XP-15000 User's Guide
Contents

XP-15000 User's Guide .............................................................................................................................. 11

Product Basics .......................................................................................................................................... 12
  Using the Control Panel ..................................................................................................................... 12
  Control Panel Buttons and Lights .................................................................................................. 13
  Status Icon Information ............................................................................................................. 13
  Entering Characters on the LCD Screen ....................................................................................... 14
  Changing LCD Screen Language .................................................................................................. 15
  Adjusting the Screen Brightness .................................................................................................... 15

Product Parts Locations ..................................................................................................................... 16
  Product Parts - Top ........................................................................................................................ 17
  Product Parts - Front ..................................................................................................................... 18
  Product Parts - Inside .................................................................................................................... 19
  Product Parts - Back ...................................................................................................................... 19

Checking for Software Updates .......................................................................................................... 20

Using Power Saving Settings ............................................................................................................. 20
  Changing the Sleep Timer Settings ............................................................................................... 21
  Changing the Power Off Timer Settings ........................................................................................ 21

Epson Connect Solutions for Smartphones, Tablets, and More ........................................................................... 22
  Setting Up Epson Connect Services .............................................................................................. 23
  Using Epson Email Print ............................................................................................................... 24
  Using the Epson iPrint Mobile App ................................................................................................ 24
  Using Epson Remote Print ........................................................................................................... 25

Using AirPrint .................................................................................................................................... 25

Using Google Cloud Print .................................................................................................................. 26
  Setting Up Google Cloud Print on a Chromebook ......................................................................... 27

Android Printing Using the Epson Print Enabler ............................................................................... 28

Using Fire OS Printing ...................................................................................................................... 28

Using Windows 10 Mobile Printing .................................................................................................... 29

Using the Mopria Print Service .......................................................................................................... 30
Wi-Fi or Wired Networking ........................................................................................................................ 31
  Network Security Recommendations .................................................................................................................. 31
  Wi-Fi Infrastructure Mode Setup ..................................................................................................................... 32
    Selecting Wireless Network Settings from the Control Panel ..................................................................... 33
  Wi-Fi Direct Mode Setup ................................................................................................................................ 35
    Enabling Wi-Fi Direct Mode ......................................................................................................................... 36
  Wi-Fi Protected Setup (WPS) ......................................................................................................................... 37
    Using WPS to Connect to a Network ........................................................................................................... 37
Printing a Network Status Sheet ........................................................................................................................ 38
Changing or Updating Network Connections .................................................................................................. 39
  Changing a Wi-Fi Connection to a Wired Network Connection ................................................................ 39
  Changing a USB Connection to a Wi-Fi Connection ................................................................................. 40
  Connecting to a New Wi-Fi Router ............................................................................................................... 40
  Disabling Wi-Fi Features .............................................................................................................................. 41

Loading Paper .................................................................................................................................................. 42
  Loading Paper in Cassette ............................................................................................................................... 42
  Loading Paper in the Rear Paper Feed Slot ................................................................................................. 47
  Selecting the Paper Settings for Each Source - Control Panel .................................................................... 50
  Turning Off the Paper Setting Alert ............................................................................................................ 51
  Paper Loading Capacity ............................................................................................................................... 52
  Double-sided Printing Capacity .................................................................................................................. 54
  Available Epson Papers ................................................................................................................................ 55
  Borderless Paper Type Compatibility .......................................................................................................... 57
  Paper or Media Type Settings - Control Panel ............................................................................................ 59
  Paper or Media Type Settings - Printer Software .......................................................................................... 59

Printing from a Computer .................................................................................................................................. 61
  Printing with Windows .................................................................................................................................. 61
    Selecting Basic Print Settings - Windows .................................................................................................... 61
    Paper Source Options - Windows .............................................................................................................. 64
    Print Quality Options - Windows .............................................................................................................. 64
    Multi-Page Printing Options - Windows .................................................................................................. 65
  Selecting Double-sided Printing Settings - Windows .................................................................................... 65
    Double-sided Printing Options - Windows ............................................................................................... 67
Print Density Adjustments - Windows ................................................................. 68
Selecting Additional Layout and Print Options - Windows ................................. 69
Custom Color Correction Options - Windows ...................................................... 71
Image Options and Additional Settings - Windows .............................................. 72
Header/Footer Settings - Windows ...................................................................... 73
Selecting a Printing Preset - Windows ................................................................. 74
Selecting Extended Settings - Windows .............................................................. 75
Extended Settings - Windows ........................................................................... 77
Printing Your Document or Photo - Windows ...................................................... 78
Checking Print Status - Windows ....................................................................... 80
Selecting Default Print Settings - Windows ......................................................... 80
Changing the Language of the Printer Software Screens .................................. 81
Changing Automatic Update Options ................................................................. 82
Printing with the Built-in Epson Driver - Windows 10 S ................................... 83
Selecting Print Settings - Windows 10 S ............................................................ 84
Printing on a Mac .............................................................................................. 88
Selecting Basic Print Settings - Mac ................................................................. 89
Paper Source Options - Mac ............................................................................ 93
Color Settings - Mac ....................................................................................... 93
Print Quality Settings - Mac ............................................................................. 94
Selecting Page Setup Settings - Mac ................................................................. 95
Selecting Print Layout Options - Mac ............................................................... 96
Selecting Double-sided Printing Settings - Mac ................................................. 97
Double-sided Printing Options and Adjustments - Mac .................................... 98
Managing Color - Mac ................................................................................... 99
Color Matching - Mac ................................................................................... 99
Selecting Printing Preferences - Mac ............................................................... 100
Printing Preferences - Mac ........................................................................... 101
Printing Your Document or Photo - Mac ......................................................... 101
Checking Print Status - Mac ........................................................................... 102
Cancelling Printing Using a Product Button ...................................................... 103
Printing from a Camera .................................................................................. 104
Selecting Print and Photo Adjustment Settings .................................................. 104
Cleaning the Paper Guide ................................................................................................................ 149

Cleaning and Transporting Your Product ............................................................................................. 151
  Cleaning Your Product ..................................................................................................................... 151
  Cleaning the Paper Rollers .............................................................................................................. 151
  Cleaning the Print Head Path ........................................................................................................... 153
  Transporting Your Product ............................................................................................................... 155

Solving Problems .................................................................................................................................... 160
  Product Status Messages ................................................................................................................ 160
  Running a Product Check .............................................................................................................. 162
  Resetting Control Panel Defaults ................................................................................................. 164
  Solving Setup Problems ................................................................................................................. 164
    Product Does Not Turn On or Off ............................................................................................... 165
    Noise After Ink Installation ....................................................................................................... 165
    Software Installation Problems ................................................................................................. 165
  Solving Network Problems ........................................................................................................... 166
    Product Cannot Connect to a Wireless Router or Access Point ................................................ 166
    Network Software Cannot Find Product on a Network ............................................................. 167
    Product Does Not Appear in Mac Printer Window .................................................................... 168
    Cannot Print Over a Network ..................................................................................................... 169
  Solving Paper Problems .................................................................................................................. 170
    Paper Feeding Problems ............................................................................................................ 171
    Paper Jam Problems Inside the Product ..................................................................................... 171
    Paper Jam Problems in the Paper Cassette ................................................................................. 173
    Paper Jam Problems in the Rear Cover ..................................................................................... 175
    Paper Ejection Problems ............................................................................................................. 177
  Solving Problems Printing from a Computer ..................................................................................... 177
    Nothing Prints ............................................................................................................................ 178
    Product Icon Does Not Appear in Windows Taskbar ................................................................. 178
    Printing is Slow ........................................................................................................................... 179
  Solving Page Layout and Content Problems .................................................................................... 181
    Inverted Image ........................................................................................................................... 181
    Too Many Copies Print ............................................................................................................... 181
    Blank Pages Print ....................................................................................................................... 182
# Notices

- Important Safety Instructions ................................................................. 205
- General Printer Safety Instructions ......................................................... 205
- Ink Cartridge Safety Instructions ............................................................. 207
- Wireless Connection Safety Instructions ............................................... 208
- LCD Screen Safety Instructions ................................................................. 208
- Important Privacy Notice (Printer Serial Number) .................................. 208
- FCC Compliance Statement .................................................................... 209
- Binding Arbitration and Class Waiver ..................................................... 209
- Trademarks ............................................................................................. 213
- Copyright Notice .................................................................................... 213
  - A Note Concerning Responsible Use of Copyrighted Materials ............ 214
  - Default Delay Times for Power Management for Epson Products .......... 214
  - Copyright Attribution ........................................................................... 214
Welcome to the XP-15000 User's Guide.
For a printable PDF copy of this guide, click here.
Product Basics

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

Using the Control Panel
Product Parts Locations
Checking for Software Updates
Using Power Saving Settings
Epson Connect Solutions for Smartphones, Tablets, and More
Using AirPrint
Using Google Cloud Print
Android Printing Using the Epson Print Enabler
Using Fire OS Printing
Using Windows 10 Mobile Printing
Using the Mopria Print Service

Using the Control Panel

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

Control Panel Buttons and Lights
Entering Characters on the LCD Screen
Changing LCD Screen Language
Adjusting the Screen Brightness

Parent topic: Product Basics
Control Panel Buttons and Lights

1. The power button and light
2. The home button
3. The help button
4. The back button
5. The arrow buttons and the OK button
6. The reset button
7. The stop button

Status Icon Information

Parent topic: Using the Control Panel

Status Icon Information

Your product displays status icons on the LCD screen for certain product status conditions. On the Home screen, press the right arrow button to select Wi-Fi and press the OK button to view or change the current network settings.

<table>
<thead>
<tr>
<th>Icons</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>i</td>
<td>Displays additional information or instructions.</td>
</tr>
<tr>
<td>Icons</td>
<td>Description</td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
</tr>
<tr>
<td>✨</td>
<td>Displays the Supply Status screen.</td>
</tr>
<tr>
<td>🌈</td>
<td>Quiet Mode is enabled. Noise is reduced during printing, but the print speed may be reduced. Press this icon to change the settings.</td>
</tr>
<tr>
<td>🌧️</td>
<td>Quiet Mode is disabled. Press this icon to change the settings.</td>
</tr>
<tr>
<td>🔄</td>
<td>There is a problem with the indicated setting. Select the icon to resolve the problem.</td>
</tr>
<tr>
<td>🌐</td>
<td>No Ethernet connection.</td>
</tr>
<tr>
<td>🌐</td>
<td>An Ethernet connection is established.</td>
</tr>
<tr>
<td>🌐</td>
<td>No Wi-Fi connection.</td>
</tr>
<tr>
<td>🌐</td>
<td>A Wi-Fi network error has occurred or the product is searching for a connection.</td>
</tr>
<tr>
<td>🌐</td>
<td>A Wi-Fi connection is established. The number of bars indicates the connection's signal strength.</td>
</tr>
<tr>
<td>🌐</td>
<td>No Wi-Fi Direct connection.</td>
</tr>
<tr>
<td>🌐</td>
<td>A Wi-Fi Direct connection is established.</td>
</tr>
</tbody>
</table>

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

**Entering Characters on the LCD Screen**

Follow these guidelines, using the control panel buttons to enter characters for passwords and other settings.
• To move the cursor, select the left or right arrows.

• To change the case of letters, select .

• To delete the previous character, select .

• To switch between letters or numbers and symbols, select .

• To enter a space, select .

Parent topic: Using the Control Panel

Changing LCD Screen Language

You can change the language used on the LCD screen.

1. Press the home button, if necessary.

2. Press the right arrow button to select Settings and press the OK button.

   You see a screen like this:

   ![Settings menu]

3. Press the down arrow button to select Basic Settings and press the OK button.

4. Press the down arrow button to select Language and press the OK button.

5. Use the arrow buttons to select a language and press the OK button.

Parent topic: Using the Control Panel

Adjusting the Screen Brightness

You can adjust the brightness of the LCD screen.
1. Press the home button, if necessary.
2. Press the right arrow button to select **Settings** and press the **OK** button. You see a screen like this:

   ![Settings Menu]

3. Press the down arrow button to select **Basic Settings** and press the **OK** button.
4. Press the **OK** button to select **LCD Brightness**.
5. Press the left or right arrow buttons to decrease or increase the brightness.
6. Press the up arrow button to select **OK**.
7. Press the **OK** button to exit.

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

### Product Parts Locations

See these sections to identify the parts on your product.

- [Product Parts - Top](#)
- [Product Parts - Front](#)
- [Product Parts - Inside](#)
- [Product Parts - Back](#)

**Parent topic:** [Product Basics](#)
Product Parts - Top

1  Rear paper feed slot
2  Paper support
3  Rear paper feed cover
4  Edge guides
5  CD/DVD tray

Parent topic: Product Parts Locations
Product Parts - Front

1 Front cover
2 Output tray
3 Paper cassette
4 Edge guides
5 Legal paper guide

Parent topic: Product Parts Locations
Product Parts - Inside

1 Printer cover
2 Ink cartridge holder
3 Control panel

Parent topic: Product Parts Locations

Product Parts - Back

1 Printer cover
2 Ink cartridge holder
3 Control panel
4 Port
Checking for Software Updates

It's a good idea to check Epson's support website occasionally for free updates to your product software. Visit epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product.

**Note:** Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure your printer functions as designed. Your printer was designed to work only with genuine Epson ink cartridges, therefore some updates may affect the functionality of third-party ink.

- **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**.

Using Power Saving Settings

Your product enters sleep mode automatically and turns off the LCD screen if it is not used for a period of time. You can make the time period shorter and select other options to save energy and resources.
Changing the Sleep Timer Settings
You can adjust the time period before your product enters sleep mode and turns off the LCD screen.

1. Press the home button, if necessary.
2. Press the right arrow button to select Settings and press the OK button.
   You see a screen like this:

3. Press the down arrow button to select Basic Settings and press the OK button.
4. Press the down arrow button to select Sleep Timer and press the OK button.
5. Press the up and down arrow buttons to select a time period between 3minutes and 15minutes, and press the OK button.

Changing the Power Off Timer Settings
You can have the product turn off automatically if it is not used for a specified period of time.

1. Press the home button, if necessary.
2. Press the right arrow button to select Settings and press the OK button.
You see a screen like this:

3. Press the down arrow button to select **Basic Settings** and press the **OK** button.
4. Press the down arrow button to select **Power Off Timer** and press the **OK** button.
5. Press the up and down arrow buttons to select a time period between **30 minutes** and **12h** (12 hours), and press the **OK** button.

**Parent topic:** Using Power Saving Settings

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### Epson Connect Solutions for Smartphones, Tablets, and More

Use your smartphone, tablet, or computer to print 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.

**Setting Up Epson Connect Services**  
**Using Epson Email Print**  
**Using the Epson iPrint Mobile App**  
**Using Epson Remote Print**

**Parent topic:** Product Basics
Setting Up Epson Connect Services

If you did not activate your product's email address for use with Epson Connect when you set up your product, you can activate it using the product control panel.

