EPSON

SC-F500 Series

User's Guide

CMP0208-05 EN

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Introduction

Notes on Manuals

Meaning of Symbols

Warning:	Warnings must be followed to avoid serious bodily injury.
Caution:	Cautions must be followed to avoid bodily injury.
Important:	Important must be followed to avoid damage to this product.
Note:	Notes contain useful or additional information on the operation of this product.
☞	Indicates related reference content.

Illustrations

The illustrations in the manuals may differ slightly from the model you are using. Please be aware of this when using the manuals.

Product Model Descriptions

Some models described in this manual may not be sold in your country or region.

Manual Organization

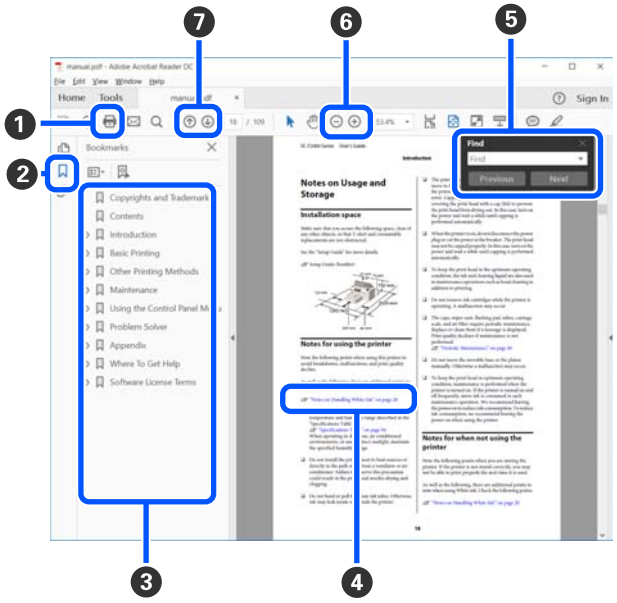
The manuals for the product are organized as shown below.

You can view the PDF manuals using Adobe Acrobat Reader or Preview (Mac).

Setup Guide (booklet)	Provides information on how to setup the printer after unpacking it from the box. Make sure you read this manual to perform operations safely.
Operator's Guide (PDF)	Provides selected information on how to use the printer and frequently used features of the printer.
General Information (PDF)	Provides important safety instructions, printer specifications and contact details.
Online Manual	
User's Guide (this manual)	Provides overall information and instructions on using the printer and on solving problems.

Viewing PDF Manuals

This section uses the Adobe Acrobat Reader DC as an example to explain the basic operations for viewing the PDF in Adobe Acrobat Reader.



❶ Click to print the PDF manual.

❷ Each time it is clicked the bookmarks are hidden or shown.

❸ Click the title to open the relevant page.

Click [+] to open the titles lower in the hierarchy.

❹ If the reference is in blue text, click the blue text to open the relevant page.

To return to the original page, do the following.

For Windows

While pressing the Alt key, press the ← key.

For Mac

While pressing the command key, press the ← key.

❺ You can input and search for keywords, such as the names of items you want to confirm.

For Windows

Right click on a page in the PDF manual and select **Find** in the menu that is displayed to open the search toolbar.

For Mac

Select **Find** in the **Edit** menu to open the search toolbar.

❻ To enlarge text in the display that is too small to see clearly, click ⊕. Click ⊖ to reduce the size. To specify a part of an illustration or screenshot to enlarge, do the following.

For Windows

Right click on the page in the PDF manual and select **Marquee Zoom** in the menu that is displayed. The pointer changes to a magnifying glass, use it to specify the range of the place you want to enlarge.

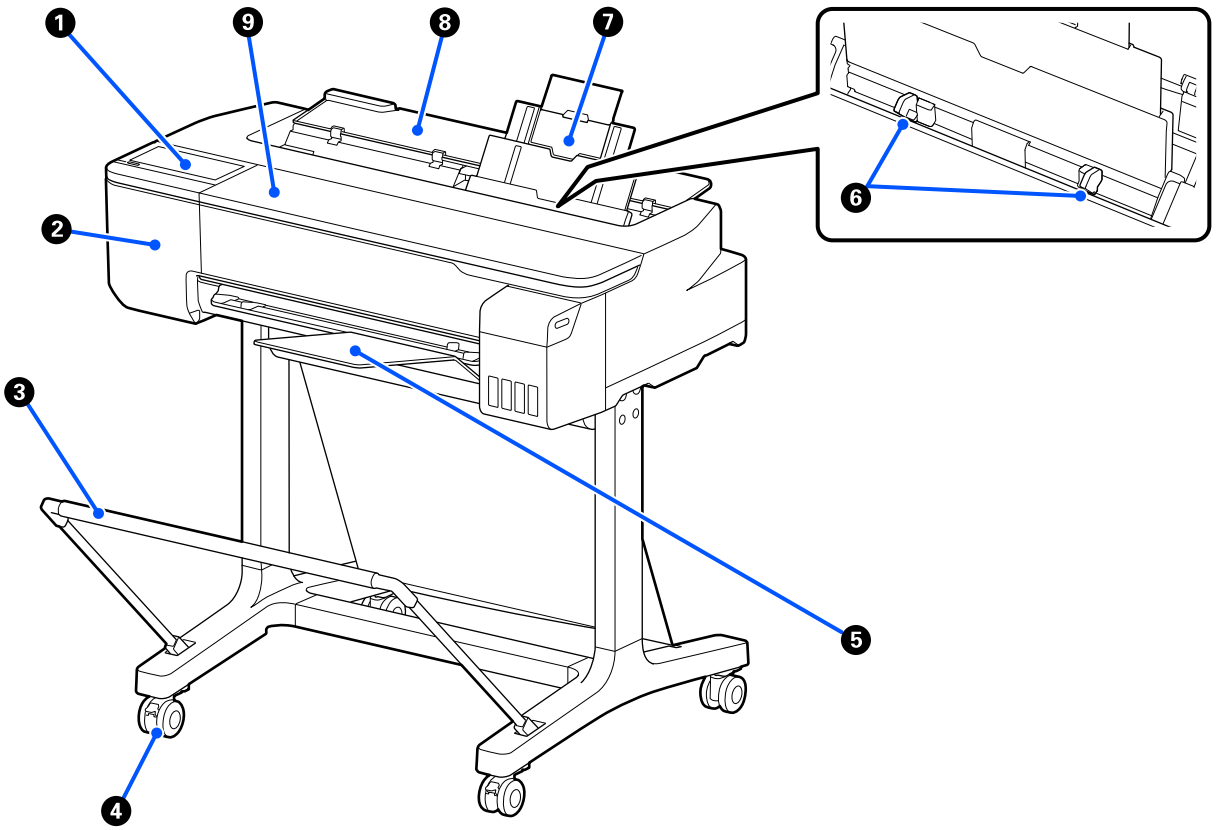
For Mac

Click **View** menu - **Zoom** - **Marquee Zoom** in this order to change the pointer to a magnifying glass. Use the pointer as a magnifying glass to specify the range of the place you want to enlarge.

❼ Opens the previous page or next page.

Printer Parts

Front



1 Control panel

“Control panel” on page 13

2 Cutter cover

Open when replacing the cutter.

“Replacing the Cutter” on page 112

3 Paper basket (optional)

Output from the printer collects in this basket, keeping the media clean and free of creases.

“Options and Consumable Products” on page 129

4 Casters

There are two casters on each leg. The casters are normally kept locked once the printer is in place.

❺ Paper stacker

Attach to the front of the printer as shown when printing multiple sheets continuously from the auto sheet feeder. Printed paper stacks up in this tray after it is ejected. Remove this when printing on roll paper or cut sheets (1 sheet).

☞ "Installing and removing the paper stacker" on page 32

❻ Edge guide

Align these with the left and right edges of the paper loaded in the auto sheet feeder. Prevents paper from being fed at an angle.

❼ Auto Sheet Feeder

You can load multiple cut sheets of A4 to A3 paper. The loaded paper is fed automatically allowing you to print continuously.
☞ "Loading paper into the auto sheet feeder" on page 32

❽ Cut sheet cover

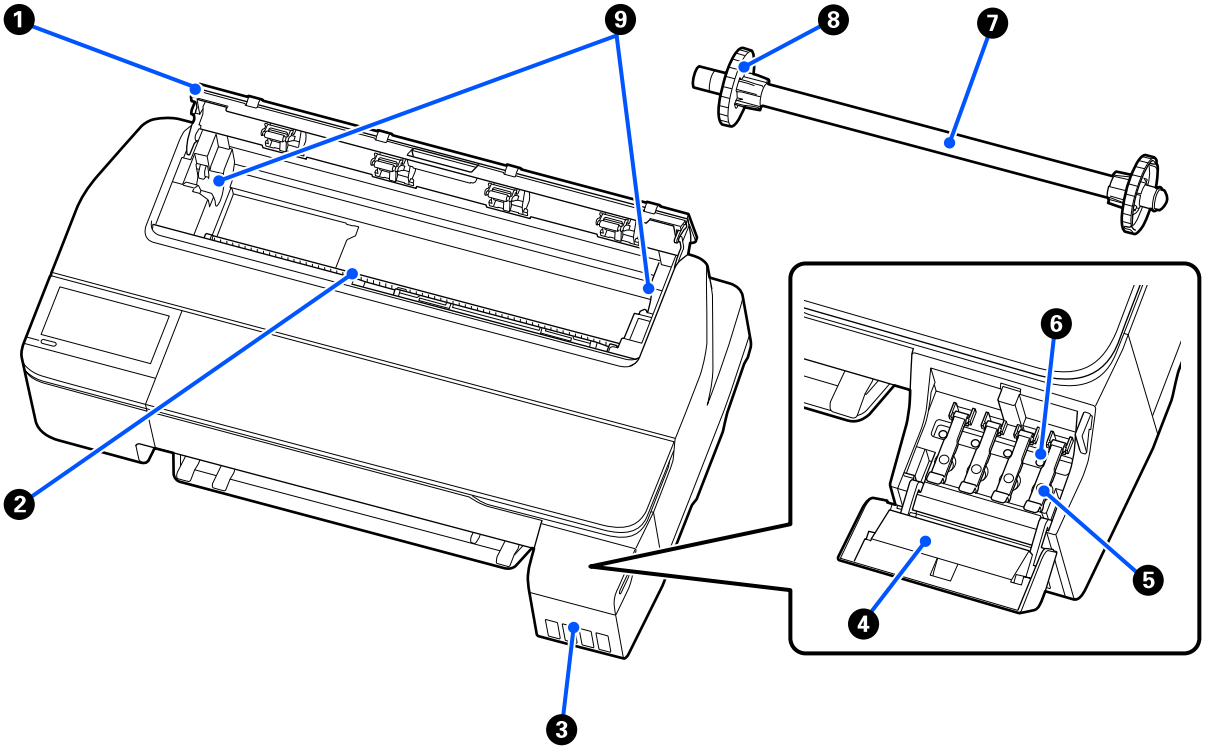
Open when using the auto sheet feeder or when loading cut sheet paper.
☞ "Loading Cut Sheet(1 sheet)" on page 35
When loading roll paper, open this cover and then open the roll paper cover.

To prevent dust from accumulating inside the printer, close the auto sheet feeder when it is not in use or when you are not loading cut sheet paper.

❾ Front cover

Open when a paper jam occurs.

Inside



❶ Roll paper cover

This cover protects the loaded roll paper and prevents dust from entering inside the printer. Except when loading or removing roll paper, it should be closed when using the printer.

“Loading Roll Paper” on page 27

❷ Paper slot

The slot through which roll paper or cut sheets are fed during printing. Insert cut sheets manually one by one.

❸ Ink tanks

These supply ink to the print head.

❹ Ink tank cover

Open this when refilling the ink tanks.

“Refilling ink” on page 108

❺ Ink tank caps

Open when refilling the ink tanks or changing the position of the transportation caps.

“Refilling ink” on page 108

“Moving or Transporting the Printer” on page 134

❻ Transportation caps

When moving or transporting the printer, set these in the transportation position so that ink does not leak. Normally these should be set in the printing position.

☞ “Moving or Transporting the Printer” on page 134

❼ Spindle

When loading roll paper into the printer, insert this through the roll paper.

❽ Movable flange (transparent)

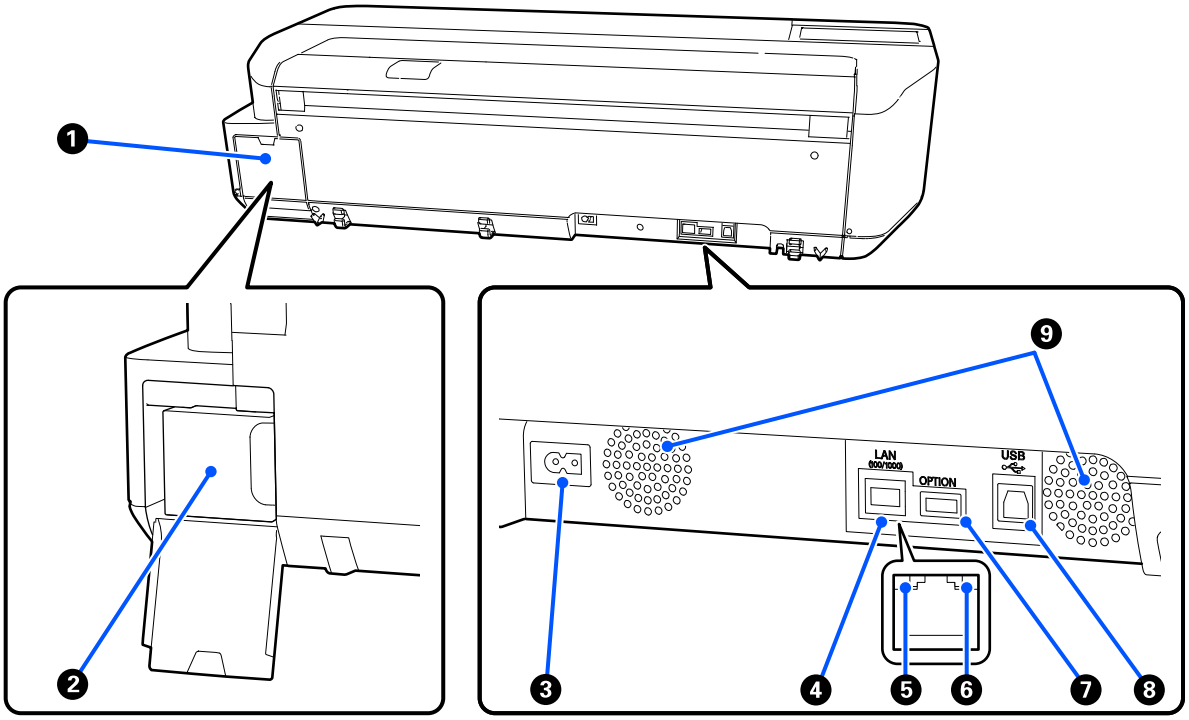
This fixes the roll paper placed on the spindle. Attach or detach it when placing or removing roll paper on/from the spindle.

❾ Spindle holder

Install the spindle with the roll paper loaded. There is a holder on both the left and right sides.

☞ “Loading Roll Paper” on page 27

Back



❶ Maintenance box cover

Open when replacing the maintenance box.

❷ Maintenance box

A container for collecting waste ink.

“Replacing Maintenance Box” on page 111

❸ AC inlet

Connect the supplied power cable here.

❹ LAN port

Connects the LAN cable.

❺ Status light (green, orange)

The color indicates the network transmission speed.

Off: 10BASE-T

Orange: 100BASE-TX

Green: 1000BASE-T

❻ Data light (yellow)

The network connection status and data reception are indicated by a lit or flashing light.

On: Connected.

Flashing: Receiving data.

❼ OPTION port

This cannot be used.

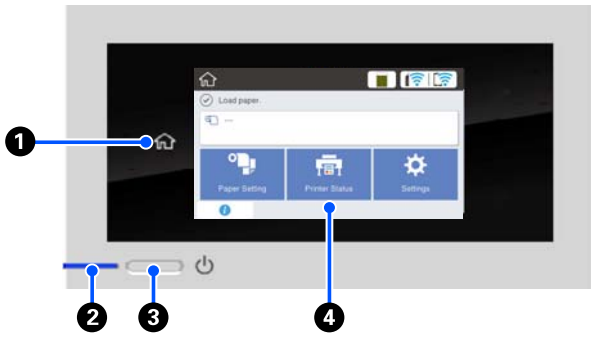
❽ USB port

Connect the USB cable here.

❾ Vents

Do not block the vents.
☞ “Installation space” on page 16

Control panel



❶ Home button
Touch this button while a menu is displayed to return to the Home screen. The home button is off when it cannot be used during operations such as paper feeding.

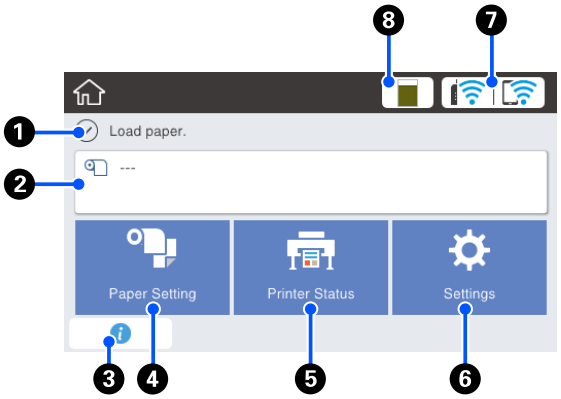
❷ ⏻ light (power light)

On	:	The power is on.
Flashing	:	The printer is performing a process such as starting up, powering off, data receiving, or print head cleaning. Please wait without performing any operation until this light stops flashing. Do not disconnect the power cord.
Off	:	The power is off.

❸ ⏻ button (power button)
Turns the power on and off.

❹ Screen
This is a touch panel to display the printer's status, menus, error messages, and so on. You can select the menu items and options displayed on this screen by gently touching (tapping) them, and scroll the screen by moving your finger while it remains touching the screen.

Home screen operations



Overview of Home screen operations *Operator's Guide (PDF)*

❶ Information display area
Displays the printer's status, error messages, and so on.

❷ Paper information area

❏ When paper is loaded
Displays information about the currently loaded paper. When roll paper is loaded and **Setup** is set to **On**, the approximate remaining amount (remaining length) is displayed.
Touching this area displays a menu to perform paper-related settings and adjustments.
"Paper Setting menu" on page 82

❏ When paper is not loaded
Displays "---". Touching this area displays the procedure for loading roll paper.

❸ Information icon
When there are notifications, such as consumable remaining amount low warnings, the number of notifications is indicated by a badge at the top right of this icon. If you touch this icon when the badge is displayed, a list of the notifications that require your action is displayed. Touching each item displays instructions on what to do. If you do not perform the actions, the badge will not disappear.

❹ Paper Setting menu button

Touch this button when loading, removing, setting, or adjusting paper.

- ❏ See the following for more details on Roll Paper.
  ☞ "Loading and Removing the Roll Paper" on page 27
  Menu descriptions ☞ "Roll Paper menu" on page 82
- ❏ See the following for details on the Auto Sheet Feeder.
  ☞ "Loading and Removing Paper from the Auto Sheet Feeder" on page 32
  Menu descriptions ☞ "Auto Sheet Feeder menu" on page 85
- ❏ See the following for more details on Cut Sheet(1 sheet).
  ☞ "Loading and Removing Cut Sheet(1 sheet)" on page 35
  Menu descriptions ☞ "Cut Sheet(1 sheet) menu" on page 86

❺ Printer Status menu button

Touch this button when you want to check the status of consumables or details of displayed notifications.
☞ "Printer Status menu" on page 87

❻ Settings menu button

Touch this button when you want to perform maintenance or configure the printer operation settings, network settings, or other settings. See the following for more details.
☞ "Settings menu" on page 88

❼ Network icon

The network connection status is indicated by an icon as shown below.

Touching the icon allows you to switch the network connection status.

☞ "Changing the Network Connection Methods" on page 72

	Not connected to a wired LAN or the wired LAN or wireless LAN not set.
	Connected to a wired LAN.
	Wireless LAN (Wi-Fi) is disabled.
	Searching for SSID, IP address not set, or signal strength is 0 or poor.
	Connected to a wireless LAN (Wi-Fi). The number of lines indicates the signal strength. The more lines there are, the better the signal strength.
	Wi-Fi Direct (simple AP) connection is disabled.
	Wi-Fi Direct (simple AP) connection is enabled.

❽ Consumables status icon

The length of the bar indicates the amount of free space in the Maintenance Box. The shorter the bar is, the lower the remaining amount of space.

When ⚠ is displayed, the amount of free space in the Maintenance Box is running low. Touching the icon displays the consumables status screen where you can check the Maintenance Box product number. This is a shortcut button for **Supply Status** in the **Printer Status** menu.

☞ "Printer Status menu" on page 87

Features of Printer

Insistence on Ease-of-Use

Space-saving large-format printer

As the printer is smaller and lighter than our standard large-format printers, it does not take up as much space. You can even install the printer on a cabinet or map/drawing storage cabinet. See the following for dimensions.

"Specifications Table" on page 141

Automatic switching between auto sheet feeder (cut sheets) and roll paper

You can load roll paper in the printer, and load multiple sheets of A3 or smaller paper in the auto sheet feeder at the same time. Selecting one of them from the printer driver's **Source** settings allows you to automatically switch paper and print easily.

Smooth operation while checking the operating instructions on the screen

In addition to having a screen design that enables intuitive operation, this printer allows you to check illustrated instructions of operations such as how to load paper.

Operator's Guide (PDF)

Printer driver that is simple and easy to operate

By simply changing the paper settings, you can use the optimum settings for printing on rigid or fabric material.

This saves you the trouble of adjusting print settings individually. When you select a Source setting, printing failures due to paper loading mistakes are reduced because the size and type of paper loaded in the printer are applied automatically. In addition to checking the set conditions in an illustration in the printer driver, you can also check a detailed image in the preview screen before printing.

Support for wireless LAN connection

This printer can be freely placed where desired without considering cable routing because it can connect with a computer via a wireless LAN to print. Of course, it also supports a wired LAN connection.

Furthermore, even if your device is not connected to a LAN, this printer also allows printing by directly connecting with it using Wi-Fi Direct.

"Switching to Wireless LAN" on page 72

"Directly Connecting Wirelessly (Wi-Fi Direct)" on page 73

Notes on Usage and Storage

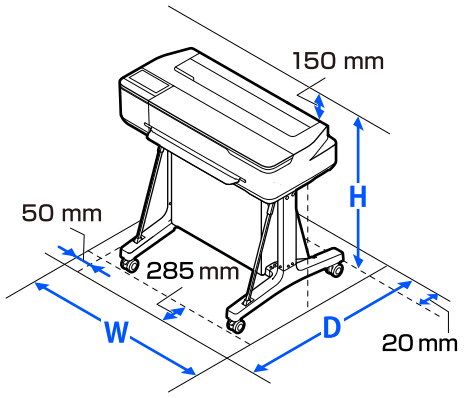
Installation space

Make sure that you secure the following space, clear of any other objects, so that paper ejection and consumable replacement are not obstructed.

See the “Specifications Table” for the external dimensions of the printer.

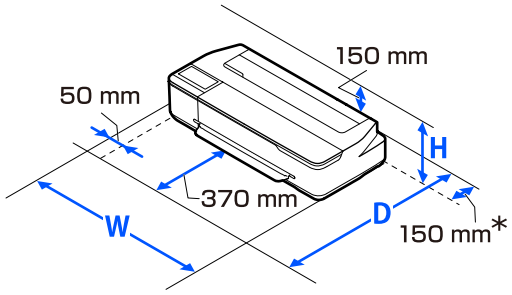
“Specifications Table” on page 141

With stand (optional)



W	D	H
1020 mm	1000 mm	1078 mm

Without stand (optional)



W	D	H
1020 mm	1035 mm	395 mm

* You need at least 150 mm of space at the back when replacing the maintenance box.

Notes when using the printer

Note the following points when using this printer to avoid breakdowns, malfunctions, and print quality decline.

❏ When using the printer, observe the operating temperature and humidity range described in the "Specifications Table".
“Specifications Table” on page 141
Even when the conditions above are met, you may not be able to print properly if the environmental conditions are not suitable for the paper. Be sure to use the printer in an environment where the paper's requirements are met. For more details, see the documentation supplied with the paper.
Also, when operating in dry areas, air conditioned environment, or under direct sunlight, maintain the appropriate humidity.

❏ Do not install the printer next to heat sources or directly in the path of air from a ventilator or air conditioner. Failure to observe this precaution could result in the print head nozzles drying and clogging.

❏ The print head may not be capped (i.e., may not move to the right-hand side) if an error occurs and the printer is turned off without first resolving the error. Capping is a function for automatically covering the print head with a cap (lid) to prevent the print head from drying out. In this case, turn on the power and wait a while until capping is performed automatically.

❏ When the power is on, do not remove the power plug or cut the power at the breaker. The print head may not be capped properly. In this case, turn on the power and wait a while until capping is performed automatically.

❏ As well as when printing, the printer also uses ink from all cartridges during print head cleaning and other maintenance operations to keep the print head in good condition.

❏ The printer may automatically perform print head cleaning to maintain good printing quality. Please wait until cleaning finishes without opening any of the covers or turning off the power.

Notes when not using the printer

If you are not using it, note the following points when storing the printer. If it is not stored correctly, you may not be able to print properly the next time it is used.

- ❏ When storing the printer, make sure it is stored horizontally. Do not place the printer tilted, upright, or upside down.
- ❏ If you do not print for a long time, the print head nozzles may become clogged. We recommend that you print once a week to prevent the print head from clogging.
- ❏ The roller may leave an impression on paper that is left in the printer. This can also cause wavy or curled paper resulting in paper feeding problems or the print head could be scratched. Remove any paper when storing.
- ❏ Store the printer after confirming that the print head has been capped (the print head is positioned at the far right). If the print head is left uncapped for a long time, the print quality may decline.

  > ***Note:***
  > *If the print head is not capped, turn the printer on, and then turn it off.*

- ❏ To prevent the accumulation of dust and other foreign matter in the printer, close all covers before placing it in storage.
  If the printer will be not be used for an extended period, protect it with an anti-static cloth or other cover.
  The print head nozzles are very small, and they can become clogged easily if fine dust gets on the print head, and you may not be able to print properly.

Notes on using the control panel

- ❏ Touch the panel with your finger. The panel only reacts when you touch it with your finger.
- ❏ It may not respond when touched with anything other than your finger, when touched with a wet or gloved finger, or when there is a protective sheet or sticker on the panel.
- ❏ Do not operate with pointy objects such as ballpoint pens or mechanical pencils. Doing so may damage the panel.
- ❏ If the panel gets dirty, wipe it clean with a soft cloth. If it is very dirty, soak a soft cloth in a diluted solution of neutral detergent, wring it out thoroughly, wipe off the dirt, and then wipe it with a soft, dry cloth. Do not use volatile chemicals such as thinner, benzene, or alcohol. Doing so may damage the panel surface.
- ❏ Do not use in an environment subject to rapid changes in temperature or humidity. Condensation may form inside the panel, causing the performance to deteriorate.
- ❏ Some pixels on the screen may not be lit or may be lit constantly. Also, due to the characteristics of LCD displays, the brightness may be uneven, but this is not a malfunction.

Notes on handling ink bottles

Make sure you check the following notes before refilling the ink.

Notes on Handling

- ❏ Use ink bottles designed for this product.
- ❏ When using the printer, be careful when handling the ink. Ink may splatter when refilling the ink tanks. You may not be able to clean off ink that splashes onto clothes or belongings.
- ❏ Do not shake or crush the ink bottles.
- ❏ Use opened bottles as soon as possible.
- ❏ Store ink bottles at room temperature and avoid direct sunlight.
- ❏ To ensure print quality, use all the ink in the tank before the earlier of the following dates:
  - ❏ Expiry date noted on the ink bottle
  - ❏ 25 days after the ink tank was refilled
- ❏ Store ink bottles in the same environment as the printer.

- ❏ When storing or transporting ink bottles, do not tilt them or subject them to shocks or sudden changes in temperature. Ink may leak even if the cap of the ink bottle is firmly tightened. Make sure you keep the ink bottle straight up when tightening the ink bottle cap. Also, when transporting the bottles, put them in a bag to prevent ink from leaking.
- ❏ Ink bottles that have been stored at low temperatures for an extended period should be allowed to return to room temperature over a period of at least three hours.
- ❏ Do not open the ink bottle bag until you are ready to refill the ink tank. A vacuum pack is used to maintain quality. If the ink is left for too long after opening the pack, you may not be able to print properly.
- ❏ If you continue to use the printer when the amount of ink remaining is below the bottom line, a malfunction could occur. Refill the ink to the upper line in the ink tank when the printer is not operating. Make sure you reset the ink level information after refilling to display the correct ink level.
- ❏ To keep the printer in optimum operating condition, we recommend that you do not leave the printer with only a small amount of ink remaining in the ink tanks.
- ❏ Although the ink bottles may contain recycled materials, this does not affect printer function or performance.
- ❏ The appearance and specifications of the ink bottles are subject to change without notice.

Ink consumption

- ❏ As well as when printing, the printer also uses ink from all cartridges during head cleaning and other maintenance operations to keep the print head in good condition.
- ❏ A mixture of color inks may be used to print black depending on the paper type and print quality settings even for black and white and grayscale printing.
- ❏ Initial ink charging after purchasing the printer consumes enough ink to fill up to the tips of the print head nozzles (the holes from which the ink is fired) allowing you to print right away. Therefore, the number of printed sheets may be lower than the ink bottles used from the second and subsequent refills.

Notes on handling paper

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

Check the documentation supplied with each paper.

Notes on Handling

- ❏ Be sure to use special sublimation transfer paper from Epson.
☞ "Supported Media" on page 131
- ❏ Use Epson special media under normal room conditions (temperature: 15 to 25˚C, 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 recommend wearing cotton gloves.
- ❏ Changes in temperature and humidity may cause paper to become wavy or curled. Check the following points.
  - ❏ Load the paper just before printing.
  - ❏ Do not use wavy or curled paper.
    For roll paper, cut off the wavy or curled parts and then load it again.
    For cut sheets, use new paper.
- ❏ 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 cut sheets in their original package after opening, and keep them in a flat place.

❏ Remove roll paper that is not in use from the printer. Rewind it correctly and then store it in the original packaging that came with the roll paper. If you leave the roll paper in the printer for a long time, its quality may decline.

Notes on handling printed paper

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

❏ Do not rub or scratch print outs. If they are rubbed or scratched, the ink may peel off.

❏ Do not touch the surface of print outs. The ink may peel off.

❏ After printing, allow the paper to dry thoroughly, without stacking or folding it. If you stack or fold without letting it dry, the color may change where they touch (leaving a mark). 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 print outs.

❏ Avoid direct sunlight.

❏ Prevent color distortion while displaying or storing the print outs by following the instructions in the paper's documentation.

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.

Sleep mode

The printer enters sleep mode when there are no errors, no print jobs being received, and no control panel or other operations performed. When the printer enters sleep mode, the control panel's screen turns off and the internal motors and other parts switch off to consume less power.

Sleep mode is exited if a print job is received or the screen of the control panel is touched.

You can set the time it takes for the printer to enter sleep mode. At default settings, the printer enters sleep mode if no operations are performed for 15 minutes. The time it takes for the printer to enter sleep mode can be changed in the **Basic Settings** menu.

☞ “General Settings - Basic Settings” on page 88

> ***Note:***
> *When the printer enters sleep mode, the control panel's screen goes blank as if the power has been turned off, but the ⏻ light remains lit.*

Power Off Timer

This function automatically turns the printer off if no errors occur, no print jobs are received, and no control panel or other operations are performed for a set period of time.

The default setting differs as follows depending on the model.

❏ for SC-F500
Set to **8h**.

❏ except for SC-F500
Set to **Off**.

Power Off Timer settings can be changed from the Basic Settings menu.

☞ “General Settings - Basic Settings” on page 88

Introducing the Software

Provided Software

Software is provided on the following disc.

❏ Software disc
See the following table for information on the software provided.
The supplied software disc contains the software for Windows. When using a Mac or a computer without a disc drive, download the software from https://epson.sn and then install it.
See the online help for each software for details on the software.

❏ Epson Edge Print disc*
Epson Edge Print is an easy-to-use software RIP with intuitive operations.
See the *Setup Guide* (booklet) for installation instructions.
See the online help for details on the features.

*Depending on the region of purchase, this may not be included with the product.

Note:
Convenient software compatible with this printer is introduced on the Epson website. Please check the information from the following link.

https://www.epson.com

Software Name	Function
Printer Driver	Install the printer driver to take full advantage of the functionality of this printer when printing. "Printing with the Printer Driver from Your Computer" on page 42
EPSON Software Updater	Software to check whether there is any software update information and then notify you and install the software if an update is available. It allows you to update the firmware and already installed software of the printer. "Updating Software or Installing Additional Software" on page 23
LFP Print Plug-In for Office (Windows Only)	Plug-in software for Microsoft Office applications (Word, Excel, and PowerPoint). Installing this plug-in displays ribbon items in Office applications that give quick access to horizontal and vertical banner printing and enlarged printing. It can be installed by selecting it in the Additional Installation screen when installing the software. You can also install it later with EPSON Software Updater. The supported Microsoft versions are shown below. Office 2003/Office 2007/Office 2010/Office 2013/Office 2016

Software Name	Function
EpsonNet Config	Software to configure the initial settings of the network or change the settings of the network in bulk when installing or relocating Epson printers and scanners. EpsonNet Config is not installed automatically. Download it from the Epson website and then install it if necessary. https://www.epson.com For Windows, you can install the software from the following folder on the supplied software disc. \\Network\EpsonNetConfig

Built-in Software in the Printer

The following software comes preinstalled in the printer. Start and use it from a Web browser via the network.

Software Name	Function
Web Config	The network security settings can be configured from Web Config. This software also has an email notification function for notifying of printer errors and other problems. "How to Use Web Config" on page 22

How to Use Web Config

This section describes how to start the software and provides a summary of its functions.

Function Summary

This section introduces the main functions of Web Config.

For standard users

The following information can be viewed by anyone simply by entering the printer's IP address.

- ❏ The status of the printer, such as the amount of ink remaining
- ❏ The content of network settings (settings cannot be changed)
- ❏ Firmware version of this printer

For administrators

If you log in as an administrator, you can configure the printer's network settings and advanced security settings, such as SSL/TLS communication, IPsec/IP filtering, and IEEE802.1X, which cannot be configured with the printer alone.

How to Start

Start the browser on a computer that is connected to the same network as the printer.

1. Check the IP address of the printer.

   With the printer in a ready state, touch **Printer Status** - **Network Settings** - **Advanced** - **TCP/IP** from the home screen to check the IP address.

   > ***Note:***
   > *The IP address can also be checked by printing a network connection check report. To print a report, touch the following from the home screen.*
   >
   > ***Printer Status** - **Network Settings** - **Network Status** - **Print Status Sheet***

2. Start a Web browser on the computer that is connected to the printer over the network.

3. Enter the IP address of the printer in the address bar of the Web browser and press the **Enter** or **Return** key.

   Format:
   IPv4: http://IP address of printer/
   IPv6: http://[IP address of printer]/

   Example:
   IPv4: http://192.168.100.201/
   IPv6: http://[2001:db8::1000:1]/

   To log on as an administrator, proceed to the next step.

4. Click Log in at the top-right of the screen, enter your User Name and Current password, and then click OK.

   When you log in for the first time, leave **User Name** blank, enter the initial password in **Administrator Password**, and then click **OK**.

   ☞ "Checking the Initial Password" on page 25

Closing

Close the Web browser.

Updating Software or Installing Additional Software

When you install the software during setup as described in the *Setup Guide*, Epson Software Updater is installed. Epson Software Updater allows you to update the printer's firmware, update software that has been installed on your computer, and install additional software for this printer.

> ***Note:***
> *The software is updated as needed for greater convenience and more robust functionality. We recommend setting to receive update notifications with Epson Software Updater and updating the software as soon as possible when there is a notification.*

Checking Whether Updates Available and Updating Software

1. Check that the computer and printer are in the following states.
   - ❏ Computer is connected to the Internet.
   - ❏ Printer and computer can communicate.
2. Start Epson Software Updater.
   - ❏ Windows
     Display the list of all the programs and then click Epson Software Updater in the Epson Software folder.

     > ***Note:***
     > - ❏ *If you press the Windows key (key with Windows logo mark) on the keyboard and then type the software name in the search box of the displayed window, the software appears immediately.*
     > - ❏ *The software can also be started by clicking the printer icon on the Taskbar of the desktop and then selecting* ***Software Update****.*

   - ❏ Mac
     Select **Go** - **Applications** - **Epson Software** - **EPSON Software Updater**.
3. Select the software or manuals to be updated and then update them.

   Follow the on-screen instructions.

   > ***Important:***
   > *Do not turn off the computer or printer during the update.*

   > ***Note:***
   > *Software not displayed in the list cannot be updated with EPSON Software Updater. Check the latest versions of software on the Epson website.*
   >
   > *Please note that you cannot update or install software using Epson Software Updater if you are using a Windows Server OS. Download the software from the Epson website.*
   >
   > *https://www.epson.com*

Receiving Update Notifications

Windows

1. Start Epson Software Updater.
2. Click **Auto update settings**.
3. Select the interval to perform the update check in the **Interval to Check** field of the printer and then click **OK**.

Mac

The software is set by default to check and notify whether there are updates every 30 days.

Uninstalling Software

Windows

Important:

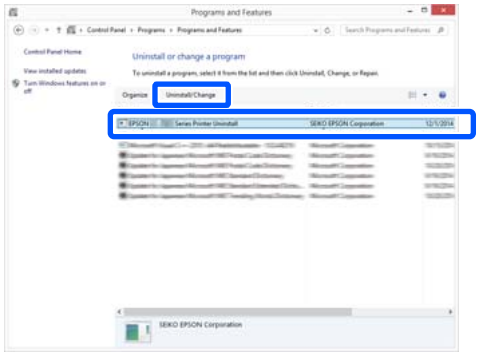
- ❏ *You must log in as an Administrator.*
- ❏ *If the password or confirmation of an administrator is requested, enter the password and then continue with the operation.*

1. Turn off the printer, and unplug the interface cable.
2. Close all applications running on your computer.
3. Go to the **Control Panel** and click **Uninstall a program** from the **Programs** category.



4. Select the software you want to remove and then click **Uninstall/Change** (or **Change/Remove** / **Add/Remove**).

   You can remove the printer driver and EPSON Status Monitor 3 by selecting **EPSON SC-XXXXX Printer Uninstall**.



5. Select the printer icon, and then click **OK**.



6. Follow the on-screen instructions to continue.

   When the delete confirmation message appears, click **Yes**.

Restart the computer if you are reinstalling the printer driver.

Mac

When reinstalling or upgrading the printer driver or other software, follow the steps below to uninstall the target software first.

Printer Driver

Use the "Uninstaller".

Downloading the Uninstaller

Download the "Uninstaller" from the Epson website.

https://www.epson.com/

Using the Uninstaller

Follow the instructions on the Epson website.

Other Software

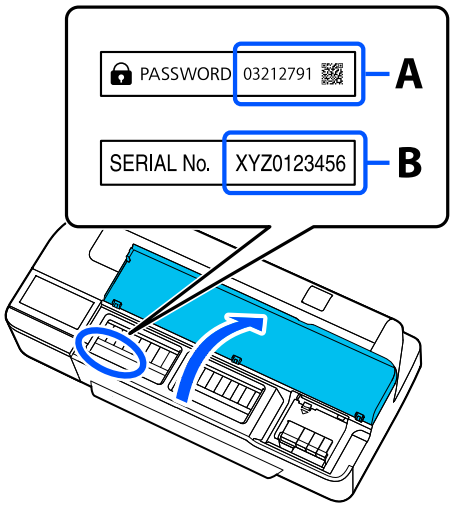
Drag and drop folder with the software name from the **Applications** folder into **Trash** to delete.

Notes on the Administrator Password

The initial password for each printer is different when the printer is shipped from the factory. We recommend that you do not continue to use the initial password when you start using the printer; change it to a password of your choice.

Checking the Initial Password

The initial administrator password is on the label on the left side under the front cover.



- ❏ When there is a label marked "PASSWORD": The PASSWORD on the label in A is the initial password. (In the example in the illustration, the initial password is "03212791".)
- ❏ When there is no label marked "PASSWORD": The value for SERIAL No. on the label in B is the initial password. (In the example in the illustration, the initial password is "XYZ0123456".)

Changing the Password

> ***Important:***
> *If you forget the password, contact your dealer or Epson Support.*

Changing from this printer

1. Touch **Settings** - **General Settings** - **System Administration** - **Security Settings** - **Admin Settings** from the home screen.
2. Touch **Admin Password** - **Change**.
3. Enter the current password in **Current password**.
4. Enter the new password in **New Password** and **Confirm New Password**.
5. Touch **Settings**.

