

# **WF-7210 User's Guide**



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## WF-7210 User's Guide

Welcome to the WF-7210 *User's Guide*.

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

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## Product Basics

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

[Using the Control Panel](#)

[Product Parts Locations](#)

[The Power Off and Sleep Timers](#)

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

[Using AirPrint](#)

[Using Google Cloud Print](#)

[Using the Mopria Print Service](#)

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

[Using Fire OS Printing](#)

[Using Windows 10 Mobile Printing](#)

[Printing with NFC from Your Android Device](#)

## Using the Control Panel

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

[Control Panel Buttons and Lights](#)

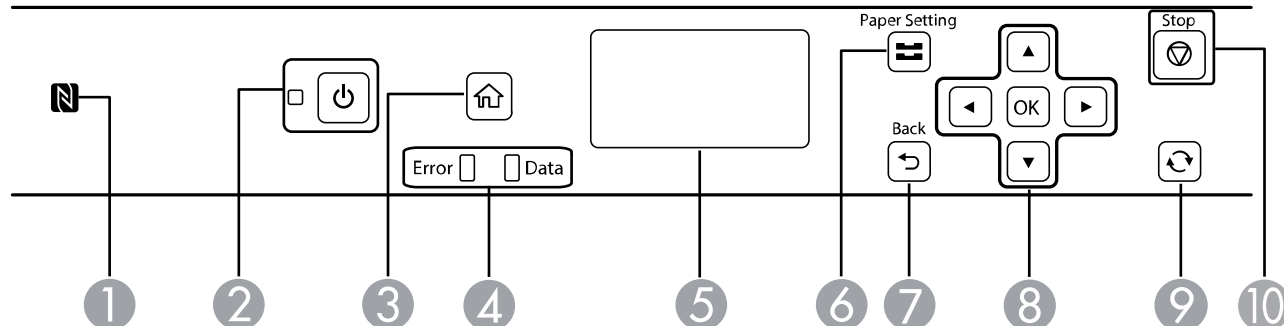
[Changing LCD Screen Language](#)

[Setting a Password and Locking the Control Panel](#)

[Adjusting the Screen Contrast](#)

**Parent topic:** [Product Basics](#)

## Control Panel Buttons and Lights



- 1 NFC (Near Field Communication) tag
- 2 power button and light
- 3 home button
- 4 **Error** and **Data** lights
- 5 LCD screen
- 6 **Paper Setting** button
- 7 **Back** button
- 8 Arrow buttons and the **OK** button
- 9 reset button
- 10 **Stop** button







### Status Icons

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

### Status Icons

Status icons may be displayed on the LCD screen depending on the product's status.

Icons	Description
	No Ethernet connection

Icons	Description
	An Ethernet connection is established
	Searching for a Wi-Fi connection
	A Wi-Fi connection is established; the number of bars indicates the connection's signal strength
	Wi-Fi connection error
	A Wi-Fi Direct connection is established
	Searching for a Wi-Fi Direct connection

Parent topic: [Control Panel Buttons and Lights](#)

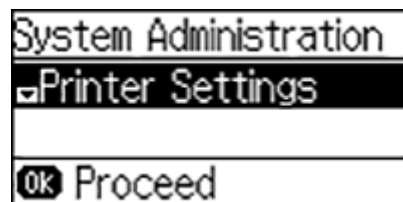
## Changing LCD Screen Language

You can change the language used on the LCD screen.

**Note:** This setting can be locked by an administrator. If you cannot access or change this setting, contact your administrator for assistance.

1. From the Home screen, select **Settings** and press the **OK** button.
2. Press the down arrow button, select **System Administration**, and press the **OK** button. Enter the administrator password, if necessary.

You see a screen like this:



3. Press the down arrow button, select **Common Settings**, and press the **OK** button.
4. Press the down arrow button, select **Language**, and press the **OK** button.

5. Use the arrow buttons to select a language and press the **OK** button.

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

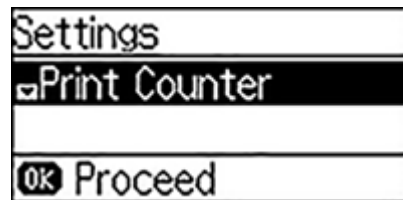
## Setting a Password and Locking the Control Panel

You can set an administrator password to lock the System Administration Setup settings. You must enter the password to access any of the locked settings.

**Note:** For more information on administration settings, see the [Administrator's Guide](#).

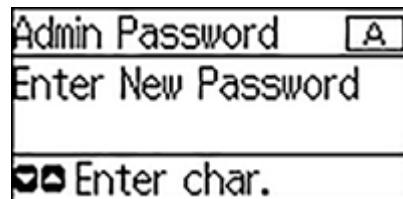
1. From the Home screen, select **Settings** and press the **OK** button.

You see a screen like this:



2. Press the down arrow button, select **Admin Settings**, and press the **OK** button.
3. Select **Admin Password** and press the **OK** button.
4. Select **Register** and press the **OK** button.

You see a screen like this:



5. Use the control panel buttons to enter a password and press the **OK** button.
6. Enter your password again to confirm, and press the **OK** button.
7. Press the **OK** button.

8. Use the arrow buttons to select **Lock Setting** and press the **OK** button.
9. Select **On** and press the **OK** button.

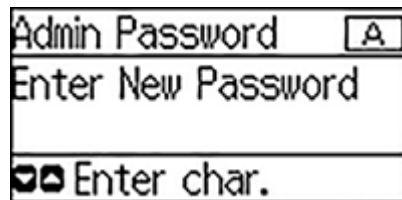
**Note:** If you forget your password, contact Epson support for assistance.

[Entering Characters on the LCD Screen](#)

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

### Entering Characters on the LCD Screen

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



- To enter letters or symbols, press the up or down arrow buttons to scroll through characters, and press the right arrow button to select one.
- To enter numbers or change the case of letters, press the ↺ reset button.
- To delete the previous character, press the left arrow button.
- To enter a space, press the right arrow button.

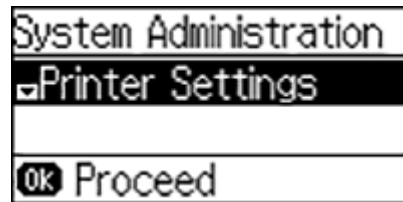
**Parent topic:** [Setting a Password and Locking the Control Panel](#)

### Adjusting the Screen Contrast

You can adjust the contrast of the LCD screen.

1. From the Home screen, select **Settings** and press the **OK** button.
2. Press the down arrow button, select **System Administration**, and press the **OK** button. Enter the administrator password, if necessary.

You see a screen like this:



3. Select **Common Settings** and press the **OK** button.
4. Select **LCD Contrast** and press the **OK** button.
5. Press the up or down arrow buttons to adjust the screen contrast.
6. Press the **OK** button to exit.

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

## Product Parts Locations

See these sections to identify the parts on your product.

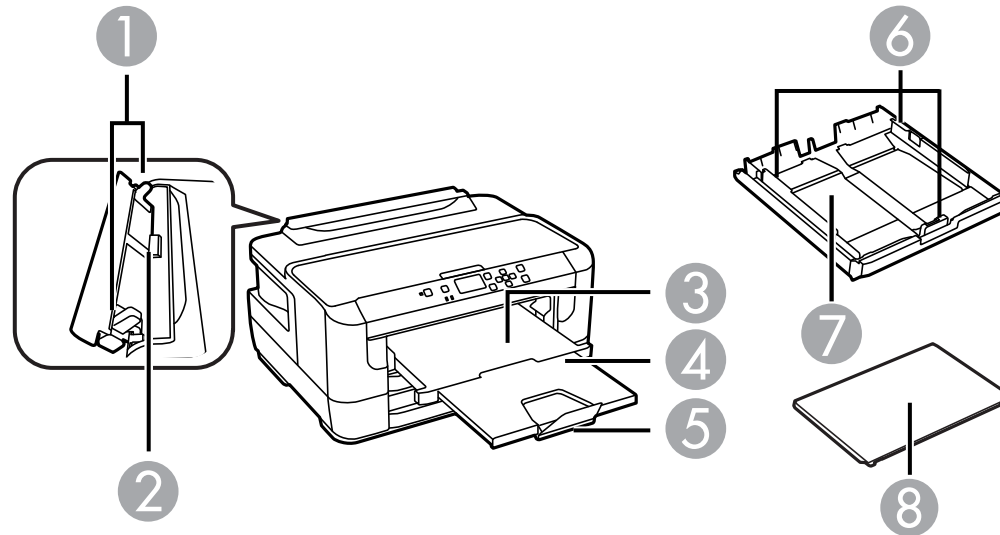
[Printer Parts - Top](#)

[Printer Parts - Inside](#)

[Printer Parts - Back](#)

**Parent topic:** [Product Basics](#)

## Printer Parts - Top

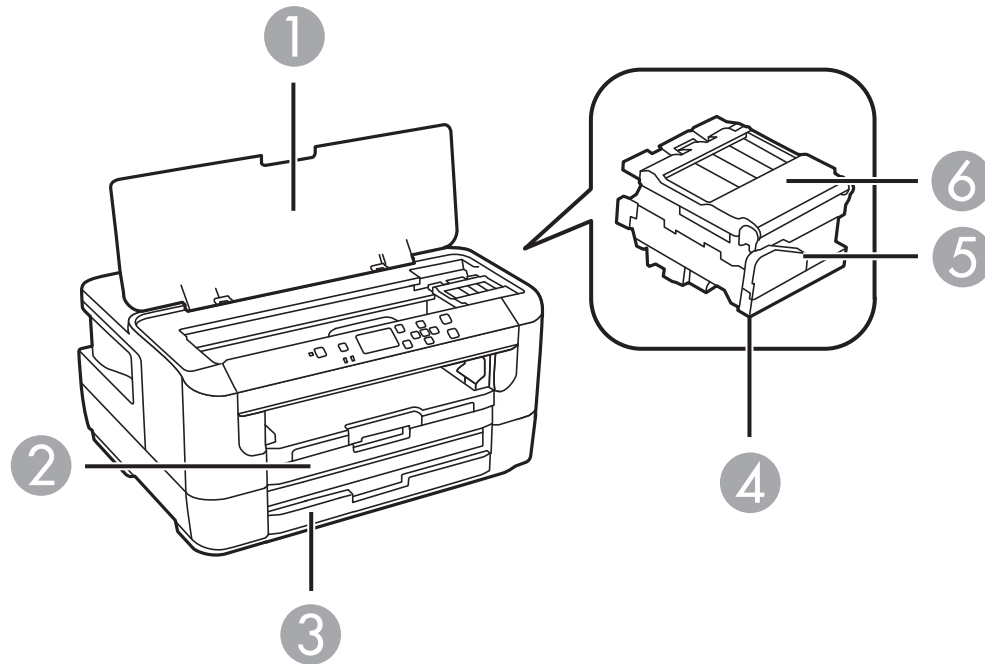


- 1 Rear paper feed edge guides
- 2 Rear paper feed slot
- 3 Output tray
- 4 Output tray extension
- 5 Paper stopper
- 6 Paper cassette edge guides
- 7 Paper cassette
- 8 Paper cassette cover

**Parent topic:** [Product Parts Locations](#)



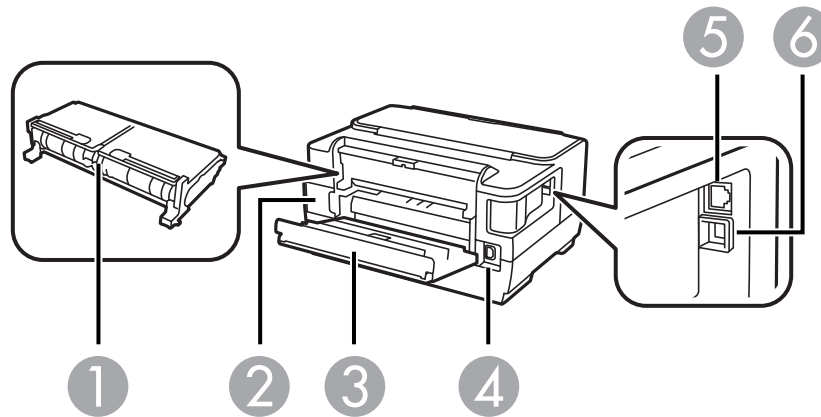
## Printer Parts - Inside



- 1 Printer cover
- 2 Paper cassette 1
- 3 Paper cassette 2
- 4 Print head (do not remove)
- 5 Ink cartridge holder
- 6 Ink cartridge cover

**Parent topic:** [Product Parts Locations](#)

## Printer Parts - Back



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

Parent topic: [Product Parts Locations](#)

## The Power Off and Sleep Timers

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

[Changing the 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. From the Home screen, select **Settings** and press the **OK** button.
2. Press the up or down arrow buttons, select **System Administration**, and press the **OK** button. Enter the administrator password, if necessary.
3. Press the down arrow button, select **Common Settings**, and press the **OK** button.
4. Select **Sleep Timer** and press the **OK** button.

You see a screen like this:



5. Press the up or down arrow buttons to increase or reduce the number of minutes.
6. Press the left or right arrow buttons to move the cursor.
7. Press the **OK** button.

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

## 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.

**Note:** This setting can be locked by an administrator. If you cannot access or change this setting, contact your administrator for assistance.

1. From the Home screen, select **Settings** and press the **OK** button.
2. Press the down arrow button, select **System Administration**, and press the **OK** button. Enter the administrator password, if necessary.

You see a screen like this:



3. Press the down arrow button, select **Common Settings**, and press the **OK** button.
4. Press the down arrow button, select **Power Off Timer**, and press the **OK** button.
5. Select a time period between **30minutes** and **12h** (12 hours), and press the **OK** button.

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

## Epson Connect Solutions for Smartphones, Tablets, and More

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

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

[Using Epson Email Print](#)

[Using the Epson iPrint Mobile App](#)

[Using Epson Remote Print](#)

**Parent topic:** [Product Basics](#)

### 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](http://epson.com/connect) (U.S), [epson.ca/connect](http://epson.ca/connect) (Canada), or [epsonconnect.com](http://epsonconnect.com) (Caribbean) to learn more about Email Print, create your Epson Connect account, and register your product to the Epson Connect service.
3. Now you are ready to send and print emails to your product's Email Print address.

**Note:** Go to [epsonconnect.com](http://epsonconnect.com) and log into your Epson Connect account to personalize your product's email, adjust print settings, and set up other Epson Connect services.

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

**Related topics**

[Wi-Fi or Wired Networking](#)

## Using the Epson iPrint Mobile App

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

1. Connect your product to your wireless network. See the link below.
2. Visit [epson.com/connect](http://epson.com/connect) (U.S), [epson.ca/connect](http://epson.ca/connect) (Canada), or [epson.com.jm/connect](http://epson.com.jm/connect) (Caribbean) to learn more about Epson iPrint and check the compatibility of your mobile device.
3. Download Epson iPrint from the Apple App Store or Google Play.
4. Connect your mobile device to the same wireless network as your product.
5. Open Epson iPrint and select your Epson product.

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

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

**Related topics**

[Wi-Fi or Wired Networking](#)

## Using Epson Remote Print

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

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

2. If you did not already set up an Epson Connect account when you installed your product software, visit [epsonconnect.com](http://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](http://epsonconnect.com) to learn more about Remote Print and how to download the Remote Print Driver software.
4. Download and install the Remote Print software.
5. Enter the email address and optional access key of your Epson product during Remote Print setup.
6. Now you are ready to print remotely. Select the print command in your laptop or desktop computer application and choose the Remote Print option for your Epson product.

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

**Related topics**

[Wi-Fi or Wired Networking](#)

## Using AirPrint

AirPrint enables instant wireless printing from iPhone, iPad, and iPod touch with the latest version of iOS, and Mac with the latest version of OS X or macOS.



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 references

[Paper Source Options - Mac](#)

### Related topics

[Wi-Fi or Wired Networking](#)

## Using Google Cloud Print

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

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

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

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

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

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

**Parent topic:** [Product Basics](#)

## Related topics

[Wi-Fi or Wired Networking](#)

# Setting Up Google Cloud Print on a Chromebook

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

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

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

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

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

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

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

**Parent topic:** [Using Google Cloud Print](#)

## Related topics

[Wi-Fi or Wired Networking](#)



## Using the Mopria Print Service

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

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

1. Connect your Epson product to your wireless network. See the link below.
2. On your Android device, download the Mopria Print Service 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.
4. Connect your Android device to the same wireless network as your product.
5. Now you are ready to print. From an Android application such as Chrome or Gmail, tap the menu icon and select **Print**. Then select **All printers**, select your Epson product, adjust your print settings, and print.

**Parent topic:** [Product Basics](#)

**Related topics**

[Wi-Fi or Wired Networking](#)

## Android Printing Using the Epson Print Enabler

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

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

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

**Parent topic:** [Product Basics](#)

**Related topics**

[Wi-Fi or Wired Networking](#)

## Using Fire OS Printing

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

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

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

Visit [epson.com/connect](http://epson.com/connect) (U.S), [epson.ca/connect](http://epson.ca/connect) (Canada), or [epson.com.jm/connect](http://epson.com.jm/connect) (Caribbean) to learn more about Fire OS Printing (one of many Epson Connect Partner Solutions) and check the compatibility of your mobile device.

**Parent topic:** [Product Basics](#)

**Related topics**

[Wi-Fi or Wired Networking](#)

## Using Windows 10 Mobile Printing

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

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

Visit [epson.com/connect](http://epson.com/connect) (U.S), [epson.ca/connect](http://epson.ca/connect) (Canada), or [epson.com.jm/connect](http://epson.com.jm/connect) (Caribbean) to learn more about Windows 10 Mobile Printing (one of many Epson Connect Partner Solutions) and check the compatibility of your mobile device.

**Parent topic:** [Product Basics](#)

**Related topics**

[Wi-Fi or Wired Networking](#)

## Printing with NFC from Your Android Device

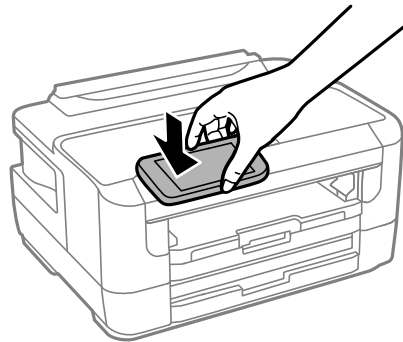
You can easily connect your Android 4.0 or later device to your product using NFC (Near Field Communication). Once connected, you can print using Epson iPrint.

1. Make sure Epson iPrint is installed on your mobile device.
2. Make sure Simple AP mode is enabled on your product, that you are using the default Wi-Fi Direct password, and that paper is loaded in the product.

**Note:** NFC printing will not work if you changed the default Wi-Fi Direct password.

3. Touch the NFC antenna of your mobile device to the NFC tag on your product.

**Note:** The location of your mobile device's NFC antenna varies. See your mobile device documentation for more details.



Epson iPrint opens.

**Note:** If you do not have Epson iPrint installed, the app store page for the Epson iPrint app opens. Install Epson iPrint and repeat this step.

4. Touch the NFC antenna of your mobile device to the product NFC tag on your product again.  
The printer and mobile device connect.

**Note:** If the mobile device and product disconnect, try to print a document. The mobile device and product should reconnect automatically.

5. Open the file you want to print in Epson iPrint.
6. Touch the NFC antenna of your mobile device to the NFC tag on your product to start printing.

**Parent topic:** [Product Basics](#)

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## Wi-Fi or Wired Networking

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

[Network Security Recommendations](#)

[Wi-Fi Infrastructure Mode Setup](#)

[Wi-Fi Direct Mode Setup](#)

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

[Printing a Network Status Sheet](#)

[Changing or Updating Network Connections](#)

## Network Security Recommendations

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

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

- **Enable security on your wireless LAN**

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

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

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

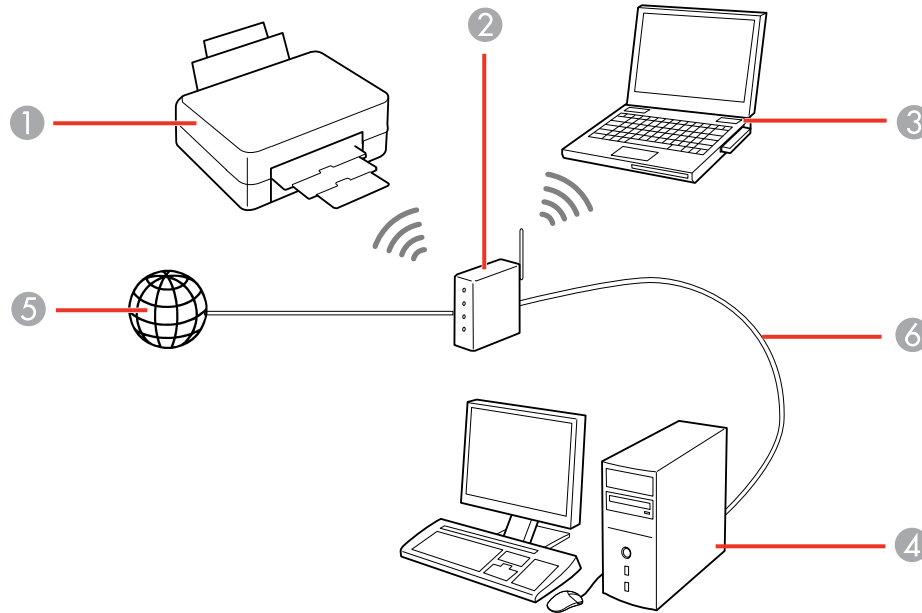
- **Change the default administrator password on your product**

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

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

## Wi-Fi 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 or Wired Networking](#)

## Selecting Wireless Network Settings from the Control Panel

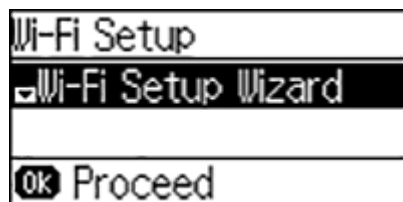
You can select or change wireless network settings using your product control panel.

To install your product on a wireless network, follow the instructions on the *Start Here* sheet and install the necessary software. 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. From the Home screen, select **Wi-Fi** and press the **OK** button.

You see this screen:




2. Select **Wi-Fi Setup Wizard** and press the **OK** button. Enter the administrator password if necessary.
3. Select the name of your wireless network and press the **OK** button.


**Note:** To enter the wireless network name manually, select **Other Networks** and press the **OK** button. Use the printer's buttons to enter your network name.

4. Enter your wireless password using the control panel buttons.



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

- To enter letters or symbols, press the up or down arrow buttons to scroll through characters, and press the right arrow button to select one.
  - To enter numbers or change the case of letters, press the  reset button.
  - To delete the previous character, press the left arrow button.
  - To enter a space, press the right arrow button.
5. Press the **OK** button when you're finished entering your password.
  6. Confirm the displayed network settings and press the **OK** button to save them.

**Note:** If you need to change a setting, press the  **Back** button.

7. If you want to print a network setup report, press the down arrow button, select **Print connection report**, and press the **OK** button. (Otherwise, press the **OK** button.)

If the network connection is successful, the Wi-Fi icon (  ) appears in the upper-right corner of the LCD screen.

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

#### **Related references**

[Status Icons](#)

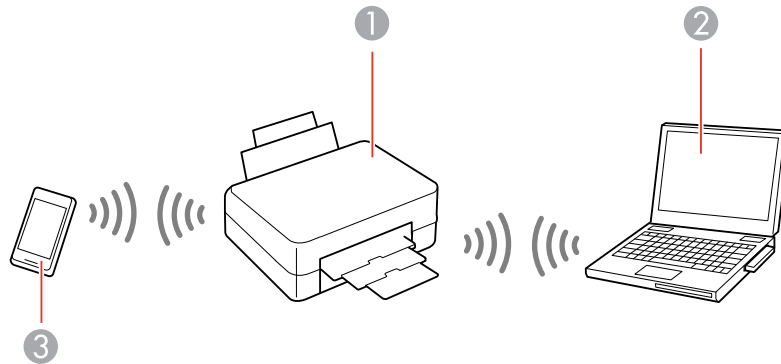
#### **Related tasks**

[Entering Characters on the LCD Screen](#)



## 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.



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

Your product enters access point mode and the product itself acts as the network access point for up to 4 devices. When operating in this mode, your product displays the Wi-Fi Direct connection symbol on the LCD screen.