1. Press the home button, if necessary.
2. Press the right arrow button to select Settings and press the OK button.
   You see a screen like this:

3. Press the down arrow button to select Web Service Settings and press the OK button.
4. Press the OK button to select Epson Connect Services.
   You see a screen like this:

5. Press the OK button to select Register.
6. Press the OK button to select Start Setup.
7. Follow the instructions on the screen to activate your product's email address.
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, see the link below to use your product control panel to activate your unique email address. Or visit epson.com/connect (U.S), epson.ca/connect (Canada), or epsonconnect.com (Caribbean) 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.

Using the Epson iPrint Mobile App

Use this free Apple and Android app to print with networked Epson products. Epson iPrint lets you print PDFs, Microsoft Office documents, photos, and web pages from your device or from popular cloud services such as Box, Dropbox, Evernote, Google Drive, or Microsoft OneDrive.

1. Connect your product to your wireless network. See the link below.
2. Visit epson.com/connect (U.S), epson.ca/connect (Canada), or epson.com.jm/connect (Caribbean) 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 with your mobile device and your Epson product.
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.

Using AirPrint

AirPrint enables instant wireless printing from iPhone, iPad, and iPod touch with the latest version of iOS, and Mac with the latest version of OS X or macOS.
**Note:** If you disabled paper configuration messages on your product control panel, you cannot use AirPrint. See the link below to enable the messages, if necessary.

1. Load paper in your product.
2. Set up your product for wireless printing. See the link below.
3. Connect your Apple device to the same wireless network that your product is using.
4. Print from your device to your product.

**Note:** For details, see the AirPrint page on the Apple website.

**Parent topic:** Product Basics

**Related tasks**

- Turning Off the Paper Setting Alert

**Related topics**

- Wi-Fi or Wired Networking

### Using Google Cloud Print

With a Google Account, you can print from your Apple or Android device to your Epson product. You can also print from Chromebooks and the Google Chrome browser without drivers or cables.

1. Connect your Epson product to your wireless network. See the link below.
2. Note your product's IP address by checking your network status. See the link below.
3. Connect your computer or your Apple or Android device to the same wireless network as your Epson product.
4. Enter your product's IP address into the address bar of a web browser.
5. Select the **Google Cloud Print Services** option.

   **Note:** If you don't see the **Google Cloud Print Services** option, turn your product off and back on. If the option still doesn't appear, select the **Firmware Update** option and follow the on-screen instructions to update your product.

6. Click **Register**.
7. Select the checkbox to agree to the Usage Advisory and click **Next**.
8. Click **OK** to launch the sign-in page.
A separate browser window opens.

9. Enter your Google Account username and password and click **Sign in**, or, if you don't have an account, click **Sign up for a new Google Account** and follow the on-screen instructions.

10. Click **Finish printer registration** to complete setup and print a test page.

Your product is now linked to your Google Account and can be accessed from any Chromebook, computer, Apple or Android device with Internet access. Visit Epson Support for Google Cloud Print (U.S) or Epson Support for Google Cloud Print (Canada) for more information on using Google Cloud Print, or the Google Cloud Print website for a list of supported apps.

**Setting Up Google Cloud Print on a Chromebook**

**Parent topic:** Product Basics

**Related topics**

Wi-Fi or Wired Networking

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**Setting Up Google Cloud Print on a Chromebook**

With a Google Account, you can print from a Chromebook without drivers or cables.

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

2. Turn on your Chromebook and connect it to the same wireless network as your product.

   **Note:** See your Chromebook's documentation for details on connecting to a network.

3. Do one of the following:
   - Click **Add to Cloud Print** in the notification that appears in the corner of your Chromebook screen.
   
     **Note:** If you do not see a notification, check to see if a number appears in the status area at the lower-right corner of the screen. Click this number to open the notifications menu, then click **Add to Cloud Print**.
   
   - Open a web browser and enter `chrome://devices` in the address bar. Skip to step 5.
   
   - If you see a registration confirmation screen instead, click **Register**.

4. Click **Add Device**.

5. Click the **Register** button that appears next to your product.
6. Click **Register** on the confirmation screen. Your product's LCD screen displays a confirmation message.

7. Select **OK** or press the **OK** button on your product to confirm the Google Cloud Print connection and print a test page.

Your product is now linked to your Google Account and can be accessed from any Chromebook, iPhone, or Android phone with Internet access. Visit Epson Support for Google Cloud Print (U.S) or Epson Support for Google Cloud Print (Canada) for more information on using Google Cloud Print, or the Google Cloud Print website for a list of supported apps.

**Parent topic:** Using Google Cloud Print

**Related topics**

Wi-Fi or Wired Networking

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### Android Printing Using the Epson Print Enabler

You can wirelessly print your documents, emails, photos, and web pages right from your Android phone or tablet (Android v4.4 or later). With a few taps, your Android device will discover your nearby Epson product and print.

1. Connect your Epson product to your wireless network. See the link below.
2. On your Android device, download the Epson Print Enabler plug-in from Google Play.
3. Go to **Settings** on your Android device, select **Printing**, and enable the Epson plug-in.
4. Connect your Android device to the same wireless network as your product.
5. Now you are ready to print. From an Android application such as Chrome or Gmail, tap the menu icon and print whatever is on the screen.

**Note:** If you do not see your product, tap **All Printers** and select your product.

**Parent topic:** Product Basics

**Related topics**

Wi-Fi or Wired Networking

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### Using Fire OS Printing

You can wirelessly print from Amazon Fire tablets and phones to your nearby networked Epson product. There is no software to download, no drivers to install, and no cables to connect. With just a few taps in Email, Calendar, Contacts, and WPS Office, you can send whatever is on the screen to an Epson product.
1. Connect your Epson product to your wireless network. See the link below.
2. Connect your Amazon device to the same wireless network as your product.
3. Now you are ready to print. From your Amazon application, tap the print option and select your product to print whatever is on the screen.

   Note: If you see a message telling you that a plug-in is required, tap OK and tap Download. If your Amazon Fire product uses Fire OS 5 and above, your device automatically uses the built-in Mopria Print Service app to print.

Visit epson.com/connect (U.S), epson.ca/connect (Canada), or epson.com.jm/connect (Caribbean) to learn more about Fire OS Printing (one of many Epson Connect Partner Solutions) and check the compatibility of your mobile device.

Parent topic: Product Basics
Related topics
Wi-Fi or Wired Networking

Using Windows 10 Mobile Printing

You can wirelessly print from Windows 10 Mobile tablets and phones to your nearby networked Epson product. There is no software to download, no drivers to install, and no cables to connect. Look for the print option in your Windows 10 application to send whatever is on the screen to an Epson product.

1. Connect your Epson product to your wireless network. See the link below.
2. Connect your Windows 10 Mobile device to the same wireless network as your product.
3. Now you are ready to print. From your Windows 10 application, tap the print option and select your product to print whatever is on the screen.

Visit epson.com/connect (U.S), epson.ca/connect (Canada), or epson.com.jm/connect (Caribbean) to learn more about Windows 10 Mobile Printing (one of many Epson Connect Partner Solutions) and check the compatibility of your mobile device.

Parent topic: Product Basics
Related topics
Wi-Fi or Wired Networking
Using the Mopria Print Service

You can use the Mopria Print Service to print from your Android phone or tablet (Android v4.4 or later) to your Epson product or any Mopria-certified product from other manufacturers. You can download the Mopria Print Service from Google Play.

**Note:** For details on the Mopria Print Service, click here (U.S) or click here (Canada).

1. Connect your Epson product to your wireless network. See the link below.
2. On your Android device, download the Mopria Print Service from Google Play.

**Note:** On some Samsung Galaxy devices, Mopria may come preinstalled.

3. Go to **Settings** on your Android device, select **Printing**, and enable the Mopria Print Service.
4. Connect your Android device to the same wireless network as your product.
5. Now you are ready to print. From an Android application such as Chrome or Gmail, tap the menu icon and select **Print**. Then select **All printers**, select your Epson product, adjust your print settings, and print.

**Parent topic:** Product Basics

**Related topics**

Wi-Fi or Wired Networking
Wi-Fi or Wired Networking

See these sections to use your product on a Wi-Fi or wired 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 (ISP); 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 or Wired 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)

Selecting Wireless Network Settings from the Control Panel

Parent topic: Wi-Fi or Wired Networking
Selecting Wireless Network Settings from the Control Panel

You can select or change wireless network settings using your product control panel.

To install your product on a wireless network, follow the instructions on the Start Here sheet and install the necessary software by downloading it from the Epson website. The installer program guides you through network setup.

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.

1. Press the home button, if necessary.
2. Select Wi-Fi.
   You see a screen like this:

3. Select Wi-Fi (Recommended) (select Start Setup or Change Settings next).
4. Select Wi-Fi Setup Wizard.
5. Select the name of your wireless network or select Enter Manually to enter the name manually. Use the displayed keypad to enter your network name.
6. Select the **Enter Password** field and enter your wireless password using the displayed keypad.

![Keypad Image]

**Note:** The network name and password are case sensitive. Be sure to correctly enter uppercase and lowercase letters, and numeric or special characters.

- To move the cursor, select the left or right arrows.
- To change the case of letters, select .
- To delete the previous character, select .
- To enter numbers and symbols, select .
- To enter a space, select .

7. Select **OK** when you finish entering your password.

8. Confirm the displayed network settings and select **Start Setup** to save them.

9. If you want to print a network setup report, select **Print Check Report**. (Otherwise, select **Dismiss**.)

10. Press the **home** button to exit.

You see the icon on the LCD screen and should be able to connect to your product directly from your computer or device, and then print. If you are printing from a computer, make sure you installed the network software as described on the **Start Here** sheet.

**Note:** If you don’t see the icon, you may have selected the wrong network name or entered the password incorrectly. Repeat these steps to try again.
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
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.

1. Press the home button, if necessary.
2. Select Wi-Fi.
   
   You see a screen like this:

   ![Network Connection Settings](image)

3. Select Wi-Fi Direct.
4. Select Start Setup.
5. Select Start Setup again.
   
   You see a screen like this:

   ![Close Wi-Fi Direct](image)

   On the smart device's Wi-Fi setup screen, select the following SSID:

   - network (SSID)
   - DIRECT-FEDCBA98

   Password

   12345678

6. Use your computer or wireless device to select the Wi-Fi network name (SSID) displayed on the LCD screen, then enter the password shown.
7. Press the home button to exit.

You see the icon on the LCD screen and should be able to connect to your product directly from your computer or device, and then print. If you are printing from a computer, make sure you installed the network software as described on the Start Here sheet.

Note: If you don’t see the icon on the LCD screen, you may have selected the wrong network name or entered the password incorrectly. Repeat these steps to try again.

Parent topic: Wi-Fi Direct Mode Setup
Related references
Status Icon Information
Related tasks
Entering Characters on the LCD Screen

**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 or Wired Networking

**Using WPS to Connect to a Network**

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

1. Press the home button, if necessary.
2. Select **Wi-Fi**.
You see a screen like this:

3. Select **Wi-Fi (Recommended)** (select **Start Setup** or **Change Settings** next).
4. Select **Push Button Setup (WPS)**.
5. Follow the instructions on the LCD screen to complete WPS setup.
6. Press the home button to exit.

You see the icon on the LCD screen and should be able to connect to your product directly from your computer or device, and then print. If you are printing from a computer, make sure you installed the network software as described on the **Start Here** sheet.

**Note:** If you don’t see the icon, repeat these steps to try again.

**Parent topic:** Wi-Fi Protected Setup (WPS)

### 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.

1. Press the home button, if necessary.
2. Select **Settings**.
You see a screen like this:

<table>
<thead>
<tr>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supply Status</td>
</tr>
<tr>
<td>Basic Settings</td>
</tr>
<tr>
<td>Printer Settings</td>
</tr>
<tr>
<td>Network Settings</td>
</tr>
</tbody>
</table>

3. Select **Network Settings > Network Status > Print Status Sheet > Print**.
4. Press the **OK** button.

Examine the settings shown on the network status sheet to diagnose any problems you have.

**Parent topic**: Wi-Fi or Wired Networking

### Changing or Updating Network Connections

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

- Changing a Wi-Fi Connection to a Wired Network Connection
- Changing a USB Connection to a Wi-Fi Connection
- Connecting to a New Wi-Fi Router
- Disabling Wi-Fi Features

**Parent topic**: Wi-Fi or Wired Networking

### Changing a Wi-Fi Connection to a Wired Network Connection

If you have already connected your product to your computer wirelessly, you can change to a wired network connection if necessary.

1. Connect one end of an Ethernet network cable to the product's **LAN** port.
2. Connect the other end to any available LAN port on your router or access point.
3. Uninstall your product software.
4. Download and install your product software from the Epson website.
5. Follow the on-screen instructions to install the software.
6. When you see the Select Your Connection screen, select **Wired network connection**.
7. If you see a Select Setup Option screen, select **Set up printer for the first time**.
8. Continue following the rest of the on-screen instructions.

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

**Related concepts**

Uninstall Your Product Software

**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
Disabling Wi-Fi Features

You may need to disable your product's Wi-Fi features if you change your network connection type or need to solve a problem with your network connection.

Note: Before disabling Wi-Fi features, make a note of your product's SSID (network name) and password, and any network settings selected for the Epson Connect services you may use.

1. Press the home button, if necessary.
2. Select Wi-Fi.
   
   You see a screen like this:

   ![Network Connection Settings]

3. Select Wi-Fi (Recommended).
4. Select Change Settings.
5. Select Others.
6. Select Disable Wi-Fi.
7. Select Start Setup to disable Wi-Fi.

Parent topic: Changing or Updating Network Connections
Loading Paper

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

Loading Paper in Cassette
Loading Paper in the Rear Paper Feed Slot
Selecting the Paper Settings for Each Source - Control Panel
Turning Off the Paper Setting Alert
Paper Loading Capacity
Double-sided Printing Capacity
Available Epson Papers
Borderless Paper Type Compatibility
Paper or Media Type Settings - Control Panel
Paper or Media Type Settings - Printer Software

Loading Paper in Cassette

You can load paper up to this size in the paper cassette: Legal (8.5 × 14 inches [216 × 356 mm]).

**Note:** Do not remove or insert the paper cassette during printing.

1. Press the reset button to close the output tray, if necessary.
2. Open the front cover until it clicks.
3. Pull on the front cover to slide out the paper cassette.

4. Slide the edge guides outward.
5. Do one of the following:
   • Insert paper with the glossy or printable side facedown.

   • Insert up to 10 envelopes, printable side down and flap edge left, as shown.

   • For legal-size paper, slide the edge guides outward, then lift and lower the front edge guide as shown.
Extend the legal-size paper guide until it clicks. Load paper with the glossy or printable side facedown. Do not push on paper that extends beyond the cassette.

6. Slide the edge guides against the paper, but not too tightly. Make sure the paper is under the arrow mark for your paper type.
**Note:** Make sure the paper fits under the tabs on the edge guides.

7. Keep the cassette flat as you slide it into your product.

**Note:** Leave enough space in front of the product for the paper to be fully ejected. Do not remove or insert the paper cassette while the product is operating.

