



# **M1100 User's Guide**



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# M1100 User's Guide

Welcome to the M1100 *User's Guide*.

For a printable PDF copy of this guide, [click here](#).

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## Product Basics

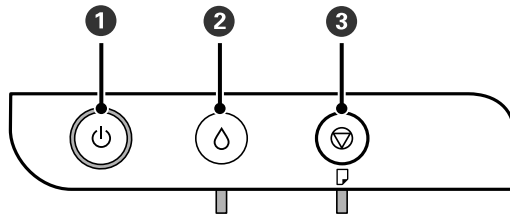
See these sections to learn about the basic features of your product.





[Control Panel Buttons and Lights](#)

[Product Parts Locations](#)

[The Power Off and Sleep Timers](#)

### Control Panel Buttons and Lights



- 1 The  power button and light
- 2 The  ink button and light
- 3 The  stop button and  paper light

**Parent topic:** [Product Basics](#)

**Related references**

[Product Light Status](#)

### Product Parts Locations

See these sections to identify the parts on your product.

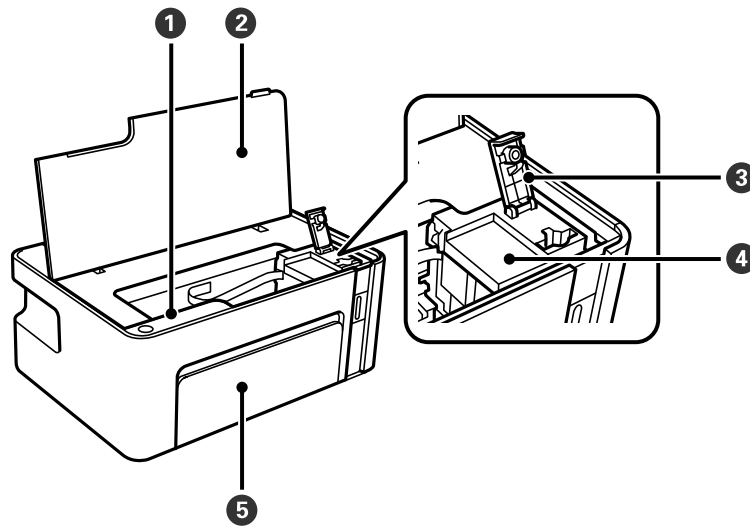
[Product Parts - Front/Inside](#)

[Product Parts - Back](#)

**Parent topic:** [Product Basics](#)

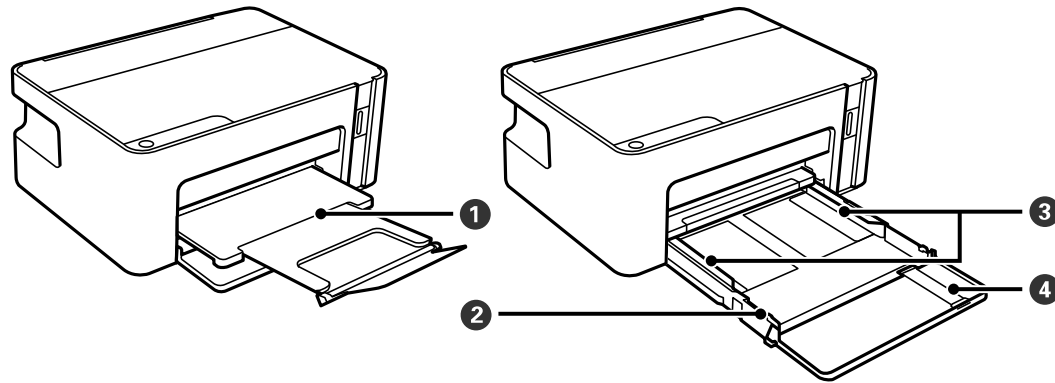


## Product Parts - Front/Inside



- 1 Control panel
- 2 Printer cover
- 3 Ink tank cap
- 4 Ink tank

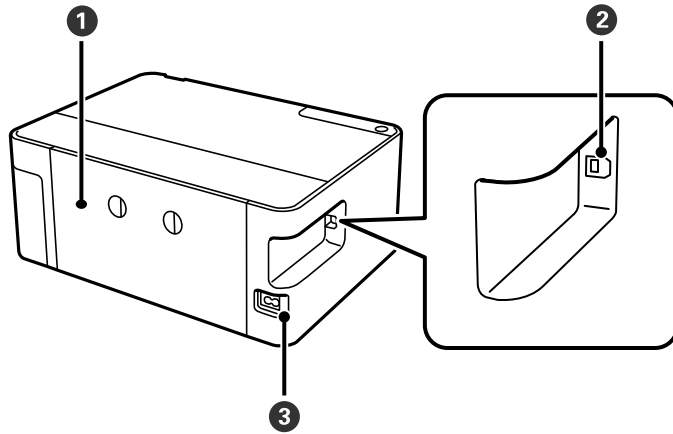
5 Front cover



- 1 Output tray
- 2 Paper cassette
- 3 Edge guides
- 4 Paper guide extension

**Parent topic:** [Product Parts Locations](#)

## Product Parts - Back



- 1 Rear cover
- 2 **USB** port
- 2 AC inlet

Parent topic: [Product Parts Locations](#)

## The Power Off and Sleep Timers

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



[Changing the Power Off and Sleep Timer Settings - Windows](#)

[Changing the Power Off and Sleep Timer Settings - Mac](#)

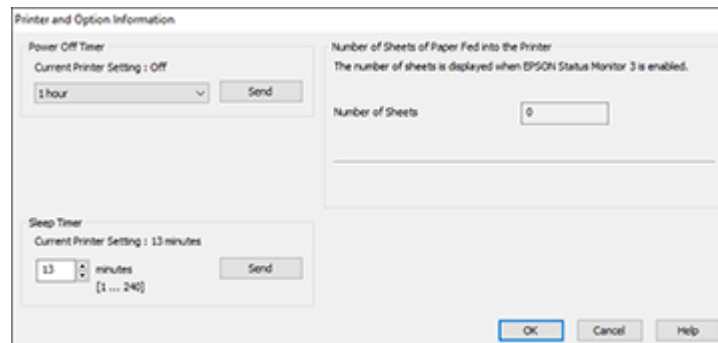
Parent topic: [Product Basics](#)

## Changing the Power Off and Sleep Timer Settings - Windows

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

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 . Select **Printer Settings** and click the **Maintenance** tab.
2. Click the **Printer and Option Information** button.

You see this window:



3. Select the time period you want as the **Power Off Timer** setting.
4. Click **Send**.
5. Select the time period you want as the **Sleep Timer** setting.
6. Click **Send**.
7. Click **OK** to close the open program windows.

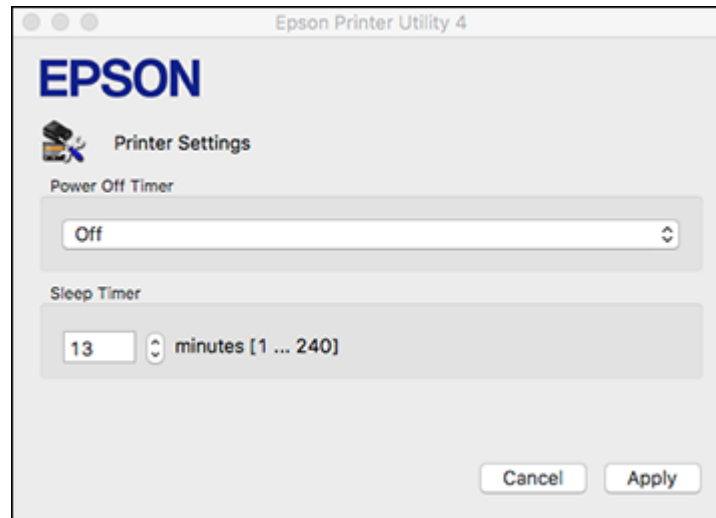
**Parent topic:** [The Power Off and Sleep Timers](#)

## Changing the Power Off and Sleep Timer Settings - Mac

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

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

You see this screen:



3. Select the time period you want as the **Power Off Timer** setting.
4. Select the time period you want as the **Sleep Timer** setting.
5. Click **Apply**.
6. If you see the confirmation message, click **Yes**, and close the Printer Settings window.

**Parent topic:** [The Power Off and Sleep Timers](#)

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## Loading Paper

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

[Loading Paper for Documents and Photos](#)

[Paper Loading Capacity](#)

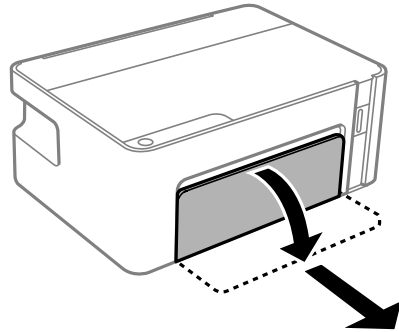
[Compatible Epson Papers](#)

[Paper or Media Type Settings - Printing Software](#)

### Loading Paper for Documents and Photos

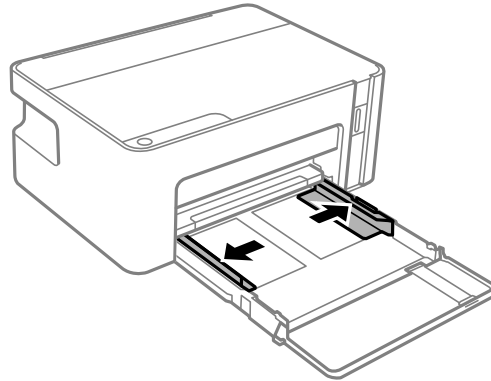
You can print documents and photos on a variety of paper types and sizes.

1. Open the front cover until it clicks and slide out the paper cassette until it stops.



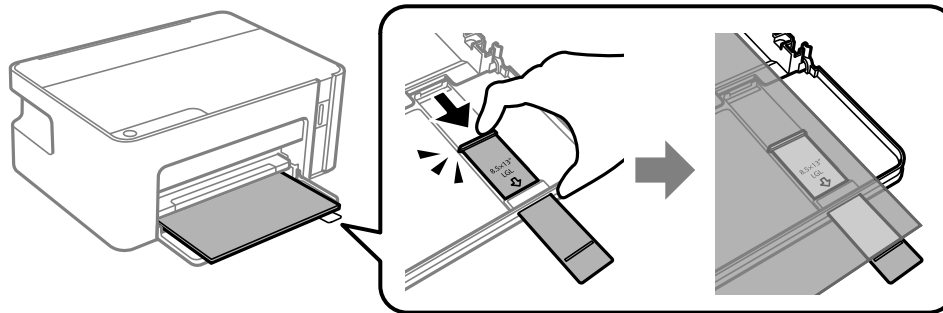
**Note:** You cannot remove the paper cassette.

2. Slide out the edge guides all the way.

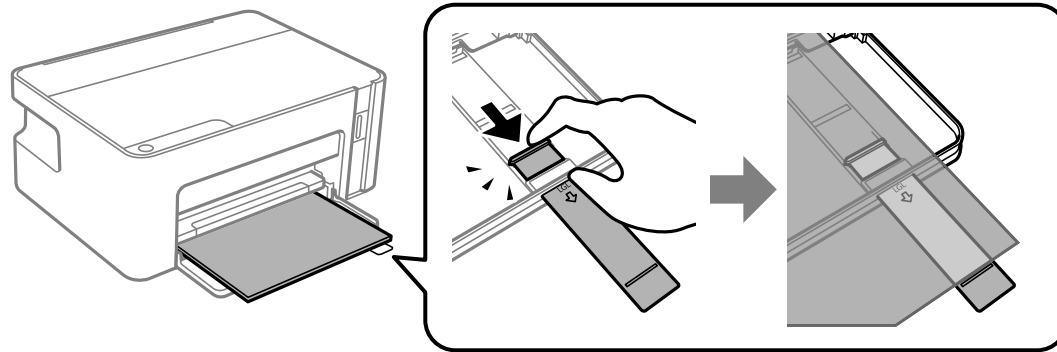


3. If you are loading one of the following paper sizes, follow the instructions below:

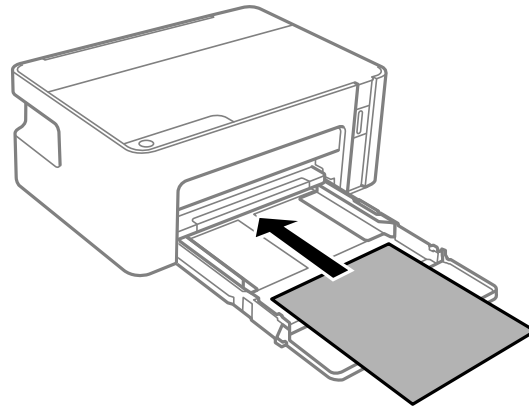
- 8.5 × 13 inches (216 × 330 mm): Extend the paper guide extension to the mark as shown.



- Legal (8.5 × 14 inches [216 × 356 mm]): Fully extend the paper guide extension.

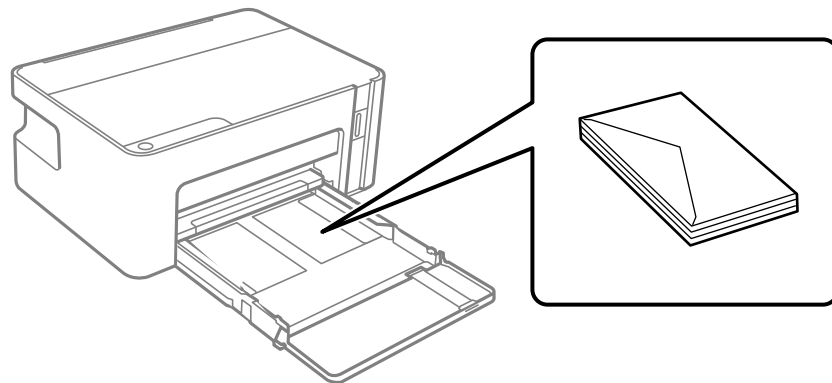


4. Slide in the paper with the printable side down until it touches the back of the paper cassette.

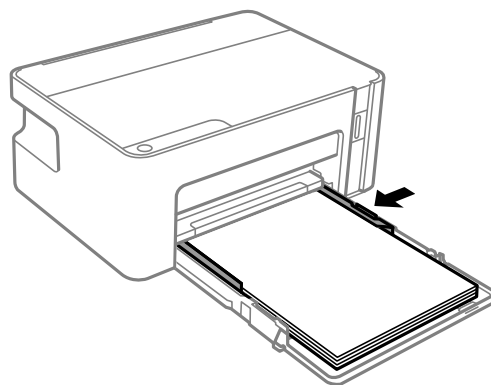




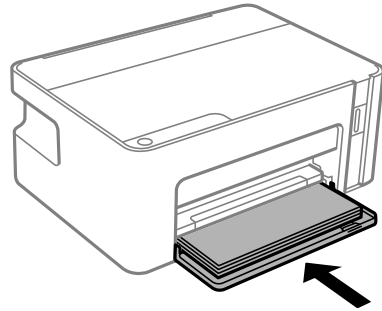
**Note:** If you are loading envelopes into the cassette, load them with the flap facing up and to the left, and slide them in until they touch the back of the paper cassette.



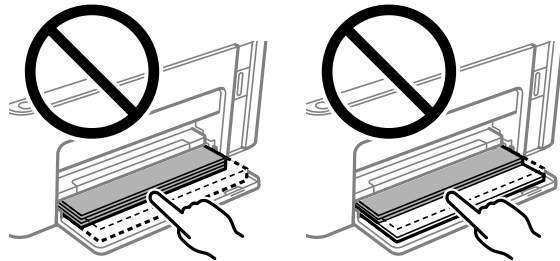
5. Slide the edge guides against the paper or envelopes, but not too tightly.



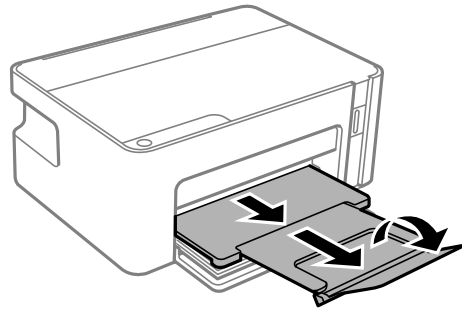
6. Insert the paper cassette as far as it will go.



**Note:** Do not push in the paper after inserting the paper cassette. Make sure the paper is aligned with the line for the loaded paper size.



