L365 User's Guide
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Welcome to the L365 User's Guide.
For a printable PDF copy of this guide, click here.
Product Basics

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

Using the Control Panel
Product Parts Locations
The Power Off and Sleep Timers
Epson Connect Solutions for Smartphones, Tablets, and More

Using the Control Panel

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

Control Panel Buttons and Lights
Adjusting Control Panel Position

Parent topic: Product Basics

Control Panel Buttons and Lights

1 The WiFi light
2 The power button and the power light
3 The Wi-Fi button
4 The network status button
5 The B&W copy button
6  The color copy button
7  The stop button
8  The ink light
9  The paper light
10 Scan to PDF by pressing the B&W copy button and the color copy button simultaneously

Parent topic: Using the Control Panel

Adjusting Control Panel Position

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

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

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

Parent topic: Using the Control Panel

Product Parts Locations

See these sections to identify the parts on your product.

Product Parts - Top
Product Parts - Top

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

**Parent topic:** Product Parts Locations
Product Parts - Inside

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

Parent topic: Product Parts Locations
Product Parts - Back

1 AC inlet
2 USB port

Parent topic: Product Parts Locations

The Power Off and Sleep Timers

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

Changing the Power Off Timer Setting - Windows
Changing the Power Off Timer Setting - OS X

Parent topic: Product Basics
Changing the Power Off Timer Setting - Windows

You can use the printer software to change the time period before the printer turns off automatically.

1. Access the Windows Desktop, right-click the product icon in the Windows taskbar, and select **Printer Settings**.
2. Click the **Maintenance** tab and select **Printer and Option Information**.
   
   You see this window:

   ![Printer and Option Information Window]

3. In the drop-down menu, select the length of time after which you want the product to automatically turn off when it is not in use.
4. Click **Send**.
5. When you see the time you selected listed as the Current Printer Setting, click **OK**.
Parent topic: The Power Off and Sleep Timers

Changing the Power Off Timer Setting - OS X

You can use the printer software to change the time period before the printer turns off automatically.

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

2. Select Printer Settings.
   You see this window:

3. Select the length of time after which you want the product to automatically turn off when it is not in use as the **Power Off Timer** setting.

4. Click **Apply**.

5. Close the Printer Settings window.

Parent topic: The Power Off and Sleep Timers
Epson Connect Solutions for Smartphones, Tablets, and More

You can use your smartphone, tablet, or computer to print documents, photos, emails, and web pages from your home or office.

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

Parent topic: Product Basics

Using the Epson iPrint Mobile App

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

1. Set up your product on a network. See the link below.
2. Visit latin.epson.com/connect (website available in Spanish only) to learn more about Epson iPrint and check the compatibility of your mobile device.
3. Download Epson iPrint from the Apple App Store or Google Play.
4. Connect your mobile device to the same wireless network that your product is using.
5. Print from your mobile device to your Epson product.

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

Related topics
- Wi-Fi Networking

Using Epson Email Print

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

1. Set up your product for network printing. See the link below.
2. If you did not already set up Email Print when you installed your product software, visit latin.epson.com/connect (website available in Spanish only) to learn more about Email Print, check compatibility, and get detailed setup instructions.
3. Send an email with attachments to your product's Email Print address.

   **Note:** Both the email and any attachments print by default. You can change these printing options by logging into your Epson Connect account.

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

**Related topics**
Wi-Fi Networking

### Using Epson Remote Print

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

1. Set up your product for network printing. See the link below.
2. Visit latin.epson.com/connect (website available in Spanish only) to learn more about Remote Print and how to download the software.
3. Download and install the Remote Print software.
4. Obtain the email address and optional access key of the Epson product you want to use for printing, and enter this address during Remote Print setup.
5. Select the print command in your application and choose the Remote Print driver for your Epson product.

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

**Related topics**
Wi-Fi Networking
Wi-Fi Networking

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

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

Wi-Fi Infrastructure Mode Setup

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

1. Epson product
2. Wireless router or access point
3. Computer with a wireless interface
If your network uses a WPS-enabled wireless router or access point, you can quickly connect your product to the network using Wi-Fi Protected Setup (WPS).

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

**Using WPS to Connect to a Network**

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

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

1. To connect to a WPS-enabled router, press the **WPS** button on your router or access point.
2. Press and hold down the **Wi-Fi** button on your product for 3 seconds.

**Note:** Be sure to press and hold the **Wi-Fi** button on your product within 2 minutes of pressing the **WPS** button on your router or access point.
Printing a Network Status Sheet

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

To print the status sheet, press the network status button on the product. Examine the settings shown on the network status sheet to diagnose any problems you have.

Parent topic: Wi-Fi Networking

Changing or Updating Network Connections

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

Changing a USB Connection to a Wi-Fi Connection

Connecting to a New Wi-Fi Router

Parent topic: Wi-Fi Networking

Changing a USB Connection to a Wi-Fi Connection

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

1. Do one of the following:
   • If you want to use only a Wi-Fi connection, disconnect the USB cable from your product. With Windows, also uninstall your product software.
   • If you want to add a Wi-Fi connection in addition to a USB connection, leave the USB cable connected to your product.

2. Download and install your product software from the Epson website using the instructions on the Start Here sheet.

Parent topic: Changing or Updating Network Connections

Connecting to a New Wi-Fi Router

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

Note: If you switch to a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. See your router documentation for instructions.
1. Do one of the following:
   - **Windows**: Uninstall your product software.
   - **OS X**: Go to the next step.

2. Download and install your product software from the Epson website using the instructions on the *Start Here* sheet.

**Parent topic**: Changing or Updating Network Connections
Loading Paper

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

Loading Paper for Documents
Loading Paper for Photos
Loading Envelopes
Paper Loading Capacity
Available Epson Papers
Paper or Media Type Settings

Loading Paper for Documents

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

1. Flip the feeder guard forward.

2. Pull up the paper support and its extension.
3. Pull out the output tray and open the paper stopper.

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

4. Slide the edge guide left.
5. Insert paper, glossy or printable side up and short edge first, against the right side. If you are inserting a stack of paper, fan the sheets first and tap the stack on a flat surface to even the edges.

6. Slide the edge guide against the paper, but not too tightly.

7. Flip the feeder guard back.

Always follow these paper loading guidelines:
- Load only the recommended number of sheets.
- Load paper short edge first, no matter which way your document faces.
- Load letterhead or pre-printed paper top edge first.
- Do not load paper above the arrow mark inside the edge guide.
• Check the paper package for any additional loading instructions.

Parent topic: Loading Paper
Related references
Paper Loading Capacity
Related tasks
Loading Envelopes
Loading Paper for Photos

Loading Paper for Photos
You can print photos on a variety of paper types and sizes.
1. Flip the feeder guard forward.

2. Pull up the paper support and its extension.
3. Pull out the output tray and open the paper stopper.
4. Slide the edge guide left.

5. Insert paper, glossy or printable side up and short edge first, against the right side. If you are inserting a stack of paper, fan the sheets first and tap the stack on a flat surface to even the edges.
6. Slide the edge guide against the paper, but not too tightly.

7. Flip the feeder guard back.
Always follow these paper loading guidelines:
• Load only the recommended number of sheets.
• Load paper short edge first, no matter which way your photo faces.
• Do not load paper above the arrow mark inside the edge guide.
• Check the paper package for any additional loading instructions.

**Parent topic:** Loading Paper

**Related references**

- Paper Loading Capacity

**Related tasks**

- Loading Paper for Documents
- Loading Envelopes

**Loading Envelopes**

You can print on plain paper envelopes in this size: No. 10 (4.1 × 9.5 inches [105 × 241 mm]).
1. Flip the feeder guard forward.

2. Pull up the paper support and its extension.
3. Pull out the output tray and open the paper stopper.
4. Slide the edge guide left.

5. Load up to 10 envelopes against the right side. Load them printable side up and flap edge left.
6. Slide the edge guide against the envelopes, but not too tightly.

7. Flip the feeder guard back.
Always follow these envelope loading guidelines:

- If you have trouble loading a stack of envelopes, press each envelope flat before loading it or load one envelope at a time.
- Do not load envelopes above the arrow mark inside the edge guide.
- Do not load envelopes that are curled, folded, or too thin, or that have plastic windows.

**Parent topic:** Loading Paper

**Related references**

- Paper Loading Capacity

**Related tasks**

- Loading Paper for Documents
- Loading Paper for Photos

## Paper Loading Capacity

<table>
<thead>
<tr>
<th>Paper type</th>
<th>Load up to this many sheets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plain paper - Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) **</td>
<td>Approx. 100 sheets*</td>
</tr>
<tr>
<td>Epson Bright White Paper **</td>
<td>80 sheets</td>
</tr>
<tr>
<td>Epson Presentation Paper Matte</td>
<td>20 sheets</td>
</tr>
<tr>
<td>Epson High Quality Ink Jet Paper</td>
<td>20 sheets</td>
</tr>
<tr>
<td>Epson Premium Presentation Paper Matte</td>
<td>1 sheet</td>
</tr>
<tr>
<td>Epson Premium Photo Paper Glossy</td>
<td>10</td>
</tr>
<tr>
<td>Plain paper - Legal (8.5 × 14 inches [216 × 356 mm])</td>
<td>1 sheet</td>
</tr>
<tr>
<td>User defined paper size of any type</td>
<td>10</td>
</tr>
</tbody>
</table>

* Based on paper weight of 17 lb (64 g/m²) to 24 lb (90 g/m²). Do not load paper above the arrow mark inside the edge guide.

** For manual two-sided printing, load up to 30 sheets.

**Parent topic:** Loading Paper
Available Epson Papers

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit global.latin.epson.com or call your nearest Epson sales office (website available in Spanish and Portuguese only).

<table>
<thead>
<tr>
<th>Paper Type</th>
<th>Size</th>
<th>Part number</th>
<th>Sheet count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Epson Bright White Paper</td>
<td>Letter (8.5 × 11 inches [216 × 279 mm])</td>
<td>S041586</td>
<td>500</td>
</tr>
<tr>
<td>Epson High Quality Ink Jet Paper</td>
<td>Letter (8.5 × 11 inches [216 × 279 mm])</td>
<td>S041111</td>
<td>100</td>
</tr>
<tr>
<td>Epson Premium Photo Paper Glossy</td>
<td>4 × 6 inches (102 × 152 mm)</td>
<td>S041808</td>
<td>40</td>
</tr>
<tr>
<td></td>
<td></td>
<td>S041727</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>5 × 7 inches (127 × 178 mm)</td>
<td>S041464</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Letter (8.5 × 11 inches [216 × 279 mm])</td>
<td>S042183</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td></td>
<td>S041667</td>
<td>50</td>
</tr>
<tr>
<td>Epson Presentation Paper Matte</td>
<td>Letter (8.5 × 11 inches [216 × 279 mm])</td>
<td>S041062</td>
<td>100</td>
</tr>
<tr>
<td>Epson Premium Presentation Paper Matte</td>
<td>Letter (8.5 × 11 inches [216 × 279 mm])</td>
<td>S041257</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td></td>
<td>S042180</td>
<td>100</td>
</tr>
</tbody>
</table>

Note: Paper/media availability varies by country.

Parent topic: Loading Paper

Paper or Media Type Settings

<table>
<thead>
<tr>
<th>For this paper</th>
<th>Select this paper Type or Media Type setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plain paper</td>
<td>Plain Paper/Bright White Paper</td>
</tr>
<tr>
<td>Epson High Quality Ink Jet Paper</td>
<td></td>
</tr>
<tr>
<td>Epson Bright White Paper</td>
<td></td>
</tr>
<tr>
<td>Epson Presentation Paper Matte</td>
<td></td>
</tr>
</tbody>
</table>

35
<table>
<thead>
<tr>
<th>For this paper</th>
<th>Select this paper Type or Media Type setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Epson Premium Photo Paper Glossy</td>
<td>Premium Photo Paper Glossy</td>
</tr>
<tr>
<td>Epson Premium Presentation Paper Matte</td>
<td>Premium Presentation Paper Matte</td>
</tr>
<tr>
<td>Envelopes</td>
<td>Envelope</td>
</tr>
</tbody>
</table>

Parent topic: Loading Paper
Placing Originals on the Product

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

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

**Placing Originals on the Scanner Glass**

**Placing Originals on the Scanner Glass**

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

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

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

**Note:** The edges of your original may be cropped by 0.06 inch (1.5 mm) from the edge of the scanner glass. If you are scanning in Full Auto mode or using thumbnail preview in another mode in
Epson Scan, the edges of your original may be cropped by about 0.2 inch (4.5 mm) from the top and side edges. Manually position your original away from the edges to prevent cropping.