Changing from Web Config

1. Launch Web Config and log in as an administrator.

   "How to Start" on page 22
2. Select the **Product Security** tab - **Change Administrator Password**.
3. Enter the current password in **Current password**.
4. Enter the new password in **New Password** and **Confirm New Password**.

   Enter the user name, if necessary.
5. Click **Settings**.

Loading and Setting the Paper

Notes on Loading the Paper

> ⚠ ***Caution:***
> *Do not rub the edges of the paper with your hands. The edges of the paper are thin and sharp and could cause an injury.*

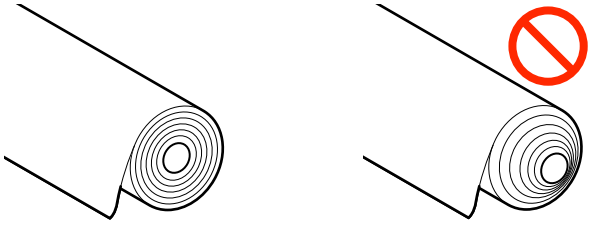
Do not leave paper loaded in the printer.

The roller may leave an impression on paper that is left in the printer. In addition, the paper may become wavy or curled due to damp, which may cause paper feeding problems, paper jams, or soiled prints.

We recommend that you return the paper to its original package and store it flat, and take it out of the package for use when printing.

Do not load roll paper with the right and left edges uneven

Loading roll paper with the right and left edges uneven may cause paper feeding problems or paper meandering may occur during printing. Rewind the paper to make the edges even before using roll paper, or use roll paper that has no problems.



Do not load curled paper

Loading curled paper may cause paper jams or soiled prints. Flatten the paper before use by bending it in the opposite way or use paper with no problem.

Unsupported paper

Do not use paper that is wavy, torn, cut, folded, too thick, too thin, has a sticker affixed, etc. Doing so may cause paper jams or soiled prints. See the following for paper supported by the printer.

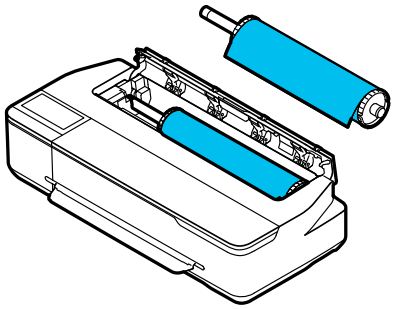
☞ "Epson Special Media Table" on page 131

Paper Load Position

The loading position differs depending on the shape and size of the paper being loaded. See the following for more details on the paper that can be used with the printer.
☞ "Supported Media" on page 131

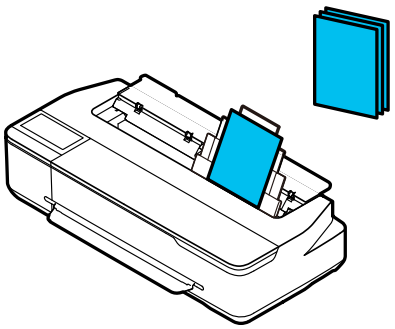
Roll Paper

You can load roll paper from 210 mm to the maximum printable width.



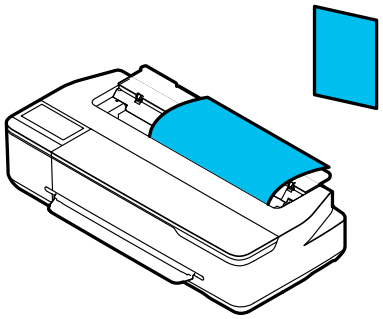
Auto Sheet Feeder

You can load multiple sheets of A4 to A3 paper. The number of sheets that can be loaded at one time depends on the paper. See the following for more details.
☞ "Cut Sheet" on page 131



Cut Sheet(1 sheet)

One sheet of cut paper from A4 to the maximum printable width can be loaded.



Note:

- ❏ *The paper slot for Roll Paper and Cut Sheet(1 sheet) is the same. Insert either one into the paper slot.*
- ❏ *You can load paper in the auto sheet feeder while roll paper is loaded. You can switch to the paper source you want to print from in the printer driver.*

Loading and Removing the Roll Paper

Place the roll paper on the supplied spindle and then load the roll paper in the printer.

When replacing paper, remove the loaded paper first.
☞ "Removing Roll Paper" on page 30
☞ "Removing Cut Sheet (1 Sheet)" on page 35

If paper is loaded in the auto sheet feeder, remove the paper, load or remove the roll paper, and then re-load the paper in the auto sheet feeder. Remove the paper stacker when printing on roll paper.

☞ "Removing paper from the auto sheet feeder" on page 34

☞ "Installing and removing the paper stacker" on page 32

Loading Roll Paper

Caution:

Hold the flange while loading the roll paper. If you load the paper while holding another part, your hand or fingers may get trapped causing an injury.

Important:

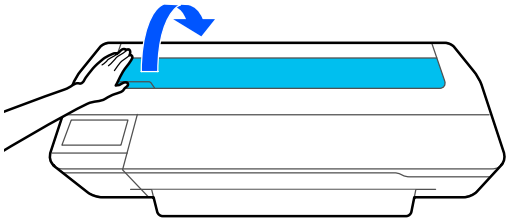
When using commercially available paper, wipe off the paper dust on both ends of the roll paper with a soft cloth before loading it. This helps to prevent print quality from declining due to paper dust.



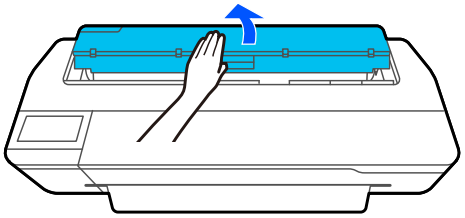
Note:

You can load the paper while viewing the loading procedure on the screen. To view the procedure on the screen, touch the paper information area on the home screen.

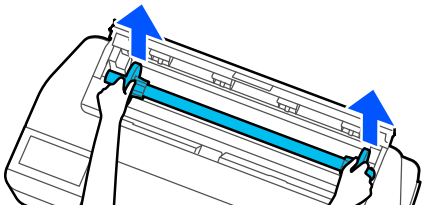
1 Check that "**Load paper.**" is displayed on the Home screen and then open the cut sheet cover.



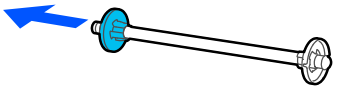
2 Unlock the center lock and open the roll paper cover.



3 Remove the inserted spindle.

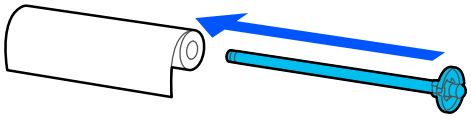


4 Pull off the transparent flange from the spindle.

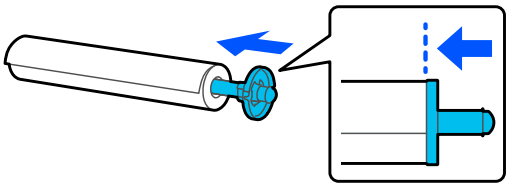


5 Place the roll paper on a flat surface and then insert the spindle.

With the black flange is on the right, orient the roll paper so that the leading edge is as shown in the figure below.

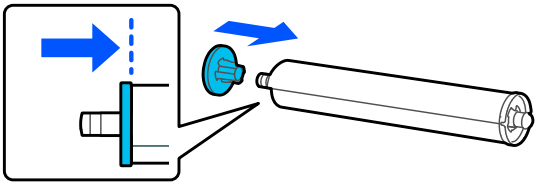


6 Push the flange to the roll paper until there is no gap between the flange and roll paper.

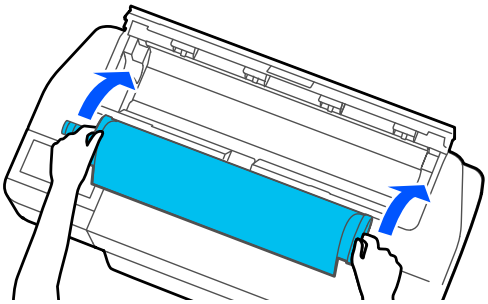


7 Attach the transparent flange and push it until there is no gap between the flange and roll paper.

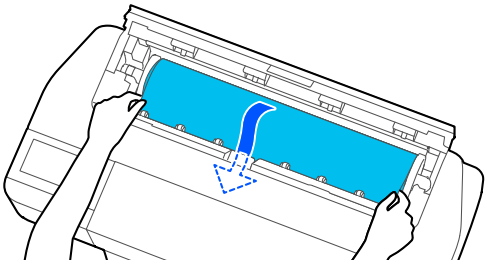
If there are gaps between the flanges at both ends and the roll paper, the paper may be fed skewed resulting in an error.



8 Place the spindle shaft into the left and right grooves on the spindle holder with the black flange of the spindle on the right.



9 Check that the leading edge of the roll paper is not bent and then insert it into the paper slot until you hear a beep.



Important:

Hold the edges of the paper and insert it straight into the paper feed slot. Inserting it skewed will cause a skew error or paper jam.

Note:

If the leading edge of the roll paper is not horizontal or not cut cleanly, it will be cut automatically after loading completes. However, it will not be cut if ***Auto Cut*** *is set to* ***Off****.*

10 Close the roll paper cover and cut sheet cover.

11 On the displayed screen, set the paper type that matches the loaded paper and set remaining amount management if necessary.

Not setting the appropriate paper type will cause print quality trouble. See the following for more details on the paper types and the remaining amount management setting.

☞ "For Roll Paper" on page 36

12 If the optional stand is attached, make sure the paper basket is open.

> ***Note:***
> *Close the paper basket before printing banners or other documents of sizes that will not fit in the paper basket. Before the paper ejected from the printer touches the floor, we suggest that you take it in both hands close to the paper eject slot and continue to lightly support it until printing is complete.*

Cutting the Roll Paper

Auto Cut

Auto Cut is set to On for the printer by default. When On is set, the roll paper is cut automatically at the following times.

- ❏ When the leading edge is detected as not horizontal
  After the roll paper is loaded, the leading edge part is cut straight.
- ❏ When printing of one page is finished
  The roll paper is cut before printing of the next page starts.

If you do not want to cut each page or you want to cut at a desired position, see the following procedure.

Cutting after Last Page Printed or at Desired Position

Turn off auto cut in the printer driver, print, and then cut using the **Feed/Cut Paper** menu of the printer after printing finishes.

1 Select **Off** in **Advanced** - **Roll Paper Option** - **Auto Cut** of the printer driver and then print.

Leave the auto cut setting of the printer on.

> ***Note:***
> - ❏ *The auto cut setting of the printer driver has priority over that of the printer. The auto cut setting of the printer driver is reset to the default setting of **Normal Cut** when the application closes.*
> - ❏ *To turn off auto cut for HP-GL/2 mode printing, turn off the auto cut setting on the printer. Touch the paper information area - **Advanced Media Setting** - **Auto Cut** - **Off** from the home screen. The change to the setting is saved as a setting of the currently selected paper type.*

2 Touch the paper information area - **Feed/Cut Paper** from the home screen of the printer after printing finishes.

Use the buttons displayed on the screen to cut and feed the paper.

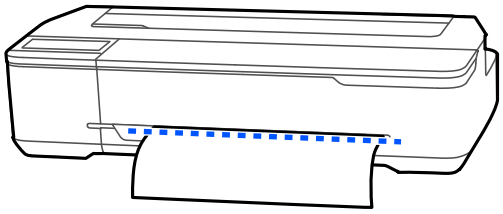
When cutting at the printer default cut position (right after the bottom margin)

Touch the (Cut) button. The paper is cut and the paper leading edge returns to the print wait position.

When cutting at desired position

① Hold down the (Forward) or (Backward) button until the position you want to cut reaches the position of the dotted line in the figure.

You cannot set the cutting position further inside than the bottom margin.

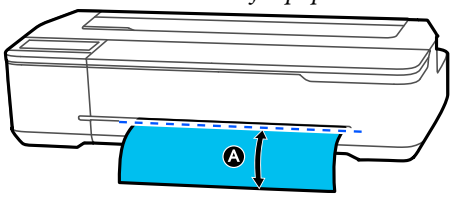


② Touch the (Cut) button.

The paper is cut.

Note:
When the length of Ⓐ in the figure is shorter than the following length, the paper is fed automatically until the required length is obtained at the time of cutting.

❏ *Sublimation transfer paper: 100 mm*



Cutting paper with scissors

If you want to cut the paper with your scissors, follow the steps below to print a cutting line.

Important:

❏ *Do not use a cutter. The printer may be damaged.*

1 Turn off the auto cut setting and then print.

To print cut lines, turn off the auto cut setting of the printer. When printing via the printer driver, also turn off the setting of the printer driver.

❏ Printer settings
Paper information area - **Advanced Media Setting** - **Auto Cut** - **Off** from the home screen

❏ Printer driver settings
Advanced - **Roll Paper Option** - **Auto Cut** - **Off**

2 Touch the paper information area - **Feed/Cut Paper** from the home screen of the printer after printing finishes.

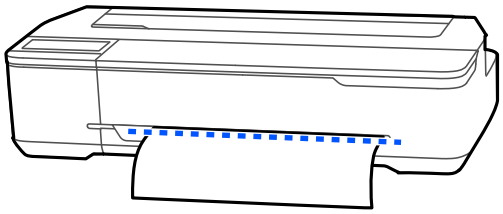
3 Operate the buttons displayed on the screen.

When printing cut lines at the printer default position (right after the bottom margin)

Touch the (Cut) button. The cut or print cut lines selection screen appears.

When printing cut lines at desired position

Hold down the (Forward) or (Backward) button until the position you want to print the cutting line reaches the position of the dotted line in the figure.



Cut lines cannot be printed further inside than the bottom margin. Once you have finished moving the paper, touch (Cut). The cut or print cut lines selection screen appears.

4 Touch **Print Cutting Guideline**.

Cut lines are printed and the paper is ejected automatically to a position where it can be easily cut with scissors.

5 Cut the paper along the cut lines with scissors and then touch **Done**.

The paper rewinds to return the paper leading edge to the print wait position.

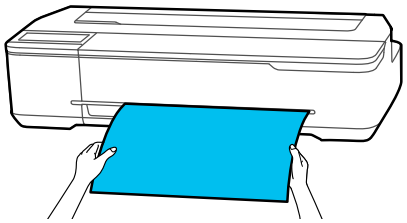
Removing Roll Paper

This section describes how to remove and store roll paper after printing. If you leave the roll paper loaded in the printer, the rollers may leave impressions on the roll paper.

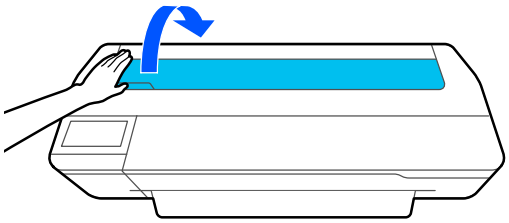
Note:
You can remove the roll paper while viewing the roll paper removal procedure on the screen. To view the on-screen instructions, touch the paper information area on the home screen, and then touch ***Remove****.*

1 If the rear edge of the printed paper is held by the printer, grasp the paper with both hands and slowly pull it towards you.

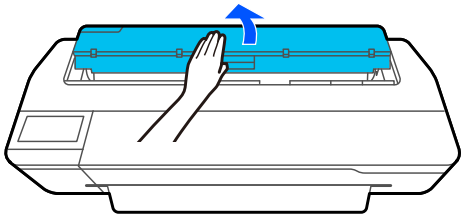
The printed paper drops automatically when the next print job starts.



2 Open the cut sheet cover.



3 Unlock the center lock and open the roll paper cover.

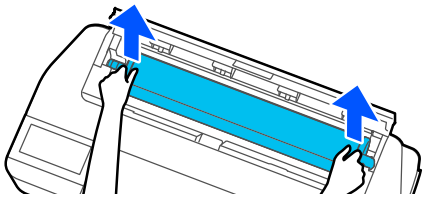


4 Press **Remove**.

The paper is rewound and ejected.

> ***Note:***
> *If printed paper is not cut and remains, a confirmation screen appears.*
>
> *Touch **Cut** to cut the paper at the default cut position or touch **Print Cutting Guideline** to print cut lines at the default position.*
>
> *If you want to change the cut position or the cut lines print position, touch **Close**, and change the position in the **Feed/Cut Paper** menu.*
>
> *See the following for more details.*
> *"Cutting the Roll Paper" on page 29*

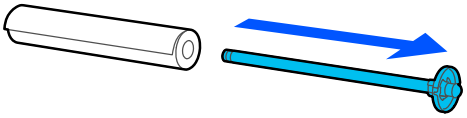
5 Hold the flanges on both ends of the spindle and remove the spindle from the spindle holder.



6 Detach the transparent flange from the spindle.

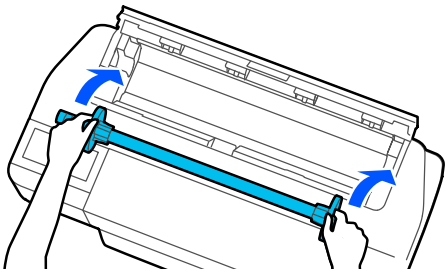


7 Remove the spindle from the roll paper.



> ***Important:***
> *After rewinding the roll paper carefully, store it in the original package.*

8 Attach the transparent flange to the spindle and return the spindle in the printer.



9 Close the roll paper cover and cut sheet cover.

Loading and Removing Paper from the Auto Sheet Feeder

Installing and removing the paper stacker

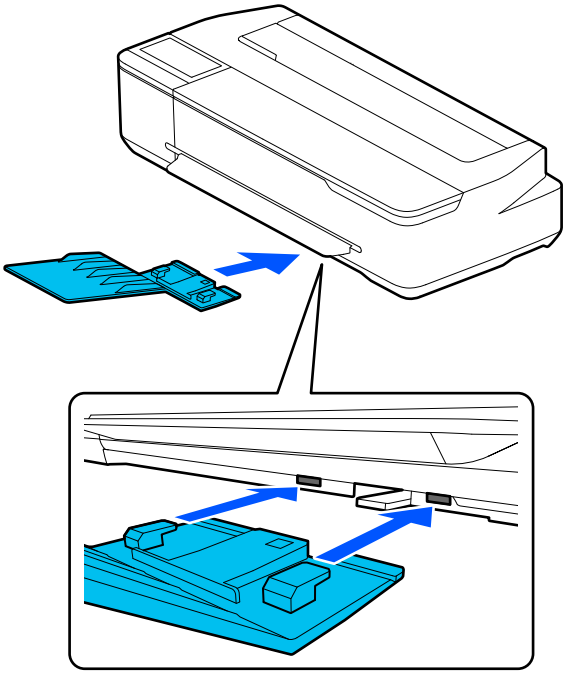
Attach the paper stacker supplied when printing multiple sheets continuously from the auto sheet feeder.

The stacker can hold approximately 20 sheets of printed paper.

However, when printing on roll paper or cut sheets (1 sheet), remove the paper stacker so that paper can be ejected smoothly.

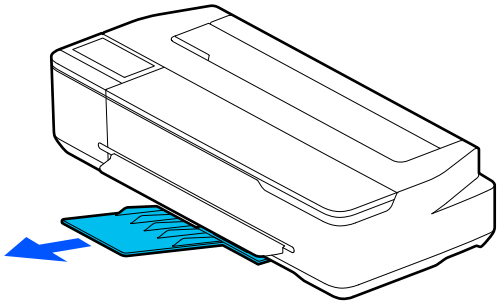
Installing

Insert the hooks on the paper stacker straight into the slots on the front of the printer.



Removing

Pull the paper stacker straight out to remove it.



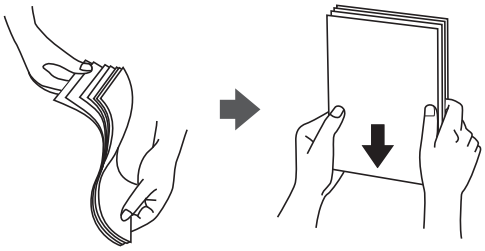
Loading paper into the auto sheet feeder

Note:

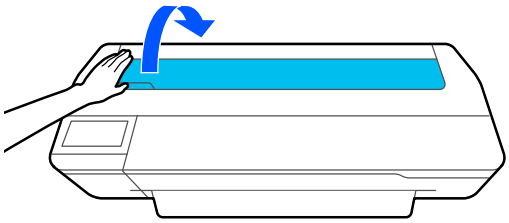
❏ *You can load the paper while viewing the loading procedure on the screen. To view the procedure on the screen, touch **Paper Setting** - **Auto Sheet Feeder** from the Home screen.*

Important:

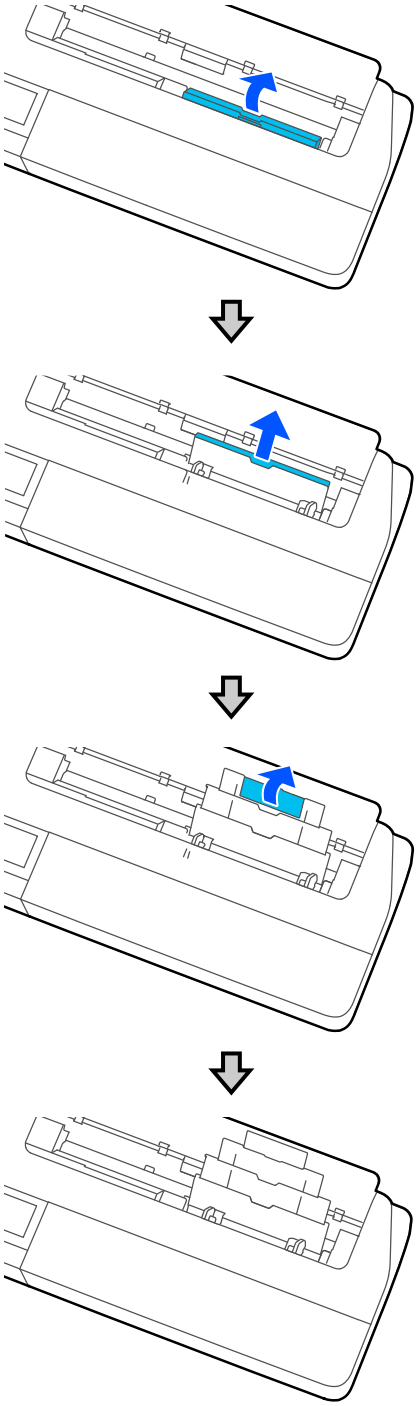
When loading multiple sheets of printing paper, carefully wipe away any paper dust and arrange the edges. However, do not clean or bend photo paper. Otherwise, the printable surface could be scratched.



1 Check that **Load paper.** or **Ready** is displayed on the Home screen, and then open the cut sheet cover.

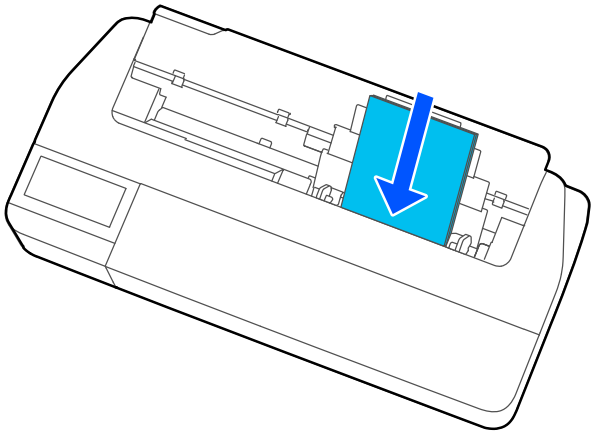


2 Unfold the auto sheet feeder, and pull it up and out.



3 Load paper in the auto sheet feeder with the printable side facing you.

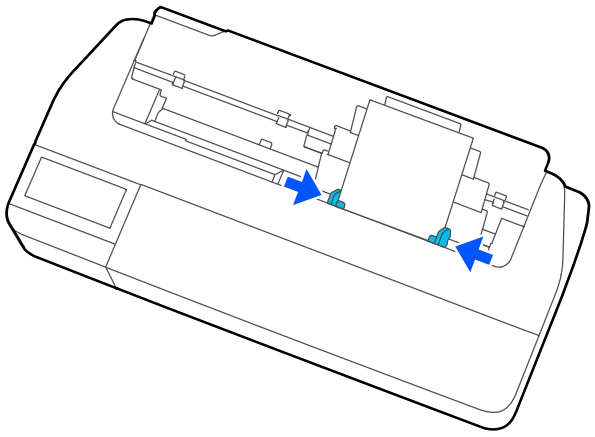
Align the paper edges before loading.



> ***Important:***
> *Insert all paper in portrait orientation. Inserting paper in landscape orientation may cause a decline in print quality.*

4 Align the edge guides with the edges of the paper.

If the edge guides are too far from the edges of the paper, the paper may be fed at an angle which can cause skew errors and paper jams.

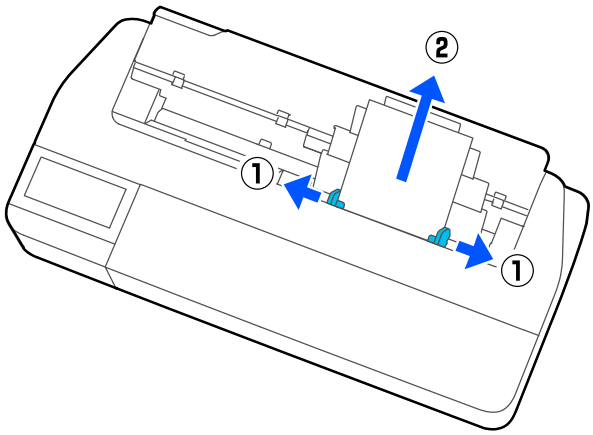


5 On the displayed screen, set the paper type and size that match the loaded paper.

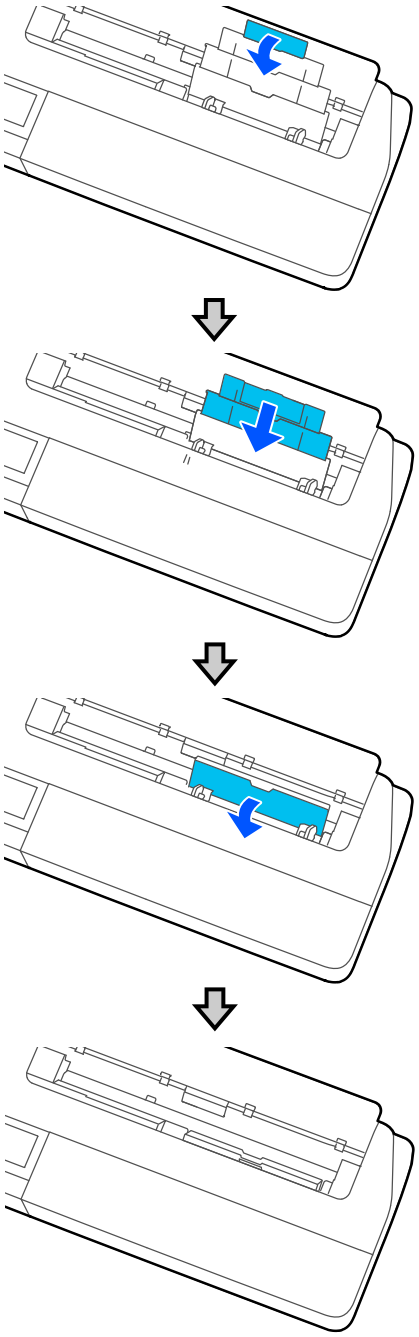
Not setting the appropriate paper type will cause print quality trouble. See the following for more details on the paper types and sizes.
“For Auto Sheet Feeder/Cut Sheet(1 sheet)” on page 37

Removing paper from the auto sheet feeder

1 Move the edge guides away from the paper and remove the paper.



2 Push the auto sheet feeder back into its slots, and then fold it forward.



3 Close the cut sheet cover.

Loading and Removing Cut Sheet(1 sheet)

Loading Cut Sheet(1 sheet)

When roll paper is loaded, remove it.

"Removing Roll Paper" on page 30

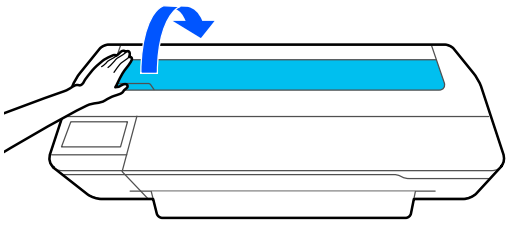
If paper is loaded in the auto sheet feeder, remove the paper and stow the auto sheet feeder. Also, make sure you remove the paper stacker if it is installed.

"Removing paper from the auto sheet feeder" on page 34

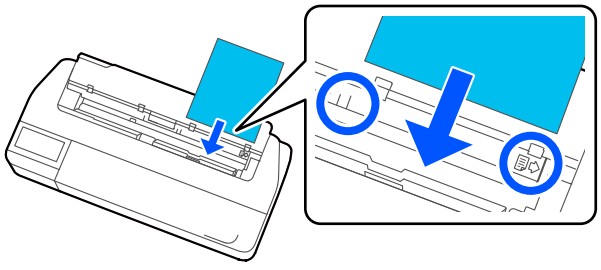
"Installing and removing the paper stacker" on page 32

1 Check that **Load paper.** is displayed on the Home screen, and then touch **Paper Setting** - **Cut Sheet(1 sheet)**.

2 Open the cut sheet cover.



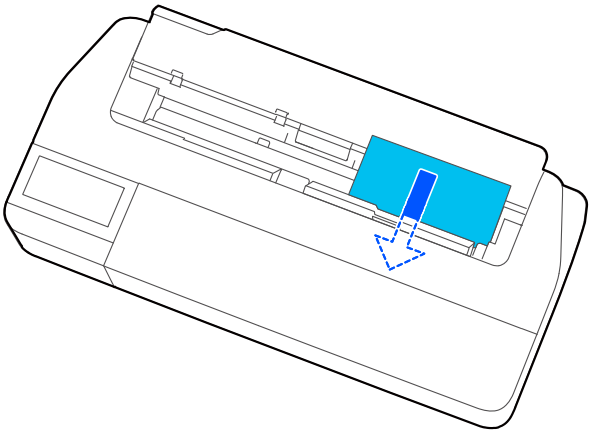
3 With the printable side of the paper facing you, align the right edge of the paper with the right edge mark, and the left edge of the paper with the paper size mark.



Important:

Insert all paper in portrait orientation. Inserting paper in landscape orientation may cause a decline in print quality.

4 Insert the leading edge of the paper straight into the paper slot until you hear a beep.



Important:

Hold the edges of the paper and insert it straight into the paper feed slot. Inserting it skewed will cause a skew error or paper jam.

5 On the displayed screen, set the paper type and size that match the loaded paper.

Not setting the appropriate paper type will cause print quality trouble. See the following for more details on the paper types and sizes.

"For Auto Sheet Feeder/Cut Sheet(1 sheet)" on page 37

6 If the optional stand is attached, make sure the paper basket is open.

Removing Cut Sheet (1 Sheet)

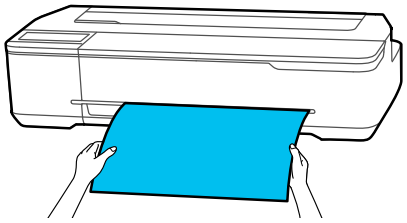
When removing unprinted cut sheets

Touch **Paper Setting** - **Cut Sheet(1 sheet)** - **Remove** from the Home screen.

The paper is ejected.

When removing printed cut sheets

Grasp the paper with both hands, and pull it out towards you.



After printing, the paper stops with the trailing edge still held by the printer. If you start printing the next job before removing it manually, it will drop automatically.

Setting Loaded Paper

For Roll Paper

Configure the following settings after loading roll paper.

Settings of Paper Type

This is the most important setting to obtain the optimum print results. Not setting a paper type that matches the loaded paper will cause wrinkles, scuffing, uneven colors, and other trouble.

Manage Remaining Amount settings

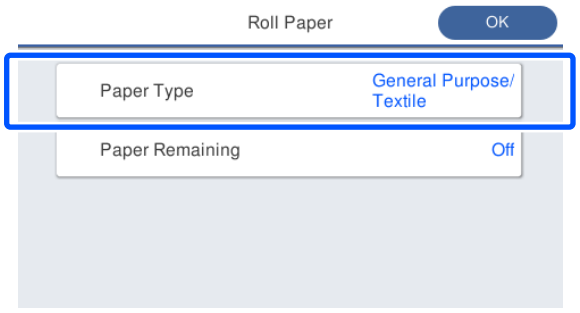
When Manage Remaining Amount is set to On and the total length of the loaded roll paper has been entered, an estimate of the remaining amount of roll paper is displayed on the printer's Home screen and on the printer driver screen. Furthermore, a notification can also be displayed when the remaining amount has become low.

The remaining amount is saved along with the paper type selected above.

> ***Note:***
> *When you want to manage the amount remaining when using roll paper with different widths with the same paper type, register one width in Custom Paper Setting. Registering a Custom Paper Setting means adding a new paper type setting. Register the new settings in* ***Settings*** *-* ***General Settings*** *-* ***Printer Settings*** *-* ***Custom Paper Setting****. For details on Custom Paper Setting, see the following Custom Paper Setting menu.*
>
> *"General Settings - Printer Settings" on page 90*

How to Set

1 The currently set paper type is shown on the screen displayed after loading roll paper.



When changing Paper Type

Proceed to step 2.

When setting Paper Remaining without changing Paper Type

Proceed to step 4.

When not changing either of them

Touch **OK**. You can start printing once **Ready** appears on the screen.

> ***Note:***
> *The settings are confirmed if no operations are performed for 90 seconds on the above screen. To change the settings later, touch the paper information area - **Change Paper Type** from the home screen and then configure the settings.*

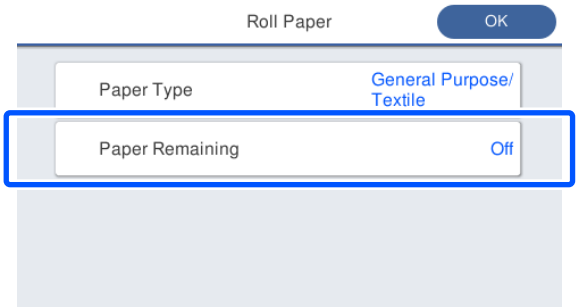
2 Touch **Paper Type**, and then select the paper type that matches the loaded roll paper.

> ***Note:***
> *The three options other than **Others** display the most recently selected paper type.*

3 When a paper type is selected, the screen returns to the one in step 1.

If you will not set the remaining amount management setting, touch **OK**.

4 Touch **Paper Remaining**.

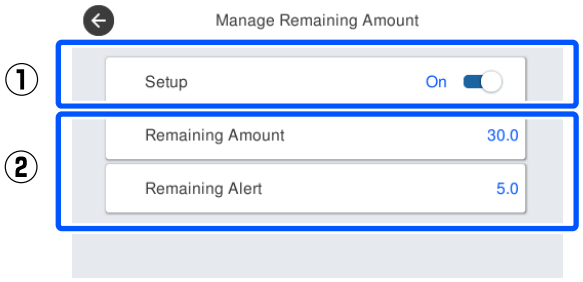


5 Touch **Setup**.

The setting changes to **On**, and **Remaining Amount** and **Remaining Alert** are enabled. Touch each one and enter a value as follows.

❏ Remaining Amount: Total length of roll paper (see the manual supplied with the roll paper)

❏ Remaining Alert: Remaining amount value that will be the timing for displaying the remaining amount warning notification.



> ***Note:***
> *On the keypad screen for entering a numeric value, enter numbers that include a number of the first decimal place. For example, if you want to enter 5 m, touch [5] and [0].*

6 Touch ← at the top left of the screen to return to the screen of step 5 and then touch **OK**.

You can start printing once **Ready** appears on the screen.

> ***Note:***
> *If you replace the paper after the amount remaining display shows 0 m or the paper has actually run out, **Remaining Amount** returns to the manufacturer's setting of 30m.*

For Auto Sheet Feeder/Cut Sheet(1 sheet)

Make the following settings after loading paper in the Auto Sheet Feeder or after loading Cut Sheet(1 sheet).

Settings of Paper Type

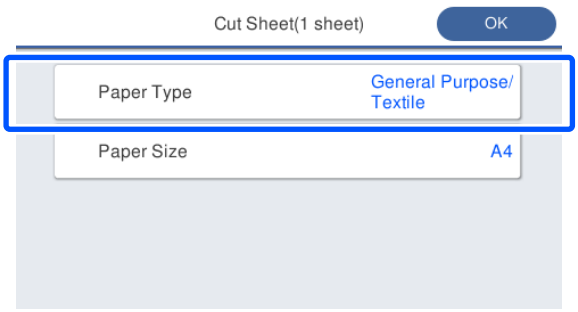
This is the most important setting to obtain the optimum print results. Not setting a paper type that matches the loaded paper will cause wrinkles, scuffing, uneven colors, and other trouble.

Settings of Paper Size

The paper size for paper loaded in the auto sheet feeder or for Cut Sheet(1 sheet) is not detected automatically. Set the size of the loaded paper.

How to Set

1 The currently set paper type is shown on the screen displayed after loading cut sheet.



When changing Paper Type

Proceed to step 2.

When changing Paper Size without changing Paper Type

Proceed to step 3.

When not changing either of them

Touch **OK**. You can start printing once **Ready** appears on the screen.

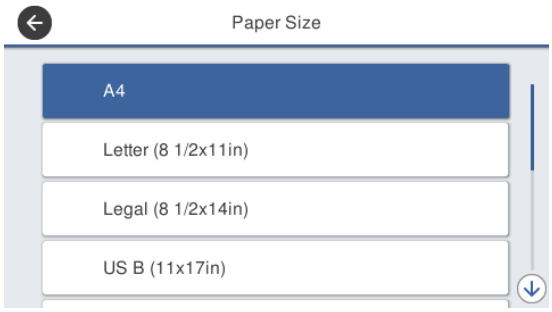
> ***Note:***
> *The settings are confirmed if no operations are performed for 90 seconds on the above screen. To change the settings later, touch the following in order from the Home screen and then configure the settings.*
>
> ❏ *For Auto Sheet Feeder*
> ***Paper Setting - Auto Sheet Feeder - Change Paper Type/Paper Size***
>
> ❏ *For Cut Sheet(1 sheet)*
> ***Paper Setting - Cut Sheet(1 sheet) - Change Paper Type/Paper Size***

2 Touch **Paper Type**, and then select the paper type that matches the loaded paper.

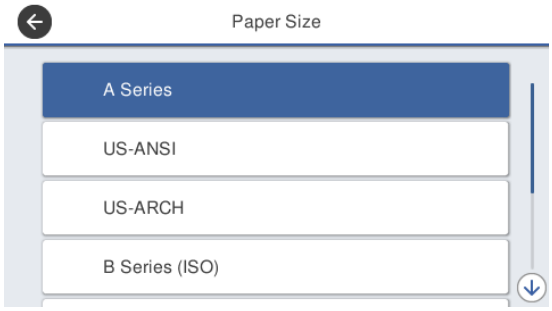
3 Touch **Paper Size**.

If you will not change the paper size, touch **OK**.

For Auto Sheet Feeder



For Cut Sheet(1 sheet)



Select a category and select the target paper size.

> ***Note:***
> **Setting non-standard size**
>
> *For a non-standard size, touch **User-Defined** at the end of the list and then enter the paper width and length.*
>
> *On the keypad screen for entering a numeric value, enter numbers that include a number of the first decimal place. For example, if you want to enter 5 m, touch [5] and [0].*

4 When the screen of step 1 is redisplayed, touch **OK**.

You can start printing once **Ready** appears on the screen.

Optimizing Paper Settings (Media Adjust)

Perform Media Adjust in the following cases. You can make adjustments easily by using the wizard to make sure that your paper prints correctly.

- ❏ When there are streaks, double ruled lines, or warped characters in the print results
- ❏ When registered with custom paper settings

Adjustment results are saved until the next time you make adjustments. After adjustments are complete, simply select the paper type and the printer will print correctly.

> ***Note:***
> **Adjustment for paper registered with custom paper settings**
>
> *For roll paper and cut sheets, optimal paper settings will differ even when the paper types are the same. When using roll paper and cut sheets with the same paper type, register the custom paper separately and make adjustments separately.*
>
> *Registering a Custom Paper Setting means adding a new paper type setting. Register the new settings in **Settings** - **General Settings** - **Printer Settings** - **Custom Paper Setting**.*
>
> *For details on Custom Paper Setting, see the following Custom Paper Setting menu.*
> ☞ *"General Settings - Printer Settings" on page 90*

Notes on Making Adjustments

- ❏ Correctly load the paper that actually requires adjustment and then select the paper type that matches the loaded paper.
- ❏ If paper with visible curls, wrinkles, waves, folds, or bends is used, correct adjustment may not be possible. Remove curled, wavy, or folded sections by cutting them off.

