

# WorkForce® 840 Series



## Quick Guide

*Basic Copying, Printing, Scanning, and Faxing*  
*Maintenance*  
*Network Setup*  
*Solving Problems*

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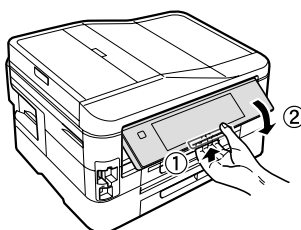
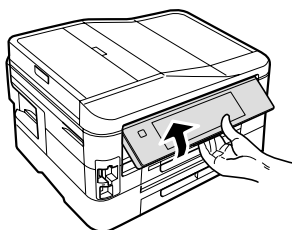
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# Using the Control Panel

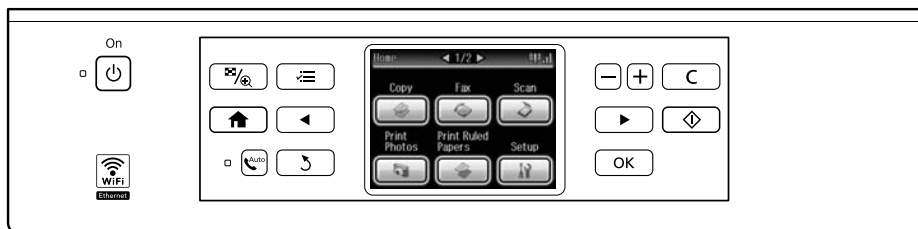
The control panel is adjustable. Press the release bar underneath to raise or lower it as shown.



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## Using the Touch Screen

The touch screen makes it easy to use all the features of your product. To save energy, the screen goes dark after several minutes of inactivity. Touch the screen to wake it up.














### Caution:

Press the touch screen gently with the tip of your finger; don't press too hard or use sharp objects.



### Note:

To turn off the "beep" heard when you press a button on the screen, or to reduce its volume, press **Setup**, select **Printer Setup**, select **Sound**, and adjust one of the settings. If you turn off the sound, the dialing sound made when you transmit a fax is also turned off.

The touch screen displays only the buttons that are available for the task you are working on.

Button	Description
	Display multiple photos at the same time, or crop the current photo (when a memory card is inserted).
	Return to the Home screen.
	Turn Auto Answer on or off. The light indicates that Auto Answer is on.
	Cancel current operation and return to previous screen.
	Display a menu for special settings. The touch screen retains the settings from the last time it was used.
 or 	Access more options or view more photos.
	Select a photo to print, or increase the number of copies.
	Decrease the number of copies.
	Cancel printing or clear settings for the mode you're using (Copy, Fax, etc.)
	Start printing, copying, faxing, or scanning.

You may see the following icons on the screen:

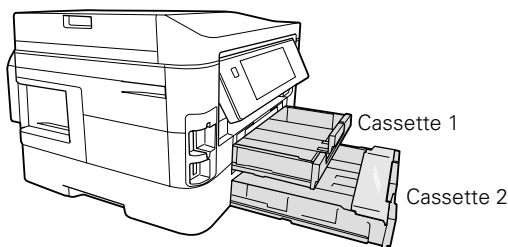
Icon	Meaning
	The product is connected to a wired network.
	The product is connected to a wireless network.
<b>ADF</b>	A document is loaded in the automatic document feeder.

# Loading Paper

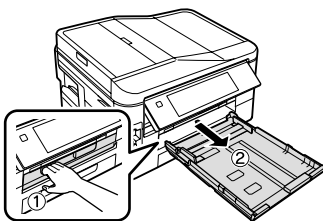
The product includes two paper cassettes.

- Cassette 1 holds a variety of paper types and sizes for photos and documents, from 4 × 6-inch (10 × 15 cm) to legal-size (8.5 × 14 inches or 216 × 356 mm). For details on special paper available from Epson, see page 9.
- Cassette 2 holds letter-, A4-, or legal-size plain paper (up to 250 sheets) or Epson Bright White paper (up to 200 sheets).

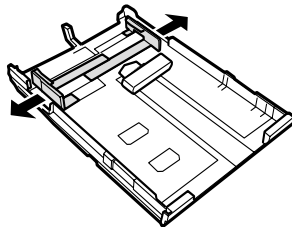
For instructions on loading envelopes and legal-size paper, see your online *User's Guide*.



1. To load paper, pull out either paper cassette. For cassette 2, remove the clear plastic cover before loading paper.

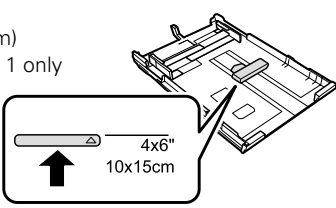


2. Slide the edge guides outward.

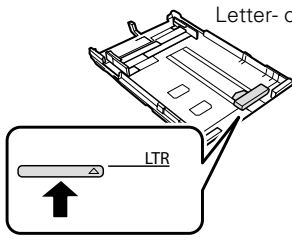


3. Position the guide shown below for the size of paper you're using.

4 × 6-inch  
(10 × 15 cm)  
in cassette 1 only

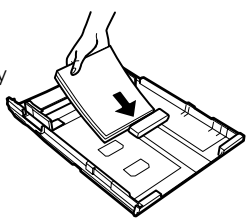


Letter- or A4-size

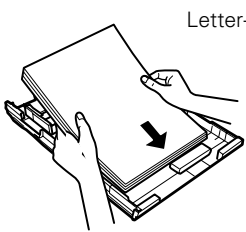


4. Load the paper against the edge guide with the glossy or printable side face down. (Load letterhead or pre-printed paper with the top edge at the back of the paper cassette.)

4 × 6-inch  
(10 × 15 cm)  
in cassette 1 only

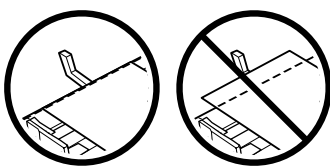


Letter- or A4-size



**Note:**

Make sure the paper is loaded against the edge guide and not sticking out from the end of the cassette.



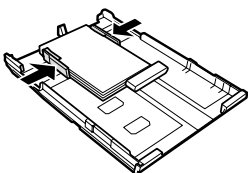
Fan the paper and align its edges before loading. Do not use transparencies or paper with binder holes

For automatic two-sided printing, use plain paper or Epson Bright White Paper.

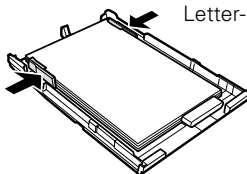
You can load up to 250 sheets of plain paper or 20 sheets of photo paper in cassette 1. See your online *User's Guide* for details.

5. Slide the edge guides against the paper, but not too tight. Make sure the paper is under the tabs on the edge guides.

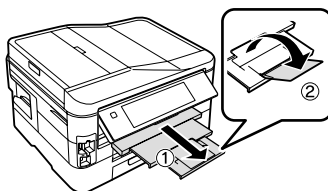
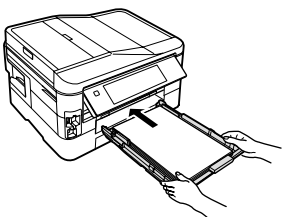
4 × 6-inch  
(10 × 15 cm)  
in cassette 1 only



Letter- or A4-size



6. Gently insert the paper cassette all the way into the printer. Then extend the output tray as shown.



**Note:**

Keep the cassettes flat as you insert them. The paper may slide forward slightly as you insert the cassette. This is normal. Do not remove or insert the cassettes while printing or copying.



# Using Special Papers

Epson offers a wide array of high quality papers, making it easy to maximize the impact of your documents, photos, presentations, and other projects.

You can purchase genuine Epson ink and paper at Epson Supplies Central<sup>SM</sup> at [www.epson.com/ink3](http://www.epson.com/ink3) (U.S. sales) or [www.epson.ca](http://www.epson.ca) (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

Paper name	Size	Part number	Sheet count
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	Borderless 8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257 S042180	50 100
Epson Premium Presentation Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S041568	50
Epson Brochure & Flyer Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S042384	150
Epson Ultra Premium Photo Paper Glossy	Borderless 4 × 6 inches (102 × 152 mm)	S042181 S042174	60 100
	Borderless 5 × 7 inches (127 × 178 mm)	S041945	20
	Borderless 8 × 10 inches (203 × 254 mm)	S041946	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042182 S042175	25 50
Epson Premium Photo Paper Semi-gloss	Borderless 4 × 6 inches (102 × 152 mm)	S041982	40
	Letter (8.5 × 11 inches [216 × 279 mm])	S041331	20

Paper name	Size	Part number	Sheet count
Epson Premium Photo Paper Glossy	Borderless 4 × 6 inches (102 × 152 mm)	S041808 S041727	40 100
	Borderless 5 × 7 inches (127 × 178 mm)	S041464	20
	Borderless 8 × 10 inches (203 × 254 mm)	S041465	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042183 S041667	25 50
Epson Photo Paper Glossy	Borderless 4 × 6 inches (102 × 152 mm)	S041809 S042038	50 100
	Letter (8.5 × 11 inches [216 × 279 mm])	S041141 S041649 S041271	20 50 100
Epson Bright White Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
Epson Photo Quality Self-adhesive Sheets	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041106	10
Epson Iron-on Cool Peel Transfer paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041153	10

# Placing Originals for Copying, Scanning, or Faxing

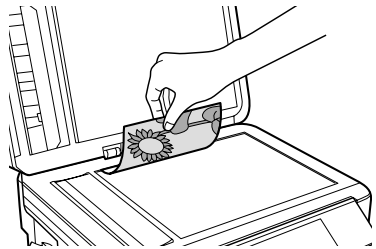
Before you copy, scan, or fax, place your documents or photos on the scanner glass or in the Automatic Document Feeder.