7. Extend the output tray and flip out the paper stopper.

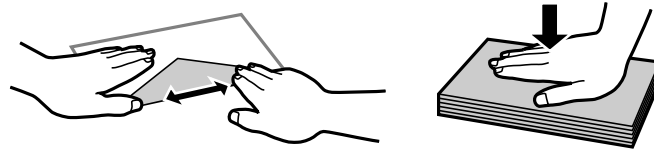


Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load letterhead or pre-printed paper top edge first.
- Do not load paper above the edge guides.
- Check the paper package for any additional loading instructions.

Always follow these envelope loading guidelines:

- Do not load envelopes that are curled, folded, or too thin, or that have plastic windows or exposed adhesive flaps.
- Separate and align the edges of the envelopes before loading.
- If you have trouble loading a stack of envelopes, press each envelope flat before loading it or load one envelope at a time.



Parent topic: [Loading Paper](#)

Related references

[Paper Loading Capacity](#)

## Paper Loading Capacity

Paper type	Loading capacity
Plain paper	Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) size or smaller: 150 sheets* Legal (8.5 × 14 inches [216 × 356 mm]) or 8.5 × 13 inches (216 × 330 mm) size: 1 sheet User Defined (3.5 × 5 inches [89 × 127 mm] to 8.5 × 47.2 inches [215.9 × 1200 mm]): 1 sheet
Copy paper	
High-quality plain paper	
Epson Bright White Paper	120 sheets*

Paper type	Loading capacity
Epson High Quality Ink Jet Paper Epson Presentation Paper Matte	100 sheets
Epson Premium Presentation Paper Matte	20 sheets If paper feeds incorrectly, or printing is uneven or smeared, load 1 sheet at a time.
Epson Premium Presentation Paper Matte Double-sided	1 sheet
Envelopes	10 envelopes

\* For manual 2-sided printing, load up to 30 sheets with one side already printed.

Parent topic: [Loading Paper](#)

## Compatible Epson Papers

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit [epson.com.jm](http://epson.com.jm) or call your nearest Epson sales office.

**Note:** Paper/media availability varies by country.

Paper Type	Size	Part number	Sheet count
Epson Bright White Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
	Legal (8.5 × 14 inches [216 × 356 mm])	S041067	100
Epson Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257	50
Epson Premium Presentation Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S041568	50

Paper Type	Size	Part number	Sheet count
Epson High Quality Ink Jet Paper	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041117	100
	Letter (8.5 × 11 inches [216 × 279 mm])	S041111	100

Parent topic: [Loading Paper](#)

## Paper or Media Type Settings - Printing Software

For this paper	Select this paper Type or Media Type setting
Plain paper Copy paper Epson Bright White Paper	Plain Paper / Bright White Paper
Envelopes	Envelope
High-quality plain paper	High Quality Plain Paper
Epson High Quality Ink Jet Paper Epson Presentation Paper Matte	Presentation Paper Matte
Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided	Premium Presentation Paper Matte

Parent topic: [Loading Paper](#)

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# 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](#)

[Locking Printer Settings - Windows](#)

[Selecting Default Print Settings - Windows](#)

[Changing Automatic Update Options](#)

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

**Related topics**

[Printing with the Built-in Epson Driver - Windows 10 S](#)

## Selecting Basic Print Settings - Windows

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

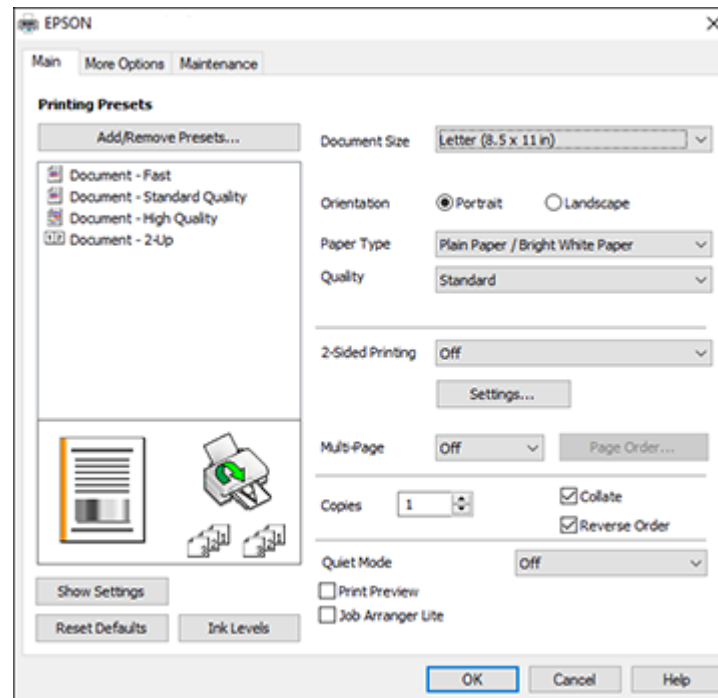
1. Open a photo or document for printing.
2. Select the print command in your application.

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

3. If necessary, select your product name as the printer you want to use.

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

You see the Main tab of your printer settings window:



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

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

5. Select the orientation of your document.

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

6. Select the type of paper you loaded as the **Paper Type** setting.

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

7. Select the **Quality** setting that matches the print quality you want to use.
8. To print on both sides of the paper, select a **2-Sided Printing** option.
9. 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.
10. To print multiple copies and arrange their print order, select the **Copies** options.
11. To reduce noise during printing when you select **Plain Paper/Bright White Paper**, turn on **Quiet Mode** (printing will be slower).
12. To preview your job before printing, select **Print Preview**.
13. To save your print job as a project that can be modified and combined with other print jobs, select **Job Arranger Lite**.

[Print Quality Options - Windows](#)

[Multi-Page Printing Options - Windows](#)

**Parent topic:** [Printing with Windows](#)

### **Print Quality Options - Windows**

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

**Parent topic:** [Selecting Basic Print Settings - Windows](#)

## Multi-Page Printing Options - Windows

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

### 2-Up and 4-Up

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

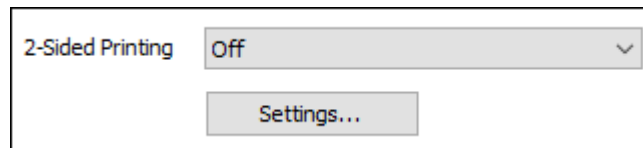
### 2×1 Poster, 2×2 Poster, 3×3 Poster, 4×4 Poster

Prints one image on multiple sheets of paper to create a larger poster. Click the **Settings** button to select image layout and guideline options.

**Parent topic:** [Selecting Basic Print Settings - Windows](#)

## Selecting Double-sided Printing Settings - Windows

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

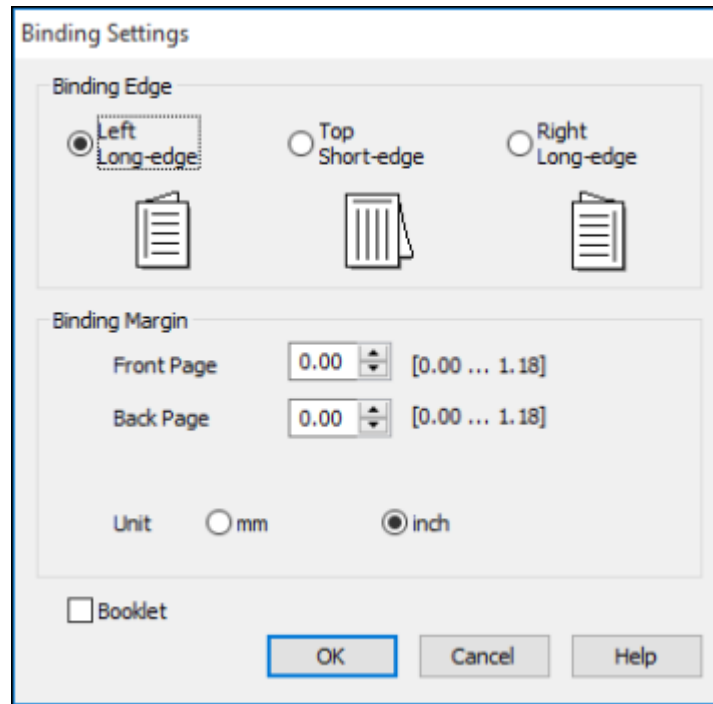


**Note:** You will need to print one side and flip the paper over manually to print the other side.

**Note:** Some options may be pre-selected or unavailable, depending on other settings you have chosen.

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

You see a window like this:



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

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

[Double-sided Printing Options - Windows](#)

**Parent topic:** [Printing with Windows](#)

## 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.

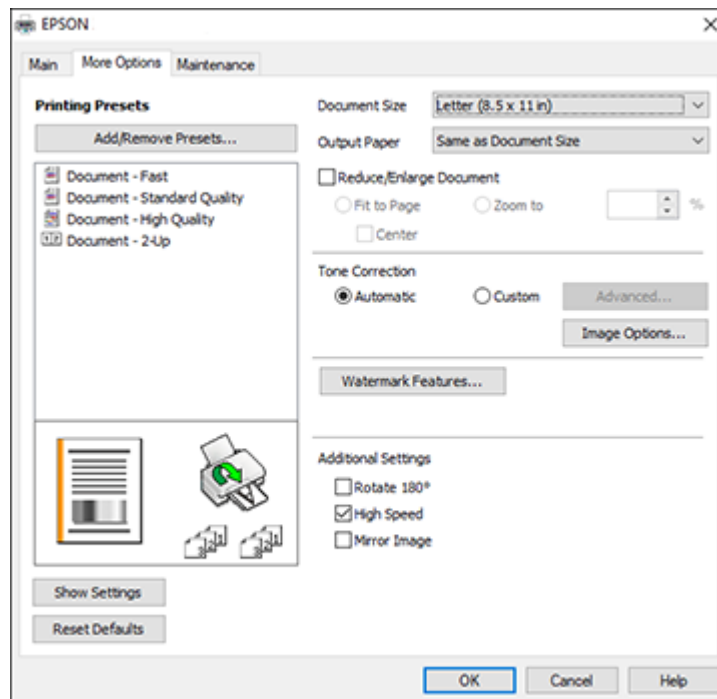
### Booklet

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

Parent topic: [Selecting Double-sided Printing Settings - Windows](#)

## Selecting Additional Layout and Print Options - Windows

You can select a variety of additional layout and printing options for your document or photo on the **More Options** tab.



1. To change the size of your printed document or photo, select the **Reduce/Enlarge Document** checkbox and select one of these sizing options:
  - Select the **Fit to Page** option to size your image to fit the paper you loaded. Select the size of 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 Tone Correction options:
  - Select **Automatic** to automatically adjust the brightness and contrast for your image.
  - Select **Custom** and click the **Advanced** button to manually adjust the tone 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:
  - **Anti-Copy Pattern**: adds a watermark that only appears when your printout is copied  
  
**Note:** This setting is not available for all types of printing.
  - **Watermark**: adds a visible watermark to your printout  
  
**Note:** Click the **Add/Delete** button to create your own watermark, and click the **Settings** button to customize the watermark.
  - **Header/Footer**: adds information such as the date and time to the top or bottom of your printout  
  
**Note:** Click the **Settings** button to customize the text and location of the header or footer.
4. Select any of the Additional Settings options to customize your print.

[Custom Tone Correction Options - Windows](#)

[Image Options and Additional Settings - Windows](#)

[Header/Footer Settings - Windows](#)

**Parent topic:** [Printing with Windows](#)

## Custom Tone Correction Options - Windows

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



### Gamma

Adjusts the midtone density of the image.

### Brightness

Adjusts the overall lightness and darkness of the image.

### Contrast

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

**Parent topic:** [Selecting Additional Layout and Print Options - Windows](#)

## **Image Options and Additional Settings - Windows**

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

### **Image Options**

#### **Emphasize Text**

Adjusts the weight of printed text to increase readability.

#### **Emphasize Thin Lines**

Adjusts the weight of printed lines to increase visibility.

#### **Edge Smoothing**

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

#### **Emphasize Light Text and Lines**

Adjusts the weight of light text and printed lines to increase visibility.

### **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.

Top Left	Top Center	Top Right
User Name	None	Date/Time
Bottom Left	Bottom Center	Bottom Right
None	None	None

Reset Defaults OK Cancel Help

You can select to print the following information:

- User Name
- Computer Name
- Date
- Date/Time
- Document Name
- 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](#)

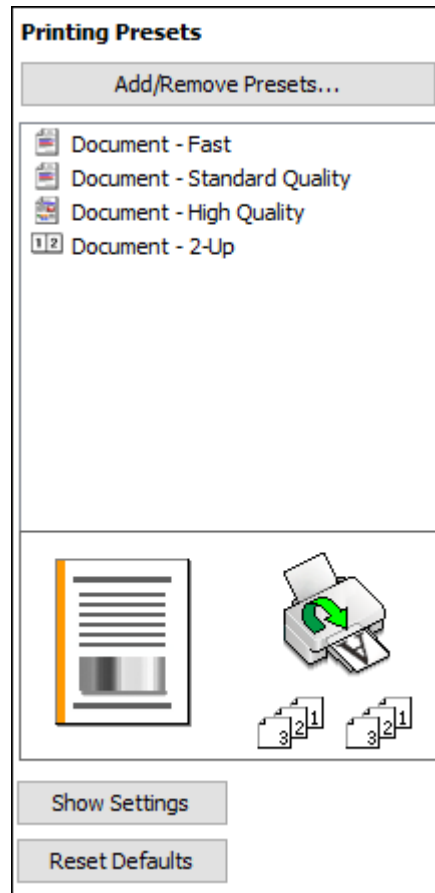
## Selecting a Printing Preset - Windows

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](#)

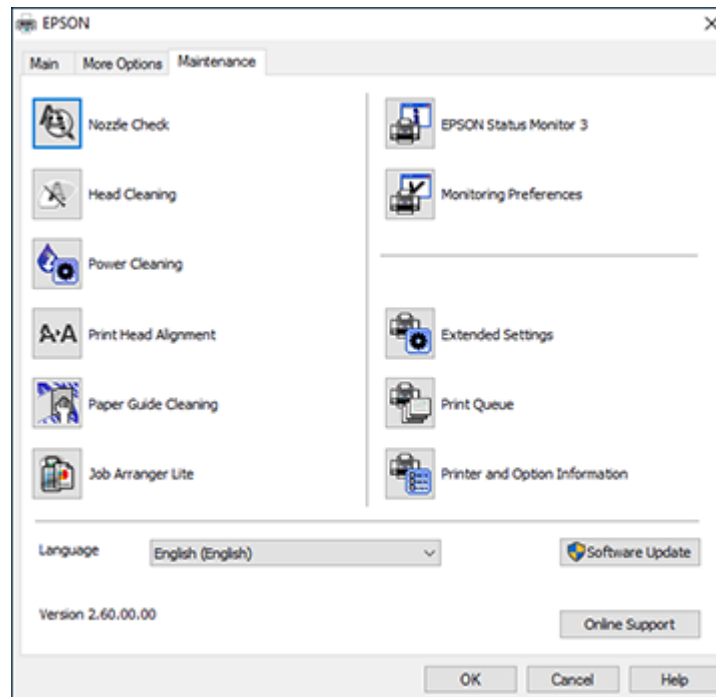


## Selecting Extended Settings - Windows

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

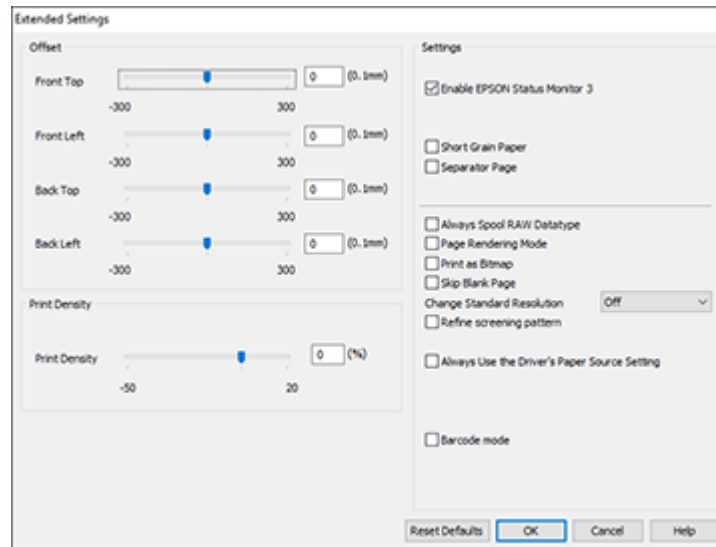
1. Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Printer Settings**.
3. Click the **Maintenance** tab.

You see the maintenance options:



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

You see this window:



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

[Extended Settings - Windows](#)

**Parent topic:** [Printing with Windows](#)

### **Extended Settings - Windows**

You can select these settings on the Extended Settings window.

#### **Enable EPSON Status Monitor 3**

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

#### **Short Grain Paper**

Prevents ink from smearing when you print on envelopes or other thick paper, and the **Thick Paper** setting does not help.

#### **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.

**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.

**Barcode mode**

Reduces bleeding when printing barcodes on plain paper, letterhead paper, recycled paper, preprinted paper, envelopes, and thick paper.

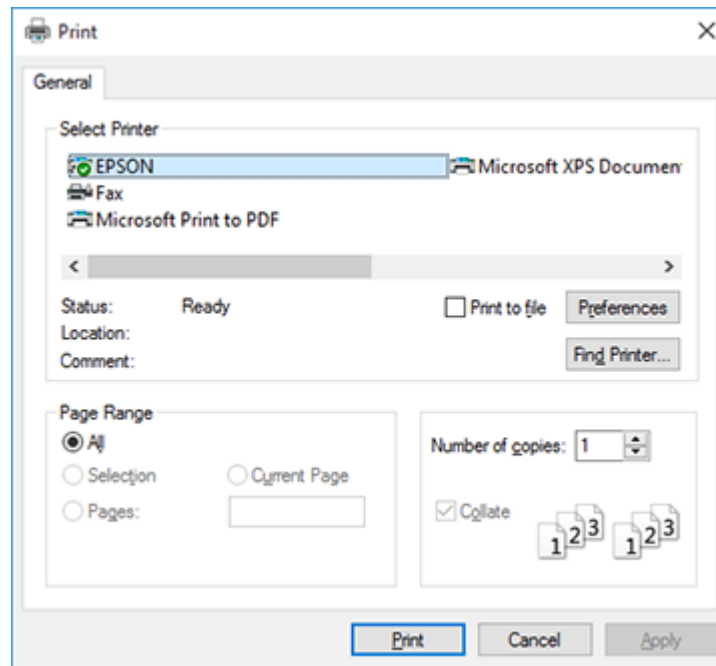
**Parent topic:** [Selecting Extended Settings - Windows](#)

## 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.

Parent topic: [Printing with Windows](#)

## Locking Printer Settings - Windows

Windows administrators can lock access to some printer settings to prevent unauthorized changes.

1. Do one of the following:

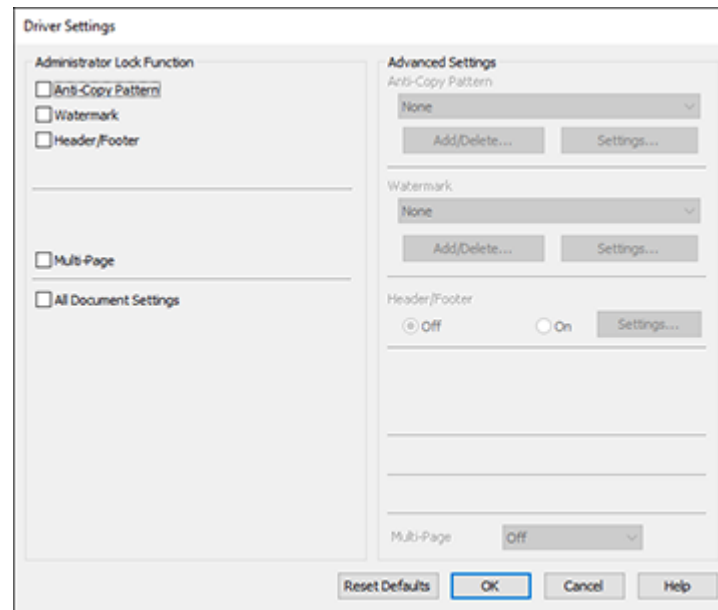
- **Windows 10:** Click  and select  (Settings) > **Devices** > **Printers & scanners**. Select your product name and select **Manage** > **Printer properties**.
- **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** > **Hardware and Sound** > **Devices and Printers**. Right-click your product and select **Printer properties**.
- **Windows 7:** Click  and select **Devices and Printers**. Right-click your product and select **Printer properties**.

- **Windows Vista:** Click  and select **Control Panel**. Click **Printer** under **Hardware and Sound**, then right-click your product and select **Properties**.
2. Click the **Optional Settings** tab.

**Note:** You can prevent access to the **Optional Settings** tab by changing the user or group permissions in the **Security** tab.

3. Click **Driver Settings**.

You see this window:



4. Select the checkbox for each setting you want to lock. To lock all print settings, select **All Document Settings**.
5. Under **Advanced Settings**, select the setting option you want to use for each locked setting.
6. Click **OK**.

[Locked Setting Options](#)

**Parent topic:** [Printing with Windows](#)

## Locked Setting Options



Select the options you want to use for any locked print settings.

Setting	Options	Description
<b>Anti-Copy Pattern</b>	Various data items	Lets you select the data to use for the pattern or prohibit anti-copy patterns
	<b>Add/Delete</b>	Lets you add or delete a customized anti-copy pattern
	<b>Settings</b>	Lets you select the arrangement, size, and other settings for the custom anti-copy pattern
<b>Watermark</b>	Various text watermarks	Lets you select the text for the watermark or prohibit watermarks
	<b>Add/Delete</b>	Lets you add or delete a customized text or image-based watermark
	<b>Settings</b>	Lets you select the size, position, color and other watermark settings
<b>Header/Footer</b>	<b>Off</b>	Prohibits headers or footers
	<b>On</b>	Allows headers and footers
	<b>Settings</b>	Lets you select the text and position for printing headers and footers
<b>Multi-Page</b>	<b>Off</b>	Prohibits multi-page settings
	<b>2-Up</b>	Allows printing of 2 pages on one sheet of paper
	<b>4-Up</b>	Allows printing of 4 pages on one sheet of paper

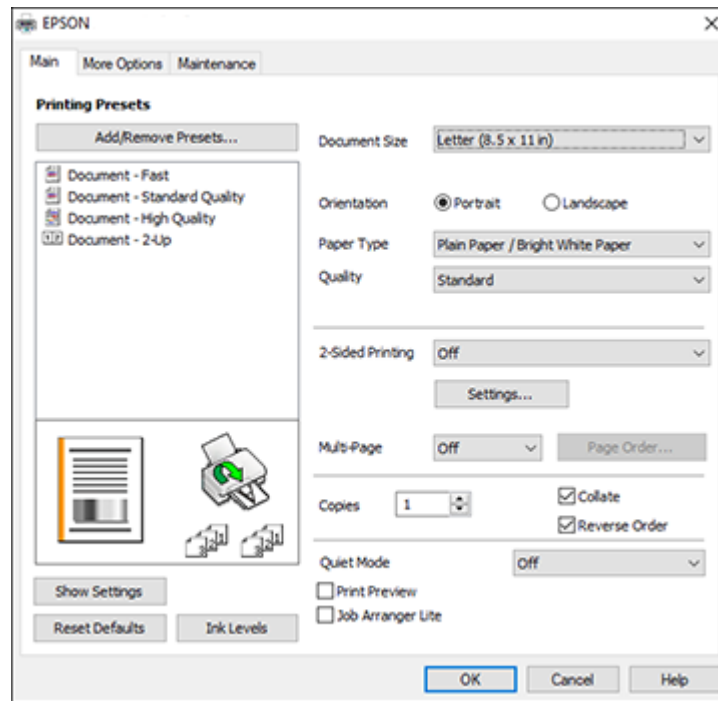
Parent topic: [Locking Printer Settings - Windows](#)

## Selecting Default Print Settings - Windows

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

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

You see the printer settings window:



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



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

[Changing the Language of the Printer Software Screens](#)

**Parent topic:** [Printing with Windows](#)

### Changing the Language of the Printer Software Screens

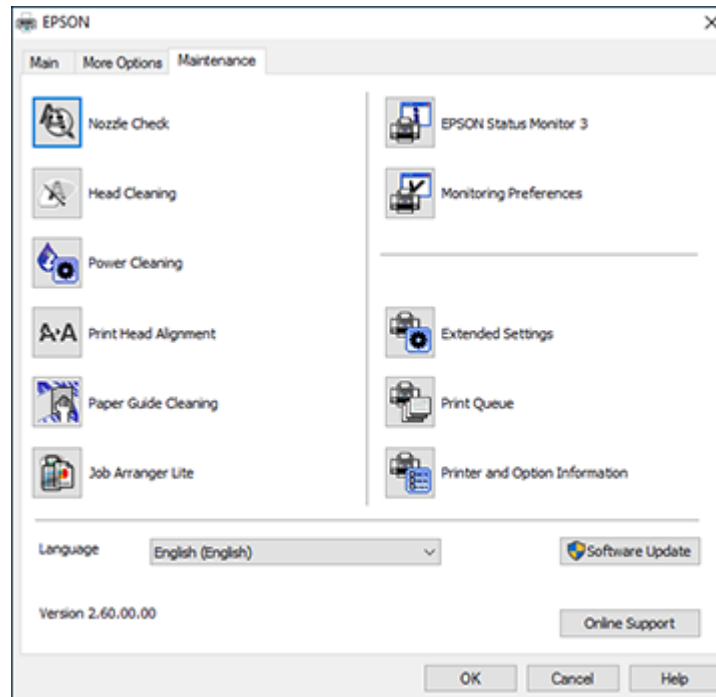
You can change the language used on the Windows printer software screens.

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

You see the printer settings window.

3. Click the **Maintenance** tab.

You see the maintenance options:



4. Select the language you want to use as the **Language** setting.

5. Click **OK** to close the printer software window.



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

**Parent topic:** [Selecting Default Print Settings - Windows](#)

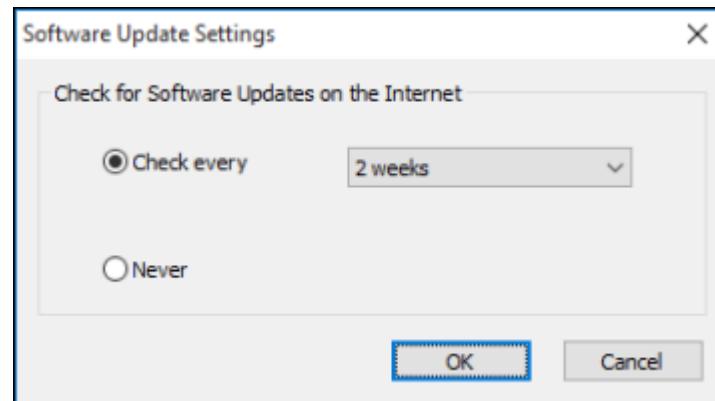
## Changing Automatic Update Options

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



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

You see this window:



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

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

**Parent topic:** [Printing with Windows](#)

## Printing with the Built-in Epson Driver - Windows 10 S

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

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

## Selecting Print Settings - Windows 10 S

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

### Selecting Print Settings - Windows 10 S

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

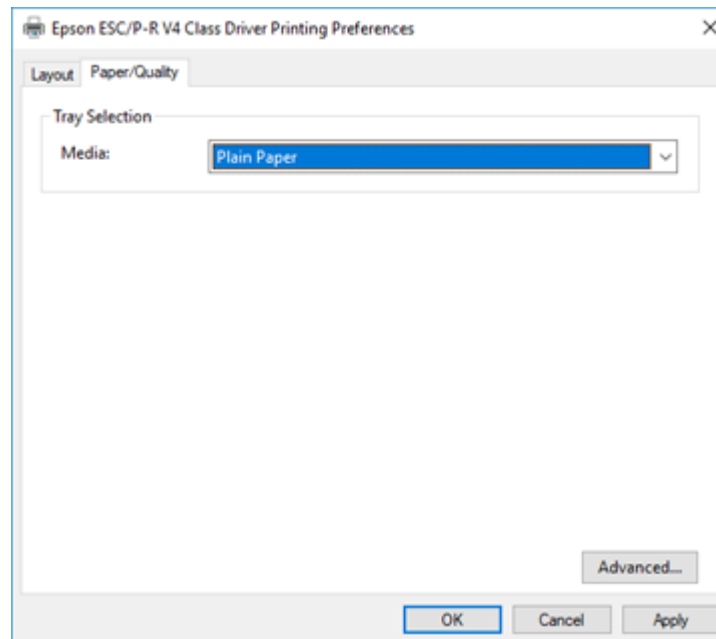
1. Open a photo or document for printing.
2. Select the print command in your application.

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

3. If necessary, select your product name as the printer you want to use.

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

You see a window like this:

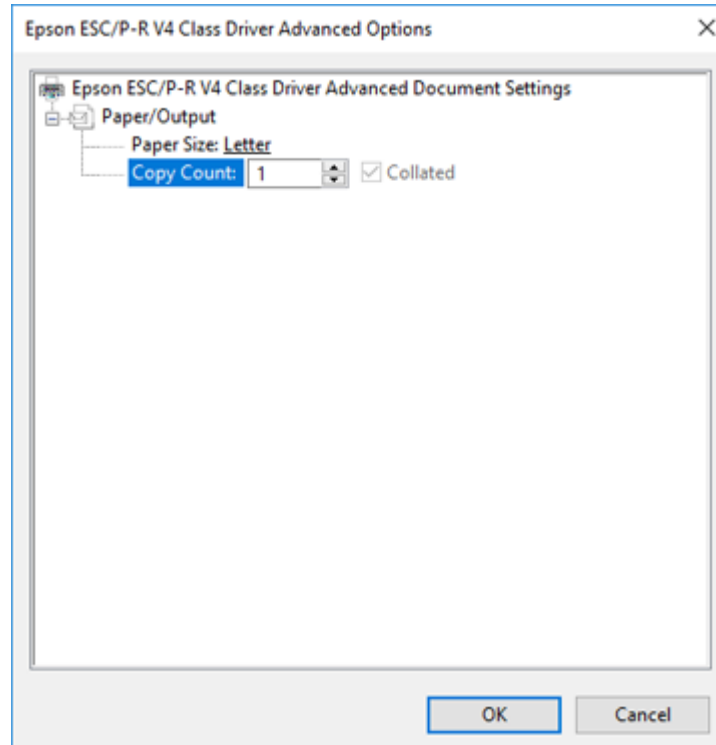


4. Select the type of paper you loaded as the **Media** setting.

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

5. Click the **Advanced** button.

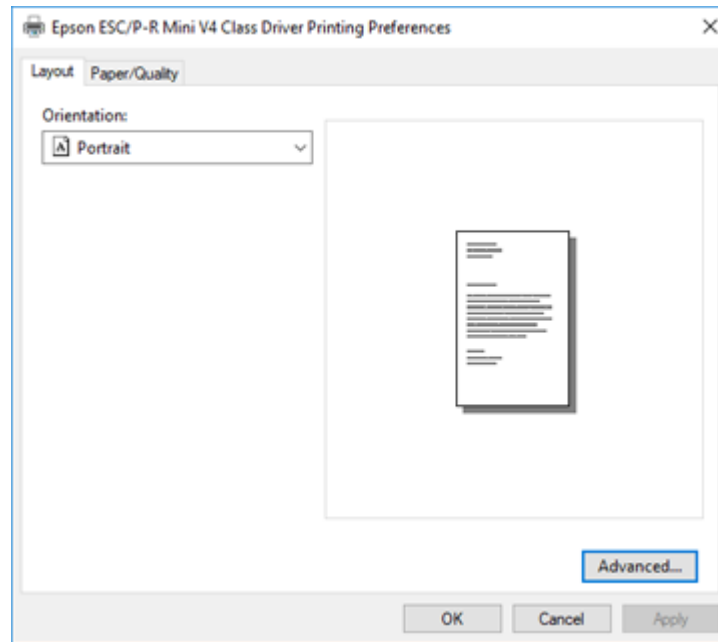
You see a window like this:



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

You return to the printing preferences window.

10. Select the **Layout** tab.



11. Select the orientation of your document as the **Orientation** setting.
12. Click **OK** to save your settings.  
You see your application's **Print** window.
13. 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 Print Layout Options - Mac](#)  
[Selecting Printing Preferences - Mac](#)  
[Printing Your Document or Photo - Mac](#)

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

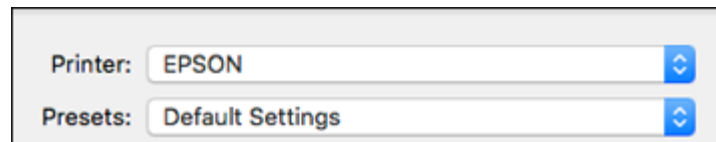
## Selecting Basic Print Settings - Mac

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

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

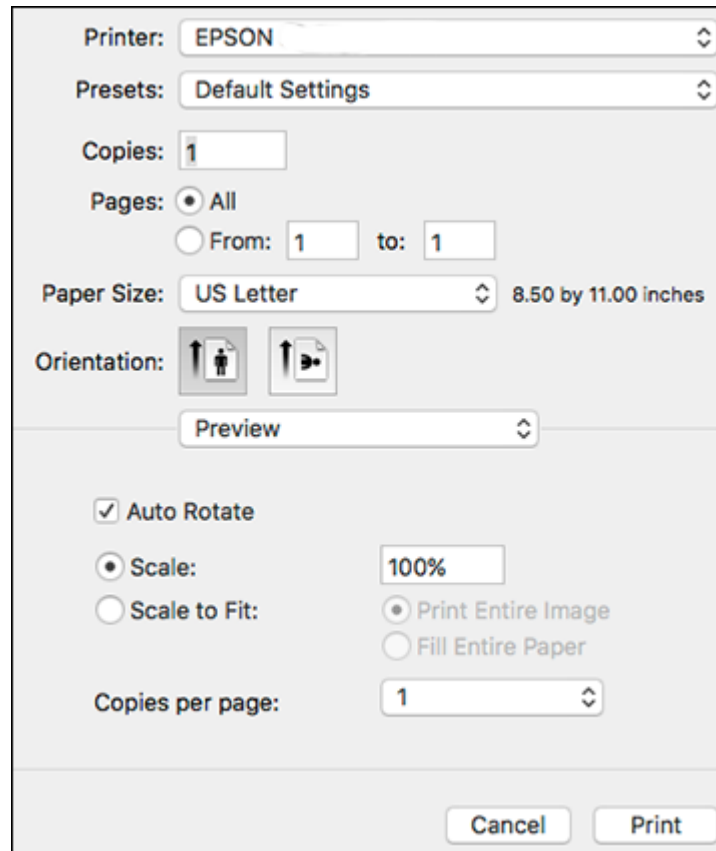
**Note:** You may need to select a print icon on your screen, the **Print** option in the File menu, or another command. See your application's help utility for details.

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



4. If necessary, click the arrow next to the Printer setting or the **Show Details** button to expand the print window.

You see the expanded printer settings window for your product:



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

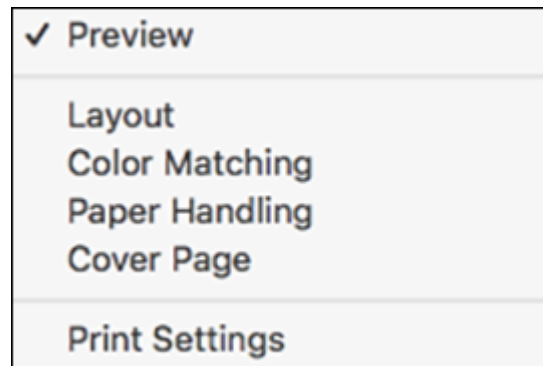
5. Select the **Copies** and **Pages** settings as necessary.

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

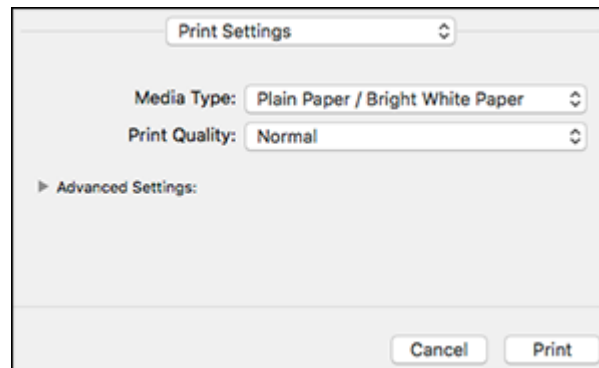
6. Select the page setup options: **Paper Size** and **Orientation**.

**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** or **Printer Features** from the pop-up menu.



You see these settings:



**Note:** The available print settings and appearance of the print window may be different than those covered here, depending on the Mac OS version and the application you are using.

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

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

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

11. Select any of the available print options.

[Print Quality Options - Mac](#)

[Print Options - Mac](#)

**Parent topic:** [Printing on a Mac](#)

### **Print Quality Options - Mac**

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

#### **Draft**

For draft printing on plain paper.

#### **Normal**

For everyday text and image printing.

#### **High Quality**

For photos and graphics with high print quality.

**Parent topic:** [Selecting Basic Print Settings - Mac](#)

### **Print Options - Mac**

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

#### **Grayscale**

Prints text and graphics in black or shades of gray.

#### **Mirror Image**

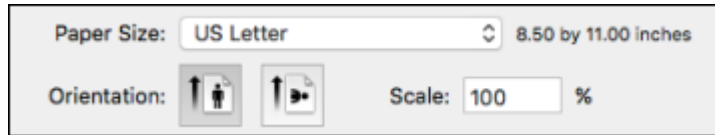
Lets you flip the printed image horizontally.

**Parent topic:** [Selecting Basic Print Settings - Mac](#)




## Selecting Page Setup Settings - Mac

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



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

1. Select the size of the paper you loaded as the **Paper Size** setting. You can also select a custom setting to create a custom paper size. The Quality setting will be limited to **Normal**.
2. Select the orientation of your document or photo as shown in the print window.

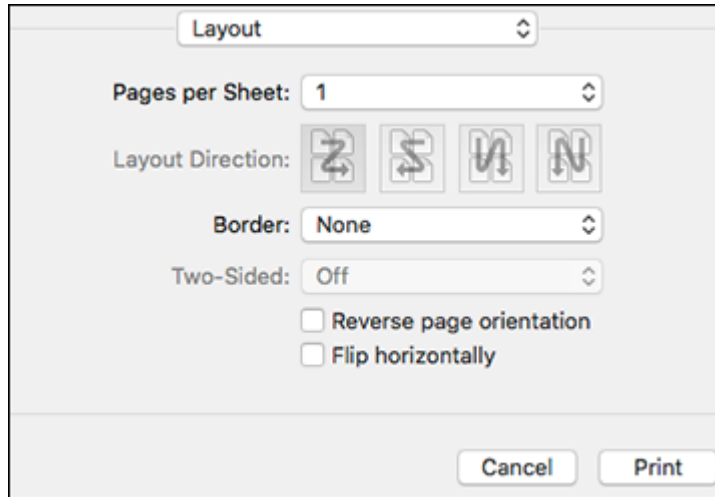
**Note:** If you are printing an envelope, select the  icon.

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

**Parent topic:** [Printing on a Mac](#)

## 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 invert or flip the printed image, select the **Reverse page orientation** or **Flip horizontally** settings.

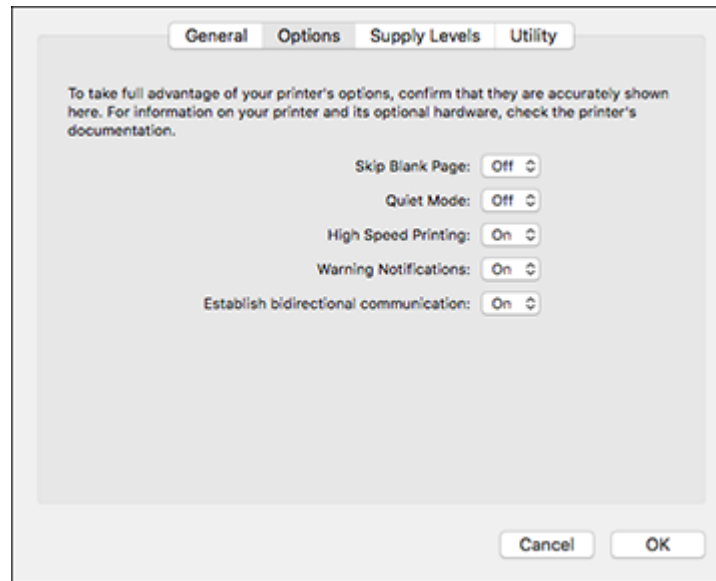
Parent topic: [Printing on a Mac](#)

## Selecting Printing Preferences - Mac

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

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

You see a screen like this:



4. Select any of the available printing preferences.
5. Click **OK**.

[Printing Preferences - Mac](#)

**Parent topic:** [Printing on a Mac](#)

### **Printing Preferences - Mac**

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

#### **Skip Blank Page**

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

#### **Quiet Mode**

Lessens noise during printing but may decrease print speed.

#### **High Speed Printing**

Speeds up printing but may reduce print quality.

### **Warning Notifications**

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

### **Establish bidirectional communication**

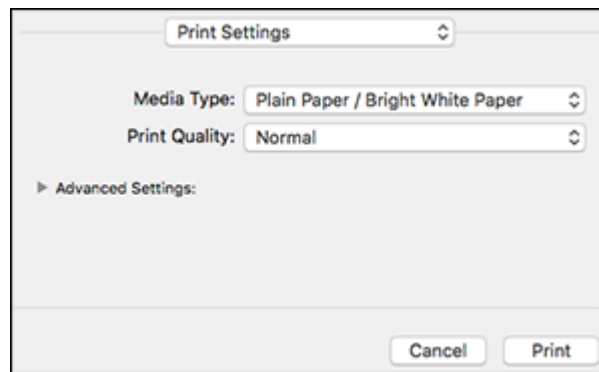
Allows the product to communicate with the computer. Do not change the default setting unless you experience issues when using a shared printing pool.

**Parent topic:** [Selecting Printing Preferences - Mac](#)

## **Printing Your Document or Photo - Mac**

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

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



### [Checking Print Status - Mac](#)

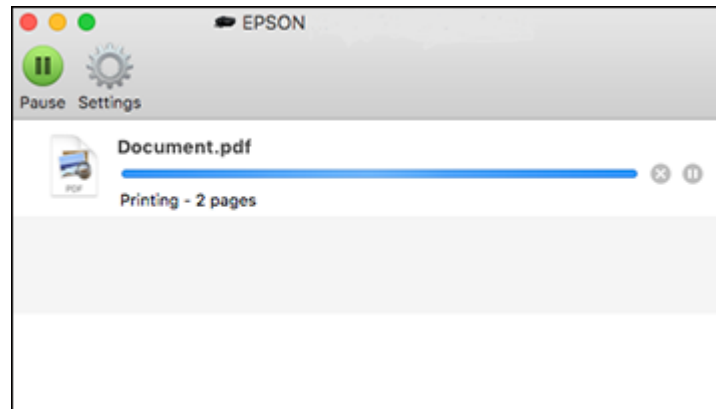
**Parent topic:** [Printing on a Mac](#)

## **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.

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

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# Refilling Ink

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

Periodically check the ink tank to see if it needs to be refilled.

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

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

[Ink Safety Precautions](#)

[Check Ink Level](#)

[Disabling Special Offers with Windows](#)

[Purchase Epson Ink](#)

[Refilling the Ink Tank](#)

**Related references**

[Ink Specifications](#)

## Ink Safety Precautions

### Ink Handling Precautions

Observe the following when handling the ink:

- Keep ink bottles and the ink tank out of the reach of children. Do not allow children to drink from or handle the ink bottles and bottle caps.
- Do not tilt or shake an ink bottle after removing its seal; otherwise, ink may leak.
- Be careful not to touch any ink when you handle the ink tank, ink tank cap, and opened ink bottles or ink bottle caps.

### Ink Refilling Precautions

- Use ink bottles with the correct part number for this product.
- The use of non-Epson ink may cause damage that is not covered by Epson's warranty, and under certain circumstances, may cause erratic product behavior.

- This product requires careful handling of ink. Ink may splatter when the ink tank is filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off.
- Do not open the ink bottle package until you are ready to fill the ink tank. Ink bottles are vacuum packed to maintain reliability. If you leave an ink bottle unpacked for a long time before using it, print quality may be affected.
- If the ink level is below the lower line on the ink tank, refill the ink soon. Continued use of the product when the ink level is below the lower line on the ink tank could damage the product.
- After bringing an ink bottle inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- Store ink bottles in a cool, dark place.
- Store the ink bottles in the same environment as the product. When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when you transport the bottle.
- Use the ink bottle before the date printed on the package.
- Do not shake or squeeze the ink bottle.

#### **Ink Bottle and Ink Tank Information**

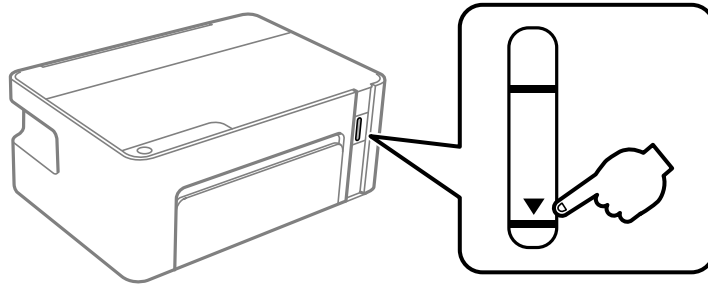
- To maintain optimum print head performance, some ink is consumed from the ink tank during printing and when performing maintenance operations, such as cleaning the print head.
- The ink bottles may contain recycled materials, but this does not affect product function or performance.

**Parent topic:** [Refilling Ink](#)

## **Check Ink Level**

To confirm the actual ink remaining, visually check the ink level in the product's ink tank. Make sure the ink level is above the lower line on the ink tank.

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



**Parent topic:** [Refilling Ink](#)

**Related concepts**

[Purchase Epson Ink](#)



**Related tasks**

[Refilling the Ink Tank](#)

## Disabling Special Offers with Windows

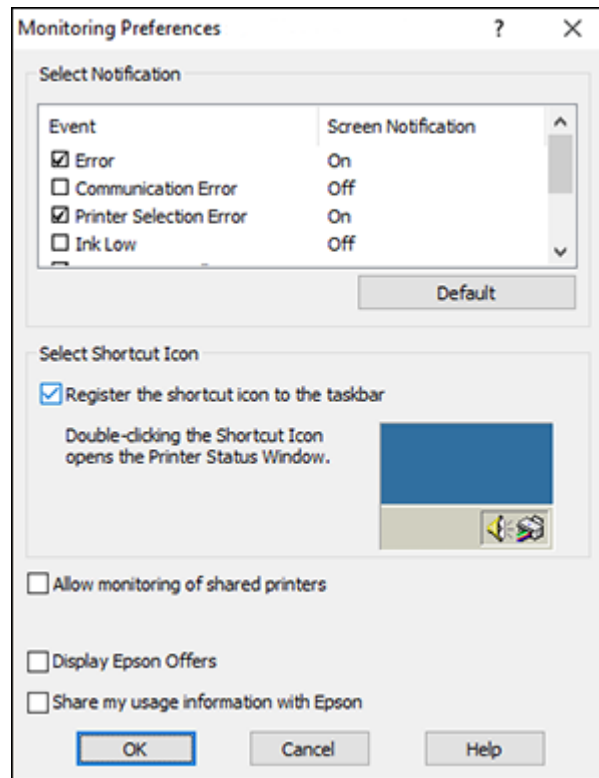
You can disable special offers messages from Epson using a utility on your Windows computer.

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

1. Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click . Select **Monitoring Preferences**.



You see this window:



2. To disable promotional offers, deselect the **Display Epson Offers** checkbox.

Parent topic: [Refilling Ink](#)

## Purchase Epson Ink

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit [epson.com.jm](http://epson.com.jm) or call your nearest Epson sales office.

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

The ink bottle that is used for initial product setup has a lower yield due to the ink charging process. This process is carried out the first time you turn on the printer and guarantees better performance. Yields

vary considerably based on print jobs, print settings, paper type, frequency of use, and temperature. Do not load paper before refilling the ink tank.

Check the ink level in your product frequently, and refill the ink tank if necessary.

[Ink Bottle Part Numbers](#)

**Parent topic:** [Refilling Ink](#)

## Ink Bottle Part Numbers

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

Ink color	Standard-capacity	High-capacity
Black	534S*	534

\* Ink availability varies by country.

**Parent topic:** [Purchase Epson Ink](#)

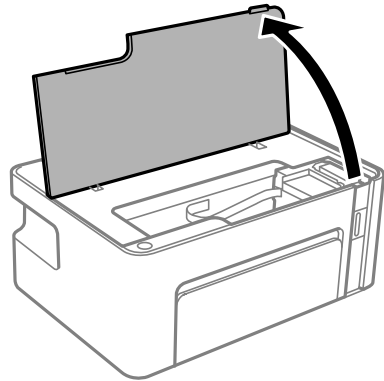
## Refilling the Ink Tank

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

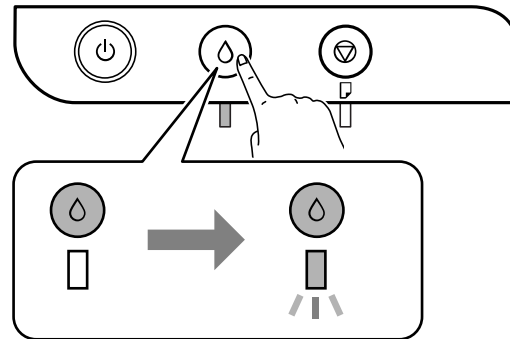
You can continue to use the product even if the ink tank is not filled all the way.

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

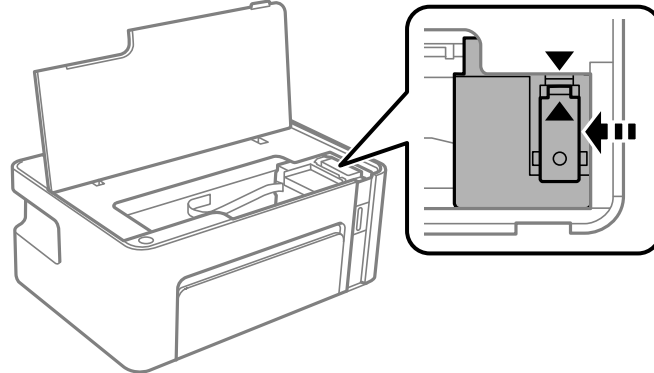
1. Open the printer cover.



2. Hold down the  $\Delta$  ink button until the  $\Delta$  ink light starts flashing (approximately 5 seconds).

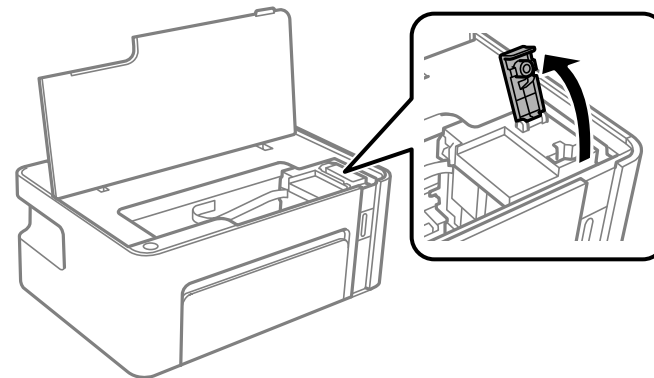


The ink tank moves to the filling position (aligned with the triangle mark).



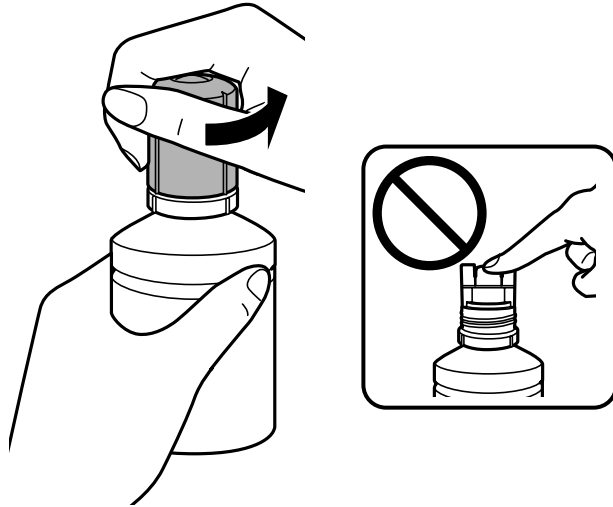
**Note:** To cancel ink filling, hold down the  $\diamond$  ink button.

3. Open the ink tank cap.



**Warning:** Do not reach into the product until all parts have stopped moving.

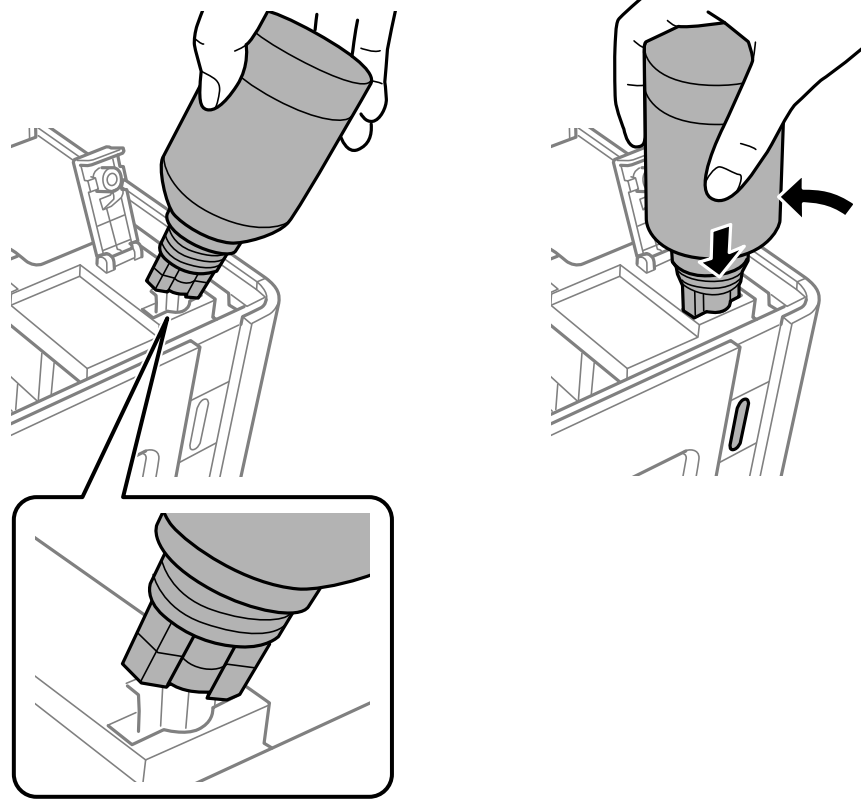
4. Hold the ink bottle upright and slowly turn the bottle cap to remove it.



**Caution:** Do not shake or squeeze the bottle. Do not touch the top of the bottle after removing its cap.

**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. Seek medical advice if problems persist. Keep the ink bottles out of the reach of children and do not drink the ink.

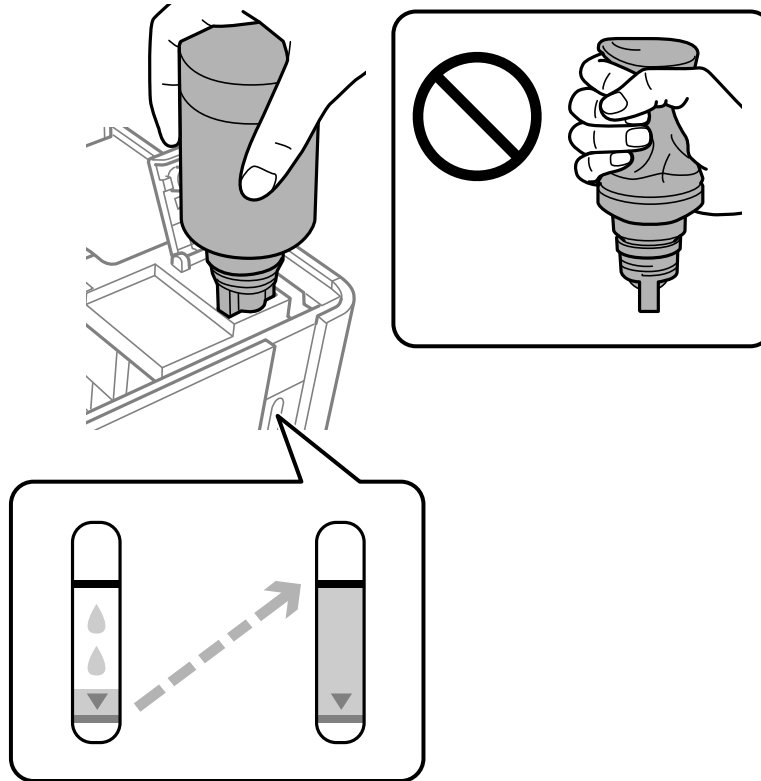
5. Position the top of the ink bottle along the side of the filling port, then slowly stand the bottle upright to insert it.



**Caution:** Do not allow the top of the ink bottle to touch any objects after removing the cap, or ink may spill.

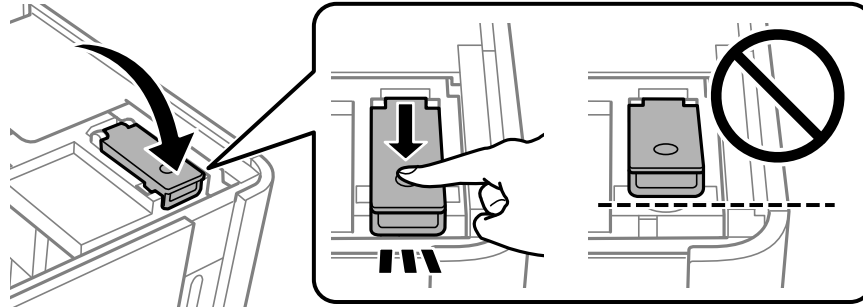
**Note:** Do not force the bottle into position.

6. Wait for the ink to fill the tank. Ink flows into the tank and stops automatically when the ink fills to the upper line. Do not squeeze the bottle.

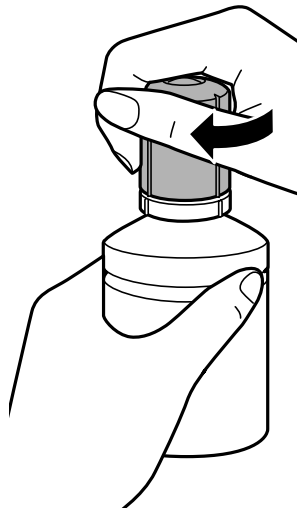


**Note:** If ink does not flow from the bottle, lift and reinsert the bottle.

7. Remove the ink bottle and securely close the ink tank cap as shown.

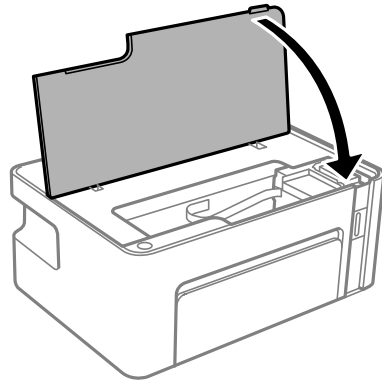


**Note:** Do not leave the ink bottle inserted; otherwise the bottle may be damaged or ink may leak. If any ink remains in the bottle, replace the bottle cap and tighten it. Store the bottle upright for later use.

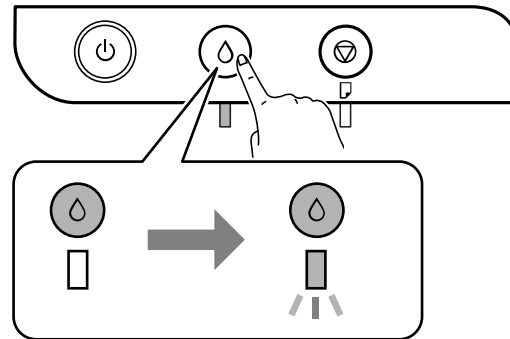




8. Close the printer cover.



9. Hold down the  $\Delta$  ink button until the  $\Delta$  ink light starts flashing (approximately 5 seconds).



When the  $\Delta$  ink light turns off, the product is ready for use.

**Parent topic:** [Refilling Ink](#)

**Related references**

[Ink Specifications](#)

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# Adjusting Print Quality

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

If running these utilities does not solve the problem, you may need to run a Power Cleaning or clean the paper path.

[Print Head Maintenance](#)

[Print Head Alignment](#)

[Cleaning the Paper Path](#)

[Cleaning the Translucent Film](#)

[Checking the Number of Sheets](#)

## Print Head Maintenance

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

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

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Power Cleaning](#)

**Parent topic:** [Adjusting Print Quality](#)

## Print Head Nozzle Check

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




[Checking the Nozzles Using the Product Buttons](#)

[Checking the Nozzles Using a Computer Utility](#)

**Parent topic:** [Print Head Maintenance](#)

## Checking the Nozzles Using the Product Buttons

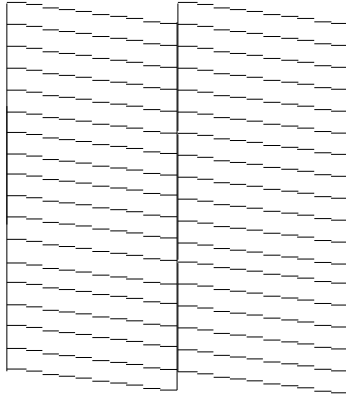
You can check the print head nozzles using the buttons on your product.

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

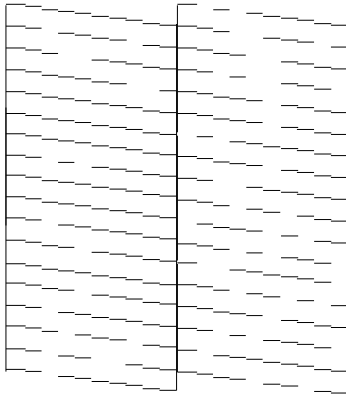
The product begins printing a nozzle check pattern.

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

**Print head is clean**



**Print head needs cleaning**



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

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



## Related tasks

[Cleaning the Print Head Using the Product Buttons](#)

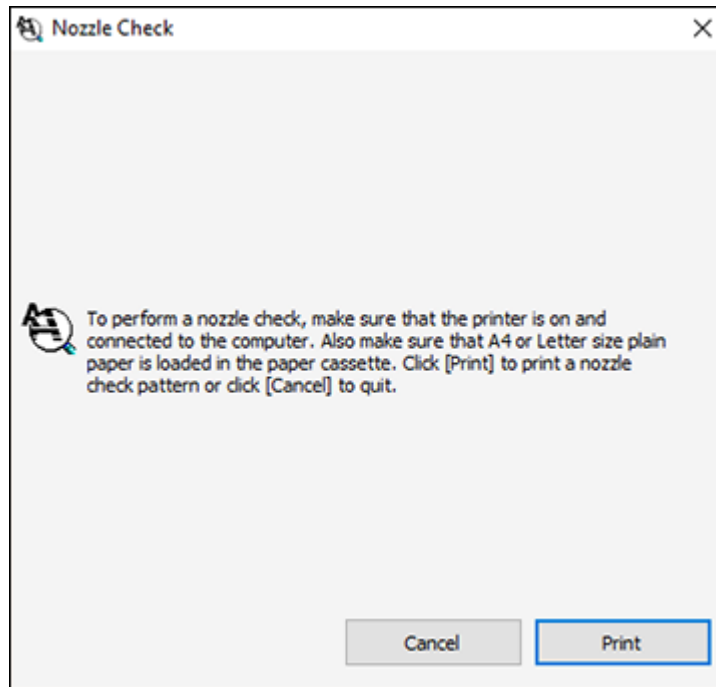
[Loading Paper for Documents and Photos](#)

### Checking the Nozzles Using a Computer Utility

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

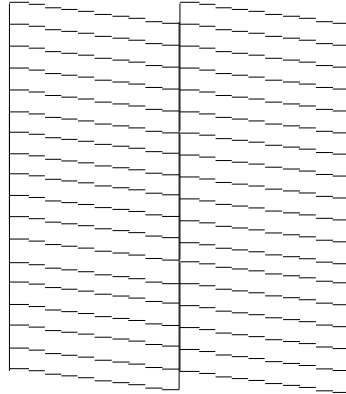
1. Load a few sheets of plain paper in the product.
2. Do one of the following:
  - **Windows:** Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
  - **Mac:** In the Apple menu or the Dock, select **System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

You see a window like this:

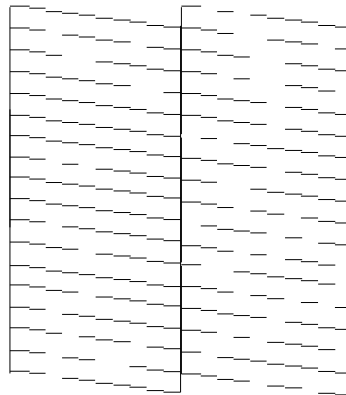


4. Click **Print**.
5. Check the printed pattern to see if there are gaps in the lines.

**Print head is clean**



**Print head needs cleaning**



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

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

## Related tasks

[Cleaning the Print Head Using a Computer Utility](#)  
[Loading Paper for Documents and Photos](#)

## Print Head Cleaning

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


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


[Cleaning the Print Head Using the Product Buttons](#)  
[Cleaning the Print Head Using a Computer Utility](#)

**Parent topic:** [Print Head Maintenance](#)

### Cleaning the Print Head Using the Product Buttons

You can clean the print head using the buttons on your product.

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.
3. Hold down the  stop button for five seconds to start 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.

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

If you don't see any improvement after cleaning the print head up to 3 times, turn off the product and wait at least six hours. Then try cleaning the print head again. If quality still does not improve, run a Power Cleaning. If there is still no improvement, contact Epson support.

**Parent topic:** [Print Head Cleaning](#)

## Related references

[Where to Get Help](#)

## Related tasks



[Checking the Nozzles Using the Product Buttons](#)

[Loading Paper for Documents and Photos](#)

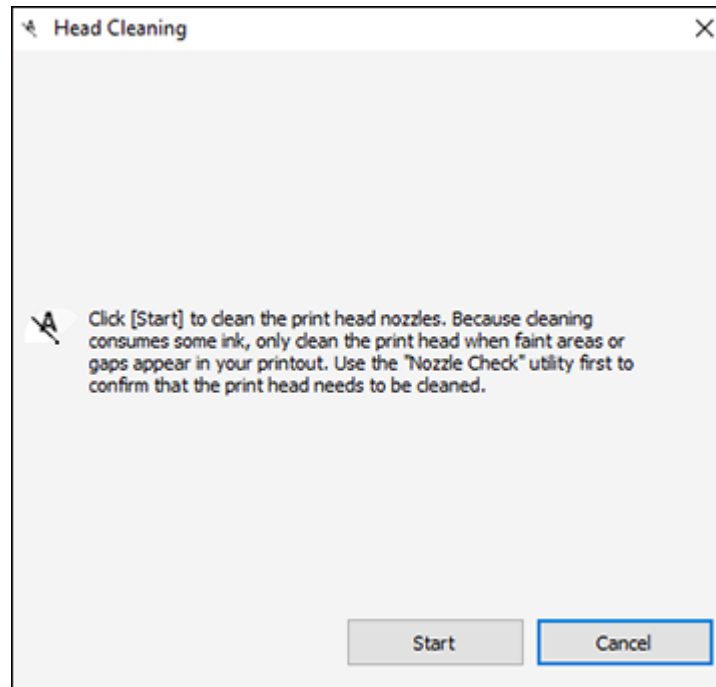
[Power Cleaning Using a Computer Utility](#)

## Cleaning the Print Head Using a Computer Utility

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

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.
3. Do one of the following:
  - **Windows:** Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
  - **Mac:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
4. Select **Head Cleaning**.

You see a window like this:



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

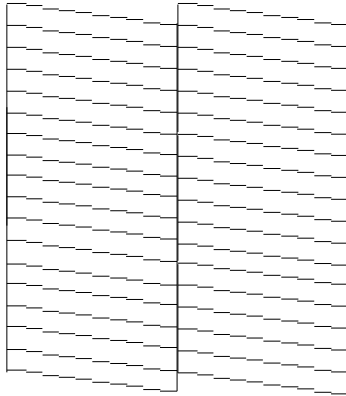
**Caution:** Never turn off the product or open the printer cover during a cleaning cycle or you may not be able to print.

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**.

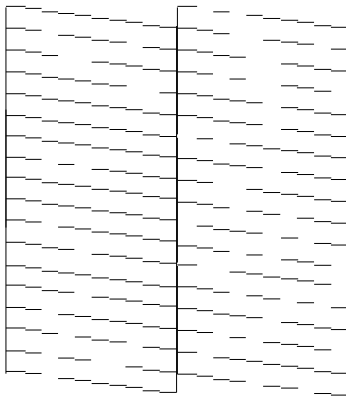


7. Check the printed pattern to see if there are gaps in the lines.

**Print head is clean**



**Print head needs cleaning**



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

If you don't see any improvement after cleaning the print head up to 3 times, turn off the product and wait at least six hours. Then try cleaning the print head again. If quality still does not improve, run a Power Cleaning. If there is still no improvement, contact Epson support.

**Parent topic:** [Print Head Cleaning](#)

**Related references**

[Where to Get Help](#)

**Related tasks**

[Checking the Nozzles Using a Computer Utility](#)

[Loading Paper for Documents and Photos](#)

[Power Cleaning Using a Computer Utility](#)

## Power Cleaning

If you still see white or dark lines or missing nozzles in your printouts, even after cleaning the print head several times, you can run a Power Cleaning.

If you do not see improvement after running a Power Cleaning, turn off the product and wait at least 12 hours before running another Power Cleaning.

**Caution:** Running a Power Cleaning consumes a lot of ink, so you should run it only if necessary. Make sure the ink tank is at least one-third full before running a Power Cleaning, or it may damage the product.

**Caution:** Power Cleaning may cause the ink pads to reach their capacity sooner. When an ink pad reaches the end of its service life, the product stops printing and you must contact Epson for support.



[Power Cleaning Using a Computer Utility](#)

**Parent topic:** [Print Head Maintenance](#)

### Power Cleaning Using a Computer Utility

You can run a Power Cleaning using a utility on your Windows or Mac computer.

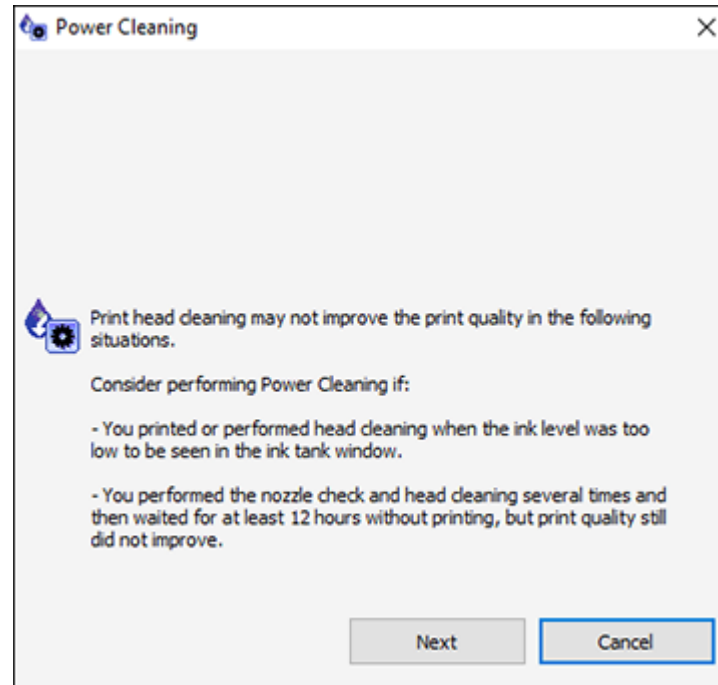
**Note:** After running a Power Cleaning, you must turn off the product and wait at least 12 hours before running another Power Cleaning.

1. Load a few sheets of plain paper in the product.
2. Do one of the following:
  - **Windows:** Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click . Select **Printer Settings** and click the **Maintenance** tab.

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

3. Select **Power Cleaning**.

You see a window like this:



4. Follow the on-screen instructions to run a Power Cleaning.

5. When Power Cleaning is finished, run a nozzle check.

If the print quality did not improve, turn off the product and wait at least 12 hours before running another Power Cleaning.

If the print quality does not improve after running the Power Cleaning utility multiple times, contact Epson for support.

**Parent topic:** [Power Cleaning](#)

### Related concepts

[Print Head Nozzle Check](#)

### Related references

[Where to Get Help](#)

## Print Head Alignment

If your printouts become grainy or blurry, you notice misalignment of vertical lines, or you see dark or light horizontal bands, you may need to align the print head.



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

[Aligning the Print Head Using a Computer Utility](#)

**Parent topic:** [Adjusting Print Quality](#)

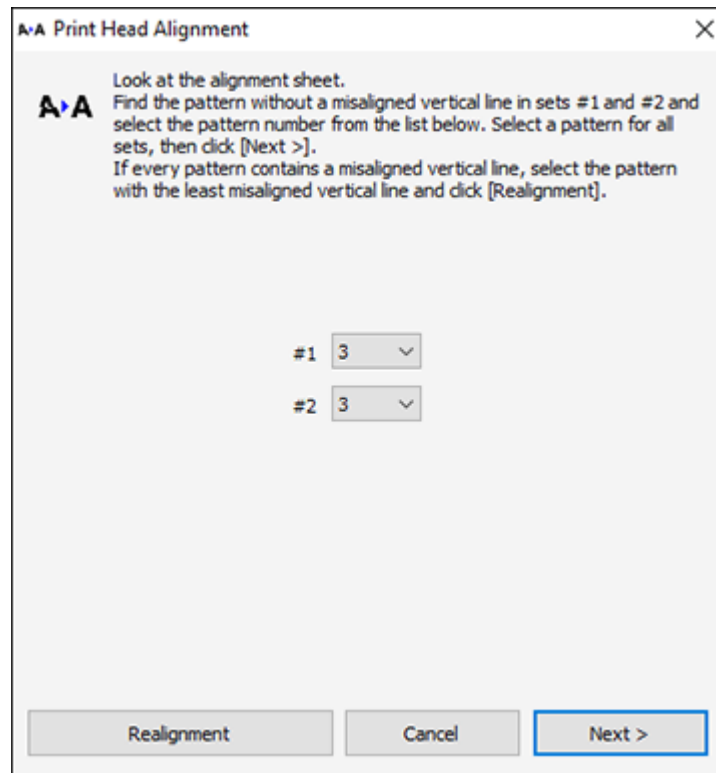
### Aligning the Print Head Using a Computer Utility

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

1. Load a few sheets of plain paper in the product.
2. Do one of the following:
  - **Windows:** Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
  - **Mac:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
3. Select **Print Head Alignment**.
4. Click **Next**, then click **Print** to print an alignment sheet.

**Note:** Do not cancel printing while you are printing a head alignment pattern.

You see a window like this:



5. Check the printed pattern and follow the instructions on the screen to choose the number of the best printed pattern for each set.
  - After choosing a pattern number, click **Next**.
  - If no patterns are aligned in one or more of the sets, choose the closest one in each set and click **Realignment**. Then print another alignment sheet and check it.

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

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



**Parent topic:** [Print Head Alignment](#)

### Related tasks

[Loading Paper for Documents and Photos](#)

## Cleaning the Paper Path

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

1. Make sure no product lights are indicating errors.
2. Load a few sheets of plain paper in the product.
3. Do one of the following:
  - **Windows:** Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click . Select **Printer Settings** and click the **Maintenance** tab.
  - 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 **Paper Guide Cleaning**.
5. Follow the on-screen instructions to feed paper through the product.
6. Check the back of the ejected paper to see if it is clean.
7. Repeat as necessary until the paper comes out clean.

**Parent topic:** [Adjusting Print Quality](#)

### Related tasks

[Loading Paper for Documents and Photos](#)

## Cleaning the Translucent Film

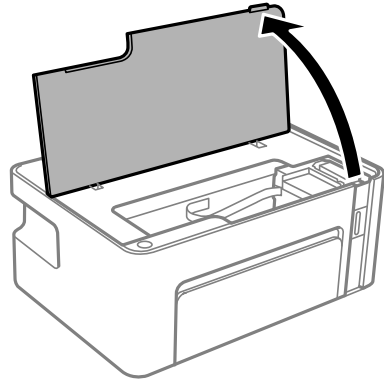
If the print quality has not improved after aligning the print head and cleaning the paper path, the translucent film inside the product may be smeared with ink.

To clean the printer head path, use the following:

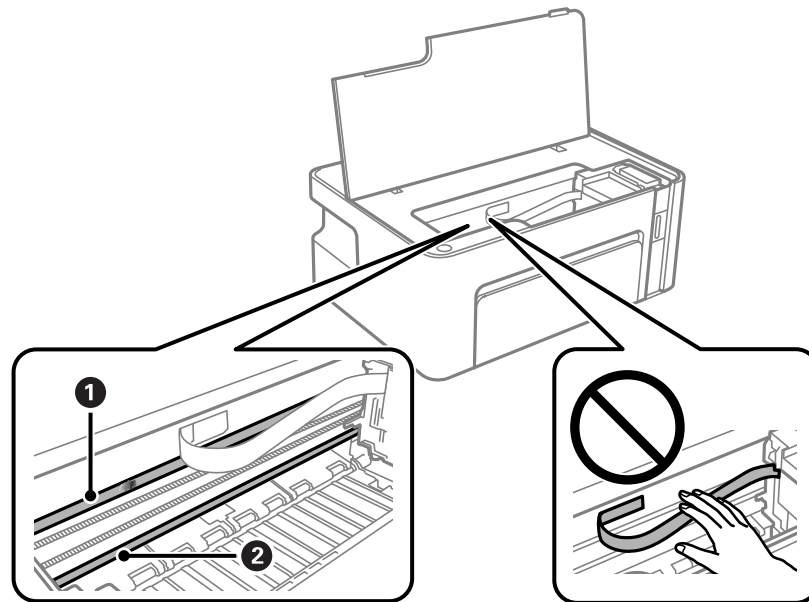
- Several cotton swabs
- ¼ cup (59 ml) water containing 2 to 3 drops of mild dish detergent
- A small flashlight

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

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



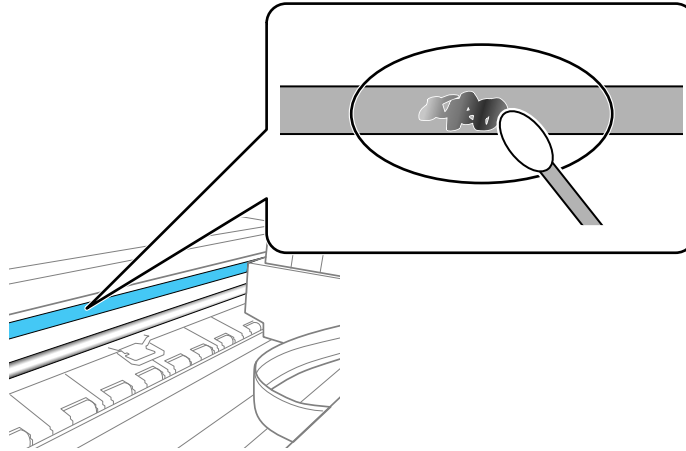
5. Using the flashlight, check the translucent film shown here for ink smears.



- 1 Translucent film
- 2 Print head rail

**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 your 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 and free of any fibers, close the product cover.
10. Reconnect any disconnected cables, plug in the power cord, and turn on the product.

**Parent topic:** [Adjusting Print Quality](#)

## Checking the Number of Sheets

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



**Note:** You can also view the number of sheets of paper fed through the product by printing a nozzle check.

[Checking the Sheet Counter - Windows](#)

[Checking the Sheet Counter - Mac](#)

**Parent topic:** [Adjusting Print Quality](#)



### Related tasks

[Checking the Nozzles Using the Product Buttons](#)

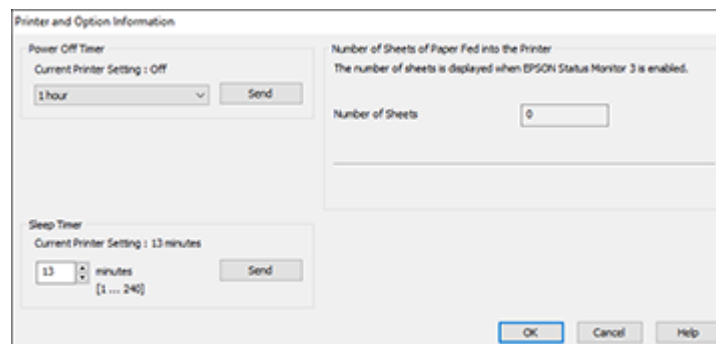
[Checking the Nozzles Using a Computer Utility](#)

## Checking the Sheet Counter - Windows

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

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

You see this window:



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

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

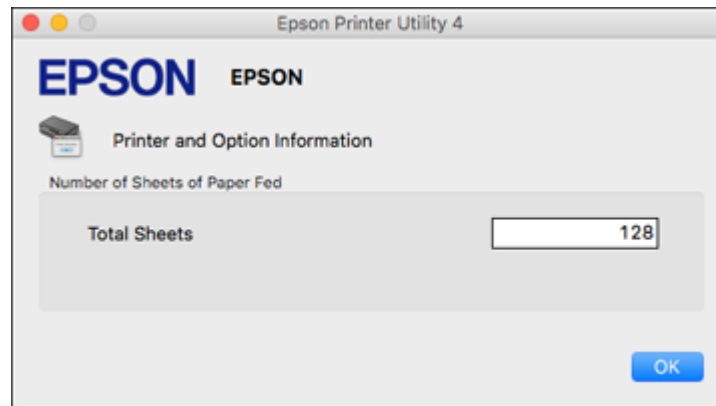
**Parent topic:** [Checking the Number of Sheets](#)

## Checking the Sheet Counter - Mac

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

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

You see this window:



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

**Parent topic:** [Checking the Number of Sheets](#)

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## Cleaning and Transporting the Product

If your product gets dirty or you need to move it some distance, follow the instructions in these sections.

[Cleaning Your Product](#)

[Transporting Your Product](#)

### Cleaning Your Product

To keep your product working at its best, you should clean it several times a year.

Close the output tray and front cover when you are not using the product to protect it from dust.

**Caution:** Do not use a hard brush, benzene, alcohol, or paint thinner to clean the product or you may damage it. Do not place anything on top of the cover or use the cover as a writing surface, or it could get permanently scratched. Do not use oil or other lubricants inside the product or let water get inside.

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 with a soft, dry cloth. Do not use any liquid or chemical cleansers.

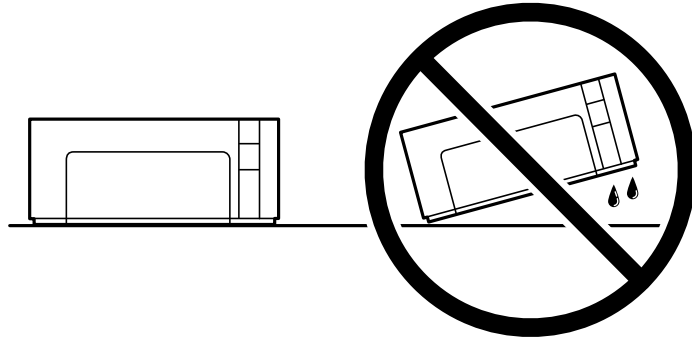
**Parent topic:** [Cleaning and Transporting the Product](#)

### Transporting Your Product

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


**Caution:** During transportation and storage, follow these guidelines:

- Avoid tilting the product, placing it vertically, or turning it upside down; otherwise ink may leak.

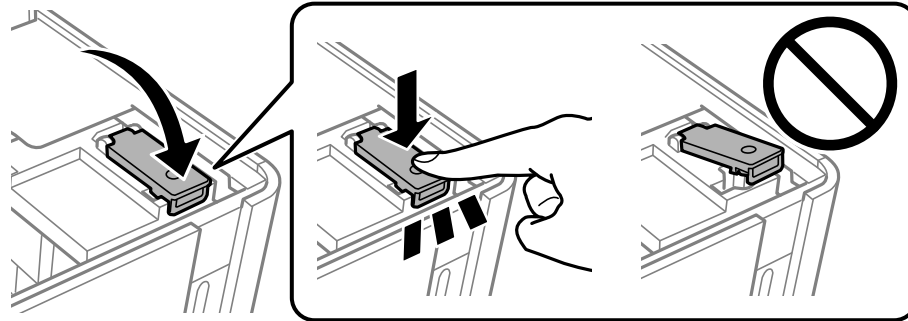


- Make sure the print head is in the home position against the right side of the printer.
- When storing or transporting the ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when transporting the ink bottle.

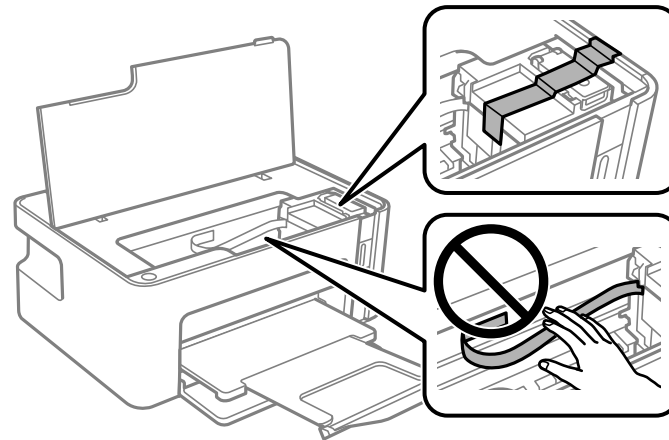
**Note:** Before storing your product for a long period, replace low, expended, or expired ink to help prevent the print head from drying out. Store your product in a cool, dry place.

1. Turn off the product and wait for the  power light to turn off.
2. 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 to the far right, then turn the product off again.
3. Disconnect any connected cables.
4. Remove all the paper from the product.

5. Make sure that the ink tank cap is closed securely.

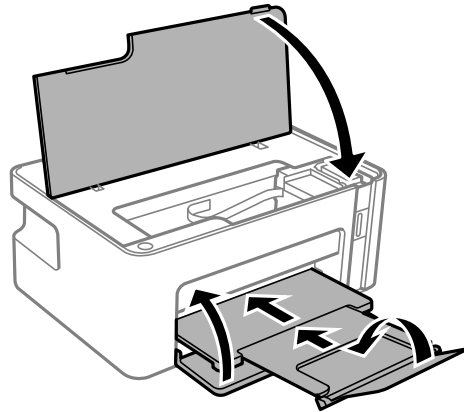


6. Secure the ink tank to the case with tape.



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

7. Close the printer cover and output tray, then close the front cover.



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

**Caution:**

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

Before using the product, remove the tape from the ink tank. If print quality has declined when you print again, clean and align the print head.

**Parent topic:** [Cleaning and Transporting the Product](#)

**Related concepts**

[Print Head Cleaning](#)

**Related tasks**

[Aligning the Print Head Using a Computer Utility](#)

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# Solving Problems

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

[Checking for Software Updates](#)

[Product Light Status](#)

[Running a Product Check](#)

[Solving Setup Problems](#)

[Solving Paper Problems](#)

[Solving Problems Printing from a Computer](#)

[Solving Page Layout and Content Problems](#)

[Solving Print Quality Problems](#)



[Uninstall Your Product Software](#)

[Where to Get Help](#)

## Checking for Software Updates

Periodically, it's a good idea to check Epson's support website for free updates to your product software. Visit [epson.com/jm/support](http://epson.com/jm/support) and select your product.

- **Windows:** Your printer software automatically checks for updates. You can also manually update the software by selecting **Software Update** here:

- Access 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

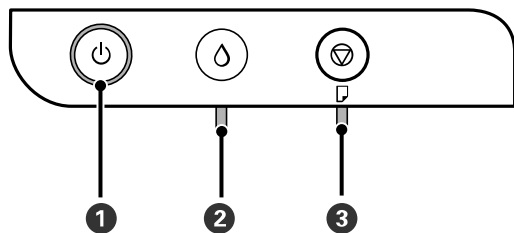
You can also update the software by selecting **EPSON Software Updater** in the **EPSON** or **EPSON Software** program group, accessible by the **Start** button, or on the **Start** or **Apps** screens, depending on your version of Windows.

- **OS X:** You can manually update the software by opening the **Applications > Epson Software** folder and selecting **EPSON Software Updater**.
- **macOS 10.12.x, 10.13.x, or 10.14.x:** You can manually update the software by opening the **App Store**, selecting **Updates**, searching for a software update option for Epson Software, and selecting **Update**.

Parent topic: [Solving Problems](#)

## Product Light Status

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



- 1    ⏻ power light
- 2    ⏹ ink light
- 3    ⏹ paper light

Light status	Condition/solution
The ⏻ power light is on	The product is turned on.
The ⏻ power light is flashing	The product is busy. Wait for the ⏻ power light to stop flashing before turning off the product.
The ⏹ ink light is on	Initial ink charging or ink refilling may not be complete. See the <i>Start Here</i> sheet for instructions on initial ink charging.
The ⏹ ink light is flashing	The ink tank cap is not fully closed. Push the cap down firmly, then press the ⏹ ink button.
The ⏹ paper light is on	No paper is loaded or multiple sheets fed at one time. Load paper in the product and press the ⏹ stop button to clear the error.
The ⏹ paper light is flashing	Paper is jammed in the product or protective material remains inside. Remove the jammed paper or material and press the ⏹ stop button to clear the error.
The ⏹ ink and ⏹ paper lights are flashing simultaneously	An ink pad is nearing or at the end of its service life. Contact Epson for support. If a message to continue printing appears on your computer, press the ⏹ stop button to continue printing.



Light status	Condition/solution
All lights are flashing	Paper or protective material is stuck inside the product. Open the front cover and remove any jammed paper or protective materials. Turn the product off and then back on again. If the error continues, contact Epson for support.
The $\Delta$ ink light is on The $\square$ paper light is on	An error has occurred during firmware updating. Connect your product using a USB cable and try updating the firmware again. If the error continues, contact Epson for support.
The $\odot$ power light is on or flashing. The $\Delta$ ink light is on The $\square$ paper light is on	The product was not turned off correctly. Press the $\nabla$ stop button to clear the error, then run a nozzle check and cancel any pending print jobs. Always use the $\odot$ power button to turn off the product.

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

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

**Related references**

[Paper Jam Problems](#)

**Related tasks**

[Loading Paper for Documents and Photos](#)

## Running a Product Check

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

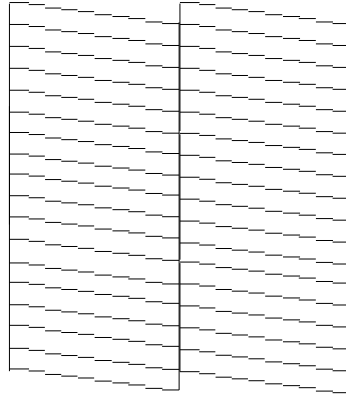
1. Press the  $\odot$  power button to turn the product off.
2. Load a few sheets of plain paper in the product.
3. Hold down the  $\nabla$  stop button and press the  $\odot$  power button to turn the product on.
4. When the product turns on, release both buttons.

The product begins printing a nozzle check pattern.

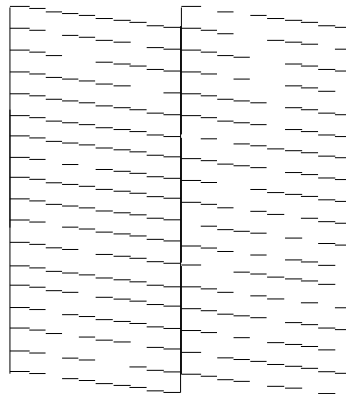
**Note:** It can take a few seconds for the nozzle check to start printing. If the nozzle check does not start printing after a few seconds, make sure there is paper loaded in the printer.

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

**Print head is clean**



**Print head needs cleaning**



6. 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 book or try uninstalling and reinstalling your printer software.
  - If the page prints but the nozzle check pattern has gaps, clean or align the print head.
  - If the page does not print, the product may have a problem. Check the other solutions in this manual. If they do not work, contact Epson.

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

**Related concepts**

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

[Uninstall Your Product Software](#)

**Related references**

[Where to Get Help](#)

**Related tasks**

[Loading Paper for Documents and Photos](#)

## Solving Setup Problems

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


[Noise After Filling the Ink](#)

[Software Installation Problems](#)

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

## Noise After Filling the Ink

If you hear noises from your product after filling the ink tank with ink, check these solutions:

- The first time you fill the tank with ink, the product must charge its print head. Wait until charging finishes before you turn off the product, or it may charge improperly and use excess ink the next time you turn it on. Your product is finished charging the print head when the  power light stops flashing.
- If the product's print head stops moving or making noise, and the charging process has not finished, turn off your product. Turn it back on and check to see if charging is still in progress. If it is still in progress, contact Epson for help.

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

**Related references**

[Where to Get Help](#)

## Software Installation Problems

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

- Make sure your product is turned on and any necessary cables are securely connected at both ends. If you still have problems installing software, disconnect the cable and carefully follow the instructions on the *Start Here* sheet. Also make sure your system meets the requirements for your operating system.
- Close any other programs, including screen savers and virus protection software, and install your product software again.
- In Windows, make sure your product is selected as the default printer and the correct port is shown in the printer properties.
- If you see any error message or your software does not install correctly in Windows, you may not have software installation privileges. Contact your system administrator.

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

**Related references**

[Windows System Requirements](#)

[Mac System Requirements](#)

## Solving Paper Problems

Check these sections if you have problems using paper with your product.

[Paper Feeding Problems](#)

[Paper Jam Problems](#)

[Paper Ejection Problems](#)

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

## Paper Feeding Problems

If you have problems feeding paper, try these solutions:

- Make sure the paper cassette is inserted all the way in the printer.
- If paper does not feed correctly, remove and reload it in the cassette and adjust the edge guides. Make sure the paper stack is not above the tab on the edge guides inside the cassette.

- 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.
- 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 Loading Capacity](#)

**Related tasks**

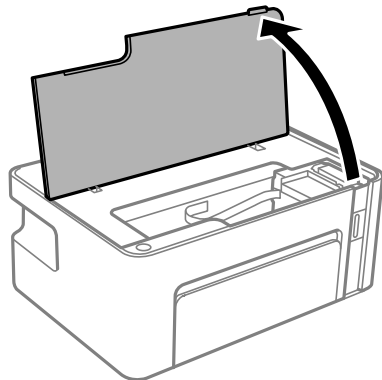
[Loading Paper for Documents and Photos](#)

## Paper Jam Problems

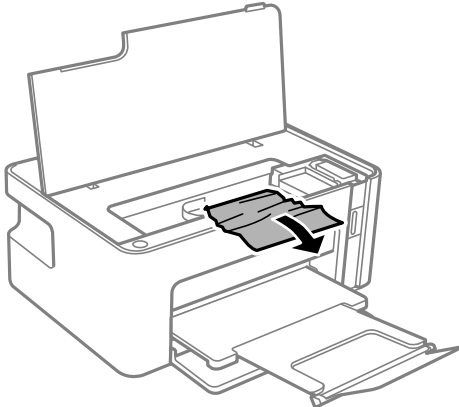
If you have problems with paper jams, try these solutions:

**Warning:** Do not touch the buttons on the control panel while reaching into the product, or it could cause an injury.

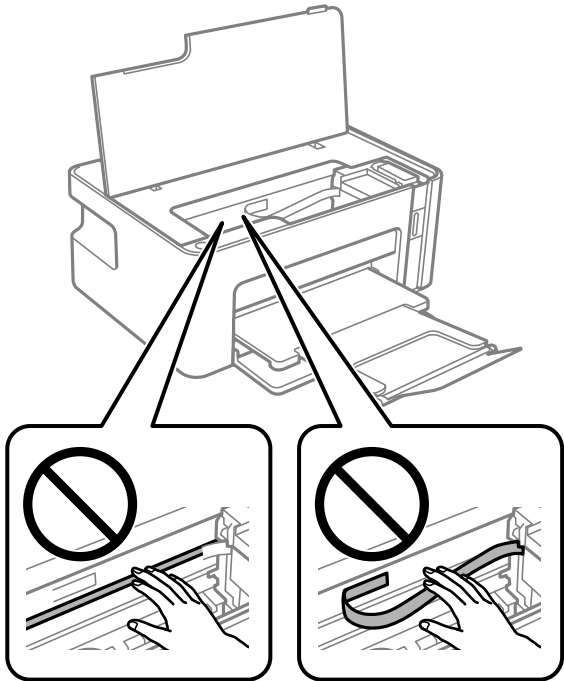
1. Open the printer cover.



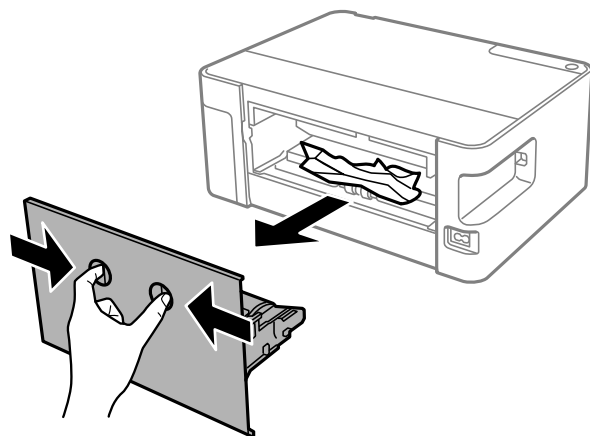
2. Gently remove any jammed paper from inside the product.



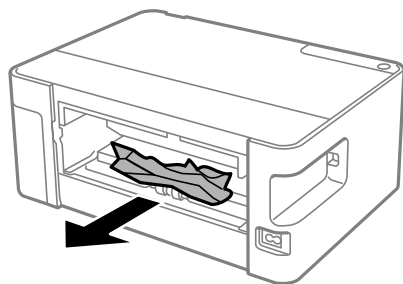
**Caution:** Do not touch the parts shown here or you may damage the product.



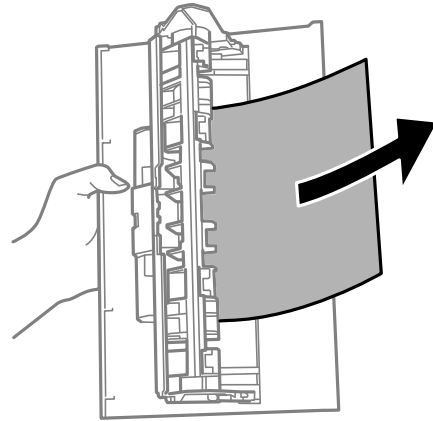
3. Close the printer cover.
4. Remove the rear cover.