Adjusting

Adjustments are performed by using a wizard. Follow the on-screen instructions to print the adjustment pattern twice.
Adjustments are made by visually checking the pattern and specifying the optimal pattern from the first and second adjustment sheets.
The following shows the length and number of sheets of paper used for adjustment pattern printing.
Roll paper: Approx. 420 mm

Auto sheet feeder: 2 sheets of A4 or A3

Cut sheets: 1 sheet for A2 or larger, 2 sheets for smaller than A2

1. Touch the following in order from the Home screen.
   - ❏ Roll paper/Cut Sheet(1 sheet)
     Paper information area - **Media Adjust**
   - ❏ Auto Sheet Feeder
     Paper information area - **Auto Sheet Feeder** - **Media Adjust**
2. Touch **Start**.

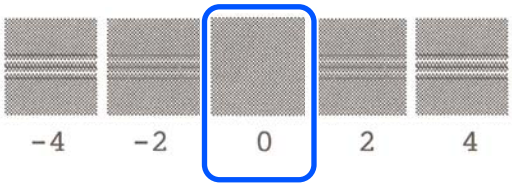
   Printing of the first set of adjustment patterns starts.

> ***Important:***
> *When auto cutting is turned off for cut sheets or roll paper that is A2 size or larger, the paper cannot be removed to perform the second print even when the first print is complete. Do not pull the printed paper.*

> ***Note:***
> *A print head nozzle clogging check is performed automatically before adjustment pattern printing. If nozzles are determined to be clogged, cleaning starts and the adjustment patterns will be printed after cleaning finishes.*

3 Enter the numeric value of the pattern with the least streaks among the printed adjustment patterns of #1 and then touch **Alignment #2**.

In the following example, pattern 0 has the least streaks so you would enter 0.

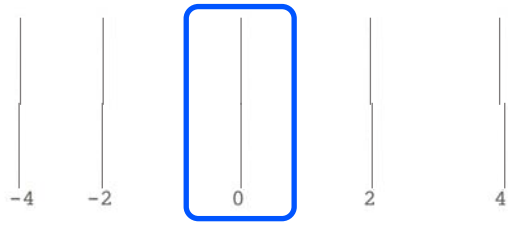


If there is no difference between two adjacent patterns and you are unsure which is the best one to choose, enter the numeric value that comes between them. For example, if you are unsure whether to enter pattern 0 or 2, enter 1.

4 Enter the numeric value of the pattern with the least streaks among the adjustment patterns of #2 in the same way as #1, and then touch **Alignment #3**.

5 Enter the numeric value of the pattern with the most visible straight lines among the adjustment patterns of #3, and then touch **Alignment #4**.

In the following example, pattern 0 has the most straight lines, so you would enter 0.



If there is no difference between two adjacent patterns and you are unsure which is the best one to choose, enter the numeric value that comes between them. For example, if you are unsure whether to enter pattern 0 or 2, enter 1.

6 In adjustment pattern #4, enter the numeric value of the pattern with the most straight lines in #3 on the screen.

7 Touch **OK**.

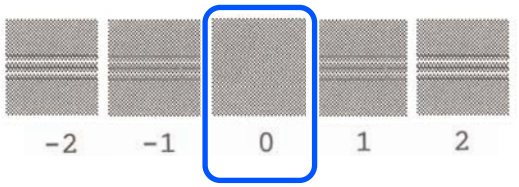
Printing of the second set of adjustment patterns starts. For cut sheets smaller than A2 size, load the second sheet of paper.

Important:

When using A2 size or larger cut sheets or roll paper with the auto cut turned off, the part with the first set of patterns printed on it is pulled inside the printer to print the second set of patterns. Do not touch the paper with your hands.

8 Enter the numeric value of the pattern with the least streaks among the printed adjustment patterns of #1 and then touch **Alignment #2**.

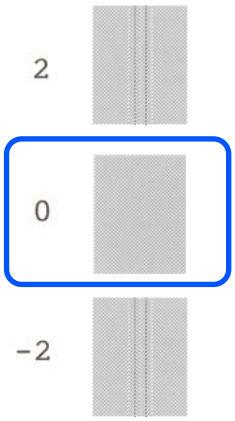
In the following example, pattern 0 has the least streaks so you would enter 0.



9 Enter the numeric value of the pattern with the least streaks among the adjustment patterns of #2 in the same way as #1, and then touch **Alignment #3**.

10 Enter the numeric value of the pattern with the least streaks among the adjustment patterns of #3 and then touch **OK**.

In the following example, pattern 0 has the least streaks so you would enter 0.



If there is no difference between two adjacent patterns and you are unsure which is the best one to choose, enter the numeric value that comes between them. For example, if you are unsure whether to enter pattern 0 or 2, enter 1.

The adjustment results are saved as settings of the currently selected paper type. Next time, simply select the paper type to realize the optimum print results.

Printing with the Printer Driver from Your Computer

Basic Operating Procedures (Windows)

Printing Procedure

This section describes the basic procedure to print various data, including the data of Word, Excel, and PowerPoint of Microsoft Office and PDFs of Adobe Acrobat, using the printer driver from a computer.

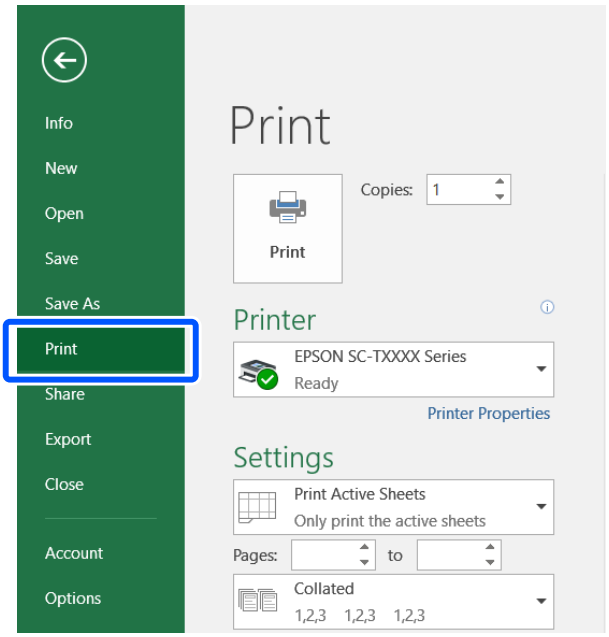
1 Turn on the printer, and load the paper.

☞ "Loading Roll Paper" on page 27

☞ "Loading paper into the auto sheet feeder" on page 32

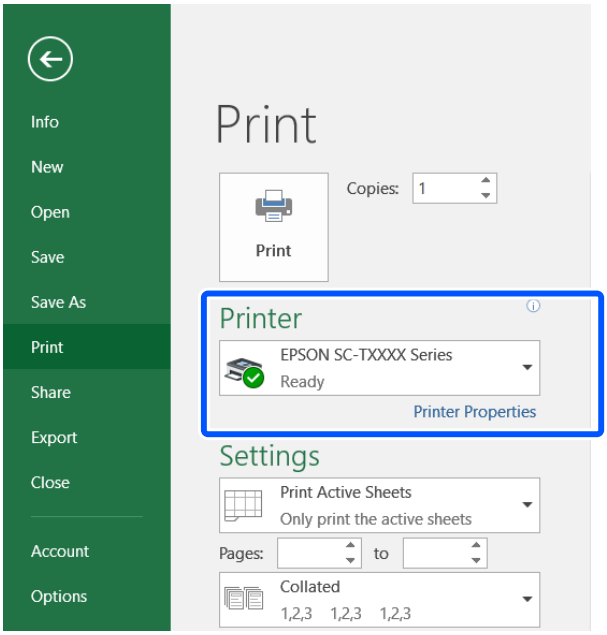
☞ "Loading Cut Sheet(1 sheet)" on page 35

2 When you have created the data in the application, click **Print** in the **File** menu.

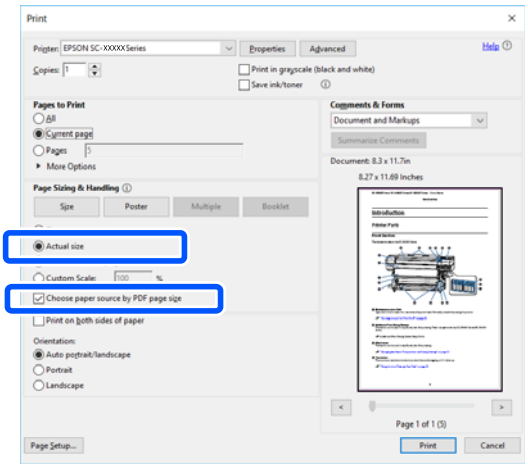


3 Select the printer in **Printer** and then click **Printer Properties**.

The printer driver dialog will be displayed.



Note:
When printing a PDF file
In the Print dialog box of Adobe Acrobat, select the ***Actual size*** *(or* ***Page Scaling: None****) radial button and* ***Choose paper source by PDF page size*** *check box. To enlarge or reduce the size, configure the setting in the printer driver settings dialog box.*

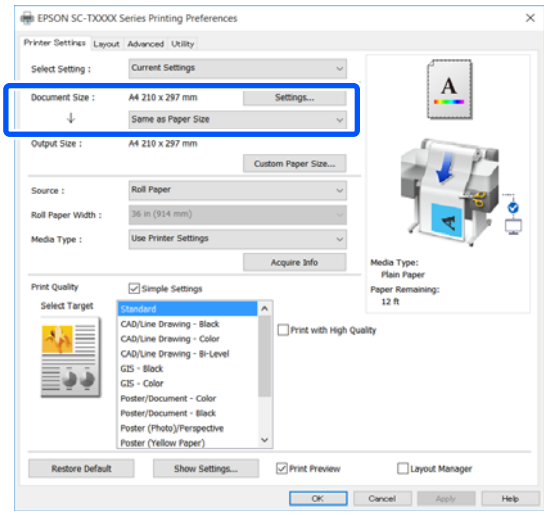


4 Check **Document Size** on the Printer Settings tab of the printer driver.

The paper size set in the application is displayed automatically. However, the paper sizes (page sizes) of some applications such as PowerPoint may not be displayed correctly. In such a case, click **Settings...** and specify the size in the displayed Change Paper Size dialog box.

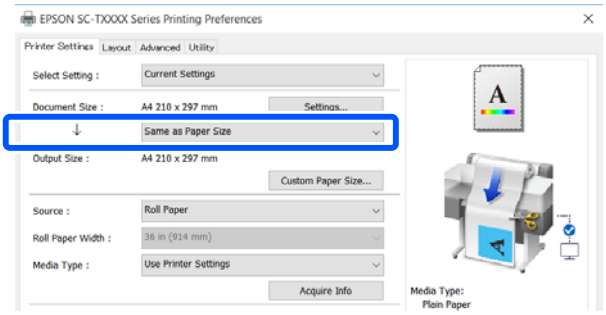
If the desired size is not available in the pull-down menu of the Change Paper Size dialog box, click **Custom Paper Size...** and then set and save a custom size.

“Printing at Non-Standard Sizes” on page 58



5 Set **Output Size**.

To enlarge or reduce the size, select from the pull-down menu below the Document Size.



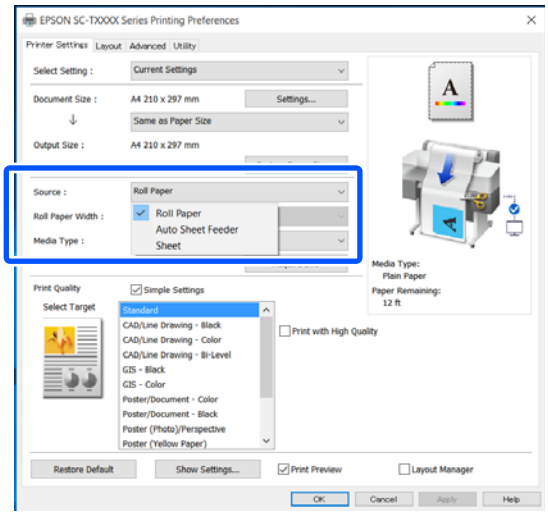
See the following for more details on enlargement settings.

“Enlargements and Horizontal and Vertical Banners” on page 53

6 Select **Source** and check the roll paper width and media type.

Select from Roll Paper, Auto Sheet Feeder, or Sheet. If you select a paper source for which paper is not loaded in the printer, ⚠ appears.

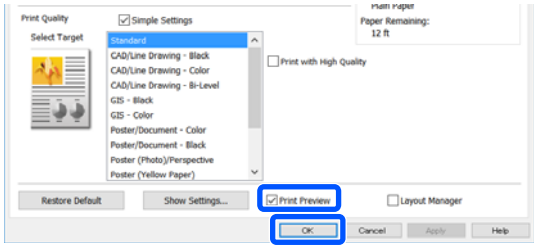
For Roll Paper Width and Media Type, the settings configured in the control panel of the printer are applied automatically.



> ***Note:***
> *If you load or change paper after opening the printer driver screen, click the **Acquire Info** button to update the settings.*

7 Check that the **Print Preview** check box is selected and then click **OK**.

If a preview is not necessary, clear the check box and then click **OK**.



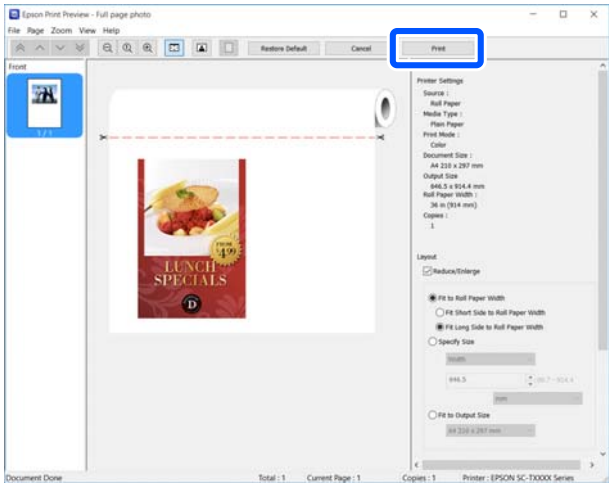
Note:

- ❏ *In the print preview, you can check and change the print settings while viewing the image to be actually printed. We recommend to check with the preview when printing on roll paper or large-sized paper.*
- ❏ *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**.*

8 Click **Print** in the Print dialog box of the application.

The print preview screen appears.

9 Check the print settings in the print preview screen, and if there is no problem, click **Print** to start printing.



The icons and menus at the top of the preview screen allow you to change the image display settings. You can change the print settings using the menus on the right side. See the help for more details.

Note:
See the printer driver help for more details on setting items. You can display the help in the following two ways:

- ❏ *Click **Help** at the bottom right of the screen.*
- ❏ *Right-click the item you want to check and then click **Help**. (This is not possible in the print preview screen.)*

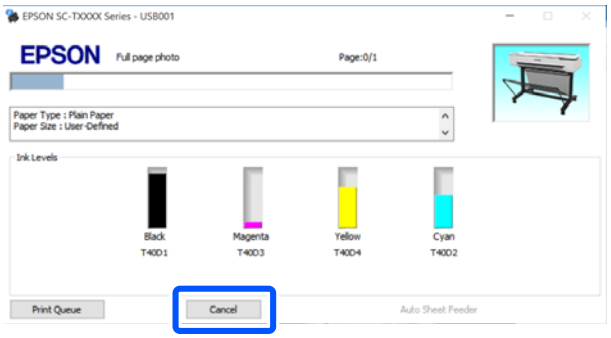
Canceling Printing

There are a few ways to stop printing operations depending on the situation. When the computer has finished sending data to the printer, you cannot cancel the print job from the computer. Cancel on the printer.

Canceling from a Computer

When the Progress Bar is displayed

Click **Cancel**.



When the Progress Bar is not displayed

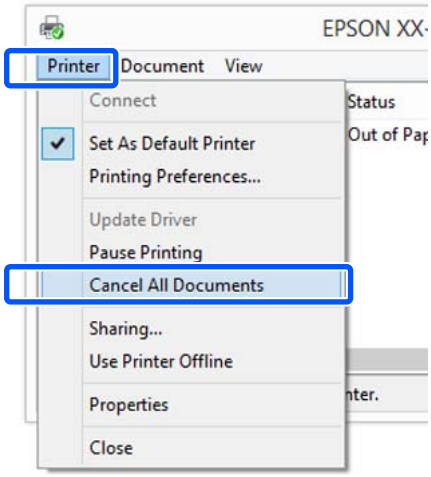
1 Click the printer icon on the taskbar.



Whether or not an icon is displayed depends on the settings selected for Windows.

2 Select the print data you want to cancel and click **Cancel** in the **Document** menu.

To cancel all print data, click **Cancel All Documents** in the **Printer** menu.



If the job has been sent to the printer, print data is not displayed on the above screen.

Canceling on the printer

The **Cancel** button is displayed on the control panel screen during printing. Touch the **Cancel** button. The print job is canceled even in the middle of printing. It may take a while before the printer returns to the ready status.

However, print jobs in the print queue on a computer cannot be deleted in this way. Use the procedure of "Canceling from a Computer" to delete print jobs in the print queue.

Customizing the Printer Driver

You can save the settings or change the display items as you prefer.

Saving Frequently Used Settings

If you start the printer driver from the Control Panel, change the settings to those you use frequently, and then save the settings, the printer driver's dialog box will be displayed with the saved settings from any application that it is displayed.

1 Open **View devices and printers** or **Devices and Printers**.

Windows 10/8.1/8/7

Click in the following order: **Hardware and Sound** (or **Hardware**) > **View devices and printers** (or **Devices and Printers**).

Windows Vista

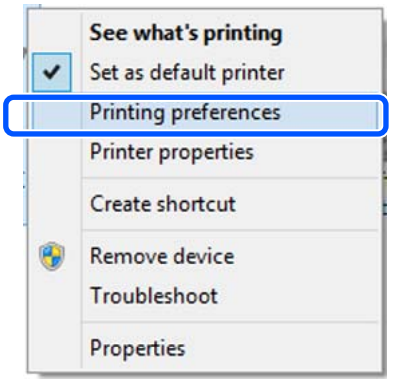
Click in the following order: **Hardware and Sound** and then **Printer**.

Windows XP

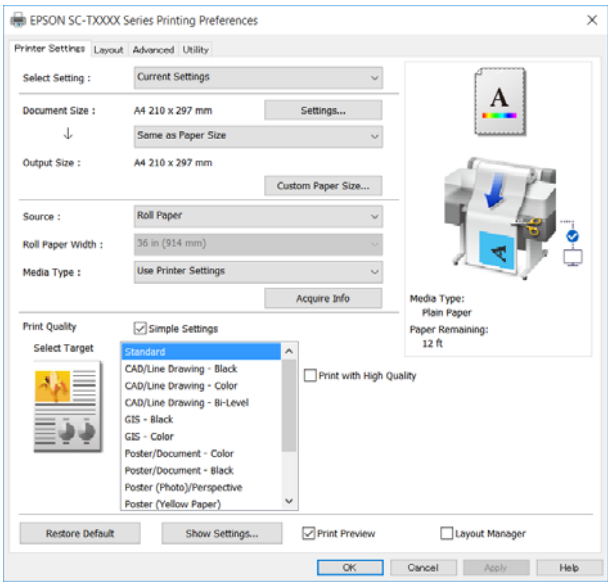
Click in the following order: **Printers and Other Hardware**, and then **Printers and Faxes**.

> ***Note:***
> *If your Windows XP Control Panel is in **Classic View**, click **Start**, **Control Panel**, and then **Printers and Faxes**.*

2 Right-click your printer icon, and click **Printing preferences**.



3 The printer driver setting screen is displayed.



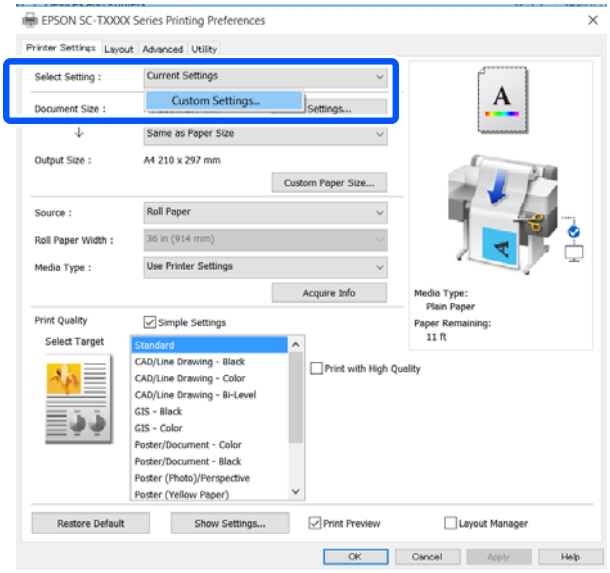
Make the necessary settings. These settings become the default settings of the printer driver.

Saving various settings as your Select Settings

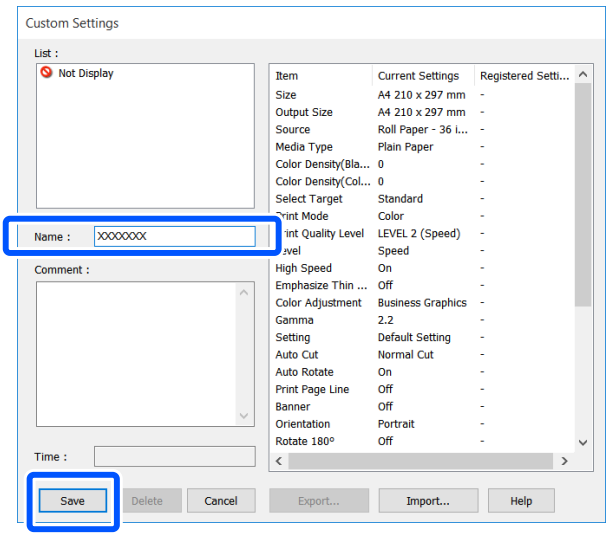
You can save all printer driver settings as a Select Setting. This allows you to easily load settings that have been stored in Select Settings, and repeatedly print using exactly the same settings.

1 Set each item on the Printer Settings, Layout, and Advanced tabs to the settings you want to save as Select Settings.

2 Click **Custom Settings**.



3 Enter the desired name in **Name**, and then click **Save**.



You can save up to 100. The saved select settings can be recalled from **Select Setting**.

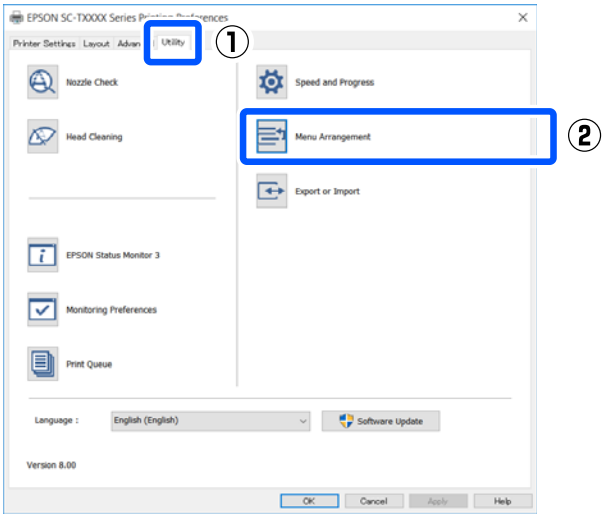
> ***Note:***
> *Sharing **Select Setting settings with multiple computers***
> *Select the settings you want to share, click **Export...**, and then export the settings to a file. Display the same screen of the printer driver on another computer, click **Import...**, and then import the settings.*

Rearranging display items

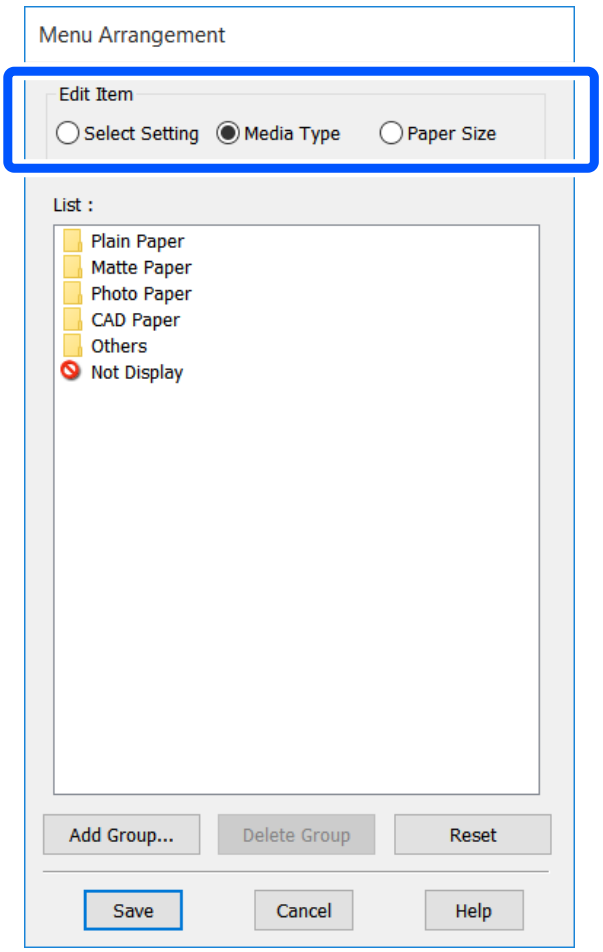
The display items of **Select Setting**, **Media Type**, and **Paper Size** can be arranged as follows to display the ones you use normally right away.

- ❏ Hide unnecessary items.
- ❏ Rearrange in an order of most frequent use.
- ❏ Arrange in groups (folders).

1 Click **Utility** tab - **Menu Arrangement**.

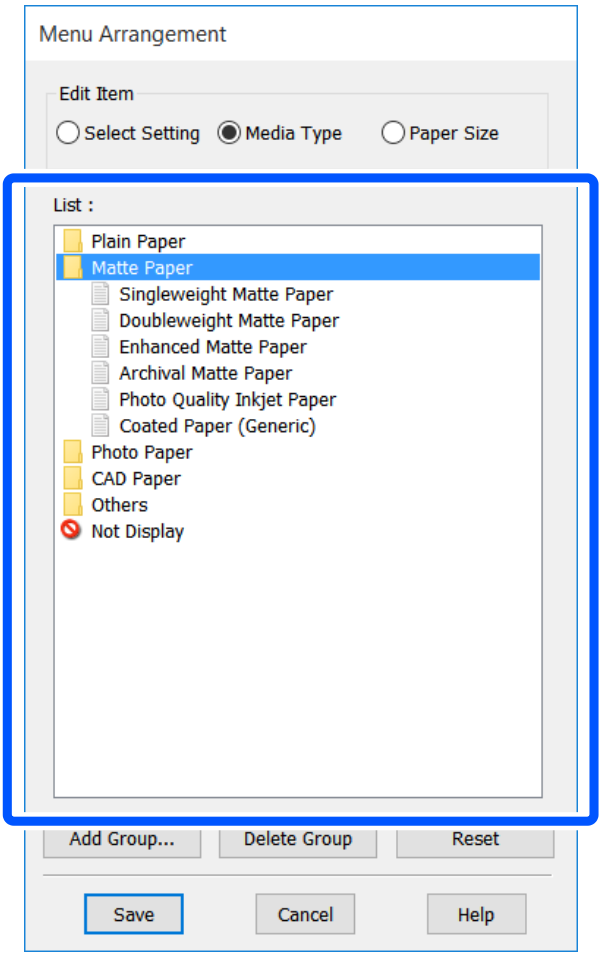


2 Select **Edit Item**.



3 Change the display order and groups in **List**.

- ❏ You can move and order items by dragging and dropping.
- ❏ To add a new group (folder), click **Add Group...**
- ❏ To delete a group (folder), click **Delete Group**.
- ❏ Drag and drop unnecessary items to **Not Display**.



Note:
*When **Delete Group** is performed, the group (folder) is deleted, but the settings in the deleted group (folder) remain. Delete them individually from **List** in the save location.*

4 Click **Save**.

Basic Operating Procedures (Mac)

Printing Procedure

This section describes the basic procedure to print using the printer driver from a computer.

Basic Printing Procedure

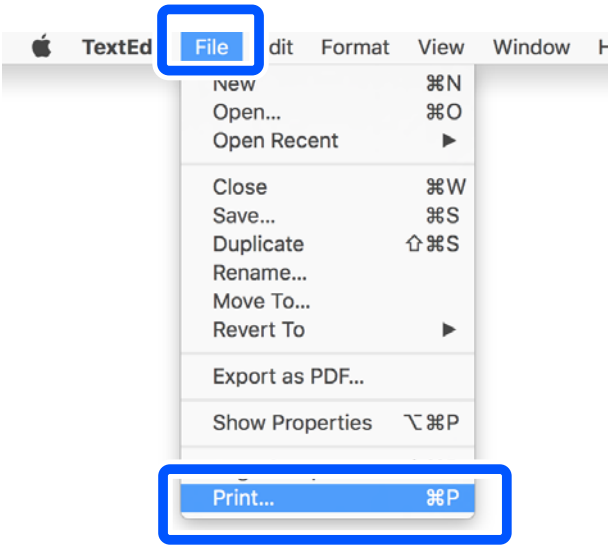
1 Turn on the printer, and load the paper.

“Loading Roll Paper” on page 27

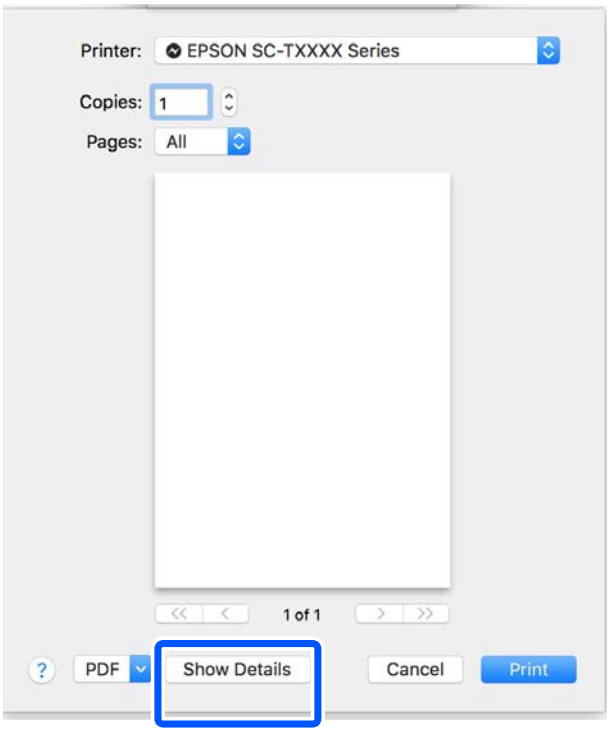
“Loading paper into the auto sheet feeder” on page 32

“Loading Cut Sheet(1 sheet)” on page 35

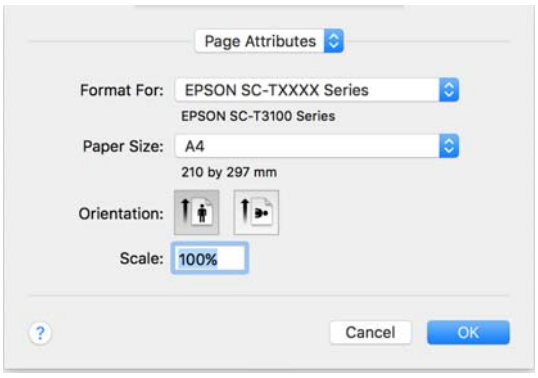
2 When you have created the data in the application, click **Print** in the **File** menu.



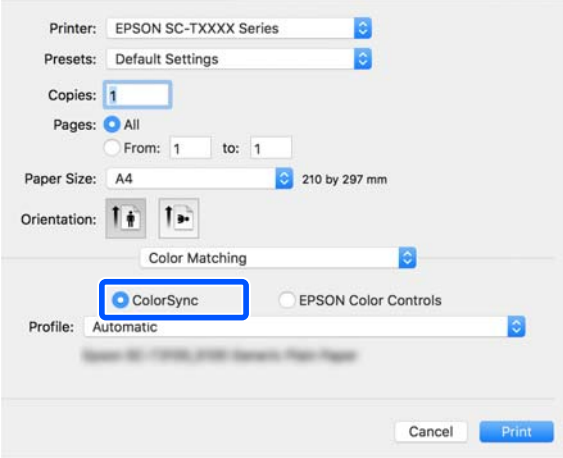
3 Click **Show Details** (or) at the bottom of the screen.



Note:
*If page settings are not displayed in the print dialog, click the "page settings" option (e.g., **Page Setup**) in the **File** menu.*

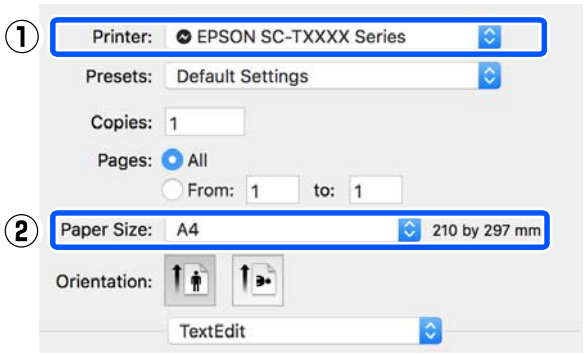


4 Select **Color Matching** from the list, and then click **ColorSync**.



When performing color matching in an application such as Photoshop, select **Off (No Color Management)** in **Printer Settings**.

5 Check that this printer is selected, and then set the paper size.



There are three options available for each paper size. For example, if you click A2, the following three options are displayed.

- ❏ A2
- ❏ A2 (Retain Scale)
- ❏ A2 (Roll Paper Banner)

Normally, you should select the option without parenthesis (A2 in the example above). Select one of the other two options in the following situations.

Retain Scale

In the following procedure, the PDF or image data may be printed at a slightly reduced size even if the output size is **Same as Paper Size**. This is done to secure the necessary margins (3 mm on each side) for this printer. Select this when you want to print at the full size without any reduction.

Roll Paper Banner

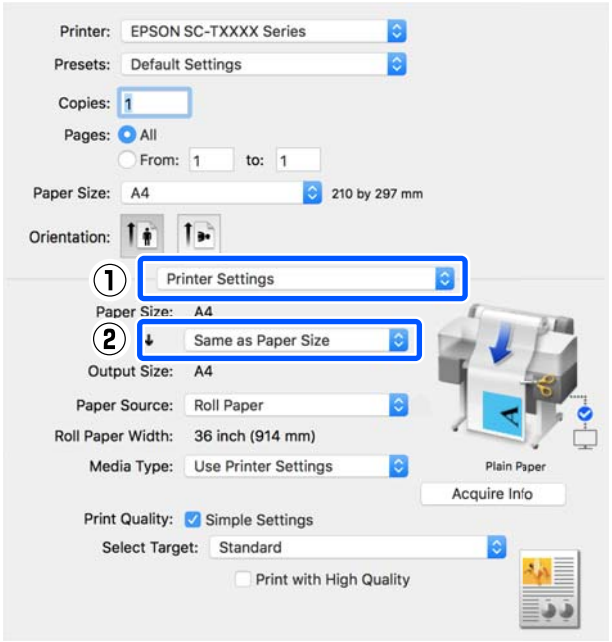
Select to make long prints on roll paper using banner printing software.

6 Select **Printer Settings** from the list and set **Output Size**.

If **Printer Settings** is not displayed in the list, the dedicated printer driver for this printer has not been added. See the following and then add the printer driver.

☞ "How to Select the Dedicated Printer Driver for This Printer" on page 50

To enlarge or reduce the size, select from the pull-down menu below the Paper Size.



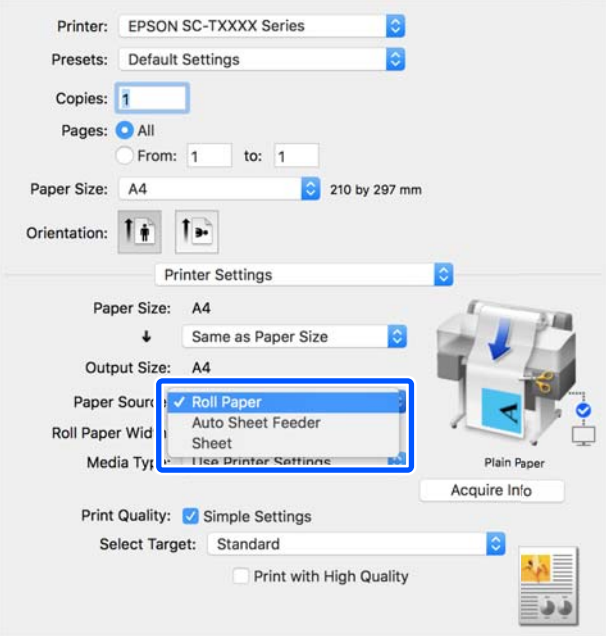
See the following for more details on enlargement settings.

☞ "Enlargements and Horizontal and Vertical Banners" on page 53

7 Select Source and check the roll paper width and media type.

Select from Roll Paper, Sheet, or Auto Sheet Feeder. If you select a paper source for which paper is not loaded in the printer, ⚠ appears.

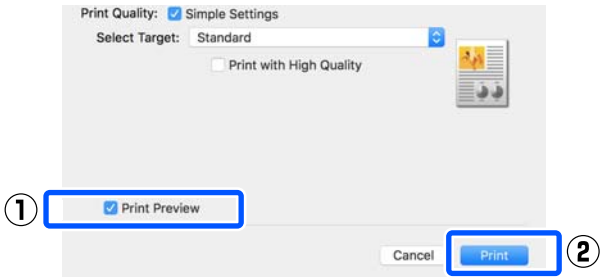
For Roll Paper Width and Media Type, the settings configured in the control panel of the printer are applied automatically.



Note:
*If you load or change paper after opening the printer driver screen, click the **Acquire Info** button to update the settings.*

8 Check that the **Print Preview** check box is selected and then click **Print**.

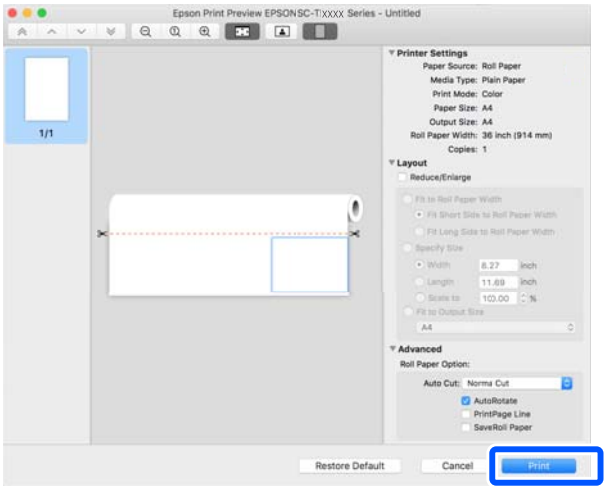
If a preview is not necessary, clear the check box and then click **Print**.



Note:

- *In the print preview, you can check and change the print settings while viewing the image to be actually printed. We recommend to check with the preview when printing on roll paper or large-sized paper.*
- *Even if nothing is set in the printer driver, the print data is reversed (mirrored) and printed. Printing is not reversed if you select **Mirror Image**.*

9 Check the print settings in the print preview screen, and if there is no problem, click **Print** to start printing.



The icons and menus at the top of the preview screen allow you to change the image display settings. You can change the print settings using the menus on the right side. See the help for more details.

Note:
See the printer driver help for more details on setting items. Click ? in the printer driver settings dialog box to display Help.

How to Select the Dedicated Printer Driver for This Printer

If the menus described in the previous section "Basic Printing Procedure" are not displayed, select the dedicated printer driver for the printer in **Printer**. The dedicated printer driver for this printer is displayed as follows.

- For USB connections EPSON SC-TXXXX

❏ When connected to a network EPSON TXXXX or EPSON TXXXX-YYYYYY

*: "XXXX" is the product model number. "YYYYYY" is the last six digits of the MAC address.

If the dedicated printer driver for this printer is not displayed in the list, add it with the following procedure.

1 Select **System Preferences** - **Printers & Scanners** (or **Print & Scan** / **Print & Fax**) from the Apple menu.

2 Click [+] and select **Add Printer or Scanner**.

3 When the list of devices appears, select the dedicated printer driver for this printer and click **Add**.

Canceling Printing

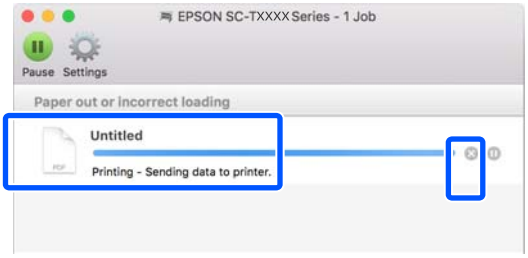
There are a few ways to stop printing operations depending on the situation. When the computer has finished sending data to the printer, you cannot cancel the print job from the computer. Cancel on the printer.

Canceling from a Computer

1 Click the icon of this printer in the Dock.



2 Select the job you want to cancel, and then click **Delete**.



If the job has been sent to the printer, print data is not displayed on the above screen.

Canceling on the printer

The **Cancel** button is displayed on the control panel screen during printing. Touch the **Cancel** button. The print job is canceled even in the middle of printing. It may take a while before the printer returns to the ready status.

