

Network Guide

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Introduction

Notices

About this manual

This Network Guide is a common manual for products equipped with network functions. Note the following when using this manual.

- ❑ Available functions and devices, such as an LCD screen, Wi-Fi/Ethernet functions, and scanner functions may differ depending on your product.
- ❑ The screenshots of the LCD screen and software used in this manual are general examples. The menus, button names, and screenshots may differ depending on your product.
- ❑ The contents of this manual and the product's specifications are subject to change without notice.

Caution, Important and Note

Caution, Important, and Note in this manual are indicated as below and have the following meaning.

**Caution**

must be followed carefully to avoid bodily injury.

**Important**

must be observed to avoid damage to your equipment.

Note

contain useful tips and restrictions on product operation.

Operating System Versions

In this manual, the following abbreviations are used.

- ❑ Windows 8 refers to Windows 8 and Windows 8 Pro.
- ❑ Windows 7 refers to Windows 7 Home Basic, Windows 7 Home Premium, Windows 7 Professional, and Windows 7 Ultimate.
- ❑ Windows Vista refers to Windows Vista Home Basic Edition, Windows Vista Home Premium Edition, Windows Vista Business Edition, Windows Vista Enterprise Edition, and Windows Vista Ultimate Edition.
- ❑ Windows XP refers to Windows XP Home Edition, Windows XP Professional x64 Edition, and Windows XP Professional.

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- ❑ Mac OS X refers to Mac OS X 10.5.8, 10.6.x, 10.7.x, 10.8.x.

Network Basics

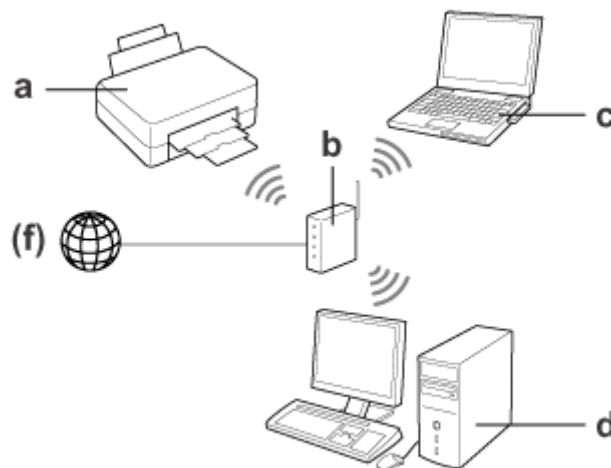
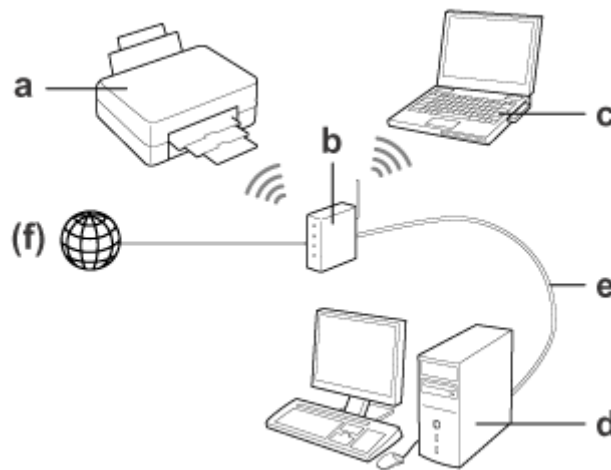
The types of network connections mentioned in this manual are defined as follows. Not all connection types may be available depending on your product.

Wi-Fi (wireless) network

There are three types of Wi-Fi connection; Infrastructure mode (communicating through a router or access point), Wi-Fi Direct (communicating directly with devices without using an access point), and Ad Hoc.

Infrastructure mode (To communicate through the access point)

In the Infrastructure mode, both wireless and wired computers can communicate through an access point (such as wireless router) to send data to the network interface.



Introduction

- a. product
- b. Wireless router (or access point)
- c. Computer with Wi-Fi interface (built-in or added via USB/PC card and so on)
- d. Computer with LAN port or Wi-Fi interface
- e. Ethernet cable (if you connect the computer and the wireless router directly)
- (f. Internet access)

Wi-Fi Direct (To communicate without using an access point)

To use the product in a wireless environment without an access point is to use a Wi-Fi Direct connection.

If the product has a Wi-Fi Direct function, you can connect the product wirelessly without using an access point.

For more details, see [“Wi-Fi Direct” on page 14.](#)



- a. product (built-in Wi-Fi Direct function)
- b. Computer (with a Wi-Fi interface) or a Wi-Fi device

Ad Hoc mode (To communicate without using an access point)

The other way to use the product in a wireless environment without an access point (wireless router, etc.), you can use Ad Hoc mode. For more details, see [“Ad Hoc mode” on page 15.](#)

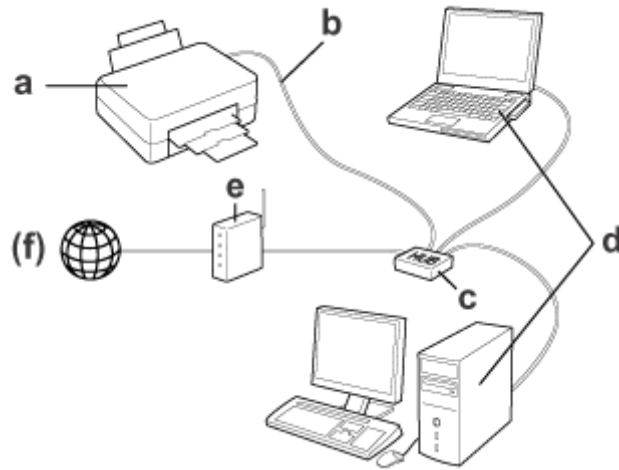


- a. product
- b. Computer with a Wi-Fi interface (built-in or added via USB/PC card and so on)

Introduction

Ethernet (wired) network

For a wired network connection, connect the hub/router to the product using the Ethernet cable.



Hardware necessary for a wired network

- a. product
- b. Ethernet cable
- c. Ethernet HUB
- d. Computer with LAN port
- e. Router
- (f. Internet access)

Using Product via Network

From Network Devices

This section describes how to operate your product from network devices running Windows, Mac OS X, iOS, and Android. The following outlines the recommended network settings for each device.

- ❑ Windows: Using the software disc or installer from the Epson Web site.
- ❑ Mac OS X: Using EpsonNet Printer Setup from the Epson Web site.
- ❑ iOS and Android: Using the product's control panel.

See the following sections for more details on each operating system.

Windows

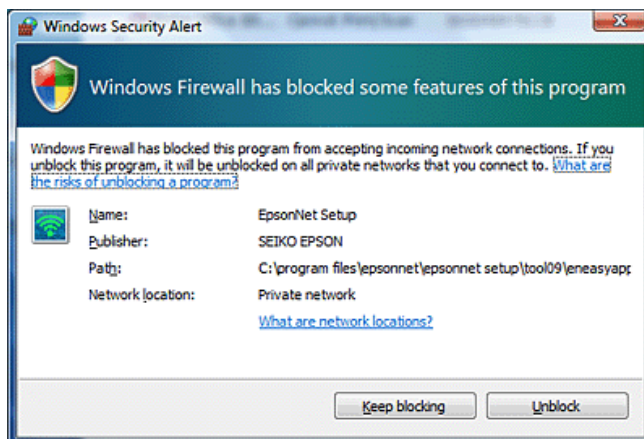
Setting up using the product's software disc

To use your product from a Windows computer, set up using the product's software disc. You can also use the software disc if you want to use the product from a second computer or change the product from a USB connection to a network connection.