**Note:** Connected devices cannot communicate with each other via the connection to your product.

[Enabling Wi-Fi Direct Mode](#)

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

**Related references**

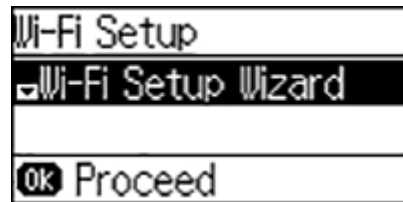
[Status Icons](#)

## Enabling Wi-Fi Direct Mode

You can enable Wi-Fi Direct mode to allow direct communication between your product and computers or other devices without a wireless router or access point.

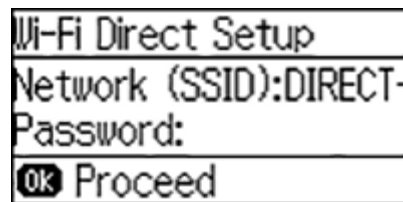
1. From the Home screen, select **Wi-Fi**, and press the **OK** button.

You see this screen:



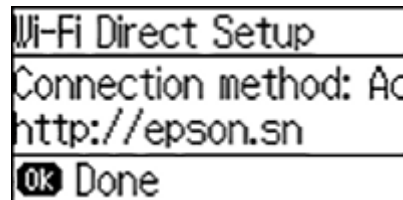
2. Press the down arrow button, select **Wi-Fi Direct Setup**, and press the **OK** button.
3. Select **Connection Setup** and press the **OK** button.
4. Press the **OK** button.

You see this screen:




5. Press the **OK** button.


You see this screen:



6. Press the **OK** button to complete setup and return to the Home screen.

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:** Make a note of the SSID and password that appear.

If the  icon is displayed on the LCD screen, Wi-Fi Direct mode is not enabled. Repeat these steps to try again.

#### [Changing the Wi-Fi Direct Mode Password](#)

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

#### **Related references**

[Status Icons](#)

#### **Related tasks**

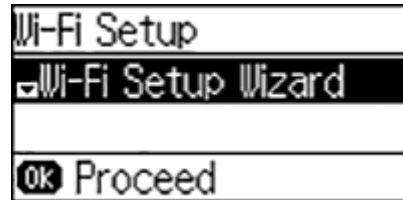
[Entering Characters on the LCD Screen](#)

### **Changing the Wi-Fi Direct Mode Password**

You can change the Wi-Fi Direct Mode password from the product's control panel.

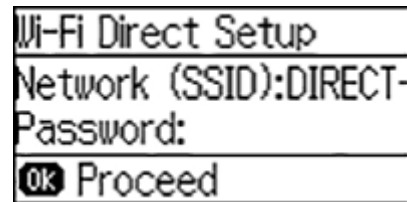
1. From the Home screen, select **Wi-Fi**, and press the **OK** button.

You see this screen:



2. Press the down arrow button, select **Wi-Fi Direct Setup**, and press the **OK** button.
3. Select **Connection Setup** and press the **OK** button.
4. Press the **OK** button.

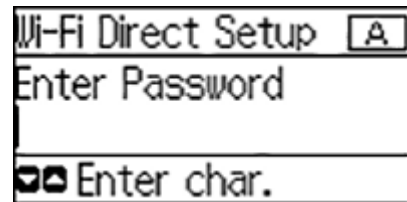
The screen displays the SSID (Wi-Fi network name) and current password.



5. Press the down arrow button to select **Modify**, then press the up arrow button to select **Yes**.


**Note:** If you have already connected devices or computers to your product via Wi-Fi Direct, they will be disconnected when you change the password.

You see this screen:

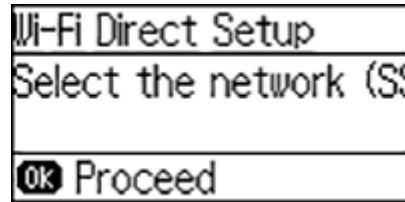



6. Press the left arrow button to delete the current password.
7. Enter a new password using the control panel buttons.

**Note:** Your password must be at least 8 and no more than 22 characters long.

- To enter letters or symbols, press the up or down arrow buttons to scroll through characters and press the right arrow button to select one.
  - To enter numbers or change the case of letters, press the  reset button.
  - To enter a space or move to the next character, press the right arrow button.
  - To delete the previous character, press the left arrow button.
8. When you finish entering the password, press the **OK** button.

Once setup is complete, you see this screen:



9. Press the **OK** button to view the SSID and new password.
10. Press the  home button to return to the Home screen.

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

#### **Related tasks**

[Entering Characters on the LCD Screen](#)

## **Wi-Fi Protected Setup (WPS)**

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

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

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

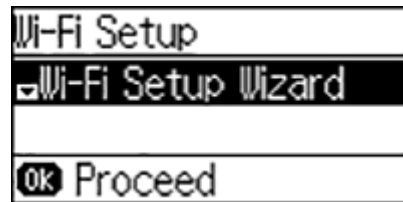
**Parent topic:** [Wi-Fi or Wired Networking](#)

## **Using WPS to Connect to a Network**

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

1. From the Home screen, select **Wi-Fi** and press the **OK** button.

You see this screen:



2. Press the down arrow button, select **Push Button Setup (WPS)**, and press the **OK** button.
3. Follow the instructions on the LCD screen to complete WPS setup.
4. Press the **Back** button to return to the Home screen.

If the network connection is successful, the Wi-Fi icon (  ) appears in the upper-right corner of the LCD screen.

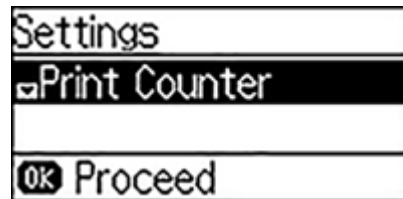
Parent topic: [Wi-Fi Protected Setup \(WPS\)](#)

## 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. From the Home screen, select **Settings** and press the **OK** button.

You see this screen:



2. Press the down arrow button, select **Network Status**, and press the **OK** button.
3. Press the down arrow button, select **Print Status Sheet**, and press the **OK** button.
4. Press the up arrow button to print the network status sheet.

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

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

## Changing or Updating Network Connections

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

[Accessing the Web Config Utility](#)

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

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

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

[Disabling Wi-Fi Features](#)

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

## Accessing the Web Config Utility

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

**Note:** For more information on administration settings, see the [Administrator's Guide](#).

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

You see the available Web Config utility options.

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

### Related tasks

[Printing a Network Status Sheet](#)

## Changing a USB Connection to a Wi-Fi Connection

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

1. Disconnect the USB cable from your product.

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

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

## Changing a Wi-Fi Connection to a Wired Network Connection

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

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

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

### Related tasks

[Disabling Wi-Fi Features](#)

## 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. 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](#)

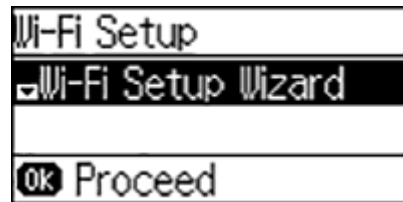
## Disabling Wi-Fi Features

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. From the Home screen, select **Wi-Fi** and press the **OK** button.

You see this screen:



2. Press the down arrow button, select **Disable Wi-Fi**, and press the **OK** button.
3. Press the up arrow button to select **Yes**.

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

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# Loading Paper

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

[Loading Paper for Documents in the Cassette](#)

[Loading Paper for Photos in the Cassette](#)

[Loading Envelopes in the Cassette](#)

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

[Paper Loading Capacity](#)

[Available Epson Papers](#)

[Borderless Paper Type Compatibility](#)

[Paper Type Settings - Printing Software](#)

[Selecting the Paper Settings for Each Source - Control Panel](#)

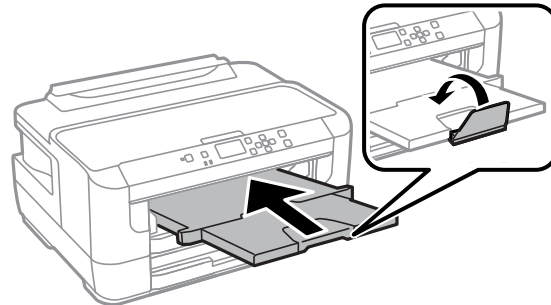
[Selecting Default Paper Settings - Administrator](#)

[Selecting Universal Print Settings](#)

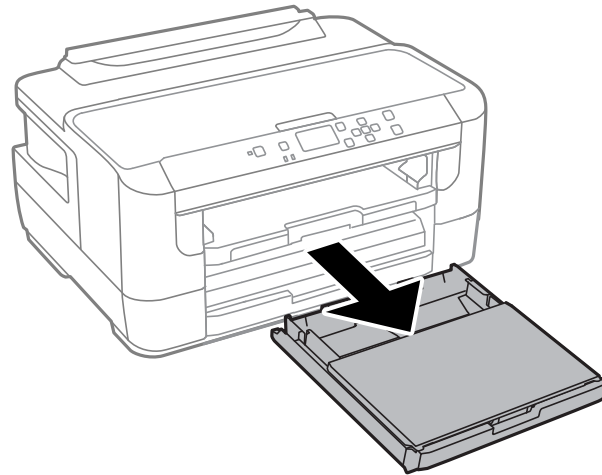
## Loading Paper for Documents in the Cassette

You can print documents on a variety of paper types and sizes.

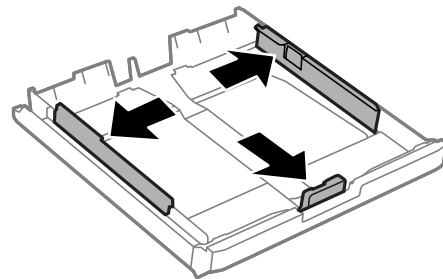
1. Close the paper stopper and output tray, if necessary.



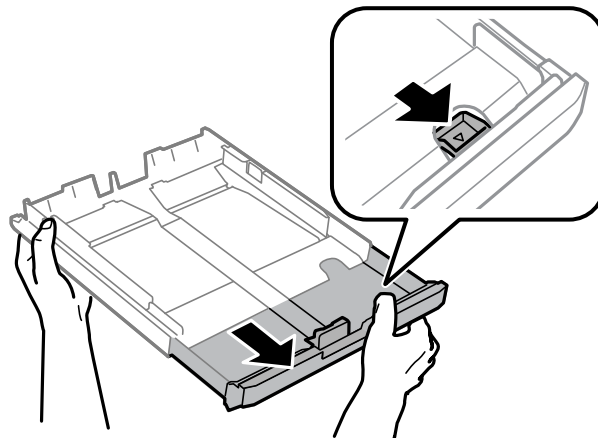
2. Pull out the paper cassette and remove the paper cassette cover.



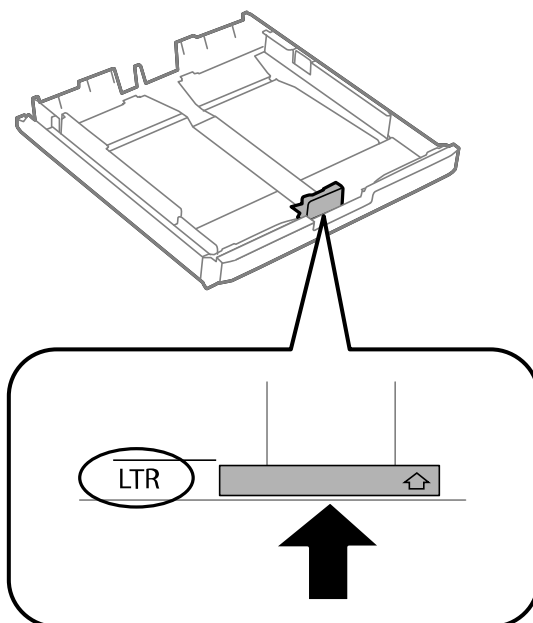
3. Slide the edge guides outward.



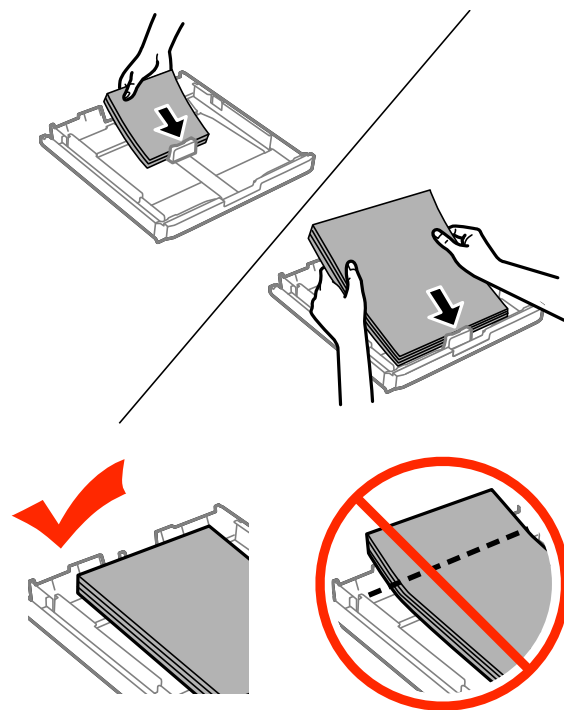
**Note:** If you are using legal-size paper or larger, squeeze the tab and extend the paper cassette.



4. Slide the edge guide to your paper size.

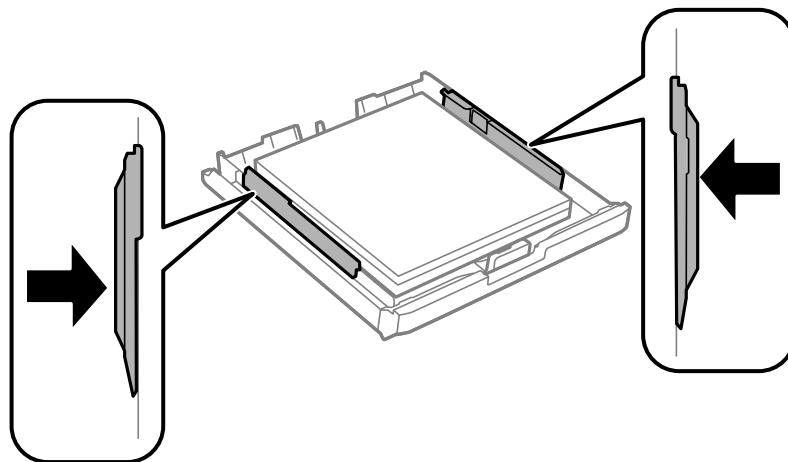


5. Load a stack of paper, printable side down, against the edge guide as shown.



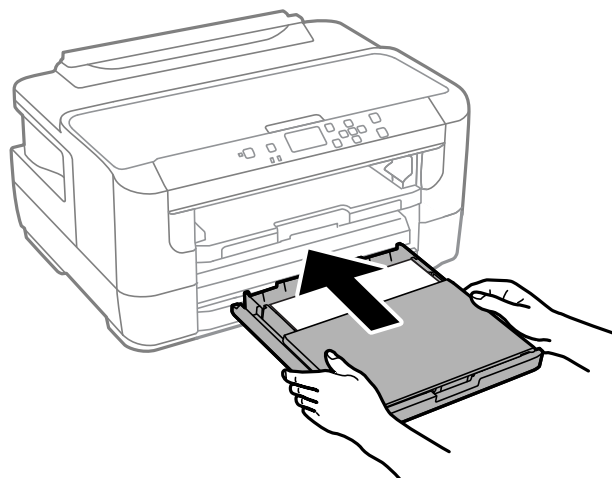
**Note:** Make sure the paper is loaded against the edge guide and not sticking out from the end of the cassette.

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



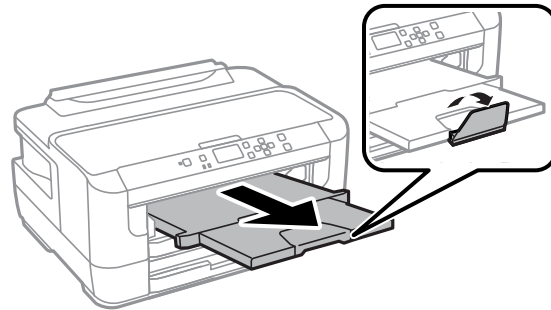
**Caution:** To prevent paper feeding problems, make sure the paper fits beneath the top edges of the guides and do not load too much paper in the cassette.

7. Close the paper cassette cover and gently insert the paper cassette.



**Note:** The paper may slide forward slightly as you insert the cassette. This is normal.

8. When prompted by the product's LCD screen, select the size and type of the paper you just loaded and press the **OK** button.
9. Extend the output tray and open the paper stopper.



**Note:** If you are using legal-size or longer paper, do not open the paper stopper. Do not remove or insert the paper cassette during printing.

Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first, no matter which way your document faces.
- Load the printable side facedown.
- Load letterhead or pre-printed paper top edge first.
- Do not load paper above the arrow mark inside the edge guide.
- Check the paper package for any additional loading instructions.

**Parent topic:** [Loading Paper](#)

#### **Related references**

[Paper Loading Capacity](#)

[Paper Type Settings - Printing Software](#)

#### **Related tasks**

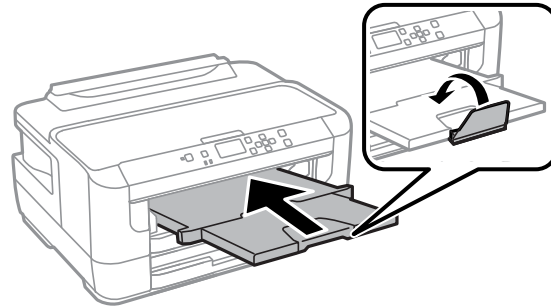
[Loading Paper for Photos in the Cassette](#)

[Loading Envelopes in the Cassette](#)

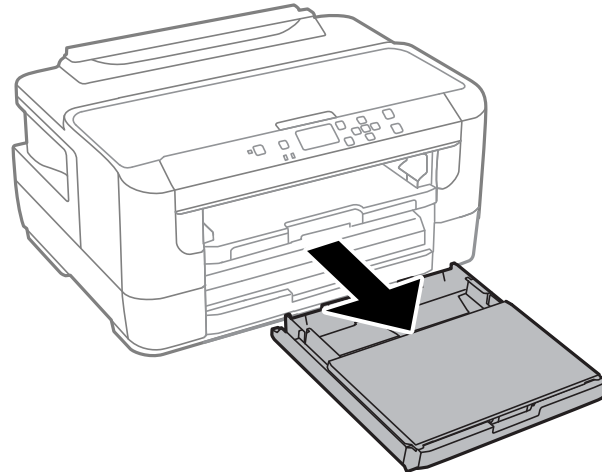
## Loading Paper for Photos in the Cassette

You can print photos on a variety of paper types and sizes. You can load photo paper in various sizes in Cassette 1 only.

1. Close the paper stopper and output tray, if necessary.

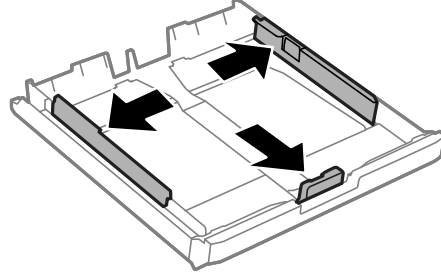


2. Pull out the paper cassette and remove the paper cassette cover.

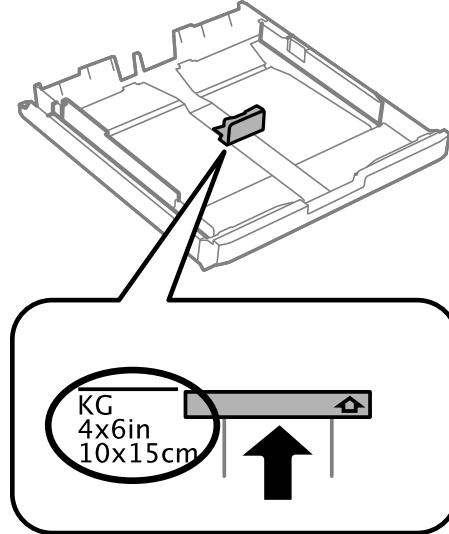




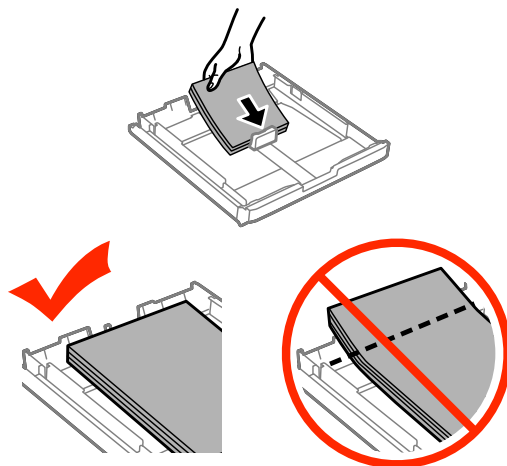
3. Slide the edge guides outward.



4. Slide the edge guide to your paper size.

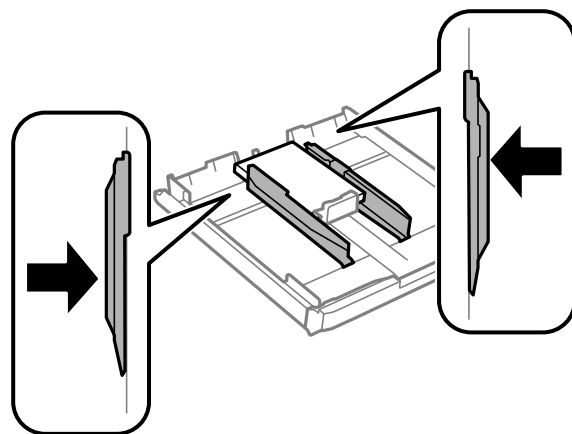


5. Load photo paper, short edge first and printable side down, against the edge guide as shown.



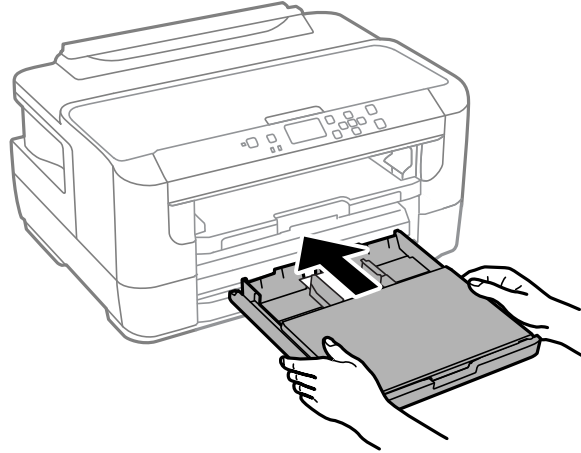
**Note:** Make sure the paper is loaded against the edge guide and not sticking out from the end of the cassette.

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



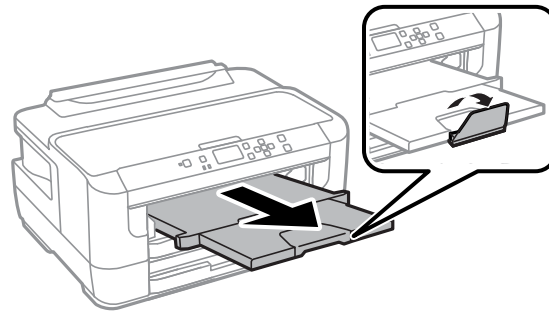
**Caution:** To prevent paper feeding problems, make sure the paper fits beneath the top edges of the guides and do not load too much paper in the cassette.

