Using the Control Panel for Wireless Network Installation

Artisan™ 800 Series
Before You Begin

Make sure you installed ink cartridges and loaded paper in the printer as described on the Start Here sheet. Make sure that your wireless router or access point is set up and working correctly. Then follow the instructions in this guide to set up the printer for use on a network.

Do one of the following:

■ If you’re installing the printer for the first time, see the next section to connect the printer to your wireless network.

■ If you’re setting up an additional computer to use the printer on the network, follow the steps in “Installing Software” on page 12.
Connecting to Your Wireless Network

To add the printer to your wireless network, you need to know the name (SSID) of your wireless network. If it has security enabled, you also need to know the security mode and WEP key or WPA passphrase. Enter your network and security information in the space provided below:

Network name (SSID): ____________________________________________

Security mode (select one):

- None
- WEP-64, ASCII
- WEP-64, Hexadecimal
- WEP-128, ASCII
- WEP-128, Hexadecimal
- WPA-PSK (TKIP)
- WPA-PSK (AES)

WEP key or WPA passphrase: _______________________________________

Note:
The printer supports the following wireless security modes: WEP-64, WEP-128, and WPA-PSK.

If your WEP key is 5 or 13 characters, it’s ASCII. If it’s 10 or 26 characters, it’s hexadecimal.

If your WPA passphrase contains upper- or lowercase letters, be sure to note them correctly.

If your wireless network uses WPA as the security mode, you will also need to know whether it’s using TKIP or AES as the encryption algorithm.

If you don’t know your wireless network name (SSID) or security settings, contact the person who set up your wireless network.
Enabling Wireless Communication

1. If necessary, press the Home button on the printer control panel to return to the Home menu.

2. Select Setup.

3. Press ➤, then select Network Settings.


5. Select Yes.
6. Select Enable.

![Enable](image)


![Manual Wireless LAN Setup](image)

8. Press the OK button to continue.

![Proceed](image)

9. Select Yes.

![Warning](image)
10. Select **Infrastructure Mode**.

![Communication Mode Setup](image)

**Infrastructure Mode**

**Ad Hoc Mode**

Select a communication mode.

Continue with the next section.

**Searching for Your Wireless Network**

1. Select **Search SSID**.

![SSID Input Method](image)

**Search SSID**

**Enter SSID**

Select an SSID input method for wireless networks.

2. Select the name of your wireless network. Press **▼** or **►** to view more networks.

![Select SSID](image)

**SSID1**

**SSID2**

**SSID3**

Select SSID.

Continue with “Selecting Security Settings” on page 8.
If your network name isn’t listed, try the following:

■ Make sure that your wireless router or access point is turned on and working correctly. Press the Back button to return to the previous screen, select Search SSID, then repeat step 2.

■ If you still can’t find the network name in the list, your router or access point may be set to not broadcast its network name. Press the Back button, then see “Entering Your Network Name” below.

**Entering Your Network Name**

1. Select Enter SSID, then press OK.

2. Enter your network name.

■ Press Menu to switch between uppercase (ABC), lowercase (abc), or numeric (123) characters.

■ Press ▲ or ▼ until you see the character you want.

■ Press ► to enter the next character.

■ Press – to delete a character.

3. Press OK when you’re done entering your network name.

Continue with the next section.
Selecting Security Settings

1. Select the security mode that your wireless network is using. Press ◄ or ► to view more options.

   ![Security Modes](image)

   **Note:**
   If your wireless network doesn’t have security enabled, select None.

2. Do one of the following:
   - If your wireless network doesn’t have security enabled, see “Confirming Your Network Settings” on page 11.
   - If your wireless network uses WPA as the security mode, continue with “Selecting WPA Security Settings” on page 9.
   - If your wireless network uses WEP as the security mode, continue with “Selecting WEP Security Settings” on page 10.
**Selecting WPA Security Settings**

1. Enter your WPA passphrase.

   **Note:**
   If your WPA passphrase contains upper- or lowercase letters, be sure to enter them correctly.

   - Press **Menu** to switch between uppercase (ABC), lowercase (abc), or numeric (123) characters.
   - Press ▲ or ▼ until you see the character you want.
   - Press ► to enter the next character.
   - Press – to delete a character.

