

# Wireless Installation Guide L1455



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# Wireless Installation Guide L1455

Welcome to the *Wireless Installation Guide*.

## **Before You Begin**

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

# Using the Control Panel

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

[Control Panel Buttons and Lights](#)

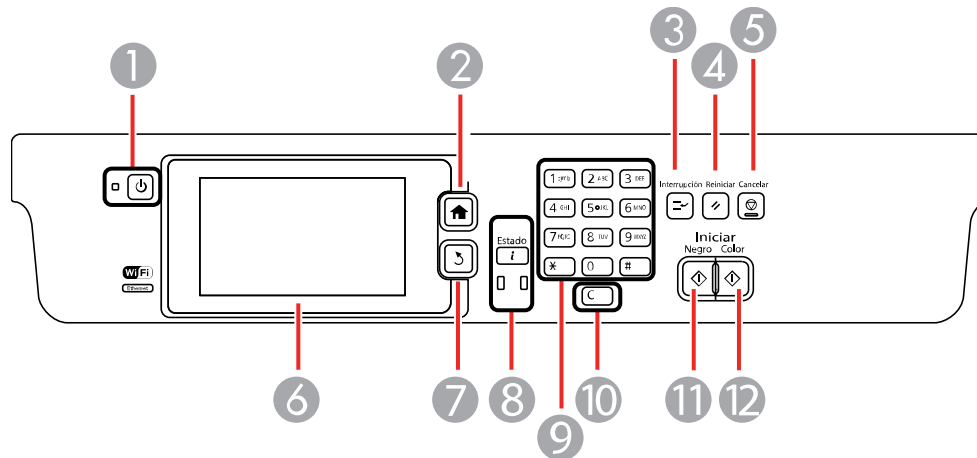
[Entering Characters on the LCD Screen](#)

[Changing the LCD Screen Language](#)

[Adjusting Control Panel Sounds](#)

[Adjusting the Screen Brightness](#)

## Control Panel Buttons and Lights



- 1 The power button and light
- 2 The home button
- 3 The **Interrupción** button
- 4 The **Reiniciar** button
- 5 The **Cancelar** button
- 6 The LCD screen
- 7 The back button







- 8 The **i Estado** button and lights
- 9 The numeric keypad
- 10 The **C** cancel button
- 11 The **◆ Negro** button
- 12 The **◆ Color** button











[Status Icons](#)

Parent topic: [Using the Control Panel](#)

## Status Icons

Status icons may be displayed on the LCD screen depending on the product's status. Select the Wi-Fi icon or network status icon to view or change the current network settings.

Icon	Description
	Displays additional information or instructions, such as on loading paper or placing a document on the scanner glass.
	A document is placed inside the Automatic Document Feeder (ADF).
	The maintenance box is nearly full. Press the <b>i Estado</b> button to open the Status Menu, select <b>Printer Information</b> , and then check the status.
	The maintenance box is full. Press the <b>i Estado</b> button to open the Status Menu, select <b>Printer Information</b> , and then check the status.
	Unread or unprinted fax data is stored in the product. If the product is set up to save received faxes on a computer or external storage device, this icon may also indicate that received faxes have not been saved on the computer or storage device.
	Indicates the fax memory usage.

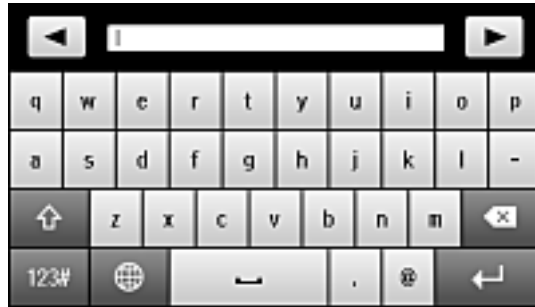
Icon	Description
	Fax memory is full. Delete received faxes you have already read or printed. If the product is set up to save received faxes on a computer or external storage device, turn on the computer or connect the storage device to the product.
	Indicates that a Wi-Fi or an Ethernet connection is being processed.
	Indicates that there is no Ethernet connection.
	Indicates that an Ethernet connection has been established.
	Indicates that there is no Wi-Fi connection.
	Indicates that a Wi-Fi network error has occurred or the product is searching for a connection.
	Indicates that a Wi-Fi connection has been established. The number of bars indicates the connection's signal strength.
	Indicates that an Ad hoc connection has been established.
	Indicates that a Wi-Fi Direct mode connection has been established.
	Indicates that a Simple AP mode connection has been established.








Parent topic: [Control Panel Buttons and Lights](#)



## Entering Characters on the LCD Screen

Follow these guidelines to enter characters for passwords and other settings.





- To move the cursor, select  or .
- To change the case of letters, select .
- To delete the previous character, select .
- To enter numbers or symbols, select .
- To change the keyboard layout, select .
- To enter a space, select .

Parent topic: [Using the Control Panel](#)

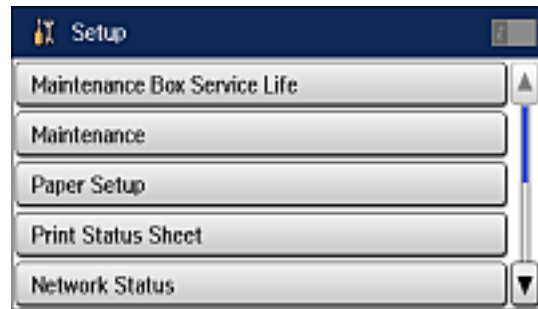
## Changing the LCD Screen Language

You can change the language used on the LCD screen.

**Note:** This setting can be locked by an administrator. If you cannot access or change this setting, contact your administrator for assistance.

1. Press the  home button, if necessary.
2. Select  **Setup**.

You see a screen like this:





3. Scroll down and select **System Administration**. Enter the administrator password, if necessary.
4. Select **Common Settings**.
5. Scroll down and select **Language**.
6. Select a language.

**Parent topic:** [Using the Control Panel](#)

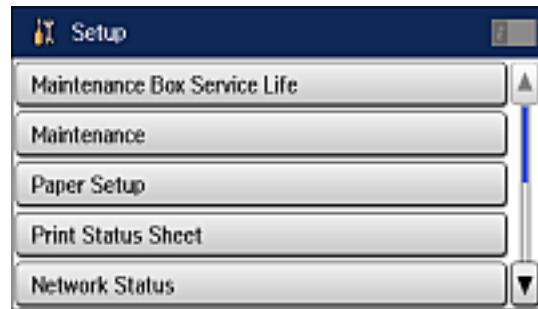
## Adjusting Control Panel Sounds

You can adjust the sound level heard when you press buttons on the control panel.

**Note:** This setting can be locked by an administrator. If you cannot access or change this setting, contact your administrator for assistance.

1. Press the  home button, if necessary.
2. Select  **Setup**.

You see a screen like this:





3. Scroll down and select **System Administration**. Enter the administrator password, if necessary.
4. Select **Common Settings**.
5. Select **Sound**.
6. Select **Button Press**.
7. Set the volume and press **OK**.

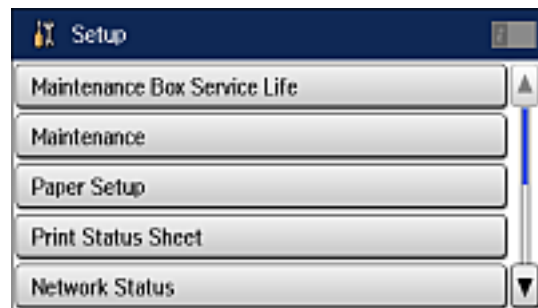
Parent topic: [Using the Control Panel](#)

## Adjusting the Screen Brightness

You can adjust the brightness of the LCD screen.

1. Press the  home button, if necessary.
2. Select  **Setup**.

You see a screen like this:



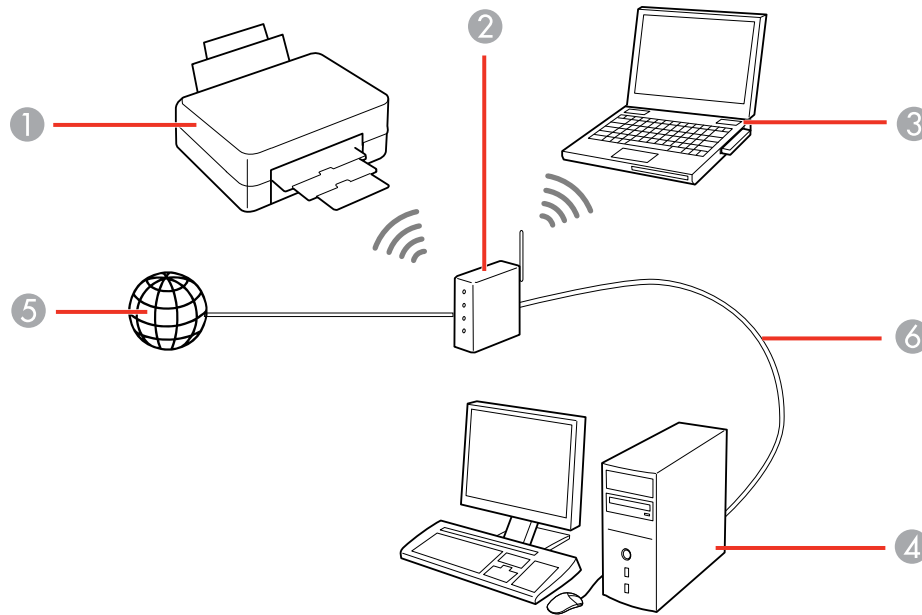
3. Scroll down and select **System Administration**.
4. Select **Common Settings**.
5. Select **LCD Brightness**.
6. Adjust the screen brightness by selecting a brightness level or by pressing the left and right arrows.
7. Select **OK** to exit.

