



XP-8800 User's Guide

Contents

XP-8800 User's Guide.....	13
Product Basics	14
Product Parts Locations	14
Product Parts - Front	15
Product Parts - Inside	17
Product Parts - Back.....	19
Using the Control Panel	19
Control Panel Buttons and Lights	20
Adjusting the Control Panel Position	21
The LCD Screen	21
Original Mode.....	21
Easy Mode	23
Adding Menus to Easy Mode	24
Status Icon Information.....	24
Navigating the LCD Screen	25
Entering Characters on the LCD Screen	26
Changing LCD Screen Language.....	28
Adjusting Control Panel Sounds	29
Adjusting the Screen Brightness.....	30
Viewing Animations	31
Turning Off Auto Selection Mode.....	32
Using Power Saving Settings	32
Changing the Sleep Timer Settings	33
Changing the Power Off Timer Settings	33
Using the Epson Smart Panel Mobile App.....	34
Voice-activated Printing	35
Epson Connect Solutions for Smartphones, Tablets, and More	35
Setting Up Epson Connect Services.....	36
Using Epson Email Print	37
Using Epson Remote Print	38

Using Epson Scan to Cloud	38
Using AirPrint	39
Setting Up Printing on a Chromebook	40
Android Printing Using the Epson Print Enabler	40
Using Epson Print and Scan App with Windows Tablets	41
Using the Mopria Print Service	41
Wi-Fi Networking	43
Network Security Recommendations	43
Wi-Fi Infrastructure Mode Setup	44
Selecting Wireless Network Settings from the Control Panel	45
Setting Up Wireless Printing from a Smartphone or Tablet	47
Wi-Fi Direct Mode Setup	48
Enabling Wi-Fi Direct Mode (Simple AP)	49
Wi-Fi Protected Setup (WPS)	50
Using WPS to Connect to a Network	50
Printing a Network Status Sheet	51
Printing a Network Connection Report	52
Network Connection Report Codes and Messages	53
Changing or Updating Network Connections	58
Administrator Password Instructions	58
Accessing the Web Config Utility	59
Changing a USB Connection to a Wi-Fi Connection	60
Connecting to a New Wi-Fi Router	60
Disabling Wi-Fi Features	61
Loading Paper	63
Loading Paper in Cassette 1 (Upper Cassette)	63
Loading Paper in Cassette 2 (Lower Cassette)	68
Loading Paper in the Rear Paper Feed Slot	74
Turning Off the Paper Mismatch Alert	79
Paper Loading Capacity	80
Double-sided Printing Capacity	81
Available Epson Papers	82
Borderless Paper Type Compatibility	84

Controlling the Paper Settings Screen	84
Paper or Media Type Settings - Control Panel.....	85
Paper or Media Type Settings - Printer Software	86
Placing Originals on the Product	88
Placing Originals on the Scanner Glass	88
Copying	92
Copying Documents or Photos.....	92
Restoring Photos While Copying.....	93
Copying Books, ID Cards, or Borderless Photos	94
Copying Options.....	96
Printing from a Computer	98
Printing with Windows	98
Selecting Basic Print Settings - Windows	99
Paper Source Options - Windows	101
Print Quality Options - Windows	101
Multi-Page Printing Options - Windows.....	102
Selecting Double-sided Printing Settings - Windows	102
Double-sided Printing Options - Windows.....	104
Print Density Adjustments - Windows	105
Selecting Additional Layout and Print Options - Windows	106
Custom Color Correction Options - Windows.....	108
Image Options and Additional Settings - Windows.....	109
Header/Footer Settings - Windows	110
Selecting a Printing Preset - Windows.....	112
Selecting Extended Settings - Windows	113
Extended Settings - Windows	115
Printing Your Document or Photo - Windows.....	116
Checking Print Status - Windows.....	117
Selecting Default Print Settings - Windows.....	118
Changing the Language of the Printer Software Screens	119
Changing Automatic Update Options	121
Printing with the Built-in Epson Driver - Windows 10 S.....	122
Selecting Print Settings - Windows 10 S.....	122

Printing with the Epson Standard Printer Software - Mac	126
Selecting Basic Print Settings - Mac	127
Paper Source Options - Mac	130
Print Quality Settings - Mac	130
Print Options - Mac	130
Selecting Page Setup Settings - Mac	131
Selecting Print Layout Options - Mac	132
Selecting Double-sided Printing Settings - Mac	132
Double-sided Printing Options and Adjustments - Mac	133
Managing Color - Mac	134
Color Matching and Color Options - Mac	135
Selecting Printing Preferences - Mac	136
Printing Preferences - Mac	136
Printing Your Document or Photo - Mac	137
Checking Print Status - Mac	138
Printing with Epson Photo+	139
Cancelling Printing Using a Product Button	139
Scanning	140
Starting a Scan	140
Starting a Scan Using the Product Control Panel	140
Scanning to a Memory Device	141
Scanning to a Connected Computer	143
Scanning to the Cloud	144
Setting Up a WSD Port (Windows 7)	146
Control Panel Scanning Options	147
Changing Default Scan Job Settings	147
Starting a Scan Using Epson ScanSmart	148
Starting a Scan Using the Epson Scan 2 Icon	149
Starting a Scan from a Scanning Program	152
Starting a Scan from a Smartphone or Tablet	154
Scanning a Document in Epson ScanSmart	154
Saving a Scan	157
Attaching a Scan to Email	158

Sending a Scan to a Cloud Service	159
Printing a Scan	160
Selecting Epson ScanSmart Settings	161
Changing the Epson Product	162
Changing the Scan Settings	162
Changing the File Name Settings	165
Changing the Save Settings	166
Save Settings	168
Customizing Action Icons	170
Scanning in Epson Scan 2	171
Additional Scanning Settings - Main Settings Tab	174
Additional Scanning Settings - Advanced Settings Tab	174
Image Format Options	176
Scan Resolution Guidelines	176
Using Memory Cards with Your Product	178
Inserting a Memory Card	178
Removing a Memory Card	179
Printing from a Memory Card	181
Viewing and Printing Photos	181
Viewing and Printing Photos From the LCD Screen	181
Memory Card or External USB Device Print Settings	184
Printing Photo Layouts from a Memory Card with a Template	186
Printing ID Photos from a Memory Card	189
Creating and Printing a Greeting Card Template	191
Printing a Greeting Card from a Template	193
Transferring Photos on a Memory Card	194
Setting Up File Sharing for Photo Transfers from Your Computer	194
Transferring Photos from a Memory Card to Your Computer	195
Viewing or Printing from a USB Flash Drive or External Device	197
USB Device File Specifications	197
Connecting and Using a USB Flash Drive or External Device	197
Printing Personalized Projects	200
Printing a Personalized Project	200

Printing on CDs/DVDs.....	202
CD/DVD Printing Features	202
Loading a CD/DVD.....	202
Copying onto a CD/DVD	204
Replacing Ink Cartridges and Maintenance Boxes.....	207
Check Cartridge and Maintenance Box Status.....	207
Checking Ink Cartridge and Maintenance Box Status on the LCD Screen	207
Checking Cartridge and Maintenance Box Status - Windows.....	208
Checking Cartridge and Maintenance Box Status - Mac	210
Purchase Epson Ink Cartridges and Maintenance Box	212
Ink Cartridge and Maintenance Box Part Numbers.....	212
Removing and Installing Ink Cartridges.....	213
Printing with Black Ink and Expended Color Cartridges	220
Printing with Expended Color Cartridges - Windows	220
Printing with Expended Color Cartridges - Mac	221
Conserving Low Black Ink with Windows	223
Replacing the Maintenance Box.....	223
Adjusting Print Quality.....	228
Performing Print Quality Adjustment	228
Printhead Maintenance	229
Print Head Nozzle Check.....	230
Checking the Nozzles Using the Product Control Panel	230
Checking the Nozzles Using a Computer Utility	233
Print Head Cleaning	236
Cleaning the Print Head Using the Product Control Panel	236
Cleaning the Print Head Using a Computer Utility.....	239
Power Cleaning	242
Power Cleaning Using the Product Control Panel.....	242
Power Cleaning Using a Computer Utility	243
Aligning the Print Head Using the Product Control Panel	245
Cleaning the Paper Guide	247
Cleaning and Transporting Your Product	250
Cleaning Your Product	250

Cleaning the Paper Rollers	251
Cleaning the Translucent Film.....	253
Transporting Your Product	256
Solving Problems	261
Checking for Software Updates.....	261
Product Status Messages	262
Viewing the Help Screen	267
Running a Product Check	268
Resetting Control Panel Defaults	270
Solving Setup Problems	270
Product Does Not Turn On or Off.....	271
Noise After Ink Installation	271
Software Installation Problems	271
Solving Network Problems	272
Product Cannot Connect to a Wireless Router or Access Point	273
Network Software Cannot Find Product on a Network.....	274
Product Does Not Appear in Mac Printer Window	275
Cannot Print Over a Network.....	276
Cannot Scan Over a Network	277
Solving Copying Problems	278
Product Makes Noise, But Nothing Copies.....	278
Product Makes Noise When It Sits for a While.....	279
Solving Paper Problems.....	279
Paper Feeding Problems	279
Paper Jam Problems Inside the Product	280
Paper Jam Problems in the Paper Cassette.....	282
Paper Jam Problems in the Rear Cover	284
Paper Ejection Problems	286
Solving Problems Printing from a Computer.....	287
Nothing Prints	287
Product Icon Does Not Appear in Windows Taskbar	288
Printing is Slow	289
Solving Page Layout and Content Problems	291

Inverted Image.....	291
Too Many Copies Print	292
Blank Pages Print	292
Incorrect Margins on Printout.....	292
Border Appears on Borderless Prints	293
Incorrect Characters Print.....	294
Incorrect Image Size or Position	294
Slanted Printout	295
Solving Print Quality Problems	295
White or Dark Lines in Printout	296
Blurry or Smeared Printout	297
Faint Printout or Printout Has Gaps	299
Grainy Printout.....	300
Incorrect Colors	301
Solving Scanning Problems	302
Scanning Software Does Not Operate Correctly	302
Cannot Start Epson Scan 2	303
Scanning is Slow	304
Detached Document Cover	305
Solving Scanned Image Quality Problems	305
Scanned Image Quality Problems	306
Image Consists of a Few Dots Only	307
Line of Dots Appears in All Scanned Images	307
Straight Lines in an Image Appear Crooked	308
Image Colors are Patchy at the Edges	308
Ripple Patterns Appear in an Image	308
Scanned Image Edges are Cropped	309
Solving Memory Card Problems.....	309
Memory Card Does Not Fit Into a Slot	309
Cannot View or Print Photos from a Memory Card or Device	309
Cannot Transfer Photos to or from a Memory Card or Device	310
Solving USB Device Problems	310
Cannot View or Print from a USB Device.....	311

Cannot Save Files on a USB Device	311
Cannot Transfer Files To or From a USB Device.....	311
Solving CD/DVD Problems.....	311
Problems Printing on CDs/DVDs	312
Uninstall Your Product Software.....	313
Uninstalling Product Software - Windows.....	313
Uninstalling Product Software - Mac.....	314
Where to Get Help	315
Technical Specifications	316
Windows System Requirements	316
Mac System Requirements	317
Paper Specifications	318
Printable Area Specifications	319
Scanning Specifications	321
Memory Card Specifications	322
Ink Cartridge Specifications.....	323
Dimension Specifications	324
Electrical Specifications	324
Environmental Specifications	325
Interface Specifications	325
External USB Device Specifications.....	325
Network Interface Specifications	326
Safety and Approvals Specifications	327
Notices	328
Important Safety Instructions.....	328
General Product Safety Instructions	328
Ink Cartridge Safety Instructions.....	330
Wireless Connection Safety Instructions	331
LCD Screen Safety Instructions.....	331
FCC Compliance Statement.....	332
Binding Arbitration and Class Waiver	333
Trademarks	336
Copyright Notice.....	336

libTIFF Software Acknowledgment.....	337
A Note Concerning Responsible Use of Copyrighted Materials.....	338
Default Delay Times for Power Management for Epson Products	338
Copyright Attribution	338

XP-8800 User's Guide

Welcome to the XP-8800 *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.

[Product Parts Locations](#)

[Using the Control Panel](#)

[Using Power Saving Settings](#)

[Using the Epson Smart Panel Mobile App](#)

[Voice-activated Printing](#)

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

[Using AirPrint](#)

[Setting Up Printing on a Chromebook](#)

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

[Using Epson Print and Scan App with Windows Tablets](#)

[Using the Mopria Print Service](#)

Product Parts Locations

See these sections to identify the parts on your product.

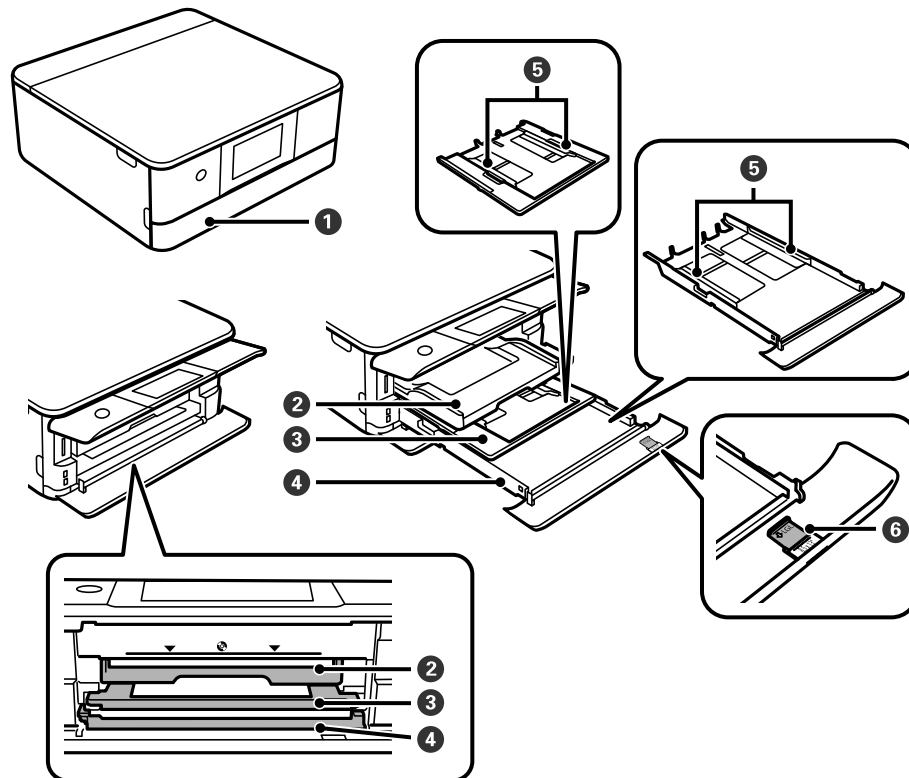
[Product Parts - Front](#)

[Product Parts - Inside](#)

[Product Parts - Back](#)

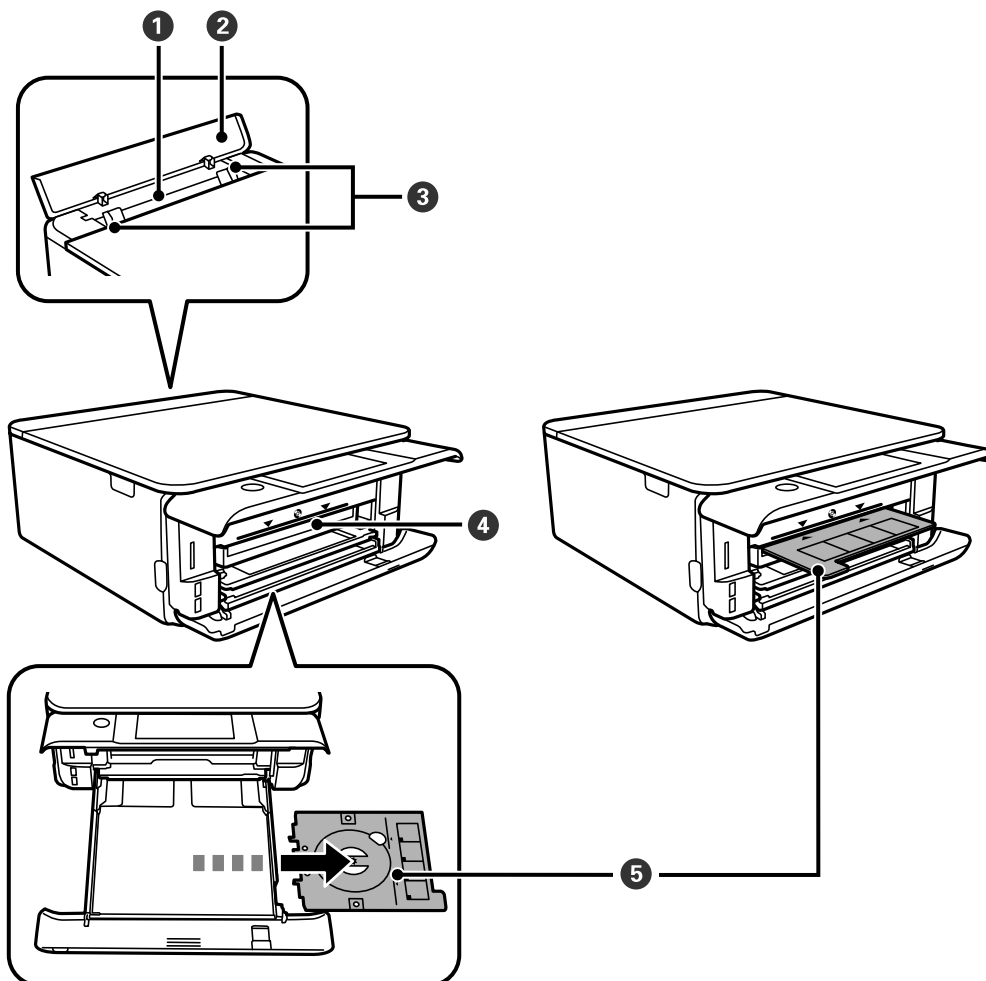
Parent topic: [Product Basics](#)

Product Parts - Front



- 1 Front cover
- 2 Output tray
- 3 Cassette 1 (upper cassette)
- 4 Cassette 2 (lower cassette)
- 5 Cassette edge guides

6 Paper guide extension

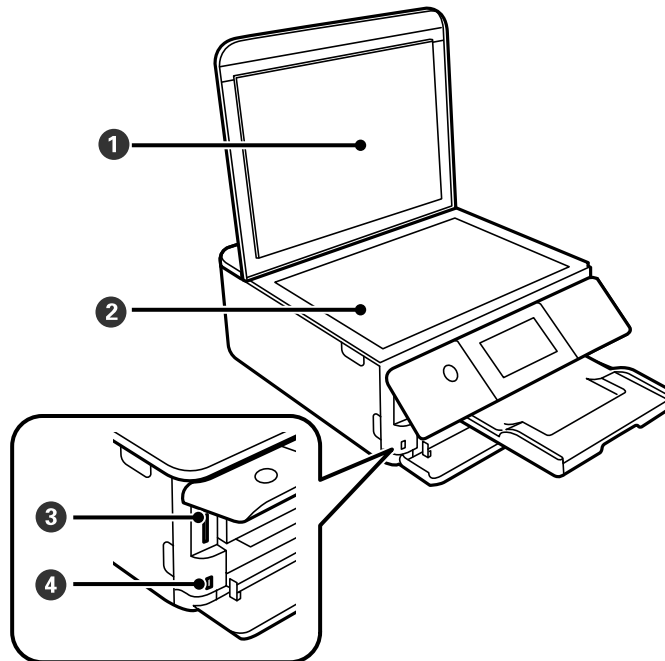


- 1 Rear paper feed slot
- 2 Rear paper feed slot cover
- 3 Edge guides
- 4 CD/DVD tray slot

5 CD/DVD tray

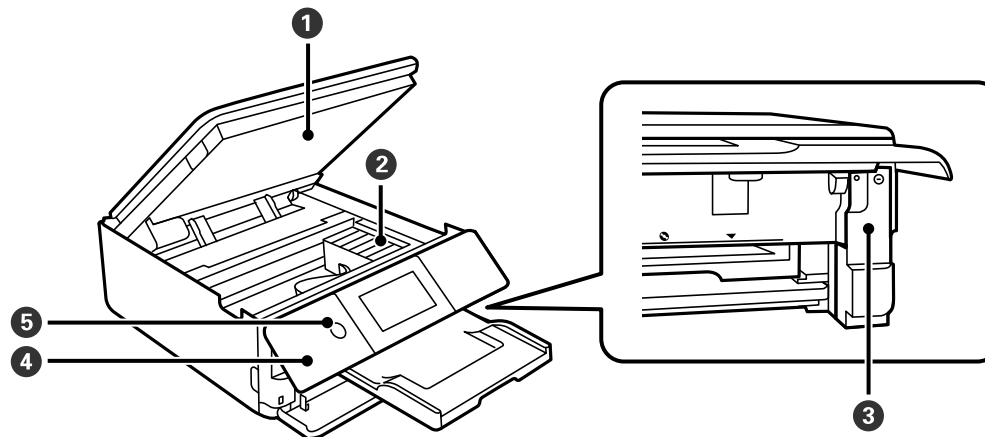
Parent topic: [Product Parts Locations](#)

Product Parts - Inside



- 1 Document cover
- 2 Scanner glass
- 3 Memory card slot

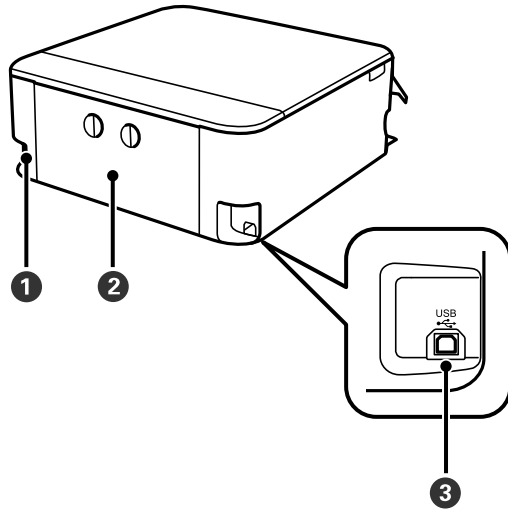
4 USB port for external USB devices



- 1 Scanner unit
- 2 Ink cartridge holder
- 3 Maintenance box cover
- 4 Control panel
- 5  power button and light

Parent topic: [Product Parts Locations](#)

Product Parts - Back



- 1 AC inlet
- 2 Rear cover (duplexer)
- 3 **USB** port for computer connections

Parent topic: [Product Parts Locations](#)

Using the Control Panel

See these sections to learn about the control panel and select control panel settings.

[Control Panel Buttons and Lights](#)

[Adjusting the Control Panel Position](#)

[The LCD Screen](#)

[Status Icon Information](#)

[Navigating the LCD Screen](#)

[Entering Characters on the LCD Screen](#)

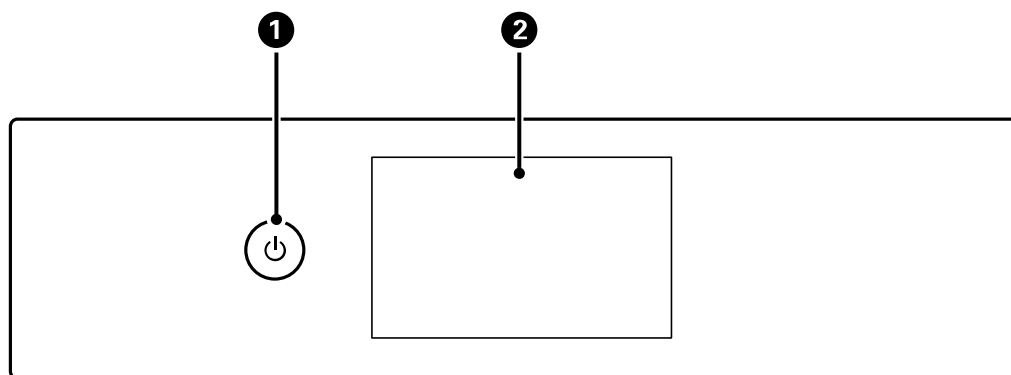
[Changing LCD Screen Language](#)

[Adjusting Control Panel Sounds](#)

[Adjusting the Screen Brightness](#)
[Viewing Animations](#)
[Turning Off Auto Selection Mode](#)

Parent topic: [Product Basics](#)

Control Panel Buttons and Lights



- 1  power button and light
- 2 LCD screen

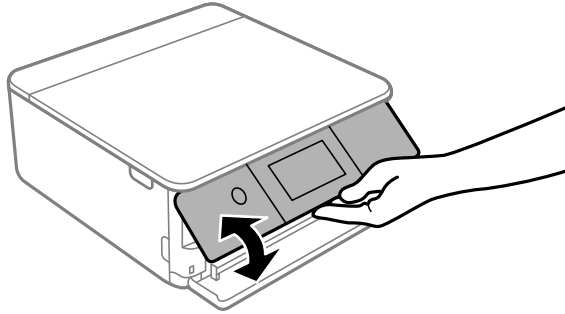
Parent topic: [Using the Control Panel](#)

Related tasks

[Entering Characters on the LCD Screen](#)
[Viewing Animations](#)

Adjusting the Control Panel Position

You can adjust the position of the control panel to make it easier to access. Raise or lower it to the desired angle as shown.



Note: The control panel rises and the output tray slides out automatically when printing starts.

Parent topic: [Using the Control Panel](#)

The LCD Screen

The home screen is available in two modes: Original Mode and Easy Mode.

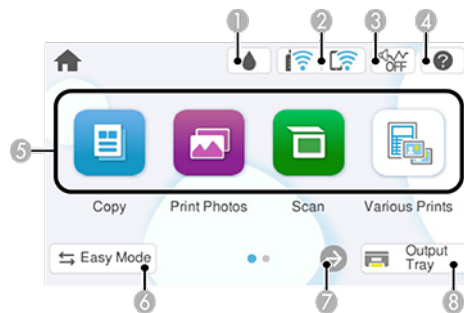
[Original Mode](#)

[Easy Mode](#)

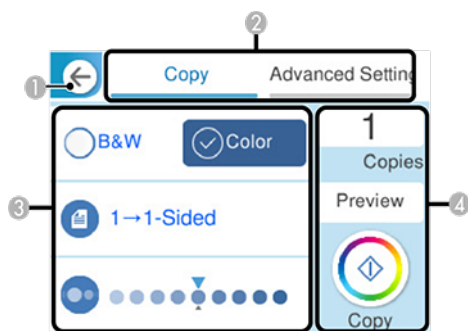
[Adding Menus to Easy Mode](#)

Parent topic: [Using the Control Panel](#)

Original Mode



- 1 Displays supply status information
- 2 Network status icons (press for additional options)
- 3 Enables or disables Quiet Mode
- 4 Displays help information
- 5 Menu options
- 6 Switches to Easy Mode
- 7 Scrolls the screen to the right
- 8 Stores the output tray



- 1 Return to previous screen
- 2 Select a tab to view different options and settings
- 3 Setting options
- 4 Displays available options

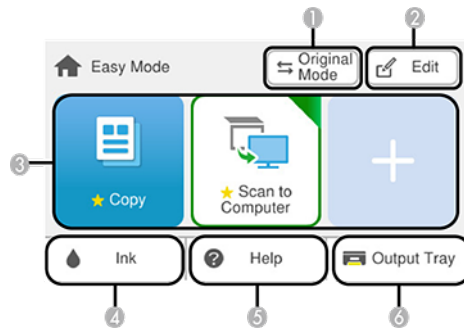
Parent topic: [The LCD Screen](#)

Related references

[Easy Mode](#)

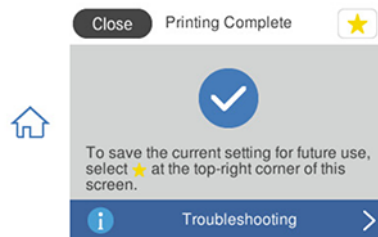
Easy Mode

Easy Mode is a function that allows you to select frequently used menus and display them on the home screen so that they are immediately available whenever you want to use them.



- 1 Switches to Original Mode
- 2 Select the menus you want to add to Easy Mode
- 3 Menu options - select up to three
- 4 Displays supply status information
- 5 Displays help information
- 6 Stores the output tray

Note: If you see a screen like this, you can select ★ to save your settings for future jobs.



Parent topic: [The LCD Screen](#)

Related tasks

[Adding Menus to Easy Mode](#)

Adding Menus to Easy Mode

You can add up to three frequently used menus to Easy Mode.

1. In Easy Mode, select **Edit** on the LCD screen.

Note: If you do not see **Edit** on the LCD screen, select **Easy Mode** to switch modes.

2. Select the menu you want to replace.
3. Follow the on-screen instructions to select the menu you want to add.
4. Select **Done** when you are done.

Parent topic: [The LCD Screen](#)

Related references

[Easy Mode](#)

Status Icon Information

Your product displays status icons on the LCD screen for certain product status conditions. Press the



icon to view or change the current network settings.

Icons	Description
	Firmware update is available. Displays additional information or instructions, such as loading paper or placing a document.
	Displays the Supply Status screen.
	Quiet Mode is enabled. Noise is reduced during printing, but the print speed may be reduced. Press this icon to change the settings.
	Quiet Mode is disabled. Press this icon to change the settings.
	Displays the Help screen.
	No Ethernet connection.

Icons	Description
	An Ethernet connection is established.
	A Wi-Fi network error has occurred or the product is searching for a connection.
	No Wi-Fi Direct connection.
	A Wi-Fi Direct connection is established.

Parent topic: [Using the Control Panel](#)

Navigating the LCD Screen

Follow these guidelines to navigate and use the menus on the LCD screen.



Tap or press the screen to select an item or icon



Flick the screen to scroll swiftly



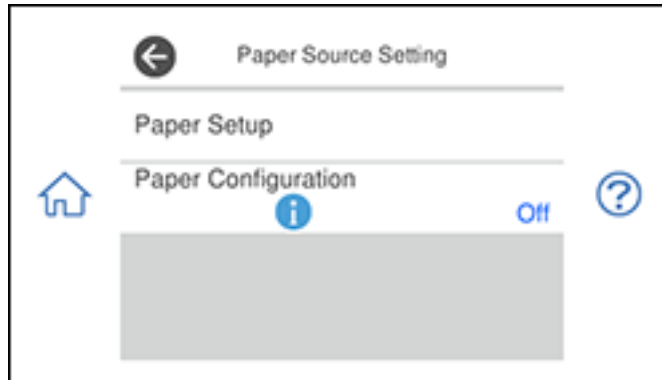
Slide your finger across the screen to move items



Close or open your fingers across the screen to zoom in or zoom out on a preview image



To change a setting, tap anywhere on the setting.



To enter a value in a field, tap the field to display the on-screen keyboard.

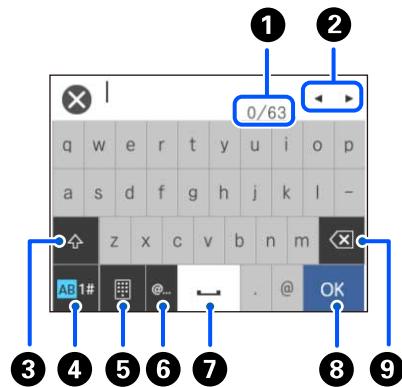


Parent topic: [Using the Control Panel](#)

Entering Characters on the LCD Screen

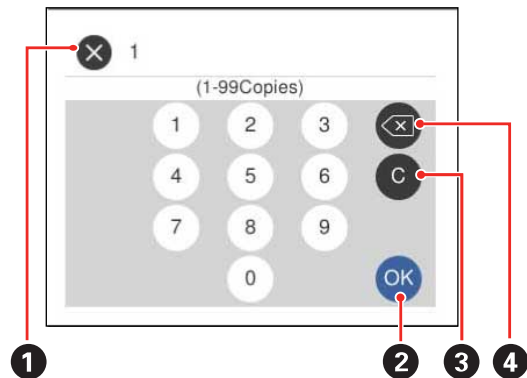
Follow these guidelines to enter characters for passwords and other settings.

On-screen keyboard



- 1 Displays the character count
- 2 Moves the cursor left or right
- 3 Switches between uppercase and lowercase characters
- 4 Switches between characters and numbers or symbols
- 5 Changes the keyboard layout
- 6 Displays a list of common domain names to choose from
- 7 Enters a space
- 8 Select when you are finished
- 9 Deletes the previous character

On-screen keypad



- 1 Cancels entry and closes the keypad
- 2 Select when you are finished
- 3 Clears the entered number
- 4 Deletes the previous number

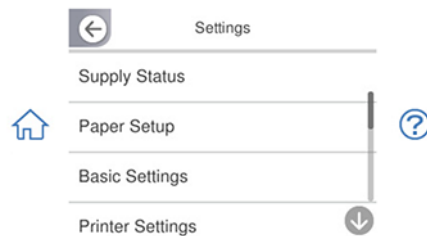
Parent topic: [Using the Control Panel](#)

Changing LCD Screen Language

You can change the language used on the LCD screen.

1. Press the  home icon, if necessary.
2. Select **Settings**.

You see a screen like this:



3. Select **Basic Settings**.

4. Scroll down and select **Language**.
5. Select a language.
6. Press the  home icon to exit.

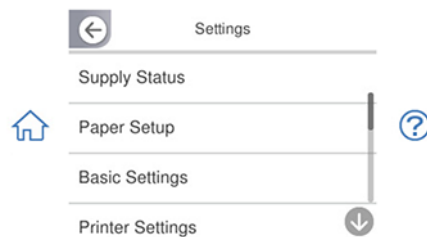
Parent topic: [Using the Control Panel](#)

Adjusting Control Panel Sounds

You can adjust the sound level heard when you press buttons on the control panel.

1. Press the  home icon, if necessary.
2. Select **Settings**.

You see a screen like this:



3. Select **Basic Settings**.
4. Select **Sound**.
5. Select **Normal Mode** or **Quiet Mode**.

Note: You can also press the  icon on the home screen to switch between **Normal Mode** and **Quiet Mode**.

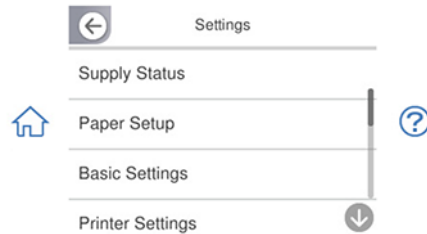
6. Do one of the following:
 - Select **Button Press**.
 - Select **Error Tone**.
7. Press the – or + icon to adjust the volume.
8. Select **OK** to exit.

Parent topic: [Using the Control Panel](#)

Adjusting the Screen Brightness

You can adjust the brightness of the LCD screen.

1. Press the  home icon, if necessary.
2. Select **Settings**.



3. Select **Basic Settings**.
4. Select **LCD Brightness**.



Note: If you want to change the background color entirely, select **Background Color**.

5. Press the **–** or **+** button to adjust the brightness.
6. Select **OK** to exit.

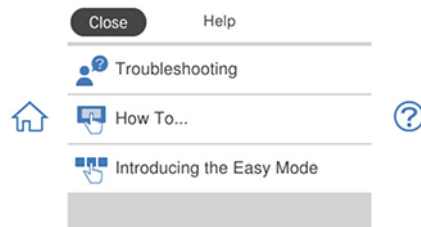
Parent topic: [Using the Control Panel](#)

Viewing Animations

You can view animations on the LCD screen to help guide you with a procedure or to troubleshoot a problem.

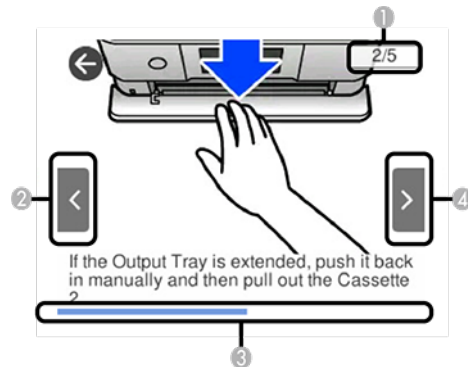
1. Select the ⓘ help icon.

You see a screen like this:



2. Select **Troubleshooting** if you are experiencing a problem or **How To** to view instructions on common procedures.
3. Select a topic from the list of available topics and follow the on-screen instructions.

While viewing the topics, you may see screens like this:



- 1 Displays the current step number and the total number of steps

- 2 Press the left arrow button to view the previous step
- 3 Indicates your overall progress through the animation
- 4 Press the right arrow button to view the next step

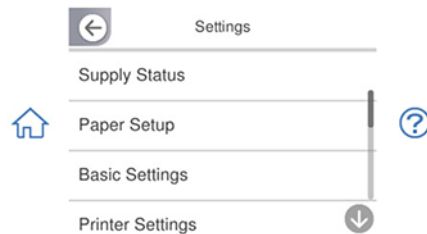
Parent topic: [Using the Control Panel](#)

Turning Off Auto Selection Mode

Auto Selection Mode changes the menu options on the LCD screen automatically depending on the action you perform. For example, loading a memory card automatically displays memory card-related menu options on the screen. You can turn off this feature if desired.

1. Press the  home icon, if necessary.
2. Select **Settings**.

You see a screen like this:



3. Scroll down and select **Guide Functions**.
4. Select **Auto Selection Mode**.
5. Turn off this mode for the desired options displayed on the screen.
6. Press the  home icon to exit.

Parent topic: [Using the Control Panel](#)

Using Power Saving Settings

Your product enters sleep mode automatically and turns off the LCD screen if it is not used for a period of time. You can make the time period shorter and select other options to save energy and resources.

[Changing the Sleep Timer Settings](#)

Changing the Power Off Timer Settings

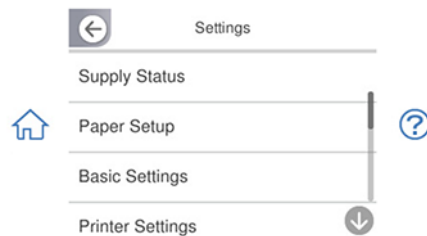
Parent topic: [Product Basics](#)

Changing the Sleep Timer Settings

You can adjust the time period before your product enters sleep mode and turns off the LCD screen.

1. Press the  home icon, if necessary.
2. Select **Settings**.

You see a screen like this:



3. Select **Basic Settings**.
4. Scroll down and select **Sleep Timer**.
5. Select a time period between **3minutes** and **15minutes**.

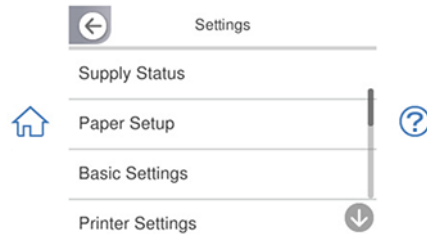
Parent topic: [Using Power Saving Settings](#)

Changing the Power Off Timer Settings

You can have the product turn off automatically if it is not used for a specified period of time.

1. Press the  home icon, if necessary.
2. Select **Settings**.

You see a screen like this:



3. Select **Basic Settings**.
4. Scroll down and select **Power Off Timer**.
5. Select a time period between **30minutes** and **12h** (12 hours).

Parent topic: [Using Power Saving Settings](#)

Using the Epson Smart Panel Mobile App

Use this free Apple and Android app to setup and control your Epson product. Epson Smart Panel also lets you check product status.

Note: App features may vary depending on your Epson product.

1. Visit epson.com/connect (U.S.) or epson.ca/connect (Canada) to learn more about Epson Smart Panel and check the compatibility of your mobile device.
2. Download Epson Smart Panel from the Apple App Store or Google Play.
3. Do one of the following:
 - If your Epson product is already connected to a wireless network, connect your mobile device to the same network. Then open Epson Smart Panel and select your Epson product, if necessary.
 - If your Epson product is not connected to a wireless network, connect your mobile device to the network you want to use, then open Epson Smart Panel and follow the instructions to set up your Epson product.

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

Parent topic: [Product Basics](#)

Related topics

[Wi-Fi Networking](#)

Voice-activated Printing

Take advantage of voice-activated, hands-free printing from your Epson product with Alexa. 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. Set up your product's email address for use with Epson Connect. See the link below to activate it from the product control panel.
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](#)

Related tasks

[Setting Up Epson Connect Services](#)

Related topics

[Wi-Fi Networking](#)

Epson Connect Solutions for Smartphones, Tablets, and More

Use your smartphone, tablet, or computer to print and scan 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.

Print from anywhere with these Epson Connect solutions:

- Epson Email Print
- Epson Remote Print

Scan and send a file as an email or upload it to an online service directly from your Epson product with Epson Scan to Cloud.

[Setting Up Epson Connect Services](#)

[Using Epson Email Print](#)
[Using Epson Remote Print](#)
[Using Epson Scan to Cloud](#)

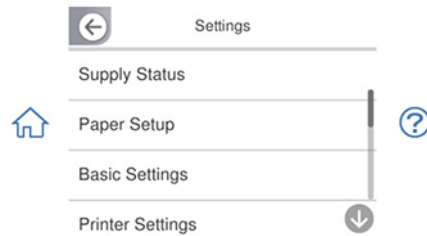
Parent topic: [Product Basics](#)

Setting Up Epson Connect Services

If you did not activate your product's email address for use with Epson Connect when you set up your product, you can activate it using the product control panel.

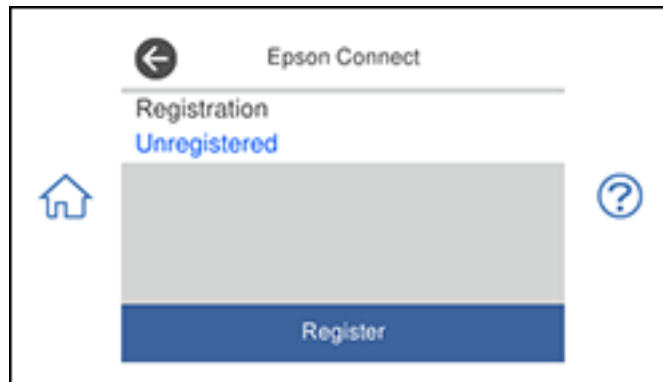
1. Press the  home icon, if necessary.
2. Select **Settings**.

You see a screen like this:



3. Select **Web Service Settings**.
4. Select **Epson Connect Services**.

You see a screen like this:



5. Select **Register**.
6. Follow the instructions on the screen to activate your product's email address.

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

Related topics

[Wi-Fi 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, see the link below to use your product control panel to activate your unique email address. Or visit epson.com/connect (U.S.) or epson.ca/connect (Canada) 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 tasks

[Setting Up Epson Connect Services](#)

Related topics

[Wi-Fi 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 tasks

[Setting Up Epson Connect Services](#)

Related topics

[Wi-Fi Networking](#)

Using Epson Scan to Cloud

The Epson Scan to Cloud service allows you to scan and send a file as an email or upload it to an online service directly from your Epson product. Register an email address or online services such as Box, DropBox, Evernote, or Google Drive with your Epson Connect account.

1. Connect your Epson product to your 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 and password.

3. Visit epsonconnect.com to sign into your account with the email address and password you selected.
4. Select your product, select **Scan to Cloud**, and select **Destination List**.
5. Click **Add**, then follow the instructions on the screen to create your destination list.
6. Now you are ready to use Scan to Cloud. Select the setting for scanning to Scan to Cloud on your Epson product control panel.

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

Using AirPrint

AirPrint enables instant wireless printing from iPhone, iPad, iPod touch, and Mac without the need to install drivers or download software.



Note: If you disabled paper configuration messages on your product control panel, you cannot use AirPrint. See the link below to enable the messages, if necessary.

1. Load paper in your product.
2. Set up your product for wireless printing. See the link below.
3. Connect your Apple device to the same wireless network that your product is using.
4. Print from your device to your product.

Note: For details, see the AirPrint page on the Apple website.

Parent topic: [Product Basics](#)

Related tasks

[Controlling the Paper Settings Screen](#)

Related topics

[Wi-Fi Networking](#)

Setting Up Printing on a Chromebook

Your Epson printer supports native printing on Chromebook, allowing you to print from a Chromebook without drivers or cables.

For directions on setting up your printer, visit [Setting Up Your Epson Printer on Your Chromebook](#) (U.S.) or [Setting Up Your Epson Printer on Your Chromebook](#) (Canada).

Parent topic: [Product Basics](#)

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.

Note: Operations may differ depending on the device.

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 Networking](#)

Using Epson Print and Scan App with Windows Tablets

You can use this free app to print photos and scan from your Windows (Windows 8 or higher) Surface RT or Pro tablet with networked Epson products. The Epson Print and Scan app allows you to scan and capture images right to your tablet or Microsoft OneDrive.

Note: The Epson Print and Scan app does not support Windows 10 Mobile printing and does not supply scanning functions for products without scanners.

1. Connect your Epson product to your wireless network. See the link below.
2. Download the Epson Print and Scan app from the Microsoft Windows Store.
3. Connect your Windows tablet to the same wireless network as your product.
4. Open the Epson Print and Scan app and select your Epson product.

Now you are ready to print photos or scan.

Parent topic: [Product Basics](#)

Related topics

[Wi-Fi 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). Some Amazon Fire tablets also use the Mopria Print Service.

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 Networking](#)

Wi-Fi Networking

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

[Network Security Recommendations](#)

[Wi-Fi Infrastructure Mode Setup](#)

[Setting Up Wireless Printing from a Smartphone or Tablet](#)

[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.

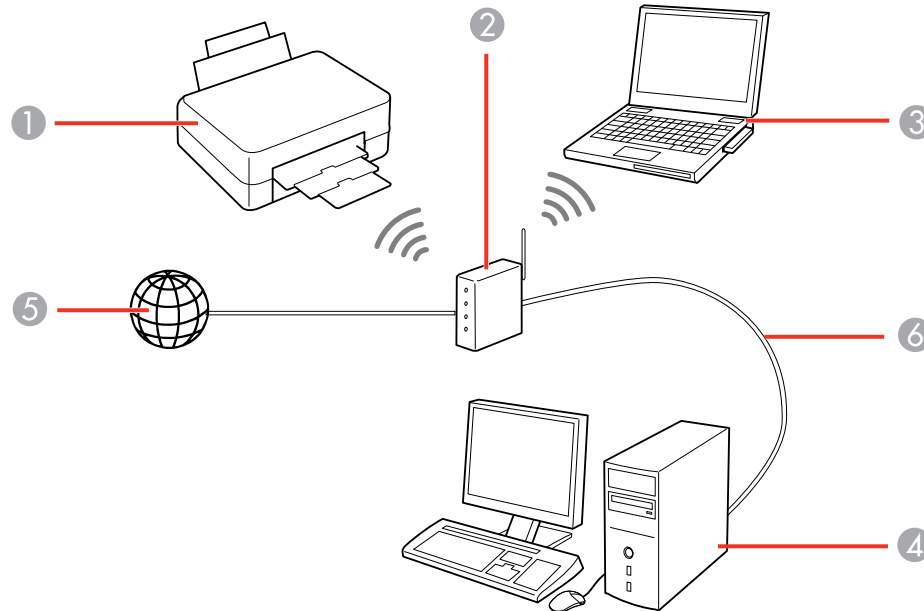
- **Change the default administrator password on your product**

If your product has the 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 Networking](#)

Wi-Fi Infrastructure Mode Setup

You can set up your product to communicate with your computer using a wireless router or access point. The wireless router or access point can be connected to your computer over a wireless or wired network.



- 1 Epson product
- 2 Wireless router or access point
- 3 Computer with a wireless interface
- 4 Computer
- 5 Internet
- 6 Ethernet cable (used only for wired connection to the wireless router or access point)

[Selecting Wireless Network Settings from the Control Panel](#)

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

Selecting Wireless Network Settings from the Control Panel

You can select or change wireless network settings using your product control panel.

To install your product on a wireless network, follow the instructions on the *Start Here* sheet and install the necessary software by downloading it from the Epson website. The installer program guides you through network setup.

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.

1. Press the  home icon, if necessary.
2. Select the  icon.

You see a screen like this:



3. Select **Wi-Fi**.
4. Select **Start Setup** or **Change Access Point**.
5. Select **Wi-Fi Setup Wizard**.
6. Select the name of your wireless network or select **Enter Manually** to enter the name manually. Use the displayed keyboard to enter your network name.

7. Select the **Enter Password** field and enter your wireless password using the on-screen keyboard.



Note: The network name and password are case sensitive. Be sure to correctly enter uppercase and lowercase letters, and numeric or special characters.

