EPSON

M2050 Series

User's Guide

Printing

Copying

Scanning

Maintaining the Printer

Solving Problems

NPD7191-02 EN

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Guide to This Manual

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Introduction to the Manuals

The following manuals are supplied with your Epson printer. You can also check the various types of help information available from the printer itself or from the Epson software applications.

Important Safety Instructions (paper manual)

Provides you with instructions to ensure the safe use of this printer.

Start Here (paper manual)

Provides you with information on setting up the printer and installing the software.

User's Guide (digital manual)

This manual. Available as a PDF and Web manual. Provides detailed information and instructions on using the printer and solving problems.

Information on the Latest Manuals

❏ Paper manual

Visit the Epson Europe support website at https://www.epson.eu/support, or the Epson worldwide support website at https://support.epson.net/.

❏ Digital manual

Visit the following website, enter the product name, and then go to **Support**.

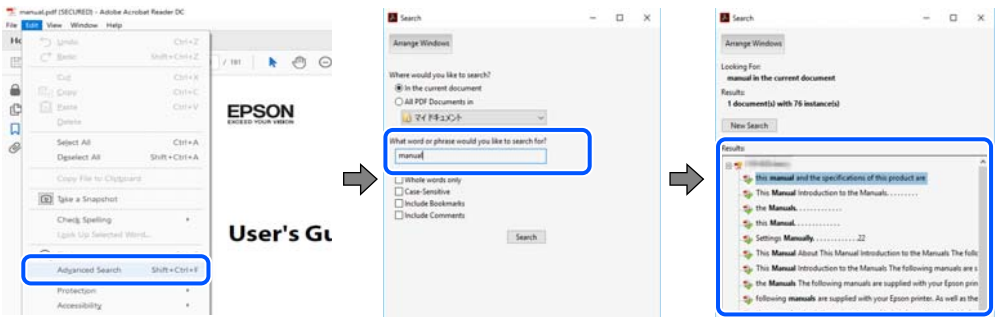
https://epson.sn

Searching for Information

The PDF manual allows you to search for information you are looking for by keyword, or jump directly to specific sections using the bookmarks. This section explains how to use a PDF manual that has been opened in Adobe Acrobat Reader DC on your computer.

Searching by keyword

Click **Edit** > **Advanced Search**. Enter the keyword (text) for information you want to find in the search window, and then click **Search**. Hits are displayed as a list. Click one of the displayed hits to jump to that page.

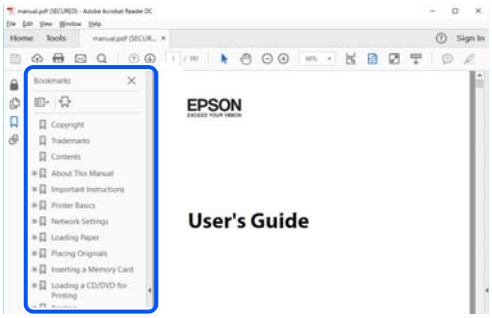


Jumping directly from bookmarks

Click a title to jump to that page. Click + or > to view the lower level titles in that section. To return to the previous page, perform the following operation on your keyboard.

❏ Windows: Hold down **Alt**. and then press ←.

❏ Mac OS: Hold down the command key, and then press ←.



Printing Only the Pages You Need

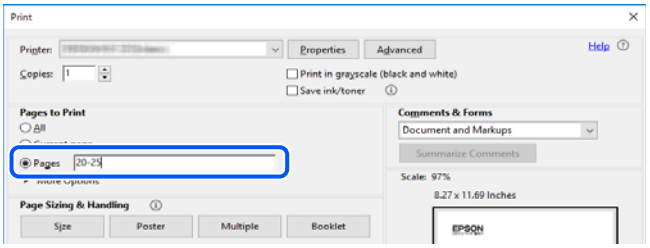
You can extract and print only the pages you need. Click **Print** in the **File** menu, and then specify the pages you want to print in **Pages** in **Pages to Print**.

❏ To specify a series of pages, enter a hyphen between the start page and the end page.

Example: 20-25

❏ To specify pages that are not in series, divide the pages with commas.

Example: 5, 10, 15



About This Manual

This section explains the meaning of marks and symbols, notes on descriptions, and operating system reference information used in this manual.

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.

Provides Web Movie Manuals of the operating instructions. See the related information link.

Notes on Screenshots and Illustrations

- ❏ Screenshots of the printer driver are from Windows 10 or macOS High Sierra (10.13). The content displayed on the screens varies depending on the model and situation.
- ❏ Illustrations used in this manual are examples only. Although there may be slight differences depending on the model, the method of operation is the same.
- ❏ Some of the menu items on the LCD screen vary depending on the model and settings.
- ❏ You can read the QR code using dedicated app.

Operating System References

Windows

In this manual, terms such as "Windows 11", "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Vista", "Windows XP", "Windows Server 2022", "Windows Server 2019", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", "Windows Server 2008", "Windows Server 2003 R2", and "Windows Server 2003" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

- ❏ Microsoft® Windows® 11 operating system
- ❏ Microsoft® Windows® 10 operating system
- ❏ 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
- ❏ Microsoft® Windows Server® 2022 operating system
- ❏ Microsoft® Windows Server® 2019 operating system
- ❏ Microsoft® Windows Server® 2016 operating system
- ❏ Microsoft® Windows Server® 2012 R2 operating system
- ❏ Microsoft® Windows Server® 2012 operating system
- ❏ Microsoft® Windows Server® 2008 R2 operating system
- ❏ Microsoft® Windows Server® 2008 operating system

❏ Microsoft® Windows Server® 2003 R2 operating system

❏ Microsoft® Windows Server® 2003 operating system

Mac OS

In this manual, "Mac OS" is used to refer to Mac OS X 10.9.5 or later as well as macOS 11 or later.

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The contents of this manual and the specifications of this product are subject to change without notice.

Important Instructions

Safety Instructions. 12

Printer Advisories and Warnings. 13

Protecting Your Personal Information. 16

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.

- ❏ Some of the symbols used on your printer are to ensure safety and proper use of the printer. Visit the following Web site to learn the meaning of the symbols.

  https://support.epson.net/symbols/

- ❏ 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.
- ❏ If the power cord that comes with your printer has a grounding pin, connect the printer to a grounded outlet. Failure to follow this instruction may result in fire or electric shock.
- ❏ Be sure your power cord meets the relevant local safety standard.
- ❏ Never disassemble, modify, or attempt to repair the power cord, plug, printer unit, scanner 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.
- ❏ Keep the printer at least 22 cm (8.7 in.) away from cardiac pacemakers. Radio waves from this printer may adversely affect the operation of cardiac pacemakers.
- ❏ If the LCD screen is damaged, in the U.S. and Canada, contact Epson support. in other regions, contact your dealer. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

Safety Instructions for Ink

- ❏ Be careful not to touch ink when you handle the ink tank, ink tank cap, and opened ink bottle or ink bottle cap.
  - ❏ 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 disassemble the maintenance box; otherwise ink may get into your eyes or on your skin.
- ❏ Do not shake an ink bottle too vigorously or subject it to strong impacts as this can cause ink to leak.
- ❏ Keep ink bottles and maintenance box out of the reach of children. Do not allow children to drink from the ink bottles.

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 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.
- ❏ 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.
- ❏ 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.
- ❏ Allow space above the printer so that you can fully raise the document 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.

Advisories and Warnings for Using the Printer

- ❏ 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 tube 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.
- ❏ Be careful not to trap your fingers when closing the scanner unit.
- ❏ Do not press too hard on the scanner glass when placing originals.

- ❏ Prolonged use of the printer when the ink level is below the lower line could damage the printer. Fill the ink tank to the upper line while the printer is not operating. To display the correct ink level estimates, reset the ink level after filling the tank.
- ❏ 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.
- ❏ If you are not going to use the printer for a long period, be sure to unplug the power cord from the electrical outlet.

Advisories and Warnings for Using the LCD Screen

- ❏ The LCD screen may contain a few small bright or dark spots, and because of its features it may have an uneven brightness. These are normal and do not indicate that it is damaged in any way.
- ❏ Only use a dry, soft cloth for cleaning. Do not use liquid or chemical cleaners.
- ❏ The exterior cover of the LCD screen could break if it receives a heavy impact. Contact your dealer if the screen's surface chips or cracks, and do not touch or attempt to remove the broken pieces.

Advisories and Warnings for Connecting to the Internet

Do not connect this product to the Internet directly. Connect it to a network protected by a router or firewall.

Advisories and Warnings for Using the Printer with a Wireless Connection

- ❏ Radio waves from this printer may negatively affect the operation of medical electronic equipment, causing it to malfunction. When using this printer inside medical facilities or near medical equipment, follow directions from the authorized personnel representing the medical facilities, and follow all posted warnings and directions on the medical equipment.
- ❏ Radio waves from this printer may negatively affect the operation of automatically controlled devices such as automatic doors or fire alarms, and could lead to accidents due to malfunction. When using this printer near automatically controlled devices, follow all posted warnings and directions on these devices.

Advisories and Warnings for Transporting or Storing the Printer

- ❏ When storing or transporting the printer, avoid tilting it, placing it vertically, or turning it upside down; otherwise ink may leak.
- ❏ Before transporting the printer, make sure that the print head is in the home (far right) position.

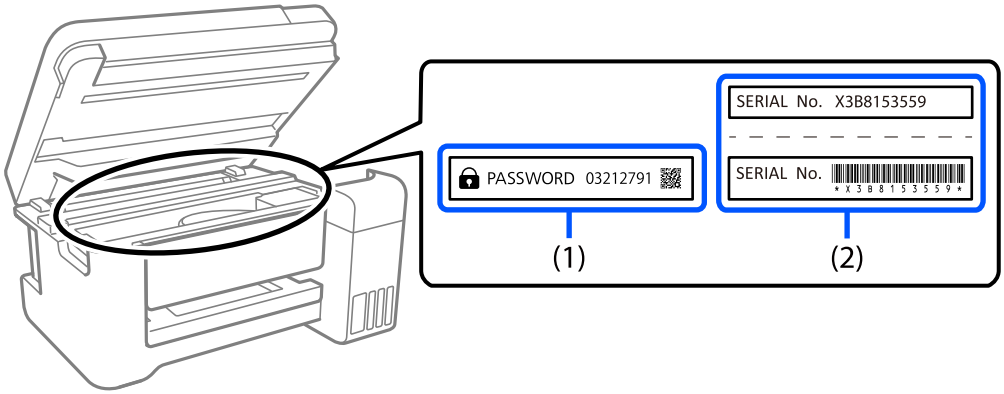
Notes on the Administrator Password

This printer allows you to set an administrator password to prevent unauthorized access or changes to the device settings and network settings stored in the product when connecting to a network.

Default Value of the Administrator Password

The default value of the administrator password is printed on the label on the product itself, such as the one shown. The position where the label is attached depends on the product, such as the side where the cover is opened, the back, or the bottom.

The following illustration is an example of the label attachment position on the side of the printer where the cover opens.



If both labels (1) and (2) are attached, the value next to PASSWORD written on the label in (1) is the default value. In this example, the default value is 03212791.

If only label (2) is attached, the serial number printed on the label in (2) is the default value. In this example, the default value is X3B8153559.

Changing the Administrator Password

For security reasons, we recommend changing the initial password.

It can be changed from Web Config or Epson Device Admin. When changing the password, make sure the new password has at least 8 single-byte alphanumerical characters and symbols.

Related Information

➡ "Running Web Config on a Web Browser" on page 164

Operations that Require You to Enter the Administrator Password

If you are prompted to enter the administrator password when performing the following operations, enter the administrator password set on the printer.

- ❏ When updating the firmware of the printer from a computer or smart device
- ❏ When logging on to the advanced settings of Web Config
- ❏ When adjusting settings using an application that can change the printer's settings.

Initializing the Administrator Password

You can return the administrator password to its default setting by initializing the network settings.

Related Information

➡ "Restore Default Settings" on page 171

Protecting Your Personal Information

When you give the printer to someone else or dispose of it, erase all the personal information stored in the printer's memory by selecting **Settings** > **Restore Default Settings** > **Clear All Data and Settings** on the control panel.

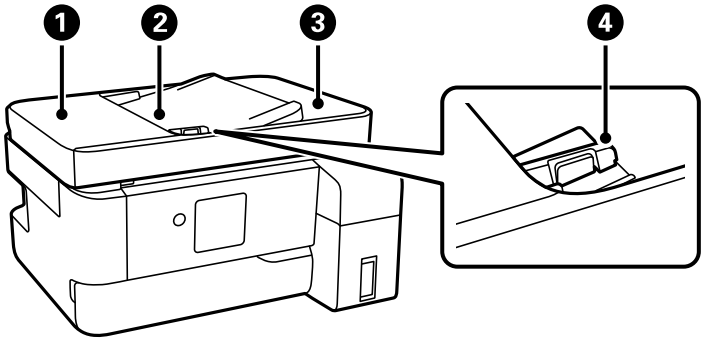
Part Names and Functions

Front. 18

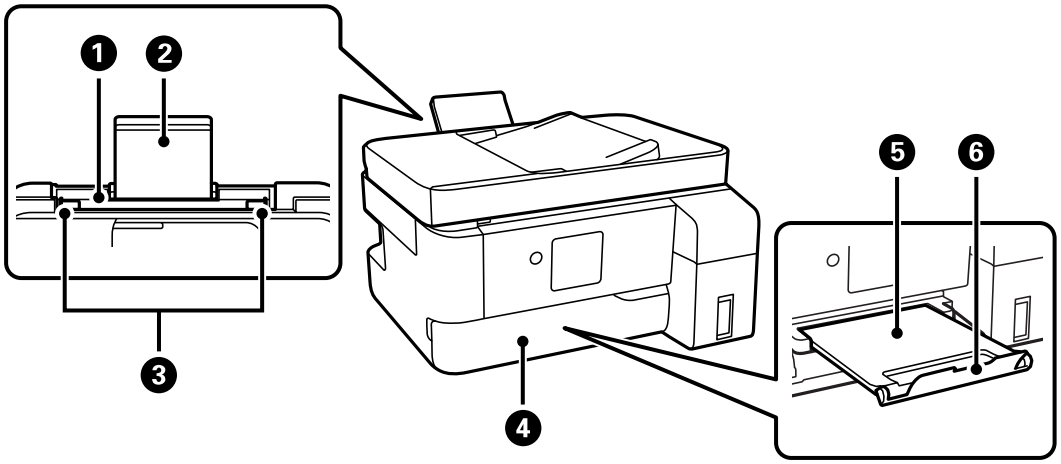
Inside. 19

Rear. 20

Front

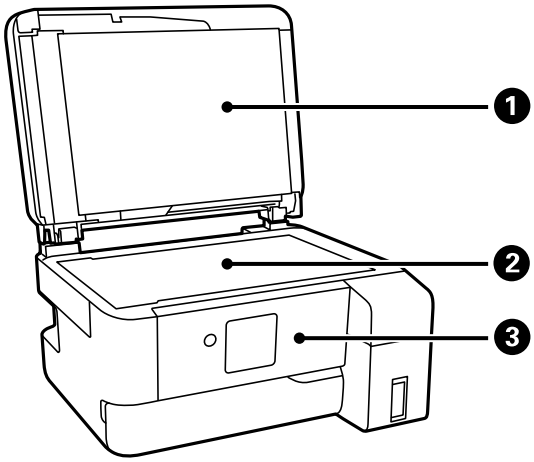


❶	ADF (Automatic Document Feeder) cover	Open when removing jammed originals in the ADF.
❷	ADF input tray	Feeds originals automatically.
❸	ADF output tray	Holds originals ejected from the ADF.
❹	ADF edge guide	Feeds originals straight into the printer. Slide to the edge of the originals.

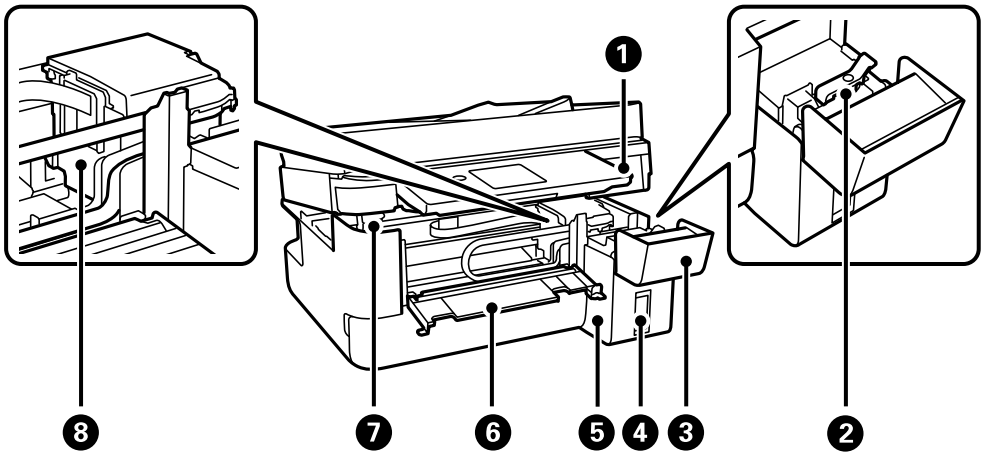


❶	Rear paper feeder	Loads paper.
❷	Paper support	Supports loaded paper.
❸	Edge guide	Feeds the paper straight into the printer. Slide to the edges of the paper.
❹	Output tray cover	Opens automatically when printing starts.
❺	Output tray	Holds the ejected paper. Pull out manually and push it back in to store.
❻	Stopper	Position the stopper to prevent printouts from falling from the output tray.

Inside

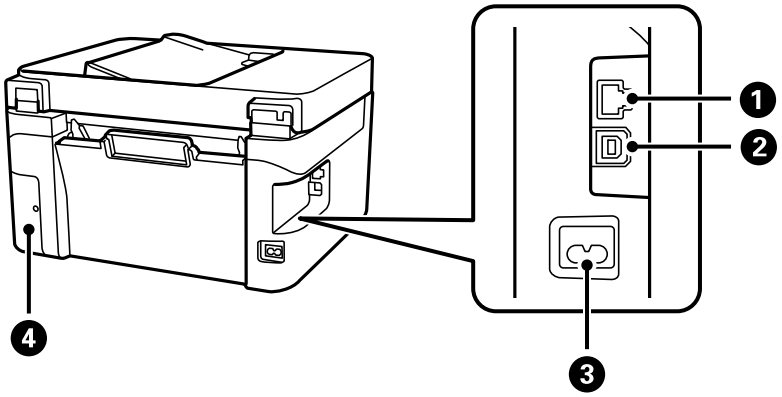


❶	Document cover	Blocks external light while scanning.
❷	Scanner glass	Place the originals.
❸	Control panel	Indicates the printer's status and allows you to make print settings.



❶	Scanner unit	Scans placed originals. Open to remove jammed paper. This unit should usually be kept closed.
❷	Ink tank cap	Open to refill the ink tank.
❸	Ink tank cover	
❹	Ink reservoir tank (Ink tank)	Supplies ink to the print head.
❺	Ink tank unit	Contains the ink tank.
❻	Inner cover	Open when removing jammed paper inside the printer.
❼	Scanner unit support	Supports the scanner unit when opening it.
❽	Print head	Ink is ejected from the print head nozzles underneath.

Rear



1	LAN port	Connects a LAN cable.
2	USB port	Connects a USB cable to connect with a computer.
3	AC inlet	Connects the power cord.
4	Maintenance box cover	Remove when replacing the maintenance box. You need a flat-head screwdriver to remove the maintenance box. The maintenance box is a container that collects a very small amount of surplus ink during cleaning or printing.

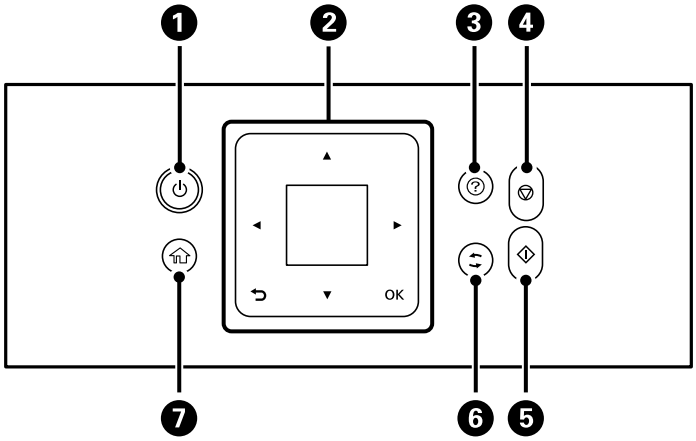
Guide to the Control Panel

Control Panel. 22

Home Screen Configuration. 23

Entering Characters. 24

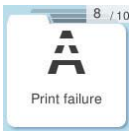
Control Panel



❶	Turns the printer on or off. Unplug the power cord after checking that the power light is off.
❷	Screen Displays menus and messages. Use buttons on the control panel to select a menu or to make settings.
	▲▼◀▶ buttons and OK button Use the ▲▼◀▶ buttons to select a menu, and then press the OK button to enter the selected menu.
	⮌ button Returns to the previous screen.
❸	Displays the solutions when you are in trouble.
❹	Stops the current operation.
❺	Starts an operation such as printing or copying.
❻	Applies to a variety of functions depending on the situation.
❼	Displays the home screen.

Home Screen Configuration

The following home screen is displayed when you turn on the printer or press the button on the control panel. You can easily copy and print by switching the menu and selecting the option you need.

	Allows you to copy documents.
	Allows you to scan documents and save them to a computer.
	Allows you to scan documents and save them to a computer using the WSD feature.
	Displays **Quiet Mode** setting that allows you to reduce the noise the printer makes. However, enabling this may reduce print speed. Depending on the paper type and print quality settings you selected, there may be no difference in the printer's noise level.
	Allows you to make settings related to maintenance, printer settings, and operations.
	Displays the Help screen. You can view the operating instructions or the solutions to problems.
	Displays the menus recommended to improve the quality of your printouts such as unclogging nozzles by printing a nozzle check pattern and performing head cleaning, and improving blurring or banding in your printouts by aligning the print head.
	Provides solutions when you cannot print as expected.

	Select the paper size and paper type you loaded in the paper source.
	Displays menus that allow you to set up the printer for use on a wireless network.

Guide to the Network Icons

	The printer is not connected to a wired (Ethernet) network or a wireless (Wi-Fi) network.
	The printer is connected to a wired (Ethernet) network.
	The printer is searching for an SSID or unset IP address, or having a problem with a wireless (Wi-Fi) network.
	The printer is connected to a wireless (Wi-Fi) network. The number of bars indicates the signal strength of the connection. The more bars there are, the stronger the connection.
	The printer is not connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.
	The printer is connected to a wireless (Wi-Fi) network in Wi-Fi Direct (Simple AP) mode.

Entering Characters

To enter characters and symbols for network settings from the control panel, use the ▲, ▼, ◀, and ▶ buttons and the software keyboard on the LCD screen. Press the ▲, ▼, ◀, or ▶ button to select a character or function button on the keyboard, and then press the OK button. When you have finished entering characters, select **OK** on the LCD screen, and then press the OK button on the printer.

Function button	Descriptions
◀▶	Moves the cursor to the left or right.
A 1 #	Switches the character type. You can enter letters, numbers, or symbols. You can also switch the character type by using the button on the printer.
␣	Enters a space.
⌫	Deletes the character to the left (backspace).
OK	Enters the selected characters.

Loading Paper

Paper Handling Precautions. 27

Paper Size and Type Settings. 28

Loading Paper. 29

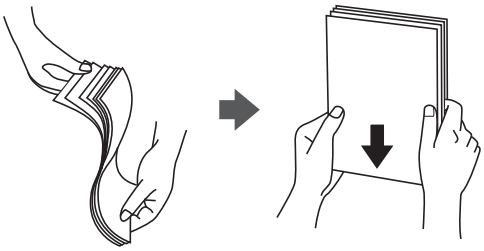
Loading Various Paper. 30

Paper Handling Precautions

❏ Read the instruction sheets supplied with the paper.

❏ To achieve high-quality printouts with genuine Epson paper, use the paper in the environment stated on 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.

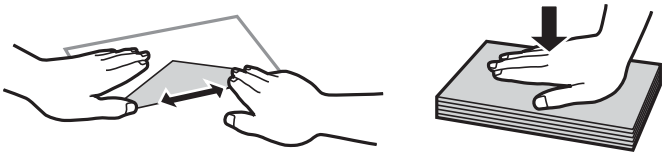


❏ If the paper is curled or folded, flatten it or curl it slightly in the opposite direction before loading. Printing on curled or folded paper may cause paper feeding problems and smears on the printouts.

❏ Paper feed problems may occur for manual 2-sided printing when printing on one side of pre-printed paper. Reduce the number of sheets to half or less, or load one sheet of paper at a time if paper jams continue.

❏ Make sure you are using long-grain paper. If you are not sure what type of paper you are using, check the paper packaging or contact the manufacturer to confirm the paper specifications.

❏ Fan and align the edges of envelopes before loading. When stacked envelopes are puffed up with air, press them down to flatten them before loading.



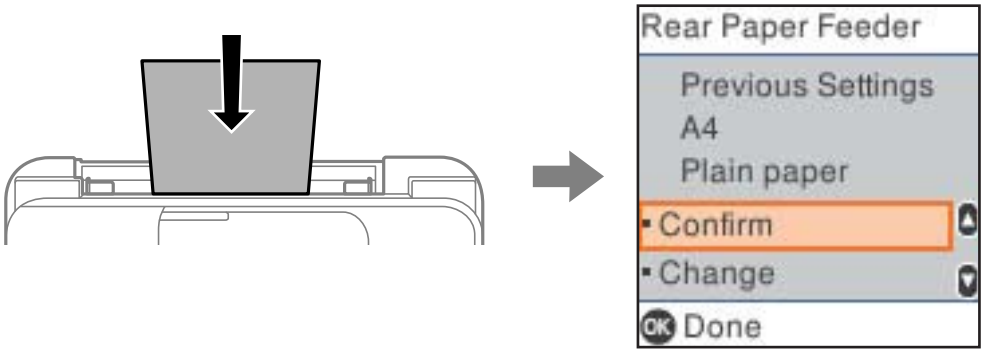
Related Information

➡ “Available Paper and Capacities” on page 158

➡ “Unavailable Paper Types” on page 159

Paper Size and Type Settings

Make sure that you register the paper size and type on the screen displayed when you load paper. The printer informs you when the registered information and print settings differ. This prevents you from wasting paper and ink by making sure you are not printing on the wrong paper size or printing using poor print quality due to settings that do not match the paper type.



If displayed paper size and type differ from the loaded paper, select **Change** to make changes. Select the paper size and paper type, check the settings, and then press the OK button. If the settings match the loaded paper, select **Confirm**.

Note:
If you do not want to display the paper settings screen automatically when you load paper, select the menus on the home screen as described below.

Settings > ***Printer Setup*** > ***Paper Source Settings*** > ***Paper Setup Auto Display*** > ***Off***.

Related Information

➡ "Paper Setup Auto Display:" on page 166

List of Paper Type

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

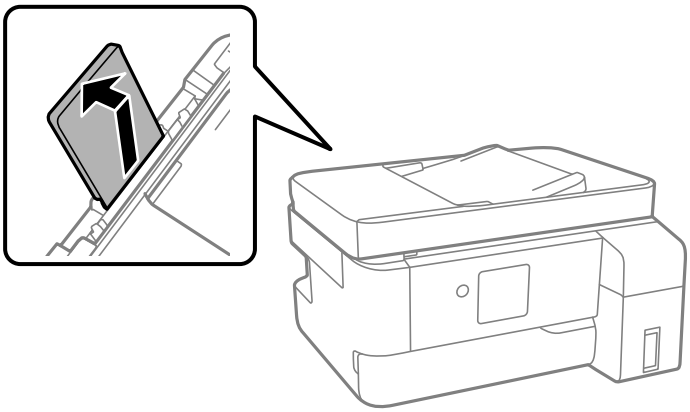
Media Name	Media Type	
	Control Panel	Printer Driver, Smart device*
Epson Business Paper Epson Bright White Ink Jet Paper	Plain paper	Plain paper
Epson Matte Paper-Heavyweight Epson Double-Sided Matte Paper	Matte	Epson Matte
Epson Photo Quality Ink Jet Paper Epson Double-sided Photo Quality Ink Jet Paper Epson Photo Quality Self Adhesive Sheets	Photo Quality Ink Jet	Epson Photo Quality Ink Jet

* For smart devices, these media types can be selected when printing using Epson Smart Panel.

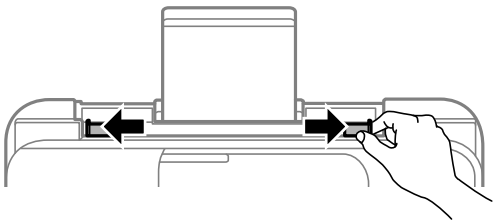
Loading Paper

Loading Paper in the Rear Paper Feeder

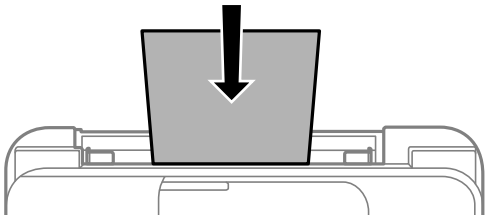
1. Pull out the paper support.



2. Slide the edge guides.



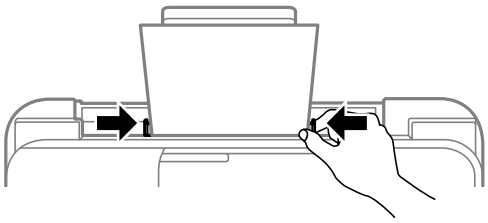
3. Load paper at the center of the paper support with the printable side facing up.



Important:

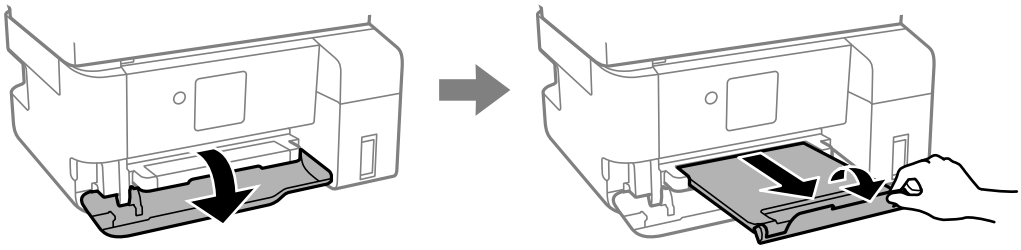
- ❏ *Do not load more than the maximum number of sheets specified for the paper. For plain paper, do not load above the line just under the ▼ symbol inside the edge guide.*
- ❏ *Load paper short edge first. However, when you have set the long edge as the width of the user defined size, load paper long edge first.*

4. Slide the edge guides to the edges of the paper.



5. Select the paper size and paper type.

6. Open the output tray cover, and then 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.

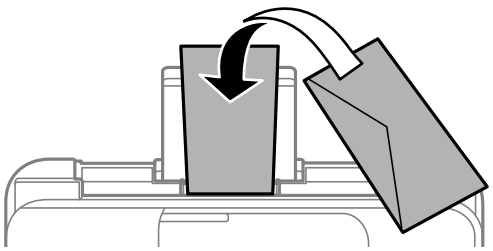
Related Information

➡ "Paper Size and Type Settings" on page 28
➡ "Available Paper and Capacities" on page 158
➡ "Unavailable Paper Types" on page 159

Loading Various Paper

Loading Envelopes

Load envelopes at the center of the rear paper feeder, short edge first with the flap facing down, and slide the edge guides to the edges of the envelopes.

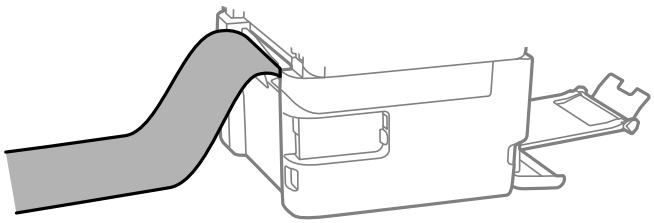


Related Information

➡ "Available Paper and Capacities" on page 158
➡ "Unavailable Paper Types" on page 159

Loading Long Papers

When loading paper longer than legal size, store the paper support, and then flatten the leading edge of the paper. Select **User-Defined** as the paper size setting.



❏ Make sure the leading edge of the paper is cut perpendicularly. A diagonal cut may cause paper feed problems.

❏ Long paper cannot be held in the output tray. Make sure that paper does not fall on the floor.

❏ Do not touch paper that is being fed or ejected. It could injure your hand or cause print quality to decline.

Related Information

➡ "Available Paper and Capacities" on page 158
➡ "Unavailable Paper Types" on page 159

Placing Originals

Originals that are not Supported by the ADF. 33

Placing Originals on the ADF. 33

Placing Originals on the Scanner Glass. 34

Originals that are not Supported by the ADF

Important:

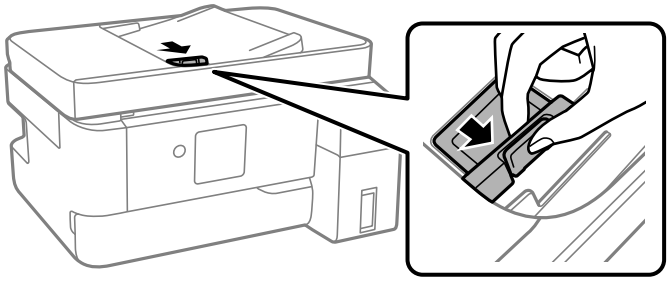
Do not feed photographs or valuable original artwork into the ADF. Misfeeding may wrinkle or damage the original. Scan these documents on the scanner glass instead.

To prevent paper jams, avoid placing the following originals in the ADF. For these types, use the scanner glass.

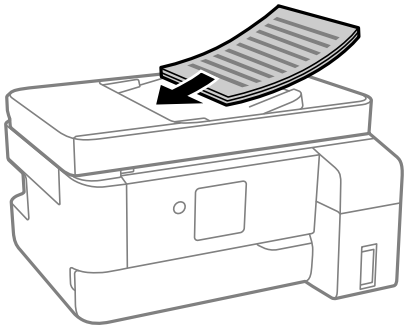
- ❏ Originals that are torn, folded, wrinkled, deteriorated, or curled
- ❏ Originals with binder holes
- ❏ Originals held together with tape, staples, paper clips etc.
- ❏ Originals that have stickers or labels stuck to them
- ❏ Originals that are cut irregularly or not right angled
- ❏ Originals that are bound
- ❏ OHPs, thermal transfer paper, or carbon backs

Placing Originals on the ADF

1. Align the edges of the originals.
2. Pinch and slide out the ADF edge guide.

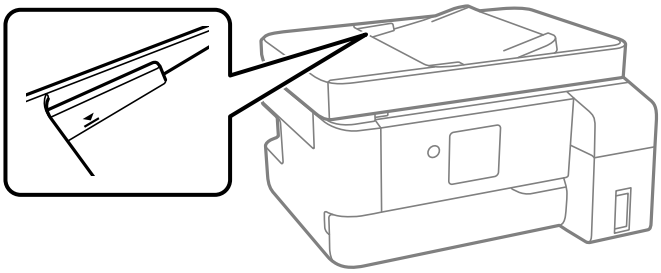


3. Place the originals face-up and short edge first in the ADF, and then slide the ADF edge guide to the edge of the originals.