**Parent topic:** [Using the Control Panel](#)

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# Setting Up Your Product on a Wireless Network

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
- 4 Computer
- 5 Internet
- 6 Ethernet cable (used only for wired connection to the wireless router or access point)

[Setting Up Your Product with Wi-Fi Auto Connect](#)

[Setting Up Your Product Using the Control Panel](#)

[Setting Up Your Product Using a Temporary USB Connection](#)

## Setting Up Your Product with Wi-Fi Auto Connect

Your product broadcasts its network information for 60 minutes from the time ink charging begins. If you run the product's software setup package within this 60 minute period, the software automatically connects the product to your wireless network without you having to enter your network name (SSID) and password.

If it has been longer than 60 minutes since the product was first charged with ink, see one of the other sections on setting up your product wirelessly (using the control panel or a temporary USB connection) instead.

**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.

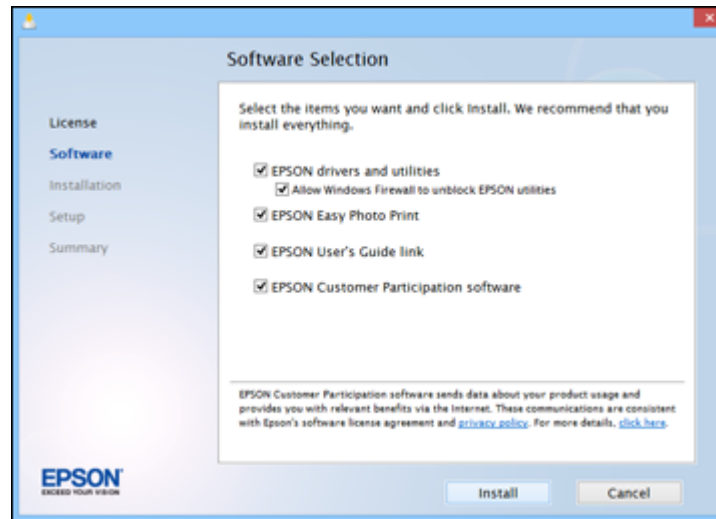
1. Make sure your product is turned on but **NOT CONNECTED** to your computer with a USB cable.

**Note:** With Windows, if you see a Found New Hardware screen, click **Cancel** and disconnect the USB cable.

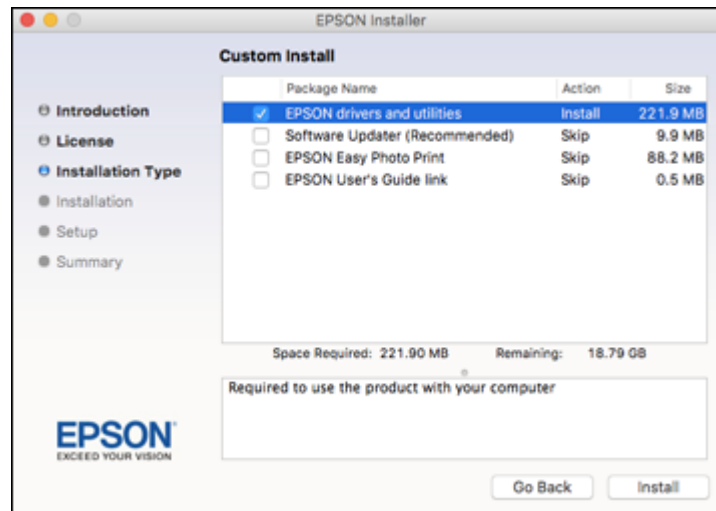
2. Insert the product CD or visit [epson.com.jm/support](http://epson.com.jm/support) and select your product to download the software package.
3. Select your language and click **Next** (Windows), or click **Continue** and click **Continue** again (Mac).
4. Accept the software license agreement to continue with software installation.

5. When you see one of these screens, click **Install**.

## Windows



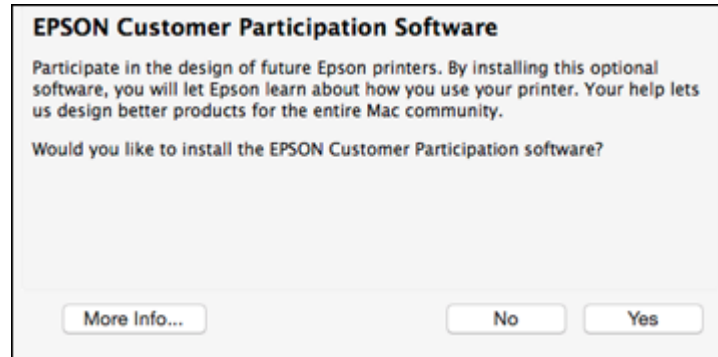
## Mac



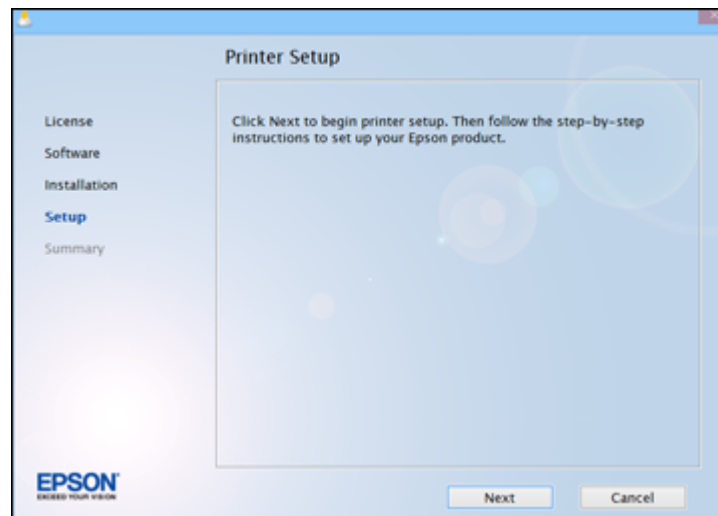
**Note:** On a Mac, make sure you install Software Updater to receive firmware and software updates for your product.

Software installation may take several minutes. Wait for the installation to complete.

6. **Mac:** If you see the following message, click **Yes** or **No** to continue.

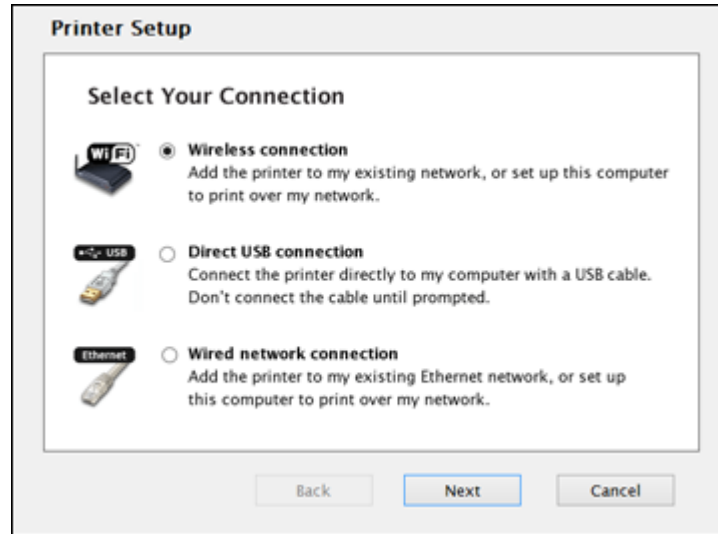


7. When the Printer Setup screen appears, click **Next** (Windows) or **Start** (Mac) to begin setting up your product on your network.

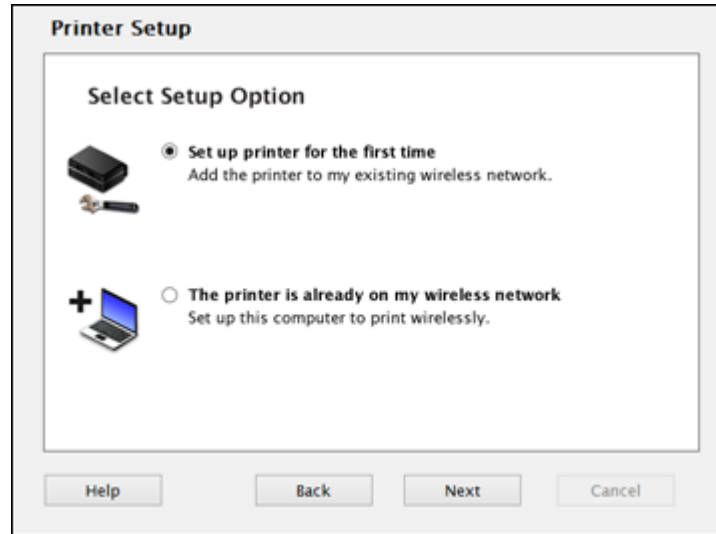




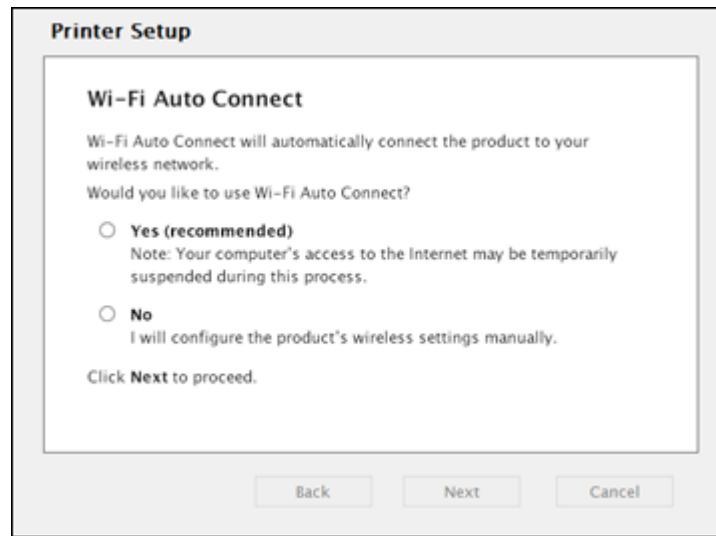
8. When you see this screen, select **Wireless connection** and click **Next** (Windows) or **Continue** (Mac).