However, print jobs in the print queue on a computer cannot be deleted in this way. Use the procedure of "Canceling from a Computer" to delete print jobs in the print queue.

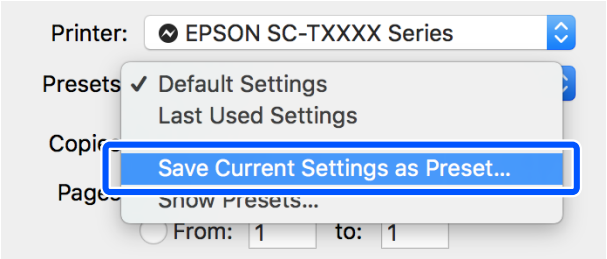
Customizing the Printer Driver

You can assign a name to frequently used setting information (paper size and each item of the basic settings) and then save the information to **Presets**. This allows you to easily load settings and repeatedly print using exactly the same settings.

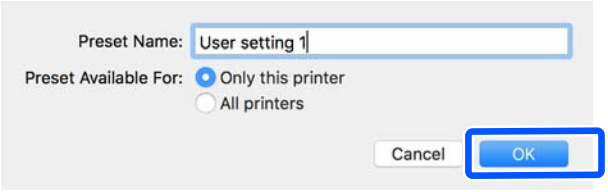
Saving frequently used settings as a preset

1 Set each item on the Paper Size and Printer Settings tabs to the settings you want to save as Presets.

2 Click **Save Current Settings as Preset** in **Presets**.

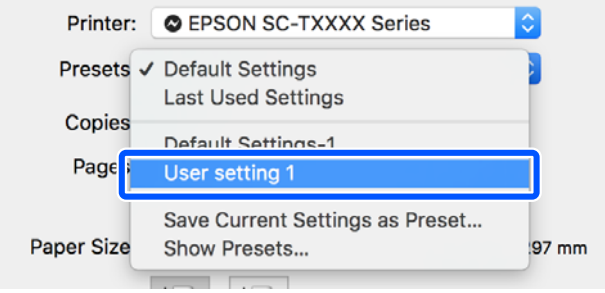


3 Enter a name, and then click **OK**.



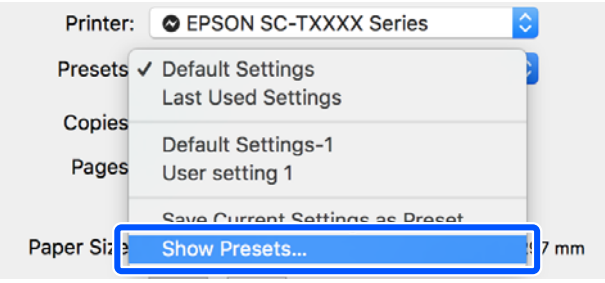
> ***Note:***
> *When **All printers** is selected from **Preset Available For**, you can select the saved **Presets** from all printer drivers installed on your computer.*

The settings are saved to **Presets**. You can then select the settings you saved from **Presets**.

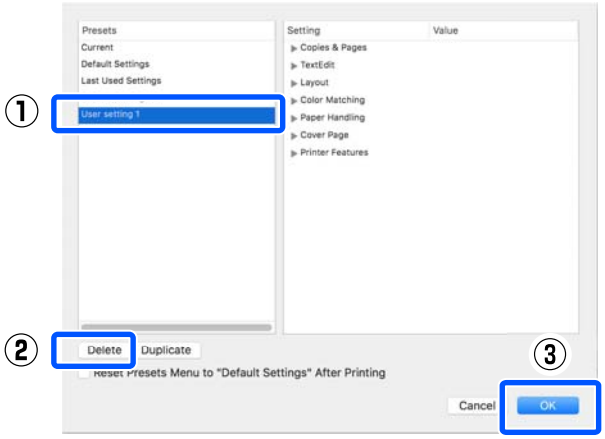


Deleting from presets

1 Click **Show Presets...** from **Presets** in the Print dialog box.



2 Select the setting you want to delete, click **Delete**, and then click **OK**.



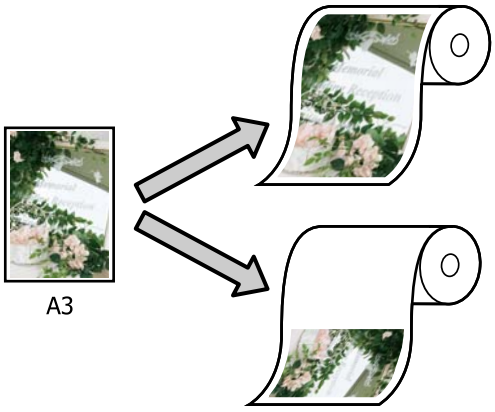
Enlargements and Horizontal and Vertical Banners

The printer driver can enlarge or reduce documents for different paper sizes. There are three setting methods.

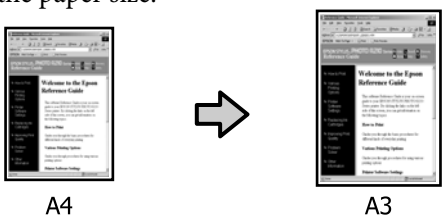
Before printing at non-standard sizes, including vertical or horizontal banners and documents with equal sides, enter the desired paper size in the printer driver.

"Printing at Non-Standard Sizes" on page 58

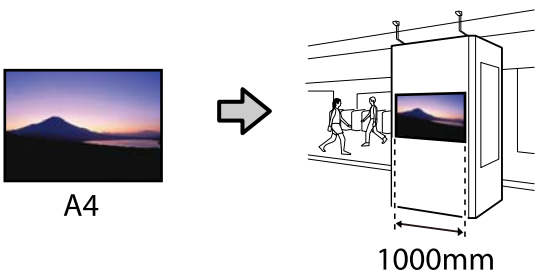
❏ Fit to Roll Paper Width
Automatically enlarges or reduces the image size to fit the roll paper width.



❏ Fit to Output Size
Automatically enlarges or reduces the image size to fit the paper size.



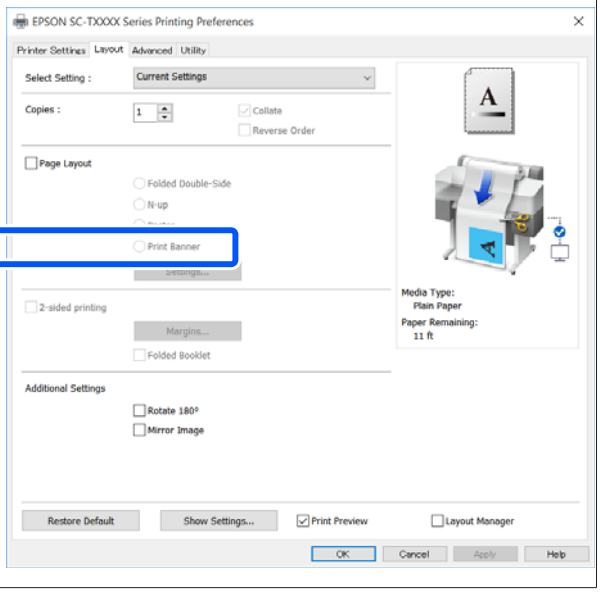
❏ Specify Size
You can specify the enlargement or reduction ratio. Use this method for a non-standard paper size.



Note:

❏ *When printing from applications designed expressly for horizontal or vertical banners, adjust printer driver settings as described in the application documentation.*

❏ *When using a Windows application designed for banners, select **Print Banner** on the Layout tab if necessary.*

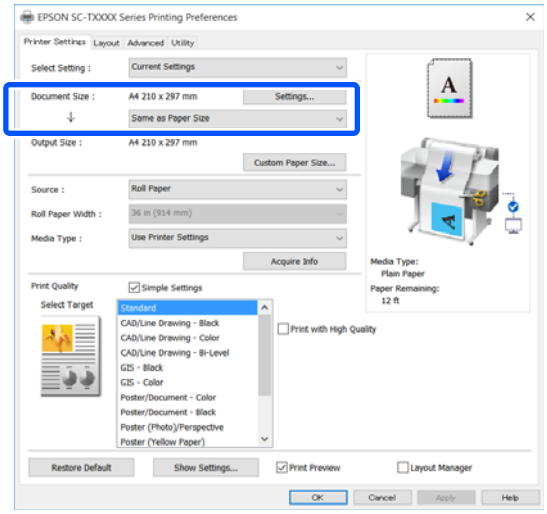


Fitting Documents to the Width of the Roll Paper

1 Check the document size (or paper size) setting on the Printer Settings tab of the printer driver.

Windows

Display the Printer Settings tab of the printer driver from the application and check that the document size is the same as the setting of the application.



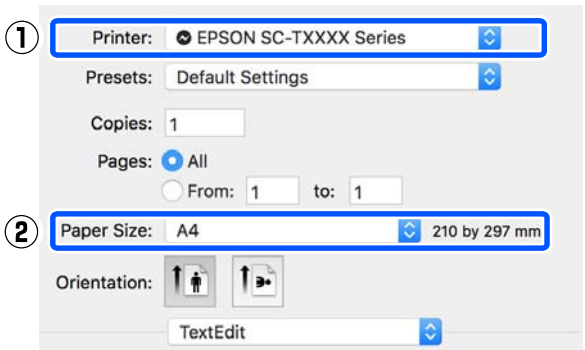
If it differs, click **Settings...** and specify the correct size in the Change Paper Size dialog box.

"Basic Operating Procedures (Windows)" on page 42

Mac

Open the page setup screen of the application and check that this printer is selected in **Printer** and check the paper size.

Select a paper size that does not have (Retain Scale) or (Roll Paper Banner).



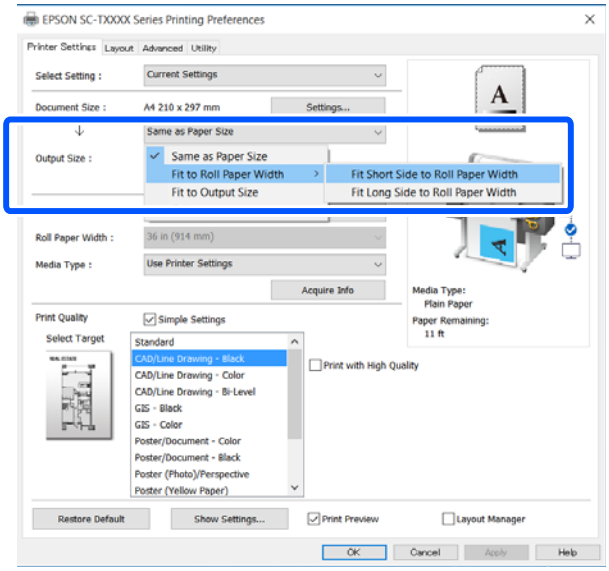
If the size is different, select the correct size from the pull-down menu.

"Basic Operating Procedures (Mac)" on page 48

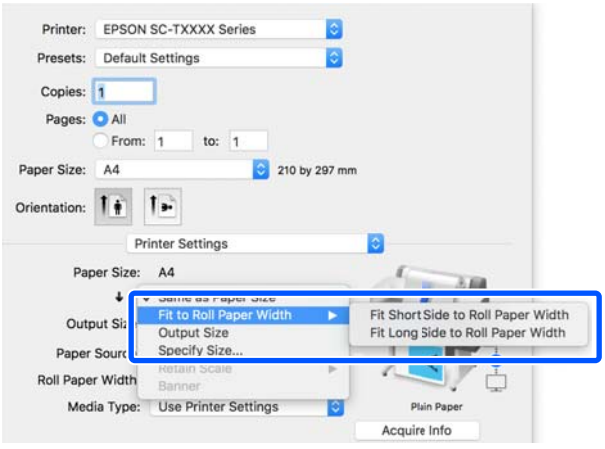
> ***Note:***
> *In the case of an application without a page setup menu item, you can set the paper size if you open the Print dialog box from the* ***Print*** *menu item.*

2 Click **Fit to Roll Paper Width** on the Printer Settings tab of the printer driver and select either **Fit Short Side to Roll Paper Width** or **Fit Long Side to Roll Paper Width**.

Windows

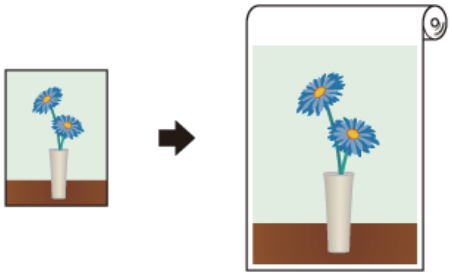


Mac



Fit Short Side to Roll Paper Width

Select this when you want to print with the print image enlarged to the maximum size for the loaded roll paper.



Fit Long Side to Roll Paper Width

Select this when you want to print with the print image enlarged as much as possible to the extent that paper will not be wasted.



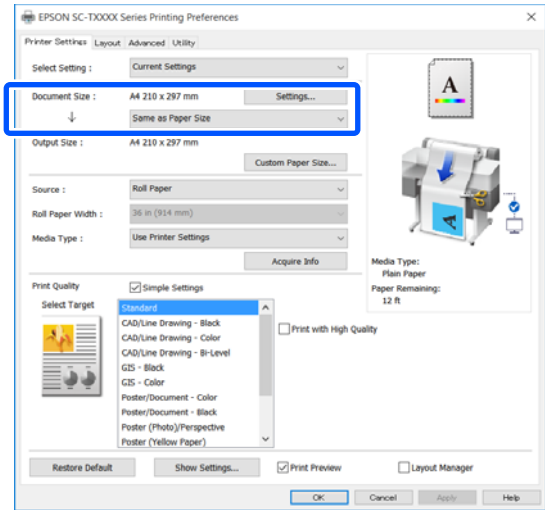
3 Check other settings, and then start printing.

Fitting Documents to the Output Size

1 Check the document size (or paper size) setting on the Printer Settings tab of the printer driver.

Windows

Display the Printer Settings tab of the printer driver from the application and check that the document size is the same as the setting of the application.



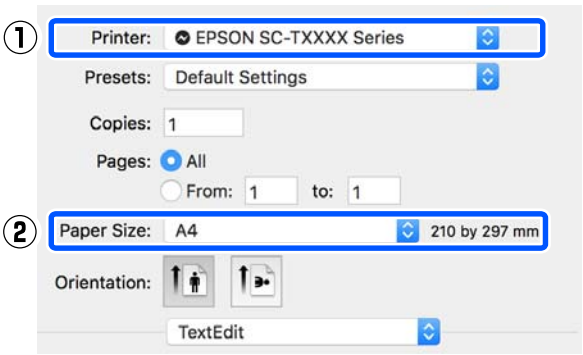
If it differs, click **Settings...** and specify the correct size in the Change Paper Size dialog box.

“Basic Operating Procedures (Windows)” on page 42

Mac

Open the page setup screen of the application and check that this printer is selected in **Printer** and check the paper size.

Select a paper size that does not have (Retain Scale) or (Roll Paper Banner).

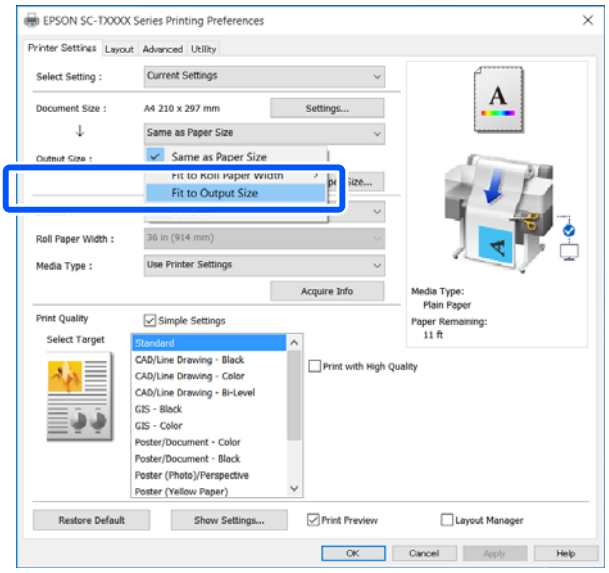


If the size is different, select the correct size from the pull-down menu.

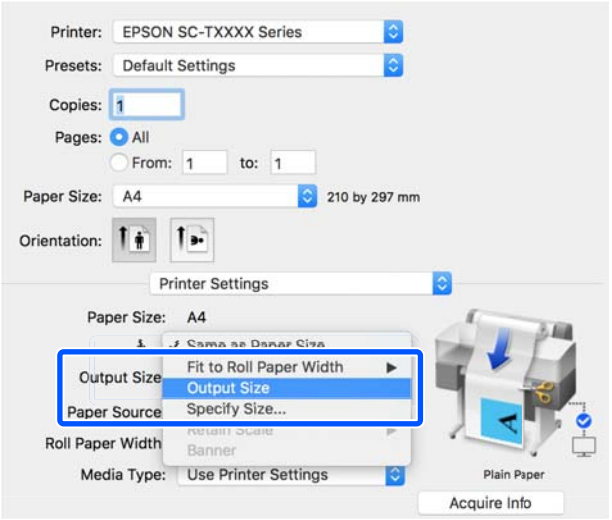
☞ "Basic Operating Procedures (Mac)" on page 48

2 Select **Fit to Output Size** on the Printer Settings tab of the printer driver.

Windows

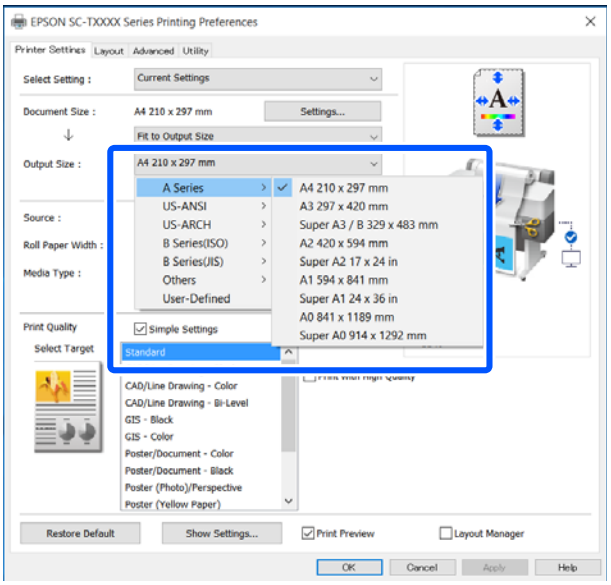


Mac

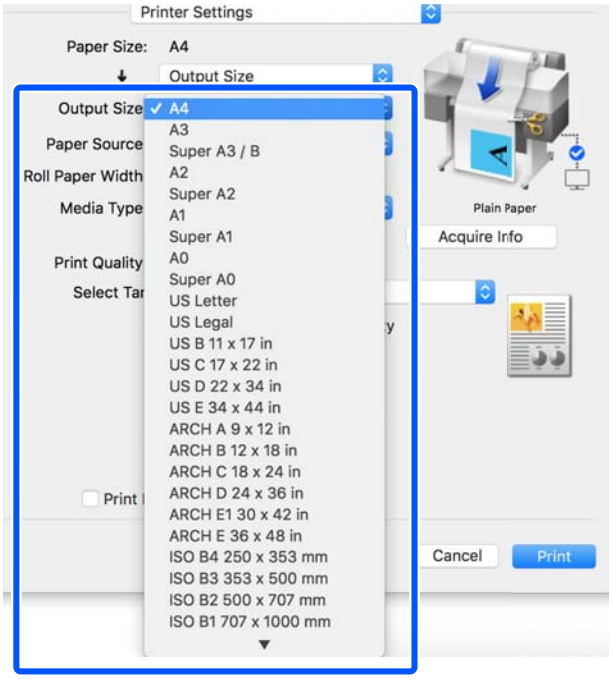


3 Select the desired size from the **Output Size** pull-down menu.

Windows



Mac



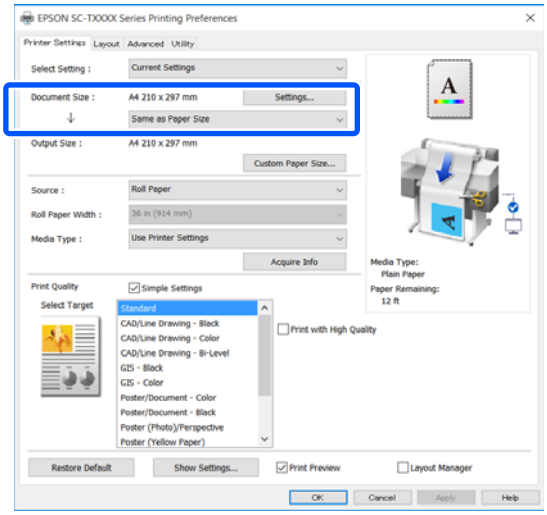
4 Check other settings, and then start printing.

Choosing a Print Size

1 Check the document size (or paper size) setting on the Printer Settings tab of the printer driver.

Windows

Display the Printer Settings tab of the printer driver from the application and check that the document size is the same as the setting of the application.



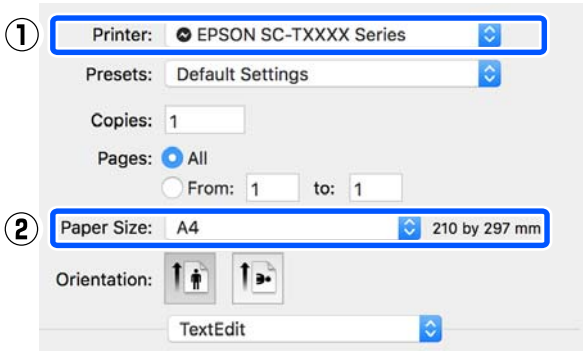
If it differs, click **Settings...** and specify the correct size in the Change Paper Size dialog box.

“Basic Operating Procedures (Windows)” on page 42

Mac

Open the page setup screen of the application and check that this printer is selected in **Printer** and check the paper size.

Select a paper size that does not have (Retain Scale) or (Roll Paper Banner).



If the size is different, select the correct size from the pull-down menu.

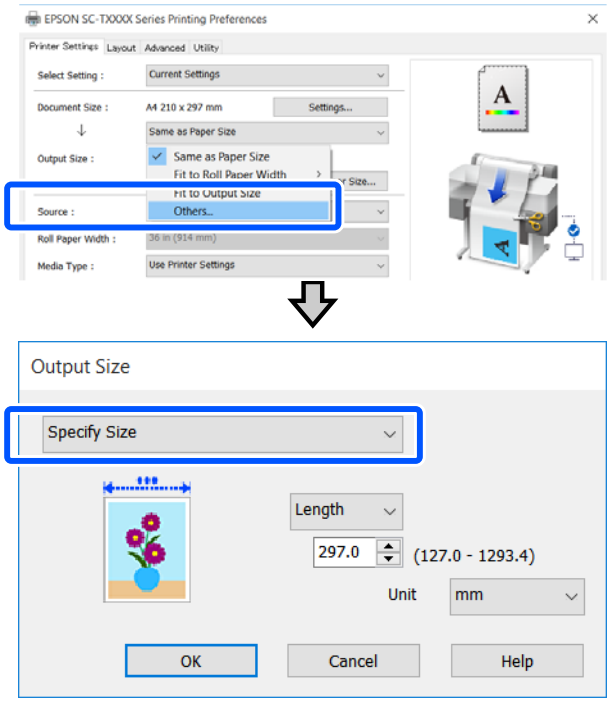
“Basic Operating Procedures (Mac)” on page 48

> ***Note:***
> *In the case of an application without a page setup menu item, you can set the paper size if you open the Print dialog box from the* ***Print*** *menu item.*

2 Display the Output Size input screen from the Printer Settings tab of the printer driver.

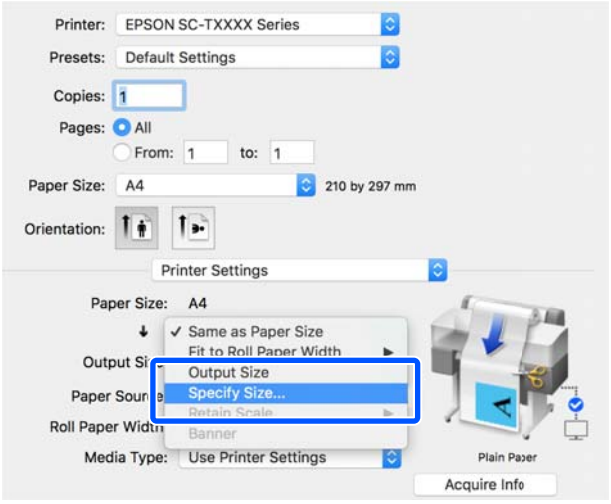
Windows

Select **Others...** and then select **Specify Size** in the displayed Output Size dialog box.



Mac

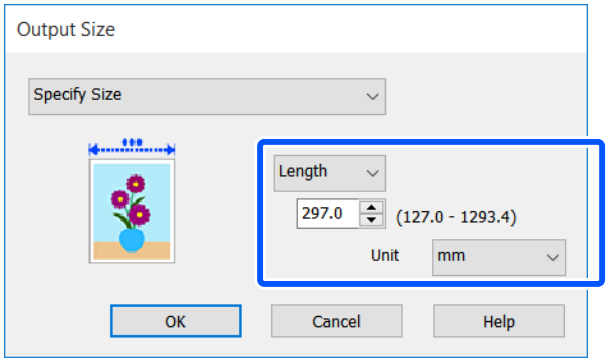
Select **Specify Size**.



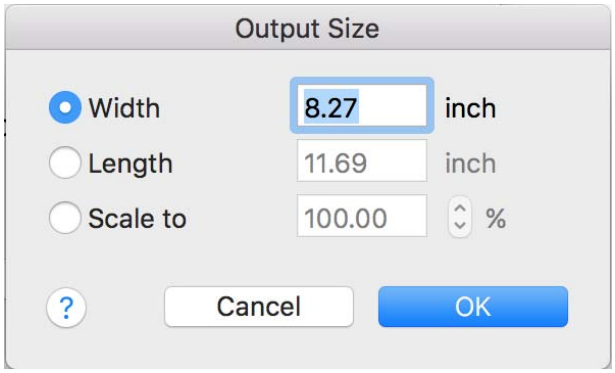
3 Select the size specification method from Width, Length, and Scale to and then enter the setting value.

The print image is enlarged or reduced so that it becomes the specified width, length, or scale while maintaining the aspect ratio of the print data.

Windows



Mac

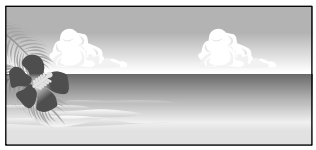


4 Check other settings, and then start printing.

Printing at Non-Standard Sizes

Before printing at non-standard sizes, including vertical or horizontal banners and documents with equal sides, save the desired paper size in the printer driver. Once they have been saved in the printer driver, custom sizes can be selected in the application **Page Setup** and other print dialogs.





The following sizes can be used.

Paper Width	89 to 610 mm
Paper Length*	127 to 18000 mm

*: The paper length can be longer when using an application that supports banner printing. However, the actual print size depends on the application, the paper size loaded in the printer, and the computer environment.

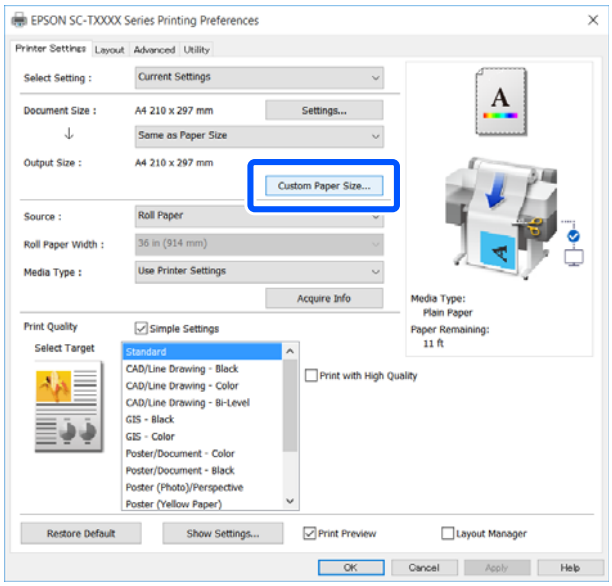
Important:

- ❏ *The smallest size supported by the printer is 89 mm wide × 127 mm long. When a smaller size than this is set in **Custom Paper Size...** of the printer driver, trim the unnecessary margins.*
- ❏ *For Custom Paper Sizes of a Mac, although you can specify a large paper size which cannot be loaded in this printer, it will not be printed properly.*
- ❏ *The available output size is limited depending on the application.*

Settings in Windows

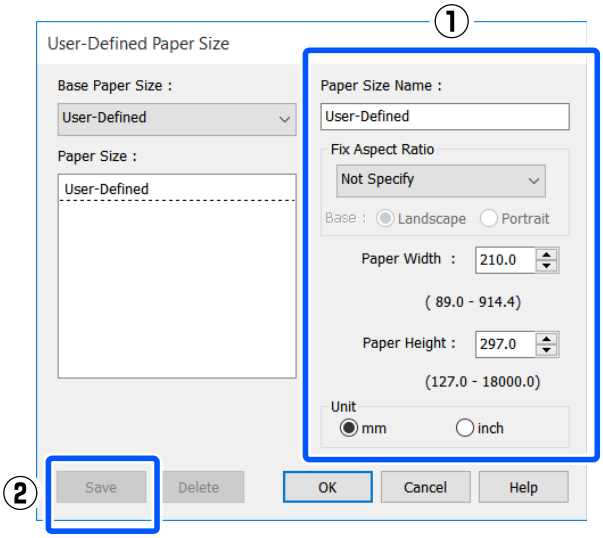
1 Display the Printer Settings tab of the printer driver from the application and then click **Custom Paper Size...**

The User-Defined Paper Size dialog box appears.



2 Set the paper size to use in the User-Defined Paper Size dialog box and then click **Save**.

- ❏ The **Paper Size Name** is displayed as an document size or output size option. Set a meaningful name such as "400x500mm" or "Horizontal Banner".
- ❏ To view the **Paper Width** and **Paper Height** values for a standard size close to the desired custom size, select the appropriate option in **Base Paper Size**.
- ❏ If you select an aspect ratio in **Fix Aspect Ratio** and select **Landscape** or **Portrait** for **Base**, you can set the size by just entering a value in either **Paper Width** or **Paper Height**.



> ***Note:***
>
> - ❏ *To change the paper size you saved, select the paper size name from the list on the left.*
> - ❏ *To delete a saved paper size, select the paper size name from the list on the left of the screen and then click **Delete**.*
> - ❏ *You can save up to 100 paper sizes.*

3 Click **OK** to close the User-Defined Paper Size dialog box. Also close the printer driver's dialog box.

Registration of the user-defined size is now complete.

4 Select the registered paper size in, for example, the page size settings of the application and then create the data.

> ***Note:***
> *If the registered paper size is not displayed in the application, check whether it exceeds the sizes supported by the application.*

5 When you have finished creating the data, display the Printer Settings tab of the printer driver from the Print dialog box.

The registered paper size is displayed in Paper Size on the Printer Settings tab.

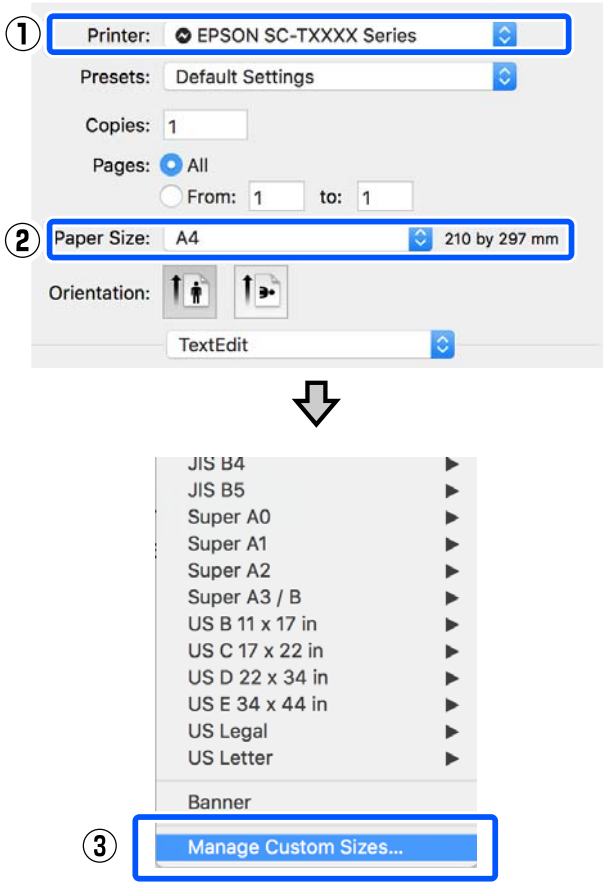
"Basic Operating Procedures (Windows)" on page 42

6 Check other settings, and then start printing.

Settings in Mac

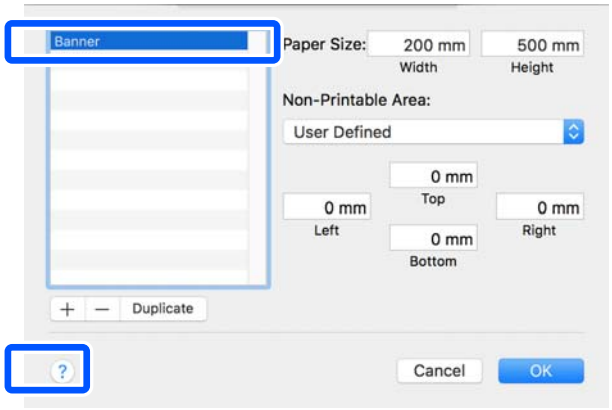
1 Open the page setup screen of the application and check that this printer is selected in **Printer** and then select **Manage Custom Sizes** from **Paper Size**.

"Basic Operating Procedures (Mac)" on page 48



Note:
For applications without a page setup menu item, the paper size settings can be displayed by opening the Print dialog box from the ***Print*** *menu.*

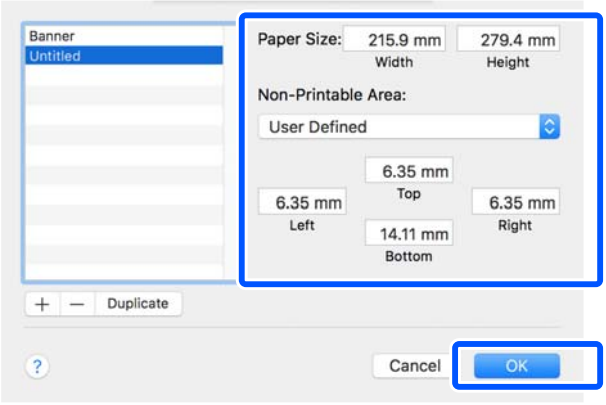
2 Click + and then enter the paper size name.



3 Enter values in **Width** and **Height** of the **Paper Size**, enter the margins, and then click **OK**.

The ranges of page sizes and margin sizes that can be specified differ depending on your printer model and the settings on the printer.

"Printable area" on page 132



Note:

- *To edit a saved custom size, choose its name from the list on the left.*
- *To duplicate a saved paper size, select its name from the list on the left of the screen and click* ***Duplicate****.*
- *To delete a saved paper size, select its name from the list on the left of the screen and click –.*
- *The custom paper size setting differs depending on the operating system version. See your operating system's documentation for details.*

4 Click **OK** to close the Custom Paper Sizes dialog box. Also close the printer driver's dialog box by clicking **Cancel**.

Registration of the custom paper size is now complete.

5 Select the registered paper size in, for example, the page size settings of the application and then create the data.

> ***Note:***
> *If the registered paper size is not displayed in the application, check whether it exceeds the sizes supported by the application.*

6 When you have finished creating the data, display the Printer Settings tab of the printer driver from the Print dialog box.

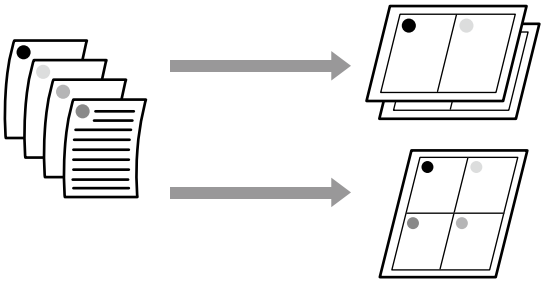
The registered paper size is displayed in Document Size on the Printer Settings tab.

☞ "Basic Operating Procedures (Mac)" on page 48

7 Check other settings, and then start printing.

Multi-Page Printing (N-up)

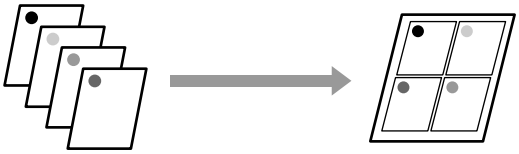
Two or four consecutive pages can be printed on a single sheet.



Settings in Windows

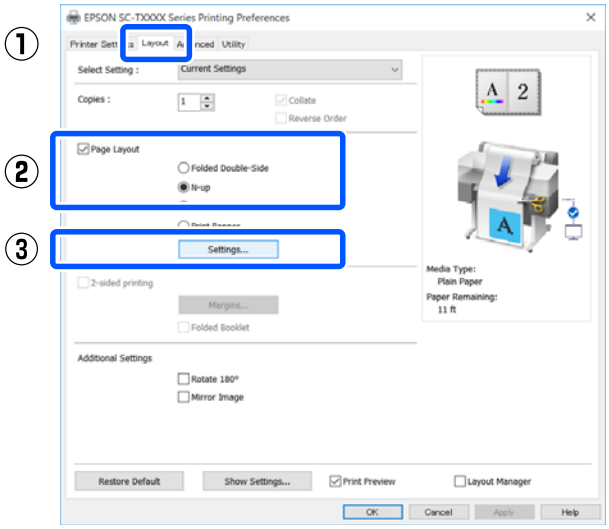
Note:
In Windows, you can use the Reduce/ Enlarge function (Fit to Page) to print the data on different sizes of paper.

"Printing at Non-Standard Sizes" on page 58



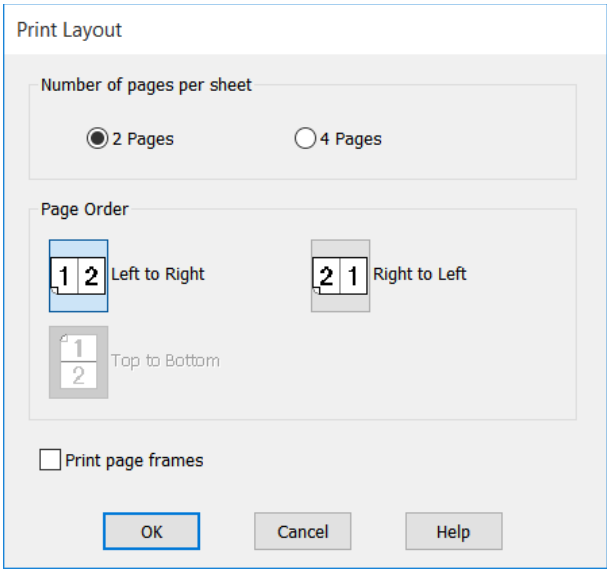
1 Display the Layout tab of the printer driver and select the **Page Layout** check box. Then, select **N-up** and click the **Settings** button.

"Basic Operating Procedures (Windows)" on page 42



2 Set **Number of pages per sheet** and **Page Order** in the Print Layout dialog box.

If the **Print page frames** check box is selected, page frames are printed on each page.