8. Select the size and type of paper you just loaded on the product LCD screen.

   The output tray extends automatically when you print.

Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
• Load paper short edge first and printable side down.
• Load paper of the same type and size in the paper cassette.
• Make sure the paper is under the tabs on the edge guides.
• For paper A4 and shorter, make sure it is not sticking out from the end of the cassette.
• If you have trouble loading a stack of envelopes, press each envelope flat before loading it or load one envelope at a time.
• If print quality declines when printing multiple envelopes, try loading one envelope at a time.
• Check the paper package for any additional loading instructions.

Parent topic: Loading Paper

Related references
Paper Loading Capacity
Double-sided Printing Capacity
Paper or Media Type Settings - Control Panel

Related tasks
Loading Paper in the Rear Paper Feed Slot

Loading Paper in the Rear Paper Feed Slot

You can print documents and photos on a variety of paper types and sizes using the rear paper feed slot.

1. Open the rear paper feed cover and extend the paper support, then tilt it backward.
2. Slide the edge guides outward.

3. Do one of the following:
   • Insert a sheet of paper, glossy or printable side up and short edge first in the center of the rear paper feed slot.
• Load envelopes printable side up and flap edge left.

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

4. Slide the edge guides against the paper, but not too tightly.
5. If prompted by the product's LCD screen, select the size and type of the paper you loaded. The output tray extends automatically when you print.

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.
• 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.
• Do not load envelopes with adhesive surfaces.
• Check the paper package for any additional loading instructions.
• If you use paper with binder holes, load only one sheet at a time.

Parent topic: Loading Paper

Related references
Paper Loading Capacity
Double-sided Printing Capacity
Paper or Media Type Settings - Control Panel

Related tasks
Loading Paper in Cassette

Selecting the Paper Settings for Each Source - Control Panel

You can change the default paper size and paper type for each source using the control panel on the product.

1. Press the home button, if necessary.
2. Select Settings.
You see a screen like this:

3. Select **Printer Settings**.
4. Select **Paper Source Setting**.

   **Note:** To turn off the automatic display of the paper settings selection screen after paper is loaded in the cassette, set the **Paper Configuration** setting to **Off**. If you do this, you will not be able to use AirPrint.

5. Select **Paper Setup**.
6. Select the paper source you want to change.
7. Select **Paper Size**.
8. Select the paper size you loaded.
9. Select **Paper Type**.
10. Select the paper type you loaded.
11. Press the ↖️ back button to select another paper source to change, or press the 🏘 home button to exit.

**Parent topic:** Loading Paper

### Turning Off the Paper Setting Alert

The Paper Setting Alert warns you when the paper settings do not match the paper you loaded. You can turn off this feature from the product's control panel.

1. Press the 🏘 home button, if necessary.
2. Select **Settings**.
3. Select **Guide Functions**.
   You see this screen:

   ![Guide Functions Table]

<table>
<thead>
<tr>
<th>Guide Functions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper Mismatch</td>
</tr>
<tr>
<td>Off</td>
</tr>
</tbody>
</table>

4. Select **Paper Mismatch**.
5. Press the **OK** button to change the **Paper Mismatch** setting to **Off**. Press it again to select **On**.
6. Select **Close** to exit.

**Parent topic:** [Loading Paper](#)

**Paper Loading Capacity**

See the table here for the loading capacity of the paper cassette and rear paper feed.
<table>
<thead>
<tr>
<th>Paper type</th>
<th>Load up to this many sheets</th>
<th>Paper Cassette</th>
<th>Rear Paper Feed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plain paper</td>
<td>Letter (8.5 × 11 inches [216 × 279 mm]), A4 (8.3 × 11.7 inches [210 × 297 mm]), Half Letter (5.5 × 8.5 inches [140 × 216 mm]), A6 (4.1 × 5.8 inches [105 × 148 mm]) size: 200 sheets</td>
<td>50 sheets</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Legal (8.5 × 14 inches [216 × 356 mm]) and Folio (8.5 × 13 inches [216 × 330 mm]) size: 50 sheets</td>
<td></td>
<td>50 sheets</td>
</tr>
<tr>
<td></td>
<td>11 × 17 inches (279 × 432 mm), A3 (11.7 × 16.5 inches [297 × 420 mm]), 13 × 19 inches (330 × 483 mm) size: Not supported</td>
<td></td>
<td>50 sheets</td>
</tr>
<tr>
<td></td>
<td>User-defined size: 1 sheet</td>
<td>1 sheet</td>
<td></td>
</tr>
<tr>
<td>Epson Bright White Paper</td>
<td>160 sheets</td>
<td></td>
<td>40 sheets</td>
</tr>
<tr>
<td>Epson Presentation Paper Matte</td>
<td>80 sheets</td>
<td></td>
<td>20 sheets</td>
</tr>
<tr>
<td>Epson Premium Presentation Paper Matte</td>
<td>20 sheets</td>
<td></td>
<td>20 sheets</td>
</tr>
<tr>
<td>Epson Photo Paper Glossy</td>
<td>50 sheets</td>
<td>20 sheets</td>
<td></td>
</tr>
<tr>
<td>Epson Premium Photo Paper Glossy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Epson Ultra Premium Photo Paper Glossy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Epson Premium Photo Paper Semi-gloss</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Epson Ultra Premium Photo Paper Luster</td>
<td>20 sheets</td>
<td></td>
<td>1 sheet</td>
</tr>
<tr>
<td>Paper type</td>
<td>Load up to this many sheets</td>
<td>Rear Paper Feed</td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>------------------------------</td>
<td>-----------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Paper Cassette</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Epson Photo Quality Self-adhesive Sheets</td>
<td>1 sheet</td>
<td>1 sheet</td>
<td></td>
</tr>
<tr>
<td>Epson Iron-on Cool Peel Transfer paper</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Epson Velvet Fine Art Paper</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Epson Premium Presentation Paper Matte Double-sided</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Envelopes</td>
<td>10 envelopes</td>
<td>10 envelopes</td>
<td></td>
</tr>
</tbody>
</table>

Parent topic: Loading Paper

Related references
Double-sided Printing Capacity

Double-sided Printing Capacity

<table>
<thead>
<tr>
<th>Paper type</th>
<th>Size</th>
<th>Auto</th>
<th>Manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plain paper</td>
<td>Letter (8.5 × 11 inches [216 × 279 mm]) and A4 (8.3 × 11.7 inches [210 × 297 mm])</td>
<td>200 sheets (paper cassette)</td>
<td>20 sheets (rear paper feed)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>50 sheets (rear paper feed)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Legal (8.5 × 14 inches [216 × 356 mm]), 11 × 17 inches (279 × 432 mm), A3 (11.7 × 16.5 inches [297 × 420 mm]), 13 × 19 inches (330 × 483 mm), A6 (4.1 × 5.8 inches [105 × 148 mm]), and Half Letter (5.5 × 8.5 inches [140 × 216 mm])</td>
<td>—</td>
<td>20 sheets (rear paper feed)</td>
</tr>
<tr>
<td>User-defined</td>
<td></td>
<td>—</td>
<td>1 sheet</td>
</tr>
</tbody>
</table>
You cannot print double-sided on any other paper type.

**Parent topic:** Loading Paper

**Related references**

Paper Loading Capacity

### Available Epson Papers

You can purchase genuine Epson ink and paper at [epson.com](https://www.epson.com) (U.S. sales), [epson.ca](https://ca.epson.com) (Canadian sales), or [epson.com.jm](https://jm.epson.com) (Caribbean sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

<table>
<thead>
<tr>
<th>Paper Type</th>
<th>Size</th>
<th>Part number</th>
<th>Sheet count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Epson Bright White Paper</td>
<td>Letter (8.5 × 11 inches [216 × 279 mm])</td>
<td>S041586</td>
<td>500</td>
</tr>
<tr>
<td>Epson Photo Paper Glossy</td>
<td>4 × 6 inches (102 × 152 mm)</td>
<td>S041809</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td></td>
<td>S042038</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>Letter (8.5 × 11 inches [216 × 279 mm])</td>
<td>S041141</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>S041649</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td></td>
<td>S041271</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>A4 (8.3 × 11.7 inches [210 × 297 mm])</td>
<td>S041140</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>13 × 19 inches (330 × 483 mm)</td>
<td>S041143</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>11 × 17 inches (279 × 432 mm)</td>
<td>S041156</td>
<td>20</td>
</tr>
<tr>
<td>Paper Type</td>
<td>Size</td>
<td>Part number</td>
<td>Sheet count</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----------------------------</td>
<td>-------------</td>
<td>-------------</td>
</tr>
<tr>
<td><strong>Epson Premium Photo Paper Glossy</strong></td>
<td>4 × 6 inches (102 × 152 mm)</td>
<td>S041727</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>5 × 7 inches (127 × 178 mm)</td>
<td>S041464</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>16:9 wide (4 × 7.1 inches [102 × 181 mm])</td>
<td>S042109</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>8 × 10 inches (203 × 254 mm)</td>
<td>S041465</td>
<td>20</td>
</tr>
<tr>
<td><strong>Epson Ultra Premium Photo Paper Glossy</strong></td>
<td>Letter (8.5 × 11 inches [216 × 279 mm])</td>
<td>S042182, S041667</td>
<td>25, 50</td>
</tr>
<tr>
<td></td>
<td>11 × 14 inches (279 × 356 mm)</td>
<td>S041466</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>11 × 17 inches (279 × 432 mm)</td>
<td>S041290</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>A3 (11.7 × 16.5 inches [297 × 420 mm])</td>
<td>S041288</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>13 × 19 inches (330 × 483 mm)</td>
<td>S041289</td>
<td>20</td>
</tr>
<tr>
<td><strong>Epson Ultra Premium Photo Paper Luster</strong></td>
<td>5 × 7 inches (127 × 178 mm)</td>
<td>S041945</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>8 × 10 inches (203 × 254 mm)</td>
<td>S041946</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>Letter (8.5 × 11 inches [216 × 279 mm])</td>
<td>S042182, S042175</td>
<td>25, 50</td>
</tr>
<tr>
<td></td>
<td><strong>Letter (8.5 × 11 inches [216 × 279 mm])</strong></td>
<td>S041405, S041913</td>
<td>50, 250</td>
</tr>
<tr>
<td></td>
<td>A4 (8.3 × 11.7 inches [210 × 297 mm])</td>
<td>S041602</td>
<td>250</td>
</tr>
<tr>
<td></td>
<td>A3 (11.7 × 16.5 inches [297 × 420 mm])</td>
<td>S041406</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>13 × 19 inches (330 × 483 mm)</td>
<td>S041407, S041604</td>
<td>50, 100</td>
</tr>
<tr>
<td>Paper Type</td>
<td>Size</td>
<td>Part number</td>
<td>Sheet count</td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>-----------------------------</td>
<td>-------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Epson Premium Photo Paper Semi-gloss</td>
<td>4 × 6 inches (102 × 152 mm)</td>
<td>S041982</td>
<td>40</td>
</tr>
<tr>
<td></td>
<td>Letter (8.5 × 11 inches</td>
<td>S041331</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>[216 × 279 mm])</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>13 × 19 inches</td>
<td>S041327</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>(330 × 483 mm)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Epson Presentation Paper Matte</td>
<td>Letter (8.5 × 11 inches</td>
<td>S041062</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>[216 × 279 mm])</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>11 × 17 inches</td>
<td>S041070</td>
<td>100</td>
</tr>
<tr>
<td></td>
<td>(279 × 432 mm)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Epson Premium Presentation Paper Matte</td>
<td>8 × 10 inches (203 × 254 mm)</td>
<td>S041467</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>Letter (8.5 × 11 inches</td>
<td>S041257</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>[216 × 279 mm])</td>
<td>S042180</td>
<td>100</td>
</tr>
<tr>
<td>Epson Premium Presentation Paper Matte</td>
<td>Letter (8.5 × 11 inches</td>
<td>S041568</td>
<td>50</td>
</tr>
<tr>
<td>Double-sided</td>
<td>[216 × 279 mm])</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Epson Velvet Fine Art Paper</td>
<td>Letter (8.5 × 11 inches</td>
<td>S041636</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>[216 × 279 mm])</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>13 × 19 inches</td>
<td>S041637</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>(330 × 483 mm)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Epson Photo Quality Self-adhesive Sheets</td>
<td>A4 (8.3 × 11.7 inches</td>
<td>S041106</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>[210 × 297 mm])</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Epson Iron-on Cool Peel Transfer paper</td>
<td>Letter (8.5 × 11 inches</td>
<td>S041153</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>[216 × 279 mm])</td>
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</tr>
</tbody>
</table>

Parent topic: Loading Paper

**Borderless Paper Type Compatibility**

You can print borderless photos on compatible paper types in compatible sizes:

**Borderless Paper Types**

- Epson Bright White Paper
- Epson Photo Paper Glossy
• Epson Premium Photo Paper Glossy
• Epson Ultra Premium Photo Paper Glossy
• Epson Premium Photo Paper Semi-gloss
• Epson Ultra Premium Photo Paper Luster
• Epson Presentation Paper Matte
• Epson Premium Presentation Paper Matte
• Epson Premium Presentation Paper Matte Double-sided
• Epson Velvet Fine Art Paper

**Borderless Paper Sizes**

• 3.5 × 5 inches (89 × 127 mm)
• 4 × 6 inches (102 × 152 mm)
• 16:9 wide (4 × 7.1 inches [102 × 181 mm])
• 5 × 7 inches (127 × 178 mm)
• 8 × 10 inches (203 × 254 mm)
• Letter (8.5 × 11 inches [216 × 279 mm])
• A4 (8.3 × 11.7 inches [210 × 297 mm])
• 11 × 14 inches (279 × 356 mm)
• 11 × 17 inches (279 × 432 mm)
• A3 (11.7 × 16.5 inches [297 × 420 mm])
• 13 × 19 inches (330 × 483 mm)

**Parent topic:** Loading Paper
## Paper or Media Type Settings - Control Panel

<table>
<thead>
<tr>
<th>For this paper</th>
<th>Select this Paper Type setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plain paper</td>
<td>Plain Paper</td>
</tr>
<tr>
<td>Epson Bright White Paper</td>
<td></td>
</tr>
<tr>
<td>Epson Iron-on Cool Peel Transfer paper</td>
<td></td>
</tr>
<tr>
<td>Epson Photo Quality Self-adhesive Sheets</td>
<td></td>
</tr>
<tr>
<td>Epson Ultra Premium Photo Paper Glossy</td>
<td>Ultra Glossy</td>
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<td>Epson Premium Photo Paper Glossy</td>
<td>Prem. Glossy</td>
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<td>Glossy</td>
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<tr>
<td>Epson Presentation Paper Matte</td>
<td>Presentation Matte</td>
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<tr>
<td>Epson Premium Photo Paper Semi-gloss</td>
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<td>Epson Ultra Premium Photo Paper Luster</td>
<td>Ultra Prem. Photo Luster</td>
</tr>
<tr>
<td>Epson Premium Presentation Paper Matte</td>
<td>Prem. Matte</td>
</tr>
<tr>
<td>Epson Premium Presentation Paper Matte Double-sided</td>
<td></td>
</tr>
<tr>
<td>Epson Velvet Fine Art Paper</td>
<td>Velvet Fine Art Paper</td>
</tr>
<tr>
<td>Envelopes</td>
<td>Envelope</td>
</tr>
</tbody>
</table>