If your computer does not have a CD/DVD drive, you can download the installer from your regional Epson Web site.

Note:

- ❑ Before beginning setup for a computer, check that your network devices such as the router, wireless adapter, or hub are working properly and remove the memory card from the product.
- ❑ If the security alert screen for your OS or the application appears, click **Unblock** or **Allow** to create a Firewall exception. Do not click **Keep Blocking**, **Block**, or similar command on commercially available security software screen. Depending on the commercially available security software used, the above procedure may not establish a connection. In this case, temporarily exit the security software and then use the product's software.



Using Product via Network

1 Turn on the product and make sure that your Wi-Fi/Ethernet is working normally.

2 Insert the software disc into the CD-ROM/DVD drive.

Note:

*If the installation screen does not automatically appear in Windows, double-click the Disk icon in **Computer** (or **My Computer**) from the Mode pop-up menu.*

3 Follow the on-screen instructions.

Setting up using WSD (for Windows 8/7/Vista)

The product supports Web Services on Devices (WSD). WSD is useful when you want to add a second computer to the network to which the product is connected, or to set up multiple computers at the same time.

Note:

- To set up a printer/scanner with WSD, the computer and product must be connected to the network. For details on setting up a network connection from a product's control panel, see ["From the Product's Control Panel" on page 12](#).
- You must install the driver before setting up the printer/scanner with WSD.

1 Verify that the product is turned on.

Note:

Because Windows 8 installs the WSD driver automatically, you can skip steps 2 to 5.

2 For Windows 7: Click **Start**, **Computer**, and then **Network**.

For Windows Vista: Click **Start** and then **Network**.

3 Right-click the product icon, then click **Install**.

Click **Continue** in the **User Account Control** dialog box.

Note:

- The icon shows the network product name (e.g., EPSONXXXXXX (your product name)). The product name can be confirmed on the product's control panel or a network status sheet. For details on confirming on the control panel or printing a network status sheet, see ["Displaying the network status and printing a network status sheet" on page 23](#).
- If **Uninstall** appears instead of **Install**, click **Uninstall** once and retry (for Windows 7 and Vista).

4 Click **Your devices are ready to use** (**Your device is ready to use**).

5 Check the screen and click **Close**.

Using Product via Network

- 6** For Windows 8: Select **Desktop** > **Settings** charm > **Control Panel**, and then select **View devices and printers**.
For Windows 7: Click **Start** and then **Devices and Printers**.
For Windows Vista: Click the **Start** button, and then **Network**.

Note for Windows 8 users:

Follow the steps below if you cannot find the product icon.

1. Select **Add a device**.
2. Select your product, and then select **Next**.
3. Follow the on-screen instructions.

- 7** Verify that an icon with the network product name (e.g., EPSONXXXXXX (your product name)) is added.
To print using WSD, select the product by its network product name.

Note:

- To use the scanner function with WSD, use **Windows Fax and Scan** or **Paint** in Windows Vista.
- The scanner name selected with **Windows Fax and Scan** or **Paint** in Windows 8/7/Vista is the same as the network product name.
- When using commercially available software, see the User's Guide that came with the software for the scanning procedure.

Mac OS X

For Mac OS X, download the software from the Epson Web site.

Note:

- Complete initial settings such as charging ink cartridges and setting the language before starting the network setup.
- Check that your network devices such as the router, wireless adapter, or hub are working properly and remove memory cards from the product before starting the computer setup.

Connecting the product to a network

Follow the steps below to use the product from the computer.

- 1** If you want to connect to an Ethernet network, connect the product to a hub using a LAN cable.
- 2** Download EpsonNet Setup from the following link. <http://support.epson.net/setupnavi/>
- 3** Launch EpsonNet Setup. Follow the on-screen instructions to set up the product's network connection.

Note for Mac OS X 10.5.x users:

Before continuing with the following steps, install your product's printer driver from the Epson Web site.

For European users: <http://www.epson.eu/Support>

For Asian, Oceanian users: <http://support.epson.net/>

Using Product via Network

- 4 Select **System Preferences** from the Apple Menu.
- 5 Click the **Print & Fax** (10.5.x, 10.6.x) or **Print & Scan** (10.7.x or later) icon.
- 6 Click + under the **Printers** list.
- 7 **For Mac OS X 10.5.x/10.6.x:** Select the product name that you want to connect.
For Mac OS X 10.7.x or later: Select the product name that you want to connect, and then select the Epson product name on the **Use** menu.
- 8 Click **Add**.

Note for Mac OS X 10.6.x or later users:
The printer driver is automatically downloaded by the Apple Software Updater.

- 9 Make sure your product is in the **Printers** list.
You can now use the product from your computer. If your product is a multifunctional printer equipped with a scanner, follow the steps in the next section to connect the scanner to a network.

Connecting a scanner to a network

Follow the steps below to use a scanner from a computer by using EPSON Scan.

Note:
This feature is not available for all products or may not be enabled.

- 1 Download “EPSON Software Updater” from the following link.
<http://support.epson.net/dnavi/>
- 2 Launch “EPSON Software Updater”.
Available software is displayed as a list.
- 3 Select **EPSON Scan**, and then click **Install**.
Epson Scan is downloaded and installed.
- 4 Double-click **Macintosh HD**, **Applications**, **Epson Software** and then **EPSON Scan Settings**.

Note:
*If the scanner is listed but cannot be selected immediately after the **EPSON Scan Settings** screen appears, wait for the search to end.*

- 5 Verify that the scanner is selected, select **Network** and then click **Add**.

Using Product via Network

6 Enter the **Scanner Name**, and wait for the search to end.

7 Select the scanner's IP address, then click **OK**.

Note:

*If the address does not appear, check the connection and click **Retry**, or click **Enter address** and directly enter the IP address. Entering the IP address directly disables the IP address auto-follow function.*

8 Select the scanner, then click **Test**.

9 Verify that **The connection test was successful** and the scanner name are displayed, then click **OK**.

Smartphone or tablet

Follow the steps below to use the product from an iOS or Android smartphone or tablet.

Note:

- The following features are not available for all products or may not be enabled. For details on available functions, see your regional Epson Web site.*
- Check that your smartphone or tablet is connected to the network before connecting to the product.*
- If you want to use a product that only has an Ethernet function from a smartphone or tablet, connect the product to the wireless router (access point) using a LAN cable.*

Using Epson iPrint

Epson iPrint allows you to wirelessly print and scan to your product from your smartphone or tablet (iOS/Android).

1 Set up your product for wireless printing as described on the Start Here sheet, and then connect the product to a Wi-Fi network manually by using the product's control panel. For more information on using the product's control panel, see "[From the Product's Control Panel](#)" on page 12.

2 Download "Epson iPrint" from the App Store (iOS) or Google Play (Android) to your smartphone or tablet. You can also download Epson iPrint from the following Epson Web site.