Important:

❏ *Do not load originals above the line indicated by the triangle symbol on the ADF.*



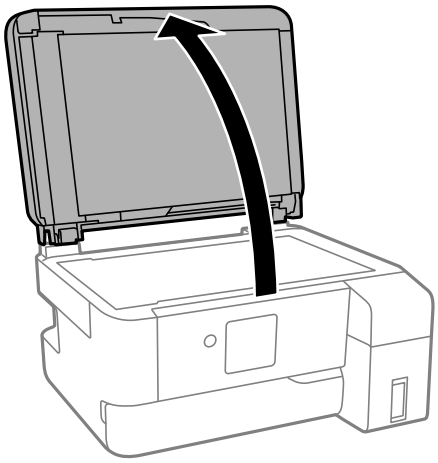
❏ *Do not add originals while scanning.*

Related Information

➡ "ADF Specifications" on page 173

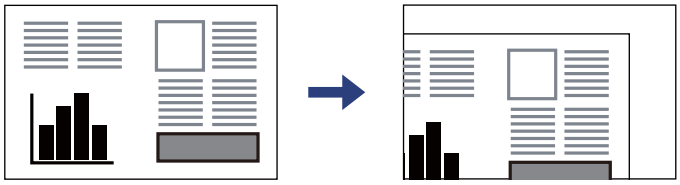
Placing Originals on the Scanner Glass

1. Open the document cover.

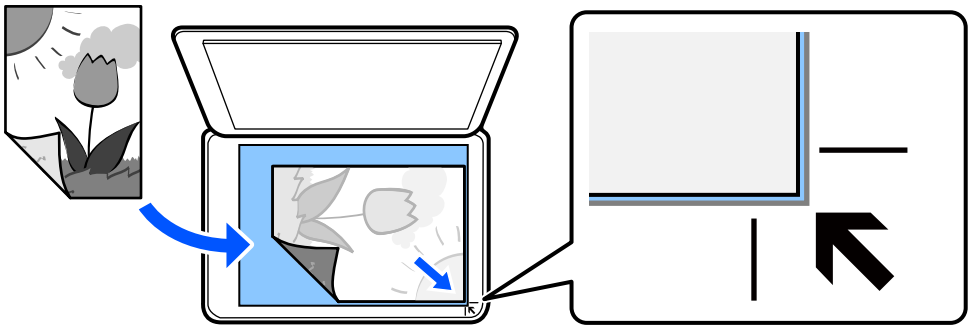


2. Remove any dust or stains on the surface of the scanner glass using a soft, dry, clean cloth.

Note:
If there is any trash or dirt on the scanner glass, the scanning range may expand to include it, so the image of the original may be displaced or reduced.



3. Place the original face-down and slide it to the corner mark.



Note:
When originals are placed in the ADF and on the scanner glass, priority is given to the originals in the ADF.

4. Close the cover gently.

> ***Caution:***
> *Be careful not to trap your fingers when closing the document cover. Otherwise you may be injured.*

> ***Important:***
> ❏ *When placing bulky originals such as books, prevent exterior light from shining directly onto the scanner glass.*
> ❏ *Do not apply too much force to the scanner glass or the document cover. Otherwise, they may be damaged.*

5. Remove the originals after scanning.

Note:
If you leave the originals on the scanner glass for a long time, they may stick to the surface of the glass.

Related Information

➡ "Scanner Specifications" on page 172

Printing

Printing Documents. 37

Printing on Envelopes. 52

Printing Web Pages. 52

Printing Using a Cloud Service. 53

Printing Documents

Printing from a Computer

This section explains how to print a document from your computer using Windows as an example. On Mac OS, the procedure may be different or some features may not be supported.

Printing Using Easy Settings

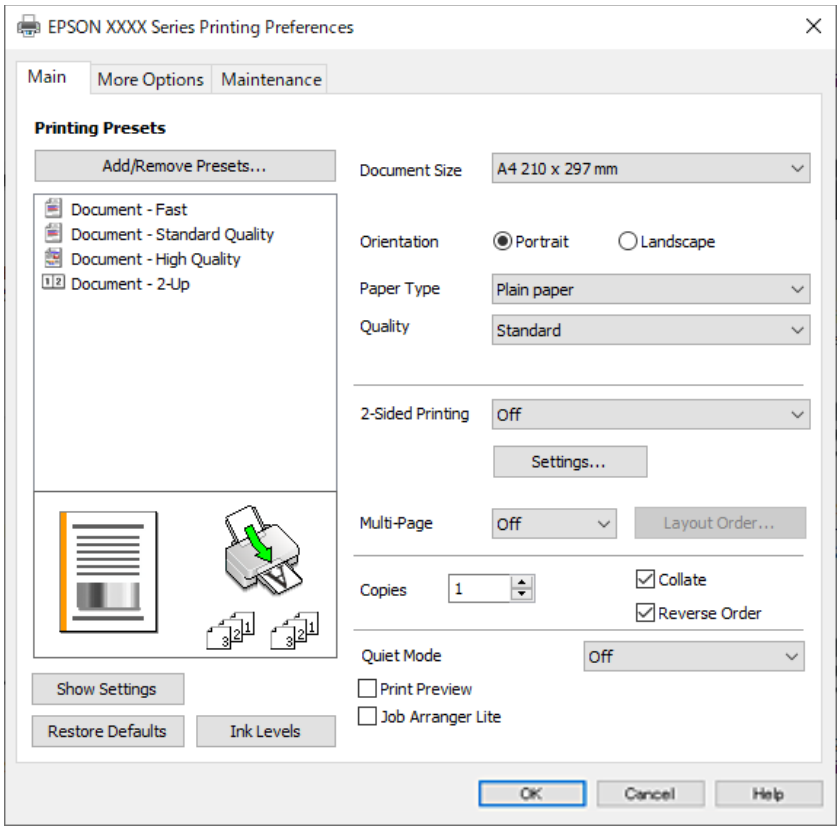
Note:
Operations may differ depending on the application. See the application's help for details.

1. Load paper in the printer.

   "Loading Paper in the Rear Paper Feeder" on page 29

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. Change the settings as necessary.

   You can see the online help for explanations of the setting items. Right-clicking an item displays **Help**.

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

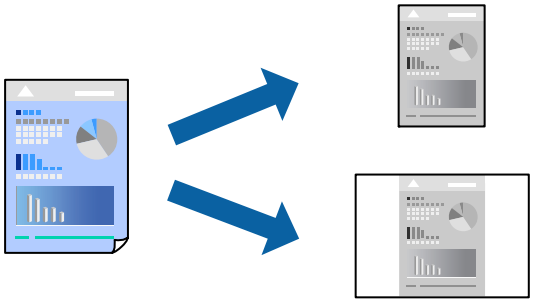
8. Click **Print**.

Related Information

➡ "List of Paper Type" on page 28
➡ "Available Paper and Capacities" on page 158

Adding Printing Presets for Easy Printing

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



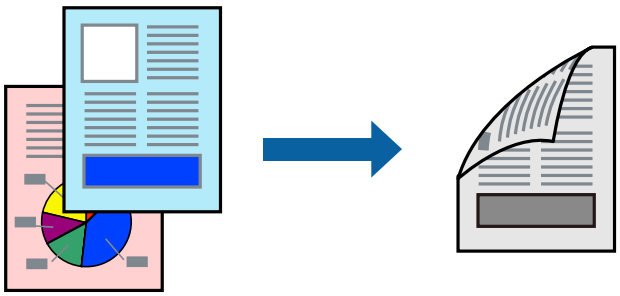
1. On the printer driver's **Main** or **More Options** tab, select the settings you want to include in the preset (such as **Document Size** and **Paper Type**).
2. Click **Add/Remove Presets** in **Printing Presets**.
3. Enter a **Name** and, if necessary, enter a comment.
4. Click **Save**.

   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.*
5. Click **Print**.

The next time you want to print using the same settings, select the registered setting name from **Printing Presets**, and click **OK**.

Printing on 2-Sides

The printer driver will automatically print odd pages and even pages separately. When the odd pages have been printed, turn over the paper according to the instructions in the printer driver to print the even pages.



Access the printer driver, and then select the following settings.

Main tab > **2-Sided Printing**

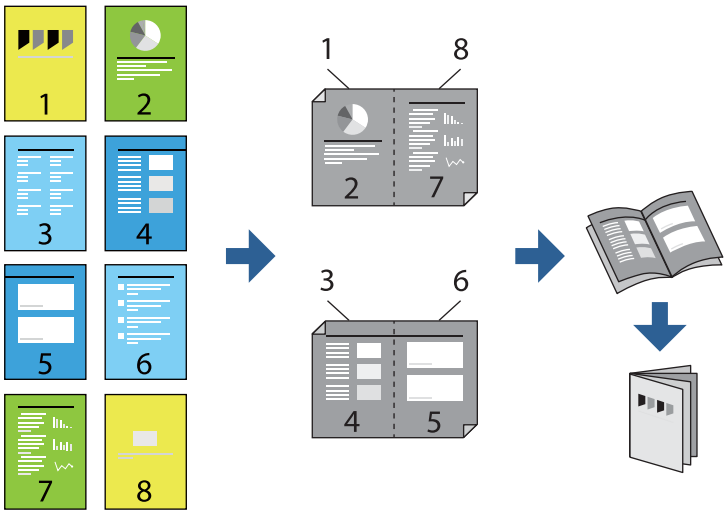
Related Information

➡ "Paper for 2-Sided Printing" on page 159

➡ "Cannot Perform Manual 2-sided Printing (Windows)" on page 154

Printing a Booklet

You can also print a booklet that can be created by re-ordering the pages and folding the printout.



Access the printer driver, and then select the following settings.

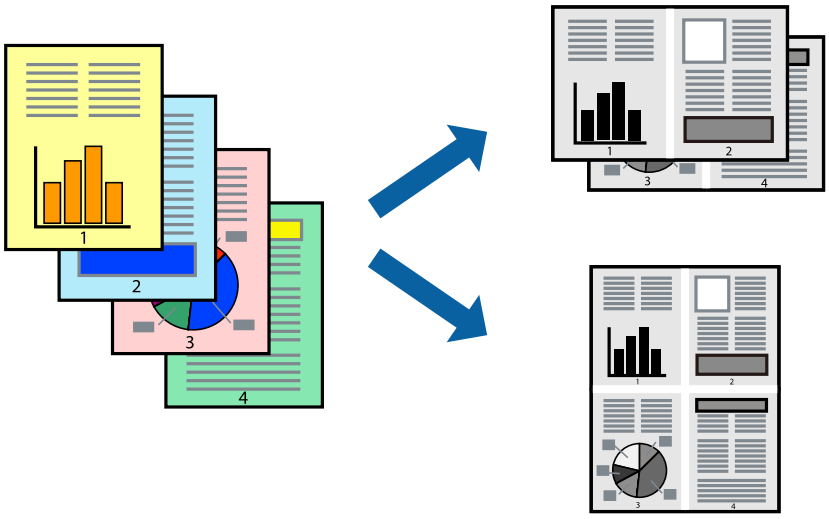
On the **Main** tab, select the 2-sided printing method from **2-Sided Printing**, and then select **Settings** > **Booklet**.

Related Information

➡ "Paper for 2-Sided Printing" on page 159
➡ "Cannot Perform Manual 2-sided Printing (Windows)" on page 154

Printing Several Pages on One Sheet

You can print several pages of data on a single sheet of paper.

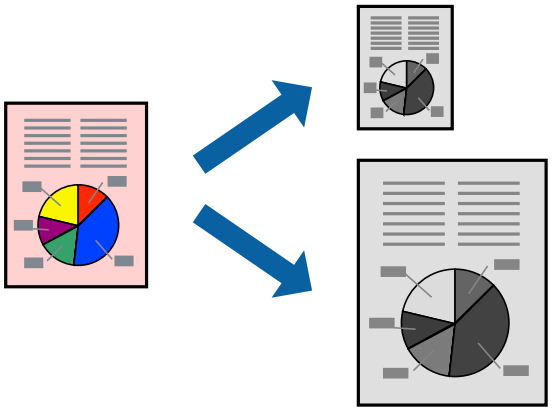


Access the printer driver, and then select the following settings.

Main tab > **Multi-Page** > **2-Up**, etc.

Printing to Fit the Paper Size

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



Access the printer driver, and then select the following settings.

On the **More Options** tab, select **Output Paper**, then select the size of the loaded paper.

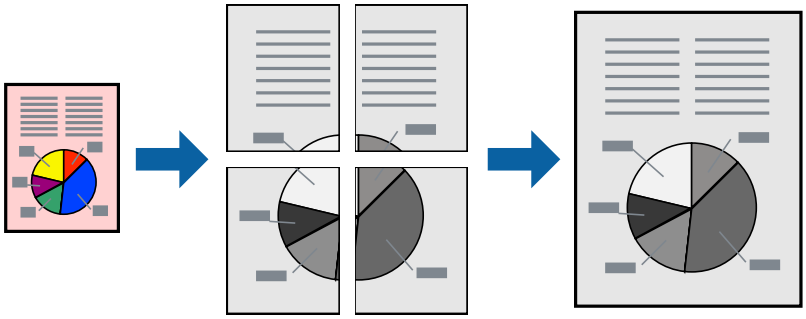
Printing a Reduced or Enlarged Document at any Magnification

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

1. On the printer driver's **More Options** tab, select the document size from the **Document Size** setting.
2. Select the paper size you want to print on from the **Output Paper** setting.
3. Select **Reduce/Enlarge Document**, **Zoom to**, and then enter a percentage.

Printing One Image on Multiple Sheets for Enlargement (Creating a Poster)

This feature allows you to print one image on multiple sheets of paper. You can create a larger poster by taping them together.



Note:
This feature is not available with 2-sided printing.

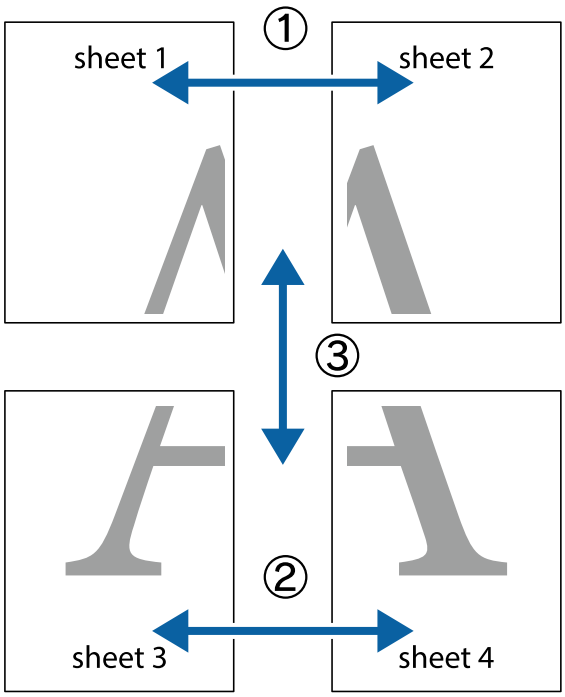
Access the printer driver, and then select the following settings.

Main tab > **Multi-Page** > **2x2 Poster**, etc.

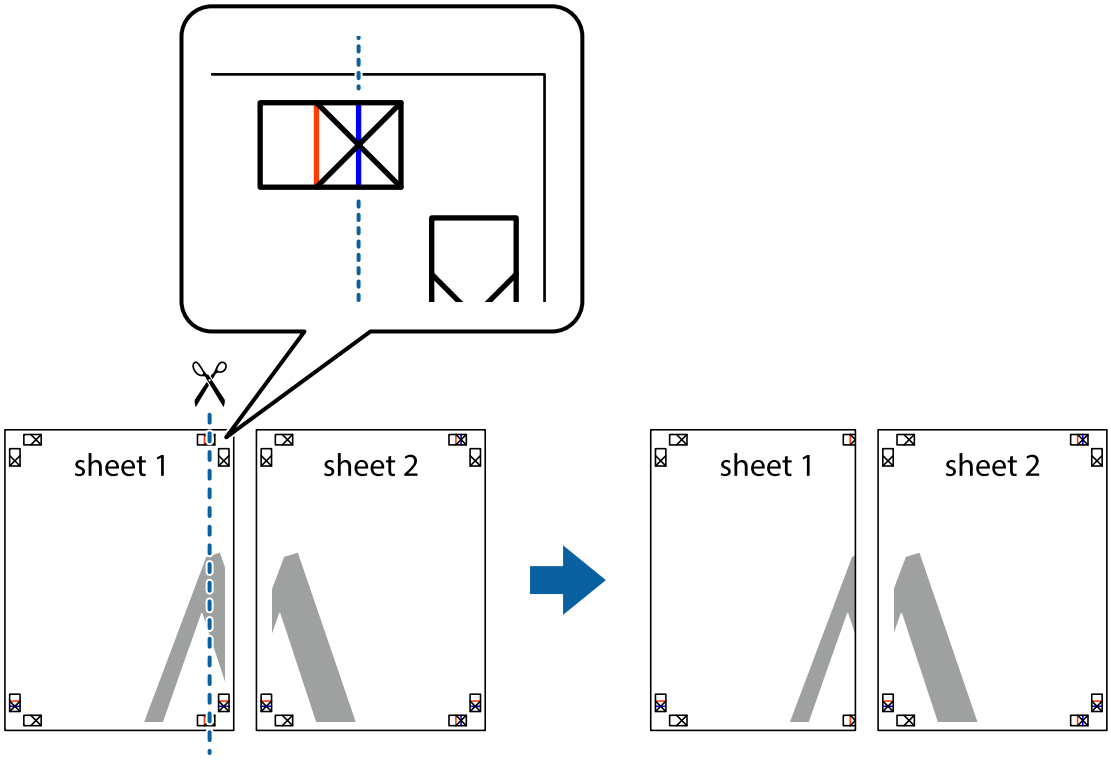
Making Posters Using Overlapping Alignment Marks

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**.

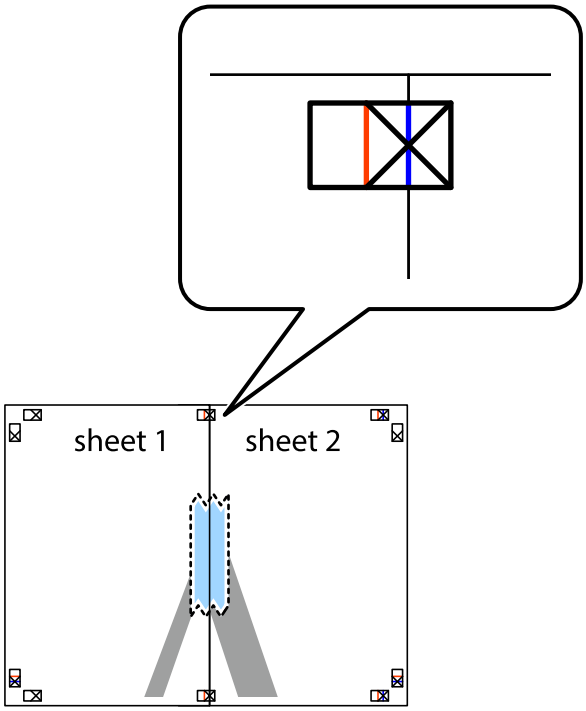
The actual guides are printed in monochrome, but for this explanation they are shown as blue and red lines.



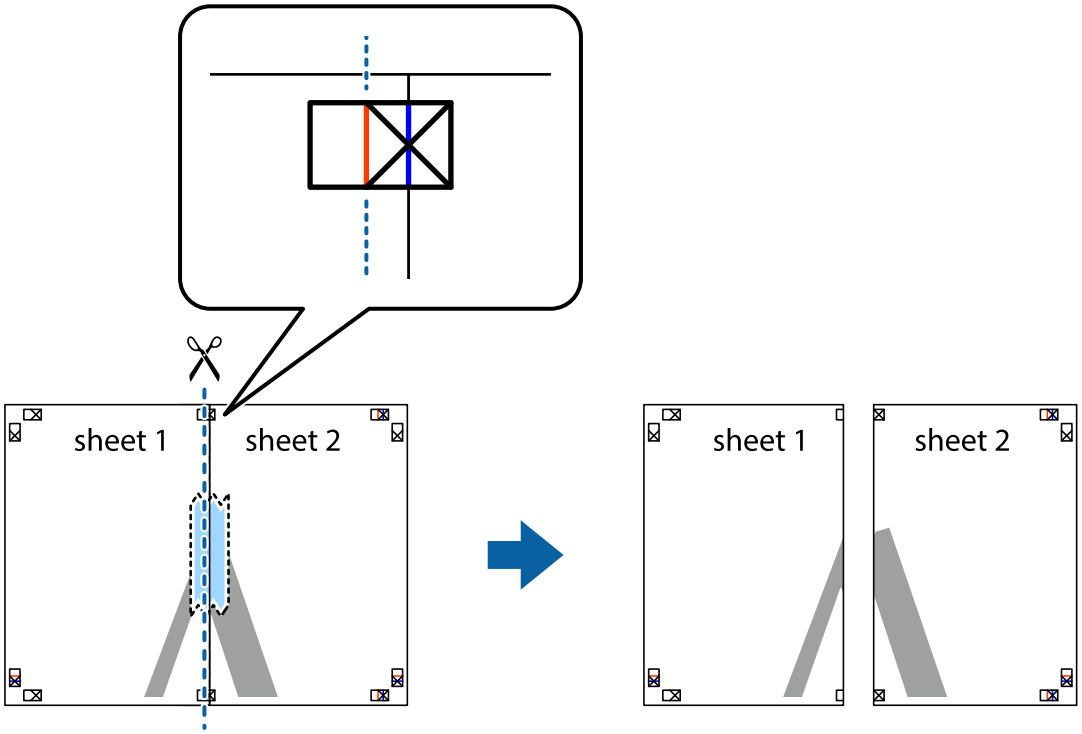
1. Prepare Sheet 1 and Sheet 2. Cut off the margins of Sheet 1 along the vertical blue line through the center of the top and bottom cross marks.



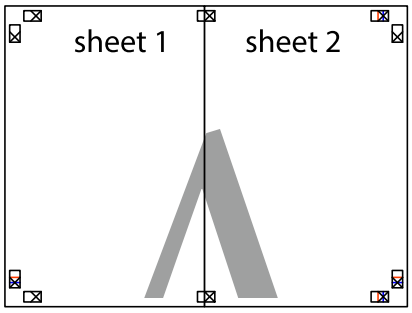
2. Place the edge of Sheet 1 on top of Sheet 2 and align the cross marks, then temporarily tape the two sheets together from the back.



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).

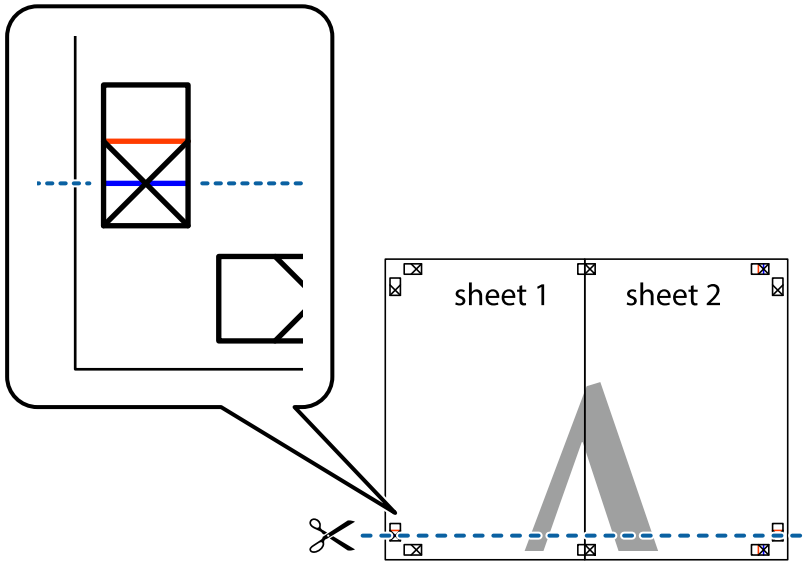


4. Tape the sheets together from the back.

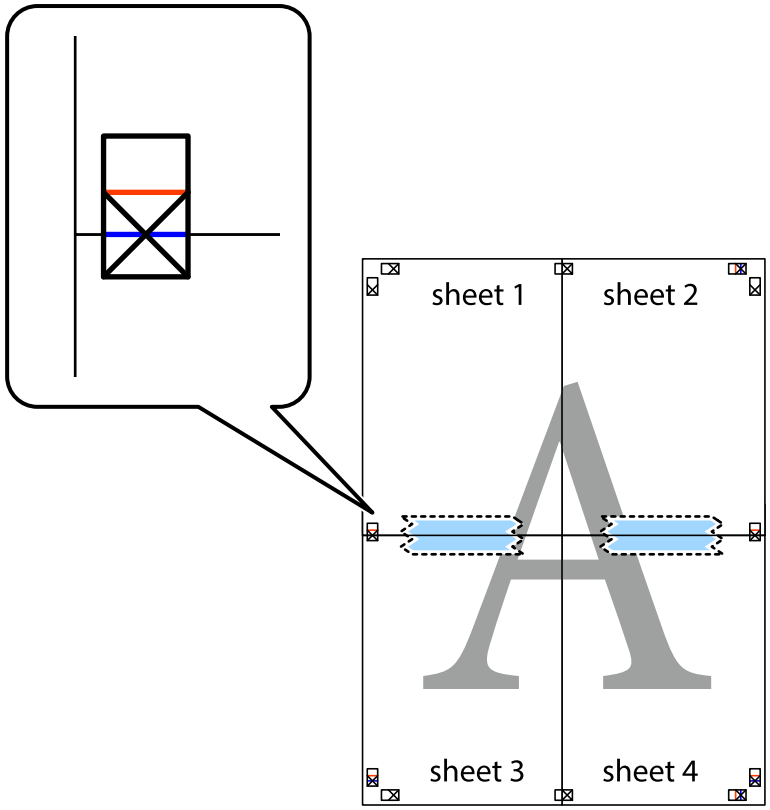


5. Repeat steps 1 to 4 to tape Sheet 3 and Sheet 4 together.

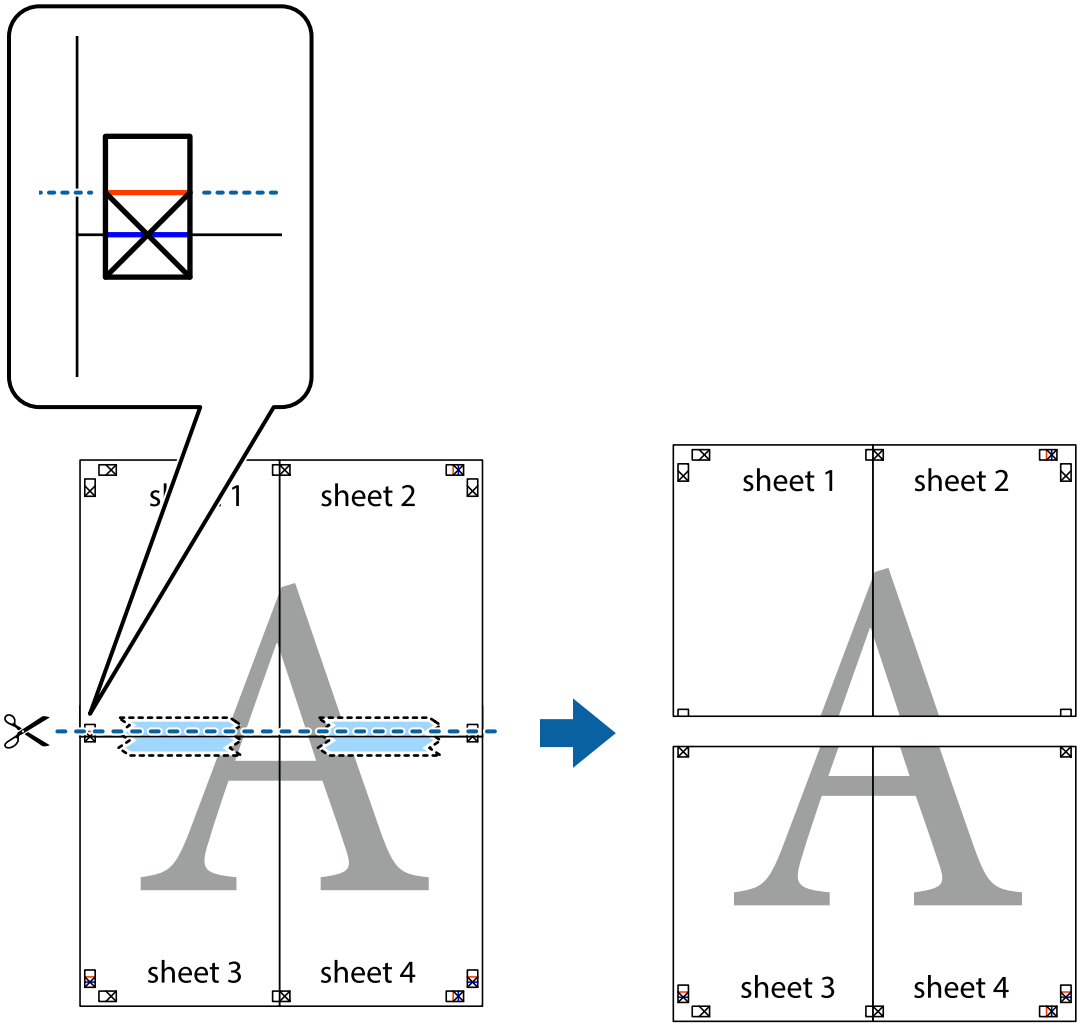
6. Cut off the margins of Sheet 1 and Sheet 2 along the horizontal blue line through the center of the left and right side cross marks.



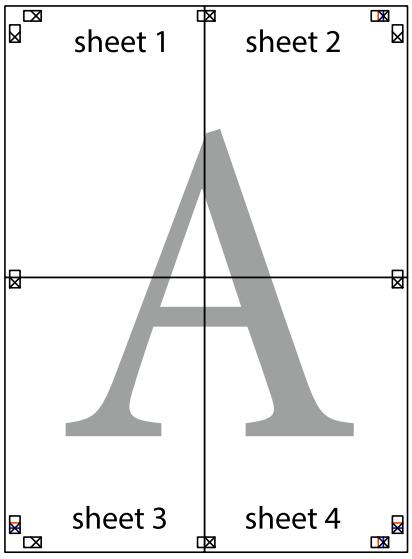
7. Place the edge of Sheet 1 and Sheet 2 on top of Sheet 3 and Sheet 4 and align the cross marks, and then temporarily tape them together from the back.



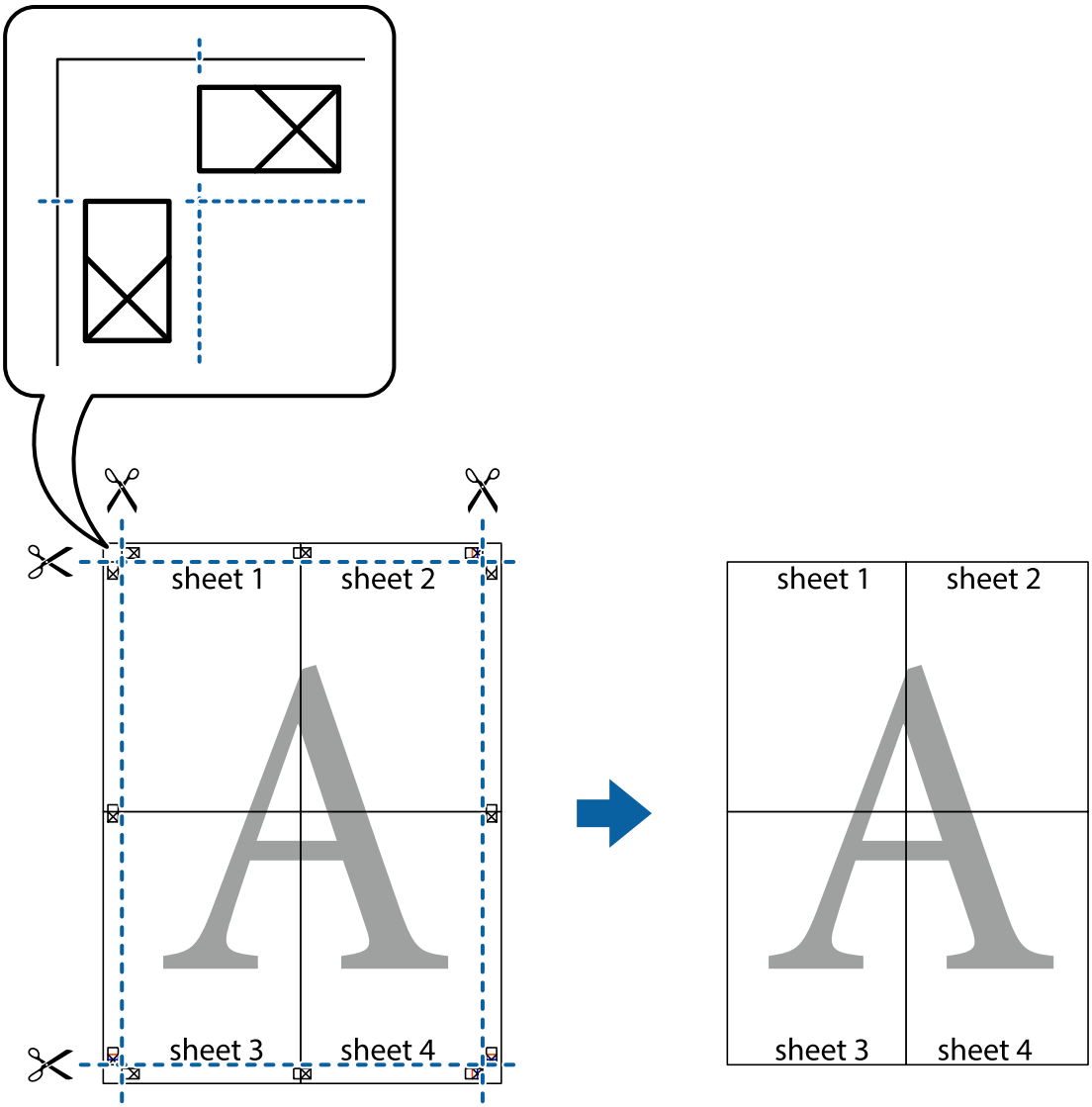
8. Cut the taped sheets in two along the horizontal red line through the alignment markers (this time, the line above the cross marks).



9. Tape the sheets together from the back.

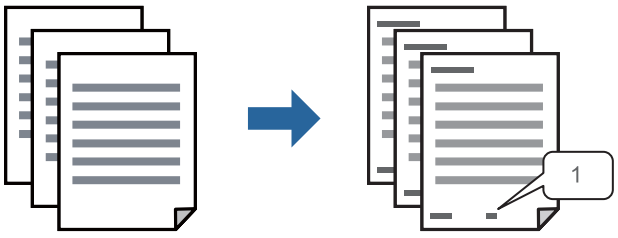


10. Cut off the remaining margins along the outer guide.



Printing with a Header and Footer

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

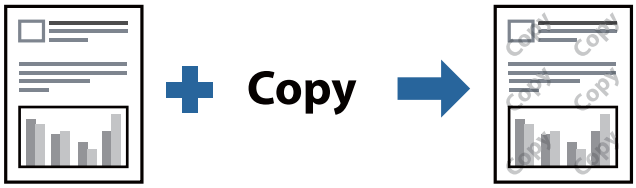


Access the printer driver, and then select the following settings.

More Options tab > **Watermark Features** > **Header/Footer**

Printing an Anti-Copy Pattern

You can print an anti-copy pattern on your printouts. When printing, the letters themselves are not printed and the entire print is screen-toned lightly. The hidden letters appear when photocopied to easily distinguish the original from the copies.



This feature is available when the printer settings are configured as follows:

❏ Paper Type: Plain paper

❏ Quality: Standard

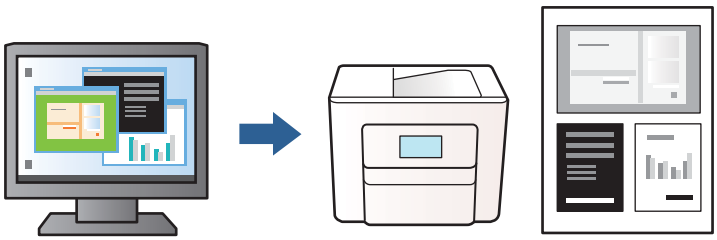
❏ Tone Correction: Automatic

Access the printer driver, and then select the following settings.

More Options tab > **Watermark Features** > **Anti-Copy Pattern**

Printing Multiple Files Together

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 multi-page layout, and 2-sided printing.



1. On the printer driver's **Main** tab, select **Job Arranger Lite**, and then click **OK**.
2. Click **Print**.

   When you start printing, the Job Arranger Lite window is displayed.
3. With the Job Arranger Lite window opened, open the file that you want to combine with the current file, and then repeat the above steps.
4. When you select a print job added to Print Project in the Job Arranger Lite window, you can edit the page layout.

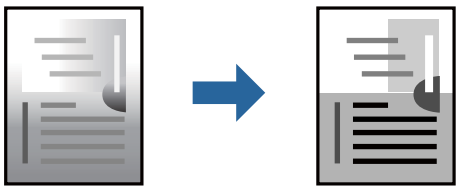
5. Click **Print** from the **File** menu to start printing.

