reliability. If you leave an ink bottle unpacked for a long time before using it, print quality may be affected.
- If the ink level is below the lower line on the ink tank, refill the ink soon. Continued use of the product when the ink level is below the lower line on the ink tank could damage the product.
- Epson recommends filling an ink tank to the upper line before resetting the ink level.
- After bringing an ink bottle inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- Store ink bottles in a cool, dark place.
- Store the ink bottles in the same environment as the product. When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when you transport the bottle.

Ink Bottle and Ink Tank Information

- To maintain optimum print head performance, some ink is consumed from all ink tanks during printing and when performing maintenance operations, such as cleaning the print head.
- The ink bottles may contain recycled materials, but this does not affect product function or performance.
- When printing in monochrome or grayscale, color ink may be used instead of black ink, depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.

Parent topic: Refilling Ink

Check Ink Levels

Your product and its printing software will let you know when an ink tank is low or expended.

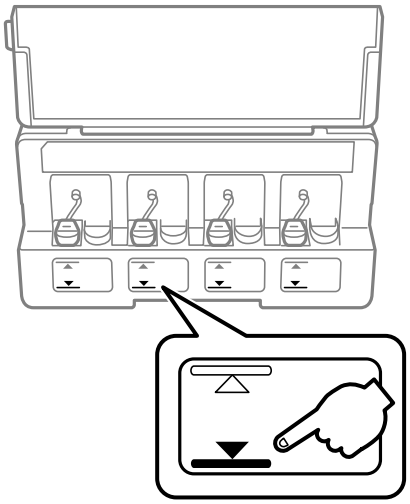
Checking Ink Levels on Your Product
Checking Ink Levels with Windows
Checking Ink Levels - Mac

Disabling Special Offers with Windows

Parent topic: Refilling Ink

Checking Ink Levels on Your Product

To confirm the actual ink levels, visually check the ink levels in the product's ink tanks. Make sure the ink levels are above the lower lines on the ink tanks.



Note: The product has a low ink alert system. The accuracy of this system depends on the user refilling the ink tanks correctly. The product cannot directly measure the ink levels in the tanks; instead it estimates the amount of ink remaining by internally monitoring ink usage. The low ink alert system may generate inaccurate messages if the ink tanks are not refilled according to these instructions.

As a precaution, perform regular visual inspections of the ink tanks to ensure ink levels do no fall below the lower line. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

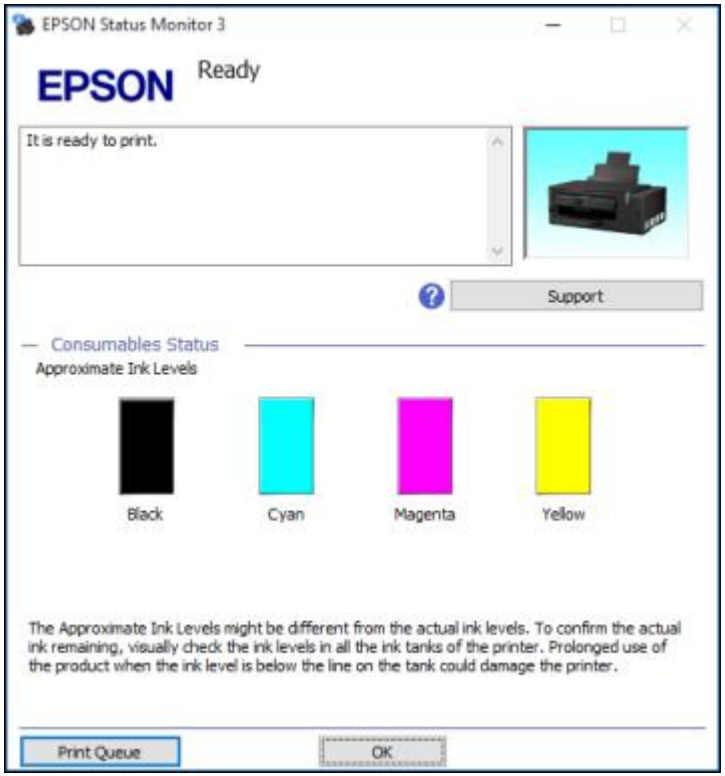
Parent topic: Check Ink Levels

Checking Ink Levels with Windows

A low ink reminder appears if you try to print when ink is low, and you can check your ink levels at any time using a utility on your Windows computer.

1. To check your ink levels, access the Windows Desktop and double-click the product icon in the Windows taskbar.

   You see a window like this:



2. Refill any ink tank as needed.

   Note: The ink levels displayed are an estimate and may differ from the actual ink remaining in the ink tanks. To confirm the actual remaining ink, visually check the ink levels in the ink tanks. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

Parent topic: Check Ink Levels

Related references

Ink Safety Precautions

Related topics

Refilling Ink

Checking Ink Levels - Mac

You can check your ink levels using a utility on your Mac.

1. In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
2. Select **EPSON Status Monitor**.

   You see a window like this:

3. Refill any ink tank as needed.

   Note: To update or refresh the displayed ink levels, click **Update**.

Note: The ink levels displayed are an estimate and may differ from the actual ink remaining in the ink tanks. To confirm the actual remaining ink, visually check the ink levels in the ink tanks. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

Parent topic: Check Ink Levels

Related references

Ink Safety Precautions

Related topics

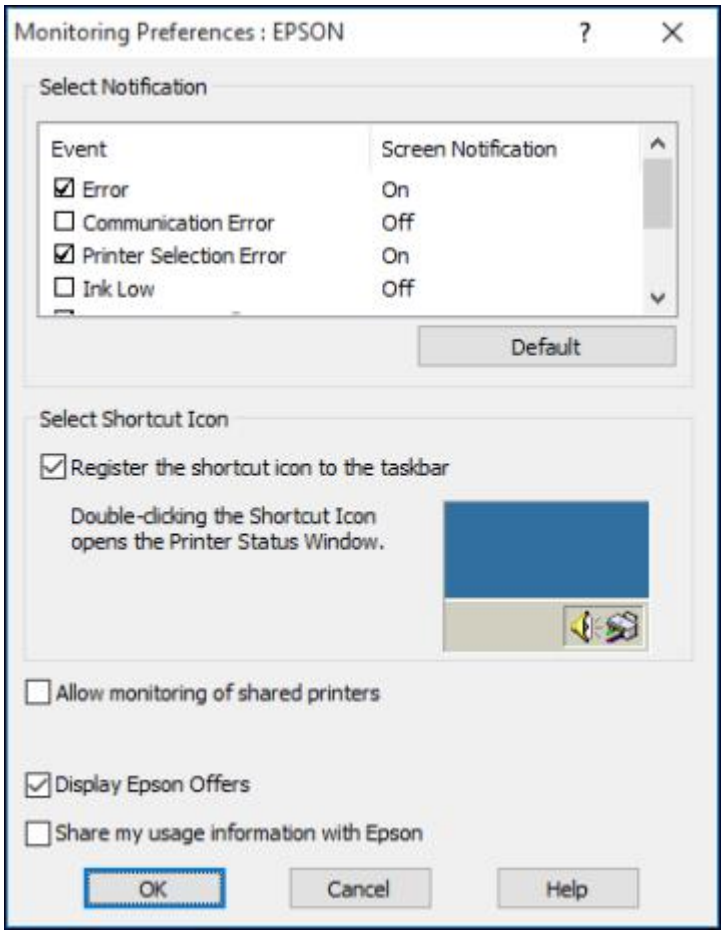
Refilling Ink

Disabling Special Offers with Windows

You can disable special offers messages from Epson using a utility on your Windows computer.

1. Right-click the product icon in the Windows taskbar and select **Monitoring Preferences**.

You see this window:



2. To disable promotional offers, deselect the **Display Epson Offers** checkbox.

Parent topic: Check Ink Levels

Purchase Epson Ink

You can purchase genuine Epson ink and paper at epson.com (U.S. sales) or epson.ca (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Note: This product is designed to work with genuine Epson inks. Non-Epson ink or any other ink not specified for this printer could cause damage not covered by Epson's warranties.

The included initial ink bottles must be used for printer setup and are not for resale. The printer ships with full ink bottles and part of the ink from the first bottles is used to charge the print head. Yields vary considerably based on images printed, print settings, paper type, frequency of use and temperature.

Ink Bottle Part Numbers

Parent topic: Refilling Ink

Ink Bottle Part Numbers

Use these part numbers when you order or purchase new ink bottles, and use the ink by the date printed on the package:

Ink color	Part number
Black	664
Cyan	664
Magenta	664
Yellow	664

Parent topic: Purchase Epson Ink

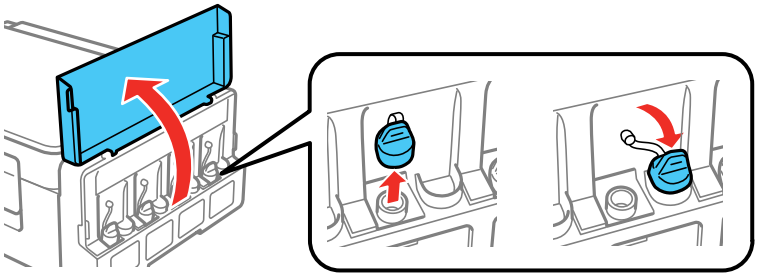
Refilling the Ink Tanks

Make sure you have new ink bottles handy and have read the ink safety precautions before you begin.

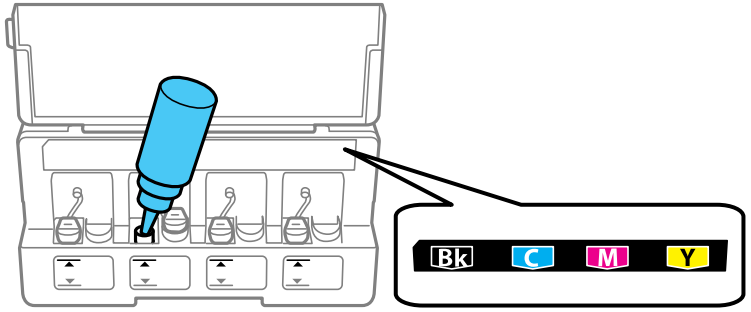
You can continue to use the product even if one or more ink tanks are not filled all the way. However, for the most accurate ink level monitoring, fill all the ink tanks up to the top line.

Caution: Wear disposable gloves while refilling the ink tanks to avoid staining your hands. If ink spills, wipe it off immediately with a damp towel to avoid permanent stains. If ink gets on your clothes or other items, it may not come off.

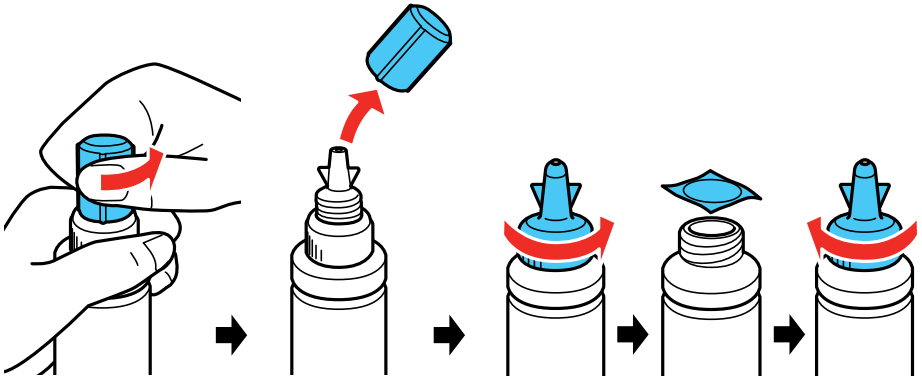
1. Place a sheet of paper or plastic under the ink tank unit, as ink may splatter.
2. Turn on your product.
3. Make sure the ⏻ power light is on, but not flashing.
4. If you see a message on the LCD screen telling you to reset the ink levels, note the ink tanks that need refilling and press the **OK** button. Otherwise, select **Setup > Maintenance > Reset Ink Levels** and press the ◇ start button.
5. Open the ink tank unit cover, then remove the ink tank cap and place it in the holder shown here.



Note: Make sure the color of the ink tank label matches the ink color you want to refill, and only remove the cap from that ink tank. Be careful not to spill any ink.



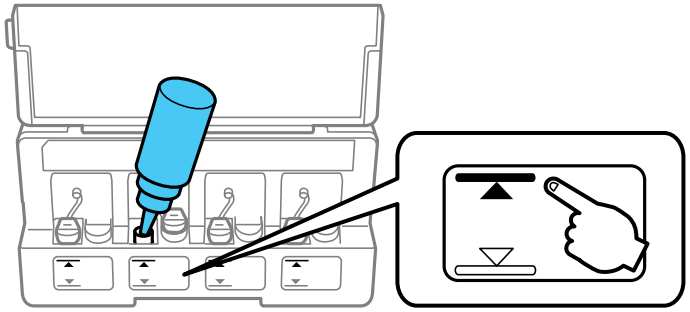
6. Unscrew the cap on the bottle and remove it. Do not dispose of the cap so you can use it to close the bottle later, if necessary. Then remove the bottle cap and carefully remove the protective seal (avoid touching the ink underneath the seal). Close the bottle cap tightly.



