

ET-M1170 User's Guide

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ET-M1170 User's Guide

Welcome to the ET-M1170 *User's Guide*.

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

Product Basics

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

[Control Panel Buttons and Lights](#)

[Product Parts Locations](#)

[The Power Off and Sleep Timers](#)

[Epson Connect Solutions for Smartphones, Tablets, and More](#)

[Using Google Cloud Print](#)

[Setting Up Google Cloud Print on a Chromebook](#)

[Using the Mopria Print Service](#)

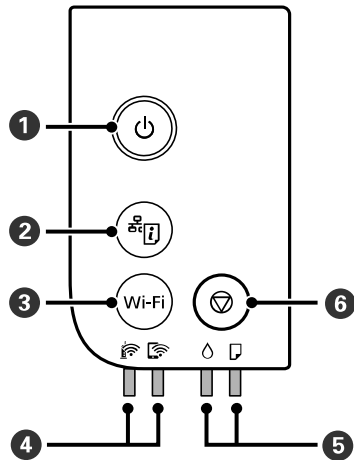
[Android Printing Using the Epson Print Enabler](#)

[Using Fire OS Printing](#)

[Using Windows 10 Mobile Printing](#)






[Voice-activated Printing](#)

Control Panel Buttons and Lights



1 power button and light

2 network status button

- 3 **Wi-Fi** button
- 4  Wi-Fi and  Wi-Fi Direct lights
- 5  ink and  paper lights
- 6  stop button

Parent topic: [Product Basics](#)

Related references

[Product Light Status](#)

Product Parts Locations

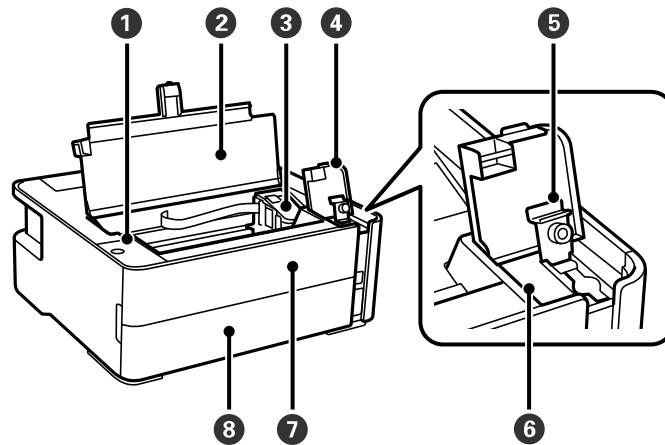
See these sections to identify the parts on your product.

[Product Parts - Front/Inside](#)

[Product Parts - Back](#)

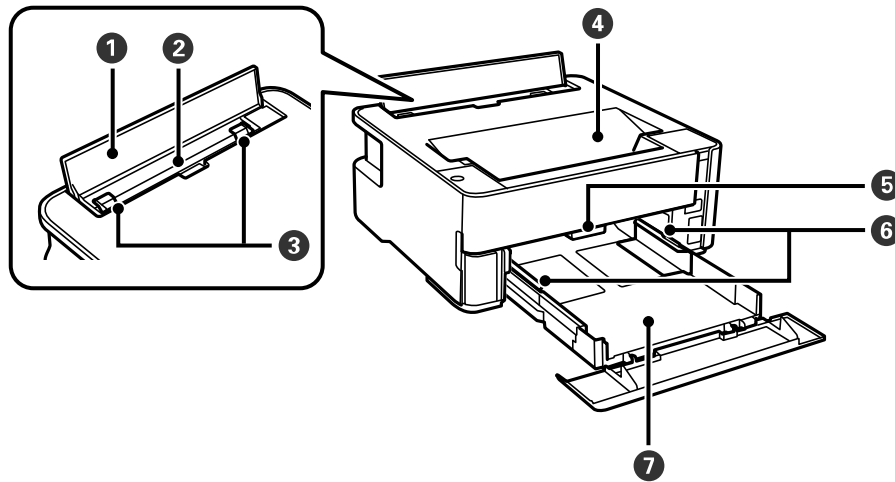
Parent topic: [Product Basics](#)

Product Parts - Front/Inside



- 1 Control panel

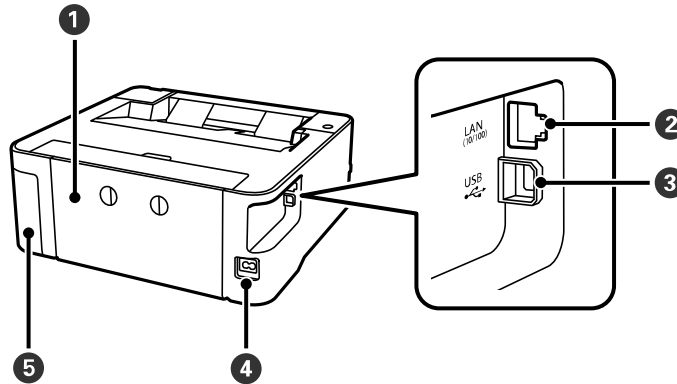
- 2 Printer cover
- 3 Print head
- 4 Ink tank cover
- 5 Ink tank cap
- 6 Ink tank
- 7 Front cover
- 8 Paper cassette cover



- 1 Feeder guard
- 2 Rear paper feed slot
- 3 Rear paper edge guides
- 4 Output tray
- 5 Output selector
- 6 Paper cassette edge guides
- 7 Paper cassette

Parent topic: [Product Parts Locations](#)

Product Parts - Back



- 1 Rear cover
- 2 **LAN** port
- 3 **USB** port
- 4 AC inlet
- 5 Maintenance box cover

Parent topic: [Product Parts Locations](#)

The Power Off and Sleep Timers

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



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

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

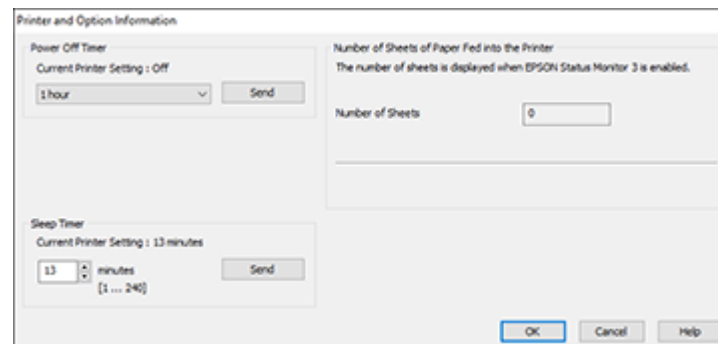
Parent topic: [Product Basics](#)

Changing the Power Off and Sleep Timer Settings - Windows

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

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

You see this window:



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

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

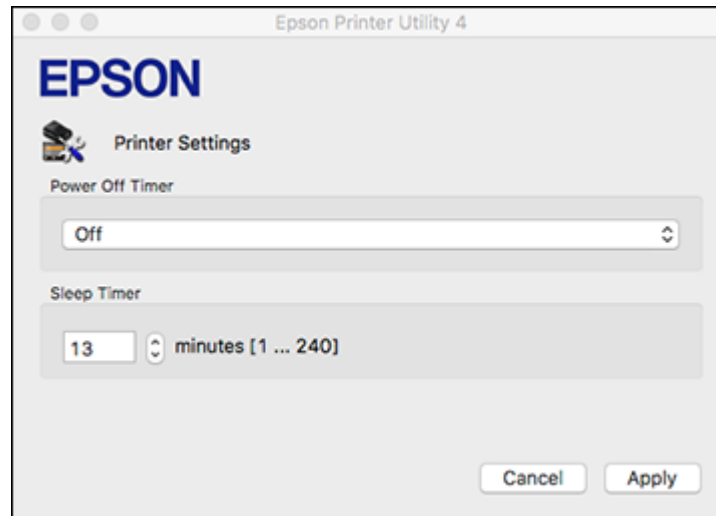
Changing the Power Off and Sleep Timer Settings - Mac

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

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

2. Select **Printer Settings**.

You see this screen:



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

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

Epson Connect Solutions for Smartphones, Tablets, and More

Use your smartphone, tablet, or computer to print documents, photos, emails, and web pages from your home, office, or even across the globe.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

[Using Epson Email Print](#)

[Using the Epson iPrint Mobile App](#)

[Using Epson Remote Print](#)

Parent topic: [Product Basics](#)

Related tasks

[Using Google Cloud Print](#)

Related topics

[Wi-Fi or Wired Networking](#)

Using Epson Email Print

With Epson Email Print, you can print from any device that can send email, such as your smartphone, tablet, or laptop. Just activate your product's unique email address. When you want to print, attach a PDF, Microsoft Office document, or photo to an email and send it to your product. Both the email and the attachments will print automatically.

1. Connect your product to your network. See the link below.
2. If you did not already set up Email Print when you installed your product software, visit epson.com/connect (U.S), epson.ca/connect (Canada), or epsonconnect.com (Caribbean) to learn more about Email Print, create your Epson Connect account, and register your product to the Epson Connect service.
3. Now you are ready to send and print emails to your product's Email Print address.

Note: Go to epsonconnect.com and log into your Epson connect account to personalize your product's email, adjust print settings, and set up other Epson Connect services.

Parent topic: [Epson Connect Solutions for Smartphones, Tablets, and More](#)

Related topics

[Wi-Fi or Wired Networking](#)

Using the Epson iPrint Mobile App

Use this free Apple and Android app to print with networked Epson products. Epson iPrint lets you print PDFs, Microsoft Office documents, photos, and web pages from your device or from popular cloud services such as Box, Dropbox, Evernote, Google Drive, or Microsoft OneDrive.

1. Connect your product to your wireless network. See the link below.
2. Visit epson.com/connect (U.S), epson.ca/connect (Canada), or epson.com.jm/connect (Caribbean) to learn more about Epson iPrint and check the compatibility of your mobile device.

3. Download Epson iPrint from the Apple App Store or Google Play.
4. Connect your mobile device to the same wireless network as your product.
5. Open Epson iPrint and select your Epson product.

Now you are ready to print with your mobile device and your Epson product.

Parent topic: [Epson Connect Solutions for Smartphones, Tablets, and More](#)

Related topics

[Wi-Fi or Wired Networking](#)

Using Epson Remote Print

With Epson Remote Print software, you can print from your laptop or desktop computer to an Epson Email-enabled product anywhere in the world.

1. Connect your Epson product to your wireless network. See the link below.
2. If you did not already set up an Epson Connect account when you installed your product software, visit epsonconnect.com to create your account and register your product to the Epson Connect service.

Note: Make a note of your product's email address.

3. Visit epsonconnect.com to learn more about Remote Print and how to download the Remote Print Driver software.
4. Download and install the Remote Print software.
5. Enter the email address and optional access key of your Epson product during Remote Print setup.
6. Now you are ready to print remotely. Select the print command in your laptop or desktop computer application and choose the Remote Print option for your Epson product.

Parent topic: [Epson Connect Solutions for Smartphones, Tablets, and More](#)

Related topics

[Wi-Fi or Wired Networking](#)

Using Google Cloud Print

With a Google Account, you can print from your Apple or Android device to your Epson product. You can also print from Chromebooks and the Google Chrome browser without drivers or cables.

1. Connect your Epson product to your wireless network. See the link below.

2. Note your product's IP address by checking your network status. See the link below.
3. Connect your computer or your mobile device to the same wireless network as your Epson product.
4. Enter your product's IP address into the address bar of a web browser.
5. Select the **Google Cloud Print Services** option.

Note: If you don't see the **Google Cloud Print Services** option, turn your product off and back on. If the option still doesn't appear, select the **Firmware Update** option and follow the on-screen instructions to update your product.

6. Click **Register**.
7. Select the checkbox to agree to the Usage Advisory and click **Next**.
8. Click **OK** to launch the sign-in page.
A separate browser window opens.
9. Enter your Google Account username and password and click **Sign in**, or, if you don't have an account, click **Sign up for a new Google Account** and follow the on-screen instructions.
10. Click **Finish printer registration** to complete setup and print a test page.

Your product is now linked to your Google Account and can be accessed from any Chromebook, computer, Apple or Android device with Internet access. Visit [Epson Support for Google Cloud Print \(U.S\)](#) or [Epson Support for Google Cloud Print \(Canada\)](#) for more information on using Google Cloud Print, or the [Google Cloud Print](#) website for a list of [supported apps](#).

Parent topic: [Product Basics](#)

Related tasks

[Printing a Network Status Sheet](#)

Related topics

[Wi-Fi or Wired Networking](#)

Setting Up Google Cloud Print on a Chromebook

With a Google Account, you can print from a Chromebook without drivers or cables.

1. Connect your Epson product to your wireless network. See the link below.
2. Turn on your Chromebook and connect it to the same wireless network as your product.

Note: See your Chromebook's documentation for details on connecting to a network.

3. Do one of the following:
 - Click **Add to Cloud Print** in the notification that appears in the corner of your Chromebook screen.

Note: If you do not see a notification, check to see if a number appears in the status area at the lower-right corner of the screen. Click this number to open the notifications menu, then click **Add to Cloud Print**.
 - Open a web browser and enter **chrome://devices** in the address bar. Skip to step 5.
 - If you see a registration confirmation screen instead, click **Register**.
4. Click **Add Device**.
5. Click the **Register** button that appears next to your product.
6. Click **Register** on the confirmation screen.
7. Select **OK** or press the **OK** button on your product to confirm the Google Cloud Print connection and print a test page.

Your product is now linked to your Google Account and can be accessed from any Chromebook, iPhone, or Android phone with Internet access. Visit [Epson Support for Google Cloud Print \(U.S\)](#) or [Epson Support for Google Cloud Print \(Canada\)](#) for more information on using Google Cloud Print, or the [Google Cloud Print](#) website for a list of [supported apps](#).

Parent topic: [Product Basics](#)

Related topics

[Wi-Fi or Wired Networking](#)

Using the Mopria Print Service

You can use the Mopria Print Service to print from your Android phone or tablet (Android v4.4 or later) to your Epson product or any Mopria-certified product from other manufacturers. You can download the Mopria Print Service from Google Play.

Note: For details on the Mopria Print Service, [click here](#) (U.S) or [click here](#) (Canada).

1. Connect your Epson product to your wireless network. See the link below.
2. On your Android device, download the Mopria Print Service app from Google Play.

Note: On some Samsung Galaxy devices, Mopria may come preinstalled.

3. Go to **Settings** on your Android device, select **Printing**, and enable the Mopria Print Service, if necessary.
4. Connect your Android device to the same wireless network as your product.
5. Now you are ready to print. From an Android application such as Chrome or Gmail, tap the menu icon and select **Print**. Then select **All printers**, select your Epson product, adjust your print settings, and print.

Parent topic: [Product Basics](#)

Related topics

[Wi-Fi or Wired Networking](#)

Android Printing Using the Epson Print Enabler

You can wirelessly print your documents, emails, photos, and web pages right from your Android phone or tablet (Android v4.4 or later). With a few taps, your Android device will discover your nearby Epson product and print.

1. Connect your Epson product to your wireless network. See the link below.
2. On your Android device, download the Epson Print Enabler plug-in from Google Play.
3. Go to **Settings** on your Android device, select **Printing**, and enable the Epson plug-in, if necessary.
4. Connect your Android device to the same wireless network as your product.
5. Now you are ready to print. From an Android application such as Chrome or Gmail, tap the menu icon and print whatever is on the screen.

Note: If you do not see your product, tap **All Printers** and select your product.

Parent topic: [Product Basics](#)

Related topics

[Wi-Fi or Wired Networking](#)

Using Fire OS Printing

You can wirelessly print from Amazon Fire tablets and phones to your nearby networked Epson product. There is no software to download, no drivers to install, and no cables to connect. With just a few taps in Email, Calendar, Contacts, and WPS Office, you can send whatever is on the screen to an Epson product.

1. Connect your Epson product to your wireless network. See the link below.

2. Connect your Amazon device to the same wireless network as your product.
3. Now you are ready to print. From your Amazon application, tap the print option and select your product to print whatever is on the screen.

Note: If you see a message telling you that a plug-in is required, tap **OK** and tap **Download**. If your Amazon Fire product uses Fire OS 5 and above, your device automatically uses the built-in Mopria Print Service app to print.

Parent topic: [Product Basics](#)

Related topics

[Wi-Fi or Wired Networking](#)

Using Windows 10 Mobile Printing

You can wirelessly print from Windows 10 Mobile tablets and phones to your nearby networked Epson product. There is no software to download, no drivers to install, and no cables to connect. Look for the print option in your Windows 10 application to send whatever is on the screen to an Epson product.

1. Connect your Epson product to your wireless network. See the link below.
2. Connect your Windows 10 Mobile device to the same wireless network as your product.
3. Now you are ready to print. From your Windows 10 application, tap the print option and select your product to print whatever is on the screen.

Parent topic: [Product Basics](#)

Related topics

[Wi-Fi or Wired Networking](#)

Voice-activated Printing

Take advantage of voice-activated, hands-free printing from your Epson product with Alexa, Siri, and Google Assistant. Depending on which voice assistant you use, you can ask your product to print photos, calendars, recipes, photo props, and more. [Click here](#) for more information.

1. Connect your product to your network. See the link below.
2. Do one of the following:
 - Alexa or Google Assistant: Set up your product's email address for use with Epson Connect. See the link below to activate it from the product control panel.

- Siri: Download and install the Epson iPrint app then select your product. See the link below for instructions.
3. [Click here](#) for instructions on how to set up your product and voice assistant to use the voice-activated printing feature.

Now you are ready to print with your voice and your Epson product.

Parent topic: [Product Basics](#)

Wi-Fi or Wired Networking

See these sections to use your product on a Wi-Fi or wired network.

[Network Security Recommendations](#)

[Wi-Fi Direct Mode Setup](#)

[Wi-Fi Protected Setup \(WPS\)](#)

[Printing a Network Status Sheet](#)

[Printing a Network Connection Report](#)

[Changing or Updating Network Connections](#)

Network Security Recommendations

To help deter unauthorized access to your product over a network, you should protect your network environment using appropriate security measures.

Security measures such as these can help deter threats such as loss of user data, use of telephone and fax lines, and other intrusions:

- **Enable security on your wireless LAN**

Enable the appropriate security on the wireless LAN you plan to use with your product. Network security such as a network password can deter interception of traffic over the wireless LAN. Your router may already have a default password enabled by your Internet service provider (ISP). See your ISP and router documentation for instructions on how to change the default password and better secure your network.

- **Connect your product only to a network protected by a firewall**

Connecting your product directly to the Internet may leave it vulnerable to security threats. Instead, connect it to a router or other network connection protected by a firewall. Your router may already have a firewall set up by your Internet service provider; check with your ISP for confirmation. For best results, set up and use a private IP address for your network connection.

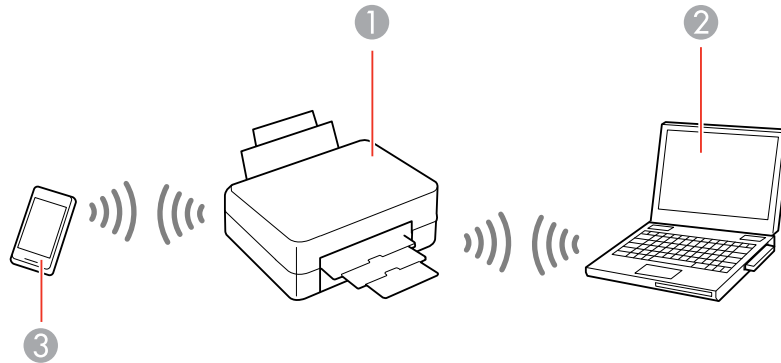
- **Change the default administrator password on your product**

If your product has an option to set an administrator password, change the default administrator password to deter access by unauthorized users to personal data stored on your product, such as IDs, passwords, and contact lists.

Parent topic: [Wi-Fi or Wired Networking](#)

Wi-Fi Direct Mode Setup

You can set up your product to communicate directly with your computer or another device without requiring a wireless router or access point. In Wi-Fi Direct Mode, the product itself acts as a network access point for up to 8 devices.



- 1 Epson product
- 2 Computer with a wireless interface
- 3 Other wireless device




[Enabling Wi-Fi Direct Mode](#)


Parent topic: [Wi-Fi or Wired Networking](#)


Enabling Wi-Fi Direct Mode

You can enable Wi-Fi Direct mode to allow direct communication between your product and computer or other devices without a wireless router or access point. Make sure paper is loaded before you begin.

Note: If you are printing from a computer, make sure you installed the network software as described on the *Start Here* sheet.



1. Hold down the **Wi-Fi** button and press the  network status button until the  Wi-Fi light and  Wi-Fi Direct light flash alternately. Then release both buttons.


After both lights stop flashing, the  Wi-Fi Direct light remains on.

2. Hold down the  network status button on the product for at least five seconds to print a network status sheet.

Note: If you release the button before five seconds has passed, a network connection report is printed instead of a network status sheet.

3. Use your computer or wireless device to select the Wi-Fi network name (SSID) and password listed in the Wi-Fi Direct section of the network status sheet.

Note: If you are connecting an Android device, the  Wi-Fi and  Wi-Fi Direct lights flash simultaneously. Do one of the following:

- Press the **Wi-Fi** button to connect the device.
- Press the  stop button to cancel the connection request.

You should now be able to print to your product directly from your computer or device. If you cannot print successfully, repeat the process above and make sure you enter the password exactly as written on the network status sheet.

Parent topic: [Wi-Fi Direct Mode Setup](#)

Related tasks

[Printing a Network Status Sheet](#)

Wi-Fi Protected Setup (WPS)

If your network uses a WPS-enabled wireless router or access point, you can quickly connect your product to the network using Wi-Fi Protected Setup (WPS).

Note: To check if your router is WPS-enabled, look for a button labeled **WPS** on your router or access point. If there is no hardware button, there may be a virtual WPS button in the software for the device. Check your network product documentation for details.



[Using WPS to Connect to a Network](#)


Parent topic: [Wi-Fi or Wired Networking](#)

Using WPS to Connect to a Network

If you have a WPS-enabled router or access point, you can use Wi-Fi Protected Setup (WPS) to connect your device to the network.

Note: To check if your router is WPS-enabled, look for a button labeled **WPS** on your router or access point. If there is no hardware button, there may be a virtual WPS button in the software for the device. Check your network product documentation for details.

1. Press the **WPS** button on your router or access point.
2. Hold down the **Wi-Fi** button on your product for about five seconds until the  Wi-Fi light and  Wi-Fi Direct light flash alternately.

The  Wi-Fi light turns green to indicate a successful connection.

Note: Be sure to press and hold the **Wi-Fi** button on your product within 2 minutes of pressing the **WPS** button on your router or access point.

Parent topic: [Wi-Fi Protected Setup \(WPS\)](#)

Printing a Network Status Sheet

You can print a network status sheet to help you determine the causes of any problems you may have using your product on a network.

To print the status sheet, hold down the  network status button on the product for at least five seconds.

Note: If you release the button before five seconds elapses, a network connection report is printed instead of a network status sheet.

Examine the settings shown on the network status sheet to diagnose any problems you may have.

Parent topic: [Wi-Fi or Wired Networking](#)

Related tasks

[Printing a Network Connection Report](#)

Printing a Network Connection Report

You can print a network connection report to view solutions to any problems you may have using your product on a network.

To print the report, press the  network status button on the product.

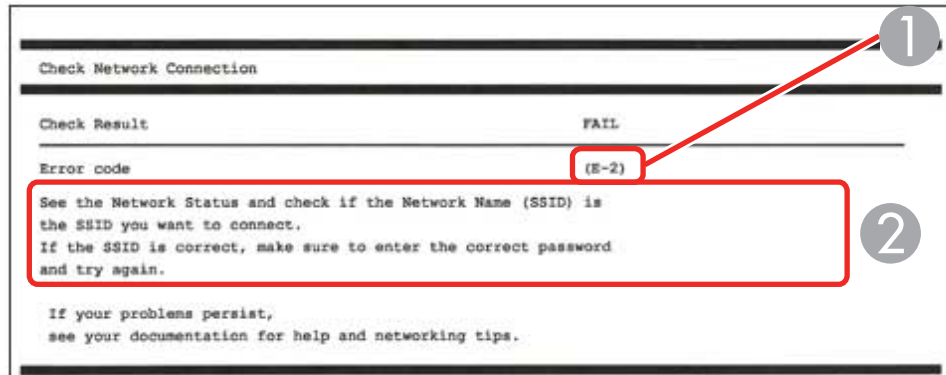
Examine the error codes and solutions shown on the network connection report.