7. Close the paper cassette cover and gently insert the paper cassette.



**Note:** The paper may slide forward slightly as you insert the cassette. This is normal.

8. When prompted by the product's LCD screen, select the size and type of the paper you just loaded and press the **OK** button.
9. Extend the output tray and open the paper stopper.



**Note:** If you are using legal-size or longer paper, do not open the paper stopper. Do not remove or insert the paper cassette during printing.

Always follow these paper loading guidelines:

- Load only the recommended number of sheets.
- Load paper short edge first, no matter which way your photo faces.
- Load the printable side facedown.
- Do not load paper above the arrow mark inside the edge guide.
- Check the paper package for any additional loading instructions.

**Parent topic:** [Loading Paper](#)

**Related references**

[Paper Loading Capacity](#)

[Paper Type Settings - Printing Software](#)

**Related tasks**

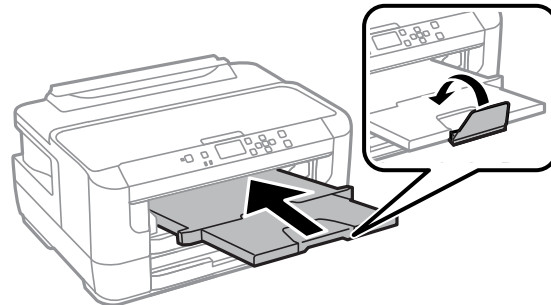
[Loading Paper for Documents in the Cassette](#)

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

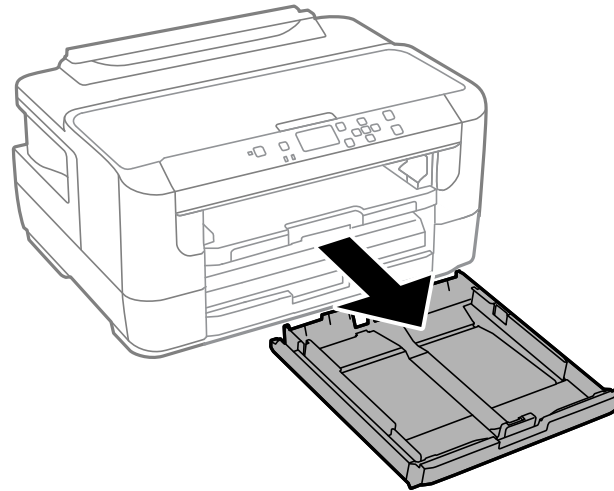
## Loading Envelopes in the Cassette

You can print on plain paper envelopes in this size: No. 10 (4.1 × 9.5 inches [105 × 241 mm]). You can load No. 10 size envelopes in Cassette 1 only.

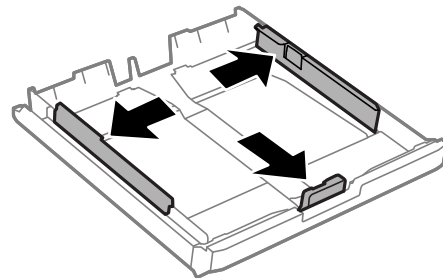
1. Close the paper stopper and output tray, if necessary.



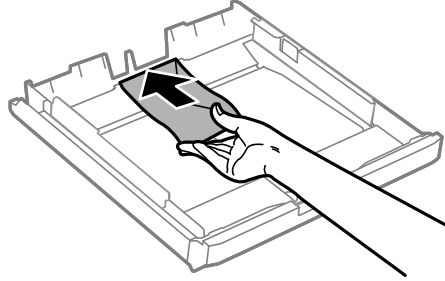
2. Pull out the paper cassette and remove the paper cassette cover.



3. Slide the edge guides outward.

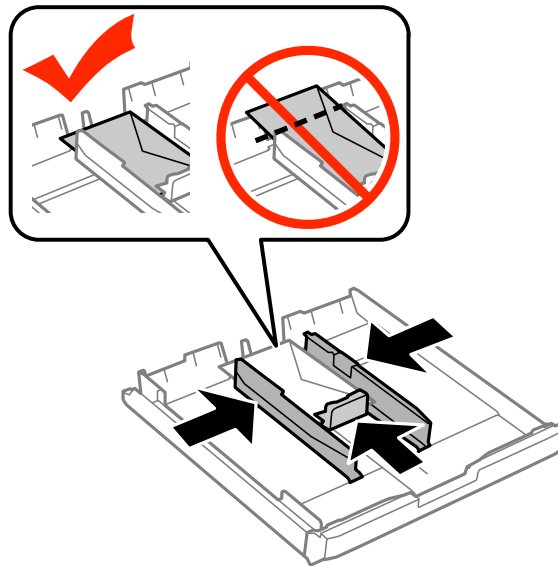


4. Load envelopes printable side down and flap edge right as shown.



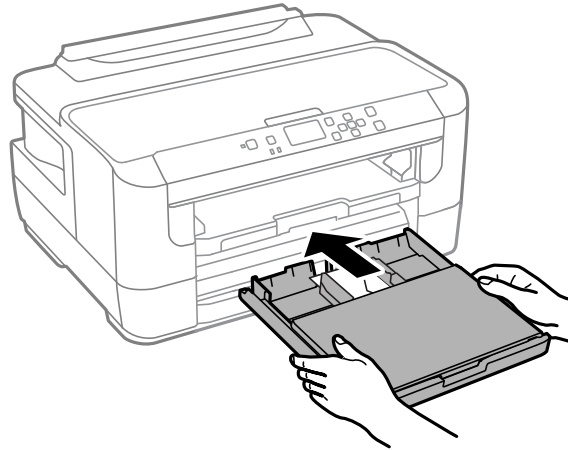
**Caution:** To prevent paper feeding problems, make sure you do not load too many envelopes in the cassette.

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



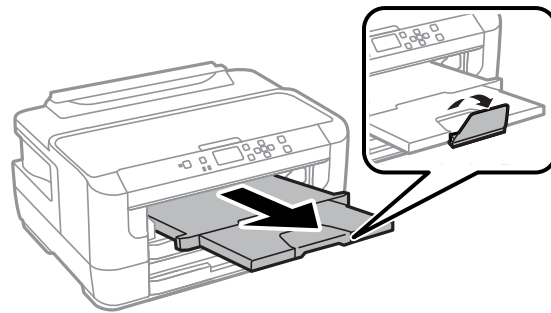
**Note:** Make sure the envelopes are loaded against the edge guide and not sticking out from the end of the cassette.

6. Close the paper cassette cover and gently insert the paper cassette.



**Note:** The envelopes may slide forward slightly as you insert the cassette. This is normal.

7. When prompted by the product's LCD screen, select **Envelope #10** for the Paper Size and **Envelope** for the Paper Type, and press the **OK** button.
8. Extend the output tray and open the paper stopper.



Always follow these envelope loading guidelines:

- If you have trouble loading a stack of envelopes, press each envelope flat before loading it or load one envelope at a time.

- If print quality declines when printing multiple envelopes, try loading one envelope at a time.
- Do not load envelopes that are curled, folded, or too thin.
- Do not load envelopes that have adhesive surfaces.
- Do not load envelopes that have windows.

**Parent topic:** [Loading Paper](#)

**Related references**

[Paper Loading Capacity](#)

[Paper Type Settings - Printing Software](#)

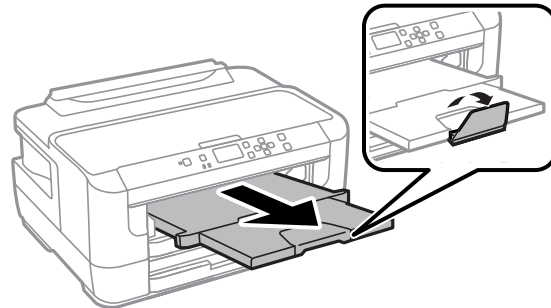
**Related tasks**

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

## Loading Paper and Envelopes in the Rear Feed Slot

You can load one envelope or one sheet of paper or card stock in the rear feed slot.

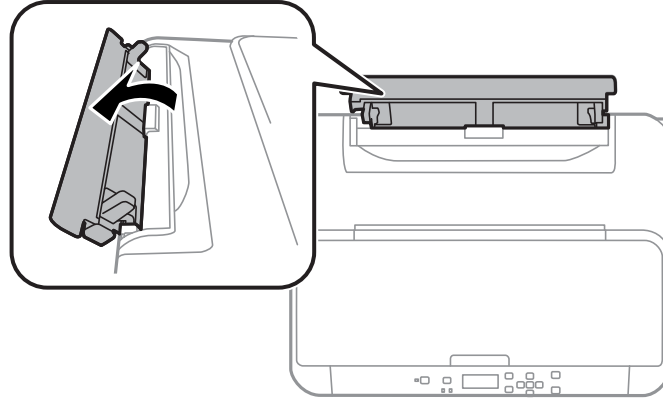
1. Send your print job before loading paper into the rear feed slot.
2. Extend the output tray and open the paper stopper.



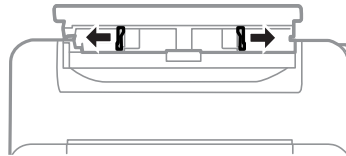
**Note:** If you are using legal-size or longer paper, do not open the paper stopper.



3. Open the rear paper feed slot and push it back.

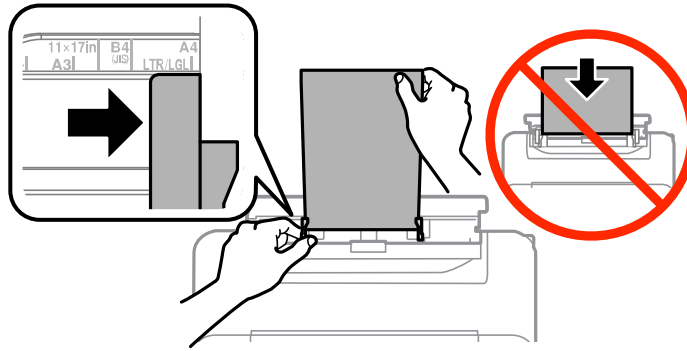


4. Slide out the edge guides.

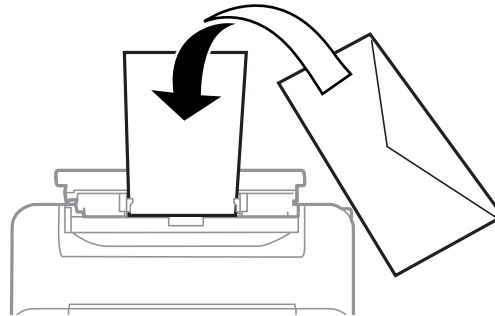


5. Do one of the following:

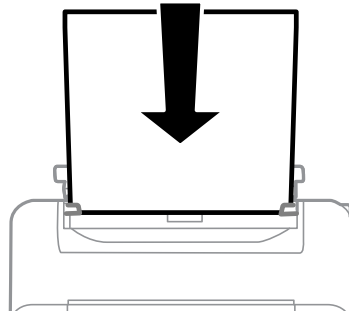
- Load one sheet of paper with the printable side faceup and slide the edge guides against the paper, but not too tightly.



- Load one envelope short edge first, with the flap facing down and the flap edge to the right.



6. Insert the paper or envelope into the slot until the printer feeds it automatically.



Always follow these paper loading guidelines:

- Load only one sheet or one envelope at a time.
- Load paper short edge first, no matter which way your document faces.
- Load the printable side faceup.
- Load letterhead or pre-printed paper top edge first.
- Check the paper package for any additional loading instructions.
- Do not load envelopes that are curled, folded, or too thin.
- Do not load envelopes that have adhesive surfaces.
- Do not load envelopes that have windows.

**Note:** You can load a sheet of binder paper with holes on one of the long edges, but not for automatic 2-sided printing.

**Parent topic:** [Loading Paper](#)

#### **Related references**

[Paper Loading Capacity](#)

[Paper Type Settings - Printing Software](#)

#### **Related tasks**

[Loading Envelopes in the Cassette](#)

[Loading Paper for Documents in the Cassette](#)

## Paper Loading Capacity

You can load one envelope, one sheet of paper, or one sheet of cardstock up to 68 lb (256 g/m<sup>2</sup>) in all standard or user-defined sizes in the rear paper feed slot.

You can load paper of these types in the paper cassette(s):

Paper type	Loading capacity per paper size	
	Paper cassette 1	Paper cassette 2
Plain paper in all standard sizes	250 sheets	250 sheets
Plain paper in a user-defined size	1 sheet	1 sheet
Epson Bright White Paper	200 sheets	200 sheets
Epson Presentation Paper Matte	80 sheets	—
Epson Premium Presentation Paper Matte	20 sheets	—
Epson Premium Presentation Paper Matte Double-sided		
Epson Photo Paper Glossy		
Epson Premium Photo Paper Glossy		
Epson Ultra Premium Photo Paper Glossy		
Epson Premium Photo Paper Semi-gloss		
Envelopes	10 envelopes	—

Parent topic: [Loading Paper](#)

## Available Epson Papers

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

**Note:** Paper/media availability varies by country.

Paper Type	Size	Part number	Sheet count
Epson Bright White Paper	Letter (8.5 × 11 inches [216 × 279 mm])	S041586	500
Epson Premium Presentation Paper Matte	8 × 10 inches (203 × 254 mm)	S041467	50
	Letter (8.5 × 11 inches [216 × 279 mm])	S041257 S042180	50 100
	11 × 14 inches (279 × 356 mm)	S041468	50
	A3 (11.7 × 16.5 inches [297 × 420 mm])	S041260	50
	13 × 19 inches (330 × 483 mm)	S041263	50
Epson Premium Presentation Paper Matte Double-sided	Letter (8.5 × 11 inches [216 × 279 mm])	S041568	50
Epson Presentation Paper Matte	Legal (8.5 × 14 inches [216 × 356 mm])	S041067	100
	Letter (8.5 × 11 inches [216 × 279 mm])	S041062	100
	11 × 17 inches (279 × 432 mm)	S041070	100
	13 × 19 inches (330 × 483 mm)	S041069-L	100

Paper Type	Size	Part number	Sheet count
Epson Photo Paper Glossy	4 × 6 inches (102 × 152 mm)	S041809	50
		S042038	100
	A4 (8.3 × 11.7 inches [210 × 297 mm])	S041140	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S041141	20
		S041649	50
		S041271	100
Epson Premium Photo Paper Glossy	11 × 17 inches (279 × 432 mm)	S041156	20
	13 × 19 inches (330 × 483 mm)	S041143	20
	4 × 6 inches (102 × 152 mm)	S041727	100
	5 × 7 inches (127 × 178 mm)	S041464	20
	8 × 10 inches (203 × 254 mm)	S041465	20
	Letter (8.5 × 11 inches [216 × 279 mm])	S042183	25
		S041667	50
	11 × 14 inches (279 × 356 mm)	S041466	20
	11 × 17 inches (279 × 432 mm)	S041290	20
	A3 (11.7 × 16.5 inches [297 × 420 mm])	S041288	20
	13 × 19 inches (330 × 483 mm)	S041289	20

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 Premium Photo Paper Semi-gloss	4 × 6 inches (102 × 152 mm)	S041982	40
	Letter (8.5 × 11 inches [216 × 279 mm])	S041331	20
	13 × 19 inches (330 × 483 mm)	S041327	20

Parent topic: [Loading Paper](#)

## Borderless Paper Type Compatibility

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

### Borderless Paper Types

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

### Borderless Paper Sizes

- 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])
- A3 (11.7 × 16.5 inches [297 × 420 mm])
- 16:9 wide (4 × 7.1 inches [102 × 181 mm])
- 11 × 14 inches (279 × 356 mm)
- 11 × 17 inches (279 × 432 mm)
- 13 × 19 inches (330 × 483 mm)

Parent topic: [Loading Paper](#)

## Paper Type Settings - Printing Software


For this paper	Select this Paper Type or Media Type setting
Plain paper Epson Bright White Paper	Plain Paper/Bright White Paper
Letterhead paper	Letterhead
Recycled paper	Recycled
Colored paper	Color
Preprinted paper	Preprinted
High-quality Plain Paper	High Quality Plain Paper
Envelopes	Envelope
Epson Ultra Premium Photo Paper Glossy	Ultra Premium Photo Paper Glossy
Epson Premium Photo Paper Glossy	Premium Photo Paper Glossy
Epson Photo Paper Glossy	Photo Paper Glossy
Epson Premium Photo Paper Semi-gloss	Premium Photo Paper Semi-Gloss
Epson Presentation Paper Matte Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided	Premium Presentation Paper Matte
Cardstock up to 68 lb (256 g/m <sup>2</sup> )	Card Stock



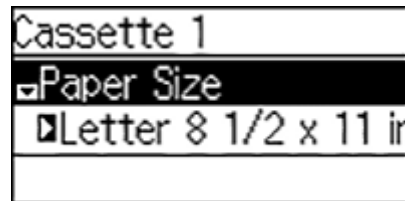
Parent topic: [Loading Paper](#)



## Selecting the Paper Settings for Each Source - Control Panel

You can change the default paper size and paper type for each source using the control panel on the product.

1. Press the  **Paper Setting** button.
2. Select the paper source you want to change and press the **OK** button.

You see a screen like this:



3. Press the **OK** button, select the paper size you loaded, and press the **OK** button again.
4. Press the down arrow button to select **Paper Type** and press the **OK** button.
5. Select the paper type you loaded and press the **OK** button.
6. Press the  **Back** button.
7. Select another paper source to change or press the  **Back** button to return to the Home screen.

[Paper Type Settings - Control Panel](#)

Parent topic: [Loading Paper](#)

## Paper Type Settings - Control Panel

Select a **Paper Type** setting that matches the paper you loaded.

Paper type loaded	Paper Type setting
Plain paper	Plain Paper
Epson Bright White Paper	
Letterhead paper	Letterhead

Paper type loaded	Paper Type setting
Recycled paper	Recycled
Colored paper	Color
Pre-printed paper	Preprinted
High-quality plain paper	High Quality Plain Paper
Envelopes	Envelope
Epson Ultra Premium Photo Paper Glossy	Ultra Glossy
Epson Premium Photo Paper Glossy	Prem. Glossy
Epson Photo Paper Glossy	Glossy
Epson Premium Photo Paper Semi-gloss	Prem. Semi-Gloss
Epson Presentation Paper Matte Epson Premium Presentation Paper Matte Epson Premium Presentation Paper Matte Double-sided	Prem. Matte

**Parent topic:** [Selecting the Paper Settings for Each Source - Control Panel](#)

## Selecting Default Paper Settings - Administrator

As an administrator, you can adjust default paper settings that apply to all print jobs sent to the product.

**Note:** These settings can be locked by an administrator. If you cannot access these settings, contact your administrator for assistance.

[Selecting the Default Paper Source Settings - Administrator](#)

**Parent topic:** [Loading Paper](#)

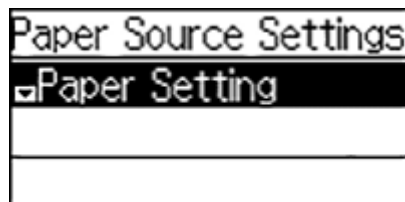
## Selecting the Default Paper Source Settings - Administrator

You can change default paper source settings using the control panel on the product.

**Note:** These settings can be locked by an administrator. If you cannot access these settings, contact your administrator for assistance.

1. From the Home screen, select **Settings** and press the **OK** button.
2. Press the down arrow button to select **Paper Source Settings** and press the **OK** button.

You see a screen like this:



3. Select the paper source options you want to use.
4. When you are finished, press the **↩ Back** button to return to the Home screen.

[Paper Source Settings Options](#)

**Parent topic:** [Selecting Default Paper Settings - Administrator](#)

### Paper Source Settings Options

Select the paper source options you want to use for your printed jobs.

Paper Source Settings option	Available settings		Description
Paper Setting	Cassette 1	Size	Select the paper size and paper type you loaded for each paper source
		Type	
	Cassette 2	Size	
		Type	
A4/Letter Auto Switching	On		Select <b>On</b> to switch the selected paper size to match the loaded paper (Letter or A4) if the wrong size is selected
	Off		
Auto Select Settings	On		Select <b>On</b> to automatically print on paper from any source containing paper that matches your paper settings
	Off		

Paper Source Settings option	Available settings	Description
Error Notice	Paper Size Notice	Select <b>On</b> for either of these settings to display an error message when the selected paper type or size does not match the loaded paper
	Paper Type Notice	
Paper Setup Auto Display	On	Select <b>On</b> to automatically display a menu that lets you select the paper size and type when you load paper in the product. If you disable this feature, you cannot print from an iPhone or iPad using AirPrint.
	Off	

Parent topic: [Selecting the Default Paper Source Settings - Administrator](#)

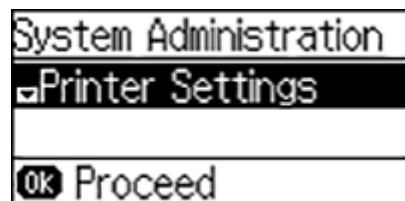
## Selecting Universal Print Settings

You can change the default universal print settings using the product control panel.

**Note:** These settings can be locked by an administrator. If you cannot access these settings, contact your administrator for assistance.

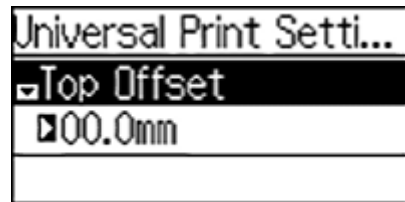
1. From the Home screen, select **Settings** and press the **OK** button.
2. Press the down arrow button, select **System Administration**, and press the **OK** button. Enter the administrator password, if necessary.

You see this screen:



3. Press the down arrow button, select **Universal Print Settings**, and press the **OK** button.

You see this screen:



4. Adjust the settings as necessary.
5. When you are finished, press the ↩ **Back** button to return to the Home screen.

[Universal Print Settings Options](#)

Parent topic: [Loading Paper](#)

## Universal Print Settings Options

Select the universal print settings you want to use.

Universal Print Settings option	Available settings	Description
<b>Top Offset</b>	—	Adjust the top or left margin.
<b>Left Offset</b>		
<b>Top Offset in Back</b>	—	Adjust the top or left margin of the back page when printing double-sided.
<b>Left Offset in Back</b>		
<b>Check Paper Width</b>	<b>On</b>	Select <b>On</b> to check the paper width before printing. This prevents printing beyond the edges of the paper when the paper size settings are incorrect, but may reduce the printing speed.
	<b>Off</b>	
<b>Ink Drying Time: 2-Sided Print</b>	<b>Standard</b>	Select the drying time when printing double-sided.
	<b>Long</b>	
	<b>Longer</b>	
<b>Skip Blank Page</b>	<b>On</b>	Select <b>On</b> to skip printing of blank pages automatically.
	<b>Off</b>	

**Parent topic:** [Selecting Universal Print Settings](#)

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## Printing from a Computer

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

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

[Printing with Windows](#)

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

[Printing on a Mac](#)

[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.

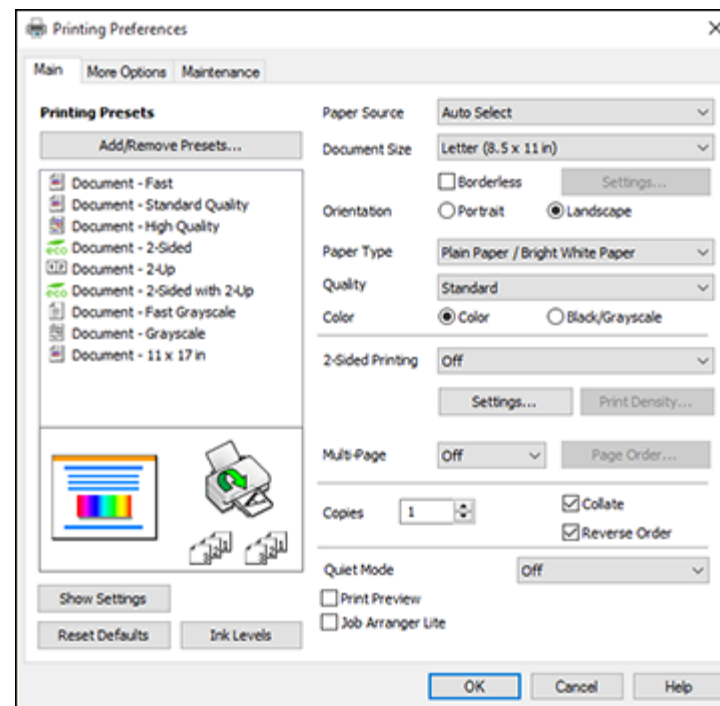
1. Open a photo or document for printing.
2. Select the print command in your application.