5. Remove any jammed paper from the rear of the product.



6. Remove any paper from the rear cover.



7. Replace the rear cover.

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

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

**Related references**

[Paper Loading Capacity](#)

**Related tasks**

[Loading Paper for Documents and Photos](#)

## 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 tasks**

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)



## Solving Problems Printing from a Computer

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

[Nothing Prints](#)

[Product Icon Does Not Appear in Windows Taskbar](#)

[Printing is Slow](#)

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

### Nothing Prints

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

- Make sure your product is turned on 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. Print the image at a lower resolution or if necessary, increase your system's memory.
- In Windows, make sure your product is selected as the default printer and the printer port setting matches the printer connection port.
- 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 added to the printer list and the printer is not paused.
- Make sure your product is selected as the printer in your printing program.

**Parent topic:** [Solving Problems Printing from a Computer](#)





#### Related tasks

[Running a Product Check](#)

## Product Icon Does Not Appear in Windows Taskbar

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

1. Do one of the following:

- **Windows 10:** Click  and select  (Settings) > **Devices > Printers & scanners**. Select your product name and select **Manage > Printing preferences**.
- **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel > Hardware and Sound > Devices and Printers**. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.
- **Windows 7:** Click  and select **Devices and Printers**. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.
- **Windows Vista:** Click , select **Control Panel**, and click **Printer** under **Hardware and Sound**. Right-click your product name, select **Printing Preferences**, and select your product name again if necessary.

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.

For the fastest printing, select the following settings in your product software:

- Turn on any high speed settings in your product software.
- Select a lower print quality setting.
- **Windows:** Click the **Maintenance** or **Utility** tab, select **Extended Settings** or **Speed and Progress**, and select the following settings:
  - **Always Spool RAW Datatype**
  - **Page Rendering Mode**
  - **Print as Bitmap**
- **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 concepts**

[Uninstall Your Product Software](#)

### Related tasks

[Selecting Extended Settings - Windows](#)

## Solving Page Layout and Content Problems

Check these sections if you have problems with the layout or content of your printed pages.

[Inverted Image](#)

[Too Many Copies Print](#)

[Blank Pages Print](#)

[Incorrect Margins on Printout](#)

[Incorrect Characters Print](#)

[Incorrect Image Size or Position](#)

[Slanted Printout](#)

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

### Inverted Image

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

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

**Parent topic:** [Solving Page Layout and Content Problems](#)

### Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

[Selecting Additional Layout and Print Options - Windows](#)

[Selecting Print Layout Options - 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 Basic Print Settings - Windows](#)

## Blank Pages Print

If blank pages print unexpectedly, try these solutions:

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

**Parent topic:** [Solving Page Layout and Content Problems](#)

### Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

### Related tasks

[Selecting Additional Layout and Print Options - Windows](#)

[Selecting Basic Print Settings - Mac](#)

[Refilling the Ink Tank](#)

## 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](#)

[Loading Paper for Documents and Photos](#)

## Incorrect Characters Print

If incorrect characters appear in your prints, try these solutions before reprinting:

- Make sure any cables are securely connected at both ends.
- In Windows, delete all print jobs from the Windows Spooler:
  - **Windows 10:** Click  and select  (Settings) > **Devices > Printers & scanners**. Select your product name and select **Manage > Open print queue**. Right-click the stalled print job, click **Cancel**, and click **Yes**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel > Hardware and Sound > Devices and Printers**. Right-click your product name, select **See what's printing**, and select your product name again, if necessary. Right-click the stalled print job, click **Cancel**, and click **Yes**.
  - **Windows 7:** Click  and select **Devices and Printers**. Right-click your product name, select **See what's printing**, and select your product name again, if necessary. Right-click the stalled print job, click **Cancel**, and click **Yes**.
  - **Windows Vista:** Click  and select **Control Panel**. Click **Printer** under **Hardware and Sound**, right-click your product name, and select **Open**. Right click the stalled print job, click **Cancel**, and click **Yes**.
- 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.
- Make sure you are using the printer software for this product. Check the product name at the top of the driver window.

**Parent topic:** [Solving Page Layout and Content Problems](#)

## Incorrect Image Size or Position

If your printed image is the wrong size or in the wrong position, try these solutions:

- Make sure you selected the correct paper size and layout settings in your printing program and printer software.
- Make sure your paper is positioned correctly for feeding into the printer.
- Slide the edge guides against the edges of the paper.
- Make sure you selected the correct margins for your paper size in your printing program.

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

**Parent topic:** [Solving Page Layout and Content Problems](#)

**Related tasks**

[Selecting Additional Layout and Print Options - Windows](#)

[Selecting Print Layout Options - Mac](#)

[Loading Paper for Documents and Photos](#)

## 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.

**Parent topic:** [Solving Page Layout and Content Problems](#)

**Related concepts**

[Print Head Alignment](#)

**Related tasks**

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

[Loading Paper for Documents and Photos](#)

## Solving Print Quality Problems

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

[White or Dark Lines in Printout](#)

[Blurry or Smearred Printout](#)

[Faint Printout or Printout Has Gaps](#)

[Grainy Printout](#)

**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.
- 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 refill the ink. Visually check the ink level.
- If you have not used the product for a long time, run the Power Cleaning utility.

**Note:** Power Cleaning consumes a lot of ink, so run this utility only if you cannot improve print quality by cleaning the print head.

**Parent topic:** [Solving Print Quality Problems](#)

### Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

[Check Ink Level](#)

### Related references

[Paper or Media Type Settings - Printing Software](#)

### Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

[Refilling the Ink Tank](#)

[Power Cleaning Using a Computer Utility](#)

## Blurry or Smearred Printout

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

- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.



- Slide the edge guides to the edges of the paper.
- 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, make sure you select the appropriate settings. In Windows, you can also try selecting **Short Grain Paper** in Extended Settings.
- When manually printing 2-sided, make sure the ink is completely dry before loading the paper.
- Remove each sheet from the output tray as it is printed.
- 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.
- Clean the paper path.
- If you have not used the product for a long time, run the Power Cleaning utility.

**Note:** Power Cleaning consumes a lot of ink, so run this utility only if you cannot improve print quality by cleaning the print head.

**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](#)

**Related references**

[Paper Specifications](#)

[Compatible Epson Papers](#)

**Related tasks**

[Loading Paper for Documents and Photos](#)

[Selecting Extended Settings - Windows](#)  
[Selecting Printing Preferences - Mac](#)  
[Cleaning the Paper Path](#)  
[Power Cleaning Using a Computer Utility](#)

## **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 level may be low. Visually check the ink level.
- 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.
- Adjust the print quality in the product software.
- Clean the paper path.
- If you have not used the product for a long time, run the Power Cleaning utility.

**Note:** Power Cleaning consumes a lot of ink, so run this utility only if you cannot improve print quality by cleaning the print head.

**Parent topic:** [Solving Print Quality Problems](#)

### **Related concepts**

[Print Head Nozzle Check](#)

### **Related references**

[Paper Specifications](#)

[Compatible Epson Papers](#)

### **Related tasks**

[Loading Paper for Documents and Photos](#)

[Selecting Extended Settings - Windows](#)

[Selecting Printing Preferences - Mac](#)

[Cleaning the Paper Path](#)

[Power Cleaning Using a Computer Utility](#)

## 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.
- Adjust the print quality in the product software.
- You may need to increase the image resolution or print a smaller size; see your software documentation.

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

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

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

**Parent topic:** [Solving Print Quality Problems](#)

### Related concepts

[Print Head Nozzle Check](#)

### Related references

[Paper Specifications](#)

### Related tasks

[Cleaning the Paper Path](#)

[Loading Paper for Documents and Photos](#)

## 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.jm/support](http://epson.com.jm/support) 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 additional help with your Epson product, contact Epson.

Epson provides these technical support services:

### Internet Support

Visit Epson's support website at [epson.com.jm/support](http://epson.com.jm/support) for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

### Speak to a Support Representative

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

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

Then call:

Country	Telephone
Argentina	(54 11) 5167-0300 0800-288-37766
Bolivia*	800-100-116
Brazil	State capitals and metropolitan areas: 3004-6627 Other areas: 0800-377-6627 / 0800-EPSONBR
Chile	(56 2) 2484-3400
Colombia	Bogota: (57 1) 592-2200 Other cities: 018000-915235
Costa Rica	800-377-6627
Dominican Republic*	1-888-760-0068
Ecuador*	1-800-000-044
El Salvador*	800-6570
Guatemala*	1-800-835-0358
Mexico	Mexico City: (52 55) 1323-2052 Other cities: 01-800-087-1080
Nicaragua*	00-1-800-226-0368
Panama*	00-800-052-1376
Paraguay	009-800-521-0019

<b>Country</b>	<b>Telephone</b>
Peru	Lima: (51 1) 418-0210 Other cities: 0800-10-126
Uruguay	00040-5210067
Venezuela	(58 212) 240-1111

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

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

### **Purchase Supplies and Accessories**

You can purchase genuine Epson ink and paper from an Epson authorized reseller. To find the nearest reseller, visit [epson.com.jm](http://epson.com.jm) or call your nearest Epson sales office.

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

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## Technical Specifications

These sections list the technical specifications for your product.

[Windows System Requirements](#)

[Mac System Requirements](#)

[Paper Specifications](#)

[Printable Area Specifications](#)

[Ink Specifications](#)

[Dimension Specifications](#)

[Electrical Specifications](#)

[Environmental Specifications](#)

[Interface Specifications](#)

### Windows System Requirements

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

- Windows 10
- Windows 8.x
- Windows 7
- Windows Vista
- Windows Server 2016
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2
- Windows Server 2008
- Windows Server 2003 R2
- Windows Server 2003 SP2 or later

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



Parent topic: [Technical Specifications](#)

## Mac System Requirements

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

- macOS 10.14.x
- macOS 10.13.x
- macOS 10.12.x
- OS X 10.11.x
- OS X 10.10.x
- OS X 10.9.x
- OS X 10.8.x
- OS X 10.7.x
- OS X 10.6.8

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

Parent topic: [Technical Specifications](#)

## Paper Specifications

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

## Single-sheets

### 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])  
8 × 10 inches (203 × 254 mm)  
Half Letter (5.5 × 8.5 inches [140 × 216 mm])  
Oficio 9 (8.46 × 12.4 inches [215 × 315 mm])  
Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm])  
8.5 × 13 inches (216 × 330 mm)  
Executive (7.25 × 10.5 inches [184 × 267 mm])  
No. 10 (4.1 × 9.5 inches [105 × 241 mm])

### Paper types

Plain paper

**Note:** Your product also supports compatible papers distributed by Epson. See the link at the end of this topic for a list of compatible Epson papers.

### Weight

Plain paper: 17 lb (64 g/m<sup>2</sup>) to 24 lb (90 g/m<sup>2</sup>)

## Envelopes

### Size

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

### Paper types

Plain paper

### Weight

20 lb (75 g/m<sup>2</sup>) to 24 lb (90 g/m<sup>2</sup>)

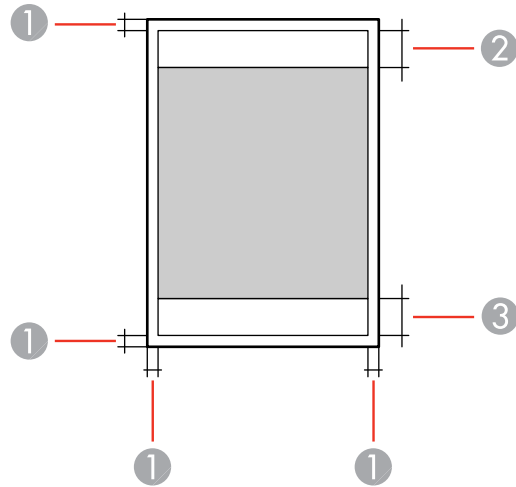
Parent topic: [Technical Specifications](#)

### Related references

[Compatible Epson Papers](#)

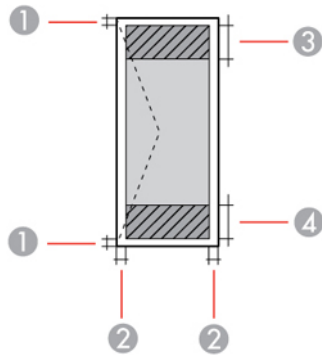
# Printable Area Specifications

## Single sheets



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

## Envelopes



- 1 Right/left margins: 0.12 inch (3 mm) minimum
- 2 Top/bottom margins: 0.2 inch (5 mm) minimum
- 3 Reduced print quality area/right: 0.71 inch (18 mm) minimum
- 4 Reduced print quality area/left: 1.61 inches (41 mm) minimum

Parent topic: [Technical Specifications](#)

## Ink Specifications

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

The ink bottle that is used for initial product setup has a lower yield due to the ink charging process. This process is carried out the first time you turn on the printer and guarantees better performance. Yields vary considerably based on print jobs, print settings, paper type, frequency of use, and temperature. Do not load paper before refilling the ink tank.

Check the ink level in your product frequently, and refill the ink tank if necessary.

<b>Color</b>	Black
<b>Ink life</b>	Opened package: as soon as possible Unopened package: do not use if the date on the package has expired
<b>Temperature</b>	Storage: -4 to 104 °F (-20 to 40 °C) 1 month at 104 °F (40 °C) Ink freezes at 5 °F (-15 °C) Ink thaws and is usable after 2 hours at 77 °F (25 °C)

Parent topic: [Technical Specifications](#)

### Related concepts

[Check Ink Level](#)

[Purchase Epson Ink](#)

## Dimension Specifications

<b>Height</b>	Stored: 6.3 inches (161 mm) Printing: 6.3 inches (161 mm)
<b>Width</b>	Stored: 14.8 inches (375 mm) Printing: 14.8 inches (375 mm)
<b>Depth</b>	Stored: 10.5 inches (267 mm) Printing: 20.2 inches (512 mm)
<b>Weight</b> (without ink or power cord)	Approximately 7.7 lb (3.5 kg)

Parent topic: [Technical Specifications](#)

## Electrical Specifications

<b>Power supply rating</b>	100 to 240 V
<b>Input voltage range</b>	90 to 264 V
<b>Rated frequency range</b>	50/60 Hz
<b>Input frequency range</b>	49.5/60.5 Hz
<b>Rated current</b>	0.4 to 0.2 A
<b>Power consumption</b>	Printing: Approximately 13 W (ISO/IEC24712) Ready mode: Approximately 2.4 W Sleep mode: Approximately 0.4 W Power off mode: Approximately 0.2 W

Parent topic: [Technical Specifications](#)

## Environmental Specifications

<b>Temperature</b>	Operating: 50 to 95 °F (10 to 35 °C) Storage: –4 to 104 °F (–20 to 40 °C) 1 month at 104 °F (40 °C)
<b>Humidity</b> (without condensation)	Operating: 20 to 80% RH Storage: 5 to 85% RH

Parent topic: [Technical Specifications](#)

## Interface Specifications

<b>Interface type</b>	Hi-Speed USB (Device Class for computers)
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Parent topic: [Technical Specifications](#)

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## Notices

Check these sections for important notices about your product.

[Important Safety Instructions](#)

[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](#)

**Parent topic:** [Notices](#)

## 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.
- Use only the power cord that comes with the printer. Use of another cord may cause fires or shock. Do not use the cord with any other equipment.
- Make sure the AC power cord meets the relevant local safety standard.
- 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.
- 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 above the printer to fully raise the printer cover.
- 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.
- Do not put your hand inside the printer while it is printing.
- 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.
- Before transporting the printer, make sure that the print head is in the home (far right) position.
- When storing or transporting the printer, do not tilt it, stand it on its side, or turn it upside down; otherwise, ink may leak.
- Some users that print extensively may receive a message informing them that the ink waste pad is full. The duration of the pad depends on the amount of use and usage conditions such as high humidity, heat or dusty conditions that require more cleaning cycles. The Epson Status Monitor and warning light on the control panel will indicate when the waste pad needs to be replaced. The ink pad is not a user serviceable part. Please seek service from an Epson Authorized Service Center or consider a new printer if your printing needs have changed or the printer has had a long period of extensive use.



Parent topic: [Important Safety Instructions](#)

## 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 [EAlegal@ea.epson.com](mailto:EAlegal@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 WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.**

**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 <https://www.jamsadr.com/about/> or by calling +1-949-224-1810 (from outside the U.S.) or 1-800-352-5267 (from within the U.S.), 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](#)

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Parent topic: [Notices](#)

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