Caution: Close the bottle cap tightly; otherwise, ink may leak.

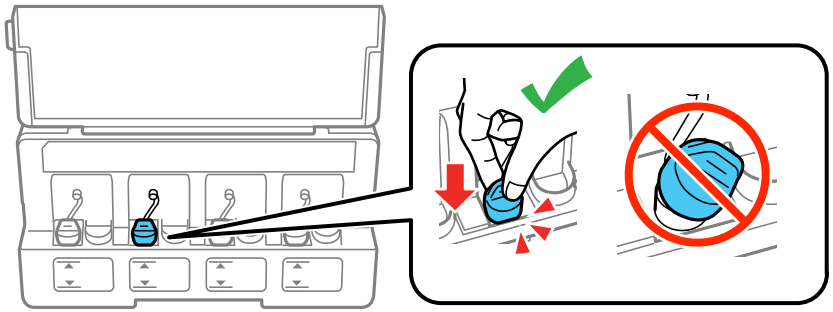
Warning: If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out immediately. Seek medical advice if problems persist. Keep the ink bottles out of the reach of children and do not drink the ink.

7. Refill the ink tank with the correct color ink up to the upper line on the ink tank.

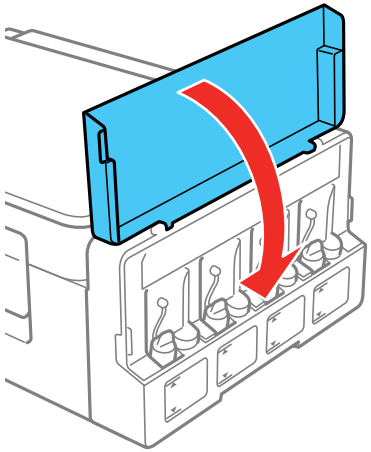


8. If any ink remains in the ink bottle after filling the ink tank, replace the bottle cap and tighten it securely. Store the ink bottle upright for later use.

9. Replace the ink tank cap securely.



10. Repeat the previous steps as necessary for each ink tank you need to refill.
11. Close the ink tank unit cover.



12. Press the **OK** button.

    You see a screen to asking you to select the colors you refilled.
13. Press the left or right arrow buttons to highlight the ink tank you refilled and press the **OK** button to select it. Repeat for each ink tank color you refilled.

14. Press the ◇ start button when you are done to reset the ink levels.

Note: The product has a low ink alert system. The accuracy of this system depends on the user refilling the ink tanks correctly. The product cannot directly measure the ink levels in the tanks; instead it estimates the amount of ink remaining by internally monitoring ink usage. The low ink alert system may generate inaccurate messages if the ink tanks are not refilled according to these instructions.

As a precaution, perform regular visual inspections of the ink tanks to ensure ink levels do no fall below the lower line. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

Parent topic: Refilling Ink

Related concepts

Purchase Epson Ink

Related references

Ink Safety Precautions

Adjusting Print Quality

If your print quality declines, you may need to run a utility to clean or align the print head.

If running these utilities does not solve the problem, you may need to flush the ink tubes.

Print Head Maintenance
Print Head Alignment
Power Ink Flushing
Cleaning the Paper Path

Print Head Maintenance

If your printouts become too light, or you see dark or light bands across them, you may need to clean the print head nozzles. Cleaning uses ink, so clean the nozzles only if print quality declines.

You can check for clogged nozzles before you clean them so you don't clean them unnecessarily.

Note: You may not be able to clean the print head when the ink level in any of the tanks is low. You may have to refill the ink tank first.

Print Head Nozzle Check
Print Head Cleaning

Parent topic: Adjusting Print Quality

Related topics

Refilling Ink

Print Head Nozzle Check

You can print a nozzle check pattern to check for clogged nozzles.

Checking the Nozzles Using the Product Control Panel
Checking the Nozzles Using a Computer Utility

Parent topic: Print Head Maintenance

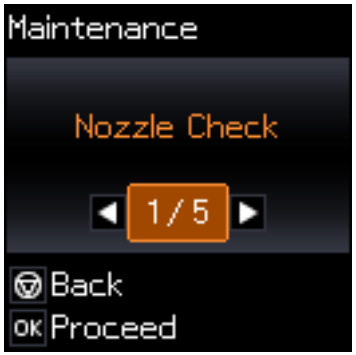
Checking the Nozzles Using the Product Control Panel

You can check the print head nozzles using the control panel on your product.

1. Load a few sheets of plain paper in the product.

2. Press the home button, if necessary.
3. Press the left or right arrow button to select **Setup** and press the **OK** button.
4. Press the **OK** button to select **Maintenance**.

   You see this screen:

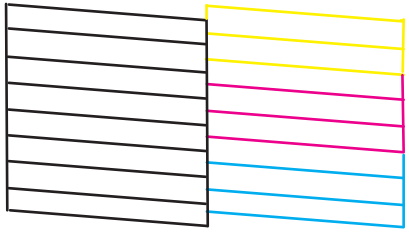


5. Press the **OK** button to select **Nozzle Check**.
6. Press the start button.

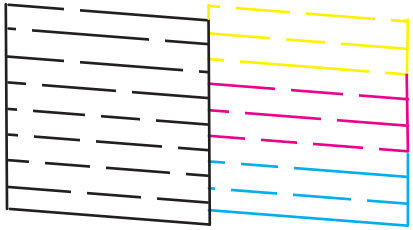
   The nozzle check pattern is printed.

7. Check the printed pattern to see if there are gaps in the lines.

Print head is clean



Print head needs cleaning



8. Do one of the following:
   - If there are no gaps, select **No** and press the **OK** button. Press the ⊽ stop button to exit.
   - If there are gaps or the pattern is faint, select **Yes** and press the **OK** button to continue. Follow the instructions on the screen to clean the print head, check the nozzles, and repeat the process as necessary.

If you don't see any improvement after cleaning the print head up to 3 times, turn the product off and wait at least 12 hours. Then check the print head nozzles and try cleaning the print head again, if necessary. If quality still does not improve, contact Epson.

Parent topic: Print Head Nozzle Check

Related tasks

Loading Paper in the Sheet Feeder

Cleaning the Print Head Using the Product Control Panel

Checking the Nozzles Using a Computer Utility

Related topics

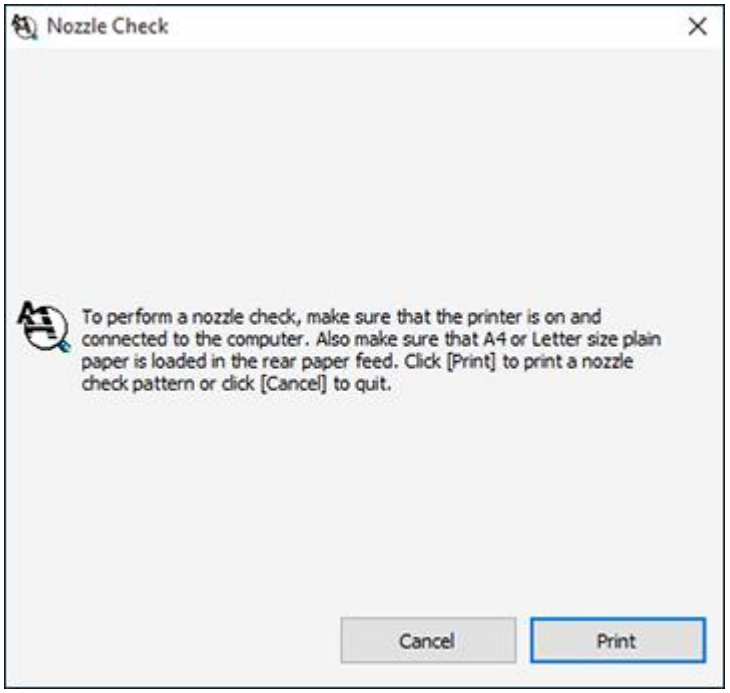
Refilling Ink

Checking the Nozzles Using a Computer Utility

You can check the print head nozzles using a utility on your Windows or Mac computer.

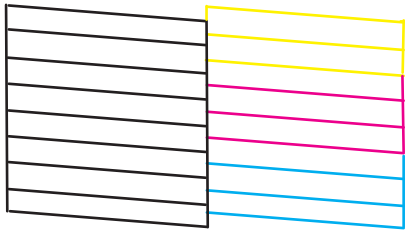
1. Load a few sheets of plain paper in the product.
2. Do one of the following:
   - **Windows:** Access the Windows Desktop and right-click the product icon in the Windows taskbar.
   - **Mac**: In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
3. Select **Nozzle Check**.

   You see a window like this:

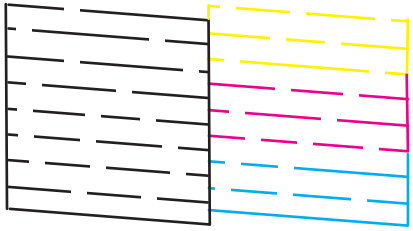


4. Click **Print**.
5. Check the printed pattern to see if there are gaps in the lines.

   Print head is clean



   Print head needs cleaning



6. If there are no gaps, click **Finish**.

   If there are gaps or the pattern is faint, clean the print head.

Parent topic: Print Head Nozzle Check

Related tasks

Loading Paper in the Sheet Feeder

Cleaning the Print Head Using a Computer Utility

Checking the Nozzles Using a Computer Utility

Related topics

Refilling Ink

Print Head Cleaning

If print quality has declined and the nozzle check pattern indicates clogged nozzles, you can clean the print head.

Note: You may not be able to clean the print head when the ink level in any of the tanks is low. You may have to refill the ink tank first.

Cleaning the Print Head Using the Product Control Panel
Cleaning the Print Head Using a Computer Utility

Parent topic: Print Head Maintenance

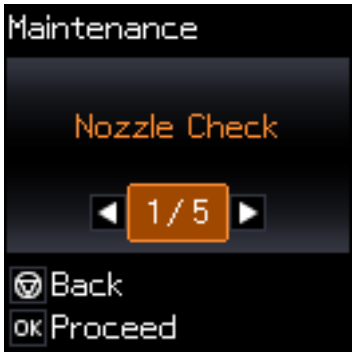
Related topics
Refilling Ink

Cleaning the Print Head Using the Product Control Panel

You can clean the print head using the control panel on your product.

1. Make sure there are no errors on the LCD screen.
2. Load a few sheets of plain paper in the product.
3. Press the home button, if necessary.
4. Press the left or right arrow button to select **Setup** and press the **OK** button.
5. Press the **OK** button to select **Maintenance**.

   You see this screen:



6. Press the arrow buttons to select **Head Cleaning** and press the **OK** button.

7. Press the ◇ start button to start the cleaning cycle.

   The ⏻ power light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished.

   Caution: Never turn off the product or open the scanner unit during a cleaning cycle or you may not be able to print.

8. Select **Nozzle Check** and press the **OK** button to run a nozzle check to confirm that the print head is clean.

If you don't see any improvement after cleaning the print head up to 3 times, turn the product off and wait at least 12 hours. Then check the print head nozzles and try cleaning the print head again, if necessary. If quality still does not improve, contact Epson.

Parent topic: Print Head Cleaning

Related references

Where to Get Help

Related tasks

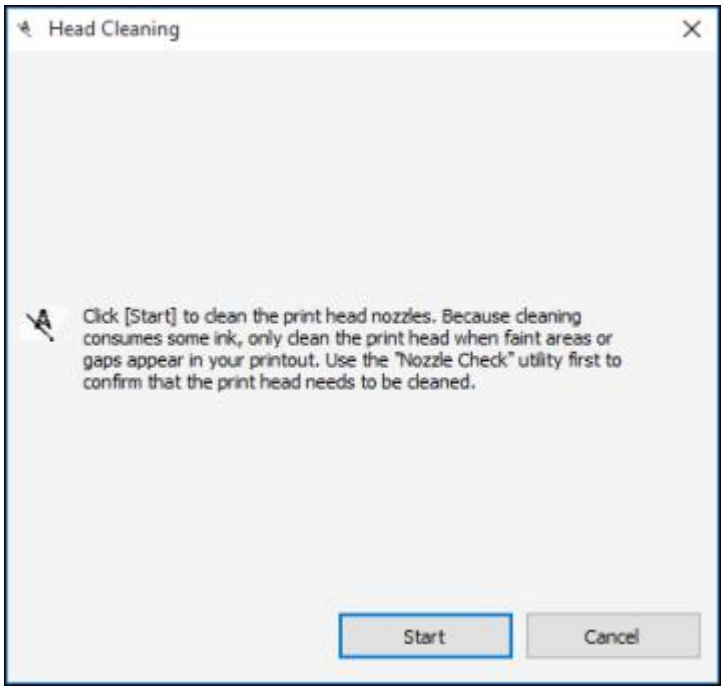
Loading Paper in the Sheet Feeder
Checking the Nozzles Using the Product Control Panel
Cleaning the Print Head Using a Computer Utility

Cleaning the Print Head Using a Computer Utility

You can clean the print head using a utility on your Windows or Mac computer.