<http://ipr.to>

Using Product via Network

- 3 Launch Epson iPrint, and then search for and set up the product you want to use.

Note:

For more information on Epson iPrint settings, see the Help provided with Epson iPrint, or the Epson Connect portal Web site.

<https://www.epsonconnect.com/> (Epson Connect portal site)

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

- 4 Print and scan from your smartphone or tablet.

Using AirPrint

AirPrint allows you to wirelessly print to your AirPrint-enabled product from iPhone, iPad, and iPod touch running the latest version of iOS.

- 1 Set up your product for wireless printing as described on the Start Here sheet.
- 2 Connect your Apple device to the same wireless network that your product is using.
- 3 Print from your iPad, iPhone, or iPod touch to your product.

From the Product's Control Panel

Follow the steps below to use the product from Wi-Fi enabled devices other than a computer, such as a smartphone, tablet or digital television, or to connect the printer to a network.

Note:

- Complete initial settings such as charging ink cartridges and setting the language before starting the network setup.
- Check that your Wi-Fi network is enabled before connecting to the product.

Wi-Fi setup wizard

If your product has an LCD screen, you can use the Wi-Fi Setup Wizard to simplify manual setup. You can set up by entering the SSID and password of your Wi-Fi network to the product's LCD screen. This feature is only available for products that have an LCD screen.

Note:

- This setting is not available for all products or may not be enabled.
- Check the SSID and password for your network as these are required during Wi-Fi setup. If you do not know the SSID and password, check with your network administrator.

Using Product via Network

For information on setting up a Wi-Fi connection using the Wi-Fi Setup Wizard, click the following link. This feature is not available for all products or may not be enabled.

 <html/wizard.htm>

Wi-Fi Protected Setup (WPS)

There are two types of Wi-Fi Protected Setup (WPS); the WPS push button method, and the WPS PIN code method. These methods are available for products that do not have an LCD screen.

Note:

- This setting is not available for all products or may not be enabled.
- Before connecting the product to the network, check that the access point supports the WPS function.
- If the access point (wireless router) is not discovered within approximately two minutes, an error message is displayed. In that case, make sure the access point is operating, and then make the WPS settings again from the beginning.
- For details on the access point WPS function or troubleshooting, see the access point's user's guide.

WPS push button

You can setup by pushing the WPS button on a wireless router (access point). Use this method if you have already connected other Wi-Fi enabled devices using WPS.

For information on setting up a Wi-Fi connection using the WPS setup, click the following link. This feature is not available for all products or may not be enabled.

 html/wps_b.htm

WPS PIN code

You can setup by entering eight numbers to a wireless router (access point). The eight numbers are displayed on the product's LCD screen or printed on the product's network status sheet.

For information on setting up a Wi-Fi connection using the WPS setup, click the following link. This feature is not available for all products or may not be enabled.

 html/wps_p.htm

Direct Connection

You can connect a product directly to a computer, smartphone, or tablet without a wireless router (access point). The following methods are available depending on your product and device.

Wi-Fi Direct connection: You can connect directly to the product using a Wi-Fi Direct compatible device. Even if your device does not support Wi-Fi Direct, you can connect the product to a device by using the product as an access point. This method uses the WPA2-PSK(AES) security method which is the same as infrastructure mode.

[“Wi-Fi Direct” on page 14](#)

Ad Hoc connection: You can connect directly to the product using Ad Hoc compatible devices. This method only uses the WEP security method.

[“Ad Hoc mode” on page 15](#)

Using Product via Network

Note:

- This feature is not available for all products or the feature may not be enabled.
- Windows computers can set up a direct connection by using the installer on the software disc. If the product supports Wi-Fi Direct, the product connects using Wi-Fi Direct.

Wi-Fi Direct

One of the following modes is selected automatically depending on your product's network environment.

Access point mode: If your product is not connected to any available wireless networks, the product enters access point mode and then connects to your device by using a device that has a Wi-Fi function. In access point mode, the product acts as an access point.

Peer-to-peer mode: If your product is already connected to an available wireless network, the product enters peer-to-peer mode and then connects to your device. The product connects to a device in peer-to-peer mode if your device is compatible with Wi-Fi Direct. If your product does not support Wi-Fi Direct, the product connects using this mode but you need to enter a password.

Note:

- By using Web Config, you can limit connections in peer-to-peer mode to Wi-Fi Direct compatible devices only. However, you may not be able to print from devices running Windows 8. For more details on making Web Config settings, see "[Web Page Embedded in the Product](#)" on page 21 or refer to your product's documentation.
- This feature is not available for all products or the feature may not be enabled.

Modes are selected automatically according to your product network environment. For more details on using Wi-Fi Direct, click the following link. This feature is not available for all products.



<html/wifid.htm>

Access point mode

When the product is running in access point mode (Simple AP mode), the Wi-Fi Direct access point mode icon is displayed on the product's screen. The shape and location of the icon varies depending on the model. For more details, see the product's on-screen Help or documentation.

The connection specifications are as follows:

- Number of concurrent connections: 4
- Security: WPA2-PSK (AES)
- Standard: 802.11g

Using Product via Network

Note:

- ❑ *The access point mode does not provide a communication function between devices that are connected to the product using this feature.*
- ❑ *If you want to release access point mode, select **Disable Wi-Fi** on the Wi-Fi Setup menu or **Disable Wi-Fi Direct** on the Wi-Fi Direct Setup menu on the product's control panel.*
- ❑ *If you cannot connect to the product because the maximum number of connectable devices has been exceeded, disconnect one of the devices from your product's SSID (DIRECT-xxxxxxx). If you do not know which devices are currently connected, you can disconnect all devices from your product by changing the password from the product's control panel. Note that this will disconnect all devices. To reconnect a device that was disconnected using this procedure, make network settings again.*

Peer-to-peer mode

When the product is running in peer-to-peer mode (Wi-Fi Direct mode), the Wi-Fi Direct peer-to-peer mode icon is displayed on the product's screen. The shape and location of the icon varies depending on the model. For more details, see the product's on-screen Help or documentation.

The connection specifications are as follows:

- ❑ Number of concurrent connections: 1
- ❑ Security: WPA2-PSK (AES)
- ❑ Standard: 802.11g

Note:

- ❑ *While a network is connected using peer-to-peer mode, any other network connections are disconnected. As a result, Epson Connect and other functions to access the product using the Internet are disabled too.*
- ❑ *When the product is connected with peer-to-peer mode, product firmware update is not available.*
- ❑ *If you want to release connection, disconnect the product from your device. The product reconnects previous network.*

Ad Hoc mode

In Ad Hoc mode, the product and computer communicate wirelessly without using an access point. First, set the computer's Ad Hoc settings (SSID) to connect using Ad Hoc mode.

For Windows:

Insert your product's software disc into your computer, and then follow the on-screen instructions. ["Windows" on page 7.](#)

For Mac OS X:

Make the network settings using EpsonNet Setup. ["Mac OS X" on page 9](#)

Using Product via Network

Note:

- ❑ Even if you have a Wi-Fi connection, the product and the computer may not be able to communicate in your environment. You should still be able to set up an Ad Hoc connection. This is a direct connection between product and computer. This will allow only one PC to connect. Other PCs will not be able to make a Wi-Fi connection to the product.
- ❑ The procedure to set up Ad Hoc by computer depends on your OS, computer, and the manufacturer of your wireless devices. For details, refer to the documentation of the wireless devices or contact the manufacturer's customer support. The following section describes setup for Windows 7, Vista, XP or Mac OS X standard settings.