**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. For the **Paper Source** setting, select where you loaded the paper you want to print on.



5. Select the size of the paper you loaded as the **Document Size** setting.

**Note:** You can also select the **User-Defined** setting to create a custom paper size, but you cannot use the **Borderless** setting.

6. 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.

7. Select the orientation of your document.

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

8. 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.

9. Select the **Quality** setting that matches the print quality you want to use.

10. 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.

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

12. 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.

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

14. To reduce noise during printing when you select **Plain Paper/Bright White Paper**, turn on **Quiet Mode** (printing will be slower).

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

16. 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**

[Paper Type Settings - Printing Software](#)

[Borderless Paper Type Compatibility](#)

**Related tasks**

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

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

**Paper Source Options - Windows**

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

**Auto Select**

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

**Paper Cassette 1**

Selects the paper in cassette 1 as the paper source.

**Paper Cassette 2**

Selects the paper in cassette 2 as the paper source.

**Rear Paper Feed Slot**

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

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

**Print Quality Options - Windows**

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

**Draft**

For draft printing on plain paper.

**Standard**

For everyday text and image printing.

**High**

For photos and graphics with high print quality.

**More Settings**

Opens a window that lets you choose among levels of speed and quality.

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

## Multi-Page Printing Options - Windows

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

### 2-Up and 4-Up

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

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

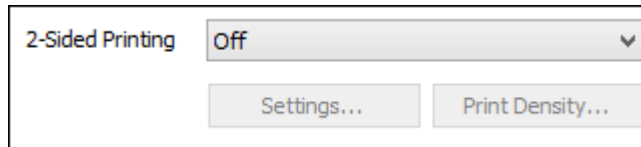
Prints one image on multiple sheets of paper to create a larger poster. Click the **Settings** button to select image layout and guideline options.

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

## Selecting Double-sided Printing Settings - Windows

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

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



2-Sided Printing Off

Settings... Print Density...




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

You see this window:

Binding Settings

Binding Edge

☒ Left Long-edge ☐ Top Short-edge ☐ Right Long-edge

Binding Margin

Front Page  [0.00 ... 1.18]

Back Page  [0.00 ... 1.18]

Unit ☐ mm ☒ inch



Start Page

☒ From Front ☐ From Back

Create Folded Booklet

☐ Booklet

☐ Center Binding ☐ Side Binding

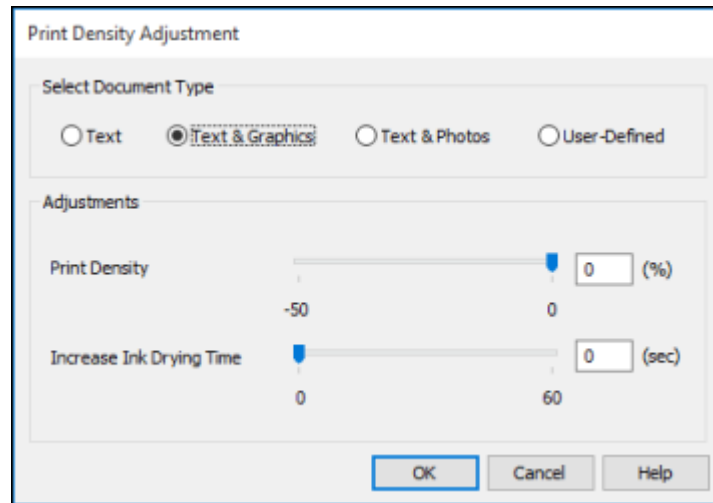
 

OK Cancel Help

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](#)

### **Double-sided Printing Options - Windows**

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

#### **Binding Edge Options**

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

**Binding Margin Options**

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

**Start Page**

Selects whether printing starts on the front or back page.

**Create Folded Booklet Options**

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

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

**Print Density Adjustments - Windows**

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

**Print Density**

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

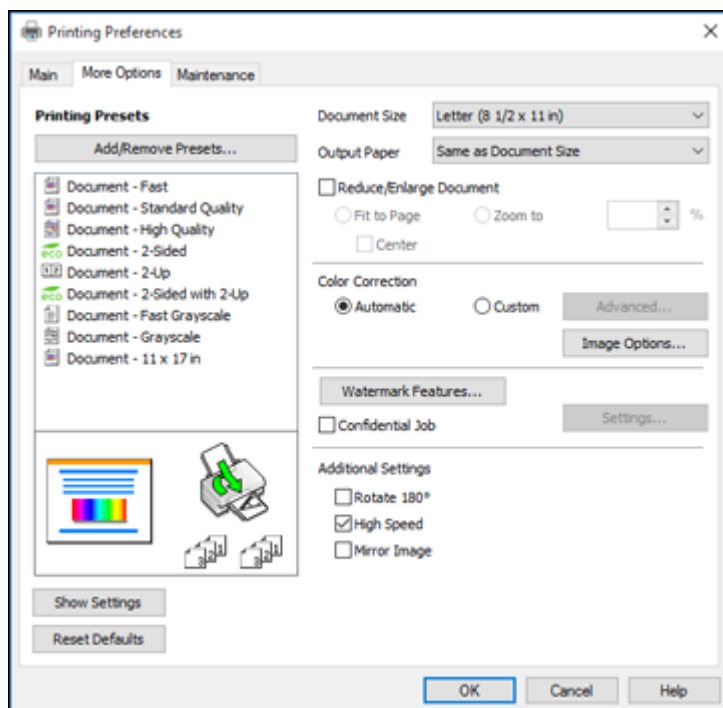
**Increase Ink Drying Time**

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

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

## Selecting Additional Layout and Print Options - Windows

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



1. To change the size of your printed document or photo, select the **Reduce/Enlarge Document** checkbox and select one of these sizing options:
  - Select the **Fit to Page** option to size your image to fit the paper you loaded. Select the size of your document or photo as the **Document Size** setting, and the size of your paper as the **Output Paper** setting. If you want to center your image on the paper, select the **Center** option.
  - Select the **Zoom to** option to reduce or enlarge your document or photo by a specific percentage. Select the percentage in the % menu.
2. Select one of the following 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.
3. Select one of the following Tone Correction options:
- Select **Automatic** to automatically adjust the brightness and contrast for your image.
  - Select **Custom** and click the **Advanced** button to manually adjust the tone correction settings or turn off color management in your printer software.
  - Select **Image Options** to access additional settings for improving printed images.
4. 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.
5. To add a password to your print job, select the **Confidential Job** checkbox, then enter a password. Confidential jobs are stored in the product's memory without being printed. To print the job, enter the password for the confidential job on the product's control panel.
- Note:** Confidential print jobs are cleared from the product's memory after printing.
6. 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](#)

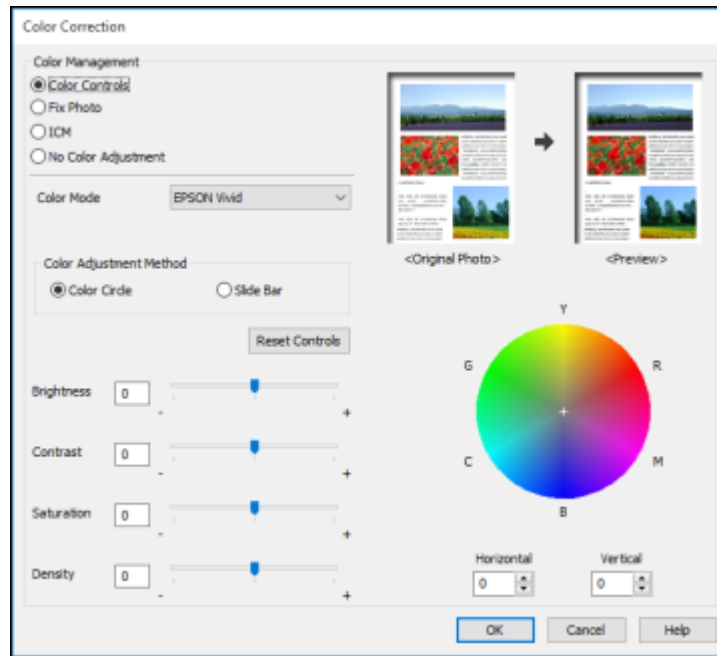
#### **Related tasks**

[Printing Your Document or Photo - 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.

**High Speed**

Speeds up printing but may reduce print quality.

**Mirror Image**

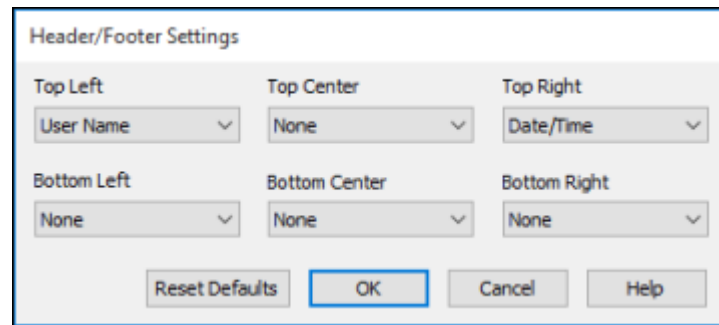
Flips the printed image left to right.

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

**Header/Footer Settings - Windows**

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

**Note:** These settings are not saved with your document.



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

Reset Defaults OK Cancel Help

You can select to print the following information:

- User Name
- Computer Name
- Date
- Date/Time
- Document Name
- Collate Number (copy number)

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

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

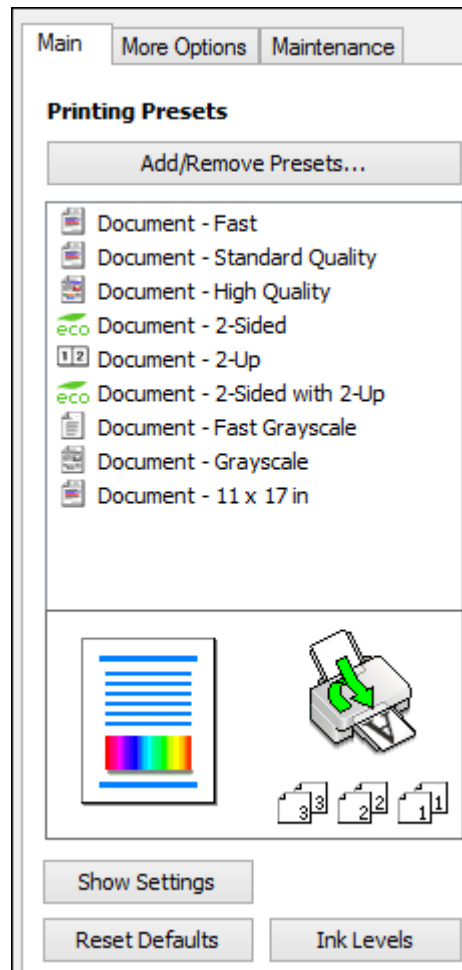
## Selecting a Printing Preset - Windows

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

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

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

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





2. Place your cursor over one of the **Printing Presets** to view its list of settings.
3. Click on a preset to change its settings, or use any of the available options on the screen to control your printing presets.
4. To choose a preset for printing, select it.
5. Click **OK**.

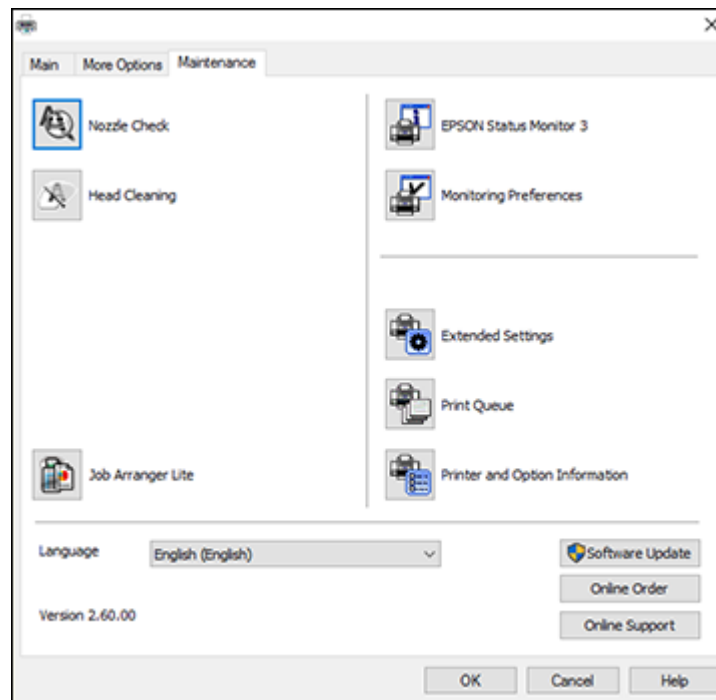
Parent topic: [Printing with Windows](#)

## Selecting Extended Settings - Windows

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

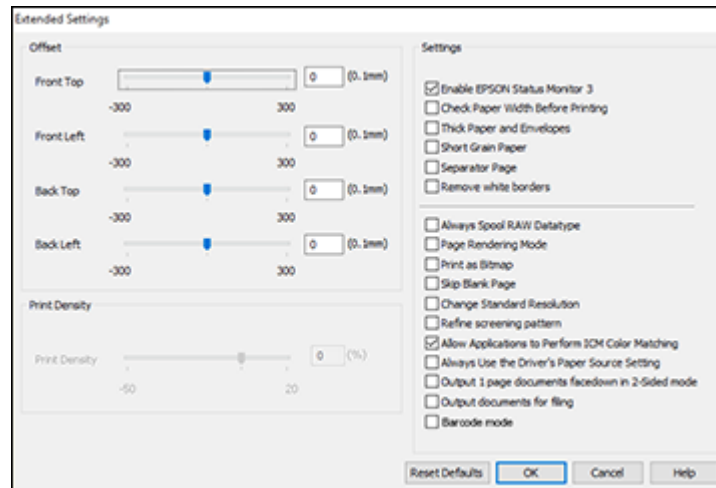
1. Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
2. Select **Printer Settings**.
3. Click the **Maintenance** tab.

You see the maintenance options:



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 from these settings on the Extended Settings window.

#### **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.

#### **Short Grain Paper**

Prevents ink from smearing when you print on envelopes or other thick paper, and the **Thick Paper** setting does not help.

**Separator Page**

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

**Remove white borders**

Removes white margins that may appear when you print borderless photos.

**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.

**Output 1 page documents facedown in 2-Sided mode**

Outputs single-sided pages in a 2-sided print job facedown instead of faceup.

**Output documents for filing**

Outputs all landscape, portrait, 1-sided, and 2-sided documents in the same orientation for easier filing.

**Barcode mode**

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

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

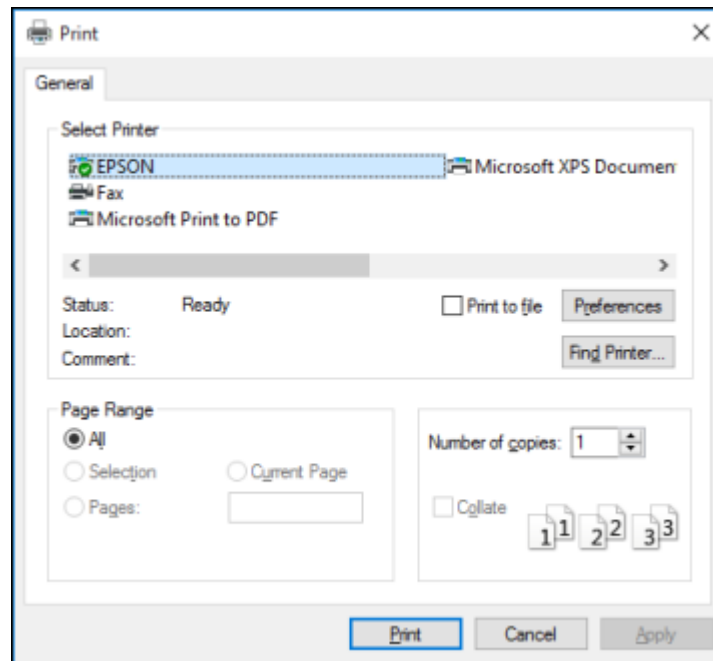
## **Printing Your Document or Photo - Windows**

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:



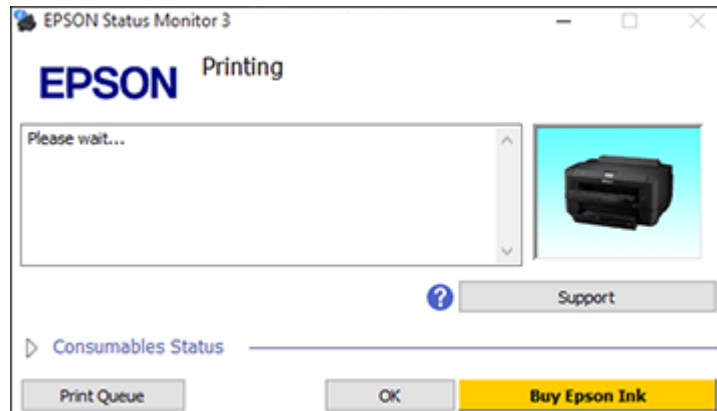
2. Click **OK** or **Print** to start printing.

[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 see print jobs waiting to print, click **Print Queue**.
- To close the status window, click **OK**.

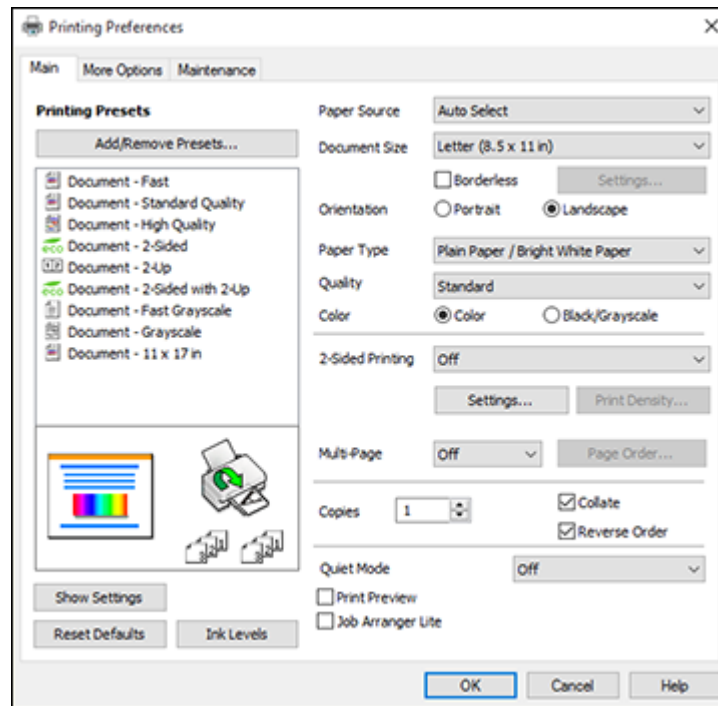
**Parent topic:** [Printing Your Document or Photo - Windows](#)

## 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**

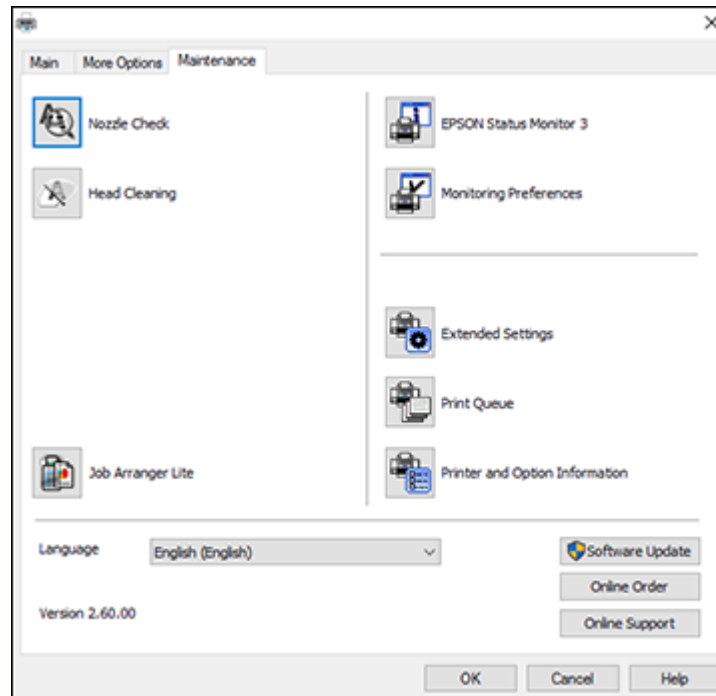
You can change the language used on the Windows printer software screens.

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.

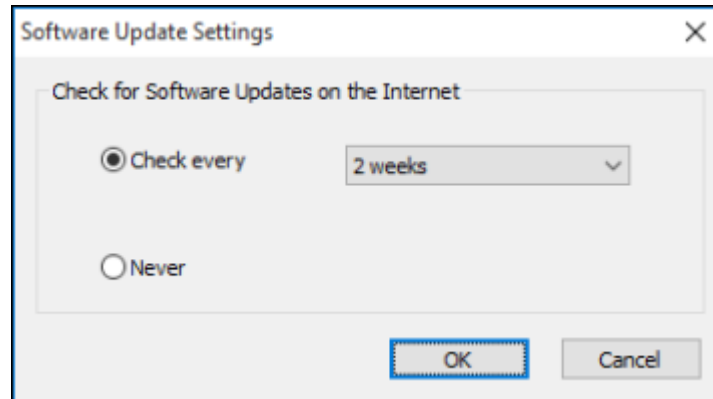
**Parent topic:** [Selecting Default Print Settings - Windows](#)

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

You see this window:



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

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

**Parent topic:** [Printing with Windows](#)

**Related tasks**

[Checking for Software Updates](#)

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

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

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

Selecting Print Settings - Windows 10 S

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

## Selecting Print Settings - Windows 10 S

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

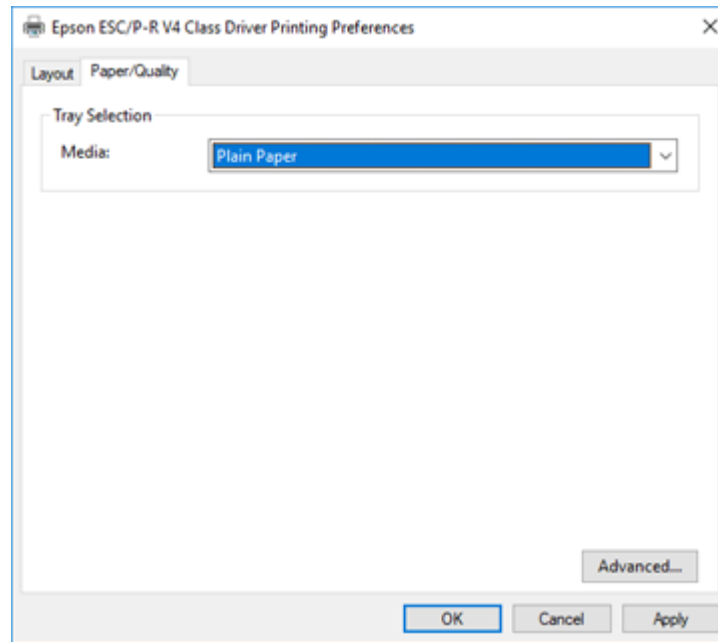
1. Open a photo or document for printing.
2. Select the print command in your application.