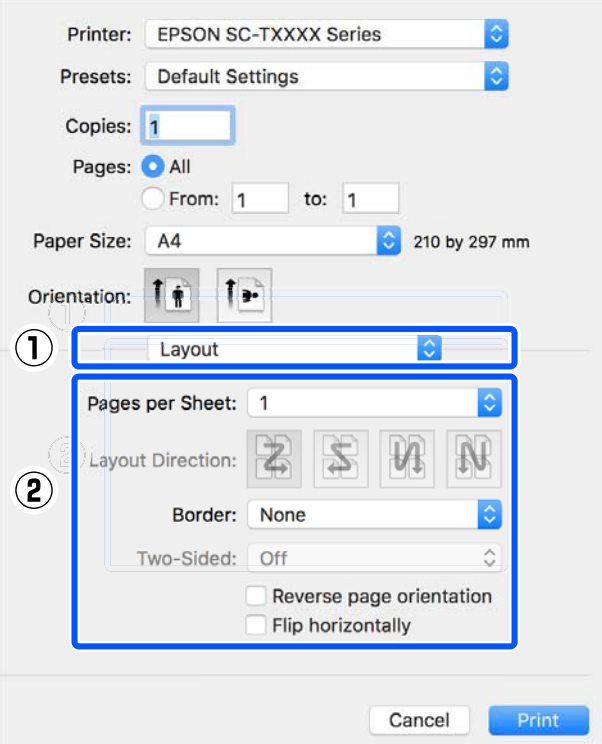


3 Check other settings, and then start printing.

Settings in Mac

1 Display the Print dialog box, select **Layout** from the list, and specify the number of pages per sheet and so on.

“Basic Operating Procedures (Mac)” on page 48

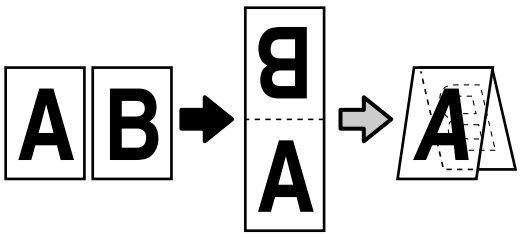


> ***Note:***
> *You can print frames around arranged pages using the **Border** function.*

2 Check other settings, and then start printing.

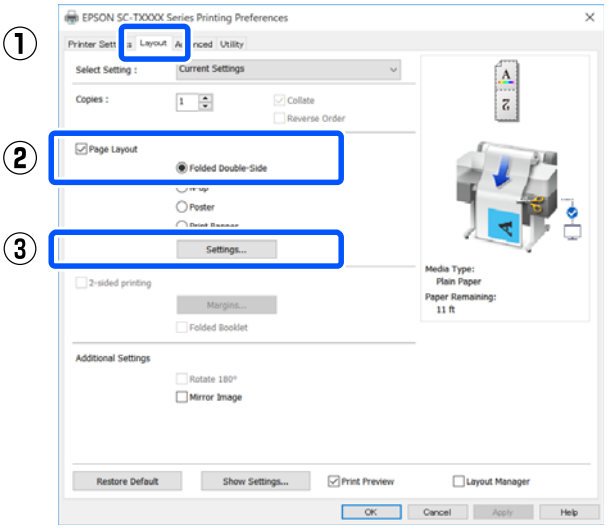
Folded 2-Sided Printing (Windows only)

Two consecutive pages can be printed on a single sheet. The second page is flipped 180˚ and printed adjacent to the first page, allowing the paper to be folded to make a 2-sided document.

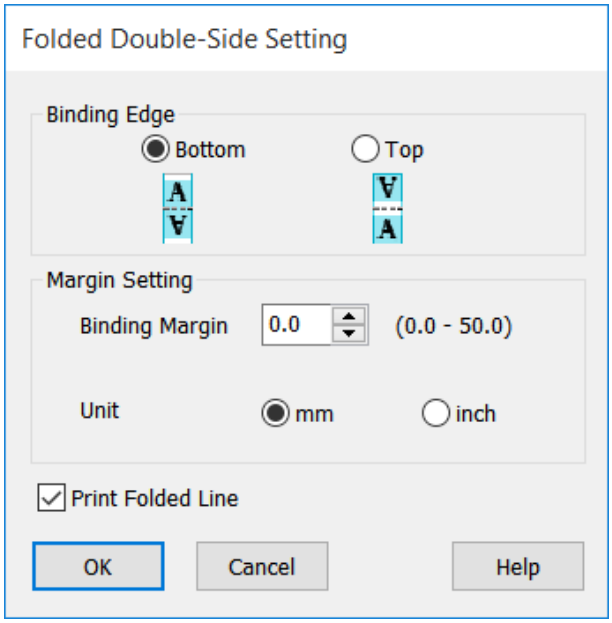


1 Display the Layout tab of the printer driver and select the **Page Layout** check box. Then, select **Folded Double-Side** and click the **Settings...** button.

“Basic Operating Procedures (Windows)” on page 42



2 Set **Binding Edge** and **Binding Margin** in the Folded Double-Side Setting dialog box.



3 Check other settings, and then start printing.

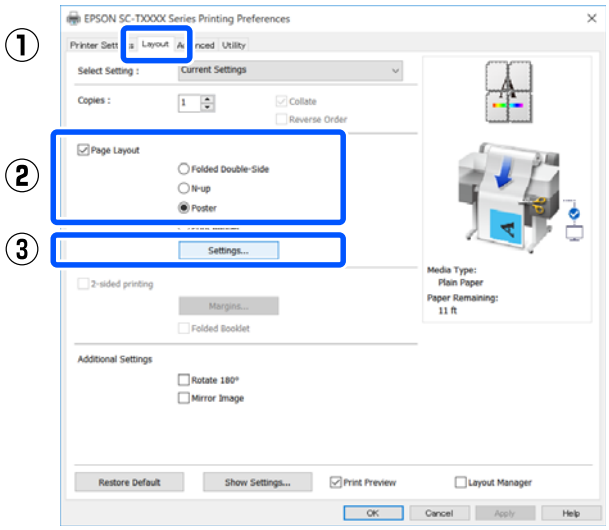
Poster Printing (Windows Only)

A single page can be printed across multiple sheets. The sheets can then be joined together to form large posters (up to 16 times the original size).

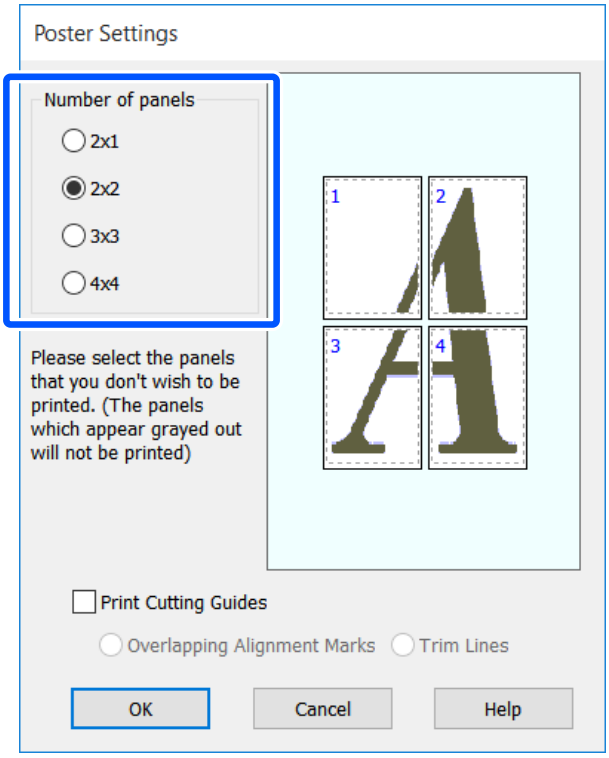


1 Display the Layout tab of the printer driver and select the **Page Layout** check box. Then, select **Poster** and click the **Settings...** button.

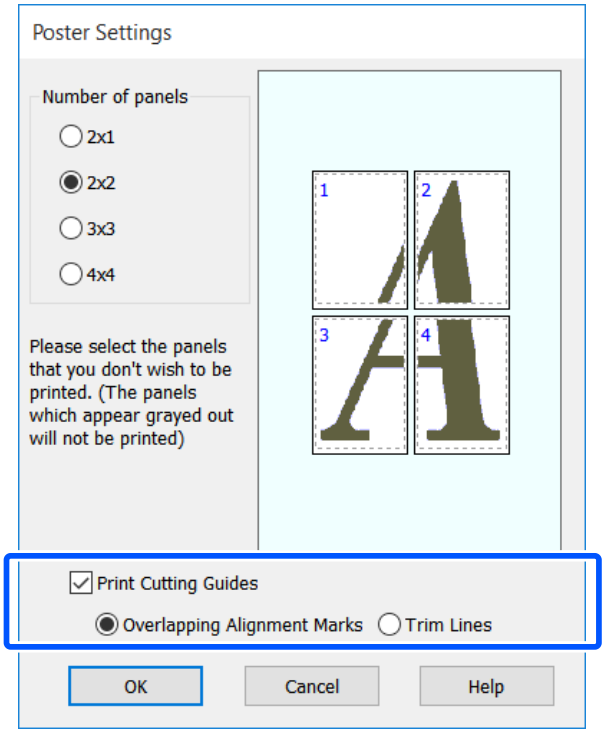
"Basic Operating Procedures (Windows)" on page 42



2 Set **Number of panels** in the Poster dialog box.



3 If you want to print marks to serve as a guide when joining together paper printed with poster printing, select the **Print Cutting Guides** check box.



Overlapping Alignment Marks

Prints guides for joining the paper with overlapping. The finished size is smaller only for the overlapping portions.

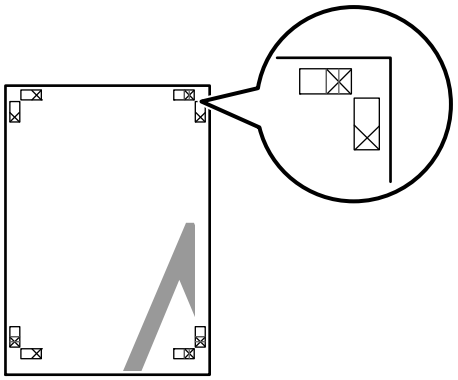
Print page frames

Prints frames for joining the paper without overlapping.

4 Check other settings, and then start printing.

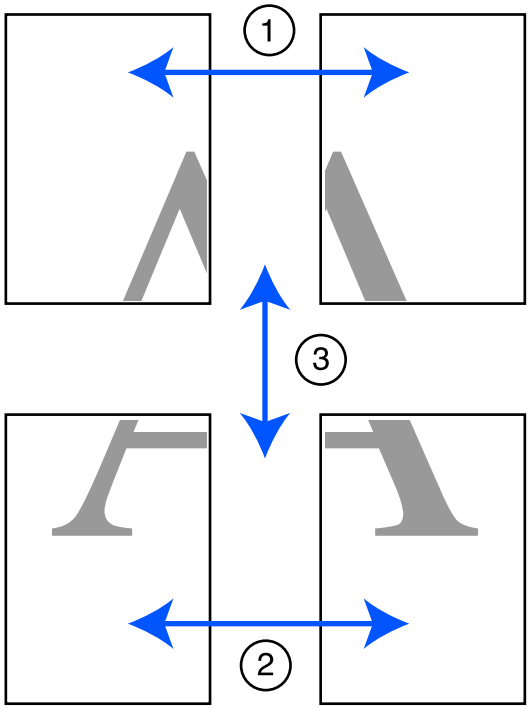
Joining poster sheets in multi-page printing

If **Overlapping Alignment Marks** is selected, join guides (indicated by the lines drawn through and around the X marks in the illustration below) will be printed on each sheet.

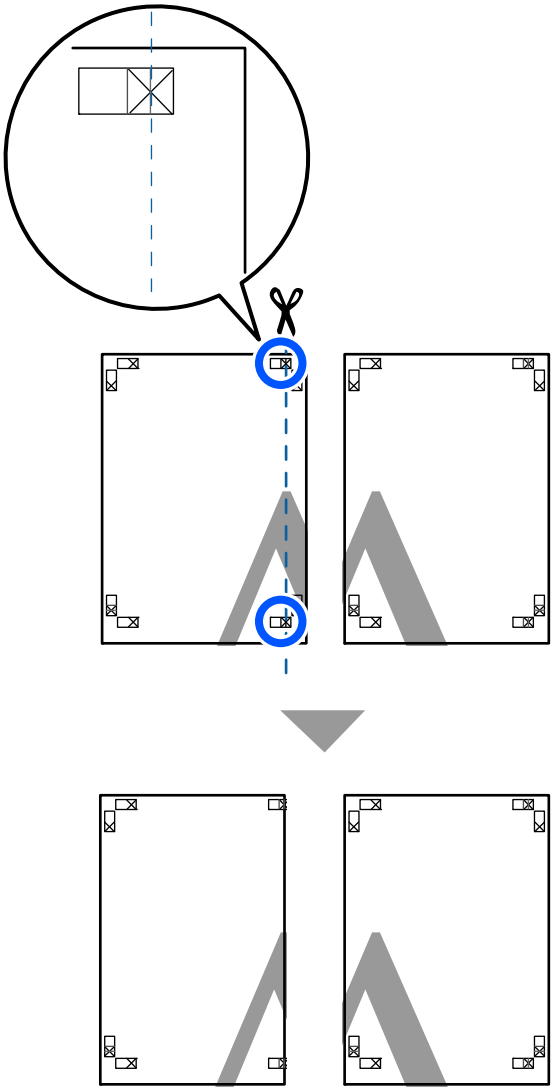


Note:
If the output is in color, the join guides will be in blue and the cut guides in red; otherwise, all the guides will be printed in black.

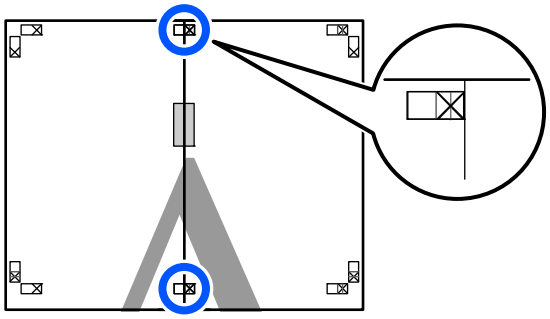
The following section describes how to join four printed pages together.



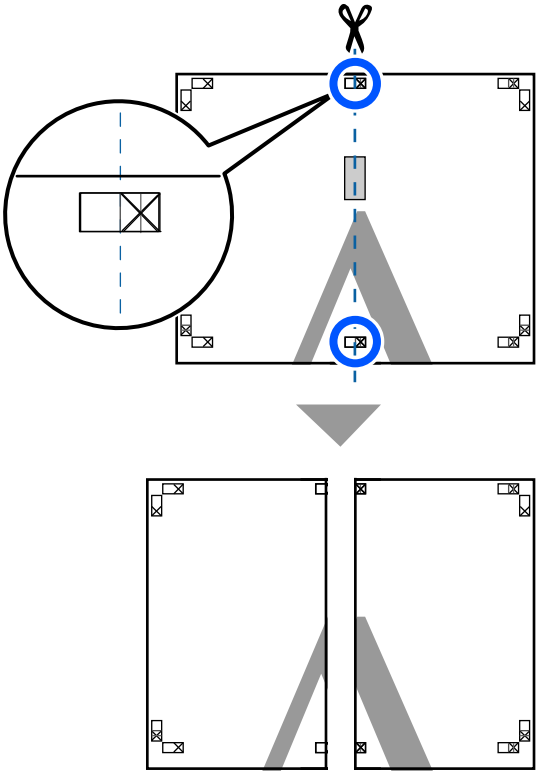
1 Ready the two top sheets and trim the excess from the left sheet by cutting along the line joining the two join guides (the centers of the X marks).



2 Lay the upper left sheet on top of upper right sheet. Lineup the X marks as shown in the illustration below, and temporarily fasten them using an adhesive tape on the back.

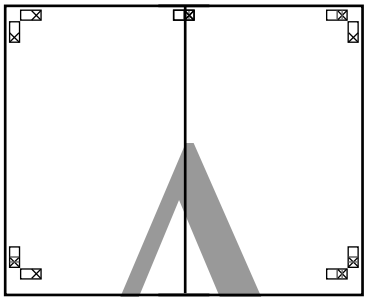


3 With the two sheets overlapping, trim the excess by cutting along the line joining the two cut guides (the lines to the left of the X marks).



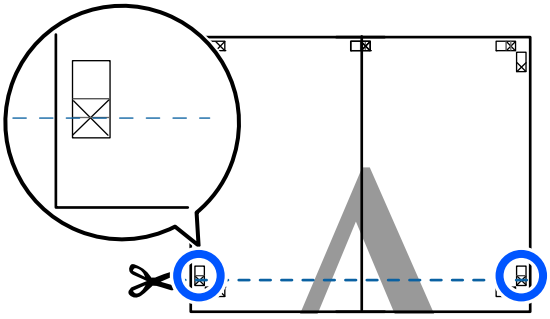
4 Rejoin the two sheets.

Use an adhesive tape to stick the backs of the sheets together.

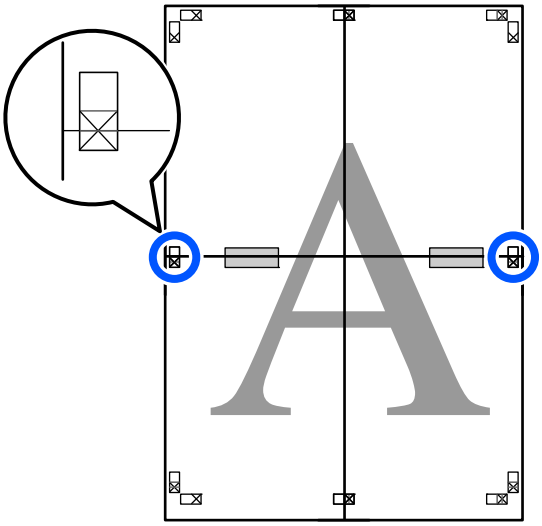


5 Repeat steps 1 to 4 for the lower two sheets.

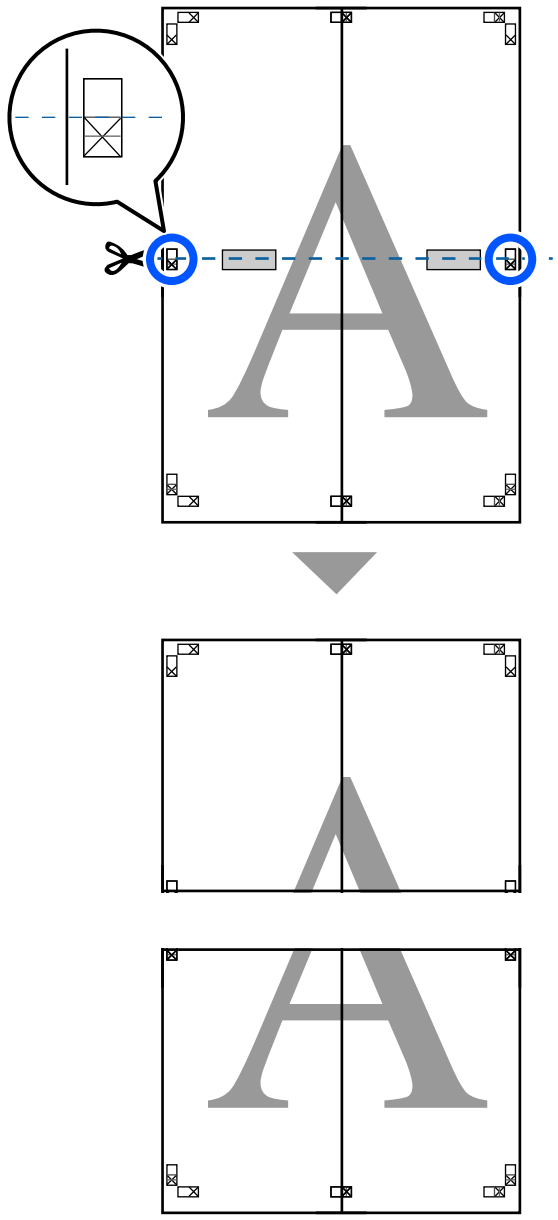
6 Trim the bottom from the upper sheets by cutting along the line joining the two guides (the lines above the X marks).



7 Lay the upper sheet on top of the lower sheet. Lineup the X marks as shown in the illustration below, and temporarily fasten them using an adhesive tape on the back.

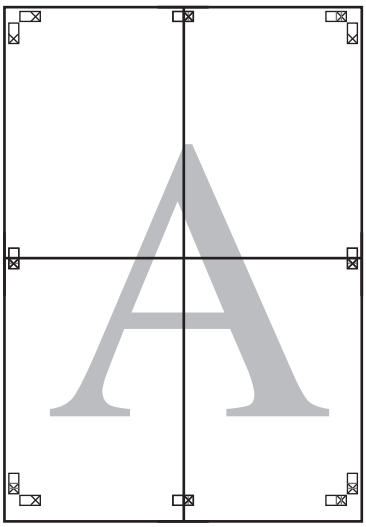


8 With the two sheets overlapping, trim the excess by cutting along the line joining the two cut guides (the lines above the X marks).

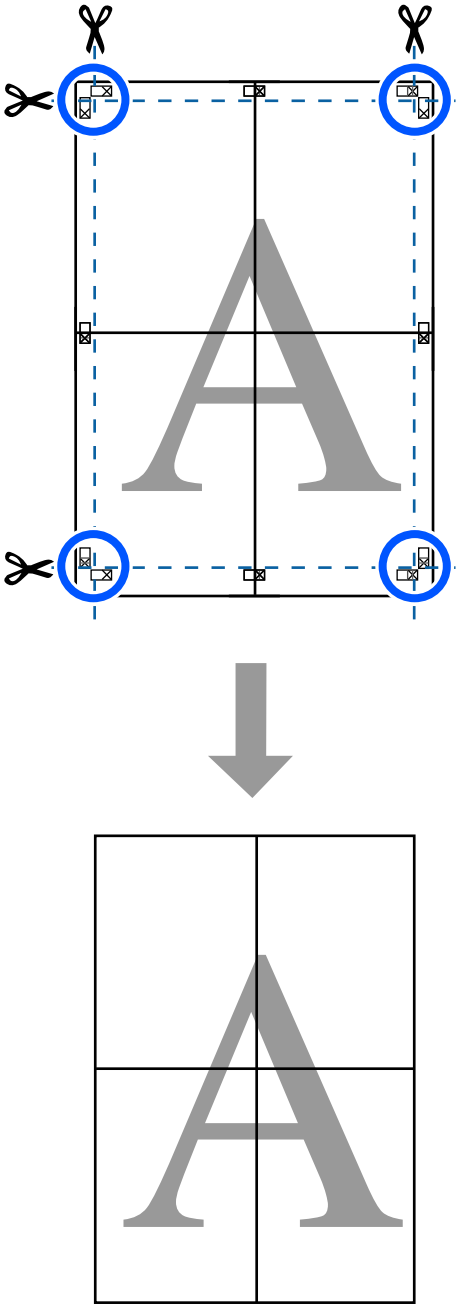


9 Join the upper and lower sheets together.

Use an adhesive tape to stick the backs of the sheets together.



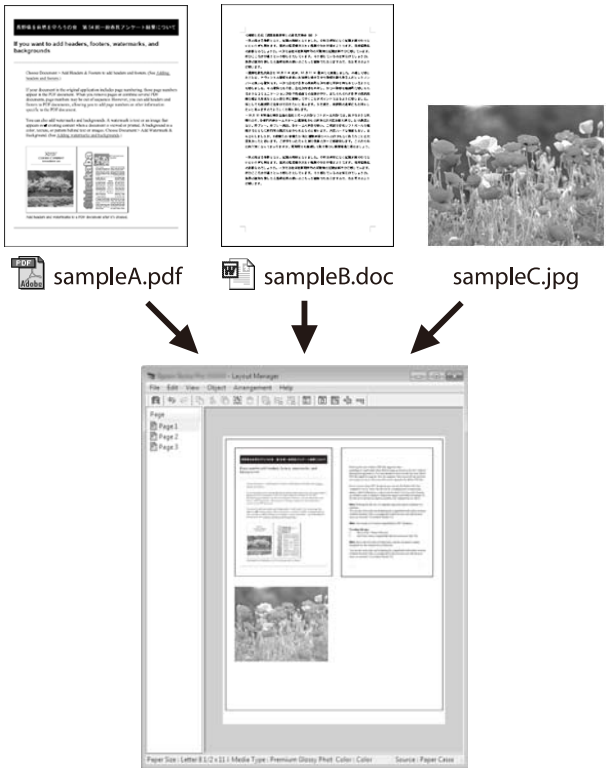
10 After joining all the sheets, trim off the borders by cutting along the cut guides (outside the X marks).



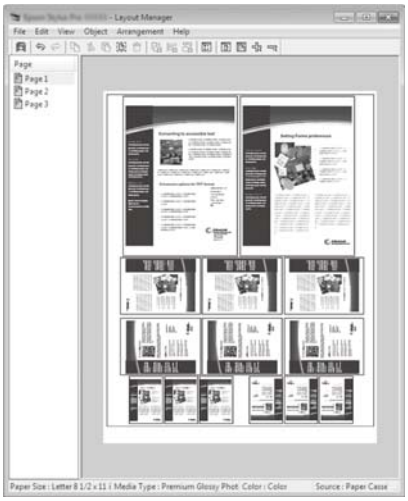
Printing Multiple Documents (Layout Manager) (Windows Only)

Documents created in different applications can be printed together in your choice of layout. This allows you to improve print work efficiency and conserve paper.

Sample Multi-Document Layout



Sample Free Vertical/Horizontal Layout

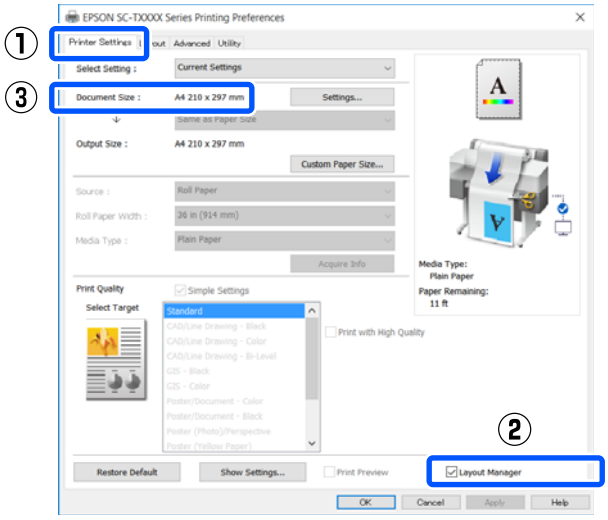


Setting Procedures for Printing

1 Open the file you want to print in your application.

2 Select the **Layout Manager** check box on the Printer Settings tab of the printer driver and check that the size set in the application is displayed in Document Size.

"Basic Operating Procedures (Windows)" on page 42



> ***Note:***
> ***Document Size*** *is the size of the document to be placed on the Layout Manager screen. The actual printing paper size is set in the screen in Step 6.*

3 Click **OK**. When printing from an application, the Layout Manager screen opens.

The print data is not printed, but one page is placed on the paper of the Layout Manager screen as one object.

4 Leaving the Layout Manager screen open, repeat steps 1 to 3 until all the print data has been added to the layout.

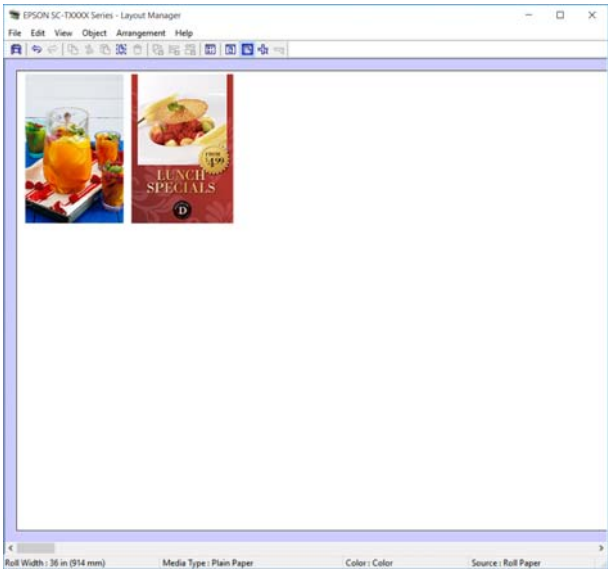
The objects are added to the Layout Manager screen.

5 Arrange the objects on the Layout Manager screen.

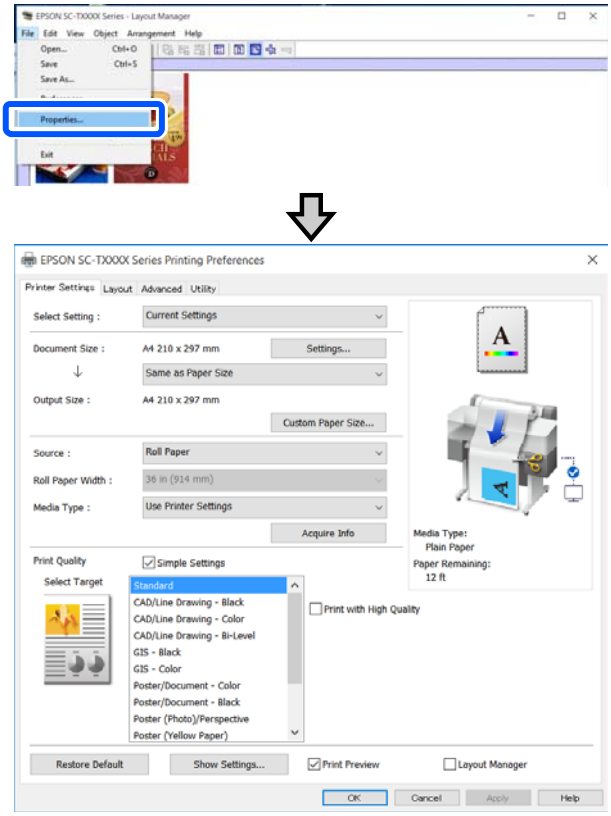
Objects can be moved or resized by dragging as well as rearranged or rotated using the tool buttons or the options in the **Object** menu.

The overall size and placement of the objects can be changed using the **Preferences** and **Arrangement** options in the **File** menu.

See the Layout Manager screen help for more details on each function.



6 Click **Properties** in the **File** menu and set the print settings in the printer driver dialog box.



Check **Media Settings**, and set **Print Quality**.

7 Click the **File** menu in the Layout Manager screen, and then click **Print**.

Printing starts.

Saving and Recalling Settings

The layout and setting information on the Layout Manager screen can be saved as a file. If you need to close your application in the middle of a job, you can save it to a file and then open it later to continue your work.

Saving

1 Click the **File** menu on the Layout Manager screen, and then click **Save As...**

2 Enter the file name, select the location, and then click **Save**.

3 Close the Layout Manager screen.

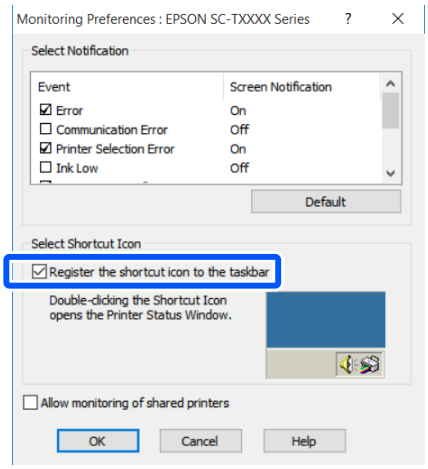
Opening saved files

1 Right-click the printer icon ( ) on the Windows taskbar, and then click **Layout Manager** in the displayed menu.

The Layout Manager screen appears.

Note:
When the printer icon is not displayed on the Windows taskbar

*Open the **Utility** tab of the printer driver and click the **Monitoring Preferences**. Select **Register the shortcut icon to the taskbar** in the Monitoring Preferences dialog box.*



2 Click **Open** in the **File** menu on the Layout Manager screen.

3 Select the location and open the required file.

Changing the Network Connection Methods

The printer can connect to a wired LAN or a wireless LAN. Furthermore, it also supports Wi-Fi Direct (Simple AP) which allows a smart device or other device to directly connect wirelessly with the printer even when there is no wired LAN or wireless LAN environment.

The printer cannot connect to a wired LAN and wireless LAN at the same time. A Wi-Fi Direct connection is possible regardless of whether or not the printer is connected to a network.

This section describes the procedures to use to switch the connection method.

Switching to Wired LAN

1. Touch  on the Home screen.

   Note:
   The shape and color of the icon differ depending on the connection status.
   "Home screen operations" on page 13

2. Touch **Description**.

3. Touch **Wired LAN Connection Method**.

4. Touch **Start Setup**.

   The process to disable the wireless LAN connection with the access point starts. Wait until the **The Wi-Fi connection is disabled.** message appears.

5. Connect your router and the printer with a LAN cable.

   See the following for the location of the printer's LAN port.
   "Back" on page 11

Switching to Wireless LAN

The SSID (network name) and password of the access point to which the printer is to be connected are required. Confirm them in advance. The printer can be connected to a wireless LAN while the LAN cable is still connected.

Note:
*If your access point supports WPS (Wi-Fi Protected Setup), the printer can be connected using **Push Button Setup(WPS)** or **PIN Code Setup(WPS)** without using an SSID and password.*
"General Settings - Network Settings" on page 100

1. Touch  on the Home screen.

   Note:
   The shape and color of the icon differ depending on the connection status.
   "Home screen operations" on page 13

2. Touch **Router**.

3. Touch **Start Setup**.

   Details of the wired LAN connection status are displayed.

4. Touch **Change to Wi-Fi connection.**, check the displayed message, and touch **Yes**.

5. Touch **Wi-Fi Setup Wizard**.

6. Select the desired SSID.

   If the desired SSID is not displayed, touch **Search Again** to update the list. If it is still not displayed, touch **Enter Manually** and directly enter the SSID.

7. Touch **Enter Password** and enter the password.

   Note:
   - *Differentiate between uppercase and lowercase when entering the password.*
   - *If the SSID was entered directly, set **Password** to **Available** before entering the password.*

8 When input is finished, touch **OK**.

9 Check the settings and then touch **Start Setup**.

10 Touch **OK** to finish the procedure.

If the connection fails, select **Print Check Report** to print a network connection check report. You can check the action to take in the report.

11 Close the Network Connection Settings screen.

Directly Connecting Wirelessly (Wi-Fi Direct)

In the following cases, you can connect smart devices or wireless-enabled computers directly to this printer using Wi-Fi Direct without going through a router or the internet.

- ❏ When this printer is not connected to a network
- ❏ When you do not have permission to log on to the network to which this printer is connected, and so on.

Wi-Fi Direct is disabled by default. The following describes the procedure from enabling Wi-Fi Direct to connecting.

> ***Note:***
> *The number of wireless devices (smart devices or computers) that you can connect to this printer simultaneously varies depending on your model. Step 3 below allows you to check the maximum number of connections. If you are already connected by Wi-Fi Direct, you can check using the* ***Network Print Status Sheet****.*

1 Touch  on the Home screen.

> ***Note:***
> *The shape and color of the icon differ depending on the connection status.*
> *"Home screen operations" on page 13*

2 Touch **Wi-Fi Direct**.

When Wi-Fi Direct is already enabled, the network (SSID), password, number of connected devices, and so on are displayed. Proceed to step 5.

> ***Note:***
> *If a part of the displayed network (SSID) or device name, and so on cannot be seen because it is cut off at the right edge of the screen, touch the corresponding item to display the entire setting value.*

3 Touch **Start Setup**.

The maximum number of wireless devices (smart devices or computers) that you can connect to this printer simultaneously is displayed.

4 Touch **Start Setup**.

Wi-Fi Direct is enabled, and the network (SSID) and password are displayed.

5 Open the Wi-Fi setting screen on the device you want to connect with the printer, select the SSID displayed on the screen of the printer, and enter the password just as it is displayed on the screen.

6 When a connection is established, touch **Close** to finish the procedure.

7 Touch **Close** on the screen of the printer to close the network connection settings screen.

When the printer driver is installed on the connected device, you can print using the printer driver.

> ***Note:***
> *When you turn off the power of the printer, the connections with connected devices are all disconnected. To reconnect after turning the printer back on, perform the procedure again from step 1.*

Using the Menu

Menu List

The items and options available in the menu are described below. See the reference pages for more details on each item.

Paper Setting

The Paper Setting menu is displayed if paper is loaded.

Details of each item “Paper Setting menu” on page 82

Settings item	Settings value
Roll Paper	
Remove	Display the removal method
Feed/Cut Paper	Backward, Forward, Cut
Media Adjust	Start
Advanced Media Setting	
Platen Gap	1.6, 2.1, 2.6 (This is displayed when Custom Paper is selected in Paper Type.)
Top/Bottom Margins	Standard, Top 3 mm/Bottom 3 mm, Top 15 mm/Bottom 15 mm, Top 45 mm/Bottom 15 mm
Back Tension	Auto, Standard, High, Extra High
Drying Time	
Drying Time per Pass	0 to 10.0 seconds
Drying Time per Page	0 to 60 minutes
Auto Cut	On, Off
Manage Remaining Amount	
Setup	On, Off
Remaining Amount	5.0 to 150.0 m
Remaining Alert	1.0 to 15.0 m

Settings item	Settings value
Change Paper Type	
Paper Type	
General Purpose/Textile	Display supported paper types
General Purpose/Rigid	
01	
Others	
Auto Sheet Feeder	
Media Adjust	Start
Change Paper Type/Paper Size	
Paper Type	
General Purpose/Textile	Display supported paper types
General Purpose/Rigid	
01	
Others	
Paper Size	Display supported paper sizes
Cut Sheet(1 sheet)	
Remove	Eject paper
Media Adjust	Start
Change Paper Type/Paper Size	
Paper Type	
General Purpose/Textile	Display supported paper types
General Purpose/Rigid	
01	
Others	

Settings item	Settings value
Paper Size	
A Series	Display supported paper sizes
US-ANSI	
US-ARCH	
B Series (ISO)	
B Series (JIS)	
Others	
User-Defined	Display paper size input screen

Printer Status

Details of each item “Printer Status menu” on page 87

Settings item	Settings value
Supply Status	Display the approximate free space and product number for the Maintenance Box
Message List	Display list of messages communicating printer status
Firmware Version	Display firmware version
Print Status Sheet	
Configuration Status Sheet	Print

Settings

Settings item	Settings value
General Settings	
Basic Settings (Details of each item “General Settings - Basic Settings” on page 88)	
LCD Brightness	1 to 9
Sound	
Mute	On, Off
Normal Mode	
Button Press	0 to 10
Error Notice	0 to 10
Sound Type	Pattern1, Pattern2

Settings item	Settings value
Sleep Timer	1 to 60 minutes
Power Off Timer	Off, 30minutes, 1h, 2h, 4h, 8h, 12h
Circuit Breaker Interlock Startup	On, Off
Date/Time Settings	
Date/Time	Date: yyyy.mm.dd, mm.dd.yyyy, dd.mm.yyyy Time: 12h, 24h
Time Difference	-12:45 to +13:45 (15 minute increments)
Language	Display supported languages
Operation Time Out	On, Off
Keyboard	QWERTY, AZERTY, QWERTZ
Length Unit	m, ft / in
Printer Settings (Details of each item ☞ "General Settings - Printer Settings" on page 90)	
Paper Source Settings	
Error Notice	
Paper Size Notice	On, Off
Paper Type Notice	On, Off
Roll Paper Setup	
Detect Paper Meandering	On, Off
Print Cutting Guideline	On, Off
After-Print Options	Hold Paper, Eject Paper
Custom Paper Setting (Custom paper types 01 to 10 are displayed, and touching any of these will display settings items.)	
Change Name	Registered name input screen
Change Reference Paper	
Sublimation Transfer Paper	Display supported paper types
Advanced Media Setting	
Platen Gap	1.6, 2.1, 2.6
Top/Bottom Margins	Standard, Top 3 mm/Bottom 3 mm, Top 15 mm/Bottom 15 mm, Top 45 mm/Bottom 15 mm
Back Tension	Auto, Standard, High, Extra High

Settings item	Settings value
Drying Time	
Drying Time per Pass	0.0 to 10.0 seconds
Drying Time per Page	0.0 to 60 minutes
Auto Cut	On, Off
Restore Default	Yes, No
Printing Language	
USB	Auto, HP-GL/2
Network	Auto, HP-GL/2
Universal Print Settings	
Paper Source	Roll Paper, Auto Sheet Feeder, Cut Sheet(1 sheet)
Print Quality	Standard, Speed, Fine, Super Fine
Color Mode	Color, Black/White
Page Margins option	Clip By Margins, Oversize
Page Margin	3 mm, 5 mm
Smoothing	On, Off
Base Output Size	
Auto	-
A Series	Display supported paper sizes
US-ANSI	
US-ARCH	
B Series (ISO)	
B Series (JIS)	
Others	
User-Defined	Display paper size input screen
Resolution	Standard, 300dpi, 600dpi, 1200dpi
Color Mode (Common)	EPSON Standard (sRGB), Business Graphics, GIS, Line Drawing, Off (No Color Management)

Settings item	Settings value
HP-GL/2 Unique Settings	
Rotate	0˚, 90˚, 180˚, 270˚
Origin Setup	Left Edge, Center
Mirror Image	On, Off
Line Merge	On, Off
Color Mode (HP-GL/2)	EPSON Standard (sRGB), Business Graphics, GIS, Line Drawing, Off (No Color Management)
Select Palette	Software, Default, Palette A, Palette B
Print Color Palette	Print
Define Palette	
Palette A	Display screen to set pen width and pen color
Palette B	
Restore default HP-GL/2 Unique Settings	Yes, No
Thick Paper	Off, On
Bidirectional	On, Off
PC Connection via USB	Enable, Disable
USB I/F Timeout Setting	0 sec, or 5 to 300 sec
Network Settings (Details of each item "General Settings - Network Settings" on page 100)	
Wi-Fi Setup	
Router	
Connect via Wi-Fi	When wireless LAN connection disabled: Display **Connect via Wi-Fi** menu When wireless LAN connection connected: Display connection status and settings information
Wi-Fi Setup Wizard	
Push Button Setup(WPS)	
Others	
PIN Code Setup(WPS)	
Wi-Fi Auto Connect	
Disable Wi-Fi	

Settings item	Settings value
Wi-Fi Direct	
Wi-Fi Direct	When Wi-Fi Direct disabled: Display **Wi-Fi Direct** wizard When Wi-Fi Direct enabled: Display settings information and number of connected devices
Change Network Name	
Change Password	
Disable Wi-Fi Direct	
Restore Default Settings	
Wired LAN Setup	Start Setup (Displayed when connected to a wireless LAN.)
Network Status	
Wired LAN/Wi-Fi Status	Display current connection settings
Wi-Fi Direct Status	
Print Status Sheet	Print
Connection Check	Start network connection check
Advanced	
Device Name	Display settings change screen
TCP/IP	
Proxy Server	
IPv6 Address	Enable, Disable
Link Speed & Duplex	Auto, 10BASE-T Half Duplex, 10BASE-T Full Duplex, 100BASE-TX Half Duplex, 100BASE-TX Full Duplex
Redirect HTTP to HTTPS	Enable, Disable
Disable IPsec/IP Filtering	Proceed (Displayed when enabled.)
Disable IEEE802.1X	

Settings item	Settings value
System Administration (Details of each item ☞ "General Settings - System Administration" on page 103)	
Security Settings	
Admin Settings	
Admin Password	Register, Change, Clear All Settings
Lock Setting	Off, On
Restore Default Settings	
Network Settings	Yes, No
Clear All Data and Settings	Yes, No
Firmware Update	
Update	Start Checking
Notification	Off, On
Supply Status	Display the approximate free space and product number for the Maintenance Box
Maintenance (Details of each item ☞ "Maintenance" on page 104)	
Print Quality Adjustment	Start
Print Head Nozzle Check	Start
Head Cleaning	Start
Paper Guide Cleaning	Start
Reset Ink Level	Display Important Notes
Ink Level Setting	Display Important Notes
Replace Maintenance Box	Display procedure
Replace Cutter	Start
Powerful Cleaning	Start
Power Ink Flushing	Start
Total CR	Displays the current number of carriage passes.
Language	Display supported languages
Printer Status/Print (Details of each item ☞ "Printer Status/Print" on page 105)	
Print Status Sheet	
Configuration Status Sheet	Print
Network	Display **General Settings** - **Network Settings** - **Network Status**

Paper Setting menu

Roll Paper menu

❏ The Paper Setting menu is displayed if paper is loaded.