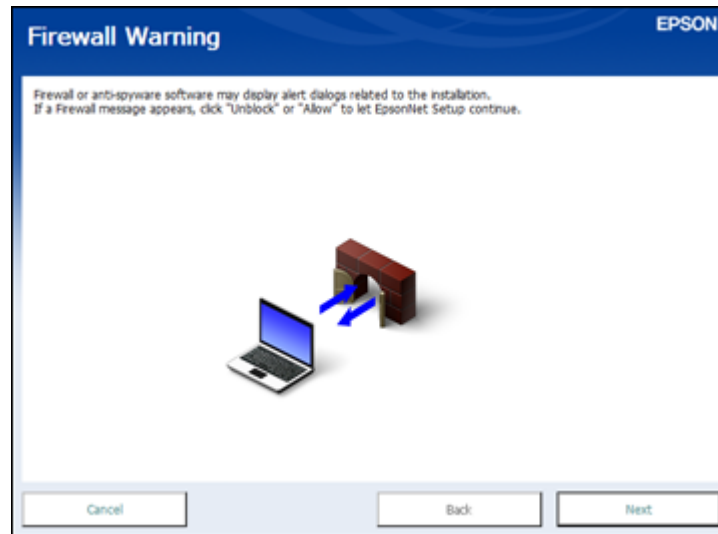
9. When you see this screen, select **Set up printer for the first time** and click **Next** (Windows) or **Continue** (Mac).



10. When you see this screen, select **Yes** and click **Next** (Windows) or **Continue** (Mac).



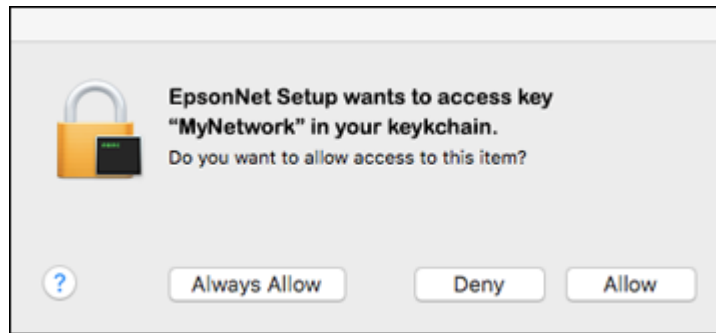
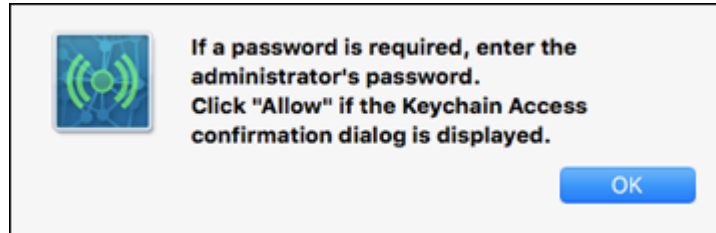
You see a screen like this:



11. Click **Next** to continue.

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

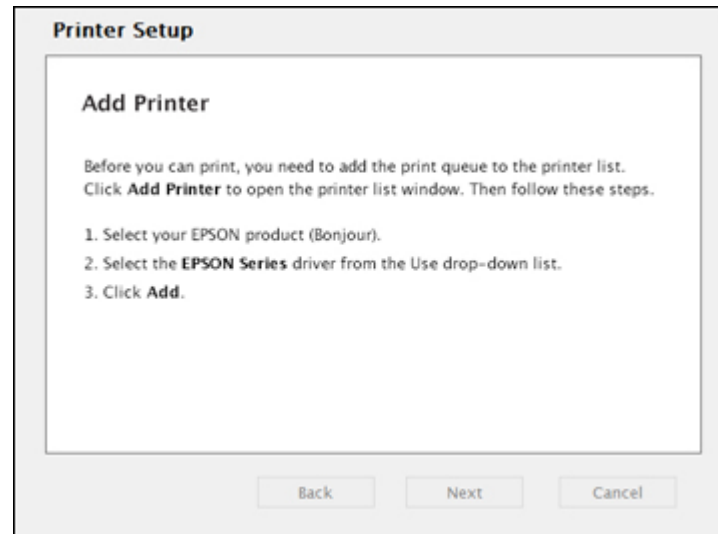
12. **Mac:** If you see the following messages, click **OK** and click **Allow** to let EpsonNet Setup access your password information.



13. Follow the on-screen instructions to let the system automatically configure your product on your network.

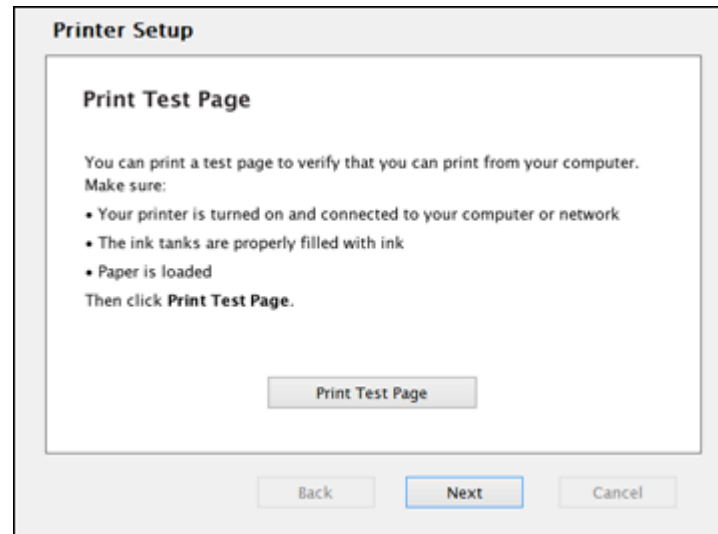
**Note:** If the software cannot automatically configure your product to the network, you may be prompted to enter your network name (SSID) and password on a displayed screen. You can also select a different Wi-Fi setup method.

14. **Mac:** When you see this screen, click **Add Printer** and follow the on-screen instructions to add your product and the print queue to your system. Then click **Continue**.



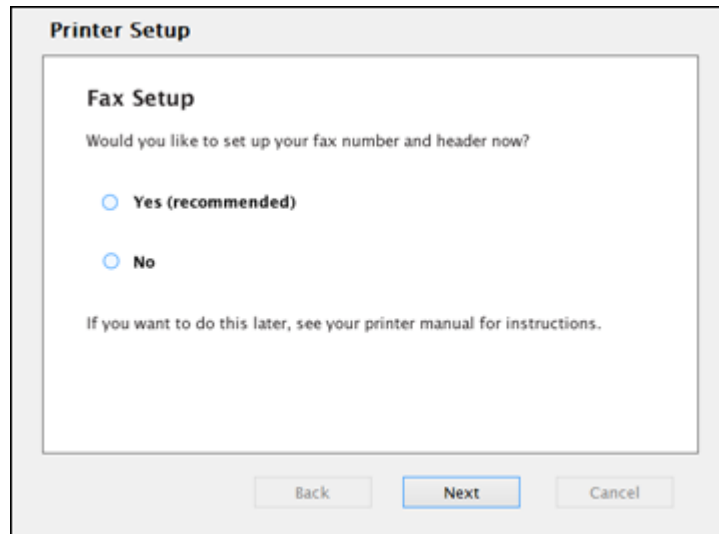
**Note:** Be sure to select your Epson product in the **Use** or **Print Using** drop-down list.

15. When you see this screen, print a test page and click **Next** (Windows) or **Continue** (Mac).

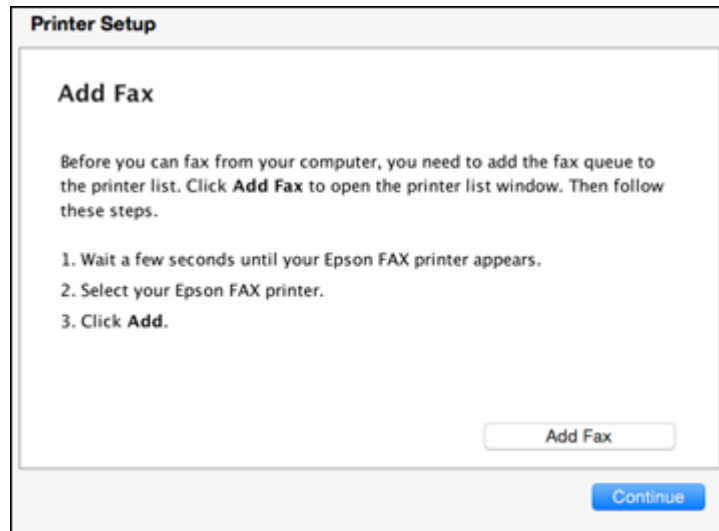


16. Do one of the following to set up faxing:

- **Windows:** When you see this screen, you can set up your fax number and header. Select **Yes** to set up fax settings now, or select **No** to set them up later. Then click **Next**.



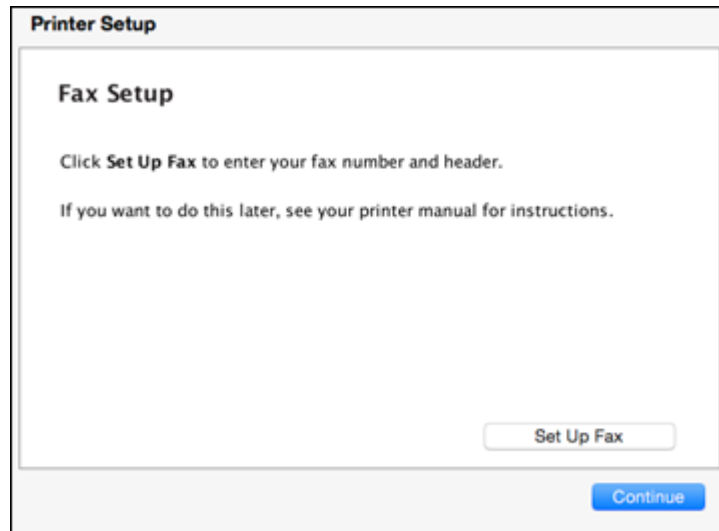
- **Mac:** When you see this screen, select **Add Fax** and follow the on-screen instructions to add the fax queue to your system. Then click **Continue**.



