

EPSON

L8100 Series User's Guide



Printing

Copying

Scanning

Maintaining the Printer

Solving Problems

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Introduction to the Manuals

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

Important Safety Instructions (paper manual)

Provides you with instructions to ensure the safe use of this printer.

Start Here (paper manual)

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

User's Guide (digital manual)

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

Information on the Latest Manuals

Paper manual

Visit the Epson Europe support website at <http://www.epson.eu/support>, or the Epson worldwide support website at <http://support.epson.net/>.

Digital manual

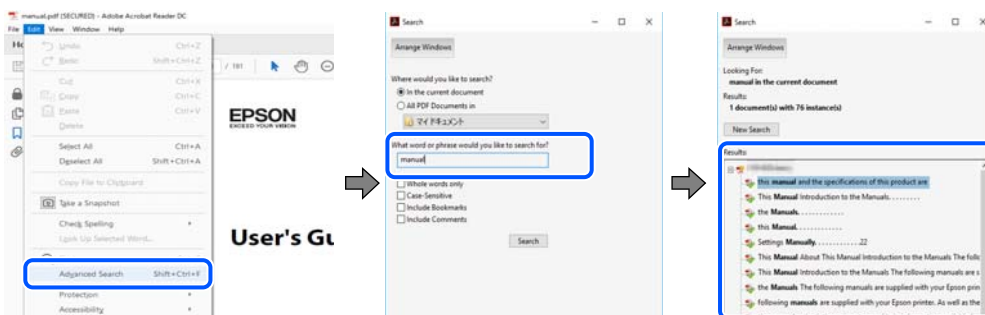
Visit the following website, enter the product name, and then go to **Support**.
<https://epson.sn>

Searching for Information

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

Searching by keyword

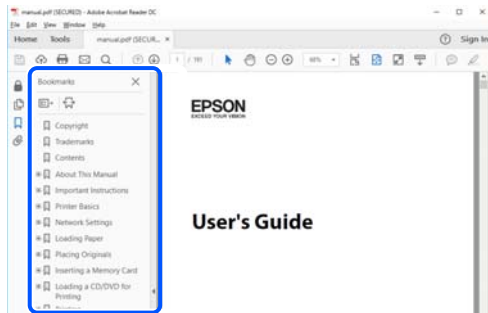
Click **Edit > Advanced Search**. Enter the keyword (text) for information you want to find in the search window, and then click **Search**. Hits are displayed as a list. Click one of the displayed hits to jump to that page.



Jumping directly from bookmarks

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

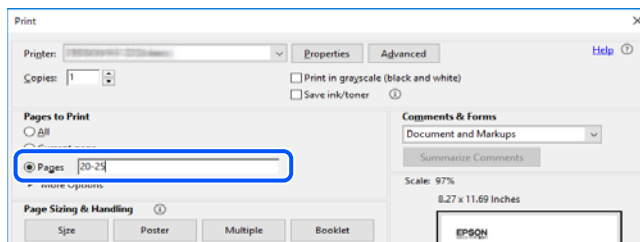
- ❑ Windows: Hold down **Alt**, and then press ←.
- ❑ Mac OS: Hold down the command key, and then press ←.



Printing Only the Pages You Need

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

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



About This Manual

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

Marks and Symbols



Caution:

Instructions that must be followed carefully to avoid bodily injury.



Important:


Instructions that must be observed to avoid damage to your equipment.

Note:

Provides complementary and reference information.

Related Information

➔ Links to related sections.

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

Notes on Screenshots and Illustrations

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

Operating System References

Windows

In this manual, terms such as "Windows 11", "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Server 2022", "Windows Server 2019", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", and "Windows Server 2008" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

- Microsoft® Windows® 11 operating system
- Microsoft® Windows® 10 operating system
- Microsoft® Windows® 8.1 operating system
- Microsoft® Windows® 8 operating system
- Microsoft® Windows® 7 operating system
- Microsoft® Windows Server® 2022 operating system
- Microsoft® Windows Server® 2019 operating system
- Microsoft® Windows Server® 2016 operating system
- Microsoft® Windows Server® 2012 R2 operating system
- Microsoft® Windows Server® 2012 operating system
- Microsoft® Windows Server® 2008 R2 operating system
- Microsoft® Windows Server® 2008 operating system

Mac OS

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

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

Important Instructions

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Safety Instructions

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

- Some of the symbols used on your printer are to ensure safety and proper use of the printer. Visit the following Web site to learn the meaning of the symbols.
<http://support.epson.net/symbols/>
- Use only the power cord supplied with the printer and do not use the cord with any other equipment. Use of other cords with this printer or the use of the supplied power cord with other equipment may result in fire or electric shock.
- Be sure your AC power cord meets the relevant local safety standard.
- Never disassemble, modify, or attempt to repair the power cord, plug, printer unit, scanner unit, or options by yourself, except as specifically explained in the printer's manuals.
- Unplug the printer and refer servicing to qualified service personnel under the following conditions:
The power cord or plug is damaged; liquid has entered the printer; the printer has been dropped or the casing damaged; the printer does not operate normally or exhibits a distinct change in performance. Do not adjust controls that are not covered by the operating instructions.
- Place the printer near a wall outlet where the plug can be easily unplugged.
- Do not place or store the printer outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity.
- Take care not to spill liquid on the printer and not to handle the printer with wet hands.
- Keep the printer at least 22 cm away from cardiac pacemakers. Radio waves from this printer may adversely affect the operation of cardiac pacemakers.
- If the LCD screen is damaged, contact your dealer. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

Safety Instructions for Ink

- Be careful not to touch any ink when you handle the ink tanks, ink tank caps, and opened ink bottles or ink bottle caps.
 - If ink gets on your skin, wash the area thoroughly with soap and water.
 - If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems continue after a thorough flushing, see a doctor immediately.
 - If ink gets into your mouth, see a doctor right away.
- Do not disassemble the maintenance box; otherwise ink may get into your eyes or on your skin.
- Do not shake an ink bottle too vigorously or subject it to strong impacts as this can cause ink to leak.
- Keep ink bottles and maintenance box out of the reach of children. Do not allow children to drink from the ink bottles.

Printer Advisories and Warnings



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

Advisories and Warnings for Setting Up the Printer

- Do not block or cover the vents and openings in the printer.
- Use only the type of power source indicated on the printer's label.
- Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- Avoid electrical outlets controlled by wall switches or automatic timers.
- Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- The power-supply cords should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the power-supply cords and do not allow the power-supply cords to be stepped on or run over. Be particularly careful to keep all the power-supply cords straight at the ends.
- If you use an extension cord with the printer, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- If you plan to use the printer in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for the printer.
- When connecting the printer to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Place the printer on a flat, stable surface that extends beyond the base of the printer in all directions. The printer will not operate properly if it is tilted at an angle.
- Allow space above the printer so that you can fully raise the document cover.
- Leave enough space in front of the printer for the paper to be fully ejected.
- Avoid places subject to rapid changes in temperature and humidity. Also, keep the printer away from direct sunlight, strong light, or heat sources.

Advisories and Warnings for Using the Printer

- Do not insert objects through the slots in the printer.
- Do not put your hand inside the printer during printing.
- Do not touch the white flat cable and ink tubes inside the printer.
- Do not use aerosol products that contain flammable gases inside or around the printer. Doing so may cause fire.
- Do not move the print head by hand if not instructed to do so; otherwise, you may damage the printer.
- Be careful not to trap your fingers when closing the scanner unit.
- Do not press too hard on the scanner glass when placing the originals.
- If any of the ink tanks are not filled up to the lower line, refill the ink soon. Prolonged use of the printer when the ink level is below the lower line could damage the printer.

- Always turn the printer off using the  button. Do not unplug the printer or turn off the power at the outlet until the  light stops flashing.
- If you are not going to use the printer for a long period, be sure to unplug the power cord from the electrical outlet.

Advisories and Warnings for Using the LCD Screen

- The LCD screen may contain a few small bright or dark spots, and because of its features it may have an uneven brightness. These are normal and do not indicate that it is damaged in any way.
- Only use a dry, soft cloth for cleaning. Do not use liquid or chemical cleaners.
- The exterior cover of the LCD screen could break if it receives a heavy impact. Contact your dealer if the screen's surface chips or cracks, and do not touch or attempt to remove the broken pieces.

Advisories and Warnings for Connecting to the Internet

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

Advisories and Warnings for Using the Printer with a Wireless Connection

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

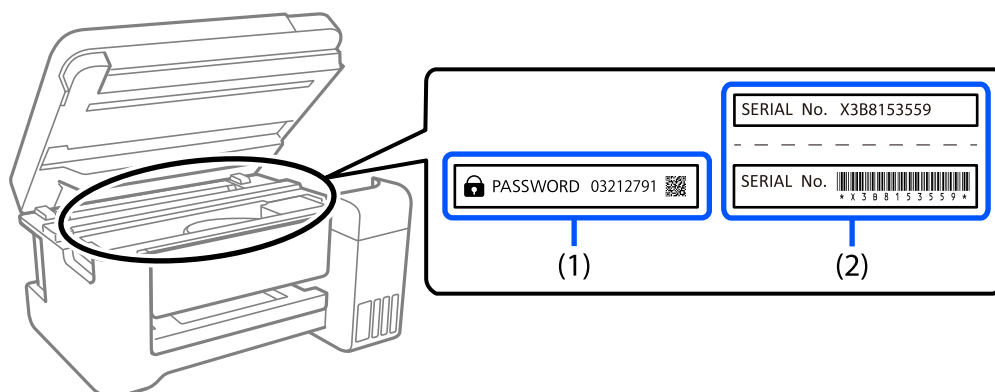
Notes on the Administrator Password

This printer allows you to set an administrator password to prevent unauthorized access or changes to the device settings and network settings stored in the product when connecting to a network.

Default Value of the Administrator Password

The default value of the administrator password is printed on the label on the product itself, such as the one shown. The position where the label is attached depends on the product, such as the side where the cover is opened, the back, or the bottom.

The following illustration is an example of the label attachment position on the side of the printer where the cover opens.



If both labels (1) and (2) are attached, the value next to PASSWORD written on the label in (1) is the default value. In this example, the default value is 03212791.

If only label (2) is attached, the serial number printed on the label in (2) is the default value. In this example, the default value is X3B8153559.

Changing the Administrator Password

For security reasons, we recommend changing the initial password.

It can be changed from Web Config and Epson Device Admin. When changing the password, set it with at least 8 single-byte alphanumeric characters and symbols.

Related Information

➔ [“Running Web Config on a Web Browser” on page 216](#)

Operations that Require You to Enter the Administrator Password

If you are prompted to enter the administrator password when performing the following operations, enter the administrator password set on the printer.

- When updating the firmware of the printer from a computer or smart device
- When logging on to the advanced settings of Web Config
- When setting using an application that can change the printer's settings.

Initializing the Administrator Password

You can return the administrator password to the default settings by initializing the network settings.

Related Information

➔ [“Restore Default Settings” on page 223](#)

Advisories for Using Memory Devices

When you connect a memory device to the printer, any device that is on the same network as the printer might be able to access the data on the memory device.

To prevent access, you need to disable the following setting on Web Config.

Advanced Settings > **Network** tab > **MS Network** > **Use Microsoft network sharing**

Advisories and Warnings for Transporting or Storing the Printer

- When storing or transporting the printer, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.
- Before transporting the printer, make sure that the transportation lock is set to the locked (Transport) position and that the print head is in the home (far right) position.

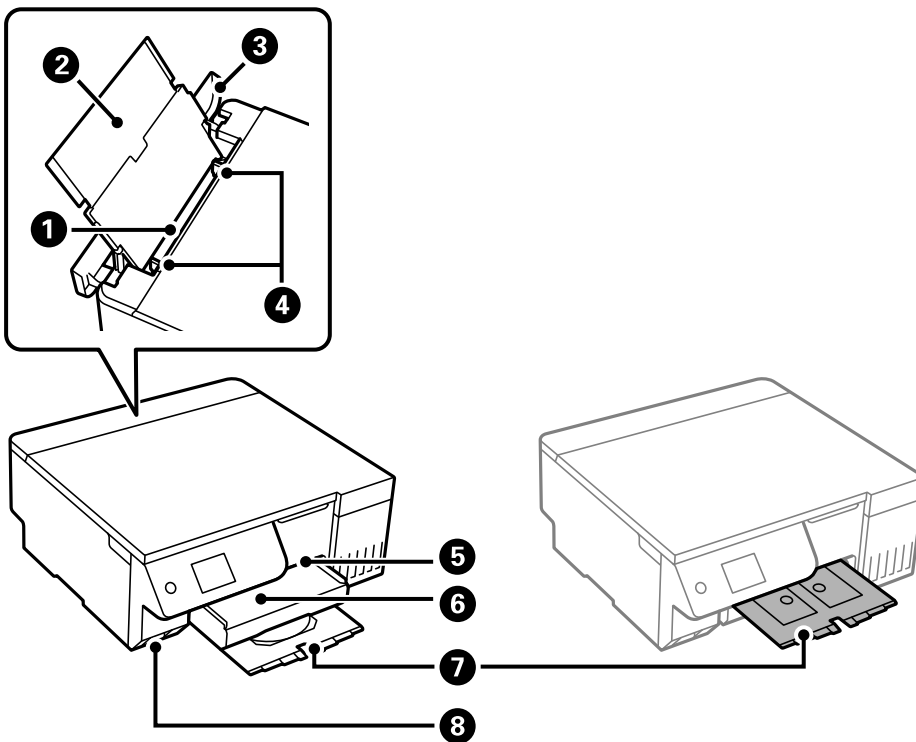
Protecting Your Personal Information

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

Part Names and Functions

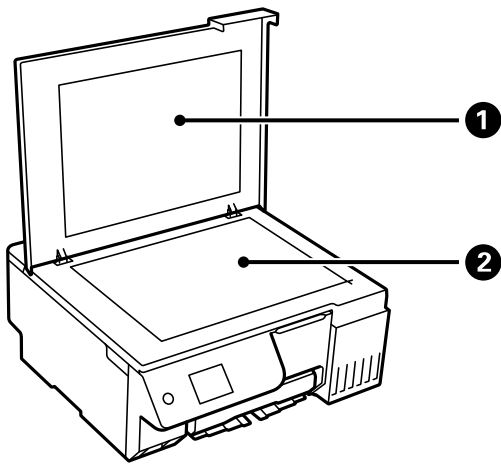
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Front

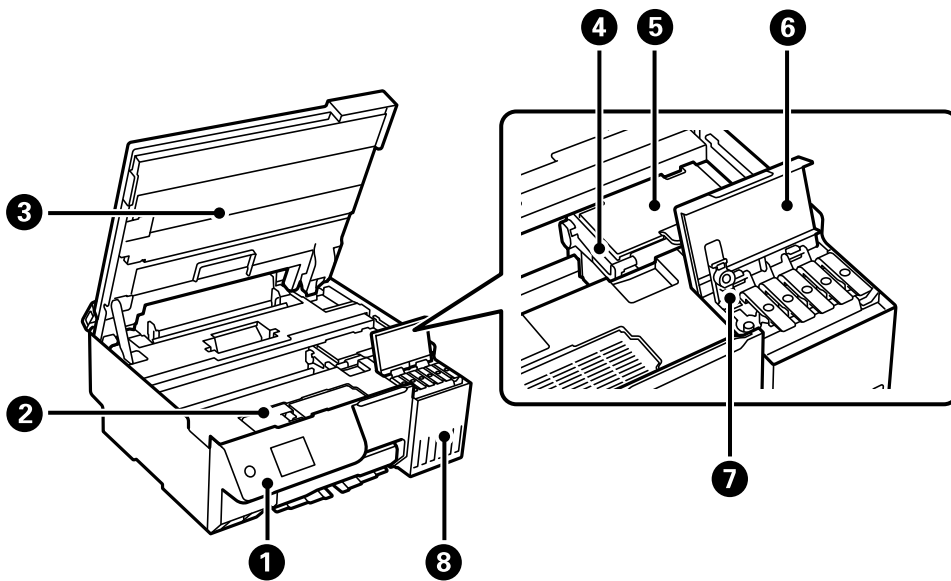


1	Rear paper feeder	Loads paper.
2	Paper support	Supports loaded paper.
3	Feeder guard	Prevents foreign objects from entering the printer. This cover should usually be closed.
4	Edge guide	Feeds the paper straight into the printer. Slide to the edges of the paper.
5	Disc/ID card tray slot	Insert the disc/ID card tray into the top section of the output tray.
6	Output tray	Holds the ejected paper. Pull out manually and push it back in to store.
7	Disc/ID card tray	When printing on a disc or ID card, remove this tray from the bottom of the printer, place a disc or ID card, and then insert it into the disc/ID card tray slot. When not printing on a disc or ID card, store this tray in the bottom of the printer without placing anything on it.
8	External interface USB port	Connects memory devices.

Inside



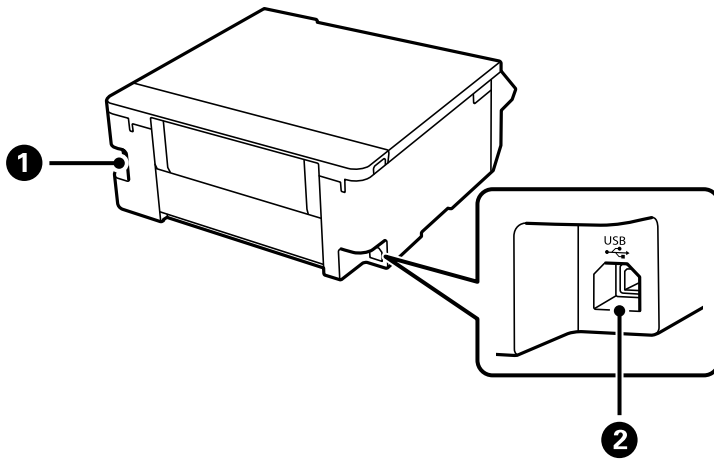
1	Document cover	Blocks external light while scanning.
2	Scanner glass	Place the originals.



1	Control panel	Operates the printer.
2	Maintenance box cover	Open when replacing the maintenance box. The maintenance box is a container that collects a very small amount of surplus ink during cleaning or printing.
3	Scanner unit	Scans placed originals. Open to refill the ink tank or to remove jammed paper. This unit should usually be kept closed.
4	Transportation lock	Stops ink supply. Set to the locked (Transport) position when transporting the printer.
5	Print head	Ink is ejected from the print head nozzles underneath.

⑥	Ink tank cover	Open to refill the ink tank.
⑦	Ink tank cap	Open to refill the ink tank.
⑧	Ink tank	Supplies ink to the print head.

Rear

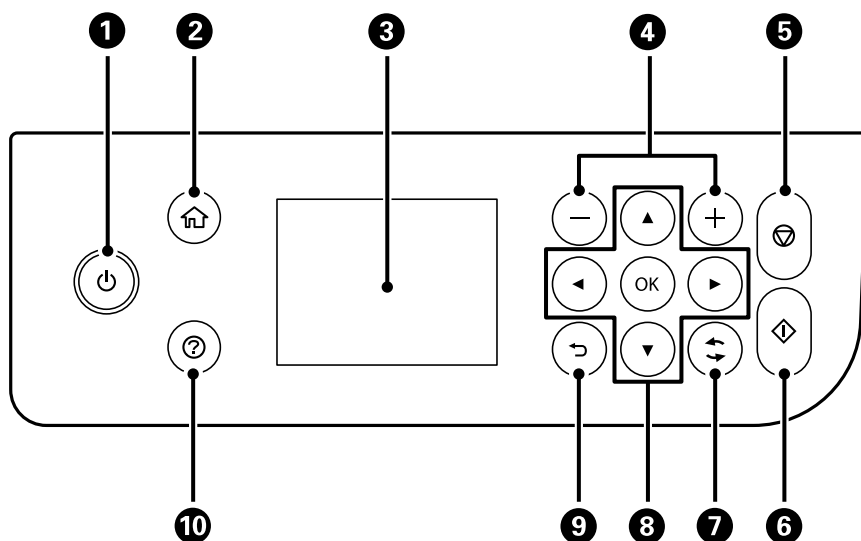


①	AC inlet	Connects the power cord.
②	USB port	Connects a USB cable to connect with a computer.

Guide to the Control Panel

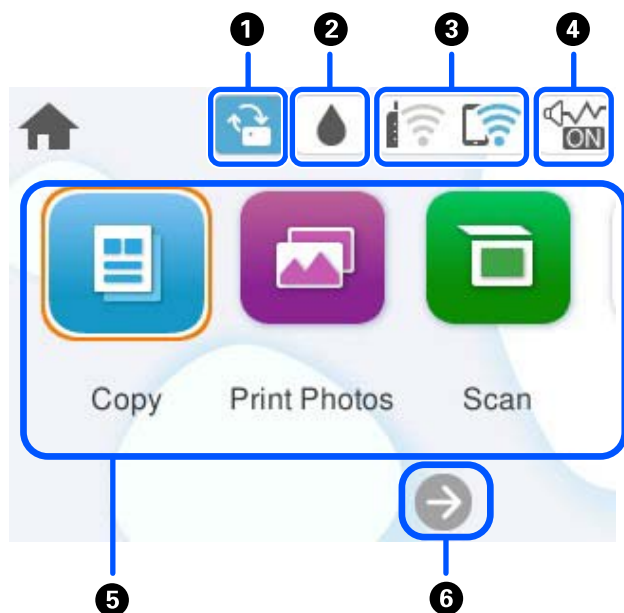
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Control Panel




<p>1</p>	<p>Turns the printer on or off. Unplug the power cord after checking that the power light is off.</p>
<p>2</p>	<p>Displays the home screen.</p>
<p>3</p>	<p>Displays menus and messages. Use buttons on the control panel to select a menu or to make settings.</p>
<p>4</p>	<p>Selects the number of pages to print.</p>
<p>5</p>	<p>Stops the current operation.</p>
<p>6</p>	<p>Starts an operation such as printing or copying.</p>
<p>7</p>	<p>Applies to a variety of functions depending on the situation.</p>
<p>8</p>	<p>Use the ▲▼◀▶ buttons to select a menu, and then press the OK button to enter the selected menu.</p>
<p>9</p>	<p>Returns to the previous screen.</p>
<p>10</p>	<p>Displays the solutions when you are in trouble.</p>






Home Screen Configuration



1		<p>This is displayed when a firmware update is available.</p> <p>Select it to update the firmware to improve the printer's features. We recommend using the printer with the latest version of the firmware.</p>
2		<p>Allows you to check the approximate service life of the maintenance box, and print a supply status sheet.</p>
3		<p>Displays the network connection status.</p> <p>"Guide to the Network Icon" on page 25</p>
4		<p>Indicates that Quiet Mode is set for the printer. When this feature is enabled, the noise made by printer operations is reduced, but print speed may slow down. However, noises may not be reduced depending on the selected paper type and print quality. Select to change the setting.</p>

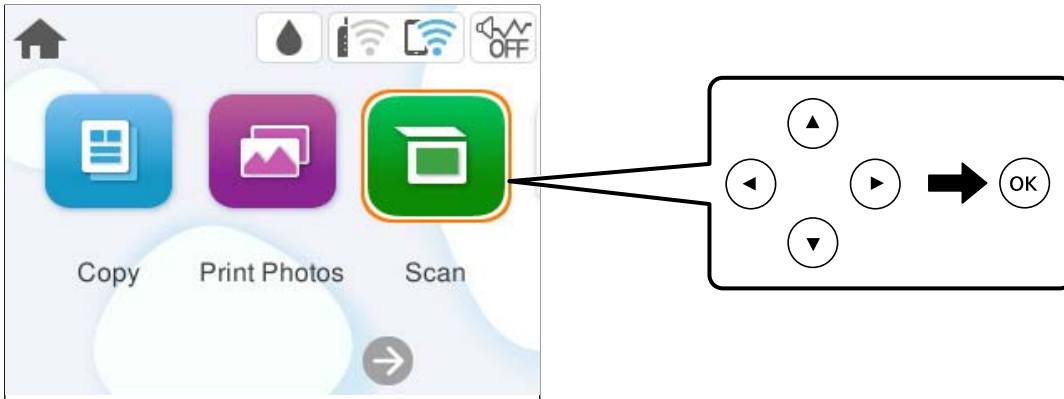
<p>5</p>	<p>Displays each menu.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Copy Allows you to copy documents. <input type="checkbox"/> Print Photos Allows you to print photos on a USB flash drive. <input type="checkbox"/> Scan Allows you to scan documents and save them to a computer. <input type="checkbox"/> Various Prints Allows you to make various copies and to print design paper or a wide variety of original items. <input type="checkbox"/> Settings Allows you to make settings related to printer operations. <input type="checkbox"/> Maintenance Displays the menus recommended to improve the quality of your printouts such as unclogging nozzles by printing a nozzle check pattern and performing head cleaning, and improving blurring or banding in your printouts by aligning the print head. <input type="checkbox"/> Smartphone connect Displays the menu to connect the printer to your smart device or tablet.
<p>6</p>	<div style="display: flex; align-items: center;">  <p>Scrolls the screen to the right.</p> </div>

Guide to the Network Icon

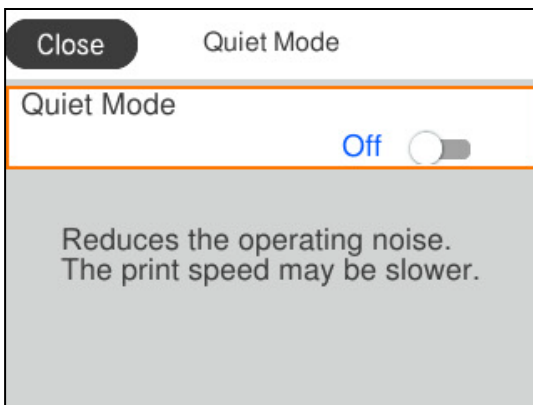
	<p>The printer is not connected to a wireless (Wi-Fi) network.</p>
	<p>The printer is searching for SSID, unset IP address, or having a problem with a wireless (Wi-Fi) network.</p>
	<p>The printer is connected to a wireless (Wi-Fi) network. The number of bars indicates the signal strength of the connection.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

Basic Operations

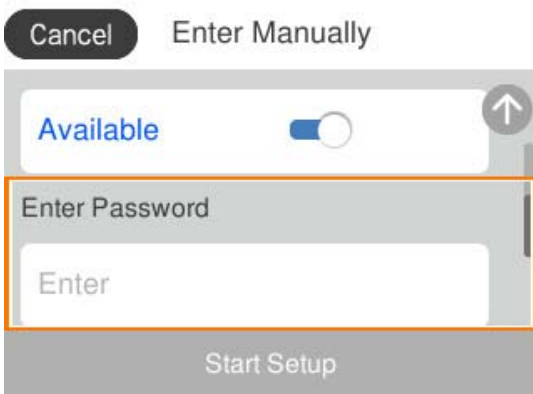
Move the focus using the ▲▼◀▶ buttons to select the items, and then press the OK button to confirm your selection or run the selected feature.



Move the focus to the setting item using the ▲▼◀▶ buttons, and then press the OK button to switch the item on or off.



To enter the value, name, address, and so on, move the focus to the input field using the ▲▼◀▶ buttons, and then press the OK button to display the on-screen keyboard.

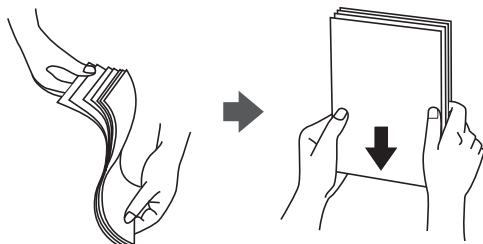


Loading Paper, Discs, and PVC ID Cards

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Paper Handling Precautions

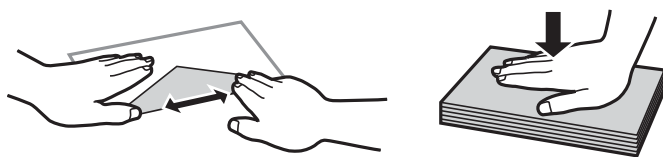
- ❑ Read the instruction sheets supplied with the paper.
- ❑ To achieve high-quality printouts with genuine Epson paper, use the paper in the environment stated on the sheets supplied with the paper.
- ❑ Fan and align the edges of the paper before loading. Do not fan or curl photo paper. Doing so may damage the printable side.



- ❑ If the paper is curled or folded, flatten it or curl it slightly in the opposite direction before loading. Printing on curled or folded paper may cause paper feeding problems and smears on the printouts.



- ❑ Paper feed problems may occur frequently for manual 2-sided printing when printing on one side of pre-printed paper. Reduce the number of sheets to half or less, or load one sheet of paper at a time if paper jams continue.
- ❑ Fan and align the edges of the envelopes before loading. When the stacked envelopes are puffed up with air, press them down to flatten them before loading.



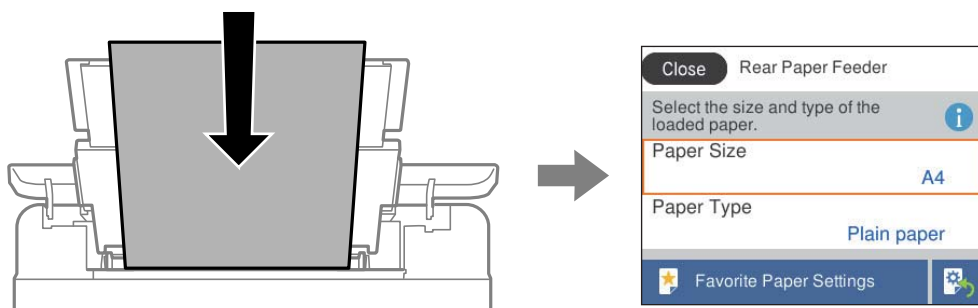
Related Information

- ➔ [“Available Paper and Capacities” on page 210](#)
- ➔ [“Unavailable Paper Types” on page 212](#)

Paper Size and Type Settings

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

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



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

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

Note:

If you do not want to display the paper settings screen automatically when you load paper, select the menus on the home screen as described below.

Settings > Printer Settings > Paper Source Setting > Paper Setup Auto Display > Off

Related Information

➔ [“Paper Setup Auto Display:” on page 219](#)

List of Paper Type

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

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

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

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

Precautions when Loading Letterhead Paper

- For letterhead paper, select **Letterhead** as the paper type.
- For letterhead paper, if you print on paper that is smaller than the setting in the printer driver, the printer may print beyond the edges of the paper which can lead to ink smears on your printouts and excess ink building up inside the printer. Make sure you select the correct paper size setting.
- 2-sided printing and borderless printing are not available for letterhead paper. Also, the print speed may be slower.

Loading Paper

See the animations displayed on the printer's LCD screen to load paper, envelopes, or thick photo paper.

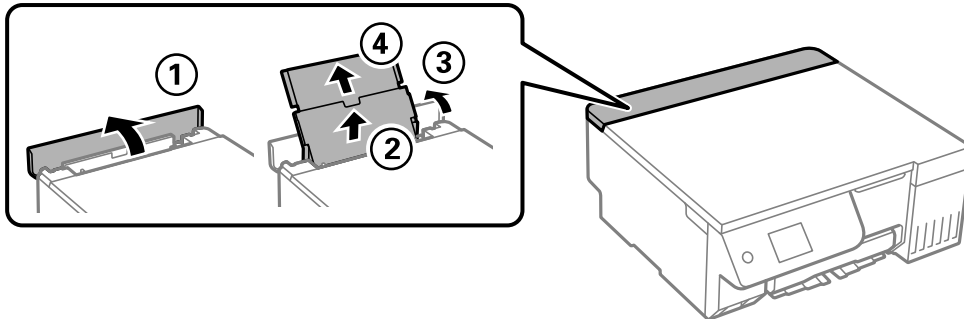
Press **?** button, and then select **How To > Load paper**. Select the paper type and paper source you want to use to display the animations. Select **Finish** to close the animation screen.

Precautions when Loading Letterhead Paper

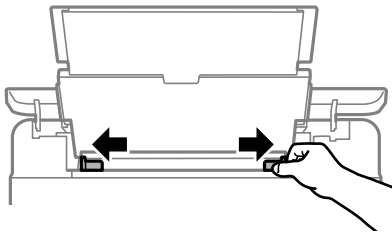
- For letterhead paper, select **Letterhead** as the paper type.
- For letterhead paper, if you print on paper that is smaller than the setting in the printer driver, the printer may print beyond the edges of the paper which can lead to ink smears on your printouts and excess ink building up inside the printer. Make sure you select the correct paper size setting.
- 2-sided printing and borderless printing are not available for letterhead paper. Also, the print speed may be slower.

Loading Paper in the Rear Paper Feeder

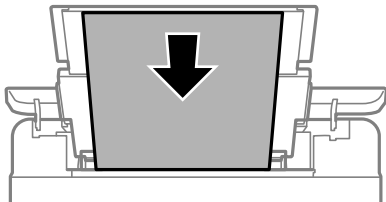
1. Open the feeder guard and pull out the paper support.



2. Slide the edge guides.



3. Load paper at the center of the paper support with the printable side facing up.

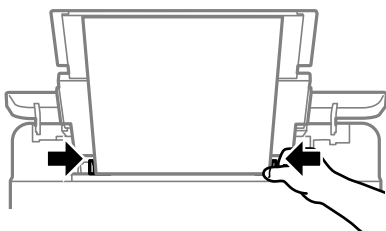


! *Important:*

- Do not load more than the maximum number of sheets specified for the paper.
- Load paper short edge first. However, when you have set the long edge as the width of the user defined size, load paper long edge first.

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

Close the feeder guard after sliding the edge guides.

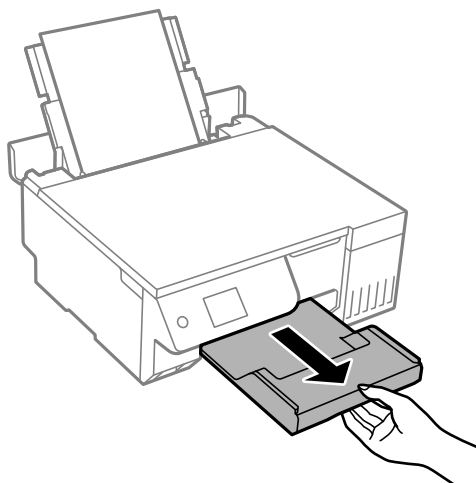




Important:

Do not place objects on the feeder guard. Doing so may prevent paper from feeding.

5. Slide out the output tray.



Note:

Return the remaining paper to its package. If you leave it in the printer, the paper may curl or the print quality may decline.

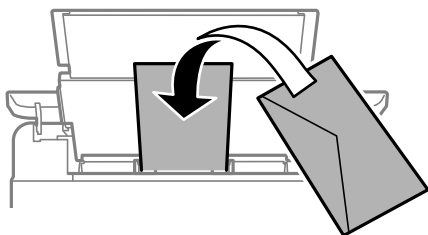
Related Information

- ➔ [“Available Paper and Capacities” on page 210](#)
- ➔ [“Unavailable Paper Types” on page 212](#)

Loading Various Paper

Loading Envelopes

Load envelopes at the center of the rear paper feeder, short edge first with the flap facing down, and slide the edge guides to the edges of the envelopes.



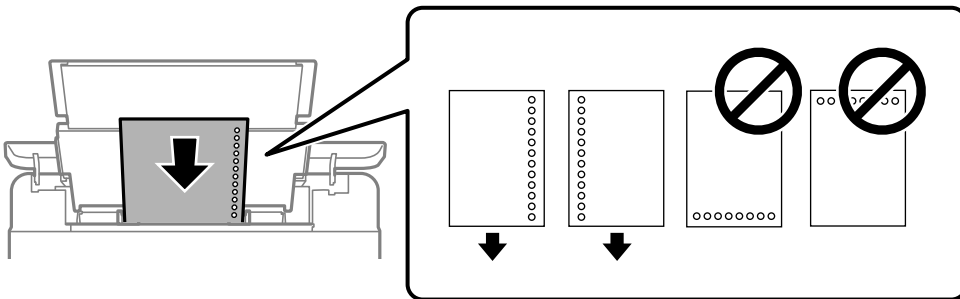
Related Information

- ➔ [“Available Paper and Capacities” on page 210](#)
- ➔ [“Unavailable Paper Types” on page 212](#)

Loading Pre-punched Paper

Load a single sheet of plain paper at the center of the rear paper feeder with the printable side facing up.

Paper size: A5



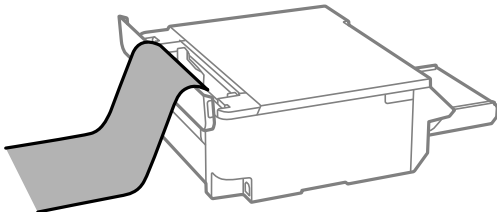
- Adjust the print position of your file to avoid printing over the holes.

Related Information

- ➔ [“Available Paper and Capacities” on page 210](#)
- ➔ [“Unavailable Paper Types” on page 212](#)

Loading Long Papers

When loading paper longer than legal size, store the paper support, and then flatten the leading edge of the paper. Select **User-Defined** as the paper size setting.



- Make sure the end of the paper is cut perpendicularly. A diagonal cut may cause paper feed problems.
- Long paper cannot be held in the output tray. Prepare a box and so on to make sure that paper does not fall on the floor.
- Do not touch paper that is being fed or ejected. It could injure your hand or cause print quality to decline.

Related Information

- ➔ [“Available Paper and Capacities” on page 210](#)
- ➔ [“Unavailable Paper Types” on page 212](#)

Loading a Disc

Printable Discs

You can print on circular, 12 cm discs that are labeled as suitable for printing, for example "printable on the label surface" or "printable with ink jet printers".

You can also print on Blu-ray Discs™.

Disc Handling Precautions

- See the documentation provided with your disc for more information on handling the disc or writing data.
- Do not print on the disc before writing your data to it. If you do, fingerprints, dirt, or scratches on the surface may cause errors while writing data.
- Depending on the disc type or printing data, smearing may occur. Try making a test print on a spare disc. Check the printed surface after waiting for one full day.
- Compared to printing on genuine Epson paper, the print density is lowered to prevent ink from smearing on the disc. Adjust the print density as necessary.
- Allow the printed discs at least 24 hours to dry avoiding direct sunlight. Do not stack or insert the discs into your device until they are completely dry.
- If the printed surface is sticky even after it has dried, lower the print density.
- Reprinting on the same disc may not improve the print quality.
- If the disc/ID card tray or the internal transparent compartment are accidentally printed on, immediately wipe off the ink.
- Depending on the print area setting, the disc or disc/ID card tray may get dirty. Make settings to print on the printable area.
- You can set the print range for the disc to a minimum of 18 mm for the inner diameter, and a maximum of 120 mm for the outer diameter. Depending on the settings, the disc or disc/ID card tray may be smeared. Set within the print range for the disc you want to print.

Loading and Removing a Disc



Important:

- Before printing on the disc, see the disc handling precautions.
- Do not insert the disc/ID card tray while the printer is operating. This may damage the printer.

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

Related Information

- ➔ [“Disc Handling Precautions” on page 34](#)
- ➔ [“Printing onto a Disc Label” on page 63](#)

Loading PVC ID Cards

Printable PVC ID Cards

You can print on the following PVC ID cards.

- Type: plain white, plastic inkjet coated card
- Size: 54 x 86 mm
- Thickness: 0.76 mm

PVC ID Card Handling Precautions

- See the documentation provided with your PVC ID card for more information on handling the card or writing data.
- Print on the PVC ID card first, and then write your data to it.
- Depending on the PVC ID card type or printing data, smearing may occur. Try making a test print on a spare card. Check the printed surface after waiting for one full day.
- Compared to printing on genuine Epson paper, the print density is lowered to prevent ink from smearing on the PVC ID card. Adjust the print density as necessary.
- Allow the printed PVC ID cards at least 24 hours to dry avoiding direct sunlight. Do not stack or insert the cards into your device until they are completely dry.
- If the printed surface is sticky even after it has dried, lower the print density.
- Reprinting on the same PVC ID card may not improve the print quality.
- If the disc/ID card tray is accidentally printed on, immediately wipe off the ink with a damp cloth that has been wrung out thoroughly.
- When printing on the PVC ID card using borderless printing, the disc/ID card tray may get dirty. Wipe the disc/ID card tray with a damp cloth that has been wrung out thoroughly.

Loading and Removing PVC ID Card



Important:

- Before printing on the PVC ID card, see the PVC ID card handling precautions.
- Do not insert the disc/ID card tray while the printer is operating. This may damage the printer.

Note:

We recommend using EPSON Photo+ for easy PVC ID card printing. See the related information for more details on printing on PVC ID cards.

When printing on the PVC ID card, instructions are displayed on the control panel informing you when to load the disc. Follow the on-screen instructions.

Related Information

➔ [“PVC ID Card Handling Precautions” on page 35](#)

➔ [“Printing on PVC ID Cards” on page 67](#)

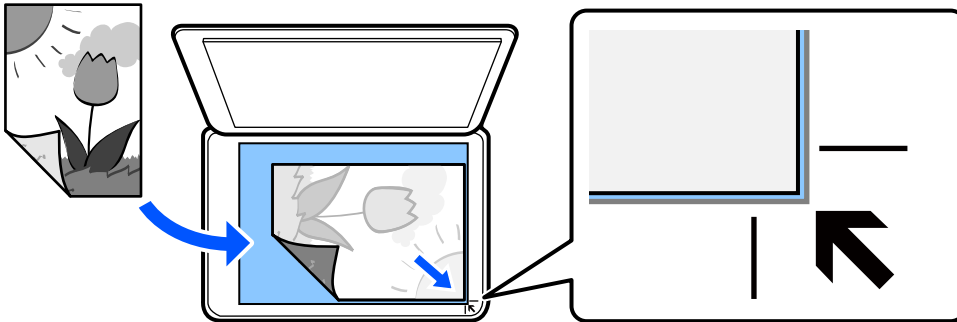


Placing Originals

Placing Originals. 38

Placing Originals

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



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

ⓧ - **How To - Place Originals**

Related Information

➔ [“Scanner Specifications” on page 225](#)

Printing

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Printing Photos

Printing Photos from a Memory Device



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


Printing Selected Photos



1. Load paper in the printer.
[“Loading Paper in the Rear Paper Feeder” on page 31](#)
2. Insert a memory device into the external interface USB port of the printer.
If **Auto Selection Mode** in **Guide Functions** is turned on, a message is displayed. Check the message and select **to function index**.
3. Select **Print Photos** on the control panel.
4. Select **Print**.
5. When a message telling you that loading photos is complete is displayed, select **OK**.
6. Select a photo you want to print from the screen displaying a thumbnail view.
The selected photo has a check mark and the number of prints (1 initially) on it.

