EPSON

User's Guide

NPD5198-01 EN

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About This Manual

Introduction to the Manuals

The latest versions of the following manuals are available from the Epson support website.

http://www.epson.eu/Support (Europe)

http://support.epson.net/ (outside Europe)

- Start Here (paper manual)

  Provides you with information on setting up the printer, installing the software, using the printer basically, solving problems, and so on.

- User's Guide (PDF manual)

  This manual. Provides overall information and instructions on using the printer, and on solving problems.

As well as the manuals above, see the help included in the various Epson software applications.

Marks and Symbols

> ***Caution:***
> *Instructions that must be followed carefully to avoid bodily injury.*

> ***Important:***
> *Instructions that must be observed to avoid damage to your equipment.*

Note:
Provides complementary and reference information.

➡ Related Information

Links to related sections.

Descriptions Used in this Manual

- Screenshots of the printer driver screens are from Windows 8.1 or Mac OS X v10.9.x. The content displayed on the screens varies depending on the model and situation.
- Illustrations of the printer used in this manual are examples only. Although there may be slight differences depending on the model, the method of operation is the same.

Operating System References

Windows

In this manual, terms such as "Windows 8.1", "Windows 8", "Windows 7", "Windows Vista", and "Windows XP" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

- Microsoft® Windows® 8.1 operating system
- Microsoft® Windows® 8 operating system
- Microsoft® Windows® 7 operating system
- Microsoft® Windows Vista® operating system
- Microsoft® Windows® XP operating system
- Microsoft® Windows® XP Professional x64 Edition operating system

Mac OS X

In this manual, "Mac OS X v10.9.x" refers to "OS X Mavericks" and "Mac OS X v10.8.x" refers to "OS X Mountain Lion". Additionally, "Mac OS X" is used to refer to "Mac OS X v10.9.x", "Mac OS X v10.8.x", "Mac OS X v10.7.x" and "Mac OS X v10.6.8".

Important Instructions

Safety Instructions

Read and follow these instructions to ensure safe use of this printer. Make sure you keep this manual for future reference. Also, be sure to follow all warnings and instructions marked on the printer.

- Use only the power cord supplied with the printer and do not use the cord with any other equipment. Use of other cords with this printer or the use of the supplied power cord with other equipment may result in fire or electric shock.
- Be sure your AC power cord meets the relevant local safety standard.
- Never disassemble, modify, or attempt to repair the power cord, plug, printer unit, or options by yourself, except as specifically explained in the printer's manuals.
- Unplug the printer and refer servicing to qualified service personnel under the following conditions:

  The power cord or plug is damaged; liquid has entered the printer; the printer has been dropped or the casing damaged; the printer does not operate normally or exhibits a distinct change in performance. Do not adjust controls that are not covered by the operating instructions.
- Place the printer near a wall outlet where the plug can be easily unplugged.
- Do not place or store the printer outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity.
- Take care not to spill liquid on the printer and not to handle the printer with wet hands.
- Be careful not to touch any ink when you handle the ink tanks, ink tank caps, and opened ink bottles or ink bottle caps.
  - If ink gets on your skin, wash the area thoroughly with soap and water.
  - If ink gets into your eyes, flush them immediately with water. If discomfort or vision problems continue after a thorough flushing, see a doctor immediately.
  - If ink gets into your mouth, see a doctor right away.
- Do not tilt or shake an ink bottle after removing its seal; this can cause leakage.
- Keep ink bottles and the ink tank unit out of the reach of children. Do not allow children to drink from or handle the ink bottles and ink bottle cap.

Printer Advisories and Warnings

Read and follow these instructions to avoid damaging the printer or your property. Make sure you keep this manual for future reference.

Advisories and Warnings for Setting Up/Using the Printer

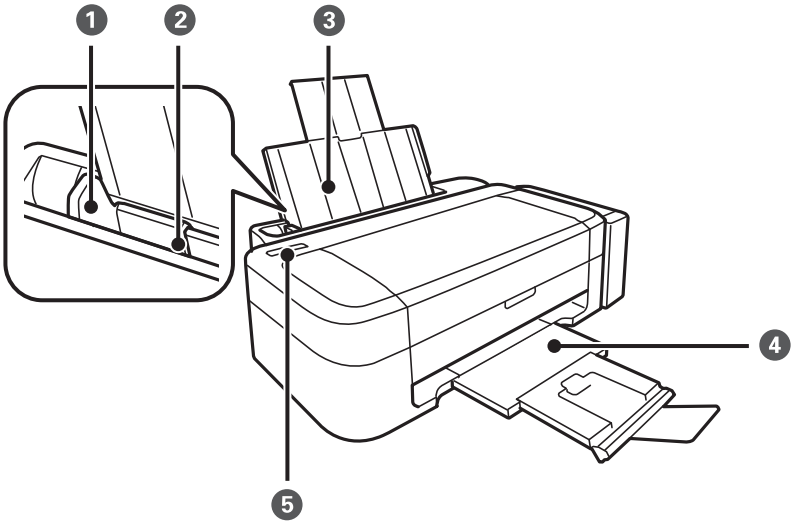
- Do not block or cover the vents and openings in the printer.
- Use only the type of power source indicated on the printer's label.
- Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.

Important Instructions

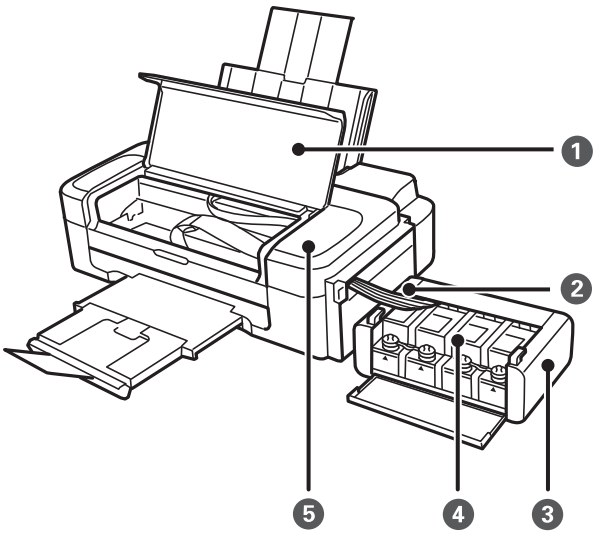
- Avoid electrical outlets controlled by wall switches or automatic timers.
- Keep the entire computer system away from potential sources of electromagnetic interference, such as loudspeakers or the base units of cordless telephones.
- The power-supply cords should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the power-supply cords and do not allow the power-supply cords to be stepped on or run over. Be particularly careful to keep all the power-supply cords straight at the ends and the points where they enter and leave the transformer.
- If you use an extension cord with the printer, make sure that the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure that the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- If you plan to use the printer in Germany, the building installation must be protected by a 10 or 16 amp circuit breaker to provide adequate short-circuit protection and over-current protection for the printer.
- When connecting the printer to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Place the printer on a flat, stable surface that extends beyond the base of the printer in all directions. The printer will not operate properly if it is tilted at an angle.
- When storing or transporting the printer, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.
- Allow space above the printer so that you can fully raise the printer cover.
- Leave enough space in front of the printer for the paper to be fully ejected.
- Avoid places subject to rapid changes in temperature and humidity. Also, keep the printer away from direct sunlight, strong light, or heat sources.
- Do not insert objects through the slots in the printer.
- Do not put your hand inside the printer during printing.
- Do not touch the white flat cable and ink tubes inside the printer.
- Do not use aerosol products that contain flammable gases inside or around the printer. Doing so may cause fire.
- Do not move the print head by hand; otherwise, you may damage the printer.
- If any of the ink tanks are not filled up to the lower line, refill the ink soon. Continued use of the printer when the ink level is below the lower line on the tanks could damage the printer.
- Always turn the printer off using the ⏻ button. Do not unplug the printer or turn off the power at the outlet until the ⏻ light stops flashing.
- Before transporting the printer, make sure that the print head is in the home (far right) position.
- If you are not going to use the printer for a long period, be sure to unplug the power cord from the electrical outlet.

Printer Basics

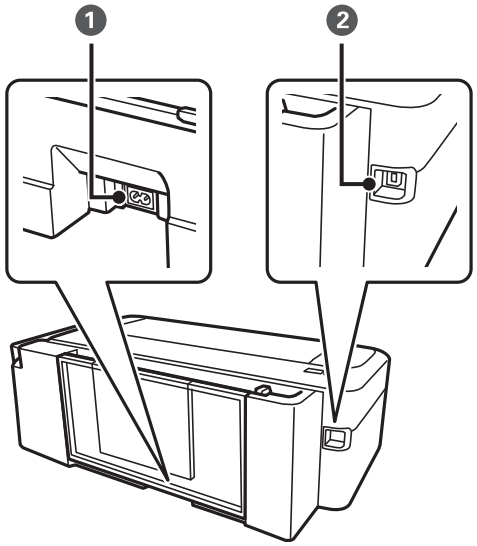
Part Names and Functions



1	Edge guide	Feeds the paper straight into the printer. Slide to the edges of the paper.
2	Rear paper feed	Loads paper.
3	Paper support	Supports loaded paper.
4	Output tray	Holds the ejected paper. Before printing, raise the stopper to prevent the ejected paper from falling off the tray.
5	Control panel	Operates the printer.

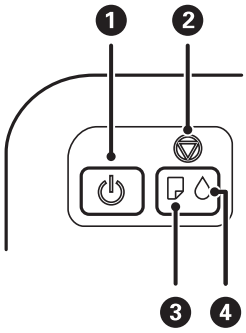


❶	Printer cover	Open when removing jammed paper inside the printer.
❷	Ink tube	Supplies ink to the print head.
❸	Ink tank unit	Contains the ink tanks.
❹	Ink reservoir tanks (Ink tanks)	Supplies ink to the ink tubes.
❺	Print head	Fires ink.



❶	AC inlet	Connects the power cord.
❷	USB port	Connects a USB cable.

Control panel



❶	⏻	Turns the printer on or off. Do not turn off while the power light is flashing (while the printer is operating or processing data). Unplug the power cord when the power light is off.

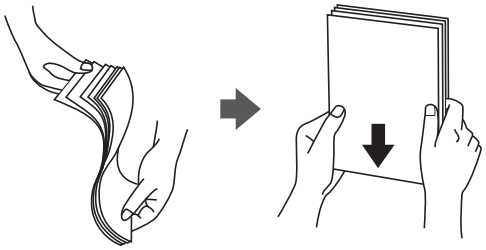
Printer Basics

❷	⊽	Stops the current operation. Hold this button down for three seconds until the ⏻ button flashes to run print head cleaning. Turn the printer on while holding down the ⊽ button to print the nozzle check pattern.
❸		Turns on or flashes when paper is out or a paper jam occurs.
❹		Indicates the status of the initial ink charging.

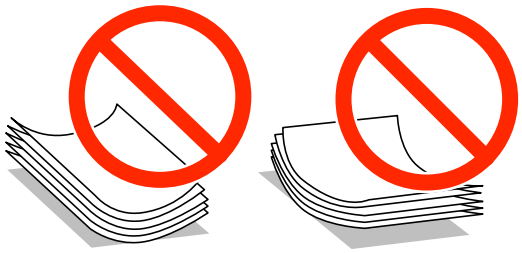
Loading Paper

Paper Handling Precautions

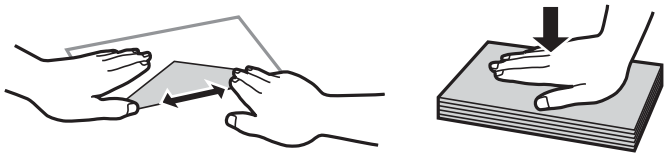
- Read the instruction sheets supplied with the paper.
- Fan and align the edges of the paper before loading. Do not fan or curl photo paper. Doing so may damage the printable side.



- If the paper is curled, flatten it or curl it slightly in the opposite direction before loading. Printing on curled paper may cause paper jams and smears on the printout.



- Do not use paper that is wavy, torn, cut, folded, damp, too thick, too thin, or paper that has stickers stuck to it. Using these types of paper causes paper jams and smears on the printout.
- Fan and align the edges of the envelopes before loading. When the stacked envelopes are puffed up with air, press them down to flatten them before loading.



- Do not use envelopes that are curled or folded. Using these envelopes causes paper jams and smears on the printout.
- Do not use envelopes with adhesive surfaces on the flaps or window envelopes.
- Avoid using envelopes that are too thin, as they may curl during printing.

Related Information

➡ “Printer Specifications” on page 66

Available Paper and Capacities

Epson recommends using genuine Epson paper to ensure high-quality printouts.

Genuine Epson Paper

Media Name	Size	Loading Capacity (Sheets)	Manual 2-Sided Printing
Epson Bright White Ink Jet Paper	A4	40*	✓
Epson Premium Glossy Photo Paper	A4, 13×18 cm (5×7 in.), 16:9 wide size (102×181 mm), 10×15 cm (4×6 in.)	10	-
Epson Matte Paper-Heavyweight	A4	20	-
Epson Photo Quality Ink Jet Paper	A4	40	-

* For manual 2-sided printing, you can load up to 15 sheets for paper with one side already printed.

Note:
The availability of paper varies by location. For the latest information on paper available in your area, contact Epson support.

Commercially Available Paper

Media Name	Size	Loading Capacity (Sheets)	Manual 2-Sided Printing
Plain paper	Letter, A4, B5, A5, A6	Up to the line indicated by the triangle symbol on the edge guide.*	✓
	Legal, User Defined	1	
Envelope	Envelope #10, Envelope DL, Envelope C6	5	-

* For manual 2-sided printing, you can load up to 15 sheets for paper with one side already printed.

Related Information

➡ "Technical Support Web Site" on page 73

List of Paper Types

To obtain optimum printing results, select the paper type that suits the paper.

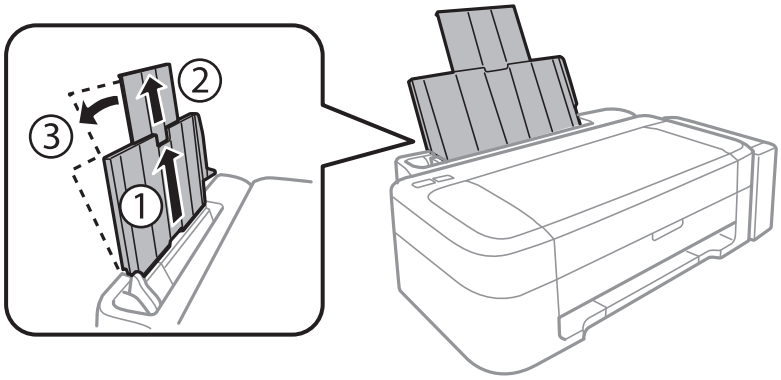
Media Name	Media Type
Epson Bright White Ink Jet Paper*	plain papers

Media Name	Media Type
Epson Premium Glossy Photo Paper*	Epson Premium Glossy
Epson Matte Paper-Heavyweight*	Epson Matte
Epson Photo Quality Ink Jet Paper*	Epson Matte
Plain paper*	plain papers
Envelope	Envelope

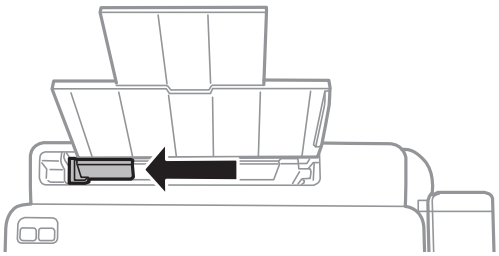
* These paper types are compatible with Exif Print and PRINT Image Matching when printed by the printer driver. For more information, see the documentation that came with the Exif Print or PRINT Image Matching compatible digital camera.