**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:

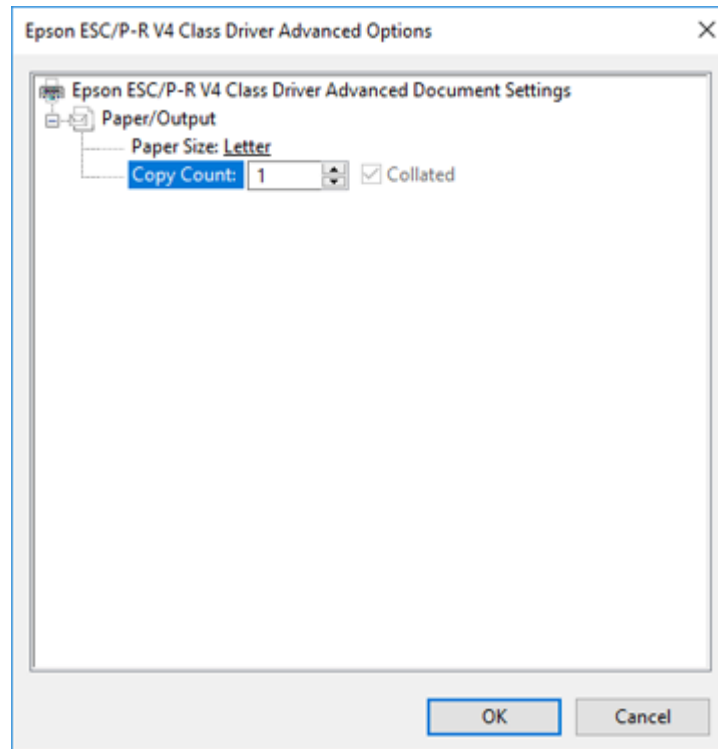


4. Select the type of paper you loaded as the **Media** setting.

**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:

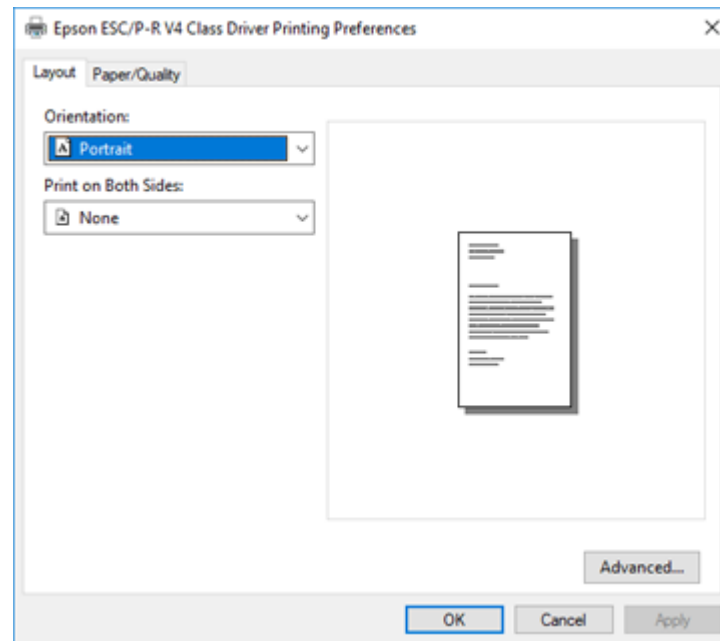


6. Select the size of the paper you loaded as the **Paper Size** setting.
7. To print multiple copies, select or enter the number as the **Copy Count** setting.
8. To print multiple copies of multi-page documents in sets, select the **Collated** checkbox.
9. Click **OK**.

You return to the printing preferences window.

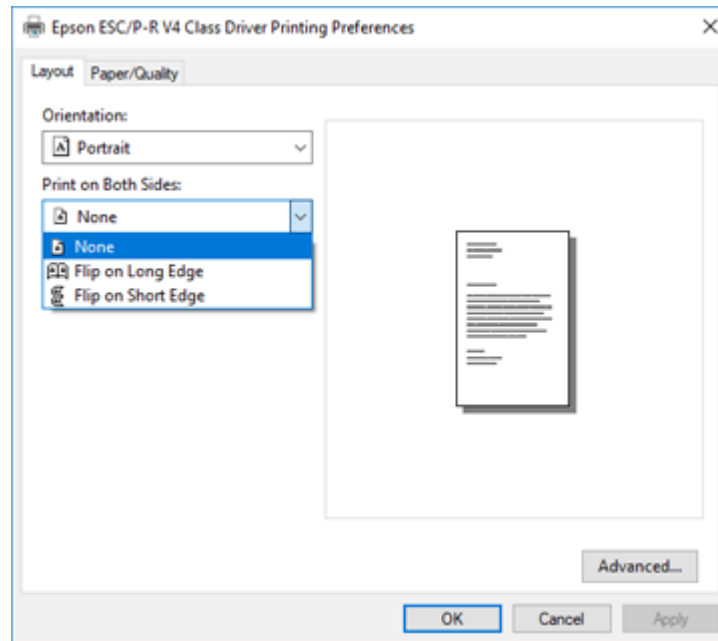


10. Select the **Layout** tab.



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 on a Mac

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

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

[Selecting Basic Print Settings - Mac](#)

[Selecting Page Setup Settings - Mac](#)

- [Selecting Print Layout Options - Mac](#)
  - [Selecting Double-sided Printing Settings - Mac](#)
  - [Managing Color - Mac](#)
  - [Selecting Printing Preferences - Mac](#)
  - [Printing Your Document or Photo - Mac](#)
- Parent topic:** [Printing from a Computer](#)

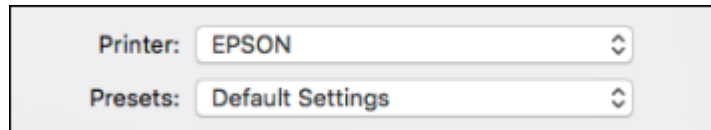
## Selecting Basic Print Settings - Mac

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.

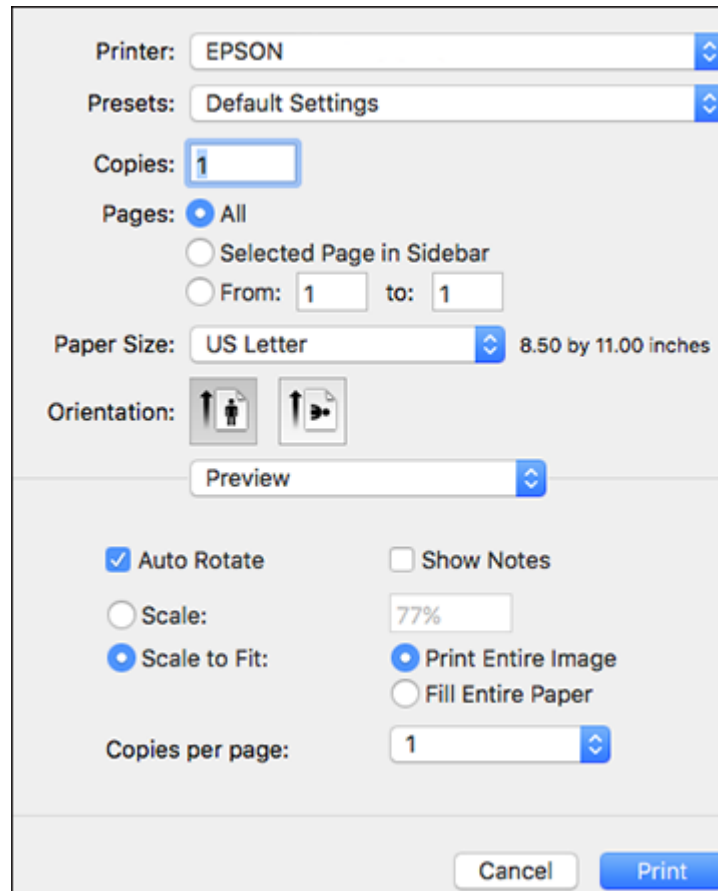
3. Select your product as the **Printer** setting.



The image shows a screenshot of a Mac print settings dialog. It contains two dropdown menus. The first dropdown is labeled 'Printer:' and has 'EPSON' selected. The second dropdown is labeled 'Presets:' and has 'Default Settings' selected. Both dropdowns have small upward and downward arrows on the right side.

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

You see the expanded printer settings window for your product:



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

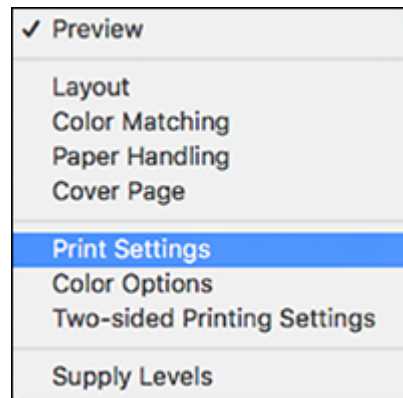
5. Select the **Copies** and **Pages** settings as necessary.

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

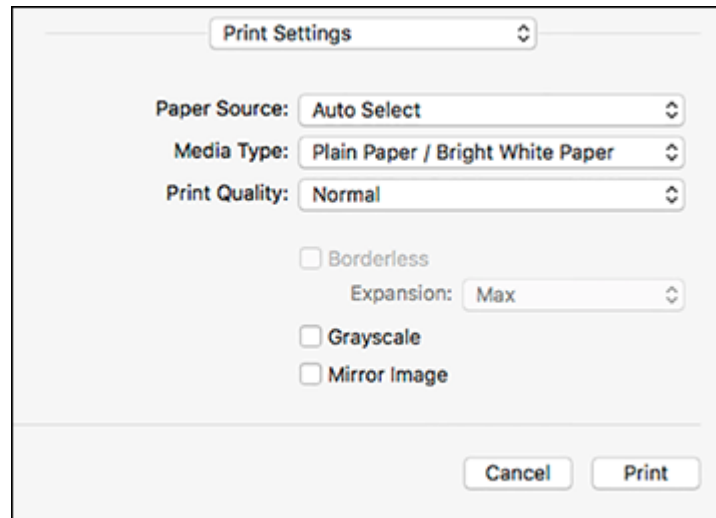
6. Select the page setup options: **Paper Size** and **Orientation**.

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

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



You see these settings:



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

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

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

[Paper Source Options - Mac](#)

[Print Quality Options - Mac](#)

[Print Options - Mac](#)

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

#### **Related references**

[Paper Type Settings - Printing Software](#)

## **Related tasks**

[Selecting Page Setup Settings - Mac](#)

[Printing Your Document or Photo - Mac](#)

## **Paper Source Options - Mac**

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

### **Auto Select**

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

### **Cassette 1**

Selects the paper in cassette 1 as the paper source.

### **Cassette 2**

Selects the paper in cassette 2 as the paper source.

### **Rear Paper Feed Slot**

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

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

## **Print Quality Options - Mac**

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

### **Draft**

For draft printing on plain paper.

### **Normal**

For everyday text and image printing.

### **Fine**

For text and graphics with good quality and print speed.

### **Quality**

For text and graphics with increased 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**

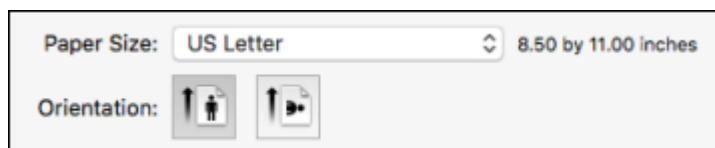
Lets you flip the printed image horizontally.

**Note:** If you select the **Min** option for the Expansion setting, you may see white borders on your printed photo.

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

## Selecting Page Setup Settings - Mac

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




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

1. Select the size of the paper you loaded as the **Paper Size** setting. 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, but the Quality setting will be limited to **Normal**. You can also select a custom setting to create a custom paper size. The Quality setting will be limited to **Normal**.

**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.

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

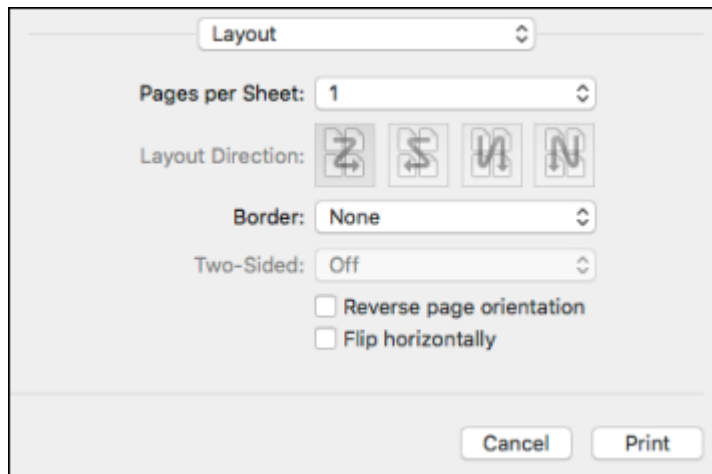
**Parent topic:** [Printing on a Mac](#)

**Related references**

[Borderless Paper Type Compatibility](#)

## Selecting Print Layout Options - Mac

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

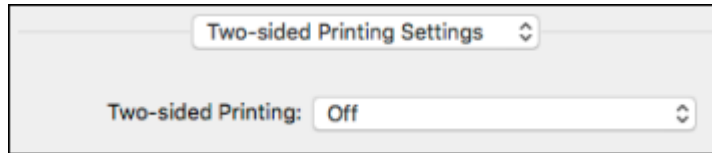


- To print multiple pages on one sheet of paper, select the number of pages in the **Pages per Sheet** pop-up menu. To arrange the print order of the pages, select a **Layout Direction** setting.
- To print borders around each page on the sheet, select a line setting from the **Border** pop-up menu.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

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

## Selecting Double-sided Printing Settings - Mac

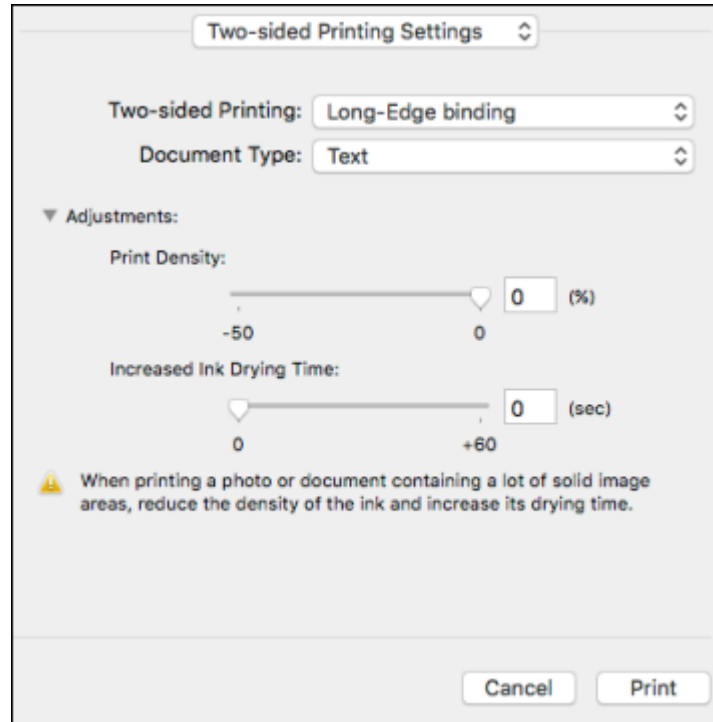
You can print on both sides of the paper by selecting **Two-sided Printing Settings** from the pop-up menu on the print window.



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

1. Select one of the **Two-sided Printing** options.

2. Select the type of document you are printing as the **Document Type** setting. The software automatically sets the Adjustments options for that document type.



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

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

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

#### **Related tasks**

[Selecting Basic Print Settings - Windows](#)

### **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.

**Long-Edge binding**

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

**Short-Edge binding**

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

**Print Density**

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

**Increased Ink Drying Time**

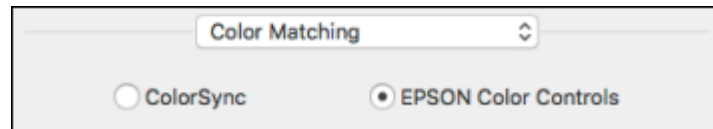
Sets the amount of time required for drying ink after printing on one side of the paper before printing the other side in double-sided printing.

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

## Managing Color - Mac

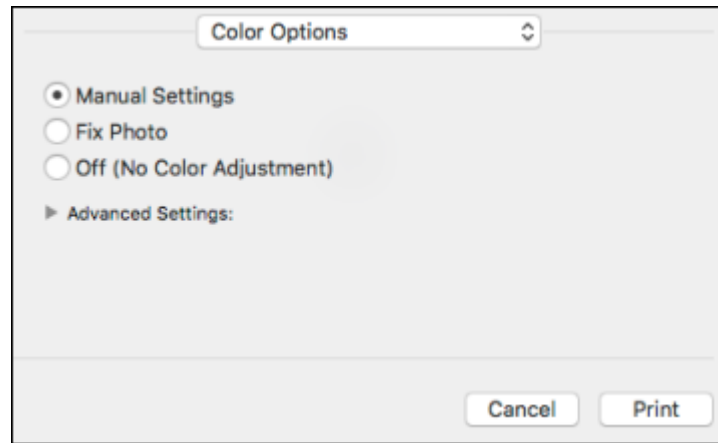
You can adjust the Color Matching and Color Options settings to fine-tune the colors in your printout, or turn off color management in your printer software.

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



2. Select one of the available options.

3. Select **Color Options** from the pop-up menu in the print window.



**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 on a Mac](#)

### **Color Matching and Color Options - Mac**

You can select from 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 software 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.

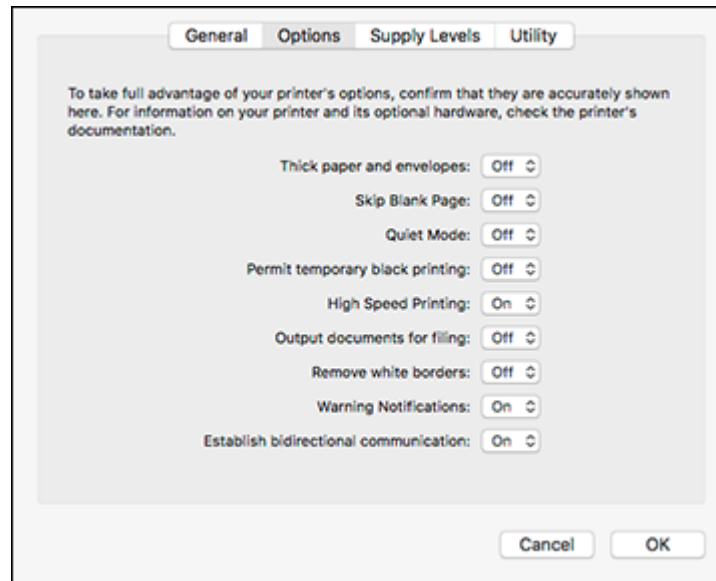
Parent topic: [Managing Color - Mac](#)

## 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**.
2. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**.
3. Select **Driver** or **Options**.

You see a screen like this:



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

[Printing Preferences - Mac](#)

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

## Printing Preferences - Mac

You can select from 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.

**High Speed Printing**

Speeds up printing but may reduce print quality.

**Output documents for filing**

Outputs all landscape, portrait, 1-sided, and 2-sided documents in the same orientation for easier filing.

**Remove white borders**

Removes white margins that may appear when you print borderless photos.

**Warning Notifications**

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

**Establish bidirectional communication**

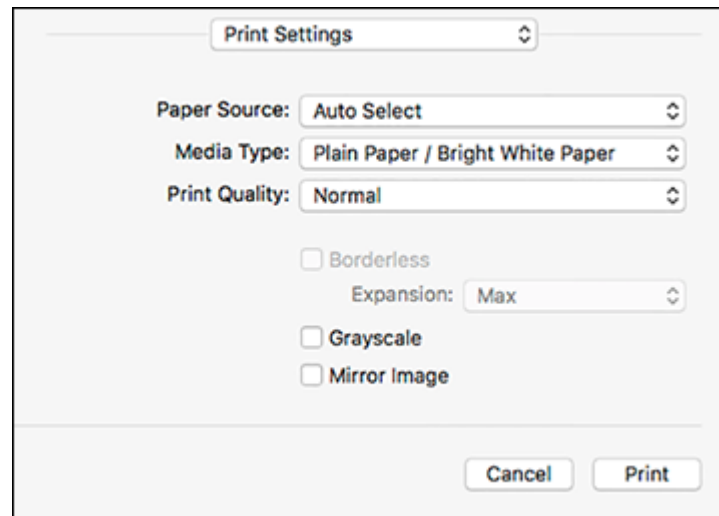
Allows the product to communicate with the computer. Do not change the default setting unless you experience issues when using a shared printing pool.

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

## Printing Your Document 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

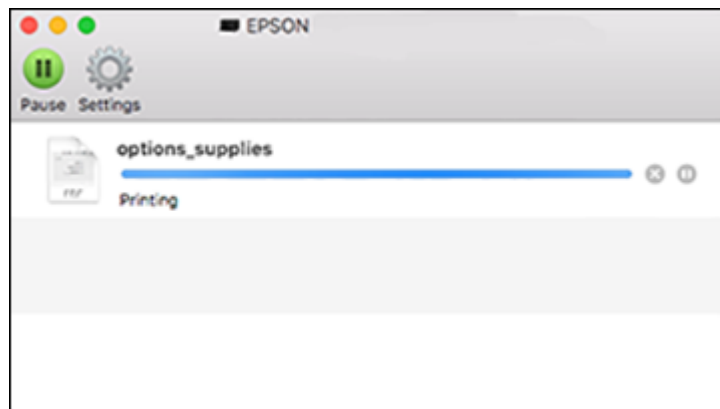
Parent topic: [Printing on a Mac](#)

### Checking Print Status - Mac

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

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

You see the print status window:



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

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

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

### Cancelling Printing Using a Product Button

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

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

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## Replacing Ink Cartridges and Maintenance Boxes

The maintenance box stores ink that gets flushed from the system during print head 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 print head.

**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](https://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 Cartridge Status on the LCD Screen](#)

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

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

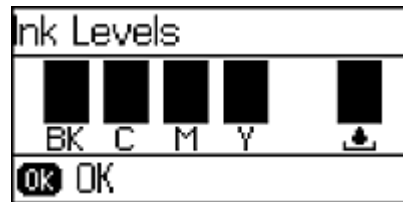
**Parent topic:** [Replacing Ink Cartridges and Maintenance Boxes](#)

### Checking Cartridge Status on the LCD Screen

When one of your cartridges is low, the orange **Error** light flashes. When a cartridge is expended, the orange **Error** light stays on. You can use the **Ink Levels** option to check the status of the cartridges and maintenance box.

1. From the Home screen, select **Settings** and press the **OK** button.
2. Select **Ink Levels** and press the **OK** button.

You see a screen like this:



3. To exit, press the **OK** button.

**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.

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 . Then click **Details**.