[Network Connection Report Codes and Messages](#)

Parent topic: [Wi-Fi or Wired Networking](#)

Network Connection Report Codes and Messages

Check the error codes and messages on the network connection report to solve problems you may encounter with network connections. The tables here list solutions to problems based on the error codes and messages that may appear on the top of the report.



- 1 Error code
- 2 Message

Note: Error codes and messages listed here may not all apply to your product.

Error Codes and Messages

Error code and message	Solution
E1 Confirm that the network cable is connected and network devices such as hub, router, or access point are turned on.	Make sure your router, access point, and/or hub are turned on, and the network cable is securely connected to your device and to your product. If you are trying to set up Wi-Fi, remove the network cable and set up Wi-Fi again. Ethernet and Wi-Fi cannot be connected at the same time.

Error code and message	Solution
<p>E2, E3, or E7</p> <p>No wireless network names (SSID) found. Confirm that the router/access point is turned on and the wireless network (SSID) is set up correctly. Contact your network administrator for assistance.</p> <p>No wireless network names (SSID) found. Confirm that the wireless network name (SSID) of the PC you wish to connect is set up correctly. Contact your network administrator for assistance.</p> <p>Entered security key/password does not match the one set for your router/access point. Confirm security key/password. Contact your network administrator for assistance.</p>	<p>Check the following:</p> <ul style="list-style-type: none"> • Make sure your router or access point is turned on, and is correctly connected to your computer or network device. • Turn off the router or access point, wait about 10 seconds, and turn it on again. • Move your product closer to your router or access point, and remove any obstacles between them. Also move your product away from devices such as wireless phones or microwaves. • Confirm that the SSID shown on the network connection report matches the label on your router or access point. Also make sure your SSID uses only ASCII characters and symbols, or your product cannot display the SSID correctly. • If you are trying to connect using the WPS push button method, make sure your router or access point supports it. • If you are using a network password, check the label on your router or access point to confirm that you are using the correct password, or check with your network administrator or router/access point documentation. • If you are connecting to a smart device that generates an SSID, check the device documentation for the SSID and password you should use. • If your wireless connection suddenly disconnects, and another smart device was added to the network using a WPS push button method or your network was set up using a non-WPS push button method, try downloading and installing your product software again.

Error code and message	Solution
<p>E5</p> <p>Security mode (e.g. WEP, WPA) does not match the current setting of the printer. Confirm security mode. Contact your network administrator for assistance.</p>	<p>If the security on your router or access point is not one of the following types, change the type of security on your router or access point and reset your product's network settings.</p> <ul style="list-style-type: none"> • WEP-64 bit (40 bit) • WEP-128 bit (104 bit) • WPA PSK (TKIP/AES); also known as WPA Personal • WPA2 PSK (TKIP/AES); also known as WPA2 Personal • WPA (TKIP/AES) • WPA2 (TKIP/AES) <p>Also make sure you are connecting to the 2.4GHz band on your network and using the password for that band.</p>
<p>E6</p> <p>MAC address of your printer may be filtered. Check whether your router/access point has restrictions such as MAC address filtering. See the documentation of the router/access point or contact your network administrator for assistance.</p>	<p>If your router or access point has MAC address filtering enabled, register your product's MAC address so it is not filtered. Locate the MAC address on the network connection report and check your router or access point documentation for instructions.</p> <p>If your router or access point is using shared authentication with WEP security, confirm that you are using the correct authentication key and index.</p> <p>If your router or access point limits the number of connected devices, raise the connection limit. See your router or access point documentation for instructions.</p>
<p>E8</p> <p>Incorrect IP address is assigned to the printer. Confirm IP address setup of the network device (hub, router, or access point). Contact your network administrator for assistance.</p>	<p>If your product's Obtain IP Address setting is set to Auto, enable DHCP on your router or access point. If it is set to Manual, the IP address may be out of range or on a different network segment; set a valid IP address using your product control panel or the Web Config utility.</p> <p>You can also try turning off your product and the router or access point, waiting about 10 seconds, and turning them on again.</p>

Error code and message	Solution
<p>E9</p> <p>Confirm the connection and network setup of the PC or other device. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.</p>	<p>Make sure your computer or network device are turned on. Also make sure that you can access the Internet and other devices on the same network from the devices you are trying to connect to your product.</p> <p>If you still cannot connect to your product, turn off your router or access point, wait about 10 seconds, and turn it on again. Download and install your product software again to reset your network settings.</p>
<p>E10</p> <p>Confirm IP address, subnet mask, and default gateway setup. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.</p>	<p>Make sure other devices on the network are turned on and do the following:</p> <ul style="list-style-type: none"> • If your product's Obtain IP Address setting is set to Manual, check the IP address, subnet mask, and default gateway addresses on the network connection report to see if they are correct. If not, correct the settings. • If DHCP is enabled, set your product's Obtain IP Address setting to Auto. If you want to use the DHCP-assigned address as a static address, set the Obtain IP Address setting to Manual, enter the product's IP address as listed on the network connection report, and set the subnet mask to 255.255.255.0. <p>If you still cannot connect to your product, turn off your router or access point, wait about 10 seconds, and turn it on again.</p>
<p>E11</p> <p>Setup is incomplete. Confirm default gateway setup. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.</p>	<p>If you set your product's TCP/IP Setup setting to Manual, check that the default gateway address listed on the network connection report is correct. Also turn on the device that is set as the default gateway.</p>

Error code and message	Solution
<p>E12</p> <p>Confirm the following</p> <ul style="list-style-type: none"> -Entered security key/password is correct -Index of the security key/password is set to the first number -IP address, subnet mask, or default gateway setup is correct <p>Contact your network administrator for assistance.</p>	<p>Make sure other devices on the network are turned on and do the following:</p> <ul style="list-style-type: none"> • Make sure the IP address, subnet mask, and default gateway addresses are correct, if you are entering them manually. • Confirm that the subnet mask and default gateway addresses for other devices are the same. • Make sure the IP address does not conflict with other devices. <p>If you still cannot connect to your product, do the following:</p> <ul style="list-style-type: none"> • Turn off your router or access point, wait about 10 seconds, and turn it on again. • Download and install your product software again to reset your network settings. • If your router or access point uses WEP security with several registered passwords, make sure that the first registered password is set on your product.
<p>E13</p> <p>Confirm the following</p> <ul style="list-style-type: none"> -Entered security key/password is correct -Index of the security key/password is set to the first number -Connection and network setup of the PC or other device is correct <p>Contact your network administrator for assistance.</p>	<p>Make sure your router, access point, and/or hub are turned on. Also make sure the TCP/IP setup on your router, access point, and/or hub is not set manually; this may cause your product's network settings to differ from the manually set up devices.</p> <p>If you still cannot connect to your product, do the following:</p> <ul style="list-style-type: none"> • Turn off your router or access point, wait about 10 seconds, and turn it on again. • Download and install your product software again to reset your network settings. • If your router or access point uses WEP security with several registered passwords, make sure that the first registered password is set on your product.

Network Environment Messages

Message	Solution
The Wi-Fi environment needs to be improved. Turn the wireless router off and then turn it on. If the connection does not improve, see the documentation for the wireless router.	Move your product closer to your router or access point, and remove any obstacles between them. Then turn off your router or access point, wait about 10 seconds, and turn it back on again. If you still cannot connect to your product, check the documentation that came with your router or access point for solutions.
*No more devices can be connected. Disconnect one of the connected devices if you want to add another one.	You can connect up to 8 computers or other devices to your product using a Wi-Fi Direct (Simple AP) connection. If you want to add another device, disconnect an existing connected device first.

Parent topic: [Printing a Network Connection Report](#)

Changing or Updating Network Connections

See these sections to change or update how your product connects to a network.

[Accessing the Web Config Utility](#)

[Changing a USB Connection to a Wi-Fi Connection](#)

[Changing a Wi-Fi Connection to a Wired Network Connection](#)

[Connecting to a New Wi-Fi Router](#)

[Disabling Wi-Fi Features](#)

Parent topic: [Wi-Fi or Wired Networking](#)

Accessing the Web Config Utility

You can select your product's network settings and confirm its operating status using a web browser. You do this by accessing your product's built-in Web Config utility from a computer or other device that is connected to the same network as your product.

1. Print a network status sheet.
2. Locate the IP address for your product that is listed on the network status sheet.
3. On a computer or other device connected to the same network as your product, open a web browser.
4. Enter your product's IP address into the address bar.

You see the available Web Config utility options.

Parent topic: [Changing or Updating Network Connections](#)

Related tasks

[Printing a Network Status Sheet](#)

Changing a USB Connection to a Wi-Fi Connection

If you have already connected your product to your computer using a USB connection, you can change to a Wi-Fi connection.

1. Disconnect the USB cable from your product.
2. Uninstall your product software.
3. Download and install your product software from the Epson website using the instructions on the *Start Here* sheet.

Parent topic: [Changing or Updating Network Connections](#)

Related tasks

[Uninstalling Printing Software - Windows](#)

[Uninstalling Product Software - Mac](#)

Changing a Wi-Fi Connection to a Wired Network Connection

If you have already connected your product to your computer wirelessly, you can change to a wired network connection if necessary.

1. Connect one end of an Ethernet network cable to the product's **LAN** port.
2. Connect the other end to any available LAN port on your router or access point.
3. Uninstall your product software.
4. Download and install your product software from the Epson website.
5. Follow the on-screen instructions to install the software.
6. When you see the Select Your Connection screen, select **Wired network connection**.
7. If you see a Select Setup Option screen, select **Set up printer for the first time**.
8. Continue following the rest of the on-screen instructions.

Parent topic: [Changing or Updating Network Connections](#)

Related tasks

[Uninstalling Printing Software - Windows](#)

Connecting to a New Wi-Fi Router

If you change the wireless router you have been using on your network, you need to update your product's Wi-Fi connection to the new router.

Note: If you switch to a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation for instructions.

1. Do one of the following:
 - **Windows:** Uninstall your product software.
 - **Mac:** Go to the next step.
2. Download and install your product software from the Epson website using the instructions on the *Start Here* sheet.

Parent topic: [Changing or Updating Network Connections](#)





Related tasks

[Uninstalling Printing Software - Windows](#)

Disabling Wi-Fi Features

You may need to disable your product's Wi-Fi features if you change your network connection type or need to solve a problem with your network connection. You can disable the Wi-Fi features by resetting the network settings to their default values.

Note: Before disabling Wi-Fi features, make a note of your product's SSID (network name) and password, and any network settings selected for the Epson Connect services you may use. These settings will be reset to their default values.

1. Turn off the product.
2. Hold down the  network status button and press the  power button until the  Wi-Fi light and  Wi-Fi Direct light flash alternately. Then release both buttons.

When the  Wi-Fi light and  Wi-Fi Direct light turn off, Wi-Fi is disabled.

Parent topic: [Changing or Updating Network Connections](#)

Loading Paper

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

[Loading Paper in the Cassette](#)

[Loading Paper in the Rear Paper Feed](#)

[Paper Loading Capacity](#)

[Double-sided Printing Capacity](#)

[Compatible Epson Papers](#)

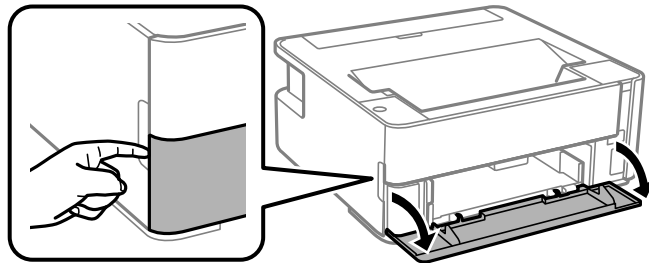
[Paper or Media Type Settings - Printing Software](#)

Loading Paper in the Cassette

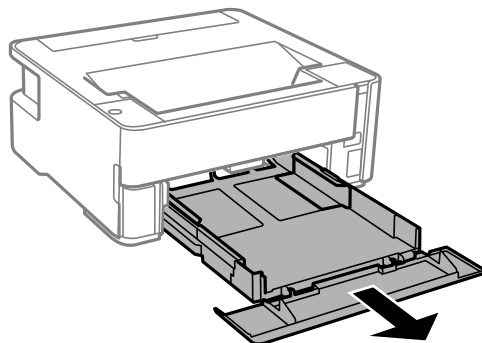
You can load paper up to this size in the paper cassette: Legal (8.5 × 14 inches [216 × 356 mm]).

Note: Before loading paper, make sure your product is not currently printing.

1. Open the paper cassette cover.

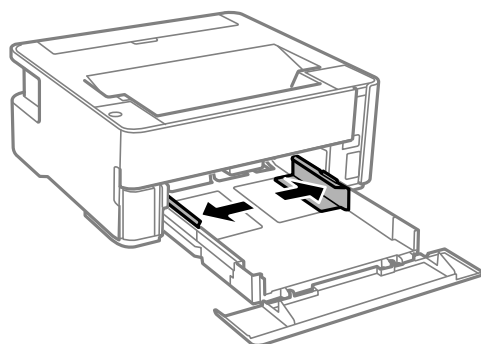


2. Pull out the paper cassette until it stops.



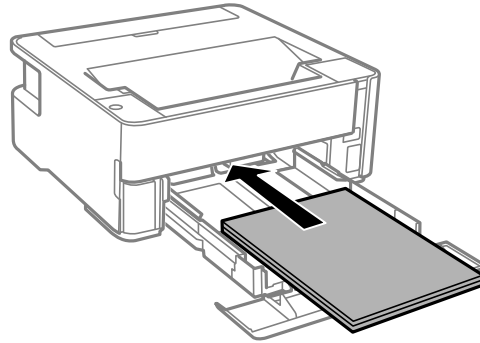
Note: You cannot remove the paper cassette.

3. Slide the edge guides outward.



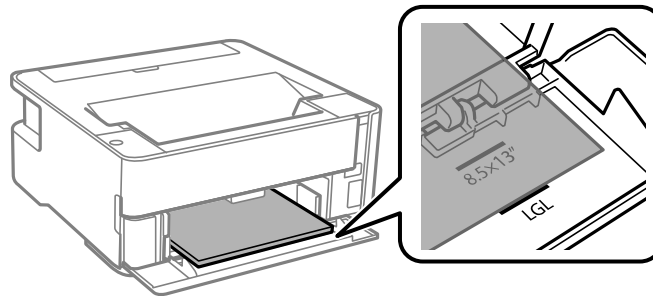
4. Do one of the following:

- Insert paper into the cassette with the printable side facedown and slide it in until it stops.

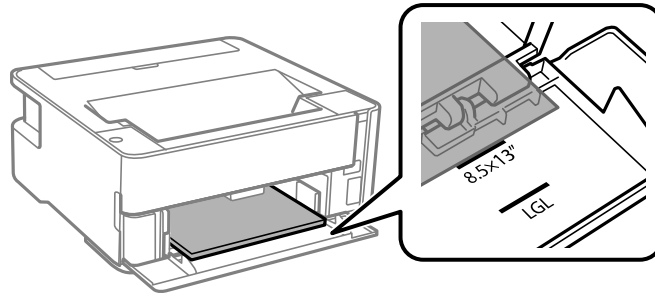


Note: Make sure the paper is loaded against the rear of the cassette.

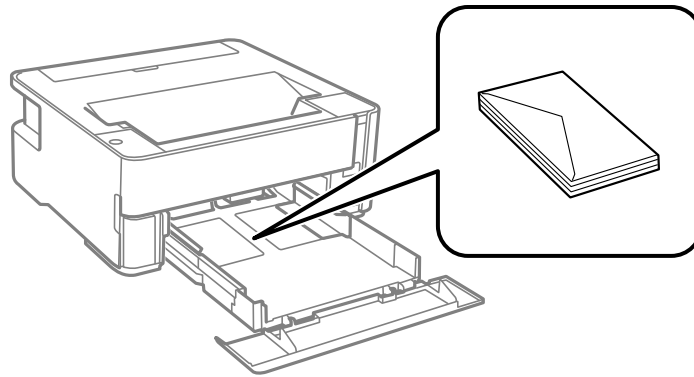
- For legal-size paper, load paper using the guide line as shown.



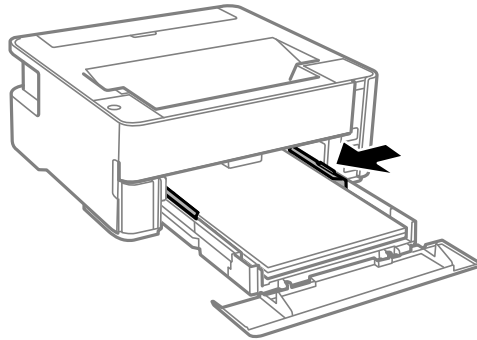
- For 8.5 × 13 inch (216 × 330 mm) paper, load paper using the guide line as shown.



- Insert up to 10 envelopes with the printable side facedown and flap edge left, as shown.

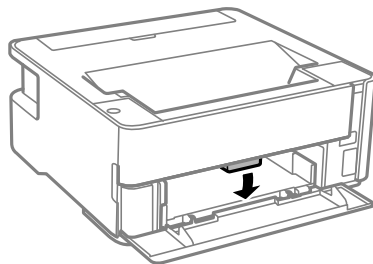


5. Slide the edge guides against the paper, but not too tightly.



Note: Make sure the paper fits under the tabs on the edge guides.

6. Slide the cassette back into the product until it stops.
7. Do one of the following:
 - Close the paper cassette cover.
 - If you loaded envelopes, thick paper, or business cards, lower the output selector to eject paper to the front of the printer and leave the paper cassette cover open.



Note: Do not remove or insert the paper cassette during printing.

Always follow these paper loading guidelines:

- Load only the recommended number of sheets.

- Load paper short edge first and printable side facedown.
- Load letterhead or pre-printed paper top edge first.
- Make sure the paper fits under the tabs on the edge guides and does not stick out from the rear of the cassette.
- If you have trouble loading a stack of envelopes, press each envelope flat before loading it or load one envelope at a time.
- If print quality declines when printing multiple envelopes, try loading one envelope at a time.
- Do not load an envelope that is curled, folded, or too thin, or that has a plastic window.
- Check the paper package for any additional loading instructions.

Parent topic: [Loading Paper](#)

Related references

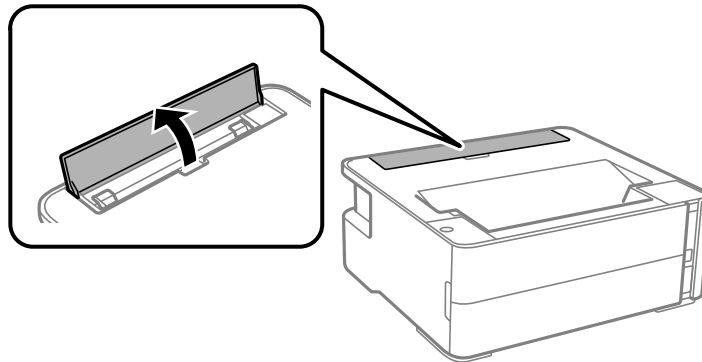
[Paper Loading Capacity](#)

[Double-sided Printing Capacity](#)

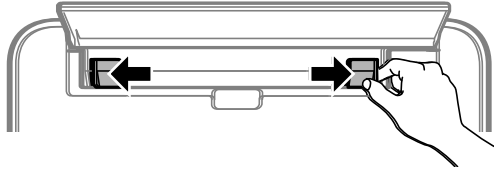
Loading Paper in the Rear Paper Feed

You can print documents on a variety of paper types and sizes from the rear paper feed slot.

1. Flip the feeder guard forward.

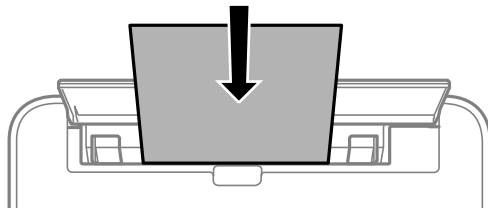


2. Slide the edge guides out all the way.

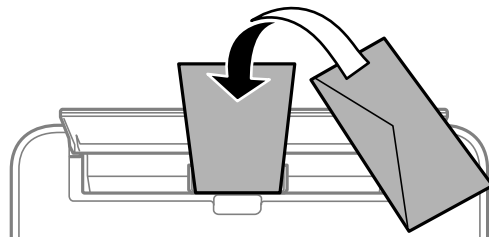


3. Do one of the following:

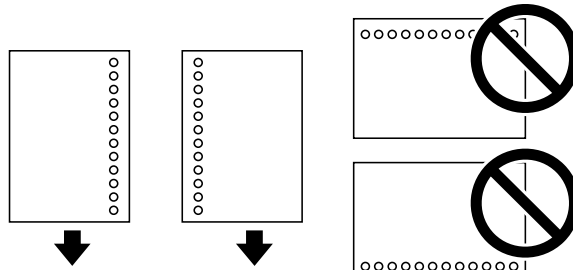
- Insert one sheet of paper printable side up and short edge first, in the center of the rear paper feed slot.



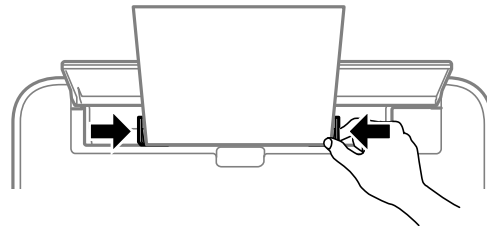
- Load one envelope in the center of the rear paper feed slot. Load it printable side up and flap edge left.



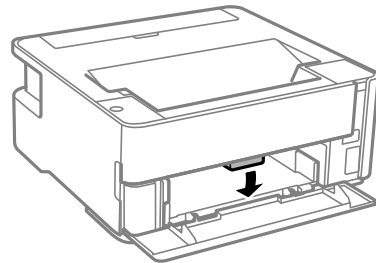
- Load one sheet of loose-leaf or other paper with holes facing as shown. You can load one sheet at a time in only these sizes: Letter (8.5 × 11 inches [216 × 279 mm]), A4 (8.3 × 11.7 inches [210 × 297 mm]), or Legal (8.5 × 14 inches [216 × 356 mm]).



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



5. If you loaded envelopes or thick paper, open the paper cassette cover, lower the output selector to eject paper to the front of the printer, and leave the paper cassette cover open.



Always follow these paper loading guidelines:

- Load only one sheet or envelope at a time.
- Load paper short edge first and printable side up.
- Load letterhead or pre-printed paper top edge first.
- If you have trouble loading an envelope, press it flat before loading it.
- Do not load an envelope that is curled, folded, or too thin, or that has a plastic window.
- Check the paper package for any additional loading instructions.

Parent topic: [Loading Paper](#)

Related references

[Paper Loading Capacity](#)

[Double-sided Printing Capacity](#)

Paper Loading Capacity

Note: The output tray holds up to 100 sheets of plain paper. Exceeding this limit can cause paper to fall or a paper jam to occur. Remove printouts as necessary to keep the amount of paper in the output tray under 100 sheets.

Paper type	Loading capacity	
	Cassette	Rear paper feed
Plain paper Copy paper Letterhead paper High quality plain paper	Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) size or smaller: 250 sheets	1 sheet
	Legal (8.5 × 14 inches [216 × 356 mm]) size: 1 sheet	
	User-defined (3.5 × 5 inches [89 × 127 mm] to 8.5 × 47.2 inches [215.9 × 1200 mm]): 1 sheet	—
	User-defined (2.1 × 3.4 inches [54 × 86 mm] to 8.5 × 47.2 inches [215.9 × 1200 mm]): —	1 sheet
	User-defined (7.2 × 10.1 inches [182 × 257 mm] to 8.5 × 11.7 inches [215.9 × 297 mm]): 1 sheet	
Epson Bright White Pro Paper Epson Bright White Premium Paper Epson Multipurpose Plus Paper	200 sheets	
Epson Presentation Paper Matte	100 sheets	
Epson Premium Presentation Paper Matte	20 sheets	
Epson Premium Presentation Paper Matte Double-sided	1 sheet	
Epson Ultra Premium Presentation Paper Matte Thick paper (25 to 68 lb [91 to 256 g/m ²])	—	
Envelopes	10 envelopes	1 envelope

Parent topic: [Loading Paper](#)

Double-sided Printing Capacity

You can print double-sided on the paper types and sizes listed here.