Note:

- Select  at the top right of the screen to display the **Select Photo Menu**. If you specify a date by using **Browse**, only photos of the specified date are displayed.
[“Menu Options for Selecting Photos” on page 43](#)
 - To change the number of prints, select **Single View**, and then use - or +. If the icons are not displayed, tap anywhere on the screen.
7. Select **Single View**, and then select  to edit the photo if necessary.
[“Menu Options for Editing Photos” on page 45](#)

8. Select **Next**, make settings on the **Basic Settings** tab, and then set the number of copies.
“Menu Options for Paper and Print Settings” on page 44
9. Select **Advanced Settings** tab, and then change the settings as necessary.
10. Select **Basic Settings** tab, and then push .
11. Confirm that printing is complete, and then select **Close**.
If you notice print quality problems such as banding, unexpected colors, or blurry images, select **Troubleshooting** to see the solutions.

Printing Collages of Photos and Background Patterns

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



Print Photos > Collage > Photo Collage

Printing at ID Photo Size

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



Print Photos > Collage > Print Photo ID

Printing Photos with Handwritten Notes

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

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



Various Prints > Greeting Card > Select Photo and Print Template

! *Important:*

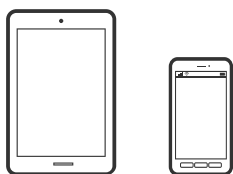
- Do not remove the memory device until you have finished printing.
- Make sure that the text on the template is completely dry before placing it on the scanner glass. If there are stains on the scanner glass, the stains are also printed on the photo.

Printing Photos from a Computer

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

Printing Photos from Smart Devices

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



Printing Using Epson Smart Panel

Epson Smart Panel is an application that allows you to perform printer operations easily including printing, copying, or scanning from a smart device such as a smartphone or tablet. You can connect the printer and smart device over a wireless network, check the ink levels and printer status, and check for solutions if an error occurs. You can also copy easily by registering a copy favorite.



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

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



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

Printing Using Epson Print Enabler

You can wirelessly print your documents, emails, photos, and web pages right from your Android phone or tablet (Android v7.0 or later). With a few taps, your Android device will discover an Epson printer that is connected to the same wireless network.

Search for and install Epson Print Enabler from Google Play.

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

Note:

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

Menu Options for Printing from the Control Panel

Menu Options for Selecting Photos

Browse:

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

Cancel Browse:

Cancels sorting photos and displays all the photos.

yyyy:

Select the year of the photos you want to display.

yyyy/mm:

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

yyyy/mm/dd:

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

Display Order:

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

Select All Photos:

Selects all the photos and sets the number of prints.

Deselect All Photos:

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

Menu Options for Paper and Print Settings

Paper Setting:

Select the paper size and the paper type you loaded.

Border Setting

Borderless:

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

With Border:

Prints with white margins around the edges.

Expansion:

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

Fit Frame:

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

Quality:

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

Date:

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

Print Info On Photos

Off:

Prints without any information.

Camera Settings:

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

Camera Text:

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

Landmark:

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

Clear All Settings:

Resets the paper and print settings to their defaults.

Density:

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

Line Detection:

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

Menu Options for Editing Photos

Zoom/Rotate:

Adjusts the cropping area. You can move the frame to the area you want to copy using the ▲ ▼ ◀ ▶ buttons, or change the size of the frame using the ↻ buttons at the corners. You can also rotate the frame.

Filter:

Prints in sepia or monochrome.

Enhance:

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

Auto:

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

People:

Recommended for images of people.

Landscape:

Recommended for images of landscape or scenery.

Night Scene:

Recommended for images of night scenes.

Enhance Off:

Turns off the **Enhance** feature.

Fix Red-Eye:

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

Brightness:

Adjusts the brightness of the image.

Contrast:

Adjusts the difference between the brightness and darkness.

Sharpness:

Enhances or defocuses the outline of the image.

Saturation:

Adjusts the vividness of the image.

Clear Edit.:

Resets the editing settings to their defaults.

Printing on Envelopes

Printing on Envelopes from a Computer (Windows)

1. Load envelopes in the printer.
“[Loading Envelopes](#)” on page 32
2. Open the file you want to print.
3. Access the printer driver window.
4. Select the envelope size from **Document Size** on the **Main** tab, and then select **Envelope** from **Paper Type**.
5. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
6. Click **Print**.

Printing on Envelopes from a Computer (Mac OS)

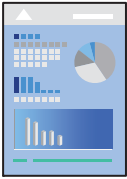
1. Load envelopes in the printer.
“[Loading Envelopes](#)” on page 32
2. Open the file you want to print.
3. Select **Print** from the **File** menu or another command to access the print dialog.
4. Select the size as the **Paper Size** setting.
5. Select **Print Settings** from the pop-up menu.
6. Select **Envelope** as the **Media Type** setting.
7. Set the other items as necessary.
8. Click **Print**.

Printing Documents

Printing from a Computer

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

Printing Using Easy Settings

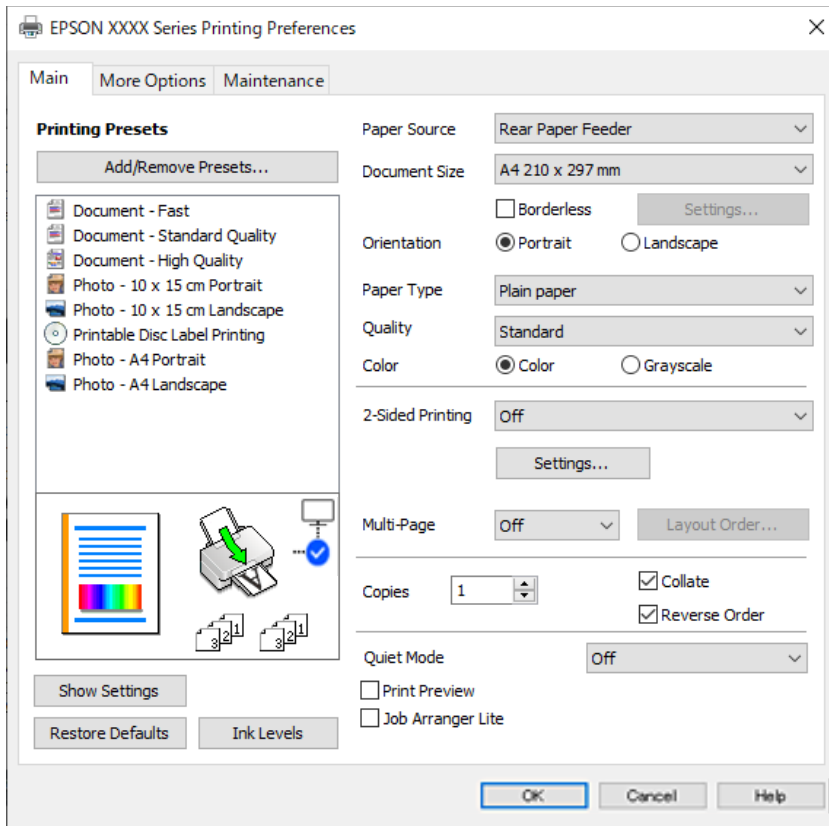


Note:

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

1. Load paper in the printer.
 [“Loading Paper” on page 30](#)
2. Open the file you want to print.
3. Select **Print** or **Print Setup** from the **File** menu.
4. Select your printer.

5. Select **Preferences** or **Properties** to access the printer driver window.



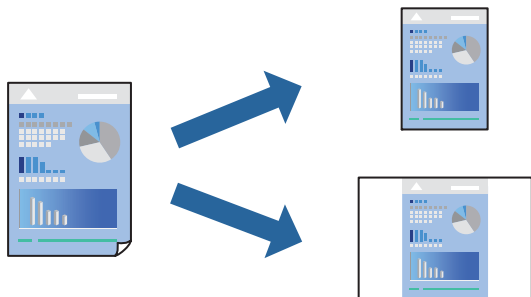
6. Change the settings as necessary.
You can see the online help for explanations of the setting items. Right-clicking an item displays **Help**.
7. Click **OK** to close the printer driver window.
8. Click **Print**.

Related Information

- ➔ [“List of Paper Type” on page 29](#)
- ➔ [“Available Paper and Capacities” on page 210](#)

Adding Printing Presets for Easy Printing

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



1. On the printer driver's **Main** or **More Options** tab, set each item (such as **Document Size** and **Paper Type**).
2. Click **Add/Remove Presets** in **Printing Presets**.
3. Enter a **Name** and, if necessary, enter a comment.
4. Click **Save**.

Note:

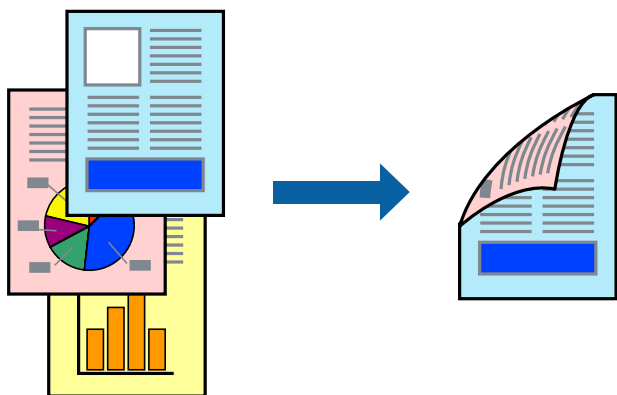
To delete an added preset, click **Add/Remove Presets**, select the preset name you want to delete from the list, and then delete it.

5. Click **Print**.

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

Printing on 2-Sides

The printer driver will automatically print odd pages and even pages separately. When the odd pages have been printed, turn over the paper according to the instructions and print the even pages.



Note:

This feature is not available for borderless printing.

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

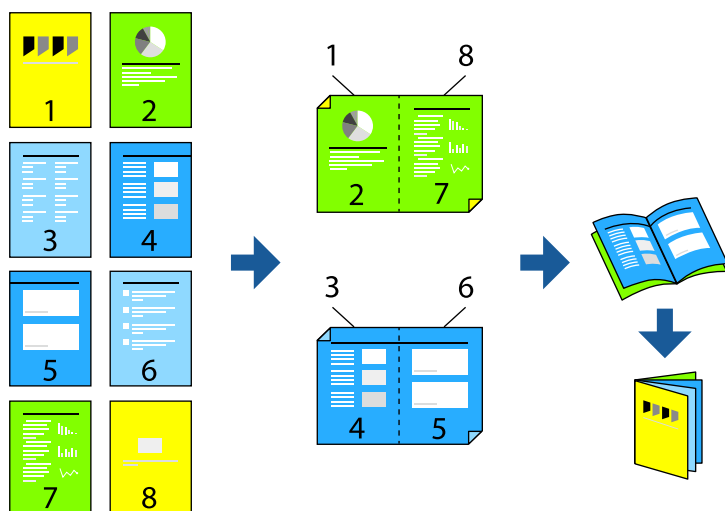
Main tab > 2-Sided Printing

Related Information

- ➔ [“Paper for 2-Sided Printing” on page 212](#)
- ➔ [“Cannot Perform Manual 2-sided Printing \(Windows\)” on page 199](#)

Printing a Booklet

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



Note:

This feature is not available with borderless printing.

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

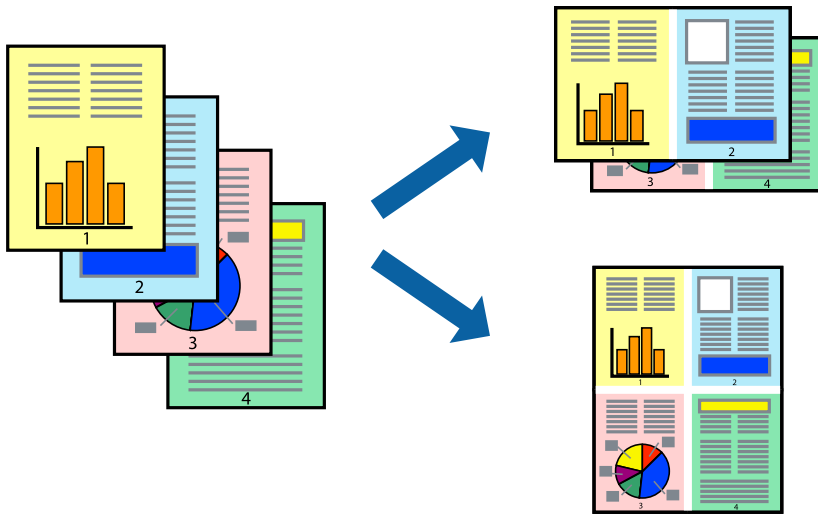
On the **Main** tab, select the 2-side printing method from **2-Sided Printing**, and then select **Settings > Booklet**.

Related Information

- ➔ [“Paper for 2-Sided Printing” on page 212](#)
- ➔ [“Cannot Perform Manual 2-sided Printing \(Windows\)” on page 199](#)

Printing Several Pages on One Sheet

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



Note:

This feature is not available with borderless printing.

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

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

Printing to Fit the Paper Size

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



Note:

This feature is not available with borderless printing.

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

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

Printing a Reduced or Enlarged Document at any Magnification

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



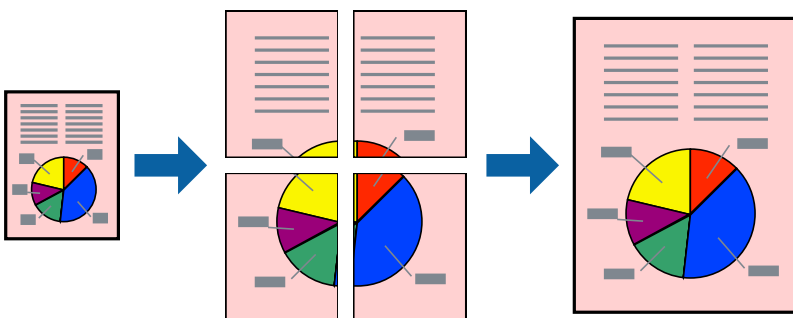
Note:

This feature is not available with borderless printing.

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

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

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



Note:

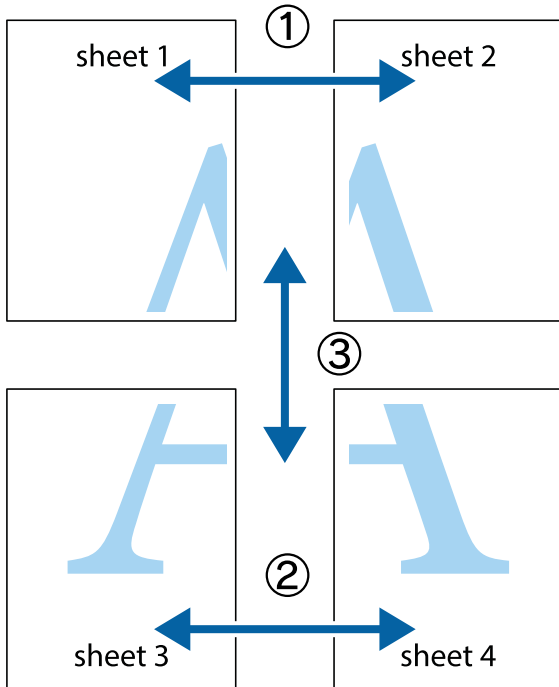
This feature is not available with 2-sided printing.

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

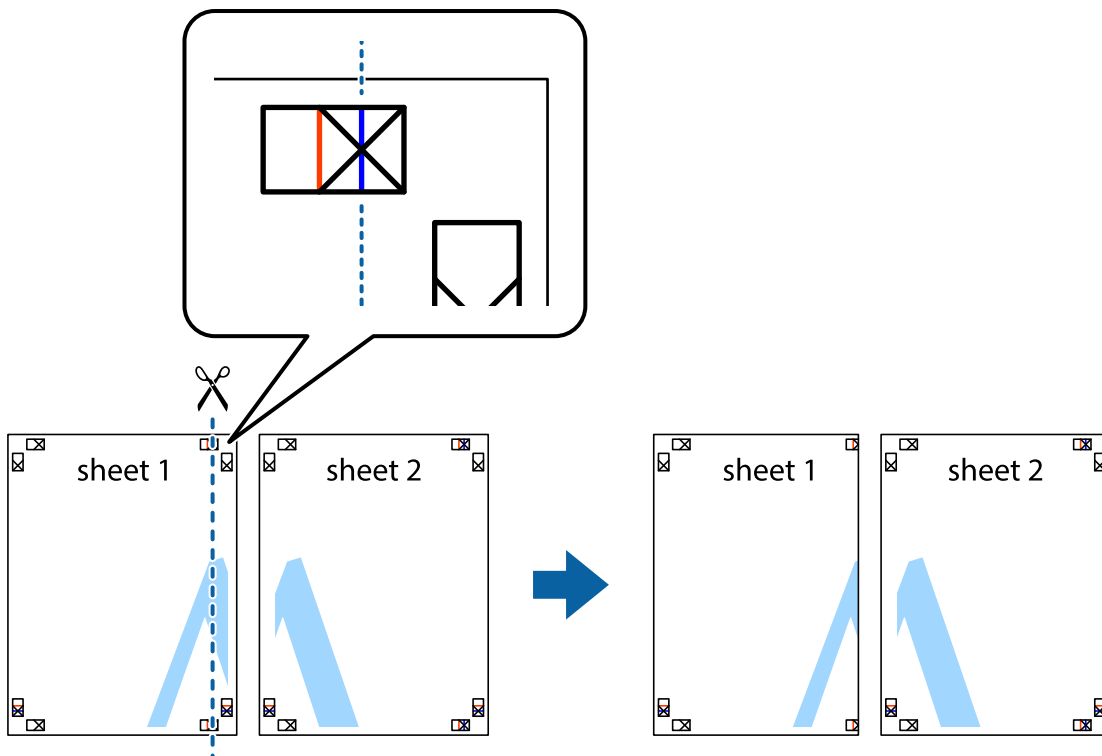
Main tab > **Multi-Page** > **2x2 Poster**, etc.

Making Posters Using Overlapping Alignment Marks

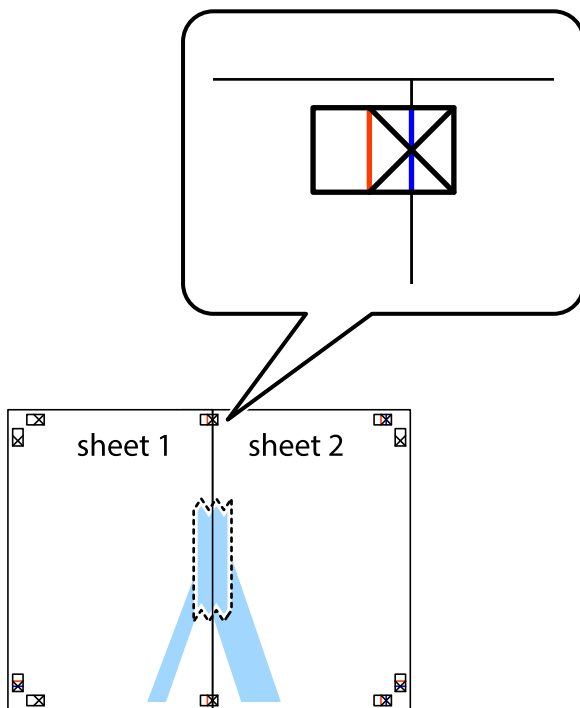
Here is an example of how to make a poster when **2x2 Poster** is selected, and **Overlapping Alignment Marks** is selected in **Print Cutting Guides**.



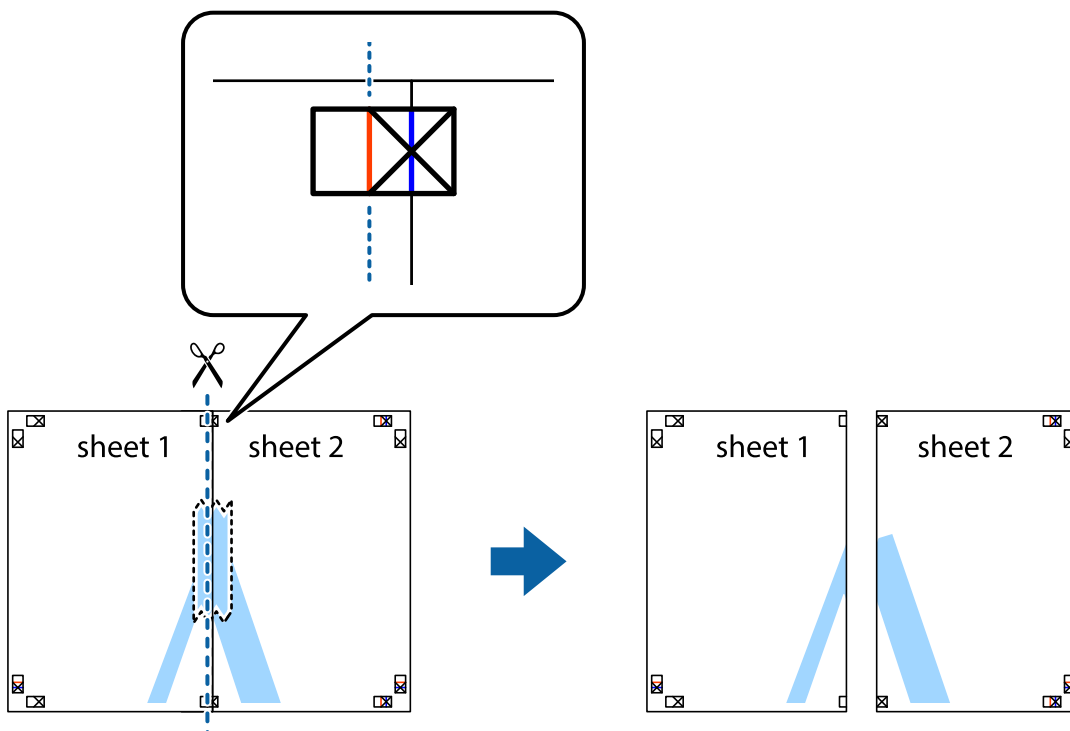
1. Prepare Sheet 1 and Sheet 2. Cut off the margins of Sheet 1 along the vertical blue line through the center of the top and bottom cross marks.



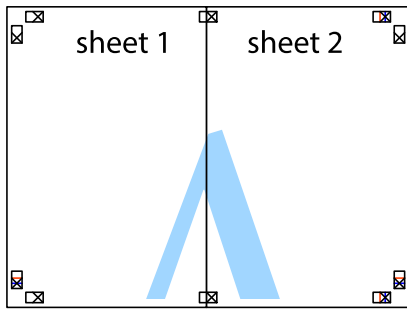
2. Place the edge of Sheet 1 on top of Sheet 2 and align the cross marks, then temporarily tape the two sheets together from the back.



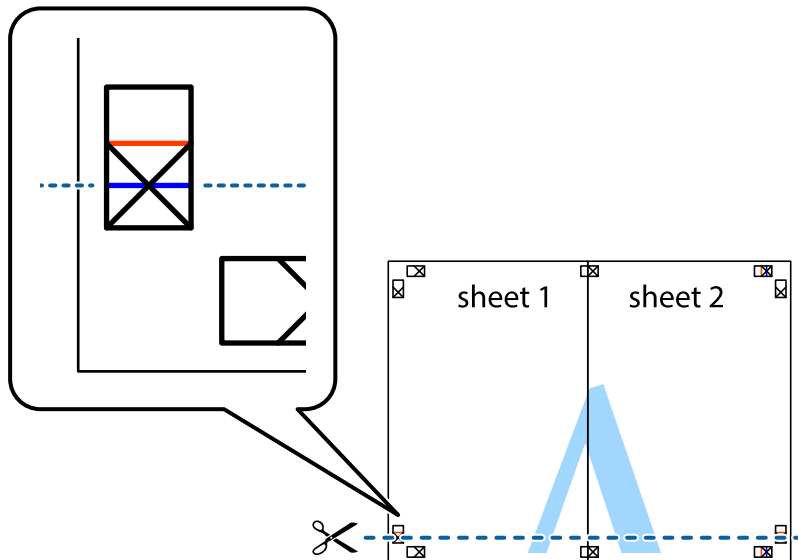
3. Cut the taped sheets in two along the vertical red line through the alignment markers (this time, the line to the left of the cross marks).



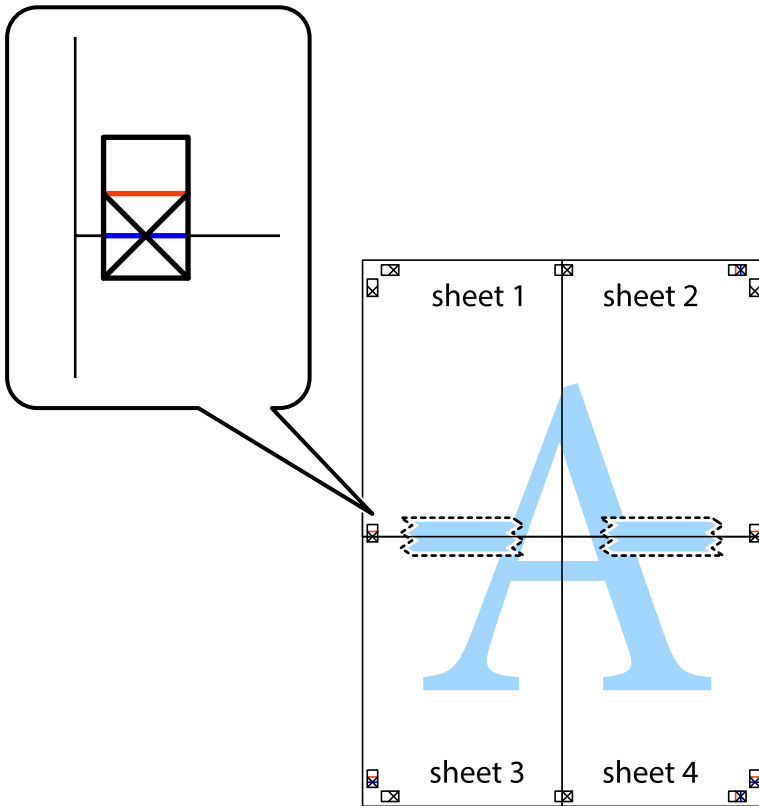
4. Tape the sheets together from the back.



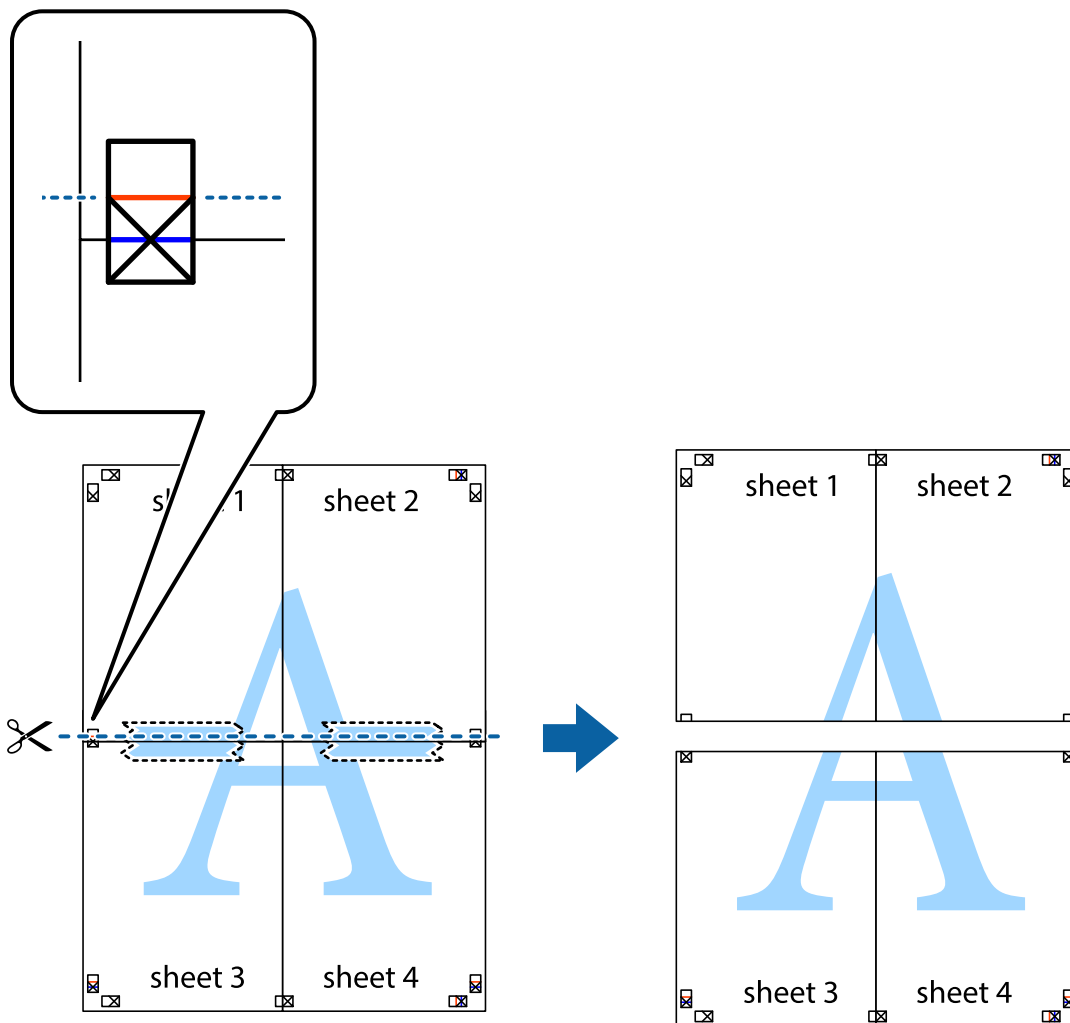
5. Repeat steps 1 to 4 to tape Sheet 3 and Sheet 4 together.
6. Cut off the margins of Sheet 1 and Sheet 2 along the horizontal blue line through the center of the left and right side cross marks.



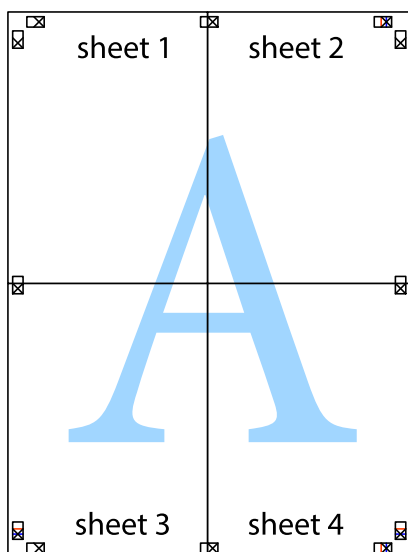
7. Place the edge of Sheet 1 and Sheet 2 on top of Sheet 3 and Sheet 4 and align the cross marks, and then temporarily tape them together from the back.



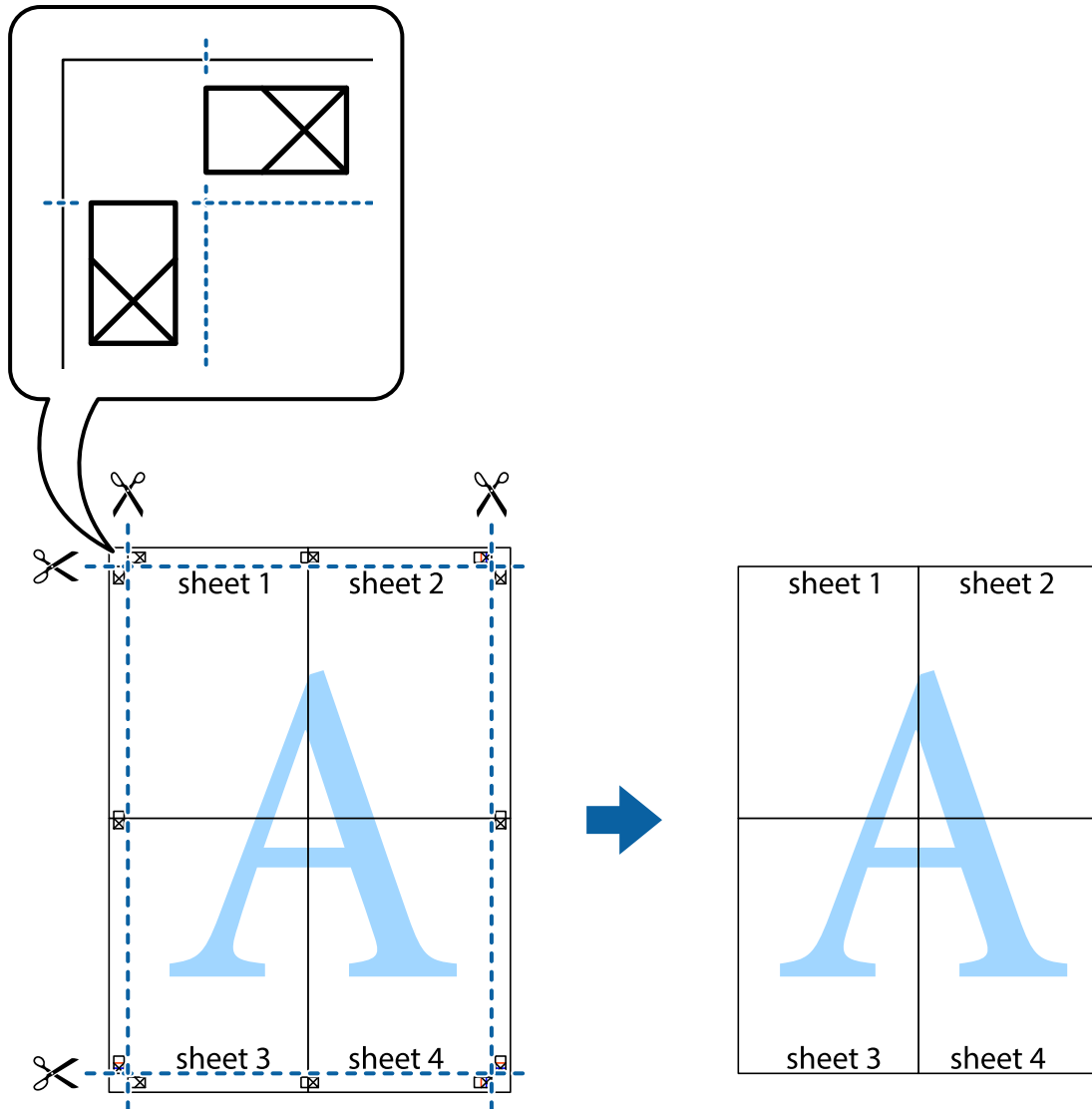
8. Cut the taped sheets in two along the horizontal red line through the alignment markers (this time, the line above the cross marks).



9. Tape the sheets together from the back.

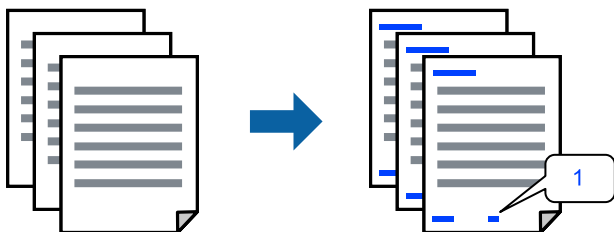


10. Cut off the remaining margins along the outer guide.



Printing with a Header and Footer

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



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

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

Printing an Anti-Copy Pattern

You can print an anti-copy pattern on your printouts. When printing, the letters themselves are not printed and the entire print is screen-toned lightly. The hidden letters appear when photocopied to easily distinguish the original from the copies.



Anti-Copy Pattern is available under the following conditions:

- Paper Type: Plain paper, Letterhead
- Quality: Standard
- Auto 2-Sided Printing: Off
- Borderless: Not selected
- Color Correction: Automatic

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

More Options tab > **Watermark Features** > **Anti-Copy Pattern**

Printing a Watermark

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



Note:

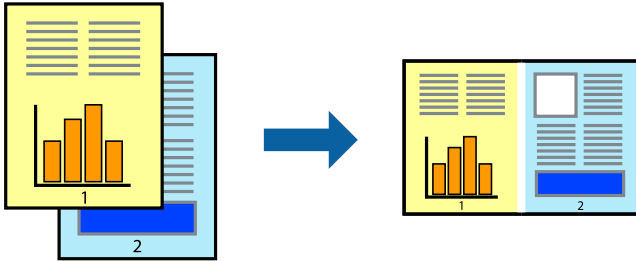
This feature is not available with borderless printing.

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

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

Printing Multiple Files Together

Job Arranger Lite allows you to combine several files created by different applications and print them as a single print job. You can specify the print settings for combined files, such as multi-page layout, and 2-sided printing.



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

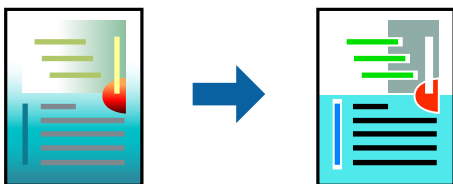
Note:

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

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

Printing Using the Color Universal Print Feature

You can enhance the visibility of texts and images in printouts.



Color Universal Print is only available when the following settings are selected.

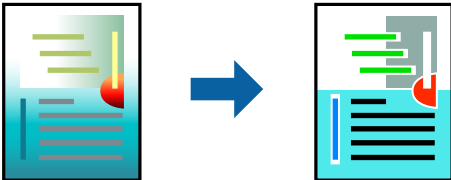
- Paper Type: Plain paper, Letterhead
- Quality: Standard or a higher quality
- Color: Color
- Applications: Microsoft® Office 2007 or later
- Text Size: 96 pts or smaller

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

More Options tab > **Color Correction** > **Image Options** > **Color Universal Print**

Adjusting the Print Color

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

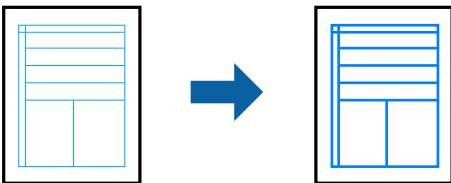


Access the printer driver, and then make the following settings.

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

Printing to Emphasize Thin Lines

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

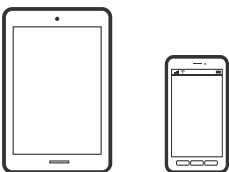


Access the printer driver, and then make the following settings.

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

Printing Documents from Smart Devices

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



Printing Using Epson Smart Panel

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

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



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

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



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

Printing Documents Using AirPrint

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



Note:

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

1. Load paper in the printer.
[“Loading Paper in the Rear Paper Feeder” on page 31](#)
2. Set up your printer for wireless printing. See the link below.
<https://epson.sn>
3. Connect your Apple device to the same wireless network that your printer is using.
4. Print from your device to your printer.

Note:

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

Related Information

- ➔ [“Cannot Print Even Though a Connection has been Established \(iOS\)” on page 150](#)

Printing Using Epson Print Enabler

You can wirelessly print your documents, emails, photos, and web pages right from your Android phone or tablet (Android v7.0 or later). With a few taps, your Android device will discover an Epson printer that is connected to the same wireless network.

Search for and install Epson Print Enabler from Google Play.

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

Note:

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

Printing Using Mopria Print Service

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

Install Mopria Print Service from Google Play.



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

Printing onto a Disc Label

Printing Photos onto a disc Label

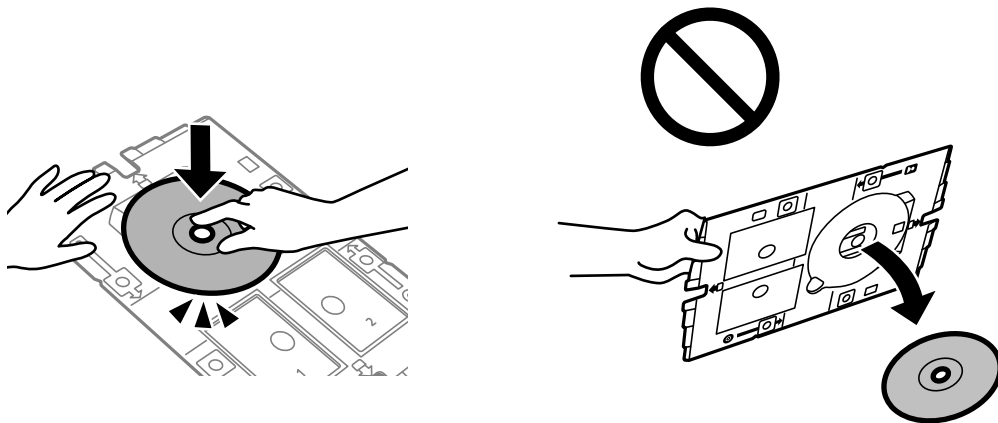
You can select photos stored on a memory device to print onto a disc label.



Various Prints > Disc label/Jewel case > Print on Disc label


! **Important:**

- ❑ Before printing on the disc, see the disc handling precautions.
- ❑ Do not insert the Disc/ID card tray while the printer is operating. This may damage the printer.
- ❑ Start printing and insert the Disc/ID card tray when you are instructed to do so. Otherwise, an error occurs and the disc is ejected.
- ❑ When printing on or copying the disc, instructions are displayed on the control panel informing you when to load the disc. Follow the on-screen instructions.
- ❑ Place a disc on the Disc/ID card tray with the printable side facing up. Press the center of the disc to securely set it on the Disc/ID card tray. Otherwise, the disc may fall off the tray. Turn over the tray to check that the disc is firmly secured in the tray.



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

Note:

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

Printing Photos onto a Jewel Case Jacket

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



Various Prints > Disc label/Jewel case > Print on Jewel Case

Printing Photos onto a Disc Label Using Epson Photo+

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

After you start printing, follow the on-screen instructions to load a disc.

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

<https://support.epson.net/publist/vlink.php?code=NPD7156>

Related Information

➔ [“Loading and Removing a Disc” on page 34](#)

Menu Options for Print on Disc label

Disc label Inner/Outer:

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

Browse:

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

Cancel Browse:

Cancels sorting photos and displays all the photos.

yyyy:

Select the year of the photos you want to display.

yyyy/mm:

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

yyyy/mm/dd:

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

Display Order:

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

Zoom/Rotate:

Adjusts the cropping area. You can move the frame to the area you want to copy using the ▲ ▼ ◀ ▶ buttons, or change the size of the frame using the ↻ buttons at the corners. You can also rotate the frame.