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

Parent topic: Placing Originals on the Product
Related topics
Copying
Scanning
Copying

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

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

Copying Documents or Photos

Related references

Copies are Cut Off

Copying Documents or Photos

You can copy color or black-and-white documents or photos onto plain paper.

1. Place your original document or photo on the product.
2. Load plain paper in the product.
3. Do one of the following to start copying:
   - To copy a black-and-white document or photo, press the B&W copy button.
   - To copy a color document or photo, press the color copy button.
   - To make more than one copy, repeatedly press the B&W copy button or the color copy button for the number of copies you need (up to 20 copies). For example, to make 4 copies, press the button four times. Make sure you press the button in intervals of less than one second.
   - To copy in draft mode, press and hold the B&W copy button or the color copy button, then press the stop button within 3 seconds.

   The product scans and prints your copy.

Note: To cancel copying, press the stop button.

Parent topic: Copying

Related references

Paper Loading Capacity
Copies are Cut Off

Related topics

Loading Paper
Placing Originals on the Product
Printing from a Computer

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

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

Printing with Windows
Printing with OS X
Cancelling Printing Using a Product Button

Printing with Windows

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

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

**Parent topic:** Printing from a Computer

Selecting Basic Print Settings - Windows

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

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

**Note:** You may need to select a print icon on your screen, the Print option in the File menu, or another command. See your application's help utility for details.
3. If necessary, select your product name as the printer you want to use.

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

   You see the Main tab of your printer settings window:

![Printing Preferences window](image)

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

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

5. Select the orientation of your document.

   **Note:** If you are printing an envelope, select **Landscape**.
6. Select the type of paper you loaded as the **Paper Type** setting.

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

7. Select the **Quality** setting that matches the print quality you want to use.

8. Select a Color option:
   - To print a color document or photo, select the **Color** setting.
   - To print text and graphics in black or shades of gray, select the **Black/Grayscale** setting.

9. To print on both sides of the paper, select a **2-Sided Printing** option and select the settings you want.

10. To print multiple pages on one sheet of paper, or print one image on multiple sheets of paper, select one of the settings in the **Multi-Page** menu and select the printing options you want.

11. To print multiple copies and arrange their print order, select the **Copies** options.

12. To preview your job before printing, select **Print Preview**.

13. To save your print job as a project that can be modified and combined with other print jobs, select **Job Arranger Lite**.

14. To reduce noise during printing when you select **Plain Paper/Bright White Paper** and the **Standard** Quality setting, select **Quiet Mode** (printing will be slower).

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**Print Quality Options - Windows**

**Multi-Page Printing Options - Windows**

**Parent topic:** Printing with Windows

**Related references**

- Paper or Media Type Settings

**Related tasks**

- Printing Your Document or Photo - Windows

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**Print Quality Options - Windows**

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

**Draft**

For draft printing on plain paper.
**Standard**  
For everyday text and image printing.

**High**  
For photos and graphics with high print quality.

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

**Parent topic:** Selecting Basic Print Settings - Windows

### Multi-Page Printing Options - Windows

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

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

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

**Parent topic:** Selecting Basic Print Settings - Windows

### Selecting Double-sided Printing Settings - Windows

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

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

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

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

2. Click the **Settings** button.

   You see a window like this:

   ![2-Sided Printing Settings Window](image)

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

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

**Double-sided Printing Options - Windows**
Double-sided Printing Options - Windows

You can select any of the available options on the 2-Sided Printing Settings window to set up your double-sided print job.

**Binding Edge Options**
Select a setting that orients double-sided print binding in the desired direction.

**Binding Margin Options**
Select options that define a wider margin to allow for binding.

**Booklet**
Select the **Booklet** checkbox to print double-sided pages as a booklet.

Parent topic: Selecting Double-sided Printing Settings - Windows

Selecting Additional Layout and Print Options - Windows

You can select a variety of additional layout and printing options for your document or photo on the More Options tab.
1. To change the size of your printed document or photo, select the **Reduce/Enlarge Document** checkbox and select one of these sizing options:
   - Select the **Fit to Page** option to size your image to fit the paper you loaded. Select the size of the your document or photo as the **Document Size** setting, and the size of your paper as the **Output Paper** setting. If you want to center your image on the paper, select the **Center** option.
   - Select the **Zoom to** option to reduce or enlarge your document or photo by a specific percentage. Select the percentage in the % menu.

2. Select one of the following Color Correction options:
   - Select **Automatic** to automatically adjust the sharpness, brightness, contrast, and color saturation for your image.
   - Select **Custom** and click the **Advanced** button to manually adjust the color correction settings or turn off color management in your printer software.
   - Select **Image Options** to access additional settings for improving printed images.

3. To add the following features, click the **Watermark Features** button:
   - **Watermark**: adds a visible watermark to your printout.
     - **Note**: Click the **Add/Delete** button to create your own watermark, and click the **Settings** button to customize the watermark.
   - **Header/Footer**: adds information such as the date and time to the top or bottom of your printout.
     - **Note**: Click the **Settings** button to customize the text and location of the header or footer.

4. Select any of the Additional Settings options to customize your print.

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

**Parent topic**: Printing with Windows

**Related tasks**
**Printing Your Document or Photo - Windows**
Custom Color Correction Options - Windows

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

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

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

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

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

Parent topic: Selecting Additional Layout and Print Options - Windows

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

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

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

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

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

Additional Settings Options
Rotate 180°
Prints the image rotated 180° from its original orientation.

High Speed
Speeds up printing but may reduce print quality.

Mirror Image
Flips the printed image left to right.

Parent topic: Selecting Additional Layout and Print Options - Windows

Header/Footer Settings - Windows
You can select any of the Header/Footer Settings options to add headers or footers when you print. The items are available to print at the top or bottom of your pages, in either the left, right, or center of the page.
**Note:** These settings are not saved with your document.

You can select to print the following information:

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

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

**Parent topic:** Selecting Additional Layout and Print Options - Windows

**Selecting a Printing Preset - Windows**

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

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

1. Click the **Main** or **More Options** tab.
You see the available **Printing Presets** on the left:

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

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

1. Access the Windows Desktop and right-click the product icon in the Windows taskbar.
2. Select Printer Settings.
3. Click the Maintenance tab.
   You see the maintenance options:

4. Click the Extended Settings button.
You see this window:

![Extended Settings Window](image)

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

**Extended Settings - Windows**

**Parent topic:** Printing with Windows

**Extended Settings - Windows**

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

**Show Progress Meter**

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

**Enable EPSON Status Monitor 3**

Enables product monitoring for ink and paper supplies and other issues.

**Separator Page**

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

**Always Spool RAW Datatype**

Increases print speed and may solve other printing problems.

**Page Rendering Mode**

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

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

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

Refine screening pattern
   Prints graphics with a finer screening pattern.

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

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

Parent topic: Selecting Extended Settings - Windows

Printing Your Document or Photo - Windows
   Once you have selected your print settings, you are ready to save your settings and print.
   1. Click OK to save your settings.
You see your application's Print window, such as this one:

2. Click OK or Print to start printing.

Checking Print Status - Windows

Parent topic: Printing with Windows
Checking Print Status - Windows

During printing, you can see the progress of your print job by double-clicking the printer icon in the Windows taskbar.

You can control printing using the options on the screen.

- To cancel printing, right-click on any print job and click **Cancel**.
- To pause printing, right-click on any print job and click **Pause**.
- To restart printing, right-click on any paused print job and click **Restart**.

Parent topic: Printing Your Document or Photo - Windows

Selecting Default Print Settings - Windows

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

1. Access the Windows Desktop and right-click the product icon in the Windows taskbar.
2. Select **Printer Settings**.
You see the printer settings window:

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

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

**Changing the Language of the Printer Software Screens**

**Parent topic:** Printing with Windows

**Changing the Language of the Printer Software Screens**

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

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

   You see the printer settings window.
3. Click the **Maintenance** tab.
   You see the maintenance options:

![Maintenance tab](image)

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

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

**Parent topic:** Selecting Default Print Settings - Windows

**Changing Automatic Update Options**

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

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

![Software Update Settings dialog box](image)

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

4. Click **OK** to exit.

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

**Parent topic:** Printing with Windows

**Related tasks**
- Checking for Software Updates

**Printing with OS X**

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

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

- Selecting Basic Print Settings - OS X
- Selecting Page Setup Settings - OS X
- Selecting Print Layout Options - OS X
Selecting Basic Print Settings - OS X

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

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

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

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

4. If necessary, click the arrow next to the Printer setting or the **Show Details** button to expand the print window.
You see the expanded printer settings window for your product:

Note: The print window may look different, depending on the version of OS X and the application you are using.

5. Select the Copies and Pages settings as necessary.

Note: If you do not see these settings in the print window, check for them in your application before printing.
6. Select the page setup options: **Paper Size** and **Orientation**.

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

7. Select any application-specific settings that appear on the screen, such as those shown in the image above for the Preview application.

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

You see these settings:
9. Select the type of paper you loaded as the **Media Type** setting.

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

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

    *Print Quality Options - Mac OS X*
    *Print Options - OS X*

    **Parent topic:** Printing with OS X

    **Related references**
    *Paper or Media Type Settings*

    **Related tasks**
    *Printing Your Document or Photo - OS X*
    *Selecting Page Setup Settings - OS X*

**Print Quality Options - Mac OS X**

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

**Fast Economy**
   For the fastest printing with draft quality.

**Economy**
   For fast printing with reduced quality.

**Normal**
   For everyday text and image printing.

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

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

**High Quality**
   For photos and graphics with high print quality.

**Parent topic:** Selecting Basic Print Settings - OS X
Print Options - OS X

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

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

**Mirror Image**
Lets you flip the printed image horizontally.

Parent topic: Selecting Basic Print Settings - OS X

Selecting Page Setup Settings - OS X

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

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

1. Select the size of the paper you loaded as the Paper Size setting.
2. Select the orientation of your document or photo as shown in the print window.

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

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

Parent topic: Printing with OS X
Selecting Print Layout Options - OS X

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

- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.
- To invert or flip the printed image, select the **Reverse page orientation** or **Flip horizontally** settings.

**Parent topic:** Printing with OS X
Sizing Printed Images - OS X

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

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

Parent topic: Printing with OS X

Managing Color - OS X

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

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

![Color Options](Image)

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

4. Select one of the available options.

**Color Matching and Color Options - OS X**

**Parent topic:** Printing with OS X

**Color Matching and Color Options - OS X**

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

**Color Matching Settings**

**EPSON Color Controls**

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

**ColorSync**

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

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

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

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

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

Parent topic: Managing Color - OS X

Printing Your Document or Photo - OS X
Once you have selected your print settings, you are ready to print.
Click **Print** at the bottom of the print window.

![Print settings window](image)

**Checking Print Status - OS X**

**Parent topic:** Printing with OS X

**Checking Print Status - OS X**

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

1. Click the printer icon when it appears in the Dock.
   
   You see the print status window:
2. Select the following options as necessary:

• To cancel printing, click the print job and click or **Delete**.

• To pause a print job, click the print job and click or **Hold**. To resume a print job, click the paused print job and click or **Resume**.

• To pause printing for all queued print jobs, click **Pause** or **Pause Printer**.

• To display other printer information, click **Settings**.

Parent topic: Printing Your Document or Photo - OS X

**Selecting Printing Preferences - OS X**

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

1. In the Apple menu or the Dock, select **System Preferences**.

2. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**.

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

   You see a screen like this:
4. Select any of the available printing preferences.
5. Click OK.

**Printing Preferences - OS X**

**Parent topic:** Printing with OS X

### Printing Preferences - OS X

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

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

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

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

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

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

**Parent topic:** Selecting Printing Preferences - OS X

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### Cancelling Printing Using a Product Button

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

**Parent topic:** Printing from a Computer
Scanning

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

Starting a Scan
Selecting Epson Scan Settings
Scanning with OS X Using Image Capture
Scanning Special Projects

Starting a Scan

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

Starting a Scan Using the Product Buttons
Starting a Scan Using the Epson Scan Icon
Starting a Scan from a Scanning Program

Parent topic: Scanning
Related topics
Placing Originals on the Product

Starting a Scan Using the Product Buttons

You can scan an image and save it as a PDF using your product's control panel buttons.

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

   Note: You must connect your product with a USB cable to scan using the buttons.

2. Press the \* B&W copy button and the \* color copy button at the same time.

   Your original is scanned and saved as a PDF on your computer.