Loading Paper in the Rear Paper Feed

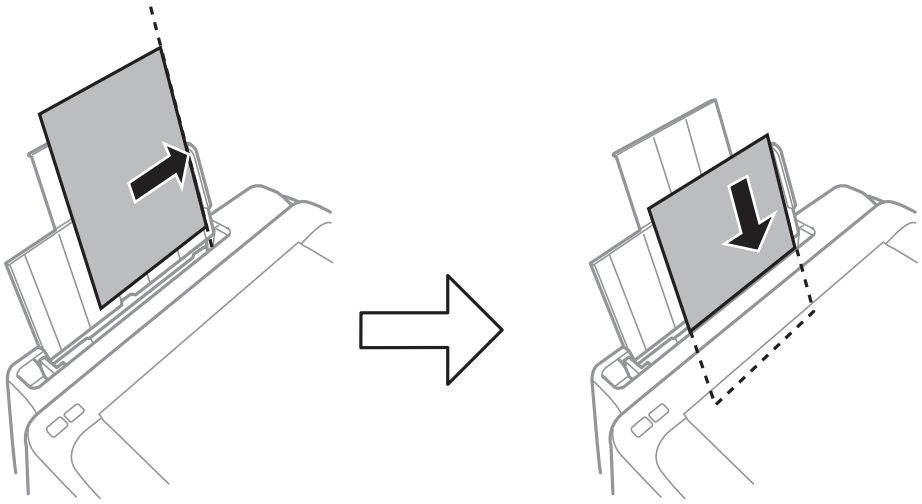
1. Extend the paper support, and then tilt it backwards.



2. Slide the edge guide to the left.



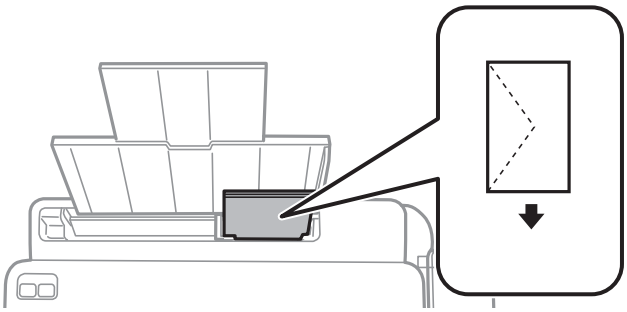
3. Load paper vertically along the right side of the rear paper feed with the printable side facing up.



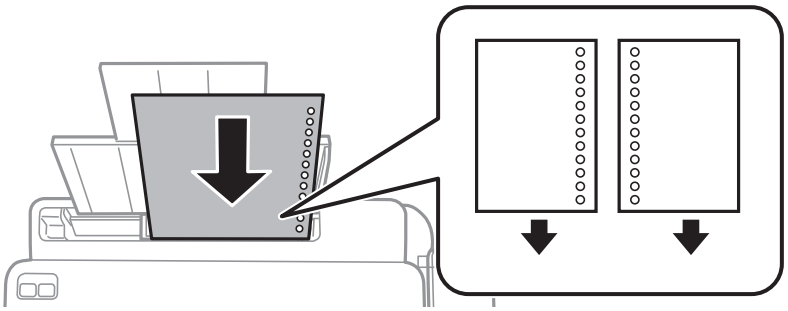
Important:

Do not load more than the maximum number of sheets specified for the paper. For plain paper, do not load above the line indicated by the triangle symbol on the edge guide.

o Envelopes



o Pre-punched paper

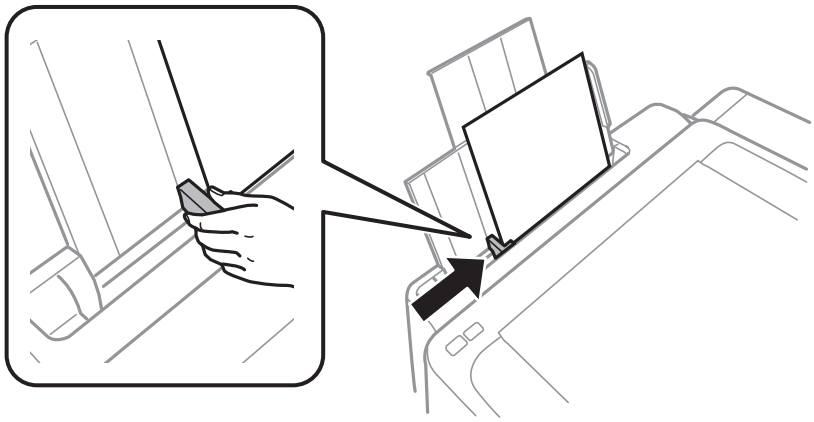


Note:

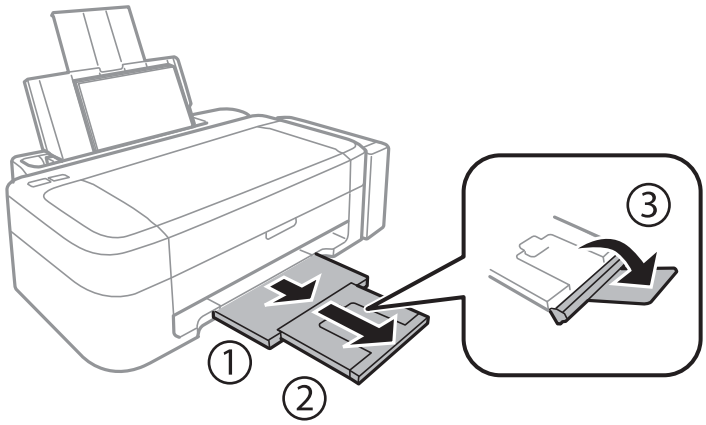
o *Load a single sheet of paper without binding holes at the top or the bottom.*

o *Adjust the print position of your file to avoid printing over the holes.*

4. Slide the edge guide to the edge of the paper.



5. Slide out the output tray.



Note:
Return the remaining paper to its package. If you leave it in the printer, the paper may curl or the print quality may decline.

Related Information

➡ "Paper Handling Precautions" on page 13

➡ "Available Paper and Capacities" on page 14

Printing

Printing from a Computer

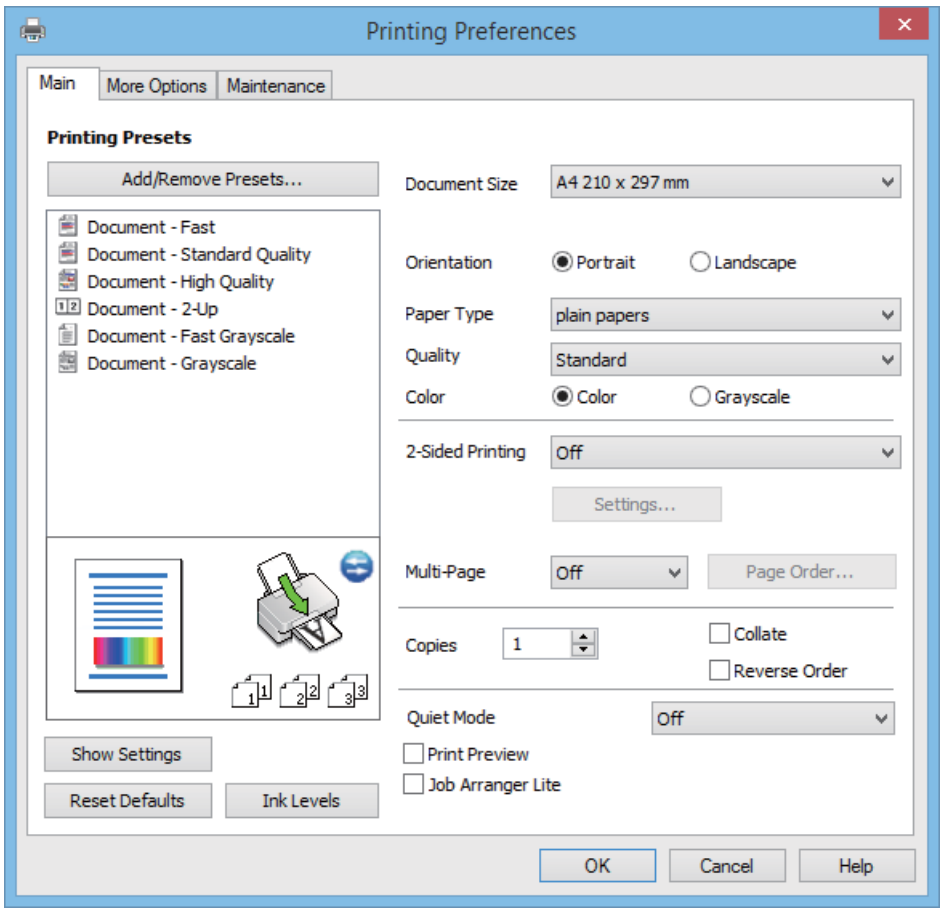
Printing Basics - Windows

Note:

o *See the online help for explanations of the setting items. Right-click an item, and then click* ***Help****.*

o *Operations differ depending on the application. See the application's help for details.*

1. Load paper in the printer.
2. Open the file you want to print.
3. Select **Print** or **Print Setup** from the **File** menu.
4. Select your printer.
5. Select **Preferences** or **Properties** to access the printer driver window.



6. Make the following settings.
   - Document Size: Select the paper size you loaded in the printer.
   - Orientation: Select the orientation you set in the application.
   - Paper Type: Select the type of paper you loaded.
   - Color: Select **Grayscale** when you want to print in black or shades of gray.

   Note:
   *When printing on envelopes, select **Landscape** as the **Orientation** setting.*

7. Click **OK** to close the printer driver window.

8. Click **Print**.

Related Information

➡ "Available Paper and Capacities" on page 14
➡ "Loading Paper in the Rear Paper Feed" on page 15
➡ "Guide to Windows Printer Driver" on page 47
➡ "List of Paper Types" on page 14

Printing Basics - Mac OS X

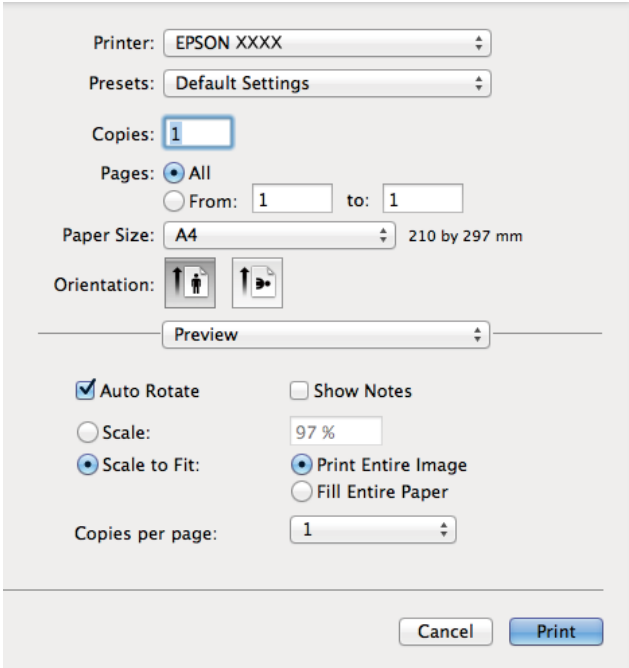
Note:
Operations differ depending on the application. See the application's help for details.

1. Load paper in the printer.

2. Open the file you want to print.

3. Select **Print** from the **File** menu or another command to access the print dialog.

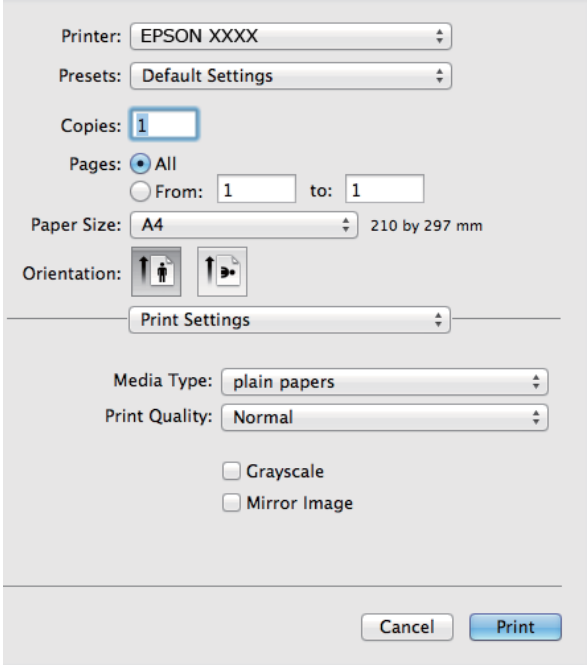
   If necessary, click **Show Details** or ▼ to expand the print window.



4. Make the following settings.
   - Printer: Select your printer.
   - Preset: Select when you want to use the registered settings.
   - Paper Size: Select the paper size you loaded in the printer.
   - Orientation: Select the orientation you set in the application.

   Note:
   When printing on envelopes, select landscape orientation

5. Select **Print Settings** from the pop-up menu.



Note:
On Mac OS X v10.8.x or later, if the ***Print Settings*** *menu is not displayed, the Epson printer driver has not been installed correctly.*

Select ***System Preferences*** *from the*  *menu >* ***Printers & Scanners*** *(or* ***Print & Scan****,* ***Print & Fax****), remove the printer, and then add the printer again. See the following to add a printer.*

http://epson.sn

6. Make the following settings.
   - Media Type: Select the type of paper you loaded.
   - Grayscale: Select to print in black or shades of gray.

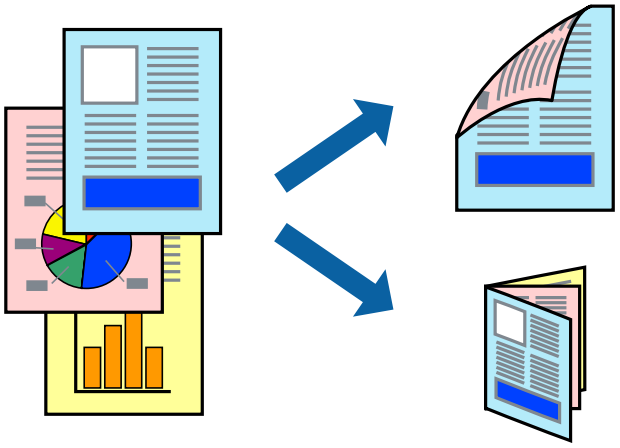
7. Click **Print**.

Related Information

➡ "Available Paper and Capacities" on page 14
➡ "Loading Paper in the Rear Paper Feed" on page 15
➡ "Guide to Mac OS X Printer Driver" on page 50
➡ "List of Paper Types" on page 14

Printing on 2-Sides (for Windows only)

The printer driver prints automatically separating even pages and odd pages. When the printer has finished printing the odd pages, flip the paper over following the instructions to print the even pages. You can also print a booklet that can be created by folding the printout.



Note:

- *If you do not use paper that is suitable for 2-sided printing, the print quality may decline and paper jams may occur.*
- *Depending on the paper and the data, ink may bleed through to the other side of the paper.*
- *If **EPSON Status Monitor 3** is disabled, access the printer driver, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.*
- *2-sided printing may not be available when the printer is accessed over a network or is used as a shared printer.*

1. Load paper in the printer.
2. Open the file you want to print.
3. Access the printer driver window.
4. Select **Manual (Long-edge binding)** or **Manual (Short-edge binding)** from **2-Sided Printing** on the **Main** tab.
5. Click **Settings**, make the appropriate settings, and then click **OK**.

   Note:
   *To print as a booklet, select **Booklet**.*
6. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
7. Click **Print**.

   When the first side has finished printing, a pop-up window is displayed on the computer. Follow the on-screen instructions.

