ST-C5000/ST-C5500
Start Here

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

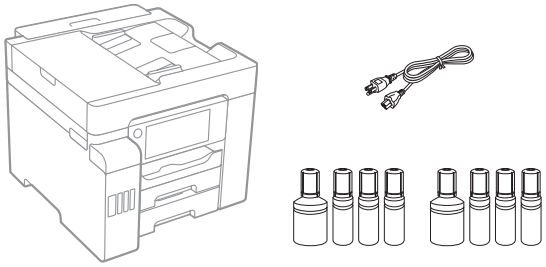
Important Safety Instructions: When using telephone equipment, you should always follow basic safety precautions to reduce the risk of fire, electric shock, and personal injury, including the following:

- Do not use the Epson® product near water.
- Always keep this guide handy.
- 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.

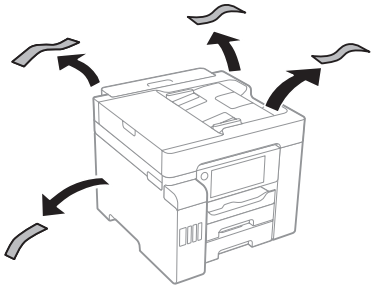
The illustrations show the ST-C5000, but the steps are the same for all models, unless otherwise specified.

1 Unpack

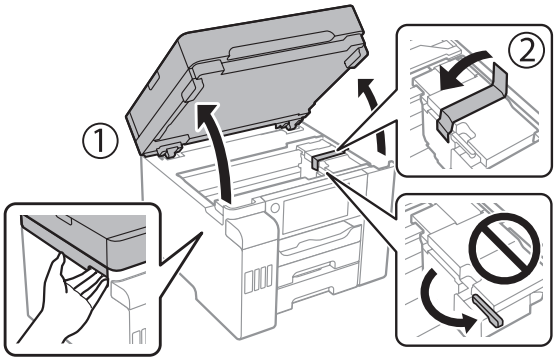


Note: Do not open the ink bottles until you are ready to fill the ink tanks. The ink bottles are vacuum packed to maintain reliability.

1 Remove all protective materials from the product.



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



Caution: The printer ships with the transportation lock in the printing position. Do not move it from the printing position.

3 Lower the scanner unit.

2 Fill ink tanks

Warning: Keep the ink bottles out of the reach of children and do not drink the ink.

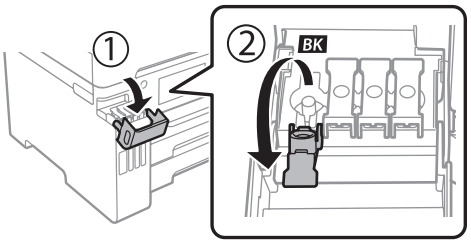
Caution: This product requires careful handling of ink. If ink spills, wipe it off immediately with a damp towel to avoid permanent stains. If ink gets on your clothes or belongings, it may not come off.

Note:

- Epson cannot guarantee the quality or reliability of third-party ink.
- Use the ink bottles included with the printer to set up the product.
- The included ink bottles are designed for reliable printer setup and cannot be resold.

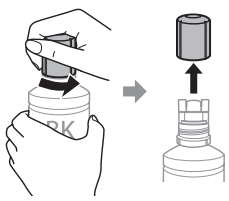
Epson recommends the use of Genuine Epson T542 pigment inks. The use of any other inks may cause damage not covered by the warranty, particularly if they are not pigment. Epson cannot guarantee that non-Epson T542 inks are pigment, even if labeled as compatible.

1 Open the ink tank cover, then open the cap for the black (BK) ink tank.



Note: Refer to the color-coded sticker on the ink tank unit to identify the color of each tank.

2 Unpack the black (BK) ink bottle. Hold the ink bottle upright and slowly turn the bottle cap to remove it.



Caution: Do not shake or squeeze the ink bottles. Do not touch the top of the ink bottle after its cap is removed.

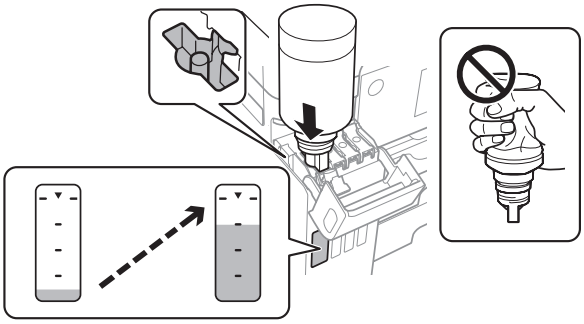
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EPSON®

3 Insert the ink bottle into the filling port.

Note: Do not force the bottle into position; each bottle is keyed for each color.

