EPSON

SC-F100 Series

User's Guide

NPD6601-08 EN

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About This Manual

Note for North American and Latin American Users

Before using this product, make sure you read the safety instructions in the online *Notices*.

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. This manual is available in PDF and web formats. It provides overall information and instructions on using the printer, on network settings when using the printer on a network, and on solving problems.

You can obtain the latest versions of the above manuals with the following methods.

❏ 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

To view the Web manual, visit the following website, enter the product name, and then go to **Support**.

http://epson.sn

For Users in North America and Latin America

Visit the following website for the latest versions of the manuals:

www.epson.com/support/scf170 (U.S.)

www.epson.ca/support/scf170 (Canada)

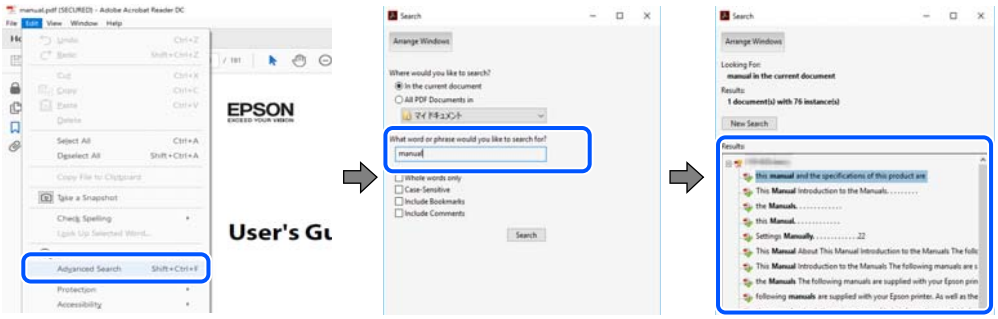
www.latin.epson.com/support/scf170 (Latin America)

Using the Manual to Search 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. You can also print only the pages you need. This section explains how to use a PDF manual that has been opened in Adobe Reader X 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.

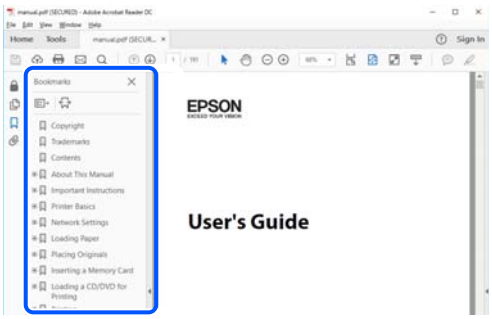


Jumping directly from bookmarks

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

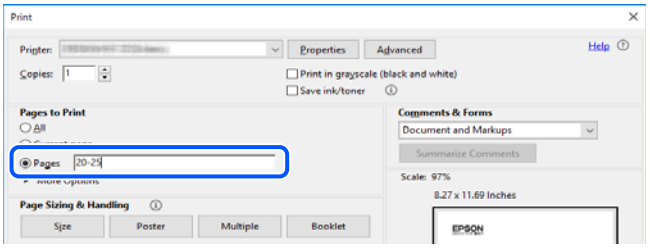
You can extract and print only the pages you need. Click **Print** in the **File** menu, and then specify the pages you want to print in **Pages** in **Pages to Print**.

❏ 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



Marks and Symbols

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

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

Note:
Provides complementary and reference information.

Related Information

➡ Links to related sections.

Descriptions Used in this Manual

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

Operating System References

Windows

In this manual, terms such as "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Vista", "Windows XP", "Windows Server 2019", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", "Windows Server 2008", "Windows Server 2003 R2", and "Windows Server 2003" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

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

Mac OS

In this manual, "Mac OS" is used to refer to Mac OS X v10.6.8 or later.

Important Instructions

Safety Instructions

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

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

  http://support.epson.net/symbols

- ❏ Use only the power cord supplied with the printer and do not use the cord with any other equipment. Use of other cords with this printer or the use of the supplied power cord with other equipment may result in fire or electric shock.
- ❏ Be sure your AC power cord meets the relevant local safety standard.
- ❏ Never disassemble, modify, or attempt to repair the power cord, plug, printer unit, 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 is 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 (8.6 inches) 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 or Epson support. 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 and the points where they enter and leave the transformer.
- ❏ If you use an extension cord with the printer, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❏ If you plan to use the printer in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for the printer.
- ❏ When connecting the printer to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- ❏ Place the printer on a flat, stable surface that extends beyond the base of the printer in all directions. The printer will not operate properly if it is tilted at an angle.
- ❏ Allow space above the printer so that you can fully raise the printer 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; otherwise, you may damage the printer.
- ❏ 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.

- ❏ 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 Transporting or Storing the Printer

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

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

Advisories and Warnings for Using 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 or Epson support if the screen's surface chips or cracks, and do not touch or attempt to remove the broken pieces.

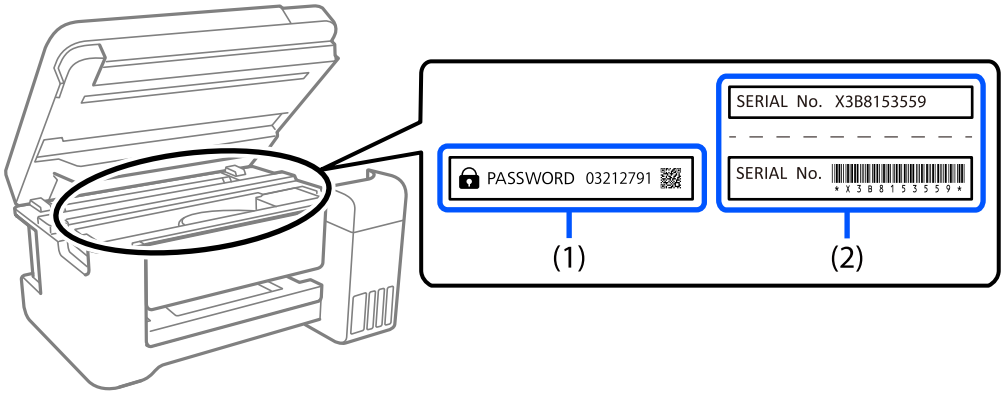
Notes on the Administrator Password

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.

Administrator Password Has Not Been Set

Set a password on the password entry screen that is displayed when you access Web Config.

Related Information

➡ "Running Web Config on a Web Browser" on page 92

Changing the Administrator Password

For security reasons, we recommend changing the initial password.

It can be changed from Web Config or Epson Device Admin. When changing the password, make sure the new password has at least 8 single-byte alphanumerical characters and symbols.

Related Information

➡ "Running Web Config on a Web Browser" on page 92

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 adjusting settings using an application that can change the printer's settings.

Initializing the Administrator Password

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

Related Information

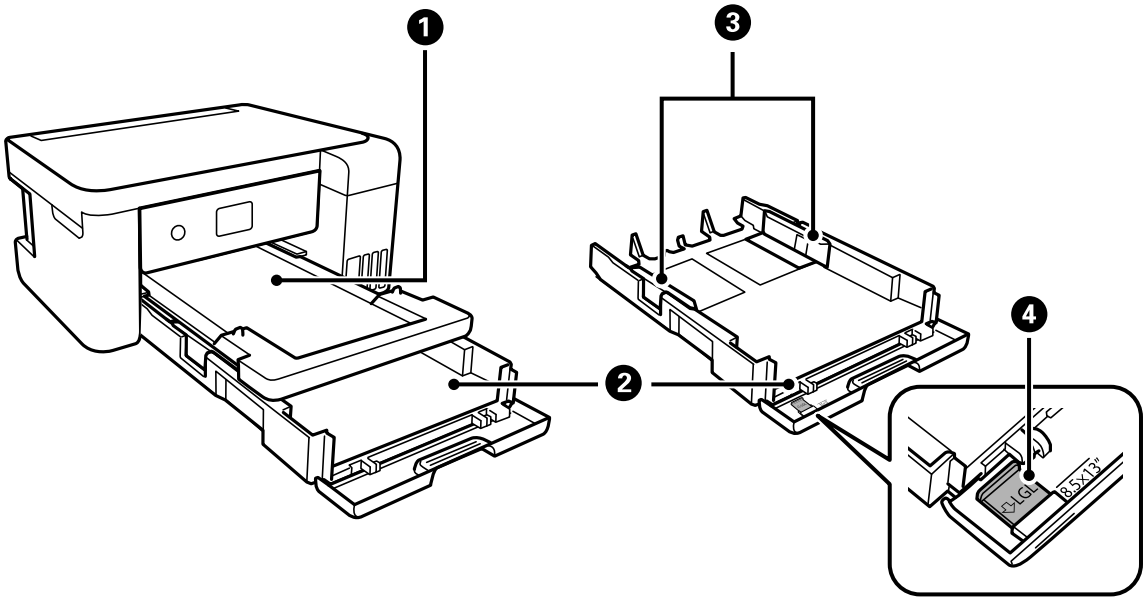
➡ "Restoring the Network Settings from the Control Panel" on page 41

Protecting Your Personal Information

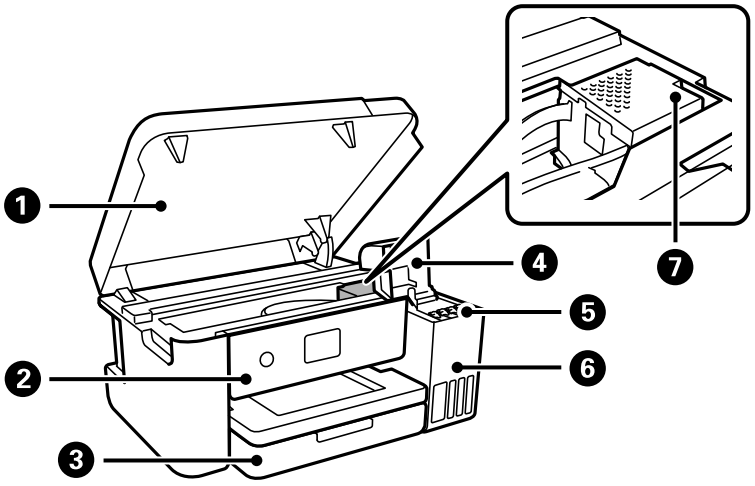
When you give the printer to someone else or dispose of it, erase all the personal information stored in the printer's memory by selecting **Settings** > **Restore Default Settings** > **Clear All Data and Settings** on the control panel.

Printer Basics

Part Names and Functions

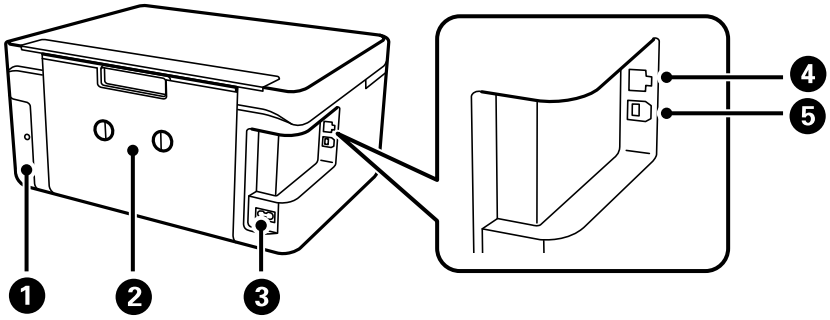


1	Output tray	Holds the ejected paper.
2	Paper cassette	Loads paper.
3	Edge guide	Feeds the paper straight into the printer. Slide to the edges of the paper.
4	Paper guide extension	Slide out to load legal size paper.



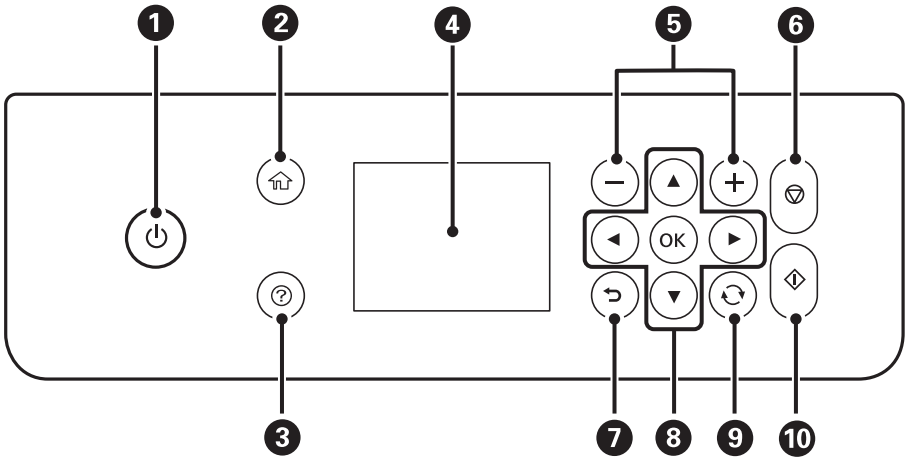
1	Printer cover	Open when removing jammed paper inside the printer. Keep this cover closed while the printer is not in use to prevent foreign substances from entering the printer.

❷	Control panel	Allows you to make settings and perform operations on the printer.
❸	Front cover	Open to load paper in the paper cassette.
❹	Ink tank cover	Open to refill the ink tank.
❺	Ink reservoir tank (Ink tank)	Supplies ink to the print head.
❻	Ink tank unit	Contains the ink tanks.
❼	Print head	Ink is ejected from the print head nozzles underneath.



❶	Maintenance box cover	Remove when replacing the maintenance box. The maintenance box is a container that collects a very small amount of surplus ink during cleaning or printing.
❷	Rear cover	Remove when removing jammed paper.
❸	AC inlet	Connects the power cord.
❹	LAN port	Connects a LAN cable.
❺	USB port	Connects a USB cable to connect with a computer.

Control Panel



❶	Turns the printer on or off. Unplug the power cord after checking that the power light is off.
❷	Displays the home screen.
❸	Displays the solutions when you are in trouble.
❹	Displays menus and messages. Use buttons on the control panel to select a menu or to make settings.
❺	Selects the number of pages to print.
❻	Stops the current operation.
❼	Returns to the previous screen.
❽	Use the ▲▼◀▶ buttons to move the focus to the target, and then press the OK button to open the selected menu or to make settings.
❾	Applies to a variety of functions depending on the situation.
❿	Starts the operation you selected.

Basic Screen Configuration



❶	Indicates items that have been setup for the printer as icons. Select the icon to check the current settings or access each setting menu. This action bar is displayed on the home screen only.
❷	Displays each mode.
❸	Available buttons are displayed.

Icons displayed in the LCD Screen

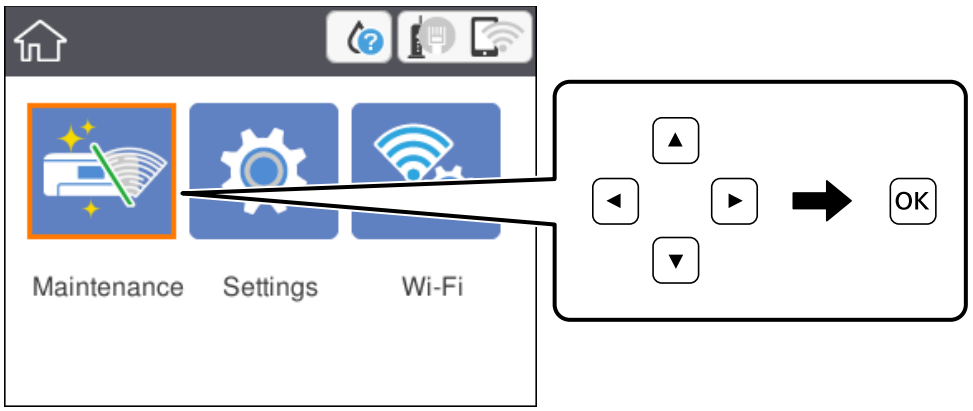
The following icons are displayed on the LCD screen depending on the printer's status.

	Indicates the status of consumables. Select the icon to check the approximate service life of the maintenance box.

<table>
<tr><td rowspan="8"></td><td colspan="2">Indicates the network connection status.
Select the icon to check and change the current settings. This is the shortcut for the following menu.
Settings > General Settings > Network Settings > Wi-Fi Setup</td></tr>
<tr><td></td><td>The printer is not connected to a wired (Ethernet) network or unset it.</td></tr>
<tr><td></td><td>The printer is connected to a wired (Ethernet) network.</td></tr>
<tr><td></td><td>The printer is not connected to a wireless (Wi-Fi) network.</td></tr>
<tr><td></td><td>The printer is searching for SSID, unset IP address, or having a problem with a wireless (Wi-Fi) network.</td></tr>
<tr><td></td><td>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.</td></tr>
<tr><td></td><td>The printer is not connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.</td></tr>
<tr><td></td><td>The printer is connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.</td></tr>
<tr><td></td><td colspan="2">Indicates that there is additional information. Select the icon to displays the message.</td></tr>
<tr><td></td><td colspan="2">Indicates a problem with the items. Select the icon to check how to solve the problem.</td></tr>
</table>

Basic Operations

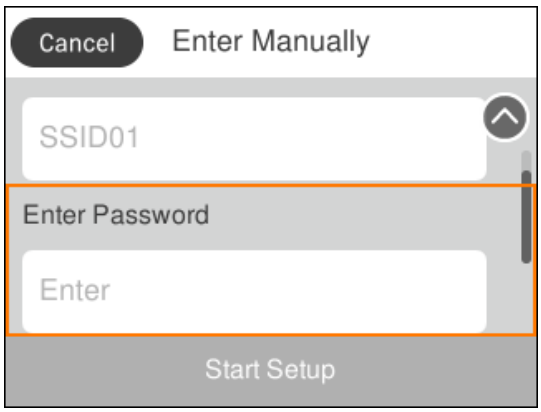
Move the focus using the ▲▼◀▶ buttons to select the items, and then press the OK button to confirm your selection or run the selected feature.



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

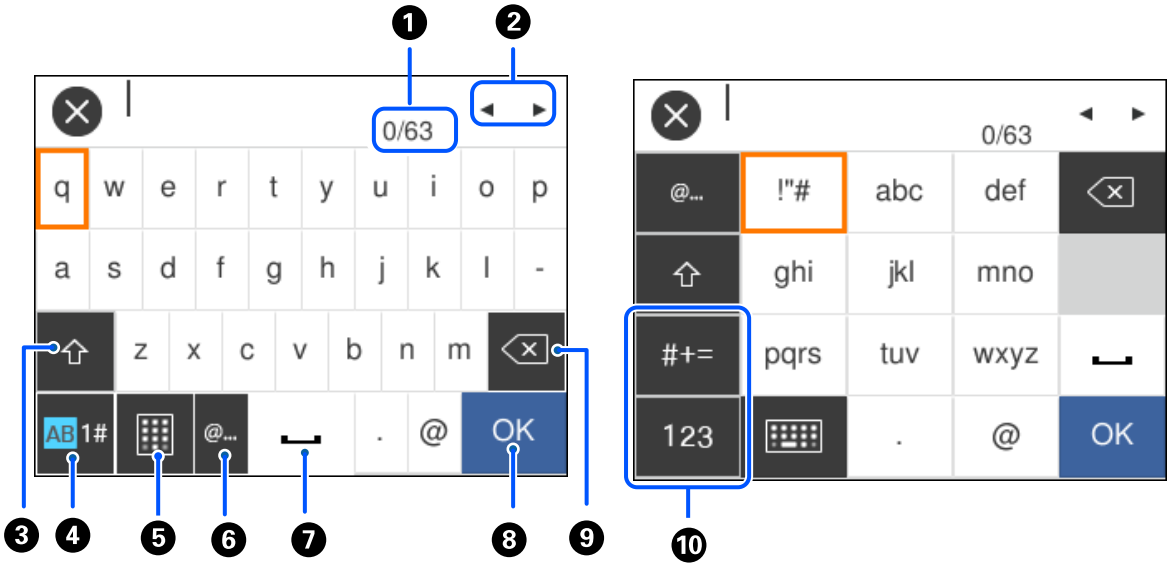


To enter the value, name, address, and so on, move the focus to the input field using the ▲▼◀▶ buttons, and then press the OK button to display the on-screen keyboard.



Entering Characters

You can enter characters and symbols by using on-screen keyboard when you make network settings and so on.



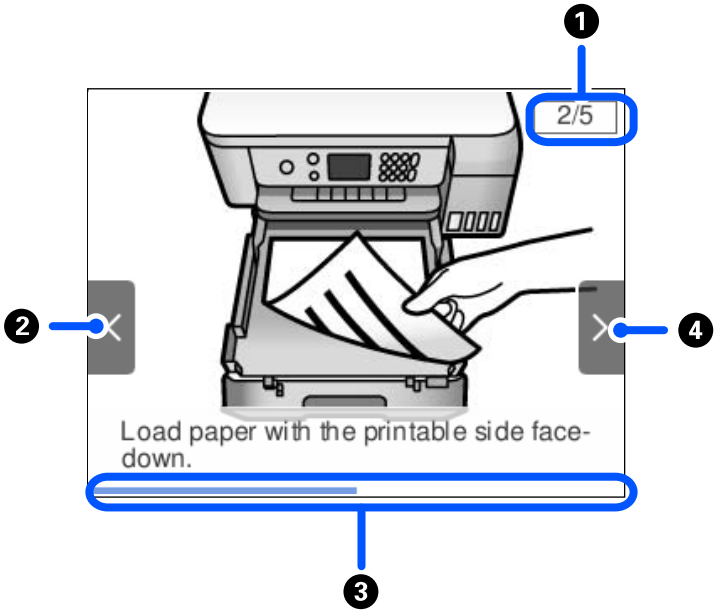
❶	Indicates the character count.
❷	Moves the cursor to the input position.
❸	Switches between upper case and lower case.
❹	Switches the character type. AB: Alphabet 1#: Numbers and symbols
❺	Changes the keyboard layout.
❻	Enters frequently used email domain addresses or URLs by simply selecting the item.
❼	Enters a space.
❽	Enters character.
❾	Deletes a character to the left. Deletes a character to the right when the cursor is at the start of the line and there are no characters to the left.
❿	Switches the character type. abc: Alphabet 123: Numbers #+=: Symbols

Viewing Animations

You can view animations of operating instructions such as loading paper or removing jammed paper on the LCD screen.

❏ Press ⓘ button: Displays the help screen. Select **How To** and then select the items that you want to view.

❏ Select **How To** at the bottom of the operation screen: Displays the context-sensitive animation. Note that the animation depends on the printer model.



❶	Indicates the total number of steps and the current step number. In the example above, it shows step 2 from 5 steps.
❷	Press ◀ button to return to the previous step.
❸	Indicates your progress through the current step. The animation repeats when the progress bar reaches the end.
❹	Press ▶ button to move to the next step.

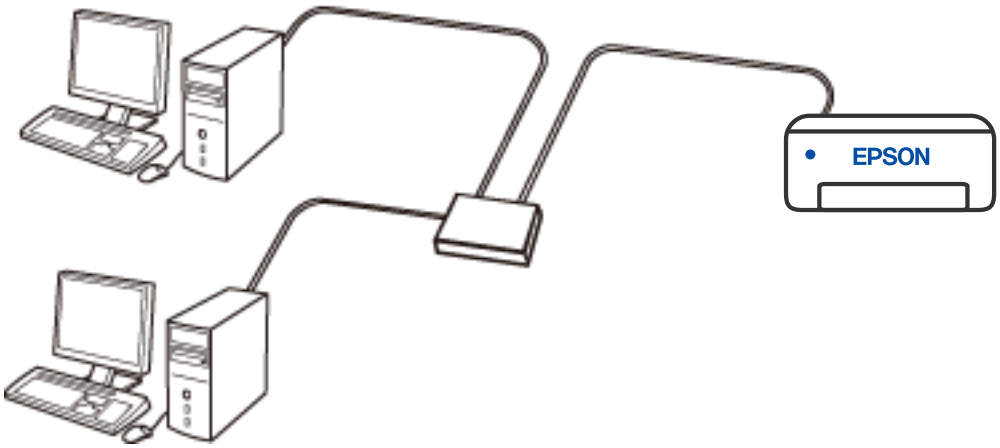
Network Settings

Network Connection Types

You can use the following connection methods.

Ethernet Connection

Connect the printer to a hub with an Ethernet cable.

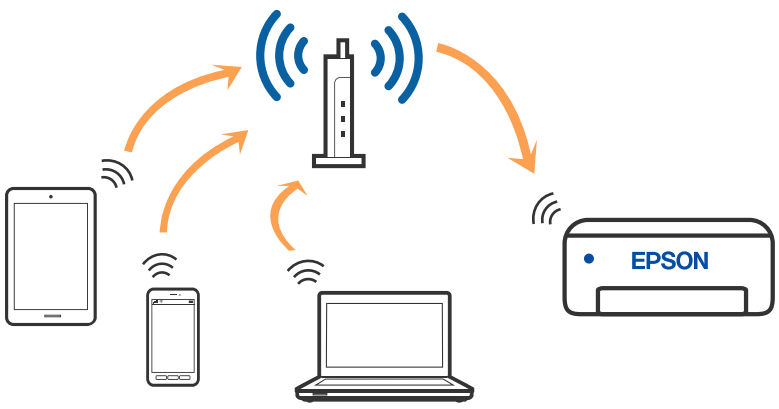


Related Information

➡ “Making Advanced Network Settings” on page 28

Wi-Fi Connection

Connect the printer and the computer or smart device to the access point. This is the typical connection method for home or office networks where computers are connected by Wi-Fi through the access point.



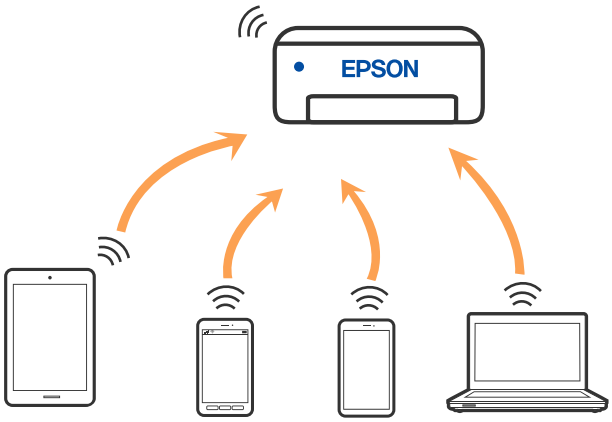
Related Information

➡ “Connecting to a Computer” on page 22

➡ “Making Wi-Fi Settings from the Printer” on page 23

Wi-Fi Direct (Simple AP) Connection

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 or Ethernet, 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.