Related Information

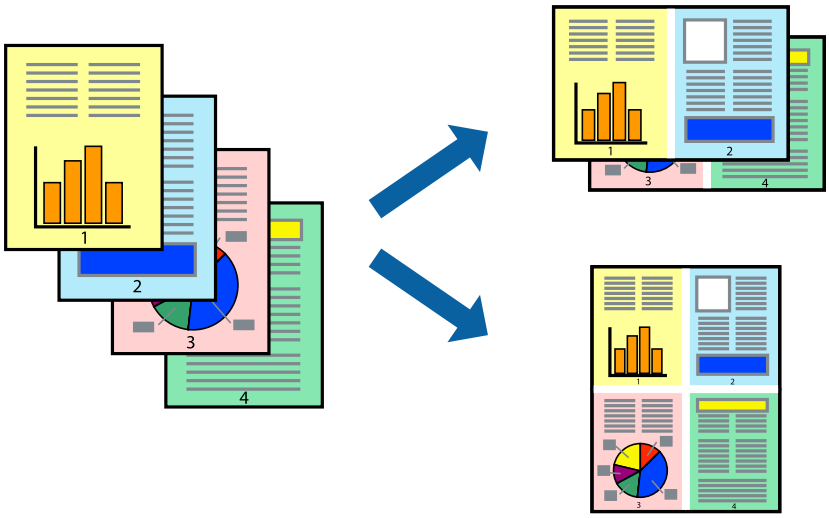
➡ “Available Paper and Capacities” on page 14

➡ “Loading Paper in the Rear Paper Feed” on page 15

➡ “Printing Basics - Windows” on page 18

Printing Several Pages on One Sheet

You can print two or four pages of data on a single sheet of paper.



Printing Several Pages on One Sheet - Windows

1. Load paper in the printer.
2. Open the file you want to print.
3. Access the printer driver window.
4. Select **2-Up** or **4-Up** as the **Multi-Page** setting on the **Main** tab.
5. Click **Page Order**, make the appropriate settings, and then click **OK** to close the window.
6. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
7. Click **Print**.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 15
➡ "Printing Basics - Windows" on page 18

Printing Several Pages on One Sheet - Mac OS X

1. Load paper in the printer.
2. Open the file you want to print.
3. Access the print dialog.
4. Select **Layout** from the pop-up menu.

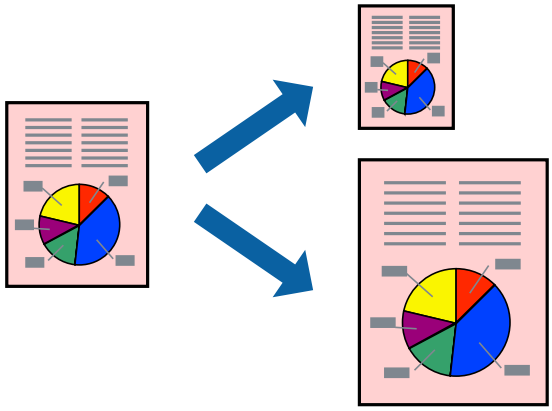
5. Set the number of pages in **Pages per Sheet**, the **Layout Direction** (page order), and **Border**.
6. Set the other items as necessary.
7. Click **Print**.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 15
➡ "Printing Basics - Mac OS X" on page 19

Printing to Fit the Paper Size

You can print to fit the paper size you loaded in the printer.



Printing to Fit the Paper Size - Windows

1. Load paper in the printer.
2. Open the file you want to print.
3. Access the printer driver window.
4. Make the following settings on the **More Options** tab.
   - Document Size: Select the paper size you set in the application.
   - Output Paper: Select the paper size you loaded in the printer.

     Fit to Page is selected automatically.

   Note:
   *If you want to print a reduced image at the center of the page, select **Center**.*
5. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
6. Click **Print**.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 15

➡ “Printing Basics - Windows” on page 18

Printing to Fit the Paper Size - Mac OS X

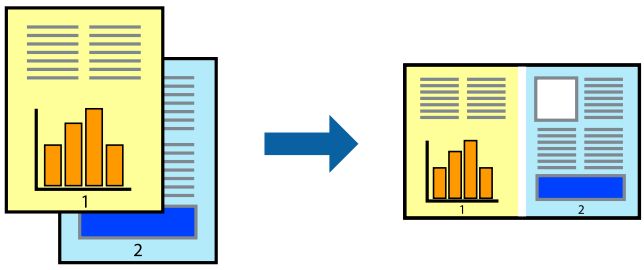
1. Load paper in the printer.
2. Open the file you want to print.
3. Access the print dialog.
4. Select the size of the paper you set in the application as the **Paper Size** setting.
5. Select **Paper Handling** from the pop-up menu.
6. Select **Scale to fit paper size**.
7. Select the paper size you loaded in the printer as the **Destination Paper Size** setting.
8. Set the other items as necessary.
9. Click **Print**.

Related Information

➡ “Loading Paper in the Rear Paper Feed” on page 15
➡ “Printing Basics - Mac OS X” on page 19

Printing Multiple Files Together (for Windows Only)

Job Arranger Lite allows you to combine several files created by different applications and print them as a single print job. You can specify the print settings for combined files, such as layout, print order, and orientation.



Note:
*To open a **Print Project** saved in **Job Arranger Lite**, click **Job Arranger Lite** on the printer driver's **Maintenance** tab. Next, select **Open** from the **File** menu to select the file. The extension of the saved files is "ecl".*

1. Load paper in the printer.
2. Open the file you want to print.
3. Access the printer driver window.
4. Select **Job Arranger Lite** on the **Main** tab.

5. Click **OK** to close the printer driver window.
6. Click **Print**.

   The **Job Arranger Lite** window is displayed and the print job is added to the **Print Project**.
7. With the **Job Arranger Lite** window opened, open the file that you want to combine with the current file, and then repeat steps 3 to 6.

   Note:
   *If you close the **Job Arranger Lite** window, the unsaved **Print Project** is deleted. To print later, select **Save** from the **File** menu.*
8. Select the **Layout** and **Edit** menus in **Job Arranger Lite** to edit the **Print Project** as necessary.
9. Select **Print** from the **File** menu.

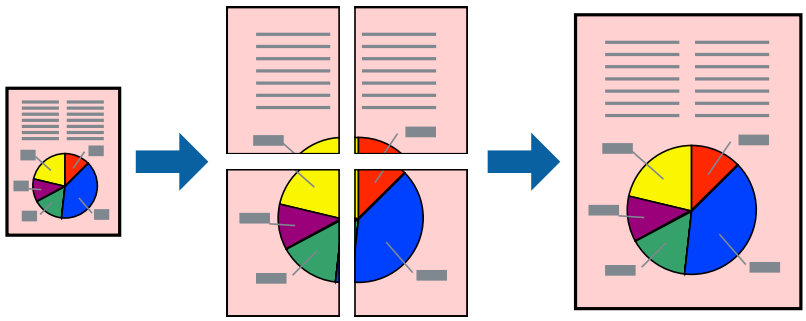
Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 15

➡ "Printing Basics - Windows" on page 18

Enlarged Printing and Making Posters (for Windows Only)

You can print one image on multiple sheets of paper to create a larger poster. You can print alignment marks that help you stick the sheets together.



1. Load paper in the printer.
2. Open the file you want to print.
3. Access the printer driver window.
4. Select **2x1 Poster**, **2x2 Poster**, **3x3 Poster**, or **4x4 Poster** from **Multi-Page** on the **Main** tab.
5. Click **Settings**, make the appropriate settings, and then click **OK**.
6. Set the other items on the **Main** and **More Options** tabs as necessary, and then click **OK**.
7. Click **Print**.

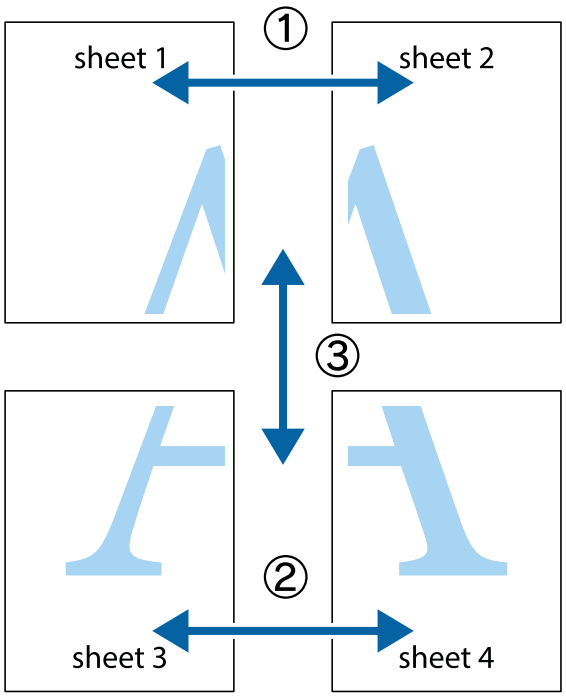
Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 15

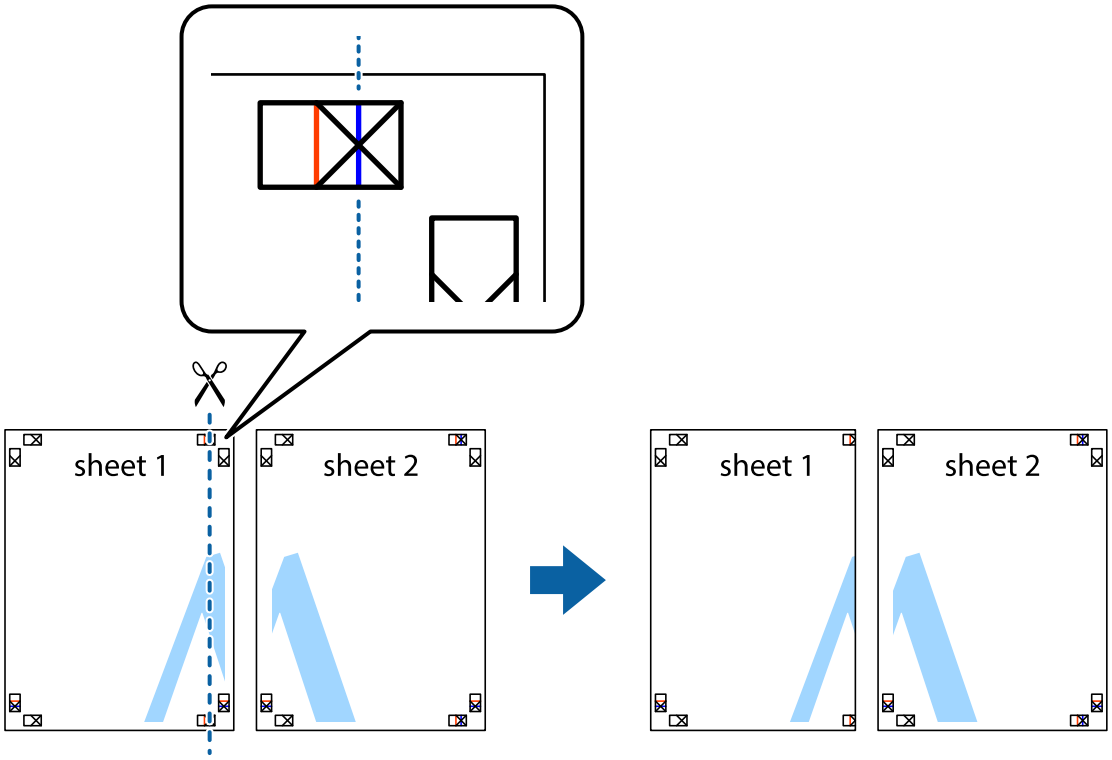
➡ “Printing Basics - Windows” on page 18

Making Posters Using Overlapping Alignment Marks

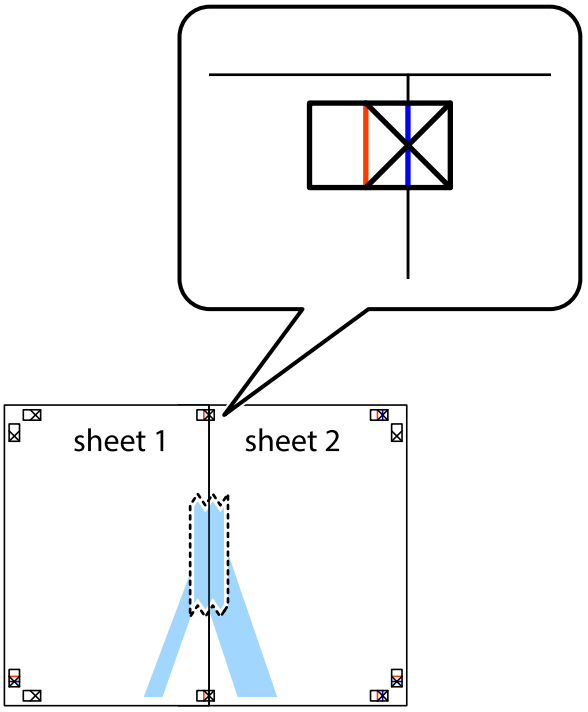
Here is an example of how to make a poster when **2x2 Poster** is selected, and **Overlapping Alignment Marks** is selected in **Print Cutting Guides**.



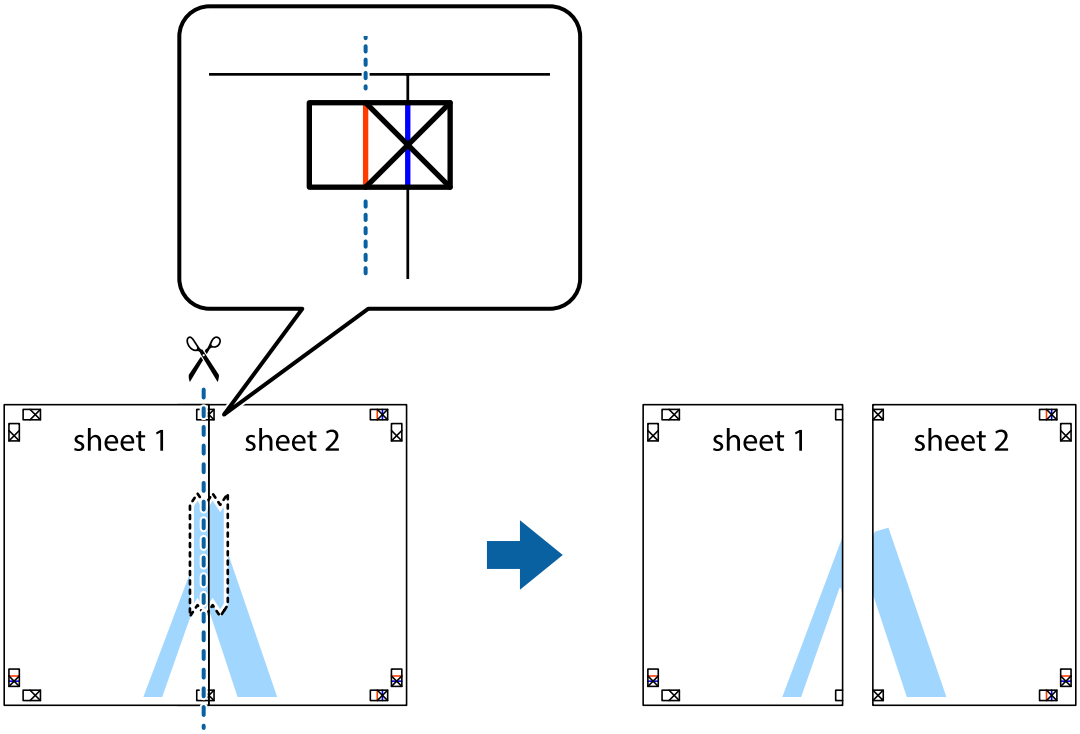
1. Prepare Sheet 1 and Sheet 2. Cut off the margins of Sheet 1 along the vertical blue line through the center of the top and bottom cross marks.



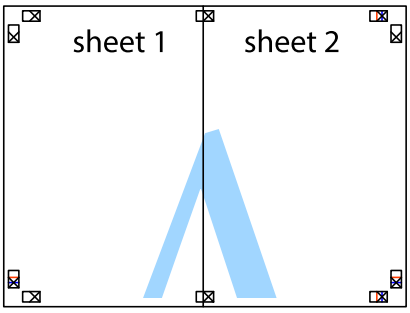
2. Place the edge of Sheet 1 on top of Sheet 2 and align the cross marks, then temporarily tape the two sheets together from the back.



3. Cut the taped sheets in two along the vertical red line through the alignment markers (this time, the line to the left of the cross marks).

