

Network Installation Guide

Artisan® 810 Series

Before You Begin

Make sure you installed ink cartridges and loaded paper as described on the *Start Here* sheet. Then follow the instructions in this guide to set up the printer for use on a network.

Tip:

For a video tutorial and other information about setting up a wireless network, go to: epson.com/support/wireless.

Do one of the following:

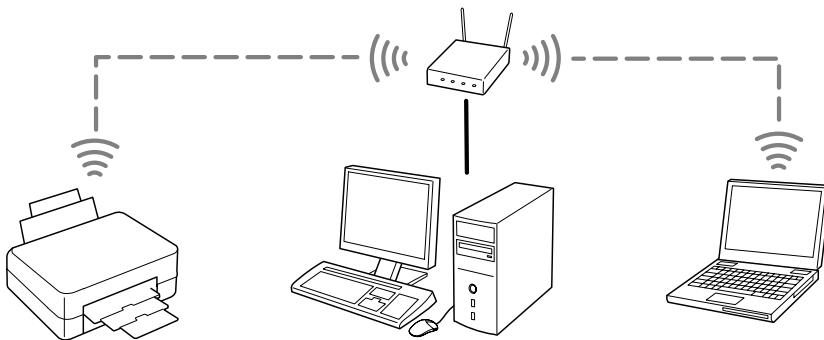
- If you're installing the printer for the first time, see "Choose Your Connection Type" on page 3.
- If you're setting up an additional computer to use the printer on the network, follow the steps in "Install Software" on page 22.

Choose Your Connection Type



Wireless

To connect the printer wirelessly, see page 4.



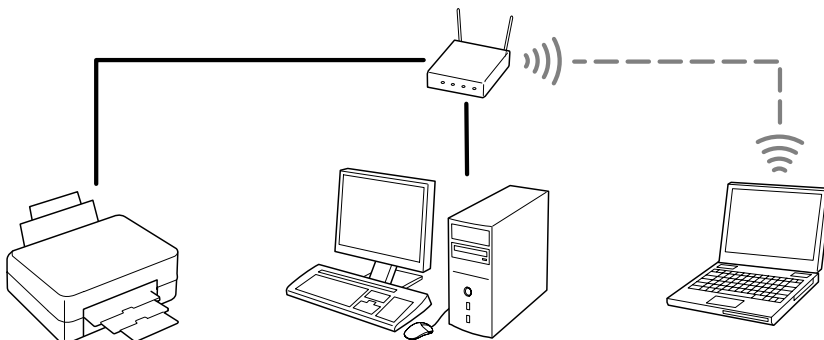
Note:

If you want to print wirelessly but do not have an access point or router, see "Create an Ad-Hoc Wireless Connection" on page 15.



Wired

To connect the printer using an Ethernet cable, see page 21.





Wireless Network Installation

To add the printer to your wireless network, you need to know the name (SSID) of your wireless network. If it has security enabled, you also need to know the WEP key or WPA passphrase. Write down your network and security information in the space provided below:

■ Network name (SSID): _____

■ WEP key or WPA passphrase: _____

Note:

Your printer is compatible with 802.11b and 802.11g. If your router or access point supports 802.11n (Wireless N), make sure it is set to compatibility mode to allow 802.11b and 802.11g devices to connect to it.

Your printer supports the following wireless security modes: WEP, WPA, and WPA2.

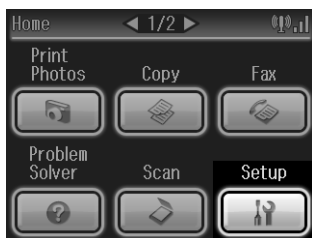
If you don't know your wireless network name (SSID), WEP key, or WPA passphrase, contact the person who set up your wireless network before you begin.

If your WPA passphrase contains upper- or lowercase letters, be sure to note it correctly.

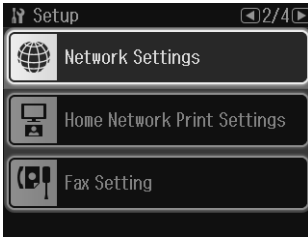
Connect Wirelessly Using the Setup Wizard

Follow the steps below to connect to your wireless network.

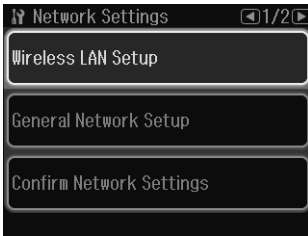
1. Press the **Home** button, if necessary, and select **Setup** on the printer's control panel.



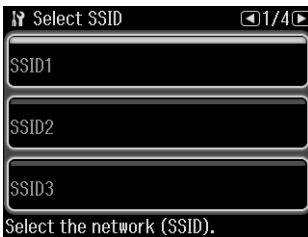
2. Press ◀ or ▶ and select **Network Settings**.



3. Select **Wireless LAN Setup**, then select **Wireless Setup Wizard**.



4. Select the name of your wireless network. (If more than 3 networks are detected, press ◀ or ▶ to view the rest of the list.)



If your network name isn't listed, try the following:

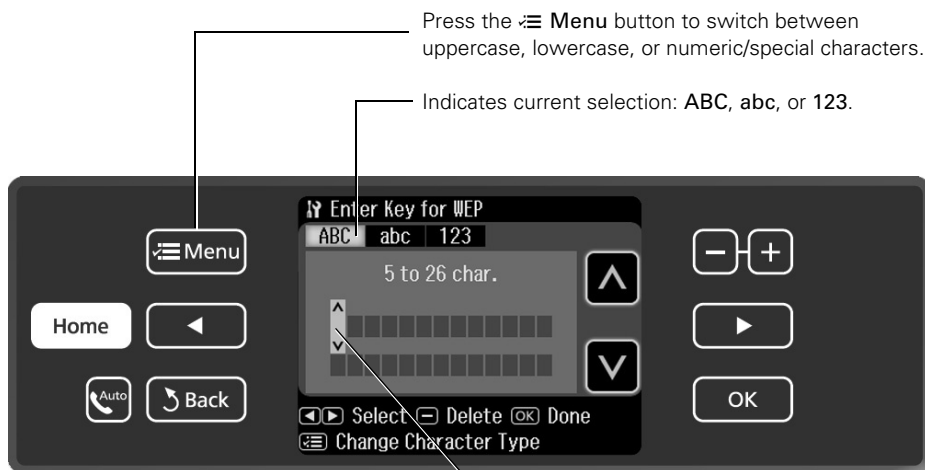
- Make sure that your wireless router or access point is turned on and working correctly. Press the ⏮ **Back** button to return to the previous screen, select **Wireless Setup Wizard**, then repeat step 4.
- If you still can't find the network name in the list, your router or access point is not broadcasting its network name. Press the ⏮ **Back** button, then see "Connect Wirelessly Using Advanced Setup" on page 8.

5. Do one of the following:
 - If your wireless network doesn't have security enabled, continue with step 8.
 - If your wireless network has security enabled, continue with step 6.
6. Use the arrow buttons on the printer's control panel to enter your WEP key or WPA passphrase.

Important:

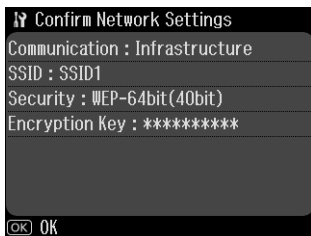
WPA passphrases and WEP keys in ASCII format are case-sensitive. Be sure to enter upper- or lowercase letters as necessary.

- Press **Menu** to switch between uppercase (ABC), lowercase (abc), or numeric/special (123) characters.
- Press **▲** or **▼** until you see the character you want.
- Press **◀** or **▶** to move the cursor.
- Press **–** to delete a character.

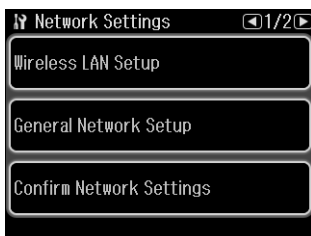


7. When you're done entering your WEP key or WPA passphrase, press **OK**.


8. When you see a screen like this one, verify that the settings are correct. If you need to change a setting, press **3 Back** until you see the setting you need to change.

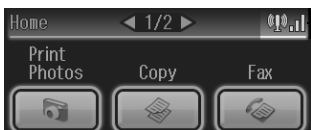


9. Once you have verified that your network settings are correct, press **OK** to save the settings and return to the Network Settings menu.



10. Press the **Home** button to exit the Network Settings menu.
11. Wait for the printer to connect to your wireless network (this can take up to 90 seconds).

Once it's connected, you see the  WiFi icon and a signal strength indicator on the printer's control panel.



Wireless connection established

12. Continue with “Install Software” on page 22.

Note:

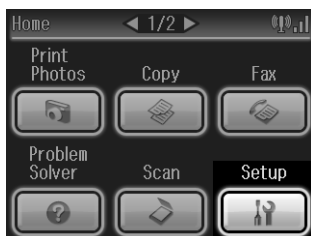
If the printer doesn't connect to your wireless network after 90 seconds, the WEP key or WPA passphrase may have been entered incorrectly. See “Connect Wirelessly Using the Setup Wizard” on page 4 to select your network settings again.

If the printer still doesn't connect to your wireless network, see “The printer cannot find or connect to the wireless router or access point” on page 29.

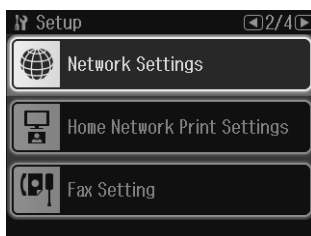
Connect Wirelessly Using Advanced Setup

Use this setup method if your access point or router isn't broadcasting its network name (SSID). Make sure you know the type of security your access point or router uses (WEP, WPA, or WPA2), and the key or passphrase.

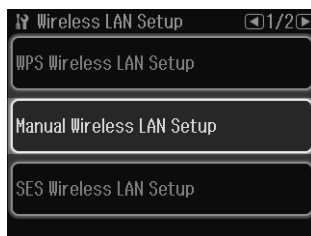
1. Press the **Home** button, if necessary, and select **Setup** on the printer's control panel.



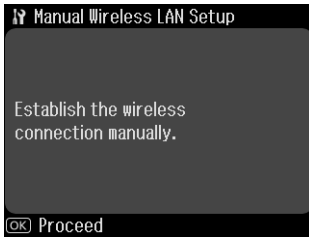
2. Press ◀ or ▶ and select **Network Settings**.



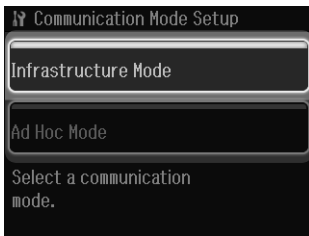
3. Select **Wireless LAN Setup**, select **Advanced Setup**, then select **Manual Wireless LAN Setup**.



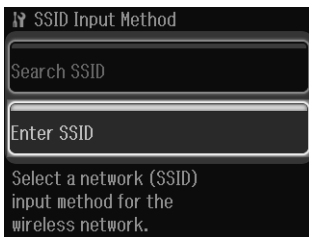
4. When you see this screen, press OK.