   ![WPA Passphrase Input Interface](image)

2. When you’re done entering the WPA passphrase, press **OK**.

   Continue with “Confirming Your Network Settings” on page 11.
Selecting WEP Security Settings

1. Select Alphanumeric if your WEP key is ASCII, or select Hexadecimal if your WEP key is in hexadecimal format.

   **Note:**
   If the WEP key is 5 or 13 characters, it’s ASCII. If the WEP key is 10 or 26 characters, it’s hexadecimal.

2. Enter your WEP key.
   - Press **Menu** to switch between uppercase (ABC), lowercase (abc), or numeric (123) characters.
   - Press ▲ or ▼ until you see the character you want.
   - Press ► to enter the next character.
   - Press – to delete a character.

3. When you’re done entering the WEP key, press **OK**.
   Continue with the next section.
Confirming Your Network Settings

1. When you see a screen like this one, verify that the settings are correct. If you need to change a setting, press Back until you see the setting you need to change.

2. Once you have verified that your network settings are correct, press OK to save the settings and return to the Network Settings menu.

3. Press the Home button to return to the Home menu.

Continue with the next section.
Confirming Your Wireless Connection

Wait for the printer to connect to your wireless network. Once it’s connected, you see a wireless signal strength indicator in the top right corner of the printer’s LCD screen.

Continue with the steps in the next section to install software.

**Note:**
If the printer doesn’t connect to your wireless network after 90 seconds, the WEP key or WPA passphrase may have been entered incorrectly. See “Connecting to Your Wireless Network” on page 3 to select your network settings again.

If the connection fails a second time, your router or access point may have MAC address filtering enabled. See page 25 to print a network status sheet to obtain the MAC address. Then see your router or access point’s documentation to add the printer’s MAC address to the approved devices list.

Installing Software

1. Insert the printer software CD.

2. **Windows Vista:** If you see the AutoPlay window, click Run Epsetup.exe. When you see the User Account Control screen, click Continue.

   **Windows XP:** When you see the Software installation screen, continue with step 3.

   **Mac OS X:** Double-click the **EPSON** icon.
3. Click Install.

4. When you see this screen, select **Install driver for network connection** and click Next.

5. Follow the on-screen instructions to install the software for your product.

   **Note:**
   These installations take several minutes to complete.
6. Select **Set up an additional computer to use this printer**, then click **Next**.

**Note:**
Make sure you select **Set up an additional computer to use this printer** even if this is the first time that you’re installing the printer.

7. Make sure that the printer is turned on.

8. When you see the FireWall Warning screen, click **Next**.
9. If you see a firewall alert message click Unblock or Allow to let Epson EasyInstall continue. Do not select Ask Me Later, Keep Blocking, or Block.

![Windows Security Alert]

**Note:**
Make sure that you allow network access for Epson EasyInstall. In Windows, verify that the publisher is SEIKO EPSON, then click Unblock. In Mac OS X, configure your firewall software to allow network access for Epson EasyInstall.

10. Select the printer you want to install, then click Next.

![Easy Network Setup]

**Note:**
It may take up to 90 seconds for your computer to find the printer on the network.

If your printer doesn’t appear in the list after 90 seconds, make sure that the printer is turned on and connected to the network (see “Confirming Your Wireless Connection” on page 12). Then click the refresh button. You do not need an Ethernet cable for this type of installation.

11. Continue with the next section to finish the installation.
Finishing the Installation

Follow the steps for your operating system:

- “Windows” below
- “Mac OS X” on page 17

**Windows**

1. Follow the on-screen instructions. When you see the screen below, you can do the following:
   - Enter a new name for the printer in the Printer Name text box (optional)
   - Select **Set as default** to make the printer your default printer (optional)

![Easy Network Setup](image)

2. When you’re finished selecting settings, click **Next**.

3. Wait for the software installation to complete, then click **Next**.

4. Follow the on-screen instructions to print a test page and finish the installation.

When installation is complete, you’re ready to scan and print. See your printed documentation and on-screen *Epson Information Center* for details.
Mac OS X

1. Follow the on-screen instructions. When you see this screen, click Finish.

2. When you see this screen, click Add Printer.

3. Follow the steps on the right side of the screen to add your EPSON TCP/IP printer.

   Note:
   It may take up to 90 seconds for your computer to find the EPSON TCP/IP printer on the network.
4. Click Next.