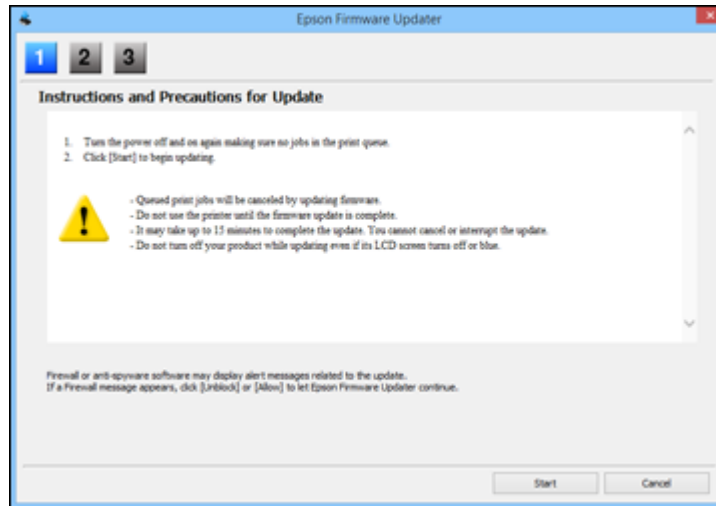
**Note:** Be sure to select your Epson product in the **Use** or **Print Using** drop-down list.



When you see this screen, you can set up your fax number and header. Click **Set Up Fax** to set up fax settings now, or click **Continue** to set them up later.

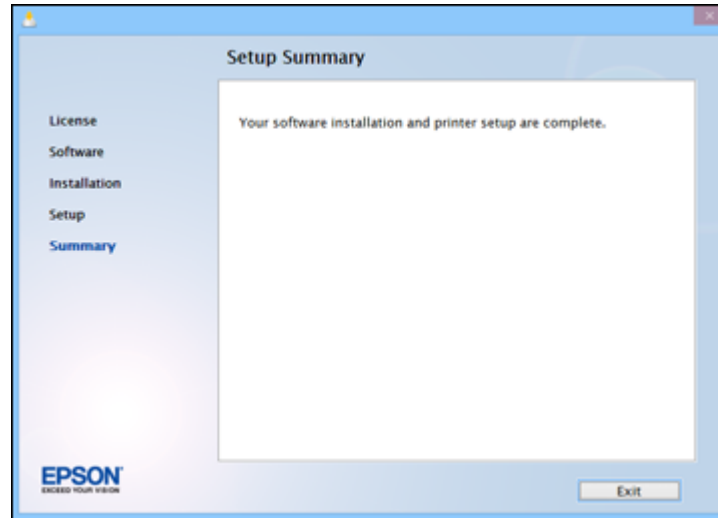


17. **Windows:** The system begins searching for the latest firmware for your product. If you see this screen, new firmware is available. Click **Next** and follow the on-screen instructions. When you are ready, click **Start** and wait for the firmware update to finish.



**IMPORTANT:** DO NOT TURN OFF YOUR PRODUCT OR INTERRUPT THE FIRMWARE SEARCH PROCESS IN ANY WAY.

18. Follow the on-screen instructions to complete product setup. When you see this screen, click **Exit** (Windows) or **Close** (Mac) to close the installation program.



Parent topic: [Setting Up Your Product on a Wireless Network](#)

## Setting Up Your Product Using the Control Panel

To add your product to a wireless network, you may need to know the name (SSID) and password of your wireless network. If it has security enabled, you also need to know the WEP key or WPA passphrase.

**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.

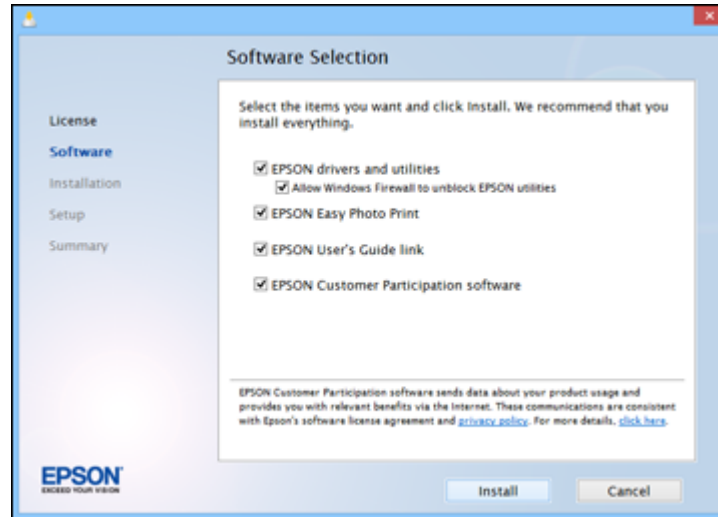
1. Make sure your product is turned on but **NOT CONNECTED** to your computer with a USB cable.

**Note:** With Windows, if you see a Found New Hardware screen, click **Cancel** and disconnect the USB cable.

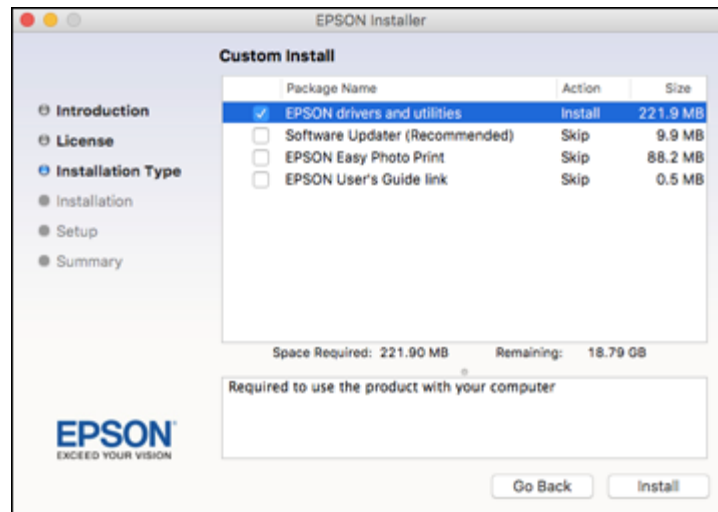
2. Insert the product CD or visit [epson.com.jm/support](http://epson.com.jm/support) and select your product to download the software package.
3. Select your language and click **Next** (Windows), or click **Continue** and click **Continue** again (Mac).

4. Accept the software license agreement to continue with software installation.
5. When you see one of these screens, click **Install**.

## Windows



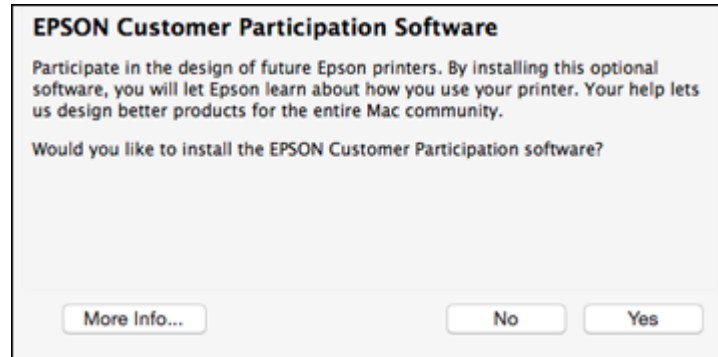
## Mac



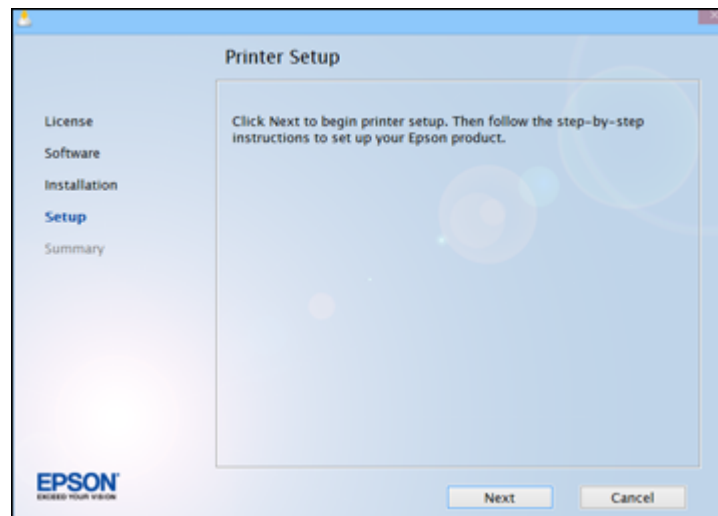
**Note:** On a Mac, make sure you install Software Updater to receive firmware and software updates for your product.

Software installation may take several minutes. Wait for the installation to complete.

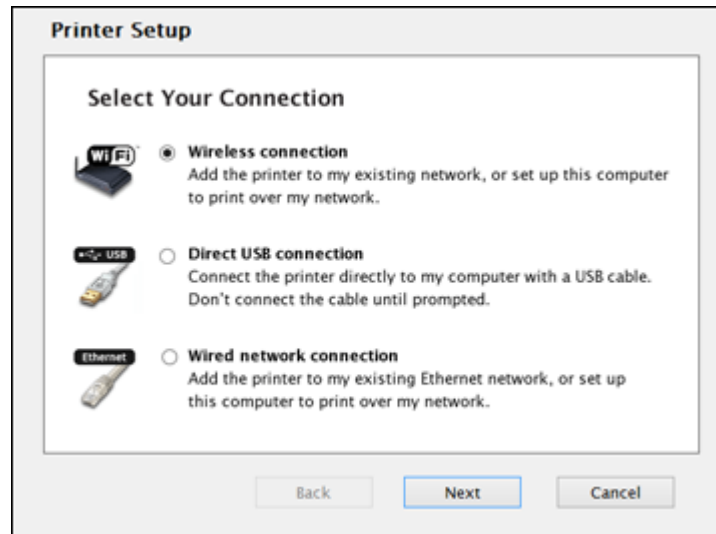
6. **Mac:** If you see the following message, click **Yes** or **No** to continue.