1. Make sure there are no errors on the LCD screen.
2. Load a few sheets of plain paper in the product.
3. Do one of the following:
   - **Windows:** Access the Windows Desktop and right-click the product icon in the Windows taskbar.
   - **Mac**: In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
4. Select **Head Cleaning**.

You see a window like this:



5. Click **Start** to begin the cleaning cycle.

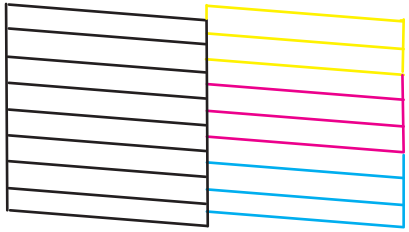
   The ⏻ power light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished.

   Caution: Never turn off the product or open the scanner unit during a cleaning cycle or you may not be able to print.

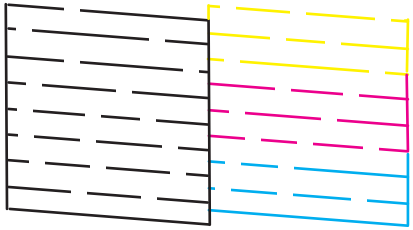
6. When the cleaning cycle is finished, you can check to see if the nozzles are clean; click **Print Nozzle Check Pattern** and click **Print**.

7. Check the printed pattern to see if there are gaps in the lines.

Print head is clean



Print head needs cleaning



- If there are no gaps, click **Finish**.
- If there are gaps or the pattern is faint, click **Clean** to clean the print head again.

If you don’t see any improvement after cleaning the print head up to 3 times, turn off the product and wait at least 12 hours. Then check the print head nozzles and try cleaning the print head again, if necessary. If quality still does not improve, contact Epson.

Parent topic: Print Head Cleaning

Related references

Where to Get Help

Related tasks

Loading Paper in the Sheet Feeder

Checking the Nozzles Using a Computer Utility

Cleaning the Print Head Using the Product Control Panel

Print Head Alignment

If your printouts become grainy or blurry, you notice misalignment of vertical lines, or you see dark or light horizontal bands, you may need to align the print head.

Note: Banding may also occur if your print head nozzles need cleaning.

Aligning the Print Head Using the Product Control Panel
Aligning the Print Head Using a Computer Utility

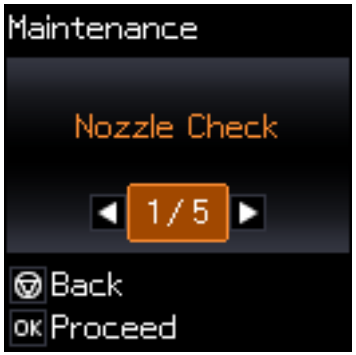
Parent topic: Adjusting Print Quality

Aligning the Print Head Using the Product Control Panel

You can align the print head using the control panel on your product.

1. Load a few sheets of plain paper in the product.
2. Press the home button, if necessary.
3. Press the left or right arrow button to select **Setup** and press the **OK** button.
4. Press the **OK** button to select **Maintenance**.

   You see this screen:



5. Press the arrow buttons to select **Head Alignment** and press the **OK** button.
6. Press the start button to print an alignment sheet.

   Note: Do not cancel printing while you are printing a head alignment pattern.

7. Press the **OK** button.
8. Check the printed pattern and press the arrow buttons to choose the number representing the best printed pattern for each set. Press the **OK** button after each selection.

Parent topic: Print Head Alignment

Related tasks

Loading Paper in the Sheet Feeder

Aligning the Print Head Using a Computer Utility

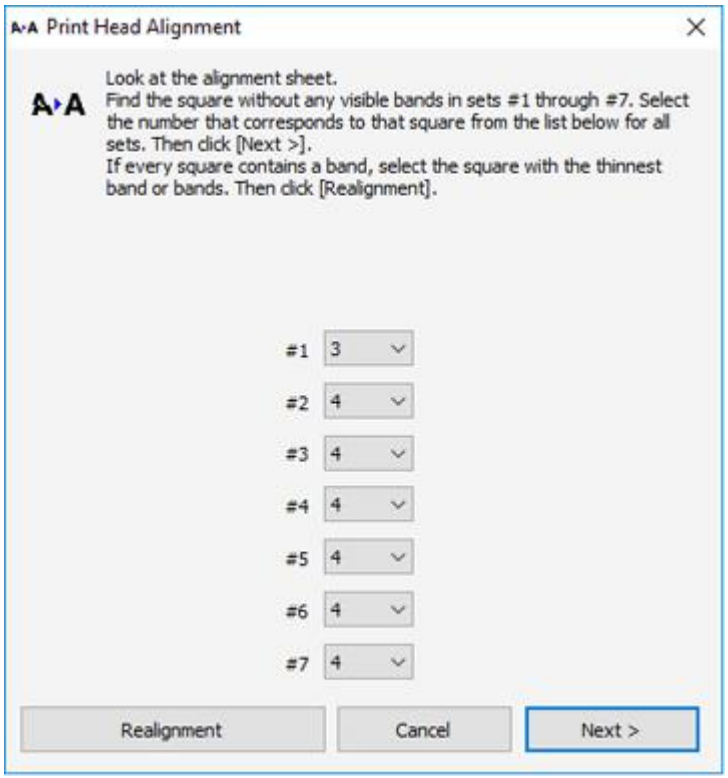
Aligning the Print Head Using a Computer Utility

You can align the print head using a utility on your Windows or Mac computer.

1. Load a few sheets of plain paper in the product.
2. Do one of the following:
   - **Windows:** Access the Windows Desktop and right-click the product icon in the Windows taskbar.
   - **Mac**: In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
3. Select **Print Head Alignment**.
4. Click **Next**, then click **Print** to print an alignment sheet.

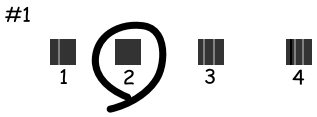
   Note: Do not cancel printing while you are printing a head alignment pattern.

You see a window like this:



5. Check the printed pattern and follow the instructions on the screen to choose the number of the best printed pattern for each set.

Vertical alignment



Horizontal alignment

- After choosing a pattern number, click **Next**.
- If no patterns are aligned in one or more of the sets, choose the closest one in each set and click **Realignment**. Then print another alignment sheet and check it.

Note: Click **Skip** (where available) if you want to skip a particular alignment sheet.

6. When you are done, click **Finish**.

Parent topic: Print Head Alignment

Related tasks

Loading Paper in the Sheet Feeder
Aligning the Print Head Using the Product Control Panel

Power Ink Flushing

If you still see white or dark lines or missing colors in your printouts, even after cleaning the print head several times, you can perform a Power Ink Flushing.

Note: After a Power Ink Flushing, you must turn off the product and wait at least 12 hours before printing again.

Caution: Power Ink Flushing consumes a lot of ink and should be performed only if necessary. Refill the ink tanks before performing a Power Ink Flushing.

Caution: Power Ink Flushing affects the service life of the ink pads by causing them to reach their capacity sooner. When an ink pad reaches the end of its service life, the product stops printing and you must contact Epson for support.

Flushing the Ink Using a Computer Utility

Parent topic: Adjusting Print Quality

Related topics
Refilling Ink

Flushing the Ink Using a Computer Utility

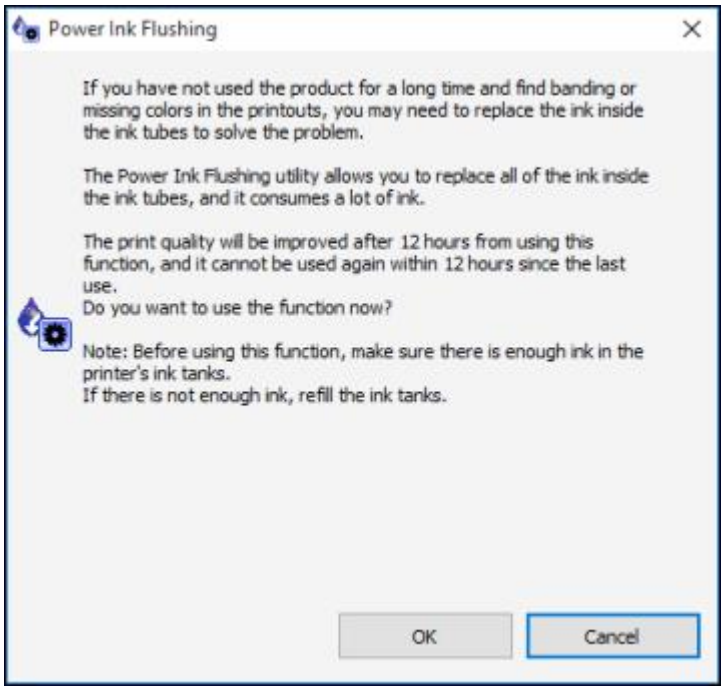
You can use the Power Ink Flushing utility to flush the ink.

Note: After a Power Ink Flushing, you must turn off the product and wait at least 12 hours before printing again.

Before you begin, make sure no product lights are indicating errors.

1. Do one of the following:
   - **Windows**: Access the Windows Desktop and right-click the product icon in the Windows taskbar and select **Printer Settings**. Then click the **Maintenance** tab.
   - **Mac**: In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
2. Click the **Power Ink Flushing** button.

You see a window like this:



3. Follow the on-screen instructions.
4. When you finish the Power Ink Flushing, turn off the product and wait at least 12 hours before printing.
5. Print a document and check the print quality. If the print quality did not improve, contact Epson for support.

Parent topic: Power Ink Flushing

Related topics

Refilling Ink

Cleaning the Paper Path

If you see ink on the back of a printout, you can clean the paper path to remove any excess ink.

Caution: Do not use tissues to clean the rollers inside the product; lint from tissues may clog the print head nozzles.

1. Load a few sheets of plain paper in the product.
2. Press the home button, if necessary.
3. Press the left or right arrow button to select **Setup** and press the **OK** button.
4. Press the **OK** button to select **Maintenance**.
5. Press the arrow buttons to select **Paper Guide Cleaning** and press the **OK** button.
6. Press the start button to start cleaning the paper guide.
7. Repeat as necessary until the paper comes out clean.

Parent topic: Adjusting Print Quality

Related tasks

Loading Paper in the Sheet Feeder

Cleaning and Transporting Your Product

See these sections if you need to clean or transport your product.

Cleaning Your Product
Transporting Your Product

Cleaning Your Product

To keep your product working at its best, you should clean it several times a year.

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

Caution: Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove all the paper.
5. Clean the scanner glass with a soft, lint-free cloth (microfiber is recommended), moistened with a little glass cleaner.

   Caution: Do not spray glass cleaner directly on the glass and do not press the glass surface with any force.

6. Clean the outer case and control panel with a soft, dry cloth. Do not use liquid or chemical cleansers.

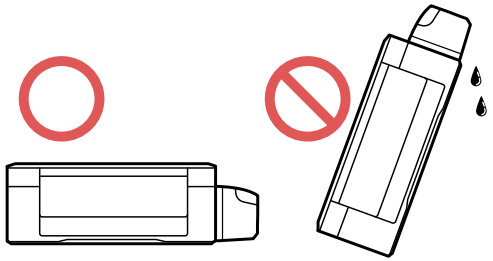
Parent topic: Cleaning and Transporting Your Product

Transporting Your Product

If you need to store your product or transport it some distance, prepare it for transportation as described here.

Caution: During transportation and storage, follow these guidelines:

- Avoid tilting the product, placing it vertically, or turning it upside down; otherwise ink may leak.

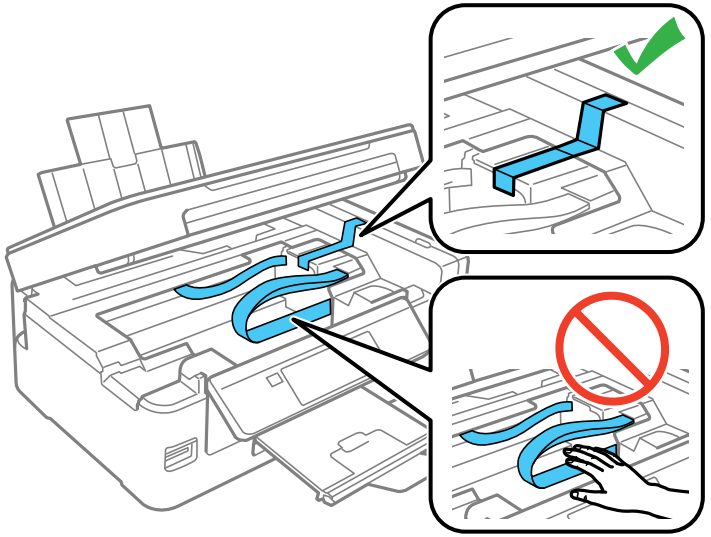


- When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when transporting the ink bottles.
- Do not put opened ink bottles in the box with the product.
- Do not carry the product by its control panel; this may damage the product.

