

L396 User's Guide

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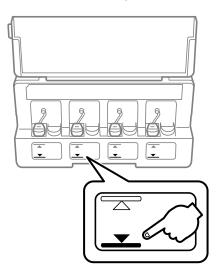
L396 User's Guide

Welcome to the L396 User's Guide.

For a printable PDF copy of this guide, click here.

Your Ink Tank System

You should visually check the ink levels in the product's ink tanks regularly.



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.

To refill the ink tanks, click the link below.

Related topics

Refilling Ink

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

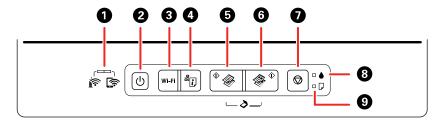
See these sections to learn about the control panel and select control panel settings.

Control Panel Buttons and Lights

Adjusting Control Panel Position

Parent topic: Product Basics

Control Panel Buttons and Lights



1 The ি Wi-Fi light

The light on the left turns on when the product is connected to a wireless network.

The 🖙 Wi-Fi Direct light

The light on the right turns on when the product is connected to a wireless network in Wi-Fi Direct (Simple AP) mode.

Both lights flash alternately or simultaneously while connecting or if there is a problem with network connection.

- 2 The ⁽⁾ power button and the ⁽⁾ power light
- 3 The **Wi-Fi** button

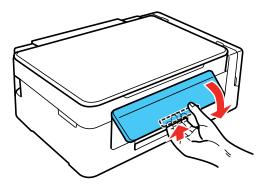
- 4 The Property network status button
- 5 The [⋄] ⊗ B&W copy button
- 6 The [⊕] color copy button
- 7 The ♥ stop button
- 8 The **♦** ink light
- 9 The □ paper light

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

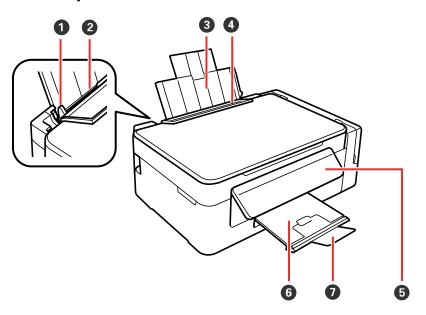
See these sections to identify the parts on your product.

Product Parts - Top

Product Parts - Inside Product Parts - Back

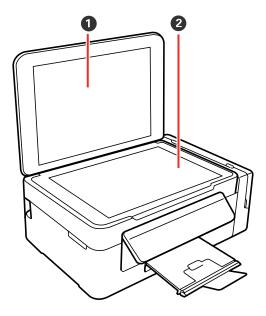
Parent topic: Product Basics

Product Parts - Top



- 1 Edge guide
- 2 Sheet feeder
- 3 Paper support
- 4 Feeder guard
- 5 Control panel
- 6 Output tray

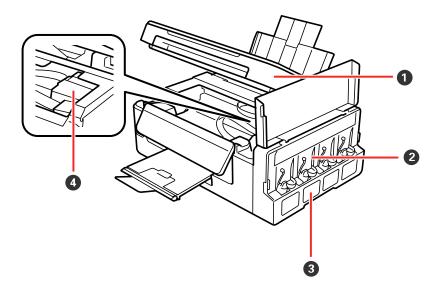
7 Paper stopper



- 1 Document cover
- 2 Scanner glass

Parent topic: Product Parts Locations

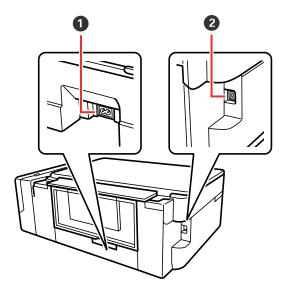
Product Parts - Inside



- 1 Scanner unit
- 2 Ink tank unit
- 3 Ink tanks
- 4 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 begins, but increasing the time reduces the product's energy efficiency.

Changing the Power and Sleep Timer Settings - Windows Changing the Power and Sleep Timer Settings - Mac

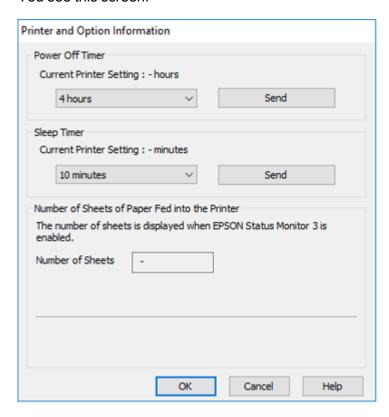
Parent topic: Product Basics

Changing the Power and Sleep Timer Settings - Windows

You can use the printer software to change the time period before the product enters sleep mode or turns off automatically.

- 1. Make sure your product is turned on.
- 2. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click.
- 3. Select Printer Settings.
- 4. Click the **Maintenance** tab.
- 5. Click the **Printer and Option Information** button.

You see this screen:



- 6. 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.
- 7. Click Send.

- 8. Select the time period you want before the product goes to sleep as the **Sleep Timer** setting.
- 9. Click Send.
- 10. Click **OK** to close the open program windows.

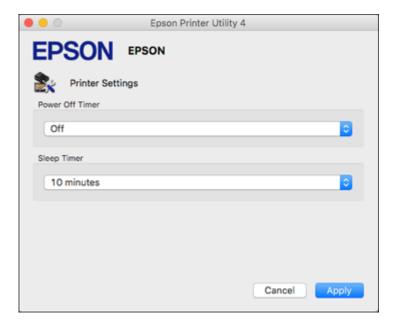
Parent topic: The Power Off and Sleep Timers

Changing the Power and Sleep Timer Settings - Mac

You can use the printer software to change the time period before the product enters sleep mode or turns off automatically.

- 1. Make sure your product is turned on.
- 2. 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 Printer Settings.

You see this window:



- 4. 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.
- 5. Select the time period you want before the product goes to sleep as the **Sleep Timer** setting.
- 6. Click Apply.
- 7. Close the Printer Settings window.

Parent topic: The Power Off and Sleep Timers

Epson Connect Solutions for Smartphones, Tablets, and More

Use your smartphone, tablet, or computer to print and scan documents, photos, emails, and web pages from your home, office, or even across the globe.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

Print from anywhere with these Epson Connect solutions:

- Epson Email Print
- Epson iPrint Mobile App
- · Epson Remote Print

Scan and send a file as an email or upload it to an online service directly from your Epson product with the Epson iPrint Mobile App.

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

Parent topic: Product Basics

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. Both the email and the attachments will print automatically.

1. Connect your product to your network. See the link below.

- 2. If you did not already set up Email Print when you installed your product software, visit epsonconnect.com to learn more about Email Print, create your Epson Connect account, and register your product to the Epson Connect service.
- 3. Now you are ready to send and print emails to your product's Email Print address.

Note: Go to epsonconnect.com and log into your Epson connect account to personalize your product's email, adjust print settings, and set up other Epson Connect services.

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

Related topics
Wi-Fi Networking

Using the Epson iPrint Mobile App

Use this free Apple and Android app to print and scan with networked Epson products. Epson iPrint lets you print PDFs, Microsoft Office documents, photos, and web pages over a wireless network. You can 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. Connect your product to your wireless network. See the link below.
- 2. Visit epson.com.jm/connect 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 as your product.
- 5. Open Epson iPrint and select your Epson product.

Now you are ready to print or scan with your mobile device and your Epson product.

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

Related topics Wi-Fi Networking

Using Epson Remote Print

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

1. Connect your Epson product to your wireless network. See the link below.

2. If you did not already set up an Epson Connect account when you installed your product software, visit epsonconnect.com to create your account and register your product to the Epson Connect service.

Note: Make a note of your product's email address.

- 3. Visit epsonconnect.com to learn more about Remote Print and how to download the Remote Print Driver software.
- 4. Download and install the Remote Print software.
- 5. Enter the email address and optional access key of your Epson product during Remote Print setup.
- 6. Now you are ready to print remotely. Select the print command in your laptop or desktop computer application and choose the Remote Print option 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.

Network Security Recommendations

Wi-Fi Infrastructure Mode Setup

Wi-Fi Direct Mode Setup

Wi-Fi Protected Setup (WPS)

Printing a Network Status Sheet

Changing or Updating Network Connections

Network Security Recommendations

To help deter unauthorized access to your product over a network, you should protect your network environment using appropriate security measures.

Security measures such as these can help deter threats such as loss of user data, use of telephone and fax lines, and other intrusions:

Enable security on your wireless LAN

Enable the appropriate security on the wireless LAN you plan to use with your product. Network security such as a network password can deter interception of traffic over the wireless LAN. Your router may already have a default password enabled by your Internet service provider (ISP). See your ISP and router documentation for instructions on how to change the default password and better secure your network.

Connect your product only to a network protected by a firewall

Connecting your product directly to the Internet may leave it vulnerable to security threats. Instead, connect it to a router or other network connection protected by a firewall. Your router may already have a firewall set up by your Internet service provider; check with your ISP for confirmation. For best results, set up and use a private IP address for your network connection.

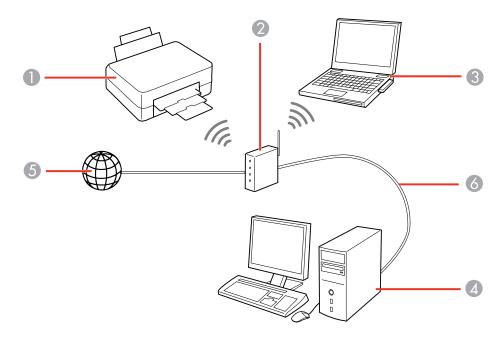
Change the default administrator password on your product

If your product has an option to set an administrator password, change the default administrator password to deter access by unauthorized users to personal data stored on your product, such as IDs, passwords, and contact lists.

Parent topic: Wi-Fi Networking

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.

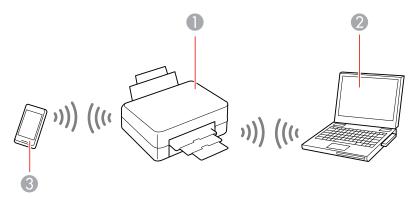


- 1 Epson product
- 2 Wireless router or access point
- 3 Computer with a wireless interface
- 4 Computer
- 5 Internet
- 6 Ethernet cable (used only for wired connection to the wireless router or access point)

Parent topic: Wi-Fi Networking

Wi-Fi Direct Mode Setup

You can set up your product to communicate directly with your computer or another device without requiring a wireless router or access point. In Wi-Fi Direct Mode, the product itself acts as a network access point for up to 4 devices.



- 1 Epson product
- 2 Computer with a wireless interface
- 3 Other wireless device

Enabling Wi-Fi Direct Mode

Parent topic: Wi-Fi Networking

Enabling Wi-Fi Direct Mode

You can enable Wi-Fi Direct mode to allow direct communication between your product and computer or other devices without a wireless router or access point. Make sure paper is loaded before you begin.