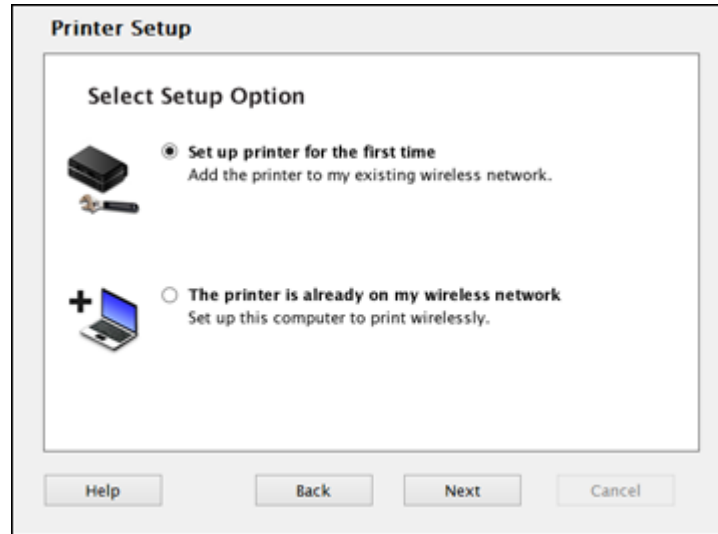
7. When the Printer Setup screen appears, click **Next** (Windows) or **Start** (Mac) to begin setting up your product on your network.



8. When you see this screen, select **Wireless connection** and click **Next** (Windows) or **Continue** (Mac).



9. When you see this screen, select **Set up printer for the first time** and click **Next** (Windows) or **Continue** (Mac).



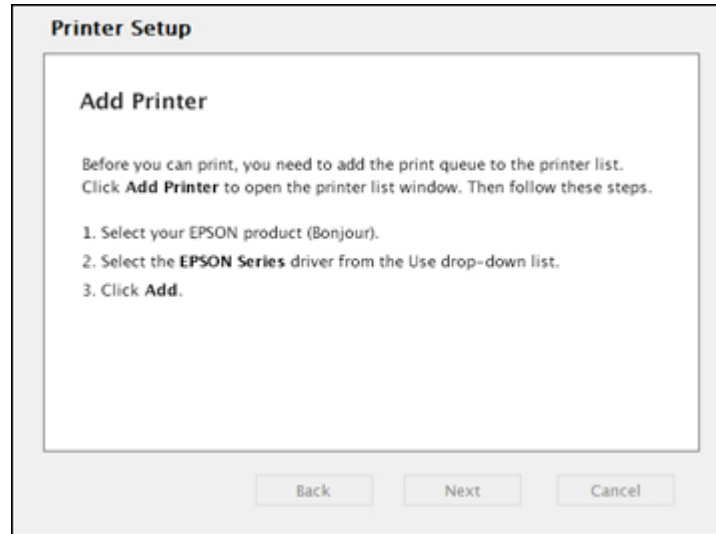
10. When you see this screen, select **Using printer buttons** and click **Next** (Windows) or **Continue** (Mac).



11. When you see the Know Your Wireless Network screen, click **Next** (Windows) or **Continue** (Mac).
12. Follow the on-screen instructions to select your wireless network settings from your product control panel. When you finish, continue with the steps here.

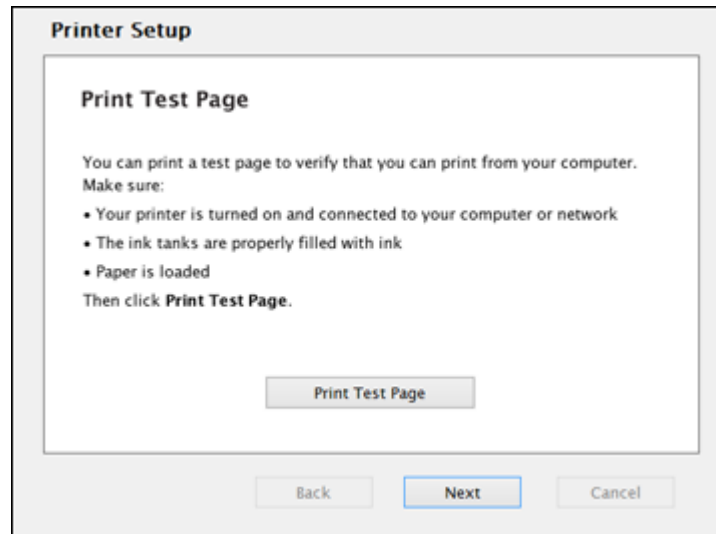


13. **Mac:** When you see this screen, click **Add Printer** and follow the on-screen instructions to add your product and the print queue to your system. Then click **Continue**.



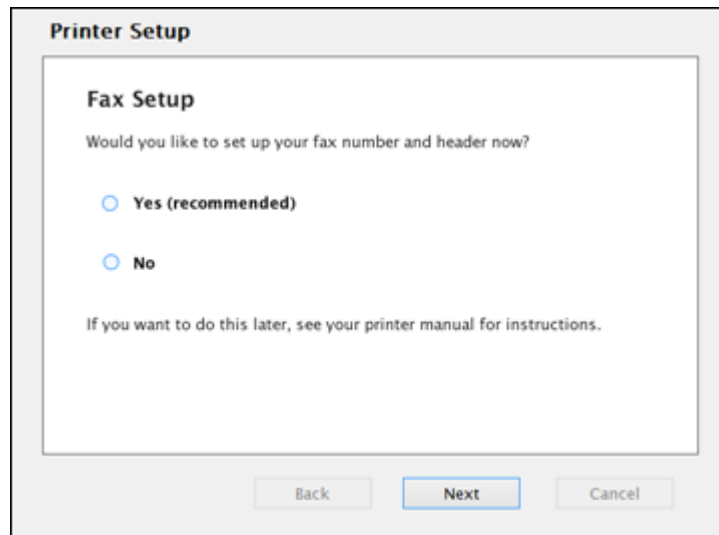
**Note:** Be sure to select your Epson product in the **Use** or **Print Using** drop-down list.

14. When you see this screen, print a test page and click **Next** (Windows) or **Continue** (Mac).



15. Do one of the following to set up faxing:

- **Windows:** When you see this screen, you can set up your fax number and header. Select **Yes** to set up fax settings now, or select **No** to set them up later. Then click **Next**.



The image shows a 'Printer Setup' dialog box with a 'Fax Setup' section. The section asks 'Would you like to set up your fax number and header now?' and provides two radio button options: 'Yes (recommended)' and 'No'. Below the options, it says 'If you want to do this later, see your printer manual for instructions.' At the bottom of the dialog box, there are three buttons: 'Back', 'Next', and 'Cancel'. The 'Next' button is highlighted with a blue border.

**Printer Setup**

**Fax Setup**

Would you like to set up your fax number and header now?

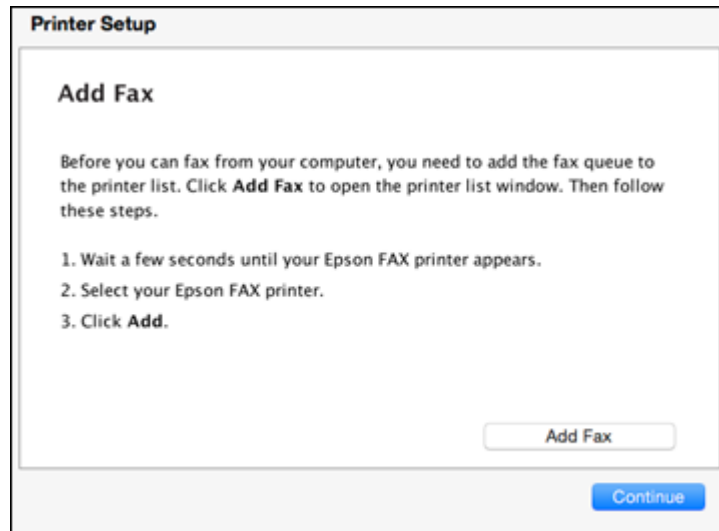
Yes (recommended)

No

If you want to do this later, see your printer manual for instructions.

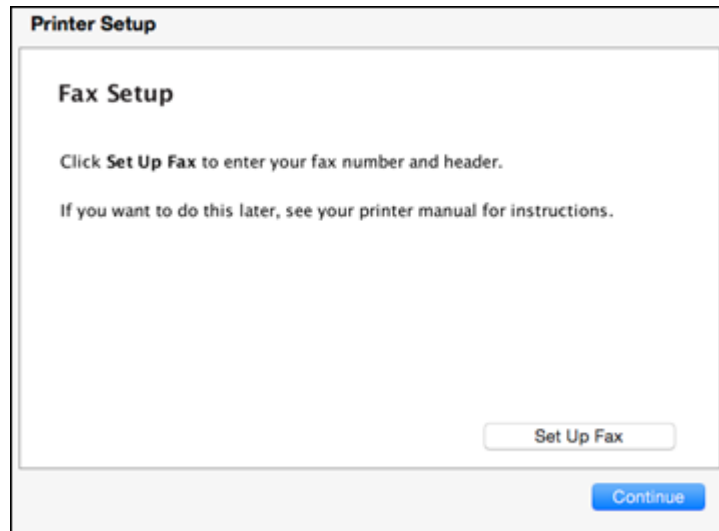
Back Next Cancel

- **Mac:** When you see this screen, select **Add Fax** and follow the on-screen instructions to add the fax queue to your system. Then click **Continue**.

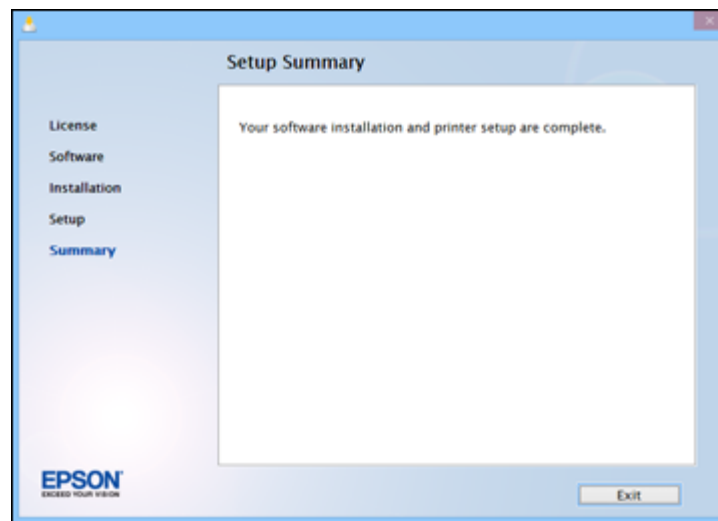


**Note:** Be sure to select your Epson product in the **Use** or **Print Using** drop-down list.

When you see this screen, you can set up your fax number and header. Click **Set Up Fax** to set up fax settings now, or click **Continue** to set them up later.