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## Using the Scanner Glass

You can place a photo or a document up to letter-size (or A4-size) on the scanner glass.

1. Open the document cover.
2. Place your original face down on the scanner glass, with the top against the back left corner.
3. Close the cover gently to keep your original in place.

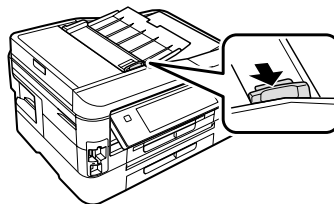
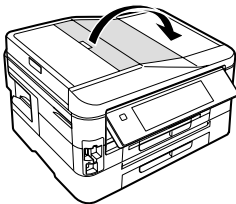


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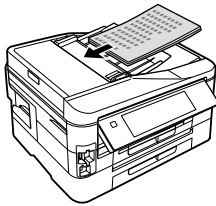
## Using the Automatic Document Feeder

You can place up to 30 letter- or A4-size sheets (single- or double-sided), or 10 legal-size sheets (single-sided only), in the Automatic Document Feeder (ADF).

1. Open the Automatic Document Feeder paper support, and then move the edge guide outward.

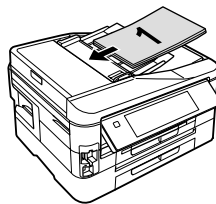
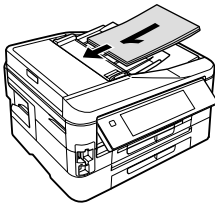


2. Fan the originals, then tap them on a flat surface to even the edges.
3. Insert the originals face up, top edge first. The **ADF** icon appears on the screen.

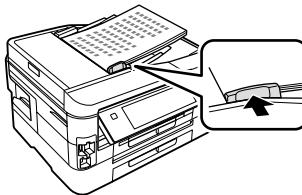


**Note:**

If you're using the **2-up Copy** layout, make sure the originals are loaded as shown below.



4. Slide the edge guide against the originals, but not too tight.



# Copying

Follow the steps in this section to copy black-and-white or color documents.

You can copy documents onto letter- or A4-size plain paper, Epson Bright White Paper, or Epson Presentation Paper Matte, just like on a copy machine. If you use the Automatic Document Feeder, you can copy up to 30 sheets at a time.

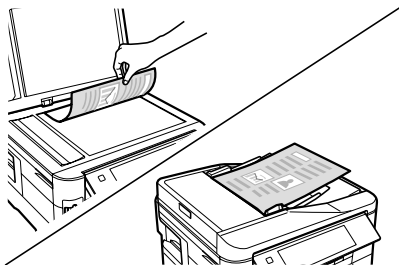
## Note:

You can use the **Copy/Restore Photos** option to copy photos onto 4 × 6-inch, 5 × 7-inch, 8 × 10-inch, letter-, or A4-size Epson photo paper (various types available) for instant photo reprints. See the online *User's Guide* for details.

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## Copying a Document

1. Make sure your paper is loaded in one of the paper cassettes (see page 6).
2. Place your original document on the scanner glass, or load your documents in the Automatic Document Feeder (see page 11).

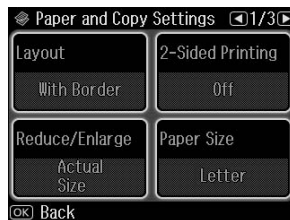


3. Press **⬆** if necessary and select **Copy**. You see this screen.
4. Press **+** or **-** to select the number of copies you want. Or press the number 1 to display the numeric keyboard, then select the number and press **OK**.
5. Select **Color** or **B&W** (black and white) copies.



6. Adjust the density (make the copies lighter or darker) if necessary.

7. To change copy settings, press  $\equiv$  and select **Paper and Copy Settings**. The **Layout** setting should be **With Border** and the **Paper Size** should be **Letter**.



- To print on both sides of the page, select **2-Sided Printing**, then select **On**.

- To adjust the copy size, select **Reduce/Enlarge**, then choose **Actual Size** (to print at actual size), **Custom Size** (to select a percentage), **Auto Fit Page** (to automatically size the image to fit your paper), or one of the specific sizes listed.

- For the **Paper Type** setting, select **Plain Paper**.

- For the **Paper Source** setting, select the cassette you want to use. To make a large number of copies and use paper from both cassettes, select **Cassette 1 then 2**.

- To change the copy quality, select **Quality**, then choose **Draft**, **Standard Quality**, or **Best**.

**Note:**

To clear previously used copy settings, press **C**. For more information about copy settings, see your online *User's Guide*.

8. After you finish selecting your settings, press **OK**.

9. Press  $\blacklozenge$  to begin copying. To cancel copying, press **C**.

**Note:**

When printing two-sided, if ink on the front of the paper smears, select a longer **Dry Time** in the Paper and Copy Settings menu.

# Printing From a Memory Card

Your product lets you print photos directly from your digital camera's memory card; just insert it into the memory card slot and you're ready to print.

See the online *User's Guide* for instructions on copying memory card files between your Epson printer and a computer, and printing photos directly from your camera.

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## Inserting the Card


1. Make sure your printer is turned on.
2. Insert your card as shown.

**Note:**

Do not force the card into the slot; it won't go in all the way.

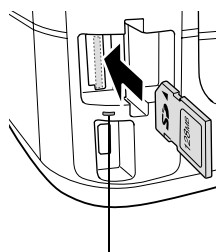
The memory card access light flashes, then stays lit. Now you can view your photos on the LCD screen and print them (see page 16).

When you want to remove the card, make sure the memory card access light is not flashing, then pull the card straight out of its slot.

If your printer is connected to a Macintosh®, drag the  removable disk icon from your desktop into the trash, then remove the card.

**Caution:**

Do not remove the card or turn off your printer while the memory card access light is flashing; you may lose data on the card.



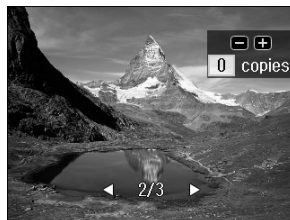
Memorycard  
access light

# Printing Photos From the LCD Screen

You can select individual photos for printing as you view them on the LCD screen.

See the online *User's Guide* for instructions on printing photo greeting cards, layout sheets, and proof sheets.

1. Load several sheets of Epson photo paper in cassette 1 (various types available; see page 9).
2. Press **Home** if necessary and select **Print Photos**.
3. Select **View and Print Photos**.
4. Press **Left** or **Right** to scroll through your photos and display one that you want to print.
5. Press **+** to select a photo for printing.
6. To print more than one copy, press **+** or **-** to select the number of copies you want of that photo.



To crop the photo, press **Crop**. Press **+** or **-** to frame the image; use the arrows to move the frame. Press **OK** twice when done.

7. Repeat steps 4 to 6 to select more photos.
8. Press **Menu**, then select **Print Settings**.
9. Select the **Paper Size** and **Paper Type** of the paper you've loaded, then press **OK**.
10. If desired, press **Menu** and select **Photo Adjustments** to turn on red-eye reduction or other photo-enhancing features. Then press **OK**.
11. Press **OK** to confirm your settings.
12. When you're ready to print, press **Print**.



To cancel printing, press **C**.



# Printing From Your Computer

This section describes the basic steps for printing from a Windows® or Macintosh computer. For detailed instructions on printing, see the online *User's Guide*.

## Tip:

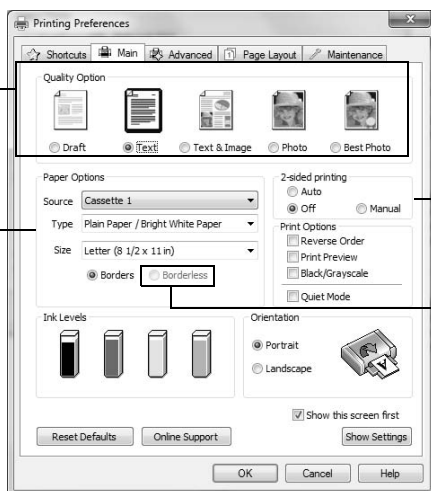
It's a good idea to check for updates to your Epson product software; see page 47.

## Printing in Windows

1. Open a photo or document in a printing program, and select the print option.
2. Select your product, then click the **Preferences** or **Properties** button.
3. On the **Main** tab, select basic print settings. Make sure you choose the correct paper **Source** and **Type** setting for your paper (see page 20). To use plain paper from both cassettes, select **Cassette 1** then **2**.

Select the type of document you're printing (choose **Photo** or **Best Photo** for pictures)

Select your paper **Source**, **Type**, and **Size**



Click here for 2-sided printing

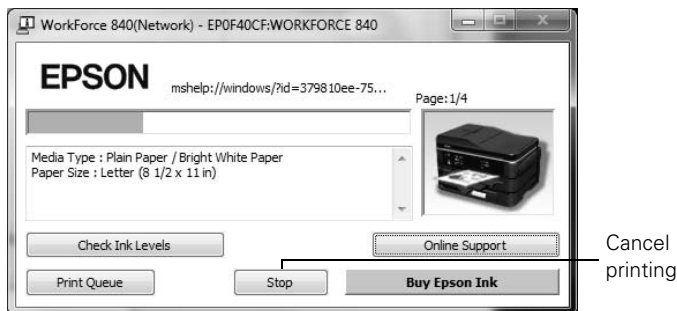
Click here for borderless photos

## Tip:

For more information about print settings, click **Help**.