Parent topic: [Loading Paper](#)

## Paper or Media Type Settings - Printer Software

<table>
<thead>
<tr>
<th>For this paper</th>
<th>Select this paper Type or Media Type setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plain paper</td>
<td>Plain Paper/Bright White Paper</td>
</tr>
<tr>
<td>Epson Bright White Paper</td>
<td></td>
</tr>
<tr>
<td>Epson Iron-on Cool Peel Transfer paper</td>
<td></td>
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<tr>
<td>Epson Photo Quality Self-adhesive Sheets</td>
<td></td>
</tr>
<tr>
<td>Epson Ultra Premium Photo Paper Glossy</td>
<td>Ultra Premium Photo Paper Glossy</td>
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<tr>
<td>Epson Premium Photo Paper Glossy</td>
<td>Premium Photo Paper Glossy</td>
</tr>
<tr>
<td>For this paper</td>
<td>Select this paper Type or Media Type setting</td>
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<tr>
<td>----------------------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>Epson Photo Paper Glossy</td>
<td>Photo Paper Glossy</td>
</tr>
<tr>
<td>Epson Presentation Paper Matte</td>
<td>Presentation Paper Matte</td>
</tr>
<tr>
<td>Epson Premium Photo Paper Semi-gloss</td>
<td>Premium Photo Paper Semi-Gloss</td>
</tr>
<tr>
<td>Epson Ultra Premium Photo Paper Luster</td>
<td>Ultra Premium Photo Paper Luster</td>
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<td>Premium Presentation Paper Matte</td>
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<tr>
<td>Epson Premium Presentation Paper Matte Double-sided</td>
<td></td>
</tr>
<tr>
<td>Epson Velvet Fine Art Paper</td>
<td>Velvet Fine Art Paper</td>
</tr>
<tr>
<td>Envelopes</td>
<td>Envelope</td>
</tr>
</tbody>
</table>

**Parent topic:** Loading Paper
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. For the **Paper Source** setting, select where you loaded the paper you want to print on.
5. Select the size of the paper you loaded as the **Document Size** setting.

6. If you are printing a borderless photo, select **Borderless**. You can click **Settings** to access additional options for borderless printing.

   **Note:** You must select a compatible borderless paper type and size to print without borders. Check the borderless paper compatibility list for details.

7. Select the orientation of your document.

   **Note:** If you are printing an envelope, select **Landscape**.

8. 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.

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

10. 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.

11. To print on both sides of the paper, select a **2-Sided Printing** option.

12. 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.

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

14. To reduce noise during printing when you select **Plain Paper/Bright White Paper**, turn on **Quiet Mode** (printing will be slower).

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

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

**Paper Source Options - Windows**

**Print Quality Options - Windows**

**Multi-Page Printing Options - Windows**

**Parent topic:** Printing with Windows
**Paper Source Options - Windows**
You can select any of the available options in the Paper Source menu to print on the paper loaded in that source.

**Auto**
Automatically selects the paper source based on the selected paper size.

**Cassette**
Selects the paper in cassette 1 as the paper source.

**Rear Paper Feed**
Selects the paper in the rear feed slot as the paper source.

**CD/DVD Tray**
Selects the CD or DVD loaded in the CD/DVD tray.

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

**Draft**
For draft printing on plain paper.

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

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

**Best Quality**
For the best print quality, but the slowest print speed.

**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: 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.

<table>
<thead>
<tr>
<th>2-Sided Printing</th>
<th>Off</th>
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</thead>
<tbody>
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</tbody>
</table>

1. Select one of the following options for 2-Sided Printing:
   - **Auto (Long-edge binding)** to print your double-sided print job by automatically flipping the paper on the long edge.
   - **Auto (Short-edge binding)** to print your double-sided print job by automatically flipping the paper on the short edge.
2. Click the Settings button.
You see this window:

3. Select the double-sided printing options you want to use.
4. Click OK to return to the Main tab.
5. Click the **Print Density** button. You see this window:

![Print Density Adjustment window](image)

6. Select the type of document you are printing as the Document Type setting. The software automatically sets the **Adjustments** options for that document type.

7. If necessary, select the **Adjustments** options you want to use.

8. Click **OK** to return to the **Main** tab.

9. Print a test copy of your double-sided document to test the selected settings.

10. Follow any instructions displayed on the screen during printing.

**Double-sided Printing Options - Windows**

**Print Density Adjustments - 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 Binding 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.

Start Page
Selects whether printing starts on the front or back page.

Create Folded Booklet Options
Select the Booklet checkbox and a binding option to print double-sided pages as a booklet.

Parent topic: Selecting Double-sided Printing Settings - Windows

Print Density Adjustments - Windows
You can select any of the available options on the Print Density Adjustment window to adjust the print quality of your double-sided print job.

Print Density
Sets the level of ink coverage for double-sided printing.

Increase Ink Drying Time
Sets the amount of time required for drying ink after printing on one side of the paper before printing the other side in double-sided printing to prevent ink smearing.

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
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

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

Fix Photo

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

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

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

Parent topic: Selecting Additional Layout and Print Options - Windows

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

Image Options

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

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

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

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

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 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.
You see the maintenance options:

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

**Check Paper Width Before Printing**
Prevents printing beyond the edges of the paper if the paper size setting is incorrect; may reduce print speed.

**Thick Paper and Envelopes**
Prevents ink from smearing when you print on envelopes or other thick paper.

**Separator Page**
Before each document, prints a separator page containing the title, user, date, and time.
Always Spool RAW Datatype
Increases print speed and may solve other printing problems.

Page Rendering Mode
Increases print speed when printing is extremely slow or the print head stops during printing.

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

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

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

Refine screening pattern
Prints graphics with a finer screening pattern.

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

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

Parent topic: Selecting Extended Settings - Windows

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

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

**Checking Print Status - Windows**

**Parent topic:** Printing with Windows
Checking Print Status - Windows

During printing, you see this window showing the progress of your print job. It allows you to control printing and check ink cartridge status.

- To cancel printing, click **Cancel**.
- To see print jobs waiting to print, click **Print Queue**.
- To check ink status, click **Consumables Status**.

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.

Parent topic: Printing with Windows

Changing the Language of the Printer Software Screens

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

1. Access the Windows Desktop and right-click the 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:

   ![Maintenance Tab](image)

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

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

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

## Changing Automatic Update Options

Your printer software for Windows automatically checks for updates to the product software. You can change how often the software checks for updates or disable this feature.
1. Access the Windows Desktop and right-click the 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:

   ![Software Update Settings](image)

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

4. Click **OK** to exit.

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

**Parent topic:** Printing with Windows

**Related tasks**

- Checking for Software Updates

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**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.
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.

![Print on Both Sides options](image)

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

### 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 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.

   ![Printer selection screen]

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:

![Printer Settings Window]

**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:

![Print Settings]

9. Select the **Paper Source** you wish to print from.

10. 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.

11. Select the **Color** setting you want to use.

12. Select the **Color Settings** option you want to use.

13. Select the **Print Quality** setting you want to use.

14. Select **Mirror Image** to flip the printed image horizontally.

**Paper Source Options - Mac**

**Color Settings - Mac**

**Print Quality Settings - Mac**

**Parent topic:** Printing on a Mac
You can select any of the available options in the Paper Source menu to print from paper loaded in that source.

Auto Select
Automatically selects the paper source based on the selected paper size.

Paper Cassette
Selects the paper in cassette as the paper source.

Rear Paper Feed
Selects the paper in the rear feed slot as the paper source.

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.

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

Draft
For draft printing on photo paper.

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.

Best Quality
For the best print quality, but the slowest print speed.

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. If you are printing a borderless photo, select a paper size with a Borderless option.

   Note: You must select a compatible borderless paper type and size to print without borders. Check the borderless paper compatibility list for details.

2. Select the orientation of your document or photo as shown in the print window.

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

   Note: You can control printing at the edges of borderless prints by selecting Expansion from the pop-up menu and selecting an image expansion setting. If you select the Min option for the Expansion setting, you may see white borders on your printed photo.

   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 references
Borderless Paper Type Compatibility
Selecting Print Layout Options - Mac

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

- To print multiple pages on one sheet of paper, select the number of pages in the Pages per Sheet pop-up menu. To arrange the print order of the pages, select a Layout Direction setting.
- To print borders around each page on the sheet, select a line setting from the Border pop-up menu.
- To print on both sides of each page, select a setting from the Two-Sided 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
Selecting Double-sided Printing Settings - Mac

You can print on both sides of the paper by selecting **Two-sided Printing Settings** from the pop-up menu on the print window.

![Two-sided Printing Settings](image)

**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. This screen may be different, depending on the Mac OS version you are using.

1. Select one of the **Two-sided Printing** options.
2. Select the type of document you are printing as the Document Type setting. The software automatically sets the Adjustments options for that document type.

3. If necessary, customize the Adjustments settings as instructed on the screen.
4. Print a test copy of your double-sided document to test the selected settings.
5. Follow any instructions displayed on the screen during printing.

Double-sided Printing Options and Adjustments - Mac

Parent topic: Printing on a Mac

Double-sided Printing Options and Adjustments - Mac

You can select any of the available options in the Two-sided Printing Settings or Output Settings pop-up menu to set up your double-sided print job.
Two-sided Printing Options

Long-Edge binding
Orients double-sided printed pages to be bound on the long edge of the paper.

Short-Edge binding
Orients double-sided printed pages to be bound on the short edge of the paper.

Adjustments

Print Density
Sets the level of ink coverage for double-sided printing.

Increased Ink Drying Time
Sets the amount of time required for drying ink after printing on one side of the paper before printing the other side in double-sided printing.

Parent topic: Selecting Double-sided Printing Settings - Mac

Managing Color - Mac

You can adjust the Color Matching 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.

Parent topic: Printing on a Mac

Color Matching - Mac

You can select from these settings on the Color Matching menu.

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.

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:

![Options screen](image)

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.

**Thick Paper and Envelopes**
Prevents ink from smearing when you print on envelopes or other thick paper.

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

**Quiet Mode**
Lessens noise during printing but may decrease print speed.

**Permit temporary black printing**
Allows you to print using black ink when color ink is expended.

**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.

![Print Settings](image)

**Checking Print Status - Mac**

**Parent topic:** Printing on a Mac

**Checking Print Status - Mac**

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

1. Click the printer icon when it appears in the Dock.
You see the print status window:

2. Select the following options as necessary for your Mac OS version:
   • 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 or Supply Levels.

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
Printing from a Camera

If you have a digital camera that supports PictBridge printing, you can print your photos directly from the camera to your product over a wireless network. Check your camera manual to see if it is compatible.

Note: Epson cannot guarantee the compatibility of your camera. Some combinations of paper type, size, and layout may not be supported, depending on your camera and the product settings.

Selecting Print and Photo Adjustment Settings

Before printing from your camera, you can make image adjustments and select the print settings for your photos. Image adjustments affect only the printed copy of the photo, not the original file.

1. Press the home button, if necessary.
2. Select Settings.

Selecting Print and Photo Adjustment Settings

Before printing from your camera, you can make image adjustments and select the print settings for your photos. Image adjustments affect only the printed copy of the photo, not the original file.
3. Select **Camera Print Settings**.

4. Select **Print Settings**.

5. Select the print settings you want to use.

6. When you are done, press ↪ back button.
7. Select **Photo Adjustments**.

![Photo Adjustments](image)

8. Select the photo adjustments you want to use.

9. When you are done, press the 👉 home button to exit.

After you select settings, you are ready to connect your camera and print your photos.

**Print Settings - Camera**

**Photo Adjustments - Camera**

**Parent topic:** [Printing from a Camera](#)

### Print Settings - Camera

Select these print settings options when printing photos from your camera.

<table>
<thead>
<tr>
<th>Print settings</th>
<th>Available options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper Size</td>
<td>Various paper sizes</td>
<td>Indicates the size of paper you have loaded</td>
</tr>
<tr>
<td>Paper Type</td>
<td>Various paper types</td>
<td>Indicates the type of paper you have loaded; see the list of paper types for copying (available options depend on the selected <strong>Paper Size</strong> setting)</td>
</tr>
<tr>
<td>Paper Cassettes</td>
<td>Paper Cassette</td>
<td>Prints onto paper loaded in the cassette</td>
</tr>
<tr>
<td></td>
<td>Rear Paper Feed</td>
<td>Prints onto paper loaded in the rear paper feed slot</td>
</tr>
<tr>
<td>Border</td>
<td>Borderless</td>
<td>Expands the image to the edge of the paper (slight cropping may occur)</td>
</tr>
<tr>
<td></td>
<td>With Border</td>
<td>Leaves a small margin around the image</td>
</tr>
</tbody>
</table>
### Print settings

<table>
<thead>
<tr>
<th>Print settings</th>
<th>Available options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fit Frame</td>
<td>On</td>
<td>Automatically crops the photo to fit into the selected photo layout</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>Turns off automatic cropping</td>
</tr>
<tr>
<td>Quality</td>
<td>Draft</td>
<td>Provides lower quality for draft printing</td>
</tr>
<tr>
<td></td>
<td>Standard</td>
<td>Provides good quality for most prints</td>
</tr>
<tr>
<td></td>
<td>Best</td>
<td>Provides the highest quality for important prints</td>
</tr>
<tr>
<td>Date</td>
<td>Off</td>
<td>Does not print the date on which the photo was taken</td>
</tr>
<tr>
<td></td>
<td>On</td>
<td>Prints the date on which the photo was taken</td>
</tr>
<tr>
<td>Print Info. On Photos</td>
<td>Off</td>
<td>Prints images without any exif information (shutter speed, f-ratio, and ISO sensitivity)</td>
</tr>
<tr>
<td></td>
<td>Camera Settings</td>
<td>Prints exif information (shutter speed, f-ratio, and ISO sensitivity)</td>
</tr>
</tbody>
</table>

**Parent topic:** Selecting Print and Photo Adjustment Settings

## Photo Adjustments - Camera

Select these photo adjustment options when printing photos from your camera. The modifications affect only the printed copy of the photo, not the original file.