For Windows 7/Vista

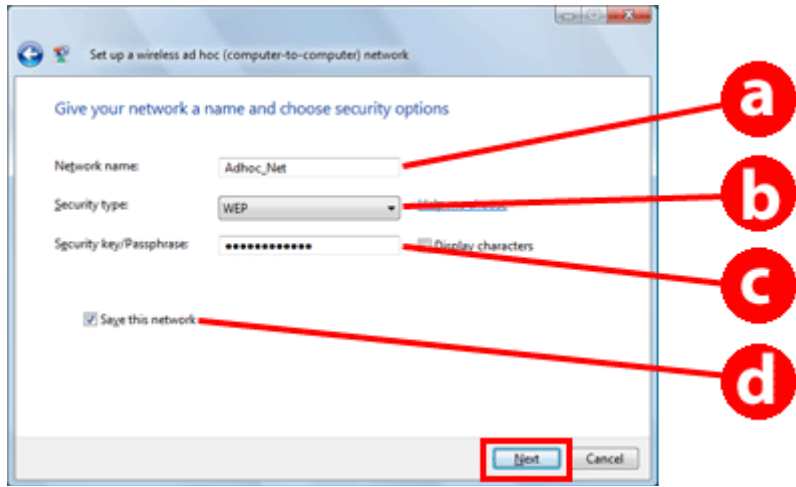
- 1 Select **Start > Control Panel > View network status and tasks**.
- 2 Click **Change adapter settings** (for 7) or **Manage network connections** (for Vista).
- 3 Double-click the **Wireless Network Connection** icon.



- 4 For Windows 7: Click **Open Network and Sharing Center**, and then click **Set up a new connection or network**.
For Windows Vista: Click **Set up a connection or network**.
- 5 Select **Set up a wireless ad hoc (computer-to-computer) network**, and then click **Next**.
- 6 Click **Next**.

Using Product via Network

7 See the following table to make your settings, and then click **Next**.



a	<p>Network name (SSID): enter a name using any of the following characters.</p> <p>0123456789 ! "\$ % & ' () * + , - . / : ; A B C D E F G H I J K L M N O P Q R S T U V W X Y Z a b c d e f g h i j k l m n o p q r s t u v w x y z [\] ^ _ ` { } ~ ~ < = > ? @</p>
b	<p>Security type: select WEP.</p>
c	<p>Security key: enter a word using 5 or 13 ASCII characters (e.g., epon), or 10 or 26 hexadecimal characters.</p>
d	<p>(Windows 7/Vista) Save this network: select this check box.</p>

8 Click **Close**.

9 Double-click the **Wireless Network Connection** icon.

10 Make sure the Ad Hoc connection has been registered, and then click **appropriate place on the Desktop** (for 7) or **Cancel** (for Vista).

Note:
If the **Connect** button is displayed when you select the network name (SSID), click **Connect**.

For Windows XP

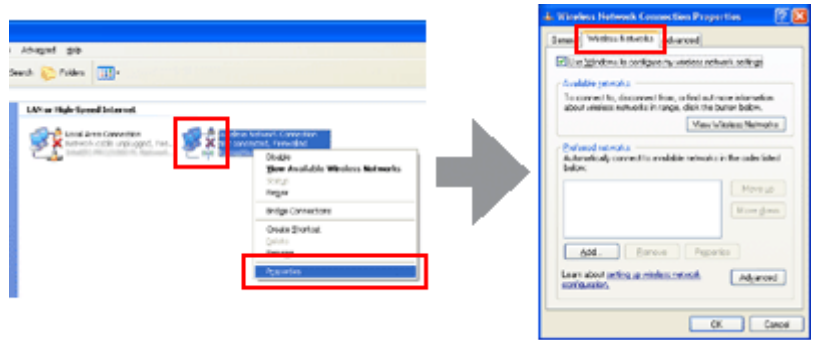
1 Select **Start > Control Panel > Network and Internet Connections**.

2 Click **Network Connections**.

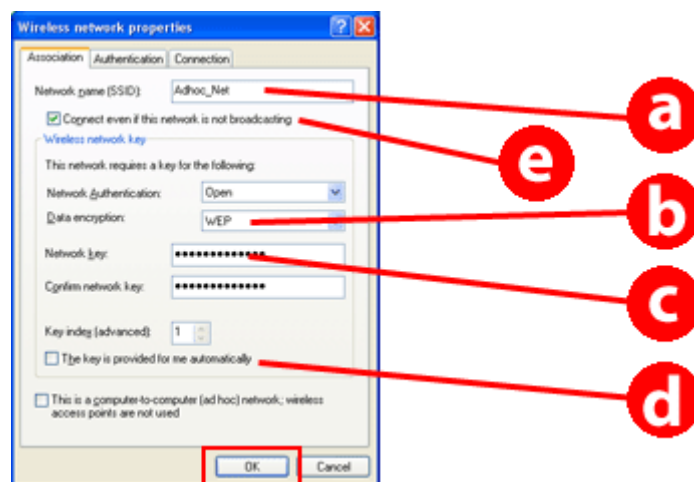
Using Product via Network

- 3 Right-click **Wireless Network Connection**, select **Properties**, and then click the **Wireless Networks** tab.

Note:
 If you are using a utility that was supplied with your wireless device, the **Wireless Networks** tab may not be displayed. For more details, see the documentation supplied with your wireless device.



- 4 Select **Use Windows to configure my wireless network settings** and then click **Advanced**.
- 5 Select **Computer-to-computer (ad hoc) networks only**.
- 6 Clear **Automatically connect to non-preferred networks** and then click **Close**.
- 7 Click **Add**.
- 8 See the following table to make your settings, and then click **OK**.

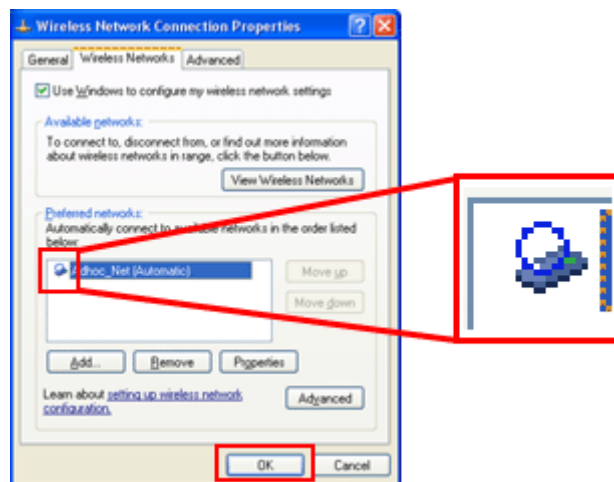


a	<p>Network name (SSID): enter a name using any of the following characters.</p> <p>0123456789 !"#%&'()*+,-./: ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz [] ^ _ ` { } ~ < > = ? @</p>
---	--

Using Product via Network

b	Security type: select WEP.
c	Security key: enter a word using 5 or 13 ASCII characters (e.g., epson), or 10 or 26 hexadecimal characters.
d	(Windows XP) The key is provided for me automatically: clear this box to enter the security key.
e	(Windows XP SP3) Connect even if this network is not broadcasting: select this check box.