5. Select Infrastructure Mode.









6. Select Enter SSID.

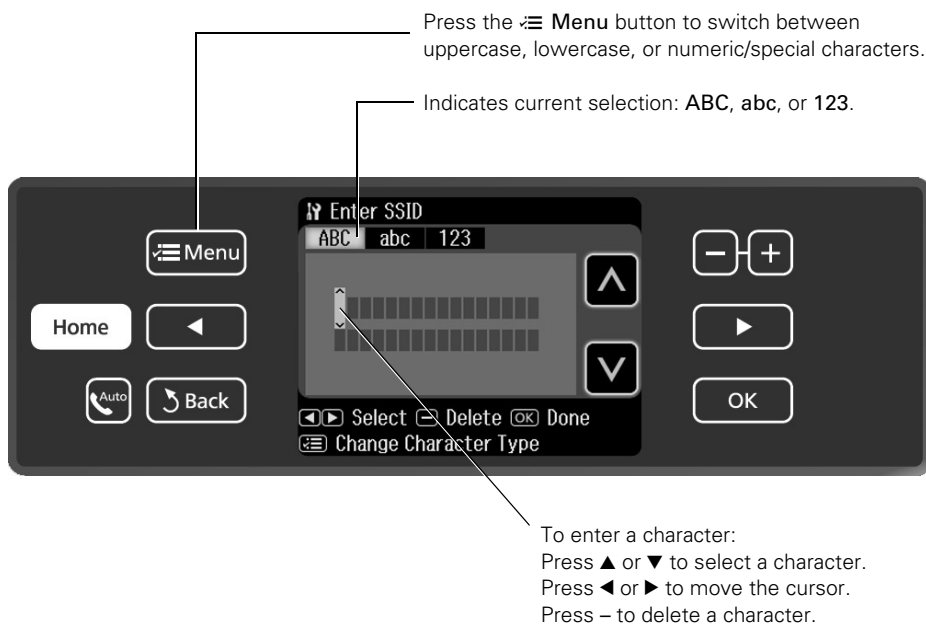


7. Use the arrow buttons on the printer's control panel to enter your wireless network name (SSID).

Important:

Network names are case-sensitive. Be sure to enter upper- or lowercase letters as necessary.

- Press  **Menu** to switch between uppercase (**ABC**), lowercase (**abc**), or numeric/special (**123**) characters.
- Press  or  until you see the character you want.
- Press  or  to move the cursor.
- Press  to delete a character.



8. When you're done entering your wireless network name, press **OK**.

9. Select the security mode that your wireless network is using.



Note:

If your wireless network doesn't have security enabled, select **None**, then press **OK**.

10. Do one of the following:







- If your wireless network uses WPA as the security mode, continue with “Select WPA Security Settings” on page 12.
- If your wireless network uses WEP as the security mode, continue with “Select WEP Security Settings” on page 13.
- If your wireless network doesn't have security enabled, continue with “Confirm Your Network Settings” on page 14.

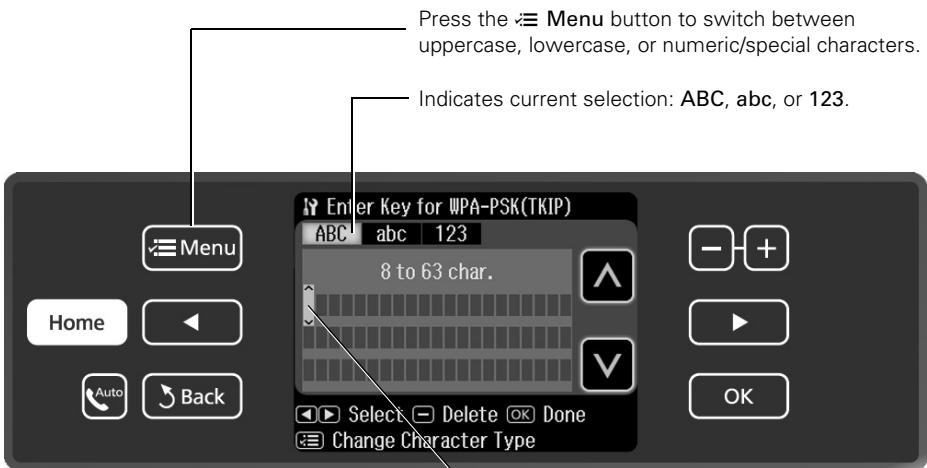
Select WPA Security Settings

1. Use the arrow buttons on the printer's control panel to enter your WPA passphrase.

Important:

WPA passphrases are case-sensitive. Be sure to enter upper- or lowercase letters as necessary.

- Press  **Menu** to switch between uppercase (ABC), lowercase (abc), or numeric/special (123) characters.
- Press  or  until you see the character you want.
- Press  or  to move the cursor.
- Press  to delete a character.



2. When you're done entering the WPA passphrase, press OK.
3. Continue with "Confirm Your Network Settings" on page 14.

Select WEP Security Settings

1. Press ▲ or ▼ to select **Alphanumeric** if your WEP key is ASCII, or select **Hexadecimal** if your WEP key is in hexadecimal format.


Note:

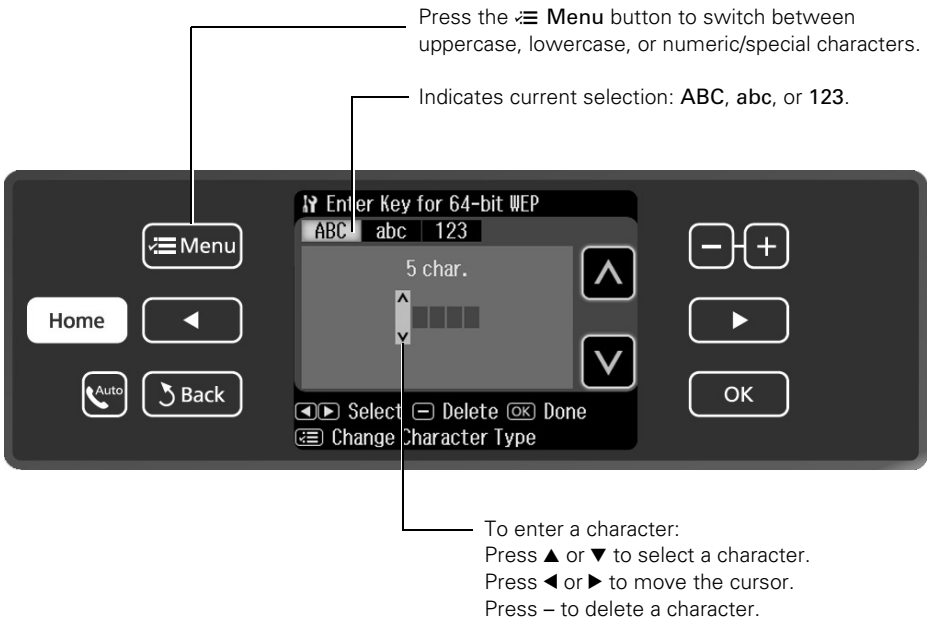
If the WEP key is 5 or 13 characters, it's ASCII. If the WEP key is 10 or 26 characters, it's hexadecimal.