Note: Before storing your product for a long period, replace low, expended, or expired ink to help prevent the print head from drying out. Store your product in a cool, dry place.

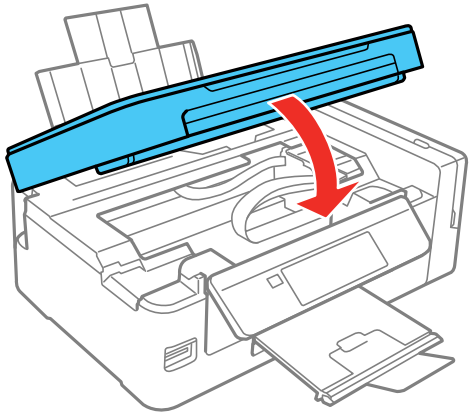
1. Turn off the product.
2. Lift up the scanner unit and check to see if the print head is in the far right position (the home position). If not, turn on the product, wait for the print head to move to the far right, then turn the product off again.

3. Secure the print head to the case with tape.

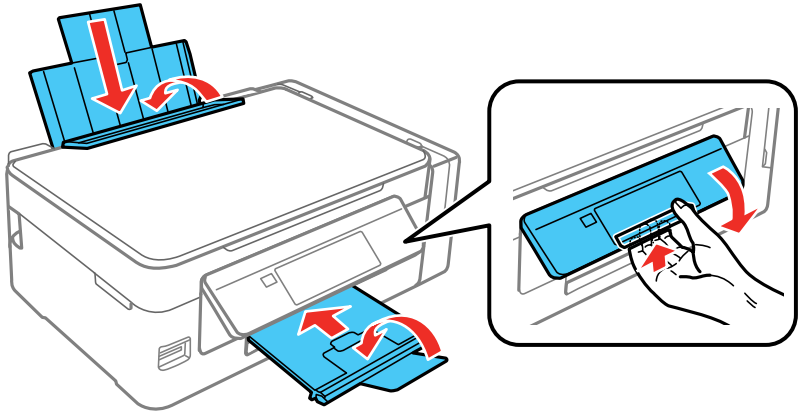


Caution: Do not place tape on the white flat cable inside the product; otherwise, you may damage your product.

4. Lower the scanner unit.

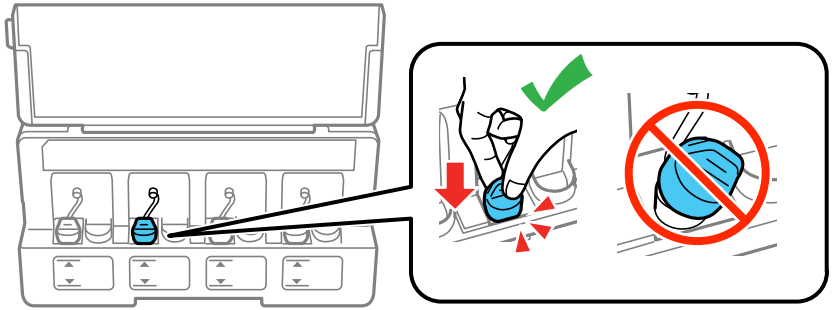


5. Remove all the paper from the product.
6. Unplug the power cable.
7. Disconnect any connected cables.
8. Close the paper support, feeder guard, and output tray. Then lower the control panel by squeezing the release bar and gently pushing the panel down.



Caution: Do not lower the control panel without first squeezing the release bar or you may damage your product.

9. Open the ink tank unit cover and make sure that the ink tank caps are installed securely.



10. Place the product in its original packaging materials, if possible, or use equivalent cushioning around the product.

Be sure to remove the tape from the print head before turning on your product. If print quality has declined when you print again, clean and align the print head.

Parent topic: Cleaning and Transporting Your Product

Related concepts

Print Head Cleaning

Print Head Alignment

Solving Problems

Check these sections for solutions to problems you may have using your product.

Checking for Software Updates
Product Status Messages
Running a Product Check
Resetting Control Panel Defaults
Solving Setup Problems
Solving Network Problems
Solving Copying Problems
Solving Paper Problems
Solving Problems Printing from a Computer
Solving Page Layout and Content Problems
Solving Print Quality Problems
Solving Scanning Problems
Solving Scanned Image Quality Problems
Solving Memory Card Problems
Message Appears Prompting You to Reset Ink Levels
Uninstall Your Product Software
Where to Get Help

Checking for Software Updates

Periodically, it's a good idea to check Epson's support website for free updates to your product software. Visit epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product.

- **Windows**: Your printer software automatically checks for updates. You can also manually update the software by selecting **Software Update** here:
  - Accessing the Windows Desktop and right-clicking the product icon in the Windows taskbar
  - On the **Maintenance** tab in the printer settings window

  You can also update the software by selecting **EPSON Software Updater** in the **EPSON** or **EPSON Software** program group, accessible by the **Start** button, or on the **Start** or **Apps** screens, depending on your version of Windows.

- **OS X**: You can manually update the software by opening the **Applications** > **Epson Software** folder and selecting **EPSON Software Updater**.
- **macOS 10.12.x**: You can manually update the software by opening the **App Store**, selecting **Updates**, searching for a software update option for Epson Software, and selecting **Update**.

Parent topic: Solving Problems

Related tasks

Changing Automatic Update Options

Product Status Messages

You can often diagnose problems with your product by checking the messages on its LCD screen.

LCD code	Condition/solution
(E-01)	A printer error has occurred. Turn the product off and then back on again. If the error continues, check for a paper jam. If there is no paper jam, contact Epson for support.
(E-02)	A scanner error has occurred. Turn the product off and then back on again.
(E-11)	The ink pad needs to be replaced. Contact Epson for support.
(W-01)	Paper is jammed in the product. Remove the jammed paper, then press the button indicated on the LCD screen to clear the error. If the error continues, turn the product off and back on again.
(W-11)	An ink pad is nearing the end of its service life. Contact Epson for support. (To continue printing, press the ⧫ start button.)
(I-22)	To establish a wireless connection using an access point, press the button on the access point or click the button on the access point's wireless settings screen displayed on your computer screen.
(I-23)	Enter the PIN code displayed on the LCD screen into the access point or computer within two minutes. If you wait longer than two minutes, a time-out error occurs, the code changes, and you must enter a new code.
(I-31)	To make wireless connection settings from your computer, run the installer and follow the on-screen instructions.
(I-41)	The Paper Configuration option is disabled. You must enable Paper Configuration to use AirPrint.

LCD code	Condition/solution
(I-60)	Your computer may not support WSD (Web Services for Devices). The Scan to PC (WSD) function is available only for computers running English versions of Windows 8, Windows 7, or Windows Vista.
Recovery Mode	A firmware update has failed. Connect your product using a USB cable and try updating the firmware again. If you still receive this error message, contact Epson for support.

Note: The ink pads in the printer collect, distribute, and contain the ink that is not used on printed pages. During the life of your product it may reach a condition where either satisfactory print quality cannot be maintained or the ink pads have reached the end of their usable life. The Epson Status Monitor, your LCD screen, or lights on the control panel will advise you when these parts need replacing. If this happens during the standard warranty of the product, the exchange of the product or replacement of the pads is covered under the standard warranty. If the product is out of warranty, the pads can be replaced by any Epson authorized service provider. The waste ink pads are not a user-replaceable part.

Parent topic: Solving Problems

Related references

Paper Jam Problems Inside the Product
Where to Get Help

Related tasks

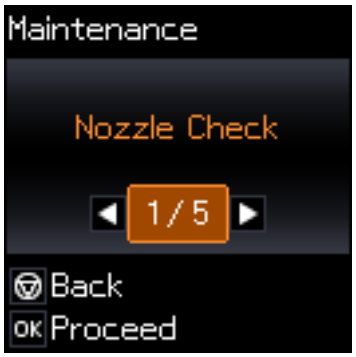
Loading Paper in the Sheet Feeder
Selecting the Paper Source Settings - Control Panel

Running a Product Check

Running a product check helps you determine if your product is operating properly.

1. Disconnect any interface cables connected to your product.
2. Load plain paper in the product.
3. Press the home button, if necessary.
4. Press the left or right arrow button to select **Setup** and press the **OK** button.
5. Press the **OK** button to select **Maintenance**.

You see this screen:



6. Press the **OK** button to select **Nozzle Check**.
7. Press the ◇ start button.

   The nozzle check pattern is printed.
8. Do one of the following, depending on the results of the product check:
   - If the page prints and the nozzle check pattern is complete, the product is operating properly. Any operation problem you may have could be caused by your computer, cable, software, or selected settings. Check the other solutions in this book or try uninstalling and reinstalling your printer software.
   - If the page prints but the nozzle check pattern has gaps, clean or align the print head.
   - If the page does not print, the product may have a problem. Check the other solutions in this manual. If they do not work, contact Epson.

Parent topic: Solving Problems

Related concepts

Print Head Cleaning
Print Head Alignment
Uninstall Your Product Software

Related references

Where to Get Help

Resetting Control Panel Defaults

If you have a problem with settings on the product control panel, you can reset them to their factory defaults. You can choose which settings to reset or reset them all.

1. Press the home button, if necessary.
2. Press the left or right arrow button to select **Setup** and press the **OK** button.
3. Press the arrow buttons to select **Restore Default Settings** and press the **OK** button.

   You see this screen:

4. Press the arrow buttons to select one of these options and press the **OK** button:
   - **Network Settings**: Resets all network settings.
   - **All except Network**: Resets all control panel settings, except for network settings.
   - **All Settings**: Resets all control panel settings.

   You see a confirmation screen.
5. Press the **OK** button to reset the selected settings.

   (Press the stop button if you want to cancel the operation.)

Parent topic: Solving Problems

Solving Setup Problems

Check these sections if you have problems while setting up your product.

Noise After Filling the Ink

Software Installation Problems
Control Panel Setup Problems
USB Connection Problems

Parent topic: Solving Problems

Noise After Filling the Ink

If you hear noises from your product after filling the ink tanks with ink, check these explanations:

- The first time you fill the tanks with ink, the product must charge its print head. Wait until charging finishes before you turn off the product, or it may charge improperly and use excess ink the next time you turn it on.
- If the product's print head stops moving or making noise, and the charging process has not finished after approximately 20 minutes, turn off your product. Turn it back on and check to see if charging is still in progress. If it is still in progress, contact Epson for help.

Parent topic: Solving Setup Problems

Related topics

Refilling Ink

Software Installation Problems

If you have problems while installing your product software, try these solutions:

- Make sure your product is turned on and any necessary cables are securely connected at both ends. If you still have problems installing software, disconnect the cable and carefully follow the instructions on the *Start Here* sheet. Also make sure your system meets the requirements for your operating system.
- Close any other programs, including screen savers and virus protection software, and install your product software again.
- In Windows, make sure your product is selected as the default printer and the correct port is shown in the printer properties.
- If you see any error message or your software does not install correctly in Windows, you may not have software installation privileges. Contact your System Administrator.

Parent topic: Solving Setup Problems

Related concepts

Uninstall Your Product Software

Related references

Windows System Requirements

Mac System Requirements

Control Panel Setup Problems

If you have problems setting up the control panel, try these solutions:

- To view LCD screen text in a different language, select a different language setting for the panel.
- To adjust the position of the control panel, carefully raise or lower it using the release bar.

Parent topic: Solving Setup Problems

Related tasks

Changing LCD Screen Language

USB Connection Problems

If you used a USB cable to connect to a computer that has multiple peripherals, make sure the computer is grounded. Otherwise, you may feel a slight electric shock when touching your product.

Parent topic: Solving Setup Problems

Solving Network Problems

Check these solutions if you have problems setting up or using your product on a network.

Note: Breakdown or repair of this product may cause loss of network data and settings. Epson is not responsible for backing up or recovering data and settings during or after the warranty period. We recommend that you make your own backup or print out your network data and settings.