Related Information

➡ “Making Wi-Fi Direct (Simple AP) Connection Settings” on page 27

Connecting to a Computer

We recommend using the installer to connect the printer to a 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.

http://epson.sn

North America and Latin America

Access the following website, select your country, then search for your product to download the latest version of your product's software installer:

http://support.epson.net/

To view and download software options, visit:

www.epson.com/support/scf170 (U.S.)

www.epson.ca/support/scf170 (Canada)

www.latin.epson.com/support/scf170 (Latin America)

❏ Setting up using the software disc (only for the models that come with a software disc and users with Windows computers with disc drives.)

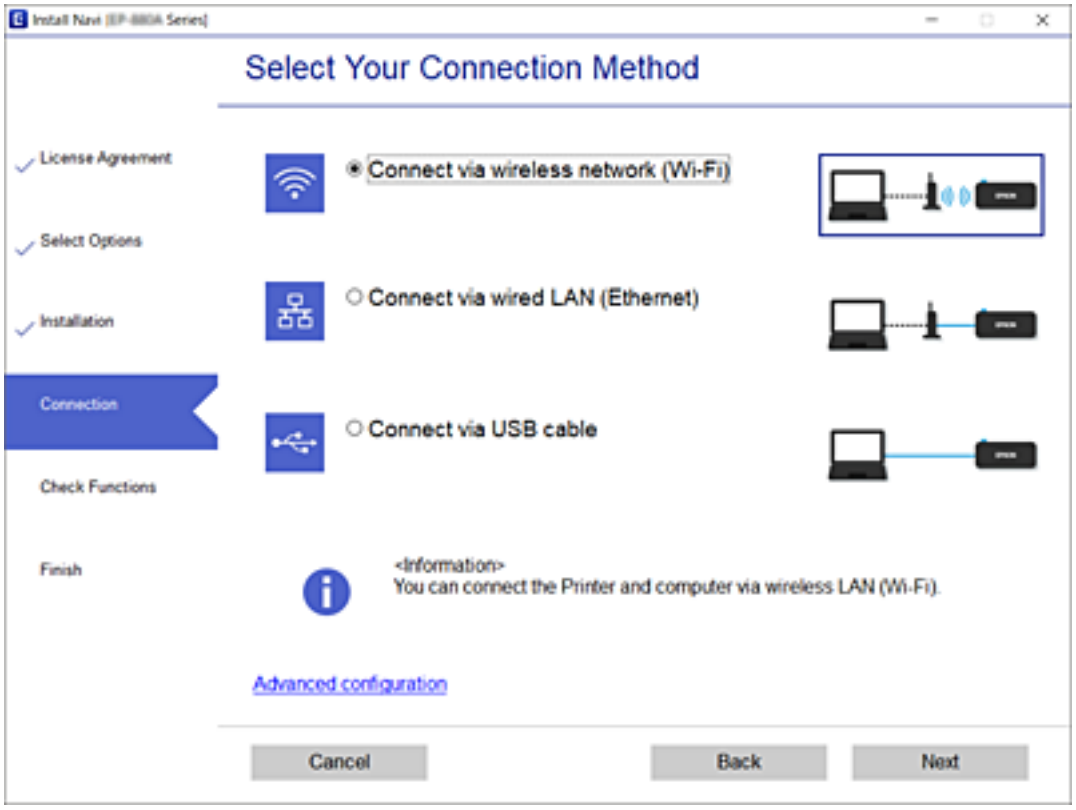
Insert the software disc into the computer, and then follow the on-screen instructions.

Selecting the Connection Methods

Follow the on-screen instructions until the following screen is displayed, and then select the connection method of the printer to the computer.

Note:
The installer screens may look different depending on the region.

Select the connection type and then click **Next**.



Follow the on-screen instructions.

Making Wi-Fi Settings from the Printer

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 information for the wireless router such as SSID and password, you can make settings manually.

If the wireless router supports WPS, you can make settings by using push button setup.

After connecting the printer to the network, connect to the printer from the device that you want to use (computer, smart device, tablet, and so on.)

Make advanced network settings to use a static IP address.

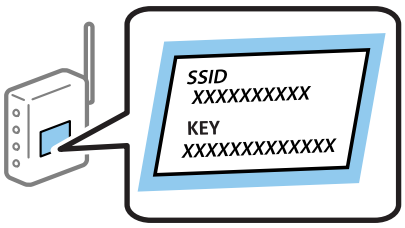
Related Information

➡ “Making Wi-Fi Settings by Entering the SSID and Password” on page 24
➡ “Making Wi-Fi Settings by Push Button Setup (WPS)” on page 25
➡ “Making Wi-Fi Settings by PIN Code Setup (WPS)” on page 26
➡ “Making Wi-Fi Settings by PIN Code Setup (WPS)” on page 26
➡ “Making Advanced Network Settings” on page 28

Making Wi-Fi Settings by Entering the SSID and Password

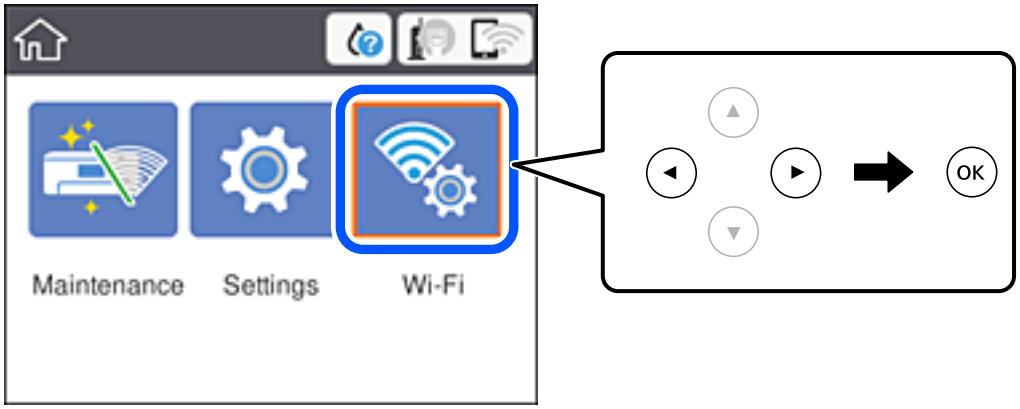
You can set up a Wi-Fi network by entering the information necessary to connect to a wireless router from the printer's control panel. To set up using this method, you need the SSID and password for a wireless router.

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, contact the person who set up the wireless router, or see the documentation provided with the wireless router.



1. Select **Wi-Fi** 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 to Wi-Fi connection.** or **Change Settings** to change the settings.

4. Select **Wi-Fi Setup Wizard**.

5. Select the SSID for the wireless router.

   Note:

   ❏ *If the SSID you want to connect to is not displayed on the printer's control panel, press the button to update the list. If it is still not displayed, press the + button, and then enter the SSID directly.*

   ❏ *If you do not know the network name (SSID) check if the information is written on the label of the wireless router. If you are using the wireless router with its default settings, use the SSID on the label. If you cannot find any information, see the documentation provided with the wireless router.*

6. Enter the password.

   Note:

   ❏ *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.*

7. When you have setup finished, select **Start Setup**.

8. Select **Dismiss** to finish.

   Note:

   *If you fail to connect, load A4- or Letter-size plain paper, and then select **Print Check Report** to print a connection report.*

9. Close the network connection settings screen.

Related Information

➡ "Basic Operations" on page 17

➡ "Entering Characters" on page 19

➡ "Checking the Network Connection Status" on page 30

➡ "When You Cannot Make Network Settings" on page 108

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

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

❏ The access point is compatible with WPS (Wi-Fi Protected Setup).

❏ The current Wi-Fi connection was established by pressing a button on the access point.

Note:

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

1. Select **Wi-Fi** on the home screen.

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

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

   If the printer has already been connected by Ethernet, select **Router**.

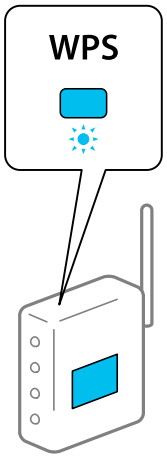
3. Press the OK button.

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

   If the printer has already been connected by Ethernet, select **Change to Wi-Fi connection.**, and then select **Yes** after checking the message.

4. Select **Push Button Setup (WPS)**.

5. Hold down the [WPS] button on the access point until the security light flashes.



   If you do not know where the [WPS] button is, or there are no buttons on the access point, see the documentation provided with your access point for details.

6. Press the OK button on the printer.

7. Press the OK button.

   The screen automatically closes after a specific length of time.

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

8. Press the ⌂ button.

Related Information

➡ "Basic Operations" on page 17

➡ "Checking the Network Connection Status" on page 30

➡ "When You Cannot Make Network Settings" on page 108

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

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

1. Select **Wi-Fi** on the home screen.

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

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

   If the printer has already been connected by Ethernet, select **Router**.

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.

   If the printer has already been connected by Ethernet, select **Change to Wi-Fi connection.**, and then select **Yes** after checking the message.

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

5. Use your computer to enter the PIN code (an eight digit number) displayed on the printer's control panel into the access point within two minutes.

   Note:
   See the documentation provided with your access point for details on entering a PIN code.

6. Press the OK button on the printer.

7. Press the OK button.

   The screen automatically closes after a specific length of time.

   Note:
   If connection fails, restart the access point, move it closer to the printer, and try again. If it still does not work, print a connection report and check the solution.

8. Press the ⌂ button.

Related Information

➡ "Basic Operations" on page 17

➡ "Checking the Network Connection Status" on page 30

➡ "When You Cannot Make Network Settings" on page 108

Making Wi-Fi Direct (Simple AP) Connection Settings

This method allows you to connect the printer directly to devices without an access point. The printer acts as an access point.

> ***Important:***
> *When you connect from a computer or smart device to the printer using the Wi-Fi Direct (Simple AP) connection, the printer is connected to the same Wi-Fi network (SSID) as the computer or smart device and the communication is established between them. Since the computer or smart device is automatically connected to the other connectable Wi-Fi network if the printer is turned off, it is not connected to the previous Wi-Fi network again if the printer is turned on. Connect to the printer's SSID for Wi-Fi Direct (Simple AP) connection from the computer or smart device again. If you do not want to connect every time you turn the printer on or off, we recommend using Wi-Fi network by connecting the printer to an access point.*

1. Select **Wi-Fi** 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.

   If you have made Wi-Fi Direct (Simple AP) settings, the detailed connection information is displayed. Go to step 5.

4. Press the OK button to start making settings.

5. Check the SSID and password displayed on the printer's control panel.

   On the computer's network connection screen or the smart device's Wi-Fi screen, select the SSID shown on the printer's control panel to connect.

   Note:
   For other regions than North America and Latin America

   You can check the connection method on the Web site. To access the Web site, scan the QR code displayed on the printer's control panel using the smart device or enter the URL (http://epson.sn) on the computer, and then go to ***Setup****.*

6. Enter the password displayed on the printer's control panel on the computer or smart device.

7. After the connection is established, select **Dismiss** on the printer's control panel.

8. Press the ⌂ button.

To connect the computer to the printer using Wi-Fi Direct, you need to install the printer driver on the computer.

Related Information

➡ "Basic Operations" on page 17

➡ "Checking the Network Connection Status" on page 30

➡ "When You Cannot Make Network Settings" on page 108

Making Advanced Network Settings

You can change the network device name, TCP/IP setup, proxy server and so on. Check your network environment before making changes.

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

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

2. Select **General Settings** > **Network Settings** > **Advanced**.

3. Select the menu item for settings, and then select or specify the setting values.

Related Information

➡ "Basic Operations" on page 17

➡ "Setting Items for Advanced Network Settings" on page 29

Setting Items for Advanced Network Settings

Select the menu item for settings, and then select or specify the setting values.

❏ Device Name

You can enter the following characters.

- ❏ Character limits: 2 to 15 (you must enter at least 2 characters)
- ❏ Usable characters: A to Z, a to z, 0 to 9, -.
- ❏ Characters you cannot use at the top: 0 to 9, -.
- ❏ Characters you cannot use at the bottom: -

❏ TCP/IP

- ❏ Auto

  Select when you are using an access point at home or you are allowing the IP address to be acquired automatically by DHCP.

- ❏ Manual

  Select when you do not want the printer's IP address to be changed. Enter the addresses for IP Address, Subnet Mask, and Default Gateway, and make DNS Server settings according to your network environment.

  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 then enter the primary DNS server and secondary DNS server address directly.

❏ Proxy Server

- ❏ Do Not Use

  Select when you are using the printer in a home network environment.

- ❏ Use

  Select when you are using a proxy server in your network environment and you want to set it to the printer. Enter the proxy server address and port number.

❏ IPv6 Address

- ❏ Enable

  Select this when using an IPv6 address.

- ❏ Disable

  Select this when using an IPv4 address.

❏ Link Speed & Duplex

Select an appropriate Ethernet speed and duplex setting. If you select a setting other than Auto, make sure the setting corresponds to the settings on the hub you are using.

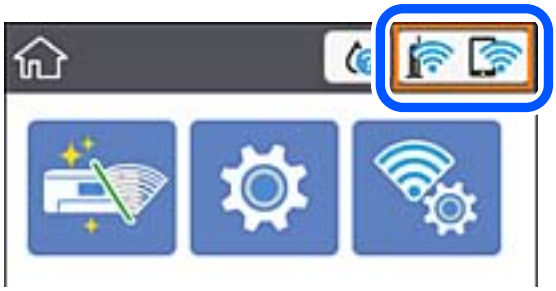
- ❏ Auto
- ❏ 10BASE-T Half Duplex
- ❏ 10BASE-T Full Duplex
- ❏ 100BASE-TX Half Duplex
- ❏ 100BASE-TX Full Duplex

Checking the Network Connection Status

You can check the network connection status in the following way.

Network Icon

You can check the network connection status and strength of the radio wave using the network icon on the printer's home screen.



Related Information

➡ "Icons displayed in the LCD Screen" on page 16

Checking Detailed Network Information from the Control Panel

When your printer is connected to the network, you can also view other network-related information by selecting the network menus you want to check.

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

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

2. Select **General Settings** > **Network Settings** > **Network Status**.

3. To check the information, select the menus that you want to check.

   ❏ Wired LAN/Wi-Fi Status

   Displays the network information (device name, connection, signal strength, obtain IP address, and so on) for Ethernet or Wi-Fi connections.

   ❏ Wi-Fi Direct Status

   Displays whether Wi-Fi Direct is enabled or disabled for Wi-Fi Direct connections.

   ❏ Print Status Sheet

   Prints a network status sheet. The information for Ethernet, Wi-Fi, Wi-Fi Direct, and so on is printed on two or more pages.

Printing a 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 **General Settings** > **Network Settings** > **Connection Check**.

   The connection check starts.
4. Select **Print Check Report**.
5. Print the network connection report.

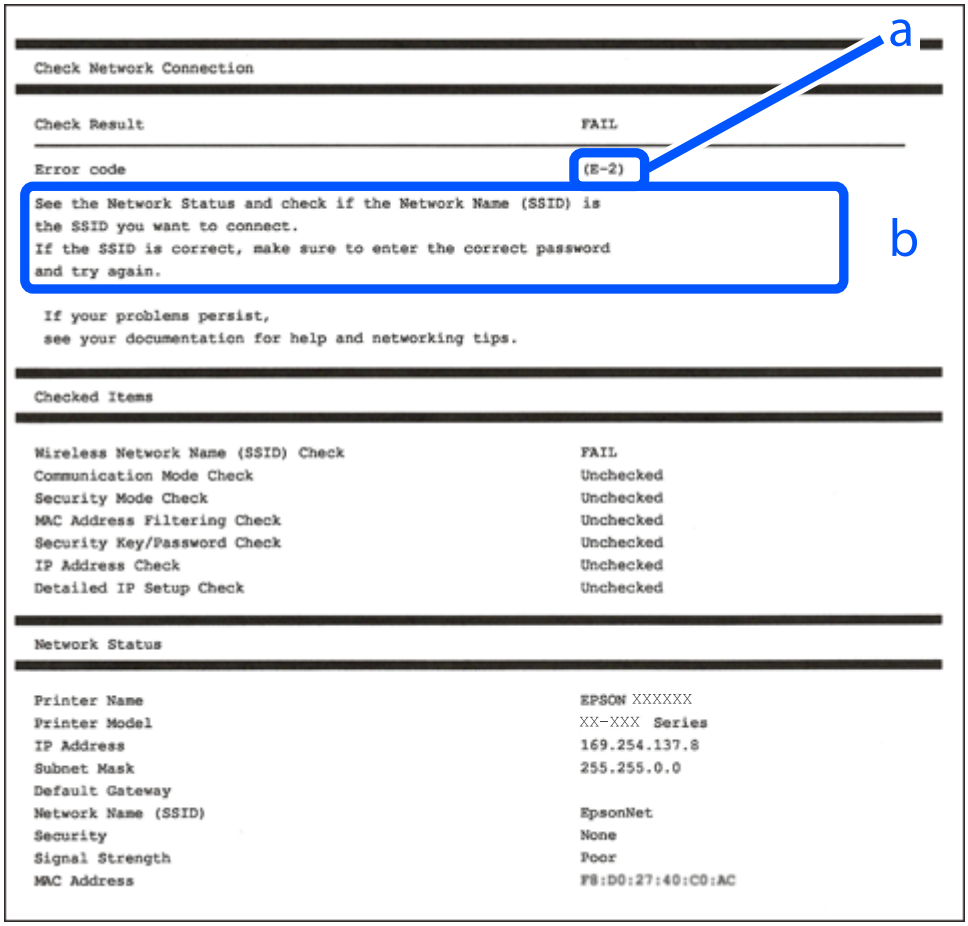
   If an error has occurred, check the network connection report, and then follow the printed solutions.
6. Close the screen.

Related Information

➡ "Messages and Solutions on the Network Connection Report" on page 31

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. Network Environment Message

Related Information

➡ "E-1" on page 32
➡ "E-2, E-3, E-7" on page 32
➡ "E-5" on page 33
➡ "E-6" on page 34
➡ "E-8" on page 34
➡ "E-9" on page 34
➡ "E-10" on page 35
➡ "E-11" on page 36
➡ "E-12" on page 36
➡ "E-13" on page 37
➡ "Message on the Network Environment" on page 38

E-1

Message:

Confirm that the network cable is connected and network devices such as hub, router, or access point are turned on.

Solutions:

❏ Make sure the Ethernet cable is securely connected to your printer and to your hub or other network device.

❏ Make sure your hub or other network device is turned on.

E-2, E-3, E-7

Message:

No wireless network names (SSID) found. Confirm that the router/access point is turned on and the wireless network (SSID) is set up correctly. Contact your network administrator for assistance.

No wireless network names (SSID) found. Confirm that the wireless network name (SSID) of the PC you wish to connect is set up correctly. Contact your network administrator for assistance.

Entered security key/password does not match the one set for your router/access point. Confirm security key/password. Contact your network administrator for assistance.

Solutions:

❏ Make sure your access point is turned on.

❏ Confirm that your computer or device is connected correctly to the access point.

❏ Turn off the access point. Wait for about 10 seconds, and then turn it on.

❏ Place the printer closer to your access point 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 you are using push button setup to establish a network connection, make sure your access point supports WPS. You cannot use push button setup if your access point does not support WPS.
- ❏ Makes sure your SSID uses only ASCII characters (alphanumeric characters and symbols). The printer cannot display an SSID that contains non-ASCII characters.
- ❏ Makes sure you know your SSID and password before connecting to the access point. If you are using an access point with its default settings, the SSID and password are located on a label on the access point. If you do not know your SSID and password, contact the person who set up the access point, or see the documentation provided with the access point.
- ❏ 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.

  http://epson.sn > **Setup**

  North America and Latin America

  To view and download software options, visit:

  www.epson.com/support/scf170 (U.S.)

  www.epson.ca/support/scf170 (Canada)

  www.latin.epson.com/support/scf170 (Latin America)

  - ❏ 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

➡ “Connecting to a Computer” on page 22

➡ “Making Wi-Fi Settings from the Printer” on page 23

E-5

Message:

Security mode (e.g. WEP, WPA) does not match the current setting of the printer. Confirm security mode. Contact your network administrator for assistance.

Solutions:

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

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

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

E-6

Message:

MAC address of your printer may be filtered. Check whether your router/access point has restrictions such as MAC address filtering. See the documentation of the router/access point or contact your network administrator for assistance.

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 access point for details. You can check the printer's MAC address from the **Network Status** part on the network connection report.

❏ If your access point is using shared authentication with WEP security, make sure the authentication key and index are correct.

Related Information

➡ "Setting Items for Advanced Network Settings" on page 29

➡ "Printing a Network Status Sheet" on page 38

E-8

Message:

Incorrect IP address is assigned to the printer. Confirm IP address setup of the network device (hub, router, or access point). Contact your network administrator for assistance.

Solutions:

❏ Enable DHCP on the access point if the printer's Obtain IP Address setting is set to **Auto**.

❏ If the printer's Obtain IP Address setting is set to Manual, the IP address you manually set is invalid due to out of range (for example: 0.0.0.0). Set a valid IP address from the printer's control panel or by using Web Config.

Related Information

➡ "Setting Items for Advanced Network Settings" on page 29

E-9

Message:

Confirm the connection and network setup of the PC or other device. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.

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

http://epson.sn > **Setup**

North America and Latin America

To view and download software options, visit:

www.epson.com/support/scf170 (U.S.)

www.epson.ca/support/scf170 (Canada)

www.latin.epson.com/support/scf170 (Latin America)

Related Information

➡ "Connecting to a Computer" on page 22

E-10

Message:

Confirm IP address, subnet mask, and default gateway setup. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.

Solutions:

Check the following.

❏ Other devices on the network are turned on.

❏ Network addresses (IP address, subnet mask, and default gateway) are correct if you have set the printer's Obtain IP Address to Manual.

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

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

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

Related Information

➡ "Setting Items for Advanced Network Settings" on page 29

➡ "Printing a Network Status Sheet" on page 38

E-11

Message:

Setup is incomplete. Confirm default gateway setup. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.

Solutions:

Check the following.

❏ The default gateway address is correct if you set the printer's TCP/IP Setup setting to Manual.

❏ The device that is set as the default gateway is turned on.

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

Related Information

➡ "Setting Items for Advanced Network Settings" on page 29

➡ "Printing a Network Status Sheet" on page 38

E-12

Message:

Confirm the following -Entered security key/password is correct -Index of the security key/password is set to the first number -IP address, subnet mask, or default gateway setup is correct Contact your network administrator for assistance.

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 access point. 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.

http://epson.sn > **Setup**

North America and Latin America

Access the following website, select your country, then search for your product to download the latest version of your product's software installer:

http://support.epson.net/

To view and download software options, visit:

www.epson.com/support/scf170 (U.S.)

www.epson.ca/support/scf170 (Canada)

www.latin.epson.com/support/scf170 (Latin America)

❏ You can register several passwords on an access point that uses WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

Related Information

➡ "Setting Items for Advanced Network Settings" on page 29

➡ "Connecting to a Computer" on page 22

E-13

Message:

Confirm the following -Entered security key/password is correct -Index of the security key/password is set to the first number -Connection and network setup of the PC or other device is correct Contact your network administrator for assistance.

Solutions:

Check the following.

❏ Network devices such as an access point, 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 access point. 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.

http://epson.sn > **Setup**

North America and Latin America

Access the following website, select your country, then search for your product to download the latest version of your product's software installer:

http://support.epson.net/

To view and download software options, visit:

www.epson.com/support/scf170 (U.S.)

www.epson.ca/support/scf170 (Canada)

www.latin.epson.com/support/scf170 (Latin America)

❏ You can register several passwords on an access point 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 Items for Advanced Network Settings" on page 29

➡ "Connecting to a Computer" on page 22

Message on the Network Environment

Message	Solution
*Multiple network names (SSID) that match your entered network name (SSID) have been detected. Confirm network name (SSID).	The same SSID may be set on several access points. Check the settings on the access points, and change the SSID.
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 access point and removing any obstacles between them, turn off the access point. Wait for about 10 seconds, and then turn it on. If it still does not connect, see the documentation supplied with the access point.
*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 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.

Printing a Network Status Sheet

You can check the detailed network information by printing it.

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 **General Settings** > **Network Settings** > **Network Status**.
4. Select **Print Status Sheet**.
5. Check the message, and then print the network status sheet.
6. Close the screen.

   The screen automatically closes after a specific length of time.

Replacing or Adding New Wireless Routers

If the SSID changes due to the replacement of a wireless router, or a wireless router is added and a new network environment is established, re-set the Wi-Fi settings.

Related Information

➡ "Changing the Connection Method to a Computer" on page 39

Changing the Connection Method to a Computer

Run the installer again and choose a different connection method.

❏ Setting up from the website

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

http://epson.sn

North America and Latin America

Access the following website, select your country, then search for your product to download the latest version of your product's software installer:

http://support.epson.net/

To view and download software options, visit:

www.epson.com/support/scf170 (U.S.)

www.epson.ca/support/scf170 (Canada)

www.latin.epson.com/support/scf170 (Latin America)

❏ Setting up using the software disc (only for the models that come with a software disc and users with Windows computers with disc drives.)

Insert the software disc into the computer, and then follow the on-screen instructions.

Changing the Network Connection to Ethernet from the Control Panel

Follow the steps below to change the network connection to Ethernet from Wi-Fi using the control panel.

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

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

2. Select **General Settings** > **Network Settings** > **Wired LAN Setup**.

3. Press the OK button.

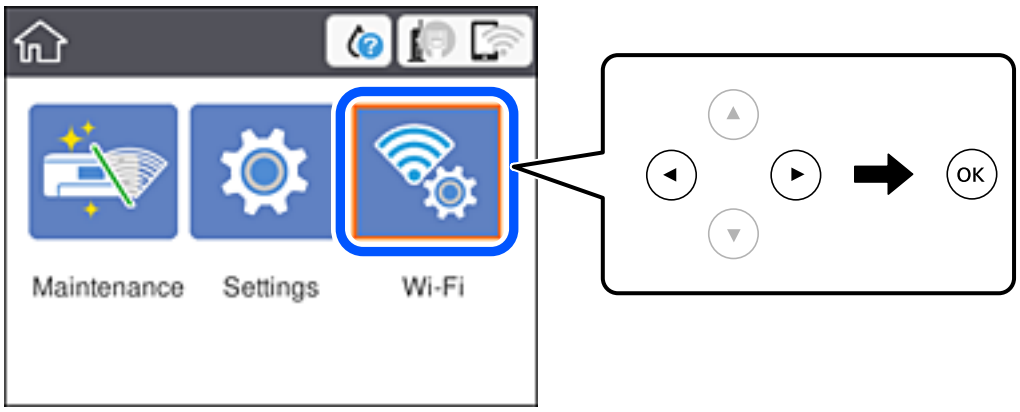
4. Connect the printer to a router using an Ethernet cable.