- To move the cursor, press the left or right arrows.
 - To change the case of letters, select .
 - To delete the previous character, select .
 - To enter numbers and symbols, select .
 - To enter a space, select .
8. Select **OK** when you finish entering your password.
9. Confirm the displayed network settings and select **Start Setup** to save them.
10. Do one of the following:
- If setup was successful, select **Close** to exit. (This screen will automatically close after a few seconds.)
 - If setup was unsuccessful, select **Print Check Report** to print a network setup report or select **Re-enter** to re-enter your network name and password.
11. Press the  home icon to return to the Home screen.

The  Wi-Fi icon displayed on the LCD screen indicates your wireless connection status. If the product is not connected to the network, you may have selected the wrong network name or entered the password incorrectly. Repeat these steps to try again.

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

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

Related references

[Status Icon Information](#)

Related tasks

[Entering Characters on the LCD Screen](#)

Setting Up Wireless Printing from a Smartphone or Tablet

You can use the Epson Smart Panel app to connect your Epson product to a wireless network or connect your device directly to the product. Epson Smart Panel is available on iOS and Android devices.

Make sure you have the following:

- A Bluetooth-enabled device that is connected to a wireless network
- The Epson Smart Panel app installed on the device
- The wireless network name (SSID) and password

Note: Your device must be close enough to the product to create and maintain a Bluetooth connection.

1. Make sure the product is turned on and is ready to print.

Note: You must perform initial setup and ink installation before setting up wireless printing.

2. Open the Epson Smart Panel app on your device.
3. Do one of the following:
 - If the app automatically recognizes the product, follow the on-screen instructions to set up the wireless connection.
 - If the app does not automatically recognize the product, select the **+** icon and continue with the next step.

4. On the next screen, select the option to set up a new product and follow the on-screen instructions.

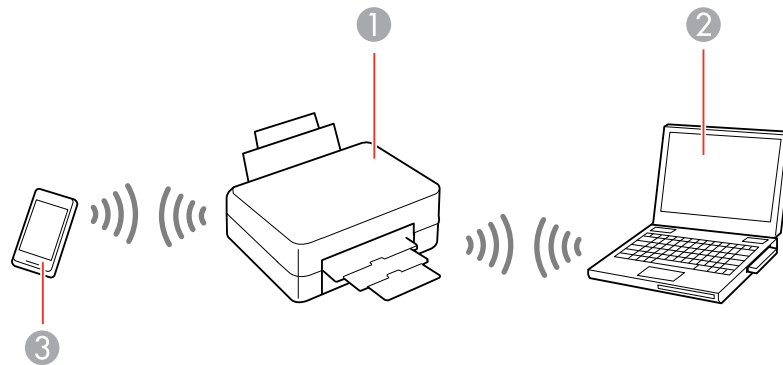
Note: If your product is not listed, move closer to the product and try again. If the product is still not shown, use the control panel to connect it to the wireless network. Once connected, in the Epson Smart Panel app, select the option to connect to a product that is already on a wireless network and follow the on-screen instructions. See the link below for wireless setup instructions.

Your product is now connected to a wireless network and set up for use with the Epson Smart Panel app.

Parent topic: [Wi-Fi 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 \(Simple AP\)](#)

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

Enabling Wi-Fi Direct Mode (Simple AP)

You can enable Wi-Fi Direct mode to allow direct communication between your product and computer, mobile devices, or other devices (up to 8) without a wireless router or access point.

Note: Make sure the Epson Smart Panel app or another compatible Epson printing app is installed on your mobile device before connecting to the product.

1. Press the  home icon, if necessary.
2. Select **Smartphone connect**.
 - If your product is not connected to a wireless network, go to the next step.
 - If your product is already connected to a wireless network, select **Other Methods** and then continue to the next step.
3. Select **Start Setup** or **Change Access Point..**
4. Select **Other Methods**.
5. Do one of the following:
 - For iOS devices, select **iOS**. Scan the QR code with the camera app on your device and follow the instructions on your device.
 - For Android devices, select **Android**. Scan the QR code with the camera app on your device and follow the instructions on your device.
 - For other types of devices, select **Other OS Devices**. Press the down arrow button to display the product information, then use your device to select the Wi-Fi network name (SSID) displayed on the LCD screen and enter the password shown.
6. Open the Epson Smart Panel app (or another compatible Epson printing app) on your device, then press the down arrow button on your product's control panel to view the product information. Use the information on the product's LCD screen to select your product in the Epson Smart Panel app.
7. Select **Complete** on the LCD screen.



The  Wi-Fi Direct icon is displayed on the LCD screen and indicates if Wi-Fi Direct is enabled on the product.

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

Related references

[Status Icon Information](#)

Related tasks

[Using the Epson Smart Panel Mobile App](#)

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 device's software. Check your network product documentation for details.

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

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

Using WPS to Connect to a Network

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

1. Press the  home button, if necessary.
2. Press the   icon.

You see a screen like this:



3. Select **Wi-Fi**.
4. Select **Start Setup**.
5. Select **Push Button Setup (WPS)**.
6. Follow the instructions on the LCD screen to complete WPS setup.

7. Press the  home button to exit.

You see the  icon on the LCD screen and should be able to connect to your product directly from your computer or device, and then print. If you are printing from a computer, make sure you installed the network software as described on the *Start Here* sheet.

Note: If you don't see the  icon, repeat these steps to try again.

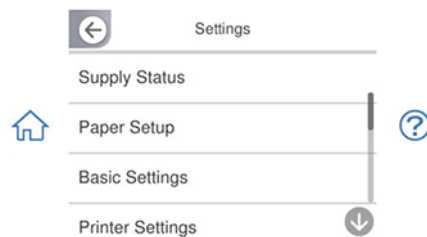
Parent topic: [Wi-Fi Protected Setup \(WPS\)](#)

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.

1. Make sure a few sheets of plain paper are loaded in the lower cassette.
2. Press the  home button, if necessary.
3. Select **Settings**.

You see a screen like this:



4. Select **Network Settings > Network Status**.
5. Select **Print Status Sheet**.
6. Select **Print**.

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

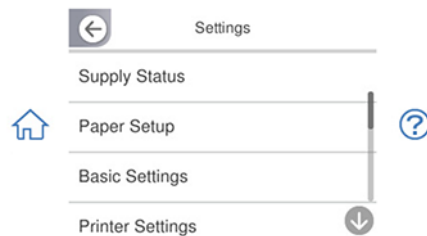
Parent topic: [Wi-Fi Networking](#)

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.

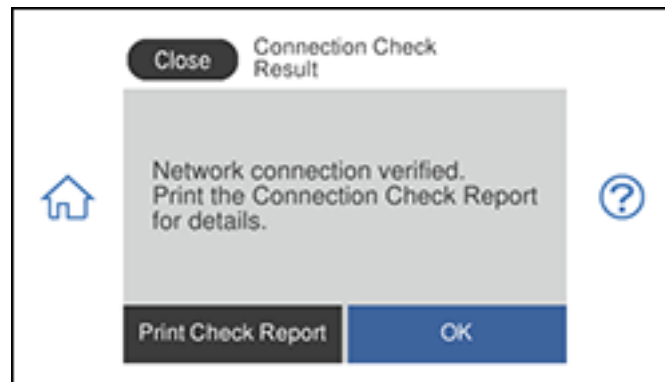
1. Make sure a few sheets of plain paper are loaded in the lower cassette.
2. Press the  home icon, if necessary.
3. Select **Settings**.

You see a screen like this:



4. Select **Network Settings > Connection Check**.

You see a screen like this:



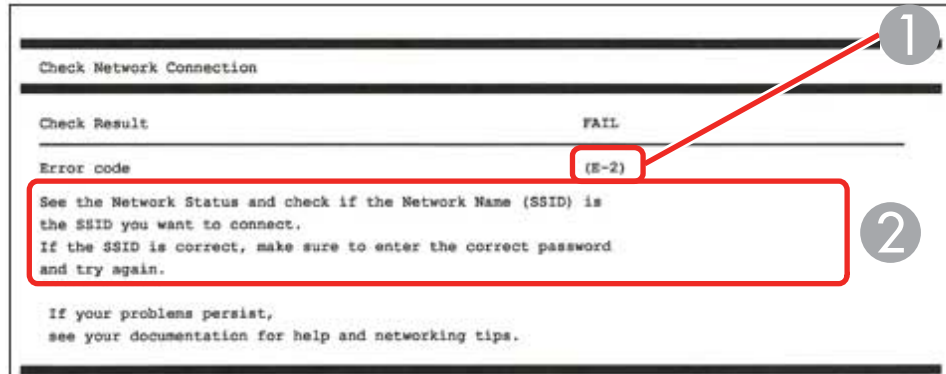
5. Select **Print Check Report** to print the network connection report.
- Examine any error codes and solutions shown on the network connection report.

Network Connection Report Codes and Messages

Parent topic: [Wi-Fi 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 at 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
E-1 Confirm that the network cable is connected and network devices such as a 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 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
E-2, E-3, or E-7 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. 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. 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.	Check the following: • 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
E-5 Security mode (e.g. WEP, WPA) does not match the current setting of the printer. Confirm security mode, and contact the network administrator for assistance.	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. • 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 • WPA3-SAE (AES)
E-6 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.	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. If your router or access point is using shared authentication with WEP security, confirm that you are using the correct authentication key and index. 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.
E-8 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.	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. You can also try turning off your product and the router or access point, waiting about 10 seconds, and turning them on again.

Error code and message	Solution
E-9 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.	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. 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.
E-10 Confirm IP address, subnet mask, and default gateway setup. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.	Make sure other devices on the network are turned on and do the following: • 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. If you still cannot connect to your product, turn off your router or access point, wait about 10 seconds, and turn it on again.
E-11 Setup is incomplete. Confirm default gateway setup. Connection using the EpsonNet Setup is available. Contact your network administrator for assistance.	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.

Error code and message	Solution
E-12 Confirm the following: -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 Contact your network administrator for assistance.	Make sure other devices on the network are turned on and do the following: • 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. If you still cannot connect to your product, do the following: • 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.
E-13 Confirm the following: -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 Contact your network administrator for assistance.	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. If you still cannot connect to your product, do the following: • 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.
The same SSID as Wi-Fi Direct exists in the environment. Change the Wi-Fi Direct SSID if you cannot connect a smart device to the printer.	Change the Wi-Fi Direct SSID. You can change the network name after "DIRECT-XX-". The custom name must be 22 characters or less.

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.

[Administrator Password Instructions](#)

[Accessing the Web Config Utility](#)

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

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

[Disabling Wi-Fi Features](#)

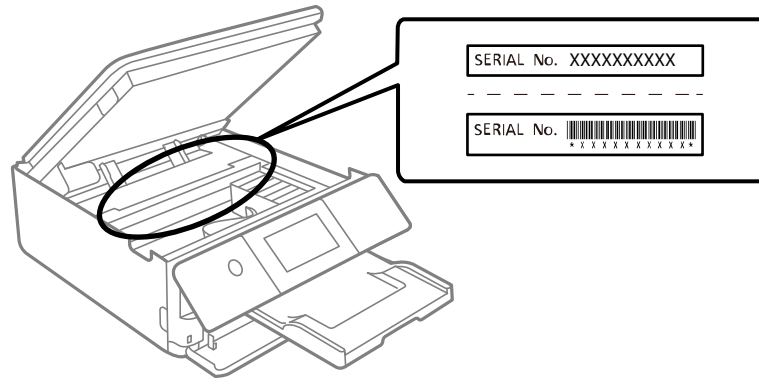
Parent topic: [Wi-Fi Networking](#)

Administrator Password Instructions

You can set an administrator password to prevent unauthorized access or changes to general product settings and network settings stored in the product when connecting to a network.

The default administrator password is the product's serial number and it is printed on the product's label. The label is located on the side where the cover is opened, the back, or the bottom, depending on the

product. We recommend that you change the initial password before you start using your product. (The default user name is blank.)



You must enter the current administrator password when performing the following operations:

- Updating your product's firmware from a computer or smart device
- Accessing the advanced security settings in Web Config
- Changing your product's network settings
- Using applications that can change the product's settings
- Changing the administrator password

You can change the administrator password from Web Config. The new password must be 8 characters or more. If you restore the product to default settings, the administrator password resets to the product serial number.

Note: If you forget the password or inadvertently set it, contact Epson for assistance.

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

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.

Note: You can also access the Web Config utility from the product information area in the Epson Smart Panel app.

1. Check your network status.
2. Note your product's IP address.
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.

Note: The printer uses a self-signed certificate when accessing HTTPS. This may cause a warning message when you access Web Config. This does not indicate a problem and can be ignored.

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 concepts

[Uninstall Your Product Software](#)

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 concepts

[Uninstall Your Product Software](#)

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.

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.

1. Press the  home button, if necessary.
2. Press the   icon.

You see a screen like this:



3. Select **Wi-Fi**.
4. Select **Change Access Point**.

5. Select **Others**.
6. Select **Disable Wi-Fi**.
7. Select **Start Setup** to disable Wi-Fi.

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

Related tasks

[Printing a Network Status Sheet](#)

Loading Paper

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

[Loading Paper in Cassette 1 \(Upper Cassette\)](#)

[Loading Paper in Cassette 2 \(Lower Cassette\)](#)

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

[Turning Off the Paper Mismatch Alert](#)

[Paper Loading Capacity](#)

[Double-sided Printing Capacity](#)

[Available Epson Papers](#)

[Borderless Paper Type Compatibility](#)

[Controlling the Paper Settings Screen](#)

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

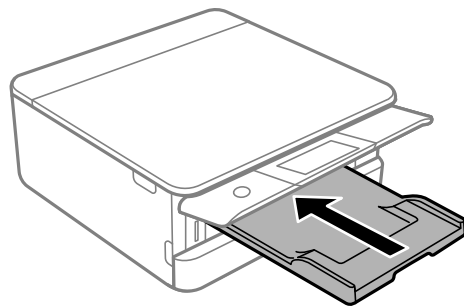
Loading Paper in Cassette 1 (Upper Cassette)

You can load photo paper and other media in these sizes in the upper paper cassette:

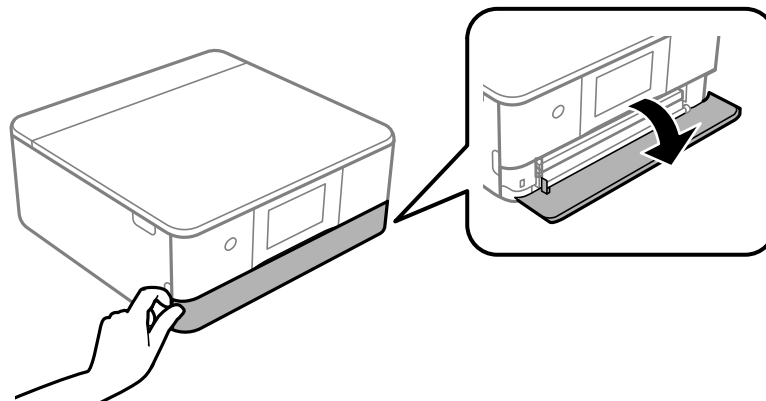
- 3.5 × 5 inches (89 × 127 mm)
- 4 × 6 inches (102 × 152 mm)
- 5 × 7 inches (127 × 178 mm)
- 16:9 wide (4 × 7.1 inches [102 × 181 mm])
- A6 (4.1 × 5.8 inches [105 × 148 mm])

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

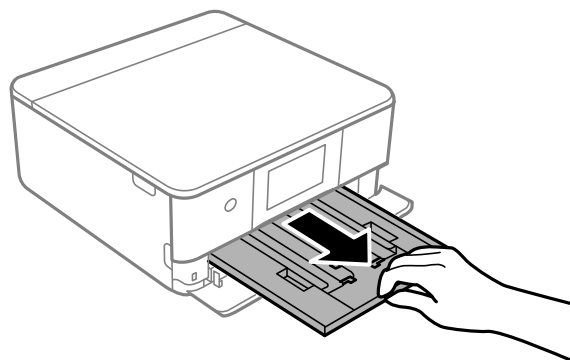
1. Close the output tray by selecting the  **Output Tray** icon on the Home screen, if necessary.



2. Open the front cover.

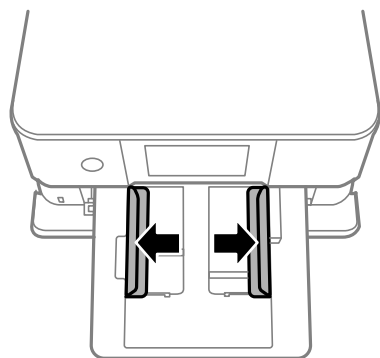


3. Slide out the upper paper cassette.

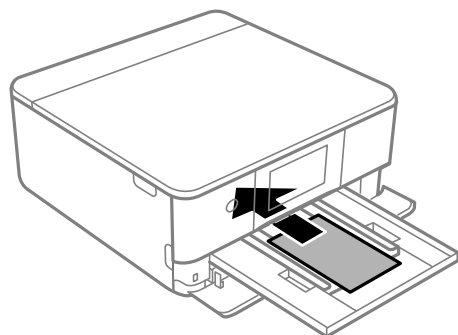


Note: If the cassette is too far inside the product to reach, turn the product off and on again to reset the cassette's position.

4. Slide the edge guides outward.

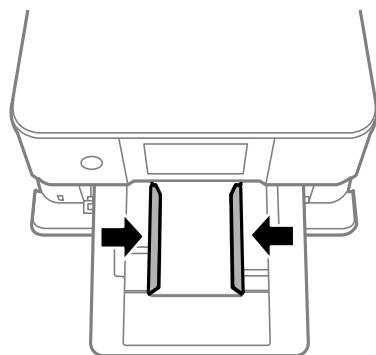


5. Insert paper in the cassette with the glossy or printable side facedown.

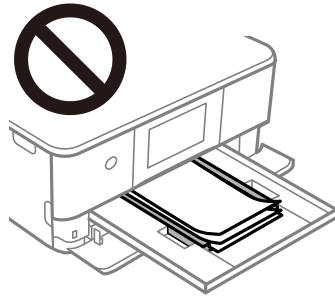


Note: Make sure the paper is loaded against, but does not extend beyond, the rear edge of the cassette.

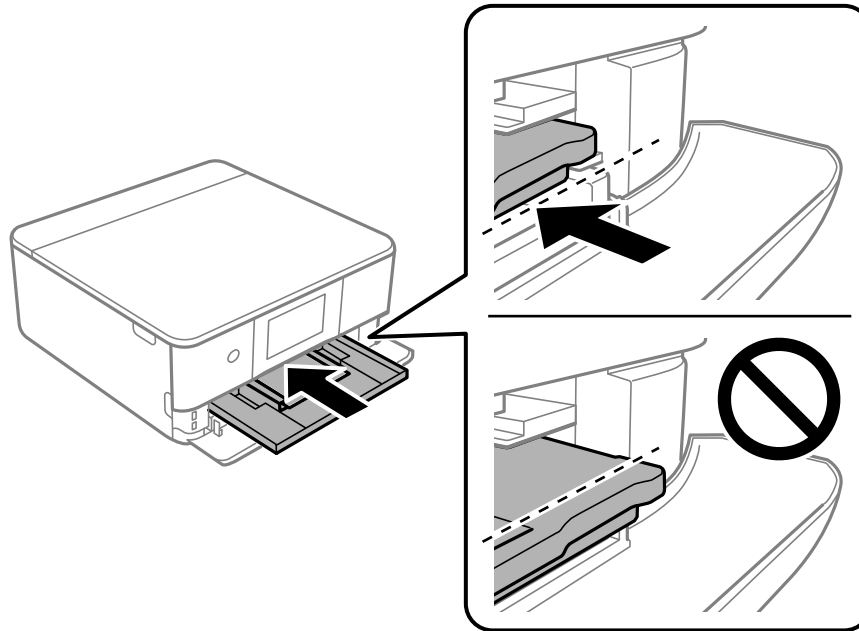
6. Slide the side edge guides against the paper, but not too tightly.



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



7. Keeping the cassette flat, slide it into your product.



8. Select the size and type of paper you just loaded on the product LCD screen, if prompted.
The output tray extends automatically when you print.

Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first and printable side facedown.
- Make sure the paper is under the tabs on the edge guides and not sticking out from the end of the cassette.
- Check the paper package for any additional loading instructions.

Parent topic: [Loading Paper](#)

Related references

[Paper Loading Capacity](#)

[Double-sided Printing Capacity](#)

[Paper or Media Type Settings - Control Panel](#)

Related tasks

[Loading Paper in Cassette 2 \(Lower Cassette\)](#)

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

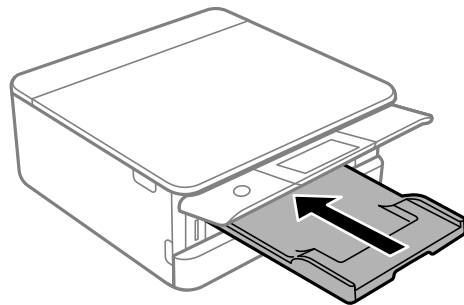
[Controlling the Paper Settings Screen](#)

Loading Paper in Cassette 2 (Lower Cassette)

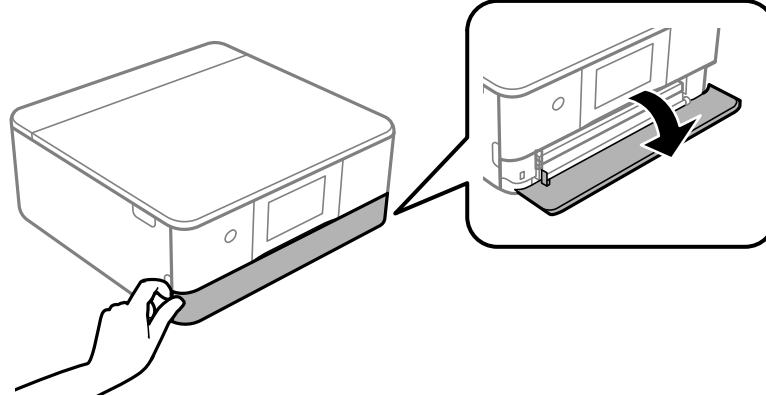
You can load paper up to this size in the lower paper cassette: Legal (8.5 × 14 inches [216 × 356 mm]).

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

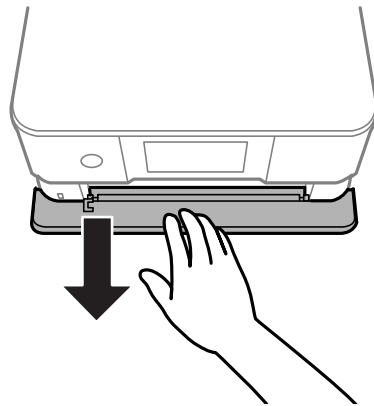
1. Close the output tray by selecting the  **Output Tray** icon on the Home screen, if necessary.



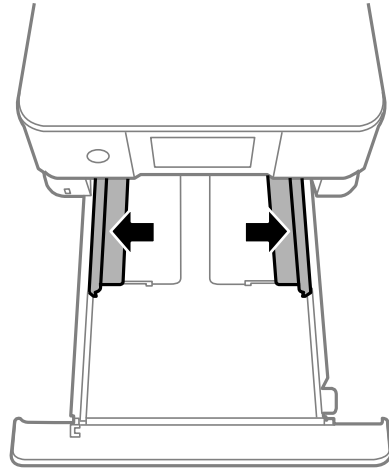
2. Open the front cover.



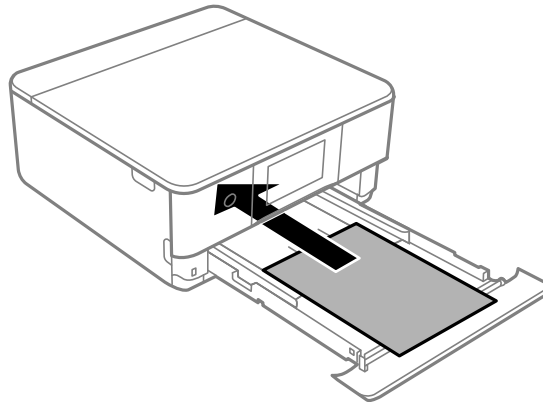
3. Pull on the front cover to slide out the lower paper cassette.



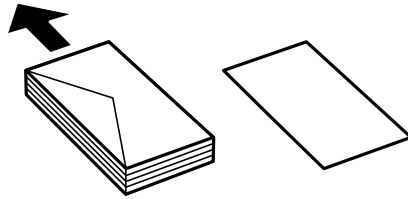
4. Slide the edge guides outward.



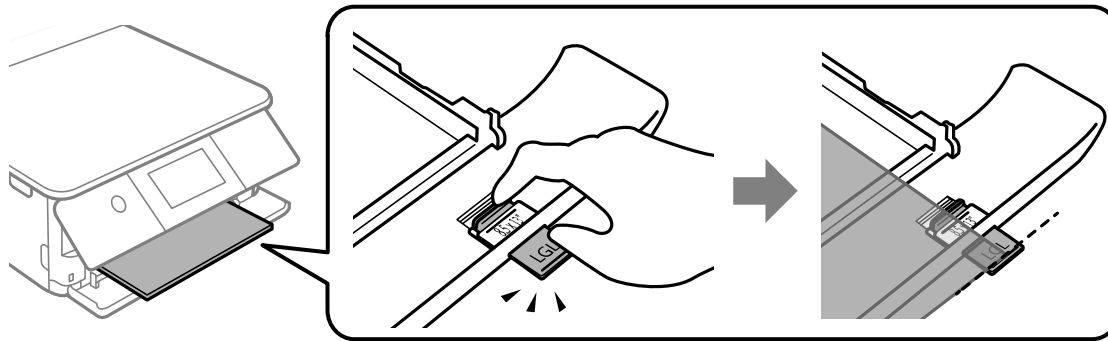
5. Do one of the following:
- Insert paper with the glossy or printable side face down.



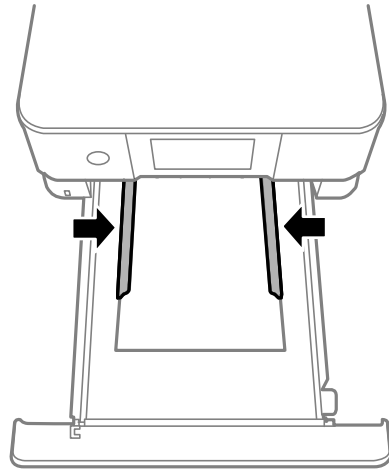
- Insert up to 10 envelopes, printable side down and flap edge left, as shown.



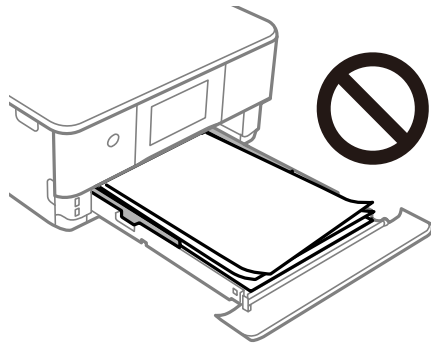
- For legal-size paper, extend the legal-size paper guide as shown. Load paper with the glossy or printable side facedown. Do not push on paper that extends beyond the cassette.



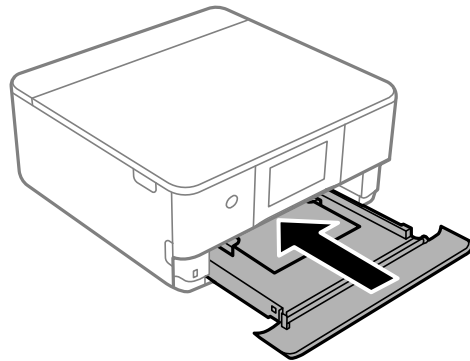
6. Slide the side edge guides against the paper, but not too tightly.



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



7. Keep the cassette flat as you slide it into your product.



Note: Leave enough space in front of the product for the paper to be fully ejected. Do not remove or insert the paper cassette while the product is operating.

8. Select the size and type of paper you just loaded on the product LCD screen, if prompted.

The output tray extends automatically when you print.

Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first and printable side down.
- Make sure the paper is under the tabs on the edge guides and not sticking out from the end 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.
- Check the paper package for any additional loading instructions.

Parent topic: [Loading Paper](#)

Related references

[Paper Loading Capacity](#)

[Double-sided Printing Capacity](#)

[Paper or Media Type Settings - Control Panel](#)

Related tasks

[Loading Paper in Cassette 1 \(Upper Cassette\)](#)

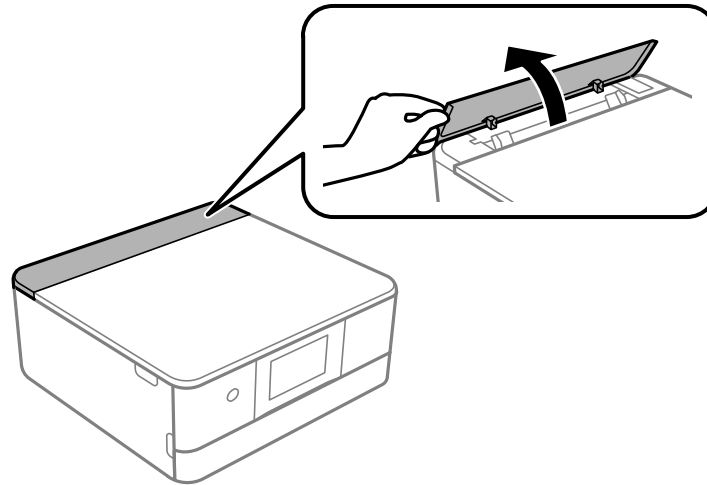
[Loading Paper in the Rear Paper Feed Slot](#)

[Controlling the Paper Settings Screen](#)

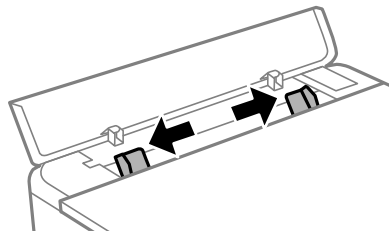
Loading Paper in the Rear Paper Feed Slot

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

1. Open the rear paper feed slot cover.

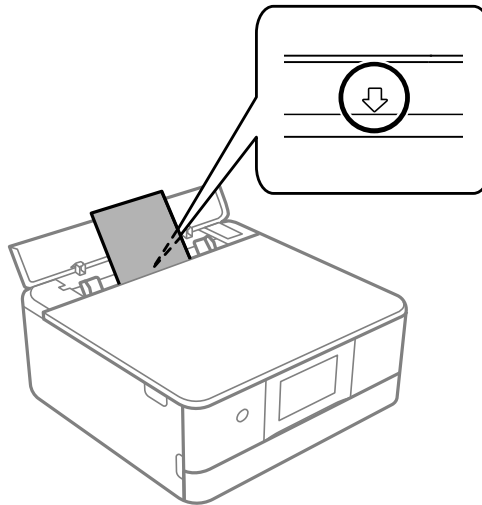


2. Slide the edge guides outward.

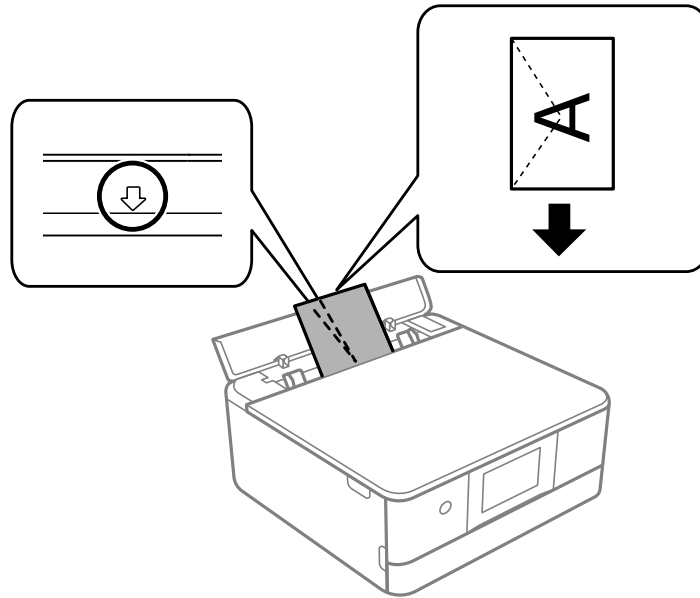


3. Do one of the following:

- Insert one sheet of paper, glossy or printable side up and short edge first, centered at the arrow mark.

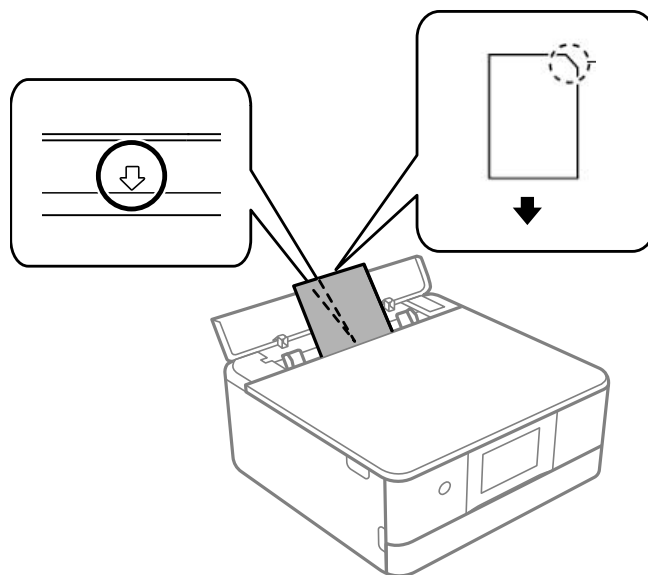


- Load one envelope centered at the arrow mark. Load it printable side up and flap edge left.

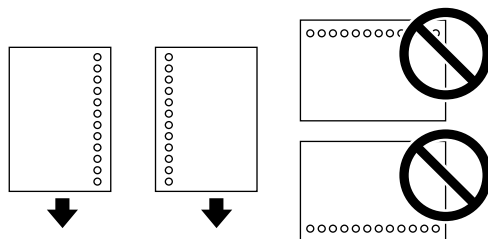


- Load a photo sticker centered at the arrow mark with the printable side up.

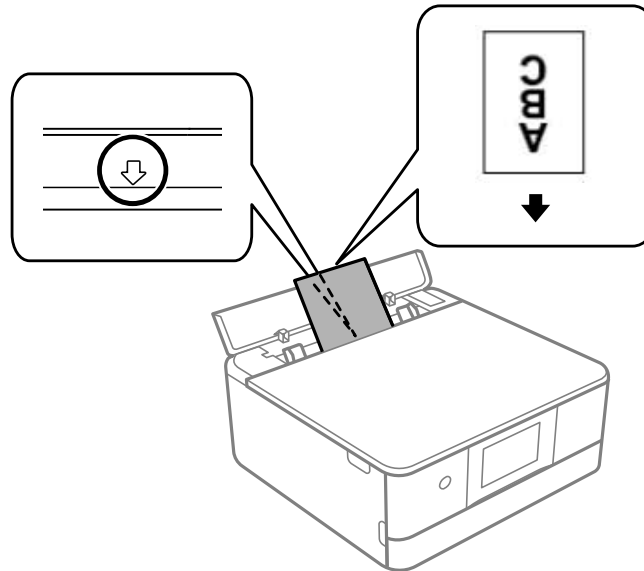
Note: Do not load any carrier sheets into this product.



- Load one sheet of loose-leaf or other paper with holes facing as shown.

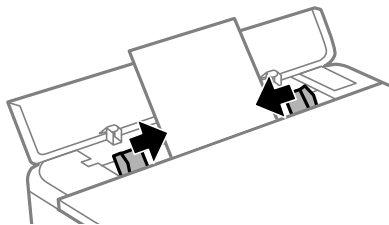


- Load one sheet of business card-sized paper glossy or printable side up and short edge first, centered at the arrow mark.



Note: Make sure you load business card-sized paper vertically in the rear paper feed slot. You may not be able to remove it if it is loaded horizontally.

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



5. If prompted by the product's LCD screen, select the size and type of the paper you loaded. The output tray extends automatically when you print.

Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first, no matter which way your document faces.
- Load letterhead or pre-printed paper top edge first.
- Do not load envelopes that are curled, folded, or too thin, or that have plastic windows.
- Check the paper package for any additional loading instructions.

Parent topic: [Loading Paper](#)

Related references

[Paper Loading Capacity](#)

[Double-sided Printing Capacity](#)

[Paper or Media Type Settings - Control Panel](#)

Related tasks

[Loading Paper in Cassette 1 \(Upper Cassette\)](#)

[Loading Paper in Cassette 2 \(Lower Cassette\)](#)

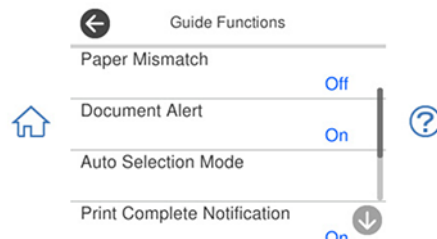
[Controlling the Paper Settings Screen](#)

Turning Off the Paper Mismatch Alert

The Paper Mismatch Alert warns you when the paper settings do not match the paper you loaded. You can turn off this feature from the product's control panel.

1. Press the  home button, if necessary.
2. Press the arrow buttons to select **Settings**.
3. Select **Guide Functions**.

You see this screen:



4. Select **Paper Mismatch**.
5. Set the **Paper Mismatch** setting to **Off**.
6. Select **Close** to exit.

Parent topic: [Loading Paper](#)

Paper Loading Capacity

You can load 1 sheet of paper or one envelope at a time in the rear paper feed slot. See the table here for the loading capacity of the paper cassettes.

Paper type	Load up to this many sheets	
	Cassette 2 (lower cassette)	Cassette 1 (upper cassette)
Plain paper	100 sheets	—
Epson Bright White Pro Paper Epson Presentation Paper Matte	80 sheets	—
Epson Premium Presentation Paper Matte	20 sheets	—
Epson Photo Paper Glossy Epson Premium Photo Paper Glossy Epson Ultra Premium Photo Paper Glossy Epson Premium Photo Paper Semi-gloss	20 sheets	20 sheets
Epson Ultra Premium Photo Paper Luster	20	—
Epson Premium Presentation Paper Matte Double-sided Epson Photo Quality Self-adhesive Sheets	1 sheet	—
Epson Iron-on Cool Peel Transfer paper	1	1

Paper type	Load up to this many sheets	
	Cassette 2 (lower cassette)	Cassette 1 (upper cassette)
Envelopes	10 envelopes	—

Parent topic: [Loading Paper](#)

Related references

[Double-sided Printing Capacity](#)

Double-sided Printing Capacity

Paper type	Size	Double-sided Printing Capacity	
		Auto	Manual
Plain paper Copier paper	Letter (8.5 × 11 inches [216 × 279 mm]) and A4 (8.3 × 11.7 inches [210 × 297 mm])	100 sheets (cassette 2)	30 sheets (cassette 2)
	Legal (8.5 × 14 inches [216 × 356 mm])	50 sheets (cassette 2)	30 sheets (cassette 2)
Epson Bright White Pro Paper	Letter (8.5 × 11 inches [216 × 279 mm]) and A4 (8.3 × 11.7 inches [210 × 297 mm])	80 sheets (cassette 2)	30 sheets (cassette 2)
Epson Premium Presentation Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm]) and A4 (8.3 × 11.7 inches [210 × 297 mm])	50 sheets (cassette 2)	1 sheet (cassette 2)

You cannot print double-sided on these paper types:

- Epson Photo Paper Glossy
- Epson Premium Photo Paper Glossy
- Epson Premium Photo Paper Semi-gloss
- Epson Ultra Premium Photo Paper Glossy
- Epson Premium Presentation Paper Matte
- Epson Iron-on Cool Peel Transfer paper

- Epson Ultra Premium Photo Paper Luster
- Epson Premium Photo Paper Semi-gloss
- Epson Presentation Paper Matte
- Epson Ultra Premium Presentation Paper Matte
- Epson Photo Quality Self-adhesive Sheets
- Epson Iron-on Cool Peel Transfer paper
- Envelopes

Parent topic: [Loading Paper](#)

Related references

[Paper Loading Capacity](#)

Available Epson Papers

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

Paper Type	Size	Part number	Sheet count
Epson Bright White Pro Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
Epson Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041809	50
		S042038	100
	Letter (8.5 × 11 inches [216 × 279 mm])	S041141	20
		S041649	50
Epson Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041271	100
		S041808	40
	5 × 7 inches (127 × 178 mm)	S041727	100
		S041464	20
	8 × 10 inches (203 × 254 mm)	S041465	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042183	25
		S041667	50

Paper Type	Size	Part number	Sheet count
Epson Ultra Premium Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S042181	60
		S042174	100
	5 × 7 inches (127 × 178 mm)	S041945	20
	8 × 10 inches (203 × 254 mm)	S041946	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042182	25
		S042175	50
Epson Ultra Premium Photo Paper Luster	Letter (8.5 × 11 inches [216 × 279 mm])	S041405	50
		S041913	100
Epson Premium Photo Paper Semi-gloss	4 × 6 inches (102 × 152 mm)	S041982	40
	Letter (8.5 × 11 inches [216 × 279 mm])	S041331	20
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	50
		S042180	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
		S041914	250
Epson Brochure & Flyer Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S042384	150
Epson Photo Quality Self-adhesive Sheets	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041106	10
Epson Iron-on Cool Peel Transfer paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041153	10

Parent topic: [Loading Paper](#)

Borderless Paper Type Compatibility

You can print borderless photos on compatible paper types in compatible sizes:

Borderless Paper Types

- Epson Photo Paper Glossy
- Epson Premium Photo Paper Glossy
- Epson Ultra Premium Photo Paper Glossy
- Epson Premium Photo Paper Semi-gloss
- Epson Ultra Premium Photo Paper Luster
- Epson Presentation Paper Matte

Borderless Paper Sizes

- 3.5 × 5 inches (89 × 127 mm)
- 4 × 6 inches (102 × 152 mm)
- 5 × 7 inches (127 × 178 mm)
- 8 × 10 inches (203 × 254 mm)
- Letter (8.5 × 11 inches [216 × 279 mm])
- A4 (8.3 × 11.7 inches [210 × 297 mm])

Parent topic: [Loading Paper](#)

Related references

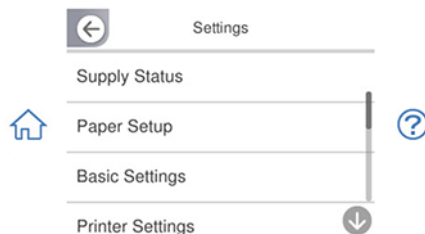
[Printable Area Specifications](#)

Controlling the Paper Settings Screen

You can control whether the paper settings selection screen appears after paper is loaded.

1. Press the  home button, if necessary.
2. Select **Settings**.

You see a screen like this:



3. Select **Printer Settings**.
4. Select **Paper Source Setting**.
5. To enable or disable the automatic display of the paper settings selection screen after paper is loaded in the cassettes, select the appropriate **Paper Setup Auto Display** setting.

Note: You will be unable to print over AirPrint if you disable this setting.

[Paper or Media Type Settings - Control Panel](#)

Parent topic: [Loading Paper](#)

Paper or Media Type Settings - Control Panel

For this paper	Select this Paper Type setting
Plain paper Copier paper Epson Bright White Pro Paper Epson Iron-on Cool Peel Transfer paper Epson Photo Quality Self-adhesive Sheets	Plain Paper
Epson Ultra Premium Photo Paper Glossy	Ultra Glossy
Epson Premium Photo Paper Glossy	Prem. Glossy
Epson Photo Paper Glossy	Glossy
Epson Presentation Paper Matte	Presentation Matte

For this paper	Select this Paper Type setting
Epson Premium Photo Paper Semi-gloss	Prem. Semi-Gloss
Epson Ultra Premium Photo Paper Luster	Ultra Prem. Photo Luster
Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided Epson Ultra Premium Presentation Paper Matte Epson Brochure & Flyer Paper Matte Double-sided	Prem. Matte
Envelopes	Envelope

Parent topic: [Controlling the Paper Settings Screen](#)

Paper or Media Type Settings - Printer Software

For this paper	Select this paper Type or Media Type setting
Plain paper Epson Bright White Pro Paper Epson Iron-on Cool Peel Transfer paper Epson Photo Quality Self-adhesive Sheets	Plain Paper/Bright White Paper
Epson Ultra Premium Photo Paper Glossy	Ultra Premium Photo Paper Glossy
Epson Premium Photo Paper Glossy	Premium Photo Paper Glossy
Epson Photo Paper Glossy	Photo Paper Glossy
Epson Presentation Paper Matte	Presentation Paper Matte
Epson Premium Photo Paper Semi-gloss	Premium Photo Paper Semi-Gloss
Epson Ultra Premium Photo Paper Luster	Ultra Premium Photo Paper Luster

For this paper	Select this paper Type or Media Type setting
Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided Epson Ultra Premium Presentation Paper Matte Epson Brochure & Flyer Paper Matte Double-sided	Premium Presentation Paper Matte
Envelopes	Envelope

Note: The settings listed here are available only when printing from your computer; they do not apply to your product's control panel settings.

Parent topic: [Loading Paper](#)

Placing Originals on the Product

Follow the instructions here to place your original documents or photos on the product.

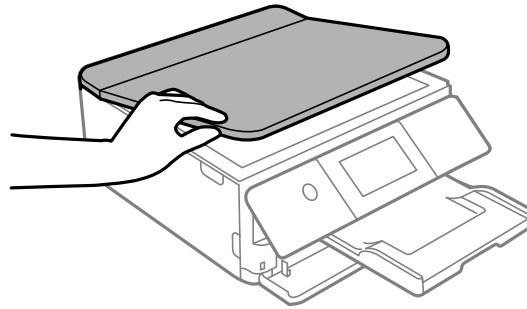
Caution: Do not place anything on top of your product or use its cover as a writing surface to avoid damaging it.

Placing Originals on the Scanner Glass

Placing Originals on the Scanner Glass

You can place originals up to this size on the scanner glass: Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]).

1. Open the document cover.

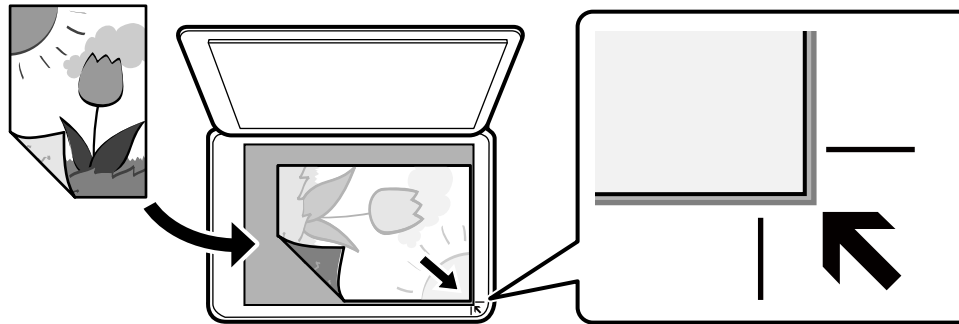


2. Clean any dust or stains from the scanner glass surface by wiping it with a soft, dry cloth.

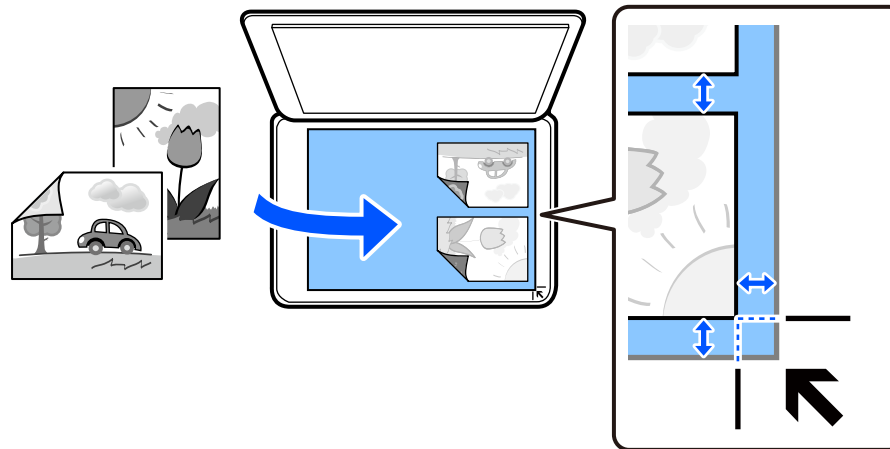
Note: If there is dust or stains on the glass, the scan area may extend to include the dust or stains.