4. For automatic duplex printing, select **Auto** in the 2-sided printing box.
5. To resize your printout, click the **Page Layout** tab.

6. For more printing options, click the **Advanced** tab.
7. Click **OK** to save your settings.
8. Click **OK** or **Print** to start printing. This window appears and shows the progress of your print job.



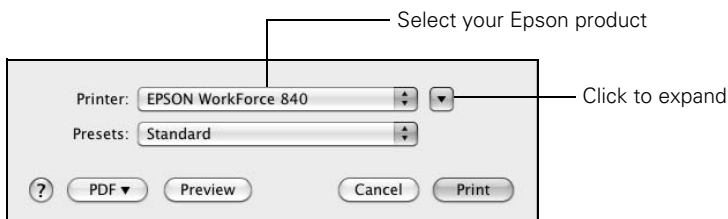
## Printing With a Macintosh

Follow the steps below to print from Mac OS® X 10.5 to 10.6.

### Note:

If you're printing from Mac OS X 10.4, see your online *User's Guide* for instructions.

1. Open a photo or document in a printing program, open the **File** menu, and select **Print**.
2. Select your product as the **Printer** setting.

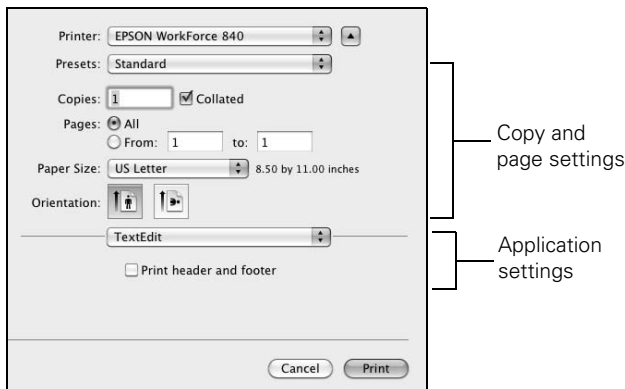


3. Click the arrow to expand the Print window, if necessary.

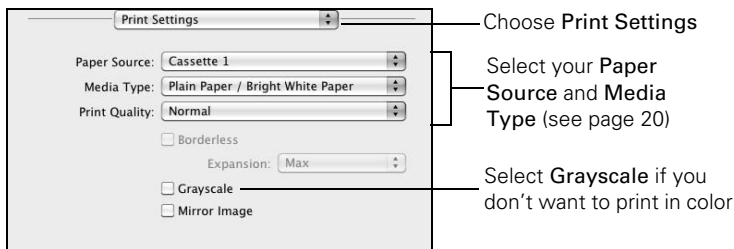
4. Select basic copy and page settings. For borderless photos, choose a **Paper Size** setting with a **Borderless** option.

**Note:**

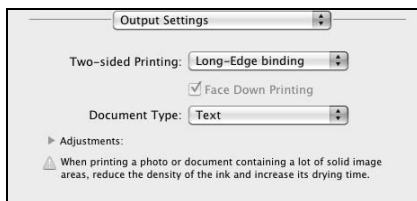
If the setting you want isn't shown (for example, **Scale**), check for it in your application before printing or check for it at the bottom of this window.




5. Choose **Print Settings** from the pop-up menu, and select these print settings:

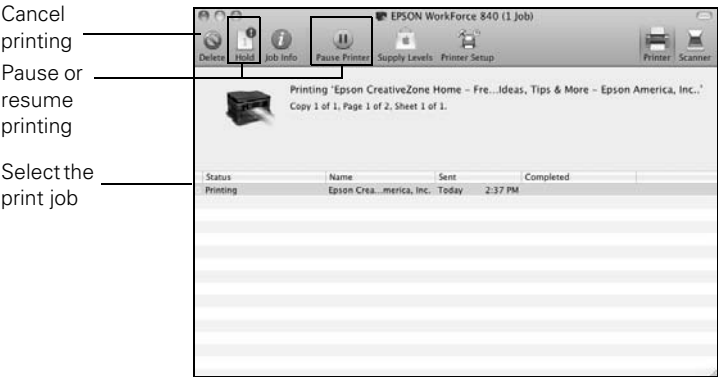


6. For automatic duplex printing, choose **Output Settings** from the pop-up menu, and select the **Two-sided Printing** option you want.



7. Choose any other printing options you may need from the pop-up menu. See the online *User's Guide* for details, or click ? when it appears on the screen.

8. Click Print.
9. To monitor your print job, click the  printer icon in the Dock.



# Selecting the Correct Paper Type

Select the correct **Type** (see page 17) or **Media Type** (see page 19) setting in your printer software so the ink coverage can be adjusted accordingly.

For this paper/media	Select this setting
Plain paper Epson Bright White Paper Epson Presentation Paper Matte Epson Photo Quality Self-adhesive Sheets Epson Iron-on Cool Peel Transfer paper	Plain Paper/Bright White Paper
Epson Ultra Premium Photo Paper Glossy	Ultra Premium Photo Paper Glossy
Epson Premium Photo Paper Glossy	Premium Photo Paper Glossy
Epson Photo Paper Glossy	Photo Paper Glossy
Epson Premium Photo Paper Semi-gloss	Premium Photo Paper Semi-Gloss
Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided Epson Brochure & Flyer Paper Matte Double-sided	Premium Presentation Paper Matte
Envelopes	Envelope

# Faxing a Document

Your product lets you send faxes by entering fax numbers or selecting entries from a speed dial list. Using the Automatic Document Feeder, you can fax up to 30 pages at a time.

**Note:**

You can also send a fax from your computer using the Epson FAX Utility. For more information, see the online *User's Guide*.

Breakdown or repair of this product may cause loss of fax data and settings. Epson is not responsible for backing up or recovering data and settings during or after the warranty period. We recommend that you make your own backup or print out your fax data and settings.

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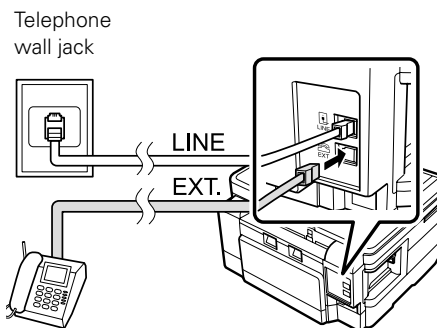
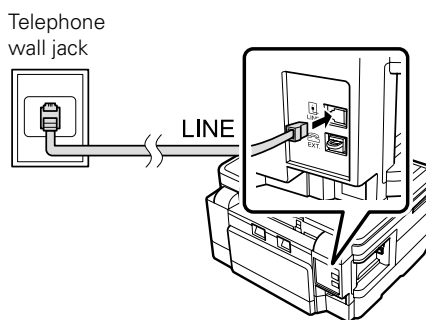
## Connecting a Phone or Answering Machine

1. Connect the phone cable from the wall jack to the **LINE** port on the back of the product.

**Note:**

If you're connecting the product to a DSL phone line, you must plug a DSL filter into the wall jack or you won't be able to use the fax or telephone equipment. Contact your DSL provider for the necessary filter.

2. To use a telephone or answering machine on the same line, you need a second phone cable. Remove the cap from the **EXT.** port on the back of the product. Connect one end of the cable to the telephone or answering machine, and connect the other end to the **EXT.** port.



In Auto Answer mode, if the incoming call is a fax and you pick up the phone or the answering machine answers, the product automatically begins receiving the fax. If the other party is a caller, the phone can be used as normal or a message can be left on the answering machine.

**Note:**

Any phone or answering machine must be connected to the **EXT.** port for your product to detect an incoming fax call when the phone is picked up. Epson cannot guarantee compatibility with VoIP, cable phone systems, or fiberoptic digital services such as FiOS™.

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# Setting Up Fax Features

Before sending or receiving faxes, you should create a fax header and select the number of rings before the fax answers.

**Note:**

To select other settings or use the Epson FAX Utility, see the online *User's Guide*.






## Entering Fax Header Information

You should enter your name and phone number in the fax header before sending faxes so that recipients can identify the origin of the fax.

**Note:**

If you leave your product unplugged for a long period of time, the date and time settings may get lost. See the online *User's Guide* for instructions on resetting them.

## Entering Your Sender Name

1. Press  if necessary, then select **Setup**.
2. Press  or  and select **Fax Settings**. Then press  or  and select **Header**.
3. Select **Fax Header**. You see the fax keypad.
4. Use the keypad to enter the header information (see page 23). You can enter up to 40 characters or digits for your name and other contact information.
5. Press **OK** to return to the Header menu.



# Entering Your Phone Number

- 1. Select Your Phone Number from the Header menu.
- 2. Use the keypad to enter your phone number, up to 20 digits (see below). You don't need to use dashes. Use the # button to type the + symbol for an international number.
- 3. Press OK to return to the Header menu.

# Using the Keypad to Enter Numbers and Characters

- To enter a fax number, use the numeric keypad.
- To enter text, press a keypad number repeatedly to switch between uppercase, lowercase, or numbers.
- Press 1 Symb. to enter these characters: ! # % & ' ( ) \* + , - . / : ; = ? @ ~
- To move the cursor, add a space, or delete a character:



Button	Function
◀ or ▶	Moves the cursor left or right.
BS ←	Deletes a character (backspace).
—	Inserts a space.

