

# XP-960 Small-in-One® Printer Start Here

Read these instructions before using your product.

**Note for Spanish speakers/Nota para hispanohablantes:** Para obtener instrucciones de configuración en español, consulte la *Guía de instalación* en [epson.com/support/xp960sp](http://epson.com/support/xp960sp) (requiere una conexión a Internet).

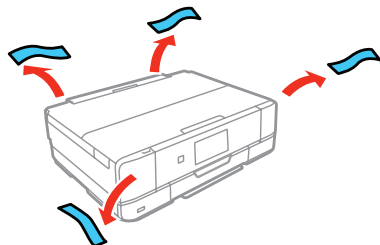
## 1 Unpack



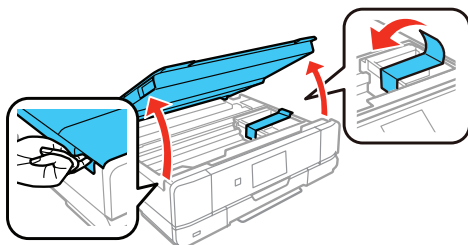
### Note:

- Do not open ink cartridge packages until you are ready to install the ink. Cartridges are vacuum packed to maintain reliability.
- The CD/DVD tray is taped to the bottom of cassette 2.

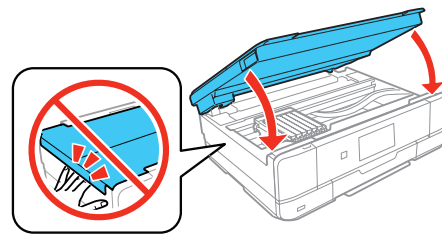
- 1 Remove all protective materials from the product.



- 2 Lift up the scanner unit and remove all protective materials.

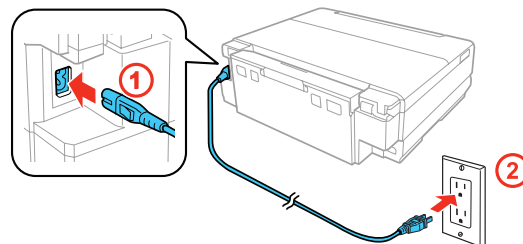


- 3 Lower the scanner unit.



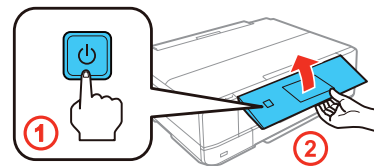
## 2 Turn on and configure

- 1 Connect the power cord to the back of the printer and to an electrical outlet.



**Caution:** Do not connect to your computer yet.

- 2 Turn on the product, then adjust the control panel.



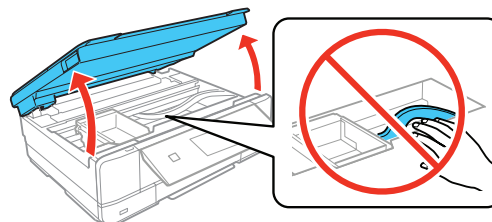
- 3 Select your language.

### Note:

- You can change the language later using the product's control panel. For more information, see the online *User's Guide*.
- If an error message appears, turn off the product and check that no protective material has been left inside the product.

## 3 Install ink cartridges

- 1 Lift up the scanner unit.



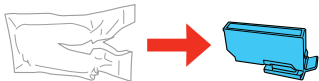
**Caution:** Do not touch the flat, white cable.



\*412947800\*

**EPSON®**  
EXCEED YOUR VISION

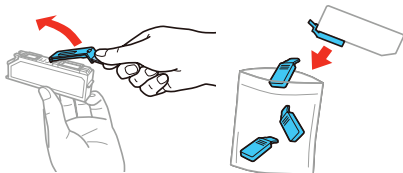
## 2 Unpack the ink cartridges.