2. Use the arrow buttons on the printer's control panel to enter your WEP key.

Important:

WEP keys in ASCII format are case-sensitive. Be sure to enter upper- or lowercase letters as necessary.

- Press  **Menu** to switch between uppercase (**ABC**), lowercase (**abc**), or numeric/special (**123**) characters.
- Press ▲ or ▼ until you see the character you want.
- Press ◀ or ▶ to move the cursor.
- Press – to delete a character.




3. When you're done entering the WEP key, press **OK**.
4. Continue with the next section.

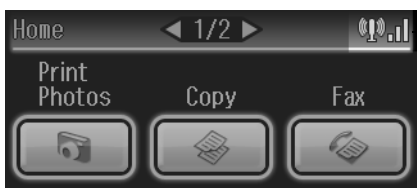
Confirm Your Network Settings

1. When you see a screen like this one, verify that the settings are correct. If you need to change a setting, press **⏮ Back** until you see the setting you need to change.



2. Once you have verified that your network settings are correct, press **OK** to save the settings and return to the Network Settings menu.
3. Press the **Home** button to exit the Network Settings menu.
4. Wait for the printer to connect to your wireless network (this can take up to 90 seconds).

Once it's connected, you see the  WiFi icon and a signal strength indicator on the printer's control panel.



Wireless connection established

5. Continue with “Install Software” on page 22.

Note:

If the printer doesn't connect to your wireless network after 90 seconds, the SSID, WEP key, or WPA passphrase may have been entered incorrectly. See “Connect Wirelessly Using Advanced Setup” on page 8 to select your network settings again.

If the printer still doesn't connect to your wireless network, see “The printer cannot find or connect to the wireless router or access point” on page 29.

Create an Ad-Hoc Wireless Connection

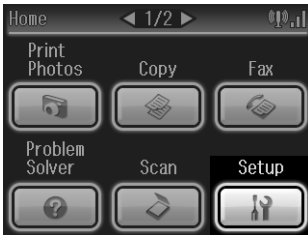
Use this setup method if you want to print wirelessly but do not have an access point or router.

Important:

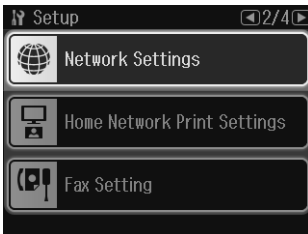
For Windows® users: If your computer is connected to a network with an Ethernet cable, you need to disconnect it before installing software. When setup is complete, reconnect your computer's Ethernet cable.

For Macintosh® users: If your computer is connected to a network with an Ethernet cable or you use a modem for Internet access, you cannot set up your printer this way. See "Connect Wirelessly Using the Setup Wizard" on page 4 or "Wired (Ethernet) Installation" on page 21 to set up your printer.

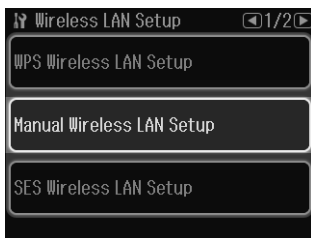
1. Press the **Home** button, if necessary, and select **Setup** on the printer's control panel.



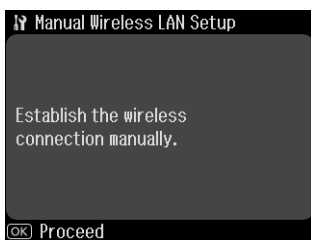
2. Press ◀ or ▶ and select **Network Settings**.



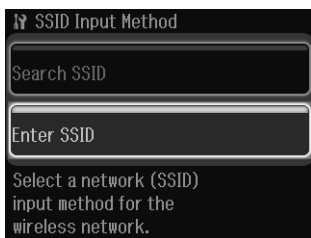
3. Select **Wireless LAN Setup**, select **Advanced Setup**, then select **Manual Wireless LAN Setup**.



4. When you see this screen, press **OK**.









5. Select **Ad Hoc Mode**, then select **Enter SSID**.

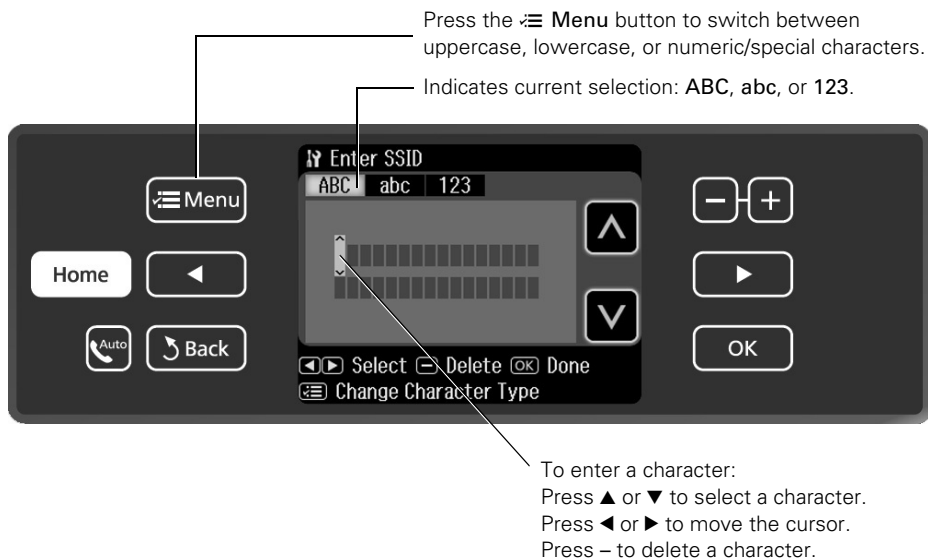


6. Use the arrow buttons on the printer's control panel to create a unique network name (SSID) to identify your printer.

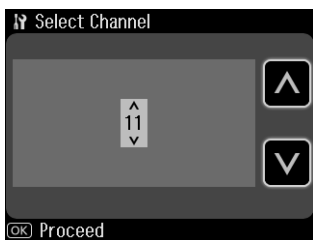
Important:

Network names are case-sensitive. Be sure to enter upper- or lowercase letters as necessary.

- Press  **Menu** to switch between uppercase (ABC), lowercase (abc), or numeric/special (123) characters.
- Press  or  until you see the character you want.
- Press  or  to move the cursor.
- Press  to delete a character.



7. Press OK to select the default channel for your Ad Hoc network.



8. Continue with the next section.

Choose Security Settings

1. Select the security mode you want to use for the Ad Hoc wireless network.



Note:

If you don't want to enable security for your Ad Hoc network, select **None**, then press **OK**.

2. Do one of the following:
- If you selected **None** as the security mode, continue with “Confirm Your Settings and Connect to the Network” on page 20.
 - If you selected WEP as the security mode, continue with step 3.
3. Create a WEP key for the Ad Hoc network. The WEP key can be in alphanumeric (ASCII) format (recommended) or hexadecimal format.

Note:

The number of characters in your WEP key depends on the type of security mode you choose and whether it's alphanumeric (ASCII) or hexadecimal:

Security mode	Alphanumeric (ASCII)	Hexadecimal
WEP-64 bit	5 characters	10 characters
WEP-128 bit	13 characters	26 characters

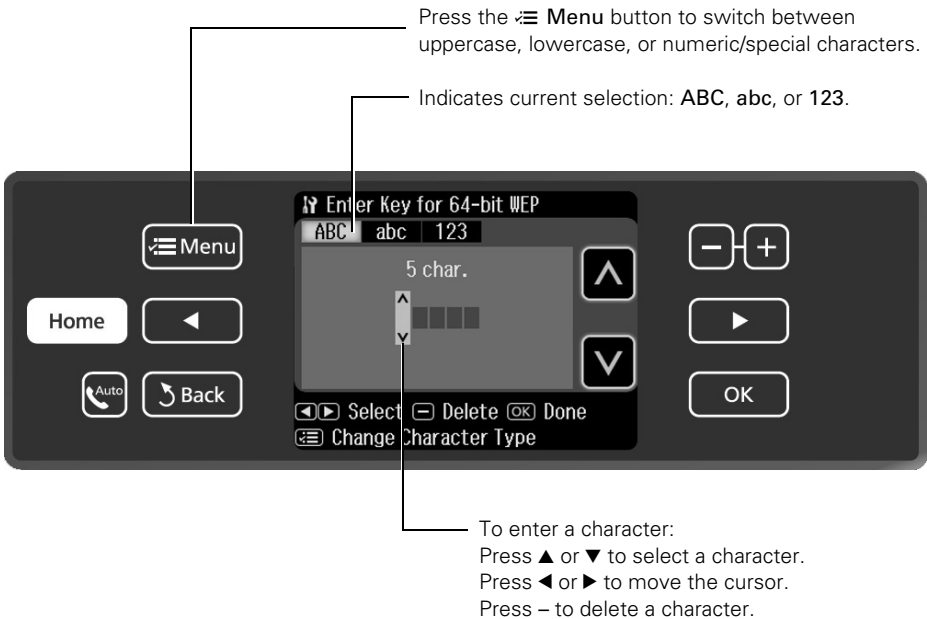
4. Select **Alphanumeric** if your WEP key is ASCII, or select **Hexadecimal** if your WEP key is in hexadecimal format.

5. Use the arrow buttons on the printer's control panel to enter your WEP key.

Important:

WEP keys in ASCII format are case-sensitive. Be sure to enter upper- or lowercase letters as necessary.

- Press **Menu** to switch between uppercase (ABC), lowercase (abc), or numeric/special (123) characters.
- Press **▲** or **▼** until you see the character you want.
- Press **◀** or **▶** to move the cursor.
- Press **–** to delete a character.



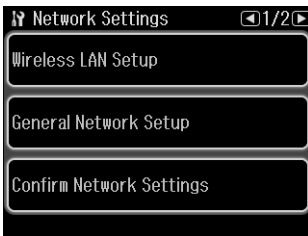
6. When you're done entering the WEP key, press **OK**.
7. Continue with the next section.

Confirm Your Settings and Connect to the Network

1. When you see a screen like this one, verify that the settings are correct. If you need to change a setting, press **↵** **Back** until you see the setting you need to change.



2. Once you have verified that your network settings are correct, press **OK** to save the settings and return to the Network Settings menu.

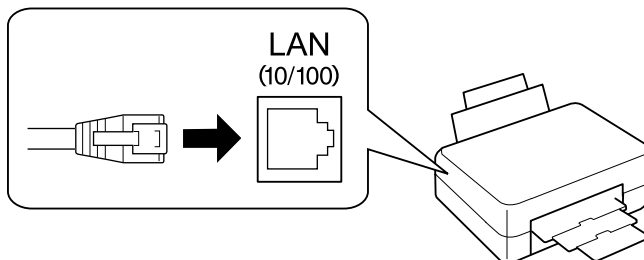


3. Press the **Home** button to exit the Network Settings menu.
4. On your computer, connect to the wireless network name you created on page 17 (see your computer or wireless adapter's documentation for details).
5. Continue with "Install Software" on page 22.