Product Cannot Connect to a Wireless Router or Access Point

Network Software Cannot Find Product on a Network

Product Does Not Appear in Mac Printer Window

Cannot Print Over a Network

Cannot Scan Over a Network

Parent topic: Solving Problems

Product Cannot Connect to a Wireless Router or Access Point

If your product has trouble finding or connecting to a wireless router or access point, try these solutions:

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi icon on your product's LCD screen is not lit or does not appear, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.
- Make sure to place your product within contact range of your 2.4 GHz router or access point. Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.
- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To obtain your product's MAC address, print a network status sheet. Then follow the instructions in your router or access point documentation to add the address to the list.
- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.
- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.
- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.
- If you are using a Wi-Fi Direct connection that suddenly disconnects, the Wi-Fi direct password on your device may have been changed. If necessary, delete the existing **DIRECT-xxxxxxxx** connection settings from your device and enter a new password. See your device documentation for instructions.
- If you connected your product to a Windows computer using Wi-Fi Direct and it automatically selected Access Point Mode, you may have trouble accessing a low-priority Internet connection. Check the

network connection or adapter settings in the Windows Control Panel and set the **Internet metric** setting to **100** for your version of the Internet Protocol.

Parent topic: Solving Network Problems

Related tasks

Selecting Wireless Network Settings from the Control Panel

Enabling Wi-Fi Direct Mode

Related topics

Wi-Fi Networking

Network Software Cannot Find Product on a Network

If EpsonNet Setup cannot find your product on a network, try these solutions:

- Make sure your product is turned on and connected to your network. Verify connection using your product control panel.
- Check if your network name (SSID) contains non-ASCII characters. Your product cannot display non-ASCII characters.
- Make sure your product is not connected to a guest network.
- If necessary, reinstall your product software and try running EpsonNet Setup again:
  1. Reset your product's network settings to their factory defaults.
  2. **Windows only:** uninstall your product software.
  3. Initialize your router following the instructions in your router documentation.

     Note: If you are reading these instructions online, you will lose your Internet connection when you initialize your router, so note the next step before initializing it.

  4. Download your product software from the Epson website using the instructions on the *Start Here* sheet.
- If you have replaced your router, reinstall your product software to connect to the new router.

  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

Parent topic: Solving Network Problems

Related tasks

Connecting to a New Wi-Fi Router

Related topics

Wi-Fi Networking

Product Does Not Appear in Mac Printer Window

If your product does not appear in the Mac printer window, try these solutions:

- Turn your product off, wait 30 seconds, then turn it back on again.
- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi icon on your product's LCD screen is not lit, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.
- If you are connecting the product wirelessly via EpsonNet Setup and the Wi-Fi icon does not appear lit on your LCD screen, make sure your product software was installed correctly. If necessary, reinstall your software.

Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

Parent topic: Solving Network Problems

Related topics

Wi-Fi Networking

Cannot Print Over a Network

If you cannot print over a network, try these solutions:

- Make sure that your product is turned on.
- Make sure you install your product's network software as described in your product documentation.
- Print a network status sheet and verify that the network settings are correct. If the network status is **Disconnected**, check any cable connections and turn your product off and then on again.
- If you are using TCP/IP, make sure the product's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, set the IP address manually.

- Make sure your computer and product are both using the same wireless network.
- If network printing is slow, print a network status sheet and check the signal strength. If it is poor, place your product closer to your router or access point. Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing printing from a device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.
- If you are connecting the product wirelessly via EpsonNet Setup and the Wi-Fi connection icon is not lit or does not appear on the product's LCD screen, make sure your product software was installed correctly. If necessary, reinstall your software.

Parent topic: Solving Network Problems

Related tasks

Printing a Network Status Sheet

Related topics

Wi-Fi Networking

Cannot Scan Over a Network

If you cannot start Epson Scan 2 for scanning over a network, try these solutions:

- If you cannot scan from your product control panel, make sure you restarted your computer after installing the product software. Make sure the Event Manager program is not being blocked by your firewall or security software.

  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- If you are scanning a large original at a high resolution, a network communication error may occur. Try scanning again at a lower resolution.
- If network communication was interrupted while starting Epson Scan 2, exit Epson Scan 2, wait a few seconds, and restart it. If Epson Scan 2 cannot restart, turn off your product, turn it back on, and try restarting Epson Scan 2 again.
- Check the scanner setting and reset the connection if necessary using Epson Scan 2 Utility:

  Windows 10: Click , select **All apps**, select **EPSON**, and select **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

  Windows 8.x: Navigate to the **Apps** screen, select **EPSON**, and select **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

  Windows (other versions): Click or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

  Mac: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.

Parent topic: Solving Network Problems

Related topics

Starting a Scan

Solving Copying Problems

Check these solutions if you have problems copying with your product.

Product Makes Noise, But Nothing Copies
Product Makes Noise When It Sits for a While

Parent topic: Solving Problems

Product Makes Noise, But Nothing Copies

If your product makes a noise, but nothing copies, try these solutions:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.

- If the nozzle check page does not print, but the product's power is on, make sure your product software is installed correctly.
- Make sure your product is level (not tilted).

Parent topic: Solving Copying Problems

Related concepts

Print Head Nozzle Check

Print Head Cleaning

Product Makes Noise When It Sits for a While

Your product is performing routine maintenance. This is normal.

Parent topic: Solving Copying Problems

Solving Paper Problems

Check these sections if you have problems using paper with your product.

Paper Feeding Problems

Paper Jam Problems Inside the Product

Paper Ejection Problems

Parent topic: Solving Problems

Paper Feeding Problems

If you have problems feeding paper, try these solutions:

- If paper does not feed for printing, remove it. Then reload it in the sheet feeder against the right side and beneath the tab. Slide the edge guide against the edge of the paper, making sure that the paper stack is not above the arrow mark on the edge guide.
- If multiple pages feed at once, remove the paper, fan the edges to separate the sheets, and reload it.
- If paper jams when you load only one or two sheets, try loading more sheets at a time. Do not load more than the recommended number of sheets.
- If paper jams when you print on both sides of the paper, try loading fewer sheets.
- Make sure your paper meets the specifications for your product.
- For best results, follow these guidelines:
  - Use new, smooth, high-quality paper that is not curled, creased, old, too thin, or too thick.

- Load paper in the sheet feeder printable side up.
- Follow any special loading instructions that came with the paper.

Parent topic: Solving Paper Problems

Related references

Paper Loading Capacity

Paper Jam Problems Inside the Product

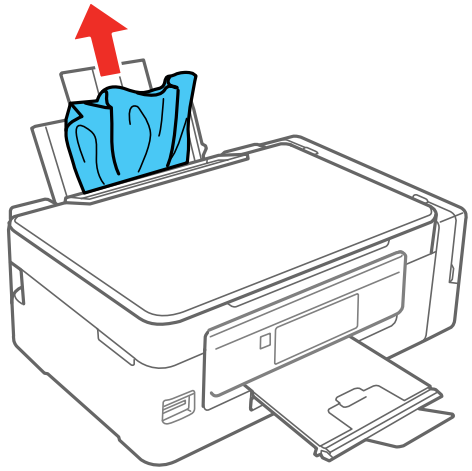
Related tasks

Loading Paper in the Sheet Feeder

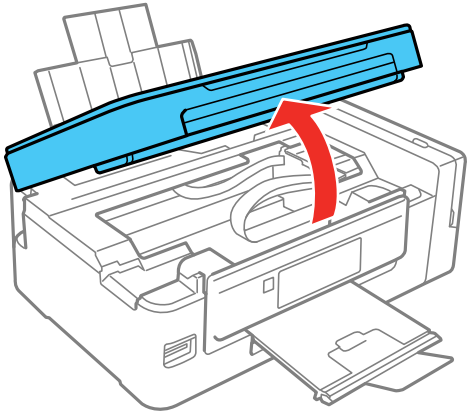
Paper Jam Problems Inside the Product

If paper has jammed inside the product, follow the steps below to clear the jam.

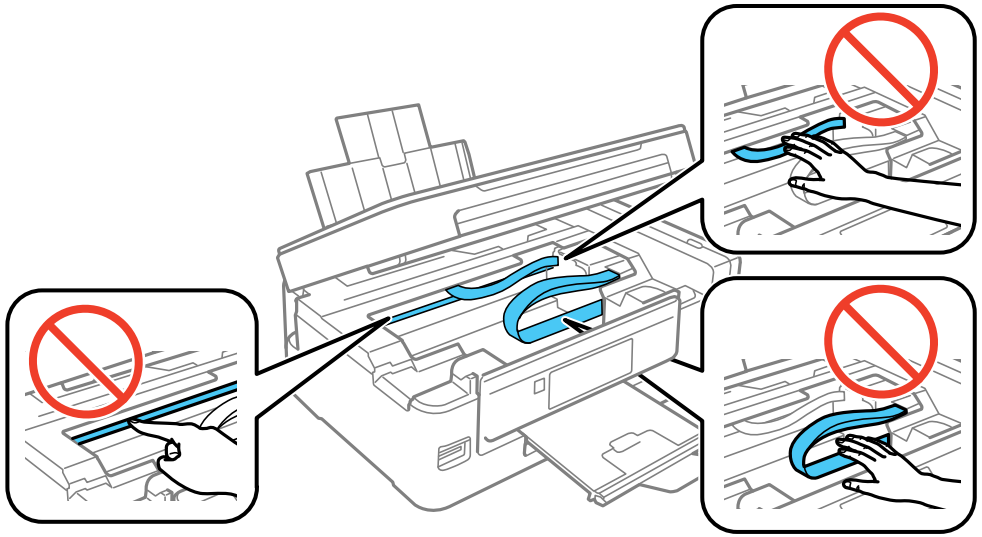
1. Cancel the print job, if necessary.
2. Remove any jammed paper from the rear paper feed slot.



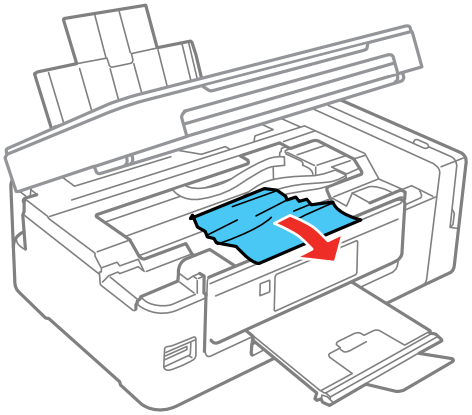
3. Lift the scanner unit.

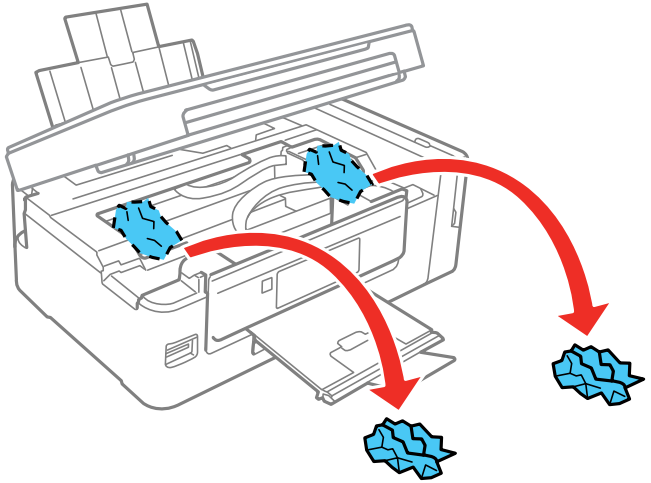


Caution: Do not touch the flat white cable inside the printer. Do not lift the scanner unit while the document cover is open.

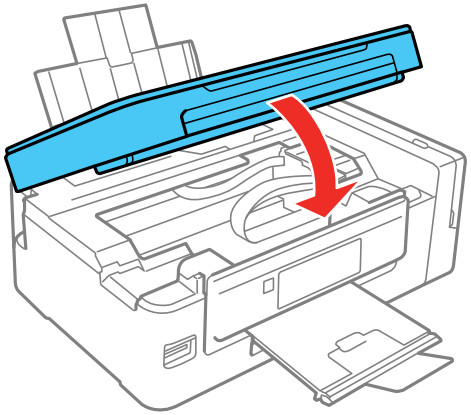


4. Remove any paper inside, including torn pieces.





5. Close the scanner unit.



6. Follow the prompts on the LCD screen to clear any error messages. If you still see a paper jam message, check the other paper jam solutions.

Parent topic: Solving Paper Problems

Paper Ejection Problems

If you have problems with paper ejecting properly, try these solutions:

- If paper does not eject fully, you may have set the wrong paper size. Cancel printing to eject the paper. Select the correct paper size when you reprint.
- If paper is wrinkled when it ejects, it may be damp or too thin. Load new paper and be sure to select the correct paper type setting when you reprint.

Parent topic: Solving Paper Problems

Related references

Paper Jam Problems Inside the Product
Paper or Media Type Settings - Product Software
Paper Type Settings - Control Panel

Related tasks

Loading Paper in the Sheet Feeder
Cancelling Printing Using a Product Button

Solving Problems Printing from a Computer

Check these sections if you have problems while printing from your computer.

Note: When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

Nothing Prints
Product Icon Does Not Appear in Windows Taskbar
Printing is Slow

Parent topic: Solving Problems

Nothing Prints

If you have sent a print job and nothing prints, try these solutions:

- Make sure your product is turned on.
- Make sure any interface cables are connected securely at both ends.
- If you connected your product to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your product directly to your computer instead of the hub.