Changing Default Scan Button Settings

Parent topic: Starting a Scan
Related topics
Placing Originals on the Product
Changing Default Scan Button Settings

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

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

Parent topic: Starting a Scan Using the Product Buttons

Starting a Scan Using the Epson Scan Icon

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

- **Windows 8.x**: Navigate to the Apps screen and select EPSON Scan under EPSON or EPSON Software.
- **Windows (other versions)**: Click or Start, and select All Programs or Programs. Select EPSON or EPSON Software and click EPSON Scan.
• **OS X**: Open the **Applications** folder, open the **Epson Software** folder, and double-click the **EPSON Scan** icon.

You see an Epson Scan window like this:
Related topics
Placing Originals on the Product
Selecting Epson Scan Settings

Starting a Scan from a Scanning Program

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

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

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

You see an Epson Scan window like this:
Note: In certain programs, you may see the program's scan window instead of the Epson Scan window. Select scanning options as necessary.

Parent topic: Starting a Scan
Related topics
Placing Originals on the Product

Selecting Epson Scan Settings
After starting Epson Scan, you can select settings in various modes to customize your scan.

Scan Modes
Selecting the Scan Mode
Scanning in Full Auto Mode
Scanning in Home Mode
Scanning in Office Mode
Scanning in Professional Mode
Image Preview Guidelines
Scan Resolution Guidelines
Selecting Scan File Settings
Parent topic: Scanning

Scan Modes
Epson Scan provides a choice of scan modes with different levels of control over your settings.

Full Auto Mode
This mode automatically detects the type of content you are scanning, selects settings for it, and saves your scanned image. You can also select various image adjustment options.

Home Mode
You can select setting groups based on the type of content you are scanning. You can also select various image adjustment options, and preview and size your scanned image.

Office Mode
You can quickly scan text documents and adjust them on a preview screen. You can also select various image adjustment options and preview your scanned image.

Professional Mode
You can manually customize all available settings, and preview and size your scanned image.
Selecting the Scan Mode

Select the Epson Scan mode you want to use from the Mode box in the upper right corner of the Epson Scan window:

Parent topic: Selecting Epson Scan Settings
Related tasks
Scanning in Full Auto Mode
Scanning in Home Mode
Scanning in Office Mode
Scanning in Professional Mode

Scanning in Full Auto Mode

When you scan in Full Auto Mode, Epson Scan automatically saves your scanned file in JPEG format in your operating system's Pictures or My Pictures folder, or opens it in your scanning program. You can change the scanned file settings and select various image adjustment options before you scan, if necessary.

1. Start Epson Scan and select Full Auto Mode as the Mode setting.
You see this window:
2. To select image adjustment options or change your scanned file settings, click **Customize**, select the settings you want, and click **OK**.

![Customize window]

- To choose any of the available image adjustment options, select the checkbox for the option.
- To change the scanned file settings, click **File Save Settings**.

3. Click **Scan**.

Epson Scan scans your original, and saves the file in the selected folder or opens it in your scanning program. If the file was saved directly to your computer, you see the file in the Windows Explorer or OS X Finder, where you can view and print the image, if desired.

*Available Image Adjustments - Full Auto Mode*

*Parent topic: Selecting Epson Scan Settings*
Available Image Adjustments - Full Auto Mode

You can select these image adjustment options in Epson Scan Full Auto Mode.

**Dust Removal**
Removes dust marks from your originals automatically.

**Color Restoration**
Restores the colors in faded photos automatically.

**Auto Photo Orientation**
Checks the preview image for faces, the sky, and other features, and then correctly rotates the photo when it is scanned, if necessary. (If your photo is not oriented correctly using this option, deselect this option and scan again.)

Parent topic: Scanning in Full Auto Mode

Scanning in Home Mode

When you scan in Home Mode, Epson Scan automatically saves your scanned file in JPEG format in your operating system's Pictures or My Pictures folder, or opens it in your scanning program. You can select settings, preview, and change the scanned file settings as necessary.

1. Start Epson Scan and select **Home Mode** as the Mode setting.
2. Select the **Document Type** setting that matches your original, such as Photograph or Text/Line Art.

3. Select the **Image Type** setting that matches your original.
4. Select the way you plan to use your scanned image as the **Destination** setting. (The Resolution setting is selected automatically based on the Destination setting you choose.)

   - **Screen/Web**: Select this option for images you will email, view on a computer screen, or post on the web.
   - **Printer**: Select this option for images you will print or documents you will convert to editable text using OCR (Optical Character Recognition) software.
   - **Other**: Select this option if you want to select a custom resolution for your image.

5. If you selected **Other** in the last step, select the **Resolution** setting you want to use for your scan.

6. Click the **Preview** button.

   Epson Scan previews your original and displays the result in a separate Preview window.

7. If desired, select the area in your preview image that you want to scan (scan area).

8. Select any of the image adjustment settings you want to use. Before making adjustments, click the image or scan area in the Preview window.

9. If you want to reduce or enlarge your image as you scan, select the **Target Size** setting you want to use.

10. Click **Scan**.

    You see the File Save Settings window.

11. Change any of the necessary file save settings and click **OK**.

    Epson Scan scans your original, and saves the file in the selected folder or opens it in your scanning program. If the file was saved directly to your computer, you see the file in the Windows Explorer or OS X Finder, where you can view and print the image, if desired.

**Related topics**

- Selecting a Scan Area - Home Mode
- Available Image Adjustments - Home Mode
- Selecting a Scan Size - Home Mode

**Parent topic**: Selecting Epson Scan Settings

**Related concepts**

- Image Preview Guidelines
- Scan Resolution Guidelines

**Related tasks**

- Selecting Scan File Settings
Selecting a Scan Area - Home Mode

You can select a specific area in your preview image to include in your scanned image. You can select the entire image area or a portion of it. You can even select multiple scan areas to create multiple scanned images of different areas (Normal Preview mode only).

You can also use the scan area to select specific Image Adjustments settings for a scanned image. Just be sure to click inside the scan area before selecting the settings.
1. Do one of the following to select your scan area in the Preview image:
   - **Thumbnail preview:** Your scan area is selected automatically, but you can change it. Place your cursor in one corner of the desired scan area, then click and drag the cursor to the opposite corner to create a marquee (dotted line) on the preview image.
• **Normal preview**: Click the Auto Locate icon to create a marquee (dotted line) on the preview image.

2. Do the following, as necessary, to work with the selected scan area:
   • If the marquee is correct, continue with the next step.
   • To move the marquee, click inside the scan area and drag the marquee where you want it.
• To resize the scan area, place your cursor over the edge or corner of the marquee, then click and drag the edges where you want them. (Hold down the Shift key as you resize the marquee to retain the same width/height proportions.)

• **Normal preview**: To create additional marquees (up to 50), click the Copy Marquee icon to copy the existing marquee and paste it on the preview image.

  **Note**: If you draw multiple marquees, make sure you select the All button in the Preview window before you scan. Otherwise, only the area inside the currently selected marquee will be scanned.

• To delete a marquee, click the marquee, then click the Delete Marquee icon.

3. Click inside the scan area and make any necessary settings in the Epson Scan window.

**Parent topic**: Scanning in Home Mode

### Available Image Adjustments - Home Mode

You can select these Image Adjustments options in Epson Scan Home Mode.

<table>
<thead>
<tr>
<th>Image Adjustments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Descreening</td>
</tr>
<tr>
<td>Color Restoration</td>
</tr>
<tr>
<td>Image Options</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**Brightness** button to access additional settings.

**Note**: Select the **Image Option** checkbox if you need to set any of the grayed-out image adjustments. Not all adjustment settings may be available, depending on the Document Type and Image Type setting. Click the **Brightness** button to access additional settings.

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

**Color Restoration**
Restores the colors in faded photos automatically.
Backlight Correction
Removes shadows from photos that have too much background light.

Dust Removal
Removes dust marks from your originals automatically.

Text Enhancement
Sharpens the appearance of letters in text documents.

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

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

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

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

Parent topic: Scanning in Home Mode

Selecting a Scan Size - Home Mode

You can reduce or enlarge the size of your image as you scan. You can also select a specific scan size, such as a common photo size like 4 × 6 inches (102 × 152 mm). This places a scan area of that size on the preview image so you can use it to help crop the image in the correct proportions.

1. Click the Preview button to preview your image.

2. In the Epson Scan window, select the size you want your scanned image to be from the Target Size list.

   ![Target Size List](image)

   **Note:** If you need to rotate the orientation of the target size for your image, click the Orientation icon.
A marquee (dotted line) appears on your preview image proportioned for the size you selected.

3. Do the following, as necessary, to work with the selected scan area:
   - To move the marquee, click inside the scan area and drag the marquee where you want it.
• To resize the scan area, place your cursor over the edge or corner of the marquee, then click and drag the edge where you want it.

**Note:** Manually adjusting the marquee will not change the target size of the scanned file. The marquee only indicates the area of the image that will be scanned.

4. To create a scanned image size that is not available in the Target Size list, click the **Customize** option.

   You see this window:

   ![Target Size Window](image)

   5. Name the custom size, enter the size, click **Save**, and click **OK**. Then adjust the marquee on the preview image.

   The marquee is automatically proportioned for your custom scan size.

**Parent topic:** Scanning in Home Mode
Scanning in Office Mode

When you scan in Office Mode, Epson Scan automatically saves your scanned file in JPEG format in your operating system's Pictures or My Pictures folder, or opens it in your scanning program. You can select settings, preview, and change the scanned file settings as necessary.

1. Start Epson Scan and select **Office Mode** as the Mode setting.

You see this window:
2. Select the **Image Type** setting that matches your original.
3. Select the **Document Source** setting indicating where you placed your original.
4. Select the **Size** and **Orientation** settings that match your original.
5. Select the **Resolution** setting you want to use for your scan.
6. Click the **Preview** button.
   
   Epson Scan previews your original and displays the result in a separate Preview window.
7. If desired, select the area in your preview image that you want to scan (scan area).
8. Select any of the image adjustment settings you want to use. Before making adjustments, click the image or scan area in the Preview window.
9. Click **Scan**.
   
   You see the File Save Settings window.
10. Change any of the necessary file save settings and click **OK**.

Epson Scan scans your original, and saves the file in the selected folder or opens it in your scanning program. If the file was saved directly to your computer, you see the file in the Windows Explorer or OS X Finder, where you can view and print the image, if desired.

**Selecting a Scan Area - Office Mode**

**Available Image Adjustments - Office Mode**

**Parent topic:** Selecting Epson Scan Settings

**Related concepts**

- Scan Resolution Guidelines

**Related tasks**

- Selecting Scan File Settings

**Selecting a Scan Area - Office Mode**

You can select a specific area in your preview image to include in your scanned image. You can select the entire image area or a portion of it. You can even select multiple scan areas to create multiple scanned images of different areas.

You can also use the scan area to select specific Image Adjustments settings for a scanned image. Just be sure to click inside the scan area before selecting the settings.
1. In the Preview window, click the Auto Locate icon to create a marquee (dotted line) on the preview image.

2. Do the following, as necessary, to work with the selected scan area:
   • If the marquee is correct, continue with the next step.
   • To move the marquee, click inside the scan area and drag the marquee where you want it.
• To resize the scan area, place your cursor over the edge or corner of the marquee, then click and drag the edges where you want them. (Hold down the **Shift** key as you resize the marquee to retain the same width/height proportions.)

• To create additional marquees (up to 50, if available), click the **Copy Marquee** icon to copy the existing marquee and paste it on the preview image.

  **Note:** If you draw multiple marquee, make sure you select the **All** button in the Preview window before you scan. Otherwise, only the area inside the currently selected marquee will be scanned.

• To delete a marquee, click the marquee, then click the **Delete Marquee** icon.

3. Click inside each scan area and make any necessary settings in the Epson Scan window.

**Parent topic:** Scanning in Office Mode

### Available Image Adjustments - Office Mode

You can select these Image Adjustments options in Epson Scan Office Mode. Not all adjustment settings may be available, depending on other settings you have chosen.

![Image Adjustments](image)

**Note:** Select the **Image Option** checkbox if you need to set any of the grayed-out image adjustments beneath the checkbox. Not all adjustment settings may be available, depending on the Image Type setting.

**Unsharp Mask**

- Makes the edges of certain image areas clearer. Turn off this option to leave softer edges.
**Descreening**
Removes the ripple pattern that might appear in subtly shaded image areas, such as skin tones. This option improves results when scanning magazines or newspapers. (The results of descreening do not appear in the preview image, only in your scanned image.)