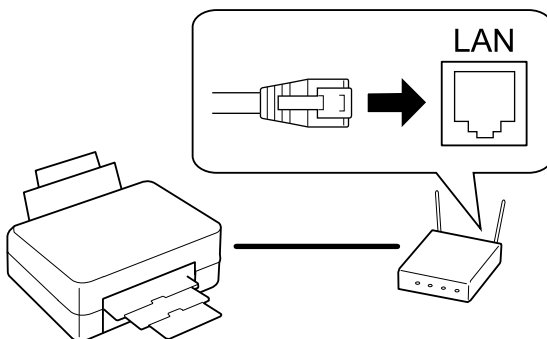


Wired (Ethernet) Installation

1. Connect an Ethernet network cable to the LAN (10/100) port on your printer.



2. Connect the other end to any available LAN port on your router, access point, or hub.



Note:

If you're switching from a wireless to a wired network connection, you need to disable the wireless adapter using the printer's control panel. Press the **Setup** button on the printer's control panel, select **Network Settings > Wireless LAN Setup > Advanced Setup > Disable Wireless LAN**. Select **Yes**, then press **OK**.


3. Continue with the next section to install software.

Install Software

Follow the steps in this section for each computer you want to use with your printer over the network.

1. Insert the printer software CD.
2. **Windows Vista®:** If you see the AutoPlay window, click **Run SETUP.EXE**. When you see the User Account Control screen, click **Continue**.

Windows® XP: When you see the Software Installation screen, continue with step 3.

Mac OS® X: Double-click the  icon.

3. Click **Install**.



4. When you see this screen, select **Install driver for network connection** and click **Next**.



5. When you see this screen, click **Next** to start network setup.



6. Make sure that your printer is turned on and connected to your network.
7. When you see the Firewall Warning screen, click **Next**.

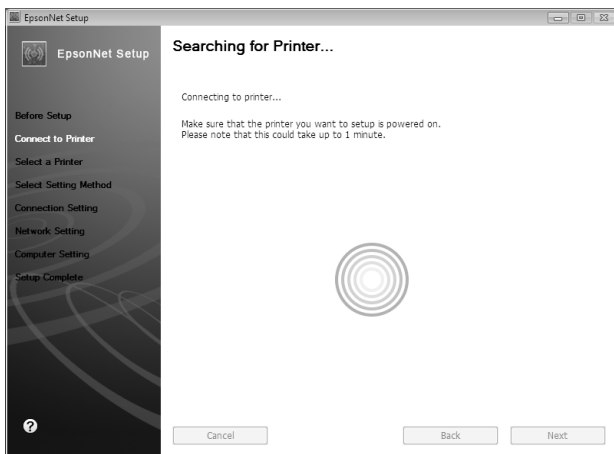


Note:

If you see a firewall alert message, click **Unblock** or **Allow** to let EpsonNet Setup continue. Do not select **Ask Me Later**, **Keep Blocking**, or **Block**.

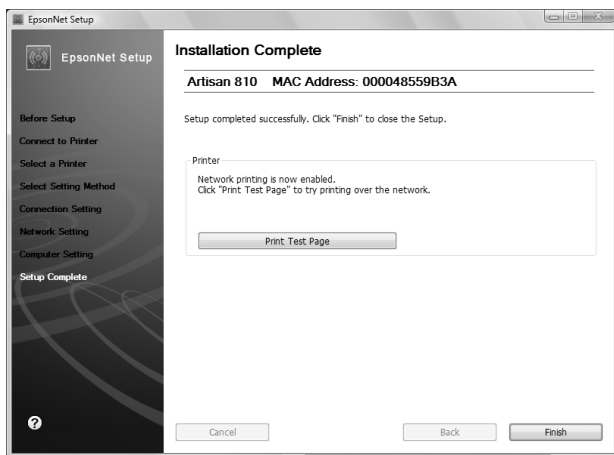
If you don't allow EpsonNet Setup to continue, you will not be able to install your printer. You might need to contact your firewall provider for assistance.

- Wait while EpsonNet Setup configures your printer for the network.

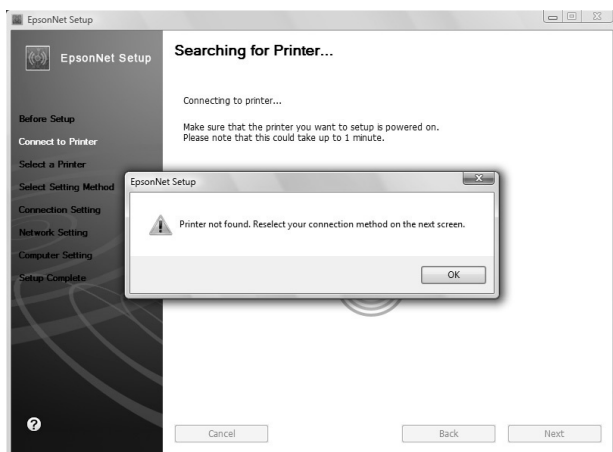


- Do one of the following:

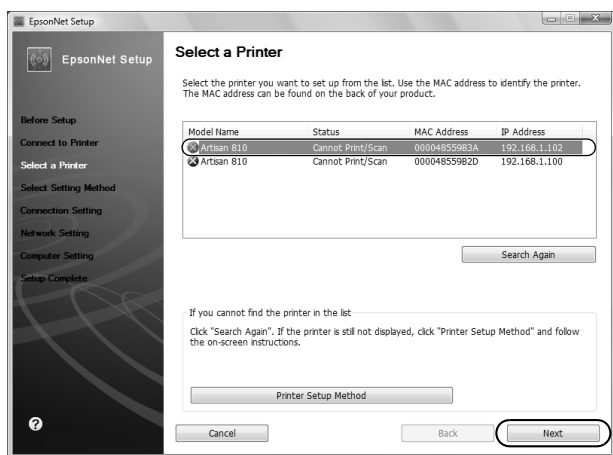
- If you see the Installation Complete screen, continue with the instructions for finishing the installation for Windows on page 27 or Macintosh on page 28 .