   Note:
   *If you close the Job Arranger Lite window before adding all the print data to the Print Project, the print job you are currently working on is canceled. Click **Save** from the **File** menu to save the current job. The extension of the saved files is "ecl".*

   *To open a Print Project, click **Job Arranger Lite** on the printer driver's **Maintenance** tab to open the Job Arranger Lite window. Next, select **Open** from the **File** menu to select the file.*

Adjusting the Print Tone

You can adjust the tone used in the print job. These adjustments are not applied to the original data.

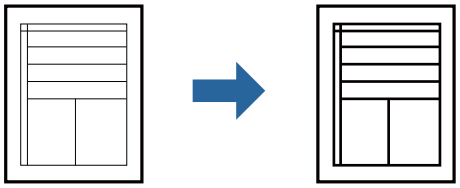


Access the printer driver, and then make the following settings.

More Options tab > **Tone Correction** > **Custom** > **Advanced**, etc.

Printing to Emphasize Thin Lines

You can thicken thin lines that are too thin to print.

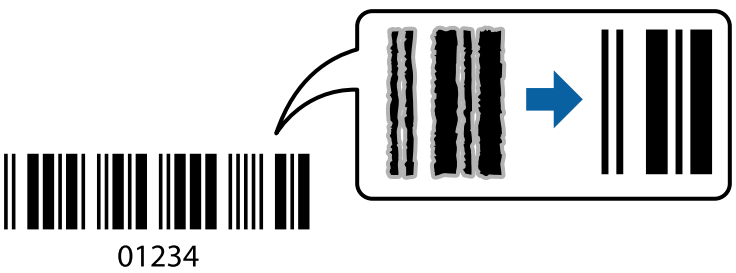


Access the printer driver, and then select the following settings.

More Options tab > **Tone Correction** > **Image Options** > **Emphasize Thin Lines**

Printing Clear Bar Codes

If printed bar codes cannot be read correctly, you can print clearly using reduced ink bleeding. Only enable this feature if the bar code you printed cannot be scanned. Deblurring may not always be possible depending on the circumstances.



You can use this feature for the following paper types and print quality.

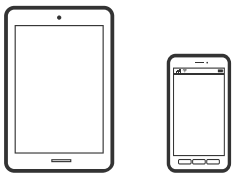
Plain paper, Envelope: Standard

Access the printer driver, and then make the following settings.

Maintenance tab > **Extended Settings** > **Barcode mode**

Printing Documents from Smart Devices

You can print documents from a smart device such as a smartphone or tablet.



Printing Using Epson Smart Panel

Epson Smart Panel is an application that allows you to perform printer operations easily including printing, copying, or scanning from a smart device such as a smartphone or tablet. You can connect the printer and smart device over a wireless network, check the ink levels and printer status, and check for solutions if an error occurs. You can also copy easily by registering a copy favorite.

Install Epson Smart Panel from the following URL or QR code.

https://support.epson.net/smpdl/

Start Epson Smart Panel, and then select the print menu on the home screen.

Printing Documents Using AirPrint

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

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

1. Set up your printer for wireless printing. See the link below.

   https://epson.sn

2. Connect your Apple device to the same wireless network that your printer is using.

3. Print from your device to your printer.

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

Related Information

➡ "Cannot Print Even Though a Connection has been Established (iOS)" on page 109

Printing Using Epson Print Enabler

You can wirelessly print your documents, emails, photos, and web pages right from your Android phone or tablet (Android v7.0 or later). With a few taps, your Android device will discover an Epson printer that is connected to the same wireless network.

Search for and install Epson Print Enabler from Google Play.

Go to **Settings** on your Android device, select **Printing**, and then enable Epson Print Enabler. From an Android application such as Chrome, tap the menu icon and print whatever is on the screen.

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

Printing Using Mopria Print Service

Mopria Print Service enables instant wireless printing from Android smartphones or tablets.

Install Mopria Print Service from Google Play.

For more details, access the Mopria Web site at https://mopria.org.

Printing on Envelopes

Printing on Envelopes from a Computer (Windows)

1. Load envelopes in the printer.
   "Loading Envelopes" on page 30
2. Open the file you want to print.
3. Access the printer driver window.
4. Select the envelope size from **Document Size** on the **Main** tab, and then select **Envelope** from **Paper Type**.
5. Select other settings on the **Main** and **More Options** tabs as necessary, and then click **OK**.
6. Click **Print**.

Printing on Envelopes from a Computer (Mac OS)

1. Load envelopes in the printer.
   "Loading Envelopes" on page 30
2. Open the file you want to print.
3. Select **Print** from the **File** menu or another command to access the print dialog.
4. Select the size as the **Paper Size** setting.
5. Select **Print Settings** from the pop-up menu.
6. Select **Envelope** as the **Media Type** setting.
7. Set the other items as necessary.
8. Click **Print**.

Printing Web Pages

Printing Web Pages from Smart Devices

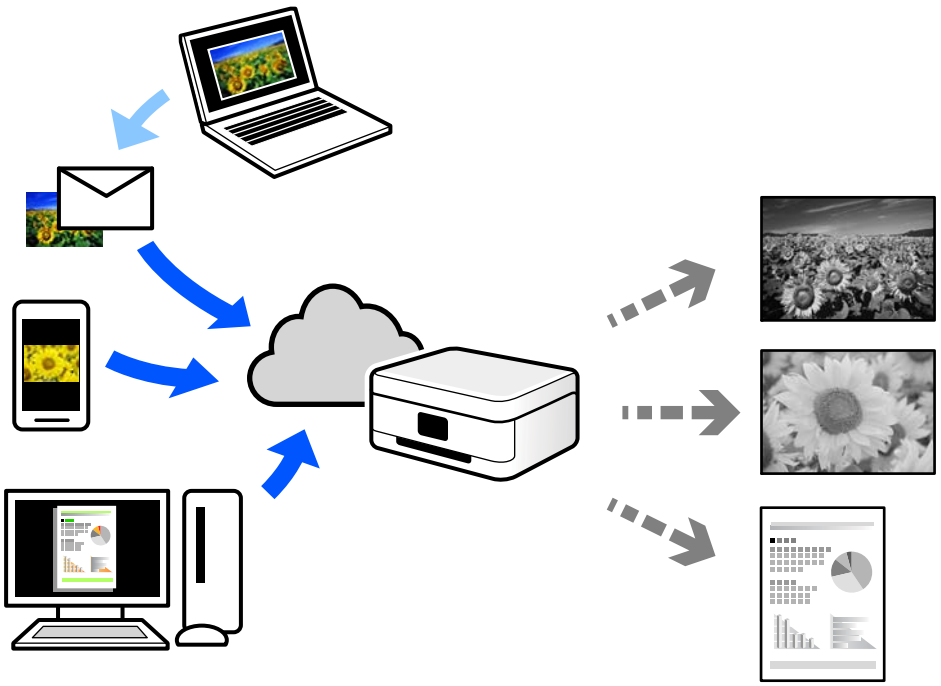
Install Epson Smart Panel from the following URL or QR code.

https://support.epson.net/smpdl/

Open the web page you want to print in your web browser app. Tap **Share** from the menu of the web browser application, select **Smart Panel**, and then start printing.

Printing Using a Cloud Service

By using Epson Connect service available on the Internet, you can print from your smartphone, tablet PC, or laptop, anytime and practically anywhere. To use this service, you need to register the user and the printer in Epson Connect.



The features available on the Internet are as follows.

❏ Email Print

When you send an email with attachments such as documents or images to an email address assigned to the printer, you can print that email and the attachments from remote locations such as your home or office printer.

❏ Remote Print Driver

This is a shared driver supported by Remote Print Driver. When printing using a printer in a remote location, you can print by changing the printer on the usual applications window.

See the Epson Connect web portal for details on how to setup or print.

https://www.epsonconnect.com/

http://www.epsonconnect.eu (Europe only)

Copying

Copying Originals. 56

Copying by Enlarging or Reducing. 57

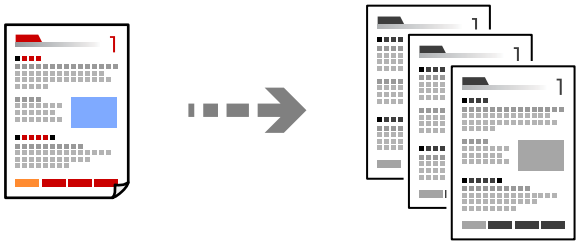
Copying Multiple Originals onto One Sheet. 57

Copying ID card. 59

More Menu Options for Copying. 59

Copying Originals

This section explains the steps for copying originals.



1. Load paper in the printer.

   "Loading Paper in the Rear Paper Feeder" on page 29

2. Place the originals.

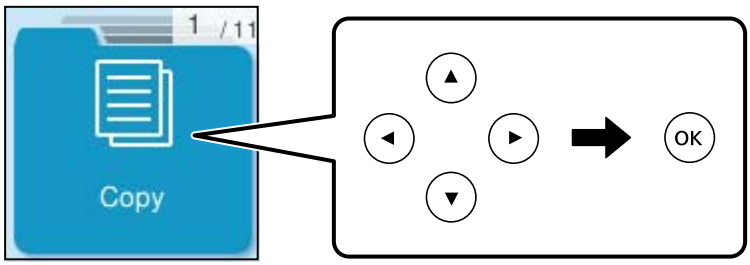
   If you want to copy multiple originals, place all of the originals on the ADF.

   "Placing Originals on the Scanner Glass" on page 34

   "Placing Originals on the ADF" on page 33

3. Select **Copy** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.



4. Select **B&W**.

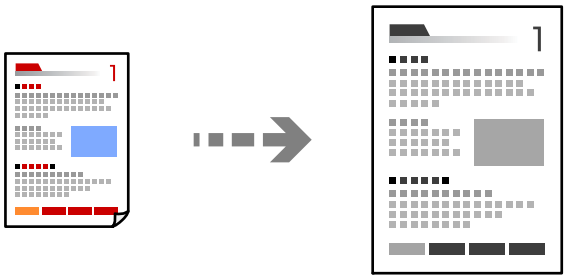
5. Set the number of copies as necessary.

6. Press the ⓕ button.

   Note:
   The color, size, and border of the copied image are slightly different from the original.

Copying by Enlarging or Reducing

You can copy originals at a specified magnification.



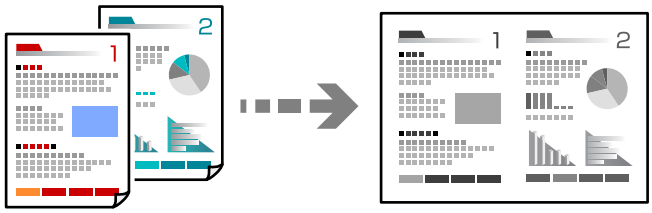
Copy > **More** > **Print Settings** > **Settings** > **Reduce/Enlarge**

Related Information

➡ "More Menu Options for Copying" on page 59

Copying Multiple Originals onto One Sheet

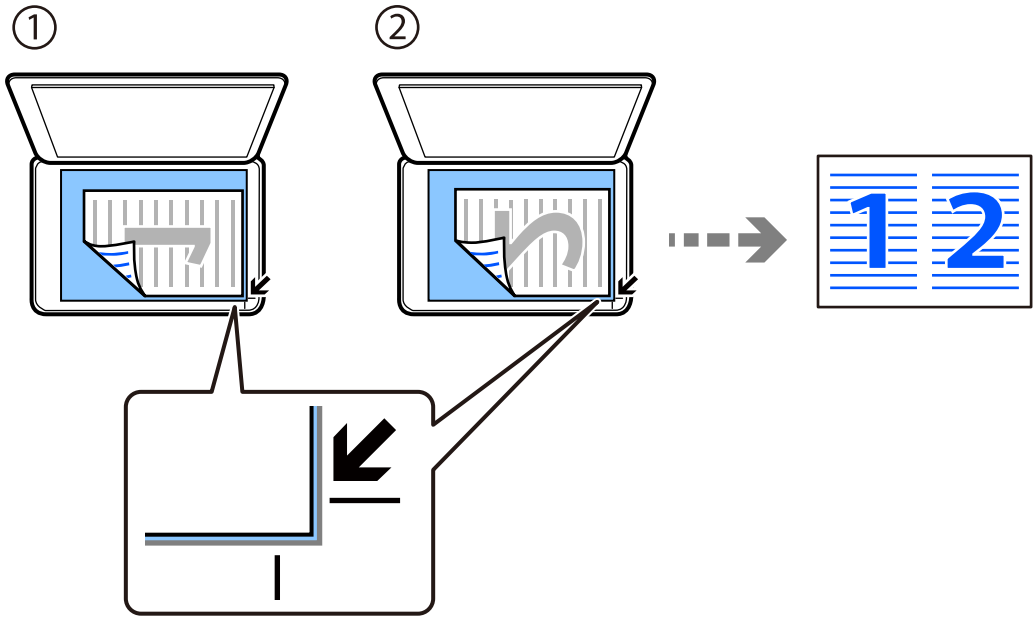
You can copy the multiple originals onto a single sheet.



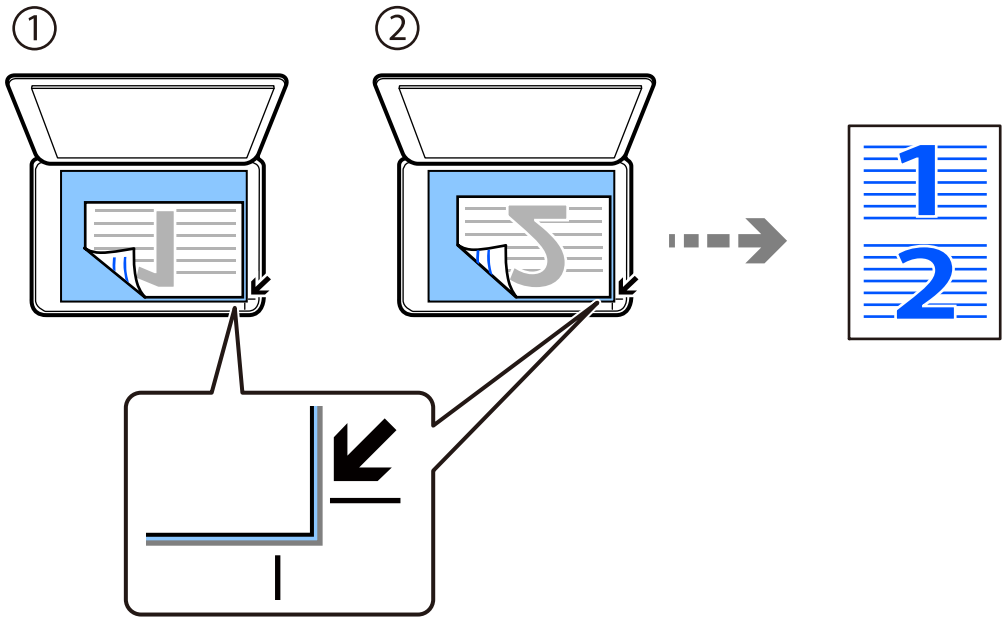
Copy > **2-upB&W**

When placing originals, place them face-down as shown below.

❏ Copying originals horizontally



❏ Copying originals vertically



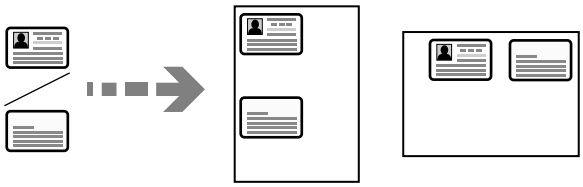
Note:
You can also select ***More*** *to change the settings. See the related information below for explanations of the setting items.*

Related Information

➡ "More Menu Options for Copying" on page 59

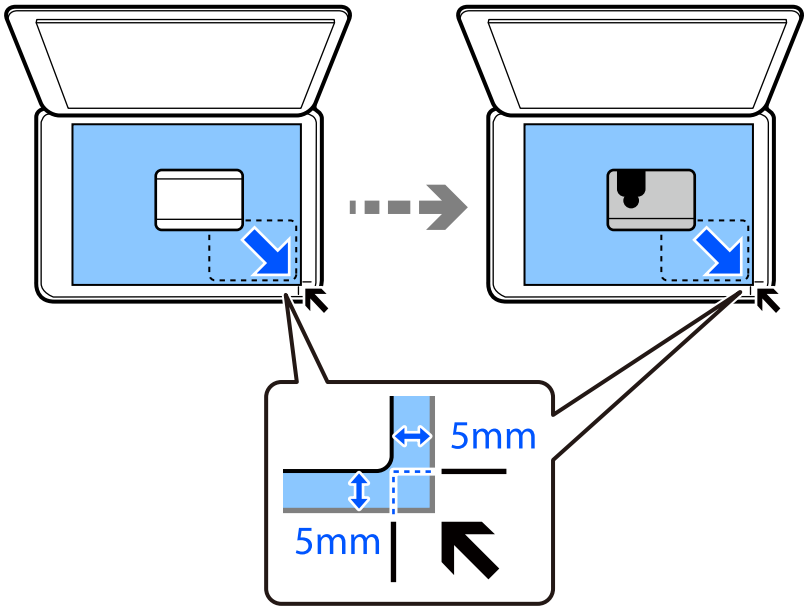
Copying ID card

Scans both sides of an ID card and copies onto one side of A4 size paper.



Copy > **ID Card Copy**

Place the original face-down and slide it to the corner mark. Place an ID card 5 mm away from the corner mark of the scanner glass.



Related Information

➡ "More Menu Options for Copying" on page 59

More Menu Options for Copying

You can make these settings from **Copy** > **More** on the home screen.

The number of copies:

Enter the number of copies.

ID Card Copy:

Select to scan both sides of an ID card and copies onto one side of a paper.

Print Settings:

The print settings screen is displayed. To change the settings, press the ▼ button.

Density:

Increase the level of density when the copying results are faint. Decrease the level of density when ink smears.

Paper Setting:

Select the paper size and the paper type you loaded.

Reduce/Enlarge:

Configures the magnification ratio for enlargement or reduction. Select the magnification from the menu according to the paper and original you want to print.

Auto Fit :

Detects the scan area and automatically enlarges or reduces the original to fit to the paper size you selected.

Custom Size:

Specifies the magnification used to enlarge or reduce the original within a range of 25 to 400%.

Original Size:

Select the size of your original. When copying non-standard size originals, select the size closest to your original.

Multi-Page:

Select the copy layout.

❏ Single Page

Copies a single-sided original onto a single sheet.

❏ 2-up

Copies two single-sided originals onto a single sheet in 2-up layout. Select the layout order and the orientation of your original.

Quality:

Select the quality for copying. Selecting **High** provides higher quality printing, but the printing speed may be slower.

Scanning

Available Scanning Methods. 62

Scanning Originals to a Computer. 62

Scanning Using WSD. 63

Scanning Originals to a Smart Device. 66

Available Scanning Methods

You can use any of the following methods to scan using this printer.

Scanning to a Computer

You can save the scanned image to a computer connected to the printer.

"Scanning Originals to a Computer" on page 62

Scanning Using WSD

You can save the scanned image to a computer connected to the printer, using WSD feature.

"Scanning Using WSD" on page 63

Scanning Directly from Smart Devices

You can save scanned images directly to a smart device such as a smart phone or tablet by using the Epson Smart Panel application on the smart device.

"Scanning Originals to a Smart Device" on page 66

Scanning Originals to a Computer

Note:
To use this feature, make sure the following applications are installed on your computer.

- ❏ *Epson ScanSmart (Windows 7 or later, or OS X El Capitan (10.11) or later)*
- ❏ *Epson Event Manager (Windows Vista/Windows XP, or OS X Yosemite (10.10)/OS X Mavericks (10.9.5))*
- ❏ *Epson Scan 2 (application required to use the scanner feature)*

See the following to check for installed applications.

*Windows 11: Click the start button, and then check the **All apps** > **Epson Software** folder > **Epson ScanSmart**, and the **EPSON** folder > **Epson Scan 2**.*

*Windows 10: Click the start button, and then check the **Epson Software** folder > **Epson ScanSmart**, and the **EPSON** folder > **Epson Scan 2**.*

Windows 8.1/Windows 8: Enter the application name in the search charm, and then check the displayed icon.

*Windows 7: Click the start button, and then select **All Programs**. Next, check the **Epson Software** folder > **Epson ScanSmart**, and the **EPSON** folder > **Epson Scan 2**.*

*Windows Vista/Windows XP: Click the start button, and then select **All Programs** or **Programs**. Next, check the **Epson Software** folder > **Epson Event Manager**, and the **EPSON** folder > **Epson Scan 2**.*

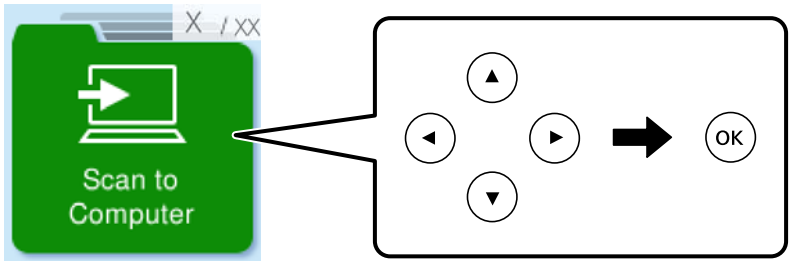
*Mac OS: Select **Go** > **Applications** > **Epson Software**.*

1. Place the originals.

   "Placing Originals" on page 32

2. Select **Scan to Computer** on the control panel.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.



3. Select how to save the scanned image to a computer.

   ❏ Preview on Computer (Windows 7 or later, or OS X El Capitan (10.11) or later): Previews the scanned image on a computer before saving images.

   ❏ Save as JPEG: Saves the scanned image in JPEG format.

   ❏ Save as PDF: Saves the scanned image in PDF format.

4. If the **Select Computer** screen is displayed, select a computer on which to save the scanned images.

5. Press the ⓕ button.

When using Windows 7 or later, or OS X El Capitan (10.11) or later: Epson ScanSmart automatically starts on your computer, and scanning starts.

Note:

❏ *See the Epson ScanSmart help for detailed operation information for the software. Click **Help** on the Epson ScanSmart screen to open the help.*

❏ *You can not only start scanning from the printer but also from your computer by using Epson ScanSmart.*

Scanning Using WSD

You can save the scanned image to a computer connected to the printer, using WSD feature.

❏ This feature is only available for computers running Windows Vista or later (English only).

❏ If you are using Windows 7/Windows Vista, you need to setup your computer in advance using this feature.

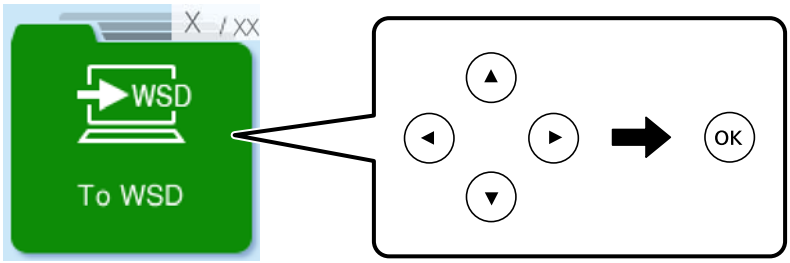
"Setting Up a WSD Port" on page 64

1. Place the originals.

   "Placing Originals on the Scanner Glass" on page 34

2. Select **To WSD** on the control panel.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.



3. Select a computer.

4. Press the ⓘ button.

Setting Up a WSD Port

This section explains how to set up a WSD port for Windows 7/Windows Vista.

Note:
For Windows 8 or later, the WSD port is set up automatically.

The following is necessary to set up a WSD port.

❏ The printer and the computer are connected to the network.

❏ The printer driver is installed on the computer.

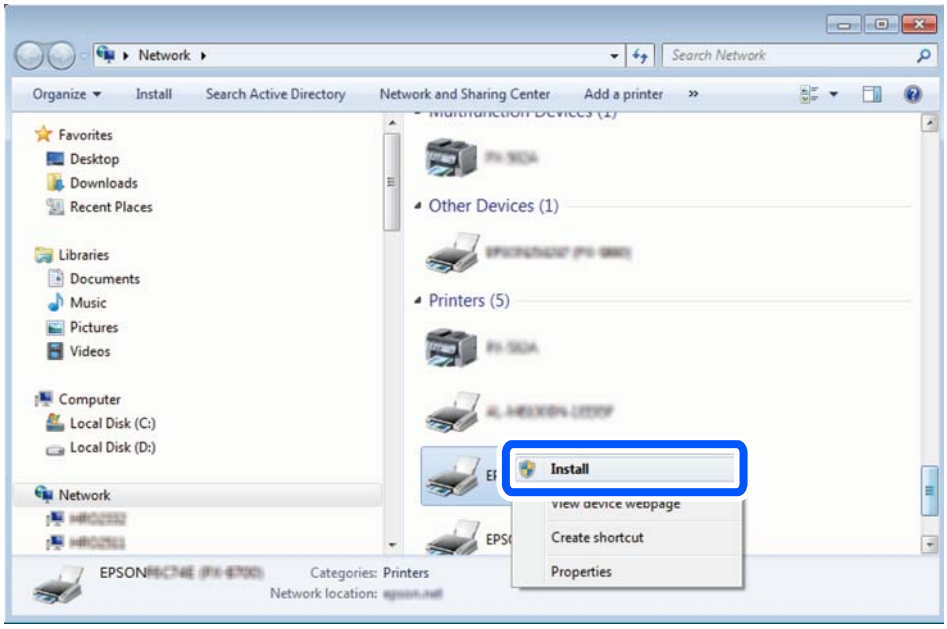
1. Turn the printer on.

2. Click start, and then click **Network** on the computer.

3. Right-click the printer, and then click **Install**.

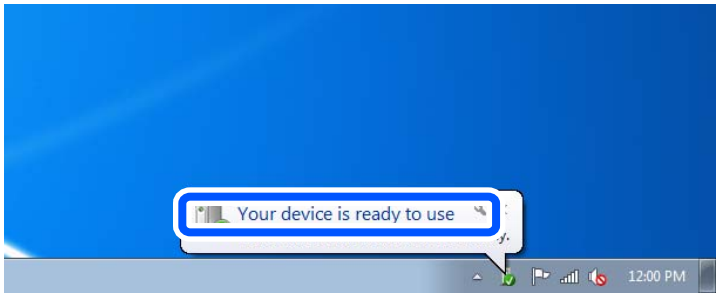
   Click **Continue** when the **User Account Control** screen is displayed.

Click **Uninstall** and start again if the **Uninstall** screen is displayed.

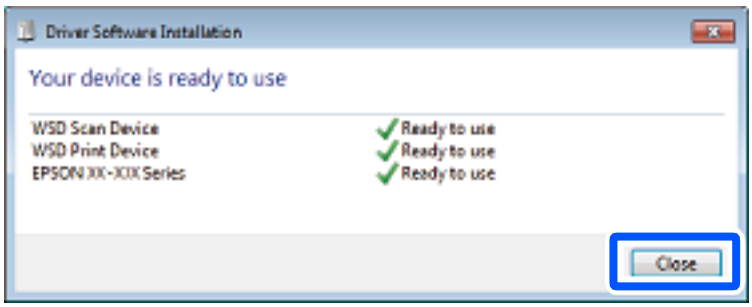


Note:
The printer name you set on the network and model name (EPSON XXXXXX (XX-XXXX)) are displayed on the network screen. You can check the printer's name set on the network from the printer's control panel or by printing a network status sheet.

4. Click **Your device is ready to use**.



5. Check the message, and then click **Close**.



6. Open the **Devices and Printers** screen.

❏ Windows 7

Click start > **Control Panel** > **Hardware and Sound** (or **Hardware**) > **Devices and Printers**.

❏ Windows Vista

Click start > **Control Panel** > **Hardware and Sound** > **Printers**.

7. Check that an icon with the printer's name on the network is displayed.

   Select the printer name when using with WSD.

Scanning Originals to a Smart Device

Note:
Before scanning, install Epson Smart Panel on your smart device.

1. Place the originals.

   "Placing Originals" on page 32

2. Start Epson Smart Panel on your smart device.

3. Select scan menu on the home screen.

4. Follow the on-screen instructions to scan and save the images.

Maintaining the Printer

Checking the Ink Level. 68

Improving Print, Copy, and Scan Quality. 68

Cleaning the Printer. 77

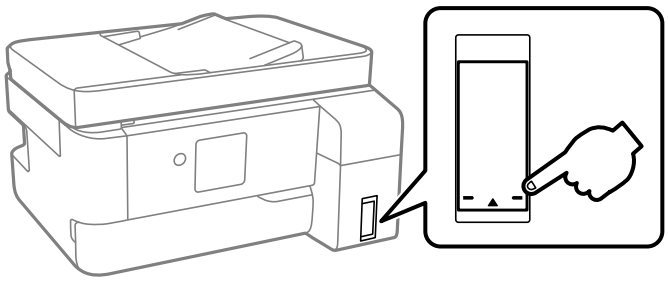
Cleaning Spilled ink. 77

Checking the Ink Level

To confirm the actual ink remaining, visually check the ink level in the printer's tank.

Important:

Prolonged use of the printer when the ink level is below the lower line could damage the printer.



Note:

You can also check the approximate ink level from the status monitor on the printer driver.

❏ *Windows*

*Click **EPSON Status Monitor 3** on the **Maintenance** tab.*

*If **EPSON Status Monitor 3** is disabled, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.*

❏ *Mac OS*

*Apple menu > **System Preferences (or System Settings)** > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**) > Epson(XXXX) > **Options & Supplies** > **Utility** > **Open Printer Utility** > **EPSON Status Monitor***

Related Information

➡ "It is Time to Refill the Ink" on page 141

➡ "It is Time to Replace the Maintenance Box" on page 146

Improving Print, Copy, and Scan Quality

Checking and Cleaning the Print Head

If the nozzles are clogged, the printouts become faint or there is visible banding. If the nozzles are severely clogged, a blank sheet will be printed. When print quality has declined, first use the nozzle check feature to check if the nozzles are clogged. If the nozzles are clogged, clean the print head.

Important:

- ❏ *Do not open the scanner unit or turn off the printer during head cleaning. If the head cleaning is incomplete, you may not be able to print.*
- ❏ *Head cleaning consumes ink and should not be performed more than necessary.*
- ❏ *When ink is low, you may not be able to clean the print head.*
- ❏ *If print quality has not improved after repeating nozzle check and Cleaning 3 times or Power Cleaning once, wait for at least 12 hours without printing, and then run the nozzle check again. We recommend turning off the printer. If print quality has still not improved, run Power Ink Flushing. If it 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.*

You can check and clean the print head by using the printer's control panel.

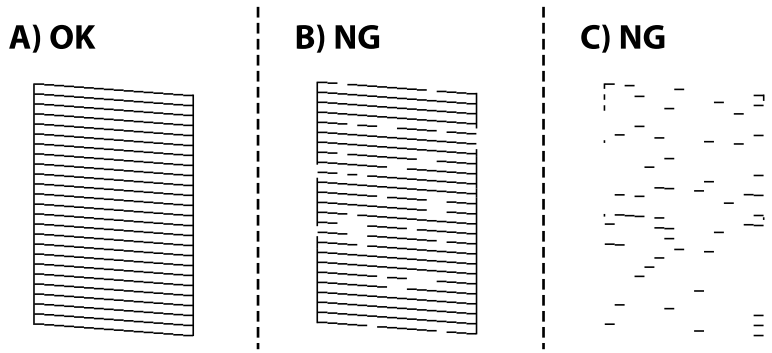
1. Select **Maintenance** on the printer's control panel.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Nozzle Check**.

3. Follow the on-screen instructions to load paper and print the nozzle check pattern.

4. Check the printed pattern to see if the print head nozzles are clogged.



   - ❏ A:

     All lines are printed. Select **No**. No further steps are needed.

   - ❏ B or close to B

     Some nozzles are clogged. Select **Yes** - **Cleaning**, and then follow the on-screen instructions to clean the print head.

     When cleaning is finished, the nozzle check pattern is printed automatically.

   - ❏ C or close to C

     If the printout comes out as a blank sheet or more than half of it is missing, indicates most nozzles are clogged. Select **Yes** - **Power Cleaning**, and then follow the on-screen instructions. When cleaning is finished, the nozzle check pattern is printed automatically.

     For details, see "Related information" below.

5. Repeat cleaning and printing the pattern until all lines are printed completely.

> ***Important:***
> *If print quality has not improved after repeating nozzle check and Cleaning3 times or running Power Cleaning once, wait for at least 12 hours without printing, and then run the nozzle check again. We recommend turning off the printer by using the ⏻ button. If print quality has still not improved, run Power Ink Flushing.*

Note:
You can also check and clean the print head from the printer driver.

❏ *Windows*

*Click **Print Head Nozzle Check** on the **Maintenance** tab.*

❏ *Mac OS*

*Apple menu > **System Preferences** (or **System Settings**) > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**) > Epson(XXXX) > **Options & Supplies** > **Utility** > **Open Printer Utility** > **Print Head Nozzle Check***

Related Information

➡ "Running Power Cleaning" on page 70

➡ "Running Power Ink Flushing" on page 71

Running Power Cleaning

The **Power Cleaning** feature may improve print quality in the following cases.

❏ When most nozzles are clogged.

❏ When the printout comes out as a blank sheet.

Before running this feature, use the nozzle check feature to check if the nozzles are clogged, read the following instructions.

> ***Important:***
> *The Power Cleaning uses more ink than the Cleaning.*

1. Select **Maintenance** on the printer's control panel.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Head Cleaning**, and then select **Yes**, you can run the nozzle check. If you select **No**, you can select **Power Cleaning**.

3. Follow the on-screen instructions to run the Power Cleaning feature.

   Note:
   If you cannot run this feature, solve the problems that are displayed on the screen. Next, follow this procedure from step 1 to run this feature again.

4. After running this feature, run the nozzle check to make sure the nozzles are not clogged.

   For details on how to run the nozzle check, see the related information link below.

Important:

If print quality has not improved after running Power Cleaning, wait for at least 12 hours without printing, and then run the nozzle check again. We recommend turning off the printer by using the ⏻ button. If print quality has still not improved, run Power Ink Flushing.

Note:

You can also run ***Power Cleaning*** *from the printer driver.*

❏ *Windows*

Maintenance *tab* > ***Print Head Cleaning*** > ***Power Cleaning***

❏ *Mac OS*

Apple menu > ***System Preferences*** *(or* ***System Settings****)* > ***Printers & Scanners*** *(or* ***Print & Scan****,* ***Print & Fax****)* > *Epson(XXXX)* > ***Options & Supplies*** > ***Utility*** > ***Open Printer Utility*** > ***Print Head Cleaning*** > ***Power Cleaning***

Related Information

➡ "Checking and Cleaning the Print Head" on page 68

➡ "Running Power Ink Flushing" on page 71

Running Power Ink Flushing

The **Power Ink Flushing** utility allows you to replace all of the ink inside the ink tubes. In the following situations, you may need to use this feature to improve the print quality.

❏ You printed or performed head cleaning when the ink levels were too low to be seen in the ink tank windows.

❏ You performed the nozzle check and head cleaning 3 times or running **Power Cleaning** once, and then waited for at least 12 hours without printing, and then run the nozzle check again, but print quality still did not improve.

Before running this feature, read the following instructions.

Important:

Make sure that there is enough ink in the ink tank.

Visually check the ink tank is at least a third full. Low ink levels during Power Ink Flushing could damage the product.

Important:

An interval of 12 hours is required between each Power Ink Flushing.

Normally, a single Power Ink Flushing should resolve the print quality issue within 12 hours. Therefore, to avoid unnecessary ink usage, you must wait 12 hours before you try it again.

Important:

Maintenance box replacement may be required.

Ink will be deposited to the maintenance box. If it becomes full, you must prepare and install a replacement maintenance box to continue printing.

Note:
When the ink levels or the free space in the maintenance box are insufficient for Power Ink Flushing, you cannot run this feature. Even in this case, the levels and the free space for printing may remain.

1. Select **Maintenance** on the printer's control panel.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

2. Select **Power Ink Flushing**.

3. Follow the on-screen instructions to run the Power Ink Flushing feature.

   Note:
   If you cannot run this feature, solve the problems that are displayed on the screen. Next, follow this procedure from step 1 to run this feature again.