**Text Enhancement**
Sharpens the appearance of letters in text documents.

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

**Color Enhance**
Enhances the red, green, or blue shades in the scanned image.

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

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

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

Parent topic: Scanning in Office Mode

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## Scanning in Professional Mode

When you scan in Professional Mode, Epson Scan automatically saves your scanned file in JPEG format in your operating system's Pictures or My Pictures folder, or opens it in your scanning program. You can select settings, preview, and change the scanned file settings as necessary.

1. Start Epson Scan and select **Professional Mode** as the Mode setting.
You see this window:
2. Select the **Document Type** setting that matches your original, such as **Reflective** for documents or photos.

3. Select the **Document Source** setting indicating where you placed your original.

4. Select the specific type of original you are scanning as the **Auto Exposure Type** setting: **Document** or **Photo**.

5. Select the details of your original and how you want it scanned as the **Image Type** setting.

6. Select the **Resolution** setting you want to use for your scan.

7. Click the **Preview** button.
   
   Epson Scan previews your original and displays the result in a separate Preview window.

8. If desired, select the area in your preview image that you want to scan (scan area).

9. Select any of the image adjustment settings you want to use. Before making adjustments, click the image or scan area in the Preview window.

10. If you want to reduce or enlarge your image as you scan, select the **Target Size** setting you want to use.

11. Click **Scan**.

   You see the File Save Settings window.

12. Change any of the necessary file save settings and click **OK**.

Epson Scan scans your original, and saves the file in the selected folder or opens it in your scanning program. If the file was saved directly to your computer, you see the file in the Windows Explorer or OS X Finder, where you can view and print the image, if desired.

**Available Image Types - Professional Mode**

**Selecting a Scan Area - Professional Mode**

**Available Image Adjustments - Professional Mode**

**Selecting a Scan Size - Professional Mode**

**Parent topic:** Selecting Epson Scan Settings

**Related concepts**

Image Preview Guidelines

Scan Resolution Guidelines

**Related tasks**

Selecting Scan File Settings
Available Image Types - Professional Mode

You can select these Image Type options in Epson Scan Professional Mode.

24-bit Color
Select this setting for color photos.

Color Smoothing
Select this setting for color graphic images, such as charts or graphs.

8-bit Grayscale
Select this setting for black-and-white photos.

Black & White
Select this setting for black text documents or line art.

Parent topic: Scanning in Professional Mode

Selecting a Scan Area - Professional Mode

You can select a specific area in your preview image to include in your scanned image. You can select the entire image area or a portion of it. You can even select multiple scan areas to create multiple scanned images of different areas (Normal Preview mode only).

You can also use the scan area to select specific image Adjustments settings for a scanned image. Just be sure to click inside the scan area before selecting the settings.

Note: In Professional Mode, the default Preview mode is Normal Preview mode. To use Thumbnail Preview mode instead, select the Thumbnail checkbox beneath the Preview button (if available), then click the Preview button to preview your image again.
1. Do one of the following to select your scan area in the Preview image:

   - **Normal preview**: Click the Auto Locate icon to create a marquee (dotted line) on the preview image.
• **Thumbnail preview**: Your scan area is selected automatically, but you can change it. Place your cursor in one corner of the desired scan area, then click and drag the cursor to the opposite corner to create a marquee (dotted line) on the preview image.

2. Do the following, as necessary, to work with the selected scan area:
   • If the marquee is correct, continue with the next step.
   • To move the marquee, click inside the scan area and drag the marquee where you want it.
To resize the scan area, place your cursor over the edge or corner of the marquee, then click and drag the edges where you want them. (Hold down the **Shift** key as you resize the marquee to retain the same width/height proportions.)

**Normal preview:** To create additional marquees (up to 50, if available), click the Copy Marquee icon to copy the existing marquee and paste it on the preview image.

To delete a marquee, click the marquee, then click the Delete Marquee icon.

**Note:** If you draw multiple marquees, make sure you select the **All** button in the Preview window before you scan. Otherwise, only the area inside the currently selected marquee will be scanned.

3. Click inside the scan area and make any necessary settings in the Epson Scan window.

**Parent topic:** Scanning in Professional Mode

### Available Image Adjustments - Professional Mode

You can select these Adjustments options in Epson Scan Professional Mode. Not all adjustment settings may be available, depending on other settings you have chosen.

![Image Adjustments](image.png)

Click the image adjustment icon to access additional settings. Click the + (Windows) or ▶ (OS X) icon next to a setting to change the level of adjustment.

**Unsharp Mask**

- Makes the edges of certain image areas clearer. Turn off this option to leave softer edges.
Descreening
Removes the ripple pattern that might appear in subtly shaded image areas, such as skin tones. This option improves results when scanning magazines or newspapers. (The results of descreening do not appear in the preview image, only in your scanned image.)

Color Restoration
Restores the colors in faded photos automatically.

Backlight Correction
Removes shadows from photos that have too much background light.

Dust Removal
Removes dust marks from your originals automatically.

Auto Exposure
Automatically adjusts the image exposure settings when you click the Auto Exposure icon. To automatically adjust image exposure settings continuously, click the Configuration button, click the Color tab, and select Continuous auto exposure. You can adjust the level of auto exposure using a slider.

Histogram Adjustment
Provides a graphical interface for adjusting highlight, shadow, and gamma levels individually. (For advanced users only.) Click the histogram icon to access the settings.

Tone Correction
Provides a graphical interface for adjusting tone levels individually. (For advanced users only.) Click the tone correction icon to access the settings.

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

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

Saturation
Adjusts the density of colors in the overall image.

Color Balance
Adjusts the balance of colors in the overall image.

Color Palette
Provides a graphical interface for adjusting mid-tone levels, such as skin tones, without affecting the highlight and shadow areas of the image. (For advanced users only.) Click the Color Palette icon to access the settings.
Threshold
Adapts the level at which black areas in text and line art are delineated, improving text recognition in OCR (Optical Character Recognition) programs.

Parent topic: Scanning in Professional Mode

Selecting a Scan Size - Professional Mode
You can reduce or enlarge the size of your image as you scan. You can also select a specific scan size, such as a common photo size like 4 × 6 inches (102 × 152 mm). This places a scan area of that size on the preview image so you can use it to help crop the image in the correct proportions.

1. Click the Preview button to preview your image.
2. In the Epson Scan window, select the size you want your scanned image to be from the Target Size list.

Note: If you need to rotate the orientation of the target size for your image, click the orientation icon.
A marquee (dotted line) appears on your preview image proportioned for the size you selected.

3. Do the following, as necessary, to work with the selected scan area:
   - To move the marquee, click inside the scan area and drag the marquee where you want it.
• To resize the scan area, place your cursor over the edge or corner of the marquee, then click and drag the edge where you want it.

**Note:** Manually adjusting the marquee will not change the target size of the scanned file. The marquee only indicates the area of the image that will be scanned.

4. To create a scanned image size that is not available in the Target Size list, click the **Customize** option.

You see this window:

![Target Size window](image)

5. Name the custom size, enter the size, click **Save**, and click **OK**. Then adjust the marquee on the preview image.

The marquee is automatically proportioned for your custom scan size.
6. To use additional sizing tools, click the + (Windows) or ▶ (OS X) icon next to the Target Size setting and select options as desired.

- **Scale**: Reduces or enlarges your image by the percentage you enter.
- **Trimming**: Turns automatic image cropping on or off.
- **Unlock icon**: Unlocks the width/height proportions of the scanned image size so you can adjust it without constraint.

**Parent topic:** Scanning in Professional Mode

### Image Preview Guidelines

You can preview your scanned image so you can adjust the scan settings using the preview as a guide. There are two types of preview available, depending on the scan mode and selected settings:

**Thumbnail preview**
A thumbnail preview displays your previewed images as thumbnails with the scanned image area and exposure automatically selected. If the Thumbnail checkbox is selected, clicking the Preview button opens a thumbnail preview.

**Normal preview**
A normal preview displays your previewed images in their entirety so you can select the scanned image area and other settings manually. If the Thumbnail checkbox is deselected, clicking the Preview button opens a normal preview.

**Parent topic:** Selecting Epson Scan Settings

### Scan Resolution Guidelines

If you plan to enlarge a scanned image so you can print it at a larger size, you may need to increase the resolution from the default resolution set by Epson Scan. Follow these guidelines to determine the resolution setting you need:

- You will enlarge the image as you scan it.
If you will enlarge the image using Epson Scan's Target Size setting, you do not need to increase the Resolution setting.

- You will scan the image at its original size but enlarge it later in an image-editing program.
  Increase Epson Scan's Resolution setting in your scan. Increase the resolution by the same amount you will increase the image size to retain a high image quality. For example, if the resolution is 300 dpi (dots per inch) and you will double the image size later, change the Resolution setting to 600 dpi.

- You will scan the image at 100% or smaller size.
  Select Epson Scan's Resolution setting based on how you will use the scanned image:
  - Email/view on a computer screen/post on the web: 96 to 150 dpi
  - Print/convert to editable text (OCR): 300 dpi
  - Fax: 200 dpi

**Parent topic:** Selecting Epson Scan Settings
Selecting Scan File Settings

You can select the location, name, and format of your scan file on the File Save Settings window. You can also select various optional settings that control how Epson Scan behaves when you scan and save files.

The File Save Settings window may appear after you click **Scan** on the Epson Scan window. You may also be able to access the window by clicking the icon on the Epson Scan window.

1. Do one of the following to select the folder in which you want to save your scanned image:
   - Click the button for one of the displayed folders.
• Click the Other button, click the Browse or Choose button, and select a folder.

2. Type in a file name in the Prefix field. This name is used along with numbers to automatically name your scanned files.

3. Select a different number as the Start Number setting, if you like.

4. Select the file format you want to use in the Image Format Type menu.

5. If your file format provides optional settings, click the Options button to select them.

6. Choose any of the optional settings you want to use by selecting their checkboxes.

7. Click OK.

Available Scanned File Types and Optional Settings

Parent topic: Selecting Epson Scan Settings

Available Scanned File Types and Optional Settings

You can select from a variety of scanned file types and optional settings on the File Save Settings window in Epson Scan.

File Formats

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

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

Multi-TIFF (*.tif)
A TIFF file format when multiple pages are saved to the same file, allowing you to edit the images using a compatible program.

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

PICT (*.pct)
A standard image file format for most OS X programs.

PRINT Image Matching II (*.jpg or *.tif)
File formats that include Epson PRINT Image Matching II data for enhanced quality and a wider color range (does not affect the way the image displays on the screen).
TIFF (*.tif)
A file format created for exchanging data between many programs, such as graphic and DTP software.

Optional Settings

Overwrite any files with the same name
Select to overwrite previous files with the same names.

Show this dialog box before next scan
Select to have the File Save Settings window appear automatically before you scan (in certain Epson Scan modes).

Open image folder after scanning
Select to have Windows Explorer or OS X Finder automatically open to the folder where your scanned image is saved after scanning.

Show Add Page dialog after scanning
If you are scanning a multi-page document using the PDF or Multi-TIFF format, select to display a prompt for scanning additional pages after the first page is scanned.

Parent topic: Selecting Scan File Settings

Scanning with OS X Using Image Capture

With OS X, you can scan with your product using an image-editing application such as Image Capture.

1. Open an image editing application, such as Image Capture.

2. Select your Epson product from the DEVICES or SHARED list, if necessary. (You may need to hover over the DEVICES or SHARED list, click Show, and select your product.)

3. If you see the Show Details button, click it.
   If you are scanning an item on the scanner glass, your product begins a preview scan.
4. Select the **Scan Mode** setting indicating where you placed your original (if available). Select any other available scan settings as necessary.

5. Select the folder in which you want to save your scanned file in the **Scan To** pop-up menu.

6. Click **Scan**.
Your scanned file is saved in the folder you selected.

Available Scan Settings - OS X Image Capture

Parent topic: Scanning

Available Scan Settings - OS X Image Capture

You can select these scan settings in your imaging editing application for OS X, if available.

Image Correction
Provides a graphical interface for adjusting brightness, tint, temperature, and saturation.

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

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

Backlight Correction
Removes shadows from photos that have too much background light.

Dust Removal
Removes dust marks from your originals automatically.

Color Restoration
Restores the colors in faded photos automatically.

Parent topic: Scanning with OS X Using Image Capture

Scanning Special Projects

Your product's scanning software offers various options to help you quickly complete special scan projects.

Scanning to a PDF File
Restoring Photo Colors as You Scan

Parent topic: Scanning

Scanning to a PDF File

Using Epson Scan in Office, Home, or Professional Mode, you can scan a multi-page document and save it in one PDF (Portable Document Format) file on your computer.

1. Place your original on your product for scanning.
2. Start Epson Scan.
3. Select the scan mode you want to use.
4. Select the scan settings for your scan.
5. Preview your image.
6. When you finish selecting all your settings, click **Scan**. You see the File Save Settings window.