Paper type	Size	Double-sided printing capacity	
		Cassette	Rear paper feed
Plain paper Copy paper High quality plain paper	Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) or smaller	250 sheets	1 sheet
	User-defined (7.2 × 10.1 inches [182 × 257 mm] to 8.5 × 11.7 inches [215.9 × 297 mm])	1 sheet	
Epson Bright White Pro Paper Epson Bright White Premium Paper Epson Multipurpose Plus Paper	Letter (8.5 × 11 inches [216 × 279 mm])	200 sheets	

You cannot print double-sided on the following paper types:

- Epson Presentation Paper Matte
- Epson Premium Presentation Paper Matte
- Epson Premium Presentation Paper Matte Double-sided
- Epson Ultra Premium Presentation Paper Matte
- Envelopes

Parent topic: [Loading Paper](#)

Compatible Epson Papers

You can purchase genuine Epson ink, maintenance boxes, and paper at epson.com (U.S. sales), epson.ca (Canadian sales), or epson.com.jm (Caribbean sales). You can also purchase supplies from

an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Note: Paper/media availability varies by country.

Paper Type	Size	Part number	Sheet count
Epson Bright White Pro Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
Epson Bright White Premium Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S450218-4	500
Epson Multipurpose Plus Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S450217-4	500
Epson Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
	Legal (8.5 × 14 inches [216 × 356 mm])	S041067	100
Epson Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257 S042180	50 100
Epson Premium Presentation Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S041568	50
Epson Ultra Premium Presentation Paper Matte	Letter (8.5 × 11 inches [216 × 279 mm])	S041341	50

Parent topic: [Loading Paper](#)

Paper or Media Type Settings - Printing Software

For this paper	Select this paper Type or Media Type setting
Plain paper Epson Bright White Pro Paper Epson Bright White Premium Paper Epson Multipurpose Plus Paper	Plain Paper / Bright White Paper
Letterhead paper	Letterhead
Epson Ultra Premium Presentation Paper Matte Thick paper 25 to 68 lb (91 to 256 g/m ²)	Card Stock
Epson Presentation Paper Matte	Presentation Paper Matte
Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided	Premium Presentation Paper Matte
Envelopes	Envelope

Parent topic: [Loading Paper](#)

Printing from a Computer

Before printing from your computer, make sure you have set up your product and installed its software as described on the *Start Here* sheet.

Note: If you have an Internet connection, it is a good idea to check for updates to your product software on Epson's support website. If you see a Software Update screen, select **Enable automatic checking** and click **OK**. The update scans your system to see if you have the latest product software. Follow the on-screen instructions.

[Printing with Windows](#)

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

[Printing on a Mac](#)

[Printing From a Chromebook](#)

[Cancelling Printing Using a Product Button](#)

Printing with Windows

You can print with your product using any Windows application, as described in these sections.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

[Selecting Basic Print Settings - Windows](#)

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

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

[Selecting a Printing Preset - Windows](#)

[Selecting Extended Settings - Windows](#)

[Printing Your Document - Windows](#)

[Locking Printer Settings - Windows](#)

[Selecting Default Print Settings - Windows](#)

[Changing Automatic Update Options](#)

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

Selecting Basic Print Settings - Windows

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

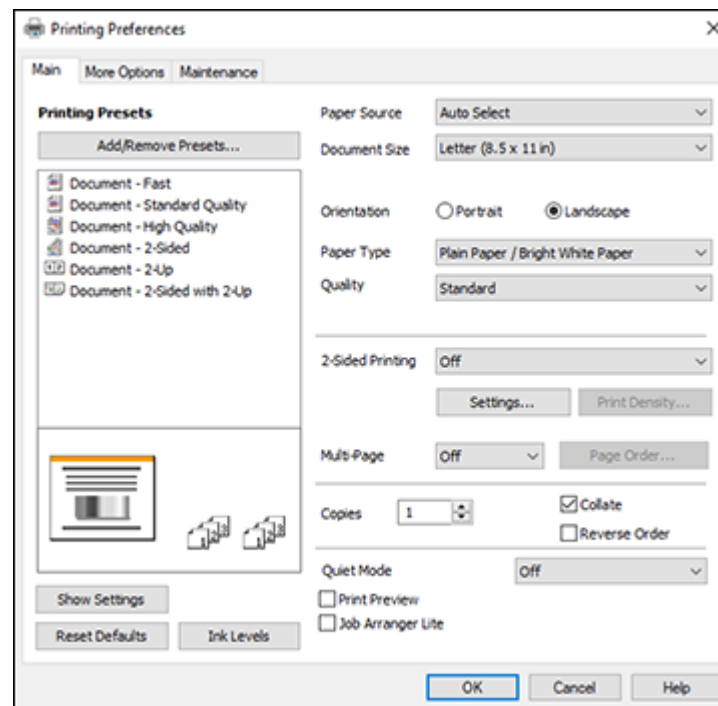
1. Open a photo or document for printing.
2. Select the print command in your application.

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

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

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

You see the **Main** tab of your printer settings window:



4. For the **Paper Source** setting, select where you loaded the paper you want to print on.
5. Select the size of the paper you loaded as the **Document Size** setting.

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

6. Select the orientation of your document.

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

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

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

8. Select the **Quality** setting that matches the print quality you want to use.
9. To print on both sides of the paper, select a **2-Sided Printing** option.
10. To print multiple pages on one sheet of paper, or print one image on multiple sheets of paper, select one of the settings in the **Multi-Page** menu and select the printing options you want.
11. To print multiple copies and arrange their print order, select the **Copies** options.
12. To preview your job before printing, select **Print Preview**.
13. To save your print job as a project that can be modified and combined with other print jobs, select **Job Arranger Lite**.
14. To reduce noise during printing when you select **Plain Paper/Bright White Paper**, select **On** in the Quiet Mode menu.

Note: Enabling **Quiet Mode** may reduce printing speed.

[Paper Source Options - Windows](#)

[Print Quality Options - Windows](#)

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

Parent topic: [Printing with Windows](#)

Related references

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

Related tasks

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

Paper Source Options - Windows

You can select any of the available options in the Paper Source menu to print on the paper loaded in that source.

Auto Select

Automatically selects the paper source based on the selected paper size.

Paper Cassette

Selects the paper in the cassette as the paper source.

Rear Paper Feed Slot

Selects the paper in the rear feed slot as the paper source.

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

Print Quality Options - Windows

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

Draft

For draft printing on plain paper.

Standard

For everyday text and image printing.

High

For photos and graphics with high print quality.

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

Multi-Page Printing Options - Windows

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

2-Up and 4-Up

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

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

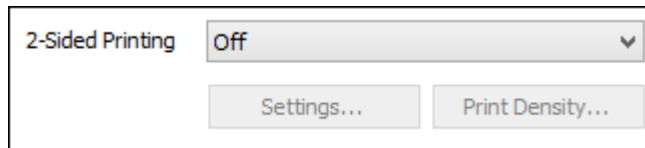
Prints one image on multiple sheets of paper to create a larger poster. Click the **Settings** button to select image layout and guideline options.

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

Selecting Double-sided Printing Settings - Windows

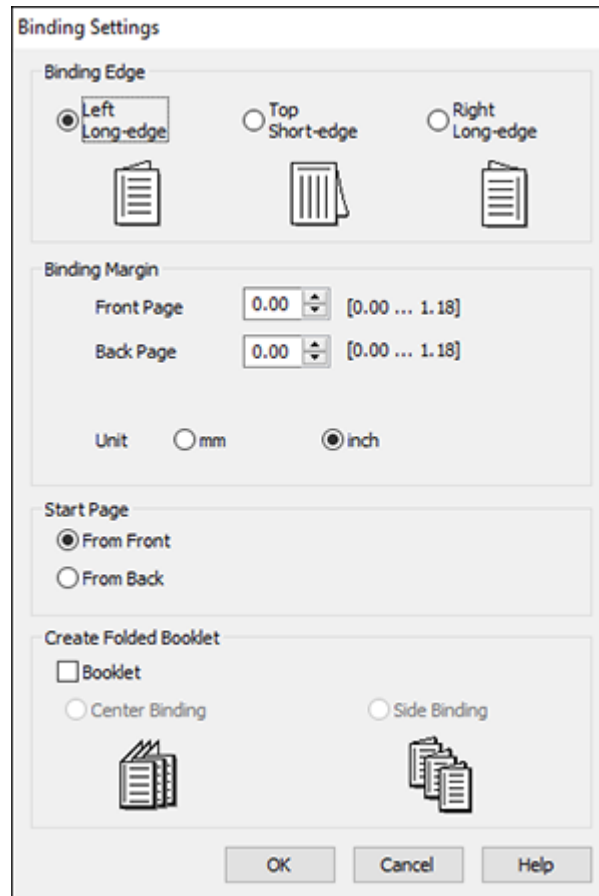
You can print on both sides of the paper by selecting one of the **2-Sided Printing** options on the **Main** tab.

Note: Some options may be pre-selected or unavailable, depending on other settings you have chosen or if you are accessing the product over a network.



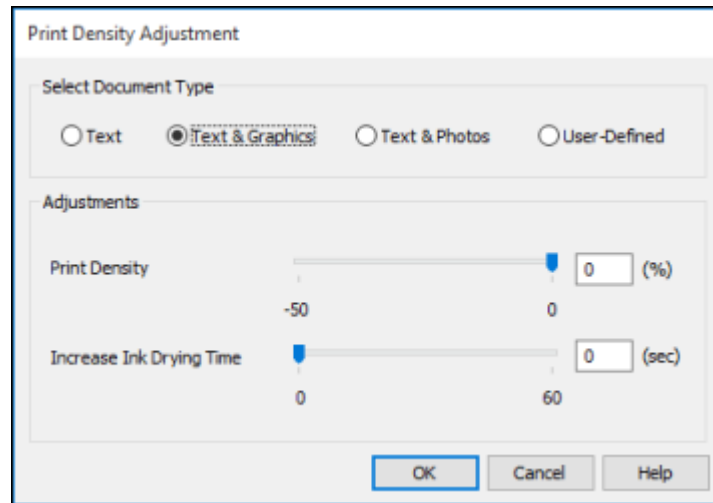
1. Select one of the following options for **2-Sided Printing**:
 - **Auto (Long-edge binding)** to print your double-sided print job by automatically flipping the paper on the long edge.
 - **Auto (Short-edge binding)** to print your double-sided print job by automatically flipping the paper on the short edge.
2. Click the **Settings** button.

You see this window:



3. Select the double-sided printing options you want to use.
4. Click **OK** to return to the **Main** tab.
5. Click the **Print Density** button.

You see this window:



6. Select the type of document you are printing as the Document Type setting. The software automatically sets the **Adjustments** options for that document type.
7. If necessary, select the **Adjustments** options you want to use.
8. Click **OK** to return to the **Main** tab.
9. Print a test copy of your double-sided document to test the selected settings.
10. Follow any instructions displayed on the screen during printing.

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

[Print Density Adjustments - Windows](#)

Parent topic: [Printing with Windows](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

Double-sided Printing Options - Windows

You can select any of the available options on the Binding Settings window to set up your double-sided print job.

Binding Edge Options

Select a setting that orients double-sided print binding in the desired direction.

Binding Margin Options

Select options that define a wider margin to allow for binding.

Start Page

Selects whether printing starts on the front or back page.

Create Folded Booklet Options

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

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

Print Density Adjustments - Windows

You can select any of the available options on the Print Density Adjustment window to adjust the print quality of your double-sided print job.

Print Density

Sets the level of ink coverage for double-sided printing.

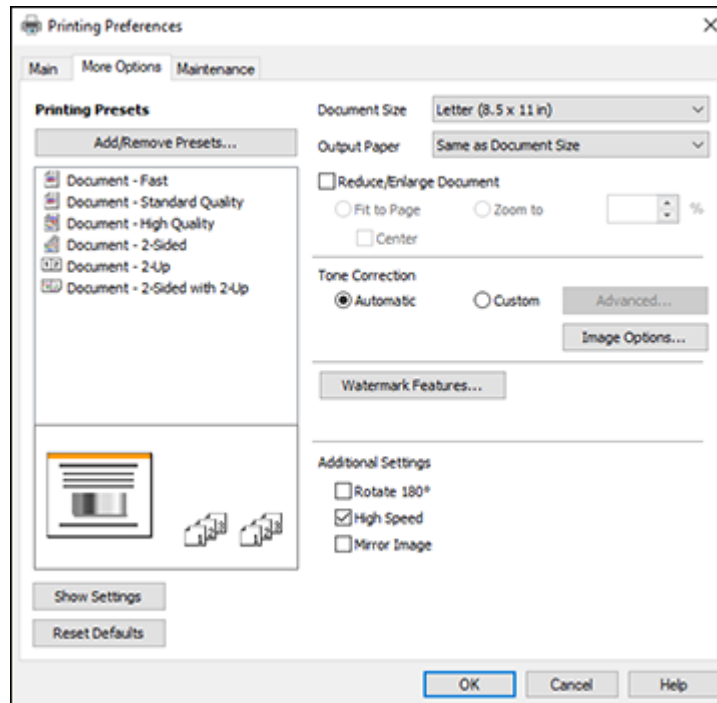
Increase Ink Drying Time

Sets the amount of time required for drying ink after printing on one side of the paper before printing the other side in double-sided printing to prevent ink smearing.

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

Selecting Additional Layout and Print Options - Windows

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



1. To change the size of your printed document or photo, select the **Reduce/Enlarge Document** checkbox and select one of these sizing options:
 - Select the **Fit to Page** option to size your image to fit the paper you loaded. Select the size of your document or photo as the **Document Size** setting, and the size of your paper as the **Output Paper** setting. If you want to center your image on the paper, select the **Center** option.
 - Select the **Zoom to** option to reduce or enlarge your document or photo by a specific percentage. Select the percentage in the % menu.
2. Select one of the following Tone Correction options:
 - Select **Automatic** to automatically adjust the brightness and contrast for your image.

- Select **Custom** and click the **Advanced** button to manually adjust the tone correction settings or turn off color management in your printer software.
 - Select **Image Options** to access additional settings for improving printed images.
3. To add the following features, click the **Watermark Features** button:
- **Anti-Copy Pattern**: adds a watermark that only appears when your printout is copied
 - **Watermark**: adds a visible watermark to your printout
 - **Header/Footer**: adds information such as the date and time to the top or bottom of your printout

Note: Click the **Settings** button to customize the text and location of the header or footer.

4. Select any of the Additional Settings options to customize your print.

[Custom Tone Correction Options - Windows](#)

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

[Header/Footer Settings - Windows](#)

Parent topic: [Printing with Windows](#)

Custom Tone Correction Options - Windows

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



Gamma

Adjusts the midtone density of the image.

Brightness

Adjusts the overall lightness and darkness of the image.

Contrast

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

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

Image Options and Additional Settings - Windows

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

Image Options

Emphasize Text

Adjusts the weight of printed text to increase readability.

Emphasize Thin Lines

Adjusts the weight of printed lines to increase visibility.

Edge Smoothing

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

Enhance Light Text and Lines

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

Additional Settings Options

Rotate 180°

Prints the image rotated 180° from its original orientation.

High Speed

Speeds up printing but may reduce print quality.

Mirror Image

Flips the printed image left to right.

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

Header/Footer Settings - Windows

You can select any of the Header/Footer Settings options to add headers or footers when you print. The items are available to print at the top or bottom of your pages, in either the left, right, or center of the page.

Note: These settings are not saved with your document.

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

Reset Defaults OK Cancel Help

You can select to print the following information:

- User Name
- Computer Name
- Date
- Date/Time
- Document Name
- Collate Number

Note: The user name, computer name, date, and time come from the Windows Control Panel on your computer.

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

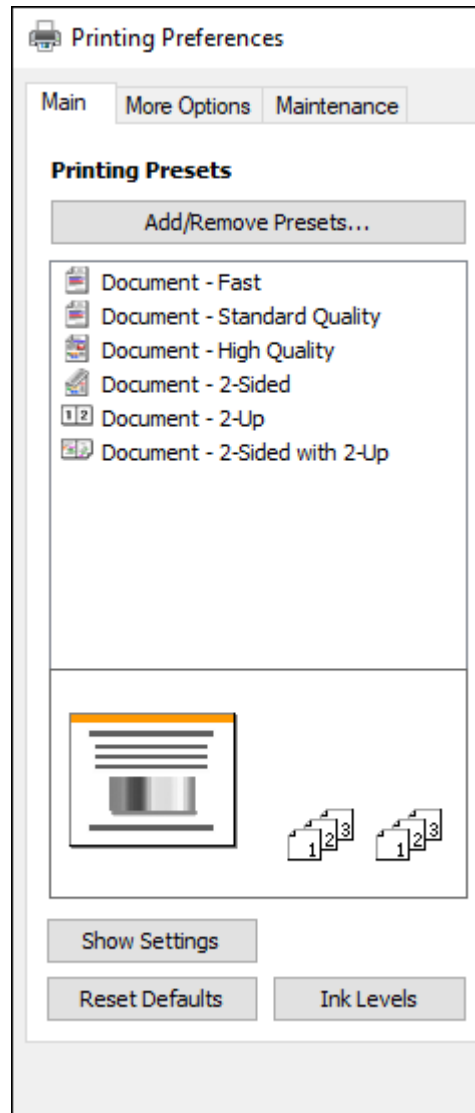
Selecting a Printing Preset - Windows

For quick access to common groups of print settings, you can select a printing preset on the **Main** or **More Options** tab.

Note: You can create your own preset by clicking the **Add/Remove Presets** button.

1. Click the **Main** or **More Options** tab.

You see the available **Printing Presets** on the left:





2. Place your cursor over one of the **Printing Presets** to view its list of settings.

3. Click on a preset to change its settings, or use any of the available options on the screen to control your printing presets.
4. To choose a preset for printing, select it.
5. Click **OK**.

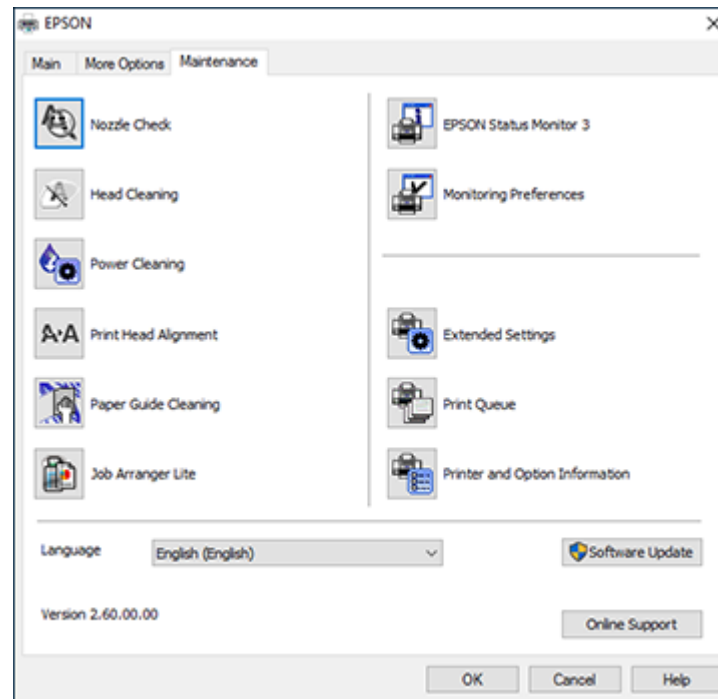
Parent topic: [Printing with Windows](#)

Selecting Extended Settings - Windows

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

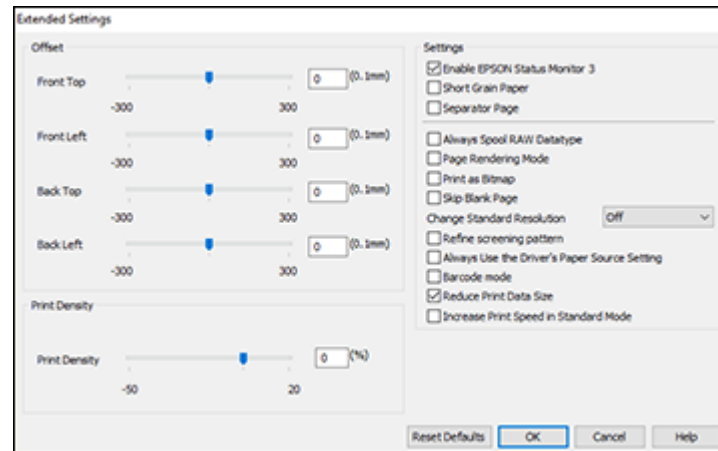
1. Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Printer Settings**.
3. Click the **Maintenance** tab.

You see the maintenance options:



- Click the **Extended Settings** button.

You see this window:



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

[Extended Settings - Windows](#)

Parent topic: [Printing with Windows](#)

Extended Settings - Windows

You can select these settings on the Extended Settings window.

Enable EPSON Status Monitor 3

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

Short Grain Paper

Prevents ink from smearing when you print on envelopes or other thick paper.

Separator Page

Before each document, prints a separator page containing the title, user, date, and time.

Always Spool RAW Datatype

Increases print speed and may solve other printing problems.

Page Rendering Mode

Increases print speed when printing is extremely slow or the print head stops during printing.

Print as Bitmap

Increases print speed when printing is extremely slow or the print head stops during printing, and other settings do not help.

Skip Blank Page

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

Change Standard Resolution

Reduces the resolution of print data to correct printing problems.

Refine screening pattern

Prints graphics with a finer screening pattern.

Always Use the Driver's Paper Source Setting

Prints using the paper source setting in the printer driver, rather than the setting in your application.

Barcode mode

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

Reduce Print Data Size

Increases print data compression to improve print speed. Not recommended when printing fine patterns.

Increase Print Speed in Standard Mode

Increases print speed when printing on plain paper with a Standard Quality setting.