Filter:

Prints in sepia or monochrome.

Enhance:

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

Auto:

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

People:

Recommended for images of people.

Landscape:

Recommended for images of landscape or scenery.

Night Scene:

Recommended for images of night scenes.

Enhance Off:

Turns off the **Enhance** feature.

Fix Red-Eye:

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

Brightness:

Adjusts the brightness of the image.

Sharpness:

Enhances or defocuses the outline of the image.

Saturation:

Adjusts the vividness of the image.

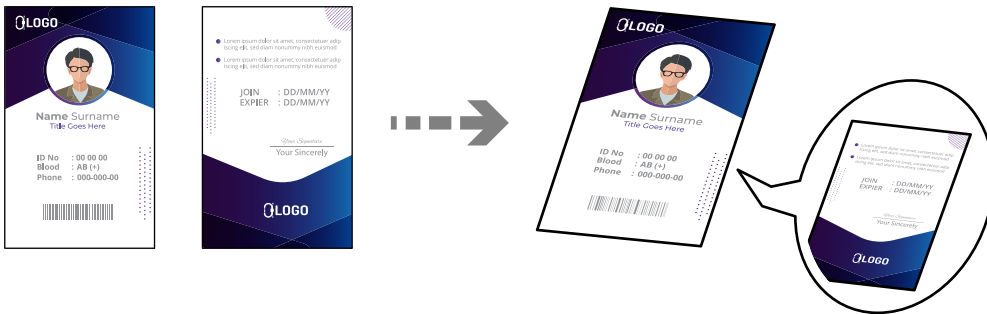
Clear Edit.:

Resets the editing settings to their defaults.

Printing on PVC ID Cards

Printing onto a PVC ID card

You can select photos stored on a memory device to print onto a PVC ID card.



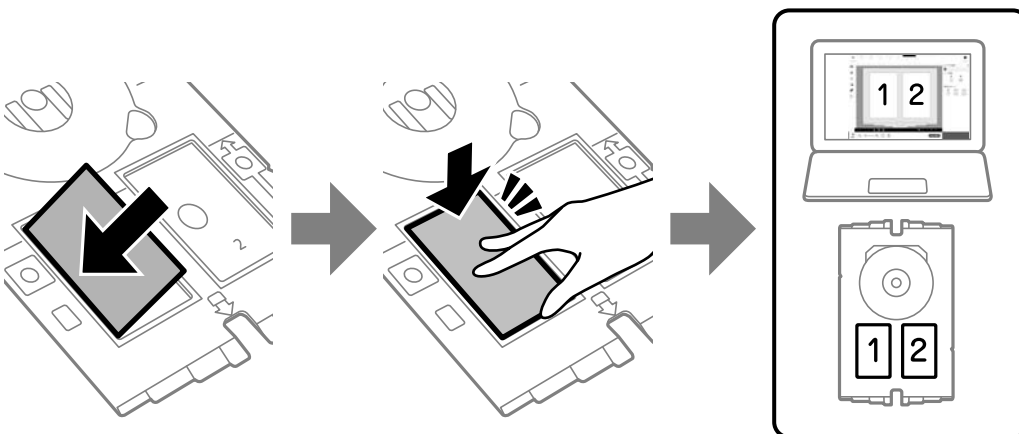
Various Prints > PVC ID Card > Print on a PVC ID Card



Important:

- Before printing on the PVC ID card, see the PVC ID card handling precautions. [“PVC ID Card Handling Precautions” on page 35](#)
- Do not insert the disc/ID card tray while the printer is operating. This may damage the printer.
- Do not insert the disc/ID card tray until you are instructed to do so. Otherwise, an error occurs and the PVC ID card is ejected.

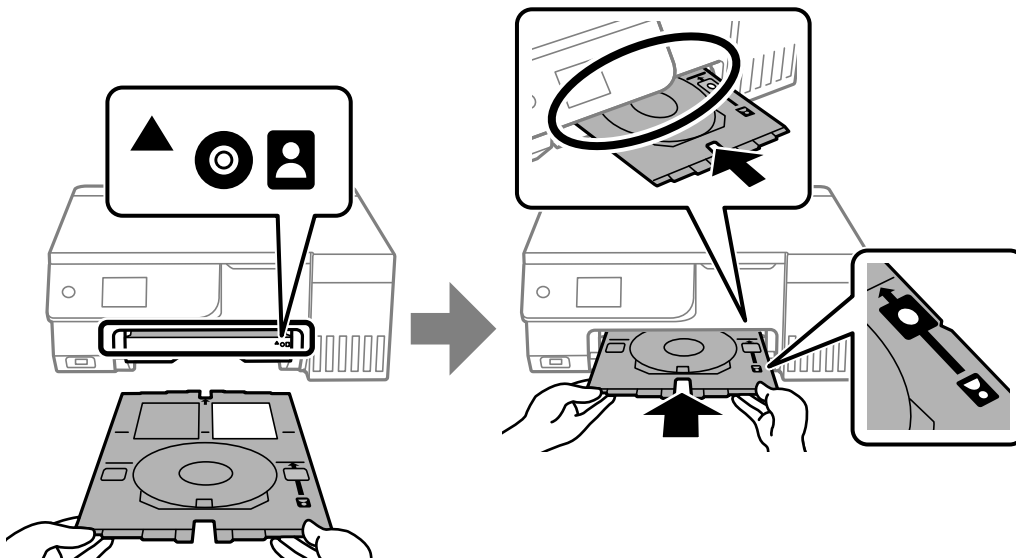
Place the PVC ID card in the disc/ID card tray with the printable side facing-up. Place it in slots 1 or 2 on the disc/ID card tray or in both according to the print data.



Note:

Depending on your environment, you may not be able to print to slot 2.

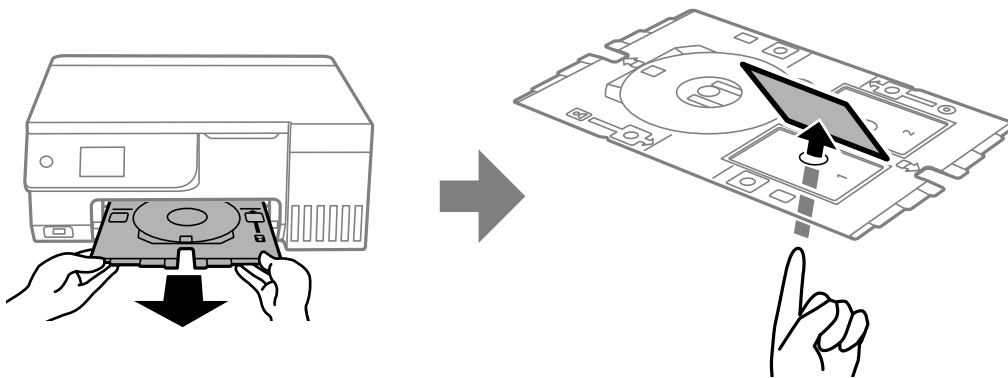
Insert the disc/ID card tray with the PVC ID card side of the tray toward the printer. Insert until the marks on the disc/ID card tray are aligned with the front of the printer.



Note:

You may feel slight friction when inserting the tray into the printer. This is normal and you should continue to insert it horizontally.

When the disc/ID card tray is automatically ejected after printing is complete, pull it out and remove the PVC ID card.



When printing is complete, remove the disc/ID card tray. If you do not remove the tray and turn the printer on or off or run head cleaning, the disc/ID card tray will strike the print head and may cause the printer to malfunction.


Note:

- You can set the margin in increments of 0 to 1 mm.
- The size you set is restored to its default after printing the PVC ID card. You can change the defaults in **Settings > Printer Settings > PVC ID Card Margins**.
“Menu Options for Print on a PVC ID Card” on page 69
- To make a test print, select **Test print on A4 paper**, and then load A4 plain paper in the rear paper feeder. You can check the printout image before printing on a PVC ID card.
- You may feel slight friction when inserting the tray into the printer. This is normal and you should continue to insert it horizontally.

Printing on PVC ID Cards Using Epson Photo+

Epson Photo+ allows you to create original ID cards and easily make high quality prints. See the application's help for details.

After you start printing, follow the related information to load PVC ID cards.

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

<https://support.epson.net/publist/vlink.php?code=NPD7386>

Note:

When you print on PVC ID cards using commercially available software, make the following settings.

Paper Source: Disc/ID Card Tray

Paper Type: PVC ID Card (Borders), PVC ID Card (Borderless)

Related Information

➔ [“Loading and Removing PVC ID Card” on page 35](#)

Menu Options for Print on a PVC ID Card

PVC ID Card Margins:

Sets the margins for PVC ID card printing.

Browse:

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

Cancel Browse:

Cancels sorting photos and displays all the photos.

yyyy:

Select the year of the photos you want to display.

yyyy/mm:

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

yyyy/mm/dd:

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

Display Order:

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

Zoom/Rotate:

Adjusts the cropping area. You can move the frame to the area you want to copy using the ▲ ▼ ◀ ▶ buttons, or change the size of the frame using the ↻ buttons at the corners. You can also rotate the frame.

Filter:

Prints in sepia or monochrome.

Enhance:

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

Auto:

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

People:

Recommended for images of people.

Landscape:

Recommended for images of landscape or scenery.

Night Scene:

Recommended for images of night scenes.

Enhance Off:

Turns off the **Enhance** feature.

Fix Red-Eye:

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

Brightness:

Adjusts the brightness of the image.

Sharpness:

Enhances or defocuses the outline of the image.

Saturation:

Adjusts the vividness of the image.

Clear Edit.:

Resets the editing settings to their defaults.

Layout:

Select how to layout the JPEG files. If you select **Borderless**, you need to clean the Disc/ID Card tray after printing as it may be stained with ink.

Quality:

Select the quality for printing. **Standard** or **Economy**,

Standard:

Normal printer settings.

Economy:

If the print results are smeared, try changing the print quality to **Economy**.

Density:

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

Printing Web Pages

Printing Web Pages from a Computer

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

Printing Web Pages from Smart Devices

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

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



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

Printing Various Items

Printing Paper with Patterns (Design Paper)

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

<https://epson.sn>



Various Prints > Personal Stationery > Design Paper

Note:

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

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

Printing Lined Paper

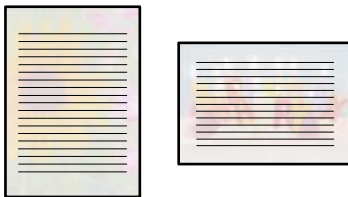
You can print some types of lined paper, graph paper, or music paper and create your own, original notebook or loose-leaf.



Various Prints > Personal Stationery > Ruled Paper

Printing Writing Paper

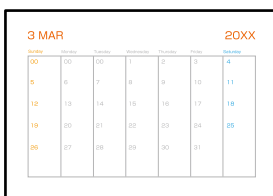
You can easily print original writing paper with a photo from a memory device set as the background. The photo is printed lightly so that it can be easily written on.



Various Prints > Personal Stationery > Writing Papers

Printing a Schedule

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



Various Prints > Personal Stationery > Schedule

Printing Original Calendars with a Photo

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



Various Prints > Personal Stationery > Calendar

Printing a Message Card

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



Various Prints > Personal Stationery > Message Card

Printing a Coloring Book Using Photos

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



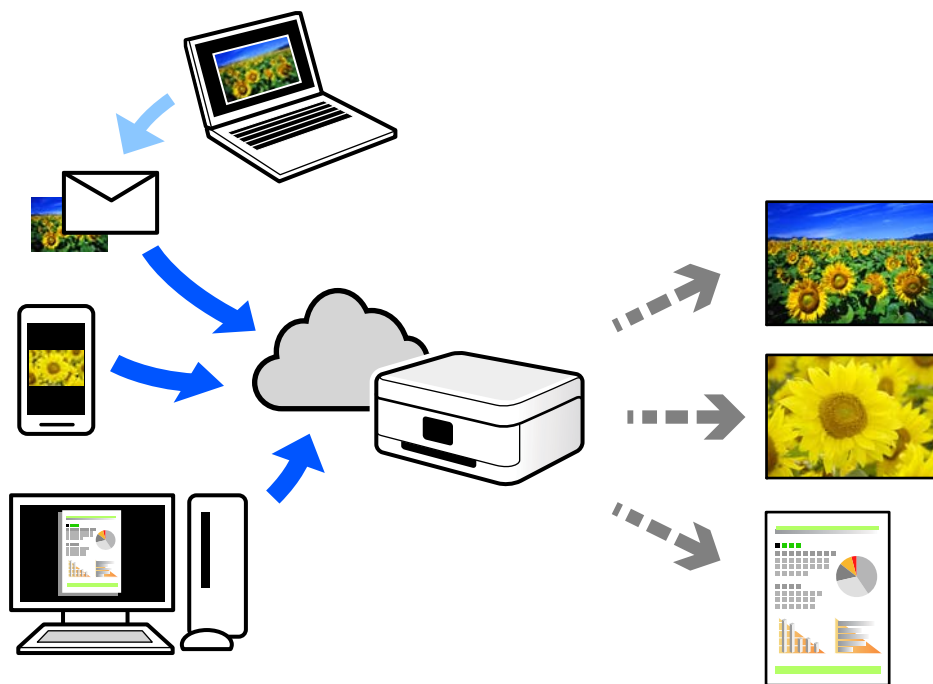
Various Prints > Coloring Book

Note:

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

Printing Using a Cloud Service

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



The features available on the Internet are as follows.

- Email Print
When you send an email with attachments such as documents or images to an email address assigned to the printer, you can print that email and the attachments from remote locations such as your home or office printer.
- Epson Smart Panel
This Application is for iOS and Android, and allows you to print or scan from a smartphone or tablet. You can print documents, images, and web sites by sending them directly to a printer on the same wireless LAN.
- Remote Print Driver
This is a shared driver supported by Remote Print Driver. When printing using a printer in a remote location, you can print by changing the printer on the usual applications window.

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

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

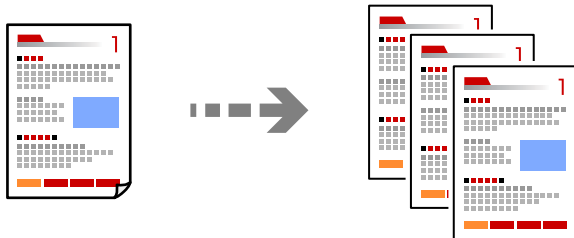
<http://www.epsonconnect.eu> (Europe only)


Copying

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Copying Using Easy Settings

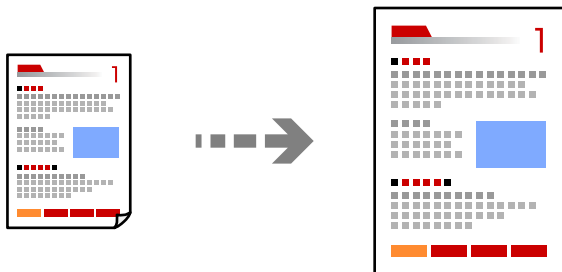
This section explains how to use the **Copy** menu on the control panel to copy originals.



1. Load paper in the printer.
[“Loading Paper in the Rear Paper Feeder” on page 31](#)
2. Place the originals.
[“Placing Originals” on page 38](#)
3. Select **Copy** on the control panel.
4. Select color copy or monochrome copy.
5. Set the number of copies.
6. Press the  button.
Note:
 - If you select **Preview**, you can check the scanned image.
 - The color, size, and border of the copied image are slightly different from the original.

Copying by Enlarging or Reducing

You can copy originals at a specified magnification.



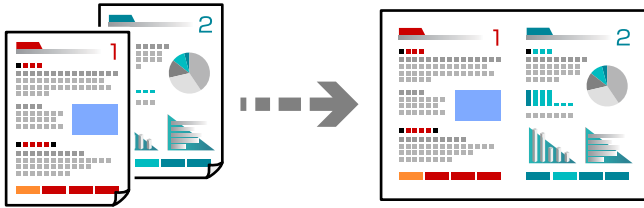
Copy > Advanced Settings tab > Reduce/Enlarge

Related Information

➔ [“Menu Options for Copying” on page 82](#)

Copying Multiple Originals onto One Sheet

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



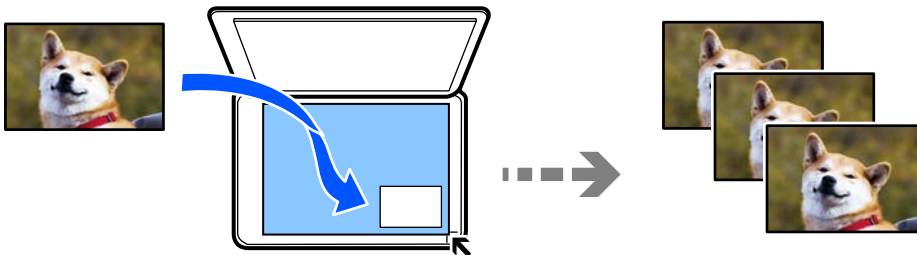
Copy > Advanced Settings tab > Multi-Page

Related Information

➔ [“Menu Options for Copying” on page 82](#)

Copying Photos

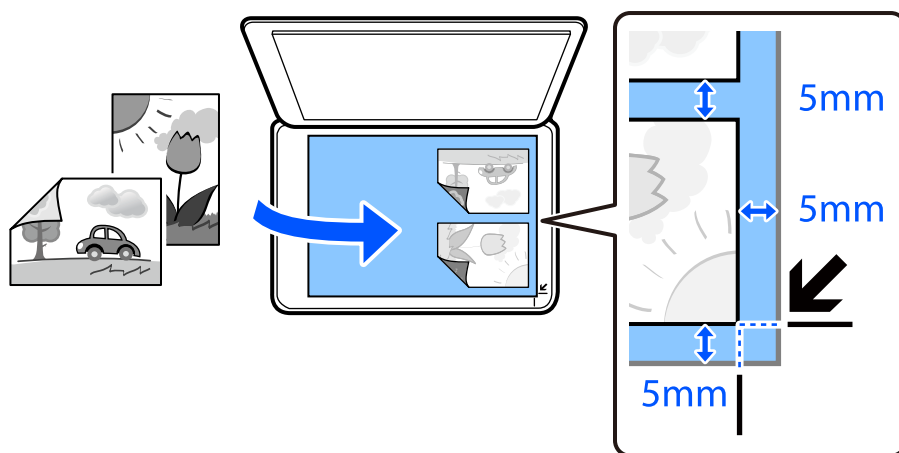
You can copy photos easily. You can also restore the color of faded photos.



Various Prints > Various copies > Copy/Restore Photos

- The smallest size of original you can copy is 30×40 mm.
- Place the photos 5 mm away from the corner mark of the scanner glass. You can place multiple photos and photos of different sizes.

- When placing multiple photos, leave a gap of at least 5 mm between the photos.
Maximum size: 10×15 cm (4×6 in.)



Menu Options for Paper and Print Settings for Copying Photos

Restore Color:

Restores the color of faded photos.

Paper Setting:

Select the paper size and the paper type you loaded.

Border Setting:

- Borderless

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

- With Border

Copies with margins around the edges.

Expansion:

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

Clear All Settings:

Resets the copy settings to their defaults.

Menu Options for Photo Adjustments for Copying Photos

Photo Adjustments:

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

Filter:

Copies in monochrome.

Crop/Zoom:

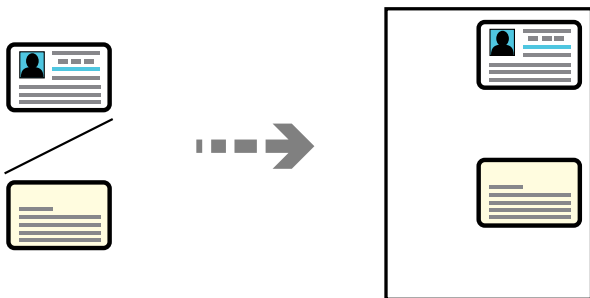
Enlarges a part of the photo to be copied.

Clear Edit.:

Clear photo edit.

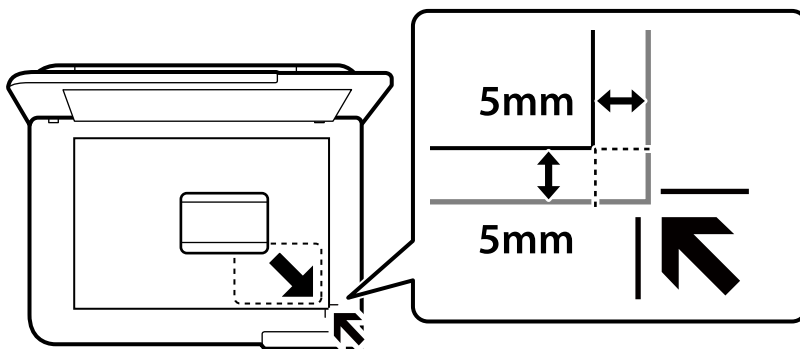
Copying ID card

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



Various Prints > Various copies > ID Card

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

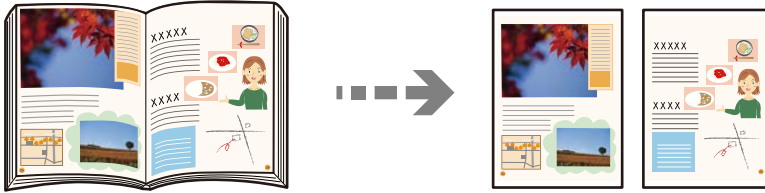


Related Information

➔ [“Menu Options for Copying” on page 82](#)

Copying Books

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



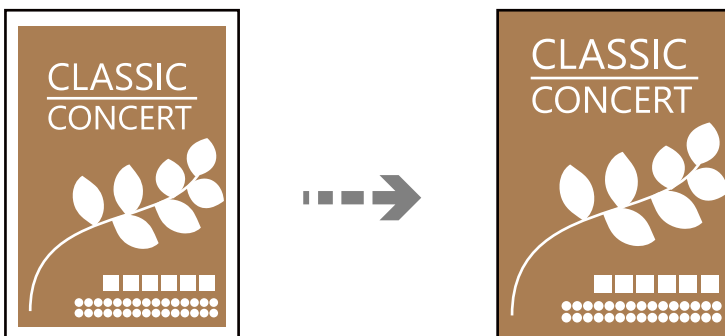
Various Prints > Various copies > Book Copy

Related Information

➔ [“Menu Options for Copying” on page 82](#)

Copying Without Margins

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



Various Prints > Various copies > Borderless Copy

Related Information

➔ [“Menu Options for Copying” on page 82](#)

Copying on a disc Label

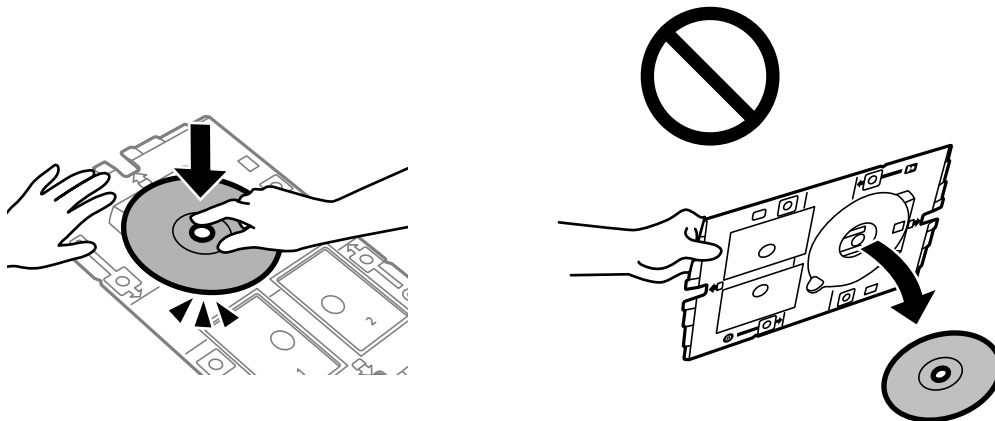
You can copy a disc label or a square original such as a photo onto a disc label.



Various Prints > Disc label/Jewel case > Copy to Disc label


! *Important:*

- Before printing on the disc, see the disc handling precautions.
“Disc Handling Precautions” on page 34
- Do not insert the disc/ID card tray while the printer is operating. This may damage the printer.
- Do not insert the disc/ID card tray until you are instructed to do so. Otherwise, an error occurs and the disc is ejected.
- Place a disc on the disc/ID card tray with the printable side facing up. Press the center of the disc to securely set it on the disc/ID card tray. Otherwise, the disc may fall off the tray. Turn over the tray to check that the disc is firmly secured in the tray.



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

Note:

- You can set 114 to 120 mm as the outer diameter, and 18 to 46 mm as the inner diameter in 1 mm increments.
- The outer diameter and the inner diameter you set are restored to their defaults after printing the disc label. You need to set these diameters every time you print.
“Menu Options for Copy to Disc label” on page 82
- To make a test print, select **Test print on A4 paper**, and then load A4 plain paper in the rear paper feeder. You can check the printout image before printing on a disc label.
- You may feel slight friction when inserting the tray into the printer. This is normal and you should continue to insert it horizontally.
- Select  to view the scanned image. You can adjust the printing position on the preview screen.

Menu Options for Copy to Disc label

Disc label Inner/Outer:

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

Color:

Copies the original in color.

B&W:

Copies the original in black and white (monochrome).

(Density):

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

Quality:

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

Image Quality:

Adjust the vividness of the colors and correct the color tone.

Clear All Settings:

Resets the copy settings to their defaults.

Menu Options for Copying

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

Preview:

Shows a scanned image to preview the copy results.

B&W:

Copies the original in black and white (monochrome).

Color:

Copies the original in color.

 **(Density):**

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

 **(Reduce/Enlarge):**

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

Paper Setting:

Select the paper size and the paper type you loaded.

Multi-Page:

Single Page

Copies a single-sided original onto a single sheet.

2-up

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

Off

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

2-up

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

Quality:

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

Remove Background:

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

Image Quality:

Adjust the vividness of the colors and correct the color tone.

Expansion:

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

Clear All Settings:

Resets the copy settings to their defaults.

Scanning

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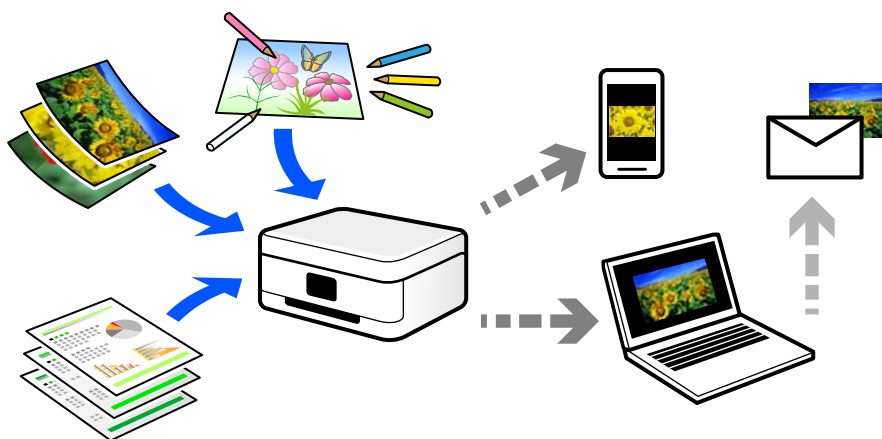
Basic Information on Scanning

What is a "Scan"?

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

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

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



Scanning Uses

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

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

Available Scanning Methods

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

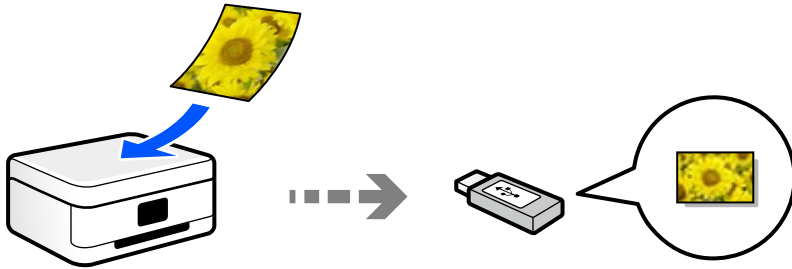
Related Information

- ➔ [“Scanning to a Memory Device” on page 86](#)
- ➔ [“Scanning to a Computer” on page 86](#)
- ➔ [“Sending to a Cloud Service” on page 87](#)
- ➔ [“Scanning Using WSD” on page 87](#)

➔ “Scanning Directly from Smart Devices” on page 87

Scanning to a Memory Device

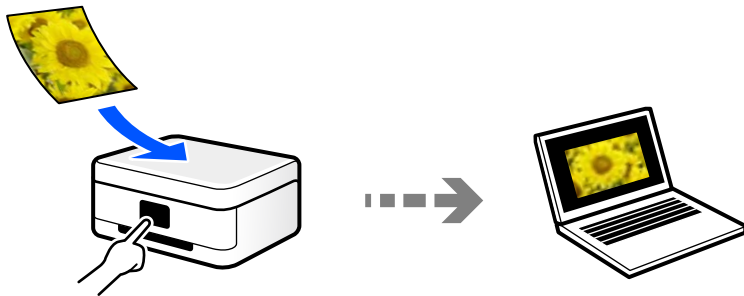
You can save scanned images directly to an external USB device inserted into the printer.



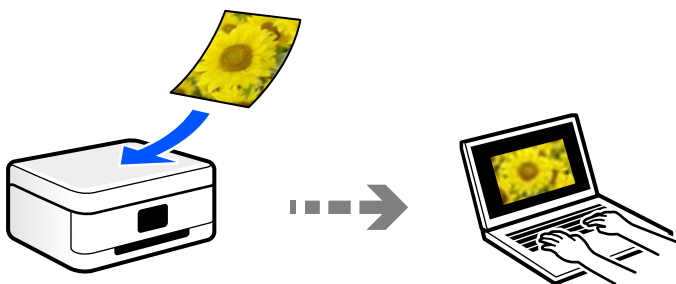
Scanning to a Computer

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

You can scan easily from the control panel.

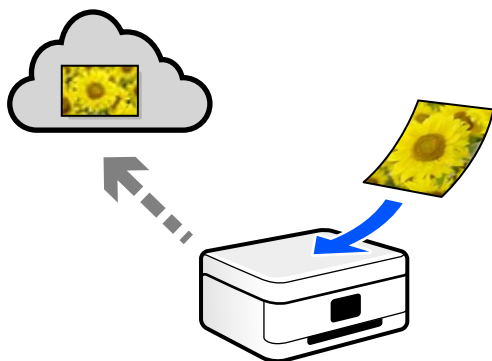


Use the scanning application Epson ScanSmart to scan from the computer. You can edit images after scanning.



Sending to a Cloud Service

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



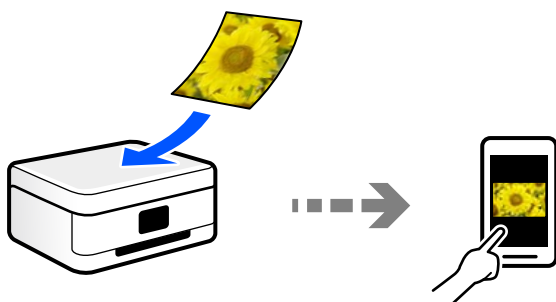
Scanning Using WSD

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

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

Scanning Directly from Smart Devices

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



Recommended File Formats to Suit Your Purpose

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

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

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

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

Recommended Resolutions to Suit Your Purpose

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

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

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

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

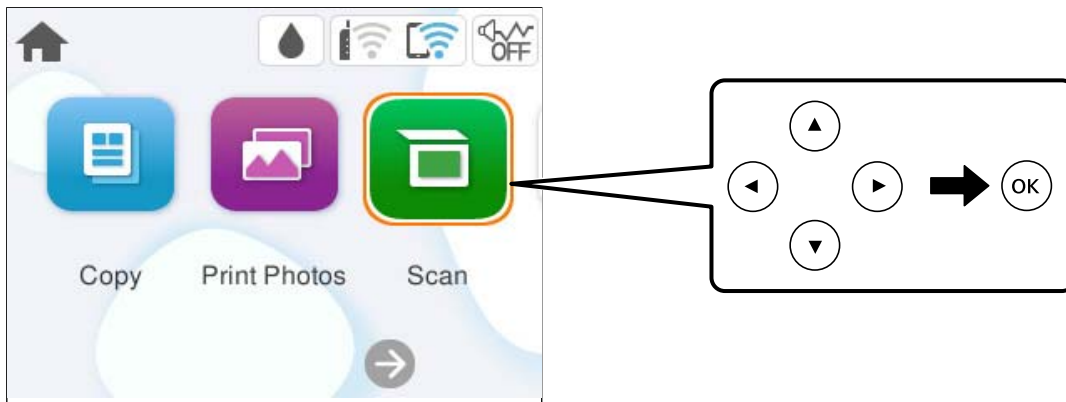
Scanning Originals to a Memory Device

You can save the scanned image to an external USB device.

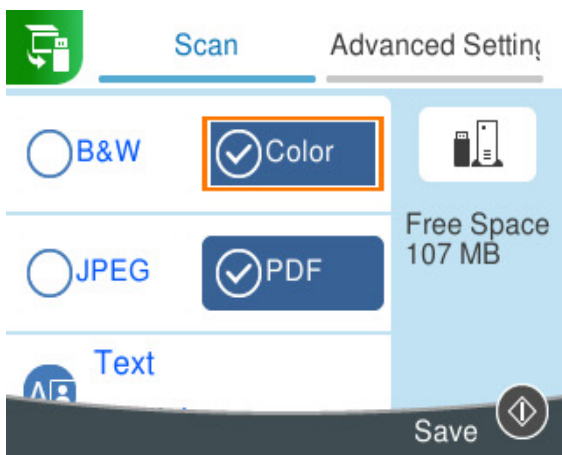
1. Place the originals.
[“Placing Originals” on page 38](#)
2. Insert a memory device into the printer.

3. Select **Scan** on the control panel.

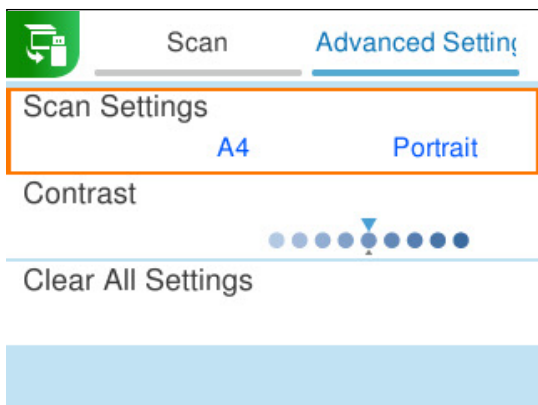
To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.




4. Select **Memory Device**.
5. Set items on **Scan** tab, such as the save format.
[“Menu Options for Scanning” on page 94](#)



6. Select **Advanced Settings** tab, and then check settings, and change them if necessary.
[“Menu Options for Scanning” on page 94](#)



7. Select **Scan** tab again, and then press the  button.

Note:

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

Scanning Originals to a Computer

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

Related Information

- ➔ ["Scanning from the Control Panel" on page 90](#)
- ➔ ["Scanning from a Computer" on page 92](#)

Scanning from the Control Panel

Note:

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

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

See the following to check for installed applications.

Note:

For Windows Server operating systems, you can not use this feature.

Windows 11: Click the start button, and then check the **All apps** > **Epson Software** folder > **Epson ScanSmart**, and the **EPSON** folder > **Epson Scan 2**.

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

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

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

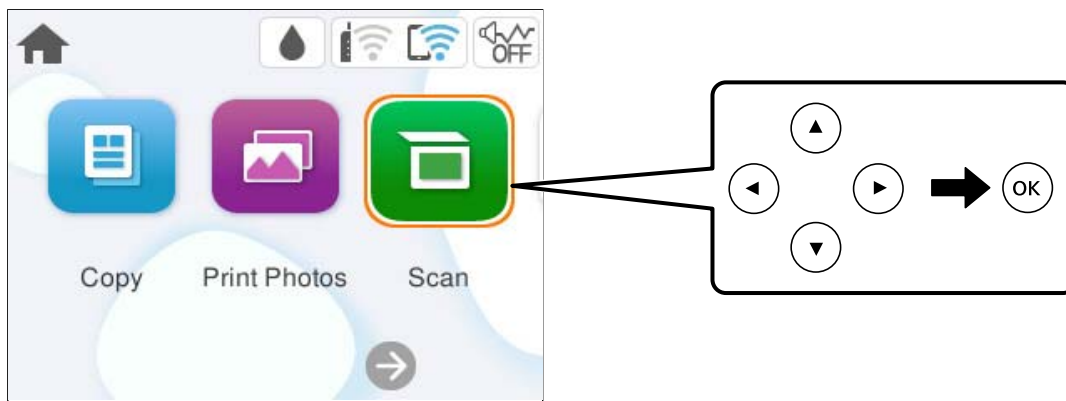
Mac OS: Select **Go** > **Applications** > **Epson Software**.


1. Place the originals.

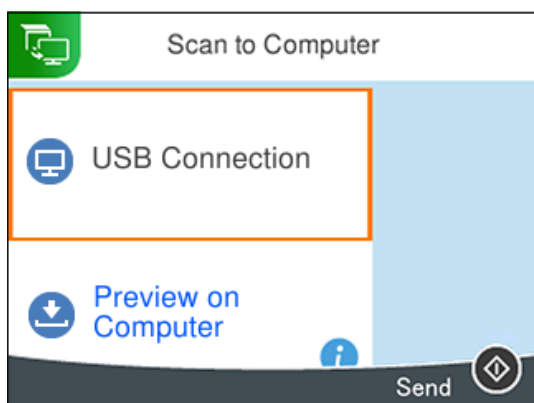
["Placing Originals" on page 38](#)



2. Select **Scan** on the control panel.

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.



3. Select **Computer**.
4. Select a computer on which to save the scanned images.
 - ❑ If the **Select Computer** screen is displayed, select the computer from the screen.
 - ❑ If the **Scan to Computer** screen is displayed and the computer is already selected, make sure the selected computer is correct. If you want to change the computer, select , and then select another computer.



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

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

Note:

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

Scanning from a Computer

You can scan from a computer by using Epson ScanSmart.

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

Note:

Windows Server operating systems are not supported.

1. Place the originals.
[“Placing Originals” on page 38](#)
2. Start Epson ScanSmart.
 - Windows 11
Click the start button, and then select **All apps > Epson Software > Epson ScanSmart**.
 - Windows 10
Click the start button, and then select **Epson Software > Epson ScanSmart**.
 - Windows 8.1/Windows 8
Enter the application name in the search charm, and then select the displayed icon.
 - Windows 7
Click the start button, and then select **All Programs > Epson Software > Epson ScanSmart**.
 - Mac OS
Select **Go > Applications > Epson Software > Epson ScanSmart**.
3. When the Epson ScanSmart screen is displayed, follow the on-screen instructions to scan.

Note:

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

Scanning Originals to the Cloud

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

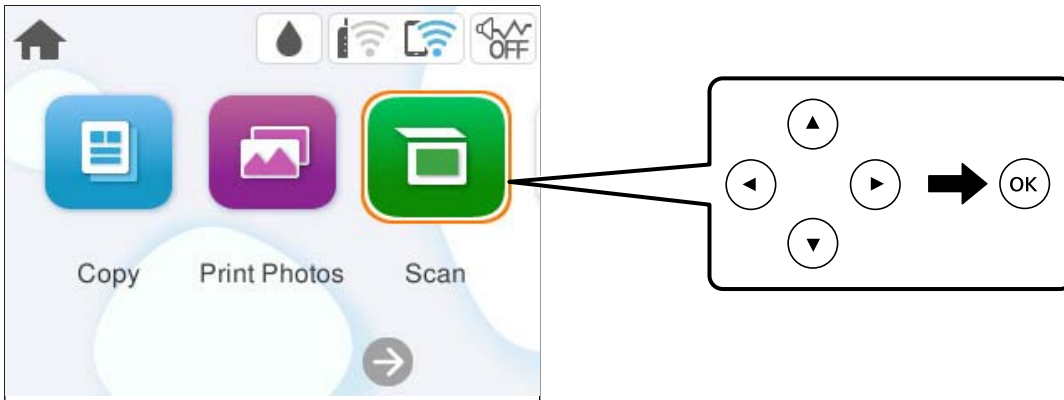
<https://www.epsonconnect.com/>

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

1. Make sure that you have made settings using Epson Connect.
2. Place the original.
[“Placing Originals” on page 38](#)

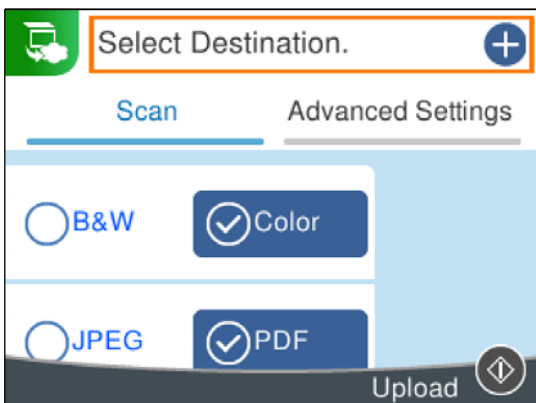
3. Select **Scan** on the control panel.

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.



4. Select **Cloud**.

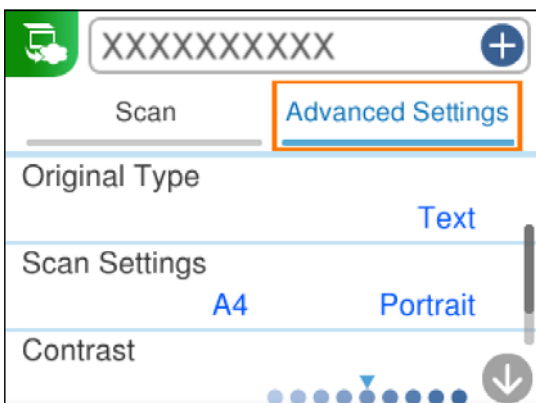
5. Select **+** on the top of the screen, and then select a destination.



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

[“Menu Options for Scanning” on page 94](#)

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



8. Select **Scan** tab again, and then press the ◊ button.

Note:

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

Menu Options for Scanning

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

B&W/Color

Select whether to scan in monochrome or in color.