![File Save Settings window](image)

7. Select **PDF** as the Type setting.
8. Select any other settings you want to use on the File Save Settings window. Click the **Options** button to access additional settings.

9. Click **OK**.

   Epson Scan scans your document and you see this window:

   ![Add Page Confirmation Window]

   **Add Page Confirmation**

   Scanning complete. Do you want to continue scanning and add more pages?

   Select **Edit page** to finish scanning and edit the pages before saving the file. Select **Save File** to finish scanning and save the file without editing the pages.

10. Choose one of the following options:

    • If you are scanning only one page, click **Save File**.

    • If you need to scan additional pages in a document, click **Add page**. Place additional pages on the product for scanning, click **Scan**, and repeat until you have scanned all the pages. When you are finished, click **Save File**.

    • If you need to delete or reorder the scanned pages, click **Edit page**. Delete or reorder the pages using the icons that appear on the bottom of the editing window. When you are finished, click **OK**.

   **Note:** If you installed an OCR (Optical Character Recognition) program, you may see a screen indicating the program is converting your page to text. Wait until the program re-scans the page and close the program, if necessary.

11. Click **Close** to exit the Epson Scan window, if necessary.

   Epson Scan scans your original, and saves the PDF file in the selected folder or opens it in your scanning program. If the file was saved directly to your computer, you see the file in the Windows Explorer or OS X Finder, where you can view and print the document, if desired.
Restoring Photo Colors as You Scan

You can restore the colors in faded photos as you scan them using Epson Scan’s Color Restoration setting. You can select this setting in any of the available scan modes.

**Note:** Color restoration is not available in Office Mode, if Epson Scan offers that mode.

1. Place your original on your product for scanning.
2. Start Epson Scan.
3. Select the scan mode you want to use.
4. Select the scan settings for your scan.
5. Preview your image.
6. Locate or access the image adjustment settings.
7. Select the **Color Restoration** checkbox.
8. When you finish selecting all your settings, click **Scan**.
9. Click **Close** to exit the Epson Scan window, if necessary.

Epson Scan scans your original, and saves the color-restored file in the selected folder or opens it in your scanning program. If the file was saved directly to your computer, you see the file in the Windows Explorer or OS X Finder, where you can view and print the image, if desired.

**Parent topic:** Scanning Special Projects
Related tasks
Selecting the Scan Mode

Related topics
Starting a Scan
Selecting Epson Scan Settings
Refilling Ink

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

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

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

Ink Safety Precautions

**Ink Handling Precautions**

Observe the following when handling the ink:

- Keep ink bottles and the ink tank unit out of the reach of children. Do not allow children to drink from or handle the ink bottles and bottle caps.
- Do not tilt or shake an ink bottle after removing its seal; otherwise, ink may leak.

**Ink Refilling Precautions**

- Use ink bottles with the correct part number for this product.
- The use of non-Epson ink may cause damage that is not covered by Epson’s warranty, and under certain circumstances, may cause erratic product behavior.
- This product requires careful handling of ink. Ink may splatter when the ink tanks are filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off.
- Do not open the ink bottle package until you are ready to fill an ink tank. Ink bottles are vacuum packed to maintain reliability. If you leave an ink bottle unpacked for a long time before using it, print quality may be affected.
- If the ink level is below the lower line on the ink tank, refill the ink soon. Continued use of the product when the ink level is below the lower line on the ink tank could damage the product.
• Epson recommends filling all ink tanks to the upper line when the product is not operating to reset the ink levels.

• After bringing an ink bottle inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.

• Store ink bottles in a cool, dark place.

• Store the ink bottles in the same environment as the product. When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when you transport the bottle.

**Ink Bottle and Ink Tank Information**

• To maintain optimum print head performance, some ink is consumed from all ink tanks during printing and when performing maintenance operations, such as cleaning the print head.

• The ink bottles may contain recycled materials, but this does not affect product function or performance.

• When printing in monochrome or grayscale, color ink may be used instead of black ink, depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.

**Parent topic:** Refilling Ink

**Check Ink Levels**

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

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

Parent topic: Refilling Ink

Related references

Ink Safety Precautions

Disabling Special Offers with Windows

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

**Note:** You may see the Epson Special Offers screen every time you print (if your computer is connected to the Internet). Select **Do not display this message again** and click **Decline** to disable online offers. Promotional offers are not valid in Latin America.

1. Right-click the product icon in the Windows taskbar and select **Monitoring Preferences**.
2. To disable promotional offers, deselect the **Display Epson Offers** checkbox. (Promotional offers not available in Latin America.)

**Parent topic:** Check Ink Levels
Purchase Epson Ink

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit global.latin.epson.com or call your nearest Epson sales office (website available in Spanish and Portuguese only).

Note: This product was originally designed to work with genuine Epson inks. Your product may not function properly if you use other types of ink and may affect Epson's warranty.

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

The ink bottles that came with your printer have a lower yield due to the ink charging process. This process is carried out the first time you turn on the printer and guarantees better performance. Do not load paper before refilling the ink tanks.

Ink Bottle Part Numbers

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

<table>
<thead>
<tr>
<th>Ink color</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>T6641</td>
</tr>
<tr>
<td>Cyan</td>
<td>T6642</td>
</tr>
<tr>
<td>Magenta</td>
<td>T6643</td>
</tr>
<tr>
<td>Yellow</td>
<td>T6644</td>
</tr>
</tbody>
</table>

Parent topic: Purchase Epson Ink

Refilling the Ink Tanks

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

You can continue to use the product even if one or more ink tanks are not filled all the way. However, to keep your product operating at its best, fill all the ink tanks up to the top line.
Caution: Wear plastic gloves while refilling the ink tanks to avoid staining your hands.

1. Place a sheet of paper under the ink tank area in case of spills.
2. Turn on your product.
3. Make sure the power light is on, but not flashing.
4. Unhook the ink tank unit from the product and lay it down.

Note: Do not pull on the ink tubes.

5. Open the ink tank unit cover, then remove the cap of the ink tank that you're going to refill.
Note: Make sure the color of the ink tank matches the ink color you want to refill, and only remove the cap from that ink tank. Be careful not to spill any ink.

6. Snap off the tip of the bottle cap, but do not dispose of it so you can use it to seal the bottle cap later, if necessary. Then remove the bottle cap and carefully remove the protective seal (avoid touching the ink underneath the seal), then close the bottle cap tightly.

Note: Make sure the color of the ink bottle matches the ink color you want to refill.
Caution: Close the bottle cap tightly; otherwise, ink may leak.

7. Refill the ink tank with the correct color ink up to the upper line on the ink tank.
8. If any ink remains in the ink bottle after filling the ink tank, place the bottle cap tip securely on the bottle cap and store the ink bottle upright for later use.

9. Place the cap securely on the ink tank.

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

12. Hook the ink tank unit onto the product.

Parent topic: Refilling Ink
Related concepts
Purchase Epson Ink
Related references
Ink Safety Precautions
Adjusting Print Quality

If your print quality declines, you may need to run a utility to clean or align the print head. If running these utilities does not solve the problem, you may need to flush the ink tubes.

Print Head Maintenance
Print Head Alignment
Cleaning the Paper Path
Checking the Number of Sheets

Related concepts
Ink Tube Flushing

Print Head Maintenance

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

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

Note: You cannot clean the print head if the ink level has reached the lower line on the ink tank, and may not be able to clean it when the ink level in any of the tanks is low. You must refill the ink tank first.

Print Head Nozzle Check
Print Head Cleaning
Ink Tube Flushing

Related tasks
Refilling the Ink Tanks

Print Head Nozzle Check

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

Related topic: Adjusting Print Quality

Parent topic: Print Head Maintenance
Checking the Nozzles Using the Product Buttons

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

1. Press the ⚪ power button to turn the product off.
2. Load a few sheets of plain paper in the product.
3. Hold down the ⚫️ stop button and press the ⚪️ power button to turn the product on.
4. When the product turns on, release both buttons.
   The product begins printing a nozzle check pattern.
5. Check the printed pattern to see if there are gaps in the lines.

   **Print head is clean**

   ![Print head is clean](image)

   **Print head needs cleaning**

   ![Print head needs cleaning](image)

6. If there are no gaps, the print head is clean and you can continue printing.
   If there are gaps or the pattern is faint, clean the print head.

**Parent topic:** Print Head Nozzle Check
Checking the Nozzles Using a Computer Utility

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

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

3. Select **Nozzle Check**.

   You see a window like this:
4. Click **Print**.
5. Check the printed pattern to see if there are gaps in the lines.

   **Print head is clean**

   ![Print head is clean](image)

   **Print head needs cleaning**

   ![Print head needs cleaning](image)

6. If there are no gaps, click **Finish**.
   
   If there are gaps or the pattern is faint, clean the print head.

**Parent topic:** Print Head Nozzle Check
Related concepts
Print Head Cleaning

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

**Note:** You cannot clean the print head if the ink level has reached the lower line on the ink tank, and may not be able to clean it when the ink level in any of the tanks is low. You must refill the ink tank first.

Cleaning the Print Head Using the Product Buttons
Cleaning the Print Head Using a Computer Utility

Parent topic: Print Head Maintenance

Related tasks
Refilling the Ink Tanks

Cleaning the Print Head Using the Product Buttons
You can clean the print head using the buttons on your product.

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.
3. Hold down the stop button for 3 seconds to start the cleaning cycle.
   The light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished.

   **Caution:** Never turn off the product during a cleaning cycle or you may damage it.

4. Run a nozzle check to confirm that the print head is clean.

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

Parent topic: Print Head Cleaning

Related concepts
Print Head Nozzle Check
Ink Tube Flushing
Cleaning the Print Head Using a Computer Utility

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

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.
3. Do one of the following:
   - **Windows**: Access the Windows Desktop and right-click the product icon in the Windows taskbar.
   - **OS X**: In the Apple menu or the Dock, select System Preferences. Select Print & Fax, Print & Scan, or Printers & Scanners, select your product, and select Options & Supplies. Select Utility and select Open Printer Utility.
4. Select **Head Cleaning**.
   You see a window like this:
   ![Head Cleaning window](image)

5. Click **Start** to begin the cleaning cycle.
   The power light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished.
Caution: Never turn off the product during a cleaning cycle or you may damage it.

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

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

**Print head is clean**
Print head needs cleaning

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

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

**Parent topic:** Print Head Cleaning

**Related concepts**
- Print Head Nozzle Check
- Ink Tube Flushing

**Ink Tube Flushing**

If you still see white or dark lines or missing colors in your printouts, even after cleaning the print head several times, you can flush the ink tubes.

Flushing the ink tubes replaces all the ink inside the tubes, so flush the ink only if you cannot improve print quality by cleaning the print head several times.

**Note:** After flushing the ink tubes, you must turn off the product and wait at least 12 hours before printing again.
Caution: Flushing the ink tubes consumes a lot of ink. Before flushing the ink tubes, make sure there is enough ink in the ink tanks. If necessary, refill the ink tanks before flushing the ink tubes.

Flushing the ink tubes affects the service life of the ink pads by causing them to reach their capacity sooner. When you see an error message indicating that an ink pad is nearing the end of its service life, the product stops printing and you must contact Epson for support.

Flushing the Ink Tubes Using a Computer Utility

Related references
Product Light Status

Flushing the Ink Tubes Using a Computer Utility

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

1. Make sure there are no warnings or errors indicated by the product control panel.
2. Do one of the following:
   - **Windows**: Access the Windows Desktop and right-click the product icon in the Windows taskbar. Select **Printer Settings** and click the **Maintenance** tab.
   - **OS X**: In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax, Print & Scan, or Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
3. Click the **Power Ink Flushing** button.
You see a window like this:

![Power Ink Flushing]

4. Follow the on-screen instructions to flush the ink tubes.
5. When you finish flushing the ink tubes, run a nozzle check to check the print quality. If necessary, also clean the print head.

If you don’t see any improvement, turn off the product and wait at least 12 hours. Then check the print quality again. If quality still does not improve, contact Epson for support.

Parent topic: Ink Tube Flushing

Related concepts
Print Head Nozzle Check
Print Head Cleaning

Print Head Alignment

If your printouts become grainy or blurry, you notice misalignment of vertical lines, or you see dark or light horizontal bands, you may need to align the print head.
Aligning the Print Head Using a Computer Utility

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

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.
3. Do one of the following:
   - **Windows**: Access the Windows Desktop and right-click the product icon in the Windows taskbar.
   - **OS X**: In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
4. Select **Print Head Alignment**.
5. Click **Next**, then click **Print** to print an alignment sheet.