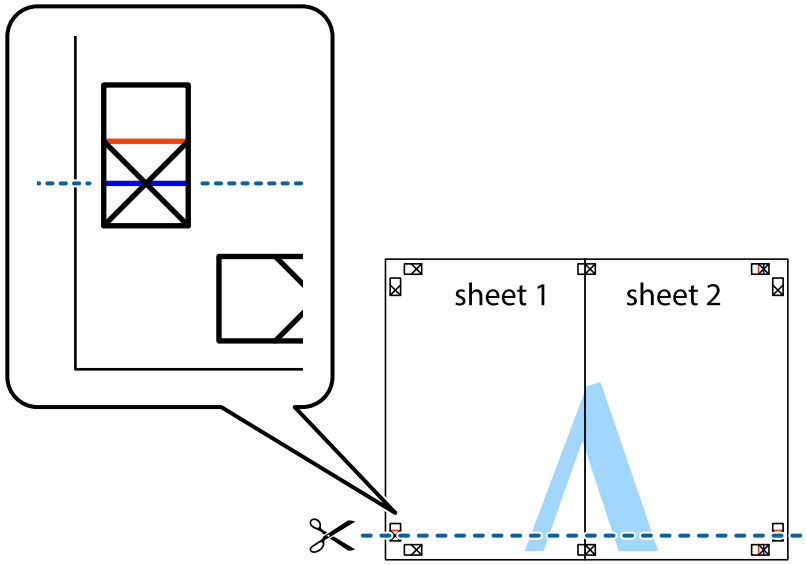


4. Tape the sheets together from the back.

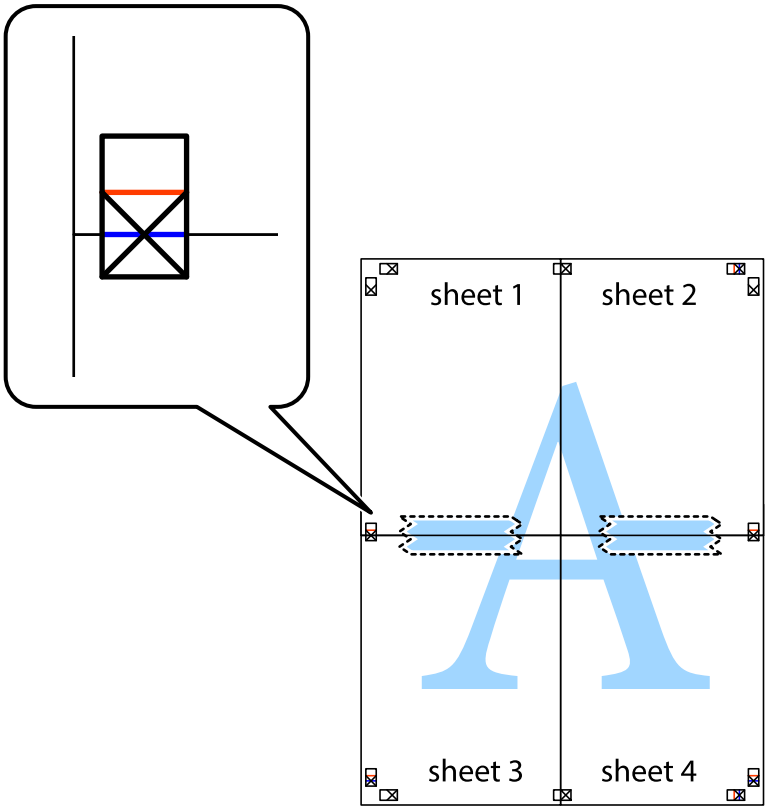


5. Repeat steps 1 to 4 to tape Sheet 3 and Sheet 4 together.

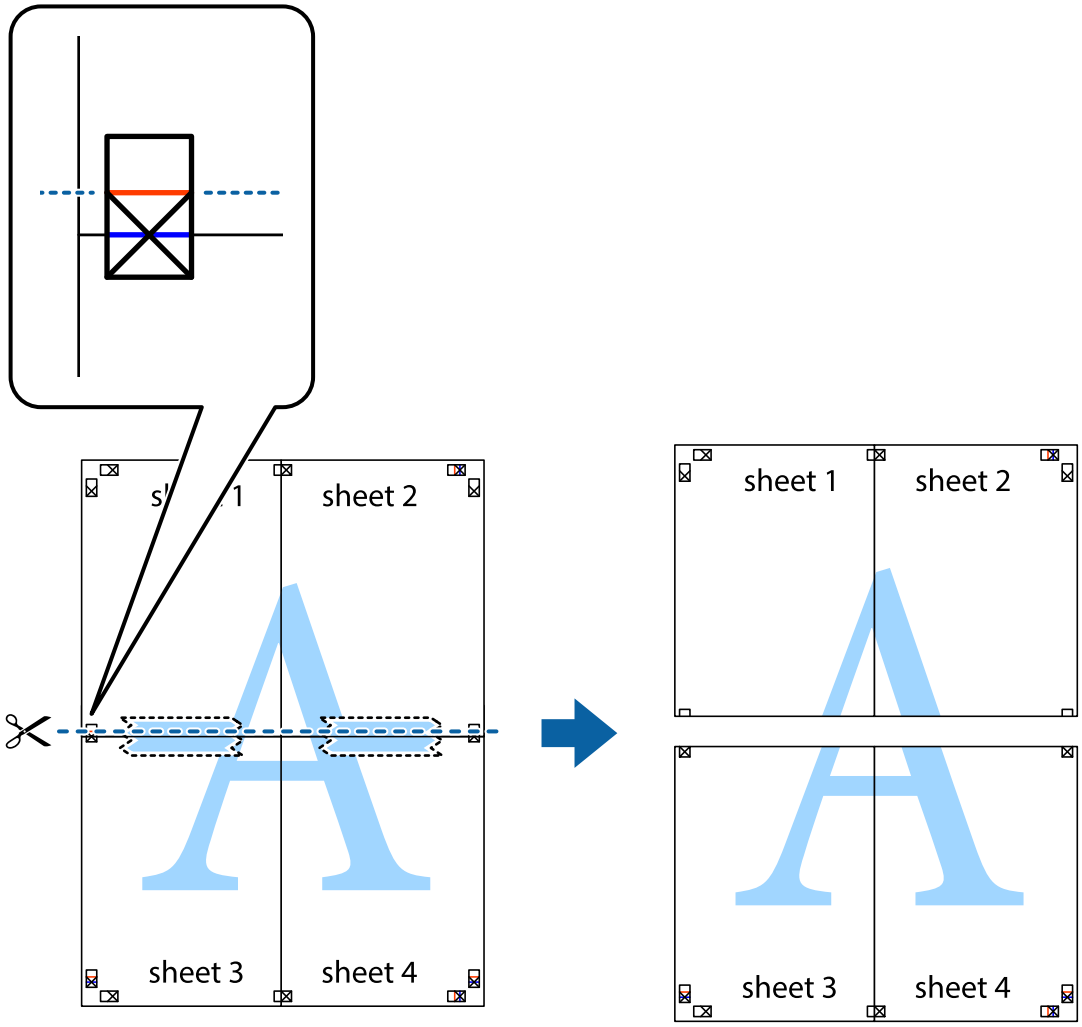
6. Cut off the margins of Sheet 1 and Sheet 2 along the horizontal blue line through the center of the left and right side cross marks.



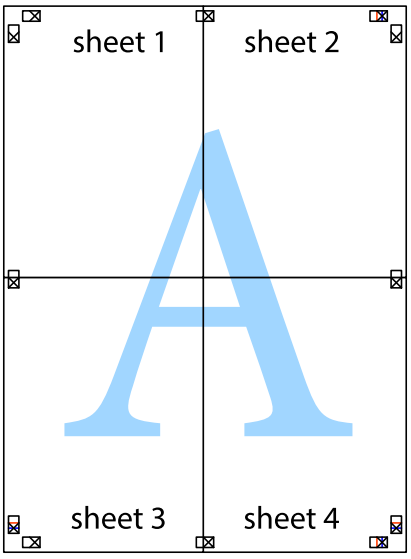
7. Place the edge of Sheet 1 and Sheet 2 on top of Sheet 3 and Sheet 4 and align the cross marks, and then temporarily tape them together from the back.



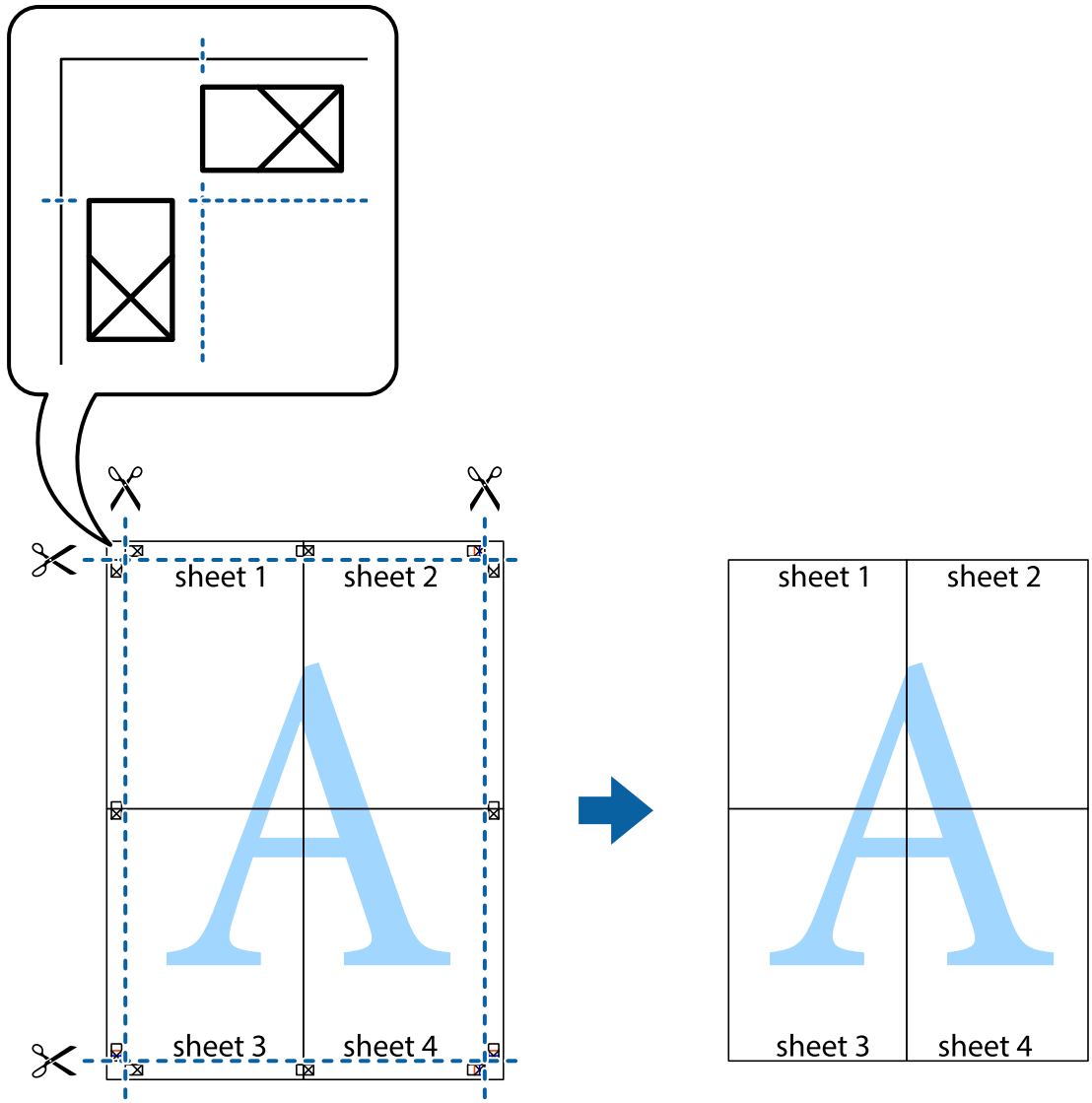
8. Cut the taped sheets in two along the horizontal red line through the alignment markers (this time, the line above the cross marks).



9. Tape the sheets together from the back.



10. Cut off the remaining margins along the outer guide.



Printing Using Advanced Features

This section introduces a variety of additional layout and printing features available on the printer driver.

Related Information

➡ “Windows Printer Driver” on page 46

➡ “Mac OS X Printer Driver” on page 50

Adding a Printing Preset to Print Easily

If you create your own preset of frequently used print settings on the printer driver, you can print easily by selecting the preset from the list.

Windows

To add your own preset, set items such as the **Document Size** and **Paper Type** on the **Main** or **More Options** tab, and then click **Add/Remove Presets** in **Printing Presets**.

Note:
*To delete an added preset, click **Add/Remove Presets**, select the preset name you want to delete from the list, and then delete it.*

Mac OS X

Access the print dialog. To add your own preset, set items such as the **Paper Size** and **Media Type**, and then save the current settings as the preset in the **Presets** setting.

Note:
*To delete an added preset, click **presets** > **Show Presets**, select the preset name you want to delete from the list, and then delete it.*

Printing a Reduced or Enlarged Document

You can reduce or enlarge the size of a document by a specific percentage.

Windows

Set the **Document Size** on the **More Options** tab. Select **Reduce/Enlarge Document**, **Zoom to**, and then enter a percentage.

Mac OS X

Select **Page Setup** from the **File** menu. Select the settings for **Format For** and **Paper Size**, and then enter a percentage in **Scale**. Close the window, and then print following the basic printing instructions.

Adjusting the Print Color

You can adjust the colors used in the print job.

PhotoEnhance produces sharper images and more vivid colors by automatically adjusting the contrast, saturation, and brightness of the original image data.

Note:
- *These adjustments are not applied to the original data.*
- ***PhotoEnhance** adjusts the color by analyzing the location of the subject. Therefore, if you have changed the location of the subject by reducing, enlarging, cropping, or rotating the image, the color may change unexpectedly. If the image is out of focus, the tone may be unnatural. If the color is changed or becomes unnatural, print in a mode other than **PhotoEnhance**.*

Windows

Select the method of color correction from **Color Correction** on the **More Options** tab.

If you select **Automatic**, the colors are automatically adjusted to match the paper type and print quality settings. If you select **Custom** and click **Advanced**, you can make your own settings.

Mac OS X

Access the print dialog. Select **Color Matching** from the pop-up menu, and then select **EPSON Color Controls**. Select **Color Options** from the pop-up menu, and then select one of the available options. Click the arrow next to **Advanced Settings** and make the appropriate settings.

Printing a Watermark (for Windows Only)

You can print a watermark such as "Confidential" on your printouts. You can also add your own watermark.

Click **Watermark Features** on the **More Options** tab, and then select a watermark. Click **Settings** to change details such as the color and position of the watermark.

Printing a Header and Footer (for Windows Only)

You can print information such as a user name and printing date as headers or footers.

Click **Watermark Features** in the **More Options** tab, and then select **Header/Footer**. Click **Settings** and select necessary items from the drop-down list.

Printing Photos Using Epson Easy Photo Print

Epson Easy Photo Print lets you lay out and print photos easily on various types of paper.

Note:
By printing on genuine Epson photo paper, the ink quality is maximized and the printouts are vivid and clear.

Related Information

➡ “Available Paper and Capacities” on page 14

➡ “Loading Paper in the Rear Paper Feed” on page 15

➡ “Epson Easy Photo Print” on page 52

Canceling Printing

Note:
- *In Windows, you cannot cancel a print job from the computer once it has been completely sent to the printer. In this case, cancel the print job by using the printer's control panel.*
- *When printing several pages from Mac OS X, you cannot cancel all of the jobs by using the control panel. In this case, cancel the print job from the computer.*

Canceling Printing - Printer Button

Press the ⊘ button to cancel the print job in progress.

Canceling Printing - Windows

1. Access the printer driver window.
2. Select the **Maintenance** tab.
3. Click **Print Queue**.
4. Right-click on the job you want to cancel and then select **Cancel**.