16. Follow the on-screen instructions to complete product setup. When you see this screen, click **Exit** (Windows) or **Close** (Mac) to close the installation program.



Parent topic: [Setting Up Your Product on a Wireless Network](#)

## Setting Up Your Product Using a Temporary USB Connection

To add your product to a wireless network, you may need to know the name (SSID) and password of your wireless network. If it has security enabled, you also need to know the WEP key or WPA passphrase.

**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.

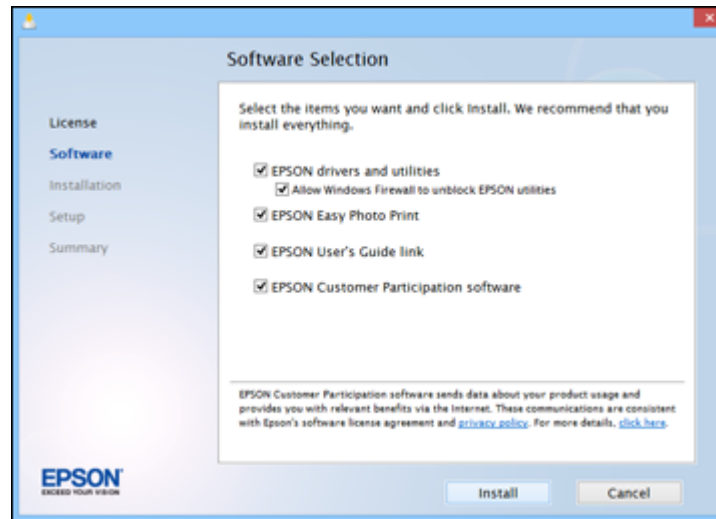
1. Make sure your product is turned on but **NOT CONNECTED** to your computer with a USB cable.

**Note:** With Windows, if you see a Found New Hardware screen, click **Cancel** and disconnect the USB cable.

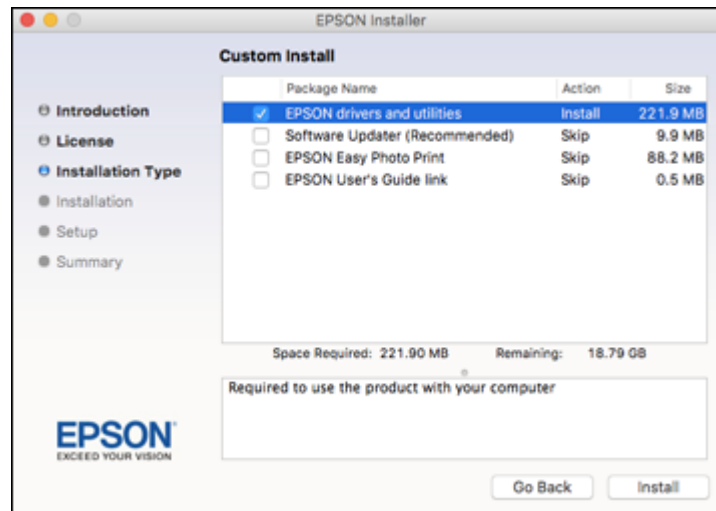
2. Insert the product CD or visit [epson.com.jm/support](http://epson.com.jm/support) and select your product to download the software package.
3. Select your language and click **Next** (Windows), or click **Continue** and click **Continue** again (Mac).
4. Accept the software license agreement to continue with software installation.

5. When you see one of these screens, click **Install**.

## Windows



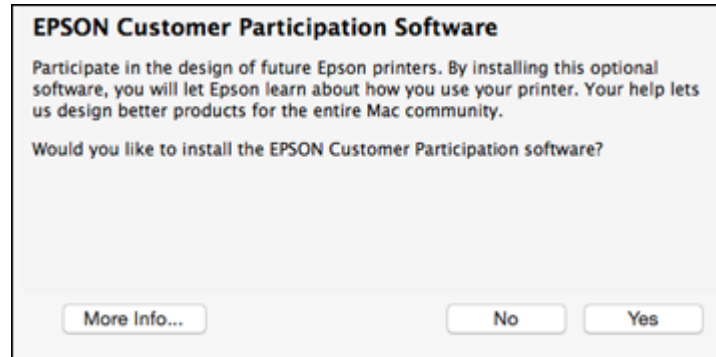
## Mac



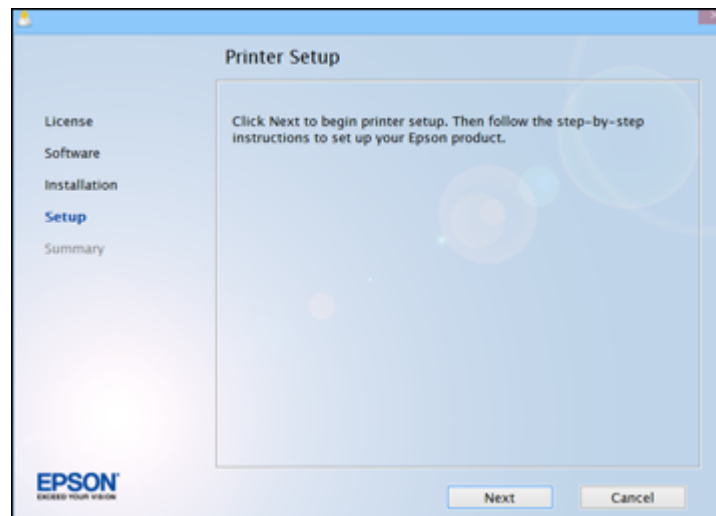
**Note:** On a Mac, make sure you install Software Updater to receive firmware and software updates for your product.

Software installation may take several minutes. Wait for the installation to complete.

6. **Mac:** If you see the following message, click **Yes** or **No** to continue.

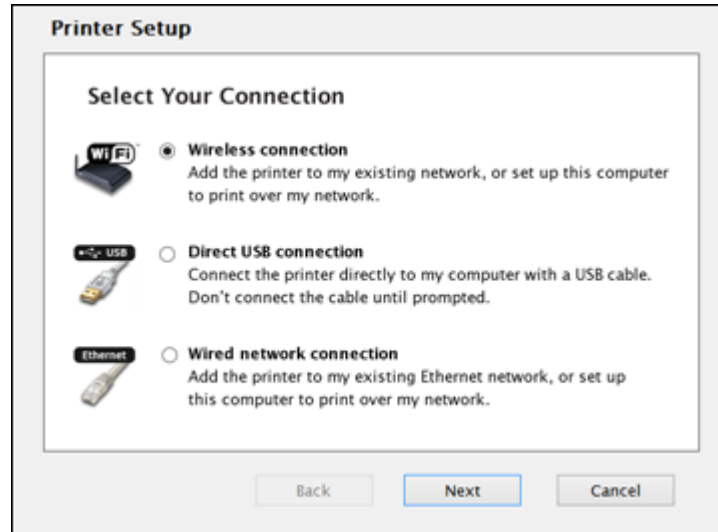


7. When the Printer Setup screen appears, click **Next** (Windows) or **Start** (Mac) to begin setting up your product on your network.

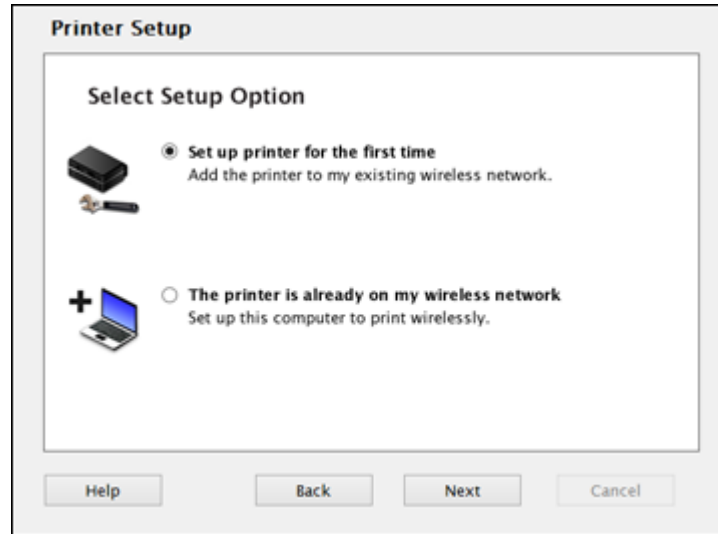




8. When you see this screen, select **Wireless connection** and click **Next** (Windows) or **Continue** (Mac).



9. When you see this screen, select **Set up printer for the first time** and click **Next** (Windows) or **Continue** (Mac).

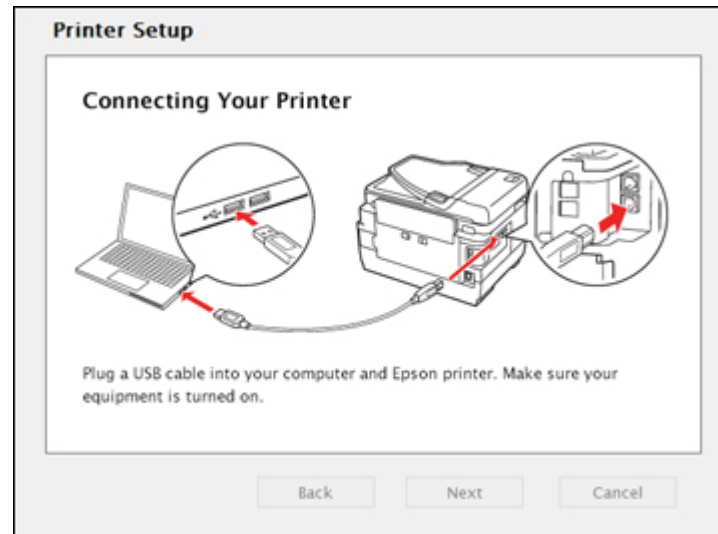


10. When you see this screen, select **Using temporary USB cable connection** and click **Next** (Windows) or **Continue** (Mac).