3. Do one of the following to place your originals:

- **Single sheet:** Place your original facedown on the scanner glass with the top facing into the corner. Slide the original to the edges of the indicated corner.

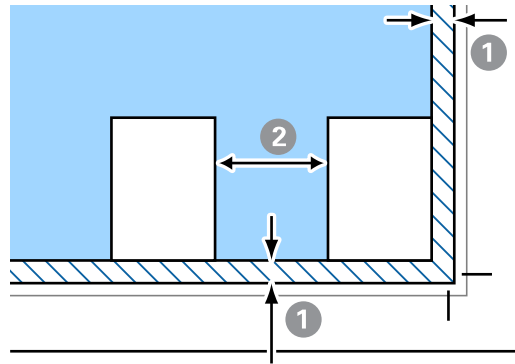


- **Multiple photos for copying:** You can place multiple photos of different sizes on the scanner glass to make separate copies. Make sure your photos are at least 0.2 inch (5 mm) away from each other and from the corner of the scanner glass. You can place photos up to this size: 4 × 6 inches (102 × 152 mm).



- **Multiple photos for scanning:** You can place multiple photos of different sizes on the scanner glass and save them separately using Epson ScanSmart. Make sure your photos are at least 0.6

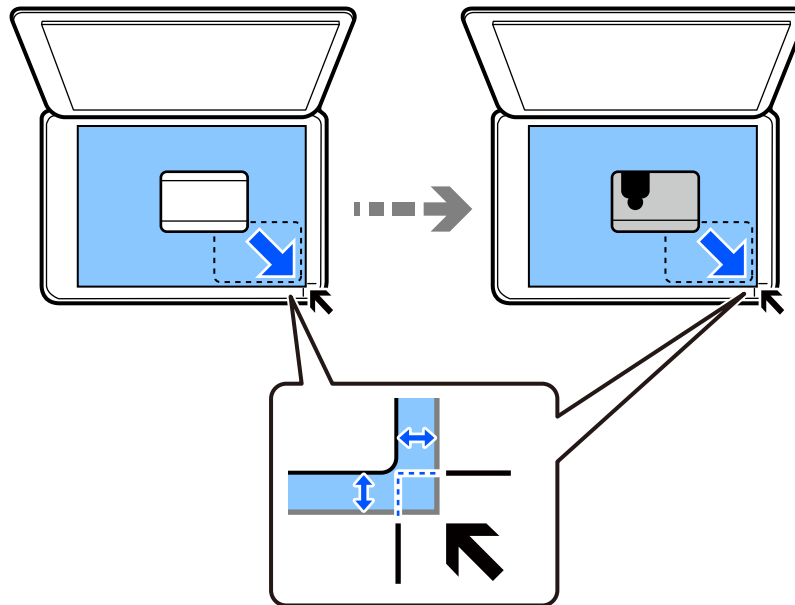
inch $\times$ 0.6 inch (15 $\times$ 15 mm) in size, and placed away from each other and the corner mark by at least the distances shown.



1 0.2 inch (4.5 mm)

2 0.8 inch (20 mm)

- **ID card:** Place an ID card 0.2 inch (5 mm) away from the corner of the scanner glass as shown.



4. Close the document cover gently to keep your original in place.

Caution: Do not push down on the document cover or scanner glass or you may damage the product.

Note: When placing bulky originals such as books, prevent external light from shining directly onto the scanner glass.

Remove your originals after scanning. If you leave the originals on the scanner glass for a long time, they may stick to the glass surface.

Parent topic: [Placing Originals on the Product](#)

Related tasks

[Scanning in Epson Scan 2](#)

Related topics

[Selecting Epson ScanSmart Settings](#)

Copying

See the information here to copy documents or photos using your product.

Note: Copies may not be exactly the same size as your originals.

[Copying Documents or Photos](#)

[Restoring Photos While Copying](#)

[Copying Books, ID Cards, or Borderless Photos](#)

[Copying Options](#)

Copying Documents or Photos

You can copy documents or photos onto various sizes and types of paper, including Epson special papers.

1. Place your original document or photo on the scanner glass.
2. Load the paper you want to print on.
3. Press the  home button, if necessary.
4. Select **Copy**.

You see a screen like this:



5. To print more than one copy, select **Copies** and use the displayed keypad to enter the number of copies.
6. Change any of the displayed settings as necessary.
7. Select **Advanced Settings** to view and change additional copy settings, if necessary.

8. Select **Preview** to preview your copy on the LCD screen.
9. When you are ready to copy, press the **Copy** icon.

Note: To cancel printing, select **Cancel**.

Parent topic: [Copying](#)

Related references

[Copying Options](#)

[Available Epson Papers](#)

Related topics

[Loading Paper](#)

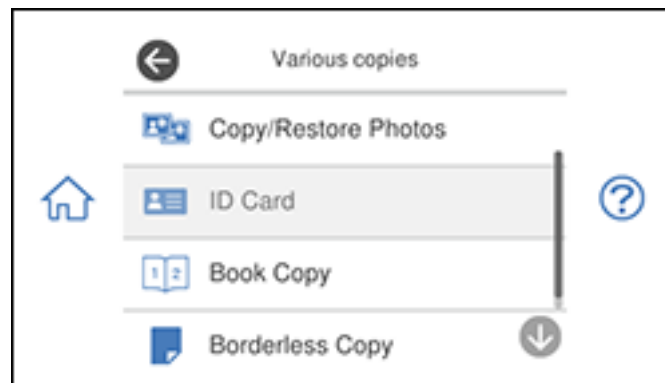
[Placing Originals on the Product](#)

Restoring Photos While Copying

You can restore the colors in faded photos as you copy them.

1. Load the paper you want to print on.
2. Press the  home icon, if necessary.
3. Select **Various Prints**.
4. Select **Various copies**.

You see a screen like this:



5. Select **Copy/Restore Photos**.
6. Make sure the **Restore Color** setting is set to **On**.
7. Select your other paper and print settings as necessary, then select **To Placing Originals**.
8. Place your original photos on the scanner glass. Make sure they are at least 0.2 in (5 mm) away from each other and the edge of the scanner glass.
9. Select **Start Scanning**.
Your originals are scanned and a preview with restored colors appears on the LCD screen.
10. If you need to edit the copy, select **Edit** and change any of these settings as necessary:
 - **Photo Adjustments**: Select **Fix Photo On** to improve the color, contrast, and sharpness of flawed photos.
 - **Filter**: Select **B&W** to apply a monochrome filter.
 - **Crop/Zoom**: Zoom in to enlarge a part of the photo and crop it.
11. To print more than one copy, select **photo(s)** and use the displayed numeric keypad to select the number of copies (up to 99).
12. When you are ready to copy, press the **Copy** icon.

Note: To cancel printing, select **Cancel**.

Parent topic: [Copying](#)

Related references

[Copying Options](#)

[Available Epson Papers](#)

Related topics

[Loading Paper](#)

[Placing Originals on the Product](#)

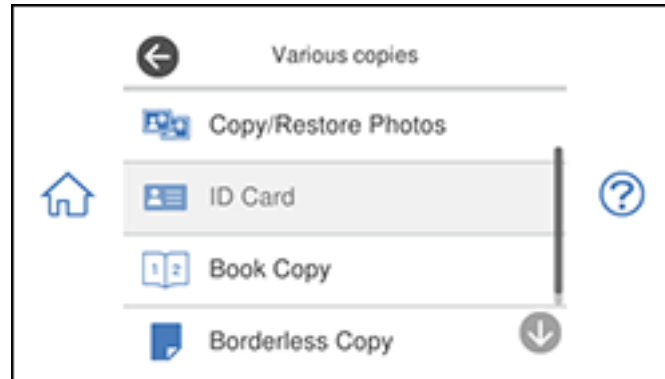
Copying Books, ID Cards, or Borderless Photos

You can copy two pages of a book or both sides of an ID card onto a single sheet of paper. You can also copy a photo and print it without any borders.

1. Load the paper you want to print on.
2. Press the  home icon, if necessary.

3. Select **Various Prints**.
4. Select **Various copies**.

You see a screen like this:



5. Select one of these options:
 - **ID Card**: Scan and copy both sides of an ID card onto one side of the paper.
 - **Book Copy**: Copy two facing pages of a book onto a single sheet of paper.

Note: Make sure the first page of your original is placed on the scanner glass as described on the LCD screen and select **Print Settings** to view and change the print settings, if necessary.

- **Borderless Copy**: Copy a photo with borders and remove the borders from the copy.
6. Place your book, card, or photo on the scanner glass.
 7. To print more than one copy, select **Copies** and use the displayed numeric keypad to select the number of copies (up to 99).
 8. Change any of the displayed settings as necessary.
 9. Select **Advanced Settings** to view and change additional copy settings, if necessary.
 10. Select **Preview** to preview your copy on the LCD screen.
 11. When you are ready to copy, press the **Copy** icon.

Note: To cancel copying, select **Cancel**.

12. For **ID Card** and **Book Copy**, follow any on-screen instructions to place the rest of your originals and select **Start Scanning**.

Parent topic: [Copying](#)

Related references

[Copying Options](#)

[Available Epson Papers](#)

Related topics

[Loading Paper](#)

[Placing Originals on the Product](#)

Copying Options

Select the copying options you want to use for your copies.

Note: Not all options or settings may be available, depending on other copying settings.

Copy

Copying option	Available settings	Description
Preview	—	Shows a preview of the scanned image
B&W	—	Copies the document in black and white
Color	—	Copies the document in color
2-Sided	1>1-Sided	Select to make 2-sided copies. When you select 1>2-Sided , also select the Advanced Settings tab to select the orientation and binding edge for your originals or copies.
	1>2-Sided	
Density selector	Varying levels	Adjusts the lightness or darkness of copies

Advanced Settings

Copying option	Available settings	Description
Reduce/Enlarge	Actual Size	Copies the original at its full size
	Auto Fit Page	Automatically sizes the image to fit the paper size you selected
	45%->195% and other conversions	Automatically converts from one size to another
Paper Setting	Cassette 1	Displays the currently selected paper size and type. You can select the paper source to use and adjust the paper size and type for each source.
	Cassette 2	
	Rear Paper Feed Slot	
Multi-Page	Single Page	Copies each page of the original onto an individual sheet
	2-up	Copies multiple page documents onto one sheet. Scroll down and select the document orientation and layout order settings as necessary.
Quality	Draft	Adjusts the quality of your copies
	Standard	
	High	
	Best	
Remove Background	Off	Removes or lightens the background color. May not remove very dark or vivid colors.
	On	
Clear All Settings	Yes	Restores all copy settings to product defaults.
	No	

Parent topic: [Copying](#)

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 with the Epson Standard Printer Software - Mac](#)

[Printing with Epson Photo+](#)

[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 or Photo - 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.

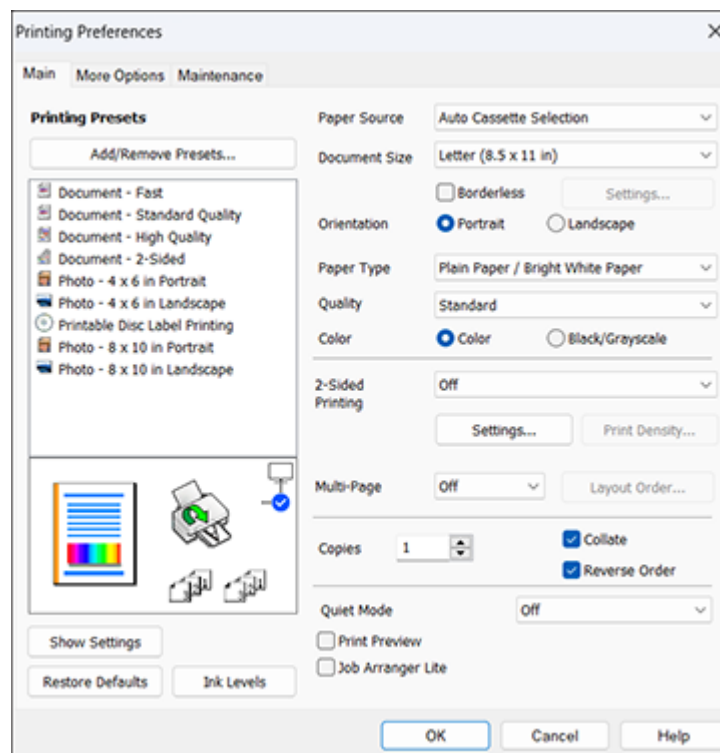
1. Open a photo or document for printing.
2. Select the print command in your application.

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. 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.

5. If you are printing a borderless photo, select **Borderless**. You can click **Settings** to access additional options for borderless printing.

Note: You must select a compatible borderless paper type and size to print without borders. Check the borderless paper compatibility list for details.

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. Select a Color option:

- To print a color document or photo, select the **Color** setting.
- To print text and graphics in black or shades of gray, select the **Black/Grayscale** setting.

10. To print on both sides of the paper, select a **2-Sided Printing** option.

11. 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.

12. To print multiple copies and arrange their print order, select the **Copies** options.

13. To reduce noise during printing, turn on **Quiet Mode** (printing will be slower).

14. To preview your job before printing, select **Print Preview**.

15. To save your print job as a project that can be modified and combined with other print jobs, select **Job Arranger Lite**.

[Paper Source Options - Windows](#)

[Print Quality Options - Windows](#)

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

Parent topic: [Printing with Windows](#)

Related references

[Double-sided Printing Capacity](#)

[Borderless Paper Type Compatibility](#)

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.

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

Cassette 1

Selects the paper in cassette 1 as the paper source.

Cassette 2

Selects the paper in cassette 2 as the paper source.

Cassette 1 > Cassette 2

Selects the paper in cassette 1 as the paper source and automatically switches to cassette 2 when cassette 1 is empty.

Rear Paper Feed Slot

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

Disc Tray

Selects the CD or DVD loaded in the CD/DVD tray.

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.

Best

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

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, 4-Up, 6-Up, 8-Up, 9-Up, and 16-Up

Prints several pages on one sheet of paper. Click the **Layout Order** button to select page layout and border options.

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

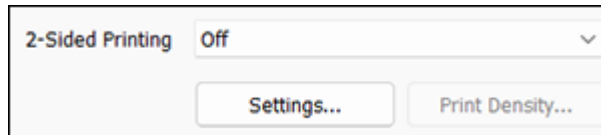
Prints one image on multiple sheets of paper to create a larger poster. Click the **Settings** button to select image layout and guideline options.

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

Selecting Double-sided Printing Settings - Windows

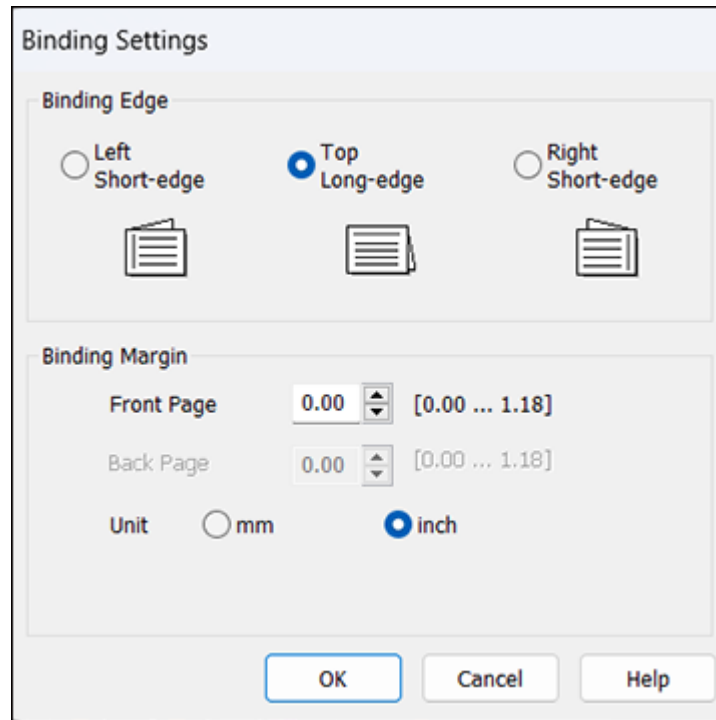
You can print on both sides of the paper by selecting one of the 2-Sided Printing options on the Main tab.

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.



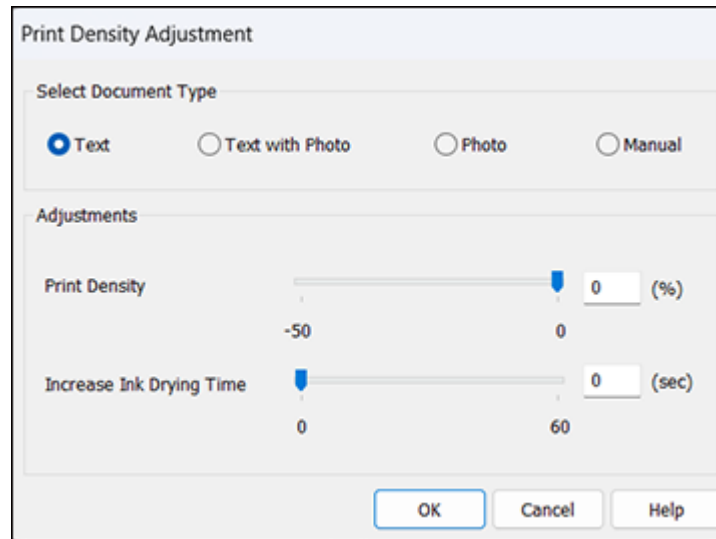
1. Select one of the following options for **2-Sided Printing**:
 - **Auto (Long-edge binding)** to print your double-sided print job by automatically flipping the paper on the long edge.
 - **Auto (Short-edge binding)** to print your double-sided print job by automatically flipping the paper on the short edge.
 - **Manual (Long-edge binding)** to print your double-sided print job by printing one side and prompting you to flip the paper over on the long edge to print the other side (recommended for paper types that do not support automatic duplexing).
 - **Manual (Short-edge binding)** to print your double-sided print job by printing one side and prompting you to flip the paper over on the short edge to print the other side (recommended for paper types that do not support automatic duplexing).
2. Click the **Settings** button.

You see a window like this:



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 references

[Double-sided Printing Capacity](#)

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.

You can right-click a setting in the dialog and select **Help** for additional information on each setting.

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.

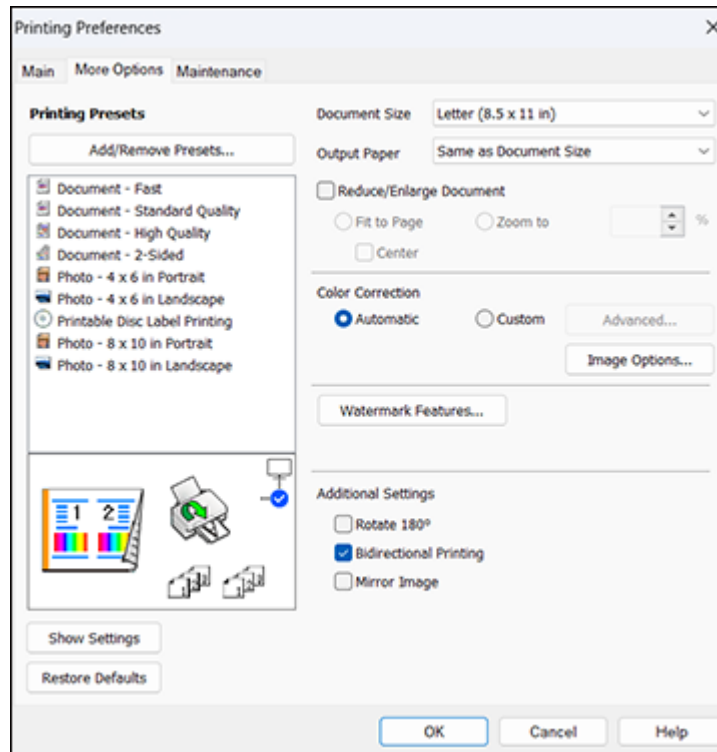
Increase Ink Drying Time

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 Color Correction options:
 - Select **Automatic** to automatically adjust the sharpness, brightness, contrast, and color saturation for your image.
 - Select **Custom** and click the **Advanced** button to manually adjust the color correction settings or turn off color management in your printer software.
 - Select **Image Options** to access additional settings for improving printed images.

Note: You can also select **Color Universal Print** settings.

3. To add the following features, click the **Watermark Features** button:
 - **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 Color Correction Options - Windows](#)

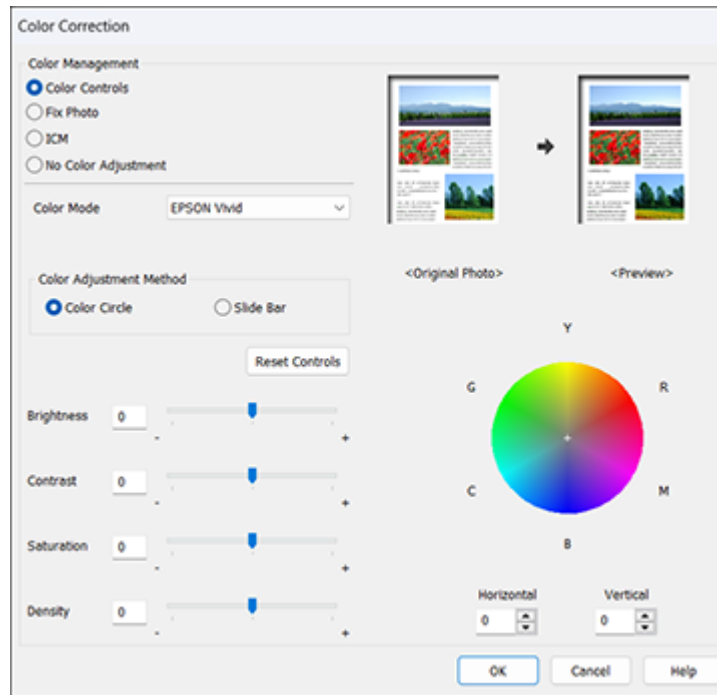
[Image Options and Additional Settings - Windows](#)

[Header/Footer Settings - Windows](#)

Parent topic: [Printing with Windows](#)

Custom Color Correction Options - Windows

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



Color Controls

Lets you select a **Color Mode** setting, individual settings for **Brightness**, **Contrast**, **Saturation**, and **Density**, and individual color tones. Depending on the selected color mode, you can also adjust the midtone density using the **Gamma** setting.

Fix Photo

Improves the color, contrast, and sharpness of flawed photos.

Note: Fix Photo uses a sophisticated face recognition technology to optimize photos that include faces. For this to work, both eyes and the nose must be visible in the subject's face. If your photo includes a face with an intentional color cast, such as a statue, you may want to turn off **Fix Photo** to retain the special color effects.

ICM

Lets you manage color using installed color printing profiles.

No Color Adjustment

Turns off color management in your printer software so you can manage color using only your application software.

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.

Fix Red-Eye

Reduces or removes red-eye in photos.

Print Text in Black

Prints colored text in black.

For Color Text

Prints colored text on a background pattern or underlined.

For Color Graphs and Images

Prints colored graphics and images with overlay patterns.

For Color Text, Graphs, and Images

Prints colored text, graphics, and images with overlay patterns.

Enhancement Options

Specifies Color Universal Print enhancement settings for text, graphics, and images.

Additional Settings Options**Rotate 180°**

Prints the image rotated 180° from its original orientation.

Bidirectional Printing

Prints in both directions (right-to-left and left-to-right), speeding up printing, but may reduce print quality.

Mirror Image

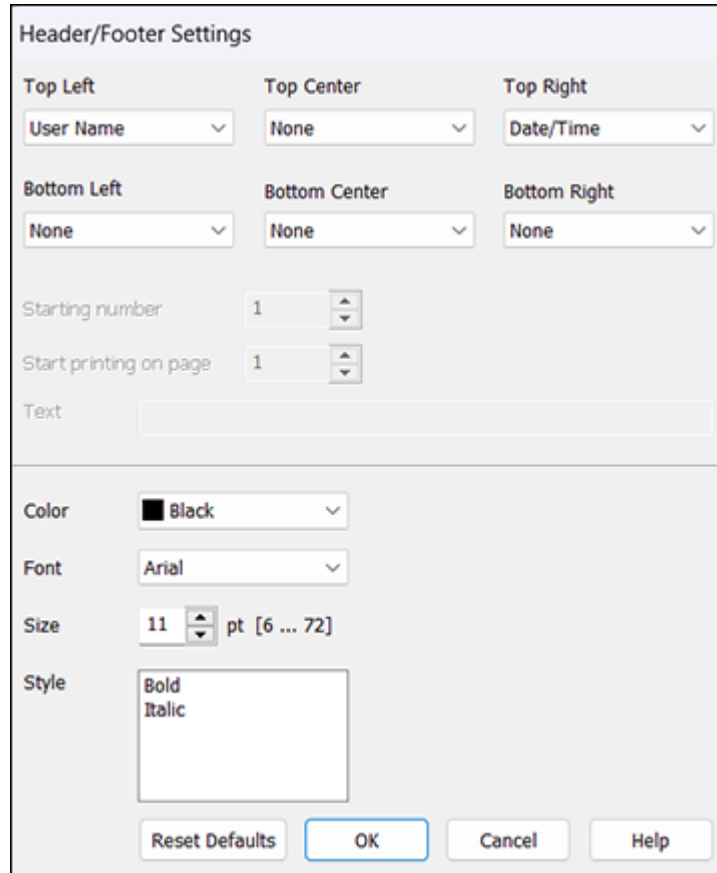
Flips the printed image left to right.

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.



The dialog box is titled "Header/Footer Settings". It contains several sections for configuring page headers and footers. The "Top Left" section has a dropdown menu set to "User Name". The "Top Center" section has a dropdown menu set to "None". The "Top Right" section has a dropdown menu set to "Date/Time". The "Bottom Left" section has a dropdown menu set to "None". The "Bottom Center" section has a dropdown menu set to "None". The "Bottom Right" section has a dropdown menu set to "None". Below these sections are two spinners: "Starting number" set to 1 and "Start printing on page" set to 1. There is a "Text" label followed by an empty text input field. The bottom section of the dialog box is for formatting, with "Color" set to "Black", "Font" set to "Arial", "Size" set to 11 pt, and a "Style" box containing "Bold" and "Italic". At the bottom are four buttons: "Reset Defaults", "OK", "Cancel", and "Help".

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

Bottom Left	Bottom Center	Bottom Right
None	None	None

Starting number: 1

Start printing on page: 1

Text:

Color: Black

Font: Arial

Size: 11 pt [6 ... 72]

Style: Bold, Italic

Buttons: Reset Defaults, OK, Cancel, Help

You can select to print the following information:

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

- Page Number
- Text

You can also adjust the text settings for the printed information.

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](#)

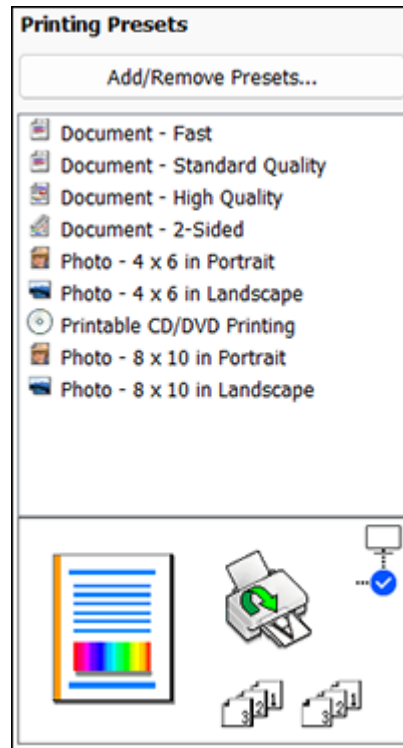
Selecting a Printing Preset - Windows

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 delete it, 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**.

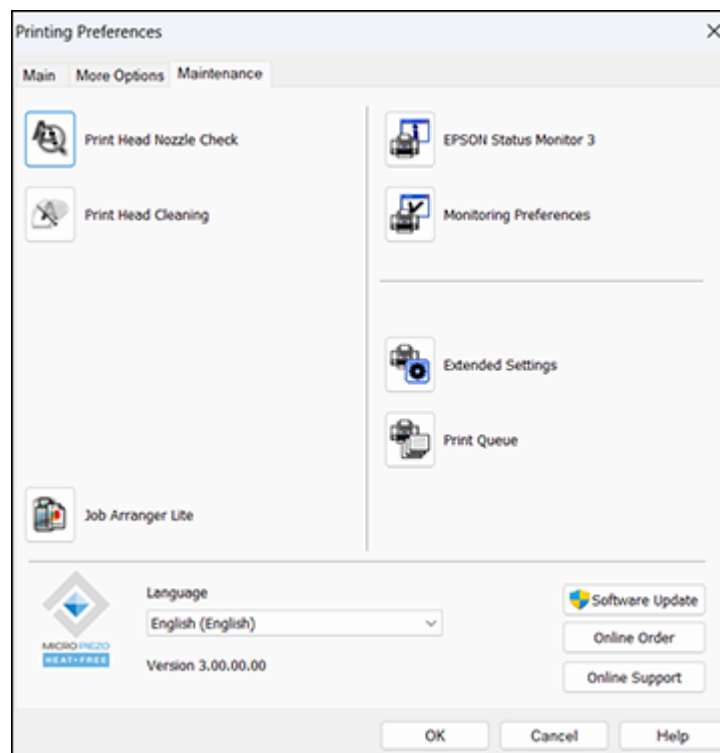
Parent topic: [Printing with Windows](#)

Selecting Extended Settings - Windows

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

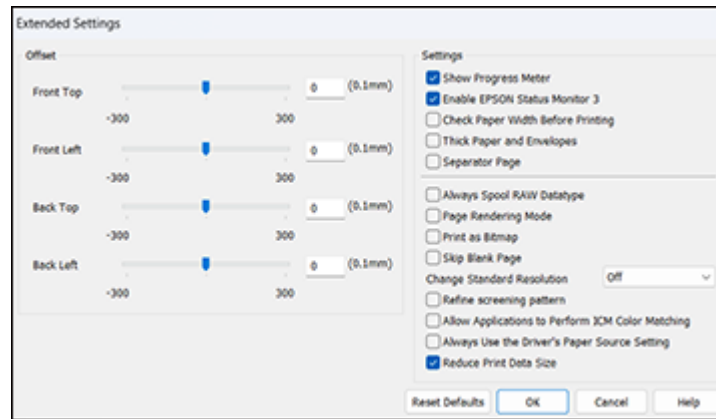
1. Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Printer Settings**.
3. Click the **Maintenance** tab.

You see the maintenance options:



4. Click the **Extended Settings** button.

You see this window:



5. Select any of the extended settings to customize your print.
6. Click **OK** to close the Extended Settings window.
7. 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.

Show Progress Meter

Displays the progress of print jobs as they are being printed.

Enable EPSON Status Monitor 3

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

Check Paper Width Before Printing

Prevents printing beyond the edges of the paper if the paper size setting is incorrect; may reduce print speed.

Thick Paper and Envelopes

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.

Allow Applications to Perform ICM Color Matching

Allows applications to perform ICM color matching.

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.

Reduce Print Data Size

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

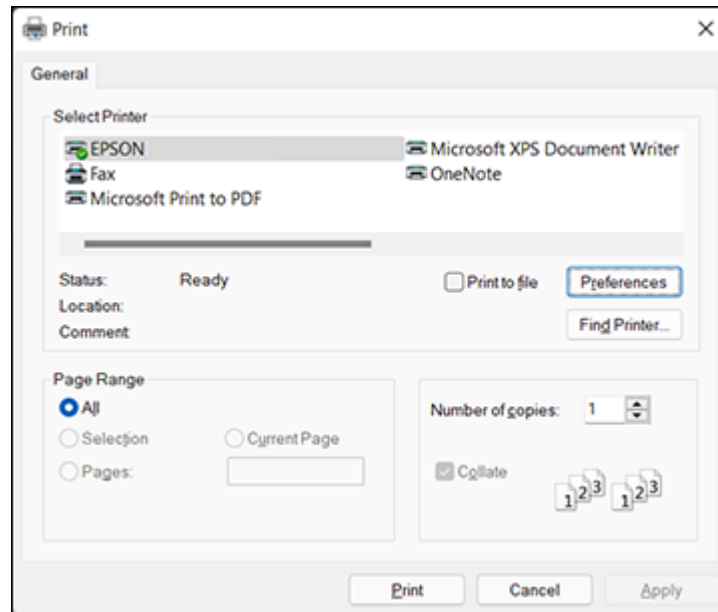
Parent topic: [Selecting Extended Settings - Windows](#)

Printing Your Document or Photo - 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:



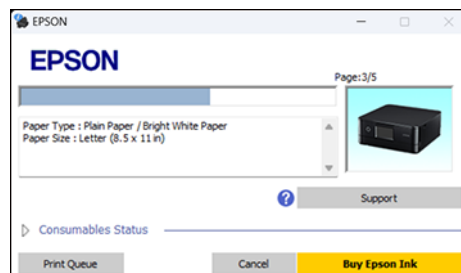
2. Click **OK** or **Print** to start printing.

[Checking Print Status - Windows](#)

Parent topic: [Printing with Windows](#)

Checking Print Status - Windows

During printing, you see this window showing the progress of your print job. It allows you to control printing and check ink cartridge status.



- To cancel printing, click **Cancel**.
- To see print jobs waiting to print, click **Print Queue**.
- To check ink status, click **Consumables Status**.

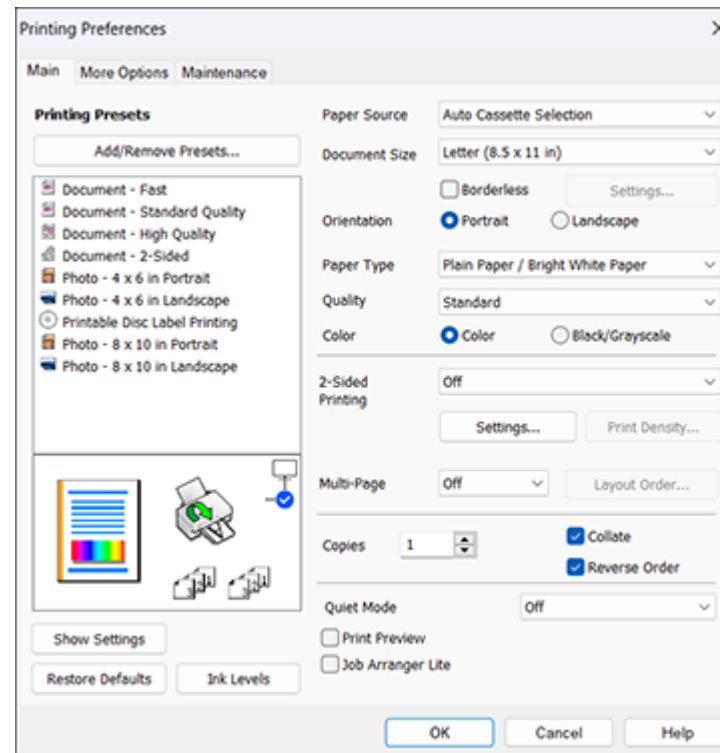
Parent topic: [Printing Your Document or Photo - Windows](#)

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.

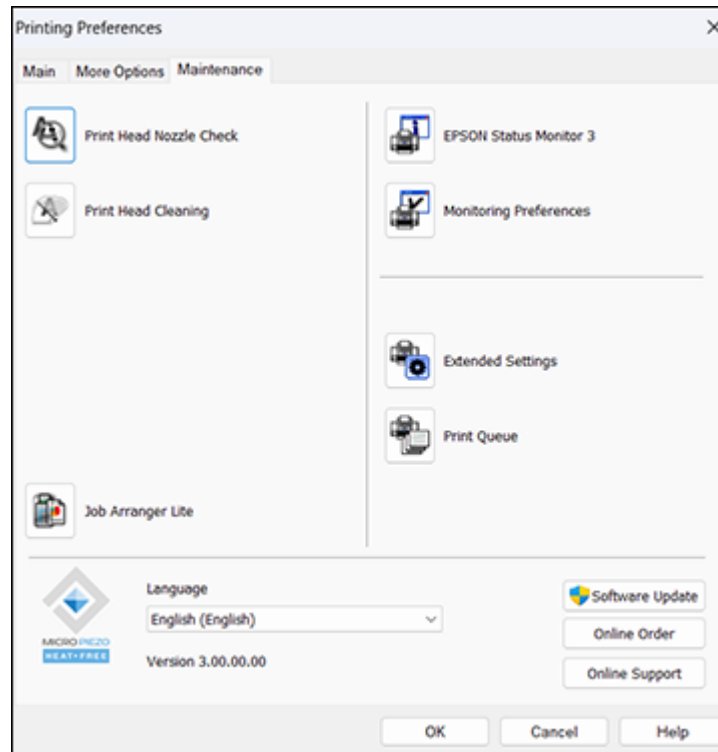
1. Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .

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.

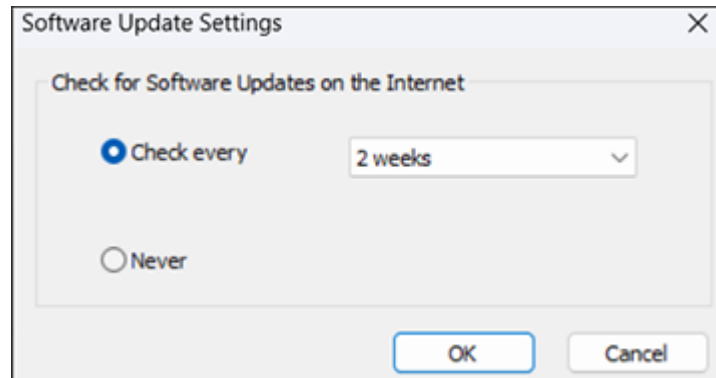
Parent topic: [Selecting Default Print Settings - Windows](#)

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. Do one of the following:
 - **Windows 11:** Click the up arrow on the right side of the Windows taskbar, click the  icon, then click on your product.
 - **Windows (other versions):** 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](#)

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.

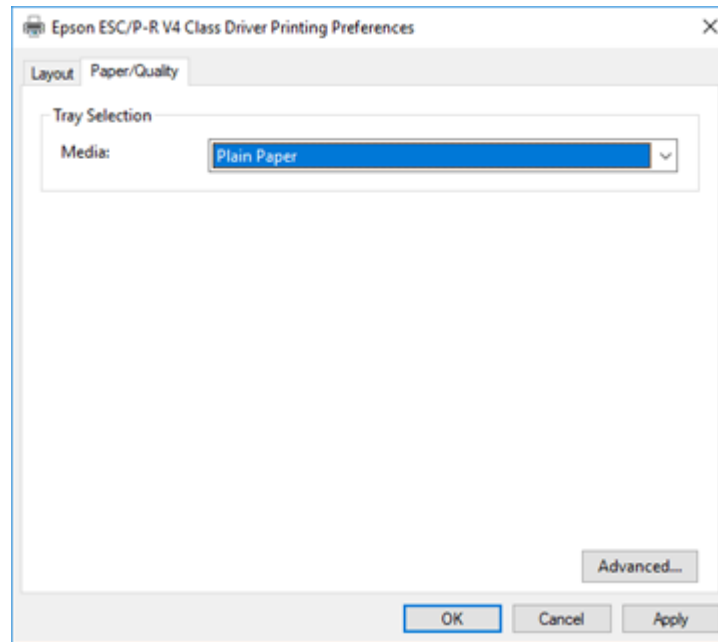
1. Open a photo or document for printing.
2. Select the print command in your application.

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 a window like this:

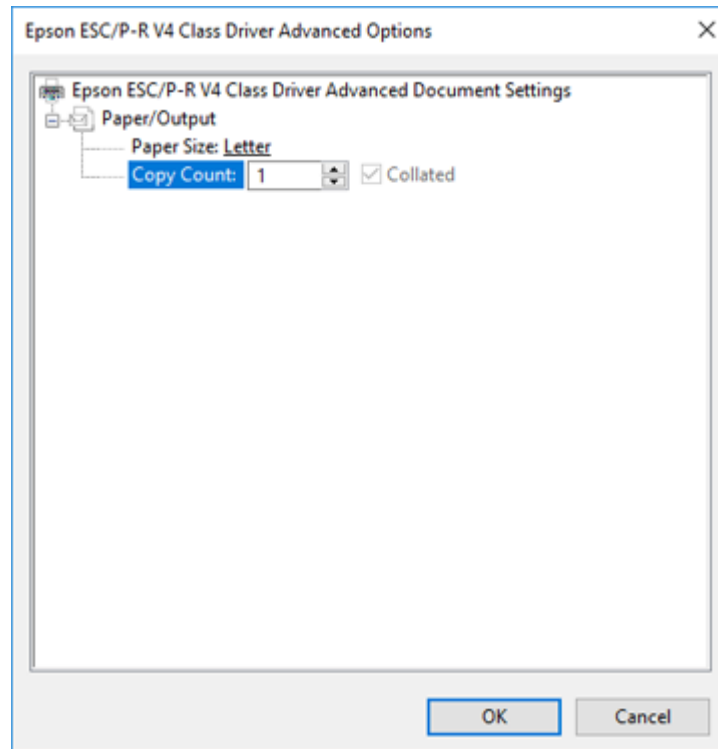


4. Select the type of paper you loaded as the **Media** setting.

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.

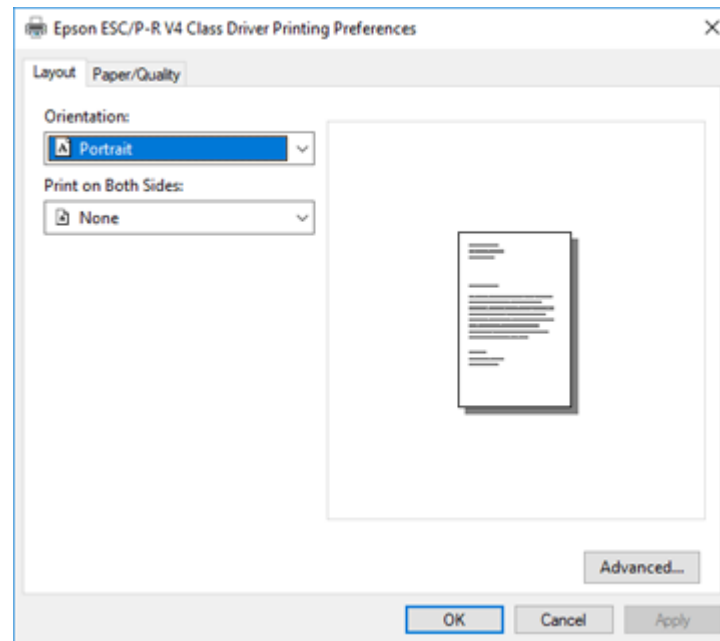
You see a window like this:



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**.

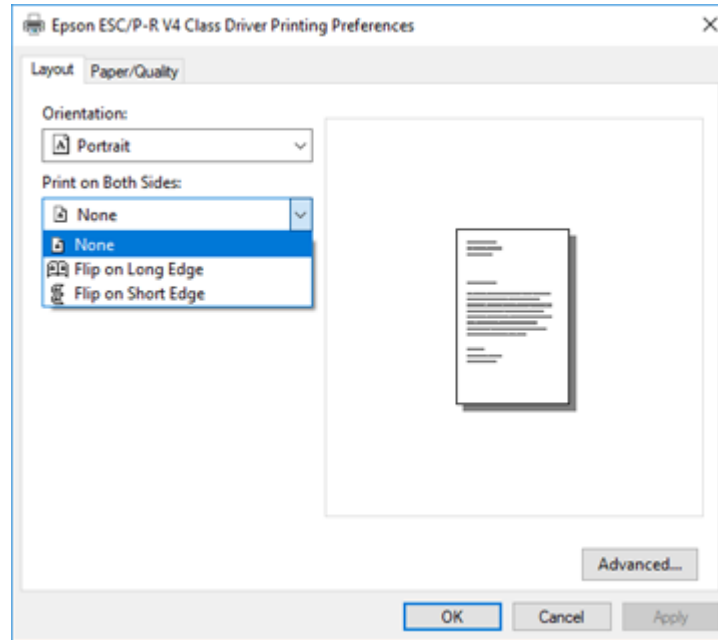
You return to the printing preferences window.

10. Select the **Layout** tab.



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

12. 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.



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

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

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

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

Printing with the Epson Standard Printer Software - 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](#)
[Managing Color - Mac](#)
[Selecting Printing Preferences - Mac](#)
[Printing Your Document or Photo - 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. Select the **Copies** and **Pages** settings as necessary.

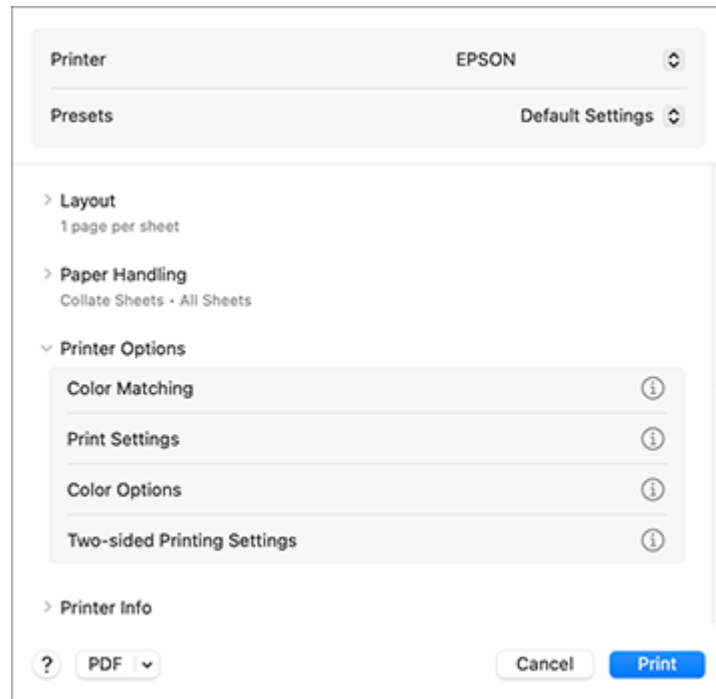
Note: If you do not see these settings in the print window, check for them in your application before printing.

5. 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.

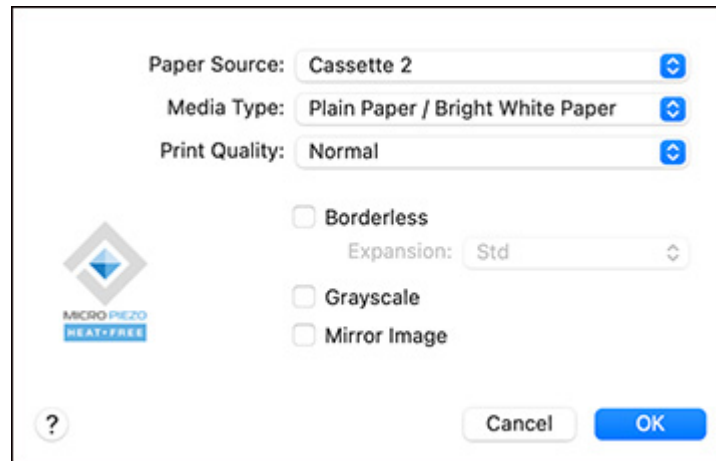
6. Select any application-specific settings that appear on the screen, such as those shown in the image above for the Preview application.

7. Select **Print Settings** from the **Printer Options** drop-down menu.



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

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.

8. Select the **Paper Source** you wish to print from.
9. 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.

10. Select the **Print Quality** setting you want to use.
11. Select the **Borderless** checkbox if you want to print a borderless photo. If the option is grayed out, change the **Media Type** setting to a paper type that supports borderless printing.
12. Select any of the other available print options.

[Paper Source Options - Mac](#)

[Print Quality Settings - Mac](#)

[Print Options - Mac](#)

Parent topic: [Printing with the Epson Standard Printer Software - 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.

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

Print Quality Settings - Mac

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

Economy

For fast printing with reduced quality.

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](#)

Print Options - Mac

You can select any of the print options to customize your print. Some options may be unavailable, depending on other settings you have chosen.

Expansion

If you selected a borderless paper size setting, this option adjusts the image expansion settings to control printing at the edges of borderless prints.

Grayscale

Prints text and graphics in black or shades of gray.

Mirror Image

Lets you flip the printed image horizontally.

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.