Disabling Wi-Fi from the Control Panel

When Wi-Fi is disabled, the Wi-Fi connection is disconnected.

1. Select **Wi-Fi** on the home screen.

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



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

   The network status is displayed.

3. Select **Change Settings**.

4. Select **Others** > **Disable Wi-Fi**.

5. Check the message, and then start setup.

6. When a completion message is displayed, close the screen.

   The screen automatically closes after a specific length of time.

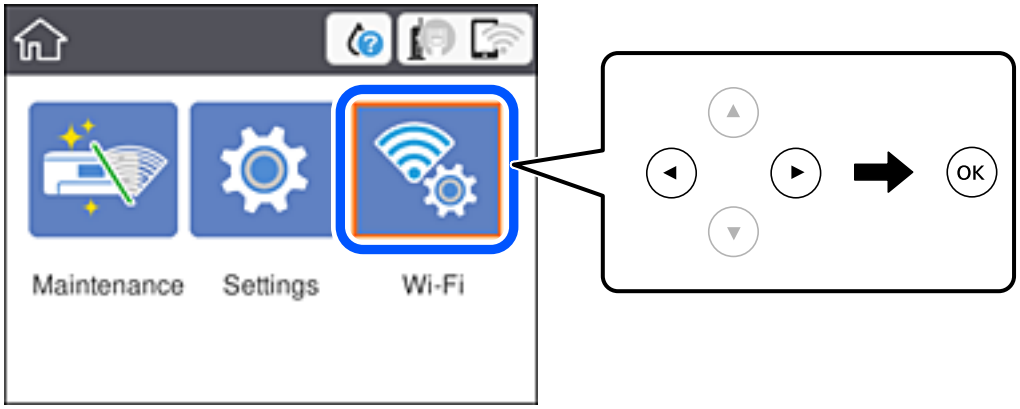
7. Press the ⌂ button.

Disconnecting Wi-Fi Direct (Simple AP) Connection from the Control Panel

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

1. Select **Wi-Fi** on the 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. Press the OK button.

4. Select **Change Settings**.

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

6. Press the OK button.

7. When a completion message is displayed, close the screen.

   The screen automatically closes after a specific length of time.

8. Press the button.

Restoring the Network Settings from the Control Panel

You can restore all network settings to their defaults.

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

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

2. Select **Restore Default Settings** > **Network Settings**.

3. Check the message, and then select **Yes**.

4. When a completion message is displayed, close the screen.

   The screen automatically closes after a specific length of time.

Preparing the Printer

Loading Papers

Available Paper and Capacities

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

Genuine Epson Paper

Media Name	Size	Loading Capacity (Sheets)
DS Transfer General Purpose	A4	150

North America and Latin America

Media Name	Size	Product Code	Loading Capacity (Sheets)
DS Transfer Multi Use paper	Letter (8.5 x 11 inches)	S450361	150
	Legal (8.5 x 14 inches)	S450362	150

Paper Handling Precautions

Note the following points when handling and storing the paper. If the paper is not in good condition, print quality may decline. Check the manuals supplied with each paper.

Handling Precautions

- ❏ Make sure you use genuine Epson transfer paper. If you use a paper other than genuine Epson paper, the color may not develop as expected, roller traces may be noticeable, or the ink may rub off.
- ❏ Use genuine Epson transfer paper under normal room conditions (temperature: 15 to 25˚C (59 to 77˚F) ; humidity: 40 to 60%).
- ❏ Do not fold the paper or scratch the surface of the paper.
- ❏ Avoid touching the printable surface of the paper with your bare hands. Moisture and oils from your hands can affect print quality.
- ❏ Handle paper by the edges. We also recommend that you wear cotton gloves.
- ❏ Paper may be wavy or curled if the temperature and humidity change. Load paper just before printing. Also, do not use paper that is wavy or curled.
- ❏ Do not wet the paper.
- ❏ Do not throw away the paper packaging as you can use it for storing the paper.
- ❏ Avoid locations that are subject to direct sunlight, excessive heat, or humidity.
- ❏ Keep paper in its original package after opening, and keep it in a flat place.

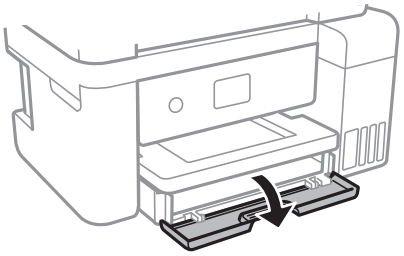
Printed Paper Handling Precautions

To maintain long lasting, high quality print results, note the following points.

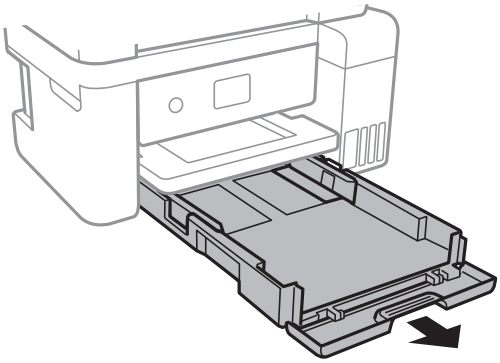
- ❏ Do not rub or scratch the printed surface. If it is rubbed or scratched, the ink may peel off.
- ❏ Do not touch, rub, or scratch the printed surface, or the ink may peel off.
- ❏ Make sure the printouts are completely dry before folding or stacking. If you stack the printouts, marks may be left where they touch. These marks will disappear if they are separated immediately and dried; however, they will remain if not separated.
- ❏ Do not use a dryer to dry the printouts.
- ❏ Avoid locations that are subject to direct sunlight.
- ❏ Prevent color distortion while displaying or storing the printouts by following the instructions in the paper's documentation.

Loading Paper in the Paper Cassette

1. Open the front cover until it clicks.



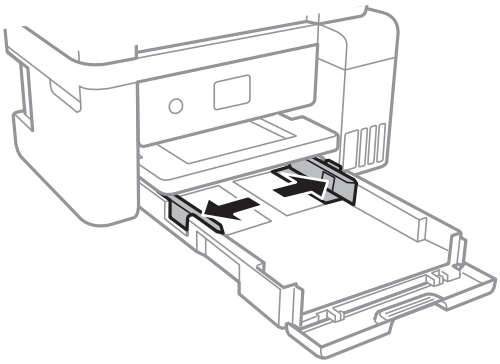
2. Check that the printer is not operating, and then slide out the paper cassette.



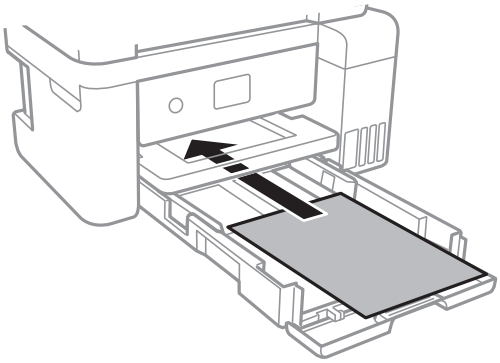
Important:

The paper cassette cannot be removed.

3. Slide the edge guides to their maximum position.



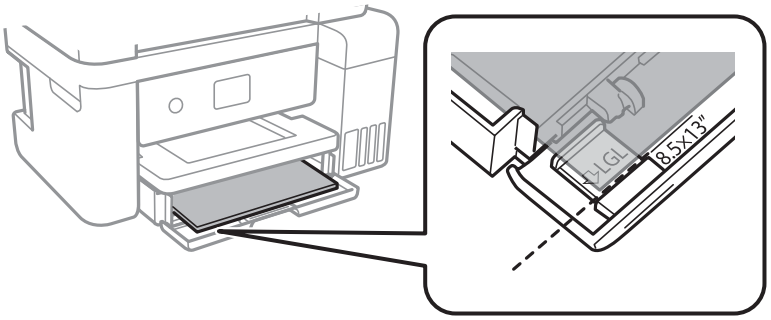
4. With the printable side facing down, load paper until it touches the back of the paper cassette.



> ***Important:***
> *Do not load more than the maximum number of sheets specified for the paper.*

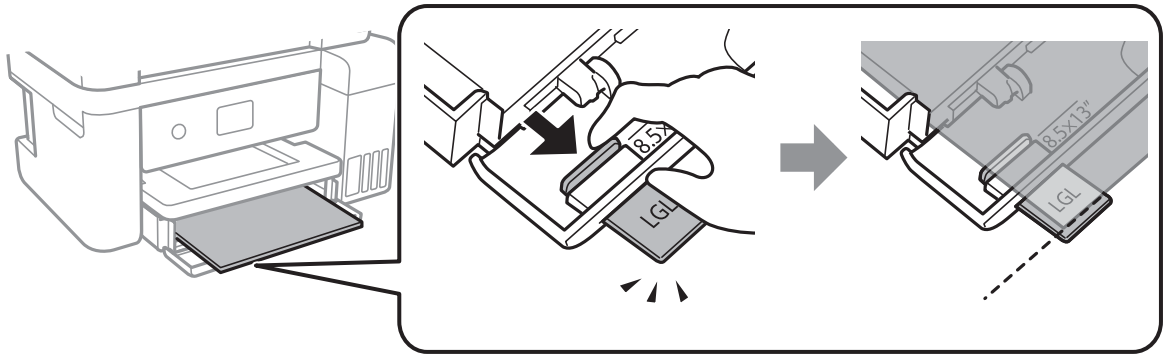
❏ 8.5 x 13 in.

Load paper using the line.

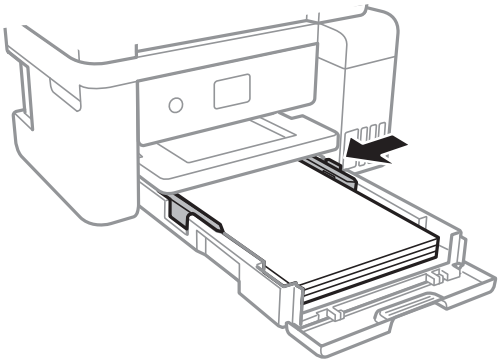


❏ Legal

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

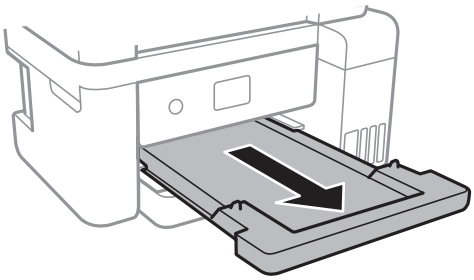


5. Slide the edge guides to the edges of the paper.



6. Insert the paper cassette gently.

7. Slide out the output tray.



Related Information

➡ “Paper Handling Precautions” on page 42

➡ “Available Paper and Capacities” on page 42

Menu Options for Settings

Select **Settings** on the home screen of the printer to make various settings.

Menu Options for General Settings

Select the menus on the control panel as described below.

Settings > **General Settings**

Basic Settings

Select the menus on the control panel as described below.

Settings > **General Settings** > **Basic Settings**

LCD Brightness:

Adjust the brightness of the LCD screen.

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.

Power Off Timer:

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

Select this setting to turn the printer off automatically when it is not used for a specified period of time. You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

Power Off Settings:

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

❏ Power Off If Inactive

Select this setting to turn the printer off automatically if it is not used for a specified period of time. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

❏ Power Off If Disconnected

Select this setting to turn the printer off after 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

Language:

Select the language used on the LCD screen.

Operation Time Out:

Select **On** to return to the initial screen when no operations have been performed for the specified time.

Keyboard:

Change the layout of the keyboard on the LCD screen.

Related Information

➡ "Saving Power - Control Panel" on page 50

➡ "Entering Characters" on page 19

Printer Settings

Select the menus on the control panel as described below.

Settings > **General Settings** > **Printer Settings**

Universal Print Settings:

These print settings are applied when you print by an external device without using the printer driver. The offset settings are applied when you print using the printer driver.

Top Offset:

Adjust the top margin of the paper.

Left Offset:

Adjust the left margin of the paper.

Check Paper Width:

Select **On** to check the paper width before printing. This prevents printing beyond the edges of the paper when the paper size setting is incorrect, but this may lower the print speed.

Skip Blank Page:

Skips blank pages in the print data automatically.

PC Connection via USB:

Select **Enable** to allow a computer to access the printer when connected by USB. When **Disable** is selected, printing that is not sent over a network connection is restricted.

Network Settings

Select the menus on the control panel as described below.

Settings > **General Settings** > **Network Settings**

Wi-Fi Setup:

Set up or change wireless network settings. Choose the connection method from the following and then follow the instructions on the LCD panel.

❏ Wi-Fi (Recommended)

❏ Wi-Fi Direct

Wired LAN Setup:

Set up or change a network connection that uses a LAN cable and router. When this is being used, Wi-Fi connections are disabled.

Network Status:

Displays or prints the current network settings.

❏ Wired LAN/Wi-Fi Status

❏ Wi-Fi Direct Status

❏ Print Status Sheet

Connection Check:

Checks the current network connection and prints a report. If there are any problems with the connection, see the report to solve the problem.

Advanced:

Make the following detailed settings.

❏ Device Name

❏ TCP/IP

❏ Proxy Server

❏ IPv6 Address

❏ Link Speed & Duplex

Related Information

➡ “Making Wi-Fi Settings by Entering the SSID and Password” on page 24

➡ “Making Wi-Fi Settings by Push Button Setup (WPS)” on page 25

➡ “Making Wi-Fi Settings by PIN Code Setup (WPS)” on page 26

➡ “Making Wi-Fi Direct (Simple AP) Connection Settings” on page 27

➡ “Printing a Network Status Sheet” on page 38

➡ “Checking the Network Connection Status” on page 30

➡ “Changing the Network Connection to Ethernet from the Control Panel” on page 39

➡ “Making Advanced Network Settings” on page 28

Menu Options for Maintenance

Select the menus on the control panel as described below.

Settings > **Maintenance**

Print Head Nozzle Check:

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

Print Head Cleaning:

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

Power Cleaning:

Select this feature to replace all of the ink inside the ink tubes. More ink is consumed than in usual cleaning. See the "Related Information" below for details on using this feature.

Print Head Alignment:

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

❏ Vertical Alignment

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

❏ Horizontal Alignment

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

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 the ! mark is displayed, the maintenance box is nearly full. When the X mark 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 80

➡ "Aligning the Print Head" on page 83

➡ "Refilling the Ink Tanks" on page 73

➡ "Cleaning the Paper Path for Ink Smears" on page 84

Menu Options for Print Status Sheet

Select the menus on the control panel as described below.

Settings > **Print Status Sheet**

Configuration Status Sheet:

Print information sheets showing the current printer status and settings.

Supply Status Sheet:

Print information sheets showing the status of consumables.

Usage History Sheet:

Print information sheets showing the usage history of the printer.

Menu Options for Print Counter

Select the menus on the control panel as described below.

Settings > **Print Counter**

Displays the total number of prints, B&W prints, and color prints from the time you purchased the printer.

Menu Options for Restore Default Settings

Select the menus on the control panel as described below.

Settings > **Restore Default Settings**

Resets the following menus to their defaults.

❏ Network Settings

❏ Clear All Data and Settings

Menu Options for Firmware Update

Select the menus on the control panel as described below.

Settings > **Firmware Update**

Update:

Check if a later 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.

Saving Power

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

Saving Power - Control Panel

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

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

2. Select **General Settings** > **Basic Settings**.

3. Do one of the following.

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

❏ Select **Sleep Timer** or **Power Off Settings** > **Power Off If Inactive** or **Power Off If Disconnected**, and then make settings.

❏ Select **Sleep Timer** or **Power Off Timer**, and then make settings.

Printing

Printing from the Printer Driver on Windows

Accessing the Printer Driver

When accessing the printer driver from the computer's control panel, the settings are applied to all of the applications.

Accessing the printer driver from the control panel

❏ Windows 10/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 Vista/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**.

❏ Windows XP/Windows Server 2003 R2/Windows Server 2003

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

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

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

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

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

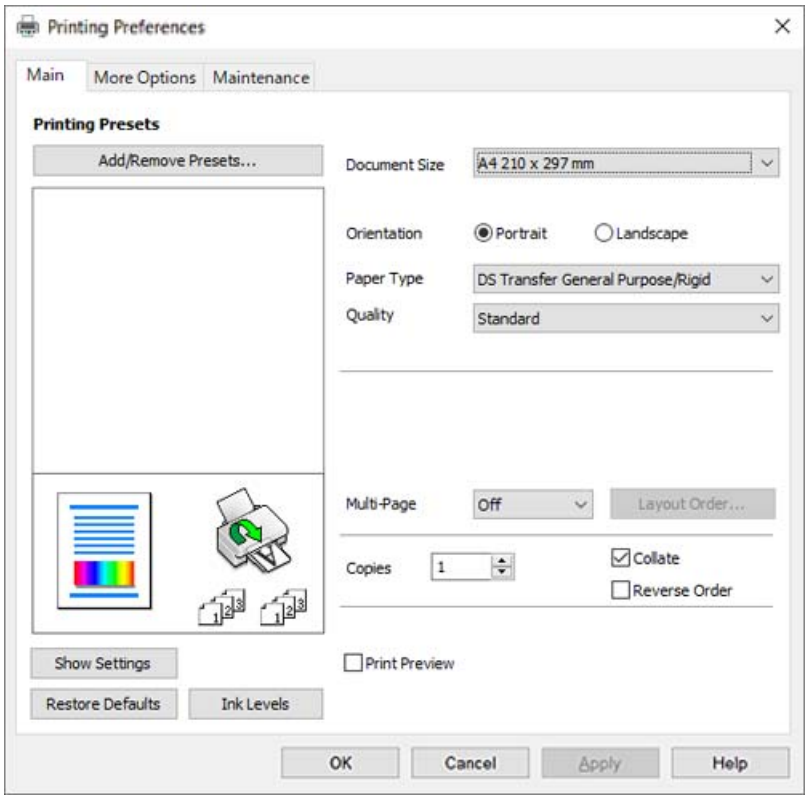
Printing Basics

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

1. Open the file you want to print.

   Load paper in the printer if it has not already been loaded.

2. Select **Print** or **Page Setup** from the **File** menu.
3. Select your printer.
4. Select **Preferences** or **Properties** to access the printer driver window.



5. Change the settings as necessary.

   See the menu options for the printer driver for details.

   Note:
   - ❏ *You can also see the online help for explanations of the setting items. Right-clicking an item displays **Help**.*
   - ❏ *When you select **Print Preview**, you can see a preview of your document before printing.*
   - ❏ *Even if nothing is set in the printer driver, the print data is reversed (mirrored) and printed. On the **More Options** tab, printing is not reversed if you clear **Mirror Image**.*

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

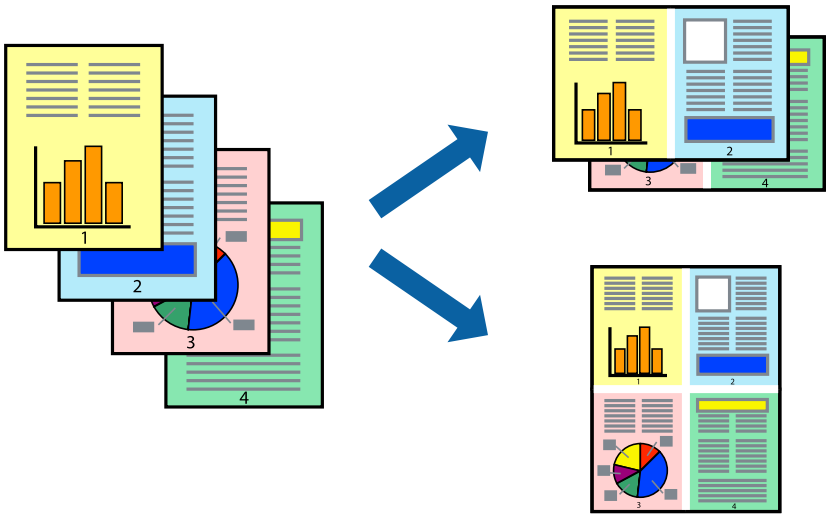
   Note:
   *When you select **Print Preview**, a preview window is displayed. To change the settings, click **Cancel**, and then repeat the procedure from step 2.*

Related Information

➡ "Available Paper and Capacities" on page 42
➡ "Loading Paper in the Paper Cassette" on page 43
➡ "Main Tab" on page 62

Printing Several Pages on One Sheet

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



Print Settings

On the printer driver's **Main** tab, select **2-Up**, **4-Up**, **6-Up**, **8-Up**, **9-Up**, or **16-Up** as the **Multi-Page** setting.

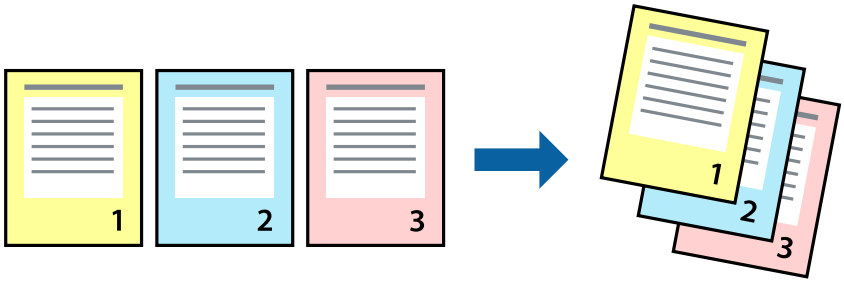
Related Information

➡ “Printing Basics” on page 52

➡ “Main Tab” on page 62

Printing and Stacking in Page Order (Reverse Order Printing)

You can print from the last page so that the documents are stacked in page order.



Print Settings

On the printer driver's **Main** tab, select **Reverse Order**.

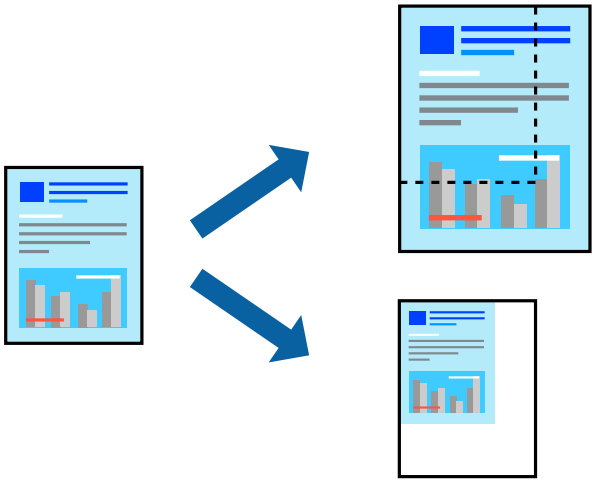
Related Information

➡ “Printing Basics” on page 52

➡ “Main Tab” on page 62

Printing a Reduced or Enlarged Document

You can reduce or enlarge the size of a document by a specific percentage or to fit the paper size you loaded in the printer.



Print Settings

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

Select **Center** to print the images in the center of the page.

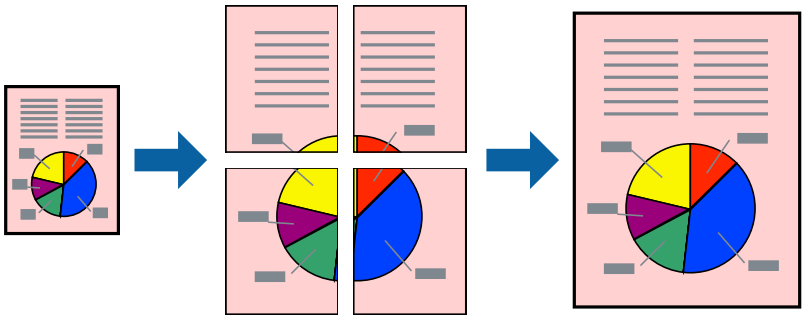
Related Information

➡ “Printing Basics” on page 52

➡ “More Options Tab” on page 63

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.



Print Settings

On the printer driver's **Main** tab, select **2x1 Poster**, **2x2 Poster**, **3x3 Poster**, or **4x4 Poster** as the **Multi-Page** setting. If you click **Settings**, you can select the panels that you do not want to print. You can also select the cutting guide options.