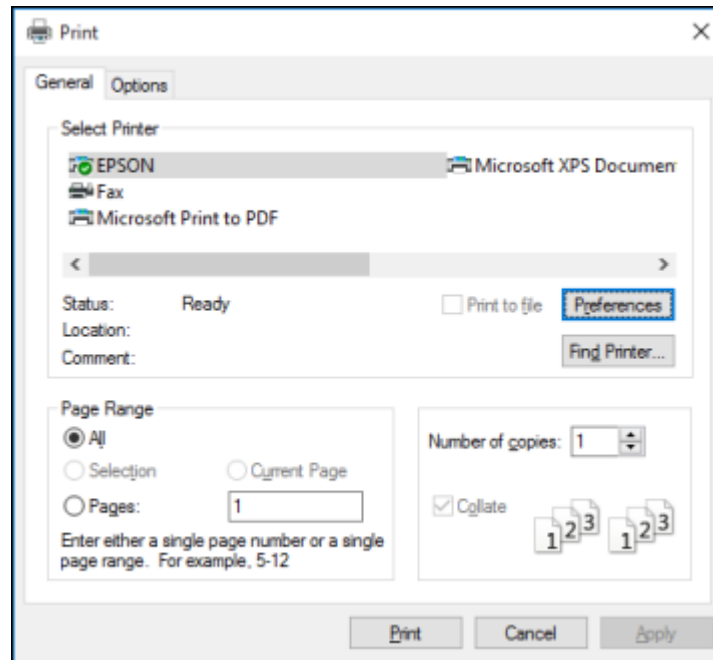
Parent topic: [Selecting Extended Settings - Windows](#)

Printing Your Document - Windows

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

1. Click **OK** to save your settings.

You see your application's Print window, such as this one:






2. Click **OK** or **Print** to start printing.

Parent topic: [Printing with Windows](#)

Locking Printer Settings - Windows

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

1. Do one of the following:

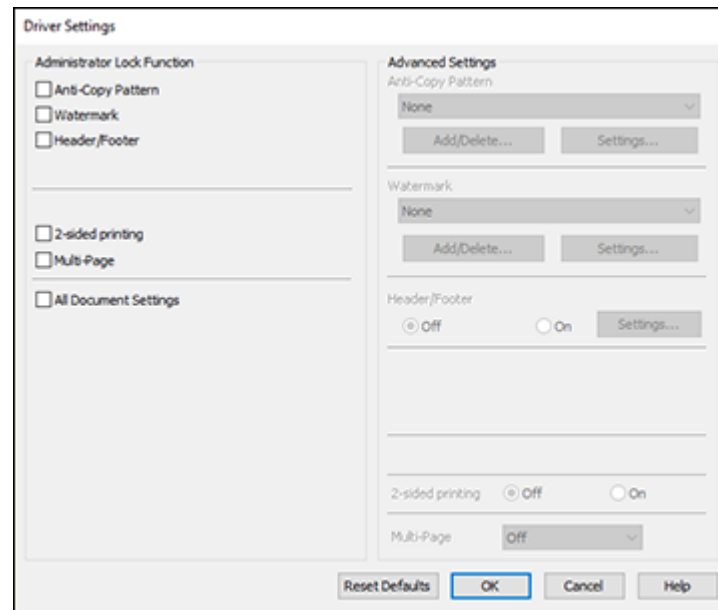
- **Windows 10:** Click  and select  (Settings) > **Devices** > **Printers & scanners**. Select your product name and select **Manage** > **Printer properties**.
- **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** > **Hardware and Sound** > **Devices and Printers**. Right-click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

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

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

3. Click **Driver Settings**.

You see this window:



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

[Locked Setting Options](#)

Parent topic: [Printing with Windows](#)

Locked Setting Options



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

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

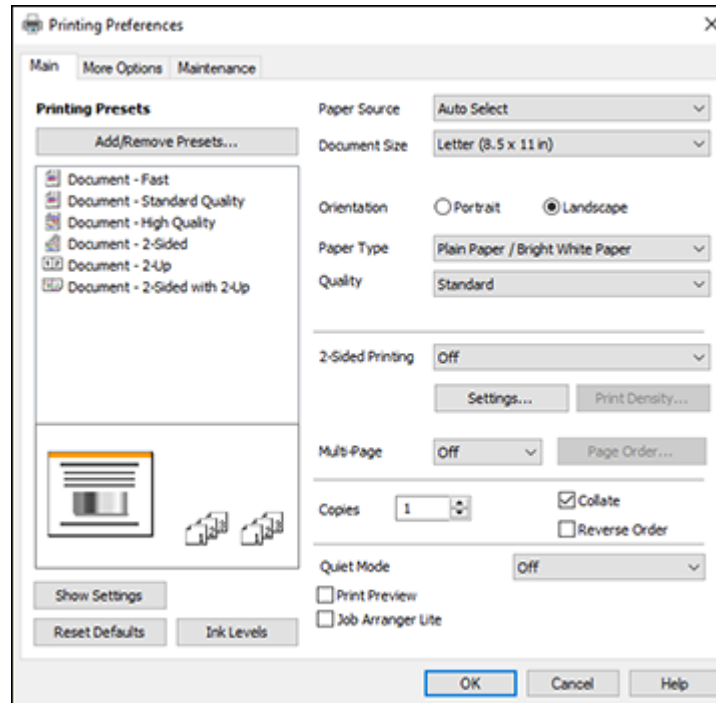
Parent topic: [Locking Printer Settings - Windows](#)

Selecting Default Print Settings - Windows

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

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

You see the printer settings window:



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



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

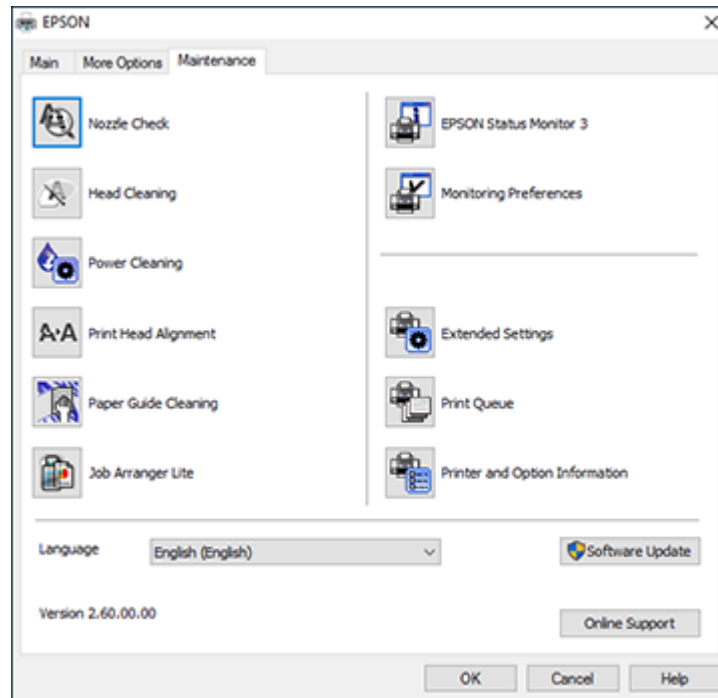
[Changing the Language of the Printer Software Screens](#)

Parent topic: [Printing with Windows](#)

Changing the Language of the Printer Software Screens

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

1. Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Printer Settings**.
You see the printer settings window.
3. Click the **Maintenance** tab.
You see the maintenance options:





4. Select the language you want to use as the **Language** setting.
 5. Click **OK** to close the printer software window.
- The printer software screens appear in the language you selected the next time you access them.

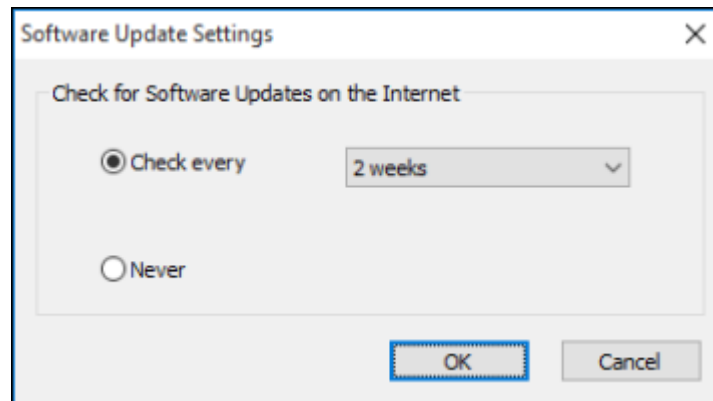
Parent topic: [Selecting Default Print Settings - Windows](#)

Changing Automatic Update Options

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

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

You see this window:



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

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

Parent topic: [Printing with Windows](#)

Related tasks

[Checking for Software Updates](#)

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

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

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

[Selecting Print Settings - Windows 10 S](#)

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

Selecting Print Settings - Windows 10 S

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

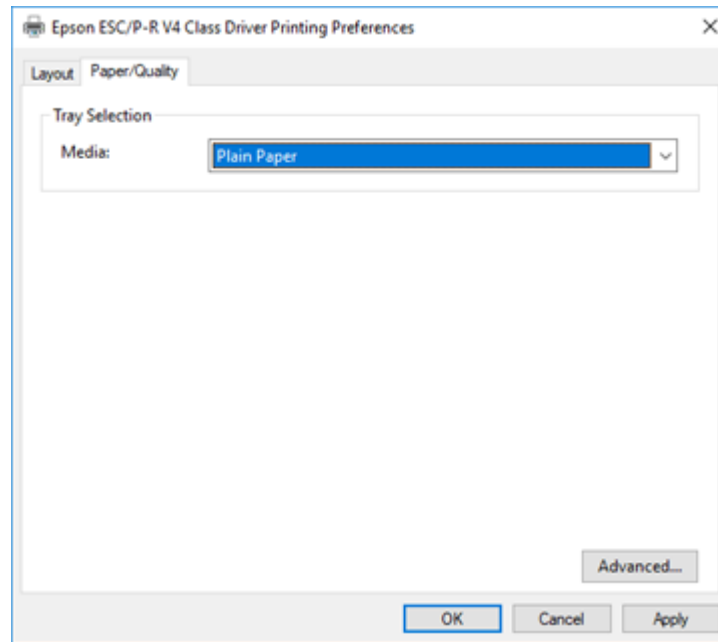
1. Open a document for printing.
2. Select the print command in your application.

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

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

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

You see a window like this:

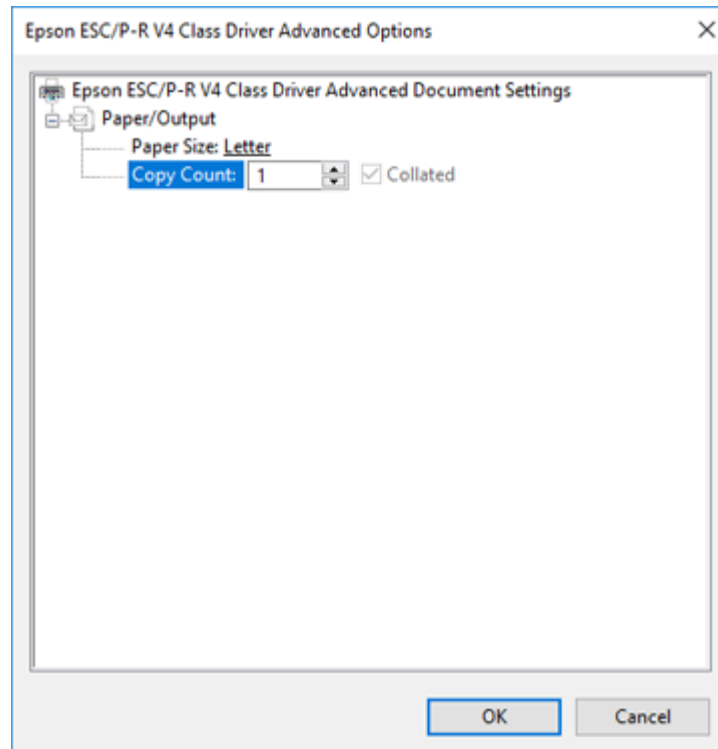


4. Select the type of paper you loaded as the **Media** setting.

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

5. Click the **Advanced** button.

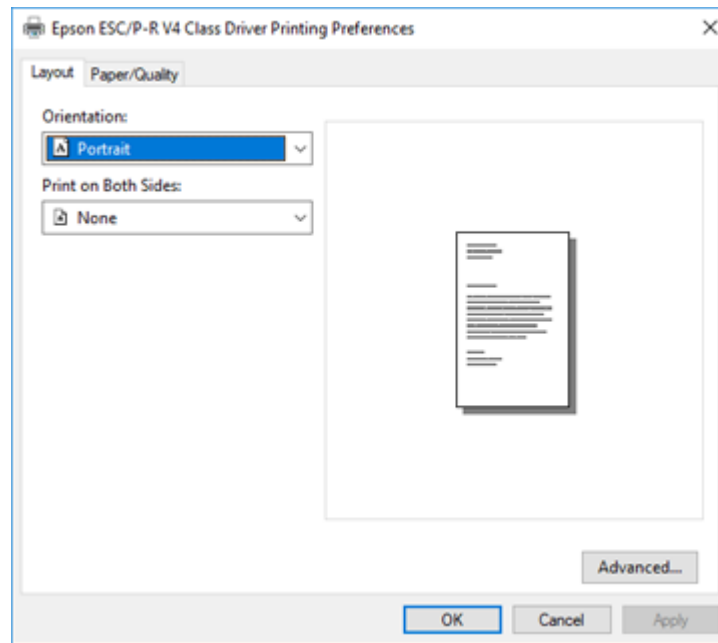
You see a window like this:



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

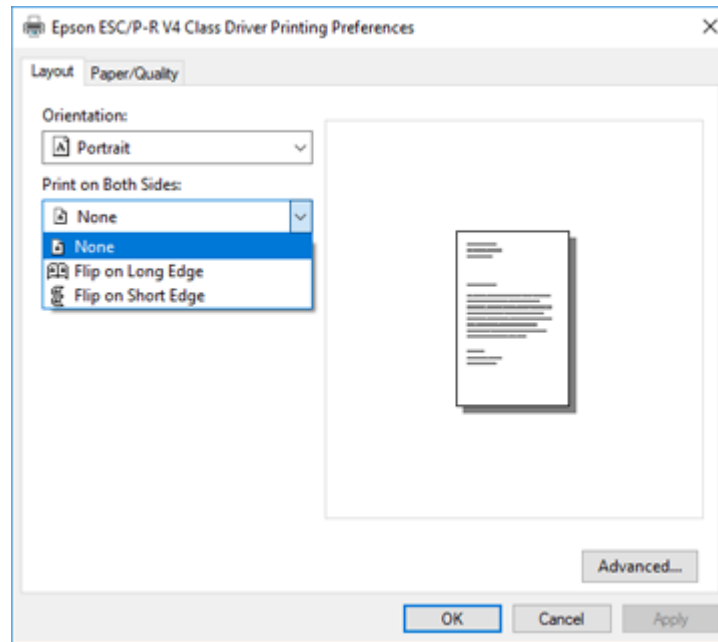
You return to the printing preferences window.

10. Select the **Layout** tab.



11. Select the orientation of your document as the **Orientation** setting.

- To print double-sided, select one of the **Print on Both Sides** options, depending on how you want to orient the page layout. The icon next to each option shows the layout.



- Click **OK** to save your settings.

You see your application's **Print** window.

- Click **OK** or **Print** to start printing.

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

Printing on a Mac

You can print with your product using any Mac printing program, as described in these sections.

Note: If you have an Internet connection, it is a good idea to check for updates to your product software on Epson's support website.

[Selecting Basic Print Settings - Mac](#)

[Selecting Page Setup Settings - Mac](#)

- [Selecting Print Layout Options - Mac](#)
- [Selecting Double-sided Printing Settings - Mac](#)
- [Selecting Printing Preferences - Mac](#)
- [Printing Your Document - Mac](#)

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

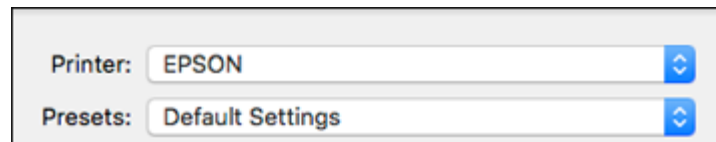
Selecting Basic Print Settings - Mac

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

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

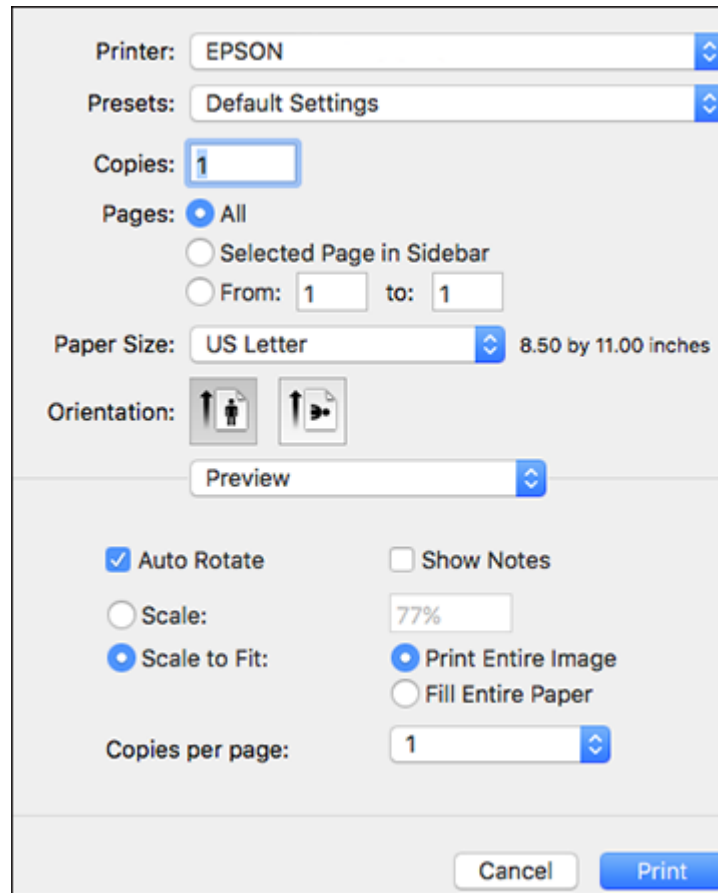
Note: You may need to select a print icon on your screen, the **Print** option in the File menu, or another command. See your application's help utility for details.

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



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

You see the expanded printer settings window for your product:



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

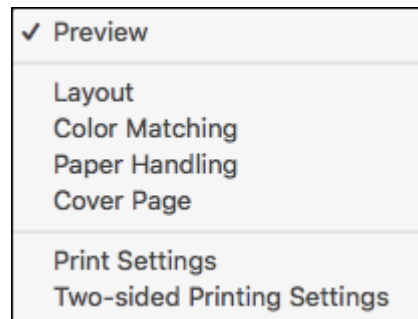
5. Select the **Copies** and **Pages** settings as necessary.

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

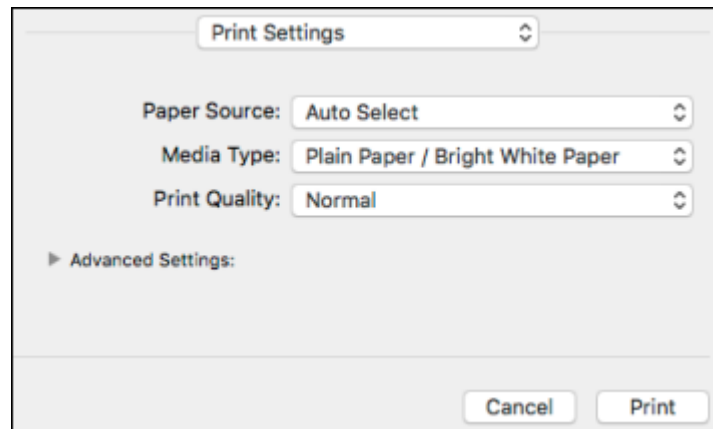
6. Select the page setup options: **Paper Size** and **Orientation**.

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

7. Select any application-specific settings that appear on the screen, such as those shown in the image above for the Preview application.
8. Select **Print Settings** or **Printer Features** from the pop-up menu.



You see these settings:



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

9. Select the **Paper Source** you wish to print from.
10. Select the type of paper you loaded as the **Media Type** setting.

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

11. Select the **Print Quality** setting you want to use.
12. Select any of the available print options.

[Paper Source Options - Mac](#)

[Print Quality Options - Mac](#)

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

Related tasks

[Selecting Page Setup Settings - Mac](#)

Paper Source Options - Mac

You can select any of the available options in the Paper Source menu to print on the paper loaded in that source.

Auto Select

Automatically selects the paper source based on the selected paper size.

Paper Cassette

Selects the paper in the cassette as the paper source.

Rear Paper Feed Slot

Selects the paper in the rear feed slot as the paper source.

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

Print Quality Options - Mac

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

Draft

For draft printing on plain paper.

Normal

For everyday text and image printing.

Fine

For text and graphics with good quality and print speed.

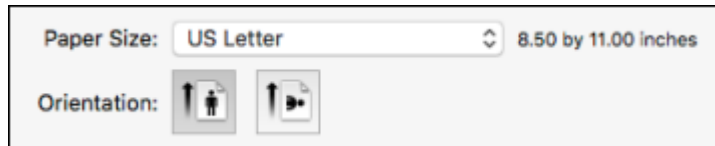
Best Quality

For the best print quality, but the slowest print speed.

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


Selecting Page Setup Settings - Mac

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



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

1. Select the size of the paper you loaded as the **Paper Size** setting.
2. Select the orientation of your document or photo as shown in the print window.

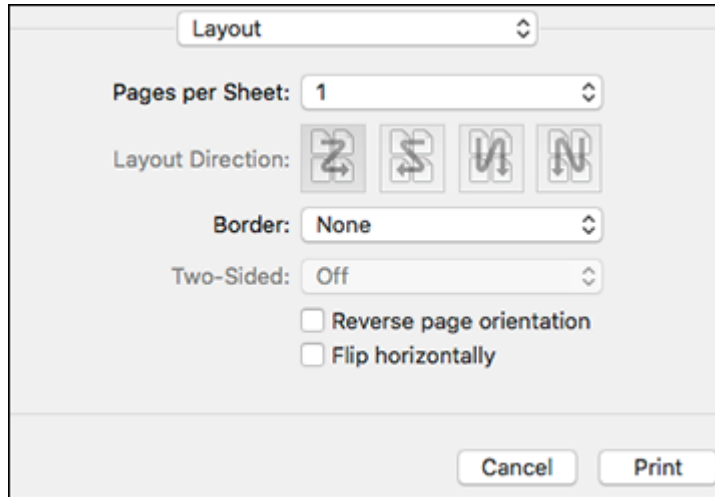
Note: If you are printing an envelope, select the  icon.

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

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

Selecting Print Layout Options - Mac

You can select a variety of layout options for your document or photo by selecting **Layout** from the pop-up menu on the print window.

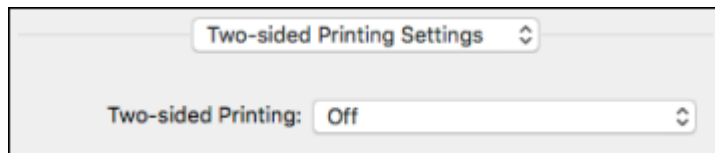


- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.
- To print on both sides of each page, select a setting from the **Two-Sided** pop-up menu.
- To invert or flip the printed image, select the **Reverse page orientation** or **Flip horizontally** settings.

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

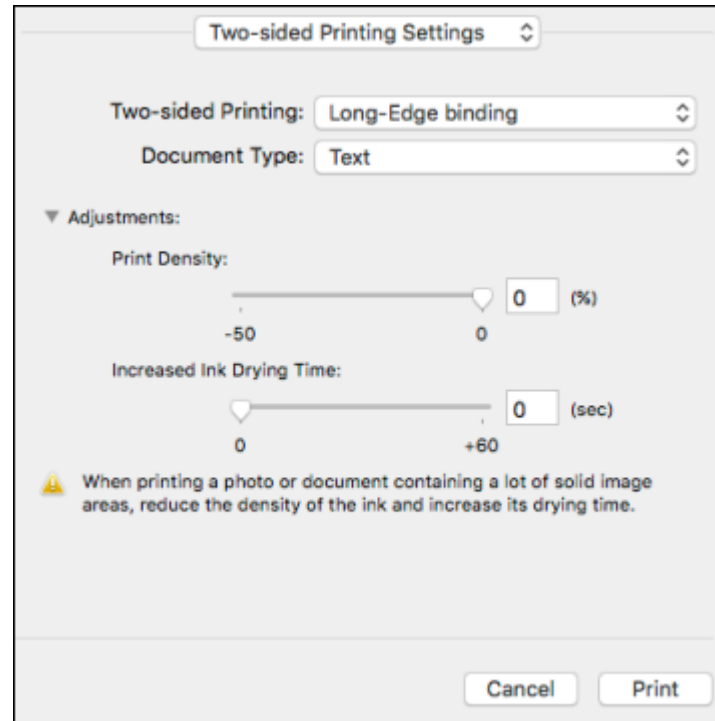
Selecting Double-sided Printing Settings - Mac

You can print on both sides of the paper by selecting **Two-sided Printing Settings** from the pop-up menu on the print window.



Note: Some options may be pre-selected or unavailable, depending on other settings you have chosen or if you are accessing the product over a network. This screen may be different, depending on the Mac OS version you are using.

1. Select one of the **Two-sided Printing** options.
2. Select the type of document you are printing as the **Document Type** setting. The software automatically sets the Adjustments options for that document type.



3. If necessary, customize the Adjustments settings as instructed on the screen.
4. Print a test copy of your double-sided document to test the selected settings.
5. Follow any instructions displayed on the screen during printing.

[Double-sided Printing Options and Adjustments - Mac](#)

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

Double-sided Printing Options and Adjustments - Mac

You can select any of the available options in the **Two-sided Printing Settings** pop-up menu to set up your double-sided print job.

Long-Edge binding

Orients double-sided printed pages to be bound on the long edge of the paper.

Short-Edge binding

Orients double-sided printed pages to be bound on the short edge of the paper.

Print Density

Sets the level of ink coverage for double-sided printing.

Increased Ink Drying Time

Sets the amount of time required for drying ink after printing on one side of the paper before printing the other side in double-sided printing.

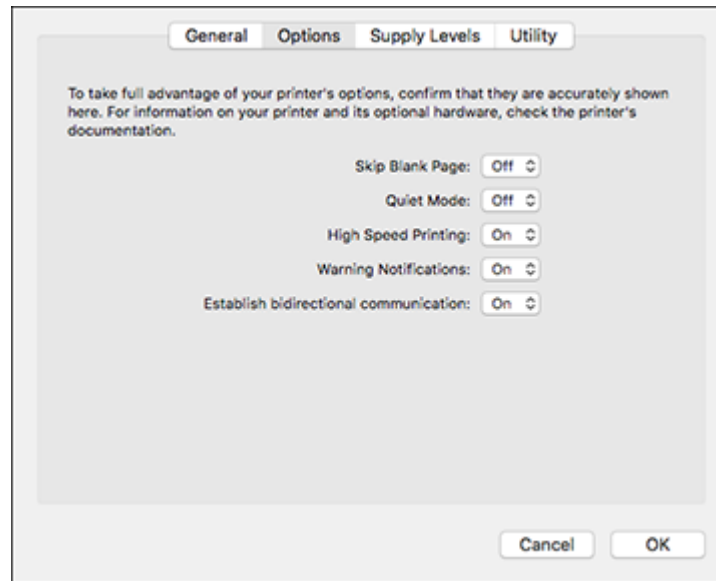
Parent topic: [Selecting Double-sided Printing Settings - Mac](#)

Selecting Printing Preferences - Mac

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

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

You see a screen like this:



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

[Printing Preferences - Mac](#)

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

Printing Preferences - Mac

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

Skip Blank Page

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

Quiet Mode

Lessens noise during printing but may decrease print speed.