4. After running this feature, run the nozzle check to make sure the nozzles are not clogged.

   For details on how to run the nozzle check, see the related information link below.

> ***Important:***
> *If print quality has not improved after running Power Ink Flushing wait for at least 12 hours without printing, and then run the nozzle check again. We recommend turning off the printer. If it has still not improved, contact Epson support.*

Note:
*You can also run **Power Ink Flushing** from the printer driver.*

❏ *Windows*

*Click **Power Ink Flushing** on the **Maintenance** tab*

❏ *Mac OS*

*Apple menu > **System Preferences** (or **System Settings**) > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**) > Epson(XXXX) > **Options & Supplies** > **Utility** > **Open Printer Utility** > **Power Ink Flushing***

Related Information

➡ "Checking and Cleaning the Print Head" on page 68

Preventing nozzle clogging

Always use the power button when turning the printer on and off.

Check that the power light is off before you disconnect the power cord.

The ink itself can dry out if it is not covered. Just like placing a cap on a fountain pen or an oil pen to prevent it from drying, make sure the print head is capped properly to prevent the ink from drying.

When the power cord is unplugged or a power outage occurs while the printer is in operation, the print head may not be capped properly. If the print head is left as it is, it will dry out causing nozzles (ink outlets) to clog.

In these cases, turn the printer on and off again as soon as possible to cap the print head.

Aligning the Print Head

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

1. Select **Maintenance** on the printer's control panel.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

2. Select **Print Head Alignment**.

3. Select one of the alignment menus.

   ❏ Vertical lines look misaligned or the printouts look blurry : Select **Vertical Alignment**.

   ❏ Horizontal banding occurs at regular intervals: Select **Horizontal Alignment**.

4. Follow the on-screen instructions.

Cleaning the Paper Path for Ink Smears

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.*

1. Select **Maintenance** on the printer's control panel.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

2. Select **Paper Guide Cleaning**.

3. Follow the on-screen instructions to load paper and clean the paper path.

4. Repeat this procedure until the paper is not smeared with ink.

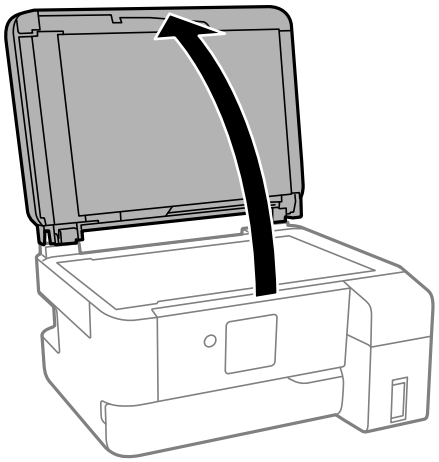
Cleaning the Scanner Glass

When the copies or scanned images are smeared, clean the scanner glass.

> ***Caution:***
> *Be careful not to trap your hand or fingers when opening or closing the document cover. Otherwise you may be injured.*

> ***Important:***
> *Never use alcohol or thinner to clean the printer. These chemicals can damage the printer.*

1. Open the document cover.



2. Use a soft, dry, clean cloth to clean the scanner glass.

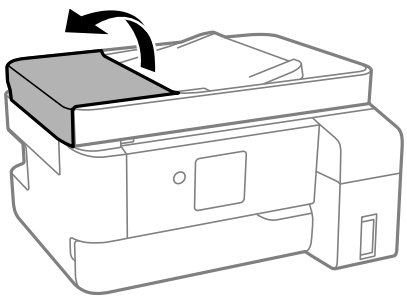
> ***Important:***
>
> ❏ *If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner and a soft cloth to remove it. Wipe off all remaining liquid.*
>
> ❏ *Do not press the glass surface too hard.*
>
> ❏ *Be careful not to scratch or damage the surface of the glass. A damaged glass surface can decrease the scan quality.*

Cleaning the ADF

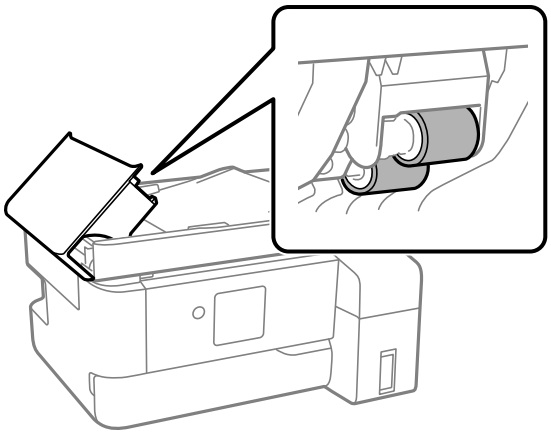
When the copied or scanned images from the ADF are smeared or the originals do not feed into the ADF correctly, clean the ADF.

> ***Important:***
>
> *Never use alcohol or thinner to clean the printer. These chemicals can damage the printer.*

1. Open the ADF cover.

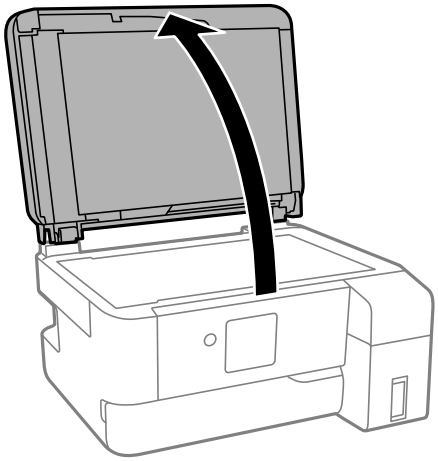


2. Use a soft, moist cloth to clean the rollers and the interior of the ADF.

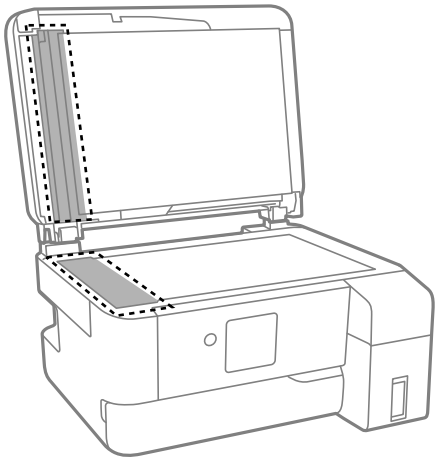


> ***Important:***
> *Using a dry cloth may damage the surfaces of the rollers. Use the ADF after the rollers have dried.*

3. Close the ADF cover, and then open the document cover.



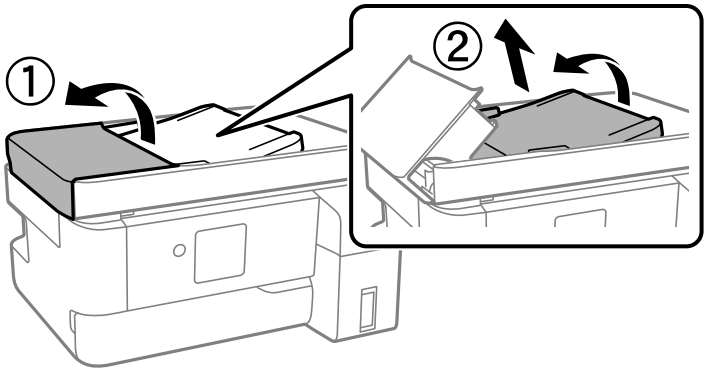
4. Clean the part that is shown in the illustration.



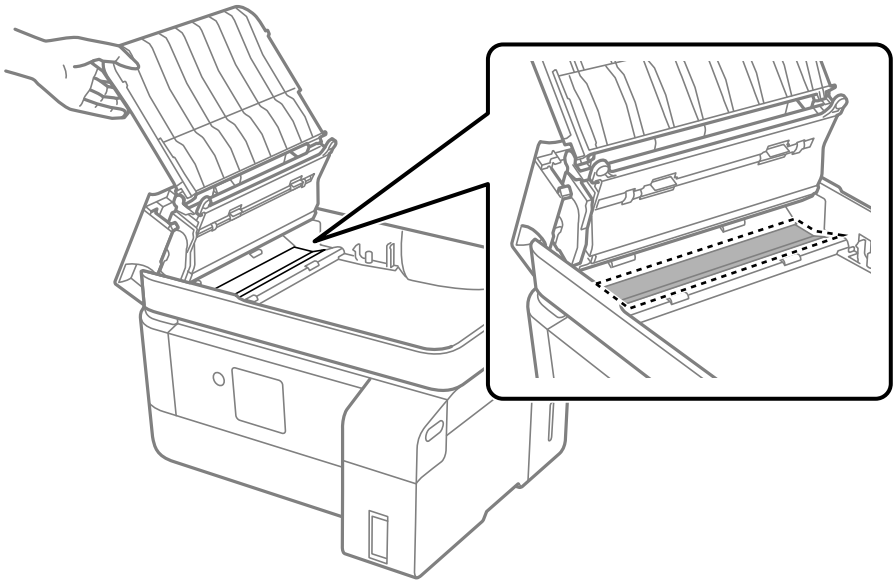
Important:

- ❏ *If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner and a soft cloth to remove it. Wipe off all remaining liquid.*
- ❏ *Do not press the glass surface too hard.*
- ❏ *Be careful not to scratch or damage the surface of the glass. A damaged glass surface can decrease the scan quality.*

5. If the problem cannot be cleared, turn off the printer by pressing the ⏻ button, open the ADF cover, and then raise the ADF input tray.

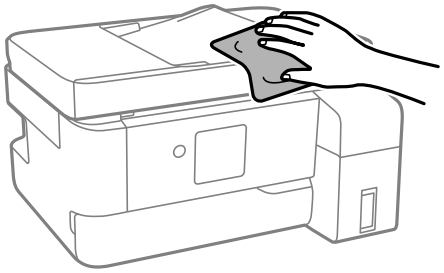


6. Clean the part that is shown in the illustration.



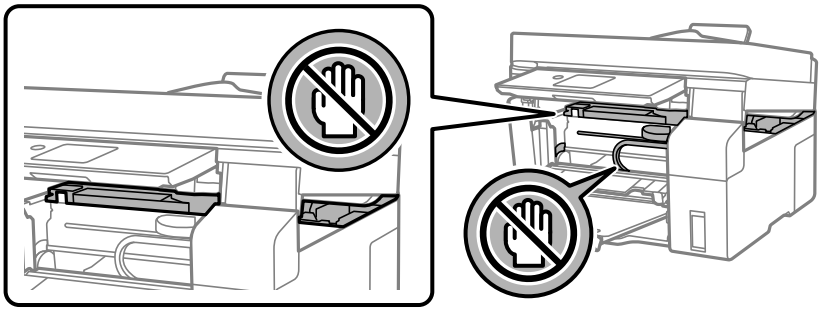
Cleaning the Printer

If the components and the case are dirty or dusty, turn off the printer and clean them using a soft, clean cloth that has been dampened with water. If you cannot remove the dirt, try adding a small amount of mild detergent to the damp cloth.



Important:

- ❏ *Be careful not to get water onto the printer mechanism or any electrical components. Otherwise, the printer could be damaged.*
- ❏ *Never use alcohol or thinner to clean the printer. These chemicals can damage the printer.*
- ❏ *Do not touch the parts shown in the following illustration. Doing so may cause a malfunction.*



Cleaning Spilled ink

If ink has been spilled, follow these procedures to clean it up.

- ❏ If there is ink residue on the printer, in the area around the tank, wipe it off using a napless, clean cloth or cotton swab.
- ❏ If ink spills on the desk or floor, wipe it off immediately. If the ink dries, it will be difficult to remove. To prevent the spill from spreading, blot the ink with a dry cloth, and then wipe it with a moist cloth.
- ❏ If ink gets on your hands, wash them with water and soap.

In These Situations

When Replacing a Computer. 79

Saving Power. 79

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Resetting the Network Connection. 83

Connecting a Smart Device and Printer Directly (Wi-Fi Direct). 93

Adding or Changing the Printer's Connection. 97

Transporting and Storing the Printer. 101

When Replacing a Computer

You need to install the printer driver and other software on the new computer.

Access the following website, and then enter the product name. Go to **Setup**, and then start setting up. Follow the on-screen instructions.

https://epson.sn

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.

1. Select **Settings** on the home screen.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Printer Setup**.

3. Do one of the following.

   ❏ Select **Sleep Timer** or **Power Off Settings** > **Power Off If Inactive** or **Power Off If Disconnected**.

   ❏ Select **Sleep Timer** or **Power Off Timer**.

   Note:
   *Your product may have the **Power Off Settings** or **Power Off Timer** feature depending on the location of purchase.*

4. Select the setting.

Disabling your Wi-Fi Connection

If you used to use Wi-Fi (wireless LAN) but no longer need to do so due to a change in connection mode and so on, you can disable your Wi-Fi connection.

By removing unnecessary Wi-Fi signals, you can also reduce the load on your standby power.

1. Select **Wi-Fi Setup** on the printer's home screen.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Wi-Fi (Recommended)**.

3. Press the OK button.

4. Select **Others** > **Disable Wi-Fi**.

   Follow the on-screen instructions.

Checking the Total Number of Pages Fed Through the Printer

You can check the total number of pages fed through the printer. The information is printed together with the nozzle check pattern.

1. Select **Maintenance** on the printer's control panel.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

2. Select **Nozzle Check**.

3. Follow the on-screen instructions to load paper and print the nozzle check pattern.

Note:
You can also check the total number of pages fed from the printer driver.

❏ *Windows*

*Click **Printer and Option Information** on the **Maintenance** tab.*

❏ *Mac OS*

*Apple menu > **System Preferences** (or **System Settings**) > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**) > Epson(XXXX) > **Options & Supplies** > **Utility** > **Open Printer Utility** > **Printer and Option Information***

Installing the Applications Separately

Connect your computer to the network and install the latest versions of applications from the website. Log in to your computer as an administrator. Enter the administrator password if the computer prompts you.

Note:
❏ *When reinstalling an application, you need to uninstall it first.*

❏ *You can download the latest applications from the Epson website.*

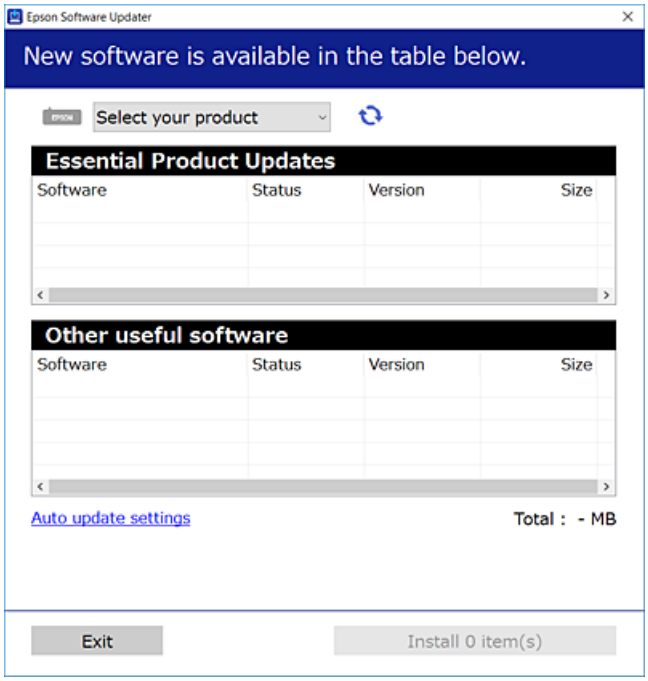
https://www.epson.com

❏ *If you use Windows Server operating systems, you cannot use Epson Software Updater. Download the latest applications from the Epson website.*

1. Make sure the printer and the computer are available for communication, and the printer is connected to the Internet.

2. Start Epson Software Updater.

   The screenshot is an example from Windows.



3. Select your printer, and then click to check for the latest available applications.

4. Select the items you want to install or update, and then click the install button.

> ***Important:***
>
> *Do not turn off or unplug the printer until the update is complete. Doing so may result in malfunction of the printer.*

Related Information

➡ "Application for Updating Software and Firmware (Epson Software Updater)" on page 164

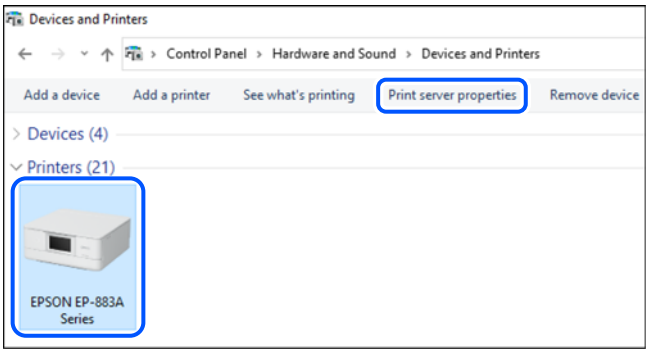
Checking if a genuine Epson printer driver is installed - Windows

You can check if a genuine Epson printer driver is installed on your computer by using one of the following methods.

Select **Control Panel** > **View devices and printers** (**Printers**, **Printers and Faxes**), and then do the following to open the print server properties window.

❏ Windows 11/Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Server 2022/Windows Server 2019/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2

Click the printer icon, and then click **Print server properties** at the top of the window.



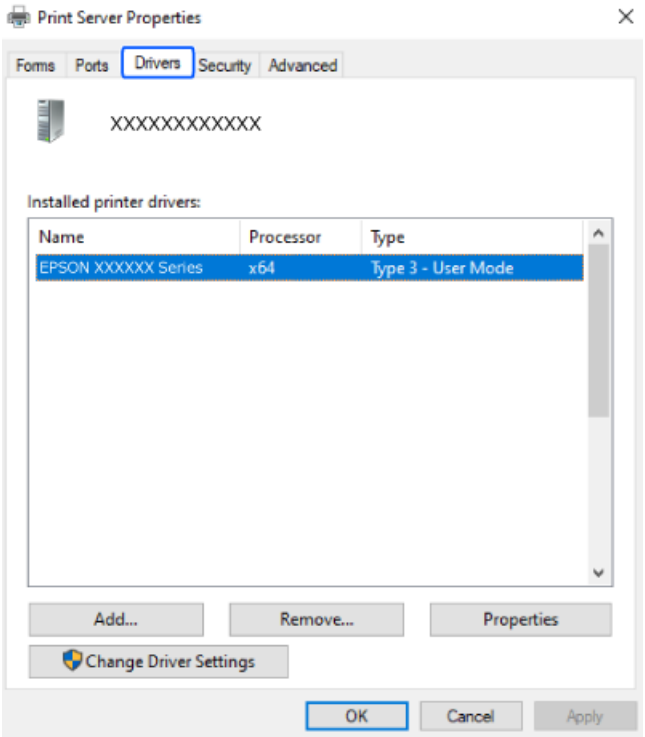
❏ Windows Vista/Windows Server 2008

Right-click on the **Printers** folder, and then click **Run as administrator** > **Server Properties**.

❏ Windows XP/Windows Server 2003 R2/Windows Server 2003

From the **File** menu, select **Server Properties**.

Click the **Drivers** tab. If your printer name is displayed in the list, a genuine Epson printer driver is installed on your computer.



Related Information

➡ "Installing the Applications Separately" on page 80

Checking if a genuine Epson printer driver is installed - Mac OS

You can check if a genuine Epson printer driver is installed on your computer by using one of the following methods.

Select **System Preferences** (or **System Settings**) from the Apple menu > **Printers & Scanners** (or **Print & Scan**, **Print & Fax**), and then select the printer. Click **Options & Supplies**, and if the **Options** tab and **Utility** tab are displayed on the window, a genuine Epson printer driver is installed on your computer.

Related Information

➡ "Installing the Applications Separately" on page 80

Resetting the Network Connection

The printer's network settings need to be adjusted in the following cases.

- ❏ When using a printer with a network connection
- ❏ Your network environment has changed
- ❏ You replaced the wireless router
- ❏ You changed the way the printer connects to the computer (for example, switching from a USB connection to a Wi-Fi connection)

Making Settings for Connecting to the Computer

You can run the installer using one of the following methods.

Setting up from the website

Access the following website, and then enter the product name. Go to **Setup**, and then start setting up.

https://epson.sn

You can also watch the procedure in the Web Movie Manuals. Access the following website.

https://support.epson.net/publist/vlink.php?code=NPD6870

Setting up using the software disc

If your printer came with a software disc and you are using a Windows computer with a disc drive, insert the disc into the computer, and then follow the on-screen instructions.

Making Settings for Connecting to the Smart Device

You can use the printer via the wireless router from your smart device when you connect the printer to the same network as the wireless router.

To set up a new connection, access the following website from the smart device that you want to connect to the printer. Enter the product name, go to Setup, and then start the setup.

https://epson.sn

You can watch the procedure in the Web Movie Manuals. Access the following website.

https://support.epson.net/publist/vlink.php?code=VC00006

Note:
If you have already set up the connection between your smart device and the printer but need to reconfigure it, you can do so from an app such as Epson Smart Panel.

Making Wi-Fi Settings from the Control Panel

If you are not using a computer or smart device to set up the printer connection, you can do so on the control panel.

You can make network settings from the printer's control panel in several ways. Choose the connection method that matches the environment and conditions that you are using.

If you know the SSID and password for your wireless router, you can set them manually.

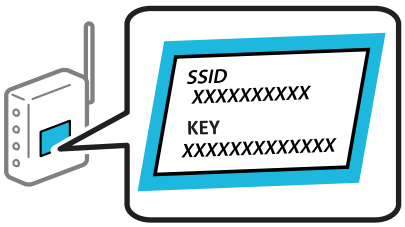
Related Information

➡ "Making Wi-Fi Settings by Entering the SSID and Password" on page 84
➡ "Making Wi-Fi Settings by Push Button Setup (WPS)" on page 85
➡ "Making Wi-Fi Settings by PIN Code Setup (WPS)" on page 86

Making Wi-Fi Settings by Entering the SSID and Password

You can set up a Wi-Fi network by entering the information necessary to connect to a wireless router from the printer's control panel. To set up using this method, you need the SSID and password for a wireless router.

Note:
If you are using an wireless router with its default settings, the SSID and password are on the label. If you do not know the SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.



1. Select **Wi-Fi Setup** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

2. Select **Wi-Fi (Recommended)**.

3. Press the OK button to proceed.

4. Select **Wi-Fi Setup Wizard**.

5. Select the SSID for the wireless router from printer's control panel, and then press the OK button.

   Note:

   ❏ *If the SSID you want to connect to is not displayed on the printer's control panel, press the ↻ button to update the list. If it is still not displayed, select **Other SSIDs**, and then enter the SSID directly.*

   ❏ *If you do not know the SSID, check if it is written on the label of the wireless router. If you are using the wireless router with its default settings, use the SSID written on the label.*

6. Enter the password.

   Select whether or not you print a network connection report after finishing the settings.

   Note:

   ❏ *The password is case-sensitive.*

   ❏ *If you do not know the network name (SSID) check if the information is written on the label of the wireless router. If you are using the wireless router with its default settings, use the SSID on the label. If you cannot find any information, see the documentation provided with the wireless router.*

7. When you have setup finished, and then press the OK button.

   Note:

   If you fail to connect, load paper, and then press the ⓘ button to print a network connection report.

Related Information

➡ "Checking the Printer's Network Connection Status (Network Connection Report)" on page 87

Making Wi-Fi Settings by Push Button Setup (WPS)

You can automatically set up a Wi-Fi network by pressing a button on the wireless router. If the following conditions are met, you can set up by using this method.

❏ The wireless router is compatible with WPS (Wi-Fi Protected Setup).

❏ The current Wi-Fi connection was established by pressing a button on the wireless router.

1. Select **Wi-Fi Setup** on the home screen.

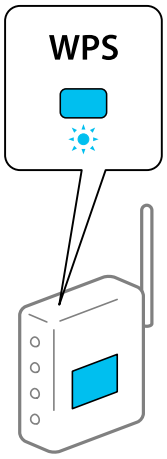
   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Wi-Fi (Recommended)**.

3. Press the OK button to proceed.

4. Select **Push Button Setup (WPS)**.

5. Hold down the [WPS] button on the wireless router until the security light flashes.



   If you do not know where the [WPS] button is, or there are no buttons on the wireless router, see the documentation provided with your wireless router for details.

6. Press the OK button on the printer's control panel. Follow the on-screen instruction hereafter.

   Note:
   If connection fails, restart the wireless router, move it closer to the printer, and try again. If it still does not work, print a network connection report and check the solution.

Related Information

➡ "Checking the Printer's Network Connection Status (Network Connection Report)" on page 87

Making Wi-Fi Settings by PIN Code Setup (WPS)

You can automatically connect to an wireless router by using a PIN code. You can use this method to set up if an wireless router is capable of WPS (Wi-Fi Protected Setup). Use a computer to enter a PIN code into the wireless router.

1. Select **Wi-Fi Setup** on the home screen.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Wi-Fi (Recommended)**.

3. Press the OK button to proceed.
4. Select **Others**.
5. Select **PIN Code (WPS)**.
6. Use your computer to enter the PIN code (an eight digit number) displayed on the printer's control panel into the wireless router within two minutes.

   Note:
   See the documentation provided with your wireless router for details on entering a PIN code.
7. Press the OK button on the printer.

   Setup is complete when the setup completion message is displayed.

   Note:
   If connection fails, restart the wireless router, move it closer to the printer, and try again. If it still does not work, print a connection report and check the solution.

Related Information

➡ "Checking the Printer's Network Connection Status (Network Connection Report)" on page 87

Checking the Printer's Network Connection Status (Network Connection Report)

You can print a network connection report to check the status of the network connection between the printer and the router.

1. Load paper in the printer.
2. Select **Settings** on the home screen.

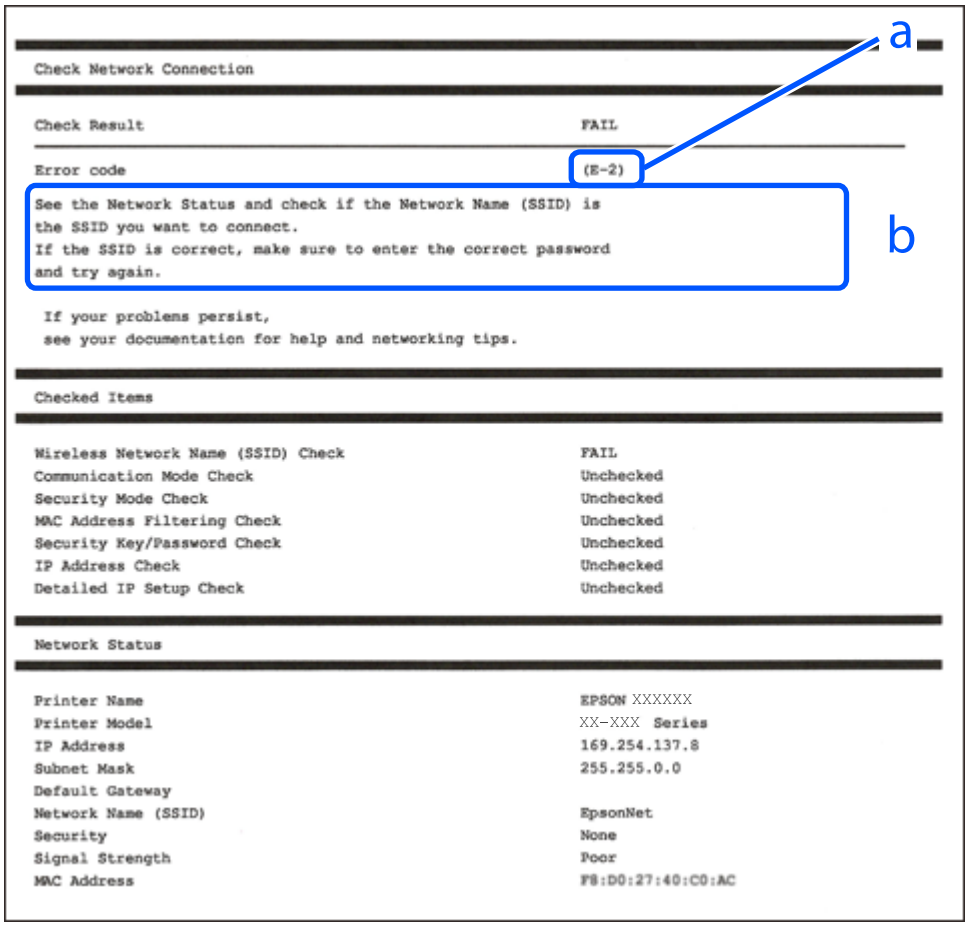
   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.
3. Select **Network Settings** > **Connection Check**.

   The connection check starts.
4. Follow the instructions on the printer's screen to print the network connection report.

   If an error has occurred, check the network connection report and review the possible causes and solutions.

Messages and Solutions on the Network Connection Report

Check the messages and error codes on the Network Connection Report, and then follow the solutions.



a. Error code

b. Network Environment Message

Related Information

- “E-1” on page 89
- “E-2, E-3, E-7” on page 89
- “E-5” on page 90
- “E-6” on page 90
- “E-8” on page 90
- “E-9” on page 91
- “E-10” on page 91
- “E-11” on page 91
- “E-12” on page 92
- “E-13” on page 92
- “Message on the Network Environment” on page 93

E-1

Solutions:

- ❏ Make sure the Ethernet cable is securely connected to your printer and to your hub or other network device.
- ❏ Make sure your hub or other network device is turned on.
- ❏ If you want to set up a Wi-Fi connection, reselect the Wi-Fi settings because they are currently disabled.

Related Information

➡ "Making Wi-Fi Settings from the Control Panel" on page 84

E-2, E-3, E-7

Solutions:

- ❏ Make sure your wireless router is turned on.
- ❏ Confirm that your computer or device is connected correctly to the wireless router.
- ❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ❏ Place the printer closer to your wireless router and remove any obstacles between them.
- ❏ If you have entered the SSID manually, check if it is correct. Check the SSID from the **Network Status** part on the network connection report.
- ❏ If an wireless router has multiple SSIDs, select the SSID that is displayed. When the SSID is using a non-compliant frequency, the printer does not display them.
- ❏ If you are using push button setup to establish a network connection, make sure your wireless router supports WPS. You cannot use push button setup if your wireless router does not support WPS.
- ❏ Make sure your SSID uses only ASCII characters (alphanumeric characters and symbols). The printer cannot display an SSID that contains non-ASCII characters.
- ❏ Make sure you know your SSID and password before connecting to the wireless router. If you are using a wireless router with its default settings, the SSID and password are located on a label on the wireless router. If you do not know your SSID and password, contact the person who set up the wireless router, or see the documentation provided with the wireless router.
- ❏ If you are connecting to an SSID generated from a tethering smart device, check for the SSID and password in the documentation provided with the smart device.
- ❏ If your Wi-Fi connection suddenly disconnects, check for the conditions below. If any of these conditions are applicable, reset your network settings by downloading and running the software from the following website.

  https://epson.sn > **Setup**

  - ❏ Another smart device was added to the network using push button setup.
  - ❏ The Wi-Fi network was set up using any method other than push button setup.

Related Information

➡ "Resetting the Network Connection" on page 83
➡ "Making Wi-Fi Settings from the Control Panel" on page 84

E-5

Solutions:

Make sure the wireless router's security type is set to one of the following. If it is not, change the security type on the wireless router, and then reset the printer's network settings.

- ❏ WEP-64 bit (40 bit)
- ❏ WEP-128 bit (104 bit)
- ❏ WPA PSK (TKIP/AES)*
- ❏ WPA2 PSK (TKIP/AES)*
- ❏ WPA (TKIP/AES)
- ❏ WPA2 (TKIP/AES)
- ❏ WPA3-SAE (AES)

* WPA PSK is also known as WPA Personal. WPA2 PSK is also known as WPA2 Personal.

E-6

Solutions:

- ❏ Check if MAC address filtering is disabled. If it is enabled, register the printer's MAC address so that it is not filtered. See the documentation provided with the wireless router for details. You can check the printer's MAC address from the **Network Status** part on the network connection report.
- ❏ If your wireless router is using shared authentication with WEP security, make sure the authentication key and index are correct.
- ❏ If the number of connectable devices on the wireless router is less than the number of network devices that you want to connect, make settings on the wireless router to increase the number of connectable devices. See the documentation provided with the wireless router to make settings.

Related Information

➡ "Making Settings for Connecting to the Computer" on page 83

E-8

Solutions:

- ❏ Enable DHCP on the wireless router if the printer's Obtain IP Address setting is set to Auto.
- ❏ If the printer's Obtain IP Address setting is set to Manual, the IP address you manually set is invalid due to out of range (for example: 0.0.0.0). Set a valid IP address from the printer's control panel.

Related Information

➡ "Setting a Static IP Address for the Printer" on page 99

E-9

Solutions:

Check the following.

❏ Devices are turned on.

❏ You can access the Internet and other computers or network devices on the same network from the devices you want to connect to the printer.

If still does not connect your printer and network devices after confirming the above, turn off the wireless router. Wait for about 10 seconds, and then turn it on. Then reset your network settings by downloading and running the installer from the following website.

https://epson.sn > **Setup**

Related Information

➡ "Making Settings for Connecting to the Computer" on page 83

E-10

Solutions:

Check the following.

❏ Other devices on the network are turned on.

❏ Network addresses (IP address, subnet mask, and default gateway) are correct if you have set the printer's Obtain IP Address to Manual.

Reset the network address if they are incorrect. You can check the IP address, subnet mask, and default gateway from the **Network Status** part on the network connection report.

If DHCP is enabled, change the printer's Obtain IP Address setting to Auto. If you want to set the IP address manually, check the printer's IP address from the **Network Status** part on the network connection report, and then select Manual on the network settings screen. Set the subnet mask to [255.255.255.0].

If still does not connect your printer and network devices, turn off the wireless router. Wait for about 10 seconds, and then turn it on.

Related Information

➡ "Setting a Static IP Address for the Printer" on page 99

E-11

Solutions:

Check the following.

❏ The default gateway address is correct if you set the printer's TCP/IP Setup setting to Manual.

❏ The device that is set as the default gateway is turned on.

Set the correct default gateway address. You can check the default gateway address from the **Network Status** part on the network connection report.

Related Information

➡ "Setting a Static IP Address for the Printer" on page 99

E-12

Solutions:

Check the following.

- ❏ Other devices on the network are turned on.
- ❏ The network addresses (IP address, subnet mask, and default gateway) are correct if you are entering them manually.
- ❏ The network addresses for other devices (subnet mask and default gateway) are the same.
- ❏ The IP address does not conflict with other devices.

If still does not connect your printer and network devices after confirming the above, try the following.

- ❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ❏ Make network settings again using the installer. You can run it from the following website.

  https://epson.sn > **Setup**
- ❏ You can register several passwords on a wireless router that uses WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

Related Information

➡ "Setting a Static IP Address for the Printer" on page 99

E-13

Solutions:

Check the following.

- ❏ Network devices such as a wireless router, hub, and router are turned on.
- ❏ The TCP/IP Setup for network devices has not been set up manually. (If the printer's TCP/IP Setup is set automatically while the TCP/IP Setup for other network devices is performed manually, the printer's network may differ from the network for other devices.)

If it still does not work after checking the above, try the following.

- ❏ Turn off the wireless router. Wait for about 10 seconds, and then turn it on.
- ❏ Make network settings on the computer that is on the same network as the printer using the installer. You can run it from the following website.

  https://epson.sn > **Setup**
- ❏ You can register several passwords on a wireless router that uses the WEP security type. If several passwords are registered, check if the first registered password is set on the printer.