❏ **Media Adjust** adjustment results, and settings in **Advanced Media Setting** and **Manage Remaining Amount** are stored for each paper type in **Paper Type**. Changing adjustments and settings will save these as the currently selected paper type settings even if the power is turned off.

*Default setting

Settings item	Settings value	Explanation
Remove		Rewind the roll paper until it is ejected from inside the printer. ☞ "Removing Roll Paper" on page 30
Feed/Cut Paper	Backward	Use Backward and Forward to move the paper to the desired position. Touch Cut to cut the paper using the built-in cutter. ☞ "Cutting the Roll Paper" on page 29
	Forward	
	Cut	
Media Adjust	Start	Run this adjustment when there is a problem with print results, or after registering custom paper settings. Touch **Start** to print an adjustment pattern. Follow the on-screen instructions to make adjustments. The adjustment results are saved as settings for the selected paper type. ☞ "Optimizing Paper Settings (Media Adjust)" on page 39
Advanced Media Setting		

Settings item	Settings value	Explanation
Platen Gap	1.6	This is displayed when **Custom Paper** is selected in **Paper Type**. When registering Custom Paper, this is set to the Platen Gap (distance between print head and paper) for the paper selected in **Change Reference Paper**, so it does not normally need to be changed. Change this to a setting that will widen the gap (a higher value) if print results are smeared.
	2.1	
	2.6	
Top/Bottom Margins	Standard *	Setting this to Standard will set the top/bottom margins as follows depending on the printer driver print targets. ❏ CAD/Line Drawing: 3 mm/3 mm ❏ Others: 30 mm/30 mm Left and right margins will remain at 3 mm regardless of settings. If there is any soiling on the top section of the print results, increase the top margin. ☞ "Printable area" on page 132
	Top 3 mm/Bottom 3 mm	
	Top 15 mm/ Bottom 15 mm	
	Top 45 mm/ Bottom 15 mm	
Back Tension	Auto	If there is any wrinkling on the paper during printing, set this to **High** or **Extra High**.
	Standard	
	High	
	Extra High	
Drying Time		
Drying Time per Pass	0.0 to 10.0 seconds (0.0*)	Select the time the print head pauses to allow drying after each pass. Choose from values between 0.0 and 10.0 seconds. Depending on the paper type, the ink may take a while to dry. If the ink blurs on the paper, set a longer time for drying the ink. Increasing the drying time increases the time needed to print.
Drying Time per Page	0.0 to 60 minutes (0.0*)	Specify how long the printer pauses to allow the ink to dry after printing each page; choose from values between 0.0 and 60 minutes. Depending on the ink density or paper type, the ink may take a while to dry. If the ink blurs on the paper, set a longer time for drying the ink. The longer the drying time, the more time required for printing.
Auto Cut	On *	Select whether to automatically cut (On) or not cut (Off) using the built-in cutter as each page is printed on roll paper. Set On to automatically cut the edge if it is not a horizontal cut when paper is loaded. The setting selected with the printer driver takes priority when the printer driver is used. ☞ "Cutting the Roll Paper" on page 29
	Off	
Manage Remaining Amount		

Settings item	Settings value	Explanation
Setup	On	Select whether to display/record (On) or not to display/ record (Off) the amount of remaining roll paper. Set to **On** to enable **Remaining Amount** and **Remaining Alert**. ☞ "For Roll Paper" on page 36
	Off *	
Remaining Amount	5.0 to 150.0 m (30*)	Entering the total length of the loaded roll paper in **Remaining Amount** displays an estimate of remaining amount of roll paper on the printer's Home screen and on the printer driver screen. In **Remaining Alert**, set the limit at which to display a warning when the amount of remaining roll paper drops below that limit. You can set in 0.1 m increments.
Remaining Alert	1.0 to 15.0 m (5.0*)	
Change Paper Type		
Paper Type	General Purpose/ Textile*	Select the type of loaded paper. The most recently used paper type is displayed for the three options except for **Others**. When the desired paper type is not displayed, touch **Others** to display the other paper types and then select a paper type. ☞ "For Roll Paper" on page 36
	General Purpose/ Rigid	
	01	
	Others	

Auto Sheet Feeder menu

The Paper Setting menu is displayed if paper is loaded.

*Default setting

Settings item	Settings value	Explanation
Media Adjust	Start	Run this adjustment when there is a problem with print results, or after registering custom paper settings. Touch **Start** to print an adjustment pattern. Follow the on-screen instructions to make adjustments. The adjustment results are saved as settings for the selected paper type. "Optimizing Paper Settings (Media Adjust)" on page 39
Change Paper Type/Paper Size		
Paper Type	General Purpose/ Textile*	Select the type of loaded paper. The most recently used paper type is displayed for the three options except for **Others**. When the desired paper type is not displayed, touch **Others** to display the other paper types and then select a paper type. "For Auto Sheet Feeder/Cut Sheet(1 sheet)" on page 37
	General Purpose/ Rigid	
	01	
	Others	
Paper Size	A4	Select the size of the loaded paper. If the desired size is not in the options, then select **User-Defined**, and enter the paper width and length.
	A3	
	JIS B4	
	ISO B4	
	Letter (8 1/2x11in)	
	Legal (8 1/2x14in)	
	US B (11x17in)	
	ARCH A (9x12in)	
	User-Defined	

Cut Sheet(1 sheet) menu

The Paper Setting menu is displayed if paper is loaded.

*Default setting

Settings item	Settings value	Explanation
Remove		Touch to eject the loaded cut sheet (1 sheet) without printing. Touch to eject to the front. ☞ "Removing Cut Sheet (1 Sheet)" on page 35
Media Adjust	Start	Run this adjustment when there is a problem with print results, or after registering custom paper settings. Touch **Start** to print an adjustment pattern. Follow the on-screen instructions to make adjustments. The adjustment results are saved as settings for the selected paper type. ☞ "Optimizing Paper Settings (Media Adjust)" on page 39
Change Paper Type/Paper Size		
Paper Type	General Purpose/ Textile*	Select the type of loaded paper. The most recently used paper type is displayed for the three options except for **Others**. When the desired paper type is not displayed, touch **Others** to display the other paper types and then select a paper type. ☞ "For Auto Sheet Feeder/Cut Sheet(1 sheet)" on page 37
	General Purpose/ Rigid	
	01	
	Others	
Paper Size	A Series	Select the size of the loaded paper. If the desired size is not in the options, then select **User-Defined**, and enter the paper width and length.
	US-ANSI	
	US-ARCH	
	B Series (ISO)	
	B Series (JIS)	
	Others	
	User-Defined	

Printer Status menu

*Default setting

Settings item	Settings value	Explanation
Supply Status		Displays the estimated free space remaining in the maintenance box and the product number. The shorter the bar is, the lower the remaining amount of space. Even if ⚠ is displayed, printing is possible until replacement is instructed. However, make sure you prepare a new maintenance box in advance.
Message List		Display a list of messages communicating printer status. Select a message from the list to display detailed information.
Firmware Version		Display the printer firmware version.
Print Status Sheet		
Configuration Status Sheet		Print a list of current printer settings. Use this to view all information at a glance.

Settings menu

General Settings

General Settings - Basic Settings

*Default setting

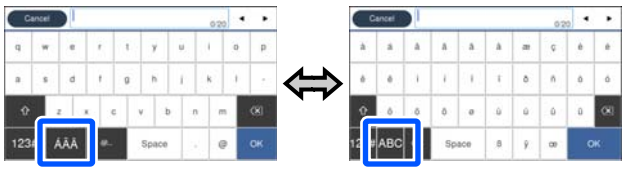
Settings item	Settings value	Explanation
LCD Brightness	1 to 9 (9*)	Adjust screen brightness.
Sound		
Mute	On	Setting this to **On** will mute the sound output when touching the menu or other items on the control panel screen, and the confirmation sound output when inserting paper into the paper slot when loading paper.
	Off *	
Normal Mode		
Button Press	0 to 10 (5*)	Adjust the volume of the sound when touching the menu or other items on the control panel screen, and of the confirmation sound when inserting paper into the paper slot when loading paper.
Error Notice	0 to 10 (5*)	Adjust the volume of the sound notifying of an error.
Sound Type	Pattern1 *	Adjust the type of the sound when touching the menu or other items on the control panel screen, and of the confirmation sound when inserting paper into the paper slot when loading paper.
	Pattern2	
Sleep Timer	1 to 60 minutes (15*)	The printer will enter sleep mode if no errors have occurred, no print jobs have been received, and no actions are performed on the control panel for an extended period of time. This setting selects the amount of time until the printer enters sleep mode. "Saving Power" on page 19
Power Off Timer	Off	You can select the time after which the printer will turn off automatically if no errors have occurred, no print jobs have been received, or no actions are performed on the control panel for an extended period of time. "Saving Power" on page 19
	30minutes	
	1h	
	2h	
	4h	
	8h *	
	12h	
Circuit Breaker Interlock Startup	On *	Select whether to turn the printer on (On) or off (Off) when the breaker switch is turned on.
	Off	
Date/Time Settings		

Settings item	Settings value	Explanation
Date/Time	-	Enter the current date and time.
Time Difference	-12:45 to +13:45 (0.00*)	Set the difference with coordinated universal time (UTC) in 15 minute increments. In network environments with a time difference, set this as necessary when administrating the printer.
Language	Japanese	Select the language used on the control panel's screen.
	English	
	French	
	Italian	
	German	
	Portuguese	
	Spanish	
	Dutch	
	Polish	
	Russian	
	Korean	
	Simplified Chinese	
	Traditional Chinese	
Operation Time Out	On *	Setting this to **On** will display a message and return to the Home screen if there is no operation within a certain amount of time while a screen other than the Home screen is displayed.
	Off	
Keyboard	QWERTY *	Select the key arrangement for the text input screen displayed when entering the name of Custom Paper or other name.
	AZERTY	
	QWERTZ	
Length Unit	m *	Select the units of length to use when displaying the length of roll paper and other items.
	ft / in	

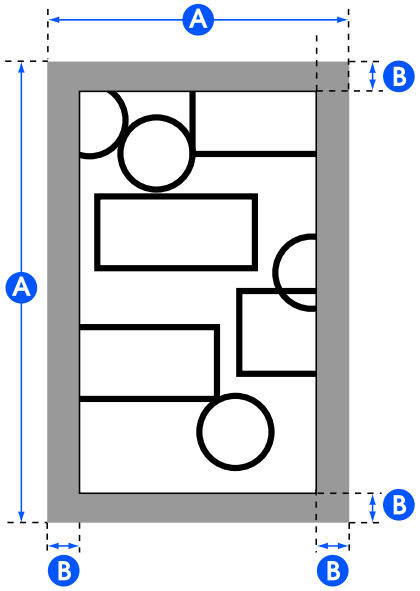
General Settings - Printer Settings

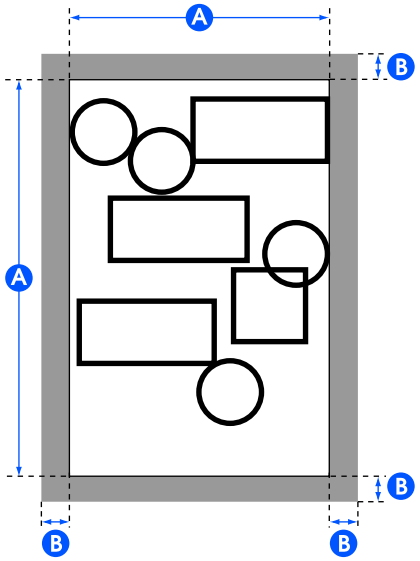
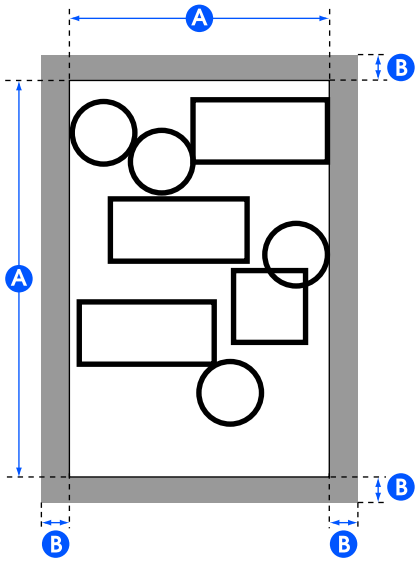
*Default setting

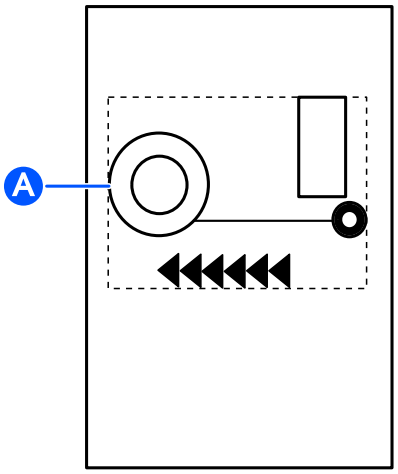
Settings item	Settings value	Explanation
Paper Source Settings		
Error Notice		
Paper Size Notice	On	Setting this to **On** will display an error message when the output size or paper type settings of print jobs sent to the printer differ from those settings in the printer.
	Off *	
Paper Type Notice	On	
	Off *	
Roll Paper Setup		
Detect Paper Meandering	On *	If On is selected, an error will be displayed in the control panel and printing will stop if the paper is skewed; select Off to disable this feature. On is recommended in most circumstances as skewed paper may cause the printer to jam.
	Off	
Print Cutting Guideline	On	If Auto Cut is Off, you can choose to print (On) or not print (Off) cut lines on roll paper. Cut lines are not printed if Auto Cut is On or when cut sheets are used. Note, however, that if the roll width selected with the computer is narrower than the paper loaded in the printer, cut lines will be printed regardless of the option selected for Auto Cut. The setting selected with the printer driver takes priority when the printer driver is used.
	Off *	
After-Print Options	Hold Paper*	After printing, select whether the printer should grip the trailing edge of the cut sheet or auto cut roll paper in the eject slot (Hold Paper), or allow it to be fully ejected (Eject Paper). To prevent the print surface from being scratched when the paper is ejected and it drops down, we normally recommend using **Hold Paper**. When using **Hold Paper**, manually pull the edge of the paper out of the printer so that the paper does not drop down.
	Eject Paper	

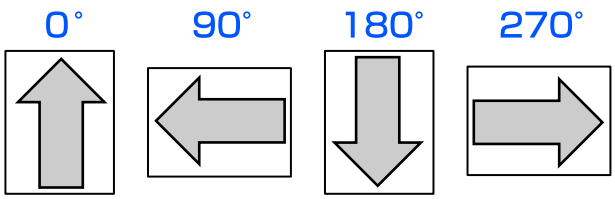
Settings item	Settings value	Explanation
Custom Paper Setting (Touching any of the registry numbers from 01 to 10 will display settings items.)		
Change Name		Register and change the name of the custom paper settings. The name registered here is displayed in the **Paper Type** list. Touch this to display the keypad screen. Up to 20 characters may be input for the name. The keypad screen can be switched as shown below with the button marked.  Touch the icons at bottom left to switch between input methods. ABC: Enters alphabet letters. 123#: Enters numbers and symbols. To change the key layout of the full keyboard, use **Keyboard** in the Basic Settings menu. "General Settings - Basic Settings" on page 88
Change Reference Paper	Sublimation Transfer Paper	You can select the media type that is the closest to the paper you are using.
Advanced Media Setting		
Platen Gap	1.6	This is the Platen Gap (distance between print head and paper) for the paper selected in **Change Reference Paper**, so it does not normally need to be changed. Change this to a setting that will widen the gap (a higher value) if print results are smeared.
	2.1	
	2.6	
Top/Bottom Margins	Standard *	Setting this to Standard will set the top/bottom margins as follows depending on the printer driver print targets. ❏ CAD Line Drawing: 3 mm/3 mm ❏ Others: 30 mm/30 mm Left and right margins will remain at 3 mm regardless of settings. If there is any soiling on the top section of the print results, increase the top margin. "Printable area" on page 132
	Top 3 mm/Bottom 3 mm	
	Top 15 mm/Bottom 15 mm	
	Top 45 mm/Bottom 15 mm	
Back Tension	Auto *	If there is any wrinkling on the paper during printing, select **High** or **Extra High**.
	Standard	
	High	
	Extra High	

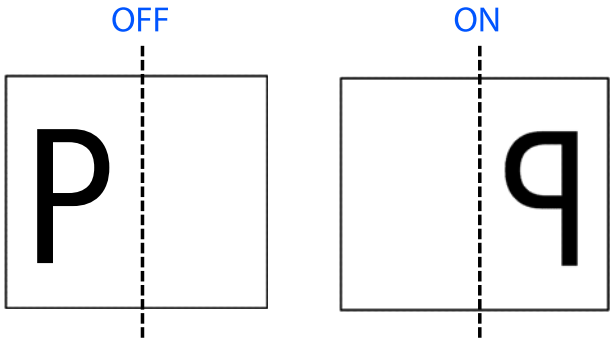
Settings item	Settings value	Explanation
Drying Time		
Drying Time per Pass	0.0 to 10.0 seconds (0.0*)	Select the time the print head pauses to allow drying after each pass. Choose from values between 0.0 and 10.0 seconds. Depending on the paper type, the ink may take a while to dry. If the ink blurs on the paper, set a longer time for drying the ink. Increasing the drying time increases the time needed to print.
Drying Time per Page	0.0 to 60 minutes (0.0*)	Specify how long the printer pauses to allow the ink to dry after printing each page; choose from values between 0 and 60 minutes. Depending on the ink density or paper type, the ink may take a while to dry. If the ink blurs on the paper, set a longer time for drying the ink. The longer the drying time, the more time required for printing.
Auto Cut	On *	Select whether to automatically cut (On) or not cut (Off) using the built-in cutter as each page is printed on roll paper. Set On to automatically cut the edge if it is not a horizontal cut when paper is loaded. The setting selected with the printer driver takes priority when the printer driver is used. "Cutting the Roll Paper" on page 29
	Off	
Restore Default		Restore the selected Custom Paper settings to default settings.
Printing Language		
USB	Auto *	Normally, leave the setting as Auto. If HP-GL/2 or HP RTL print data is sent from a CAD application or plotter, this is automatically determined, and switched to HP-GL/2 mode. If HP-GL/2 mode printing is not carried out normally, or if normally printing in HP-GL/2 or HP RTL, set as **HP-GL/2**.
	HP-GL/2	
Network	Auto *	
	HP-GL/2	

Settings item	Settings value	Explanation
Universal Print Settings		
Paper Source	Roll Paper *	Select the paper source. If the paper is not loaded as in the set paper source, then an error will occur during printing.
	Auto Sheet Feeder	
	Cut Sheet(1 sheet)	
Print Quality	Standard *	Select the print quality. **Standard** prints with the quality mode appropriate for the Paper Type setting for the paper selected in **Paper Source**.
	Speed	
	Fine	
	Super Fine	
Color Mode	Color *	Specify whether to print in color or switch to black and white and then print.
	Black/White	
Page Margins option	Clip By Margins *	Depending on the base output size setting, adds the value selected for the page margin (area of B in the following illustration) inside the hard clip area of the PS command of the data or the size selected for base output size (area of A in the following illustration). When there is a print object in the margin section, it is clipped and not printed. 

Settings item	Settings value	Explanation
	Oversize	The position at which the margin is added depends on the base output size setting, as shown below. ❏ When set to Auto Adds the value selected for page margin (area of B in the following illustration) outside the hard clip area of the PS command of the data (area of A in the following illustration).  ❏ When set to a standard size or user defined size Adds the value selected for page margin (area of B in the following illustration) outside the size selected for base output size (area of A in the following illustration). With the actual output size, the margin section becomes larger than the selected size (the area of A in the following illustration). 

Settings item	Settings value	Explanation
Page Margin	3 mm *	Select the top, bottom, left, and right margin values. For a cut sheet, the top, bottom, left, and right margin values are 3 mm regardless of the settings.
	5 mm	
Smoothing	On	This setting is enabled when **Resolution** is set to **Standard** and there is no resolution specification in the sent print data. Setting this to **On** will print at the maximum resolution corresponding to the Paper Type setting for the paper selected in **Paper Source**, but depending on the data, this may result in a long print time, or failures in printing because of insufficient memory.
	Off *	
Base Output Size	Auto *	The hard clip area of the PS command of the data becomes the base output size. The actual output size depends on the Page Margins option. When the data does not contain a PS command, the smallest rectangle area Ⓐ of in the following illustration including the print object becomes the base output size. 
	A Series	The compatible standard sizes for the selected **Paper Source** are displayed, therefore select the Base Output Size. The actual output size depends on the Page Margins option. For a cut sheet, this setting is available only when the data does not contain a PS command. If the data contains a PS command, this setting is not available, and the hard clip area of the PS command becomes the Base Output Size.
	US-ANSI	
	US-ARCH	
	B Series (ISO)	
	B Series (JIS)	
	Others	
	User-Defined	Select this option when outputting at non-standard sizes. After selecting this setting, set Paper Width and Paper Height. You can set in 0.1 mm increments. The actual output size depends on the Page Margins option.

Settings item	Settings value	Explanation
Resolution	Standard *	This setting is enabled when the resolution is not specified in the sent print data. **Standard** prints at the resolution corresponding to the Paper Type setting for the paper selected in **Paper Source** and the **Print Quality** setting.
	300dpi	
	600dpi	
	1200dpi	
Color Mode (Common)	EPSON Standard (sRGB)	Optimize the sRGB space and correct the color.
	Business Graphics *	Perform color correction to sharpen your images based on the sRGB space.
	GIS	Perform color correction suitable for when printing GIS (Geographic Information System) topographical maps or similar.
	Line Drawing	Perform color correction suitable for CAD drawings and other line drawings.
	Off (No Color Management)	Do not perform color correction.
HP-GL/2 Unique Settings (Print settings unique to HP-GL/2 or HP RTL modes.)		
Rotate	0°*	You can rotate the coordinates of the drawn data counterclockwise in units of 90° before printing. Note that objects drawn by RTL are not rotated. When both this setting and the RO command specify rotation, rotation is performed using the combined amount of both values. Note that rotation by the RO command is for objects only (the arrow section in the following illustration), and rotation is not performed for the drawn area (the square section in the following illustration). As a result, objects in a section that protrude from the drawn area are not printed. 
	90°	
	180°	
	270°	
Origin Setup	Left Edge *	Set the data coordinate origin.
	Center	

Settings item	Settings value	Explanation
Mirror Image	On	Select whether to flip horizontally (mirror) using the center of the output size width as the basis line and then print (On) or print without flipping horizontally (Off).  If an angle is specified for rotate, the rotated result is flipped horizontally.
	Off *	
Line Merge	On	Select whether to merge the intersection of the overlapping lines within the image according to the MC command of the data (On), or move lines to be printed later to the front at intersections (Off). 
	Off *	
Color Mode (HP-GL/2)	EPSON Standard (sRGB)	Optimize the sRGB space and correct the color.
	Business Graphics	Perform color correction to sharpen your images based on the sRGB space.
	GIS	Perform color correction suitable for when printing GIS (Geographic Information System) topographical maps or similar.
	Line Drawing *	Perform color correction suitable for CAD drawings and other line drawings.
	Off (No Color Management)	Do not perform color correction.

Settings item	Settings value	Explanation
Select Palette	Software *	From the following selections, choose the palette that specifies the color and thickness of the logical pen. ❏ Software: Print according to the pen configuration set in the application, and ignore the built-in palette of the printer. ❏ Default: Print according to the settings of the built-in palette of the printer specified in advance. The settings of the palette cannot be changed. The built-in palette specifies a logical pen with a pen width of 0.35 mm and 256 colors. ❏ Palette A / Palette B: Print according to the settings of the built-in palette that you specified for Define Palette. If Define Palette setting is not set, the results are the same as when Default is selected. When Default / Palette A / Palette B are set, the pen configuration set in the application is ignored. Selected palette settings can be printed with **Print Color Palette** and confirmed.
	Default	
	Palette A	
	Palette B	
Print Color Palette	Print	Settings of the palette selected in **Select Palette** are printed as A3 size. You can check the colors corresponding to the color number for the pen colors.
Define Palette		
Palette A		
Pen 0 to Pen 15		
Pen Width	0.13 to 12.00 mm	In **Select Palette**, selecting **Palette A** will print in accordance with the settings defined here. You can define a unique built-in palette by specifying the pen width and color for the 16 types of logical pen. Select the pen number, and then define the pen width and pen color for each pen. You can use **Print Color Palette** to print and check the colors corresponding to the color number for the pen colors.
Pen Color	0 to 255	
Palette B		
Pen 0 to Pen 15		
Pen Width	0.13 to 12.00 mm	In **Select Palette**, selecting **Palette B** will print in accordance with the settings defined here. Settings details are the same as for Palette A.
Pen Color	0 to 255	
Restore default HP-GL/2 Unique Settings	No	Select **Yes** to restore all HP-GL/2 Unique Settings settings to the default settings.
	Yes	
Thick Paper	Off *	If the paper is thick, the print head may scuff the print surface. Choose **On** to prevent scuffing. If **On** is set, the platen gap, which is the distance between the print head and the paper, will widen. However, if the platen gap is already at its maximum, then setting this to **On** will have no effect.
	On	
Bidirectional	On *	Setting this to **On** will cause the print head to print while moving both left and right. Setting this to **Off** reduces ruled line misalignment, but printing takes more time.
	Off	

Settings item	Settings value	Explanation
PC Connection via USB	Enable *	Setting this to **Enable** allows access from a USB-connected computer. Setting this to **Disable** does not allow access.
	Disable	
USB I/F Timeout Setting	0 sec, or 5 to 300 sec (60*)	If printing stops mid-way when the printer and computer are connected by a USB cable, set a longer time.

General Settings - Network Settings

*Default setting

Settings item	Settings value	Explanation
Wi-Fi Setup		
Router (Connect via Wi-Fi)		**Disconnected or disabled** This is displayed in gray. Touch this, and on the next screen touching **Start Setup** will display a **Wi-Fi Setup Wizard** menu, performing a connection operation. **Connected** Touch to display the connection status and settings information. Touch **Change Settings** to display **Wi-Fi Setup Wizard** and other menus that allow you to switch the access point. ☞ "Switching to Wireless LAN" on page 72
Wi-Fi Setup Wizard		The list of SSIDs for the detected access points is displayed. From the list, select the SSID to connect to, and connect.
Push Button Setup(WPS)		If the access point to use supports WPS (Wi-Fi Protected Setup), then this menu item can be used for connection. Input of SSID and password is not required. After selecting this menu item, touch and hold the push button on the access point until it flashes, then again touch **Start Setup** on the printer screen to connect.
Others		
PIN Code Setup(WPS)		If the access point to use supports WPS (Wi-Fi Protected Setup), then this menu item can be used for connection. Touch this to display the PIN code and **Start Setup**. Input the displayed PIN code from a computer into the access point within 2 minutes, then touch **Start Setup** to connect.
Wi-Fi Auto Connect		The menu used after installing software from the Software Disc, and connecting to the printer by following the wizard.
Disable Wi-Fi		Selecting this means that the wireless LAN connection will be initialized and disconnected. In the event of problems with the wireless LAN connection, use this menu to reconnect and attempt to resolve the problem.

Settings item	Settings value	Explanation
Wi-Fi Direct		**Disconnected or disabled** This is displayed in gray. Touch this, and then touch **Start Setup** on the next screen to display **Start Setup**. Touch **Start Setup** to enable Wi-Fi Direct and display the printer's SSID and password. **Connected** Touch to display the printer SSID and password, as well as the number of connected devices. Touch **Change Settings** to display **Change Password** and other menus. ☞ "Directly Connecting Wirelessly (Wi-Fi Direct)" on page 73
Change Network Name		Change the name of the Wi-Fi Direct connection (SSID) that is used to connect to the printer to any value. Changing the connection name (SSID) will disconnect all connected devices. If you change the connection name, you need to re-connect with the new connection name (SSID) from the device you want to connect to.
Change Password		You can change the Wi-Fi Direct password. Changing the password will disconnect all connected computers and smart devices.
Disable Wi-Fi Direct		Performing this operation will disconnect all connected computers and smart devices. To disconnect only a specific device, disconnect the connection from the device.
Restore Default Settings		Restores all Wi-Fi Direct settings to the manufacturer's settings. This also removes connection information stored by the printer that was registered using the Wi-Fi Direct feature of the smart device.
Wired LAN Setup		Touch to change a wireless LAN connection to a wired LAN connection. Touch **Start Setup** to disable the wireless LAN connection. ☞ "Switching to Wired LAN" on page 72
Network Status		
Wired LAN/Wi-Fi Status		Display current communications status and connection settings such as IP address, etc.
Wi-Fi Direct Status		Display number of connected devices and connection settings such as SSID.
Print Status Sheet		Print current network connection detailed information.
Connection Check		Confirm the network status of the printer, and print a network connection check report. In the event of problems, respond in accordance with the diagnostics results.
Advanced		

Settings item	Settings value	Explanation
Device Name		Set the name of the printer to use on the network.
TCP/IP	Auto *	Automatically assign the printer IP address using DHCP functionality in the router.
	Manual	Select this to manually assign a fixed IP address, then input the IP address, subnet mask, and other required information.
Proxy Server	Use	When using a proxy server to directly connect from the intranet to the Internet so that the printer may directly access the Internet for firmware updates or similar, select **Use**, and set the server name and port number.
	Do Not Use *	
IPv6 Address	Enable *	Select whether to enable or disable the IPv6 function.
	Disable	
Link Speed & Duplex	Auto *	Normally, set this to **Auto**.
	10BASE-T Half Duplex	
	10BASE-T Full Duplex	
	100BASE-TX Half Duplex	
	100BASE-TX Full Duplex	
Redirect HTTP to HTTPS	Enable *	Select whether to enable or disable the function to auto-redirect HTTP to HTTPS.
	Disable	
Disable IPsec/IP Filtering	Enable	To enable IPsec/IP filtering functionality, use Web Config.
	Disable *	
Disable IEEE802.1X	Enable	To enable IEEE802.1X functionality, use Web Config.
	Disable *	

General Settings - System Administration

*Default setting

Settings item	Settings value	Explanation
Security Settings		
Admin Settings		
Admin Password	Register	The initial password for each printer is different when the printer is shipped from the factory. We recommend that you do not continue to use the initial password when you start using the printer; change it to a password of your choice. Keep the password in a safe place. Should you forget the password, contact your dealer or Epson Support.
	Change	
	Clear All Settings	
Lock Setting	Off *	Setting **On** will result in the administrator password being requested when any of the following menu items are selected, and unless the password is entered, changing the setting or running the function will not be possible. Set the Admin Password before you select On ❏ Sleep Timer ❏ Power Off Timer ❏ Circuit Breaker Interlock Startup ❏ Date/Time Settings ❏ Operation Time Out ❏ Printing Language ❏ Universal Print Settings ❏ PC Connection via USB ❏ USB I/F Timeout Setting ❏ Network Settings ❏ Powerful Cleaning ❏ Power Ink Flushing
	On	
Restore Default Settings		
Network Settings	Yes	Touch **Yes** to restore all Wi-Fi/network settings to the manufacturer's settings.
	No	
Clear All Data and Settings	Yes	Touch **Yes** to restore all settings with the exception of Date/Time Settings, Length Unit, and Language in the Settings menu to the default settings.
	No	
Firmware Update		

Settings item	Settings value	Explanation
Update		Using this function requires that the printer be connected to a network that can be connected to the Internet. Touch **Start Checking** to access the Epson website, and to start a search for new firmware. If there is a display indicating that there is new firmware, then follow the on-screen instructions to update the firmware. Updating firmware takes approximately 5 minutes. However, this may take longer depending on the network environment. During update, do not turn off the printer or unplug the power cable from the outlet. Failure to observe this precaution could lead to damage.
Notification	Off *	Set **On** to automatically check periodically for new firmware. If new firmware is found, a message will be displayed when the power is turned on.
	On	

Maintenance

Settings item	Settings value	Explanation
Print Quality Adjustment	Start	Perform the same adjustment as in **Media Adjust** in the Paper Setting menu. When carrying out this action from this menu, select the paper source from the first screen. ☞ "Optimizing Paper Settings (Media Adjust)" on page 39
Print Head Nozzle Check	Start	Check for clogged nozzles by printing a check pattern. ☞ "Checking the print head for clogging and then cleaning" on page 106
Head Cleaning	Start	Perform if the printed check pattern has faint or missing areas. ☞ "Checking the print head for clogging and then cleaning" on page 106
Paper Guide Cleaning	Start	Run this when the printing side of the paper is soiled when printing from the auto sheet feeder. ☞ "Rollers stain the print surface" on page 121
Reset Ink Level	Display Important Notes	Perform this when updating the ink level information. When refilling ink, you can do the same by following instructions on the printer's screen.
Ink Level Setting	Display Important Notes	You can set a more accurate time to display ink level information update messages. Check the ink level in the tank, and then set the level on the printer.
Replace Maintenance Box	Display procedure	Select when replacing the Maintenance Box while confirming the procedure. If you are familiar with replacement and do not need to confirm the procedure, you can replace the Maintenance Box without selecting this menu item. ☞ "Replacing Maintenance Box" on page 111
Replace Cutter	Start	Select to replace the cutter if the paper is not cut cleanly. Follow the on-screen instructions to replace. ☞ "Replacing the Cutter" on page 112

Settings item	Settings value	Explanation
Powerful Cleaning	Start	Run this when the faint or missing areas in the check pattern do not improve even after performing **Head Cleaning** three times in a row. "Powerful Cleaning" on page 106
Power Ink Flushing	Start	Replaces all of the ink in the ink tubes. Print quality may improve if this is performed after printing or cleaning when the ink is not visible through the ink tank window. However, this consumes more ink than Normal cleaning. "Power Ink Flushing" on page 107
Total CR	XXXXXXXXXX	Displays the current number of carriage passes.

Printer Status/Print

Settings item	Settings value	Explanation
Print Status Sheet		
Configuration Status Sheet		Print a list of current printer settings. Use this to view all information at a glance.
Network		Display current network settings details. Displayed details are the same as displayed in **General Settings** - **Network Settings** - **Network Status**.

Maintenance

Clearing a Clogged Print Head

The print head nozzles may be clogged if the printouts have streaks, uneven colors, blurred text, or if the image is printed in an unexpected color. Check the nozzles and clean the print head if it is clogged. If clogging cannot be cleared after performing normal cleaning three times in a row, perform a powerful head cleaning.

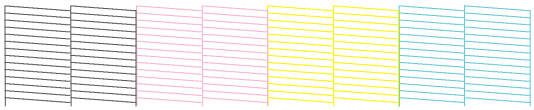
Note the following points before cleaning.

- ❏ Cleaning the print head consumes ink.
  This is only necessary when there is a problem with the print results and a nozzle check has confirmed clogging.
  Powerful head cleaning consumes more ink than normal print head cleaning.
- ❏ If the ink levels are low, prepare new ink bottles in advance.
- ❏ If the amount of free space in the maintenance box is low, prepare a new maintenance box in advance.

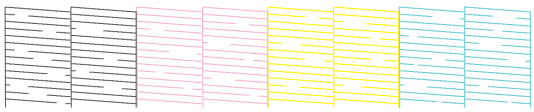
> ***Important:***
> *Make sure the transportation caps are in the printing position before cleaning the print head or performing powerful cleaning.*
> *"Moving or Transporting the Printer" on page 134*

Checking the print head for clogging and then cleaning

1. From the Home screen, touch **Settings** - **Maintenance** - **Print Head Nozzle Check**.
2. Touch **Start** to start printing a check pattern.
   When changing the paper source displayed on the start screen, touch **Paper Source**.
3. Refer to the following, and check the printed check pattern for clogging.
   Example of clean nozzles

   If none of the pattern is missing, the print head nozzles are not clogged. Touch ○ to end the nozzle clogging check.
   Example of clogged nozzles

   If the pattern has missing areas, touch ⊗ to display the **Head Cleaning** screen. Proceed to the next step.
4. Touch **Start** to start cleaning.
   When cleaning is complete, **Print the pattern?** is displayed. Touch **Yes** to return to step 2. Repeat steps 2 to 4, and check if the problem has been resolved.

If the nozzles are still clogged after performing print head cleaning three times in a row, then perform **Powerful Cleaning**.

Powerful Cleaning

Perform powerful head cleaning when normal head cleaning has been performed three times in a row and the clogging has not been cleared.

Visually check the ink tank is at least 30 percent full.

1. From the Home screen, touch **Settings** - **Maintenance** - **Powerful Cleaning**.
   Powerful Cleaning takes a maximum of 16 minutes.
2. Touch **Start** to start cleaning.
   When cleaning is complete, **Print the pattern?** is displayed. Touch **Yes** and then touch **Start** on the next screen to print a check pattern. Check if the clogged nozzles have been cleared.

If the nozzles are still clogged after performing Powerful Cleaning, turn off the printer and leave it overnight or longer. When left for some time, the clogged ink may dissolve.

If the nozzles are still clogged, contact your dealer or Epson Support.

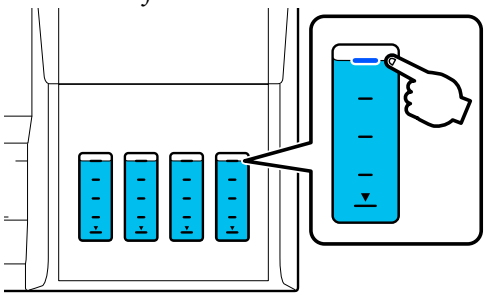
Power Ink Flushing

Replaces all of the ink in the ink tubes.

Print quality may improve if this is performed after printing or cleaning when the ink is not visible through the ink tank window.

Important:

❏ *Make sure there is enough ink remaining in theink tanks.*
Because all of the ink in the ink tubes is replaced,if you perform this operation with only a smallamount of ink remaining, the ink may containbubbles and you will not be able to print correctly. Execute after refilling ink to the upper line on the ink tank. Power Ink Flushing takes a maximum of 20 minutes.



❏ *You may need to replace the maintenance box. Ink in the tubes is discharged into the maintenance box. When the maintenance box is full, you cannot print until it has been replaced. We recommend preparing a new maintenance box in advance.*

1 From the Home screen, touch **Settings** - **Maintenance** - **Power Ink Flushing**.

2 Follow the on-screen instructions to perform **Power Ink Flushing**.

3 After performing Power Ink Flushing, check the nozzles to see if the clogged nozzles have been cleared.

Refilling Ink and Replacing Consumables

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.

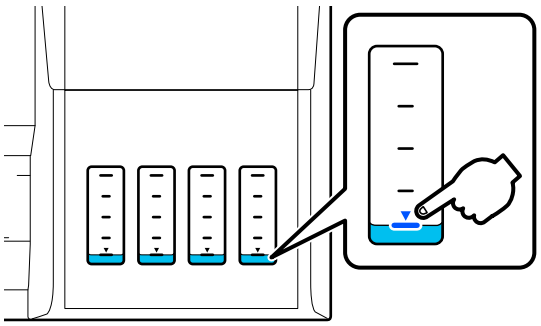
You can download these from your local Epson Web site.