Related Information

➡ "Windows Printer Driver" on page 46

Canceling Printing - Mac OS X

1. Click the printer icon in the **Dock**.
2. Select the job you want to cancel.
3. Cancel the job.
   - Mac OS X v10.8.x to Mac OS X v10.9.x

     Click  next to the progress meter.
   - Mac OS X v10.6.8 to v10.7.x

     Click **Delete**.

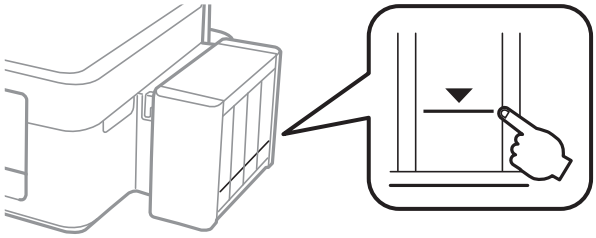
Refilling Ink

Checking the Ink Levels - Tank

To confirm the actual ink remaining, visually check the ink levels in all of the printer's tanks.

Important:

If any of the ink tanks are not filled up to the lower line, fill them to the upper line on the ink tank. Continued use of the printer when the ink level is below the lower line on the tanks could damage the printer.



Ink Bottle Codes

Epson recommends the use of genuine Epson ink bottles. Epson cannot guarantee the quality or reliability of non-genuine ink. The use of non-genuine ink may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior.

Other products not manufactured by Epson may cause damage that is not covered by Epson's warranties, and under certain circumstances, may cause erratic printer behavior.

The following are the codes for genuine Epson ink bottles.

BK (Black)	C (Cyan)	M (Magenta)	Y (Yellow)
664	664	664	664

Important:

Use of genuine Epson ink other than specified could cause damage that is not covered by Epson's warranties.

Note:
For European users, visit the following website for information on Epson's ink bottle yields.

http://www.epson.eu/pageyield

Ink Bottle Handling Precautions

Read the following instructions before refilling ink.

Handling precautions

- Use ink bottles with the correct part code for this printer.
- This printer requires careful handling of ink. Ink may splatter when the ink tanks are filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off.
- Store ink bottles at normal room temperature and keep them away from direct sunlight.
- Epson recommends using the ink bottle before the date printed on the package.
- Store the ink bottles in the same environment as the printer.
- When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink may leak even if the cap on the ink bottle is tightened securely. Be sure to keep the ink bottle upright when tightening the cap, and take measures to prevent ink from leaking when you transport the bottle.
- After bringing an ink bottle inside from a cold storage site, allow it to warm up at room temperature for at least three hours before using it.
- Do not open the ink bottle package until you are ready to fill the ink tank. The ink bottle is vacuum packed to maintain its reliability. If you leave an ink bottle unpacked for a long time before using it, normal printing may not be possible.
- If any of the ink tanks are not filled up to the lower line, refill the ink soon. Continued use of the printer when the ink level is below the lower line on the tanks could damage the printer.
- Although the ink bottles may contain recycled materials, this does not affect printer function or performance.
- Specifications and appearance of the ink bottle are subject to change without prior notice for improvement.
- Quoted yields may vary depending on the images that you are printing, the paper type that you are using, the frequency of your prints and environmental conditions such as temperature.

Ink consumption

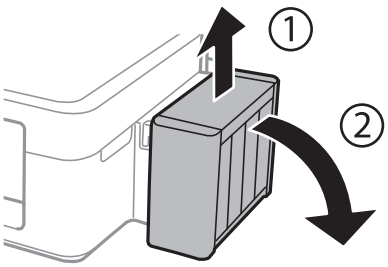
- To maintain optimum print head performance, some ink is consumed from all ink tanks not only during printing but also during maintenance operation such as print head cleaning.
- When printing in monochrome or grayscale, color inks instead of black ink may be used depending on the paper type or print quality settings. This is because a mixture of color inks is used to create black.
- The ink in the ink bottles supplied with your printer is partly used during initial setup. In order to produce high quality printouts, the print head in your printer will be fully charged with ink. This one-off process consumes a quantity of ink and therefore these bottles may print fewer pages compared to subsequent ink bottles.

Refilling the Ink Tanks

Ink can be refilled at any time.

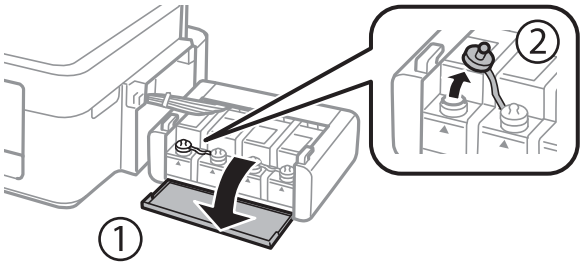
Refilling Ink

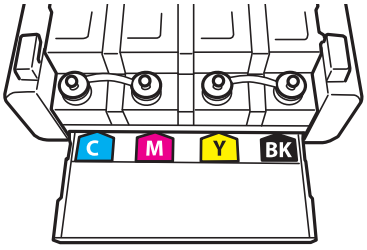
1. Unhook the ink tank unit from the printer and lay it down.



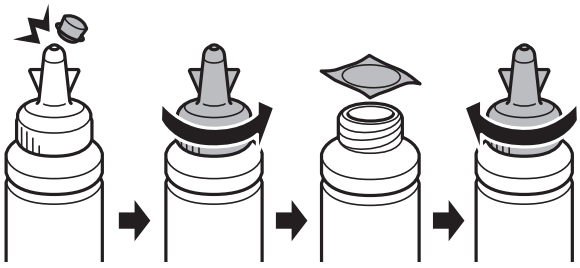
> ***Important:***
> *Do not pull the tubes.*

2. Open the ink tank unit cover, and then remove the cap of the ink tank.



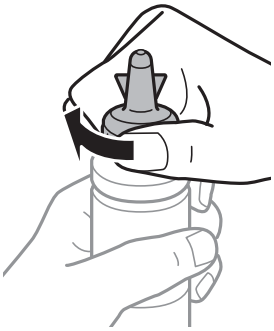
> ***Important:***
> - *Be careful not to spill any ink.*
> - *Make sure that the color of the ink tank matches the ink color that you want to refill.*
>
> 
>

3. Snap off the top of the cap, remove the cap of the ink bottle, remove the seal from the bottle, and then install the cap.



Important:

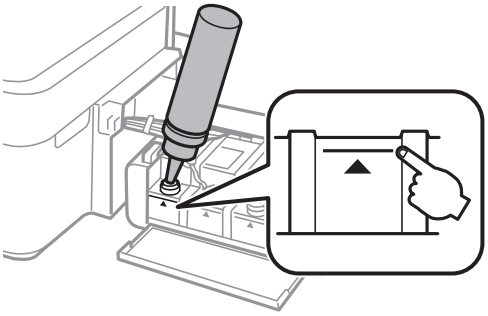
Close the ink bottle cap tightly; otherwise ink may leak.



Note:

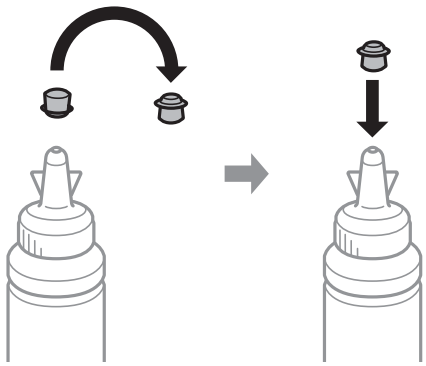
Do not dispose of the top of the cap. If any ink remains in the ink bottle after refilling the tank, use the top of the cap to seal the ink bottle cap.

4. Refill the ink tank with the correct colored ink up to the upper line on the ink tank.

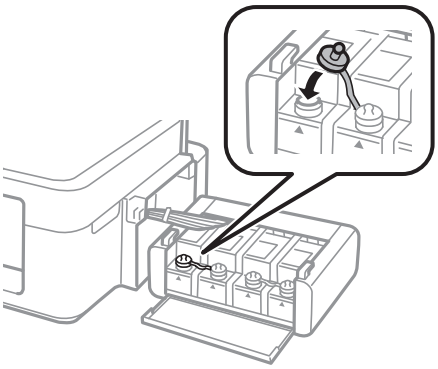


Note:

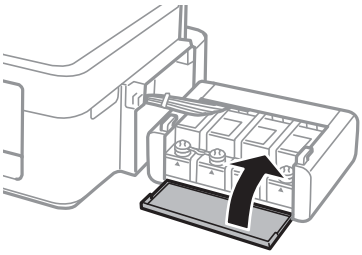
If any ink remains in the ink bottle after filling the ink tank up to the upper line, install the cap securely and store the ink bottle upright for later use.



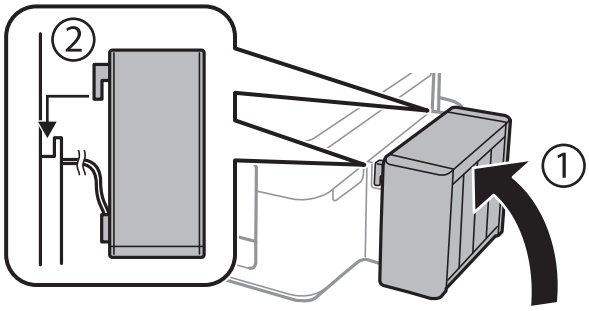
5. Close the cap onto the ink tank securely.



6. Close the ink tank unit cover.



7. Hook the ink tank unit onto the printer.



Related Information

➡ "Ink Bottle Codes" on page 36

➡ "Ink Bottle Handling Precautions" on page 36

Improving Print Quality

Checking and Cleaning the Print Head

If the nozzles are clogged, the printouts become faint, there is visible banding, or unexpected colors appear. When print quality has declined, use the nozzle check feature and check if the nozzles are clogged. If the nozzles are clogged, clean the print head.

> ***Important:***
> *Do not open the printer cover or turn off the printer during head cleaning. If the head cleaning is incomplete, you may not be able to print.*

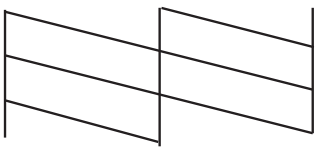
Note:

- *Because print head cleaning uses some ink, clean the print head only if quality declines.*
- *When ink is low, you may not be able to clean the print head. Prepare a new ink bottle.*
- *If print quality has not improved after repeating nozzle check and head cleaning three times, wait for at least 12 hours without printing, and then run the nozzle check again and repeat the head cleaning if necessary. We recommend to turn off the printer. If print quality has still not improved, contact Epson support.*
- *To prevent the print head from drying out, do not unplug the printer while the power is on.*
- *To keep the print head operating at its best, we recommend printing a few pages on a regular basis.*

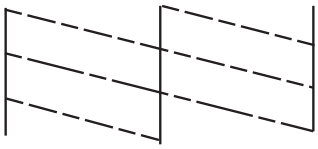
Checking and Cleaning the Print Head - Printer Buttons

1. Load A4-size plain paper in the printer.
2. Press the ⏻ button to turn off the printer.
3. Turn the printer on while holding the ▽ button down, and then release the buttons when the power light flashes.

   The nozzle check pattern is printed.
4. Compare the printed check pattern with the sample shown below.
   - All lines are printed: The print head nozzles are not clogged. You do not need to clean the print head.



o There are broken lines or missing segments: The print head nozzles may be clogged. Go to the next step.



Note:
The test pattern may vary by model.

5. Hold the ⧂ button down for three seconds until the power light starts flashing.

   Print head cleaning starts.

6. When the power light stops flashing, print a nozzle check pattern again. Repeat cleaning and printing the pattern until all lines are printed completely.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 15

Checking and Cleaning the Print Head - Windows

1. Load A4-size plain paper in the printer.
2. Access the printer driver window.
3. Click **Nozzle Check** on the **Maintenance** tab.
4. Follow the on-screen instructions.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 15
➡ "Windows Printer Driver" on page 46

Checking and Cleaning the Print Head - Mac OS X

1. Load A4-size plain paper in the printer.
2. Select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.
3. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.
4. Click **Nozzle Check**.
5. Follow the on-screen instructions.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 15

Replacing Ink inside the Ink Tubes

If you have not used the printer for a long time and notice banding or missing colors in the printouts, you may need to replace the ink inside the ink tubes to solve the problem. The **Power Ink Flushing** utility allows you to replace all of the ink inside the ink tubes.

> ***Important:***
>
> *This feature consumes a lot of ink. Before using this feature, make sure there is enough ink in the printer's ink tanks. If there is not enough ink, refill the ink tanks.*

> ***Caution:***
>
> - *This feature effects the service life of the ink pad. Ink pad reaches its capacity earlier by running this feature. Contact Epson or an authorised Epson service provider to request replacement before the end of its service life. It is not a user-serviceable part.*
> - *After using the Power Ink Flushing utility, turn the printer off and wait for at least 12 hours. Using this feature improves the print quality after 12 hours, however it cannot be used again within 12 hours of the last use. If you still cannot solve the problem after trying all of the methods above, contact Epson support.*

Replacing Ink inside the Ink Tubes - Windows

1. Access the printer driver window.
2. Click **Power Ink Flushing** on the **Maintenance** tab.
3. Follow the on-screen instructions.

Related Information

➡ "Windows Printer Driver" on page 46

Replacing Ink inside the Ink Tubes - Mac OS X

1. Select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.
2. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.
3. Click **Power Ink Flushing**.
4. Follow the on-screen instructions.

Aligning the Print Head

If you notice a misalignment of vertical lines or blurred images, align the print head.

Aligning the Print Head - Windows

1. Load A4-size plain paper in the printer.
2. Access the printer driver window.
3. Click **Print Head Alignment** on the **Maintenance** tab.
4. Follow the on-screen instructions.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 15
➡ "Windows Printer Driver" on page 46

Aligning the Print Head - Mac OS X

1. Load A4-size plain paper in the printer.
2. Select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.
3. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.
4. Click **Print Head Alignment**.
5. Follow the on-screen instructions.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 15

Cleaning the Paper Path

When the printouts are smeared or scuffed, clean the roller inside.

> ***Important:***
> *Do not use tissue paper to clean the inside of the printer. The print head nozzles may be clogged with lint.*

Cleaning the Paper Path - Windows

1. Load A4-size plain paper in the printer.
2. Access the printer driver window.
3. Click **Paper Guide Cleaning** on the **Maintenance** tab.
4. Follow the on-screen instructions.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 15
➡ "Windows Printer Driver" on page 46

Cleaning the Paper Path - Mac OS X

1. Load A4-size plain paper in the printer.
2. Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.
3. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.
4. Click **Paper Guide Cleaning**.
5. Follow the on-screen instructions.

Related Information

➡ "Loading Paper in the Rear Paper Feed" on page 15

Application Information

Necessary Applications

Windows Printer Driver

The printer driver is an application that controls the printer according to the print commands from other applications. Making settings on the printer driver provides the best printing results. You can also check the status of the printer or keep it in top operating condition using the printer driver utility.

Note:
*You can change the language of the printer driver. Select the language you want to use from the **Language** setting on the **Maintenance** tab.*

Accessing the printer driver from applications

To make settings that apply only to the application you are using, access from that application.

Select **Print** or **Print Setup** from the **File** menu. Select your printer, and then click **Preferences** or **Properties**.

Note:
Operations differ depending on the application. See the application's help for details.

Accessing the printer driver from the control panel

To make settings that apply to all of the applications, access from the control panel.

- Windows 8.1/Windows 8

  Select **Desktop** > **Settings** > **Control Panel** > **View devices and printers** in **Hardware and Sound**. Right-click on your printer, or press and hold it and then select **Printing preferences**.

- Windows 7

  Click the start button, and select **Control Panel** > **View devices and printers** in **Hardware and Sound**. Right-click on your printer and select **Printing preferences**.

- Windows Vista

  Click the start button, and select **Control Panel** > **Printers** in **Hardware and Sound**. Right-click on your printer and select **Printing preferences**.