- Run a product check to see if a test page prints. If the test page prints, check to see if your product software is installed correctly.
- If you are printing a large image, the computer may not have enough memory. Print the image at a lower resolution or a smaller file size.
- In Windows, click **Print Queue** on the Maintenance tab in the printer settings window and check for the following:
  - Check for any stalled or paused print jobs. Cancel or unpause any jobs as necessary.
  - Open the **Printer** menu and make sure the product is not offline.
  - Open the **Printer** menu and set the product as the default printer, if necessary.
- With a Mac, select **System Preferences** from the Apple menu or Dock, select **Print & Scan** or **Printers & Scanners**, then double-click your printer icon. Check to see if any jobs are paused. Cancel or resume any jobs as necessary.

Parent topic: Solving Problems Printing from a Computer

Related tasks

Running a Product Check

Product Icon Does Not Appear in Windows Taskbar

If you do not see your product icon in the Windows taskbar, first try restarting your computer. If that does not work, try this solution:

1. Do one of the following:
   - **Windows 10:** Right-click and select **Control Panel** > **Hardware and Sound** > **Devices and Printers**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Hardware and Sound** > **Devices and Printers**.
   - **Windows 7**: Click and select **Devices and Printers**.
   - **Windows Vista**: Click , select **Control Panel**, and click **Printer** under **Hardware and Sound**.
   - **Windows XP**: Click **Start** and select **Printers and Faxes**. (Or open the **Control Panel**, select **Printers and Other Hardware**, if necessary, and **Printers and Faxes**.)
2. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.
3. Click the **Maintenance** tab.

4. Click the **Extended Settings** button.
5. Select **Enable EPSON Status Monitor 3** and click **OK**.
6. Click the **Monitoring Preferences** button.
7. Click the checkbox for the option that adds the shortcut icon to the taskbar.
8. Click **OK** to close the open program windows.

Parent topic: Solving Problems Printing from a Computer

Printing is Slow

If printing becomes slow, try these solutions:

- Make sure your system meets the requirements for your operating system. If you are printing a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory.
- If you are using Windows 7, close the **Devices and Printers** window before you print.
- On a Mac, make sure you download and install the Epson printer driver.
- Make sure **Quiet Mode** is turned off.
- Clear space on your hard drive or run a defragmentation utility to free up existing space.
- Close any programs you are not using when you print.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If printing becomes slower after printing continuously for a long time, the product may have automatically slowed down to protect the print mechanism from overheating or becoming damaged. Let the product rest with the power on for 30 minutes, then try printing again.

For the fastest printing, select the following settings in your product software:

- Make sure the paper type setting matches the type of paper you loaded.
- Turn on any high speed settings in your product software.
- Select a lower print quality setting.
- **Windows**: Click the **Maintenance** or **Utility** tab, select **Extended Settings** or **Speed and Progress**, and select the following settings:
  - **Always Spool RAW Datatype**
  - **Page Rendering Mode**
  - **Print as Bitmap**

Parent topic: Solving Problems Printing from a Computer

Related references

Windows System Requirements
Mac System Requirements
Paper or Media Type Settings - Product Software

Related tasks

Selecting Basic Print Settings - Windows
Selecting Extended Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Printing Preferences - Mac

Solving Page Layout and Content Problems

Check these sections if you have problems with the layout or content of your printed pages.

Note: When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

Inverted Image
Too Many Copies Print
Blank Pages Print
Incorrect Margins on Printout
Incorrect Characters Print
Incorrect Image Size or Position
Slanted Printout

Parent topic: Solving Problems

Inverted Image

If your printed image is inverted unexpectedly, try these solutions:

- Turn off any mirror or inversion settings in your printing application.
- Turn off the **Mirror Image**, **Flip horizontally**, or **Reverse page orientation** settings in your printer software. (This option has different names, depending on your operating system version.)

Parent topic: Solving Page Layout and Content Problems

Related tasks

Selecting Additional Layout and Print Options - Windows

Selecting Basic Print Settings - Mac

Too Many Copies Print

Make sure that the **Copies** setting in your printing program or printer software is not set for multiple copies.

Parent topic: Solving Page Layout and Content Problems

Blank Pages Print

If blank pages print unexpectedly, try these solutions:

- Make sure you selected the correct paper size settings in your printing program and printer software.
- If a blank page exists in a document you are printing and you want to skip printing it, select the **Skip Blank Page** setting in your printer software, if available.
- Run a print head nozzle check to see if any of the nozzles are clogged. Then clean the print head, if necessary.
- Make sure your product is selected as the printer in your printing program.
- You may need to refill the ink. Visually check the ink levels.

Parent topic: Solving Page Layout and Content Problems

Related concepts

Print Head Nozzle Check

Print Head Cleaning

Related tasks

Selecting Basic Print Settings - Windows

Selecting Extended Settings - Windows

Selecting Basic Print Settings - Mac

Selecting Printing Preferences - Mac

Incorrect Margins on Printout

If your printed page has incorrect margins, try these solutions:

- Make sure you selected the correct paper size settings in your printing program and printer software.
- Make sure you selected the correct margins for your paper size in your printing program.

- Make sure your paper is positioned correctly for feeding into the printer.

You can use the preview option in your printer software to check your margins before you print.

Parent topic: Solving Page Layout and Content Problems

Related tasks

Loading Paper in the Sheet Feeder
Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Page Setup Settings - Mac

Incorrect Characters Print

If incorrect characters appear in your prints, try these solutions before reprinting:

- Make sure any cables are securely connected at both ends.
- In Windows, delete all jobs from the Windows Spooler. Click **Print Queue** on the Maintenance tab in the printer settings window, and cancel any stalled print jobs.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If your computer entered sleep mode the last time you printed, the next print job after your computer exits sleep mode may contain garbled characters. Print your document again.
- If incorrect characters still appear in your prints, try connecting your product using a different cable.

Parent topic: Solving Page Layout and Content Problems

Related tasks

Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Page Setup Settings - Mac

Incorrect Image Size or Position

If your printed image is the wrong size or in the wrong position, try these solutions:

- Make sure you selected the correct paper size and layout settings in your printing program and printer software.
- Make sure you selected the correct paper size on the control panel.
- Make sure your paper is positioned correctly for feeding into the printer.
- Clean the scanner glass and document cover.

You can use the preview option in your printer software to check your margins before you print.

Parent topic: Solving Page Layout and Content Problems

Related tasks

Loading Paper in the Sheet Feeder
Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Page Setup Settings - Mac

Slanted Printout

If your printouts are slanted, try these solutions:

- Slide the edge guide against the edge of the paper.
- Select a higher print quality setting in your printer software.
- Turn off any high speed settings in your product software.
- Align the print head.
- Make sure the product is not printing while tilted or at an angle.

Parent topic: Solving Page Layout and Content Problems

Related tasks

Loading Paper in the Sheet Feeder
Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - Mac

Solving Print Quality Problems

Check these sections if your printouts have problems with print quality, but your image looks fine on your computer screen.

Note: When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

White or Dark Lines in Printout
Blurry or Smeared Printout
Faint Printout or Printout Has Gaps
Grainy Printout

Incorrect Colors

Parent topic: Solving Problems

White or Dark Lines in Printout

If you notice white or dark lines in your prints (also called banding), try these solutions before you reprint:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Make sure the paper type setting matches the type of paper you loaded.
- Make sure you loaded the printable side of the paper correctly for your product.
- Turn off any high speed settings in your product software.
- Align the print head.
- You may need to refill the ink. Visually check the ink levels.
- If you have not used the product for a long time, run the Power Ink Flushing utility.

  Note: Flushing the ink tubes replaces all the ink inside the tubes, so flush the ink only if you cannot improve print quality by other means. See the ink flushing section for details.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check
Print Head Cleaning
Print Head Alignment
Power Ink Flushing

Related references

Paper or Media Type Settings - Product Software
Paper Type Settings - Control Panel

Related tasks

Selecting Additional Layout and Print Options - Windows
Selecting Printing Preferences - Mac
Loading Paper in the Sheet Feeder

Related topics

Refilling Ink

Blurry or Smeared Printout

If your printouts are blurry or smeared, try these solutions:

- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
- Use a support sheet with special paper, or load special paper one sheet at a time.
- Make sure your paper meets the specifications for your product.
- Use Epson papers to ensure proper saturation and absorption of genuine Epson inks.
- Make sure the paper type setting in your product software matches the type of paper you loaded.
- Make sure you loaded the printable side of the paper correctly for your product.
- Remove each sheet from the output tray as it is printed.
- Avoid handling printouts on glossy paper right after printing to allow the ink to set.
- Turn off any high speed settings in your product software.
- If you print on both sides of a sheet of paper, smudges may appear on the reverse side of heavily saturated or dark images. If one side of a sheet will contain a lighter image or text, print that side first. Make sure the ink has dried before reloading the paper to print on the other side.
- If printed copies are smeared, lower the copy density setting on the product control panel.
- The ink levels may be low and you may need to refill the ink. Visually check the ink levels. Also make sure you filled the tanks with the correct colors of ink.
- If you printed when the ink levels were too low to be seen in the ink tank windows, refill the ink tanks to the upper lines and run the Power Ink Flushing utility. Then run a nozzle check to see if print quality has improved.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- Clean the paper path.
- If you have not used the product for a long time, run the Power Ink Flushing utility.

  Note: Flushing the ink tubes replaces all the ink inside the tubes, so flush the ink only if you cannot improve print quality by other means. See the ink flushing section for details.

Note: Your product will not operate properly while tilted at an angle. Place it on a flat, stable surface that extends beyond the base of the product in all directions.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check
Print Head Cleaning
Print Head Alignment
Power Ink Flushing

Related references

Available Epson Papers
Paper Specifications

Related tasks

Selecting Basic Print Settings - Windows
Selecting Additional Layout and Print Options - Windows
Selecting Extended Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Printing Preferences - Mac
Cleaning the Paper Path

Related topics

Refilling Ink

Faint Printout or Printout Has Gaps

If your printouts are faint or have gaps, try these solutions:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- The ink levels may be low. Visually check the ink levels.
- Make sure the paper type setting matches the type of paper you loaded.
- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
- Align the print head.
- Clean the paper path.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check

Print Head Cleaning
Print Head Alignment

Related references

Paper or Media Type Settings - Product Software
Paper Type Settings - Control Panel

Related tasks

Cleaning the Paper Path
Loading Paper in the Sheet Feeder

Related topics

Refilling Ink

Grainy Printout

If your printouts are grainy, try these solutions:

- Make sure you loaded the printable side of the paper correctly for your product.
- Select a higher print quality setting and turn off any high speed settings in your product software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- You may need to increase the image resolution or print a smaller size; see your software documentation.

  Note: Images from the Internet may be low resolution and not result in a high quality printout.

- If you enlarged the image size in an image-editing program, you need to increase the image resolution setting to retain a high image quality. Increase the image resolution by the same amount you increase the image size. For example, if the image resolution is 300 dpi (dots per inch) and you will double the image size for printing, change the resolution setting to 600 dpi.

  Note: Higher resolution settings result in larger file sizes, which take longer to process and print. Consider the limitations of your computer system when selecting a resolution, and select the lowest possible resolution that produces acceptable quality to keep file sizes manageable.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check
Print Head Cleaning
Print Head Alignment

Related tasks

Selecting Basic Print Settings - Windows
Selecting Additional Layout and Print Options - Windows
Selecting Basic Print Settings - Mac
Selecting Printing Preferences - Mac

Incorrect Colors

If your printouts have incorrect colors, try these solutions:

- Make sure the paper type setting matches the paper you loaded.
- Make sure the **Black/Grayscale** or **Grayscale** setting is not selected in your printer software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- The ink levels may be low and you may need to refill the ink. Visually check the ink levels. Also make sure you filled the tanks with the correct colors of ink.
- If you printed when the ink levels were too low to be seen in the ink tank windows, refill the ink tanks to the upper lines and run the Power Ink Flushing utility. Then run a nozzle check to see if print quality has improved.
- After you print, the colors in your printout need time to set as the ink dries. During this time, the colors may look different than you expect. To speed up drying time, do not stack your printouts on top of each other.
- Your printed colors can never exactly match your on-screen colors. However, you can use a color management system to get as close as possible. Try using the color management options in your printer software.
- For best results, use genuine Epson ink and paper.
- If you have not used the product for a long time, run the Power Ink Flushing utility.

  Note: Flushing the ink tubes replaces all the ink inside the tubes, so flush the ink only if you cannot improve print quality by other means. See the ink flushing section for details.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check

Print Head Cleaning

Power Ink Flushing

Related references

Available Epson Papers

Related tasks

Selecting Basic Print Settings - Windows

Selecting Additional Layout and Print Options - Windows

Selecting Basic Print Settings - Mac

Managing Color - Mac

Related topics

Refilling Ink

Solving Scanning Problems

Check these solutions if you have problems scanning with your product.