Related Information

➡ "Making Settings for Connecting to the Computer" on page 83

➡ "Setting a Static IP Address for the Printer" on page 99

Message on the Network Environment

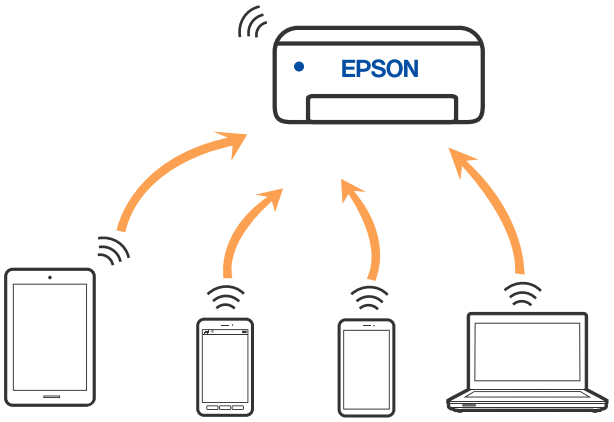
Message	Solution
The Wi-Fi environment needs to be improved. Turn the wireless router off and then turn it on. If the connection does not improve, see the documentation for the wireless router.	After moving the printer closer to the wireless router and removing any obstacles between them, turn off the wireless router. Wait for about 10 seconds, and then turn it on. If it still does not connect, see the documentation supplied with the wireless router.
*No more devices can be connected. Disconnect one of the connected devices if you want to add another one.	Computer and smart devices that can be connected simultaneously are connected in full in the Wi-Fi Direct (Simple AP) connection. To add another computer or smart device, disconnect one of the connected devices or connect it to the other network first. You can confirm the number of wireless devices which can be connected simultaneously and the number of connected devices by checking the network status sheet or the printer's control panel.
The same SSID as Wi-Fi Direct exists in the environment. Change the Wi-Fi Direct SSID if you cannot connect a smart device to the printer.	On the printer's control panel, go to Wi-Fi Direct Setup screen and select the menu to change the setting. You can change the network name following after DIRECT-XX-. Enter within 22 characters.

Connecting a Smart Device and Printer Directly (Wi-Fi Direct)

Wi-Fi Direct (Simple AP) allows you to connect a smart device directly to the printer without a wireless router and print from the smart device.

About Wi-Fi Direct

Use this connection method when you are not using Wi-Fi at home or at the office, or when you want to connect the printer and the computer or smart device directly. In this mode, the printer acts as a wireless router and you can connect the devices to the printer without having to use a standard wireless router. However, devices directly connected to the printer cannot communicate with each other through the printer.



The printer can be connected by Wi-Fi or Ethernet, and Wi-Fi Direct (Simple AP) connection simultaneously. However, if you start a network connection in Wi-Fi Direct (Simple AP) connection when the printer is connected by Wi-Fi, the Wi-Fi is temporarily disconnected.

Connecting to Devices using Wi-Fi Direct

This method allows you to connect the printer directly to smart devices without a wireless router.

Note:
For iOS or Android users, it is convenient to set up from Epson Smart Panel.

You only need to make these settings for the printer and the smart device that you want to connect to once. Unless you disable Wi-Fi Direct or restore the network settings to their defaults, you do not need to make these settings again.

1. Select **Wi-Fi Setup** on the home screen.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

2. Select **Wi-Fi Direct**.

3. Check the message, and then press the OK button to proceed.

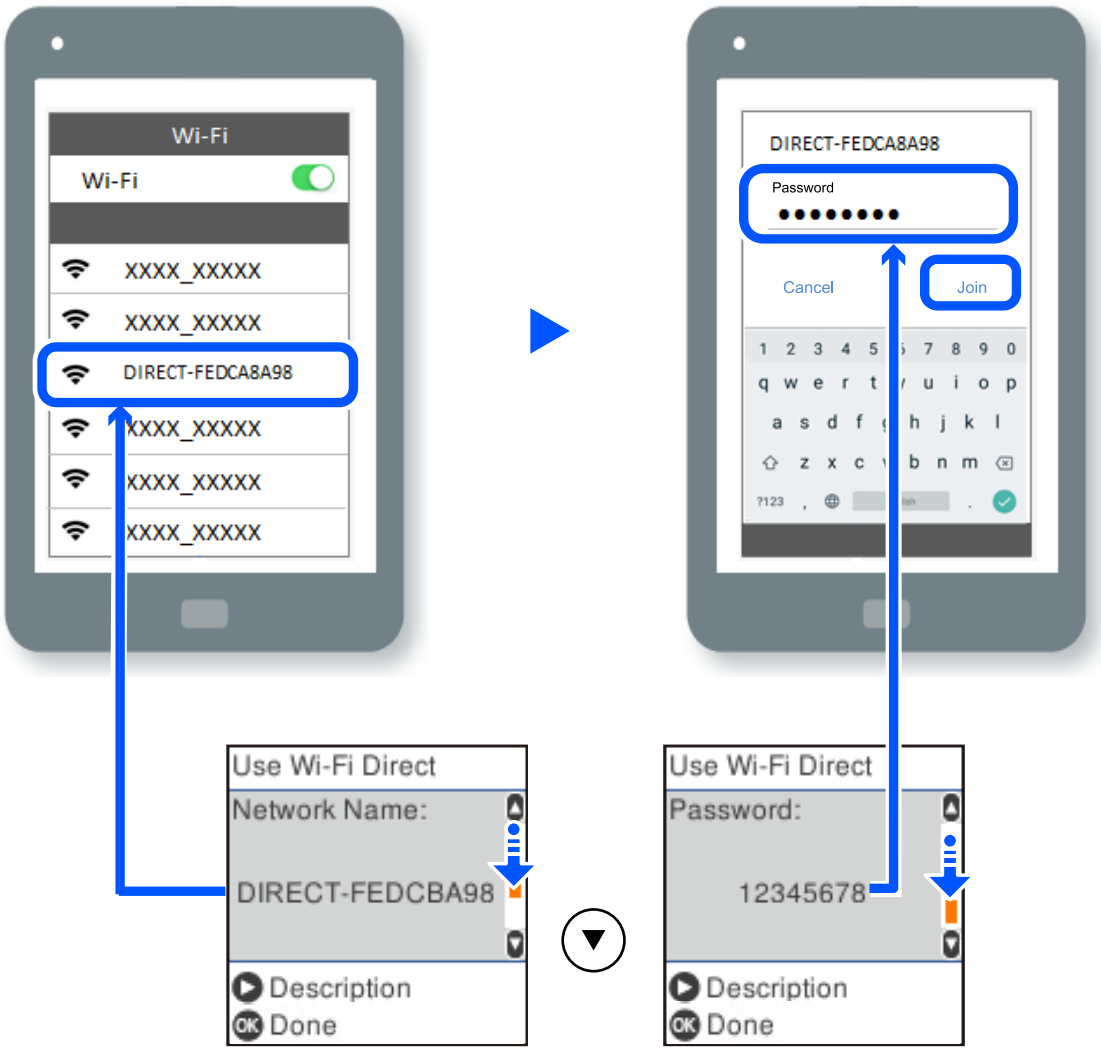
4. Check the message, and then press the OK button to proceed.

5. Press the ◀.

6. Select Other OS Devices.

7. Scroll the screen with the ▼ button, and check the connection information for Wi-Fi Direct.

8. On the smart device's Wi-Fi screen, select the SSID shown on the printer's control panel, and then enter the password.



9. On the printer's control panel, press the OK button.

10. On the printing app screen for the smart device, select the printer that you want to connect to.

For smart devices that have been connected to the printer before, select the network name (SSID) on the smart device's Wi-Fi screen to connect them again.

Note:
If you are using an iOS device, you can also connect by scanning the QR code with the standard iOS camera. See the link below https://epson.sn.

Disconnecting Wi-Fi Direct (Simple AP) Connection

There are two methods available to disable a Wi-Fi Direct (Simple AP) connection; you can disable all connections by using the printer's control panel, or disable each connection from the computer or the smart device. This section explains how to disable all connections.

> ***Important:***
> *When Wi-Fi Direct (Simple AP) connection disabled, all computers and smart devices connected to the printer in Wi-Fi Direct (Simple AP) connection are disconnected.*

Note:
If you want to disconnect a specific device, disconnect from the device instead of the printer. Use one of the following methods to disconnect the Wi-Fi Direct (Simple AP) connection from the device.

❏ *Disconnect the Wi-Fi connection to the printer's network name (SSID).*

❏ *Connect to another network name (SSID).*

1. Select **Wi-Fi Setup** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

2. Select **Wi-Fi Direct**.

3. Press the OK button to proceed.

4. Press the OK button to proceed.

5. Press the ↶ button to display the setting screen.

6. Select **Disable Wi-Fi Direct**.

7. Check the message, and then press the OK button.

Changing the Wi-Fi Direct (Simple AP) Settings Such as the SSID

When a Wi-Fi Direct (Simple AP) connection is enabled, you can change the Wi-Fi Direct settings such as the network name and the password.

1. Select **Wi-Fi Setup** on the home screen.

   To select an item, use the ▲▼◀▶ buttons, and then press the OK button.

2. Select **Wi-Fi Direct**.

3. Press the OK button to proceed.

4. Press the OK button to proceed.

5. Press the ↶ button to display the setting screen.

6. Select the menu item that you want to change.

   You can select the following menu items.

❏ **Change Network Name**

Change the Wi-Fi Direct (simple AP) network name (SSID) used for connecting to the printer to your arbitrary name. You can set the network name (SSID) in ASCII characters that is displayed on the software keyboard on the control panel.

When changing the network name (SSID), all connected devices are disconnected. Use the new network name (SSID) if you want to re-connect the device.

❏ **Change Password**

Change the Wi-Fi Direct (simple AP) password for connecting to the printer to your arbitrary value. You can set the password in ASCII characters that is displayed on the software keyboard on the control panel.

When changing the password, all connected devices are disconnected. Use the new password if you want to re-connect the device.

❏ **Disable Wi-Fi Direct**

Disable Wi-Fi Direct (simple AP) settings of the printer. When disabling it, all devices connected to the printer in Wi-Fi Direct (Simple AP) connection are disconnected.

❏ **Restore Default Settings**

Restore all Wi-Fi Direct (simple AP) settings to their defaults.

The Wi-Fi Direct (simple AP) connection information of the smart device saved to the printer is deleted.

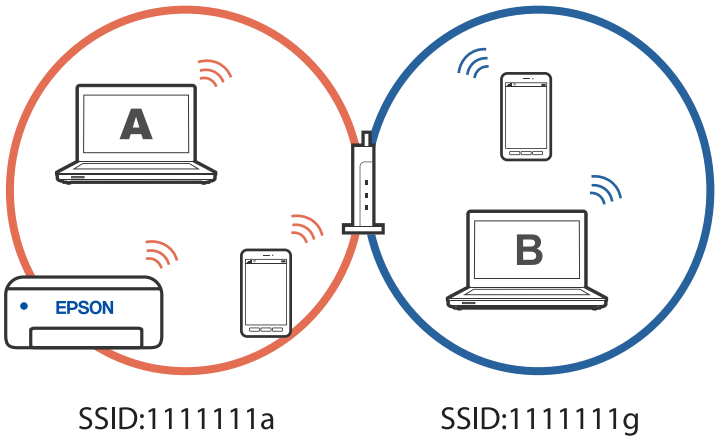
7. Follow the on-screen instruction.

Adding or Changing the Printer's Connection

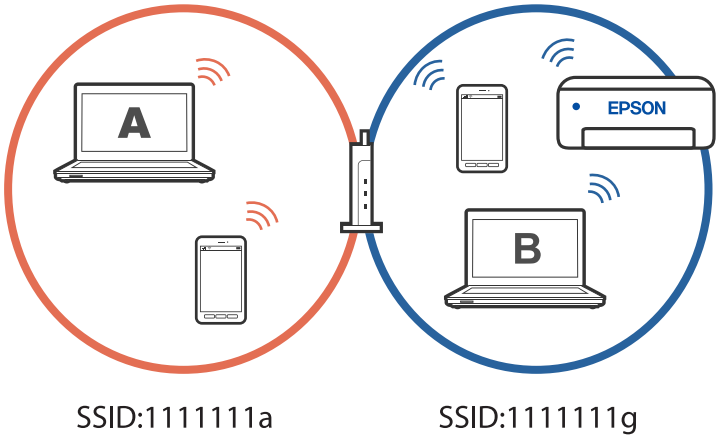
To Set Up a Printer on Multiple Computers

Although several computers can be connected to the same wireless router, each computer may be assigned a different SSID.

If the SSIDs assigned by the wireless router are not handled as the same network, then each computer is effectively connected to a different network. When you start setting up the printer from computer A, the printer is added to the same network as computer A allowing computer A to print from it.



Furthermore, if you start setting up the printer from computer B in the configuration shown above, the printer is set up on computer B's network allowing computer B to print but not computer A.



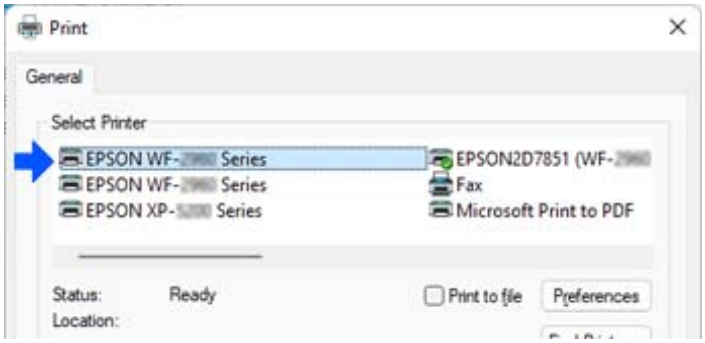
To prevent this from happening, when you want to connect the printer to a second computer, make sure the second computer is on the same network as the printer before you begin setup.

Changing the Connection from Wi-Fi to USB

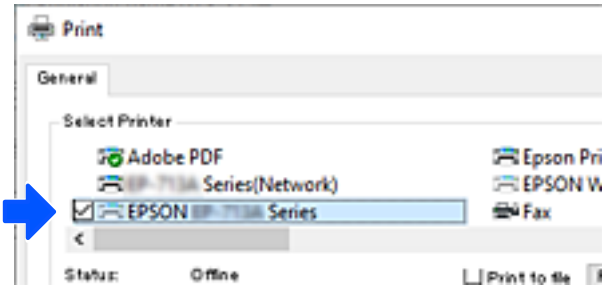
Follow the steps below if the Wi-Fi you are using is unstable, or if you want to change to a more stable USB connection.

1. Connect the printer to a computer using a USB cable.
2. When you print, select the printer whose name does not end with "(Network)" or the printer name in parentheses.

   Example of Windows 11



   Example of Windows 10



Changing the Network Connection from Wi-Fi to Ethernet

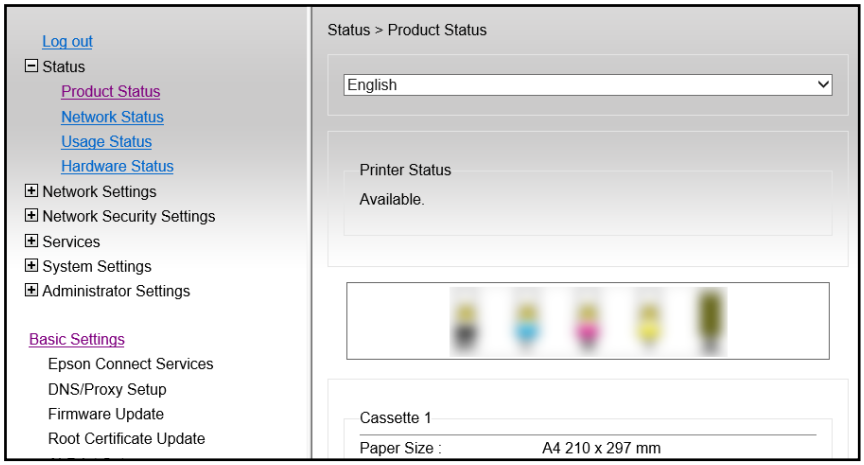
Follow the steps below to change the network connection to Ethernet from Wi-Fi using the control panel.

1. Connect the printer to a router using an Ethernet cable.
2. Disable the Wi-Fi from the printer's control panel.

Setting a Static IP Address for the Printer

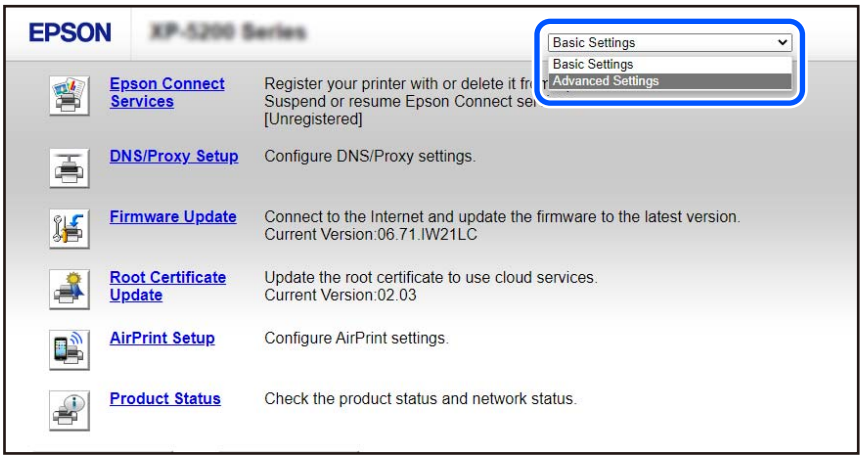
You can set up a static IP address for a printer using Web Config.

1. Access Web Config.



Note:
The display contents and items for Web Config differ depending on the model.

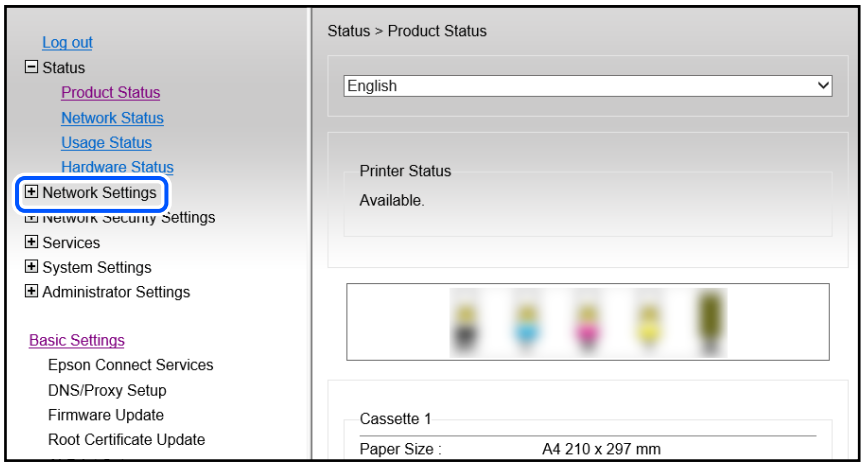
If you see the following, select ***Advanced Settings*** *from the list at the top right of the window.*



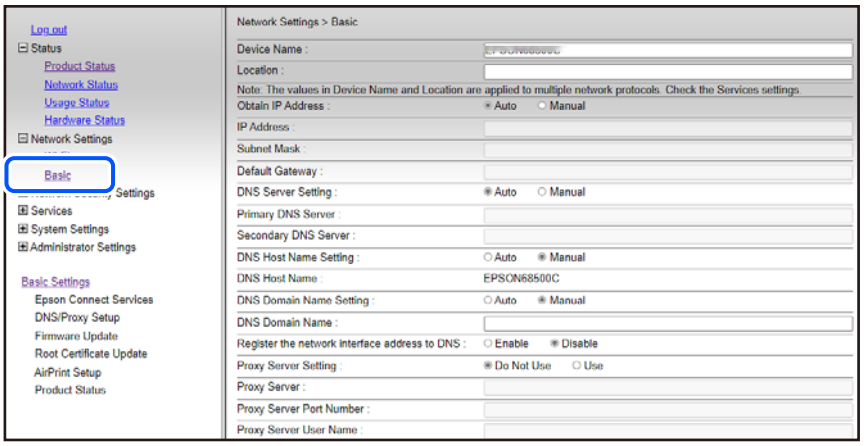
2. Login as an administrator.

Note:
The administrator password is set in advance for the ***Advanced Settings*** *in Web Config. See the link below for details on the administrator password.*

3. Select **Network Settings**.



4. Select **Basic**.



5. Select **Manual** for **Obtain IP Address**.

6. Enter the IP Address you are setting up in **IP Address**.

   Set the subnet mask, default gateway, DNS server, and so on. according to your network environment.

7. Click **Next**.

8. Click **OK**.

   The settings are applied.

   To access Web Config again, specify the IP address you set.

Related Information

➡ "Application for Configuring Printer Operations (Web Config)" on page 163

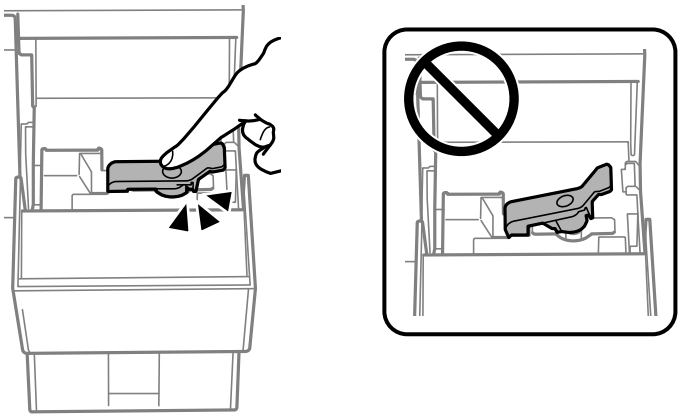
Transporting and Storing the Printer

When you need to store the printer or transport it when moving or for repairs, follow the steps below to pack the printer.

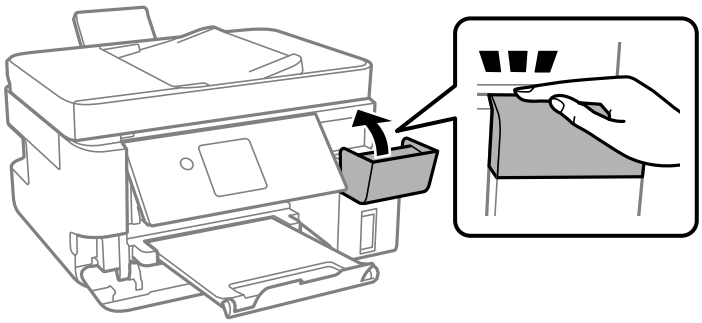
1. Turn off the printer by pressing the ⏻ button.
2. Make sure the power light turns off, and then unplug the power cord.

   > ***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.*

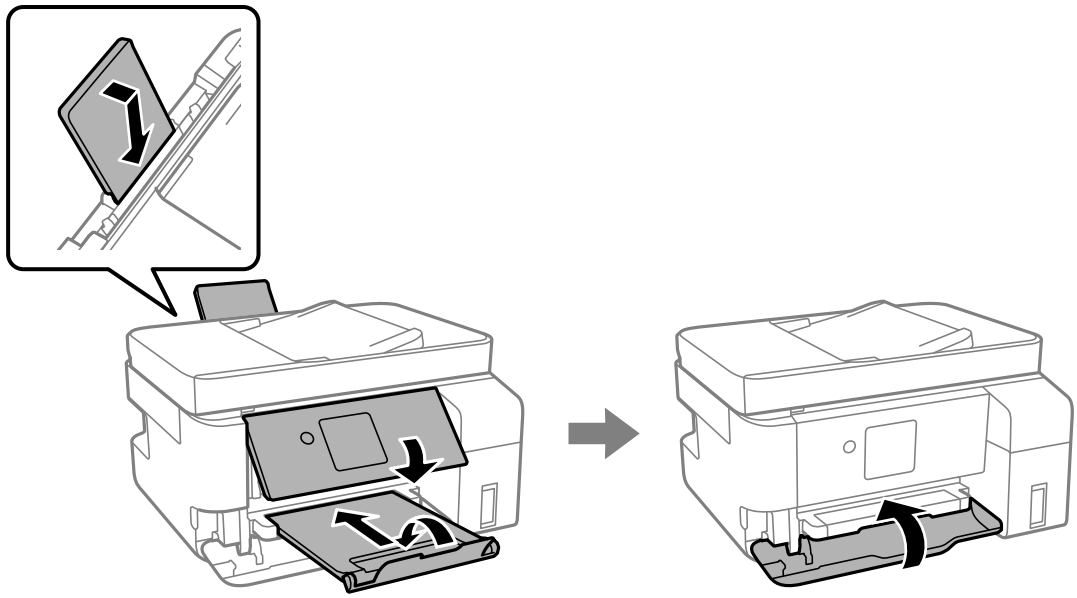
3. Disconnect all cables such as the power cord and USB cable.
4. Remove all of the paper from the printer.
5. Make sure there are no originals on the printer.
6. Make sure to install the cap onto the ink tank securely.



7. Close the ink tank cover securely.

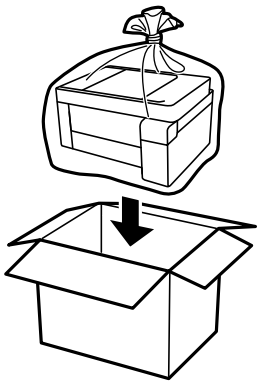


8. Prepare to pack the printer as shown below.



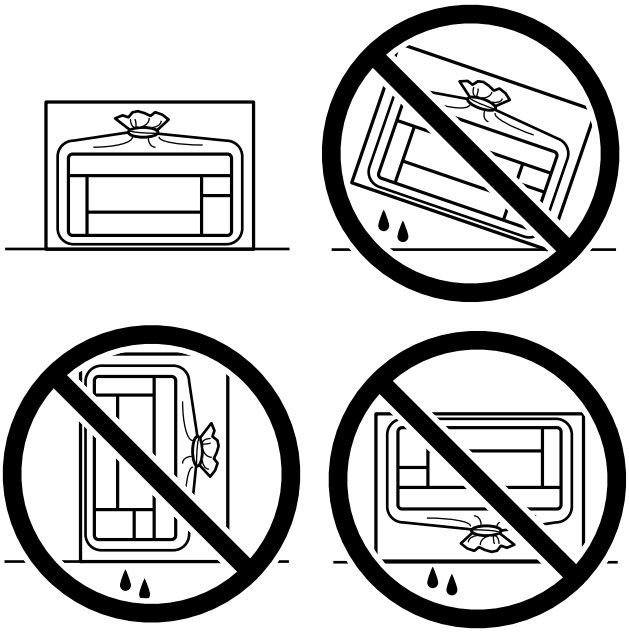
9. Place the printer in the plastic bag and fold it closed.

10. Pack the printer in its box using the protective materials.



Important:

❏ *When storing or transporting the printer, place the printer in the plastic bag and fold it closed. Avoid tilting the printer, placing it vertically, or turning it upside down; otherwise ink may leak.*



❏ *When storing or transporting an ink bottle, 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 precautions to prevent ink from leaking when transporting the bottle, for example, putting the bottle in a bag.*

❏ *Do not put opened ink bottles in the box with printer.*

If print quality has declined the next time you print, clean and align the print head.

Related Information

➡ "Checking and Cleaning the Print Head" on page 68

➡ "Aligning the Print Head" on page 72

Solving Problems

Cannot Print or Scan. 105

Printing, Copying, and Scanning Quality is Poor. 117

Cannot Select Paper Type or Paper Source in Printer Driver. 132

An Error Code is Displayed on the LCD Screen. 132

Paper Gets Jammed. 134

It is Time to Refill the Ink. 141

It is Time to Replace the Maintenance Box. 146

Cannot Operate the Printer as Expected. 151

Cannot Solve Problem. 155

Cannot Print or Scan

Problem Solving

Read this section if you cannot print or scan as expected or if there are problems when printing. See the following for solutions to some common problems.

Is the printer on?

❏ Make sure the printer is turned on.

❏ Make sure the power cord is correctly connected.

Related Information

➡ "Power Does Not Turn On" on page 151

➡ "Cannot Solve Problem" on page 155

Is any paper jammed in the printer?

If paper is jammed in the printer, it cannot start printing. Remove the jammed paper from the printer.

Related Information

➡ "Paper Gets Jammed" on page 134

Is the printer itself working properly?

❏ If an error message is displayed on the LCD screen, check the error.

❏ Print a status sheet and use it to check if the printer itself can print properly.

Related Information

➡ "An Error Code is Displayed on the LCD Screen" on page 132

Are you having connection problems?

❏ Make sure the cables are properly connected for all connections.

❏ Make sure that any network device (router, hub) or USB hub that you use is operating normally.

❏ If you have a Wi-Fi connection, make sure that the Wi-Fi connection settings are correct.

❏ If you have a network connection, check the network that your computer and printer are connected to, and make sure that the names of the networks match.

Related Information

➡ "The Printer Cannot Connect to the Network" on page 110

➡ "The Printer Cannot Connect by USB" on page 109
➡ "Checking the Printer's Network Connection Status (Network Connection Report)" on page 87

Has print data been sent correctly?

❏ Make sure there is no print data standing by from a previous job.

❏ Check the printer driver to make sure the printer is not offline.

Related Information

➡ "There is still a job waiting to be printed." on page 107
➡ "The printer is paused or offline." on page 107

The Application or Printer Driver do not Work Properly

Cannot Print Even Though a Connection has been Established (Windows)

One of the following situations may be the cause.

There is a problem with the software or data.

Solutions

❏ Make sure that a genuine Epson printer driver (EPSON XXXXX) is installed. If a genuine Epson printer driver is not installed, the available functions are limited. We recommend using a genuine Epson printer driver.

❏ 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.

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

❏ You may be able to clear the problem by updating the software to the latest version. To check the software status, use the software update tool.

➡ "Checking if a genuine Epson printer driver is installed - Windows" on page 81
➡ "Checking if a genuine Epson printer driver is installed - Mac OS" on page 83
➡ "Installing the Applications Separately" on page 80
➡ "Application for Updating Software and Firmware (Epson Software Updater)" on page 164

There is a problem with the printer's status.

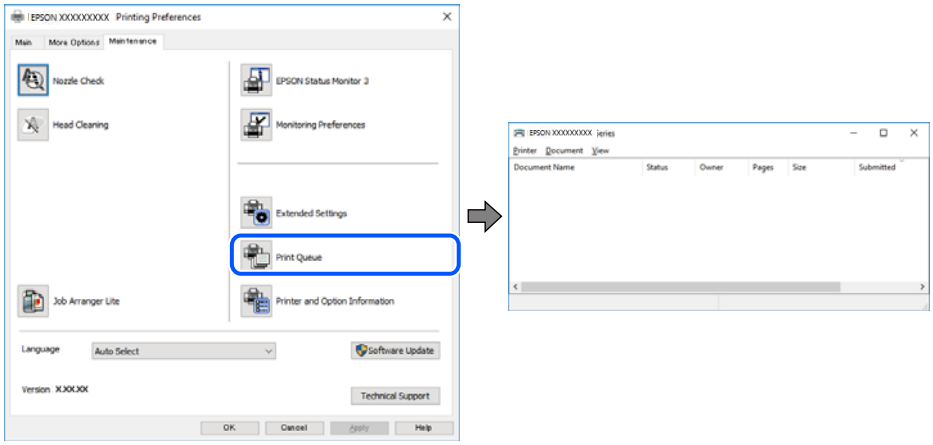
Solutions

Click **EPSON Status Monitor 3** on the printer driver's **Maintenance** tab, and then check the printer status. If **EPSON Status Monitor 3** is disabled, click **Extended Settings** on the **Maintenance** tab, and then select **Enable EPSON Status Monitor 3**.

There is still a job waiting to be printed.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab. If unnecessary data remains, select **Cancel all documents** from the **Printer** menu.

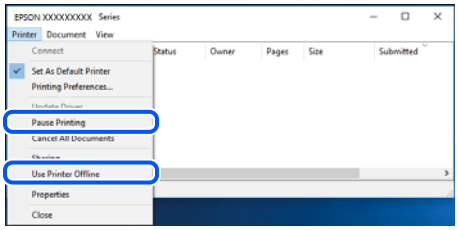


The printer is paused or offline.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab.

If the printer is paused or offline, clear the related setting from the **Printer** menu.



The printer is not selected as the default printer.

Solutions

Right-click the printer icon in **Control Panel** > **View devices and printers** (or **Printers**, or **Printers and Faxes**) and click **Set as default printer**.

Note:
If there are multiple printer icons, select the correct one based on the connection type, as described below.

USB connection: EPSON XXXX Series

Network connection: EPSON XXXX Series (network)

If you install the printer driver multiple times, copies of the printer driver may be created. If copies such as "EPSON XXXX Series (copy 1)" are created, right-click the copied driver icon, and then click **Remove Device**.

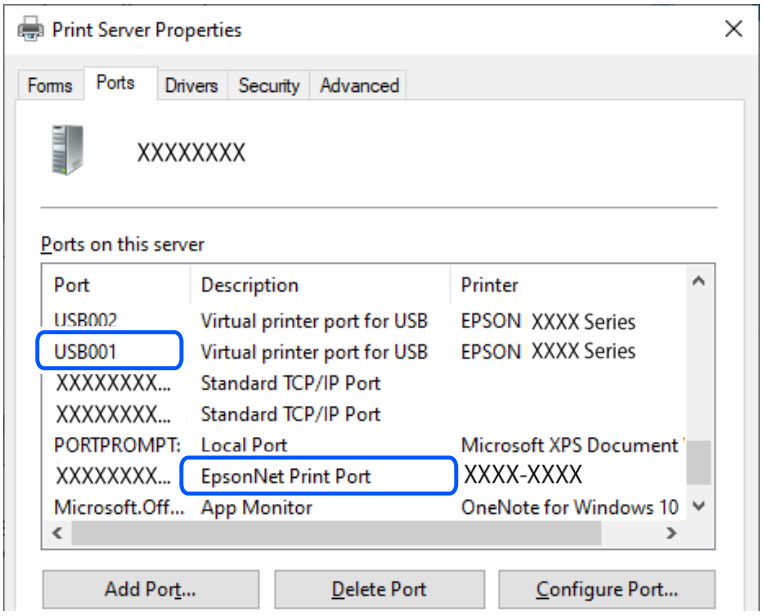
The printer port is not set correctly.

Solutions

Click **Print Queue** on the printer driver's **Maintenance** tab.

Make sure the printer port is set correctly as shown below in **Property** > **Port** from the **Printer** menu.

USB connection: **USBXXX**, Network connection: **EpsonNet Print Port**



Cannot Print Even Though a Connection has been Established (Mac OS)

One of the following situations may be the cause.

There is a problem with the software or data.

Solutions

- ❏ Make sure that a genuine Epson printer driver (EPSON XXXXX) is installed. If a genuine Epson printer driver is not installed, the available functions are limited. We recommend using a genuine Epson printer driver.
- ❏ 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.
- ❏ If you have tried all of the solutions and have not solved the problem, try uninstalling and then reinstalling the printer driver.
- ❏ You may be able to clear the problem by updating the software to the latest version. To check the software status, use the software update tool.

➡ “Checking if a genuine Epson printer driver is installed - Windows” on page 81
➡ “Checking if a genuine Epson printer driver is installed - Mac OS” on page 83
➡ “Installing the Applications Separately” on page 80
➡ “Application for Updating Software and Firmware (Epson Software Updater)” on page 164

There is a problem with the printer's status.

Solutions

Make sure the printer status is not set to **Pause**.

Select **System Preferences** (or **System Settings**) from the **Apple** menu > **Printers & Scanners** (or **Print & Scan** or **Print & Fax**), and then double-click the printer. If the printer is paused, click **Resume**.

Cannot Print Even Though a Connection has been Established (iOS)

One of the following situations may be the cause.

Paper Setup Auto Display is disabled.

Solutions

Enable **Paper Setup Auto Display** in the following menu on the LCD screen.

Settings > **Printer Setup** > **Paper Source Settings** > **Paper Setup Auto Display**

AirPrint is disabled.

Solutions

Enable the AirPrint setting in Web Config.

➡ "Application for Configuring Printer Operations (Web Config)" on page 163

Cannot Scan Even Though a Connection has been Correctly Established

Scanning at a high resolution over a network.

Solutions

Try scanning at a lower resolution.

Cannot Scan from ADF Even Though Auto Power On is Enabled

When Auto Power On is enabled and the power is off, you cannot scan from ADF.

Solutions

Turn on the power using another method.

Place the originals in the ADF again.

The Printer Cannot Connect by USB

One of the following situations may be the cause.

The USB cable is not plugged into the USB inlet correctly.

Solutions

Connect the USB cable securely to the printer and the computer.

There is a problem with the USB hub.

Solutions

If you are using a USB hub, try to connect the printer directly to the computer.

There is a problem with the USB cable or the USB inlet.

Solutions

Connect the USB cable to a different port, or change the USB cable.

The printer is connected to a SuperSpeed USB port.

Solutions

If you connect the printer to a SuperSpeed USB port using a USB 2.0 cable, a communication error may occur on some computers. In this case, reconnect the printer using one of the following methods:

- ❏ Use a USB 3.0 cable (supported models only).
- ❏ Connect to a Hi-Speed USB port on the computer.
- ❏ Connect to a SuperSpeed USB port other than the port that generated the communication error.