Note: If you are printing from a computer, make sure you installed the network software as described on the *Start Here* sheet.

1. Hold down the **Wi-Fi** button and press the *p network status button, holding down both buttons until the *\overline{\text{P}} \text{Wi-Fi} and *\overline{\text{P}} \text{Wi-Fi} Direct lights flash alternately. Then release both buttons.

After both lights stop flashing, the F Wi-Fi Direct light remains on.

- 2. Hold down the *p network status button for 10 seconds to print a network status sheet.
- 3. Use your computer or wireless device to select the Wi-Fi network name (SSID) and password listed in the Wi-Fi Direct section of the network status sheet.

Note: If you are connecting from an Android device, the Wi-Fi and Wi-Fi Direct lights flash simultaneously. Press the **Wi-Fi** to accept the connection request (or press the stop button to reject the request).

You should now be able to print to your product directly from your computer or device. If you cannot print successfully, repeat the process above and make sure you enter the password exactly as written on the network status sheet.

Parent topic: Wi-Fi Direct Mode Setup

Related references

Control Panel Buttons and Lights

Wi-Fi Protected Setup (WPS)

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

Parent topic: Wi-Fi Networking

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.

The RWi-Fi and Wi-Fi Direct lights flash alternately. When the RWi-Fi light stays on, the connection is successful.

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.

If the \(\hat{\operator} \) Wi-Fi and \(\hat{\operator} \) Wi-Fi Direct lights flash simultaneously, there is a connection error. Press the **Wi-Fi** button, restart your router, move it closer to your product, and repeat the steps here to try again.

Parent topic: Wi-Fi Protected Setup (WPS)

Related references

Control Panel Buttons and Lights

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 preduct.

To print more detailed network and connection status information, hold down the an entwork status button for at least 10 seconds. 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.

Accessing the Web Config Utility

Changing a USB Connection to a Wi-Fi Connection

Connecting to a New Wi-Fi Router

Parent topic: Wi-Fi Networking

Accessing the Web Config Utility

You can select your product's network settings and confirm its operating status using a web browser. You do this by accessing your product's built-in Web Config utility from a computer or other device that is connected to the same network as your product.

Print a network status sheet.

- 2. Locate the IP address for your product that is listed on the network status sheet.
- On a computer or other device connected to the same network as your product, open a web browser.
- 4. Enter your product's IP address into the address bar.

You see the available Web Config utility options.

Parent topic: Changing or Updating Network Connections

Related tasks

Printing a Network Status Sheet

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.

- 1. Disconnect the USB cable from your product.
- 2. Uninstall your product software.
- 3. 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

Related concepts

Uninstall Your Product Software

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.
 - Mac: 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

Related concepts

Uninstall Your Product Software

Loading Paper

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

Loading Paper in the Sheet Feeder

Paper Loading Capacity

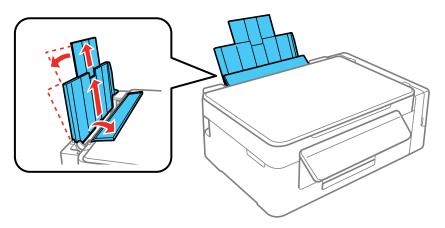
Available Epson Papers

Paper or Media Type Settings - Product Software

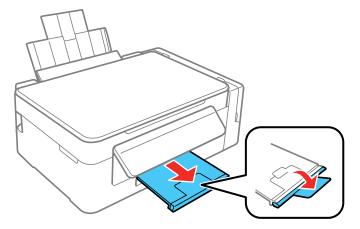
Loading Paper in the Sheet Feeder

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

1. Flip the feeder guard forward, then raise the paper support and its extension.

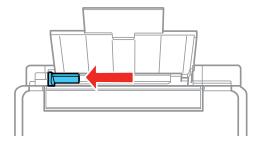


2. Pull out the output tray and open the paper stopper on the end.

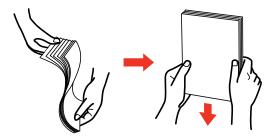


Note: If you print on legal-size or longer paper, leave the paper stopper closed.

3. Slide the edge guide to the left.

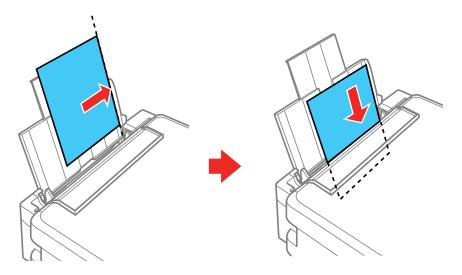


4. If you are inserting a stack of paper, fan the sheets first and tap the stack on a flat surface to even the edges.

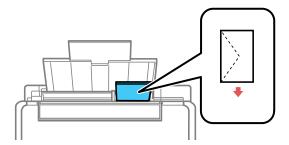


Note: Do not fan or curl photo paper.

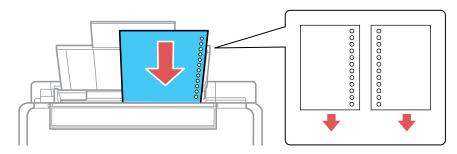
- 5. Do one of the following:
 - Insert paper, glossy or printable side up and short edge first, against the right side and beneath the line on the left edge guide.



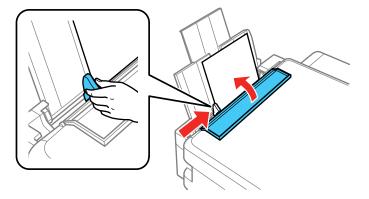
• Load up to 10 envelopes against the right side. Load them printable side up and flap edge left.



• Load a sheet of loose-leaf or other paper with holes facing as shown.



6. Slide the edge guide against the paper, but not too tightly. Then 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.
- 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 that are curled, folded, or too thin, or that have plastic windows.
- Check the paper package for any additional loading instructions.
- If you use paper with binder holes, load only one sheet at a time in only these sizes: Letter (8.5 × 11 inches [216 × 279 mm]), A4 (8.3 × 11.7 inches [210 × 297 mm]), or Legal (8.5 × 14 inches [216 × 356 mm]).

Parent topic: Loading Paper

Related references
Paper Loading Capacity
Paper Specifications

Paper Loading Capacity

Paper type	Paper size	Load up to this many sheets	
Plain paper*	Letter (8.5 × 11 inches [216 × 279 mm])	Up to the arrow mark on the edge guide	
	A4 (8.3 × 11.7 inches [210 × 297 mm])		
	A6 (4.1 × 5.8 inches [105 × 148 mm])		
	Half Letter (5.5 × 8.5 inches [140 × 216 mm])		
Legal (8.5 × 14 inches [216 × 356 mm])		1 sheet	

Paper type	Paper size	Load up to this many sheets	
Epson Bright White Paper*	Letter (8.5 × 11 inches	80 sheets	
Epson High Quality Ink Jet Paper*	[216 × 279 mm]) A4 (8.3 × 11.7 inches [210 × 297 mm])		
Epson Premium Photo Paper Glossy	Letter (8.5 × 11 inches [216 × 279 mm])	20 sheets	
	8 × 10 inches (203 × 254 mm)		
	5 × 7 inches (127 × 178 mm)		
	4 × 6 inches (102 × 152 mm)		
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	80 sheets	
Epson Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	20 sheets	
	8 × 10 inches (203 × 254 mm)		
Envelopes	No. 10 (4.1 × 9.5 inches [105 × 241 mm])	10 envelopes	

^{*} You can print 2-sided print jobs manually. Load up to 30 Letter (8.5 × 11 inches [216 × 279 mm]) or smaller sized sheets for manual 2-sided print jobs. Load 1 sheet of Legal (8.5 × 14 inches [216 × 356 mm]) sized paper for manual 2-sided print jobs.

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 epson.com.jm or call your nearest Epson sales office.

Paper Type	Size	Part number	Sheet count
Epson Bright White Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500

Paper Type	Size	Part number	Sheet count
Epson Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches	S041257	50
	[216 × 279 mm])	S042180	100
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
	Legal (8.5 × 14 inches [216 × 356 mm])	S041067	100
Epson High Quality Ink Jet Paper	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041117	100
	Letter (8.5 × 11 inches [216 × 279 mm])	S041111	100
Epson Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041727	100
	5 × 7 inches (127 × 178 mm)	S041464	20
	8 × 10 inches (203 × 254 mm)	S041465	20
	Letter (8.5 × 11 inches	S042183	25
	[216 × 279 mm])	S041667	50

Note: Paper/media availability varies by country.

Parent topic: Loading Paper

Paper or Media Type Settings - Product Software

For this paper	Select this Paper Type or Media Type setting	
Plain paper	Plain Paper/Bright White Paper	
Epson Bright White Paper		
Epson Premium Photo Paper Glossy	Premium Photo Paper Glossy	

For this paper	Select this Paper Type or Media Type setting
Epson Presentation Paper Matte	Premium Presentation Paper Matte
Epson High Quality Ink Jet Paper	
Epson Premium Presentation Paper Matte	
Envelope	Envelope

Parent topic: Loading Paper

Placing Originals on the Product

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

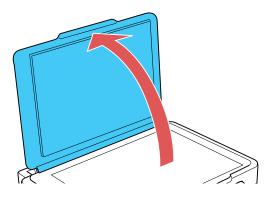
Caution: Do not place anything on top of your product or use its cover as a writing surface to avoid damaging it.

Placing Originals on the Scanner Glass

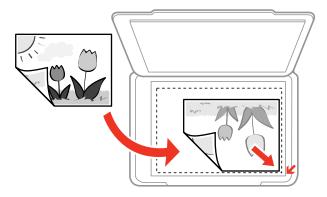
Placing Originals on the Scanner Glass

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

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 using Thumbnail preview in Photo Mode in Epson Scan 2, 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

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 scanner glass.
- 2. Load plain paper in the product.
- 3. Do one of the following to start copying:
 - To copy a black-and-white original, press the [®]

 B&W copy button.

 - To copy in draft mode, press the [↑] ^③ B&W copy or ^③ color copy button while holding down the ^① stop button. Make sure to press the [↑] ^③ B&W copy or ^③ color copy button within 3 seconds of pressing the ^① stop 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.

The product scans and prints your copy.

Note: To cancel copying, press the \bigcirc stop button.

Parent topic: Copying

Related tasks

Placing Originals on the Scanner Glass Loading Paper in the Sheet Feeder

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 the Built-in Epson Driver - Windows 10 S
Printing on a Mac
Cancelling Printing Using a Product Button

Printing with Windows

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

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

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.

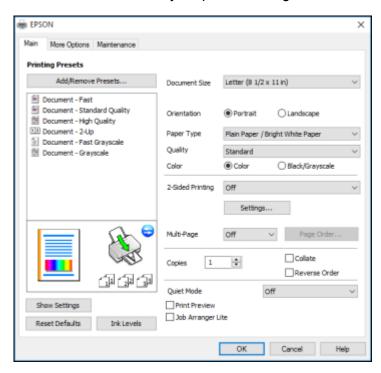
- 1. Open a photo or document for printing.
- 2. Select the print command in your application.