# Selecting the Number of Rings to Answer

If you connected an answering machine and it is set to pick up on the fourth ring, you should set the product to pick up on the fifth ring or later:


- 1. Press 🏠 if necessary, then select Setup.
- 2. Press ◀ or ▶ and select Fax Settings.
- 3. Select Communication, then Rings to Answer.
- 4. Press ▲ or ▼ to select the number of rings, then press OK. Select more rings than you use for the answering machine.


# Sending a Fax From the Control Panel

You can send a fax by manually entering a fax number, as described below.

## Note:

To set up and use a speed dial list or send a fax from your computer using the Epson FAX Utility, see your online *User's Guide*.


1. Place your original(s) for faxing (see page 11).
2. Press  if necessary and select **Fax**.

To fax a two-sided document, place your document in the Automatic Document Feeder. Press  **Menu** and select **Fax Send Settings**. Then press **2-Sided Scanning** and select **On**.

3. Press **123**, then use the numeric keypad to enter the fax number (up to 64 digits). Then press **OK**.
4. Select **Color** or **B&W**.

## Note:

If the recipient's fax machine prints only in black and white, your fax is automatically sent in black and white even if you select **Color**.

5. Press **OK**, if desired, to see a summary of your fax transmission settings.
6. Press  to begin scanning and faxing your document. (To cancel, press **C**.)
  - If you are scanning with the Automatic Document Feeder (see page 11), your document is automatically scanned and faxed.
  - If you placed your document on the scanner glass, you can scan additional pages after the first one is sent.
  - If the fax number is busy, you see a redialing message and the product redials after one minute. To redial immediately, press **Redial**.

## Note:




If you turn off the product, the following data stored in the product's temporary memory will be lost: received faxes that haven't yet been printed, faxes scheduled to be sent later, and faxes being retransmitted automatically.







# Receiving Faxes

Before receiving faxes, make sure you load plain paper and select the correct settings for the paper you've loaded.

1. Press  if necessary and select **Setup**.
2. Press  or  and select **Fax Settings**.
3. Select **Scan & Print Setup**.
4. Select the **Paper Size** and **Paper Source** you want to use for printing faxes, then press **OK**.


## Note:

If the incoming fax is larger than the paper you loaded, it is reduced to fit or printed on multiple pages, depending on the **Auto Reduction** setting you select.

5. To receive faxes automatically, make sure you see a green light next to  (Auto Answer) on the touch screen. If the light is off, press .


## Note:


To change the number of rings before the product answers, see page 23.

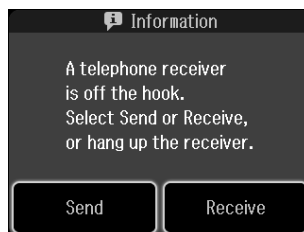
If you run out of paper during printing, you see an error message. Load more paper and press  to continue.

## Manually Receive a Fax

If you use a voicemail service provided by the phone company instead of an answering machine, you should set the product to receive faxes manually. Then you can check for a fax tone from the sending fax machine and press a button on the touch screen to receive the fax.

To receive a fax manually, press  (Auto Answer) to turn off this feature (and the light). Then follow these steps:

1. When your telephone rings, lift the phone off the hook. You see this screen.
2. Press **Receive** and then .
3. After all the pages are received, you see this screen again. Replace the phone on the hook.



# Scanning a Document or Photo

You can use your product to scan original documents and photos and save them on your computer.





---

## Quick Scanning With the Control Panel

Use the control panel to quickly scan a photo or document and save it on your computer. You can even scan a photo and have it automatically included in an email message.

**Note:**

For Mac OS X 10.6, see “Scanning With Mac OS X 10.6” on page 28.

1. Place your original document or photo as shown on page 11.
2. Press  if necessary and select **Scan**.
3. Press  or  to select one of the following options:
  - **Scan to Memory Card** automatically creates a JPG image or PDF and saves it to an inserted memory card
  - **Scan to PC** automatically creates a JPG image and saves it to your computer; ideal for scanning photos
  - **Scan to PC (PDF)** automatically creates a PDF file and saves it to your computer; ideal for scanning documents
  - **Scan to PC (Email)** automatically scans a photo, resizes it, launches your email application, and attaches a JPG image to a new outgoing message
4. If you're scanning to a memory card, select your scan settings then press  to begin scanning.

If you're scanning to your computer, select **USB Connection** if your product is connected by a USB cable, or select the name of your computer if your product is connected over a network. Press **OK** to begin scanning.

Once your image is scanned, you see its icon in Windows Explorer or Macintosh Finder, or as an attachment in your email application.

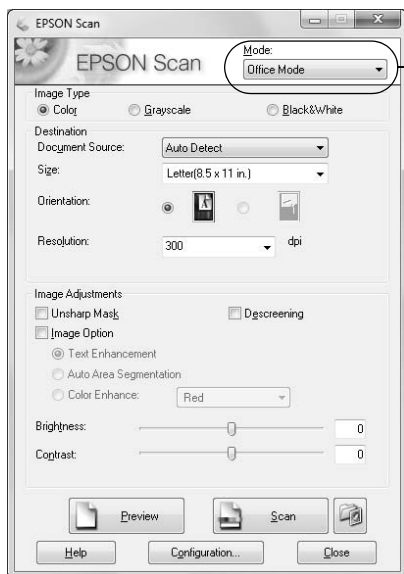
# Scanning With Epson Scan Software

You can scan from any TWAIN-compliant application using Epson Scan. Or you can start Epson Scan directly from your computer and save your image to a file.

**Note:**

For Mac OS X 10.6, see “Scanning With Mac OS X 10.6” on page 28. For detailed scanning instructions, see the online *User’s Guide*.

1. Place your original document or photo as shown on page 11.
2. Do one of the following to start Epson Scan:
  - **Windows:**  
Double-click the **EPSON Scan** icon on your desktop.
  - **Mac OS X 10.4 and 10.5:**  
Double-click **EPSON Scan** in Applications > Epson Software.
  - To scan from an application, start your application. Then open the **File** menu, choose **Import** or **Acquire**, and select your product.
3. Epson Scan opens in Office Mode the first time you use it. (You can change the scan mode using the Mode selector in the upper right corner.)



Click here to change the scan mode

**Note:**

You cannot use Home mode to scan with the Automatic Document Feeder.

4. Click **Scan**.

The image is scanned and you see its icon in Windows Explorer or Macintosh Finder.

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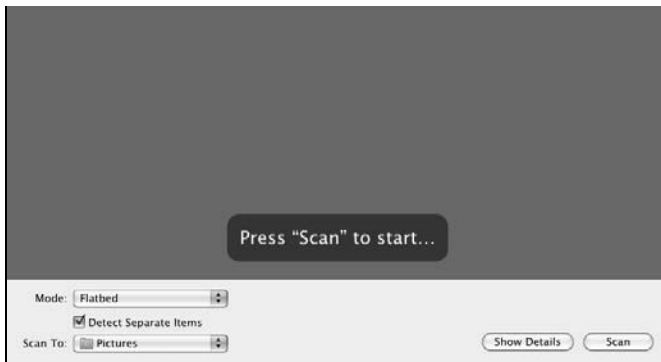
## Scanning With Mac OS X 10.6

You can scan original documents and photos and save them as files on your computer.

1. Open an image editing application such as Preview and select **Import From Scanner** from the **File** menu, then select your product.

For network scanning, select **Import From Scanner > Include Networked Devices**. Then select **Import From Scanner** again and select your product.

2. If you would like to select scan settings, such as Color Restoration and file save settings, click **Show Details**.
3. Click the **Scan** button to begin scanning. Your image is saved to the folder selected in the Scan To pop-up menu.



# Maintaining Your Product

Follow the instructions in this chapter to check and clean the print head nozzles, check ink levels, and replace ink cartridges. If you need to align the print head, see the online *User's Guide*.

---

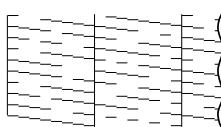
## Checking the Print Head Nozzles

If your printouts are faint or have gaps in them, some of the nozzles in the print head may be clogged or ink may be running low in one or more of the ink cartridges. Follow the steps below to check the print head nozzles.

1. Load a few sheets of plain paper in cassette 1.
2. Press **⬆** if necessary and select **Setup**.
3. Select **Maintenance**, then **Nozzle Check**.
4. Press **⬅**.
5. Check the nozzle check pattern that prints to see if there are gaps in the lines.



Nozzles are clean



Nozzles need cleaning

6. If there are no gaps, the print head is clean. Select **Finish Nozzle Check**.


If there are gaps or the pattern is faint, select **Head Cleaning**. Then press **OK** to clean the print head (see page 30).

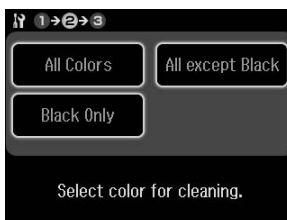
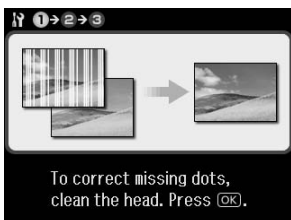
# Cleaning the Print Head

If print quality has declined and the nozzle check indicates clogged nozzles, you can clean the print head. Print head cleaning uses ink, so clean it only if necessary.

**Note:**

You cannot clean the print head if an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first (see page 32).

1. Press  if necessary and select **Setup**.
2. Select **Maintenance**, then **Head Cleaning**.



3. When you see the first screen, press **OK**, then choose the colors you want to clean.


**Tip:**

Use the nozzle check pattern to determine which colors need cleaning. You can save ink by cleaning only selected colors.