➡ "Interface Specifications" on page 173

The Printer Cannot Connect to the Network

Main causes and solutions for network connection problems

If the Wi-Fi connection fails, check the following to see if there is a problem with the operation or settings for the connected device.

Check the cause of the printer network connection failure.

Solutions

Print out the network connection check report to see the issue and check the recommended solutions.

See the following related information for details on reading the network connection check report.

Note:
If you want to check more information on the network settings, print a network status sheet.

➡ "Checking the Printer's Network Connection Status (Network Connection Report)" on page 87
➡ "Messages and Solutions on the Network Connection Report" on page 88

Use the Epson Printer Connection Checker to improve the connection to the computer. (Windows)

Solutions

You may be able to solve the problem depending on the results of the check.

1. Double-click the **Epson Printer Connection Checker** icon on the desktop.

   Epson Printer Connection Checker starts.

   If there is no icon on the desktop, follow the methods below to start Epson Printer Connection Checker.

   - ❏ Windows 11

     Click the start button, and then select **All apps** > **Epson Software** > **Epson Printer Connection Checker**.

   - ❏ Windows 10

     Click the start button, and then select **Epson Software** > **Epson Printer Connection Checker**.

   - ❏ Windows 8.1/Windows 8

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

❏ Windows 7

Click the start button, and then select **All Programs** > **Epson Software** > **Epson Printer Connection Checker**.

2. Follow the on-screen instructions.

Note:
If the printer name is not displayed, install a genuine Epson printer driver.

"Checking if a genuine Epson printer driver is installed - Windows" on page 81

When you have identified the problem, follow the solution displayed on the screen.

If you cannot solve the problem, see the information at the links below based on your situation.

❏ The printer is not recognized over a network connection

"Checking the Printer's Network Connection Status (Network Connection Report)" on page 87

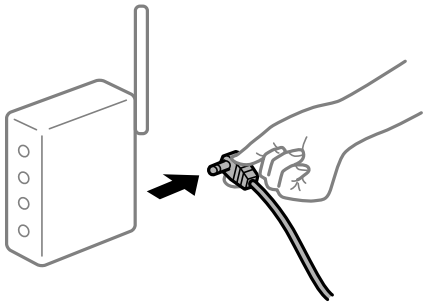
❏ The printer is recognized, but printing cannot be performed.

"Cannot Print Even Though a Connection has been Established (Windows)" on page 106

Something is wrong with the network devices for Wi-Fi connection.

Solutions

Turn off the devices you want to connect to the network. Wait for about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, and then printer. Move the printer and computer or smart device closer to the wireless router to help with radio wave communication, and then try to make network settings again.



Devices cannot receive signals from the wireless router because they are too far apart.

Solutions

After moving the computer or the smart device and the printer closer to the wireless router, turn off the wireless router, and then turn it back on.

When changing the wireless router, the settings do not match the new router.

Solutions

Reconfigure the settings so that they match the new wireless router.

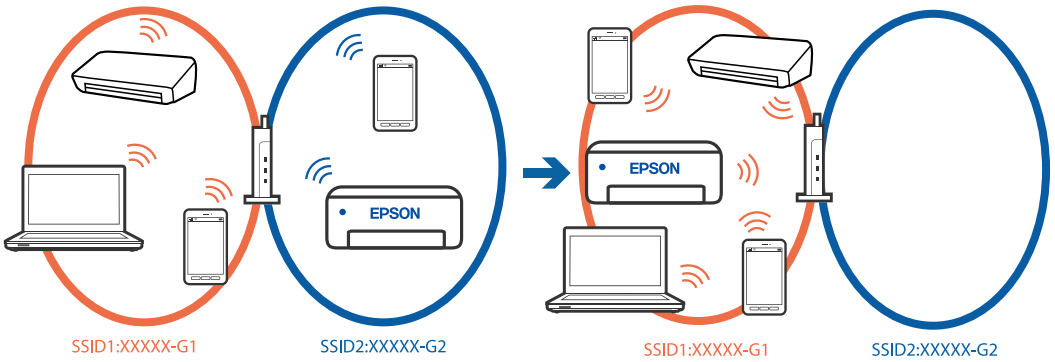
➡ "Resetting the Network Connection" on page 83

The SSIDs connected from the computer or smart device and computer are different.

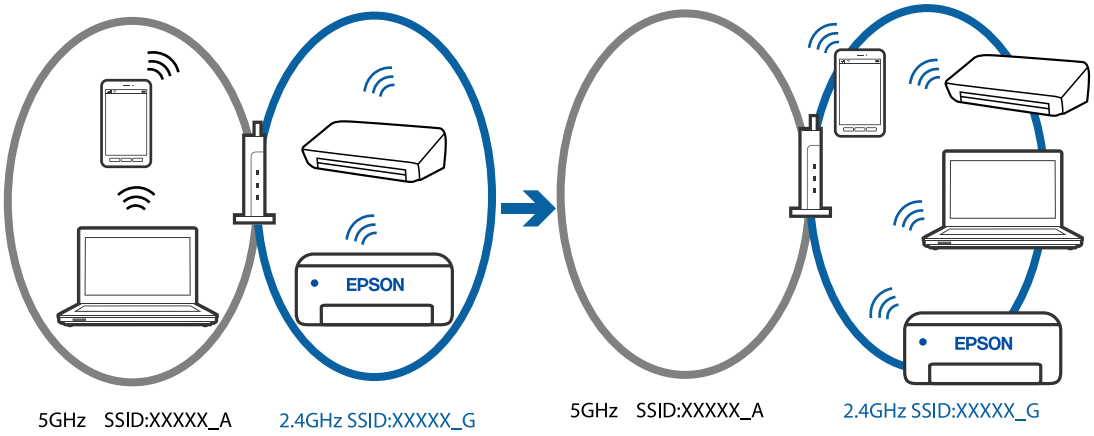
Solutions

When you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router.

❏ Example of connecting to different SSIDs



❏ Example of connecting to SSIDs with a different frequency range



Connect the computer or smart device to the same SSID as the printer.

❏ Check the SSID that the printer is connected to by printing out the network connection check report.

❏ On all of the computers and smart devices you want to connect to the printer, check the name of the Wi-Fi or network you are connected to.

❏ If the printer and your computer or smart device are connected to different networks, reconnect the device to the SSID that the printer is connected to.

A privacy separator on the wireless router is available.

Solutions

Most wireless routers have a separator function that blocks communication between devices within the same SSID. If you cannot communicate between the printer and the computer or smart device even if they are connected to the same network, disable the separator function on the wireless router. See the manual provided with the wireless router for details.

The IP address is incorrectly assigned.

Solutions

If the IP address assigned to the printer is 169.254.XXX.XXX, and the subnet mask is 255.255.0.0, the IP address may not be assigned correctly.

Print the network connection report, and then check the IP address and the subnet mask assigned to the printer. To print a network connection report, select **Settings** > **Network Settings** > **Connection Check**.

Restart the wireless router or reset the network settings for the printer.

➡ "Setting a Static IP Address for the Printer" on page 99

A device connected to the USB 3.0 port causes radio frequency interference.

Solutions

When you connect a device to the USB 3.0 port on a Mac, radio frequency interference may occur. Try the following if you cannot connect to wireless LAN (Wi-Fi) or if operations become unstable.

❏ Place the device that is connected to the USB 3.0 port further away from the computer.

There is a problem with the network settings on the computer or smart device.

Solutions

Try accessing any website from your computer or smart device to make sure that your device's network settings are correct. If you cannot access any websites, there is a problem on the computer or smart device.

Check the network connection for the computer or smart device. See the documentation provided with the computer or smart device for details.

The printer has been connected by Ethernet using devices that support IEEE802.3az (Energy Efficient Ethernet).

Solutions

When you connect the printer by Ethernet using devices that support IEEE802.3az (Energy Efficient Ethernet), the following problems may occur depending on the hub or router that you are using.

❏ Connection becomes unstable, the printer is connected and disconnected again and again.

❏ Cannot connect to the printer.

❏ The communication speed becomes slow.

Follow the steps below to disable IEEE802.3az for the printer and then connect.

1. Remove the Ethernet cable connected to the computer and the printer.
2. When IEEE802.3az for the computer is enabled, disable it.

   See the documentation provided with the computer for details.
3. Connect the computer and the printer with an Ethernet cable directly.
4. On the printer, print a network connection report.

   "Checking the Printer's Network Connection Status (Network Connection Report)" on page 87
5. Check the printer's IP address on the network connection report.

6. On the computer, access Web Config.
7. Select **Log in** and enter the administrator password.
   Launch a Web browser, and then enter the printer's IP address.
   "Application for Configuring Printer Operations (Web Config)" on page 163
8. Select **Network Settings** > **Wired LAN**.
9. Select **OFF** for **IEEE 802.3az**.
10. Click **Next**.
11. Click **OK**.
12. Remove the Ethernet cable connected to the computer and the printer.
13. If you disabled IEEE802.3az for the computer in step 2, enable it.
14. Connect the Ethernet cables that you removed in step 1 to the computer and the printer.

If the problem still occurs, devices other than the printer may be causing the problem.

Paper Does Not Feed Properly

Points to Check

One of the following situations may be the cause.

The installation location is inappropriate.

Solutions

Place the printer on a flat surface and operate in the recommended environmental conditions.

➡ "Environmental Specifications" on page 176

Unsupported paper is being used.

Solutions

Use paper supported by this printer.

➡ "Available Paper and Capacities" on page 158
➡ "Unavailable Paper Types" on page 159

Paper handling is inappropriate.

Solutions

Follow paper handling precautions.

➡ "Paper Handling Precautions" on page 27

Too many sheets are loaded in the printer.

Solutions

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.

➡ "Available Paper and Capacities" on page 158

The paper settings on the printer are incorrect.

Solutions

Make sure the paper size and paper type settings match the actual paper size and paper type loaded in the printer.

➡ "Paper Size and Type Settings" on page 28

Paper Feeds at a Slant

One of the following situations may be the cause.

The paper is curled.

Solutions

If the paper is curled or the edges of the paper are folded, it may touch the print head and be fed at an angle.

Place the paper on a flat surface to check if it is curled. If it is, flatten it.

The paper is loaded incorrectly.

Solutions

Load paper in the correct direction, and slide the edge guides against the edges of the paper.

➡ "Loading Paper in the Rear Paper Feeder" on page 29

Several Sheets of Paper are Fed at a Time

One of the following situations may be the cause.

The paper is moist or damp.

Solutions

Load new paper.

Static electricity is causing sheets of paper to stick to each other.

Solutions

Fan the paper before loading. If the paper still does not feed, load one sheet of paper at a time.

Multiple sheets of paper feed at the same time during manual 2-sided printing.

Solutions

Remove any paper that is loaded in the paper source before you reload the paper.

Paper Out Error Occurs

Paper is not loaded in the center of the rear paper feeder.

Solutions

When a paper out error occurs although paper is loaded in the rear paper feeder, reload paper in the center of the rear paper feeder.

Original Does Not Feed into the ADF

One of the following situations may be the cause.

Unsupported originals are being used.

Solutions

Use originals supported by the ADF.

➡ "ADF Specifications" on page 173

The originals are loaded incorrectly.

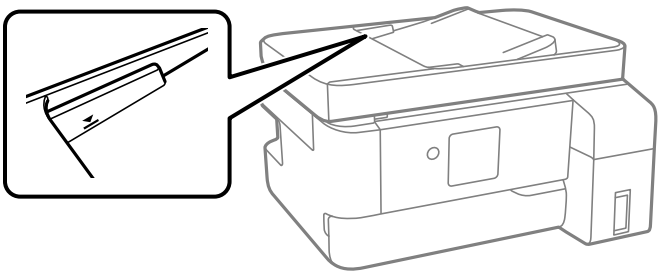
Solutions

Load originals in the correct direction, and slide the ADF edge guide against the edge of the originals.

Too many originals are loaded in the ADF.

Solutions

Do not load originals above the line indicated by the triangle symbol on the ADF.



The original slips when paper dust adheres to the roller.

Solutions

Clean the inside of the ADF.

➡ "Cleaning the ADF" on page 74

Printing, Copying, and Scanning Quality is Poor

Print Quality is Poor

Banding Appears in Printouts

The print head nozzles may be clogged.

Solutions

- ❏ Perform a nozzle check to see if the print head nozzles are clogged. Perform a 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, the print head nozzles may be clogged and ink drops may not be discharged.
- ❏ If you printed when the ink levels were too low to be seen in the ink tank windows, refill the ink tank to the upper lines and then use the **Power Ink Flushing** utility to replace the ink inside the ink tubes. After you use the utility, perform a nozzle check to see if print quality has improved.

➡ "Checking and Cleaning the Print Head" on page 68
➡ "Running Power Ink Flushing" on page 71

Black or Gray Banding Appears at Intervals of Approximately 3.3 cm

The following causes can be considered.

The paper type in the printer settings is incorrect.

Solutions

Make sure the paper type in the printer settings matches the actual paper type.

➡ "List of Paper Type" on page 28

The print quality setting is too low.

Solutions

When printing on plain paper,use a higher quality setting.

❏ Windows

Select **High** from **Quality** on the printer driver's **Main** tab.

❏ Mac OS

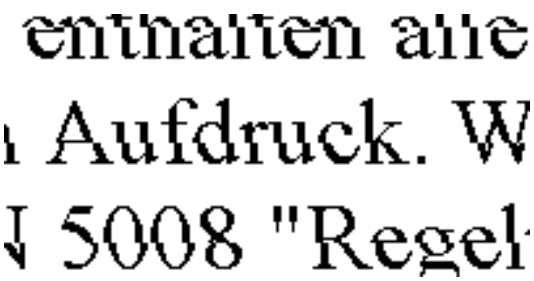
Select **Fine** as **Print Quality** from the print dialog's **Print Settings** menu.

The print head position is out of alignment.

Solutions

Select the **Maintenance** > **Print Head Alignment** > **Horizontal Alignment** menu on the control panel to align the print head.

Vertical Banding or Misalignment



The following causes can be considered. Check the causes and follow the solutions in order from the top.

The print head position is out of alignment.

Solutions

Select the **Maintenance** > **Print Head Alignment** > **Vertical Alignment** menu on the control panel to align the print head.

The bidirectional printing setting is enabled.

Solutions

If print quality does not improve even after aligning the print head, disable the bidirectional setting.

During bidirectional (or high speed) printing, the print head prints while moving in both directions, and vertical lines may be misaligned. Disabling this setting may slow down printing speed but improve print quality.

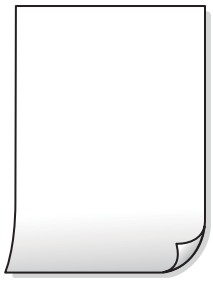
❏ Windows

Clear **Bidirectional Printing** on the printer driver's **More Options** tab.

❏ Mac OS

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

The Printout Comes Out as a Blank Sheet



The print head nozzles may be clogged.

Solutions

Perform the nozzle check, and then try Cleaning or Power Cleaning if the print head nozzles are clogged.

➡ "Checking and Cleaning the Print Head" on page 68
➡ "Running Power Cleaning" on page 70

The paper size in the print settings is incorrect.

Solutions

Make sure the paper size in the print settings matches the actual paper size.

Multiple sheets of paper are fed into the printer at the same time.

Solutions

See the following to prevent multiple sheets of paper from being fed into the printer at the same time.

➡ "Several Sheets of Paper are Fed at a Time" on page 115

Printed at an Angle

The paper is curled.

Solutions

If the paper is curled or the edges of the paper are folded, it may touch the print head and be fed at an angle.

Place the paper on a flat surface to check if it is curled. If it is, flatten it.

The paper is loaded incorrectly.

Solutions

Load paper in the correct direction, and slide the edge guides against the edges of the paper.

➡ "Loading Paper in the Rear Paper Feeder" on page 29

Paper Is Smeared or Scuffed

One of the following situations may be the cause.

The paper is loaded incorrectly.

Solutions

When horizontal banding (perpendicular to the printing direction) appears, or the top or bottom of the paper is smeared, load paper in the correct direction and slide the edge guides to the edges of the paper.

➡ "Loading Paper in the Rear Paper Feeder" on page 29

The paper path is smeared.

Solutions

When vertical banding (parallel to the printing direction) appears, or the paper is smeared, clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 73

The paper is curled.

Solutions

Place the paper on a flat surface to check if it is curled. If it is, flatten it.

The print head is rubbing the surface of the paper.

Solutions

When printing on thick paper, the print head is close to the printing surface and the paper may be scuffed. In this case, enable the reduce scuff setting. If you enable this setting, print quality may decline or printing may slow down.

Windows

Click **Extended Settings** on the printer driver's **Maintenance** tab, and then select **Short Grain Paper**.

The back of the paper was printed before the side that had already been printed was dry.

Solutions

When performing manual 2-sided printing, make sure that the ink is completely dry before reloading the paper.

When printing using manual 2-sided printing.

Solutions

When using the manual 2-sided printing feature in Windows, you may be able to reduce smearing by setting a lower print density.

Click **Extended Settings** on the printer driver's **Maintenance** tab, and then set a lower **Print Density**.

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

One of the following situations may be the cause.

The paper is loaded incorrectly.

Solutions

Load paper in the correct direction, and slide the edge guides against the edges of the paper.

➡ "Loading Paper in the Rear Paper Feeder" on page 29

The paper size in the printer settings is incorrect.

Solutions

Make sure the paper size in the printer settings matches the actual paper size.

The margin setting in the application software is not within the printable area.

Solutions

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

➡ "Printable Area" on page 172

Printed Characters Are Incorrect or Garbled

<B□□□ └□•□斥彗二 ZAオ銛・コ i2 薀・」•サ-8Q□/ア□r
□b8 □!$ NB□X□• Bァ kBcT,□• B •メ;」EE□Pク□□」2; •□1ツ
M□u

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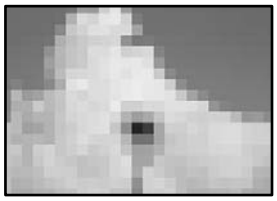
❏ Windows

Clear **Mirror Image** on the printer driver's **More Options** tab.

❏ Mac OS

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

Mosaic-Like Patterns Appear in the Printout



Low resolution images or photos were printed.

Solutions

When printing images or photos, print using high-resolution data. Images on web sites are often low resolution even if they look good enough on the display, and so print quality may decline when you print them.

Copy Quality is Poor

Banding Appears in Copies

The print head nozzles may be clogged.

Solutions

❏ Perform a nozzle check to see if the print head nozzles are clogged. Perform a 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, the print head nozzles may be clogged and ink drops may not be discharged.

❏ If you printed when the ink levels were too low to be seen in the ink tank windows, refill the ink tank to the upper lines and then use the **Power Ink Flushing** utility to replace the ink inside the ink tubes. After you use the utility, perform a nozzle check to see if print quality has improved.

➡ "Checking and Cleaning the Print Head" on page 68

➡ "Running Power Ink Flushing" on page 71

Black or Gray Banding Appears at Intervals of Approximately 3.3 cm

The following causes can be considered.

The paper type in the printer settings is incorrect.

Solutions

Make sure the paper type in the printer settings matches the actual paper type.

➡ "List of Paper Type" on page 28

The print quality setting is too low.

Solutions

When copying on plain paper, use a higher quality setting.

Select **High** as the **Quality** setting.

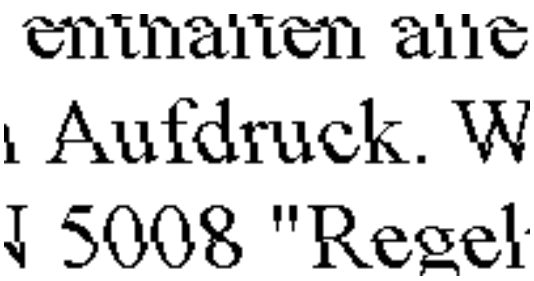
➡ "Quality:" on page 60

The print head position is out of alignment.

Solutions

Select the **Maintenance** > **Print Head Alignment** > **Horizontal Alignment** menu on the control panel to align the print head.

Blurry Copies, Vertical Banding, or Misalignment



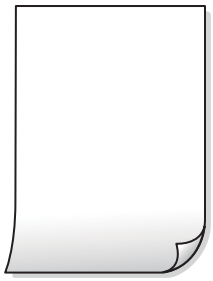
One of the following situations may be the cause.

The print head position is out of alignment.

Solutions

Select the **Maintenance** > **Print Head Alignment** > **Vertical Alignment** menu on the control panel to align the print head.

The Printout Comes Out as a Blank Sheet



The print head nozzles may be clogged.

Solutions

Perform the nozzle check, and then try Cleaning or Power Cleaning if the print head nozzles are clogged.

➡ "Checking and Cleaning the Print Head" on page 68
➡ "Running Power Cleaning" on page 70

The paper size in the print settings is incorrect.

Solutions

Make sure the paper size in the print settings matches the actual paper size.

Multiple sheets of paper are fed into the printer at the same time.

Solutions

See the following to prevent multiple sheets of paper from being fed into the printer at the same time.

➡ "Several Sheets of Paper are Fed at a Time" on page 115

Paper Is Smeared or Scuffed

One of the following situations may be the cause.

The paper is loaded incorrectly.

Solutions

When horizontal banding (perpendicular to the printing direction) appears, or the top or bottom of the paper is smeared, load paper in the correct direction and slide the edge guides to the edges of the paper.

➡ "Loading Paper in the Rear Paper Feeder" on page 29

The paper path is smeared.

Solutions

When vertical banding (parallel to the printing direction) appears, or the paper is smeared, clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 73

The paper is curled.

Solutions

Place the paper on a flat surface to check if it is curled. If it is, flatten it.

The Position, Size, or Margins of the Copies are Incorrect

One of the following situations may be the cause.

The paper is loaded incorrectly.

Solutions

Load paper in the correct direction, and slide the edge guides against the edges of the paper.

➡ "Loading Paper in the Rear Paper Feeder" on page 29

The originals are not placed correctly.

Solutions

- ❏ Make sure the original is placed correctly against the alignment marks.
- ❏ If the edge of the scanned image is missing, move the original slightly away from the edge of the scanner glass.

➡ "Placing Originals" on page 32

There is dust or dirt on the scanner glass.

Solutions

When placing the originals on the scanner glass, remove any dust or dirt from the originals, and clean the scanner glass. If there is dust or stains on the glass, the copy area may extend to include the dust or stains, resulting in the wrong copying position or small images.

➡ "Cleaning the Scanner Glass" on page 73

The paper size in the printer settings is incorrect.

Solutions

Make sure the paper size in the printer settings matches the actual paper size.

Smears, Dots, or Straight Lines Appear in the Copied Image

The following causes can be considered.

The paper path is dirty.

Solutions

Clean the paper path.

➡ "Cleaning the Paper Path for Ink Smears" on page 73

There is dust or dirt on the originals or the scanner glass.

Solutions

Remove any dust or dirt from the originals, and clean the scanner glass.

➡ "Cleaning the Scanner Glass" on page 73

There is dust or dirt on the ADF or originals.

Solutions

Clean the ADF, and remove any dust or dirt from the originals.

➡ "Cleaning the ADF" on page 74

The original was pressed with too much force.

Solutions

If you press with too much force, blurring, smudges, and spots may occur.

Do not press with too much force on the original or the document cover.

➡ "Placing Originals" on page 32

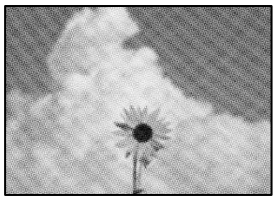
The copy density setting is too high.

Solutions

Lower the copy density setting.

➡ "More Menu Options for Copying" on page 59

Moiré (Cross-Hatch) Patterns Appear in the Copied Image



If the original is a printed document such as a magazine or a catalog, a dotted moiré pattern appears.

Solutions

Change the reduce and enlarge setting. If a moiré pattern still appears, place the original at a slightly different angle.

➡ "More Menu Options for Copying" on page 59

An Image of the Reverse Side of the Original Appears in the Copied Image

One of the following situations may be the cause.

When scanning thin originals, images on the back may be scanned at the same time.

Solutions

Place the original on the scanner glass and then place a piece of black paper over it.

➡ "Placing Originals on the Scanner Glass" on page 34

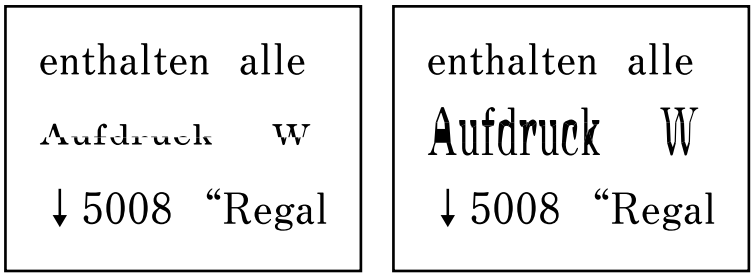
The copy density setting is too high.

Solutions

Lower the copy density setting.

➡ "More Menu Options for Copying" on page 59

The Text or Image Copied from the ADF is Squeezed or Stretched



Some originals may not be scanned properly from the ADF.

Solutions

Place originals on the scanner glass.

➡ “Placing Originals on the Scanner Glass” on page 34

Scanned Image Problems

Uneven Colors, Dirt, Spots, Appear when Scanning from the Scanner Glass

There is dust or dirt on the originals or the scanner glass.

Solutions

Remove any dust or dirt from the originals, and clean the scanner glass.

➡ “Cleaning the Scanner Glass” on page 73

The original was pressed with too much force.

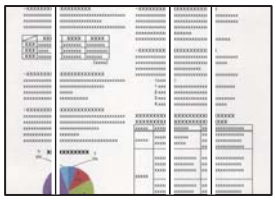
Solutions

If you press with too much force, blurring, smudges, and spots may occur.

Do not press with too much force on the original or the document cover.

➡ “Placing Originals” on page 32

Straight Lines Appear when Scanning from ADF



There is dust or dirt on the ADF or originals.

Solutions

Clean the ADF, and remove any dust or dirt from the originals.

➡ "Cleaning the ADF" on page 74

An Image of the Reverse Side of the Original Appears in the Scanned Image

When scanning thin originals, images on the back may be scanned at the same time.

Solutions

Place the original on the scanner glass and then place a piece of black paper over it.

Cannot Scan the Correct Area on the Scanner Glass

The originals are not placed correctly.

Solutions

- ❏ Make sure the original is placed correctly against the alignment marks.
- ❏ If the edge of the scanned image is missing, move the original slightly away from the edge of the scanner glass.

➡ "Placing Originals" on page 32

There is dust or dirt on the scanner glass.

Solutions

Remove any dust or dirt from the scanner glass and document cover. If there is any dust or dirt around the original, the scanning range expands to include it.

➡ "Cleaning the Scanner Glass" on page 73

Cannot Solve Problems in the Scanned Image

Check the following if you have tried all of the solutions and have not solved the problem.

There are problems with the scanning software settings.

Solutions

Use Epson Scan 2 Utility to initialize the settings for the scanner software.

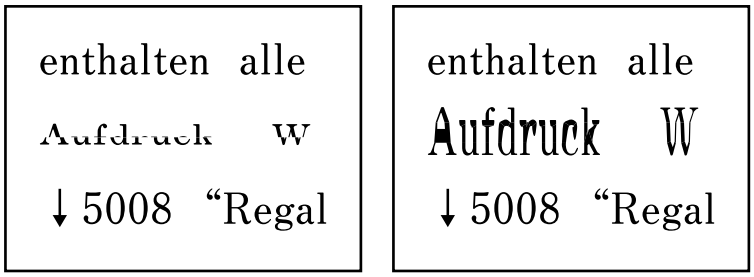
Note:
Epson Scan 2 Utility is an application supplied with the scanner software.

1. Start the Epson Scan 2 Utility.
   - ❏ Windows 11
     Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2 Utility**.
   - ❏ Windows 10
     Click the start button, and then select **EPSON** > **Epson Scan 2 Utility**.
   - ❏ Windows 8.1/Windows 8
     Enter the application name in the search charm, and then select the displayed icon.
   - ❏ Windows 7/Windows Vista/Windows XP
     Click the start button, and then select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
   - ❏ Mac OS
     Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2 Utility**.
2. Select the **Other** tab.
3. Click **Reset**.

If initialization does not solve the problem, uninstall and re-install the scanner software.

➡ "Installing the Applications Separately" on page 80

The Text or Image Scanned from the ADF is Squeezed or Stretched



Some originals may not be scanned properly from the ADF.

Solutions

Place originals on the scanner glass.

Select ⓘ, and then select **How To** > **Place Originals** > **Scanner glass**. Select **Finish** to close the animation screen.

➡ “Placing Originals on the Scanner Glass” on page 34

Cannot Select Paper Type or Paper Source in Printer Driver

A genuine Epson printer driver has not been installed.

Solutions

If a genuine Epson printer driver (EPSON XXXXX) has not been installed, the available functions are limited. We recommend using a genuine Epson printer driver.

➡ “Checking if a genuine Epson printer driver is installed - Windows” on page 81
➡ “Checking if a genuine Epson printer driver is installed - Mac OS” on page 83

An Error Code is Displayed on the LCD Screen

A code is displayed on the LCD screen if there is an error or information that requires your attention. If a code is displayed, follow the solutions below to solve the problem.

Code	Situation	Solutions
E-01	A printer error has occurred.	Open the inner cover and the scanner unit, and then remove any paper or protective material inside the printer. Turn the power off and on again.
E-02	A scanner error has occurred.	Turn the power off and on again.
E-13	The Ink Pad has reached the end of its service life. Please contact Epson Support.	The ink pad* needs to be replaced. Contact Epson or an authorised Epson service provider to replace the ink pad. It is not a user-serviceable part. If the ink pad has reached the end of its service life, you can no longer perform cleaning. Printing can be performed but the quality of the printouts cannot be guaranteed.

Code	Situation	Solutions
W-01	A paper jam has occurred.	Remove the paper from the printer and press the button displayed on the bottom of the LCD screen to clear the error. In some cases, you need to turn the power off and on again.
W-15	The Ink Pad is nearing the end of its service life. Please contact Epson Support.	Contact Epson or an authorised Epson service provider to replace the ink pad. It is not a user-serviceable part. Check the message displayed on the computer, and then press the button displayed on the bottom of the LCD screen to clear the error. If the ink pad has reached the end of its service life, you can no longer perform cleaning. Printing can be performed but the quality of the printouts cannot be guaranteed.
I-22	Set Wi-Fi from the **Push Button (WPS)**.	Push the access point button. If there is no button on the access point, open the access point setting window, and then click the button displayed in the software.
I-23	Set Wi-Fi from the **PIN Code (WPS)**.	Enter the PIN code displayed on the LCD screen into the access point or computer within two minutes.
I-31	Set Wi-Fi from the **Wi-Fi Auto Connect**.	Install the software on your computer, and then press the OK button when Wi-Fi setup starts.
I-41	**Paper Setup Auto Display** is disabled. Some functions cannot be used.	If **Paper Setup Auto Display** is disabled, you cannot use AirPrint.
I-60	Your computer may not support WSD (Web Services for Devices).	The scan to computer (WSD) feature is only available for computers running English versions of Windows 10, Windows 8.1, Windows 8, Windows 7 or Windows Vista. Make sure that the printer is correctly connected to the computer.
I-71	The printer is waiting for the original to be placed on the scanner glass.	Place the original (ID card) on the scanner glass with the front side facing down, and then close the document cover. Press the ⓘ button to start scanning. Place the original (ID card) on the scanner glass with the back side facing down, and then close the document cover. Press the ⓘ button to start copying.
-	Turn the power off and on again. If the problem persists, contact Epson Support.	Try the following solutions. 1. Turn the printer off and on again. 2. If you are using a Wi-Fi connection, turn the wireless router off and on again. If the error message is still displayed, make a note of the error code, and then contact Epson support.

Code	Situation	Solutions
Recovery Mode	The printer has started in recovery mode because the firmware update failed.	Follow the steps below to retry the firmware update. 1. Connect the computer and the printer with a USB cable. **Important:** ❏ *During recovery mode, you cannot update the firmware over a network connection. You can only use a USB connection.* ❏ *Use a USB 2.0 type A-B cable.* 2. Download the latest firmware from your local Epson website to your computer, and then start the update.

* In some print cycles a very small amount of surplus ink may be collected in the ink pad. As well as using a maintenance box, this ink pad absorbs waste ink that is ejected when using the printer. When the pad has reached the end of its service life, cleaning cannot be performed until the pad is replaced. 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.

Paper Gets Jammed

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 with too much force may damage the printer.*

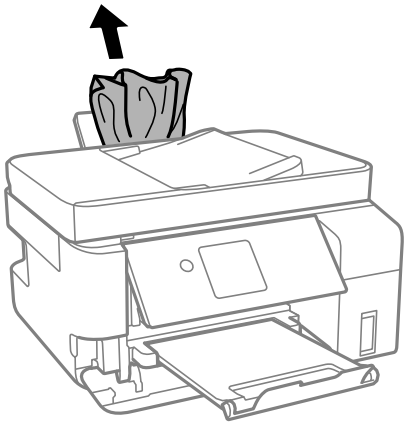
❏ *When removing jammed paper, avoid tilting the printer, placing it vertically, or turning it upside down; otherwise ink may leak.*

Removing Jammed Paper

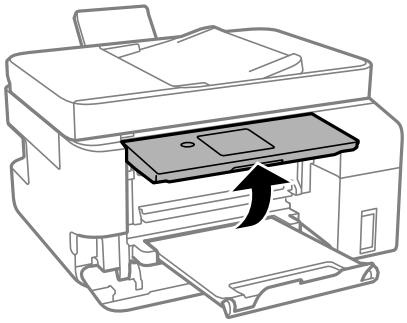
Caution:

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.

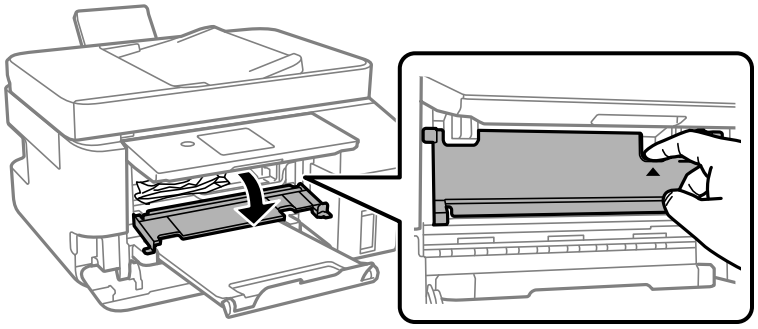
1. Remove the jammed paper.



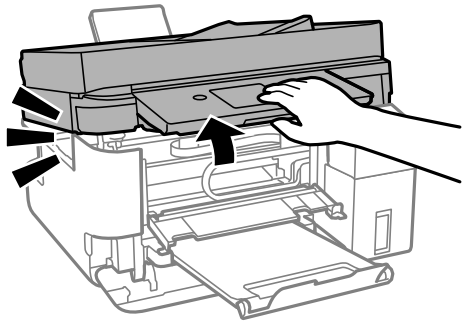
2. Raise the control panel.