Checking how much ink remains

Check all ink tanks visually to confirm the amount of ink remaining.

Important:

If you continue to use the printer when the amount of ink remaining is below the bottom line, a malfunction could occur.

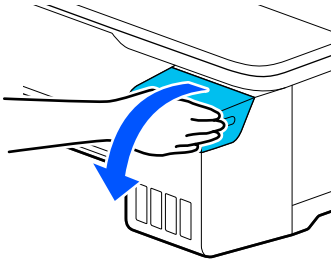


Refilling ink

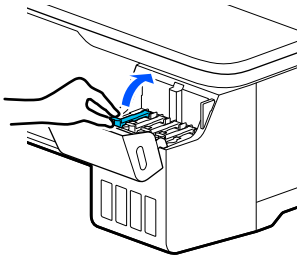
Important:

To keep the printer in optimum condition, do not repeatedly fill the tanks with small amounts of ink.

1 Open the ink tank cover.



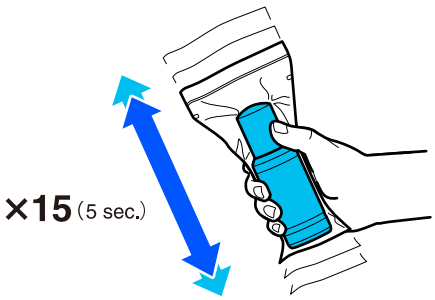
2 Open the ink tank caps to refill the ink.



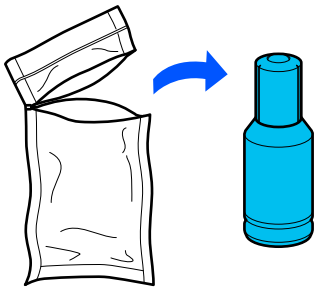
Important:

Make sure the color of the ink tank matches the color of the ink you want to refill.

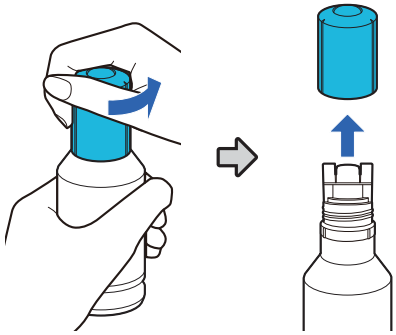
3 Make sure you shake the ink bottle as shown before you open it.



4 Remove the ink bottle from the bag.



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

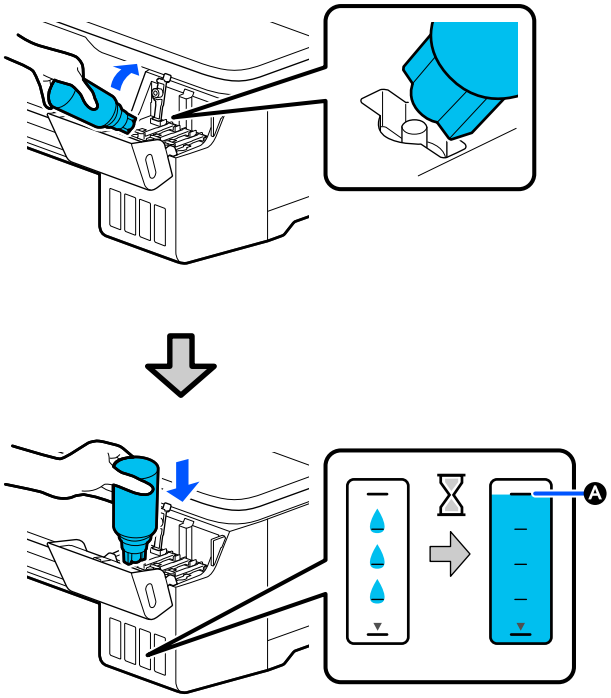


> ***Important:***
>
> ❏ *Be careful not to spill any ink.*
>
> ❏ *Do not touch the top of the ink bottle after removing the cap; otherwise you may be smeared with ink.*

6 Check the color of the ink, align the top of the ink bottle with the filling port, and then insert it straight into the port.

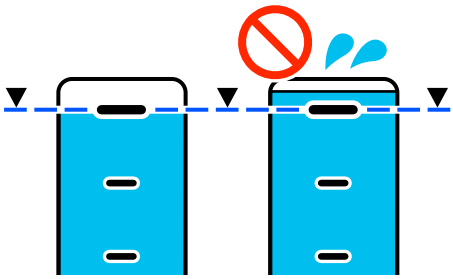
❏ Ink pouring starts automatically. If the ink does not start pouring, try re-inserting the bottle. If the colors of the ink do not match, the ink does not pour.

❏ Ink pouring stops automatically when it reaches the upper line. Even if there is ink remaining in the bottle, do not try to force it into the tank. You can use the remaining ink later.



Ⓐ indicates the upper line.

> ***Important:***
>
> ❏ *Do not remove and insert the bottle again when the ink is filled to the upper line. Otherwise, ink could leak.*

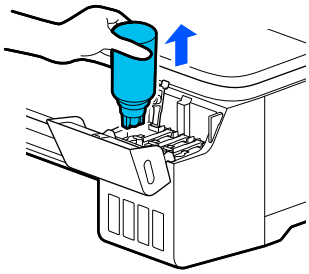


> ❏ *Do not hit the top of the bottle when the cap is removed. Otherwise, ink may leak.*
>
> ❏ *Do not grip the bottle too tightly. Otherwise, ink may leak.*



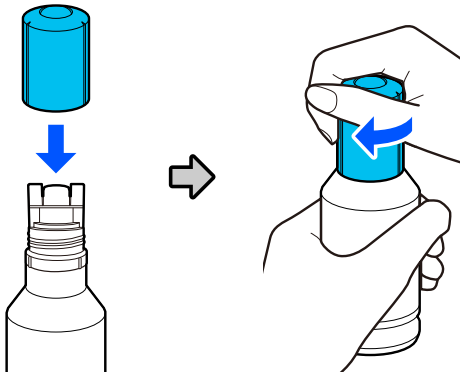
Note:
If the ink does not start flowing into the tank, remove the ink bottle and try reinserting it.

7 When ink refilling is complete, remove the bottle.

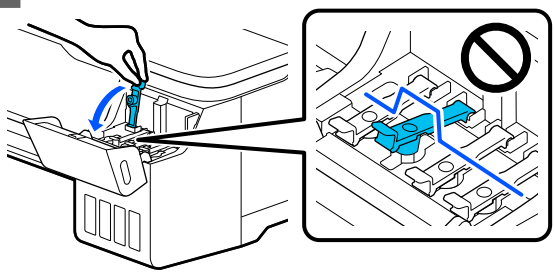


Important:
Do not leave the bottle in the tank. Otherwise, the bottle could be damaged or ink may leak.

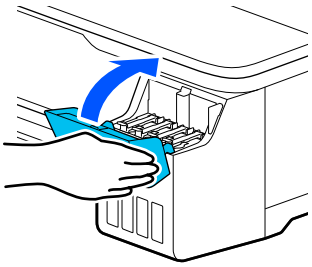
8 If ink remains in the bottle, tighten the bottle cap and store it upright.



9 Close the ink tank caps firmly.



10 Close the ink tank cover.



11 Follow the on-screen instructions to update the ink level.

Important:
If you reset the ink level information without refilling the ink to the upper line and continue to print, printing may be performed without ink and the printer may malfunction. Make sure you check the actual ink level visually before printing.

Replacing Maintenance Box

When the message **The Maintenance Box is at the end of its service life.** is displayed, you need to replace the maintenance box.

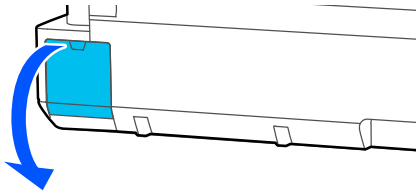
When the message **The Maintenance Box is nearing the end of its service life.** is displayed, prepare a new maintenance box. Printing is possible until replacement is instructed.

Supported maintenance box "Options and Consumable Products" on page 129

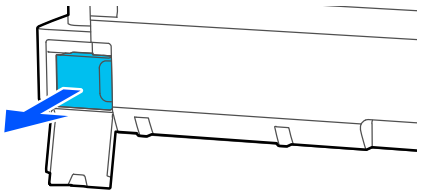
Important:
Do not replace the Maintenance Box while printing. Waste ink may leak.

Note:
*You can replace the Maintenance Box while viewing the procedure on the screen. To see the guide, from the Home screen, touch **Settings** - **Maintenance** - **Replace Maintenance Box**.*

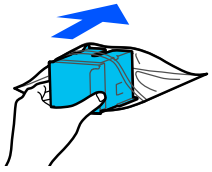
1 Open the Maintenance Box cover on the back of the printer.



2 Pull out the Maintenance Box.

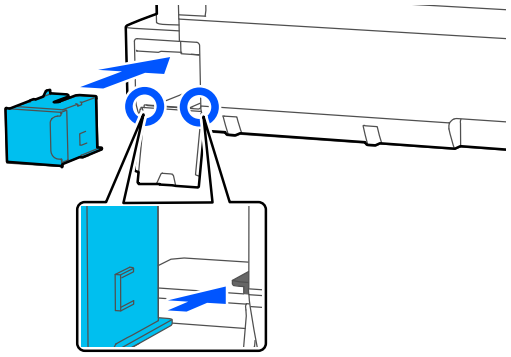


3 Place the used Maintenance Box in the clear bag included with the new Maintenance Box, and make sure that the zipper is closed tight.



Important:
Until the fastener is closed securely, do not tilt the Maintenance Box. Waste ink may leak.

4 Align the protruding lip of the new Maintenance Box with the rail at the insertion point, and insert the box until it cannot go any further.



Important:
Do not touch the IC chip on the Maintenance Box. Doing so may prevent normal operation and printing.

5 Close the Maintenance Box cover.

Replacing the Cutter

Replace the cutter when it is not cutting paper cleanly.

Supported cutter "Options and Consumable Products" on page 129

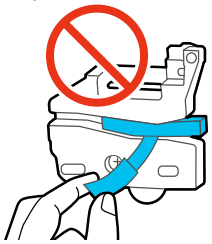
Use a cross-head screwdriver to replace the cutter. Make sure you have a cross-head screwdriver with you before you start work.

Caution:

Store the cutter out of the reach of children. The cutter's blade could cause an injury. Pay careful attention when replacing the cutter.

Important:

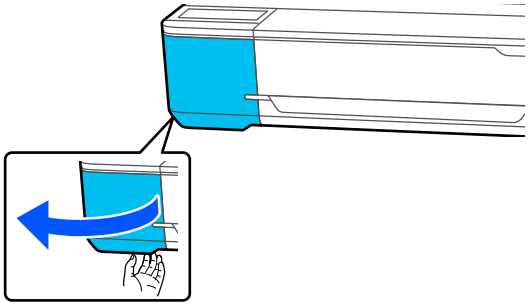
- ❏ *Dropping the cutter, or knocking it against hard objects may chip the blade.*
- ❏ *The protective material and sheet inserted in the new cutter is to protect the blade. Do not remove it until you are instructed to do so.*



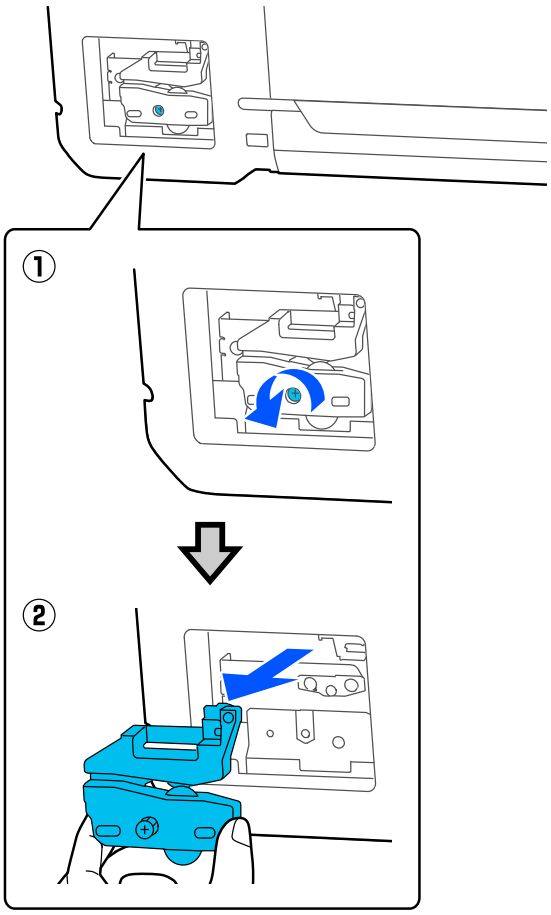
1 From the Home screen, touch **Settings** - **Maintenance** - **Replace Cutter**.

The Replace Cutter screen appears.

2 Touch **Start** to open the cutter cover.



3 Loosen the screw holding the cutter in place using a cross-head screwdriver and pull the cutter straight out.

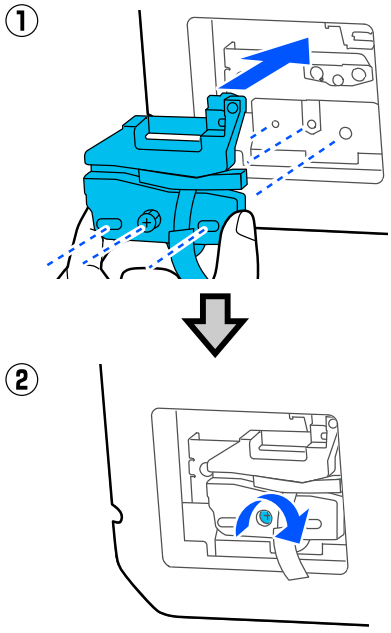


Note:

Place the used cutter in a plastic bag, then dispose of in accordance with regional ordinances, and as directed by local government.

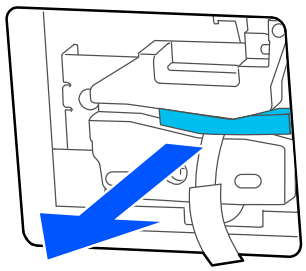
4 Install the new cutter.

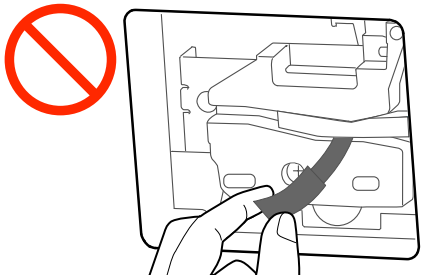
Insert the cutter so that the pin on the printer matches up with the hole on the cutter. Use a cross-head screwdriver to tighten down the screw to hold the cutter in place.



> ***Important:***
> *Screw the cutter firmly, otherwise the cut position may be slightly shifted or skewed.*

5 Remove the protective material shown in the figure.



> ***Important:***
> *Do not pull the protective sheet.*
>
> 

6 Touch **OK**.

The cutter moves and the protective sheet stuck to the blade comes off. Remove the protective sheet.

7 Close the cutter cover.

Problem Solver

What to do When a Message is Displayed

If the printer displays one of the messages shown below, refer to the solution listed and take the necessary steps.

Messages	Solutions
The maintenance box is not recognized.	Reinstall the Maintenance Box. If the message persists after reinstalling it, replace with a new Maintenance Box (do not reinstall the Maintenance Box that caused the error). "Replacing Maintenance Box" on page 111
Cannot start cleaning because the Maintenance Box is full. Replace it and try again.	The Maintenance Box does not have enough capacity to store ink discharged in print head cleaning, and therefore cannot perform cleaning. To perform cleaning, replace the Maintenance Box with a new one. The removed Maintenance Box may be reinstalled after cleaning is completed. "Replacing Maintenance Box" on page 111
Command Error Check the printer driver setting.	Touch **Cancel** to stop printing. Confirm that the printer driver you are using supports this printer.
Recovery Mode	The firmware update failed, so the printer has started in recovery mode. Use the procedure below to update the firmware again. (1) Connect a computer and the printer using a USB cable. (Updates during recovery mode cannot use a network connection.) (2) Download the latest firmware from the Epson website, and start the update. Refer to the firmware download page for update methods.

When a Maintenance Call/Printer Error Occurs

Error messages	Solutions
Maintenance Request Parts Service Life Ending/End Of Parts Service Life XXXXXXXX	A part used in the printer is nearing the end of its service life. Contact your dealer or Epson Support and tell them the maintenance request code. You cannot clear a maintenance error until the part is replaced. A service call occurs if you continue to use the printer.
Printer Error Printer error. Turn power off and on again. For details, see your documentation. XXXXXX	Turn off the printer, disconnect the power cable from the outlet and from the AC inlet on the printer, and then reconnect. Turn on the printer again multiple times. If the same call for service is displayed on the LCD panel, contact your dealer or Epson Support for assistance. Tell them the call for service code is "XXXXXX".

Troubleshooting

You cannot print (because the printer does not work)

The printer does not turn on.

■ **Is the power cable plugged into the electrical outlet or the printer?**

Make sure the power cable is securely plugged into the printer.

■ **Is there a problem with the power outlet?**

Make sure your outlet works by connecting the power cable for another electric product.

The printer turns off automatically.

■ **Is the automatic power off configured?**

To prevent the printer turning off automatically, select **Off**.

☞ "General Settings - Basic Settings" on page 88

The printer driver is not installed properly (Windows).

■ **Is the icon for this printer displayed in the Devices and Printers/ Printers/Printers and Faxes folder?**

❏ Yes
The printer driver is installed. See the "The printer is not communicating with the computer" section.

❏ No
The printer driver is not installed. Install the printer driver.

■ **Does the printer port setting match the printer connection port?**

Check the printer port.

Click the **Port** tab in the printer Properties dialog and check the option selected for **Print to the following port(s)**.

❏ USB: **USB**xxx (x stands for the port number) for the USB connection

❏ Network: The correct IP address for the network connection

If it is not indicated, the printer driver is not installed correctly. Delete and reinstall the printer driver.

☞ "Uninstalling Software" on page 24

The printer driver is not installed properly (Mac).

■ **Is the printer added to the printer list?**

Select **System Preferences** > **Printers & Scanners** (or **Print & Fax**) from the Apple menu.

If the printer name is not displayed, add the printer.

☞ "How to Select the Dedicated Printer Driver for This Printer" on page 50

The printer is not communicating with the computer.

■ **Is the cable plugged in properly?**

Confirm that the interface cable is securely connected to both the printer port and the computer. Also, make sure the cable is not broken nor bent. If you have a spare cable, try connecting with the spare cable.

■ **Do the interface cable specifications match the specifications for the computer?**

Make sure the interface cable specifications match the specifications for the printer and the computer.

☞ "System Requirements" on page 138

■ **When using a USB hub, is it being used correctly?**

In the USB specification, daisy-chains of up to five USB hubs are possible. However, we recommend that you connect the printer to the first hub connected directly to the computer. Depending on the hub you are using, the operation of the printer may become unstable. If this should occur, plug the USB cable directly into your computer's USB port.

■ **Is the USB hub recognized correctly?**

Make sure the USB hub is recognized correctly on the computer. If the computer correctly detects the USB hub, disconnect all USB hubs from the computer and connect the printer directly to the computer USB port. Ask the USB hub manufacturer about USB hub operation.

You cannot print under the network environment.

■ **Are the network settings correct?**

Ask your network administrator for the network settings.

■ **Connect the printer directly to the computer using a USB cable, and then try to print.**

If you are able to print via USB, there is a problem with network settings.

The printer has an error.

■ **View the message displayed on the control panel.**

"What to do When a Message is Displayed" on page 114

The printer stops printing.

■ **Is the status of print queue Pause? (Windows)**

If you stop printing or the printer stops printing because of an error, the print queue enters a **Pause** status. You cannot print in this status.

Double-click the printer icon in the **Devices and Printers**, **Printers**, or **Printers and Faxes** folder; if printing is paused, open the **Printer** menu and clear the **Pause** check box.

■ **Does the current printer status show Paused? (Mac)**

Open the status dialog for your printer and check whether printing is paused.

(1) Select **System Preferences** > **Printers & Scanners** (or **Print & Fax**) > **Open Print Queue** from the **Apple** menu.

(2) Double-click the icon for any printer that is **Paused**.

(3) Click **Resume Printer**.

Your problem is not listed here.

■ **Decide whether the trouble is caused by the printer driver or the application. (Windows)**

Perform a test print from the printer driver so that you can check that the connection between the printer and computer is correct and the printer driver settings are correct.

(1) Make sure that the printer is turned on and in ready status, and load A4 or larger paper.

(2) Open the **Devices and Printers**, **Printers**, or **Printers and Faxes** folder.

(3) Right-click the printer icon, and select **Properties**.

(4) In the Properties dialog, select the **General** tab and click **Print Test Page**.

After a while the printer starts to print a test page.

❏ If the test page is printed correctly, the connection between the printer and computer is correct. Go to the next section.

❏ If the test page is not printed correctly, check the items above again.
"You cannot print (because the printer does not work)" on page 115

The "Driver Version" shown on the test page is the version number of the Windows internal driver. This differs from the Epson printer driver version that you installed.

The printer operates, but nothing prints

■ **Confirm the printer operation.**

Print a nozzle check pattern.

☞ "Checking the print head for clogging and then cleaning" on page 106

If you can print the nozzle check pattern, the printer is not malfunctioning. Check the following section.

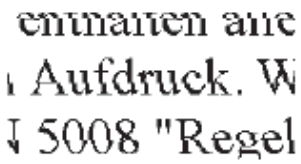
■ **Is the message Motor self adjustment running. displayed on the control panel's screen?**

The printer adjusts the internal motor. Wait for a while without turning off the printer.

The prints are not what you expected

Horizontal or vertical banding appears, double ruled lines, warped characters, wrinkling, smearing, or uneven colors

If the following problems with print quality occur, then respond by following the process flow on this page.

Horizontal or vertical banding	Double ruled lines or warped characters	Wrinkling, smearing, or uneven colors
		

Solutions

Check the paper	❏ Check that the paper is compatible with the printer, and that there are no wrinkles, folds, or bending. ☞ "Epson Special Media" on page 129 ☞ "Notes on Loading the Paper" on page 26 ❏ Check that the paper type setting matches the loaded paper, and if not, change it. ☞ "Setting Loaded Paper" on page 36

⇩ **If print results do not improve**

Perform Media Adjust	Paper settings are optimized for the paper loaded. ☞ "Optimizing Paper Settings (Media Adjust)" on page 39

⇩ **If print results do not improve**

Check for clogging in the print head and perform cleaning	Check for print head nozzle clogging, and if they are clogged, perform cleaning. ☞ "Checking the print head for clogging and then cleaning" on page 106

⇩ **If the clogged nozzles did not improve after cleaning three times in a row**

Run Powerful Cleaning	Run **Powerful Cleaning**. ☞ "Powerful Cleaning" on page 106

Ink drips



Perform Head Cleaning.

From the printer's menu, touch **Settings** - **Maintenance** - **Head Cleaning**.

When ink drips frequently

If ink continues to drip frequently even after performing Head Cleaning, follow the steps below to clean inside the printer.

You can watch the procedure on YouTube.
Epson Video Manuals

You need a special cleaning stick to clean inside the printer. Prepare a special cleaning stick in advance.
“Options and Consumable Products” on page 129

> ***Important:***
> *Make sure you use a special cleaning stick for cleaning. Cleaning with a commercially available cotton swab or cloth may cause malfunctions to occur.*

1. Remove all of the paper from the printer.
   “Removing Roll Paper” on page 30
   “Removing paper from the auto sheet feeder” on page 34
   “Removing Cut Sheet (1 Sheet)” on page 35
2. Turn off the printer, make sure the screen display is off, and then unplug the printer from the outlet.
3. Open the front cover.
4. Soak the cleaning stick in water.
   At this time, be careful not to let water drip from the cleaning stick.



5. Wipe the paper dust off the platen with a cleaning stick.

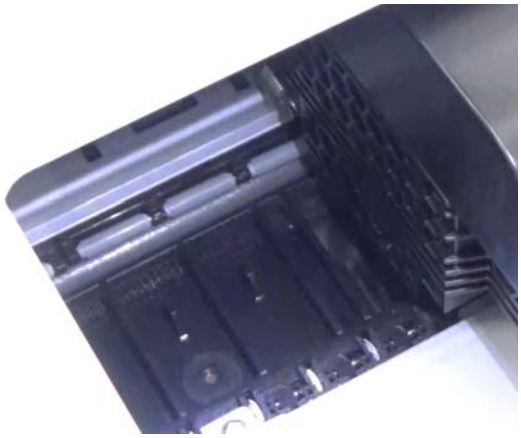
> ***Important:***
> *Move the cleaning stick to the left. Do not move it up and down.*







6 Make sure there is no paper dust as shown in the photo.

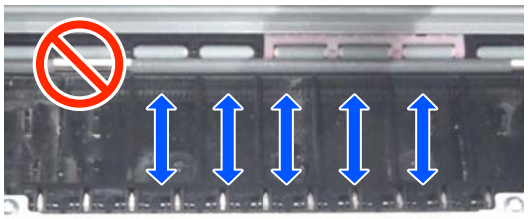


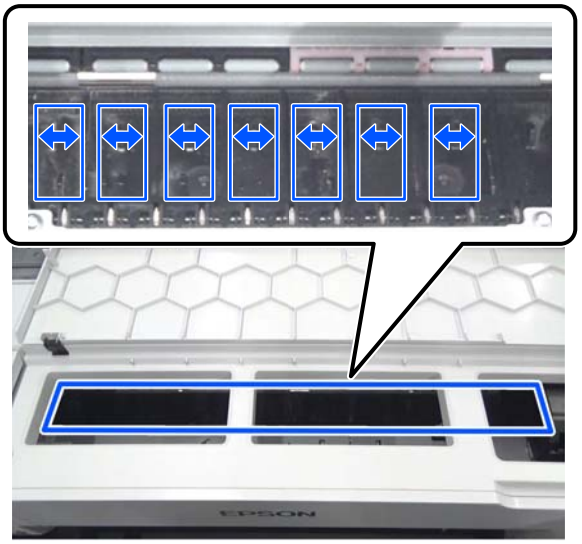
7 Clean all of the platen.

Repeat steps 4 to 6 to clean all dirty platens.

Important:

Move the cleaning stick left and right. Do not move it up and down.





8 If there is any water left on the platen, wipe it all off with a new, dry cleaning stick.

9 Close the front cover.

10 Open the cut sheet cover, unlock the center, and then open the roll paper cover.

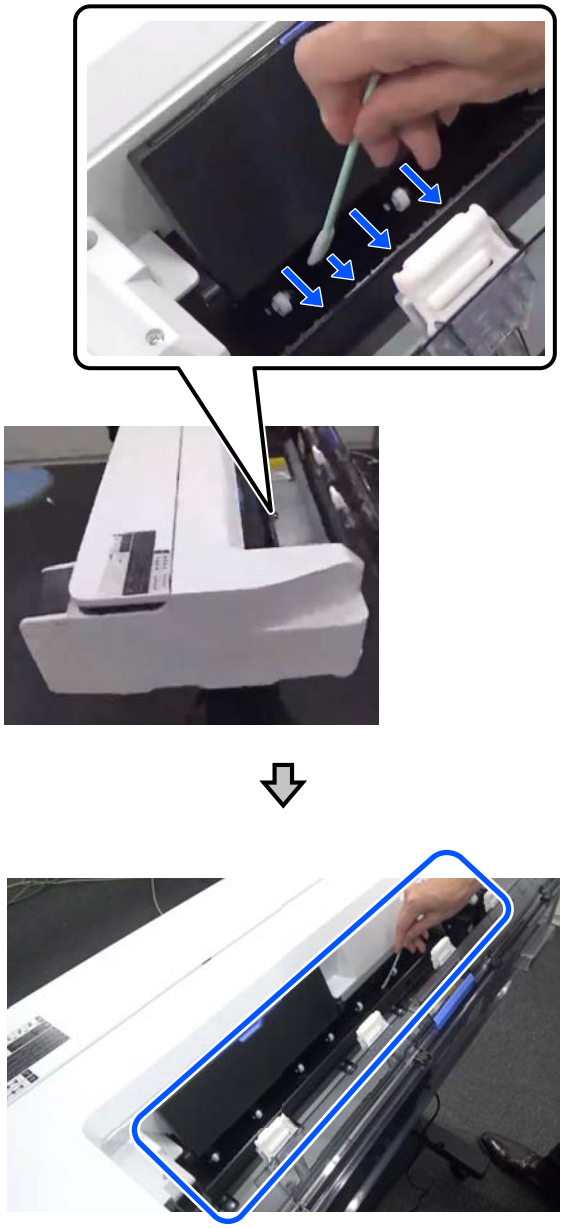
11 Soak the cleaning stick in water.

If the cleaning stick is dirty, replace it with a new one.

Be careful not to let water drip from the cleaning stick.

12 Wipe the paper dust off the input slot with a cleaning stick.

Move the cleaning stick to the back of the printer to wipe off the paper dust.



13 Load the paper you removed.

Before loading the roll paper, wipe off any paper dust from both ends of the roll with a soft cloth. When wiping, lay a cloth, vinyl, or other type of mat on a flat surface and place the roll paper on top of it. When replacing the roll paper after that, wipe off any paper dust from both ends of the roll paper with a soft cloth before loading it. This helps to prevent print quality from declining due to paper dust.



When ink drips occur even after cleaning

Make sure you use genuine Epson paper.

“Epson Special Media Table” on page 131

Rollers stain the print surface



Wipe off any dirt on the rollers according to the position of the currently loaded paper.

For Roll Paper/Cut Sheets

Follow the steps below to clean the roller by feeding roll paper.

1 Turn on the printer, and load it with the widest available roll paper.

“Loading Roll Paper” on page 27

2 Touch **Paper Setting** - **Roll Paper** - **Feed/Cut Paper** from the Home screen.

3 Touch and hold the (Forward) button until the paper is no longer marked.

Paper is fed while the (Forward) button is touched. If the paper is not soiled, cleaning is complete.

4 Touch the (Cut) button to cut the paper.

For the Auto Sheet Feeder

Follow the steps below to clean the roller for the auto sheet feeder by feeding plain paper.

1 Turn on the printer and load a few sheets of A3-size plain paper in the auto sheet feeder.

"Loading paper into the auto sheet feeder" on page 32

2 From the Home screen, touch **Settings** - **Maintenance** - **Paper Guide Cleaning**.

3 Touch **Start**.

The paper is ejected.

4 Check if the ejected paper is smeared.

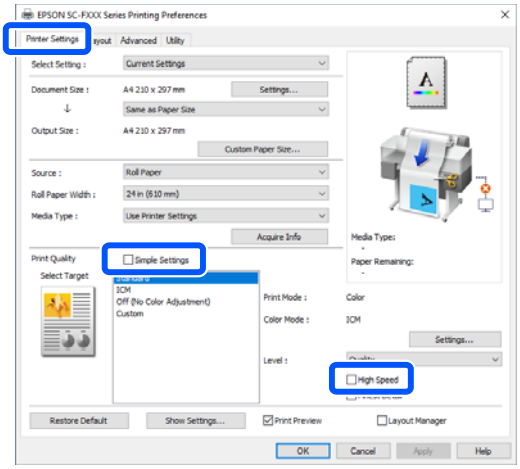
- ❏ If it is smeared: Touch **Run Again** if the paper is smeared.
- ❏ If it is not smeared: Touch **Done** to finish cleaning the roller.

When roller stains occur frequently even after trying the solutions above

Try one of the following solutions.

Cancel High Speed Printing in the printer driver

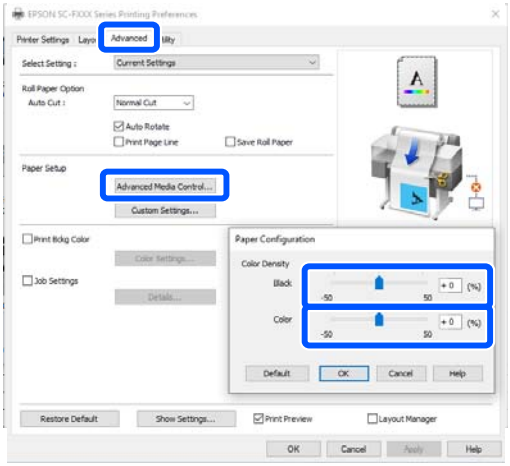
Clear the **Printer Settings** - **Simple Settings** check box. Clear the **High Speed Printing** check box.



When you cancel High Speed Printing, printing takes longer. If printing time is a priority, try the following solutions to reduce Color Density.

Lower Color Density in the printer driver

Change **Advanced** - **Paper Configuration** - **Color Density** to the negative (-) side.



Decreasing Color Density reduces the print density.

Increase the Drying Time per Pass in the printer's menu (roll paper only)

When changing the settings for the currently selected paper type:

"Paper Setting menu" on page 82

When changing the settings for a paper type that is not currently selected:

"Settings menu" on page 88

The longer the **Drying Time per Pass**, the slower the printing speed. If printing speed is a priority, try the solutions above to reduce Color Density.

When the solutions above do not improve the problem, or when you do not want to reduce the print time or print density

Make sure you use genuine Epson paper.

☞ "Epson Special Media Table" on page 131

Fine lines in drawings are not printed

■ **Is a suitable resolution set?**

Try the following measures.

- ❏ In your application software, set the resolution to 600 dpi.
- ❏ Confirm that the data paper size is correctly set in the printer driver document size, and remedy if different.
- ❏ If PDF, print directly from the source data for that PDF.
- ❏ In the printer driver, select **Emphasize Thin Lines**.
  Emphasize Thin Lines is displayed by clearing the Simple Settings check box in the Print Quality section on the Printer Settings screen.

Differences in color/light/dark

If there are differences in color/light/dark, then handle these by following the process below.

☞ "The prints are not what you expected" on page 118

If these measures do not resolve the issue, check the following items.

■ **Is the Color Density setting appropriate?**

If you feel that lines in drawings are too light, then on the printer driver Advanced screen, click **Paper Configuration**, and increase the ink density.

■ **Have you tried changing the print quality settings?**

In the printer driver **Printer Settings**- **Print Quality**, select **Print with High Quality** and try printing. If this is not selected, this places priority on speed, however this can adversely impact print quality to some extent.

■ **Have you compared the printing result with the image on the display monitor?**

Since the monitor and the printer produce colors differently, printed colors will not always match on-screen colors perfectly.

■ **Did you open the front cover while printing?**

If the front cover is opened while printing, the print head stops suddenly, causing unevenness in color. Do not open the front cover while printing.

■ **Make sure the transportation caps are in the printing position.**

If the transportation caps are in the transportation position, you cannot print because ink is not supplied.

■ **Are you trying to print when you cannot see ink through the ink tank window?**

Fill ink to the upper line in the tank and use **Power Ink Flushing** to replace the ink in the tubes.

☞ "Power Ink Flushing" on page 107

■ **Check the ink bottle.**

- ❏ Use ink bottles dedicated for this printer.
- ❏ We recommend using the ink bottle before the expiration date printed on the packaging.
- ❏ We recommend using genuine Epson products. Colors have been adjusted for this printer based on genuine Epson products; using non-genuine products may cause print quality to decline.

The print is not positioned properly on the media.

■ **Have you specified the print area?**

Check the print area in the settings of the application and the printer.

■ **Is the Document Size setting correct?**

If the size of the loaded paper does not match the printer driver settings for **Document Size** or **Paper Size**, the print may not be in the correct position or some of the data may not be printed. In this case, check the print settings.

■ **Is the paper skewed?**

If **Off** is selected for **Detect Paper Meandering** in the Printer Settings menu, printing will continue even if the paper is skewed, resulting in printing outside of the print area. In the Printer Settings menu, set **Detect Paper Meandering** to **On**.

☞ "General Settings - Printer Settings" on page 90

■ **Is the roll paper margin set wide?**

If margins narrower than the margins set in the roll paper **Advanced Media Setting** - **Top/Bottom Margins** menu are set in the application software, then priority is given to the printer settings.

☞ "Roll Paper menu" on page 82

Vertical ruled lines are misaligned.

■ **Has Media Adjust been carried out?**

Confirm that the paper type settings match the paper, and perform Media Adjust.

☞ "Setting Loaded Paper" on page 36

☞ "Optimizing Paper Settings (Media Adjust)" on page 39

■ **After performing Media Adjust, does the same problem occur?**

On the printer driver's Printer Settings screen, clear **Simple Settings** in the Print Quality field. Select **Level** - **Max Quality**, clear **High Speed Printing**, and then try printing.

However, printing may take some time.

Bidirectional printing moves the print head left and right while printing, so if the print head is misaligned (with gaps), ruled lines may be printed as misaligned.

The printed surface is scuffed or soiled.

■ **Is the paper too thick or too thin?**

Check that the paper specifications are compatible with this printer.

☞ "Epson Special Media Table" on page 131

■ **Is the paper wrinkled or creased?**

Do not use old paper or paper with creases in it. Always use new paper.

■ **Is the paper wavy or curled?**

Changes in temperature and humidity may cause paper to become wavy or curled, which can cause scuffing.

Check the following points.

❏ Load the paper just before printing.

❏ Do not use wavy or curled paper.
For roll paper, cut off the wavy or curled parts and then load it again.
For cut sheets, use new paper.
☞ "Notes on Loading the Paper" on page 26

■ **Is the print head scuffing the printed surface?**

Enable the Thick Paper function, and try printing. From the Home screen, touch **Settings** - **Printer Settings** - **Thick Paper** - **On**.

If the problem does not improve even after enabling the Thick Paper function, register it as custom paper, and try changing the Platen Gap to the maximum setting.

Register the custom paper in **Settings** - **General Settings** - **Printer Settings** - **Custom Paper Setting**.

☞ "General Settings - Printer Settings" on page 90

Perform Platen Gap settings from the paper information area - **Advanced Media Setting** - **Platen Gap** on the home screen.

☞ "Roll Paper menu" on page 82

■ **Is the print head scuffing the edge of the paper?**

If smearing or soiling occurs on the edge of the roll paper, touch the paper information area - **Advanced Media Setting** - **Top/Bottom Margins** from the home screen, change the edge setting to 45 mm, and try printing.

■ **Is the print head scuffing the trailing edge of the paper?**

Depending on the paper usage, storage conditions, and the content of the print data, the bottom edge may be scuffed when printing. In this situation it is best to create your data with a wider bottom margin.

The paper is wrinkled.

■ **Are you using the printer at normal room temperature?**

Epson special media should be used at normal room temperature (temperature: 15 to 25˚C, humidity: 40 to 60%). For information about paper such as thin paper from other manufacturers that requires special handling, see the documentation supplied with the paper.

■ **Is there a gap between both edges of the roll paper and the flanges?**

Confirm that the spindle flanges are right up against both edges of the roll paper, with no gaps. If there are any gaps, then the paper is fed at an angle, and this may result in wrinkling.

☞ "Loading Roll Paper" on page 27

■ **Has Media Adjust been carried out?**

Confirm that paper type settings that match the paper being used, and perform Media Adjust.

☞ "Setting Loaded Paper" on page 36

☞ "Optimizing Paper Settings (Media Adjust)" on page 39

■ **Is the roll paper tension weak?**

If wrinkles occur on the roll paper, increase the paper tension settings. In the paper information area - **Advanced Media Setting** - **Back Tension**, select **High** or **Extra High**.

The reverse side of the printed paper is soiled.

■ **Is ink dry on the printed surface?**

Depending on the printing density and paper type, the ink may take a while to dry. Do not stack the paper until the printed surface is dry.

Additionally, setting the drying time on the printer in **Roll Paper** - **Advanced Media Setting** - **Drying Time** - **Drying Time per Page** to a longer time will stop post-print processing (ejection, cutting), waiting for the paper to dry naturally.

☞ "Roll Paper menu" on page 82

Blurred text, lines, and images

■ **Is the Media Type setting correct?**

Confirm that the paper type selected with the printer matches the paper being used, and that the printer driver Media Type settings are **Use Printer Settings**. The amount of ink to be fired is controlled according to the media type. If the settings do not match the paper loaded, too much ink may be fired.

☞ "Setting Loaded Paper" on page 36

■ **Is the Color Density setting appropriate?**

On the printer driver Advanced screen, click **Paper Configuration**, and decrease the ink density. The printer may be printing with too much ink for some paper. We recommend that black and color densities be decreased similarly.

Feeding or Ejecting Problems

Unable to feed or eject paper.

■ **Is the paper loaded in the correct position?**

See the following for the correct paper loading positions.

☞ "Loading Roll Paper" on page 27

☞ "Loading paper into the auto sheet feeder" on page 32

☞ "Loading Cut Sheet(1 sheet)" on page 35

■ **Is the paper loaded in the correct direction?**

Load cut sheets vertically. If they are not loaded in the correct direction, the paper may not be recognized and an error may occur.

☞ "Loading paper into the auto sheet feeder" on page 32

☞ "Loading Cut Sheet(1 sheet)" on page 35

■ **Is the paper wrinkled or creased?**

Do not use old paper or paper with creases in it. Always use new paper.