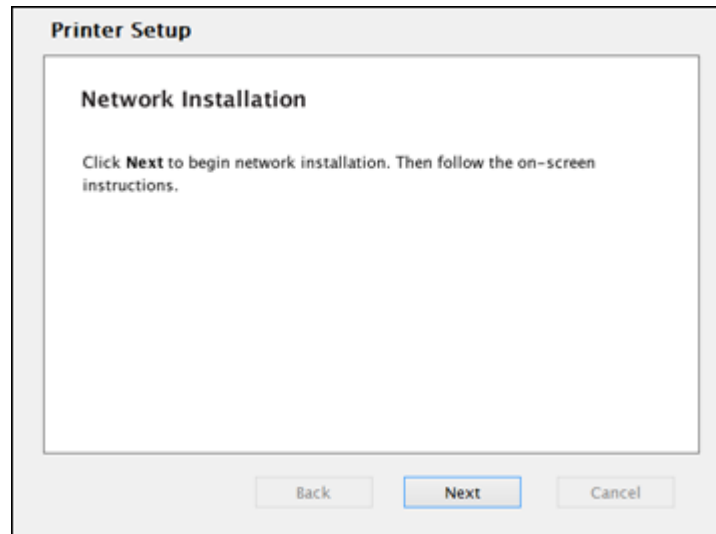
11. When you see the Know Your Wireless Network screen, click **Next** (Windows) or **Continue** (Mac).
12. At the next screen, make sure your product has finished charging the ink, then click **Next** (Windows) or **Continue** (Mac).

13. When you see this screen, connect a USB cable as shown and wait for the installer to detect your product.



**Note:** If your product is not detected, make sure that it is turned on.

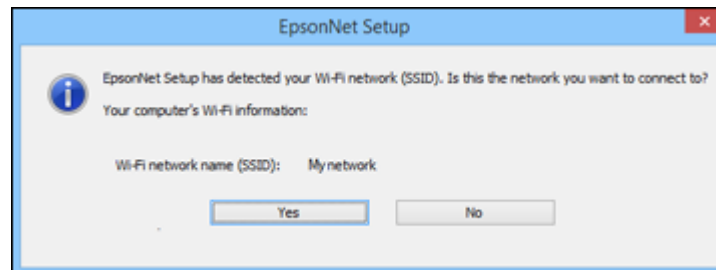
14. When you see this screen, click **Next** (Windows) or **Start Network Setup** (Mac).



15. When you see the Firewall Warning screen, click **Next**.

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

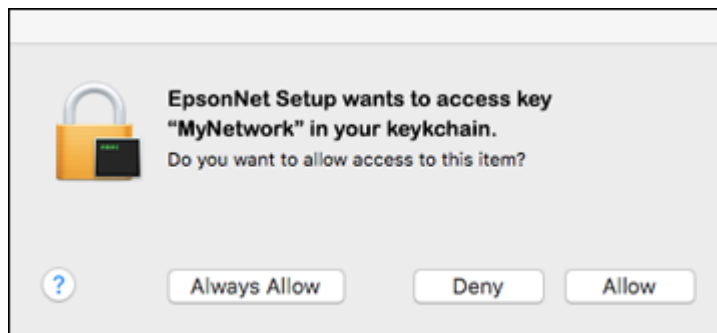
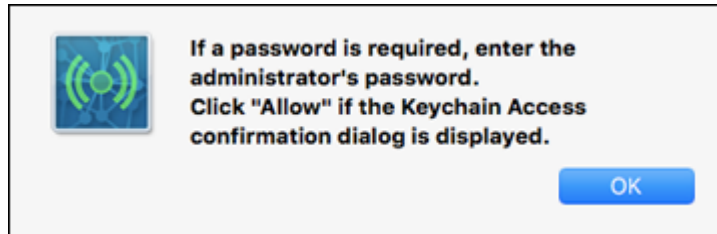
16. If you see this screen, click **Yes** (Windows) or **OK** (Mac).



17. Do one of the following:

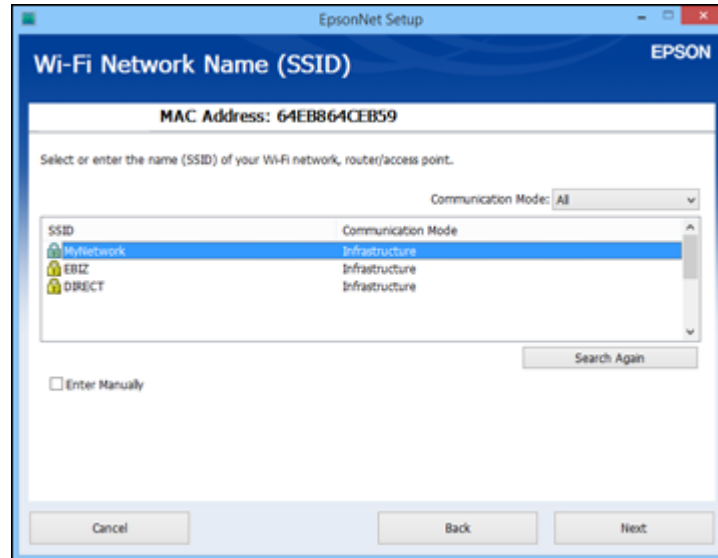
- **Windows:** If you have a wireless computer or laptop, go to step 20.

- **Mac:** If you have a wireless computer or laptop and you see the following messages, click **OK** and click **Allow** to let EpsonNet Setup access your password information. Then continue with step 20.



- All other users: Continue with step 18.

18. If you see this screen, wait while your system searches for your network name (SSID), then select the SSID from the displayed list and click **Next**.

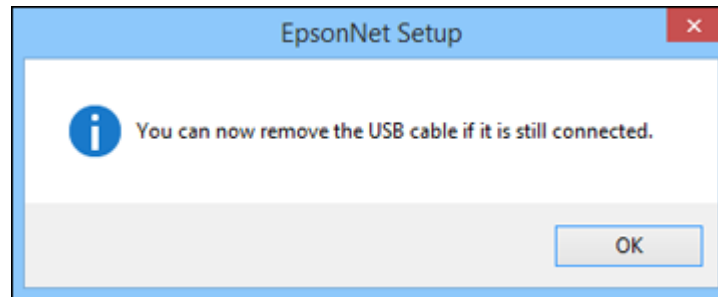


**Note:** If your WPA passphrase contains upper- or lowercase letters, be sure to note it correctly. If you do not know your wireless network name (SSID), WEP key, or WPA passphrase, contact the person who set up your wireless network before continuing.

19. When you see this screen, enter your network password and click **Next**.

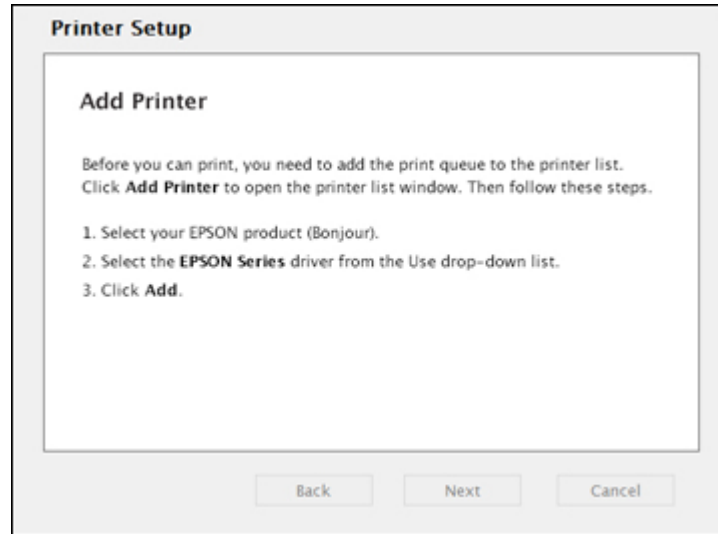


20. Wait several minutes for wireless network configuration to finish and display a confirmation message. When you see this prompt, disconnect the USB cable and click **OK**. Then click **Finish** on the Installation Complete screen.



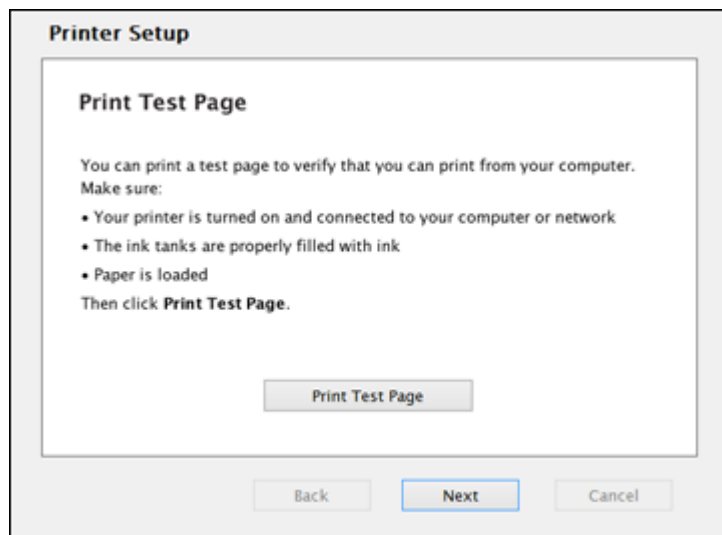


21. **Mac:** When you see this screen, click **Add Printer** and follow the on-screen instructions to add your product and the print queue to your system. Then click **Continue**.