- Windows XP

  Click the start button, and select **Control Panel** > **Printers and Other Hardware** > **Printers and Faxes**. Right-click on your printer and select **Printing preferences**.

Accessing the printer driver from the printer icon on the task bar

The printer icon on the desktop task bar is a shortcut icon allowing you to quickly access the printer driver.

If you click the printer icon and select **Printer Settings**, you can access the same printer settings window as the one displayed from the control panel. If you double-click this icon, you can check the status of the printer.

Note:
*If the printer icon is not displayed on the task bar, access the printer driver window, click **Monitoring Preferences** on the **Maintenance** tab, and then select **Register the shortcut icon to the taskbar**.*

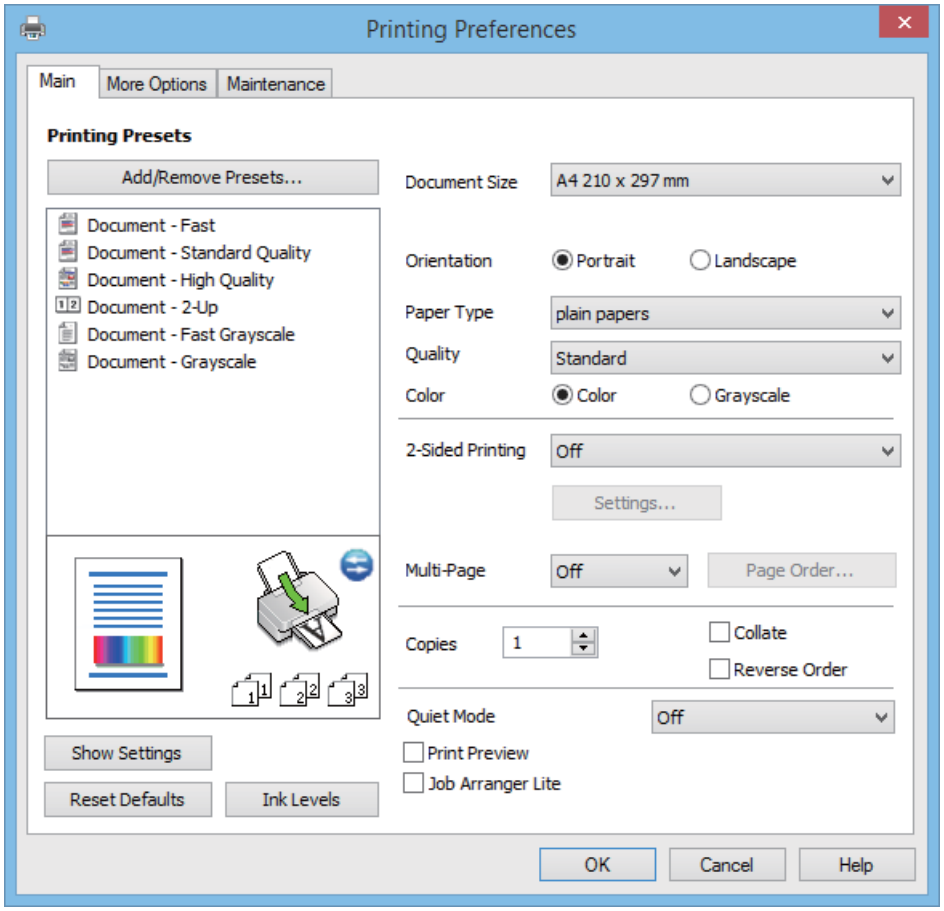
Guide to Windows Printer Driver

Help is available in the printer driver for Windows. To view explanations of the setting items, right-click on each item, and then click **Help**.

Main Tab

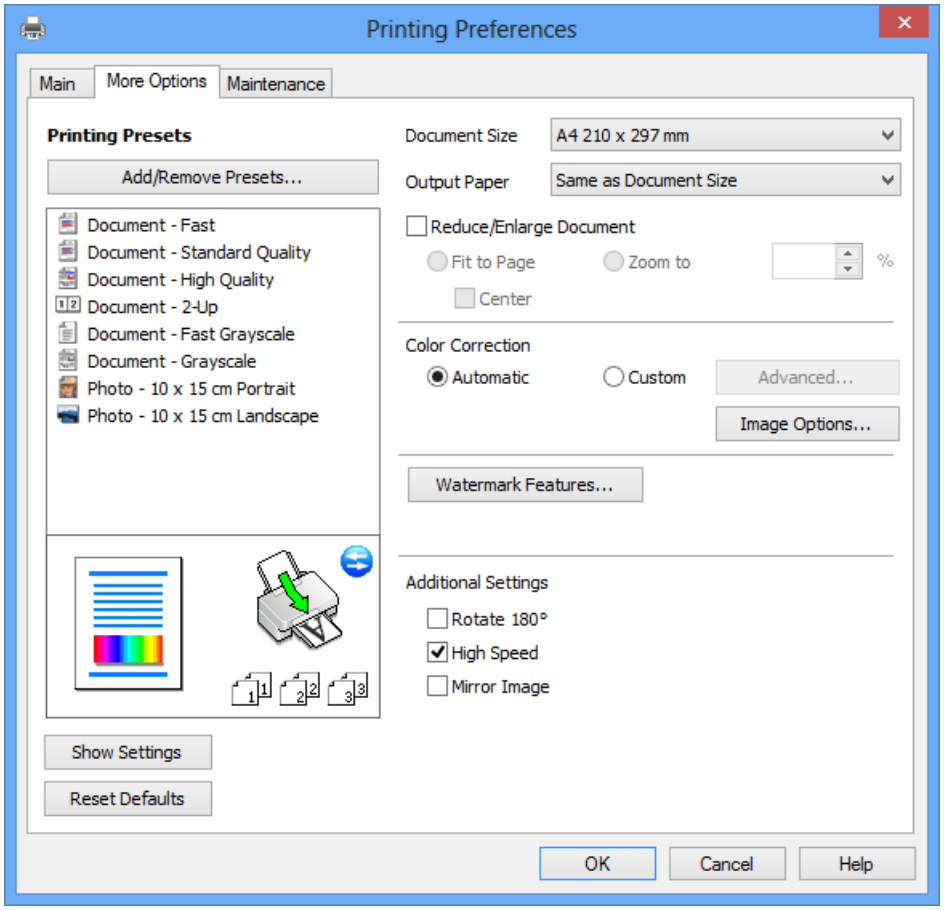
You can make basic settings for printing, such as paper type or paper size.

You can also make settings for printing both sides of the paper or printing multiple pages on one sheet.



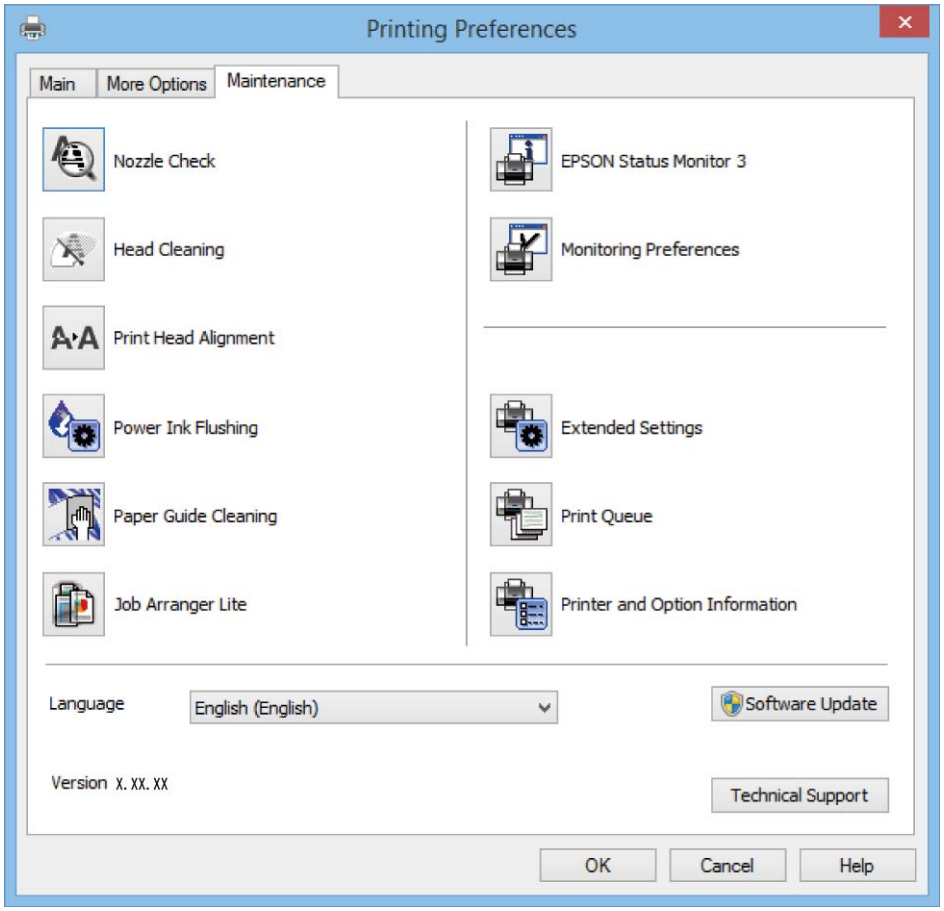
More Options Tab

You can select additional layout and printing options such as changing the size of a printout or making color corrections.



Maintenance Tab

You can run maintenance features such as nozzle check and print head cleaning, and by starting **EPSON Status Monitor 3**, you can check printer status and error information.



Making Operation Settings for the Windows Printer Driver

You can make settings such as enabling **EPSON Status Monitor 3**.

1. Access the printer driver window.
2. Click **Extended Settings** on the **Maintenance** tab.
3. Make the appropriate settings, and then click **OK**.

   See the online help for explanations of the setting items.

Related Information

➡ "Windows Printer Driver" on page 46

Mac OS X Printer Driver

The printer driver is an application that controls the printer according to the print commands from other applications. Making settings on the printer driver provides the best printing results. You can also check the status of the printer or keep it in top operating condition using the printer driver utility.

Accessing the printer driver from applications

Select **Print** from the **File** menu. If necessary, click **Show Details** (or ▼) to expand the print window.

Note:
Operations differ depending on the application. See the application's help for details.

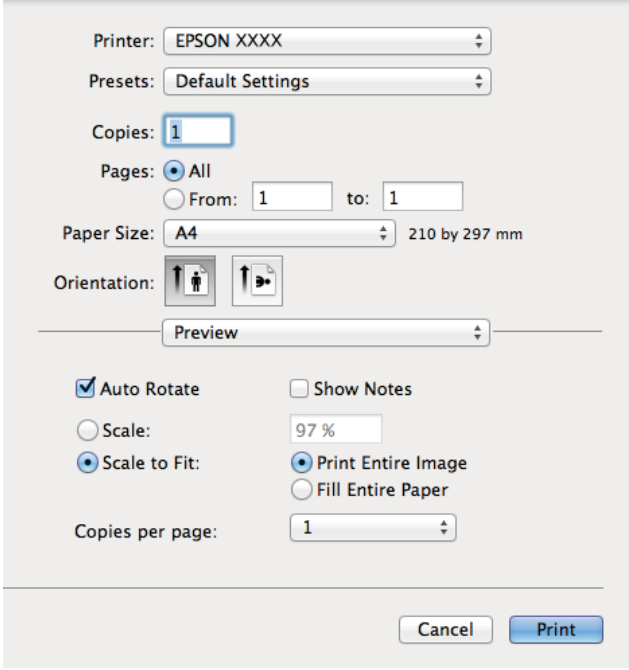
Starting the utility

Select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.

Guide to Mac OS X Printer Driver

Print dialog

Switch the pop-up menu on the center of the screen to show more items.



Pop-up Menu	Descriptions
Print Settings	You can make the basic print settings such as paper type and print quality.
Two-sided Printing Settings	You can select a binding direction for 2-sided printing or select a document type. This menu is only displayed for automatic 2-sided printing capable models.
Layout	You can select a layout for printing several pages on one sheet or select to print a border.

Pop-up Menu	Descriptions
Paper Handling	You can reduce or enlarge the size of the print job to automatically fit the paper size you loaded.
Color Matching	You can adjust the colors.

Note:
On Mac OS X v10.8.x or later, if ***Print Settings*** *menu is not displayed, Epson printer driver has not been installed correctly.*

Select ***System Preferences*** *from the menu >* ***Printers & Scanners*** *(or* ***Print & Scan****,* ***Print & Fax****), remove the printer, and then add the printer again. See the following to add a printer.*

http://epson.sn

Epson Printer Utility

You can run a maintenance feature such as nozzle check and print head cleaning, and by starting **EPSON Status Monitor**, you can check printer status and error information.



Making Operation Settings for the Mac OS X Printer Driver

You can make various settings such as skipping blank pages and enabling/disabling high speed printing.

1. Select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**).

2. Make the appropriate settings, and then click **OK**.
   - Thick paper and envelopes: Prevents the ink from smearing when printing on thick paper. However, the print speed may be slower.
   - Skip Blank Page: Avoids printing blank pages.
   - Quiet Mode: Prints quietly. However, the print speed may be slower.
   - Permit temporary black printing: Prints only with black ink temporarily.
   - High Speed Printing: Prints when the print head moves in both directions. The print speed is faster, but the quality may decline.
   - Warning Notifications: Allows the printer driver to display warning notifications.
   - Establish bidirectional communication: Usually, this should be set to **On**. Select **Off** when acquiring the printer information is impossible because the printer is shared with Windows computers on a network or for any other reason.
   - Lower Cassette: Add the optional paper cassette units to the paper source.

   Note:
   The availability of these settings varies by model.

Epson Easy Photo Print

Epson Easy Photo Print is an application that allows you to easily print photos with various layouts. You can preview the photo image and adjust the images or position. You can also print photos with a frame. See the application's help for details.

Note:
To use this application, the printer driver needs to be installed.

Starting on Windows

- Windows 8.1/Windows 8

  Enter the application name in the search charm, and then select the displayed icon.
- Except for Windows 8.1/Windows 8

  Click the start button, and then select **All Programs** or **Programs** > **Epson Software** > **Epson Easy Photo Print**.

Starting on Mac OS X

Select **Go** > **Applications** > **Epson Software** > **Epson Easy Photo Print**.

E-Web Print (for Windows Only)

E-Web Print is an application that allows you to easily print web pages with various layouts. See the application's help for details. You can access the help from the **E-Web Print** menu on the **E-Web Print** tool bar.

Starting

When you install E-Web Print, it is displayed in your browser. Click **Print** or **Clip**.

EPSON Software Updater

EPSON Software Updater is an application that checks for new or updated software on the internet and installs it. You can also update the printer's firmware and manual.

Starting on Windows

- Windows 8.1/Windows 8

  Enter the application name in the search charm, and then select the displayed icon.

- Except for Windows 8.1/Windows 8

  Click the start button, and select **All Programs** (or **Programs**) > **Epson Software** > **EPSON Software Updater**.

Note:
You can also start EPSON Software Updater by clicking the printer icon on the task bar on the desktop, and then selecting ***Software Update****.*

Starting on Mac OS X

Select **Go** > **Applications** > **Epson Software** > **EPSON Software Updater**.

Uninstalling Applications

Note:
Log on to your computer as an administrator. Enter the administrator password if the computer prompts you.

Uninstalling Applications - Windows

1. Press the ⏻ button to turn off the printer.
2. Quit all running applications.
3. Open **Control Panel**:
   - Windows 8.1/Windows 8

     Select **Desktop** > **Settings** > **Control Panel**.
   - Except for Windows 8.1/Windows 8

     Click the start button and select **Control Panel**.
4. Open **Uninstall a program** (or **Add or Remove Programs**):
   - Windows 8.1/Windows 8/Windows 7/Windows Vista

     Select **Uninstall a program** in **Programs**.
   - Windows XP

     Click **Add or Remove Programs**.
5. Select the application you want to uninstall.