High Speed Printing

Speeds up printing but may reduce print quality.

Warning Notifications

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

Establish bidirectional communication

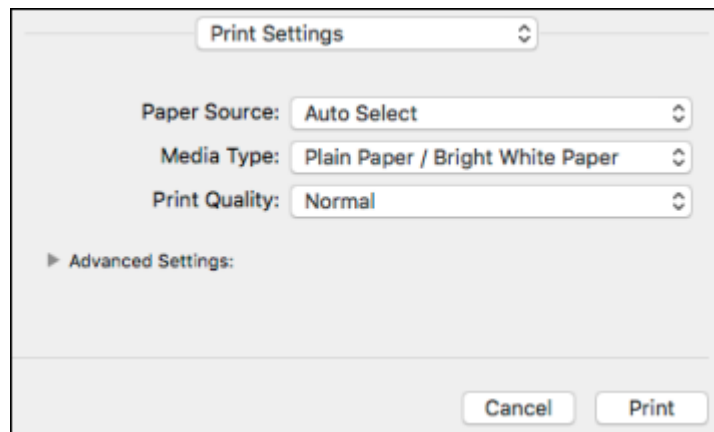
Allows the product to communicate with the computer. Do not change the default setting unless you experience issues when using a shared printing pool.

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

Printing Your Document - Mac

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

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

[Checking Print Status - Mac](#)

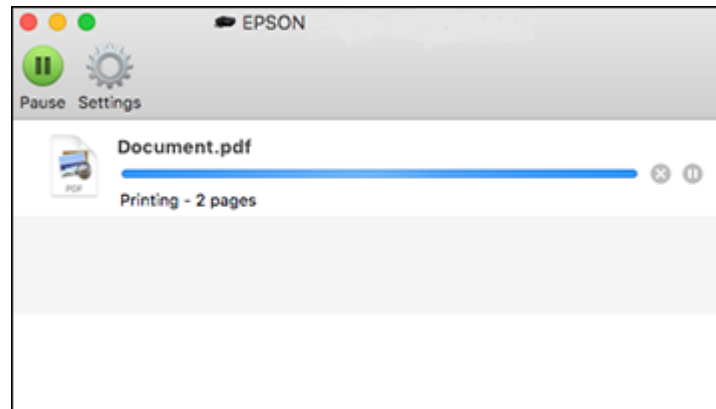
Parent topic: [Printing on a Mac](#)

Checking Print Status - Mac




During printing, you can view the progress of your print job, control printing, and check ink status.

1. Click the printer icon when it appears in the Dock.

You see the print status window:



2. Select the following options as necessary for your Mac OS version:

- To cancel printing, click the print job and click  or **Delete**.
- To pause a print job, click the print job and click  or **Hold**. To resume a print job, click the paused print job and click  or **Resume**.
- To pause printing for all queued print jobs, click **Pause** or **Pause Printer**.
- To display other printer information, click **Settings** or **Supply Levels**.

Parent topic: [Printing Your Document - Mac](#)

Printing From a Chromebook

With a Google Account, you can print from a Chromebook without drivers or cables.

1. Connect your Epson product to your wireless network. See the link below.
2. Turn on your Chromebook and connect it to the same wireless network as your product.

Note: See your Chromebook's documentation for details on connecting to a network.

3. Do one of the following:

- Click **Add to Cloud Print** in the notification that appears in the corner of your Chromebook screen.

Note: If you do not see a notification, check to see if a number appears in the status area at the lower-right corner of the screen. Click this number to open the notifications menu, then click **Add to Cloud Print**.

- Open a web browser and enter **chrome://devices** in the address bar. Skip to step 5.
 - If you see a registration confirmation screen instead, click **Register**.
4. Click **Add Device**.
 5. Click the **Register** button that appears next to your product.
 6. Click **Register** on the confirmation screen.
 7. Select **OK** or press the **OK** button on your product to confirm the Google Cloud Print connection and print a test page.
 8. To print to the connected product, select the print command in your Chrome app.


Your product is now linked to your Google Account and can be accessed from any Chromebook where you are logged in, as long as you have Internet access. Visit [Epson Support for Google Cloud Print \(U.S\)](#) or [Epson Support for Google Cloud Print \(Canada\)](#) for more information on using Google Cloud Print, or the [Google Cloud Print](#) website for a list of [supported apps](#).

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

Related topics

[Wi-Fi or Wired Networking](#)

Cancelling Printing Using a Product Button

If you need to cancel printing, press the  stop button on your product.

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

Refilling Ink and Replacing the Maintenance Box

When the ink level is below the lowest line on the ink tank, you need to refill it. Periodically check the ink tank to see if it needs to be refilled.

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

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

[Ink Safety Precautions](#)

[Checking the Ink and Maintenance Box Levels](#)

[Purchase Epson Ink and Maintenance Box](#)

[Refilling the Ink Tank](#)

[Replacing the Maintenance Box](#)

Ink Safety Precautions

Ink Handling Precautions

Observe the following when handling the ink:

- Keep ink bottles and the ink tank out of the reach of children. Do not allow children to drink from or handle the ink bottles and bottle caps.
- Do not tilt or shake an ink bottle after removing its seal; otherwise, ink may leak.
- Be careful not to touch any ink when you handle the ink tank, ink tank cap, and opened ink bottles or ink bottle caps.
- If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out immediately. Seek medical advice if problems persist.

Ink Refilling Precautions

- Use ink bottles with the correct part number for this product.
- Epson's warranties do not extend to any damage caused by the use of third-party ink or ink not designed for your printer.

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

Ink Bottle and Ink Tank Information

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

Parent topic: [Refilling Ink and Replacing the Maintenance Box](#)

Checking the Ink and Maintenance Box Levels

Your product and software will let you know when to refill the ink or replace the maintenance box.

[Checking the Ink Level on Your Product](#)

[Checking the Maintenance Box Level - Windows](#)

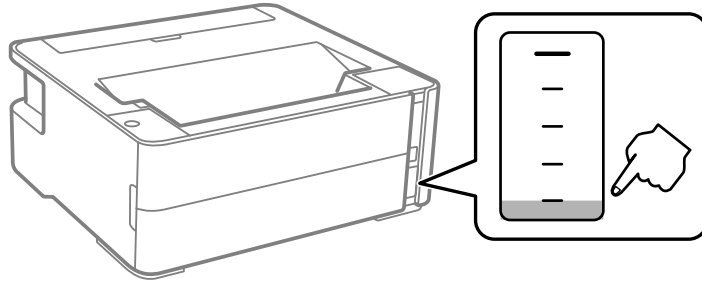
[Checking the Maintenance Box Level - Mac](#)

[Disabling Special Offers with Windows](#)

Parent topic: [Refilling Ink and Replacing the Maintenance Box](#)

Checking the Ink Level on Your Product

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



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

Parent topic: [Checking the Ink and Maintenance Box Levels](#)

Related concepts



[Purchase Epson Ink and Maintenance Box](#)

Related tasks

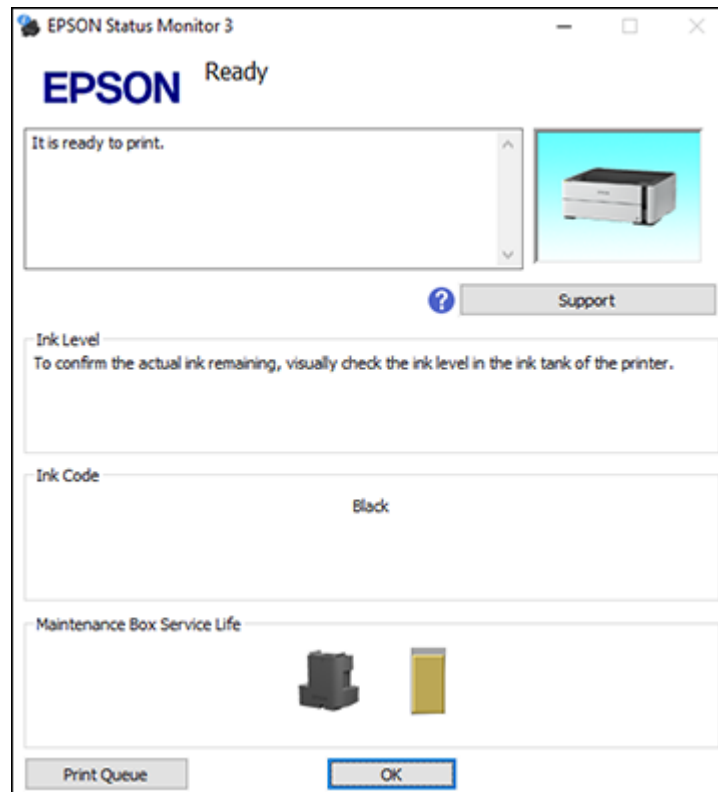
[Refilling the Ink Tank](#)

Checking the Maintenance Box Level - Windows

You can check your maintenance box level at any time using a utility on your Windows computer.

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

You see a window like this:



2. Replace the maintenance box if needed.

Parent topic: [Checking the Ink and Maintenance Box Levels](#)

Related concepts

[Purchase Epson Ink and Maintenance Box](#)

Related tasks

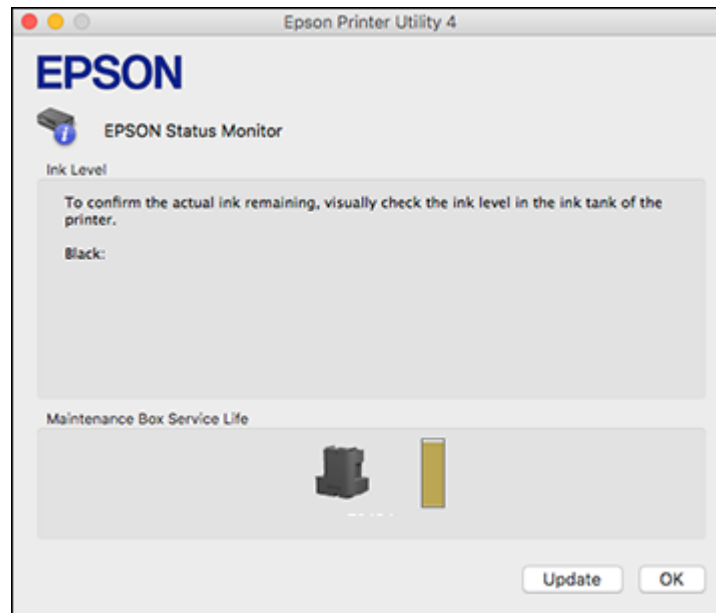
[Replacing the Maintenance Box](#)

Checking the Maintenance Box Level - Mac

You can check your maintenance box level at any time using a utility on your Mac.

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

You see a window like this:



3. Do the following as necessary:
 - You can update the maintenance box status by clicking **Update**.
 - Replace the maintenance box if needed.

Parent topic: [Checking the Ink and Maintenance Box Levels](#)

Related concepts



[Purchase Epson Ink and Maintenance Box](#)

Related tasks

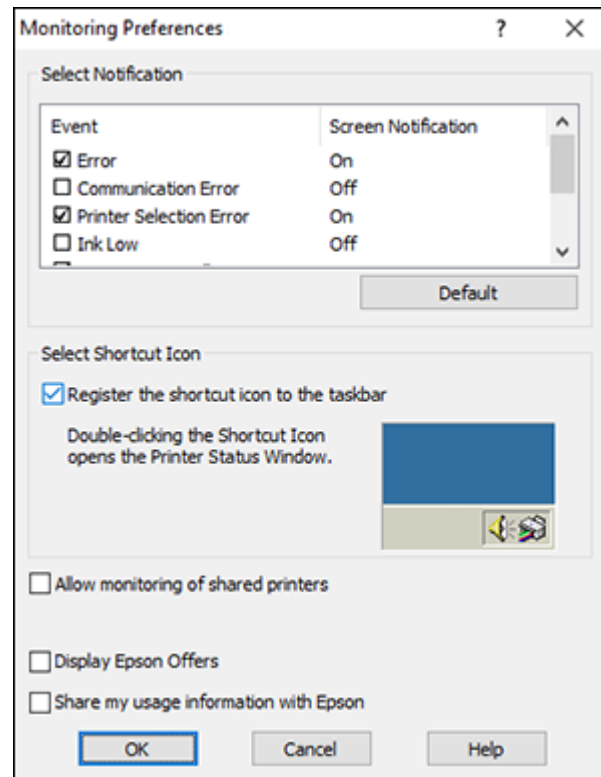
[Replacing the Maintenance Box](#)

Disabling Special Offers with Windows

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

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

You see this window:



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

Parent topic: [Checking the Ink and Maintenance Box Levels](#)

Purchase Epson Ink and Maintenance Box

You can purchase genuine Epson ink, maintenance boxes, and paper at epson.com (U.S. sales), epson.ca (Canadian sales), or epson.com.jm (Caribbean sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Note: Epson's warranties do not extend to any damage caused by the use of third-party ink or ink not designed for your printer.

The included ink bottle must be used for printer setup and is not for resale. The printer ships with a full ink bottle and part of the ink from the bottle is used to charge the print head. Yields vary considerably based on images printed, print settings, paper type, frequency of use and temperature.

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

[Ink Bottle and Maintenance Box Part Numbers](#)

Parent topic: [Refilling Ink and Replacing the Maintenance Box](#)

Ink Bottle and Maintenance Box Part Numbers

Use these part numbers when you order or purchase new ink bottles or a new maintenance box. Use the ink by the date printed on the package.

Ink color	Part number
Black	532

Maintenance box part number: T04D100

Parent topic: [Purchase Epson Ink and Maintenance Box](#)

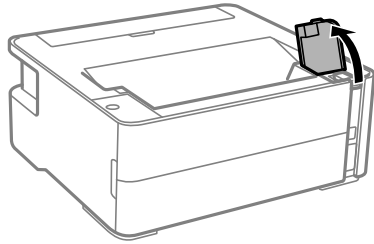
Refilling the Ink Tank

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

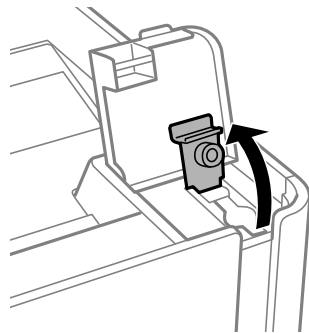
You can continue to use the product even if the ink tank is not filled all the way.

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

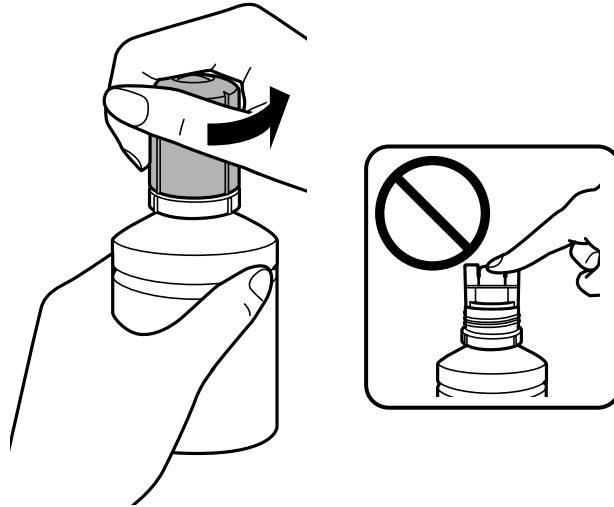
1. Open the ink tank cover.



2. Open the ink tank cap.



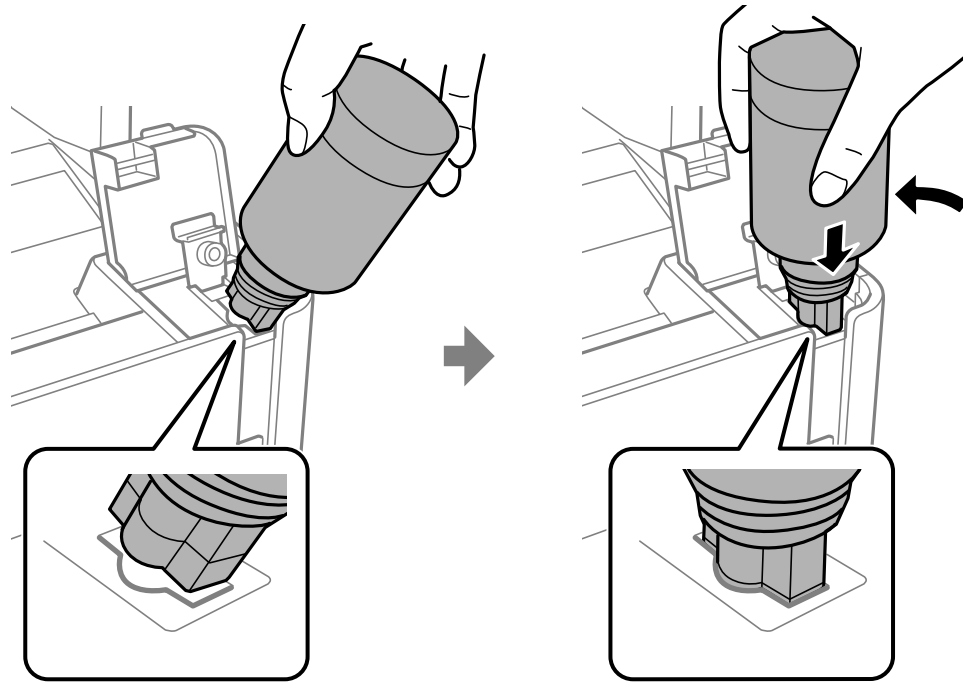
3. Hold the ink bottle upright and slowly turn the bottle cap to remove it.



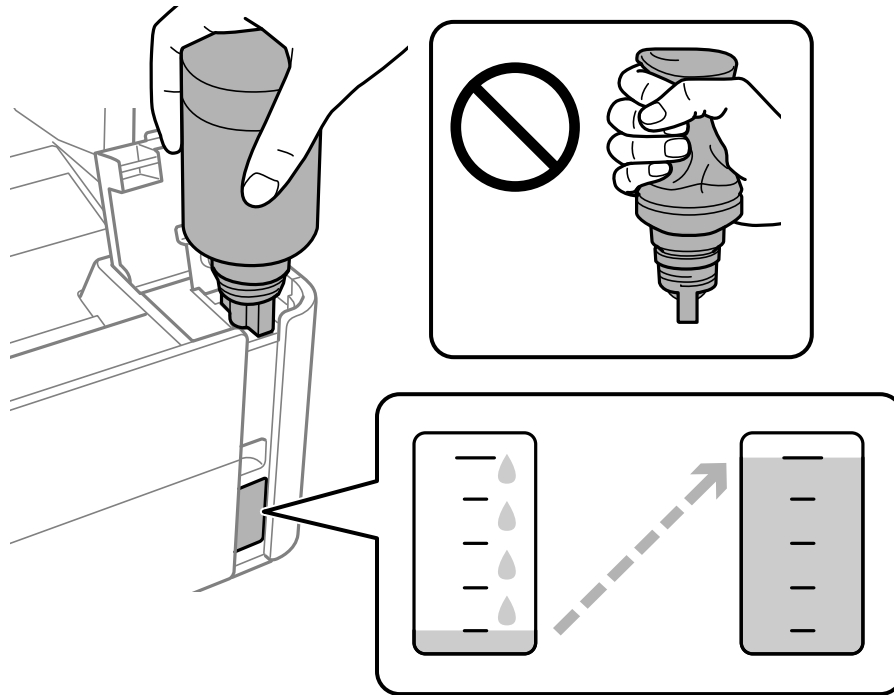
Caution: Do not shake or squeeze the bottle. Do not touch the top of the bottle after its cap is removed.

Warning: If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out immediately. Seek medical advice if problems persist. Keep the ink bottles out of the reach of children and do not drink the ink.

4. Position the top of the ink bottle along the slot in front of the filling port, then slowly stand the bottle up to insert it.

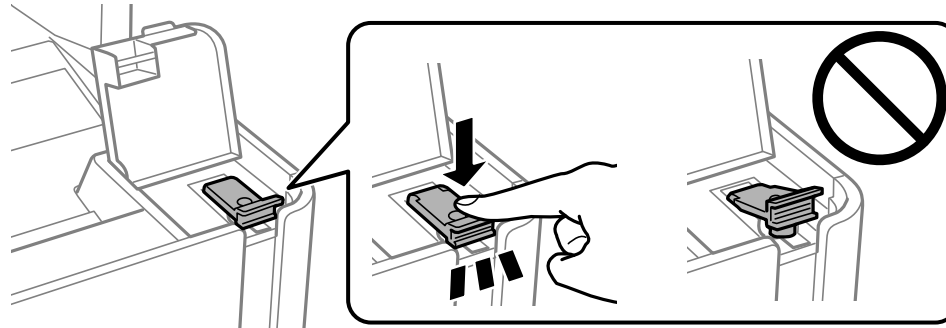


5. Wait for the ink to fill the tank. Ink flows into the tank and stops automatically when the ink is filled to the upper line.



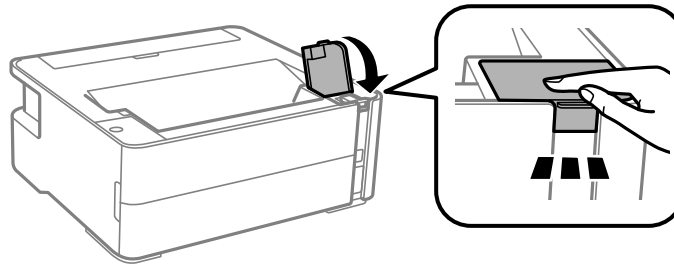
Note: If ink does not flow from the bottle, lift and reinsert the bottle.

6. When the ink tank is full, remove the ink bottle and securely close the ink tank cap.



Note: If any ink remains in the bottle, replace the bottle cap and tighten it. Store the bottle upright for later use.

7. Close the ink tank cover.



8. If the Δ ink light is flashing, press the ∇ stop button.

Parent topic: [Refilling Ink and Replacing the Maintenance Box](#)

Related concepts

[Purchase Epson Ink and Maintenance Box](#)

Replacing the Maintenance Box

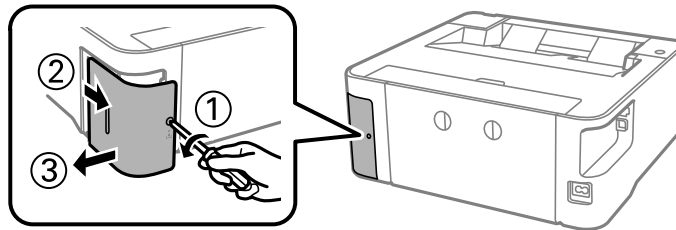
Make sure you have a new maintenance box before you begin.

Observe the following when replacing the maintenance box:

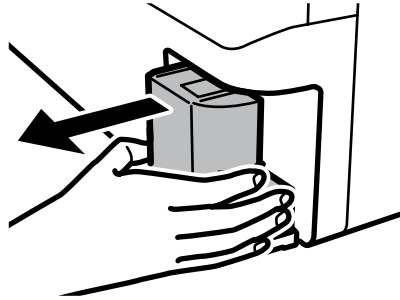
- Do not drop the maintenance box or subject it to strong shocks.
 - Do not replace the maintenance box during printing; otherwise, ink may leak.
 - Do not remove the maintenance box or its cover except when replacing the maintenance box.
 - If you cannot replace the cover, the maintenance box may not be installed correctly. Remove and reinstall the maintenance box.
 - Do not tilt the used maintenance box until after it is sealed in the plastic bag or ink may leak.
 - Do not touch the openings in the maintenance box or you may get ink on you.
 - Do not reuse a maintenance box that has been removed and left uninstalled for more than a week.
 - Keep the maintenance box away from direct sunlight.
 - Do not store the maintenance box in high or freezing temperatures.
1. Remove the new maintenance box from its package.

Caution: Do not touch the green chip on the maintenance box. Doing so may prevent normal operation and printing.