The screenshot shows a print window with two sections. The top section is labeled 'Paper Size' and displays 'US Letter 8.50 by 11.00 inches' with a small downward arrow icon. The bottom section is labeled 'Orientation' and has two radio button options: 'Portrait' (which is selected) and 'Landscape'.

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. If you are printing a borderless photo, select the **Borderless** checkbox or a paper size with a **Borderless** option. You can also select a custom setting to create a custom paper size.

Note: You must select a compatible borderless paper type and size to print without borders. Check the borderless paper compatibility list for details.

2. Select the orientation of your document or photo as shown in the print window.

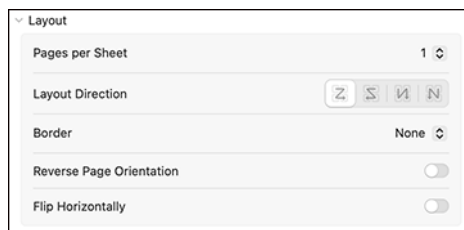
Note: If you are printing an envelope, select the  icon or **Landscape** setting.

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

Parent topic: [Printing with the Epson Standard Printer Software - 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 or expanding it on the print window.

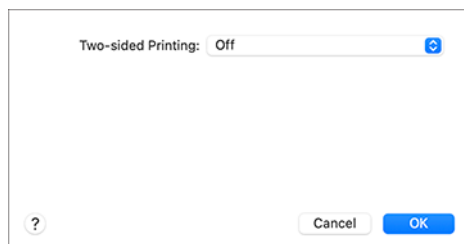


- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.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

Parent topic: [Printing with the Epson Standard Printer Software - Mac](#)

Selecting Double-sided Printing Settings - Mac

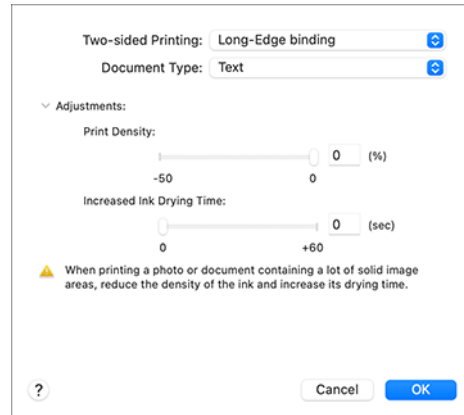
You can print on both sides of the paper by selecting **Two-sided Printing Settings** from the pop-up menu on the print window.



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 with the Epson Standard Printer Software - Mac](#)

Related references

[Double-sided Printing Capacity](#)

Double-sided Printing Options and Adjustments - Mac

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

Two-sided Printing Options

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.

Adjustments

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.

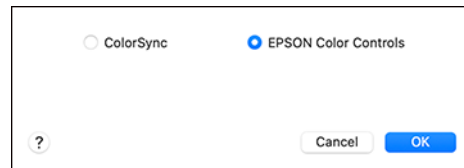
Parent topic: [Selecting Double-sided Printing Settings - Mac](#)

Managing Color - Mac

You can adjust the Color Matching and Color Options settings to fine-tune the colors in your printout or turn off color management in your printer software.

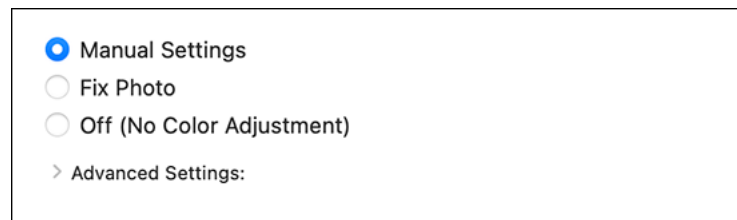
1. Select **Color Matching** from the pop-up menu in the print window.

Note: For macOS 13 and later, select **Printer Options** then select **Color Matching**.



2. Select one of the available options.
3. Select **Color Options** from the pop-up menu in the print window.

Note: For macOS 13 and later, select **Printer Options** then select **Color Options**.



Note: The available settings on the Color Options menu depend on the option you selected on the Color Matching menu.

4. Select one of the available options.

[Color Matching and Color Options - Mac](#)

Parent topic: [Printing with the Epson Standard Printer Software - Mac](#)

Color Matching and Color Options - Mac

You can select these settings on the **Color Matching** and **Color Options** menus.

Color Matching Settings

EPSON Color Controls

Lets you manage color using controls in your printer driver or turn off color management.

ColorSync

Prints using standard color profiles for your product and paper to help match image colors. You can customize the conversion method and filter settings on the ColorSync pop-up menu in the print window.

Color Options Settings

Manual Settings

Lets you select manual color adjustments. Click the arrow next to **Advanced Settings** and select settings for **Brightness**, **Contrast**, **Saturation**, and individual color tones. You can also select a color **Mode** setting for printing photos and graphics and the **Fix Red-Eye** setting to reduce or remove red-eye in photos. Depending on the selected color mode, you can also adjust the midtone density using the **Gamma** setting.

Fix Photo

Improves the color, contrast, and sharpness of flawed photos. Click the arrow next to **Advanced Settings** and select the **Fix Red-Eye** setting to reduce or remove red-eye in photos.

Note: Fix Photo uses a sophisticated face recognition technology to optimize photos that include faces. For this to work, both eyes and the nose must be visible in the subject's face. If your photo includes a face with an intentional color cast, such as a statue, you may want to turn off **Fix Photo** to retain the special color effects.

Off (No Color Adjustment)

Turns off color management in your printer software so you can manage color using only your application software.

Note: An ICC profile is required if color management is turned off.

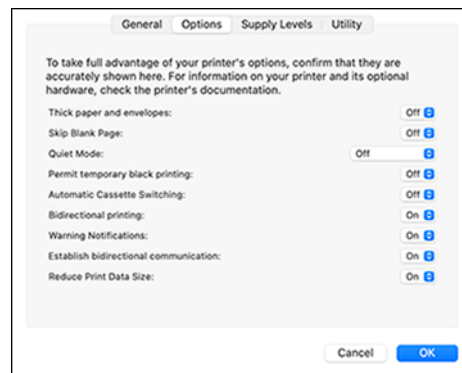
Parent topic: [Managing Color - Mac](#)

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** or **System Settings**.
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:



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

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

[Printing Preferences - Mac](#)

Parent topic: [Printing with the Epson Standard Printer Software - Mac](#)

Printing Preferences - Mac

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

Thick Paper and Envelopes

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

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.

Permit temporary black printing

Allows you to print using black ink when color ink is expended.

Automatic Cassette Switching

Automatically switches to the other cassette when one of the cassettes runs out of paper.

Bidirectional printing

Prints in both directions (right-to-left and left-to-right), speeding 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.

Reduce Print Data Size

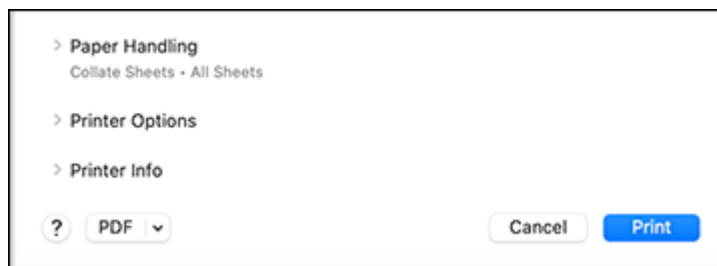
Increases print data compression to improve print speed. Not recommended when printing fine patterns.

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

Printing Your Document or Photo - 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

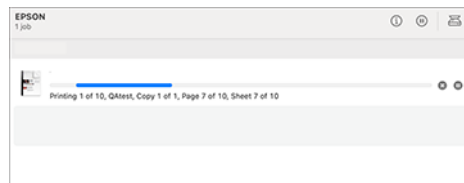
Parent topic: [Printing with the Epson Standard Printer Software - Mac](#)

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 or Photo - Mac](#)

Printing with Epson Photo+

You can print photos, CD/DVD labels, and more using a variety of layouts and templates with Epson Photo+. Features include image corrections and adjustments, and adding text and stamps to photos. We recommend printing on genuine Epson photo paper for the best results. Make sure you have set up your product as described on the *Start Here* sheet and installed the Epson Photo+ software. See the Epson Photo+ help utility for more information.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use Epson Photo+. 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.

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

Cancelling Printing Using a Product Button

If you need to cancel printing, select **Cancel** on the LCD screen.

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

Scanning

You can scan your originals and save them as digital files.

[Starting a Scan](#)

[Scanning a Document in Epson ScanSmart](#)

[Selecting Epson ScanSmart Settings](#)

[Scanning in Epson Scan 2](#)

Starting a Scan

After placing your originals on your product for scanning, start scanning using one of these methods.

[Starting a Scan Using the Product Control Panel](#)

[Starting a Scan Using Epson ScanSmart](#)

[Starting a Scan Using the Epson Scan 2 Icon](#)

[Starting a Scan from a Scanning Program](#)

[Starting a Scan from a Smartphone or Tablet](#)

Parent topic: [Scanning](#)

Starting a Scan Using the Product Control Panel

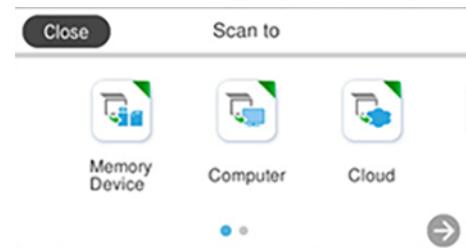
You can scan an image to a variety of destinations using your product's control panel.

1. Make sure you installed the product software and connected the product to your computer or network.

Note: Restart your computer after installing the product software to enable scanning from the control panel.

2. Place your original on the product for scanning.
3. Press the  home button, if necessary.
4. Select **Scan**.

You see a screen like this:



5. Select one of the following **Scan to** options:
 - **Memory Device** saves your scan file on a USB device or memory card and lets you select the file format, quality, and other settings.
 - **Computer** lets you scan to a connected computer using your saved scan settings.
 - **Cloud** sends your scanned files to a destination that you have registered with Epson Connect.
 - **WSD** lets you manage network scanning in Windows 11, Windows 10, Windows 8.x, Windows 7, or Windows Vista (English only). To use this feature, you must first set up a WSD (Web Services for Devices) port on your Windows 7 or Windows Vista computer (the port is set up automatically on Windows 11, Windows 10, and Windows 8.x).

6. Follow the instructions in the links below to complete your scan.

[Scanning to a Memory Device](#)

[Scanning to a Connected Computer](#)

[Scanning to the Cloud](#)

[Setting Up a WSD Port \(Windows 7\)](#)

[Control Panel Scanning Options](#)

[Changing Default Scan Job Settings](#)

Parent topic: [Starting a Scan](#)

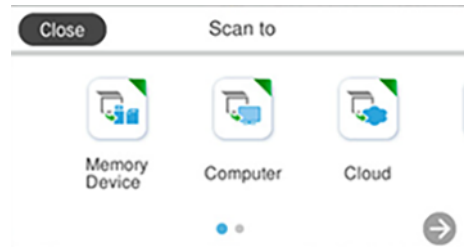
Scanning to a Memory Device

You can scan an original and save the scanned image to a memory card or external USB device.

1. Insert a memory card into your product's memory card slot or connect an external USB device to the port on the front of the product.
2. Place your original on the product for scanning.

3. Press the  home button, if necessary.
4. Select **Scan**.

You see a screen like this:



5. Select **Memory Device**.

You see a screen like this:



6. If prompted, select a device.
7. Change any of the displayed settings on the **Scan** tab as necessary.
8. Select the **Advanced Settings** tab to view and change additional scan settings, if necessary.
9. On the **Scan** tab, press the **Save** icon to start scanning.

Your product scans your original and saves the scanned file to the memory card or USB device.

Parent topic: [Starting a Scan Using the Product Control Panel](#)

Related tasks

[Inserting a Memory Card](#)

[Connecting and Using a USB Flash Drive or External Device](#)

Scanning to a Connected Computer

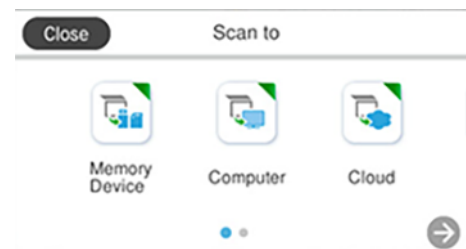
You can scan an original and save it to a connected computer using your product's control panel. The computer must be connected using a USB cable or connected to the same network as your product.

You can save the scanned file as a JPEG or PDF file, or attach it to an email. You can also set up custom scan settings using Event Manager and automatically scan using those settings on your product control panel.

Note: Be sure you have installed Epson Scan 2, Epson ScanSmart, and Event Manager on your computer before scanning to your computer.

1. Place your original on the product for scanning.
2. Press the  home button, if necessary.
3. Select **Scan**.

You see a screen like this:



4. Select **Computer**.
5. Select **OK** to close the information screen, if necessary.
6. Select **Select a computer**.

You see a screen like this:



7. Do one of the following:
 - If your computer is connected to your product over a network, select a connected computer from the displayed list. (If your computer is not listed, select **Search Again.**)
 - If your computer is connected to your product using a USB cable, select **USB Connection.**
8. Select **Preview on Computer** and choose one of the following options:
 - **Preview on Computer** to preview the scanned scanned image on a computer before saving the image.
 - **Save as JPEG** to save the scanned scanned image as a JPEG file.
 - **Save as PDF** to save the scanned document or image as a PDF file.

Note: You can customize the settings for each of the options above using Event Manager.

9. Select **Save** to start scanning.

Parent topic: [Starting a Scan Using the Product Control Panel](#)

Related tasks

[Changing Default Scan Job Settings](#)

Related topics

[Placing Originals on the Product](#)

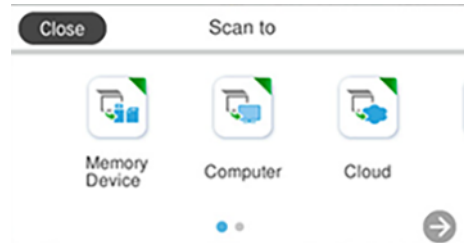
Scanning to the Cloud

You can use the control panel to send your scanned files to a destination that you have registered with Epson Connect.

Note: Make sure to set up your product using Epson Connect before using this feature.

1. Place your original on the product for scanning.
2. Press the  home button, if necessary.
3. Select **Scan**.

You see a screen like this:



4. Select **Cloud**.

You see a screen like this:



Note: You must register your product with Epson Connect to select a destination.

5. Select **Select Destination** to select a destination.
6. Change any of the displayed settings on the **Scan** tab as necessary.
7. Select the **Advanced Settings** tab to view and change additional scan settings, if necessary.
8. On the **Scan** tab, press the **Upload** icon to start scanning.

Your product scans your original and saves the scanned file to the selected destination.

Parent topic: [Starting a Scan Using the Product Control Panel](#)

Related tasks

[Setting Up Epson Connect Services](#)

Related topics

[Wi-Fi Networking](#)

[Placing Originals on the Product](#)

Setting Up a WSD Port (Windows 7)

You can scan to a networked Windows computer using WSD (Web Services for Devices). You must first set up a WSD port on your Windows 7 system (the port is set up automatically on Windows 11, Windows 10, and Windows 8.x).

Before you set up a WSD port, make sure you installed your product software, and connected your product and computer to the same network.

1. Turn on your product.
2. Print a network status sheet so you can identify the network name and model name for your product on the network.
3. Click  and select **Computer**.
4. On the left side of the window, select **Network**.
5. Locate your product on the Network screen, right-click it, and select **Install**.
6. When you see the User Account Control screen, click **Continue**.

Note: If you see an Uninstall screen, click **Uninstall** and repeat these steps as necessary.

7. When you see the message **Your device is ready to use** in the Windows taskbar, click the message.
8. On the Driver Software Installation screen, make sure your product is listed as **Ready to use**. Then click **Close**.
9. Click  and select **Devices and Printers**.
10. Make sure that an icon appears for your product's name on the network.

When you use WSD, select your product name to scan over the network.

Parent topic: [Starting a Scan Using the Product Control Panel](#)

Control Panel Scanning Options

Select the options you want to use for scanning.

Note: Not all options or settings may be available, depending on the **Scan to** option selected.

Scan to setting	Available options	Description
Color Mode	Color	Select whether to scan images in color or black and white
	B&W	
File Format	JPEG	Select for photos.
	PDF	Select for documents.
Original Type	Text	Specifies the type of original you are scanning
	Photo	
Resolution	200dpi	Select for documents
	300dpi	Select for photos
	600dpi	Select for highest quality printing
Scan Settings	Letter	Select the page size for documents, then select the orientation of the original
	A4	
	Auto Cropping	Select for photos with dark edges
	Max Area	Select for most photos
	Portrait	Select to match the orientation of the original
	Landscape	
Contrast	–4 to +4	Adjusts the lightness or darkness of scanned images.

Parent topic: [Starting a Scan Using the Product Control Panel](#)

Changing Default Scan Job Settings

You can view or change the default scan job settings your product uses when you scan to your computer. You do this using the Event Manager program.

1. Do one of the following to open Event Manager:
 - **Windows 11:** Click , then search for **Event Manager** and select it.
 - **Windows 10:** Click  and select **Epson Software > Event Manager**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Event Manager**.
 - **Windows (other versions):** Click  or **Start > All Programs** or **Programs > Epson Software > Event Manager**.
 - **Mac:** Open the **Applications** folder, click **Epson Software**, and select **Event Manager**.
2. Open the **Scanner** (Windows) or **Select Scanner** (Mac) drop-down list and select your product, if necessary.
3. Click **Make Job Settings**.
4. Open the **Edit Job Settings** drop-down list and select the scan job settings you want to view or change.
5. Change the settings as necessary.
6. Click **OK**.
7. Click **Close** to close the Event Manager window.

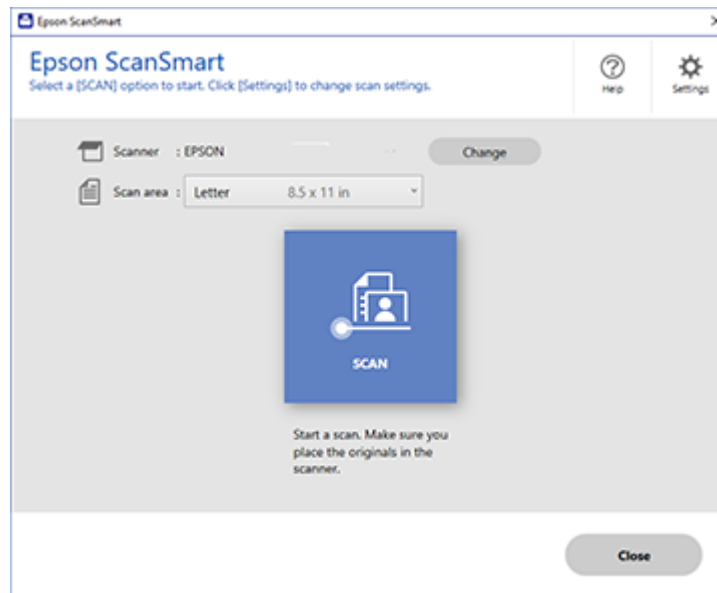
Parent topic: [Starting a Scan Using the Product Control Panel](#)

Starting a Scan Using Epson ScanSmart

You can start the Epson ScanSmart program to scan originals and easily review and edit scanned images. After that, you can save, print, or share them.

- **Windows 11:** Click , then search for **Epson ScanSmart** and select it.
- **Windows 10:** Click  > **Epson Software > Epson ScanSmart**.
- **Windows 8.x:** Navigate to the **Apps** screen and select **Epson ScanSmart**.
- **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software > Epson ScanSmart**.
- **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson ScanSmart**.

You see a screen like this:



Parent topic: [Starting a Scan](#)

Starting a Scan Using the Epson Scan 2 Icon

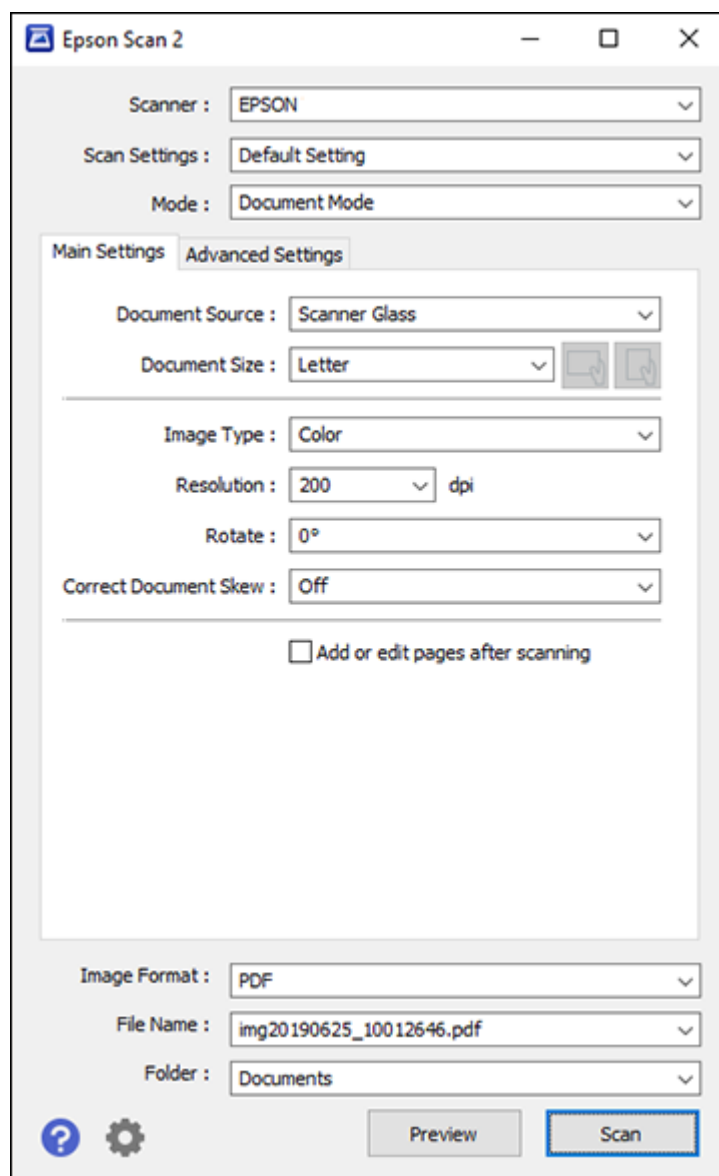
You can start the Epson Scan 2 program to select scan settings, scan, and save the scanned image to a file.

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.

- **Windows 11:** Click , then search for **Epson Scan 2** and select it.
- **Windows 10:** Click  and select **EPSON > Epson Scan 2**.
- **Windows 8.x:** Navigate to the **Apps** screen and select **Epson Scan 2**.

- **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON** > **Epson Scan 2** > **Epson Scan 2**.
- **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2**.

You see an Epson Scan 2 window like this:



Note: Select your product from the list, if necessary.

Parent topic: [Starting a Scan](#)

Starting a Scan from a Scanning Program

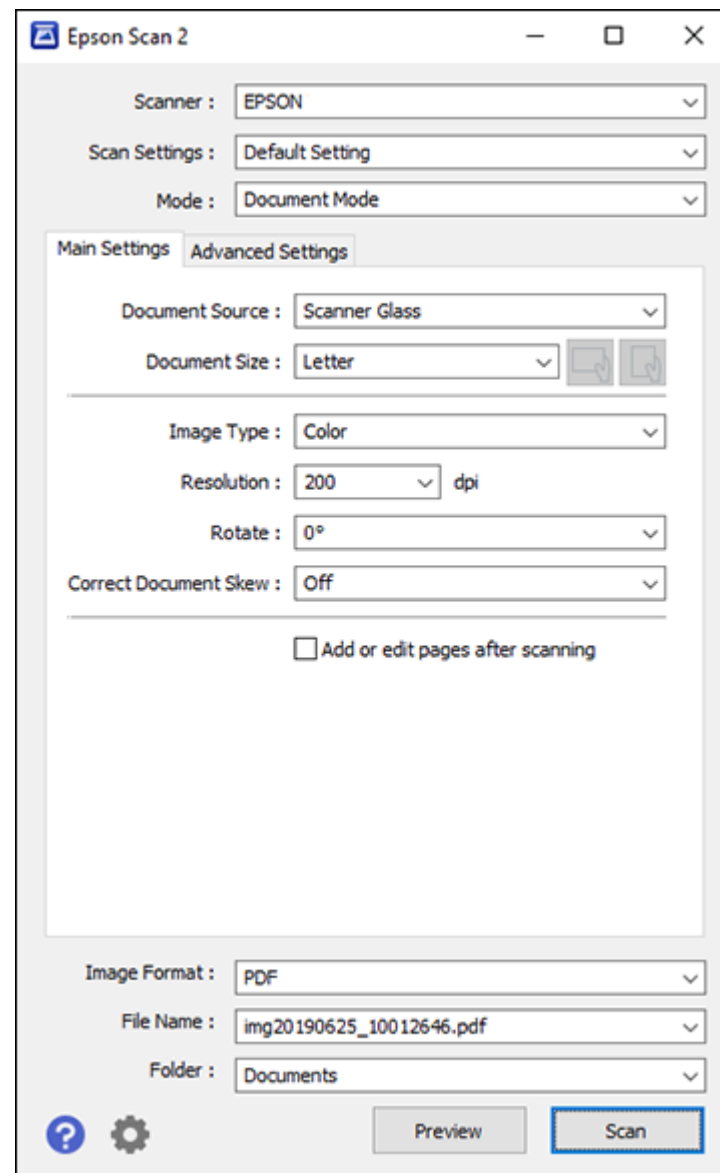
You can start Epson Scan 2 from a TWAIN-compliant scanning program to select scan settings, scan, and open the scanned image in the program.

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.

1. Open your scanning program and select its scanning option. (See your scanning program help for instructions.)
2. Select your product.

Note: In certain programs, you may need to select your product as the "source" first. If you see a **Select Source** option, choose it and select your product. With Windows, do not select a **WIA** option for your product; not all scan functions will be available.

You see an Epson Scan 2 window like this:



Parent topic: [Starting a Scan](#)

Starting a Scan from a Smartphone or Tablet

You can use the Epson Smart Panel app to scan from a network scanner to an iOS or Android device over a direct Wi-Fi connection.

1. Download the Epson Smart Panel app from your device's app store or from Epson's website. See the link below.
2. Place your original on the product for scanning.
3. Open the Epson Smart Panel app and select a scan menu on the home screen.
4. Follow the on-screen instructions to scan and save your original.

Parent topic: [Starting a Scan](#)

Related tasks

[Using the Epson Smart Panel Mobile App](#)

Related topics

[Placing Originals on the Product](#)

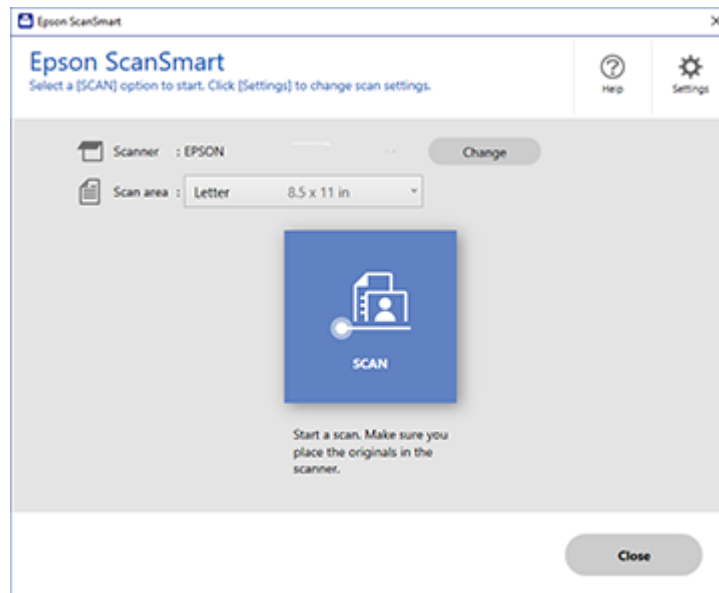
Scanning a Document in Epson ScanSmart

You can scan and review documents and photos in Epson ScanSmart.

Note: The images in this guide show Windows screens. Mac screens may be slightly different. Depending on your product model and software version, not all options may be available.

1. Load your original into the product.
2. Open Epson ScanSmart on your computer. Do one of the following:
 - **Windows 11:** Click , then search for **Epson ScanSmart** and select it.
 - **Windows 10:** Click  > **Epson Software** > **Epson ScanSmart**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Epson ScanSmart**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software** > **Epson ScanSmart**.
 - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson ScanSmart**.

You see a screen like this:

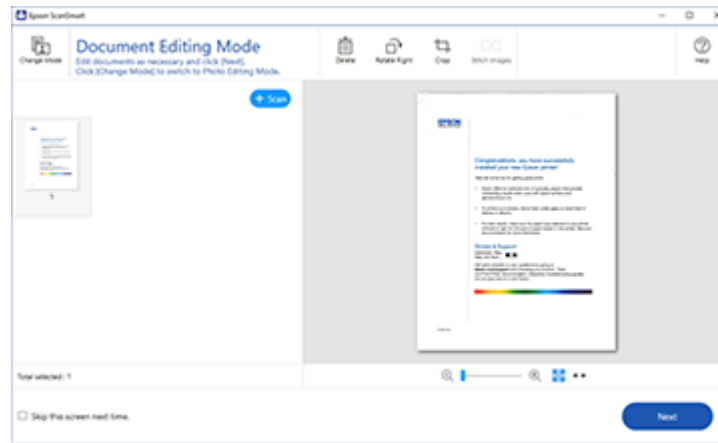


3. Select an option for the **Scan area** setting, if necessary.

Note: The **Scan area** setting limits the scan area to a selected size starting at the placement arrow on the scanner bed. It does not scale the image to the selected size.

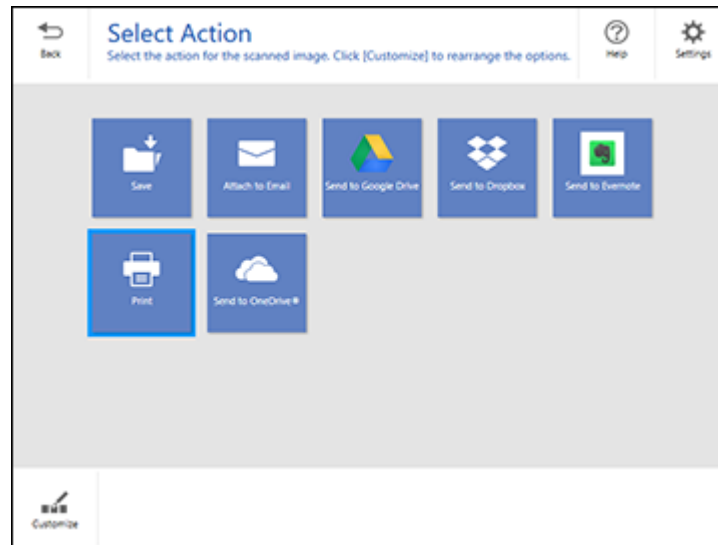
4. Select **SCAN**.

The original is scanned. When scanning is complete, you see a screen like this:



5. You can review, edit, or reorder the scanned images as follows:
 - Select **+ Scan** to scan more originals.
 - Select **Delete** to delete selected scanned images.
 - Select **Rotate Right** to rotate each scanned image.
 - Select **Crop** to crop the selected image.
 - Control-click two images, select **Stitch Images**, and follow the on-screen instructions to combine them into a single image.
6. If Photo Mode is automatically detected, the following enhancement options are available:
 - **Auto Color Enhancement**: automatically adjusts the brightness, contrast, and saturation of your photos
 - **Restore Faded Colors**: restores the colors in faded photos automatically
 - **Remove Red Eye**: automatically removes the red-eye effect from your photos
 - **Auto Cropping**: automatically crops the scanned image edges
7. When you finish reviewing and editing the scanned images, click **Next**.

You see a screen like this:



8. Select an option to save, send, or print the scanned images. See the links below.

[Saving a Scan](#)

[Attaching a Scan to Email](#)

[Sending a Scan to a Cloud Service](#)

[Printing a Scan](#)

Parent topic: [Scanning](#)

Related tasks

[Saving a Scan](#)

[Attaching a Scan to Email](#)

[Sending a Scan to a Cloud Service](#)

[Printing a Scan](#)

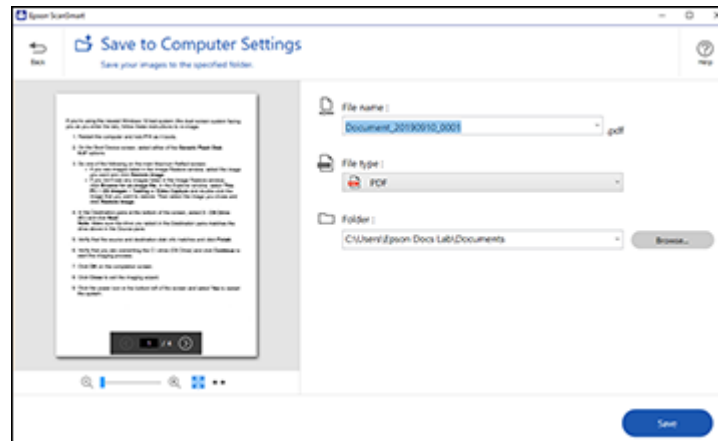
Saving a Scan

You can save a scanned image to your computer in a variety of formats.

1. Make sure your originals are scanned and reviewed. See the link at the end of this section.

2. In the **Select Action** window, click **Save**.

You see a screen like this:



3. Change the settings as follows:
 - The document type and scan date for the file name are automatically detected. You can change them as necessary.
 - You can save the scanned image in a variety of formats.
 - Select the folder on your computer in which to save the file.
4. Click **Save**.

Parent topic: [Scanning a Document in Epson ScanSmart](#)

Attaching a Scan to Email

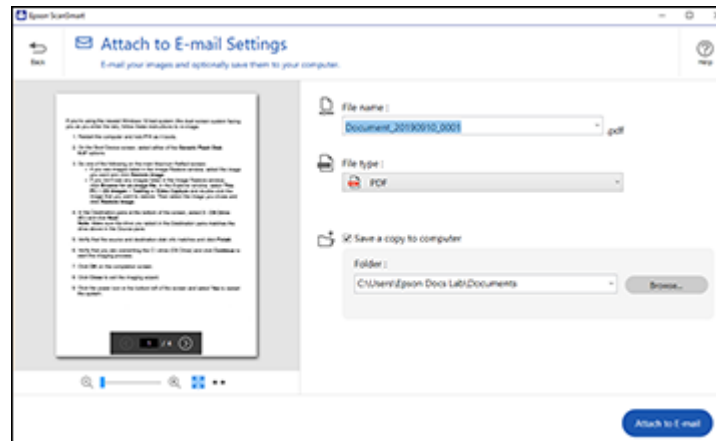
You can attach a scanned image to an email as a file attachment.

Note: Your email app and account settings should be configured before scanning. You must install a MAPI-type email program such as Outlook Express, Entourage, or Mac Mail. Attach to Email only supports 32-bit MAPI-compatible mail apps. Web-based email services such as Gmail are not supported. If you see an error message, your email app may not be compatible and you will need to save the scans and manually attach the file to an email.

1. Make sure your originals are scanned and reviewed. See the link at the end of this section.

2. In the **Select Action** window, click **Attach to Email**.

You see a screen like this:



3. Change the settings as follows:
 - The document type and scan date for the file name are automatically detected. You can change them as necessary.
 - You can save the scanned image in a variety of formats.
 - If you also want to save a copy of the scanned image to your computer, make sure the checkbox is selected and select the folder on your computer in which to save the file.
4. Click **Attach to E-mail**.

Your email program opens with the file attached to a new email.

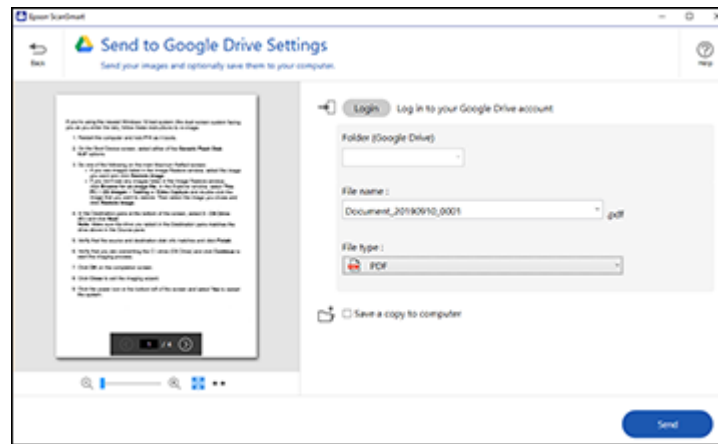
Parent topic: [Scanning a Document in Epson ScanSmart](#)

Sending a Scan to a Cloud Service

You can upload scanned images to a cloud service.

1. Make sure your originals are scanned and reviewed. See the link at the end of this section.
2. In the **Select Action** window, click one of the cloud service send options.

You see a screen like this:



3. Log in to your account.

Note: You may need to allow Epson ScanSmart access to your account. The first time you log in, you may be prompted to enter an authentication code.

4. Change the settings as follows:
 - Select the folder in your account where you want to send the document. (Documents can be saved to top-level folders only.)
 - The document type and scan date for the file name are automatically detected. You can change them as necessary.
 - You can save the scanned image in a variety of formats.
 - If you also want to save a copy of the scanned image to your computer, click the checkbox.
5. Click **Send**.

Parent topic: [Scanning a Document in Epson ScanSmart](#)

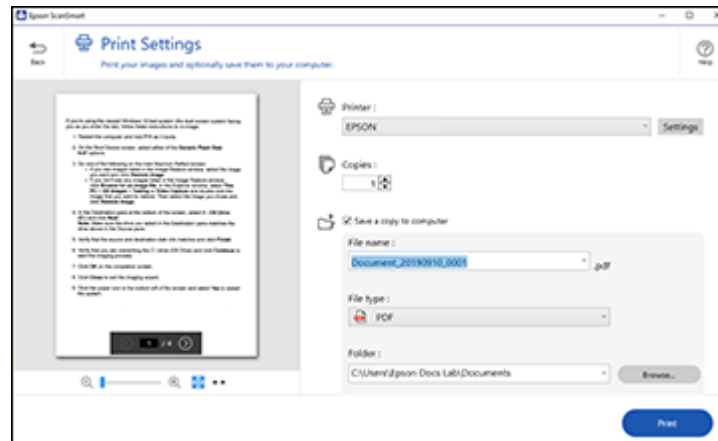
Printing a Scan

You can print your scanned image and save the scanned file to your computer.

1. Make sure your originals are scanned and reviewed. See the link at the end of this section.

2. In the **Select Action** window, click **Print**.

You see a screen like this:



3. Change the settings as follows:
 - Select the Epson printer and change the print settings, if necessary.
 - Select the number of copies you want to print.
 - If you also want to save a copy of the scanned image to your computer, click the checkbox.
 - The document type and scan date for the file name are automatically detected. You can change them as necessary.
 - You can save the scanned image in a variety of formats.
 - Select the folder on your computer in which to save the file.
4. Click **Print**.

Parent topic: [Scanning a Document in Epson ScanSmart](#)

Selecting Epson ScanSmart Settings

After starting Epson ScanSmart, you can change various scanning settings.

[Changing the Epson Product](#)

[Changing the Scan Settings](#)

[Changing the File Name Settings](#)

[Changing the Save Settings](#)

[Customizing Action Icons](#)

Parent topic: [Scanning](#)

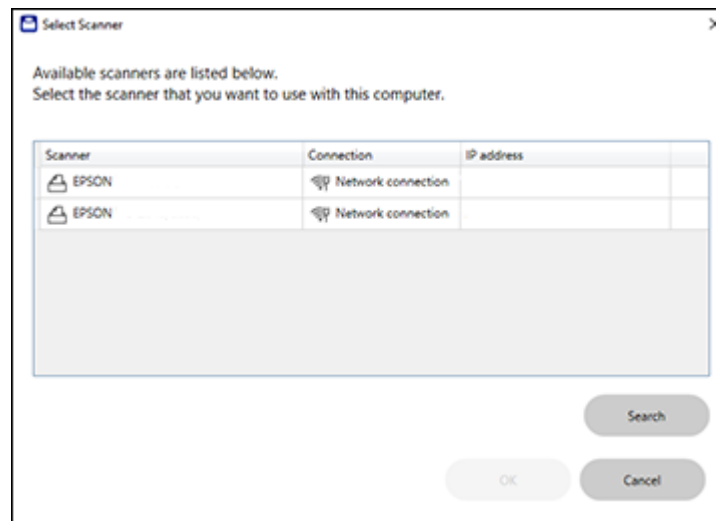
Changing the Epson Product

If you are using more than one Epson product with Epson ScanSmart, you can change the product that you are using with your computer.

Note: A product connected to your computer via USB takes priority over a product with a Wi-Fi connection.

1. On the main screen, click **Change**.

You see a screen like this:



2. Select the Epson product you want to use with your computer and click **OK**.

Parent topic: [Selecting Epson ScanSmart Settings](#)

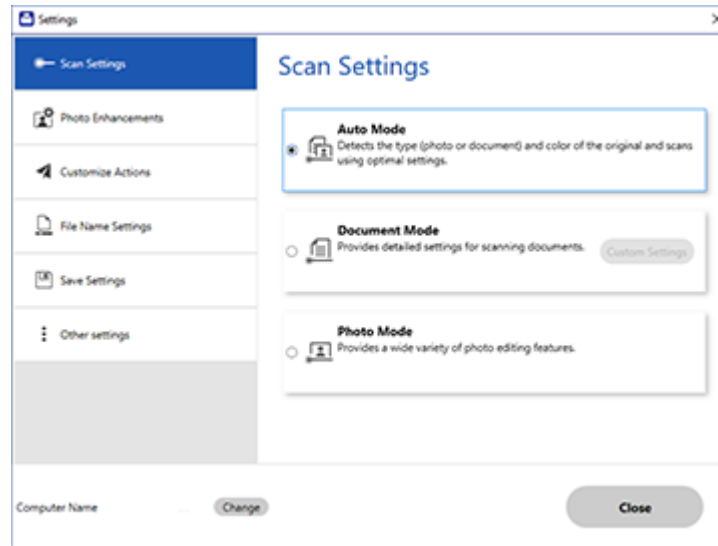
Changing the Scan Settings

You can change detailed scan settings such as the resolution, document size, and more.

Note: If you select **Auto Mode**, you cannot change the scan settings.

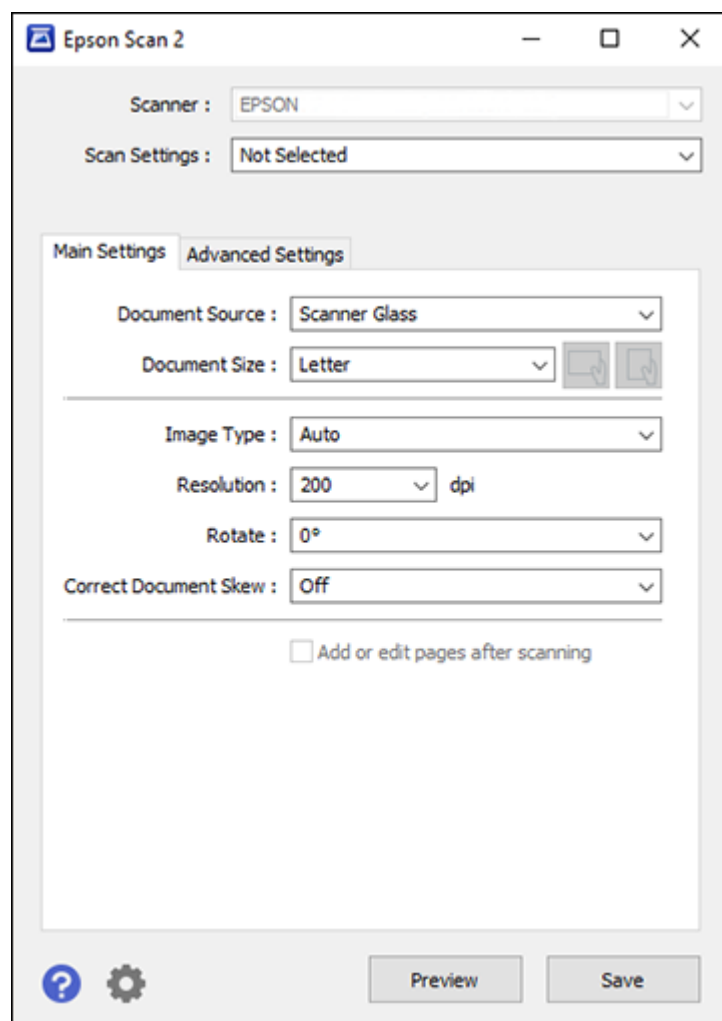
1. Click the  **Settings** button.

You see a screen like this:



2. Do one of the following:
 - To change Document Mode settings, select **Document Mode** > **Custom Settings**.
 - To change Photo Mode settings, select **Photo Mode** and click **Close**. When you start a scan, you will be prompted to select scan settings.

You see a screen like this:



3. Change the settings as necessary and click **Save**.

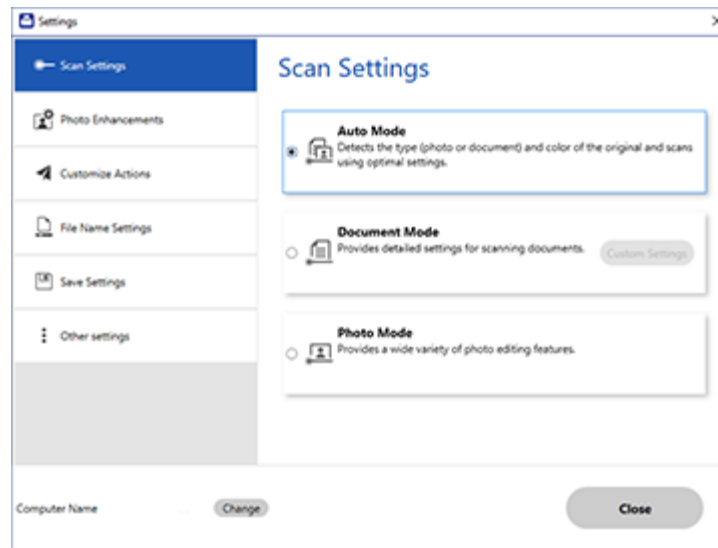
Parent topic: [Selecting Epson ScanSmart Settings](#)

Changing the File Name Settings

You can change the default file naming method for your scans.

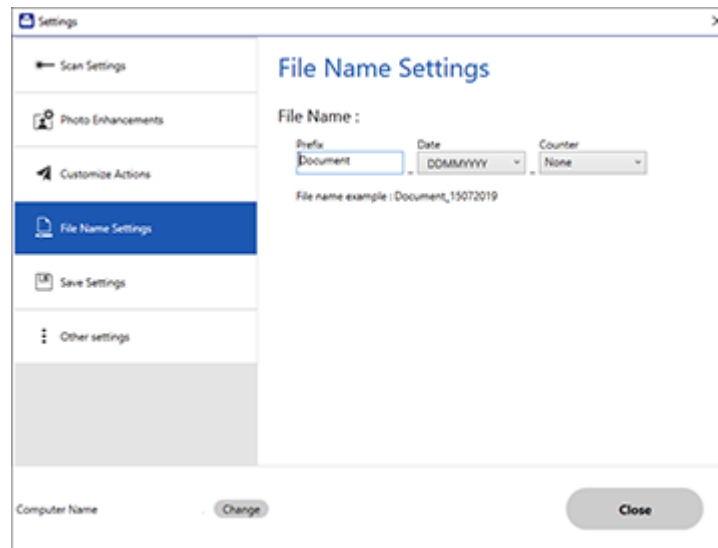
1. Click the  **Settings** button.

You see a screen like this:



2. Click the **File Name Settings** tab.

You see a screen like this:



3. Change the settings as necessary:
 - Enter a prefix for the file name.
 - Select the date format.
 - Select a numbering format as the counter format.
4. Click **Close**.