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:



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.
- 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 reduce noise during printing when you select **Plain Paper/Bright White Paper**, turn on **Quiet Mode** (printing will be slower).
- 13. To preview your job before printing, select **Print Preview**.
- 14. To save your print job as a project that can be modified and combined with other print jobs, select **Job Arranger Lite**.

Print Quality Options - Windows Multi-Page Printing Options - Windows

Parent topic: Printing with Windows

Related references

Paper or Media Type Settings - Product Software

Related tasks

Selecting Double-sided Printing Settings - Windows Selecting Additional Layout and Print Options - Windows

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 setting you have chosen.

Draft

For draft printing on plain paper.

Standard

For everyday text and image printing.

High

For text 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.

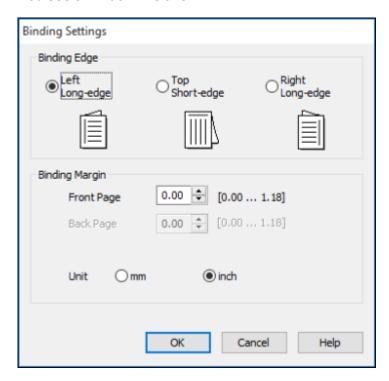


Note: You will need to print one side and flip the paper over manually to print the other side.

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:



- 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

Parent topic: Printing with Windows

Related tasks

Selecting Basic Print Settings - Windows

Double-sided Printing Options - Windows

You can select any of the available options on the 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.

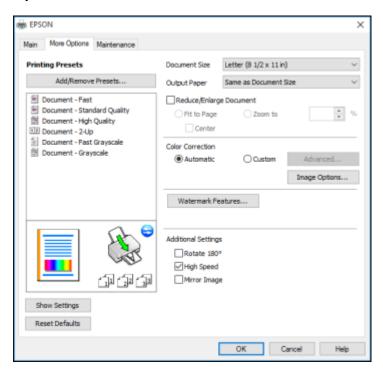
Binding Margin Options

Select options that define a wider margin to allow for binding.

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 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
 - 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

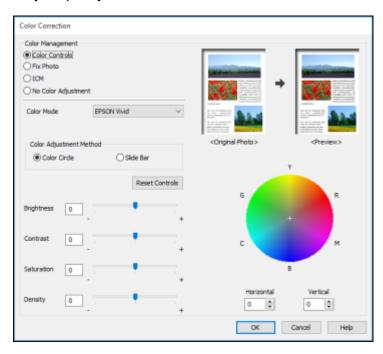
Parent topic: Printing with Windows

Related tasks

Selecting Basic Print Settings - 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

Smooths 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.

Print Text in Black

Prints colored text in black.

For Color Text

Prints colored text on a background pattern or underlined.

For Color Graphs and Images

Prints colored graphics and images with overlay patterns.

For Color Text, Graphs, and Images

Prints colored text, graphics, and images with overlay patterns.

Enhancement Options

Specifies Color Universal Print enhancement settings for text, graphics, and images.

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

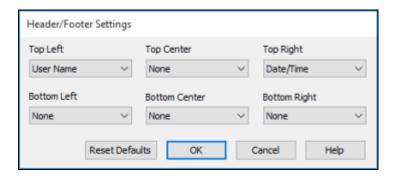
Flips the printed image left to right.

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

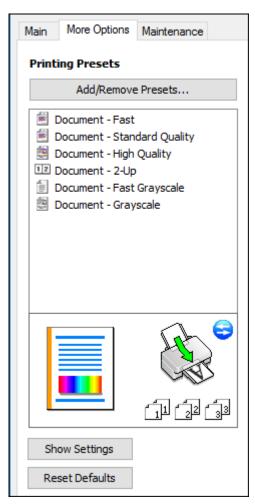
Selecting a Printing Preset - Windows

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**.

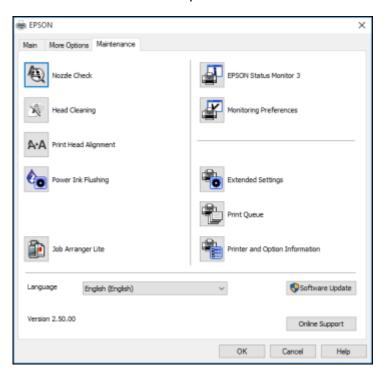
Parent topic: Printing with Windows

Selecting Extended Settings - Windows

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

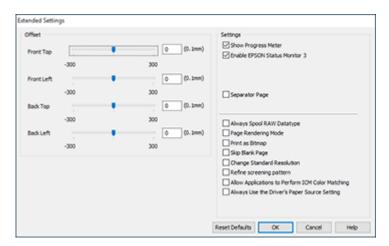
- 1. Access the Windows Desktop and right-click the licon for your product in the right side of the Windows taskbar, or click the up arrow and right-click.
- 2. Select Printer Settings.
- 3. Click the **Maintenance** tab.

You see the maintenance options:



4. Click the **Extended Settings** button.

You see this window:



- 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.

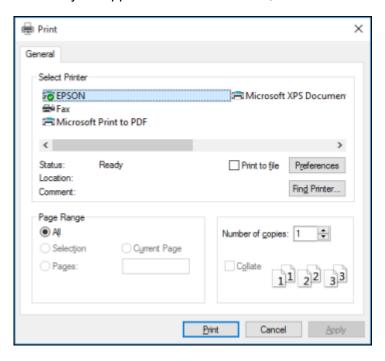
Parent topic: Selecting Extended Settings - Windows

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

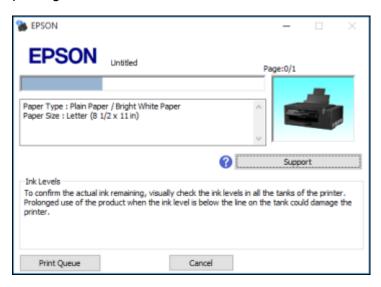
Parent topic: Printing with Windows

Related tasks

Selecting Basic Print Settings - Windows

Checking Print Status - Windows

During printing, you see this window showing the progress of your print job. It allows you to control printing.



- To cancel printing, click Cancel.
- To see print jobs lined up for printing, click **Print Queue**.

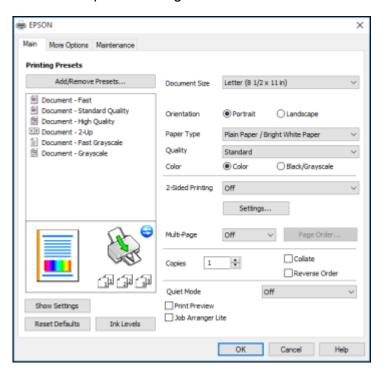
Parent topic: Printing Your Document or Photo - Windows

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 icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click.
- 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

Related tasks

Selecting Basic Print Settings - Windows

Changing the Language of the Printer Software Screens

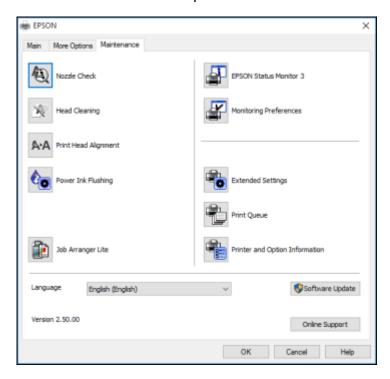
You can change the language used on the Windows printer software screens.

- 1. Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click.
- 2. Select Printer Settings.

You see the printer settings window.

3. Click the **Maintenance** tab.

You see the maintenance options:



- 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.

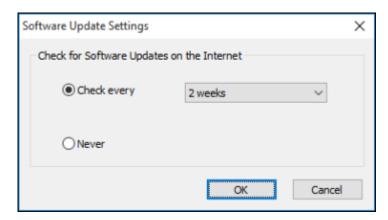
Parent topic: Selecting Default Print Settings - Windows

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 icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click.
- 2. Select Software Update Settings.

You see this window:



- 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 the Built-in Epson Driver - Windows 10 S

You can print with the built-in Epson printer driver using any printing program on Windows 10 S, as described in these sections.

Note: The built-in Epson driver in Windows 10 S does not include all the available print settings for your product. To print with additional settings, download and install the Epson Print and Scan utility from the Windows Store. You cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

Selecting Print Settings - Windows 10 S **Parent topic:** Printing from a Computer

Selecting Print Settings - Windows 10 S

Select the settings for your print job in your Windows 10 S application.

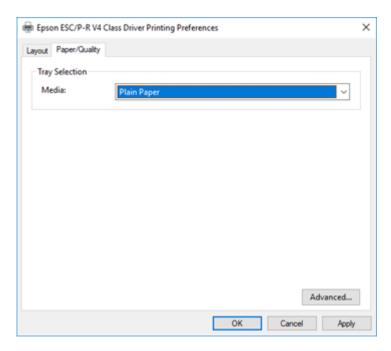
- 1. Open a photo or document for printing.
- 2. Select the print command in your application.

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 a window like this:

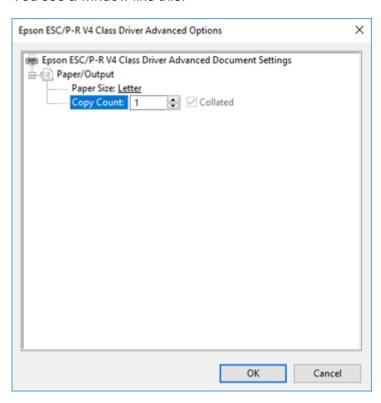


4. Select the type of paper you loaded as the **Media** setting.

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

5. Click the **Advanced** button.

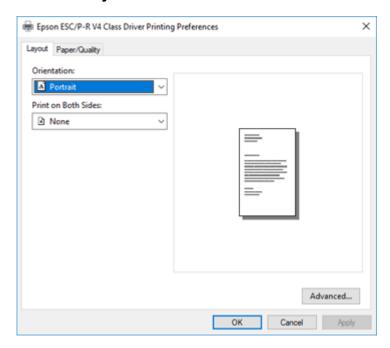
You see a window like this:



- 6. Select the size of the paper you loaded as the **Paper Size** setting.
- 7. To print multiple copies, select or enter the number as the **Copy Count** setting.
- 8. To print multiple copies of multi-page documents in sets, select the **Collated** checkbox.
- 9. Click **OK**.

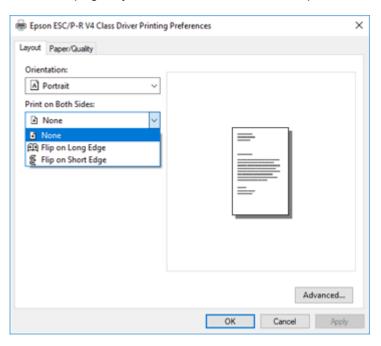
You return to the printing preferences window.

10. Select the **Layout** tab.



11. Select the orientation of your document as the **Orientation** setting.

12. To print double-sided, select one of the **Print on Both Sides** options, depending on how you want to orient the page layout. The icon next to each option shows the layout.