You see this window:

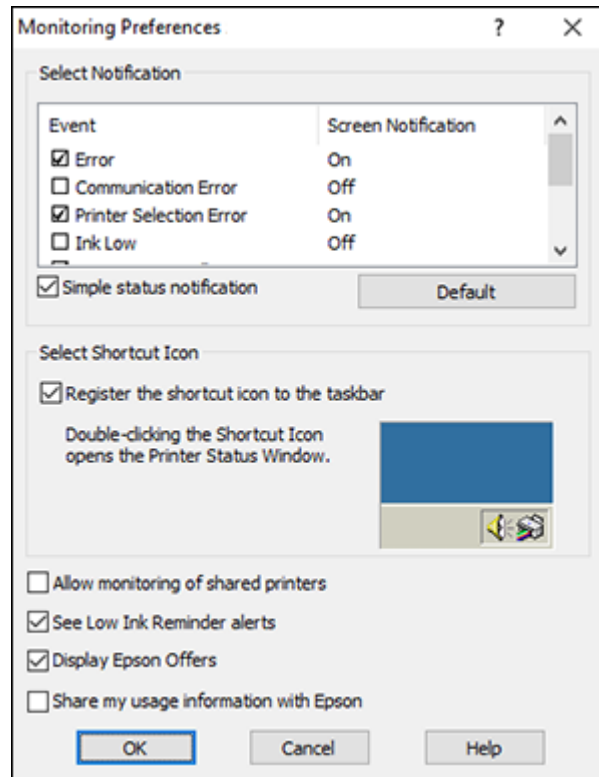


2. Replace or reinstall the maintenance box or any ink cartridge as indicated on the screen.

**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](#)

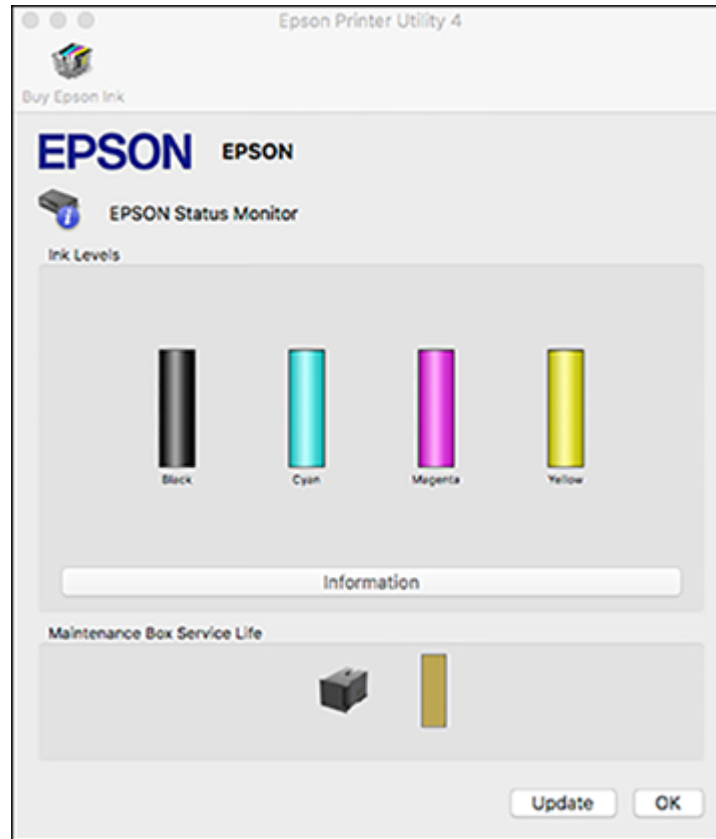
[Printing with Expended Color Cartridges - Windows](#)

## 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.

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

You see 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](http://epson.com) (U.S. sales), [epson.ca](http://epson.ca) (Canadian sales), or [epson.com.jm](http://epson.com.jm) (Caribbean sales). You can also purchase supplies from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

**Note:** This product uses only genuine Epson-brand cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly.

The cartridges included with the printer are designed for printer setup and not for resale. After some ink is used for charging, the rest is available for printing. Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a variable amount of ink remains in the cartridge after the "replace cartridge" indicator comes on.

[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: T6711

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

Ink color	Part number		
	Standard-capacity	High-capacity	Extra high-capacity
Black	252	252XL	254XL
Cyan	252	252XL	—
Magenta	252	252XL	—
Yellow	252	252XL	—

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

## Removing and Installing Ink Cartridges

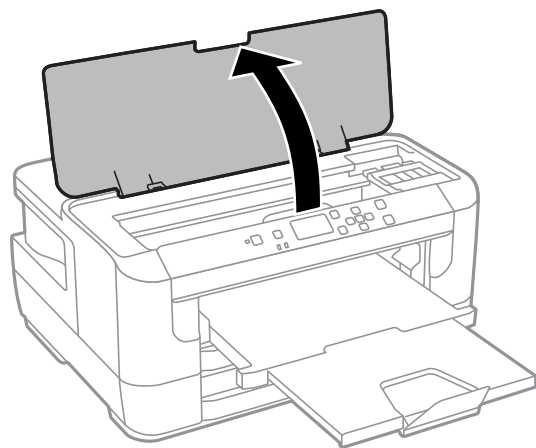
Make sure you have your replacement cartridges handy before you begin. You must install new cartridges immediately after removing the old ones.

**Caution:** Leave your old cartridges in the printer 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.

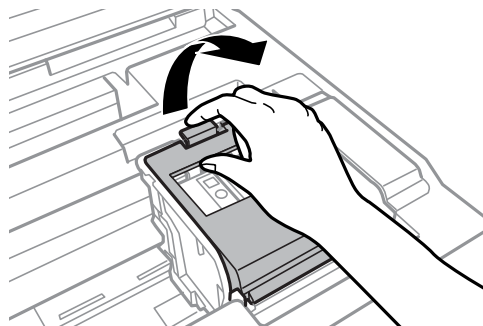
1. Turn on your product.
  - If an ink cartridge is expended, you see a message on the LCD screen. Note which cartridges need to be replaced, then press the **OK** button and follow the instructions on the screen.
  - If you are replacing a cartridge before you see a message on the LCD screen, select **Settings > Maintenance > Ink Cartridge(s) Replacement** and press the **OK** button.



2. Lift up the printer cover.



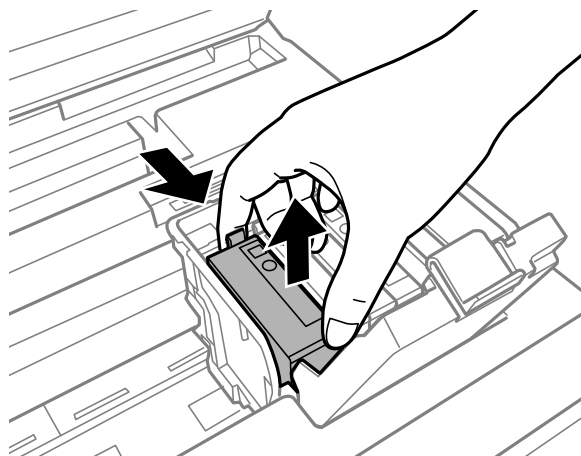
3. Open the cartridge cover.



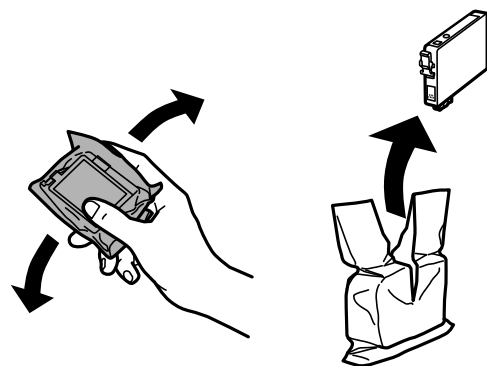
**Note:** Dispose of used cartridges carefully. Do not take the used cartridge apart or try to refill it.

**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 ink gets into your mouth, spit it out and see a doctor right away. Keep ink cartridges out of the reach of children.

4. Squeeze the tab on the cartridge and lift the cartridge straight up to remove it.



5. Gently shake the new cartridge four or five times as shown. Then remove the cartridge from the package.

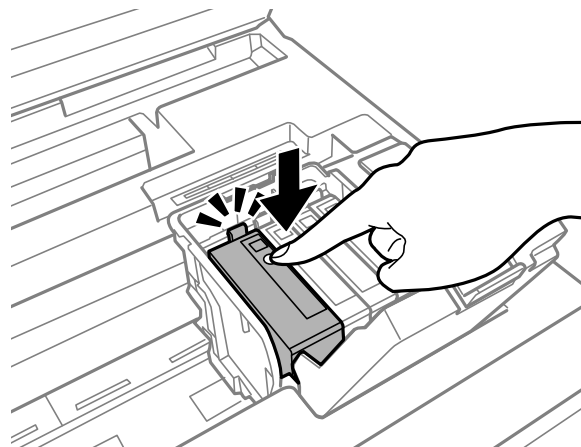


**Caution:** Do not remove any labels or seals, or ink will leak. Do not touch the green chip on the cartridge. Install the new cartridge immediately after removing the old one; if you do not, the print head may dry out and be unable to print.

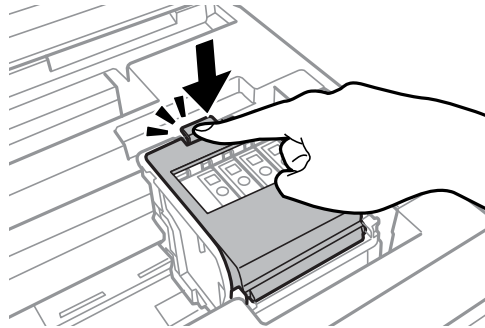
6. Remove only the yellow tape.



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



8. Close the cartridge cover and push it down until it clicks into place.



9. Close the printer cover and press the **OK** button to begin ink charging.

**Note:** Do not turn off the printer during ink charging.

**Caution:** If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the printer. The valve in the ink supply port is designed to contain any excess ink, but do not touch the ink supply port or surrounding area. Always store ink cartridges with the label facing up; do not store cartridges upside-down.

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

**Related concepts**

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

**Related topics**

[Replacing Ink Cartridges and Maintenance Boxes](#)

## Printing with Black Ink and Expended Color Cartridges

When a color ink cartridge is expended, you can temporarily continue printing from your computer 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 **Stop** or **Cancel Print** to cancel your print job.
2. Load plain paper or an envelope in your product.
3. Access the print settings in your print application.
4. Click the **Main** tab.
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](#)

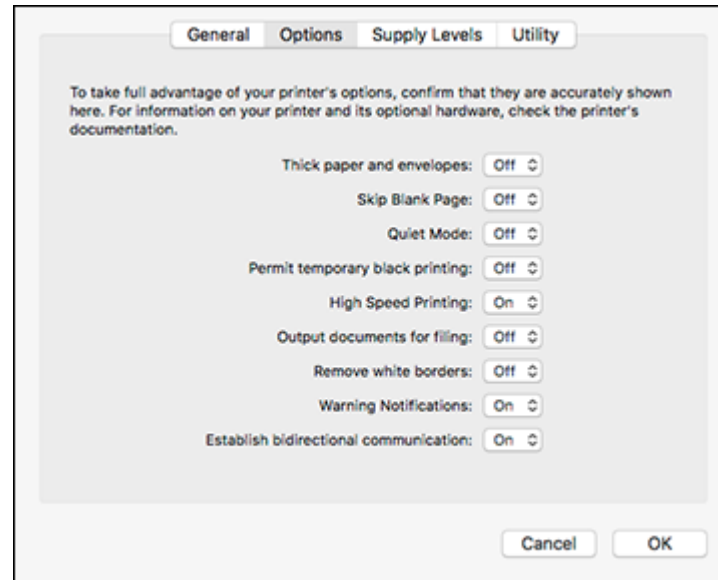
## Printing with Expended Color Cartridges - Mac

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**.

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.

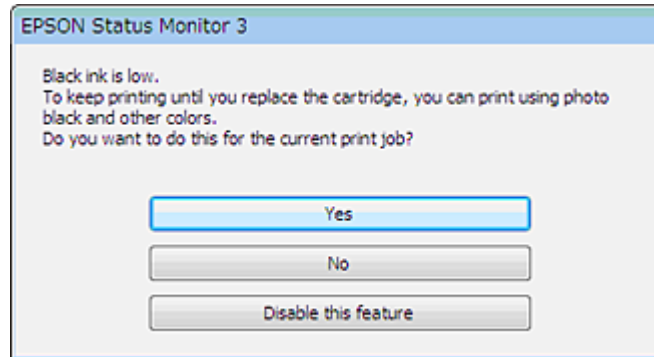
**Parent topic:** [Printing with Black Ink and Expended Color Cartridges](#)

**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

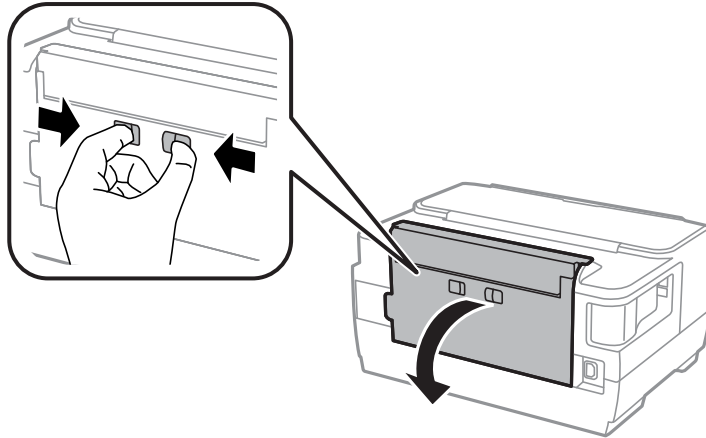
Make sure you have a new maintenance box before you begin.

**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.

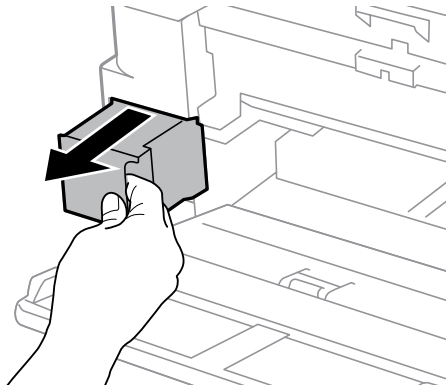
1. Remove the new maintenance box from its package.

**Caution:** Do not touch the green chip on the maintenance box.

2. Press the tabs and open the rear cover.



3. Grasp the maintenance box as shown and pull it out of its holder.

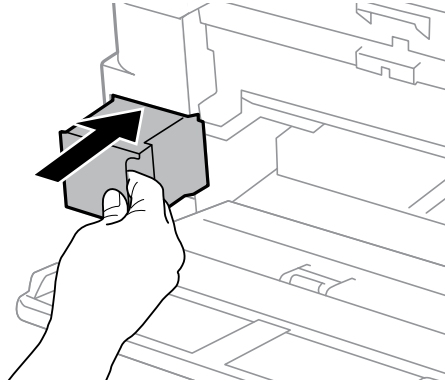


**Note:** Do not tilt the used maintenance box or take it apart.

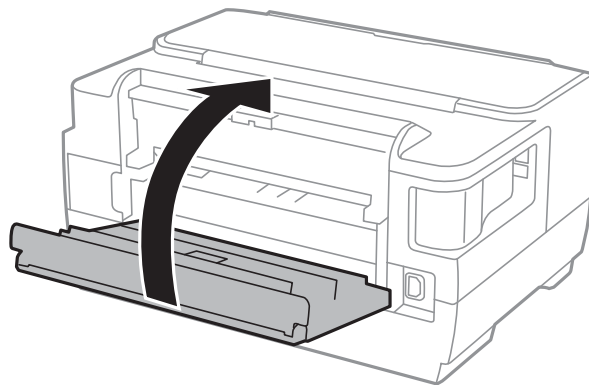


**Warning:** If ink gets on your skin, wash it thoroughly with soap and water. If ink gets into your eyes, flush them immediately with water. If ink gets into your mouth, spit it out immediately. Keep the maintenance box out of the reach of children and do not drink the ink.

4. Place the used maintenance box in the plastic bag that came with the new maintenance box. Seal the bag and dispose of it carefully.
5. Insert the new maintenance box into the holder and push it all the way in.



6. Close the rear cover.



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

**Related concepts**

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

**Related topics**

[Replacing Ink Cartridges and Maintenance Boxes](#)

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## Adjusting Print Quality

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

**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, you may need to replace the ink cartridges.

[Print Head Maintenance](#)

[Print Head Alignment](#)

[Cleaning the Paper Guide](#)

## Print Head Maintenance

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

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

**Note:** You cannot clean the print head if 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](#)

**Parent topic:** [Adjusting Print Quality](#)

**Related concepts**

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

**Related topics**

[Replacing Ink Cartridges and Maintenance Boxes](#)

## 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

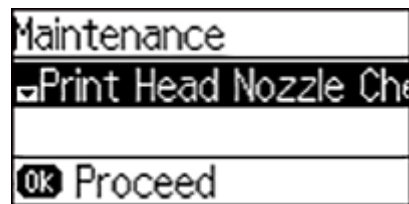
**Parent topic:** [Print Head Maintenance](#)

### Checking the Nozzles Using the Product Control Panel

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

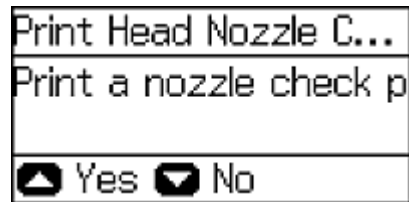
1. Make sure plain paper is loaded in Cassette 1.
2. From the Home screen, select **Settings** and press the **OK** button.
3. Press the down arrow button, select **Maintenance**, and press the **OK** button.

You see this screen:



4. Press the **OK** button.

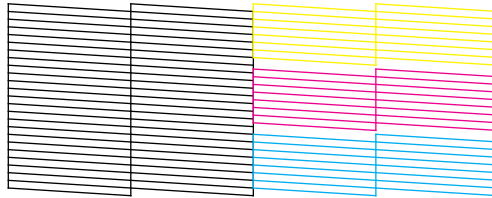
You see a screen like this:



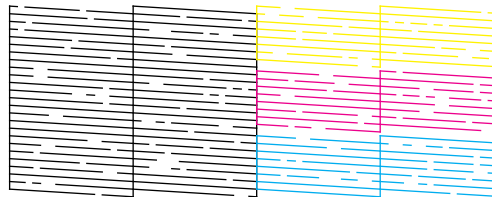
5. Press the up arrow button to select **Yes**.  
The nozzle pattern prints.

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

**Print head is clean**



**Print head needs cleaning**



7. Do one of the following:
  - If there are no gaps, press the down arrow button, select **Finish**, and press the **OK** button.
  - If there are gaps or the pattern is faint, select **Clean the Print Head** and press the **OK** button.
8. Follow the instructions on the screen to clean the print head, check the nozzles, and repeat the process as necessary.

If you don't see any improvement after cleaning the print head up to 4 times, wait at least 6 hours. Then try cleaning the print head again. If quality still does not improve, one of the ink cartridges may be old or damaged and needs to be replaced.

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

**Related tasks**

[Cleaning the Print Head Using the Product Control Panel](#)



[Removing and Installing Ink Cartridges](#)

**Related topics**

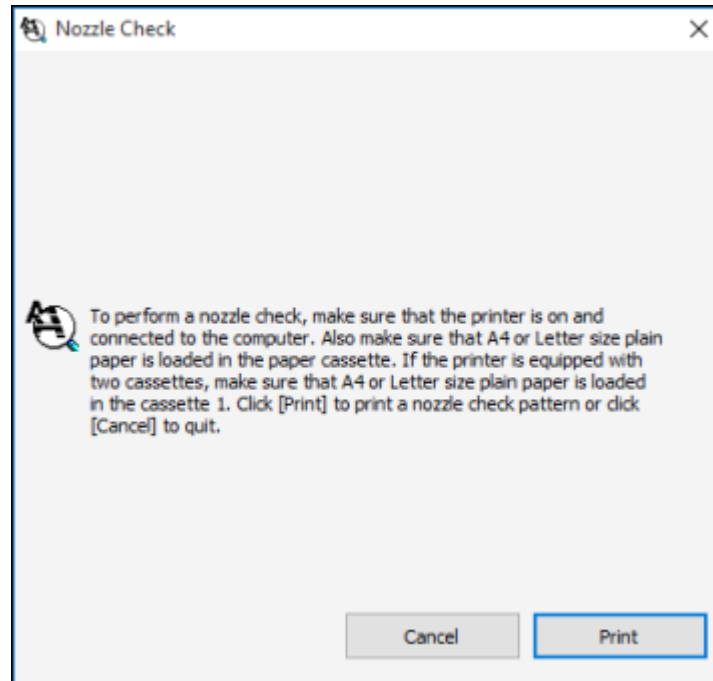
[Loading Paper](#)

## Checking the Nozzles Using a Computer Utility

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

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

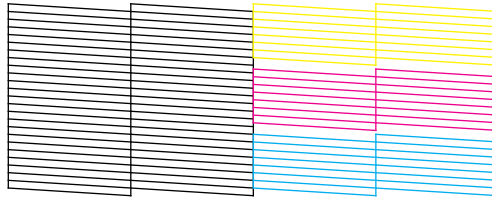
You see a window like this:



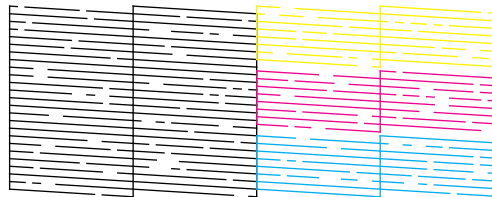
4. Click **Print**.

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

#### **Print head is clean**



#### **Print head needs cleaning**



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

If there are gaps or the pattern is faint, clean the print head.

If you don't see any improvement after cleaning the print head up to 4 times, wait at least 6 hours without printing or longer if printing. Then try cleaning the print head again. If quality still does not improve, one of the ink cartridges may be old or damaged and needs to be replaced.

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

#### **Related tasks**

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

#### **Related topics**

[Loading Paper](#)

## **Print Head Cleaning**

If print quality has declined and the nozzle check pattern indicates clogged nozzles, you can clean the print head. Use the nozzle check pattern to determine which colors need cleaning. You can save ink by cleaning only selected colors.

**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:** [Print Head Maintenance](#)

**Related concepts**

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

**Related tasks**

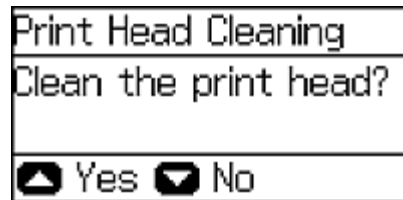
[Removing and Installing Ink Cartridges](#)

### **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 plain paper is loaded in Cassette 1.
2. From the Home screen, select **Settings** and press the **OK** button.
3. Press the down arrow button, select **Maintenance**, and press the **OK** button.
4. Press the down arrow button, select **Print Head Cleaning**, and press the **OK** button.

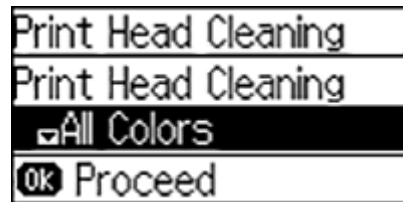
You see this screen:



5. Press the up arrow button to select **Yes**.



You see a screen like this:



6. Press the up or down arrow button to select the cleaning cycle you want to run, and press the **OK** button.

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

When the cleaning cycle is finished, you see a message on the screen.

**Caution:** Never turn off the product during a cleaning cycle or you may damage it.

7. Select **Print Nozzle Check Pattern** and press the **OK** button.
8. Press the up arrow button.  
The nozzle pattern prints.
9. Press the down arrow button, select **Finish**, and press the **OK** button to confirm that the print head is clean.

If you don't see any improvement after cleaning the print head up to 4 times, wait at least 6 hours. Then try cleaning the print head again. If quality still does not improve, one of the ink cartridges may be old or damaged and needs to be replaced.