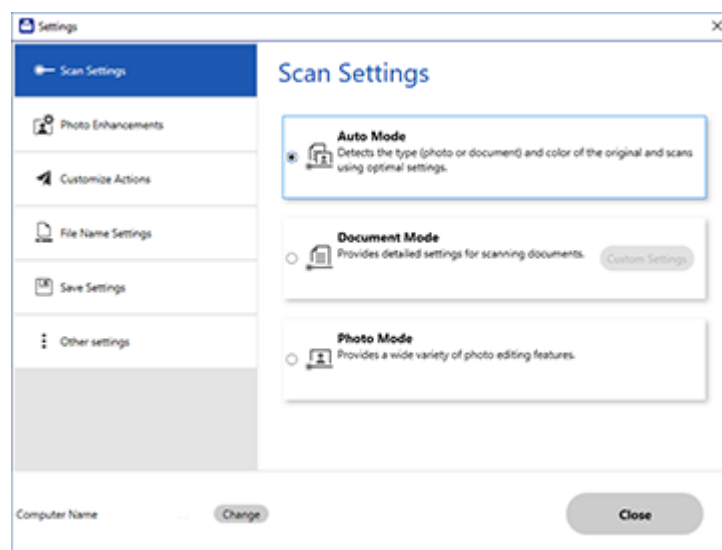
Parent topic: [Selecting Epson ScanSmart Settings](#)

Changing the Save Settings

You can change the file type options for saving your scans.

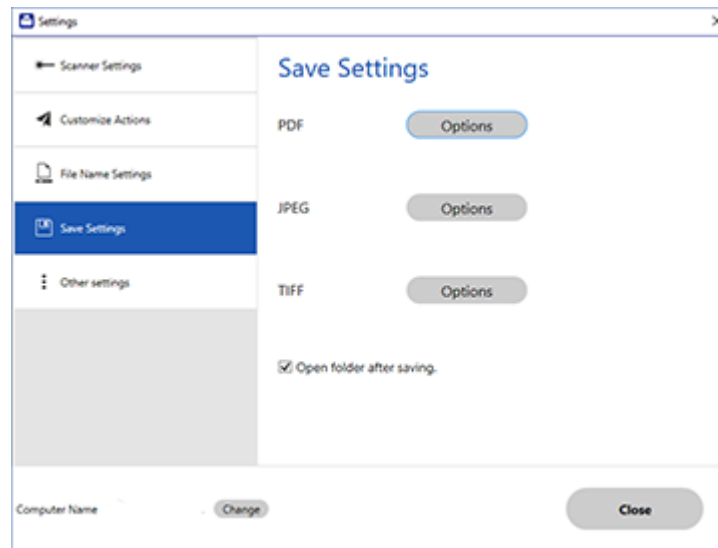
1. Click the  **Settings** button.

You see a screen like this:



2. Click the **Save Settings** tab.

You see a screen like this:



3. Click **Options** for a file format and change the settings as necessary.
4. Click **Open folder after saving** to open the file folder after a file is saved.
5. Click **Close**.

[Save Settings](#)

Parent topic: [Selecting Epson ScanSmart Settings](#)

Save Settings

You can change the settings for how scanned images are saved.

PDF Options

Setting	Options	Description
General	Generate PDF/A File	Creates a PDF that conforms to PDF/A-1 standards
	Create file with all pages	Saves all pages as one file
	Compression Level	Selects the compression level for color or grayscale images

JPEG Options

Setting	Options	Description
Image Quality Options	—	Sets a compression level by moving a slider or entering a value. File size increases the higher the resolution is.
Encoding (Windows only)	Standard	Images load from top to bottom in a web browser. It takes longer to load the entire image.
	Progressive	Images first load completely at low resolution and then adjust to high resolution in a web browser
Embed ICC Profile (Windows only)	—	Allows you to add ICC profiles to the image

TIFF Options

Setting	Options	Description
Byte Order	Windows Macintosh	Specifies the operating system where the scanned image will be used
Compression (Windows only)	—	Specifies the compression format and level for Color/Grayscale and B&W images. File size increases with higher quality.
Embed ICC Profile (Windows only)	—	Allows you to add ICC profiles to the image

Parent topic: [Changing the Save Settings](#)

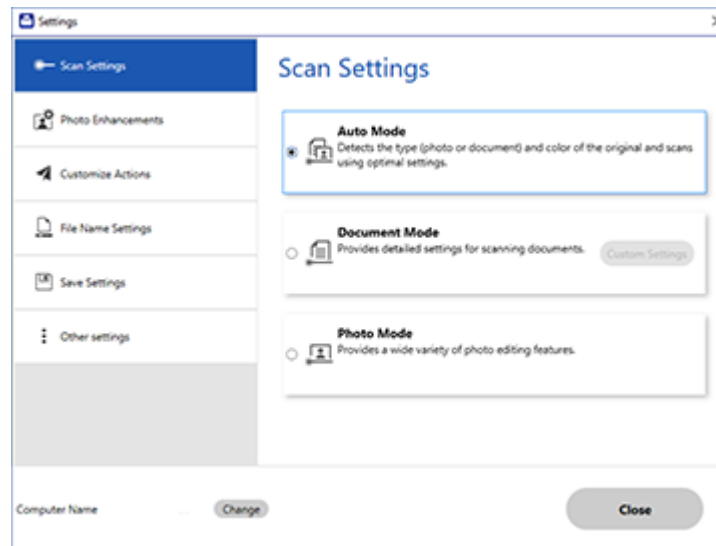
Customizing Action Icons

You can customize which scan action icons appear on the **Select Action** screen.

Note: You can also customize them by clicking the **Customize** icon on the **Select Action** screen.

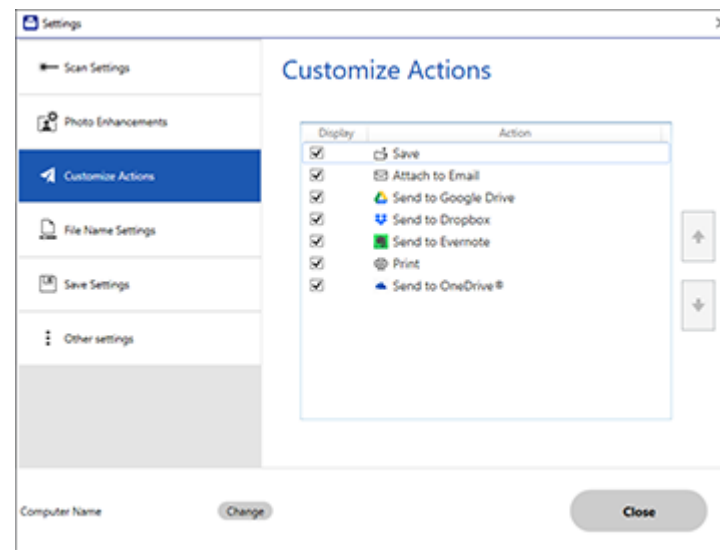
1. Click the  **Settings** button.

You see a screen like this:



2. Click the **Customize Actions** tab.

You see a screen like this:



3. Choose which action icons to display by selecting or deselecting each checkbox. Click the arrow icons to move the icons up or down in the display order you want.
4. Click **Close**.

Parent topic: [Selecting Epson ScanSmart Settings](#)

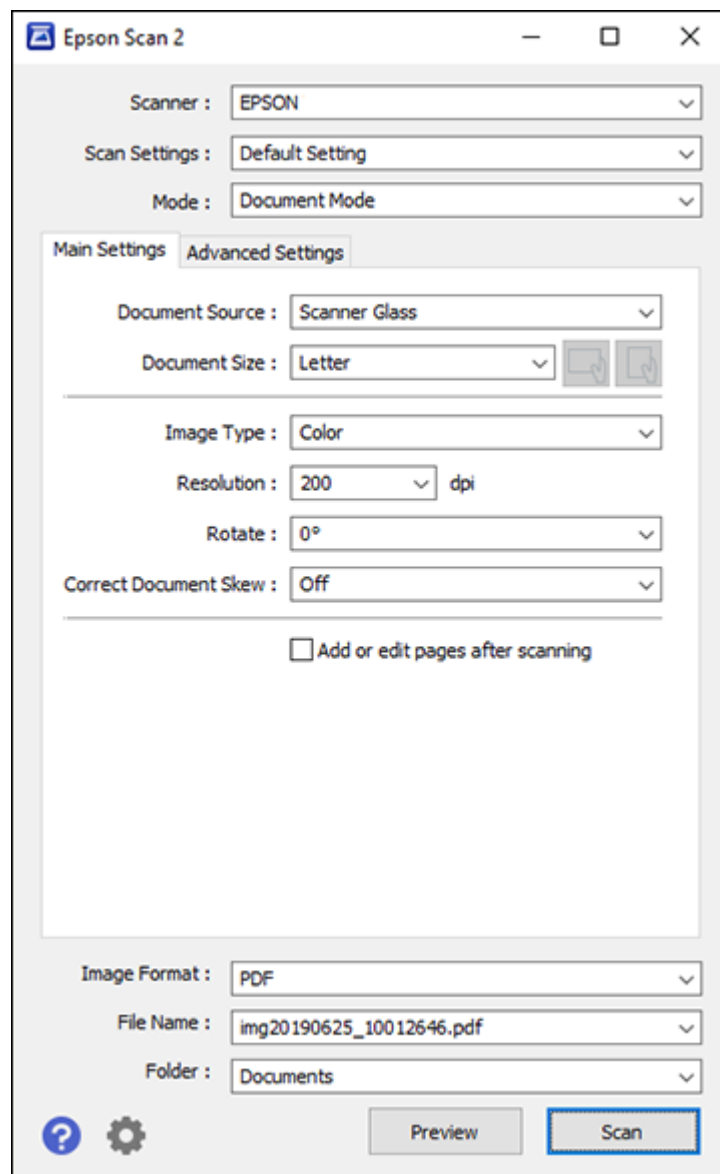
Scanning in Epson Scan 2

Epson Scan 2 gives you access to basic and advanced scanning features. You can scan your document and save the scanned image in various file formats in your operating system's Documents or My Documents folder, or open it in your scanning program. You can preview the scanned image and select or change settings as necessary.

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.

1. Start Epson Scan 2.

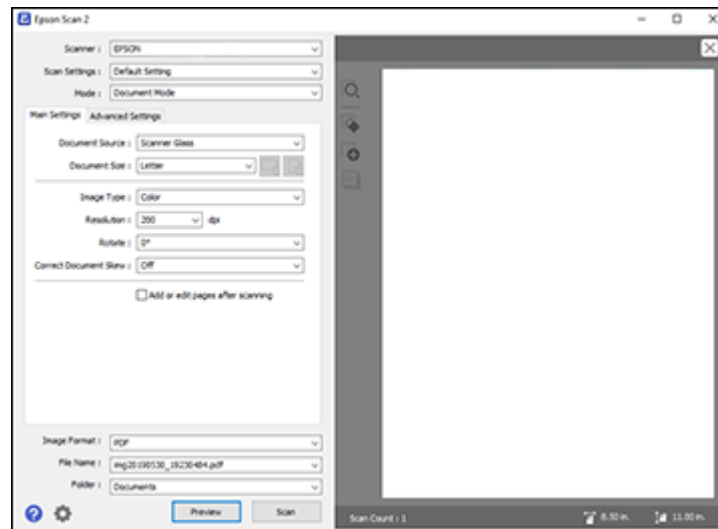
You see this window:



Note: Select your product from the list, if necessary.

2. Select the **Mode** setting that matches the type of original you are scanning.
3. Select the **Document Source** setting that matches where you placed your original.
4. Select the **Document Size** setting that matches the size of your original. You can select **Customize** to enter a custom size, if necessary.
5. Select the image type of your original and how you want it scanned as the **Image Type** setting.
6. Select the **Resolution** setting you want to use for your scan.
7. Select the **Rotate** setting to rotate the scanned image.
8. Select the **Correct Document Skew** setting to correct skewed originals, image contents, or both.
9. Click the **Preview** button.

Epson Scan 2 previews your original and displays the results in the Epson Scan 2 window.



10. Do one of the following:
 - If you're scanning in Document Mode, select any of the additional settings that you want to use on the Main Settings tab.

- If you're scanning in Photo Mode, select the **Color Management** and **Thumbnail Options** settings as necessary.
11. Click the **Advanced Settings** tab and select any settings that you want to use.
 12. Select the format in which you want to save your scanned file as the **Image Format** setting. If necessary, select **Options** and select any desired format options.
 13. Enter the file name for your scanned file in the **File Name** field. If necessary, select **Settings** to modify the file name settings.
 14. Select the location in which you want to save your scanned file as the **Folder** setting. If necessary, select **Select** to create a new folder.
 15. Click **Scan**.

The product scans your original and saves the scanned file in the location you specified.

[Additional Scanning Settings - Main Settings Tab](#)

[Additional Scanning Settings - Advanced Settings Tab](#)

[Image Format Options](#)

[Scan Resolution Guidelines](#)

Parent topic: [Scanning](#)

Additional Scanning Settings - Main Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Main Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

Parent topic: [Scanning in Epson Scan 2](#)

Additional Scanning Settings - Advanced Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Advanced Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

Remove Background

Removes the background of the originals.

Text Enhancement

Sharpens the appearance of letters in text documents.

Auto Area Segmentation

Makes black and white images clearer and text recognition more accurate by separating the text from the graphics.

Threshold

Adjusts the level at which black areas in text and line art are delineated, improving text recognition in OCR (Optical Character Recognition) programs.

Color Enhance

Enhances the shades of the color you select in the scanned image. This setting is available only if you select **Grayscale** or **Black & White** as the Image Type setting.

Brightness

Adjusts the overall lightness and darkness of the scanned image.

Contrast

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

Saturation

Adjusts the density of colors in the overall image.

Gamma

Adjusts the midtone density of the scanned image.

Unsharp Mask

Makes the edges of certain image areas clearer. Turn off this option to leave softer edges.

Descreening

Removes the ripple pattern that might appear in subtly shaded image areas, such as skin tones. This option improves results when scanning magazines or newspapers. (The results of descreening do not appear in the preview image, only in your scanned image.)

Color Restoration

Corrects color in faded images (when scanning in Photo Mode).

Backlight Correction

Lightens darkly backlit images (when scanning in Photo Mode).

Dust Removal

Removes dust on scanned images (when scanning in Photo Mode).

Edge Fill

Corrects shadowing around the edges of the image by filling the shadows with black or white.

Dual Image Output

Scans the original image twice using different output settings (Windows only).

Watermark

Adds a watermark to a scanned image.

Parent topic: [Scanning in Epson Scan 2](#)

Image Format Options

You can select different image formats and related options. For details on available options, click the ? icon on the Epson Scan 2 Image Format Options window. Not all image formats have options.

BITMAP (*.bmp)

A standard image file format for most Windows programs.

JPEG (*.jpg)

An image format that lets you highly compress image data. However, the higher the compression, the lower the image quality. (The TIFF format is recommended when you need to modify or retouch your scanned image.)

PNG (*.png)

An image format that does not lose quality during editing.

TIFF (*.tif)

A file format created for exchanging data between many programs, such as graphic and DTP software.

Multi-TIFF (*.tif)

A TIFF file format when multiple pages are saved to the same file, allowing you to edit the images using a compatible program.

PDF (*.pdf)

A document format that is readable by Windows and Mac systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file.

Parent topic: [Scanning in Epson Scan 2](#)

Scan Resolution Guidelines

The **Resolution** setting, measured in dpi (dots per inch), controls the amount of detail captured in your scans. Increasing the resolution raises the amount of detail captured but comes with the following disadvantages:

- Larger file sizes
- It takes longer to scan your originals, send/receive your scans by email or fax, and to print your scans
- The image may become too large to fit on your display or print on paper

If you plan to enlarge a scanned image so you can print it at a larger size, you may need to increase the resolution from the default resolution set by Epson Scan 2. Follow these guidelines to determine the resolution setting you need:

- You will scan the image at its original size but enlarge it later in an image-editing program.

Increase the Epson Scan 2 Resolution setting in your scan. Increase the resolution by the same amount you will increase the image size to retain a high image quality. For example, if the resolution is 300 dpi (dots per inch) and you will double the image size later, change the Resolution setting to 600 dpi.

- You will scan the image at 100% or a smaller size.

Select the Epson Scan 2 Resolution setting based on how you will use the scanned image:

- Email/view on a computer screen/post on the web: 96 to 200 dpi
- Print/fax/convert to editable text (OCR)/create searchable PDF: 200 to 300 dpi

Parent topic: [Scanning in Epson Scan 2](#)

Using Memory Cards with Your Product

Follow the instructions here to work with a memory card inserted into your product.

Note: Make sure your memory card and the files on it meet the specifications for your product.

[Inserting a Memory Card](#)

[Printing from a Memory Card](#)

[Transferring Photos on a Memory Card](#)

Related references

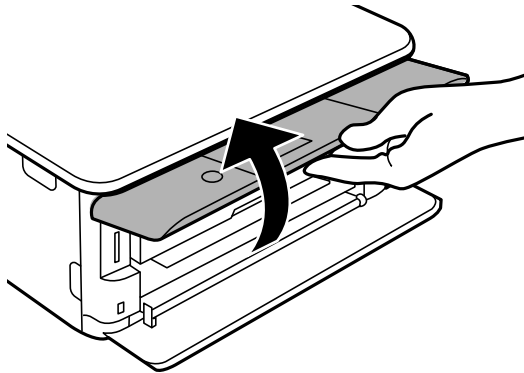
[Memory Card Specifications](#)

Inserting a Memory Card

Insert a memory card into the memory card slot on your product as described here.

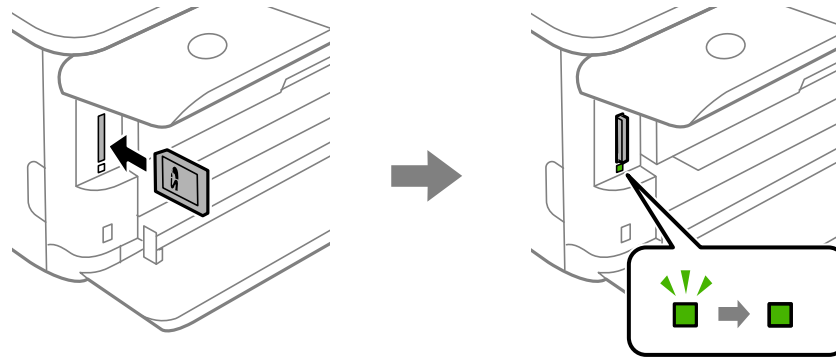
Note: Make sure your memory card and the files on it meet the specifications for your product.

1. Make sure the memory card and the files on it are compatible with your product before inserting the card.
2. Raise the control panel.



3. Insert your memory card into the slot, making sure the card is oriented correctly.

Note: Do not force the card all the way into the slot. Insert it only until it meets resistance.



The memory card access light flashes and then stays lit.

Caution: Do not remove a memory card or turn off your product while the memory card access light is flashing or you may lose data from the memory card.

[Removing a Memory Card](#)

Parent topic: [Using Memory Cards with Your Product](#)

Related references

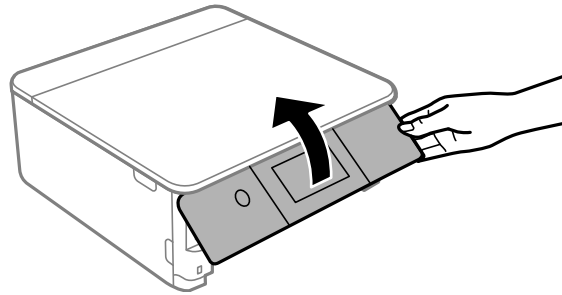
[Memory Card Specifications](#)

Removing a Memory Card

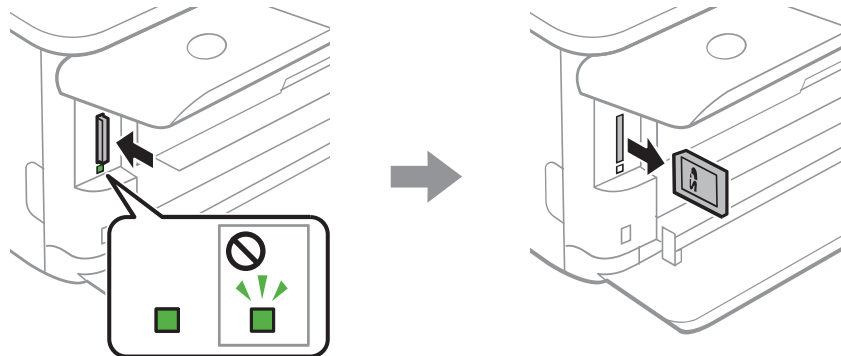
After you finish working with a memory card, check to make sure it is safe to remove it from your product.

Caution: Do not remove a memory card or turn off your product while the memory card access light is flashing or you may lose data from the memory card.

1. Raise the control panel.



2. Make sure the memory card access light is not flashing.



3. If your product is connected to your computer using a USB cable, do one of the following:
 - **Windows:** Open the **My Computer**, **Computer**, **Windows Explorer**, or **File Explorer** utility. Then right-click the name of your memory card (listed as a removable disk) and select **Eject**.
 - **Mac:** Drag the removable disk icon for your memory card from the desktop or computer window into the trash.
4. Pull the memory card straight out of its slot.

Parent topic: [Inserting a Memory Card](#)

Printing from a Memory Card

See these sections to print photos from a memory card inserted into your product.

[Viewing and Printing Photos](#)

[Printing Photo Layouts from a Memory Card with a Template](#)

[Printing ID Photos from a Memory Card](#)

[Creating and Printing a Greeting Card Template](#)

[Printing a Greeting Card from a Template](#)

Parent topic: [Using Memory Cards with Your Product](#)

Viewing and Printing Photos

See these sections to view and print photos displayed on your product's LCD screen.

[Viewing and Printing Photos From the LCD Screen](#)

[Memory Card or External USB Device Print Settings](#)

Parent topic: [Printing from a Memory Card](#)

Viewing and Printing Photos From the LCD Screen

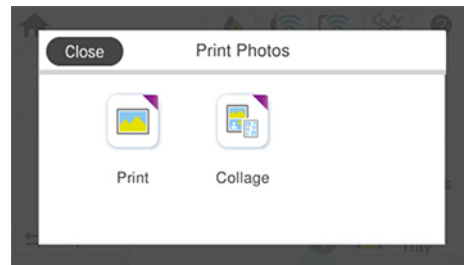
You can select photos for printing as you view them on the LCD screen.

Note: You can also select **Settings > Basic Settings > Screen Saver > Memory Device Photos** to display photos on the memory card as a slideshow when the LCD screen is not used for a period of time.

1. Load photo paper in your product.
2. Insert a memory card into your product's memory card slot.
3. Press the  home icon, if necessary.

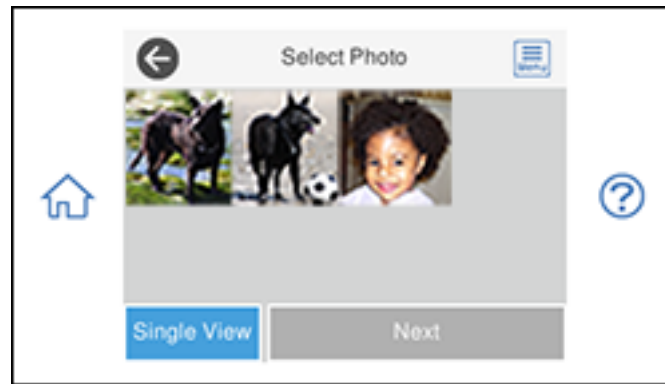
Note: If **Auto Selection Mode** is turned on in the **Guide Functions** menu, select **to function index** when you see the information screen.

4. Select **Print Photos**.



5. Select **Print** and select **OK**.

You see a screen like this:



6. Do one of the following to select your photos:

- Select the thumbnail images of the photos you want to print. Each photo you select has a number on it to indicate the number of prints you selected.

Note: If you want to print multiple copies of a photo, select **Single View** and press the **+** or **-** button to adjust the number of prints. Select **Tile View** to return to the thumbnail image view and select additional photos.

- To select all photos or a group of photos, select the  menu icon and select **Select All Photos**.

Note: The number of prints you select for each photo will be multiplied by the number of copies you select before printing.

7. If you need to edit a photo, select **Single View** during photo selection and press the left or right arrow button to scroll to the photo you want to edit.

You see a screen like this:



- 1 Lets you zoom in and out of the photo.
- 2 Lets you apply filters, make color and red-eye corrections, and adjust cropping, rotation, brightness, contrast, sharpness, and saturation if necessary.

Note: Press the **Correction On** button to switch between **Correction Off** and **Correction On**. With **Correction On** selected, any corrections you make to a photo are displayed on the screen. With **Correction Off** selected, any corrections you make will only be applied to your printouts.

8. Select **Next** and select your paper and print settings as necessary.

9. Select **Copies** to change the number of copies as necessary.

Note: The number of copies you enter applies to each selected photo, including the number of prints already selected for each.

10. When you are ready to print, select the **Print** icon.

Note: To cancel printing, select **Cancel** and select **Close** to exit.

Parent topic: [Viewing and Printing Photos](#)

Related references

[Memory Card or External USB Device Print Settings](#)

Related tasks

[Inserting a Memory Card](#)

Related topics

[Loading Paper](#)

Memory Card or External USB Device Print Settings

Select the options you want to use when printing photos displayed on the LCD screen.

Note: Not all options or settings may be available, depending on other settings.

Print settings	Available options	Description
Paper Size	Various paper sizes	Indicates the size of paper you have loaded
Paper Type	Various paper types	Indicates the type of paper you have loaded; see the list of paper types for copying (available options depend on the selected Paper Size setting)

Print settings	Available options	Description
Paper Cassettes	Cassette 1	Prints onto paper loaded in Cassette 1 (upper cassette)
	Cassette 2	Prints onto paper loaded in Cassette 2 (lower cassette)
	Cassette 1 > 2	Prints onto paper loaded in Cassette 1 and then onto paper loaded in Cassette 2 when the first cassette is empty (load the same size and type of paper in both cassettes when selecting this option)
	Rear Paper Feed Slot	Prints onto paper loaded in the rear paper feed slot
Border Setting	Borderless	Expands the image to the edge of the paper (slight cropping may occur)
	With Border	Leaves a small margin around the image
Expansion	Standard	Expands images correctly for most borderless prints
	Medium	Expands images slightly less for borderless prints
	Minimum	Expands images the least amount for borderless prints (you may see some white border)
Fit Frame	On	Automatically crops the photo to fit into the selected photo layout
	Off	Turns off automatic cropping
Quality	Draft	Provides lower quality for draft printing
	Standard	Provides good quality for most prints
	High	Provides higher quality for special prints
	Best	Provides the highest quality for important prints
Date	Various date formats	Prints the date the photo was taken on the photo in the format you select
	Off	No date information is printed

Print settings	Available options	Description
Print Info on Photos	Camera Settings	Prints some Exif camera settings, such as shutter speed, f-ratio, or ISO sensitivity (if available)
	Camera Text	Prints text that you added in your camera Note: Available on borderless photos in these sizes: 4 × 6 inches (102 × 152 mm), 5 × 7 inches (127 × 178 mm), and 16:9 wide (4 × 7.1 inches [102 × 181 mm]).
	Landmark	Prints location information embedded in a photo by cameras with a built-in GPS feature Note: Available on borderless photos in these sizes: 4 × 6 inches (102 × 152 mm), 5 × 7 inches (127 × 178 mm), and 16:9 wide (4 × 7.1 inches [102 × 181 mm]).
	Off	Turns off this setting
Clear All Settings	Yes	Restores all paper and print settings to their defaults
	No	

Parent topic: [Viewing and Printing Photos](#)

Related tasks

[Viewing and Printing Photos From the LCD Screen](#)

Printing Photo Layouts from a Memory Card with a Template

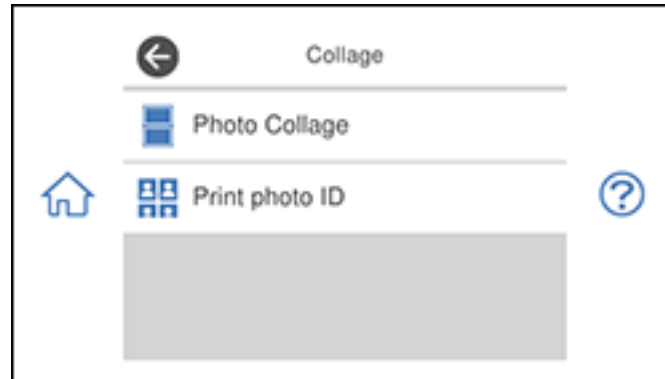
You can print one or more photos from a memory card in special layouts on various sizes of photo paper. You can have the product automatically place the photos in the layout or you can manually place them yourself.

1. Load photo paper in your product.
2. Insert a memory card into your product's memory card slot.
3. Press the  home button, if necessary.

Note: If **Auto Selection Mode** is turned on in the **Guide Functions** menu, select **to function index** when you see the information screen.

4. Select **Print Photos**.
5. Select **Collage** and select **OK**.

You see a screen like this:



6. Select **Photo Collage** and select one of the displayed layout options.
7. Select a background type and design, if necessary.

Note: If you see a message telling you that loading photos is complete, select **OK**.

8. Do one of the following:
 - To select a specific position for a photo, select a layout position, select the photo you want to print, and select **Done**. Repeat these steps until all positions have a corresponding photo or all the photos you want to print have been selected. Select **Next**.
 - To layout the photos automatically, select **Automatic Layout**, select the photo(s) you want to print, and select **Next**. To repeat a photo in a layout, select **Single View** and press the left or right arrow button to scroll to the desired photo. Press the **+** or **-** button to adjust the number of prints for the photo.

Note: If you select more photos than will fit in the layout you selected, the layout automatically extends to multiple sheets. Select **Yes** on the confirmation screen to continue.

- Select the photo you want to print and select **Next**. To repeat a photo in a layout, select **Single View** and press the left or right arrow button to scroll to the desired photo. Press the **+** or **-** button to adjust the number of prints for the photo.

Note: If you select more photos than will fit in the layout you selected, the layout automatically extends to multiple sheets.

9. If you need to edit a photo, select **Single View** during photo selection and use the left or right arrow to scroll to the photo you want to edit.

You see a screen like this:



- 1 Lets you zoom in and out of the photo.
- 2 Lets you apply filters, make color and red-eye corrections, and adjust cropping, rotation, brightness, contrast, sharpness, and saturation if necessary.

Note: Press the **Correction On** button to switch between **Correction Off** and **Correction On**. With **Correction On** selected, any corrections you make to a photo are displayed on the screen. With **Correction Off** selected, any corrections you make will only be applied to your printouts.

10. Select your paper and print settings as necessary.
11. Select **Copies** to change the number of copies as necessary.
12. When you are ready to print, press the **Print** icon.

Note: To cancel printing, select **Cancel** and select **Close** to exit.

Parent topic: [Printing from a Memory Card](#)

Related references

[Memory Card or External USB Device Print Settings](#)

[Copying Options](#)

Related tasks

[Inserting a Memory Card](#)

Related topics

[Loading Paper](#)

Printing ID Photos from a Memory Card

You can print ID photos from a memory card. Two copies of one photo are printed at different sizes onto this size photo paper: 4 × 6 inches (102 × 152 mm).

1. Load photo paper in your product.
2. Insert a memory card into your product's memory card slot.
3. Press the  home button, if necessary.

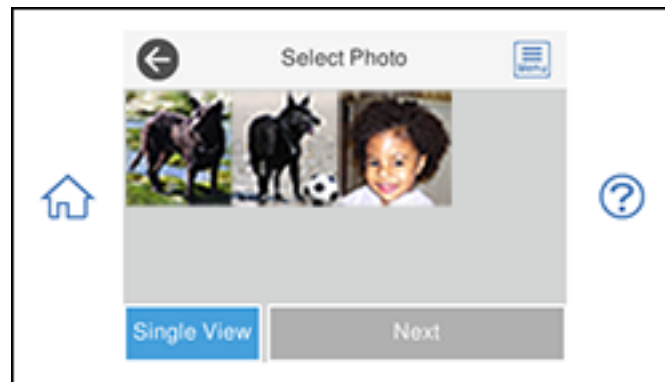
Note: If **Auto Selection Mode** is turned on in the **Guide Functions** menu, select **to function index** when you see the information screen.

4. Select **Print Photos > Collage > Print Photo ID**.

Note: If you see a message telling you that loading photos is complete, select **OK**.

5. Select any layout position on the sheet.

You see a screen like this:



6. Select the photo you want to print then select **Done**.
7. If you need to edit a photo, select **Single View** during photo selection and press the left or right arrow button to scroll to the photo you want to edit.

You see a screen like this:



- 1 Lets you zoom in and out of the photo.

- 2 Lets you apply filters, make color and red-eye corrections, and adjust cropping, rotation, brightness, contrast, sharpness, and saturation if necessary.

Note: Press the **Correction On** button again to switch between **Correction Off** and **Correction On**.
With **Correction On** selected, any corrections you make to a photo are displayed on the screen.
With **Correction Off** selected, any corrections you make will only be applied to your printouts.

8. Confirm the layout and select **Next**.
9. Select your paper and print settings as necessary.
10. Select **Copies** to change the number of copies as necessary.
11. When you are ready to print, press the **Print** icon.

Note: To cancel printing, select **Cancel** and select **Close** to exit.

Parent topic: [Printing from a Memory Card](#)

Related references

[Memory Card or External USB Device Print Settings](#)

Related tasks

[Inserting a Memory Card](#)

Related topics

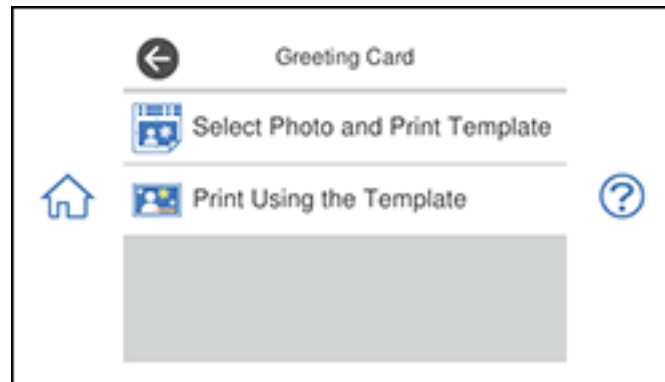
[Loading Paper](#)

Creating and Printing a Greeting Card Template

Before you start, make sure plain paper is loaded and your memory card is inserted.

1. Press the  home button, if necessary.
2. Select **Various Prints**.

3. Select **Greeting Card** and select **OK**.



4. Select **Select Photo and Print Template** and select **OK**.
5. Do one of the following to select your photo:
 - Select the thumbnail image of the photo you want to print and select **Next**.
 - Select **Single View**, press the left or right arrow button to scroll to the photo you want to print, then select **Next**. You can also select **Tile View** to return to the thumbnail image view.
6. Select **Letter** as the **Paper Size** to print a template for three cards on one letter-size sheet or **4x6in** to print a template for one card.
7. Confirm any changes, if necessary.
8. Select the **Paper Type** and **Layout** settings, as necessary.
9. Select **Select Photo and Print Template**.
10. When you are ready to print, press the **Print** icon.

Note: To cancel printing, select **Cancel** and select **Close** to exit.

11. When printing is finished, select **Close**.

Parent topic: [Printing from a Memory Card](#)

Related references

[Memory Card or External USB Device Print Settings](#)

Related tasks

[Inserting a Memory Card](#)

[Printing a Greeting Card from a Template](#)

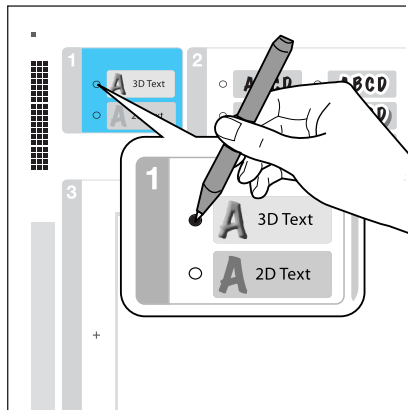
Related topics

[Loading Paper](#)

Printing a Greeting Card from a Template

After your greeting card template is printed, you fill it out to create your card and add your message.

1. Use a dark pen or pencil to fill in the circles and select the Text Style and Text Effects.



2. Add your greeting card message within the box. You can write it in by hand, print a message and paste it into the box, or draw a picture.

Note: When adding text, place it in the direction that your photo faces.

3. Load photo paper in Cassette 2 (lower) for this size: Letter (8.5 × 11 inches [216 × 279 mm]), or in Cassette 1 (upper) for this size: 4 × 6 inches (102 × 152 mm).
4. Select **Print using Template sheet**.

Note: If you do not see **Print using Template sheet**, press the  home button and select **Various Prints > Greeting Card > OK > Print Using the Template**. Then select **OK** twice.

5. Select **Edit** to adjust image settings, if necessary.
6. Select **How To** and follow the instructions on the LCD screen to place the template facedown on the scanner glass with the blue triangle facing into the front right corner.
7. Close the document cover.
8. Select **Copies** and use the numeric keypad to select the number of copies (up to 99).
9. When you are ready to print, press the **Print** icon.

Note: To cancel printing, select **Cancel** and select **Close** to exit.

When you finish printing, cut your greeting cards apart, if necessary.

Parent topic: [Printing from a Memory Card](#)

Related topics

[Loading Paper](#)

Transferring Photos on a Memory Card

You can transfer photos to and from a memory card inserted into a memory card slot on your product.

[Setting Up File Sharing for Photo Transfers from Your Computer](#)

[Transferring Photos from a Memory Card to Your Computer](#)

Parent topic: [Using Memory Cards with Your Product](#)

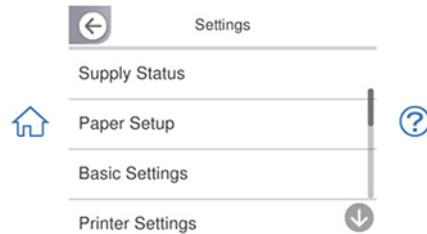
Setting Up File Sharing for Photo Transfers from Your Computer

Before you transfer photos from a computer to a memory card inserted into a memory card slot on your product, you may need to set up your product's file sharing settings.

Caution: Remove the memory card before you change this setting or you may lose data from the memory card. Do not remove a memory card or turn off your product while the memory card access light is flashing or you may lose data from the memory card.

1. Remove any memory cards from the product.
2. Press the  home icon, if necessary.

3. Select **Settings**.



4. Select **File Sharing Setup**.
5. Select your connection type.
6. Press the  home icon to exit.

Parent topic: [Transferring Photos on a Memory Card](#)

Transferring Photos from a Memory Card to Your Computer

You can transfer photos to and from a memory card inserted into a memory card slot on your product and a computer connected to your product.

Note: Do not transfer photos to and from a memory card while you are printing from the memory card.

1. Make sure your product is connected to a computer.
2. Insert a memory card into a memory card slot on your product.
3. Do one of the following to access your memory card files from your computer:
 - **Windows:** Open the **Computer**, **My Computer**, **Windows Explorer**, or **File Explorer** utility, then select the removable disk icon.
 - **Mac with a USB connection:** Look for the removable disk icon on your desktop or computer window, then select it.
 - **Mac with a network connection:** Select the hard drive icon on your desktop or computer window, select your product in the **SHARED** section of the sidebar (you may need to widen the sidebar to see the name), then select the **MEMORYCARD** icon.
4. Select the folder that contains your photos.
5. Drag the photos you want to transfer to the desired folder on your computer or on your memory card.

Note: Your product's LCD screen does not update to display new photos transferred to the memory card. Wait until the memory card access light stops flashing, then remove and insert the memory card to update the photos displayed.

Parent topic: [Transferring Photos on a Memory Card](#)

Viewing or Printing from a USB Flash Drive or External Device

You can view and print photos from a USB flash drive or other external USB device, such as an external hard drive or CD/DVD burner.

Note: Make sure the files on your device are compatible with the product.

[USB Device File Specifications](#)

[Connecting and Using a USB Flash Drive or External Device](#)

USB Device File Specifications

You can print external device files that meet these specifications.

File format	JPEG with the Exif version 2.3 standard (taken with digital camera using DCF (Design rule for Camera File system) version 1.0 or 2.0 compliant)
Image size	80 × 80 pixels to 10200 × 10200 pixels
File size	Up to 2GB
Number of files	Up to 9990

Note: DCF 2.0 files stored in a camera's built-in memory are not supported.

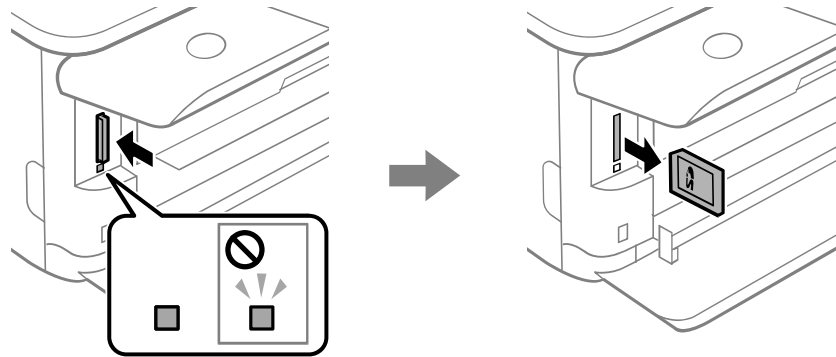
Parent topic: [Viewing or Printing from a USB Flash Drive or External Device](#)

Connecting and Using a USB Flash Drive or External Device

Before you connect your USB flash drive or external device, make sure the product is turned on but not printing.

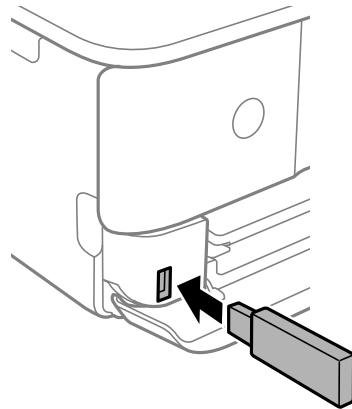
Note: Epson cannot guarantee the compatibility of your device.

1. Remove any memory cards from the product.



Caution: Do not remove a memory card or turn off your product while the memory card access light is flashing or you may lose data from the memory card.

2. Load the paper you want to print on.
3. Insert your USB flash drive or the USB cable that came with your device into the USB port on the front of your product.



4. Insert storage media (such as a CD) into your external device, if necessary.
5. Select the photos to print from the LCD screen.

When you finish printing, make sure the access light on the device is not flashing, then remove or disconnect it from the product.

Caution: Do not remove the USB device or turn off the product when the access light is flashing, or you may lose photos on the device.

Parent topic: [Viewing or Printing from a USB Flash Drive or External Device](#)

Related tasks

[Removing a Memory Card](#)

[Viewing and Printing Photos From the LCD Screen](#)

Related topics

[Loading Paper](#)

Printing Personalized Projects

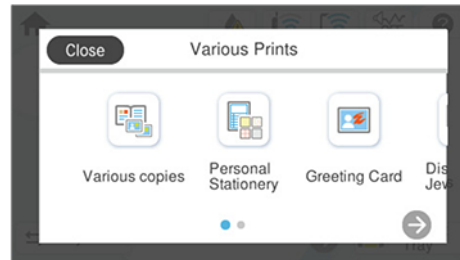
You can print a variety of personalized projects, including some with a photo background.

[Printing a Personalized Project](#)

Printing a Personalized Project

You can print patterned paper, calendars, lined paper, graph paper, music sheets, stationery with a photo background, or coloring book pages. You can also print images from a memory card onto CD/DVDs and jewel case inserts.

1. Load plain paper in either Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) size.
2. Select the  home icon, if necessary.
3. Select **Various Prints**.



4. Select one of the following:
 - **Personal Stationery** lets you print a variety of project types on paper:
 - **Design Paper** lets you print patterned paper from preset designs.
 - **Ruled Paper** lets you print music sheets, wide-rule or narrow-rule notebook paper, and graph paper.
 - **Writing Papers** lets you print lined or unlined note paper with one of your own photos in the background.
 - **Schedule** lets you create and print a monthly, weekly, or daily schedule page.
 - **Calendar** lets you create and print a weekly or monthly calendar page using photos stored on a memory device.

- **Disc label/Jewel case** lets you print a variety of projects onto a CD/DVD or jewel case insert:
 - **Copy to Disc label**
 - **Print on Disc label** lets you print one or more photos from a memory card or external USB device directly onto an ink jet-printable CD, DVD, or Blu-ray Disc. If you want, you can first print a test design on plain paper.
 - **Print on Jewel Case** lets you print a photo from a memory card or external USB device onto a CD/DVD jewel case insert. Your product automatically resizes the photo to fit, but you can also print multiple thumbnail images formatted to fit on a jewel case insert. After the insert is printed, you can cut and fold it to fit.
 - **Coloring Books** lets you create a coloring book page from a photo on your memory card or external USB device, or from a photo or drawing placed on the scanner glass.
- 5. Follow the instructions on the screen to select the options for your project.
- 6. When you are ready to print, select the **Print** icon.

Note: To cancel printing, select **Cancel** and select **Close** to exit.

Parent topic: [Printing Personalized Projects](#)

Related references

[Memory Card or External USB Device Print Settings](#)

Related tasks

[Connecting and Using a USB Flash Drive or External Device](#)

[Inserting a Memory Card](#)

Related topics

[Printing on CDs/DVDs](#)

[Loading Paper](#)

[Placing Originals on the Product](#)

Printing on CDs/DVDs

Follow the instructions in this section to print a design onto ink jet-printable CDs or DVDs to create a custom label.

[CD/DVD Printing Features](#)

[Loading a CD/DVD](#)

[Copying onto a CD/DVD](#)

CD/DVD Printing Features

You can use any of the following features to print custom CD/DVD/Blu-ray Disc labels and accessories:

- Copy an existing label onto a new CD/DVD/Blu-ray Disc
- Use your product's control panel to print photos from a memory card onto a CD/DVD/Blu-ray Disc
- Print text and images from your computer using the Epson Photo+ software

You can also use your product's control panel to create a jewel case insert with photos from a memory card.

Parent topic: [Printing on CDs/DVDs](#)

Related concepts

[Printing with Epson Photo+](#)

Related tasks

[Copying onto a CD/DVD](#)

[Printing a Personalized Project](#)

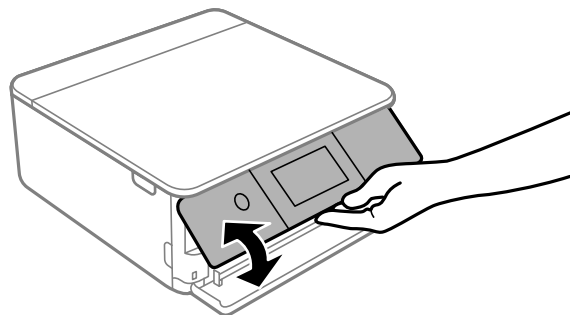
Loading a CD/DVD

You can print on any compatible, ink jet-printable CDs or DVDs, including Blu-ray Discs.

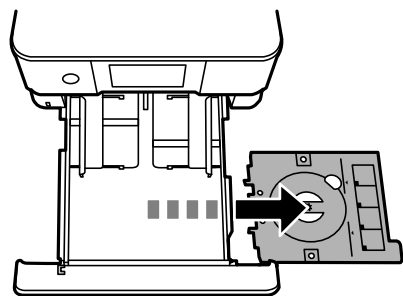
Caution: Do not insert the CD/DVD tray while the product is printing, copying, or performing other operations. Otherwise, your product may be damaged or the surface of the CD/DVD may become dirty or scratched.

Note: If you are using discs where the printable area extends to within 0.16 inch (4 mm) of the center hole, you may need to adjust the inner diameter setting using the control panel or Epson Photo+ software.

1. Burn your files, music, or video onto your disc before printing on it.
2. Press the  home button, if necessary.
3. Raise the control panel.

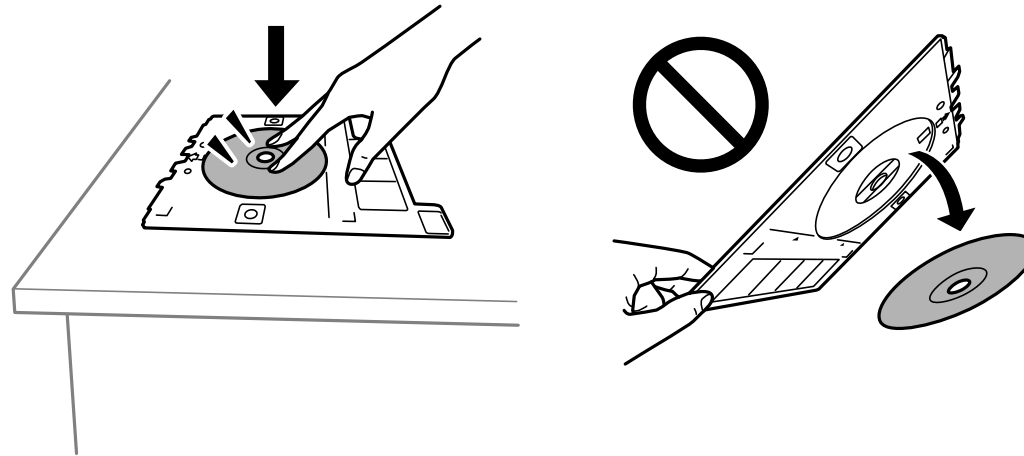


4. Make sure nothing is on the output tray, then press the  icon to close it.
5. Remove the CD/DVD tray from beneath cassette 2.