   **Note**: Do not cancel printing while you are printing a head alignment pattern.
You see a window like this:

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

**Vertical alignment**

![Vertical alignment image]
Horizontal alignment

1

2

3

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

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

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

**Parent topic:** Print Head Alignment

**Cleaning the Paper Path**

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

1. Load a few sheets of plain paper in the product.
2. Use the product control panel to make a copy, but without placing a document on the scanner glass.

  **Note:** Make sure there is no dust or stains on the scanner glass or document cover.

3. Check the back of the ejected paper to see if it is clean.
4. Repeat as necessary until the paper comes out clean.

**Parent topic:** Adjusting Print Quality

**Checking the Number of Sheets**

You can view an option that displays the number of sheets of paper that have fed through the product.

**Checking the Sheet Counter - Windows**
Checking the Sheet Counter - Windows

You can check the number of sheets of paper that have fed through the product by checking the sheet counter.

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

You see this window:
5. After checking the number of sheets fed into the printer, click **OK** to close the window.

   **Note:** The number of sheets is displayed only when Epson Status Monitor 3 is enabled.

**Parent topic:** Checking the Number of Sheets

### Checking the Sheet Counter - OS X

You can check the number of sheets of paper that have fed through the product by checking the sheet counter.

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

2. Select **Printer and Option Information**.
   
   You see this window:

   ![Printer and Option Information Window](image)

3. After checking the number of sheets fed into the printer, click **OK** to close the window.

**Parent topic:** Checking the Number of Sheets
Cleaning and Transporting Your Product

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

Cleaning Your Product
Transporting Your Product

Cleaning Your Product

To keep your product working at its best, you should clean it several times a year.
Close the output tray and paper support when you are not using the product to protect it from dust.

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

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

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

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

Parent topic: Cleaning and Transporting Your Product

Transporting Your Product

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

Caution: During transportation and storage, follow these guidelines:
• Avoid tilting the product, placing it vertically, or turning it upside down; otherwise ink may leak.
• When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when transporting the ink bottles.

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

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

4. Lower the scanner unit.
5. Remove all the paper from the product.
6. Close the output tray and paper support, if necessary.

7. Unplug the power cable.
8. Disconnect any connected cables.
9. Unhook the ink tank unit from the product and lay it down.

Note: Do not pull on the ink tubes.
10. Open the ink tank unit cover and check to make sure that the ink tank caps are installed securely.

11. Hook the ink tank unit onto the product.

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

   **Caution:**
   - Keep the product level during transport. Otherwise, ink may leak.
   - Do not put opened ink bottles in the box with product.

*Parent topic:* Cleaning and Transporting Your Product  
*Related concepts*  
*Print Head Alignment*  
*Print Head Cleaning*
Solving Problems

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

Checking for Software Updates
Product Light Status
Running a Product Check
Solving Setup Problems
Solving Network Problems
Solving Copying Problems
Solving Paper Problems
Solving Problems Printing from a Computer
Solving Page Layout and Content Problems
Solving Print Quality Problems
Solving Scanning Problems
Solving Scanned Image Quality Problems
Uninstall Your Product Software
Where to Get Help

Checking for Software Updates

Periodically, it's a good idea to check Epson's support website for free updates to your product software. Visit the driver download site at global.latin.epson.com/Soporte (website available in Spanish and Portuguese only).

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

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

- **OS X**: You can manually update the software by opening the Applications > Epson Software folder and selecting **EPSON Software Updater**.

Parent topic: Solving Problems
Product Light Status

You can often diagnose problems with your product by checking its lights.

<table>
<thead>
<tr>
<th>Lights</th>
<th>Condition/solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 WiFi</td>
<td>The product is turned on.</td>
</tr>
<tr>
<td>2 power</td>
<td>The product is busy. Wait for the power light to stop flashing before turning off the product.</td>
</tr>
<tr>
<td>3 ink</td>
<td>The ink pads need to be replaced. You must contact Epson for support.</td>
</tr>
<tr>
<td>4 paper</td>
<td>Initial ink charging may not be complete. See the Start Here poster for instructions.</td>
</tr>
</tbody>
</table>

The paper light is flashing
- Paper is jammed in the product. Remove the jammed paper, and press the B&W copy button or the color copy button to clear the error.
<table>
<thead>
<tr>
<th>Light status</th>
<th>Condition/solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The paper light is on</td>
<td>No paper is loaded or multiple sheets fed at one time. Load paper in the product, and press the B&amp;W copy button or the color copy button to clear the error.</td>
</tr>
<tr>
<td>The WiFi light is flashing orange</td>
<td>A WiFi error has occurred. Press the WiFi button to clear the error and try again.</td>
</tr>
<tr>
<td>The ink light is flashing</td>
<td>An error has occurred during firmware updating. Connect your product using a USB cable and try updating the firmware again. If the error continues, contact Epson for support.</td>
</tr>
<tr>
<td>The paper light is flashing</td>
<td>Open the scanner unit and remove any paper or protective materials inside the printer. Turn the product off and then back on again.</td>
</tr>
</tbody>
</table>

**Parent topic:** Solving Problems

**Related references**
- Where to Get Help
- Paper Jam Problems

**Related tasks**
- Refilling the Ink Tanks

**Related topics**
- Loading Paper

### Running a Product Check

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

1. Press the power button to turn the product off.
2. Disconnect any interface cables connected to your product.
3. Load plain paper in the product.
4. Hold down the stop button and press the power button to turn the product on.
5. When the product turns on, release both buttons.
   The product begins printing a nozzle check pattern.
6. Do the following, depending on the results of the product check:
   • If the page prints and the nozzle check pattern is complete, the product is operating properly. Any operation problem you may have could be caused by your computer, cable, software, or selected settings. Check the other solutions in this manual or try uninstalling and reinstalling your printer software.
   • If the page prints but the nozzle check pattern has gaps, clean or align the print head.
   • If the page does not print, the product may have a problem. Check the other solutions in this manual. If they do not work, contact Epson.

Parent topic: Solving Problems
Related concepts
Print Head Alignment
Print Head Cleaning
Uninstall Your Product Software
Related references
Where to Get Help

Solving Setup Problems
Check these sections if you have problems while setting up your product.
Noise After Filling the Ink
Software Installation Problems
USB Connection Problems
Parent topic: Solving Problems

Noise After Filling the Ink
If you hear noises from your product after filling the ink tanks with ink, check these explanations:
• The first time you fill the tanks with ink, the product must charge its print head. Wait until charging finishes before you turn off the product, or it may charge improperly and use excess ink the next time you turn it on. Your product is finished charging the print head when the power light stops flashing.
• If the product's print head stops moving or making noise, and the charging process has not finished after approximately 20 minutes, turn off your product. Turn it back on and check to see if charging is still in progress. If it is still in progress, contact Epson for help.

Parent topic: Solving Setup Problems

Related tasks
Refilling the Ink Tanks

Software Installation Problems

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

• Make sure your product is turned on and any necessary cables are securely connected at both ends. If you still have problems installing software, disconnect the cable and carefully follow the instructions on the Start Here sheet. Also make sure your system meets the requirements for your operating system.

• Close any other programs, including screen savers and virus protection software, and install your product software again.

• In Windows, make sure your product is selected as the default printer and the correct port is shown in the printer properties.

• If you see any error message or your software does not install correctly in Windows, you may not have software installation privileges. Contact your System Administrator.

Parent topic: Solving Setup Problems

Related concepts
Uninstall Your Product Software

Related references
Windows System Requirements
OS X System Requirements

USB Connection Problems

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

Parent topic: Solving Setup Problems

Solving Network Problems

Check these solutions if you have problems setting up or using your product on a network.
Note: Breakdown or repair of this product may cause loss of network data and settings. Epson is not responsible for backing up or recovering data and settings during or after the warranty period. We recommend that you make your own backup or print out your network data and settings.

Product Cannot Connect to a Wireless Router or Access Point
Network Software Cannot Find Product on a Network
Product Does Not Appear in OS X Printer Window
Cannot Print Over a Network
Cannot Scan Over a Network

Parent topic: Solving Problems

Product Cannot Connect to a Wireless Router or Access Point
If your product has trouble finding or connecting to a wireless router or access point, try these solutions:

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the WiFi light on your product is not solid green, make sure you press the Wi-Fi button on the product within 2 minutes of pressing the WPS button on your router. Hold down the Wi-Fi button on the product for 3 seconds.

- Make sure to place your product within contact range of your 2.4 GHz router or access point. Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

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

- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.

- You may need to disable the firewall and any anti-virus software on your wireless router or access point.

- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To obtain your product's MAC address, print a network status sheet. Then follow the instructions in your router or access point documentation to add the address to the list.

- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.

- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.
• Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.

Parent topic: Solving Network Problems

Network Software Cannot Find Product on a Network

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

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

  4. Download your product software from the Epson website using the instructions on the Start Here sheet.
• If you have replaced your router, reinstall your product software to connect to the new router.
  
  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. See your router documentation for instructions.

Parent topic: Solving Network Problems

Related concepts

Uninstall Your Product Software

Product Does Not Appear in OS X Printer Window

If your product does not appear in the OS X printer window, try these solutions:
• Turn your product off, wait 30 seconds, then turn it back on again.
• If you are connecting the product via Wi-Fi Protected Setup (WPS) and the WiFi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router. Hold down the **Wi-Fi** button on the product for 3 seconds.

• If you are connecting the product wirelessly via EpsonNet Setup and the WiFi light on your product is not solid green, make sure your product software was installed correctly. If necessary, reinstall your software.

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

Parent topic: Solving Network Problems

### Cannot Print Over a Network

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

• Make sure that your product is turned on.

• Make sure you install your product's network software as described in your product documentation.

• Print a network status sheet and verify that the network settings are correct. If the network status is **Disconnected**, check any cable connections and turn your product off and then on again.

• If you are using TCP/IP, make sure the product's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, set the IP address manually.

• Make sure your computer and product are both using the same wireless network.

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

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

• Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing printing from a device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.

Parent topic: Solving Network Problems

**Related tasks**

- Printing a Network Status Sheet
Cannot Scan Over a Network

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

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

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

• If you are scanning a large original at a high resolution, a network communication error may occur. Try scanning again at a lower resolution.

• If network communication was interrupted while starting Epson Scan, exit Epson Scan, wait a few seconds, and restart it. If Epson Scan cannot restart, turn off your product, turn it back on, and try restarting Epson Scan again.

• Check the connection setting and test the connection using Epson Scan Settings:
  Windows 8.x: Navigate to the Apps screen and select EPSON Scan Settings. Make sure the Connection setting is set to Network, then click the Test button.
  Windows (other versions): Click or Start > All Programs or Programs > EPSON > EPSON Scan > EPSON Scan Settings. Make sure the Connection setting is set to Network, then click the Test button.
  OS X: Open the Applications folder, click Epson Software, and click EPSON Scan Settings. Make sure the Connection setting is set to Network, then click the Test button.

  • Make sure the option selected as the Timeout Setting in the Epson Scan Settings program is long enough to complete scanning over a network.

  • You may need to disable the firewall and any anti-virus software on your wireless router or access point.

Parent topic: Solving Network Problems

Related topics
Scanning

Solving Copying Problems

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

Product Makes Noise, But Nothing Copies
Copies are Cut Off
Product Makes Noise When It Sits for a While
Parent topic: Solving Problems

Product Makes Noise, But Nothing Copies
If your product makes a noise, but nothing copies, try these solutions:

• Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
• If the nozzle check page does not print, but the product's power is on, make sure your product software is installed correctly.
• Make sure your product is level (not tilted).
Parent topic: Solving Copying Problems
Related concepts
Print Head Cleaning
Print Head Nozzle Check

Copies are Cut Off
Depending on your product, the default paper size for copies is either A4 (8.3 × 11.7 inches [210 × 297 mm]) or Letter (8.5 × 11 inches [216 × 279 mm]).

• To change the default paper size to A4 (8.3 × 11.7 inches [210 × 297 mm]), make sure the product is turned off, then hold down the color copy button and press the power button to turn the product on. When the product turns on, release both buttons.
• To change the default paper size to Letter (8.5 × 11 inches [216 × 279 mm]), make sure the product is turned off, then hold down the B&W copy button and press the power button to turn the product on. When the product turns on, release both buttons.
Parent topic: Solving Copying Problems

Product Makes Noise When It Sits for a While
Your product is performing routine maintenance. This is normal.
Parent topic: Solving Copying Problems

Solving Paper Problems
Check these sections if you have problems using paper with your product.
Paper Feeding Problems
If you have problems feeding paper, try these solutions:

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

Related references
Paper Jam Problems
Paper Loading Capacity

Related topics
Loading Paper

Paper Jam Problems
If you have problems with paper jams, try these solutions:
1. Cancel the print job from your computer, if necessary.
2. Gently pull out any jammed paper from the output tray and sheet feeder.
3. Press the B&W copy button or the color copy button to resume printing. If the product lights still show an error, continue with the next step.