- 9 Click the **Connection** tab.
- 10 Select **Connect when this network is in range**, and then click **OK**.
- 11 Right-click **Wireless Network Connection**, select **Properties..**, and then click the **Wireless Networks** tab again.
- 12 Check that the icon has a blue circle, and then click **OK**.

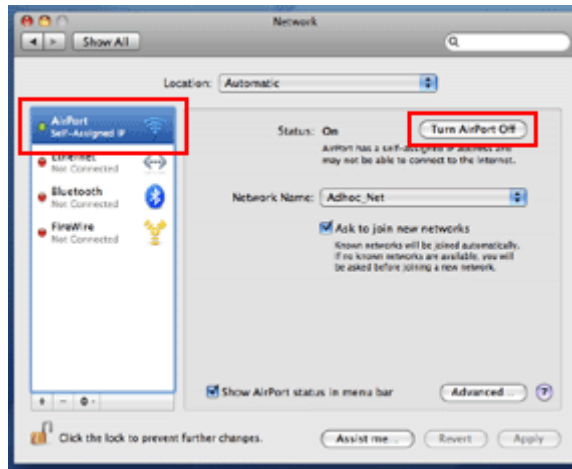


For Mac OS X

- 1 Select **System Preferences** from the Apple Menu.
- 2 Click **Network** icon.

Using Product via Network

- 3 Select **AirPort**, and then click **Turn AirPort On**.



- 4 From the **Network Name** list, select **Create Network**.
- 5 Enter a network name, and then select the **Require Password** check box.
- 6 Enter a password, and then click **OK**.
- 7 Click **Advanced**.
- 8 Click **TCP/IP**.
- 9 Check **Using DHCP** from the **Configure IPv4** list, and then click **OK**.
- 10 Click **Apply**.

Epson Connect Service

Epson Connect allows you to create a link between your network device (such as a smartphone, tablet PC, portable computer, and so on) and a network-connected product. You can easily print anywhere, use network scanning, use a Web site storage service, and so on.

The available Epson Connect services and functions vary depending on the model.

You can confirm information, such as the products that are compatible with the services, available functions, the status of firmware updates, and so on, through the Epson Connect Web site.

For more details, visit the Epson Connect Web site:

<https://www.epsonconnect.com/> (Epson Connect portal site)

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

Web Page Embedded in the Product

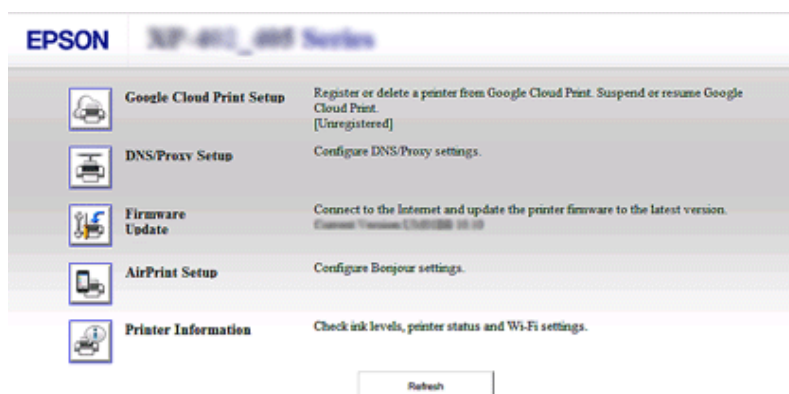
Web Config

The product has an embedded Web page (Web Config). By accessing the Web Config using a Web browser from a computer or digital device that is connected to the same network as the product, you can confirm the product or network status and make network service settings, and so on. The available functions vary depending on the model.

- Confirming the product status
You can confirm the product ink cartridge status or network connection status.
- Updating the product firmware
New functions may be available for your product after it was sold. In order to use the new functions, you need to update the product's firmware with the latest version of the firmware provided by Epson.
- Making network service settings
If your product supports network services, such as Epson Connect, AirPrint or Google Cloud Print, you can make or change the settings.

Note:

This feature is not available for all products or may not be enabled.



Accessing a Web Config

1

Enter the product's IP address to a Web browser from a computer or digital device, and then search for the product.

The input format for IPv4 is 'http://<product IP address>'. (without the < >)

The input format for IPv6 is 'http://[product IPv6 address]/' (with the [])

Using Product via Network

Note:

You can also open Web Config by using the following method.

Windows 8/7/Vista:

1. Select **Desktop > Settings** charm > **Control Panel**, and then select **View devices and printers** (for Windows 8).
Click start > **Control Panel > Hardware and Sound > Devices and Printers** (for Windows 7).
Click start > **Control Panel > Hardware and Sound > Printers** (for Windows Vista).
2. Right-click your product icon, and then select **Properties**.
3. Select the **Web Services** tab, and then click the URL.

Mac OS X (10.6.x or later):

1. Select **System Preferences > Print & Scan**.
2. Select your product, and then click **Options & Supplies**.
3. Click **Show Printer Webpage**.

iOS/Android:

1. Launch Epson iPrint.
2. Tap **Maintenance > Printer Settings**.

2

Check your product's status and configure the settings.

Troubleshooting

Tips for Solving Network Problems

Network problems may be caused by the network environment, computer, and product. To help resolve problems, you can check and confirm the network status using the following methods.

Note:

When changes are made to the network settings, it takes about 30 to 60 seconds to reflect the setup changes. (The time until the changes are reflected varies depending on the setting method, wireless router, access point, and so on.)

Printing a network connection check report

If you make changes to the network settings, such as changing the network environment, you can check the network connection and print a network connection check report.

If the network connection fails, the check report helps you to find a solution to the problem.

For more details about how to check the network connection and print the check report, refer to the documentation of your product.

Note:

This feature is not available for products that do not have an LCD panel.

For information on using the network connection check report, click the following link.

This feature is not available for all products or the feature may not be enabled.



html/_files/nwchk.htm

Displaying the network status and printing a network status sheet

You can display the network status on the LCD and print a network status sheet. In the network status, you can confirm information such as the connection method, connection speed (transmission speed), IP address, security method, and Epson Connect status.

If your product has an LCD panel, you can display simplified status information and print detailed status information. This feature is not available for all products.

If your product does not have an LCD panel, you can print detailed status information using the buttons on the control panel.

For more details about displaying the network status and printing the network status sheet, refer to the documentation of your product.

Disabling and initializing the Wi-Fi settings

Network problems may be resolved by disabling or initializing the Wi-Fi settings, and then making the settings again.

These operations vary depending on the model. For more details, refer to the documentation of your product.

Note:

Before you disable or initialize the Wi-Fi settings, it is recommended that you confirm and write down the SSID and password first.

Disabling the Wi-Fi function:

If your product has an LCD panel, you can disable the Wi-Fi function using the LCD panel.

If your product does not have an LCD panel, you can disable the Wi-Fi function by connecting an Ethernet cable that is connected to an active network.