- When prompted to load a CD/DVD, you can select the option to view an animation of the loading procedure. Follow the on-screen instruction to load the disc into the CD/DVD tray.

Note: Be sure to fully seat the CD or DVD or it may fall out when the tray is turned over.



Caution: Do not turn off the product with a CD or DVD loaded in it. Always remove the disc first.

After your CD or DVD is printed, the tray extends automatically. Remove it from your product, remove the CD or DVD from the tray, and select **Printing Complete** on the LCD screen. Make sure you insert the CD/DVD tray into the storage slot beneath Cassette 2 when you're finished.

Caution: Always remove the CD/DVD tray after printing. If you turn the product off and on again or perform a head cleaning without removing the tray, the print head may contact the CD/DVD tray and cause the product to malfunction. After printing, handle the CD or DVD carefully. You may need to wait up to 24 hours for the ink to dry fully before inserting it in a drive, depending on the type of disc you used. Keep printed discs away from moisture and direct sunlight.

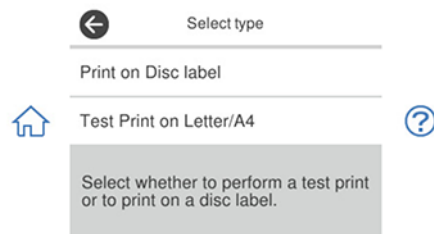
Parent topic: [Printing on CDs/DVDs](#)

Copying onto a CD/DVD

You can copy a printed photo or CD/DVD label directly onto an ink jet-printable CD or DVD. If you want, you can first print a test design on plain paper.

1. Load the CD, DVD, or plain paper you want to print on.
2. Press the  home button, if necessary.
3. Select **Various Prints**.
4. Select **Disc label/Jewel Case** and select **OK**.
5. Select **Copy to Disc label** and follow the instructions on the LCD screen to do one of the following:
 - Place your photo facedown on the scanner glass.
 - Place your CD or DVD facedown in the center of the scanner glass.
6. Select **Proceed to set up Outer/Inner**.
7. If necessary, adjust the inner and outer diameter of your CD as shown on the screen, and select **Select Type**.

You see this screen:



8. Do one of the following:
 - To print on a CD or DVD, select **Print on Disc label**. Select **How To** to view CD loading instructions or select **Installed** if the CD is already loaded.
 - To print a test print on plain paper, select **Test Print on Letter/A4**. Select any copy settings as necessary.
9. When you are ready to print, select **Copy**.

Note: To cancel printing, select **Cancel** and select **OK** to exit.

Parent topic: [Printing on CDs/DVDs](#)

Related references

[Printable Area Specifications](#)

Related tasks

[Loading a CD/DVD](#)

Related topics

[Placing Originals on the Product](#)

Replacing Ink Cartridges and Maintenance Boxes

The maintenance box stores ink that gets flushed from the system during printhead cleaning. When an ink cartridge is expended or the maintenance box is at the end of its service life, you need to replace it.

You may also need to replace a cartridge that is more than six months old if your printouts do not look their best, even after cleaning and aligning the printhead.

Note: Please dispose of your used Epson branded ink cartridges and maintenance boxes responsibly and in accordance with local requirements. If you would like to return your used ink cartridges and maintenance boxes to Epson for proper disposal, please go to epson.com/recycle for more information.

[Check Cartridge and Maintenance Box Status](#)

[Purchase Epson Ink Cartridges and Maintenance Box](#)

[Removing and Installing Ink Cartridges](#)

[Printing with Black Ink and Expended Color Cartridges](#)

[Conserving Low Black Ink with Windows](#)

[Replacing the Maintenance Box](#)

Check Cartridge and Maintenance Box Status

Your product and its software will let you know when an ink cartridge is low or expended, or when the maintenance box needs to be replaced.

[Checking Ink Cartridge and Maintenance Box Status on the LCD Screen](#)

[Checking Cartridge and Maintenance Box Status - Windows](#)

[Checking Cartridge and Maintenance Box Status - Mac](#)

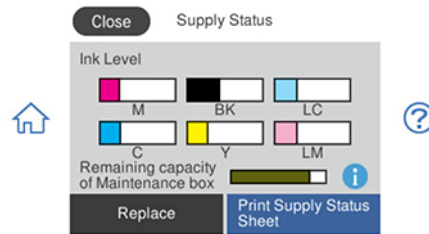
Parent topic: [Replacing Ink Cartridges and Maintenance Boxes](#)

Checking Ink Cartridge and Maintenance Box Status on the LCD Screen

You can check the status of the ink cartridges and maintenance box using the product's LCD screen.

1. Press the  home button, if necessary.
2. Select the  icon.

You see a screen like this:



Note: The displayed ink and maintenance box levels are approximate. If you see a low ink message, you can continue printing until you see a message to replace an ink cartridge.

3. To print detailed status information, make sure paper is loaded in your product and select **Print Supply Status Sheet**.
4. If you want to replace an ink cartridge, select **Replace** and follow the on-screen instructions.

Parent topic: [Check Cartridge and Maintenance Box Status](#)

Related tasks

[Removing and Installing Ink Cartridges](#)

[Replacing the Maintenance Box](#)

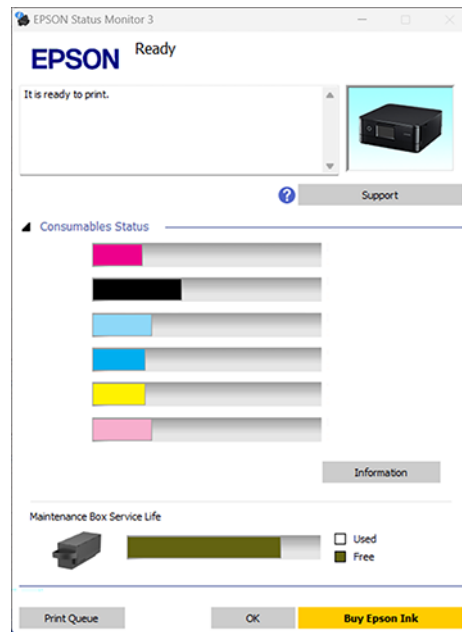
Checking Cartridge and Maintenance Box Status - Windows

A low ink reminder appears if you try to print when ink is low, and you can check your cartridge or maintenance box status at any time using a utility on your Windows computer.

Note: If you see a low ink message, you can continue printing until you see a message to replace an ink cartridge.

1. To check your status, 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 this window:

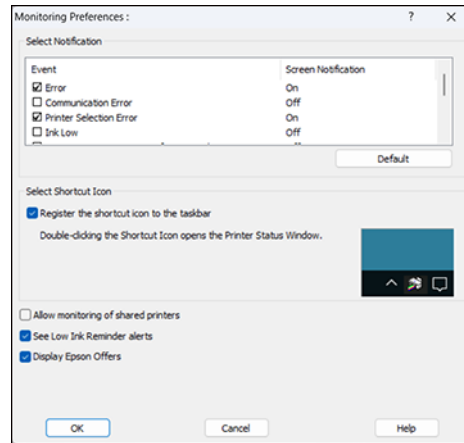


2. Replace or reinstall the maintenance box or any ink cartridge as indicated on the screen.

Note: If any of the cartridges installed in the product is broken, incompatible with the product model, or improperly installed, Epson Status Monitor will not display an accurate cartridge status.

3. To disable the low ink reminder, right-click the product icon in the Windows taskbar and select **Monitoring Preferences**.

You see this window:



4. Deselect the **See Low Ink Reminder alerts** checkbox at the bottom of the screen.
5. To disable promotional offers, deselect the **Display Epson Offers** checkbox.
6. Click **OK**.

Parent topic: [Check Cartridge and Maintenance Box Status](#)

Related tasks

[Removing and Installing Ink Cartridges](#)

[Replacing the Maintenance Box](#)

[Printing with Expended Color Cartridges - Windows](#)

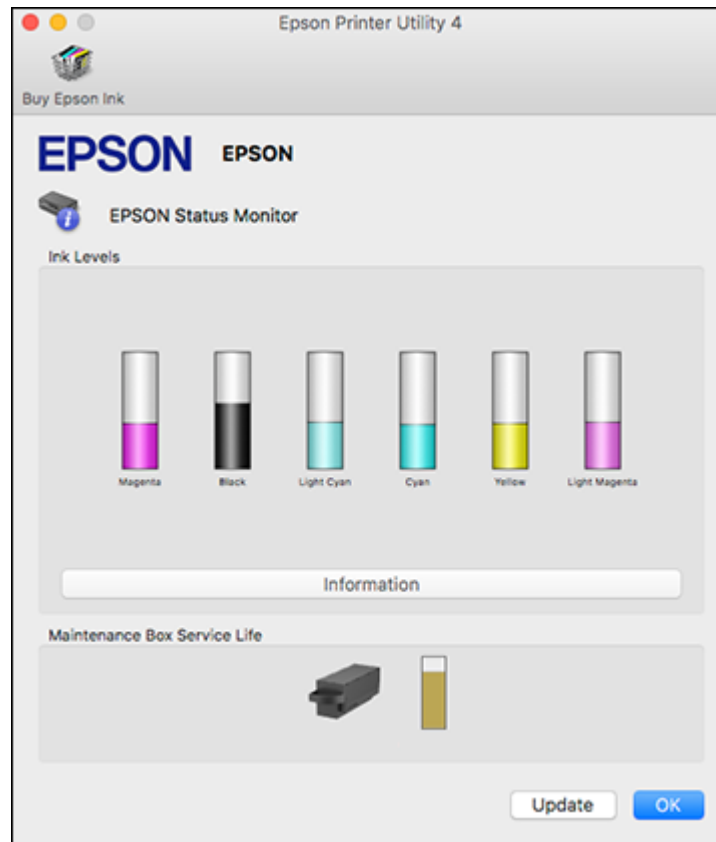
Checking Cartridge and Maintenance Box Status - Mac

You can check the status of your ink cartridges and maintenance box using a utility on your Mac.

Note: If you see a low ink message, you can continue printing until you see a message to replace an ink cartridge.

1. In the Apple menu or the Dock, select **System Preferences** or **System Settings**. 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 this window:



3. Do the following as necessary:

- You can update the ink cartridge and maintenance box status by clicking **Update**.
- Replace or reinstall the maintenance box or any ink cartridge as indicated on the screen.

Note: If any of the cartridges installed in the product is broken, incompatible with the product model, or improperly installed, Epson Status Monitor will not display an accurate cartridge status.

Parent topic: [Check Cartridge and Maintenance Box Status](#)

Related tasks

[Removing and Installing Ink Cartridges](#)

[Replacing the Maintenance Box](#)

[Printing with Expended Color Cartridges - Mac](#)

Purchase Epson Ink Cartridges and Maintenance Box

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

Note: Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.

The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All cartridges must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced cartridges.

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

Parent topic: [Replacing Ink Cartridges and Maintenance Boxes](#)

Ink Cartridge and Maintenance Box Part Numbers

Use these part numbers when you order or purchase a new maintenance box or ink cartridges.

Maintenance box part number: T3661

Note: For best printing results, use up a cartridge within 6 months of opening the package.

Ink color	Part number	
	Standard-capacity	High-capacity
Black	340120	340XL120

Ink color	Part number	
	Standard-capacity	High-capacity
Cyan	340220	340XL220
Magenta	340320	340XL320
Yellow	340420	340XL420
Light Cyan	340520	340XL520
Light Magenta	340620	340XL620

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

Related references

[Ink Cartridge Specifications](#)

Removing and Installing Ink Cartridges

Make sure you have your replacement cartridges handy before you begin. You must install new cartridges immediately after removing the old ones.

Caution: Leave your old cartridges in the product until you are ready to replace them to prevent the print head nozzles from drying out. Do not open ink cartridge packages until you are ready to install the ink. Cartridges are vacuum packed to maintain reliability.

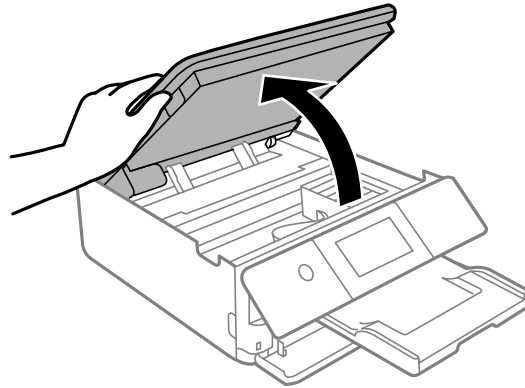
Note: If you remove a low or expended ink cartridge, you cannot re-install and use the cartridge.

1. Turn on your product.

- If an ink cartridge is expended, you see a message on the LCD screen. Note which cartridges need to be replaced and follow the on-screen instructions or the instructions below to replace the cartridge.
- If you are replacing a cartridge before you see a message on the LCD screen, press the  home button if necessary, and select **Maintenance > Ink Cartridge Replacement**. Select **Next**, then select **Completed** when you are done.

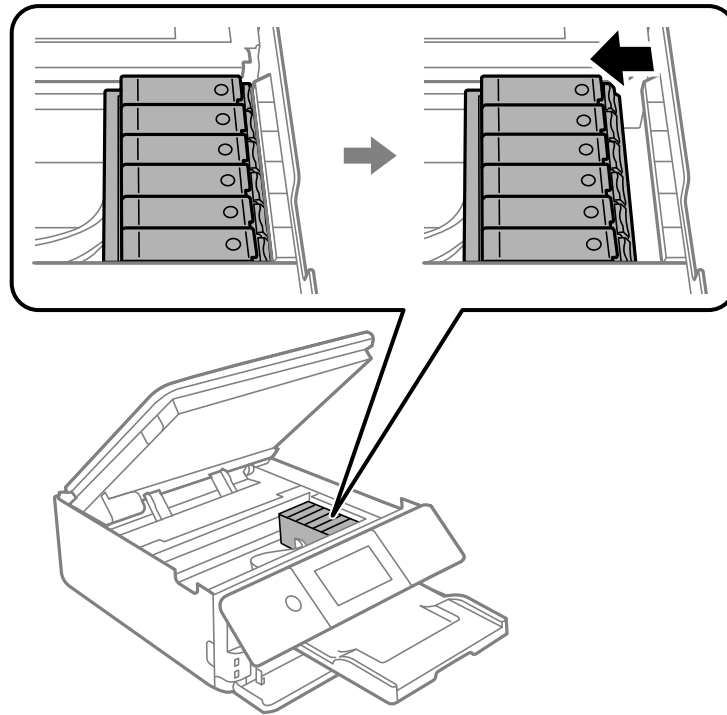
Note: You can also select **How To** to view ink replacement instructions on the LCD screen.

2. Lift up the scanner unit.

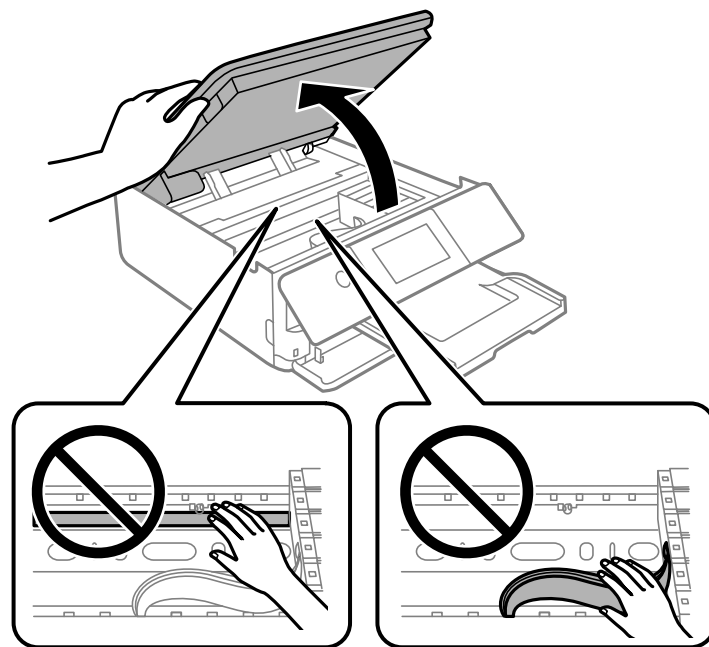


Caution: Be careful not to trap your hand or fingers when opening or closing the scanner unit.

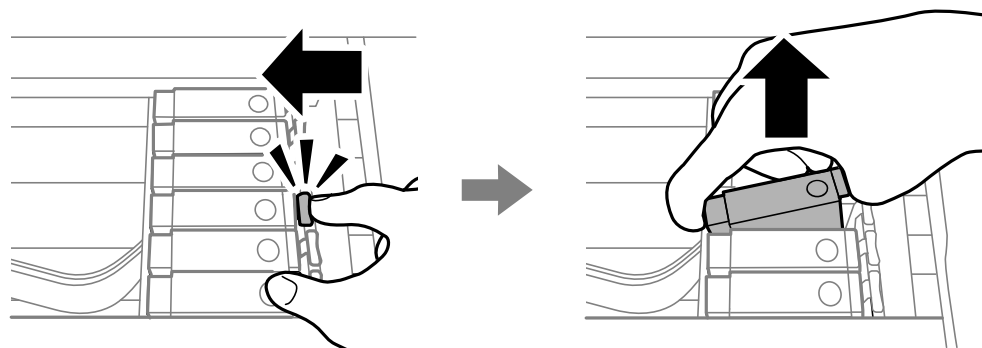
The ink cartridge holder moves to the replacement position. If the ink cartridge holder returns to the home position (far right), repeat steps 1 and 2.



Caution: Do not move the print head by hand or use any kind of tool to remove a cartridge; otherwise, you may damage your product. Do not touch the flat white cable or the metal bar inside the product.



3. Push in the blue tab to unlock the ink cartridge you are replacing. Then lift the ink cartridge as shown to remove it.

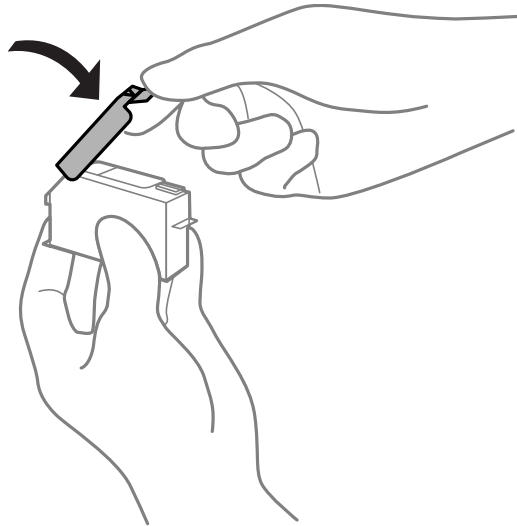


Warning: If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems persist, see a doctor immediately. If ink gets into your mouth, spit it out and see a doctor right away. Keep ink cartridges out of the reach of children.

Note: Replace ink cartridges one after another as quickly as possible. If you replace two or more cartridges at a time or replacement takes time, some ink may be consumed to guarantee printer performance.

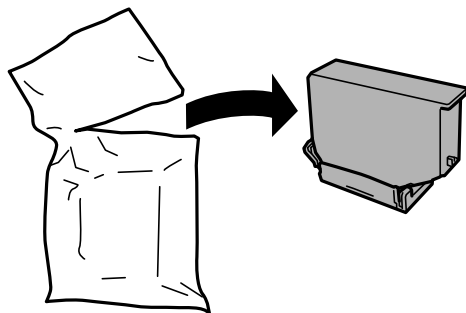
Caution: Be careful not to let dust or any objects get inside the ink cartridge holder. Anything inside the holder may adversely affect the printing results or result in an inability to print.

4. Recap the used ink cartridge using the cap that came with it. You can also use the cap from your replacement cartridge package.



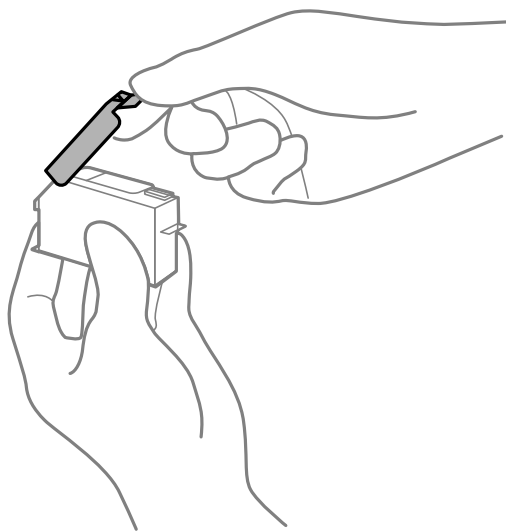
Note: Dispose of used cartridges carefully. Do not take the used cartridge apart or try to refill it.

5. Remove the new ink cartridge from the package.

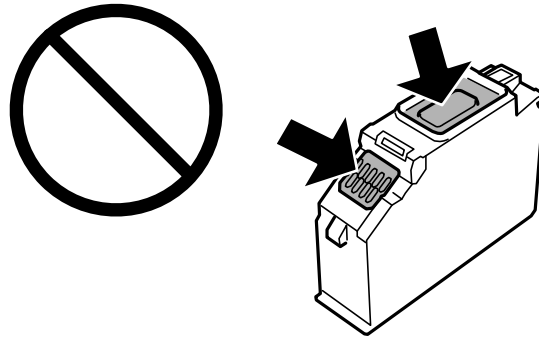


Caution: Do not drop or shake the ink cartridges. Do not squeeze them or tear their labels; doing so may cause the ink cartridge to leak.

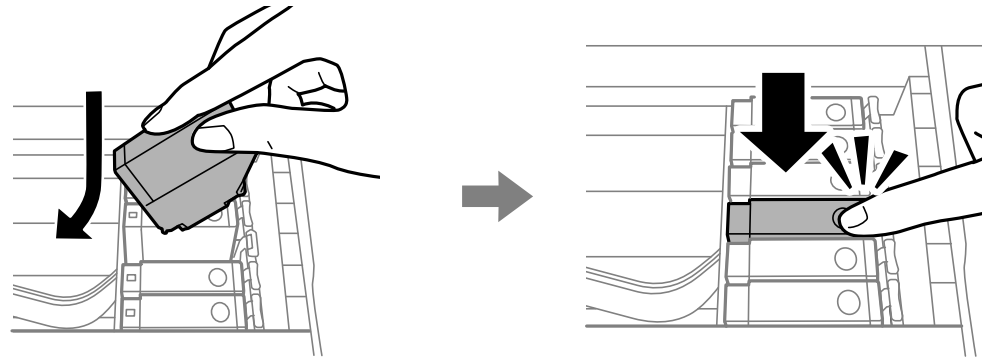
6. Remove the cap from the cartridge and save the cap so you can recap ink cartridges before storing or disposing of them.



Caution: Do not remove any other labels or seals, or the ink cartridge may leak or become unusable. Do not touch the areas shown here; doing so may prevent normal operation and printing.



7. Insert the new cartridge into the ink cartridge holder at an angle as shown. Then push it all the way down until it clicks into place.



8. After you replace all the cartridges that need replacing, lower the scanner unit and select **Completed** on the LCD screen.

Note: The scanner unit is designed to close slowly as a precaution against trapping fingers. Continue to close the scanner unit even if you feel some resistance.

The print head moves to its home position and the product starts charging the ink. This takes a few minutes. When you see a completion message on the LCD screen, ink replacement is complete.

Note: If you see an error screen telling you an ink cartridge is installed incorrectly, lift up the scanner unit and press the ink cartridge down until it clicks into place. When you're finished, close the scanner unit.

Caution: Do not turn off the product while ink is charging or you may not be able to print.

Caution: If you remove an ink cartridge for later use, recap the ink cartridge using the cap that came with it to prevent the ink from drying out and to protect the surrounding area from getting smeared by ink. Store the ink cartridge in the same environment as the product. Do not leave the product with the ink cartridges removed for an extended period of time. Otherwise, ink remaining in the print head nozzles may dry out and you may not be able to print.

Parent topic: [Replacing Ink Cartridges and Maintenance Boxes](#)

Related concepts

[Purchase Epson Ink Cartridges and Maintenance Box](#)

Related references

[Ink Cartridge Safety Instructions](#)

Printing with Black Ink and Expended Color Cartridges

When a color ink cartridge is expended, you can temporarily continue printing using black ink. Replace the expended color cartridge as soon as possible for future printing.

[Printing with Expended Color Cartridges - Windows](#)

[Printing with Expended Color Cartridges - Mac](#)

Parent topic: [Replacing Ink Cartridges and Maintenance Boxes](#)

Printing with Expended Color Cartridges - Windows

If you see a message during printing telling you that you can temporarily print in black ink with an expended color cartridge, you can cancel your print job and select settings to print on plain paper or on an envelope.

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.

Note: To use this feature, Epson Status Monitor must be enabled.

1. Click **Cancel** or **Cancel Print** to cancel your print job.

Note: If the message screen appears on another computer on a network, you may need to cancel the print job using the product control panel.

2. Load plain paper or an envelope in your product.
3. Access the print settings in your print application.
4. Click the **Main** tab and make sure **Borderless** is not selected.
5. Select **Plain Paper/Bright White Paper** or **Envelope** as the paper type setting.
6. Select the **Black/Grayscale** checkbox.
7. Click **OK**.
8. Print your document.

Epson Status Monitor 3 displays a print message.

9. Click **Print in Black** to print your document.

Parent topic: [Printing with Black Ink and Expended Color Cartridges](#)

Related topics

[Loading Paper](#)

Printing with Expended Color Cartridges - Mac

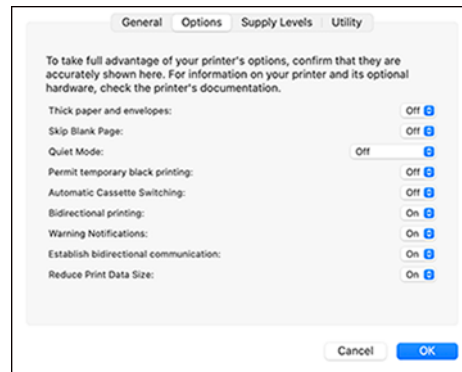
If printing stops, you can cancel your print job and select settings to temporarily print with only black ink on plain paper or on an envelope.

1. Click the printer icon in the Dock.
2. If you see a message telling you that you can temporarily print with only black ink, click the **Delete** or  button to cancel your print job. If you see an error message, click **OK**.

Note: If the message screen appears on another computer on a network, you may need to cancel the print job using the product control panel.

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

You see a screen like this:



6. Select **On** as the **Permit temporary black printing** setting.
7. Click **OK**.
8. Close the utility window.
9. Load plain paper or an envelope in your product.
10. Access the print settings in your print application.
11. Select **Print Settings** from the pop-up menu.
12. Select **Plain Paper/Bright White Paper** or **Envelope** as the paper type setting.
13. Select the **Grayscale** option.
14. Click **Print** to print your document.

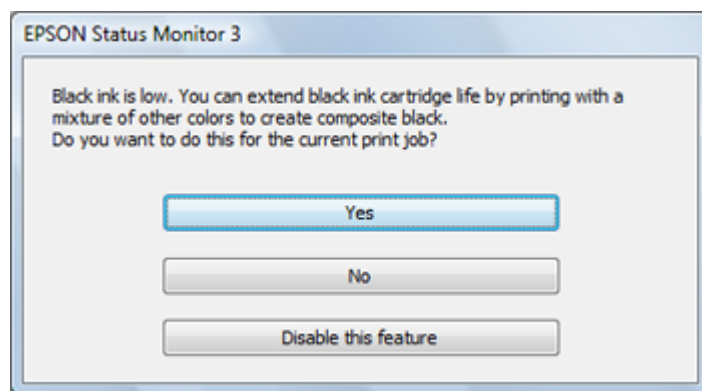
Parent topic: [Printing with Black Ink and Expended Color Cartridges](#)

Related topics

[Loading Paper](#)

Conserving Low Black Ink with Windows

The following window appears when black ink runs low and there is more color ink.



Note: The window appears only when you have selected **Plain Paper/Bright White Paper** as the paper type setting, and depends on other selected print settings. To use this feature, Epson Status Monitor must be enabled.

- Click **Yes** to use a mixture of color inks to create black, or **No** to continue using the remaining black ink for the document you are printing.
- Click **Disable this feature** to continue using the remaining black ink.

Note: If you disable this feature, it remains disabled until you install a new black ink cartridge.

Parent topic: [Replacing Ink Cartridges and Maintenance Boxes](#)

Replacing the Maintenance Box

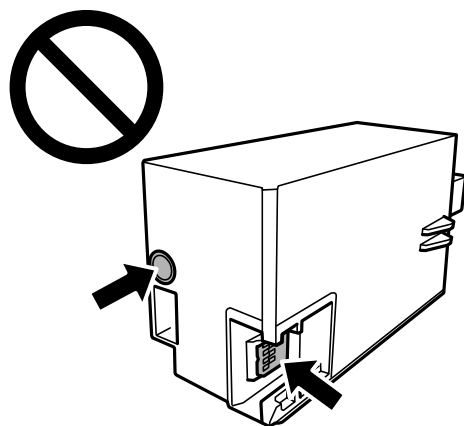
Make sure you have a new maintenance box before you begin.

Caution: 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.

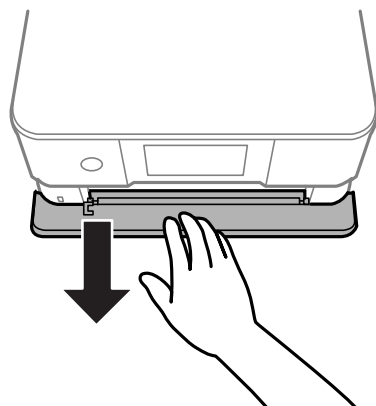
Note: You cannot print or clean the print head while the maintenance box is full, but you can perform tasks that do not require ink, such as scanning.

1. Make sure the product is not printing.
2. Remove the new maintenance box from its package.

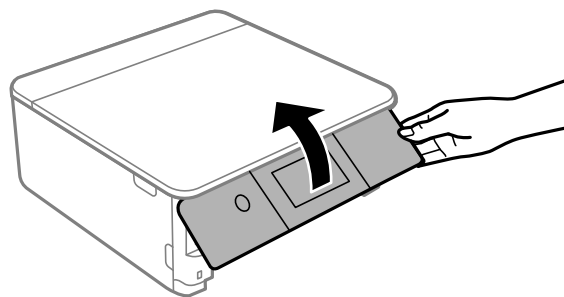
Caution: Do not touch the areas shown here:



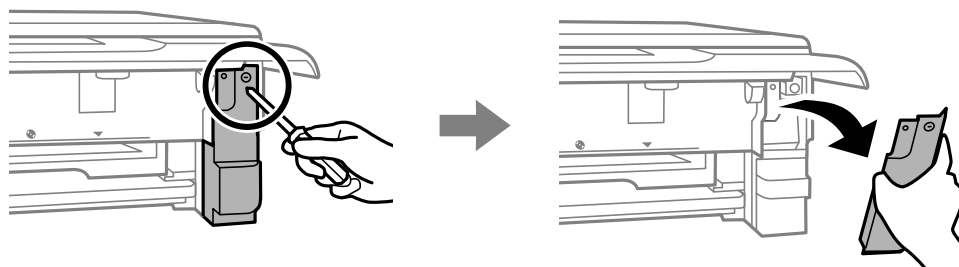
3. Lift up Cassette 2 and pull it out all the way.



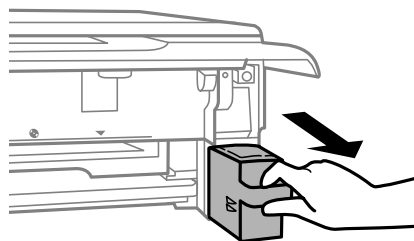
4. Raise the control panel.



5. Use a flat-head screwdriver to loosen the screw on the maintenance box cover and remove the maintenance box cover as shown.



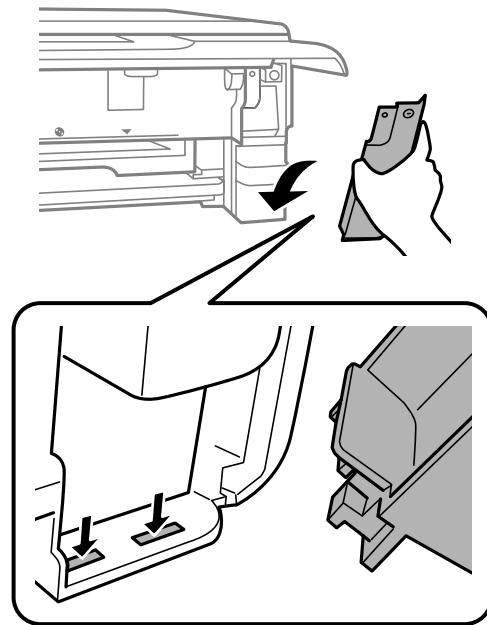
6. Grasp the maintenance box and pull it out of its holder.



Note: Do not tilt the used maintenance box or take it apart.

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 discomfort or vision problems persist, see a doctor immediately. If ink gets into your mouth, spit it out and see a doctor right away. Keep the maintenance box out of the reach of children and do not drink the ink.

7. Place the used maintenance box in the plastic bag that came with the new maintenance box. Seal the bag and dispose of it carefully.
8. Insert the new maintenance box into the holder and push it all the way in.
9. Insert the maintenance box cover into the tabs on the product as shown, close the cover, and tighten the screw to secure it.



10. Re-insert Cassette 2 and follow the on-screen instructions.

Parent topic: [Replacing Ink Cartridges and Maintenance Boxes](#)

Related references

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

Related tasks

[Removing and Installing Ink Cartridges](#)

[Replacing the Maintenance Box](#)

Adjusting Print Quality

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

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.

If running these utilities does not solve the problem, the translucent film inside the printer may be smeared or you may need to replace the ink cartridges.

[Performing Print Quality Adjustment](#)

[Printhead Maintenance](#)

[Aligning the Print Head Using the Product Control Panel](#)

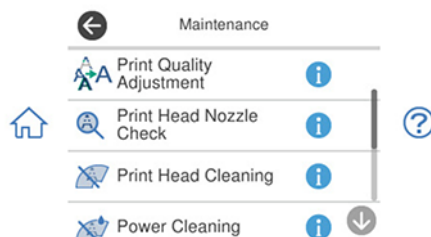
[Cleaning the Paper Guide](#)

Performing Print Quality Adjustment

You can adjust the print quality using the control panel on your product.

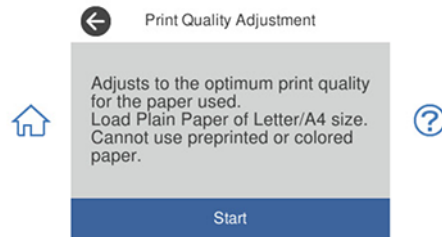
1. Make sure there are no errors on the LCD screen and the CD/DVD tray is not inserted for printing.
2. Load a few sheets of plain paper in Cassette 2.
3. Press the  home button, if necessary.
4. Select **Maintenance**.

You see a screen like this:



5. Select **Print Quality Adjustment**.

You see a screen like this:



6. Select **Start**.

The print quality adjustment pattern prints.

7. Follow the on-screen instructions to scan the adjustment pattern.

Note: If scanning fails, make sure the paper is properly aligned with the corner mark and not folded, then select **Start Scanning**.

Note: If scanning fails and the print quality adjustment printout was a blank sheet, select **Cancel** and follow the on-screen instructions.

If the print quality does not improve after performing the print quality adjustment, perform all available printhead adjustments. See the links below.

Parent topic: [Adjusting Print Quality](#)

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Power Cleaning](#)

Related tasks

[Aligning the Print Head Using the Product Control Panel](#)

Printhead Maintenance

If your printouts become too light, or you see dark or light bands across them, you may need to clean the printhead 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.

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

Note: You cannot clean the print head if an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first.

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

[Power Cleaning](#)

Parent topic: [Adjusting Print Quality](#)

Related concepts

[Purchase Epson Ink Cartridges and Maintenance Box](#)

Related tasks

[Removing and Installing Ink Cartridges](#)

Print Head Nozzle Check

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

[Checking the Nozzles Using the Product Control Panel](#)

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

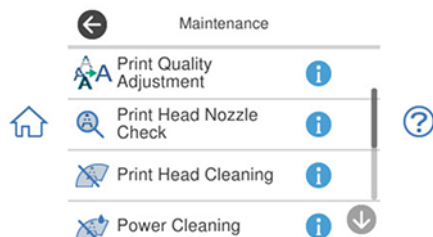
Parent topic: [Printhead Maintenance](#)

Checking the Nozzles Using the Product Control Panel

You can check the printhead nozzles using the control panel on your product.

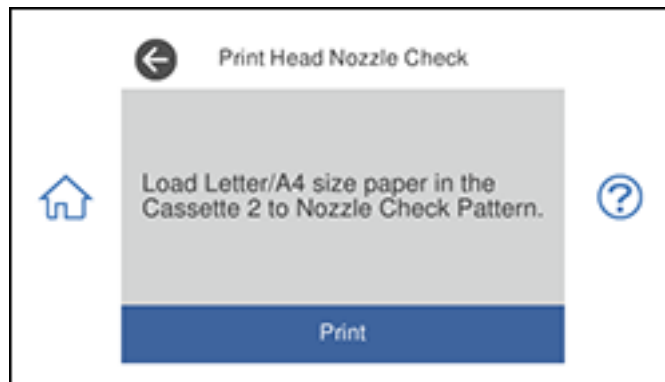
1. Make sure there are no errors on the LCD screen and the CD/DVD tray is not inserted for printing.
2. Load a few sheets of plain paper in Cassette 2.
3. Press the  home button, if necessary.
4. Select **Maintenance**.

You see a screen like this:



5. Select **Print Head Nozzle Check**.

You see a screen like this:

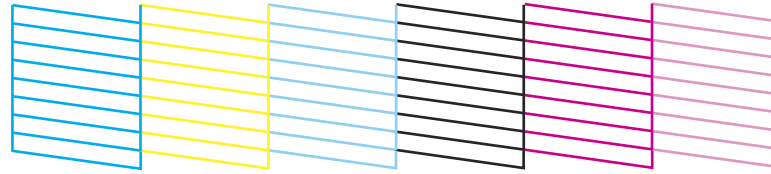


6. Select **Print**.

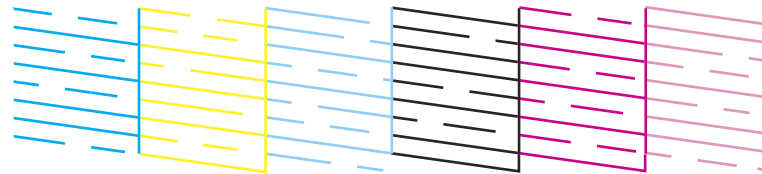
The nozzle pattern prints.

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

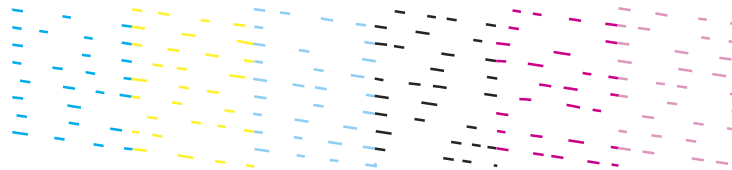
Print head is clean



Print head needs cleaning



Print head needs Power Cleaning



8. Do one of the following:
- If there are no gaps, select **O**.
 - If there are gaps or the pattern is faint, select **X** and then select **Cleaning**.
 - If all or most of the lines are missing, select **X** and then select **Power Cleaning**.

9. Follow the on-screen instructions to clean the printhead or run a power cleaning, check the nozzles, and repeat the process if necessary.

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

If you don't see any improvement after cleaning the printhead three times, turn off the product and wait at least 12 hours. Then run a nozzle check and try cleaning the printhead again. If quality still does not improve, run a Power Cleaning.

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

Related concepts

[Print Head Cleaning](#)

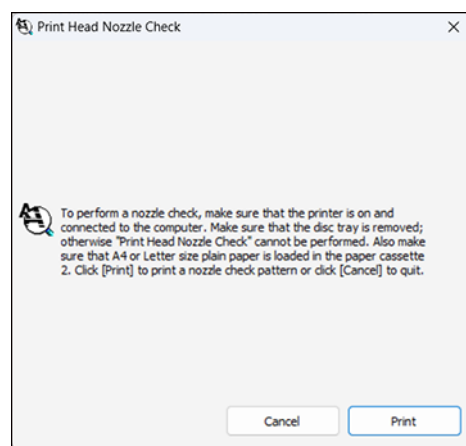
[Power Cleaning](#)

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 Cassette 2 (lower).
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** or **System Settings**. 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** or **Print Head Nozzle Check**.

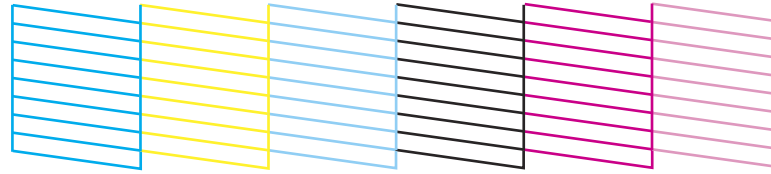
You see a window like this:



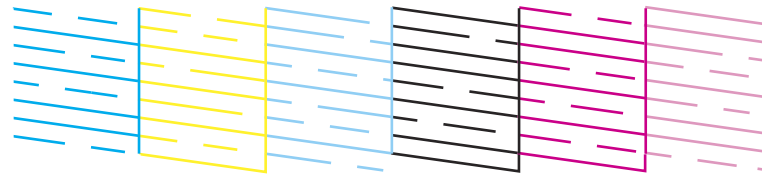
4. Click **Print**.

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

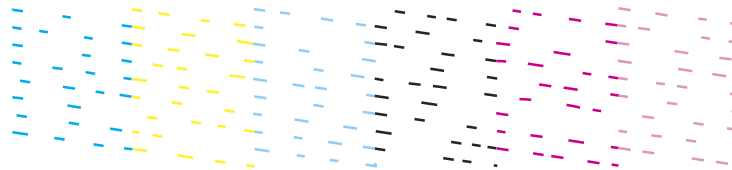
Print head is clean



Print head needs cleaning



Print head needs Power Cleaning



6. Do one of the following:
- 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, 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 12 hours. Then run a nozzle check and try cleaning the print head again. If quality still does not improve, run a Power Cleaning.

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

Related concepts

[Print Head Cleaning](#)

[Power Cleaning](#)

Related tasks

[Loading Paper in Cassette 2 \(Lower Cassette\)](#)

[Checking the Nozzles Using the Product Control Panel](#)

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 an ink cartridge is expended, and may not be able to clean it when a cartridge is low. You must replace the cartridge first.

[Cleaning the Print Head Using the Product Control Panel](#)

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

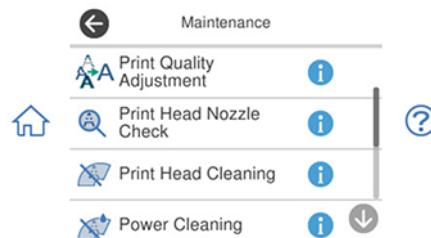
Parent topic: [Printhead Maintenance](#)

Cleaning the Print Head Using the Product Control Panel

You can clean the print head using the control panel on your product.

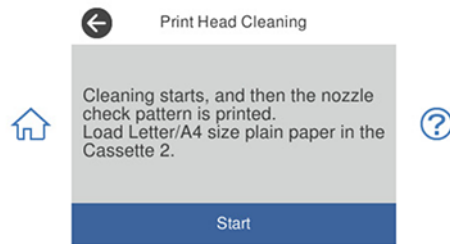
1. Make sure there are no errors on the LCD screen and the CD/DVD tray is not inserted for printing.
2. Load a few sheets of plain paper in Cassette 2.
3. Press the  home button, if necessary.
4. Select **Maintenance**.

You see a screen like this:



5. Select **Print Head Cleaning**.

You see a screen like this:



6. Select **Start** to clean the print head.

The  power light flashes throughout the cleaning cycle and stays on when the cleaning cycle is finished. When the cleaning cycle is finished, you see a message on the screen.

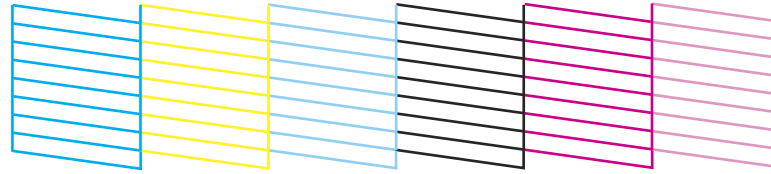
Caution: Never turn off the product or open the scanner unit during a cleaning cycle or you may not be able to print.

7. Select **Check**.

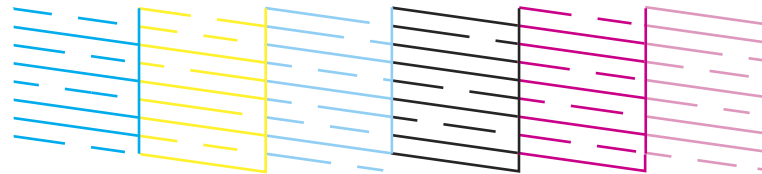
8. Select **Print** to print a nozzle check pattern and confirm that the print head is clean.

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

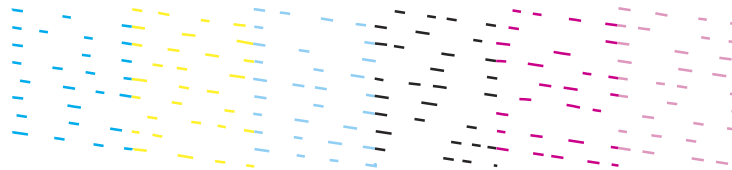
Print head is clean



Print head needs cleaning



Print head needs Power Cleaning



10. Do one of the following:
- If there are no gaps, select **O**.
 - If there are gaps or the pattern is faint, select **X** and then select **Cleaning**.
 - If all or most of the lines are missing, select **X** and then select **Power Cleaning**.
11. Follow the instructions on the screen to clean the print head or run a power cleaning.

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

If you don't see any improvement after cleaning the print head three times, turn off the product and wait at least 12 hours. Then run a nozzle check and try cleaning the print head again. If quality still does not improve, run a Power Cleaning.

Parent topic: [Print Head Cleaning](#)

Related concepts

[Print Head Cleaning](#)

[Power Cleaning](#)

Related tasks

[Removing and Installing Ink Cartridges](#)

[Loading Paper in Cassette 2 \(Lower Cassette\)](#)

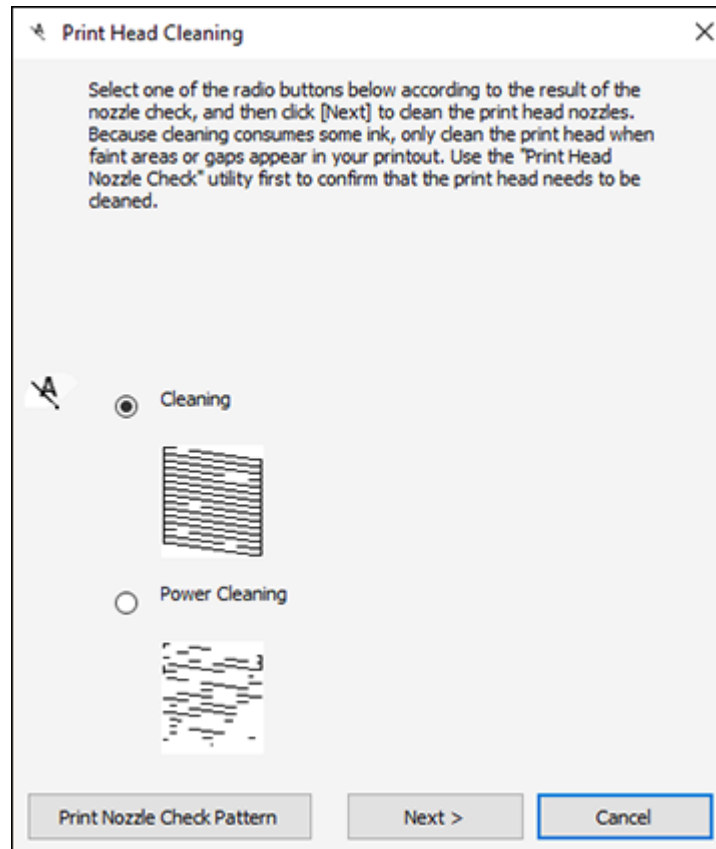
[Cleaning the Print Head Using a Computer Utility](#)

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 there are no errors on the LCD screen and the CD/DVD tray is not inserted for printing.
2. Load a few sheets of plain paper in Cassette 2 (lower).
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** or **System Settings**. 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** or **Print Head Cleaning**.