2. Using a flat-tipped screwdriver, loosen the screw on the maintenance box cover and slide off the cover as shown.

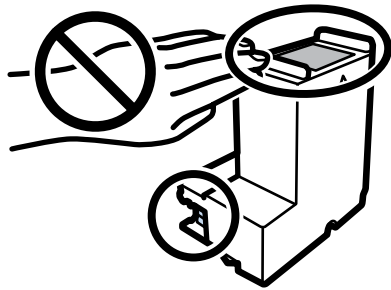


3. Remove the used maintenance box.



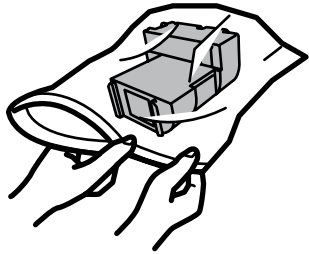
Note: Do not tilt the used maintenance box until after it is sealed in the plastic bag or ink may leak.

Caution: Do not touch the maintenance box areas shown below; otherwise, ink may leak.

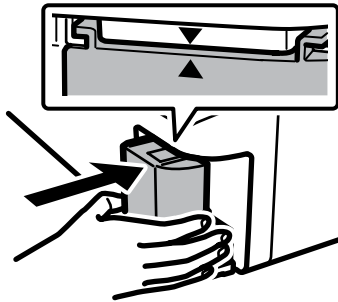


Warning: If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out immediately. Keep the maintenance box out of the reach of children and do not drink the ink.

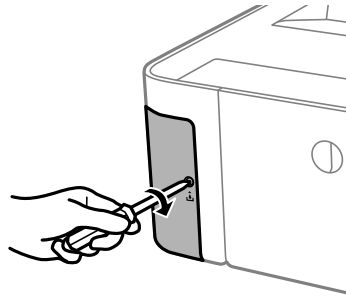
4. Place the used maintenance box in the plastic bag that came with the new maintenance box. Seal the bag and dispose of it carefully.



5. Insert the new maintenance box and push it all the way in.



6. Reattach the maintenance box cover and tighten the screw.



Parent topic: [Refilling Ink and Replacing the Maintenance Box](#)

Adjusting Print Quality

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

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

[Print Head Maintenance](#)

[Print Head Alignment](#)

[Cleaning the Paper Path](#)

[Checking the Number of Sheets](#)

Print Head Maintenance

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

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

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

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

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Power Cleaning](#)

Parent topic: [Adjusting Print Quality](#)

Related concepts

[Power Cleaning](#)

Related tasks

[Refilling the Ink Tank](#)

Print Head Nozzle Check

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

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

Checking the Nozzles Using a Computer Utility

Parent topic: [Print Head Maintenance](#)

Checking the Nozzles Using the Product Buttons

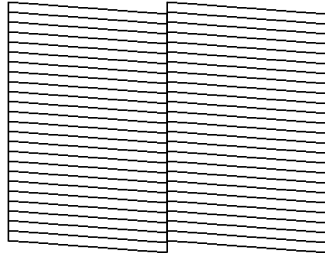
You can check the print head nozzles using the buttons on your product.

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

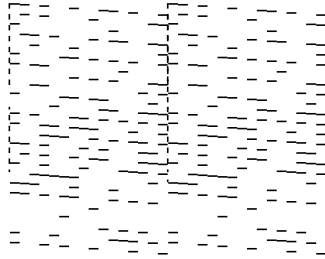
The product begins printing a nozzle check pattern.

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

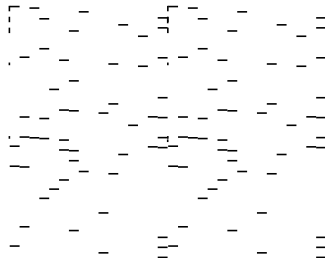
Print head is clean



Print head needs cleaning



Print head needs Power Cleaning



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

If there are gaps or the pattern is faint, clean the print head. If almost the entire pattern is missing, see the link below for instructions on performing a Power Cleaning.

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

Related concepts



[Power Cleaning](#)

Related tasks

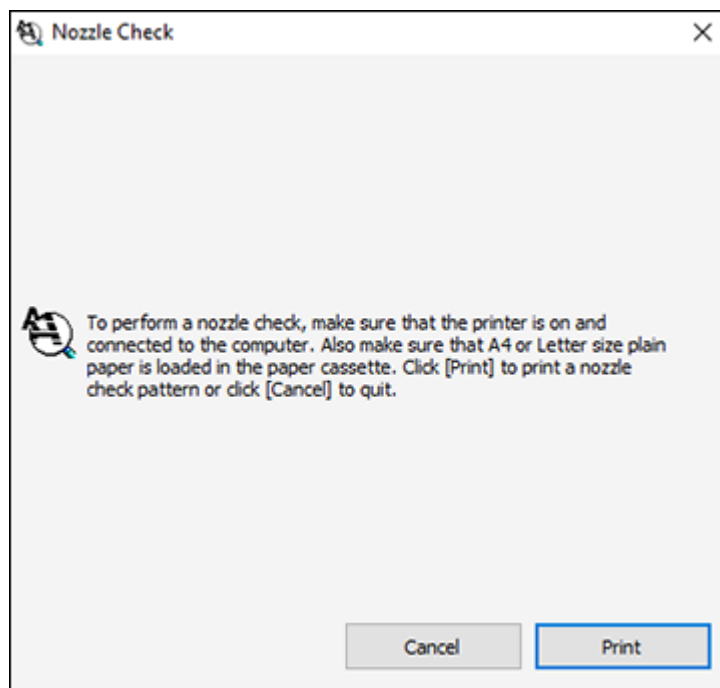
[Cleaning the Print Head Using the Product Buttons](#)

Checking the Nozzles Using a Computer Utility

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

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

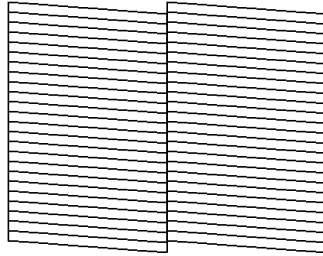
You see a window like this:



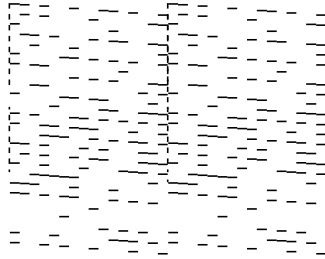
4. Click **Print**.

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

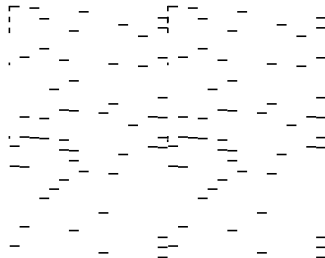
Print head is clean



Print head needs cleaning



Print head needs Power Cleaning



6. If there are no gaps, click **Finish**.

If there are gaps or the pattern is faint, clean the print head. If almost the entire pattern is missing, see the link below for instructions on performing a Power Cleaning.

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

Related concepts

[Power Cleaning](#)

Related tasks

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

Print Head Cleaning

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

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


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


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

Parent topic: [Print Head Maintenance](#)

Cleaning the Print Head Using the Product Buttons

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

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

The  power light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished.

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

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

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

Parent topic: [Print Head Cleaning](#)

Related concepts

[Power Cleaning](#)



Related tasks

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

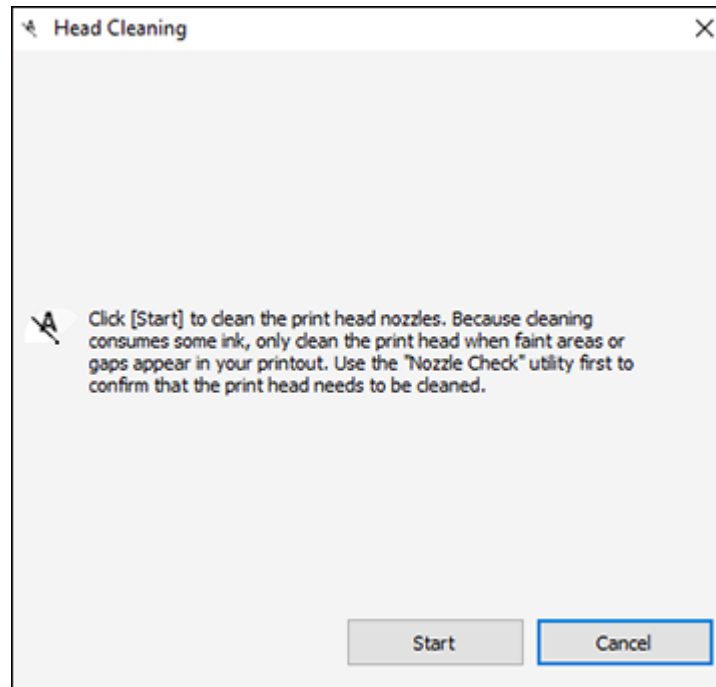
[Refilling the Ink Tank](#)

Cleaning the Print Head Using a Computer Utility


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

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

You see a window like this:



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

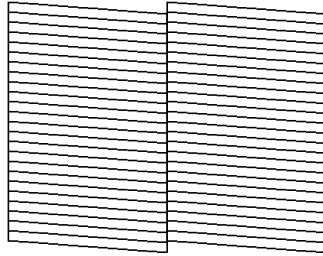
The  power light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished.

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

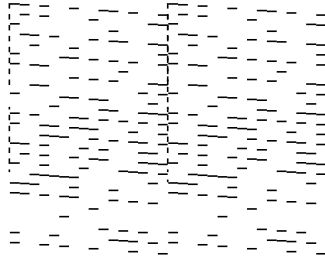
6. When the cleaning cycle is finished, you can check to see if the nozzles are clean; click **Print Nozzle Check Pattern** and click **Print**.

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

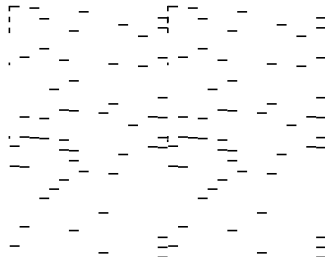
Print head is clean



Print head needs cleaning



Print head needs Power Cleaning



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

- If almost the entire pattern is missing, click **Finish** and perform a Power Cleaning.

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

Parent topic: [Print Head Cleaning](#)

Related concepts

[Power Cleaning](#)

Related tasks

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

[Refilling the Ink Tank](#)

Power Cleaning

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

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

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

Caution: Power Cleaning may cause the maintenance box to reach its capacity sooner. When the maintenance box is full, you need to replace it to continue printing.

[Power Cleaning Using a Computer Utility](#)

Parent topic: [Print Head Maintenance](#)

Related concepts



[Print Head Cleaning](#)

Power Cleaning Using a Computer Utility

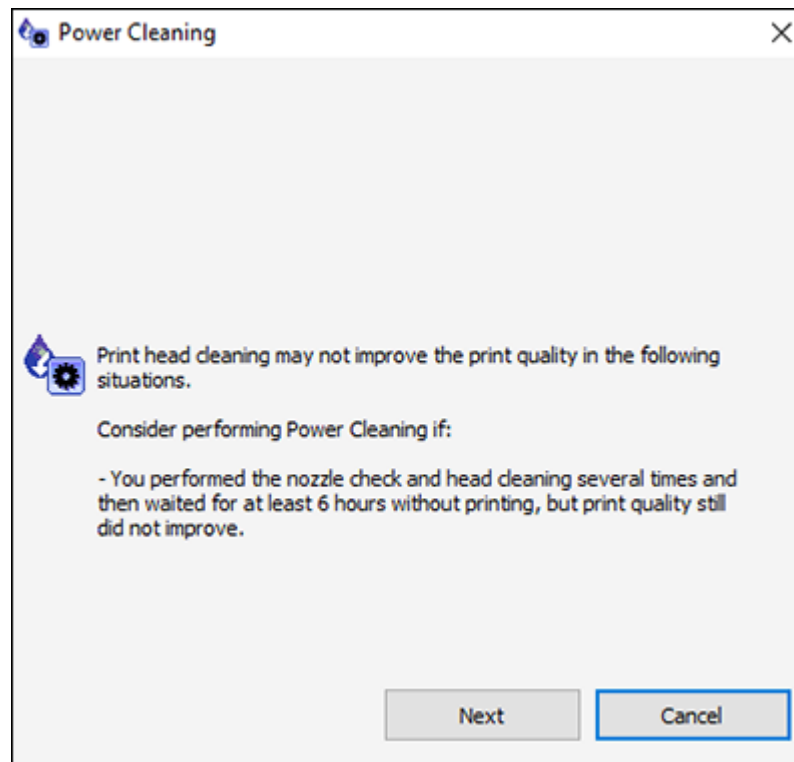
You can run a Power Cleaning using a utility on your Windows or Mac computer.

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

1. Make sure no product lights are indicating errors.

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

You see a window like this:



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

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

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

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

Parent topic: [Power Cleaning](#)

Related concepts

[Print Head Cleaning](#)

Related tasks

[Refilling the Ink Tank](#)

Print Head Alignment

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



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

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

Parent topic: [Adjusting Print Quality](#)

Aligning the Print Head Using a Computer Utility

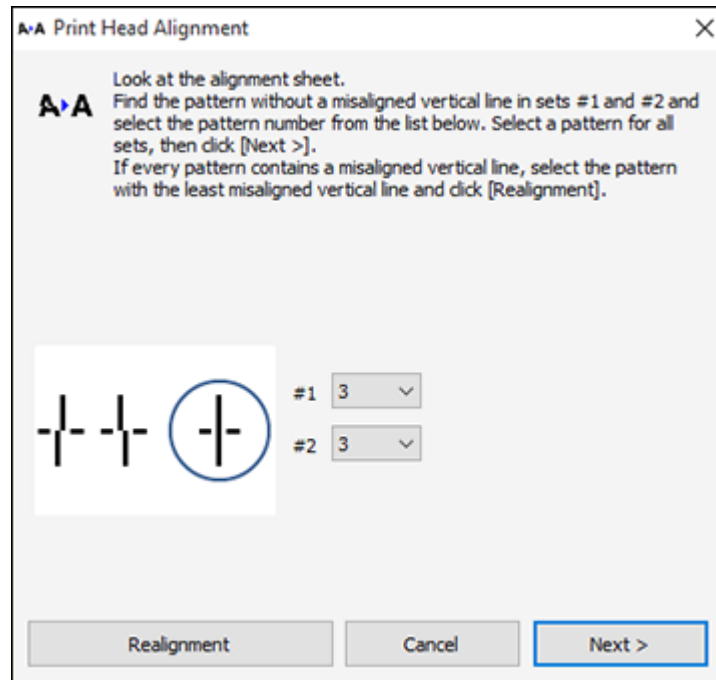
You can align the print head using a utility on your Windows or Mac computer.

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

5. Click **Next**, then click **Print** to print an alignment sheet.

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

You see a window like this:



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



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

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

Parent topic: [Print Head Alignment](#)

Cleaning the Paper Path

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

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

Parent topic: [Adjusting Print Quality](#)

Related tasks

[Cleaning the Paper Rollers](#)

Checking the Number of Sheets

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

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



[Checking the Sheet Counter - Windows](#)

[Checking the Sheet Counter - Mac](#)

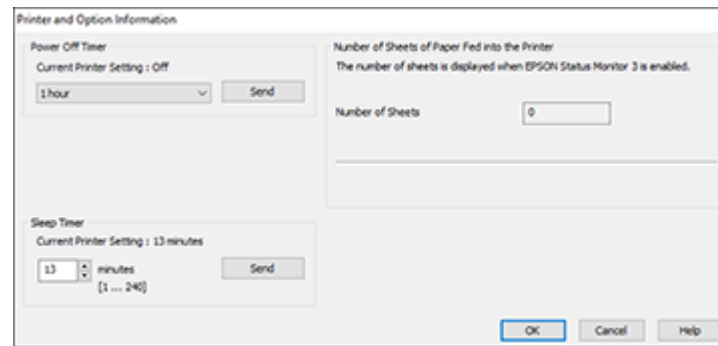
Parent topic: [Adjusting Print Quality](#)

Checking the Sheet Counter - Windows

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

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

You see this window:



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

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

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

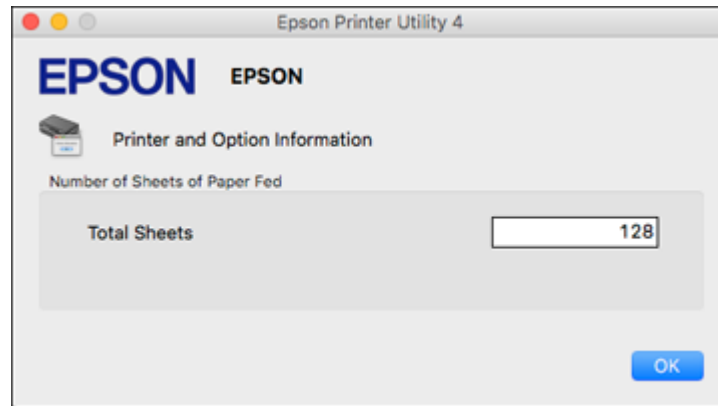
Checking the Sheet Counter - Mac

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

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

2. Select **Printer and Option Information**.

You see this window:



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

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

Cleaning and Transporting Your Product

See these sections if you need to clean or transport your product.

[Cleaning Your Product](#)

[Cleaning the Print Head Path](#)

[Cleaning the Paper Rollers](#)

[Transporting Your Product](#)

Cleaning Your Product

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

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

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

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove all the paper.
5. Clean the outer case with a soft, dry cloth. Do not use any liquid or chemical cleansers.

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

Cleaning the Print Head Path

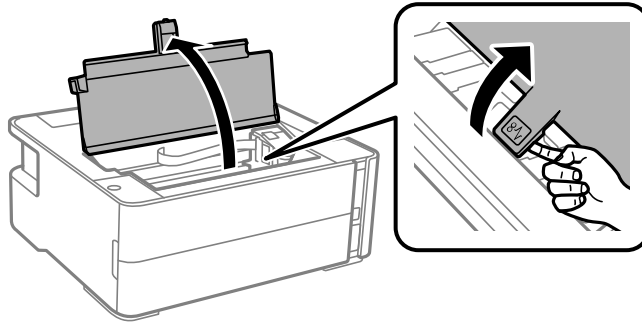
If the print quality has not improved after aligning the print head and cleaning the paper guide, the print head path inside the product may be smeared with ink.

To clean the print head path, use the following:

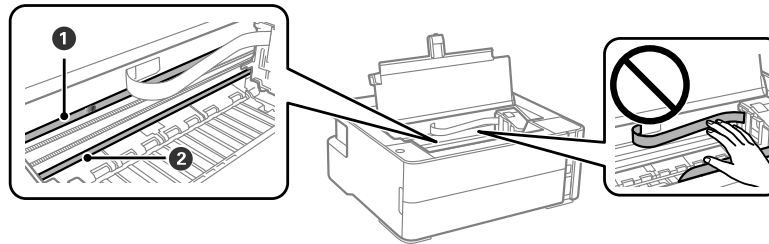
- Several cotton swabs
- ¼ cup (59 ml) water containing 2 to 3 drops of mild dish detergent
- A small flashlight

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

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



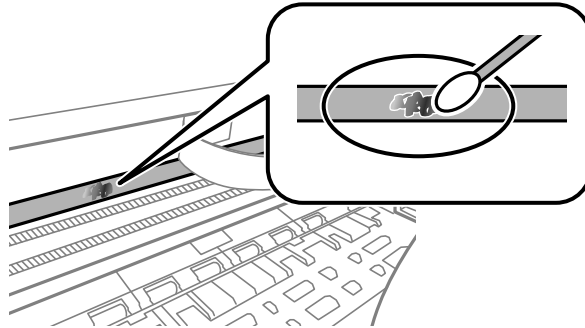
5. Using the flashlight, check the translucent film shown here for ink smears.



- 1 Translucent film
- 2 Print head rail

Caution: Do not touch the flat white cable or the print head rail; otherwise, you may not be able to print. Do not wipe off the grease on the rail.

6. Moisten a cotton swab with the water and detergent mixture and squeeze out any excess moisture. Use it to lightly wipe ink off the translucent film.



Caution: Do not press too hard on the film or you may dislocate the anchor springs and damage the product.

7. Use a new, dry cotton swab to dry the translucent film.
8. Repeat steps 6 and 7 as necessary to clean all ink smears.
9. When the translucent film is dry, close the printer cover.
10. Plug in the power cable and reconnect any interface cables.

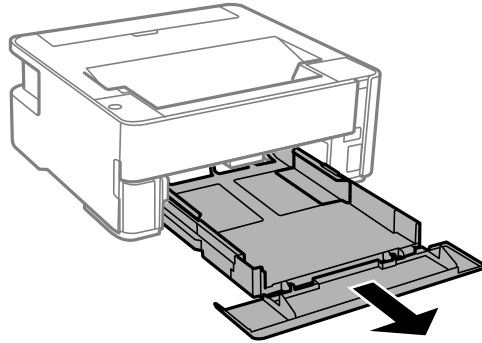
Parent topic: [Cleaning and Transporting Your Product](#)

Cleaning the Paper Rollers

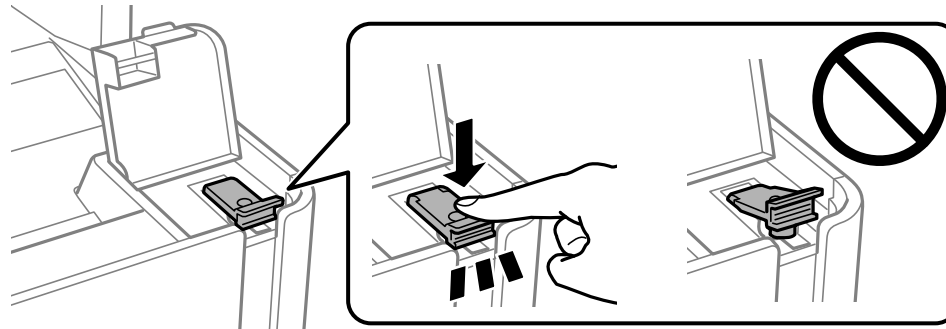
If you encounter repeated paper feed issues from the cassette, clean the paper rollers inside the product.

1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.

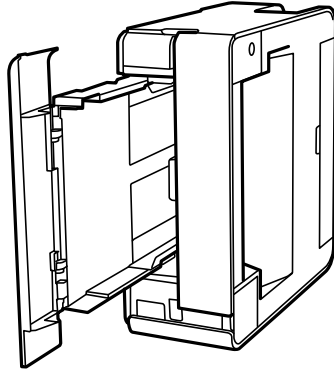
4. Slide out the paper cassette and remove the paper.



5. Open the ink tank cover and make sure that the ink tank cap is securely closed.

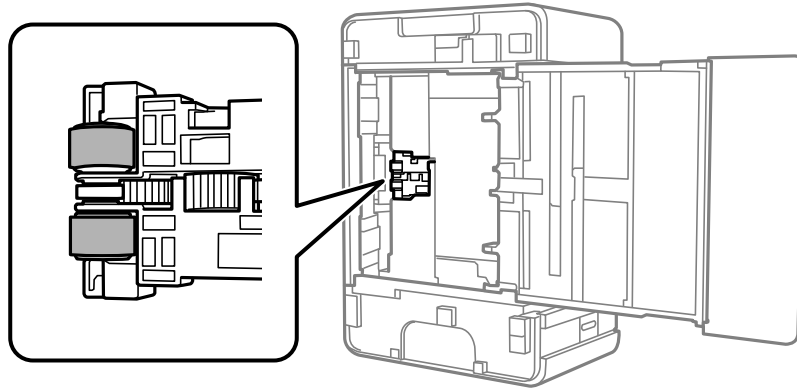


6. Place the product on its side with the ink tank on the bottom.



Warning: Be careful not to trap your fingers under the product.

7. Use a soft, moist cloth to clean the paper rollers, as shown. Rotate the rollers to clean them thoroughly.



8. Return the product to its normal position.

Caution: Do not leave the product on its side for an extended period of time.