3. Open the inner cover.

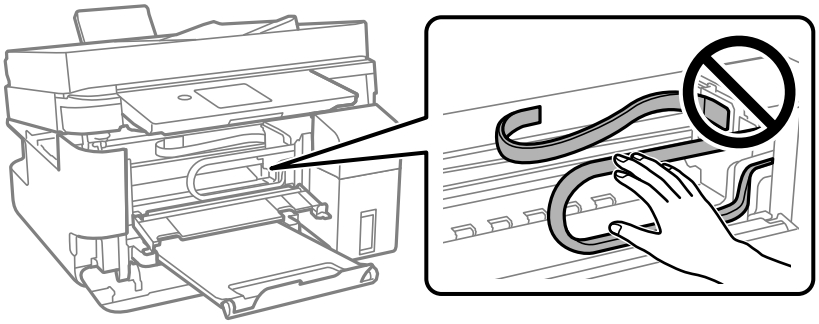


4. Open the scanner unit until it clicks.

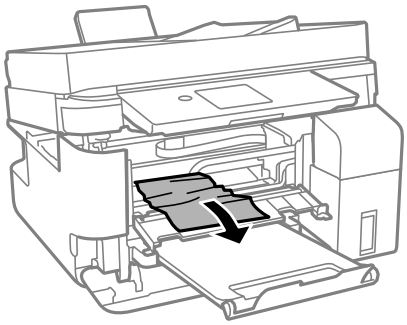


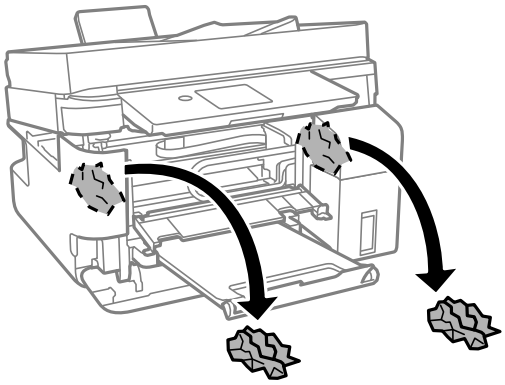
> ***Caution:***
>
> *Be careful not to trap your hand or fingers when opening or closing the scanner unit. Otherwise you may be injured.*

> ***Important:***
>
> *Do not touch the parts shown in the illustration inside the printer. Doing so may cause a malfunction.*



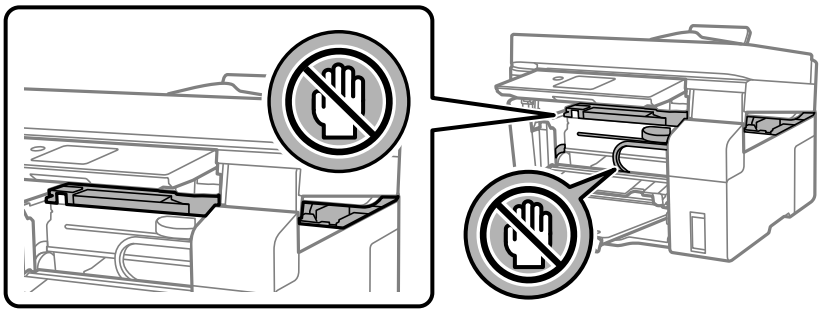
5. Remove the jammed paper.

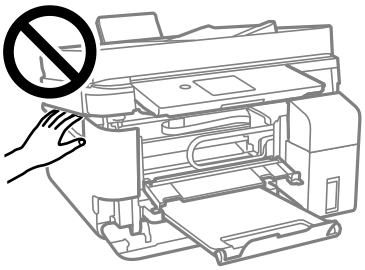




Important:

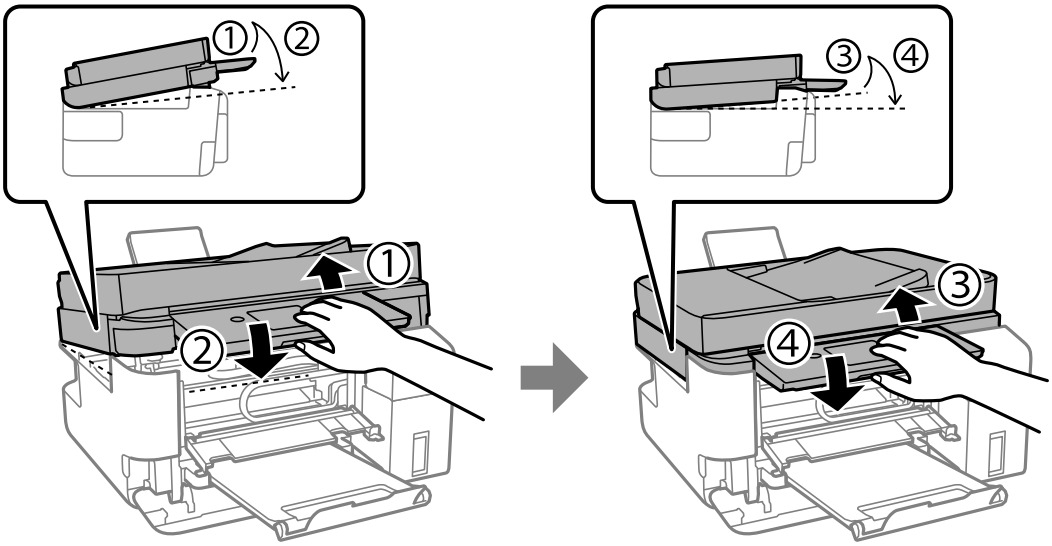
Do not touch the parts shown in the illustration inside the printer. Doing so may cause a malfunction.



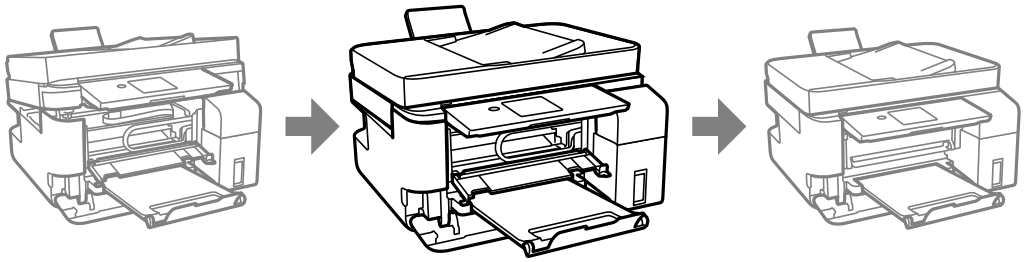


6. Close the scanner unit.

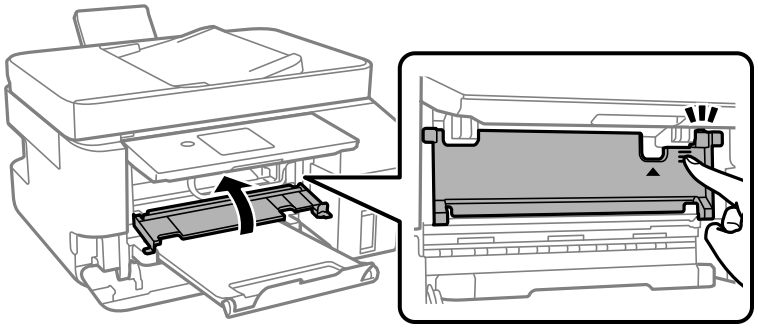
   For safety, the scanner unit is closed in two steps.



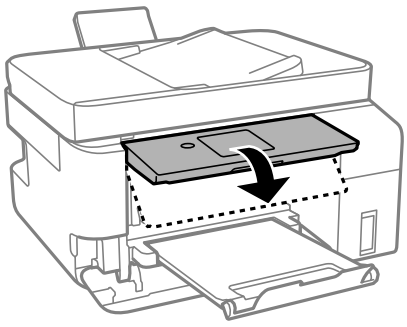
Note:
The scanner unit cannot be opened from the position shown below. Close it completely before opening it.



7. Close the inner cover.

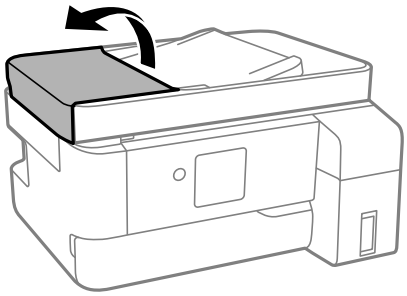


8. Close the control panel.

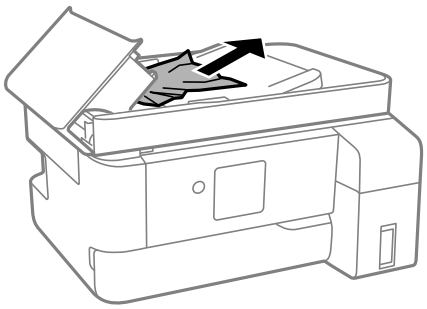


Removing Jammed Paper from the ADF

1. Open the ADF cover.

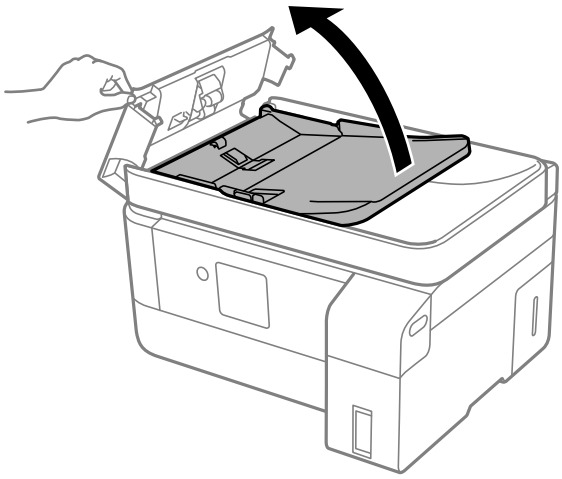


2. Remove the jammed paper.

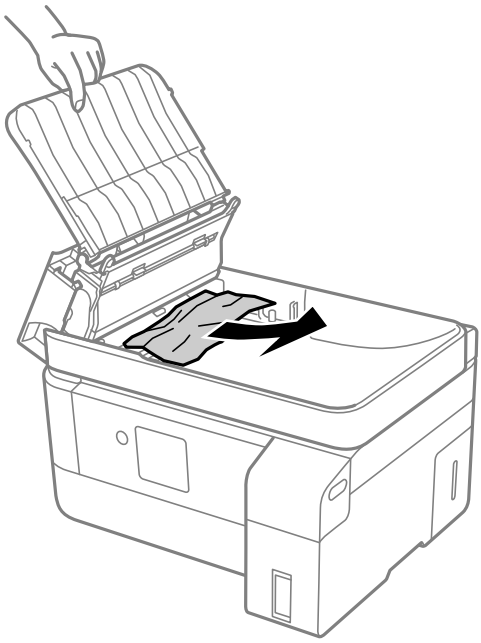


3. Raise the ADF input tray.

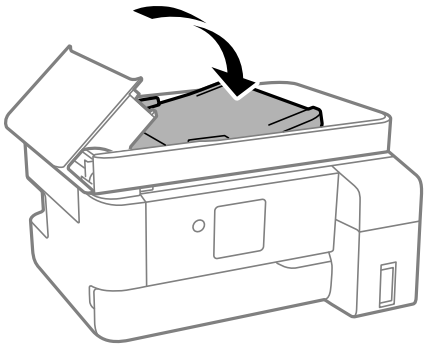
> ***Important:***
>
> *Make sure that you open the ADF cover before raising the ADF input tray. Otherwise, the ADF may be damaged.*



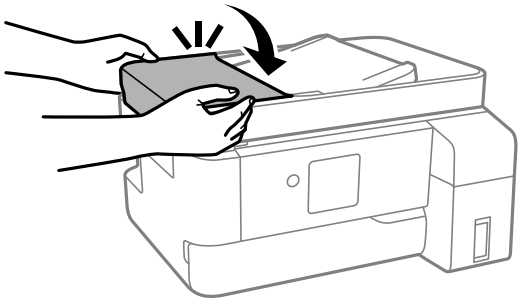
4. Remove the jammed paper.



5. Lower the ADF input tray.



6. Close the ADF cover until it clicks.



Preventing Paper Jams

Check the following if paper jams occur frequently.

❏ Place the printer on a flat surface and use it in the recommended environment.

"Environmental Specifications" on page 176

❏ Use paper supported by this printer.

"Available Paper and Capacities" on page 158

❏ Follow paper handling precautions.

"Paper Handling Precautions" on page 27

❏ Load paper in the correct direction, and slide the edge guides against the edges of the paper.

"Loading Paper in the Rear Paper Feeder" on page 29

❏ Do not load more than the maximum number of sheets specified for paper.

❏ If a paper jam occurs when you load several sheets of paper, load one sheet at the time.

❏ Make sure the paper size and paper type settings match the actual paper size and paper type loaded in the printer.

"List of Paper Type" on page 28

It is Time to Refill the Ink

Ink Bottle Handling Precautions

Read the following instructions before refilling ink.

Storing precautions for ink

❏ Keep the ink bottles out of direct sunlight.

❏ Do not store the ink bottles in high or freezing temperatures.

❏ Epson recommends using the ink bottle before the date printed on the package.

❏ When storing or transporting an ink bottle, 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 precautions to prevent ink from leaking when transporting the bottle, for example, putting the bottle in a bag.

❏ 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.

❏ Once you open an ink bottle, we recommend using it as soon as possible.

Handling precautions for refilling ink

❏ To ensure you receive premium print quality and to help protect your print head, a variable ink safety reserve remains in the ink tank when your printer indicates to refill ink. The yields quoted for you do not include this reserve.

❏ For optimum print results do not maintain low ink levels for extended periods of time.

❏ To obtain optimum printing results, refill the ink tank to the upper line at least once every year.

❏ Use ink bottles with the correct part code for this printer.

❏ The ink for this printer must be handled carefully. Ink may splatter when the ink tank is being filled or refilled with ink. If ink gets on your clothes or belongings, it may not come off.

❏ Do not shake too vigorously or squeeze the ink bottles.

❏ Prolonged use of the printer when the ink level is below the lower line could damage the printer. Fill the ink tank to the upper line while the printer is not operating. To display the correct ink level estimates, reset the ink level after filling the tank.

Ink consumption

❏ To maintain optimum print head performance, some ink is consumed from the ink tank during maintenance operations such as print head cleaning. Ink may also be consumed when you turn the printer on.

❏ The ink in the ink bottle 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 this bottle may print fewer pages compared to subsequent ink bottles.

❏ 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.

❏ Visually check ink levels in the actual ink tank. Prolonged use of the printer when the ink is expended could damage the printer. Epson recommends filling the ink tank to the upper line when the printer is not operating to reset the ink level.

Refilling the Ink Tanks

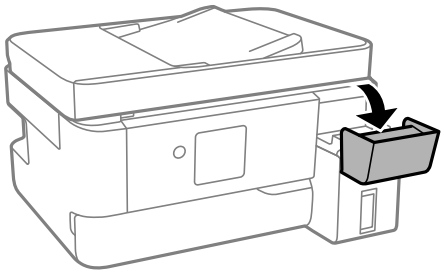
1. Select **Maintenance** on the home screen.

   To select an item, use the ▲ ▼ ◀ ▶ buttons, and then press the OK button.

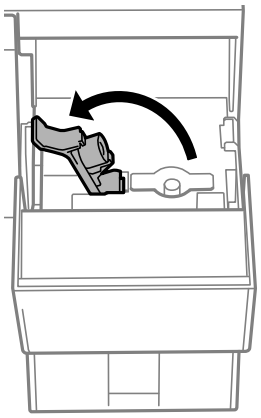
2. Select **Fill Ink**.

3. Press the ▼ button to read all the safety and usage precautions for filling ink, and then press the OK button to continue.

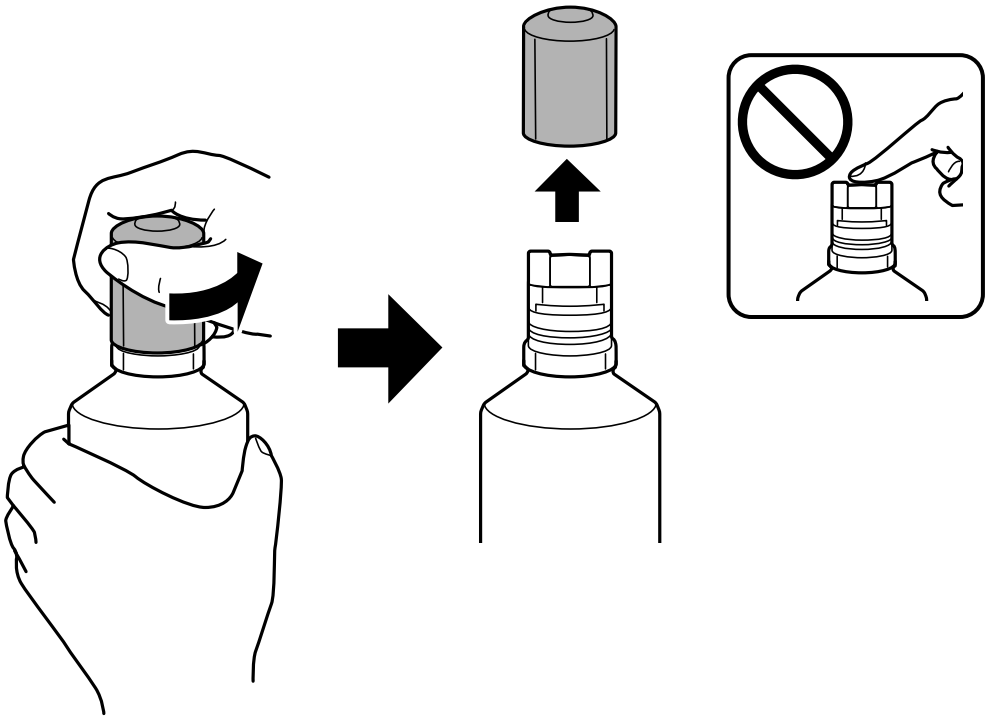
4. Open the ink tank cover.



5. Open the ink tank cap.



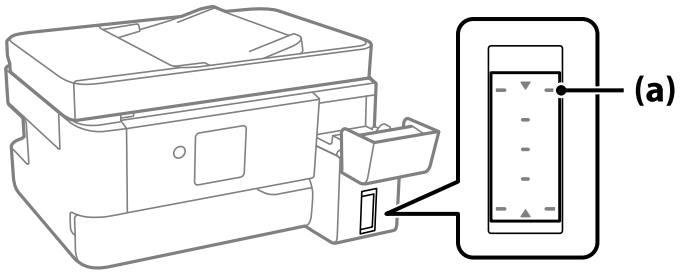
6. While holding the ink bottle upright, turn the cap slowly to remove it.



Important:

- ❏ *Epson recommends the use of genuine Epson ink bottles.*
- ❏ *Be careful not to spill any ink.*
- ❏ *Do not touch the top of the ink bottle after removing the cap; otherwise you may be smeared with ink.*

7. Check the upper line (a) in the ink tank.

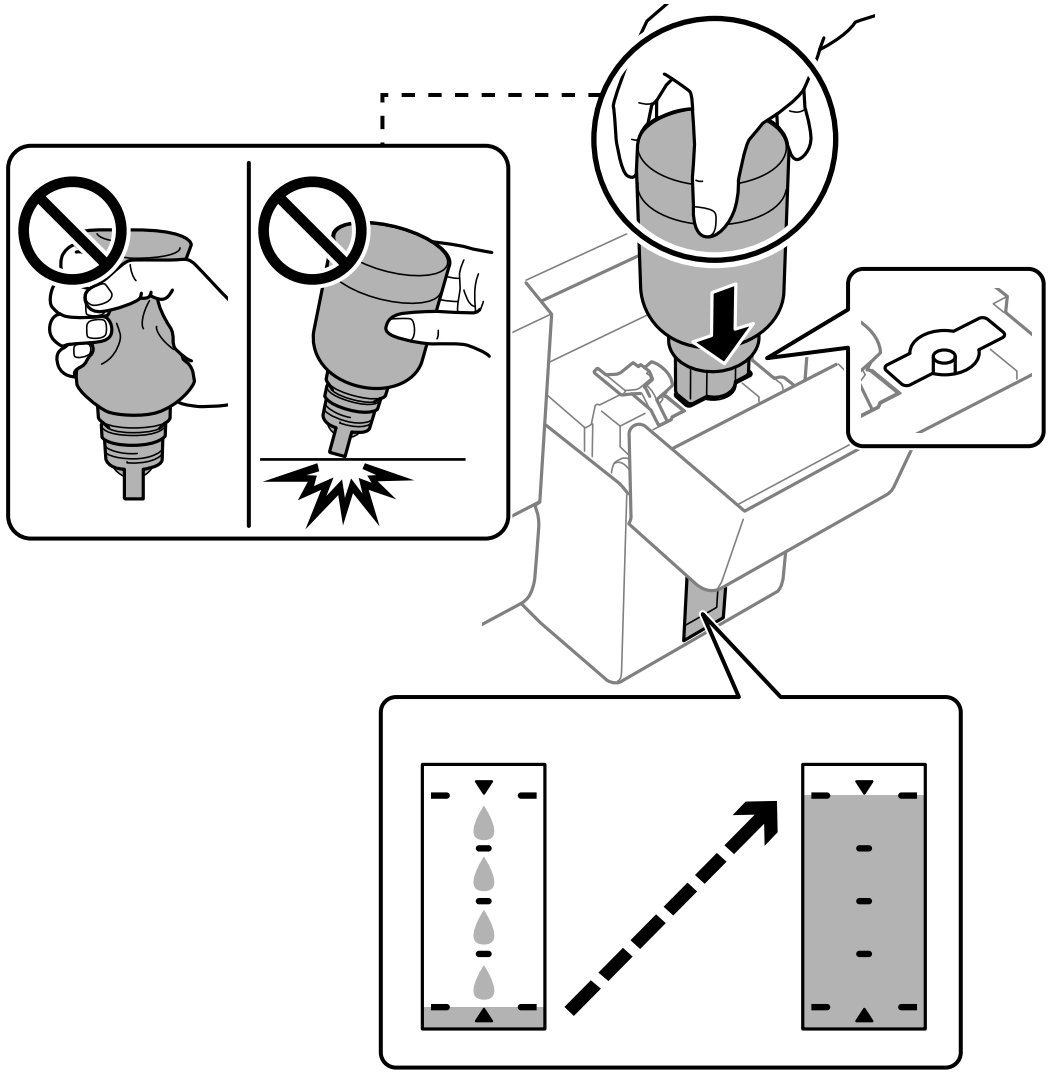


8. Align the top of the ink bottle with the filling port, and then insert it straight into the port to fill ink until it stops automatically at the upper line.

   Ink starts pouring and the flow stops automatically when the ink reaches the upper line.

   If the ink does not start flowing into the tank, remove the ink bottle and reinsert it.

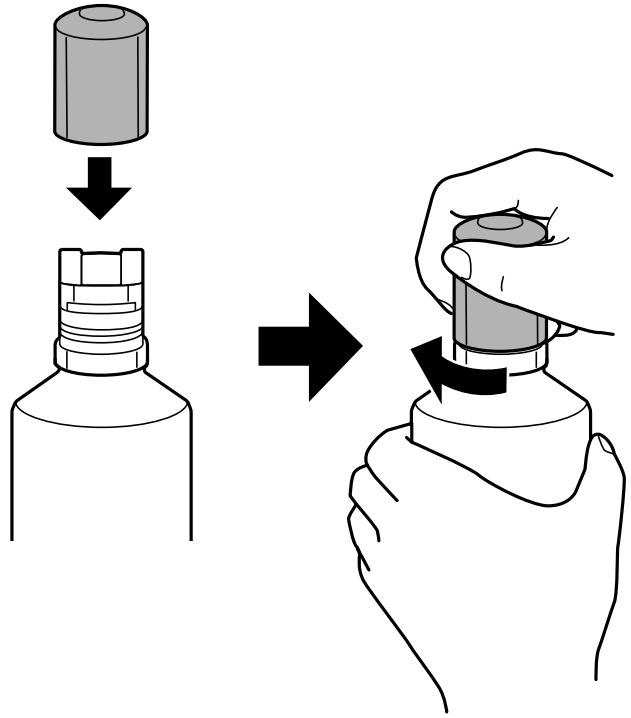
   However, do not remove and reinsert the ink bottle when the ink has reached the upper line; otherwise ink may leak or the printer may be damaged if the ink rises above the upper line.



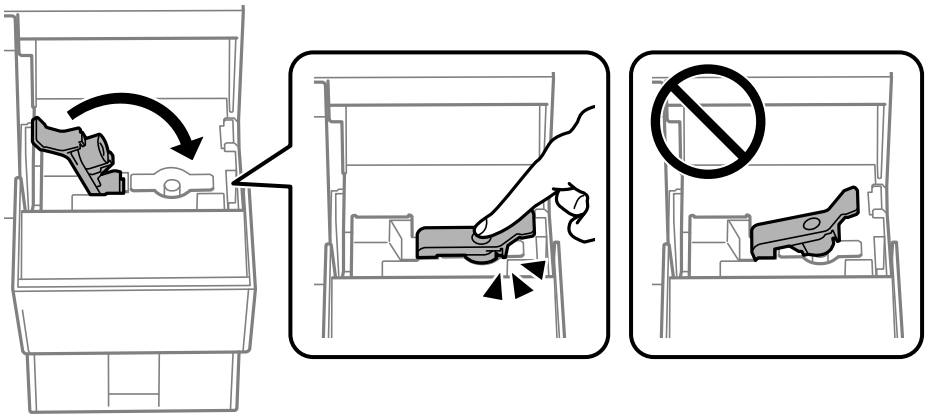
9. When you have finished filling the ink, remove the ink bottle.

> ***Important:***
> *Do not leave the ink bottle inserted; otherwise the bottle may be damaged or ink may leak.*

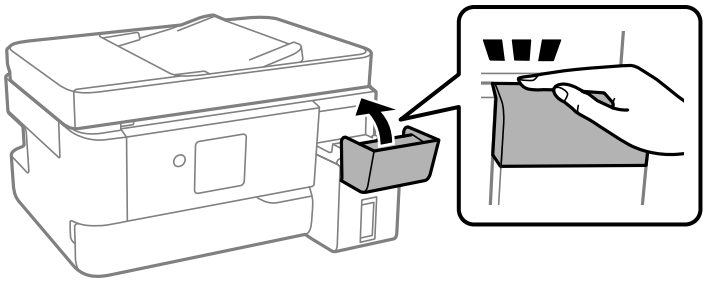
Note:
If any ink remains in the ink bottle, tighten the cap and store the bottle upright for later use.



10. Close the ink tank cap securely.



11. Close the ink tank cover firmly.



12. Press the ⓘ button, and then follow the on-screen instructions to set the ink level.

> ***Important:***
> *Even if you do not refill ink up to the upper line on the ink tank, you can continue using the printer. To keep your printer operating at its best, however, fill ink tank up to the upper line and reset the ink level immediately.*

Related Information

➡ "Ink Bottle Handling Precautions" on page 141
➡ "Ink Bottle Codes" on page 160

Notes on Resetting the Ink Level

Be sure to reset the ink level after refilling the ink.

Unless you reset the ink level, the ink level displayed does not change even after refilling the ink.

Related Information

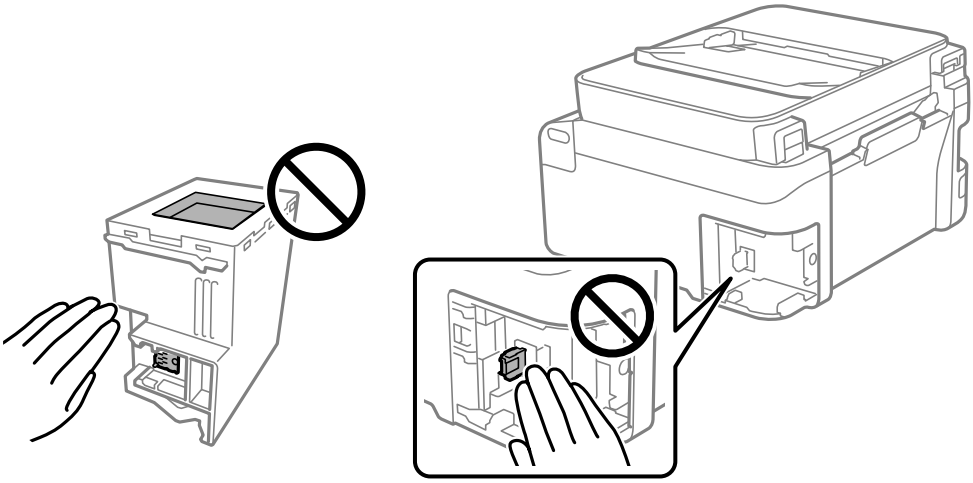
➡ "Checking the Ink Level" on page 68

It is Time to Replace the Maintenance Box

Maintenance Box Handling Precautions

Read the following instructions before replacing the maintenance box.

❏ Do not touch the sections shown in the illustration. Doing so may prevent normal operation and you may get smeared with ink.



❏ Do not drop the maintenance box or subject it to strong shocks.

❏ Do not replace the maintenance box during printing; otherwise, ink may leak.

❏ Do not remove the maintenance box and its cover except when replacing the maintenance box; otherwise ink may leak.

❏ When the cover cannot be reattached, the maintenance box may not be installed correctly. Remove the maintenance box, and re-install it.

❏ Do not tilt the used maintenance box until after it is sealed in the plastic bag; otherwise ink may leak.

❏ Do not touch the openings in the maintenance box as you may get smeared with ink.

❏ Do not reuse a maintenance box which has been removed and left detached for a long period. Ink inside the box will have solidified and no more ink can be absorbed.

❏ Keep the maintenance box out of direct sunlight.

❏ Do not store the maintenance box in high or freezing temperatures.

Replacing a Maintenance Box

In some print cycles a very small amount of surplus ink may be collected in the maintenance box. To prevent ink leakage from the maintenance box, the printer is designed to stop printing when the absorbing capacity of the maintenance box 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. Replace the maintenance box when you are promoted to do so. The Epson Status Monitor, your LCD, or lights on the control panel will advise you when this part needs replacing. The need for replacement of the box does not

mean that your printer has ceased to operate in accordance with its specifications. The Epson warranty does not cover the cost of this replacement. It is a user-serviceable part.

Note:

❏ *When the maintenance box is full, you cannot print and clean the print head until it is replaced to avoid ink leakage. However, you can perform operations that do not use ink such as scanning.*

1. Remove the new maintenance box from its package.

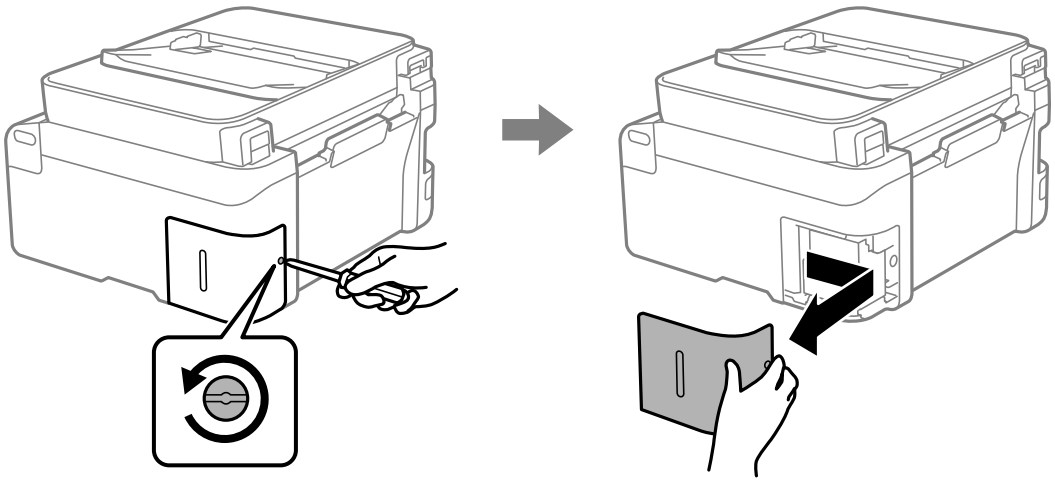
   Important:

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

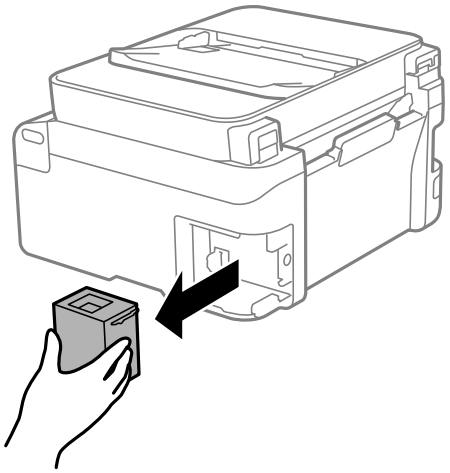
   Note:

   A transparent bag for the used maintenance box is provided with the new maintenance box.

2. Loosen the screw with a flat-head screwdriver, and then remove the cover.

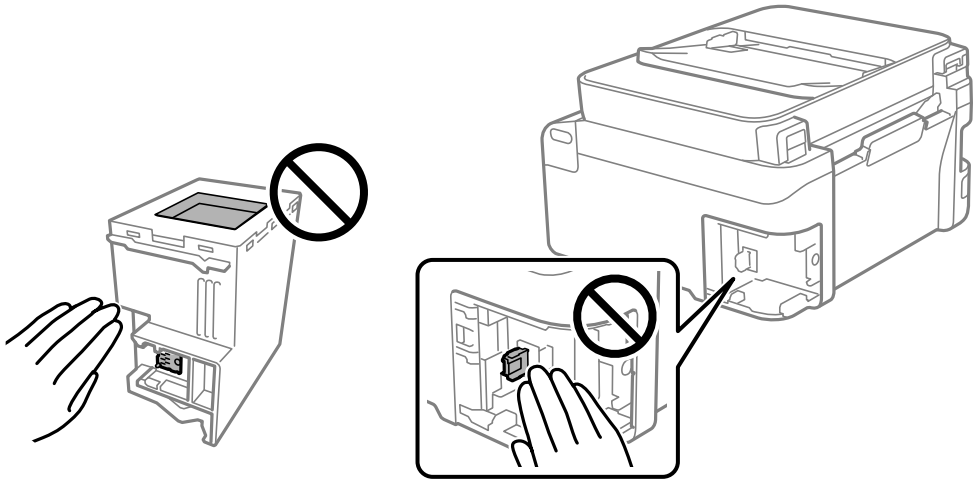


3. Remove the used maintenance box.

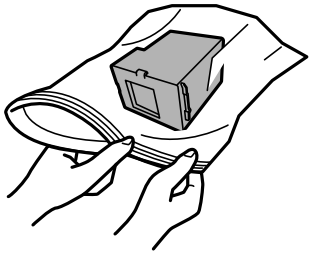


Important:

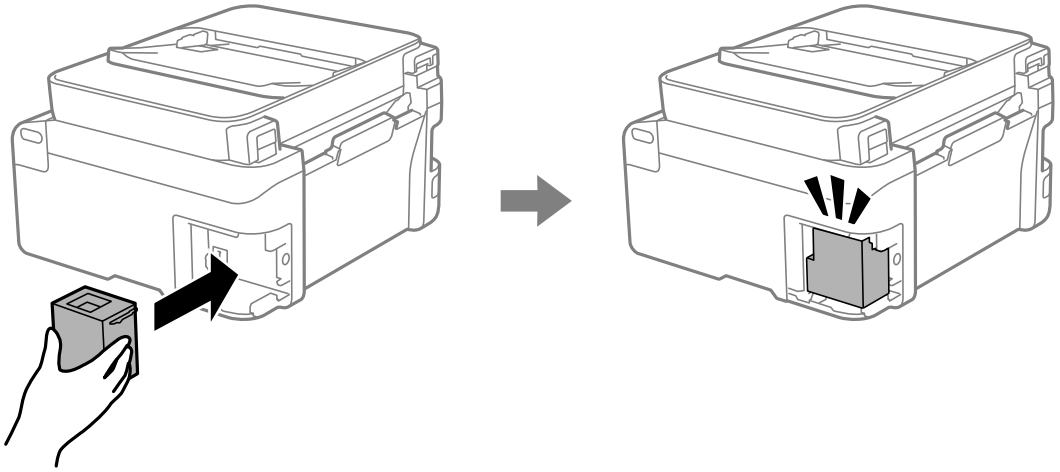
Do not touch the sections shown in the illustration. Doing so may prevent normal operation and you may get smeared with ink.