<table>
<thead>
<tr>
<th>Photo Adjustments settings</th>
<th>Available options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fix Photo</td>
<td>Auto</td>
<td>Automatically adjusts the brightness, contrast, and saturation of the photo based on the content detected</td>
</tr>
<tr>
<td></td>
<td>People</td>
<td>Best for photos of people</td>
</tr>
<tr>
<td></td>
<td>Landscape</td>
<td>Best for photos of landscapes</td>
</tr>
<tr>
<td></td>
<td>Night Scene</td>
<td>Best for photos taken at night</td>
</tr>
<tr>
<td></td>
<td>P.I.M.</td>
<td>Uses your camera's PRINT Image Matching or Exif Print adjustments</td>
</tr>
<tr>
<td></td>
<td>Enhance Off</td>
<td>Turns off automatic adjustments; see <strong>Note</strong> below</td>
</tr>
</tbody>
</table>
### Photo Adjustments settings

<table>
<thead>
<tr>
<th></th>
<th>Available options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fix Red-Eye</td>
<td>Off - Current</td>
<td>Does not automatically fix the red-eye effect in photos</td>
</tr>
<tr>
<td></td>
<td>On - Current</td>
<td>Automatically fixes the red-eye effect in photos</td>
</tr>
<tr>
<td>Filter</td>
<td>Off</td>
<td>Turns off the filter setting</td>
</tr>
<tr>
<td></td>
<td>Sepia</td>
<td>Applies a sepia tone filter to the viewed or printed photo</td>
</tr>
<tr>
<td></td>
<td>B&amp;W</td>
<td>Applies a black-and-white filter to the viewed or printed photo</td>
</tr>
<tr>
<td>Brightness</td>
<td>Various settings</td>
<td>Adjust individual qualities in your photo</td>
</tr>
<tr>
<td>Contrast</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sharpness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saturation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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.

**Parent topic:** Selecting Print and Photo Adjustment Settings

### Printing from a Camera Wirelessly

You can print photos from a digital camera using a wireless connection. Make sure your digital camera can connect to a network and is PictBridge compatible (DPS over IP).

**Note:** You cannot use other printer functions or print from other devices while using PictBridge.

1. Load the paper you want to use for printing.
2. Turn on your camera.
3. Set up the camera's wireless network connection. See the documentation that came with your camera for details.

   **Note:** Connect the camera to the same network that your product uses. You can print a Network Status sheet to view your product's network settings.

4. Follow the instructions that came with your camera to select and print your photos.
When you finish printing, turn off your camera and disconnect it from the network.

**Parent topic:** Printing from a Camera

**Related tasks**
- Printing a Network Status Sheet

**Related topics**
- Loading Paper
Printing on CDs/DVDs

Follow the instructions in this section to print a design onto ink jet-printable CDs or DVDs to create a custom label.

Loading a CD/DVD
Removing a Printed CD/DVD
Printing on CDs/DVDs from a Computer

Loading a CD/DVD

You can print on any compatible, ink jet-printable CDs or DVDs, including Blu-ray Discs.

Caution: Do not insert the CD/DVD tray while the product is printing or performing other operations. Otherwise, your product may be damaged or the surface of the CD/DVD may become dirty or scratched. Do not insert the CD/DVD tray until instructed to do so.

Note: If you are using discs where the printable area extends to within 0.16 inch (4 mm) of the center hole, you may need to adjust the inner diameter setting using the Epson Print CD software.

1. Burn your files, music, or video onto your disc before printing on it.
2. Press the \( \Rightarrow \) home button, then press the \( \Rightarrow \) reset button to close the output tray, if necessary.
3. Open the front cover until it clicks.
4. Pull on the front cover to slide out the paper cassette.

5. Remove the CD/DVD tray from beneath the cassette.

6. Slide the paper cassette back into your product.
7. Place a CD or DVD on the CD/DVD tray with the printable side faceup. Press on the center of the CD or DVD to make sure it is secure in the tray.

Note: Be sure to fully seat the CD or DVD or it may fall out of the tray.

8. Raise the control panel all the way up.
9. Insert the tray into the slot above the output tray until the ▲ marks on the tray and the ▼ marks on the product line up.

![Diagram of tray insertion]

**Note:** You may feel resistance when inserting the tray. This is normal.

10. Select **Installed** on the product LCD screen.

**Caution:** Do not turn off the product with a CD or DVD loaded in it. Always remove the disc first.

**Parent topic:** Printing on CDs/DVDs

### Removing a Printed CD/DVD

After your CD or DVD is printed, the tray extends automatically.

1. Pull the CD/DVD tray out of the product and remove your CD or DVD from the tray.

![Diagram of CD/DVD removal]

**Caution:** If you do not remove the tray, the print head can strike it, causing your product to malfunction.
2. Slide out the paper cassette and insert the CD/DVD tray into the storage slot beneath the cassette.

3. Slide the paper cassette back into your product.

**Caution:** After printing, handle the CD or DVD carefully. You may need to wait up to 24 hours for the ink to dry fully before inserting it in a drive, depending on the type of disc you used. Keep printed discs away from moisture and direct sunlight.

**Parent topic:** Printing on CDs/DVDs

## Printing on CDs/DVDs from a Computer

Before printing directly on CDs or DVDs from your computer, make sure you have set up your product as described on the *Start Here* sheet and installed the Epson Print CD software.

**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.

- Starting Epson Print CD - Windows
- Printing Your CD/DVD Design - Windows
- Starting Epson Print CD - Mac
- Printing Your CD/DVD Design - Mac

**Parent topic:** Printing on CDs/DVDs
**Starting Epson Print CD - Windows**

You can use Epson Print CD to design your disc by importing photos, adding text, and creating special effects.

1. Select the Epson Print CD icon on your Windows Desktop.

   You see a screen like this:

   ![Epson Print CD Screen](image)

2. Use the buttons on the left side of the screen to select a pre-designed template or add a background image, picture, text, or graphic elements. For more information, select the Help menu.

3. When you are finished creating your design, click **Save** and save your design file.

**Parent topic:** [Printing on CDs/DVDs from a Computer](#)

**Related tasks**

[Printing Your CD/DVD Design - Windows](#)
You see a screen like this:

2. Make sure your product is selected as the **Printer** setting.
3. To see how your design will look without printing on the disc, click **Test Print** and follow the instructions on the screen.
4. When you are ready to print on the disc, click the **Print** button on the screen.
5. Click **Print**.

**Note:** If you need to adjust the print position or print quality, see the Epson Print CD Help utility for instructions.

**Parent topic:** Printing on CDs/DVDs from a Computer

**Related tasks**
Starting Epson Print CD - Windows

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**Starting Epson Print CD - Mac**

You can use Epson Print CD to design your disc by importing photos, adding text, and creating special effects.
1. Open the Epson Print CD program in the Applications > Epson Software > Print CD folder on your Mac.

   You see a screen like this:

   ![Screen Image]

2. Use the icons on the left side of the screen to add a background image, picture, text, or graphic elements.

3. When you are finished creating your design, make sure you save it.

   **Parent topic:** Printing on CDs/DVDs from a Computer

   **Related tasks**

   Printing Your CD/DVD Design - Mac

**Printing Your CD/DVD Design - Mac**

After you create your design, you can print it on paper to test it, then print it on the CD or DVD that contains your data, photos, video, or music. Make sure the disc is loaded for printing before you start.

1. Open your file in Epson Print CD and select **Print** from the File menu.
You see a screen like this:

2. Make sure your product is selected as the **Printer** setting.
3. To see how your design will look without printing on the disc, select **Test Print** and follow the instructions on the screen.
4. When you are ready to print on the disc, click the **Print** button on the screen.

**Note:** If you need to adjust the print position or print quality, see the Epson Print CD Help utility for instructions.

**Parent topic:** Printing on CDs/DVDs from a Computer  
**Related tasks**  
Starting Epson Print CD - Mac
Replacing Ink Cartridges and Maintenance Boxes

The maintenance box stores ink that gets flushed from the system during print head cleaning. When an ink cartridge is expended or the maintenance box is at the end of its service life, you need to replace it. You may also need to replace a cartridge that is more than six months old if your printouts do not look their best, even after cleaning and aligning the print head.

Note: Please dispose of your used Epson branded ink cartridges and maintenance boxes responsibly and in accordance with local requirements. If you would like to return your used ink cartridges and maintenance boxes to Epson for proper disposal, please go to epson.com/recycle for more information.

Check Cartridge and Maintenance Box Status
Purchase Epson Ink Cartridges and Maintenance Box
Removing and Installing Ink Cartridges
Printing with Black Ink and Expended Color Cartridges
Conserving Low Black Ink with Windows
Replacing the Maintenance Box

Check Cartridge and Maintenance Box Status

Your product and its software will let you know when an ink cartridge is low or expended, or when the maintenance box needs to be replaced.

Checking Cartridge and Maintenance Box Status on the LCD Screen
Checking Cartridge and Maintenance Box Status with Windows
Checking Cartridge and Maintenance Box Status - Mac

Parent topic: Replacing Ink Cartridges and Maintenance Boxes

Checking Cartridge and Maintenance Box Status on the LCD Screen

You can check the status of the cartridges and maintenance box using the product's LCD screen.

1. Press the home button, if necessary.
2. Press the up or down arrow button to select the icon and press the OK button.
You see a screen like this:

![Supply Status Screen](image)

**Note:** The displayed ink and maintenance box levels are approximate.

3. For more information, select **Print Supply Status Sheet**, press the **OK** button, and press the **OK** button again to select **Print**.

4. If you want to replace an ink cartridge, select **Replace Ink Cartridge(s)** and follow the on-screen instructions.

**Parent topic:** Check Cartridge and Maintenance Box Status

**Related tasks**

Removing and Installing Ink Cartridges

### Checking Cartridge and Maintenance Box Status with Windows

A low ink reminder appears if you try to print when ink is low, and you can check your cartridge or maintenance box status at any time using a utility on your Windows computer.

1. To check your status, access the Windows Desktop and double-click the icon for your product in the right side of the Windows taskbar, or click the up arrow and double-click .
You see this window:

2. Replace or reinstall the maintenance box or any ink cartridge as indicated on the screen.

**Note:** If any of the cartridges installed in the product is broken, incompatible with the product model, or improperly installed, Epson Status Monitor will not display an accurate cartridge status.
3. To disable the low ink reminder, right-click the product icon in the Windows taskbar and select Monitoring Preferences.
   You see this window:

![Monitoring Preferences window](image)

4. Deselect the **See Low Ink Reminder alerts** checkbox at the bottom of the screen.
5. To disable promotional offers, deselect the **Display Epson Offers** checkbox.
6. Click **OK**.

**Parent topic:** Check Cartridge and Maintenance Box Status
Checking Cartridge and Maintenance Box Status - Mac

You can check the status of your ink cartridges and maintenance box using a utility on your Mac.

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 EPSON Status Monitor.
You see this window:

3. Do the following as necessary:
   • You can update the ink cartridge and maintenance box status by clicking **Update**.
   • Replace or reinstall the maintenance box or any ink cartridge as indicated on the screen.

   **Note:** If any of the cartridges installed in the product is broken, incompatible with the product model, or improperly installed, Epson Status Monitor will not display an accurate cartridge status.

**Parent topic:** [Check Cartridge and Maintenance Box Status](#)
Purchase Epson Ink Cartridges and Maintenance Box

You can purchase genuine Epson ink, maintenance boxes, and paper at epson.com (U.S. sales), epson.ca (Canadian sales), or epson.com.jm (Caribbean sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

**Note:** This printer is designed for use with Epson cartridges only, not third-party cartridges or ink. Other brands of ink supplies are not compatible and, if described as compatible, may not function properly or continuously. Such restrictions can be avoided with some other printers such as Epson EcoTank cartridge-free printers.

The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All cartridges must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced cartridges.

**Ink Cartridge Part Numbers**

**Parent topic:** Replacing Ink Cartridges and Maintenance Boxes

### Ink Cartridge Part Numbers

**Note:** For best printing results, use up a cartridge within 6 months of opening the package.

Maintenance box part number: T3661

<table>
<thead>
<tr>
<th>Ink color</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Standard-capacity</td>
</tr>
<tr>
<td>Black</td>
<td>312</td>
</tr>
<tr>
<td>Gray</td>
<td>—</td>
</tr>
<tr>
<td>Ink color</td>
<td>Part number</td>
</tr>
<tr>
<td>-----------</td>
<td>-------------</td>
</tr>
<tr>
<td>Red</td>
<td>—</td>
</tr>
<tr>
<td>Cyan</td>
<td>312</td>
</tr>
<tr>
<td>Magenta</td>
<td>312</td>
</tr>
<tr>
<td>Yellow</td>
<td>312</td>
</tr>
</tbody>
</table>

**Parent topic:** Purchase Epson Ink Cartridges and Maintenance Box

**Removing and Installing Ink Cartridges**

Make sure you have your replacement cartridges handy before you begin. You must install new cartridges immediately after removing the old ones.

**Caution:** Leave your old cartridges in the printer until you are ready to replace them to prevent the print head nozzles from drying out. Do not open ink cartridge packages until you are ready to install the ink. Cartridges are vacuum packed to maintain reliability.

1. Make sure that the CD/DVD tray is not inserted.
2. Turn on your product.
   - If an ink cartridge is expended, you see a message on the LCD screen. Note which cartridges need to be replaced, select **Next**, and select **Yes, replace now**.
   - If you are replacing a cartridge before you see a message on the LCD screen, select **Maintenance > Ink Cartridge Replacement**. Select **Next** and select **Start**.
3. Open the printer cover.

**Caution:** Do not move the print head by hand; otherwise, you may damage your product. Do not touch the flat white cable or the metal bar inside the product.
4. Remove the new ink cartridge from the package.

5. Remove the cap from the cartridge and save the cap so you can recap the ink cartridge before storing or disposing of it.
**Caution:** Do not remove any other labels or seals, or ink will leak. Do not touch the areas shown here. Doing so may prevent normal operation and printing.

6. Push in the blue tab until it clicks to unlock the ink cartridge you are replacing. Then lift the ink cartridge as shown to remove it.

**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 and see a doctor right away. Keep ink cartridges out of the reach of children.
7. Recap the used ink cartridge using the cap that came with it. You can also use the cap from your replacement cartridge package.

![Image of recap the used ink cartridge]

**Note:** Dispose of used cartridges carefully. Do not take the used cartridge apart or try to refill it.

8. Insert the ink cartridge into the ink cartridge holder at a slight angle as shown. Then press the ink cartridge down until it clicks into place.

![Image of inserting the ink cartridge into the holder]
9. After you replace all the cartridges that need replacing, close the printer cover and select **Completed** on the LCD screen.

The product starts charging the ink. This takes a few minutes. When you see a completion message on the LCD screen, ink replacement is complete.

**Note:** If you see an error screen telling you an ink cartridge is installed incorrectly, lift up the printer cover and press the ink cartridge down until it clicks into place. When you're finished, close the printer cover.

If you remove a low or expended ink cartridge, you cannot re-install and use the cartridge.

**Caution:** If you remove an ink cartridge for later use, recap the ink cartridge using the cap that came with it to prevent the ink from drying out and to protect the surrounding area from getting smeared by ink. Store the ink cartridge in the same environment as the product. Do not leave the product with the ink cartridges removed for an extended period of time. Otherwise, ink remaining in the print head nozzles may dry out and you may not be able to print.