If your product does not have an LCD panel or an Ethernet interface, you can disable the Wi-Fi function by initializing the network settings using the buttons on the control panel.

Note:

If your product has the Ethernet and Wi-Fi function, the Ethernet function is enabled when the Wi-Fi function is disabled.

Initializing the network settings:

If your product has an LCD panel, you can initialize the network settings using the LCD panel.

If your product does not have an LCD panel, you can initialize the network settings using the buttons on the control panel.

Note:

If you initialize the network settings, the Epson Connect settings and the settings for the network print services provided by other companies will be initialized too.

Updating product firmware

Network problems may be resolved by updating the product firmware. Confirm that you are using the latest version of the product firmware.

Use a Web browser to open a Web page embedded in the product, and then carry out the firmware update in the top menu.

Note:

This feature is not available for all products or may not be enabled.

For more details about opening a Web page embedded in the product, refer to [“Web Page Embedded in the Product” on page 21](#).

Checking the communication using the Ping command

If you cannot access the Web page embedded in the product, the product does not respond even though you sent a print job to the product, or other problems occur, you can use this feature to confirm whether communication is established between the computer and the product.

Before using the Ping command, you need to confirm the IP addresses set on the computer and product.

For more details about operating the computer, refer to [“Ping command” on page 25](#).

Ping command

In the TCP/IP network environment, confirm the IP addresses set on the computer and product, then check whether communication is established between the computer and product.

Confirming in Windows 8/7/Vista/XP

1 Check the product’s IP address.

The IP address can be checked on a network status sheet, check report, or LCD screen.

To check on a network status sheet, see [“Displaying the network status and printing a network status sheet” on page 23](#).

2 For Windows 8: Select **All apps**, and then select **Command Prompt**.

For Windows 7/Vista/XP: Click the Start button or **start**, **All Programs** or **Programs, Accessories**, and then **Command Prompt**.

3 Type ‘ping’, a space, and ‘<the product’s IP address>’, then press the Enter key.

4 If a communication is established, **Reply from <the product’s IP address>** is displayed.

If communication is not established, **Destination host unreachable** or **Request timed out** is displayed. Check the device’s network settings on the computer.

Confirming in Mac OS X

1 Confirm the product’s IP address.

The IP address can be checked on a network status sheet. See [“Displaying the network status and printing a network status sheet” on page 23](#).

2 Double-click **Macintosh HD**, **Applications**, **Utilities**, and then **Network Utility**.

3 Click the **Ping** tab.

4 Enter the product’s IP address in the network address field.

Troubleshooting

5Click **Ping**.**6**If communication is established, all signals are returned and **0% packet loss** is displayed.If communication is not established, no signal is returned, and **100% packet loss** is displayed. Check the device's network settings on the computer.

Setup Problems

Connecting to Wi-Fi

Cannot find SSID

Is the wireless router/access point connectable?

Use your computer or other devices to confirm whether it can be connected wirelessly.

Is the product far from the access point, or is there an obstacle between them?

Move the product close to the access point, or remove the obstacle.

Is the SSID (network name) hidden according to the access point settings?

If the access point stealth function, etc. is turned on to hide the SSID, enter the SSID on the control panel. See [“From the Product’s Control Panel” on page 12](#).

Does the SSID (network name) contain Non-ASCII characters?

Check if the SSID (network name) contains Non-ASCII characters. The product cannot display Non-ASCII characters.

Cannot connect to access point

Is the product far from the access point, or is there an obstacle between them?

Move the product close to the access point, or remove the obstacle.

Is the password correct?

The password is case-sensitive. Verify that the entered password is correct. A password may be called a “WEP key”, a “WPA passphrase”, a “Pre-Shared Key”, and so on according to the access point or security system being used.

Are access restrictions set on the access point?

If access restrictions are set on the access point (wireless router, etc.), register the product's MAC address or IP address on the access point to allow communication. For details, see the access point user's guide.

Are usable wireless channels restricted on the WLAN-equipped computer?

Usable wireless channels may be restricted on a wireless-equipped computer. See the computer's or wireless card's user's guide to confirm usable wireless channels. Verify that wireless channels confirmed above include channels set to the access point. If not, change the access point wireless channels.

Is the network adapter compatible with this product's standards?

There are different standards such as 802.11a, 802.11b, 802.11g and 802.11n for Wi-Fi devices, and electromagnetic waves of different frequencies are also used.

Connecting to Wi-Fi Direct

Cannot access the internet when connecting a product to a computer which has multiple network interfaces by using Wi-Fi Direct

Is the network adapter connected to the Internet set to low priority?

If you connect a computer to the product by using Wi-Fi Direct (access point mode) while using a low-speed Internet connection, you may not be able to access the internet.

1 Display the Windows Network Connections screen.

For **Windows 8**: Select **Desktop > Settings** charm > **Control Panel**, and then select **View network status and tasks > Change adapter settings**

For **Windows 7**: Click **Start > Control Panel > Network and Internet > Network and Sharing Center > View network status and tasks > Change adapter settings**

For **Windows Vista**: Click **Start > Control Panel > Network and Internet > Network and Sharing Center > View network status and tasks > Manage network connections**

For **Windows XP**: **Start > Control Panel > Network and Internet Connections > Network Connections**

2 Right-click **Wireless Network Connection (DIRECT-xxxxxxx)**, and then select **Properties**.

3 Select **Internet Protocol Version 4 (TCP/IPv4)**, and then click **Properties**.

4 Click **Advanced**.

5 Clear **Automatic metric**, enter "100" in **Internet metric**, and then click **OK**.

Note:

If you still cannot connect to the Internet, perform the same operations from step 3 for **Internet Protocol Version 6 (TCP/IPv6)**.

Wi-Fi Direct suddenly disconnects

Has the Wi-Fi Direct password (access point mode) been changed?

Delete the connection settings in "DIRECT-xxxxxxx" registered to your device, select "DIRECT-xxxxxxx" again, and then enter a new password. For more details on deleting settings, see the documentation provided with your device.

Have the product's network settings been changed?

Check the product's network settings. The network connection method may have been changed to a mode other than access point mode. To change the connection method back to access point mode from another mode, initialize the product's network settings, and then reconnect the device to the product using Wi-Fi Direct. You can check the product's network settings from the product's LCD screen or network status sheet.

Connecting to Ethernet

Cannot connect to Ethernet

- ❑ **Is Wi-Fi Setup set to Disable on the control panel?**
If set to **Enable**, communication cannot be established on an Ethernet network. Set it to **Disable**.
- ❑ **Does your computer have more than one network interface?**
The scanner may not be able to communicate with computers that have multiple network interfaces. To communicate with the scanner, disable all network interfaces on your computer except for the interface connected to the scanner.
- ❑ **Are the hub, Ethernet cable, etc. working properly on an Ethernet network connection?**
Verify that the product is turned on, and that the link LED of the product-connected hub port lights/flashes. If the link LED is off, try the following.
 1. Connect to another port.
 2. Connect to another hub.
 3. Replace the Ethernet cable.
- ❑ **Does the product’s communication mode correspond to the hub or router?**
Confirm whether the product’s communication mode is appropriate for the hub or router. See the following table to appropriately match up the communication modes of the product and hub/router. (The product’s default communication mode is Auto).
For the procedure on confirming/setting the communication mode of the hub/router, see the user’s guide.