JPEG/PDF

Select the format in which to save the scanned image.

(Quality)

Original Type:

Select the type of your original.

Resolution:

Select the scanning resolution.

Original Type

Select the type of your original.

Scan Settings

Scan Size:

Select the scan size. To crop the white space around the text or image when scanning, select **Auto Cropping**. To scan at the maximum area of the scanner glass, select **Max Area**.

Original Orientation:

Select the orientation of the original.

Contrast

Select the contrast of the scanned image.

Clear All Settings

Resets the scan settings to their defaults.

Scanning Originals Using WSD

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

Note:

This feature is only available for computers running Windows 7 or later.

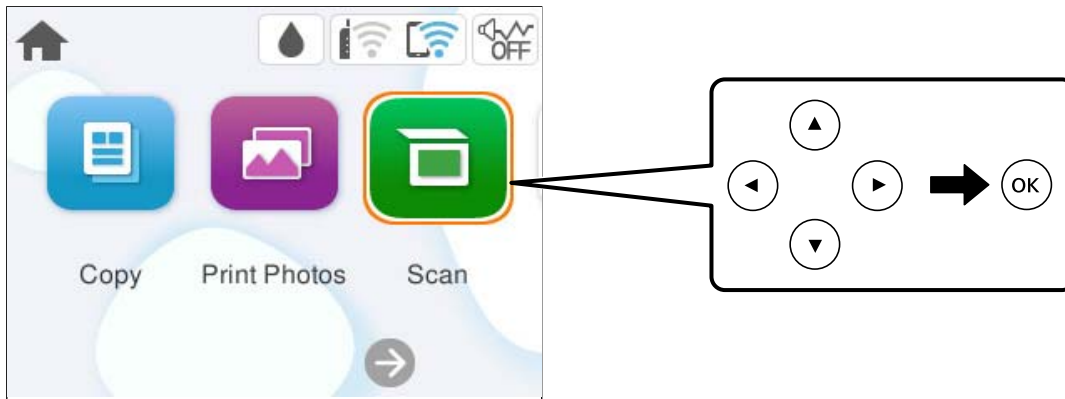
If you are using Windows 7, you need to setup your computer in advance using this feature.

1. Place the originals.

[“Placing Originals” on page 38](#)

2. Select **Scan** on the control panel.

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.



3. Select **WSD**.
4. Select a computer.
5. Press the ⬠ button.

Note:

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

Setting Up a WSD Port

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

Note:

For Windows 8 or later, the WSD port is set up automatically.

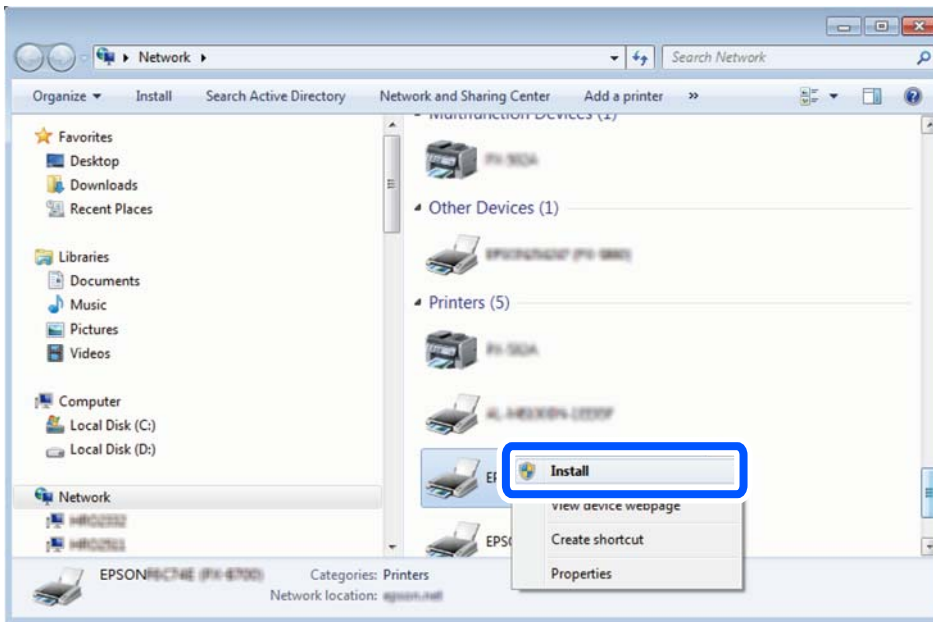
The following is necessary to set up a WSD port.

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

1. Turn the printer on.
2. Click start, and then click **Network** on the computer.
3. Right-click the printer, and then click **Install**.

Click **Continue** when the **User Account Control** screen is displayed.

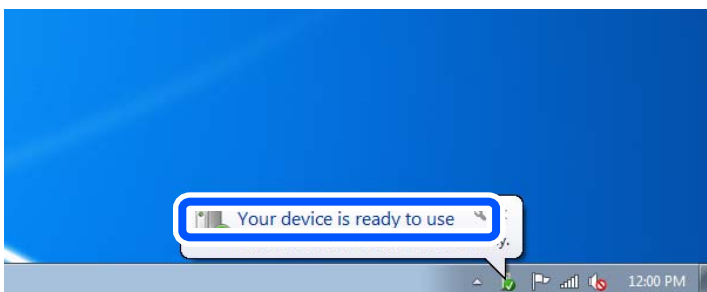
Click **Uninstall** and start again if the **Uninstall** screen is displayed.



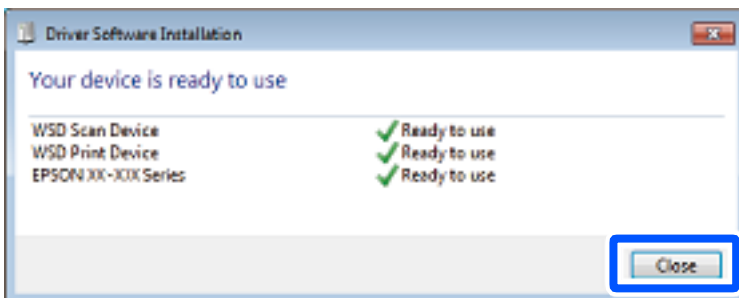
Note:

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

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



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



6. Open the **Devices and Printers** screen.

Windows 7

Click start > **Control Panel** > **Hardware and Sound** (or **Hardware**) > **Devices and Printers**.

7. Check that an icon with the printer's name on the network is displayed.
Select the printer name when using with WSD.

Scanning Originals to a Smart Device

Note:

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

1. Place the originals.
“Placing Originals” on page 38
2. Start Epson Smart Panel on your smart device.
3. Select scan menu on the home screen.
4. Follow the on-screen instructions to scan and save the images.

Advanced Scanning

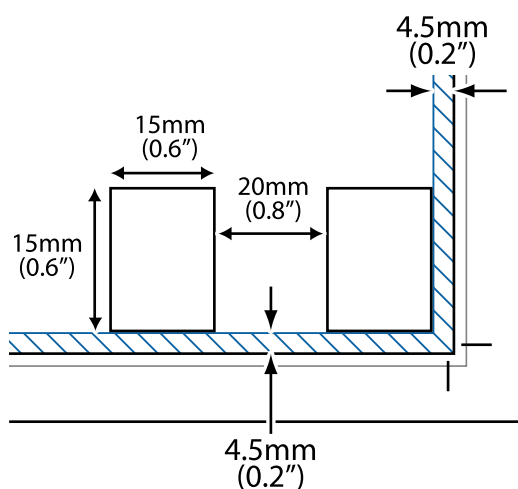
Scanning Multiple Photos at the Same Time

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

Note:

Windows Server operating systems are not supported.

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



Note:

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

2. Start Epson ScanSmart.

Windows 11

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

Windows 10

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

Windows 8.1/Windows 8

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

Windows 7

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

Mac OS

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

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

Scanned photos are saved as individual images.

Maintaining the Printer

Checking the Status of Consumables.	100
Cleaning the Paper Path for Paper Feeding Problems.	100
Improving Print, Copy, and Scan Quality.	103
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Cleaning Spilled ink.	116

Checking the Status of Consumables

You can check the approximate service life of the maintenance box from the control panel. Select **Maintenance > Remaining capacity of Maintenance box** on the printer's control panel.

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

Note:


You can also check the approximate ink levels and the approximate service life of the maintenance box from the computer. See the related information link below for details.

Related Information

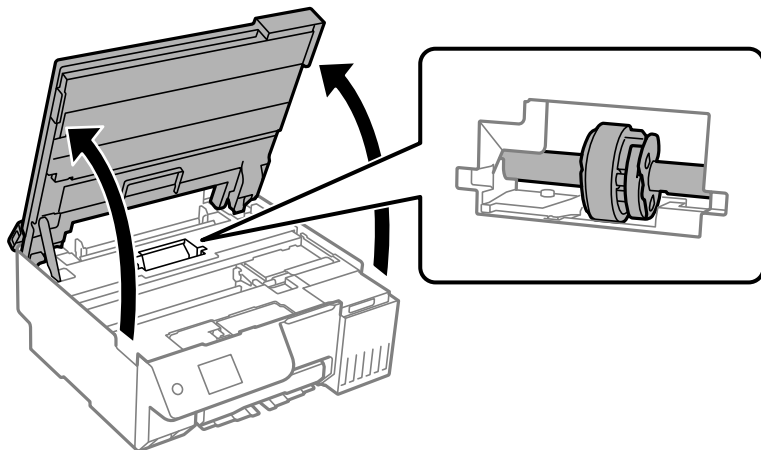
- ➔ [“It is Time to Refill the Ink” on page 183](#)
- ➔ [“It is Time to Replace the Maintenance Box” on page 190](#)

Cleaning the Paper Path for Paper Feeding Problems

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

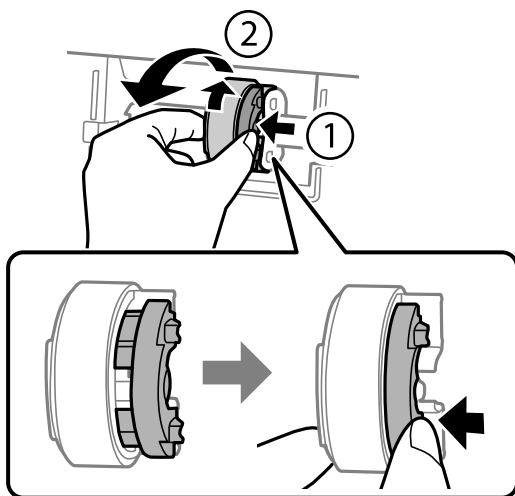
1. Press the  button to turn off the printer.
2. Unplug the power cord.
3. Open the scanner unit.

You can find the pickup roller in the position indicated in the following illustration.

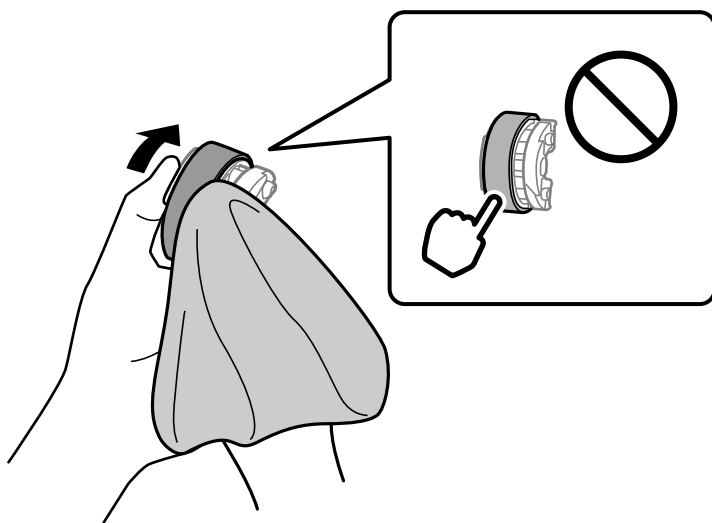


4. Remove the pickup roller.

Press the tab on the right side of the pickup roller, slide it backward, and then pull it straight up.



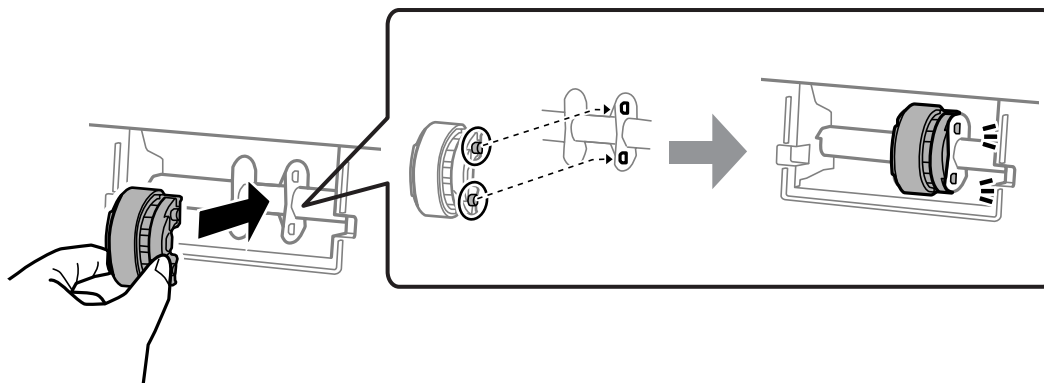
5. Dampen a soft cloth with water, wring it out thoroughly, and then wipe the rubber part of the roller in one direction.



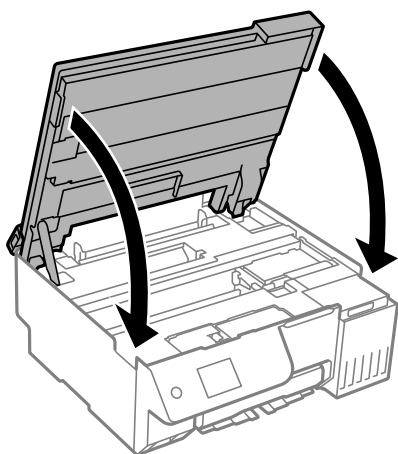
Important:

Do not touch the rubber part on the pickup roller.

6. Press the tab on the right side, and then align the protruding parts with the holes to attach it.



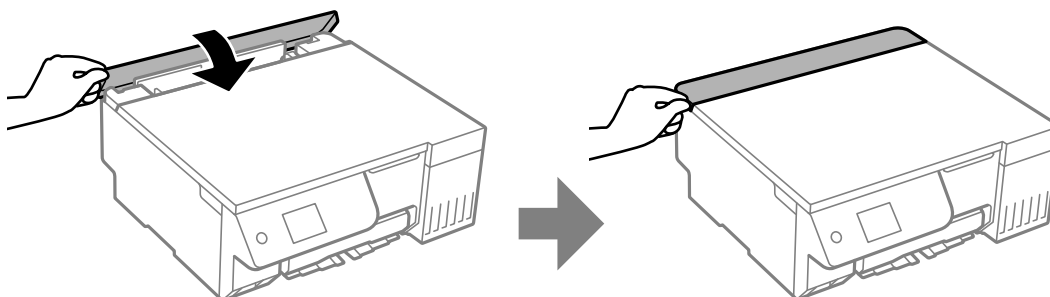
7. Close the scanner unit.




Note:

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

8. Close the feeder guard.



9. Connect the power cord.

10. Press the  button to turn on the printer.

If the problem is not solved, replace the pickup roller.

Improving Print, Copy, and Scan Quality

Checking and Cleaning the Print Head

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

! **Important:**

- Do not open the scanner unit or turn off the printer during head cleaning. If the head cleaning is incomplete, you may not be able to print.
- Head cleaning consumes ink and should not be performed more than necessary.
- When ink is low, you may not be able to clean the print head.
- If print quality has not improved after running a nozzle check and Cleaning alternately 3 times or Power Cleaning once, wait for at least 12 hours without printing (we recommend turning off the printer), and then run a nozzle check. If print quality has still not improved, run Cleaning and a nozzle check again. If it has still not improved, run Power Ink Flushing.
- To prevent the print head from drying out, do not unplug the printer while the power is on.

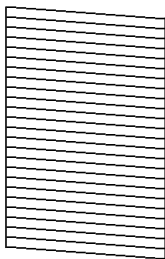
You can check and clean the print head by using the printer's control panel.

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

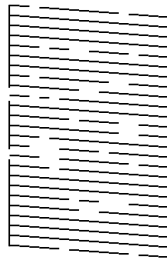
To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

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

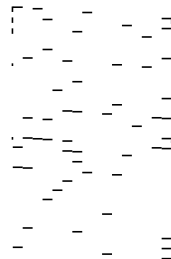
A) OK



B) NG



C) NG



- A:


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

- B or close to B

Some nozzles are clogged. Select , and then select **Cleaning**, follow the on-screen instructions to clean the print head.


When cleaning is finished, the nozzle check pattern is printed automatically.

- C or close to C

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

When **Power Cleaning** is finished, the nozzle check pattern is printed automatically. For details, see "Related information" below.

- Repeat cleaning and printing the pattern until all lines are printed completely.

 **Important:**

If print quality has not improved after running a nozzle check and Cleaning alternately 3 times or Power Cleaning once, wait for at least 12 hours without printing (we recommend turning off the printer), and then run a nozzle check. If print quality has still not improved, run Cleaning and a nozzle check again. If it has still not improved, run Power Ink Flushing.

Note:

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

- Windows

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

- Mac OS

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

Related Information

- ➔ ["Running Power Cleaning" on page 104](#)

Running Power Cleaning

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





- When most nozzles are clogged.
- When the printout comes out as a blank sheet.

Before running this feature, use the nozzle check feature to check if the nozzles are clogged, read the following instructions.

 **Important:**

The Power Cleaning uses more ink than the Cleaning.

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

To select an item, use the     buttons, and then press the OK button.

2. Select **Print Head Cleaning**, and then select **Yes**, you can run the nozzle check. If you select **No**, you can select **Power Cleaning**.


3. Follow the on-screen instructions to run the Power Cleaning feature.

Note:

If you cannot run this feature, solve the problems that are displayed on the screen. Next, follow this procedure from step 1 to run this feature again.

4. After running this feature, run the nozzle check to make sure the nozzles are not clogged.

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

 **Important:**

If print quality has not improved after running Power Cleaning, wait for at least 12 hours without printing (we recommend turning off the printer), and then run a nozzle check. If print quality has still not improved, run Cleaning and a nozzle check again. If it has still not improved, run Power Ink Flushing.

Note:

You can also run **Power Cleaning** from the printer driver.

- Windows

Maintenance tab > Print Head Cleaning > Power Cleaning

- Mac OS

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

Related Information


➔ [“Checking and Cleaning the Print Head” on page 103](#)

Running Power Ink Flushing

The **Power Ink Flushing** utility allows you to replace all of the ink inside the ink tubes. In the following situations, you may need to use this feature to improve the print quality.


- You printed or performed head cleaning when the ink levels were too low to be seen in the ink tank windows.
- You performed the nozzle check and Cleaning³ times or running **Power Cleaning** once, and then waited for at least 12 hours without printing, and then run the nozzle check. If it has still not improved, run **Cleaning** and nozzle check again. Nevertheless, it has still not improved yet.

Before running this feature, read the following instructions.

 **Important:**

Make sure that there is enough ink in the ink tanks.

Visually check all ink tanks are at least a third full. Low ink levels during Power Ink Flushing could damage the product.

 **Important:**

Maintenance box replacement may be required.

Ink will be deposited to the maintenance box. If it becomes full, you must prepare and install a replacement maintenance box to continue printing.

Note:

When the ink levels or the free space in the maintenance box are insufficient for Power Ink Flushing, you cannot run this feature. Even in this case, the levels and the free space for printing may remain.

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

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Power Ink Flushing**.
3. Follow the on-screen instructions to run the Power Ink Flushing feature.

Note:

If you cannot run this feature, solve the problems that are displayed on the screen. Next, follow this procedure from step 1 to run this feature again.

4. After running this feature, run the nozzle check to make sure the nozzles are not clogged.

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

 **Important:**

If print quality has not improved after running Power Ink Flushing, contact Epson support.

Note:

You can also run **Power Ink Flushing** from the printer driver.

- Windows

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

- Mac OS

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

Related Information

➔ [“Checking and Cleaning the Print Head” on page 103](#)

Preventing nozzle clogging

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

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

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

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

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

Aligning the Print Head

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

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

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Print Head Alignment**.

3. Select one of the alignment menus.

Vertical lines look misaligned or the printouts look blurry : Select **Vertical Alignment**.

Horizontal banding occurs at regular intervals: Select **Horizontal Alignment**.

4. Follow the on-screen instructions.

Cleaning the Paper Path for Ink Smears (when the Surface of the Print Result is Smeared Vertically)

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

You need the following items to perform the procedures from step 4.

a slim stick

a well-wrung wet gauze or cloth

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

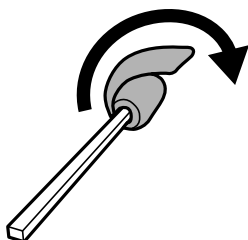
To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Paper Guide Cleaning**.

3. Follow the on-screen instructions to clean the paper path.

Repeat the above procedure until the paper is not smeared with ink. If the paper still gets dirty with ink even after cleaning several times, go to next step.

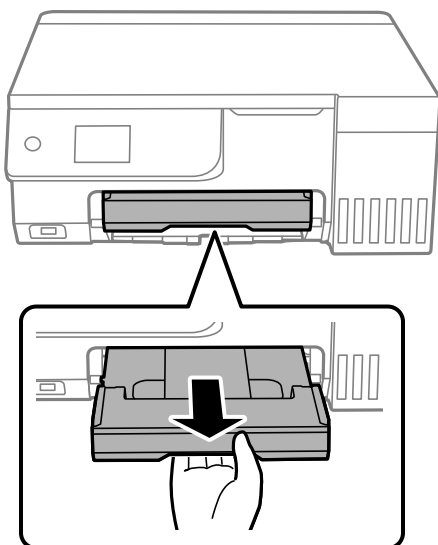
4. Wrap a well-wrung wet gauze or cloth around the tip of a slim stick.



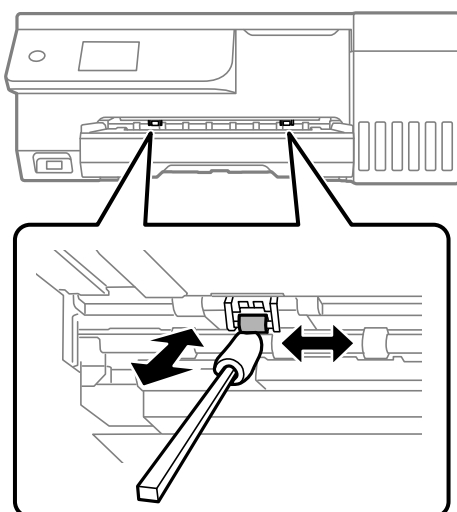
5. Turn off the printer by pressing the ⏻ button.

6. Unplug the power cord, and then disconnect the power cord.

- Slide out the output tray.



- Use the stick you prepared in step 4 to wipe the two white rollers by rotating them.




Important:

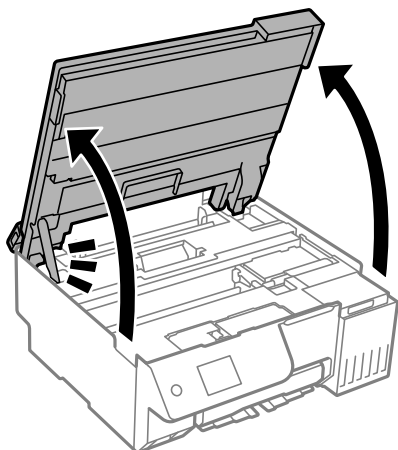
Do not use tissue paper to clean the inside of the printer. The print head nozzles may be clogged with lint.

- Connect the power cord.

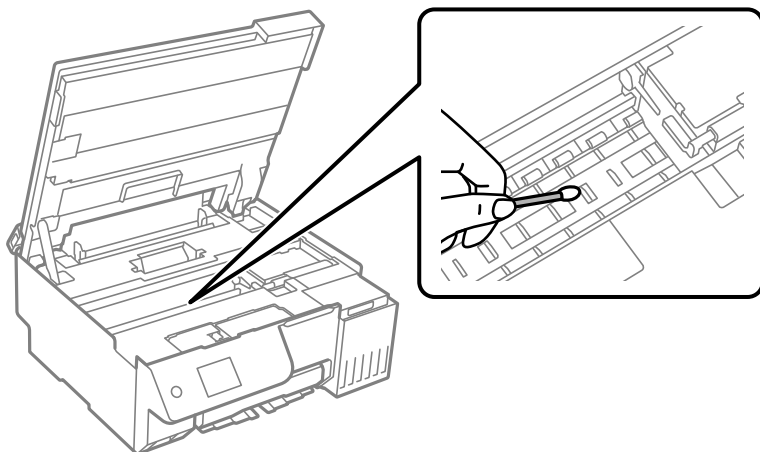
Cleaning the Paper Path for Ink Smear (when the Back of the Print Result is Dirty)

- Turn off the printer by pressing the  button.
- Close the document cover if it is open.

3. Open the scanner unit with both hands until it locks.

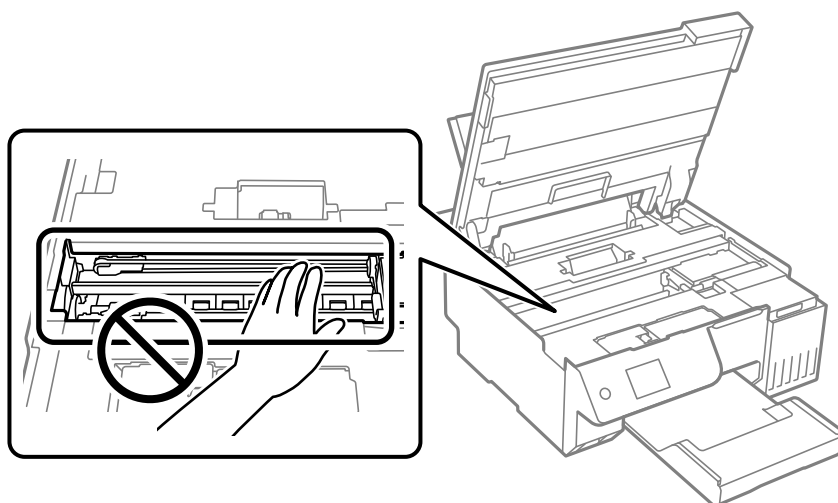


4. Use a cotton swab to wipe off ink from the parts inside the printer that are shown in the following illustration.

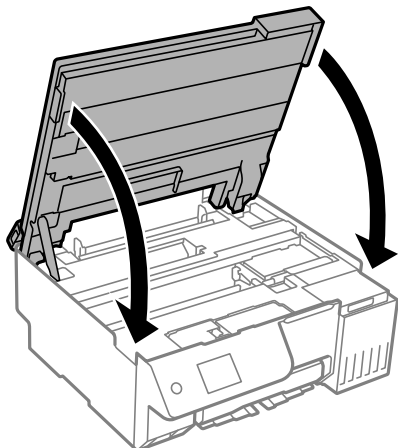


! *Important:*

- Do not use tissue paper to clean the inside of the printer. The print head nozzles may be clogged with lint.
- Do not touch the section shown in the following illustration. Doing so may cause a malfunction.



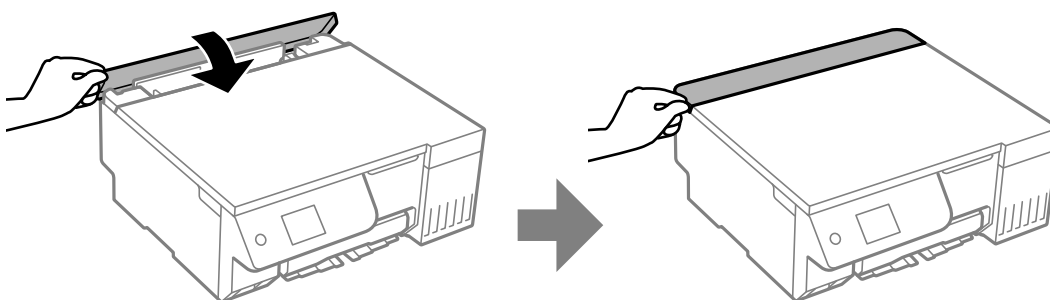
5. Close the scanner unit.



Note:

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

6. Close the feeder guard.



Cleaning the Scanner Glass

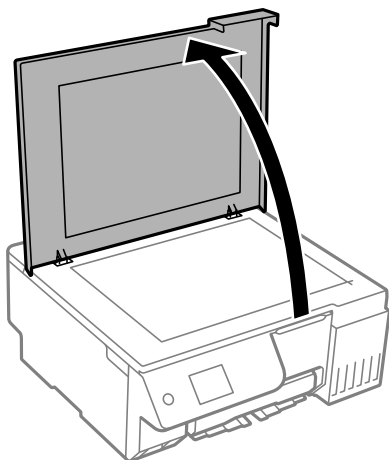
When the copies or scanned images are smeared, clean the scanner glass.



Important:

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

1. Open the document cover.



2. Use a soft, dry, clean cloth to clean the surface of the scanner glass.

! *Important:*

- If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner and a soft cloth to remove it. Wipe off all remaining liquid.*
- Do not press the glass surface too hard.*
- Be careful not to scratch or damage the surface of the glass. A damaged glass surface can decrease the scan quality.*

Cleaning the Translucent Film


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

Items required:

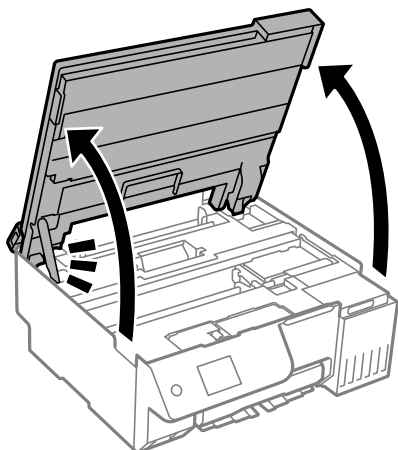
- Cotton swabs (several)
- Water with a few drops of detergent (2 to 3 drops of detergent in 1/4 cup of tap water)
- Light for checking smears

! *Important:*

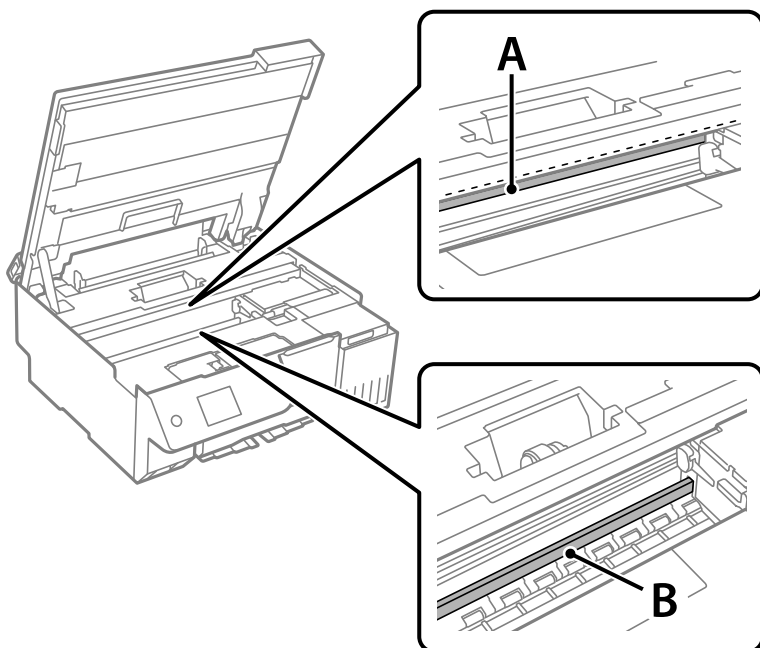
Do not use cleaning liquid other than water with a few drops of detergent.

1. Turn off the printer by pressing the  button.
2. Close the document cover if it is open.

3. Open the scanner unit with both hands until it locks.



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



A: Translucent film

B: Rail

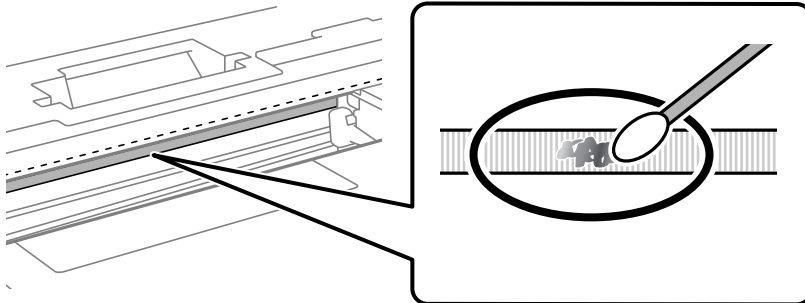


Important:

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

5. Moisten a cotton swab with the water with a few drops of detergent so that it is not dripping water, and then wipe the smeared part.

Be careful not to touch the ink that has adhered inside the printer.



! Important:

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

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

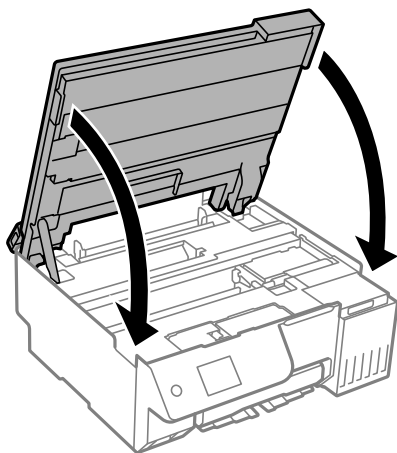
! Important:

Do not leave any fibers on the film.

Note:

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

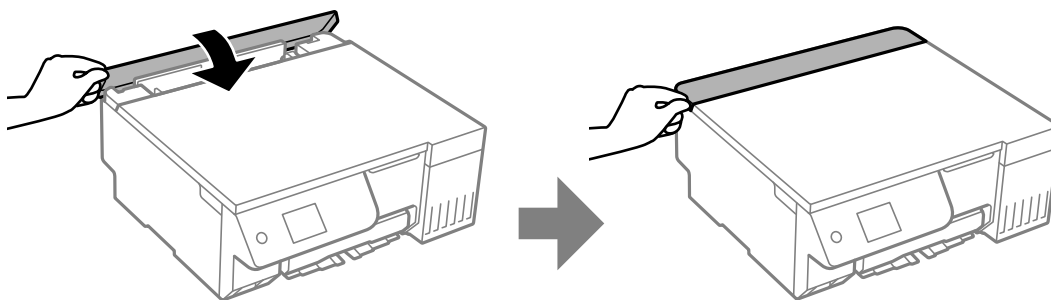
7. Repeat steps 5 and 6 until the film is not smeared.
8. Visually check that the film is not smeared.
9. Close the scanner unit.



Note:

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

10. Close the feeder guard.



Menu Options for Maintenance

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

Print Head Nozzle Check:

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

Print Head Cleaning:

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

Power Ink Flushing:

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

Print Head Alignment:

Vertical Alignment:

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

Horizontal Alignment:

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



Fill Ink:

Select this feature to reset the ink level to 100% when filling the ink tank.

Ink Level Setting:

Select this feature to set the ink level according to the actual ink remaining.

Remaining capacity of Maintenance box:

Displays the approximate service life of the maintenance box. When  is displayed, the maintenance box is nearly full. When  is displayed, the maintenance box is full.

Paper Guide Cleaning:

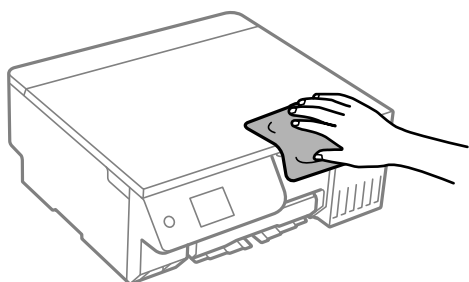
Select this feature if there are ink stains on the internal rollers. The printer feeds paper to clean the internal rollers.

Related Information

- ➔ “Checking and Cleaning the Print Head” on page 103
- ➔ “Running Power Cleaning” on page 104
- ➔ “Aligning the Print Head” on page 107
- ➔ “Refilling the Ink Tank” on page 184
- ➔ “Replacing a Maintenance Box” on page 190
- ➔ “Cleaning the Paper Path for Ink Smears (when the Surface of the Print Result is Smearred Vertically)” on page 107
- ➔ “Cleaning the Paper Path for Ink Smear (when the Back of the Print Result is Dirty)” on page 108

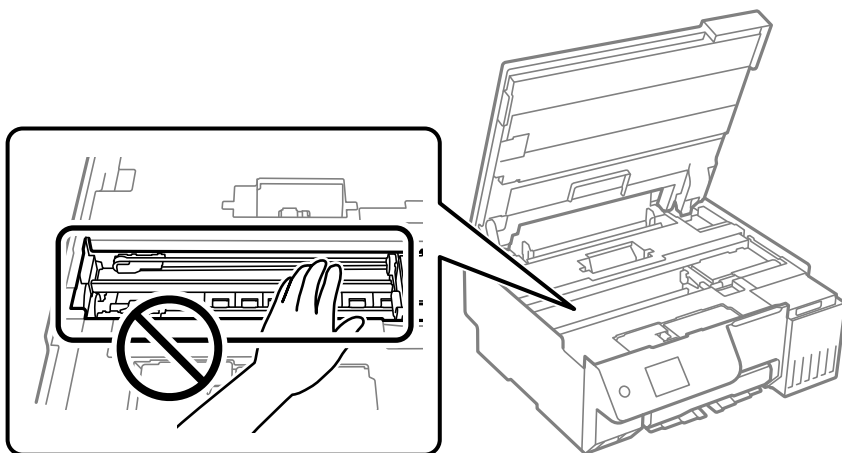
Cleaning the Printer

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



! Important:

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



Cleaning Spilled ink

If ink has been spilled, clean it up in the following ways.

- If ink adheres to the area around the tank, wipe it off using a napless, clean cloth or cotton swab.
- If ink spills on the desk or floor, wipe it off immediately. When ink is dried, it will be difficult to remove the smear. To prevent the smear from spreading, blot the ink with a dry cloth, and then wipe it with a moist cloth.
- If ink gets on your hands, wash them with water and soap.

In These Situations

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When Replacing a Computer

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

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

<https://epson.sn>

Saving Power

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

1. Select **Settings** on the home screen.

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Basic Settings**.

3. Do one of the following.

Select **Sleep Timer** or **Power Off Settings** > **Power Off If Inactive** or **Power Off If Disconnected**.

Select **Sleep Timer** or **Power Off Timer**.

Note:


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

4. Select the setting.

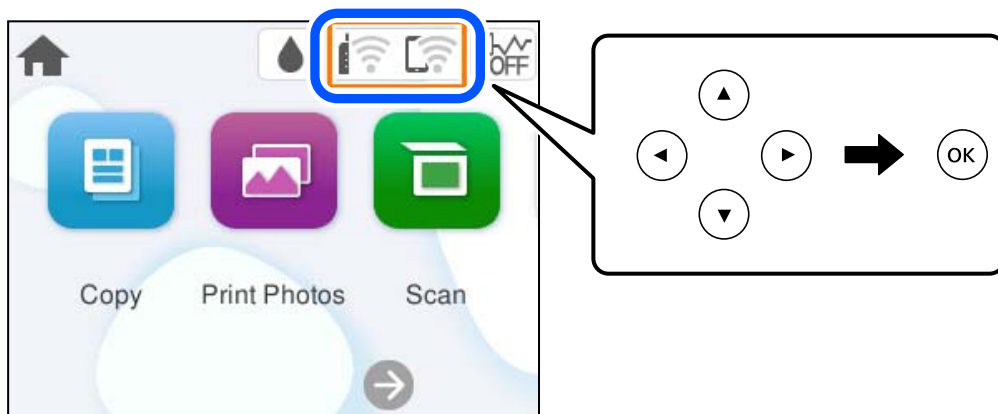
Disabling your Wi-Fi Connection

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

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

1. Select  on the printer's home screen.

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.



2. Select **Wi-Fi (Recommended)**.
3. Select **Change Settings**.
4. Select **Others**.
5. Select **Disable Wi-Fi**.

Follow the on-screen instructions.

Installing the Applications Separately

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

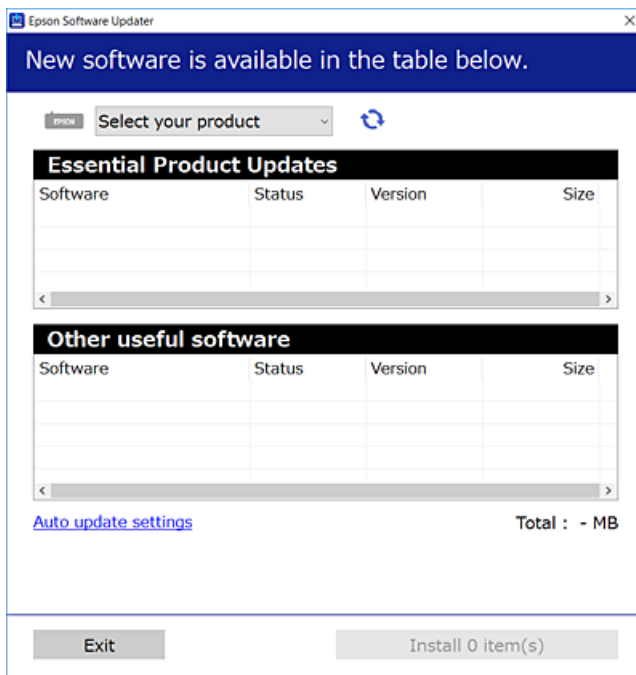
Note:


- When reinstalling an application, you need to uninstall it first.
- You can download the latest applications from the Epson website.
<http://www.epson.com>
- If you use Windows Server operating systems, you cannot use Epson Software Updater. Download the latest applications from the Epson website.

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

2. Start Epson Software Updater.

The screenshot is an example on Windows.



3. For Windows, select your printer, and then click  to check for the latest available applications.
4. Select the items you want to install or update, and then click the install button.