5. Follow the on-screen instructions to finish installing software.
   When installation is complete, you’re ready to print. See your printed documentation and on-screen *Epson Information Center* for details.

6. Continue with the steps in the next section to configure your scanner for use over the network.

**Configuring Epson Scan Network Settings**

Before you can scan over the network, you need to configure Epson Scan network settings.

1. If necessary, press the **Home** button on the printer control panel to return to the Home menu.

2. Select **Setup**.

3. Press ▶, then select **Network Settings**.

4. Select **Confirm Network Settings**.
5. Write down the IP Address displayed on the LCD screen.
   IP Address: _______________________________________________

   **Note:**
   Your printer’s settings will be different from the ones shown above.

6. From the Finder menu, select Go > Utilities.
7. Double-click the **EPSON Scan Settings** icon.
8. This screen appears twice. Click **No** both times it appears.
9. Select **Network** as the Connection setting.

![EPSON Scan Settings](image.png)

10. Click **Add**. You see this screen:

![Add](image.png)

11. Select the IP address that you wrote down in step 5.

**Note:**
To rename the scanner, type a name for it in the Scanner Name text box.
12. Click OK.

13. Click OK again to close the EPSON Scan Settings window.

   **Note:**
   If the printer’s IP address changes, you will need to repeat steps 1 through 13 to reconfigure Epson Scan network settings.

You’re ready to scan and print. See your printed documentation and on-screen *Epson Information Center* for details.

---

**Troubleshooting**

If you have problems setting up or using your product on a network, check these sections for help:

- “Setup Problems” below
- “Printing Problems” on page 23
- “Scanning Problems” on page 24

This section also explains how to print a Network Status Sheet (see page 25) and reset network settings (page 26).

---

**Setup Problems**

*Software installation failed*

Reset the printer’s network settings (see page 26) and perform a first-time installation of the printer and software (see page 3).

*Cannot connect to or find the wireless router or access point*

- Try connecting to the wireless router or access point with your computer or another device to confirm that it is working correctly.
- Make sure that the printer is within range of your wireless router or access point.
- Avoid placing the printer near a microwave oven, 2.4 GHz cordless phone, or large metal object such as a filing cabinet.
- Make sure there aren’t any access restrictions (such as MAC address filtering) set on the wireless router or access point. If access restrictions are set, register the printer’s MAC address on the router or access point. Print a Network Status Sheet (see page 25) to obtain the MAC address. Then see your router or access point’s documentation for instructions.

- Check to see if your wireless router or access point is set to not broadcast its network name (SSID). If so, you will need to enter the SSID manually (see page 7). If your wireless router or access point has wireless security enabled, you will also need to know what kind of security it is using.

- Make sure that you entered the correct WEP key or WPA passphrase for your wireless network. WEP keys are either ASCII or hexadecimal. If your WPA passphrase contains upper- or lowercase letters, be sure to enter them correctly.

- If you see the message “The combination of IP address and subnet mask is invalid”, try the following solutions:
  - If your router or access point is set to assign IP addresses using DHCP, try setting the printer’s IP address setting to Auto(DHCP).
  - If you want to manually configure the printer’s IP address, click Change when you see the Current IP Address Status screen and enter the IP address and subnet mask.
  - Make sure your computer is connected to your wireless router or access point. See your router or access point’s documentation for details.
  - Set a unique IP address for your printer. All IP addresses are written in segments of four numerical values. The last segment must be set to a unique numerical value (between 1 and 254). When the router is set to assign IP addresses using DHCP, set the printer’s IP address to a value that doesn’t conflict with the IP address range assigned by the DHCP server.

For example:
- IP address of your router or access point: 192.168.1.1
- IP address of your printer: 192.168.1.3
- For the subnet mask, 255.255.255.0 is normally used for small-scale networks (all devices on your network should use the same subnet mask). Also, when a gateway value is set, use the same value as the IP address for your wireless router or access point.
Troubleshooting

The printer does not appear in the Add Printer window (Mac OS X)

Make sure the printer driver was installed correctly and that your computer’s TCP/IP settings are configured correctly.