Cleaning takes a few minutes. When it's finished, you see a message on the LCD screen.

**Caution:**

Never turn off the product during head cleaning or you may damage it.

4. Select **Nozzle Check**. Then press  to run a nozzle check and confirm that the print head is clean.

**Note:**

If you don't see any improvement after cleaning the print head four times, leave the product on and wait at least six hours to let any dried ink soften. Then try cleaning the print head again. If quality does not improve, one of the ink cartridges may need to be replaced. If that doesn't help, contact Epson as described on page 53.

If you do not use your product often, it is a good idea to print a few pages at least once a month to maintain good print quality.


---

## Checking Ink Levels

You can check the ink levels anytime right on the LCD screen. To check the ink levels with your Windows or Macintosh software, see the instructions in your online *User's Guide*.

**Note:**

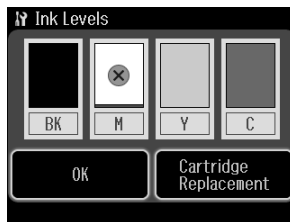
Printing stops when an ink cartridge is expended. If a color cartridge is expended, you may be able to continue printing temporarily with black ink; see the online *User's Guide* for more information. If the black cartridge is expended, you must replace it to continue printing.

1. Press  if necessary and select **Setup**.
2. Select **Ink Levels**.

The ink cartridge status is displayed. See page 32 to replace a cartridge if necessary.

3. Press **OK** to exit.

In Windows, a window may appear on your computer screen if you try to print when ink is low. This window can optionally display ink offers and other updates from Epson.



**Note:**

To disable checking for ink offers or updates from Epson, see the instructions in your online *User's Guide*.

---

## Purchasing Epson Ink Cartridges

You can purchase genuine Epson ink and paper at Epson Supplies Central at [www.epson.com/ink3](http://www.epson.com/ink3) (U.S. sales) or [www.epson.ca](http://www.epson.ca) (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

Use the following list when you order or purchase new ink cartridges:

Ink color	High-capacity	Extra High-capacity
Black	126	127
Cyan	126	127
Magenta	126	127
Yellow	126	127

**Note:**

We recommend that you use genuine Epson cartridges and do not refill them. The use of other products may affect your print quality and could result in product damage.

Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a small amount of ink remains in the cartridge after the “replace cartridge” indicator comes on. The product ships with full cartridges and part of the ink from the first cartridges is used for priming the product.

For best printing results, use up a cartridge within six months of opening the package and before the expiration date on the cartridge box.

Store ink cartridges in a cool, dark place. If cartridges have been exposed to cold temperatures, allow them to warm up to room temperature for at least 3 hours before using them.

---

# Replacing Ink Cartridges

Make sure you have a new ink cartridge before you begin.

**Caution:**

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

Leave the expended cartridge installed until you have obtained a replacement, or the ink remaining in the print head nozzles may dry out.

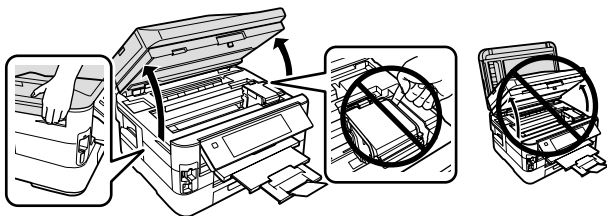
1. Turn on the product.
2. If an ink cartridge is low or expended, you see a message on the LCD screen indicating which color to replace. Press OK.





If you're replacing a cartridge before you see a message on the LCD screen, press **Setup**, select **Maintenance**, then select **Ink Cartridge Replacement**.

3. Raise the scanner.



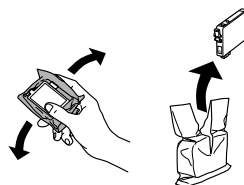
4. Open the cartridge cover. Then squeeze the tab on the cartridge and lift it up. Dispose of it carefully. Do not take the used cartridge apart or try to refill it.



**Warning:**

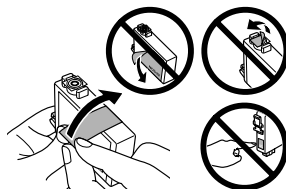
If ink gets on your hands, wash them thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. Keep ink cartridges out of the reach of children and don't drink the ink.

5. Before you open the new cartridge package, shake it gently four or five times. Then remove it from the package.
6. Remove the yellow tape from the bottom of the ink cartridge.



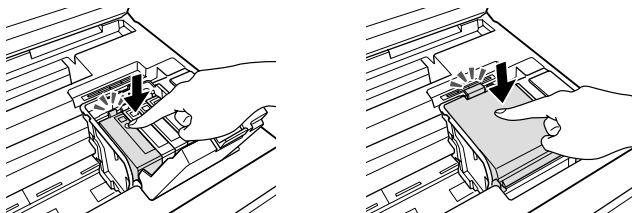
**Caution:**

Do not remove any other labels or seals, or ink will leak. Do not touch the green chip on the front of the cartridge. This can damage the ink cartridge.

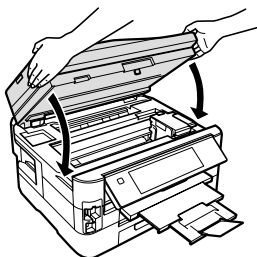


7. Insert the new ink cartridge into the holder and push it down until it clicks into place.

Once you replace all the cartridges that need replacing, close the cartridge cover and push it down until it clicks into place.



8. Lower the scanner to begin charging the ink. This takes a few minutes.



When you see a completion message on the LCD screen, ink charging is finished.

**Caution:**

Never turn off the product while ink is charging or you'll waste ink. If you see an ink replacement message on the LCD screen, press **OK** and press down all the cartridges securely. Then press **OK** again. If you remove a low or expended ink cartridge, you cannot reinstall and use the cartridge.

# Network Setup

Make sure you follow the instructions on the *Start Here* sheet to set up your product, choose your connection, and install the software. The on-screen instructions during the installation process help you set up your network connection.

Follow the instructions in this chapter only if you need additional help:

- For wireless network setup, see below.
- For wired network (Ethernet®) setup, see page 43.

---

## Wireless Network Setup

You must install the software on every computer from which you want to print. For the first installation, we recommend using a USB cable (not included) to simplify wireless setup. After the printer is connected to the network, you will be prompted to remove the cable.

If you're using Mac OS X 10.6 or don't have a USB cable, you'll need to use the printer's control panel to select wireless settings instead.

**Note:**

If you have trouble setting up your product, see "Network Problems" on page 47.

- If this is the first time that you're installing the product, see "Installing for the First Time" on page 36.
- If your product is already on your wireless network and you need to set up additional computers to print to the product, see "Setting Up Additional Computers" on page 41.

## Installing for the First Time

Before you begin, make sure that you have the following information ready and write it in the space provided below:

■ Network name (SSID): \_\_\_\_\_

■ Network password: \_\_\_\_\_

### Note:

If your network password contains uppercase (ABC) or lowercase (abc) letters, be sure to note them correctly. If you don't know your network name (SSID) or network password, contact the person who set up your wireless network.

1. Make sure your product is turned on.
2. Insert the product software CD.
3. **Windows 7 and Windows Vista®:** If you see the AutoPlay window, click **Run Setup.exe**. When you see the User Account Control screen, click **Yes** or **Continue**.

**Windows XP:** When you see the Software Installation screen, continue with step 4.

**Mac OS X:** Double-click the  **Epson** icon.

4. When you see this screen, click **Install**.

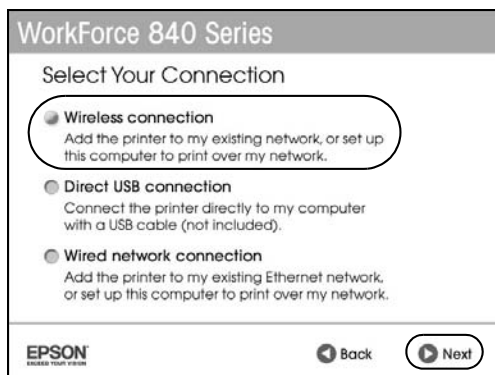


Windows

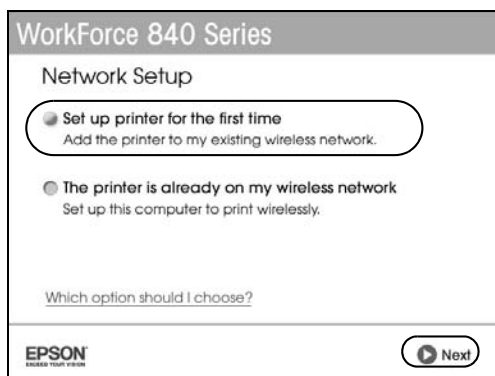


Mac OS X

5. When you see this screen, select **Wireless connection** and click **Next**.



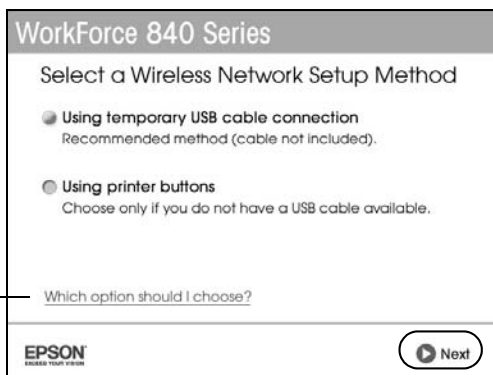
6. When you see this screen, select **Set up printer for the first time**, then click **Next**.