13. Click **OK** to save your settings.

You see your application's **Print** window.

14. Click **OK** or **Print** to start printing.

Parent topic: Printing with the Built-in Epson Driver - Windows 10 S

Related references

Paper or Media Type Settings - Product Software

Printing on a Mac

You can print with your product using any Mac 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 - Mac Selecting Page Setup Settings - Mac Selecting Print Layout Options - Mac Sizing Printed Images - Mac Managing Color - Mac Selecting Printing Preferences - Mac Printing Your Document or Photo - Mac Parent topic: Printing from a Computer

Selecting Basic Print Settings - Mac

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.

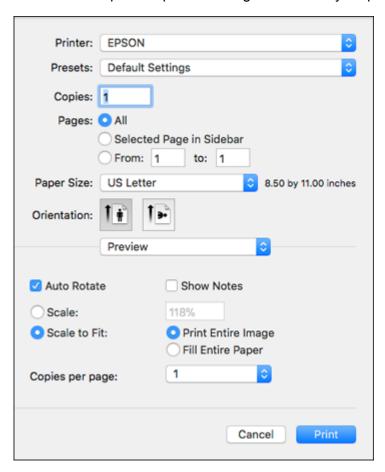
Note: You may need to select a print icon on your screen, the **Print** option in the File menu, or another command. See your application's help utility for details.

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 your version of the Mac operating system and the application you are using.

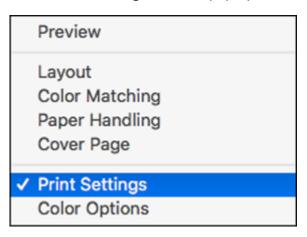
5. Select the **Copies** and **Pages** settings as necessary.

Note: If you do not see these settings in the print window, check for them in your application before printing.

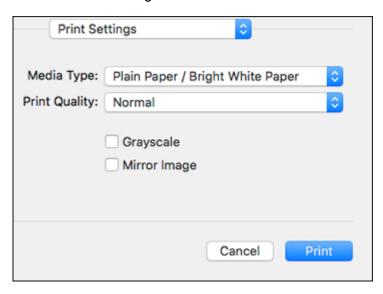
6. Select the page setup options: **Paper Size** and **Orientation**.

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

Print Options - Mac

Parent topic: Printing on a Mac

Related references

Paper or Media Type Settings - Product Software

Related tasks

Selecting Page Setup Settings - Mac

Print Quality Options - Mac

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 - Mac

Print Options - Mac

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.

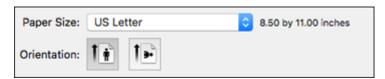
Mirror Image

Lets you flip the printed image horizontally.

Parent topic: Selecting Basic Print Settings - Mac

Selecting Page Setup Settings - Mac

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. You can also select a custom setting to create a custom paper size.
- 2. Select the orientation of your document or photo as shown in the print window.

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

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.

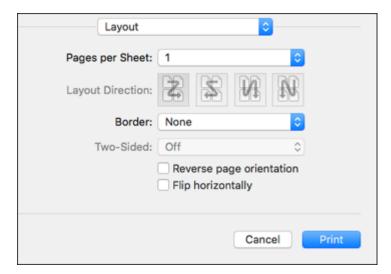
Parent topic: Printing on a Mac

Related tasks

Selecting Basic Print Settings - Mac

Selecting Print Layout Options - Mac

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

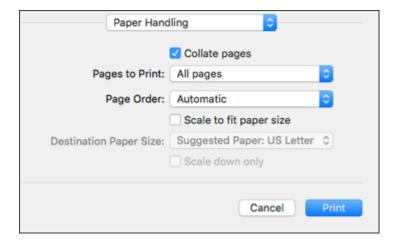


- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.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

Parent topic: Printing on a Mac

Sizing Printed Images - Mac

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** popup 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 on a Mac

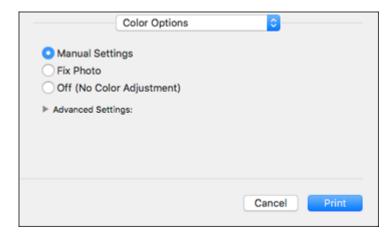
Managing Color - Mac

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.



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 - Mac

Parent topic: Printing on a Mac

Color Matching and Color Options - Mac

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

Lets 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 redeye 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.

Note: An ICC profile is required if color management is turned off.

Parent topic: Managing Color - Mac

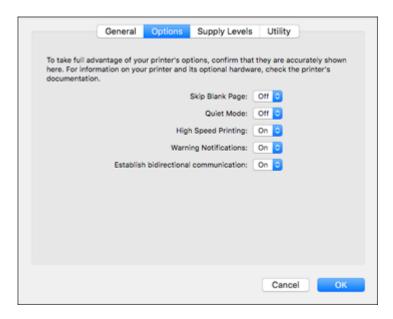
Selecting Printing Preferences - Mac

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 - Mac

Parent topic: Printing on a Mac

Printing Preferences - Mac

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

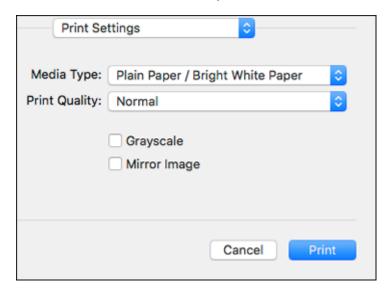
Allows the product to communicate with the computer. Do not change the default setting unless you experience issues when using a shared printing pool.

Parent topic: Selecting Printing Preferences - Mac

Printing Your Document or Photo - Mac

Once you have selected your print settings, you are ready to print.

Click **Print** at the bottom of the print window.



Checking Print Status - Mac

Parent topic: Printing on a Mac

Related tasks

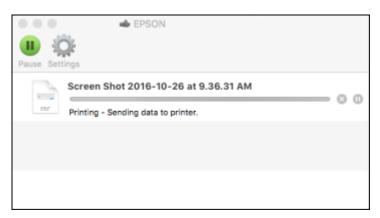
Selecting Basic Print Settings - Mac

Checking Print Status - Mac

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 - Mac

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 your originals and save them as digital files.

Starting a Scan
Scanning in Epson Scan 2

Starting a Scan

After placing your originals 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 2 Icon Starting a Scan from a Scanning Program

Parent topic: Scanning

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.

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

- 1. Make sure you installed the product software and connected the product to your computer.
- 2. Press the $^{\Phi}$ \otimes B&W copy button and the \otimes $^{\Phi}$ color copy button at the same time.

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

Changing Default Scan Job Settings

Parent topic: Starting a Scan

Related tasks

Scanning in Epson Scan 2

Changing Default Scan Job Settings

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

- 1. Do one of the following to open Event Manager:
 - Windows 10: Click and select EPSON Software > 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.
- Mac: Open the Applications folder, click Epson Software, and select Event Manager.
- 2. Open the **Scanner** (Windows) or **Select Scanner** (Mac) 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 job 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

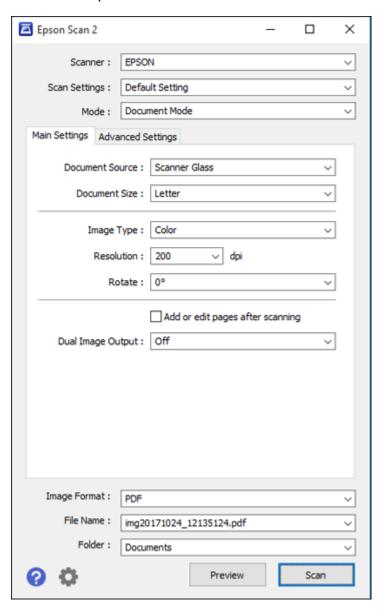
Starting a Scan Using the Epson Scan 2 Icon

You can start the Epson Scan 2 program to select scan settings, scan, and save the scanned image to a file.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

- Windows 10: Click and select EPSON > Epson Scan 2.
- Windows 8.x: Navigate to the Apps screen and select Epson Scan 2.
- Windows (other versions): Click or Start, and select All Programs or Programs. Select EPSON > Epson Scan 2 > Epson Scan 2.
- Mac: Open the Applications folder, open the Epson Software folder, and select Epson Scan 2.

You see an Epson Scan 2 window like this:



Parent topic: Starting a Scan

Related tasks

Scanning in Epson Scan 2

Starting a Scan from a Scanning Program

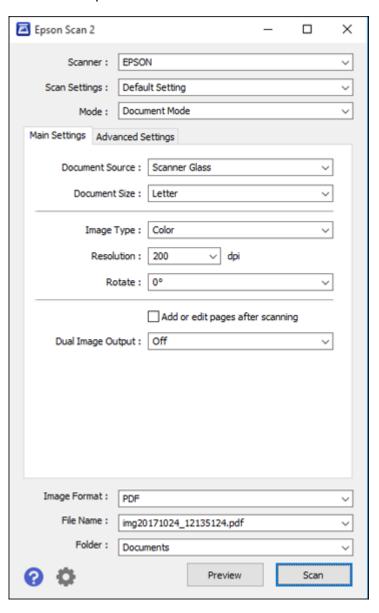
You can start Epson Scan 2 from a TWAIN-compliant scanning program to select scan settings, scan, and open the scanned image in the program.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

- 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 2 window like this:



Parent topic: Starting a Scan

Related tasks

Scanning in Epson Scan 2

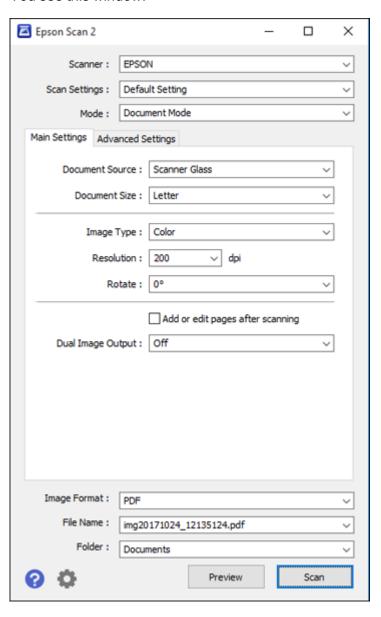
Scanning in Epson Scan 2

Epson Scan 2 automatically scans your document and saves the scanned file in PDF format in your operating system's Documents or My Documents folder, or opens it in your scanning program. You can select settings, preview, and change the scanned file settings as necessary.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

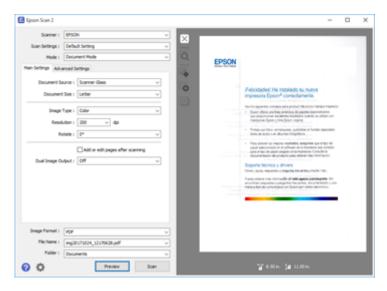
1. Start Epson Scan 2.