You see a window like this:



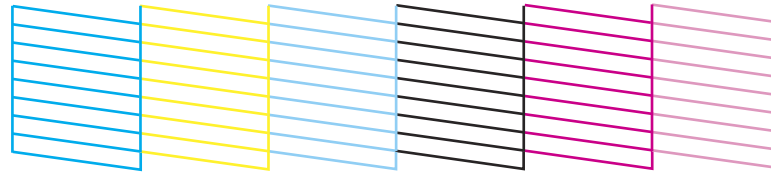
5. Select the cleaning cycle you want to run, based on the nozzle check pattern and click **Next**.
6. Click **Start** to begin the cleaning cycle.

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

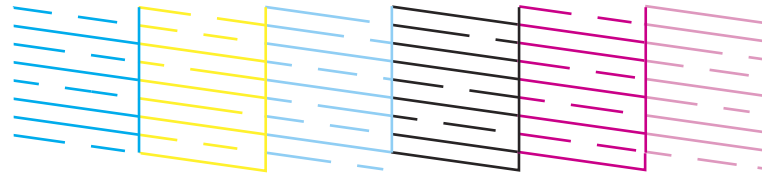
Caution: Never turn off the product or open the scanner unit during a cleaning cycle or you may not be able to print.

7. When the cleaning cycle is finished, you can check to see if the nozzles are clean; click **Print Nozzle Check Pattern** and click **Print**.
8. Check the printed pattern to see if there are gaps in the lines.

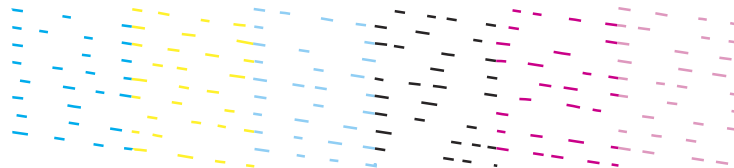
Print head is clean



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.

Parent topic: [Print Head Cleaning](#)

Related concepts

[Print Head Cleaning](#)

[Power Cleaning](#)

Related tasks

[Removing and Installing Ink Cartridges](#)

[Loading Paper in Cassette 2 \(Lower Cassette\)](#)

[Cleaning the Print Head Using the Product Control Panel](#)

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: 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 the Product Control Panel](#)

[Power Cleaning Using a Computer Utility](#)

Parent topic: [Printhead Maintenance](#)

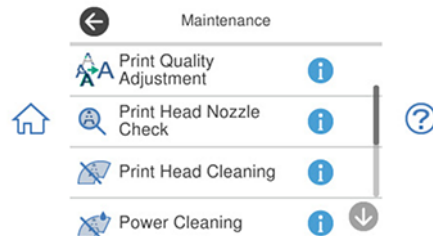
Power Cleaning Using the Product Control Panel

You can run a Power Cleaning using the control panel on your product.

Note: After running a Power Cleaning, you must turn off the product and wait at least 12 hours before printing a nozzle check pattern and running another Power Cleaning or Print Head Cleaning.

1. Make sure there are no errors on the LCD screen and the CD/DVD tray is not inserted for printing.
2. Load a few sheets of plain paper in Cassette 2.
3. Press the  home button, if necessary.
4. Select **Maintenance**.

You see a screen like this:



5. Select **Power Cleaning**.

6. Select **Start**.

The  power light flashes throughout the cleaning cycle and stays on until the nozzle check pattern is printed. After the nozzle check pattern is printed, you see a message on the screen.

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

7. Select **OK**.

If the print quality did not improve, you must turn off the product and wait at least 12 hours before printing another nozzle check pattern and running another Power Cleaning or Print Head Cleaning.

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

Parent topic: [Power Cleaning](#)

Power Cleaning Using a Computer Utility

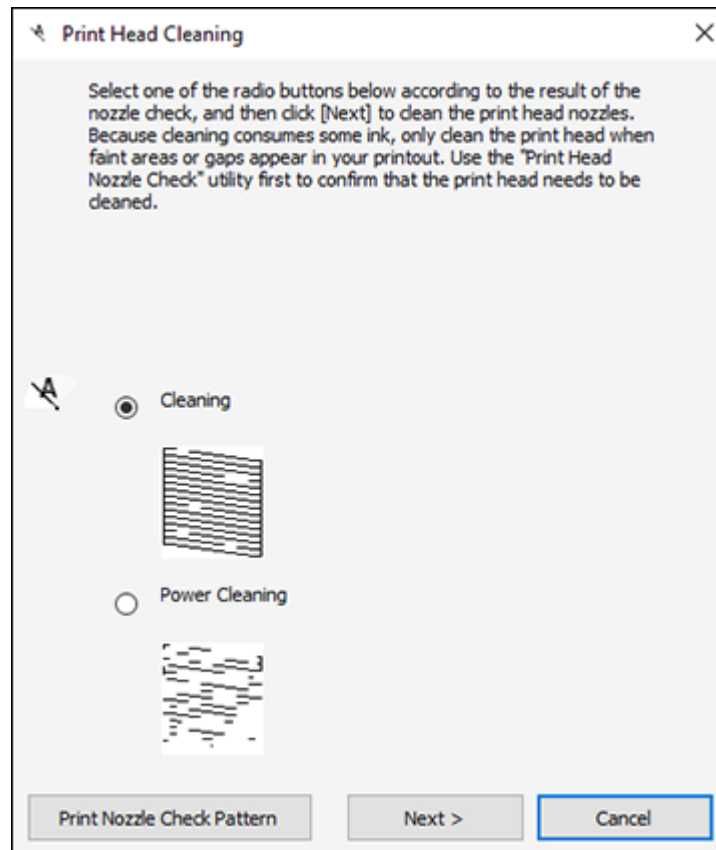
You can run a Power Cleaning using a utility on your Windows or Mac computer.

Note: After running a Power Cleaning, you must turn off the product and wait at least 12 hours before printing a nozzle check pattern and running another Print Head Cleaning or Power Cleaning.

1. Make sure there are no errors on the LCD screen and the CD/DVD tray is not inserted for printing.
2. Load a few sheets of plain paper in Cassette 2.

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 Cleaning**.

You see a window like this:



5. Select **Power Cleaning** and click **Next**.

6. Follow the on-screen instructions to run a Power Cleaning.
7. When the Power Cleaning is finished, click **Print Nozzle Check Pattern** and follow the on-screen instructions to print a nozzle check pattern.

If the print quality did not improve, you must turn off the product and wait at least 12 hours before printing a nozzle check pattern and running another Power Cleaning or Print Head 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 Nozzle Check](#)

[Print Head Cleaning](#)

Related references

[Where to Get Help](#)

Related tasks

[Loading Paper in Cassette 2 \(Lower Cassette\)](#)

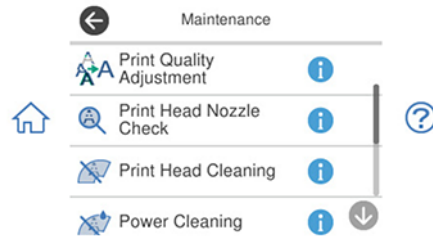
Aligning the Print Head Using the Product Control Panel

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.

1. Make sure there are no errors on the LCD screen and the CD/DVD tray is not inserted for printing.
2. Load a few sheets of plain paper in Cassette 2.
3. Press the  home button, if necessary.
4. Select **Maintenance**.

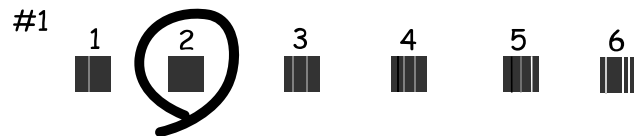
You see a screen like this:



5. Select **Print Head Alignment**.
6. Select one of the following options:
 - **Vertical Alignment** if your printout is blurry or contains vertical ruled lines that are misaligned.
 - **Horizontal Alignment** if your printout contains horizontal banding.
7. Follow the on-screen instructions to print an alignment sheet.

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

8. Check the printed patterns on the alignment sheet and select the following on the LCD screen, depending on the alignment pattern you printed:
 - **Vertical Alignment:** For each set of patterns, select the number representing the pattern with the least amount of separation or overlap.



- **Horizontal Alignment:** Select the number representing the pattern with the least amount of separation or overlap.



9. Continue following the rest of the on-screen instructions to finish the alignment.

Parent topic: [Adjusting Print Quality](#)

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

Related tasks

[Loading Paper in Cassette 2 \(Lower Cassette\)](#)

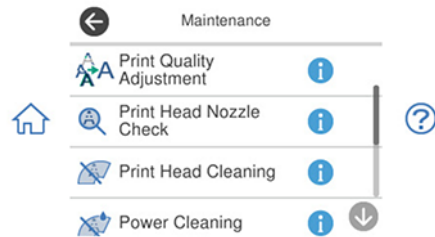
[Cleaning the Translucent Film](#)

Cleaning the Paper Guide

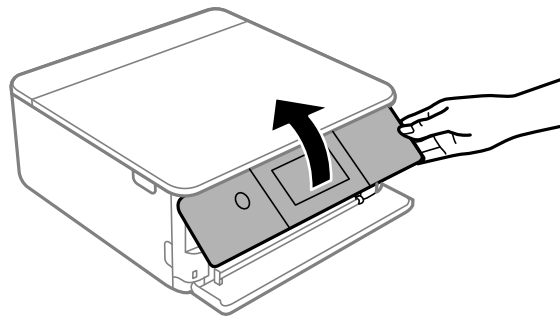
If you see ink on the back of a printout, you can clean the paper guide rollers to remove any excess ink.

1. Make sure there are no errors on the LCD screen and the CD/DVD tray is not inserted for printing.
2. Load plain paper into the Rear Paper Feed Slot in one of these sizes: Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]).
3. Press the  home button, if necessary.
4. Select **Maintenance**.

You see a screen like this:

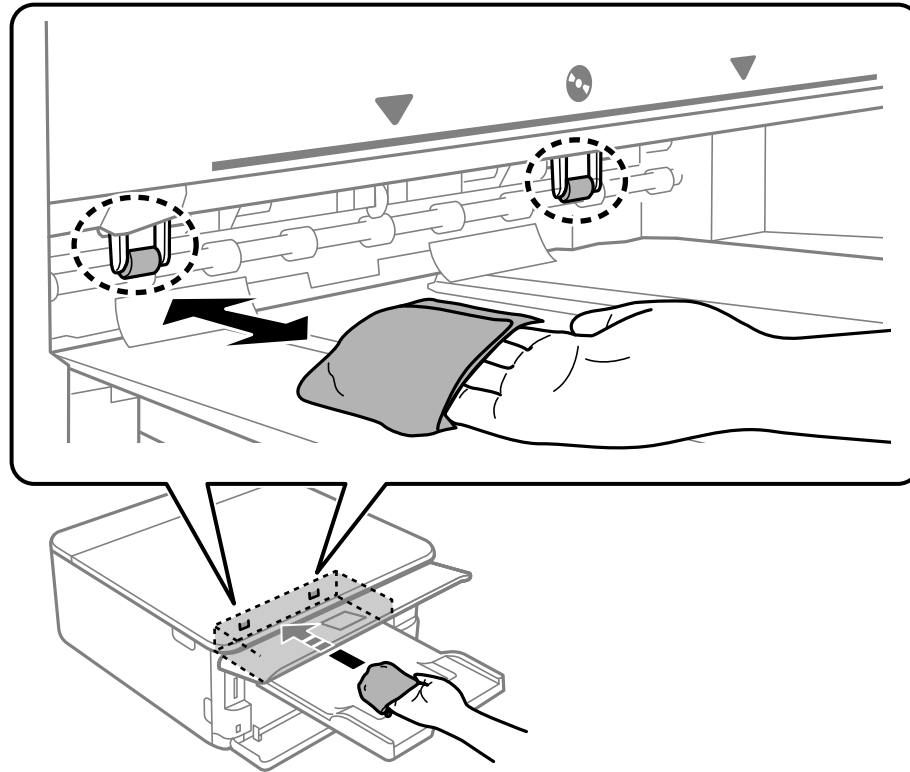


5. Scroll down and select **Paper Guide Cleaning**.
6. Follow the on-screen instructions to clean the paper guide.
7. Repeat these steps as necessary until the paper comes out clean.
If the paper is still smeared with ink, continue with the next steps.
8. Turn off the product.
9. Unplug the power cord and disconnect it from the product.
10. Disconnect any connected cables.
11. Raise the control panel all the way.



12. Slide out the output tray.

13. Gently wipe the two white rollers shown here using a soft, moist cloth. Gently rotate the rollers to clean them completely.



14. Connect the power cord and any interface cables, and turn your product back on.

Parent topic: [Adjusting Print Quality](#)

Related tasks

[Loading Paper in Cassette 2 \(Lower Cassette\)](#)

[Cleaning the Translucent Film](#)

Cleaning and Transporting Your Product

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

[Cleaning Your Product](#)

[Cleaning the Paper Rollers](#)

[Cleaning the Translucent Film](#)

[Transporting Your Product](#)

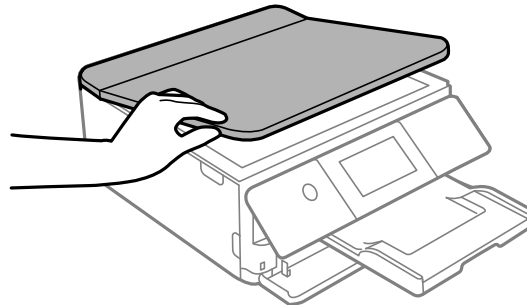
Cleaning Your Product

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

Close the output tray, front cover, and rear paper feed cover when you are not using the product to protect it from dust.

Caution: Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it.

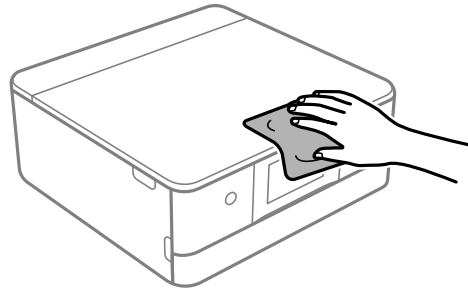
1. Turn off the product.
2. Unplug the power cable.
3. Disconnect any connected cables.
4. Remove all the paper.
5. Open the document cover.



6. Clean the scanner glass with a soft, lint-free cloth (microfiber is recommended), moistened with a little glass cleaner.

Caution: Do not spray glass cleaner directly on the glass and do not press the glass surface with any force.

7. Close the document cover.
8. Clean the outer case and control panel with a soft, moistened cloth.



Caution: Be careful not to get water onto the printer mechanism or any electrical components; doing so may damage the product.

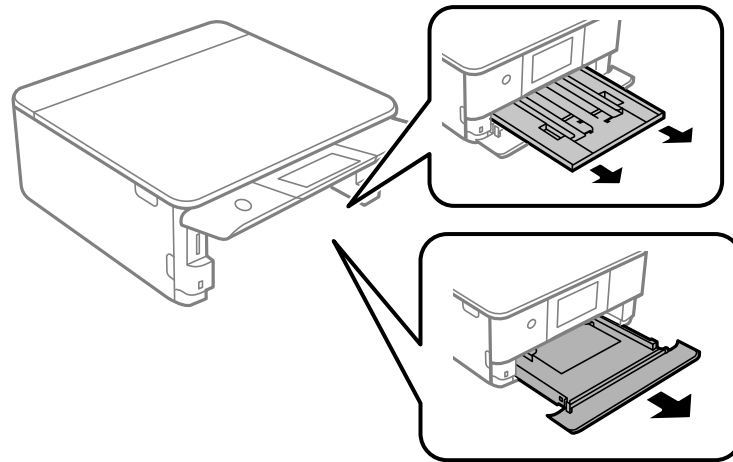
Parent topic: [Cleaning and Transporting Your Product](#)

Cleaning the Paper Rollers

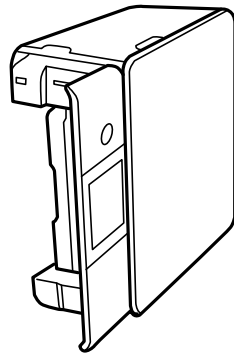
If you encounter issues with paper feeding from the cassettes, clean the paper rollers inside your product.

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

4. Remove the paper cassettes.

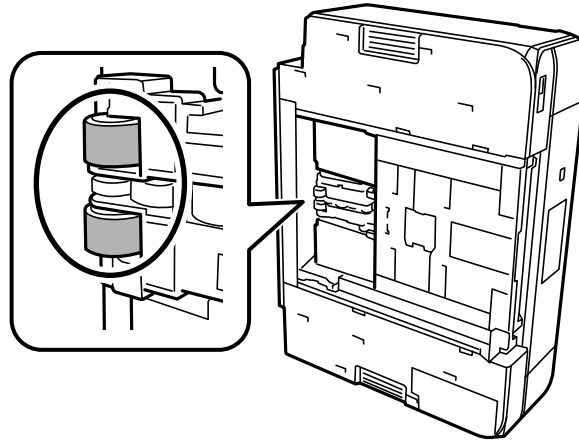


5. Place the product on its side as shown.



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

6. Use a soft, moist cloth to clean the cassette rollers shown here. Gently rotate the rollers to clean them completely.



7. Return the product to its normal position.

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

8. Slide in the paper cassettes, and connect the power cable and any interface cables.

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

Related tasks

[Cleaning the Paper Guide](#)

[Cleaning the Translucent Film](#)

Cleaning the Translucent Film

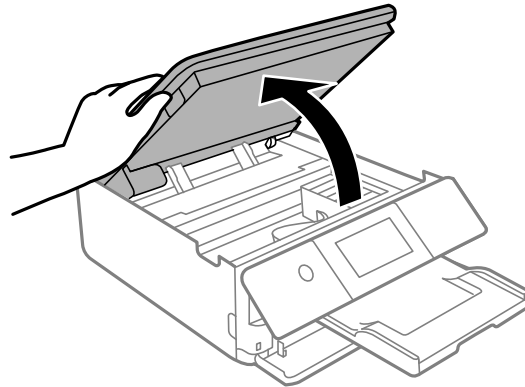
If the print quality has not improved after aligning the print head and cleaning the paper path, the print head path inside the product may be smeared with ink.

To clean the print head path, use the following:

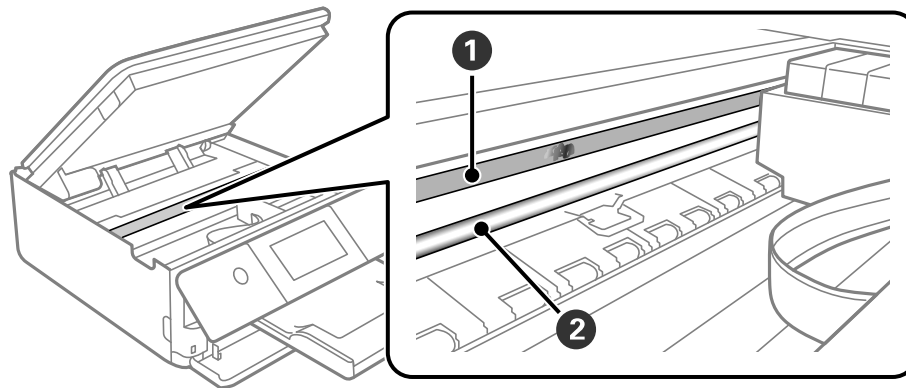
- Several cotton swabs
- ¼ cup (59 ml) water containing 2 to 3 drops of mild dish detergent
- A small flashlight

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. Lift up the scanner unit.



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

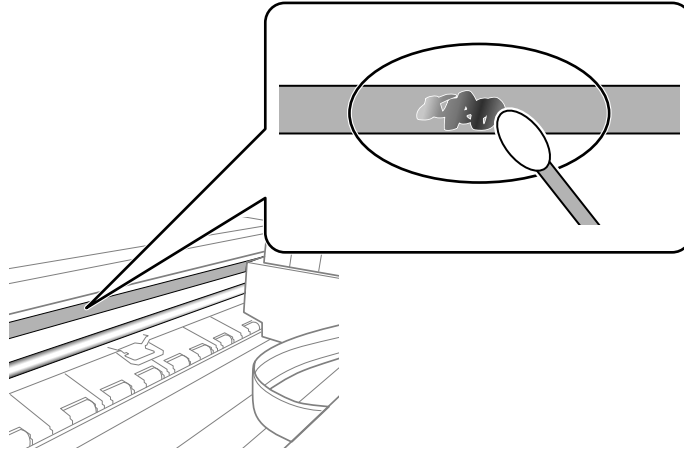


1 Translucent film

2 Print head rail (do not touch)

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.

Caution: Do not leave any cotton fibers on the film.

8. Repeat steps 6 and 7 as necessary to clean all ink smears.

Note: Replace the cotton swab, as necessary, to prevent any smears from spreading.

9. When the translucent film is dry and free of any fibers, close the scanner unit.

Note: The scanner unit is designed to close slowly as a precaution against trapping fingers. Continue to close the scanner unit even if you feel some resistance.

10. Plug in the power cable and reconnect any interface cables.

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

Related tasks

[Cleaning the Paper Guide](#)

[Cleaning the Paper Rollers](#)

[Aligning the Print Head Using the Product Control Panel](#)

Transporting Your Product

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

Caution: During transportation and storage, follow these guidelines:

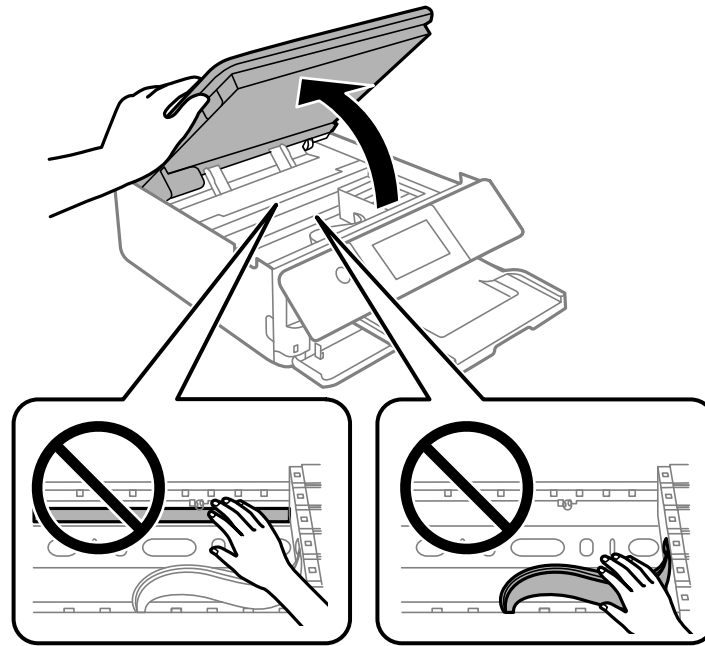
- Avoid tilting the product or turning it upside down. Also avoid placing the product on its side for an extended period of time. Ink may leak.
- Leave the ink cartridges installed. Removing the cartridges can dry out the print head and may prevent the product from printing.
- Do not carry the product by its control panel; this may damage 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.

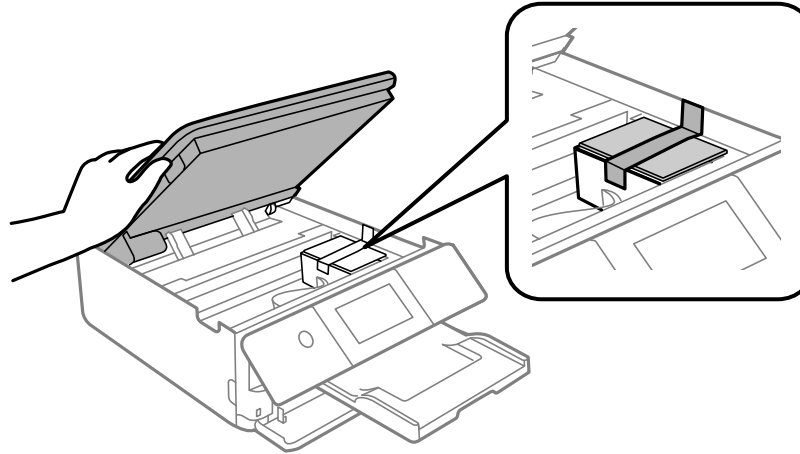
1. Turn off the product.

The control panel and output tray close automatically.

2. Lift up the scanner unit 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, then turn the product off again.



3. Place the protective material that came with the product on top of the ink cartridge holder as shown and secure the ink cartridge holder to the case with tape.



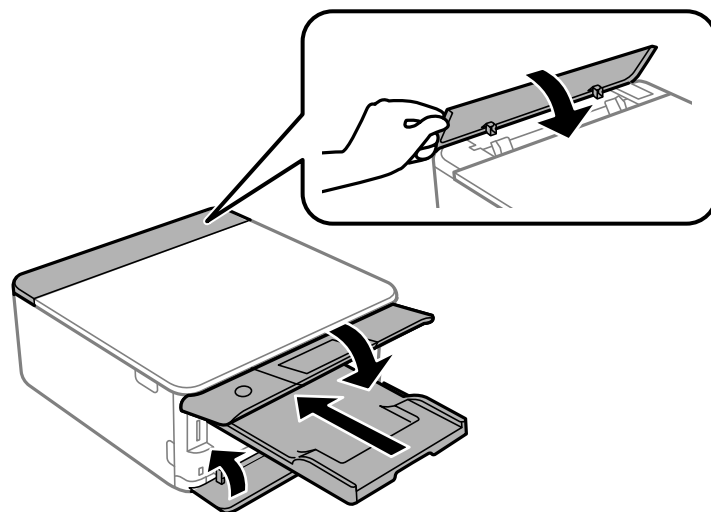
Caution: Do not place tape on the white flat cable inside the product; otherwise, you may damage your product.

4. Lower the scanner unit.

Note: The scanner unit is designed to close slowly as a precaution against trapping fingers. Continue to close the scanner unit even if you feel some resistance.

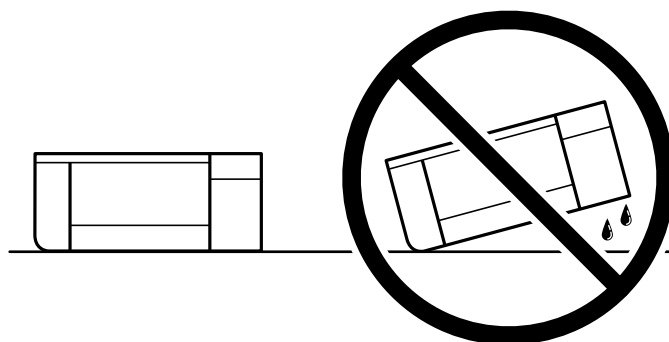
5. Remove all the paper from the product.
6. Remove any memory cards or USB devices from the product.
7. Unplug the power cable.
8. Disconnect any connected cables.

9. Close all parts on the product as shown.



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

Keep the product level during transportation.



Be sure to remove the tape and protective material from the ink cartridge holder 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 Nozzle Check](#)

[Print Head Cleaning](#)

[Power Cleaning](#)

Related tasks

[Aligning the Print Head Using the Product Control Panel](#)

Solving Problems

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

[Checking for Software Updates](#)

[Product Status Messages](#)

[Viewing the Help Screen](#)

[Running a Product Check](#)

[Resetting Control Panel Defaults](#)

[Solving Setup Problems](#)

[Solving Network Problems](#)

[Solving Copying Problems](#)

[Solving Paper Problems](#)

[Solving Problems Printing from a Computer](#)

[Solving Page Layout and Content Problems](#)

[Solving Print Quality Problems](#)

[Solving Scanning Problems](#)

[Solving Scanned Image Quality Problems](#)

[Solving Memory Card Problems](#)

[Solving USB Device Problems](#)

[Solving CD/DVD Problems](#)

[Uninstall Your Product Software](#)

[Where to Get Help](#)

Checking for Software Updates

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

Note: Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.

- **Windows:** Your printer software automatically checks for updates. You can also manually update the software by selecting **Software Update** here:
 - Accessing 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 to 15.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](#)

Product Status Messages

You can often diagnose problems with your product by checking the messages on its LCD screen. You can also press the  help button to see help information and how-to instructions on the screen.

LCD screen message	Condition/solution
The combination of IP address and subnet mask is invalid. See your documentation for more details.	There is a problem with the network connection to your product. Check the solutions in this guide.
An error occurred while saving. Check and if necessary, change the memory device.	The memory card or external USB device may be damaged. Make sure the memory card or USB device is inserted correctly and meets the specifications for the product.
Ink is low.	The ink cartridge is low. You can continue printing until you are prompted to replace the cartridge. Make sure you have the replacement cartridge ready.
Ink cartridge(s) are low. Print job may not print completely.	

LCD screen message	Condition/solution
You need to replace the following ink cartridge(s).	The ink cartridge is expended. Replace the cartridge.
Cannot recognize ink cartridge. Select "Next" to clear the error.	Check that the ink cartridges are installed correctly. Press down on each of the cartridges gently and make sure they have clicked into place. If the incorrect ink cartridges are installed, replace them with ink cartridges compatible with this printer.
Printer error. Turn the power off and on again. If the problem persists, press "Proceed".	A fatal error has occurred. Check for a paper jam or any protective material inside the product. Clean the translucent film inside the printer if it is smeared with ink. Then, close the scanner unit and turn the product off and back on again. If the error continues, contact Epson for support.
Communication error. Check if the computer is connected.	Make sure the computer is connected to your product and your software is installed correctly. If the error message is displayed during scanning, make sure that Epson ScanSmart is installed on the computer.
Paper Configuration is set to Off. Some features may not be available. For details, see your documentation.	The Paper Configuration setting must be enabled to use AirPrint.
The printer's borderless printing ink pad is nearing the end of its service life. It is not a user-replaceable part. Please contact Epson support.	The ink pads are near the end of their service life and the message will be displayed until the ink pad is replaced. Contact Epson for support. (To resume printing, select OK .)
The printer's borderless printing ink pad has reached the end of its service life. It is not a user-replaceable part. Please contact Epson support.	The ink pad is at the end of its service life. Turn off the product and contact Epson for support.

LCD screen message	Condition/solution
To use cloud services, update the root certificate from the Epson Web Config utility.	Access your product's built-in Web Config utility and update the root certificate for your product.
Cannot recognize the media. See your documentation for more details about the media.	Make sure the external storage device meets the specifications.
Cannot use the inserted Memory Device. See your documentation for details.	
Print Head Adjustment Canceled. There is a problem with the print head. Contact Epson Support.	If print quality has not improved after running a nozzle check and cleaning the print head three times, turn off the product and wait at least 12 hours. Then run a nozzle check and try cleaning the print head again. If print quality has still not improved, run a Power Cleaning. If it still has not improved after that, contact Epson for support.
Install the Epson Event Manager software on the computer to use this feature. See your documentation for more details.	Make sure Epson Event Manager is installed on your computer.

LCD screen message	Condition/solution
Check the following if a computer is not found. - Connection between the printer and the computer (USB or network) - Installation of the necessary software - Power supply to the computer - Firewall and security software settings - Search again See your documentation for more details.	Make sure your product and computer are properly connected and all necessary software is installed. Make sure your computer is turned on. You may need to adjust the settings in your firewall or security software.
Check that the printer driver is installed on the computer and that the port settings for the printer are correct. Check that the printer driver is installed on the computer and that the USB port settings for the printer are correct.	Select Print Queue on the printer driver's Maintenance tab. Check the Property > Port setting from the Printer menu. Select USBXXX for a USB connection or EpsonNet Print Port for a network connection.
Access the following or see documentation for details. Select [Dismiss] after confirming it.	Make sure your smartphone is connected for wireless printing. If you cannot scan the QR code, connect with a mobile device. See the following for more details.

LCD screen message	Condition/solution
Paper remains inside because it is placed sideways. Place XX size of paper in the XX. Press "Complete" to remove the paper inside.	Load letter-size paper in the rear paper feed slot and select Done . Reload paper in portrait orientation and center it over the arrow mark at the center of the rear paper feed slot.
Have you loaded the following paper in the XX?	Load paper that matches the print settings in the location indicated, or change the print settings to match the loaded paper. To avoid this message, set Settings > Guide Functions > Paper Mismatch to Off .
Recovery mode	An error has occurred during firmware updating. Connect your product using a USB cable and try updating the firmware again. If you still receive this error message, contact Epson for support.

Note: The ink pads in the printer collect, distribute, and contain the ink that is not used on printed pages. During the life of your product it may reach a condition where either satisfactory print quality cannot be maintained or the ink pads have reached the end of their usable life. The Epson Status Monitor, your LCD screen, or lights on the control panel will advise you when these parts need replacing. If this happens during the standard warranty of the product, the exchange of the product or replacement of the pads is covered under the standard warranty. If the product is out of warranty, the pads can be replaced by any Epson authorized service provider. The waste ink pads are not a user-replaceable part.

Note: Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.

The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All cartridges must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced cartridges.

Parent topic: [Solving Problems](#)

Related concepts

[Uninstall Your Product Software](#)
[Print Head Nozzle Check](#)

Related references

[Where to Get Help](#)
[Memory Card Specifications](#)
[External USB Device Specifications](#)

Related tasks

[Checking for Software Updates](#)
[Removing and Installing Ink Cartridges](#)
[Replacing the Maintenance Box](#)
[Using AirPrint](#)
[Cleaning the Translucent Film](#)

Related topics

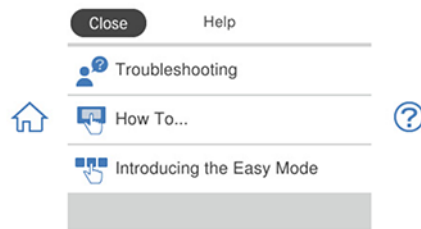
[Loading Paper](#)
[Wi-Fi Networking](#)
[Solving Paper Problems](#)
[Solving Network Problems](#)
[Solving Problems Printing from a Computer](#)
[Viewing or Printing from a USB Flash Drive or External Device](#)

Viewing the Help Screen

You can view troubleshooting or how-to topics on the LCD screen at any time.

1. Press the  help button.

You see this screen:



2. Select an option to view instructional images or animations.

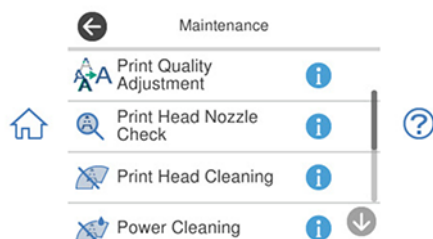
Parent topic: [Solving Problems](#)

Running a Product Check

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

1. Disconnect any interface cables connected to your product.
2. Make sure there are no errors on the LCD screen and the CD/DVD tray is not loaded.
3. Load plain paper in Cassette 2.
4. Press the  home button, if necessary.
5. Select **Maintenance**.

You see a screen like this:



6. Select **Print Head Nozzle Check**.

You see a screen like this:



7. Select **Print**.

The nozzle pattern prints.

8. 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 manual or try uninstalling and reinstalling your printer software.
- If the page prints but the nozzle check pattern has gaps, clean the print head or run a power cleaning (depending on the results).
- 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

[Uninstall Your Product Software](#)

[Print Head Cleaning](#)

[Power Cleaning](#)

Related tasks

[Loading Paper in Cassette 2 \(Lower Cassette\)](#)

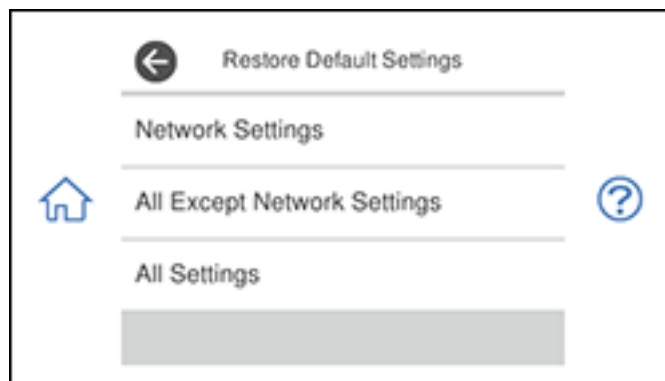
[Aligning the Print Head Using the Product Control Panel](#)

Resetting Control Panel Defaults

If you have a problem with settings on the product control panel, you can reset them to their factory defaults. You can choose which settings to reset or reset them all.

1. Press the  home button, if necessary.
2. Select **Settings** > **Restore Default Settings**.

You see a screen like this:



3. Select one of these options:
 - **Network Settings:** Resets all network settings
 - **All Except Network Settings:** Resets all settings except for network settings
 - **All Settings:** Resets all control panel settings

You see a confirmation screen.

4. Select **Yes** to reset the selected settings. (Select **No** if you want to cancel the operation.)

Parent topic: [Solving Problems](#)

Solving Setup Problems

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

[Product Does Not Turn On or Off](#)

[Noise After Ink Installation](#)

[Software Installation Problems](#)

Parent topic: [Solving Problems](#)

Product Does Not Turn On or Off

If you cannot turn the product on or off, try these solutions:

- If you cannot turn on your product, make sure the power cord is securely connected and hold down the power button a little longer.
- If your product is connected using a USB cable, make sure the USB cable is securely connected to the product and the computer.
- If you are connecting over a network, make sure your product is set up properly on the network.
- If your product does not turn on automatically, make sure the **Auto Power On** setting is enabled on the LCD screen (**Settings > Basic Settings > Auto Power On**).
- If you cannot turn off your product, hold down the power button a little longer. If you still cannot turn off your product, unplug the power cord, plug the power cord back in, then turn your product on and off again using the power button.

Parent topic: [Solving Setup Problems](#)

Noise After Ink Installation

If you hear noises from your product after installing ink, check the following:

- The first time you install ink cartridges, 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 after approximately 5 minutes, 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](#)

Related references

[Where to Get Help](#)

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.
- For Mac, make sure your product is shown in the printer list. Click **System Preferences** or **System Settings** > **Printers & Scanners** or **Print & Fax**. If the printer name is not displayed, add the printer.
- 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.
- If the USB cable is not recognized, try using a different USB cable.

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.

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

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

[Product Does Not Appear in Mac Printer Window](#)

[Cannot Print Over a Network](#)

[Cannot Scan Over a Network](#)

Parent topic: [Solving Problems](#)

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 icon on your product's LCD screen is not lit or does not appear, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.
- 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.
- Turn off the devices you want to connect to the network. Wait for about 10 seconds and then turn on the devices in the following order: wireless router, computer or smart device, and then your product. Move your product and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.
- If the IP address assigned to the product is 169.254.XXX.XXX and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly. Check the IP address and the subnet mask assigned to the product. Restart the wireless router or reset the network settings for the product.
- 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 (8). Print a network status sheet or access Web Config on the browser for your device and check the number of connected devices. If 8 devices are already connected, disconnect a device by deleting the product's SSID from the Wi-Fi screen of that device. If fewer than 8 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](#)

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.
- 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.
 - Try accessing any website from your computer or smart device to make sure that your device's network settings are correct. If you cannot access any website, there is a problem on the computer or smart device. Check the network connection of the computer or smart device. See the documentation provided with the computer or smart device for details.

Parent topic: [Solving Network Problems](#)

Related concepts

[Uninstall Your Product Software](#)

Related tasks

[Printing a Network Connection Report](#)

Related topics

[Wi-Fi Networking](#)

Product Does Not Appear in Mac Printer Window

If your product does not appear in the Mac printer window, try these solutions:

- Turn your product off, wait 30 seconds, then turn it back on again.
- If you are connecting the product via Wi-Fi Protected Setup (WPS) and the Wi-Fi icon on your product's LCD screen is not lit, make sure you select one of the WPS options from the product control panel within 2 minutes of pressing the WPS button on your router.
- If you are connecting the product wirelessly via EpsonNet Setup and the Wi-Fi icon does not appear lit on your LCD screen, make sure your product software was installed correctly. If necessary, reinstall your software.

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.

Parent topic: [Solving Network Problems](#)

Related concepts

[Uninstall Your Product Software](#)

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.
- 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, 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 icon on your product is not active, repeat the WPS setup process on the product control panel and be sure to complete it within 2 minutes of pressing the **WPS** button on your router.

- If you are connecting the product wirelessly via EpsonNet Setup and the Wi-Fi connection icon is not lit or does not appear on the product's LCD screen, make sure your product software was installed correctly. If necessary, reinstall your software.

Parent topic: [Solving Network Problems](#)

Related tasks

[Enabling Wi-Fi Direct Mode \(Simple AP\)](#)

[Selecting Wireless Network Settings from the Control Panel](#)

[Printing a Network Status Sheet](#)

[Printing a Network Connection Report](#)

Related topics

[Wi-Fi Networking](#)

Cannot Scan Over a Network

If you have problems scanning over a network, try these solutions:

- If you cannot scan from your product control panel, make sure you restarted your computer after installing the product software. Make sure the Event Manager program is not being blocked by your firewall or security software.

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.

- If you are scanning a large original at a high resolution, a network communication error may occur. Try scanning again at a lower resolution.
- If network communication was interrupted while starting Epson Scan 2, exit Epson Scan 2, wait a few seconds, and restart it. If Epson Scan 2 cannot restart, turn off your product, turn it back on, and try restarting Epson Scan 2 again.
- Check the scanner setting and reset the connection if necessary using Epson Scan 2 Utility:

Windows 11: Click , then search for **Epson Scan 2 Utility** and select it. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

Windows 10: Click  and select **EPSON > Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

Windows 8.x: Navigate to the **Apps** screen, select **EPSON**, and select **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

Windows (other versions): Click  or **Start > All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

Mac: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**. Make sure your product is selected. If necessary, select the **Other** tab and click **Reset**.

- You may need to disable the firewall and any anti-virus software on your wireless router or access point.

Parent topic: [Solving Network Problems](#)

Related tasks

[Starting a Scan Using the Product Control Panel](#)

[Starting a Scan Using Epson ScanSmart](#)

[Starting a Scan Using the Epson Scan 2 Icon](#)

[Starting a Scan from a Scanning Program](#)

[Starting a Scan from a Smartphone or Tablet](#)

Solving Copying Problems

Check these solutions if you have problems copying with your product.

[Product Makes Noise, But Nothing Copies](#)

[Product Makes Noise When It Sits for a While](#)

Parent topic: [Solving Problems](#)

Product Makes Noise, But Nothing Copies

If your product makes a noise, but nothing copies, 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.
- If the nozzle check page does not print, but the product's power is on, make sure your product software is installed correctly.
- Make sure your product is level (not tilted).

Parent topic: [Solving Copying Problems](#)

Related concepts

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

Product Makes Noise When It Sits for a While

Your product is performing routine maintenance. This is normal.

Parent topic: [Solving Copying Problems](#)

Solving Paper Problems

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

[Paper Feeding Problems](#)

[Paper Jam Problems Inside the Product](#)

[Paper Jam Problems in the Paper Cassette](#)

[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.
- 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.
- Follow any special loading instructions that came with the paper.

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Specifications](#)

[Paper Jam Problems Inside the Product](#)

[Paper Jam Problems in the Paper Cassette](#)

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

[Paper Specifications](#)

[Paper Loading Capacity](#)

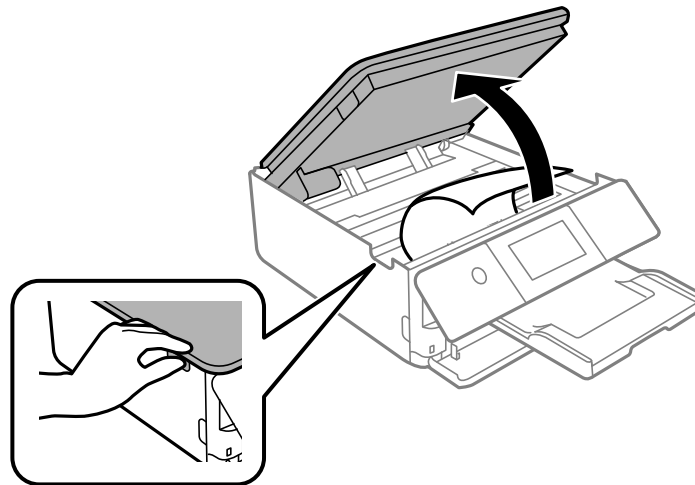
Related tasks

[Cleaning the Paper Guide](#)

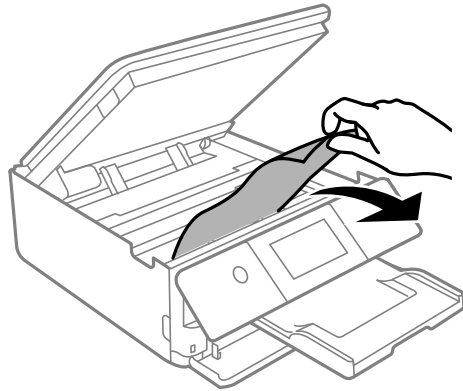
Paper Jam Problems Inside the Product

If you see a message that paper has jammed inside the product, follow the steps here or on the LCD screen to clear the jam.

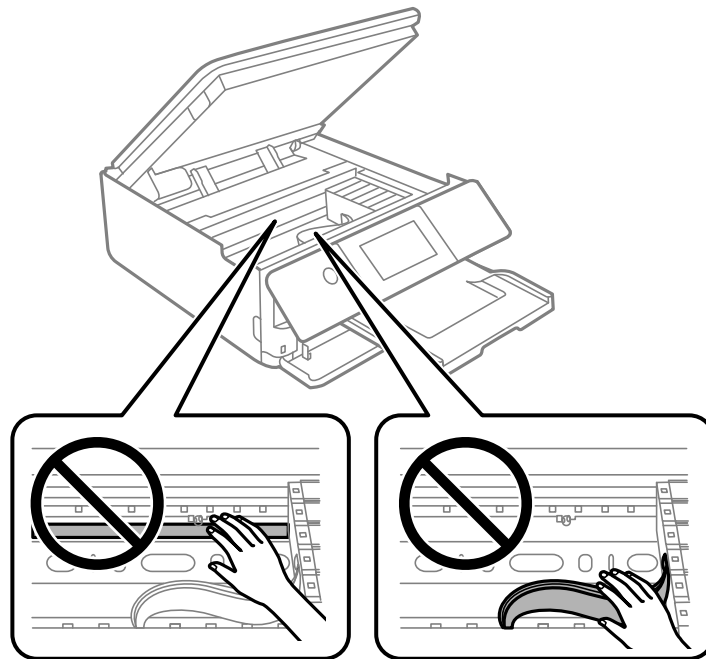
1. Cancel the print job, if necessary.
2. Remove any jammed paper from the rear paper feed slot.
3. Lift the scanner unit.



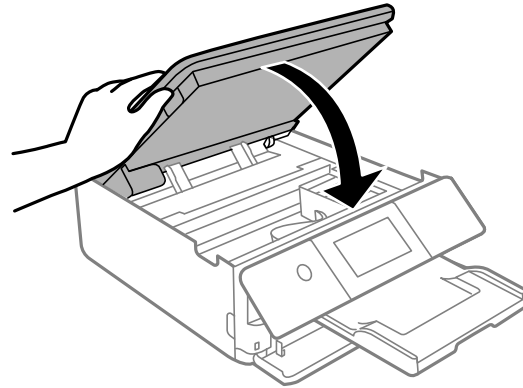
4. Remove any jammed paper inside the product.



Caution: Do not touch the flat white cable or the metal bar inside your product.



5. Close the scanner unit.



6. Follow the prompts on the LCD screen to clear any error messages. If you still see a paper jam message, check the other paper jam solutions.