4. Press the power button to turn the product off.

5. Lift the scanner, remove the jammed paper and any torn pieces.

6. Carefully follow all paper loading instructions when you load new paper.

**Parent topic:** Solving Paper Problems

### Paper Ejection Problems

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

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

**Parent topic:** Solving Paper Problems

**Related references**
- Paper Jam Problems
- Paper or Media Type Settings

**Related tasks**
- Cancelling Printing Using a Product Button

**Related topics**
- Loading Paper
Solving Problems Printing from a Computer

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

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

Parent topic: Solving Problems

Nothing Prints

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

• Make sure your product is turned on.
• Make sure any interface cables are connected securely at both ends.
• If you connected your product to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your product directly to your computer instead of the hub.
• Run a product check to see if a test page prints. If the test page prints, check to see if your product software is installed correctly.
• In Windows, make sure your product is selected as the default printer.
• In Windows, clear any stalled print jobs from the Windows Spooler:
  • **Windows 8.x**: Navigate to the Apps screen and select Control Panel > Hardware and Sound > Devices and Printers. Right-click your product name, select See what's printing, and select your product name again if necessary. Right-click the stalled print job, click Cancel, and click Yes.
  • **Windows 7**: Click and select Devices and Printers. Right-click your product name, select See what's printing, and select your product name again, if necessary. Right-click the stalled print job, click Cancel, and click Yes.
  • **Windows Vista**: Click and select Control Panel. Click Printer under Hardware and Sound, right-click your product name, and select Open. Right click the stalled print job, click Cancel, and click Yes.
  • **Windows XP**: Click Start and select Printers and Faxes. (Or open the Control Panel, select Printers and Other Hardware, if necessary, and select Printers and Faxes.) Right-click your product name, select Open, right-click the stalled print job, click Cancel, and click Yes.

Parent topic: Solving Problems Printing from a Computer
Related tasks
Transporting Your Product
Running a Product Check

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

1. Do one of the following:
   • Windows 8.x: Navigate to the Apps screen and select Control Panel > Hardware and Sound > Devices and Printers.
   • Windows 7: Click and select Devices and Printers.
   • Windows Vista: Click , select Control Panel, and click Printer under Hardware and Sound.
   • Windows XP: Click Start and select Printers and Faxes. (Or open the Control Panel, select Printers and Other Hardware, if necessary, and Printers and Faxes.)
2. Right-click your product name, select Printing Preferences, and select your product name again if necessary.
3. Click the Maintenance tab.
4. Click the Monitoring Preferences button.
5. Click the checkbox for the option that adds the shortcut icon to the taskbar.
6. Click OK to close the open program windows.
Parent topic: Solving Problems Printing from a Computer

Printing is Slow
If printing becomes slow, try these solutions:

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

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

Parent topic: Solving Problems Printing from a Computer

Related references
Windows System Requirements
OS X System Requirements

Related tasks
Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - OS X

Solving Page Layout and Content Problems
Check these sections if you have problems with the layout or content of your printed pages.

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

Parent topic: Solving Problems
Inverted Image

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

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

**Parent topic:** Solving Page Layout and Content Problems

**Related tasks**
- Selecting Additional Layout and Print Options - Windows
- Selecting Basic Print Settings - OS X

Too Many Copies Print

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

**Parent topic:** Solving Page Layout and Content Problems

**Related tasks**
- Selecting Basic Print Settings - OS X
- Selecting Additional Layout and Print Options - Windows

Blank Pages Print

If blank pages print unexpectedly, try these solutions:

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

**Parent topic:** Solving Page Layout and Content Problems

**Related concepts**
- Print Head Cleaning
- Print Head Nozzle Check
Incorrect Margins on Printout

If your printed page has incorrect margins, try these solutions:
• Make sure you selected the correct paper size settings in your printing program and printer software.
• Make sure you selected the correct margins for your paper size in your printing program.
• Make sure your paper is positioned correctly for feeding into the printer.

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

Parent topic: Solving Page Layout and Content Problems

Incorrect Characters Print

If incorrect characters appear in your prints, try these solutions before reprinting:
• Make sure any cables are securely connected at both ends.
• In Windows, delete all print jobs from the Windows Spooler:
  • Windows 8.x: Navigate to the Apps screen and select Control Panel > Hardware and Sound > Devices and Printers. Right-click your product name, select See what's printing, and select your product name again, if necessary. Right-click the stalled print job, click Cancel, and click Yes.
  • Windows 7: Click and select Devices and Printers. Right-click your product name, select See what's printing, and select your product name again, if necessary. Right-click the stalled print job, click Cancel, and click Yes.
  • Windows Vista: Click and select Control Panel. Click Printer under Hardware and Sound, right-click your product name, and select Open. Right click the stalled print job, click Cancel, and click Yes.
  • Windows XP: Click Start and select Printers and Faxes. (Or open the Control Panel, select Printers and Other Hardware if necessary, and select Printers and Faxes.) Right-click your product name, select Open, right-click the stalled print job, click Cancel, and click Yes.
• If your product is connected to a USB hub, connect it directly to your computer instead.
• If incorrect characters still appear in your prints, try connecting your product using a different cable.

Parent topic: Solving Page Layout and Content Problems

Incorrect Image Size or Position
If your printed image is the wrong size or in the wrong position, try these solutions:
• Make sure you selected the correct paper size and layout settings in your printing program and printer software.
• Make sure your paper is positioned correctly for feeding into the printer.

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

Parent topic: Solving Page Layout and Content Problems

Related tasks
Selecting Basic Print Settings - OS X
Selecting Basic Print Settings - Windows
Selecting Additional Layout and Print Options - Windows
Selecting Print Layout Options - OS X

Related topics
Loading Paper

Slanted Printout
If your printouts are slanted, try these solutions:
• Slide the edge guide against the edge of the paper.
• Select a higher print quality setting in your printer software.
• Turn off any high speed settings in your product software.
• Align the print head.
• Make sure the product is not printing while tilted or at an angle.

Parent topic: Solving Page Layout and Content Problems

Related concepts
Print Head Alignment
Solving Print Quality Problems

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

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

Parent topic: Solving Problems

White or Dark Lines in Printout

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

• Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
• Make sure the paper type setting matches the type of paper you loaded.
• Make sure you loaded the printable side of the paper correctly for your product.
• Turn off any high speed settings in your product software.
• Align the print head.
• You may need to refill the ink. Visually check the ink levels.

Parent topic: Solving Print Quality Problems

Blurry or Smeared Printout

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

• Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
• Use a support sheet with special paper, or load special paper one sheet at a time.
• Make sure your paper meets the specifications for your product.
• Use Epson papers to ensure proper saturation and absorption of genuine Epson inks.
• Make sure the paper type setting in your product software matches the type of paper you loaded.
• Remove each sheet from the output tray as it is printed.
• Avoid handling printouts on glossy paper right after printing to allow the ink to set.
• Turn off any high speed settings in your product software.
• If you print on both sides of a sheet of paper, smudges may appear on the reverse side of heavily saturated or dark images. If one side of a sheet will contain a lighter image or text, print that side first. Make sure the ink has dried before reloading the paper to print on the other side.
• Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
• Align the print head.
• Clean the paper path.

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

Parent topic: Solving Print Quality Problems

**Faint Printout or Printout Has Gaps**

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

Parent topic: Solving Print Quality Problems
Grainy Printout

If your printouts are grainy, try these solutions:

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

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

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

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

Parent topic: Solving Print Quality Problems

Incorrect Colors

If your printouts have incorrect colors, try these solutions:

• Make sure the Black/Grayscale or Grayscale setting is not selected in your printer software.
• Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
• The ink levels may be low and you may need to refill the ink. Visually check the ink levels. Also make sure you filled the tanks with the correct colors of ink.
• Your printed colors can never exactly match your on-screen colors. However, you can use a color management system to get as close as possible. Try using the color management options in your printer software.
• For best results, use genuine Epson ink and paper.
Solving Scanning Problems
Check these solutions if you have problems scanning with your product.

Scanning Software Does Not Operate Correctly
Cannot Start Epson Scan

Parent topic: Solving Scanning Problems

Scanning Software Does Not Operate Correctly
If your scanning software does not operate correctly, try these solutions:

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

Parent topic: Solving Scanning Problems

Related references
Windows System Requirements
OS X System Requirements

Cannot Start Epson Scan
If you cannot start Epson Scan, try these solutions:

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

Windows 8.x: Navigate to the Apps screen and select EPSON Scan Settings. Make sure the correct Connection setting is selected, then click the Test button.

Windows (other versions): Click or Start > All Programs or Programs > EPSON > EPSON Scan > EPSON Scan Settings. Make sure the correct Connection setting is selected, then click the Test button.
OS X: Open the Applications folder, click Epson Software, and click EPSON Scan Settings. Make sure the correct Connection setting is selected, then click the Test button.

- Make sure you do not have multiple versions of Epson Scan installed. If you do, uninstall both versions and install one version.
- If you upgraded your operating system but did not reinstall Epson Scan, try reinstalling it.

Parent topic: Solving Scanning Problems

Related tasks
Scanning with OS X Using Image Capture

Related topics
Starting a Scan

Solving Scanned Image Quality Problems

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

- Image Consists of a Few Dots Only
- Line of Dots Appears in All Scanned Images
- Straight Lines in an Image Appear Crooked
- Image is Distorted or Blurry
- Image Colors are Patchy at the Edges
- Image is Too Dark
- Back of Original Image Appears in Scanned Image
- Ripple Patterns Appear in an Image
- Image is Scanned Upside-Down
- Scanned Image Colors Do Not Match Original Colors
- Scan Area is Not Adjustable in Thumbnail Preview
- Scanned Image Edges are Cropped

Parent topic: Solving Problems

Related topics
Solving Print Quality Problems

Image Consists of a Few Dots Only

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

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

Parent topic: Solving Scanned Image Quality Problems

Related references
Available Image Adjustments - Home Mode
Available Image Adjustments - Full Auto Mode
Available Image Adjustments - Office Mode
Available Image Adjustments - Professional Mode

Related topics
Placing Originals on the Product

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

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

Parent topic: Solving Scanned Image Quality Problems

Related tasks
Cleaning Your Product

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

Parent topic: Solving Scanned Image Quality Problems

Related topics
Placing Originals on the Product

Image is Distorted or Blurry
If a scanned image appears distorted or blurry, try these solutions:

• Make sure your original is not wrinkled or warped. This may prevent the original from laying flat on the scanner glass.
• Do not move your original or your product during scanning.
• Your product will not operate properly while tilted at an angle. Place it on a flat, stable surface that extends beyond the base of the product in all directions.
• Adjust these Epson Scan settings (if available) and try scanning again:
  • Select the **Unsharp Mask** setting.
  • Adjust the **Auto Exposure** setting.
  • Increase the **Resolution** setting.

**Parent topic:** Solving Scanned Image Quality Problems

**Related topics**
Selecting Epson Scan Settings

### Image Colors are Patchy at the Edges

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

**Parent topic:** Solving Scanned Image Quality Problems

### Image is Too Dark

If your scanned image is too dark, try these solutions:
• Adjust these Epson Scan settings (if available) and try scanning again:
  • **Auto Exposure**
  • **Brightness**
  • **Histogram Adjustment**
  • Check the brightness and contrast settings of your computer monitor.

**Parent topic:** Solving Scanned Image Quality Problems

**Related topics**
Selecting Epson Scan Settings

### Back of Original Image Appears in Scanned Image

If an image from the back of a thin original appears in your scanned image, place a piece of black paper on the back of the original and scan it again.

**Parent topic:** Solving Scanned Image Quality Problems
Ripple Patterns Appear in an Image

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

• Select the Descreening setting.
• Select a lower Resolution setting.

Parent topic: Solving Scanned Image Quality Problems

Related topics
Selecting Epson Scan Settings

Image is Scanned Upside-Down

Your product scans using the Auto Photo Orientation setting. This setting checks the preview image for faces, the sky, and other features, and then correctly rotates the photo when it is scanned, if necessary. If your photo is not oriented correctly using this option, deselect the Auto Photo Orientation setting and scan again.