**Parent topic:** [Print Head Cleaning](#)

#### **Related tasks**

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

[Checking the Nozzles Using the Product Control Panel](#)



[Removing and Installing Ink Cartridges](#)

#### **Related topics**

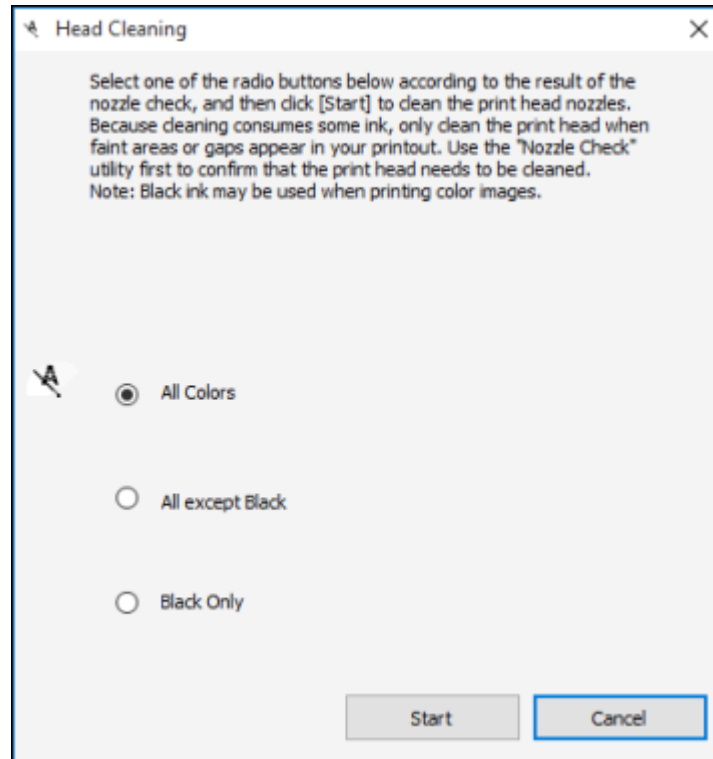
[Loading Paper](#)

## Cleaning the Print Head Using a Computer Utility


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

1. Make sure plain paper is loaded in Cassette 1.
2. Do one of the following:
  - **Windows:** Access the Windows Desktop and right-click the  icon for your product in the right side of the Windows taskbar, or click the up arrow and right-click .
  - **Mac:** In the Apple menu or the Dock, select **System Preferences**. Select **Print & Fax**, **Print & Scan**, or **Printers & Scanners**, select your product, and select **Options & Supplies**. Select **Utility** and select **Open Printer Utility**.
3. Select **Head Cleaning**.

You see a window like this:



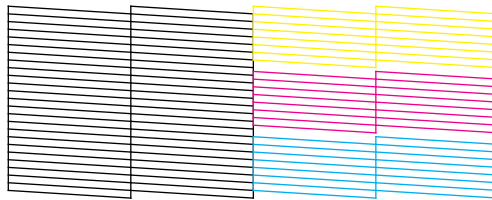
4. Select the cleaning cycle you want to run, based on the nozzle check pattern.
5. Click **Start** to begin the cleaning cycle.

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

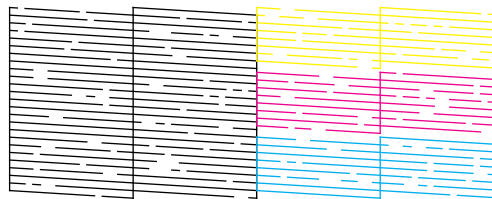
**Caution:** Never turn off the product during a cleaning cycle or you may damage it.

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

**Print head is clean**



**Print head needs 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 you don't see any improvement after cleaning the print head up to 4 times, wait at least 6 hours without printing or longer if printing. Then try cleaning the print head again. If quality still does not improve, one of the ink cartridges may be old or damaged and needs to be replaced.

**Parent topic:** [Print Head Cleaning](#)

**Related tasks**

[Cleaning the Print Head Using the Product Control Panel](#)

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

[Removing and Installing Ink Cartridges](#)

**Related topics**

[Loading Paper](#)

## Print Head Alignment

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

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

[Aligning the Print Head Using the Product Control Panel](#)

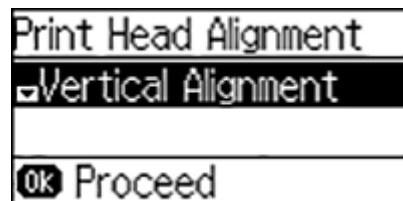
**Parent topic:** [Adjusting Print Quality](#)

### Aligning the Print Head Using the Product Control Panel

You can align the print head using the control panel on your product.

1. Make sure plain paper is loaded in Cassette 1.
2. From the Home screen, select **Settings** and press the **OK** button.
3. Press the down arrow button, select **Maintenance**, and press the **OK** button.
4. Press the down arrow button, select **Print Head Alignment**, and press the **OK** button.

You see this screen:



5. Do one of the following:
  - If your printouts look blurry or vertical lines are misaligned, select **Vertical Alignment**, and press the **OK** button.

- If you see horizontal bands at regular intervals, press the down arrow button, select **Horizontal Alignment**, and press the **OK** button.
6. Press the up arrow button to print an alignment sheet.

**Note:** Do not cancel printing while you are printing head alignment patterns.

After the alignment sheet is printed, you see a series of screens asking you to select the best square in each pattern set.

7. Check the printed patterns, then choose the number representing the best square for each set and press the **OK** button.
8. After you have selected the number for all the sets, press the **OK** button.

**Parent topic:** [Print Head Alignment](#)

**Related concepts**

[Print Head Cleaning](#)

**Related topics**

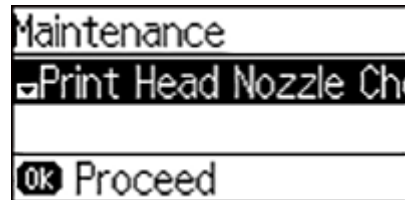
[Loading Paper](#)

## 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. Load a few sheets of plain paper in the product.
2. From the Home screen, select **Settings** and press the **OK** button.
3. Press the down arrow button, select **Maintenance**, and press the **OK** button.

You see this screen:



4. Press the down arrow button, select **Paper Guide Cleaning**, and press the **OK** button.
5. Select the cassette and press the **OK** button.

6. Press the up arrow button.
7. Check the back of the ejected paper to see if it is clean.
8. Repeat as necessary until the paper comes out clean.

**Parent topic:** [Adjusting Print Quality](#)

**Related topics**

[Loading Paper](#)

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# Cleaning and Transporting Your Product

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

[Cleaning the Product](#)

[Transporting Your Product](#)

## Cleaning the Product

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

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

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

**Note:** Close the rear paper feed slot and output tray when you are not using the product.

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

## Transporting Your Product

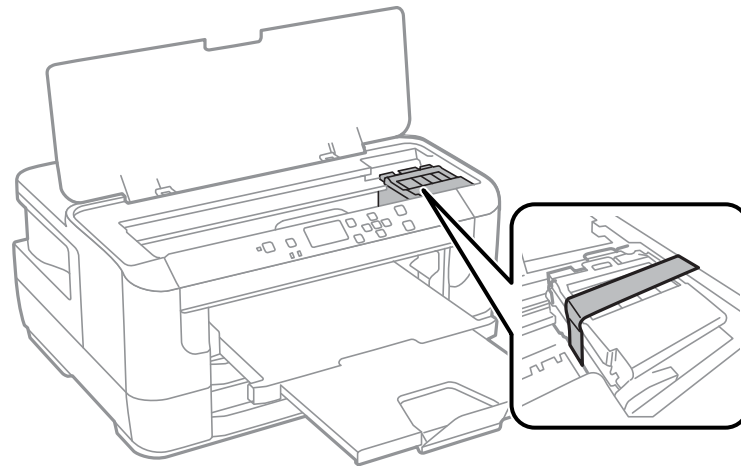
If you need to store your product or transport it a long distance, prepare it for transportation as described here.

**Caution:** During transportation and storage, follow these guidelines:

- Avoid tilting the product, placing it vertically, or turning it upside down; otherwise ink may leak.
- Leave the ink cartridges installed. Removing the cartridges can dry out the print head and may prevent the product from printing.

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

1. Turn off the product.
2. Lift up the printer cover.
3. Make sure the print head is in the home position on the right.
4. Secure the ink cartridge holder to the case with tape as shown.



5. Close the printer cover.
6. Remove all the paper from the product.
7. Unplug the power cable.
8. Disconnect any connected cables.
9. Close the rear paper feed slot and output tray.
10. Place the product in its original packing materials, if possible, or use equivalent materials with cushioning around the product. Make sure the box adequately protects the product control panel.

Keep the product level during transportation. 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 Alignment](#)

[Print Head Cleaning](#)

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# Solving Problems

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

[Checking for Software Updates](#)

[Product Status Messages](#)

[Running a Product Check](#)

[Resetting Control Panel Defaults](#)

[Solving Setup Problems](#)

[Solving Network Problems](#)

[Solving Paper Problems](#)

[Solving Problems Printing from a Computer](#)

[Solving Page Layout and Content Problems](#)



[Solving Print Quality Problems](#)

[Uninstall Your Product Software](#)

[Where to Get Help](#)

## Checking for Software Updates

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

- **Windows:** Your printer software automatically checks for updates. You can also manually update the software by selecting **Software Update** here:
  - 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:** 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**.

## Product Status Messages

You can often diagnose problems with your product by checking the messages on its LCD screen.

**Note:** If the screen is dark, press any button on the control panel to wake the product from sleep mode.

LCD screen message	Condition/solution
Paper Jam	If paper is jammed in the product, follow the instructions in this guide to remove the jammed paper from the indicated area.
Printer Error	A serious error has occurred. Turn the product off and then back on again. If the error continues, check for a paper jam. If there is no paper jam, contact Epson for support.
Paper Out	Load paper, then insert the paper cassette all the way.
Maintenance box is nearing end of its service life.	The maintenance box is near the end of its service life.
Maintenance box is at the end of its service life. You need to replace it.	You must replace the maintenance box to continue printing.
You need to replace the following ink cartridge(s).	Replace the cartridge(s) when you are prompted to do so.
A printer's ink pad is nearing the end of its service life. 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 to replace ink pads before the end of their service life.
A printer's ink pad is at the end of its service life. Please contact Epson Support.	The ink pad is at the end of its service life. Turn off the product and contact Epson for support.
Paper Setup Auto Display is disabled. Some features may not be available.	If you disabled the <b>Paper Setup Auto Display</b> setting, you cannot use AirPrint.
Invalid IP address and subnet mask.	There is a problem with the network connection to your product.
To use cloud services, update the root certificate from the Epson Web Config utility.	Run Epson Web Config and update the root certificate.

LCD screen message	Condition/solution
Recovery mode	An error has occurred during firmware updating. Connect your product using a USB cable and try downloading the Firmware Update from Epson's support website. If you still need help, 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.

**Parent topic:** [Solving Problems](#)

#### **Related references**

[Paper Jam Problems Inside the Product](#)  
[Paper Jam Problems in the Paper Cassette](#)  
[Paper Jam Problems in the Duplexer \(Rear Cover\)](#)  
[Paper Source Settings Options](#)  
[Where to Get Help](#)

#### **Related tasks**

[Using AirPrint](#)  
[Checking for Software Updates](#)

#### **Related topics**

[Wi-Fi or Wired Networking](#)  
[Solving Paper Problems](#)  
[Replacing Ink Cartridges and Maintenance Boxes](#)

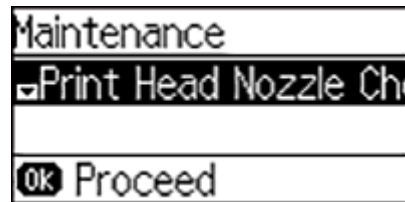
## **Running a Product Check**

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 plain paper is loaded in Cassette 1.
3. From the Home screen, select **Settings** and press the **OK** button.

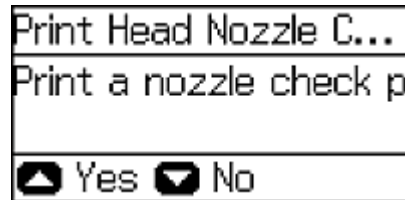
4. Press the down arrow button, select **Maintenance** and press the **OK** button.

You see this screen:



5. Select **Print Head Nozzle Check** and press the **OK** button.

You see a screen like this:



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

**Parent topic:** [Solving Problems](#)

**Related concepts**

[Print Head Alignment](#)

[Print Head Cleaning](#)

[Uninstall Your Product Software](#)

**Related references**

[Where to Get Help](#)

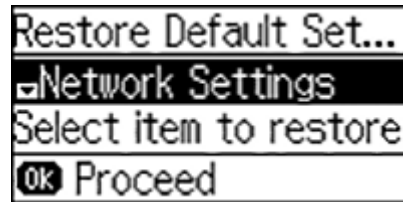
## Resetting Control Panel Defaults

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.

**Note:** This setting can be locked by an administrator. If you cannot access or change this setting, contact your administrator for assistance.

1. From the Home screen, select **Settings** and press the **OK** button.
2. Press the down arrow button, select **System Administration** and press the **OK** button. Enter the administrator password, if necessary.
3. Press the down arrow button, select **Restore Default Settings** and press the **OK** button.

You see this screen:



4. Select one of these options, then press the **OK** button:
    - **Network Settings:** Resets all network settings.
    - **Clear All Data and Settings:** Resets all control panel settings.
- You see a confirmation screen.
5. Select the up arrow button to reset the selected settings. (Press the down arrow button 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.

[Noise After Ink Installation](#)

[Software Installation Problems](#)

**Parent topic:** [Solving Problems](#)

### Noise After Ink Installation

If you hear noises from your product after installing ink, try these solutions:

- 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 6 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](#)

### Software Installation Problems

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

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

**Parent topic:** [Solving Setup Problems](#)

#### Related concepts

[Uninstall Your Product Software](#)

#### Related references

[Windows 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](#)

**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.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.
- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To



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

- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.
- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.
- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.
- If you 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.
- If you connected your product to a Windows computer using Wi-Fi Direct and it automatically selected Access Point Mode, you may have trouble accessing a low-priority Internet connection. Check the network connection or adapter settings in the Windows Control Panel and set the **Internet metric** setting to **100** for your version of the Internet Protocol.

**Parent topic:** [Solving Network Problems](#)

#### **Related concepts**

[Wi-Fi Direct Mode Setup](#)

#### **Related tasks**

[Printing a Network Status Sheet](#)

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

#### **Related topics**

[Wi-Fi or Wired Networking](#)

## **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 connection using your product control panel.
- Check if your network name (SSID) contains non-ASCII characters. Your product cannot display non-ASCII characters.
- 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. Initialize 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 initialize your router, so note the next step before initializing it.

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

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

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

**Parent topic:** [Solving Network Problems](#)

**Related concepts**

[Uninstall Your Product Software](#)

**Related topics**

[Wi-Fi or Wired 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 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, 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. See your router documentation for instructions.

- 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 does not appear on your product's LCD screen, 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.

- Check your wired LAN router or access point to see if the LED for the port to which your product is connected is on or flashing. If the link LED is off, try the following:
  - Make sure the Ethernet cable is securely connected to your product and to your router, access point, switch, or hub.
  - Try connecting your product to a different port or a different router, access point, switch, or hub.
  - Try connecting with a different Ethernet cable.
  - Try printing to your product from another computer on the network.

**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. See your router documentation for instructions.

- If you are connecting the product via EpsonNet Setup and the Wi-Fi icon does not appear on the LCD screen, make sure your product software was installed correctly. If necessary, reinstall your software.

**Parent topic:** [Solving Network Problems](#)

#### **Related concepts**

[Uninstall Your Product Software](#)

#### **Related tasks**

[Printing a Network Status Sheet](#)

#### **Related topics**

[Wi-Fi or Wired Networking](#)

## **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 Duplexer \(Rear Cover\)](#)

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

**Parent topic:** [Solving Paper Problems](#)

### Related references

[Paper Loading Capacity](#)

[Paper Specifications](#)

[Paper Jam Problems Inside the Product](#)

[Paper Jam Problems in the Paper Cassette](#)

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

### Related topics

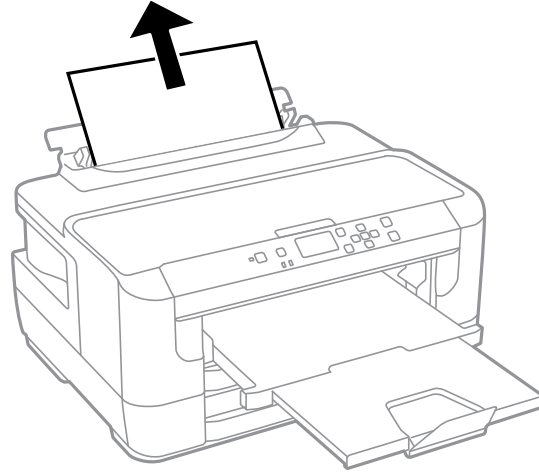
[Loading Paper](#)

## Paper Jam Problems Inside the Product

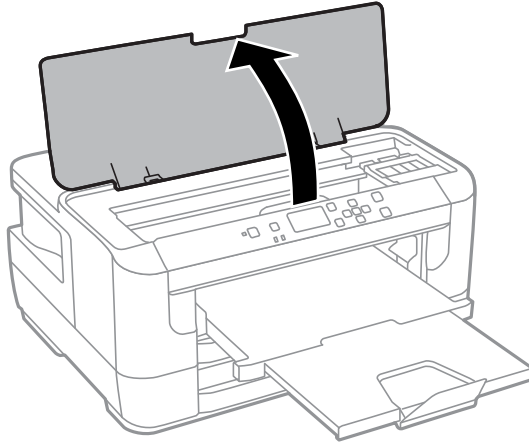
If paper has jammed inside the product, follow the steps here to clear the jam.

1. Cancel the print job, if necessary.

2. Remove any jammed paper from the rear paper feed slot.

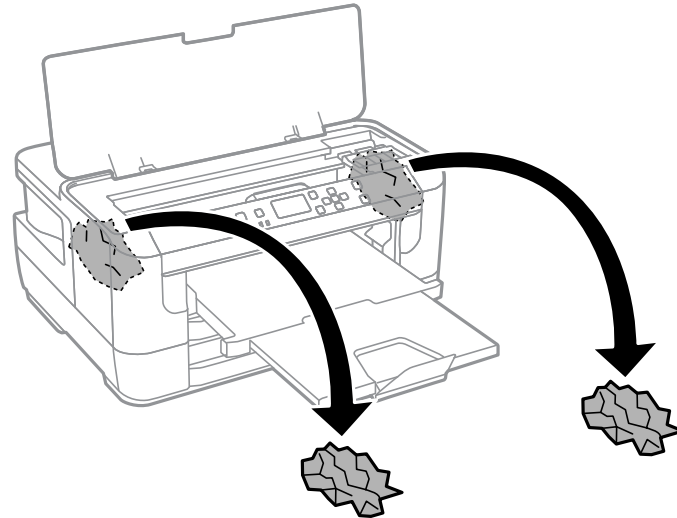


3. Open the printer cover.



**Caution:** Do not touch the inside the printer.

4. Remove any paper inside, including torn pieces.



5. Close the printer 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 in the Paper Cassette](#)

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

**Related tasks**

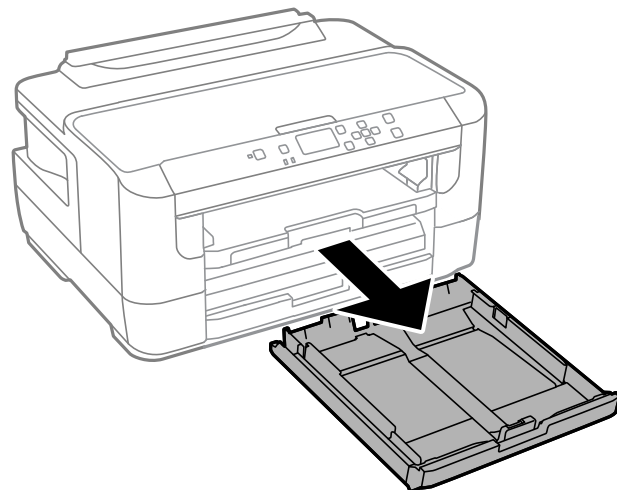
[Cancelling Printing Using a Product Button](#)

## Paper Jam Problems in the Paper Cassette

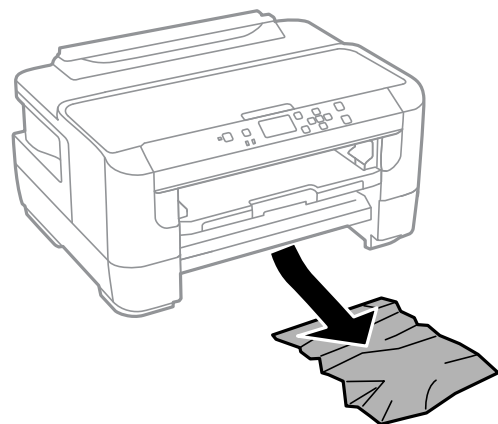
If paper has jammed in a paper cassette, follow the steps here to clear the jam.

1. Cancel the print job, if necessary.

2. Pull out the paper cassette, remove the paper cassette cover, then carefully remove any jammed paper.



3. Carefully remove any paper jammed inside the product.



4. Gently insert the paper cassette.
5. 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 Duplexer \(Rear Cover\)](#)

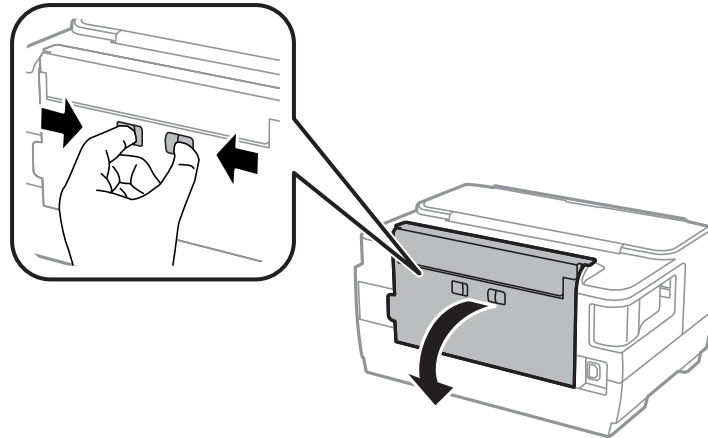
**Related tasks**

[Cancelling Printing Using a Product Button](#)

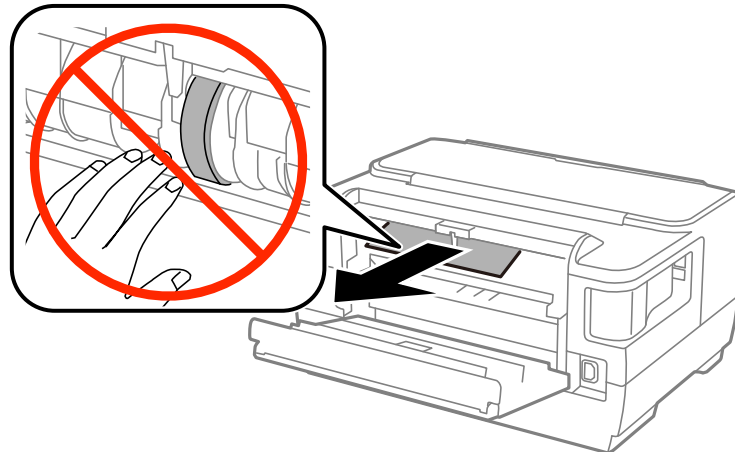
## **Paper Jam Problems in the Duplexer (Rear Cover)**

If paper has jammed in the duplexer (rear cover), follow the steps here to clear the jam.