**Parent topic:** Replacing Ink Cartridges and Maintenance Boxes

**Related concepts**

Purchase Epson Ink Cartridges and Maintenance Box

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**Printing with Black Ink and Expended Color Cartridges**

- Printing with Expended Color Cartridges - Windows
- Printing with Expended Color Cartridges - Mac

**Parent topic:** Replacing Ink Cartridges and Maintenance Boxes

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**Printing with Expended Color Cartridges - Windows**

If you see a message during printing telling you that you can temporarily print in black ink with an expended color cartridge, you can cancel your print job and select settings to print on plain paper or on an envelope.

**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.
Note: To use this feature, Epson Status Monitor must be enabled.

1. Click Cancel or Cancel Print to cancel your print job.

   Note: If the message screen appears on another computer on a network, you may need to cancel the print job using the product control panel.

2. Load plain paper or an envelope in your product.
3. Access the print settings in your print application.
4. Click the Main tab and make sure Borderless is not selected.
5. Select Plain Paper/Bright White Paper or Envelope as the paper type setting.
6. Select the Black/Grayscale setting from the Color drop-down menu.
7. Click OK.
8. Print your document.
   Epson Status Monitor 3 displays a print message.
9. Click Print in Black to print your document.

Parent topic: Printing with Black Ink and Expended Color Cartridges

Related topics
Loading Paper

Printing with Expended Color Cartridges - Mac

If printing stops, you can cancel your print job and select settings to temporarily print with only black ink on plain paper or on an envelope.

1. Click the printer icon in the Dock.

2. If you see a message telling you that you can temporarily print with only black ink, click the Delete or button to cancel your print job. If you see an error message, click OK.

3. In the Apple menu or the Dock, select System Preferences.
4. Select Print & Fax, Print & Scan, or Printers & Scanners, select your product, and select Options & Supplies.
5. Select Driver or Options.
You see a screen like this:

![Printer Settings Screen]

6. Select **On** as the **Permit temporary black printing** setting.
7. Click **OK**.
8. Close the utility window.
9. Load plain paper or an envelope in your product.
10. Access the print settings in your print application.
11. Select **Print Settings** from the pop-up menu.
12. Select **Plain Paper/Bright White Paper** or **Envelope** as the paper type setting.
13. Select the **Grayscale** option as the color setting.
14. Click **Print** to print your document.

**Parent topic:** Printing with Black Ink and Expended Color Cartridges

**Related topics**

Loading Paper
Conserving Low Black Ink with Windows

The following window appears when black ink runs low and there is more color ink.

![EPSON Status Monitor 3 window](image)

**Note:** The window appears only when you have selected **Plain Paper/Bright White Paper** as the paper type setting, and depends on other selected print settings. To use this feature, Epson Status Monitor must be enabled.

- Click **Yes** to use a mixture of color inks to create black, or **No** to continue using the remaining black ink for the document you are printing.
- Click **Disable this feature** to continue using the remaining black ink.

**Note:** If you disable this feature, it remains disabled until you install a new black ink cartridge.

**Parent topic:** Replacing Ink Cartridges and Maintenance Boxes

Replacing the Maintenance Box

Make sure you have a new maintenance box before you begin.

**Caution:** Do not reuse a maintenance box that has been removed and left uninstalled for more than a week. Keep the maintenance box away from direct sunlight.

1. Make sure the product is not printing.
2. Remove the new maintenance box from its package.

   **Caution:** Do not touch the green chip on the maintenance box.

3. Open the printer cover.

4. Use a flat-head screwdriver to loosen the screw on the maintenance box cover as shown, then remove the cover.

5. Grasp the maintenance box as shown and pull it out of its holder.
Note: Do not tilt the used maintenance box or take it apart, and do not touch the areas shown here.

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 and see a doctor right away. Keep the maintenance box out of the reach of children and do not drink the ink.

6. Place the used maintenance box in the plastic bag that came with the new maintenance box. Seal the bag and dispose of it carefully.

7. Insert the new maintenance box and push it all the way in.
8. Insert the maintenance box cover into the tabs on the product as shown and tighten the screw to secure the cover.

9. Close the printer cover.

10. Select Done on the product LCD screen.

Parent topic: Replacing Ink Cartridges and Maintenance Boxes
Related concepts
Purchase Epson Ink Cartridges and Maintenance Box
Adjusting Print Quality

If your print quality declines, you may need to run a utility to clean or align the print head.

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.

If running these utilities does not solve the problem, you may need to replace the ink cartridges.

Print Head Maintenance
Aligning the Print Head Using the Product Control Panel
Cleaning the Paper Guide

Print Head Maintenance

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

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

Note: You cannot clean the print head if an ink cartridge is expended, and may not be able to clean it when a cartridge is low.

Print Head Nozzle Check
Print Head Cleaning

Parent topic: Adjusting Print Quality

Related concepts
Purchase Epson Ink Cartridges and Maintenance Box

Related topics
Replacing Ink Cartridges and Maintenance Boxes

Print Head Nozzle Check

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

Checking the Nozzles Using the Product Control Panel
Checking the Nozzles Using a Computer Utility

Parent topic: Print Head Maintenance

Checking the Nozzles Using the Product Control Panel

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

1. Make sure there are no errors on the LCD screen and the CD/DVD tray is not inserted for printing.
2. Make sure plain paper is loaded in the paper cassette.
3. Press the home button, if necessary.
4. Select **Maintenance**.
   
   You see a screen like this:

   ![Maintenance Menu](image)

5. Select **Print Head Nozzle Check**.
   
   You see a screen like this:

   ![Print Head Nozzle Check](image)
6. Select **Print**.
   The nozzle pattern prints.

7. Check the printed pattern to see if there are gaps in the lines.
   - **Print head is clean**
   - **Print head needs cleaning**

8. Do one of the following:
   - If there are no gaps, select **O**.
   - If there are gaps or the pattern is faint, select **X** and continue.

9. Follow the instructions on the screen to clean the print head, check the nozzles, and repeat the process as necessary.

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

If you don’t see any improvement after cleaning the print head up to 3 times, wait at least 6 hours without printing or longer if printing. Then try cleaning the print head again. If quality still does not improve, one of the ink cartridges may be old or damaged and needs to be replaced.

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

Checking the Nozzles Using a Computer Utility
You can check the print head nozzles using a utility on your Windows or Mac computer.

1. Make sure there are no errors on the LCD screen and the CD/DVD tray is not inserted for printing.
2. Load a few sheets of plain paper in the paper cassette.
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 **Nozzle Check**.
You see a window like this:

5. Click **Print**.
6. Check the printed pattern to see if there are gaps in the lines.

   **Print head is clean**

   ![Print head is clean pattern]

   **Print head needs cleaning**

   ![Print head needs cleaning pattern]

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

**Parent topic:** [Print Head Nozzle Check](#)

**Related concepts**
- [Print Head Cleaning](#)

**Related tasks**
- [Loading Paper in Cassette](#)

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**Print Head Cleaning**

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

**Note:** You cannot clean the print head if an ink cartridge is expended, and may not be able to clean it when a cartridge is low.

- [Cleaning the Print Head Using the Product Control Panel](#)
- [Cleaning the Print Head Using a Computer Utility](#)
Cleaning the Print Head Using the Product Control Panel

You can clean the print head using the control panel on your product.

1. Make sure there are no errors on the LCD screen and the CD/DVD tray is not inserted for printing.
2. Make sure plain paper is loaded in the paper cassette.
3. Press the home button, if necessary.
4. Select Maintenance.
   You see a screen like this:

   ![Control Panel Screen]

5. Select Print Head Cleaning.
You see a screen like this:

![Print Head Cleaning Screen]

6. Select **Start** to clean the print head.
   When the cleaning cycle is finished, you see a message on the screen.

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

7. Select **Check**.
8. Select **Print** to print a nozzle check pattern and confirm that the print head is clean.

If you don’t see any improvement after cleaning the print head up to 3 times, wait at least 6 hours without printing or longer if printing. Then try cleaning the print head again. If quality still does not improve, one of the ink cartridges may be old or damaged and needs to be replaced.

**Parent topic:** Print Head Cleaning

**Related tasks**

- Loading Paper in Cassette
- Checking the Nozzles Using the Product Control Panel
- Removing and Installing Ink Cartridges

**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 there are no errors on the LCD screen and the CD/DVD tray is not inserted for printing.
2. Load a few sheets of plain paper in the paper cassette.
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:

   ![Head Cleaning window](image)

5. Click **Start** to begin the cleaning cycle.
   The power light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished.
Caution: Never turn off the product or open the printer cover 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.

- 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 6 hours. Then check the print head nozzles and try cleaning the print head again, if necessary.

If quality still does not improve, one of the ink cartridges may be old or damaged and needs to be replaced.

Parent topic: Print Head Cleaning

Related tasks
- Loading Paper in Cassette
- Checking the Nozzles Using the Product Control Panel
- Removing and Installing Ink Cartridges
Aligning the Print Head Using the Product Control Panel

You can align the print head using the control panel on your product.

1. Make sure there are no errors on the LCD screen and the CD/DVD tray is not inserted for printing.
2. Load a few sheets of plain paper in the paper cassette.
3. Press the home button, if necessary.
4. Select **Maintenance**.
   
   You see a screen like this:

   ![Maintenance Menu](image)

   5. Select **Print Head Alignment**.
   6. Select one of the following options:
      - **Vertical Alignment** if your printout is blurry.
      - **Horizontal Alignment** if your printout contains horizontal banding.
   7. Follow the on-screen instructions to print an alignment sheet.

   **Note:** Do not cancel printing while you are printing head alignment patterns.
8. Check the printed patterns on the alignment sheet and select the following on the LCD screen, depending on the alignment pattern you printed:

- **Vertical Alignment**: For patterns 1 through 7, select the number representing the pattern with the least amount of separation or overlap.

![Vertical Alignment Pattern](image)

- **Horizontal Alignment**: Select the number representing the pattern with the least amount of separation or overlap.

![Horizontal Alignment Pattern](image)

9. Select Done.

**Parent topic:** Adjusting Print Quality

**Related tasks**

- Loading Paper in Cassette
- Cleaning the Print Head Path

**Cleaning the Paper Guide**

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

1. If printouts are smeared or scuffed, load plain paper in the rear paper feed slot in this size: Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]).

2. Press the home button, if necessary.
3. Select **Maintenance**.

You see a screen like this:

![Maintenance Menu](image)

4. Scroll down and select **Paper Guide Cleaning**.
5. Follow the on-screen instructions to clean the paper guide.
6. Repeat these steps as necessary until the paper comes out clean.

**Parent topic**: Adjusting Print Quality

**Related tasks**
- Loading Paper in the Rear Paper Feed Slot
- Cleaning the Print Head Path
Cleaning and Transporting Your Product

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

Cleaning Your Product
Cleaning the Paper Rollers
Cleaning the Print Head Path
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, front cover, and rear paper feed cover 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 outer case and control panel with a soft, dry cloth. Do not use liquid or chemical cleansers.

**Parent topic:** Cleaning and Transporting Your Product

Cleaning the Paper Rollers

If you encounter issues with paper feeding properly from the cassette, clean the paper rollers inside your product.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove the paper cassette.

5. Place the product on its right side.

**Warning:** Be careful not to trap your fingers under the product.
6. Use a soft, moist cloth to clean the cassette rollers shown here. Gently rotate the rollers to clean them completely.

![Cassette Rollers Image]

7. Return the printer to its normal position.

**Caution:** Do not leave the printer on its side for an extended period of time. Ink may leak.

8. Insert the paper cassette into your product.
9. Reconnect any disconnected cables, plug in the power cord, and turn on the product.

**Parent topic:** Cleaning and Transporting Your Product

### Cleaning the Print Head Path

If the print quality has not improved after aligning the print head and cleaning the paper path, the print head path inside the product may be smeared with ink.

To clean the print head path, use the following:

- Several cotton swabs
- ¼ cup (59 ml) water containing 2 to 3 drops of mild dish detergent
- A small flashlight

**Caution:** Do not use any other liquid to clean the print head path or you may damage your product.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Open the printer cover.

5. Using the flashlight, check the translucent film shown here for ink smears.

**Caution:** Do not touch the print head rail or you may not be able to print. Do not wipe off the grease on the rail.
6. Moisten a cotton swab with the water and detergent mixture and squeeze out any excess moisture, then lightly wipe the ink off the translucent film.

**Caution:** Do not press too hard on the film or you may dislocate the anchor springs and damage the product.

7. Use a new, dry cotton swab to dry the translucent film.
8. Repeat steps 6 and 7 as necessary to clean all ink smears.
9. When the translucent film is dry, close the printer cover.
10. Reconnect any disconnected cables, plug in the power cord, and turn on the product.

**Parent topic:** Cleaning and Transporting Your Product

**Related tasks**
- Aligning the Print Head Using the Product Control Panel
- Cleaning the Paper Guide

**Transporting Your Product**

If you need to store your product or transport it a long 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.
• Leave the ink cartridges installed. Removing the cartridges can dry out the print head and may prevent the product from printing.
• 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. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove all the paper.
5. Open the printer cover 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, then turn the product off again.
6. Secure the ink cartridge holder to the case with tape and the included protective material.

**Caution:** Do not touch or place tape on the white flat cable or the metal bar inside the product; otherwise, you may damage your product.
7. Close the printer cover.
8. Pull on the front cover to slide out the paper cassette.

9. Slide the edge guides all the way to the center.

10. Slide in the paper cassette and close the output tray.
11. Slide in the paper support and close the rear paper feed cover. Then close the front cover and lower the control panel.

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

Keep the product level during transportation. Be sure to remove the tape from the ink cartridge holder 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 Nozzle Check
Print Head Cleaning

Related tasks
Aligning the Print Head Using the Product Control Panel
Solving Problems

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

Product Status Messages
Running a Product Check
Resetting Control Panel Defaults
Solving Setup Problems
Solving Network Problems
Solving Paper Problems
Solving Problems Printing from a Computer
Solving Page Layout and Content Problems
Solving Print Quality Problems
Solving CD/DVD Problems
Uninstall Your Product Software
Where to Get Help

Product Status Messages

You can often diagnose problems with your product by checking the messages on its LCD screen. You can also press the help button to see help information and how-to instructions on the screen.