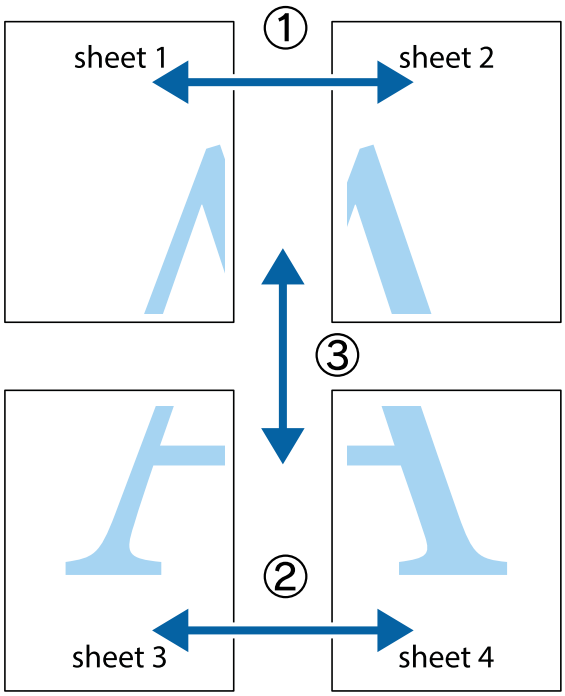
Related Information

➡ "Printing Basics" on page 52

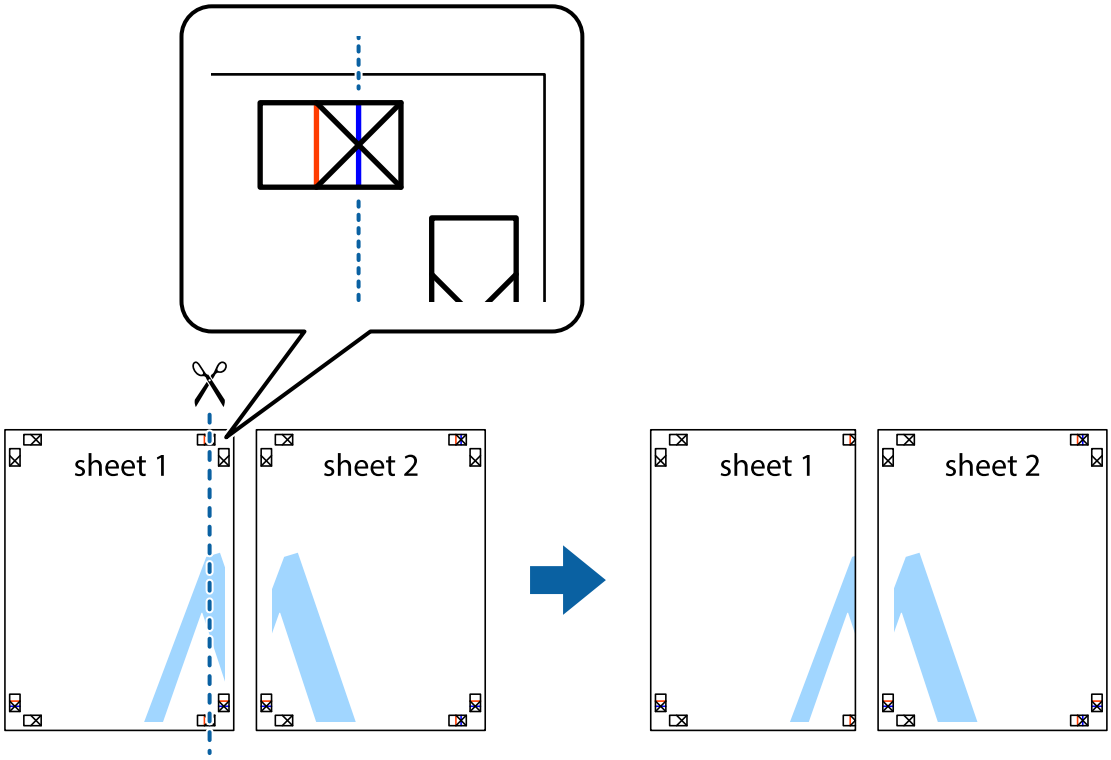
➡ "Main Tab" on page 62

Making Posters Using Overlapping Alignment Marks

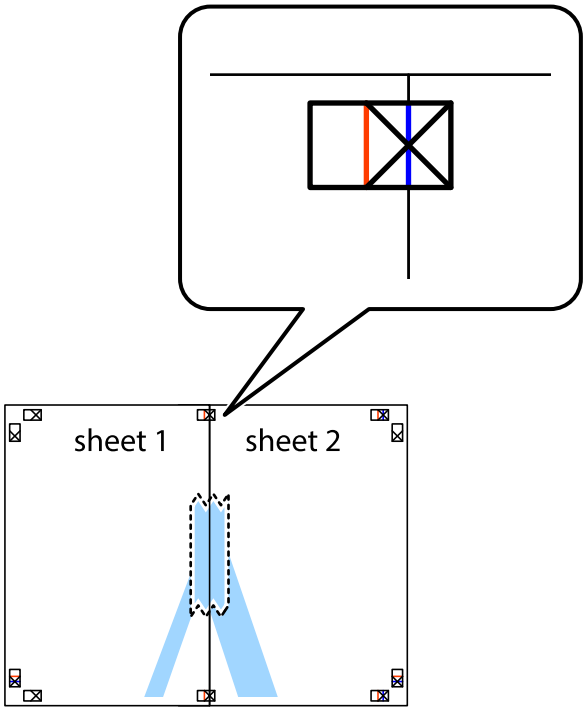
Here is an example of how to make a poster when **2x2 Poster** is selected, and **Overlapping Alignment Marks** is selected in **Print Cutting Guides**.



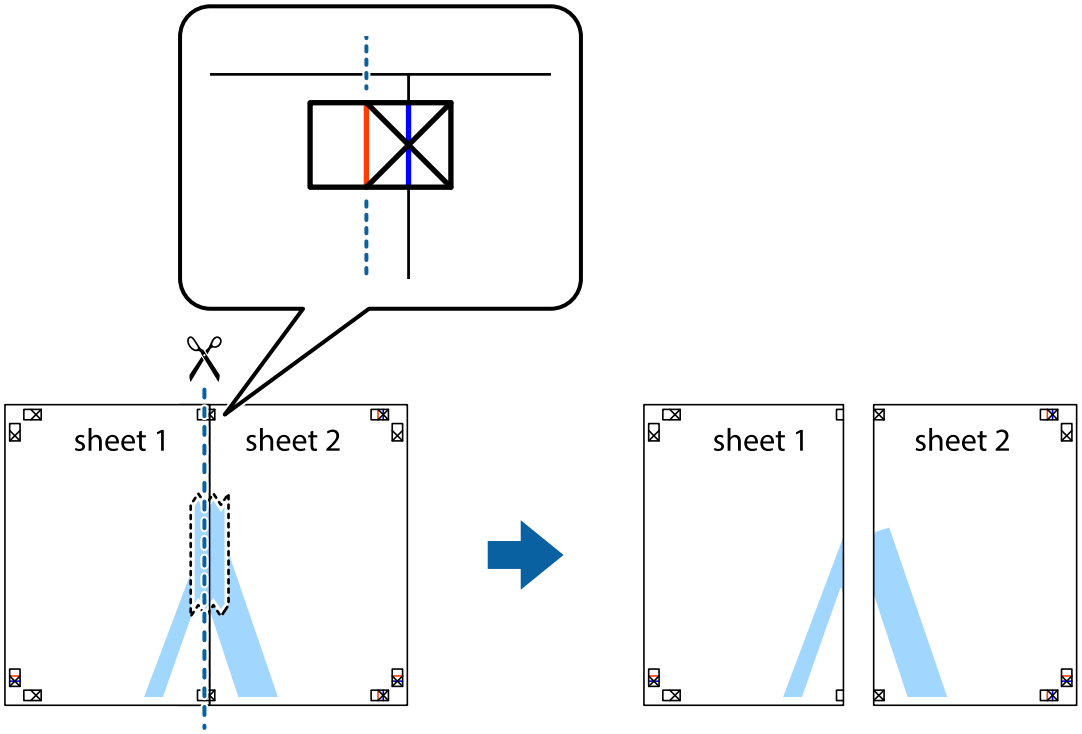
1. Prepare Sheet 1 and Sheet 2. Cut off the margins of Sheet 1 along the vertical blue line through the center of the top and bottom cross marks.



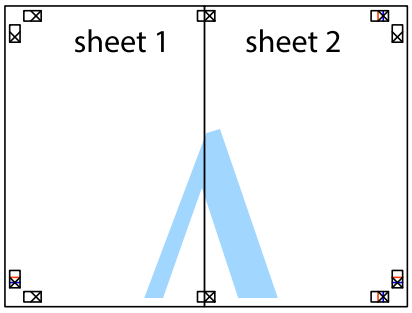
2. Place the edge of Sheet 1 on top of Sheet 2 and align the cross marks, then temporarily tape the two sheets together from the back.



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).

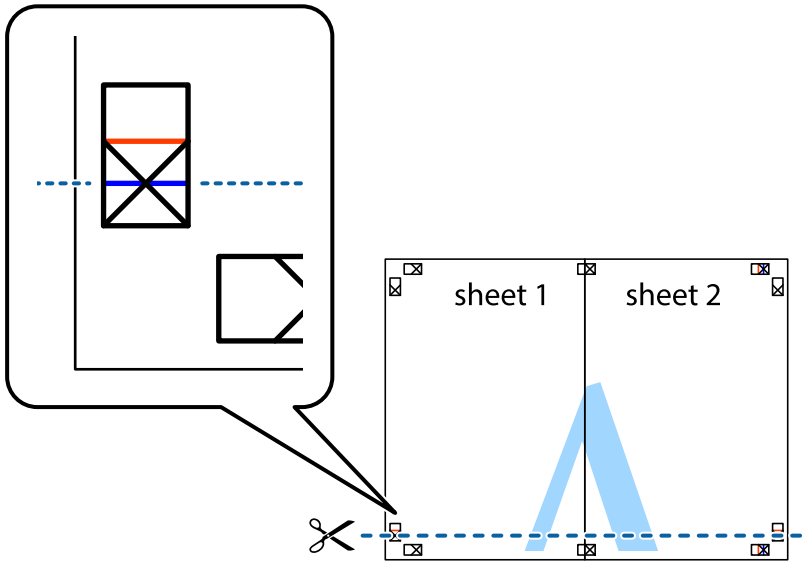


4. Tape the sheets together from the back.

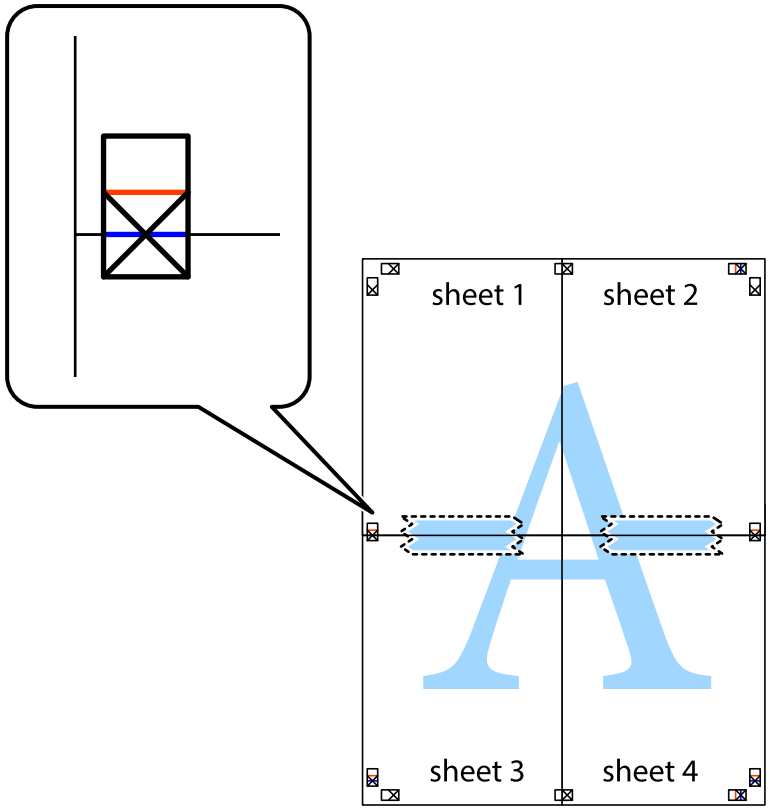


5. Repeat steps 1 to 4 to tape Sheet 3 and Sheet 4 together.

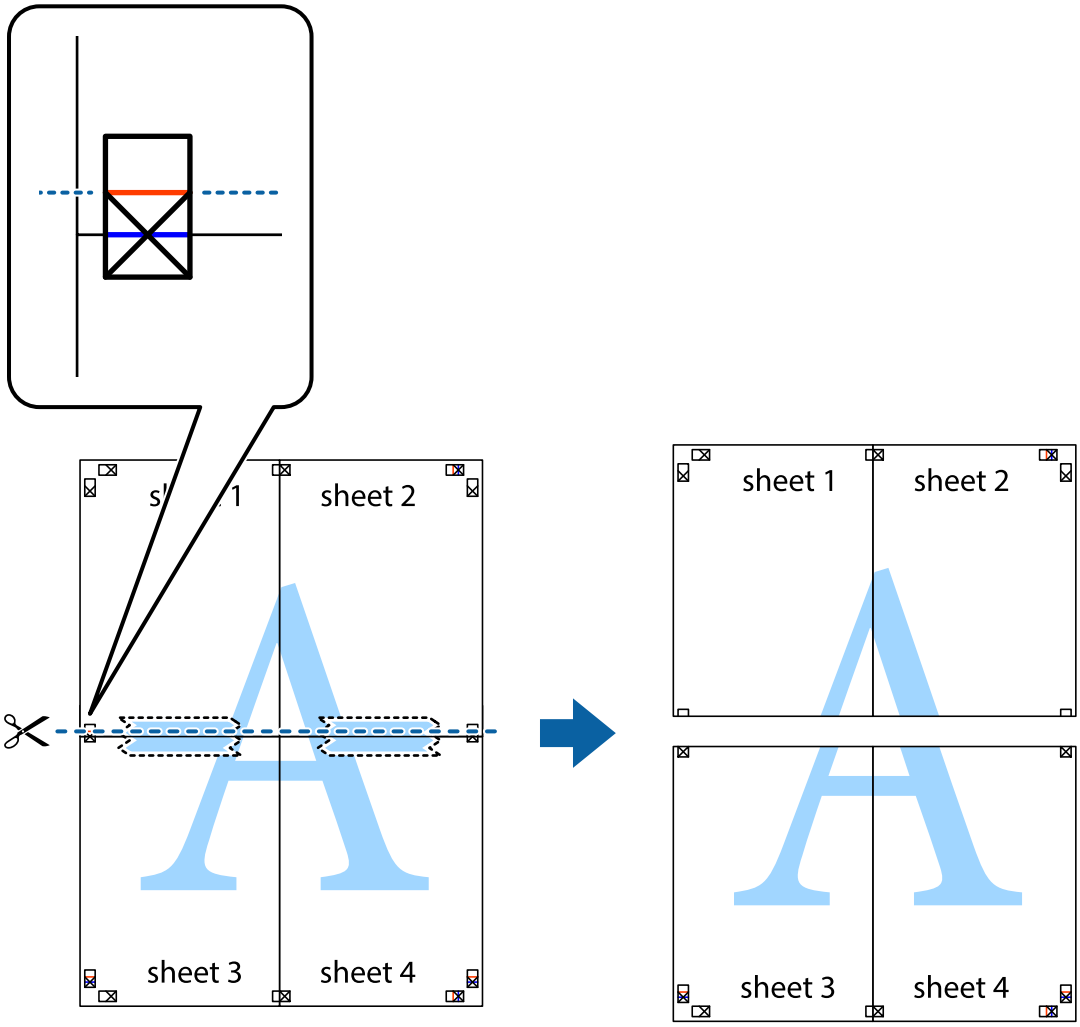
6. Cut off the margins of Sheet 1 and Sheet 2 along the horizontal blue line through the center of the left and right side cross marks.



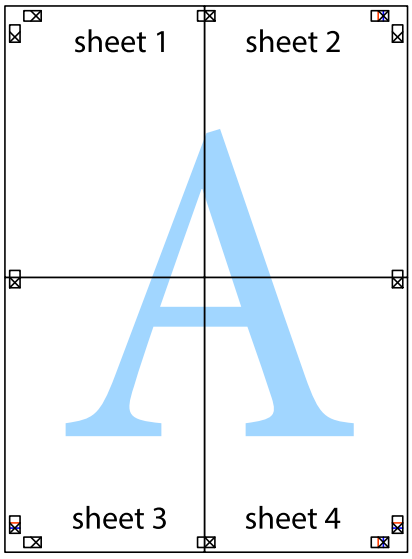
7. Place the edge of Sheet 1 and Sheet 2 on top of Sheet 3 and Sheet 4 and align the cross marks, and then temporarily tape them together from the back.



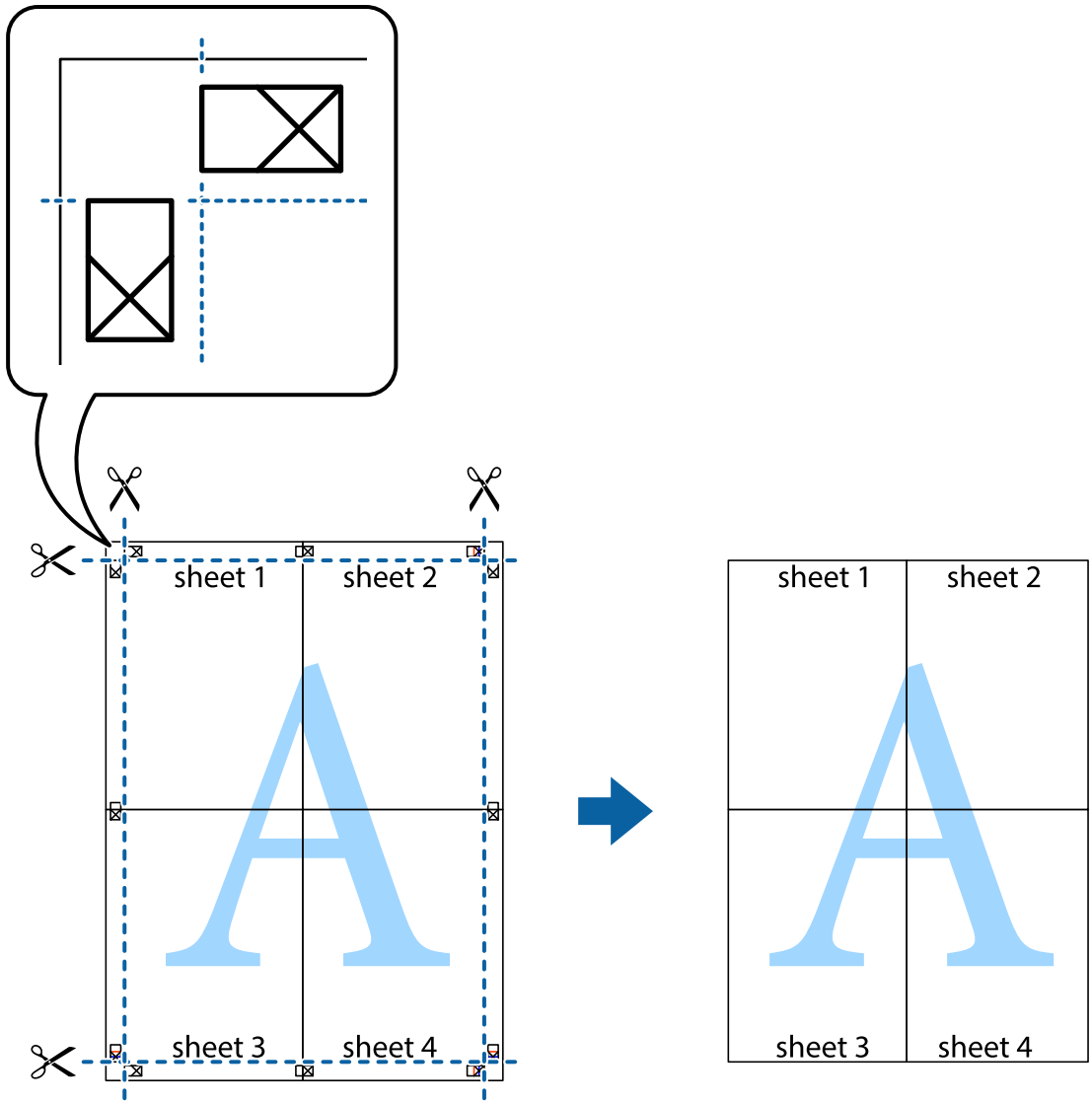
8. Cut the taped sheets in two along the horizontal red line through the alignment markers (this time, the line above the cross marks).



9. Tape the sheets together from the back.



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



Making Color Matching Settings

Set when performing color matching in applications such as Photoshop.

Print Settings

On the printer driver's **More Options** tab, select **Custom** as the **Color Correction** setting. Click **Advanced** to open the **Color Correction** window, and then select the method of color matching.

Normally select **ICM**. When performing color matching with an application such as Photoshop, select **No Color Adjustment**.

Related Information

➡ "Printing Basics" on page 52

➡ "More Options Tab" on page 63

Canceling Printing

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

Canceling

On your computer, right-click on your printer in **Devices and Printers**, **Printer**, or in **Printers and Faxes**. Click **See what's printing**, right-click on the job you want to cancel, and then select **Cancel**.

Menu Options for the Printer Driver

Open the print window in an application, select the printer, and then access the printer driver window.

Note:
Menus vary depending on the option you selected.

Main Tab

Printing Presets	Add/Remove Presets	You can add or remove your own presets for frequently used print settings. Select the preset you want to use from the list.
Show Settings	Displays a list of items currently set on the **Main** and **More Options** tabs.	
Reset Defaults	Return all settings to their factory default values. The settings on the **More Options** tab are also reset to their defaults.	
Ink Levels	Displays the approximate ink levels.	
Document Size	Select the paper size on which you want to print. If you select **User-Defined**, enter the paper width and height. Supported "User-Defined" sizes are 89 x 127 to 215.9 x 1200 mm.	
Orientation	Select the orientation you want to use to print.	
Paper Type	Select the type of paper on which you print.	
Quality	Select the print quality you want to use for printing. Available settings depend on the paper type you select.	
Multi-Page	Allows you to print several pages on one sheet or perform poster printing. Click **Layout Order** to specify the order in which pages are printed.	
Copies	Set the number of copies you want to print.	
	Collate	Prints multi-page documents collated in order and sorted into sets.
	Reverse Order	Allows you to print from the last page so that the pages are stacked in the correct order after printing.
Print Preview	Displays a preview of your document before printing.	

More Options Tab

Printing Presets	Add/Remove Presets	You can add or remove your own presets for frequently used print settings. Select the preset you want to use from the list.
Show Settings	Displays a list of items currently set on the **Main** and **More Options** tabs.	
Reset Defaults	Return all settings to their factory default values. The settings on the **Main** tab are also reset to their defaults.	
Document Size	Select the size of your document.	
Output Paper	Select the paper size on which you want to print. If the **Output Paper** differs from the **Document Size**, **Reduce/Enlarge Document** is selected automatically. You do not have to select it when printing without reducing or enlarging the size of a document.	
Reduce/Enlarge Document	Allows you to reduce or enlarge the size of a document.	
	Fit to Page	Automatically reduce or enlarge the document to fit to the paper size selected in **Output Paper**.
	Zoom to	Prints with a specific percentage.
	Center	Prints images in the center of the paper.
Color Correction	Automatic	Adjusts the colors of images automatically.
	Custom	Allows you to perform manual color correction. Click **Advanced** for further settings.
Additional Settings	Rotate 180°	Rotates pages 180 degrees before printing. This feature is helpful when printing on paper such as envelopes that are loaded in fixed direction in the printer.
	Bidirectional Printing	Prints when the print head moves in both directions. The print speed is faster, but the quality may decline.
	Mirror Image	Inverts an image to print as it would appear in a mirror.

Maintenance Tab

Print Head Nozzle Check	Prints a nozzle check pattern to check if the print head nozzles are clogged.
Print Head Cleaning	Cleans the clogged nozzles in the print head. Because this feature uses some ink, clean the print head only if the nozzles are clogged.
Power Cleaning	Replaces all of the ink inside the ink tubes to improve the print quality.
EPSON Status Monitor 3	Opens the EPSON Status Monitor 3 window. Here you can confirm the status of the printer and the consumables.
Monitoring Preferences	Allows you to make settings for items on the EPSON Status Monitor 3 window.
Extended Settings	Allows you to make a variety of settings. Right-click each item to view the Help for more details.
Print Queue	Displays the jobs waiting to be printed. You can check, pause, or resume print jobs.

Printer and Option Information	Displays the number of sheets of paper fed into the printer.
Language	Changes the language used on the printer driver window. To apply the settings, close the printer driver, and then open it again.
Software Update	Starts EPSON Software Updater to check for the latest version of applications on the Internet.
Technical Support	If the manual is installed on your computer, the manual is displayed. If it is not installed, you can connect to the Epson Web site to check the manual and available technical support.

Printing from the Printer Driver on Mac OS

Printing Basics

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

1. Open the file you want to print.

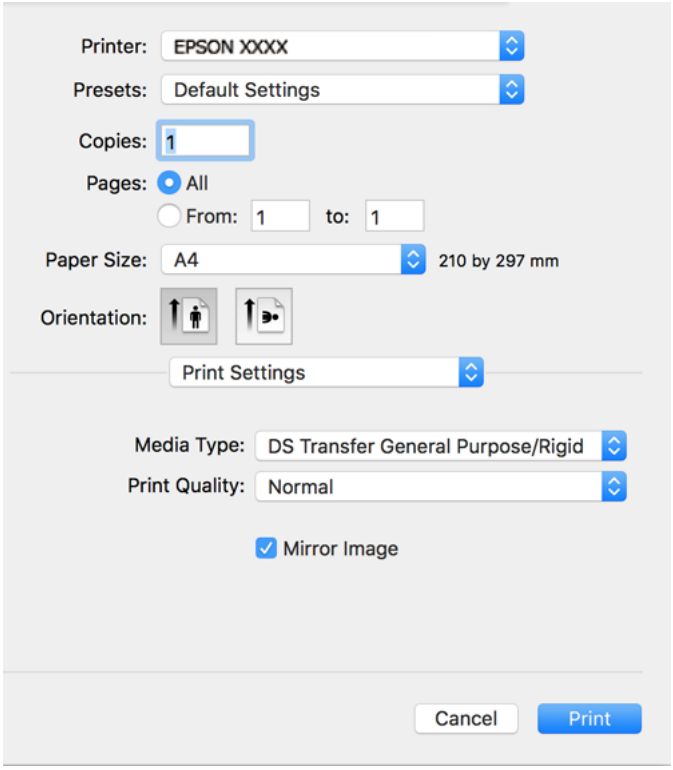
   Load paper in the printer if it has not already been loaded.

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

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

3. Select your printer.

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



Note:
*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), OS X Mountain Lion (10.8), the Epson printer driver has not been installed correctly. Enable it from the following menu.*

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

http://epson.sn

North America and Latin America

To view and download software options, visit:

www.epson.com/support/scf170 (U.S.)

www.epson.ca/support/scf170 (Canada)

www.latin.epson.com/support/scf170 (Latin America)

*macOS Mojave (10.14) cannot access **Print Settings** in applications made by Apple such as TextEdit.*

5. Change the settings as necessary.

   See the menu options for the printer driver for details.

6. Click **Print**.

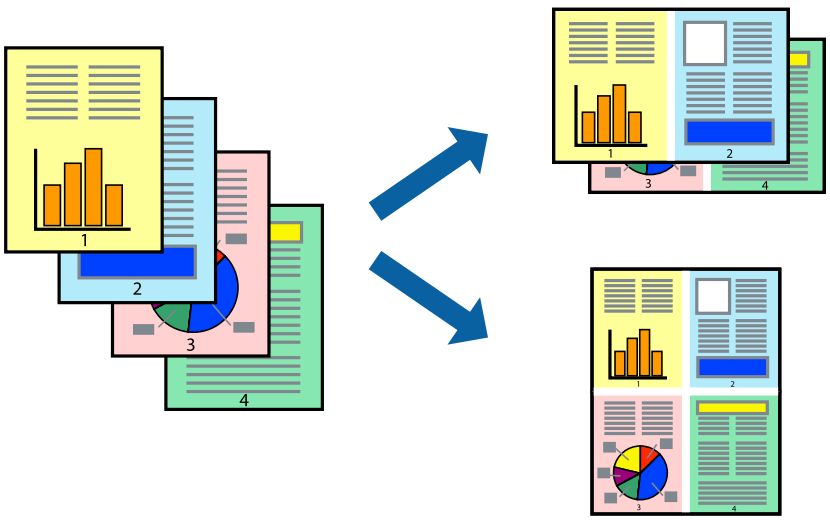
Note:
*Even if nothing is set in the printer driver, the print data is reversed (mirrored) and printed. Printing is not reversed if you clear **Mirror Image**.*

Related Information

➡ "Available Paper and Capacities" on page 42
➡ "Loading Paper in the Paper Cassette" on page 43
➡ "Menu Options for Print Settings" on page 69

Printing Several Pages on One Sheet

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



Print Settings

Select **Layout** from the pop-up menu. Set the number of pages in **Pages per Sheet**, the **Layout Direction** (page order), and **Border**.