For details your product’s compatible communication mode, see the user’s guide.

		Hub/Router Settings						
		Auto	1000 Base-T Full Duplex	1000 Base-T Half Duplex	100 Base-TX Full Duplex	100 Base-TX Half Duplex	10Base -TX Full Duplex	10Base -TX Half Duplex
Product Settings	Auto	Y	Y	Y	N	Y	N	Y
	100Base-TX Full Duplex	N	N	N	Y	N	N	N
	100Base-TX Half Duplex	Y	N	N	N	Y	N	N
	10Base-TX Full Duplex	N	N	N	N	N	Y	N
	10Base-TX Half Duplex	Y	N	N	N	N	N	Y

Y: Enable N: Disable

Connecting to Wi-Fi or Ethernet

Cannot connect to network

Is the message “The combination of IP address and subnet mask is invalid.” displayed?

Solution 1: If your broadband router (or access point) uses a DHCP function, set the TCP/IP setting so that the product acquires an IP address automatically.

Solution 2: If you want to set the product’s IP address manually, see the following to set the IP address and subnet mask.

1. Check the IP address for the broadband router (or access point) connected to your computer. See the broadband router’s (or access point’s) user’s guide.

2. All IP addresses are written in segments of four numerical values. In the final segment, set a unique numerical value for your product within a range of 1 to 254. (When the router is a DHCP server or when there is another DHCP server in the network, set a value that does not conflict with the ID address range allocated by the DHCP server.)

Setting example:

IP address for the broadband router: 192.168.1.1

Example setting on the product: 192.168.1.3

For the subnet mask, **255.255.255.0** is normally set for small-scale networks and all devices in the network use this value. Also, when a gateway value is set, use the same value as the IP address for the wireless router.

Does your computer have more than one network interface?

The scanner may not be able to communicate with computers that have multiple network interfaces. To communicate with the scanner, disable all network interfaces on your computer except for the interface connected to the scanner.

When using TCP/IP, can the computer and product communicate?

Verify that a connection is established. See [“Ping command” on page 25](#).

When using TCP/IP, is the IP address set correctly for your environment?

The factory setting is not available as is. To use this IP address, delete it once and reenter the same address. Change the product’s IP address as appropriate for your environment.

The IP address changes

Is the TCP/IP setting on the control panel set to acquire an IP address automatically?

If the setting is auto, the IP address changes each time the product is turned on. When using the auto setting, determine the power-on order, or always keep the product turned on. The auto setting is available when setting the product port using EpsonNet Print (in Windows) or Bonjour printing (in Mac OS X).

Printing Problems

Computer Connected to Wi-Fi

Cannot perform network printing

Are the network connection settings correct?

See [“Setup Problems” on page 26](#) for more details on problems with network connection settings.

Troubleshooting

- ❑ **Is the product correctly connected to the access point (wireless router, etc.)?**
See **Network Settings - Confirm Network Settings** on the product's control panel to verify the **Connection**. If disconnected, check the following.
The access point (wireless router, etc.) is turned on.
The Wi-Fi settings correspond to those on the target access point (wireless router, etc.).
- ❑ **Is wireless communication interrupted or disconnected?**
See **Network Settings - Confirm Network Settings** on the product's control panel. If disconnected, restart the product. For details on the control panel, see ["From the Product's Control Panel" on page 12](#).
- ❑ **Is a Privacy Separator function enabled on your access point (or wireless router)?**
If a Privacy Separator function is enabled, you cannot print from a computer, smartphone, or tablet over a network because this function blocks communication with these devices. Disable the Privacy Separator function on the access point (or wireless router). For more information on making settings or checking the settings, see the manual supplied with your access point (or wireless router).

Computer Connected to Ethernet

Cannot perform network printing

- ❑ **Is wireless communication interrupted or disconnected?**
See **Network Settings - Confirm Network Settings** on the product's control panel. If disconnected, restart the product. For details on the control panel, see ["From the Product's Control Panel" on page 12](#).

Printing is slow or the data end is truncated

- ❑ **Do the communication modes (full duplex/half duplex) of the product and connected hub match?**
The product's factory default communication line speed mode is auto. If the hub's communication mode is fixed, a mismatch occurs between the communication modes of the product and hub, and the printing speed becomes extremely slow or the data end is truncated due to timeout.

Computer Connected to Wi-Fi or Ethernet

Cannot stop printing even though the print job was cancelled from the computer

❑ **Was the print job sent from a network computer running Mac OS X (10.5.x or 10.6.x)?**

If all of the following conditions apply to your environment, you cannot stop printing from the computer.

- The product supports AirPrint.
 - The print job was sent from a connected network computer running Mac OS X (10.5.x or 10.6.x).
 - In the Bonjour settings of the Web page embedded in the product, Top Priority Protocol is set to **IPP**.
- In this case, press the cancel button on the product's control panel to stop printing.

If you want to be able to stop printing using the computer, make the following settings.

1. Open the Web page embedded in the product. Refer to [“Web Page Embedded in the Product” on page 21](#).
 2. Click **AirPrint Setup**.
 3. Select **Port9100** in the Top Priority Protocol pull-down menu, and then click **OK**.
 4. If Top Priority Protocol:Port9100 is displayed, click **OK**.
 5. Close the browser.
 6. Select **System Preferences** from the Apple Menu.
 7. Click the **Print & Fax** icon.
 8. Select the product that you want to set from the product list, and then click - to delete the product.
 9. Click + under the **Printers** list, and then select the product that you want to set from the network printer list.
 10. When your product name is displayed in the Name box, click the **Add** button.
- If you print from the re-registered product, you can stop printing from the computer.

Printing is slow or the data end is truncated

❑ **Is the printer port setup correctly?**

Follow the steps below to check the printer port (for Windows).

1. Select **Desktop > Settings** charm > **Control Panel**, and then select **View devices and printers** (for Windows 8).
Click start - **Control Panel - Hardware and Sound - Devices and Printers** (for Windows 7).
Click start - **Control Panel - Hardware and Sound - Printers** (for Windows Vista).
Click **Start - Control Panel - Printers and Other Hardware - Printers and Faxes** (for Windows XP).
2. Right-click your product icon.
3. Select **Printer properties** (Windows 8/7) or **Properties** (Windows Vista/XP).
4. Select the **Ports** tab.
5. Check that the correct protocol is selected in the descriptions column for your product.

Smartphone or tablet

Even though the device sends a multiple-page print job using AirPrint, the printer prints only the last page

❑ **Is the device running iOS 4.x?**

AirPrint-compatible printers support devices running iOS 5.x or later. When using AirPrint to print, use iOS 5.x or later. The printer may not print normally with iOS 4.x. If you are using iOS 4.x, upgrade the operating system to iOS 5.x or later. To upgrade the operating system, visit the Apple Web site.