9. Replace the paper, slide in the paper cassette, and connect the power cord and any interface cables.

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

Transporting Your Product

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

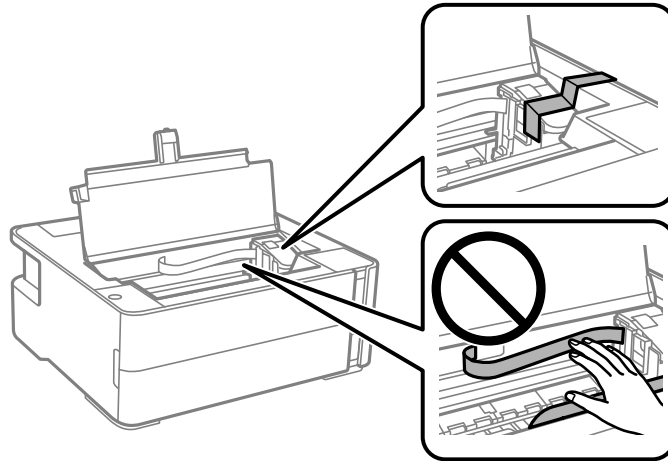
Caution: During transportation and storage, follow these guidelines:

- Avoid tilting the product, placing it vertically, or turning it upside down; otherwise ink may leak.
- When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when transporting the ink bottles.
- Do not put opened ink bottles in the box with the product.

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

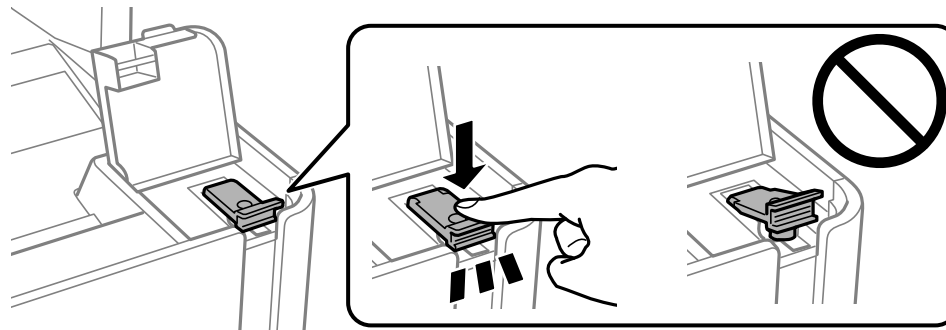
1. Turn off the product.
2. Open the printer cover and check to see if the print head is in the far right position (the home position). If not, turn on the product, wait for the print head to move to the far right, then turn the product off again.

3. Secure the print head to the case with tape.

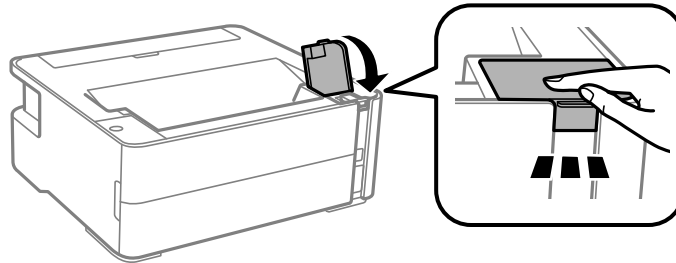


Caution: Do not place tape on the white flat cable or ink tubes inside the product; otherwise, you may damage your product.

4. Remove all the paper from the product.
5. Unplug the power cable.
6. Disconnect any connected cables.
7. Open the ink tank cover and make sure that the ink tank cap is installed securely.



8. Close the ink tank cover.



9. Place the product in a plastic bag.

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

Be sure to remove the tape from the print head before turning on your product. If print quality has declined when you print again, clean and align the print head.

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

Related concepts

[Print Head Cleaning](#)

[Print Head Alignment](#)

Solving Problems

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

[Checking for Software Updates](#)

[Product Light Status](#)

[Running a Product Check](#)

[Solving Setup Problems](#)

[Solving Network Problems](#)

[Solving Paper Problems](#)

[Solving Problems Printing from a Computer](#)

[Solving Page Layout and Content Problems](#)



[Solving Print Quality Problems](#)

[Uninstall Your Product Software](#)

[Where to Get Help](#)

Checking for Software Updates

Periodically, it's a good idea to check Epson's support website for free updates to your product software. Visit epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product.

- **Windows:** Your printer software automatically checks for updates. You can also manually update the software by selecting **Software Update** here:
 - Access the Windows Desktop and right-clicking the  icon for your product in the right side of the Windows taskbar, or clicking the up arrow and right-clicking .
 - On the **Maintenance** tab in the printer settings window

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

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

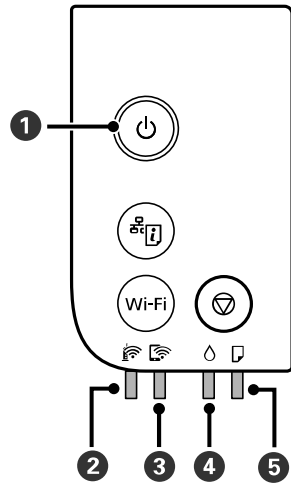
Parent topic: [Solving Problems](#)

Related tasks

[Changing Automatic Update Options](#)






















Product Light Status

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



- 1 ⏻ power light
- 2 📶 Wi-Fi light
- 3 📶 Wi-Fi Direct light
- 4 💧 ink light
- 5 📄 paper light

Light status	Condition/solution
The ⏻ power light is on	The product is turned on.
The 📶 Wi-Fi light is on	The product is connected to a wireless network.

Light status	Condition/solution
The  Wi-Fi Direct light is on	The product is connected to a device using Wi-Fi Direct.
The  power light is flashing	The product is busy. Wait for the  power light to stop flashing before turning off the product.
The  Wi-Fi and  Wi-Fi Direct lights are flashing	A Wi-Fi connection error has occurred. Press the Wi-Fi button to clear the error and try again.
The  ink light is on	Initial ink charging or ink refilling may not be complete. See the <i>Start Here</i> sheet for instructions on initial ink charging.
The  ink light is flashing	The product is low on ink or the maintenance box is nearing the end of its service life. If a message to continue printing appears on your computer, press the  stop button to continue printing.
The  paper light is on	No paper is loaded or the loaded paper size does not match the print setting. Load the correct size paper in the product and press the  stop button to clear the error.
The  paper light is flashing	Paper is jammed in the product or protective material remains inside. Remove the jammed paper or any protective material and press the  stop button to clear the error.
The  ink light is on The  paper light is on	The product was not turned off correctly. Press the  stop button to clear the error, then run a nozzle check and cancel any pending print jobs. Always use the  power button to turn off the product.
The  ink and  paper lights are flashing simultaneously	The printer cover is open or the output selector is in the incorrect position. Close the printer cover or change the output selector's position.
The  ink and  paper lights are flashing alternately	The maintenance box is at the end of its service life, not recognized, or installed incorrectly. Replace the maintenance box or make sure it is installed correctly.
All lights are flashing	Paper or protective material is stuck inside the product. Open the front cover and remove any jammed paper or protective materials. Turn the product off and then back on again. If the error continues, contact Epson for support.
All lights except the  power light are flashing	An error has occurred during firmware updating. Connect your product using a USB cable and try updating the firmware again. If the error continues, contact Epson for support.

Parent topic: [Solving Problems](#)

Related references

[Paper Jam Problems in the Front of the Product](#)

[Paper Jam Problems Inside the Product](#)

[Paper Jam Problems in the Rear Cover](#)

[Where to Get Help](#)

Related tasks

[Checking for Software Updates](#)




Related topics

[Loading Paper](#)

[Refilling Ink and Replacing the Maintenance Box](#)

Running a Product Check

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

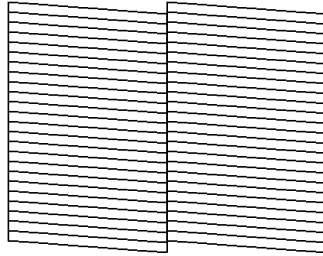
1. Press the  power button to turn the product off.
2. Load a few sheets of plain paper in the product.
3. Hold down the  stop button and press the  power button to turn the product on.
4. When the product turns on, release both buttons.

The product begins printing a nozzle check pattern.

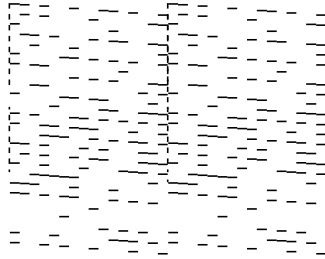
Note: It can take a few seconds for the nozzle check to start printing. If the nozzle check does not start printing after a few seconds, make sure there is paper loaded in the printer.

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

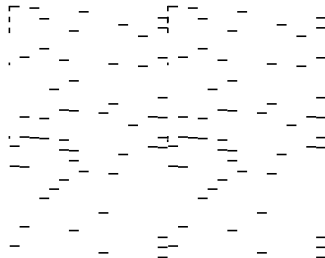
Print head is clean



Print head needs cleaning



Print head needs Power Cleaning



6. Do one of the following, depending on the results of the product check:
 - If the page prints and the nozzle check pattern is complete, the product is operating properly. Any operation problem you may have could be caused by your computer, cable, software, or selected settings. Check the other solutions in this book or try uninstalling and reinstalling your printer software.
 - If the page prints but the nozzle check pattern has gaps, clean or align the print head.
 - If the page does not print, the product may have a problem. Check the other solutions in this manual. If they do not work, contact Epson.

Parent topic: [Solving Problems](#)

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

[Uninstall Your Product Software](#)

Related references

[Where to Get Help](#)

Related topics

[Loading Paper](#)

Solving Setup Problems

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

[Noise After Filling the Ink](#)

[Software Installation Problems](#)

Parent topic: [Solving Problems](#)

Noise After Filling the Ink

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

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

Parent topic: [Solving Setup Problems](#)

Software Installation Problems

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

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

Parent topic: [Solving Setup Problems](#)

Related concepts

[Uninstall Your Product Software](#)

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

Solving Network Problems

Check these solutions if you have problems setting up or using your product on a network.

Note: Breakdown or repair of this product may cause loss of network 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 network data and settings.

[Network Software Cannot Find Product on a Network](#)

[Product Cannot Connect to a Wireless Router or Access Point](#)

[Cannot Print Over a Network](#)

[Wireless Network Connection is Unstable on a Mac](#)

Parent topic: [Solving Problems](#)

Network Software Cannot Find Product on a Network

If EpsonNet Setup cannot find your product on a network, try these solutions:

- Make sure your product is turned on and connected to your network. Verify the connection using your product control panel.
- Check if your network name (SSID) contains non-ASCII characters. Your product cannot display non-ASCII characters.
- Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.
- Make sure your product is not connected to a guest network.
- If necessary, reinstall your product software and try running EpsonNet Setup again:
 1. Reset your product's network settings to their factory defaults.
 2. **Windows only:** Uninstall your product software.
 3. Restart your router following the instructions in your router documentation.

Note: If you are reading these instructions online, you will lose your Internet connection when you restart your router, so note the next step before restarting it.

4. Download your product software from the Epson website using the instructions on the *Start Here* sheet.
- If you have replaced your router, reinstall your product software to connect to the new router.

Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing detection of your device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.

Parent topic: [Solving Network Problems](#)

Related concepts

[Uninstall Your Product Software](#)

Related tasks

[Printing a Network Status Sheet](#)




[Printing a Network Connection Report](#)

Related topics

[Wi-Fi or Wired Networking](#)

Product Cannot Connect to a Wireless Router or Access Point

If your product has trouble finding or connecting to a wireless router or access point, try these solutions:

- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the  Wi-Fi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router. Hold down the **Wi-Fi** button on the product for 5 seconds or until the  Wi-Fi and  Wi-Fi Direct lights start blinking.
- Make sure to place your product within contact range of your 2.4 GHz router or access point. Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.
- Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.
- Try restarting your router following the instructions in your router documentation.

Note: If you are reading these instructions online, you will lose your Internet connection when you restart your router.

- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To

obtain your product's MAC address, print a network status sheet. Then follow the instructions in your router or access point documentation to add the address to the list.

- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.
- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.
- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.
- If you cannot connect your product to a device using Wi-Fi Direct, you may have exceeded the maximum number of devices connected to your product (4). Print a network status sheet or access Web Config on the browser for your device and check the number of connected devices. If 4 devices are already connected, disconnect a device by deleting the product's SSID from the Wi-Fi screen of that device. If fewer than 4 devices are connected, check the accuracy of your other network settings, move your device closer to your product, and try connecting again.
- If you are using a Wi-Fi Direct connection that suddenly disconnects, the Wi-Fi direct password on your device may have been changed. If necessary, delete the existing **DIRECT-xxxxxxx** connection settings from your device and enter a new password. See your device documentation for instructions.

Parent topic: [Solving Network Problems](#)

Related concepts

[Wi-Fi Protected Setup \(WPS\)](#)

Related tasks

[Printing a Network Status Sheet](#)

[Printing a Network Connection Report](#)

Related topics

[Wi-Fi or Wired Networking](#)

Cannot Print Over a Network

If you cannot print over a network, try these solutions:





- Make sure that your product is turned on.
- Make sure you install your product's network software as described in your product documentation.
- Print a network status sheet and verify that the network settings are correct. If the network status is **Disconnected**, check any cable connections and turn your product off and then on again.

- Print a network connection report and check the codes and messages on the report to help determine the cause of the problem.
- If you are using TCP/IP, make sure the product's IP address is set correctly for your network. If your network does not assign IP addresses using DHCP, set the IP address manually.
- Make sure your computer and product are both using the same wireless network.
- If network printing is slow, print a network status sheet and check the signal strength. If it is poor, place your product closer to your router or access point. Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

- Try restarting your router following the instructions in your router documentation.

Note: If you are reading these instructions online, you will lose your Internet connection when you restart your router.

- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing printing from a device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.
- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the  Wi-Fi light on your product is not solid green, make sure you press the **Wi-Fi** button on the product within 2 minutes of pressing the WPS button on your router. Hold down the **Wi-Fi** button on the product for 5 seconds or until the  Wi-Fi and  Wi-Fi Direct lights start blinking.
- If you are connecting the product via EpsonNet Setup and the  Wi-Fi light on your product is not solid green, make sure your product software was installed correctly. If necessary, reinstall your software.

Parent topic: [Solving Network Problems](#)

Related tasks

[Printing a Network Status Sheet](#)

[Printing a Network Connection Report](#)

Related topics

[Wi-Fi or Wired Networking](#)

Wireless Network Connection is Unstable on a Mac

If you connected a device to a USB 3.0 port on your Mac, you may experience wireless network interference between your product and your Mac.

If you cannot connect to your product over the wireless network or the connection becomes unstable, move the device connected to your Mac USB 3.0 port further away from your Mac.

Parent topic: [Solving Network Problems](#)

Solving Paper Problems

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

[Paper Feeding Problems](#)

[Paper Jam Problems in the Front of the Product](#)

[Paper Jam Problems Inside the Product](#)

[Paper Jam Problems in the Rear Cover](#)

[Paper Ejection Problems](#)

Parent topic: [Solving Problems](#)

Paper Feeding Problems

If you have problems feeding paper, try these solutions:

- If paper does not feed for printing, remove it from the rear feed slot or cassette. Reload it, then adjust the edge guides. Make sure the paper stack is not above the tab on the edge guides inside the cassette. Make sure to load only one sheet at a time in the rear feed slot.
- Place the product on a flat surface and operate it in the recommended environmental conditions.
- Be sure to insert the paper cassette all the way into your product.
- If multiple pages feed at once, remove the paper, fan the edges to separate the sheets, and reload it.
- Do not load more than the recommended number of sheets.
- Make sure your paper meets the specifications for your product.
- If paper jams when you print on both sides of the paper, try loading fewer sheets.
- Make sure the paper size and paper type settings are correct for the paper source.
- Run the paper guide cleaning utility to clean the paper path.
- Clean the roller inside the printer to remove any dust on the paper path.

- For best results, follow these guidelines:
 - Use new, smooth, high-quality paper that is not curled, creased, old, too thin, or too thick.
 - Load paper in the cassette printable side down.
 - Do not load binder paper with holes in the cassette.
 - Follow any special loading instructions that came with the paper.

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Specifications](#)

[Paper Loading Capacity](#)

[Double-sided Printing Capacity](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

[Cleaning the Paper Path](#)

[Cleaning the Paper Rollers](#)

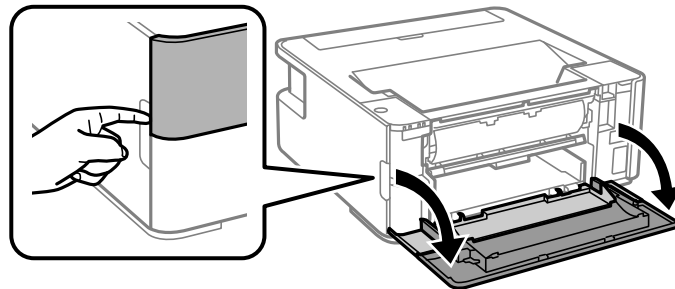
Related topics

[Loading Paper](#)

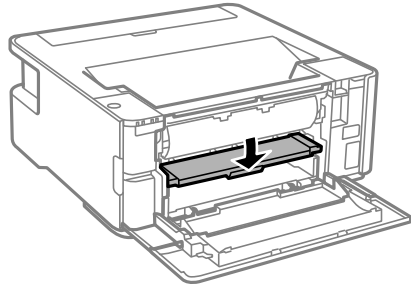
Paper Jam Problems in the Front of the Product

If paper has jammed in the front of the product, follow the steps here.

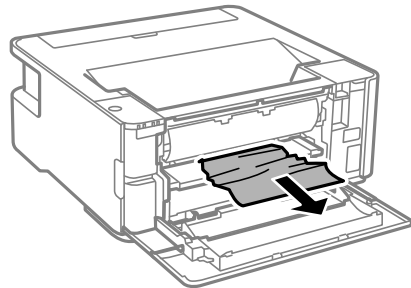
1. Cancel the print job, if necessary.
2. Open the front cover.



3. Lower the output selector.



4. Remove any jammed paper from the front of the printer.



5. Raise the output selector.

6. Close the front cover.

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Jam Problems Inside the Product](#)

[Paper Jam Problems in the Rear Cover](#)

Related tasks

[Cancelling Printing Using a Product Button](#)

Related topics

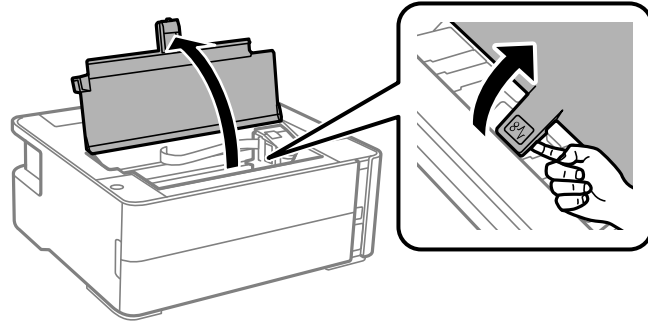
[Loading Paper](#)

Paper Jam Problems Inside the Product

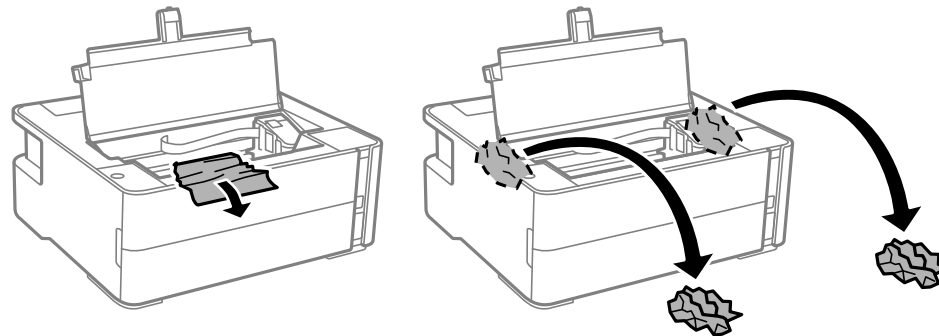
If paper has jammed inside the product, follow the steps here.

Warning: Never touch the buttons on the control panel while your hand is inside the product. If the product starts operating, it may cause an injury. Do not touch any protruding parts inside the product.

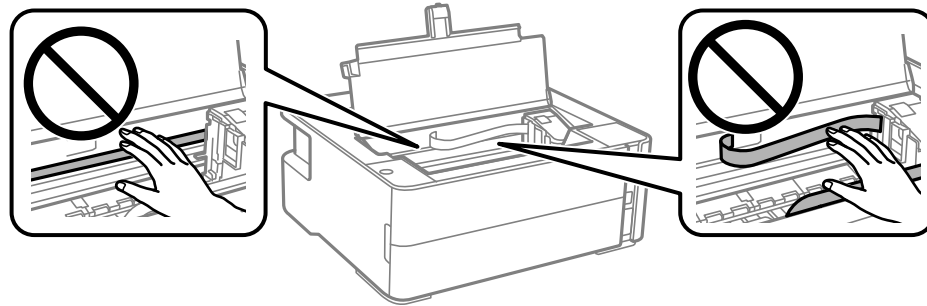
1. Cancel the print job, if necessary.
2. Lift the printer cover.



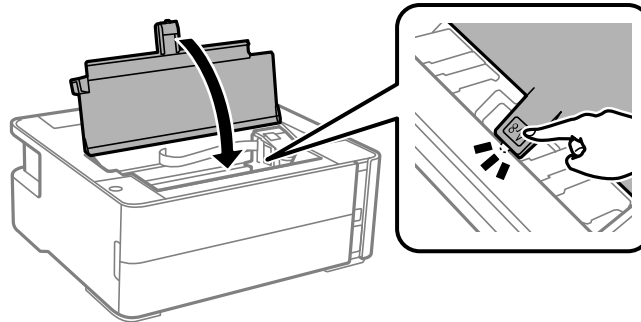
3. Remove any jammed paper from inside the product.



Caution: Do not touch the flat white cable or translucent film inside the product.



4. Close the printer cover until it clicks into place.



Parent topic: [Solving Paper Problems](#)

Related references

[Paper Jam Problems in the Front of the Product](#)

[Paper Jam Problems in the Rear Cover](#)

Related tasks

[Cancelling Printing Using a Product Button](#)

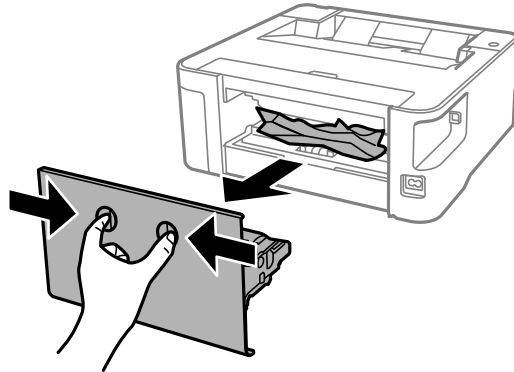
Related topics

[Loading Paper](#)

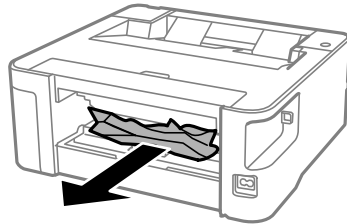
Paper Jam Problems in the Rear Cover

If paper has jammed in the rear cover, follow the steps here.

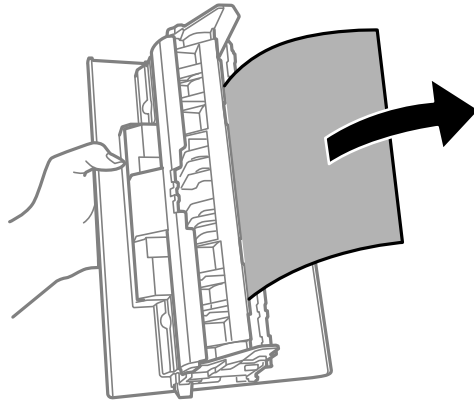
1. Cancel the print job, if necessary.
2. Press the buttons to release the rear cover and remove the cover from your product.



3. Carefully remove any jammed paper from inside the product.



4. Remove any jammed paper from the rear cover.



5. Press the buttons and reattach the rear cover.

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Jam Problems in the Front of the Product](#)

[Paper Jam Problems Inside the Product](#)

Related tasks

[Cancelling Printing Using a Product Button](#)

Related topics

[Loading Paper](#)

Paper Ejection Problems

If you have problems with paper ejecting properly, try these solutions:

- If paper does not eject fully, you may have set the wrong paper size. Cancel printing to eject the paper. Select the correct paper size when you reprint.
- If paper is wrinkled when it ejects, it may be damp or too thin. Load new paper and be sure to select the correct paper type setting when you reprint.