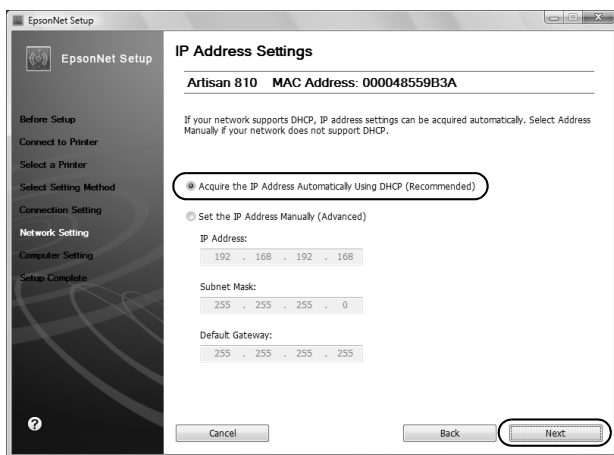
- If no available printers are found on your network, see “EpsonNet Setup was unable to find my printer on the network” on page 30.



- If EpsonNet Setup finds more than one printer on your network, select the printer you want to configure, then click **Next**. When you see the Installation Complete screen, continue with “Finish the Installation” on page 27.



- If you are installing the printer in Ad Hoc mode and you see this screen, make sure that your computer's wireless adapter is set to acquire an IP address automatically (DHCP). Then select **Acquire the IP Address Automatically using DHCP (Recommended)** and click **Next**. When you see the Installation Complete screen, continue with “Finish the Installation” on page 27.



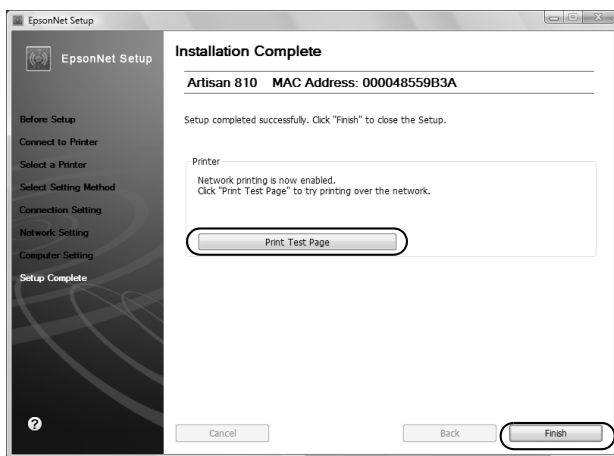
Finish the Installation

Follow the steps for your operating system:

- “Windows” below
- “Macintosh” on page 28

Windows

1. Print a test page, then click **Finish**.

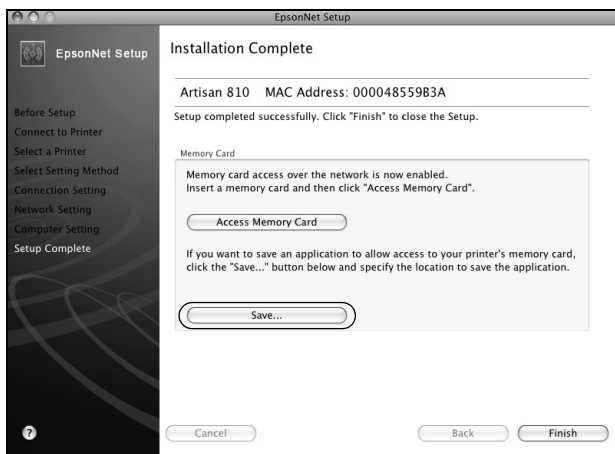


2. Follow the prompts on the screen to set up your fax header, install bonus software, and finish the installation.
3. When installation is complete, restart your computer.

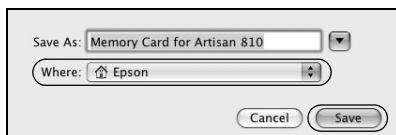
You're ready to scan and print. See your printed documentation and online *Epson Information Center* for details.

Macintosh

1. Click **Save** to install an application that allows you to access the printer's memory cards.



2. Select where you would like install the application, then click **Save**.



3. Click **Finish**.
4. When you see this screen, click **Add Printer**.



5. Follow the steps on the right side of the screen to add your EPSON TCPIP printer.

Note:

It may take up to 90 seconds for your computer to find the EPSON TCPIP printer on the network.

6. Follow the prompts on the screen to print a test page, install bonus software, and finish the installation.
7. When installation is complete, restart your computer.

You're ready to scan and print. See your printed documentation and online *Epson Information Center* for details.

Troubleshooting

If you have problems setting up or using your product on a network, check these sections for help:

- “Setup Problems” below
- “Printing Problems” on page 32
- “Scanning Problems” on page 33

This section also explains how to print a Network Status Sheet (see page 33).

Setup Problems

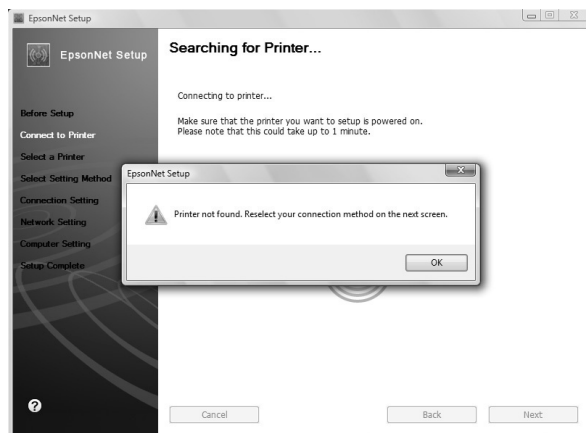
The printer cannot find or connect to the wireless router or access point


- Try connecting to the wireless router or access point with your computer or another device to confirm that it is working correctly.
- Make sure that the printer is within range of your router or access point.
- Avoid placing the printer near a microwave oven, 2.4 GHz cordless phone, or large metal object such as a filing cabinet.