Scanning Problems

Connecting to Wi-Fi or Ethernet

Cannot start, set or scan with EPSON Scan

- Was the connection test successful?**
If it fails, verify that there are no problems with the network.
- Is the IP address set correctly on the computer?**
For details on network settings such as the IP address, see “[Setup Problems](#)” on page 26.
- Was the communication disconnected?**
If the communication was disconnected during EPSON Scan startup, exit EPSON Scan, and restart after a while. If EPSON Scan cannot restart, turn the product off and back on, then retry.
Check the **Timeout Setting** in **EPSON Scan Settings**. For details, see the EPSON Scan Help.
- Is the Firewall function active in Windows XP or later, or commercially available security software?**
If the Firewall function is active, the search may not work in **EPSON Scan Settings**. In this case, click **EPSON Scan Settings - Add - Enter address**, and directly enter the IP address.
- Are you scanning a wide range in high resolution?**
If a wide range is scanned in high resolution, a communication error may occur. If the scan did not work, lower the resolution.

Cannot operate Scan to PC (WSD)

- Is a WSD compatible computer connected to the network?**
The Scan to PC (WSD) function is only available for Windows 8/7/Vista English version computers. Make sure that a computer running Windows 8/7/Vista English version is connected to the scanner on the same network.

Problems Specific to the Operating System

IPv4/IPv6 function table

Available functions differ depending on the computer's operating system. For more details, see the following table.

	Function	Windows				Mac
		8	7	Vista	XP	OS X
Compatible						
	IPv4	Y	Y	Y	Y	Y
	IPv6	Y	Y	Y	-	Y
Print port						

Troubleshooting

	Standard TCP/IP Port	v4/v6	v4/v6	v4/v6	v4	-
	EpsonNet Print Port	v4	v4	v4	v4	-
	WSD Port	v4/v6	v4/v6	v4/v6	-	-
	Bonjour Printing	-	-	-	-	v4/v6
Scanning						
	EPSON Scan	v4	v4	v4	v4	v4
	Event Manager	v4	v4	v4	v4	v4
	WSD Scan	v4/v6	v4/v6	v4/v6	-	-
File shared (Memory card, external device)						
		v4	v4	v4	v4	v4
Sending/receiving Fax						
		v4	v4	v4	v4	v4

v4=IPv4, v6=IPv6

Mac OS X


The printer does not appear in Add Printer

Is the printer driver installed?

Install the printer driver. For details about software setup, see [“Mac OS X” on page 9](#).

Is the network service at the top of the network list?

If both wired and wireless network services are enabled on your computer, it may not be able to find the printer. In this case, follow the instructions below to set the network service you want to use at the top of the list.

1. Open **System Preferences - Network**.
2. Click the  icon to select **Set Service Order**.
3. Drag the network service type that you use the most to the top of the list.
4. Click **OK**.
5. Click **Apply** to apply the settings.

Are the network settings configured on the computer?

The settings vary depending on the protocol. Try the following:

EPSON TCP/IP: Open **System Preferences - Network - Advanced - TCP/IP** and check whether the addresses are set or if the correct IP address different from the factory setting is set on the product's network interface. See [“Setup Problems” on page 26](#).

Troubleshooting

Cannot stop printing even though the print job was cancelled from the computer

- Was the print job sent from a network computer running Mac OS X (10.5.x or 10.6.x)?**

If all of the following conditions apply to your environment, you cannot stop printing from the computer.

- The printer supports AirPrint.
- The print job was sent from a connected network computer running Mac OS X (10.5.x or 10.6.x).
- In the Bonjour settings of the Web page embedded in the printer, Top Priority Protocol is set to **IPP**.

In this case, press the cancel button on the printer's control panel to stop printing.

If you want to be able to stop printing using the computer, make the following settings.

1. Open the Web page embedded in the printer. Refer to [“Accessing a Web Config” on page 21](#).
2. Click **AirPrint Setup**.
3. Select **Port9100** in the Top Priority Protocol pull-down menu, and then click **OK**.
4. If Top Priority Protocol:Port9100 is displayed, click **OK**.
5. Close the browser.
6. Select **System Preferences** from the Apple Menu.
7. Click the **Print & Fax** icon.
8. Select the printer that you want to set from the printer list, and then click - to delete the printer.
9. Click + under the **Printers** list, and then select the printer that you want to set from the network printer list.
10. When your printer name is displayed in the Name box, click the **Add** button.

If you print from the re-registered printer, you can stop printing from the computer.

Cannot print a CD/DVD label from Epson application

- Did you select an Epson product name on the Use menu?**

If you connect your product to a network using the Bonjour protocol, select your Epson product name on the **Use** menu in the driver. Otherwise some functions in Epson applications will not be available.

iOS

Even though the device sends a multiple-page print job using AirPrint, the printer prints only the last page

- Is the device running iOS 4.x?**

AirPrint-compatible printers support devices running iOS 5.x or later. When using AirPrint to print, use iOS 5.x or later. The printer may not print normally with iOS 4.x. If you are using iOS 4.x, upgrade the operating system to iOS 5.x or later. To upgrade the operating system, visit the Apple Web site.

Android

Cannot access the internet when connecting to a product using the Wi-Fi Direct access point mode

- Are you using an older version of Epson iPrint?**

When printing from an Android device using the Wi-Fi Direct access point mode, use the latest version of Epson iPrint.

Software Problems

A dial-up connection dialog box appears when printing with EpsonNet Print

Is the Internet connection set to dial-up connection?

Printing ends normally after you close this dialog box, but the message appears every time you print after starting Windows. Connect to the Internet using a LAN or start a dial-up network manually.

Unblocking Epson software

Did you click the Keep Blocking button on the Firewall screen?

If you clicked the **Keep Blocking** button on the Windows Security Alert window during or after installation of the Epson software, follow the steps below to unblock Epson software.

1

For Windows 8: Select **Desktop > Settings** charm > **Control Panel**, and then select **System and Security**.
For Windows 7: Click **Start > Control Panel**, and then click **System and Security**.
For Windows Vista: Click **Start > Control Panel**, and then click **Security**.
For Windows XP: Click **start > Control Panel**, and then click **Security Center**.

2

For Windows 8: Select **Allow an app through Windows Firewall**.
For Windows 7: Click **Allow a program through Windows Firewall**.
For Windows Vista: Click **Allow a program through Windows Firewall**.
For Windows XP: Click **Windows Firewall**.

3

For Windows 8: Select **Change settings**, and then select **Allow another app**.
For Windows 7: Click **Allow another program**.
For Windows Vista: Click the **Exceptions** tab, and then click **Add Program**.
For Windows XP: Click the **Exceptions** tab, and then click **Add Program**.

Note for Windows Vista users:

*Click **Change settings** if you cannot find the **Exceptions** tab.*

4

Select Epson software from the list, and then select **Add** (for 8/7) or **OK** (for Vista/XP).

5

Confirm that the Epson software check box is selected in **Allow apps and features** (for 8), **Allowed programs and features** (for 7), **Programs or port** (for Vista), or **Programs and Services** (for XP), and then select **OK**.

Other Problems

The product cannot set up network services or suddenly cannot use network services

Has the product's root certificate expired?

If the product's root certificate has expired, a message indicating that you need to renew the root certificate is displayed in Web Config or on the product's screen. Use a browser to access the product's Web Config from your computer or smartphone on the same network as the product, and then update the root certificate.

For details of how to access the product's Web Config, see [“Accessing a Web Config” on page 21](#).

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