1. Cancel the print job, if necessary.
2. Press the tabs and open the rear cover.

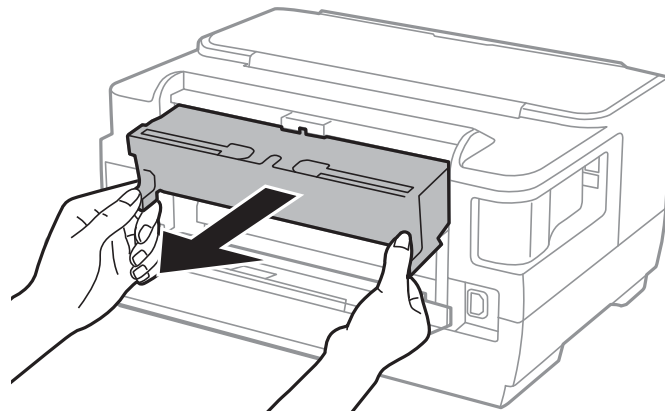


3. Carefully remove any jammed paper.

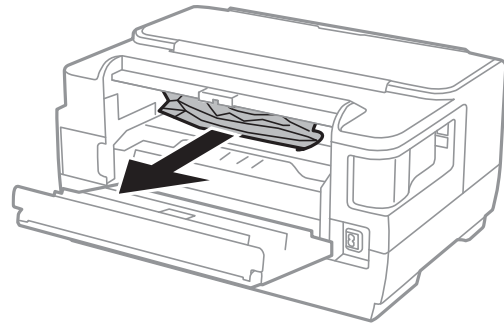


**Note:** Do not touch the paper rollers.

4. Remove the duplexer.

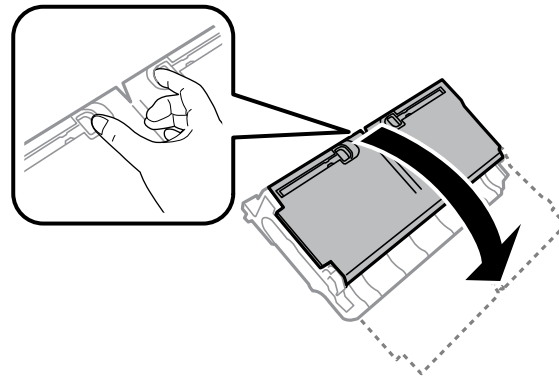


5. Remove any jammed paper.

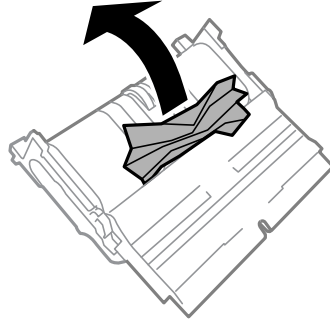


6. Remove any jammed paper from the duplexer.

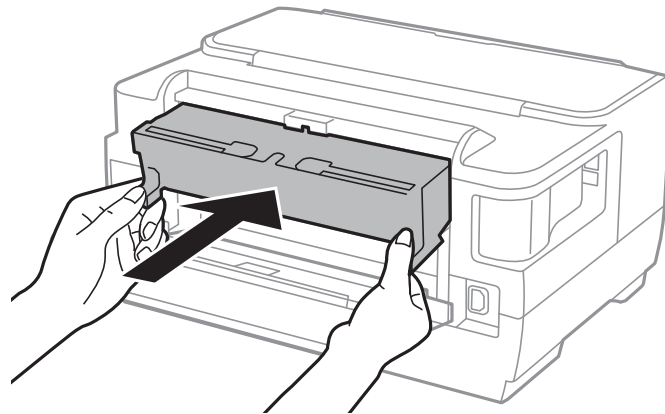
7. Press the tabs to open the duplexer.



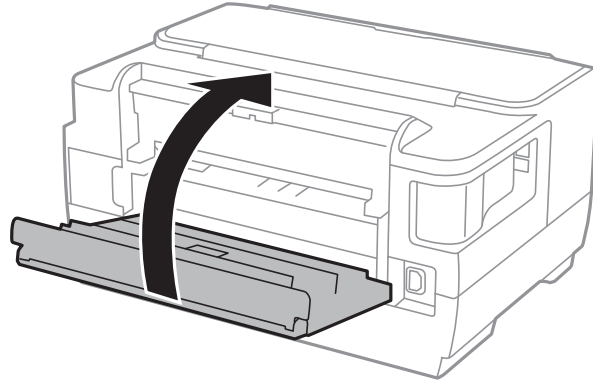
8. Carefully remove any jammed paper stuck inside then close the duplexer.



9. Reinstall the duplexer.



10. Close the rear cover.



11. 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.

**Parent topic:** [Solving Paper Problems](#)

**Related references**

[Paper Specifications](#)

[Paper Type Settings - Printing Software](#)

[Paper Jam Problems Inside the Product](#)  
[Paper Jam Problems in the Paper Cassette](#)  
[Paper Jam Problems in the Duplexer \(Rear Cover\)](#)

**Related tasks**

[Cancelling Printing Using a Product Button](#)

**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](#)  
[Error After Cartridge Replacement](#)  
[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.
- Make sure any interface cables are connected securely at both ends.
- If you connected your product to a USB hub, make sure it is a first-tier hub. If it still does not print, connect your product directly to your computer instead of the hub.
- 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.
- In Windows, make sure your product is selected as the default printer.
- 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.

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





## Related tasks

[Running a Product Check](#)

### Product Icon Does Not Appear in Windows Taskbar

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

1. Do one of the following:

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

2. Click the **Maintenance** tab.

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

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

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

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

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

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

### Error After Cartridge Replacement

If you see an error light or error message after you replace an ink cartridge, follow these steps:

1. Make sure the print head is in the ink cartridge replacement position. (The ink cartridge holder should be beneath the cutout in the product case.)

**Note:** If the print head is not in the ink cartridge replacement position, follow the instructions on replacing an ink cartridge in this manual to move it.

2. Remove and reinsert the replaced ink cartridge, making sure to push it all the way into its slot.
3. Complete the ink cartridge installation steps.

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

**Related topics**

[Replacing Ink Cartridges and Maintenance Boxes](#)

## 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.
- 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.

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

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



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 Type Settings - Printing Software](#)

#### **Related tasks**

[Selecting Basic Print Settings - Windows](#)

[Selecting Extended Settings - Windows](#)

## **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 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](#)

### Related tasks

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

[Selecting Basic Print Settings - Mac](#)

## Blank Pages Print

If blank pages print unexpectedly, try these solutions:

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

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

#### **Related concepts**

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

#### **Related tasks**

[Selecting Basic Print Settings - Windows](#)

[Selecting Extended Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

[Selecting Printing Preferences - Mac](#)

### **Incorrect Margins on Printout**

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

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

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

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

#### **Related tasks**

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

[Selecting Page Setup Settings - Mac](#)

#### **Related topics**

[Loading Paper](#)

### **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.
- Access the Extended Settings (Windows) or Printing Preferences (Mac) and select **Remove White Borders**.

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

#### **Related references**

[Borderless Paper Type Compatibility](#)

#### **Related tasks**

[Selecting Basic Print Settings - Windows](#)

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

[Selecting Extended Settings - Windows](#)




[Selecting Basic Print Settings - Mac](#)


[Selecting Page Setup Settings - Mac](#)

[Selecting Printing Preferences - 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 print jobs from the Windows Spooler:
  - **Windows 10:** Click  and select  (Settings) > **Devices > Printers & scanners**. Select your product name and select **Manage > Open print queue**. Right-click the stalled print job, click **Cancel**, and click **Yes**.
  - **Windows 8.x:** Navigate to the **Apps** screen and select **Control Panel > Hardware and Sound > Devices and Printers**. Right-click your product name, select **See what's printing**, and select your product name again, if necessary. Right-click the stalled print job, click **Cancel**, and click **Yes**.
  - **Windows 7:** Click  and select **Devices and Printers**. Right-click your product name, select **See what's printing**, and select your product name again, if necessary. Right-click the stalled print job, click **Cancel**, and click **Yes**.

- **Windows Vista:** Click  and select **Control Panel**. Click **Printer** under **Hardware and Sound**, right-click your product name, and select **Open**. Right click the stalled print job, click **Cancel**, and click **Yes**.
- 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.

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

## Incorrect Image Size or Position

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

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

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

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

### Related tasks

[Selecting Basic Print Settings - Windows](#)

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

[Selecting Basic Print Settings - Mac](#)

[Selecting Page Setup Settings - Mac](#)

### Related topics

[Loading Paper](#)

## Slanted Printout

If your printouts are slanted, try these solutions:

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

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

**Related concepts**

[Print Head Alignment](#)

**Related tasks**

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

**Related topics**

[Loading Paper](#)

## Solving Print Quality Problems

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

**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.
- You may need to replace the ink cartridges.

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

### **Related concepts**

[Print Head Nozzle Check](#)

[Print Head Alignment](#)

[Print Head Cleaning](#)

### **Related references**

[Paper Type Settings - Printing Software](#)

### **Related tasks**

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

[Selecting Printing Preferences - Mac](#)

### **Related topics**

[Loading Paper](#)

[Replacing Ink Cartridges and Maintenance Boxes](#)

## **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.
- Use a support sheet with special paper, or load special paper one sheet at a time.
- Make sure your paper meets the specifications for your product.
- Use Epson papers to ensure proper saturation and absorption of genuine Epson inks.
- Make sure the paper type setting in your product software matches the type of paper you loaded.
- Make sure you loaded the printable side of the paper correctly for your product.
- If you are printing on thick paper or envelopes, make sure you select the appropriate settings. In Windows, you can also try selecting **Short Grain Paper** in Extended Settings.
- 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.
- Turn off any high speed settings in your product software.
- If you print on both sides of a sheet of paper, smudges may appear on the reverse side of heavily saturated or dark images. If one side of a sheet will contain a lighter image or text, print that side first. Adjust the density and/or ink drying time settings.
- 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.
- Clean the paper path.

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

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

**Related concepts**

[Print Head Nozzle Check](#)

[Print Head Alignment](#)

[Print Head Cleaning](#)

**Related references**

[Paper Specifications](#)

[Available Epson Papers](#)

**Related tasks**

[Cleaning the Paper Guide](#)

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

[Selecting Basic Print Settings - Windows](#)

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

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

[Selecting Basic Print Settings - Mac](#)

[Selecting Printing Preferences - Mac](#)

**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.
- Clean the paper path.

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

**Related concepts**

[Print Head Nozzle Check](#)

[Print Head Alignment](#)

[Print Head Cleaning](#)

**Related references**

[Paper Type Settings - Printing Software](#)

**Related tasks**

[Cleaning the Paper Guide](#)

[Selecting Basic Print Settings - Windows](#)

[Selecting Basic Print Settings - Mac](#)

**Related topics**

[Replacing Ink Cartridges and Maintenance Boxes](#)

[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.
- You may need to increase the image resolution or print a smaller size; see your software documentation.

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

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

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

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

**Related concepts**

[Print Head Nozzle Check](#)

[Print Head Alignment](#)

[Print Head Cleaning](#)

**Related tasks**

[Selecting Basic Print Settings - Windows](#)

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

[Selecting Basic Print Settings - Mac](#)

[Selecting Printing Preferences - Mac](#)

**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.
- 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.
- For best results, use genuine Epson ink and paper.

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

#### **Related concepts**

[Print Head Nozzle Check](#)

[Print Head Cleaning](#)

#### **Related references**

[Available Epson Papers](#)

#### **Related tasks**

[Selecting Basic Print Settings - Windows](#)

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

[Selecting Basic Print Settings - Mac](#)

[Managing Color - Mac](#)

#### **Related topics**

[Replacing Ink Cartridges and Maintenance Boxes](#)

## **Uninstall Your Product Software**

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



[Uninstalling Printing Software - Windows](#)

[Uninstalling Product Software - Mac](#)

**Parent topic:** [Solving Problems](#)

## **Uninstalling Printing Software - Windows**

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

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

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

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

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

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

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

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

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

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

## Uninstalling Product Software - Mac

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

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

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

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

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

## Where to Get Help

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

### Internet Support

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

### Speak to a Support Representative

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

- Product name
- Product serial number (located on a label on the product)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

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

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

### Purchase Supplies and Accessories

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

**Parent topic:** [Solving Problems](#)

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# 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](#)

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## Windows System Requirements

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

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

- Windows Server 2003
- Windows Server 2003 SP2 or later

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

**Parent topic:** [Technical Specifications](#)

## Mac System Requirements

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

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

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

**Parent topic:** [Technical Specifications](#)

## Paper Specifications

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

## Single-sheets

### Size

A4 (8.3 × 11.7 inches [210 × 297 mm])  
Letter (8.5 × 11 inches [216 × 279 mm])  
Legal (8.5 × 14 inches [216 × 356 mm])  
A6 (4.1 × 5.8 inches [105 × 148 mm])  
3.5 × 5 inches (89 × 127 mm)  
4 × 6 inches (102 × 152 mm)  
5 × 7 inches (127 × 178 mm)  
B6 (5 × 7.2 inches [128 × 182 mm])  
A5 (5.8 × 8.2 inches [148 × 210 mm])  
B5 (7.2 × 10.1 inches [182 × 257 mm])  
Executive (7.25 × 10.5 inches [184 × 267 mm])  
8 × 10 inches (203 × 254 mm)  
Folio (8.5 × 13 inches [216 × 330 mm])  
B4 (13.9 × 9.84 inches [353 × 250 mm])  
11 × 14 inches (279 × 356 mm)  
11 × 17 inches (279 × 432 mm)  
A3 (11.7 × 16.5 inches [297 × 420 mm])  
13 × 19 inches (330 × 483 mm)  
16:9 wide (4 × 7.1 inches [102 × 181 mm])  
Half Letter (5.5 × 8.5 inches [140 × 216 mm])

### Paper types

Plain paper and paper distributed by Epson

### Weight

Plain paper:

17 lb (64 g/m<sup>2</sup>) to 24 lb (90 g/m<sup>2</sup>)

Thick paper:

25 lb (91 g/m<sup>2</sup>) to 68 lb (256 g/m<sup>2</sup>)



## Envelopes

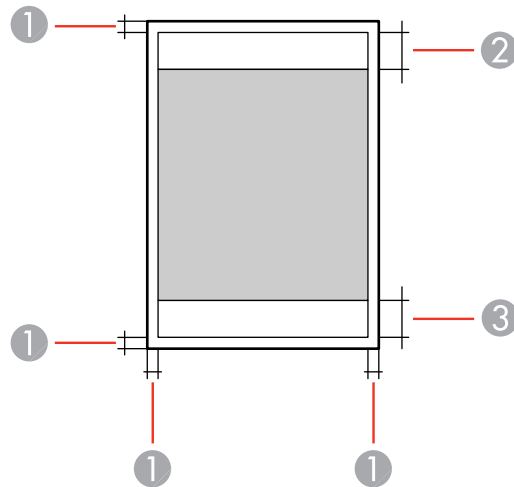
<b>Size</b>	No. 10 (4.1 × 9.5 inches [105 × 241 mm])
<b>Paper types</b>	Plain bond paper
<b>Weight</b>	20 lb (75 g/m <sup>2</sup> ) to 24 lb (90 g/m <sup>2</sup> )

Parent topic: [Technical Specifications](#)

## Printable Area Specifications

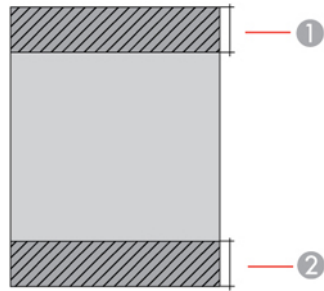
**Note:** When printing borderless, quality may decline in the expanded printable area.

### Single sheets



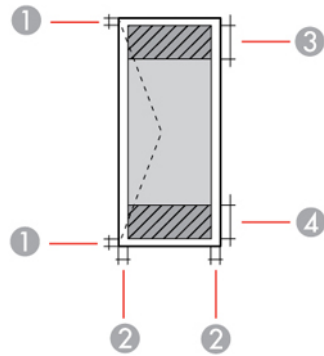
- 1 Top/bottom margins: 0.12 inch (3 mm)
- 2 Reduced print quality area/top: 1.85 inches (47 mm)
- 3 Reduced print quality area/bottom: 1.77 inches (45 mm)

### Borderless



- 1 Reduced print quality area/top: 1.97 inches (50 mm)
- 2 Reduced print quality area/bottom: 1.89 inches (48 mm)

### Envelopes



- 1 Left/right margins: 0.12 inch (3 mm)
- 2 Top/bottom: 0.20 inch (5 mm)
- 3 Reduced print quality area/right: 1.85 inches (47 mm)
- 4 Reduced print quality area/left: 0.71 inch (18 mm)

Parent topic: [Technical Specifications](#)

## Ink Cartridge Specifications

**Note:** This product uses only genuine Epson-brand cartridges. Other brands of ink cartridges and ink supplies are not compatible and, even if described as compatible, may not function properly.

The cartridges included with the printer are designed for printer setup and not for resale. After some ink is used for charging, the rest is available for printing. Yields vary considerably based on images printed, print settings, paper type, frequency of use, and temperature. For print quality, a variable amount of ink remains in the cartridge after the "replace cartridge" indicator comes on.

<b>Color</b>	Black, Cyan, Magenta, Yellow
<b>Cartridge life</b>	Opened package: 6 months Unopened package: do not use if the date on the package has expired
<b>Temperature</b>	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](#)

**Related concepts**

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

**Related references**

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

## Dimension Specifications

<b>Height</b>	Stored: 12 inches (304 mm) Printing: 12.7 inches (323 mm)
<b>Width</b>	Stored: 22.3 inches (567 mm) Printing: 22.3 inches (567 mm)

<b>Depth</b>	Stored: 16.7 inches (424 mm) Printing: 31.8 inches (807 mm)
<b>Weight</b>	34.2 lb (15.5 kg)

(without ink cartridges or power cord)

Parent topic: [Technical Specifications](#)

## Electrical Specifications

<b>Input voltage range</b>	100 to 240 V
<b>Rated frequency range</b>	50 to 60 Hz
<b>Rated current</b>	0.4 to 0.2 A
<b>Power consumption</b>	Printing: Approximately 20 W (ISO/IEC24712) Ready mode: Approximately 5.2 W Sleep mode: Approximately 0.8 W Power off mode: Approximately 0.15 W

Parent topic: [Technical Specifications](#)

## Environmental Specifications

<b>Temperature</b>	Operating: 50 to 95 °F (10 to 35 °C) Storage: -4 to 104 °F (-20 to 40 °C) 1 month at 104 °F (40 °C)
<b>Humidity</b>	5 to 85% RH

(without condensation)

Parent topic: [Technical Specifications](#)

## Interface Specifications

**Interface type** Hi-Speed USB (Device Class for computers)

**Parent topic:** [Technical Specifications](#)

## Network Interface Specifications

**Note:** Wireless LAN standard complies with either IEEE 802.11 b/g or IEEE 802.11 b/g/n, depending on purchase location.

### Wi-Fi

<b>Standard</b>	IEEE 802.11 b/g/n
<b>Security</b>	WPA2-PSK (AES); complies with WPA2 standards with support for WPA/WPA2 Personal WEP (64/128 bit)
<b>Frequency band</b>	2.4 GHz
<b>Maximum radio-frequency power transmitted</b>	19.8 dBm (EIRP)
<b>Coordination modes</b>	Infrastructure mode Wi-Fi Direct (Simple AP); not supported for IEEE 802.11b

### Ethernet

<b>Standard</b>	IEEE802.3i (10BASE-T); use a category 5e or higher STP (Shielded twisted pair) cable to prevent risk of radio interference IEEE802.3u (100BASE-TX) IEEE802.3az (Energy Efficient Ethernet); the connected device should be IEEE802.3az compliant
<b>Communication mode</b>	Auto, 10Mbps Full duplex, 10Mbps Half duplex, 100Mbps Full duplex, 100Mbps Half duplex
<b>Connector</b>	RJ-45

## Security

SSL/TLS: HTTPS Server/Client, IPPS

SMTPS (STARTTLS, SSL/TLS)

Parent topic: [Technical Specifications](#)

## Safety and Approvals Specifications

### United States

Safety: UL60950-1

EMC: FCC part 15 Subpart B Class B

### Canada

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

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

This equipment contains the following wireless module:

- Manufacturer: Askey Computer Corporation.
- Type: WLU6320-D69 (RoHS)

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](#)

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# Notices

Check these sections for important notices about your product.

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

[Important Safety Instructions](#)

[FCC Compliance Statement](#)

[Binding Arbitration and Class Waiver](#)

[Trademarks](#)

[Copyright Notice](#)

## Important Safety Instructions

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

[General Printer Safety Instructions](#)

[Ink Cartridge Safety Instructions](#)

[Wireless Connection Safety Instructions](#)

[LCD Screen Safety Instructions](#)

**Parent topic:** [Notices](#)

## General Printer Safety Instructions

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

- Always turn off the printer using the power button, and wait until the power light stops flashing before unplugging the printer or cutting off power to the electrical outlet.
- Place the printer on a flat, stable surface that extends beyond its base in all directions. It will not operate properly if it is tilted or at an angle.
- Make sure the back of the printer is at least 4 inches (10 cm) away from the wall.
- Leave enough space in front of the printer for the paper to be fully ejected.
- Avoid locations that are subject to rapid changes in heat or humidity, shocks or vibrations, or dust.
- Do not place the printer near a radiator or heating vent or in direct sunlight.
- Leave enough room around the printer for sufficient ventilation. Do not block or cover openings in the case or insert objects through the slots.
- Keep the printer away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- When connecting the printer to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Do not touch the flat white cable inside the printer.
- Do not move the print head by hand; this may damage the printer.
- Do not spill liquid on the printer.
- Do not use aerosol products that contain flammable gases inside or around the printer. Doing so may cause fire.
- Except as specifically explained in your documentation, do not attempt to service the printer yourself.
- Unplug the printer and refer servicing to qualified service personnel under the following conditions: if the power cord or plug is damaged; if liquid has entered the product; if the product has been dropped or the case damaged; if the product does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.
- If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- Leave the ink cartridges installed. Removing the cartridges can dehydrate the print head and may prevent the printer from printing.
- Before transporting the printer, make sure that the print head is in the home (far right) position and the ink cartridges are in place.



- When storing or transporting the printer, do not tilt it, stand it on its side, or turn it upside down; otherwise ink may leak from the cartridges.

**Parent topic:** [Important Safety Instructions](#)

## **Ink Cartridge Safety Instructions**

- Keep ink cartridges out of the reach of children and do not drink the ink.
- Be careful when you handle used ink cartridges; there may be ink remaining around the ink supply port. If ink gets on your skin, wash it off with soap and water. If it gets in your eyes, flush them immediately with water.
- Do not put your hand inside the product or touch any cartridges during printing.
- Install a new ink cartridge immediately after removing an expended one. Leaving cartridges uninstalled can dry out the print head and may prevent the product from printing.
- Do not remove or tear the label on the cartridge; this can cause leakage.
- Do not remove the transparent seal from the bottom of the cartridge. This may cause the cartridge to become unusable.
- Do not break the hooks on the side of the cartridge when removing it from the packaging.
- Do not touch the green IC chip on the side of the cartridge. This may prevent normal operation.
- Do not shake cartridges after opening their packages; this can cause them to leak.
- If you remove an ink cartridge for later use, protect the ink supply area from dirt and dust and store it in the same environment as the product. Note that there is a valve in the ink supply port, making covers or plugs unnecessary, but care is needed to prevent the ink from staining items that the cartridge touches. Do not touch the ink cartridge ink supply port or surrounding area.
- Use an ink cartridge before the date printed on its package.
- Do not dismantle an ink cartridge. This could damage the print head.
- Store ink cartridges in a cool, dark place.
- 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.
- Store ink cartridges with their labels facing upward. Do not store cartridges upside down.

**Parent topic:** [Important Safety Instructions](#)

## Wireless Connection Safety Instructions

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

Parent topic: [Important Safety Instructions](#)

## 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.
- 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.

Parent topic: [Important Safety Instructions](#)

## FCC Compliance Statement

### For United States Users

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

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

## **WARNING**

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

### **For Canadian Users**

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

Parent topic: [Notices](#)

## **Binding Arbitration and Class Waiver**

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

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

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

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

**1.3 Pre-Arbitration Steps and Notice.** Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to

resolve the Dispute within the sixty (60) days), you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3840 Kilroy Airport Way, Long Beach, CA 90806 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at [EALegal@ea.epson.com](mailto: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.**

Parent topic: [Notices](#)

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Parent topic: [Notices](#)

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[Default Delay Times for Power Management for Epson Products](#)

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## **Default Delay Times for Power Management for Epson Products**

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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