<table>
<thead>
<tr>
<th>LCD screen message</th>
<th>Condition/solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ink is low.</td>
<td>The ink cartridge is low. You can continue printing until you are prompted to replace the cartridge. Make sure you have the replacement cartridge ready.</td>
</tr>
<tr>
<td>Ink cartridge(s) are low. Print job may not print completely.</td>
<td></td>
</tr>
<tr>
<td>You need to replace the following ink cartridge(s).</td>
<td>The ink cartridge is expended. Replace the cartridge.</td>
</tr>
<tr>
<td>Printer error. Turn on the printer again. See your documentation for more details.</td>
<td>A fatal error has occurred. Turn the product off and then back on again. If the error continues, check for a paper jam or any protective material inside the product. If there is no paper jam or protective material, contact Epson for support.</td>
</tr>
<tr>
<td>LCD screen message</td>
<td>Condition/solution</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Cannot change the setting because Paper Configuration is disabled.</td>
<td>The Paper Configuration setting must be enabled to use AirPrint.</td>
</tr>
<tr>
<td>The printer's borderless printing ink pad is nearing the end of its service life.</td>
<td>The ink pad is near the end of its service life and the message will be displayed until the ink pad is replaced. Contact Epson for support. (To resume printing, select <strong>Dismiss</strong>.)</td>
</tr>
<tr>
<td>The printer's borderless printing ink pad has reached the end of its service life.</td>
<td>The ink pad is at the end of its service life. Turn off the product and contact Epson for support.</td>
</tr>
<tr>
<td>To use cloud services, update the root certificate from the Epson Web Config utility.</td>
<td>Access your product's built-in Web Config utility and update the root certificate for your product.</td>
</tr>
<tr>
<td>Paper remains inside because it is placed sideways. Load XX size paper in the XX to remove the paper inside.</td>
<td>Load letter- or A4-size paper in the rear paper feed and select <strong>Done</strong>. Load the removed paper again in the portrait direction, in the center of the rear paper feed.</td>
</tr>
<tr>
<td>The combination of the IP address and the subnet mask is invalid. See your documentation for more details.</td>
<td>There is a problem with the network connection to your product. Check the solutions in this guide.</td>
</tr>
<tr>
<td>Recovery mode</td>
<td>An error has occurred during firmware updating. Connect your product using a USB cable and try updating the firmware again. If you still receive this error message, contact Epson for support.</td>
</tr>
</tbody>
</table>
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 tasks
Using AirPrint
Checking for Software Updates

Related topics
Wi-Fi or Wired Networking
Solving Paper Problems

Running a Product Check

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

1. Disconnect any interface cables connected to your product.
2. Make sure there are no errors on the LCD screen and the CD/DVD tray is not inserted for printing.
3. Load plain paper in the product.
4. Press the home button, if necessary.
5. Select Maintenance.

You see a screen like this:
6. Select **Print Head Nozzle Check**.
   You see a screen like this:
   ![Print Head Nozzle Check Screen]

7. Select **Print**.
   The nozzle pattern prints.

8. Do one of 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 the print head.
   - If the page does not print, the product may have a problem. Check the other solutions in this manual. If they do not work, contact Epson.

**Parent topic:** Solving Problems

**Related concepts**

Print Head Cleaning
Uninstall Your Product Software

**Related references**

Where to Get Help

**Related tasks**

Aligning the Print Head Using the Product Control Panel
Resetting Control Panel Defaults

If you have a problem with settings on the product control panel, you can reset them to their factory defaults. You can choose which settings to reset or reset them all.

1. Press the home button, if necessary.
2. Select Settings.
3. Scroll down and select Restore Default Settings.

   You see a screen like this:

   ![Restore Default Settings screen]

4. Select one of these options:
   - Network Settings: Resets all network settings
   - All Except Network Settings: Resets all settings except for network settings
   - All Settings: Resets all control panel settings

   You see a confirmation screen.

5. Select Yes to reset the selected settings. (Select No if you want to cancel the operation.)

   Parent topic: Solving Problems

Solving Setup Problems

Check these sections if you have problems while setting up your product.

Product Does Not Turn On or Off
Noise After Ink Installation
Software Installation Problems
Parent topic: Solving Problems

Product Does Not Turn On or Off

If you cannot turn the product on or off, try these solutions:

• If you cannot turn on your product, make sure the power cord is securely connected and hold down the power button a little longer.

• If you cannot turn off your product, hold down the power button a little longer. If you still cannot turn off your product, unplug the power cord, plug the power cord back in, then turn your product on and off again using the power button.

Parent topic: Solving Setup Problems

Noise After Ink Installation

If you hear noises from your product after installing ink, check the following:

• The first time you install ink cartridges, the product must charge its print head. Wait until charging finishes before you turn off the product, or it may charge improperly and use excess ink the next time you turn it on. Your product is finished charging the print head when the power light stops flashing.

• If the product's print head stops moving or making noise, and the charging process has not finished after approximately 5 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

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
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**

If your product has trouble finding or connecting to a wireless router or access point, try these solutions:

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi icon on your product's LCD screen is not lit or does not appear, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.

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

**Note:** If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.
• Verify that your router or access point is operating correctly by connecting to it from your computer or another device.

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

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

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

• If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.

• Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.

• If you are using a Wi-Fi Direct connection that suddenly disconnects, the Wi-Fi direct password on your device may have been changed. If necessary, delete the existing DIRECT-xxxxxxxx connection settings from your device and enter a new password. See your device documentation for instructions.

Parent topic: Solving Network Problems

Related tasks
Printing a Network Status Sheet
Enabling Wi-Fi Direct Mode
Selecting Wireless Network Settings from the Control Panel

Related topics
Wi-Fi or Wired Networking

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 topics
Wi-Fi or Wired Networking

Product Does Not Appear in Mac Printer Window

If your product does not appear in the Mac printer window, try these solutions:

• Turn your product off, wait 30 seconds, then turn it back on again.

• If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi icon on your product's LCD screen is not lit, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.
• If you are connecting the product wirelessly via EpsonNet Setup and the Wi-Fi icon does not appear lit on your LCD screen, make sure your product software was installed correctly. If necessary, reinstall your software.

**Note:** If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

Parent topic: Solving Network Problems

Related concepts

Uninstall Your Product Software

**Cannot Print Over a Network**

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

• Make sure that your product is turned on.

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

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

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

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

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

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

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

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

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

• If you are connecting the product via EpsonNet Setup and the Wi-Fi icon does not appear lit on the LCD screen, 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**

Printing a Network Status Sheet

**Related topics**

Wi-Fi or Wired Networking

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**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 Jam Problems in the Paper Cassette

Paper Jam Problems in the Rear Cover

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 from the rear feed slot or cassette. Reload it, then adjust the edge guides. Make sure the paper stack is not above the tab on the edge guides inside the cassette or rear feed slot.
• Be sure to insert the paper cassette all the way into your product.
• If multiple pages feed at once, remove the paper, fan the edges to separate the sheets, and reload it.
• Do not load more than the recommended number of sheets.
• Make sure your paper meets the specifications for your product.
• If paper jams when you print on both sides of the paper, try loading fewer sheets.
• Make sure the paper size and paper type settings are correct for the paper source.
• 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 cassette printable side down.
  • Follow any special loading instructions that came with the paper.

Parent topic: Solving Paper Problems
Related references
Paper Specifications
Paper Loading Capacity
Paper Jam Problems in the Paper Cassette
Paper Jam Problems in the Rear Cover

Related topics
Loading Paper

Paper Jam Problems Inside the Product

If you see a message that paper has jammed inside the product, follow the steps here or on the LCD screen to clear the jam.

1. Cancel the print job, if necessary.
2. Remove any jammed paper from the rear paper feed slot.
3. Open the printer cover and remove any jammed paper inside.

**Caution:** Do not touch the flat white cable or the metal bar inside your product.
4. Close the printer cover.

5. Follow the prompts on the LCD screen to clear any error messages. If you still see a paper jam message, check the other paper jam solutions.

Parent topic: Solving Paper Problems

Related references
Paper Jam Problems in the Paper Cassette
Paper Jam Problems in the Rear Cover

Related tasks
Cancelling Printing Using a Product Button

Paper Jam Problems in the Paper Cassette
If you see a message that paper has jammed in the paper cassette, follow the steps here or on the LCD screen to clear the jam.

1. Cancel the print job, if necessary.
2. Press the home button, if necessary.
3. Press the reset button to close the output tray.
4. Remove the paper cassette and carefully remove any jammed paper.

5. Load new paper in the cassette and make sure the paper is under the edge guides.
6. Keep the cassette flat as you insert it.
7. Follow the prompts on the LCD screen to clear any error messages. If you still see a paper jam message, check the other paper jam solutions.

Parent topic: Solving Paper Problems
Related references
Paper Jam Problems Inside the Product
Paper Jam Problems in the Rear Cover
Related tasks
Cancelling Printing Using a Product Button

Paper Jam Problems in the Rear Cover

If you see a message that paper has jammed in the rear cover, follow the steps here or on the LCD screen to clear the jam.

1. Cancel the print job, if necessary.
2. Remove the rear cover from your product. Carefully remove any jammed paper from inside the product.

3. Remove any jammed paper from inside the rear cover.

4. Reattach the rear cover.
5. Follow the prompts on the LCD screen to clear any error messages. If you still see a paper jam message, check the other paper jam solutions.

**Parent topic:** Solving Paper Problems

**Related references**
- Paper Jam Problems in the Paper Cassette
- Paper Jam Problems Inside the Product

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

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**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 Specifications
- Paper or Media Type Settings - Printer Software

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

**Related topics**
- Loading Paper

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**Solving Problems Printing from a Computer**

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

**Note:** When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

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

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

• Make sure your product is turned on and connected to your computer.
• 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.
• Make sure the printer status is not offline or pending.
• 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.
• 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.
• In Windows, make sure your product is selected as the default printer.
• 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.
• On a Mac, make sure the printer is not paused.

Parent topic: Solving Problems Printing from a Computer

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 (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.

2. 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.

• If you are printing over a wireless network, factors such as interference, network traffic, or weak signal strength may affect your printing speed.

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.
• Make sure the ink drying time has not been increased for double-sided printing.
• **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**
• **Windows**: Select **Printer Properties**, click the **More Options** tab, and make sure the **High Speed** setting is enabled.
• **Mac**: Select **System Preferences**, select **Printers & Scanners**, and select your product. Select **Options & Supplies**, select **Options** (or **Driver**), and enable the **High Speed Printing** setting.

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 - Printer 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.

Note: When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

Inverted Image
Too Many Copies Print
Blank Pages Print
Incorrect Margins on Printout
Border Appears on Borderless Prints
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.)

Note: Leave these options turned on when you print on Epson Iron-on Cool Peel Transfer paper, if available for your product.

Parent topic: Solving Page Layout and Content Problems

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

Too Many Copies Print

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

Parent topic: Solving Page Layout and Content Problems
Related tasks
Selecting Additional Layout and Print Options - Windows
Selecting Basic Print Settings - Mac

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.

Parent topic: Solving Page Layout and Content Problems

Related concepts
Print Head Nozzle Check
Print Head Cleaning

Related tasks
Selecting Basic Print Settings - Mac
Selecting Basic Print Settings - Windows
Selecting Extended Settings - Windows

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 tasks
Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Page Setup Settings - Mac

Border Appears on Borderless Prints

If you see a border on borderless prints, try these solutions:

• Make sure you are printing on a compatible borderless paper type and size.

  Note: For custom paper sizes, make sure you select a supported borderless page width.

• Windows: Make sure you selected the Borderless setting in your printer software.

• Mac: Make sure you selected the Borderless checkbox or a paper size with a Borderless option in your printer software.

• Adjust the Expansion setting to adjust the amount of image expansion on the edges of borderless prints.

• Make sure the image size and the paper size are set correctly; if the image is small, the enlargement may not be enough to cover the paper.

Parent topic: Solving Page Layout and Content Problems

Related references
Borderless Paper Type Compatibility

Related tasks
Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Page Setup Settings - Mac

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.
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 you selected the correct paper size on the control panel.
• Make sure your paper is positioned correctly for feeding into the printer.
• 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.

Related tasks
Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Page Setup Settings - Mac

Related topics
Loading Paper

Slanted Printout

If your printouts are slanted, try these solutions:

• Slide the edge guides against the edges 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.

Related tasks
Selecting Basic Print Settings - Windows
Selecting Basic Print Settings - Mac
Aligning the Print Head Using the Product Control Panel

Parent topic: Solving Page Layout and Content Problems
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.

Note: When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

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.
• Adjust the print quality in the product software.
• You may need to replace the ink cartridges.

Parent topic: Solving Print Quality Problems
Related concepts
Print Head Nozzle Check
Print Head Cleaning
Related references
Paper or Media Type Settings - Printer Software

Related tasks
Selecting Additional Layout and Print Options - Windows
Selecting Page Setup Settings - Mac
Aligning the Print Head Using the Product Control Panel
Removing and Installing Ink Cartridges

Related topics
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.
• If you are printing on thick paper or envelopes, turn on the Thick Paper setting from the control panel or select Thick Paper and Envelopes in the Extended Settings of the printer software. (Turning this setting on will decrease print speed.)
• 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. Adjust the density and/or ink drying time settings.
• Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
• Align the print head.
• Clean the paper path.
Note: Your product will not operate properly while tilted at an angle. Place it on a flat, stable surface that extends beyond the base of the product in all directions.

Parent topic: Solving Print Quality Problems

Related concepts
Print Head Nozzle Check
Print Head Cleaning

Related references
Paper Specifications

Related tasks
Selecting Additional Layout and Print Options - Windows
Selecting Basic Print Settings - Windows
Selecting Double-sided Printing Settings - Windows
Selecting Basic Print Settings - Mac
Selecting Double-sided Printing Settings - Mac
Selecting Printing Preferences - Mac
Aligning the Print Head Using the Product Control Panel
Cleaning the Paper Guide

Related topics
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 cartridges may be old or low on ink, and you may need to replace them.
• Make sure the paper type setting matches the type of paper you loaded.
• Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
• Align the print head.
• Clean the paper path.

Parent topic: Solving Print Quality Problems
Grainy Printout

If your printouts are grainy, try these solutions:

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

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

• If you enlarged the image 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.
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 cartridges may be old or low on ink, and you may need to replace them.
- 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.
- Try adjusting the Gamma setting.
- For best results, use genuine Epson paper.

Parent topic: Solving Print Quality Problems
Related concepts
Print Head Nozzle Check
Print Head Cleaning
Solving CD/DVD Problems

Check these sections if you have problems printing on a CD/DVD with your product.

CD/DVD Jam Problems
Image Not Centered on CD/DVD
Ink Smears on CD/DVD
Faint Image on CD/DVD

Parent topic: Solving Problems

CD/DVD Jam Problems

If a CD/DVD has jammed in the product and you see an error message, you need to remove the CD/DVD tray:

1. Cancel the print job from your computer, if necessary.
2. Slowly pull the CD/DVD tray out of the product.
3. Clear the error message.
4. If an error is still displayed, turn off the product, wait a moment, and then turn it back on.
5. If you are unable to remove the CD/DVD tray, contact Epson for support.

Parent topic: Solving CD/DVD Problems

Image Not Centered on CD/DVD

If your printed image is not centered on the disc, do one of the following:

- If you are printing from a computer, adjust the print position using the Epson Print CD software. See the Epson Print CD help utility for details.
- If you are printing from the control panel, adjust the printing position using the product menus.

Parent topic: Solving CD/DVD Problems
Ink Smears on CD/DVD
If you notice smeared ink on your disc, try these solutions:
• Make sure you are printing on ink jet-printable CDs or DVDs and that the surface of the disc is dry.
• Handle printed discs carefully and let them dry for 24 hours before inserting them in a drive.
• Adjust the print quality using the Epson Print CD software. See the Epson Print CD help utility for details.