Important:

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

Related Information

➔ [“Application for Updating Software and Firmware \(Epson Software Updater\)” on page 217](#)

Checking if a genuine Epson printer driver is installed - Windows

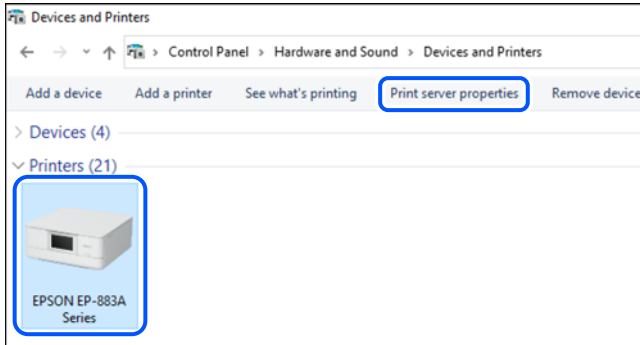
You can check if a genuine Epson printer driver is installed on your computer by using one of the following methods.

- Windows 11

Click on the start button, and then select **Settings** > **Bluetooth & devices** > **Printers & scanners**, and then click **Print server properties** under **Related settings**.

- ❑ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Server 2022/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2

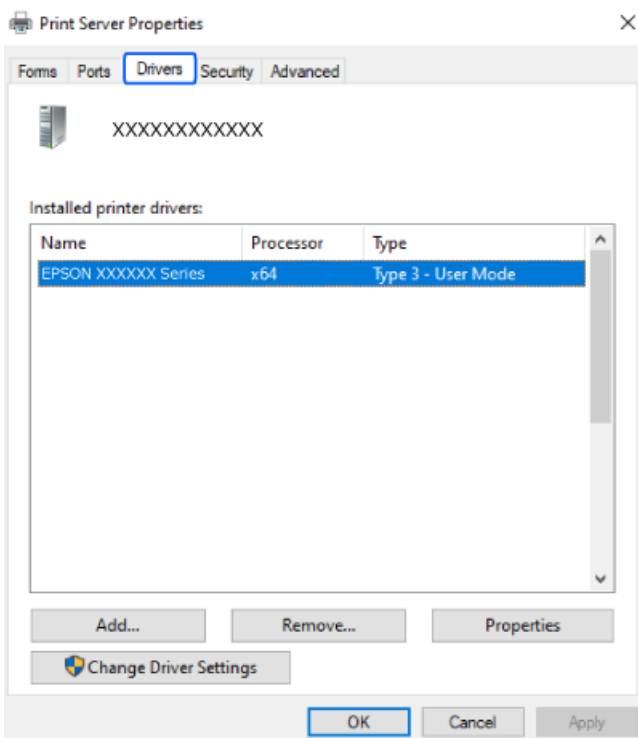
Select **Control Panel > View devices and printers (Printers, Printers and Faxes)** in **Hardware and Sound**, click the printer icon, and then click **Print server properties** at the top of the window.



- ❑ Windows Server 2008

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

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



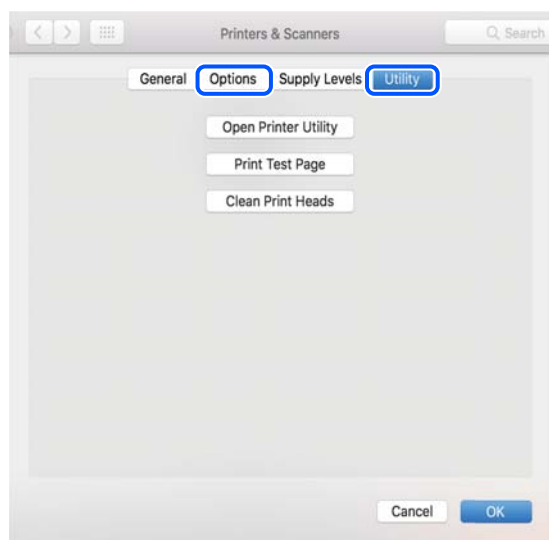
Related Information

- ➔ [“Installing the Applications Separately” on page 119](#)

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

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

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



Related Information

➔ [“Installing the Applications Separately” on page 119](#)

Re-Setting the Network Connection

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

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

Making Settings for Connecting to the Computer

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

Setting up from the website

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

<https://epson.sn>

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

<https://support.epson.net/publist/vlink.php?code=NPD7354>

Setting up using the software disc


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

Making Settings for Connecting to the Smart Device

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

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

<https://epson.sn>

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

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

Note:

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

Making Wi-Fi Settings from the Control Panel

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

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

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

Related Information

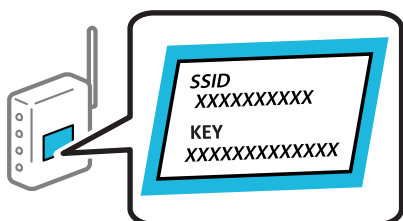
- ➔ [“Making Wi-Fi Settings by Entering the SSID and Password” on page 123](#)
- ➔ [“Making Wi-Fi Settings by Push Button Setup \(WPS\)” on page 125](#)
- ➔ [“Making Wi-Fi Settings by PIN Code Setup \(WPS\)” on page 126](#)

Making Wi-Fi Settings by Entering the SSID and Password

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

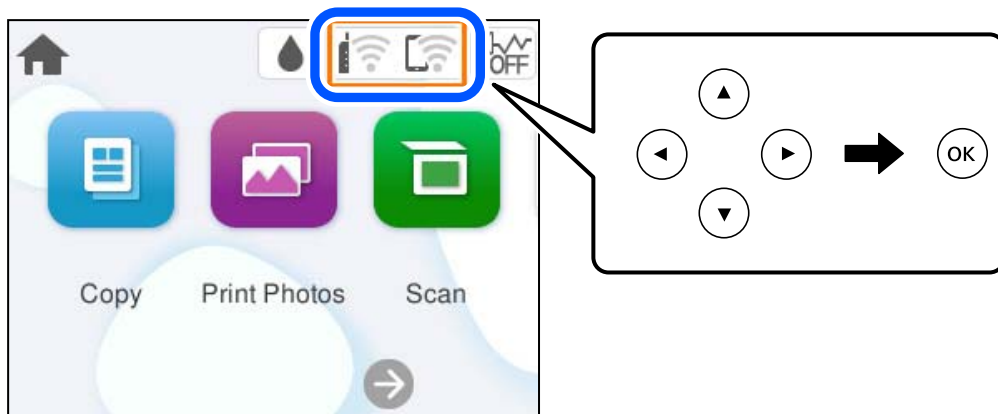
Note:

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



1. Select  on the home screen.

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.



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

Note:

- ❑ *If you do not know the SSID, check if it is written on the label of the wireless router. If you are using the wireless router with its default settings, use the SSID written on the label. If you cannot find any information, see the documentation provided with the wireless router.*
- ❑ *The password is case-sensitive.*
- ❑ *If you do not know the password, check if the information is written on the label of the wireless router. On the label, the password may be written "Network Key", "Wireless Password", and so on. If you are using the wireless router with its default settings, use the password written on the label.*
- ❑ *If the SSID you want to connect to is not displayed, make Wi-Fi settings using software or apps on your computer or smart device, such as a smartphone or tablet. For more information, enter <https://epson.sn> in your browser to open the website, enter your product name, and go to Setup.*

Related Information

- ➔ [“Making Settings for Connecting to the Computer” on page 122](#)
- ➔ [“Making Settings for Connecting to the Smart Device” on page 123](#)
- ➔ [“Checking the Printer’s Network Connection Status \(Network Connection Report\)” on page 126](#)

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

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

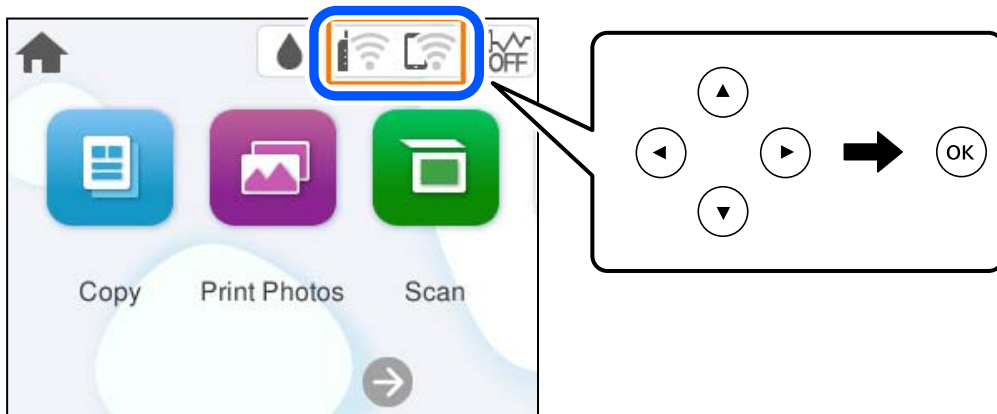
- The wireless router is compatible with WPS (Wi-Fi Protected Setup).
- The current Wi-Fi connection was established by pressing a button on the wireless router.

Note:

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

1. Select  on the home screen.

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.



2. Select **Wi-Fi (Recommended)**.
3. Press the OK button.

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

4. Select **Push Button Setup (WPS)**.
5. Follow the on-screen instructions.

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

Note:

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

Related Information

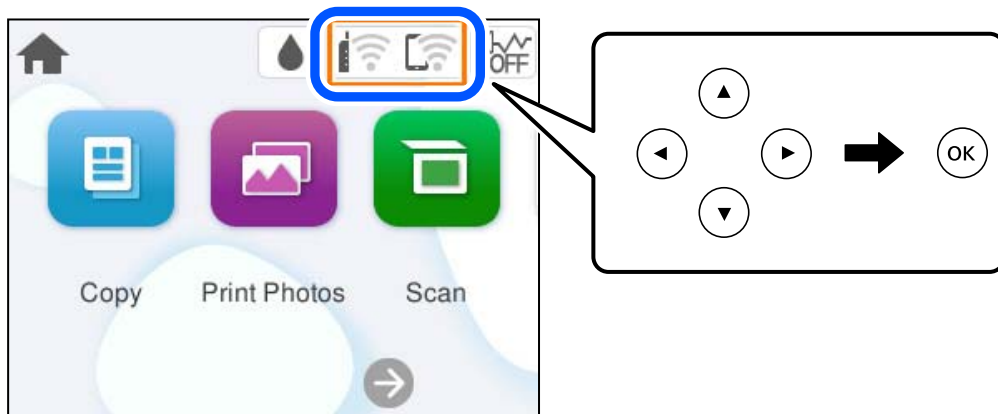
- ➔ [“Checking the Printer's Network Connection Status \(Network Connection Report\)” on page 126](#)

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

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

1. Select  on the home screen.

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.



2. Select **Wi-Fi (Recommended)**.
3. Press the OK button.

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

4. Select **Others > PIN Code Setup (WPS)**.
5. Follow the on-screen instructions.

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

Note:

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

Related Information

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

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

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

1. Load papers.

2. Select **Settings** on the home screen.

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

3. Select **Network Settings > Connection Check**.

The connection check starts.

4. Follow the instructions on the printer's screen to print the network connection report.

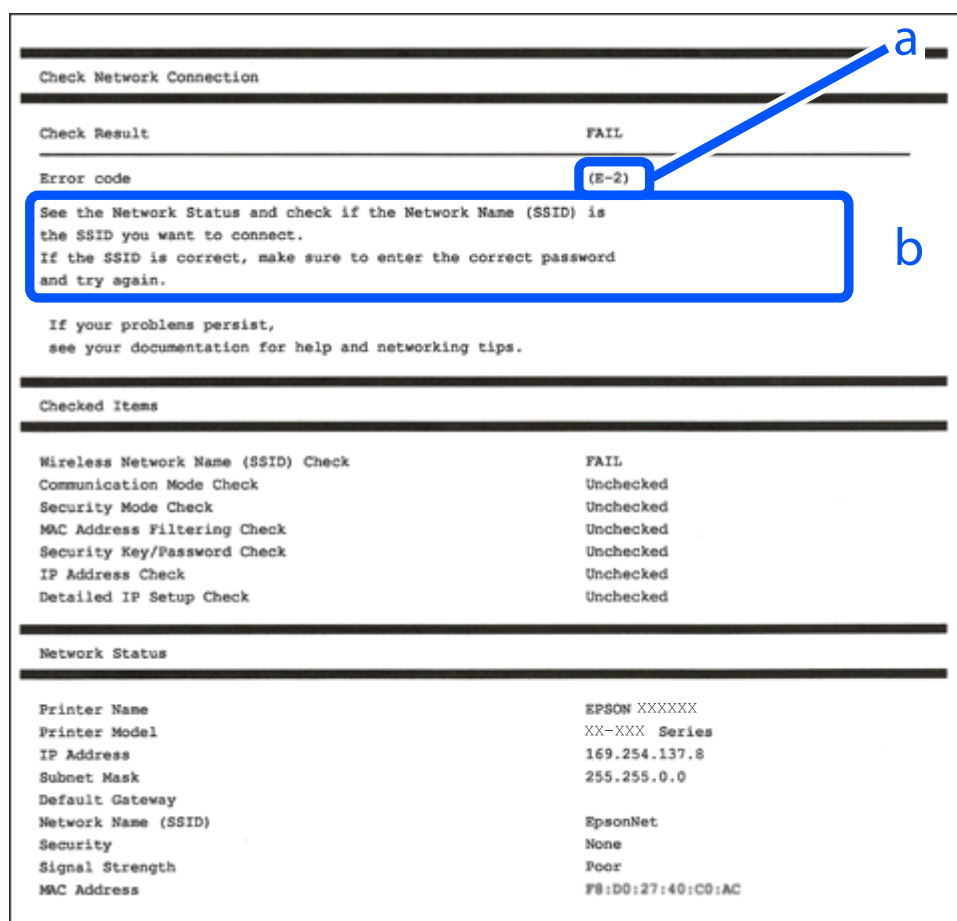
If an error has occurred, check the network connection report, and then follow the printed solutions.

Related Information

➔ [“Messages and Solutions on the Network Connection Report” on page 127](#)

Messages and Solutions on the Network Connection Report

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



a. Error code

b. Messages on the Network Environment

Related Information

- ➔ [“E-1” on page 128](#)
- ➔ [“E-2, E-3, E-7” on page 128](#)
- ➔ [“E-5” on page 129](#)
- ➔ [“E-6” on page 129](#)
- ➔ [“E-8” on page 130](#)
- ➔ [“E-9” on page 130](#)
- ➔ [“E-10” on page 130](#)
- ➔ [“E-11” on page 131](#)
- ➔ [“E-12” on page 131](#)
- ➔ [“E-13” on page 132](#)
- ➔ [“Message on the Network Environment” on page 132](#)

E-1

Solutions:

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

Related Information

- ➔ [“Making Wi-Fi Settings from the Control Panel” on page 123](#)

E-2, E-3, E-7

Solutions:

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

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

Related Information

- ➔ [“Re-Setting the Network Connection” on page 122](#)
- ➔ [“Making Wi-Fi Settings from the Control Panel” on page 123](#)

E-5

Solutions:

- Make sure the wireless router's security type is set to one of the following. If it is set to anything else, change the security type on the wireless router.
 - WEP-64 bit (40 bit)
 - WEP-128 bit (104 bit)
 - WPA PSK (TKIP/AES)*
 - WPA2 PSK (TKIP/AES)*
 - WPA3-SAE (AES)

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

- Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- Make network settings of the printer again.

E-6

Solutions:

- Check if MAC address filtering is disabled. If it is enabled, register the printer's MAC address so that it is not filtered. See the documentation provided with the wireless router for details. You can check the printer's MAC address from the **Network Status** part on the network connection report.
- If your wireless router is using shared authentication with WEP security, make sure the authentication key and index are correct.
- If the number of connectable devices on the wireless router is less than the number of network devices that you want to connect, make settings on the wireless router to increase the number of connectable devices. See the documentation provided with the wireless router to make settings.
- Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- Make network settings of the printer again.

Related Information

- ➔ [“Making Settings for Connecting to the Computer” on page 122](#)

E-8

Solutions:

- If the wireless router's DHCP is enabled, set the printer's TCP/IP settings to Auto.
- If the printer's Obtain IP Address setting is set to Manual, the IP address you manually set is invalid due to out of range (for example: 0.0.0.0). Set a valid IP address from the printer's control panel.
- Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- Make network settings of the printer again.

Related Information

➔ [“Setting a Static IP Address for the Printer” on page 138](#)

E-9

Solutions:

Check the following.

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

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

- Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- Make network settings on the computer that is on the same network as the printer using the installer. You can download it from the following website.

<https://epson.sn> > **Setup**

If the problem continues to occur, check the IP address of the printer listed in the Network Connection Report and contact your router manufacturer.

Related Information

➔ [“Making Settings for Connecting to the Computer” on page 122](#)

E-10

Solutions:

Check the following.

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

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

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

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

- Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- Make network settings on the computer that is on the same network as the printer using the installer. You can run it from the following website.

<https://epson.sn> > Setup

Related Information

➔ "Setting a Static IP Address for the Printer" on page 138

E-11

Solutions:

Check the following.

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

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

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

- Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- Make network settings on the computer that is on the same network as the printer using the installer. You can run it from the following website.

<https://epson.sn> > Setup

Related Information

➔ "Setting a Static IP Address for the Printer" on page 138

E-12

Solutions:

Check the following.

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

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

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

Related Information

- ➔ “Setting a Static IP Address for the Printer” on page 138
- ➔ “Making Settings for Connecting to the Computer” on page 122

E-13

Solutions:

Check the following.

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

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

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

Related Information

- ➔ “Setting a Static IP Address for the Printer” on page 138
- ➔ “Making Settings for Connecting to the Computer” on page 122

Message on the Network Environment

Message	Solution
The Wi-Fi environment needs to be improved. Turn the wireless router off and then turn it on. If the connection does not improve, see the documentation for the wireless router.	After moving the printer closer to the wireless router and removing any obstacles between them, turn off the wireless router. Wait for about 10 seconds, and then turn it on. If it still does not connect, see the documentation supplied with the wireless router.

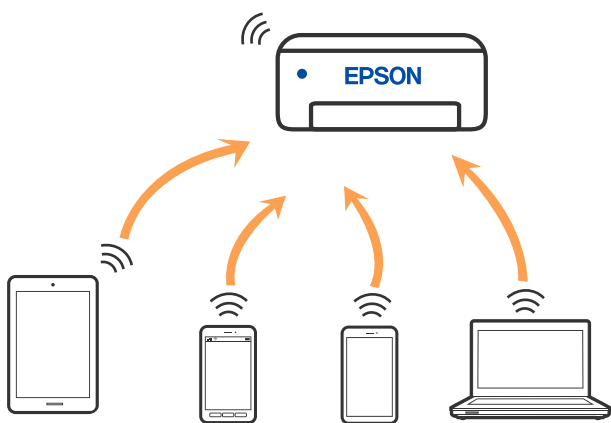
Message	Solution
*No more devices can be connected. Disconnect one of the connected devices if you want to add another one.	Computer and smart devices that can be connected simultaneously are connected in full in the Wi-Fi Direct (Simple AP) connection. To add another computer or smart device, disconnect one of the connected devices or connect it to the other network first. You can confirm the number of wireless devices which can be connected simultaneously and the number of connected devices by checking the network status sheet or the printer's control panel.
The same SSID as Wi-Fi Direct exists in the environment. Change the Wi-Fi Direct SSID if you cannot connect a smart device to the printer.	On the printer's control panel, go to Wi-Fi Direct Setup screen and select the menu to change the setting. You can change the network name following after DIRECT-XX-. Enter within 22 characters.

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

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

About Wi-Fi Direct

Use this connection method when you are not using Wi-Fi at home or at the office, or when you want to connect the printer and the computer or smart device directly. In this mode, the printer acts as an wireless router and you can connect the devices to the printer without having to use a standard wireless router. However, devices directly connected to the printer cannot communicate with each other through the printer.



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

Connecting to Devices using Wi-Fi Direct

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

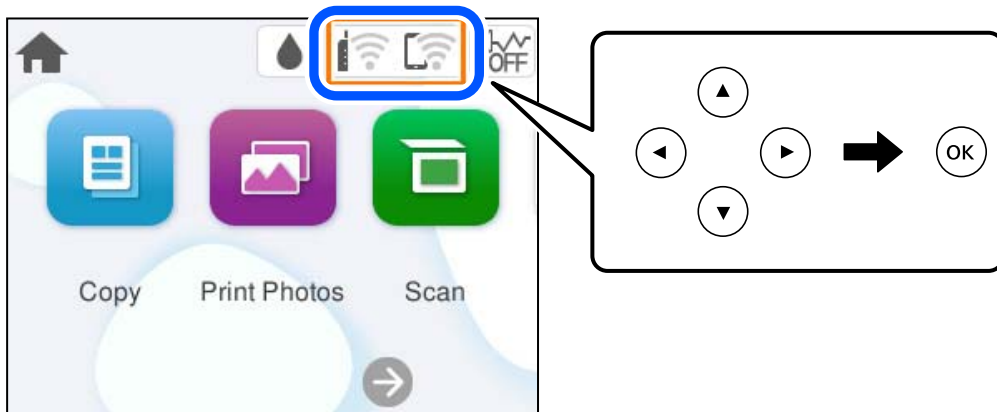
Note:

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

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

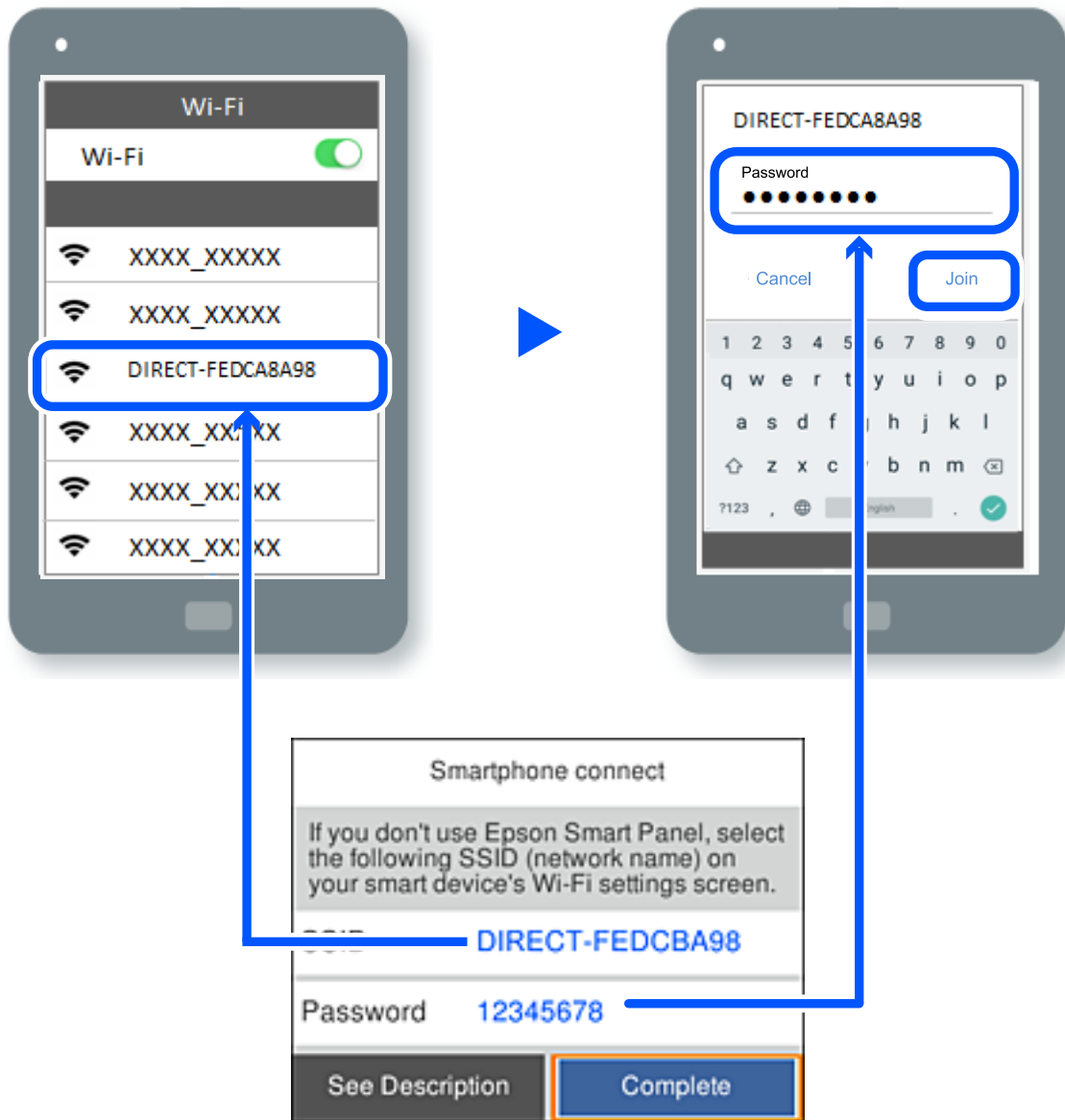
1. Select  on the home screen.

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.



2. Select **Wi-Fi Direct**.
3. Press the OK button.
4. Select **Other Methods**.
5. Select **Other OS Devices**.

6. On the device's Wi-Fi screen, select the SSID shown on the printer's control panel, and then enter the password.



7. On the printing app screen for the device, select the printer that you want to connect to.

8. On the printer's control panel, select **Complete**.

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


Note:

If you are using an iOS device, you can also connect by scanning the QR code with the standard iOS camera. See the link below <https://epson.sn>.

Disconnecting Wi-Fi Direct (Simple AP) Connection

Note:

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

1. Select  on the printer's home screen.

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Wi-Fi Direct**.

The Wi-Fi Direct information is displayed.

3. Select **Start Setup**.

4. Select .



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

6. Follow the on-screen instructions.

Related Information

➔ [“Changing the Wi-Fi Direct \(Simple AP\) Settings Such as the SSID” on page 136](#)

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

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

Change Network Name

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

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

Change Password

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

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

Disable Wi-Fi Direct

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

Restore Default Settings

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

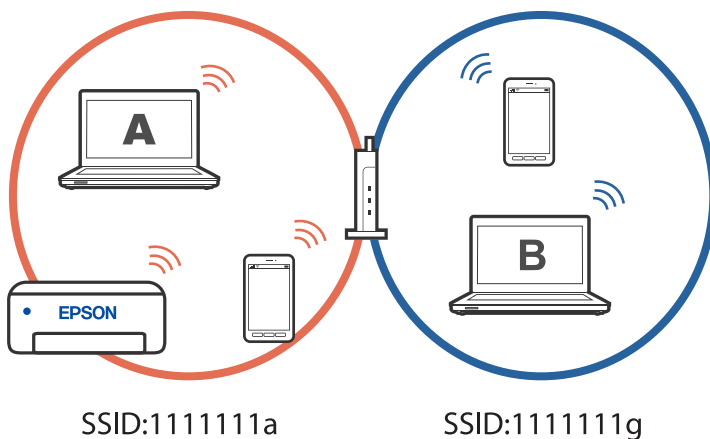
The Wi-Fi Direct (simple AP) connection information of the smart device saved to the printer is deleted.

Adding or Changing the Printer's Connection

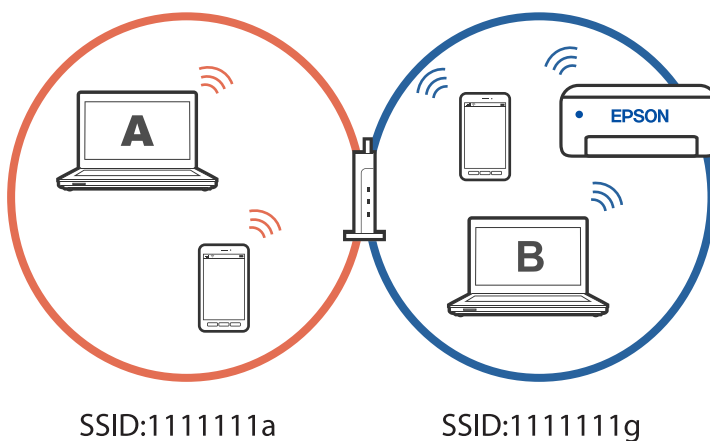
To Set Up a Printer on Multiple Computers

Although several computers can be connected to the same wireless router, each computer may be assigned a different SSID.

If the SSIDs assigned by the wireless router are not handled as the same network, then each computer is effectively connected to a different network. When you start setting up the printer from computer A, the printer is added to the same network as computer A allowing computer A to print from it.



Furthermore, if you start setting up the printer from computer B in the configuration shown above, the printer is set up on computer B's network allowing computer B to print but not computer A.



To prevent this from happening, when you want to set up a networked printer from a second computer, start the installer on the computer connected to the same network as the printer. If the printer is found on the same network, the printer will not be reconfigured for the network, and it will set up the printer ready for use.

Changing the Connection from Wi-Fi to USB

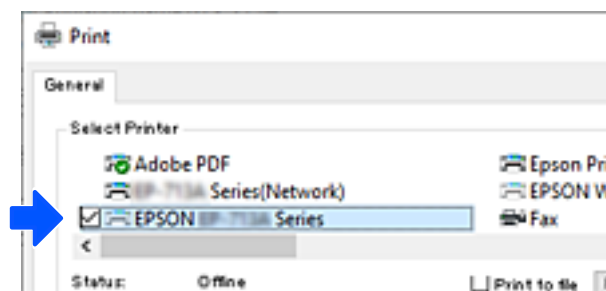
Follow the steps below if the Wi-Fi you are using is unstable, or if you want to change to a more stable USB connection.

1. Connect the printer to a computer using a USB cable.
2. Select a printer that is not labeled (XXXXXX) when printing using a USB connection.
Your printer name or "Network" is displayed in XXXXX depending on the operating system version.

Example of Windows 11



Example of Windows 10



Setting a Static IP Address for the Printer

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

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

Focus moves to the forward segment or the back segment separated by a period if you select ◀ and ▶.

Confirm the value reflected on the previous screen.

5. Set up the **Subnet Mask** and **Default Gateway**.

Confirm the value reflected on the previous screen.



Important:

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

6. Enter the IP address for the primary DNS server.

Confirm the value reflected on the previous screen.

Note:

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

7. Enter the IP address for the secondary DNS server.

Confirm the value reflected on the previous screen.

8. Select **Start Setup**.


Transporting and Storing the Printer

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



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

<https://support.epson.net/publist/vlink.php?code=NPD7157>

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



Important:

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

3. Disconnect all cables such as the power cord and USB cable.
4. Remove all of the paper from the printer.
5. Make sure there are no originals on the printer.

6. Open the scanner unit.



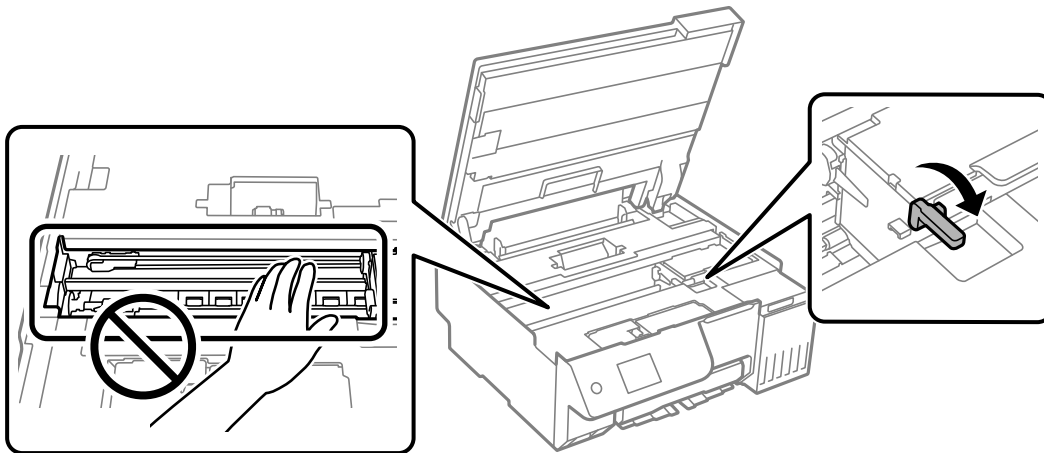
Caution:

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

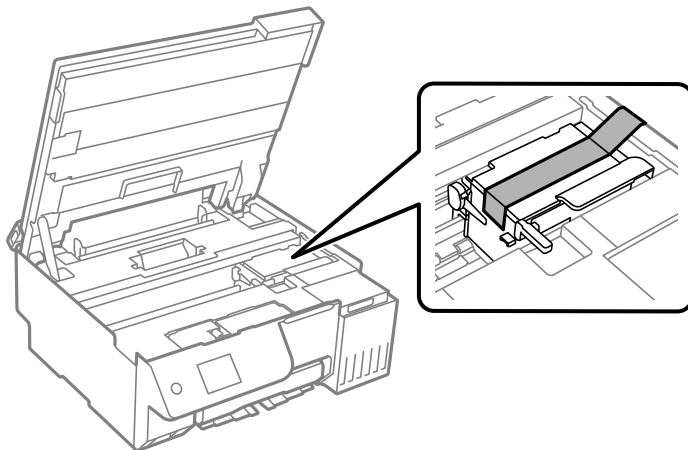
7. Set the transportation lock to the locked (Transport) position.

The transportation lock stops ink supply to prevent ink leakage when transporting and storing.

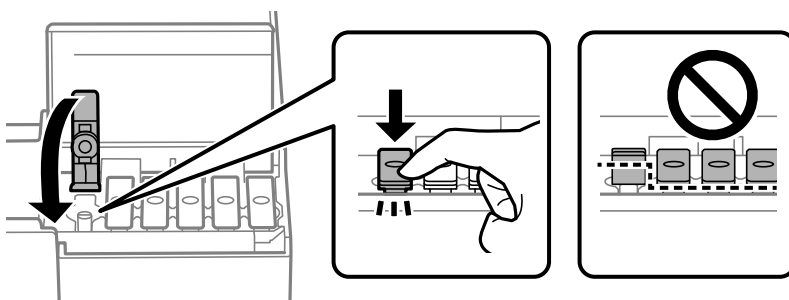
If the print head is not in the position shown below, move it by hand.



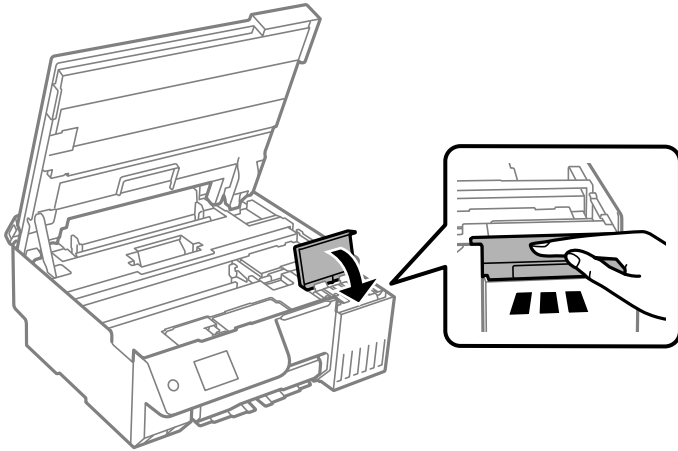
8. Secure the print head to the case with tape.



9. Make sure to install the cap onto the ink tank securely.

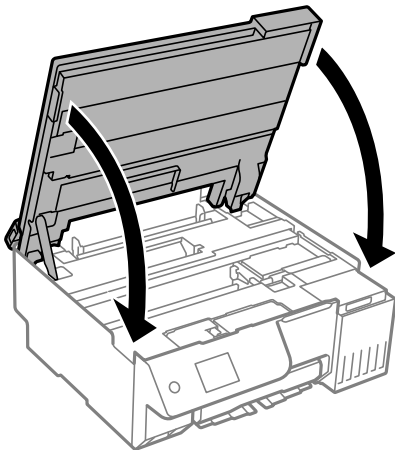


10. Close the ink tank cover securely.

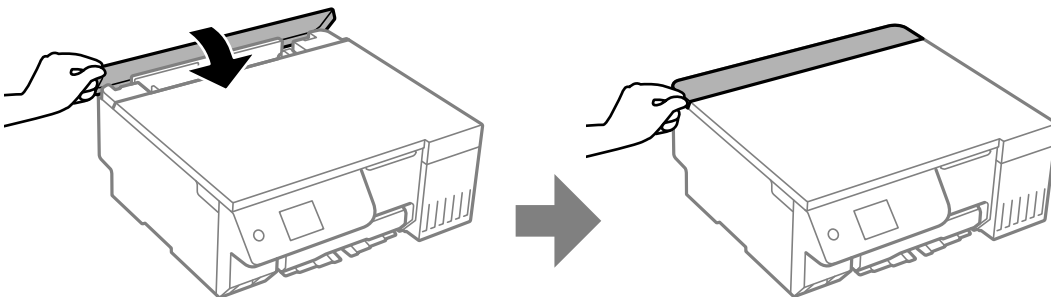


11. Close the scanner unit.

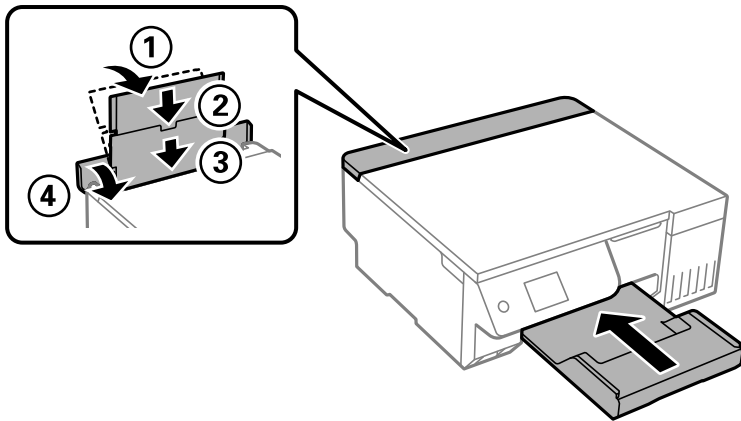
The scanner unit is designed to close slowly and resist a little as a precaution against catching fingers. Continue to close even if you feel some resistance.



12. Close the feeder guard.

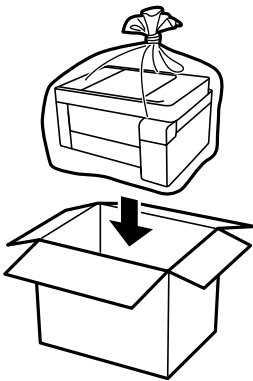


13. Prepare to pack the printer as shown below.



14. Place the printer in the plastic bag supplied for transporting and fold it closed.

15. Pack the printer in its box using the protective materials.



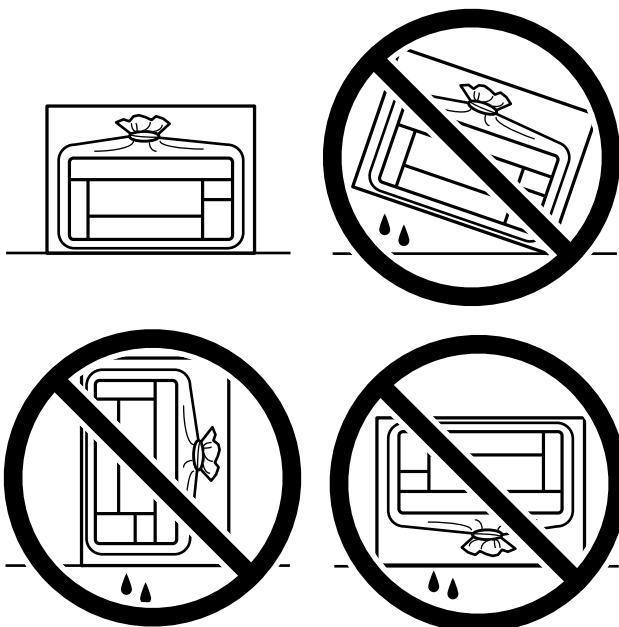
! *Important:*

- When carrying the printer, lift it using a stable position. Lifting the printer using an unstable position may result in injury.*
- When lifting the printer, place your hands in the positions shown below. Do not hold printer at the front and back.*



! *Important:*

- ❑ When storing or transporting an ink bottle, 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 precautions to prevent ink from leaking when transporting the bottle, for example, putting the bottle in a bag.



- ❑ Do not put opened ink bottles in the box with printer.



The next time you use the printer, make sure you remove the tape securing the print head and set the transportation lock to the unlocked (Print) position. If print quality has declined the next time you print, clean and align the print head.

Related Information

- ➔ [“Checking and Cleaning the Print Head” on page 103](#)
- ➔ [“Aligning the Print Head” on page 107](#)

Solving Problems

Cannot Print or Scan.	146
Printing, Copying, and Scanning Quality is Poor.	157
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If you cannot clear a paper jam or paper out error.	200
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Cannot Print or Scan

Problem Solving

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

■ Is the printer turned on?

Solutions

- Make sure that the printer is turned on.
- Make sure that the power cord is correctly connected.
- ➔ [“Power Does Not Turn On” on page 195](#)
- ➔ [“Cannot Solve Problem” on page 206](#)

■ Is any paper jammed in the printer?

Solutions

- If paper is jammed in the printer, it cannot start printing. Remove the jammed paper from the printer.
- ➔ [“Paper Gets Jammed” on page 179](#)

■ Is the printer itself working properly?

Solutions

- If an error message is displayed on the LCD screen, check the error.
- Print a status sheet and use it to check if the printer itself can print properly.
- ➔ [“A Message is Displayed on the LCD Screen” on page 178](#)

■ Are you having connection problems?

Solutions

- Make sure that the cables are properly connected for all connections.
- Make sure that the network device and USB hub are operating normally.
- If you have a Wi-Fi connection, make sure that the Wi-Fi connection settings are correct.
- Check the network that your computer and printer are connected to, and make sure that the names of the networks match.
- ➔ [“The Printer Cannot Connect to the Network” on page 151](#)
- ➔ [“The Printer Cannot Connect by USB” on page 150](#)
- ➔ [“Checking the Printer's Network Connection Status \(Network Connection Report\)” on page 126](#)

■ Has print data been sent correctly?

Solutions

- Make sure there is no print data standing by from a previous job.