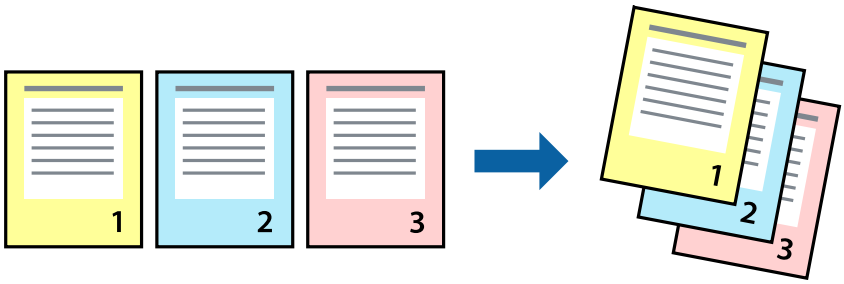
Related Information

➡ “Printing Basics” on page 64

➡ “Menu Options for Layout” on page 68

Printing and Stacking in Page Order (Reverse Order Printing)

You can print from the last page so that the documents are stacked in page order.



Print Settings

Select **Paper Handling** from the pop-up menu. Select **Reverse** as the **Page Order** setting.

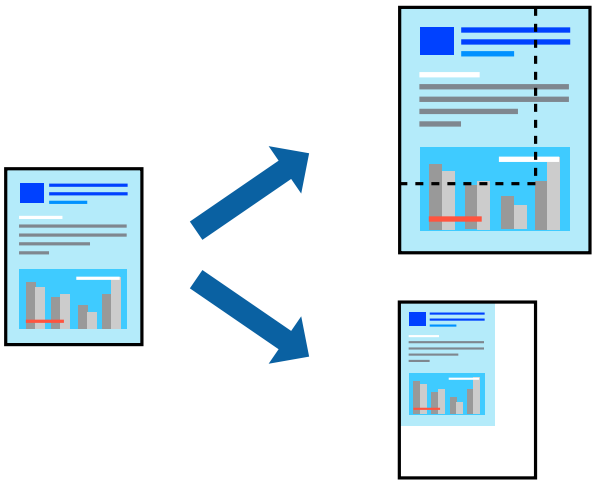
Related Information

➡ “Printing Basics” on page 64

➡ “Menu Options for Paper Handling” on page 68

Printing a Reduced or Enlarged Document

You can reduce or enlarge the size of a document by a specific percentage or to fit the paper size you loaded in the printer.



Print Settings

When printing to fit to the paper size, select **Paper Handling** from the pop-up menu, and then select **Scale to fit paper size**. Select the paper size you loaded in the printer in **Destination Paper Size**. When reducing the size of the document, select **Scale down only**.

When printing at a specific percentage, do one of the following.

❏ Select **Print** from the **File** menu of the application. Select **Printer**, enter a percentage in **Scale**, and then click **Print**.

❏ Select **Page Setup** from the **File** menu of the application. Select your printer in **Format For**, enter a percentage in **Scale**, and then click **OK**.

Note:
*Select the paper size you set in the application as the **Paper Size** setting.*

Related Information

➡ “Printing Basics” on page 64

➡ “Menu Options for Paper Handling” on page 68

Canceling Printing

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

Canceling

Click the printer icon in the **Dock**. Select the job you want to cancel, and then do one of the following.

❏ OS X Mountain Lion or later

Click  next to the progress meter.

❏ Mac OS X v10.6.8 to v10.7.x

Click **Delete**.

Menu Options for the Printer Driver

Open the print window in an application, select the printer, and then access the printer driver window.

Note:
Menus vary depending on the option you selected.

Menu Options for Layout

Pages per Sheet	Select the number of pages to be printed on one sheet.
Layout Direction	Specify the order in which the pages will be printed.
Border	Prints a border around the pages.
Reverse page orientation	Rotates pages 180 degrees before printing. Select this item when printing on paper such as envelopes that are loaded in fixed direction in the printer.
Flip horizontally	Inverts an image to print as it would appear in a mirror.

Menu Options for Color Matching

ColorSync	Select the method for color adjustment. These options adjusts colors between the printer and the computer display to minimize the difference in color.
EPSON Color Controls	

Menu Options for Paper Handling

Collate pages	Prints multi-page documents collated in order and sorted into sets.	
Pages to Print	Select to print only odd pages or even pages.	
Page Order	Select to print from the top or the last page.	
Scale to fit paper size	Prints to fit to the paper size you loaded.	
	Destination Paper Size	Select the paper size to print on.
	Scale down only	Select when reducing the size of the document.

Menu Options for Cover Page

Print Cover Page	Select whether or not to print a cover page. When you want to add a back cover, select **After document**.
Cover Page Type	Select the contents of the cover page.

Menu Options for Print Settings

Media Type	Select the type of paper on which you print.
Print Quality	Select the print quality you want to use for printing. The options vary depending on the paper type.
Mirror Image	Inverts an image to print as it would appear in a mirror.

Making Operation Settings for the Mac OS Printer Driver

Accessing the Operation Settings Window of the Mac OS Printer Driver

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

Operation Settings of the Mac OS Printer Driver

- ❏ Skip Blank Page: Avoids printing blank pages.
- ❏ High Speed Printing: Prints when the print head moves in both directions. The print speed is faster, but the quality may decline.
- ❏ Warning Notifications: Allows the printer driver to display warning notifications.
- ❏ Establish bidirectional communication: Usually, this should be set to **On**. Select **Off** when acquiring the printer information is impossible because the printer is shared with Windows computers on a network or for any other reason.
- ❏ Reduce Print Data Size: Increases print data compression, when possible, which may improve print speed. Leave unselected when printing fine patterns.

Canceling the Ongoing Job

Press the ⓥ button on the printer's control panel to cancel the print job in progress.

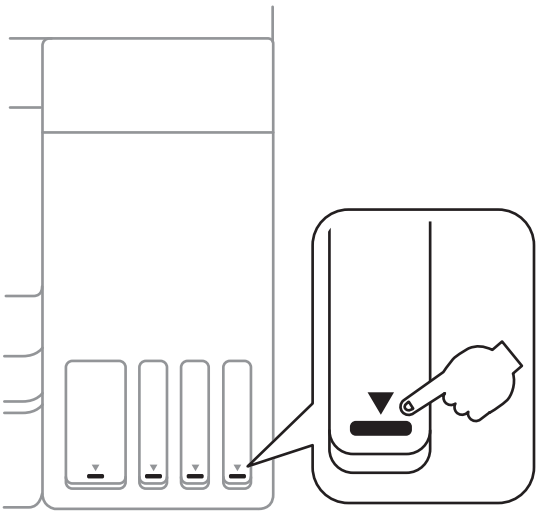
Refilling Ink and Replacing Maintenance Boxes

Checking the Status of the Remaining Ink and the Maintenance Box

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

Important:

Prolonged use of the printer when the ink level is below the lower line could damage the printer.



You can check the approximate ink levels from the computer, and the approximate service life of the maintenance box from the control panel or the computer.

Checking the Status of the Maintenance Box - Control Panel

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

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

2. Select **Remaining capacity of Maintenance box**.

Checking the Status of the Remaining Ink and the Maintenance Box - Windows

1. Access the printer driver window.

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

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

Related Information

➡ "Accessing the Printer Driver" on page 52

Checking the Status of the Remaining Ink and the Maintenance Box (Mac OS)

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

Ink Bottle Codes

Epson recommends the use of genuine Epson ink bottles.

The following are the codes for genuine Epson ink bottles.

For Europe, Australia and New Zealand

BK: Black	C: Cyan	M: Magenta	Y: Yellow
T49N1	T49N2	T49N3	T49N4

For Asia

BK: Black	C: Cyan	M: Magenta	Y: Yellow
T49P1	T49P2	T49P3	T49P4

For U.S., Canada, and Latin America

BK: Black	C: Cyan	M: Magenta	Y: Yellow
T49M1	T49M2	T49M3	T49M4

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.

Related Information

➡ "Technical Support Web Site" on page 132

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.
- ❏ 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.
- ❏ Once you open an ink bottle, we recommend using it as soon as possible.
- ❏ To ensure printer quality, use all the ink in the ink tank before the earlier of the following dates.
  - ❏ Expiry date noted on the ink bottle
  - ❏ 25 days after the ink tank was refilled
- ❏ 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.
- ❏ 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.

Handling precautions for refilling ink

- ❏ 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.
- ❏ Use ink bottles with the correct part code for this printer.
- ❏ Do not shake too vigorously or squeeze the ink bottles.
- ❏ For optimum print results do not maintain low ink levels for extended periods of time.
- ❏ To obtain optimum printing results, refill the ink tanks to the upper line at least once every year.
- ❏ 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.

Ink consumption

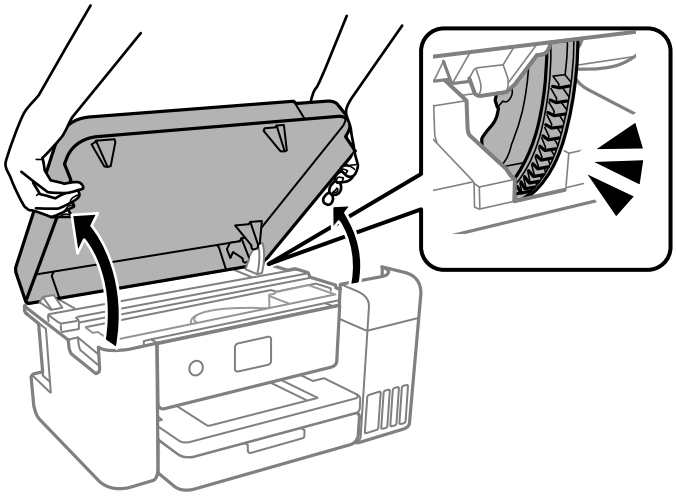
- ❏ To maintain optimum print head performance, some ink is consumed from all ink tanks during maintenance operations such as print head cleaning. Ink may also be consumed when you turn the printer on.
- ❏ When printing in monochrome or grayscale, color inks instead of black ink may be used depending 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.

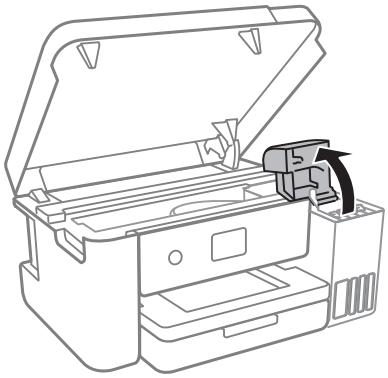
Refilling the Ink Tanks

Refill the ink when the ink level in the ink tank is less than half full.

1. Open the printer cover with both hands until it locks.

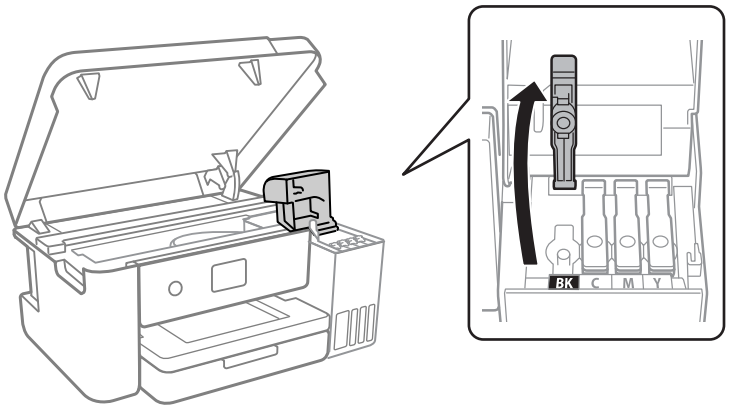


2. Open the ink tank cover.



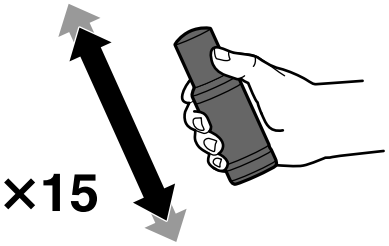
Read all of the usage precautions for filling ink on the screen, and then proceed to the next screen.

3. 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.*

4. Make sure the ink bottle cap is closed securely.
5. Shake the ink bottle 15 times within five seconds.

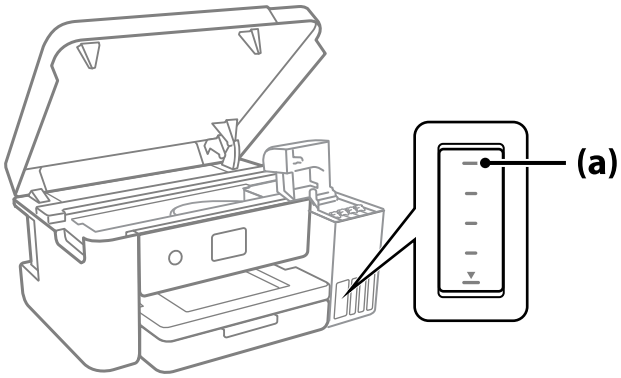


6. While holding the ink bottle upright, turn the cap slowly to remove it.



> ***Important:***
> ❏ *Epson recommends the use of genuine Epson ink bottles.*
> ❏ *Be careful not to spill any ink.*

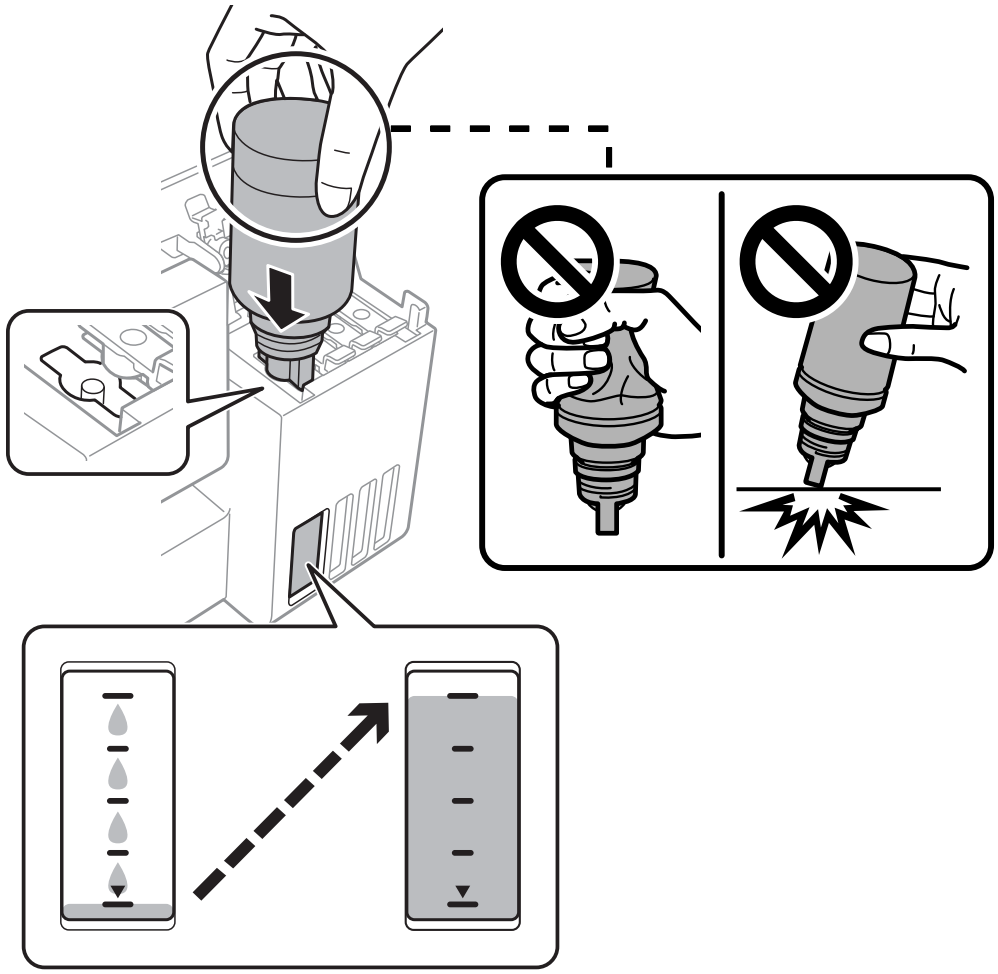
7. Check the upper line (a) in the ink tank.



8. 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.



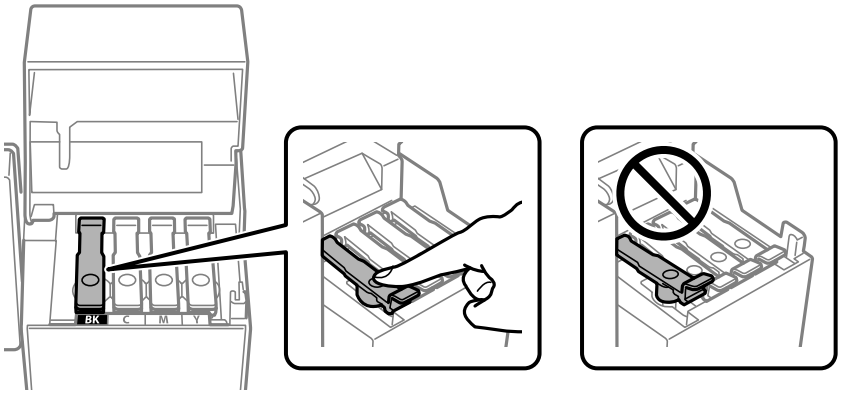
9. When you have finished filling the ink, remove the ink bottle.

> ***Important:***
> *Do not leave the ink bottle inserted; otherwise the bottle may be damaged or ink may leak.*

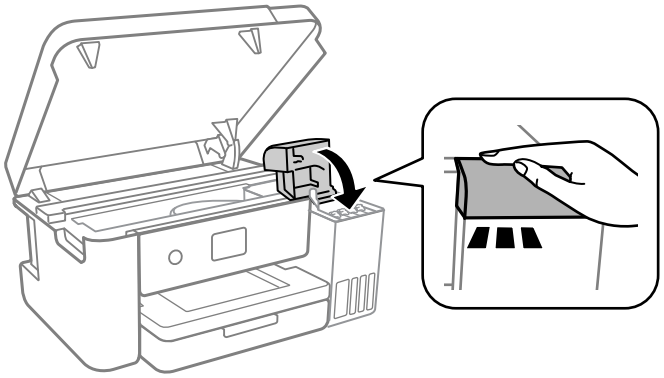
Note:
If any ink remains in the ink bottle, tighten the cap and store the bottle upright for later use.



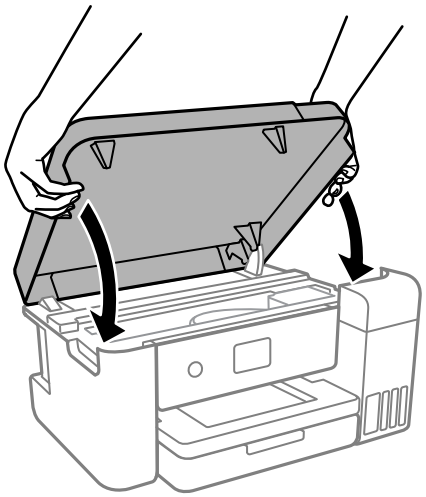
10. Close the ink tank cap securely.



11. Close the ink tank cover firmly.



12. Close the printer cover.



Note:
The printer cover is designed to close slowly and resist a little as a precaution against catching fingers. Continue to close even if you feel some resistance.

13. Follow the on-screen instructions to set the ink level of the color of the ink you refilled.

> ***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 Codes" on page 71

➡ "Ink Bottle Handling Precautions" on page 72

➡ "Ink Spilled" on page 118

Disposing of Used Consumables

The following used ink materials are classified as industrial waste.

❏ Ink bottles

❏ Maintenance boxes

❏ Printed paper

Dispose of used consumables in accordance with laws and regulations, such as by contracting an industrial waste disposal company. When using an industrial waste disposal company, make sure you also give them the Product Safety Data Sheet.

You can download these from your local Epson Web site.

Maintenance Box Code

Epson recommends the use of a genuine Epson maintenance box.

The code varies depending on your region.

Maintenance box code: C13S210125/C13S210174

> ***Important:***
> *Once a maintenance box has been installed in a printer it cannot be used with other printers.*

Maintenance Box Handling Precautions

Read the following instructions before replacing the maintenance box.

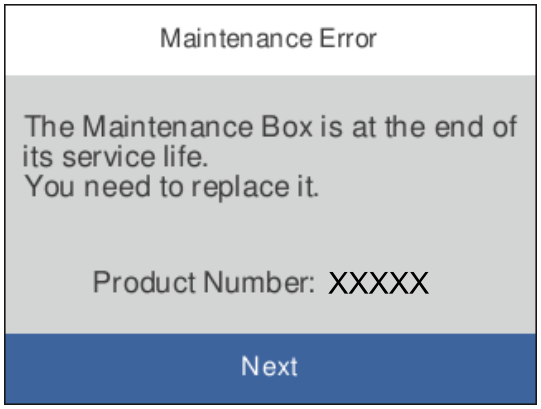
- ❏ Do not touch the green chip on the side of the maintenance box. Doing so may prevent normal operation and printing.
- ❏ Do not drop the maintenance box or subject it to strong shocks.
- ❏ Do not replace the maintenance box during printing; otherwise, ink may leak.
- ❏ Do not remove the maintenance box and its cover except when replacing the maintenance box; otherwise ink may leak.
- ❏ When the cover cannot be reattached, the maintenance box may not be installed correctly. Remove the maintenance box, and re-install it.
- ❏ Do not tilt the used maintenance box until after it is sealed in the plastic bag; otherwise ink may leak.
- ❏ Do not touch the openings in the maintenance box as you may get smeared with ink.
- ❏ 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.
- ❏ Keep the maintenance box out of direct sunlight.
- ❏ Do not store the maintenance box in high or freezing temperatures.

Replacing a Maintenance Box

In some print cycles a very small amount of surplus ink may be collected in the maintenance box. To prevent ink leakage from the maintenance box, the printer is designed to stop printing when the absorbing capacity of the maintenance box has reached its limit. Whether and how often this is required will vary according to the number of pages you print, the type of material that you print and the number of cleaning cycles that the printer performs.

When a message is displayed prompting you to replace the maintenance box, refer to the animations displayed on the control panel. The need for replacement of the box does not mean that your printer has ceased to operate

in accordance with its specifications. The Epson warranty does not cover the cost of this replacement. It is a user-serviceable part.



Note:

❏ *When it is full, you cannot print and clean the print head until the maintenance box is replaced to avoid ink leakage.*

Related Information

➡ "Maintenance Box Code" on page 78

➡ "Maintenance Box Handling Precautions" on page 78

Maintaining the Printer

Checking and Cleaning the Print Head

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

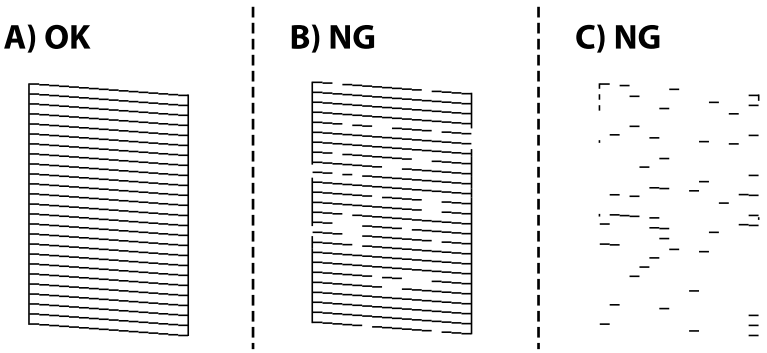
Important:

- ❏ *Do not open the printer cover or turn off the printer during head cleaning. If the head cleaning is incomplete, you may not be able to print.*
- ❏ *Because print head cleaning uses some ink, clean the print head only if quality declines.*
- ❏ *When ink is low, you may not be able to clean the print head.*
- ❏ *If print quality has not improved after repeating nozzle check and head cleaning three times, wait for at least 12 hours without printing, and then run the nozzle check again. We recommend to turn off the printer. If print quality has still not improved, run Power Cleaning. If it has still not improved, contact Epson support.*
- ❏ *To prevent the print head from drying out, do not unplug the printer while the power is on.*

Checking and Cleaning the Print Head - Control Panel

1. Load A4- or Letter-size paper in the printer.
2. Select **Maintenance** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.
3. Select **Print Head Nozzle Check**.
4. Follow the on-screen instructions to print the nozzle check pattern.
5. Check the printed pattern to see if the print head nozzles are clogged.



- ❏ A:

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

❏ B or close to B

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

❏ C or close to C

If most lines are missing or not printed, this indicates most nozzles are clogged. Select  to exit the nozzle check feature, and then run Power Cleaning. For details, see "Related information" below.

6. When cleaning is finished, print the nozzle check pattern again. Repeat cleaning and printing the pattern until all lines are printed completely.

Related Information

➡ "Loading Paper in the Paper Cassette" on page 43

➡ "Running Power Cleaning" on page 81

Checking and Cleaning the Print Head - Windows

1. Load A4- or Letter-size paper in the printer.
2. Access the printer driver window.
3. Click **Print Head Nozzle Check** on the **Maintenance** tab.
4. Follow the on-screen instructions.

Related Information

➡ "Loading Paper in the Paper Cassette" on page 43

➡ "Accessing the Printer Driver" on page 52

Checking and Cleaning the Print Head - Mac OS

1. Load A4- or Letter-size paper in the printer.
2. Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.
3. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.
4. Click **Print Head Nozzle Check**.
5. Follow the on-screen instructions.

Running Power Cleaning

The **Power Cleaning** 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 head cleaning several times and then waited for at least 12 hours without printing, but print quality still did not improve.

Before running this feature, read the following instructions.

Important:

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

Visually check that all of the ink tanks are at least half full. Low ink levels during Power Cleaning could damage the product.

Important:

An interval of 12 hours is required between each Power Cleaning.