4 Wait for the ink to empty into the tank. Do not squeeze the bottle.



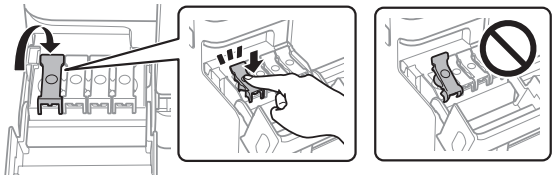
Note: If ink does not flow from the bottle, lift and reinsert the bottle.

5 When the bottle is empty, remove it and securely close it with the bottle cap.

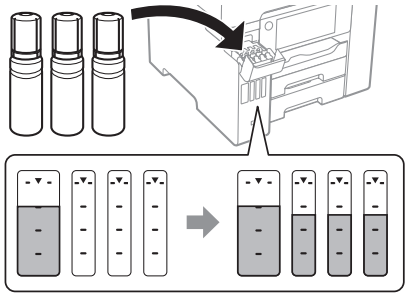


Note: Do not leave the bottle inserted; otherwise it may be damaged or ink may leak.

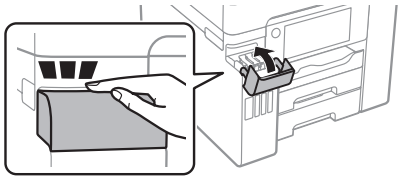
6 Securely close the black ink tank cap.



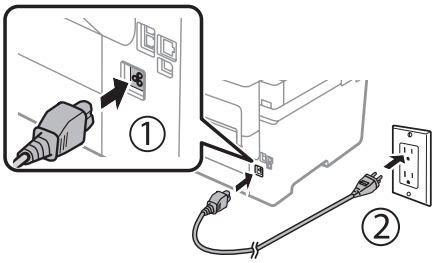
7 Repeat the previous steps for the other colors.



8 Close the ink tank cover.

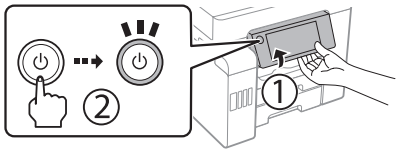


9 Connect the power cord to the back of the product and to an electrical outlet.



Caution: Do not connect to your computer yet.

10 Raise the control panel, then press the ⏻ power button to turn on the product.



Note: If an error code appears, turn off the product and check that no protective material has been left inside the product and that the transportation lock is in the printing position.

11 Select your language, country, date, and time settings.

Note: You can change these settings later using the product's control panel. For more information, see the online *User's Guide*.

Follow steps 12 and 13 to continue ink charging.

12 When the message to see the *Start Here* sheet appears on the LCD screen, press and hold **OK** for 5 seconds.

13 When the ink confirmation message appears on the LCD screen, select **Proceed** for each color, then press **Start** to start charging the ink. Ink charging takes approximately 9 minutes. A message appears when ink charging is complete. Press **Close** to proceed with initial setup.

Caution: Do not unplug or turn off the product, raise the scanner unit, or load paper while the product is charging or you'll waste ink.



Note: Part of the ink from the included bottles is used for printer setup. You will notice ink levels in the tanks decrease during charging. This decrease is normal and does not affect the stated in-box yields.

14 To finish filling the ink tanks, repeat steps 1 through 8 using the additional set of ink bottles included with the product. If any ink remains in the bottles, close the bottles and store them for later use.

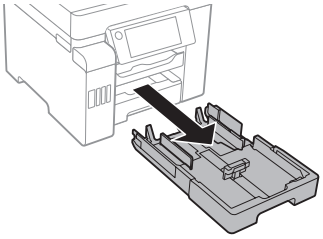
Note: Replace the bottle cap before disposing of the bottles.

15 Select **Settings** > **Maintenance** > **Fill Ink** and follow the on-screen instructions to reset the ink levels.

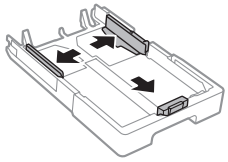
3 Load paper

See the online *User's Guide* for information about loading capacity, available paper types and sizes, loading envelopes, and using the rear paper feed slot or Automatic Document Feeder (ADF).

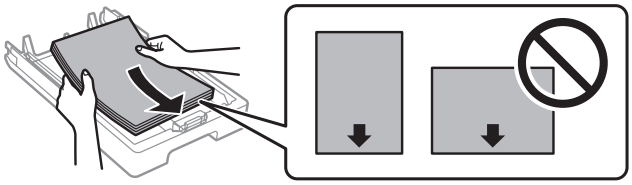
1 Make sure the product is not charging ink, then pull out one of the paper cassettes.



2 Slide the side edge guides all the way out and set the front edge guide to the paper size you are using.

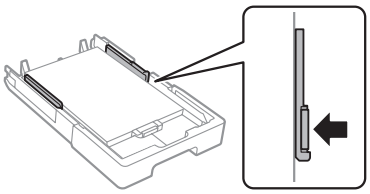


3 Insert paper with the glossy or printable side down.

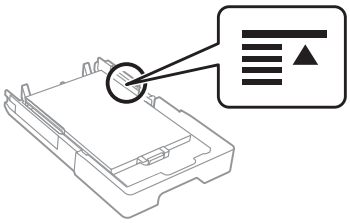


Note: Make sure the paper is loaded against the front edge guide and not sticking out from the end of the cassette.

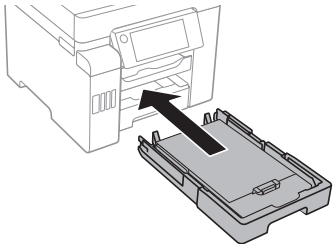
4 Slide the side edge guides against the paper but not too tightly.



Note: Make sure the paper is under the arrow mark on the edge guide.



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



6 Select the paper settings on the product's control panel.

4 Connect the fax line

1 Connect a phone cord to a telephone wall jack and to the **LINE** port on your product. See the online *User's Guide* for more information.

2 If prompted, select **Proceed** on the LCD screen to set up the fax, or select **Close** to set it up later.

5 Install software

Note:

- An Internet connection is required to obtain the product software.
- To print from a Chromebook™, go to **http://epson.com/support/chromebookprint** (U.S.) or **http://epson.ca/support/chromebookprint** (Canada) for instructions.

Standard software package

1 Make sure the product is **NOT CONNECTED** to your computer.

Windows®: If you see a Found New Hardware screen, click **Cancel** and disconnect the USB cable.

2 Download and run your product's software package:

ST-C5000
http://epson.com/support/stc5000 (U.S.)
http://epson.ca/support/stc5000 (Canada)

ST-C5500
http://epson.com/support/stc5500 (U.S.)
http://epson.ca/support/stc5500 (Canada)

3 Follow the instructions on the computer screen to run the setup program.

4 When you see the Select Your Connection screen, select one of the following and follow the on-screen instructions:

- **Wireless connection**

  In most cases, the software installer automatically attempts to set up your wireless connection. If setup is unsuccessful, you may need to enter your network name (SSID) and password.

- **Direct USB connection**

  Make sure you have a USB cable (not included).

- **Wired network connection**

  Make sure you have an Ethernet cable (not included).

PCL or PostScript driver (ST-C5500)

Download the software and see your online *User's Guide* for instructions. For the latest software, visit **http://epson.com/support** (U.S.) or **http://epson.ca/support** (Canada) and search for your product.

Mobile and voice-activated printing

- Print directly from a smartphone or tablet using iOS or Android™ with Epson iPrint™. Simply connect your printer and device to the same network and tap the action icon to select the print option.
- Print directly from your Android (v4.4 or later) device*. Simply connect your printer and device to the same network and tap the menu icon to select the print option.
- Print remotely with Epson Connect™. See your online *User's Guide* for instructions or learn more at **http://epson.com/connect** (U.S.) or **http://epson.ca/connect** (Canada).

- Use voice-activated assistants to print a variety of creative and everyday items from your Epson product. Simply add your product to an Epson Connect account, then link the account to a voice-activated assistant. See **http://epson.com/voice** (U.S.) or **http://epson.ca/voice** (Canada) for more information.

* May require the Epson Print Enabler or Mopria® Print Service app from Google Play™.

Any problems?

Network setup was unsuccessful.

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

There are lines or incorrect colors in my printouts.

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

The product's screen is dark.

Make sure your product is turned on and touch the screen or press any button to wake it from sleep mode.

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

Make sure your product is turned on and securely connected.

Any questions?

User's Guide

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

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

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

Technical support

Visit **http://epson.com/support** (U.S.) or **http://epson.ca/support** (Canada) and search for your product to download drivers, view videos and manuals, get FAQs, or contact Epson.

Call (800) 241-5786, 7 am to 4 pm, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Recycling

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

Need paper and ink?

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



DESIGNED *for* EXCELLENCE™

Epson printers, ink and specialty papers.

ST-C5000/ST-C5500 replacement inks

Color	Ultra high-capacity
Black	T542120-S
Cyan	T542220-S
Magenta	T542320-S
Yellow	T542420-S

ENERGY STAR

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