- ❑ Check the printer driver to make sure the printer is not offline.
- ➔ [“There is still a job waiting to be printed.” on page 148](#)
- ➔ [“The printer is pending or offline.” on page 148](#)
- ➔ [“There is a problem with the software or data.” on page 147](#)
- ➔ [“Cannot Print Even Though a Connection has been Established \(Windows\)” on page 147](#)
- ➔ [“Cannot Print Even Though a Connection has been Established \(Mac OS\)” on page 149](#)
- ➔ [“Use the Epson Printer Connection Checker to improve the connection to the computer. \(Windows\)” on page 151](#)

The Application or Printer Driver do not Work Properly

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

The following causes can be considered.

■ There is a problem with the software or data.

Solutions

- ❑ Make sure that a genuine Epson printer driver (EPSON XXXXX) is installed. If a genuine Epson printer driver is not installed, the available functions are limited. We recommend using a genuine Epson printer driver.
- ❑ If you are printing a large data size image, the computer may run out of memory. Print the image at a lower resolution or a smaller size.
- ❑ If you have tried all of the solutions and have not solved the problem, try uninstalling and then reinstalling the printer driver.
- ❑ You may be able to clear the problem by updating the software to the latest version. To check the software status, use the software update tool.
- ➔ [“Checking if a genuine Epson printer driver is installed - Windows” on page 120](#)
- ➔ [“Checking if a genuine Epson printer driver is installed - Mac OS” on page 122](#)
- ➔ [“Installing the Applications Separately” on page 119](#)
- ➔ [“Application for Updating Software and Firmware \(Epson Software Updater\)” on page 217](#)

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

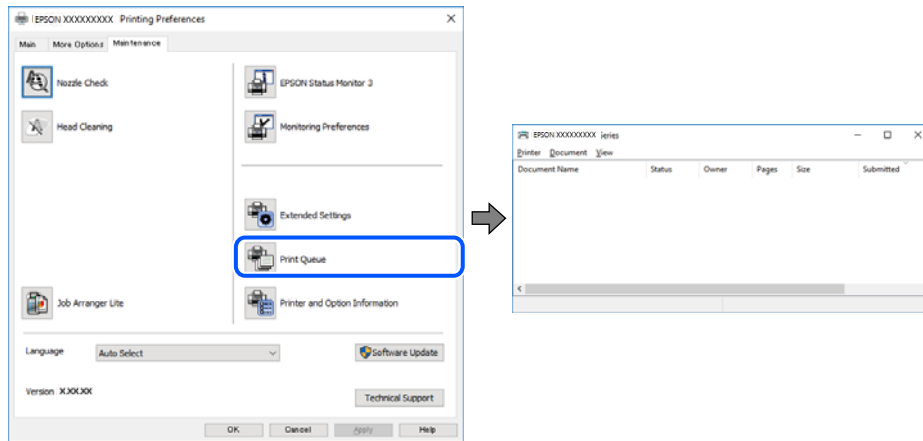
Solutions

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

There is still a job waiting to be printed.

Solutions

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

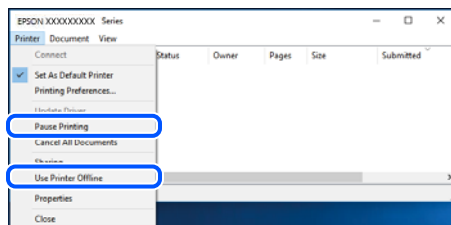


The printer is pending or offline.

Solutions

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

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



The printer is not selected as the default printer.

Solutions

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

Note:

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

Example)

USB connection: EPSON XXXX Series

Network connection: EPSON XXXX Series (network)

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

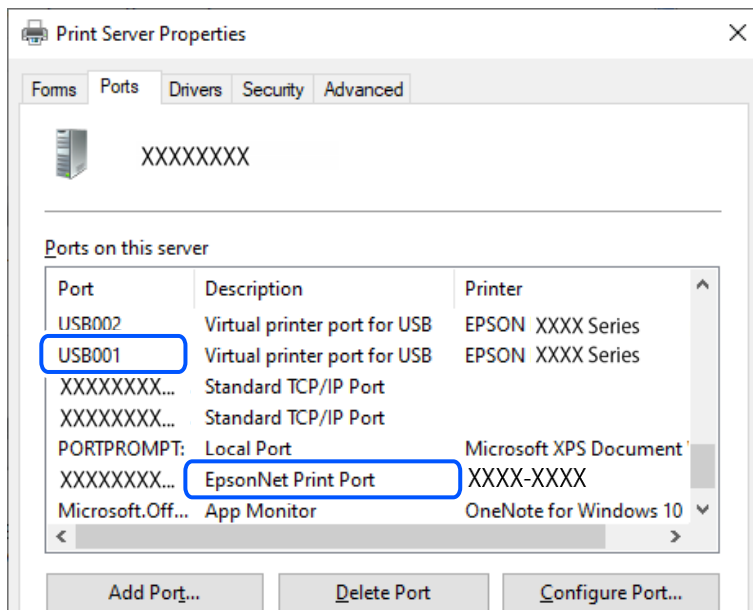
The printer port is not set correctly.

Solutions

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

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

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



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

The following causes can be considered.

There is a problem with the software or data.

Solutions

- Make sure that a genuine Epson printer driver (EPSON XXXXX) is installed. If a genuine Epson printer driver is not installed, the available functions are limited. We recommend using a genuine Epson printer driver.
- If you are printing a large data size image, the computer may run out of memory. Print the image at a lower resolution or a smaller size.
- If you have tried all of the solutions and have not solved the problem, try uninstalling and then reinstalling the printer driver.
- You may be able to clear the problem by updating the software to the latest version. To check the software status, use the software update tool.

➔ [“Checking if a genuine Epson printer driver is installed - Windows” on page 120](#)

➔ [“Checking if a genuine Epson printer driver is installed - Mac OS” on page 122](#)

➔ [“Installing the Applications Separately” on page 119](#)

➔ [“Application for Updating Software and Firmware \(Epson Software Updater\)” on page 217](#)

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

Solutions

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

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

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

The following causes can be considered.

■ **Paper Setup Auto Display is disabled.**

Solutions

Enable **Paper Setup Auto Display** in the following menu.

Settings > Printer Settings > Paper Source Setting > Paper Setup Auto Display

■ **AirPrint is disabled.**

Solutions

Enable the AirPrint setting on Web Config.

➔ [“Application for Configuring Printer Operations \(Web Config\)” on page 216](#)

Cannot Scan Even Though a Connection has been Correctly Established

■ **Scanning at a high resolution over a network.**

Solutions

Try scanning at a lower resolution.

The Printer Cannot Connect by USB

The following causes can be considered.

■ **The USB cable is not plugged into the USB inlet correctly.**

Solutions

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

■ **There is a problem with the USB hub.**

Solutions

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

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

Solutions

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

■ The printer is connected to a SuperSpeed USB port.

Solutions

If you connect the printer to a SuperSpeed USB port using a USB 2.0 cable, a communication error may occur on some computers. In this case, re-connect the printer using one of the following methods.

- Use a USB 3.0 cable (Supported models only).
- Connect to a Hi-Speed USB port on the computer.
- Connect to a SuperSpeed USB port other than the port that generated the communication error.

➔ [“Interface Specifications” on page 226](#)

The Printer Cannot Connect to the Network

Main causes and solutions for network connection problems

Check the following to see if there is a problem with the operation or settings for the connected device.

■ Check the cause of the printer network connection failure.

Solutions

Print out the network connection check report to see the issue and check the recommended solution.

See the following related information for details on reading the network connection check report.

Note:

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

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

➔ [“Messages and Solutions on the Network Connection Report” on page 127](#)

■ Use the Epson Printer Connection Checker to improve the connection to the computer. (Windows)

Solutions

You may be able to solve the problem depending on the results of the check.

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

Epson Printer Connection Checker starts.

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

- Windows 11

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

- Windows 10

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

- Windows 8.1/Windows 8

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

- Windows 7

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

2. Follow the on-screen instructions to check.

Note:

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

[“Checking if a genuine Epson printer driver is installed - Windows” on page 120](#)

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

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

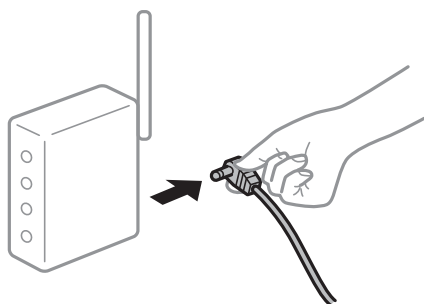
- The printer is not recognized over a network connection
[“Checking the Printer's Network Connection Status \(Network Connection Report\)” on page 126](#)
- The printer is not recognized using a USB connection
[“The Printer Cannot Connect by USB” on page 150](#)
- The printer is recognized, but printing cannot be performed.
[“Cannot Print Even Though a Connection has been Established \(Windows\)” on page 147](#)

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

Solutions

Try the following if you can reset the wireless LAN router in your environment.

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



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

Solutions

Try the following if you can move the device within the setup environment.

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

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

Solutions

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

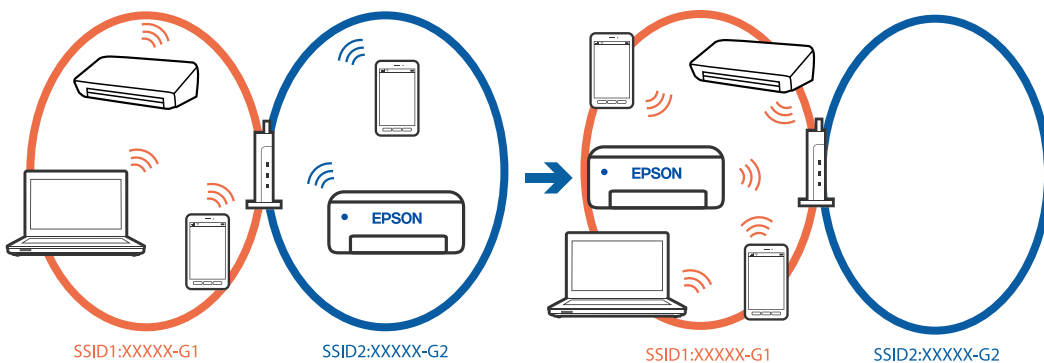
➔ “Re-Setting the Network Connection” on page 122

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

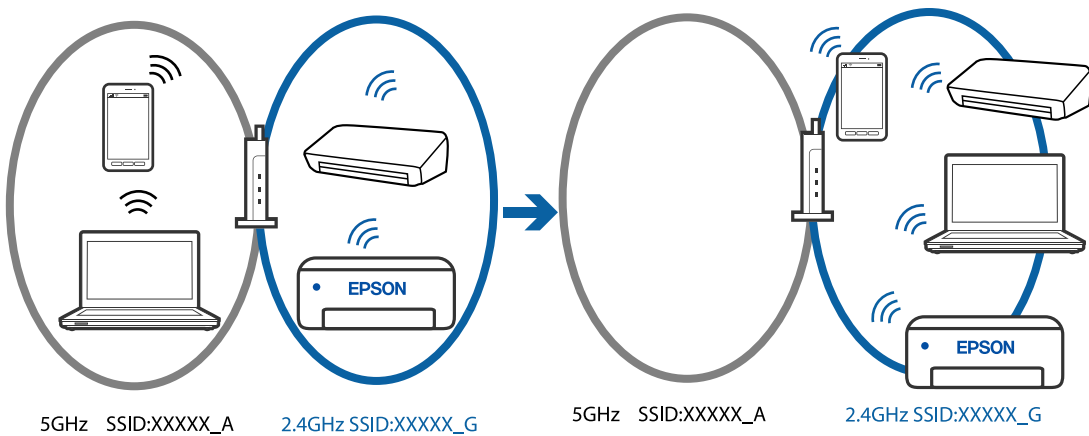
Solutions

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

❑ Example of connecting to different SSIDs



❑ Example of connecting to SSIDs with a different frequency range



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

- ❑ Check the SSID that the printer is connected to by printing out the network connection check report.
- ❑ On all of the computers and smart devices you want to connect to the printer, check the name of the Wi-Fi or network you are connected to.
- ❑ If the printer and your computer or smart device are connected to different networks, reconnect the device to the SSID that the printer is connected to.

■ A privacy separator on the wireless router is available.

Solutions

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

■ The IP address is incorrectly assigned.

Solutions

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

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

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

➔ [“Setting a Static IP Address for the Printer” on page 138](#)

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

Solutions

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

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

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

Solutions

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

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

Paper Does Not Feed Properly

Points to Check

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

■ The installation location is inappropriate.

Solutions

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

➔ [“Environmental Specifications” on page 230](#)

■ **Unsupported paper is being used.**

Solutions

Use paper supported by this printer.

➔ [“Available Paper and Capacities” on page 210](#)

➔ [“Unavailable Paper Types” on page 212](#)

■ **Paper handling is inappropriate.**

Solutions

Follow paper handling precautions.

➔ [“Paper Handling Precautions” on page 28](#)

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

Solutions

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

➔ [“Available Paper and Capacities” on page 210](#)

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

Solutions

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

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

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

Solutions

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

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

Solutions

If the paper you have been using until now does not feed properly, paper dust may be stuck to the roller. Clean the roller.

If paper does not feed even after cleaning the roller, replace the roller.

➔ [“Cleaning the Paper Path for Ink Smears \(when the Surface of the Print Result is Smearred Vertically\)” on page 107](#)

➔ [“Cleaning the Paper Path for Ink Smear \(when the Back of the Print Result is Dirty\)” on page 108](#)

➔ [“It is Time to Replace the Pickup Rollers” on page 191](#)

Paper Feeds at a Slant

The following causes can be considered.

■ **The paper is curled.**

Solutions

If the paper is curled or the edges of the paper are folded, it may touch the print head and be fed at an angle.

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

■ **The paper is loaded incorrectly.**

Solutions

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

➔ [“Loading Paper” on page 30](#)

Several Sheets of Paper are Fed at a Time

The following causes can be considered.

■ **The paper is moist or damp.**

Solutions

Load new paper.

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

Solutions

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

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

Solutions

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

Disc/ID Card Tray is Ejected when You Try to Load It

■ **The disc or ID card has not been placed properly.**

Solutions

Place the disc or ID card again.

➔ [“Loading a Disc” on page 34](#)

➔ [“Loading PVC ID Cards” on page 35](#)

■ **The disc tray was inserted before the printer was ready.**

Solutions

Do not insert the disc tray until you are instructed to do so. Otherwise, an error occurs and the tray is ejected.

Paper Out Error Occurs

■ Paper is not loaded in the center of the rear paper feeder.

Solutions

When a paper out error occurs although paper is loaded in the rear paper feeder, reload paper in the center of the rear paper feeder.

Paper is Ejected During Printing

■ Letterhead is not selected as the paper type.

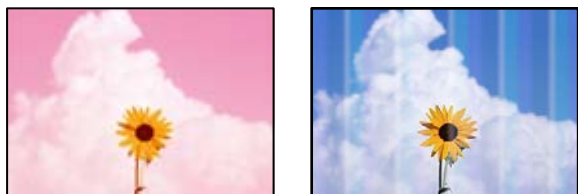
Solutions

When you load letterhead paper (paper on which information such as the sender's name or corporation name are pre-printed in the header), select **Letterhead** as the paper type setting.

Printing, Copying, and Scanning Quality is Poor

Print Quality is Poor

Color Missing, Banding, or Unexpected Colors Appear in Printout



■ The print head nozzles may be clogged.

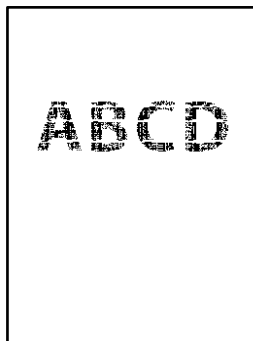
Solutions

- Perform a nozzle check to see if the print head nozzles are clogged. Perform a nozzle check, and then clean the print head if any of the print head nozzles are clogged. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.
- If you printed when the ink levels were too low to be seen in the ink tanks windows, refill the ink tank to the upper lines and then use the **Power Ink Flushing** utility to replace the ink inside the ink tubes. After you use the utility, perform a nozzle check to see if print quality has improved.

➔ [“Checking and Cleaning the Print Head” on page 103](#)

➔ [“Running Power Cleaning” on page 104](#)

Print Quality is Poor with Black Ink



■ The print head nozzles may be clogged.

Solutions

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

[“Checking and Cleaning the Print Head” on page 103](#)

- If you cannot solve the problem using head cleaning, you can print immediately with a mixture of color inks to create composite black by changing the following settings in Windows.

Click **Extended Settings** on the printer driver's **Maintenance** tab. If you select **Use a Mixture of Color Inks to Create Black**, you can print at **Standard** print quality when the **Paper Type** is **Plain paper**, **Letterhead**, or **Envelope**.

Note that this feature cannot solve nozzle clogging. To solve nozzle clogging, we recommend contacting Epson support for repairs.

Colored Banding Appears at Intervals of Approximately 2.5 cm



The following causes can be considered.

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

Solutions

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

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

■ The print quality is set to low.

Solutions

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

- Control panel

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

[“Menu Options for Paper and Print Settings” on page 44](#)

- Windows

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

- Mac OS

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

■ The print head position is out of alignment.

Solutions

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

Blurry Prints, Vertical Banding, or Misalignment



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The following causes can be considered. Check the causes and follow the solutions in order from the top.

■ The print head position is out of alignment.

Solutions

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

■ The bidirectional printing setting is enabled.

Solutions

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

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

- Control panel

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

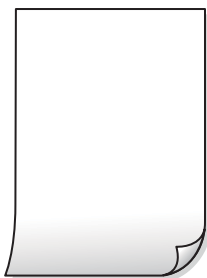
- Windows

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

- Mac OS

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

Printout Comes Out as a Blank Sheet



■ The print head nozzles may be clogged.

Solutions

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

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

Solutions

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

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

Solutions

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

➔ [“Several Sheets of Paper are Fed at a Time” on page 156](#)

■ The paper is curled.

Solutions

If the paper is curled or the edges of the paper are folded, it may touch the print head and be fed at an angle.

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

Paper Is Smearred or Scuffed



The following causes can be considered.

■ Paper is loaded incorrectly.

Solutions

When horizontal banding (perpendicular to the printing direction) appears, or the top or bottom of the paper is smeared, load paper in the correct direction and slide the edge guides to the edges of the paper.

➔ [“Loading Paper” on page 30](#)

■ The paper path is smeared.

Solutions

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

➔ [“Cleaning the Paper Path for Ink Smears \(when the Surface of the Print Result is Smeared Vertically\)” on page 107](#)

➔ [“Cleaning the Paper Path for Ink Smear \(when the Back of the Print Result is Dirty\)” on page 108](#)

■ The paper is curled.

Solutions

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

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

Solutions

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

Control panel

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

Windows

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

Mac OS

Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan, Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **On** as the **Thick paper and envelopes** setting.

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

Solutions

If the back of the paper was printed before the side that had already been printed was dry, ink may stick to the roller inside the printer and transfer to the paper the next time you print. When performing manual 2-sided printing, make sure that the ink is completely dry before reloading the paper.

Printed Photos are Sticky



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

Solutions

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

➔ [“Cleaning the Paper Path for Ink Smears \(when the Surface of the Print Result is Smearred Vertically\)” on page 107](#)

➔ [“Cleaning the Paper Path for Ink Smear \(when the Back of the Print Result is Dirty\)” on page 108](#)

Printed PVC ID Cards are Smearred



■ Try changing the print quality.

Solutions

If ink is smearred when printing on PVC ID cards, change the **Quality** setting to **Economy**.

➔ [“Quality:” on page 70](#)

■ The ink on the printed PVC ID card may not be dry.

Solutions

Do not touch the printed surface until it is completely dry. See the related information link below for more details on PVC ID cards.

Depending on the PVC ID card type or printing data, smearing may occur.

➔ [“PVC ID Card Handling Precautions” on page 35](#)

Images or Photos are Printed in Unexpected Colors



The following causes can be considered.

■ The print head nozzles may be clogged.

Solutions

- ❑ Perform a nozzle check to see if the print head nozzles are clogged. Perform a nozzle check, and then clean the print head if any of the print head nozzles are clogged. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.
- ❑ If you printed when the ink levels were too low to be seen in the ink tanks windows, refill the ink tank to the upper lines and then use the **Power Ink Flushing** utility to replace the ink inside the ink tubes. After you use the utility, perform a nozzle check to see if print quality has improved.

➔ [“Checking and Cleaning the Print Head” on page 103](#)

➔ [“Running Power Cleaning” on page 104](#)

■ Color correction has been applied.

Solutions

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

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

➔ [“Adjusting the Print Color” on page 61](#)

Colors in the Printout Differ from Those on the Display



■ The color properties for the display device you are using have not been adjusted correctly.

Solutions

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

Windows

Access the printer driver window, select **Custom** as the **Color Correction** setting on the **More Options** tab, and then click **Advanced**. Select **EPSON Standard** as the **Color Mode** setting.

Mac OS

Access the print dialog. Select **Color Options** from the pop-up menu, and then click the arrow next to **Advanced Settings**. Select **EPSON Standard** as the **Mode** setting.

■ The display device is reflecting external light.

Solutions

Avoid direct sunlight and confirm the image where an appropriate illuminance is assured.

■ The display device has a high resolution.

Solutions

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

■ The display device and the printer have a different process of producing colors.

Solutions

Colors on a display are not quite identical to those on paper because the display device and the printer have a different process of producing colors. Adjust the color properties so that the colors are identical.

Cannot Print Without Margins



■ Borderless is not set in the print settings.

Solutions

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

Control panel

Select **Borderless** as **Border Setting**.

Windows

Select **Borderless** on the printer driver's **Main** tab.

- Mac OS

Select a borderless paper size from **Paper Size**.

➔ [“Paper for Borderless Printing” on page 211](#)

Edges of the Image are Cropped During Borderless Printing



■ **Because the image is slightly enlarged, the protruding area is cropped.**

Solutions

Select a smaller enlargement setting.

- Control panel

Change the **Expansion** setting.

- Windows

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

- Mac OS

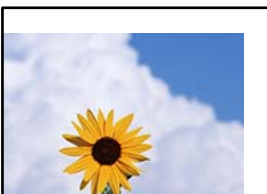
Change the **Expansion** setting from the print dialog's **Print Settings** menu.

■ **Aspect ratio of the image data and the paper size is different.**

Solutions

If the aspect ratio of the image data and the paper size is different, the long side of the image is cropped if it extends beyond the long side of the paper.

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



The following causes can be considered.

■ **There is a job waiting to be printed.**

Solutions

Cancel any paused print jobs.

➔ [“There is still a job waiting to be printed.” on page 148](#)

■ **The computer has been manually put into the Hibernate mode or the Sleep mode while printing.**

Solutions

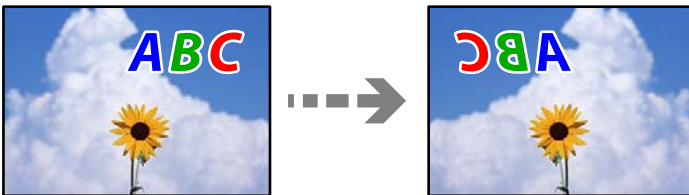
Do not put the computer manually into the **Hibernate** mode or the **Sleep** mode while printing. Pages of garbled text may be printed next time you start the computer.

■ **You are using the printer driver for a different printer.**

Solutions

Make sure that the printer driver you are using is for this printer. Check the printer name on the top of the printer driver window.

The Printed Image Is Inverted



■ **The image is set to invert horizontally in the print settings.**

Solutions

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

Windows

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

Mac OS

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

Mosaic-Like Patterns in the Prints



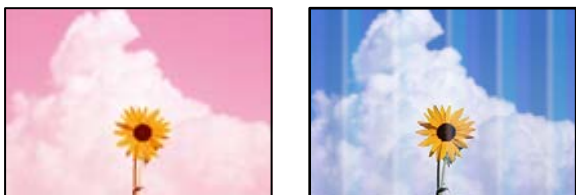
■ Images or photos with a low resolution were printed.

Solutions

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

Copy Quality is Poor

Color Missing, Banding, or Unexpected Colors Appear in Copies



■ The print head nozzles may be clogged.

Solutions

- ❑ Perform a nozzle check to see if the print head nozzles are clogged. Perform a nozzle check, and then clean the print head if any of the print head nozzles are clogged. If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged.
- ❑ If you printed when the ink levels were too low to be seen in the ink tanks windows, refill the ink tank to the upper lines and then use the **Power Ink Flushing** utility to replace the ink inside the ink tubes. After you use the utility, perform a nozzle check to see if print quality has improved.

➔ [“Checking and Cleaning the Print Head” on page 103](#)

➔ [“Running Power Cleaning” on page 104](#)

Colored Banding Appears at Intervals of Approximately 2.5 cm



The following causes can be considered.

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

Solutions

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

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

■ The print quality is set to low.

Solutions

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

Select **Advanced Settings** > **Quality** and then select **High** in each copy menu.

➔ [“Quality:” on page 82](#)

■ The print head position is out of alignment.

Solutions

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

Blurry Copies, Vertical Banding, or Misalignment



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The following causes can be considered.

■ The print head position is out of alignment.

Solutions

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

■ Bidirectional printing is enabled.

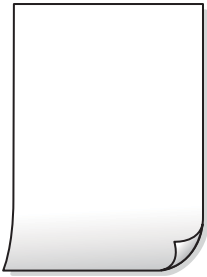
Solutions

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

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

Select **Settings** > **Printer Settings** on the control panel and then disable **Bidirectional** on the control panel.

Printout Comes Out as a Blank Sheet



■ The print head nozzles may be clogged.

Solutions

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

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

Solutions

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

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

Solutions

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

➔ [“Several Sheets of Paper are Fed at a Time” on page 156](#)

Printed at an Angle



■ The paper is curled.

Solutions

If the paper is curled or the edges of the paper are folded, it may touch the print head and be fed at an angle.

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

■ The paper is loaded incorrectly.

Solutions

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

➔ [“Loading Paper” on page 30](#)

Paper Is Smearred or Scuffed



The following causes can be considered.

■ Paper is loaded incorrectly.

Solutions

When horizontal banding (perpendicular to the printing direction) appears, or the top or bottom of the paper is smearred, load paper in the correct direction and slide the edge guides to the edges of the paper.

➔ [“Loading Paper” on page 30](#)

■ The paper path is smearred.

Solutions

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

➔ [“Cleaning the Paper Path for Ink Smears \(when the Surface of the Print Result is Smearred Vertically\)” on page 107](#)

➔ [“Cleaning the Paper Path for Ink Smear \(when the Back of the Print Result is Dirty\)” on page 108](#)

■ The paper is curled.

Solutions

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

Copied Photos are Sticky



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

Solutions

Make sure you are copying on the printable side. If you have accidentally copied on the wrong side of the photo paper, you need to clean the paper path.

- ➔ [“Cleaning the Paper Path for Ink Smears \(when the Surface of the Print Result is Smearred Vertically\)” on page 107](#)
- ➔ [“Cleaning the Paper Path for Ink Smear \(when the Back of the Print Result is Dirty\)” on page 108](#)

Cannot Copy Without Margins



■ Borderless is not set in the print settings.

Solutions

Select **Various copies** > **Borderless Copy**, and then enable the setting. If you select a paper that does not support borderless printing, you cannot enable borderless settings. Select a paper type that supports borderless printing.

- ➔ [“Paper for Borderless Printing” on page 211](#)

Edges of the Image are Cropped During Borderless Copying



■ Because the image is slightly enlarged, the protruding area is cropped.

Solutions

Select a smaller enlargement setting.

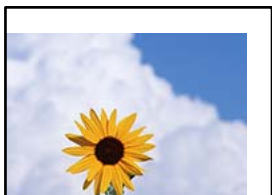
- Copying Photos

Select **Various Prints** > **Various copies** > **Copy/Restore Photos** > **Border Setting** > **Borderless** on the control panel and then change **Expansion** setting.

- Borderless Copying

Select **Various Prints** > **Various copies** > **Borderless Copy** > **Advanced Settings** > **Expansion** on the control panel, and then change the setting.

The Position, Size, or Margins of the Copies are Incorrect



The following causes can be considered.

■ The paper is loaded incorrectly.

Solutions

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

➔ [“Loading Paper” on page 30](#)

■ The originals are not placed correctly.

Solutions

- Make sure the original is placed correctly against the alignment marks.
- If the edge of the scanned image is missing, move the original slightly away from the edge of the scanner glass.

➔ [“Placing Originals” on page 38](#)

■ There is dust or dirt on the scanner glass.

Solutions

When placing the originals on the scanner glass, remove any dust or dirt that has stuck to the originals, and clean the scanner glass. If there is dust or stains on the glass, the copy area may extend to include the dust or stains, resulting in the wrong copying position or small images.

➔ [“Cleaning the Scanner Glass” on page 110](#)

■ The size of the paper is set incorrectly.

Solutions

Select the appropriate paper size setting.

The Copying Position on a disc label is Incorrect



The following causes can be considered.

The printing position needs to be adjusted.

Select **Settings > Printer Settings > Disc label** menu on the control panel and adjust the printing position.

There is dust or dirt on the scanner glass.

When placing the originals on the scanner glass, remove any dust or dirt that has stuck to the originals, and clean the scanner glass. If there is dust or stains on the glass, the copy area may extend to include the dust or stains, resulting in the wrong copying position or small images.

Related Information

➔ [“Cleaning the Scanner Glass” on page 110](#)

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



The following causes can be considered.

■ The paper path is dirty.

Solutions

Load and eject paper without printing to clean the paper path.

➔ [“Cleaning the Paper Path for Ink Smears \(when the Surface of the Print Result is Smearred Vertically\)” on page 107](#)

➔ [“Cleaning the Paper Path for Ink Smear \(when the Back of the Print Result is Dirty\)” on page 108](#)

■ There is dust or dirt on the originals or the scanner glass.

Solutions

Remove any dust or dirt that adheres to the originals, and clean the scanner glass.

➔ [“Cleaning the Scanner Glass” on page 110](#)

■ The original was pressed with too much force.

Solutions

If you press with too much force, blurring, smudges, and spots may occur.

Do not press with too much force on the original or the document cover.

➔ [“Placing Originals” on page 38](#)

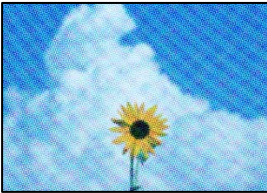
■ **The copy density setting is too high.**

Solutions

Lower the copy density setting.

➔ [“Menu Options for Copying” on page 82](#)

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



■ **If the original is a printed document such as a magazine or a catalog, a dotted moiré pattern appears.**

Solutions

Change the reduce and enlarge setting. If a moiré pattern still appears, place the original at a slightly different angle.

➔ [“Menu Options for Copying” on page 82](#)

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



The following causes can be considered.

■ **When scanning thin originals, images on the back may be scanned at the same time.**

Solutions

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

➔ [“Placing Originals” on page 38](#)

■ **The copy density setting is too high.**

Solutions

Lower the copy density setting.

➔ [“Menu Options for Copying” on page 82](#)

Multiple Originals are Copied onto a Single Sheet



■ The gap between originals is too small.

Solutions

When you place multiple originals on the scanner glass to copy them separately, but they are copied onto a single sheet, place the originals at least 5 mm apart. If the problem continues, place one original at a time.

Scanned Image Problems

Uneven Colors, Dirt, Spots, and so on Appear in the Scanned Image



■ There is dust or dirt on the originals or the scanner glass.

Solutions

Remove any dust or dirt that adheres to the originals, and clean the scanner glass.

➔ [“Cleaning the Scanner Glass” on page 110](#)

■ The original was pressed with too much force.

Solutions

If you press with too much force, blurring, smudges, and spots may occur.

Do not press with too much force on the original or the document cover.

➔ [“Placing Originals” on page 38](#)

Offset Appears in the Background of Scanned Images



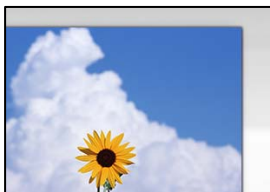
■ **When scanning thin originals, images on the back may be scanned at the same time.**

Solutions

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

➔ [“Placing Originals” on page 37](#)

Cannot Scan the Correct Area



■ **The originals are not placed correctly.**

Solutions

- Make sure the original is placed correctly against the alignment marks.
- If the edge of the scanned image is missing, move the original slightly away from the edge of the scanner glass.

➔ [“Placing Originals” on page 38](#)

■ **There is dust or dirt on the scanner glass.**

Solutions

Remove any trash or dirt from the scanner glass and document cover. If there is any trash or dirt around the original, the scanning range expands to include it.

➔ [“Cleaning the Scanner Glass” on page 110](#)

■ **When scanning multiple originals using Epson ScanSmart, there is not enough of a gap between the originals.**

Solutions

When placing multiple originals on the scanner glass, make sure there is a gap of at least 20 mm (0.8 in.) between the originals.

➔ [“Scanning Multiple Photos at the Same Time” on page 97](#)

Cannot Solve Problems in the Scanned Image

Check the following if you have tried all of the solutions and have not solved the problem.

■ **There are problems with the scanning software settings.**

Solutions

Use Epson Scan 2 Utility to initialize the settings for the scanner software.

Note:

Epson Scan 2 Utility is an application supplied with the scanner software.

Note:

For Windows Server operating systems, make sure the **Desktop Experience** feature is installed.

1. Start the Epson Scan 2 Utility.
 - Windows 11
Click the start button, and then select **All apps > EPSON > Epson Scan 2 Utility**.
 - Windows 10/Windows Server 2022/Windows Server 2019/Windows Server 2016
Click the start button, and then select **EPSON > Epson Scan 2 Utility**.
 - Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Enter the application name in the search charm, and then select the displayed icon.
 - Windows 7/Windows Server 2008 R2/Windows Server 2008
Click the start button, and then select **All Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
 - Mac OS
Select **Go > Applications > Epson Software > Epson Scan 2 Utility**.
2. Select the **Other** tab.
3. Click **Reset**.

If initialization does not solve the problem, uninstall and re-install the scanner software.

➔ [“Installing the Applications Separately” on page 119](#)

Cannot Select Paper Type or Paper Source in Printer Driver

■ A genuine Epson printer driver has not been installed.

Solutions

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

➔ [“Checking if a genuine Epson printer driver is installed - Windows” on page 120](#)

➔ [“Checking if a genuine Epson printer driver is installed - Mac OS” on page 122](#)

A Message is Displayed on the LCD Screen

If an error message is displayed on the LCD screen, follow the on-screen instructions or the solutions below to solve the problem.

Error Messages	Solutions
Printer Error Turn on the printer again. See your documentation for more details.	Remove any paper or protective material in the printer. If the error message is still displayed, contact Epson support.

Error Messages	Solutions
The printer's borderless printing ink pad is nearing the end of its service life. It is not a user-replaceable part. Please contact Epson support.	Contact Epson or an authorised Epson service provider to replace the borderless printing ink pad*. It is not a user-serviceable part. The message will be displayed until the ink pad is replaced. Select Dismiss to resume printing.
The printer's borderless printing ink pad has reached the end of its service life. It is not a user-replaceable part. Please contact Epson support.	Contact Epson or an authorised Epson service provider to replace the borderless printing ink pad*. It is not a user-serviceable part. Borderless printing is not available, but printing with a border is available.
Paper jam. Follow the steps on the screen to remove the jammed paper.	Remove the paper from the printer and press the button displayed on the bottom of the LCD screen to clear the error. In some cases, you need to turn the power off and on again.
Paper Configuration is set to Off. Some features may not be available. For details, see your documentation.	If Paper Setup Auto Display is disabled, you cannot use AirPrint.
System Error An error occurred. Turn the device off and back on again. If this occurs again, contact Epson support.	Try the following solutions. 1. Turn the printer off and on again. 2. If you are using a Wi-Fi connection, turn the wireless router off and on again. If the error message is still displayed, make a note of the error code, and then contact Epson support.
The combination of the IP address and the subnet mask is invalid. See your documentation for more details.	Enter the correct IP address or default gateway. Contact the person who setup the network for assistance.
To use cloud services, update the root certificate from the Epson Web Config utility.	Run Web Config, and then update the root certificate.
Recovery Mode	The printer has started in recovery mode because the firmware update failed. Follow the steps below to try to update the firmware again. 1. Connect the computer and the printer with a USB cable. (During recovery mode, you cannot update the firmware over a network connection.) 2. Visit your local Epson website for further instructions.

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

Paper Gets Jammed

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

The LCD screen displays an animation that shows you how to remove jammed paper.

 **Caution:**

Never touch the buttons on the control panel while your hand is inside the printer. If the printer starts operating, it could cause an injury. Be careful not to touch the protruding parts to avoid injury.

 **Important:**

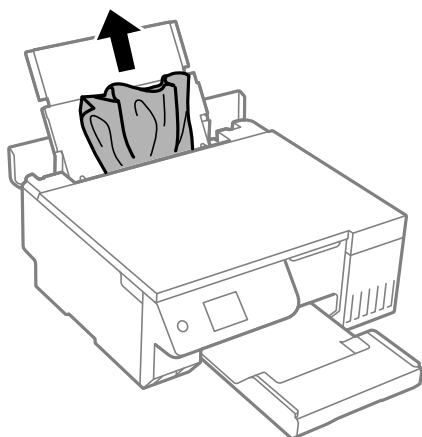
Remove the jammed paper carefully. Removing the paper vigorously may cause damage to the printer.

Removing Jammed Paper

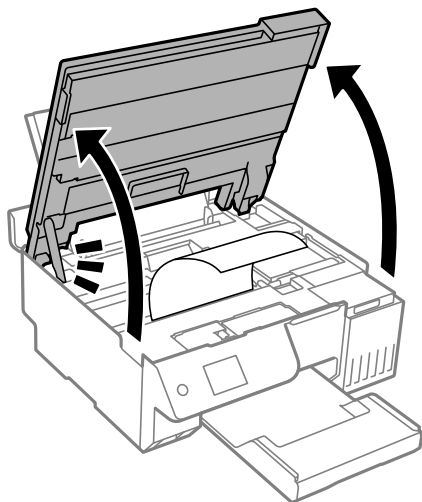
 **Caution:**

Never touch the buttons on the control panel while your hand is inside the printer. If the printer starts operating, it could cause an injury. Be careful not to touch the protruding parts to avoid injury.

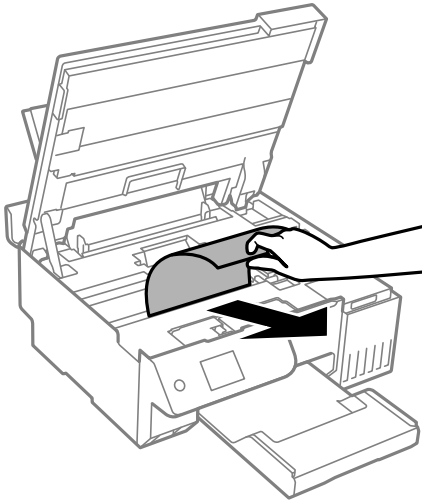
1. Remove the jammed paper from the rear paper feeder.



2. Open the scanner unit.

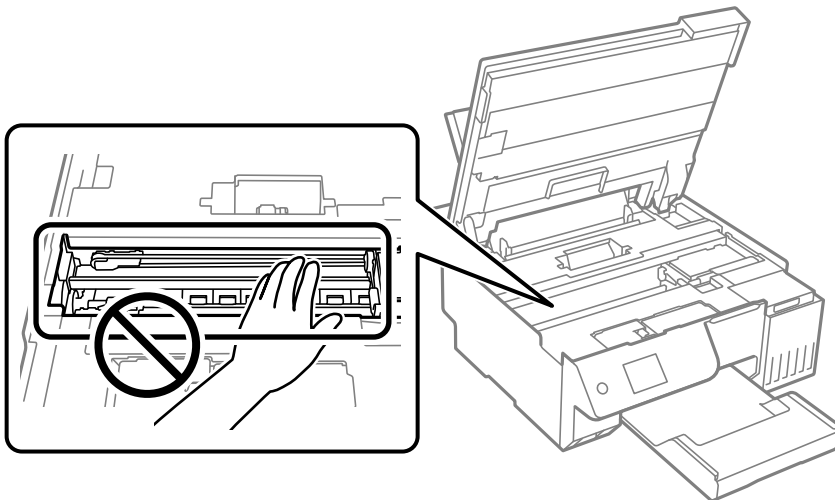


3. Remove the jammed paper.

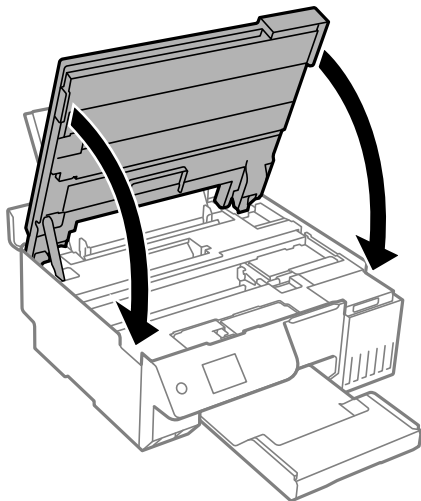


Important:

Do not touch the white flat cable, translucent film, or transportation lock inside the printer. Doing so may cause a malfunction.



4. Close the scanner unit.



Note:

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

Preventing Paper Jams

Check the following if paper jams occur frequently.

- Place the printer on a flat surface and operate in the recommended environmental conditions.
[“Environmental Specifications” on page 230](#)
- Use the paper supported by this printer.
[“Available Paper and Capacities” on page 210](#)
- Follow paper handling precautions.
[“Paper Handling Precautions” on page 28](#)
- Load paper in the correct direction, and slide the edge guide against the edge of the paper.
[“Loading Paper in the Rear Paper Feeder” on page 31](#)
- Do not load more than the maximum number of sheets specified for paper.
- Load one sheet of paper at a time if you have loaded several sheets of paper.
- Make sure the paper size and paper type settings match the actual paper size and paper type loaded in the printer.
[“List of Paper Type” on page 29](#)
- There may be a foreign object inside the printer.
[“If you cannot clear a paper jam or paper out error” on page 200](#)
- Clean the roller inside the printer. If paper does not feed even after cleaning the roller, replace the roller.
[“Cleaning the Paper Path for Paper Feeding Problems” on page 100](#)
[“It is Time to Replace the Pickup Rollers” on page 191](#)

Related Information

- ➔ [“If you cannot clear a paper jam or paper out error” on page 200](#)

It is Time to Refill the Ink

Ink Bottle Handling Precautions

Read the following instructions before refilling ink.