Normally, a single Power Cleaning should resolve the print quality issue within 12 hours. Therefore, to avoid unnecessary ink usage, you must wait 12 hours before you try it again.

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 Cleaning, you cannot run this feature. Even in this case, the levels and the free space for printing may remain.

Running Power Cleaning - Control Panel

Read the instructions for Power Cleaning before running this feature.

1. Press the ⏻ button to turn off the printer.
2. While holding down the ⓘ button, press the ⏻ button to display the confirmation screen until the power light flashes.
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 below.

Related Information

➡ “Running Power Cleaning” on page 81

➡ “Checking and Cleaning the Print Head” on page 80

Running Power Cleaning (Windows)

1. Access the printer driver window.
2. Click **Power Cleaning** on the **Maintenance** tab.
3. Follow the on-screen instructions.

   Note:
   If you cannot run this feature, solve the problems that are displayed on the printer's control panel. Next, follow this procedure from step 1 to run this feature again.

Related Information

➡ "Accessing the Printer Driver" on page 52

Running Power Cleaning (Mac OS)

1. Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**) and then select the printer.
2. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.
3. Click **Power Cleaning**.
4. Follow the on-screen instructions.

   Note:
   If you cannot run this feature, solve the problems that are displayed on the printer's control panel. Next, follow this procedure from step 1 to run this feature again.

Aligning the Print Head

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

Aligning the Print Head - Control Panel

1. Load the actual A4- or Letter-size paper for which the adjustments will be made.
2. Select **Maintenance** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.
3. Select **Print Head Alignment**.
4. 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**.
5. Follow the on-screen instructions to print the alignment pattern.

Related Information

➡ "Loading Paper in the Paper Cassette" on page 43

Cleaning the Paper Path

When the printouts are smeared or paper does not feed correctly, clean the roller inside.

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

Cleaning the Paper Path for Ink Smears

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

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

1. Load A4- or Letter-size plain paper in the printer.
2. Select **Maintenance** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.
3. Select **Paper Guide Cleaning**.
4. Follow the on-screen instructions to clean the paper path.

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

Related Information

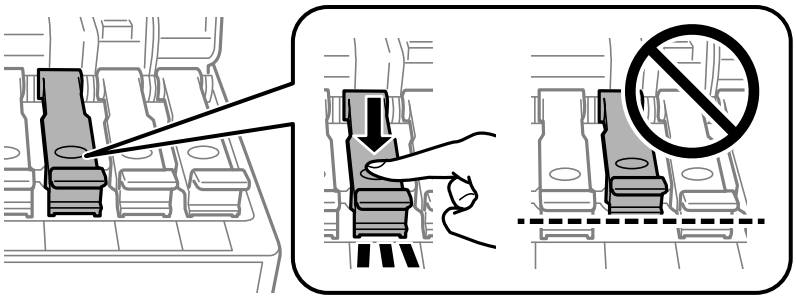
➡ "Loading Paper in the Paper Cassette" on page 43

Cleaning the Paper Path for Paper Feeding Problems

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

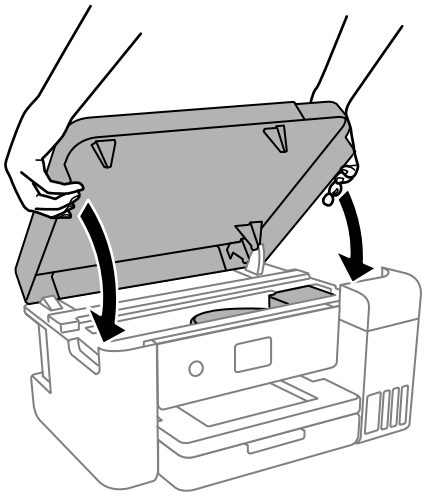
1. Turn off the printer by pressing the ⏻ button.
2. Unplug the power cord, and then disconnect the power cord.

3. Make sure that the cap of the ink tank is securely closed.



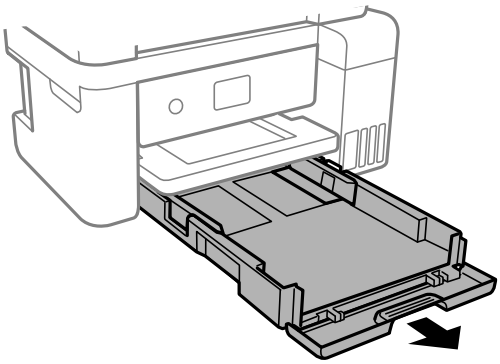
Important:
If the cap of the ink tank is not securely closed, ink may leak.

4. Close the printer cover.

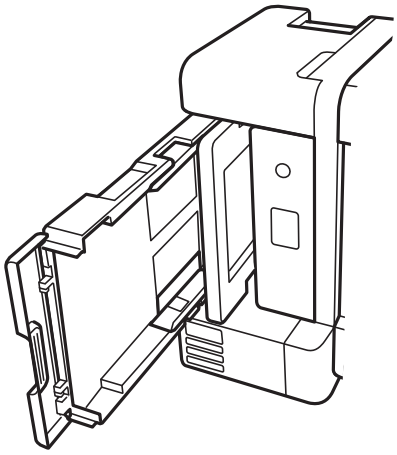


Note:
The printer cover is designed to close slowly and resist a little as a precaution against catching fingers. Continue to close even if you feel some resistance.

5. Slide out the paper cassette, and then remove the paper.



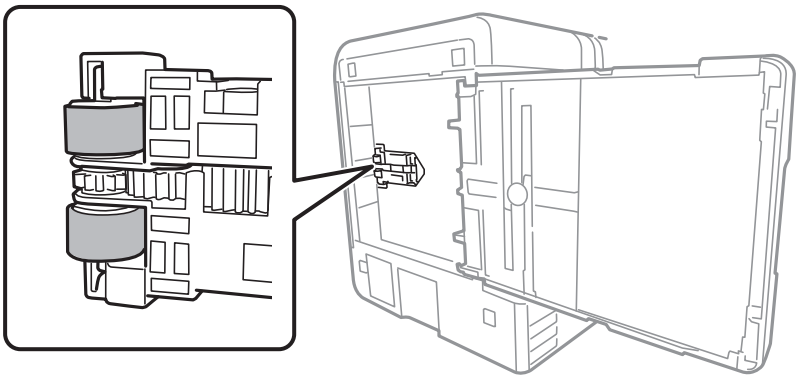
6. Stand the printer on its side with the printer's ink tank at the bottom.



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

> ***Important:***
> *Do not leave the printer standing for a long time.*

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



8. Return the printer to its normal position, and then insert the paper cassette.

9. Connect the power cord.

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:

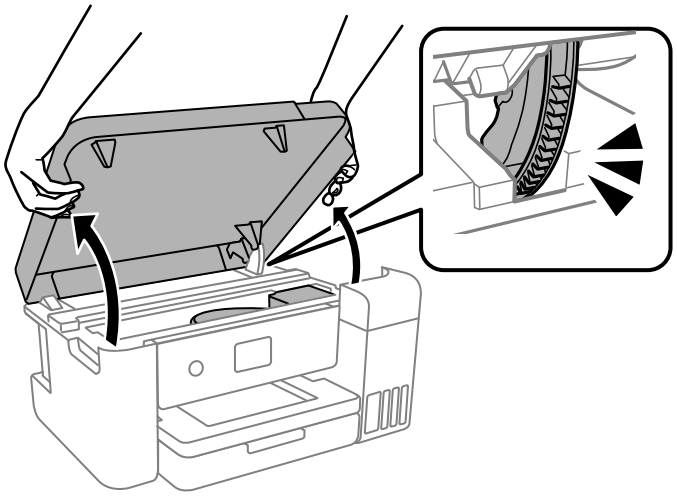
❏ Cotton swabs (several)

❏ Water with a few drops of detergent (2 to 3 drops of detergent in 1/4 cup of tap water)

❏ Light for checking smears

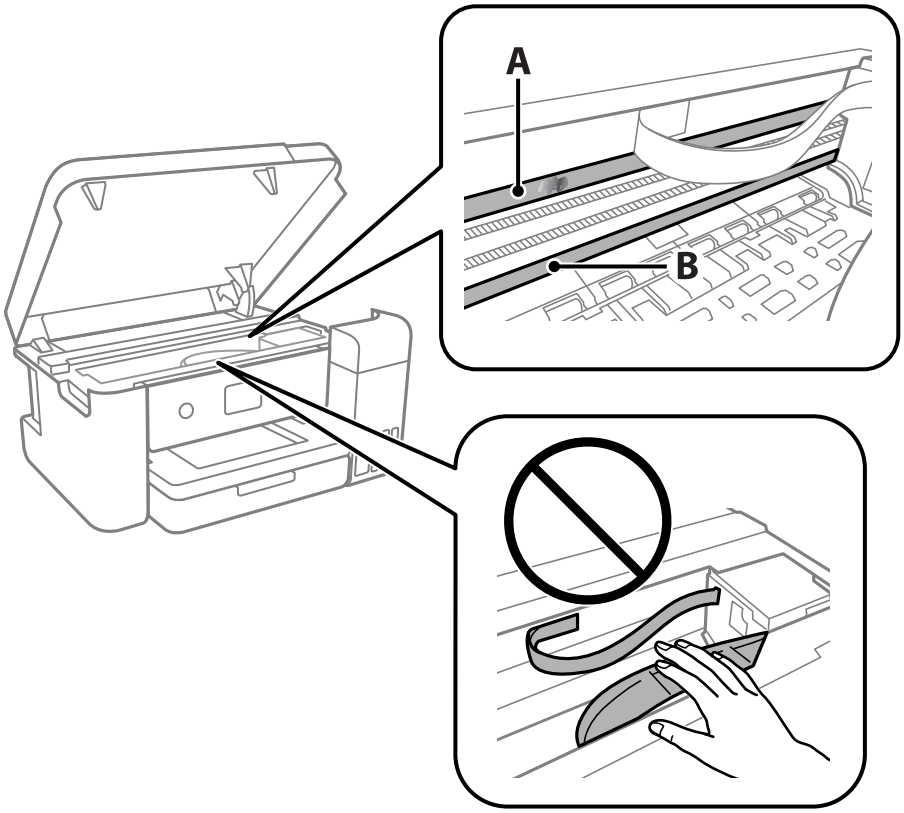
> ***Important:***
> *Do not use cleaning liquid other than water with a few drops of detergent.*

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



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.

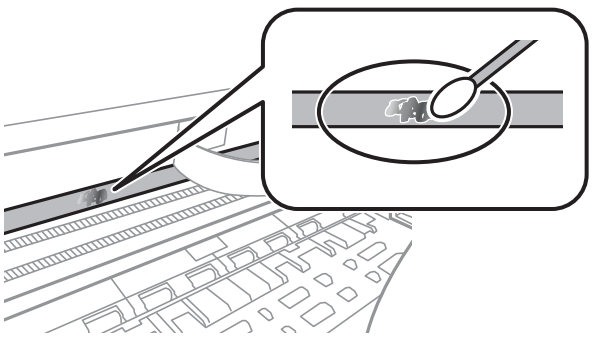


   A: Translucent film

   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.



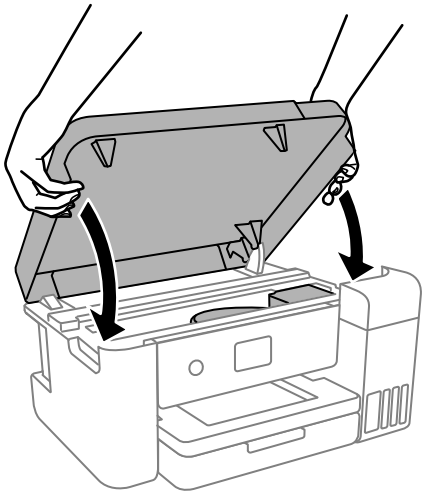
> ***Important:***
> *Wipe off the smear gently. If you press the cotton swab too hard to the film, the springs of the film may be dislocated and the printer may be damaged.*

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.

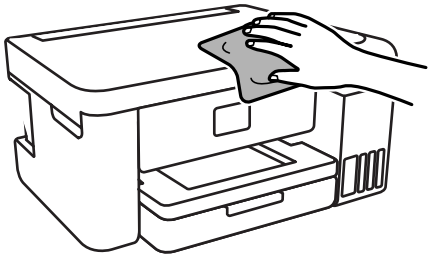
7. Repeat steps 5 and 6 until the film is not smeared.
8. Visually check that the film is not smeared.
9. Close the printer cover.



Note:
The printer cover is designed to close slowly and resist a little as a precaution against catching fingers. Continue to close even if you feel some resistance.

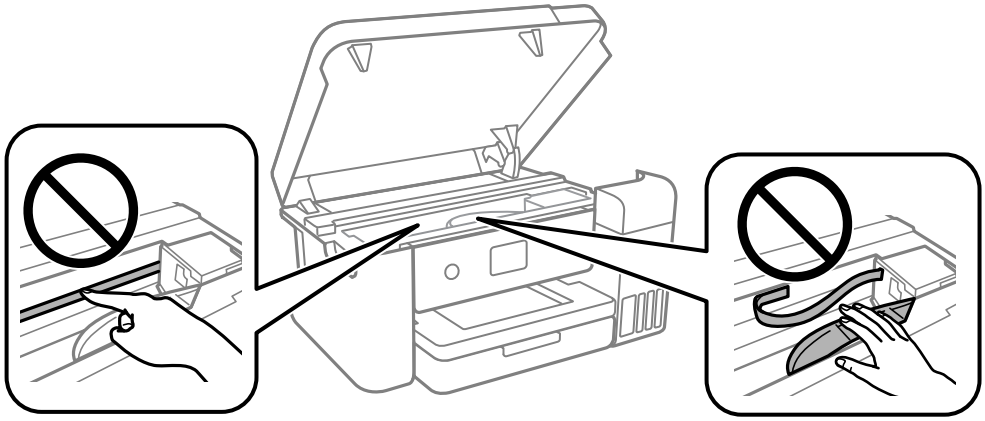
Cleaning the Printer

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 thinner to clean the printer. These chemicals can damage the printer.*
- ❏ *Do not touch the parts shown in the following illustration. Doing so may cause a malfunction.*



Checking the Total Number of Pages Fed Through the Printer

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

Checking the Total Number of Pages Fed Through the Printer - Control Panel

The information is printed together with the nozzle check pattern.

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

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

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

3. Select **Print Head Nozzle Check**.

4. Follow the on-screen instructions to print the nozzle check pattern.

Related Information

➡ "Loading Paper in the Paper Cassette" on page 43

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

1. Access the printer driver window.

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

Related Information

➡ "Accessing the Printer Driver" on page 52

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

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

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

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

Software Information

This section introduces the software products available for your printer from the Epson website.

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 11

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]/

   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 a Network Connection Report" on page 30

Running Web Config on Windows

When connecting a computer to the printer using WSD, follow the steps below to run Web Config.

1. Open the printer list on the computer.
   - ❏ Windows 10

     Click on the start button, and then select **Windows System** > **Control Panel** > **View devices and printers** in **Hardware and Sound**.
   - ❏ Windows 8.1/Windows 8

     Select **Desktop** > **Settings** > **Control Panel** > **View devices and printers** in **Hardware and Sound** (or **Hardware**).
   - ❏ Windows 7

     Click the start button, and select **Control Panel** > **View devices and printers** in **Hardware and Sound**.
   - ❏ Windows Vista

     Click the start button, and select **Control Panel** > **Printers** in **Hardware and Sound**.
2. Right-click on your printer and select **Properties**.
3. Select the **Web Service** tab and click the URL.

   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.

Running Web Config on Mac OS

1. Select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.
2. Click **Options & Supplies**> **Show Printer Webpage**.

   Since the printer uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored.

Application for Updating Software and Firmware (Epson Software Updater)

Epson Software Updater is an application that installs new software, and updates firmware over the Internet. If you want to check for update information regularly, you can set the interval for checking for updates in Epson Software Updater's Auto Update Settings.

Note:
Windows Server operating systems are not supported.

Starting on Windows

- ❏ Windows 10

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

❏ Windows 8.1/Windows 8

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

❏ Windows 7/Windows Vista/Windows XP

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

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

Starting on Mac OS

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

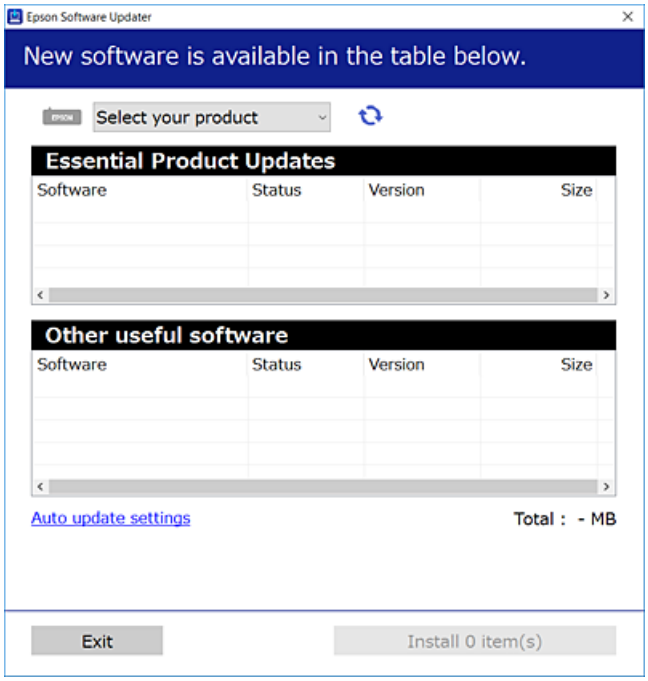
Installing the Latest Applications

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

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

2. Start EPSON Software Updater.

   The screenshot is an example on Windows.



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

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

> ***Important:***
> *Do not turn off or unplug the printer until the update is complete; otherwise, the printer may malfunction.*

Note:

- *You can download the latest applications from the Epson website.*

  http://www.epson.com

  North America and Latin America

  To view and download software options, visit:

  www.epson.com/support/scf170 (U.S.)

  www.epson.ca/support/scf170 (Canada)

  www.latin.epson.com/support/scf170 (Latin America)

- *If you use Windows Server operating systems, you cannot use EPSON Software Updater. Download the latest applications from the Epson website.*

Related Information

➡ "Application for Updating Software and Firmware (Epson Software Updater)" on page 93

➡ "Uninstalling Applications" on page 96

Updating the Printer's Firmware using the Control Panel

If the printer is connected to the Internet, you can update the printer's firmware using the control panel. You can also set the printer to regularly check for firmware updates and notify you if any are available.

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

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

2. Select **Firmware Update** > **Update**.

   Note:
   *Enable **Notification** to set the printer to regularly check for available firmware updates.*

3. Check the message displayed on the screen and press **Start Checking** to start searching for available updates.

4. If a message is displayed on the LCD screen informing you that a firmware update is available, follow the on-screen instructions to start the update.

> ***Important:***
>
> ❏ *Do not turn off or unplug the printer until the update is complete; otherwise, the printer may malfunction.*
>
> ❏ *If the firmware update is not completed or is unsuccessful, the printer does not start up normally and "Recovery Mode" is displayed on the LCD screen the next time the printer is turned on. In this situation, you need to update the firmware again using a computer. Connect the printer to the computer with a USB cable. While "Recovery Mode" is displayed on the printer, you cannot update the firmware over a network connection. On the computer, access your local Epson website, and then download the latest printer firmware. See the instructions on the website for the next steps.*

Uninstalling Applications

Log in to your computer as an administrator. Enter the administrator password if the computer prompts you.

Uninstalling Applications - Windows

1. Press the ⏻ button to turn off the printer.
2. Quit all running applications.
3. Open **Control Panel**:
   - ❏ Windows 10/Windows Server 2019/Windows Server 2016

     Click on the start button, and then select **Windows System** > **Control Panel**.
   - ❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

     Select **Desktop** > **Settings** > **Control Panel**.
   - ❏ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003

     Click the start button and select **Control Panel**.
4. Open **Uninstall a program** (or **Add or Remove Programs**):
   - ❏ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008

     Select **Uninstall a program** in **Programs**.
   - ❏ Windows XP/Windows Server 2003 R2/Windows Server 2003

     Click **Add or Remove Programs**.
5. Select the application you want to uninstall.

   You cannot uninstall the printer driver if there is any print jobs. Delete or wait to be printed the jobs before uninstalling.

6. Uninstall the applications:

   ❏ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008

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

   ❏ Windows XP/Windows Server 2003 R2/Windows Server 2003

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

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

7. Follow the on-screen instructions.

Uninstalling Applications - Mac OS

1. Download the Uninstaller using EPSON Software Updater.

   Once you have downloaded the Uninstaller, you do not need to download it again each time you uninstall the application.

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

3. To uninstall the printer driver, select **System Preferences** from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then remove the printer from the enabled printers list.

4. Quit all running applications.

5. Select **Go** > **Applications** > **Epson Software** > **Uninstaller**.

6. Select the application you want to uninstall, and then click **Uninstall**.

   Important:
   The Uninstaller removes all drivers for Epson inkjet printers on the computer. If you use multiple Epson inkjet printers and you only want to delete some drivers, delete all of them first, and then install the necessary printer driver again.

   Note:
   *If you cannot find the application you want to uninstall in the application list, you cannot uninstall using the Uninstaller. In this situation, select **Go** > **Applications** > **Epson Software**, select the application you want to uninstall, and then drag it to the trash icon.*

Related Information

➡ “Application for Updating Software and Firmware (Epson Software Updater)” on page 93

Solving Problems

Checking the Printer Status

Checking Messages 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.
Paper out in XX.	Load paper, and then insert the paper cassette all the way.
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.
Check that the printer driver is installed on the computer and that the port settings for the printer are correct.	Make sure the printer port is selected correctly in **Property** > **Port** from the **Printer** menu as follows. Select "**USBXXX**" for a USB connection, or "**EpsonNet Print Port**" for a network connection.
Check that the printer driver is installed on the computer and that the USB port settings for the printer are correct.	
Recovery Mode Update Firmware	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.

Related Information

➡ “Contacting Epson Support” on page 132

➡ “Installing the Latest Applications” on page 94

➡ “Updating the Printer's Firmware using the Control Panel” on page 95

Checking the Printer Status - Windows

1. Access the printer driver window.

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

   Note:
   - ❑ *You can also check the printer status by double-clicking the printer icon on the taskbar. If the printer icon is not added to the taskbar, click **Monitoring Preferences** on the **Maintenance** tab, and then select **Register the shortcut icon to the taskbar**.*
   - ❑ *If **EPSON Status Monitor 3** is disabled, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.*

Related Information

➡ "Accessing the Printer Driver" on page 52

Checking the Printer Status - Mac OS

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

   You can check the printer status, ink levels, and error status.

Checking the Software Status

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.

Related Information

➡ "Application for Updating Software and Firmware (Epson Software Updater)" on page 93

➡ "Contacting Epson Support" on page 132

Removing Jammed Paper

Follow the on-screen instructions on the printer's control panel to locate and remove the jammed paper including any torn pieces. 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:

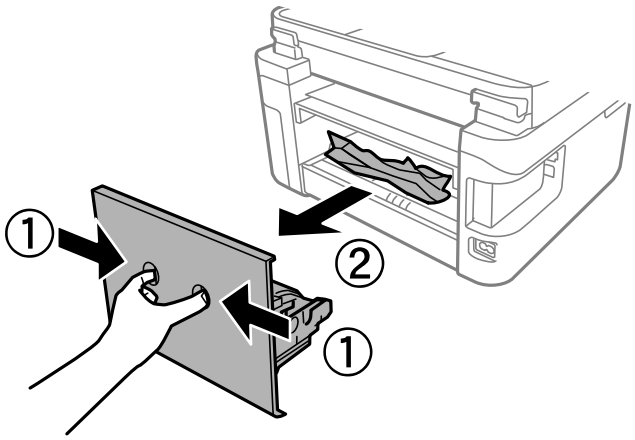
- ❏ *Remove the jammed paper carefully. Removing the paper vigorously may cause damage to the printer.*
- ❏ *When removing jammed paper, avoid tilting the printer, placing it vertically, or turning it upside down; otherwise ink may leak.*

Removing Jammed Paper

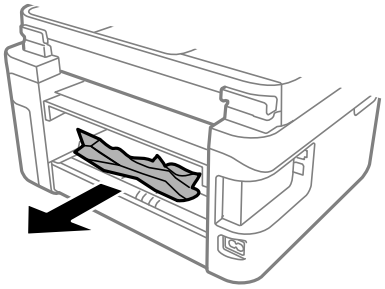
Caution:

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

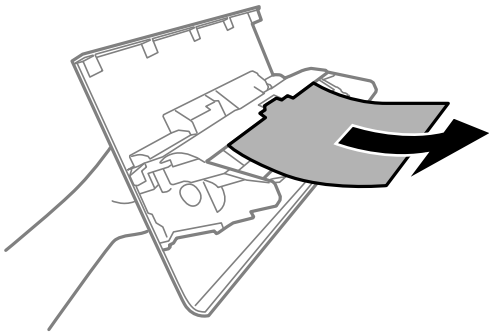
1. Remove the rear cover.



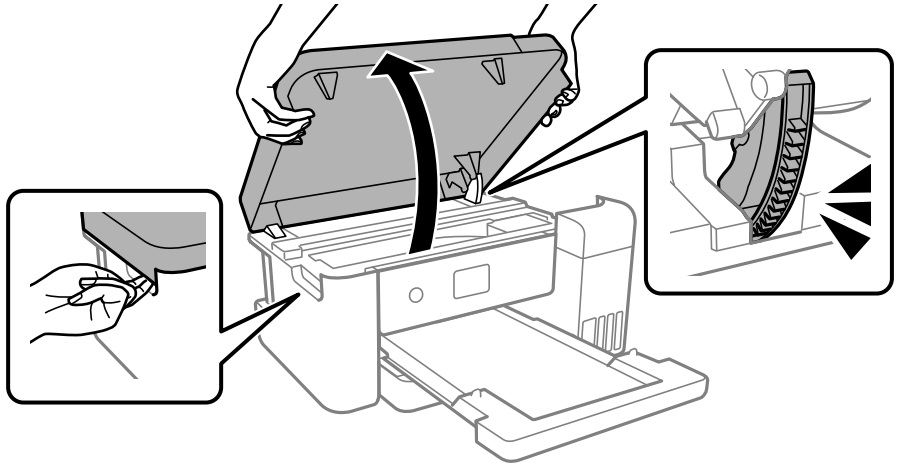
2. Remove the jammed paper.