6. Uninstall the applications:
   - o Windows 8.1/Windows 8/Windows 7/Windows Vista
     Click **Uninstall/Change** or **Uninstall**.
   - o Windows XP
     Click **Change/Remove** or **Remove**.

   Note:
   *If the **User Account Control** window is displayed, click **Continue**.*

7. Follow the on-screen instructions.

Uninstalling Applications - Mac OS X

1. Download the Uninstaller using EPSON Software Updater.

   Once you have downloaded the Uninstaller, you do not need to download it again each time you uninstall the application.

2. Turn off the printer by pressing the ⏻ button.

3. To uninstall the printer driver, select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then remove the printer from the enabled printers list.

4. Quit all running applications.

5. Select **Go** > **Applications** > **Epson Software** > **Uninstaller**.

6. Select the application you want to uninstall, and then click **Uninstall**.

   Important:
   The Uninstaller removes all drivers for Epson inkjet printers on the computer. If you use multiple Epson inkjet printers and you only want to delete some drivers, delete all of them first, and then install the necessary printer driver again.

   Note:
   *If you cannot find the application you want to uninstall in the application list, you cannot uninstall using the Uninstaller. In this situation, select **Go** > **Applications** > **Epson Software**, select the application you want to uninstall, and then drag it to the trash icon.*

Related Information

➡ "EPSON Software Updater" on page 53

Installing Applications

If your computer is connected to a network, install the latest applications available on the website. If you are unable to download the applications from the website, install them from the software disc that came with the printer.

Note:

o *Log on to your computer as an administrator. Enter the administrator password if the computer prompts you.*

o *When reinstalling an application, you need to uninstall it first.*

1. Quit all running applications.
2. When installing the printer driver, disconnect the printer and the computer temporarily.

   Note:
   Do not connect the printer and the computer until you are instructed to do so.

3. Install the applications by following the instructions on the website below.

   http://epson.sn

Related Information

➡ "Uninstalling Applications" on page 53

Updating Applications and Firmware

You may be able to clear certain problems and improve or add functions by updating the applications and the firmware. Make sure you use the latest version of the applications and firmware.

1. Make sure that the printer and the computer are connected, and the computer is connected to the internet.
2. Start EPSON Software Updater, and update the applications or the firmware.

   Important:
   Do not turn off the computer or the printer while updating.

   Note:
   If you cannot find the application you want to update in the list, you cannot update using the EPSON Software Updater. Check for the latest versions of the applications from your local Epson website.

   http://www.epson.com

Related Information

➡ "EPSON Software Updater" on page 53

Solving Problems

Checking the Printer Status

Checking the Error Indicators on the Printer

When an error occurs, the light turns on or flashes. Details of the error are displayed on the computer screen.

: On

: Flashing slowly

: Flashing fast

Light	Situation	Solutions
	No paper is loaded or more than one sheet has been fed at a time.	Load paper and press the button.
	A paper jam has occurred.	Remove the paper and press the button.
	Initial ink charging may not be complete.	See the *Start Here* poster to complete initial ink charging.
	The light and light flash alternately. An ink pad is nearing or at the end of its service life.	The ink pads need to be replaced. Contact Epson or an authorised Epson service provider to replace the ink pad*. It is not a user-serviceable part. When a message saying that you can continue printing is displayed on the computer, press the button to continue printing. The lights stop flashing for the time being, however, they will continue to flash at regular intervals until the ink pad is replaced.
	A printer error has occurred.	Open the printer cover and remove any paper or protective material inside the printer. Turn the power off and on again.
	The printer has started in recovery mode because the firmware update failed.	Follow the steps below to try to update the firmware again. 1. Connect the computer and the printer with a USB cable. 2. Visit your local Epson website for further instructions.

* In some print cycles a very small amount of surplus ink may be collected in the ink pad. To prevent ink leakage from the pad, the printer is designed to stop printing when the pad has reached its limit. Whether and how often this is required will vary according to the number of pages you print, the type of material that you print and the number of cleaning cycles that the printer performs. The need for replacement of the pad does not mean that your printer has ceased to operate in accordance with its specifications. The printer will advise you when the pad

requires replacing and this can only be performed by an authorised Epson Service provider. The Epson warranty does not cover the cost of this replacement.

Related Information

➡ "Contacting Epson Support" on page 73

➡ "Installing Applications" on page 54

➡ "Updating Applications and Firmware" on page 55

Checking the Printer Status - Windows

1. Access the printer driver window.
2. Click **EPSON Status Monitor 3** on the **Maintenance** tab.

   Note:
   - *You can also check the printer status by double-clicking the printer icon on the taskbar. If the printer icon is not added to the taskbar, click **Monitoring Preferences** on the **Maintenance** tab, and then select **Register the shortcut icon to the taskbar**.*
   - *If **EPSON Status Monitor 3** is disabled, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.*

Related Information

➡ "Windows Printer Driver" on page 46

Checking Printer Status - Mac OS X

1. Select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.
2. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.
3. Click **EPSON Status Monitor**.

Removing Jammed Paper

Check the error displayed on the control panel and follow the instructions to remove the jammed paper including any torn pieces. Next, clear the error.

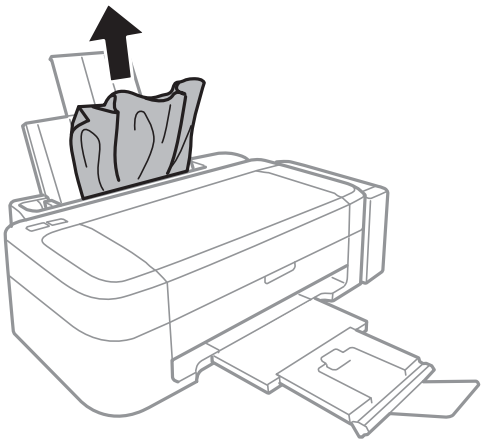
> ***Important:***
> *Remove the jammed paper carefully. Removing the paper vigorously may cause damage to the printer.*

Related Information

➡ "Checking the Error Indicators on the Printer" on page 56

Removing Jammed Paper from the Rear Paper Feed

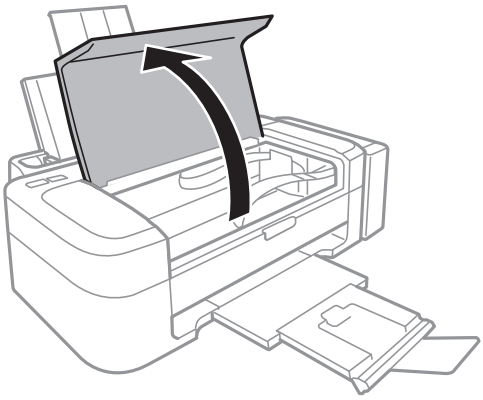
Remove the jammed paper.



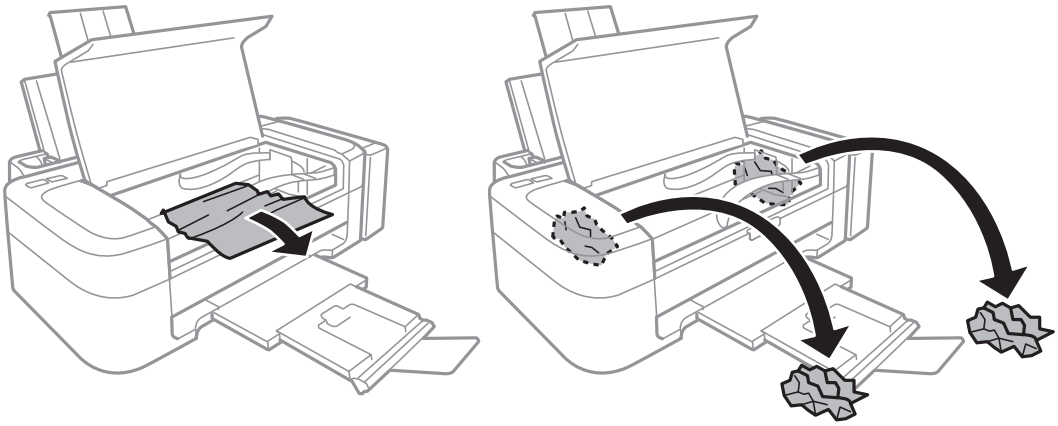
Removing Jammed Paper from Inside the Printer

> ***Caution:***
>
> *Never touch the buttons on the control panel while your hand is inside the printer. If the printer starts operating, it could cause an injury. Be careful not to touch the protruding parts to avoid injury.*

1. Open the printer cover.

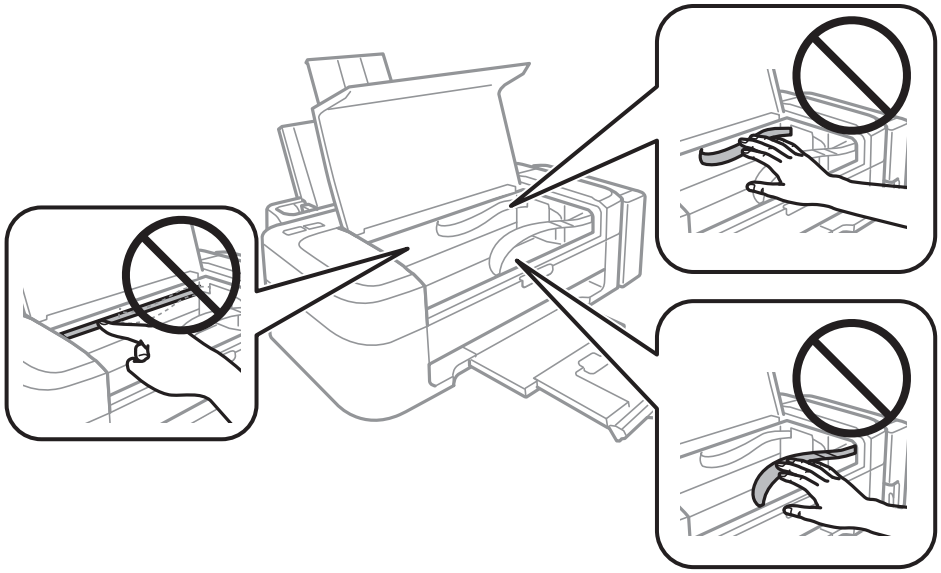


2. Remove the jammed paper.

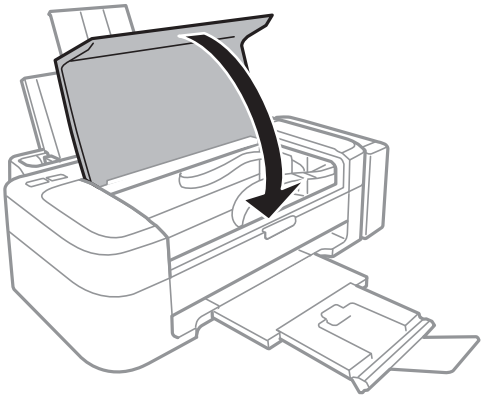


Important:

Do not touch the white flat cable, translucent part, and ink tubes inside the printer. Doing so may cause a malfunction.



3. Close the printer cover.



Paper Does Not Feed Correctly

Check the following if the paper jams, paper is fed at a slant, several sheets of paper are fed at a time, no paper is fed, or paper is ejected.

- Place the printer on a flat surface and operate in the recommended environmental conditions.
- Use paper supported by this printer.
- Follow the paper handling precautions.
- Load paper in the correct direction, and slide the edge guide against the edge of the paper.
- Do not load more than the maximum number of sheets specified for the paper. For plain paper, do not load above the line indicated by the triangle symbol on the edge guide.
- When a paper out error occurs although paper is loaded in the printer, reload paper against the right edge of the rear paper feed.
- Load one sheet of paper at a time when loading multiple sheets of paper.
- When several sheets of paper are fed at a time during manual 2-sided printing, remove any paper which is loaded in the paper source before you reload the paper.
- Printing may have been paused for a certain length of time which causes the printer to eject the paper.

Related Information

➡ “Environmental Specifications” on page 67
➡ “Available Paper and Capacities” on page 14
➡ “Paper Handling Precautions” on page 13
➡ “Loading Paper in the Rear Paper Feed” on page 15

Power and Control Panel Problems

Power Does Not Turn On

- Hold down the ⏻ button for a little longer.
- Make sure the power cord is securely plugged in.

Power Does Not Turn Off

Hold down the ⏻ button for a little longer. If you still cannot turn off the printer, unplug the power cord. To prevent the print head from drying out, turn the printer back on and turn it off by pressing the ⏻ button.

Printer Does Not Print

Check the following if the printer does not operate or prints nothing.

- Install the printer driver.
- To print photos easily, install Epson Easy Photo Print.
- Connect the USB cord securely to the printer and the computer.
- If you are using a USB hub, try to connect the printer directly to the computer.
- If you are printing a large data size image, the computer may run out of memory. Print the image at a lower resolution or a smaller size.
- In Windows, click **Print Queue** on the printer driver's **Maintenance** tab, and then check the following.
  - Check if there are any paused print jobs.

    Cancel printing if necessary.
  - Make sure the printer is not offline or pending.

    If the printer is offline or pending, clear the offline or pending setting from the **Printer** menu.
  - Make sure the printer is selected as the default printer from the **Printer** menu (there should be a check mark on the menu item).

    If the printer is not selected as the default printer, set it as the default printer.
- In Mac OS X, make sure the printer status is not **Pause**.

  Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then double-click the printer. If the printer is paused, click **Resume** (or **Resume Printer**).
- Run the nozzle check, and then clean the print head if any of the print head nozzles are clogged.

Related Information

➡ "Installing Applications" on page 54

➡ "Epson Easy Photo Print" on page 52

➡ "Canceling Printing" on page 34

➡ "Checking and Cleaning the Print Head" on page 41

Printout Problems

Print Quality Is Poor

Check the following if the print quality is poor due to blurry prints, banding, missing colors, faded colors, misalignment, and mosaic-like patterns in the prints.

- Make sure the initial ink charging is complete.
- Check the ink tank. If the tank is empty, refill the ink immediately and clean the print head.
- Run the nozzle check and then clean the print head if any of the print head nozzles are clogged.
- If you have not used the printer for a long time, use the Power Ink Flushing utility of the printer driver.
- Align the print head.
- If misalignment appears at intervals of 2.5 cm, align the print head.
- Use paper supported by this printer.
- Do not print on paper that is damp, damaged, or too old.

- If the paper is curled or the envelope is puffed up, flatten it.
- When printing images or photos, print using high-resolution data. Images on websites are often low resolution although they look good enough on the display, and so print quality may decline.
- Select the appropriate paper type setting in the printer driver for the type of paper loaded in the printer.
- Print using a high quality setting in the printer driver.
- When images or photos are printed in unexpected colors, adjust the color and then print again. The automatic color correction feature uses the standard correction mode in **PhotoEnhance**. Try another correction mode in **PhotoEnhance** by selecting an option other than **Auto Correct** as the **Scene Correction** setting. If the problem continues, use any other color correction feature other than **PhotoEnhance**.
- Disable the bidirectional (or high speed) setting. When this setting is enabled, the print head prints while moving in both directions, and vertical lines may be misaligned. If you disable this feature, printing may slow down.
  - Windows

    Clear **High Speed** on the printer driver's **More Options** tab.
  - Mac OS X

    Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **Off** as the **High Speed Printing** setting.
- Do not stack the paper immediately after printing.
- Dry the printouts completely before filing or displaying them. When drying the printouts, avoid direct sun light, do not use a dryer, and do not touch the printed side of paper.
- Try to use genuine Epson ink bottles. This product is designed to adjust colors based on the use of genuine Epson ink bottles. The use of non-genuine ink bottles may cause print quality to decline.
- Use ink bottles with the correct part code for this printer.
- Epson recommends using the ink bottle before the date printed on the package.
- When printing images or photos, Epson recommends using genuine Epson paper rather than plain paper. Print on the printable side of the genuine Epson paper.