Parent topic: [Solving Paper Problems](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

[Cancelling Printing Using a Product Button](#)

Solving Problems Printing from a Computer

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

[Nothing Prints](#)

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

[Printing is Slow](#)

Parent topic: [Solving Problems](#)

Nothing Prints

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

- Make sure your product is turned on and connected to your computer.
- Make sure any interface cables are connected securely at both ends.
- If you connected your product to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your product directly to your computer instead of the hub.
- If the printer cannot print using a USB connection, disconnect the USB cable from the computer, right-click on the printer icon displayed on the computer, and select **Remove Device**. Then connect the USB cable to the computer and try a test print.
- Make sure the printer status is not offline or pending.
- Run a product check to see if a test page prints. If the test page prints, check to see if your product software is installed correctly.
- Make sure your system meets the requirements for your operating system. If you are printing a high-resolution image, you may need more than the minimum requirements. Print the image at a lower resolution or if necessary, increase your system's memory.
- In Windows, make sure your product is selected as the default printer and the printer port setting matches the printer connection port.
- In Windows, delete all jobs from the Windows Spooler. Click **Print Queue** on the Maintenance tab in the printer settings window, and cancel any stalled print jobs.
- On a Mac, make sure the printer is added to the printer list and the printer is not paused.

- Make sure your product is selected as the printer in your printing program.

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

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)





Related tasks

[Running a Product Check](#)

Product Icon Does Not Appear in Windows Taskbar

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

1. Do one of the following:

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

2. Click the **Maintenance** tab.

3. Click the **Extended Settings** button.

4. Select **Enable EPSON Status Monitor 3** and click **OK**.

5. Click the **Monitoring Preferences** button.

6. Click the checkbox for the option that adds the shortcut icon to the taskbar.

7. Click **OK** to close the open program windows.

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

Printing is Slow

If printing becomes slow, try these solutions:

- Make sure your system meets the requirements for your operating system. If you are printing a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory.
- If you are using Windows 7, close the **Devices and Printers** window before you print.
- On a Mac, make sure you download and install the Epson printer driver.
- Make sure **Quiet Mode** is turned off.
- Clear space on your hard drive or run a defragmentation utility to free up existing space.
- Close any programs you are not using when you print.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If printing becomes slower after printing continuously for a long time, the product may have automatically slowed down to protect the print mechanism from overheating or becoming damaged. Let the product rest with the power on for 30 minutes, then try printing again.
- If you are printing over a wireless network, factors such as interference, network traffic, or weak signal strength may affect your printing speed.


Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions.

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

- Make sure the paper type setting matches the type of paper you loaded.
- Turn on any high speed settings in your product software.
- Select a lower print quality setting.
- Make sure the ink drying time has not been increased for double-sided printing.
- **Windows:** Click the **Maintenance** or **Utility** tab, select **Extended Settings** or **Speed and Progress**, and select the following settings:
 - **Always Spool RAW Datatype**
 - **Page Rendering Mode**

- **Print as Bitmap**
- **Windows:** Select **Printer Properties**, click the **More Options** tab, and make sure the **High Speed** setting is enabled.
- **Mac:** Select **System Preferences**, select **Printers & Scanners**, and select your product. Select **Options & Supplies**, select **Options** (or **Driver**), and enable the **High Speed Printing** setting.

If printing is still slow and you are using Windows 7 or Windows Vista, try the following:

1. Click  and select **Computer** or **My Computer**. Double-click the **C:** drive and open these folders: **ProgramData > EPSON > PRINTER**.

Note: If you do not see the ProgramData folder, open the **Organize** menu and select **Folder and search options**. In the window that appears, click the **View** tab, select **Show hidden files, folders, and drives** in the Advanced settings list, and click **OK**.

2. Right-click the **EPAUDF01.AUD** file and select **Delete**.
3. Restart your computer and try printing again.

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

Related references

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

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Extended Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

[Selecting Printing Preferences - Mac](#)

Solving Page Layout and Content Problems

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

[Inverted Image](#)

[Too Many Copies Print](#)

[Blank Pages Print](#)

[Incorrect Margins on Printout](#)

[Incorrect Characters Print](#)

[Incorrect Image Size or Position](#)

[Slanted Printout](#)

Parent topic: [Solving Problems](#)

Inverted Image

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

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

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

Related tasks

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

[Selecting Print Layout Options - Mac](#)

Too Many Copies Print

Make sure that the **Copies** setting in your printing program or printer software is not set for multiple copies.

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

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

Blank Pages Print

If blank pages print unexpectedly, try these solutions:

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

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

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Extended Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

[Selecting Printing Preferences - Mac](#)

Incorrect Margins on Printout

If your printed page has incorrect margins, try these solutions:

- Make sure you selected the correct paper size settings in your printing program and printer software.
- Make sure you selected the correct margins for your paper size in your printing program.
- Make sure your paper is positioned correctly for feeding into the product.

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

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

Related tasks

[Selecting Extended Settings - Windows](#)

Incorrect Characters Print

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

- Make sure any cables are securely connected at both ends.
- In Windows, delete all jobs from the Windows Spooler. Click **Print Queue** on the Maintenance tab in the printer settings window, and cancel any stalled print jobs.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If your computer entered sleep mode the last time you printed, the next print job after your computer exits sleep mode may contain garbled characters. Print your document again.
- If incorrect characters still appear in your prints, try connecting your product using a different cable.
- Make sure you are using the printer software for this product. Check the product name at the top of the driver window.

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

Incorrect Image Size or Position

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

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

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

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

Related tasks

[Selecting Basic Print Settings - Windows](#)

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

[Selecting Basic Print Settings - Mac](#)

[Selecting Print Layout Options - Mac](#)

Related topics

[Loading Paper](#)

Slanted Printout

If your printouts are slanted, try these solutions:

- Slide the edge guides against the edges of the paper.
- Select a higher print quality setting in your printer software.
- Turn off any high speed settings in your product software.
- Align the print head.
- Make sure the product is not printing while tilted or at an angle.

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

Related concepts

[Print Head Alignment](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

Related topics

[Loading Paper](#)

Solving Print Quality Problems

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

[White or Dark Lines in Printout](#)

[Blurry or Smearred Printout](#)

[Faint Printout or Printout Has Gaps](#)

[Grainy Printout](#)

Parent topic: [Solving Problems](#)

White or Dark Lines in Printout

If you notice white or dark lines in your prints (also called banding), try these solutions before you reprint:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Make sure the paper type setting matches the type of paper you loaded.
- Make sure you loaded the printable side of the paper correctly for your product.
- Turn off any high speed settings in your product software.
- Align the print head.
- Adjust the print quality in the product software.
- When vertical banding appears or the paper is smeared, clean the paper path.
- You may need to refill the ink. Visually check the ink level.
- If you have not used the product for a long time, run the Power Cleaning utility.

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

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

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

[Power Cleaning](#)

Related tasks

[Cleaning the Paper Path](#)

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

Related topics

[Loading Paper](#)

[Refilling Ink and Replacing the Maintenance Box](#)

Blurry or Smearred Printout

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

- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
- Use a support sheet with special paper, or load special paper one sheet at a time.
- Make sure your paper meets the specifications for your product.
- Use Epson papers to ensure proper saturation and absorption of genuine Epson inks.
- Make sure the paper type setting in your product software matches the type of paper you loaded.
- If you are printing on letterhead paper, make sure the paper size setting matches the size of paper you loaded. If you select a paper size that is too large for the paper you loaded, the product may print beyond the edges of the paper and cause ink to smear.
- Make sure you loaded the printable side of the paper correctly for your product.
- If you are printing on thick paper or envelopes, make sure you select the appropriate settings. In Windows, you can also try selecting **Short Grain Paper** in Extended Settings.
- If you are printing on thick paper or envelopes, make sure you select the appropriate settings.
- Turn off any high speed settings in your product software.
- If you print on both sides of a sheet of paper, smudges may appear on the reverse side of heavily saturated or dark images. If one side of a sheet will contain a lighter image or text, print that side first. Make sure the ink has dried before reloading the paper to print on the other side. Adjust the density and/or ink drying time settings.
- The ink level may be low and you may need to refill the ink. Visually check the ink level.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.

- Align the print head.
- Adjust the print quality in the product software.
- Clean the paper path.
- If you printed when the ink level was too low to be seen in the ink tank window, refill the ink tank to the upper line and run the Power Cleaning utility. Then run a nozzle check to see if print quality has improved.
- If you have not used the product for a long time, run the Power Cleaning utility.

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

Note: Your product will not operate properly while tilted at an angle. Place it on a flat, stable surface that extends beyond the base of the product in all directions.

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

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

[Power Cleaning](#)

Related references

[Paper Specifications](#)

Related tasks

[Cleaning the Paper Path](#)

[Selecting Basic Print Settings - Windows](#)

[Selecting Extended Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

Related topics

[Loading Paper](#)

[Refilling Ink and Replacing the Maintenance Box](#)

Faint Printout or Printout Has Gaps

If your printouts are faint or have gaps, try these solutions:

- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- The ink level may be low. Visually check the ink level.
- Make sure the paper type setting matches the type of paper you loaded.
- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
- Align the print head.
- Adjust the print quality in the product software.
- Clean the paper path.
- If you have not used the product for a long time, run the Power Cleaning utility.

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

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

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

[Power Cleaning](#)

Related tasks

[Cleaning the Paper Path](#)

[Selecting Basic Print Settings - Windows](#)

[Selecting Extended Settings - Windows](#)

Related topics

[Loading Paper](#)

[Refilling Ink and Replacing the Maintenance Box](#)

Grainy Printout

If your printouts are grainy, try these solutions:

- Make sure you loaded the printable side of the paper correctly for your product.
- Select a higher print quality setting and turn off any high speed settings in your product software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- Align the print head.
- Adjust the print quality in the product software.
- You may need to increase the image resolution or print a smaller size; see your software documentation.

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

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

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

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

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Print Head Alignment](#)

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Extended Settings - Windows](#)

Related topics

[Loading Paper](#)

Uninstall Your Product Software

If you have a problem that requires you to uninstall and re-install your software, follow the instructions for your operating system.



[Uninstalling Printing Software - Windows](#)

[Uninstalling Product Software - Mac](#)

Parent topic: [Solving Problems](#)

Uninstalling Printing Software - Windows

You can uninstall and then re-install your printer software to solve certain problems.

1. Turn off the product.
2. Disconnect any interface cables.
3. Do one of the following:
 - **Windows 10:** Click  and select  (Settings) > **Apps** > **Apps & features**. Select the program you want to uninstall and select **Uninstall**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the uninstall option for your Epson product, then select **Uninstall/Change**.

Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

In the next window, select your product, if necessary, and click **OK**. Then follow any on-screen instructions.

- **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson**, select your product, then click **EPSON Printer Software Uninstall**.

Note: If you see a **User Account Control** window, click **Yes** or **Continue**.

In the next window, select your product, if necessary, and click **OK**. Then follow any on-screen instructions.

4. Restart your computer, then re-install your software.

Note: If you find that re-installing your product software does not solve a problem, contact Epson.

Parent topic: [Uninstall Your Product Software](#)

Uninstalling Product Software - Mac

In most cases, you do not need to uninstall your product software before re-installing it. However, you can download the Uninstaller utility from the Epson support website to uninstall your product software as described here.

Note: If you find that re-installing your product software does not solve a problem, contact Epson.

1. To download the Uninstaller utility, visit epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) and select your product.
2. Click **Downloads**.
3. Select your operating system, click **Utilities**, locate the Uninstaller utility, and click **Download**.
4. Run the file you downloaded.
5. Double-click the **Uninstaller** icon.
6. In the Epson Uninstaller screen, select the checkbox for each software program you want to uninstall.
7. Click **Uninstall**.
8. Follow the on-screen instructions to uninstall the software.
9. Reinstall your product software.

Note: If you uninstall the printer driver and your product name remains in the **Print & Fax**, **Print & Scan**, or **Printers & Scanners** window, select your product name and click the – (remove) icon to remove it.

Parent topic: [Uninstall Your Product Software](#)

Where to Get Help

If you need to contact Epson for technical support services, use the following support options.

Internet Support

Visit Epson's support website at epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) 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
- Product serial number (located on a label on the product)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

- U.S.: (562) 276-7202, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday
- Canada: (905) 709-2567, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday

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

Purchase Supplies and Accessories

You can purchase genuine Epson ink and paper at epson.com (U.S. sales), epson.ca (Canadian sales), or epson.com.jm (Caribbean sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Parent topic: [Solving Problems](#)

Technical Specifications

These sections list the technical specifications for your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to [this site](#) (U.S) or [this site](#) (Canada) for information on how to return your Epson products for proper disposal.

[Windows System Requirements](#)

[Mac System Requirements](#)

[Paper Specifications](#)

[Printable Area Specifications](#)

[Ink Specifications](#)

[Dimension Specifications](#)

[Electrical Specifications](#)

[Environmental Specifications](#)

[Interface Specifications](#)

[Network Interface Specifications](#)

[Safety and Approvals Specifications](#)

Windows System Requirements

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

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

- Windows Server 2003
- Windows Server 2003 SP2 or later

Windows Server supports only the printer driver; any additional included software is not supported.

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean), select your product, and select **Downloads**.

Parent topic: [Technical Specifications](#)

Mac System Requirements

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

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

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean), select your product, and select **Downloads**.

Parent topic: [Technical Specifications](#)

Paper Specifications

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

Single-sheets

Size

A4 (8.3 × 11.7 inches [210 × 297 mm])
A6 (4.1 × 5.8 inches [105 × 148 mm])
Letter (8.5 × 11 inches [216 × 279 mm])
Legal (8.5 × 14 inches [216 × 356 mm])
8 × 10 inches (203 × 254 mm)
Half Letter (5.5 × 8.5 inches [140 × 216 mm])
Oficio 9 (8.46 × 12.4 inches [215 × 315 mm])
Mexico-Oficio (8.5 × 13.4 inches [216 × 340 mm])
8.5 × 13 inches (216 × 330 mm)
Executive (7.25 × 10.5 inches [184 × 267 mm])

Paper types

Plain paper

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

Weight

Plain paper: 17 lb (64 g/m²) to 24 lb (90 g/m²)

Envelopes

Size

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

Paper types

Plain paper

Weight

20 lb (75 g/m²) to 24 lb (90 g/m²)

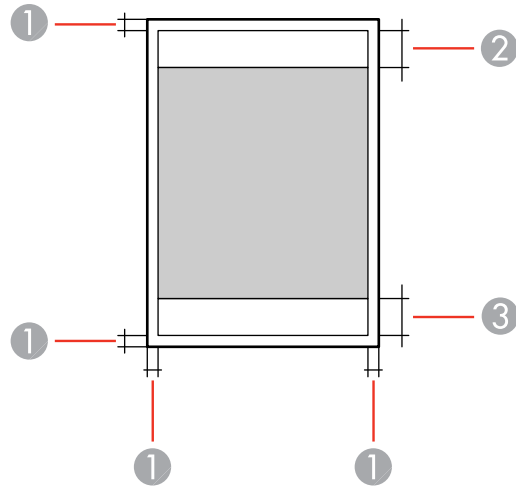
Parent topic: [Technical Specifications](#)

Related references

[Compatible Epson Papers](#)

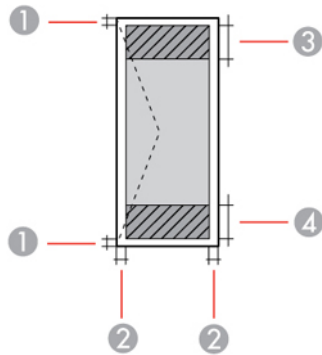
Printable Area Specifications

Single sheets



- 1 Top/bottom/left/right margins: 0.12 inch (3 mm) minimum
- 2 Reduced print quality area/top: 1.81 inches (46 mm) minimum
- 3 Reduced print quality area/bottom: 1.73 inches (44 mm) minimum

Envelopes



- 1 Right/left margins: 0.12 inch (3 mm) minimum
- 2 Top/bottom margins: 0.20 inch (5 mm) minimum
- 3 Reduced print quality area/right: 0.95 inch (24 mm) minimum
- 4 Reduced print quality area/left: 1.81 inches (46 mm) minimum

Parent topic: [Technical Specifications](#)

Ink Specifications

Note: Epson's warranties do not extend to any damage caused by the use of third-party ink or ink not designed for your printer.

The included ink bottle must be used for printer setup and is not for resale. The printer ships with a full ink bottle and part of the ink from the bottle is used to charge the print head. Yields vary considerably based on images printed, print settings, paper type, frequency of use and temperature.

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

Color	Black
Ink bottle life	Epson recommends using an ink bottle before the date printed on the package
Temperature	Storage: -4 to 104 °F (-20 to 40 °C) 1 month at 104 °F (40 °C) Ink freezes at 5 °F (-15 °C) Ink thaws and is usable after 2 hours at 77 °F (25 °C)

Parent topic: [Technical Specifications](#)

Related references

[Ink Bottle and Maintenance Box Part Numbers](#)

Dimension Specifications

Height	Stored: 5.9 inches (151 mm) Printing: 5.9 inches (151 mm)
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Width	Stored: 14.8 inches (375 mm) Printing: 14.8 inches (375 mm)
Depth	Stored: 13.7 inches (347 mm) Printing: 13.7 inches (347 mm)
Weight (without ink and power cord)	Approximately 9.7 lb (4.4 kg)

Parent topic: [Technical Specifications](#)

Electrical Specifications

Note: Check the label on the product for its voltage.

Power supply rating	100 to 240 V
Rated frequency range	50 to 60 Hz
Rated current	0.5 to 0.2 A
Power consumption	Printing: Approximately 13 W (ISO/IEC24712) Ready mode: Approximately 3.3 W Sleep mode: Approximately 0.7 W Power off mode: Approximately 0.2 W

Parent topic: [Technical Specifications](#)

Environmental Specifications

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

Parent topic: [Technical Specifications](#)

Interface Specifications

Interface type Hi-Speed USB

Parent topic: [Technical Specifications](#)

Network Interface Specifications

Wi-Fi

Standard IEEE 802.11 b/g/n; IEEE 802.11n is available only for the HT20

Security WPA2-PSK (AES); WPA2 compliant with support for WPA/WPA2 Personal
WEP (64/128 bit)

Frequency range 2.4 GHz

Maximum radio frequency power transmitted 20 dBm (EIRP)

Coordination modes Infrastructure mode
Wi-Fi Direct (Simple AP); not supported for IEEE 802.11b

Note: Wi-Fi Direct Simple AP mode available even if you connect the product to an Ethernet network.

Ethernet

Standard IEEE802.3i (10BASE-T); use a category 5e or higher STP (Shielded Twisted Pair) cable
IEEE802.3u (100BASE-TX)
IEEE802.3az (Energy Efficient Ethernet); the connected device should be IEEE802.3az compliant

Communication mode Auto, 10Mbps Full duplex, 10Mbps Half duplex, 100Mbps Full duplex, 100Mbps Half duplex

Connector RJ-45

Parent topic: [Technical Specifications](#)

Safety and Approvals Specifications

United States

Safety: UL60950-1

EMC: FCC part 15 Subpart B class B

Canada

Safety: CAN/CSA C22.2 No. 60950-1

EMC: CAN/CSA-CEI/IEC CISPR 22 Class B

This equipment contains the following wireless module:

- Manufacturer: Seiko Epson Corporation
- Type: J26H006

This product conforms to Part 15 of FCC Rules and RSS-210 of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. 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 of the device.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated so that the radiator is kept at least 7.9 inches (20 cm) or more away from a person's body (excluding extremities: hands, wrists, feet and ankles).

Parent topic: [Technical Specifications](#)

Notices

Check these sections for important notices about your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to [this site](#) (U.S) or [this site](#) (Canada) for information on how to return your Epson products for proper disposal.

[Important Safety Instructions](#)

[FCC Compliance Statement](#)

[Binding Arbitration and Class Waiver](#)

[Trademarks](#)

[Copyright Notice](#)

Important Safety Instructions

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

[General Printer Safety Instructions](#)

[Wireless Connection Safety Instructions](#)

Parent topic: [Notices](#)

General Printer Safety Instructions

- Be sure to follow all warnings and instructions marked on the printer.
- Use only the type of power source indicated on the printer's label.
- Use only the power cord that comes with the printer. Use of another cord may cause fires or shock. Do not use the cord with any other equipment.
- Make sure the AC power cord meets the relevant local safety standard.
- Place the printer near a wall outlet where the plug can be easily unplugged.
- Avoid plugging the printer into an outlet on the same circuit as a photo copier or air control system that regularly switches on and off, or on an outlet controlled by a wall switch or timer.
- Do not let the power cord become damaged or frayed.
- If you use an extension cord with the printer, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.

- Always turn off the printer using the power button, and wait until the power light stops flashing before unplugging the printer or cutting off power to the electrical outlet.
- Place the printer on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Keep your product at least 8.7 inches (22 cm) away from cardiac pacemakers to prevent your product's radio waves from affecting the operation of the pacemaker.
- Leave enough space in front of the printer for the paper to be fully ejected.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Do not place the printer near a radiator or heating vent or in direct sunlight.
- Leave enough room around the printer for sufficient ventilation. Do not block or cover openings in the case or insert objects through the slots.
- Keep the printer away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- Do not put your hand inside the printer while it is printing.
- Do not touch the flat white cable inside the printer.
- Do not move the print head by hand; this may damage the printer.
- Do not spill liquid on the printer and do not handle the printer with wet hands.
- Do not use aerosol products that contain flammable gases inside or around the printer. Doing so may cause fire.
- Except as specifically explained in your documentation, do not attempt to service the printer yourself.
- Unplug the printer and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the case damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- Before transporting the printer, make sure that the print head is in the home (far right) position.
- When storing or transporting the printer, do not tilt it, stand it on its side, or turn it upside down; otherwise, ink may leak.

Parent topic: [Important Safety Instructions](#)

Wireless Connection Safety Instructions

Radio waves from this product may adversely affect the operation of medical equipment or automatically controlled devices, such as pacemakers, automatic doors or fire alarms. When using this product near such devices or inside a medical facility, follow the directions from authorized staff members at the facility, and follow all posted warnings and directions on the device to avoid causing an accident.

Parent topic: [Important Safety Instructions](#)

FCC Compliance Statement

For United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification or Declaration of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

CAN ICES-3(B)/NMB-3(B)

Parent topic: [Notices](#)

Binding Arbitration and Class Waiver

1. DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS

1.1 Disputes. The terms of this Section 1 shall apply to all Disputes between you and Epson. The term "Dispute" is meant to have the broadest meaning permissible under law and includes any dispute, claim, controversy or action between you and Epson arising out of or relating to this Agreement, Epson branded products (hardware and including any related software), or other transaction involving you and Epson, whether in contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis. "DISPUTE" DOES NOT INCLUDE IP CLAIMS, or more specifically, a claim or cause of action for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and Epson also agree, notwithstanding Section 1.6, that a court, not an arbitrator, may decide if a claim or cause of action is for an IP Claim.

1.2 Binding Arbitration. You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. **ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED.**

Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 Pre-Arbitration Steps and Notice. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days, you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3840 Kilroy Airport Way, Long Beach, CA 90806 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILEgal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

1.4 Small Claims Court. Notwithstanding the foregoing, you may bring an individual action in the small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.

1.5 WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.

1.6 Arbitration Procedure. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at <http://www.jamsadr.com> or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 1.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at <http://www.jamsadr.com> ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.

c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

d) Award in Your Favor. For Disputes in which you or Epson seeks \$75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you \$1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 1.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 1.6d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

1.7 Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.

1.8 Amendments to Section 1. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 1 (or resolve disputes as provided for in Section 1.7, if you timely elected to opt-out when you first assented to this Agreement).

1.9 Severability. If any provision in this Section 1 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. **The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 1.5. This means that if Section 1.5 is found to be unenforceable, the entire Section 1 (but only Section 1) shall be null and void.**

Parent topic: [Notices](#)

Trademarks

EPSON® is a registered trademark, EPSON Exceed Your Vision is a registered logomark, and Epson Connect™ is a trademark of Seiko Epson Corporation.

Epson StoreSM is a service mark of Epson America, Inc.

Epson iPrint™ and Remote Print™ are trademarks of Seiko Epson Corporation.

Windows is a registered trademark of Microsoft Corporation in the United States and/or other countries.

Apple, App Store, Mac, macOS, and OS X are trademarks of Apple Inc., registered in the U.S. and other countries.

Google® is a registered trademark and Android™, Chromebook™, Gmail™, Google Chrome™, Google Cloud Print™, Google Drive™, and Google Play™ are trademarks of Google LLC.

Wi-Fi Direct® is a registered trademark of Wi-Fi Alliance®.

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



Parent topic: [Notices](#)

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This product will enter sleep mode after a period of nonuse. This is to ensure that the product meets Energy Star standards of energy efficiency. More energy savings can be achieved by setting the time to sleep to a shorter interval.

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