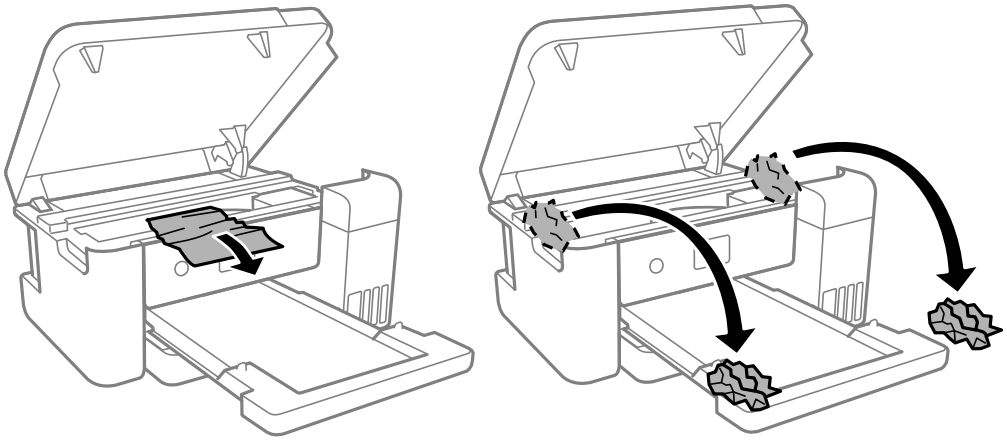
3. Remove jammed paper from the rear cover.



4. Insert the rear cover in the printer.
5. Close the document cover if it is open.
6. Open the printer cover with both hand until it locks.

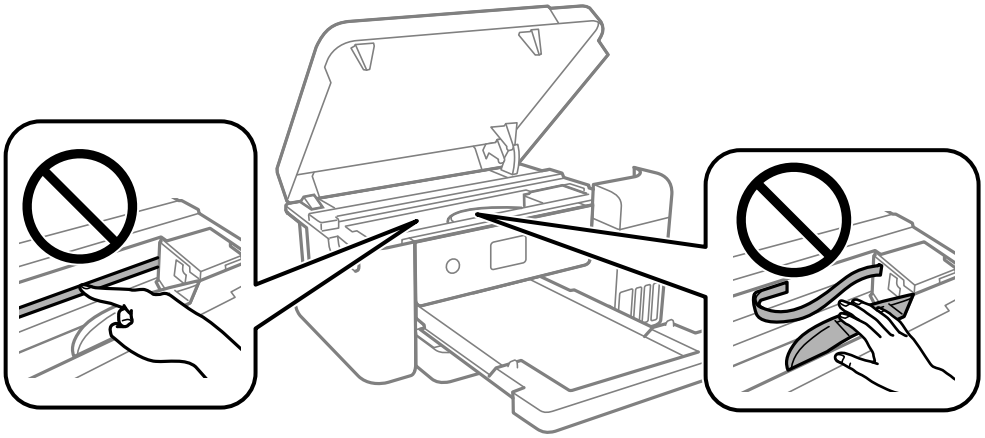


7. Remove the jammed paper.

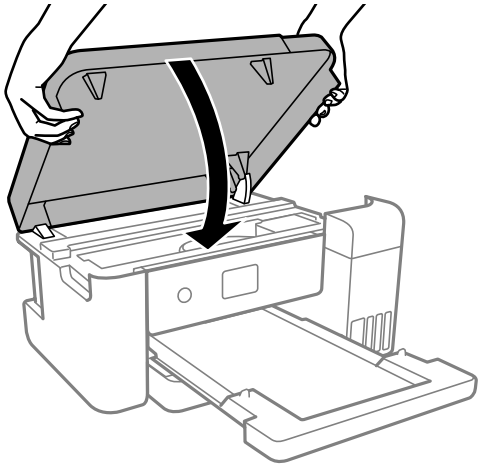


Important:

Do not touch the white flat cable, translucent film, and ink tubes inside the printer. Doing so may cause a malfunction.



8. Close the printer cover.



Note:

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

Paper Does Not Feed Correctly

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

- ❏ Place the printer on a flat surface and operate in the recommended environmental conditions.
- ❏ Use paper supported by this printer.
- ❏ Follow the paper handling precautions.
- ❏ Do not load more than the maximum number of sheets specified for the paper.
- ❏ Make sure the paper size and paper type settings match the actual paper size and paper type loaded in the printer.

❏ Clean the roller inside the printer.

Related Information

➡ "Environmental Specifications" on page 122
➡ "Paper Handling Precautions" on page 42
➡ "Available Paper and Capacities" on page 42

Paper Jams

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

Related Information

➡ "Removing Jammed Paper" on page 99
➡ "Loading Paper in the Paper Cassette" on page 43

Paper Feeds at a Slant

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

Related Information

➡ "Loading Paper in the Paper Cassette" on page 43

Power and Control Panel Problems

Power Does Not Turn On

❏ Make sure the power cord is securely plugged in.

❏ Hold down the ⏻ button for a little longer.

Power Does Not Turn Off

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

Power Turns Off Automatically

❏ Select **Settings** > **General Settings** > **Basic Settings** > **Power Off Settings**, and then disable the **Power Off If Inactive** and **Power Off If Disconnected** settings.

❏ Select **Settings** > **General 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.*

LCD Screen Gets Dark

The printer is in sleep mode. Press any button on the control panel to return the LCD screen to its former state.

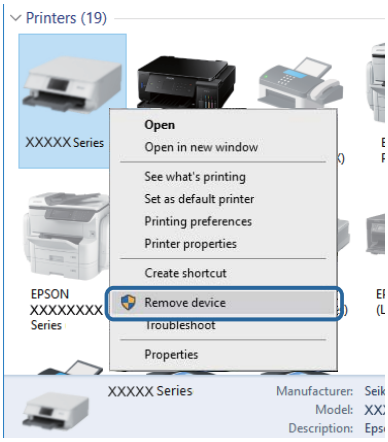
Cannot Print from a Computer

Checking the Connection (USB)

- ❏ Connect the USB cable securely to the printer and the computer.
- ❏ If you are using a USB hub, try to connect the printer directly to the computer.
- ❏ If the USB cable cannot be recognized, change the port, or change the USB cable.
- ❏ If the printer cannot print using a USB connection, try the following.

  Disconnect the USB cable from the computer. Right-click on the printer icon displayed on the computer, and then select **Remove Device**. Next, connect the USB cable to the computer and try a test print.

  Re-set the USB connection by following the steps in this manual for changing the connection method to a computer. See the related information link below for details.



Checking the Connection (Network)

- ❏ When you have changed your access point or provider, try making network settings for the printer again. Connect the computer or smart device to the same SSID as the printer.
- ❏ 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; access point, computer or smart device, and then printer. Move the printer and computer or smart device closer to the access point to help with radio wave communication, and then try to make network settings again.
- ❏ Print the network connection report. See the related information link below for details. If the report shows that the network connection failed, check the network connection report and then follow the printed 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. Restart the access point or reset the network settings for the printer. If this does not solve the problem, see the documentation for the access point.

❏ Try accessing any website from your computer to make sure that your computer's network settings are correct. If you cannot access any website, there is a problem on the computer. Check the network connection of the computer.

Related Information

➡ "Connecting to a Computer" on page 22

Checking the Software and Data

❏ Make sure that a genuine Epson printer driver is installed. If a genuine Epson printer driver is not installed, the available functions are limited. We recommend using a genuine Epson printer driver. See the related information link below for details.

❏ 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.

Related Information

➡ "Checking for Genuine Epson Printer Drivers" on page 105

➡ "Installing the Latest Applications" on page 94

Checking for Genuine Epson Printer Drivers

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

Windows

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

❏ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2

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

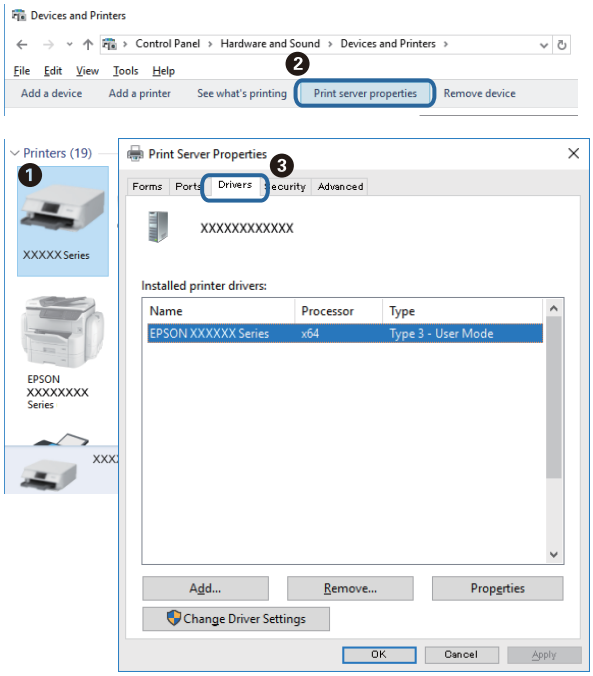
❏ Windows Vista/Windows Server 2008

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

❏ Windows XP/Windows Server 2003 R2/Windows Server 2003

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

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



Mac OS

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

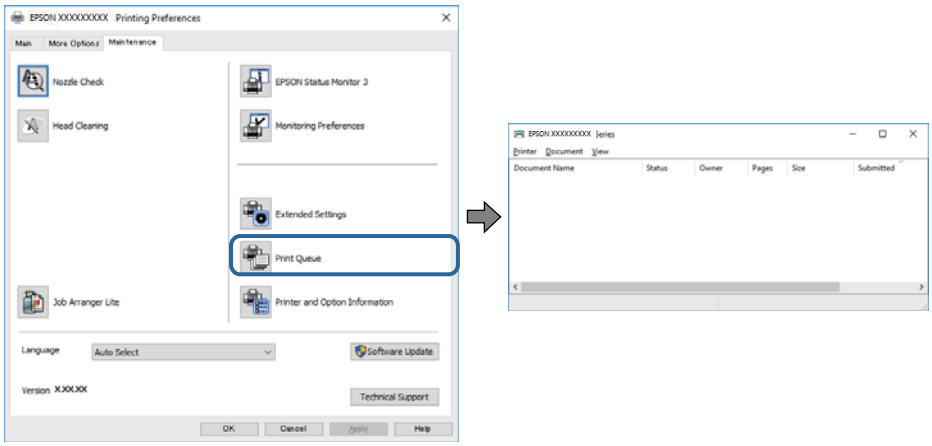


Related Information

➡ "Installing the Latest Applications" on page 94

Checking the Printer Status from the Computer (Windows)

Click **Print Queue** on the printer driver's **Maintenance** tab, and then check the following.

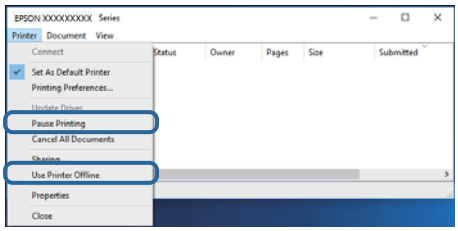


❏ Check if there are any paused print jobs.

If unnecessary data remains, select **Cancel all documents** from the **Printer** menu.

❏ Make sure the printer is not offline or pending.

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



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

If the printer is not selected as the default printer, set it as the default printer. If there are multiple icons in **Control Panel** > **View devices and printers** (**Printers**, **Printers and Faxes**), see the following to select the icon.

Example)

USB connection: EPSON XXXX Series

Network connection: EPSON XXXX Series (network)

If you install the printer driver multiple times, copies of 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**.

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

Select "**USBXXX**" for a USB connection, or "**EpsonNet Print Port**" for a network connection.

Checking the Printer Status from the Computer (Mac OS)

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

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

When You Cannot Make Network Settings

❏ 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; access point, computer or smart device, and then printer. Move the printer and computer or smart device closer to the access point to help with radio wave communication, and then try to make network settings again.

❏ Select **Settings** > **General Settings** > **Network Settings** > **Connection Check**, and then print the network connection report. If an error has occurred, check the network connection report and then follow the printed solutions.

Related Information

➡ "Printing a Network Connection Report" on page 30

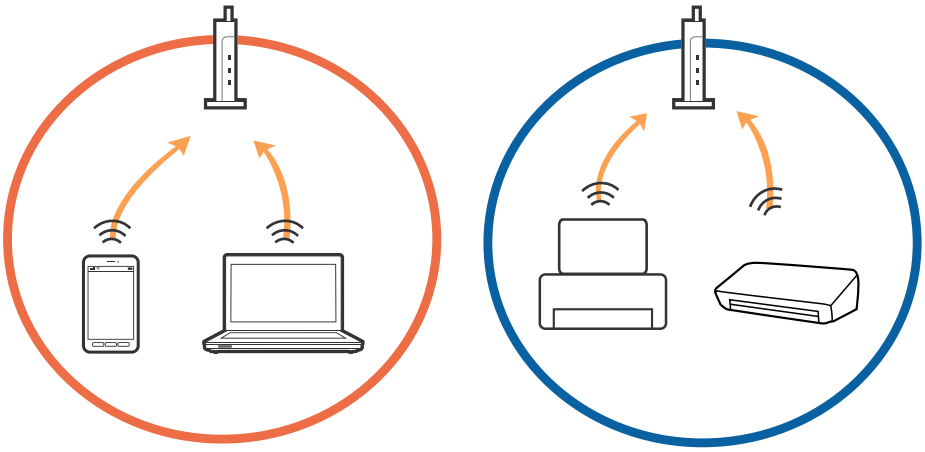
➡ "Messages and Solutions on the Network Connection Report" on page 31

Cannot Connect from Devices Even Though Network Settings are No Problems

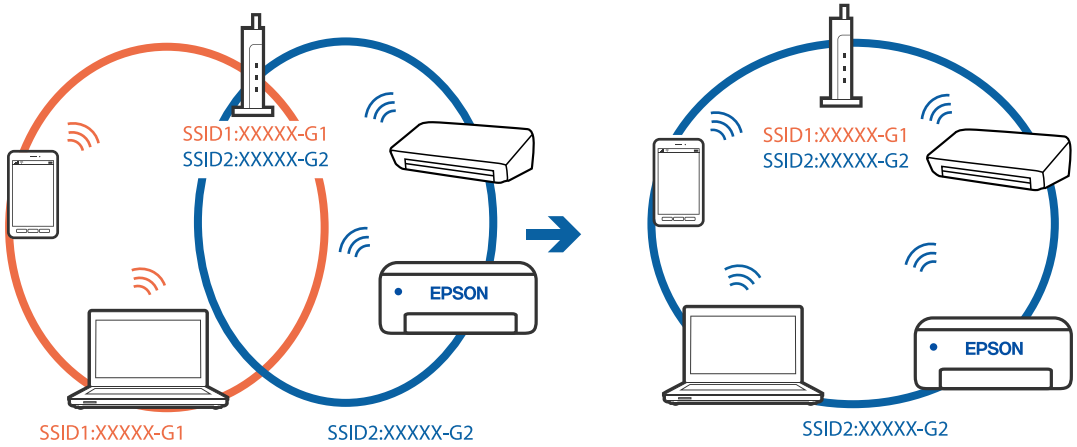
If you cannot connect from the computer or smart device to the printer even though the network connection report does not show any problems, see the following.

❏ When you are using multiple wireless routers at the same time, you may not be able to use the printer from the computer or smart device depending on the settings of the wireless routers. Connect the computer or smart device to the same wireless router as the printer.

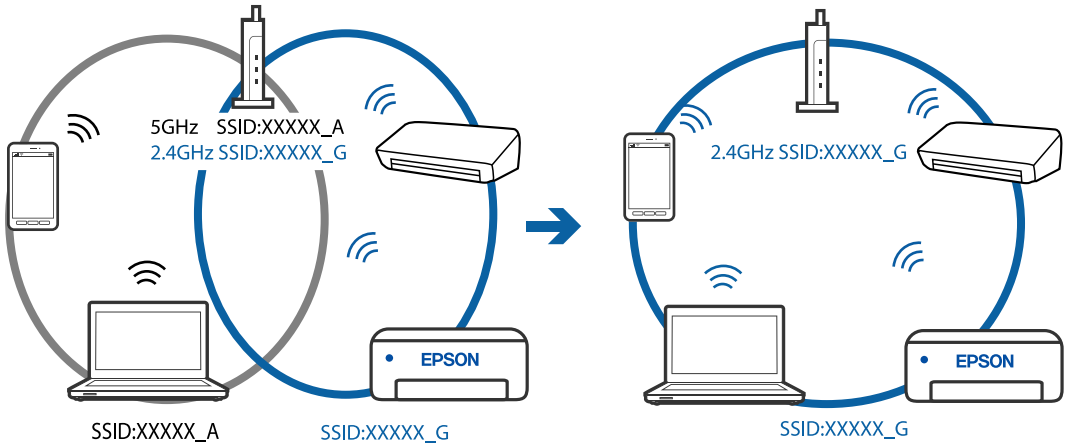
Disable the tethering function on the smart device if it is enabled.



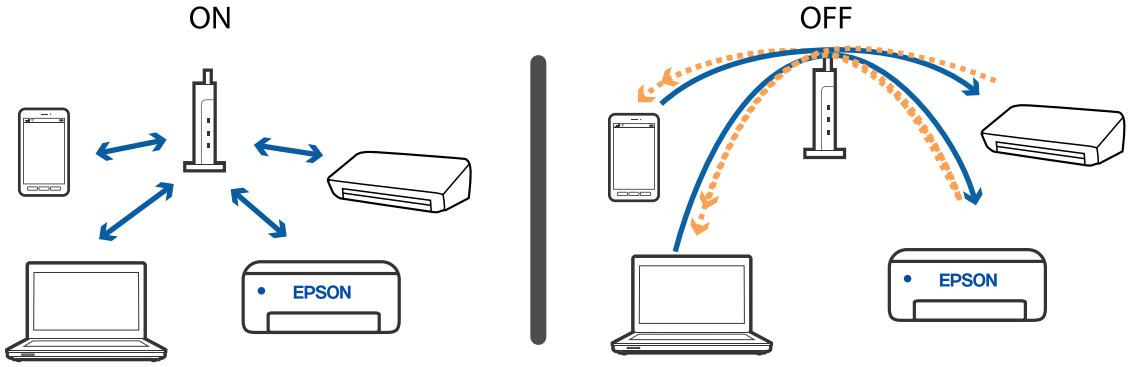
❏ You may not be able to connect to the wireless router when the wireless router has multiple SSIDs and devices are connected to different SSIDs on the same wireless router. Connect the computer or smart device to the same SSID as the printer.



❏ A wireless router that is compliant with both IEEE802.11a and IEEE802.11g has SSIDs of 2.4 GHz and 5 GHz. If you connect the computer or smart device to a 5 GHz SSID, you cannot connect to the printer because the printer only supports communication over 2.4 GHz. Connect the computer or smart device to the same SSID as the printer.



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



Related Information

➡ “Checking the SSID Connected to the Printer” on page 110

Checking the SSID Connected to the Printer

Select **Settings** > **General Settings** > **Network Settings** > **Network Status**.

You can check the SSID for Wi-Fi and Wi-Fi Direct from each menu.

Checking the SSID for the Computer

Windows

Click  in the task tray on the desktop. Check the name of the connected SSID from the list displayed.



Mac OS

Click the Wi-Fi icon at the top of the computer screen. A list of SSIDs is displayed and the connected SSID is indicated with a check mark.



Printout Problems

Printout is Scuffed or Color is Missing

- ❏ If you have not used the printer for a long time, the print head nozzles may be clogged and ink drops may not be discharged. Perform a nozzle check, and then clean the print head if any of the print head nozzles are clogged.
- ❏ If you printed when the ink levels were too low to be seen in the ink tank windows, refill the ink tanks to the upper lines and then use the **Power Cleaning** 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.

Related Information

➡ “Checking and Cleaning the Print Head” on page 80

➡ “Refilling the Ink Tanks” on page 73

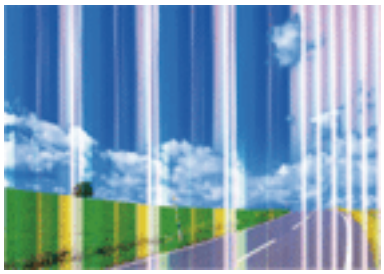
➡ “Running Power Cleaning” on page 81

Light Banding Appears in Darker Painted Areas Even After Cleaning the Print Head



If you print using the standard quality setting, light banding may appear in the printout. When you transfer this to cloth, the banding may not be visible. Check the image after transfer. If banding appears even after transferring, print using a higher quality setting.

Banding or Unexpected Colors Appear



The print head nozzles may be clogged. Perform a nozzle check to check if the print head nozzles are clogged. Clean the print head if any of the print head nozzles are clogged.

Related Information

➡ "Checking and Cleaning the Print Head" on page 80

Colored Banding Appears at Intervals of Approximately 2 mm (0.8 in.)



Align the print head using the **Horizontal Alignment** feature.

Related Information

➡ "Aligning the Print Head" on page 83

Blurry Prints, Vertical Banding, or Misalignment



Align the print head using the **Vertical Alignment** feature.

Related Information

➡ “Aligning the Print Head” on page 83

Print Quality Does Not Improve Even After Aligning the Print Head

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

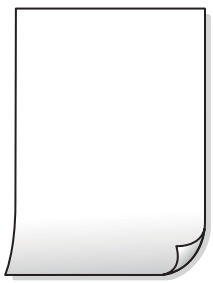
❏ Windows

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

❏ Mac OS

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

Printout Comes Out as a Blank Sheet



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

❏ The print settings and the paper size loaded in the printer are different. 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. See the following to prevent multiple sheets of paper being fed into the printer at the same time.

Related Information

➡ "Paper Does Not Feed Correctly" on page 102

Print Quality is Poor

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

Checking the printer

❏ Make sure the initial ink charging is complete.

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

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

❏ Align the print head.

Checking the paper

❏ Use paper supported by this printer.

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

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

❏ Do not stack the paper immediately after printing.

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

Checking the print settings

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

❏ Print using a higher quality setting.

Checking the ink bottle

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

❏ To ensure printer quality, use all the ink in the ink tank before the earlier of the following dates.

  ❏ Expiry date noted on the ink bottle

  ❏ 25 days after the ink tank was refilled

❏ 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.

Related Information

➡ "Checking and Cleaning the Print Head" on page 80

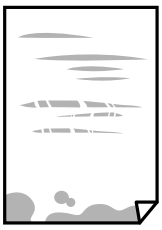
➡ "Aligning the Print Head" on page 83

➡ "Available Paper and Capacities" on page 42

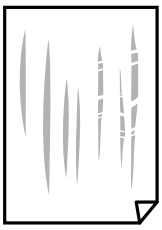
➡ "Paper Handling Precautions" on page 42

Paper Is Smeared or Scuffed

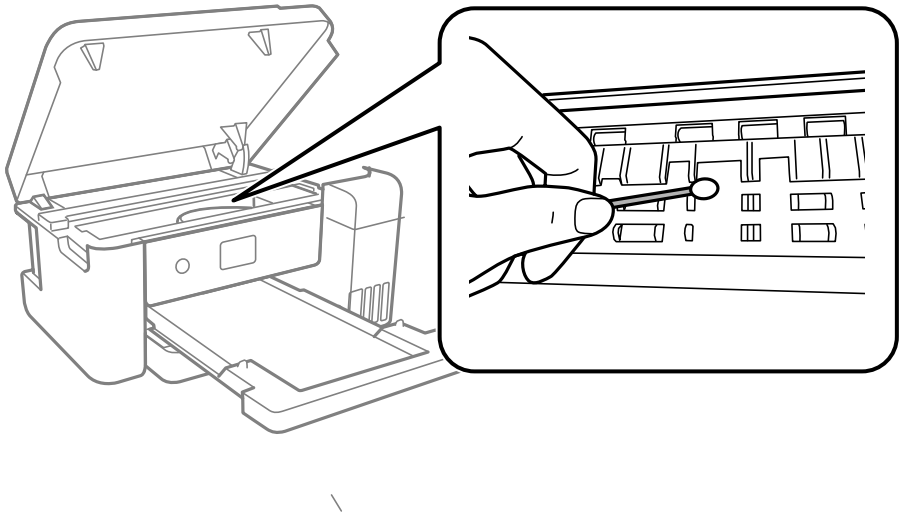
❏ When horizontal banding appears or the top or bottom of the paper is smeared, load paper in the correct direction and slide the edge guides to the edges of the paper.



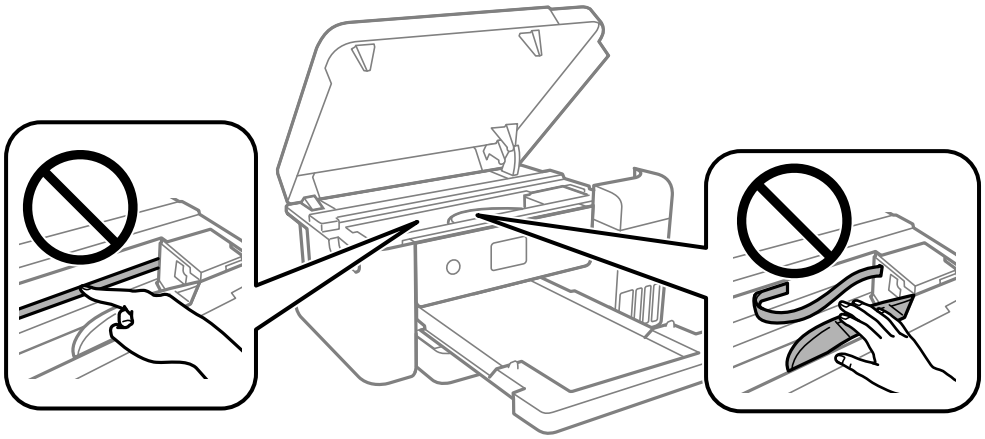
❏ When vertical banding appears or the paper is smeared, clean the paper path.



❏ When the problem cannot be cleared after cleaning the paper path, the part inside the printer that is shown in the illustration is smeared. Turn off the printer, and then wipe off the ink using a cotton swab.



Do not touch the white flat cable, translucent film, and ink tubes inside the printer. Doing so may cause a malfunction.



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

Related Information

➡ "Loading Paper in the Paper Cassette" on page 43

➡ "Cleaning the Paper Path for Ink Smears" on page 84

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

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

❏ Select the appropriate paper size setting.

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

Printed Characters Are Incorrect or Garbled

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

❏ Cancel any paused print jobs.