7. **Mac OS X 10.6:** At the next screen, click **Next**. Then skip to “Setting Up With the Touch Screen” on page 39.

8. When you see this screen, select a wireless network setup method, then click **Next**.

Click for more information on setup methods



If you selected **Using Temporary USB cable connection**, do not connect the USB cable yet. (The cable is not included.)

9. At the next screen, click **Next**.

10. Do one of the following:

- If you selected **Using Temporary USB cable connection**, continue following the instructions on the screen.
- If you selected **Using printer buttons**, continue with “Setting Up With the Touch Screen” on page 39.

**Note:**

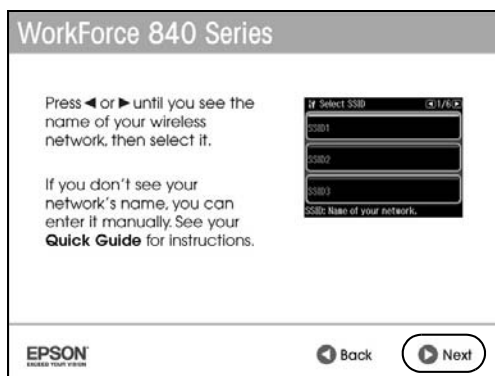
If you see a firewall alert message, click **Unblock** or **Allow** to let EpsonNet Setup continue. Do not select **Ask Me Later**, **Keep Blocking**, or **Block**.

After completing network setup, see page 41 if you want to print from additional computers.

## Setting Up With the Touch Screen

If you are using Mac OS X 10.6, or you don't have a USB cable to set up the product on your wireless network, follow these steps to set it up using the product's touch screen:

1. Follow the instructions on the screen to start the product's wireless Setup Wizard.
2. When you see this screen, use the product's touch screen to select the name of your wireless network, then press **OK**. When you're finished, click **Next**.



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 **3** to return to the previous screen, select **Setup Wizard**, then repeat step 2.
- If you still can't find the network name in the list, your router or access point is not broadcasting its network name. Press **3**, then see "Entering Your SSID Manually" on page 41.

3. When you see this screen, do one of the following:



- If your wireless network has security enabled, use the product's touch screen to enter your network password. Follow the instructions on the screen. If your password has uppercase (ABC) or lowercase (abc) letters, be sure to enter them correctly. Then click **Next** and go to step 4.
- If your wireless network doesn't have security enabled, click **Next** and continue with step 4.

**Note:**

If you're having trouble entering your network password, click **Watch video overview** to watch a short video tutorial on how to enter your network password.

4. Follow the on-screen instructions to finish selecting network settings.

**Note:**

If you see a firewall alert message, click **Unblock** or **Allow** to let EpsonNet Setup continue. Do not select **Ask Me Later**, **Keep Blocking**, or **Block**.

If you see a network setup failed message, the network password may have been entered incorrectly. If your password has uppercase or lowercase letters, or numbers, be sure to enter them correctly.

**Note:**


If the product still doesn't connect to your wireless network, see "Network setup failed" on page 48.

When installation is complete, remove the CD and restart your computer.




## Entering Your SSID Manually

If your network doesn't broadcast its name (SSID), follow these steps to enter it:

1. Press  if necessary and select **Setup**. Select **Network Settings**, then **Wireless LAN Setup**, then **Setup Wizard**.
2. From the Select SSID screen on the touch panel, press ◀ or ▶ to select **Other SSIDs**.

### Important:

Network names are case-sensitive. Be sure to enter uppercase letters (ABC) or lowercase letters (abc) correctly.

- Press  to switch between uppercase (ABC), lowercase (abc), or numbers and special characters (123).
- Press ▲ or ▼ until you see the character you want.
- Press ◀ or ▶ to move to the cursor.
- Press – to delete a character.



3. When you're done entering your network name, press **OK**.
4. Continue with step 3 on page 40 to enter your network password.

## Setting Up Additional Computers

1. Make sure your product is turned on.
2. Insert the product software CD.
3. **Windows 7 and Windows Vista:** If you see the AutoPlay window, click **Run Setup.exe**. When you see the User Account Control screen, click **Yes** or **Continue**.

**Windows XP:** When you see the Software Installation screen, continue with step 4.

**Mac OS X:** Double-click the  **Epson** icon.

4. When you see this screen, click **Install**.



Windows

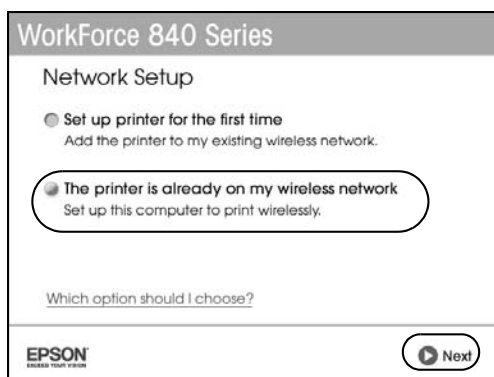


Mac OS X

5. When you see this screen, select **Wireless connection** and click **Next**.



6. When you see this screen, select **The printer is already on my wireless network**, then click **Next**.



7. Wait while the software is installed, then follow the instructions on the screen to install the rest of your software.

When installation is complete, remove the CD and restart your computer.

---

## Wired (Ethernet) Network Setup


Follow these steps to set up your product for the first time or, if your product is already on your wired network, to set up additional computers to print to the product.

### Note:

If you're having trouble setting up your product, see "Network Problems" on page 47.

1. Make sure your product is turned on.

### Note:

If you previously set up the product on a wireless network, you must disable the wireless connection before you can connect to a wired network. Press  if necessary, then select **Setup, Network Settings, Wireless LAN Setup, Disable Wireless LAN**. Select **Yes**, then press **OK**.

2. Insert the product software CD.
3. **Windows 7 and Windows Vista:** If you see the AutoPlay window, click **Run Setup.exe**. When you see the User Account Control screen, click **Yes** or **Continue**.

**Windows XP:** When you see the Software Installation screen, go to step 4.

**Mac OS X:** Double-click the  **Epson** icon.

4. When you see this screen, click **Install**.



Windows

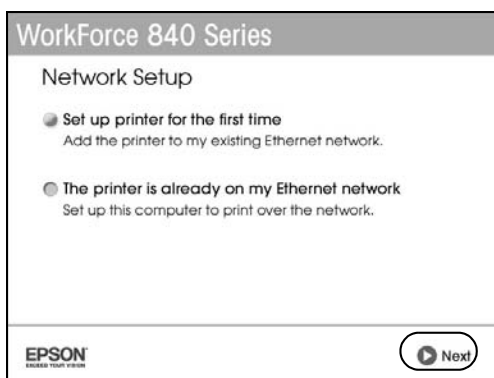


Mac OS X

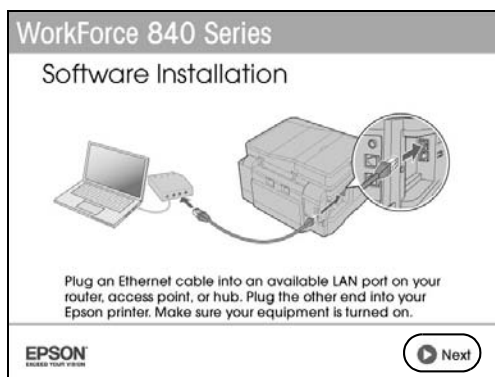
5. When you see this screen, select **Wired network connection** and click **Next**.



6. When you see the Network Setup screen, do one of the following:
- For a first-time installation, choose **Set up printer for the first time**, then click **Next**.
  - If the printer has already been set up for network printing and you want to be able to print from an additional computer, choose **The printer is already on my Ethernet network**, then click **Next**.



7. **For first-time installation only:** Connect the product to your router, access point, or hub with an Ethernet network cable, then click **Next**.



8. **Mac OS X 10.6:** Skip to step 14 on page 46.
9. Wait while the software is installed, then click **Next** to start network installation.
10. When you see the Firewall Warning screen, click **Next**.



**Note:**

If you see a firewall alert message, click **Unblock** or **Allow** to let EpsonNet Setup continue. Do not select **Ask Me Later**, **Keep Blocking**, or **Block**.

11. If you see a screen asking you to select a printer, select the product you would like to set up, then click **Next**.
12. Wait while EpsonNet Setup configures your product for the network.

13. If you see an Installation Complete screen that includes a **Print Test Page** button, click it to print a test page.
14. Click **Finish**, then follow the instructions on the screen to install the rest of your software.

When installation is complete, remove the CD and restart your computer.

# Solving Problems

Check the messages on the display screen to diagnose the cause of most problems. Press **⬆** if necessary, then press **◀** or **▶** and select **Problem Solver**. Press **◀** or **▶** to see all the help topics.

You can also check the basic troubleshooting suggestions below, or your online *User's Guide*.

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## Checking for Software Updates

Periodically, it's a good idea to check Epson's support website for free updates to your product software. Open your online *User's Guide* and select **Download the Latest Software** or visit Epson's support website at **epson.com/support** (U.S.) or **epson.ca/support** (Canada).



With Windows, you can select **Driver Update** on the **Maintenance** tab in the printer settings window. You can also click **Start** or **⚙**, select **Programs** or **All Programs**, select **EPSON**, select your product, and click **Driver Update**.

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## Problems and Solutions

Check the solutions below if you're having trouble using your Epson product. You can often solve problems by checking the messages on the display screen.

### **Note:**

If the screen is dark, press the touch screen to wake the printer from sleep mode.

### ***Network Problems***

If you have a poor wireless connection, try moving the product to a different location. Avoid placing it next to a microwave oven, 2.4 GHz cordless phone, or large metal object such as a filing cabinet.

### ***Network setup failed***

- Try moving the product to a different location.
- If your wireless router doesn't broadcast its network name (SSID), see page 41 for instructions on manually entering your wireless network name.
- Make sure there aren't any access restrictions (such as MAC address filtering) set on the wireless router. If access restrictions are set, register the product's MAC address on the router. Print a Network Status Sheet (see page 49) to obtain the MAC address. Then see your router's manual for instructions.
- If your wireless router has security enabled, make sure you entered the WEP key or WPA passphrase correctly.
- Remove and reinsert the CD to reinstall your product software. (See page 35 if you need detailed instructions.)

### ***The product's WiFi light is on but you cannot print***

- Your router might not be assigning IP addresses automatically using DHCP. If it isn't, you will need to set the product's IP address manually. Make sure it is set correctly for your network.
- Make sure your firewall or security software is not set to block port 3629 (TCP/UDP). Contact your firewall manufacturer for assistance.

### ***Cannot scan over the network***

- Epson Scan is not available in Mac OS X 10.6; see page 28 for scanning instructions.
- If you cannot scan from the product's control panel, make sure you restarted your computer after installing the product software. Make sure Epson Event Manager is not being blocked by your firewall or security software.
- If you are scanning a large document at high resolution, a communication error may occur. If the scan did not complete, lower the resolution.
- 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 product off and on, and then try again. Check the **Timeout Setting** in **EPSON Scan Settings**. For details, see the Epson Scan Help.



## ***Print a Network Status Sheet***

1. Press **⬆** if necessary and select **Setup**.
2. Press **◀** or **▶** and select **Network Settings**.
3. Press **◀** or **▶** and select **Confirm Network Settings**.
4. Press **◇** to print the status sheet.

## ***Printing and Copying Problems***

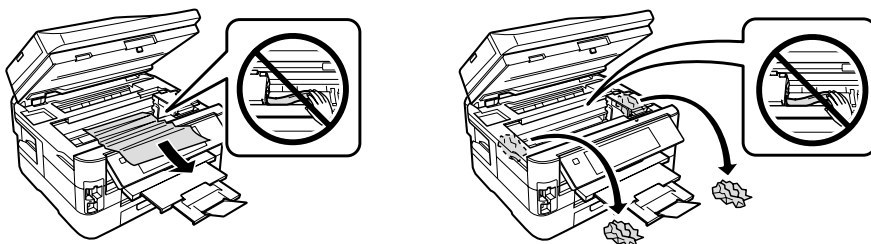
- Make sure the size of paper you loaded matches the paper size and source selected on the control panel or in your printer software.
- Letter-size paper is automatically selected for copying. If your legal-size document is cropped, press **≡**, select **Paper and Copy Settings**, select **Reduce/Enlarge**, then select **Legal->Letter**.
- To select two-sided printing in Mac OS X, choose **Output Settings** from the pop-up menu. Do not select **Layout** from the pop-up menu.
- Position your original against the back left corner of the scanner glass. If the edges are cropped, move your original away from the edges slightly. Place the document flat against the scanner glass.
- Printing stops when an ink cartridge is expended. If a color cartridge is expended, you may be able to continue printing temporarily with black ink; see the online *User's Guide* for more information. If the black cartridge is expended, you must replace it to continue printing.

## Paper Feeding Problems

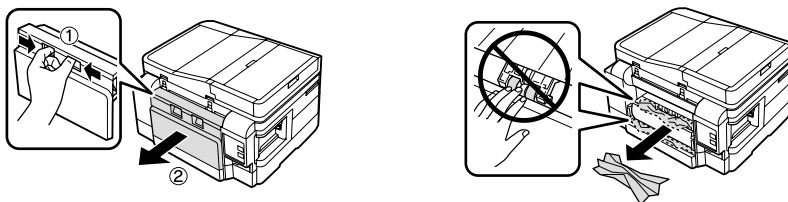
If paper doesn't feed correctly, remove the paper and fan the sheets, then reload them as shown on page 6. Don't load paper above the tabs on the edge guides.

If paper has jammed, follow the steps on the LCD screen. If necessary, check the following areas:

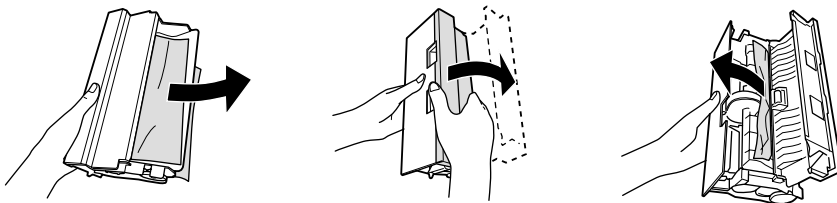
1. Lift the scanner and carefully remove any paper trapped inside.



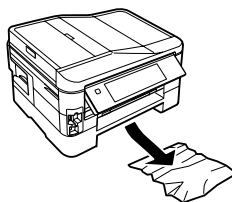
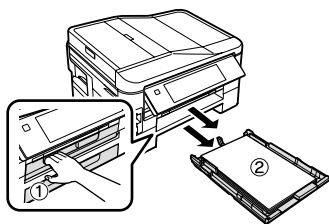
2. Remove the duplexer from the back of the printer and check for jammed paper.



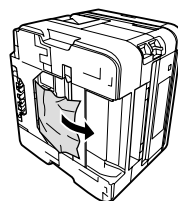
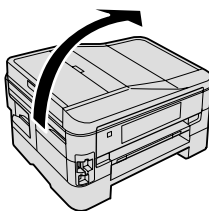
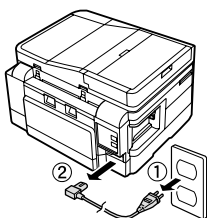
3. Remove any paper stuck in the duplexer.



4. If the error message is not cleared, remove the paper cassettes, then check for jammed paper inside the printer.

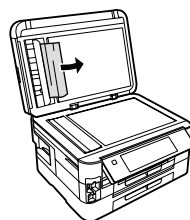
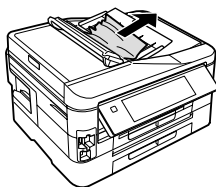
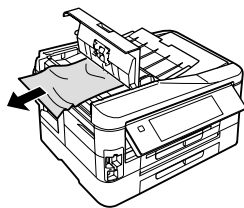


5. If the error message is still not cleared, turn off the printer. Remove the power cord and disconnect the printer. Make sure both paper cassettes are removed. Carefully stand the printer on its side, then remove any paper.



## ***ADF Document Feeding Problems***



If documents don't feed correctly in the Automatic Document Feeder (ADF), make sure the paper is not bent, folded, or curled. If documents have jammed, open the ADF cover and remove any jammed pages. Then lift the scanner cover and remove any pages caught beneath it.



### **Caution:**

Do not try to remove the pages without opening the ADF cover or you could damage the mechanism.

## ***Faxing Problems***

- Make sure the recipient's fax machine is turned on and working.
- Make sure the **LINE** port on the product is connected to a telephone wall jack. Verify that the telephone wall jack works by connecting a phone to it.
- Make sure the  **Auto** light is turned on to receive faxes automatically.
- If you use a voicemail service, you should turn off **Auto Answer**. Otherwise, calls or faxes may be inadvertently received by your voicemail.
- If the line has static, press  and select **Setup**, then select **Fax Settings**, and then **Communication**. Turn off the **V.34** and **ECM** (Error Correction Mode) settings.
- If the product is connected to a DSL phone line, you must have a DSL filter connected to the phone jack. Contact your DSL provider for the filter.
- If you connected a telephone or answering machine, make sure it is connected to the **EXT.** port.

## ***Print Quality Problems***

- Make sure your paper is loaded printable side down (usually the whiter, brighter, or glossy side).
- For the best print quality, use Epson papers (see page 9) and genuine Epson ink cartridges (see page 32).
- Make sure the type of paper you loaded matches the paper type setting on the control panel or in your printer software (see page 20).
- If you notice light or dark bands across your printouts or they are too faint, run a nozzle check (see page 29) to see if the print head needs cleaning.
- If you notice jagged vertical lines, you may need to align the print head. See the online *User's Guide* for instructions.
- The ink cartridges may be low on ink. Check your cartridge levels (see page 31) and replace cartridges, if necessary (see page 32).
- Clean the scanner glass with a soft, dry, lint-free cloth (paper towels are not recommended), or use a small amount of glass cleaner on a soft cloth, if necessary. Do not spray glass cleaner directly on the glass.

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# Where to Get Help

## ***Epson Technical Support***

### **Internet Support**

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

### **Speak to a Support Representative**

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

- Product name (WorkForce 840 Series)
- Product serial number (located on the label in back)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration and description of the problem

Then call:

- U.S.: (562) 276-4382, 6 AM – 8 PM, Pacific Time, Monday through Friday, and 7 AM – 4 PM Saturday
- Canada: (905) 709-3839, 6 AM – 6 PM, Pacific Time, Monday through Friday

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

## ***Purchase Supplies and Accessories***

You can purchase genuine Epson ink and paper at Epson Supplies Central at [www.epson.com/ink3](http://www.epson.com/ink3) (U.S. sales) or [www.epson.ca](http://www.epson.ca) (Canadian sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

## ***Other Software Technical Support***

ABBYY® FineReader®  
Phone: (408) 457-9777

[www.abbyyusa.com](http://www.abbyyusa.com)  
[support@abbyyusa.com](mailto:support@abbyyusa.com)

# Notices

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## Important Safety Instructions

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

- Be sure to follow all warnings and instructions marked on the product.
- Use only the type of power source indicated on the product label.
- Use only the power cord that comes with the product. Use of another cord may cause fires or shock. Do not use the cord with any other equipment. Make sure the power cord meets all relevant local safety standards.
- Place the product near a wall outlet where the plug can be easily unplugged.
- If you won't be using the product for a long period, unplug the power cord from the electrical outlet.
- Always turn off the product using the ⏻ On button, and wait until the ⏻ On light stops flashing before unplugging the product or cutting off power to the electrical outlet.
- Avoid plugging the product into an outlet on the same circuit as a photocopier or air conditioning 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. Place it to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of it and do not allow it to be stepped on or run over. Be careful to keep the cord straight at each end. If damage occurs to the plug, replace the cord or consult a qualified electrician.
- If you use an extension cord with the product, 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.
- When connecting the printer to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Place the product 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.
- Avoid placing the product in locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust. Do not place the product near a radiator or heating vent or in direct sunlight. Do not place or store the printer outdoors.

- Keep the product away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless phones.
- Allow space behind the printer for the cables, and space above the printer so that you can fully raise the document cover.
- Leave enough room around the product for sufficient ventilation. Make sure the product is at least 4 inches (10 cm) away from the wall.
- Do not block or cover openings in the product case or insert objects through the slots.
- Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.
- Do not press too hard on the document table when placing the originals.
- Do not open the scanner section while the product is copying, printing, scanning, or faxing.
- Be careful not to trap your fingers when closing the scanner cover or scanner.
- Do not touch the flat white cable inside the product.
- Do not spill liquid on the product. Do not use the product near water. Do not use with wet hands.
- Unplug the product 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. Except as specifically explained in your documentation, do not attempt to service the product yourself.
- Never disassemble, modify, or attempt to repair the product by yourself, except as specifically explained in the documentation. Do not adjust controls that are not covered by the operating instructions.
- When storing or transporting the product, do not tilt it, stand it on its side, or turn it upside down; otherwise ink may leak from the cartridges.
- Always keep this guide handy.

## ***Touch Screen Safety***

- Use only a dry, soft cloth to clean the LCD screen. Do not use liquid or chemical cleansers.
- If the touch screen is damaged, contact Epson. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

## ***Wireless Network Safety***

- Do not use this product inside medical facilities or near medical equipment. Radio waves from the product may adversely affect the operation of medical equipment.
- Keep this product at least 9 inches (22 cm) away from cardiac pacemakers. Radio waves from this product may adversely affect their operation.
- Do not use this product near automatically controlled devices such as automatic doors or fire alarms. Radio waves from this product may adversely affect these devices.

## ***Ink Cartridge Safety***

- Keep ink cartridges out of the reach of children and do not drink the ink.
- Be careful when you handle used ink cartridges; there may be ink remaining around the ink supply port. If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water. If you still have discomfort or vision problems, see a doctor immediately.
- Do not put your hand inside the product or touch any cartridges during printing.
- Do not try to move the print head by hand, or you may damage the product.
- Before transporting the product, make sure the print head is in the home (far right) position and the ink cartridges are in place.
- Install a new ink cartridge immediately after removing a used one. Leaving cartridges uninstalled can dry out the print head and may prevent the product from printing.
- Do not shake ink cartridges after opening their packages, and do not remove the label from the cartridge itself; this can cause leakage.
- If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the product. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink cartridge ink supply port or surrounding area. Do not store cartridges upside down.

## ***Telephone Equipment Safety***

When using telephone equipment, you should always follow basic safety precautions to reduce the risk of fire, electric shock, and personal injury, including the following:

- Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use a telephone to report a gas leak in the vicinity of the leak.

### **Caution:**

To reduce the risk of fire, use only a No. 26 AWG or larger telecommunication line cord.



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# Declaration of Conformity

According to 47CFR, Part 2 and 15 for: Class B Personal Computers and Peripherals;  
and/or CPU Boards and Power Supplies used with Class B Personal Computers:

We: Epson America, Inc.  
Located at: MS 3-13  
3840 Kilroy Airport Way  
Long Beach, CA 90806  
Telephone: (562) 290-5254

Declare under sole responsibility that the product identified herein, complies with 47CFR Part 2 and 15 of the FCC rules as a Class B digital device. Each product marketed is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR §2.909. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Trade Name: Epson  
Type of Product: Multifunction printer  
Model: C423A

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## FCC Compliance Statement

### *For United States Users*

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back side is a label that contains, among other information, the FCC registration number and the **ringer equivalence number (REN)** for this equipment. You must, upon request, provide this information to your local telephone company. The information associated with the services the equipment is to be connected are REN: **0.1B**, Jack type: **RJ-11C**.

The REN is useful to determine the quantity of devices that you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices that you may connect to your line, you may want to contact your local telephone company to determine the maximum REN for your calling area. For products approved after July 23, 2001, the REN

for this product is part of the product identifier that has the format **US:**  
**BKMEFA01BC423A**. The digits represented by 01 are the REN without a decimal point (e.g., 01 is a REN of 0.1). For earlier products, the REN is separately shown on the label.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

Should this equipment cause harm to the telephone network, the telephone company may discontinue your service temporarily. If possible they will notify you in advance that temporary discontinuance of service may be required. But if advanced notice isn't practical, the telephone company will notify you as soon as possible. You will be informed of your right to file a complaint with the FCC. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

This product is not intended to be repaired. If you experience trouble with this equipment, please contact:

Name: Epson America, Inc.  
Address: 3840 Kilroy Airport Way, Long Beach, CA 90806 U.S.A.  
Telephone: (562) 981-3840

The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. In order to program this information into your fax machine, follow the instructions in "Entering Fax Header Information" on page 22.

According to the FCC's electrical safety advisory, we recommend that you may install an AC surge arrestor in the AC outlet to which this equipment is connected. Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources and that this is a major nationwide problem.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment Model C422A does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

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 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***

1. This product meets the applicable Industry Canada technical specifications.
2. The Ringer Equivalence Number is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This Class B digital apparatus complies with Canadian ICES-003.

*Le présent matériel est conforme aux spécifications techniques applicables d'Industrie Canada.*

*L'indice d'équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas 5.*

*Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.*

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## Epson America, Inc., Limited Warranty

**What Is Covered:** Epson America, Inc. ("Epson") warrants to the original retail purchaser that the Epson printer covered by this limited warranty statement, if purchased and operated only in the United States, Canada, or Puerto Rico, will be free from defects in workmanship and materials for a period of one (1) year from the date of original purchase. For warranty service, you must provide proof of the date of original purchase.

**What Epson Will Do To Correct Problems:** Should your Epson printer prove defective during the warranty period, please call the Epson Connection at (562) 276-4382 (U.S.) or (905) 709-3839 (Canada) for warranty repair instructions and return authorization. An Epson service technician will provide telephone diagnostic service to determine whether the printer requires service. If service is needed, Epson will, at its option, exchange or repair the printer without charge for parts or labor. If Epson authorizes an exchange for the defective unit, Epson will ship a replacement printer to you, freight prepaid, so long as you use an address in the United States, Canada, or Puerto Rico. Shipments to other locations will be made freight collect. You are responsible for securely packaging the defective unit and returning it to Epson within five (5) working days of receipt of the replacement. Epson requires a debit or a credit card number to secure the cost of the replacement printer in the event that you fail to return the defective one. If Epson authorizes repair instead of exchange, Epson will direct you to send your printer to Epson or its authorized service center, where the printer will be repaired and sent back to you. You are responsible for packing the printer and for all costs to and from the Epson authorized service center. When warranty service involves the exchange of the printer or a part, the item replaced becomes Epson property. The replacement printer or part may be new or refurbished to the Epson standard of quality, and, at Epson's option, may be another model of like kind and quality. Exchange products and parts assume the remaining warranty period of your original product covered by this limited warranty.

**What This Warranty Does Not Cover:** This warranty covers only normal use in the United States, Canada, or Puerto Rico. Using this product for continuous production or similar high duty purposes is not considered normal use; damage, maintenance or service from such use will not be covered under this warranty. This warranty is not transferable. This warranty does not cover any color change or fading of prints or reimbursement of materials or services required for reprinting. This warranty does not cover damage to the Epson product caused by parts or supplies not manufactured, distributed or certified by

Epson. This warranty does not cover ribbons, ink cartridges or third party parts, components, or peripheral devices added to the Epson product after its shipment from Epson, e.g., dealer or user-added boards or components. Epson is not responsible for warranty service should the Epson label or logo or the rating label or serial number be removed or should the product fail to be properly maintained or fail to function properly as a result of misuse, abuse, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, software problems, interaction with non-Epson products, or service other than by an Epson Authorized Servicer. If a claimed defect cannot be identified or reproduced, you will be held responsible for the costs incurred.

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In Canada, warranties include both warranties and conditions.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, and some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights and you may have other rights which vary from jurisdiction to jurisdiction.

To find the Epson Authorized Reseller nearest you, visit our website at:  
<http://www.epson.com>.

To find the Epson Customer Care Center nearest you, visit  
<http://www.epson.com/support>.

You can also write to:

Epson America, Inc., P.O. Box 93012, Long Beach, CA 90809-3012

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