Related Information

➡ “Refilling the Ink Tanks” on page 37
➡ “Checking and Cleaning the Print Head” on page 41
➡ “Replacing Ink inside the Ink Tubes” on page 43
➡ “Aligning the Print Head” on page 44
➡ “Paper Handling Precautions” on page 13
➡ “Available Paper and Capacities” on page 14
➡ “List of Paper Types” on page 14
➡ “Adjusting the Print Color” on page 33

The Position, Size, or Margins of the Printout Are Incorrect

- Load paper in the correct direction, and slide the edge guide against the edges of the paper.
- Select the appropriate paper size setting in the printer driver.

- Adjust the margin setting in the application so that it falls within the printable area.

Related Information

➡ “Loading Paper in the Rear Paper Feed” on page 15
➡ “Printable Area” on page 66

Paper Is Smeared or Scuffed

Check the following if the paper is smeared or scuffed when printing.

- Clean the paper path.
- Load paper in the correct direction.
- When performing manual 2-sided printing, make sure that the ink is completely dry before reloading the paper.

Related Information

➡ “Cleaning the Paper Path” on page 44
➡ “Loading Paper in the Rear Paper Feed” on page 15
➡ “Print Quality Is Poor” on page 61

Printed Characters Are Incorrect or Garbled

- Connect the USB cord securely to the printer and the computer.
- Cancel any paused print jobs.
- Do not put the computer manually into the **Hibernate** mode or the **Sleep** mode while printing. Pages of garbled text may be printed next time you start the computer.

Related Information

➡ “Canceling Printing” on page 34

The Printed Image Is Inverted

Clear any mirror image settings in the printer driver or the application.

- Windows

  Clear **Mirror Image** on the printer driver's **More Options** tab.
- Mac OS X

  Clear **Mirror Image** from the print dialog's **Print Settings** menu.

The Printout Problem Could Not be Cleared

If you have tried all of the solutions and have not solved the problem, try uninstalling and then reinstalling the printer driver.

Related Information

➡ "Uninstalling Applications" on page 53

➡ "Installing Applications" on page 54

Other Printing Problems

Printing Is Too Slow

- Close any unnecessary applications.
- Lower the quality setting on the printer driver. High quality printing slows down the printing speed.
- Enable the bidirectional (or high speed) setting. When this setting is enabled, the print head prints while moving in both directions, and the printing speed increases.
  - Windows

    Select **High Speed** on the printer driver's **More Options** tab.
  - Mac OS X

    Select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **On** as the **High Speed Printing** setting.
- Disable quiet mode. This feature slows down the printing speed.
  - Windows

    Disable the **Quiet Mode** setting on the printer driver's **Main** tab.
  - Mac OS X

    Select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **Off** as the **Quiet Mode** setting.

Printing Slows Down Dramatically During Continuous Printing

Printing slows down to prevent the printer mechanism from overheating and being damaged. However, you can continue printing.

To return to normal printing speed, leave the printer idle for at least 30 minutes. Printing speed does not return to normal if the power is off.

Other Problems

Slight Electric Shock when Touching the Printer

If many peripherals are connected to the computer, you may feel a slight electric shock when touching the printer. Install a ground wire to the computer that is connected to the printer.

Operation Sounds Are Loud

If operations sounds are too loud, enable quiet mode. However, this may slow down printer operations.

- Windows printer driver

  Select **On** as the **Quiet Mode** setting on the **Main** tab.

- Mac OS X printer driver

  Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies** > **Options** (or **Driver**). Select **On** as the **Quiet Mode** setting.

Application Is Blocked by a Firewall (for Windows Only)

Add the application to the Windows Firewall allowed program in security settings on the **Control Panel**.

Appendix

Technical Specifications

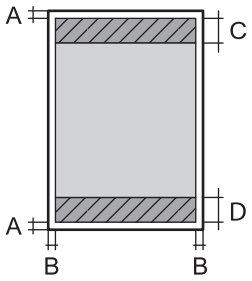
Printer Specifications

Print Head Nozzle Placement		Black ink nozzles: 180 Color ink nozzles: 59 for each color
Weight of Paper	Plain Paper	64 to 90 g/m²(17 to 24lb)
	Envelopes	Envelope #10, DL, C6: 75 to 90 g/m² (20 to 24 lb)

Printable Area

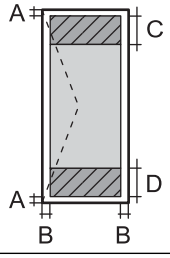
Print quality may decline in the shaded areas due to the printer's mechanism.

Single sheets (normal printing)



A	3.0 mm (0.12 in.)
B	3.0 mm (0.12 in.)
C	40.0 mm (1.57 in.)
D	32.0 mm (1.26 in.)

Envelopes



A	3.0 mm (0.12 in.)
B	5.0 mm (0.20 in.)
C	18.0 mm (0.71 in.)
D	40.0 mm (1.57 in.)

Interface Specifications

For Computer	USB

Dimensions

Dimensions	Storage o Width: 482 mm (19.0 in.) o Depth: 222 mm (8.7 in.) o Height: 130 mm (5.1 in.) Printing o Width: 482 mm (19.0 in.) o Depth: 499 mm (19.6 in.) o Height: 284 mm (11.2 in.)
Weight*	Approx. 2.7 kg (6.0 lb)

* Without the ink and the power cord.

Electrical Specifications

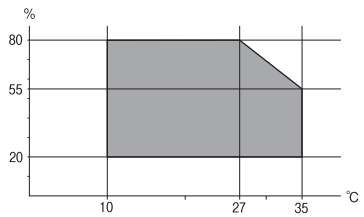
Power Supply Rating	AC 100-240 V	AC 220-240 V
Rated Frequency Range	50-60 Hz	50-60 Hz
Rated Current	0.5-0.3 A	0.3 A
Power Consumption (with USB Connection)	Printing: Approx. 9 W (ISO/IEC24712) Ready mode: Approx. 2.2 W Sleep mode: Approx. 0.7 W Power off: Approx. 0.3 W	Printing: Approx. 9 W (ISO/IEC24712) Ready mode: Approx. 2.2 W Sleep mode: Approx. 0.7 W Power off: Approx. 0.3 W

Note:

o *Check the label on the printer for its voltage.*

o *For European users, see the following Website for details on power consumption.*
http://www.epson.eu/energy-consumption

Environmental Specifications

Operation	Use the printer within the range shown in the following graph.  Temperature: 10 to 35°C (50 to 95°F) Humidity: 20 to 80% RH (without condensation)

Storage	Temperature: -20 to 40°C (-4 to 104°F)* Humidity: 5 to 85% RH (without condensation)

* You can store for one month at 40°C (104°F).

Environmental Specifications for Ink Bottles

Storage Temperature	-20 to 40 °C (-4 to 104 °F)*
Freezing Temperature	-15 °C (5 °F) Ink thaws and is usable after approximately 2 hours at 25 °C (77 °F).

* You can store for one month at 40 °C (104 °F).

System Requirements

- Windows 8.1 (32-bit, 64-bit)/Windows 8 (32-bit, 64-bit)/Windows 7 (32-bit, 64-bit)/Windows Vista (32-bit, 64-bit)/Windows XP Professional x64 Edition/Windows XP (32-bit)
- Mac OS X v10.9.x/Mac OS X v10.8.x/Mac OS X v10.7.x/Mac OS X v10.6.8

Note:
- *Mac OS X may not support some applications and features.*
- *The UNIX File System (UFS) for Mac OS X is not supported.*

Regulatory Information

Standards and Approvals for European Model

Low voltage directive 2006/95/EC	EN60950-1
EMC directive 2004/108/EC	EN55022 Class B EN61000-3-2 EN61000-3-3 EN55024

Restrictions on Copying

Observe the following restrictions to ensure the responsible and legal use of the printer.

Copying of the following items is prohibited by law:

- Bank bills, coins, government-issued marketable securities, government bond securities, and municipal securities
- Unused postage stamps, pre-stamped postcards, and other official postal items bearing valid postage

- Government-issued revenue stamps, and securities issued according to legal procedure

Exercise caution when copying the following items:

- Private marketable securities (stock certificates, negotiable notes, checks, etc.), monthly passes, concession tickets, etc.
- Passports, driver's licenses, warrants of fitness, road passes, food stamps, tickets, etc.

Note:
Copying these items may also be prohibited by law.

Responsible use of copyrighted materials:

Printers can be misused by improperly copying copyrighted materials. Unless acting on the advice of a knowledgeable attorney, be responsible and respectful by obtaining the permission of the copyright holder before copying published material.

Checking the Total Number of Pages Fed Through the Printer

You can check the total number of pages fed through the printer.

Checking the Total Number of Pages Fed Through the Printer - Control Panel

The information is printed together with the nozzle check pattern.

1. Load A4-size plain paper in the printer.
2. Press the ⏻ button to turn off the printer.
3. Turn the printer on while holding the ⊽ button down, and then release the buttons when the power light flashes.

   The nozzle check pattern is printed.

Checking the Total Number of Pages Fed Through the Printer - Windows

1. Access the printer driver window.
2. Click **Printer and Option Information** on the **Maintenance** tab.

Checking the Total Number of Pages Fed Through the Printer - Mac OS X

1. Select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.
2. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.
3. Click **Printer and Option Information**.

Saving Power

The printer enters sleep mode or turns off automatically if no operations are performed for a set period. You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

Depending on the location of purchase, the printer may have a feature that turns it off automatically if it is not connected to for a specified amount of time.

https://www.epson.eu/energy-consumption

Saving Power - Windows

1. Access the printer driver window.
2. Click **Printer and Option Information** on the **Maintenance** tab.
3. Select the time period before the printer enters sleep mode as the **Sleep Timer** setting, and click **Send**. To make the printer turn off automatically, select the time period as the **Power Off Timer** setting, and click **Send**.
4. Click **OK**.

Saving Power - Mac OS X

1. Select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer.
2. Click **Options & Supplies** > **Utility** > **Open Printer Utility**.
3. Click **Printer Settings**.
4. Select the time period before the printer enters sleep mode as the **Sleep Timer** setting, and click **Apply**. To make the printer turn off automatically, select the time period as the **Power Off Timer** setting, and click **Apply**.

Transporting the Printer

When you need to transport the printer to move or for repairs, follow the steps below to pack the printer.

Important:

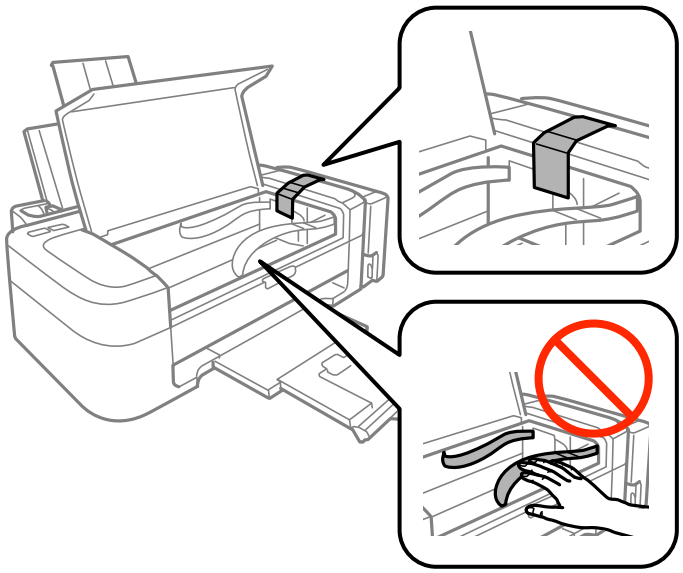
- *When storing or transporting the printer, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.*
- *When storing or transporting an ink bottle after removing its seal, do not tilt the bottle and do not subject it to impacts or temperature changes. Otherwise, ink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

1. Turn off the printer by pressing the ⏻ button.
2. Make sure the power light turns off, and then unplug the power cord.

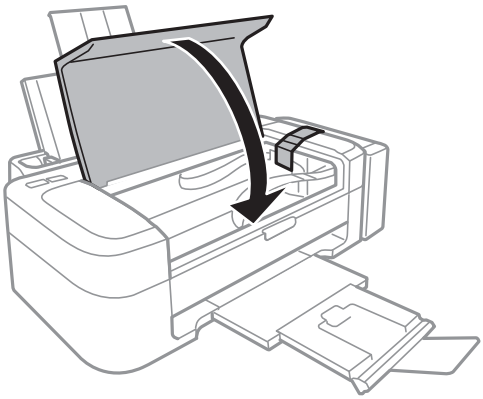
   Important:

   Unplug the power cord when the power light is off. Otherwise, the print head does not return to the home position causing the ink to dry, and printing may become impossible.

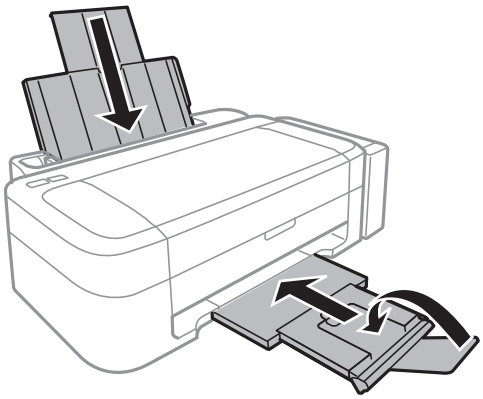
3. Disconnect all cables such as the power cord and USB cable.
4. Remove all of the paper from the printer.
5. Open the printer cover. Secure the print head to the case with tape.



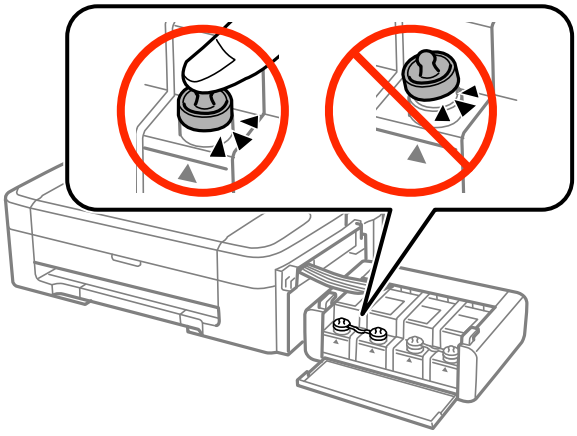
6. Close the printer cover.



7. Prepare to pack the printer as shown below.



8. Unhook the ink tank unit from the printer and lay it down, and then make sure to install the cap onto the ink tank securely.



9. Hook the ink tank unit onto the printer.

10. Pack the printer in its box using the protective materials to prevent the ink tank from being unhooked.

When you use the printer again, make sure you remove the tape securing the print head. If print quality has declined the next time you print, clean and align the print head.

Related Information

➡ “Part Names and Functions” on page 10

➡ “Checking and Cleaning the Print Head” on page 41

➡ “Aligning the Print Head” on page 44

Where to Get Help

Technical Support Web Site

If you need further help, visit the Epson support website shown below. Select your country or region and go to the support section of your local Epson website. The latest drivers, FAQs, manuals, or other downloadables are also available from the site.

http://support.epson.net/

http://www.epson.eu/support (Europe)

If your Epson product is not operating properly and you cannot solve the problem, contact Epson support services for assistance.

Contacting Epson Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product manuals, contact Epson support services for assistance. If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- Product serial number

  (The serial number label is usually on the back of the product.)
- Product model
- Product software version

  (Click **About**, **Version Info**, or a similar button in the product software.)
- Brand and model of your computer
- Your computer operating system name and version
- Names and versions of the software applications you normally use with your product

Note:
Depending on the product, the dial list data for fax and/or network settings may be stored in the product's memory. Due to breakdown or repair of a product, data and/or settings may be lost. Epson shall not be responsible for the loss of any data, for backing up or recovering data and/or settings even during a warranty period. We recommend that you make your own backup data or take notes.

Help for Users in Europe

Check your Pan-European Warranty Document for information on how to contact Epson support.

Help for Users in India

Contacts for information, support, and services are:

World Wide Web

http://www.epson.co.in

Information on product specifications, drivers for download, and products enquiry are available.

Toll Free Helpline

For Service, Product information or to order consumables -

18004250011 / 186030001600 / 1800123001600 (9AM – 6PM)

Email

calllog@epson–india.in

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