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

❏ If you use the printer driver you had previously used, printed characters may be garbled. 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 Not Inverted

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

❏ Windows

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

❏ Mac OS

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

Mosaic-Like Patterns in the Prints

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

The Printout Problem Could Not be Cleared

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

Other Printing Problems

Printing Is Too Slow

❏ Close any unnecessary applications.

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

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

❏ Windows

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

❏ Mac OS

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

Printing Slows Down Dramatically During Continuous Printing

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

Other Problems

Slight Electric Shock when Touching the Printer

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

A Message Prompting You to Reset the Ink Levels is Displayed

Refill all or the specified ink tanks, select the color that you refilled on the LCD screen, and then reset the ink levels.

Depending on the usage conditions, the message may be displayed when there is still ink in the tank.

Ink Spilled

- ❏ 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.

Print Head is Automatically Cleaned

To ensure print quality, the printer may automatically perform head cleaning when the printer is turned on, or before starting printing.

Appendix

Technical Specifications

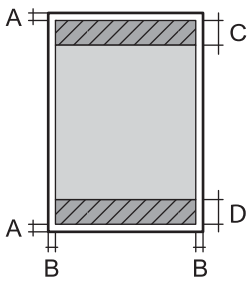
Printer Specifications

Print Head Nozzle Placement	Black ink nozzles: 400 Color ink nozzles: 128 for each color

Printable Area

Printable Area for Single Sheets

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	41.0 mm (1.61 in.)
D	37.0 mm (1.46 in.)

Interface Specifications

For Computer	Hi-Speed USB*

* USB 3.0 cables are not supported.

Network Function List

Network Functions and IPv4/IPv6

Functions			Supported	Remarks
Network Printing	EpsonNet Print (Windows)	IPv4	✓	-
	Standard TCP/IP (Windows)	IPv4, IPv6	✓	-
	WSD Printing (Windows)	IPv4, IPv6	✓	Windows Vista or later
	Bonjour Printing (Mac OS)	IPv4, IPv6	✓	-
	IPP Printing (Windows, Mac OS)	IPv4, IPv6	✓	-
	PictBridge Printing (Wi-Fi)	IPv4	-	Digital camera
	Epson Connect (Email Print, Remote Print)	IPv4	-	-
Network Scanning	Epson Scan 2	IPv4, IPv6	-	-
	Event Manager	IPv4	-	-
	Epson Connect (Scan to Cloud)	IPv4	-	-
Fax	Send a fax	IPv4	-	-
	Receive a fax	IPv4	-	-

Wi-Fi Specifications

Standards	IEEE802.11b/g/n*1
Frequency Range	2.4 GHz
Coordination Modes	Infrastructure, Wi-Fi Direct (Simple AP)*2*3
Wireless Securities*4	WEP (64/128bit), WPA2-PSK (AES)*5

*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) or an Ethernet connection.

*4 Wi-Fi Direct supports WPA2-PSK (AES) only.

*5 Complies with WPA2 standards with support for WPA/WPA2 Personal.

Ethernet Specifications

Standards	IEEE802.3i (10BASE-T)*1 IEEE802.3u (100BASE-TX) IEEE802.3az (Energy Efficient Ethernet)*2
Communication Mode	Auto, 10Mbps Full duplex, 10Mbps Half duplex, 100Mbps Full duplex, 100Mbps Half duplex
Connector	RJ-45

*1 Use a category 5e or higher STP (Shielded twisted pair) cable to prevent risk of radio interference.

*2 The connected device should comply with IEEE802.3az standards.

Security Protocol

SSL/TLS	HTTPS Server/Client, IPPS

Dimensions

Dimensions	Storage ❏ Width: 375 mm (14.8 in.) ❏ Depth: 347 mm (13.7 in.) ❏ Height: 187 mm (7.4 in.) Printing ❏ Width: 375 mm (14.8 in.) ❏ Depth: 503 mm (19.8 in.) ❏ Height: 187 mm (7.4 in.)
Weight*	Approx. 4.6 kg (10.2 lb)

* Without the ink and the power cord.

Electrical Specifications

Power Supply Rating	AC 100-240 V	AC 220-240 V
Rated Frequency Range	50-60 Hz	50-60 Hz
Rated Current	0.4-0.2 A	0.2 A

Power Consumption (with USB Connection)	Printing: Approx. 13.0 W (ISO/IEC24712) Ready mode: Approx. 4.1 W Sleep mode: Approx. 0.7 W Power off: Approx. 0.2 W	Printing: Approx. 13.0 W (ISO/IEC24712) Ready mode: Approx. 4.1 W Sleep mode: Approx. 0.7 W Power off: Approx. 0.2 W

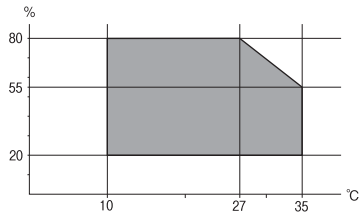
Note:

❏ *Check the label on the printer for its voltage.*

❏ *For European users, see the following Website for details on power consumption.*

https://www.epson.eu/energy-consumption

Environmental Specifications

Operation	Use the printer within the range shown in the following graph.  Temperature: 10 to 35°C (50 to 95°F) Humidity: 20 to 80% RH (without condensation)
Storage	Temperature after initial ink charging: -15 to 40°C (5 to 104°F)* Temperature before initial ink charging: -20 to 40°C (-4 to 104°F)* Humidity: 5 to 85% RH (without condensation)

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

Ink Specifications

Print Quality Guarantee Expiry	25 days (after unpacking)
Storage Temperature (Uninstalled)	-20 to 40 °C (-4 to 104 °F) Within 4 days at -20 °C (-4 °F), within a month at 40 °C (104 °F).
Storage Temperature (Transporting)	-20 to 60 °C (-4 to 140 °F) Within 4 days at -20 °C (-4 °F), within a month at 40 °C (104 °F), within 72 hours at 60 °C (140 °F).
Capacity	140 ml

Important:

The ink freezes if left at below -15 °C (5 °F) for a long time. If it does freeze, leave it at room temperature, 25 °C (77 °F), for at least 2 hours.

System Requirements

❏ Windows

Windows Vista, Windows 7, Windows 8/8.1, Windows 10 or later (32-bit, 64-bit)

Windows XP SP3 (32-bit)

Windows XP Professional x64 Edition SP2

Windows Server 2003 (SP2) or later

❏ Mac OS

Mac OS X v10.6.8 or later

Note:

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

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

Information on Optional Items

Codes for Optional Items

Optional Item	Code
Sublimation Primer for Cotton*	T58Q1

* This optional item will be available in November 2026. It may not be available in all countries and regions. For details, contact Epson support (U.S. and Canada) or your dealer (other regions).

Related Information

➡ "Contacting Epson Support" on page 132

Regulatory Information

Standards and Approvals

Standards and Approvals for U.S. Model

Safety	UL60950-1 CAN/CSA-C22.2 No.60950-1
EMC	FCC Part 15 Subpart B Class B CAN ICES-3 (B)/NMB-3 (B)

This equipment contains the following wireless module.

Manufacturer: Askey Computer Corporation

Type: WLU6320-D69 (RoHS)

This product conforms to Part 15 of the FCC Rules and RSS-210 of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated so that the radiator is kept at least 7.9 inches (20 cm) or more away from a person's body (excluding extremities: hands, wrists, feet and ankles).

Standards and Approvals for Latin America

Avisos para Argentina

Modelo del módulo WLAN: WLU6320-D69(RoHS) Marca: EPSON

CNC ID: C-12902

Aviso para México

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Modelo del producto: B711A (Epson SureColor F170)

Modelo del módulo WLAN: WLU6320-D69 (RoHS)

Marca: EPSON

Nº de homologación IFT: RCPEPWL14-0107

Aviso para Paraguay

Importado por:

Fastrax, S.A.

Av. Perú esq. Río de Janeiro, Barrios Las Mercedes, Asunción, Paraguay

Sol Control S.R.L.

Av. Gral. Bernardino Caballero 810 esq. Celsa Speratti, Asunción, Paraguay

Aviso para Perú

Modelo: Epson SureColor F170 (B711A)

Marca: EPSON

Este equipo contiene el siguiente módulo inalámbrico: Modelo del módulo WLAN: WLU6320-D69 (RoHS)

ID de FCC: BKMFBWLU6320

Fabricante del producto: Seiko Epson Corporation

Dirección: 3-3-5 Owa Suwa-shi, Nagano-Ken 392-8502, Japón

Standards and Approvals for European Model

For European users

Hereby, Seiko Epson Corporation declares that the following radio equipment model is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following website.

https://www.epson.eu/conformity

B711A

For use only in Ireland, UK, Austria, Germany, Liechtenstein, Switzerland, France, Belgium, Luxemburg, Netherlands, Italy, Portugal, Spain, Denmark, Finland, Norway, Sweden, Iceland, Croatia, Cyprus, Greece, Slovenia, Malta, Bulgaria, Czechia, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, and Slovakia.

Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the products.

Frequency	Maximum Radio-Frequency Power Transmitted
2400-2483.5 MHz	19.8 dBm (EIRP)

CE

Standards and Approvals for Australian Model

EMC	AS/NZS CISPR32 Class B

Epson hereby declares that the following equipment Models are in compliance with the essential requirements and other relevant provisions of AS/NZS4268:

B711A

Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the products.

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.

Transporting and Storing the Printer

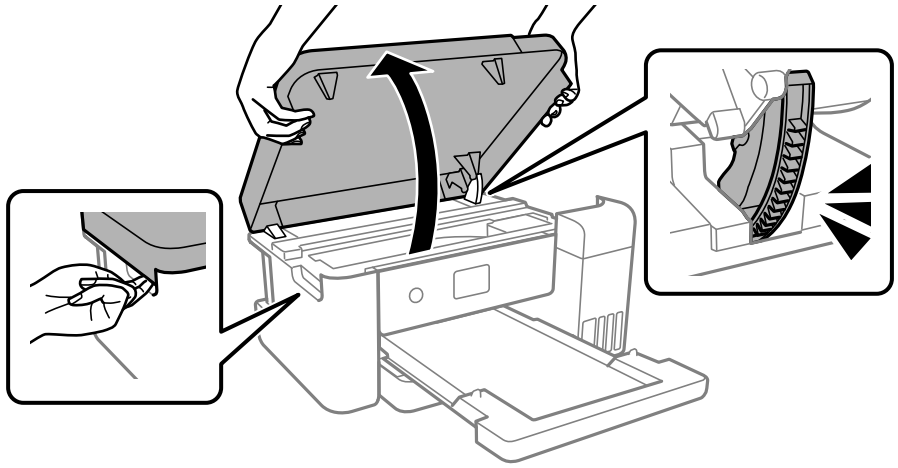
When you need to store the printer or transport it when moving or for repairs, follow the steps below to pack the printer.

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

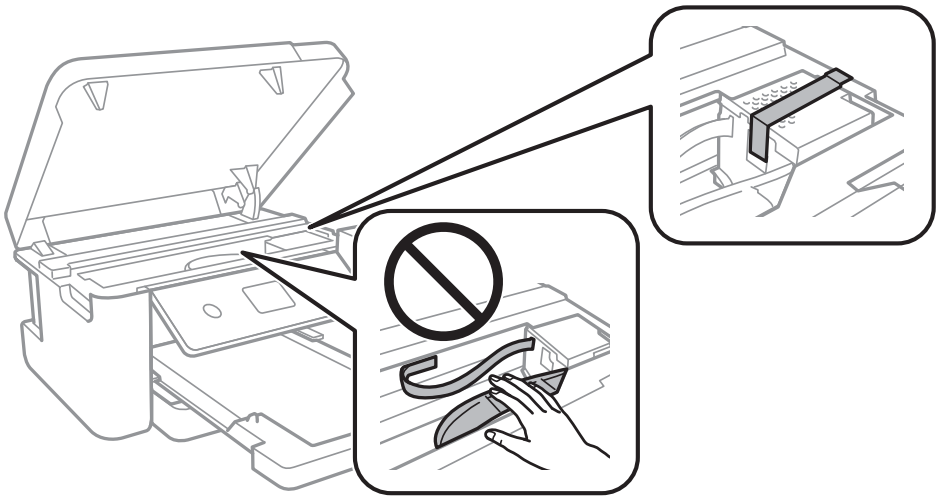
   Important:
   Unplug the power cord when the power light is off. Otherwise, the print head does not return to the home position causing the ink to dry, and printing may become impossible.

3. Disconnect all cables such as the power cord and USB cable.
4. Remove all of the paper from the printer.

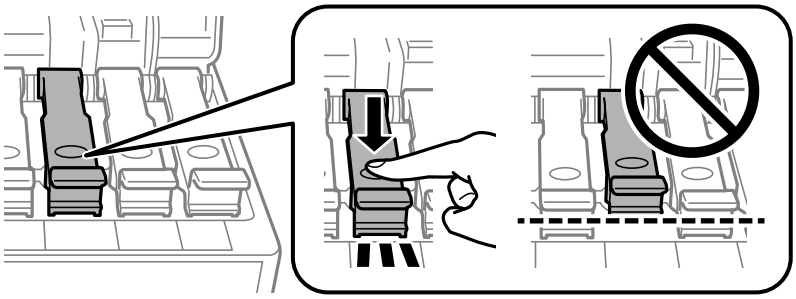
5. Open the printer cover with both hand until it locks.



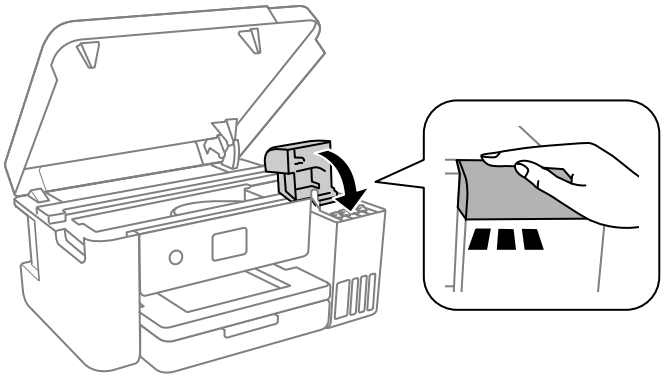
6. Secure the print head to the case with tape.



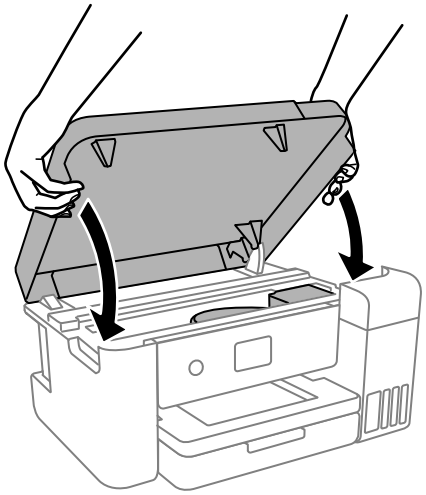
7. Make sure to install the cap onto the ink tank securely.



8. Close the ink tank cover securely.

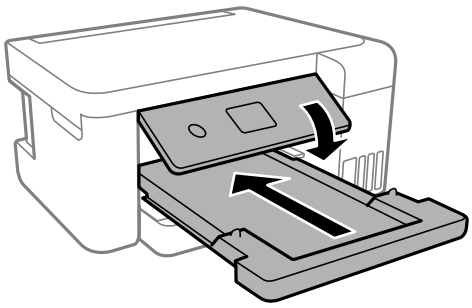


9. Close the printer cover.



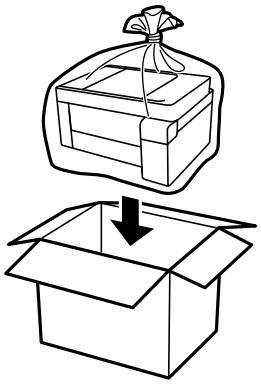
Note:
The printer cover is designed to close slowly and resist a little as a precaution against catching fingers. Continue to close even if you feel some resistance.

10. Prepare to pack the printer as shown below.



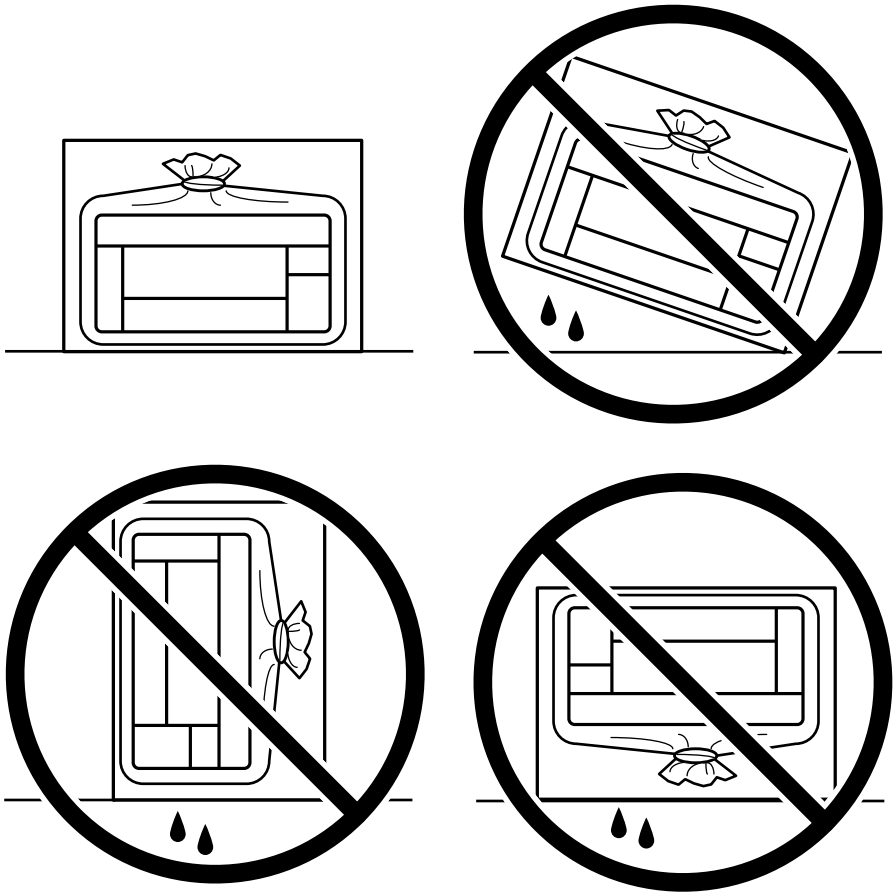
11. Place the printer in the plastic bag provided for transporting and close the bag.

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



Important:

❏ *When storing or transporting the printer, place the printer in the plastic bag and fold it closed. Avoid tilting the printer, placing it vertically, or turning it upside down; otherwise ink may leak.*



❏ *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.*



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

Related Information

➡ “Checking and Cleaning the Print Head” on page 80

➡ “Aligning the Print Head” on page 83

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Where to Get Help

Technical Support Web Site

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

http://support.epson.net/

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

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

Contacting Epson Support

Before Contacting Epson

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

Epson support will be able to help you much more quickly if you give them the following information:

- ❏ Product serial number

  (The serial number label is usually on the back of the product.)
- ❏ Product model
- ❏ Product software version

  (Click **About**, **Version Info**, or 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 North America

Visit www.epson.com/support (U.S.) or www.epson.ca/support (Canada) and search for your product to download software and utilities, view manuals, get FAQs and troubleshooting advice, or contact Epson.

Epson provides technical support and information on the installation, configuration, and operation of professional printing products through the Epson Preferred Limited Warranty Plan. Dial (888) 377-6611, 6 AM to 6 PM, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice. Before you call, make sure you have your printer serial number and proof of purchase.

Note:
If you experience difficulty with the toll-free line, call (562) 276-1305.

Note:
For help using any other software on your system, see the documentation for that software for technical support information.

Purchase Supplies and Accessories

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit proimaging.epson.com (U.S.) or proimaging.epson.ca (Canada), select your product series and product, and click the **Where to Buy** button. Or call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Help for Users in Latin America

If you need additional help with your Epson product, contact Epson.

Epson provides these technical support services:

Internet Support

Visit Epson's support website at www.latin.epson.com/support for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

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

❏ Product name

❏ Product serial number (located on a label on the product)

❏ Proof of purchase (such as a store receipt) and date of purchase

❏ Computer configuration

❏ Description of the problem

Then call:

Country	Telephone
Argentina	(54 11) 5167-0300 0800-288-37766
Bolivia*	800-100-116
Brazil Chile	0800-007-5000
Colombia	Bogota: (57 1) 592-2200 Other cities: 018000-915235
Costa Rica	800-377-6627
Dominican Republic	1-888-760-0068
Ecuador*	1-800-000-044

Country	Telephone
El Salvador*	800-6570
Guatemala*	1-800-835-0358
Mexico	Mexico City: (52 55) 1323-2052 Other cities: 01-800-087-1080
Nicaragua*	00-1-800-226-0368
Panama*	00-800-052-1376
Paraguay	009-800-521-0019
Peru	Lima: (51 1) 418-0210 Other cities: 0800-10-126
Uruguay	00040-5210067

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. Securing the ink tank with tape and keeping the product upright is also recommended.

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. Securing the ink tank with tape and keeping the product upright is also recommended.

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

65 Truong Dinh Street, District 1, Ho Chi Minh City, Vietnam.

Phone(Ho Chi Minh City): 84-8-3823-9239, 84-8-3825-6234

29 Tue Tinh, Quan Hai Ba Trung, Hanoi City, Vietnam

Phone(Hanoi City): 84-4-3978-4785, 84-4-3978-4775

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web

http://www.epson.co.id

❏ Information on product specifications, drivers for download

❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

Phone: +62-1500-766

Fax: +62-21-808-66-799

Our Hotline team can help you with the following over the phone or fax:

❏ Sales enquiries and product information

❏ Technical support

Epson Service Center

Province	Company Name	Address	Phone E-mail
DKI JAKARTA	ESS JAKARTA MANGGADUA	Ruko Mall Mangga Dua No. 48 Jl. Arteri Mangga Dua, Jakarta Utara - DKI JAKARTA	(+6221) 62301104 jkt-admin@epson-indonesia.co.id
NORTH SUMATERA	ESC MEDAN	Jl. Bambu 2 Komplek Graha Niaga Nomor A-4, Medan - North Sumatera	(+6261) 42066090 / 42066091 mdn-adm@epson-indonesia.co.id
WEST JAWA	ESC BANDUNG	Jl. Cihampelas No. 48 A Bandung Jawa Barat 40116	(+6222) 4207033 bdg-admin@epson-indonesia.co.id
DI YOGYAKARTA	ESC YOGYAKARTA	YAP Square, Block A No. 6 Jl. C Simanjutak Yogyakarta - DIY	(+62274) 581065 ygy-admin@epson-indonesia.co.id
EAST JAWA	ESC SURABAYA	Hitech Mall Lt. 2 Block A No. 24 Jl. Kusuma Bangsa No. 116 - 118 Surabaya - JATIM	(+6231) 5355035 sby-admin@epson-indonesia.co.id
SOUTH SULAWESI	ESC MAKASSAR	Jl. Cendrawasih NO. 3A, kunjung mae, mariso, MAKASSAR - SULSEL 90125	(+62411) 8911071 mksr-admin@epson-indonesia.co.id
WEST KALIMANTAN	ESC PONTIANAK	Komp. A yani Sentra Bisnis G33, Jl. Ahmad Yani - Pontianak Kalimantan Barat	(+62561) 735507 / 767049 pontianak-admin@epson-indonesia.co.id
RIAU	ESC PEKANBARU	Jl. Tuanku Tambusai No.459A Pekanbaru Riau	(+62761) 8524695 pkb-admin@epson-indonesia.co.id

Province	Company Name	Address	Phone E-mail
DKI JAKARTA	ESS JAKARTA SUDIRMAN	Wisma Keiai Lt. 1 Jl. Jenderal Sudirman Kav. 3 Jakarta Pusat - DKI JAKARTA 10220	(+6221) 5724335 ess@epson-indonesia.co.id
EAST JAWA	ESS SURABAYA	Ruko Surya Inti Jl. Jawa No 2-4 Kav. 29 Surabaya - Jawa Timur	(+6231) 5014949 esssby@epson-indonesia.co.id
BANTEN	ESS SERPONG	Ruko Mall WTC Matahari No. 953, Serpong-Banten	(+6221) 53167051 / 53167052 esstag@epson-indonesia.co.id
CENTRAL JAWA	ESS SEMARANG	Komplek Ruko Metro Plaza Block C20 Jl. MT Haryono No 970 Semarang - JAWA TENGAH	(+6224) 8313807 / 8417935 esssmg@epson-indonesia.co.id
EAST KALIMANTAN	ESC SAMARINDA	Jl. KH. Wahid Hasyim (M. Yamin) Kelurahan Sempaja Selatan Kecamatan Samarinda UTARA - SAMARINDA - KALTIM	(+62541) 7272904 escsmd@epson-indonesia.co.id
SOUTH SUMATERA	ESC PALEMBANG	Jl. H.M Rasyid Nawawi No. 249 Kelurahan 9 Ilir Palembang Sumatera Selatan	(+62711) 311330 escplg@epson-indonesia.co.id
EAST JAVA	ESC JEMBER	JL. Panglima Besar Sudirman Ruko no.1D Jember-Jawa Timur (Depan Balai Penelitian & Pengolahan Kakao)	(+62331) 488373 / 486468 jmr-admin@epson-indonesia.co.id
NORTH SULAWESI	ESC MANADO	Tekno Megamall Lt LG 11 TK 21, Kawasan Megamas Boulevard, Jl Piere Tendean, Manado - SULUT 95111	(+62431) 8890996 MND-ADMIN@EPSON-INDONESIA.CO.ID

For other cities not listed here, call the Hot Line: 08071137766.

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: +60 1800-8-17349

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair services and warranty

Head Office

Phone: 603-56288288

Fax: 603-5628 8388/603-5621 2088

Help for Users in India

Contacts for information, support, and services are:

World Wide Web

http://www.epson.co.in

Information on product specifications, drivers for download, and products enquiry are available.

Helpline

❏ Service, product information, and ordering consumables (BSNL Lines)

Toll-free number: 18004250011

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

❏ Service (CDMA & Mobile Users)

Toll-free number: 186030001600

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone, fax numbers and e-mail address below:

World Wide Web

http://www.epson.com.ph

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Epson Philippines Customer Care

Toll Free: (PLDT) 1-800-1069-37766

Toll Free: (Digital) 1-800-3-0037766

Metro Manila: (+632)441-9030

Web Site: https://www.epson.com.ph/contact

E-mail: customercare@epc.epson.som.ph

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Our Customer Care team can help you with the following over the phone:

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair service and warranty

Epson Philippines Corporation

Trunk Line: +632-706-2609

Fax: +632-706-2663