Scanning Software Does Not Operate Correctly

Cannot Start Epson Scan 2

Parent topic: Solving Problems

Scanning Software Does Not Operate Correctly

If your scanning software does not operate correctly, try these solutions:

- Make sure your computer has adequate memory and meets the system requirements for your operating system.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart your scanning software.
- If you upgraded your operating system but did not reinstall your scanning software, try reinstalling it.

Parent topic: Solving Scanning Problems

Related concepts

Uninstall Your Product Software

Related references

Windows System Requirements

Mac System Requirements

Cannot Start Epson Scan 2

If you cannot start Epson Scan 2, try these solutions:

- Make sure your product is turned on and any interface cables are securely connected at both ends.
- Make sure Epson Scan 2 is selected as your scanning program.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart Epson Scan 2.
- Check the connection setting and test the connection using Epson Scan 2 Utility:

  Windows 10: Click and select **All apps**. Select **EPSON**, then select **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

  Windows 8.x: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

  Windows (other versions): Click or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

  Mac: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.
- Make sure you do not have multiple versions of Epson Scan installed. If you do, uninstall both versions and install one version.
- If you upgraded your operating system but did not reinstall Epson Scan 2, try reinstalling it.

Parent topic: Solving Scanning Problems

Related topics

Starting a Scan

Solving Scanned Image Quality Problems

Check these sections if a scanned image on your computer screen has a quality problem.

Image Consists of a Few Dots Only

Line of Dots Appears in All Scanned Images

Straight Lines in an Image Appear Crooked

Image is Distorted or Blurry
Image Colors are Patchy at the Edges
Image is Too Dark
Back of Original Image Appears in Scanned Image
Ripple Patterns Appear in an Image
Image is Scanned Upside-Down
Scanned Image Colors Do Not Match Original Colors
Scan Area is Not Adjustable in Thumbnail Preview
Scanned Image Edges are Cropped

Parent topic: Solving Problems

Image Consists of a Few Dots Only

If your scanned image consists only of a few dots, try these solutions:

- Make sure you placed your original for scanning facing the correct way.
- If you are scanning using the Epson Scan 2 **Black & White** setting, adjust the **Threshold** setting and scan again.

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Main Settings Tab

Related tasks

Placing Originals on the Scanner Glass

Line of Dots Appears in All Scanned Images

If a line of dots appears in all your scanned images, clean the scanner glass with a soft, dry, lint-free cloth or use a small amount of glass cleaner on the cloth, if necessary. Paper towels are not recommended.

Caution: Do not spray glass cleaner directly on the scanner glass.

Parent topic: Solving Scanned Image Quality Problems

Related tasks

Cleaning Your Product

Straight Lines in an Image Appear Crooked

If straight lines in an original appear crooked in a scanned image, make sure to place your original straight when you scan it.

Parent topic: Solving Scanned Image Quality Problems

Related tasks

Placing Originals on the Scanner Glass

Image is Distorted or Blurry

If a scanned image appears distorted or blurry, try these solutions:

- Make sure your original is not wrinkled or warped. This may prevent the original from laying flat on the scanner glass.
- Do not move your original or your product during scanning.
- Your product will not operate properly while tilted at an angle. Place your product on a flat, stable surface that extends beyond its base in all directions.
- Adjust these Epson Scan 2 settings (if available) and try scanning again:
  - Increase the **Resolution** setting.
  - If the **Image Type** setting is **Black & White**, adjust the **Threshold** setting.
  - Select the **Unsharp Mask** setting.
  - If the **Image Type** setting is **Black & White**, select **Text Enhancement**. If the **Image Type** setting is **Color** or **Grayscale**, change the **Text Enhancement** setting to **High**.

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Main Settings Tab

Additional Scanning Settings - Advanced Settings Tab

Related tasks

Placing Originals on the Scanner Glass

Image Colors are Patchy at the Edges

If you are scanning a thick or warped original, cover its edges with paper to block external light as you scan it.

Parent topic: Solving Scanned Image Quality Problems

Image is Too Dark

If your scanned image is too dark, try these solutions:

- Select the **Advanced Settings** tab in Epson Scan 2 and adjust the **Brightness** setting.
- Check the brightness and contrast settings of your computer monitor.

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Advanced Settings Tab

Back of Original Image Appears in Scanned Image

If an image from the back of a thin original appears in your scanned image, try these solutions:

- Place a piece of black paper on the back of the original and scan it again.
- Adjust these Epson Scan 2 settings (if available) and try scanning again:
  - Select the **Advanced Settings** tab and adjust the **Brightness** setting.
  - If the **Image Type** is set to **Black & White**, select **Text Enhancement**. If the **Image Type** is set to **Color** or **Grayscale**, change the **Text Enhancement** setting to **High**.

Parent topic: Solving Scanned Image Quality Problems

Ripple Patterns Appear in an Image

You may see a ripple pattern (called a moiré) in scanned images of printed documents. This is caused by interference from differing pitches in the scanner's screen and your original's halftone screen. To reduce this effect, adjust these Epson Scan 2 settings (if available) and try scanning again:

- Select the **Descreening** setting.
- Select a lower **Resolution** setting.

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Advanced Settings Tab

Image is Scanned Upside-Down

Your product scans using the **Auto Photo Orientation** setting. This setting checks the preview image for faces, the sky, and other features, and then correctly rotates the photo when it is scanned, if necessary.

If your photo is not oriented correctly using this option, you can turn **Auto Photo Orientation** off and scan again. When Photo Mode is selected, select **Thumbnail Options** from the Main Settings tab. Select **On** or **Off** and scan your document again.

Note: Auto Photo Orientation will not work when you scan newspapers, magazines, documents, illustrations, or line art, or images smaller than 2 inches (5.1 cm) on any side.

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Main Settings Tab

Scanned Image Colors Do Not Match Original Colors

Printed colors can never exactly match the colors on your computer monitor because printers and monitors use different color systems: monitors use RGB (red, green, and blue) and printers typically use CMYK (cyan, magenta, yellow, and black).

Check the color matching and color management capabilities of your computer, display adapter, and the software you are using to see if they are affecting the palette of colors you see on your screen.

To adjust the colors in your scanned image, adjust these Epson Scan 2 settings (if available) and try scanning again:

- If the **Image Type** setting is **Color** or **Grayscale**, adjust the **Contrast** setting.
- If the **Image Type** setting is **Black & White** or **Grayscale**, adjust the **Color Enhance** setting.

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Main Settings Tab
Additional Scanning Settings - Advanced Settings Tab

Scan Area is Not Adjustable in Thumbnail Preview

If you cannot adjust the scan area while viewing a Thumbnail preview in Epson Scan 2, try these solutions:

- Create a scan area by drawing a marquee on your preview image and adjusting it as necessary.
- Switch to Normal preview mode, if available, and preview your image again.

Parent topic: Solving Scanned Image Quality Problems

Scanned Image Edges are Cropped

If the edges of a scanned image are cropped, make sure your original is placed correctly for scanning. If necessary, move your original away from the edges of the scanner glass slightly.

Parent topic: Solving Scanned Image Quality Problems

Related tasks

Placing Originals on the Scanner Glass

Solving Memory Card Problems

Check these solutions if you have problems using memory cards with your product.

Memory Card Does Not Fit Into a Slot

Cannot View or Print Photos from a Memory Card

Cannot Transfer Photos to or from a Memory Card

Parent topic: Solving Problems

Memory Card Does Not Fit Into a Slot

If a memory card does not fit properly in a slot, do not force it in. You may need to use an adapter with your memory card.

Parent topic: Solving Memory Card Problems

Related references

Memory Card Types

Related tasks

Inserting a Memory Card

Cannot View or Print Photos from a Memory Card

If you cannot view or print photos from a memory card inserted in your product, try these solutions:

- Make sure your memory card is compatible with the product.
- Make sure the files on your memory card are in the correct format.
- If you have too many photos on your memory card, you may not see all the photos you expect or may be prompted to select a group of photos by date. Reduce the number of photos on your card or select one group of photos at a time. Check the memory card specifications for the maximum number of photos.

Parent topic: Solving Memory Card Problems

Related references

Memory Card Types

Memory Card File Specifications

Related tasks

Inserting a Memory Card

Cannot Transfer Photos to or from a Memory Card

If you have problems transferring photos to or from a memory card inserted in your product, try these solutions:

- Make sure your memory card is compatible with the product.
- Make sure your product is securely connected to your computer.
- If you are transferring photos to the memory card, check the memory card's write-protect tab to make sure it is set to allow writing to the card. Also make sure the card has enough memory available.
- Make sure that the file sharing setting for your product is set correctly.

Parent topic: Solving Memory Card Problems

Related references

Memory Card Types

Memory Card File Specifications

Related topics

Transferring Photos on a Memory Card

Message Appears Prompting You to Reset Ink Levels

If you see a message on the LCD screen prompting you to reset the ink levels, do the following:

1. Refill all of the ink tanks or the ink tanks indicated on the LCD screen all the way to the top.

   Note: Depending on the operating conditions, you may see the ink reset message even when there is still ink in the tanks.

2. Select the colors that you refilled on the LCD screen.
3. Follow the instructions on the LCD screen to reset the ink levels.

Note: The product has a low ink alert system. The accuracy of this system depends on the user refilling the ink tanks correctly. The product cannot directly measure the ink levels in the tanks; instead it

estimates the amount of ink remaining by internally monitoring ink usage. The low ink alert system may generate inaccurate messages if the ink tanks are not refilled according to these instructions.

As a precaution, perform regular visual inspections of the ink tanks to ensure ink levels do no fall below the lower line. Continued use of the product when the ink level is below the lower line on the tank could damage the product.

Parent topic: Solving Problems

Related topics

Refilling Ink

Uninstall Your Product Software

If you have a problem that requires you to uninstall and re-install your software, follow the instructions for your operating system.

Uninstalling Product Software - Windows

Uninstalling Product Software - Mac

Parent topic: Solving Problems

Uninstalling Product Software - Windows

You can uninstall and then re-install your product software to solve certain problems.

1. Turn off the product.
2. Disconnect any interface cables.
3. Do one of the following:
   - **Windows 10**: Right click and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

     Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

     Select your product again, if necessary, then select **OK**, and click **Yes** to confirm the uninstallation.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

     Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

Select your product again, if necessary, then select **OK**, and click **Yes** to confirm the uninstallation.

- **Windows (other versions)**: Click or **Start**, and select **All Programs** or **Programs**. Select **EPSON**, select your product, then click **EPSON Printer Software Uninstall**.

  Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

  In the next window, select your product and click **OK**. Then follow any on-screen instructions.

4. Do one of the following to uninstall Epson Event Manager, then follow any on-screen instructions:
   - **Windows 10**: Select **Epson Event Manager** and click **Uninstall**.
   - **Windows 8.x**: Select **Epson Event Manager** and click **Uninstall**.
   - **Windows 7/Windows Vista**: Open the Windows **Control Panel** utility. Select **Programs and Features**. (In Classic view, select **Programs** and click **Uninstall a program**.) Select **Epson Event Manager** and click **Uninstall/Change**.
   - **Windows XP**: Open the Windows **Control Panel** utility. Double-click **Add or Remove Programs**. Select **Epson Event Manager** and click **Change/Remove**.
5. Do one of the following to uninstall Epson Scan 2, then follow any on-screen instructions:
   - **Windows 10**: Select **Epson Scan 2** and click **Uninstall**.
   - **Windows 8.x/Windows 7/Windows Vista:** Select **Epson Scan 2** and click **Uninstall/Change**.
   - **Windows XP**: Select **Epson Scan 2** and click **Change/Remove**.
6. Restart your computer, then see the *Start Here* sheet to re-install your software.

Note: If you find that re-installing your product software does not solve a problem, contact Epson.

Parent topic: Uninstall Your Product Software

Uninstalling Product Software - Mac

In most cases, you do not need to uninstall your product software before re-installing it. However, you can download the Uninstaller utility from the Epson support website to uninstall your product software as described here.

Note: If you find that re-installing your product software does not solve a problem, contact Epson.

1. To download the Uninstaller utility, visit epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product.
2. Click **Downloads**.
3. Select your operating system, click **Utilities**, locate the Uninstaller utility, and click **Download**.
4. Run the file you downloaded.
5. Double-click the **Uninstaller** icon.
6. In the Epson Uninstaller screen, select the checkbox for each software program you want to uninstall.
7. Click **Uninstall**.
8. Follow the on-screen instructions to uninstall the software.
9. Reinstall your product software.

Note: If you uninstall the printer driver and your product name remains in the **Print & Fax**, **Print & Scan**, or **Printers & Scanners** window, select your product name and click the **–** (remove) icon to remove it.

Parent topic: Uninstall Your Product Software

Where to Get Help

If you need to contact Epson for technical support services, use the following support options.