You see this window:



- 2. Select the **Mode** setting that matches the type of original you are scanning.
- 3. Select the **Document Source** setting that matches where you placed your original.
- 4. Select the **Document Size** setting that matches the size of your original. You can select **Customize** to enter a custom size, if necessary.
- 5. Select the image type 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 2 previews your original and displays the results in the Epson Scan 2 window.



- 8. Do one of the following:
 - If you're scanning in Document Mode, select any of the additional settings that you want to use on the Main Settings tab.
 - If you're scanning in Photo Mode, select the **Color Management** and **Thumbnail Options** settings as necessary.
- 9. Click the **Advanced Settings** tab and select any settings that you want to use.
- 10. Select the format in which you want to save your scanned file as the **Image Format** setting. If necessary, select **Options** and select any desired format options.

- 11. Enter the file name for your scanned file in the **File Name** field. If necessary, select **Settings** to modify the file name settings.
- 12. Select the location in which you want to save your scanned file as the **Folder** setting. If necessary, select **Select** to create a new folder.

13. Click Scan.

The product scans your original and saves the scanned file in the location you specified.

Additional Scanning Settings - Main Settings Tab Additional Scanning Settings - Advanced Settings Tab Image Format Options

Parent topic: Scanning

Additional Scanning Settings - Main Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Main Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

Dual Image Output

Scans the original image twice using different output settings (Windows only).

After Scanning Option

When scanning multi-page originals, lets you add additional pages or add and edit the pages in a job and save all of the scanned pages as one file.

Note: You must select a file format that supports multi-page such as **PDF** or **Multi-TIFF**.

Rotate

Rotates the original image clockwise to the desired angle before scanning it. Select **Auto** to allow your product to automatically rotate the image based on the orientation of the text (may take longer to scan).

Parent topic: Scanning in Epson Scan 2

Additional Scanning Settings - Advanced Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Advanced Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

Text Enhancement

Sharpens the appearance of letters in text documents.

Auto Area Segmentation

Makes black and white images clearer and text recognition more accurate by separating the text from the graphics.

Threshold

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

Color Enhance

Enhances the shades of the color you select in the scanned image. This setting is available only if you select **Grayscale** or **Black & White** as the Image Type setting.

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.

Gamma

Adjusts the midtone density of the scanned image.

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.)

Edge Fill

Corrects shadowing around the edges of the image by filling the shadows with black or white.

Correct Document Skew

Corrects skewed originals, image contents, or both.

Parent topic: Scanning in Epson Scan 2

Image Format Options

You can select different image formats and related options. For details on available options, click the ? icon on the Epson Scan 2 Image Format Options window. Not all image formats have options.

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.)

PNG (*.png)

An image format that does not lose quality during editing.

TIFF (*.tif)

A file format created for exchanging data between many programs, such as graphic and DTP software.

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 Mac systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file.

Searchable PDF (*.pdf)

A document format that is readable by Windows and Mac systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file. Recognized text in the scanned document can be searched.

Parent topic: Scanning in Epson Scan 2

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 Check Ink Levels Purchase Epson Ink Refilling the Ink Tanks

Ink Safety Precautions

Ink Handling Precautions

- 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 opening it; otherwise, ink may leak.
- If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them
 immediately with water. If ink gets into your mouth, spit it out immediately. Seek medical advice if
 problems persist.

Ink Refilling Precautions

- Use ink bottles with the correct part number for this product.
- Do not mix with other Epson ink types.
- 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. Continued use of the product when the ink level is below the lower line on the ink tank could damage the product.
- 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 opened ink bottle, 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

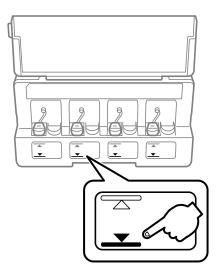
- To maintain optimum print head performance, some ink is consumed from all ink tanks during printing and when performing maintenance operations, such as cleaning the print head.
- The ink bottles may contain recycled materials, but this does not affect product function or performance.
- When printing 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

Related tasks

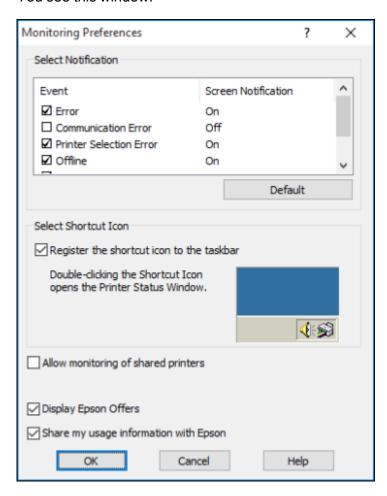
Refilling the Ink Tanks

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. Access the Windows Desktop and right-click the licon for your product in the right side of the Windows taskbar, or click the up arrow and right-click lick licenses. Select **Monitoring Preferences**. You see this window:



2. To disable promotional offers, deselect the **Display Epson Offers** checkbox. (Promotional offers are 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 epson.com.jm or call your nearest Epson sales office.

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

Parent topic: Refilling Ink

Ink Bottle Part Numbers

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

Ink color	Part number
Black	664
Cyan	664
Magenta	664
Yellow	664

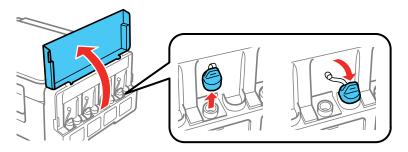
Parent topic: Purchase Epson Ink

Refilling the Ink Tanks

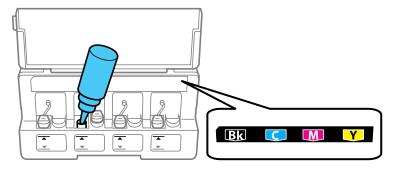
Make sure you have new ink bottles handy and have read the ink safety precautions before you begin.

Caution: Wear disposable gloves while refilling the ink tanks to avoid staining your hands. If ink spills, wipe it off immediately with a damp towel to avoid permanent stains. If ink gets on your clothes or other items, it may not come off.

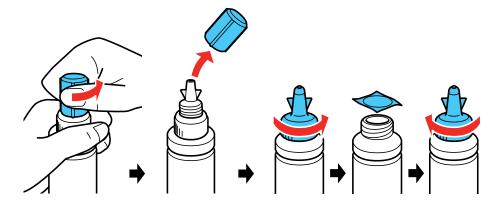
- 1. Place a sheet of paper or plastic under the ink tank unit, as ink may splatter.
- 2. Open the ink tank unit cover, then remove the ink tank cap and place it in the holder shown here.



Note: Make sure the color of the ink tank label matches the ink color you want to refill, and only remove the cap from that ink tank. Be careful not to spill any ink.



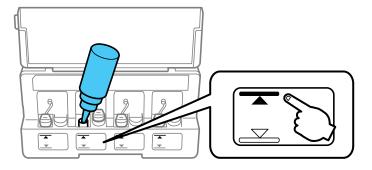
3. Unscrew the cap on the bottle and remove it. Do not dispose of the cap so you can use it to close the bottle later, if necessary. Then remove the bottle cap and carefully remove the protective seal (avoid touching the ink underneath the seal). Close the bottle cap tightly.



Caution: Close the bottle cap tightly; otherwise, ink may leak.

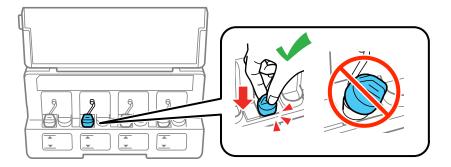
Warning: If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out immediately. Seek medical advice if problems persist. Keep the ink bottles out of the reach of children and do not drink the ink.

4. Refill the ink tank with the correct color ink up to the upper line on the ink tank.

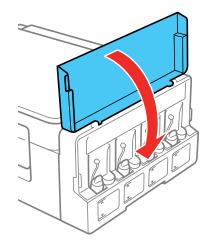


5. If any ink remains in the ink bottle after filling the ink tank, replace the bottle cap and tighten it securely. Store the ink bottle upright for later use.

6. Replace the ink tank cap securely.



- 7. Repeat the previous steps as necessary for each ink tank you need to refill.
- 8. Close the ink tank unit cover.



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

Power Ink Flushing

Cleaning the Paper Path

Checking the Number of Sheets

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 may not be able to clean the print head when the ink level in any of the tanks is low. You may have to refill the ink tank first.

Print Head Nozzle Check
Print Head Cleaning

Print Head Alignment

Parent topic: Adjusting Print Quality

Related topics
Refilling Ink

Print Head Nozzle Check

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

Checking the Nozzles Using the Product Buttons

Checking the Nozzles Using a Computer Utility

Parent topic: Print Head Maintenance

Checking the Nozzles Using the Product Buttons

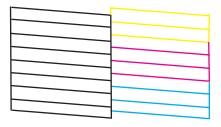
You can check the print head nozzles using the buttons on your product.

1. Press the \circlearrowleft power button to turn the product off.

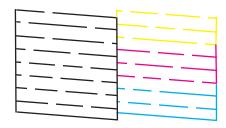
- 2. Load a few sheets of plain paper in the product.
- 3. Hold down the \bigcirc stop button and press the \bigcirc power button to turn the product on.
- 4. When the product turns on, release both buttons.

 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 needs cleaning



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

Related tasks

Loading Paper in the Sheet Feeder Cleaning the Print Head Using the Product Buttons

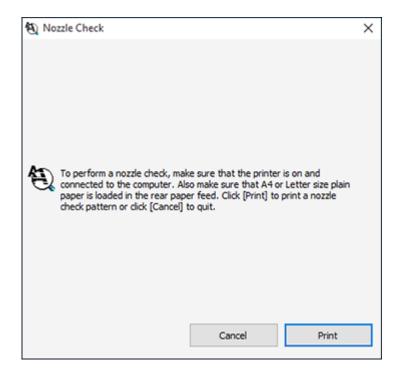
Related topics
Refilling Ink

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 icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click.
 - Mac: 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.

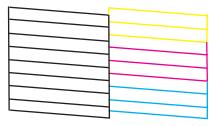
You see a window like this:



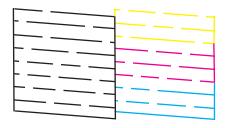
4. Click Print.

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

Print head is clean



Print head needs cleaning



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 tasks

Loading Paper in the Sheet Feeder

Cleaning the Print Head Using a Computer Utility

Related topics

Refilling Ink

Print Head Cleaning

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

Note: You may not be able to clean the print head when the ink level in any of the tanks is low. You may have to 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 topics
Refilling Ink

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 \bigcirc stop button for 3 seconds to start the cleaning cycle.

The \circlearrowleft power light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished.

Caution: Never turn off the product or open the scanner unit during a cleaning cycle or you may not be able to print.

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, contact Epson.