■ **Is the paper damp?**

Do not use paper that is damp. Also, Epson special media should be left in the bag until you intend to use it. If it is left out for a long time, the paper curls up and gets damp so that it does not feed properly.

■ **Is the paper wavy or curled?**

If changes in temperature and humidity cause paper to become wavy or curled, the printer may not be able to recognize the paper size correctly.

Check the following points.

❏ Load the paper just before printing.

❏ Do not use wavy or curled paper.
For roll paper, cut off the wavy or curled parts and then load it again.
For cut sheets, use new paper.

☞ "Notes on Loading the Paper" on page 26

■ **Are the edges of the roll paper uneven?**

Loading roll paper with the right and left edges uneven may cause paper feeding problems or paper meandering may occur during printing. Rewind the paper to make the edges even before using roll paper, or use roll paper that has no problems.

☞ "Notes on Loading the Paper" on page 26

■ **Is the paper too thick or too thin?**

Check that the paper specifications are compatible with this printer.

☞ "Epson Special Media" on page 129

■ **Are you using the printer at normal room temperature?**

Epson special media should be used at normal room temperature (temperature: 15 to 25˚C, humidity: 40 to 60%). For information about paper from other manufacturers, see the documentation supplied with the paper.

■ **Is paper jammed in the printer?**

Open the front cover of the printer and check that there are no paper jams or foreign objects in the printer. If paper is jammed, see "Roll paper jam" or "Cut sheets jam" below, and clear the jammed paper.

The paper is not cut cleanly.

■ **Replace the cutter.**

If the paper is not cut cleanly, replace the cutter.

☞ "Replacing the Cutter" on page 112

Paper does not collect in the paper basket, or is creased or folded

■ **Does the print job require a lot of ink, or is the humidity of the work environment high?**

Depending on the job and the work environment, paper may not collect in the paper basket. Take the following measures as appropriate.

❏ Paper does not collect in the paper basket: Use your hands to lightly press the paper into the paper basket as it is ejected from the printer.

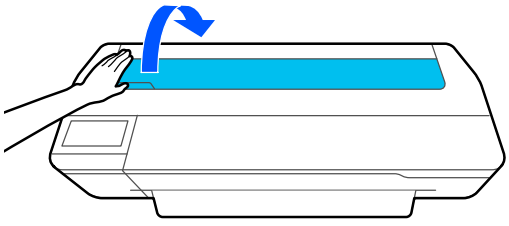
❏ The paper folds after it has been cut automatically: Select manual cutting and take the paper in both hands after it is cut.

❏ The paper wrinkles and does not collect well in the paper basket: Resume printing after closing the paper basket. Before the paper ejected from the printer touches the floor, take it in both hands close to the paper eject slot and continue to lightly support it until printing is complete.

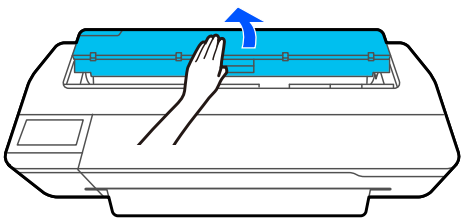
Roll paper jam

To remove jammed paper, follow the steps below:

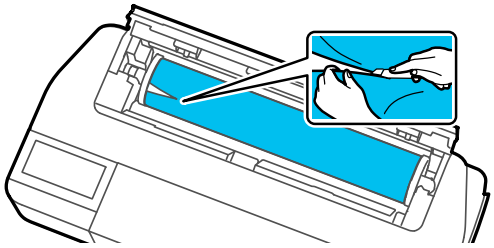
1 Open the cut sheets cover.



2 Unlock the center lock and open the roll paper cover.

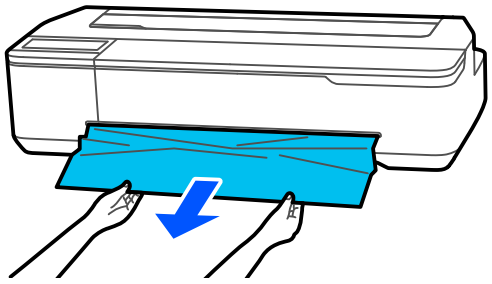


3 Cut the top portion of any torn or wrinkled areas using a commercially available cutter.

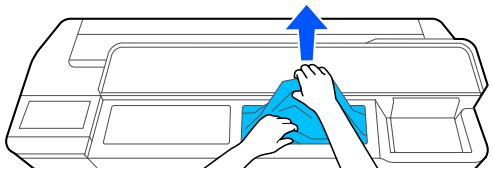


4 Close the roll paper cover and cut sheet cover.

5 When ejecting paper from the front, grasp the paper with both hands, and slowly pull it out towards you.



6 Open the front cover, remove the jammed paper, and then close the front cover.



Important:

Do not touch the print head. If you touch the print head with your hand, static electricity may cause a malfunction.

7 When the message **Then turn the power off and on again.** is displayed, turn off the printer and then turn it back on.

After removing the paper, reload the paper and restart printing.

"Loading Roll Paper" on page 27

Important:

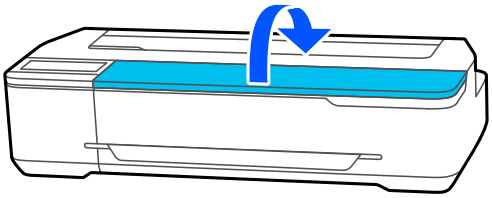
Before you reload the roll paper, cut the edge straight horizontally. Cut any wavy or wrinkled sections.

If there are any wrinkles on the edge, then paper may not be fed, or it may jam.

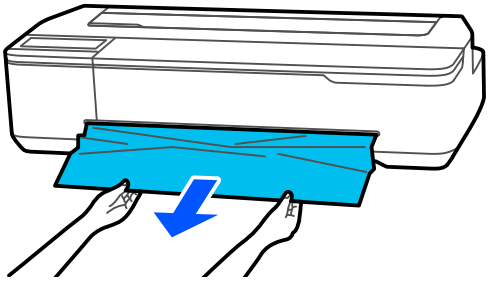
Cut sheets jam

To remove jammed paper, follow the steps below:

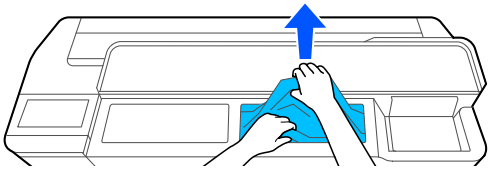
1 Open the front cover.



2 When ejecting paper from the front, grasp the paper with both hands, and slowly pull it out towards you.



3 Remove the jammed paper, then close the front cover.



Important:

Do not touch the print head. If you touch the print head with your hand, static electricity may cause a malfunction.

4 When the message **Then turn the power off and on again.** is displayed, turn off the printer and then turn it back on.

After removing the paper, reload the paper and restart printing.

☞ "Loading paper into the auto sheet feeder" on page 32

☞ "Loading Cut Sheet(1 sheet)" on page 35

Others

The control panel display keeps turning off.

■ **Is the printer in sleep mode?**

Sleep mode is exited if a print job is received or the screen of the control panel is touched. The delay before entering sleep mode can be changed from the Basic Settings menu.

☞ "General Settings - Basic Settings" on page 88

Color ink runs out quickly even when printing in the Black&White mode or when printing black data.

■ **Color ink may be consumed even when printing in black and white mode, or when printing black data.**

■ **Color ink is also consumed during the print head cleaning process.**

When performing **Head Cleaning** or **Powerful Cleaning**, ink of all colors will be consumed even if black and white mode is selected.

A light is visible inside the printer.

■ **This is not a failure.**

The light is a light inside the printer.

The administrator password has been lost

■ Should you forget the administrator password, contact your dealer or Epson Support.

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.

The printer turned off due to a power cut

■ **Turn off the printer, and then turn it back on.**

When the printer is not turned off normally, the print head may not be capped correctly. If the print head is left uncapped for a long time, the print quality may decline.

When you turn on the printer, capping is performed automatically after a few minutes.

A message is displayed telling you to update the ink levels

■ **Refill all of the tanks, or only specific tanks, select the color of the ink you refilled on the printer screen, and then update the amount of ink remaining.**

Depending on the circumstances, this message may be displayed even if there is ink in the tanks.

Ink spatters

■ **If any ink spatter sticks to the area around the tank, wipe it off with a lint-free cloth or a cotton swab, etc.**

■ **If ink spills onto a table or the floor, etc., wipe it off immediately.**

If the ink is left to dry, it will be hard to remove. Soak up the ink with a dry cloth and wipe it with water so that it is not spread around.

■ **If ink gets on your hands, wash it off with water or soap.**

Appendix

Options and Consumable Products

The following options and consumable products are available for use with your printer. (As of July, 2019)

For the latest information, see the Epson Web site.

Epson Special Media

"Epson Special Media Table" on page 131

Ink bottles

Epson recommends the use of genuine Epson ink bottles. Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior.

Information about non-genuine ink levels may not be displayed, and use of non-genuine ink is recorded for possible use in service support.

Printer model	Ink color	Product Number
SC-F500 SC-F560	Black	T49N1
	Cyan	T49N2
	Magenta	T49N3
	Yellow	T49N4
SC-F530 SC-F540	Black	T49P1
	Cyan	T49P2
	Magenta	T49P3
	Yellow	T49P4
SC-F501 SC-F561	Black	T49N1
	Cyan	T49N2
	Fluorescent yellow	T49F7
	Fluorescent pink	T49F8

Printer model	Ink color	Product Number
SC-F531 SC-F541	Black	T49P1
	Cyan	T49P2
	Fluorescent yellow	T49FA
	Fluorescent pink	T49FB

Others

Product	Part number	Explanation
Maintenance Box	S210057 S210177	Replacement Maintenance Box for when there is insufficient empty space in the Maintenance Box. The model number depends on your region. "Replacing Maintenance Box" on page 111
Auto Cutter Spare Blade	S210055	"Replacing the Cutter" on page 112
Stand (24")	C12C933151	The stand comes with a paper basket.
Roll Feed Spindle (24")	C12C935701	This is the same as the roll paper spindle supplied with the printer.
Cleaning Stick	C13S090013	For cleaning inside the printer.
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). "Where To Get Help" on page 143
Epson Edge Print PRO	C12C936661	An easy-to-use software RIP with intuitive operations.

Supported Media

We recommend you use the following Epson special media for high-quality printing results.

Epson Special Media Table

Epson paper supported by this printer is described below. (As of July, 2019).

Roll Paper

Paper name	Size
DS Transfer General Purpose 17 inch Roll	432 mm/17 inch
DS Transfer General Purpose 24 inch Roll	610 mm/24 inch
DS Transfer General Purpose A3 Roll	A3
DS Transfer General Purpose A4 Roll	A4

Cut Sheet

Paper name	Size	Auto Sheet Feeder	
		Supported	Number of sheets that can be loaded
DS Transfer General Purpose A3 Sheet	A3	✓	5
DS Transfer General Purpose A4 Sheet	A4	✓	5

Printable area

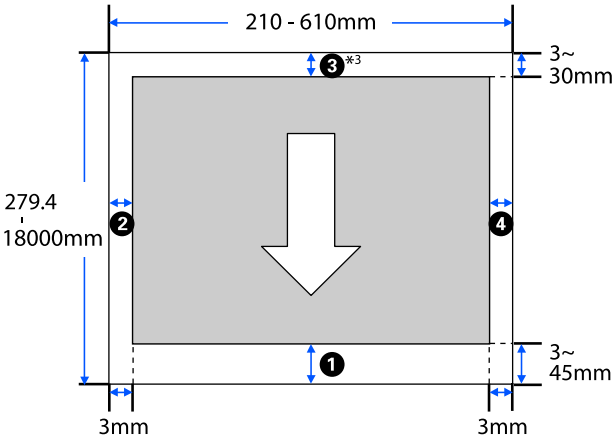
This section describes the printable areas for the printer.

If the print range settings in application software are larger than the following printer printable areas, sections beyond the specified margins are not printed.

Roll Paper

The gray area in the illustration below shows the printable area.

The arrow in the illustration indicates the direction that the paper is ejected.



* In the printer driver **Layout** screen, selecting **Print Banner** sets the top and bottom margins of the paper to 0 mm.

Margins for roll paper depend on the settings values for **Top/Bottom Margins** in the menu, as shown in the table below.

Settings for **Top/Bottom Margins** "Roll Paper menu" on page 82

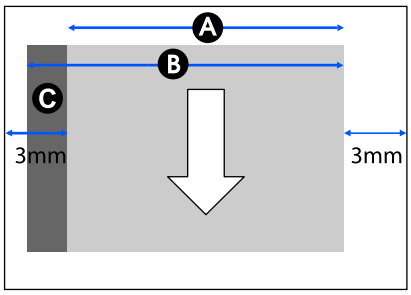
The default setting is **Standard**.

Settings of Top/Bottom Margins	Margin Values
Standard	❶,❸ = 30 mm
	❷,❹ = 3 mm

Settings of Top/Bottom Margins	Margin Values
Top 3 mm/Bottom 3 mm	❶,❸ = 3 mm
	❷,❹ = 3 mm
Top 15 mm/Bottom 15 mm	❶,❸ = 15 mm
	❷,❹ = 3 mm
Top 45 mm/Bottom 15 mm	❶ = 45 mm
	❸ = 15 mm
	❷,❹ = 3 mm
3 mm	❶,❷,❸,❹ = 3 mm
5 mm	❶,❷,❸,❹ = 5 mm

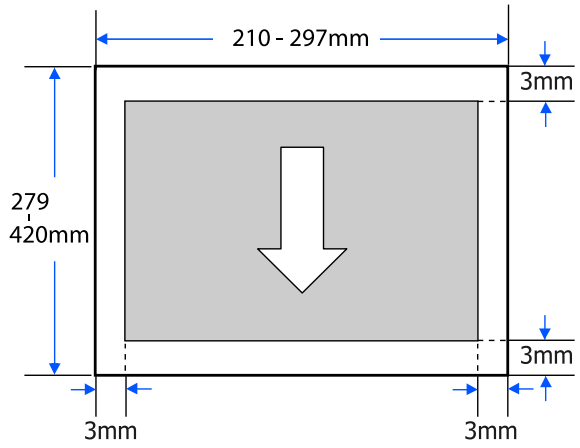
Important:

- ❏ *Printing is distorted when the trailing edge of the roll paper comes off the core. Make sure the trailing edge does not come inside the printing area.*
- ❏ *If the print range settings width* Ⓐ *is smaller than the print data width* Ⓑ*, then the sections beyond the printable width* Ⓒ *will not be printed.*



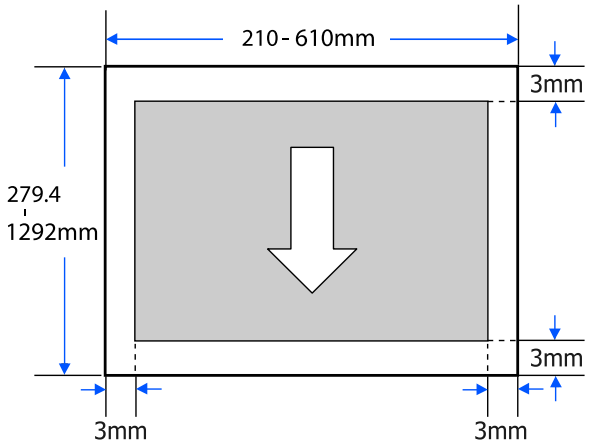
Cut sheets (Auto sheet feeder)

The gray area in the illustration below shows the printable area. The arrow in the illustration indicates the direction that the paper is ejected.



Cut Sheet (1 sheet)

The gray area in the illustration below shows the printable area. The arrow in the illustration indicates the direction that the paper is ejected.

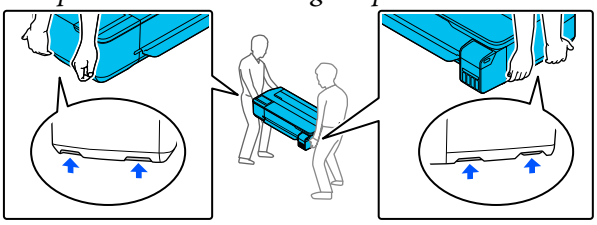


Moving or Transporting the Printer

This section describes methods for moving and transporting the product.

Caution:

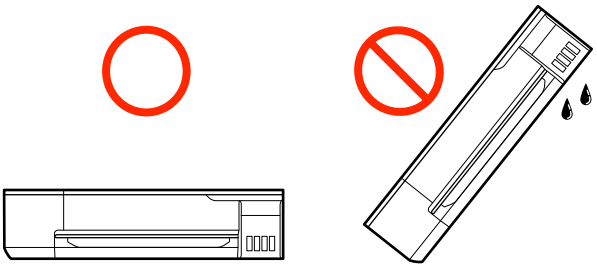
- ❏ *The printer is heavy, so ensure more than one person is used for these actions. Make sure the product is carried by two people or more when packing or moving it.*
- ❏ *When you lift the printer, maintain a natural posture.*
- ❏ *When you lift the printer, place your hands at the specified locations on the left and right as indicated in the following illustration.*
  If you lift the printer while holding other sections, you may be injured. For example, you may drop the printer or your fingers may be pinched when lowering the printer.



- ❏ *Do not tilt the product more than 10 degrees forward, back, left, or right while moving it. Failure to observe this precaution could result in the printer falling over, causing accidents.*
- ❏ *When transporting this product, attach the transportation caps and then secure the ink tank caps.*
  Otherwise, ink could leak.

Important:

When moving or transporting the product, be sure that it is level; do not tilt it at an angle or place it upside down. Otherwise, ink could leak.



Moving to a Different Location in the Same Building

Preparations for Moving

This explains preparations for moving the printer a short distance, for example within the same building. See the following section for information on moving the printer between floors or to another building.

☞ "When Transporting" on page 137

When the optional stand is installed, moving the printer on casters is possible if there are no steps or unevenness in the floor along the route, however pay attention to the following points.

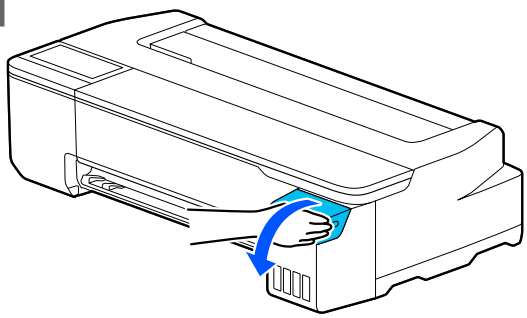
Caution:

When the optional stand is installed, ensure that you abide by the following points in order to prevent damage from falling over.

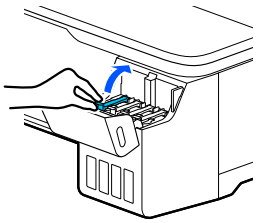
- ❏ *Do not move the printer with casters locked*
- ❏ *Avoid areas with steps or unevenness*
- ❏ *After moving, ensure the casters are locked before use*

1 Remove all paper from the printer. Make sure you remove the Paper Stacker if it is installed.

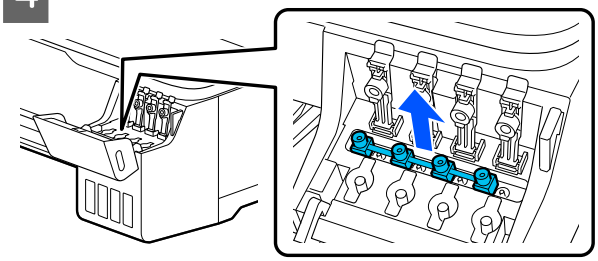
2 Open the ink tank cover.



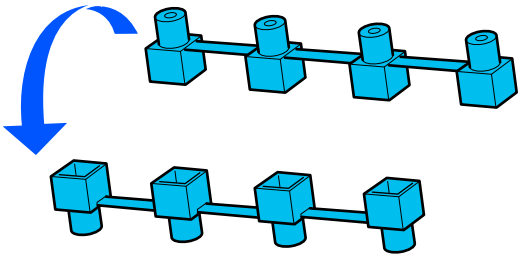
3 Open all ink tank caps.



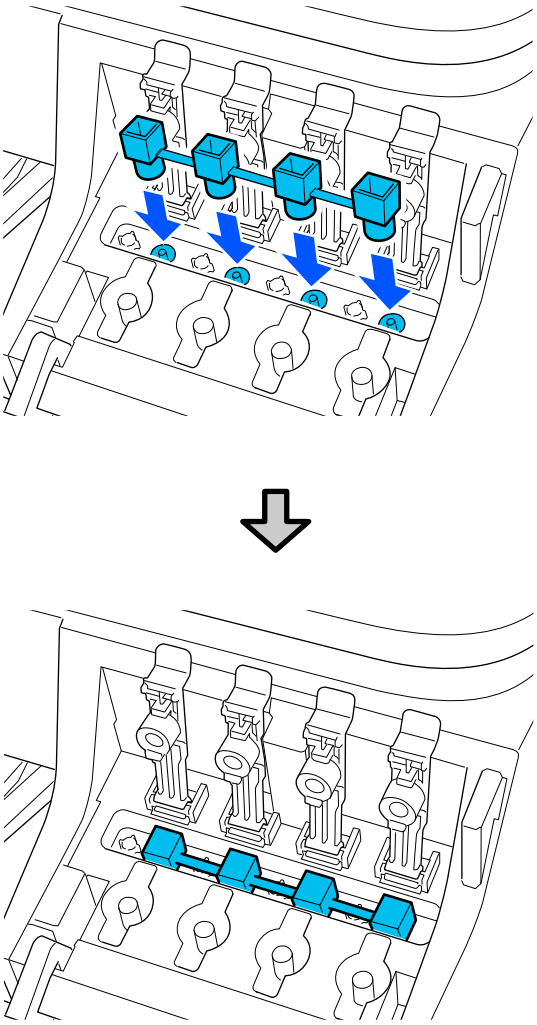
4 Remove the transportation caps.



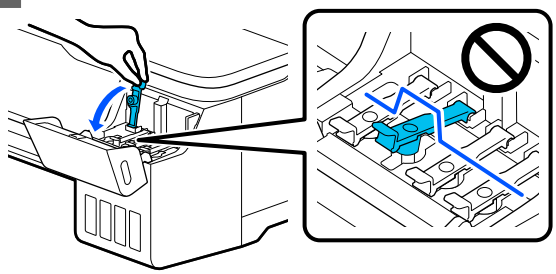
5 Turn over the transportation caps.



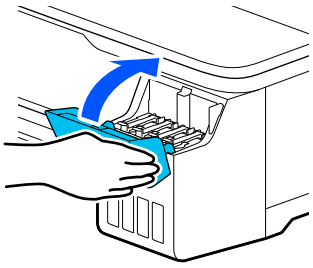
6 Place the overturned transportation caps in the position shown in the illustration (transportation position).



7 Close the ink tank caps firmly.



8 Close the ink tank cover.



9 Close all covers on the printer. For models with stands, close the paper basket.

10 Turn off the printer, and unplug all cables, including the power cord and LAN cables, etc.

11 For models with stands, release the locks on the casters.

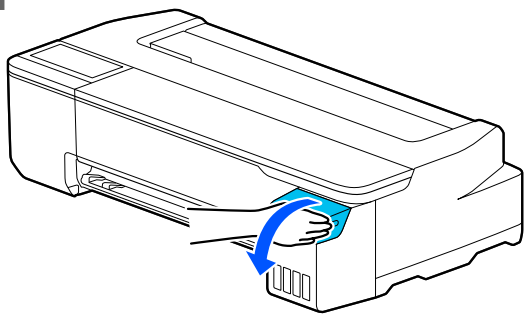
Operations after Moving

This explains operations to prepare for use after moving the printer.

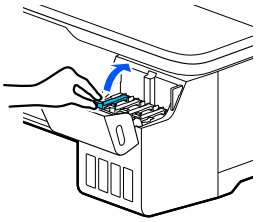
> ***Important:***
> *After moving the printer, return the transportation caps to the printing position. You cannot print when the caps are in the transportation position because ink is not supplied.*

1 Connect the power cable, and turn the printer on.

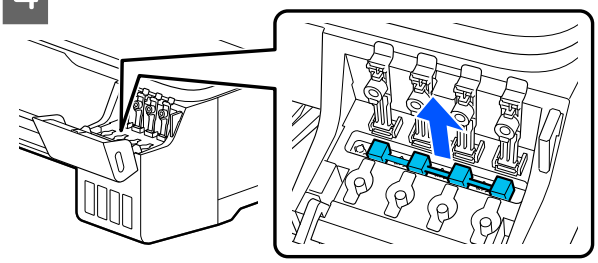
2 Open the ink tank cover.



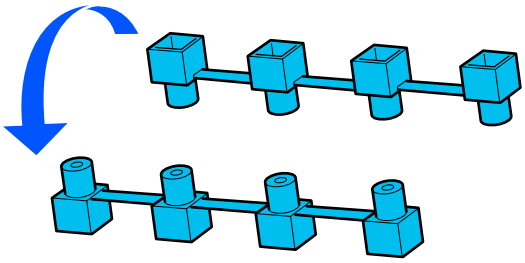
3 Open all ink tank caps.



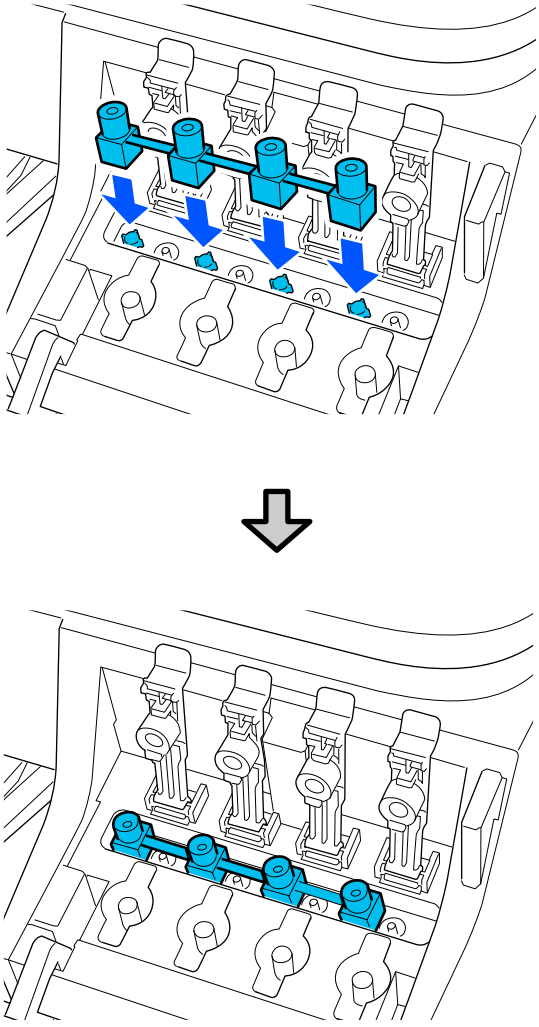
4 Remove the transportation caps.



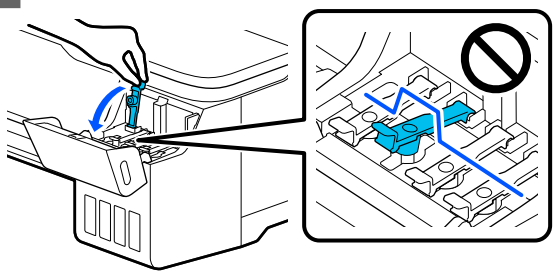
5 Turn over the transportation caps.



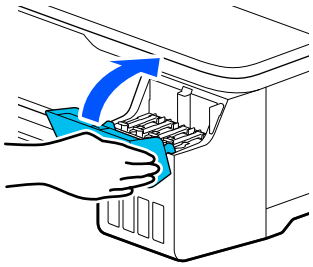
6 Place the overturned transportation caps in the position shown in the illustration (transportation position).



7 Close the ink tank caps firmly.



8 Close the ink tank cover.



9 Check for print head nozzle clogging, and if these are clogged, carry out print head cleaning.

“Checking the print head for clogging and then cleaning” on page 106

When Transporting

Before transporting the printer, contact your dealer or Epson Support.

“Where To Get Help” on page 143

System Requirements

Software for this printer can be used in the following environments. (As of July, 2019)

Supported OS and other elements may change.

For the latest information, see the Epson Web site.

Printer Driver

Windows

Operating system	Windows 10 / Windows 10 x64 Windows 8.1 / Windows 8.1 x64 Windows 8 / Windows 8 x64 Windows 7 / Windows 7 x64 Windows Vista / Windows Vista x64 Windows XP / Windows XP x64 Windows Server 2019 Windows Server 2016 Windows Server 2012 R2 Windows Server 2012 Windows Server 2008 R2 Windows Server 2008 Windows Server 2003 R2 Windows Server 2003 SP2 or later
CPU	Intel Core2 Duo 3.05 GHz or more
Available memory space	1 GB or more
Hard disk (Available volume to install)	32 GB or more
Display resolution	WXGA (1280×800) or better
Connection method with the printer*	USB, Ethernet, or Wi-Fi

* For details on the connection methods (interface specifications), see the following.

"Specifications Table" on page 141

Mac

Operating system	Mac OS X v10.6.8 or later
CPU	Intel Core2 Duo 3.05 GHz or more
Available memory space	4 GB or more
Hard disk (Available volume to install)	32 GB or more
Display resolution	WXGA+ (1440×900) or better

Connection method with the printer*	USB, Ethernet, or Wi-Fi

* For details on the connection methods (interface specifications), see the following.

"Specifications Table" on page 141

Web Config

Windows

Browser	Internet Explorer 11, Microsoft Edge, Firefox*1, Chrome*1
Connection method with the printer*2	Ethernet or Wi-Fi

*1 Use the latest version.

*2 See the following for details on the network interfaces.

"Specifications Table" on page 141

Mac

Browser	Safari*1, Firefox*1, Chrome*1
Connection method with the printer*2	Ethernet or Wi-Fi

*1 Use the latest version.

*2 See the following for details on the network interfaces.

"Specifications Table" on page 141

Smart device

Operating system	iOS*1
Connection method with the printer*2	Wi-Fi

*1 Use the latest version.

*2 See the following for details on the network interfaces.

"Specifications Table" on page 141

Epson Edge Print

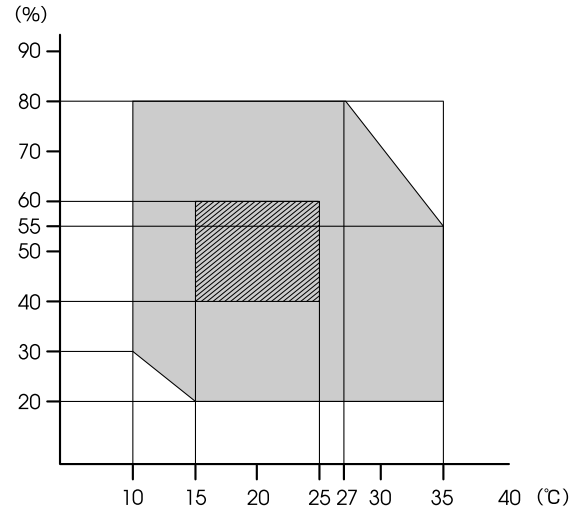
Depending on the region of purchase, this may not be included with the product.

Appendix

Operating system (OS)	Windows 7 SP1 / Windows 7 SP1 x64 Windows 8 / Windows 8 x64 Windows 8.1 / Windows 8.1 x64 Windows 10/ Windows 10 x64 *64 bit is recommended
CPU	Multi-core processor (3.0 GHz or more recommended)
Free memory	4 GB or more
Hard disk drive (free space during installation)	50 GB or more
Communication interface	Hi-Speed USB Ethernet 100Base-TX/1000Base-T
Display resolution	1280 x 1024 or higher

Specifications Table

Printer Specifications	
Printing method	PrecisionCore inkjet technology
Nozzle configuration	SC-F500 Series 800 nozzles x 4 colors (Black, Cyan, Magenta, Yellow)
	SC-F501 Series 800 nozzles x 4 colors (Black, Cyan, Fluorescent pink, Fluorescent yellow)
Resolution (maximum)	2400 × 1200 dpi
Control code	ESC/P raster (undisclosed command), HP-GL/2, HP RTL
Built-in memory	1.0 GB
Rated voltage	AC100-240 V
Rated frequency	50/60 Hz
Rated current	1.4 A
Power consumption	
Printing	Approx. 22 W
Ready mode	Approx. 8 W
Sleep mode	Approx. 1.6 W
Power off	Approx. 0.2 W
Temperature	
Printing	10 to 35˚C (15 to 25˚C is recommended)
In storage (Before unpacking)	-20 to 60˚C (Within 120 hours at 60˚C, within a month at 40˚C)
In storage (After unpacking)	-10 to 40˚C (Within a month at 40˚C)
Humidity	
Printing	20 to 80% (40 to 60% is recommended. without condensation)
In storage	5 to 85% (without condensation)

Printer Specifications	
Temperature and humidity range for operating (the range shown by diagonal lines is recommended)	
Dimensions (Width x Depth x Height)	
When printing	970 x 577 x 245 mm (When the optional stand is installed*1: 970 x 980 x 928 mm)
Storage	970 x 577 x 245 mm (When the optional stand is installed: 970 x 695 x 928 mm)
Weight*2	Approx. 29 kg (When the optional stand is installed: approx. 40 kg)

*1 With the paper basket open

*2 Not including the ink

Important:

Use the printer at an altitude of 2000 m or less.

Interface Specifications	
USB port for a computer	SuperSpeed USB
Ethernet*1 Standards	IEEE802.3u (100BASE-TX) IEEE802.3ab (1000BASE-T) IEEE802.3az (Energy Efficient Ethernet)*2
Wi-Fi	

Interface Specifications	
Standards	IEEE802.11b/g/n*3
Frequency Range	2.4 GHz
Coordination Modes	Infrastructure Wi-Fi Direct (Simple AP)*4
Wireless Securities	WEP (64/128bit) WPA-PSK (TKIP) WPA2-PSK (AES)*5 WPA3-SAE WPA2-Enterprise (AES) WPA3-Enterprise*6
Network Printing Protocols/Functions*7	EpsonNet Print (Windows) Standard TCP/IP (Windows) WSD Printing (Windows) Bonjour Printing (Mac) IPP Printing (Mac) Printing from FTP client
Security Protocols	SSL/TLS (HTTPS Server/Client, IPPS) IEEE802.1X IPsec/IP Filtering SMTPS (STARTTLS, SSL/TLS) SNMPv3

*1 Use a category 5 or higher STP (Shielded twisted pair) cable.

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

*3 IEEE802.11n is only available for the HT20.

*4 Not supported for IEEE 802.11b.

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

*6 192-bit security is not supported.

*7 EpsonNet Print supports IPv4 only. The others support both IPv4 and IPv6.

Warning:

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

For European users

Radio Equipment Information

This product intentionally emit radio wave described as follows.
(a) frequency band in which the radio equipment operates; 2.4 to 2.4835 GHz
(b) maximum radio-frequency power transmitted in the frequency band in which the radio equipment operates; 20 dBm (eirp power)

ZICTA Type Approval for Users in Zambia

See the following website to check the information for ZICTA Type Approval.
https://support.epson.net/zicta/

Ink Specifications	
Type	Dedicated ink bottles
Dye sublimation ink*	Black, Cyan, Magenta, Yellow, Fluorescent pink, Fluorescent yellow
Print quality guarantee expiry	25 days (from the day the ink tank was refilled with an ink bottle)
Storage temperature	
Uninstalled	-20 to 40˚C (Within four days at -20˚C, within a month at 40˚C)
Transporting	-20 to 60˚C (Within four days at -20˚C, within a month at 40˚C, within 72 hours at 60˚C)
Capacity	140 ml

*The ink supplied differs depending on the model.

Important:

The ink freezes if left in the ink bottles at below -20˚C for a long time. If it does freeze, leave it at room temperature (25˚C) for at least two hours.

Where To Get Help

Technical Support Web Site

Epson's Technical Support Web Site provides help with problems that cannot be solved using the troubleshooting information in your product documentation. If you have a Web browser and can connect to the Internet, access the site at:

https://support.epson.net/

If you need the latest drivers, FAQs, manuals, or other downloadables, access the site at:

https://www.epson.com

Then, select the support section of your local Epson Web site.

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 documentation, 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 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

Help for Users in North America

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 (U.S. and Canada) or (905) 709-3841 (Canada, French only), 7 a.m. to 4 p.m., Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice.

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

Before you call, make sure you have your printer serial number and proof of purchase.

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

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 https://latin.epson.com/support (Caribbean), https://epson.com.br/suporte (Brazil), or https://latin.epson.com/soporte (other regions) and select your product for solutions to common problems. You can download drivers, firmware, and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

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

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	0800-007-5000
Chile	(56 2) 2484-3400
Colombia	Bogota: (57 1) 602-4751 Other cities: 018000-915235
Costa Rica	800-377-6627
Dominican Republic*	1-888-760-0068
Ecuador*	1-800-000-044
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: 0800-10126
Uruguay	00040-5210067
Venezuela	(58 212) 240-1111

* Contact your local phone company to call this toll-free number from a mobile phone.

If your country does not appear in the list, contact the sales office in the nearest country. Toll or long distance charges may apply.

Purchase Supplies and Accessories

You can purchase genuine Epson ink, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, visit epson.com.br (Brazil) or latin.epson.com (other regions) or call your nearest Epson sales office.

Help for Users in Europe

Check your **Pan-European Warranty Document** for information on how to contact Epson support.

Help for Users in Taiwan

Technical Support Web Site

If you need the latest drivers, FAQs, manuals, or videos, please visit Epson's support website at https://www.epson.com.tw/CustomerAndDownload

And, select your product.

Help for Users in Australia/New Zealand

Epson Australia/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:

Your Dealer

Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advise on problems; they can often solve problems quickly and easily as well as give advise on the next step to take.

Internet URL

Australia
https://www.epson.com.au

New Zealand
https://www.epson.co.nz

Access the Epson Australia/New Zealand World Wide Web pages.
The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

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.

The Helpdesk numbers are:

Australia	Phone:	1300 361 054
	Fax:	(02) 8899 3789
New Zealand	Phone:	0800 237 766

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.

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web (https://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 problems
- ❏ Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web (https://www.epson.co.th)

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

Epson Hotline (Phone: (66)2460-9699)

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

- ❏ Sales inquiries 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 Hotline (Phone): +84 28 3925 5545

Service Center: 68 Nam Ky Khoi Nghia Street, Nguyen Thai Binh Ward,
District 1, Ho Chi Minh City
Vietnam

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web (https://www.epson.co.id)

- ❏ Information on product specifications, drivers for download
- ❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

- ❏ Sales inquiries and product information
- ❏ Technical support
  Phone (62) 21-572 4350
  Fax (62) 21-572 4357

Epson Service Center

Jakarta Mangga Dua Mall 3rd floor No 3A/B
Jl. Arteri Mangga Dua,
Jakarta

Phone/Fax: (62) 21-62301104

Bandung Lippo Center 8th floor
Jl. Gatot Subroto No.2
Bandung

Phone/Fax: (62) 22-7303766

Surabaya Hitech Mall lt IIB No. 12
Jl. Kusuma Bangsa 116 – 118
Surabaya

Phone: (62) 31-5355035
Fax: (62)31-5477837

Yogyakarta Hotel Natour Garuda
Jl. Malioboro No. 60
Yogyakarta

Phone: (62) 274-565478

Medan Wisma HSBC 4th floor
Jl. Diponegoro No. 11
Medan

Phone/Fax: (62) 61-4516173

Makassar MTC Karebosi Lt. Ill Kav. P7-8
JI. Ahmad Yani No.49
Makassar

Phone: (62)411-350147/411-350148

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- ❏ Product information
- ❏ Answers to Frequently Asked Questions (FAQs)
- ❏ Latest versions of Epson product drivers

Users can access our World Wide Web home page at:

https://www.epson.com.hk

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: (852) 2827-8911

Fax: (852) 2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web (https://www.epson.com.my)

- ❏ Information on product specifications, drivers for download
- ❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Trading (M) Sdn. Bhd.

Head Office.

Phone: 603-56288288

Fax: 603-56288388/399

Epson Helpdesk

- ❏ Sales enquiries and product information (Infoline)
  Phone: 603-56288222

- ❏ Enquiries on repair services & warranty, product usage and technical support (Techline)
  Phone: 603-56288333

Help for Users in India

Contacts for information, support, and services are:

World Wide Web (https://www.epson.co.in)

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

Helpline

For Service, Product info or to order consumables - 18004250011 (9AM - 6PM) - This is a Toll-free number.

For Service (CDMA & Mobile Users) - 3900 1600 (9AM - 6PM) Prefix local STD code

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 and fax numbers and e-mail address below:

Trunk Line:	(63-2) 706 2609
Fax:	(63-2) 706 2665
Helpdesk Direct Line:	(63-2) 706 2625
E-mail:	epchelpdesk@epc.epson.com.ph

World Wide Web
(https://www.epson.com.ph)

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

Toll-Free No. 1800-1069-EPSON(37766)

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

- ❏ Sales inquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty