XP-970 Small-in-One® Printer

Start Here

1 Unpack

1 Remove all protective materials from the product.

2 Lift up the scanner unit. Remove all protective materials from inside the product.

Note: Do not throw away the protective material shown above. Tape this piece to the top of the ink cartridge holder when transporting your product. For more information, see the online User's Guide.

2 Turn on and configure

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

Caution: Do not connect to your computer yet.

2 Turn on the product.

3 Select your language.

Note:
• You can change this setting later using the product’s control panel. For more information, see the online User’s Guide.
• If an error message appears, turn off the product and check that no protective material has been left inside the product.

3 Install ink cartridges

Caution: Keep the ink cartridges out of the reach of children and do not drink the ink.

Note: The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing.

1 Lift up the scanner unit.

Caution: Do not touch the flat white cable or the print head path.

2 Unpack the ink cartridges.

Caution: Do not connect to your computer yet.

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

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

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

5 Lower the scanner unit.

6 Select Installed to start charging the ink. Ink charging takes approximately 7 minutes. When you see a completion message on the printer’s LCD screen, charging is complete.

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

Note: As part of setup, your product’s serial number will be sent to a secure Epson server so that you can be eligible to participate in programs we may offer from time to time, including the Epson ink replenishment program. You will have a separate opportunity to consent to participating in such programs.

7 Follow the on-screen instructions to adjust the print quality of your product.

Note:
• You need to load paper before you can adjust the print quality. See the “Load paper” section for details.
• Select Adjust Later if you want to adjust the print quality later. For more information, see the online User’s Guide.

4 Load paper

See the instructions below for loading paper in cassettes 1 and 2.

Note: See the online User’s Guide for a complete list of compatible paper types, sizes, and capacities, and instructions on loading paper in the rear paper feed slot and printing on a CD/DVD/Blu-ray Disc™.

1 Lower the front cover.

2 Pull out a paper cassette.

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

4 Insert the paper with the glossy or printable side facedown.

Note: Make sure the paper is loaded against the front edge guide and not sticking out past the triangle symbol at the end of the cassette.

Epson paper sizes Cassette 1 Cassette 2

<table>
<thead>
<tr>
<th>Size</th>
<th>Cassette 1</th>
<th>Cassette 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>4” x 6”, 5” x 7”</td>
<td>•</td>
<td>•</td>
</tr>
<tr>
<td>8” x 10”, Letter, A4, Legal</td>
<td>•</td>
<td>•</td>
</tr>
</tbody>
</table>

IMPORTANT: Before using this product, make sure you read these instructions and the safety instructions in the online User’s Guide.

Note: This printer is designed for use with Epson cartridges only, not third-party cartridges or ink. For important ink information, visit www.epson.com/epsonink (U.S.) or www.epson.ca/epsonink (Canada) or see your printer box.

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

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Note: Do not open ink cartridge packages until you are ready to install the ink. Cartridges are vacuum packed to maintain reliability.
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**Unpack**

1. Remove all protective materials from the product.

2. Lift up the scanner unit. Remove all protective materials from inside the product.

**Note:** Do not throw away the protective material shown above. Tape this piece to the top of the ink cartridge holder when transporting your product. For more information, see the online User’s Guide.

**Install ink cartridges**

3. Lift up the scanner unit.

**Caution:** Keep the ink cartridges out of the reach of children and do not drink the ink.

**Note:** The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing.

2. Disconnect the power cord from the back of the printer and from an electrical outlet.

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

2. Lift up the scanner unit.

3. Select your language.

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

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

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**Caution:** Do not touch the flat white cable or the print head path.

**Load paper**

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2. Pull out a paper cassette.

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

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**Mobile and voice-activated printing**

- Print directly from your iOS device. Simply connect your printer and device to the same network and tap the action icon to select the print option.
- Print directly from your Android™ (v4.4 or later) device. Simply connect your printer and device to the same network and tap the menu icon to select the print option.
- Print from wherever you are, next to your printer or remotely, with Epson Connect and Google Cloud Print. Simply add your product to an Epson Connect account, then link the account to a voice-activated assistant. See www.epson.com/support/voice (U.S.) or www.epson.ca/support/voice (Canada) for more information.

**Any questions?**

**User’s Guide**

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

Mac: Click the icon in Applications/Epson Software/Guide to access the online User’s Guide.

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

**Videos**

Visit www.epson.com/support/XP-970videos (U.S.) or www.epson.ca/support/XP-970videos (Canada) to view support videos.

**Technical support**

Visit www.epson.com/support/XP-970 (U.S.) or www.epson.ca/support/XP-970 (Canada) to download drivers, view manuals, get FAQs, or contact Epson.

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

**Recycling**

Epson offers a recycling program for end of life hardware and ink cartridges. Please go to www.epson.com/recycle (U.S.) or www.epson.ca/recycle (Canada) for information on how to return your products for proper disposal.

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**Any problems?**

**Network setup was unsuccessful.**

- Print a network connection report to identify network problems and solutions. See your online User’s Guide for instructions.
- Make sure you select the right network name (SSID).
- Restart your router (turn it off and then on), then try to connect to it again.
- If you see a firewall alert message, click Unblock or Allow to let setup continue.
- If your network has security enabled, make sure you enter your network password (WEP key or WPA passphrase) correctly. Be sure to enter your password in the correct case.

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

Run a nozzle check to see if there are any gaps in the printout. Then clean the print head, if necessary. See the online User’s Guide for more information.

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

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

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**The product’s screen is dark.**

Make sure your product is turned on, and touch the power button to wake your product from sleep mode.
5 Slide the side edge guides against the paper, but not too tightly. Make sure the paper is under the tabs on the side edge guides.

6 Keep the cassette flat as you insert it all the way.

7 Select the paper settings on the product’s control panel.

4 When you see the Select Your Connection screen, select one of the following and follow the on-screen instructions:
  - **Wireless connection**
    - In most cases, the software installer automatically attempts to set up your wireless connection. If setup is unsuccessful, you may need to enter your network name (SSID) and password.
  - **Direct USB connection**
    - Make sure you have a USB cable (not included).
  - **Wired network connection**
    - Make sure you have an Ethernet cable (not included).

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- Print from wherever you are, next to your printer or remotely, with Epson Connect™ and Google Cloud Print™. Learn more at www.epson.com/connect (U.S.) or www.epson.ca/connect (Canada).
- Use voice-activated assistants to print a variety of creative and everyday items from your Epson product. Simply add your product to an Epson Connect account, then link the account to a voice-activated assistant. See www.epson.com/voice (U.S.) or www.epson.ca/voice (Canada) for more information.
* May require the Epson Print Enabler or Mopria Print Service app from Google Play™.

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**Need paper and ink?**

Ensure brilliant results with Epson specialty papers, engineered specifically for Epson printers. Find specialty Epson papers and Epson Genuine Ink at www.epson.com (U.S. sales) or www.epson.ca (Canadian sales) and at Epson authorized resellers. Call 800-GO-EPSON (800-463-7766).

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**XP-970 replacement ink cartridges**

<table>
<thead>
<tr>
<th>Color</th>
<th>Standard-capacity</th>
<th>High-capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
<td>277</td>
<td>277XL</td>
</tr>
<tr>
<td>Cyan</td>
<td>277</td>
<td>277XL</td>
</tr>
<tr>
<td>Magenta</td>
<td>277</td>
<td>277XL</td>
</tr>
<tr>
<td>Yellow</td>
<td>277</td>
<td>277XL</td>
</tr>
<tr>
<td>Light Cyan</td>
<td>277</td>
<td>277XL</td>
</tr>
<tr>
<td>Light Magenta</td>
<td>277</td>
<td>277XL</td>
</tr>
</tbody>
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