Printing Problems

Cannot print over the network

- Print a Network Status Sheet (see page 25) and verify that the network settings are correct.
- When using TCP/IP, make sure the printer’s IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, you will need to set the IP address manually.
- Print a Network Status Sheet (see page 25). If the Link Status says Disconnect, make sure that the wireless router or access point is turned on and that the settings are correct for your wireless network.
- Reset the printer’s network settings (see page 26) and perform a first-time installation of the printer and software (see page 3).

Printing is slow or the print is cut off

Print a Network Status Sheet (see page 25) and check the Signal Condition. If it’s poor, try moving the printer closer to your wireless router or access point. Avoid placing the printer next to a microwave oven, 2.4 GHz cordless phone, or large metal object such as a filing cabinet.

A dial-up connection dialog box appears when printing with EpsonNet Print

If you use a dial-up connection for Internet access, you will see this message every time you print. Try connecting to the Internet using a LAN connection or set your dial-up connection to dial manually (Never dial a connection).
Scanning Problems

Cannot find the scanner or start Epson Scan

- If you’re using Mac OS X, make sure that you configured the Epson Scan network settings (see page 18).

- If network communication was interrupted while starting Epson Scan, exit Epson Scan, and restart it after a few seconds. If Epson Scan cannot restart, turn the printer off and back on, and then try restarting Epson Scan. Check the Timeout Setting in EPSON Scan Settings. For details, see the Epson Scan Help.

- If you have a firewall or Internet security software installed, the search feature in EPSON Scan Settings may not work correctly. In this case, print a Network Status Sheet (see page 25), click EPSON Scan Settings > Add > Enter address, and enter the IP address manually.

- If you are scanning a large document at high resolution, a communication error may occur. If the scan did not complete, lower the resolution.

- The printer's IP Address may have changed. If the printer is set to obtain an IP address automatically, the IP address may change each time the printer is turned on. If the IP address has changed, you will need to repeat the steps in “Configuring Epson Scan Network Settings” on page 18. To keep the IP address from changing, try the following: always power on your network devices in the same order, always keep the printer on, or set your DHCP server to reserve an IP address for the printer (see your router’s documentation for details).
Printing a Network Status Sheet

1. Load a few sheets of plain paper.
2. If necessary, press the Home button on the printer control panel to return to the Home menu.
3. Select Setup.

4. Press ►, then select Network Settings.

5. Select Confirm Network Settings.

6. Press the ◇ Start button to print a network status sheet.
**Resetting Network Settings**

1. If necessary, press the **Home** button on the printer control panel to return to the Home menu.

2. Select **Setup**.

3. Press ↪, then select **Restore Default Settings**.

4. Select **Reset Network Settings**.

5. Select **Yes**.
6. Select Yes.

7. Select Yes.

8. Press OK.

9. Press Home to return to the Home menu.
Copyright Notice

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Seiko Epson Corporation. The information contained herein is designed only for use with this Epson product. Epson is not responsible for any use of this information as applied to other equipment.

Neither Seiko Epson Corporation nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs, or expenses incurred by purchaser or third parties as a result of: accident, misuse, or abuse of this product or unauthorized modifications, repairs, or alterations to this product, or (excluding the U.S.) failure to strictly comply with Seiko Epson Corporation’s operating and maintenance instructions.

Seiko Epson Corporation shall not be liable for any damages or problems arising from the use of any options or any consumable products other than those designated as Original Epson Products or Epson Approved Products by Seiko Epson Corporation.

Software License Agreements

In addition to software program rights owned by Seiko Epson Corporation, this product also includes open-source software. See the “Software Notices” section in the online Epson Information Center for a list of open-source software and software license terms applied to this printer.

Trademarks

Epson is a registered trademark and Epson Exceed Your Vision is a registered logomark of Seiko Epson Corporation.

Artisan is a trademark of Epson America, Inc.

General Notice: Other product names used herein are for identification purposes only and may be trademarks of their respective owners. Epson disclaims any and all rights in those marks.

This information is subject to change without notice.