**Caution:** Do not touch the areas shown below. Doing so may prevent normal operation and printing.

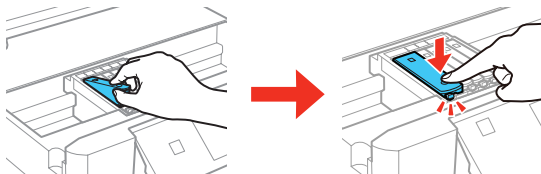


## 3 Remove the cap from each ink cartridge. Store the caps in the included plastic bag.

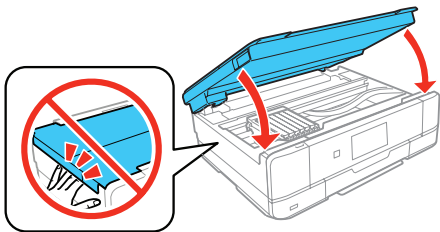


**Note:** Save the caps and use them to recap the ink cartridges after removing them for storage or disposal.

## 4 Insert the cartridges at an angle in the holder for each color. Press each cartridge down until it clicks.



## 5 Lower the scanner unit.

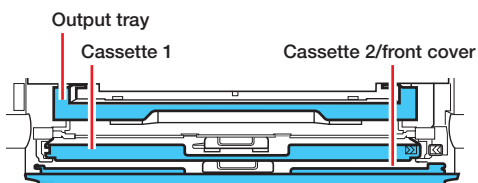


## 6 The printer starts charging the ink. Ink charging takes approximately 7 minutes. When you see a completion message on the printer's LCD screen, charging is complete.

**Caution:** Don't turn off the printer or raise the scanner unit while the printer is charging or you'll waste ink.

**Note:** The cartridges included with the printer are designed for printer set up and not for resale. After some ink is used for charging, the rest is available for printing.

# 4 Load paper

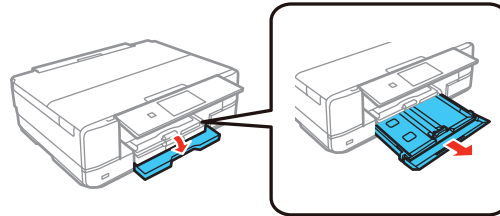


You can load the following paper sizes:

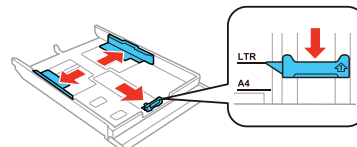
- Cassette 1: 3.5 × 5-, 4 × 6-, or 5 × 7-inch photo paper
- Cassette 2: Letter-size, A4-, legal-size, or 8 × 10-inch paper  
See the instructions below for loading paper.
- Rear paper feed slot: Up to 11 × 17, one sheet at a time

See the online *User's Guide* for instructions on loading paper in cassette 1 and rear paper slot, available paper types, sizes, loading capacity, and loading CD/DVD/Blu-ray™ discs.

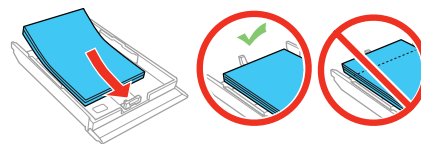
## 1 Lower the front cover (if it's not open already) and pull on the front cover to pull out the paper cassette.



## 2 Slide the side edge guides outward and set the front edge guide to the paper size you are using.

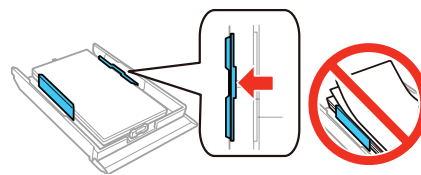


## 3 Insert the paper with the glossy or printable side facedown.

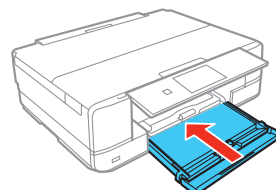


**Note:** Make sure the paper is loaded against the front edge guide and not sticking out from the end of the cassette.

## 4 Slide the side edge guides against the paper, but not too tight. Make sure the paper is under the tabs on the side edge guides.



## 5 Keep the cassette flat as you insert it all the way.



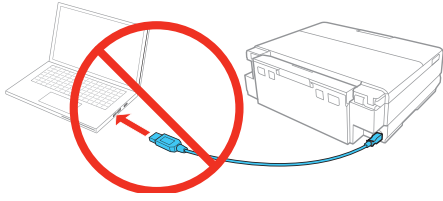
## 6 Select the paper settings on the product's control panel, if prompted.



## 5 Install software

**Note:** If your computer does not have a CD/DVD drive or you are using a Mac, an Internet connection is required to obtain the product software.