Parent topic: Print Head Cleaning

Related references
Where to Get Help

Related tasks

Loading Paper in the Sheet Feeder

Checking the Nozzles Using the Product Buttons

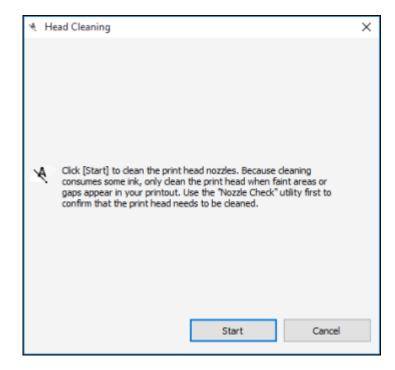
Cleaning the Print Head Using a Computer Utility

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 icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click.
 - Mac: 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:



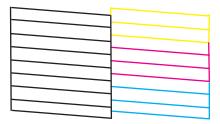
5. Click **Start** to begin the cleaning cycle.

The \circlearrowleft power light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished.

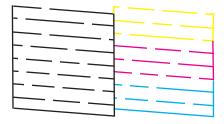
Caution: Never turn off the product or open the scanner unit during a cleaning cycle or you may not be able to print.

- 6. 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, contact Epson.

Parent topic: Print Head Cleaning

Related references Where to Get Help

Related tasks

Loading Paper in the Sheet Feeder Checking the Nozzles Using a Computer Utility

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.

Note: Banding may also occur if your print head nozzles need cleaning.

Aligning the Print Head Using a Computer Utility

Parent topic: Print Head Maintenance

Related concepts
Print Head Cleaning

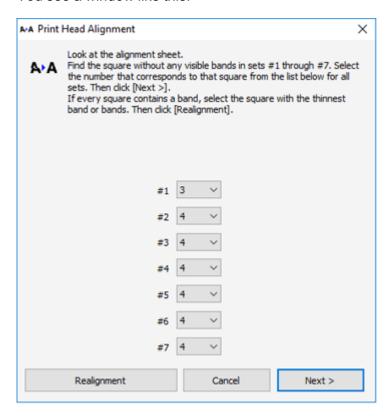
Aligning the Print Head Using a Computer Utility

You can align the print head 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 icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click.
 - Mac: 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 Print Head Alignment.
- 4. 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:



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

Vertical alignment



Horizontal alignment



- After choosing a 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.

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

Parent topic: Print Head Alignment

Related tasks

Loading Paper in the Sheet Feeder

Power Ink 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 perform a Power Ink Flushing.

Note: After a Power Ink Flushing, you must turn off the product and wait at least 12 hours before printing again.

Caution: Power Ink Flushing consumes a lot of ink and should be performed only if necessary. Refill the ink tanks before performing a Power Ink Flushing.

Caution: Power Ink Flushing affects the service life of the ink pads by causing them to reach their capacity sooner. When an ink pad reaches the end of its service life, the product stops printing and you must contact Epson for support.

Flushing the Ink Using a Computer Utility

Parent topic: Adjusting Print Quality

Related topics Refilling Ink

Flushing the Ink Using a Computer Utility

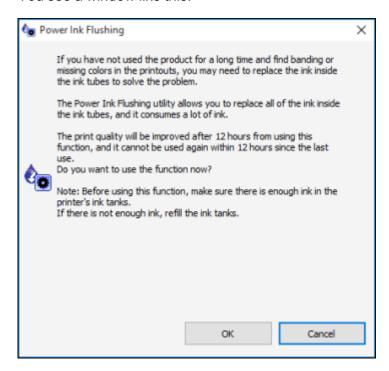
You can use the Power Ink Flushing utility to flush the ink.

Note: After a Power Ink Flushing, you must turn off the product and wait at least 12 hours before printing again.

Before you begin, make sure no product lights are indicating errors.

- 1. Do one of the following:
 - **Windows**: Access the Windows Desktop and right-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click. Select **Printer Settings** and click the **Maintenance** tab.
 - Mac: 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. Click the **Power Ink Flushing** button.

You see a window like this:



- 3. Follow the on-screen instructions.
- 4. When you finish the Power Ink Flushing, turn off the product and wait at least 12 hours before printing.
- 5. Print a document and check the print quality. If the print quality did not improve, contact Epson for support.

Parent topic: Power Ink Flushing

Related topics
Refilling Ink

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.

Caution: Do not use tissues to clean the rollers inside the product; lint from tissue may clog the print head nozzles.

- 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

Related tasks

Loading Paper in the Sheet Feeder

Related topics

Copying

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 - Mac

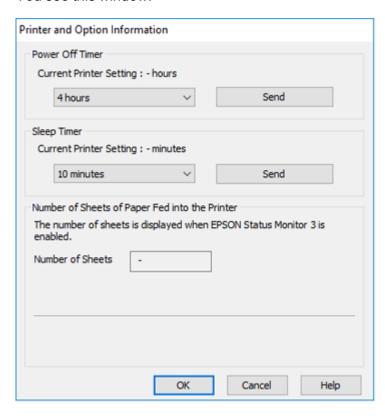
Parent topic: Adjusting Print Quality

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 icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click.
- 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.

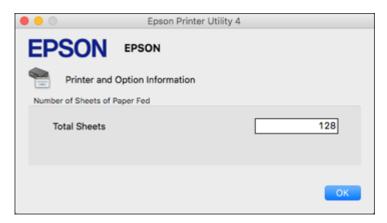
Parent topic: Checking the Number of Sheets

Checking the Sheet Counter - Mac

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:



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.

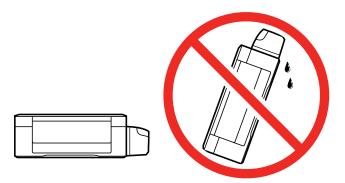
Parent topic: Cleaning and Transporting Your Product

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.
- Do not put opened ink bottles in the box with the product.

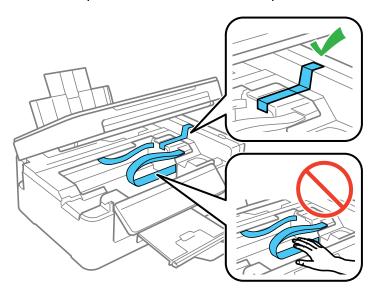


• Do not carry the product by its control panel; this may damage the product.

Note: Before storing your product for a long period, replace low, expended, or expired ink to help prevent the print head from drying out. Store your product in a cool, dry place.

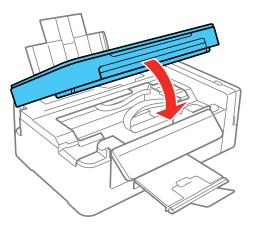
1. Turn off the product.

- 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.

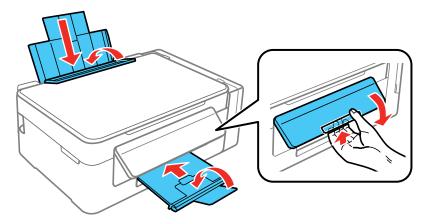


Caution: Do not place tape on the white flat cable inside the product; otherwise, you may damage your product.

4. Lower the scanner unit.

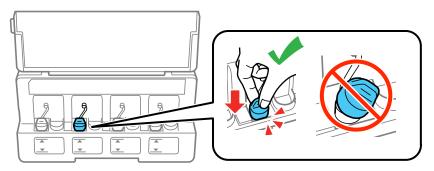


- 5. Remove all the paper from the product.
- 6. Unplug the power cable.
- 7. Disconnect any connected cables.
- 8. Close the paper support, feeder guard, and output tray. Then lower the control panel by squeezing the release bar and gently pushing the panel down.



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

9. Open the ink tank unit cover and make sure that the ink tank caps are installed securely.



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

Be sure to remove the tape from the print head before turning on your product. If print quality has declined when you print again, clean and align the print head.

Parent topic: Cleaning and Transporting Your Product

Related concepts
Print Head Cleaning
Print Head Alignment

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

Resetting Network Settings

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 epson.com.jm/support and select your product.

- 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 icon for your product in the right side of the Windows taskbar, or clicking the up arrow and right-clicking.
 - 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.

• macOS 10.12.x or 10.13.x: You can manually update the software by opening the App Store, selecting Updates, searching for a software update option for Epson Software, and selecting Update.

Parent topic: Solving Problems

Related tasks

Changing Automatic Update Options

Product Light Status

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



Lights		
1	管 Wi-Fi light	
2	☑ Wi-Fi Direct light	
3	Ů power light	
4	♦ ink light	
5	□ paper light	

Light status	Condition/solution
The ^ひ power light is on	The product is turned on.
The U power light is flashing	The product is busy. Wait for the \circlearrowleft power light to stop flashing before turning off the product.
The ⁽⁾ power light is on The ⁽⁾ ink light is on	Initial ink charging may not be complete. See the <i>Start Here</i> sheet for instructions.

Light status	Condition/solution
The □ paper light is on	No paper is loaded or multiple sheets fed at one time. Load paper in the product, and press the [⋄] ⊗ B&W copy button or the ⊗ [⋄] color copy button to clear the error.
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.
The l ink light is flashing The l paper light is flashing	An ink pad is nearing or at the end of its service life. Contact Epson for support. If a message to continue printing appears on your computer, press the [⋄] ⊗ B&W copy button or the ⊗ [⋄] color copy button to continue printing. The ♦ ink and □ paper lights continue to flash until you have the ink pads replaced.
The ⁽⁾ power light is flashing The ⁽⁾ ink light is flashing The ⁽⁾ paper light is flashing The ⁽⁾ Wi-Fi light and ⁽⁾ Wi-Fi Direct light are flashing rapidly	Open the scanner unit and remove any paper or protective materials inside the printer. Turn the product off and then back on again. If the error continues, contact Epson for support.
The இ Wi-Fi light and இ Wi-Fi Direct light are flashing slowly	A wireless connection error has occurred. Press the Wi-Fi button to clear the error and try again.
The I ink light is on The I paper light is on The I Wi-Fi light and I Wi-Fi Direct light are on	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.

Note: The ink pads in the printer collect, distribute, and contain the ink that is not used on printed pages. During the life of your product it may reach a condition where either satisfactory print quality cannot be maintained or the ink pads have reached the end of their usable life. The Epson Status Monitor, your LCD screen, or lights on the control panel will advise you when these parts need replacing. If this happens during the standard warranty of the product, the exchange of the product or replacement of the pads is covered under the standard warranty. If the product is out of warranty, the pads can be replaced by any Epson authorized service provider. The waste ink pads are not a user-replaceable part.

Parent topic: Solving Problems

Related references

Paper Jam Problems Inside the Product Where to Get Help

Related tasks

Loading Paper in the Sheet Feeder

Related topics

Wi-Fi Networking

Running a Product Check

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

- 1. Press the \circlearrowleft power button to turn off the product.
- 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 on the product.
- 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 other available solutions. If they do not work, contact Epson.

Parent topic: Solving Problems

Related concepts

Print Head Cleaning

Print Head Alignment

Uninstall Your Product Software

Related references

Where to Get Help

Resetting Network Settings

You can reset the network settings to their factory defaults.

1. Turn off your product.

2. Press and hold the *p network status button, then press and hold the O power button until the Ni-Fi and Ni-Fi Direct lights flash alternately.

When the Wi-Fi and Wi-Fi Direct lights turn off, the reset is complete.