- Make sure there aren't any access restrictions (such as MAC address filtering) set on the wireless router or access point. If access restrictions are set, register the printer's MAC address on the router or access point. Print a Network Status Sheet (see page 33) to obtain the MAC address. Then see your router or access point's documentation for instructions.
- If your wireless router or access point doesn't broadcast its network name (SSID), see "Connect Wirelessly Using Advanced Setup" on page 8 for instructions on connecting to your wireless network. If your wireless router or access point has wireless security enabled, you will also need to know what kind of security it is using.
- If the printer doesn't connect to your wireless network, the WEP key or WPA passphrase may have been entered incorrectly. See "Wireless Network Installation" on page 4 to select your network settings again.
- The printer is compatible with 802.11b and 802.11g. If your router or access point supports 802.11n (Wireless N), make sure that it is set to compatibility mode to allow 802.11b and 802.11g devices to connect to it.
- If your network has a firewall and you did not allow access when you installed the software, you will need to reinstall the software following the instructions on page 22. You might need to contact your firewall provider for assistance.

EpsonNet Setup was unable to find my printer on the network

1. If you see a screen like this one, click OK and do one of the following:



- If you connected the printer wirelessly, verify that the printer is turned on and the  WiFi icon appears on the printer's control panel. Select **Wi-Fi setup using the printer's control panel**, then click **Next**.
- If you connected the printer to your network with an Ethernet network cable, verify that the printer is turned on and connected to your network. Select **Wired Network (Ethernet) setup**, then click **Next**.
- If you created an Ad-Hoc wireless connection, do one of the following:
 - **For Windows users:** If your computer is connected to a network with an Ethernet cable, disconnect it. When setup is complete, reconnect your computer's Ethernet cable.
 - **For Macintosh users:** If your computer is connected to a network with an Ethernet cable, you cannot set up your printer this way. See page 4 or page 21 to set up your printer.
- If you're switching from a wireless to a wired network connection, you need to disable the wireless adapter using the printer's control panel. Press the **Setup** button on the printer's control panel, select **Network Settings > Wireless LAN Setup > Advanced Setup > Disable Wireless LAN**. Select **Yes**, then press **OK**.

2. Continue clicking **Next** until EpsonNet Setup begins to search for your printer. Then continue with step 9 on page 24.

Software installation failed

Make sure that the printer is connected to your network (see page 4 for wireless or page 21 for Ethernet). Then remove and reinsert the CD to reinstall the printer software.

Cannot communicate on a wired LAN

If you're switching from a wireless to a wired network connection, you need to disable the wireless adapter using the printer's control panel. Press the **Setup** button on the printer's control panel, select **Network Settings > Wireless LAN Setup > Advanced Setup > Disable Wireless LAN**. Select **Yes**, then press **OK**.

The printer does not appear in the Add Printer window (Mac OS X)

Make sure the printer driver was installed correctly and that your computer's TCP/IP settings are configured correctly.

Cannot access a memory card over the network

- Remove the memory card from the printer. Select **Setup** on the printer's control panel, then select **Network Settings > File Sharing Setup > Network > Read/Write**. Press **OK**, then press **OK** again to update the setting.
- For Macintosh, follow the instructions on page 28 to install an application that allows you to access the printer's memory card slots over the network.

Printing Problems


Cannot print over the network

- For wireless connections, print a Network Status Sheet (see page 33). If the Link Status is Disconnected, make sure the wireless router or access point is turned on and the settings are correct for your wireless network.
- For wired connections, print a Network Status Sheet (see page 33) and make sure the settings are correct for your network.

If the Network Status is Disconnected, try the following:

- Make sure the Ethernet cable is securely connected to both the printer and your router, access point, switch, or hub.
- Try connecting to another port on your router, access point, switch, or hub.
- Try connecting the printer to another router, access point, switch or hub.
- Try connecting the printer to your router, access point, switch, or hub with another Ethernet cable.
- When using TCP/IP, make sure the printer's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, you need to set the IP address manually.

Printing is slow or the print is cut off

For wireless connections, print a Network Status Sheet (see below) and check the Signal Strength. Or check the number of bars next to the  WiFi icon on the printer's control panel. If the Signal Strength is poor or you see only one or two bars, try moving the printer closer to your wireless router or access point. Avoid placing the printer next to a microwave oven, 2.4 GHz cordless phone, or large metal objects such as a filing cabinet.

A dial-up connection dialog box appears when printing with EpsonNet Print

If you use a dial-up connection for Internet access, you will see this message every time you print. Try connecting to the Internet using a LAN connection or set your dial-up connection to dial manually (Never dial a connection).

Scanning Problems

Cannot find the scanner or start Epson Scan

- If network communication was interrupted while starting Epson Scan, exit Epson Scan, and restart it after a few seconds. If Epson Scan cannot restart, turn the printer off and back on, and then try restarting Epson Scan. Check the **Timeout Setting** in **EPSON Scan Settings**. For details, see the Epson Scan Help.
- If you have a firewall or Internet security software installed, the search feature in **EPSON Scan Settings** may not work correctly. In this case, print a Network Status Sheet (see below), open **EPSON Scan Settings**, select **Network** (if necessary), click **Add**, click **Enter address**, and enter the IP address manually.
- If you are scanning a large document at high resolution, a communication error may occur. If the scan did not complete, lower the resolution.

Cannot scan using the control panel over your network

- Make sure you've restarted your computer after installing the software and setting up the network connection. The printer cannot detect your computer until you've restarted it.
- Check to make sure your computer isn't in sleep mode.

Print a Network Status Sheet

1. Press the **Home** button, if necessary, and select **Setup**.
2. Select **Network Settings**.
3. Select **Confirm Network Settings**.
4. Press the **Start** button to print a network status sheet.

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