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

Parent topic: Solving Scanned Image Quality Problems

Related tasks
Scanning in Full Auto Mode

Scanned Image Colors Do Not Match Original Colors

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

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

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

• Change the Image Type setting and experiment with different combinations of the next settings.
• Adjust the Tone Correction setting.
• Adjust the **Auto Exposure** setting.

**Parent topic:** Solving Scanned Image Quality Problems

**Related topics**

Selecting Epson Scan Settings

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**Scan Area is Not Adjustable in Thumbnail Preview**

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

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

**Parent topic:** Solving Scanned Image Quality Problems

**Related concepts**

Image Preview Guidelines

**Related tasks**

Selecting a Scan Area - Professional Mode
Selecting a Scan Area - Office Mode
Selecting a Scan Area - Home Mode

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**Scanned Image Edges are Cropped**

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

**Parent topic:** Solving Scanned Image Quality Problems

**Related topics**

Placing Originals on the Product

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**Uninstall Your Product Software**

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

Uninstalling Product Software - Windows
Uninstalling Product Software - OS X

**Parent topic:** Solving Problems
Uninstalling Product Software - Windows

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

1. Turn off the product.
2. Disconnect any interface cables.
3. Do one of the following:
   - **Windows 8.x**: Navigate to the Apps screen and select Control Panel > Programs > Programs and Features. Select the uninstall option for your Epson product, then select Uninstall/Change.

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

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

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

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

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

4. Do one of the following to uninstall Epson Event Manager, then follow any on-screen instructions:
   - **Windows 8.x**: Select Epson Event Manager and click Uninstall.
   - **Windows 7/Windows Vista**: Open the Windows Control Panel utility. Select Programs and Features. (In Classic view, select Programs and click Uninstall a program.) Select Epson Event Manager and click Uninstall/Change.
   - **Windows XP**: Open the Windows Control Panel utility. Double-click Add or Remove Programs. Select Epson Event Manager and click Change/Remove.

5. Do one of the following to uninstall Epson Scan, then follow any on-screen instructions:
   - **Windows 8.x/Windows 7/Windows Vista**: Select EPSON Scan and click Uninstall/Change.
   - **Windows XP**: Select EPSON Scan and click Change/Remove.

6. Restart your computer, then see the Start Here sheet to re-install your software.

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

Parent topic: Uninstall Your Product Software
Uninstalling Product Software - OS X

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

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

1. To download the Uninstaller utility, visit the Epson download site at global.latin.epson.com/Soporte.
2. Select your product category.
3. Select your product.
4. Click Controladores y Software, locate the Uninstaller utility, and click the Descarga button.
5. Run the file you downloaded.
6. Double-click the Uninstaller icon.
7. Select the checkbox for each software program you want to uninstall.
8. Click Uninstall.
9. Follow the on-screen instructions to uninstall the software.
10. To reinstall your product software, see the Start Here sheet for instructions.

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

Parent topic: Uninstall Your Product Software

Where to Get Help

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

Epson provides these technical support services:

Internet Support

Visit Epson’s support website at global.latin.epson.com/Soporte for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions. (Website available in Spanish and Portuguese only.)
**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:

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<tr>
<td><strong>Argentina</strong></td>
<td>(54 11) 5167-0300</td>
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<td><strong>Bolivia</strong></td>
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<tr>
<td></td>
<td>Other areas: 0800-880-0094</td>
</tr>
<tr>
<td><strong>Chile</strong></td>
<td>(56 2) 2484-3400</td>
</tr>
<tr>
<td><strong>Colombia</strong></td>
<td>Bogota: (57 1) 523-5000</td>
</tr>
<tr>
<td></td>
<td>Other cities: 018000-915235</td>
</tr>
<tr>
<td><strong>Costa Rica</strong></td>
<td>800-377-6627</td>
</tr>
<tr>
<td><strong>Dominican Republic</strong></td>
<td>1-888-760-0068</td>
</tr>
<tr>
<td><strong>Ecuador</strong></td>
<td>1-800-000-044</td>
</tr>
<tr>
<td><strong>El Salvador</strong></td>
<td>800-6570</td>
</tr>
<tr>
<td><strong>Guatemala</strong></td>
<td>1-800-835-0358</td>
</tr>
<tr>
<td><strong>Honduras</strong></td>
<td>800-0122</td>
</tr>
<tr>
<td></td>
<td>Code: 8320</td>
</tr>
<tr>
<td><strong>Mexico</strong></td>
<td>Mexico City: (52 55) 1323-2052</td>
</tr>
<tr>
<td></td>
<td>Other cities: 01-800-087-1080</td>
</tr>
<tr>
<td><strong>Nicaragua</strong></td>
<td>00-1-800-226-0368</td>
</tr>
</tbody>
</table>
### Purchase Supplies and Accessories

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit global.latin.epson.com or call your nearest Epson sales office (website available in Spanish and Portuguese only).

**Parent topic:** Solving Problems

<table>
<thead>
<tr>
<th>Country</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Panama*</td>
<td>00-800-052-1376</td>
</tr>
<tr>
<td>Paraguay</td>
<td>009-800-521-0019</td>
</tr>
<tr>
<td>Peru</td>
<td>Lima: (51 1) 418-0210</td>
</tr>
<tr>
<td></td>
<td>Other cities: 0800-10126</td>
</tr>
<tr>
<td>Uruguay</td>
<td>00040-5210067</td>
</tr>
<tr>
<td>Venezuela</td>
<td>(58 212) 240-1111</td>
</tr>
</tbody>
</table>

* Contact your local phone company to call this toll free number from a mobile phone.

** Dial first 7 digits, wait for a message, then enter code.

If your country does not appear in the list, contact the sales office in the nearest country. Toll or long distance charges may apply.
Technical Specifications

These sections list the technical specifications for your product.

Windows System Requirements
OS X System Requirements
Paper Specifications
Printable Area Specifications
Scanning Specifications
Ink Specifications
Interface Specifications
Network Interface Specifications
Dimension Specifications
Electrical Specifications
Environmental Specifications
Safety and Approvals Specifications

Windows System Requirements

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

• Windows 8.x
• Windows 7
• Windows Vista
• Windows XP Professional x64 Edition
• Windows XP SP3

Note: Visit Epson's support website at global.latin.epson.com/Soporte for the latest in compatibility and drivers for your product (website available in Spanish and Portuguese only).

Parent topic: Technical Specifications
**OS X System Requirements**

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

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

**Note:** Visit Epson's support website at global.latin.epson.com/Soporte for the latest in compatibility and drivers for your product (website available in Spanish and Portuguese only).

**Parent topic:** Technical Specifications

**Paper Specifications**

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

**Single-sheets**

<table>
<thead>
<tr>
<th>Size</th>
<th>A4 (8.3 × 11.7 inches [210 × 297 mm])</th>
</tr>
</thead>
<tbody>
<tr>
<td>A6</td>
<td>(4.1 × 5.8 inches [105 × 148 mm])</td>
</tr>
<tr>
<td>Letter</td>
<td>(8.5 × 11 inches [216 × 279 mm])</td>
</tr>
<tr>
<td>Legal</td>
<td>(8.5 × 14 inches [216 × 356 mm])</td>
</tr>
<tr>
<td>4 × 6 inches</td>
<td>(102 × 152 mm)</td>
</tr>
<tr>
<td>5 × 7 inches</td>
<td>(127 × 178 mm)</td>
</tr>
<tr>
<td>8 × 10 inches</td>
<td>(203 × 254 mm)</td>
</tr>
<tr>
<td>3.5 × 5 inches</td>
<td>(89 × 127 mm)</td>
</tr>
<tr>
<td>16:9 wide</td>
<td>(4 × 7.1 inches [102 × 181 mm])</td>
</tr>
<tr>
<td>Half Letter</td>
<td>(5.5 × 8.5 inches [140 × 216 mm])</td>
</tr>
</tbody>
</table>

**Paper types**

Plain paper and paper distributed by Epson
Weight 17 lb (64 g/m²) to 24 lb (90 g/m²)

Envelopes

Size No. 10 (4.1 × 9.5 inches [105 × 241 mm])
Weight 20 lb (75 g/m²) to 24 lb (90 g/m²)

Parent topic: Technical Specifications

Printable Area Specifications

Note: Print quality may decline in the expanded printable area.

Single sheets

1 Margins: 0.12 inch (3 mm) minimum
2 Reduced print quality area/top: 1.57 inches (40 mm) minimum
3 Reduced print quality area/bottom: 1.26 inches (32 mm) minimum
**Envelopes**

1. Left and right margins: 0.12 inch (3 mm) minimum
2. Top and bottom margins: 0.20 inch (5 mm) minimum
3. Reduced print quality area/right: 0.71 inch (18 mm) minimum
4. Reduced print quality area/left: 1.57 inches (40 mm) minimum

**Parent topic:** Technical Specifications

## Scanning Specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scanner type</strong></td>
<td>Flatbed</td>
</tr>
<tr>
<td><strong>Photoelectric device</strong></td>
<td>CIS</td>
</tr>
<tr>
<td><strong>Document size</strong></td>
<td>Maximum: 8.5 × 11.7 inches (216 × 297 mm)</td>
</tr>
<tr>
<td></td>
<td>Scanner glass: US letter or A4</td>
</tr>
<tr>
<td><strong>Scanning resolution</strong></td>
<td>1200 dpi (main scan)</td>
</tr>
<tr>
<td></td>
<td>2400 dpi (sub scan)</td>
</tr>
</tbody>
</table>
Color depth

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

Light source

LED

Parent topic: Technical Specifications

Ink Specifications

Note: This product was originally designed to work with genuine Epson inks. Your product may not function properly if you use other types of ink and may affect Epson's warranty.

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

The ink bottles that came with your printer have a lower yield due to the ink charging process. This process is carried out the first time you turn on the printer and guarantees better performance. Do not load paper before refilling the ink tanks.

Color

Cyan, Magenta, Yellow, Black

Ink life

For best results, use up ink within 6 months of removing the seal from an ink bottle.

Temperature

Storage: −4 to 104 °F (−20 to 40 °C)
- 1 month at 104 °F (40 °C)
Ink freezes at 5 °F (−15 °C)
Ink thaws and is usable after 2 hours at 77 °F (25 °C)
Interface Specifications

Interface type Hi-Speed USB (Device Class for computers)

Network Interface Specifications

Wireless LAN standard IEEE 802.11 b/g/n
Wireless security WPA2-PSK (AES); WPA2 compliant with support for WPA/WPA2 Personal
WEP (64/128 bit)
Frequency range 2.4 GHz
Communication mode Infrastructure mode
Ad hoc mode; not supported for IEEE 802.11n
Security protocol SSL/TLS HTTPS Client

Dimension Specifications

Height
Stored: 5.7 inches (145 mm)
Printing: 11 inches (279 mm)

Width
Stored: 19 inches (482 mm)
Printing: 19 inches (482 mm)

Depth
Stored: 11.8 inches (300 mm)
Printing: 20.8 inches (528 mm)
Weight 9.9 lb (4.5 kg)
(without ink or power cord)

Parent topic: Technical Specifications

Electrical Specifications

Note: Check the product label for its voltage rating.

**Power supply rating**
- 100 to 240 V
- 220 to 240 V

**Rated frequency range** 50/60 Hz

**Rated current**
- 100 to 240 V model: 0.5 to 0.3 A
- 220 to 240 V model: 0.3 A

**Power consumption**
(with USB connection)
- Printing: Approximately 11 W (ISO/IEC24712)
- Ready mode: Approximately 3.6 W
- Sleep mode: Approximately 1.3 W
- Power off mode: Approximately 0.3 W

Parent topic: Technical Specifications

Environmental Specifications

**Temperature**
- Operating: 50 to 95 °F (10 to 35 °C)
- Storage: –4 to 104 °F (–20 to 40 °C)
- 1 month at 104 °F (40 °C)

**Humidity**
(without condensation)
- Operating: 20 to 80% RH
- Storage: 5 to 85% RH

Parent topic: Technical Specifications
Safety and Approvals Specifications

United States
Safety: UL60950-1
EMC: FCC part 15 Subpart B class B

Canada
Safety: CAN/CSA C22.2 No. 60950-1
EMC: CAN/CSA-CEI/IEC CISPR 22 Class B

Notice for Argentina
CNC ID: C-12902

Parent topic: Technical Specifications
Notices

Check these sections for important notices about your product.

*Trademarks*

*Copyright Notice*

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**Parent topic:** Notices

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Default Delay Times for Power Management for Epson Products

This product will enter sleep mode after a period of nonuse. This is to ensure that the product meets Energy Star standards of energy efficiency. More energy savings can be achieved by setting the time to sleep to a shorter interval.

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CPD-42428R1

Parent topic: Notices