Parent topic: Solving Problems

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.
- 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 topics
Refilling Ink

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
Mac 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 Mac 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 Wi-Fi 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. 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-xxxxxxxx** connection settings from your device and enter a new password. See your device documentation for instructions.

Parent topic: Solving Network Problems

Related tasks

Enabling Wi-Fi Direct Mode
Using WPS to Connect to a Network
Printing a Network Status Sheet
Resetting Network Settings

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.

Check to see if your wireless router or access point has an enabled Privacy Separator function that is
preventing detection of your 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 concepts

Uninstall Your Product Software

Related tasks

Enabling Wi-Fi Direct Mode
Using WPS to Connect to a Network
Printing a Network Status Sheet
Resetting Network Settings
Connecting to a New Wi-Fi Router

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 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 Wi-Fi 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. 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

Related concepts

Uninstall Your Product Software

Related tasks

Enabling Wi-Fi Direct Mode
Using WPS to Connect to a Network

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. 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.

- 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 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 WiFi button on the product for 3 seconds.
- If you are connecting the product via EpsonNet Setup and the R Wi-Fi light on your product is not solid green, make sure your product software was installed correctly. If necessary, reinstall your software.

Parent topic: Solving Network Problems

Related concepts

Uninstall Your Product Software

Related tasks

Enabling Wi-Fi Direct Mode
Using WPS to Connect to a Network

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 and select EPSON > 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

Related topics
Wi-Fi Networking

Starting a Scan

Solving Copying Problems

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

Product Makes Noise, But Nothing Copies
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 Nozzle Check Print Head Cleaning

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

Paper Jam Problems Inside the Product

Paper Ejection Problems

Parent topic: Solving Problems

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.

Parent topic: Solving Paper Problems

Related references

Paper Loading Capacity

Paper Jam Problems Inside the Product

Related tasks

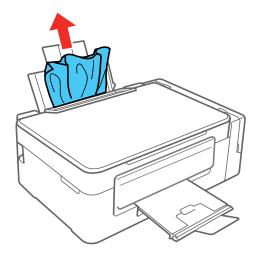
Loading Paper in the Sheet Feeder

Paper Jam Problems Inside the Product

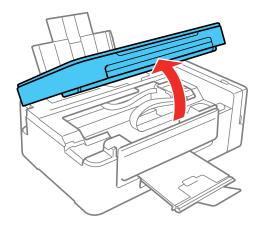
If paper has jammed inside the product, follow the steps below to clear the jam.

1. Cancel the print job, if necessary.

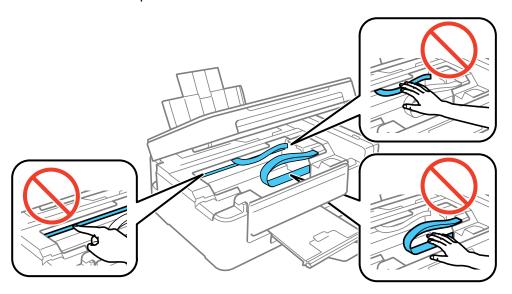
2. Remove any jammed paper from the rear paper feed slot.



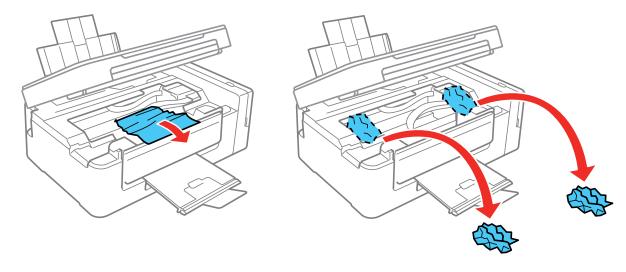
3. Lift the scanner unit.



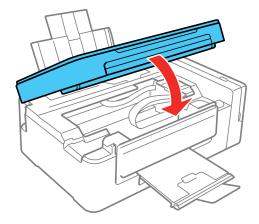
Caution: Do not touch the flat white cable inside the printer. Do not lift the scanner unit while the document cover is open.



4. Remove any paper inside, including torn pieces.



5. Close the scanner unit.



Parent topic: Solving Paper Problems

Related tasks

Cancelling Printing Using a Product Button

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 or Media Type Settings - Product Software

Related tasks

Cancelling Printing Using a Product Button Loading Paper in the Sheet Feeder

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.
- If you are printing a large image, the computer may not have enough memory. Print the image at a lower resolution or a smaller file size.
- In Windows, click Print Queue on the Maintenance tab in the printer settings window and check for the following:
 - Check for any stalled or paused print jobs. Cancel or unpause any jobs as necessary.
 - Open the **Printer** menu and make sure the product is not offline.
 - Open the **Printer** menu and set the product as the default printer, if necessary.
- With a Mac, select System Preferences from the Apple menu or Dock, select Print & Scan or Printers & Scanners, then double-click your printer icon. Check to see if any jobs are paused. Cancel or resume any jobs as necessary.

Parent topic: Solving Problems Printing from a Computer

Related tasks

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 10: Click and select (Settings) > Devices > Printers & scanners. Select your product name and select Manage > Printing preferences.
 - Windows 8.x: Navigate to the Apps screen and select Control Panel > Hardware and Sound >
 Devices and Printers. Right-click your product name, select Printing Preferences, and select
 your product name again if necessary.
 - Windows 7: Click and select Devices and Printers. Right-click your product name, select Printing Preferences, and select your product name again if necessary.
 - Windows Vista: Click , select Control Panel, and click Printer under Hardware and Sound. Right-click your product name, select Printing Preferences, and select your product name again if necessary.
 - 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.) Right-click your product name, select Printing Preferences, and select your product name again if necessary.
- Click the Maintenance tab.
- 3. Click the **Extended Settings** button.
- 4. Select Enable EPSON Status Monitor 3 and click OK.
- 5. Click the Monitoring Preferences button.
- 6. Click the checkbox for the option that adds the shortcut icon to the taskbar.
- 7. 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.

- On a Mac, make sure you download and install the Epson printer driver.
- Make sure Quiet Mode is turned off.
- 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:
 - Always Spool RAW Datatype
 - Page Rendering Mode
 - Print as Bitmap

If printing is still slow and you are using Windows 7 or Windows Vista, try the following:

1. Click and select Computer or My Computer. Double-click the C: drive and open these folders: ProgramData > EPSON > PRINTER.

Note: If you do not see the ProgramData folder, open the **Organize** menu and select **Folder and search options**. In the window that appears, click the **View** tab, select **Show hidden files, folders, and drives** in the Advanced settings list, and click **OK**.

- 2. Right-click the **EPAUDF01.AUD** file and select **Delete**.
- 3. Restart your computer and try printing again.

Parent topic: Solving Problems Printing from a Computer

Related references

Windows System Requirements
Mac System Requirements

Paper or Media Type Settings - Product Software

Related tasks

Selecting Basic Print Settings - Windows

Selecting Extended Settings - Windows

Selecting Basic Print Settings - Mac

Selecting Printing Preferences - Mac

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 Basic Print Settings - Windows

Selecting Additional Layout and Print Options - Windows

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

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, if available.
- 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

Check Ink Levels

Print Head Nozzle Check

Print Head Cleaning

Related references

Paper or Media Type Settings - Product Software

Related tasks

Selecting Basic Print Settings - Windows

Selecting Extended Settings - Windows

Selecting Basic Print Settings - Mac

Selecting Printing Preferences - Mac

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 product.

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 references

Paper or Media Type Settings - Product Software

Related tasks

Selecting Basic Print Settings - Windows Selecting Basic Print Settings - Mac

Related topics

Loading Paper

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 jobs from the Windows Spooler. Click **Print Queue** on the Maintenance tab in the printer settings window, and cancel any stalled print jobs.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If your computer entered sleep mode the last time you printed, the next print job after your computer exits sleep mode may contain garbled characters. Print your document again.
- If incorrect characters still appear in your prints, try connecting your product using a different cable.

Parent topic: Solving Page Layout and Content Problems

Related tasks

Selecting Basic Print Settings - Windows Selecting Extended Settings - Windows

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.
- Clean the scanner glass and document cover.
- If the edges of a copy are cropped, slightly move the original away from the edges of the scanner glass.
- Make sure you selected the correct margins for your paper size in your printing program.

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 references

Paper or Media Type Settings - Product Software

Related tasks

Selecting Basic Print Settings - Windows Selecting Basic Print Settings - Mac Placing Originals on the Scanner Glass

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

Related tasks

Selecting Basic Print Settings - Windows Selecting Basic Print Settings - Mac

Related topics

Loading Paper

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.
- If you have not used the product for a long time, run the Power Ink Flushing utility.

Note: Flushing the ink tubes replaces all the ink inside the tubes, so flush the ink only if you cannot improve print quality by other means.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check

Print Head Cleaning

Check Ink Levels

Print Head Alignment

Power Ink Flushing

Related references

Paper or Media Type Settings - Product Software

Related tasks

Selecting Basic Print Settings - Windows

Selecting Basic Print Settings - Mac

Related topics

Refilling Ink Loading Paper

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.
- Make sure you loaded the printable side of the paper correctly for your product.
- 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.
- The ink levels may be low and you may need to refill the ink. Visually check the ink levels.
- 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.
- If you printed when the ink levels were too low to be seen in the ink tank windows, refill the ink tanks to the upper lines and run the Power Ink Flushing utility. Then run a nozzle check to see if print quality has improved.
- If you have not used the product for a long time, run the Power Ink Flushing utility.

Note: Flushing the ink tubes replaces all the ink inside the tubes, so flush the ink only if you cannot improve print quality by other means.

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

Related concepts

Print Head Nozzle Check

Print Head Cleaning

Check Ink Levels

Print Head Alignment

Power Ink Flushing

Related references

Paper or Media Type Settings - Product Software

Available Epson Papers

Related tasks

Selecting Basic Print Settings - Windows

Selecting Basic Print Settings - Mac

Cleaning the Paper Path

Related topics

Refilling Ink

Loading Paper

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

Related concepts

Print Head Nozzle Check

Print Head Cleaning

Check Ink Levels

Print Head Alignment

Related references

Paper or Media Type Settings - Product Software

Related tasks

Selecting Basic Print Settings - Windows Selecting Basic Print Settings - Mac Cleaning the Paper Path

Related topics

Refilling Ink

Loading Paper

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

Related concepts

Print Head Nozzle Check
Print Head Cleaning
Print Head Alignment

Related tasks

Selecting Basic Print Settings - Windows Selecting Basic Print Settings - Mac

Related topics
Loading Paper

Incorrect Colors

If your printouts have incorrect colors, try these solutions:

- Make sure the paper type setting matches the paper you loaded.
- 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.
- If you printed when the ink levels were too low to be seen in the ink tank windows, refill the ink tanks to the upper lines and run the Power Ink Flushing utility. Then run a nozzle check to see if print quality has improved.
- After you print, the colors in your printout need time to set as the ink dries. During this time, the colors
 may look different than you expect. To speed up drying time, do not stack your printouts on top of each
 other.
- 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.
- If you have not used the product for a long time, run the Power Ink Flushing utility.