- 1 Make sure the product is **NOT CONNECTED** to your computer.



**Windows®:** If you see a Found New Hardware screen, click **Cancel** and disconnect the USB cable.

- 2 Insert the product CD or download and run your product's software package:

[epson.com/support/xp960](http://epson.com/support/xp960) (U.S.) or  
[epson.ca/support/xp960](http://epson.ca/support/xp960) (Canada)

- 3 Follow the instructions on the screen to run the setup program.

**OS X:** Make sure you install Software Updater to receive firmware and software updates for your product.

- 4 When you see the Select Your Connection screen, select one of the following:

- **Wireless connection**

In most cases, the software installer automatically attempts to set up your wireless connection. If setup was unsuccessful, you will be prompted to set up your wireless connection manually. Make sure you know your network name (SSID) and password.

- **Direct USB connection**

Make sure you have a USB cable (not included).

- **Wired network connection**

Make sure you have an Ethernet cable (not included).

- 5 When software installation is complete, restart your computer.

## Mobile printing

Connect wirelessly from your tablet, smartphone, or computer. Print documents and photos from across the room or around the world. See your *Quick Guide* or visit [epson.com/solutionsfinder](http://epson.com/solutionsfinder).

## Any problems?

### Network setup was unsuccessful.

- Make sure you select the right network name (SSID). The product can only connect to a network that supports 2.4 GHz.
- If you see a firewall alert message, click **Unblock** or **Allow** to let setup continue.
- If your network has security enabled, make sure you enter your network password (WEP key or WPA passphrase) correctly. Passwords must be entered in the correct case.

### There are lines or incorrect colors in my printouts.

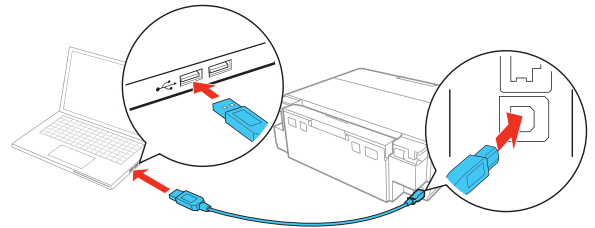
Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary. See the online *User's Guide* for more information.

### The product's screen is dark.

Touch the screen to wake your product from sleep mode.

### Setup is unable to find my product after connecting it with a USB cable.

Make sure the product is turned on and securely connected as shown:



## Any questions?

### Quick Guide

Basic information and troubleshooting.

### User's Guide

**Windows:** Click the icon on your desktop or Apps screen to access the online *User's Guide*.

**OS X:** Click the icon in **Applications/Epson Software/Guide** to access the online *User's Guide*.

If you don't have a User's Guide icon, go to the Epson website, as shown below.

### Technical support

[epson.com/support](http://epson.com/support) (U.S.) or [epson.ca/support](http://epson.ca/support) (Canada)

(562) 276-4382 (U.S.) or (905) 709-3839 (Canada), 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

### Recycling

Epson offers a recycling program for end of life hardware and ink cartridges. Please go to [epson.com/recycle](http://epson.com/recycle) for information on how to return your products for proper disposal.

# Need paper and ink?

Try Epson specialty papers with Claria® Ink for professional results. You can purchase them at [epson.com/ink3](http://epson.com/ink3) (U.S. sales) or [epson.ca](http://epson.ca) (Canadian sales). You can also purchase supplies from an Epson authorized reseller. Call 800-GO-EPSON (800-463-7766).









DESIGNED *for* EXCELLENCE™

Epson printers, ink and specialty papers.



## XP-960 replacement ink cartridges

Color	Standard-capacity	High-capacity
 Black	277	277XL
 Cyan	277	277XL
 Magenta	277	277XL
 Yellow	277	277XL
 Light Cyan	277	277XL
 Light Magenta	277	277XL



EPSON and Claria are registered trademarks and EPSON Exceed Your Vision is a registered logomark of Seiko Epson Corporation. Small-in-One is a registered trademark, and Designed for Excellence is a trademark of Epson America, Inc.

Mac and OS X are trademarks of Apple Inc., registered in the U.S. and other countries.

General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.

This information is subject to change without notice.

© 2015 Epson America, Inc., 4/15

Printed in XXXXXX

CPD-42855