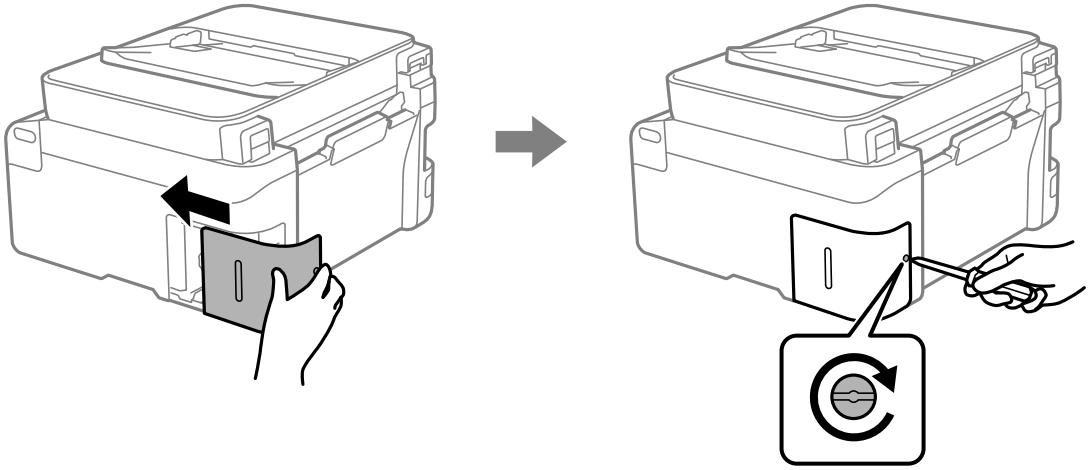
4. Put the used maintenance box in the transparent bag that came with the new maintenance box and seal the bag shut.



5. Insert the new maintenance box all the way into the printer. Make sure you insert the box in the correct direction.



6. Reattach the cover.



7. Check the message, and then press the OK button.

8. Check the message, and then press the ⓘ button.

Related Information

➡ "Maintenance Box Handling Precautions" on page 146

➡ "Maintenance Box Code" on page 161

Cannot Operate the Printer as Expected

The Printer Does Not Turn On or Off

Power Does Not Turn On

One of the following situations may be the cause.

The power cord is not properly plugged into the electrical outlet.

Solutions

Make sure the power cord is securely plugged in.

The ⏻ button was not pressed for long enough.

Solutions

Hold down the ⏻ button for a little longer.

The printer is operating.

Solutions

Check that the power light is off before you turn on the power.

The Printer Does Not Turn On Automatically

Auto Power On is disabled.

Solutions

- ❏ Select **Settings** > **Printer Setup**, and then enable the **Auto Power On** Setting.
- ❏ When connecting using the USB cable, make sure you connect it securely to the printer and the computer.
- ❏ When connecting over a network, make sure the printer's home screen shows that the printer is properly connected to a network.

➡ "Guide to the Network Icons" on page 24

Power Does Not Turn Off

The ⏻ button was not pressed for long enough.

Solutions

Hold down the ⏻ button for a little longer. If you still cannot turn off the printer, unplug the power cord. Then plug the power cord back in and turn the printer back on and off by pressing the ⏻ button, in order avoid drying out the print head.

It may take some time to turn off the power.

Solutions

When Auto Power On is enabled, it takes longer to turn off the power. See the related information for details.

➡ "Auto Power On:" on page 167

Power Turns Off Automatically

The Power Off Settings or Power Off Timer feature is enabled.

Solutions

❏ Select **Settings** > **Printer Setup** > **Power Off Settings**, and then disable the **Power Off If Inactive** and **Power Off If Disconnected** settings.

❏ Select **Settings** > **Printer Setup**, and then disable the **Power Off Timer** Setting.

Note:
*Your product may have the **Power Off Settings** or **Power Off Timer** feature depending on the location of purchase.*

Operations are Slow

Printing Is Too Slow

One of the following situations may be the cause.

Unnecessary applications are running.

Solutions

Close any unnecessary applications on your computer or smart device.

The print quality setting is too high.

Solutions

Lower the quality setting.

Bidirectional printing is disabled.

Solutions

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 **Bidirectional Printing** on the printer driver's **More Options** tab.

❏ Mac OS

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

Quiet Mode is enabled.

Solutions

Disable **Quiet Mode**. The printing speed slows down when the printer is running in **Quiet Mode**.

❏ Control panel

Select on the home screen, and then select **Off**.

❏ Windows

Select **Off** as the **Quiet Mode** setting on the printer driver's **Main** tab.

❏ Mac OS

Select **System Preferences** (or **System Settings**) from the Apple 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.

There may be network connection problems with the wireless router.

Solutions

Reboot the wireless router while taking into consideration other users connected to the network. If this does not solve the problem, place the printer closer to your wireless router or see the documentation provided with the router.

The printer is printing high-density data such as photos on plain paper.

Solutions

If you are printing high-density data such as photos on plain paper, printing may take some time in order to maintain print quality. This is not a malfunction.

Printing Slows Down Dramatically During Continuous Printing

The printer has slowed down to prevent the printer mechanism from overheating and being damaged.

Solutions

You can continue printing. To return to normal printing speed, leave the printer idle for at least 30 minutes with the power turned on.

Scanning Speed Is Slow

The scanning resolution setting is too high.

Solutions

Try scanning at a lower resolution.

LCD Screen Gets Dark

The printer is in sleep mode.

Solutions

Press any button on the control panel to return the LCD screen to its former state.

The Printer Is Loud

Quiet Mode is disabled on the printer.

Solutions

If the printer is too loud, enable **Quiet Mode**. Enabling this feature may reduce print speed.

❏ Control panel

Select on the home screen, and then enable **Quiet Mode**.

❏ Windows

Enable **Quiet Mode** on the printer driver's **Main** tab.

❏ Mac OS

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

The Root Certificate Needs to be Updated

The root certificate has expired.

Solutions

Run Web Config, and then update the root certificate.

➡ "Application for Configuring Printer Operations (Web Config)" on page 163

Cannot Perform Manual 2-sided Printing (Windows)

EPSON Status Monitor 3 is disabled.

Solutions

On the printer driver's **Maintenance** tab, click **Extended Settings**, and then select **Enable EPSON Status Monitor 3**.

However, manual 2-sided printing may not be available when the printer is accessed over a network or is used as a shared printer.

The Print Settings Menu is Not Displayed (Mac OS)

The Epson Printer Driver has Not been Installed Correctly.

Solutions

If the **Print Settings** menu is not displayed on macOS Catalina (10.15) or later, macOS High Sierra (10.13), macOS Sierra (10.12), OS X El Capitan (10.11), OS X Yosemite (10.10), OS X Mavericks (10.9), the Epson printer driver has not been installed correctly. Enable it from the following menu.

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

In macOS Mojave (10.14), you cannot access **Print Settings** in applications made by Apple such as TextEdit.

A Message Prompting You to Reset the Ink Level is Displayed Even After Refilling the Ink

Ink level was not reset.

Solutions

After refilling the ink, follow the on-screen instructions to reset the ink level.

The Ink Level Display does not Change Even After Refilling the Ink

Ink level was not reset.

Solutions

After refilling the ink, follow the on-screen instructions to reset the ink level.

Cannot Solve Problem

If you cannot solve the problem after trying all of the solutions, contact Epson support.

If you cannot solve printing or copying problems, see the following related information.

Related Information

➡ "Cannot Solve Printing or Copying Problems" on page 155

➡ "Contacting Epson Support" on page 180

Cannot Solve Printing or Copying Problems

Try the following problems in order starting at the top until you solve the problem.

❏ Make sure you match the paper type loaded in the printer and the paper type set on the printer to the paper type settings in the printer driver.

"Paper Size and Type Settings" on page 28

❏ Use a higher quality setting on the control panel or the printer driver.

❏ To check the actual ink remaining, visually check the ink level in the printer's tank. Refill the ink tank if the ink level is below the lower line.

❏ Align the print head.

"Aligning the Print Head" on page 72

❏ Run a nozzle check to see if the print head nozzles are clogged.

If there are missing segments in the nozzle check pattern, the nozzles may be clogged. Repeat head cleaning and the nozzle check alternately 3 times or runnning Power Cleaning once, and check if the clogging has cleared.

Note that print head cleaning uses some ink.

"Checking and Cleaning the Print Head" on page 68

❏ Turn off the printer, wait for at least 12 hours, and then check if the clogging has cleared.

If the problem is clogging, leaving the printer for a while without printing may solve the problem.

You can check the following items while the printer is off.

❏ Check that you are using genuine Epson ink bottles.

Try to use genuine Epson ink bottles. The use of non-genuine ink bottles may cause print quality to decline.

❏ Make sure that there are no paper fragments left inside the printer.

When you remove the paper, do not touch the translucent film with your hand or the paper.

❏ Check the paper.

Check if the paper is curled or loaded with the printable side facing up.

"Paper Handling Precautions" on page 27

"Available Paper and Capacities" on page 158

"Unavailable Paper Types" on page 159

❏ If you turn off the printer, wait for at least 12 hours, and if print quality has still not improved, run Power Ink Flushing.

"Running Power Ink Flushing" on page 71

❏ During bidirectional printing, the print head prints while moving in both directions, and vertical lines may be misaligned. If print quality does not improve, disable the bidirectional setting. Disabling this setting may slow down printing speed.

  ❏ Windows

  Clear **Bidirectional Printing** on the printer driver's **More Options** tab.

  ❏ Mac OS

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

If you cannot solve the problem by checking the solutions above, you may need to request repairs. Contact Epson support.

Related Information

➡ "Before Contacting Epson" on page 180

➡ "Contacting Epson Support" on page 180

Product Information

Paper Information. 158

Consumable Products Information. 160

Software Information. 161

Settings Menu List. 165

Product Specifications. 171

Regulatory Information. 177

Paper Information

Available Paper and Capacities

Genuine Epson Paper

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

Note:

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

❏ *See the following for information on available paper types for 2-sided printing.*

"Paper for 2-Sided Printing" on page 159

Paper suitable for printing documents

Media Name	Size	Loading Capacity (Sheets)
Epson Business Paper	A4	100
Epson Bright White Ink Jet Paper	A4	100

Paper suitable for printing documents and photos

Media Name	Size	Loading Capacity (Sheets)
Epson Photo Quality Ink Jet Paper	A4	80
Epson Double-sided Photo Quality Ink Jet Paper	A4	80
Epson Matte Paper-Heavyweight	A4	20
Epson Double-Sided Matte Paper	A4	1

Various other paper types

Media Name	Size	Loading Capacity (Sheets)
Epson Photo Quality Self Adhesive Sheets	A4	1

Commercially Available Paper

Note:

See the following for information on available paper types for 2-sided printing.

"Paper for 2-Sided Printing" on page 159

Plain papers

Plain paper includes copy paper.

Size	Loading Capacity (Sheets)
A4, B5, A5, A6, B6, Letter	100*1
Legal, 8.5×13 in., Indian-Legal	1
User Defined*2(mm) 54x86 to 215.9x1200	1

*1 Load one sheet of paper at a time if the paper does not feed correctly or if the printouts are uneven or smeared.

*2 Copying or printing from the control panel is not available.

Envelope

Size	Loading Capacity (Envelopes)
Envelope #10, Envelope DL, Envelope C6	10

Paper for 2-Sided Printing

Genuine Epson Paper

❏ Epson Business Paper

❏ Epson Bright White Ink Jet Paper

❏ Epson Double-Sided Matte Paper

Related Information

➡ "Available Paper and Capacities" on page 158

Commercially Available Paper

❏ Plain paper, Copy paper

Related Information

➡ "Available Paper and Capacities" on page 158

Unavailable Paper Types

Do not use the following paper types. Using these types of paper can cause paper feed problems and smears on the printouts.

❏ Papers that are wavy

❏ Papers that are torn or cut

❏ Papers that are folded

❏ Papers that are damp

❏ Papers that are too thick or too thin

❏ Papers that have stickers

Do not use the following envelopes. Using these types of envelope causes paper jams and smears on the printout.

❏ Envelopes that are curled or folded

❏ Envelopes with adhesive surfaces on the flaps or window envelopes

❏ Envelopes that are too thin

They may curl during printing.

Consumable Products Information

Ink Bottle Codes

Epson recommends the use of genuine Epson ink bottles.

The following are the codes for genuine Epson ink bottles.

Important:

❏ *Epson warranty does not cover damage caused by inks other than those specified, including any genuine Epson ink not designed for this printer or any third party ink.*

❏ *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.*

Note:

❏ *Ink bottle codes may vary by location. For the correct codes in your area, contact Epson support.*

❏ *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.*

For Europe

BK: Black
110*1
110S*2

*1 High capacity

*2 Standard capacity

Note:

For users in Europe, visit the following website for information on Epson's ink bottle yields.

https://www.epson.eu/pageyield

For Asia

BK: Black
005*1
005S *2

*1 High capacity

*2 Standard capacity

Note:
Not all ink bottles are available in all regions.

Maintenance Box Code

Epson recommends the use of a genuine Epson maintenance box.

Maintenance box code: C9387

Important:
Once a maintenance box has been installed in a printer it cannot be used with other printers.

Software Information

This section introduces some of the applications available for your printer. For a list of supported software, see the following Epson website or launch Epson Software Updater for confirmation. You can download the latest applications.

https://www.epson.com

Related Information

➡ "Application for Updating Software and Firmware (Epson Software Updater)" on page 164

Application for Printing from a Computer (Windows Printer Driver)

The printer driver controls the printer based on the commands from an application. Selecting settings in 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 select 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 select settings that apply to all of the applications, access from the control panel.

❏ Windows 11

Click on the start button, and then select **All apps** > **Windows Tools** > **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 10/Windows Server 2022/Windows Server 2019/Windows Server 2016

Click on the start button, and then select **Windows System** > **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 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

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/Windows Server 2008 R2

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/Windows Server 2008

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

❏ Windows XP/Windows Server 2003 R2/Windows Server 2003

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**.*

Starting the utility

Access the printer driver window. Click the **Maintenance** tab.

Application for Printing from a Computer (Mac OS Printer Driver)

The printer driver controls the printer based on the commands from an application. Selecting settings in 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

Click **Page Setup** or **Print** on the **File** menu of your application. If necessary, click **Show Details** (or ▼) to expand the print window.

Note:
*Depending on the application being used, **Page Setup** may not be displayed in the **File** menu, and the operations for displaying the print screen may differ. See the application's help for details.*

Starting the utility

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

Application for Controlling the Scanner (Epson Scan 2)

Epson Scan 2 is a scanner driver that allows you to control the scanner. You can adjust the size, resolution, brightness, contrast, and quality of the scanned image. You can also start this application from a TWAIN-compliant scanning application. See the software help for details on using the features.

Starting on Windows

Note:
*For Windows Server operating systems, make sure the **Desktop Experience** feature is installed.*

- ❏ Windows 11

  Click the start button, and then select **All apps** > **EPSON** > **Epson Scan 2**.

- ❏ Windows 10/Windows Server 2022/Windows Server 2019/Windows Server 2016

  Click the start button, and then select **EPSON** > **Epson Scan 2**.

- ❏ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

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

- ❏ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003

  Click the start button, and then select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2**.

Starting on Mac OS

Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2**.

Application for Configuring Printer Operations (Web Config)

Web Config is an application that runs in a web browser, such as Microsoft Edge and Safari, on a computer or smart device. You can confirm the printer status or change the network service and printer settings. To use the Web Config, connect the printer and the computer or device to the same network.

The following browsers are supported. Use the latest version.

Microsoft Edge, Internet Explorer, Firefox, Chrome, Safari

Note:
You may be asked to enter the administrator password while operating Web Config. See the related information below for more details.

Related Information

➡ "Default Value of the Administrator Password" on page 15

Running Web Config on a Web Browser

1. Check the printer's IP address.

   Select **Settings** > **Network Settings** > **Connection Check** from the control panel to start the connection check.

   Press the ⓘ button or the OK button to print the network connection report. Check the printer's IP address on the printed network connection report.

2. Launch a Web browser from a computer or smart device, and then enter the printer's IP address.

   Format:

   IPv4: http://the printer's IP address/

   IPv6: http://[the printer's IP address]/

   Examples:

   IPv4: http://192.168.100.201/

   IPv6: http://[2001:db8::1000:1]/

   Note:
   Using the smart device, you can also run Web Config from the product information screen of the Epson Smart Panel.

   Since the printer uses a self-signed certificate when accessing HTTPS, a warning is displayed on the browser when you start Web Config; this does not indicate a problem and can be safely ignored.

Application for Updating Software and Firmware (Epson Software Updater)

Epson Software Updater is an application that installs new software, and updates firmware over the Internet. If you want to check for update information regularly, you can set the interval for checking for updates in Epson Software Updater's Auto Update Settings.

Note:
Windows Server operating systems are not supported.

Starting on Windows

❏ Windows 11

Click the start button, and then select **All apps** > **EPSON Software** > **Epson Software Updater**.

❏ Windows 10

Click the start button, and then select **EPSON Software** > **Epson Software Updater**.

❏ Windows 8.1/Windows 8

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

❏ Windows 7/Windows Vista/Windows XP

Click the start button, and then 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

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

Related Information

➡ "Installing the Applications Separately" on page 80

Settings Menu List

Select **Settings** on the home screen of the printer to make various settings.

Maintenance

Select the menus on the control panel as described below.

Settings > **Maintenance**

Nozzle Check:

Select this feature to check if the print head nozzles are clogged. The printer prints a nozzle check pattern.

Head Cleaning:

Select this feature to clean clogged nozzles in the print head.

Power Ink Flushing:

The **Power Ink Flushing** utility allows you to replace all of the ink inside the ink tubes.

Print Head Alignment:

Vertical Alignment:

Select this feature if your printouts look blurry or text and lines are misaligned.

Horizontal Alignment:

Select this feature if horizontal banding appears at regular intervals in your printouts.

Fill Ink:

Select this feature to reset the ink level to 100% when filling the ink tank.

Set Ink Level:

Select this feature to set the ink level according to the actual ink remaining.

Maintenance Box Service Life:

Displays the approximate service life of the maintenance box. When ⚠ is displayed, the maintenance box is nearly full. When ⊗ is displayed, the maintenance box is full.

Paper Guide Cleaning:

Select this feature if there are ink stains on the internal rollers. The printer feeds paper to clean the internal rollers.

Related Information

- "Checking and Cleaning the Print Head" on page 68
- "Running Power Ink Flushing" on page 71
- "Refilling the Ink Tanks" on page 142
- "Cleaning the Paper Path for Ink Smears" on page 73

Printer Setup

Select the menus on the control panel as described below.

Settings > **Printer Setup**

Paper Source Settings:

Paper Setting:

Select the paper size and paper type you loaded in the paper source.

A4/Letter Auto Switching:

Select **On** to feed paper from the paper source set as A4 size when there is no paper source set as Letter, or feed from the paper source set as Letter size when there is no paper source set as A4.

Error Notice:

Paper Size Notice:

Select **On** to display an error message when the selected paper size does not match the loaded paper.

Paper Type Notice:

Select **On** to display an error message when the selected paper type does not match the loaded paper.

Paper Setup Auto Display:

Select **On** to display the **Paper Setting** screen when loading paper in the paper source. If you disable this feature, you cannot print from an iPhone, iPad, or iPod touch using AirPrint.

Quiet Mode:

Select **On** to reduce noise during printing, however, this may lower the print speed. Depending on the paper type and print quality settings you selected, there may be no difference in the printer's noise level. Select **On** to prioritize reducing operation noise. To prioritize printing speed, select **On (Low Level)**.

Auto Power On:

Select **Auto Power On** to turn on the printer automatically when it receives a print or scan job over a USB-connection or a network connection. Be sure to slide out the output tray to prevent printouts from falling.

Enabling **Auto Power On** increases power consumption slightly in standby status when compared to turning the printer off completely. It also takes longer to turn off the power. Leave the power cord plugged in when using this feature. If you unplug the power cord, make sure the power light is turned off.

Use the **Power Off Timer** setting if you want the printer to automatically turn off when the print or scan job is finished and a set time period has passed with no operations performed. This is useful when printing from a remote location such as over the Internet.

Power Off Settings:

Your product may have this feature or the **Power Off Timer** feature depending on the location of purchase.

Power Off If Inactive:

Select this setting to turn the printer off automatically if it is not used for a specified period of time. Any increase will affect the product's energy efficiency. Please consider the environment before making any change.

Power Off If Disconnected:

Select this setting to turn the printer off after a specified period of time when all ports including the USB port are disconnected. This feature may not be available depending on your region.

See the following website for the specified period of time.

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

Power Off Timer:

Your product may have this feature or the **Power Off Settings** feature depending on the location of purchase.

Select this setting to turn the printer off automatically when it is not used for a specified period of time. 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.

Language:

Select the language used on the LCD screen.

Keyboard:

Change the layout of the keyboard on the LCD screen.

Sleep Timer:

Adjust the time period to enter a sleep mode (energy saving mode) when the printer has not performed any operations. The LCD screen turns black when the setting time passes.

PC Connection via USB:

Select **Enable** to allow a computer to access the printer when connected by USB. When **Disable** is selected, printing and scanning that is not sent over a network connection is restricted.

Related Information

➡ "Saving Power" on page 79

Network Settings

Select the menus on the control panel as described below.

Settings > **Network Settings**

Print Status Sheet:

Prints a network status sheet.

The information for Ethernet, Wi-Fi, Wi-Fi Direct, and other network parameters is printed on two or more pages.

Wi-Fi Setup:

Set up or change wireless network settings. Choose the connection method from following and then follow the instructions on the control panel.

Wi-Fi (Recommended):

Set up or change wireless network settings. Choose the connection method from following and then follow the instructions on the control panel.

Wi-Fi Setup Wizard:

Configures Wi-Fi settings by having you enter the SSID and password.

Push Button (WPS):

Makes Wi-Fi settings by Push Button (WPS).

Others:

PIN Code (WPS):

Configures Wi-Fi settings via PIN Code (WPS).

Wi-Fi Auto Connect:

Configures Wi-Fi settings by using the Wi-Fi information on the computer or smart device.

Disable Wi-Fi:

Disables Wi-Fi. Infrastructure connections will be disconnected.

Wi-Fi Direct:

Other Methods:

iOS:

Reads the QR code from your iPhone, iPad, or iPod touch to connect using Wi-Fi Direct.

Other OS Devices:

Makes Wi-Fi Direct settings by entering the SSID and password.

Modify:

Change Network Name:

Changes the Wi-Fi Direct SSID (network name).

Change Password:

Changes the password for the Wi-Fi Direct connection.

Disable Wi-Fi Direct:

Disables the Wi-Fi Direct function.

Restore Default Settings:

Resets the Wi-Fi Direct settings.

Connection Check:

Checks the current network connection and prints a report. If there are any problems with the connection, see the report for solutions.

Related Information

➡ "Making Wi-Fi Settings from the Control Panel" on page 84

➡ "Connecting a Smart Device and Printer Directly (Wi-Fi Direct)" on page 93

Epson Connect Services

Select the menus on the control panel as described below.

Settings > **Epson Connect Services**

Register/Delete:

Register or delete the printer to or from the Epson Connect services.

For usage guides, see the following portal website.

https://www.epsonconnect.com/

http://www.epsonconnect.eu (Europe only)

Suspend/Resume:

Select to suspend or resume Epson Connect services.

Email Address:

Check the printer's email address that is registered to the Epson Connect services.

Status:

Check whether or not the printer is registered and connected to the Epson Connect services.

Print Status Sheet

Select the menus on the control panel as described below.

Settings > **Print Status Sheet**

Configuration Status Sheet:

Print information sheets showing the current printer status and settings.

Supply Status Sheet:

Print information sheets showing the status of consumables.

Usage History Sheet:

Print information sheets showing the usage history of the printer.

Print Counter

Select the menus on the control panel as described below.

Settings > **Print Counter**

Displays the total number of prints including items such as the status sheet from the time you purchased the printer. If you select **Print Sheet**, the Usage History Sheet is printed.

You can also check the number of pages printed from other functions on the Usage History Sheet.

Reports

Select the menus on the control panel as described below.

Settings > **Reports**

Checks the current network connection and prints a report.

Customer Research

Select the menus on the control panel as described below.

Settings > **Customer Research**

If you agree to provide customer usage information, product usage information such as the number of prints will be provided to Seiko Epson Corporation. The information collected is used to improve our products and services.

Previous Settings:

Displays the approval status.

Restore Default Settings

Select the menus on the control panel as described below.

Settings > **Restore Default Settings**

Network Settings:

Resets the network settings to their defaults.

Copy Settings:

Resets the copy settings to their defaults.

Scan Settings:

Resets the scan settings to their defaults.

Clear All Data and Settings:

Clears all the personal information stored in the printer's memory and resets all settings to their defaults.

Firmware Update

Select the menus on the control panel as described below.

Settings > **Firmware Update**

Update:

Check if a later version of the firmware has been uploaded to the network server. If an update is available, you can select whether or not to start updating.

Current Version:

Displays the current firmware version of your printer.

Notification:

Select **On** to receive a notification if a firmware update is available.

Product Specifications

Printer Specifications

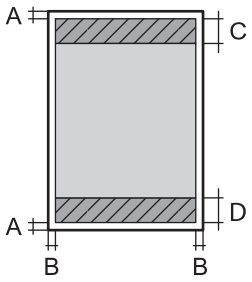
Print Head Nozzle Placement		Black ink nozzles: 400×2 rows
Weight of Paper*	Plain Paper	64 to 90 g/m²
	Envelopes	75 to 100 g/m²

* Even when the paper thickness is within this range, the paper may not feed in the printer or the print quality may decline depending on the paper properties or quality.

Printable Area

Printable Area for Single Sheets

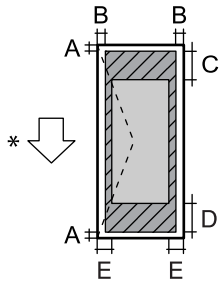
Print quality may decline in the shaded areas due to the printer's mechanism.



A	3.0 mm (0.12 in.)
B	3.0 mm (0.12 in.)
C	41.0 mm (1.61 in.)
D	37.0 mm (1.46 in.)

Printable Area for Envelopes

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



A	3.0 mm (0.12 in.)
B	3.0 mm (0.12 in.)
C	18.0 mm (0.71 in.)
D	41.0 mm (1.61 in.)
E	5.0 mm (0.20 in.)

*Direction of paper being fed.

Scanner Specifications

Scanner Type	Flatbed
Photoelectric Device	CIS
Effective Pixels	10200×14040 pixels (1200 dpi)
Maximum Document Size	216×297 mm (8.5×11.7 in.) A4, Letter
Scanning Resolution	1200 dpi (main scan) 2400 dpi (sub scan)
Output Resolution	50 to 9600 dpi in 1 dpi increments

Color Depth	Color ❏ 48 bits per pixel internal (16 bits per pixel per color internal) ❏ 24 bits per pixel external (8 bits per pixel per color external) Grayscale ❏ 16 bits per pixel internal ❏ 8 bits per pixel external
Light Source	LED

ADF Specifications

Available Paper Sizes	A4, Letter, 8.5×13 in., Legal, Indian-Legal
Paper Type	Plain Paper
Weight of Paper	64 to 95 g/m^2
Loading Capacity	A4, Letter: 30 sheets or 3.3 mm 8.5×13 in., Legal, Indian-Legal: 10 sheets
Auto Duplex Scanning	Not supported

Even when the original meets the specifications for media that can be placed in the ADF, it may not feed from the ADF or the scan quality may decline depending on the paper properties or quality.

Interface Specifications

For Computer	Hi-Speed USB*

* USB 3.0 cables are not supported.

Network Specifications

Wi-Fi Specifications

Standards	IEEE802.11b/g/n*1
Frequency Range	2.4 GHz
Connection Modes	Infrastructure, Wi-Fi Direct (Simple AP)*2*3
Wireless Securities*4	WEP (64/128bit), WPA2-PSK (AES)*5, WPA3-SAE (AES)

*1 IEEE802.11n is only available for the HT20.

*2 Not supported for IEEE 802.11b.

*3 Simple AP mode is compatible with a Wi-Fi connection (infrastructure) or an Ethernet connection.

*4 Wi-Fi Direct supports WPA2-PSK (AES) only.

*5 Complies with WPA2 standards with support for WPA/WPA2 Personal.

Ethernet Specifications

Standards	IEEE802.3i (10BASE-T)*1 IEEE802.3u (100BASE-TX) IEEE802.3az (Energy Efficient Ethernet)*2
Communication Mode	Auto, 10Mbps Full duplex, 10Mbps Half duplex, 100Mbps Full duplex, 100Mbps Half duplex
Connector	RJ-45

*1 Use a category 5e or higher STP (Shielded twisted pair) cable to prevent risk of radio interference.

*2 The connected device should comply with IEEE802.3az standards.

Network Functions and IPv4/IPv6

Functions			Supported	Remarks
Network Printing	EpsonNet Print (Windows)	IPv4	✓	-
	Standard TCP/IP (Windows)	IPv4, IPv6	✓	-
	WSD Printing (Windows)	IPv4, IPv6	✓	Windows Vista or later
	Bonjour Printing (Mac OS)	IPv4, IPv6	✓	-
	IPP Printing (Windows, Mac OS)	IPv4, IPv6	✓	-
	Epson Connect (Email Print, Remote Print)	IPv4	✓	-
	AirPrint (iOS, Mac OS)	IPv4, IPv6	✓	iOS 5 or later, OS X Mavericks (10.9.5) or later*

Functions			Supported	Remarks
Network Scanning	Epson Scan 2	IPv4, IPv6	✓	-
	Epson ScanSmart	IPv4	✓	Windows 7 or later, or OS X El Capitan (10.11) or later
	Event Manager	IPv4	✓	Windows Vista/ Windows XP, or OS X Yosemite (10.10)/OS X Mavericks (10.9.5)
	Epson Connect (Scan to Cloud)	IPv4	-	-
	AirPrint (Scan)	IPv4, IPv6	✓	OS X Mavericks (10.9.5) or later*
Fax	Send a fax	IPv4	-	-
	Receive a fax	IPv4	-	-
	AirPrint (Faxout)	IPv4, IPv6	-	-

* We recommend using the latest version of iOS or Mac OS.

Security Protocol

SSL/TLS	HTTPS Server/Client, IPPS
SNMPv3	

Supported Third Party Services

Services		Supported	Remarks
AirPrint	Print	✓	iOS 5 or later/OS X Mavericks (10.9.5) or later*
	Scan	✓	OS X Mavericks (10.9.5) or later*
	Fax	-	-

* We recommend using the latest version of iOS or Mac OS.

Dimensions

Dimensions	Storage ❏ Width: 375 mm (14.8 in.) ❏ Depth: 347 mm (13.7 in.) ❏ Height: 237 mm (9.3 in.) Printing ❏ Width: 375 mm (14.8 in.) ❏ Depth: 578 mm (22.8 in.) ❏ Height: 253 mm (10.0 in.)
Weight*	Approx. 5.0 kg (11.0 lb)

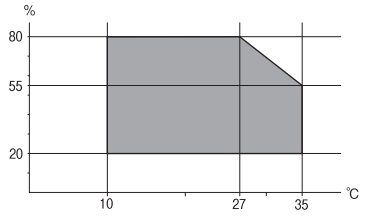
* Without the ink and the power cord.

Electrical Specifications

Model	100 to 240 V Model	220 to 240 V Model
Rated Frequency Range	50 to 60 Hz	50 to 60 Hz
Rated Current	0.4 to 0.2 A	0.2 A
Power Consumption (with USB Connection)	Standalone copying: Approx. 12.0 W (ISO/IEC24712) Ready mode: Approx. 6.8 W Sleep mode: Approx. 0.9 W Power off: Approx. 0.2 W	Standalone copying: Approx. 12.0 W (ISO/IEC24712) Ready mode: Approx. 6.8 W Sleep mode: Approx. 0.9 W Power off: Approx. 0.2 W

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

Environmental Specifications

Operation	Use the printer within the temperature (°C) and humidity (%) ranges shown in the graph, and in an environment without condensation. 

Storage	Temperature after initial ink charging: -15 to 40°C (-5 to 104°F)* Temperature before initial ink charging: -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 ink bottles for one month at 40 °C (104 °F).

System Requirements

❏ Windows

Windows Vista, Windows 7, Windows 8/8.1, Windows 10, Windows 11 or later

Windows XP SP3 (32-bit)

Windows XP Professional x64 Edition SP2

Windows Server 2003 (SP2) or later

❏ Mac OS

Mac OS X 10.9.5 or later, macOS 11 or later

Note:

❏ *Mac OS may not support some applications and features.*

❏ *The UNIX File System (UFS) for Mac OS is not supported.*

❏ Chrome OS

Chrome OS 89 or later

Note:

Only supports the standard OS features.

Regulatory Information

Standards and Approvals

Standards and Approvals for European Model

The following model is CE/UKCA marked and in compliance with the relevant statutory requirements.

The full text of the declaration of conformity is available at the following website:

https://www.epson.eu/conformity

C632A

Frequency Range	Maximum Radio-Frequency Power Transmitted
2400-2483.5 MHz	20 dBm (EIRP)

CE

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.

Where to Get Help

Technical Support Web Site. 180

Contacting Epson Support. 180

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.

https://support.epson.net

https://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.

The following Epson support list is based on the country of sale. Some products may not be sold in your current location, so be sure to contact Epson support for the area in which you purchased your product.

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 label attachment position depends on the product; it may be on the back, the open side of the cover, or the bottom.)

- ❏ 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, network settings may be stored in the product's memory. Due to breakdown or repair of a product, settings may be lost. Epson shall not be responsible for the loss of any data, for backing up or recovering 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 Taiwan

Contacts for information, support, and services are:

World Wide Web

https://www.epson.com.tw

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

Epson HelpDesk

Phone: +886-2-2165-3138

Our HelpDesk team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Repair service center:

https://www.tekcare.com.tw/branchMap.page

TekCare corporation is an authorized service center for Epson Taiwan Technology & Trading Ltd.

Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product manuals, we provide the following sources for obtaining information:

Internet URL

https://www.epson.com.au

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Phone: 1300-361-054

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product manuals, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product

Epson recommends retaining product packaging for future transportation. Securing the ink tank with tape and keeping the product upright is also recommended.

Help for Users in New Zealand

Epson New Zealand wishes to provide you with a high level of customer service. In addition to your product documentation, we provide the following sources for obtaining information:

Internet URL

https://www.epson.co.nz

Access the Epson New Zealand World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Phone: 0800 237 766

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

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Transportation of Product

Epson recommends retaining product packaging for future transportation. Securing the ink tank with tape and keeping the product upright is also recommended.

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web

https://www.epson.com.sg

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk

Toll Free: 800-120-5564

Our HelpDesk team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problem troubleshooting
- ❏ Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web

https://www.epson.co.th

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

Epson Call Centre

Phone: 66-2460-9699

Email: support@eth.epson.co.th

Our Call Centre team can help you with the following over the phone:

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair service and warranty

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Service Center

27 Yen Lang, Trung Liet Ward, Dong Da District, Ha Noi City. Tel: +84 24 7300 0911

38 Le Dinh Ly, Thac Gian Ward, Thanh Khe District, Da Nang. Tel: +84 23 6356 2666

194/3 Nguyen Trong Tuyen, Ward 8, Phu Nhuan Dist., HCMC. Tel: +84 28 7300 0911

31 Phan Boi Chau, Ward 14, Binh Thanh District, HCMC. Tel: +84 28 35100818

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web

https://www.epson.co.id

❏ Information on product specifications, drivers for download

❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

Phone: 1500-766 (Indonesia Only)

Email: customer.care@ein.epson.co.id

Our Hotline team can help you with the following over the phone or email:

❏ Sales enquiries and product information

❏ Technical support

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

https://www.epson.com.hk

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

❏ Product information

❏ Answers to Frequently Asked Questions (FAQs)

❏ Latest versions of Epson product drivers

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: 852-2827-8911

Fax: 852-2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web

https://www.epson.com.my

❏ Information on product specifications, drivers for download

❏ Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Call Centre

Phone: 1800-81-7349 (Toll Free)

Email: websupport@emsb.epson.com.my

❏ Sales enquiries and product information

❏ Product usage questions or problems

❏ Enquiries on repair services and warranty

Epson Malaysia Sdn Bhd (Head Office)

Phone: 603-56288288

Fax: 603-5628 8388/603-5621 2088

Help for Users in India

Contacts for information, support, and services are:

World Wide Web

https://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

WhatsApp

+91 96400 00333

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone, fax numbers and e-mail address below:

World Wide Web

https://www.epson.com.ph

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Epson Philippines Customer Care

Toll Free: (PLDT) 1-800-1069-37766

Toll Free: (Digitel) 1-800-3-0037766

Metro Manila: +632-8441-9030

Web Site: https://www.epson.com.ph/contact

E-mail: customercare@epc.epson.com.ph

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Our Customer Care team can help you with the following over the phone:

- ❏ Sales enquiries and product information
- ❏ Product usage questions or problems
- ❏ Enquiries on repair service and warranty

Epson Philippines Corporation

Trunk Line: +632-8706-2609

Fax: +632-8706-2663 / +632-8706-2665