Internet Support

Visit Epson's support website at epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

Before you call Epson for support, please have the following information ready:

- Product name
- Product serial number (located on a label on the product)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

- U.S.: (562) 276-4382, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday
- Canada: (905) 709-3839, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday

Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Purchase Supplies and Accessories

You can purchase genuine Epson ink and paper at epson.com (U.S. sales) or epson.ca (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Parent topic: Solving Problems

Technical Specifications

These sections list the technical specifications for your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S) or this site (Canada) for information on how to return your Epson products for proper disposal.

Windows System Requirements
Mac System Requirements
Scanning Specifications
Paper Specifications
Printable Area Specifications
Ink Specifications
Memory Card Specifications
Dimension Specifications
Electrical Specifications
Environmental Specifications
Interface Specifications
Network Interface Specifications
Safety and Approvals Specifications

Windows System Requirements

To use your product and its software, your computer should use one of these Microsoft operating systems:

- Windows 10
- Windows 8.x
- Windows 7
- Windows Vista
- Windows XP Professional x64 Edition
- Windows XP SP3

Note: Visit Epson's support website at epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product for the latest in compatibility and drivers for your product.

Parent topic: Technical Specifications

Mac System Requirements

To use your product and its software, your Mac should use one of these operating systems:

- OS X 10.11.x
- OS X 10.10.x
- OS X 10.9.x
- OS X 10.8.x
- OS X 10.7.x
- OS X 10.6.8

Note: Visit Epson's support website at epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product for the latest in compatibility and drivers for your product.

Parent topic: Technical Specifications

Scanning Specifications

Scanner type	Flatbed
Photoelectric device	CIS
Maximum document size	8.5 × 11.7 inches (216 × 297 mm)
	US letter or A4
Scanning resolution	1200 dpi (main scan)
	2400 dpi (sub scan)

Color depth	Color: 48 bits per pixel internal (16 bits per pixel per color internal) 24 bits per pixel external (8 bits per pixel per color external) Grayscale: 16 bits per pixel internal 8 bits per pixel external Black-and-white: 16 bits per pixel internal 1 bit per pixel external
Light source	LED

Parent topic: Technical Specifications

Paper Specifications

Note: Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, Epson cannot guarantee the quality of any non-Epson brand or type of paper. Always test a sample of paper stock before purchasing large quantities or printing large jobs.

Single-sheets

Paper types	Plain paper and paper distributed by Epson
Weight	Plain paper: 17 lb (64 g/m^2) to 24 lb (90 g/m^2)

Envelopes

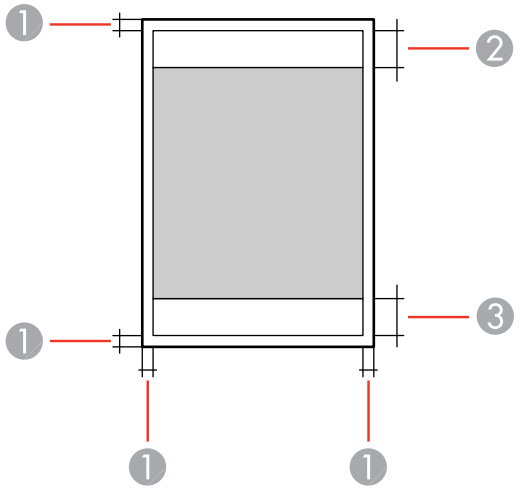
Size	No. 10 (4.1 × 9.5 inches [105 × 241 mm])
Weight	20 lb (75 g/m^2) to 24 lb (90 g/m^2)

Parent topic: Technical Specifications

Printable Area Specifications

Note: Print quality may decline in the shaded areas shown here due to the printer mechanism.

Single sheets

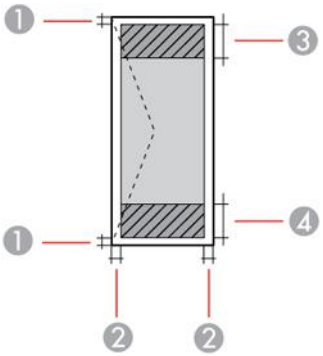


1 Margins: 0.12 inch (3 mm) minimum

2 Reduced print quality area/top: 1.57 inch (40 mm) minimum

3 Reduced print quality area/bottom: 1.26 inch (32 mm) minimum

Envelopes



1 Left/right margins: 0.12 inch (3 mm) minimum

2 Top/bottom margins: 0.20 inch (5 mm) minimum

3 Reduced print quality area/right: 0.71 inch (18 mm) minimum

4 Reduced print quality area/left: 1.57 inch (40 mm) minimum

Parent topic: Technical Specifications

Ink Specifications

Note: This product is designed to work with genuine Epson inks. Non-Epson ink or any other ink not specified for this printer could cause damage not covered by Epson's warranties.

The included initial ink bottles must be used for printer setup and are not for resale. The printer ships with full ink bottles and part of the ink from the first bottles is used to charge the print head. Yields vary considerably based on images printed, print settings, paper type, frequency of use and temperature.

Color	Black, Cyan, Magenta, Yellow
Ink life	For best results, use up ink within 6 months of removing the seal from an ink bottle

Temperature	Storage: –4 to 104 °F (–20 to 40 °C) 1 month at 104 °F (40 °C) Ink freezes at 5 °F (–15 °C) Ink thaws and is usable after 2 hours at 77 °F (25 °C)

Parent topic: Technical Specifications

Related concepts

Purchase Epson Ink

Memory Card Specifications

Note: Cards marked with an asterisk (*) require an adapter; consult your adapter documentation for details on using it.

Compatible types	miniSD*: 2GB maximum capacity miniSDHC*: 32GB maximum capacity microSD*: 2GB maximum capacity microSDHC*: 32GB maximum capacity microSDXC*: 64GB maximum capacity SD: 2GB maximum capacity SDHC: 32GB maximum capacity SDXC: 64GB maximum capacity
Voltage requirements	3.3 V type, dual voltage type (3.3 V and 5V); supply voltage 3.3 V Maximum current: 200 mA

Parent topic: Technical Specifications

Dimension Specifications

Height	Stored: 6.7 inches (169 mm) Printing: 11.9 inches (303 mm)

Width	Stored: 17.5 inches (445 mm)
	Printing: 17.5 inches (445 mm)
Depth	Stored: 12.0 inches (304 mm)
	Printing: 20.8 inches (528 mm)
Weight (without the ink and power cord)	11.0 lb (5.0 kg)

Parent topic: Technical Specifications

Electrical Specifications

Power supply rating	100 to 240 V
Rated frequency range	50/60 Hz
Rated current	0.5 to 0.3 A
Power consumption	Standalone copying: Approximately 13 W (ISO/IEC24712)
(USB connection)	Ready mode: Approximately 5.0 W
	Sleep mode: Approximately 1.5 W
	Power off mode: Approximately 0.3 W

Parent topic: Technical Specifications

Environmental Specifications

Temperature	Operating: 50 to 95 °F (10 to 35 °C)
	Storage: –4 to 104 °F (–20 to 40 °C)
	1 month at 104 °F (40 °C)
Humidity	Operating: 20 to 80% RH
(without condensation)	Storage: 5 to 85% RH

Parent topic: Technical Specifications

Interface Specifications

One Hi-Speed USB port for a computer

Parent topic: Technical Specifications

Network Interface Specifications

Standards	IEEE 802.11 b/g/n
Security	WEP (64/128 bit) WPA-PSK (AES); complies with WPA2 with support for WPA/WPA2 Personal
Frequency range	2.4 GHz
Coordination modes	Infrastructure mode Wi-Fi Direct (not supported for IEEE 802.11b) **Note:** Simple AP mode is compatible with Wi-Fi infrastructure mode.

Security Protocol

SSL/TLS: HTTPS Server/Client, IPPS

Parent topic: Technical Specifications

Safety and Approvals Specifications

United States	Safety: UL60950-1 EMC: FCC part 15 Subpart B class B
Canada	Safety: CAN/CSA C22.2 No. 60950-1 EMC: CAN/CSA-CEI/IEC CISPR 22 Class B

This equipment contains the following wireless module:

- Manufacturer: Askey Computer Corporation.
- Type: WLU6320-D69 (RoHS)

This product conforms to Part 15 of 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).

Parent topic: Technical Specifications

Notices

Check these sections for important notices about your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S) or this site (Canada) for information on how to return your Epson products for proper disposal.

Important Safety Instructions
FCC Compliance Statement
Binding Arbitration and Class Waiver
Trademarks
Copyright Notice

Important Safety Instructions

Before using your Epson product, read and follow these safety instructions.

General Product Safety Instructions
Wireless Connection Safety Instructions
LCD Screen Safety Instructions

Parent topic: Notices

Related references

Ink Safety Precautions

General Product Safety Instructions

- Be sure to follow all warnings and instructions marked on the product.
- Use only the type of power source indicated on the product's label.
- Use only the power cord that comes with the product. Use of another cord may cause fires or shock. Do not use the cord with any other equipment.
- Place the product near a wall outlet where the plug can be easily unplugged.
- Avoid plugging the product into an outlet on the same circuit as a photo copier or air control system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.
- Do not let the power cord become damaged or frayed. Place it to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of it and do not allow it to be stepped on or run over. Be careful to keep the cord straight at each end.

- If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Always turn off the product using the power button, and wait until the power light stops flashing before unplugging the product or cutting off power to the electrical outlet.
- If you will not be using the product for a long period, unplug the power cord from the electrical outlet.
- Place the product on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Allow space behind the product for the cables, and space above the product so that you can fully raise the document cover.
- Leave enough space in front of the product for the paper to be fully ejected.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Do not place or store the product outdoors.
- Do not place the product near excessive heat sources or in direct sunlight.
- Leave enough room around the product for sufficient ventilation. Do not block or cover openings in the case or insert objects through the slots.
- Keep the product away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- When connecting the product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Do not touch the flat white cable inside the product.
- Do not move the print head by hand; this may damage the product.
- Do not spill liquid on the product or use the product with wet hands.
- Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.
- Do not press too hard on the document table when placing originals.
- Do not open the scanner section while the product is copying, printing, scanning, or performing any other functions.
- Be careful not to trap your fingers when closing the document cover or scanner.
- Except as specifically explained in your documentation, do not attempt to service the product yourself.

- Unplug the product and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the case damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- Before transporting the product, make sure that the print head is in the home (far right) position.
- When storing or transporting the product, do not tilt it, stand it on its side, or turn it upside down; otherwise ink may leak.

Parent topic: Important Safety Instructions

Wireless Connection Safety Instructions

Radio waves from this product may adversely affect the operation of medical equipment or automatically controlled devices, such as pacemakers, automatic doors or fire alarms. When using this product near such devices or inside a medical facility, follow the directions from authorized staff members at the facility, and follow all posted warnings and directions on the device to avoid causing an accident.

Parent topic: Important Safety Instructions

LCD Screen Safety Instructions

- Use only a dry, soft cloth to clean the LCD screen. Do not use liquid or chemical cleansers.
- If the LCD screen is damaged, contact Epson. 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.
- Do not press too hard on the LCD screen or subject it to heavy impacts.
- Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen.
- If the LCD screen chips or cracks, do not touch or attempt to remove the broken pieces; contact Epson for support.

Parent topic: Important Safety Instructions

FCC Compliance Statement

For United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful

interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification or Declaration of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

CAN ICES-3(B)/NMB-3(B)

Parent topic: Notices

Binding Arbitration and Class Waiver

1. DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS

1.1 **Disputes**. The terms of this Section 1 shall apply to all Disputes between you and Epson. The term "Dispute" is meant to have the broadest meaning permissible under law and includes any dispute, claim, controversy or action between you and Epson arising out of or relating to this Agreement, Epson branded products (hardware and including any related software), or other transaction involving you and Epson, whether in contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis. "DISPUTE" DOES NOT INCLUDE IP CLAIMS, or more specifically, a claim or cause of action for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and Epson also agree, notwithstanding Section 1.6,that a court, not an arbitrator, may decide if a claim or cause of action is for an IP Claim.

1.2 **Binding Arbitration**. You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. **ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE**

OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED. Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 **Pre-Arbitration Steps and Notice**. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days), you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3840 Kilroy Airport Way, Long Beach, CA 90806 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILegal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

1.4 **Small Claims Court**. Notwithstanding the foregoing, you may bring an individual action in the small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.

1.5 **WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.**

1.6 **Arbitration Procedure**. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at http://www.jamsadr.com or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising

out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 1.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at http://www.jamsadr.com ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.

c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

d) Award in Your Favor. For Disputes in which you or Epson seeks $75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you $1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 1.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 1.6d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

1.7 **Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.**

1.8 **Amendments to Section 1**. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 1 (or resolve disputes as provided for in Section 1.7, if you timely elected to opt-out when you first assented to this Agreement).

1.9 **Severability**. If any provision in this Section 1 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. **The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 1.5. This means that if Section 1.5 is found to be unenforceable, the entire Section 1 (but only Section 1) shall be null and void.**

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