Storing precautions for ink

- Keep the ink bottles out of direct sunlight.
- Do not store the ink bottles in high or freezing temperatures.
- Epson recommends using the ink bottle before the date printed on the package.
- When storing or transporting an ink bottle, 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 precautions to prevent ink from leaking when transporting the bottle, for example, putting the bottle in a bag.
- After bringing an ink bottle inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- Do not open the ink bottle package until you are ready to fill the ink tank. The ink bottle is vacuum packed to maintain its reliability. If you leave an ink bottle unpacked for a long time before using it, normal printing may not be possible.
- Once you open an ink bottle, we recommend using it as soon as possible.

Handling precautions for refilling ink

- To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the ink tank when your printer indicates to refill ink. The yields quoted for you do not include this reserve.
- For optimum print results do not maintain low ink levels for extended periods of time.
- Use ink bottles with the correct part code for this printer.
- The ink for this printer must be handled carefully. Ink may splatter when the ink tanks are being filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off.
- Do not shake too vigorously or squeeze the ink bottles.
- Prolonged use of the printer when the ink level is below the lower line could damage the printer. Fill the ink tank to the upper line while the printer is not operating. To display the correct ink level estimates, reset the ink level after filling the tank.
- To obtain optimum printing results, refill the ink tanks to the upper line at least once every year.

Ink consumption

- To maintain optimum print head performance, some ink is consumed from all ink tanks during maintenance operations such as print head cleaning. Ink may also be consumed when you turn the printer on.
- When printing in monochrome or grayscale, color inks instead of black ink may be used depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.
- The ink in the ink bottles supplied with your printer is partly used during initial setup. In order to produce high quality printouts, the print head in your printer will be fully charged with ink. This one-off process consumes a quantity of ink and therefore these bottles may print fewer pages compared to subsequent ink bottles.

- ❑ Quoted yields may vary depending on the images that you are printing, the paper type that you are using, the frequency of your prints and environmental conditions such as temperature.
- ❑ Visually check ink levels in the actual ink tanks. Prolonged use of the printer when the ink is expended could damage the printer. Epson recommends filling the ink tank to the upper line when the printer is not operating to reset the ink level.

Refilling the Ink Tank

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

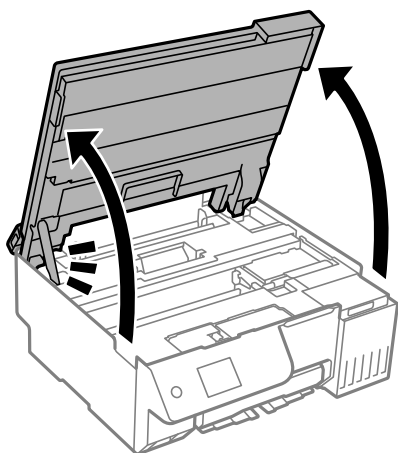
To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Fill Ink**.

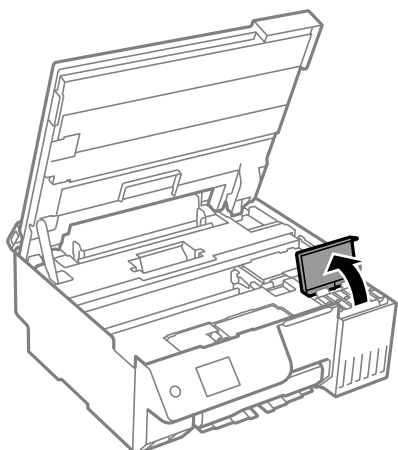
3. Press the ▼ button to read all the safety and usage precautions for filling ink, and then press the OK button to continue.

4. Close the document cover if it is open.

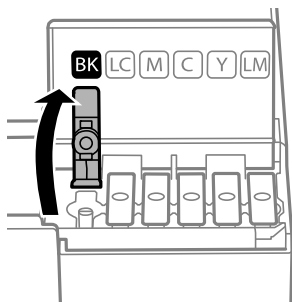
5. Open the scanner unit with both hands until it locks.



6. Open the ink tank cover.



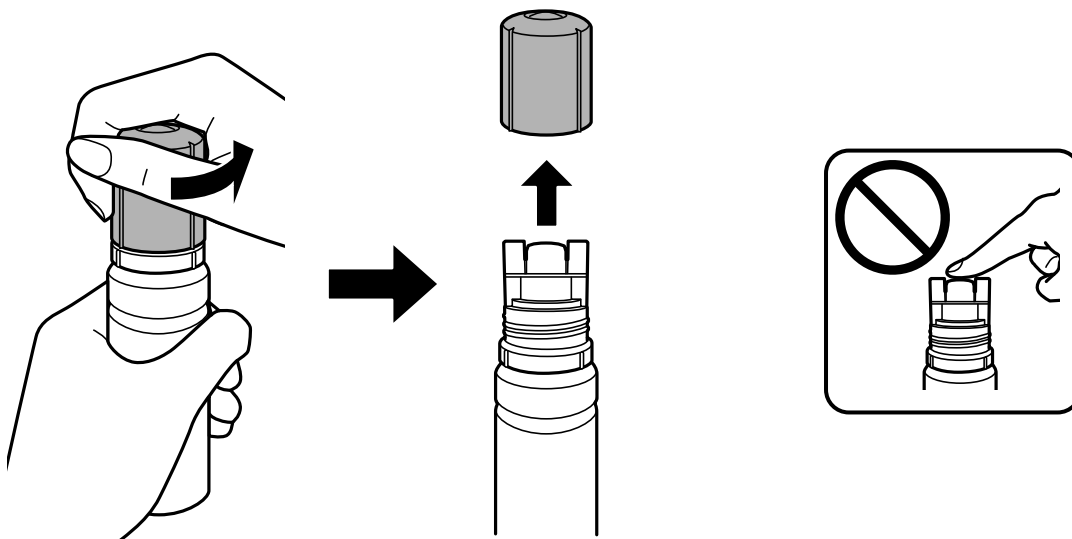
7. Open the cap of the ink tank.



Important:

Make sure that the color of the ink tank matches the ink color that you want to refill.

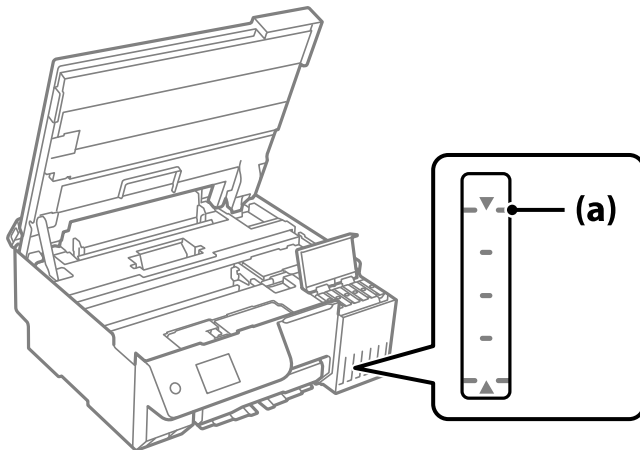
8. While holding the ink bottle upright, turn the cap slowly to remove it.



Important:

- Epson recommends the use of genuine Epson ink bottles.*
- Be careful not to spill any ink.*

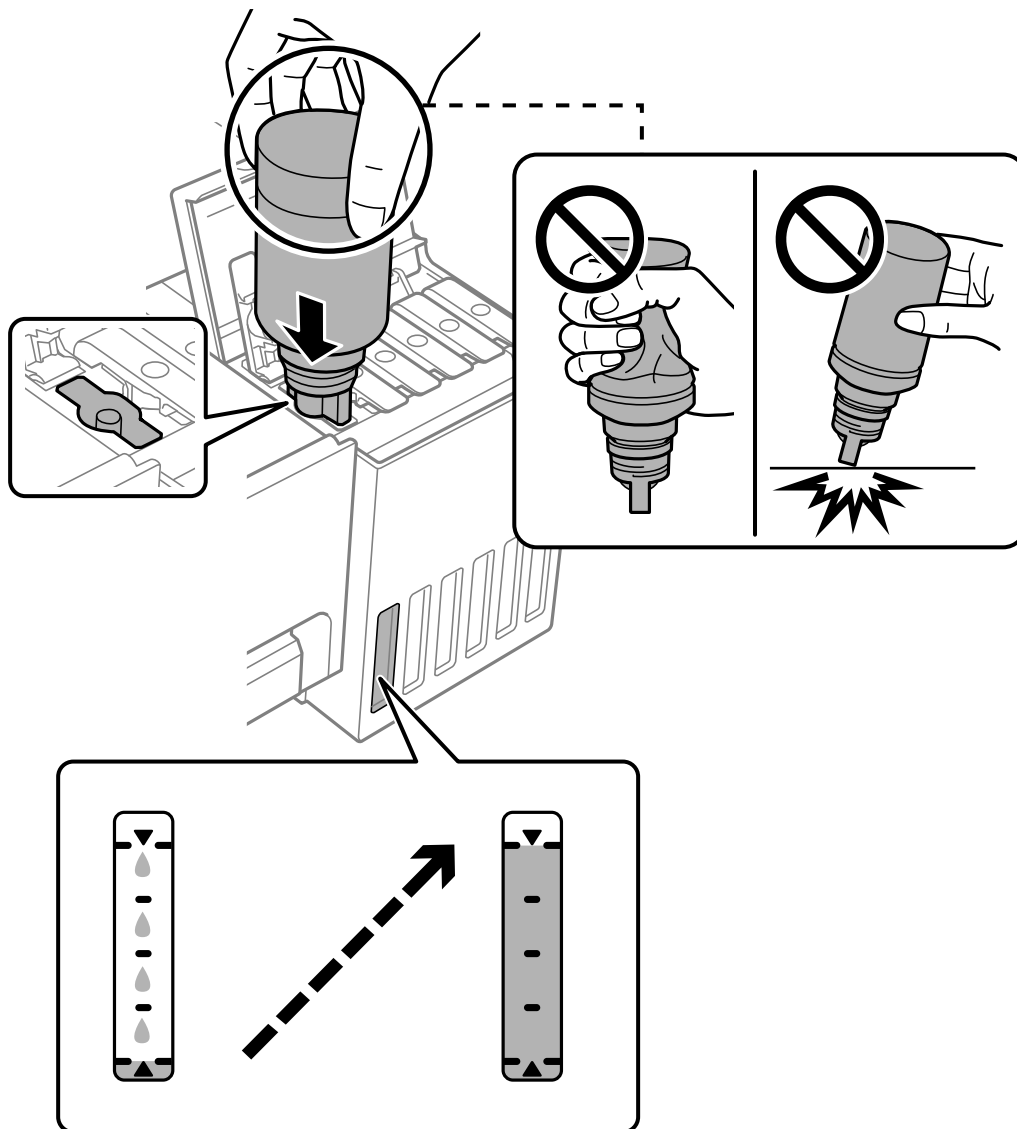
9. Check the upper line (a) in the ink tank.



10. Align the top of the ink bottle with the filling port, and then insert it straight into the port to fill ink until it stops automatically at the upper line.

When you insert the ink bottle into the filling port for the correct color, ink starts pouring and the flow stops automatically when the ink reaches the upper line.

If the ink does not start flowing into the tank, remove the ink bottle and reinsert it. However, do not remove and reinsert the ink bottle when the ink has reached the upper line. otherwise ink may leak or the printer may be damaged if the ink rises above the upper line.



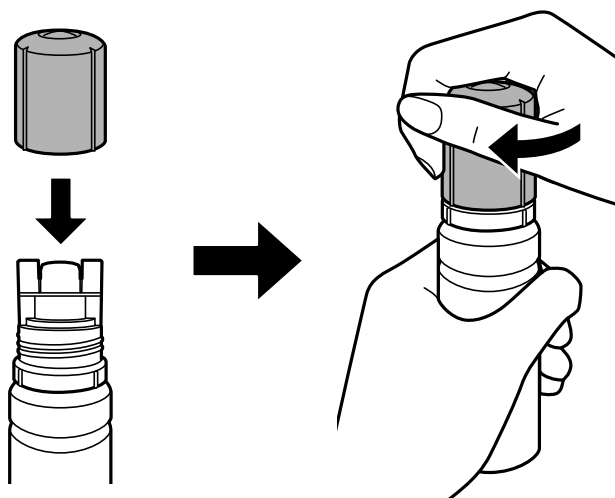
11. When you have finished filling the ink, remove the ink bottle.

! *Important:*

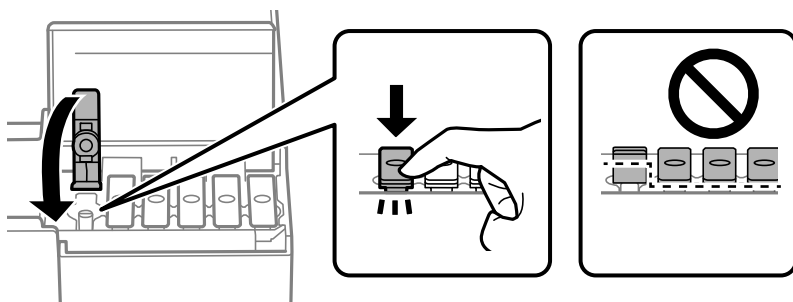
Do not leave the ink bottle inserted; otherwise the bottle may be damaged or ink may leak.

Note:

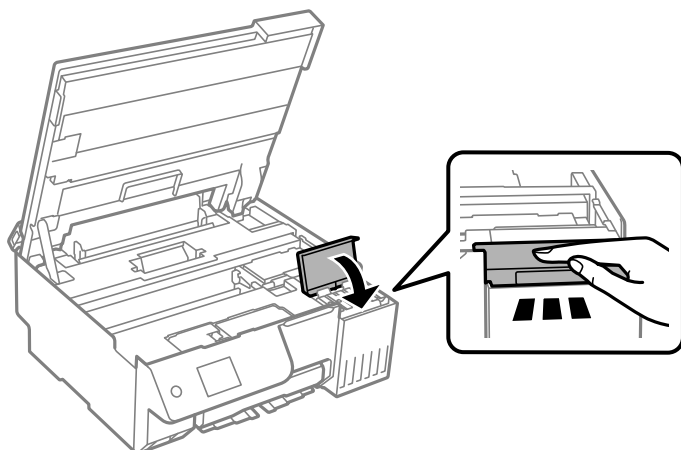
If any ink remains in the ink bottle, tighten the cap and store the bottle upright for later use.



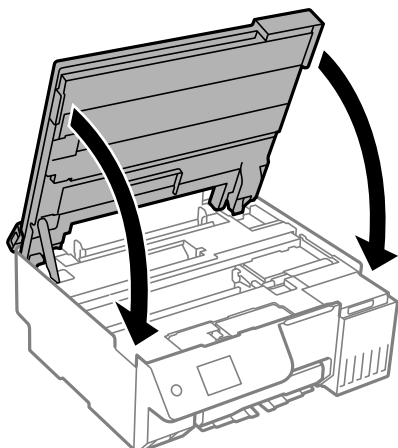
12. Close the ink tank cap securely.



13. Close the ink tank cover firmly.



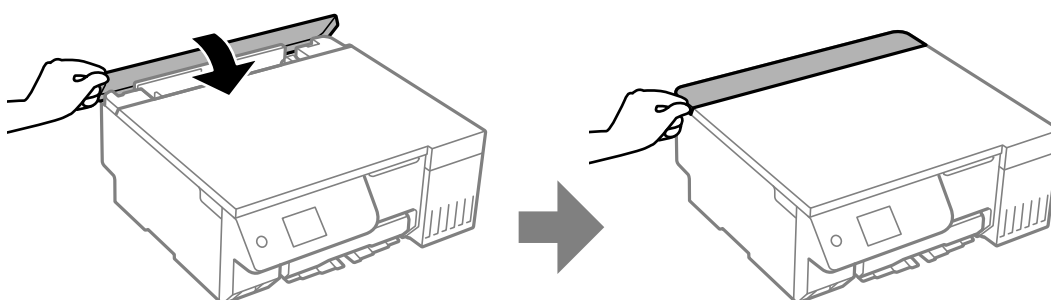
14. Close the scanner unit.




Note:

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

15. Close the feeder guard.



16. Press the  button, and then follow the on-screen instructions to set the ink level.

 **Important:**

Even if you do not refill ink up to the upper line on the ink tank, you can continue using the printer. To keep your printer operating at its best, however, fill ink tank up to the upper line and reset the ink level immediately.

Related Information

- ➔ [“Ink Bottle Handling Precautions” on page 183](#)
- ➔ [“Ink Bottle Codes” on page 213](#)

Notes on Resetting the Ink Level

Be sure to reset the ink level after refilling the ink.

If you refilled two or more colors, you need to select all of the colors that you refilled and reset the ink level.

Unless you reset the ink level, the ink level displayed does not change even after refilling the ink.

Related Information

➔ [“Checking the Status of Consumables” on page 100](#)

It is Time to Replace the Maintenance Box

Maintenance Box Handling Precautions

Read the following instructions before replacing the maintenance box.

- Do not touch the green chip on the side of the maintenance box. Doing so may prevent normal operation and printing.
- Do not replace the maintenance box during printing; otherwise, ink may leak.
- Do not remove the maintenance box and open its cover except when replacing the maintenance box; otherwise ink may leak.
- Do not reuse a maintenance box which has been removed and left detached for a long period. Ink inside the box will have solidified and no more ink can be absorbed.
- Do not tilt the used maintenance box until after it is sealed in the plastic bag; otherwise ink may leak.
- Do not store the maintenance box in high or freezing temperatures.
- Keep the maintenance box out of direct sunlight.
- Do not drop the maintenance box or subject it to strong shocks.
- Do not touch the openings in the maintenance box as you may get smeared with ink.

Replacing a Maintenance Box

In some print cycles a very small amount of surplus ink may be collected in the maintenance box. To prevent ink leakage from the maintenance box, the printer is designed to stop printing when the absorbing capacity of the maintenance box has reached its limit. Whether and how often this is required will vary according to the number of pages you print, the type of material that you print and the number of cleaning cycles that the printer performs.

When a message is displayed prompting you to replace the maintenance box, refer to the animations displayed on the control panel. The need for replacement of the box does not mean that your printer has ceased to operate in accordance with its specifications. The Epson warranty does not cover the cost of this replacement. It is a user-serviceable part.

Maintenance Error

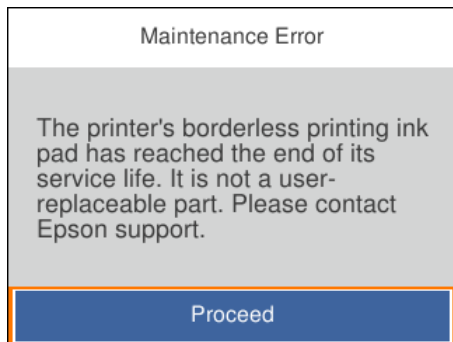
The Maintenance Box is at the end of its service life.
You need to replace it.
Refer to the following code when purchasing.

Product Number: C9345

Next

Note:

- ❑ When the maintenance box is full, you cannot print and clean the print head until it is replaced to avoid ink leakage. However, you can perform operations that do not use ink such as scanning.
- ❑ When the following screen is displayed, the part cannot be replaced by users. Contact Epson support. Borderless printing is not available, but printing with a border is available.



Related Information

- ➔ [“Maintenance Box Handling Precautions” on page 190](#)
- ➔ [“Maintenance Box Code” on page 213](#)


It is Time to Replace the Pickup Rollers

It is Time to Replace the Pickup Rollers

When paper is not loaded correctly even if the pickup roller has been cleaned, replace it. Reset the number of sheets that have been fed onto the pickup roller after replacing it.

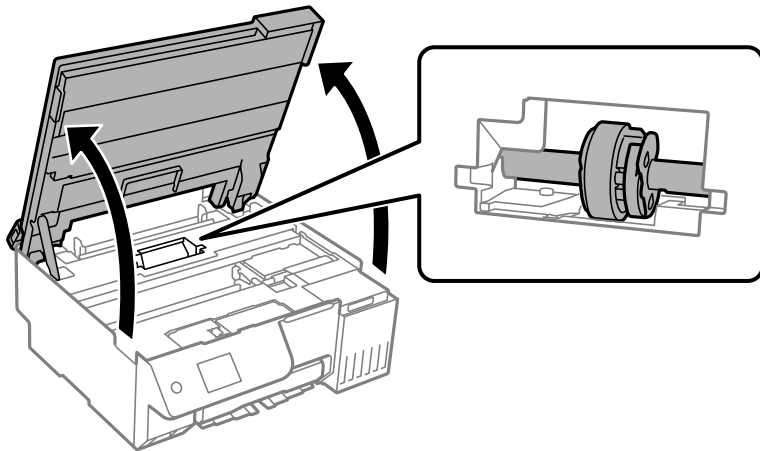
 You can also watch the procedure in the Web Video Manuals. Access the following website.

<https://support.epson.net/publist/vlink.php?code=NPD7154>

1. Press the  button to turn off the printer.
2. Unplug the power cord.

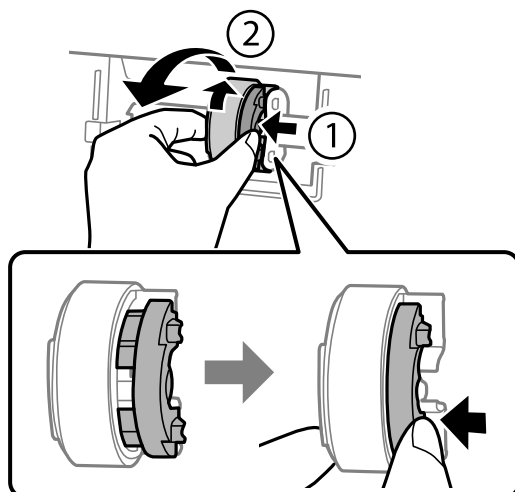
3. Open the scanner unit.

You can find the pickup roller in the position indicated in the following illustration.



4. Remove the pickup roller.

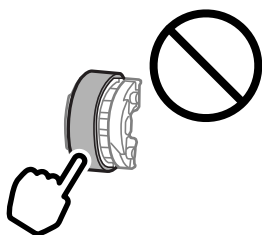
Press the tab on the right side of the pickup roller, slide it backward, and then pull it straight up.



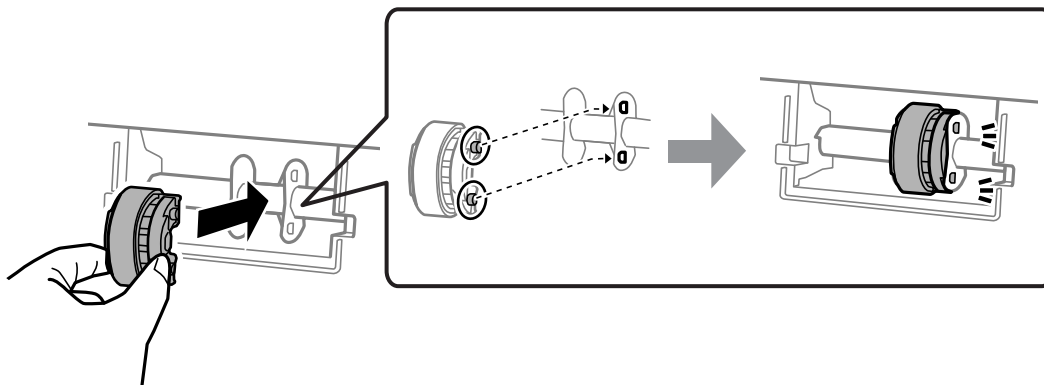
5. Remove the new pickup roller from its package.

! *Important:*

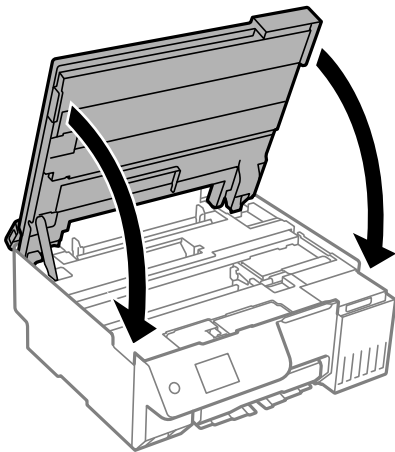
Do not touch the rubber part on the pickup roller.



6. Press the tab on the right side, and then align the protruding parts with the holes to attach the new pickup roller.



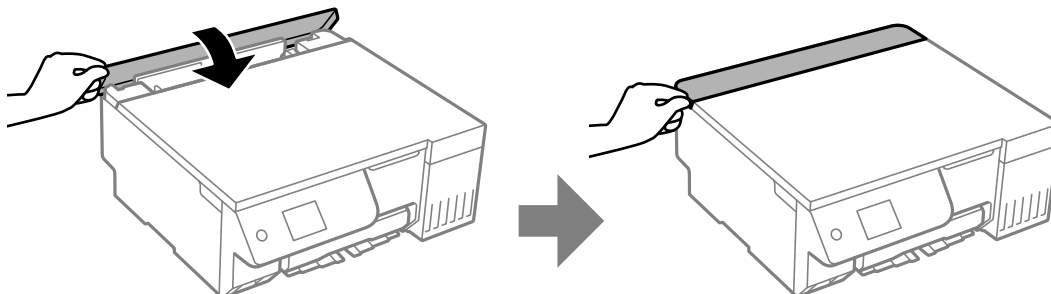
7. Close the scanner unit.




Note:

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

8. Close the feeder guard.

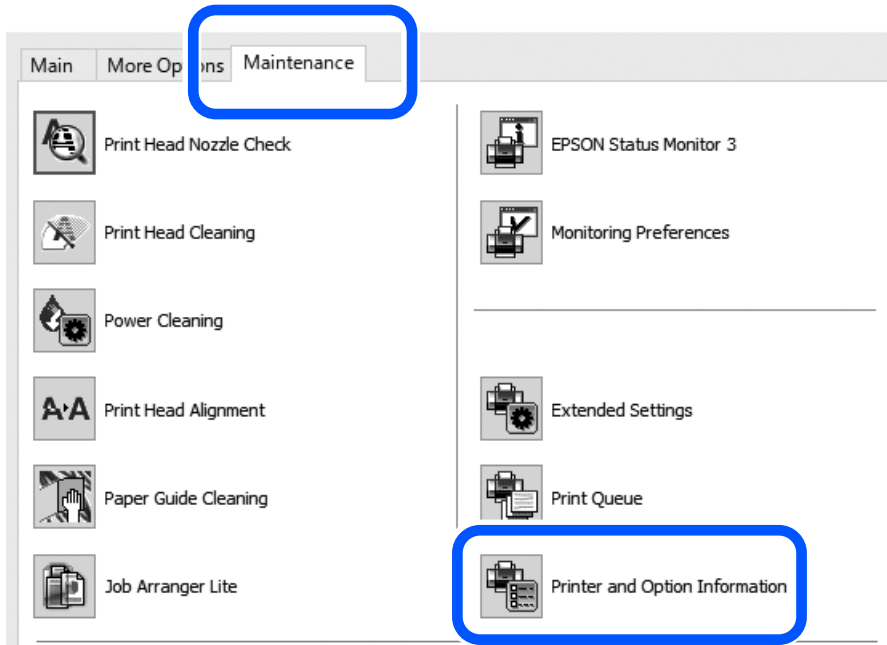


9. Connect the power cord.
10. Press the  button to turn on the printer.
11. Access the printer driver on the computer.

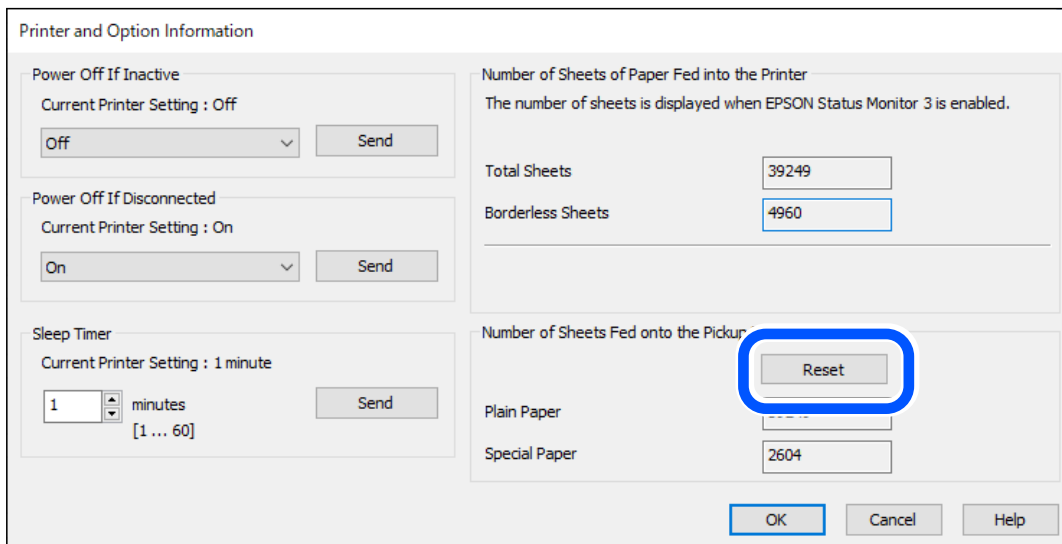
12. Reset the roller counter from the printer driver.

❑ Windows

Select the **Maintenance** tab, and then select **Printer and Option Information**.

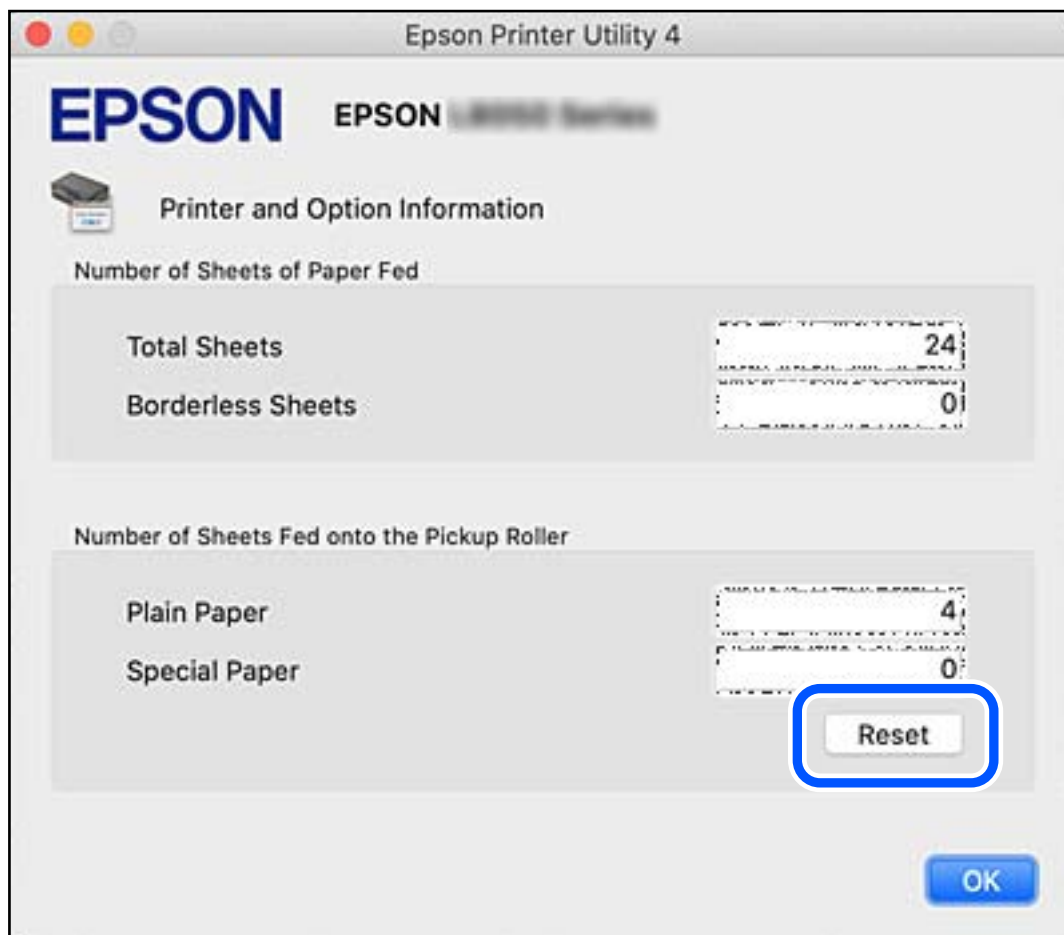


Click **Reset** from Number of Sheets Fed onto the Pickup Roller.



❑ Mac OS

Select the Apple menu > **System Preferences** > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**) > Epson(XXXX) > **Options & Supplies** > **Utility** > **Open Printer Utility** > **Printer and Option Information**, and then click **Reset** from Number of Sheets Fed onto the Pickup Roller.



Cannot Operate the Printer as Expected

The Printer Does Not Turn On or Off

Power Does Not Turn On

The following causes can be considered.

- **The power cord is not plugged in properly to the electrical outlet.**

Solutions

Make sure the power cord is securely plugged in.

■ The button was not pressed for long enough.



Solutions

Hold down the  button for a little longer.

Power Does Not Turn Off

■ The button was not pressed for long enough.

Solutions

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

Power Turns Off Automatically

■ The Power Off Settings or Power Off Timer feature is enabled.

Solutions

- Select **Settings > Basic Settings > Power Off Settings**, and then disable the **Power Off If Inactive** and **Power Off If Disconnected** settings.
- Select **Settings > Basic Settings**, and then disable the **Power Off Timer** Setting.

Note:

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

Operations are Slow

Printing Is Too Slow

The following causes can be considered.

■ Unnecessary applications are running.

Solutions

Close any unnecessary applications on your computer or smart device.

■ The print quality is set to high.

Solutions

Lower the quality setting.

■ Bidirectional printing is disabled.

Solutions


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

- Control panel
Enable **Bidirectional** in **Settings > Printer Settings**.
- Windows
Select **Bidirectional Printing** on the printer driver's **More Options** tab.
- Mac OS
Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan, Print & Fax**), and then select the printer. Click **Options & Supplies > Options** (or **Driver**). Select On as the **High Speed Printing** setting.

■ **Quiet Mode is enabled.**

Solutions

Disable **Quiet Mode**. The printing speed slows down when the printer is running in **Quiet Mode**.

- Control panel
Select  on the home screen, and then select **Off**.
- Windows
Select **Off** as the **Quiet Mode** setting on the printer driver's **Main** tab.
- Mac OS
Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan, Print & Fax**), and then select the printer. Click **Options & Supplies > Options** (or **Driver**). Select Off as the **Quiet Mode** setting.

■ **There may be network connection problems with the wireless router.**

Solutions

Reboot the wireless router while taking into consideration other users connected to the network. If this does not solve the problem, place the printer closer to your wireless router or see the documentation provided with the access point.

■ **The printer is printing high density data such as photos on plain paper.**

Solutions

If you are printing high-density data such as photos on plain paper, printing may take some time to maintain print quality. This is not a malfunction.

Printing Slows Down Dramatically During Continuous Printing

■ **The function that prevents the printer mechanism from overheating and being damaged is operating.**

Solutions

You can continue printing. To return to normal printing speed, leave the printer idle for at least 30 minutes. Printing speed does not return to normal if the power is off.

Scanning Speed Is Slow

■ Scanning at a high resolution.

Solutions

Try scanning at a lower resolution.

LCD Screen Gets Dark

■ The printer is in sleep mode.

Solutions

Press any button on the control panel to return the LCD screen to its former state.

"!" is Displayed on the Screen and you Cannot Select Photos

■ The image file is not supported.

Solutions

"!" is displayed on the LCD screen when the image file is not supported by the product. Use files supported by the product.

➔ [“Supported Data Specifications” on page 228](#)

■ The file name is too long to be recognized by the printer.

Solutions

You can print photos by saving the image files on the memory device to your computer or smart device. For smart devices, you can print using Epson Smart Panel.

Cannot Save Data to a Memory Device

The following causes can be considered.

■ A non-supported memory device is being used.

Solutions

Use a memory device supported by the product.

➔ [“Memory Device Specifications” on page 228](#)

■ The memory device is write-protected.

Solutions

Disable write protection on the memory device.

■ There is not enough free space on the memory device.

Solutions

Delete unnecessary data or insert another memory device.


Operation Sounds Are Loud

■ Quiet Mode is disabled on the printer.

Solutions

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

- Control panel

Select  on the home screen, and then enable **Quiet Mode**.

- Windows

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

- Mac OS

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

The Root Certificate Needs to be Updated

■ The root certificate has expired.

Solutions

Run Web Config, and then update the root certificate.

➔ [“Application for Configuring Printer Operations \(Web Config\)” on page 216](#)

Cannot Perform Manual 2-sided Printing (Windows)

■ EPSON Status Monitor 3 is disabled.

Solutions

On the printer driver's **Maintenance** tab, click **Extended Settings**, and then select **Enable EPSON Status Monitor 3**.

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

The Print Settings Menu is Not Displayed (Mac OS)

■ The Epson Printer Driver has Not been Installed Correctly.

Solutions

If the **Print Settings** menu is not displayed on macOS Catalina (10.15) or later, macOS High Sierra (10.13), macOS Sierra (10.12), OS X El Capitan (10.11), OS X Yosemite (10.10), OS X Mavericks (10.9), the Epson printer driver has not been installed correctly. Enable it from the following menu.

Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan, Print & Fax**), remove the printer, and then add the printer again.

macOS Mojave (10.14) cannot access **Print Settings** in applications made by Apple such as TextEdit.

A Message Prompting You to Reset the Ink Level is Displayed Even After Refilling the Ink

■ Ink level was not reset.

Solutions

After refilling the ink, follow the on-screen instructions to reset the ink level.

➔ [“Notes on Resetting the Ink Level” on page 189](#)

The Ink Level Display does not Change Even After Refilling the Ink

■ Ink level was not reset.


Solutions

After refilling the ink, follow the on-screen instructions to reset the ink level.

➔ [“Notes on Resetting the Ink Level” on page 189](#)

If you cannot clear a paper jam or paper out error

There may be foreign objects inside the printer. Follow the steps below to remove them.

1. Turn off the printer by pressing the  button.
2. Unplug the power cord, and then disconnect the power cord from the printer.



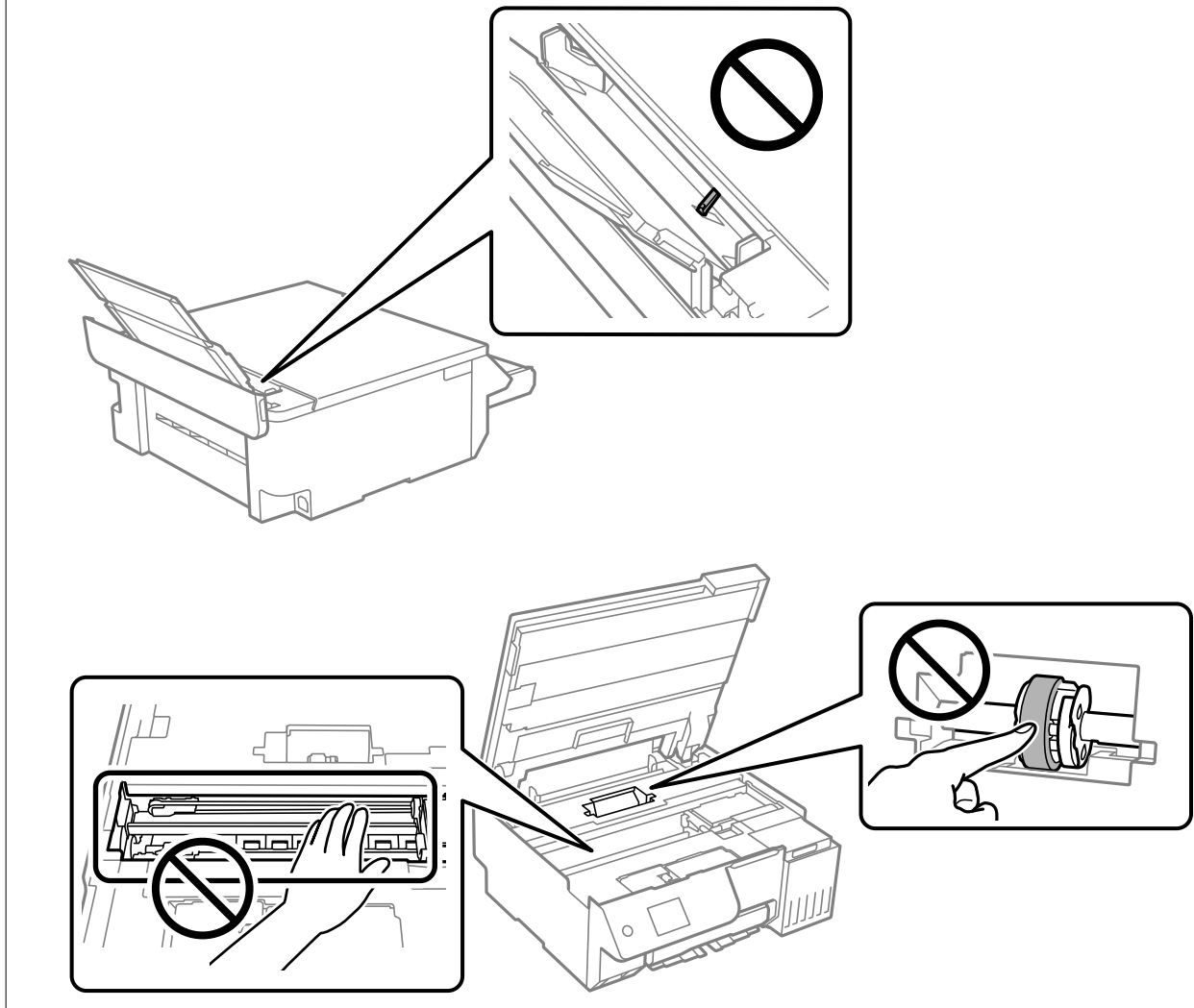
Important:

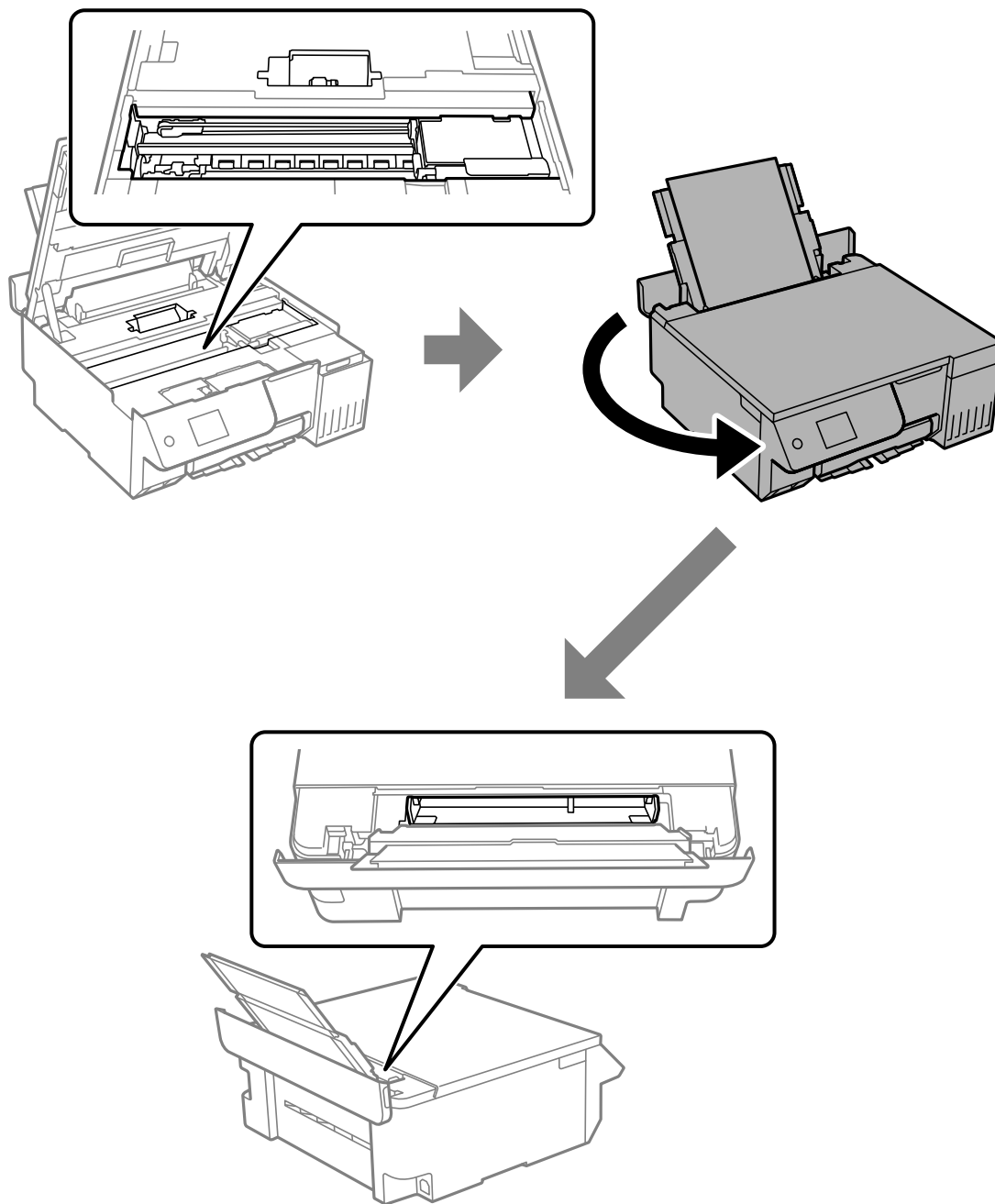
Unplug the power cord when the power light is off. Otherwise, the print head does not return to the home position causing the ink to dry, and printing may become impossible.