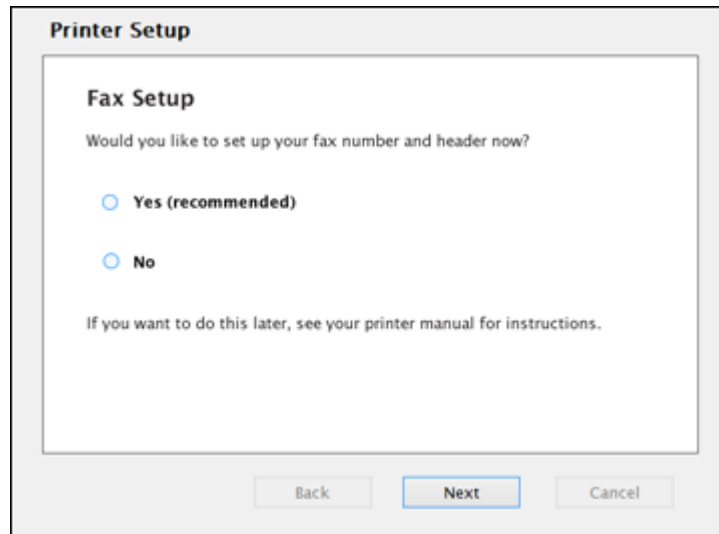
**Note:** Be sure to select your Epson product in the **Use** or **Print Using** drop-down list.

22. When you see this screen, print a test page and click **Next** (Windows) or **Continue** (Mac).

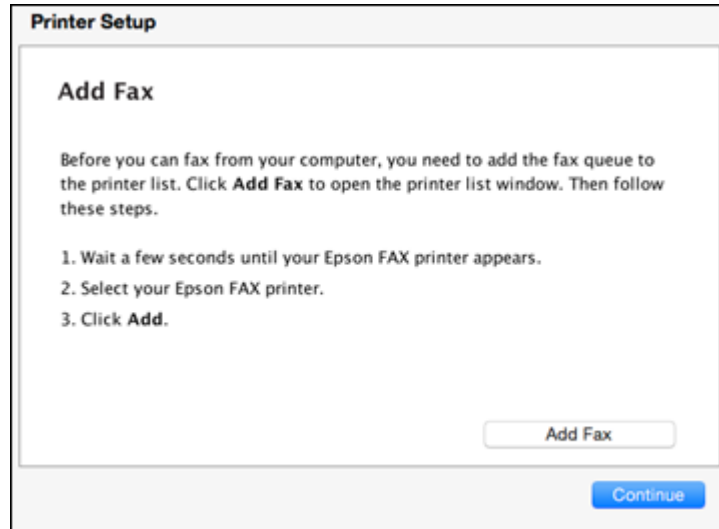


23. Do one of the following to set up faxing:

- **Windows:** When you see this screen, you can set up your fax number and header. Select **Yes** to set up fax settings now, or select **No** to set them up later. Then click **Next**.

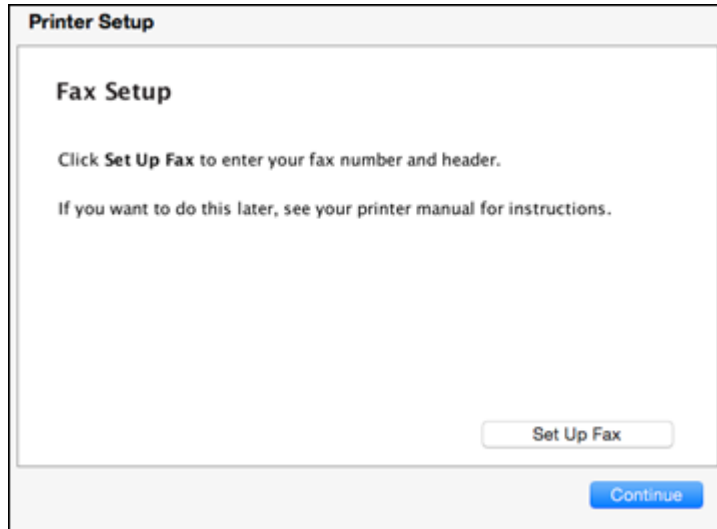


- **Mac:** When you see this screen, select **Add Fax** and follow the on-screen instructions to add the fax queue to your system. Then click **Continue**.

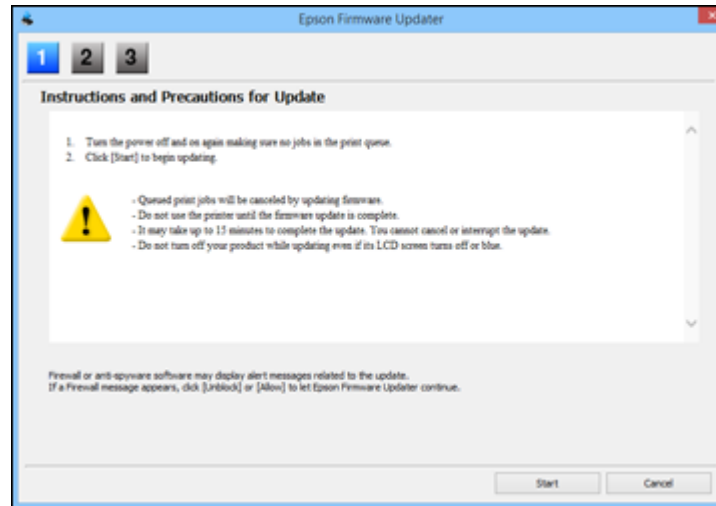


**Note:** Be sure to select your Epson product in the **Use** or **Print Using** drop-down list.

When you see this screen, you can set up your fax number and header. Click **Set Up Fax** to set up fax settings now, or click **Continue** to set them up later.

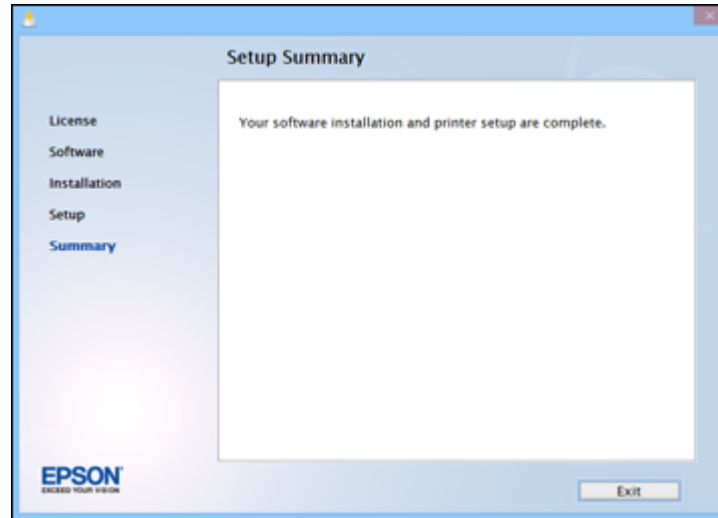


24. **Windows:** The system begins searching for the latest firmware for your product. If you see this screen, new firmware is available. Click **Next** and follow the on-screen instructions. When you are ready, click **Start** and wait for the firmware update to finish.



**IMPORTANT:** DO NOT TURN OFF YOUR PRODUCT OR INTERRUPT THE FIRMWARE SEARCH PROCESS IN ANY WAY.

25. Follow the on-screen instructions to complete product setup. When you see this screen, click **Exit** (Windows) or **Close** (Mac) to close the installation program.



**Parent topic:** [Setting Up Your Product on a Wireless Network](#)

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# Solving Network Problems

Check these solutions if you have problems setting up or using your product on a network. For details, see your product *User's Guide*.

[Product Cannot Connect to a Wireless Router or Access Point](#)

[Cannot Print Over a Network](#)

[Network Software Cannot Find Product on a Network](#)

[Product Does Not Appear in Mac Printer Window](#)

[Cannot Scan Over a Network](#)

## 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 Wi-Fi icon on your product's LCD screen is not lit or does not appear, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.
- 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. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider 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.
- If you are using a Wi-Fi Direct connection that suddenly disconnects, the Wi-Fi direct password on your device may have been changed. If necessary, delete the existing **DIRECT-xxxxxxx** connection settings from your device and enter a new password. See your device documentation for instructions.
- If you connected your product to a Windows computer using Wi-Fi Direct and it automatically selected Access Point Mode, you may have trouble accessing a low-priority Internet connection. Check the network connection or adapter settings in the Windows Control Panel and set the **Internet metric** setting to **100** for your version of the Internet Protocol.

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.

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi icon on your product's LCD is not lit, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.
- Check your wired LAN router or access point to see if the LED for the port to which your product is connected is on or flashing. If the link LED is off, try the following:
  - Make sure the Ethernet cable is securely connected to your product and to your router, access point, switch, or hub.
  - Try connecting your product to a different port or a different router, access point, switch, or hub.
  - Try connecting with a different Ethernet cable.
  - Try printing to your product from another computer on the network.

**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 connecting the product via EpsonNet Setup and the Wi-Fi icon does not appear lit on the LCD, make sure your product software was installed correctly. If necessary, reinstall your software.

**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. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

Parent topic: [Solving Network Problems](#)

## Product Does Not Appear in Mac Printer Window

If your product does not appear in the Mac 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 Wi-Fi icon on your product's LCD screen is not lit, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.
- If you are connecting the product wirelessly via EpsonNet Setup and the Wi-Fi icon does not appear lit on your LCD screen, 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. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

Parent topic: [Solving Network Problems](#)

## Cannot Scan Over a Network

If you cannot start Epson Scan 2 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. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider 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 2, exit Epson Scan 2, wait a few seconds, and restart it. If Epson Scan 2 cannot restart, turn off your product, turn it back on, and try restarting Epson Scan 2 again.
- Check the scanner setting and reset the connection if necessary using Epson Scan 2 Utility:

**Windows 10:** Click , select **All apps**, select **EPSON**, and select **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

**Windows 8.x:** Navigate to the **Apps** screen, select **EPSON**, and select **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

**Windows (other versions):** Click  or **Start > All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

**Mac:** Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

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

**Parent topic:** [Solving Network Problems](#)

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