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Jam Problems in the Paper Cassette](#)

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

Related tasks

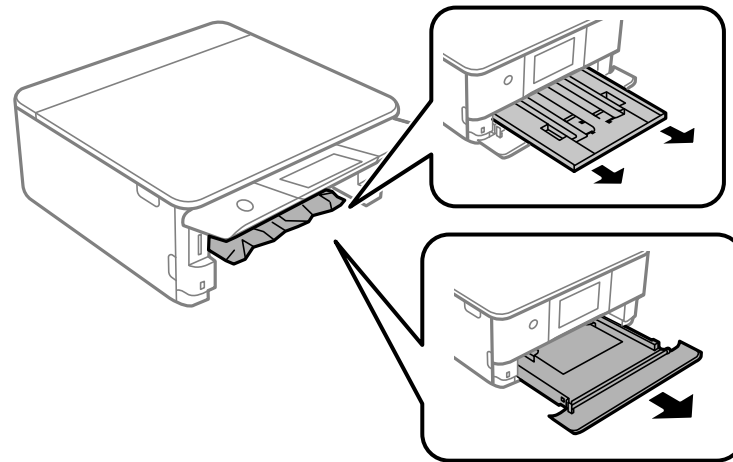
[Cancelling Printing Using a Product Button](#)

Paper Jam Problems in the Paper Cassette

If you see a message that paper has jammed in the paper cassette, follow the steps here or on the LCD screen to clear the jam.

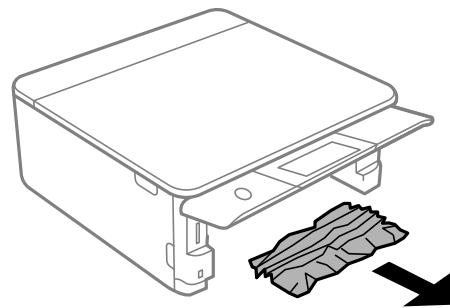
1. Cancel the print job, if necessary.

2. Remove both paper cassettes.

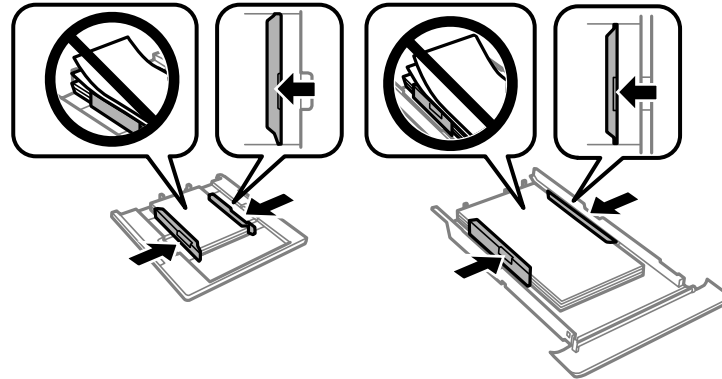


Note: To remove the bottom cassette (Cassette 2), lift the cassette slightly before pulling it out.

3. Remove any jammed paper.



4. Make sure the paper is loaded under the edge guides.



5. Keep the cassettes flat as you insert them.
6. Follow the prompts on the LCD screen to clear any error messages. If you still see a paper jam message, check the other paper jam solutions.

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Jam Problems Inside the Product](#)

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

[Paper Specifications](#)

[Paper Feeding Problems](#)

[Paper Ejection Problems](#)

Related tasks

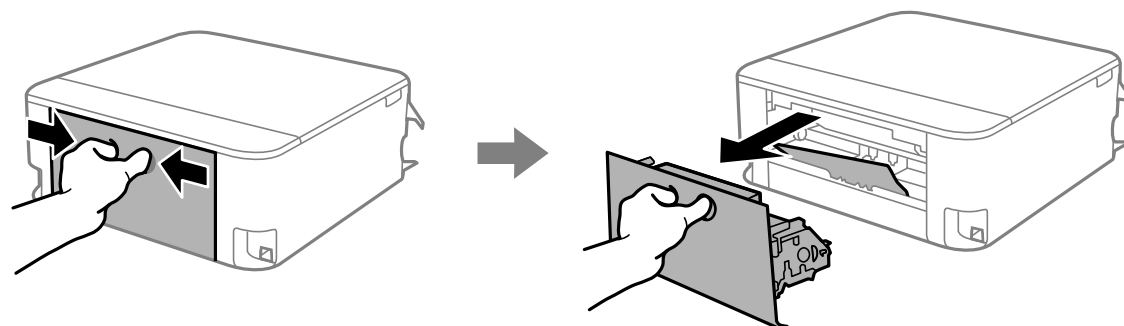
[Cancelling Printing Using a Product Button](#)

Paper Jam Problems in the Rear Cover

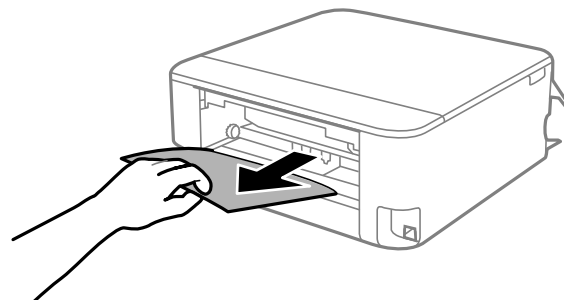
If you see a message that paper has jammed in the rear cover, follow the steps here or on the LCD screen to clear the jam.

1. Cancel the print job, if necessary.

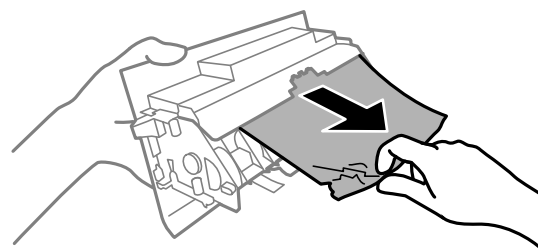
2. Press the buttons to release the rear cover and remove it from your product.



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



4. Remove any jammed paper from inside the rear cover.



5. Reattach the rear cover.

6. Follow the prompts on the LCD screen to clear any error messages. If you still see a paper jam message, check the other paper jam solutions.

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Jam Problems Inside the Product](#)

[Paper Jam Problems in the Paper Cassette](#)

Related tasks

[Cancelling Printing Using a Product Button](#)

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.
- Clean the roller inside the printer to remove any dust on the paper path.

Parent topic: [Solving Paper Problems](#)

Related references

[Paper Jam Problems Inside the Product](#)

[Paper Jam Problems in the Paper Cassette](#)

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

[Paper Loading Capacity](#)

[Paper Specifications](#)

[Paper or Media Type Settings - Control Panel](#)

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

Related tasks

[Controlling the Paper Settings Screen](#)

[Cancelling Printing Using a Product Button](#)

[Cleaning the Paper Guide](#)

Related topics

[Loading Paper](#)

Solving Problems Printing from a Computer

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

Note: When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

[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.
- There may be a problem with the printer's status. Click **EPSON Status Monitor 3** on the printer driver's Maintenance tab, and then check the printer status. If EPSON Status Monitor 3 is disabled, click **Extended Settings** on the Maintenance tab, and then select **Enable EPSON Status Monitor 3**.
- 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 your computer is connected using a USB cable, try a different USB port on your computer or a different cable.
- Make sure the printer status is not offline or pending.
- Make sure you are using the Epson printer driver for your product or the available functions are limited.
- 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.
- In Windows, do one of the following to open the Epson Printer Connection Checker and follow the on-screen instructions to check the connection status:
 - **Windows 11:** Click , then search for **Epson Printer Connection Checker** and select it.
 - **Windows 10:** Click  and select **Epson Software > Epson Printer Connection Checker**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select the **Epson Printer Connection Checker** icon.
 - **Windows 7:** Click  and select **All Programs > Epson Software > Epson Printer Connection Checker**.
- On a Mac, make sure the printer is added to the printer list and the printer is not paused.
- Make sure EPSON Status Monitor 3 is enabled to perform manual 2-sided printing (Windows). Manual 2-sided printing may not be available when the printer is accessed over a network or is used as a shared printer.
- You can try to clear the problem by updating the product software to the latest version. If the problem persists, try uninstalling and reinstalling the printer driver.

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

Related references

[Product Status Messages](#)

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 11:** Click , search for **Settings** and select it. Select **Bluetooth & devices > Printers & scanners**. Select your product name and select **Printing preferences**.
- **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.
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.

- If you are printing photos on plain paper, print speed may be reduced to maintain image quality.

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.
- **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 **Printing preferences**, click the **More Options** tab, and make sure the **Bidirectional printing** setting is enabled.
- **Mac:** Select **System Preferences** or **System Settings**, select **Printers & Scanners**, and select your product. Select **Options & Supplies**, select **Options** (or **Driver**), and enable the **Bidirectional printing** setting.
- Enable the bidirectional setting on the product control panel (**Settings > Printer Settings > Bidirectional**).

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

[Windows System Requirements](#)

[Mac System Requirements](#)

[Paper or Media Type Settings - Printer 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.

Note: When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

[Inverted Image](#)

[Too Many Copies Print](#)

[Blank Pages Print](#)

[Incorrect Margins on Printout](#)

[Border Appears on Borderless Prints](#)

[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.)

Note: Leave these options turned on when you print on Epson Iron-on Cool Peel Transfer paper, if available for your product.

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

Related tasks

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

[Selecting Print Layout Options - Mac](#)

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - 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](#)

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.
- Make sure your product is on a flat surface and operating in the recommended environmental conditions or multiple sheets of paper may be fed at the same time. If the paper is moist or damp, load new paper. Fan the paper before loading it. If paper still does not feed correctly, load one sheet at a time.

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

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.

- When placing originals on the scanner glass, align the corner of the original with the corner indicated by the arrow. If the edges of the copy are cropped, move the original slightly away from the corner.
- Clean the scanner glass and the document cover. If there is dust or stains on the glass, the copy area may extend to include the dust or stains.
- Load paper in the correct direction and slide the edge guides against the edges of the paper.
- Select the appropriate original size in the copy settings.

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](#)

Border Appears on Borderless Prints

If you see a border on borderless prints, try these solutions:

- Make sure you are printing on a compatible borderless paper type and size.

Note: For custom paper sizes, make sure you select a supported borderless page width.

- **Windows:** Make sure you selected the **Borderless** setting in your printer software.
- **Mac:** Make sure you selected the **Borderless** checkbox or a paper size with a **Borderless** option in your printer software.
- Adjust the **Expansion** setting to adjust the amount of image expansion on the edges of borderless prints.
- Make sure the image size and the paper size are set correctly; if the image is small, the enlargement may not be enough to cover the paper.

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

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

[Selecting Extended Settings - Windows](#)

[Selecting Printing Preferences - Mac](#)

[Printing Your Document or Photo - Windows](#)

[Printing Your Document or Photo - Mac](#)

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.
- On a Mac, cancel any paused print jobs.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If incorrect characters still appear in your prints, try connecting your product using a different cable.
- 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.

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 you selected the correct paper size on the control panel.
- Make sure your paper is positioned correctly for feeding into the printer.
- Slide the edge guides against the edges of the paper.
- Clean the scanner glass and document cover.
- If the edges of a copy are cropped, slightly move the original away from the edges of the scanner glass.
- Make sure you selected the correct margins for your paper size in your printing program.
- Be sure to select the appropriate original size setting for your original in the copy settings.
- If the image is slightly enlarged and cropped during borderless printing, change the **Expansion** setting.

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 Basic Print Settings - Mac](#)
[Placing Originals on the Scanner Glass](#)
[Selecting Page Setup Settings - Mac](#)
[Cleaning Your Product](#)

Related topics

[Loading Paper](#)

Slanted Printout

If your printouts are slanted, try these solutions:

- Make sure the paper is loaded in the correct direction.
- Make sure your paper meets the specifications for your product.
- Do not load more than the recommended number of sheets.
- Slide the edge guides against the edges of the paper.
- Make sure the paper type setting matches the type of paper you loaded.
- 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 tasks

[Selecting Basic Print Settings - Windows](#)
[Selecting Basic Print Settings - Mac](#)
[Aligning the Print Head Using the Product Control Panel](#)

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.

Note: When printing using AirPrint, the available print settings are different from those covered in this manual. See the Apple website for details.

[White or Dark Lines in Printout](#)

[Blurry or Smeared Printout](#)

[Faint Printout or Printout Has Gaps](#)

[Grainy Printout](#)

[Incorrect Colors](#)

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.
- If you continue to see horizontal or vertical bands or streaks in your printouts after cleaning and aligning the print head, you can finely tune the horizontal or vertical alignment in the Maintenance menu.
- Clean any dust or dirt from your originals.
- When vertical banding appears or the paper is smeared, 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 references

[Paper or Media Type Settings - Control Panel](#)

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

Related tasks

[Selecting Basic Print Settings - Windows](#)
[Selecting Basic Print Settings - Mac](#)
[Selecting Additional Layout and Print Options - Windows](#)
[Selecting Extended Settings - Windows](#)
[Selecting Print Layout Options - Mac](#)
[Selecting Printing Preferences - Mac](#)
[Replacing the Maintenance Box](#)
[Removing and Installing Ink Cartridges](#)
[Controlling the Paper Settings Screen](#)
[Aligning the Print Head Using the Product Control Panel](#)

Blurry or Smeared Printout

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

- Make sure your paper is not damp, curled, old, or loaded incorrectly in your product.
- Slide the edge guides to the edges of the paper.
- Use a support sheet with special paper, or load special paper one sheet at a time.
- Place a piece of black paper on the back of the original and copy it again.
- 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.
- Make sure you loaded the printable side of the paper correctly for your product.
- If you are printing on thick paper or envelopes, turn on the **Thick Paper** setting from the control panel or select **Thick Paper and Envelopes** in the Extended Settings of the printer software. (Turning this setting on will decrease print speed.)
- If paper is still smeared after enabling settings for thick paper, reduce the print density.
- When manually printing 2-sided, make sure the ink is completely dry before loading the paper.
- Remove each sheet from the output tray as it is printed.
- Avoid handling printouts on glossy paper right after printing to allow the ink to set.
- Dry printouts completely before filing or displaying them. When drying printouts, avoid direct sunlight, do not use a dryer, and do not touch the printed side of the paper.

- Turn off any high speed settings in your product software.
- When vertical banding appears or the paper is smeared, clean the paper path.
- When horizontal banding appears or the top or bottom of the paper is smeared, load paper in the correct direction and slide the edge guides to the edges of the paper.
- 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.
- Lower the copy density setting on the product control panel.
- 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.
- Do not press too hard on the original or the document cover when you are scanning originals on the scanner glass.
- Clean the scanner glass.
- 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

[Printhead Maintenance](#)

Related references

[Paper Specifications](#)

Related tasks

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

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

[Cleaning the Translucent Film](#)
[Selecting Basic Print Settings - Windows](#)
[Selecting Basic Print Settings - Mac](#)
[Selecting Print Layout Options - Mac](#)
[Selecting Additional Layout and Print Options - Windows](#)
[Aligning the Print Head Using the Product Control Panel](#)

Related topics

[Loading Paper](#)

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 cartridges may be old or low on ink, and you may need to replace them.
- 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

[Printhead Maintenance](#)

Related tasks

[Cleaning the Translucent Film](#)
[Removing and Installing Ink Cartridges](#)
[Cleaning the Paper Guide](#)

Related topics

[Loading Paper](#)

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

[Printhead Maintenance](#)

Related references

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

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

[Aligning the Print Head Using the Product Control Panel](#)

[Removing and Installing Ink Cartridges](#)

Related topics

[Loading Paper](#)

Incorrect Colors

If your printouts have incorrect colors, try these solutions:

- Make sure the paper type setting matches the paper you loaded.
- Make sure the **Black/Grayscale** or **Grayscale** setting is not selected in your printer software.
- Select **EPSON Standard** as the **Color Mode** (Windows) or **Mode** (Mac) setting in the printer software.
- Run a nozzle check to see if any of the print head nozzles are clogged. Then clean the print head, if necessary.
- The ink cartridges may be old or low on ink, and you may need to replace them.
- After you print, the colors in your printout need time to set as the ink dries. During this time, the colors may look different than you expect. To speed up drying time, do not stack your printouts on top of each other.
- Your printed colors can never exactly match your on-screen colors. However, you can use a color management system to get as close as possible. Try using the color management options in your printer software.
- Try turning off the **PhotoEnhance** setting in Windows.
- Try selecting a different **Color Management** setting on the More Options tab of the printer software, and changing the **Scene Correction** setting to something other than **Auto Correct**.
- For best results, use genuine Epson paper.
- Remove any dust or dirt on the originals and clean the scanner glass.
- Do not press with too much force on the original or the document cover.
- 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.

- Colors may differ if you are viewing the image on a computer or device with a high-resolution display. Make sure to avoid direct sunlight when confirming the image on the display.

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

Related tasks

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

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

[Managing Color - Mac](#)

[Removing and Installing Ink Cartridges](#)

[Replacing the Maintenance Box](#)

Solving Scanning Problems

Check these solutions if you have problems scanning with your product.

[Scanning Software Does Not Operate Correctly](#)

[Cannot Start Epson Scan 2](#)

[Scanning is Slow](#)

[Detached Document Cover](#)

Parent topic: [Solving Problems](#)

Scanning Software Does Not Operate Correctly

If your scanning software does not operate correctly, try these solutions:

- Make sure your computer has adequate memory and meets the system requirements for your operating system.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart your scanning software.
- If you upgraded your operating system but did not reinstall your scanning software, try reinstalling it.
- In Windows, make sure your product is listed as a valid device in the **Scanners and Cameras** control panel.
- Try scanning at a lower resolution or increase the free space on the computer's hard disk. Scanning stops if the total data size reaches the limit.
- Use the Epson Scan 2 Utility on your computer to reset the scanner software settings. If resetting the settings does not solve the problem, uninstall and reinstall the scanner software.

Parent topic: [Solving Scanning Problems](#)

Related concepts

[Uninstall Your Product Software](#)

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

Cannot Start Epson Scan 2

If you cannot start Epson Scan 2, try these solutions:

- Make sure your product is turned on and any interface cables are securely connected at both ends.
- If your product is connected to a USB hub, connect it directly to your computer instead.
- If you scan at a high resolution over a network, a communication error may occur. Lower the resolution.
- Make sure Epson Scan 2 is selected as your scanning program.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart Epson Scan 2.
- Check the connection setting and test the connection using Epson Scan 2 Utility:

Windows 11: Click , search for **Epson Scan 2 Utility** and select it. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

Windows 10: Click  and select **EPSON > Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

Windows 8.x: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

Windows (other versions): Click  or **Start > All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

Mac: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**. Make sure the correct product is selected. If necessary, select the **Other** tab and click **Reset**.

- Make sure you do not have multiple versions of Epson Scan 2 installed. If you do, uninstall both versions and install one version.
- If you upgraded your operating system but did not reinstall Epson Scan 2, try reinstalling it.

Parent topic: [Solving Scanning Problems](#)

Related concepts

[Uninstall Your Product Software](#)

[Scan Resolution Guidelines](#)

Related references

[Additional Scanning Settings - Advanced Settings Tab](#)

Related tasks

[Starting a Scan from a Scanning Program](#)

[Scanning in Epson Scan 2](#)

Scanning is Slow

If scanning becomes slow, try these solutions:

- Scan your original at a lower resolution, if possible.
- Make sure your system meets the requirements for your operating system. If you are scanning a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory or reduce the resolution.
- In Epson Scan 2, open the Configuration screen and turn off **Quiet Mode** on the Scan tab.
- The scanning speed may be reduced depending on the image adjustment features in Epson Scan 2.
- If you are scanning over a wireless network, factors such as interference, network traffic, or weak signal strength may affect your scanning speed.

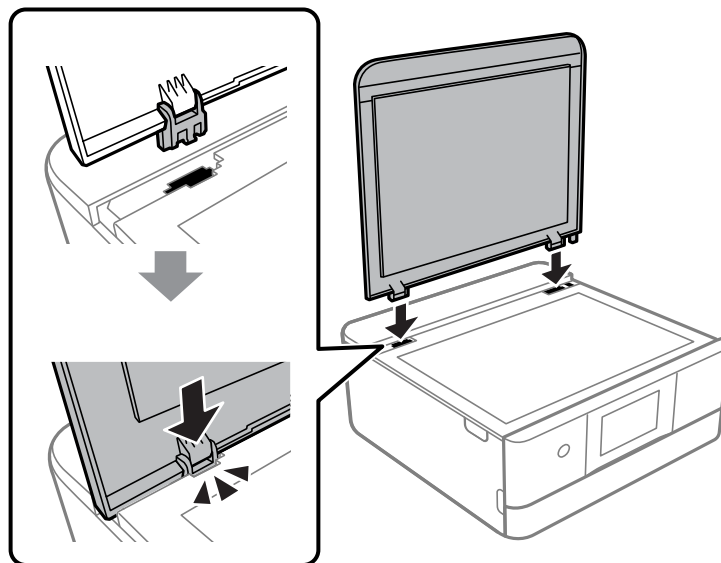
Parent topic: [Solving Scanning Problems](#)

Related concepts

[Scan Resolution Guidelines](#)

Detached Document Cover

If the document cover detaches, open the feeder guard and insert the document cover vertically with the tabs straight.



Parent topic: [Solving Scanning Problems](#)

Solving Scanned Image Quality Problems

Check these sections if a scanned image on your computer screen has a quality problem.

Note: For solutions when using the Epson ScanSmart software, see the Epson ScanSmart help utility.

[Scanned Image Quality Problems](#)

[Image Consists of a Few Dots Only](#)

[Line of Dots Appears in All Scanned Images](#)

[Straight Lines in an Image Appear Crooked](#)

[Image Colors are Patchy at the Edges](#)

[Ripple Patterns Appear in an Image](#)

Scanned Image Edges are Cropped

Parent topic: [Solving Problems](#)

Scanned Image Quality Problems

If you encounter quality problems with your scanned image, try these solutions:

Image is Distorted or Blurry

- Make sure your original is not wrinkled or warped. This may prevent the original from laying flat on the scanner glass.
- Do not move your original or your product during scanning.
- Do not press on the document cover or the original with too much force.
- Your product will not operate properly while tilted at an angle. Place your product on a flat, stable surface that extends beyond its base in all directions.
- Adjust these Epson Scan 2 or Epson ScanSmart settings (if available) and try scanning again:
 - Increase the **Resolution** setting.
 - If the **Image Type** setting is **Black & White**, adjust the **Threshold** setting.
 - If the **Image Type** setting is **Color** or **Grayscale**, select the **Unsharp Mask** setting.
 - If the **Image Type** setting is **Black & White**, select **Text Enhancement**. If the **Image Type** setting is **Color** or **Grayscale**, change the **Text Enhancement** setting to **High**.

Image is Too Dark

- If the **Image Type** is set to **Color** or **Grayscale**, adjust the **Brightness** setting.
- Check the brightness and contrast settings of your computer monitor.

Back of Original Image Appears in Scanned Image

- Place a piece of black paper on the back of the original and scan it again.
- Adjust these Epson Scan 2 settings (if available) and try scanning again:
 - Select the **Advanced Settings** tab and adjust the **Brightness** setting.
 - If the **Image Type** is set to **Black & White**, select **Text Enhancement**. If the **Image Type** is set to **Color** or **Grayscale**, change the **Text Enhancement** setting to **High**.

Scanned Image Colors Do Not Match Original Colors

Printed colors can never exactly match the colors on your computer monitor because printers and monitors use different color systems: monitors use RGB (red, green, and blue) and printers typically use CMYK (cyan, magenta, yellow, and black).

Check the color matching and color management capabilities of your computer, display adapter, and the software you are using to see if they are affecting the palette of colors you see on your screen.

To adjust the colors in your scanned image, adjust these Epson Scan 2 or Epson ScanSmart settings (if available) and try scanning again:

- If the **Image Type** setting is **Color** or **Grayscale**, adjust the **Contrast** setting.
- If the **Image Type** setting is **Black & White** or **Grayscale**, adjust the **Color Enhance** setting.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Scanning a Document in Epson ScanSmart](#)

[Scanning in Epson Scan 2](#)

Image Consists of a Few Dots Only

If your scanned image consists only of a few dots, try these solutions:

- Make sure you placed your original for scanning facing the correct way.
- If the **Image Type** setting is **Black & White**, adjust the **Threshold** and scan again.
- Remove any lint or dirt from your original.
- Clean the scanner glass.
- Do not press on the original or the document cover with too much force.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Cleaning Your Product](#)

Line of Dots Appears in All Scanned Images

If a line of dots appears in all your scanned images, try these solutions:

- Clean the scanner glass with a soft, dry, lint-free cloth or use a small amount of glass cleaner on the cloth, if necessary. Paper towels are not recommended.

Caution: Do not spray glass cleaner directly on the scanner glass.

- Make sure any interface cables are securely connected at both ends.
- Remove any dust or dirt that may have adhered to your original.
- Do not press with too much force on the original or the document cover.
- Keep the document cover closed to prevent dirt or dust from getting inside.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Cleaning Your Product](#)

[Placing Originals on the Scanner Glass](#)

Straight Lines in an Image Appear Crooked

If straight lines in an original appear crooked in a scanned image, make sure to place your original straight when you scan it.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Placing Originals on the Scanner Glass](#)

Image Colors are Patchy at the Edges

If you are scanning a thick or warped original, cover its edges with paper to block external light as you scan it.

Parent topic: [Solving Scanned Image Quality Problems](#)

Ripple Patterns Appear in an Image

You may see a ripple pattern (called a moiré) in scanned images of printed documents. This is caused by interference from differing pitches in the scanner's screen and your original's halftone screen. To reduce this effect, adjust these Epson Scan 2 settings (if available) and try scanning again:

- Select the **Descreening** setting on the Advanced Settings tab.
- Select a lower **Resolution** setting.
- Place the original at a slightly different angle.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Scanning in Epson Scan 2](#)

[Scanning a Document in Epson ScanSmart](#)

Scanned Image Edges are Cropped

If the edges of a scanned image are cropped, make sure your original is placed correctly for scanning. If necessary, move your original away from the edges of the scanner glass slightly.

When scanning using Epson ScanSmart and placing multiple originals on the scanner glass, make sure there is a gap of at least 0.8 in. (20 mm) between the originals.

Parent topic: [Solving Scanned Image Quality Problems](#)

Solving Memory Card Problems

Check these solutions if you have problems using memory cards with your product.

[Memory Card Does Not Fit Into a Slot](#)

[Cannot View or Print Photos from a Memory Card or Device](#)

[Cannot Transfer Photos to or from a Memory Card or Device](#)

Parent topic: [Solving Problems](#)

Memory Card Does Not Fit Into a Slot

If a memory card does not fit properly in a slot, do not force it in. You may need to use an adapter with your memory card.

Parent topic: [Solving Memory Card Problems](#)

Related references

[Memory Card Specifications](#)

Related tasks

[Inserting a Memory Card](#)

Cannot View or Print Photos from a Memory Card or Device

If you cannot view or print photos from a memory card or USB device inserted in your product, try these solutions:

- Make sure your memory card or device is compatible with the product.
- Make sure the files on your memory card or device are in the correct format.
- If you have too many photos on your memory card or device, you may not see all the photos you expect or may be prompted to select a group of photos by date. Reduce the number of photos on your card or select one group of photos at a time. Check the specifications for the maximum number of photos.

Parent topic: [Solving Memory Card Problems](#)

Related references

[Memory Card Specifications](#)

[External USB Device Specifications](#)

Related topics

[Viewing and Printing Photos](#)

[Viewing or Printing from a USB Flash Drive or External Device](#)

Cannot Transfer Photos to or from a Memory Card or Device

If you have problems transferring photos to or from a memory card or USB device inserted in your product, try these solutions:

- Make sure your memory card or device is compatible with the product.
- Make sure your product is securely connected to your computer.
- If you are transferring photos to a memory card, check the memory card's write-protect tab to make sure it is set to allow writing to the card.
- Make sure that the file sharing setting for your product is set correctly.

Parent topic: [Solving Memory Card Problems](#)

Related references

[Memory Card Specifications](#)

[External USB Device Specifications](#)

Related tasks

[Setting Up File Sharing for Photo Transfers from Your Computer](#)

[Transferring Photos from a Memory Card to Your Computer](#)

Solving USB Device Problems

Check these solutions if you have problems using USB devices with your product.

[Cannot View or Print from a USB Device](#)

[Cannot Save Files on a USB Device](#)

[Cannot Transfer Files To or From a USB Device](#)

Parent topic: [Solving Problems](#)

Cannot View or Print from a USB Device

If you cannot view or print photos or documents from a USB device connected to your product, try these solutions:

- Make sure memory devices are enabled on the product.
- Make sure your device is compatible with the product.
- Make sure the files on your device are in the correct format.
- If you see an exclamation point on the photo selection screen, the image file format is not supported.

Parent topic: [Solving USB Device Problems](#)

Cannot Save Files on a USB Device

If you cannot save files on a USB device connected to your product, try these solutions:

- Make sure the device is not write-protected.
- Make sure the device has enough available space.
- Make sure memory devices are enabled on your product.
- Make sure the device is compatible with the product.

Parent topic: [Solving USB Device Problems](#)

Cannot Transfer Files To or From a USB Device

If you have problems transferring files to or from a USB device connected to your product, try these solutions:

- Make sure your device is compatible with the product.
- Make sure the device is not write-protected.
- Make sure there is enough free space on the device.
- Make sure your product is securely connected to your computer.
- Make sure that the file sharing setting for your product is enabled.

Parent topic: [Solving USB Device Problems](#)

Solving CD/DVD Problems

Check these sections if you have problems printing on a CD/DVD with your product.

[Problems Printing on CDs/DVDs](#)

Parent topic: [Solving Problems](#)

Problems Printing on CDs/DVDs

If you encounter CD/DVD printing problems, try these solutions:

Ink Smears on CD/DVD

- Make sure you are printing on ink jet-printable CDs or DVDs and that the surface of the disc is dry.
- Handle printed discs carefully and let them dry for 24 hours before inserting them in a drive.
- Adjust the print quality using the Epson Print CD software. See the Epson Print CD help utility for details.

CD/DVD Jam Problems

If a CD/DVD has jammed in the product and you see an error message, you need to remove the CD/DVD tray:

1. Cancel the print job from your computer, if necessary.
2. Slowly pull the CD/DVD tray out of the product.
3. Clear the error message.
4. If an error is still displayed, turn off the product, wait a moment, and then turn it back on.
5. If you are unable to remove the CD/DVD tray, contact Epson for support.

Image Not Centered on CD/DVD

- If you are printing from a computer, adjust the print position using the Epson Print CD software. See the Epson Print CD help utility for details.
- If you are printing from the control panel, adjust the printing position using the product menus.

Faint Image on CD/DVD

If your printed image is faint, adjust the print quality using the Epson Print CD software. See the Epson Print CD help utility for details.

Parent topic: [Solving CD/DVD Problems](#)

Related tasks

[Cancelling Printing Using a Product Button](#)

Related topics

[Printing on CDs/DVDs](#)

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 Product Software - Windows](#)

[Uninstalling Product Software - Mac](#)

Parent topic: [Solving Problems](#)

Uninstalling Product Software - Windows

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

1. Turn off the product.
2. Close any open programs or applications.
3. Disconnect any interface cables.
4. Do one of the following:
 - **Windows 11:** Click , then search for **Settings** and select it. Select **Apps** or **System > Apps & features**. Then select the program you want to uninstall and select **Uninstall**.
 - **Windows 10:** Click  and select  (Settings) > **Apps** or **System > Apps & features**. Then 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**.

Select your product again, if necessary, then select **OK**, and click **Yes** to confirm the uninstallation.

- **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 and click **OK**. Then follow any on-screen instructions.

5. Do one of the following to uninstall Epson Event Manager, then follow any on-screen instructions:
 - **Windows 11/Windows 10/8.x:** Select **Epson Event Manager** and click **Uninstall**.

- **Windows 7:** Open the Windows **Control Panel** utility. Select **Programs and Features**. (In Classic view, select **Programs** and click **Uninstall a program**.) Select **Epson Event Manager** and click **Uninstall/Change**.
6. Do one of the following to uninstall Epson Scan 2, then follow any on-screen instructions:
 - **Windows 11/Windows 10:** Select **Epson Scan 2** and click **Uninstall**.
 - **Windows 8.x/Windows 7:** Select **Epson Scan 2** and click **Uninstall/Change**.
 7. Do one of the following to uninstall Epson ScanSmart, then follow any on-screen instructions:
 - **Windows 11/Windows 10:** Select **Epson ScanSmart** and click **Uninstall**.
 - **Windows 8.x/Windows 7/Windows Vista:** Select **Epson ScanSmart** and click **Uninstall/Change**.
 8. Restart your computer, then see the *Start Here* sheet to 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.) or epson.ca/support (Canada) 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.) or epson.ca/support (Canada) and select your product for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

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

- Product name
- 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) 276-4382, 7 a.m. to 4 p.m., Pacific Time, Monday through Friday
- Canada: (905) 709-3839, 7 a.m. to 4 p.m., Pacific Time, Monday through Friday

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

Purchase Supplies and Accessories

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

[Scanning Specifications](#)

[Memory Card Specifications](#)

[Ink Cartridge Specifications](#)

[Dimension Specifications](#)

[Electrical Specifications](#)

[Environmental Specifications](#)

[Interface Specifications](#)

[External USB Device 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 11
- Windows 10
- Windows 8.x
- Windows 7
- Windows Server 2022
- Windows Server 2019
- Windows Server 2016

- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2
- Windows Server 2008
- Windows Server 2003 R2

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.) or epson.ca/support (Canada), 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 15.x
- macOS 14.x
- macOS 13.x
- macOS 12.x
- macOS 11.x
- macOS 10.15.x
- macOS 10.14.x
- macOS 10.13.x
- macOS 10.12.x
- OS X 10.11.x
- OS X 10.10.x
- OS X 10.9.5.x

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.) or epson.ca/support (Canada), 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])
	4 × 6 inches (102 × 152 mm)
	5 × 7 inches (127 × 178 mm)
	8 × 10 inches (203 × 254 mm)
	3.5 × 5 inches (89 × 127 mm)
	16:9 wide (4 × 7.1 inches [102 × 181 mm])
	Half Letter (5.5 × 8.5 inches [140 × 216 mm])
	8.5 × 13 inches (216 × 330 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/m ²) to 24 lb (90 g/m ²)
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Envelopes

Size	No. 10 (4.1 × 9.5 inches [105 × 241 mm])
Paper types	Plain paper
Weight	20 lb (75 g/m ²) to 27 lb (100 g/m ²)

Parent topic: [Technical Specifications](#)

Related references

[Available Epson Papers](#)

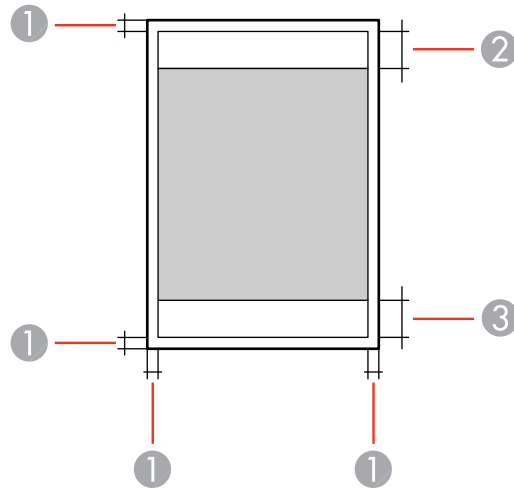
[Available Epson Papers](#)

[Borderless Paper Type Compatibility](#)

Printable Area Specifications

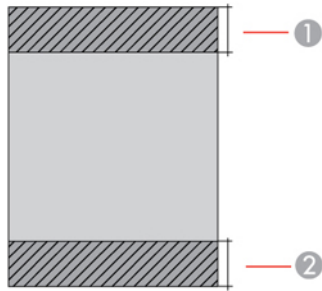
Note: When printing borderless, quality may decline in the expanded printable area.

Single sheets - borders



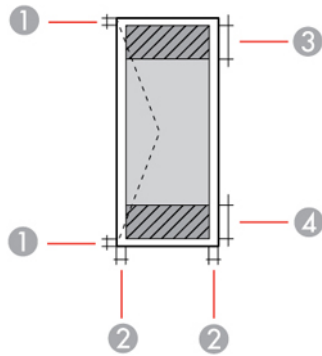
- 1 Top/bottom/left/right margins: 0.12 inch (3 mm) minimum
- 2 Reduced print quality area/top: 1.61 inches (41 mm) minimum
- 3 Reduced print quality area/bottom: 1.46 inches (37 mm) minimum

Single sheets - borderless



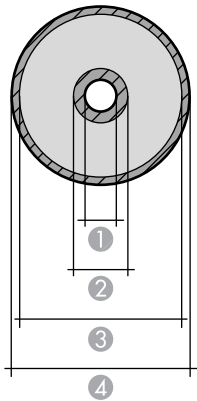
- 1 Reduced print quality area/top: 1.73 inches (44 mm) minimum
- 2 Reduced print quality area/bottom: 1.57 inches (40 mm) minimum

Envelopes



- 1 Right/left margins: 0.12 inch (3 mm) minimum
- 2 Top/bottom margins: 0.12 inch (3 mm) minimum
- 3 Reduced print quality area/right: 0.71 inch (18 mm) minimum
- 4 Reduced print quality area/left: 1.61 inches (41 mm) minimum

CD/DVD



- 1 Minimum inner margin: 0.71 inch (18 mm)
- 2 Inner reduced print quality area: 1.69 inches (43 mm)
- 3 Outer reduced print quality area: 4.57 inches (116 mm)
- 4 Maximum outer margin: 4.72 inches (120 mm)

Parent topic: [Technical Specifications](#)

Scanning Specifications

Scanner type	Flatbed, color
Photoelectric device	CIS
Document size	Maximum: 8.5 × 11.7 inches (216 × 297 mm) Scanner glass: US letter or A4
Scanning resolution	1200 dpi (main scan) 4800 dpi (sub scan)

Image data	Color:
	48 bits per pixel internal (16 bits per pixel per color internal)
	24 bits per pixel external (8 bits per pixel per color internal)
	Grayscale:
	16 bits per pixel internal
	8 bits per pixel external
	Black and white:
Light source	16 bits per pixel internal
	1 bit per pixel external
	LED

Parent topic: [Technical Specifications](#)

Memory Card Specifications

You can insert these types of memory cards in your product.

Note: Cards marked with an asterisk (*) require an adapter; consult your adapter documentation for details on using it.

Compatible types/maximum capacity	SD (2 GB)
	SDHC (32 GB)
	SDXC (64 GB)
	miniSD* (2 GB)
	miniSDHC* (32 GB)
	microSD* (2 GB)
	microSDHC* (32 GB)
	microSDXC* (64 GB)
Media format DCF	DCF (Design rule for Camera File system) version 1.0 or 2.0 compliant

You can insert memory cards in your product containing files that meet these specifications.

File format	JPEG with the Exif version 2.31 standard taken with digital camera using DCF (Design rule for Camera File system) version 1.0 or 2.0 compliant
Image size	80 × 80 pixels to 10200 × 10200 pixels
File size	Up to 2 GB
Number of files	Up to 9990

Note: DCF 2.0 files stored in a camera's built-in memory are not supported.

Parent topic: [Technical Specifications](#)

Ink Cartridge Specifications

Note: Your printer is designed to work only with genuine Epson-brand ink cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly or at all. Epson periodically provides firmware updates to address issues of security, performance, minor bug fixes and ensure the printer functions as designed. These updates may affect the functionality of third-party ink. Non-Epson branded or altered Epson cartridges that functioned prior to a firmware update may not continue to function.

The included initial cartridges are designed for reliable printer setup and cannot be used as replacement cartridges or resold. After setup, the remaining ink is available for printing. Yields are based on ISO 24711 in default mode, printing continuously. Yields vary due to print images, settings, and temperatures. Printing infrequently or primarily with one color reduces yields. All cartridges must be installed with ink for printing and printer maintenance. For print quality, some ink remains in replaced cartridges.

Color	Cyan, Light Cyan, Magenta, Light Magenta, Yellow, Black
Cartridge life	Opened package: 6 months Unopened package: do not use if the date on the package has expired
Temperature	Storage: –22 to 104 °F (–30 to 40 °C) 1 month at 104 °F (40 °C) Ink freezes at 3.2 °F (–16 °C) Ink thaws and is usable after 3 hours at 77 °F (25 °C)

Note: For best printing results, use up a cartridge within 6 months of opening the package.

Parent topic: [Technical Specifications](#)

Dimension Specifications

Height	Stored: 5.6 inches (142 mm) Printing: 7.2 inches (184 mm)
Width	Stored: 13.7 inches (349 mm) Printing: 13.7 inches (349 mm)
Depth	Stored: 13.4 inches (340 mm) Printing: 20.7 inches (527 mm)
Weight (without ink cartridges, power cord, or CD/DVD tray)	Approximately 14.8 lb (6.7 kg)

Parent topic: [Technical Specifications](#)

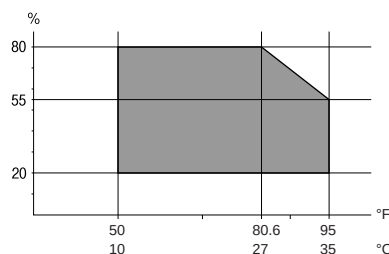
Electrical Specifications

Power supply rating	100 to 120 V
Input voltage range	90 to 132 V
Rated frequency range	50 to 60 Hz
Input frequency range	49.5 to 60.5 Hz
Rated current	0.6 A
Power consumption	Standalone copying: 20 W (ISO/IEC24712) Ready mode: 7.6 W Sleep mode: 0.7 W Power off mode: 0.1 W

Parent topic: [Technical Specifications](#)

Environmental Specifications

Temperature and Humidity (Operating)



Temperature (Storage)

Storage: -4 to 104 °F (-20 to 40 °C)

1 month at 104 °F (40 °C)

Humidity (Storage)

5 to 85% RH (without condensation)

Parent topic: [Technical Specifications](#)

Interface Specifications

Interface type

Hi-Speed USB (Device Class for computers)

Hi-Speed USB (for Mass storage class for external storage)

Note: Epson cannot guarantee the operation of externally connected devices. USB 3.0 cables are not supported.

Parent topic: [Technical Specifications](#)

External USB Device Specifications

Do not use devices with the following requirements:

- Dedicated driver
- Security settings, such as password or encryption, etc.
- Built-in USB hub

Note: Use only external storage devices with independent AC power sources. External storage devices that are powered via USB are not recommended. Epson cannot guarantee the operation of externally connected devices.

CD-ROM/CD-R drive*	700MB maximum capacity CD-RW is not supported
DVD-ROM/DVD-R drive*	4.7GB maximum capacity DVD-RW, DVD+R, DVD+RW, DVD-RAM, and Blu-ray Disc are not supported
Hard disk and USB flash drives*	2TB Formatted in FAT, FAT32, or exFAT.
Multi-card reader	Only insert one card at a time. Multi-card readers with more than two memory cards inserted are not supported.

* Read-only.

Parent topic: [Technical Specifications](#)

Network Interface Specifications

Standard	IEEE 802.11 b/g/n; IEEE 802.11n available only on the 20 MHz channel
Security	WPA-PSK (TKIP/AES); complies with WPA2 with support for WPA/WPA2 Personal WEP (64/128 bit); not supported for Wi-Fi Direct mode WPA3-SAE (AES); not supported for Wi-Fi Direct mode
Frequency band	2.4 GHz
Connection modes	Infrastructure mode Wi-Fi Direct (Simple AP); not supported for IEEE 802.11b

Note: Infrastructure and Wi-Fi Direct modes can be used simultaneously.

Security

Security protocol

SSL/TLS: HTTPS Server/Client, IPPS
SNMPv3

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 ICES-3 (B)/NMB-3 (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 Product Safety Instructions](#)

[Ink Cartridge Safety Instructions](#)

[Wireless Connection Safety Instructions](#)

[LCD Screen Safety Instructions](#)

Parent topic: [Notices](#)

General Product Safety Instructions

- Be sure to follow all warnings and instructions marked on the product.
- Use only the type of power source indicated on the product's label.
- Use only the power cord that comes with the product. Do not use the cord with any other equipment. Using another cord or using the provided cord with other equipment may cause fires or shock.
- Make sure the AC power cord meets the relevant local safety standard.
- Place the product near a wall outlet where the plug can be easily unplugged.
- Avoid plugging the product 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. Place it to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of it and do not allow it to be stepped on or run over. Be careful to keep the cord straight at each end.

- If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- Always turn off the product using the power button, and wait until the power light stops flashing before unplugging the product or cutting off power to the electrical outlet.

Note: If the product is unplugged or a power outage occurs while the product is in operation, the printhead may not be properly capped. If the printhead is left uncapped, the ink will dry out and the nozzles may clog. In these cases, turn the product on and off again as soon as possible to properly cap the printhead.

- If you will not be using the product for a long period, unplug the power cord from the electrical outlet.
- Place the product on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Allow space behind the product for the cables, and space above the product so that you can fully raise the document cover.
- Leave enough space in front of the product 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 or store the product outdoors.
- Do not place the product near excessive heat sources or in direct sunlight.
- Leave enough room around the product for sufficient ventilation. Do not block or cover openings in the case or insert objects through the slots.
- Keep the product away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- 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.
- When connecting the product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Do not sit or lean on the product. Do not place heavy objects on the product.
- Do not touch the flat white cable inside the product.
- Do not move the printhead by hand; this may damage the product.
- Do not put your hands inside the product while it is printing.

- Do not spill liquid on the product or use the product with wet hands.
- Do not use aerosol products that contain flammable gases inside or around the product. Doing so may cause fire.
- Do not press too hard on the scanner glass when placing originals.
- Do not open the scanner section while the product is copying, printing, scanning, or performing any other functions.
- Be careful not to trap your fingers when closing the scanner unit.
- Except as specifically explained in your documentation, do not attempt to service or disassemble the product yourself.
- Unplug the product and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the case damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- Leave the ink cartridges installed. Removing the cartridges can dehydrate the printhead and may prevent the product from printing.
- Before transporting the product, make sure that the printhead is in the home (far right) position and the ink cartridges are in place.
- When storing or transporting the product, do not tilt it, stand it on its side, or turn it upside down; otherwise, ink may leak.

Parent topic: [Important Safety Instructions](#)

Ink Cartridge Safety Instructions

- Keep ink cartridges out of the reach of children and do not drink the ink.
- Keep the maintenance box out of the reach of children.
- Be careful when you handle used ink cartridges; there may be ink remaining around the ink supply port. If ink gets on your skin, wash it off thoroughly with soap and water. If it gets in your eyes, flush them immediately with water. If discomfort or vision problems persist, see a doctor immediately. If ink gets in your mouth, see a doctor immediately.
- Do not put your hand inside the product or touch any cartridges during printing.
- Do not allow dust or foreign objects to get inside the ink cartridge holder or you may not be able to print. Carefully remove any dust or foreign objects from the holder before installing ink cartridges and printing.

- Install a new ink cartridge immediately after removing an expended one. Leaving cartridges uninstalled can dry out the printhead and may prevent the product from printing.
- Do not touch the green IC chip on the side of the cartridge. This may prevent normal operation.
- Do not shake, squeeze, or drop cartridges after opening their packages and do not tear the cartridge labels; this can cause them to leak.
- If you remove an ink cartridge for later use, recap the ink cartridge using the cap that came with it to prevent the ink from drying out and to protect the surrounding area from getting smeared by ink.
- Use an ink cartridge before the date printed on its package.
- Do not dismantle an ink cartridge. This could damage the printhead.
- Do not disassemble the ink cartridges or maintenance box; you may get ink in your eyes or on your skin.
- Store ink cartridges in a cool, dark place. Keep ink cartridges out of direct sunlight, and do not store in high or freezing temperatures.
- After bringing an ink cartridge inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.

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.

Do not connect this product to the internet directly. Connect it to a network protected by a router or firewall.

Parent topic: [Important Safety Instructions](#)

LCD Screen Safety Instructions

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

- Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen.
- If the LCD screen chips or cracks, do not touch or attempt to remove the broken pieces; contact Epson for support.
- Do not subject your product to sudden changes in temperature or humidity; this may cause condensation to develop inside the LCD screen and degrade its performance.
- The LCD screen may contain a few small bright or dark spots, and may display uneven brightness. These are normal and do not indicate that the screen is damaged in any way.

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 communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or 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 party responsible for compliance could void the user's authority to operate this equipment.

For Canadian Users

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

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, 3131 Katella Ave., Los Alamitos, CA 90720 (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 EALegal@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.**

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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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11/24

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