3. Check the following points to make sure there are no foreign objects inside the printer.

! *Important:*

Be careful not to touch the points shown in the following illustration when removing foreign objects, otherwise the printer may be damaged.

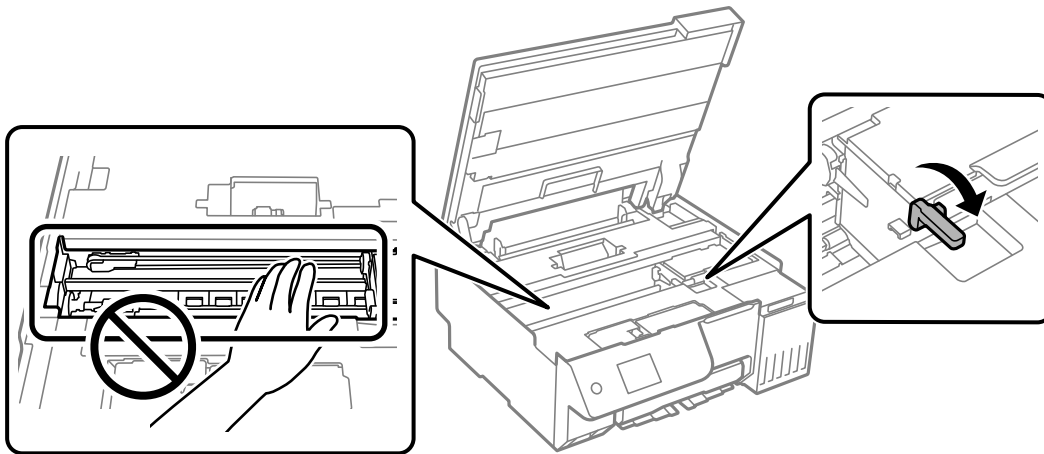




4. If you find any foreign objects, remove them with tweezers.

If you could not remove the foreign objects, go to step 5, if you could remove them, go to step 9.

5. Set the transportation lock to the locked (Transport) position.

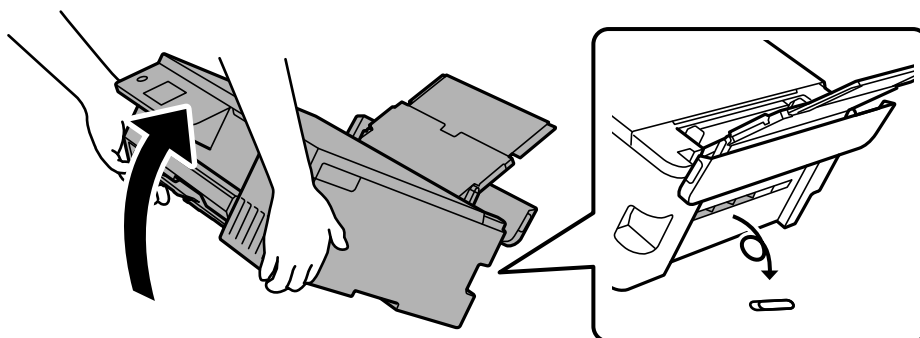
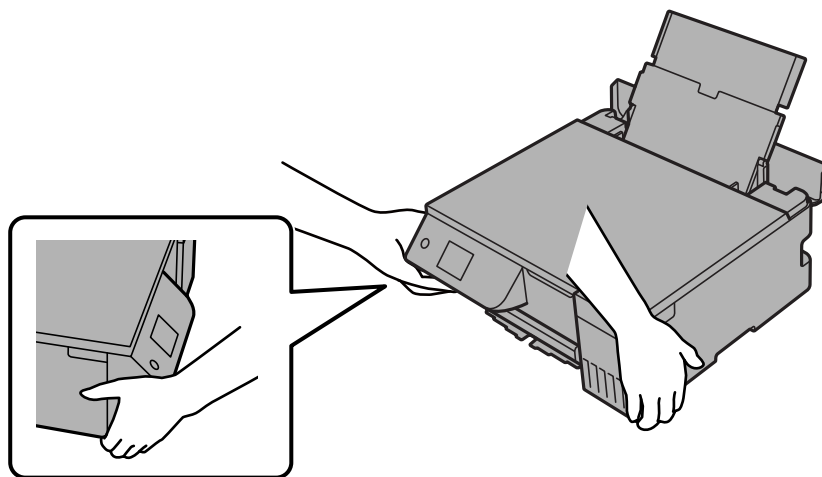
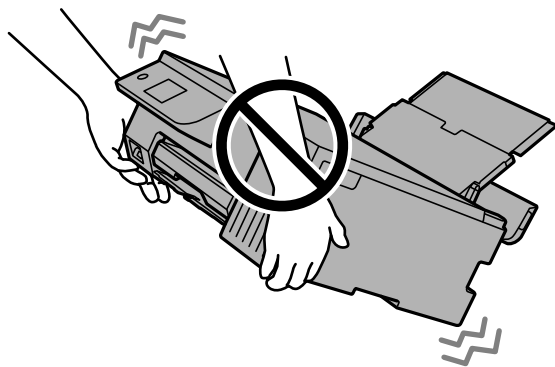


[“Transporting and Storing the Printer” on page 139](#)

6. With the rear paper feeder pulled out, hold both sides of the front of the printer, and tilt the printer approximately 45 degrees to the rear.

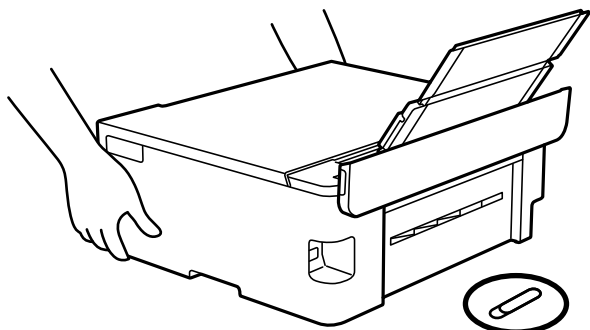
! *Important:*

When tilting the printer, be careful not to shake it, otherwise ink may leak or the printer may be damaged.



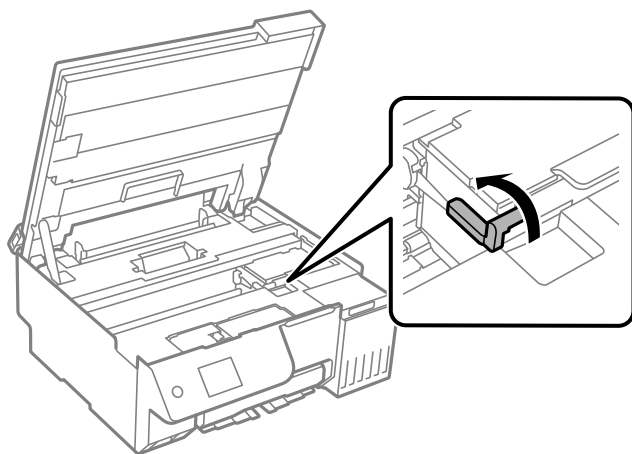
7. After slowly returning the printer to the horizontal position, check if the foreign objects have been removed from the gap in the rear paper feeder.

If the paper jam or paper out error continues to occur, contact Epson support.

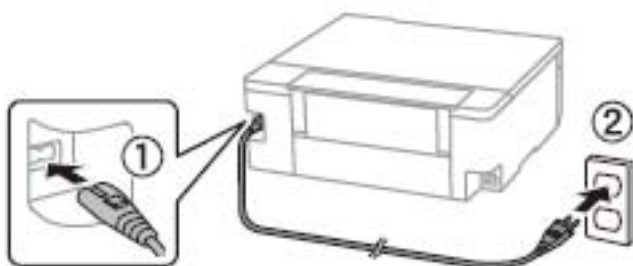


[“Contacting Epson Support” on page 234](#)

8. Set the transportation lock to the unlocked (Print) position.



9. Connect the power cord, and then turn on the printer.



Cannot Solve Problem

If you cannot solve the problem after trying all of the solutions, contact Epson support.

If you cannot solve printing or copying problems, see the following related information.

Related Information

➔ [“Cannot Solve Printing or Copying Problems” on page 207](#)

Cannot Solve Printing or Copying Problems

Try the following problems in order starting at the top until you solve the problem.

- Make sure you match the paper type loaded in the printer and the paper type set on the printer to the paper type settings in the printer driver.

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

- Use a higher quality setting on the control panel or the printer driver.
- To check the actual ink remaining, visually check the ink levels in the printer's tanks. Refill the ink tanks if the ink levels are below the lower lines.
- Align the print head.

[“Aligning the Print Head” on page 107](#)

- Run a nozzle check to see if the print head nozzles are clogged.

If there are missing segments in the nozzle check pattern, the nozzles may be clogged. Run a nozzle check and Cleaning alternately 3 times or Power Cleaning once, and check if the clogging has cleared.

Note that print head cleaning uses some ink.

Turn off the printer and wait for at least 12 hours without printing, and then run a nozzle check. If print quality has still not improved, run Cleaning and a nozzle check again. If it has still not improved, run Power Ink Flushing.

[“Checking and Cleaning the Print Head” on page 103](#)

[“Running Power Cleaning” on page 104](#)

[“Running Power Ink Flushing” on page 105](#)

- If the problem is clogging, leaving the printer for a while without printing may solve the problem.
You can check the following items while the printer is off.

- Check that you are using genuine Epson ink bottles.

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

- Make sure that there are no paper fragments left inside the printer.

When you remove the paper, do not touch the translucent film with your hand or the paper.

- Check the paper.

Check if the paper is curled or loaded with the printable side facing up.

[“Paper Handling Precautions” on page 28](#)

[“Available Paper and Capacities” on page 210](#)

[“Unavailable Paper Types” on page 212](#)

If you cannot solve the problem by checking the solutions above, you may need to request repairs. Contact Epson support.

Related Information

- ➔ [“Before Contacting Epson” on page 234](#)
- ➔ [“Contacting Epson Support” on page 234](#)

Product Information

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Paper Information

Available Paper and Capacities

Genuine Epson Paper

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

Note:

- The availability of paper varies by location. For the latest information on paper available in your area, contact Epson support.
- See the following for information on available paper types for borderless and 2-sided printing.
 - [“Paper for Borderless Printing” on page 211](#)
 - [“Paper for 2-Sided Printing” on page 212](#)

Paper suitable for printing documents

Media Name	Size	Loading Capacity (Sheets)
Epson Bright White Ink Jet Paper	A4	80

Paper suitable for printing documents and photos

Media Name	Size	Loading Capacity (Sheets)
Epson Photo Quality Ink Jet Paper	A4	80
Epson Matte Paper-Heavyweight	A4	20
Epson Double-Sided Matte Paper	A4	1

Paper suitable for printing photos

Media Name	Size	Loading Capacity (Sheets)
Epson Ultra Glossy Photo Paper	A4, 13x18 cm (5x7 in.), 10x15 cm (4x6 in.)	20
Epson Premium Glossy Photo Paper	A4, 13x18 cm (5x7 in.), 10x15 cm (4x6 in.)	20
Epson Premium Semigloss Photo Paper	A4, 10x15 cm (4x6 in.)	20
Epson Photo Paper Glossy	A4, 13x18 cm (5x7 in.), 10x15 cm (4x6 in.)	20
Epson Value Glossy Photo Paper	A4, 10x15 cm (4x6 in.)	20
Handmade Photo Book	A5 (24 holes)	1

Various other paper types 

Media Name	Size	Loading Capacity (Sheets)
Epson Iron-On Cool Peel Transfer Paper	A4	1

Commercially Available Paper

Note:

See the following for information on available paper types for borderless and 2-sided printing.

[“Paper for Borderless Printing” on page 211](#)

[“Paper for 2-Sided Printing” on page 212](#)

Plain papers

Plain paper includes copy paper and letterhead^{*1}.

Size	Loading Capacity (Sheets)
A4, A5, A6, B5, B6, Letter, 8.5×13 in.	100
Legal, 16K (195×270 mm), Indian-Legal	50
User Defined ^{*2} (mm) 89×127 to 215.9×2000	1

*1 Paper on which information such as the sender's name or corporation name are pre-printed in the header. There must be a margin of 5 mm or more at the top of the paper. Borderless printing are not available for letterhead paper.

*2 Only printing from computer is available.

Envelope

Size	Loading Capacity (Envelopes)
Envelope #10, Envelope DL, Envelope C6	10

Paper for Borderless Printing

Genuine Epson Paper

- Epson Photo Quality Ink Jet Paper
- Epson Matte Paper-Heavyweight
- Epson Ultra Glossy Photo Paper
- Epson Premium Glossy Photo Paper
- Epson Premium Semigloss Photo Paper
- Epson Photo Paper Glossy
- Epson Value Glossy Photo Paper

Related Information

➔ [“Available Paper and Capacities” on page 210](#)

Commercially Available Paper

Plain paper, Copy paper*

* For borderless printing, you can use Legal, Letter, A4, and User Defined paper sizes.

Related Information

➔ [“Available Paper and Capacities” on page 210](#)

Paper for 2-Sided Printing

Genuine Epson Paper

Epson Bright White Ink Jet Paper

Related Information

➔ [“Available Paper and Capacities” on page 210](#)

Commercially Available Paper

Plain paper, Copy paper

Related Information

➔ [“Available Paper and Capacities” on page 210](#)

Unavailable Paper Types

Do not use the following paper types. Using these types of paper can cause paper feed problems and smears on the printouts.

- Papers that are wavy
- Papers that are torn or cut
- Papers that are folded
- Papers that are damp
- Papers that are too thick or too thin
- Papers that have stickers

Do not use the following envelopes. Using these types of envelope causes paper jams and smears on the printout.

- Envelopes that are curled or folded
- Envelopes with adhesive surfaces on the flaps or window envelopes

- Envelopes that are too thin
They may curl during printing.

Consumable Products Information

Ink Bottle Codes

Epson recommends the use of genuine Epson ink bottles.

The following are the codes for genuine Epson ink bottles.

! **Important:**

- Epson warranty does not cover damage caused by inks other than those specified, including any genuine Epson ink not designed for this printer or any third party ink.*
- Other products not manufactured by Epson may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior.*

Note:

- Ink bottle codes may vary by location. For the correct codes in your area, contact Epson support.*
- Although the ink bottles may contain recycled materials, this does not affect printer function or performance.*
- Specifications and appearance of the ink bottle are subject to change without prior notice for improvement.*

For Europe

BK: Black	C: Cyan	M: Magenta	Y: Yellow	LC: Light Cyan	LM: Light Magenta
108	108	108	108	108	108

Note:

Visit the following website for information on Epson's ink bottle yields.

<http://www.epson.eu/pageyield>

For Asia

BK: Black	C: Cyan	M: Magenta	Y: Yellow	LC: Light Cyan	LM: Light Magenta
057	057	057	057	057	057

Maintenance Box Code

The maintenance box can be purchased and replaced by the user.

Epson recommends the use of a genuine Epson maintenance box.

The following is the code for the genuine Epson maintenance box.

C9345



Important:

Once a maintenance box has been installed in a printer it cannot be used with other printers.

Pickup Rollers Code

Epson recommends the use of genuine Epson pickup rollers.

The following are the codes.

For all countries except for India, Bangladesh, Bhutan, Maldives, Sri Lanka and Nepal

Pickup Roller: C12C937771

For India, Bangladesh, Bhutan, Maldives, Sri Lanka and Nepal

Pickup Roller: C12C937781

Note:

- Contact Epson Support for your new pickup roller.
- The service life of the pickup roller is 50000 pages or 5 years on A4 size plain paper, whichever comes first. The number of pages is for reference only and may vary depending on the printing environment and the print settings (such as the paper type, paper size and borderless print options), and the actual figure may be smaller.
Also, the expected service life differs when using genuine Epson paper and non-genuine paper.

Software Information

This section introduces some of the applications available for your printer. For a list of supported software, see the following Epson website or launch Epson Software Updater for confirmation. You can download the latest applications.

<http://www.epson.com>

Related Information

➔ [“Application for Updating Software and Firmware \(Epson Software Updater\)” on page 217](#)

Application for Printing from a Computer (Windows Printer Driver)

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

Note:

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

Accessing the printer driver from applications

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

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

Note:

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

Accessing the printer driver from the control panel and so on

To make settings that apply to all of the applications, follow the steps below.

Windows 11

Click on the start button, and then select **Settings** > **Bluetooth & devices** > **Printers & scanners**. Click your printer, and then select **Printing preferences**.

Windows 10/Windows Server 2022/Windows Server 2019/Windows Server 2016

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

Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

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

Windows 7/Windows Server 2008 R2

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

Windows Server 2008

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

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

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

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

Note:

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

Starting the utility

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

Application for Printing from a Computer (Mac OS Printer Driver)

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

Accessing the printer driver from applications

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

Note:

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

Starting the utility

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

Application for Configuring Printer Operations (Web Config)

Web Config is an application that runs in a web browser, such as Microsoft Edge and Safari, on a computer or smart device. You can confirm the printer status or change the network service and printer settings. To use the Web Config, connect the printer and the computer or device to the same network.

The following browsers are supported. Use the latest version.

Microsoft Edge, Internet Explorer, Firefox, Chrome, Safari

Note:

You may be asked to enter the administrator password while operating Web Config. See the related information below for more details.

Related Information

➔ [“Default Value of the Administrator Password” on page 15](#)

Running Web Config on a Web Browser

1. Check the printer's IP address.

Select the network icon on the printer's home screen, and then select the active connection method to confirm the printer's IP address.

To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

Note:

You can also check the IP address by printing the network connection report.

2. Launch a Web browser from a computer or smart device, and then enter the printer's IP address.

Format:

IPv4: `http://the printer's IP address/`

IPv6: `http://[the printer's IP address]/`

Examples:

IPv4: `http://192.168.100.201/`

IPv6: `http://[2001:db8::1000:1]/`

Note:

Using the smart device, you can also run Web Config from the product information screen of the Epson Smart Panel.

Since the printer uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored.

Related Information

➔ [“Printing Using Epson Smart Panel” on page 42](#)

Application for Updating Software and Firmware (Epson Software Updater)

Epson Software Updater is an application that installs new software, and updates firmware over the Internet. If you want to check for update information regularly, you can set the interval for checking for updates in Epson Software Updater's Auto Update Settings.

Note:

Windows Server operating systems are not supported.

Starting on Windows

Windows 11

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

Windows 10

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

Windows 8.1/Windows 8

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

Windows 7

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

Note:

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

Starting on Mac OS

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

Related Information

➔ [“Installing the Applications Separately” on page 119](#)

Settings Menu List

Select **Settings** on the home screen of the printer to make various settings.

Feature names and setting menu items may change depending on the firmware version.

Basic Settings

Select the menus on the control panel as described below.

Settings > Basic Settings

Screen Saver:

Select **Memory Device Photos** to display photos as a slideshow when no operations are performed for about three minutes.

Auto Power On:

Select **On** to turn on the printer automatically when it receives a print or scan job over a USB-connection or a network connection. If the output tray is stored, slide it out manually to start printing.

Enabling **Auto Power On** increases power consumption slightly in standby status when compared to turning the printer off completely. Also, it takes longer to turn off the power. Leave the power cord plugged in when using this feature. If you unplug the power cord, make sure the power light is turned off.

Use the **Power Off Timer** setting if you want the printer to automatically turn off when the print or scan job is finished and a set time period has passed with no operations performed. This is useful when printing from a remote location such as over the Internet.

Power Off Timer:

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

Select this setting to turn the printer off automatically when it is not used for a specified period of time. You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

Power Off Settings:

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

Power Off If Inactive:

Select this setting to turn the printer off automatically if it is not used for a specified period of time. You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

Power Off If Disconnected:

Select this setting to turn the printer off after a specified period of time when all ports including the USB port are disconnected. This feature may not be available depending on your region.

See the following website for the specified period of time.

<https://www.epson.eu/energy-consumption>

Sleep Timer:

Adjust the time period to enter a sleep mode (energy saving mode) when the printer has not performed any operations. The LCD screen turns black when the setting time passes.

Language:

Select the language used on the LCD screen.

Clear All Settings:

Resets the **Basic Settings** to their defaults.

Related Information

➔ [“Saving Power” on page 118](#)

Printer Settings

Select the menus on the control panel as described below.

Settings > Printer Settings

Paper Source Setting:

Paper Setup:

Select the paper size and paper type you loaded in the paper source. You can make **Favorite Paper Settings** in paper size and paper type.

Paper Setup Auto Display:

Select **On** to display the paper settings screen automatically by referring to **Settings > Printer Settings > Paper Source Setting > Paper Setup** when paper is loaded in the paper source. If you disable this feature, you cannot print from an iPhone, iPad or iPod touch using AirPrint.

PVC ID Card Margins:

Sets the margins for PVC ID Card printing.

Disc label:

Adjusts the printing position of a disc by moving up, down, left, or right until it fits.

Disc label Inner/Outer:

Adjusts the printing position of the inner and outer diameters of a disc. You can specify up to 120 mm for the outer diameter, and a minimum of 18 mm for the inner diameter. Depending on the setting, the disc or disc tray may be smeared with ink. Set the range to fit the printable area of your disc. The print area set here is the default value when printing photos from a memory device onto a disc.

Stickers:

Adjusts the printing position of a photo sticker by moving up, down, left, or right to fit.

Thick Paper:

Select **On** to prevent ink from smearing on your printouts, however, this may lower the print speed.

Quiet Mode:

Select **On** to reduce noise during printing, however, this may lower the print speed. Depending on the paper type and print quality settings you selected, there may be no difference in the printer's noise level.

Bidirectional:

Select **On** to change the print direction; Prints while the print head moves to the left and to the right. If vertical or horizontal ruled lines on your printout look blurred or misaligned, disabling this feature may solve the problem; however, doing so may reduce print speed.

Clear All Settings

Resets the **Printer Settings** to their defaults.

Network Settings

Select the menus on the control panel as described below.

Settings > Network Settings

Wi-Fi Setup:

Wi-Fi (Recommended):

Wi-Fi Setup Wizard:

Makes Wi-Fi settings by entering the SSID and password.

Push Button Setup (WPS):

Makes Wi-Fi settings by Push Button Setup (WPS).

Others:

PIN Code Setup (WPS):

Makes Wi-Fi settings by PIN Code Setup (WPS).

Wi-Fi Auto Connect:

Makes Wi-Fi settings by using the Wi-Fi information on the computer or smart device.

Disable Wi-Fi:

Disconnects the connection with the Wi-Fi router.

Wi-Fi Direct:

(Menu) :

Change Network Name:

Changes the Wi-Fi Direct SSID (network name).

Change Password:

Changes the password for the Wi-Fi Direct connection.

Disable Wi-Fi Direct:

Disables the Wi-Fi Direct function.

Restore Default Settings:

Restores the Wi-Fi Direct settings.

Other Methods:

iOS:

Displays the QR code for Wi-Fi Direct connection.

Other OS Devices:

Displays the SSID and password to connect using Wi-Fi Direct.

Network Status:

Wi-Fi Status:

Displays the printer's Wi-Fi information.

Wi-Fi Direct Status:

Displays the Wi-Fi Direct setting information.

Print Status Sheet:

Prints a network status sheet.

The information for Wi-Fi, Wi-Fi Direct, and so on is printed on two or more pages.

Connection Check:

Checks the current network connection and prints a report. If there are any problems with the connection, see the report to solve the problem.

Advanced:

Device Name:

Changes the device name to any name within 2 to 53 characters.

TCP/IP:

Configures the IP settings, if the IP address is static.

For automatic configuration, use the IP address assigned by DHCP.

To set manually, switch to "Manual" and then enter the IP address you want to assign.

Proxy Server:

Set this if you are using a proxy server in your network environment and want to set it for the printer as well.

Web Service Settings

Select the menus on the control panel as described below.

Settings > Web Service Settings

Epson Connect Services:

Displays whether the printer is registered and connected to Epson Connect.

You can register to the service by selecting **Register** and follow the instructions.

For usage guides, see the following portal website.

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

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

When you have registered, you can change the following settings.

Suspend/Resume:

Select whether to suspend or resume Epson Connect services.

Unregister:

Unregisters the printer from Epson Connect services.

File Sharing Setup

Select the menus on the control panel as described below.

Settings > File Sharing Setup

Select the connection method between the printer and a computer that will have write access to the memory device inserted in the printer. Read and write access is given to the computer with the priority connection. Only read access is given to other computers.

Guide Functions

Select the menus on the control panel as described below.

Settings > Guide Functions

Paper Mismatch:

Displays a warning if the paper settings (print settings) for the print job do not match the printer's paper settings made when you loaded the paper. This setting prevents misprinting.

Auto Selection Mode:

When any of the following operations are performed, the menus appropriate to the operation are displayed.

A USB memory is inserted.

All settings:

Enables or disables all guidance functions.

Clear All Settings:

Resets the **Guide Functions** settings to their defaults.

Customer Research

Select the menus on the control panel as described below.

Settings > Customer Research

If you agree to provide customer usage information, product usage information such as the number of prints will be provided to Seiko Epson Corporation.

The information collected is used to improve our products and services.

Provide usage data:

Displays whether or not you have agreed to provide your customer usage information.

Country/Region:

Displays the country or region where you are using the product if you have agreed to provide your customer usage information.

Firmware Update

Select the menus on the control panel as described below.

Settings > Firmware Update

Update:

Check if the latest version of the firmware has been uploaded to the network server. If an update is available, you can select whether or not to start updating.

Notification:

Select **On** to receive a notification if a firmware update is available.

Restore Default Settings

Select the menus on the control panel as described below.

Settings > Restore Default Settings

Network Settings:

Resets the network settings to the default.

All Except Network Settings:

Resets all settings except for network settings to their defaults.

All Settings:

Resets all settings to the default.

Product Specifications

Printer Specifications

Print Head Nozzle Placement	Black ink nozzles: 180 Color ink nozzles: 180 for each color
-----------------------------	---

Weight of Paper*	Plain Paper	64 to 90 g/m ²
	Envelopes	75 to 100 g/m ²

* Even when the paper thickness is within this range, the paper may not feed in the printer or the print quality may decline depending on the paper properties or quality.

Printable Area

Printable Area for Single Sheets

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

Printing with borders

	A	3.0 mm (0.12 in.)
	B	3.0 mm (0.12 in.)
	C	41.0 mm (1.61 in.)
	D	37.0 mm (1.46 in.)

*Direction of paper being fed.

Borderless printing

	A	44.0 mm (1.73 in.)
	B	40.0 mm (1.58 in.)

*Direction of paper being fed.

Printable Area for Envelopes

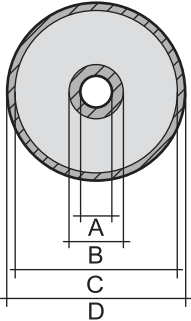
Print quality may decline in the shaded areas due to the printer's mechanism.

	A	3.0 mm (0.12 in.)
	B	3.0 mm (0.12 in.)
	C	18.0 mm (0.71 in.)
	D	41.0 mm (1.61 in.)

*Direction of paper being fed.

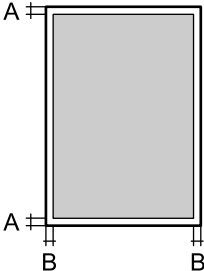
Printable Area for Disc Label

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

	A	18 mm (0.71 in.)
	B	43 mm (1.69 in.)
	C	116 mm (4.57 in.)
	D	120 mm (4.72 in.)

Printable Area for PVC ID Cards

Printing with borders

	A	3.0 mm (0.12 in.)
	B	3.0 mm (0.12 in.)

Borderless printing

Slightly enlarges the printed image due to the printer's mechanism.

Scanner Specifications

Scanner Type	Flatbed
Photoelectric Device	CIS
Maximum Document Size	216×297 mm (8.5×11.7 in.) A4, Letter
Resolution	1200 dpi (main scan) 4800 dpi (sub scan)

Color Depth	<p>Color</p> <ul style="list-style-type: none"> <input type="checkbox"/> 48 bits per pixel internal (16 bits per pixel per color internal) <input type="checkbox"/> 24 bits per pixel external (8 bits per pixel per color external) <p>Grayscale</p> <ul style="list-style-type: none"> <input type="checkbox"/> 16 bits per pixel internal <input type="checkbox"/> 8 bits per pixel external
Light Source	LED

Interface Specifications

For Computer	Hi-Speed USB*
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* USB 3.0 cables are not supported.

Network Specifications

Wi-Fi Specifications

Standards	IEEE802.11b/g/n* ¹
Frequency Range	2.4 GHz
Connection Modes	Infrastructure, Wi-Fi Direct (Simple AP)* ^{2*3}
Wireless Securities* ⁴	WEP (64/128bit), WPA2-PSK (AES)* ⁵ , WPA3-SAE (AES)

*1 IEEE802.11n is only available for the HT20.

*2 Not supported for IEEE 802.11b.

*3 Simple AP mode is compatible with a Wi-Fi connection (infrastructure).

*4 Wi-Fi Direct supports WPA2-PSK (AES) only.

*5 Complies with WPA2 standards with support for WPA/WPA2 Personal.

Network Functions and IPv4/IPv6

Functions		Supported	Remarks	
Network Printing	EpsonNet Print (Windows)	IPv4	✓	-
	Standard TCP/IP (Windows)	IPv4, IPv6	✓	-
	WSD Printing (Windows)	IPv4, IPv6	✓	-
	Bonjour Printing (Mac OS)	IPv4, IPv6	✓	-
	IPP Printing (Windows, Mac OS)	IPv4, IPv6	✓	-
	Epson Connect (Email Print, Remote Print)	IPv4	✓	-
	AirPrint (iOS, Mac OS)	IPv4, IPv6	✓	iOS 5 or later, OS X Mavericks (10.9.5) or later*
Network Scanning	Epson Scan 2	IPv4, IPv6	✓	-
	Epson ScanSmart	IPv4	✓	Windows 7 or later, or OS X El Capitan (10.11) or later
	Epson Event Manager (Mac OS)	IPv4	✓	OS X Yosemite (10.10)/OS X Mavericks (10.9.5)
	Epson Connect (Scan to Cloud)	IPv4	✓	-
	AirPrint (Scan)	IPv4, IPv6	✓	OS X Mavericks (10.9.5) or later*
Fax	Send a fax	IPv4	-	-
	Receive a fax	IPv4	-	-
	AirPrint (Faxout)	IPv4, IPv6	-	-

* We recommend using the latest version of iOS or Mac OS.

Security Protocol

SSL/TLS	HTTPS Server/Client, IPPS
TLS Version	1.3, 1.2, 1.1*, 1.0*
SNMPv3	

* Disabled by default.

Supported Third Party Services

Services		Supported	Remarks
AirPrint	Print	✓	iOS 5 or later/OS X Mavericks (10.9.5) or later*
	Scan	✓	OS X Mavericks (10.9.5) or later*
	Fax	-	-

* We recommend using the latest version of iOS or Mac OS.

Memory Device Specifications

Devices	Maximum Capacities
Hard Disk Drive* ¹ USB Memory Device	2 TB (formatted in FAT, FAT32, or exFAT.)
Multi-card reader* ²	2 TB (formatted in FAT, FAT32, or exFAT)

*1: We do not recommend using external USB devices that are powered by USB. Use only external USB devices with independent AC power sources.

*2: Only insert one memory card into the multi-card reader. Multi-card readers with more than two memory cards inserted are not supported.

You cannot use the following devices:

- A device that requires a dedicated driver
- A device with security settings (password, encryption, and so on)
- A device with a built-in USB hub

Epson cannot guarantee all operations of externally connected devices.

Supported Data Specifications

File Format	JPEGs (*.JPG) with the Exif Version 2.31 standard taken by digital cameras DCF* ¹ version 1.0 or 2.0* ² compliant
Image Size	Horizontal: 80 to 10200 pixels Vertical: 80 to 10200 pixels
File Size	Less than 2 GB
Maximum Number of Files	9990* ³

*1 Design rule for Camera File system.

*2 Photo data stored in the built-in memory of a digital camera is not supported.

*3 Up to 999 files can be displayed at a time. (If the number of files exceeds 999, the files are displayed in groups.)

Note:

"!" is displayed on the LCD screen when the printer cannot recognize the image file. In this situation, if you select a multiple image layout, blank sections will be printed.

Dimensions

Dimensions	<p>Storage</p> <ul style="list-style-type: none"> <input type="checkbox"/> Width: 404 mm (15.9 in.) <input type="checkbox"/> Depth: 410 mm (16.1 in.) <input type="checkbox"/> Height: 162 mm (6.4 in.) <p>Printing</p> <ul style="list-style-type: none"> <input type="checkbox"/> Width: 404 mm (15.9 in.) <input type="checkbox"/> Depth: 634 mm (25.0 in.) <input type="checkbox"/> Height: 302 mm (11.9 in.)
Weight*	Approx. 7.6 kg (16.8 lb)

* Without the ink and the power cord.

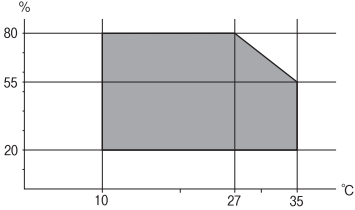
Electrical Specifications

Power Supply Rating	AC 220-240 V
Rated Frequency Range	50-60 Hz
Rated Current	0.3 A
Power Consumption (with USB Connection)	<p>Standalone copying: Approx. 19.0 W (ISO/IEC24712)</p> <p>Ready mode: Approx. 4.8 W</p> <p>Sleep mode: Approx. 0.7 W</p> <p>Power off: Approx. 0.2 W</p>

Note:

- Check the label on the printer for its voltage.
- For European users, see the following Website for details on power consumption.
<http://www.epson.eu/energy-consumption>

Environmental Specifications

<p>Operation</p>	<p>Use the printer within the temperature (°C) and humidity (%) ranges shown in the graph, and in an environment without condensation.</p> 
<p>Storage</p>	<p>Temperature: -20 to 40°C (-4 to 104°F)* Humidity: 5 to 85% RH (without condensation)</p>

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

Environmental Specifications for Ink Bottles

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

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

System Requirements

- Windows
 - Windows 7, Windows 8/8.1, Windows 10, Windows 11 or later
 - Windows Server 2008 or later
- Mac OS
 - Mac OS X 10.9.5 or later, macOS 11 or later
- Chrome OS
 - Chrome OS 89 or later

Note:
Only supports the standard OS features.

Regulatory Information

Standards and Approvals

Standards and Approvals for European Model

The following model is CE/UKCA marked and in compliance with the relevant statutory requirements.

The full text of the declaration of conformity is available at the following website:

<https://www.epson.eu/conformity>

C723A

Frequency Range	Maximum Radio-Frequency Power Transmitted
2400-2483.5 MHz	20 dBm (EIRP)



ZICTA Type Approval for Users in Zambia

See the following website to check the information for ZICTA Type Approval.

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

Restrictions on Copying

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

Copying of the following items is prohibited by law:

- Bank bills, coins, government-issued marketable securities, government bond securities, and municipal securities
- Unused postage stamps, pre-stamped postcards, and other official postal items bearing valid postage
- Government-issued revenue stamps, and securities issued according to legal procedure

Exercise caution when copying the following items:

- Private marketable securities (stock certificates, negotiable notes, checks, etc.), monthly passes, concession tickets, etc.
- Passports, driver's licenses, warrants of fitness, road passes, food stamps, tickets, etc.

Note:

Copying these items may also be prohibited by law.

Responsible use of copyrighted materials:

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



Where to Get Help

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Technical Support Web Site

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

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

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

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

Contacting Epson Support

Before Contacting Epson

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

The following Epson support list is based on the country of sale. Some products may not be sold in your current location, so be sure to contact Epson support for the area in which you purchased your product.

If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- Product serial number
(The label attachment position depends on the product; it may be on the back, the open side of the cover, or the bottom.)
- Product model
- Product software version
(Click **About**, **Version Info**, or a similar button in the product software.)
- Brand and model of your computer
- Your computer operating system name and version
- Names and versions of the software applications you normally use with your product

Note:

Depending on the product, network settings may be stored in the product's memory. Due to breakdown or repair of a product, settings may be lost. Epson shall not be responsible for the loss of any data, for backing up or recovering settings even during a warranty period. We recommend that you make your own backup data or take notes.

Help for Users in Europe

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

Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.com.tw>

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

Epson HelpDesk

Phone: +886-2-2165-3138

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

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

Repair service center:

<http://www.tekcare.com.tw/branchMap.page>

TekCare corporation is an authorized service center for Epson Taiwan Technology & Trading Ltd.

Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product manuals, we provide the following sources for obtaining information:

Internet URL

<http://www.epson.com.au>

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Phone: 1300-361-054

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product manuals, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product

Epson recommends retaining product packaging for future transportation.

Help for Users in New Zealand

Epson New Zealand wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

Internet URL

<http://www.epson.co.nz>

Access the Epson New Zealand World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Phone: 0800 237 766

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product documentation, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product

Epson recommends retaining product packaging for future transportation.

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web

<http://www.epson.com.sg>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk

Toll Free: 800-120-5564

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

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

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.th>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

Epson Call Centre

Phone: 66-2460-9699

Email: support@eth.epson.co.th

Our Call Centre team can help you with the following over the phone:

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

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Service Center

27 Yen Lang, Trung Liet Ward, Dong Da District, Ha Noi City. Tel: +84 24 7300 0911

38 Le Dinh Ly, Thac Gian Ward, Thanh Khe District, Da Nang. Tel: +84 23 6356 2666

194/3 Nguyen Trong Tuyen, Ward 8, Phu Nhuan Dist., HCMC. Tel: +84 28 7300 0911

31 Phan Boi Chau, Ward 14, Binh Thanh District, HCMC. Tel: +84 28 35100818

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.id>

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

Phone: 1500-766 (Indonesia Only)

Email: customer.care@ein.epson.co.id

Our Hotline team can help you with the following over the phone or email:

- Sales enquiries and product information
- Technical support

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

<http://www.epson.com.hk>

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- Product information
- Answers to Frequently Asked Questions (FAQs)
- Latest versions of Epson product drivers

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: 852-2827-8911

Fax: 852-2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.com.my>

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Call Centre

Phone: 1800-81-7349 (Toll Free)

Email: websupport@emsb.epson.com.my

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

Epson Malaysia Sdn Bhd (Head Office)

Phone: 603-56288288

Fax: 603-5628 8388/603-5621 2088

Help for Users in India

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.in>

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

Toll Free Helpline

For Service, Product information or to order consumables -

18004250011 / 186030001600 / 1800123001600 (9AM – 6PM)

Email

calllog@epson-india.in

WhatsApp

+91 96400 00333

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone, fax numbers and e-mail address below:

World Wide Web

<http://www.epson.com.ph>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Epson Philippines Customer Care

Toll Free: (PLDT) 1-800-1069-37766

Toll Free: (Digitel) 1-800-3-0037766

Metro Manila: +632-8441-9030

Web Site: <https://www.epson.com.ph/contact>

E-mail: customercare@epc.epson.com.ph

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Our Customer Care team can help you with the following over the phone:

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

Epson Philippines Corporation

Trunk Line: +632-8706-2609

Fax: +632-8706-2663 / +632-8706-2665