Note: Flushing the ink tubes replaces all the ink inside the tubes, so flush the ink only if you cannot improve print quality by other means.

Parent topic: Solving Print Quality Problems

Related concepts

Print Head Nozzle Check

Print Head Cleaning

Check Ink Levels

Power Ink Flushing

Related references

Paper or Media Type Settings - Product Software

Available Epson Papers

Related tasks

Selecting Basic Print Settings - Windows

Selecting Basic Print Settings - Mac

Related topics

Refilling Ink

Solving Scanning Problems

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

Scanning Software Does Not Operate Correctly

Cannot Start Epson Scan 2

Parent topic: Solving 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.

In Windows, make sure your product is listed as a valid device in the Scanners and Cameras control
panel.

Parent topic: Solving Scanning Problems

Related concepts

Uninstall Your Product Software

Related references

Windows System Requirements
Mac System Requirements

Cannot Start Epson Scan 2

If you cannot start Epson Scan 2, try these solutions:

- Make sure your product is turned on and any interface cables are securely connected at both ends.
- Make sure Epson Scan 2 is selected as 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 2.
- Check the connection setting and test the connection using Epson Scan 2 Utility:

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

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

- Make sure you do not have multiple versions of Epson Scan 2 installed. If you do, uninstall both versions and install one version.
- If you upgraded your operating system but did not reinstall Epson Scan 2, try reinstalling it.

Parent topic: Solving Scanning Problems

Related concepts

Uninstall Your Product Software

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

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 2 **Black & White** setting, adjust the **Threshold** setting and scan again.

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Main Settings Tab

Related tasks

Placing Originals on the Scanner Glass

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 tasks

Placing Originals on the Scanner Glass

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 your product on a flat, stable surface that extends beyond its base in all directions.
- Adjust these Epson Scan 2 settings (if available) and try scanning again:
 - · Increase the Resolution setting.
 - If the Image Type setting is Black & White, adjust the Threshold setting.
 - Select the Unsharp Mask setting.
 - If the Image Type setting is Black & White, select Text Enhancement. If the Image Type setting is Color or Grayscale, change the Text Enhancement setting to High.

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Main Settings Tab Additional Scanning Settings - Advanced Settings Tab

Related tasks

Placing Originals on the Scanner Glass

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:

- Select the Advanced Settings tab in Epson Scan 2 and adjust the Brightness setting.
- Check the brightness and contrast settings of your computer monitor.

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Advanced Settings Tab

Back of Original Image Appears in Scanned Image

If an image from the back of a thin original appears in your scanned image, try these solutions:

- Place a piece of black paper on the back of the original and scan it again.
- · Adjust these Epson Scan 2 settings (if available) and try scanning again:
 - · Select the Advanced Settings tab and adjust the Brightness setting.
 - If the Image Type is set to Black & White, select Text Enhancement. If the Image Type is set to Color or Grayscale, change the Text Enhancement setting to High.

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Main Settings Tab Additional Scanning Settings - Advanced Settings Tab

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 2 settings (if available) and try scanning again:

• Select the **Descreening** setting.

Select a lower Resolution setting.

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Main Settings Tab
Additional Scanning Settings - Advanced Settings Tab

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, you can turn **Auto Photo Orientation** off and scan again. When Photo Mode is selected, select **Thumbnail Options** from the Main Settings tab. Select **On** or **Off** and scan your document 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 references

Additional Scanning Settings - Main Settings Tab

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 2 settings (if available) and try scanning again:

- If the Image Type setting is Color or Grayscale, adjust the Contrast setting.
- If the Image Type setting is Black & White or Grayscale, adjust the Color Enhance setting.

Parent topic: Solving Scanned Image Quality Problems

Related references

Additional Scanning Settings - Main Settings Tab Additional Scanning Settings - Advanced Settings Tab

Scan Area is Not Adjustable in Thumbnail Preview

If you cannot adjust the scan area while viewing a Thumbnail preview in Epson Scan 2, 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 tasks

Scanning in Epson Scan 2

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 tasks

Placing Originals on the Scanner Glass

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 - Mac

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 10: Click and select (Settings) > Apps > Apps & features. Then select the program you want to uninstall and select Uninstall.
 - 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 10/8.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.
- 5. Do one of the following to uninstall Epson Scan 2, then follow any on-screen instructions:
 - Windows 10: Select Epson Scan 2 and click Uninstall.
 - Windows 8.x/Windows 7/Windows Vista: Select Epson Scan 2 and click Uninstall/Change.
 - Windows XP: Select Epson Scan 2 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 - Mac

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 epson.com.jm/support and select your product.
- Click Downloads.
- 3. Select your operating system, click **Utilities**, locate the Uninstaller utility, and click **Download**.
- 4. Run the file you downloaded.
- 5. Double-click the **Uninstaller** icon.
- 6. In the Epson Uninstaller screen, select the checkbox for each software program you want to uninstall.
- 7. Click Uninstall.
- 8. Follow the on-screen instructions to uninstall the software.
- 9. Reinstall your product software.

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 epson.com.jm/support for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

Before you call Epson for support, please have the following information ready:

- Product name
- Product serial number (located on a label on the product)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

Country	Telephone
Argentina	(54 11) 5167-0300
	0800-288-37766
Bolivia*	800-100-116
Brazil	State capitals and metropolitan areas: 3004-6627
	Other areas: 0800-377-6627 / 0800-EPSONBR
Chile	(56 2) 2484-3400
Colombia	Bogota: (57 1) 523-5000
	Other cities: 018000-915235
Costa Rica	800-377-6627
Dominican Republic*	1-888-760-0068
Ecuador*	1-800-000-044
El Salvador*	800-6570
Guatemala*	1-800-835-0358
Mexico	Mexico City: (52 55) 1323-2052
	Other cities: 01-800-087-1080
Nicaragua*	00-1-800-226-0368
Panama*	00-800-052-1376
Paraguay	009-800-521-0019

Country	Telephone
Peru	Lima: (51 1) 418-0210
	Other cities: 0800-10126
Uruguay	00040-5210067
Venezuela	(58 212) 240-1111

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

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

Purchase Supplies and Accessories

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit epson.com.jm or call your nearest Epson sales office.

Parent topic: Solving Problems

Technical Specifications

These sections list the technical specifications for your product.

Windows System Requirements

Mac System Requirements

Paper Specifications

Printable Area Specifications

Scanning Specifications

Ink Specifications

Dimension Specifications

Electrical Specifications

Environmental Specifications

Interface Specifications

Network Interface Specifications

Windows System Requirements

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

- Windows 10
- Windows 8.x
- Windows 7
- · Windows Vista
- Windows XP Professional x64 Edition SP2 or later
- · Windows XP SP3 or later

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com.jm/support, select your product, and select **Downloads**.

Parent topic: Technical Specifications

Mac System Requirements

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

- macOS 10.13.x
- macOS 10.12.x
- OS X 10.11.x
- 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: For the latest product software available for your operating system, visit the Epson support site at epson.com.jm/support, select your product, and select **Downloads**.

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

Paper types Plain paper and paper distributed by Epson

Weight Plain paper: 17 lb (64 g/m²) to 24 lb (90 g/m²)

Envelopes

Size No. 10 (4.1 × 9.5 inches [105 × 241 mm])

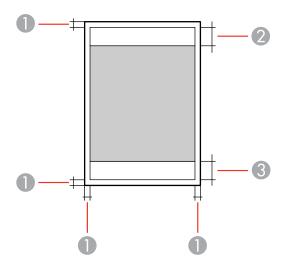
Weight 20 lb (75 g/m²) to 24 lb (90 g/m²)

Parent topic: Technical Specifications

Printable Area Specifications

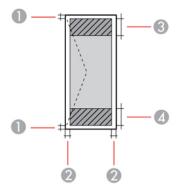
Note: Print quality may decline in the shaded areas shown here due to the printer mechanism.

Single sheets - normal printing



- 1 Margin: 0.12 inch (3 mm) minimum
- 2 Reduced print quality area/top: 1.57 inch (40 mm) minimum
- 3 Reduced print quality area/bottom: 1.26 inch (32 mm) minimum

Envelopes



- 1 Left/right margins: 0.12 inch (3 mm) minimum
- 2 Top/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 inch (40 mm) minimum

Parent topic: Technical Specifications

Scanning Specifications

Scanner type Flatbed
Photoelectric device CIS

Maximum document size 8.5×11.7 inches (216 × 297 mm)

US letter or A4

Scanning resolution 1200 dpi (main scan)

2400 dpi (sub scan)

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 internal 8 bits per pixel external

Black-and-white:

16 bits per pixel internal1 bit per pixel external

Light source LED

Parent topic: Technical Specifications

Ink Specifications

Note: This product is designed to work with genuine Epson inks. Non-Epson ink or any other ink not specified for this printer could cause damage not covered by Epson's warranties.

The included initial 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.

Color Black, Cyan, Magenta, Yellow

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)

Parent topic: Technical Specifications

Related concepts
Purchase Epson Ink

Dimension Specifications

Height Stored: 6.7 inches (169 mm)

Printing: 11.9 inches (303 mm)

Width Stored: 17.5 inches (445 mm)

Printing: 17.5 inches (445 mm)

Depth Stored: 12 inches (304 mm)

Printing: 20.8 inches (528 mm)

Weight 10.8 lb (4.9 kg)

(without ink and power cord)

Parent topic: Technical Specifications

Electrical Specifications

Power supply rating 100 to 240 V Rated frequency range 50/60 Hz Rated current 0.5 to 0.3 A

Power consumption Standalone copying: Approximately 11 W (ISO/IEC24712)

(USB connection) Ready mode: Approximately 3.6 W

Sleep mode: Approximately 1.4 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 Operating: 20 to 80% RH (without condensation) Storage: 5 to 85% RH

Parent topic: Technical Specifications

Interface Specifications

One Hi-Speed USB port for a computer **Parent topic:** Technical Specifications

Network Interface Specifications

Standards IEEE 802.11 b/g/n; complies with either IEEE 802.11b/g/n or IEEE

802.11b/g depending on purchase location

Security WEP (64/128 bit)

WPA-PSK (AES); complies with WPA2 standards with support for

WPA/WPA2 Personal

Frequency range 2.4 GHz

Maximum radio-frequency

power transmitted

19.8 dBm (EIRP)

Coordination modes Infrastructure mode

Wi-Fi Direct (Simple AP) mode; not supported for IEEE 802.11b

Security protocol SSL/TLS: HTTPS Server/Client

Parent topic: Technical Specifications

Notices

Check these sections for important notices about your product.

FCC Compliance Statement Trademarks Copyright Notice

FCC Compliance Statement

For United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification or Declaration of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

CAN ICES-3(B)/NMB-3(B)

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Parent topic: Notices

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Default Delay Times for Power Management for Epson Products
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Default Delay Times for Power Management for Epson Products

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