Parent topic: Solving CD/DVD Problems
Related tasks
Printing Your CD/DVD Design - Windows
Printing Your CD/DVD Design - Mac

Faint Image on CD/DVD
If your printed image is faint, adjust the print quality using the Epson Print CD software. See the Epson Print CD help utility for details.

Parent topic: Solving CD/DVD Problems
Related tasks
Printing Your CD/DVD Design - Windows
Printing Your CD/DVD Design - Mac

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 Printing Software - Windows
Uninstalling Product Software - Mac

Parent topic: Solving Problems

Uninstalling Printing Software - Windows
You can uninstall and then re-install your printer 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. 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.

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

   - **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, if necessary, and click OK. Then follow any on-screen instructions.

4. Restart your computer, then 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/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product.
2. 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 to contact Epson for technical support services, use the following support options.

**Internet Support**

Visit Epson’s support website at epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product 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:

- U.S.: (562) 276-7282, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday
• Canada: (905) 709-2567, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday

Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

**Purchase Supplies and Accessories**

You can purchase genuine Epson ink and paper at epson.com (U.S. sales), epson.ca (Canadian sales), or epson.com.jm (Caribbean sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

**Parent topic:** Solving Problems
Technical Specifications

These sections list the technical specifications for your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Windows System Requirements
Mac System Requirements
Paper Specifications
Printable Area Specifications
Ink Cartridge Specifications
Dimension Specifications
Electrical Specifications
Environmental Specifications
Interface Specifications
Network Interface Specifications
Safety and Approvals Specifications

Windows System Requirements

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

• Windows 10
• Windows 8.x
• Windows 7
• Windows Vista

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean), 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/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean), 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**

**Size**
- A4 (8.3 × 11.7 inches [210 × 297 mm])
- A6 (4.1 × 5.8 inches [105 × 148 mm])
- Letter (8.5 × 11 inches [216 × 279 mm])
- Legal (8.5 × 14 inches [216 × 356 mm])
- 13 × 19 inches (330 × 483 mm)
- A3 (11.7 × 16.5 inches [297 × 420 mm])
- 11 × 17 inches (279 × 432 mm)
- 11 × 14 inches (279 × 356 mm)
- Folio (8.5 × 13 inches [216 × 330 mm])
- 8 × 10 inches (203 × 254 mm)
- Half Letter (5.5 × 8.5 inches [140 × 216 mm])
- 5 × 7 inches (127 × 178 mm)
- 16:9 wide (4 × 7.1 inches [102 × 181 mm])
- 4 × 6 inches (102 × 152 mm)
- 3.5 × 5 inches (89 × 127 mm)

**Paper types**
- Plain paper and paper distributed by Epson

**Weight**
- 17 lb (64 g/m²) to 24 lb (90 g/m²)

**Envelopes**

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

**Paper types**
- Plain bond paper

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

**Parent topic:** Technical Specifications

**Printable Area Specifications**

**Note:** When printing borderless, quality may decline in the expanded printable area.
Single sheets

1. Top/bottom margins: 0.12 inch (3 mm)
2. Reduced print quality area/top: 1.61 inches (41 mm)
3. Reduced print quality area/bottom: 1.46 inches (37 mm)

Borderless

1. Reduced print quality area/top: 1.73 inches (44 mm)
2. Reduced print quality area/bottom: 1.57 inches (40 mm)
Envelopes

1. Left/right margins: 0.12 inch (3 mm)
2. Top/bottom: 0.20 inch (5 mm)
3. Reduced print quality area/right: 0.71 inch (18 mm)
4. Reduced print quality area/left: 1.61 inches (41 mm)

CD/DVD

1. Minimum inner margin: 0.71 inch (18 mm)
2. Inner reduced print quality area: 1.69 inch (43 mm)
3. Outer reduced print quality area: 4.57 inch (116 mm)
4. Maximum outer margin: 4.72 inch (120 mm)

Parent topic: Technical Specifications

Ink Cartridge Specifications

Note: This printer is designed for use with Epson cartridges only, not third-party cartridges or ink. Other brands of ink supplies are not compatible and, if described as compatible, may not function properly or continuously. Such restrictions can be avoided with some other printers such as Epson EcoTank cartridge-free printers.

The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All cartridges must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced cartridges.

Color
- Black, Cyan, Magenta, Yellow, Red, Gray

Cartridge life
- Opened package: 6 months
- Unopened package: do not use if the date on the package has expired

Temperature
- Storage: –22 to 104 °F (–30 to 40 °C)
- 1 month at 104 °F (40 °C)
- Ink freezes at 3.2 °F (–16 °C)
- Ink thaws and is usable after 3 hours at 77 °F (25 °C)

Note: For best printing results, use up a cartridge within 6 months of opening the package.

Parent topic: Technical Specifications

Related concepts
Purchase Epson Ink Cartridges and Maintenance Box
## Dimension Specifications

<table>
<thead>
<tr>
<th></th>
<th>Stored: 6.3 inches (159 mm)</th>
<th>Printing: 16.2 inches (411 mm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Width</td>
<td>Stored: 18.7 inches (476 mm)</td>
<td>Printing: 18.7 inches (476 mm)</td>
</tr>
<tr>
<td>Depth</td>
<td>Stored: 14.5 inches (369 mm)</td>
<td>Printing: 30.9 inches (785 mm)</td>
</tr>
<tr>
<td>Weight</td>
<td></td>
<td>18.7 lb (8.5 kg)</td>
</tr>
</tbody>
</table>

(without ink cartridges, power cord, or CD/DVD tray)

Parent topic: Technical Specifications

## Electrical Specifications

<table>
<thead>
<tr>
<th>Item</th>
<th>Spec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Input voltage range</td>
<td>100 to 120 V</td>
</tr>
<tr>
<td>Rated frequency range</td>
<td>50 to 60 Hz</td>
</tr>
<tr>
<td>Rated current</td>
<td>0.6 A</td>
</tr>
<tr>
<td>Power consumption</td>
<td>Printing: Approximately 24 W (ISO/IEC24712)</td>
</tr>
<tr>
<td></td>
<td>Ready mode: Approximately 5.7 W</td>
</tr>
<tr>
<td></td>
<td>Sleep mode: Approximately 0.7 W</td>
</tr>
<tr>
<td></td>
<td>Power off mode: Approximately 0.1 W</td>
</tr>
</tbody>
</table>

Parent topic: Technical Specifications

## Environmental Specifications

<table>
<thead>
<tr>
<th>Item</th>
<th>Spec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temperature</td>
<td>Operating: 50 to 95 °F (10 to 35 °C)</td>
</tr>
<tr>
<td></td>
<td>Storage: –4 to 104 °F (–20 to 40 °C)</td>
</tr>
<tr>
<td></td>
<td>1 month at 104 °F (40 °C)</td>
</tr>
</tbody>
</table>

201
**Humidity**

(Without condensation)

Operating: 20 to 80% RH  
Storage: 5 to 85% RH

**Parent topic:** Technical Specifications

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**Interface Specifications**

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

**Parent topic:** Technical Specifications

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**Network Interface Specifications**

**Note:** Wireless LAN standard complies with either IEEE 802.11 b/g or IEEE 802.11 b/g/n, depending on purchase location.

**Wi-Fi**

- **Standard**: IEEE 802.11 b/g/n  
- **Security**: WPA2-PSK (AES); complies with WPA2 standards with support for WPA/WPA2 Personal  
- **WEP** (64/128 bit)  
- **Frequency band**: 2.4 GHz  
- **Maximum radio-frequency power transmitted**: 19.8 dBm (EIRP)  
- **Coordination modes**: Infrastructure mode  
- **Wi-Fi Direct** (Simple AP); not supported for IEEE 802.11b
Ethernet

Standard
IEEE802.3i (10BASE-T); use a category 5e or higher STP (Shielded twisted pair) cable to prevent risk of radio interference
IEEE802.3u (100BASE-TX)
IEEE802.3az (Energy Efficient Ethernet); the connected device should be IEEE802.3az compliant

Communication mode
Auto, 10Mbps Full duplex, 10Mbps Half duplex, 100Mbps Full duplex, 100Mbps Half duplex

Connector
RJ-45

Security
SSL/TLS: HTTPS Server/Client, IPPS

Parent topic: Technical Specifications

Safety and Approvals Specifications

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

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

This equipment contains the following wireless module:
• Manufacturer: Askey Computer Corporation.
• Type: WLU6320-D69 (RoHS)

This product conforms to Part 15 of FCC Rules and RSS-210 of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.
This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated so that the radiator is kept at least 7.9 inches (20 cm) or more away from a person's body (excluding extremities: hands, wrists, feet and ankles).

Parent topic: Technical Specifications
Notices

Check these sections for important notices about your product.

**Note:** Epson offers a recycling program for end of life Epson products. Please go to [this site](#) (U.S) or [this site](#) (Canada) for information on how to return your Epson products for proper disposal.

**Important Safety Instructions**
**Important Privacy Notice (Printer Serial Number)**
**FCC Compliance Statement**
**Binding Arbitration and Class Waiver**
**Trademarks**
**Copyright Notice**

**Important Safety Instructions**

Before using your Epson product, read and follow these safety instructions.

**General Printer Safety Instructions**

- Be sure to follow all warnings and instructions marked on the printer.
- Use only the type of power source indicated on the printer's label.
- Place the printer near a wall outlet where the plug can be easily unplugged.
- Avoid plugging the printer into an outlet on the same circuit as a photo copier or air control system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.
- Do not let the power cord become damaged or frayed.
- If you use an extension cord with the printer, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.

**Parent topic:** Notices
• Always turn off the printer using the power button, and wait until the power light stops flashing before unplugging the printer or cutting off power to the electrical outlet.
• Place the printer on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
• Leave enough space in front of the printer for the paper to be fully ejected.
• Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
• Do not place the printer near a radiator or heating vent or in direct sunlight.
• Leave enough room around the printer for sufficient ventilation. Do not block or cover openings in the case or insert objects through the slots.
• Keep the printer away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
• When connecting the printer to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
• Do not touch the flat white cable inside the printer.
• Do not move the print head by hand; this may damage the printer.
• Do not spill liquid on the printer and do not handle the printer with wet hands.
• Do not use aerosol products that contain flammable gases inside or around the printer. Doing so may cause fire.
• Except as specifically explained in your documentation, do not attempt to service the printer yourself.
• Unplug the printer and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the case damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
• If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
• Unplug the power cord from the electrical outlet if you are not going to use the printer for an extended period.
• Leave the ink cartridges installed. Removing the cartridges can dehydrate the print head and may prevent the printer from printing.
• Before transporting the printer, make sure that the print head is in the home (far right) position and the ink cartridges are in place.
• When storing or transporting the printer, do not tilt it, stand it on its side, or turn it upside down; otherwise ink may leak.

Parent topic: Important Safety Instructions

Ink Cartridge Safety Instructions

• Keep ink cartridges out of the reach of children and do not drink the ink.
• Be careful when you handle used ink cartridges; there may be ink remaining around the ink supply port. If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water.
• Do not put your hand inside the product or touch any cartridges during printing.
• Install a new ink cartridge immediately after removing an expended one. Leaving cartridges uninstalled can dry out the print head and may prevent the product from printing.
• Do not remove or tear the label on the cartridge; this can cause leakage.
• Do not remove the transparent seal from the bottom of the cartridge. This may cause the cartridge to become unusable.
• Do not break the hooks on the side of the cartridge when removing it from the packaging.
• Do not touch the green IC chip on the side of the cartridge. This may prevent normal operation.
• Do not shake cartridges after opening their packages; this can cause them to leak.
• If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the product. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink cartridge ink supply port or surrounding area.
• Use an ink cartridge before the date printed on its package.
• Do not dismantle an ink cartridge. This could damage the print head.
• Store ink cartridges in a cool, dark place.
• Make sure to install all ink cartridges. The printer only works when all ink cartridges are properly installed.
• After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
• Store ink cartridges with their labels facing upward. Do not store cartridges upside down.

Parent topic: Important Safety Instructions
Wireless Connection Safety Instructions
Radio waves from this product may adversely affect the operation of medical equipment or automatically controlled devices, such as pacemakers, automatic doors or fire alarms. When using this product near such devices or inside a medical facility, follow the directions from authorized staff members at the facility, and follow all posted warnings and directions on the device to avoid causing an accident.

Parent topic: Important Safety Instructions

LCD Screen Safety Instructions

• Use only a dry, soft cloth to clean the LCD screen. Do not use liquid or chemical cleansers.
• If the LCD screen is damaged, contact Epson. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.
• Do not press too hard on the LCD screen or subject it to heavy impacts.
• Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen.
• If the LCD screen chips or cracks, do not touch or attempt to remove the broken pieces; contact Epson for support.
• Do not subject your product to sudden changes in temperature or humidity; this may cause condensation to develop inside the LCD screen and degrade its performance.

Parent topic: Important Safety Instructions

Important Privacy Notice (Printer Serial Number)
As part of setup, your product's serial number will be sent to a secure Epson server so that you can be eligible to participate in programs we may offer from time to time, including the Epson ink replenishment program. You will have a separate opportunity to consent to participating in such programs.

If you have any questions concerning this process, you can contact us by using the Privacy Feedback Form, or you can write to:

Epson America, Inc.
Attn: Privacy Coordinator
3840 Kilroy Airport Way
Long Beach, CA 90806-2469

Parent topic: Notices
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)

Parent topic: Notices

Binding Arbitration and Class Waiver

1. DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS

1.1 Disputes. The terms of this Section 1 shall apply to all Disputes between you and Epson. The term "Dispute" is meant to have the broadest meaning permissible under law and includes any dispute, claim, controversy or action between you and Epson arising out of or relating to this Agreement, Epson branded products (hardware and including any related software), or other transaction involving you and
Epson, whether in contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis. "DISPUTE" DOES NOT INCLUDE IP CLAIMS, or more specifically, a claim or cause of action for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and Epson also agree, notwithstanding Section 1.6, that a court, not an arbitrator, may decide if a claim or cause of action is for an IP Claim.

1.2 Binding Arbitration. You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED.

Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 Pre-Arbitration Steps and Notice. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days, you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3840 Kilroy Airport Way, Long Beach, CA 90806 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILegal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

1.4 Small Claims Court. Notwithstanding the foregoing, you may bring an individual action in the small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.

1.5 WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS.
1.6 Arbitration Procedure. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the “JAMS Rules”), available at http://www.jamsadr.com or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 1.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at http://www.jamsadr.com ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.
c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

d) Award in Your Favor. For Disputes in which you or Epson seeks $75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you $1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 1.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 1.6d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

1.7 Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.

1.8 Amendments to Section 1. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 1 (or resolve disputes as provided for in Section 1.7, if you timely elected to opt-out when you first assented to this Agreement).

1.9 Severability. If any provision in this Section 1 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 1.5. This means that if Section 1.5 is found to be unenforceable, the entire Section 1 (but only Section 1) shall be null and void.

Parent topic: Notices
Trademarks

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213
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